Payroll Services Manual

Managed Services - Payforce
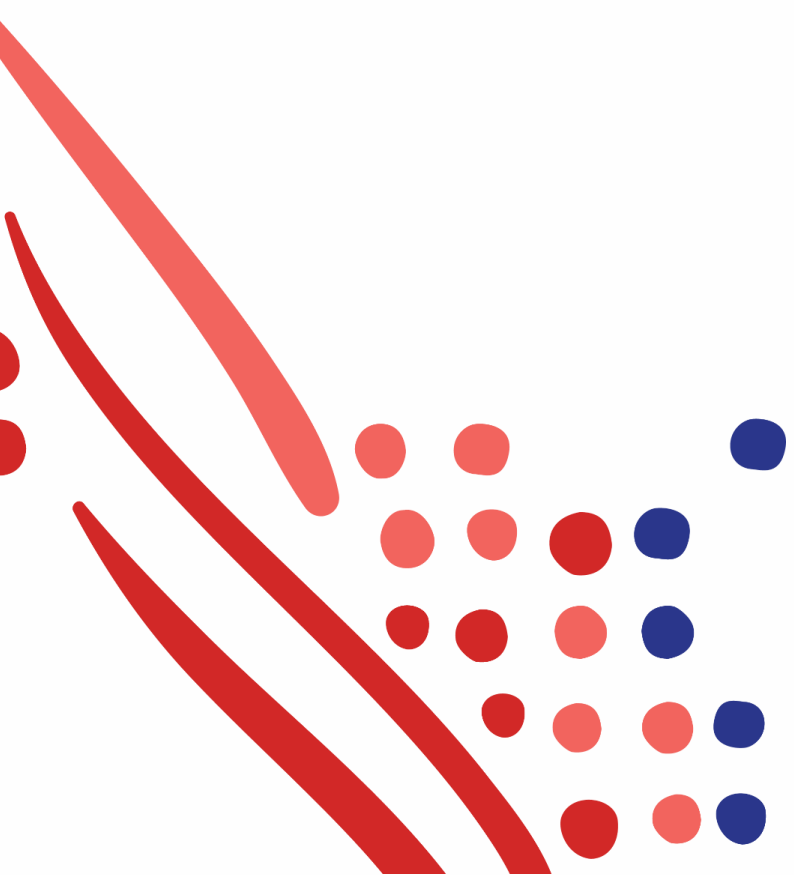
ADP

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Approver	Title	Date
S Moorhead	Service Excellence Manager	15/10/2021
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2 Introduction

2.1 Manual Objectives

The objectives of this Payroll Services Manual ("PSM") are to:

a) Describe the Managed Services ("MS") provided to the Client by ADP

b)   Describe the performance measurements applicable to MS

c) Specify the processes and procedures to be followed by ADP and the Client in fulfilling their respective obligations for the provision of MS

This PSM, including the terms and conditions contained within, also form part of the Service Agreement for Payforce™ MS Solution between the Client and ADP (the "Agreement"). The terms and conditions contained in this PSM are subject to the terms and conditions contained in the Agreement.

ADP will use systems, procedures, processes and/or actions which it deems necessary in fulfilling its responsibilities as outlined in this PSM and will determine the manner in which it implements, undertakes and/or provides these systems, procedures, processes and/or actions.

This PSM also sets out the responsibilities of ADP and the Client. In order to deliver the Payforce ™ MS Solution' ADP and the Client commit to undertake the responsibilities detailed below.

2.2 Definitions

The following terms are used in this manual.

Note: Any other defined terms in this PSM shall have the same meanings as those contained in the Agreement.

Term	Definition
ABA File	Australian Bankers Association file format used by banks to allow for batch transactions
Adjustment Run	An unscheduled end to end pay run
ADP Agreed Templates	ADP standard templates as provided by Implementation together with any other documentation or information required by ADP in order to provide the required payroll services
ADP Standard Reports	The reports specified in Appendix 3
ATO	Australian Taxation Office
Business Hours	8:30am to 5:00pm Monday to Friday AEST (excluding Public Holidays)
Client Primary Contact	The Client's primary contact for all payroll related issues
Client User/s	Client Employees with access to Payforce
EFT	Electronic funds transfer is a system of transferring money from one bank account directly to another
EFT Release Date	The date when funds are released to the Client's employees banking institutions.
Employee Numbers	The employee numbers referred to in the Client's agreement with ADP
Employee Terminations	Terminations by Clients of its employees which can be Voluntary Terminations or Involuntary Terminations
EPS	Electronic Payment Services
eService	ADP's secure communication tool
ESS	ADP's Employee Self Service product
ESS and PSS functionality	References to the Employee Self Service (ESS) refers to the ability for Clients to utilise ADP's ESS New Starter, Practitioner Self Service (PSS) and Termination functionality to add and update employee data.
First 'live' Pay Run	The first payroll processed by the Managed Services team
GIT	Generic Input Template
IRD	The New Zealand Inland Revenue Department
Leave Applications	Applications made by the Client for leave by their employees
Masterfile Data Cut-Off	This is the date / time a Client needs to have all new hires and masterfile changes to ADP for processing

Miscellaneous Charges	https://au.adp.com/miscellaneous-charges.aspx (Refer to your MS Manager for password)
New Zealand Payday Filing	Files generated as part of the payroll finalisation process containing the Employer's IRD obligations and the Employee's YTD earning, KiwiSaver and PAYE amounts
Out of cycle (OOC) Payment	A payroll payment which occurs outside the agreed standard Processing Schedule. OOC Payments may also be referred to as Manual Payments
Pay Date	This date reflects the date employees are paid
Payroll Data Cut-off	This is the date / time a Client needs to have any variable data to ADP for processing
Processing Schedule	The template of agreed dates/times for payroll processing
Sales Order	The Sales Order forms the agreement between ADP and Client for the ADP Products and Services
Service Review Meetings	A meeting between ADP and the Client to review service performance
STP	Single Touch Payroll
STP Pay Event	A file generated as part of the payroll finalisation process containing the Employer's PAYG obligations and the Employee's YTD earning, super and PAYG amounts
STP Update Event	A file generated outside of a payroll process to correct employee's YTD earnings, super and PAYG amounts
TNA	Transaction Negotiation Authority is the authority given to the bank to draw funds from the nominated account up to the value of the agreed TNA limit
Variable Data	Payroll data that is to be processed that is not captured on the employees masterfile as it changes between processes, for example casual hours, one off bonus payments etc.

3 Roles and Responsibilities

3.1 ADP Roles and Responsibilities

The ADP roles and responsibilities in relation to MS are detailed below.

