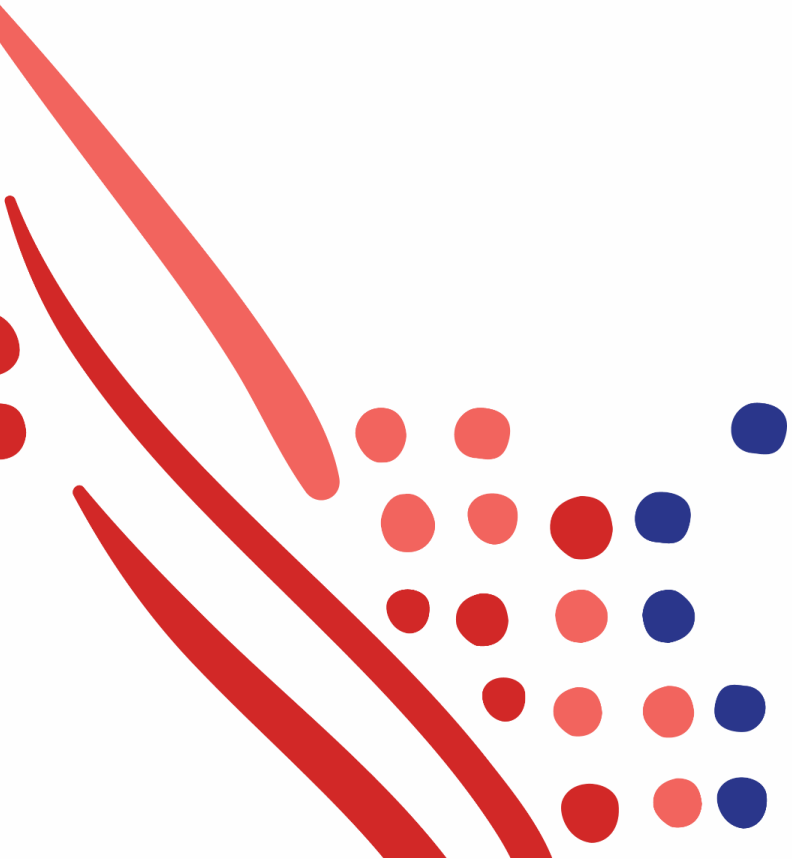
Processing Services (PS)
Payforce Service Manual



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Approver	Title	Date
Matthew Davies	Client Support Manager	September 2024

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Introduction

This document is designed to provide an overview of the ADP processes and procedures that support your day to day payroll operations and provide guidance on correct contacts and escalation points within ADP.

Definitions

- ***Authorised Contacts*** – Named users/contacts ADP are authorised to contact/communicate with around Systems and Services
- ***Available*** – the measure of time where the service is available for client use
- ***Outage*** – any time where the service is unavailable for client use:
  - **Planned** – time where the service provider makes the system unavailable with prior communication to the client for maintenance or enhancement activities
  - **Unplanned** – time where the service is unavailable due to unforeseen circumstances
- ***Processing Services*** – payroll service offering processed in house by the client as agreed within the Sales order
- ***Sales Order*** – forms the agreement between ADP and the Client for ADP's Products, Services and Systems
- ***Service Levels*** – an agreed level of delivery of the service
- ***Systems and Services*** – ADP will provide systems and services it deems necessary in fulfilling its responsibilities as outlined in this manual, as per the agreed Sales order (and addendum/amendments to a Sales order):
  - ***EFT*** – Electronic funds transfer, a system of transferring money from one bank account directly to another
  - ***eService*** – the primary secure communication portal
    - ***SR*** – Service Request (SR)
  - ***EPS*** – Electronic Payment Services
  - ***ESS web portal*** – the Employee Self Service portal
  - ***Payforce*** – the payroll processing database
  - ***Real time*** – ADP's time and attendance system

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ADP Processing Services (PS) Support Governance Model

The ADP Processing Services (PS) Governance Model provides the foundation for a successful business relationship, providing a formal structure of how we can work together and support your business objectives, drive improvement, as well as maintain legal and ethical standing.

