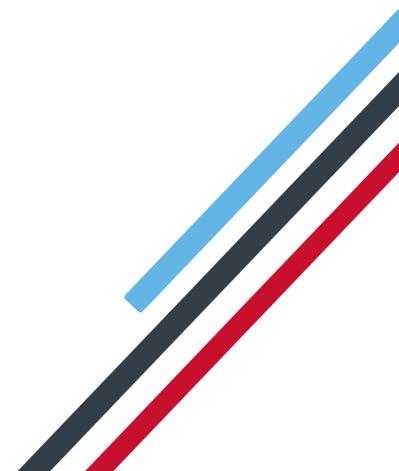




Getting Started Guide

Bureau Efficiency

September 2018



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Introduction

The Bureau Efficiency module consists of a dashboard personalised to each user, providing an overview of tasks due and client progress, and the ability to run certain tasks automatically.

- It gives Bureaus a way to view client payroll progress, run payroll tasks and action warnings from a single place; a simpler way to have multiple members of staff processing the payroll for multiple clients
- The structure of the bureau can be easily set up and managed, giving team leaders the ability to simply assign, reassign and un-assign clients to different payroll operators at different times, as needed
- The flexible configuration options, including reporting packs and payroll variances, can be restricted to particular operators if required

After some initial configuration, each payroll operator will log into payroll and see their own Bureau Efficiency landing page.

The user will always see this dashboard when logging into payroll, however all payroll functions remain and can easily be accessed if needed.

Users can choose between seeing the **Status** screen, showing their progress summarised into different categories and graphs, or their **Task List**, which lists all outstanding Tasks for that operator's clients.

- This guide will provide an overview of the dashboard and menus, and go through set up and some common tasks step-by-step.
- Read the guide all the way through, or use the links in the **Contents** page to jump straight to a section if you prefer

Remember, for a detailed description of any screen you are on, simply press F1 on your keyboard

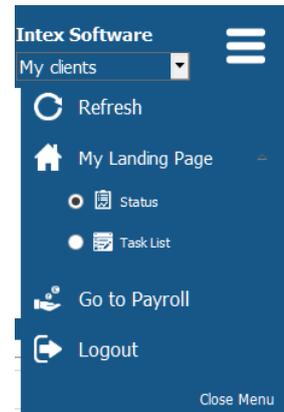
The dashboard screen and menu items

This is the landing page all users can see when they log into the payroll software.

1. Change the default view between **Status** and **Task List**, by clicking the 'burger' icon  on the top right and selecting **Task List**

You can also use this menu to:

- Select which clients are included on the dashboard by changing the option in the drop-down menu
- **Refresh** the data you are looking at
- Open the payroll software by clicking on **Go To Payroll**
- You can then return to the dashboard by going to **Bureau | Bureau Dashboard** in the payroll software
- Close the software by clicking **Logout**



2. Change the **Pay Period** you are operating in using the drop-down menus at the top of the screen:



3. The other three icons at the top of the screen show the number of **Errors**, **Warnings** and **Overdue Tasks** there are for the clients you have selected to view



