Stop processing a company

Closing Companies · https://paiyroll.com/kb/stop-processing-a-company/

Follow this guide if you want to stop processing payroll for a company

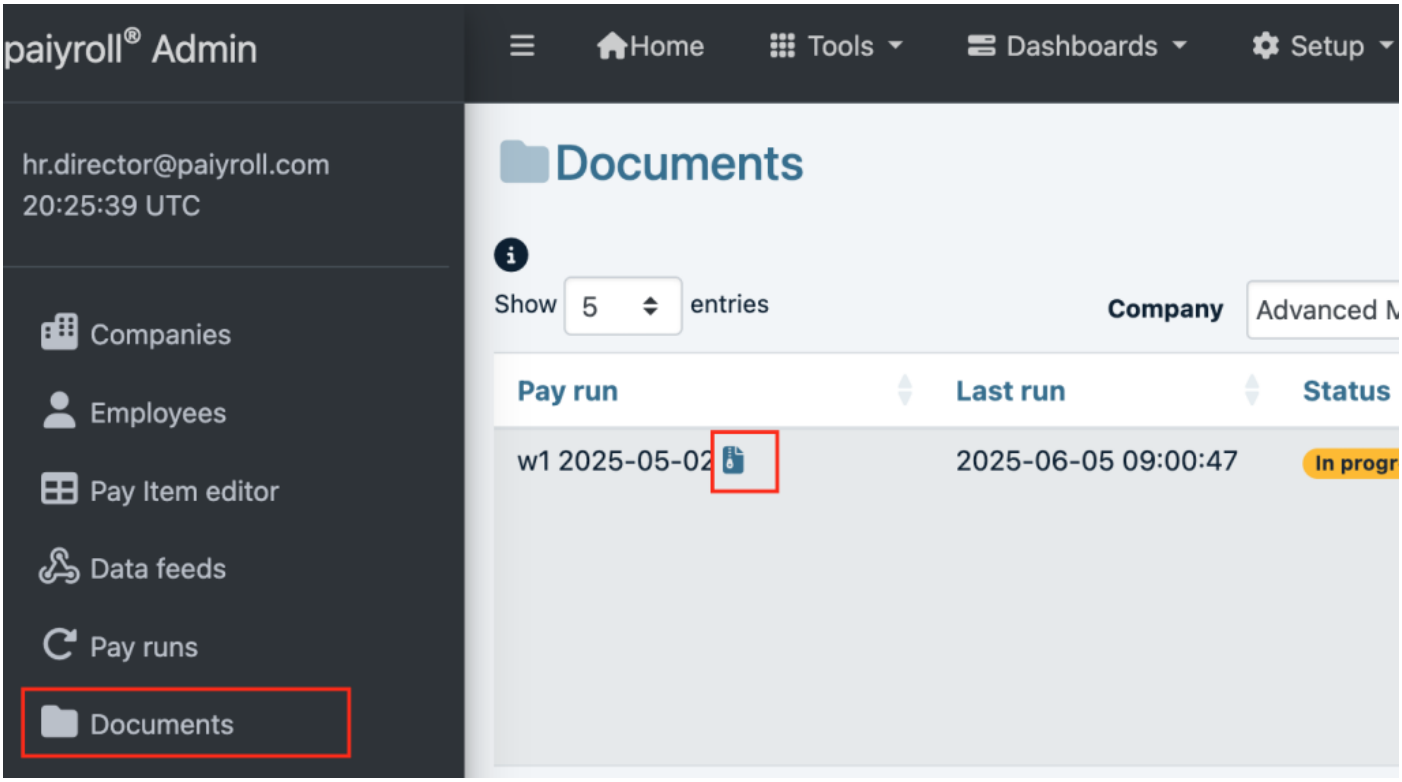
- If you need to cease the PAYE scheme, then follow the guide here
- Set the company as a **Test Company** in Companies > Update > Main > Test Company and click Update

Transfer to another bureau

If you need to transfer information to another bureau, you will need 2 files. Otherwise, ignore this section.

A. Download the latest pay run zip

Documents: Download all documents for the last pay run you processed from paiyroll®. There is a convenient single-click zip file download for all the documents in the latest pay run:



An alert will appear: **Download started, please wait.** It can take a short wait to produce the zip file. After a short while, you will have a file called something like: **Company_name2025-06-28.zip** in your downloads folder.

