



# Global Payroll Standard Service Description

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## 1.0 AIM OF THE DOCUMENT

This document defines the scope of services to be provided under the terms of the Agreement between IRIS and the Client, subject to any subsequent changes agreed via the change control process. It sets out the services to be delivered in both the implementation process and on-going managed service delivery and shows both IRIS and Client responsibilities in relation to the delivered services.

IRIS offers a comprehensive Global Managed Payroll requiring the Client to submit their permanent and temporary payroll changes. This document will break down the Global Managed Payroll Service with the clearly defined roles and responsibilities of the Client and IRIS FMP.

## 2.0 RELATIONSHIP MATRIX

Relationship Matrix	IRIS Responsible	Client Responsible
Appoint a primary and secondary authorised contact to manage and approve all matters		✓
Provide a relationship matrix	✓	✓
Maintain the relationship matrix	✓	✓
Do not share or accept instructions from anyone other than the representatives on the relationship matrix provided by each party and updated from time to time	✓	

### 3.0 ONBOARDING WITH IRIS

Your dedicated Client Payroll Manager will support the onboarding process to guarantee a successful and efficient live payroll. Your Client Payroll Manager will contact you to arrange the most convenient date and time to discuss and understand your requirements.

Onboarding timescales will vary depending on the status of the Client registrations with the relevant In-Country authorities.

Payroll Set-up	IRIS Responsible	Client Responsible
Complete anti-money laundering information		✓
Complete anti-money laundering checks	✓	
Conduct discovery meetings where applicable	✓	
Provide data collection templates	✓	
Provide payroll rules and parameters along with employer and employee data in agreed format		✓
Verify the reconciliation of year-to-date tax and social security payments at the time of implementation		✓
Be responsible for the accuracy of the data provided		✓
Configure payroll system/s in accordance with Client requirements	✓	
Load employer and employee data accurately into payroll system	✓	
Mutually agree annual payroll schedule	✓	✓
Agree any non-standard reports and associated costs	✓	✓
Validate accuracy of payroll data		✓
Agree live date	✓	✓

