Detailed Service Description V1.7

This document has been updated to include Cintra HR Admin Service

Service Activities	Payroll - Source Service	Payroll - Co Managed	HR Admin & Source Payroll
1. Employee Transfers			
Transfer all data from one payroll to another payroll same tax reference number	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
TUPE Transfer all data from one existing payroll to another existing payroll with different tax reference number (Leaver/Starter action) with the same existing service type	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	HR Team Or Supplier
TUPE transfer to a new payroll (Leaver/Starter action)	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
2. New Starters Or Rehires			
Enter new employees or rehires **Non-Import/Interface**	Customer Via Cloud Portal	Customer	N/A as Interface in Place
Supply new employees or rehires- **Via Import/Interface**	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	Customer- Via Appogee/CintraHR
Import new employees or rehires supplied via a Standard Import Template and/or an Agreed Interface File	Supplier - Standard	Customer	Supplier's Payroll Team
Identify any **non-import** input errors and raise them with the Supplier	Customer	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the Customer	Supplier - Standard	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the HR Admin Team	N/A	N/A	Supplier's Payroll Team
Confirm corrections required and re-run process (if applicable) with the Supplier	Customer	Customer	HR Admin Team
Provide starter's P45	Customer	Customer	HR Admin Team
Provide starter's HMRC Starters Checklist for New Starters	N/A	N/A	HR Admin Team
Action starter's P45	Supplier - Standard	Customer	Supplier's Payroll Team
Action starter's HMRC Starters Checklist for New Starters	Customer Via Cloud Portal	Customer	Supplier's Payroll Team
Chase missing P45, or Starters checklist	Customer	Customer	HR Admin Team
Calculate any Pro-rata New Starters salary (if applicable)	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate backpay for previous month starters (if applicable)	Payroll System Functionality	System Functionality	Payroll System Functionality
Operate NI table based on age (apprentice under 25, & employees under 21)	Payroll System Functionality	System Functionality	Payroll System Functionality
Request proof of employee that have reached state pension age	Supplier - Standard	Customer	Supplier's Payroll Team
Obtain proof of employee that have reached state pension age	Customer	Customer	HR Admin Team
Provide proof of employee that have reached state pension age to the Supplier	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	N/A	HR Admin Team
Update NI table based on proof received from employee has reached state pension age	Supplier - Standard	Customer	Supplier's Payroll Team
Produce National Minimum Wage (NMW) checking report (if required)	Supplier - Standard	Customer	Supplier's Payroll Team
Validate NMW checking report (if required)	Customer	Customer	HR Admin Team
Update annual salary in line with NMW once validated	Customer Via Cloud Portal	Customer	HR Admin Team - Via Appogee/CintraHR
Update hourly rate in line with NMW once validated	Customer Via Cloud Portal	Customer	HR Admin Team - Via Cloud Portal
Set up Online payslip login for new starters - Welcome email sent out	Customer	Customer	HR Admin Team

	3. Process - Holiday Pay		
Calculate average holiday pay & holiday top up according to current legislation	Payroll System Functionality	Customer	Payroll System Functionality
Send average holiday pay & holiday top up to be paid per period to the Customer	Supplier - Standard	Customer	Supplier's Payroll Team
Approve & action average holiday pay & holiday top up to be paid per period	Customer	Customer	Customer
Input holiday onto the calendar	Customer	Customer	Customer- Via Appogee/CintraHR
Input any holiday payments to be made	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)
Hold and maintain annual holiday entitlement and rules within the database	Customer	Customer	Appogee/CintraHR System Functionality
Request Holiday/Holiday approval	Customer	Customer	Customer- Via Appogee/CintraHR
Record holiday taken and holiday entitlement balances	Customer	Customer	Appogee/CintraHR System Functionality
Update Annual Holiday Calendars	N/A	N/A	HR Admin Team - Via Appogee/CintraHR
Update Annual Holiday Calendars - Serve Level 2 & Employee Hub Absence Management only	Customer	Customer	N/A as Interface in Place
	4. Process - Sickness		
Provide Sickness dates Non-Serve Level 2 & Non-Employee Hub Absence Management Customers	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	N/A	Customer- Via Appogee/CintraHR
Enter sickness dates into the system - Non-Serve Level 2 & Non-Employee Hub Absence Management Customers	Supplier - Standard	Customer	Customer- Via Appogee/CintraHR
Enter sickness dates into the system - Serve Level 2 & Employee Hub Absence Management Customers	Customer	Customer	N/A as Interface in Place
Retain doctor notes/self certifications	Customer	Customer	Customer- Via Appogee/CintraHR
Provide non set working patterns for SSP calculations	Customer	Customer	Customer via Non-Cloud Template
Update non set working patterns for SSP calculations	Supplier - Standard	Customer	Supplier's Payroll Team
Calculate & pay entitlement to Statutory Sick Pay, according to current legislation	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate & pay entitlement to Company Sick Pay, according to Customers policy if in line with system functionality and set up during implementation	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate & pay entitlement to Company Sick Pay, according to the Customers policy with no system functionality and not set up during implementation	Customer	Customer	HR Admin Team - Via Cloud Portal - one-off payments
Offset Statutory Sick Pay, if employee entitled to Company Sick Pay	Payroll System Functionality	System Functionality	Payroll System Functionality
Monitor entitlement to Statutory Sick Pay, according to current legislation	Payroll System Functionality	System Functionality	Payroll System Functionality
Report if SSP1 Form due if employee not eligible for SSP	Payroll System Functionality	System Functionality	Payroll System Functionality
Complete SSP1 Form if employee not eligible for SSP and send to employee	Customer	Customer	Customer
Enter Private Health Insurance (PHI) for long term sickness cases	Customer Via Cloud Portal	Customer	Customer via Non-Cloud Template
Produce absence warning reports for 1/2 & Nil Pay, as and when required for Occupational Sick Pay only	Supplier - Standard	Customer	Supplier's Payroll Team
Action any relevant unpaid sick or unpaid sick hours due to sickness (if not set up for system functionality during implementation)	Customer Via Cloud Portal	Customer	Customer - Via Cloud Portal - one-off payment
Delete/amend previously-entered sickness dates	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	Customer- Via Appogee/CintraHR
Confirm deletion/amendment of previously-entered sickness payment	N/A	N/A	Customer via Non-Cloud Template
Delete/amend previously-entered sickness payment	Supplier - Standard	Customer	Supplier's Payroll Team
Recalculate pay/no pay for previously entered sickness	Payroll System Functionality	System Functionality	Payroll System Functionality
	5. Process Absences – Maternity, Adoption, Paternity and Shared Parental Leave		
Provide Maternity/Paternity/Adoption/Shared Parental Leave details	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	N/A	Customer via Non-Cloud Template

