

Outsourced Services Detailed Service Description



Service Activities	Source Service	Co Managed	Admin Support
1. Employee Transfers			
Transfer all data from one payroll to another payroll same tax reference number	Supplier- Additional Charge	Client	N/A
Transfer all data from one payroll to another payroll different tax reference number	Supplier- Additional Charge	Client	N/A
2. New Starters			
Enter new employees	Client Via Cloud Portal	Client	N/A
Supply new employees - Import/Interface	Client in the Suppliers Agreed Format	Client	N/A
Import new employees supplied via a Standard Import Template and/or an Agreed Interface File	Supplier- Standard	Client	N/A
Validate any input/import errors identified by the Supplier and provide corrections	Client Via Cloud Portal	Client	N/A
Action starter's P45, or HMRC Starters Checklist for New Starters	Client Via Cloud Portal	Client	N/A
Chase missing P45, or Starters checklist	Client	Client	N/A
Calculate & Validate any Pro-rata New Starters salary (if applicable)	Supplier- Standard	Client	N/A
Calculate & Validate backpay for previous month starters (if applicable)	Supplier- Standard	Client	N/A
Operate NI table based on age (apprentice under 25, & employees under 21)	System Functionality	System Functionality	N/A
Obtain proof of employee that have reached state pension age	Client	Client	N/A
Provide proof of employee that have reached state pension age to the Supplier	Client Via Cloud Portal	N/A	N/A
Update NI table based on proof received from employee has reached state pension age	Supplier- Standard	Client	N/A
Produce National Minimum Wage (NMW) checking report (if required)	Supplier- Standard	Client	N/A
Validate NMW checking report (if required)	Client	Client	N/A
Update hourly rate / annual salary inline with NMW once validated	Client Via Cloud Portal	Client	N/A
Set up Online payslip login for new starters - Welcome email sent out	Supplier- Standard	Client	N/A
3. Process - Holiday Pay			

Outsourced Services Detailed Service Description



Calculate Average Holiday Pay & Holiday Top Up as per Clients policy	Supplier- Standard	Client	N/A
Approve & action Average Holiday Pay & Holiday top Up to be paid per period	Client	Client	N/A
Input holiday on the calendar	Client	Client	N/A
Input holiday payments to be made	Client Via Cloud Portal	Client	N/A
Hold and maintain annual holiday entitlement and rules within the database	Client	Client	N/A
Request Holiday/Holiday approval	Client	Client	N/A
Record holiday taken and holiday entitlement balances	Client	Client	N/A
Update Annual Holiday Calendars - Serve Level 2 only	Client	Client	N/A
4. Process - Sickness			
Provide Sickness dates	Client in the Suppliers Agreed Format	N/A	N/A
Enter sickness dates into the system	Supplier- Standard	Client	N/A
Retain doctor notes/self certifications	Client	Client	N/A
Calculate & pay entitlement to Statutory Sick Pay, according to current legislation	System Functionality	System Functionality	N/A
Calculate & pay entitlement to Company Sick Pay, according to Clients policy if inline with system functionality and set up during implementation	System Functionality	System Functionality	N/A
Offset Statutory Sick Pay, if employee entitled to Company Sick Pay	System Functionality	System Functionality	N/A
Monitor entitlement to Statutory Sick Pay, according to current legislation	System Functionality	System Functionality	N/A
Report if SSP1 Form due if employee not eligible for SSP	System Functionality	System Functionality	N/A
Complete SSP1 Form if employee not eligible for SSP and send to employee	Client	Client	N/A
Enter Private Health Insurance for long term sickness cases	Client Via Cloud Portal	Client	N/A
Produce absence warning reports for 1/2 & Nil Pay, as and when required	Supplier- Standard	Client	N/A
Action any relevant unpaid sick or unpaid sick hours due to sickness (if not set up for system functionality during implementation)	Client Via Cloud Portal	Client	N/A
Request supplier to delete/amend previously-entered sickness if requested	Client in the Suppliers Agreed Format	Client	N/A
Delete/amend previously-entered sickness if requested	Supplier- Standard	Client	N/A

