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welcome to the miracle newsletter

Welcome to the Miracle Dynamics February newsletter. I hope you've all recovered from Christmas and the New Year and are back into the swing of everyday life!

It's now the busiest time of year for Miracle and this year will be particularly eventful. Of course we have the new release of our classic product set including Miracle Enterprise, Miracle Lite and Miracle Progress. We are busy scheduling end of year upgrades and training to ensure all of our customers remain compliant.

We also have the release of MiraclePay for NAV2013. We will be running an event for our resellers on NAV2013 – see inside for more details.

One significant project that we will be working on and have been working on for some time now is Auto Enrolment. Many of our customers have already gone live with AE, however we expect around 600 customers to stage in the next four months, so it's a hectic time for us! Experts are reporting on the "capacity crunch" which may lead to providers having to shut their doors due to under capacity and many independent advisers are unable to cope with the volumes of complex work. Therefore we are urging you to start preparing early for your AE needs, if you leave it too close to your staging date you may find both providers and advisers will not have the capacity to help you. Remember the Pension Regulator will be checking up on you, visit their website for further information and create a plan now.

Best Regards

Alan Frost



Getting your ducks in a row with The People's Pension



Darren Philp of B&CE, provider of The People's Pension, offers his thoughts for employers preparing for their automatic enrolment obligations.

Biography

Darren joined B&CE, in October 2013 as Head of Policy. His responsibilities include policy, public affairs and press. Previously he held two directorships at the NAPF: Director of Policy and Director of the

Pension Quality Mark. Darren joined the NAPF from HM Treasury, where he worked for almost 13 years in a variety of policy and economics related roles. Darren headed up the Treasury's Pensions and Pensioners team between July 2007 and October 2010.

Automatic enrolment is a game-changer when it comes to the provision of pensions in the UK. For the first time workers will be entitled to a pension that comes with their job with mandatory contributions from their employer. But although the principle of automatic enrolment is simple, the detail is complicated and companies, quite understandably, want to keep their focus on the core purpose of their business. They do not want the distraction of running a pension, after all they do have a business to run.

It is important that employers get their ducks in a row ahead of their automatic enrolment Staging date. The golden rule here is to go to The Pensions Regulator's website, www.thepensionsregulator.gov.uk, and find out when automatic enrolment applies to you. This is called your 'staging date'. Even if you think that automatic enrolment is some way off for you, find out your staging date and find it out early. Then you can plan.

The next step is to choose a pension scheme. For the vast majority of employers that do not want to get involved in running a pension, it makes sense to look at a solution that does it all for you. At The People's Pension we pride ourselves on our simple approach that is built around the needs of the employer and worker. The People's Pension is run by our independent trustee to ensure that the member is being well looked after. Our

engaging communications mean that the member will understand what is going on; we cut out the jargon and keep things simple. And our all-inclusive 0.5% Annual Management Charge (AMC) means that it is clear to the employer and member what the pension will cost.

Our trustee looks after the scheme members, but it is also important to look after the employer too. B&CE, who is the provider of The People's Pension, has been providing pensions to the construction sector for over 30 years and this considerable experience means we're well placed to take the hassle out of automatic enrolment for employers.

We provide assistance and support to the employer at every stage of the process. As well as significant experience and resource at our HQ in Crawley, we have regional support teams to help employers on the ground. Every employer gets their own support contact to ensure a seamless and hassle-free service. We can help employers out with their communication materials and we run webinars to explain how the system works, including a test system that employers/advisers can get to grips with to ensure everything works smoothly before they go live. We are continuing to improve our systems and process to give employers the best user experience possible and to gear up for the influx of smaller businesses in the coming years.

Quote from employer customer:

"The People's Pension eased our concerns and worries. They made it a simple process to complete and took the hassle of all the administration away. It was made very simple, user friendly and we had very helpful people assisting us through at every step."

Servest - Assistant Benefits and Project Manager

servest

Planning is crucial and checking integration with your software providers should be near to the top of your list of 'must dos'. Payroll software is a key part of making automatic enrolment work for employers. The People's Pension already has a number of employers that use the Miracle Dynamics payroll platform so it is already tried and tested. We know it works.