#### 4.0 GLOBAL MANAGED PAYROLL PROCESSING

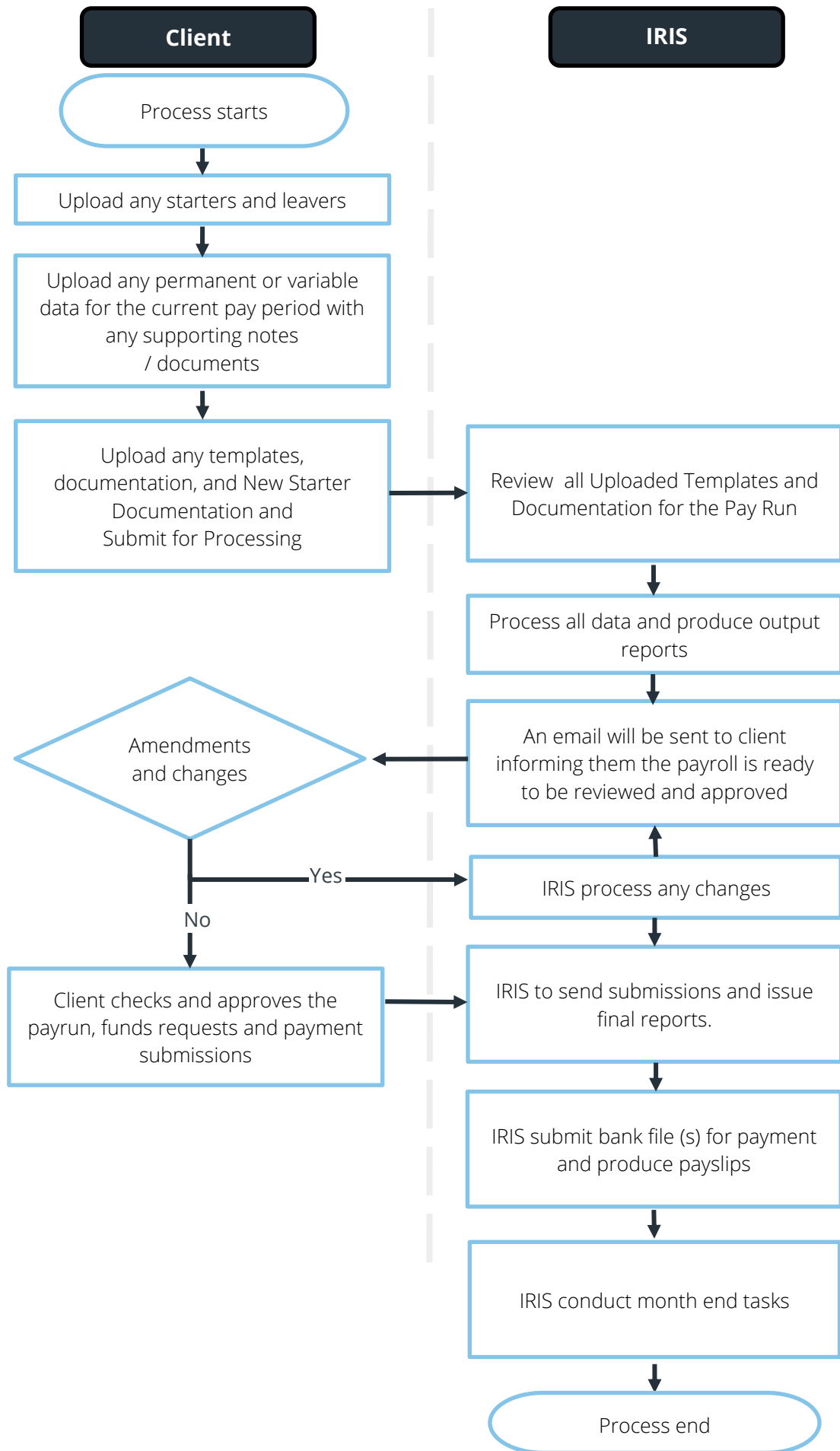
The main aim of payroll is to pay people accurately and on time. To do this, both parties must ensure the payroll is both processed accurately and checked thoroughly.

For each pay period, your Client Payroll Manager will work with you to co-ordinate the management and delivery of the agreed service in each country.

Main Payroll	IRIS Responsible	Client Responsible
Upload any permanent changes to employee information and fixed salary, payments, or deductions		✓
Upload new starter information including any supporting documentation relevant for each jurisdiction		✓
Upload variable payments and deductions		✓
Upload general or statutory payment documentation		✓
Confirm that all data has been sent for inclusion on the current payroll in accordance with processing calendar		✓
Archive and retain a copy of the input for a period as determined by local country legislation	✓	✓
Review and process all payroll changes	✓	
Review and process all uploaded documents	✓	
Ensure any changes to employees and/or payroll are accurate and meet current legislative requirements	✓	
Review payroll reports, Payslips and Statutory Contributions		✓
Check payroll and advise of any amendments		✓
Approve Payroll, Payment Files and Local Legislative Returns		✓
Finalise payroll in line with processing calendar	✓	

Provide final payroll reports	✓	
Provide payslips in the standard method or as agreed	✓	
*Send Local Legislative Returns submissions and payments	✓	
If necessary, correct the amount of any over or underpayment in the next pay run or update the year-to-date values	✓	
Levy additional charges for any work undertaken to correct an over or underpayment if the correction applies retrospectively prior to the current month, if the correction is necessary and not as a result of an act or omission of IRIS FMP	✓	
If it is not possible to correct an underpayment in the next pay run, make such correction by sending a payment directly to the employee (responsibility to be agreed on a case by case basis)	✓	✓
<p><b><u>Periodic Reconciliation</u></b></p> <p>At regular intervals (IRIS FMP recommends after every payroll), perform a reconciliation of year-to-date calculations, general ledgers (where provided) and payments made from the Client bank account and notify IRIS FMP immediately should any errors or discrepancies be found</p>		✓

\*If applicable



## 5.0 PAYMENTS

As well as making payments to employees, IRIS can also make payments to certain third parties.