Role	Responsibilities
MS 1st Tier Support	As an additional service as outlined in the agreement, 1st Tier Support for Payforce MS Clients means ADP will accept telephone enquiries from Client employees regarding basic payroll enquiries. Refer to section 10 for more information. For Clients who have selected ESS Password Reset in their agreement, ADP will provide employees with a link which enables self-password reset. Tier 1 Support does not refer to ADP managing the Client's ESS Administration. The Client will require an ESS Administrator who will administer users, workflows etc. including password resets unless ESS Password Reset services have been selected in the Agreement.
Managed Services (MS) Payroll Administrator	A Managed Services (MS) Payroll Administrator will: • Undertake activities to fulfill the day to day delivery of the payroll services • Form part of the team to ensure service delivery is met regardless of individual administrator availability. MS Payroll Administrators within a team will be knowledgeable and experienced to assist in meeting your service needs • Possibly change over the course of the agreement to ensure ADP is able to provide adequate back-up and contingency
MS Supervisor / Manager	An MS Supervisor / Manager will: • Act as an escalation point for payroll service issues where they cannot be resolved by an MS Payroll Administrator • Attend Welcome calls, Service Review meetings and other meetings as required
Service Director	The Service Director will: • Act as a further escalation point for issues that are unable to be resolved by the MS Manager

3.2 Client Responsibilities

The Client's responsibilities in relation to MS are summarised below.

Area	Responsibilities
General Responsibilities	• Ensure the Client's staff have current, accurate procedures and instructions in place for use of the Payforce system and services • Ensure the Client's staff have current, accurate procedures and instructions in place that outline the agreed protocol for liaising with ADP • Ensure the Client's staff are adequately trained in the use of the Payforce system and services. • Ensure the completion of the ADP ANZ Payforce Managed Services Awareness program online. • Ensure the Client's staff are aware of, and are required to, follow the procedures outlined in this PSM including without limitation the Data Management requirements outlined below • Nominate a single decision-making point for resolution of any issues including priorities for any requests for changes to the Payforce system or services; and • Notify ADP of Client Users of the system and advise ADP of any changes to the Client Users
Data Management	Ensure that all Input Data, Masterfile Data and ADP Agreed Templates provided to ADP are: • Complete and accurate before they are forwarded to ADP • In the format as specified in ADP Agreed Templates • Received by ADP as agreed in the Processing Schedule
ESS	Clients using ESS as agreed in the Service Agreement will ensure that: • The Client appoints an ESS Administrator • ESS is administered internally by the Client, including: • Workflow rules • Workflow approvals • Employee hierarchy or Organisation structure • Reset of employee passwords • ESS Timesheet administration • Training new staff and providing them with the ESS user guide • All applicable employees are given access to ESS • All leave, biographical and timesheet entries are provided by the Client to ADP via ESS

	Where the client has selected the "ESS Administration" Service in the Contract, ADP will provide employees with a link which enables self-password reset.
	ADP offers the Client the functionality of entering new employees, manage masterfile changes and complete termination entries directly into ESS via the ESS and PSS application. Terminations are a record only and payment will not be generated. To generate payments, client is to provide ADP with a Termination Advice (see section 7.6)

3.3 Client Roles

The Client's role in relation to MS are summarised below and are further specified on the Client Authorised Listing.

Role	Responsibilities
Client Primary Contact	• Act as a contact point for ADP for all day-to-day communication regarding all payroll-related activities performed by ADP • Act as the first point of contact for ADP in relation to any issues which may arise in relation to the delivery of MS • Co-ordination of data requirements
Client Secondary Contact	Act as a back-up or assistant to the Client Primary Contact
Client Decision Maker	Act as a final escalation point for issues where they cannot be resolved by the Client Primary Contact or Client Secondary Contact
Other	Cannot be the Client Primary Contact or Client Decision Maker, however will hold responsibilities as determined by the Client as outlined in the Client Authorisation Listing.

4 Communication

To ensure the security of data, ADP eService is the preferred method for all communication between ADP and the Client.

Clients are able to monitor, track and update the progress of all requests raised to ADP and ADP will in turn provide all resolutions via eService.

5 Process Schedule

5.1 Completing the Process Schedule

The Client will be required to advise ADP of their key dates for payroll period end and pay dates. ADP will provide a processing schedule outlining the key timings for payroll related activities. Any variation to the Processing Schedule must be agreed to in writing with a minimum of one month's notice.

5.2 Public Holidays

The Client and ADP will endeavour to avoid scheduling payroll processing on a public holiday. Where this is not possible and a payroll processing day falls on a public holiday, ADP will process the payroll as agreed in the Process Schedule and a processing fee will be applied accordingly, as per the Miscellaneous Charges.

6 Maximum Transaction Volumes

The services provided by ADP as contained in this PSM will be based on the maximum transaction volumes outlined in the following table.

Should the transaction volumes per pay period vary from the Maximum Transaction Volumes contained in the table below, ADP will consult with the Client and, at ADP's discretion, provide the Client with a quote for the provision of the varied maximum transaction volumes for the Client's consideration, as per the Miscellaneous Charges Document. ADP will only be required to provide these additional services, if the Client accepts ADP's quote.

Item	Maximum Transaction Volumes
New Hires, Terminations, Back Pay/Retrospective Pays, Redundancy Calculations	Maximum 10 employees per process, per item, (excluding GIT uploads & ESS New Hires)
Annual Salary Reviews	Where annual salary changes are provided in approved ADP format and do not result in retrospective payments being required, a maximum transaction volume does not apply.
Bonus Payments	Where bonus payments are provided in approved ADP format and processed as part of a scheduled pay run without manual manipulation of data, a maximum transaction volume does not apply.
Out of Cycle Pays	ADP will provide a quote for each Out of Cycle Pay request.
Payroll Parameter Amendments	ADP will provide a quote for each Payroll Parameter Amendment, details in section 11.7

7 Pre-Payroll Processing Services

Tasks to be completed prior to each payroll process:

- Input all data
- Cut-off times
- New Employee Setup
- Leave Applications
- Re-banks & reversals

7.1 Input Data – General Responsibilities

Key Task	Performance Standard/s	ADP	Client
Generate, complete, authorise and **forward** all applicable payroll data to ADP (Includes any other information and/or documentation which ADP may request from time to time in order to undertake the pre-processing services)	Data is: • Inputted via ESS / PSS or • Generated and completed on ADP Agreed Templates • Completed accurately and authorised before data is forwarded to ADP • Delivered by the cut-off times specified in the Processing Schedule		✓
	Any data provided after the cut-off times in the agreed Processing Schedule will be held for the following process.	✓	
Check that any ADP Agreed Templates have been completed in full by the Client	If information is incomplete, ADP will: • Return the ADP Agreed template for completion and re-submission within the cut-off times referred to in the Processing Schedule • Refer all disputes immediately to the Client Primary Contact	✓	
Input all information contained on the ADP Agreed templates as provided by the client into the system	• Input all information accurately	✓	

