Service Level Agreement for Bacs Processing Services

EPM Bureau Details

EPM: B30275

Spencer House

Spitfire Close

Ermine Business Park

Huntingdon

Cambridgeshire

PE29 6EP

Telephone: 01480 431993

Email: info@epm.co.uk

EPM Customer Details

Bacs service user number (SUN):

Business name:

Business address:

Contact Name:

Contact Telephone number/s:

Contact email address:

Contact fax number:

EPM Customer Details

Bank name:

Business sort code and account number: / /

Bank address:

This agreement sets out the basis upon which the bureau provides Payroll services to the customer.

Data Protection Act

1. For the purpose of the General Data Protection Act (GDPR), the customer is deemed the data controller and the bureau (EPM) the data processor. The GDPR places express obligations on the data controller where the data processer undertakes the processing of personal data on behalf of the data controller. The bureau has adequate security measures in place to comply with any obligations equivalent to those placed on the customer as data controller. Both the customer and the bureau shall take appropriate measures against unauthorised or unlawful processing of all personal data or its accidental loss, destruction or damage. The bureau is in full compliance with all aspects of the Data Protection Act.

Service

1. The bureau will undertake the preparation of the customer’s payroll in a form that complies with the customer’s statutory obligations.
2. The bureau will calculate net wages and salaries payable, after appropriate deductions, based upon information supplied to the bureau by the customer and in accordance with the statutory tax and National Insurance rates appropriate at the time. The bureau will also calculate any Pension payments, Third Party and payments to HMRC.
3. The bureau will arrange for the payment of wages and salaries to the customer’s employees using BACS.
4. The customer will confirm to the bureau the expected payment date of salaries at least one month in advance of such dates.

Contingency Service

1. Should payroll operations be disrupted for any reason, the bureau will provide the customer with as full a service as possible. The bureau will advise the customer if it is likely that there is an adverse effect to the service provided to the customer.
2. Should the customer experience a problem with their payroll due to an error caused by them resulting in an extra BACS payment, there will be a charge to the customer of a fixed amount per BACS transmission.

Data Delivery

1. The customer will provide the bureau with employee bank account details (bank name, address, sorting code, account number and account name) and ensure that the bureau is notified of any changes as they occur.
2. At the variance cut-off date as confirmed on the payroll schedule, the customer will deliver the information necessary to calculate the wages and salaries due to the customer’s employees to the bureau through the secure portal, e.g. hours worked, changes to rates of pay, bank details, tax codes, and workforce.
3. The bureau will produce payslips and will arrange for the draft payroll reports to be available to download from our secure portal in line with the schedule provided.
4. The bureau will provide payslips via a secure ePayslip portal along with a variety of final reports to the customer via a secure portal, at least three working days prior to the Bacs "Payment Date".

Data Verification

1. On the day of receipt of the draft payroll reports, the customer will verify that the information contained is in accordance with the information supplied to the bureau to calculate the wages and salaries due to the customer’s employees. This will include any contractual changes and variable data.

The customer will check the payroll reports to ensure that:

12.1. The number of transactions equate to the number of the customer’s employees;

12.2. The total value of payments is in line with the customer’s normal wages and salaries for the period involved;

12.3. Contractual changes are verified against notifications advised to Human Resources;

12.4. Payment of non-standard hours are verified against time sheets;

12.5. No single payment is exceptional, after taking account of overtime and special payments or bonuses;

12.6. No more than one payment is destined for the same account, except where more than one employee shares a joint account.

1. The customer will inform the bureau of any errors identified on payroll reports no later than the date specified on the payroll schedule.

Data Limits

1. It is the customer’s responsibility to ensure that the total value of payments does not exceed the limit negotiated with the customer’s Bacs sponsor. File limits are the responsibility of the customer and should be managed through their sponsoring bank, including temporary limit increases and pre-authorisation of files which may be over the agreed limit.

Cancellation of Payments

1. The customer will arrange the cancellation of individual payments by contacting their Bacs sponsor by Bacs Processing Day.
2. If it is necessary to withdraw the whole Bacs file, the customer will contact the bureau before 3pm on Input Day.

Bacs Reports

Bacs Input Reports provide details of the payments that the bureau has submitted to the Bacs service on behalf of the customer. The Messaging Reports provide details of the payments that have been amended, adjusted or returned electronically from the Bacs service, or the end bank, to the customer and have implications if not acted upon within documented timescales.

1. The customer must collect their reports following email notification from the Bacs service.
2. If the customer is unable to collect their Bacs reports for any reason, they must contact their Bacs sponsor as soon as possible once the email notification has been received (preferably before 11am on Processing Day)

The customer will check the Bacs Input and Messaging Reports to:

1. Ensure that both the number and value of payments agree with the Payroll Summary Report forwarded to the customer by the bureau (for the Input Report);
2. Ascertain details of any rejected or adjusted records (on all reports).
3. Ensure that the information within the report is verified, and correct prior to updating the customer’s own database and informing the bureau of any changes or amendments

The customer is responsible for dealing with any rejected or adjusted records identified in the Bacs Reports.

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| Signed for and on behalf of the bureau: |  |
| Name:  |  |
| Position:  |  |
| Date: |  |

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| --- | --- |
| Signed for and on behalf of the customer: |  |
| Name:  |  |
| Position:  |  |
| Date:  |  |

Definitions

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| --- | --- |
| **Bacs:** | The electronic funds transfer system operated by Bacs Payment Schemes Limited |
| **Bacs Sponsor:** | The bank or building society sponsoring the customer to use the Bacs service |
| **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 the Bacs service)Day 2 - Processing DayDay 3 - Debit/Credit Day (the day when items reach destination account) |

Bacs Messaging Reports

Further information and definitions are available in the Bacstel- IP Service User guide

**ARUCS** (Automated Return of Unapplied Credits Service)

**AWACS** (Advice of Wrong Account for Automated Credits Service)

**ARUDD** (Automated Return of Unapplied Direct Debits)

**AUDDIS** (Automated Direct Debit Instruction Service)

**ADDACS** (Automated Direct Debit Amendment and Cancellation Service)

**DDICA** (Direct Debit Indemnity Claim Advice)

Data Controller

Individual or organisation that, either alone or jointly determines the purposes for which and the manner in which any personal data are, or are to be, processed. (See Data Protection Act for full definition.)

Data Processor

Individual or organisation, other than an employee of the data controller that processes the data on behalf of the data controller. (See Data Protection Act for full definition.)

**Bacs ® is a registered trademark of Bacs Payment Schemes Limit**