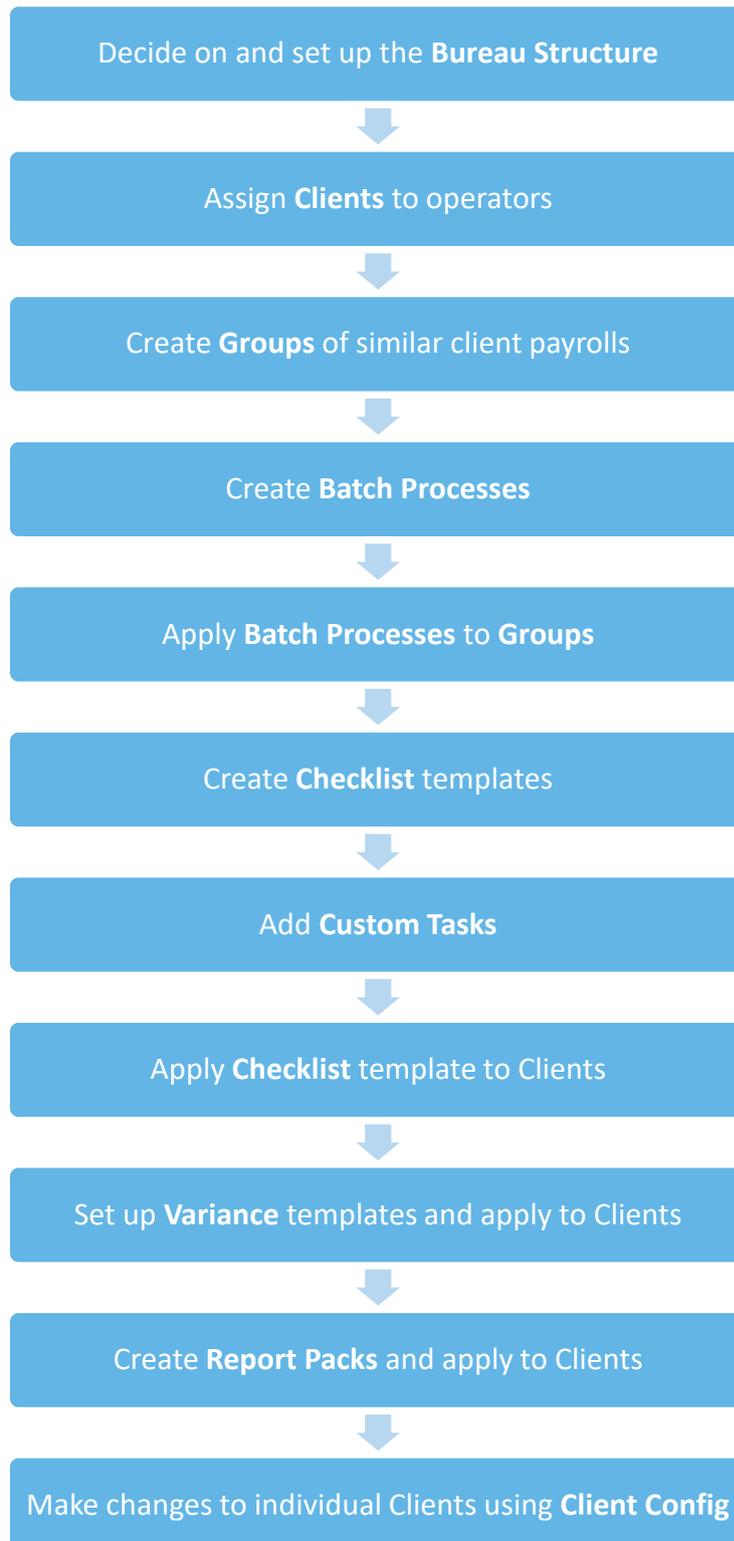
4. The menus on the left of the screen link to the main functions of the module, as well the main configuration options:
 - Shift between views by clicking on **Status** or **Task List**.
 - Access to the **Configure** menu can be restricted via **Operators/Groups** in the **Admin** section of the payroll software

The Bureau Efficiency module will need configuring before you can begin using it, so we will look at the **Configure** menu in more detail first

Configure

This section is only visible to users given the correct permissions under **Operators/Groups** in the Admin side of the payroll.

Configuring the module consists of the following steps:



Bureau Structure

Note: You will only have access to this screen if you have access rights in **Admin**

This is where you set up your reporting lines, assign clients to users and give permission to a user to temporarily assign clients to other users.

You can see all operators set up in **Operators/Groups | Alter Operators/Groups** within the Admin side of the payroll software.