Outsourced Services Detailed Service Description



Recalculate pay/no pay for previously entered sickness	System Functionality	System Functionality	N/A
5. Process Absences – Maternity, Adoption, Paternity and Shared Parental Leave			
Provide Maternity/Paternity/Adoption/Shared Parental Leave details	Client in the Suppliers Agreed Format	N/A	N/A
Attach the MATB1, SC3, SC4, Matching Certificate or equivalent form with the Maternity/Paternity/Adoption/Shared Parental Leave details	Client	N/A	N/A
Return Maternity/Paternity/Adoption/Shared Parental Leave details if incomplete or not certificate provided.	Supplier- Standard	Client	N/A
Enter Occupational & or Statutory Maternity, Adoption, Paternity or Shared Parental Leave pay schemes if inline with system functionality and set up during implementation	Supplier- Standard	Client	N/A
Calculate Occupational & or Statutory Maternity, Adoption, Paternity or Shared Parental Leave pay schemes if inline with system functionality and set up during implementation	System Functionality	System Functionality	N/A
Report if SMP1 due if employee not eligible to Statutory Maternity Pay	System Functionality	System Functionality	N/A
Complete form SMP1 if employee not eligible to Statutory Maternity Pay and send to employee	Client	Client	N/A
Check maximum payment of SMP/SAP/SPP/ShPL are in line with current legislation	System Functionality	System Functionality	N/A
Check earnings in set period for higher-rate Statutory Maternity Pay	System Functionality	System Functionality	N/A
Produce payment schedule for SMP in line with current legislation	Supplier- Standard	Client	N/A
Provide return to work request for maternity, parental and adoption returner	Client in the Suppliers Agreed Format	N/A	N/A
Enter return to work request for maternity, parental and adoption returner in	Supplier- Standard	Client	N/A
Calculate and action return to work additional payments (if applicable)	Client Via Cloud Portal	Client	N/A
Identify if the Alabaster ruling comes into force if an employee is awarded a pay rise	Supplier- Standard	Client	N/A
Action any Alabaster ruling that comes into force if an employee is awarded a pay rise	Supplier- Standard	Client	N/A
6. Process Absences - General Paid/Unpaid (Jury Service, Compassionate Leave etc excludes Holiday)			
Provide other absence dates/details	Client in the Suppliers Agreed Format	N/A	N/A
Record start date & end date of absence	Supplier- Standard	Client	N/A

Outsourced Services Detailed Service Description



Record reason for absence	Supplier- Standard	Client	N/A
Define entitlement to pay	Client	Client	N/A
Calculate & enter pay or no pay based on elements defined	Client Via Cloud Portal	Client	N/A
Request supplier to delete/amend previously-entered sickness if requested	Client in the Suppliers Agreed Format	N/A	N/A
Delete/amend previously-entered absence - if requested	Supplier- Standard	Client	N/A
Recalculate pay/no pay for previously entered absence and action correction	Client Via Cloud Portal	Client	N/A
7. Process Statutory Transactions (Includes HMRC, Contributions Agency, Courts, Office for National Statistics and Student Loan Office)			
Provide valid P45's	Client Via Cloud Portal	Client Via Cloud Portal	N/A
Action valid P45's	Supplier- Standard	Supplier- Standard	N/A
Obtain valid Starters Checklists	Client	Client	N/A
Action valid Starters Checklists	Client Via Cloud Portal	Client	N/A
Receive Court Orders/AOE's	Client	Client	N/A
Provide Court Orders/AOE's to the Supplier	Client Via Cloud Portal	Client in the Suppliers Agreed Format	
Enter Court Orders/AOE's	Supplier- Standard	Supplier- Standard	N/A
Calculate Court Orders based on legislative requirements	System Functionality	System Functionality	N/A
Advise courts that court order not deducted	Client	Client	N/A
Send payments to Courts	Client	Client	Supplier- Standard
Action inbound RTI notifications for tax code changes, student loans and post graduate loans	Supplier- Standard	Supplier- Standard	N/A
Check validity of CF383, & CA2700 certificates where appropriate and hold on file	Supplier- Standard	Client	N/A
Operate NI table based on age (apprentice under 25, & employees under 21)	System Functionality	System Functionality	N/A
Provide proof employee has reached state pension age.	Client in the Suppliers Agreed Format	N/A	N/A
Update NI table based on proof received employee has reached state pension age	Supplier- Standard	Client	N/A
Provide annual Deferred National Insurance Certificates (CA2700)	Client in the Suppliers Agreed Format	N/A	N/A