7.2 Cut-off times - Pre Payroll Processing

| Task | Delivery Date | | Delivery Method |
	Specified in Processing Schedule	Cut-off Day	Input via ESS/PSS or use ADP's agreed template
Masterfile Data cut-off : • Establishing new employees • Amending existing employee masterfile details • Voluntary Termination payments	✓		✓
Payroll Data cut-off : • Leave Applications • Timesheets • Variable data • Bonus payments	✓		✓
Annual Salary Reviews		As agreed between ADP and the Client	✓
Bonus Payments (paid in adjustment run)		As agreed between ADP and the client	✓
Involuntary Termination Payment		2 business days prior to termination date	✓

7.3 Establish New Employees

Key Task	Actions/Performance Standard/s	ADP	Client
Provide Employee Data to ADP	New employee data is to be inputted via ESS or provided via an ADP agreed template by the Masterfile Cut off on the Processing Schedule		✓
	ADP will only allocate a payroll number if the client has requested that ADP control the allocation of employee payroll numbers.	✓	
Load the data via ESS or enter the data contained on the ADP agreed template into the System	Update all information accurately within 8 business hours	✓	
Complete and **retain** the ATO's Tax File Declaration Form and provide employee's details to ADP	All relevant sections completed accurately		✓
Submit Employee Declaration Forms to the ATO	Lodge the employee tax details electronically to the ATO after employee is established	✓	
Provide ADP with the IRD payroll information	Provide ADP with employee IRD information via ESS as part of ESS New Starter setup or on the ADP agreed template		✓

7.4 Leave Applications

Key Task	Actions/Performance Standard/s	ADP	Client
Process all leave requests	In accordance with the leave capture method (via ESS or Variable Data Template): • Automated Capture (e.g. ESS) No notification of negative leave will be provided by ADP as the employee's Manager would already have approved the leave	✓	
Provide the Client with leave reports from each payroll process to assist the Client to manage any employee negative leave	Reports provided in a timely manner	✓	
Direct any employee queries in relation to this process to the Client Primary Contact for resolution	Queries directed in a timely manner	✓	

7.5 Amending existing employees masterfile details

Key Task	Actions/Performance Standard/s	ADP	Client
Provide Employee data to ADP	Changes to masterfile data is to be inputted via ESS / PSS or provided via an ADP agreed template by the Masterfile Data Cut-Off as per the Processing Schedule.		✓
Load the data via ESS / PSS or enter the data provided on the ADP agreed template into the System	Update all information accurately within 8 business hours	✓	

7.6 Voluntary terminations – processed within a payrun

Key Task	Actions/Performance Standard/s	ADP	Client
Provide ADP with the relevant documentation to calculate the termination payment	Information provided is to be accurate and complete and on an ADP agreed template		✓
Complete and forward to the relevant bodies any necessary termination details of the employee	As required by law		✓
Calculate the termination payment using information contained in the system and ADP's Template	In line with the Processing Schedule	✓	
Provide the termination calculation to the Client's authorised contact for verification and authorisation	Include calculation within Pay Preparation reports	✓	
Check the termination calculation for accuracy	When providing ADP with Client approval to finalise the payroll, termination calculation will be deemed accurate		✓
Release termination payment	In line with the payroll EFT file being released	✓	

7.7 Re-banks/Reversals

Key Task	Actions/Performance Standard/s	ADP	Client
Process any authorised re-banks or bank reversals, applicable to the previous pay period	In accordance with the policies and procedures of the applicable financial institutions	✓	

7.8 Foreign Earnings

Key Task	Actions/Performance Standard/s	ADP	Client
Process foreign earnings and applicable foreign taxation	Client to provide earning information inclusive of taxation and statutory requirements in order for payments to be recorded in payroll system within the timelines stipulated in the EOFY Client requirements Document provided in May each year.		✓
Capture Foreign Tax payment as part of ATO lodgement requirements	ADP will capture Foreign Employment data as part of the Single Touch Payroll (STP) lodgement file, based on the data provided by the client as part of the EOFY process	✓	

7.9 Grossing Up

Key Task	Actions/Performance Standard/s	ADP	Client
Grossing up of net payments	Client to provide taxable gross earnings for any payments required		✓

8 Payroll Processing Services

The following tasks to be completed for finalisation of the payroll process:

- Payroll Data cut off
- Pre-finalisation tasks
- Payroll finalisation

8.1   Payroll Data cut-off

Key Task	Actions/Performance Standard/s	ADP	Client
Provide payroll data to ADP	Information provided is to be accurate and complete and on an ADP agreed template by the Payroll Data Cut-Off as per the Processing Schedule.		✓
Enter the data provided by the Client into the system	Input all information accurately	✓	

8.2   Pre-finalisation of payroll

Key Task	Actions/Performance Standard/s	ADP	Client
The following reports to be checked and balanced prior to payroll finalisation; • Exception Report • Variance Report • Payroll Details Report • EFT Listing Report	All anomalies validated against the information provided by the Client	✓	
Send securely the following reports for client review: • Payroll Exception Report • Payroll Summary Report • Payroll Details Report • EFT Listing Report • Leave Pay Validation Report • Pay Variance Report • Biographical Report • TFN Exception Report	Within the timeframes agreed in the Processing Schedule	✓	

Key Task	Actions/Performance Standard/s	ADP	Client
Check the reports received against the source documentation provided to ADP	**Highlight** and **notify** ADP in writing, of any discrepancies contained in the reports provided by ADP within an agreed timeframe.		✓
Provide written authorisation to enable ADP to finalise the payroll	Within the timeframes agreed on the Processing Schedule. Once written authorisation is received this confirms the payroll is complete and accurate and no further changes can be made.		✓

8.3 Payroll Finalisation

Key Task	Actions/Performance Standard/s	ADP	Client
Finalise the payroll and: • **Arrange** for the transmission of the Client's employee salaries and wages into the employees' nominated bank accounts or • **Create** an .aba file and forward to Client to arrange the distribution to employees' nominated bank accounts	The file will be transmitted / generated only after the relevant authorisation referred to has been received by ADP from an authorised Client Contact	✓	
Create Output Data for the disbursement of: • Salaries/wages to the Client's employees • The Client's PAYG-Withholding Tax Liability to the ATO • The Client's STP Pay Event File to the ATO • The Client's liability to the IRD via the Payday Lodgement Files • Superannuation and third party contributions to recipients • General Ledger interface files	In line with the Processing Schedule and the Client's Sales Order	✓	

