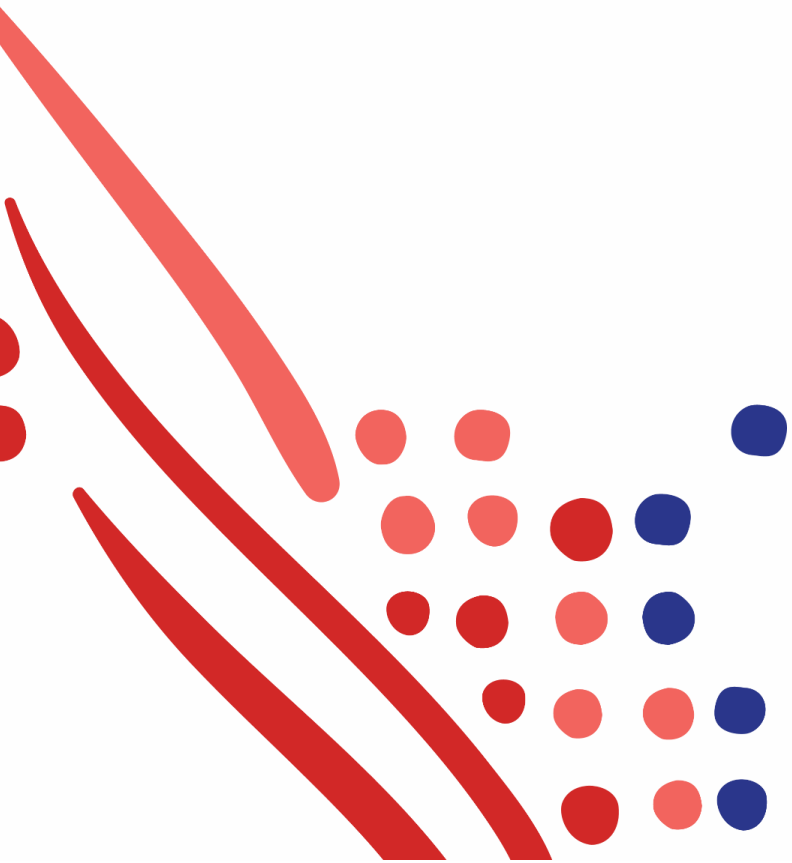
Payroll Services Manual

Payline



Always Designing for People™

Table of Contents

1 Confidentiality 1
1.1 Document History 1
1.2 Document Approval 1
1.3 Version Control 1
2 Introduction 2
3 ADP Managed Services (MS) Payline Roles and Responsibilities 3
4 Client Roles and Responsibilities 4
5 ADP Managed Services Guidelines 5
6 Client Payroll Processing Requirements 7
7 Payroll Processing Information 8
7.1 Pre-Payroll – General Payroll Data 8
7.2 New Employees 9
7.3 Change of Pay Rates 9
7.4 Terminations 10
7.5 Adjustments to Payroll 11
8 Payroll Processing 12
8.1 Payroll Schedules 12
8.2 Completing Timesheets 12
8.3 Finalising your Payroll 13
9 Payroll Discrepancies 14
9.1 Overpayment 14
9.2 Underpayment 14
10 Post-Payroll 15
10.1 Payroll Reports 15
10.2 Availability of Reports and Payslips 16
10.3 Employee Salary and Wage Payments 16
10.4 Superannuation and Other Payments 17
10.5 PAYG Payments 18
10.6 Single Touch Payroll (STP) Reporting** 18
11 Special Run/Off Schedule Payroll Processing 19
11.1 Providing Data 19
11.2 Leave Reworks 20
12 End of Month 21
12.1 Reports 21
13 End of Financial Year 22
13.1 End of Financial Year Requirements checklist 22

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc . Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential

13.2 STP Final Report Production 22
13.3 Payment Summary Amendments....23
13.4 STP Data Amendments 24
14 Issue Resolution 25
14.1 Issue Resolution Process 25
14.2 Issue Severity Levels....26
15 Disaster Recovery and Security 27
MyADP portal availability 27
Approved Contact List....27
Call-in Password Security 27
Website Security....27

ADP, the ADP logo, and Always Designing for People are trademarks of ADP, Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential

1 Confidentiality

The information contained in this document is privileged and confidential, and remains the intellectual property of Automatic Data Processing Limited, ABN 70 003 924 945 (ADP).

