

Hands On Payroll Giving (HOPG)

What is Hands on Payroll Giving?

Hands On Payroll Giving (HOPG) helps UK employers run Payroll Giving schemes, where employees donate to charities directly from their gross salary. **Donations are tax-free**, and the service is free for employers. Hands On provides branded portals, digital tools, and works with Payroll Giving Agencies to manage distribution.

- ✓ **Tax-free donations** - Donations come out of your gross pay, so you give more at a lower cost.
- ✓ **Support multiple charities** - One payroll deduction can be split across several charities.
- ✓ **Flexible giving** - You can start, stop or change your donations whenever you like.
- ✓ **Control over preferences** - You decide how much to give and how charities contact you.
- ✓ **Less admin for charities** - Charities don't need to process Gift Aid claims, saving time and effort.
- ✓ **Reliable income for charities** - Regular donations help charities plan ahead and manage their budgets.

Who is this guide for?

This guide is aimed at employers with admin access.

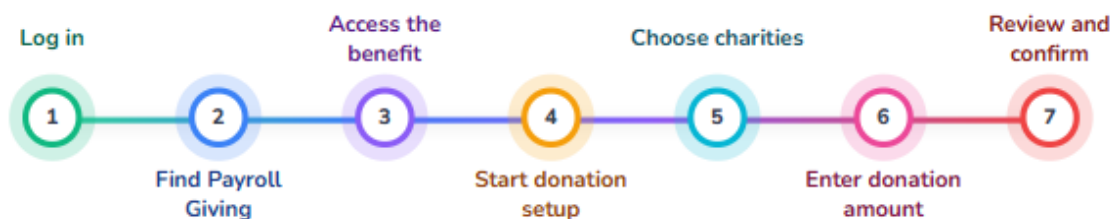
Who is the Partner?

Hands On Payroll Giving (HOPG) is a family-run fundraising organisation focused on Payroll Giving since 1994. They work alongside any Payroll Giving Agency to boost employee participation, offering specialist support and engagement expertise.

Traditionally, Payroll Giving Agencies handled donation processing. Hands On adds value by driving uptake through tailored campaigns and ongoing support.

Employee Journey – Applying for HOPG

- **Step 1: Log in**
Sign in to SmartHub using your usual details.
- **Step 2: Go to MyBenefits**
From your Homepage or the mega menu at the top, open MyBenefits.
- **Step 3: Select Payroll Giving**
Click on Payroll Giving from the list of available benefits.
- **Step 4: Start Your Application**
Click “Apply Now” – this will take you to the Payroll Giving site.
- **Step 5: Setup your donation**
Begin a new donation and select your tax band and enter your personal details.
- **Step 6: Choose charities**
Select one or more UK-registered charities.
- **Step 7: Submit the Application**
Submit your recurring donation details before the SmartPay cut-off date to ensure it's processed.



HOPG – Approval Process

Who approves applications?

All Hands On Payroll Giving (HOPG) applications are automatically approved. This means an employer doesn't need to log onto a portal and manually approve requests.

Is the process Manual or Automatic

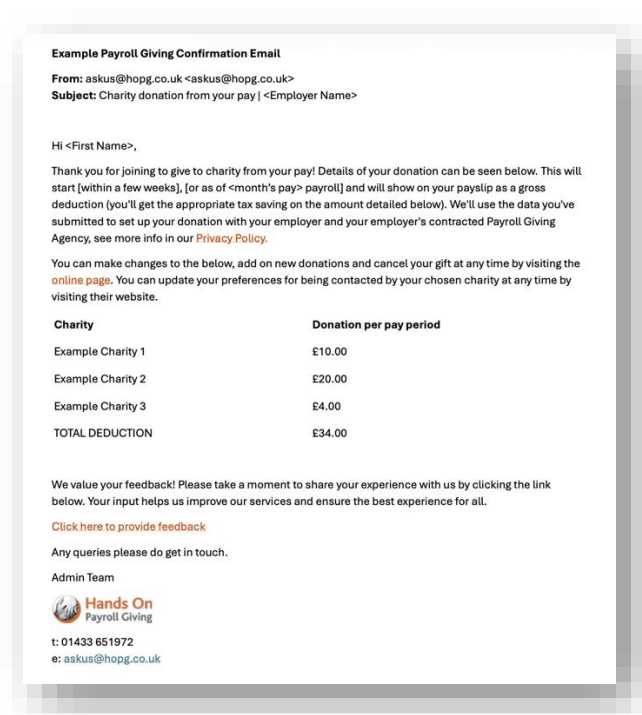
Fully automated.

When are approvals done?

- Five days before the SmartPay application date, Hands On Payroll Giving (HOPG) syncs donation details and sends them to SmartPay.
- On the application date, SmartPay processes the applications and marks them as pending. If the product is set to auto-approval, applications will be marked as "approved" on the SmartPay approval date.
- When a member applies for the first time, the system creates an application in "hold" status. This shows their intent to subscribe. The subscription will then start from the next payroll cycle.
- Once the cut-off date arrives, you can run the deduction report.

Notifications

Hands On Payroll Giving (HOPG) also sends a confirmation email to each employee once their setup is complete.



If the employee wants to cancel

How to Cancel

To cancel your Hands On Payroll Giving (HOPG) donation:

- **Step 1: Log in**
Sign in to SmarHub using your usual details.
- **Step 2: Go to MyBenefits**
From your Homepage or the mega menu at the top, open MyBenefits.
- **Step 3: Select Payroll Giving**
Click on Payroll Giving from the list of available benefits.
- **Step 4: Change contribution**
Here you can modify existing contribution and change the details.

Cooling-Off Period

You can cancel at any time, and you're free to restart donations whenever you like. There's no cooling-off period, and cancellations apply to future deductions only, any processed amounts won't be refunded or prorated.

Hands on Payroll Giving – Invoicing Process

Who Invoices Who

Reward Gateway Edenred does not issue invoices for this service. The employer is responsible for paying Hands On Payroll Giving Agency within the agreed timeframe, usually within 14 days.

Payment to Payroll Giving Agency

The employer can run a payroll deduction report once a month. Then sends a monthly lump sum to the chosen Payroll Giving Agency, including a basic breakdown of the donations.

Charity Distribution

The agency matches each donation with the employee's nominated charity and transfers the funds accordingly.

Acknowledgement

If opted in, the charity sends a thank-you message to the employee.

Invoice Enquiries

Employers should direct **all invoice-related queries** to the Hands on Payroll Giving (HOPG) support only.

- **Contact:** <https://www.handsonpayrollgiving.co.uk/pages/contact>
- Helpline: 01433 651972
- Email: askus@hopg.co.uk

Reporting

Deduction Report

A deduction report provides the employer with the information needed to make Hands on Payroll Giving (HOPG) deductions to an employee's payroll. Details include employee name, benefits used, total deduction amount, the current deduction, and how much is left to pay off.

Employers can also filter the deduction report to show only new, continuous or closing applications, or they can choose to show them all together. The report can be downloaded into a CSV format where it can be formatted to meet each client's needs.

There are two reports available for you to choose from based on your requirements:

- **Detailed Report:** This report offers deduction information for each order made by an employee.
- **Summary Report:** This report presents the overall deductions for each employee.

Downloading a report

Check out this article for guidance on how to download a Deduction Report.

<https://success.rewardgateway.com/hc/en-us/articles/18118097380765-SmartPay-Deduction-Reports-for-UK-only>

Partner Links

- [FAQ](#)
- [Charities](#)
- [Contact](#)
- Helpline: 01433 651972

- Email: askus@hopg.co.uk