We don't think pensions should be complicated. At The People's Pension simplicity is at the heart of everything we do.

Worried about automatic enrolment?

- Find out your staging date
- Develop a plan and start preparations early
- Remember that The People's Pension is open to all, is run in the interests of members and can help employers meet their automatic enrolment responsibilities.
- Check out our website at www.thepeoplespension.co.uk

The People's Pension – a quick overview

- Launched in November 2011.
- Multi-employer, occupational pension scheme open to any employer, from any business sector.
- Built on three key principles: Design Simplicity, Employer Assistance and Employee Engagement.
- 0.5% all inclusive Annual Management Charge.
- The People's Pension was awarded Auto-Enrolment Provider of the Year at the UK Pensions Awards 2013.
- Up until December 2013:
 - Over 500 employers have staged with us.
 - We have enrolled over 430,000 employees.
 - The number of opt-outs has been impressively low at just 5.9%

Ask Alison?



Alison Firth, one of our Senior Consultants shares some handy hints and tips with you, we hope you find them useful.

New Starter Declarations - When an employee doesn't provide a P45, form P46 is no longer necessary, but a declaration of status is. Many Employers are putting the declaration on their new starter or application forms. HMRC has defined the wording for the declaration as follows: In the declaration, you ask the new employee to declare which one of the following applies to their situation:

A. This is their first job since last 6 April and they have not been receiving taxable Jobseeker's Allowance, Employment and Support Allowance, taxable Incapacity Benefit, state pension or occupational pension.

B. This is their only job, but since last 6 April they have had another job, or have received taxable Jobseeker's Allowance, Employment and Support Allowance or taxable Incapacity Benefit. They do not receive a state or occupational pension.

C. They have another job or receive a state or occupational pension.

You must keep a written record of their answers and report this information to HMRC on your FPS. HMRC has a Starter Checklist you can use but this form, or any other records you keep, must not be sent to HMRC. You must keep your records for the current and previous three tax years.

For further information check on their website at www.hmrc.gov.uk/payerti/employee-starting/new-employee-nop45.htm

Reconciling Payroll - Have you reconciled P35 to HMRC Payments? Despite the introduction of RTI, reconciliation of payments is still essential as all payments

due for the current tax year must be paid over to HMRC by 19th April (22nd for electronic payment). Best Practice is to reconcile monthly, but if you haven't done this, a little time spent now could save hassle at year end.

SSP - This will no longer be required to be reported to HMRC from April 2014

SCON - If you operate an occupational contracted-out scheme, the Employee's SCON must be reported on the FPS. You must ensure that this is entered against all Employees who's NI Category is D, E, L, N or O.

You can find your SCON on your contracting-out certificate or from your pension scheme administrator. If you cannot find the correct SCON for your employees and the FPS is rejected, contact HMRC for advice.

Are you using the Standard BACS file?

Comp. Name	Payroll Name	Payroll Date	Payroll Status	Payroll Type	Payroll Period	Payroll Amount	Payroll Balance	Payroll Total	Payroll Net	Payroll Gross	Payroll Tax	Payroll NI	Payroll Other
...

- **If yes**, Payrollers will need to key in all 2014 non business days. This can be done by clicking the "Payroll Diary" and keying in all bank holidays for 2014 as shown below, this is for the Enterprise product only.

NEW! White Paper available - Recruitment Unravelled

We hope you enjoyed reading our white paper that we released in December on "Discrimination Uncovered". We're delighted to announce that we have another paper to release on "Recruitment Unravelled" - synopsis detailed below:

Recruiting the wrong people can lead to a drop in productivity, lack of commitment, low morale and rapid staff turnover, all of which can impact heavily on the bottom line. The Chartered Institute for Personnel and Development (CIPD) puts the cost of recruiting the wrong person at 2.5 times their annual salary, taking into account factors such as wasted salary and benefits, severance package and money spent on training and induction - not to mention the added cost of having to go through the recruitment process yet again.