Outsourced Services Detailed Service Description



Update NI table based on any Deferred National Insurance Certificates (CA2700) received	Supplier- Standard	Client	N/A
Provide details of NI table based on any Reduced Rate National Insurance Certificates received (CF383 until April 77)	Client in the Suppliers Agreed Format	N/A	N/A
Update NI table based on any Reduced Rate National Insurance Certificates received (CF383 until April 77)	Supplier- Standard	Client	N/A
Produce annual report for Reduced Rate NI (CF383) for confirmation that right still exists (if applicable)	Supplier- Standard	Client	N/A
Request employees to confirm Reduced Rate NI (CF383) that right still exists (if applicable)	Client	Client	N/A
Provide updates on reduce liability NI table letter dependant on response from employee to annual report (if applicable)	Client in the Suppliers Agreed Format	N/A	N/A
Amend reduce liability NI table letter dependant on response from employee to annual report (if applicable)	Supplier- Standard	Client	N/A
Apply standard NI table letter contributions in April each year for employees that have not supplied a new CA2700 form for the current tax year	Supplier- Standard	Client	N/A
Calculate Tax, NI, Student Loans, App Levy & Court Orders inline with current legislation	System Functionality	System Functionality	N/A
8. Process pay awards, salary changes, promotions, hourly rate changes, weekly hour changes, work pattern changes (SSP/Company)			
Enter new salary for an employee, group of employees or all employees	Client Via Cloud Portal	Client	N/A
Supply new salary for an employee, group of employees or all employees Via Import/Interface	Client in the Suppliers Agreed Format	Client	N/A
Import new salary for an employee, group of employees or all employees supplied via a Standard Import Template and/or an Agreed Interface File	Supplier- Standard	Client	N/A
Enter new hourly rate for an employee, group of employees or all employees on hourly rate contracts	Client Via Cloud Portal	Client	N/A
Supply new hourly rate for an employee, group of employees or all employees on hourly rate contracts Via import/Interface	Client in the Suppliers Agreed Format	Client	N/A

Outsourced Services Detailed Service Description



Import new hourly rate for an employee, group of employees or all employees on hourly rate contracts via a Standard Import Template and/or an Agreed Interface File	Supplier- Standard	Client	N/A
Validate any input/import errors identified	Client	Client	N/A
Enter corrections for input/import errors identified	Client Via Cloud Portal	Client	N/A
Produce NMW checking report (if required)	Supplier- Standard	Client	N/A
Validate NMW checking report (if required)	Client	Client	N/A
Update hourly rate / annual salary inline with NMW once Validated	Client Via Cloud Portal	Client	N/A
Pro-rata salary changes if applicable, current period & previous period, based on the calculation rule set up in system settings	System Functionality	System Functionality	N/A
Calculate backpay for previous month salary changes if applicable based on the calculation rule set up in system settings	System Functionality	System Functionality	N/A
Provide updates to spine points in the Suppliers	Client in the Suppliers Agreed Format	N/A	N/A
Enter updates to spine points in the Suppliers Agreed Format	Supplier- Standard	Client	N/A
9. Process allowances and contractual payments (All processing includes pro-rating for part-time staff)			
Input new regular allowance for an employee, group of employees or all employees	Client Via Cloud Portal	Client	N/A
Supply new regular allowance for an employee, group of employees or all employees, Via Import/Interface	Client in the Suppliers Agreed Format	Client	N/A
Import new salary for an employee, group of employees or all employees supplied via a Standard Import Template and/or an Agreed Interface File	Supplier- Standard	Client	N/A
Enter end dates to cease regular allowance for an employee, group of employees or all employees	Client Via Cloud Portal	Client	N/A
Import new regular allowance for an employee, group of employees or all employees supplied via a Standard Import Template and/or an Agreed Interface File	Supplier- Standard	Client	N/A
Validate any input/import errors identified	Client	Client	N/A
Enter corrections for input/import errors identified	Client Via Cloud Portal	Client	N/A

