



Fenero



Your Guide to Using Our
Umbrella Company

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1. CONTACTING US

We have a dedicated Umbrella Company Team available to assist you with all queries you may have. To contact the Umbrella Company Team, please use the following email addresses:

INVOICE REQUESTS

UmbrellaInvoices@fenero.ie

EXPENSES REQUESTS

UmbrellaExpenses@fenero.ie

SUPPORT REQUESTS

UmbrellaSupport@fenero.ie

The most appropriate member of the team will respond to your query as quickly as possible.



2.

TIMESHEETS & INVOICE REQUESTS

In order to get paid for your work, we must send an invoice to your client. Each time you would like us to raise an invoice on your behalf you must send an invoice request to UmbrellaInvoices@fenero.ie

THIS EMAIL SHOULD INCLUDE:

- Either a copy of the relevant timesheet
- OR written instructions regarding the amounts that you would like us to invoice and the dates that the amounts relate to. e.g. 18 days at €305 for the period 1-31 May.
- Details of any “chargeable expenses” to be billed to your client company. See section (3) for more information.

YOUR CLIENT’S PROCEDURES

Fenero and your client are independent entities. It is essential that you are aware of your client's procedures. Failure to comply with any of their procedures may result in a delay with them making payment for the invoices we issue on your behalf, resulting in a delay in you getting paid.

We recommend that:

1. You ensure you understand and follow your client's timesheet procedures. It is not essential to send Fenero a copy of your timesheet. However most end user companies generally do require the submission of a timesheet.
2. You ask about cut off dates for invoicing. As you will see from our Service Level Guarantee, Fenero provide a very quick turnaround on issuing invoices to your agency upon your request. However you must ensure that you send an invoice request to us 24 hours in advance of any deadlines which your client company may have. Failure to do so may mean that there will be a significant delay in your client making payment to Fenero.
3. You ask about payment terms. This simply means knowing when your client will pay the Fenero invoice which is issued on your behalf. Some companies pay on a set day per month, others pay 30 days after receipt of invoice etc. Fenero guarantee to make onward payment of your funds on a same day basis i.e. the day which we receive payment from your client.

However, to ensure you can manage your cash flow and budget for bills/mortgage payments etc we suggest you ask your client to provide you with details of when invoices will be paid to Fenero

4. You allow for inter-bank processing times. Funds being transferred from one bank to another can take longer than funds being transferred from the same bank.

This can mean that we do not necessarily receive payment for your invoice on the same day that your agency releases it.

We can only make payments to you once funds have arrived into our bank account.

We will always process your payment on the same day that we receive your funds. This is guaranteed.

3.

CLAIMING EXPENSES

It is important to be aware that there are two types of expenses; chargeable and non-chargeable.

Chargeable expenses are those which your client company has agreed to reimburse you for. For example this may be travel costs for a particular business trip, course fees or equipment purchases. If you have chargeable expenses you should inform us of the total amount as these need to be included on the invoices that we issue to your client and will be paid on to you when we receive payment of the invoice.

Non-chargeable expenses are expenses which will not be reimbursed to you by your client. These are instead used to reduce your tax liability and maximise your take-home pay.

Expense Claims should be submitted to
UmbrellaExpenses@fenero.ie

HOW TO CLAIM CHARGEABLE EXPENSES

Please consult your client for details of their procedures regarding the reimbursement of chargeable expenses. Most will require you to follow an internal approval procedure. You also need to send details of approved expenses through to us with your invoice request. These approved expenses will then be included on the invoices which are submitted to your client.

Please note that in order to comply with tax rules, you must **also** include these expenses again on the usual expenses claim form that you submit to Fenero. We appreciate that this might appear to be a duplication, but it is a Revenue requirement that they must also be included on the expenses claim form which you submit to your umbrella company.

HOW TO CLAIM NON-CHARGEABLE EXPENSES

After joining Fenero, you will be forwarded an expenses claim form which you should complete and submit to the Umbrella Company Team each time you wish to claim nonchargeable expenses. These claims will be processed as part of your weekly or monthly payments.

You should ensure that you submit your expenses claim form to us **48 hours** in

advance of us receiving payment from your client. This is to allow sufficient processing time to ensure that the claim is approved and included in your next payment from us. If you do not submit a claim form in time however, you will not lose out. It will simply be put on file and included in your next payment.

If you know that you will be late in submitting an expenses claim form and you wish us to hold onto your payment for a day or two while you are putting your claim together, please contact the Umbrella Company Team on UmbrellaSupport@fenero.ie to let us know.