This document must not be reproduced, stored in retrieval system, or transmitted in any form by means electronic, mechanical, optical, photocopying, recording or otherwise, without the prior consent of ADP.

This document must be kept strictly confidential at all times. It must not be disclosed to any person without the prior written consent of ADP.

ADP, the ADP logo, and Always Designing for People are trademarks of ADP, Inc. Copyright © 2023 ADP, Inc.
All rights reserved.

1.1 Document History

Version	Date	Author	Changes made:
0.1	07/10/2019	L Dye	First Draft
0.2	14/10/2019	S Moorhead	1st Review
1.0	11/11/2019	S Moorhead	Final version – ready to publish
1.1	23/12/2019	L Dye	Heading for section 9.2 changed from Overpayment to Underpayment
1.2	16/10/2020	L Dye	Annual Review
1.3	01/10/2021	L Dye	Annual Review
1.4	26/09/2022	L Dye	Annual Review
1.5	26/09/2023	L Dye	Annual Review
1.6	17/09/2024	L Dye	Annual Review

1.2 Document Approval

Approver	Title	Date
S Moorhead	Service Excellence Manager	04/10/2024
A Ward	Service Director	04/10/2024

1.3 Version Control

Version number	1.6
Status	Final
Date Published	04/10/2024
Job title of Process Owner	Process Excellence/Quality Consultant
Date for next review	October 2025
File name	Payline Payroll Services Manual v1.6
Document Classification	ADP Confidential

2 Introduction

This Payroll Services Manual ("PSM") is designed to:

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

b. Describe the performance measurements applicable to MS

c. Specify the processes and procedures to be followed by ADP and you in fulfilling our respective obligations for the provision of MS

This PSM is included as an Appendix to the ADP Terms and Conditions for the Payline™ MS Solution between the Client and ADP (the "Agreement"). The terms and conditions contained in this document form part of the Agreement.

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

This document also sets out the responsibilities of ADP and the Client. In order to deliver the Payline™ MS Solution ADP and the Client commit to undertake the responsibilities detailed.

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved.

3 ADP Managed Services (MS) Payline Roles and Responsibilities

ADP MS Role	ADP MS Responsibility
Client Services Consultants	The team of Client Services Consultants: • Will undertake activities to fulfill day-to-day delivery of Payroll Services • May change over the course of the Agreement to ensure ADP is able to provide adequate back-up and contingency.
Client Services Team Lead	• Act as an escalation point for Payroll Service issues where they cannot be resolved by a Client Services Consultant.
MS Supervisor	• Act as an escalation point for Payroll Service issues where they cannot be resolved by a Client Services Team Lead.
MS Manager	• Collaborate with MS Supervisor to resolve any Payroll Service issues.
Service Director	• Acts as further escalation point for issues that are unable to be resolved by the MS Supervisor/Manager.

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved.

4 Client Roles and Responsibilities

Role	Responsibility
Primary Contact	• Provides all payroll data to ADP MS Payline within the agreed timeframes to ensure payroll processing is completed accurately and on time as per Client Payroll Processing Requirements. • Is the first point of contact for ADP MS Payline representatives. • Checks all reports provided before authorising ADP to process payrolls and send banking files to Client's bank for processing payments to client's employees.
Secondary Contact	• Provides support to the Primary Contact • Is an alternate point of contact for ADP MS Payline representatives.
Decision Maker	• Executive contact for ADP MS Payline representatives. They have the same access as the Primary and Secondary Contacts. • Is an alternate point of contact for ADP MS Payline representatives.
Accountant	• Client's external accountant who is authorised by the client to access payroll reports only (if applicable).

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved.

5 ADP Managed Services Guidelines

ADP offers the following service guidelines to ensure your payroll can be delivered accurately and on time.

ADP MS Payline Services Description	Service Level Turn Around Times (Exceptions may apply based on peak period processing requirements) *all times are within Payline office hours*
Communications with ADP	• 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 to ADP and ADP will in turn provide all resolutions via eService. • Web Chat is a live interactive tool available via eService giving the Client the ability to electronically 'chat' with ADP • Clients can contact our ADP Payline team via phone on: o Payline (calling within Australia) – 1300 730 378 o Payline (calling International) - +613 9540 2676 o EPS (calling within Australia) – 1300 955 280 o EPS (calling International) - +613 9540 2694 o ADP RealTime Support (calling within Australia) – 1300 756 283 o ADP RealTime Support (calling International) – +613 9540 2691
Payroll processing	Within one hour of receipt of completed timesheet. Please note: • This is measured from when a complete and error free timesheet is received by ADP. • Additional time may be required for complex payroll requirements. Manual processing is no longer a standard timesheet offering. If you are currently using a manual timesheet method, the turnaround time is 3 hours from receipt.
Special/off schedule process* Additional time may be required for complex requests	Clients can process their own Special/Off Schedule process online within the *Payroll menu* of the MyADP Portal (preferred method). If submitting a request for a Special/Off Schedule process via an eService Request, allow two business days to process from receipt of request.