Support Model	Client team	ADP Client Support team
Local Operations	• Payroll Administrators/ Payroll Officer • Payroll Supervisor/Team Leader	• Product Support Consultant • Technical Support Consultant
Level 1 Operations/Management	• Payroll Manager • HR/Payroll Director	• National Client Support Manager • Client Support Supervisor / Relationship Manager
Level 2 Executive	• People & Services Director • Chief Executive Officer • Chief Financial Officer	• Service Director

Local Operations Role and Responsibility

The ADP Client Support team will assist with your day to day payroll operational questions that relate to the ADP Product and additional Services.

Level 1 Operations/Management Role and Responsibility

ADP's National Client Support Manager and Client Support Supervisor / Relationship Manager are available to help and support you with the following:

- Changes to your business
- Compliance related enquiries
- ADP contract discussions
- Service reviews as required
- Supporting escalated issues as per the ADP PS Support Governance Model

Level 2 Executive Role and Responsibility

ADP's Service Director will act as a further escalation point for issues that are unable to be resolved by ADP's National Client Support Manager or Client Support Supervisor / Relationship Manager.

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Client Roles and Responsibility

To maintain a successful business relationship between ADP and our Clients it is important our Clients have the understanding and support within their organisation, and to:

a. Ensure that the Client's staff have current and accurate procedures and instructions in place to enable use of the System and Services

b. Ensure that the Client's staff are adequately trained in the use of the System and Services

c. Nominate a single decision making point of contact for resolution of any issues including priorities for any requests for change of the System or Services

d. Will notify ADP of the Authorised Contact/s of the System and Services and advise ADP of any changes using the 'Change of Client Contact' form via eService

e. Ensure that Client contacts use the ADP eService portal, our primary communication tool and ensure that contacts setup with eService access are reviewed and updated on a regular basis

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Service Support

ADP will use, undertake or employ, at its discretion, whatever systems, procedures and/or actions that it deems necessary in executing and performing all of its responsibilities as detailed in this Service Support section and will determine the manner in which it implements, undertakes or provides these systems, procedures and/or actions.

ADP will:

i. Provide support for payroll enquiries from the Client's Authorised Contacts

ii. Review and respond to all Service Requests within the Service Requests - Service Levels

iii. Support clients with audit requests and adhoc requirement/s

iv. Organise meetings to review/discuss complex service requests

v. Hold initial discussions on complex client requirements, system integrations where required

vi. Coordinate ADP teams to support with system change management

vii. Answer queries regarding the normal operations of the ADP Systems

viii. Investigate faults/errors of the System under the direct control of ADP

ix. manage the services contracted and provided by the third party suppliers on behalf of ADP in relation to the Systems

Note: where additional support or effort may be required, e.g. one on one consulting/training session or complexity/investigation involved a Consulting charge may be applicable where appropriate (refer to the Payforce Miscellaneous Charges).

All times referred to in the Service Support section are references to Australian Eastern Standard Time (AEST) or Australian Eastern Daylight Time (AEDT during daylight savings period) during Business Hours unless otherwise notified in writing by ADP. 'Business Hours' means 8:30am to 5:30pm AEST on a Business Day or as otherwise advised in writing by ADP from time to time and subject to the proviso that Business Hours for the service centre hours shall be 7:30 am to 7:00 pm AEST.

Service Requests – Service Levels

The ability to effectively respond to and resolve Service Requests is based upon the number and complexity of the enquiry. Priority to some Service Requests may occur to support clients payroll processing and transmission deadlines. This may result in other service commitments not receiving an immediate response within 8 business hours.

EFT Services

The Client and ADP agree to the following process for the provision of EFT services (where those services have been requested by the Client on the Sales Order):

a. The Client will send the EFT File from the System to ADP no later than 12.00pm AEST on the day prior to the expected payment date. Late submission of EFT Files by clients may incur late fees. Please refer to the Payforce Miscellaneous Charges 'Electronic Funds Transfer (EFT)' for details

Important Note: clients should review their EFT release dates to ensure the release date does not fall on a National Public holiday in Australia (for payments in Australia) or New Zealand (for payments in New Zealand) as banks may not release funds on the public holiday.

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Engagement Model

The Engagement Model has been designed to ensure you always have access to the ADP Client Support team without the limitation of single point reliance.

