



**An always-on approach
that really does do it all...**

PayFit's Premium Plan

Managing payroll is a **complex undertaking**. This is especially true for scaling teams that don't yet have the **knowledge** or **time** to tackle trickier payroll and compliance scenarios.

It might be tempting to just **outsource everything** to an accountant or payroll bureau. But as our recent UK-wide 'outsourcing pains' survey showed, businesses that do this tend to **end up regretting it**.

But what if there was a '**best of both worlds**' approach, one that combined **simple-to-use**, in-house-owned payroll software, together with a **dedicated** account manager offering round the clock support and monthly pre-payroll check-in calls?

The good news is that this approach exists - and it's **PayFit's Premium plan!**

This plan offers a wealth of additional **features** and **benefits** above and beyond our Light and Standard packages. It comes loaded with a **full suite** of payroll management capabilities, not to mention custom payroll journals, non-standard pension submissions, fully managed P11Ds and even the ability to correct or re-run payroll.

Crucially, it does all this while providing the level of support you'd expect from a fully outsourced solution.

Here's a breakdown of what our Premium plan offers businesses on top of PayFit's other packages, as well as those of similar software providers.



Payroll features & services

<p>Custom payroll journals</p>	<p>PayFit already automates payroll journals in the correct format for major accounting providers. With Premium users, our team can also help to create more customised payroll journals, with non-standard formatting for other platforms, and unique line items based on your specific needs.</p>
<p>Non-standard pension submissions</p>	<p>PayFit automatically processes pension submissions for all main workplace pension providers.</p> <p>Premium customers using non-integrated providers can also get auto-generated pension files, meaning you can upload them directly into your pension portal. No manual calculations or file manipulation needed.</p>
<p>Fully managed P11Ds</p>	<p>Our Standard package automates the generation of P11D forms, saving you time and worry. Our Premium package provides the full end-to-end experience, from initial generation through to submission to HMRC. We'll even liaise with HMRC for you to follow up on any actions or corrections needed.</p> <p>That's one major task you don't need to worry about ever again!</p>
<p>Payroll re-runs & corrections</p>	<p>Made a mistake with your payroll and need to undo it? It happens - but this can frustrate staff while messing up reporting and compliance obligations.</p> <p>Only our Premium plan lets you correct and re-run your payroll after the fact, with all the corresponding data in the platform adjusted accordingly.</p>



Support

Live chat	Quickly get help with any niggling questions you may have with our Premium package's live chat feature.
Dedicated personal account manager**	<p>The crème de la crème of our Premium support functionality. Your dedicated customer support representative will be on hand whenever you need them, with a regular mid-month pre-payroll call to analyse, check corrections and provide industry updates.</p> <p>They will frequently analyse your processes and assess usage data to help you get the most out of PayFit. What's more, you'll have their mobile number and be able to book a meeting with them via an online link, when it suits you.</p>
Quarterly business review**	<p>Take advantage of the personalised touch with a quarterly check-in with your account manager.</p> <p>You'll have the chance to raise any questions or concerns, and we'll be able to provide the insights you need to make better informed decisions for your business.</p>
Call back service**	PayFit Premium effectively helps users to jump the ticket system queue, and get support on pressing queries first. Choose a callback time that's convenient for you and your workload.

**Only for companies with over 25 employees



Frequently asked questions :

Why should I choose PayFit's Premium, rather than Standard, plan?

Tricky shift patterns, non-standard sick pay policies or payroll journals that require being split out by more than one department are a breeze with the Premium plan. Businesses without an HR software that integrates with PayFit will benefit enormously from going Premium, as will growing teams without the time or knowledge to fully tackle the world of running payroll.

The Premium plan's biggest 'USP' over Standard or Light is the level of personalised support provided. For example, our support team can do something that might take a few hours - such as creating and submitting P11Ds to HMRC - in a matter of minutes.

And our personal account manager feature allows you to effectively jump the support ticket queue, by being able to call, text or book in a meeting directly, something our other offerings don't do.

And why should I choose PayFit's Premium plan over a fully outsourced solution?

PayFit's hybrid setup combines the best of both worlds - that is to say outsourcing and in-house payroll. With PayFit, you get the control, visibility and insight of a piece of software that you own and manage, but with the support of CIPP-recognised payroll experts, a dedicated account manager and live chat functionality.

Many businesses that come to us do so from an outsourcing setup, and express frustration at the lack of control, frequent mistakes, time taken to manage payroll each month, and communication issues. We even ran a [UK-wide survey](#) on the topic!

PayFit's Premium plan practically eradicates all of these stumbling blocks.

How does PayFit's Premium plan compare with other payroll software plans on the market?

The USPs of our Premium plan vs. others on the market are the level of **support** and **customisation** available.

Take Pento, for example.

- Payroll journals are not created manually - this needs to be asked for.
- You'll also need to enquire about the journal customisation that comes as standard as part of our Premium plan.

PayFit automates almost 90% of payroll calculations such as OSP, SSP, prorated salaries and more. Other elements such as rolling sick pay cannot be automated by other platforms, and must be completed by an in-house team.

How flexible is the contract? Am I locked into Premium, or can I move to Light, Standard or another provider entirely if it's not for me?

We offer a flexible monthly rolling contract, which you can cancel at any time with 15 days' notice, if you wish to leave PayFit altogether. Some other providers do not offer such flexibility.

This also applies to moving between packages, so if you decide that Premium isn't for you and wish to switch to either our Light or Standard package, then this is totally fine! We'll just need 30 days' notice.

