

## SERVICE LEVEL AGREEMENT

<b>Bureau</b>	<b>Manx Computer Bureau Ltd</b> ("the bureau") Telephone: 01624 623841 Facsimile: 01624 623004	M&G House Head Road Douglas Isle of Man IM1 5BF
<b>Client</b>	Name ("the client")	
	Address	Bank Address
	Contact Name	Bank Sorting Code
	Telephone Number	Bank Account Number
	Facsimile Number	BACS User Number

The purpose of this agreement is to set out the basis upon which the bureau provides payroll services to the client:

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| <p><b>Service</b></p> <p>(1) The bureau will undertake the preparation of the client's payroll in a form that complies with the client's statutory obligations.</p> <p>(2) The bureau will calculate net wages and salaries payable, after appropriate deductions, based upon information supplied to the bureau by the client and in accordance with the statutory tax and National Insurance rates appropriate at the time.</p> <p>(3) The bureau will arrange for the payment of wages and salaries to the client's employees using BACS.</p> <p>(4) The client will advise the bureau of BACS "Processing Dates" at least one month in advance of such dates.</p> <p><b>Contingency Service</b></p> <p>(5) Should bureau's payroll operations be disrupted for any reason, the bureau will provide the client with as full a service as possible.</p> <p>(6) The bureau will advise the client should its payroll operations be disrupted to such an extent that there is likely to be an adverse effect to the service provided to the client.</p> | <p>(7) Should the client experience problems in contacting the bureau, communications should be redirected to the bureau's contingency site at 26 Heywood Close, Onchan, Isle of Man IM3 3AF; Telephone: 01624 675898.</p> <p><b>Data Delivery</b></p> <p>(8) The client will provide the bureau with details of employee bank accounts, (namely bank name, address, sorting code, account number and account name) and ensure that the bureau is advised of any changes to these details.</p> <p>(9) At least five working days prior to the relevant BACS "Processing Date", the client will deliver the information necessary to calculate the wages and salaries due to the client's employees to the bureau at the above address, e.g. hours worked, changes to rates of pay, bank details, tax codes, workforce.</p> <p>(10) The bureau will produce payslips in a format agreed with the Client.</p> <p>(11) The bureau will arrange for payslips and a payroll summary report, to be delivered to the client, at the above address, at least three working days prior to the BACS "Processing Date".</p> |
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**Data Verification**

- (12) The client will check the payroll summary report on the day of receipt and ensure that the Processing Date, and the client's bank details are correct.
- (13) The client will verify that the information contained on payroll summary reports is in accordance with the information supplied to the bureau to calculate the wages and salaries due to the client's employees.
- (14) The client will check the payroll summary report to ensure that:
  - The number of transactions equate to the number of the client's employees;
  - The total value of payments is in line with the clients' normal wages and salaries for the period involved;
  - That the total value of payments does not exceed the limit negotiated with the client's BACS sponsor;
  - No single payment is exceptional, after taking account of overtime and special payments or bonuses;
  - No more than one payment is destined for the same account, except where more than one employee shares a joint account.
- (15) The client will inform the bureau of any errors identified on payroll summary reports no later than 12 noon on the day of receipt.

**Cancellation of Payments**

- (16) The client will arrange the cancellation of individual payments by contacting their BACS sponsor.

- (17) If it is necessary to withdraw the whole BACS file, the client will contact the bureau before 3pm on Input Day.

**BACS Input Report**

- (18) This report provides details of the payments that have been sent electronically by BACS on behalf of the client. The client must check to ensure that a BACS Input Report is received on the morning of Processing Day.
- (19) If the BACS Input Report is not received, the client must contact their BACS sponsor before 11am on Processing Day for verification of the BACS transmission.
- (20) The client will check the BACS Input Report to:
  - Ensure the User Number and User Name in the main heading block on page 1 of the report reflect the client's registration with BACS;
  - Ensure that both the number and value of payments agree with the payroll summary report forwarded to the client by the bureau;
  - Ascertain details of any rejected or adjusted records.
- (21) The client is responsible for dealing with any rejected or adjusted records identified in the BACS Input Report.
- (22) The client must immediately advise their BACS Sponsor, and the bureau, of any errors identified on the BACS Input Report.

**Signed for and on behalf of the Bureau:**

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**Bureau**

Name: .....

Position: .....

Date: .....

**Signed for and on behalf of the Client:**

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**Client**

Name: .....

Position: .....

Date: .....

DEFINITIONS:

- BACS** BACS Limited.
- BACS Sponsor** The bank or building society sponsoring the client to use BACS.
- BACS Processing Cycle** The three consecutive **working** days in the BACS Processing Cycle are:
  - Day 1 - Input Day (the last day when the file may be received by BACS);
  - Day 2 - Processing Day;
  - Day 3 - Debit/Credit Day (the day when items should reach destination).