

## Service Level Description

### Payroll Service

- Payroll processing will comply with current UK legislation including all RTI submissions.
- Changes to payroll will be accepted by fax, post and e-mail. To ensure a smooth process the customer will agree to provide payroll changes in line with deadlines set in the payroll schedule.
- Clear and concise payroll reports will be emailed and security sealed payslips posted to nominated contact.
- Where required employee payments can be made by BACS, with monies debited from the customer's account and credited to the employees account on the same day. Customer to arrange alternative methods of payment but can be recorded as cash or cheque on the payroll.
- Payments to HMRC, or other third parties, are available as an optional extra cost.
- Pension contributions and non-statutory deductions will be handled as part of the normal payroll process.
- Employees will receive a P60 by 31 May of each year for the preceding tax year in accordance with HMRC regulations.
- P45s will be produced and emailed in the current pay period in which Select Payroll Solutions were notified.

### Office Hours

- Telephone queries will be responded to during 09.00am and 5.00pm on normal working days except English Bank Holidays.

### Correspondence / Telephone Enquiries / E-Mail

- Correspondence arriving at Select Payroll Solutions: Dependent on the nature of the letter, a reply will be sent within five working days. An acknowledgement will be sent if it is anticipated a longer response time is necessary.
- Telephone Enquiries: The customer must nominate a designated employee(s) to act as the main point of contact for Select Payroll Solutions. Select Payroll Solutions will not discuss payroll queries with any other member of staff other than when previously notified by the designated employee.
- E-Mail: All enquiries by e-mail will be dealt with as soon as possible.

### Customer Responsibilities

- Provide accurate, timely and complete information for initial company set up
- To provide periodic payroll changes which is legible, accurate and timely
- Advise Select Payroll Solutions of nominated employee(s) to channel queries and payroll information to Select Payroll Solutions.
- To advise of all payments which may affect employees Tax / NI
- To ensure written authority is obtained from the relevant employee before a voluntary deduction
- Where required, sign off the BACS payment list prior to BACS transmissions for each payrun.