Attach the MATB1, SC3, SC4, Matching Certificate or equivalent form with the Maternity/Paternity/Adoption/Shared Parental Leave details	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	N/A	HR Admin Team via Agreed Mechanism
Return Maternity/Paternity/Adoption/Shared Parental Leave details if incomplete or no certificate provided.	Supplier - Standard	Customer	Supplier's Payroll Team
Enter Occupational & or Statutory Maternity, Adoption, Paternity or Shared Parental Leave pay schemes if in line with system functionality and set up during implementation	Supplier - Standard	Customer	Supplier's Payroll Team
Calculate Occupational & or Statutory Maternity, Adoption, Paternity or Shared Parental Leave pay schemes if in line with system functionality and set up during implementation	Payroll System Functionality	System Functionality	Payroll System Functionality
Report if SMP1 due if employee not eligible to Statutory Maternity Pay	Payroll System Functionality	System Functionality	Payroll System Functionality
Complete form SMP1 if employee not eligible to Statutory Maternity Pay and send to employee	Customer	Customer	Customer
Check maximum payment of SMP/SAP/SPP/ShPL are in line with current legislation	Payroll System Functionality	System Functionality	Payroll System Functionality
Check earnings in set period for higher-rate Statutory Maternity Pay	Payroll System Functionality	System Functionality	Payroll System Functionality
Produce system payment schedule for SMP in line with current legislation in Suppliers standard format	Supplier - Standard	Customer	Supplier's Payroll Team
Produce an amended payment schedule for SMP in line with current legislation in Suppliers standard format after original produced	Supplier at an Additional Charge	Customer	Supplier at an Additional Charge
Provide return to work request for maternity, parental and adoption returner	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	N/A	Customer via Non-Cloud Template
Enter return to work request for maternity, parental and adoption returner	Supplier - Standard	Customer	Supplier's Payroll Team
Calculate and action return to work additional payments (if applicable)	Customer Via Cloud Portal	Customer	Customer - Via Cloud Portal - one-off payment
Identify if the Alabaster ruling comes into force if an employee is awarded a pay rise	Supplier - Standard	Customer	Supplier's Payroll Team
Action any Alabaster ruling that comes into force if an employee is awarded a pay rise	Supplier - Standard	Customer	Supplier's Payroll Team
6. Process Absences - General Paid/Unpaid (Jury Service, Compassionate Leave etc excludes Holiday)			
Provide other absence dates/details - Non Serve Level 2 & Non Employee Hub Absence Management Customers	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	N/A	N/A
Record start date & end date of absence - Non Serve Level 2 & Non Employee Hub Absence Management Customers	Supplier - Standard	Customer	Customer- Via Appogee/CintraHR
Record reason for absence - Non Serve Level 2 & Non Employee Hub Absence Management Customers	Supplier - Standard	Customer	Customer- Via Appogee/CintraHR
Record start date & end date of absence - Serve Level 2 & Employee Hub Absence Management Customers	Customer	Customer	N/A as Interface in Place
Record reason for absence - Serve Level 2 & Employee Hub Absence Management Customers	Customer	Customer	N/A as Interface in Place
Define entitlement to pay	Customer	Customer	HR Team/Customer
Calculate & enter pay or no pay based on elements defined	Customer Via Cloud Portal	Customer	HR Team/Customer
Request supplier to delete/amend previously-entered absence if requested	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	HR Team/Customer
Confirm to supplier to delete/amend previously-entered Absence if requested	N/A	N/A	HR Admin Team via Agreed Mechanism
Delete/amend previously-entered absence - if requested	Supplier - Standard	Customer	Supplier's Payroll Team
Recalculate pay/no pay for previously entered absence and action correction	Payroll System Functionality	System Functionality	Payroll System Functionality
7. Process Statutory Transactions (Includes HMRC, Contributions Agency, Courts, Office for National Statistics and Student Loan Office)			
Receive valid P45's/starter checklists	Customer	Customer	Customer
Provide valid P45's	Customer - Provide to Supplier on non cloud template via Cloud Messaging	Customer - Provide to Supplier on non cloud template via Cloud Messaging	HR Admin Team
Action Valid P45's	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Provide valid Starters Checklists	Customer	Customer	HR Admin Team
Action valid Starters Checklists	Customer Via Cloud Portal	Customer	Supplier's Payroll Team
Receive Court Orders/AOE's	Customer	Customer	Customer
Provide Court Orders/AOE's to the Supplier	Customer - Provide to Supplier on non cloud template via Cloud Messaging	Customer in the Suppliers Agreed Format	HR Admin Team
Enter Court Orders/AOE's	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team