Our Recruitment Unravelled whitepaper, takes you through the recruitment and selection process in detail to give you good practice advice and the issues to be aware of so you can recruit your ideal member of staff.

Our white paper has been written by Vicky Stanton, one of our Guest Writers. To download your free copy - visit the factsheets and newsletter page on our website. Alternatively email Amanda.sibley@miracle-dynamics.com to request a copy.

Competition time



For a chance to win from a choice of prizes, the question for our February competition is:

What James Bond Theme is also a Duck?

The first correct entry to be picked will win a prize of their choice from the following list:

- IPOD 5th Generation 16MB
- Kindle Fire
- Case of Wine
- £100 John Lewis Voucher
- £100 Amazon Voucher

Please send your entry to sales@miracle-dynamics.com before the end of **Thursday 13th March**.

Competition Winner

Congratulations to Ian Main of the Ogilvie Group who won our December competition.

The question was "London's Trafalgar Square Christmas tree is traditionally given by which country", Ian correctly answered "Norway". Well done to Ian! We also ran an additional competition in December asking for amusing pay element/item names. We liked Lorraine McCallum's pay element from Scottish Opera - **Seven Deadly Sins!** Lorraine received a chocolate hamper (pictured right).





Diana Bruce, MCIPDip

Welcome to Diana Bruce our Guest Writer from the CIPP

(The Chartered Institute of Payroll Professionals)

Diana is the Senior Policy Liaison Officer at the CIPP and joined the team in 2009 with 20 years of payroll and HR experience from both public and private sectors.



OTS review of employee benefits and expenses

Introduction

Have you ever thought that the administration of expenses and benefits could be improved or simplified? The Office of Tax Simplification (OTS) spent considerable time gathering feedback from hundreds of people at events around the country to find out just what the issues with the current system are. And in August 2013 they published an interim report (www.gov.uk/government/publications/review-of-employee-benefits-and-expenses-interim-report) which concluded the no surprise news that 'the complex system for reporting and taxing employee benefits and expenses is ripe for a complete overhaul'.

The report identified some 'big picture' issues for further study such as 'payrolling' of benefits, abolishing the £8,500 'higher paid' threshold, and smoothing the differences between tax and national insurance rules. The report listed over 40 items for possible 'quick win' simplifications.

Quick Wins

The OTS say in their report that during their research they have been struck by the number of relatively minor things that are causing "grit in the machinery" and there are areas where a small change could make a big difference. Some of the ideas put forward would need legislation (though secondary legislation may be possible for many) and others just a change in the way HMRC works. Further to the interim report, the OTS published a progress report (www.gov.uk/government/uploads/system/uploads/attachment_data/file/250005/OTS_quick_wins_progress_paper.pdf) (October 2013) on the 'quick wins' which they categorised into 'already implemented', 'should be

implemented as soon as possible', 'will require further work before they can be put into effect' and 'some being taken forward by other routes'.

Already implemented

As the title suggests, some of the quick wins have already been put into operation. The fact that the recommendations were based on what those consulted told the OTS, is evidence of just how complex the benefits and expenses system is to administer, in that even those dealing with these items day in and day out, are not fully aware of all the rules. It also suggests that HMRC's communication of the items listed below could certainly be improved.

- The ability for amended forms P11D and P11D(b) to be submitted online. HMRC has confirmed that it is now possible to submit P11D(b) online, and that this facility will be also available in relation to P11D for tax year 2013/14.
- Provision for the reimbursement of car fuel where the employee contributes by 6 July. This is already permitted, and is confirmed in HMRC guidance manuals (EIM25660 and NIM16177).
- Providing new employers with a link to the relevant sections of the HMRC website when they first register, in order to raise awareness of the employee benefits and expenses issues that may be relevant to their business. HMRC has confirmed that new employers are sent a CD Rom which provides a link to the HMRC website. However, the OTS may look at additional ways of raising employer awareness of employee benefits and expenses as part of their wider review on HMRC administration.
- Allowing voluntary use of form P46(Car) when a car is replaced. HMRC has confirmed that it is already possible

to submit this form online when a car is replaced.

