




BDB
DATA BUREAU

PRODUCT INFORMATION PACK

iPayroll - FAQ's

BDB Data Bureau – iPayroll FAQ's			
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Function	Question	Solution
iPayroll	What is iPayroll?	<ul style="list-style-type: none"> • i-Payroll is a new generation payroll and payments solution that provides a powerful, yet affordable alternative to traditional off-the-shelf solutions. • It harnesses the power of the Internet to address the payroll and payments needs of small to medium sized businesses of today.
Payroll	What is a Payroll?	<ul style="list-style-type: none"> • Any business with one or more employees in its service requires a payroll. • This is a list of employees receiving wages or salaries and the amounts due to each. • As this is a web based payroll, it focuses on the Small Business with an average of 10 to 15 employees (or more).
Features	What is the product features?	<ul style="list-style-type: none"> • The iPayroll service will be provided to the Small Business user. • The function will enable the Small Business users to provide pay slips and IRP5's for their employees and it will allow the business to make the actual payments to the employees and 3rd parties i.e. Pension funds, Provident funds, SARS, etc. • It is advisable to obtain the EMP10 – GUIDELINES FOR EMPLOYEES from SARS (South African Revenue Services). This document contains concise guidelines identifying various types of earnings, deductions and explains employee taxation. • The EMP10 also gives examples of how taxation is calculated. The EMP10 document is obtainable from SARS or on the SARS website: www.sars.gov.za.
Requirements	What does a Small Business need to make use of the iPayroll service?	<ul style="list-style-type: none"> • The business need to be a registered company with valid PAYE, SDL and UIF registration numbers. • If the company does not fulfill these requirements, it will not be able to use the iPayroll facility.

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Function	Question	Solution
Registration	What is the process that a customer will follow to register for this service?	<ul style="list-style-type: none"> • Sign on to www.bdbdata.com • Select to 'Test Drive' option to view the system. • System prompts will guide the user through registration process. • This registration will become the users profile after 'Test Drive' has been completed. • Alternatively the user can register via the 'Login' tab where he/she will be prompted to register if not already a user.
Set-up account	How does a customer set-up his company or update the payroll information on iPayroll?	<ul style="list-style-type: none"> • A Setup Wizard will guide the customer in the process of setting up the company and the employee's information for the first time. The wizard enables the user to capture the data in a logical structured way. • Field values and lengths are explained i.e. number of digits or whether the value is alphanumeric and dropdown buttons allow the user to select pre-defined values. • If the customer feels unsure of what to enter in a specific field he will be able to select the HELP option at the top of the page for more information. • The wizard enforces data validation on all steps and is divided into two sub processes namely: <ul style="list-style-type: none"> ○ SETUP COMPANY INFORMATION ○ SETUP EMPLOYEE INFORMATION • The customer must select the SETUP COMPANY INFORMATION before continuing with the employee information.
Timing	If the customer completes the information on the iPayroll site how long will it take for the information to update?	<ul style="list-style-type: none"> • The information will be updated immediately
Pay salaries	What is the process that must be followed by the customer to pay salaries through the iPayroll service?	<ul style="list-style-type: none"> • Customer must logon to www.bdbdata.com. • Customer selects the required debit account and authorises or cancels the relevant transactions. • iPayroll action the payroll on the designated date.
BDB role	What is BDB's role in providing the on-line service for iPayroll?	<ul style="list-style-type: none"> • BDB provides the iPayroll service on-line. This includes a full on-line registration process and the completion of the salary and wages.

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Benefits	What are the benefits of this service for the customers?	<ul style="list-style-type: none"> • An on-line service to set up pay slips for employees that conform to the new legislation • Easy payment of employees • Full record of company expenses as far as employees are concerned (reports and MIS) <ul style="list-style-type: none"> ○ i-Payroll provides for payroll and payment requirements in one system, integrating everything needed to process payrolls and pay employees. ○ Leveraging the Internet, i-Payroll offers a choice of where and when to process a payroll. Thereby, giving 24/7 access to pay information from anywhere in the world to employers and employees. ○ With regular updates, i-Payroll ensures that businesses are compliant with the latest legislative requirements. Thereby, eliminating stress and hassles that compliance usually brings about.
Charges	How much will the customer pay for the service?	<p>iPayroll</p> <ul style="list-style-type: none"> • From the iPayroll side the customer will be charged on a usage basis as indicated below. The charges will be debited to the customers account at month end. • <i>iPayroll charges per pay slip (excl. VAT)</i> <ul style="list-style-type: none"> ○ Per Monthly paid employee - R7-00 ○ Per Fortnightly paid employee - R6-00 ○ Per weekly paid employee - R5-00 • Note: The charges include the Electronic Funds Transfer (EFT) fees of the net salary paid to the employee • <i>Other iPayroll charges per payment (excl. VAT)</i> <ul style="list-style-type: none"> ○ Additional pay slip with payment generated per employee - R5-00

