ZELLIS MANAGED SERVICES – SERVICE DESCRIPTION GUIDE

July 2026



UNLIMIT WHAT'S NEXT

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1 Introduction

1.1 Scope

The **Customer Agreement** specifies which Services and service options have been purchased by the Customer. Systems and support arrangements are defined in the **Technology Service Description Guide**.

This document supplements the **Technology Service Description Guide** to provide a detailed **Service Description Guide (SDG)** for the following Zellis Services:

- Zellis Managed Services incorporating Zellis-led and Co-sourced options, Legislation-specific variations between UK (including Channel Islands and Isle of Man) and the Republic of Ireland, as well as both standard and optional service elements within the following domains:
    - Zellis Portal
    - Payroll Administration
    - Processing and Payment
    - Reports Outputs and Payslips
    - Payroll Enquiries
    - Year end and annual processing
    - Payroll systems administration
    - GDPR and Housekeeping
- Additional optional Service domains (each comprising both standard and optional elements:
    - Managed Ex-pat Services
    - Managed Pension Administration Services
    - P11D Services (Note P11Ds are being phased out in 2026)
    - HR Administration Services
    - Recruitment Services

1.2 Updates to this Guide

Zellis may amend or update this SDG from time to time including (without limitation) to reflect ongoing service enhancements. Changes will be made available to all customers via the link in the Customer Agreement and notified to registered users through the Customer Help Centre. Each update will replace any previous versions. In the event of any conflict between this paragraph and the Terms and Conditions, this paragraph shall prevail to the extent of such conflict.

1.3 Service Descriptions

Each service is defined using the following standard format:

Ref: XXnn	Standard/Optional	Name	Co-sourced: Y/N	Legislation: All/UK/ROI
Our responsibility:		*Narrative describing Zellis' obligations*		
Your responsibility:		*Narrative describing Customer's obligations*		
Assumptions:		*Narrative describing applicable assumptions*		
Exclusions:		*Narrative describing applicable exclusions*		

Where:

- **Ref:XXnn** is the formal reference for the service comprising letters and numbers.
- **Standard/Optional** defines whether a service is standard or may be procured as an optional extra. Where services and capabilities are exclusive to Managed Services AIR customers and Managed Services ZellisONE customers, these are indicated using **Std AIR & ZellisONE/Opt AIR & ZellisONE**
- **Name** is the basic description of the service.
- **Co-sourced: Y/N** specifies where relevant (and "Y") the subset of the services included by Zellis as standard for our Co-sourced service offering. Where items are noted as "N", these form the additional scope of the Zellis-led Managed Payroll Service that are not offered as part of our standard Co-sourced service offering (additional scope service elements will be set out in the Customer Agreement).
- **Legislation:** specifies applicable legislations where required. 'All' means both UK (including Channel Islands and Isle of Man) and Republic of Ireland.

Note that customer specific processes are clarified and documented in Detailed Working Instructions (DWIs) at implementation after which Zellis may require that any updates are made via a Change Control process. Where payroll data is required to be amended, Customers may do this directly or request such correction to be made for them by Zellis, Zellis may require that such instruction be documented in writing in order to provide a clear audit trail for the change.

1.4 SDG use and navigation

Only those Service options of the SDG (both Technical and Services) set out as being applicable in the **Customer Agreement** apply with reference to Services procured from Zellis.

2 SaaS Services

Software as a Service (SaaS) Services are defined in the **Technology SDG;** this document augments the Technology SDG with additional scope for Managed Service customers.

For simplicity, unless a service is differentiated, ZellisONE, Zellis HCM AIR SaaS, Zellis HCM Cloud SaaS and Zellis Private Cloud SaaS are referred to generically here as Zellis Technology.

3 Managed Services

3.1 Managed Payroll Services (Zellis-led and Co-sourced)

Managed Payroll Services are defined under the following headings, each section setting out the service description along with Customer responsibilities and any associated assumptions and exclusions.

- Zellis Portal
- Payroll administration
- Processing and payment
- Reports, outputs and payslips
- Payroll enquiries
- Year-end and annual processing
- Payroll system administration
- General Data Protection Regulation (GDPR)

Managed Payroll Services are available as “Zellis-led”, where Zellis provides a fully managed payroll service for our customers, and “Co-sourced” (sometimes referred to as “Bureau”), where customers retain a payroll function, but core processing is undertaken by Zellis. The sub-set of the services provided under the Co-sourced option is denoted by “Co-Source: Y” in the heading of each definition and summarised in Appendix A.

3.1.1 Zellis Portal

Ref: PD1	Standard	Zellis Portal	Co-Source: Y	Legislation: All
Our responsibility:		The Zellis Portal is the principal channel for service interaction with the Customer. Data may also be interfaced directly to Zellis Technology and/or provided through MyView Self Service. The Portal will be configured as required for each Customer and can support file loads including the following: • Apprenticeship details • Contract changes • Fixed payments (note this also has the 'Payment Common Fields' included) • KIT/SPLIT days • Leave management • Leavers • Parental leave • Pension change • Personal details • Starters • Temporary payments • User defined fields • Work pattern changes		
Your responsibility:		Fully adopt the Zellis Portal for day-to-day interaction and oversight of the Services.		

Ref: PD1.1	Std AIR & ZellisONE	Zellis Portal+	Co-Source: Y	Legislation: All
Our responsibility:		Zellis Portal+ provides additional facilities to Managed Services AIR & ZellisONE customers comprising: • Multi-site support • PowerBI dashboards • Intelligent data input.		

Ref: PD2	Standard	Authorised Customer's representatives "Trusted Sources List"	Co-Source: Y	Legislation: All
Our responsibility:		To accept instructions and communicate with Customers' teams in line with the Trusted Sources List, itself managed through the Portal.		
Your responsibility:		To provide and maintain the Trusted Sources List specifying authorised personnel for input, payroll authorisation and collection of output.		
Assumptions:		The Customer regularly reviews and updates the Trusted Sources List in order to maintain it as a complete and accurate authorised contact list.		

Ref: PD3	Standard	Inbound data	Co-Source: N	Legislation: All
Our responsibility:		To process all inbound data provided in the specified format.		
Your responsibility:		To provide data via Zellis Portal in formats as advised by Zellis during implementation or documented in a Change Request and in line with the payroll timetable.		
Assumptions:		Errors and warning messages will be communicated via Zellis Portal and resolved by the Customer.		

Ref: PD4	Standard	Reporting	Co-Source: Y	Legislation: All
Our responsibility:		To make available standard reports and agreed Customer reports via the Zellis Portal in line with the agreed timetable.		
Your responsibility:		To download and review reports in order to authorise payroll processing and sign off, in line with the payroll timetable.		

Ref: PD5	Standard	Payroll Approval	Co-Source: Y	Legislation: All
Our responsibility:		To make available via the Zellis Portal in summary and in line with the agreed timetable.		
Your responsibility:		To review and approve in line with agreed timetable.		
Assumptions:		Payroll is acceptable and meets requirements.		

Ref: PD6	Standard	Payroll changes post preview	Co-Source: N	Legislation: All
Our responsibility:		To action Customer required payroll changes to correct inaccuracies.		
Your responsibility:		To provide essential changes within agreed timelines. While in principle, all corrections should be applied, priority criteria (e.g. whether any pay has been provided; the scale of the correction and potential hardship for the Employee) may be applied to determine whether such a change is "essential".		
Assumptions:		The payroll timetable is agreed in principle at implementation and annually in advance in practice. Both parties will collaborate to minimise the number of corrections required and to complete all required corrections in the available window.		
Exclusions:		Data that is not in line with Data Quality guidelines at 4.4.3 and/or in line with the processing schedule.		

3.1.2 Payroll Administration

Ref: PA1	Standard	Process statutory input for starters and leavers	Co-Source: Y	Legislation: All
Our responsibility:		Input P45's and new starter declarations (UK). Recover outstanding balances on final payments to leavers where possible within the normal payroll cycle. Produce P45's for leavers (UK).		
Your responsibility:		Input non statutory data into Zellis Technology for starters, leavers and changes. Forward P45/new starter Declaration documentation, as applicable. Run audits to check and correct Customer own data input.		

Ref: PA1.1	Standard	Process starters/rehires	Co-Source: N	Legislation: All
Our responsibility:		Process new starters or rehires in line with statutory requirements and as defined at implementation or otherwise documented in a Change. Check file import for errors and warnings and return to Customer for correction or correct following agreed processes. Apply postponement for pension Auto Enrolment (AE). If no P45 or new starter declaration is received, in the UK Tax Code 0T may be applied if needed to enable a payment to made while in Ireland a Revenue Payroll Notification (RPN) is requested in order for a payment is processed.		
Your responsibility:		Input contract changes into Zellis Technology (where applicable) or provide data in Zellis import format. Provide additional employees/payment/deduction data in Zellis import format (with Zellis system employee ID) and in accordance with the payroll timetable. Forward P45/new starter declaration documentation, as applicable. Unless otherwise agreed at implementation, these may be submitted through Case Management or in Ireland received via RPN. Run audits to check and correct own data input.		
Assumptions:		Data is provided via Zellis Portal, Self Service, and by interfaces including APIs, HR Interface or other data upload in Zellis defined standard formats unless otherwise agreed at implementation. HMRC/Revenue integration configured. Utilising Zellis Technology standard functionality. Future dated starts (i.e. starting in a future pay period) will not be processed until their start date becomes effective.		
Exclusions:		Manual data keying or data manipulation to fit defined format, by Zellis. International expat/inpat payroll(s) are excluded from standard scope – see section 3.3. Correction by Zellis of data load errors and warnings.		

Ref: PA1.2	Standard	Process leavers	Co-Source: N	Legislation: All
Our responsibility:		Process data in line with statutory requirements and as defined at implementation or otherwise documented in a Change. Recover outstanding balances on final payments to leavers where possible within the normal payroll cycle. Where leaver notification does not allow for recovery within the payroll cycle, overpayment processing may be required. (UK) Validate that P45 is suppressed for death in service and suppress NI. Check file import for errors and warnings and return to Customer for correction or correct following agreed processes. Validate final balances have been deducted. Validate holiday balance has been processed.		
Your responsibility:		Input contract changes into Zellis Technology (where applicable) or provide data in Zellis import format. Provide additional employees/payment/deduction data in Zellis import format (with Zellis system employee ID) and in accordance with the payroll timetable. Clearly identify any payment relating to the previous period. Clearly identify any payments relating to ex-employees. Inform Zellis immediately of any late leavers to avoid overpayments, in line with the payroll timetable. Advise Zellis of overpayment process. Provide holiday balances if Leave Management is not utilised. Run audits to check and correct own data input. Management of leavers access to MyView post termination.		
Assumptions:		Data is provided via Zellis Portal, Self Service, and by interfaces including APIs, HR Interface or other data upload in Zellis defined standard formats unless otherwise defined at implementation. HMRC/Revenue integration configured. Future dated leavers (i.e. leaving in a future tax period), will not be processed until the leave date becomes effective. Note mass terminations may be processed where the data is provided using Zellis standard interface formats and the system is configured to automate processing.		
Exclusions:		Manual data keying or data manipulation to fit defined format, by Zellis. Manual calculation of pro-ration based on either date or full time equivalent (FTE). International expat/inpat payroll(s) are excluded from standard scope – see section 3.3. Correction by Zellis of data load errors and warnings.		

Ref: PA1.3	Standard	Permanent contract changes, fixed pay and deduction changes	Co-Source: N	Legislation: All
Our responsibility:		Process data in line with statutory requirements and as defined at implementation or otherwise documented in a Change. Check file import for errors and warnings and return to Customer for correction or correct following agreed processes.		
Your responsibility:		Input contract changes into Zellis Technology (where applicable) or provide data in Zellis import format. Provide additional employees/payment/deduction data in Zellis import format (with Zellis system employee ID) and in accordance with the payroll timetable. Payments are to be linked to explicit dates as part of the temporary pay load process. Run audits to check and correct own data input.		
Assumptions:		Data is provided via Zellis Portal, Self Service, and by interfaces including APIs, HR Interface or other data upload in Zellis defined standard formats unless otherwise defined at implementation. Future dated changes (i.e. effective date of change is in a future pay period) will not be processed until the change dates becomes effective.		
Exclusions:		Manual data keying or data manipulation to fit defined format, by Zellis. Manual calculation of pro-ration based on either date or full time equivalent (FTE). International expat/inpat payroll(s) are excluded from standard scope – see section 3.3. Correction by Zellis of data load errors and warnings.		

Ref: PA2	Standard	Variable pay and deduction values	Co-Source: N	Legislation: All
Our responsibility:		Process data in accordance with Customer requirements. Check file import for errors and warnings and return to Customer for correction or correct following agreed processes.		
Your responsibility:		Data is provided via Zellis Portal, Self Service, and by interfaces including APIs, HR Interface or other data upload in Zellis defined standard formats unless otherwise specified within the Customer Agreement. Future dated payments or deductions (i.e. effective date of payment/deductions is in a future pay period) will not be processed until the payment/deduction date becomes effective. All gross up calculations are automated within Zellis Technology.		
Exclusions:		Manual data keying or data manipulation to fit defined format by Zellis. Correction of data load errors and warnings Payslip reworks are excluded as standard. They may be considered by exception and are chargeable.		

Ref: PA3	Standard – UK Optional – ROI	Workplace pension/Auto-enrolment	Co-Source: Y	Legislation: UK & ROI
Our responsibility:		Auto-enrolment parameters activate on calculation of payroll.		
Your responsibility:		Manage the communications with the employees.		
Assumptions:		Utilising Zellis Technology standard functionality. Instructions received through an integration from the pension provider or via the portal.		
Exclusions:		Manual data keying or data manipulation to fit defined format. Zellis Technology automation not enabled. Excludes employee letters and communications, and opt-in/opt-outs not provided in import template.		

Ref: PA3.1	Standard	Bank account validation	Co-Source: N	Legislation: All
Our responsibility:		Process bank account changes. Validate against valid bank details where available. Maintain the bank sort code tables.		
Your responsibility:		Provide data in Zellis import format to the agreed timetable.		
Assumptions:		Utilising Zellis Technology standard functionality.		
Exclusions:		Validation of bank accounts outside of Zellis Technology.		