Should be implemented soon

The Autumn Statement (5 December 2013) - www.gov.uk/government/uploads/system/uploads/attachment_data/file/263942/35062_Autumn_Statement_2013.pdf mentioned that the following should be implemented by the end of January 2014, subject to the availability of HMRC resources.

- Voluntary payrolling of benefits in place of reporting benefits on forms P11D. HMRC has confirmed that it is already looking at this area, and as part of OTS's review of HMRC administration they will be working closely with HMRC to explore what gradual changes can be phased in, alongside any legislative changes that may be necessary, in order to achieve this.
- HMRC to publish a list of benefits which they consider to be trivial, presumably with limits on the amounts.
- HMRC to better publicise the guidance that it has available in relation to employee benefits and expenses, and improve the access and automatic links to relevant information - an issue that is relevant to several of the quick wins, specifically:
 - improving website guidance and cross-referencing generally, and keeping the "What's New" pages up to date;
 - improved general guidance on dispensations and PSAs, including the availability of PSAs for overseas employees and non-domiciles;
 - raising awareness that there is a list of standard items and conditions that will always qualify for dispensations (which appears at COG907120), and also raising awareness and availability of the online process for applying for dispensations;
 - improving guidance regarding the operation of the OT tax code in

relation to termination payments, and the timing for issuing a P45; and

- raising awareness that it is possible to voluntarily use form P46(Car) when a car is replaced and complete this online.
- HMRC to review the published list of employments where it is "customary" to get accommodation.

The CIPP identified in a joint membership survey with the AAT (Association of Accounting Technicians) (www.cipp.org.uk/en/cippnews/index.cfm/CIPPAATOTSresponse) that if payrolling were a voluntary option, the impact on an employee's tax affairs could be substantial. It leaves them exposed to the possibility of double taxation occurring if the employee moves between jobs and one employer payrolls benefits and the other does not. We do however support and welcome the proposal that where voluntary payrolling of benefits is permitted that a P11D would not be required.

Employers want to be able to pay the tax on some benefits through the payroll, applying PAYE rather than waiting for the end of the year to file a form P11D. And with the introduction of Real Time Information (RTI) this would make more reporting be in 'real time' - the whole point, surely? But with the time constraints for the implementation of RTI, payrolling could not realistically have been part of the plan at that time. The OTS report's vision is that payrolling is the future, and will eventually lead to the abolition of P11Ds, by a combination of:

- payrolling benefits where the amounts are effectively fixed
- dispensations, facilitated by clear HMRC listings/criteria and effected on a self-assessed basis to eliminate many sundry items
- PAYE Settlement Agreements (PSAs) for the rest of the benefits given.

Next steps

The OTS proposed to focus on four core areas in the months after the interim report was published, namely: HMRC's administration of the system including the P11D form, travel and subsistence, accommodation, and termination payments. Details of the next stage of the review are being agreed with Treasury Ministers and final recommendations will be reported ahead of the 2014 Budget in March.

BASDA



Miracle are now a member of BASDA - The Business Applications Software Developers Association.

BASDA is the not-for-profit trade body providing representation and information on common needs and opportunities for the industry. BASDA's focus is on providing support to those delivering - in whole or in part - finance, accounting, taxation, HR, Payroll and interoperability solutions. BASDA exists to help its members to: reduce costs, increase profile & revenues, access and influence government and other relevant entities, create and share industry standards, and, by working together on matters of common interest, achieve more than could be achieved or afforded operating as an individual company.

We believe that our partnership with BASDA will be a positive one and we hope to gain many benefits for both our customers and Miracle.

NAV2013 Reseller Event

We are delighted to invite our resellers to a MiraclePay for NAV2013 product workshop on Thursday 29th May.

The event is taking place at our offices in Tewkesbury, starting at 10.00am and we aim to finish around 4.00pm.

