

New Employees

- Create and maintain payroll records as necessary.
- Check and apply tax code as appropriate, using documents provided (ie. P45, Starter Checklist).
- Obtain National Insurance number / certificate and determine National Insurance liability, and apply Aggregation of Pay calculations as/is necessary.
- Instigate pension deductions from pay, as appropriate.
- Check validity of bank details provided.
- Generate / submit RTI data to HMRC.

Amendments

- Administer changes to tax code, processing all electronic files supplied by HRMC via EDI channel.
- Interpret and action amendments to employees' pay including salary, allowances, pension changes and voluntary deductions.
- Issue notification via email to employee on update of bank details.

Temporary Payments

- On receipt of instructions/claim forms from the client:
- Calculate and pay temporary payments in line with Conditions of Service and pension regulations.
 - Enter / apply costing information as notified by the client.

Termination of Employment

- On receipt of instructions from the client:
- Calculate and make payment of monies due to employee such as holiday pay, pay in lieu of notice, redundancy pay and Settlement Agreements as required.
 - Administer recovery of monies / debts from employees, where applicable.
 - Provide relevant statutory documentation to employee, eg. P45, NI Age Exemption Cards, statement of redundancy payments.
 - Generate / submit RTI data to HMRC.

Increments and Pay Awards

- Administer increments as per individual client requirements. Interpret and implement pay awards, including the calculation and payment of any pay arrears due.

Car Allowances and Expenses

- Process car mileage and expense claims in line with adopted policy.

Sick Pay

- Online input of Sickness Absence data.
- Process employees sickness details input into the payroll system to include the assessment of entitlement, calculation and payment of Statutory and Occupational sick pay in accordance with legislation and national/local conditions of service.
- Provision of suite of pre-defined Sickness Absence reports providing real-time employee information.
- Provide information to client and employee where entitlement to occupational sick pay reduces.
- Liaise with employee to obtain details of state sickness benefit received and deduct from salary as appropriate.

Maternity, Paternity and Adoption Pay and Shared Parental Leave

- On receipt of notification of commencement of maternity, paternity, adoption or shared parental leave from client:
- Operate Statutory and Occupational Schemes in accordance with legislation and conditions of service, issue appropriate notifications to employee and make any necessary adjustments to the employees pay ensuring pension contributions are deducted if applicable.
 - Liaise with employee to obtain details of state benefits received and adjust pay as appropriate.
 - Make payments due in respect of 'Keeping in Touch' days as required.
 - Administer pay requirements relating to Shared Parental Leave regulations.

Statutory Payments/ Deductions

On receipt of information from the appropriate agency:

- Make deductions from pay in respect of PAYE, National Insurance, Student Loans, Court Orders and issue documentation as required.

Pension Deductions

- Assess employee period earnings and apply correct employee contribution rate as per scheme regulations and/or client re-banding policy.

Errors in Payment

On discovery of an error:

- Take appropriate action to stop / amend payment by recalling BACS and calculating / processing additional payment as necessary.

Emergency Payments

In liaison with the client:

- Administer emergency payments as appropriate.

Overpayments

In liaison with the client:

- Write to employee to negotiate recovery of overpayment and advise client in regard of action taken for recovery of debt.
- Raise invoices for recovery of monies and arrange repayment to the client (SMBC Schools only).

Leave of Absence/ Strike Action

On receipt of notification from the client:

- Calculate and administer deductions from pay.
- Record date(s) of Leave of Absence / Strike Action for each employee.

Jury Service

- Administration regarding Jury Service and deduction of monies paid to employees by Courts in relation to loss of pay for the period of Jury Service.

Third Party Claims - Recovery of Sick Pay

On receipt of notification that an employee has been involved in an accident where loss of earnings can be recovered from a third party:

- Obtain authorisation from employee to reclaim monies paid whilst on sick leave.
- Provide information to solicitor in respect of occupational sick pay advanced to employee and liaise with solicitor throughout the claim.
- Arrange for repayment of monies to client on completion of claim.

Note: An additional charge will be made for the provision of this service; refer to Service Level Agreement – Optional Additional Charges.





