



# **IRIS Gold Support Service**

## **Customer Guide**

July 2016



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## Introduction to the IRIS Gold Support Service

The IRIS Gold Support option is our premium support offering. It is geared towards a select group of customers requiring more hands on direct contact and the very best support facility.

These customers tend to fall within the following categories:

- New customers to IRIS needing help getting up to speed with IRIS Software
- Customers who have purchased Consultancy or Training products
- Existing customers who require an extra level of support and assistance

IRIS Gold Support provides you with an off-site consultant to help you with any queries regarding your payroll software or after your Consultancy or Training project ends, ensuring your post-project implementation is smooth and stress free leaving you ready for 'business as usual'.

With the Gold Support Service you will also have a dedicated priority support phone line and email address. You can use Live Chat to communicate with your named support representative. You will also be entitled to a free place on one of our web based training courses, normally priced at £195, giving you the opportunity to learn more about our products and services.

Your off-site consultant will be fully briefed with all the details surrounding your project including any historical support issues and any unique set up you may have.

The IRIS Gold Support Service will provide you with:

- Personal service from an experienced technical consultant
- Assistance surrounding any post implementation queries you may have
- Quick and efficient resolutions to any post project queries
- dedicated priority Support Telephone line
- dedicated priority Support email address
- A free place on one of our web based training courses

## Gold Support Service vs. Regular Support Service

As the IRIS Gold support service aims to deliver the best advice as efficiently as possible, the services on offer exceed that of our Regular Support channels. The diagram below aims to depict what the key differences are between our regular support channels and our new IRIS Gold Support Service.

Support Area	Regular Support	Gold Support
Telephone Support	X	Direct
Email Support	X	Direct
Support (Business Hours)	X	X
Self-Service Knowledgebase	X	X
Updates and Patches	X	X
New Feature Releases	X	X
Online Documentation	X	X
Broadcast Messages	X	X
Named Support Contact		X
Managed Updates		X
Scheduled Support Calls		X
Complimentary Webinars		Up to £195
Regular Q&A Sessions		X
Help and How-to Guides		X

We will be reviewing this list regularly and adding more benefits in due course. If you have any recommendations please contact your named Support Consultant.

## Your Dedicated Support Consultant

Your account has been assigned to:

### **Simon Clark – Senior Technical Support Consultant - Liaison**

Simon is an experienced Technical Support consultant within IRIS and has worked across many of our products since joining the company in 2014. He has an adept knowledge of many payroll queries and is quick to respond to queries and address concerns efficiently.

Here's what some of our customers have said about Simon:

*"The agent solved all my issues promptly and successfully, taking time to explain things to me. We were very pleased with the service provided."*

*"The Agent is always at hand to solve or answer to my problems"*

*"Always prompt and informative reply to any query - the reason for our change of software was support issues with previous supplier. Very pleased so far"*

## Contact Details

You can contact your Support Consultant on the following details:

<b>Name:</b>	Simon Clark
<b>Position:</b>	Senior Customer Support Consultant - Liaison
<b>Department:</b>	Stockton Technical Support
<b>Your Gold Support Line:</b>	01642 525752
<b>Fax:</b>	0844 815 5675
<b>Email:</b>	<a href="mailto:gold.support@iris.co.uk">gold.support@iris.co.uk</a>

## Working Hours

The IRIS Gold Support Team is here to assist with your queries during normal office hours.

Every other week, the IRIS Gold Support Service closes on Friday at 12.30

Please see below for our available times:

Week 1		Week 2	
<b>Monday</b>	08.30 – 17.00	<b>Monday</b>	08.30 – 17.00
<b>Tuesday</b>	08.30 – 17.00	<b>Tuesday</b>	08.30 – 17.00
<b>Wednesday</b>	08.30 – 17.00	<b>Wednesday</b>	08.30 – 17.00
<b>Thursday</b>	08.30 – 17.00	<b>Thursday</b>	08.30 – 17.00
<b>Friday</b>	08.30 – 17.00	<b>Friday</b>	08.30 – 12.30

The offices will be closed on weekends and Public and Bank Holidays.

## Useful Links

### Software Updates

[www.iris.co.uk/updates](http://www.iris.co.uk/updates)

### Customer Knowledgebase

[www.iris.co.uk/kb](http://www.iris.co.uk/kb)

### IRIS OpenPayslips / OpenEnrol Login Page

<https://www.irisopenpayslips.co.uk/Account/LogOn>

### Auto Enrolment Frequently Asked Questions

[www.iris.co.uk/AEFAQ](http://www.iris.co.uk/AEFAQ)

### AE Suite - Pension Contributions

[www.iris.co.uk/pensioncontributions](http://www.iris.co.uk/pensioncontributions)

### AE Suite - Pension Output Files

[www.iris.co.uk/pensionexport](http://www.iris.co.uk/pensionexport)

### HMRC Online Filing Issues

[www.iris.co.uk/filingissues](http://www.iris.co.uk/filingissues)

### PAYE Legislation Guide

[www.iris.co.uk/PAYELegislation](http://www.iris.co.uk/PAYELegislation)

### Year End Process

[www.iris.co.uk/yearend](http://www.iris.co.uk/yearend)

## Additional Software and Services Available

### IRIS AE Suite™

The IRIS AE Suite™ works seamlessly with all IRIS payrolls to easily manage auto enrolment. It will assess employees as part of your payroll run, deduct the necessary contributions, produce files in the right format for your pension provider\* and generate the necessary employee communications.

### IRIS OpenPayslips

Instantly publish electronic payslips to a secure portal which employees can access from their mobile phone, tablet or PC. IRIS OpenPayslips cuts payslip distribution time to zero and is included as standard with the IRIS AE Suite™.

### IRIS Auto Enrolment Training Seminars

Choose from a range of IRIS training seminars to ensure you understand both auto enrolment legislation and how to implement it within your IRIS software.

### Useful numbers

HMRC online service helpdesk	HMRC employer helpline
Tel: 0300 200 3600	Tel: 0300 200 3200
Fax: 0844 366 7828	Tel: 0300 200 3211 (new business)
Email: <a href="mailto:helpdesk@ir-efile.gov.uk">helpdesk@ir-efile.gov.uk</a>	

### Contact Sales (including stationery sales)

For IRIS Payrolls	For Earnie Payrolls
Tel: 0844 815 5700	Tel: 0844 815 5677
Email: <a href="mailto:sales@iris.co.uk">sales@iris.co.uk</a>	Email: <a href="mailto:earniesales@iris.co.uk">earniesales@iris.co.uk</a>

### Contact support

Your Product	Phone	E-mail
IRIS PAYE-Master	0844 815 5661	<a href="mailto:payroll@iris.co.uk">payroll@iris.co.uk</a>
IRIS Payroll Business	0844 815 5661	<a href="mailto:ipsupport@iris.co.uk">ipsupport@iris.co.uk</a>
IRIS Bureau Payroll	0844 815 5661	<a href="mailto:ipsupport@iris.co.uk">ipsupport@iris.co.uk</a>
IRIS Payroll Professional	0844 815 5671	<a href="mailto:payrollpro@iris.co.uk">payrollpro@iris.co.uk</a>
IRIS GP Payroll	0844 815 5681	<a href="mailto:support@gppayroll.co.uk">support@gppayroll.co.uk</a>
IRIS GP Accounts	0844 815 5681	<a href="mailto:gpaccsupport@iris.co.uk">gpaccsupport@iris.co.uk</a>
Earnie or Earnie IQ	0844 815 5671	<a href="mailto:support@earnie.co.uk">support@earnie.co.uk</a>