An **Organisation Chart** is displayed at the top of the screen:

1. Single-click to highlight a user (one at a time)
2. The hierarchy is based on the information in the **Reports To** column in the **Users Available in System** grid at the bottom of the screen. If **Reports To** is blank, the user appears at the 'top level' of the hierarchy. If **Reports To** is a user whose corresponding **Reports To** field is blank, they appear at the next 'level' from the 'top level' in the hierarchy, etc.
3. There is no limit to how many 'levels' there can be in the hierarchy
4. There can be more than one structure, i.e. there could be one set of users [that report to other users] that are not connected to another set of users [reporting to other users]

The lower half of the **Bureau Structure** screen contains the **Users Available in System** grid. It consists of:

User Name	The Operator Name as per Operators/Groups
Job Title	Needs to be entered manually. (This isn't held anywhere else and is for your reference only)
Reports To	<p>A dropdown list of all users (with the exception of the current user). This field determines where the user appears on the Organisation Chart</p> <ul style="list-style-type: none"> ▪ Select a user and click Save; the User Name will appear in the Organisation Chart ▪ If the Reports To field is left blank the user does not report to anyone and they will appear at the 'top level' of the Organisation Chart
Allow Re-assign	Tick to give the user the ability to use the Temp Re-assign Clients function in the Client List screen. That user will then be able to reassign clients for a particular pay period only, to cover absence, for example

You will need to have the **Payroll Calendar** set up in the payroll software for each client to appear in the **Client List**

How to assign clients to a user:

1. Highlight a user and click the **Assign Clients** button on the **Bureau Structure** screen
2. Tick the box in the **Assign** column next to all the clients to be assigned to the user you selected on the **Bureau Structure** screen
3. Click **Save** to return to **Bureau Structure**

Groups

Use this screen to configure groups of clients. A **Group** of clients will all use the same tasks and workflows so you would be able to run them all at the same time.

Note: You will only have access to this screen if you have access rights for the Configure Groups menu item in Admin.

If no groups have been configured yet, the **Group Name** and **Selected Clients** fields will be blank. The drop down list of **Available Clients** will be populated with clients you have access to.

How to create a new Group:

1. Click the  icon to create a new **Group**
2. Enter a name for the **Group** and click the  icon
3. Double-click on a client in the **Available Clients** list that you want to include in the **Group**
4. Repeat until you have included all the clients you need

5. Click  to save

Note: There may be clients that are not visible because you don't have access to them. These clients will remain included in the group after a Save even though you can't see them

Batch Processes

Use this screen to configure batches of tasks for the software to run automatically. You can then assign a batch to a **Group**. A **Group** can contain a single or multiple companies; to add a batch process to an individual client you will need to add them to a **Group** on their own. However, you can run multiple tasks at the same time for an individual client via their **Task List**.

The left side of the screen, **Available Tasks**, displays the tasks available to you and the right side, **Selected Tasks**, shows the tasks currently assigned to the selected batch.

You can move clients between the **Available Tasks** and **Selected Tasks** list by:

- Double-clicking on the task
- Dragging & dropping the task from one list to the other
- Highlighting the task and using the left & right arrow buttons

How to create a new Batch Process:

1. Click the  icon next to the **Batch Name** field
2. Enter a name for the **Batch** and click the  icon
3. Double-click on a task in the **Available Tasks** list that you want to include in the **Batch**
4. Repeat until you have included all the tasks you need

How to apply a Batch Process to a Group:

1. From the **Company Group Name** drop down, select the **Group** you want to apply the Batch to

2. Click  to save

Checklist

Use to create a **Checklist** template of tasks to apply to a client or clients.

A **Checklist** details all the tasks you normally process for the client and the order in which you want to carry them out. You can create different Checklist templates for different client scenarios, for example, you may have one checklist for monthly payrolls and another for weekly payrolls. You are also able to manually add and delete custom tasks. A custom task could be uploading an output file to a pension provider, for example.

