



SERVICE LEVEL AGREEMENT

Managed Payroll Service
Guernsey



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1. Introduction

1.1 Purpose

This Service Level Agreement defines the services provided and managed by the Company to the Customer.

1.2 Objective of the Service

The objective is to deliver a timely, accurate and complete service to the Customer as per the agreed details below. Any items not specifically discussed in this document are excluded and would need to be scoped, costed, and agreed separately.

The Service Level Agreement defines the service and the service level with the objective of:

- Clearly defining roles and responsibilities.
- Ensuring services are clearly understood.
- Defining effective communication channels.
- Documenting problem resolution and escalation processes.
- Defining software service availability

1.3 Instructions

- The services to be delivered by the Customer's obligations and the Company obligations are denoted by the symbol "✓" within the tables of this document.

2. Overview of Provision

SERVICES IN SCOPE	Section	Provided
Managed Payroll Service	4	✓
Provision	4.1	✓
Payroll Enquiry Service	4.2	✓
Post Payroll Reporting & Third-Party Payment Returns	4.3	✓
Third-Party Administration	4.4	✓
System Administration	4.5	✓
Change Control	4.6	✓
BACS Service	4.7	✓
Printing Service	4.8	✓
Processing Schedules	4.9	✓
Service Level Objective	4.10	✓
Service Management and Review	4.11	✓
Exit Management	5	✓

3. Data Management - Managed Services

3.1 Data Ownership Policy

The purpose of the Company's Data Ownership Policy is to provide guidelines for the Company's Payroll Team. This policy describes the roles and responsibilities of the individuals charged with the handling, processing, and maintenance of this information as part of the Managed Service being provided by the Company.

3.2 Policy

It is the policy of the Company that data and information will be made available to the Payroll Team to perform the necessary payroll processing required by their position to provide a Managed Service in line with the Contract between the Company and the Customer. The payroll data for the pay period will be available as necessary and relevant as determined by appropriate authorisation of both the employee and the Data Controller. The Data Controller may be the owner of the entire data set or a segment of the data.

- The Customer is the data 'Controller' and the Company is the data 'Processor'.
- Third Party Services, e.g. payslip printing services, is the data 'Sub-Processor'.

3.3 Scope

This policy covers data entered by the Customer into the payroll system for the purposes of payroll processing by the Company's Payroll Team. It is not intended to cover information on individual customer desktops, laptops, or mobile devices nor information held within other Customer applications.

It is the responsibility of the Customer to supply all related data via the secure method supplied by the Company for every payroll processing period. It is also the Customer's responsibility to supply the data to the Company's Payroll Team in the mutually agreed data template provided to them, in the exact field order, for the purposes of payroll processing.

3.4 Revocation of data access

End of Affiliation: All Data Access will end when the Customer's affiliation with the Company ends for any reason.

It is the Customer's responsibility to de register MHR as their BACS Bureau.

3.5 Data Standards

All data being supplied to the Company for processing, must be provided to the Company in the mutually agreed data template. The format will be explained to the Customer as part of the implementation as will the quality of the data required.

Where incorrect or incompatible data is supplied to the Company it will be returned to the appropriate Customer representative to correct and resubmit. If this is then submitted outside the

scheduled timescales it will not be processed unless mutually agreed with the Company and authorised by the Customer. Additional service charges will be levied as detailed below and agreed payroll processing scheduled dates may not be met by the Company.

The Customer must provide the information via SFTP. Information provided through different delivery methods will not be processed.

Data Standard	KPI	Measurement
Format	All data provided to the Company for processing in the agreed data template.	100%
Quality	The quality of data provided to the Company for processing is measured through inaccuracies and exceptions.	100%
Method	Data provided to the Company for processing must be via SFTP.	100%

3.6 Data Management

This section outlines how personal data will be managed by both the Customer (data 'Controller') and the Company (data 'Processor'). All personal data will be processed in line with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Activity	Company	Customer
Provide a secure method (SFTP) of sending payroll input data.	✓	
Provide payroll input data for the period in the agreed data template and via the secure method (SFTP) provided by the Company.		✓

4. Managed Service

4.1 Provision

If the standard pay date falls on a non-banking day, the pay date will be amended in line with the agreed customer schedule.

Data must be sent by the scheduled cut-off date.