Calculate Court Orders based on legislative requirements	Payroll System Functionality	System Functionality	Payroll System Functionality
Advise courts that court order not deducted	Customer	Customer	Customer
Send payments to Courts (if requested)	Supplier - Standard	Customer	Supplier's Payroll Team
Action inbound RTI notifications for tax code changes, student loans and post graduate loans	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Operate NI table based on age (apprentice under 25, & employees under 21)	Payroll System Functionality	System Functionality	Payroll System Functionality
Provide proof employee has reached state pension age.	Customer - Provide to Supplier on non cloud template via Cloud Messaging	N/A	HR Admin Team
Update NI table based on proof received employee has reached state pension age	Supplier - Standard	Customer	Supplier's Payroll Team
Provide annual Deferred National Insurance Certificates (CA2700)	Customer - Provide to Supplier on non cloud template via Cloud Messaging	N/A	Customer via Non-Cloud Template
Update NI table based on any Deferred National Insurance Certificates (CA2700) received	Supplier - Standard	Customer	Supplier's Payroll Team
Apply standard NI table letter contributions in April each year for employees that have not supplied a new CA2700 form for the current tax year	Supplier - Standard	Customer	Supplier's Payroll Team
Calculate Tax, NI, Student Loans, App Levy & Court Orders in line with current legislation	Payroll System Functionality	System Functionality	Payroll System Functionality
8. Process pay awards, salary changes, promotions, hourly rate changes, weekly hour changes, work pattern changes (SSP/Company)			
Receive new salary (including grades. spine points, work patterns & contracted hours) for an employee, group of employees, or all employees - **Non**-Import/Interface format	Customer	Customer	N/A as Interface in Place
Enter new salary (including grades. spine points, work patterns & contracted hours) for an employee, group of employees, or all employees - **Non**-Import/Interface format	Customer Via Cloud Portal	Customer	N/A as Interface in Place
Supply new salary (including grades. spine points, work patterns & contracted hours) for an employee, group of employees or all employees via Standard Import Template and/or an Agreed Interface File	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	HR Admin Team - Via Appogee/CintraHR
Import new salary (including grades. spine points, work patterns & contracted hours) for an employee, group of employees or all employees supplied via a Standard Import Template and/or an Agreed Interface File	Supplier - Standard	Customer	Supplier's Payroll Team
Receive new hourly rate for an employee, group of employees, or all employees on hourly rate contracts - **Non**-import/Interface format	Customer	Customer	HR Admin Team
Enter new hourly rate for an employee, group of employees or all employees on hourly rate contracts - **Non**-import/Interface format	Customer Via Cloud Portal	Customer	HR Admin Team
Supply new hourly rate for an employee, group of employees or all employees on hourly rate contracts via Standard Import Template and/or an Agreed Interface File	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)
Import new hourly rate for an employee, group of employees or all employees on hourly rate contracts via a Standard Import Template and/or an Agreed Interface File	Supplier - Standard	Customer	Supplier's Payroll Team
Identify any **non-import** input errors and raise them with the Supplier	Customer	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the Customer	Supplier - Standard	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the HR Admin Team	N/A	N/A	Supplier's Payroll Team
Confirm corrections required and re-run process (if applicable) with the Supplier	Customer	Customer	HR Admin Team
Produce NMW checking report (if required)	Supplier - Standard	Customer	Supplier's Payroll Team
Validate NMW checking report (if required)	Customer	Customer	HR Team/Customer
Update hourly rate in line with NMW once validated	Customer Via Cloud Portal	Customer	HR Team/Customer
Update annual salary in line with NMW once Validated	Customer Via Cloud Portal	Customer	HR Team/Customer
Pro-rata salary changes if applicable, current period & previous period, based on the calculation rule set up in system settings	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate backpay for previous month salary changes if applicable based on the calculation rule set up in system settings	Payroll System Functionality	System Functionality	Payroll System Functionality
Provide updates to spine points /grades (Company/Payroll Level)	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	N/A	Customer via Non-Cloud Template
Enter updates to spine points in the Suppliers Agreed Format (Company/Payroll Level)	Supplier - Standard	Customer	Supplier's Payroll Team
9. Process allowances and contractual payments (All processing includes pro-rating for part-time staff)			