Payments	IRIS Responsible	Client Responsible
Raise and issue Funds Request with breakdown of all clients' foreign liabilities for payment (Salaries, Social Security, Taxes, primarily)	✓	
Verify that Funds Request issued by IRIS FMP reconciles with the anticipated foreign liabilities for the month		✓
Submit funds to IRIS FMP upon receipt of Funds Request. Ideally, Funds should credit 5 working days prior to Pay Day. Payments should quote unique reference number beginning UOTR/UTR, which changes each Payroll Run		✓
Provide a Payment (Wire) Confirmation to IRIS FMP		✓
Commit payments on FX platform, pending release whilst awaiting Funds	✓	
Receive funds and reconcile with Funds Request	✓	
Disburse Funds as required, in line with contractual and statutory obligations and deadlines*	✓	

\* IRIS FMP will meet deadlines if funds are received 5 working days prior to Pay Day. Should funds not be received in a timely manner, payments will be sent on a best endeavour basis.



## 6.0 PROCESSING SCHEDULES

Each year from October, IRIS FMP will prepare the forthcoming years' Payroll Processing Schedule based on the known in-country and Client holidays.

Processing Schedules	IRIS Responsible	Client Responsible
Prepare and submit an annual payroll processing schedule	✓	
Review and verify the annual payroll processing schedule and inform IRIS FMP of any amendments or provide acceptance		✓
Review and revise annual payroll processing schedule following any changes	✓	
The Client will have final approval. Any amendments after this point may not be accepted		✓

## 7.0 TAX YEAR END

Prior to Tax Year End, IRIS FMP will provide the Client with a summary document explaining the TYE procedures, obligations, and deadlines.

Tax Year End (TYE)	IRIS Responsible	Client Responsible
Create and share the framework outlining the procedures, obligations and deadlines	✓	
Ensure all Client obligations and deadlines are met		✓

## 8.0 QUERY MANAGEMENT

IRIS Global Managed Payroll mans a helpdesk to support any queries an authorised user has with relation to their payroll. In addition to telephone, we also have an email inbox for correspondence within agreed SLAs.

Query Management	IRIS Responsible	Client Responsible
Provide fully managed service support Monday to Friday between the hours of 9:00am and 5:30pm (UK time, excluding public holidays)	✓	
Ensure authorised users are provided with support on calculations, payslip or payment queries	✓	
Provide adequate and appropriate level of details in a timely manner to IRIS FMP to enable effective and efficient resolution		✓
Assign and manage the appropriate priorities (see 8.1 – Impact Categories below)	✓	
Log, track and manage through to resolution all queries, issues, requests, and escalations raised	✓	
Ensure that all contact comes to IRIS Managed Payroll from authorised users only		✓

### 8.1 Impact Categories & Target Resolution Timescales

IRIS FMP will use all reasonable endeavours to acknowledge Client queries, issues, requests, and escalations. Target Resolutions times may be impacted by geographical locations and where this occurs, IRIS FMP will communicate the expected target resolution time to the Client.

