HUMAN RESOURCES

A better way to deliver important employee documents

Documentd adds a permanent delivery layer to the communications employers already use, reducing cost and complexity while giving employees their own long-term copy.

WHERE DOCUMENTD FITS

Use Documentd for the employment documents employees need to keep

Documentd is not for everyday HR messages or live employment information. It is designed for important, point-in-time documents that employees may need to retain, review or retrieve during and long after their employment.

- **Employment contracts**
- **Payslips**
- **Tax documents**
- **Benefits statements**
- **Pay and role change letters**
- **Leaving documents**
- **Other important employment records**

Use email and messaging for communication. Use the employee portal for live information and self-service. Use Documentd when the employee should receive their own permanent copy.

Illustrative savings assume around 12 important documents per employee each year. Actual savings depend on payroll frequency, workforce profile, existing processes and costs.

LONG-TERM EMPLOYEE RECORDS

Important employment documents outlive the employment relationship

An employee may leave an organisation, but their need for employment records does not end with their last working day. Contracts, payslips, tax documents and leaving records may remain important for future employment, borrowing, tax, pensions and personal record keeping.

Personal to the employee
The document is delivered directly to the individual employee.

Accessible later
The employee retains long-term access independently of the employer's systems.

Reliable historic copy
The sender cannot alter the settled copy.

DOCUMENTD IN PRACTICE

- ✓ The employee owns their copy
- ✓ The sender cannot delete the settled copy
- ✓ The original document can be downloaded again
- ✓ The sender cannot alter the settled copy
- ✓ Access continues after employment ends
- ✓ Evidence of what was delivered and when is retained

CONSUMER DUTY

It creates a better employee record

Important employment documents form part of an employee's personal financial and working history. Documentd gives those records a persistent, organised place where employees can review and retrieve them independently of the employer who originally issued them.

Give the employee their own permanent record, rather than making long-term access depend on the employer's systems.

01

IF YOU CURRENTLY USE AN EMPLOYEE PORTAL

Keep the portal focused on active employment and self-service.

Employee portals are built for current payroll information, benefits, leave, personal details, requests and self-service. Using the portal as the employee's permanent document archive means extending access, authentication, retention, migration controls and support beyond the period for which the employee actually needs the employer's live HR systems.

A few pounds
indicative annual saving per employee
From avoiding permanent archive requirements, former-employee access and associated portal support.

CURRENT APPROACH

Making the portal the permanent copy creates a long-term infrastructure obligation

- Important employment documents may still be needed after the employee leaves
- Former employees may require access to historic payslips, tax records and employment documents
- Authentication, password recovery and support have to remain available for legacy users
- Retention, audit and administrative controls become part of the portal architecture
- Former-employee accounts extend the identity-management and cyber-security burden
- Portal migrations and replacements have to preserve historic document access
- Changes to HR and payroll systems can complicate access to older records
- The employer remains responsible for maintaining the entire access environment

ADD DOCUMENTD

Give employees their own permanent copy with Documentd

Keep the employee portal focused on the services employees use while they work for the organisation. Documents can still appear there for convenience, but Documentd separately delivers the employee their own long-term copy. Leaving the organisation no longer has to mean losing convenient access to important employment records.

- ✓ Keep the portal focused on active employment and self-service
- ✓ Avoid building permanent-document requirements into the employee portal
- ✓ Reduce former-employee authentication and support
- ✓ Reduce the long-term security burden of legacy employee accounts
- ✓ Separate permanent document access from future HR-system migrations
- ✓ Give employees access independently of the employer's systems

Use Documentd for the permanent copy employees keep, and the portal for active employment and self-service.

LONG-TERM ACCESS BENEFIT
Give employees their own accessible historic record without making continued access to important employment documents depend entirely on the employer's live HR infrastructure.

EMPLOYEE-SERVICE BENEFIT
Employees retain important employment records when they change role, leave the organisation or no longer have access to the employee portal.

COST BENEFIT
A few pounds per employee each year can be saved by avoiding unnecessary development, maintenance, legacy access and support.

02

IF YOU CURRENTLY USE EMAIL

Keep the email. Give employees a better long-term service.