Payroll (continued)

Salary Sacrifice

- Undertake administration in connection with the set-up of salary sacrifice schemes as requested.
- Amendments to individual employee agreements will be actioned through the payroll and where HR Administration service is also provided by PPS, the necessary contract amendments processed.
- Where HR Administration service is not provided by PPS, we will advise the client of such changes in order that the client may undertake the necessary variation to contract amendment action.

Note: each new scheme will be assessed on request and an additional charge may be levied, dependent upon the additional work involved in the scheme set up and ongoing administration requirements; refer to Service Level Agreement – Optional Additional Charges.

Audit

Provision of information to auditors as required:

HMRC - PAYE/NI Audit

- Provide a central point of contact for HMRC audit.
- Provide information as necessary

External

- Facilitate external audits of payroll data, as/when required.

Other

- Facilitate internal payroll audit investigations as instructed by the client.
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General

- Provide detailed hard-copy and/or electronic payslips, P60's, P11d's in accordance with legislation and distribute en mass to a single location nominated by the client.

Note: should distribution of hard-copy payslips/P60's/P11d's/Total Reward Statements to employee's home address or to multiple client sites be required, the cost of postage/stationery will be chargeable to the client; refer to Service Level Agreement – Optional Additional Charges.

- Produce all statutory year end returns in line with the pre determined deadlines (P11D's, Pension Scheme Returns, Annual Service Return and AVC's).
- Produce P60's for all employees in employment at the end of the tax year, ie. 5th of April each year.

- Maintain the payroll system to meet statutory requirements.
- Maintain pay spines in line with national / local agreement or in line with the client's adopted pay spine.

Note: if a client moves away from their current pay structure, a charge may be levied for the additional system development work required to implement an alternative pay structure, based on the time required to carry out this work; refer to Service Level Agreement – Optional Additional Charges.

- Production and subsequent transmission of BAC's output file to enable salary payments to be credited to employee's nominated bank / building society account.
- Facilitate urgent payments direct to employees' bank / building society account by the 8th day of the following month, where the requirement is necessitated as a result of an error or failure on the part of PPS. Urgent payments other than these will be considered dependent on prevailing circumstances.
- Interpret and implement changes as a result of government legislation.
- Interpret conditions of service and provide advice where payments fall outside of these conditions.
- Provide advice on compliance for tax and national insurance matters and negotiate dispensations with HMRC for payment of expenses, etc.
- Payment of third party disbursements to meet statutory deadlines.
- Administer savings scheme with West Bromwich Building Society for existing members.
- Provision of payroll data and/or completion of requests for statutory information eg. National Fraud Initiative, Department of Work and Pensions etc, where required by the client.
- Provide a central point of contact for HMRC, DWP, Child Support Agency, Housing Benefit offices, Council Tax offices and other government agencies and complete all forms from these agencies in respect of employees' earnings
- Respond to mortgage enquiries



- Complete forms for employee's insurance claims, Student grants, Government statistics etc
- Provision of information to unions in line with "Check Off" agreements.
- Provision of costing information to general ledger (SMBC schools only) or costing reports for external clients.
- Provision of ad hoc reports or management information will be provided where this is readily available. Any request for additional information will be considered and assessed according to need and any system development that may be necessary. Any information will be provided in accordance with the limitations of the Data Protection Act.

Note: Additional development work may incur additional costs; refer to Service Level Agreement – Optional Additional Charges.

- Configuration of a new non-statutory payment or deduction elements – a maximum of 3 new allowance / deduction elements are included in the charge levied for the Payroll Service.

Note: If any additional allowance / deduction elements are required over and above this number, an additional charge will be levied; refer to Service Level Agreement – Optional Additional Charges.

- In instances whereby the Payroll Service is purchased, but the HR Administration Service is not purchased from PPS, information held on the payroll system will be that sufficient for the processing of the payroll and production of returns for HMRC and Pension Scheme administrators. Other information used for HR Administration purposes will not be maintained (eg. ethnicity) and therefore, cannot be reported.
- Alternative Provider – in the event that the Payroll Service is purchased from any other provider as an alternative to PPS, then any information required to service the contract with an alternative provider must be defined by the Client and will be supplied in electronic format.

Note: an additional charge will be levied for this service; refer to Service Level Agreement – Service Charges.