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

ADP MS Payline Services Description	Service Level Turn Around Times (Exceptions may apply based on peak period processing requirements) *all times are within Payline office hours
Client/Employee Maintenance • Biographical changes • Pay rate changes • Back pays/Bonus /Commissions* • Leave history dates • Change of authorised contact • Client address change	Within two business days of receipt of request. Changes to employee data can be made online via the MyADP portal within the cut-off times referred to in this document
Termination calculations*	Within two business days of receipt of request.
Generating non-standard reports*	Within two business days of receipt of request.
Complex maintenance* • Leave reworks • General Ledger setup • Superannuation investigations • New/Additional Groups	Within 5 business days of receipt of request. This may vary based on the complexity of the request/add-on requirements.
Add on modules • MyADP portal functionality • General Ledger • Employee Self Service (ESS) / Leave Management • Electronic Payment Service (EPS)	This may vary based on the complexity of the request/add-on requirements
Requests received via phone	ADP is unable to receive requests by phone for the following changes: • Client Masterfile (eg new payroll codes, changes of payroll contacts, new ABNs) • Employee Masterfile (eg adjustment requests, pay rate changes, termination requests, bonus/backpay calculations, changes of address) Any request from a client can only be actioned once the request has been received in writing via an eService Service Request.

**Additional charges may apply in accordance with the Miscellaneous Charges. Click here to refer to Payline's Miscellaneous Charges.*

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved.

6 Client Payroll Processing Requirements

To ensure timely processing you are required to send your payroll data to ADP securely.

	Changes to be completed via client on website (preferred method)		Changes submitted to ADP via eService	
Task	**Clients**	**Submit by**	**Clients**	**Submit by**
Timesheets	✓	Client process date	✓	Client process date
Establish New Employees	✓	Anytime 24/7 prior to the timesheet being opened	✓	A minimum of two business days prior to Process Date.
Employee Maintenance	✓		✓	
Edit Details in the ESS Leave Management Module	✓		✓	
Leave Applications	✓ (Employee or Manager)		✓	
Termination Calculation Requests	✓		✓	
Requesting Adhoc Reports	✓		✓	
Back pay/Retrospective Calculations	✓		✓	
Bonus/Commission Payments	✓		✓	
All Other • Leave reworks • General Ledger • Superannuation • New Groups			✓	A minimum of five business days prior to Process Date is required for complex work requests.

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved.

7 Payroll Processing Information

7.1 Pre-Payroll – General Payroll Data

Key Task	Action/Performance Standard/s	ADP	Client
Generate, complete, authorise and forward all applicable payroll data to ADP in writing (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 online via the MyADP Portal (ADP's preferred method) • Generated and completed on ADP Standard Input Forms (such as timesheets and other ADP forms) and sent via eService. • Completed, checked for accuracy and authorised before it is forwarded to ADP • Delivered by the cut-off times specified in the payroll process schedule		✓
	If information is provided after the agreed timeframes, ADP will: • Remind you of timeframes and advise that data received late will be held for the following pay process • Process the request in the following pay period	✓	
Check that any agreed ADP Payroll Forms have been completed in full	If information is incomplete, ADP will: • Return the ADP Payroll Form for completion and re-submission within the cut-off times referred to in this document • Refer all disputes immediately to the Client Contact	✓	
Advise the Client Contact when the information inputted by ADP into the system has been completed	ADP will: • Input all information • Provide confirmation to Client Contact that all information has been entered into the ADP system	✓	

