

# Payroll Giving - Hands On Payroll

## Giving

### 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, marketing materials and works with HMRC regulated Payroll Giving Agencies that manage the transfer of funds.

- 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.

Payroll Giving Agencies handle the transfer of donations, and . Hands On adds value by driving uptake through tailored campaigns and ongoing support. If you already work with a Payroll Giving Agency, Hands On Payroll Giving are an additional free solution to support your scheme.

## 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 at least five days before the approval date, as this is when the application is generated in SmartPay.

### Acknowledgement

Employees can opt in to receive communication from their nominated charity.



# Hands on Payroll Giving – Approval Process

## Who approves applications?

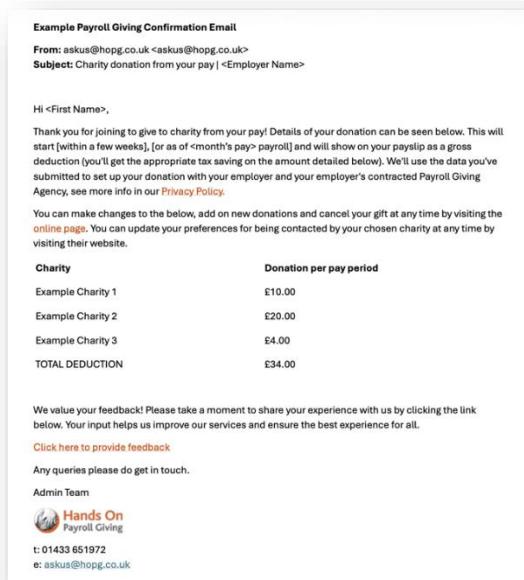
All Hands On Payroll Giving (HOPG) applications are automatically approved. This means an employer doesn't need to log onto a portal and manually approve requests.

## When are approvals done?

- One - four days before the approval date, Hands On Payroll Giving (HOPG) syncs donation details to SmartPay. At this point, the application appears in SmartPay with an “On Hold” status. Status will automatically be updated after the approval date has passed.
- On the application date, SmartPay processes the applications and marks them as pending.
- Once the cut-off date arrives, you can run the deduction report.

## Notifications

Hands On Payroll Giving (HOPG) sends a confirmation email to employees when they submit their selections. If there are queries prior to syncing, HOPG will reach out to the employee directly.



## 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 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: Change contribution**

Here you can modify existing contribution and change the details.

### Cancelling

You can cancel at any time, and you're free to restart donations whenever you like.

Cancellations apply to future deductions only, any processed amounts won't be refunded or prorated.

## Payroll Giving – Invoicing Process

### Who Invoices Who

There is no invoices for Payroll Giving benefits. The employer runs a payroll deduction report once a month and sends a lump sum to the chosen Payroll Giving Agency.

**PLEASE NOTE** Employers **must** send a copy of the actual payroll output every month. This must include the breakdown of donations actually taken during that payroll period. This needs to be sent to you Payroll Giving agency (details below) as well as the [processing@hogg.co.uk](mailto:processing@hogg.co.uk). If you would rather use RGER Secure Transfer platform (go anywhere) to facilitate this please contact Client Support.

- [Charities Trust – Payment information](#)
- [Charitable Giving – Payment Information](#)
- For all other Payroll Giving agency please contact Hands On Payroll Giving [processing@hogg.co.uk](mailto:processing@hogg.co.uk)

Payroll Giving Agencies make a small charge (between 15p – 25p per month, per participant) to transfer donations. Employers can choose to cover these charges so that the full donation goes to the charity, or allow for the fee to be deducted from donations. If the employer chooses to pay for the admin fees these are tax deductible as a business expense.

### Charity Distribution

Payroll Giving Agency matches each donation with the employee's nominated charity (informed by Hands On Payroll Giving) and transfers the funds accordingly.

### Invoice Enquiries

Invoices are not issued for Payroll Giving donations. Donations should be transferred in line with the funds deducted from employees' pay. If the employer covers the administration fee, this amount should be transferred alongside the donations. An invoice is not issued as standard, as the total admin fee depends on the number of participating employees, which can change due to employee leavers.

If an invoice is required to process payment of employer-paid administration fees, this can be issued on request only where the employer is covering the cost.

For any invoice-related queries, please contact Hands On Payroll Giving at [clientsupport@hoppg.co.uk](mailto:clientsupport@hoppg.co.uk), and the team will direct your enquiry to the appropriate Payroll Giving Agency.

# 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 and the current deduction.

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. This is the recommended report for deductions.
- **Summary Report:** This report presents the overall deductions for each employee.

## Help downloading a report

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

- [Smart Pay Deduction Report Article Link](#)
- [How to Download your Monthly Deduction report – Video](#)

## Partner Links

- [FAQ](#)
- [Charities](#)
- [Contact](#)
- Helpline: 01433 651972
- Email: [askus@hpg.co.uk](mailto:askus@hpg.co.uk)

## C1 – Public

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### Approvals

Name	Company	Title	Date
Samantha Cleaver	Edenred – Reward Gateway	Consultant & Project Manager	12/12/2025
Penny Tapping	HOPG	Digital & Operations Director	