9 Post Payroll Processing Services

The following tasks to be completed following the finalisation of payroll:

- Distribution of payroll reports

- Electronic Funds Transfer (EFT)

- Distribution of payslips to ESS, where applicable

- Production of interface files

- Electronic Payment Services (EPS)

- Client's PAYG - Withholding Tax Liability

- Client's NZ Payday File and PAYE – Withholding Tax Liability

- Client's Single Touch Payroll (STP) file

9.1   Distribution of Payroll Reports

Key Task	Performance Standard/s	ADP	Client
Share securely Standard End of Pay Reports	Includes reports as outlined in Appendix 3 Sent to the Client on the following business day after payroll finalisation	✓	
Review the output data and **notify** ADP if any changes are to be made	Notify ADP immediately if any changes are identified. Changes will be actioned in the next payroll as outlined in the Processing Schedule unless otherwise agreed		✓

9.2 Electronic Funds Transfer (EFT)

Key Task	Performance Standard/s	ADP	Client
Produce and **transmit** EFT files to the bank clearing-house or **Provide** an .aba file for distribution by the Client	Timelines agreed in the Processing Schedule • Transmit EFT files to the bank clearing house by 2:00pm on the agreed EFT Release Date or; • Create an .aba file for Client to distribute ADP is only able to arrange for transmission of funds up to the processing limit specified on the Transaction Negotiation Authority (TNA) provided by the Client to ADP	✓	
Acknowledge that the disbursement of funds into nominated employee bank accounts is to be undertaken by the bank clearing-house (not ADP), once the relevant EFT file has been delivered to the bank clearing-house.	ADP will not be liable for any act, failure to act, negligence, bad faith by or insolvency of any financial institution or clearing-house for any loss or damage which arises a result of these matters		✓
Notify ADP in writing of any errors contained in the EFT file after the relevant EFT file has been sent by ADP to the bank clearing house and wishes to stop any EFT payments	Written notification must be given to ADP by 10.00am on the EFT Release Date.		✓
Contact the financial institutions and endeavor to recall the EFT payment, where possible - excluding Clients responsible for the disbursement to employee bank accounts via an .aba file	Where a recall is not possible as the EFT file has been actioned, ADP will not be responsible for : • Banking institutions who have already released the funds • any loss or damage, which arises as a result of this matter	✓	

*Miscellaneous charges may apply. Click here to refer to Payforce Miscellaneous Charges.

9.3 Production of payslips

Key Task	Performance Standard/s	ADP	Client
Produce employee payslips	Payslips available for employees to view through ESS on the day of payroll finalisation	✔	
Review the output data and **notify** ADP if any changes are to be made	**Notify** ADP immediately if any changes are identified. Changes will be actioned in the next payroll as outlined in the Processing Schedule unless otherwise agreed		✔

9.4 Production of Interface Files

Key Task	Performance Standard/s	ADP	Client
Produce and **send** securely interface file/s to the client	**Sent** to the Client on the following business day after payroll finalisation	✔	
Review the output data and **notify** ADP if any changes are to be made	**Notify** ADP immediately if any changes are identified. Changes will be actioned in the next payroll as outlined in the Processing Schedule unless otherwise agreed		✔

9.5 Electronic Payment Services

Key Task	Performance Standard/s	ADP	Client
Arrange for the debiting of Superannuation and third party contributions from the Client's nominated back account	As per the EPS Agreement	✔	
Arrange for the disbursement Superannuation and third party contributions and related information to Recipients	As per the EPS Agreement	✔	
Review the output data and **notify** ADP if any changes are to be made	**Notify** ADP immediately if any changes are identified. Changes will be actioned in the next payroll as outlined in the Processing Schedule unless otherwise agreed		✔

9.6 Client's PAYG -Withholding Tax liability

Key Task	Performance Standard/s	ADP	Client
Arrange for the submission to the ATO of the Client's PAYG-Withholding Tax liability as agreed to by the Client.	• By cut-off dates as notified by ATO • PAYG can be paid on behalf of the client: – By EPS debiting the PAYG liability from the client and making the payment via EFT to the ATO	✓	
Review the output data and **notify** ADP if any changes are to be made	**Notify** ADP immediately if any changes are identified. Changes will be actioned in the next payroll as outlined in the Processing Schedule unless otherwise agreed		✓

9.7 Client's NZ Payday File and PAYE -Withholding Tax liability

Key Task	Performance Standard/s	ADP	Client
Produce the following output reports/files for upload to IRD for reporting and PAYE liability: • Employment Information (EI) • Employment Details (ED) • KiwiSaver Employment Details (KED)	**Provide** a copy of the reports/files to the client	✓	
Upload the NZ Payday File to the IRD (where clients have opted for ADP's NZ Payday Filing Lodgement Service)	Within required IRD timeframes	✓	
Upload the NZ Payday File to the IRD (where clients have not opted for ADP's NZ Payday Filing Lodgement Service)	Within required IRD timeframes		✓
Review the output data and **notify** ADP if any changes are to be made	**Notify** ADP immediately if any changes are identified. Changes will be actioned in the next payroll as outlined in the Processing Schedule unless otherwise agreed		✓
Payment of PAYE liability to the IRD	Within required IRD timeframes		✓
Payment of any loss or penalty to the IRD caused by ADP during the Early Adopter Period	Arising from errors relating to the: • transaction documents or • delay of the NZ Payday File lodgment		✓

* NZ Payday Filing Lodgement Services are a separate service to the general Payroll Services offered by ADP. A service fee will apply to setup the lodgement service with the IRD, click here to refer to Payforce Miscellaneous Charges.

9.8 Client's Single Touch Payroll (STP) File

Key Task	Performance Standard/s	ADP	Client
Send the STP Pay Event report securely to the Client to review	The STP Pay Event report details the employee data that will be contained within the STP Pay Event File	✓	
Provide written authorisation to enable ADP to complete the authorisation process and transmit the STP Pay Event File on behalf of the Client	Within the timeframes agreed in the Processing Schedule. Once written authorisation is received this confirms that the STP file is complete, accurate and final. Any delay in providing the STP authorisation to ADP may delay the production of End of Pay reporting.		✓
Complete the Client STP Interface File Authorisation within the system	Within the timeframes agreed in the Processing Schedule	✓	
Complete the ADP STP Interface File Authorisation within the system	ADP is acting as an Agent on behalf of the Client	✓	
Arrange for the submission to the ATO of the Client's STP Pay Event File as authorised by the Client.	By cut-off dates as notified by ATO	✓	
Monitor the status of the lodgement of the Client's STP Pay Event File	As per messages received back from the ATO	✓	
Review the STP Pay Event report and **notify** ADP if any changes are to be made	Notify ADP immediately if any changes are identified. Changes can be actioned in the next payroll as outlined in the Processing Schedule unless otherwise agreed via an STP Update Event File		✓

* STP Services are a separate service to the general Payroll Services offered by ADP. A service fee will apply to each process for lodgement with the ATO. You will be required to authorise each of these lodgements and the service fee is calculated based on the number of employees processed per lodgement, click here to refer to Payforce Miscellaneous Charges.