To request client support we recommend raising an eService Service Request to the Product Support queue via our eService Portal.

The ADP Client Support team will review your request and assign to the applicable team/team member for review, investigation and update.

Please refer to the ADP Client Support Contact Details section of this guide for information on how to access the eService Portal.

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Authorised Contact Levels

ADP's security policies incorporate the protection of client and client employee information that is entrusted to ADP throughout the information life cycle, including entry into ADP's Systems.

To support these security policies all ADP Clients must nominate their authorised contacts and assign each contact with an Authorisation Level as documented below.

Authorisation Level - Primary Contact

- First point of contact for all day-to-day payroll-related activities involving ADP Systems and Services
- Will receive all important ADP communications
- Must provide authorisation for any changes to the authorised contacts for your organisation including password resets
- Must nominate an alternate contact prior to any leave of absence
- ADP requires all organisations to have at least one Primary Contact

Authorisation Level - Secondary Contact

- This person is an assistant to or works alongside the Primary Contact/s
- ADP requires all organisations to have at least one Secondary contact

Authorisation Level - Decision Maker

- This person is usually a final escalation point for issues where they cannot be resolved by the Primary Contact
- Will receive all important ADP communications
- Can authorise any changes to the authorised contacts for their organisation including password resets (alongside the Primary Contact)
- Nominate a replacement Primary Contact during leave of absence (if not actioned by the Primary Contact)
- Nominate an alternate Decision Maker prior to leave of absence (if needed)
- ADP requires all organisations to have at least one Decision Maker contact

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Updating your Authorised Contacts

Updating Authorised Contacts

To add, remove, modify authorised contacts the Primary Contact or Decision Maker are required to complete and send the '**Change of Client Contact Form'** via the eService portal**.**

To access the form:

- Log into the eService portal
- Select the 'Links' menu
- Select the 'Change of Client Contact Form – PS Clients Only' URL
- Once completed an eService Service Request (SR) will need to be raised to the Technical Support queue.
- The 'Change of Client Contact Form' should be completed when requesting to add, remove or modify users for any of ADP's systems including Citrix, Payforce and eService.

Authorised Contacts Not Available

In the event the prior listed authorised contacts are no longer available, ADP would need to receive Proof of Authority for your business to process this request, therefore we would need to receive all of the following documents:

- A letter on company letterhead from the owner or registered director/s authorising the non-authorised contact as a contact and the reason for this request
- Company certificates and documents to confirm the above person has authority over this business to make this request
- A completed 'Change of Client Contact Form' to confirm the new contacts to be added to this ceased payroll for future requests
- All of the above documents are reviewed by the ADP Legal Director to ensure all items received are valid and sufficient to allow access to this account.

Note: ADP will only be able to assist authorised contacts so please ensure these contacts are kept current

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ADP Client Support Contact Details

Operational Hours and Contact Details

Product Support

Contact numbers:
Local: 1300 790 237 (Prompt 2)

NZ: 08 00403831

International: +61 3 9540 2609

Operational Hours: 7:30am - 7:00pm AEST (Excluding National Public Holidays)

- In eService to allocate to: PS Payforce Support
    - Product Category: Payroll Management
    - Category: Payroll
- **Recommended to use for**: Payroll Critical support issues only
- **Systems**: Payforce, ESS web portal, EFT
    - Please ensure you have your Service Request Number available for reference e.g. SR 1-####

Technical Support

Contact numbers:

Local: 1300 790 237 (Prompt 1)

NZ: 08 00403831

International: +61 3 9540 2609

Operational Hours: 7:00am – 7:00pm AEST (Excluding National Public Holidays)

- In eService to allocate to: Technical Support team
    - Product Category: Payroll Management
    - Category: System
- **Recommended to use for**: Citrix password reset, technical issues and/or queries, IP whitelisting
- **Systems**: Citrix
    - Please ensure you have your Service Request Number available for reference e.g. SR 1-####

Time and Attendance Support – ADP Realtime

Contact numbers:

Local: 1300 756 283

International: +61 3 9540 2691

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Operational Hours: 8:30am – 5:00pm AEST (Excluding Public Holidays)