How to create a Checklist Template

1. Click the  icon next to **Checklist Template Name** to create a new template
2. Enter a name for the template and click the  icon
3. Two lists are displayed on screen, **Available Tasks** and included tasks. Move tasks between the lists as needed by drag and drop or by selecting a task and using the arrows
4. Add any **Custom Tasks**
5. Tick the **Stop After** box, then use the +/- column to set how long before or after the pay date the task should be completed

6. Click  to save the template

7. Click  to open the **Apply Checklist** screen and apply the template to clients

8. Tick the **Apply** boxes next to the relevant clients

How to add a Custom Task

1. Select **Add Custom Task** and type in the task name. Custom tasks will always have a **Task Type** of Manual
2. Once you have added a task to the **Included Tasks** list, the type of task is displayed, as well as a **Stop After** flag. Set how long before or after the pay date the task should be completed

3. Click  to save your changes

Variance

Click **Variance** in the **Configure** menu to open the **Variance** screen.

Here you can create a **Variance** template, with variance checks and parameters, which you can then apply to clients and add as an automated task in the [Batch Process](#).

When you run the **Variance check** task, the system will check the current pay period values compared to the previous pay period and alert you if there is a variance as you have defined it. After you run the **Variance check** task, any variance found will show under **Warnings**; click the



icon at the top of the screen to access the details.

How to create a Variance template:

1. Click the  icon next to **Variance Template Name** to create a new template
2. Enter a name for the template and click the  icon
3. Tick the box in the **Select** column for the **Variance** items you would like to check and enter amounts in either the **Difference Percentage** or **Difference Value** columns



4. Click  to save the template



5. Click  to open the **Apply Checklist** screen

6. Tick the **Apply** boxes next to the relevant clients



7. Click  to apply the checklist to those clients

Report Packs

Report packs enable you to group reports together in a template and apply that template to multiple clients, enabling you to create a number of reports for a number of clients with a minimum amount of clicks.

There are four groups of reports:

Report Pack Group	Reports created for	When	Reason
Bureau Reconciliation	Bureau (You)	Each pay period before generating your client's reports	For you to reconcile after processing your client's payroll
Client Approval	Client	Each pay period before employees are paid	For your Client to approve (sign off) payroll
Payroll Final	Client	Each pay period after employees are paid	For your Client to keep payroll information for their records
Year-end	Client	Annually at the end of the tax year	P60s to be issued to employees

The main screen consists of three sections:

Reports

The **Reports** section consists of five expandable groups, each containing the different **types** of report available in the payroll software i.e. **Payslips, Summaries, Bank Reports/BACS, Multi Period** and **Miscellaneous**. Click on the header of each group to expand it. You should see within each group the reports you have previously selected from the library or installed manually into the **Report Table** yourself (these may include Quick Reports or bespoke reports converted to MS Reports).

Report Packs

The centre of the screen consists of the four available **Report Packs** as described in the table above. Click on the header of each group to expand it and display the reports already added to that pack. Only one **Report Pack** can be opened at a time.

Settings

The right of the screen consists of three groups of settings:

- **Report Settings** – when you select a report and add it to a report pack, you need to amend these settings before you add another
- **Report Pack Settings** – for the pack you are currently working on
- **Email Settings** – also for the pack you are currently working on

What do the Settings all mean?

Report Settings

When you select a report and add it to a **Report Pack**, you will need to amend these settings before you can add another:

Report Name	Full Description from the report table for the selected report
Report Type	Type of report from the report table for the selected report
Sort By	Drop-down selection box. The options you can sort by are None, Code, Name, Department/Code, Department/Name, Account Group/Code and Account Group Name
Detail Level	Drop-down selection box. The options available for selection are None, Company, Department, Employee and All Payments
Output Format	Drop-down selection box with the options of Printer, PDF, Microsoft Excel, Microsoft Word, Use Openpayslips and Use Openspace
Use Openpayslips	Available for Payslip, P45 and P60 reports
Printer	Drop-down list of currently installed printers
Number of Copies	1 to 99, 1 by default
BACS Output Folder	<p>Only available if the report is a BACS type. In the format <Program installation folder>\BACS Output. You are able to add mail merge type items into the folder name:</p> <ul style="list-style-type: none"> ▪ Client ID ▪ Client Name ▪ Year YY-YY+1 or Year YYYY-YYYY+1 ▪ Frequency= Monthly, Weekly, Two Weekly, Four Weekly ▪ Period = Pay Period number 1 to 56 except 55 ▪ Mail merge items will appear inside <> characters, for example, Q:\Data\bureau\<client and="" any="" at="" bacs="" be="" characters="" create="" creating="" existing="" file="" filenames="" for="" hospital="" in="" invalid="" li="" location="" ltd.\17-18\monthly\7="" name>\<year="" note:="" omitted="" overwritten="" path="" q:\data\bureau\riverside="" that="" the="" warning<="" when="" will="" without="" would="" yy-yy+1>\<frequency>\<period>=""> </client>
Report Password	The password needed to open the document