Ref: PA4	Standard	Process pay review	Co-Source: Y	Legislation: All
Our responsibility:		Process pay review and backdated salary increases as provided in standard format. Calculate and process data in accordance with documented requirements and subject to Zellis Technology functionality. Check file import for errors and warnings and return to Customer for correction or correct where agreed in writing.		
Your responsibility:		Provide Zellis with details of review/salary increases for processing. Provide data in Zellis import format to the agreed timetable.		
Assumptions:		Zellis Technology backpay fully configured/enabled.		
Exclusions:		Dates prior to go live. Change to agreed backpay rules and subject to Zellis Technology functionality. Correction of data load errors and warnings.		

Ref: PA5	Standard	Calculate Statutory Sick Pay (SSP)/ROI Statutory Sick Leave (SSL)	Co-Source: Y	Legislation: All
Our responsibility:		Check any file import for errors and warnings and return to Customer for correction or correct where agreed in writing. [Co-source excluded] Process SSP (SSL in ROI) prior to payroll processing and in accordance with statutory requirements. Complete SSP1 forms as applicable and forward to the Employee. [Co-source excluded]		
Your responsibility:		Provide details of absence to Zellis as per agreed timetable in Zellis import format via file load or Self Service.		
Assumptions:		Data to be provided via Self Service or data upload in Zellis defined format using Zellis Technology functionality.		
Exclusions:		Manual data keying or data manipulation to fit defined format. Manual calculation of SSP/SSL payments. Correction of data errors or warnings.		

Ref: PA6	Standard	Calculate Statutory Parental Pay (Maternity, Paternity, Adoption)	Co-Source: Y	Legislation: UK
Our responsibility:		Check any file import for errors and warnings and return to Customer for correction or correct where agreed in writing. [Co-source excluded] Calculate prior to payroll processing and in accordance with statutory requirements. Complete statutory forms e.g. SMP1 as applicable and forward to the employee. [Co-source excluded]		
Your responsibility:		Provide details of maternity leave, including MATB1/Matching Certificate to Zellis. Provide details of absence to Zellis as per agreed timetable in Zellis import format or Self Service.		
Assumptions:		Utilising Zellis Technology standard functionality.		
Exclusions:		Manual data keying or data manipulation to fit defined format by Zellis. Correction of data load errors or warnings.		

Ref: PA7	Standard	Calculate Occupational Parental Pay	Co-Source: N	Legislation: All
Our responsibility:		Check file import for errors and warnings and return to Customer for correction or correct where agreed in writing. [Co-source excluded] Process data in accordance with requirements specified at implementation or varied though a Change.		
Your responsibility:		Predefine rules and advise Zellis.		
Assumptions:		Utilising Zellis Technology standard functionality.		
Exclusions:		Manual data keying or data manipulation to fit defined format by Zellis. Correction of data load errors or warnings.		

Ref: PA8	Standard	Maternity, sickness and paternity pay	Co-Source: Y	Legislation: ROI
Our responsibility:		Calculate and process maternity, sickness and paternity pay.		
Your responsibility:		Provide sickness reason.		
Assumptions:		Via Self Service or data upload in Zellis defined format. Utilising Zellis Technology standard functionality.		
Exclusions:		Manual data keying or data manipulation to fit defined format, by Zellis. Zellis Technology automation not enabled.		

Ref: PA8.1	Standard	Alabaster	Co-Source: Y	Legislation: UK
Our responsibility:		Calculate and process Alabaster payments, following salary changes for Employees on maternity leave.		
Assumptions:		Utilising Zellis Technology standard functionality configured at implementation.		
Exclusions:		Calculation of Alabaster payments prior to go live.		

Ref: PA8.2	Standard	National Minimum Wage processing	Co-Source: N	Legislation: UK
Our responsibility:		Generate NMW report. Issue the NMW report to Customer.		
Your responsibility:		Review NMW report and advise corrections or top ups to colleague pay. Confirm accuracy of NMW report. Ensure compliance with NMW Laws.		
Assumptions:		Utilising Zellis Technology standard functionality and output.		
Exclusions:		Calculation of NMW for prior payroll periods.		

Ref: PA8.3	Standard	Average Holiday Pay	Co-Source: N	Legislation: All
Our responsibility:		Processing average holiday pay (AHP) during each pay period.		
Your responsibility:		Definition of the AHP rule and pay element definition.		
Assumptions:		Utilising Zellis Technology standard functionality with sufficient historic data to support the calculations.		
Exclusions:		Calculation of Average Holiday Pay payments prior to go live.		

Ref: PA9	Standard	Recover outstanding balances	Co-Source: N	Legislation: All
Our responsibility:		Process the recovery of outstanding balances in accordance with process documented by Zellis at implementation. Notify Customer of any outstanding balances that are unrecoverable from the Employee.		
Your responsibility:		Provide initial balance figures and agree handling of outstanding balances at implementation.		
Assumptions:		Process to be undertaken within the standard payroll processing cycle.		
Exclusions:		Excludes communication to leavers where balance cannot be taken.		

Ref: PA10	Standard	Payment outside processing cycle	Co-Source: N	Legislation: All
Our responsibility:		Calculate estimated net value for payment outside processing cycle to agreed percentage documented in detailed work instructions. Calculate payment due as requested. Deduct, where appropriate, the advance in the next pay run or as advised by the Customer.		
Your responsibility:		Authorise payments that are required in exceptional circumstances only e.g. new starter advance.		
Exclusions:		In excess of ten payments per month is chargeable.		

Ref: PA11	Standard	Calculate and administer court orders	Co-Source: N	Legislation: All
Our responsibility:		Process court orders upon written instruction received from Customer.		
Your responsibility:		Supply Zellis with all court order documents received for employees.		
Assumptions:		Utilising Zellis Technology standard functionality.		

Ref: PA11.1	Standard	Calculate and administer student loans	Co-Source: N	Legislation: UK
Our responsibility:		Process student loans as per instructions on P45. Process student loans as per instructions received from HMRC.		
Assumptions:		Utilising Zellis Technology standard functionality.		

Ref: PA12	Standard	Calculate statutory and involuntary deductions	Co-Source: Y	Legislation: All
Our responsibility:		Deal with administration in accordance with legislation.		
Your responsibility:		Provision of data in agreed formats. Provide details and documentary evidence of all HMRC/Revenue agreements		
Assumptions:		Utilising Zellis Technology standard functionality. Customer is responsible for obtaining the approval from the Employee to process any deductions from pay.		

Ref: PA13	Standard	Process expense payments via standard pay run	Co-Source: N	Legislation: All
Our responsibility:		Check file import for errors and warnings and return to Customer for correction or correct where agreed in writing. Process data in accordance with Customer reasonable requirements/instructions, and legislation.		
Your responsibility:		Employees/managers to process all expenses via Web Expenses (ESS/MSS) on Zellis Technology or provide in a Zellis import format file.		
Exclusions:		Checking receipts. Payment outside standard pay run. Payable against multiple elements. Correction of data load errors or warnings by Zellis.		

Ref: PA15	Standard	Administration of Trade Union membership fees.	Co-Source: N	Legislation: All
Our responsibility:		Check file import for errors and warnings and return to Customer for correction or correct where agreed in writing. Process data in accordance with Customer reasonable requirements/instructions, and legislation.		
Your responsibility:		Provide fee details to be deducted or stopped in Zellis import format in line with the agreed timetable.		
Assumptions:		Utilising Zellis Technology standard functionality.		
Exclusions:		Correction of data load errors or warnings, by Zellis.		

Ref: PA16	Standard	Administer existing childcare vouchers payment stop/changes	Co-Source: N	Legislation: UK
Our responsibility:		Complete annual basic earnings assessment for new applicants. Check file import for errors and warnings and return to customer for correction or correct where agreed in writing. Calculate and process data in accordance with Customer reasonable requirements/instructions, and legislation.		
Your responsibility:		Provide details to be deducted or stopped in Zellis import format in line with the agreed timetable.		
Assumptions:		Utilising Zellis Technology standard functionality.		
Exclusions:		Correction of data load errors or warnings, by Zellis.		

Ref: PA17	Standard	Payrolling of benefits	Co-Source: N	Legislation: All
Our responsibility:		Calculate and process data in accordance with Customer reasonable requirements/instructions, and legislation.		
Your responsibility:		Provide details of start, stop and changes in Zellis import format. Register intention to payroll benefits with HMRC/Revenue.		
Assumptions:		Utilising Zellis Technology standard functionality, including salary sacrifice. All gross up calculations are automated within Zellis Technology.		

Ref: PA18	Standard	Administer employee record suspensions	Co-Source: N	Legislation: All
Our responsibility:		Calculate and process data in accordance with Customer reasonable requirements/instructions, and legislation.		
Your responsibility:		Provide details of suspension start and stop dates.		
Assumptions:		Utilising Zellis Technology standard functionality.		

Ref: PA19	Standard	Administer pensions including Additional Voluntary Contribution (AVC) start/stop/changes	Co-Source: N	Legislation: All
Our responsibility:		Check file import for errors and warnings and return to Customer for correction or correct where agreed in writing. Calculate and process data in accordance with Customer reasonable requirements/instructions, and legislation.		
Your responsibility:		Provide details of start, stop and changes in Zellis import format.		
Assumptions:		Utilising Zellis Technology standard functionality.		
Exclusions:		Correction of data load errors or warnings, by Zellis.		

Ref: PA21		Customer audit	Co-Source: Y	Legislation: All
Our responsibility:		Support Customer audit per Technology SDG Section 5.		

Ref: PA20	Standard	Process overpayment – Zellis' issue	Co-Source: N	Legislation: All
Our responsibility:		Rework relevant payslips, (UK) Undertake overpayment recovery process as agreed with Customer. Notify Customer of any outstanding balances that are unrecoverable from the Employee.		
Your responsibility:		Advise Zellis of any overpayments identified.		
Assumptions:		Utilising Zellis Technology standard functionality.		

Ref: PA22	Optional	Process overpayment – Customer issue	Co-Source: N	Legislation: All
Our responsibility:		Rework relevant payslips, (UK) Undertake overpayment recovery process as agreed with Customer. Notify Customer of any outstanding balances that are unrecoverable from the Employee.		
Your responsibility:		Advise Zellis of any overpayments identified.		
Assumptions:		Utilising Zellis Technology standard functionality.		

Ref: PA23	Optional	Dedicated expenses pay run	Co-Source: N	Legislation: All
Our responsibility:		Dedicated pay run to process expenses only.		
Your responsibility:		Provide Zellis with necessary data to support the expenses process.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: PA24	Optional	Final salary pension forms for leavers	Co-Source: N	Legislation: All
Our responsibility:		Complete final salary pension forms for all leavers in the relevant pension scheme(s).		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: PA25	Optional	Changes to third party providers	Co-Source: N	Legislation: All
Our responsibility:		Administer changes to third party providers.		
Your responsibility:		Inform Zellis of changes to third party providers.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: PA26	Optional	Transfer of Undertakings (Protection of Employment) (TUPE)	Co-Source: N	Legislation: All
Our responsibility:		Administer TUPE.		
Your responsibility:		Provide Zellis with necessary and relevant data.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service. Where TUPE is a frequent occurrence in Customer organisation, standard and repeatable processes may be established to facilitate an efficient process. To safeguard the employee experience, both inbound and outbound TUPE processes should be planned in advance to enable accurate and timely sharing of data and correct payment of the individuals concerned.		

Ref: PA27	Optional	Benefits in kind	Co-Source: N	Legislation: All
Our responsibility:		Undertake benefits in kind administration on behalf of the Customer.		
Your responsibility:		Provision of all necessary information regarding benefits and their use over time by employees.		
Assumptions:		Via Zellis Technology P11D module or standard Zellis Technology functionality. (Note P11Ds are being phased out in 2026)		

Ref: PA28	Optional	Parental leave provision of schedule of payments	Co-Source: N	Legislation: All
Our responsibility:		Produce and dispatch in writing to the employee to agreed timetable.		
Your responsibility:		Provide relevant data where required.		

Ref: PA29	Optional	Off Payroll Workers (IR35)	Co-Source: N	Legislation: All
Our responsibility:		Administer and make payments to Off Payroll Workers, in line with Customer reasonable requirements and legislation.		
Your responsibility:		Provision of invoices for payment in line with agreed timetable.		
Assumptions:		Processing will be in line with agreed parameters within individual Change.		
Exclusions:		Requirements not included within individual Change.		

Ref: PA30	Optional	Maintenance of employees with multiple posts	Co-Source: N	Legislation: All
Our responsibility:		Administer and make changes for employees with multiple posts.		
Your responsibility:		Provide the data within the required format. Provide the data within the agreed payroll processing timetable.		
Assumptions:		Utilising Zellis Technology standard functionality.		

3.1.3 Processing and Payment

Ref: PP1	Standard	Redundancy and other termination payments	Co-Source: N	Legislation: All
Our responsibility:		Check file import for errors and warnings and return to Customer for correction or correct where agreed in writing.		
Your responsibility:		Provide cash values in Zellis import format.		
Exclusions:		Cash value not provided to Zellis in standard format.		

Ref: PP2	Standard	Payments after leaving	Co-Source: Y	Legislation: All
Our responsibility:		Make payment in next scheduled pay run. Validate tax code and National Insurance (NI) letter has been updated based on leave date. [Co-source excluded]		
Your responsibility:		Provide additional payment data to Zellis as soon as possible after Employee leaves (noting that some payments may arise after employment ends) in standard Zellis import format. Validate the data held for the leaver is valid e.g. bank account. Management of leaver's access to MyView post termination.		
Assumptions:		Within payroll processing cycle/run. Utilising Zellis Technology standard functionality		
Exclusions:		Payment outside of the payroll processing cycle is chargeable.		