- In eService to allocate to: Time and Attendance
    - Product Category: Time and Attendance
- **Recommended to use for**: technical issues and/or queries, configuration assistance, password reset
- **Systems**: Realtime, UKG/Kronos
    - Please ensure you have your Service Request Number available for reference e.g. SR 1-####

EMPLIVE solutions are supported by EMPLIVE

EMPLIVE Support

Phone: 1300 790 237 (Prompt 3)

Email: support@WFSAustralia.com

EMPLIVE Support Centre Operational Hours: 8:30 am – 5:00 pm. AEST

EPS Support

Contact numbers:

Local: 1300 955 280

International: +61 3 9540 2694

Operational Hours: 8.30am – 5.30pm (EST) (Excluding National Public Holidays)

- In eService to allocate to: EPS
    - Product Category: Information Exchange
- **Recommended to use for**: Payment enquiries for PAYG or superannuation/deductions payments, cancellation requests
- **Systems**: EPS
    - Please ensure you have your Service Request Number available for reference e.g. SR 1-####

To access the 'Payments' menu in the Web portal

1. Go to the Web portal: https://my.adppayroll.com.au
2. Log in by inputting
    a. Client ID
    b. User ID
    c. Password
3. Complete the One Time Pin authentication step
4. Once logged in select the 'Payments' menu

Note: EPS forms and User Guides are available within this portal

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Accessing eService via the Web Portal (SSO)

eService is accessible as Single Sign On (SSO) for clients who have access to the Web Portal.

To access eService via the Web portal (for clients who have Web Portal only)

1. Go to the Web portal: https://my.adppayroll.com.au
2. Log in by inputting
    a. Client ID
    b. User ID
    c. Password
3. Complete the One Time Pin authentication step
4. Once logged in go to your profile name
    a. Select eService from the drop down option

eService Technical Support

For clients who do not use the Web Portal and require assistance to login to eService, it is recommended that clients use the self-password reset option by selecting:

- 'Forgot your password?' on the login page

If log in continues to be an issue, clients can then request assistance by email to:

Email: ADPDatamanagement@adp.com

- **Recommended to use for**: assistance with password reset, issue accessing eService
- **Systems**: eService portal

Note: clients who use the Web Portal should ensure they are using the SSO option via the Web Portal.

Invoice Enquiries

Contact the ADP Accounts Department via email to accounts receivable@adp.com for any queries in relation to their account

- **Recommended to use for**: invoice enquiries, request for invoices

To access invoices via the Web portal (users who have been setup to receive invoices only)

5. Go to the Web portal: https://my.adppayroll.com.au
6. Log in by inputting
    a. Client ID
    b. User ID
    c. Password
7. Complete the One Time Pin authentication step
8. Once logged in select the 'Reports' menu

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If there is a contact change to receiving invoices, please email accounts receivable@adp.com. and provide:

- Client ID
- User ID
- Contact Name
- Contact Email
- Contact Mobile Phone Number

eService Portal – communication

To ensure the security of data, the ADP eService Portal is our method for all communication between ADP and the Client. Access to this portal is provided as part of the Authorised Contact process and the completion of the 'Change of Client Contact' form.

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.

The eService web portal can be accessed via the following eService

For information on navigating in eService and raising a Service Request (SR) you can download a copy of the latest eService User Guide:

1. *Log into Payforce*
2. *Go to the Help > Release Notes menu*
3. *Select Payforce eService Guide*

Web Chat

Clients can also chat to our teams via the Live Chat Tool. Live Web Chat is accessed directly via the eService portal.

What can Web Chat be used for?

Web Chat can be used to make basic and general enquiries or requests for service.

- **Recommended to use for**: Citrix password/ ESS password resets, Password of the day, template requests (GIT, Pay increase)

Notes on Web Chat

Whilst ADP offer clients the ability to use the Web Chat option, it is not recommended as the primary source of communication for troubleshooting, processing queries and/or queries around system functionality i.e. queries around End of financial year (EOFY) process and/or running reports.

The Web Chat feature should only be utilised for quick actioning requests, such as password resets, template requests or quick how to queries that do not require complex support and/or navigation within the system.