Report Pack Settings

These settings apply to the complete **Report Pack** you are currently working on:

Distribution Type	Drop-down selection box with the options of Print, Email and Save
Zip Password and Zip Report	A Zip Password field and a Zip Report tick box. Tick the Zip Report box to enable the Zip Password field. Zip Password has a minimum length of 0 characters and a maximum length of 20 characters. It accepts all characters A-Z, a-z, 0-9, and all special characters, including space
Show	Tick the box to display the password as you enter it. If not, the password will be displayed as a series of * symbols
Distribution Type	If is set to Print, Zip Report and Zip Password are disabled and blank
Output Folder	A text field, which is enabled if the selected Distribution Type is Save, or Email . You are able to add mail merge type items into the folder name: <ul style="list-style-type: none"> ▪ Client ID ▪ Client Name ▪ Year YY-YY+1 or Year YYYY-YYYY+1 ▪ Frequency= Monthly, Weekly, Two Weekly, Four Weekly ▪ Period = Pay Period number 1 to 56 except 55 ▪ Mail merge items will appear inside <> characters, for example, Q:\Data\bureau\<Client Name>\<Year YY-YY+1>\<Frequency>\<Period> would create the BACS file in Q:\Data\bureau\Riverside Hospital Ltd.\17-18\Monthly7. NOTE: Any invalid characters for filenames will be omitted when creating the path and any existing file at that location will be overwritten without warning

Email Settings

These settings apply to the **Report Pack** you are currently working on:

Email Subject	a text field with a minimum length of 0 characters and maximum length of 500 characters
Email Signature	a text field with a minimum of 0 characters and a maximum of 255 characters
Email Body	a text field with a minimum of 0 and maximum of 2500 characters
Reply to Address	a text field with a minimum of 0 characters and maximum of 255 characters
You can add the following mail merge items into all of the email fields:	<ul style="list-style-type: none"> ▪ Report Pack Name ▪ Client ID ▪ Client Name ▪ Year YY-YY+1 or Year YYYY-YYYY+1 ▪ Frequency = a text field with a minimum length of 0 characters and maximum length of 500 characters. Monthly, weekly, Two Weekly, Four Weekly ▪ Period = Pay Period number 1 to 56 except 55 ▪ Contact Name = Company Details Contact Name field

How to create a Report Pack template:

1. Click the **+** icon next to **Report Pack Template Name** to create a new template
2. Enter a name for the template and click the **✓** icon
3. Click on the **Report Pack** in the centre of the screen that you wish to work on
4. Click on the header of a report group on the left, to open it and display the reports available. These are all reports that have been added to the payroll software, either manually or by selecting a report from **Reports | Library Selection**
5. Click the report you want and drag and drop it into the **Report Pack** (or use the green arrows)
6. Set the **Report Settings** for that report on the right of the screen
7. Repeat until you have added all the reports you require to the reports pack you want in that template
8. Click **Save**
9. Click the **Apply to Clients** button. This opens the **Apply to Clients** screen. Tick the **Apply Report Pack** tick box next to each client you wish to apply the report pack to and click **Save**

How to generate reports

- Generating reports is one of the tasks that can be added to the **Task List**, or added to a **Batch Process**
- All the reports in the selected report pack will be produced and distributed as defined within the **Settings** of each report
- Reports are created for the **Pay Frequency**, **Pay Period** and **Tax Year** selected on the **Dashboard**
- **Multi-Period** reports print from the beginning of the tax year up to the selected **Pay Period** for the selected **Pay Frequency**
- You can also generate Report Packs from within the payroll software by going to **Bureau | Generate Report Packs**

Client Config

Here you can select a client and edit their individual **Report Pack**, **Variance** or **Checklist**.