Receive new regular allowance for an employee, group of employees or all employees. **Non**-Import/Interface format	Customer	Customer	N/A as Interface in Place
Input new regular allowance for an employee, group of employees or all employees. **Non-**Import/Interface format	Customer Via Cloud Portal	Customer	N/A as Interface in Place
Supply new regular allowance for an employee, group of employees or all employees, via a Standard Import Template and/or an Agreed Interface File	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	HR Admin Team - Via Appogee/CintraHR
Import new regular allowance for an employee, group of employees or all employees supplied via a Standard Import Template and/or an Agreed Interface File	Supplier - Standard	Customer	Supplier's Payroll Team
Enter end dates to cease regular allowance for an employee, group of employees or all employees	Customer Via Cloud Portal	Customer	HR Admin Team - Via Appogee/CintraHR
Identify any **non-import** input errors and raise them with the Supplier	Customer	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the Customer	Supplier - Standard	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the HR Admin Team	N/A	N/A	Supplier's Payroll Team
Confirm corrections required and re-run process (if applicable) with the Supplier	Customer	Customer	HR Admin Team
Pro-rata allowance change bases on start date or end date if applicable, based on the calculation rule set up in system settings	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate backpay or reclaim over payment for previous month allowance start date changes if applicable, based on the calculation rules set up in system settings	Payroll System Functionality	System Functionality	Payroll System Functionality
10. Process temporary payments (Includes overtime, expenses)			
Receive temporary data from timesheet, overtime time, and other one-off payments (hours/units or amount). Non-Import/Interface format	Customer	Customer	N/A
Input temporary data from timesheet, overtime time, and other one-off payments (hours/units or amount). Non-Import/Interface	Customer - Via Cloud Portal	Customer	N/A
Supply temporary data from timesheet, overtime time, and other one-off payments (hours/units or amount), via a Standard Import Template and/or an Agreed Interface File	Customer	Customer	Customer - Via Cloud Portal - One off payment
Import temporary data from timesheet, overtime time, and other one-off payments (hours/units or amount) via a Standard Import Template and/or an Agreed Interface File	Supplier - Standard	Customer	HR Admin Team
Identify any **non-import** input errors and raise them with the Supplier	Customer	Customer	N/A
Identify any **import** errors and raise them with the Customer	Supplier - Standard	Customer	HR Admin Team
Identify any **import** errors and raise them with the HR Admin Team	N/A	N/A	Supplier's Payroll Team
Confirm corrections required and re-run process (if applicable) with the Supplier	Customer	Customer	HR Admin Team
Calculate overtime payments in accordance with the Customer's policy parameters if set up within the system during implementation	Payroll System Functionality	System Functionality	Payroll System Functionality
11. Process advances			
Receive authorised advance request.	Customer	Customer	HR Admin Team
Calculate amount of advance	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
Input amount of advance	Customer Via Cloud Portal	Customer	Customer - Via Cloud Portal - one-off payment
Generate and process BACS transactions for Advance payment (If a BACS Customer)	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
12. Process loans (Includes Bicycle, Car Park and Season Tickets)			
Receive authorised loan request form	Customer	Customer	HR Admin Team
Input loan advance in next available processing period	Customer - Via Cloud Portal	Customer	Customer - Via Cloud Portal - one-off payment
Input balance of loan, period deduction & end dates in line with requested start and end date provided	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	Customer via Non-Cloud Template
System to permit recovery of loan on period-by-period basis	Payroll System Functionality	System Functionality	Payroll System Functionality

Report outstanding balance of loan when employee leaves	Payroll System Functionality	System Functionality	Payroll System Functionality
13. Process employee data changes (Includes name, address, work details, bank details)			
Input static data changes - **Non-**Agreed Import or Interface File	Customer Via Cloud Portal	Customer	N/A as Interface in Place
Supply static data changes Via Interface/Import	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	Customer- Via Appogee/CintraHR
Import static data changes via an Agreed Import or Interface File	Supplier - Standard	Customer	Supplier's Payroll Team
Identify any **non-import** input errors and raise them with the Supplier	Customer	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the Customer	Supplier - Standard	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the HR Admin Team	N/A	N/A	Supplier's Payroll Team
Confirm corrections required and re-run process (if applicable) with the Supplier	Customer	Customer	HR Admin Team
14. Process Payroll Calculations in accordance with specified rules			
Confirm all payroll data provided for pay period via submit button process via cloud portal and as per agreed payroll schedule dates	Customer - Via Cloud Portal	Customer	Customer - Via Cloud Portal
Calculate final gross to net payments	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Produce standard reporting pack for Customer internal checking	Supplier - Standard	Customer	N/A as Interface in Place
Produce standard reporting pack for HR Team internal checking	N/A	N/A	Supplier's Payroll Team
Create on-line employee documents (i.e. payslips, P45's, P60s etc)	Supplier - Standard	Customer	Supplier's Payroll Team
15. Process statutory and voluntary deduction			
Supply regular voluntary deductions in **Non-**agreed import/Interface File	Customer - Provide to Supplier on non cloud template via Cloud Messaging	Customer	N/A as Interface in Place
Supply regular voluntary deductions Via agreed import/Interface File	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	Customer via Non-Cloud Template
Action regular voluntary deductions provided on the non cloud or agreed template format or Interface File	Supplier - Standard	Customer	Supplier's Payroll Team
Identify any **non-import** input errors and raise them with the Customer	Supplier - Standard	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the Customer	Supplier - Standard	Customer	N/A as Interface in Place
Identify any **import** errors and raise them with the HR Admin Team	N/A	N/A	Supplier's Payroll Team
Confirm corrections required and re-run process (if applicable) with the Supplier	Customer	Customer	Customer via Non-Cloud Template
Calculate PAYE according to current legislation	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate NI according to current legislation	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate court order deductions in accordance with court instructions and current legislation	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate student loan deductions in accordance with notification and current legislation	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate Give-As-You-Earn contributions accordingly to employee instructions and current legislation - once details provided by the Customer	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate pension contributions in accordance with scheme rules set up within the system as at implementation - once details provided by the Customer	Payroll System Functionality	System Functionality	Payroll System Functionality
Process salary-sacrifice deductions based on legislative rules & according to Customer's rules and employee notifications - once details provided by the Customer	Payroll System Functionality	System Functionality	Payroll System Functionality
Process deduction values based on percentage deductions - once details provided by the Customer	Payroll System Functionality	System Functionality	Payroll System Functionality
Ensure Statutory Payments do not exceed normal pay	Payroll System Functionality	System Functionality	Payroll System Functionality
16. Process Pension, Relief at Source & Salary Sacrifice (Includes insert, amend and delete)			
Provide appropriate pension-scheme membership details in the Suppliers agreed format	Customer - Provide to Supplier on non cloud template via Cloud Messaging	Customer	Customer via Non-Cloud Template
Auto Enrol & Contractually enrol employees on to the pension scheme -if set up at implementation	Payroll System Functionality	Customer	Payroll System Functionality
Enter employee level non auto entitlement & contractual enrolment appropriate pension-scheme membership	Customer - Provide to Supplier on non cloud template via Cloud Messaging	Customer	Customer via Non-Cloud Template