B. Download Employee CSV

Download the employee CSV:

- Employees > Download... > ensuring you only select the needed company > Download

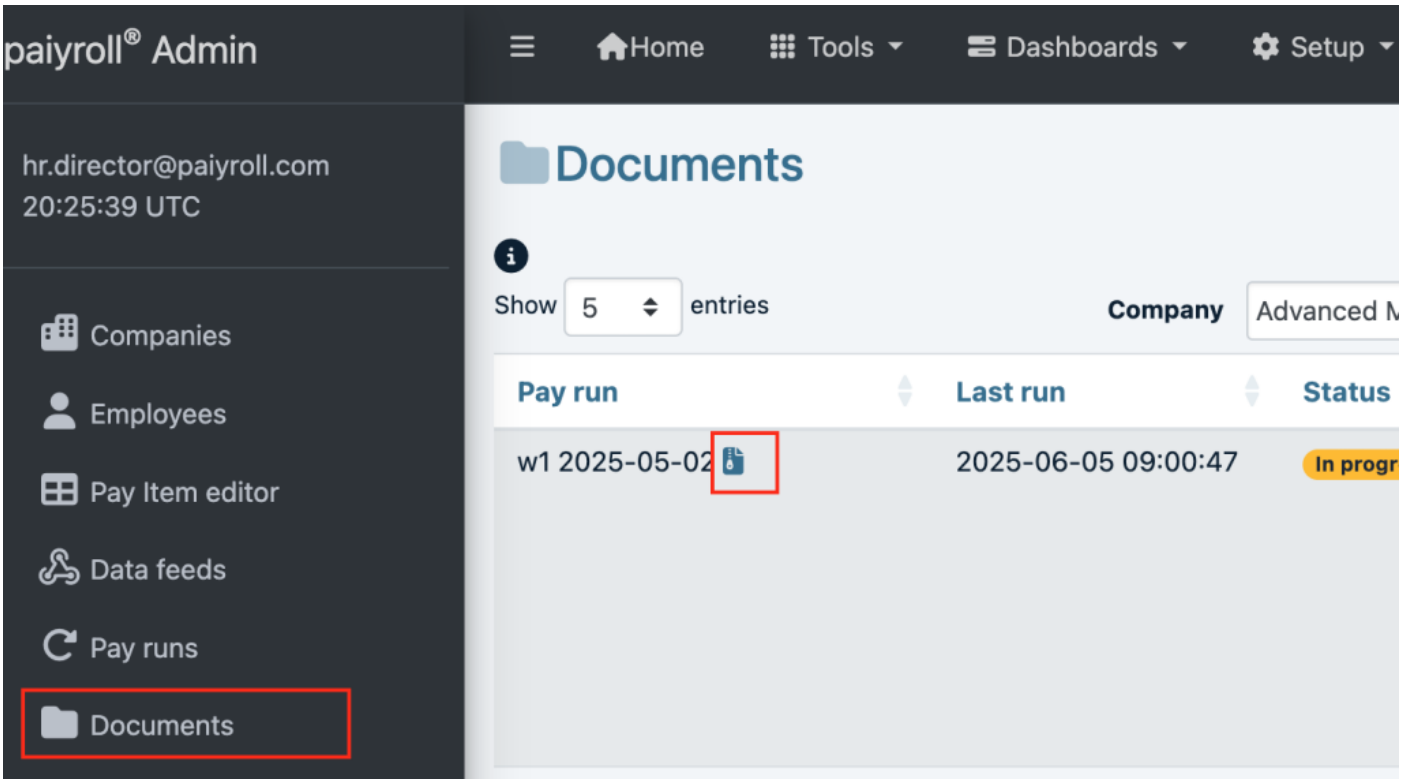
After a short while, you will have a file called something like **employee - 2025-09-15.csv** in your downloads folder.