Ref: PP3	Standard	Payment and pay processing of flexible benefits	Co-Source: Y	Legislation: All
Our responsibility:		Check any file import for errors and warnings and return to Customer for correction or correct where agreed in writing. [Fully managed only] Calculate and process data in accordance with Customer reasonable requirements within the payroll processing cycle.		
Your responsibility:		Provide benefits in Zellis import format or agreed bespoke format.		
Assumptions:		Data to be received via data upload in Zellis defined format, using Zellis Technology functionality or bespoke routine as developed by Zellis as chargeable activity.		
Exclusions:		Management of flexible benefits. Bespoke routine developed by Zellis is chargeable activity. Correction of data load errors or warnings, by Zellis.		

Ref: PP4	Standard	Incoming and outgoing statutory integrations	Co-Source: Y	Legislation: All
Our responsibility:		Process files as per statutory requirements and in line with statutory deadlines.		
Assumption:		Customer has registered Zellis as their agent.		

Ref: PP5	Standard	Reconcile Payroll	Co-Source: Y	Legislation: All
Our responsibility:		Generate agreed reports so at to reconcile payroll and complete processing ahead of statutory submission deadlines.		
Your responsibility:		Reconcile available output to payroll e.g. payments/general ledger output.		

Ref: PP5.1	Standard	Regulatory Payroll submissions	Co-Source: Y	Legislation: All
Our responsibility:		Complete regulatory payroll submissions according to required.		
Your responsibility:		Participate in review and sign-off processes so as to enable all deadlines and quality criteria to be met.		

Ref: PP6	Standard	Administer scheduled employee payments	Co-Source: Y	Legislation: All
Our responsibility:		Provide documentation to allow for approval of payment (e.g. BACS/SEPA) submission. Receive authorisation. Confirm validity of authorised signatory. Submit payments according to the agreed timetable.		
Your responsibility:		Provide authorised signatory lists to approve the BACS/SEPA submission. Provide BACS/SEPA authorisation document in accordance with the timetable. Validate BACS/SEPA limits set appropriately and reviewed in line with bonus payments etc. to mitigate rejection.		

Ref: PP6.1	Optional	BACS recalls	Co-Source: N	Legislation: UK
Our responsibility:		Provide support for the recall of a BACS payment or entire BACS file. Recalls are generally to be avoided unless absolutely necessary and are not guaranteed to be successful. Recalling payment for an individual is likely to delay their receipt of payment. The alternative to a recall is to undertake corrective action in the subsequent pay period.		
Your responsibility:		Request a recall, providing authorisation that this is required and necessary and approving associated costs. Provide input to and approval of corrective or replacement action.		
Assumptions:		There is a fixed cost payable per individual payment recall while recall of an entire file will incur time and materials costs to resolve/restate all items.		

Ref: PP7	Standard	Administer scheduled third-party payments	Co-Source: Y	Legislation: All
Our responsibility:		Provide documentation to allow for approval of BACS/SEPA submission. Receive authorisation. Confirm validity of authorised signatory. Submit all BACS/SEPA payments according to the agreed timetable.		
Your responsibility:		Provide authorised signatory lists to approve the BACS/SEPA submission. Provide BACS/SEPA authorisation document in accordance with the timetable. Validate BACS/SEPA limits set appropriately and reviewed in line with bonus payments etc. to mitigate rejection.		

Ref: PP8	Optional	Payments outside processing cycle	Co-Source: N	Legislation: All
Our responsibility:		Process manual payments outside processing cycle.		
Your responsibility:		Customer to provide written instructions.		
Assumptions		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: PP9	Optional	Supplementary payroll runs	Co-Source: N	Legislation: All
Our responsibility:		Undertake supplementary payroll runs, in line with Customer instructions and legislation.		
Your responsibility:		Customer to provide instructions and values via the Zellis Portal, standard import file or other agreed interface.		
Assumptions		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service. Utilising Zellis Technology standard functionality.		

3.1.4 Reports, Outputs and Payslips

Ref: ROP1	Standard	Carry out standard Zellis exception checks	Co-Source: Y	Legislation: All
Our responsibility:		Produce and publish standard Zellis exception checks to the Customer via the Zellis Portal e.g. Net pay variance, interface exceptions report, upload exceptions report, sickness process exceptions report, backpay - process exceptions report, payroll - process exceptions report, top 20 earners report, 'sensibility' report (net, gross, tax analysis).		
Your responsibility:		Review exception messages and submit any required corrections.		
Assumptions:		Exception handling as defined during implementation and varied from time to time via a Change.		

Ref: ROP2	Standard	Payslips and P45s	Co-Source: Y	Legislation: All
Our responsibility:		Produce and publish Zellis standard payslips and P45s (UK) electronically via MyPayPro or other channel as agreed at implementation. Users will benefit from interactive facilities such as FAQs which aid employee understanding and potentially reduce demand for payroll support activities.		
Your responsibility:		FAQs should be maintained for currency and their use reviewed with Zellis to actively enhance their value to colleagues.		
Assumptions:		Hardcopy payslips only by exception (where agreed by Zellis) e.g. for maternity and long-term sick, all other via Self service.		
Exclusions:		The standard service excludes non-standard payslips, postage and courier charges.		

Ref: ROP2.1	Standard	Payslip messages	Co-Source: N	Legislation: All
Our responsibility:		Update payslip message as per Customer's instructions.		
Your responsibility:		Provide new messages in a timely manner.		
Assumptions:		Utilising Zellis Technology standard functionality.		

Ref: ROP3	Standard	Deliver standard Zellis reports and interface files	Co-Source: Y	Legislation: All
Our responsibility:		Produce and publish standard Zellis reports: payment files, pay run summary analysis, general ledger file and control totals reports.		
Your responsibility:		Review reports and provide feedback with a view to improving payroll quality and completeness.		
Assumptions:		Reports and interfaces as defined during implementation and varied from time to time via a Change.		

Ref: ROP4	Standard	Duplicate bank accounts	Co-Source: N	Legislation: All
Our responsibility:		Check for duplicate bank accounts within a payroll and notify Customer.		
Your responsibility:		Review, investigate and advise if any changes to be made.		
Assumptions:		Utilising ResourceLink Reporting Services (RRS) standard report.		

Ref: ROP5	Standard	Payroll sign off	Co-Source: Y	Legislation: All
Our responsibility:		Produce and publish standard Zellis summary analysis report and payment sign off documentation.		
Your responsibility:		Review and complete the sign-off process within the payroll calendar timescales.		

Ref: ROP6	Optional	Office for National Statistics (ONS) returns	Co-Source: Y	Legislation: UK
Our responsibility:		Complete ONS returns.		
Your responsibility:		Confirm scope of requirement including means of review and submission.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: ROP6.1	Optional	Gender Pay Gap Reporting (GPG)	Co-Source: N	Legislation: All
Our responsibility:		Generate the GPG report.		
Your responsibility:		Review and approve GPG reporting prior to creating the associated narrative and uploading to the Government portal.		
Assumptions:		Utilising Zellis Technology standard functionality.		

Ref: ROP7	Optional	Absence management	Co-Source: N	Legislation: All
Our responsibility:		Produce reports (standard or bespoke) for leave and absence management process. Monitor absence reports, flagging exceptions per agreed process.		
Your responsibility:		Confirm scope of requirement.		
Assumptions:		Zellis Technology leave management is in place.		

Ref: ROP8	Optional	Pension returns	Co-Source: N	Legislation: All
Our responsibility:		Complete pension returns.		
Your responsibility:		Confirm scope of requirement.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: ROP9	Optional	Statement of earnings	Co-Source: N	Legislation: UK
Our responsibility:		Generate statement of earnings for lost P45 and P60.		
Your responsibility:		Confirm scope of requirement.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: ROP10	Optional	Overpayment letters	Co-Source: N	Legislation: All
Our responsibility:		Produce and distribute overpayment letters.		
Your responsibility:		Define scope of service including selection criteria, distribution, storage location etc..		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service. Utilising standard Zellis Technology letter functionality.		

Ref: ROP11	Optional	Central Statistics Office (CSO) quarterly returns	Co-Source: N	Legislation: ROI
Our responsibility:		Complete CSO quarterly returns.		
Your responsibility:		Confirm requirement and submission responsibilities		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: ROP12	Optional	Redundancy and other termination payments	Co-Source: N	Legislation: All
Our responsibility:		Provide data for redundancy and other termination payments.		
Your responsibility:		Specify population in scope.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: ROP13	Optional	P45 covering letter	Co-Source: N	Legislation: UK
Our responsibility:		Provide covering letter for P45.		
Your responsibility:		Confirm requirement and communication method to be used.		

3.1.5 Payroll Enquiries

Ref: PE1	Standard	Queries from nominated customer representative	Co-Source: Y	Legislation: All
Our responsibility:		Respond within agreed performance standards.		
Your responsibility:		Must be an authorised contact (up to five and be on the Trusted Sources List) and have all relevant information available when making an enquiry where confidential data is to be discussed i.e. employee name, payroll number, and either date of birth or NI/PPS number. Promotion of Self Service user facilities where applicable to enable colleagues to better understand their pay. Queries must relate to the period since Go Live.		
Assumptions:		Up to five on Trusted Sources List. Queries received via Zellis' Case Management tool.		
Exclusions:		Queries outside period since Go Live of the Service.		

Ref: PE3	Standard	Queries from government agency	Co-Source: Y	Legislation: All
Our responsibility:		Respond within agreed performance standards.		
Your responsibility:		Inform authorities in writing that Zellis is acting as the agent. Provide the HMRC/Revenue or other government agency enquiry to Zellis in a timely manner.		
Assumptions:		Related to period since Go Live of the service. Customer has registered Zellis as their agent.		
Exclusions:		Queries outside period since Go Live of the Service.		

Ref: PE4	Standard	Third party enquiries relating to voluntary deductions and disbursement	Co-Source: Y	Legislation: All
Our responsibility:		Respond to the Customer on queries relating to third-parties within agreed performance standards.		
Your responsibility:		Provide the third-party enquiry to Zellis in a timely manner.		
Exclusions:		Excludes direct enquiries from other third parties.		

Ref: PE5	Standard	Provide employee Self service access to payslip and P60 history	Co-Source: Y	Legislation: All
Our responsibility:		Load payslips on a periodic basis in line with the agreed calendar. Load P60s annually in line with the agreed calendar and legislation dates.		
Your responsibility:		Provide guidance to employees on how to use MyView, MyPay, MyPay Pro.		
Assumptions:		From Go Live date.		

Ref: PE6	Standard	Provide Employee and manager Self service access for input and authorisation	Co-Source: N	Legislation: All
Our responsibility:		Process data in payroll.		
Your responsibility:		Enter changes to personal details i.e. address or bank account. Enter absence details and variable payments. Authorise absence and variable payments.		
Assumptions:		From Go Live date. In accordance with the agreed payroll timetable.		

Ref: PE7	Optional	Employee queries	Co-Source: N	Legislation: All
Our responsibility:		Respond to queries from Employees according to agreed scope of Service.		
Your responsibility:		Confirm scope of Service.		
Assumptions:		Enquiries taken by phone or email. To be fully scoped in relation to System and Service requirements and any ongoing impact on contracted Service.		

When an Employee query service is selected and the technology utilised supports this, the following service targets are measured and reported as part of Zellis quality processes.

Metric	Target	Period
Average Speed to Answer The number of telephone calls to Service Centre answered within 30 seconds from the time caller selected the option to speak to a live agent, divided by the total number of calls where caller selected the option to speak to a live agent.	85%	Monthly

Metric	Target	Period
Abandonment rate The number of calls to the Service Centre abandoned by the caller after the caller selected the option to speak to a live agent, divided by the total number of calls where the caller selected the option to speak to a live agent. Calls abandoned in less than 30 seconds are excluded. This Service target only applies for Helpdesk services and where the technology is in place to support it.	5%	Monthly

Ref: PE7.1	Opt AIR & ZellisONE	Employee queries – digital channels	Co-Source: N	Legislation: All
Our responsibility:		Provision of an enhanced multi-channel helpdesk facility combining options including telephone, case management and online chats.		
Your responsibility:		Agree specific scope of Service and maintain regular contact with Zellis in terms of policy updates other projects.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: PE8	Optional	Duplicate payslips and P60s	Co-Source: N	Legislation: All
Our responsibility:		Provide duplicate payslips and P60s.		
Your responsibility:		Confirm scope of Service including communication channel.		

3.1.6 Year-End and Annual Processing

Ref: YEA1	Standard	Agree annual processing timetable	Co-Source: Y	Legislation: All
Our responsibility:		Provide a processing timetable with cut-off dates, three months before year-end.		
Your responsibility:		Confirm agreement to processing timetable, two months before year-end. Distribute agreed processing timetable within Customer organisation.		

Ref: YEA2	Standard	Balance Year-end payments	Co-Source: Y	Legislation: All
Our responsibility:		Balance year-end figures for Payroll against EPS and FPS submissions.		
Your responsibility:		Authorise year-end processing and associated HMRC/Revenue payments.		

Ref: YEA3	Standard	Process Year-end payments	Co-Source: Y	Legislation: All
Our responsibility:		On receipt of authorisation, use standard functionality to process year-end payments. Produce final EPS and FPS files via RTI.		

Ref: YEA4	Standard	Produce P60s or equivalent for each legislation type	Co-Source: Y	Legislation: All
Our responsibility:		Make Zellis standard online P60s (or equivalent) available to view in MyPayPro (if applicable). Distribute hardcopy P60s to employees on maternity leave and long-term sick (LTS) if required. Create the pdf file of P60s and send to Customer (for viewing in their own portal).		
Your responsibility:		Distribute any hardcopy P60s to employees where applicable. Release the pdf P60s to Customer own viewing portal (if not using MyPayPro)		
Assumptions:		Hardcopy P60s for maternity and LTS only, all others provided via Self service. Utilises Zellis Technology standard functionality.		
Exclusions:		Excludes print/postage costs.		

Ref: YEA5	Standard	Produce reconciliation data for customer signature	Co-Source: Y	Legislation: All
Our responsibility:		Produce end-of- year declaration form.		
Your responsibility:		Authorise end-of-year declaration form and additional payments as appropriate.		
Assumption		Utilising Zellis Technology standard functionality.		

