

*my*BPOS  
YOUR BUSINESS PROCESS SERVICE

## About Us

myBPOS is a business support company that provides back office services to small to medium sized business throughout Scotland. By letting myBPOS support your back office your directors and senior employees can focus on business critical activities which directly generate income and grow your business.

myBPOS will add value to your business by:

- Helping you reduce the cost of running your business
- Supporting your business and helping you make informed decisions
- Using our expertise and guidance to help you grow and develop your business

myBPOS was formed following a management buy out of a well established Scottish recruitment company in March 2010. Even though the name may be new we have been providing back office support since 1998 and have well established processes and procedures in place.

Many small to medium sized businesses divide their back office between a number of different companies or between different employees and directors within the business. This can be costly, time consuming, difficult to manage and in some situations a strain on your resources using myBPOS all your back office functions are carried out under one roof.

The myBPOS team will work in partnership with you to deliver the most effective back office solution that not only creates efficiencies within your business but helps you achieve both short and long term goals. As well as supporting the private sector myBPOS can also support small to medium sized public bodies and charitable organisations.

## Services

myBPOS understands that each companies back office is different, however every business must have the same core back office processes and procedures in place to be able to comply with legislative requirements and avoid heavy financial penalties or prosecution.

We have identified these core back office functions as:

- Human Resources (HR)
- Payroll
- Accountancy, Bookkeeping & Credit Management
- Information Technology (IT)
- Company Secretarial & Formation
- Insurance

myBPOS have developed a range of different packages which range from start up support to fully managed support services. We cover all core back office functions (as detailed above) and also provide support in the following back office areas:

- Commercial
- Office Administration
- Relocation

We have put in place a competitive pricing model and depending on the number of services purchased you may be entitled to a cumulative discount offering you better economies of scale.

If you would like to have a confidential discussion about any of the services we provide or you would like to organise a meeting please call **0141 270 5118** and ask to speak to **Neil McKechnie** or **Robert Little**. Alternatively you can email [enquiries@mybpos.net](mailto:enquiries@mybpos.net) or visit our web page [www.mybpos.net](http://www.mybpos.net)

## **Human Resources**

Managing and maintaining effective HR policies and procedures has a significant impact on the success of your business by not only saving you direct costs but also strengthening your position as an employer of choice within your market, ensuring that you secure the best quality workforce available.

With frequent changes in UK & EU legislation and an increase in employment law cases reaching the courts, it has never been more important to ensure that you are a fair and lawful employer, not to mention adhering to your company values and ethics.

The myBPOS HR department has an in-depth understanding of what employers must do to be compliant, and option 1 below details exactly what an employer must have in place as a minimum requirement.

### ***Option 1 - HR Starter Pack and is inclusive of:***

Contract of employment (every employee is required to have one within the first 8 weeks of employment)

Equal opportunities policy

Health and safety policy

Absence policy (rules, triggers, and allocation agreed)

Internet and email policy

Grievance policy

Disciplinary policy

Redundancy and Dismissal policy

### ***Option 2 - Intermediate HR Support Service, and is inclusive of:***

Analysis of current HR process and procedures and guidance on recommendations for improvements

New Starter Employee HR Pack

Employee Handbook with quarterly updates

Leaving Employee HR Pack including exit interview form

Harmonising existing employee terms and conditions

Provision of HR letters (employee relations) as required

Identifying missing policies and drafting where applicable

Absence management

Provision of templates for Job descriptions

HR Database and filing upkeep ensuring signed contracts and employees have job descriptions

Quarterly audits to ensure HR compliance

Update Starters & Leavers

HR surgery capped at 25 minutes per week (email or telephone)

Updates in relation to forthcoming changes in Employment Law and how it will affect your business

***(HR Cont Overleaf)***

**(HR Cont)**

**Option 3 - Fully Managed HR Support Service, and is inclusive of:**

Analysis of current HR process and procedures and guidance on recommendations for improvements

Employee Handbook with quarterly updates

New Starter Employee HR Pack

Leaving Employee HR Pack including exit interview form

Employee Assessment templates

Performance Management templates

Job Description templates

Commission Structure Scheme Rules

Compliance

Employment Policy Implementation & Compliance (including policy drafting where applicable)

Provision of HR letters (employee relations) as required

Benefits & Total Reward Statement Management & Administration

Annual Leave, Absence & Attendance Management

Employee Grievance & Dispute Guidance (not including Employment Tribunal work)

Maintain Compliant HR Database

Collation of Management Information for Director(s) / Senior Managers

Updates in relation to forthcoming changes in Employment Law and how it will affect your business

Expenses Management

Employee Background reference checking

Quarterly audits to ensure HR compliance

HR surgery capped at 25 minutes per week (email or telephone)

myBPOS can also provide HR support which is outside the scope of the options detailed above.