1. Select a client by clicking on a row to highlight it. You are only able to select one at a time
2. **Edit Report Pack** – click to display the **Edit Report Pack** screen for the client selected in the grid and make changes to Report Packs for that client only
3. **Edit Variance** – click to display the **Edit Variance** screen for the client selected in the grid and make changes to the **Variance** for that client only
4. **Edit Checklist** – click to display the **Edit Checklist** screen for the client selected in the grid and make changes to the **Checklist** for that client only

Any changes you make using these screens will apply to that client only; the templates will not change

Using Bureau Efficiency day-to-day

Status

The **Status** screen contains:

- A tile showing the number of tasks due / overdue for the clients selected in the drop down menu at the top right of the screen
 - Click the tile to display a list of those tasks
- Tiles showing the number of payroll warnings/errors for review, for the clients selected in the drop down menu at the top right of the screen
 - Click to display a detailed list of that information
- A **Work Schedule** graph showing the number of **Clients/Tasks** over time



Task List

The **Task List** screen shows all the tasks in list form, for the clients selected in the drop down at the top right of the screen.

Here you can mark tasks as complete, not required, or set automated tasks to run. The system will record who completed the task, date & time etc. under **Audit | Task Log**.

There are three types of **Task: Manual, Payroll** and **Automatic**.

Manual	To check these off you need to select each one and click Mark Task as Complete . If you click Not Required that will also be recorded under Audit Task Log
Payroll	These tasks take place within the payroll software. Once a Payroll task is run it will disappear from the Task List and appear under Audit Task Log
Automatic	These tasks will be removed from the Task List and appear under Audit Task Log after you select Run Automated Tasks , either here or as part of a Batch Process

How to use the Task List

Firstly, select the **Task List** view you want from the drop-down menu at the top of the screen. The defaults are:

- Today's Tasks
- Next 7 Days
- This Period
- Overdue

To create your own **View**:

- Click the  icon next to the drop-down menu
- Enter a name for the template and click the  icon
- You can then click and drag to remove columns you don't want to see, or drag them to the top of the table to sort by those columns

Once you have chosen your view:

- Click the **Select** box to select a task or tasks, and then click the relevant icon at the bottom of the screen. The icons are **Mark Task as Complete**, **Mark Task as Not Required** and **Run Automated Tasks**

Clients

Client List

The **Client List** displays the **Clients** assigned to the selected user or team.

Select	Client No	Client Name	FPS Last Sent	EPS Last Sent	Staging Date	Re-enrolm... Date	Previous Task	Next Task	Next Task Type	Oper... Name	Temp Reassign... To
<input type="checkbox"/>	11	Company 10					Variance Check	Payroll Run	Payroll	Intex Software	
<input type="checkbox"/>	3	Company 2					Variance Check	Payroll Run	Payroll	Intex Software	
<input type="checkbox"/>	5	Company 4					Variance Check	Payroll Run	Payroll	Intex Software	
<input type="checkbox"/>	6	Company 5					Variance Check	Payroll Run	Payroll	Intex Software	
<input type="checkbox"/>	7	Company 6					Variance Check	Payroll Run	Payroll	Intex Software	
<input type="checkbox"/>	8	Company 7					Variance Check	Payroll Run	Payroll	Intex Software	
<input type="checkbox"/>	9	Company 8					Variance Check	Payroll Run	Payroll	Intex Software	
<input type="checkbox"/>	10	Company 9					Variance Check	Payroll Run	Payroll	Intex Software	
<input type="checkbox"/>	1	Riverside Hospital PLC								Intex Software	