DATA MANAGEMENT	Company	Customer	N/A
PERSONAL INFORMATION			
Maintenance of personal information via ESS, MSS or Core Product.		✓	
Submission of New Starter data in agreed data template.		✓	
Processing of New Starter information provided in agreed data template.	✓		
STRUCTURE			
Collation of organisation structure data (new units, posts,		✓	

DATA MANAGEMENT	Company	Customer	N/A
positions) for all employees.			
Maintenance of employee personal references, units, and positions within the organisation structure for all employees in the Core Product.		✓	
Submission of organisation structure data in agreed data template.		✓	
Processing of organisation structure information provided in agreed data template.	✓		
Attachment of new employees to the organisation structure.		✓	
Submission of employee position attachment data in agreed data template.		✓	
Processing of employee position attachment information provided in agreed data template.	✓		
Attachment of new employees to the payroll, including the attachment of contract to payroll, payment method, NI category, New Starter Declaration.	✓		
Submission of employee payroll attachment data in agreed data template.		✓	
Processing of employee payroll attachment information provided in agreed data template.	✓		
TRANSFERS			
Collation of organisational payroll transfer data.		✓	
Completion of payroll transfer process.	✓		
WORKING PATTERN ADMINISTRATION			
Collation of working pattern information.		✓	
Creation of working patterns in the Core Product.		✓	
Manual attachment of working pattern changes in the Core Product.		✓	
Submission of working pattern data in agreed data template.		✓	
Processing of working pattern data information provided in agreed data template.	✓		
PAYMENTS			
Process permanent or temporary data via ESS, MSS or Core Product.		✓	
Submission of permanent or temporary data in agreed data template.		✓	
Processing of permanent or temporary data provided in agreed data template.	✓		
ABSENCE			

DATA MANAGEMENT	Company	Customer	N/A
Collect all absence data.		✓	
Process all absence data via ESS, MSS or Core Product.		✓	
Submission of absence data in agreed data template.		✓	
Processing of absence data provided in agreed data template.	✓		
Identification of employees requiring an Alabaster calculation.	✓		
Completion of Alabaster calculations.	✓		
Completion and distribution of Statutory Absence Exclusion forms as required.	✓		
Provide standard Core Product absence management reports as required.	✓		
PENSION DEDUCTIONS			
Process all pension data via Core Product.		✓	
Submission of pension data in agreed data template.		✓	
Processing of pension data provided in agreed data template.	✓		
Run pension assessment process.	✓		
Supply standard Core Product pension assessment reports as required.	✓		
Action pension deferments in line with agreed parameters.	✓		
Run the auto enrolment process.	✓		
Run the Gross to Net to calculate pension contributions.	✓		
Provide a formal opt out facility for employees.		✓	
Enter opt out information into the Core Product.	✓		
Confirmation and submission of 3-year re-enrolment dates		✓	
Enter 3-year re-enrolment dates into the Core Product	✓		
LEAVERS			
Process all leaver data via ESS, MSS or Core Product.		✓	
Calculate holiday pay due for leavers via Core Product.	✓		

DATA MANAGEMENT	Company	Customer	N/A
Identification of negative net pay for leavers.	✓		
Amendment of negative net pay for leavers in line with agreed parameters.	✓		
Notify courts of leavers.	✓		
REDUNDANCY			
Make statutory redundancy calculations.	✓		
Enter redundancy payments onto Core Product.	✓		
NON-STATUTORY DEDUCTIONS			
Process all non-statutory deduction data via Core Product.		✓	
Submission of non-statutory deduction data in agreed data template.		✓	
Processing of non-statutory deduction data provided in agreed data template.	✓		
STATUTORY DEDUCTIONS			
Process all statutory deductions via Core Product.	✓		
Administer statutory deductions in accordance with the legislation and regulations.	✓		
COURT ORDERS (INCLUDING CHILD MAINTENANCE ORDERS)			
Collect all data relating to court orders.		✓	
Process all court order data via Core Product.	✓		
Submission of court order data in agreed data template.		✓	
Processing of court order data provided in agreed data template.	✓		
Deduct administration fees at the prevailing rate, if applicable.	✓		
TAX CODES			
Provide scanned copy of coding notice (part 2)		✓	
Process all coding notice via Core Product.	✓		
Provide copy of Direction notice		✓	
Process direction notice within Core Product	✓		
EXPENSES (INCLUDING CAR MILEAGE)			
Process expense data via ESS, MSS or Core Product.		✓	