10 Payroll Enquiries

10.1 Scope of services

ADP Payroll Administrators will respond to payroll enquiries from:

- The Client Payroll Coordinator and other Client personnel on the Client Authorised Listing

- Client's Employees (if 1st Tier support has been contracted)

10.2 Payroll Enquires – from the Client Employees

(As per Contractual Agreement)

Key Task	Performance Standard/s	ADP	Client
Provide identifying information from employees as confirmation of the employee's identity before providing query	The following identifying information is required: • Employee Payroll Number • Employee Date of Birth • Employee address • Client ID		✓
Respond to questions from the Client's employees	Only where the query relates specifically to payments the employee has received or to data held by the payroll system relating to the employee	✓	

10.3 Payroll Enquiries – Exclusions

ADP will not action the following payroll enquiries relating to:

- The payment of payroll tax in respect of certain employees or contractors

- Leave and payroll transactions prior to ADP commencing processing the payroll

- The calculation of payroll tax or workers compensation contributions

- The interpretation or implementation of any policies relating to the payroll practices of the Client's organisation

- Any matters which ADP has specified in the Agreement will not constitute Support Services

- The client's EFT TNA credit limits e.g. exceeding the EFT credit limit

- Questions that do not directly and solely relate to the delivery of Services by ADP under this Agreement

- Questions that do not in ADP's view relate to the provision of Services by ADP under the Agreement

10.4 Payroll Enquiries – Service Levels

- The ability of ADP to effectively respond to and resolve such payroll enquiries is based upon the number and complexity of enquiries each day. In addition, it must be recognised that in order to meet payroll processing and transmission deadlines and other service commitments, it may not be possible to provide an immediate response to all such payroll enquiries. The parties acknowledge that priority will always be given to processing the Client's payroll in accordance with the Processing Schedule.

- ADP Payroll Administrators will be available to answer payroll enquiries from the Client Primary Contact and (if agreed between the parties – refer Tier 1 support 3.1 of this PSM) the Client's employees, during business hours.

Payroll enquiries will be responded to as follows:

- All enquiries will be dealt with in accordance with the Issue Resolution Process outlined in section 15 of this PSM

- The Service Levels relating to payroll enquiries will come into effect 30 days after the first "live" payroll process for each payroll

11 Out of Process Payroll Activities

Out of Process Payroll activities which are not expected to occur for all pay runs

- Ad-hoc and Customised reports

- Manual Pays/Out of Cycle Pays (OOC), & Adjustment Runs

- Payroll discrepancies

    – Payroll discrepancies – Underpayment

    – Payroll discrepancies – Overpayment

- Payroll enquiries by Government Agencies

- Termination Payments

- Redundancy Quotes

- Additional Post Payroll Processing

- Amending Payroll System

- EPS Manual upload file/s

Refer to Section 6. Maximum Transaction Volumes

11.1 Ad-hoc and Customised Reports

Key Task	Performance Standard/s	ADP	Client
Request Customised and Ad-hoc report/s	• All Customised and Ad-hoc reports are to be requested in writing on ADP's MS Request for Service Form. • This form must be signed by a Client's authorised contact and forwarded to ADP		✓
Review request and **provide** a quote for the development of report/s	• All quotes for new reports will be quoted at ADP's standard consulting rates in accordance with ADP Miscellaneous Charges List within 2 business days	✓	
Accept the quote and **authorise** the work	• By returning the request form to ADP, signed by the Client's authorised contact		✓

11.2 Manual Pays/OOC and/or Adjustment Runs

Key Task	Performance Standard/s	ADP	Client
Forward instructions to process Manual Pay/s.	By using ADP approved templates / Termination Advice templates This template must be authorised by the client authorised contact		✓
Calculate the payment figure for the Manual Pay and forward the payment details to the Client authorised contact	If request is received more than 2 business days prior to the Payroll data cut-off time, the payment will be processed within 1 business day of the request being received • Note 1: Any request received within 2 business days of the Payroll Cut-off time will be processed as a payment within the payroll • Note 2: Any request received after the payroll data cut-off will be processed as an out of cycle payment once the payroll has been completed, including end of pay reporting	✓	
Authorise the payment details for the Manual Pay in writing	By Client's authorised contact as per the Client Authorisation Listing		✓
Process the Manual Pay and arrange for payment to be transmitted on the agreed release day; • Via EFT using ADP's AddServ system or • Create an .aba file for Client to distribute	• Process only upon receipt of the authorised payment details • ADP is only able to arrange for transmission of funds up to the processing limit specified on the Transaction Negotiation Authority (TNA) provided by the Client to ADP	✓	
Update year-to-date figures	• In the next pay process	✓	
Adjustment Runs	If a full end to end process, including reporting is required, a minimum of one months' notice is to be required and is to be included in the Payroll Processing Schedule. Refer Miscellaneous charges for additional fees.	✓	

11.3 Payroll discrepancies

11.3.1 Payroll discrepancies – Underpayment

Key Task	Performance Standard/s	ADP	Client
Notify the employee of the error and advise ADP	As soon as the underpayment is identified.		✓
Generate a Manual Pay to correct the error or **Correct** the error in the following payrun.	As agreed with the Client	✓	

11.3.2 Payroll discrepancies – Overpayment

Key Task	Performance Standard/s	ADP	Client
Take all necessary action to recover the overpayment from the employee including if necessary, legal action	As per client's internal processes		✓
If the Client, after taking all necessary action, including legal action, is unable to recover the overpayment, ADP will take all reasonable action necessary to **reimburse** the Client for the overpayment	Where the overpayment is solely and directly attributable to the negligent actions of ADP, subject to the terms of the Agreement	✓	
Advise ADP of any adjustments required to future pay calculations, if appropriate.	As soon as the overpayment is identified		✓

