

THE BUSINESS
STORE LIMITED

Our commitment
to our clients and
our community
during COVID-19.

THE BUSINESS STORE LIMITED

98-100 High Road, Rayleigh

Essex, SS6 7AE.

WWW.THEBUSINESSSTORE.ORG

■ Introduction

During these uncertain and rapidly changing circumstances, we would like to take a moment to reassure you that we are doing what we can to provide you with the services and information you require, whilst prioritising the health and well being of our family, staff and clients.

We decided to close our office on the 24th March 2020 and have been working remotely since to continue to provide our normal services.

We've worked hard over the years to provide clients with easily-accessible online systems, which has made a huge difference during these times as it meant our clients could access everything needed.

Of course we also had our challenges with answering the phones, collecting post and servicing clients who do not keep digital records. We will explain later in this publication how we have adapted to this and what we will be doing going forwards with regards to these.

We would like to take this opportunity to thank everyone that has thanked us for the support and services we've been providing in these un-predicted times, your patience is also greatly appreciated.

THE BUSINESS STORE LIMITED

98-100 High Road, Rayleigh

Essex, SS6 7AE.

WWW.THEBUSINESSSTORE.ORG

■ Our Covid-19 Commitment

Here's how we have made changes during the COVID-19 crisis:

Closing the office on 24th March and began working remotely

Working normal hours and more to provide our normal services, ensuring that all deadlines were met and answering increased queries together with an increased workload owing to furlough claims, loans and so on.

Although our phone lines are diverting to voicemail, we have been regularly monitoring these and assisting with queries

Producing updates straight to your inbox when the government have announced major changes that will effect you and your business

Posting updates and relevant links across our social media and website so you can access the support and information you need

Applying for HMRC Job Retention Scheme Grants free of charge for March, April & May for all of our payroll clients (small fee from June)

Providing telephone and Zoom meetings wherever possible

THE BUSINESS STORE LIMITED

98-100 High Road, Rayleigh

Essex, SS6 7AE.

WWW.THEBUSINESSSTORE.ORG

■ Phone Calls & Meetings

Currently, our phones are still set to our voicemail service, this is due to difficulties of staff still working remotely. This will remain the same as we do not have staff available to answer phones. We continue to encourage clients to email wherever possible.

Please remember that we are currently experiencing a much higher volume of queries, but be assured we will get back to you as soon as we can.

If you require a telephone or Zoom meeting, this can be arranged. Please email office@proren.co.uk if you would like to be booked in.

Please note there is a high volume of requests and we would ask you to be patient with this. We are trying our best to help everyone.

THE BUSINESS STORE LIMITED

98-100 High Road, Rayleigh

Essex, SS6 7AE.

WWW.THEBUSINESSSTORE.ORG

■ How you can help us

Although the vast majority of clients have been understanding with the amount of pressure we are under, we would like to remind you how you can help us to help you during these challenging times.

Please be patient; we are experiencing a much higher volume of work and queries, meaning that it is impossible for us to provide immediate responses.

Emailing or phoning repeatedly will not speed processes up, but will actually slow them down. We will get back to you as soon as we can.

Bear with us whilst we get up to speed with new announcements and information from the government ; this is new to us as well!

Help us to plan our workloads by sending your information promptly

Make the most of our online systems by uploading documents to our Docsafe and ensure your online accounting system is up to date

If you're satisfied with our services, please leave a Google or Facebook review and follow us on our social media accounts.

THE BUSINESS STORE LIMITED

98-100 High Road, Rayleigh

Essex, SS6 7AE.

WWW.THEBUSINESSSTORE.ORG

■ Frequently Asked Questions

How will we meet to discuss my accounts, business or tax affairs?

Rest assured that meetings are still going ahead online via Zoom or via telephone. Please email office@proren.co.uk to be booked in.

When will your offices be re-opening?

As we are a family business, this does make things easier for us. We are now working from the office where we can (family only) and will be not allowing anyone else into the premises. We will be following government guidance as to when we can properly re-open for clients and other staff, which we will keep you updated with.

How will I get paper documents to you?

We encourage clients to make the most of our online systems available and upload documents to Docsafe and ReceiptBank. If you would like more information on this please let us know. If you still have paper documents to give us then we do have a safe and secure outside parcel box that you are welcome to put records in. For much larger records these can be brought to the office during our revised hours of 9am - 5pm Mon-Fri. Please leave these on the step outside, knock on the door and step back to a safe distance for us to retrieve these. We will not be allowing anyone in the premises. Please do not send post recorded delivery if possible as we cannot guarantee we'll be able to sign for this and will not be collecting anything from the delivery office at this stage.

THE BUSINESS STORE LIMITED

98-100 High Road, Rayleigh
Essex, SS6 7AE.

WWW.THEBUSINESSSTORE.ORG

■ Frequently Asked Questions

Are you taking on new clients?

We've still had many new client queries since working from home and would be happy to arrange an online meeting if you would like to find out more about our services or wish to recommend us. However, we are only taking on a limited number of new clients at present as our focus is on supporting our existing clients in the best way we can.

I need business advice, is this something you can help with?

Absolutely! If you would like advice or planning for how to move your Business forward and make it even more efficient, we have dedicated services for business advisory. If you would like to find out more please get in touch or visit our website: www.yourbusinessadviser.co.uk

Can I go digital?

Most of our clients are now set up and using online accounting systems and online document sharing. If you would like to find out more about going digital and all of the digital systems we use please get in touch with us. We also provide online training.

If you have any other questions or queries, please get in touch.

THE BUSINESS STORE LIMITED

98-100 High Road, Rayleigh

Essex, SS6 7AE.

WWW.THEBUSINESSSTORE.ORG

■ Contact Details

The Business Store

Telephone: 01268 770099 / 0800 690 6355

Address: The Business Store, 98-100 High Road, Rayleigh, Essex, SS6 7AE

Website: www.thebusinessstore.org

 [Facebook.com/TheBusinessStore](https://www.facebook.com/TheBusinessStore)

 [Twitter.com/The_Biz_Store](https://twitter.com/The_Biz_Store)

 [Linkedin.com/company/thebusinessstore](https://www.linkedin.com/company/thebusinessstore)

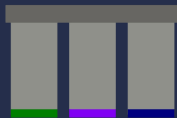
www.thebusinessstore.org/covid-19-updates

THE BUSINESS STORE LIMITED

98-100 High Road, Rayleigh

Essex, SS6 7AE.

WWW.THEBUSINESSSTORE.ORG



**THE BUSINESS
STORE LIMITED**



PROFESSIONAL RENAISSANCE LIMITED
THE ART OF ACCOUNTANCY

www.proren.co.uk



Accounts Wizard Ltd

www.accounts-wizard.com



Will Solutions Limited

www.will.solutions



Your **Business Adviser**

www.yourbusinessadviser.co.uk

THE BUSINESS STORE LIMITED

98-100 High Road, Rayleigh

Essex, SS6 7AE.

WWW.THEBUSINESSSTORE.ORG