It is recommended that new contacts and users utilise eService by raising a Service Request with the required details, supporting evidence and/or examples of issues/errors. Any urgent requests can be followed up by contacting the appropriate support team for further assistance – ensuring to provide the supporting Service Request.

Please note, misuse of the chat functionality may result in deactivation.

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External Communications

Where required, ADP will provide important external communications to our clients.

Types of Communications

Examples of communications ADP will provide its clients include, but may not be limited to:

- Legislation updates that relate to or impact your Systems and Services
- ADP updates on critical ATO Compliance changes
- Updates on ADP process and procedures that may impact your day to day operations or systems and services
- Reminders of scheduled maintenance shutdowns
- Notification of system upgrades and release notes for the following:
    - Payforce systems
        - including ESS web portal and Citrix (release notes not applicable)
    - eService portal
    - Realtime (Time and Attendance)
- Price Increase Notifications

Communication Methods

There are a number of methods used when communicating, including:

- Payforce user Splash screens
- Surveys (e.g. NPS)
- Telephone messages – on hold recordings
- Emails (sent to Authorised Contacts: Primary Users or Decision Makers ONLY)
    - Refer to Authorised Contact Levels section of this document for more details

Client Surveys

ADP uses the Net Promoter Score (NPS) to survey our clients annually in order to gain an understanding of their experience and satisfaction with the systems and services we provide them.

NPS Survey provides Client ratings and comments which tell us what the client experience is like, how the client feels about the overall service and experience, systems, tools and communication received and provides insight into ways we can improve to create a better overall client experience.

With these surveys, ADP ask clients to rate their satisfaction with ADP and our offerings and invite clients to tell us about their experience in their own words.

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What types of Surveys do our clients receive?

Processing Services (PS) Payforce clients will receive 2 different types of surveys through the course of the year, these being:

	Transactional survey	**Relational survey**
Received	**Monthly** by relevant client contacts – based on the number of eService Service Requests they have raised and closed	**Annually** by Primary Contacts and Decision Makers Note: These surveys are not sent to clients during the months of January and July
Purpose	Feedback on the most recent interactions a client contact has had with us via eService, Phone etc.	Feedback on a client's overall experience and satisfaction of ADP's service

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Tools and Resources

Website - Products and Services

If you would like to explore and understand more details regarding ADP the company and our Products and Services visit the ADP website at www.adppayroll.com.au

If you have any questions or would like more information about anything on our website please contact us.

Website - Contract Reference

When signing a contract with ADP, a Contract Pack is provided by our Sales Department. This includes various documents including:

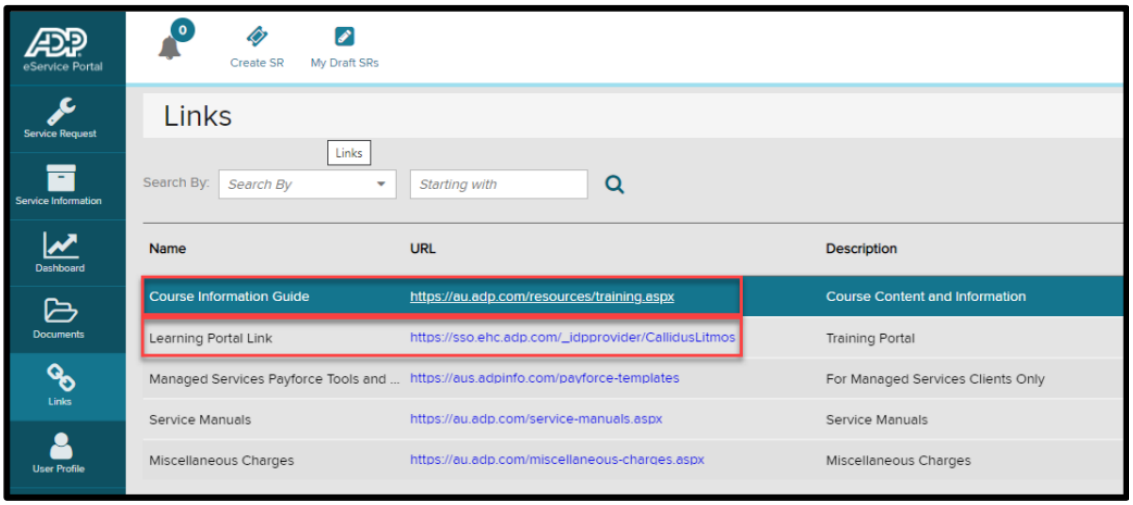
- Sales Order
- Product Terms and Conditions
- Service Manual(s)
- Miscellaneous Charges

