



Frequently Asked Questions

Q. How often should I submit my hours/payment details?

A. You should send us details of the hours you have worked and what we need to invoice on your behalf, as soon as you can. If you are working through an agency, then they will usually have deadlines for the submission of invoices to fall in line with their payment cycle. We will advise you of this once we have spoken to your agency and know what your process is.

We will invoice on the same day that we receive details from you, as long as they are received before 3pm. If the details are sent to us too late to meet an agency's deadlines, it will cause a delay in getting payment to you.

Q. Where do I send my hours/payment details?

A. You can send us the timesheet signed by the client you are working for in one of three ways

- Fax to 01332 856986
- Email to cis@simplifybusiness.co.uk
- Post to Simplify Business Ltd, The Old Vicarage, Market Place, Castle Donington, Derbys. DE74 2JB

If your agency operates a self-billing system (This means that they do not require invoices from us, and you send your timesheet directly to them) there is need to send us your timesheet. This will be confirmed to you when we first speak to your agency as part of your registration process.

Q. How do I know if you have processed my invoices?

A. We will let you know by SMS Text messages that we have received the hours/payment details, and that the respective invoice has been raised.

If your agency operates a self-billing system (This means that they do not require invoices from us, and you send your timesheet directly to them) there is need to send us your timesheet, and you will not receive a confirmation text from us, but you may do from your agency.

Q. When will my money be paid in to my bank account?

A. We process payments every day and will transfer the funds into your bank on the same day we receive the funds from the agency.

We use the Faster Payments Scheme which means the funds arrive in your bank the same day. If your bank doesn't accept Faster Payments (currently 95% of Bank Accounts accept Faster Payments) then the money will be sent by BACS and arrive in your bank 2-3 working days later.

Q. If I haven't worked during the week do I need to let you know?

A. There is no need to let us know if you haven't worked.

If your agency operates a self-billing system, we will send a text to you if we do not receive details from them of how much you are being paid. This is only as a check, and if you haven't worked there is no need to call us back. However, if you have worked give us a call when you receive the text.

Q. I need my employer to complete some forms for my Council Tax, provide proof of earnings etc, do I send them to Simplify or my agency?

A. As you are self-employed and we are only providing a CIS payment service we are not able to complete any such requests for you.

Q. Will you pass my details on to any other organisations?

A. No. We respect your privacy and will not pass details to any other companies, except where we are obliged to provide information to certain government departments, HMRC or HM Court Service.