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

7.2 New Employees

Key Task	Action/Performance Standard/s	ADP	Client
Providing Employee Data to ADP	• New employees can be entered online via the MyADP portal.		✓
Employee Superannuation	• New employees are to be entered with their nominated super fund, stapled super fund or, where applicable, your business default fund details • Register employee with superannuation fund • Where using EPS, complete the Electronic Payment Services – Client Deduction Form online via the MyADP portal for each new super fund. • Update the membership number when provided if ADP is not currently paying into that Super fund on your behalf.		✓
Providing the ATO with tax information acquired from completing the ATO's Employee Declaration Form	• Ensure the employee has signed a TFN Declaration Form • Where an employee has not provided a TFN, ADP will tax the employee in accordance with the ATO requirements • Keep Original TFN Declaration Form on file		✓
	• Lodge the data with the ATO electronically	✓	

7.3 Change of Pay Rates

Key Task	Action/Performance Standard/s	ADP	Client
Providing Employee Data to ADP	• New pay rates can be entered online via the MyADP portal.		✓
Bulk Rate Changes*	• Pay Rate changes can be entered online via the MyADP portal.		✓
	• Update and complete the changes within timeframes specified in "Cut Off Times"	✓	
	• Advise in writing the new effective date of the rates • If new rates are to apply part way through a payroll cycle, advise hours to backpay at new rate • Send details via eService or by completing a Payroll Adjustment online via the MyADP portal within the cut-off times referred to in this document.		✓

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

7.4 Terminations

Key Task	Action/Performance Standard/s	ADP	Client
Provide Termination Detail	• A termination calculation can be requested online via the MyADP portal within the cut-off times referred to in this document. Advise ADP of the following details: • Date of termination • Reason for termination • Final working hours to be paid • Additional payments required		✓
Calculate Termination	• Complete the termination calculation and provide a Termination Calculation Report.	✓	
Confirm Calculation	• Check the Termination Report and authorise the calculation online via the MyADP portal. • Alternatively print the termination report, complete all necessary fields, sign it and return it to ADP via eService. • Indicate if payment is required to be paid via ADP **Note:** all termination payments must be authorised/signed by the client's nominated contact person.		✓
Process Termination*	• Where a Special or off schedule process is requested, process the payment according to instructions specified on the Termination Confirmation.	✓	
	• If you would like the payment/record to be processed prior to the next payroll, please notify ADP via eService.		✓

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved.

7.5 Adjustments to Payroll

Key Task	Action/Performance Standard/s	ADP	Client
Back pay/Retrospective Payment	• Send details via eService or by completing a Payroll Adjustment online via the MyADP portal within the cut-off times referred to in this document		✓
	Advise ADP of the following details: • Employee number, pay process numbers or the hours and period to be back paid or the dollar value if you have calculated it		✓
	• Complete back payment calculation	✓	
	• Include in next process or in a Special/ Off schedule process as required*	✓	
	• Check details on Pre-Pay Confirmation Report before confirming pay run		✓
Bonus/Commission Payments	• Send details via eService or complete a Payroll Adjustment online via the MyADP portal within the cut-off times referred to in this document		✓
	• Advise ADP of the Bonus/Commission amounts and tax requirements		✓
	• Create adjustment and process against next pay run or in Special/ Off schedule process as required	✓	
	• Check details on Pre-Pay Confirmation Report before confirming pay run		✓

**Additional charges may apply in accordance with the Miscellaneous Charges. Click here to refer to Payline's Miscellaneous Charges.*

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved.

8 Payroll Processing

8.1 Payroll Schedules

Key Task	Action/Performance Standard/s	ADP	Client
Payroll Schedules	• Advise ADP the dates employees are to be paid and the period they are paid for		✓
	• Advise the dates required by ADP to complete the Payroll Process for the Employee's Pay Date	✓	
	• Where National and State based public holidays fall on a business day, advise ADP of your alternative process date. • Charges apply for same day processing of EFT*		✓
Process Date	• The Process Date determines when timesheet should be submitted to ADP. • All changes to be actioned by ADP should be submitted a minimum of two business days prior to this date. • If same day processing of EFT is required, timesheet must be submitted by no later than 12pm. Payroll should be closed/confirmed by 2.30pm.*		✓
EFT Release Date	• The EFT Release Date determines the date the EFT funds transfer will occur.	✓	
Pay Date	• This date reflects the intended date of payment to employees, and also determines which month the payroll processing and reporting will fall into.	✓	