You must ensure that you submit original receipts along with your expenses claim form for each amount that you wish to claim. If you do not include the receipts, the claim will not be processed. For certain types of expenses, you will also need to supply additional background information to explain why the cost relates to the duties you perform under your contract. This is needed in order to meet Revenue compliance requirements.

You should request a "VAT receipt" when buying anything that you wish to claim as an expense, particularly when you are purchasing computer hardware and other peripherals and equipment. When you request a VAT receipt, you will be asked to give a company name. You should provide the name of your umbrella company.

4.

PAYMENTS

As per our Service Level Guarantee, payments received from your client before 3p.m. each day, will be transferred to you on a same day basis as the funds from your client clears our account. It is important to be aware that, after we have sent payment to you, you may need to allow 1-2 working days for these monies to reach your account. This will depend on which bank you are with.

The same applies for payments made from your client company to ourselves. You may need to allow 1-2 working days for monies to reach our accounts unless your client company uses a same day payment facility.

5.

SERVICE LEVEL GUARANTEE

We are extremely focused on customer service and providing the best possible service that we can.

WE GUARANTEE:



That all invoice requests will be processed within 24 hours.



That all payments we receive from your client company before 3p.m. will be processed and will leave our Account for yours on that same day.



If we ever fall short of meeting these guarantees, we will waive the processing fee for that payment.

6.

WELLBEING PROGRAMME

Fenero are strong advocates in personal and workplace wellbeing. All Fenero contractors have the free added benefit of access to our health and wellbeing programme.

This is a confidential life management and personal support service for you and your immediate family members (husbands/wives/unmarried partners/children). This service is managed by specialist, highly qualified clinical professionals and is completely confidential. It is completely free for you, as a Fenero contractor, to use.

Sometimes it can be difficult to balance the pressures of work with the needs of home life. Help is sometimes needed to deal with the challenges you may face in life, both practical and emotional. Please make that call rather than allowing concerns to grow – you can speak to the same counsellor/advisor more than once.

WHAT CAN I USE THIS SERVICE FOR?

Family Issues	Legal
Gambling	Work
Domestic Abuse	Drugs & Alcohol
Debt	Relationships
Childcare	Consumer Issues
Family Matters	Stress
Financial	Housing
Insurance Claims	



WELLBEING PROGRAMME

MEDICAL HELPLINE

24 hour access to trained Nurses and a GP
Call Back Service

LIFE MANAGEMENT HELPLINE

24 hour confidential life management phone
line for help on any topic.

Telephone Counselling

Your call will always be answered by a
qualified and experienced counsellor who
will offer help and support in a professional,
friendly and non-judgmental manner. A range
of support is available, including structured
telephone counselling and online Cognitive
Behavioural Therapy (CBT).

Face To Face Counselling

Face to face counselling and Cognitive
Behavioural Therapy (CBT), at a location
convenient to you, is also available where
appropriate. You can avail of 8 sessions per
issue. This particular service is limited to use
by contractors only and not also to immediate
family members.

ONLINE PORTAL

This provides instant and unlimited access
to emotional support video content, fitness
videos and easy to read medical factsheets.

It also includes personal coaching and health
assessment areas, which allow you to enter
your personal details and produce clear
reports and advice.

When calling the helpline you/your family
need to state that you work with Fenero

The online portal can be accessed at
www.healthassuredeap.co.uk

Please contact the Umbrella Company Team
for login and password details to the online
portal.

Please take note of the phone number for
the 24 hour helpline and share it with your
family so you will always have it easily to
hand if you need it.



24 hour helpline number
1800 936 710

7.

FEEDBACK

Customer service and general quality of service is highly important to us. We want to ensure we stay on top of providing the best possible service to all our clients, especially as times and needs change.

If you ever have any suggestions as to how we could change or update our processes to provide a better experience for you, we would really love to hear from you. Please send your suggestions (however small or large) to feedback@fenero.ie where they will be read by one of the business owners or senior team members.

Likewise in the very unfortunate event that our service ever falls short of your expectations, please contact any of the team at Fenero or alternatively feedback@fenero.ie to address the matter directly to one of the business owners or senior staff members. We promise a quick response to deal with any issues and get things back on course.

This email address can also be used should you ever wish to bring to the attention of Fenero, excellent service or help you have received from one of the team members.



NEED MORE HELP?

Tel. (01) 687 7400
hello@fenero.ie
www.fenero.ie

Fenero,
50A Rosemount Park Drive,
Rosemount Business Park,
Ballycoolin, Dublin 11

If you are feeling social or would like to keep up with our tax tips
and important news, you can find us at:

www.FeneroOnLinkedIn.com
www.FeneroOnTwitter.com
www.FeneroOnFacebook.com



Fenero
Transparency in tax