DATA MANAGEMENT	Company	Customer	N/A
Submission of expense data in agreed data template.		✓	
Processing of expense data provided in agreed data template.	✓		
BULK PAYROLL CHANGES (INCLUDING SALARY, PAYSACLE, PAYMENT TABLE & PENSION)			
Provide details of bulk payroll change requirement in a timely manner.		✓	
Provide bulk payroll changes in agreed data template.		✓	
Process bulk payroll changes in the Core Product.	✓		
Any any-hoc request for data cleansing or uploads will be chargeable through consultancy.	✓		
REPORTING			
Produce Core Product Gender Pay report as required.	✓		
Produce Core Product Terms and Conditions Analysis report as required.	✓		
Produce Core Product Absence reports as required.	✓		
Produce Core Product Furlough reports as required.	✓		
Any any-hoc request for bespoke report will be chargeable through consultancy.	✓		

PERIODIC PAYROLL PROCESSING	Company	Customer	N/A
FIRST GROSS TO NET PROCESS			
Run the absence calculation.	✓		
Run the car mileage calculation.	✓		
Run the payroll calculation.	✓		
Run costing calculation.	✓		
Produce Core Product standard payroll outputs.	✓		
Run the payroll errors and warnings report.	✓		
Run the absence process message log report.	✓		
Run the car mileage process message log report.	✓		
Run the costing process message log report.	✓		

PERIODIC PAYROLL PROCESSING	Company	Customer	N/A
Check payroll output and process message log reports to highlight any issues.	✓		
Advise Customer of proposed amendments to correct issues identified during the first gross to net process.	✓		
Customer to provide authorisation of proposed amendments or alternative instructions.		✓	
Unlock contracts.	✓		
Process amendments as instructed by the Customer.	✓		
FINAL GROSS TO NET PROCESS			
Run the absence calculation.	✓		
Run the car mileage calculation.	✓		
Run the payroll calculation.	✓		
Run costing calculation.	✓		
Produce Core Product standard payroll outputs.	✓		
Run the payroll errors and warnings report.	✓		
Run the absence process message log report.	✓		
Run the car mileage process message log report.	✓		
Run the costing process message log report.	✓		
Check payroll output and process message log reports highlight any issues.	✓		
Follow the BACS process as defined in Section 5.7	✓		
Run the GL extract.	✓		
Run the cleardown process.	✓		
Run the cleardown process message log report, check the output. and take appropriate action as required.	✓		
Run Core Product Management Information reports as required.	✓		

PAYROLL CHECKING AND APPROVAL	Company	Customer	N/A
CONTROL CHECKS			
Check data input exceptions to highlight any issues.	✓		

PAYROLL CHECKING AND APPROVAL	Company	Customer	N/A
Advise Customer of proposed amendments to correct issues identified in the data input exceptions.	✓		
Customer to provide authorisation of proposed amendments or alternative instructions for data input exceptions.		✓	
Using the payroll outputs, process message log reports, and spot checks, check that the payroll balances.	✓		
Check the brought forward values are equal to the previous carried forward values, taking account of any cumulative value adjustments.	✓		
Check individual net pay values that vary more than 20% from the previous period.	✓		
Check that values balance within and between reports.	✓		
Check the reasonableness of the highest and lowest gross and net pay values.	✓		
Check reasonableness of total gross pay, tax, NI, and superannuation by reference to previous values.	✓		
Deliver to the Customer the standard payroll outputs.	✓		
Provide list of authorised contacts to approve the payroll.		✓	
Ensure that relevant contacts are available to authorise the payroll as per the agreed schedule. Signature of the BACS authorisation form for net pay is considered by the Company to be acceptance by the Customer of the payroll.		✓	
Check the payroll outputs and provide authorisation of payment transmission and legislative submissions as per the agreed schedule.		✓	
Receive authorisation as per agreed schedule.	✓		
Confirm validity of authorised contact.	✓		
Prepare, check, and distribute listings of third-party payments as per agreed schedule.	✓		
Reconcile payments made via BACS to source bank account.		✓	