8.2 Completing Timesheets

Key Task	Action/Performance Standard/s	ADP	Client
Submit your employee hours to ADP for processing by the agreed processing time.	• **MyADP Timesheet** –process online via the MyADP portal • **Upload** – **ADP Realtime Timesheet** – Use ADP's Time and Attendance Solution, to collect your employee hours via web interface or biometric clock (additional fees apply). Alternatively, send a file from your current Time and Labour provider.		✓
	• **Upload** – non-ADP software. ADP will provide you with the file specifications for layout.	✓	

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

8.3 Finalising your Payroll

Key Task	Action/Performance Standard/s	ADP	Client
Send Pre-Pay Confirmation Report	• After payroll data has been loaded into the Payline system	✓	
Check the reports received against the source documentation provided to ADP	• Highlight and contact ADP immediately after checking the Pre-Pay Confirmation of any discrepancies contained in the reports provided by ADP		✓
Provide authorisation for ADP to complete the payroll	• Provide authorisation of your payroll online via the MyADP portal. • Alternatively, authorisation can be provided to ADP via eService • Provide authorisation within 1 hour of receiving the Pre-Pay Confirmation report, unless discussed with your consultant. • Authorise your Single Touch Payroll (STP) file online via the MyADP portal for each payroll processed. **Note:** If payroll is not confirmed within timeframes agreed, employees may be paid late.		✓
Changes to Confirmed Payrolls*	For changes which impact employee payments: • Where the client uses ADP's EFT services, if an EFT file needs to be cancelled, written notification via eService must be provided to ADP within 30 minutes of the payroll being finalised (for a same day EFT file) or at the latest by 3pm on the business day before the EFT release (for a future dated EFT file). **Note:** ADP can only cancel an EFT file if it has not been transmitted to the bank. Once a file has been transmitted, ADP is unable to cancel it. Where a cancellation is not possible, ADP will not be repsonsible for: • Banking institutions who have already released the funds • Any loss of damage which asises as a result of this matter		✓
	Notify ADP if changes to the payroll records are required to rectify the employee payments		✓
	Action amendments to the employee payment as requested.	✓	

**Additional charges apply where changes are required after a payroll has been confirmed in accordance with the Miscellaneous Charges. Click here to refer to Payline's Miscellaneous Charges*

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

9 Payroll Discrepancies

9.1 Overpayment

Key Task	Action/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		✓

Under the *Fair Work Act 2009 (Cth)* an employer seeking to make an adjustment to an employee's salary must comply with certain conditions. See the Fair Work Ombudsman's website at http://www.fairwork.gov.au/pay/deducting-pay-and-overpayments.

ADP is not responsible or required to review the adequacy of any steps the Client may have taken, nor is ADP providing any legal advice in relation to an overpayment.

9.2 Underpayment

Key Task	Action/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 pay run.	• As agreed with the Client.	✓	

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

10 Post-Payroll

10.1 Payroll Reports

Key Task	Action/Performance Standard/s	ADP	Client
Produce payroll reports	• Once payroll has been confirmed	✓	
Download and review the output data and notify ADP if any changes are to be made	• Notify immediately if changes are required • Payroll reports produced will be available for 10 years and should be retained in line with legislative requirements		✓
STP Pay Event File	• Check figures are correct before authorising STP file after each pyaroll		✓
Check the Audit Report	• Process Summary – total number of pays, total gross, tax and net figures • Pay Details – the method used to pay employees and the pay date (if using EFT through ADP) • Audit Messages – List of any changes made to the payroll set-up • Caution/Exemption Messages – changes made to an employee, Significant Dates and any warning messages. • Forwarded to EPS message – details of payments forwarded for PAYG, Superannuation, Health Funds and other payroll recipients.		✓
Check Employee Payments	• List of employee pay amounts for the current pay process. Includes a list of employee bank accounts for self-managed EFT payments.		✓
Check Annual and Personal Leave	• View the leave entitlements for Annual Leave and Personal Leave.		✓
Check Payroll Journal/Payroll Record	• Details at employee level for current process and year-to-date earnings.		✓

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

10.2 Availability of Reports and Payslips

Key Task	Action/Performance Standard/s	ADP	Client
Availability of payslips and/or standard reports	• After a payroll has been finalised, Client Payroll Reports will be available online via the MyADP portal. • Dependant on Client system configuration, employee payslips will be available on the Dashboard online via the MyADP portal.	✓	

