

Schedule 1: Description of Services

1.1 Installation Services

	Comment	Customer Initial
1.1.1 Set-up New Payroll.	PayrollHQ will establish all the required parameters for HRIS and payroll. These parameters will be provided by the Customer to PayrollHQ	
1.1.2 Convert Employee Data	PayrollHQ to provide an excel template to the Customer to capture biographical information, banking details, rates of pay, leave balances, allowances and deductions, tax information. PayrollHQ will convert this data as required into the software.	
1.1.3 Parallel Run	PayrollHQ to process one parallel payroll run. Customer will review and authorise this payroll run prior to go live.	
1.1.4 Convert Year to Date Earnings	Customer to provide PayrollHQ employee YTD earnings to convert into the system. This will enable the production of one payment summary for the given Financial Year for the Customer's employees. Customer to advise if prior terminated employees are to be included Please note this is an optional service. The Customer must initial this clause if the service is required.	
1.1.5 General Ledger Interface	Customer will provide specific parameters to enable the creation of a General Ledger file. N.B. This is an optional service. The Customer must initial this clause if the service is required.	
1.1.6 Time & Attendance	PayrollHQ will establish Modern Award: N/A Customer will provide specific work rules. Where this option is selected, the Customer agrees to sign off of testing of these rules N.B. This is an optional service. The Customer must initial this clause if the service is required.	
1.1.7 Employee Self Service	PayrollHQ will establish a portal to enable employees to change personal and bank details. The employees will be able to enter leave and view payslips.	

Please Note: The Customer is required to provide written advice that the implementation of each service is successful before live processing of the service can commence.

1.2 Payroll Services

1.2.1 Data Submission

Data Submission	Customer Initial
Customer provides request changes via email	
Employee submits timesheet through PayrollHQ portal	
Customer provide timesheet file to interface with payroll system	
Employee submits leave through online portal	

1.2.2 Daily On Demand Services

Service	Service Description	Service Level	Customer Initial
Make payroll adjustments	Make manual YTD adjustments to employee payments and if required make manual payment as required.	Within 4 hours of request.	
Make one-off payments	As required, create immediate one-off payment to employees as per manual adjustment.	Within 4 hours of request.	
Respond to enquiries	Customer contact to liaise with PayrollHQ consultant to resolve payroll related issues.	Standard response within 4 hours.	
Calculate terminations/ redundancies	If a redundancy is to be calculated, requires written or emailed rules applying to the redundancy.	Standard response 3 hours. If faster response required, \$120 surcharge applies.	

1.2.3 Pay Cycle Services

Service	Service Description	Service Level	Customer Initial
Timesheet processing	Employee submits timesheets electronically	Completed prior to pay process.	
Leave request processing via ESS	Employees submit leave requests via online portal.	All requests to be included in relevant pay run.	
Pay Processing	As per Data submission managed by PayrollHQ	As agreed	
Distribute payroll reports to nominated Customer contact	Distribute Payroll reports for verification/authorisation to Customer contact	As agreed	
Publish electronic payslips Online	Payslips for the current pay cycle published to online portal. Current and previous year history maintained.	After completion of payroll process.	
Payment distribution	Via aba file produced for Customer	On pay day.	

1.2.4 End of Pay Period Services

Service	Service Description	Service Level	Customer Initial
General Ledger Interface File	PayrollHQ to provide Customer with GL file.	After each payroll process	
Employee tax declaration information to the ATO	Tax Declaration Filing of employee details to ATO	Submitted via payroll software SBR	
Superannuation	Superannuation remittance via Clicksuper.	Monthly	

1.2.5 End of Year Services

Service	Service Description	Service Level	Customer Initial
Single Touch Payroll submission	PayrollHQ to action STP for Customer	Per payroll	

Schedule 2: Support Services

1. Customer Services

The Payroll Consultant's level of responsibility and recognition at PayrollHQ is that of a line manager as they have the responsibility for ensuring Customer satisfaction. Payroll Consultant's hours of work are 8.30 am to 5.00 pm (Eastern time) Monday to Friday. The Customer should make prior arrangements for specific support requirements outside of these hours.

The Payroll Consultant is the Customer's primary contact at PayrollHQ. At times when they Consultant cannot be contacted; the help desk will address Customer queries.

The functions performed by the Payroll Consultant will include:

- » Software Support
- » Pay Cycle Services
- » End of Month Services
- » Year End Services
- » Other Services