Important Service Information for Payroll Outsourcing Service

Access Workspace Australia Pty Ltd ('Access') shall provide Payroll Outsourcing Services as set out and defined in the tables in Schedule 1. As part of the Payroll Outsourcing Service, Access shall maintain ESS (refer to Schedule 2) software where applicable and maintain your Express Super (refer to Schedule 3) with the Payroll software and the website record where applicable.

Where there is a requisite TNA in place, Access shall utilise secure product for the transmission of your EFT files.

In order for Access to provide the Services within the agreed timeframe, it is essential that you provide Access with all authorisations necessary and comply with all reasonable requests including providing Single Touch Payroll contact details as outlined in Schedule 4.

In instructing Access with your payroll outsourcing requests, you shall:
(i) provide accurate, complete and legible information and any additional information within the timeframes detailed on Schedule 5 (Payroll Data Deadlines) for any Services to be provided;
(ii) provide Access with all authorisations necessary and relevant for Access's provision of the Services (including establishment and maintenance of a bank TNA) and access to the clients FTP site and ConnX Systems where applicable);
(iii) provide Key Contact Details as outlined in Schedule 6 (Key Contact Details).

You acknowledge that the Services will be provided on Business Days during Business Hours, and any Ancillary Services required outside these times and days will be provided by Access subject to the availability of Access's Personnel and at Access's current rates for such Ancillary Services.

You acknowledge that if the payroll data is not provided to Access within the timeframes specified, or is inaccurate, illegible or incomplete, the relevant payroll may not be processed within the agreed timeframe. In these circumstances, any processing or reprocessing of such data may be treated by Access as an Ancillary Service and charged accordingly.

You acknowledge that on the spot terminations will be processed as promptly as possible by Access as per the time frames specified in Schedule 1 - Services

If You do not have a TNA in place, You agree that Access is not liable for any loss or damage to, or related to or arising from, Your EFT files or the subsequent transfer of Your funds to employees following the release of your EFT file to You by electronic means, and indemnifies Access against any such claims, either by it or a third party, including its employees, referred to in this clause.

If You do have a TNA in place, You agree that Access is not liable for any delay in the approval of the ABA file, related to or arising from, You exceeding the TNA account limits, and indemnifies Access against any such claims, either by it or a third party, including its employees, referred to in this clause.

Superannuation contributions approval must be received 10 days prior to the end of the Superannuation guaranteed cut off dates as defined by the ATO.

We confirm that Payroll Outsourcing service is hosted locally in Australia and your data will be stored and hosted within Australian borders.

In the event Sage's Service Provider intends to store and/or host the Data outside Australia, then we shall contact you as soon as practicable of any intended Data movement and the Data will not be moved until such time as you consented to the data being moved. We acknowledge that you have absolute and unfettered discretion to provide any such consent to the extent that the transfer relates specifically to the Data.

Employee Self Service (ESS)
Please ensure you :
(i) implement and maintain a link to your customised ESS web page and database;
(ii) appoint a suitable trained employee to act as the ESS Authorised Person who is responsible for
(iii) managing ESS for your employees, including:
 a. training on the use of ESS;

<blockquote>

   b.   maintaining the employee profile including logon, password details and hierarchy for work flow purposes;

   c.   authorising leave requests made by employees; and

   d.   reporting ESS errors to Access.

(iv) establish new employees' profiles, including report hierarchy, passwords, and log on details.

</blockquote>

SCHEDULE 1 - SERVICES

1. Should Access, through no fault of You, fail to make EFT or other agreed superannuation or regulatory payments by the agreed date, the payroll cycle that those services result from will be without charge. This excludes situations where the supplier fails to make these payments by the agreed date due to a Force Majeure Event.

2. All timeframes mentioned in this Schedule will be dependent on the current status of the payroll system. Some functions cannot be carried out whilst the system has a payroll currently being processed. If requests for data or reports are received when the system is unable to produce the requested information, a written response and approximate timeframes of action will be provided within six hours to You from Access.