10.3 Employee Salary and Wage Payments

Key Task	Action/Performance Standard/s	ADP	Client
Produce and transmit EFT files to the Client's nominated disbursing bank	• By the time agreed in the Process Schedule	✓	
	• Transmit EFT files to the bank's clearing house • The Payroll is to be confirmed by close of business on the process date, except where same day EFT release is required. **Note:** Same day processing must be closed by 2.30pm– same day processing fees apply*	✓	
	• Deliver the relevant EFT file to the Client's nominated disbursing bank.	✓	
	• Acknowledge that the disbursement of funds into nominated employee bank accounts is to be undertaken by the Client's nominated disbursing bank (not ADP). • Ensure sufficient funds in the account at the time of EFT release and EFT limits have not been exceeded. ADP does not keep EFT limits in Payline and are unable to notify clients if limits have been exceeded.		✓
Payment via Online Banking	• Create an ABA file which will be available online.	✓	
	• Upload file via their business internet banking for the disbursement of funds		✓
Cash Payments	• Review Employee Payments Report to identify payment amounts for employees • Arrange cash for payment		✓
Cheque Payments	• Review Employee Payments Report to identify payment amounts for employees • Arrange cheques for payment		✓

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

10.4 Superannuation and Other Payments

Key Task	Action/Performance Standard/s	ADP	Client
Arrange to be SuperStream Compliant	• Nominate a default fund and advise ADP • Contact Payline and set up new Employer (E) and Deduction (D) codes • If using EPS, ensure all E and D codes are set up to be paid by EPS by completing a Client Deduction Form • If not using EPS, ensure you use a solution that meets the Australian Tax Office (ATO) SuperStream standards.		✓
Arrange for the debiting of contributions from the client's nominated bank account	• On the 2nd of each month (or the next business day if the 2nd falls on a weekend or Public Holiday) or other nominated cycle	✓	
	• Notify ADP when a new deduction needs to be established by completing the Electronic Payment Services – Client Deduction Form online via the MyADP portal		✓

Arrange for the disbursement of Contributions and related information to Recipients	• For Recipients paid via ADP's Electronic Payment Services
	• (EPS) payments can be made:
	  ○ On a monthly basis in accordance with ADP's schedule for payments to recipients
	  ○ Alternatively, EPS payments can be disbursed twice monthly or quarterly
		✓	

	• For Recipients not paid via ADP's Electronic Payment Services (EPS), payments to be made on a monthly or quarterly basis by cut-off dates as notified by ATO		✓
Review the output data and advise ADP via eService if any changes are to be made	• Perform a monthly reconciliation of Super Reports • Notify immediately when changes are required		✓

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

10.5 PAYG Payments

Key Task	Action/Performance Standard/s	ADP	Client
Arrange for the submission to the ATO of your PAYG-Withholding Tax liability	• PAYG payments via ADP's Electronic Payment Service (EPS) will be made by cut-off dates as per legislative requirements	✓	
	• PAYG payments not paid via ADP's Electronic Payment Services (EPS) will be made by cut-off dates as per legislative requirements		✓
Review the output data	• Notify ADP via eService immediately if changes are required		✓

10.6 Single Touch Payroll (STP) Reporting**

Key Task	Action/Performance Standards	ADP	Client
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	✓	
STP EOFY Event	• A file generated as part of the year end finalisation process containing the Year to Date totals for all employees paid during the financial year	✓	

**Additional charges may apply in accordance with miscellaneous Charges. Click here to refer to Payline's Miscellaneous Charges*

** 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 Payline's Miscellaneous Charges*

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

11 Special Run/Off Schedule Payroll Processing

11.1 Providing Data

Key Task	Action/Performance Standard/s	ADP	Client
Provide details for Special/ off schedule processing*	• Clients can process their own Special/Off Schedule process online within the *Payroll menu* of the MyADP Portal (preferred method) or raise a request via eService to be processed on their behalf. • If calculations are required (terminations, back payments, bonuses) provide details to ADP a minimum of two business days before the required process date • Complete a Payroll Adjustment online via the MyADP portal within the cut-off times referred to in this document or alternatively send details securely to ADP • Advise the date employees are to be paid • Submit details and signed reports (if required) via eService		✓
Send Pre-Pay Confirmation Report	• After all payroll data has been loaded into the Payline system	✓	
Check the reports received against the source documentation provided to ADP	• Highlight and notify ADP in writing immediately after checking Pre-Pay Confirmation Report of any discrepancies in the reports		✓
Provide authorisation to enable ADP to complete the Special Run/ Off schedule process	• Provide authorisation within 1 hour of receiving the Pre-Pay Confirmation report • Authorisation should be provided via eService or online via the MyADP portal • Authorise the STP file		✓

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved.