To ensure you always have the current version of these documents (excluding your Sales Order), all ADP clients have access to our ADP Contact Reference Website at https://au.adp.com/service-manuals.aspx

Product Training

We have a comprehensive range of training solutions to support your business. To access the ADP Learning Solutions Guide visit ***eService > Links > Course Information Guide.***

To access our training solutions via our myLearning@ADP portal visit ***eService > Links > Learning Portal***. The Learning Portal provides a list of all available training materials and allows users the ability to search for specific courses via the 'Content Library'.



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How to check for dates and register for a course?

Once a course has been identified, select the 'Click here to Purchase a Seat'. This will display dates available for the course.

If you elect to proceed with purchasing the course, the option to pay via credit card or invoice will be made available.

How to unregister or change session dates for a course?

Clients are unable to unregister or change session dates from a paid course. A request needs to be raised via eService to the Product Support queue for assistance. Please provide the course details, the original session and the change/request required (i.e. change to the next available session/unregister from the session).

Who can apply for training via the myLearning@ADP portal?

Clients who have access to eService will be able to access the myLearning@ADP portal and search/book courses via the portal. It is recommended that participants who wish to attend book their own seat via the portal.

Need further assistance in the myLearning@ADP portal?

If you require assistance within the myLearning@ADP portal, select the question mark symbol [?]. This will provide a detailed list of 'How Do I' instructions that are available.

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System Maintenance and Availability

ADP undertakes System maintenance on a scheduled basis and as required. System maintenance will:

1. Maintain ADP's hardware and software installed at ADP premises and used for the delivery of the Processing Services
2. Ensure that any procedures deemed necessary by ADP to protect the system from unauthorised access are in place
3. Undertake annual Disaster Recovery and Business Continuity testing
4. Monitor, analyse, and manage the capacity and performance of the ADP hardware and software installed at ADP premises and used for the delivery of the Services
5. Provide upgrades to the ADP Product from time to time. If the Client refuses to accept and install any two consecutive upgrades of the ADP Product, ADP may either decline to continue the services or may provide the Services at fees and charges to be determined by ADP. Advanced notice of such upgrades will be provided to the Client
6. Make changes to the overall configuration and operation of the System from time to time as ADP deems necessary. Advance notice of any such changes will be provided to the Client
7. Provide backup procedures for the System (excluding System backups during processing which will be the Clients responsibility)
8. Provide offsite storage of backups
9. Provide retrieval of backup data within:
    - Four (4) business hours from the date and time of critical request for any backups within the last two weeks
    - Twelve (12) business hours from the date and time of routine request for any backups within the last two weeks
    - Three Business Days from the date and time of request for any backups over two weeks prior
10. Maintain selected backups of the System and Services for a period of 90 days from the date and time of the backup

The Client will:

1. Be responsible for all data or information entered into and input into the System and for maintaining, managing and updating such information/data and backing up
2. Manage password administration for all users on the ADP Product. ADP will have no accountability for client password administration.

The System is designed to be available for use 24 hours per day, Monday to Sunday, with the exception of planned system maintenance (this will be performed between 18:00 AEST Friday and 08:00 Monday AEST where required and communicated to the client beforehand).

Unscheduled Outages that reduce availability are recorded and reported and can be made available to the client on request. Outages caused directly or indirectly by the Client or outside of ADP's control (such as an external network failure) will not be included in the calculation of availability.

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The System will be available for an average of 98% of the hours scheduled each calendar month, as measured at the ADP network. ADP will provide the Client with advanced notice where it becomes aware that availability is to be reduced and will schedule downtime where possible outside the agreed hours of availability.