Email is cheap and effective for everyday communication. But important employment attachments become mixed into the employee's inbox, leaving the employee responsible for storing and finding records they may need again years later.

Around 50p

indicative annual saving per employee

Assuming around 12 important documents a year and a low level of document-related HR contact.

CURRENT APPROACH

Email delivers the document, but leaves the employee to manage it

- Important employment documents are mixed with everyday email
- Employees must organise and retain attachments themselves
- Historic payslips, tax records and employment documents can become difficult to find
- Employees and former employees may contact HR for replacement copies
- Work email accounts may disappear completely when employment ends
- Important information may be needed again years after it was originally sent

ADD DOCUMENTD

Add Documentd alongside email

Keep the existing email communication. Documentd also places the important document into the employee's own organised Keepd account, where it remains available for future review and retrieval independently of their work email account.

- ✓ Existing email communication can remain unchanged
- ✓ Important employment documents are separated from everyday messages
- ✓ Access does not depend on retaining a work email account
- ✓ Employees can review historic documents again later
- ✓ Employees can retrieve copies themselves
- ✓ Fewer document-related HR and resend requests

Better employee service and lower HR support cost, without replacing email.

EMPLOYEE-RECORD BENEFIT

Important employment, payroll and tax documents can remain relevant long after they are issued. Giving employees an organised personal copy reduces reliance on old messages and employer-controlled systems.

EMPLOYEE-SERVICE BENEFIT

Employees can find and retrieve important employment documents themselves instead of searching old emails or asking HR to resend them.

COST BENEFIT

Around 50p per employee each year in illustrative HR servicing savings, meaningful across large workforces.

03

IF YOU CURRENTLY USE POST

Phase out paper where electronic delivery is appropriate.

Paper gives the employee something physical to keep, but every delivery carries printing, fulfilment and postage costs and leaves the employee with another employment record to file and store.

£10+

indicative annual saving per employee

Based on around 12 posted documents per year. Postage alone is around this level before printing and fulfilment.

CURRENT APPROACH

The physical delivery process

- Printing
- Paper and envelopes
- Folding and inserting
- Fulfilment
- Postage
- Returned mail
- Address changes
- Replacement copies
- Employee paper filing and storage

WITH DOCUMENTD

Replace routine post with Documentd

Where electronic delivery is appropriate, phase out routine physical post and give the employee their own permanent electronic copy instead.

- ✓ No printing
- ✓ No fulfilment
- ✓ No postage
- ✓ Immediate electronic delivery
- ✓ Documents remain organised in one place
- ✓ No paper filing burden for the employee

Keep the employee copy, lose the cost and inconvenience of paper.

DELIVERY BENEFIT

Where electronic delivery is appropriate, replace physical document delivery with a long-term electronic model while still giving the employee their own accessible copy.

EMPLOYEE-SERVICE BENEFIT

Employees avoid unnecessary paper filing and can retrieve important employment records electronically whenever they need them.

COST BENEFIT

More than £10 per employee each year can be available from postage alone where around 12 documents are currently posted, with printing and fulfilment savings on top.

THE BUSINESS CASE

Add Documentd where permanent delivery matters

Portal

Keep it for current employment information and self-service. Reduce the burden of providing long-term access to former employees.

Email

Keep using it for communication. Give employees a lasting record and reduce historic-document requests to HR.

Post

Phase it out where appropriate and remove unnecessary printing, fulfilment, postage and paper-filing costs.

Documentd does not ask you to replace systems that already work. It adds a permanent delivery layer that can reduce cost and complexity while giving employees a better long-term service.

Documentd

Documentd adds a purpose-built permanent delivery layer to the HR and payroll systems employers already use, reducing cost and complexity while giving employees better long-term access to important employment records.

BUSINESS CASE

documentd.com/business-cases/hr

COMMUNICATION GUIDE

documentd.com/functions/hr

Illustrative savings assume around 12 important documents per employee each year. Email savings use a low level of document-related HR contact and an average inbound-call cost of approximately £6. Post savings use current retail Second Class postage as an indicative benchmark; business mailing rates vary. Portal savings are illustrative and depend on architecture, scale and existing capabilities. Some employment documents may be subject to specific legal or payroll-delivery requirements. Regulatory summary is a practical overview rather than legal advice.