11.2 Leave Reworks

Key Task	Action/Performance Standard/s	ADP	Client
Provide Rework Details	Advise ADP of the following details via eService: • Employee numbers, date rework required from and requirements for leave accruals from that date forward • Alternatively, provide new leave balances at current date and requirements for leave accruals from current date forward • If leave rework dates back a significant period, ADP may require the client to provide copies of earlier payroll reports and/or leave balances		✓
Rework Leave Balances*	• Calculate new leave balances and provide Leave Reports	✓	
Confirm Balances	• Check Leave Reports and advise ADP if any changes are still required		✓

**Additional charges may apply in accordance with the Miscellaneous Charges. Click here to refer to Payline's Miscellaneous Charges*

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

12 End of Month

12.1 Reports

Key Task	Action/Performance Standard/s	ADP	Client
Month End Reports	• Reconcile details on all reports received in your final payrun at the end of each month		✓

	Clients using Electronic Payment Service (EPS) should confirm details on the EPS Client Deduction Report and Client Payment Confirmation report and reconcile with bank statements and the following reports:
	• The Contributions Listings and Deductions Listings confirm which payments are:
	  o Not sent to EPS – to be manually paid by Client
	  o Not Paid – Calculation Only. Provide employee's super choice or stapled fund details
	  o Sent to EPS for payment
	• Unregistered deductions may appear on Client Deduction Report if recipient is not established in EPS. Notify the EPS team if these payments are to be reinstated or cancelled
			✓

	• The Monthly and Quarterly PAYG reports list PAYG tax amounts, if paid via EPS confirm amounts on EPS Client Deduction Report and Client Payment Confirmation report		✓
	• Reconcile Superannuation Reports by comparing the Contributions Listing and Deductions Listing with your Client Deduction Report and Client Payment Confirmation Report		✓
	• Provide any updated details to ADP as required for superannuation requirements		✓
	• Check new employee records and ensure all information is correct		✓
	• File all reports		✓

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

13 End of Financial Year

13.1 End of Financial Year Requirements checklist

Key Task	Action/Performance Standard/s	ADP	Client
Advise ADP of any changes required	• Provide ADP standard forms with additional details or changes if required **Note:** Where the client fails to notify ADP of changes prior to the end of financial year, charges may apply if a re-run of their STP EOFY Event File is required		✓
	• Update changes to payroll prior to end of financial year as per legislative requirements	✓	
Confirm End of Financial Year Final STP Report	• Authorise the End of Financial Year Event to be transmitted to the ATO.		✓

13.2 STP Final Report Production

Key Task	Action/Performance Standard/s	ADP	Client
STP End of Year Report	• Send Client STP EOFY Report online via the MyADP portal to review	✓	
STP End of Year Authorisation	• Confirm the totals on the STP EOFY Report match the totals shown on the STP Pay Event Authorisation menu online via the MyADP portal • Authorise the End of Financial Year Event		✓
Lodgement to ATO	• STP data to be sent to the Australian Tax Office (ATO) as per legislative requirements	✓	

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

13.3 Payment Summary Amendments

Key Task	Action/Performance Standard/s	ADP	Client
Timeframes	• Amended Payment Summaries can only be produced for the years ADP produced them. • Amended Payment Summaries are only to amend amounts that were printed on the original payment summary • Additional charges apply for the client for all reruns/amendments required*	✓	
Production	• Provide details of changes required		✓
	• For Amended Payment Summaries, make note on payroll reports of changes made		✓
	• Amended Payment Summaries will be produced and sent to client	✓	
Lodgement to ATO	• If Amended Payment Summaries are created, data will be lodged to ATO at that time	✓	

13.4 STP Data Amendments

Key Task	Action/Performance Standard/s	ADP	Client
Timeframes	STP data can be rerun with changes if the: o The first payroll process for the new financial year has not been completed o STP data has not been lodged to the ATO • If unable to rerun, Amended STP files can be produced once STP data has been lodged • Amended STP files are only to amend amounts that have been reported to the ATO • Additional charges apply for the client for all reruns/amendments required*	✓	
Production	• Provide details of changes required		✓
	• For rerun STP files, if changes to payroll figures are required and a special or out of cycle process is completed, updated payroll reports will also be produced	✓	
	• For amended STP files, make note on payroll reports of changes made		✓
	• If STP data is rerun or amended, a new End of Year report will be produced for the client to review	✓	
STP End of Year Authorisation (if Reruns or Amendments are completed)	• Confirm the totals on the STP EOFY Report match the totals shown on the STP Pay Event Authorisation menu online via the MyADP portal		✓
Lodgement to ATO	• If a rerun is completed, STP data will be lodged to ATO once authorised by the client	✓	
	• If an amended STP file is created, amended data will be lodged to ATO once authorised by the client	✓	