11.4 Payroll Enquiries by Government Agencies

Key Task	Performance Standard/s	ADP	Client
Request ADP to provide relevant information	Provide relevant details		✓
Notify the Client should ADP receive a request for the Client's payroll information directly from a Government authority or agency	Immediately the request is received	✓	
Prepare the required information for the Client	As per deadline agreed with the client, minimum 1 business day	✓	
Authorise the release of the information to the Government authority/agency	Authorisation provided in writing		✓
Forward the required information or forms to the Client for forwarding to the relevant Government authority or agency	Where information to be provided does not form part of the payroll process by ADP, a Consulting charge is applicable where appropriate (refer Miscellaneous Charges)	✓	

11.5 Termination Payments

Key Task	Performance Standard/s	ADP	Client
Provide ADP with the relevant documentation to calculate the termination payment	Information provided is to be accurate and complete and provided on ADP approved template • Voluntary – within 2 business days of termination date • Non-Voluntary/Instant dismissal – within 1 business day of termination date • Refer Miscellaneous Charges for limits		✓
Complete and forward to the relevant bodies any necessary termination details of the employee	As required by legislation		✓
Calculate the termination payment using information contained on the system and ADP's approved template	Within 1 business day of receiving the request	✓	
Send securely the termination calculation to the Client's authorised contact for verification and authorisation	Within 1 business day of receiving the request	✓	
Check the termination calculation for accuracy	Within 2 business hours of receiving the calculation		✓
Authorise ADP to arrange for transmission of the termination payment	The termination is to be approved by the Client's authorised contact as per the Client Authorisation Listing		✓
Process the termination payment	• Transmit EFT files to the bank clearing house by 2:00pm on the agreed business day of release or • Create an .aba file for Client to disburse	✓	

11.6 Redundancy Quotes

Key Task	Performance Standard/s	ADP	Client
Provide ADP with the relevant documentation required to calculate the redundancy quotes	• Requested 5 business days prior to the termination date, on ADP standard format • Refer Miscellaneous Charges for limits		✓
Calculate the redundancy quote/s	To be provided to the Client within 2 business days of the request	✓	

11.7 Payroll Parameters

Changes to payroll system parameters include:

- Additional payment/allowance/deduction codes

- Additional leave management categories

- Additional pay points

- Changes to cost centres

- Changes to General Ledger codes

- ESS Parameters

- Client Bank Account details

Key Task	Performance Standard/s	ADP	Client
Request changes to payroll system parameters	• Provided in writing to ADP using the Request for Service Template • The details of the type and nature of the requested changes for ADP's consideration • The changes may involve amendments to existing payroll system parameters or the addition of new parameters		✓
Change the payroll system parameters in accordance with the Client's instructions	Payroll System Parameter change instructions provided more than 2 business days prior to the Payroll Cut-off Day: • Complete changes within 1 business day of the request being received by ADP Less than 2 business days prior to the Payroll Cut-off Day: • Complete changes within 1 business day of the payroll being completed, including end of pay reporting	✓	
Forward a Company Listing report to the Client securely	Once changes have been completed in the system	✓	
Confirm securely in writing changes made are as requested	Within 1 business day of changes notified by ADP		✓

11.8 Additional Post Payroll Processing

Key Task	Performance Standard/s	ADP	Client
Advise ADP if the Client wishes to increase the maximum number of employees to be processed on Payforce	• Both parties must sign a variation to this Agreement prior to increasing this maximum • ADP may, at its discretion, vary the fees payable for the services having regard to this variation		✓

11.9 EPS Manual upload file/s

Key Task	Performance Standard/s	ADP	Client
Request for ADP to complete EPS manual upload file/s	• All EPS manual uploads are to be requested in writing, identifying employees, payment amounts and fund payments that are required to be paid, • Requests must be submitted by the Client's authorised contract		✓
Review request and provide a quote for EPS manual file/s	All quotes for EPS manual upload files will be quoted at ADP's standard consulting rates in accordance with ADP Miscellaneous Charges List within 2 business days.	✓	
Accept the quote and authorise the work	Review and authorise in writing the quote and provide approval to process the EPS manual upload file/s		✓

12 End of Month Activities

- Production of standard reports

- Production of Australian Bureau of Statistics (ABS) reports

Key Task	Performance Standard/s	ADP	Client
Produce ADP Standard Reports to the Client	Includes reports as outlined in Appendix 3 Provided to the Client on the following business day after payroll finalisation	✔	
Provide reports relating to the Client's payroll, which are required to be provided to the Australian Bureau of Statistics	Such reports will be treated as "Adhoc/Customised Reports"	✔	
Payroll Tax calculated as per State Legislation	Payroll Tax reports can be generated from the payroll system and sent to client. Client is required to incorporate all payroll taxable items to calculate liability and remit to relevant statutory bodies.		✔
Workcover reporting for Annual Returns	Workcover reporting can be generated from the payroll system and standard reports sent to client. Client is required to incorporate all Workcover items for the annual return and forward to relevant statutory bodies.		✔
Review Superannuation Guarantee Caps	Superannuation Guarantee Caps (SGC) to be reviewed and checked based on current SGC. Client is to provide any updates to employees where it has been identified by the client that the employee is near or reached the SG Cap Client is to advise ADP of any updates required to the employees masterfile where changes or payments are required.		✔
Reconcile Superannuation Reports	Superannuation by USI report to be reconciled against allowance and deduction reports provided to the client by ADP.		✔
Reconcile EPS Reports	If EPS is included in the agreement, reconcile also to the reporting provided by EPS Online. Reviewing and arranging registration of any unregistered super funds pending payments via completion of the EPS Deduction Request form or via the EPS Online Portal		✔

13 End of Year Activities

- Year to Date (YTD) data

- STP Final Update event file

13.1 Production and Lodgement of STP Final Update event file

Key Task	Performance Standard/s	ADP	Client
Advise ADP of all EOFY requirements	As indicated in the EOFY Client Requirement Document supplied to Clients • Australian payrolls in May each year • New Zealand payrolls in February each year		✓
Reconcile the year end payroll figures against the information contained in ADP's year-end reports for Australian Clients	Reconciliation based on the information contained in the system	✓	
Deliver the year-end reports to the Australian Client securely	Once reconciled against the year-end payroll figures in the system	✓	
Review the year-end reports to ensure that the details in the report are acceptable to the Client	• All discrepancies are identified • If no discrepancies are identified, reports are to be signed off and returned		✓
Notify ADP & highlight any discrepancies/errors in the provided year-end reports	Prior to transmission of Final Update event file		✓
Transmit Final Update event file	• Upon receipt of the authorised year-end reports • Based on information contained in these reports	✓	
Submit the Final Update event file to the Australian Taxation Office on behalf of the Client	• Details are accurate • Within the time limits prescribed by Australian Taxation Office legislation	✓	
Reset the Year-To-Date payroll figures in the System	Upon production and transmission of the Final Update event file	✓	

13.2 Year to Date (YTD) Data

ADP offers a number of methods to capture Year to-Date figures. These approaches enable the production of one Year to Date Final Update event file.

