

Resource House
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Email: payroll@penderelstrust.org.uk
Website: www.penderelstrust.org.uk



25th March 2020

Dear Payroll Customer

Re: Important Update about our Payroll Service due to Coronavirus Crisis

As you will be aware, we are now having to work under severe restrictions in the UK. Our service is still operating but our staff are now working from home and our offices are closed.

Emailing your Timesheets

As our offices are closed and there are potential delays in the postal service, you must email us your timesheets to guarantee they will be processed on time. If you post them to us, we will not be able to process them on time which means there will be a delay in your PA getting paid. If this happens, please pay them 70% of their expected pay on their pay day and pay them the balance of the amount when the payslip arrives.

If you don't currently have an email address, they are easy and free to set up (Gmail from Google is a popular email service). If you don't have a computer, please ask a family member or friend to do this on your behalf.

If you have a managed account, please email your timesheet to your local office. All local office email addresses are on our website:

<https://www.penderelstrust.org.uk/contactLocations.php>

If you do not have a managed account, please send timesheets to **timesheets@penderelstrust.org.uk**.

Timesheets must arrive no later than 9 a.m. on the Tuesday of your pay week and as per your payroll planner. We will not be able to process late timesheets.

Giving us your Email Details

As you have received a posted letter, it means we haven't got your email address on our main database. Please email the following details to **emailaddresses@penderelstrust.org.uk**

Full name
Address
Postcode

Payroll Department number (this is at the top of your timesheets)

Even if you have previously emailed your timesheets, please can you email us your details so we can save them to the main database.

Receiving Payslips by Post

If you are a Managed Account or BACS customer, please be assured that your PA will be paid on time but the payslip may arrive later than usual.

If you have our standard Direct Payment service and rely on the payslip to know how much to pay your PA and it hasn't arrived by pay day, please pay them 70% of their expected pay on their pay day and pay them the balance of the amount when the payslip arrives.

Please send any payroll queries to **payroll@penderelstrust.org.uk**. We will read your email and respond to it as soon as we can.

Useful Information

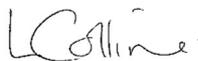
For our Frequently Asked Questions document, please go to **<https://www.penderelstrust.org.uk/pdf/EmployerFAQ.pdf>**. This document is updated as the situation changes.

For our 'Be Prepared' factsheet, please go to **<https://www.penderelstrust.org.uk/pdf/BePrepared.pdf>**

We appreciate that this is a difficult time and we are asking you to do things in a different way. We are working really hard to make sure our service runs as efficiently as possible and we need you to help us to do that. Thank you very much.

Please stay safe and well.

Yours faithfully



Lisa Collins
Regional Manager