POST PAYROLL PROCESSING	Company	Customer	N/A
PERIODIC ADMINISTRATION OF POST PAYROLL SERVICES			
Run quarterly Employment Tax Instalment return	✓		
Run quarterly Social Security return	✓		
Balance and reconcile returns	✓		

POST PAYROLL PROCESSING	Company	Customer	N/A
Check quarterly returns		✓	
Approve quarterly returns		✓	
Upload quarterly returns	✓		
Transmit payment		✓	
AD-HOC TASKS			
Provide information relating to any required earlier year updates(s).		✓	
Enter adjustments against employee(s) for earlier year updates as per the Customer's instruction.	✓		
Creation of earlier year update(s) in the Core Product.	✓		
Electronically submit earlier year update(s).	✓		

4.2 Payroll Enquiry Service

PAYROLL ENQUIRY SERVICE	Company	Customer	N/A
Respond to payroll queries from the Customer's authorised representatives. All relevant information must be provided when making an enquiry, including the employee name, payroll number, and either date of birth or NI Number.	✓		
Provide a telephone helpdesk between the hours of 09:00 and 17:00, Monday to Friday, excluding UK Bank Holidays, which all employees are permitted to call to discuss pay queries.	✓		
Respond to pay queries from the Customer's employees as required. All relevant information must be provided when making an enquiry, including company name, employee name, payroll number, and either date of birth or NI Number.	✓		
Respond to enquiries both written and verbal from Courts and Child Maintenance Service.	✓		
Respond to requests for copy payslips, and statement of earnings letters. Please note that these requests may incur an additional cost.	✓		

4.3 Post Payroll Reporting & Third-Party Payment Returns

POST PAYROLL REPORTING	Company	Customer	N/A
PAYROLL REMITTANCES & THIRD-PARTY RETURNS			
Produce non pension remittance reports in third party desired format, i.e. GAYE or Private Medical (Additional charges may apply if a bespoke format is required).	✓		
Submit the breakdown of payment to the appropriate provider.	✓		
THIRD-PARTY RETURNS			

POST PAYROLL REPORTING	Company	Customer	N/A
Run third-party BACS files from the Core Product.	✓		
Check the payroll outputs and provide authorisation of payment transmission.		✓	
Transmit to third-party values as per the agreed schedule.	✓		
CORRESPONDENCE			
Reference Letters (Mortgage, Employment, Financial)	✓		
Ad-hoc forms such as loss of earnings and insurance claims	✓		
Over and under payment correspondence to employees	✓		
Debt collection liaison		✓	
Create and distribute Maternity pay letters	✓		
Create and distribute letters to employees who trigger half pay or nil pay	✓		

4.4 Third-Party Personal Administration

THIRD PARTY ADMINISTRATION	Company	Customer	N/A
ADMINISTRATION OF THIRD-PARTY CHANGES			
Notify third parties applicable to the client (which could include, private medical providers) of starter and leavers in the payroll period		✓	
Notify third parties applicable to the client (which could include, private medical providers) of relevant changes personal information changes		✓	

4.5 System Administration

SYSTEM ADMINISTRATION	Company	Customer	N/A
Define User and Security Profiles for Customer		✓	
Define User and Security Profiles for Company	✓		
Create new User Accounts for Customer		✓	
Create new User Accounts for Company	✓		
Create and maintain User and Security profiles for the Company	✓		
Create and maintain User and Security profiles for the Customer		✓	

SYSTEM ADMINISTRATION	Company	Customer	N/A
Release locked User Profiles for the Company	✓		
Release locked User Profiles for the Customer		✓	
Deactivate Users for the Company	✓		
Deactivate Users for the Customer		✓	
Re-set passwords for the Company	✓		
Re-set passwords for the Customer		✓	
Create Function Access for the Company	✓		
Annual Increments & Salary Increases	✓		
National Minimum Wage & National Living Wage updates	✓		
Annual Element Uplifts	✓		
Ad-hoc Transactional Audit Reporting	✓		
Post Upgrade Actions	✓		
Initial Creation of Working Patterns	✓		
Subject Access Requests related to Payroll information <i>Received within 5 working days from the customer</i> <i>Processed within 10 working days</i>	✓		

4.6 Change Control

A formal process used to ensure that changes to a product or system are introduced in a controlled and coordinated manner.

