



How to avoid a
Payroll Nightmare
during COVID-19

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What's inside?

- What payroll performance issues you shouldn't accept
- Top tips to ensure that COVID-19 doesn't impact your payroll performance
- How COVID-19 has impacted payroll forever
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About BrightPay

BrightPay are payroll software experts, supporting over 300,000 accountants and businesses. We've helped employers across the UK and Ireland in the complexity of COVID-19 and payroll, including COVID-19 webinars, payroll upgrades and online guidance. During this difficult period, BrightPay has maintained an impressive 99% customer satisfaction rating.



Getting your business through the coming months is not going to be plain sailing. Once the initial impact of COVID-19 has been alleviated, it is going to take some time for the full repercussions to present themselves.

How will the increased impact of COVID-19 on your business affect your payroll workload in the long run? And how can you give employees the best possible advice and support in these challenging times?

Dealing with the impact of an ongoing crisis

A lot of pressure has been put on small business owners since the pandemic first started. The Government may be offering some support, but there's also an expectation that business owners will keep employees in a job. It's a big responsibility and it's causing high rates of stress and worry.

48% of owners said that COVID-19 has had a 'severe impact' on their small business, according to recent research. And a survey by WorkLife revealed that 29% of small businesses worry about the mental health impact for their employees. Ensuring that a business can survive the crisis is no walk in the park.

If your business is struggling to keep on top of managing finances, understanding ever-changing government schemes and processing complicated payroll runs, now is the time for your business to take action.

Having an **innovative payroll software** that can help you with the complexities of the Wage Subsidy Scheme and ensure a smooth payroll process will help your business in the long run.

Top tips to ensure COVID-19 does not slow down your payroll performance

Reduce Business Overheads:

As businesses look at creative ways to save jobs, many are moving to reduce their business overheads. Savvy business owners have already saved thousands by opting for a payroll provider that does not have an additional charge for auto enrolment, CIS or customer support. BrightPay is one of the most **competitively priced payroll software** on the market with no contract ties applicable.



Working from Home Policy:

Most businesses have successfully adopted a work from home policy. Your **payroll software** should easily facilitate remote working with additional user access. Check the costs of remote access or additional users with your payroll provider as these hidden costs can soon add up. Users can access BrightPay from 10 different locations which minimises any additional outgoings for your business.



Achieving Business Continuity in the Cloud:

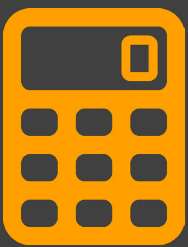
In the 'new normal', employers and employees expect to access their payroll information in the cloud. **Self-service online portals** are changing the way employers interact and communicate with their employees. Cloud access should facilitate the ability for employers to manage their employee's annual leave, access employee payslips, run payroll reports and distribute HR documents to their employees. BrightPay Connect, our cloud add-on offers all these things whilst providing the cloud functionality to get things done smarter and faster.





Quality and Speed of COVID-19 Updates:

The Government schemes are constantly changing, and it is vital that your business can cater for the schemes well in advance of the changes being implemented. In a recent survey, BrightPay achieved 98.8% rating for our overall handling of COVID-19 including customer support, payroll upgrades, COVID-19 webinars and online support. Learn more about [BrightPay's COVID-19 response plan](#).



Automation of Scheme Calculations in BrightPay:

COVID-19 calculations and corresponding claim reports are complex, and employers risk fines for incorrect claims. Your payroll provider should not only cater for the calculations but also automate the process as much as possible to reduce errors and potential fines. BrightPay includes the ability to assist users with calculations for the Coronavirus Job Retention Scheme and CJRS Claim Report to make it easier for the user when making a claim via HMRC.

Mandatory COVID-19 Employee Documents:

With the Coronavirus Job Retention Scheme, employers must agree to new short-time working arrangements with their staff, make any changes to the employment contract by agreement, and notify the employee in writing. This agreement must be made available to HMRC on request. Employers also need to send mandatory HR letters to employees, for example, a Return to Work Policy, a COVID-19 Safe Working Policy, and a COVID-19 Risk Assessment. BrightPay Connect allows users to upload contracts of employment and COVID-19 HR documents and also gives the employer or manager visibility as to when the employee views the document.