The day will include:

- Introduction
- Product Overview
- Demonstration
- Roadmap for other Miracle Products
- Upgrading existing customers
- Pricing
- Summary

This event is for resellers only and is free of charge. Lunch and refreshments will be provided. If you would like to come along, please either email sales@miracle-dynamics.com or visit the events page on our website and complete the form. We're looking forward to seeing as many of you as possible!

New Starters

We would like to welcome Lindsay Taplin and Greg Preece to our Miracle Team. Lindsay joined us In January and Greg joined us just before Christmas. We wish them every success with their roles here at Miracle.



Lindsay Taplin

Lindsay joins Miracle as our Helpdesk Support Administrator. Lindsay is responsible for answering calls and logging emails and ultimately will be

trained to answer support queries. Prior to working at Miracle, Lindsay worked for Cheltenham and Gloucester PLC for eleven years. Lindsay's various roles were all customer focussed and she started off as a Branch Assistant and eventually became Assistant Manager at the Ledbury Branch for the last six years of her career there. Lindsay left to become a stay at home Mum and has two children, a son of 16 and a daughter of 14. More recently Lindsay has been involved in helping out with her husband's business. Lindsay enjoys cycling and being creative.

We would like to give Lindsay a very warm welcome to our team and hope she enjoys her new role here. As it's coming up to year end, I'm sure many of our customers will be catching up with Lindsay!



Greg Preece

Greg joins Miracle in Service Delivery Support. Greg will be responsible for assisting the delivery team with the tracking and handling of

current project licences and the creation of video tutorials to support customers using our products.

Prior to joining Miracle, Greg spent fourteen months travelling through South-East Asia, Australia and New Zealand. Greg received a 1st Class Honours Degree in Multimedia Computing from the University of the West of England. Greg is interested in photography, digital-media technologies and exploring digital design.

We would like to welcome Greg to our expanding team and wish him luck in his role. We hope to announce the availability of some video tutorials, once Greg has had a chance to settle in.

Customer Conference



6th and 7th
November 2014

We're excited to announce the date of our next customer conference which is taking place on 6th and 7th November 2014. The event will be held at Heythrop Park in Chipping Norton. Heythrop Park is a quintessential English country estate dating back to 1710 and is set in 440 acres of stunning Oxfordshire countryside. The theme this year is the Swinging Sixties!

The conference is a great opportunity to learn more about new developments within Miracle and our products, understand new technologies, learn about new legislation and how it affects your Miracle solution, hints and tips, network with other Miracle users and of course a chance to meet the Miracle team.

The conference will start on 6th at 6.30pm with dinner and entertainment. The following morning the conference will begin at 10.00am and we aim to finish around 4.00pm.

The conference is also designed to be great fun and we have an entertaining evening planned for everyone. Please put the date in your diary and look out for further information. If you have any questions in the meantime, please email Amanda.sibley@miracle-dynamics.com.

See what our customers thought about last year's event:



Just want to say a massive Thank You for yesterday, the **conference was amazing** and your hospitality was second to none. You girls really thought of everything and it was a definite breath of fresh air compared to usual conferences".

Just a note to thank you for the most enjoyable conference last week. It was obvious that you had all worked very hard to **organise such a successful event** and your hospitality throughout was excellent.

I thought the conference was fantastic, all **Miracle staff are so friendly and welcoming**. Best conference I have attended, looking forward to next year!

Thank you for a lovely two days! Very well organised and so attentive. **Good speakers and a lovely time**. Thanks again!

A most **enjoyable and informative event** - exceptionally well organised day. Well done!!

A very informative and interesting conference. As an attendee at other events, **I find that Miracle pull out all the stops**.