Ref: YEA6	Standard	Tax year-end clear down	Co-Source: Y	Legislation: All
Our responsibility:		Process tax year-end (TYE) clear down and retain copies of P60s.		
Your responsibility:		Advise Zellis of any YTD clear downs that should not be applied at the tax year-end.		
Assumptions:		Customer requirements must be documented and agreed for any balances that should not be cleared down. Additional work arising from this request may be chargeable.		

Ref: YEA7	Standard	Check that reduced NI status is still valid (annual basis)	Co-Source: N	Legislation: UK
Our responsibility:		Check annually that the status has not changed. Return the reduced rate certificate with a letter where necessary.		
Your responsibility:		Provide original reduced rate certificate (for married women) at the commencement of the service.		
Exclusions:		Where applicable.		

Ref: YEA8	Optional	Distributing hardcopy P60s	Co-Source: N	Legislation: All
Our responsibility:		[ROI: Public Sector PRD Certificates] Send the hardcopy P60s to Customer or Employees, as agreed.		
Your responsibility:		Distribute to the Employee (if applicable).		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service. Print/postage costs are chargeable.		

Ref: YEA9	Optional	Customer financial year end	Co-Source: N	Legislation: All
Our responsibility:		Process Customer financial year end (if differs from TYE).		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: YEA10	Optional	Customer pension year end	Co-Source: N	Legislation: All
Our responsibility:		Process Customer pension year end (if differs from TYE).		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: YEA11	Optional	Full Payment Submission (FPS)	Co-Source: N	Legislation: All
Our responsibility:		Create and submit transactions to correct previous year values.		
Your responsibility:		Provide data for correction.		
Assumptions:		Assumes task relates to Customer required activity and not to correct Zellis actions which would be included in the Service provision.		
Exclusions:		Actions relating to years prior to Go Live.		

Ref: YEA11.1	Standard	P11D production (Note P11Ds are expected to be phased out in 2026)	Co-Source: N	Legislation: UK
Our responsibility:		Input data, create P11D'S, publish on MyView.		
Your responsibility:		Provide data in standard Zellis defined format or generated from Zellis Technology.		
Assumptions:		While this process is standard, production of P11Ds is chargeable per standard tariff unless specifically included in the contract price.		

3.1.7 Payroll System Administration

Ref: PSA1	Standard	Change Request analysis	Co-Source: Y	Legislation: All
Our responsibility:		Undertake an analysis and impact assessment of incoming Change Requests, e.g. additional pay elements, new general ledger configuration, extension of scope.		
Your responsibility:		Request Change with full details of requirement.		
Exclusions:		Chargeable where analysis/impact assessment requires more than two hours.		

Ref: PSA2	Standard	Maintain pay tables	Co-Source: Y	Legislation: All
Our responsibility:		Update table for incremental increases, monetary tables for payments and deductions in line with agreed performance standards.		
Your responsibility:		Inform Zellis of any changes to existing tables.		
Assumptions:		Utilities Zellis Technology standard functionality.		
Exclusions:		New table requirements managed via Change Request.		

Ref: PSA3	Optional	Work pattern changes	Co-Source: N	Legislation: All
Our responsibility:		Maintain work patterns for Customer.		
Your responsibility:		Specify current and new values for work pattern changes along with agreeing the elapsed time required to make the changes and the effective date of the new values.		
Assumptions:		Utilises Zellis Technology standard functionality.		

Ref: PSA3.1	Optional	Maintain employees' T&Cs	Co-Source: N	Legislation: All
Our responsibility:		Maintenance of employees' terms and conditions as held within Zellis Technology.		
Your responsibility:		Specify the existing and new T&C and required timing of the Change.		
Assumptions:		Utilises Zellis Technology standard functionality.		

Ref: PSA4	Optional	Cost code re-structure (at employee or organisational level)	Co-Source: N	Legislation: All
Our responsibility:		Implement a cost code restructure according to Customer needs.		
Your responsibility:		Specify the existing and new cost code structure and required timing of the Change.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: PSA5	Optional	Payroll hierarchy and pay group changes	Co-Source: N	Legislation: All
Our responsibility:		Maintain payroll hierarchy changes and maintain pay groups.		
Your responsibility:		Specify the existing and new structure and required timing of the change		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted Service.		

Ref: PSA6	Optional	Self Service user lockout	Co-Source: N	Legislation: All
Our responsibility:		Perform resets for Self Service user lockout, within the agree timeframe.		
Your responsibility:		Raise a case in the Customer Help Centre to request this Service.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: PSA7	Optional	System configuration changes, testing and UAT	Co-Source: N	Legislation: All
Our responsibility:		Implement agreed Changes. Includes system configuration changes, testing, user acceptance testing (UAT), as agreed in CCN.		
Your responsibility:		Approval of User Acceptance Testing completion.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		

Ref: PSA9	Optional	User account management	Co-Source: N	Legislation: All
Our responsibility:		Perform user account management, i.e. new users, changes to existing users' accounts.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.		
Exclusions:		Account management for customers with Zellis Technology.		

Ref: PSA10	Optional	User training	Co-Source: N	Legislation: All
Our responsibility:		Conduct new/existing user training.		
Your responsibility:		Approve additional costs.		
Assumptions:		Training will be delivered by Zellis Customer Learning. This is a separate cost to the managed service. Requirements will be documented in a CCN.		

3.1.8 BAU Change GDPR & Housekeeping

Ref: GD1	Standard	Personal data report	Co-Source: Y	Legislation: All
Our responsibility:		Produce personal data report.		
Your responsibility:		Specify the person required. Instructions to be sent from authorised personnel only.		
Assumptions:		Utilises Zellis Technology standard functionality.		

Ref: GD2	Standard	Individual deletion	Co-Source: Y	Legislation: All
Our responsibility:		Undertake GDPR deletion of an individual.		
Your responsibility:		Specify the person required. Instructions to be sent from authorised personnel only.		
Assumptions:		Utilises Zellis Technology standard functionality.		

Ref: GD3	Optional	Bulk deletion for a defined population	Co-Source: N	Legislation: All
Our responsibility:		Undertake GDPR deletion of a defined population.		
Your responsibility:		Complete Change Request specifying the population and precise requirements.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service. Utilises Zellis Technology standard functionality.		

Ref: GD4	Optional	Annual bulk deletion	Co-Source: N	Legislation: All
Our responsibility:		Undertake annual GDPR deletion, in line with Customer instructions.		
Your responsibility:		Share Customer data retention policy as required.		
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service. Utilises Zellis Technology standard functionality.		

Ref: GD5	Optional	Housekeeping.	Co-Source: N	Legislation: All
Our responsibility:		Undertake annual housekeeping on Zellis Technology e.g., deletion of temporary table data e.g. costing, deletion of historic CVS and HRI files.		
Your responsibility:		Share Customer data retention policy as required.		
Assumptions:		Utilises Zellis Technology standard functionality.		

Ref: GD6	Optional	Leaver control group	Co-Source: N	Legislation: All
Our responsibility:		Move the leavers from previous tax year +1 into the leaver control group at the start of the next tax year.		
Your responsibility:		Inform Zellis of any leavers who receive payments after leaving e.g., share vesting.		

Ref: GD7	Std AIR & ZellisONE	Application Management Service	Co-Source: Y	Legislation: All
Our responsibility:		Payroll & HR Edition, Managed Services AIR & ZellisONE customers benefit from the inclusion of all relevant aspects of the Zellis Application Management Service (AMS), undertaking maintenance and housekeeping activities, supporting customers to benefit from new product features as they are released and optimising the use of Zellis products and services. A full service description is available in the AMS SDG, accessible **here**. Note: not applicable for Payroll Edition Managed Services AIR or ZellisONE Customers.		

Ref: GD8	Std AIR & ZellisONE	BAU Change Service	Co-Source: Y	Legislation: All
Our responsibility:		Provision of inclusive FlexiConsulting days to provide a small change service throughout the Managed Services AIR and ZellisONE service partnership.		
Your responsibility:		Joint forward planning of business change needs for scoping of activity and resource planning.		
Assumptions		Covers individual configuration changes, new pay elements etc. and subject to fair usage, as per the AMS SDG. Excludes broader business change projects or initiatives, as per AMS SDG. Subject to an annual usage limit set out in the Customer Agreement. Typical use cases as below:		

Feature	Scope	Out of Scope
Pay Elements (new or changing)	• Include settings for taxable, NIable, pensionable statuses, NMW/AHP etc settings • Update GL mapping if required (on basis of standard costing, excluding bespoke software) • Document config & complete setup • Test; promote to live; hyper-care	• Changing reports, interfaces or bespoke software
Control group (simple)	• Same config, setup, PAYE, BACS, GL as existing control group • Document config & complete setup • Test; promote to live; hyper-care	• Changes to T&C or service conditions • Employee take on or PAYE transfer processes • Changing reports, interfaces or bespoke software

Cost codes (new or changing)	• Document config & complete setup • Test; promote to live; hyper-care	• Substitution rules • Remapping employees • Changing reports, interfaces or bespoke software
Grades (new or changing)	• Document config & complete setup • Test; promote to live; hyper-care	• Remapping employees • Changing reports, interfaces or bespoke software
Service Conditions (new or changing)	• Document config & complete setup • Test; promote to live; hyper-care	• New or changed holiday/absence schemes • Changing reports, interfaces or bespoke software
Spinal Tables	• Includes linked grades/pay elements (subject to pay element scope) • Document config & complete setup • Test; promote to live; hyper-care	• New or changed Monetary tables • Changing reports, interfaces or bespoke software
Security Profiles (new or changing)	• Zellis Technology, ResourceLink, Portal, RRS, PowerBI • Document config & complete setup • Test; promote to live; hyper-care	• Changing reports, interfaces or bespoke software
User Defined Fields or Screens	• Document config & complete setup • Test; promote to live; hyper-care	• Changing reports, interfaces or bespoke software • Creating a UDF where there is an existing field performing the same task
Back pay	• Document config & complete setup • Test; promote to live; hyper-care	• Changing reports, interfaces or bespoke software
New third party payments & disbursements setup	• Document config & complete setup • Test; promote to live; hyper-care	• New BACS SUN or changes in SUN • Changing reports, interfaces or bespoke software

3.1.9 Automation

Zellis Managed Services AIR and ZellisONE customers benefit from an optional inclusive package of up to 5 Power Automate flows configured to import into their Microsoft Power Automate service for deployment. This is dependent on you having the requisite Microsoft setup and licences, as well as sufficient Power Automate skills.

Ref: DA5	Std AIR & ZellisONE	Microsoft Power Automate	Co-Source: Y	Legislation: All
Our responsibility:		Provide guidance on the setup of Microsoft Power Automate. Provide development support to configure up to 5 flows from the Zellis library using your test environment. Provide supporting documentation to enable you to manage the flows in live deployment. Provide support for flow queries, through free of charge consultancy bookings.		
Your responsibility:		Setup and manage Power Automate and the Zellis integration within your Microsoft tenant, and ensure all required licencing is in place. Select up to five flows to be configured for your deployment. To import and configure the template solutions for deployment to test and live. To fully test flows prior to deployment for quality, accuracy and outcomes. Management of flows in live deployment.		
Assumptions:		You have the necessary level of Power Automate skills to deploy and manage Power Automate flows in-life, and configure environments as required. Where access to your systems is required by a Zellis Consultant, the account must have MFA in place. Customer Test (development) and Live (Deployment) ResourceLink environments are on the same release. A fair usage limit applies to consultancy bookings for support, which is up to 4 days of consultancy per annum (additional support can be purchased) Standard consultancy booking lead times apply to requests.		
Exclusions:		Development of new custom flows, not based on the Zellis flow library. Deployment or management of flows in customer Live environment.		

3.2 Co-sourced Payroll Services

The service description for the Zellis Co-Sourced Payroll Service is now integrated within the managed service description in section 3.1 with the scope identified as “Co-source: Y”.

As a Co-Sourced Payroll Service customer, Customer retains the responsibility for the provision of payroll input data (the make-up of gross pay) whilst Zellis provides the following coverage:

- The maintenance of statutory background tables
- Increment processing
- Support with Pay Award updates
- Processing of back-pay calculations
- Processing of sickness data excluding data entry
- Gross to net Payroll calculation
- Production of payslips
- Processing of payments
- RTI management
- Payments to pensions schemes and third parties
- Year-end processing, including P60 production
- Liaison with HMRC/Revenue and other third parties on behalf of the Customer
- Helpdesk facility for the handling of all gross to net queries from managers.

3.3 Managed ExPat Services

The Managed ExPat services provide optional additional scope to augment the Managed Payroll Services set out in section 3.1 above with the following services:

1. ExPat Payroll Administration
2. ExPat Tax Form Completion
3. ExPat/InPat Tax and NI Assessment

3.3.1 ExPat Payroll Administration

Ref: EXPT1	Standard	Hypothetical tax	Legislation: All
Our responsibility:		Process hypothetical tax.	
Your responsibility:		Provide the elements and values to be processed.	
Assumptions:		Processing of predetermined values provided by Customer.	
Exclusions:		Derivation of values by Zellis.	

Ref: EXPT2	Standard	Foreign tax credit relief	Legislation: All
Our responsibility:		Process foreign tax credit relief.	
Your responsibility:		Provide the elements and values to be processed.	
Assumptions:		Processing of predetermined values provided by Customer.	
Exclusions:		Derivation of values by Zellis.	

3.3.2 ExPat Tax Form Completion

Ref: ET1	Standard	CF83 completion	Legislation: UK
Our responsibility:		Complete and dispatch CF83 per agreed procedure.	
Your responsibility:		Submit to the relevant authorities.	
Assumption:		Completed utilising the data held within Zellis Technology.	

Ref: ET2	Standard	P85 completion	Legislation: UK
Our responsibility:		Complete and dispatch P85 per agreed procedure.	
Your responsibility:		Submit to the relevant authorities.	
Assumptions:		Completed utilising the data held within Zellis Technology.	

Ref: ET3	Standard	Expat starter declaration	Legislation: All
Our responsibility:		Complete and dispatch expat starter declaration.	