Process Auto Enrolment & Contractual pension scheme rules in line with legislation and system set up -if set up at implementation	Payroll System Functionality	System Functionality	Payroll System Functionality
Check eligibility to join Pension Scheme based on scheme rules (Non-AE)	Customer	Customer	Customer
Calculate pension contributions in accordance with the Customers Pension Scheme rules as set up within the system as at implementation	Payroll System Functionality	System Functionality	Payroll System Functionality
Provide Opt out employee requests to the Supplier	Customer - Provide to Supplier on non cloud template via Cloud Messaging	Customer	Customer via Non-Cloud Template
Action Opt out employee requests	Supplier - Standard	Customer	Supplier's Payroll Team
Confirm process date for re-enrolment pay period	Customer	Customer	Customer via Cloud Messaging
Process re-enrolment rules	Supplier - Standard	Customer	Supplier's Payroll Team
Produce pension upload file - If applicable	Supplier - Standard	Customer	Supplier's Payroll Team
Upload pension file to pension provider - If applicable	Supplier - Standard	Customer	Supplier's Payroll Team
Create standard MDC or MCR - Teachers Pension files (education only)	Supplier - Standard	Customer	Supplier's Payroll Team
Submit online MDC or MCR - Teachers Pension files (education only) if applicable	Supplier - Standard	Customer	Supplier's Payroll Team
Provide Customer auto enrolment reports (if supplier processes AE assessment on behalf of the Customer)	Supplier - Standard	Customer	N/A as Interface in Place
Provide HR Admin Team auto enrolment reports (if supplier processes AE assessment on behalf of the Customer)	N/A	N/A	Supplier's Payroll Team
Produce Auto Enrolment letters - if requested	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
Confirm Teachers Pension & Local Government Pension- pension bands updates (annually/bi-annual or monthly)	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	HR Admin Team
Update Teachers Pension & Local Government Pension- pension bands updates (annually/bi-annual or monthly)	Supplier - Standard	Customer	Supplier's Payroll Team
Pension - Complete starter/leaver & retirement forms	Customer	Customer	Customer
MDC - provide monthly contribution breakdown **in the form of the Teachers Pension Banding report from IQ system**	Supplier - Standard	Customer	Supplier's Payroll Team
Teachers Pension MCR & MDC end of year certificate completion	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
Provide Local Government EMR information (Employers Months Returns) **in the form of Pension & Benefits report from IQ system**	Supplier - Standard	Customer	Supplier's Payroll Team
Local Government monthly calculation for assumed pensionable pay up to 4 per pay period per payroll	Supplier - Standard	Customer	Supplier's Payroll Team
Local Government monthly calculation for assumed pensionable pay more than 4 per pay period per payroll	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
Local Government pension file **monthly i-Connect** once set up and signed off as part of initial implementation project	Supplier - Standard	Customer	Supplier's Payroll Team
Local Government **annual pension file** once set up and signed off as part of initial implementation project	Supplier - Standard	Customer	Supplier's Payroll Team
Process via the payroll pension opt out refunds up to 5 per payroll per pay period within 3 months of joining the pension scheme	Supplier - Standard	Customer	Supplier's Payroll Team
Process via the payroll pension opt out refunds more than 5 per payroll per pay period within 3 months of joining the pension scheme	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
Process pension opt out refunds 3 months plus of joining the pension scheme	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)