Outsourced Services Detailed Service Description



Pro-rata allowance change bases on start date or end date if applicable, based on the calculation rule set up in system settings	System Functionality	System Functionality	N/A
Calculate backpay or reclaim over payment for previous month allowance start date changes if applicable, based on the calculation rules set up in system settings	System Functionality	System Functionality	N/A
10. Process temporary payments (Includes overtime, expenses)			
Input temporary data from timesheet, overtime time and other one off payments (hours/units or amount)	Client Via Cloud Portal	Client	N/A
Supply temporary data from timesheet, overtime time and other one off payments (hours/units or amount), Via Import/Interface	Client in the Suppliers Agreed Format	Client	N/A
Import temporary data from timesheet, overtime time and other one off payments (hours/units or amount) via a Standard Import Template and/or an Agreed Interface File	Supplier- Standard	Client	N/A
Input amendment and/or deletion of timesheet records prior to payroll close down Via the Cloud Portal	Client Via Cloud Portal	Client	N/A
Supply amendment and/or deletion of timesheet records prior to payroll close down via a Standard Import Template and/or an Agreed Interface File	Client in the Suppliers Agreed Format	Client	N/A
Import amendment and/or deletion of timesheet records prior to payroll close down via a Standard Import Template and/or an Agreed Interface File	Supplier- Standard	Client	N/A
Validate any input/import errors identified	Client	Client	N/A
Enter corrections for input/import errors identified	Client Via Cloud Portal	Client	N/A
Validate overtime entries that exceed predetermined levels for hours/value	Client	Client	N/A
Calculate overtime payments in accordance with the Clients policy parameters if set up within the system during implementation	System Functionality	System Functionality	N/A
11. Process advances			
Receive authorised advance request.	Client	Client	N/A
Calculate amount of advance	Client as Standard or Supplier at an Additional Charge	Client	N/A
Input amount of advance	Client Via Cloud Portal	Client	N/A

Outsourced Services Detailed Service Description



Generate and process BACS transaction for Advance payment	Client	Client	Client as Standard or Supplier at an Additional Charge
12. Process loans (Includes Bicycle, Car Park and Season Tickets)			
Receive authorised loan request form	Client	Client	N/A
Input loan advance in next available processing period	Client Via Cloud Portal	Client	N/A
Input balance of loan and period deduction in line with requested start and end date	Client in the Suppliers Agreed Format	Client	N/A
System to permit recovery of loan on period-by-period basis	System Functionality	System Functionality	N/A
Report outstanding balance of loan when employee leaves	System Functionality	System Functionality	N/A
13. Process employee data changes (Includes name, address, work details, bank details)			
Input static data changes	Client Via Cloud Portal	Client	N/A
Supply static data changes in Via an Interface/Import	Client in the Suppliers Agreed Format	Client	N/A
Import static data changes via an Agreed Import or Interface File	Supplier- Standard	Client	N/A
Validate any input/import errors identified	Client	Client	N/A
Enter corrections for input/import errors identified	Client in the Suppliers Agreed Format	Client	N/A
14. Process Payroll Calculations in accordance with specified rules			
Submit Payroll Data as per Agreed Schedule Dates	Client	Client	N/A
Calculate final gross to net payments	Supplier- Standard	Supplier- Standard	N/A
Produce audit reports for checking	System Functionality	System Functionality	N/A
Produce standard reporting pack for checking	Supplier- Standard	Client	N/A
Provide on-line messaging facility on employees payslip	System Functionality	System Functionality	N/A
15. Process statutory and voluntary deduction			
Supply regular voluntary deductions in Via import/Interface File	Client in the Suppliers Agreed Format	Client	N/A
Import regular voluntary deductions in Via an agreed template format or Interface File	Supplier- Standard	Client	N/A
Validate any input/import errors identified	Client	Client	N/A
Enter corrections for input/import errors identified	Client in the Suppliers Agreed Format	Client	N/A
Calculate PAYE according to current legislation	System Functionality	System Functionality	N/A