Archive all data

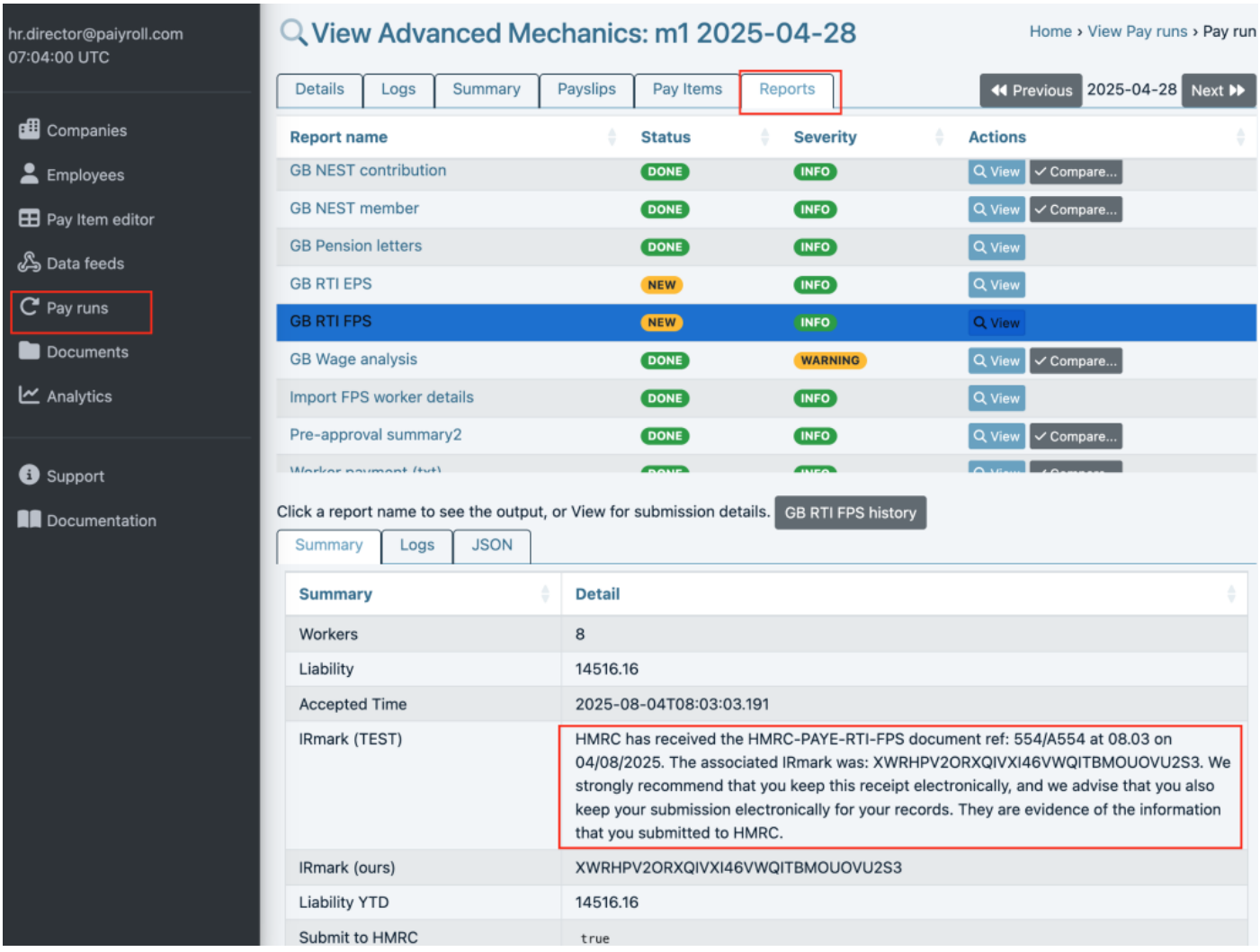
Next, decide how you will keep all PAYE records, as you need to retain them for 3 years from the end of the tax year they relate to. You have 2 choices:

C. The company or bureau client keeps all records

Documents: Download all documents for each pay run from paiyroll® and store them on your computer or storage device, or securely transfer them to the client/ next processor. There is a convenient single-click zip file download for all the documents in a pay run:



RTI Receipts: Print/copy all Pay run HMRC receipts:



Backups: Retain and ensure a safe backup of all the data for a minimum of 3 years.

Delete company: Change the company name to **delete, cannot be undone**. Please note that you will have no access to the company data after this point. Delete the company and confirm. There will be no further invoice fees.

D. paiyroll® keeps all records

1. No action required, as our servers will retain and continually archive and back up your payroll records
2. The company fee will be included in your monthly invoices.