


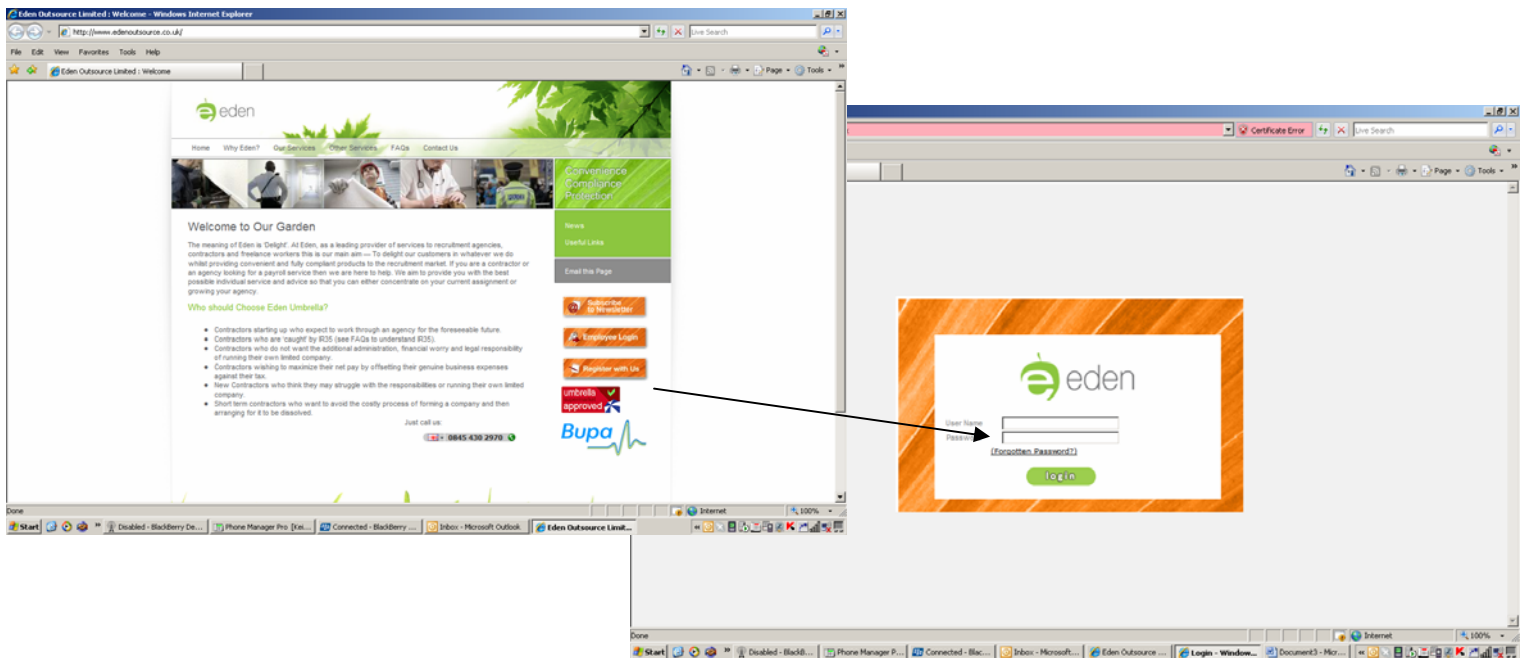
## Eden Update – October 2009

### New System Launch

Our new system is now up and running. Most of you would have already experienced the new format wage slips and texts advices for some weeks/months. If you haven't don't panic there are a couple of large monthly payrolls that have not been fully converted at this stage. These are in the process of conversion and will complete our internal transition from our old systems to the new ones. We hope that most people's experience of the new system has been positive but we will be honest and say that we have encountered a number of issues mainly caused by areas of the system that are not functioning as they are suppose to or by massive amounts of new information required. We are addressing these issues but if you ever have any direct feedback please email [feedback@edenoutsource.co.uk](mailto:feedback@edenoutsource.co.uk). The next stage of the process will be the rollout of the portal to everyone who has email access. This will happen over the October period and will consist of an email directly from the system which will include your login ID and your password.

### Portal Login

The initial login screen for the portal is already accessible from our website under the employee login button. Initially many of the features in the system will be turned off but at it's outset you will have basic access to payslips, timesheet and expense detail. You will also have the ability to change information such as your address, contact details etc. Over the coming months we will turn on more and more functionality and obviously check at each stage that everything is working. The system also has a built in help system. Where ever you see this  symbol you can simple click on it and it will explain the field and what is required or the action to take.



### HMRC

As many of you will be aware HMRC have been very active in the contracting market over the last 12 months. Whilst a lot of articles and warnings that have come out from HMRC deal with the more serious issues of offshore companies, where contractors are paying little or no tax or personal service companies where contractors claim to be running their own companies to reduce their tax burden, we are concerned about the growing emphasis on genuine expenses and abuse of dispensations. Whilst we pride ourselves on compliance and as many of you know we hardly use the dispensation granted to us from the HMRC we feel that we need to tighten up in one further area which is mileage.

Our current business expense policy clearly lays out that you should only claim for mileage actually incurred and that petrol receipts should be kept for audit purposes. We are not changing any of that process and you should still use the guidance of **£12.00 of petrol receipt covers 100 miles claimed**. What we will be changing over the October period is to introduce the requirement to send in petrol receipts along with your expense claims every week/month. Many of you already do this but for those of you who don't we simply need you to send in the appropriate amount of receipts for the mileage you claim. If you claim 300 miles you should send in petrol receipts for £36.00 i.e. £12.00 x 3 = £36.00. Once you have access to the portal this will become even simpler in that you will be able submit your expenses claims online and eventually attached a scanned copy of your receipts.

## HMRC continued

Whilst in theory the updated policy will be effective immediately we will only start to clamp down on weekly expenses from the week beginning October 12<sup>th</sup>. For monthly contractors we will expect at the end of October for all mileage claims to be accompanied by petrol receipts. An updated business expense policy will be available from that date as well. If you have any questions or if we can help in any other way please do not hesitate to contact us.

## Pricing and Service Review

Eden has again expanded rapidly over the last 12 months and we would like to undertake a servicing and pricing review. We are keen to hear any comments you may have about the service and products Eden provides. Are there things you see with other Umbrella companies like you would like us to do? What are the things we do well and the things we do badly? We have a number of ideas a few of which we will be implementing after the servicing and pricing review.

When it comes to pricing we are also looking for feedback. We have maintained our prices for the last 5 years at the same level and are thinking about putting through a minor rise to our weekly and monthly fees. The proposed increase to weekly fees would be £1 a day to a maximum of £24 a week, roughly £2 a week increase after tax. The proposed increase to the monthly fees would be that our part time rate would increase from £35 a month to £40 and that our normally monthly fee would increase from £50 to £55 a month. Our thinking is that these minor changes would help us fund further development of our services.

Please send you feedback to [feedback@edenoutsource.co.uk](mailto:feedback@edenoutsource.co.uk)