Outsourced Services Detailed Service Description



Calculate NI according to current legislation	System Functionality	System Functionality	N/A
Calculate court order deductions in accordance with court instructions and current legislation	System Functionality	System Functionality	N/A
Calculate student loan deductions in accordance with notification and current legislation	System Functionality	System Functionality	N/A
Calculate Give-As-You-Earn contributions accordingly to employee instructions and current legislation - once details entered by the Client	System Functionality	System Functionality	N/A
Calculate pension contributions in accordance with scheme rules set up within the system as at implementation - once details entered by the Client	System Functionality	System Functionality	N/A
Process salary-sacrifice deductions based on legislative rules & according to Client's rules and employee notifications - once details entered by the Client	System Functionality	System Functionality	N/A
Process deduction values based on percentage deductions - once details entered by the Client	System Functionality	System Functionality	N/A
Ensure Statutory Payments do not exceed normal pay	System Functionality	System Functionality	N/A
16. Process Pension, Relief at Source & Salary Sacrifice (Includes insert, amend and delete)			
Provide appropriate pension-scheme membership details in the Suppliers agreed format	Supplier- Standard	Client	N/A
Enter appropriate pension-scheme membership details I the Suppliers agreed format	Supplier- Standard	Client	N/A
Process Auto Enrolment pension rules inline with legislation and system set up	System Functionality	System Functionality	N/A
Check eligibility to join Pension Scheme based on scheme rules	Client	Client	N/A
Calculate pension contributions in accordance with the Clients Pension Scheme rules set up within the system as at implementation	System Functionality	System Functionality	N/A
Provide Opt out employee requests to the Suppliers	Client in the Suppliers Agreed Format	Client	N/A
Action Opt out employee requests	Supplier- Standard	Client	N/A
Process re-enrolment rules	Supplier- Standard	Client	N/A
Produce pension upload file	Client as Standard or Supplier at an Additional Charge	Client	N/A
Upload pension file to pension provider	Client	Client	Supplier- Standard

Outsourced Services Detailed Service Description



Process and submit MCR - Teachers Pension files	Client as Standard or Supplier at an Additional Charge	Client	N/A
Produce Auto Enrolment letters	Client	Client	Client as Standard or Supplier at an Additional Charge
17. Calculate Net Pay			
Ability to have multiple payrolls and/or split payrolls into specific groups	System Functionality	System Functionality	N/A
Have facility for handling NI contributions for multiple jobs	System Functionality	System Functionality	N/A
Calculate gross to net payments	System Functionality	System Functionality	N/A
Produce standard report pack containing;- •Gross to net •Altered net •Correction report •Exception report •Pay element report •PAS •Pension contribution report •Summary payslip •Pay variance •NMW •Work Pattern – needs to be created •Payslip Print	Supplier- Standard	Client	N/A
Produce HMRC payment-over report- P32	Supplier- Standard	Client	N/A
18. Payroll Output			
Produce payslip for each employee detailing all payments and deductions and cumulative figures to date in agreed format	System Functionality	System Functionality	N/A
Publish employee self service payslips/P45's & P60's	Supplier- Standard	Client	N/A
Provide access to employees self service for payslips/P45's & P60's	Client	Client	N/A
Produce bespoke reports as requested by Client,	Supplier at an Additional Charge	Client	N/A
Produce Journal File (if required and set up at implementation)	Supplier- Standard	Client	N/A
Despatch Journal File (if required)	Supplier- Standard	Client	N/A
Produce & Submit FPS & EPS files	Supplier- Standard	Supplier- Standard	N/A