In the grid, click the **Select** tick box for one or more clients in the list, then you can:

Open a specific client in the payroll software:	Double click anywhere in that client's row	
Run the next Automatic task in the Client Checklist :	Click the Run Client Tasks icon	
View a Client Checklist :	Click the View Checklist icon	
View the Report Pack settings for a client:	Click the View Report Pack icon	
Temporarily re-assign payrolls to other users:	Click the Temp Re-assign Clients button (provided you have the permission set in Assign Clients screen) and open the Temporarily Re-assign Clients screen	
Display the Variance parameters for a client:	Click the View Variance icon	

Batch Processing

Batch processing runs through a list of tasks, set up by you, for a single or multiple clients. Set the Batches up via **Configure | Batch Processes** and the Groups via **Configure | Groups** first. (see [Batch Processes](#))

Any clients that are excluded, archived, currently open in the payroll software or that you do not have access to are not included in batch processing.

Batch to Run	A drop down list of previously configured batches, in alphabetical order
Client List	A grid with the headings Client No., Client Name and Exclude. Contains all the clients assigned to the selected Batch to Run. Only clients that the user has access to are visible
Task List	The Automated tasks assigned to the Batch to Process
Run	Click to start processing the batch of tasks for the period you have selected

- If a task errors, the process for the current client will cease. The process then continues with the next client
- When all the automated tasks are complete for the current client, processing moves on to the next
- You will see a progress indicator while the batch is processing
- While **Batch Processing** is running, you are able to access any area of the dashboard or payroll software and perform any actions except run another **Batch Process**

How to run a Batch Process:

1. From the dashboard, go to **Clients | Batch Processing**
2. From the **Batch to Run** drop down select the **Batch** you want
3. Click the **Run** icon in the bottom right of the screen

Audit

Task Log

This screen displays tasks marked as **Complete** and **Not Required** for the clients selected in **Who to display** and the period selected in **Pay Period**.

Click the **Views** drop down to choose from the following views:

- **All** – displays all **Completed** and **Not Required** tasks for the period
- **Completed** – displays only **Completed** tasks for the period
- **Not Required** – displays only tasks marked as **Not Required** for the period

You are not able to edit these views, but you can create a copy and then edit that to fit your needs using the icons next to the **Views** field. Press F1 on your keyboard for help with this.

Errors & Warnings Log

This screen displays all resolved **Errors and Warnings** for the clients selected in **Who to display** and the period selected in **Pay Period**.

Click the **Views** drop down to choose from the following views:

- **All** – displays all **Error** and **Warnings** for the period
- **Errors** – displays only **Errors** for the period
- **Warnings** – displays only **Warnings** for the period

You are not able to edit these views, but you can create a copy and then edit that to fit your needs using the icons next to the **Views** field. Press F1 on your keyboard for help with this.

Support Hub

Click to open the payroll software Support hub.

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: helpdesk@ir-efile.gov.uk	

Contact Sales (including stationery sales)

For IRIS Payrolls	For Earnie Payrolls
Tel: 0344 815 5700	Tel: 0344 815 5677
Email: sales@iris.co.uk	Email: earniesales@iris.co.uk

Contact support

Your Product	Phone	E-mail
IRIS PAYE-Master	0344 815 5661	payroll@iris.co.uk
IRIS Payroll Business	0344 815 5661	ipsupport@iris.co.uk
IRIS Bureau Payroll	0344 815 5661	ipsupport@iris.co.uk
IRIS Payroll Professional	0344 815 5671	payrollpro@iris.co.uk
IRIS GP Payroll	0344 815 5681	gpsupport@iris.co.uk
IRIS GP Accounts	0344 815 5681	gpaccsupport@iris.co.uk
Earnie or Earnie IQ	0344 815 5671	earniesupport@iris.co.uk