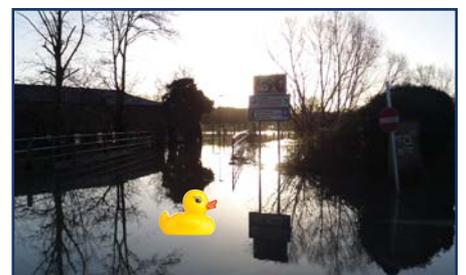
Duck Tails

Meet the ArtSystems Duck Family! Art Systems are a Miracle customer who are currently migrating from our MiraclePay Lite system to MiraclePay Enterprise, they will also be installing MiraclePeople at the same time. ArtSystems are the UK's leading trade wide format distributor for HP, Summa, Canon, Colortrac, Neschen, Oynx and Xativa. Pictured below is the duck family that sits on the desk of Mandy, who is the Purchaser at ArtSystems. Mandy has a slight fixation on ducks, so Miracle are a perfect supplier for her! Mandy even has a "quack" notification on her phone when she receives a text. Please let us know if you have any more Duck Tails that we could feature in future newsletters! Contact sales@miracle-dynamics.com.



Great weather for ducks....

Many concerned customers and resellers have been asking us if we were affected by the floods. Fortunately our offices are based just outside of the town and we managed to escape much of it. However flooding in the area has been severe, making it very difficult for many of us to get to and from the office. It was reported that many of the Miracle ducks did manage to break out of the office to join their pals on the river. Much of Tewkesbury was cut off after the River Avon and River Severn burst their banks following the heavy storms and fields resembled lakes. Many houses and farms found themselves surrounded by rising flood water. Tewkesbury Abbey and the dozens of homes surrounding it were completely marooned by the persistent flood water which cut-off the huge former monastery from the surrounding fields. The south west bore the brunt of the storms and flooding, dubbed the worst for 20 years. We're thinking of investing in some Miracle galoshes!





Miracle Upgrade Release

As most of you are aware, we release a new version of our software at this time of the year on an annual basis. Every customer will need to ensure that their system is upgraded in order to remain compliant. The upgrade will include legislative changes and new functionality.

The upgrade can either be done by yourself, your reseller or Miracle. Hopefully all customers should have plans in place to ensure this happens, if you do not please contact our sales desk or your reseller urgently.

We have detailed below the changes for MiraclePay Enterprise, Lite and Progress, for more detailed information please refer to our release notes. Each customer will receive one copy in the post and it will also be emailed to several contacts. If you would like to be put on our mailing list to receive a copy, please email sales@miracle-dynamics.com.

Release notes can also be downloaded from the customer and partner areas on our website (login required).

Miracle Enterprise Release 4.80 Summary

This year's release is yet again dominated by improvements to support the pension auto enrolment requirements. Amongst several other smaller changes we have:

- Built in support for extracts files for NEST, People's Pension and NOW
- An extra 30 fields have been added to the generic extract process to support the needs of the various pension providers that we have come across in the last 12 months
- The controls for each Pension Provider have been extended to allow many more options to be selected
- It is now possible to configure a pension scheme to be the subordinate of another pension scheme and have

the highest deduction taken from the employee - this option caters for the relationship between the People's Pension and CIJC pensions

- A permanent record of the outcome of the pension assessment will be retained rather than simply displayed

Other functionality has been included to form the basis of a new Construction option within the payroll:

- Average pay functionality has been included which maintains a record of the accrual for each pay period and will make payments for holiday pay based on the current average pay
- Travel and Fares functionality which will allow the calculation of distances between employees home address and either sites or routes to a site. The functionality will determine the shortest route to site and make a payment (taxed or untaxed) to the employee based on that calculation

A number of miscellaneous other functions have also been provided:

- Pay advice messages can now be entered for ranges of dates and ranges of employees - the messages will also be included on reprinted pay advices
- Directed days can be entered for holiday schemes allowing the employer to make use of some of the employee's entitlement for public holidays or shut down periods
- A payroll import register is now available which will keep a record of the files that are imported into payroll with the option to reverse the import in the current period
- In the Irish payroll support has been added for the Earnings Hours and Employment Costs Survey report required by CSO

In MiraclePeople we have introduced functionality, called HR Pay, which will allow employee pay to be entered, reviewed and confirmed in HR before being transferred into payroll.