17. Calculate Net Pay			
Ability to have multiple payrolls and/or split payrolls into specific groups	Payroll System Functionality	System Functionality	Payroll System Functionality
Have facility for handling NI contributions for multiple jobs	Payroll System Functionality	System Functionality	Payroll System Functionality
Calculate gross to net payments	Payroll System Functionality	System Functionality	Payroll System Functionality
Via cloud portal publish standard report pack containing;- •Gross to net •Altered net •Correction report •Exception report •Pay element report •PAS •Payment run report •Pension/Benefits report •Pension contribution report •Summary payslip report •Pay variance report •Minimum wage report •Work Pattern – needs to be created •Payslip Print •Company sick pay report	Supplier - Standard	Customer	Supplier's Payroll Team
Via cloud portal publish HMRC Notices applied report	Supplier - Standard	Customer	Supplier's Payroll Team
Via cloud portal publish HMRC payment-over report- P32	Supplier - Standard	Customer	Supplier's Payroll Team
Via cloud portal publish teachers pension - Remittance	Supplier - Standard	Customer	Supplier's Payroll Team
Via cloud portal produce and despatch auto enrolment assessment reports per pay period (if supplier process AE assessment on behalf of the Customer)	Supplier - Standard	Customer	Supplier's Payroll Team
18. Payroll Output			
Produce payslip for each employee detailing all payments and deductions and cumulative figures to date in agreed format	Payroll System Functionality	System Functionality	Payroll System Functionality
Publish employee Self Service payslips/P45s/ P60's as per standard processing schedule dates	Supplier - Standard	Customer	Supplier's Payroll Team
Provide access to employees' Self Service or Employee Hub for payslips/P45's & P60's (Excludes leavers)	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Create customised bespoke reports as requested by Customer,	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Produce Journal File (if required and set up and signed off at implementation)	Supplier - Standard	Customer	Supplier's Payroll Team
Publish via cloud portal Journal File (if required)	Supplier - Standard	Customer	Supplier's Payroll Team
Produce & Submit FPS & EPS files	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Create BACS/Payment files (salaries)	Payroll System Functionality	System Functionality	Payroll System Functionality
Submit BACS file to BACS for processing (If a BACS submission customer with the supplier)	Supplier - Standard	Customer	Supplier's Payroll Team
Submit payment file to paying employees (**If not a** BACS submission customer with the supplier)	Customer	Customer	Customer
Create ad-hoc reports	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Run ad-hoc additional reports via live reporting	Customer - Via Cloud Portal	Customer - Via Cloud Portal	Customer - Via Cloud Portal
Produce **non-Teachers Pension** 3rd party remittance reports	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
19. Payroll Pre Validation and Reconciliation			
New Starter Import Checks	Supplier - Standard	N/A	Supplier's Payroll Team
New Starter Cloud Portal Checks	Customer	N/A	N/A as Interface in Place
Back Pay Calculation Checks	Customer	N/A	Customer

Leavers Import Checks	Supplier - Standard	N/A	Supplier's Payroll Team
Leavers Cloud Portal Checks	Customer	N/A	N/A as Interface in Place
OMP & SMP Checks	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
AE Processing Checks (If processing AE on behalf of the Customer)	Supplier - Standard	N/A	Supplier's Payroll Team
AE Processing Checks (If **not** processing AE on behalf of the Customer)	Customer	N/A	Customer
Internal Standard Payroll Data Validation Checks	Supplier - Standard	N/A	Supplier's Payroll Team
Internal Standard Payroll Exception Report Checks	Supplier - Standard	N/A	Supplier's Payroll Team
Internal Standard Payroll Altered Net 70% Check	Supplier - Standard	N/A	Supplier's Payroll Team
Internal Standard Payroll Bank Details Exception Checks	Supplier - Standard	N/A	Supplier's Payroll Team
Internal Standard Payroll Imported Payment Total Checks	Supplier - Standard	N/A	Supplier's Payroll Team
External Customer Processing Checks	Customer	Customer	Customer
20. Payroll Post Validation and Reconciliation			
Check BACS processing date, the BACS user number and bank details	Customer	Customer	Customer
Check no BACS rejections	Customer	Customer	Customer
Reconcile BACS total agreed with total net pay on payroll list	Supplier - Standard	Customer	Supplier's Payroll Team
Reconcile deductions and net pay equal to gross pay	Supplier - Standard	Customer	Supplier's Payroll Team
Reconcile SSP and SMP payments and offsets where applicable	Supplier - Standard	Customer	Supplier's Payroll Team
Check advances recovered in full	Customer	Customer	Customer
Reconcile total number of employees paid against last period total (including adjustments for starters, leavers, transfers)	Customer	Customer	Customer
Complete HMRC reconciliation of Tax & NI payments over	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Complete internal month end checks	Supplier - Standard	Customer	Supplier's Payroll Team
Reconcile pension deductions to pension upload file - **If Supplier loading file on behalf on Customer**	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Reconcile pension deductions to pension upload file - **If Customer loading file**	Customer	Customer	Customer
Obtain payroll approval from the Customer	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Provide payroll approval utilising the Supplier's standard approval mechanism	Customer - Via Cloud Portal	Customer - Via Cloud Portal	Customer - Via Cloud Portal
Obtain payment approval - including any BACS & 3rd party payments for submission **if a BACS customer)**	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Provide payment approval utilising the Supplier's standard approval mechanism (including any BACS & 3rd party payments for submission if a BACS customer)	Customer - Via Cloud Portal	Customer - Via Cloud Portal	Customer - Via Cloud Portal
21. Third-party Payments			
Provide functionality for disbursement payments via BACS	Payroll System Functionality	System Functionality	Payroll System Functionality
Produce remittances reporting for non-Teachers Pension third-party payments	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
Create BACS transaction for HMRC	Supplier - Standard	Customer	Supplier's Payroll Team
Submit BACS transaction for HMRC (If a BACS submission customer with the supplier)	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Submit BACS transaction for HMRC (**If not a** BACS submission customer with the supplier)	Customer	Customer	Customer
Create BACS transaction for Courts	Supplier - Standard	Customer	Supplier's Payroll Team
Submit BACS transaction for Courts (If a BACS submission customer with the supplier)	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Submit BACS transaction for Courts (**If not a** BACS submission customer with the supplier)	Customer	Customer	Customer
Create BACS transaction for Pension providers payments	Supplier - Standard	Customer	Supplier's Payroll Team
Submit BACS transaction for Pension providers payments(If a BACS submission customer with the supplier)	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Submit BACS transaction for Pension providers payments(**If not a** BACS submission customer with the supplier)	Customer	Customer	Customer