Service Provision	Agreed timeframe
Your receipt of First Stage Approvals (Transaction Listing, Master File Amendments)	24 hours from Access receipt of payroll processing information. Refer to Clause 4.2.1 Receipt of Data Deadlines.
Your receipt Final Stage Approval (Final payroll and audit reports)	2 hours from Access receipt of the First Stage Approvals.
EFT File transmitted by Access	The minimum turn around time for generating the EFT file from Access receipt of the Payroll Acceptance Form is 1 hour. Transmission cut off time to the bank for process for payment for the following day is 3pm. Files received after 3pm may not make the overnight banking process for payment into employee's accounts for the following day. If the EFT file is rejected due to insufficient funds clients will be advised for rectification. Refer to Clause 4.6, 4.7
EFT files (if not transmitted by Supplier)	Provided to Client by mid-day of release date if the Client provides the Payroll Approval Form no later than 10:00 AM on the release date. The minimum turn around time for generating the EFT file from Access receipt of the Payroll Approval Form is 1 hour.
Single Touch Payroll (STP) Extract Report	The STP file will be provided within 24 hours of the EFT Release Date. Example: if your bank release file is Wednesday and you approve your bank file at 3:00 PM on the Wednesday we will have the STP file uploaded and email notification provided to the STP Contacts by 3:00 PM Thursday. The ATO define a bank release of Wednesday as a Pay Day Thursday. The file must be sent to the ATO 24 hours after your pay day.
Creditor EFT	2 hours from completion of Payroll process and supply of the Payroll EFT file if required same day for banking or next business day.

Service Provision	Agreed timeframe
Timeframe for advising Access of out of pay run scheduling of service requests.	Six hour timeframe. If the scheduled timeframe is not going to be met, or the request is outside of the Services listed in this table of Services, Access will provide You with a timeframe commitment for performing the required request within 2 hours of receipt of a Service request.
Termination quotes (singular)	Six Hour Timeframe
Termination quotes (bulk)	Quotes provided to You on a timeframe negotiated at the time between both parties.

Communication:
   1.   Employee detail enquiry
   2.   Employee leave enquiry
   3.   Previous earnings history enquiry
   4.   Employee not paid enquiry
 	
   5.   Request for report (non standard)
	
	24 hour response
	24 hour response
	Six hour response
	Six hour response or within a timeframe agreed by both parties at that time
	Twenty four hour response

4. The address of Access to which You must submit all information relevant to the provision of the Services is:

Access Payroll Outsourcing

Access Software Australia Pty Ltd

Level 11, The Zenith Tower B, 821 Pacific Highway, Chatswood, NSW 2067

Tel.: (02) 9884 4177

Fax: (02) 9884 4157

Email: Avocet.outsourcing@theaccessgroup.com

1. Standard Contracted Services	Description of Activity	Australian or New Zealand payroll function
Check General Parameters	Check last entitlements update and payroll is ready in current pay date range.	Both
Update Register as required	Changes to register maintenance details as instructed.	Both
Update Employee details	New Employees. New Allowances / loadings. New deductions. Bank account details. Salary changes. Name & address. Superannuation deductions (one scheme &/or one fund). (Known as KiwiSaver in New Zealand) Employee Tax Declarations.	Both
Backup Database before input	Save changes.	Both
Enter transactions (Pays)	Data Entry of current standard pay hours Non Standard Additions/Deductions. No Hours worked. Personal Sick / Annual /Long Service Leave /Other leave entries. Rostered Day Off pay and deduct entries. Back Pay. Terminations Entry of prepayment transactions. Lump sum payment transactions, such as bonus, off cycle commissions, quarterly incentives.	Both
Client Transfer for Approval	Print Transaction listing & audit reports.	Both
Client Approval	Check for changes. Correct any Pay Details.	
EFT of Payroll Australia	Back up database before EFT. Produce EFT file. The EFT file produced is an ABA file which is setup for the Australian Banking Association standard. Submit EFT files through a transaction negotiation authority if required.	Australian
EFT of Payroll New Zealand	Back up database before EFT. Produce EFT file to the format requested by client/bank. Provide file to client for uploading.	New Zealand

