

## The Managed Service

By definition the **Moorepay** Managed Service will respond to the individual needs of each Client, but a typical service will include:

Checking of all data received before it is input into the payroll system. Wherever possible we will accept documentation already in use within the Client's office. (original timesheets, bonus or commission listings, new employee forms etc.).

As part of the implementation process we will advise and recommend, based on our wide experience, where changes to internal documentation and routines may be of benefit. It is expected that all data received has been authorised by management.

Accuracy of input data and results is monitored throughout the processing cycle with reference to our Quality Management System. Our staff will work in partnership with the Client and refer back if any problems arise that require further information or guidance from them. It is important that points of contact are established and we will agree with the Client a list of named individuals to whom we can refer.

In addition to normal payroll calculations, and the production of payslips and standard audit trails, the Managed Service offers the following facilities:

- **Preview Runs** - are available to allow the Client to check the results before committing to the fully processed and printed payroll and payslips. The preview file is downloaded using communications software which we will provide and install. This file contains full payroll data by employee, department totals, BACS listing and any tailored reports requested. If any amendments are required, the Client can contact their Moorepay team who will take the necessary action to enable final processing.
- **Government Legislation** - automatic application of changes to Government legislation regarding Taxation, National Insurance Contributions, Pensions, etc.
- **Tax codes** - automatic update of tax codes following Budget changes.
- **Working Family Tax Credit and Student loan legislation** – we require sight of the documentation to upload onto the service. Our staff provide full management and advice in these areas.
- **Statutory Sick Pay/Maternity Pay/Adoption Pay/Paternity Pay** – we provide a complete management service in all areas. Clients are required to advise us of relevant dates and forward any correspondence.
- **P45s** – forwarded to us for new employees before entry to the system. We will check validity and refer to the Tax Office if required. Where a P45 is not

available we will adopt alternative procedures. The issue of P45s for leavers is an automatic function of the system.

- **Mid period starters or leavers** – we will calculate in accordance with the Client's contractual arrangements. Whilst payments are normally made with the normal salary run, we can provide individual calculations at any time supported by a payslip and P45 as appropriate. Normally actioned within 24 hours, there is an 'emergency' service for same day calculations.
- **Court Orders** – on receipt of a document from the Client, we will apply and monitor all Court Orders. Current status by employee is available as part of the reporting function.
- **Direct contact with HMRC (Inland Revenue and DSS)** - on all payroll related matters including dealing with routine correspondence.
- **Year End Tax returns** – produced normally within 14 days of the end of the tax year. There is an opportunity to make final adjustments to the figures should the Client need.
- **Electronic Data Interchange (EDI):** As a **Moorepay** client, your Members will meet the Inland Revenue statutory elements of EDI *without additional cost*. Services provided will satisfy the stringent requirements of the Inland Revenue Electronic Exchange Certification Scheme (EB4).
- **P11D production** - with optional month by month monitoring of benefits in kind.
- **Net to Gross** – calculations can be at total pay level or restricted to a particular element of pay (e.g. Bonus).
- **Payment of expenses**- we can make the payments with the salary thus reducing the number of BACS payments made or eliminating the need for cheque production. We can accept the values either as a total or at expense item level. If the latter, the service includes maintenance of the values and enables the nominal journal to have them included.
- **Answering employee queries** - normally through the co-ordinator to preserve confidentiality and control.
- **Regular deductions** - (e.g. AVCs, Union Contributions, Private Health, GAYE, Share Options etc). All are monitored with accumulations where appropriate and you can have summary reports to individual design.

- **Pensions** – we will maintain multiple pension schemes as necessary. Employee and employer contributions are calculated and can source from a value or percentage.
- **Loans** – these are monitored including final payment balancing and warning in the event of a balance remaining outstanding on a leaver. Other reducing or ascending balance items can be similarly catered for.
- **On screen Pay History** - After each payroll run the Client can sign into **Moorepay** and collect a file, via a secure connection, containing all of the input and payroll detail, listed by employee, for that period. The information is added to past pay periods and can be viewed or printed at employee level either in response to queries from Employees and Managers or to respond to information requests from Building Societies, Collections Agency etc. (If preferred this type of information request will be handled by your team). Previous Tax Years can also be interrogated.
- **Data Files** - Access database tables containing all information by employee may also be transmitted back allowing the Client to perform their own financial or other analyses on past processing runs
- **Third Party Payments** - **Moorepay** can facilitate payments to Pension Companies, Unions etc of deductions made from employees' pay. The monies would be paid by BACS from the Client's account into the relevant third party account. Supporting reports are provided and can be sent in .csv format directly to the provider.
- **Collection Agency (HMRC) Payments** - **Moorepay** can make, on the Client's behalf, the monthly payments to the HMRC Collection Agency of the statutory deductions from Payroll. The monies are be paid by BACS from the Client's account on the due date as specified by the Revenue.
- **Return of results by Courier or Post** – all hard copy reports and payslips will be returned to a designated office at least 3 working days before payday. Information as selected can be downloaded on completion of the final processing run.
- **Payslip Post Service** – The Client can identify, on the employee's record, the individuals for whom they wish the payslip to be sent directly to their home address and **Moorepay** will undertake the posting on their behalf. All other payslips will be returned to designated office/s for distribution. First class postage charges are not included in our quotation.
- **'Payview'** – payslips (and P60's) can be placed to a secure web-site enabling access by employees from their own computer. This can reduce the number of queries and potentially eliminate the need for hard-copy payslips – a cost saving if they are posted out.