Outsourced Services Detailed Service Description



Create BACS files (salaries)	System Functionality	System Functionality	N/A
Submit BACS file to BACS for processing	Client	Client	Client as Standard or Supplier at an Additional Charge
Produce adhoc reports	Supplier at an Additional Charge	Client as Standard or Supplier at an Additional Charge	N/A
Produce 3 rd party remittance reports	Client as Standard or Supplier at an Additional Charge	Client	N/A
19. Payroll Pre Validation and Reconciliation			
New Starter Import Checks	Supplier- Standard	Client	N/A
New Starter Cloud Portal Checks	Client	Client	N/A
Back Pay Calculation Checks	Supplier- Standard	Client	N/A
New Leavers Import Checks	Supplier- Standard	Client	N/A
New Leavers Cloud Portal Checks	Client	Client	N/A
OMP & SMP Checks	Supplier- Standard	Client	N/A
AE Processed Check	Supplier- Standard	Client	N/A
Data Validation Checks	Supplier- Standard	Client	N/A
Exception Report Checks	Supplier- Standard	Client	N/A
Altered Net 70% Check	Supplier- Standard	Client	N/A
Bank Details Exception Checks	Supplier- Standard	Client	N/A
Imported Payment Total checks	Supplier- Standard	Client	N/A
20. Payroll Post Validation and Reconciliation			
Check BACS processing date, the BACS user number and bank details	Client	Client	N/A
Check no BACS rejections	Client	Client	N/A
Reconcile BACS total agreed with total net pay on payroll list	Supplier- Standard	Client	N/A
Reconcile deductions and net pay equal to gross pay	Supplier- Standard	Client	N/A
Reconcile SSP and SMP payments and offsets where applicable	Supplier- Standard	Client	N/A
Check advances recovered in full	Client	Client	N/A
Reconcile total number of employees paid against last period total (including adjustments for starters, leavers, transfers)	Client	Client	N/A

Outsourced Services Detailed Service Description



Complete HMRC reconciliation of Tax & NI payments over	Client as Standard or Supplier at an Additional Charge	Client	N/A
Complete monthly Tax Year-End reconciliations	Supplier- Standard	Client	N/A
Reconcile pension deductions to pension upload file	Client	Client	Supplier- Standard
21. Third-party Payments			
Provide functionality for disbursement payments via BACS	System Functionality	System Functionality	N/A
Produce remittances reporting for third-party payments	Client as Standard or Supplier at an Additional Charge	Client	N/A
Create BACS transaction for HMRC	Client	Client	Supplier- Standard
Submit BACS transaction for HMRC	Client	Client	Supplier- Standard
Create BACS transaction for Courts	Client	Client	Supplier- Standard
Submit BACS transaction for Courts	Client	Client	Supplier- Standard
Create BACS transaction for Pension providers payments	Client	Client	Supplier- Standard
Submit BACS transaction for Pension providers payments	Client	Client	Supplier- Standard
Create BACS transaction for agreed 3rd party voluntary deduction payments	Client	Client	Supplier- Standard
Submit BACS transaction for 3rd party voluntary deduction payments	Client	Client	Supplier- Standard
22. Produce ad-hoc one-off payslips Manual Payments (e.g. underpayments, new starters)			
Calculate Manual Payment and produce payslip & update system	Client as Standard or Supplier at an Additional Charge	Client	N/A
Generate and transmit BACS transaction for employee	Client	Client	Supplier- Standard
23. BACS Recalls and Emergency Payments (including Recoveries and Payroll Adjustments)			
Recall BACS transactions from bank for individual employee	Client	Client	N/A
Revise gross and net pay values using the ad hoc one off payslip functionality	Client as Standard or Supplier at an Additional Charge	Client	N/A
Produce revised copy payslip	Client as Standard or Supplier at an Additional Charge	Client	N/A
Generate and transmit BACS transaction for employee	Client	Client	Supplier- Standard
24. Overpayments current payees			