**Our additional HR services include but are not limited to:**

Investors In People Accreditation & Development

Organisation and Development

Attending employee grievance meetings

Guidance on Transfer of Undertakings (Protection of Employees) also known as TUPE

Internal staff surveys

## **Payroll**

Payroll is the most important back office function for your employees, getting it right and paying your employees on time is crucial to the success of the business and the motivation of your employees.

myBPOS can take away the administrative burden of completing your payroll, you can utilise our HMRC compliant payroll system or if you already have a system we can access it remotely and manage your payroll that way – whichever is easiest for you.

Our payroll options include:

### ***Option 1 - Fully managed weekly payroll services, inclusive of:***

Analysis of current payroll processes and procedures

Data transfer of payroll information to our excel spreadsheet

Produce payslips for your staff (paper format or email)

Expenses processing

Completion of all HMRC forms (P11Ds, P45s, P60s etc)

Completion of the PAYE “yellow book”

Provision of various payroll reports in electronic format on demand including:

- Payroll overview
- BACS Overview
- Payslips (Employer Copy)
- Statutory Deductions confirmation
- Third Party Deductions confirmation (such as student loan repayments)

Payroll management for whole company (or partial)

Onsite presence, remote access of your system or utilise our payroll system

Ongoing support via phone or email throughout contracted period capped at 2 hours a month

### ***Option 2 - Fully managed monthly payroll services inclusive of:***

Analysis of current payroll processes and procedures

Data transfer of payroll information to our excel spreadsheet

### ***(Option 2 Cont)***

Produce payslips for your staff (paper format or email)

Expenses processing

Completion of all HMRC forms (P11Ds, P45s, P60s etc)

Completion of the PAYE “yellow book”

Provision of various payroll reports in electronic format on demand including:

- Payroll overview
- BACS Overview
- Payslips (Employer Copy)
- Statutory Deductions confirmation
- Third Party Deductions confirmation (such as student loan repayments)

Payroll management for whole company (or partial)

Onsite presence, remote access of your system or utilise our payroll system

Ongoing support via phone or email throughout contracted period capped at 2 hours a month

### ***Option 3 - Fully managed 4 weekly payroll services, inclusive of:***

Analysis of current payroll processes and procedures

Data transfer of payroll information to our excel spreadsheet

Produce payslips for your staff (paper format or email)

Expenses processing

Completion of all HMRC forms (P11Ds, P45s, P60s etc)

Completion of the PAYE “yellow book”

Provision of various payroll reports in electronic format on demand including:

- Payroll overview
- BACS Overview
- Payslips (Employer Copy)
- Statutory Deductions confirmation
- Third Party Deductions confirmation (such as student loan repayments)

Payroll management for whole company (or partial)

Onsite presence, remote access of your system or utilise our payroll system

Ongoing support via phone or email throughout contracted period capped at 2 hours a month

## **Accountancy, Bookkeeping & Credit**

### **Management**

Being able to rely on up to date financial information about your business is key when making important decisions. In today's volatile economic climate it is imperative that you understand your cashflow position, what bills do you have to pay, when are they due, how much are they, are you owed money, how long does it take your customers to pay you? If you are unsure about any of these myBPOS has a solution that will suit your requirement.

Our accountancy, bookkeeping and credit management options are listed below:

#### ***Option 1 – Accountancy Services, inclusive of:***

Analysis of current accountancy & finance processes and procedures  
Quarterly cash flow statements  
Quarterly profit and loss statements  
Quarterly balance sheet production  
Quarterly debtor and creditor list

#### ***Option 2 – Bookkeeping Services (minimum term 12 months), inclusive of:***

Preparation and processing of sales invoices  
Posting and allocation of sales receipts to customer accounts  
Processing, coding and posting of supplier invoices  
Posting and allocation of supplier direct debit payments  
Production of cheques to pay suppliers in accordance with credit terms  
Posting and allocation of supplier cheques to supplier accounts  
Analysing and posting of petty cash payments  
Bank reconciliations  
Checking and reconciling supplier statements to the ledger  
Credit card statement reconciliation  
Coding receipts and adding them onto the ledger