1. Standard Contracted Services	Description of Activity	Australian or New Zealand payroll function
Pay Advice	Pay Advices Production. • Email payslips via password protect PDF attachment • Upload to Access portal. • Mail Pay Advices direct to employees where required.	Both
End Of Pay	Backup Database before End Of Pay. Perform End of Pay process. Print End Of Pay Reports Generate General Ledger file (if required)	Both
End of Month	Establish next payroll period end date Clear all General Ledger costings (if required). Transmit PAYG tax to ATO (if required). General Ledger Interface (if required). Superannuation Interface (if required).	Australian
	Establish next payroll period end date Clear all General Ledger costings (if required). General Ledger Interface (if required). EMS report ESCT Details report	New Zealand
Business Continuity Procedures	All Data backed up off site. Annual Data backup off site. Security and Disaster Recovery.	Both

2. Super Contribution Calculation	Description of Activity	Australian or New Zealand payroll function
Maintain Superannuation funds	Establish and maintain new and existing Superannuation funds.	Both
Calculate Superannuation Contributions	Calculate contribution amounts as advised by You.	Both
Prepare Contribution report	Produce Superannuation Contribution reports.	Both
Export Superannuation Contribution file	Export of Superannuation Contribution file.	Both

3. Payment Summary Production	Description of Activity	Australian or New Zealand payroll function
Fringe Benefits Tax	Enter Fringe Benefits Tax prior to End of Year reconciliation. (Information provided by client)	Australian
Foreign Employment Income	Enter Foreign Employment Income prior to end of year reconciliation. (Information provided by client)	Australian
End of Year Reports	End of Year Processing Reports for reconciliation provided Authorisation Form.	Australian

3. Payment Summary Production	Description of Activity	Australian or New Zealand payroll function
Payment Summary Services	Production of Payment Summaries and End of Year Processing. Terminated employee payment summaries during the year if requested by the employee. Payment Summaries provided in: • Email with password protected PDF format • Z Fold sealed format. • Uploaded to Access portal One courier to an agreed location.	Australian

4. Ancillary Services	Description of Activity	Australian or New Zealand payroll function
Termination quotes	Hypothetical quotes & quotes for "Business Case". Bulk retrenchments and terminations.	Both
Payroll base rate updates	Bulk update/back pay of new salary/award rates. Rescheduling Charge.	Both
Additional pay runs	Christmas Pay, Bonus Payments. Rescheduling Charge, Back pays.	Both
General ledger account code/parameters	Changes to General Ledger accounts.	Both
Correction of Client Errors	Work not presented in agreed format, Incorrect or illegible data.	Both
Client Termination Costs	Downloading data. File formatting. Couriers.	Both
Superannuation Changes	Changes to existing superannuation details for multiple schemes and/or multiple funds.	Both
Other Authorised Services	Services agreed by the parties.	Both
Customised Reporting	Ad Hoc Reports being written and conversion from text to other software packages. EG Text to Excel.	Both

5. Payroll Consultancy Services	Description of Activity	Australian or New Zealand payroll function
On-Site Consulting	Work required at the client location.	Both
New Client Set up	Payroll setup Checklists. Sign off registers & parameters. Non Standard Activities. Employee wages/salary payment procedures.	Both
Conversion	Access MicrOpay-to-Access MicrOpay or other payroll software-to-Access MicrOpay cut over procedures. Data entry and/or file conversion. Approval procedures.	Both
Parallel Runs	Parallel runs & sign off.	Both
Services	Other services agreed to by both parties.	Both