Outsourced Services Detailed Service Description



Determine amount of gross overpayment	Client as Standard or Supplier at an Additional Charge	Client	N/A
Net down overpayment using the ad-hoc one-off payslip functionality	Client as Standard or Supplier at an Additional Charge	Client	N/A
Notify payee of overpayment value	Client	Client	N/A
Advise and agree overpayment and repayment method and period with payee	Client	Client	N/A
Input overpayment value and period deduction	Client Via Cloud Portal	Client	N/A
Undertake any corrections for prior year overpayment relating to tax year end returns.	Client as Standard or Supplier at an Additional Charge	Client	N/A
25. Tax Year-end/start Processing			
Action Tax year start upgrade	Supplier- Standard	Client	N/A
Process tax code points uplifts	Supplier- Standard	Client	N/A
Process P9's	Supplier- Standard	Supplier- Standard	N/A
Provide annual payroll parameter updates	Client in the Suppliers Agreed Format	Client	N/A
Action annual payroll parameter updates	Supplier- Standard	Client	N/A
Complete annual reconciliations of the payroll against payments made to the HMRC	Client as Standard or Supplier at an Additional Charge	Client	N/A
Produce & Publish a P60 (for all live employees as at 5 April)	Supplier- Standard	Client	N/A
Produce LGPS Annual returns	Client as Standard or Supplier at an Additional Charge	Client	N/A
Complete P11Db for payroll benefits	Client as Standard or Supplier at an Additional Charge	Client as Standard or Supplier at an Additional Charge	N/A
Produce & Publish a P11D or Nil Returns	Client as Standard or Supplier at an Additional Charge	Client as Standard or Supplier at an Additional Charge	N/A
26. Pay Queries			
Respond to pay queries direct from Client's employees	Client	Client	N/A

Outsourced Services Detailed Service Description



Respond to payroll queries from statutory bodies, such as HMRC, Courts, Student Loan Office	Supplier- Standard	Client	N/A
Process requests from Contributions and Benefits Agencies for missing National Insurance numbers	Client	Client	N/A
Complete forms from Contributions and Benefits Agencies	Client as Standard or Supplier at an Additional Charge	Client	N/A
Respond to queries from authorised Client staff such as HR, finance, auditors	Supplier- Standard	Client	N/A
Respond to queries from third parties, such as authorised Client's pension administrator	Client	Client	N/A
Complete requests for pay information from Client	Client as Standard or Supplier at an Additional Charge	Client	N/A
27. Update Payroll Parameters ('Update' includes Insert, Amend and Delete) - Subject to Change Control Notice			
Change pay elements and set indicators, such as taxable, pensionable, NI'able	Supplier at an Additional Charge	Client	N/A
Change pensions and AVC scheme contributions and bands and other indicators	Supplier at an Additional Charge	Client	N/A
Change code tables e.g. cost centre, division, department, and location codes/descriptions	Supplier at an Additional Charge	Client	N/A
Change account codes (Journal)	Supplier at an Additional Charge	Client	N/A
Change contractual payment values	Supplier at an Additional Charge	Client	N/A
Change absence types and illness codes	Supplier at an Additional Charge	Client	N/A
Change rate calculations	Supplier at an Additional Charge	Client	N/A
28. Process Leavers / Off Boarding (All processing includes pro-rating for part-time staff, and includes Death In Service, Dismissal,			
Notify benefits providers of termination date	Client	Client	N/A
Notify all internal departments of leave date	Client	Client	N/A
Check holiday entitlement outstanding	Client	Client	N/A
Check outstanding balances on loans and advise if loan cannot be recovered in full	Client	Client	N/A