#### ***Option 3 – Credit Management Services (minimum term 12 months), inclusive of:***

Analysis of current credit management processes and procedures  
Chasing over due payment via telephone, email, letter and fax  
Issuing reminder letters  
Negotiating settlement with debtor  
Statement production  
Aged debt reporting  
Debtor days reporting  
Commercial & consumer credit checking (if applicable)  
Where court action is required the cost of which shall be agreed separately prior to the action taking place

#### ***Option 4 – Accountancy & Bookkeeping (minimum term 12 months), inclusive of:***

Analysis of current accountancy & finance processes and procedures  
Quarterly cash flow statements  
Quarterly profit and loss statements  
Quarterly balance sheet production  
Quarterly debtor and creditor list  
Quarterly customer spend reporting  
Bookkeeping services including the following:

- Preparation and processing of sales invoices
- Posting and allocation of sales receipts to customer accounts
- Processing, coding and posting of supplier invoices
- Posting and allocation of supplier direct debit payments
- Production of cheques to pay suppliers in accordance with credit terms
- Posting and allocation of supplier cheques to supplier accounts
- Analysing and posting of petty cash payments
- Bank reconciliations
- Checking and reconciling supplier statements to the ledger
- Credit card statement reconciliation
- Coding receipts and adding them onto the ledger

***(Accountancy, Bookkeeping & Credit Management Cont Overleaf)***

***(Accountancy, Bookkeeping & Credit Management Cont)***

***Option 5 – Accountancy, Bookkeeping & Credit Management Services (minimum term 12 months) inclusive of:***

Analysis of current accountancy & finance processes and procedures

Quarterly cash flow statements

Quarterly profit and loss statements

Quarterly balance sheet production

Quarterly debtor and creditor list

Quarterly customer spend reporting

Bookkeeping services including the following:

Preparation and processing of sales invoices

Posting and allocation of sales receipts to customer accounts

Processing, coding and posting of supplier invoices

Posting and allocation of supplier direct debit payments

Production of cheques to pay suppliers in accordance with credit terms

Posting and allocation of supplier cheques to supplier accounts

Analysing and posting of petty cash payments

Bank reconciliations

Checking and reconciling supplier statements to the ledger

Credit card statement reconciliation

Coding receipts and adding them onto the ledger

Credit management service includes the

following (matters that require court intervention shall not be included within this package):

- Chasing over due payment via telephone, email, letter and fax
- Issuing reminder letters
- Negotiating settlement with debtor
- Statement production
- Aged debt reporting
- Debtor days reporting
- Commercial & consumer credit checking

myBPOS can also accommodate various project work within accountancy, bookkeeping and credit management, which includes:

- Accountancy services from £50 per hour
- Bookkeeping services from £30 per hour
- Credit Management from £30 per hour

**Information Technology**

IT is an integral part of any business, the cost of time lost due to IT issues for small to medium sized companies can be excessive as well as demotivating. Our focus is to keep you conducting business with your clients with minimal downtime. myBPOS has created a simple monthly support contract which is specifically aimed at small to medium sized business those of which have servers and those that operate without.

***IT Support (telephone / email / remote user)– minimum 12 month period, inclusive of:***

Free assessment of your current IT systems and processes

Desktop PC and laptop support

Server maintenance and monitoring (if applicable)

Operating system updates

Anti-virus monitoring and updating for PC's, Laptop's and Server's

Email system monitoring and maintenance

Internet connectivity maintenance

Office network maintenance

Support during office hours (Monday to Friday 8:45am – 5:30pm)

myBPOS can also take on more complex IT projects which are detailed below. Prior to starting a project we will provide a free assessment of what is required along with an indicative quotation of the amount of hours that will be required to complete the project.

- Network Design, Installation & Maintenance
- Server Installation & Maintenance
- Tele-communications System Installation & Maintenance
- Online Telephony System Installation
- Software / Hardware Advice and installation
- Data Storage & Back up
- Disaster Recovery
- Protection of Company Data
- Email System Set Up & Maintenance

***(Information Technology Cont Overleaf)***

***(Information Technology Cont)***

- Mobile Email Device (Blackberry / iPhone) Management & Support
- IT Forensics
- IT Security
- Web development
- Data Integration & Data Analysis

**Company Secretarial & Formation**

The Companies Act 2006 removed the requirement for limited companies to appoint a company secretary; however it is a legal obligation for the directors of the business that they complete an annual return each year, notifying Companies House when the constitution of the company changes and keeping the company book up to date.