3.3.3 ExPat/InPat Tax and NI Assessment

Ref: EI1	Optional	Tax and social charge treatment	Legislation: All
Our responsibility:		Assess values to be paid for tax and social charges (e.g. NI, Universal Social Charge (USC), Pay Related Social Insurance (PRSI)) using standard functionality.	

3.4 Managed Pension Administration Services

The Managed Pension Administration services provide optional additional scope to augment the Managed Payroll Services set out in section 3.1 above with the following services:

1. Pension Returns
2. Pension Enquiries

3.4.1 Pension Returns

Ref: PR1	Standard	Produce annual return for pension bodies	Legislation: All
Our responsibility:		Submissions based on using standard Zellis Technology functionality i.e. LGPS, PCSPS, USS, SYPA, MyCSP.	
Your responsibility:		Manual data keying or data manipulation to fit defined format. Manual completion of forms.	

Ref: PR2	Standard	Produce monthly pension returns	Legislation: All
Our responsibility:		Submissions based on using standard Zellis Technology functionality i.e. TPS, MyCSP.	
Your responsibility:		Manual data keying or data manipulation to fit defined format. Manual completion of forms.	

Ref: PR3	Standard	Produce prebuilt pension reports	Legislation: All
Our responsibility:		Produce and dispatch agreed reports.	
Your responsibility:		Manual data keying or data manipulation to fit defined format.	

Ref: PR4	Standard	Statutory pension parameters	Legislation: All
Our responsibility:		Make statutory pension increases/changes in line with legislation.	
Your responsibility:		Notification of pension policies relevant to the scope of the Service.	
Assumptions:		Table values only.	
Exclusions:		Bespoke or customised build.	

3.4.2 Pension Enquiries

Ref: PEN1	Standard	Pension Query handling	Legislation: All
Our responsibility:		Respond to queries from nominated Customer representative.	
Your responsibility:		Suitable knowledge-based users	
Assumptions:		Up to five on Trusted Sources List.	
Exclusions:		Queries outside period since go live of the service.	

Ref: PEN2	Standard	Pension administrator query handling	Legislation: All
Our responsibility:		Respond to queries from nominated pensions administrators.	
Your responsibility:		Suitable knowledge-based users	
Assumptions:		Up to five on Trusted Sources List.	
Exclusions:		Queries outside period since go live of the service.	

3.5 Managed P11D Services

The Managed P11D services provide additional scope to augment the Managed Payroll Services set out above with the following services: (Note P11Ds are being phased out in 2026)

1. P11D Administration
2. P11D Data Input
3. P11D Processing Output
4. P11D Statutory Declaration
5. P11D Reporting
6. P11D Revisions

3.5.1 P11D Administration

Ref: PDA1	Standard	P11D Timetable	Legislation: UK
Our responsibility:		Create annual timetable ensuring that HMRC deadlines are achievable.	
Your responsibility:		Agree to the timetable prior to tax year end (ideally Early March).	

Ref: PDA2	Standard	Class 1A NIC.	Legislation: UK
Our responsibility:		Administer class 1A NIC based on full provision of benefits data.	
Your responsibility:		Provision of benefits data for benefits not payrolled in line with agreed processing schedule..	

3.5.2 P11D Data Input

Ref: PDI1	Standard	Input P11D data from Zellis Technology	Legislation: UK
Our responsibility:		Input non-payrolled benefits to Zellis Technology P11D module.	
Your responsibility:		Provision of benefits data using the standard template provided by Zellis in line with agreed processing schedule.	

Ref: PDI2	Standard	Input P11D data from third parties	Legislation: UK
Our responsibility:		Input P11D data from third parties.	
Your responsibility:		Obtain and validate data in line with agreed processing schedule.	
Assumptions:		Data provided in standard Zellis defined format.	

Ref: PDI3	Standard	Input P11D data received via third-party interface	Legislation: UK
Our responsibility:		Input P11D data received via third-party interface.	
Your responsibility:		Validate data in line with agreed processing schedule.	

3.5.3 P11D Processing Output

Ref: PDP1	Standard	Perform P11D processing	Legislation: UK
Our responsibility:		Perform P11D processing in line with agreed processing schedule.	

Ref: PDP2	Standard	Process payrolled benefits	Legislation: UK
Our responsibility:		Process benefits which have been taxed at source.	
Your responsibility:		Register benefits to be payrolled with HMRC.	

Ref: PDP3	Standard	Draft P11D	Legislation: UK
Our responsibility:		Release draft P11D submission to Customer/employees (via Self service) in line with agreed processing schedule.	
Your responsibility:		Review and provide required changes in line with agreed processing schedule.	

Ref: PDP4	Standard	P11D queries	Legislation: UK
Our responsibility:		Manage P11D queries from the Customer representative.	
Your responsibility:		Complete clarification process in relation to queries raised.	

Ref: PDP5	Standard	Rework P11Ds	Legislation: UK
Our responsibility:		Rework P11Ds based on feedback received in line with agreed processing schedule.	

Ref: PDP6	Standard	Amended P11Ds	Legislation: UK
Our responsibility:		Issue amended P11Ds as required in line with agreed processing schedule.	
Your responsibility:		Where Zellis do not have access to the Governmentt Gateway, Customer will undertake submission.	

Ref: PDP7	Optional	Benefits statements	Legislation: UK
Our responsibility:		Provide benefits statements using standard functionality in line with agreed processing schedule.	
Your responsibility:		Clarify scope of requirement if non-standard format is required.	
Assumptions:		Produced in standard Zellis Technology format or may incur additional costs for enhanced formats.	

3.5.4 P11D Statutory Declaration

Ref: PDS1	Standard	P11D Submission	Legislation: UK
Our responsibility:		Submit P11Ds to HMRC in line with agreed processing schedule.	

Ref: PDS2	Standard	Submit class 1A National Insurance Contributions (NICs)	Legislation: UK
Our responsibility:		Class 1A NICs may be paid as a third-party payment in line with agreed processing schedule.	
Your responsibility:		Payment of Class 1A NICs to HMRC if not undertaken by Zellis.	

Ref: PDS3	Standard	Complete P11D(b)	Legislation: UK
Our responsibility:		Complete the P11D(b) form for submission by RTI in line with agreed processing schedule.	
Your responsibility:		Submit to HMRC if required.	

3.5.5 P11D Reporting

Ref: PDT1	Standard	Zellis standard reports/interfaces	Legislation: UK
Our responsibility:		Produce Zellis standard reports/interfaces (P11D and NICs) in line with agreed processing schedule.	
Exceptions:		While P11D production is a standard process, because of the manual nature of gathering non-payroll data in support of it, there is a unit price and minimum annual process charge.	

Ref: PDT2	Optional	Non- standard reports/interfaces	Legislation: UK
Our responsibility:		Produce non- standard reports/interfaces (P11D and NICs).	
Your responsibility:		Define scope of requirement.	
Assumptions:		Non-standard reports are chargeable activities.	

Ref: PDT3	Optional	PDF P11D	Legislation: UK
Our responsibility:		Produce P11D in PDF format.	
Assumptions:		Unless produced automatically as a Self Service activity, PDF creation and any requirement to print and dispatch physical copies are chargeable activities.	

3.5.6 P11D Revisions

Ref: PDR1	Standard	P11D revisions	Legislation: UK
Our responsibility:		Produce revised P11Ds after submission.	
Your responsibility:		Provide details of the changes required.	

Ref: PDR2	Standard	Class 1A NICs over/underpayment	Legislation: UK
Our responsibility:		Process over/underpayment of class 1A NICs.	
Your responsibility:		Payment of class 1A NICs to HMRC.	

3.6 Managed HR Administration

HR administration services provide optional additional scope to augment the Managed Payroll Services set out above with the following services:

1. New Hires
2. General HR Administration
3. Service Management

3.6.1 New Hires

Ref: HR1	Standard	Contract of employment packs	Legislation: All
Our responsibility:		Generate contract of employment packs for employees.	
Your responsibility:		Provide required pro-forma documents for employment pack generation.	
Exclusions:		Additional starter pack content may be chargeable.	

Ref: HR2	Standard	New starters	Legislation: All
Our responsibility:		Process new starters and inform third parties (e.g. other departments (security, access, uniforms etc) of new starter information per agreed process.	
Your responsibility:		Agreement of standard process at implementation.	
Assumptions:		Maximum of five third parties contacted electronically (e.g. automated email or workflow). All starters will need to be keyed as HR is the master record.	
Exclusions:		Chargeable above five third parties.	

3.6.2 General HR Administration

Ref: HR3	Standard	Probation administration	Legislation: All
Our responsibility:		Create probation reminders, letters and system updates.	
Your responsibility:		Agreement of standard process at implementation.	
Assumptions:		All communication is electronic.	

Ref: HR4	Standard	Annual salary process	Legislation: All
Our responsibility:		Produce annual salary letter and current salary report for all Employees.	
Your responsibility:		Provide necessary input for any required changes.	

Ref: HR5	Standard	Administration of employees terms and conditions	Legislation: All
Our responsibility:		Produce documentation for changes to terms and conditions.	
Your responsibility:		Provide necessary input for any required changes.	
Assumptions:		Administer the documentation for changes to terms and conditions as requested and liaise with any third-party suppliers (max five). All communication is electronic.	
Exclusions:		Maximum of five third parties.	

Ref: HR6	Standard	Family-friendly letters	Legislation: All
Our responsibility:		Produce family-friendly letters (e.g. life event acknowledgements – marriage, birthday, long service).	
Assumptions:		Includes up to 10% of employee population.	
Exclusions:		More than 10% of employees.	

Ref: HR7	Standard	Sickness recording	Legislation: All
Our responsibility:		Enable Self Service sickness recording.	
Your responsibility:		Enable employees and managers to use the facilities to enter and approve sickness.	
Assumptions:		Use ESS/MSS to enter details of sickness and authorise.	

Ref: HR8	Standard	Absence recording	Legislation: All
Our responsibility:		Enable Self Service absence recording.	
Your responsibility:		Enable employees and managers to use the facilities to enter and approve absence.	
Assumptions:		Use ESS/MSS to enter details of absence and authorise.	

Ref: HR9	Standard	Long service award letters	Legislation: All
Our responsibility:		Produce long service award letters.	
Your responsibility:		Provide long service criteria and letter contents.	
Assumptions:		Includes up to 10% of employee population per year.	
Exclusions:		More than 10% of employees per year.	

Ref: HR10	Standard	Personal detail changes (via Self Service)	Legislation: All
Our responsibility:		Enable Self Service personal detail changes.	
Your responsibility:		Enable employees and managers to use the facilities to enter and approve absence.	
Assumptions:		Fields available for Self Service changes to be defined at implementation.	

Ref: HR11	Standard	Reference letters	Legislation: All
Our responsibility:		Produce standard reference letters for past employees (for current and previous tax year only).	
Your responsibility:		Provision of the standard reference letter template and logic.	
Assumptions:		Includes up to 10% of employee population.	
Exclusions:		Chargeable activity if required for more than 10% of employee base or for over two years.	

Ref: HR12	Standard	Financial reference letters	Legislation: All
Our responsibility:		Produce standard financial and mortgage reference letters.	
Your responsibility:		Provision of the standard financial reference letter template and logic.	
Assumptions:		Includes up to >10% of employee population.	
Exclusions:		Chargeable activity if required for more than 10% of employee base.	

Ref: HR13	Standard	Leaver letters	Legislation: All
Our responsibility:		Produce letters to leavers (including reason for leaving or retirement).	
Your responsibility:		Provision of the standard leaver letter template and logic.	
Assumptions:		Includes up to 10% of employee population.	
Exclusions:		Chargeable activity if required for more than 10% of employee base.	

Ref: HR14	Standard	Death in service system and third-party updates	Legislation: All
Our responsibility:		Provide system and third-party updates on the occurrence of a death in service.	
Your responsibility:		Confirmation of updates required.	
Assumptions:		All communicated electronically.	

Ref: HR15	Standard	HR administration reports	Legislation: All
Our responsibility:		Run standard HR administration reports: Employee details, new starters, leavers, length of service report, probation list, sickness, absence, maternity lists.	
Assumptions:		Reports in standard HR admin pack.	

Ref: HR16	Optional	Starter packs	Legislation: All
Our responsibility:		Create standard starter pack.	
Your responsibility:		Define starter pack and provide pro-forma content to be populated.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR17	Optional	Childcare and eye test voucher schemes	Legislation: All
Our responsibility:		Administer childcare and eye test voucher schemes.	
Your responsibility:		Define required processes for implementation.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR18	Optional	Appraisal ratings	Legislation: All
Our responsibility:		Provide facility for recording and reporting appraisal ratings.	
Your responsibility:		Confirm scope of requirement.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR19	Optional	HR hierarchy management	Legislation: All
Our responsibility:		Maintain HR hierarchy (change control notice for all changes).	
Your responsibility:		Confirm scope of requirement.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR20	Optional	TUPE	Legislation: All
Our responsibility:		Administer TUPE.	
Your responsibility:		Confirm scope of requirement.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR21	Optional	Paper file conversion to e-file	Legislation: All
Our responsibility:		Convert historical and current employee paper file conversion to e-file.	
Your responsibility:		Confirm scope of requirement.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR22	Optional	Mass changes (arising from a customer event)	Legislation: All
Our responsibility:		Process mass data changes as specified by Customer.	
Your responsibility:		Provision of requisite data.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR23	Optional	Learning and development administration	Legislation: All
Our responsibility:		Provide learning and development administration support.	
Your responsibility:		Confirm scope of requirement.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR24	Optional	Redundancy payments	Legislation: All
Our responsibility:		Calculate redundancy payments.	
Your responsibility:		Define redundancy policy and process required.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR25	Optional	Restructuring and redundancy support	Legislation: All
Our responsibility:		Provide support to restructuring and redundancy projects.	
Your responsibility:		Define scope of requirement so as to agree respective roles and responsibilities.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

Ref: HR26	Optional	HR advice line	Legislation: All
Our responsibility:		Provide HR advice line.	
Your responsibility:		Define scope of requirement.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

3.6.3 Service Management

Ref: HRSM1	Standard	Zellis monthly key performance indicators (KPI) service review packs	Legislation: All
Our responsibility:		Produce standard Zellis monthly KPI service review packs.	
Your responsibility:		Review and discuss performance and joint objectives in service review and other governance meetings.	
Assumptions:		To be fully scoped in relation to system and service requirements and any ongoing impact on contracted service.	