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Charges	When will the customers account be debited with the cost of the service?	<ul style="list-style-type: none"> • iPayroll <ul style="list-style-type: none"> ○ The charges will be debited to the customers account once a month at the end of the month
	How will the customers be billed for the service?	<ul style="list-style-type: none"> • Billing of customers by BDB <ul style="list-style-type: none"> ○ Customers will be billed by BDB iPayroll for the service ○ The service fee will be debited against the customers account once a month at the end of the month ○ BDB iPayroll will be responsible for communicating billing information to the customer upon registration
Confirmation	Will iPayroll confirm that they received the payment?	<ul style="list-style-type: none"> • Yes, the iPayroll system will be updated online as soon as the transaction result is received.
Notify customer	How will iPayroll notify the customer if there is anything wrong with the payroll?	<ul style="list-style-type: none"> • During the registration process on the BDB iPayroll service the customer must capture the contact details of the main user and BDB iPayroll will contact this person/s telephonically.
Cancellation	How does the customer cancel the service?	<ul style="list-style-type: none"> • Only a Main User will be able to cancel the service. • A message will be displayed asking the Main User to confirm the cancellation. • BDB iPayroll will then display the cancellation form to the customer. • The customer will be informed that after cancellation no payments may be authorized. • Cancellations can also be affected via the call center.
Customer support	Where does the customer get assistance if needed?	<ul style="list-style-type: none"> • BDB iPayroll help desk number 0861 PAYROLL • BDB iPayroll escalation address for e-mail support: support@iPayroll.co.za

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Function	Question	Solution
Historical info.	What should a customer do if he requires information of the BDB iPayroll service after cancellation of the iPayroll service?	<ul style="list-style-type: none"> The customer will be able to request any information from BDB
Access	How many people in the company will have access to the service?	<ul style="list-style-type: none"> All of the Main users registered for the service and the Operators that were given access to the service by the registered Main users of the service.
Access	Who will have access to the iPayroll service?	<ul style="list-style-type: none"> On the BDB iPayroll site: <ul style="list-style-type: none"> Main user will be the administrator of the service and will be able to grant and have access to all functions Main user will be able to cancel the iPayroll service Main user will be able to view history of pay slips and legislative detail for the balance of the tax year and 1 year after cancellation Operator will only be able to perform functions for which access has been granted such as capturing payroll data as well as printing reports and pay slips.

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Reports	What types of report are provided by the iPayroll service?	<ul style="list-style-type: none"> • i-Payroll caters for nearly all reporting requirements with a full range of payroll, management and statistical reports. Available categories include: • Payroll reports - Core payroll reports included are: <ul style="list-style-type: none"> ○ Pay Slip ○ IRP5 ○ Interim IRP5 ○ UIF • All of these reports can be customised. Available selection criteria include: <ul style="list-style-type: none"> ○ Payment interval ○ Tax year ○ Run name ○ Cost code ○ Employee number ○ Payroll category • Other reports include <ul style="list-style-type: none"> ○ Management and statistical reports ○ Statutory reports ○ Audit reports



Function	Question	Solution
Security	What are the inherent security features of the iPayroll service?	<ul style="list-style-type: none"> • Password protected entry to the system — All users and employees are authenticated when they log on to the system. • Authorisation — Only authorised users are allowed to perform specific tasks. • Auditing—All data changes are tracked in an audit trail, which makes it easy to identify who made changes by date, time and type of change. • Encryption—World-class encryption techniques are employed to protect your data when it is in transit between the i-Payroll server and your computer. • Digital certificates — The identities of all parties involved in a transaction are verified by means of VeriSign™ digital certificates. • Validation—Ensures that transmitted data is not compromised (accidentally or intentionally). • Email/SMS/Call centre notification—Notifies you of the status of your transactions. • Physical network security — The i-Payroll web site is hosted behind a sophisticated firewall and is protected by VeriSign's Secure Site Service.
More information	Where can I obtain more information regarding this service?	<ul style="list-style-type: none"> • Contact the BDB call center
Support	Who can assist me?	<ul style="list-style-type: none"> • There are various numbers available on the BDB website that will cater for all support related requests.

