

We Are Expanding

Due to continued success, we have expanded our business to ensure our personal service is maintained at all times. We now have Sales Enquiries, Payroll and Customer Care departments to ensure you ring one department and get dealt with immediately and without delay.

Contact details for these specific departments:

Sales Enquiries	Tel: 0844 686 8350	Fax: 0844 686 8351	Email: enquiries@edenoutsource.co.uk
Payroll	Tel: 0844 686 8360	Fax: 0844 686 8361	Email: payroll@edenoutsource.co.uk
Customer Care	Tel: 0844 686 8370	Fax: 0844 686 8371	Email: customercare@edenoutsource.co.uk

We have a strict policy of 4 business hours for our SLA on all the above email boxes. However, please note that in some cases regarding expenses, this could take up to 16 business hours due to the internal approval process now in place to prevent any misdemeanours.

Online is the future and Eden are leading by example.

We have always felt that the best way to speed up and streamline our services is to make it fully automated. We have therefore developed a bespoke software package that will enable everything to be easy and user friendly for our contractors via an online web based portal. This is in the process of going live and will be available from our website using the employee login button. You will be notified of your own personal login details shortly*. Initially many of the features in the system will be turned off but at its outset you will have basic access to payslips, timesheet and expense detail. You will also have the ability to submit expenses and change information such as your address, contact details etc. The system also has a built in help facility, so wherever you see this symbol “?” you can simply click on it and it will explain the field and what is required or the action to take.

* Please ensure that Eden have your correct postal address, email and mobile phone details

Important Information Regarding Expenses:

Mileage Claims

You would have been informed about this before, sorry to be repetitive, however it is very important you are fully aware that when you are claiming for business mileage, you need to include a vat receipt. We will NOT be offsetting your mileage claim without a valid vat receipt.

Subsistence Receipts

As you should already be aware, we are deliberately restrictive on expenses and do not use our dispensation to its full extent to ensure that our contractors are not claiming expenses they have not actually incurred. Following the guidelines from HMRC and our dispensation agreement, we have chosen that the statutory subsistence allowance of £5.00 per day (based on “food and drink purchased during the work day”) can be claimed without receipts. All other claims require receipts for actual expenditure. All receipts should be kept for Inland Revenue or Eden spot audit purposes. **All other expenses are to be submitted with a valid receipt.** We pride ourselves on setting industry standards and securing compliancy to all our contractors, this is why Eden always leads by example.

A friendly word of advice

It has been brought to our attention that there are a number of unorthodox umbrella companies trading, which are providing incorrect advice and dubious payment methods. We would urge you to be mindful of this and ensure you choose an umbrella company that provides the service and compliancy you deserve.

Pricing

After reviewing our rates that have not been altered in 4 years and due to the continued investment being made to make your experience using Eden completely seamless and effortless, we have introduced new rate changes. These were effective from 4th January 2010 for all new contractors, and previously registered contractors with Eden will be changing over on 5th April 2010 (Please be aware that these increases are in line with the market standards even without the level of service and online productivity that Eden have invested in and introduced over the past 6 months.)

Testimonials

"For the purpose of not just taking our word for it"

"We have a long established and well developed relationship with Eden, which is a result of the highly efficient and reliable service that they provide to our company and our contract worker"
Rhiannon, Agency Accounts Department

"I would also like to take this opportunity to thank you and your agency for all the information you sent. Your help is deeply appreciate in getting my account established under such short notice"

Alexander, Police Contractor

"Also, I wanted to thank you and everyone else for the work that's been done to ensure I've always been paid on time. I've not had any difficulties or problems with EDEN Outsource at all and I would certainly recommend you to any friends who may wish to get into locuming in the future"

Ross, Radiography Contractor

"Eden Outsource provided a very good level of service; they seemed to offer the personal touch which is very important to lots of contractors and agencies nowadays. They also came across as very honest and knowledgeable; they answered all of our questions without hesitation, supplied us with an illustration and gave us sound advice"

Umbrelladetective.com

Thank you.

Please do not hesitate to contact us should you have any questions regarding any of the above.