3.7 Managed Recruitment Services

Recruitment services provide additional scope to augment the Managed Payroll Services set out above with the following services:

1. Recruitment Administration
2. Recruitment Consultancy

3.7.1 Recruitment Administration

Ref: RA1	Standard	Vacancy management	Legislation: All
Our responsibility:		Manage the recruitment process for a dynamic population of vacancies and to the capacity agreed with the Customer.	
Your responsibility:		Inform Zellis recruitment team in a timely manner of all new vacancies to be managed.	

Ref: RA2	Standard	Log and monitor vacancies	Legislation: All
Our responsibility:		Maintain records of recruitment activity from authority to proceed through to formal offer and acceptance.	
Your responsibility:		Line/hiring manager to complete the Authority to Recruit form and submit to the Zellis recruitment team via email or recruitment system. Line/hiring manager to inform Zellis recruitment team if vacancy is closed.	
Exclusions:		Manual Authority to Recruit processes.	

Ref: RA3	Standard	Publish/unpublish vacancy (internal, on-line or via agencies)	Legislation: All
Our responsibility:		Manage the external communication of vacancies to the marketplace.	
Your responsibility:		Provide appropriate materials and literature/branding guidelines.	
Exclusions:		Manual Authority to Recruit processes.	

Ref: RA4	Standard	Candidate communication	Legislation: All
Our responsibility:		Manage application pack provision and receipt of responses.	
Your responsibility:		Approve relevant correspondence and literature content.	
Assumptions:		Communications during initial application process to be via online recruitment technology, not paper based.	

Ref: RA5	Standard	Shortlist and screen applicants' CVs	Legislation: All
Our responsibility:		Review and assess applications based on agreed criteria.	
Your responsibility:		Supply Zellis recruitment team with pre-screen guidance and relevant job profiles.	

Ref: RA6	Standard	Schedule Interviews with line/hiring managers	Legislation: All
Our responsibility:		Manage interview administration in order to efficiently progress the recruitment process.	
Your responsibility:		Provide availability for interviews. Provide feedback on applicants and advise of candidates to progress to first interviews. Advise Zellis recruitment team of additional requirements.	

Ref: RA7	Standard	Candidate interview administration	Legislation: All
Our responsibility:		Validate necessary pre-requisite processes are undertaken in preparation for interview.	
Your responsibility:		Line/hiring manager to advise Zellis recruitment team of agreement to first interviews with agreed details. Where applicable, line/hiring manager to advise Zellis recruitment team of agreement to second interviews with agreed details. Advise Zellis recruitment team of processes for internal applicants if different to external.	
Assumptions:		Communications during initial application process to be via online recruitment technology, not paper-based.	

Ref: RA8	Standard	Manage interview outcome	Legislation: All
Our responsibility:		Process interview feedback and supporting document capture.	
Your responsibility:		Line/hiring manager provide feedback on individual applicants post interviews. Line/hiring manager complete Authority to Hire form (or similar - completing all relevant detail) and submit to the Zellis recruitment team by email. Provision of requisite 'Right to Work' documentation. Advise Zellis recruitment team of processes for internal applicants if differing to external.	

Ref: RA9	Standard	Verify legislational right to work and advise	Legislation: All
Our responsibility:		Process 'Right to Work' documentation according to agreed process.	
Your responsibility:		Provision of requisite 'Right to Work' documentation.	

Ref: RA10	Standard	New starters references (where HR admin service is not in scope)	Legislation: All
Our responsibility:		Request employment references (and undertake two chases if required) reverting to Customer.	
Your responsibility:		Provide template reference documentation. Advise on criteria for good and bad references and points of referral.	
Assumptions:		Requirement for references covering the last three years.	
Exclusions:		Postage costs are excluded.	

Ref: RA11	Standard	Manage preferred supplier list	Legislation: All
Our responsibility:		Maintain the list as necessary, noting usage.	
Your responsibility:		Provide list of preferred agencies and current cost matrix/rules.	

Ref: RA12	Optional	Pre-employment checks	Legislation: All
Our responsibility:		Carry out specialist pre-employment checking i.e. DBS, security checks, credit checks.	
Your responsibility:		Provide template pre-employment documentation. Advise on criteria for good and bad references and points of referral.	
Assumptions:		To be fully scoped in relation to service requirements and standards.	

Ref: RA13	Optional	Direct marketing	Legislation: All
Our responsibility:		Undertake recruitment-focused direct marketing strategies.	
Your responsibility:		Share objectives and targets with Zellis.	
Assumptions:		To be fully scoped in relation to service requirements and standards.	

Ref: RA14	Optional	Campaign reporting	Legislation: All
Our responsibility:		Provide campaign analysis and reporting.	
Assumptions:		To be fully scoped in relation to service requirements and standards.	

Ref: RA15	Optional	Produce advertisements	Legislation: All
Our responsibility:		Write copy, graphic design, creative studio artwork, production management (as per agreed copy specification).	
Your responsibility:		Provide Zellis with advertisement brief.	
Assumptions:		To be fully scoped in relation to service requirements and standards.	

3.7.2 Recruitment Consultancy

Ref: RC1	Standard	Vendor relationships	Legislation: All
Our responsibility:		Manage and maintain contingency and permanent recruitment/resourcing vendor relationships.	
Your responsibility:		Inform Zellis of any existing relationships to cease/continue.	

Ref: RC2	Optional	Manage assessment centres	Legislation: All
Our responsibility:		Advise and organise assessment centre processes and locations.	
Your responsibility:		Advise any preferred processes and locations.	
Assumptions:		To be fully scoped in relation to service requirements and standards.	

Ref: RC3	Optional	Executive search and selection	Legislation: All
Our responsibility:		Undertake Executive search and selection.	
Your responsibility:		Advise role for which search is to be performed. Supply company and job/role specification.	
Assumptions:		To be fully scoped in relation to service requirements and standards.	

Ref: RC4	Optional	Recruitment health check	Legislation: All
Our responsibility:		Undertake an assessment of the Customers wider recruitment processes and performance.	
Your responsibility:		Advise requirement.	
Assumptions:		To be fully scoped in relation to service requirements and standards.	

3.8 Faster Payments within Managed Services

Customer attention is drawn to Section 2.3.2 of the Technology SDG relating to the underlying Faster Payments solution which allows the Customer to schedule payments on days designated by the Customer in advance as pay days ("Pay Day"). By way of an example in the context of a Managed Service, Zellis have detailed below a standard customer process:

Activity	Day	Time
The relevant funds paid into the Unique Account	Pay Day - 1	By 3:30 pm
Submit Payroll payment file to Regulated Third Parties' system	Pay Day - 1	By 5:30 pm

Complete an authorisation process	Pay Day - 1	By 5:30 pm
Regulated Third Parties commence processing of the payment file	Pay Day	00:00:01 am
Regulated Third Parties completes the processing of the payment	Pay Day	By 2 am

4 Managed Service Governance

4.1 Service Centres

Zellis reserve the right to process Customer data from any Zellis service centre with a team structure of our choice utilising both human and non-human processing.

4.2 Managed Service Document Retention

Data/records that are used for processing and providing services to Customer will be retained as electronic data or scanned media.

Customer will inform Zellis in writing as to the manner in which Zellis shall perform the services to comply with data retention requirements during the Term. Additional Charges may apply if Customer requirements differ from the options available to customers in accordance with Zellis' standard data retention policy. If Customer does not provide instructions in writing in accordance with this section, Zellis may implement its standard data retention policy. Further details are available upon request.

4.3 Managed Service Issue Escalation

If Customer experiences a problem or require support with any aspect of our Managed Service, please raise this with Customers day-to-day contacts and escalate as Customer feel necessary including your Customer Success Manager. The following escalation route is available to Customer:

1. Team Leader will review Customer escalation to enable appropriate support and focus is provided.
2. The escalation will be reviewed with the relevant team managers, if there is an issue, Zellis will share details of any action plan that Zellis are proposing to address the issue.
3. Zellis will keep Customer informed of progress of the corrective action required to resolve the issues.
4. Zellis will notify Customer when the issue has been fully resolved.
5. Zellis will involve more senior Levels in the escalation as required or at Customer request.
6. The team will also identify any improvements required to our processes to remove the risk of a similar situation arising in the future, and validate these improvements are actioned.

4.4 Managed Service Levels and Service Credits

A simplified and enhanced performance regime has been introduced for Managed Service AIR & ZellisONE customers. The performance management regime for non-AIR/ZellisONE customers is unchanged and documented in section 4.4.2.

4.4.1 Service Level Performance Regime – Managed Services AIR & ZellisONE

4.4.1.1 Monthly Service Credits

If there is a Service Failure in a Measurement Period, a Service Credit will be payable in accordance with the below:

Required Metric	Target	Service Credit
Pay Timeliness On-Cycle Net pay value files are transmitted to BACS/SEPA/Faster Payments for transfer to the correct bank accounts on pay day and in accordance with the agreed processing schedules - subject to the Customer accurately meeting all the agreed deadlines required in order to process the payroll.	Payroll payments made on the target day	50% of the monthly Base Fees
Payroll Accuracy - Percentage of Net Pay Produced Accurately Accurate payments are made, in accordance with the agreed processing schedule and the information supplied by the Customer. • Customers licenced for up to and including 1,000 employees • Customers licenced for between 1,001 and 5,000 employees • Customers licenced for between 5,001 and 15,000 employees • Customers licenced for between 15,001 and 30,000 employees • Customers licenced for over 30,000 employees	• 99.0% • 99.5% • 99.6% • 99.7% • 99.75%	10% of the monthly Base Fees
Statutory submission to HMRC/Revenue Completion of monthly submissions per agreed schedules	100% paid on the target day	10% of the monthly Base Fees

The maximum aggregate Service Credit payable in a Measurement Period for Managed Services AIR and ZellisONE customers shall be 50% of the monthly Base Fees.

4.4.1.2 Managed Services AIR & ZellisONE KPIs

The following KPIs will be reported and monitored where applicable for the Manager Services AIR & ZellisONE

Interfaces and Reports

Required Metric	Target
Report processing – timeliness The extent to which the following outbound reports are processed in line with the mutually agreed timetable: • Pay run summary analysis • Payment (BACS/SEPA) report • Exception reports	100% on the target day
Report processing – accuracy The extent to which the outbound reports in the previous Service Level are accurate. Accuracy is measured as percentage accuracy vs calculated payroll. Not applicable to Co-sourced Payroll Service.	100%
Interface processing – timeliness The number of outbound files or pensions and general ledger made available to the Customer in accordance with the agreed procedure and timelines.	100% on the target day
Interface processing – accuracy Accuracy is measured as percentage accuracy vs calculated payroll and applies to outbound files for pensions and general ledger. Not applicable to Co-sourced Payroll Service.	100%

Payroll and Distributions

Required Metric	Target
Statutory Filing/Remittance – Accuracy The number of employees within the statutory returns and remittance delivered accurately, divided by the total number of employees within the statutory filings that were due to be delivered.	100%
Statutory Filing/Remittance – Timeliness The number of days within the statutory returns and remittance delivered on time according to the payroll calendar, divided by the total number of days within the statutory filings that were due to be delivered.	On time

Required Metric	Target
Third-party Disbursements – Accuracy The number of payments to third parties made without errors, divided by the total number of payments made.	99%

Contact

Required Metric	Target
Average Speed to Answer† The number of telephone calls to Service Centre answered within 30 seconds from the time caller selected the option to speak to a live agent, divided by the total number of calls where caller selected the option to speak to a live agent.	85%
Abandonment rate† The number of calls to the Service Centre abandoned by the caller after the caller selected the option to speak to a live agent, divided by the total number of calls where the caller selected the option to speak to a live agent. Calls abandoned in less than 30 seconds are excluded.	5%
Case Resolution Rate The number of Zellis Case Management Tool enquiry emails received in a month by the Service Centre that were resolved within three Working Days of receipt, divided by total number of such emails received during the same month.	97%

†These KPIs apply where Helpdesk services are contracted for and the technology is in place to support it.

Year-End Activity

Required Metric	Target
P60 Prepare end of year reporting, obtain authorisation from the customer, and issue to the statutory bodies to schedule.	100%
P11D Prepare end of year reporting if applicable, obtain authorisation from the customer, and issue to the HMRC to schedule. Not applicable to Co-sourced Payroll Service.	100%

4.4.2 Service Level Performance Regime – Zellis Managed Payroll Services (non-AIR/ZellisONE)

If there is a Service Failure in a Measurement Period, a Service Credit is payable.

Service Credits are based on the number of Service Points arising as set out in the SLA tables.

Total Service Credits payable in respect of all Service Failures occurring in a Measurement Period shall not exceed the At-Risk Amount.

4.4.2.1 Managed Payroll Service – SLAs

Interfaces and Reports

Required Metric	Target	Period	Service Points
Interface processing – timeliness 1. The number of outbound files or pensions and general ledger made available to the customer in accordance with the agreed procedure and timelines. 2. The number inbound HR data files collected and processed in accordance with the agreed procedure and timelines. Zellis-led Managed Payroll Service: The total of items 1. and 2. in the month as a percentage of the total number of files for the month. Co-sourced Payroll Service: The total of item 1. in the month as a percentage of the total number of files for the month for which Zellis is responsible.	100%	Monthly	Two Service Points for one Working Day delay. Five Service Points for delay of more than one Working Day.
Interface processing – accuracy This applies to outbound files for pensions and general ledger. Accuracy measured as percentage accuracy vs calculated payroll. Not applicable to Co-sourced Payroll Service.	100%	Monthly	Two Service Points for less than 100%.
Report processing – timeliness The extent to which the following outbound reports are processed in line with the mutually agreed timetable: • Pay run summary analysis • Payment (BACS/SEPA) report • Exception reports	100% on the target day	Periodic	Service Points for one Working Day delay. Five Service Points for delay of more than one Working Day.

