

## **Payroll FAQs**

### **Who do I ask for when I have a payroll query?**

When we set up a payroll scheme on your behalf you will be allocated a dedicated Payroll Officer who will process your payroll every four weeks and also be your point of contact for any payroll queries you may have. How and who to contact will be in your welcome pack

### **When do I need to send my timesheet in?**

The deadline for Equal Lives' Payroll Service to receive timesheets is Tuesday of your pay week. If the timesheet is received after Tuesday it will be processed the following week.

### **When and how will I be instructed to pay my employees?**

Equal Lives payroll service will send you / your employee's payslips and a payroll summary by the Friday of your payroll week.

### **How will I know how much to pay HMRC (Inland Revenue)?**

Equal Lives payroll service will send you a payment sheet which will detail how much you need to pay to cover your tax and national insurance contributions. You should receive information about how to pay HMRC in your welcome pack however if you would like another copy of this please speak to your dedicated Payroll Officer.

### **What paperwork do I need to keep and for how long?**

Legally you are required to keep your financial paperwork, such as your statements and receipts for a minimum of three years. However it is good practise to keep them for six years. For more information on keeping records you can go to;

[www.businesslink.gov.uk](http://www.businesslink.gov.uk)

### **What if I am unable to sign and authorise my timesheets?**

We do require an authorised signature for us to process your payroll. However if you are unable to do this please contact your dedicated Payroll Officer who will discuss other options with you.

## **Does my employee need to sign timesheets?**

Although we recommend that your employee signs to agree their timesheets this is not strictly necessary for use to run your payroll.

## **What if my employee has a query regarding their tax and national insurance?**

Your employee should contact HMRC (Inland Revenue) employee helpline on 0845 300 0627 or visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk). They will need to quote your PAYE reference number which can be found on the employee's P60 or you can contact us for this information.

## **What if I receive any correspondence from HMRC (Inland Revenue)?**

Although we are registered as your payroll agents you may occasionally receive letters from HMRC. These are often bulletins which you may find of interest. However, if you are concerned about any HMRC correspondence please contact your dedicated payroll officer.

If you require further information or would like this factsheet in an alternative format you can contact us by calling: 01508 491210, by emailing: [info@equallives.org.uk](mailto:info@equallives.org.uk), or by writing to: Equal Lives, 15 Manor Farm Barns, Fox Road, Framingham Pigot, Norfolk, NR14 7PZ