SYSTEM CONFIGURATION	Company	Customer	N/A
Supply definitions of required system configuration changes, this will include but not limited to: <ul style="list-style-type: none"> • Elements <ul style="list-style-type: none"> ○ Payments ○ Deductions ○ Benefits • Calculations • Term and Conditions <ul style="list-style-type: none"> ○ Pensions ○ Absence ○ Car Mileage • Costing Rules 		✓	

SYSTEM CONFIGURATION	Company	Customer	N/A
• Grades and Scale Points			
Investigate and clarify requirements where necessary, and then provide an estimate for the cost, timing, and impact (if any) of the change	✓		
Specify changes to application configuration.	✓		
Provide necessary documentation detailing the Cost and timings along with a completed Change Control Request Form	✓		
Approve amendments required prior to work commencing		✓	
Agree implementation plan for any changes	✓	✓	
Incorporate agreed changes to System set-up in Test Environment in accordance with the specification	✓		
Incorporate agreed changes to employee records in Test Environment in accordance with the specification	✓		
Sign off and approval of acceptance testing		✓	
Authorise configuration changes to be applied to Live Environment		✓	
Implement configuration amendment in Live Environment	✓		
Sign off amendments as complete		✓	

4.7 BACS Services

Payments to be made via BACS are detailed in Payroll Service Requirement form during service implementation. These payments will be made on the dates shown. If this is a non-working day, then the pay date will be amended in line with the agreed Customer schedule. These dates may also be varied by mutual consent of both the Customer and Company and by dates nominated by BACS as non-processing days.

It is the responsibility of the Customer to ensure that the Company employees are not set up as contacts (PSCs/ ACs) on client owned Service User Numbers.

BACS PROCESS	Company	Customer	N/A
Run the BACS file and report creation process for payments as defined in the Payroll Service Requirement form.	✓		
Run the BACS process message log report	✓		
Check BACS process message log report to highlight any issues.	✓		
Advise Customer of proposed amendments to correct issues identified during BACS process.	✓		
Customer to provide authorisation of proposed amendments or alternative instructions.		✓	

BACS PROCESS	Company	Customer	N/A
Process amendments as instructed by the Customer.	✓		
Supply and maintain a list of authorised signatories		✓	
Complete a separate BACS authorisation form for each transmission of employee or third-party payments entering the totals and BACS dates.	✓		
Send the completed BACS form to the Customer.	✓		
Confirm accuracy of figures and dates on the BACS authorisation form	✓	✓	
Ensure that relevant contacts are available to authorise the BACS transmission in accordance with the Schedule.		✓	
Sign the BACS authorisation form and return to the Company to authorise transmission of BACS.		✓	
Transmit the BACS file.	✓		
Maintain appropriate limits with BACS to ensure control over payments being made.		✓	
Process any non-BACS payments for employees or third parties		✓	
Ensure sufficient funds are available in the source bank account to fund the BACS transmission. The funding of the BACS payments will be through the Customer's nominated bank account. The Company will not, under any circumstances, be liable for funding the payment or any other costs incurred as a result of the subsequent late availability of funds		✓	
Ensure the Bank holding the source account has given the appropriate permissions for the Company to transmit BACS files on the Customer's behalf.		✓	
Inform Company of any changes to the source bank account or BACS user number, within a minimum 30 day lead time.		✓	
Recall of full BACS transmission(s) file.	✓		
Recall individual line within BACS transmission file.		✓	
Log into BACS Payment Services website and download any associated reports.		✓	
Action any line items identified on the Payment Service reports.		✓	
For the timely collection and verification of the following BACS reports: <ul style="list-style-type: none"> • BACS Input Report • Automated return of unapplied credits service report. • Advice of wrong account for automated credits service report. 		✓	

BACS TIMETABLE	
Day 1	BACS Submission day
Day 3	BACS Processing day
Day 4	Payments reach accounts

Each of the days indicated must be nominated by BACS as a day on which processing may occur. These are normally Monday to Friday taking into account English Bank Holidays. The Company schedules BACS transmissions on the day before the submission day. This allows both Customer and Company contingency time in the event of difficulties.

The Company will not accept responsibility regardless of circumstances for late payments where the Customer stipulates transmissions must on a regular basis happen on transmission day.