Each of these approaches involves varying complexity, effort and cost. These variations are to be assessed individually with the Client to ensure reconciliation, historical data and audit responsibilities are clearly defined.

Any implementation by ADP does not include the transferring of any data relating to terminated employees prior to the first live payroll process undertaken by ADP.

Option	Process	ADP	Client
The capture and recording of employee year to date data from clients previous payroll system to ADP systems for the current financial year	The Client is required to provide all year to date data in the required format as outlined by the ADP Implementation Consultant. The year to date data will allow for systems to calculate and apply correct taxation as per ATO requirements including calculations of marginal tax. Where clients do not provide year to date data to allow for updating in the ADP system, Clients will be responsible for the provision of marginal taxation calculations including but not limited to termination calculations, bonus payments, ETP payments etc.	✓	✓
The capture and recording of amounts and hours for: • Elements • Allowances • Deductions • Gross • Tax • Net figures	A more detailed reconciliation and mapping exercise from the replaced application to ADP systems, and offers more detail for reporting purposes The Client will be required to represent the data intended for upload via an ADP provided template at the time of implementation of the system	✓	✓
In certain circumstances, employee transactional data may be required. This will be highlighted during the project via the Implementation consultant.	Each pay element/allowance/deduction for each pay period will be captured and mapped to the new ADP system set up. Details will be updated into the history file. The Client will be required to provide the data intended for upload via an ADP provided template at the time of implementation.	✓	✓

14 System Availability

14.1.1 System scheduled for use

The System will be scheduled for use 24 hours a day, Monday to Sunday, with the following exceptions:

- During required system backups and finalisation of the payroll on the day of payroll processing

- During scheduled daily and weekly overnight backups (Scheduled times are from 12am until 6am Monday to Sunday)

- When system maintenance or upgrades are performed (Clients will be provided with prior notice either via email and/or Payforce splash screen when this is to occur)

- Any other times as agreed to between the parties

15 Issue Resolution

The following relating to issue resolution:

- Issue Resolution Process
- Issue Severity Levels

15.1 Issue Resolution Process

Key Task	Performance Standard/s	ADP	Client
Report Issue to MS Payforce Administrator	**Provide** all relevant details of the issue securely or via phone to the MS Payforce Administrator		✓
Escalate Issue to MS Payforce Supervisor/Manager	If MS Payforce Administrator is unable to resolve the issue the MS Payforce Supervisor will be informed immediately The issue will be escalated to the MS Payforce Manager depending on the severity/criticality within 8 business hours The MS Payforce Manager will monitor the progress of the issue resolution and communicate with the client where required until the issue is resolved	✓	
Discuss Issues with MS Manager	The ADP MS Manager will endeavor to resolve any outstanding issues	✓	
Escalate Issue to Service Director	The issue will be escalated to the Service Director if unable to be resolved by the MS Manager The Service Director will meet with all stakeholders until the issue is resolved	✓	

15.2 Issue Severity Levels

Service levels may be impacted from time to time due to third party vendor faults that are not within the direct control of ADP

Severity Level	Response and Resolution			
	Definition	**Minimum Service Level**	**Target Service Level**	**Progress Updates**
1 (Critical)	Services are seriously impacted. There is no readily available alternative to perform work. Client payroll payment deadlines will be missed.	• 90% of issues responded to within 2 business hours • 90% of issues resolved within 4 business hours	• 98% of issues responded to within ½ business hour • 98% of issues resolved within 2 business hours	• ½ hour after notification and on the hour thereafter
2 (High)	Service to some users or the Client is impaired. There is no readily available alternative to perform work. Client payroll payment deadlines are threatened.	• 90% of issues responded to within 5 business hours • 90% of issues resolved within 8 business hours	• 98% of issues responded to within 2 business hours • 98% of issues resolved within 4 business hours	• 1 hour after notification and every 2 hours thereafter
3 (Medium)	Service to some users within one Client is impaired. There is a readily available alternative for this work and the Client's payroll payment deadlines are not threatened.	• 90% of issues responded to within 8 business hours • 90% of issues resolved within 40 business hours	• 98% of issues responded to within 4 business hours • 98% of issues resolved within 16 business hours	• When work is completed or as agreed
4 (Low)	Service is impaired resulting in inconvenience. There is a readily available alternative to perform the work. Client payroll payment deadlines will not be missed due to this impairment.	• 90% of issues responded to within 24 business hours • 90% of issues resolved within 48 business hours	• 98% of issues responded to within 12 business hours • 98% of issues resolved within 24 business hours	• When work is completed

15.3 Disaster Recovery and Security

ADP's Disaster Recovery ensures the safety of your payroll data.

ADP conducts a daily back-up of all systems and stores the data in a secure off-site location. The back-up systems are tested on a regular basis to ensure stability and reliability.

15.4 System Availability

The Payforce application is available for use 24 hours a day, 7 days a week.

When scheduled system maintenance or upgrades are performed, users will be provided with prior notice via email and/or the Payforce splash screen when this is to occur.

15.5 System Security

Where a contact leaves the client's business, or role changes, the client is required to advise ADP via a completed Client Authorisation Listing (see section 3.3).

ESS users will have their access to ESS terminated within seven (7) days of termination. It is the client's responsibility to request the Citrix and Payforce access be revoked, if required once an employee leaves their business.

Treat any passwords as you would a bank password, keep it secure and confidential.

Appendix 1 - Processing Schedule

NOTE: The Client and ADP must agree in writing with the below information during the implementation of the system but before the first "live" pay run.