Outsourced Services Detailed Service Description



Calculate, pro-rate in accordance with leave date and parameters set up in the system at implementation	System Functionality	System Functionality	N/A
Check final pay in accordance with leave date and terms & conditions	Client	Client	N/A
Enter any other associated leaving payments e.g. pay in lieu of notice, ex-gratia, holiday pay etc from data provided Via Cloud Portal of Supplier Agreed format/interface	Client Via Cloud Portal	Client	N/A
Deduct outstanding loans in accordance with appropriate pay rules	Client in the Suppliers Agreed Format	Client	N/A
Make payments after leaving to left employees	Client or Supplier at an Additional Charge	Client	N/A
Publish Form P45 for leaver online	Supplier- Standard	Client	N/A
Report & Notify court of outstanding court orders	Client	Client	N/A
29. Service Management			
Provide Annual Payroll Processing Schedules	Supplier- Standard	Supplier- Standard	N/A
Complete Cloud Portal Training	Client	Client	N/A
Complete IQ Training	N/A	Client	N/A
Agree & adhere to annual processing schedule dates & sign offs	Client	Client	N/A
Attend Service reviews with the client	Supplier- Standard	Supplier- Standard	N/A
Provide escalation procedure	Supplier- Standard	Supplier- Standard	N/A
30. Provide Infrastructure, Technical and Functional Support			
Provide support relating to the payroll system and payroll processes; service to be available on Monday-Friday (except bank holidays) between the suppliers standard operating hours	Supplier- Standard	Supplier- Standard	N/A
Client IQ system access	Supplier- Additional Charge	Supplier- Standard	N/A
Maintain and modify all Payroll Software to comply with current year legislation (for each tax year)	Supplier- Standard	Supplier- Standard	N/A
Maintain all Hardware in proper working condition	Client	Client	N/A
File and retain all payroll reports locally	Client	Client	N/A
System Back-Up - including off-site storage for security	Supplier- Standard	Supplier- Standard	N/A
31. Organisational Management			
Maintenance of Organisational Structure	Client	Client	N/A
Create new/maintain attributes of existing positions	Client	Client	N/A

Outsourced Services Detailed Service Description



Ensure employees download and retain copies of payslips/P60's/P11D's & P45's and save locally	Client	Client	N/A
Employee password reset management	Client	Client	N/A
Removal of suppliers employees access on date of leaving from payroll users menu	Supplier- Standard	Supplier- Standard	N/A
Request removal of client employees access on date of leaving from payroll users menu	Client	Client	N/A
32. Reporting			
Produce standard payroll report pack	Supplier- Standard	Client	N/A
Produce non-standard ad-hoc reports in agreed format(s)	Supplier- Additional Charge	Client	N/A
33. Re-Runs / Supplementary Runs			
Request Re-Run/ Supplementary Rerun	Client	Client	N/A
Supply Charges (Non Supplier Error only)	Supplier- Additional Charge	Client as Standard or Supplier at an Additional Charge	N/A
Agree Charges (Non Supplier Error only)	Client	Client	N/A
Unlock Payroll	Supplier- Additional Charge	N/A	N/A
Input Changes via Cloud	Client Via Cloud Portal	N/A	N/A
Supply Non-Cloud changes	Client in the Suppliers Agreed Format	Client as Standard or Supplier at an Additional Charge	N/A
Submit Cloud Changes	Client Via Cloud Portal	Client as Standard or Supplier at an Additional Charge	N/A
Input non cloud changes in agree format	Client in the Suppliers Agreed Format	Client as Standard or Supplier at an Additional Charge	N/A
Process Gross to Net	Supplier- Additional Charge	Client as Standard or Supplier at an Additional Charge	N/A
Complete OSS Standard Checks	Supplier- Additional Charge	Client as Standard or Supplier at an Additional Charge	N/A
Produce Revised Outputs	Supplier- Additional Charge	Client as Standard or Supplier at an Additional Charge	N/A

Outsourced Services Detailed Service Description



34. HR			
Record & maintain appraisal records	Client	Client	N/A
Record & maintain training records	Client	Client	N/A
Record & maintain equipment records	Client	Client	N/A
Record & maintain disciplinary records	Client	Client	N/A
Record & maintain grievances records	Client	Client	N/A
Sickness management	Client	Client	N/A
Holiday bookings	Client	Client	N/A
Right to Work	Client	Client	N/A
Employee Verification	Client	Client	N/A
Reassign Subordinates	Client	Client	N/A
Previous employment- Records	Client	Client	N/A

Supplier- Standard

Client as Standard or Supplier at an Additional Charge

Client

Client Via Cloud Portal

Client in the Suppliers Agreed Format

N/A

System Functionality

Supplier at an Additional Charge