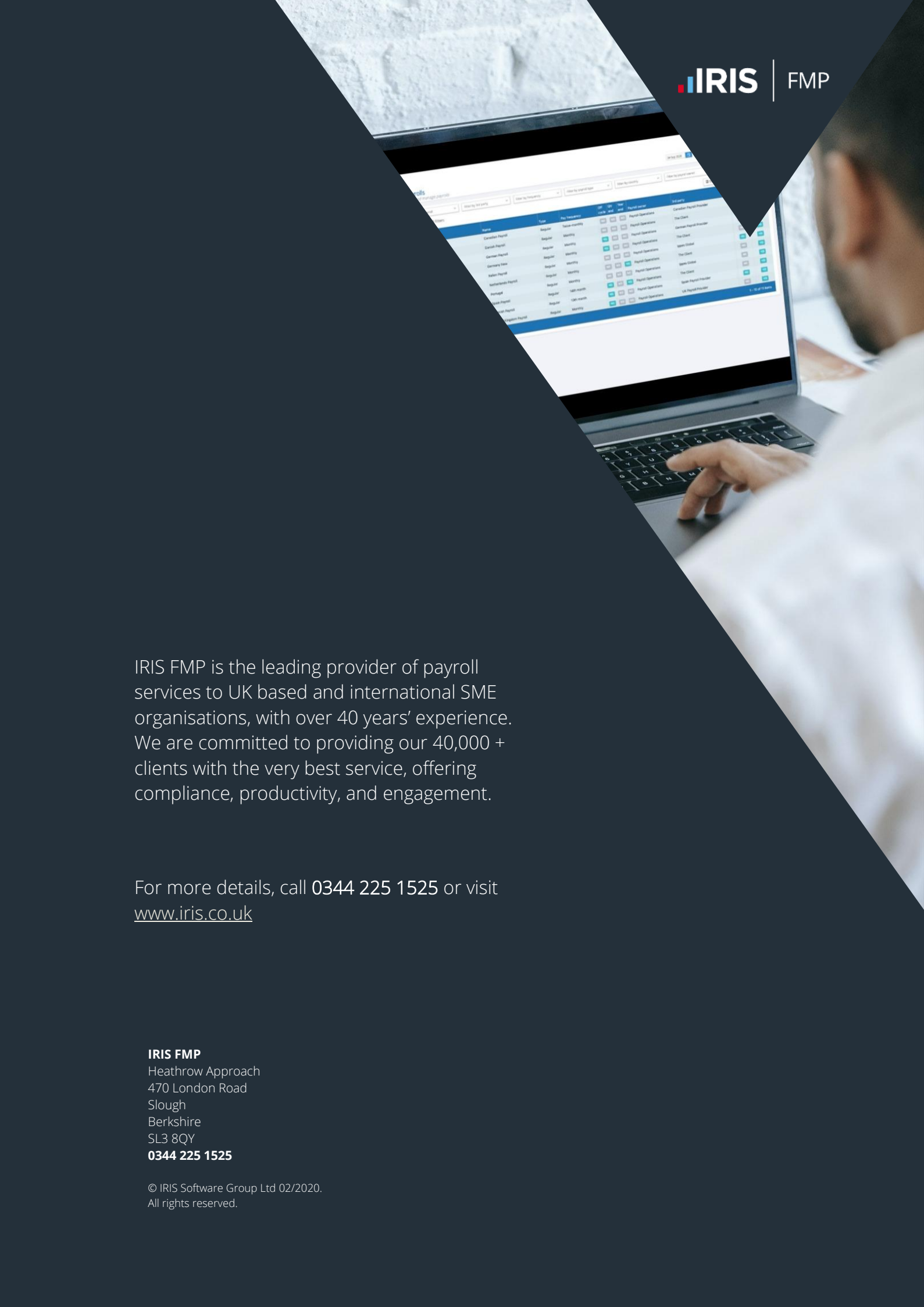
Target Resolutions times may be required to be extended if development work is required or is dependent on third party actions or information. IRIS FMP will communicate the expected target resolution time to the Client.

Resolution to these are categorised on a priority basis with the associated Target Resolution Times outlined below:

Impact	Definition	Target Response Time	Target Resolution Time
Level 1	Potential or actual impact in meeting the agreed deadlines of the payroll schedule for the existing pay period or compliance risk	2 working hours	1 working day
Level 2	Relates to current pay period with no impact on meeting the payroll schedule deadline	1 working day	3 working days
Level 3	General queries not relating to current pay period and not impact the agreed deadlines of the payroll schedule	2 working days	15 working days

## 8.2 Escalation Management

Any unresolved issues should be managed in accordance with the relationship matrix set out in Section 2.

A person is seen from the side, wearing a white shirt, sitting at a desk and using a laptop. The laptop screen displays a payroll management software interface with a table of data. The interface includes search filters at the top and a table with columns for Name, Type, Pay frequency, and various status indicators. The person's hand is on the laptop keyboard.

IRIS FMP is the leading provider of payroll services to UK based and international SME organisations, with over 40 years' experience. We are committed to providing our 40,000 + clients with the very best service, offering compliance, productivity, and engagement.

For more details, call **0344 225 1525** or visit [www.iris.co.uk](http://www.iris.co.uk)

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