**Additional charges may apply in accordance with the Miscellaneous Charges. Click here to refer to Payline's*

Miscellaneous Charges

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

14 Issue Resolution

14.1 Issue Resolution Process

Key Task	Action/Performance Standard/s	ADP	Client
Report Issue to Payline Client Services Consultant	• Provide all relevant details via eService or phone to the Client Services Consultant.		✓
Escalate Issue to Client Services Team Lead	• If the Payline Client Services Consultant is unable to resolve the issue, the Client Services Team Lead will be informed immediately. • The issue will be investigated by the Client Services Team Lead depending on the severity/criticality within 8 business hours • The Client Services Team Lead will monitor the progress of the issue resolution and communicate with the client where required until the issue is resolved.	✓	
Escalate Issue to MS Supervisor	• If the Client Services Team Lead is unable to resolve the issue, the MS Supervisor will be informed immediately. • The issue will be investigated by the MS Supervisor depending on the severity/criticality within 8 business hours. • The MS Supervisor will monitor the progress of the issue resolution and communicate with the client where required until the issue is resolved.	✓	
Escalate Issue to MS Manager	• Where the MS Supervisor is unable to resolve the issue within the specified time the MS Manager will be informed. • The MS Manager will work with the MS Supervisor and Client to resolve the issue.	✓	
Escalate Issue to Service Director	• The issue will be escalated to the Service Director if unable to be resolved by the MS Supervisor & MS Manager. • The Service Director will meet with all stakeholders until the issue is resolved.	✓	

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

14.2 Issue Severity Levels

Service levels may be impacted 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

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

15 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.

MyADP portal availability

The MyADP portal is available for use 24 hours a day, 7 days a week with the following exceptions:

- During certain times on the day of payroll processing when the Client Services Consultant needs to access a client's payroll to process maintenance requests.
- When system maintenance or upgrades are performed (Clients will be provided with prior notice either via email or on the MyADP portal when this is to occur).

Approved Contact List

To protect the security of your payroll, ADP will only speak to authorised payroll contacts listed. To set or change your authorised contact list you will need to complete a Change of Payroll Contact Form and provide to ADP via eService.

Only contacts who are indicated as being a Primary Contact, Secondary Contact or Decision Maker (or EPS Contact) will be listed as a client contact within our Payline system and granted eService access.

If a client requests access to the MyADP portal for a contact but does not indicate that they are a contact type, the contact will not be listed as a client contact and eService access will not be provided.

Call-in Password Security

To protect the confidentiality of your payroll data, ADP requires you to establish a phone password for when you call through to speak to one of our Payline Consultants. This is recorded in Payline and requested each time an authorised contact calls us. Treat this password as you would a bank password, keep it secure.

Where a contact leaves the business or is no longer associated with your payroll, it is important that you change any passwords you have and remove the terminated employee from the approved contact list. To do this, complete the Change of Payroll Contact Form and provide to ADP via eService.

Website Security

The MyADP portal is a secure site. Treat any passwords as you would a bank password, keep it secure and confidential.

Where a MyADP portal user leaves the business or is no longer associated with the payroll access will be removed once the termination date is entered.

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024

Office locations

Brisbane
Level 4, Office 431
470 St Pauls Terrace
Fortitude Valley QLD 4006

Melbourne
Level 1, 6 Nexus Ct
Mulgrave VIC 3170

Sydney
Level 3, 15 Bourke Road
Mascot NSW 2020

Contact us

Phone: 1800 000 729
Fax: 1800 880 729

Visit our website
www.adppayroll.com.au


blog.adppayroll.com.au


linkedin/company/adpaustralia


@ADP_ANZ


youtube.com/user/ADPANZ

ADP, the ADP logo, and Always Designing for People are trademarks of ADP Inc. Copyright © 2024 ADP Inc. All rights reserved. ADP Confidential V 1.6 Oct 2024