Create BACS transaction for agreed 3rd party voluntary deduction payments	Supplier - Standard	Customer	Supplier's Payroll Team
Submit BACS transaction for 3rd party voluntary deduction payments(If a BACS submission customer with the supplier)	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Submit BACS transaction for 3rd party voluntary deduction payments(**If not a** BACS submission customer with the supplier)	Customer	Customer	Customer
22. Produce ad-hoc one-off payslips Manual Payments (e.g. underpayments, new starters)			
Calculate Manual Payment and produce payslip & update system	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Supplier's Payroll Team at an Additional Charge
Generate and transmit BACS transaction for employee	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Supplier's Payroll Team at an Additional Charge
23. BACS Recalls and Emergency Payments (including Recoveries and Payroll Adjustments)			
Recall BACS transactions from bank for individual employee	Customer	Customer	Customer
Revise gross and net pay values using the ad hoc one-off payslip functionality	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Supplier's Payroll Team at an Additional Charge
Produce revised copy payslip	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Supplier's Payroll Team at an Additional Charge
Generate and transmit BACS transaction for employee	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
24. Overpayments current payees			
Determine amount of gross overpayment	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Supplier's Payroll Team at an Additional Charge
Net down overpayment using the ad-hoc one-off payslip functionality	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Supplier's Payroll Team at an Additional Charge
Notify payee of overpayment value	Customer	Customer	N/A
Notify payee of overpayment value via letter as informed by Customer	N/A	N/A	HR Admin Team
Draft letter overpayment and repayment method and periods	N/A	N/A	HR Admin Team
Advise and agree overpayment and repayment method and periods with payee	Customer	Customer	Customer
Input overpayment value and period deduction	Customer - Provide to Supplier on non cloud template via Cloud Messaging	Customer	Customer via Non-Cloud Template
Undertake any corrections for prior year overpayment relating to tax year-end returns.	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
25. Tax Year-end/Start Processing			
Action Tax year start upgrade	Supplier - Standard	Customer	Supplier's Payroll Team
Process tax code points uplifts	Supplier - Standard	Customer	Supplier's Payroll Team
Process P9's	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Provide annual payroll parameter updates	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)	Customer	Customer in the Suppliers Agreed Format and Agreed Data Transfer Mechanism (email must not be used)
Action annual payroll parameter updates	Supplier - Standard	Customer	Supplier's Payroll Team
Complete annual reconciliations of the payroll against payments made to the HMRC	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Produce & publish a P60 (for all live employees as at 5 April)	Supplier - Standard	Customer	Supplier's Payroll Team

Create & publish to the Customer Local Government annual pension file once set up and signed off as part of initial implementation project	Supplier - Standard	Customer	Supplier's Payroll Team
Complete any P11d requirements & P11Db's for payrolled benefits	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
Produce & Publish a P11D or Nil Returns	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
26. Pay Queries			
Respond to pay queries direct from Customer's employees	Customer	Customer	Customer
Respond to payroll queries from statutory bodies, such as HMRC, Courts, Student Loan Office	Supplier - Standard	Customer	Supplier's Payroll Team
Process requests from Contributions and Benefits Agencies for missing National Insurance numbers	Customer	Customer	Customer
Complete forms from Contributions and Benefits Agencies	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Respond to queries from **agreed** Customer contacts such as HR, finance, auditors	Supplier - Standard	Customer	Supplier's Payroll Team
Maintain & update the Supplier on the payroll **agreed** Customer contacts	Customer	Customer	Customer
Respond to queries from third parties, such as authorised Customer's pension administrator	Customer	Customer	Customer
Complete requests for pay information from Customer	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Customer as Standard or Supplier at an Additional Charge via Change Control Notice procedure (CCN)
27. Update Payroll Parameters ('Update' includes Insert, Amend and Delete) - Subject to Change Control Notice			
Change pay elements and set indicators, such as taxable, pensionable, NI'able	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Change pensions and AVC scheme contributions and bands and other indicators	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Change code tables e.g. cost centre, division, department, and location codes/descriptions	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Change account codes (Journal)	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Change contractual payment values	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Change absence types and illness codes	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Change rate calculations	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
28. Process Leavers / Off Boarding (All processing includes pro-rating for part-time staff, and includes Death In Service, Dismissal, Redundancies, Retirement and overpayments)			
Notify benefits providers of termination date	Customer	Customer	Customer as Standard or HR Admin Team at an Additional Charge via Change Control Notice procedure (CCN)
Notify all internal departments of leave date	Customer	Customer	Customer
Check holiday entitlement outstanding	Customer	Customer	HR Admin Team
Check outstanding balances on loans and advise if loan cannot be recovered in full	Customer	Customer	HR Admin Team via Agreed Mechanism
Calculate, pro-rate in accordance with leave date and parameters set up in the system at implementation	Payroll System Functionality	System Functionality	Payroll System Functionality
Enter leave date	Customer - Via Cloud Portal	Customer	HR Admin Team - Via Appogee/CintraHR
Check final pay in accordance with leave date and terms & conditions	Customer	Customer	Customer
Enter any other associated leaving payments e.g. pay in lieu of notice, ex-gratia, holiday pay etc from data provided Via Cloud Portal of Supplier Agreed format/interface	Customer Via Cloud Portal	Customer	HR Team/Customer - Via Cloud portal one-off payments
Deduct outstanding loans in accordance with appropriate pay rules	Customer - Provide to Supplier on non cloud template via Cloud Messaging	Customer	HR Admin Team
Make payments after leaving to left employees	Customer - Provide to Supplier on non cloud template via Cloud Messaging	Customer	Customer via Non-Cloud Template
Publish employee Self Service payslips/P45s/ P60's as per standard processing schedule dates	Supplier - Standard	Customer	Supplier's Payroll Team

