

Pay Right Standard Service Description

Service Level Description

- Pay Right offers a fully managed payroll services to the SME sector
- Full compliance with UK legislative requirements
- A named Payroll Manager provides telephone support between 09:00 and 15:00 on normal working days for general payroll queries, excluding English Bank Holidays. An emergency contact will be available between 15:00 to 17:30 each working day to deal with urgent queries.
- Employee queries are channelled through the customer to Pay Right.
- Weekly / Monthly / Lunar / Fortnightly payrolls catered for.
- Input is accepted by fax, post and e-mail and the customer is advised on input timings required to ensure a smooth process.
- Payroll reports and payslips are of high quality, with the option of having reports provided electronically.
- Output is by post, with the option of courier delivery at an additional cost.
- Employee payments are normally made by BACS. Alternative methods of payment are available (cash, cheque).
- Payments to HMRC, or other third parties, are available at an additional cost.
- End of year returns and electronic filing to HMRC are part of the standard package.

Summary of Services Provided

- Calculation of gross to net.
- Payments made via BACS.
- Calculation of SSP, SMP, SAP, SPP.
- Statutory deductions, tax, Ni, court orders.
- Non-statutory deductions pensions, trade unions, loans etc.
- Production of P45's.
- Keeps you legislatively compliant.
- Production of clear and concise reports and employee payslips.
- End of year Tax and NI reports for Inland Revenue.
- Accept input by fax or e-mail.
- Weekly, Monthly, Fortnightly, Lunar payrolls all catered for.
- Confidential customer contact for PAYE, NI and general enquiries.

Customer Responsibilities

- Provide accurate, timely and complete information for initial company set up.
- To provide on-going input, which is legible, accurate and timely.
- To advise of all payments which may affect employees Tax / NI.
- To ensure written authority is obtained from the relevant employee before a voluntary deduction.
- Administer completion of P45/P46.
- Sign off the BACS payment list prior to BACS transmissions for each pay run.