Payroll Schedule example

Client Name			Start Date	1/07/2017		Month End Indicator	PE DATE
SP Number			End Date	30/06/2018		Processing State	VIC
Pay Frequency	MONTHLY					Buffer Day (Monthly)	NO

MONTH	PAY FREQUENCY	PE DATE	MASTERFILE DATA CUT OFF	PAYROLL DATA CUT OFF	1ST PAY PREP REPORTS TO CLIENT	CLIENT APPROVAL TO FINALISE	EFT RELEASE DATE	PAY DATE	END OF PAY REPORTING	LAST PAYROLL OF MONTH	PUBLIC HOLIDAY ADJUSTMENTS
			13:00	11:00	15:00	12:00	14:00	ALL TIMES ARE QUOTED IN AUSTRALIAN EASTERN STANDARD TIME (AEST)			
JULY	MONTHLY	31/07/2017	5/07/2017	7/07/2017	10/07/2017	12/07/2017	13/07/2017	14/07/2017	13/07/2017	Yes	
AUGUST	MONTHLY	31/08/2017	4/08/2017	8/08/2017	9/08/2017	11/08/2017	14/08/2017	15/08/2017	14/08/2017	Yes	
SEPTEMBER	MONTHLY	30/09/2017	6/09/2017	8/09/2017	11/09/2017	13/09/2017	14/09/2017	15/09/2017	14/09/2017	Yes	
OCTOBER	MONTHLY	31/10/2017	4/10/2017	6/10/2017	9/10/2017	11/10/2017	12/10/2017	13/10/2017	12/10/2017	Yes	
NOVEMBER	MONTHLY	30/11/2017	6/11/2017	8/11/2017	9/11/2017	13/11/2017	14/11/2017	15/11/2017	14/11/2017	Yes	
DECEMBER	MONTHLY	31/12/2017	6/12/2017	8/12/2017	11/12/2017	13/12/2017	14/12/2017	15/12/2017	14/12/2017	Yes	
JANUARY	MONTHLY	31/01/2018	4/01/2018	8/01/2018	9/01/2018	11/01/2018	12/01/2018	15/01/2018	12/01/2018	Yes	
FEBRUARY	MONTHLY	28/02/2018	6/02/2018	8/02/2018	9/02/2018	13/02/2018	14/02/2018	15/02/2018	14/02/2018	Yes	
MARCH	MONTHLY	31/03/2018	6/03/2018	8/03/2018	9/03/2018	13/03/2018	14/03/2018	15/03/2018	14/03/2018	Yes	
APRIL	MONTHLY	30/04/2018	4/04/2018	6/04/2018	9/04/2018	11/04/2018	12/04/2018	13/04/2018	12/04/2018	Yes	
MAY	MONTHLY	31/05/2018	4/05/2018	8/05/2018	9/05/2018	11/05/2018	14/05/2018	15/05/2018	14/05/2018	Yes	
JUNE	MONTHLY	30/06/2018	5/06/2018	7/06/2018	8/06/2018	13/06/2018	14/06/2018	15/06/2018	14/06/2018	Yes	

Appendix 2 – Client Authorised Listing

Client Authorisation Listing

Effective Date:											
Client Name :											
Client ID :											
Name of authorised contact	**Position Description**	**Phone number**	**Email address**	**Authorisation Level**	**Authorised to make enquiries regarding the payroll**	**Authorised to request New Hires and Masterfile Changes**	**Authorised to provide Payroll Processing data**	**Authorised to approve release of payments**	**Authorised to request System Parameter Changes**	**Authorised to approve STP File**	**Authorised to receive 'STP Payee Error Reports' (Not required for Streamline Clients)**
				Primary Contact							
				Decision Maker							
				Secondary Contact							
Please note we can only have one decision maker and one primary contact.											

Appendix 3 – Reports

ADP's Standard Reports, which will be delivered to the Client each payroll cycle, are as follows:

Pay Preparation Reports

Exception

Leave Pay Validation

EFT Listing

Payroll Details

Payroll Summary

Biographical

Variance Report

TFN Exception Report

End of Pay Reports

Payroll Details & YTD Detailed

Payroll Details & YTD Summary

Allowances

Deductions

Super by USI

Super Holding Account (Only where Super Holding Allowance or USI codes are used to calculate Superannuation Guarantee Contributions prior to an employee's staled super fund being identified by the ATO)

Employee Standard Cost

STP Pay Event Report

Payroll Tax (Not supplied if Oncosting used)

Payroll Tax by Cost Centre (Only if Cost Centre Code Translation is set up. Not supplied if Oncosting used)

Leave Liability – Annual leave, Personal Leave and Long Service Leave (If Leave Movement is used these liability reports are not supplied)

Oncost (Non-Leave) (Only if Oncosting is used)

Cumulative Oncost Report (CC to Oncost) (Only if Oncosting is used)

Leave Movement - Annual leave, Personal Leave and Long Service Leave (Only if Oncosting is used)

New Zealand Payday Lodgement files and Reports – If applicable

Employment Information (EI)

Employment Details (ED)

KiwiSaver Employment Details (KED)

SG Information Report

SG Information

Payroll Details

Appendix 4 – Responsibility Matrix

ACTIVITY	ADP	CLIENT
DATA CAPTURE/INPUT		
New employee (via ESS) – *Capture*		✓
Masterfile data (via PSS) - *Capture*		✓
Timesheets (via Upload or ESS) – *Capture*		✓
Leave requests (via Upload or ESS) - *Capture*		✓
Payroll related payments - *Capture*		✓
New employee – *Input*	✓	
Masterfile data - *Input*	✓	
Timesheets – *Input*	✓	
Leave requests – *Input*	✓	
Payroll related payments - *Input*	✓	
EMPLOYEE SELF SERVICE (ESS)		
Extra Hours above Autopay hours		✓
Allowances		✓
Leave entries		✓
Biographical data		✓
LEAVE MANAGEMENT		
Advice of Leave Management Rules (award specific)		✓
Leave Management administration	✓	
PAYMENT TO EMPLOYEES		
Process payroll on dates agreed	✓	
Arrange release of funds to employee banking institutions	✓	

ACTIVITY	ADP	CLIENT
Arrange .aba file for Client to release funds to employee's bank accounts	✓	✓
Request and produce authorised Manual Pays	✓	✓
REPORTING		
ADP Standard reports and distribution	✓	
Ad-Hoc reports	✓	✓
SYSTEM MAINTENANCE		
Legislative changes updated	✓	
Input employee details to the system as advised by Client	✓	
ELECTRONIC PAYMENT SERVICES (EPS)		
Client Deduction Form/Recipient Payment Instructions (including Verification of USI Code and Member ID)		✓
Registration of Superfunds for payment		✓
Transmission of files to EPS	✓	
Payment to recipients as agreed	✓	
SINGLE TOUCH PAYROLL (STP)		
Production of the STP Pay Event File / STP Update Event File	✓	
Provide written authorisation of STP Pay Event File / STP Update Event File		✓
Transmission of STP Files to ATO	✓	
New Zealand Payday Lodgement Files (if applicable)		
Production of the Payday Lodgement File	✓	
Submit the Payday Lodgement Files with the IRD (where clients have opted for ADP's NZ Payday Filing Lodgement Service)	✓	
Submit the Payday Lodgement Files with the IRD (where clients have not opted for ADP's NZ Payday Filing Lodgement Service)		✓
DISASTER RECOVERY		
Backup system as required by ADP - during process, i.e. prior Finalise and post payroll - (All systems backed up overnight as a standard)	✓	

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Level 1, 1284 South Road
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