***Option 1 – Company Secretarial Services inclusive of:***

Updating and maintaining the company book for the year

Completing and filing the Annual Return

Production of minutes following Board Meeting (maximum of 4 per year)

General company secretarial guidance

***Option 2 – Company Formation Pack:***

Registration of your new company with Companies House

Production of company register

Production of Certificate of Incorporation

Production of Articles of Association

Production of Memorandum of Association

Production of Minutes for your 1st Board Meeting

Completion of the Register of Directors

Production of Share Certificates at incorporation

All documentation available electronically (soft copy) and also paper copy (hard copy)

**Insurance**

All businesses must have Employers Liability, Public & Products Liability insurance; businesses should also have sufficient Professional Indemnity insurance in place. Failure to do so can have severe legal penalties and you may also be in breach of contract with your customers.

Completion of mandatory insurance proposal forms inclusive of:

- Employers Liability Insurance
- Public & Products Liability Insurance
- Professional Indemnity

If you don't see an option above that would suit the requirements of your business please contact **Neil McKechnie** or **Robert Little** on **0141 270 5118** or email at [enquiries@mybpos.net](mailto:enquiries@mybpos.net) and we will be happy to create a solution that would suit your business.

## **Additional Services (Non-Core)**

### **Commercial**

myBPOS offers small to medium sized businesses commercial support and guidance throughout a number of challenging areas that you may encounter throughout the business lifecycle. We cover a range of services from resolving customer disputes to managing the tender process helping you secure new business.

myBPOS also offer Bid Management services (including RFI / RFQ / PQQ / ITT completion & coordination) – price dependent on the documentation required for completion.

Below is a list of some of the services we provide in this area.

- Contract Reviewing
- Contract Drafting
- Customer Dispute Assistance & Resolution
- Process Improvement Evaluation
- Business Consulting

## **Office Administration**

myBPOS office administration services not only include the basics such as helping you implement and maintain an efficient filing system our services also aim to add value to your business and we can help you become ISO 9001 : 2008 accredited.

Below is a list of some of the services we provide in this area.

- Filing System Implementation & Maintenance
- File Archiving
- ISO 9001 : 2008 Quality Management Accreditation & Maintenance
- Asset Register Creation & Maintenance
- Health & Safety Compliance
- CRM Database Upkeep
- CRM Database Cleansing
- Office Move Administration
- Customer Satisfaction Surveys

## **Relocation**

myBPOS Relocation has a wealth of experience supporting both international and UK based clients. We offer comprehensive relocation services directly to the end user and also provide managed relocation services through a network of destination service providers. This gives our clients and assignees one point of contact with corresponding service levels throughout their branch/site network.

Our unique service offering provides clients with peace of mind that their employees will be focused on business during the relocation process, with myBPOS alleviating the stress such a move entails. This valuable support ensures our clients critical project work can be completed on time, relocated staff are retained, stay focused on the job in hand and resource gaps can be filled quickly and effectively through the provision of professional, value added relocation services.

myBPOS Relocation has designed an extensive range of services which are designed exclusively to encompass the needs of our clients and their employees.



## ***Employee and Family Support***

Information Packages  
Orientation and Familiarisation Tours  
Cross Cultural Training  
Location and Home Finding  
School Search and Education System Briefing  
Removal Organisation  
Partner/Family Career Counselling  
Linking Professional and Ancillary Services  
Settling In Support  
Departure Services  
24 Hour Assistance

## ***Corporate Services***

Area Introduction  
Travel and Short Term Accommodation  
Corporate Flat Search  
Relocation Guides  
Administration and Expense Management  
Tenancy Management

## ***Consultancy***

Policy Development and Support  
Expense/Finance Management  
Outsourcing

For further details about our **Relocation services** and to obtain a quotation please contact Simon Knox on either **+44 (0) 141 270 5118** or **+44 (0) 7779 285 165**. Alternatively you can email at [sknox@mybpos.net](mailto:sknox@mybpos.net)

If you don't see an option above that would suit the requirements of your business please contact **Neil McKechnie** or **Robert Little** on **0141 270 5118** or email at [enquiries@mybpos.net](mailto:enquiries@mybpos.net) and we will be happy to create a solution that would suit your business.