



Our Payroll Services - the details

Bishop Fleming's Payroll team take pride in delivering excellent advice and assistance. We build close relationships with our clients and focus on listening to and acting on feedback we receive, with the aim of providing a service which is second to none. To read client testimonials please have a look at our website www.bishopfleming.co.uk/service/payroll.

Full details of our service can be found in our standard terms of engagement. Below is an abbreviated version.

Service overview

We will provide a fully managed payroll administration service and will process your payroll(s) and produce agreed reports and payslips, which will be delivered back to your premises.

Before processing of your payroll begins we will liaise with you to develop a thorough working knowledge of your rules and policies, as well as local working practices which affect the payment and administration of pay for your employees.

We will perform agreed reconciliation tasks, as well as handling other areas of payroll, including the submission of employee net salary payment by BACS if required. We will also respond to queries from your authorised personnel and agents, as well as from statutory bodies including HM Revenue and Customs, Contributions Agency, Department for Work and Pensions and courts.

Payroll do the following:

1. Process your payroll to meet UK employment tax requirements, specifically, calculating statutory deductions including:
 - (PAYE) deductions;
 - National Insurance Contributions (NIC) deductions;
 - Statutory Sick Pay and/or Statutory Maternity Pay;
 - Real Time Information including:
 - prepare Full Payment Submission (FPS) for each employee and submit to HMRC after the data to be included therein has been approved by you;

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- prepare, where appropriate, an Employment Payment Summary (EPS);
 - submissions to HMRC, after the data to be included has been approved by you.
2. at the end of the payroll year:
- prepare the final FPS (or EPS) including employer annual declarations and submit this to HMRC, after the data to be included has been approved by you;
 - prepare and send to you a P60 form for each employee on the payroll at the year end.
3. submit information online to HM Revenue and Customs (HMRC) under RTI for PAYE;
4. produce a suite of payroll reports and employee payslips for you, which will be delivered to you at the address agreed by both parties on or before the employee pay date;
5. produce employee documents such as payslips and P45s for leavers;
6. should we be responsible for processing the employee net salary payments by BACS, we will supply reports in sufficient time to allow you to approve them prior to the BACS transmission being made;
7. arrange, if requested, payment of staff wages and, if required, third party payments such as the monthly payment to HMRC, through our BACS bureau service.

Our payroll service also includes:

- statutory paternity and adoption pay calculations;
- starter and leaver processing;
- student loans calculations;
- manual calculations on request;
- statement of earnings on request;
- mortgage and solicitor letters.

Your responsibilities

We will rely on you to:

- supply us with complete and accurate documents and information in an agreed format and in a timely manner (timeframe to be agreed with you);
- advise us of all changes of personnel and the personal circumstances of your employees (including maternity, paternity, shared parental leave etc) as agreed;
- advise us of salary changes and ad hoc temporary deductions or additional payments;
- forward pension scheme membership details if applicable;
- ensure that all employees have a valid National Insurance number.

The above information should be supplied within the agreed timeframe.

Auto Enrolment (AE) service summary

There are four options regarding AE, dependant on each organisation's pension scheme arrangements, which are as follows:

1. Bishop Fleming Payroll Services will undertake the AE assessment for the client and submit the data to the Pension Provider directly. Our payroll software automatically assesses the workforce. The administration of AE, i.e. the letters of the employees, is undertaken either by the client or the pension provider.
2. The pension provider or an AE middleware company (providing specialist AE software and AE administration for clients) undertakes the AE assessment having received a gross earnings report from Bishop Fleming Payroll Services. The pension provider or middleware company then sends Bishop Fleming Payroll Services an assessment report which we import into the payroll and make the pension deductions etc. The administration is undertaken by the pension provider, middleware company or client.
3. Bishop Fleming Payroll Services undertake both the AE assessment and the administration.
4. We will simply take instruction from the employer.

Where Bishop Fleming Payroll Services are required to undertake the initial assessment and on-going administration (Option 3 above), our standard service will cover:

- initial assessment of a client's workforce at the staging date;
- continual monitoring of the workforce;
- auto enrolment of eligible workers subject to client authorisation;
- routine individual calculations and processing;
- processing opt-ins and opt-outs as advised by the client;
- implementing postponements in accordance with client instructions;
- monitoring re-enrolment;
- providing standard reports, covering staff auto enrolled in current period and providing detailed lists of non-eligible staff etc., and;
- bespoke output file for submission to the pension provider.

Additional AE service - the provision of letters (Option 3 above):

The provision of letters for the client to issue to their staff notifying them of their pension status can be arranged if required. As the work involved will predominately be performed outside the payroll software and will involve more manual intervention, the additional fee would be provided on request on a case-by-case basis, following a full assessment of the work required.

With all options, with the exception of Option 4 above, there is a varying degree of additional administration required to be undertaken by Bishop Fleming Payroll Services. Fee quotations for our AE administration service are dependant on which option applies.

For more detail see our brochure [Pensions Auto Enrolment - An Employer's Guide](#).

Payment by BACs – how it works

We use a hosted site for the transmission of BACs. All BACS files sent from Bishop Fleming Payroll Services Bureau are encrypted during transit to BACS.

If you have asked us to process your employee net salary payments by BACs we will rely on you to supply us with any change in employee details.

You will be responsible for checking the payroll reports each pay period and advising us of any change to the payroll output.

Our staffing

We will ensure that staff competent in the administration and provision of the service shall be available between 9.00am and 5.15pm Monday to Friday (excluding bank holidays) to provide information and support to your nominated contacts and statutory bodies. We will provide a dedicated point of contact from within our payroll team for you to work with.

Standard Fees

Our fees are based on a payslip price for the standard payroll service. Additional fees for other services such as AE and BACs will be discussed and agreed with you.

Set up charges

For new clients there are standard one-off set up charges based on the number of employees.

Optional extras

- Benefits in Kind forms (P11D);
- bespoke reporting (e.g. general ledger interface file);
- employee query service (dealing directly with employees, e.g. payslip queries);
- posting payslips & P45s (if applicable) and P60's to home addresses;
- e-payslips and P60's (on-line delivery);
- pension administration service for schools;
- processing client changes after agreed cut-off date; and
- complete payroll re-runs at client's request.

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