In an exceptional circumstance the company retains the right to submit a payment file to the BACS clearing, in the event that the Customer fails to authorise the submission of that payment file, despite repeated attempts to contact the Customer.

4.8 Printing Services

PAYSLIPS (Printed or Electronic)	Company	Customer	N/A
Run the Payslip, Email or ESS process.	✓		
Print payslips. Payslips will be quality checked. Any defective payslips will be securely destroyed and reprinted.	✓		
The number of payslips printed and sealed will be checked against the file provided.	✓		
Payslips will be delivered to the appropriate single location. Courier / delivery costs are excluded from the service charges.	✓		
Payslips will be delivered to multiple locations. Courier / delivery costs are excluded from the service charges. This option may incur additional service charges			✓
Payslips will be delivered to home addresses. Delivery costs are excluded from the service charges. This option may incur additional service charges			✓
Provide and maintain list of delivery addresses in a format suitable to produce dispatch labels.		✓	
Inform Company of amendments to delivery addresses.		✓	

COURIER SERVICES	Company	Customer	N/A
Nominate courier (The Customer will select a courier of their choice)		✓	

4.9 Processing Schedules

Below is the Company's standard monthly payroll schedule which will be utilised during payroll processing. The timings refer to the number of Working Days prior to (and excluding) the employee payment date (P). If the customer requires additional payroll checking time over and above the standard detailed below the payroll cut off will be brought forward.

The scheduled cut off data will be brought forward by public holidays and peaks of activity such as those associated with pay awards.

Activity	P -	Timing
Submission of payroll data to MHR in the standard format via SFTP	P - 9	17.30
Start Data processing	P - 8	09.30
Check Payroll data	P - 7	09.30
Run Payroll calculation and Core payroll standard output	P - 7	12.30
Check and balance payroll	P - 7	15.00
Submit payroll reports to customer for checking	P - 6	10.00
Customer to notify of any amendments via MHR standard format These should be limited to <ul style="list-style-type: none"> • Late leavers • Bank changes 	P - 6	17.30
Process and check amendments	P - 5	17.30
Run final GTN and reports	P - 4	15.00
Check and balance payroll	P - 4	17.30
Provide Final reports and produce BACS file	P - 3	09.30
Sign off BACS and payroll	P - 3	14.00
Transmit authorised BACS	P - 3	17.00
Transfer payslips for printing - payslips are to be provided on payday	P - 3	17.30
Service available for input	P + 0	12.30

Below is the Company's standard weekly payroll schedule which will be utilised during payroll processing. The timings refer to the number of Working Days prior to (and excluding) the employee payment date (P). If the customer requires additional payroll checking time over and above the standard detailed below the data submission time will be brought forward.

The scheduled cut off data will be brought forward by public holidays and peaks of activity such as those associated with pay awards.

Activity – Weekly Schedule	P -	Timing
Submission of payroll data to MHR in the standard format via SFTP	P - 4	09.00
Start Data processing	P - 4	09.30
Check payroll data	P - 4	14:00
Run Payroll calculation and Core payroll standard output	P - 4	14:30
Check and balance payroll	P - 4	17:30
Submit payroll reports to customer for checking	P - 4	17.30

Activity – Weekly Schedule	P -	Timing
Customer to submit amendments	P – 3	12.00
Process amendments	P – 3	14.00
Run final GTN and reports	P – 3	15.00
Check and balance payroll	P – 3	17:30
Provide Final reports and produce BACS file	P – 3	17:30
Sign off BACS and payroll	P – 2	14.00
Transmit authorised BACS	P – 2	15.00
Transfer payslips for printing - payslips are to be provided on payday	P – 2	12:00
Service available for input	P + 0	12.30

If the Customer fails to meet any of the above timescales for which they have actions, then the resulting additional pressure on the Service may result in late payment and/or incomplete payment on the payroll(s) concerned. This will not constitute a service failure on the part of the Company, providing the Company can demonstrate all reasonable endeavours were made to still make timely payment.

All payroll changes to be supplied as the information becomes available. Any information received after the input dates quoted will be carried forward to the next month's payroll.