Required Metric	Target	Period	Service Points
Report processing – accuracy The extent to which the outbound reports in the previous Service Level are accurate. Accuracy is measured as percentage accuracy vs calculated payroll. Not applicable to Co-sourced Payroll Service.	100%	Periodic	Two Service Points for less than 100%.

Payroll and Distributions

Required Metric	Target	Period	Service Points
Pay Timeliness On-Cycle Net pay values are transmitted to BACS/SEPA/Faster Payments for transfer to the correct bank accounts on pay day and in accordance with the agreed processing schedules. Subject to the Customer accurately meeting all the agreed deadlines required in order to process the payroll.	100% paid on the target day	Periodic	Six Service Points for one Working Day delay. Nine Service Points for delay of more than one Working Day. Seven Service Points for Co-sourced service
Payroll Accuracy – Percentage of Net Pay Produced Accurately Accurate payments are made, in accordance with the agreed processing schedule and the information supplied by the Customer. Not applicable to Co-sourced Payroll Service.	99.5%	Periodic	Two Service Points for between 97% and 99.5%. Five Service Points if less than 97%.
Statutory Filing/Remittance – Accuracy The number of employees within the statutory returns and remittance delivered accurately, divided by the total number of employees within the statutory filings that were due to be delivered.	100%	Monthly	Three Service Points if less than 100%.
Statutory Filing/Remittance – Timeliness The number of days within the statutory returns and remittance delivered on time according to the payroll calendar, divided by the total number of days within the statutory filings that were due to be delivered.	On time	Periodic	Three Service Points for one Working Day delay. Six Service Points for delay of more than one Working Day.
Third-party Disbursements – Accuracy The number of payments to third parties made without errors, divided by the total number of payments made.	99%	Monthly	Three Service Points for less than 99%.

Required Metric	Target	Period	Service Points
Third-party Disbursements – Timeliness (HMRC/Revenue & Pensions only) The number of days to third parties within agreed timeframes according to the payroll calendar divided by the total number of days.	On time	Monthly	Six Service Points for one Working Day delay Nine Service Points for delay greater than one Working Day

Contact

Required Metric	Target	Period	Service Points
Average Speed to Answer The number of telephone calls to Service Centre answered within 30 seconds from the time caller selected the option to speak to a live agent, divided by the total number of calls where caller selected the option to speak to a live agent. This Service Level only applies for helpdesk services and where the technology is in place to support it. Not applicable to Co-sourced Payroll Service.	85%	Monthly	Two Service Points if less than 85%.
Abandonment rate The number of calls to the Service Centre abandoned by the caller after the caller selected the option to speak to a live agent, divided by the total number of calls where the caller selected the option to speak to a live agent. Calls abandoned in less than 30 seconds are excluded. This Service Level only applies for helpdesk services and where the technology is in place to support it. Not applicable to Co-sourced Payroll Service.	5%	Monthly	Two Service Points if more than 5%.
Email Response Rate The number of Zellis Case Management tool enquiry emails received in a month by the Service Centre that were responded to within one Working Day of receipt, divided by total number of emails received during the same month. “Responded” includes indication of the actions being taken and expected resolution timeframes. Applies to Case Management tool enquiry emails only. Emails containing instruction are excluded from this measurement. Not applicable to Co-sourced Payroll Service.	97%	Monthly	Two Service Points if less than 97%.

Year-End Activity

Required Metric	Target	Period	Service Points
P60 Prepare end of year reporting, obtain authorisation from the customer, and issue to the statutory bodies to schedule.	100%	Periodic	Four Service Points for one Working Day delay.
P11D Prepare end of year reporting if applicable, obtain authorisation from the customer, and issue to the HMRC to schedule. Not applicable to Co-sourced Payroll Service.	100%	Periodic	Four Service Points for one Working Day delay. Six Service Points for delays of more than one Working Day.

4.4.3 Service Credits

Service Credits are the sole financial remedy for a Service Failure. Service Credits will not apply for the first three months from Go Live.

All periods of time specified in a Required Metric are calculated within Managed Service CSAP only, for example if time starts at 16:30 hours on Friday, one Working Day ends at 16:29 hours on Monday (if not a public holiday).

Any applicable Service Credits will be reviewed and agreed between the parties monthly and are to be deducted from the next available service invoice.

To avoid duplication, if a single incident causes more than one Service Failure then the Service Level with the highest Service Credit (for AIR and ZellisONE) or highest Service Points (for non-AIR/ZellisONE) shall accrue for such Service Failure.

Service Failures due to factors outside Zellis' control, including where data supplied by Customer is either incomplete, in error, illegible or not in the agreed format will be excluded from any error or timeliness counts.

Where an historic error is identified, KPIs may be restated for reference purposes if measurable but Service Credits will not apply.

Zellis will not be responsible and no Service Credits will be payable if we have been unable to meet Service Levels due to an Excluded Service Incident.

4.4.4 Data Quality

Data Quality is a measure of Zellis's ability to process the data provided by Customer or on Customers behalf first time and without manual intervention for the purposes of accurately paying Customers employees. Data submitted by Customer or on Customers behalf should be provided in line with pre-agreed processes, formats and timetables. A Data Quality metric will be calculated each month by expressing the number of payslips which Zellis were unable to be process correctly first time or without manual intervention due to errors in the data format or content provided, or delays in provision of the data, as a percentage of the total payslips processed.

Customer will endeavour to ensure that Data Quality does not fall below 99.5% during any month. Zellis may charge Customer £20 per payslip for rectification activity to resolve Data Quality falling below 99.5% in any month. Such Charge is in consideration for the service of correcting the Data Quality issue in respect of such payslips.

4.5 Managed Services Governance

Governance reviews of the Managed Payroll Service (Zellis-led or Co-sourced) will be held on a regular basis throughout the life of our relationship. These can be flexed to suit the needs of the relationship but typically include the following:

Transition from implementation:

As initial implementation concludes and BAU processes take over, particular focus is provided to ease the handover and validate that any teething issues are handled carefully around Customers first payday.

Ongoing governance:

In addition to day-to-day contact between our teams, monthly service reporting against contractual measures will be provided and used as the basis for discussion of continuous improvement opportunities.

- **Monthly Operational Service Review** providing a regular review of service performance, future initiatives and issues arising. These are routinely conducted on Teams.
- **Quarterly Business Reviews** taking a more strategic view of our partnership and longer-term plans. These may be in-person or on-line.

Monthly Service Packs:

Monthly service packs will include the following:

- Highlights and lowlights
- Performance against SLAs
- Data quality
- Corrective actions
- Forward planning

Typical agenda items for Monthly Operational Reviews:

- General business updates

- Actions from previous meeting
- Zellis' performance against credits
- Operational issues arising in relation to the preceding month(s)
- Operational focus for next month(s)
- Legislative changes
- Project updates – as applicable
- Upgrades and System changes as applicable

Typical agenda items for Quarterly Service Reviews:

- Key business update Zellis/Customer
- Review of Authorised Signatories/Trusted Sources and authorisation levels
- Zellis performance against KPIs
- Continuous improvement plan if applicable
- Legislative changes
- Project updates as applicable
- Upgrades and system changes as applicable
- Change Requests if applicable
- Zellis Technology roadmap

5 Change Management – Managed Services

Systems and generic change management is defined within the **Technology SDG**, this section defines specific variations applicable to Managed Service customers.

Any changes to system configuration and/or the services received arising from a choice that Customers are making about how Customer operate within the legislative requirement or due to complex and substantial changes in law will be chargeable (a "**Chargeable Change**"). Unless otherwise agreed between the parties in writing before the Chargeable Change is implemented, Chargeable Changes shall be chargeable at Zellis then standard rates.

Whilst Zellis make every effort to keep informed of industry and sector-specific changes (e.g. for the public sector) it is ultimately Your responsibility to bring these to our attention to enable the impact of the change on Customer Service to be assessed and an approach for delivery to be agreed. It is also Your responsibility to notify us of any specific changes such as trade union agreements that Zellis may not necessarily be aware of. Dependent on the solution determined, these changes may be chargeable.

5.1 Managed Services

Customer attention is drawn to Section 4 of the Technology SDG covering all aspects of change management for Zellis Technology. For the avoidance of doubt, section 4.3 (Configurations) applies to Managed Services. In addition, as soon as Customer identify a change that may be required to the services, Customer should complete a Change Request form providing a full description of Customer requirement and submit to Zellis (by default via the Zellis Customer Help Centre).

Customer Change Request will be assessed for impact, resource requirements and delivery approach. Zellis will complete the details of the Change Request form indicating within an impact assessment any Charge for delivery and return to you.

If Customer agree with the detailed approach and Charges, you should sign and return the Change Request form with authorisation for the Charges so that work can commence. The terms of this agreement as amended by the Change shall apply.

Zellis will keep Customer informed of progress during the implementation period of the agreed Change. Where appropriate, Zellis will produce a monthly summary of Change Requests. All change communications will be in writing. Zellis will charge for any scoping workshops and meetings that are required.

Zellis will not start any work until Customer have provided approval including commercial cover. Once approved Zellis will develop and test the Change, with Customer approving final acceptance testing and authorising the enhancement to be applied to the operational system. Zellis will then implement the approved Change.

5.2 Software Releases

The standard release cadence and approach is defined within the **Technology SDG**. While the application of releases will be planned centrally for Managed Services customers, Customer remain responsible for testing any customer-specific solutions Customer have in place before upgrades are applied.

Functionality that may enhance the core system but represents a sub-system (e.g. recruitment administration) may be released as an optional module, or a release required due to a substantive and/or complex change in law, may be chargeable.

The cost of any system enhancements or modifications that are specific to Customer will be provided and charged using the change management procedure outlined above.

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6 Appendix A – Service Matrix

Section	Domain	Element	Standard	Title	Co-source	Legislation
3.1.1	Zellis Portal	PD1	Standard	Zellis Portal	Y	All
3.1.1	Zellis Portal	PD1.1	Std AIR & ZellisONE	Zellis Portal+	Y	All
3.1.1	Zellis Portal	PD2	Standard	Authorised Customer's representatives "Trusted Sources List"	Y	All
3.1.1	Zellis Portal	PD3	Standard	Inbound data	N	All
3.1.1	Zellis Portal	PD4	Standard	Reporting	Y	All
3.1.1	Zellis Portal	PD5	Standard	Payroll Approval	Y	All
3.1.1	Zellis Portal	PD6	Standard	Payroll changes post preview	N	All
3.1.2	Payroll Administration	PA1	Standard	Process statutory input for starters and leavers	Y	All
3.1.2	Payroll Administration	PA1.1	Standard	Process starters/rehires	N	All
3.1.2	Payroll Administration	PA1.2	Standard	Process leavers	N	All
3.1.2	Payroll Administration	PA1.3	Standard	Permanent contract changes fixed pay and deduction changes	N	All
3.1.2	Payroll Administration	PA2	Standard	Variable pay and deduction values	N	All
3.1.2	Payroll Administration	PA3	Standard – UK Optional ROI	Workplace pension/Auto-enrolment	Y	UK & ROI
3.1.2	Payroll Administration	PA3.1	Standard	Bank account validation	N	All
3.1.2	Payroll Administration	PA4	Standard	Process pay review	Y	All
3.1.2	Payroll Administration	PA5	Standard	Calculate Statutory Sick Pay (SSP/SSL)	Y	All
3.1.2	Payroll Administration	PA6	Standard	Calculate Statutory Parental Pay (Maternity, Paternity, Adoption)	Y	UK
3.1.2	Payroll Administration	PA7	Standard	Calculate Occupational Parental Pay	Y	All
3.1.2	Payroll Administration	PA8	Standard	Maternity sickness and paternity pay	Y	ROI
3.1.2	Payroll Administration	PA8.1	Standard	Alabaster	Y	UK
3.1.2	Payroll Administration	PA8.2	Standard	National Minimum Wage processing	Y	UK
3.1.2	Payroll Administration	PA8.3	Standard	Average Holiday Pay	Y	All
3.1.2	Payroll Administration	PA9	Standard	Recover outstanding balances	Y	All
3.1.2	Payroll Administration	PA10	Standard	Payment outside processing cycle	N	All

3.1.2	Payroll Administration	PA11	Standard	Calculate and administer court orders	Y	All
3.1.2	Payroll Administration	PA11.1	Standard	Calculate and administer student loans	Y	UK
3.1.2	Payroll Administration	PA12	Standard	Calculate statutory and involuntary deductions	Y	All
3.1.2	Payroll Administration	PA13	Standard	Process expense payments via standard pay run	N	All
3.1.2	Payroll Administration	PA15	Standard	Administration of Trade Union membership fees	N	All
3.1.2	Payroll Administration	PA16	Standard	Administer existing childcare vouchers payment stop/changes	N	UK
3.1.2	Payroll Administration	PA17	Standard	Payrolling of benefits	N	All
3.1.2	Payroll Administration	PA18	Standard	Administer employee record suspensions	N	All
3.1.2	Payroll Administration	PA19	Standard	Administer pensions incl. Additional Voluntary Contribution (AVC) start/stop/changes	N	All
3.1.2	Payroll Administration	PA21	Standard	Customer audit	Y	All
3.1.2	Payroll Administration	PA20	Standard	Process overpayment – Zellis' issue	N	All
3.1.2	Payroll Administration	PA22	Optional	Process overpayment – customer issue	N	All
3.1.2	Payroll Administration	PA23	Optional	Dedicated expenses pay run	N	All
3.1.2	Payroll Administration	PA24	Optional	Final salary pension forms for leavers	N	All
3.1.2	Payroll Administration	PA25	Optional	Changes to third party providers	N	All
3.1.2	Payroll Administration	PA26	Optional	Transfer of Undertakings (Protection of Employment) (TUPE)	N	All
3.1.2	Payroll Administration	PA27	Optional	Benefits in kind	N	All
3.1.2	Payroll Administration	PA28	Optional	Parental leave provision of schedule of payments	N	All
3.1.2	Payroll Administration	PA29	Optional	Off Payroll Workers (IR35)	N	All
3.1.2	Payroll Administration	PA30	Optional	Maintenance of employees with multiple posts	N	All
3.1.3	Processing & Payment	PP1	Standard	Redundancy and other termination payments	N	All
3.1.3	Processing & Payment	PP2	Standard	Payments after leaving	Y	All
3.1.3	Processing & Payment	PP3	Standard	Payment and pay processing of flexible benefits	Y	All
3.1.3	Processing & Payment	PP4	Standard	Incoming and outgoing statutory integrations	Y	All
3.1.3	Processing & Payment	PP5	Standard	Reconcile Payroll	N	All
3.1.3	Processing & Payment	PP5.1	Standard	Regulatory Payroll submissions	Y	All
3.1.3	Processing & Payment	PP6	Standard	Administer scheduled employee payments	Y	All
3.1.3	Processing & Payment	PP6.1	Optional	BACS recalls	Y	UK
3.1.3	Processing & Payment	PP7	Standard	Administer scheduled third-party payments	Y	All
3.1.3	Processing & Payment	PP8	Optional	Payments outside processing cycle	N	All