When disruption to a Service occurs, ADP will:

a. Follow the issue management guidelines outlined in the Service Level Agreement (Systems and Services) section

b. Use its best endeavours to restore normal Services to the Client as soon as possible

c. Advise work around to support client until issues has been resolved

A summary of Service Levels relating to System availability:

Service Level	System Availability
Minimum Service Level	98% based on 24Hrs x 7 days excluding outages/maintenance
Target Service Level	99.5% based on 24Hrs x 7 days excluding scheduled outages/maintenance
Exclusions	1. Outages caused by the Client either directly or indirectly where standard usage guidelines have been breached. 2. Access restrictions due to the normal operation of the ADP Product for exclusive tasks (e.g. in the event that Clients request ADP to complete investigative work that may require all users to log out of the system for a period of time as agreed to between ADP and the Client)

Note: Service Levels are met when Minimum Service Levels are met

Disaster Recovery and Security

During the Terms of this Agreement, ADP will maintain a Security Policy, a Disaster Recovery and Business Continuity plan, which ADP considers adequate. The Client can request for a copy of ADP's policies, plans and procedures as part of audit requirements or internal process reviews. Some of the following documents that can be provided are:

- Disaster Recovery Program Overview
    - Attestation (upon request)
- Change and Release Management Executive Summary
- Data Centres and Hosting Service Executive Summary
- Australia ISO27001

Issue Management

Where issues arise in the delivery of Systems and Services (refer to definitions of System and Services), the Client will be required to report the identified issue/s to the ADP Support Centre via a Service Request (SR) within a timely manner.

ADP Support Centre personnel will undertake an internal review/investigation of the issue/s. Where issues arise in the delivery of Systems and Services, under this Agreement, ADP will :

a. Investigate the issue/s as noted in the Service Request, including

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- Reviewing of system/s in question
- Escalate internally to applicable teams for support and/or further investigation

b. Respond in the Service Request in accordance with the Service Level Agreement (Systems and Services) outlined in this document

c. Liaise with third Parties (where it considers this necessary) to facilitate the timely resolution of issues

d. Arrange/co-ordinate meeting with client and ADP to discuss outcomes (if required to resolve/investigate further)

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

Service Level Agreement (Systems and Services)

Where a Client notifies ADP of an issue with Systems and Services, one of the severity levels set out below will be assigned:

Service Level	Systems and Services - Service Level Availability
1: Critical	**Definition:** Payroll payment deadlines will be missed. There is no readily available alternative to meet such deadlines. **Minimum Service Level:** 90% of issues responded to within 2 Business Hours from time ADP notified. 90% of issues with a target resolution within 4 Business Hours from time ADP notified **Target Service Level:** 98% of issues responded to within ½ Business Hour from time ADP notified 98% of issues with a target resolution within 2 Business Hours from time ADP notified
2: High	**Definition**: Payroll payments are not threatened or there is a readily available alternative to meet such deadlines. The normal operation of the System is simply impaired. (Examples include, without limitations, access to the System being impaired, report related problems, problems related to some users where other users do not experience the problem) **Minimum Service Level:** 90% of issues responded to within 8 Business Hours from time ADP notified 90% of issues with a target resolution within 16 Business Hours from time ADP notified **Target Service Level:** 98% of issues responded to within 4 Business Hours from time ADP notified 98% of issues with a target resolution within 8 Business Hours from time ADP notified

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Service Level	System Availability Response
3: Medium	**Definition:** Payroll payments are not threatened and there is a readily available alternative. (Examples include, without limitation, requests for new reports). **Minimum Service Level:** 90% of issues responded to within 24 Business Hours from time ADP notified 90% of issues with a target resolution within 40 Business Hours from time ADP notified **Target Service Level**: 98% of issues responded to within 12 Business Hours from time ADP notified 98% of issues with a target resolution within 16 Business Hours from time ADP notified
4: Low	**Definition:** Other matters not falling within Severity Levels 1-3 (Examples include, without limitations, implementation of the modules, specific requests for consulting services). **Minimum Service Level:** 90% of issues responded to within 40 Business Hours from time ADP notified 90% of issues with a target resolution within 160 Business Hours from time ADP notified **Target Service Level:** 98% of issues responded to within 36 Business Hours from time ADP notified 98% of issues with a target resolution within 80 Business Hours from time ADP notified

Note: from time to time there may be a requirement to offer system work arounds, which ensures clients continue to retain the ability to maintain and process their payrolls.