4.10 Service Level Objectives

Activity	Achievement Target	Comments
Produce payroll on schedule	100%	
Achieve BACS deadlines to schedule	100%	
Dispatch of payroll output to schedule	99%	
Accuracy of payroll processing content	98%	
Payroll queries (Current Tax Year)	80%	Within ONE working day from receipt
	95%	Within TWO working days from receipt
	100%	Within FIVE working days from receipt
Payroll queries (Previous Tax Years)	80%	Within TEN working days from receipt
	100%	Within FIFTEEN working days from receipt
Calculation of net pay to enable manual payments	Up to 5	Within ONE working day from receipt

Activity	Achievement Target	Comments
	6 to 14	Within TWO working day from receipt
	15 plus	Delivery date to be agreed
Fair Usage Activity	Amount per month	Comments
Payroll Transfer	1-10	Per 1000 employee's
Amendment of negative nets for leavers	1-10	
Calculation of over/underpayments including calculations for leavers.	1-10	Within the last tax year
Make statutory redundancy payment calculations	1-20	
Input redundancy payments	1-20	

4.11 Service Management and review

This service is only applicable to this Service level Agreement if procured in a signed Order Document:

4.11.1 Reviews

Service Review Meetings will be held as per the agreed frequency and method.

	Company	Customer	N/A
The Service Management Team Representative will have a review with the Customer on an annual basis.			✓
The Service Management Team Representative will have a review with the Customer on a six-monthly basis.			✓
The Service Management Team Representative will have a review with the Customer on a quarterly basis.	✓		
The Service Management Team Representative will have a review with the Customer on a monthly basis.			✓
The review meetings will be held via web conference or tele-conference facilities			✓
The review meetings will be held at the Site of the Company or Customer			✓

The review meetings will alternate between Tele-conference / web conferencing and held at the Site of the Company or Customer	✓		
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4.11.2 Monthly Customer Contact Call

Issues identified by the Payroll Team during the pay period will be logged, investigated, and corrected to ensure the payroll is delivered accurately and on time.

The Payroll Team will issue payroll accuracy reports, including an overall score card. The report details any issues logged during the pay period and the phase at which they occurred, before BACS, after BACS or Dispatch. The report will be placed in the SFTP for retrieval and review.

A Customer contact call will be scheduled for a mutually agreed time so that the accuracy report can be discussed along with the outcomes of the pay period and any other relevant points.

4.11.3 Managed Service Support Hours

The Payroll Team will deal with pay enquiries, operational and schedule enquiries. The Payroll Team will be contactable between the following hours excluding weekends and English bank and public holidays.

- **09:00 to 17:00**

5. Exit Management

Exit Management Responsibilities	Company	Customer
Prepare a transition schedule detailing timescales, requirements, and milestones to achieve the transfer of Customer data.		✓
Agree transition schedule.	✓	✓
Provide specification of requirements for the data to be transferred.		✓
Agree specification of requirements.	✓	
Provide Customer data in line with the transition plan and specification of requirements. (Depending on the complexity of the requirement this may be a chargeable activity). As standard data will be proded as an oracle database.	✓	
For requests for other data formats the Company will make a charge for the provision of this data. The charge will be based on the number of day's effort required and the Company prevailing rates at that point in time. At all times up to the termination of the relationship the customer will be able to perform their own data extracts to provision and enable the move to a different provider.		✓

6. Escalation Contacts

The following table lists the names, titles, telephone numbers and email addresses of the Company contacts.

Name/ title /email address	Telephone	Responsibilities
Head of Service Management	0115 945 6000	Escalation point for significant HR and Payroll service issues.
Managed Services Director	0115 945 6000	Escalation point for significant HR and Payroll service issues.

7. Glossary of Terms

Expression	Meaning
BACS	Bankers Automated Clearing Service – usual method of payment
Change Control	A formal process used to ensure that changes to a product or system are introduced in a controlled and coordinated manner.
Company	MHR International UK Limited as the licensor of the given software products and services. The term Company may be read as “Supplier”, “Licensor”, “Seller”, or any other term defined in an agreement to denote MHR International UK Limited as the software provider
Customer	The organisation identified on an Order Document or any other contractual document for the provision of software and services between the parties. The term Customer may be read as “Buyer”, “Authority”, “Council”, “Licensee”, or any other term defined in an agreement to denote the organisation as the recipient of any software or services.
Data	Data is all data held in the Product
Processing Schedule	The operational schedule detailing critical times and dates for the delivery of the service.