

# How does PayAgent work?

New Zealand only

## What is PayAgent?

MYOB PayAgent is a service that helps take the hassle out of compliance. Once you're registered for PayAgent, MYOB takes care of paying wages, PAYE deductions and IRD reporting. This means less paperwork and time spent on compliance, and more time put back into your business.

## How does PayAgent work?

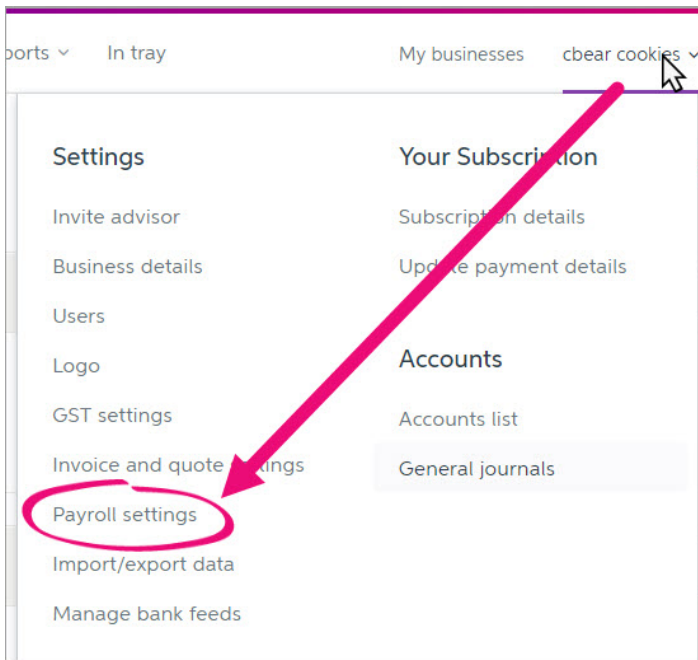
It's easy! First, you'll complete run your pay runs as normal. When they're done, you'll authorise MYOB to process pay and deduct wages and tax. MYOB debits the gross pay from your account and credits your employees with their net page.

PAYE and deductions (e.g., employee KiwiSaver, employer KiwiSaver, ESCT, child support and student loans) will be automatically paid to the IRD by the 20th of each month.

This means MYOB is acting as the intermediary for you (the employer) and takes the responsibility of making these payments on your behalf.

## Signing up for PayAgent

If you have a New Zealand Essentials business, you can sign up for PayAgent from your **Payroll settings**.



Click the **Register for PayAgent** button to begin your online registration.

After clicking the button, you'll be taken through a short online application process which will ask for your business and banking details.

When registering for PayAgent you'll be asked for a **New Zealand Business Number (NZBN)**. NZBNs are unique identifiers allocated to businesses in New Zealand. Any business type can register at no cost. You will need a RealMe® login and an IRD number to register.

Please refer to the NZBN website for more information.

Continue below for information on **Post-registration tasks**, including emailing supporting documents like a bank statement and a copy of your drivers license.

## Post-registration tasks

### Paying your employees with PayAgent

You still complete your pay run in MYOB Essentials as usual.

When you finalise the pay run, PayAgent takes care of the rest, including:

- automatically debiting the gross pay from your bank account and crediting your employees with their net pay,
- PAYE, Kiwisaver and child support contributions will be automatically paid to Inland Revenue by the 20th of the month
- your Employee Information (EI files) will be submitted with each pay run.

Note that you must finalise your pay run by 4pm to be processed by PayAgent that same day. Any pay runs finalised after 4pm will be processed the following business day.

For more information on PayAgent, such as processing pay runs on public holidays or changing pay run frequency, see the [FAQ](#) below.

## FAQs

### Pay run and processing FAQs

What are the payroll processing times over the Christmas and New Year holidays?

How do I correct a mistake in my pay run?

What's a clearing period?

Can I change the frequency I do my pay runs?

Can I future date a pay run?

What happens if a pay run is processed on a public holiday?

What does the Pay On date mean?

What happens to my IRD payment if I don't have any employees to pay that month?

How is the direct debit calculated?

## General PayAgent FAQs

How do I change my bank account?

Some of my registration information was incorrect, or I need to update it. How can I do this?

How do I cancel PayAgent?

### Related topics

[Pay centre](#)

[Do a pay run](#)

[Reports](#)

[Adding an employee](#)

### From the community

#### Suggestions

[In tray not receiving emailed bills](#)

[STP - Event Update](#)

[getting logged out every 30 minutes](#)

[Re: YTD amount correction](#)

[More »](#)