Miracle Lite Release 4.08 Summary

The following changes have been made:

- Government Legislation Text file - This file has been amended to include the changes to Tax Bands and Statutory rates which will come into effect from 6th April 2014
- A new attachment order has been introduced from April 2014 accessed from the Employee Card, Attachment Order Card
- The EAS, FPS and EPS submissions have been updated to conform with the requirements for the 2014-15 tax year, a new Earlier Year update submission report has been added
- An option to specify an employee specific Late Payment Reason has been added
- Pensions - the application has been enhanced to provide enhanced support for pensions to allow pension auto enrolment processes to be implemented

MiracleHR for Progress Release 14.0.00 Summary

In addition to the statutory parameters and rates which have been updated, we have also made the following changes:

New functionality:

- Direct Earnings Attachments
- Deallocate a pay item
- Working Time Directive Report (T&A only)

Program changes include:

- Set Normal Hours Worked
- Allocate a Pay Item
- SMP Rates
- RTI Submissions, FPS and EPS submissions have been updated to conform with the requirements for the 2014-15 tax year, a new Earlier Year update submission has been added
- DPS - Generic notifications
- Pension changes
- Other minor changes

Contact Details

We're implementing a new CRM system at Miracle, which we hope will help to improve communications to all of our customers and resellers. We need to ensure our communications are going to the correct people within your organisation, as many of them do contain important information such as year end, upgrade or pension details. If you would like to add any of your colleagues to our mailing list, please email sales@miracle-dynamics.com. If you would like to know who from your organisation is on our mailing list, we would be happy to provide that information to you.

NEW MiraclePay Manuals Available

We have new manuals available which we are offering free of charge electronically. If you require a hard copy version, they can be supplied at a cost of £150.00 each. Unfortunately the manuals are too large to email, therefore we can organise a drop box option on request.

The new manuals are:

- MiraclePay Enterprise Version 4.80
- MiraclePay Lite Version 4.08

If you would like to order a copy, please contact sales@miracle-dynamics.com.

Miracle Bibs

If you, a member of your family or any of your colleagues are expecting a baby, please let us know. We have some "It's a Miracle" bibs to give away. This bib is modelled by the gorgeous Claudia at a Halloween Party! Claudia is the daughter of one of our customers Kevin Breen from Mulholland Contracts.



Please note all our events will be taking place at our offices in Tewkesbury unless otherwise stated.

February

12th - MiraclePay Enterprise Pension Training Course
27th - MiraclePay Enterprise EOY Training Course

March

6th - MiraclePay Lite Pension Training Course
27th - MiraclePay Enterprise EOY Training Course

April

16th - MiraclePay Enterprise Pension Training Course
17th - MiraclePay Lite Pension Training Course

May

1st - MiraclePay Enterprise Payroll Reporting - Flexible Pay and Document Link
2nd - MiraclePay Enterprise P11D Standard Training Course
8th & 9th - MiraclePay Enterprise Standard Training Course
21st - MiraclePay Lite Pension Training Course
22nd - Pension Seminar
27th - MiraclePay Enterprise Pension Training Course
29th - NAV2013 Reseller Event

June

3rd - Miracle Enterprise Entitlement Training
4th - MiraclePay Enterprise P11D Standard Training Course
5th & 6th - MiraclePay Enterprise Standard Training Course
11th - MiraclePay Lite Pension Training Course
12th - MiraclePay Enterprise Pension Training Course

July

3rd & 4th - MiraclePay Enterprise Standard Training Course
17th - Pension Seminar

August

1st - MiraclePay Enterprise Payroll Reporting - Flexible Pay and Document Link
7 & 8th - MiraclePay Enterprise Standard Training Course

September

3rd - Miracle Enterprise Entitlement Training
4 & 5th - MiraclePay Enterprise Standard Training Course
11th September - Pension Seminar

October

9th & 10th - MiraclePay Enterprise Standard Training Course

November

5th - MiraclePay Enterprise Payroll Reporting - Flexible Pay and Document Link
6th & 7th - Miracle Customer Conference - Heythrop Park, Oxon
20th November - Pension Seminar

December

3rd - Miracle Enterprise Entitlement Training
4th & 5th - MiraclePay Enterprise Standard Training Course



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