6. Non Billable Tasks & Activities	Description of Activity	Australian or New Zealand payroll function
Correction of Access Errors	Investigation and remediation activities.	Both
Contract Review & Acceptance Process	Review Payroll Processing Procedures, Client Profile, Critical Operational Deadlines.	Both

SCHEDULE 2 - EMPLOYEE SELF SERVICE

Access shall provide the following Services:

1. Set up customised ESS as per Your specifications including:

    (a) Access for employees to view and update personal information and electronically request for leave which will be sent to employee's manager

    (b) Access for managers to approve leave requests, such approval will automatically be input into the payroll data base to be actioned in the appropriate pay period

    (c) Provide access for managers to view employees' details

    (d) Access for ESS Authorised Person to manage leave requests and manager approvals

    (e) Provide the Client with a unique URL for access to its customised ESS web page

2. Set up Your employee access as per Your request.

SCHEDULE 3 - EXPRESS SUPERANNUATION CLEARINGHOUSE SERVICE

Access shall provide the following Services:

1. Establish and maintain Express Super[1] within the payroll software for the nominated super funds as per Your specifications.

2. Establish and maintain Your employees in the Express Super web site.

3. Prepare the Express Super Contribution report for Your approval.

4. Submit the approved Express Super Contribution report through the Express Super Portal.

5. Generate the Express Super EFT report and file for approval.

6. Submit the approved EFT file to the clearing house or to You.

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[1]Express Super is a collaboration between SuperChoice Pty Ltd and Access Software Australia Pty Ltd. A combined Financial Service Guide and Product Disclosure Statement must be reviewed and executed for this additional service.

SCHEDULE 4 – STP CONTACT DETAILS

Please complete the authorised contact list below. The Single Touch Payroll (STP) contact will be notified each time an Electronic File for payroll has been produced for payroll processing.

The payroll team will generate a file in the format for the Australian Taxation Office and upload it into the STP portal for the authorised contacts to review and submit to the ATO. The ATO request that files are submitted prior or within 24 hours of the pay event occurring. Access recommend more than one STP contact.

Name	Approved to send for ABN Number	Email	Telephone

The ATO reports by ABN so please ensure if you have more than one ABN and you require different apporvers that you specify above.

Company Name		Date Submitted	

SCHEDULE 5 – PAYROLL DATA DEADLINES

Payroll data is to be received by the Supplier by **10:00 AM** Sydney time as per the following schedule. This includes Superannuation Information and approval of leave through ESP or ConnX portals

Receipt of Payroll Data Deadline	
Weekly Payroll	**All payroll data 10:00 AM - 1 Business Day prior to the EFT being submitted to the bank for payment the following day**
Fortnightly Payroll & Bi-Monthly	**Master file changes** **Salary Increase,** **New Employee details** **Manual Timesheets** **by 10:00 AM 2 Business Days prior to the EFT being submitted to the bank for payment the following day** **Timesheet Import file** **by 10:00 AM 1 Business Days prior to the EFT being submitted to the bank for payment the following day**
Monthly & Quarterly	**Master file changes** **Salary Increase,** **New Employee details** **Manual Timesheets** **by 10:00 AM 3 Business Days prior to the EFT being submitted to the bank for payment the following day** **Timesheet Import file** **by 10:00 AM 2 Business Days prior to the EFT being submitted to the bank for payment the following day**

SCHEDULE 6 – KEY CONTACT DETAILS

Please complete the authorised contact list below. The **Approver Only** type is not essential.

Type	Description	Name	Title	Email	Telephone	Authorised to Approve Payroll Process
Payroll Contact	This is the primary payroll contact.					
Secondary	This contact is a backup contact to the payroll contact.					
Escalation	This contact may be advised if a process deadline is at risk of not being achieved.					
Approver Only	This contact is an Approver for payroll processes only. Email communication will not be sent to this contact.					
Approver Only	This contact is an Approver for payroll processes only. Email communication will not be sent to this contact.					
Submitted by (signed):			**Date submitted**			
Please print your name			**Company name**			