3.1.3	Processing & Payment	PP9	Optional	Supplementary payroll runs	N	All
3.1.4	Reports Outputs & Payslips	ROP1	Standard	Carry out standard Zellis exception checks	Y	All
3.1.4	Reports Outputs & Payslips	ROP2	Standard	Payslips and P45s (UK)	Y	All
3.1.4	Reports Outputs & Payslips	ROP2.1	Standard	Payslip messages	N	All
3.1.4	Reports Outputs & Payslips	ROP3	Standard	Deliver standard Zellis reports and interface files	Y	All
3.1.4	Reports Outputs & Payslips	ROP4	Standard	Duplicate bank accounts	N	All
3.1.4	Reports Outputs & Payslips	ROP5	Standard	Payroll sign off	Y	All
3.1.4	Reports Outputs & Payslips	ROP6	Optional	Office for National Statistics (ONS) returns	Y	UK
3.1.4	Reports Outputs & Payslips	ROP6.1	Optional	Gender Pay Gap Reporting	N	All
3.1.4	Reports Outputs & Payslips	ROP7	Optional	Absence management	N	All
3.1.4	Reports Outputs & Payslips	ROP8	Optional	Pension returns	N	All
3.1.4	Reports Outputs & Payslips	ROP9	Optional	Statement of earnings	N	UK
3.1.4	Reports Outputs & Payslips	ROP10	Optional	Overpayment letters	N	All
3.1.4	Reports Outputs & Payslips	ROP11	Optional	Central Statistics Office (CSO) quarterly returns	N	ROI
3.1.4	Reports Outputs & Payslips	ROP12	Optional	Redundancy and other termination payments	N	All
3.1.4	Reports Outputs & Payslips	ROP13	Optional	P45 covering letter	N	UK
3.1.5	Payroll Enquiries	PE1	Standard	Queries from nominated customer representative	Y	All
3.1.5	Payroll Enquiries	PE3	Standard	Queries from government agency	Y	All
3.1.5	Payroll Enquiries	PE4	Standard	Third party enquiries relating to voluntary deductions and disbursement	Y	All
3.1.5	Payroll Enquiries	PE5	Standard	Provide employee Self Service access to payslip and P60 history	Y	All
3.1.5	Payroll Enquiries	PE6	Standard	Provide employee and manager Self Service access for input and authorisation	N	All
3.1.5	Payroll Enquiries	PE7	Optional	Employee queries	N	All

3.1.5	Payroll Enquiries	PE7.1	Opt AIR & ZellisONE	Employee queries – digital channels	N	All
3.1.5	Payroll Enquiries	PE8	Optional	Duplicate payslips and P60s	N	All
3.1.6	Year end and annual proc.	YEA1	Standard	Agree annual processing timetable	Y	All
3.1.6	Year end and annual proc.	YEA2	Standard	Balance Year-end payments	Y	All
3.1.6	Year end and annual proc.	YEA3	Standard	Process Year-end payments	Y	All
3.1.6	Year end and annual proc.	YEA4	Standard	Produce P60s or equivalent for each legislation type	Y	All
3.1.6	Year end and annual proc.	YEA5	Standard	Produce reconciliation data for customer signature	Y	All
3.1.6	Year end and annual proc.	YEA6	Standard	Tax year end clear down	Y	All
3.1.6	Year end and annual proc.	YEA7	Standard	Check that reduced NI status is still valid (annual basis)	N	UK
3.1.6	Year end and annual proc.	YEA8	Optional	Distributing hardcopy P60s	N	All
3.1.6	Year end and annual proc.	YEA9	Optional	Customer financial year end	N	All
3.1.6	Year end and annual proc.	YEA10	Optional	Customer pension year end	N	All
3.1.6	Year end and annual proc.	YEA11	Optional	Full Payment Submission (FPS)	N	All
3.1.6	Year end and annual proc.	YEA11.1	Optional	P11D production	N	UK
3.1.7	Payroll systems admin	PSA1	Standard	Change Request analysis	Y	All
3.1.7	Payroll systems admin	PSA2	Standard	Maintain pay tables	N	All
3.1.7	Payroll systems admin	PSA3	Optional	Work pattern changes	N	All
3.1.7	Payroll systems admin	PSA3.1	Optional	Maintain T&Cs	N	All
3.1.7	Payroll systems admin	PSA4	Optional	Cost code re-structure (at employee or organisational level)	N	All
3.1.7	Payroll systems admin	PSA5	Optional	Payroll hierarchy and pay group changes	N	All
3.1.7	Payroll systems admin	PSA6	Optional	Self Service user lockout	N	All
3.1.7	Payroll systems admin	PSA7	Optional	System configuration changes testing and UAT	N	All
3.1.7	Payroll systems admin	PSA9	Optional	User account management	N	All
3.1.7	Payroll systems admin	PSA10	Optional	User training	N	All

3.1.8	GDPR & Housekeeping	GD1	Standard	Personal data report	Y	All
3.1.8	GDPR & Housekeeping	GD2	Standard	Individual deletion	Y	All
3.1.8	GDPR & Housekeeping	GD3	Optional	Bulk deletion for a defined population	N	All
3.1.8	GDPR & Housekeeping	GD4	Optional	Annual bulk deletion	N	All
3.1.8	GDPR & Housekeeping	GD5	Optional	Housekeeping	N	All
3.1.8	GDPR & Housekeeping	GD6	Optional	Leaver control group	N	All
3.1.8	GDPR & Housekeeping	GD7	Std AIR & ZellisONE	Application Management Service	Y	All
3.1.8	GDPR & Housekeeping	GD8	Std AIR & ZellisONE	BAU Change Service	Y	All
3.3.1	Expat Payroll administration	EXPT1	Standard	Hypothetical tax	N/A	All
3.3.1	Expat Payroll administration	EXPT2	Standard	Foreign tax credit relief	N/A	All
3.3.2	ExPat Tax form completion	ET1	Standard	CF83 completion	N/A	UK
3.3.2	ExPat Tax form completion	ET2	Standard	P85 completion	N/A	UK
3.3.2	ExPat Tax form completion	ET3	Standard	Expat starter declaration	N/A	All
3.3.3	ExPat/InPat Tax & NI Admin	EI1	Optional	Tax and national insurance treatment/PRSI/USC	N/A	All
3.4.1	Pension returns	PR1	Standard	Produce annual return for pension bodies	N/A	All
3.4.1	Pension returns	PR2	Standard	Produce monthly pension returns	N/A	All
3.4.1	Pension returns	PR3	Standard	Produce prebuilt pension reports	N/A	All
3.4.1	Pension returns	PR4	Standard	Statutory pension parameters	N/A	All
3.4.2	Pension enquiries	PEN1	Standard	Pension Query handling	N/A	All
3.4.2	Pension enquiries	PEN2	Standard	Pension administrator query handling	N/A	All
3.5.1	P11D Administration	PDA1	Standard	P11D Timetable	N/A	UK
3.5.1	P11D Administration	PDA2	Standard	Class 1A NIC	N/A	UK
3.5.2	P11D Data Input	PDI1	Standard	Input P11D data from Zellis Technology	N/A	UK
3.5.2	P11D Data Input	PDI2	Standard	Input P11D data from third parties	N/A	UK
3.5.2	P11D Data Input	PDI3	Standard	Input P11D data received via third-party interface	N/A	UK
3.5.3	P11D Processing output	PDP1	Standard	Perform P11D processing	N/A	UK
3.5.3	P11D Processing output	PDP2	Standard	Process payrolled benefits	N/A	UK

3.5.3	P11D Processing output	PDP3	Standard	Draft P11D	N/A	UK
3.5.3	P11D Processing output	PDP4	Standard	P11D queries	N/A	UK
3.5.3	P11D Processing output	PDP5	Standard	Rework P11Ds	N/A	UK
3.5.3	P11D Processing output	PDP6	Standard	Amended P11Ds	N/A	UK
3.5.3	P11D Processing output	PDP7	Optional	Benefits statements	N/A	UK
3.5.4	P11D Statutory Declaration	PDS1	Standard	P11D Submission	N/A	UK
3.5.4	P11D Statutory Declaration	PDS2	Standard	Submit class 1A NIC	N/A	UK
3.5.4	P11D Statutory Declaration	PDS3	Standard	Complete P11D(b)	N/A	UK
3.5.5	P11D Reporting	PDT1	Standard	Zellis standard reports/interfaces	N/A	UK
3.5.5	P11D Reporting	PDT2	Optional	Non-standard reports/interfaces	N/A	UK
3.5.5	P11D Reporting	PDT3	Optional	PDF P11D	N/A	UK
3.5.6	P11D Revisions	PDR1	Standard	P11D revisions	N/A	UK
3.5.6	P11D Revisions	PDR2	Standard	Class 1A NICS over/underpayment	N/A	UK
3.6.1	HR Admin	HR1	Standard	Contract of employment packs	N/A	All
3.6.1	HR Admin	HR2	Standard	New starters	N/A	All
3.6.2	HR Admin	HR3	Standard	Probation reminders letters and system updates	N/A	All
3.6.2	HR Admin	HR4	Standard	Annual salary letter and current salary report for all employees	N/A	All
3.6.2	HR Admin	HR5	Standard	Changes to terms and conditions	N/A	All
3.6.2	HR Admin	HR6	Standard	Family-friendly letters	N/A	All
3.6.2	HR Admin	HR7	Standard	Sickness recording	N/A	All
3.6.2	HR Admin	HR8	Standard	Absence recording	N/A	All
3.6.2	HR Admin	HR9	Standard	Long service award letters	N/A	All
3.6.2	HR Admin	HR10	Standard	Personal detail changes (via Self Service)	N/A	All
3.6.2	HR Admin	HR11	Standard	Reference letters for past employees	N/A	All
3.6.2	HR Admin	HR12	Standard	Financial reference letters	N/A	All
3.6.2	HR Admin	HR13	Standard	Leaver letters	N/A	All
3.6.2	HR Admin	HR14	Standard	Death in service system and third-party updates	N/A	All
3.6.2	HR Admin	HR15	Standard	HR administration reports	N/A	All
3.6.2	HR Admin	HR16	Optional	Starter packs	N/A	All

3.6.2	HR Admin	HR17	Optional	Child care and eye test voucher schemes	N/A	All
3.6.2	HR Admin	HR18	Optional	Appraisal ratings	N/A	All
3.6.2	HR Admin	HR19	Optional	HR hierarchy management	N/A	All
3.6.2	HR Admin	HR20	Optional	Transfer of Undertakings (Protection of Employees) (TUPE)	N/A	All
3.6.2	HR Admin	HR21	Optional	Paper file conversion to e-file	N/A	All
3.6.2	HR Admin	HR22	Optional	Mass changes (arising from a customer event)	N/A	All
3.6.2	HR Admin	HR23	Optional	Learning and development administration	N/A	All
3.6.2	HR Admin	HR24	Optional	Redundancy payments	N/A	All
3.6.2	HR Admin	HR25	Optional	Restructure and redundancy support	N/A	All
3.6.2	HR Admin	HR26	Optional	HR advice line	N/A	All
3.6.3	HR Service Management	HRSM1	Standard	Zellis monthly KPI service review packs	N/A	All
3.7.1	Recruitment Administration	RA1	Standard	Vacancy management	N/A	All
3.7.1	Recruitment Administration	RA2	Standard	Log and monitor vacancies	N/A	All
3.7.1	Recruitment Administration	RA3	Standard	Publish/unpublish vacancy (internal on-line or via agencies)	N/A	All
3.7.1	Recruitment Administration	RA4	Standard	Candidate communication	N/A	All
3.7.1	Recruitment Administration	RA5	Standard	Shortlist and screen applicants' CVs	N/A	All
3.7.1	Recruitment Administration	RA6	Standard	Schedule Interviews with line/hiring managers	N/A	All
3.7.1	Recruitment Administration	RA7	Standard	Invite candidate to interview including legal right to work requirements	N/A	All
3.7.1	Recruitment Administration	RA8	Standard	Manage interview outcome	N/A	All
3.7.1	Recruitment Administration	RA9	Standard	Verify legal right to work and advise	N/A	All
3.7.1	Recruitment Administration	RA10	Standard	New starters references	N/A	All
3.7.1	Recruitment Administration	RA11	Standard	Manage preferred supplier list	N/A	All
3.7.1	Recruitment Administration	RA12	Optional	Pre-employment checks	N/A	All
3.7.1	Recruitment Administration	RA13	Optional	Direct marketing	N/A	All

3.7.1	Recruitment Administration	RA14	Optional	Reporting	N/A	All
3.7.1	Recruitment Administration	RA15	Optional	Produce advertisements	N/A	All
3.7.2	Recruitment Consultancy	RC1	Standard	Vendor relationships	N/A	All
3.7.2	Recruitment Consultancy	RC2	Optional	Manage assessment centres	N/A	All
3.7.2	Recruitment Consultancy	RC3	Optional	Executive search and selection	N/A	All
3.7.2	Recruitment Consultancy	RC4	Optional	Recruitment Healthcheck	N/A	All

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For further information
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