Provide access to employees Self Service or Employee Hub for payslips/P45's	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Invite leavers to Employee Hub	N/A	N/A	HR Admin Team
Report & Notify court of outstanding court orders	Customer	Customer	Customer
29. Service Management			
Provide Annual Payroll Processing Schedules	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Complete Cloud Portal Training	Customer	Customer	Customer
Complete IQ Payroll Training	N/A	Customer	N/A
Agree & adhere to annual processing schedule dates & sign offs	Customer	Customer	Customer
Arrange Payroll Service reviews with the Customer	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Arrange HRO Service reviews with the Customer	N/A	N/A	HR Admin Team
Attend Service reviews with the Supplier	Customer	Customer	Customer
Provide escalation procedure	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Follow the Supplier standard escalation procedure	Customer	Customer	Customer
30. Provide Infrastructure, Technical and Functional Support			
Provide support relating to the payroll system and payroll processes; service to be available on Monday-Friday (except bank holidays) between the suppliers standard operating hours	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Provide Customer access to the IQ system (serve level 2 or read access only)	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Supplier- Standard	N/A
Maintain and modify all Payroll Software to comply with current year legislation (for each tax year)	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Maintain all hardware in proper working condition	Customer	Customer	Customer
File and retain all published payroll reports locally	Customer	Customer	Customer
System Back-Up - including off-site storage for security	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
31. Organisational Management			
Advise HR Admin Team of Organisational Structure	N/A	N/A	Customer
Maintenance of Organisational Structure	Customer	Customer	HR Admin Team
Create new/maintain attributes of existing positions	Customer	Customer	HR Admin Team
Ensure employees download and retain copies of payslips/P60's/P11D's & P45's and save locally	Customer	Customer	Customer
Employee password reset management	Customer	Customer	Appogee/CintraHR System Functionality
Remove the Suppliers employees' access to the payroll system on date of leaving from payroll users menu	Supplier - Standard	Supplier- Standard	Supplier's Payroll Team
Remove the Suppliers employees' access to the HR system on date of leaving from payroll users menu	N/A	N/A	Supplier - Standard
Remove Customer employee's access to the payroll system on the date of leaving from the payroll users menu	Customer	Customer	N/A
32. Reporting			
Provide cloud live standard payroll reports	Supplier - Standard	N/A	Supplier's Payroll Team
Produce IQ standard payroll report pack	Supplier - Standard	Customer	Supplier's Payroll Team
Produce IQ and/or cloud non-standard ad-hoc reports in agreed format(s)	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Customer	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Produce standard IQ Gender Pay Gap Reporting	Customer as Standard or Supplier at an Additional Charge as per additional charge price list	Customer	Customer as Standard or Supplier at an Additional Charge as per additional charge price list
33. Re-Runs / Supplementary Runs			
Request Re-Run/Contractual 2nd edits /Supplementary Rerun	Customer - Via Cloud Portal	Customer	HR Team/Customer
Supply Additional Charge (Non Supplier Error only)	Supplier - Standard	Supplier- Standard	HR Admin Team
Agree Additional Charges (Non Supplier Error only)	Customer	Customer	Customer
Unlock Payroll via Cloud Portal (re-runs/ non contractual 2nd edits & supplementary runs) once charges agreed if applicable	Supplier - Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing	N/A	Supplier's Payroll Team- Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing
Input Changes once charges agreed if applicable	Customer Via Cloud Portal	N/A	HR Admin Team - Via Appogee/CintraHR
Import Changes once charges agreed if applicable	N/A	N/A	Supplier - Standard
Input one-off payment changes once charges agreed if applicable	Customer Via Cloud Portal	N/A	Customer - Via Cloud Portal - one-off payment

Upload one-off payment changes once charges agreed if applicable	N/A	N/A	HR Admin Team
Confirm data submission of changes via Cloud portal once charges agreed if applicable	Customer Via Cloud Portal	N/A	Customer Via Cloud Portal
Input non cloud changes in agree format once charges agreed if applicable	Supplier - Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing	Supplier- Standard as included as agreed once agreed the additional/non-contractual re-run and/or supplementary charges	Supplier's Payroll Team- Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing
Process Gross to Net once charges agreed if applicable	Supplier - Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing	Supplier- Standard as included as agreed once agreed the additional/non-contractual re-run and/or supplementary charges	Supplier's Payroll Team- Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing
Complete OSS Standard Checks once charges agreed if applicable	Supplier - Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing	Supplier- Standard as included as agreed once agreed the additional/non-contractual re-run and/or supplementary charges	Supplier's Payroll Team- Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing
Produce Revised Outputs once charges agreed if applicable	Supplier - Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing	Supplier- Standard as included as agreed once agreed the additional/non-contractual re-run and/or supplementary charges	Supplier's Payroll Team- Standard once the additional/non-contractual re-run and/or supplementary charges have been agreed in writing
34. HR			
Record & maintain appraisal records	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Record & maintain training records	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Record & maintain equipment records	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Record & maintain disciplinary records	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Record & maintain grievances records	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Sickness management	Customer	Customer	HR Admin Team - Via Appogee/SicntraHR
Holiday bookings	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Right to Work	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Employee Verification	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Reassign Subordinates	Customer	Customer	HR Admin Team - Via Appogee/CintraHR
Previous employment- Records	Customer	Customer	HR Admin Team - Via Appogee/CintraHR

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