Continuity Planning & The Risk of Data Loss:

Most businesses are now working remotely for the foreseeable future which leaves many businesses exposed to data loss. Do you have safeguards in place to minimise business interruption and restore your organisation to normal? One of the main advantages of having cloud access is that you can back up your payroll data instantly. BrightPay Connect will automatically backup your payroll data every 15 minutes, allowing you to restore your data should the unforeseen happen.



Automate your Payroll Workflows:

A major bottleneck for many large businesses is requesting and receiving employee hours from their department managers or line managers each pay period. This can result in numerous emails back and forth and can typically result in errors being sent. The current COVID-19 environment should be a catalyst to make the leap to automated payroll workflows that save time and reduce those errors. BrightPay Connect is designed with a **facility to request employee hours from the various departments**. Managers can upload a CSV file or manually enter the hours for employees within their department which then synchronises back to the payroll software on your desktop. From there, the payroll department can complete the payroll run and send it to the various managers for their approval through a secure online portal.



Excellent Customer Support:

During COVID-19, a common frustration for employers is poor customer support and long wait times, often resulting in customers not renewing with their payroll provider.

BrightPay's COVID-19 response plan involved additional staffing and increased hours to assist customers. Our dedicated team answered 74,000 support calls and responded to over 67,000 emails (March to September 2020). An additional 122 hours of customer support overtime resulted in 97% of support emails being responded to within 24 hours.

Adapt Your Long-Term Business Strategy:

For many employers, the strategy is simple - stay in business with minimum job cuts. Once the initial impact of COVID-19 has been alleviated, it is going to take some time for the full repercussions to present themselves. It is wise for businesses to take action by putting in place cost savings strategies that could see additional profits. Payroll market trends are taking a dramatic shift with businesses looking for more affordable solutions but also innovative products. BrightPay is an **award-winning payroll software** that boasts a 99% customer satisfaction rating and 5-star review, costing in a range from £49 to £199 (excl. VAT) per tax year for a single employer.



In summary

Businesses all across the UK are being massively impacted by COVID-19 and their payroll department is very much on the front-line processing payroll in such a challenging time. It is crucial to understand where your vulnerabilities lie and how to mitigate any further potential impacts. Now is the time to plan and future-proof your business for survival. Employers must make the right changes and shift the way they operate to better achieve a long-term sustainable plan.

It is worth the time and money to invest in your people and even more so in automating your payroll processes. A resilient approach should involve managing people differently, streamlining manual processes and migrating to cloud portals. Making simple changes and investing in payroll solutions with integrated cloud access can improve productivity and save money during this challenging time.

It is important to choose the right payroll provider that will ensure COVID-19 does not slow down your payroll processing. Research different payroll software systems and compare them against what you are currently using. Choose the right **payroll technology** that not only streamlines your payroll processes but supports your business continuity needs. Ask other providers if they have any hidden costs, what their customer satisfaction rating is, and how they have helped their customers through COVID-19.

For further information:

- [Join the BrightPay webinars to hear from payroll experts](#)
- [Visit the BrightPay COVID-19 Hub](#)
- [BrightPay's Response to COVID-19](#)

Payroll Software You Can Trust...



Payroll Software of
the Year 2018 & 2019



Trusted by over
320,000 Businesses



99% Satisfaction Rate
& 5-Star Rating



30 Years' Experience
Developing Payroll

Your next steps:

1

Join our free webinars

Hear from the payroll experts on how the latest updates are impacting payroll and how you can best support your employees.

[Register Now](#)

2

Attend a free online demonstration of BrightPay

Discover more ways that BrightPay and BrightPay Connect can help your business come back stronger from this challenging time.

[Book a Payroll Demo](#)

3

Start a 60-day free trial of BrightPay

BrightPay's 60-day free trial is a great way for you to discover just how easy BrightPay is to use without having to make any commitment.

[Download Now](#)