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Project Support

We will be working together to maintain the continued satisfaction with the product and related services.

As your business needs change or new projects arise, ADP is able to provide additional advice, support and service which could include, but may not be limited to:

- New modules or services that may streamline processes or provide improvements.
- An update on new services and solution features as they are developed.
- Providing details on future releases and enhancements.
- One off consulting
- Configuration modifications to support EBA changes

Project Phases

Should you require additional consulting work to be undertaken we will follow the same methodology as the implementation of a new system to ADP. We will support you on all phases of your project as required.



Project Resources

Depending on your business needs/project objectives, the ADP Client Support team will work in conjunction with an ADP Client District Manager and/or ADP Consulting Team to produce results and find solutions that will make it easier to do business with ADP, always striving to improve relationships and the overall experience with ADP.

About our Consulting Service

The ADP Consulting Team's primary role is to assist your organisation with the various stages of your projects. Our Consulting Service engages directly with your business providing their insightful expertise and advice that ensures your projects are successfully implemented as discussed and agreed during the Scope and Quote phase.

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Support Services

Support Services means:

a. Such services made available to the Client by ADP that ADP considers necessary to ensure that the ADP Product, as supplied by it, remains in substantial conformity with the standard functional specifications issued from time to time by ADP concerning the ADP Product

b. Such services made available to the Client by ADP that ADP considers necessary to ensure that the System, as supplied by it, remains in substantial conformity with the Service Levels contained in this Agreement

c. Making available updates to the ADP Product containing bug fixes or changes to the ADP Product made necessary by Legislative Change in Australia. 'Legislative Change' means any Commonwealth legislative change including (but not limited to) income tax rates, employer superannuation contribution rates, Medicare contribution rates, higher education contribution scheme rates and STP reporting and IRD Pay Day Reporting.

d. Making available updates to existing versions of the licensed ADP Product as ADP makes available generally to its licensees of those existing versions

ADP shall provide Support Services referred to in clause **Support Services a**. in response to a report by the Client of a suspected defect or error in the System, which defect or error allegedly causes the System to deviate from its specifications. Immediately after making a request for Support Services, which may involve error correction or program modification, the Client shall give ADP a documented example of the defect or error which it alleges prevents conformity of the System with its specifications.

Delivery of the Support Services referred to in clause **Support Services a. and b.** may be provided via electronic means (eService) through the Client Support Centre during Business Hours, excluding weekends and public holidays.

In the event that the Client refuses to accept any two consecutive updates of the ADP Product, ADP may either decline to continue the Support Services or may provide the Support Services at ADP's standard hourly rates.

Support Services do not include:

a. Correction of errors caused or necessitated by a person, or by circumstances, not under the direct and sole control and responsibility of ADP (including errors caused by inadequately trained operators, the use of software or non-compliant equipment or the use of the System on or with subject matter not supplied by ADP)

b. Training

c. Installation or implementation

d. Report writing other than those standard reports provided by ADP, as amended from time to time

e. Attendances at any Client premises except if required to correct errors attributable to ADP or

f. ADP ensuring that any software will generate data and perform calculations using correct dates for all intervals of time, other than software being the ADP Product supplied by ADP (not including the ADP Product operating with any third party software).

If requested by the Client, ADP may, at its sole discretion, agree to provide the Client with any of the services referred to in the Support Services above. Where the Client requests ADP to provide such services, the Client must pay ADP in accordance with an hourly rate notified to it by ADP.

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From time to time ADP requires access to the Client's system for the purposes of upgrading the system or matters associated with the delivery of the Services and the Client agrees to provide such access and ADP shall in all cases provide the Client with a log detailing the date the Client's system was accessed and for what purpose.

Service Level Review

Where it is apparent that a Service Level deviation has occurred, ADP will:

a. Identify the cause of the service degradation

b. Use its best endeavours to restore Service Levels

c. Notify the Client of any change to the service status

d. Take remedial action to minimise the risk of recurrence

e. Document the incident and the action taken

f. Provide extract of all issues raised by client via eService Service Requests for review

g. Review the performance issue and actions in place to remedy with the Client

A Service Level review may be undertaken by both parties annually or as agreed between the parties.

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