

SERVICE LEVEL AGREEMENT

«Company»

(Please note that this document may be modified throughout the contract period, if mutually agreed to)

Processing Schedule.

Adhering to the “The Processing Schedule” will ensure all time sensitive processes will be completed on time. OCP will endeavour to meet all timelines, however any deviations to these timelines may affect other processes thought-out the “pay week”.

(Please note: The Client’s secured payroll funds must be received prior to OCP transmitting the employee’s net pay one (1) day before “pay day”.

Day 1 (Monday)	Day 2 (Tuesday)	Day 3 (Wednesday)	Day 4 (Thursday)	Day 5 (Friday)
<p>Client sends pay period changes including “timesheets”, “new hires”, “rate changes”, benefit changes and terminations to OCP via email or OCPIntereact.com (FTP Site) prior to 12:00 pm.</p> <p>OCP commences payroll process.</p>	<p>OCP returns via email or “OCP Interact” “Preview payroll register” for verification by 3:00 pm.</p> <p>Client previews payroll register and emails “Approval” or “Edits To OCP by 5:00 pm.</p>	<p>Final edits and processing of payroll completed and approved prior to 10:00 am.</p> <p>Payroll funds summary sent with final register.</p> <p>Client initiates wire or internet payment to OCP. Client sends confirmation of transfer to service@cdnpay.com prior to 12:00 pm.</p> <p>Or</p> <p>OCP debits client’s bank account prior to 1:00 pm (Requires funds security of “letter of credit” or “pay period float”)</p>	<p>OCP receives confirmation from bank of “cleared payroll funds” by 10:00 am</p> <p>OCP transmits before 1:00 pm to bank for employee net pay.</p> <p>OCP arranges overnight delivery of pay statements and electronic distribution of company reports.</p>	<p>Pay Day</p> <p>Pay statements are received by courier for internal delivery.</p>

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Service/Support

OCP provides dedicated support to «*Company*» designated representatives ensuring a good working relationship and to facilitate prompt issue resolution.

Telephone access from 9:00 a.m. to 5:00 p.m., Monday to Friday, Eastern Time, excluding holidays. Calls outside of these hours are answered the next business day.

Contact Information:

OCP Telephone Number – 1-888-292-5512

OCP Fax Number – 1-877-877-2135

Assigned Outsourcing Canadian Payroll Representative - _____

E-mail - _____

Assigned Outsourcing Canadian Payroll Representative (Back-up)

E-mail - _____

Manager of Client Services – Eva Nielsen _____

E-mail – evan@cdnpay.com _____

Assigned «*Company*» designated representative (s) _____

E-mail - _____ Phone # _____

Assigned «*Company*» designated representative (s) _____

E-mail - _____ Phone # _____

Assigned «*Company*» designated representative (s) required for questionable pay increases or other escalated financial approvals: _____

E-mail - _____ Phone # _____

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Edits

Employee Rate Changes including Retro-active pay increases

1. Client will provide OCP with the following for all "employee rate changes"

- Effective date of Change
- Amount
- Approval signature

This information will be provided via fax on the "Employee Profile" form. (See Attached) or" OCP Interact Software"

2. OCP will provide Client with the following confirming "rate changes"

- Internal check on all "Rate Changes"
- Change Detail Report
- "Preview Payroll Register"

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Edits

New Hires

1. Client will provide OCP with the following for all new hires.

- Name
- Address
- Birth Date
- Social Insurance Number
- TD1 Federal plus provincial equivalent
- Department
- Rate
- Start Date
- Seniority Date(if different from start date)
- Vacation Entitlement
- Benefit Entitlement
- Direct Deposit information including voided cheque

This information will be provided via fax on the "Employee Profile" and "Employee Benefit Profile" forms. (See Attached) or" OCP Interact Software"

2. OCP will provide Client with the following confirming new hires

- Internal Check on all "New Hires"
- Employee Profile
- Bank Account Report
- "Preview Payroll Register"

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Terminations

1. Client will provide OCP with the following for all "Terminations"

- Date of Termination
- Reason
- Specify any additional monies to be paid, for example, In Lieu
- Method of Final Payment Cheque or Direct Deposit

This information will be provided via fax on the "Employee Profile" form. (See Attached) or "OCP Interact Software"

2. OCP will provide Client with the following confirming "Terminations"

- Internal Check on all "Terminated Employees"
- a copy of the Record of Employment (.PDF format) sent to HRDC
- "Preview Payroll Register"

Edits

Benefit Changes

1. Client will provide OCP with the following for all "Benefit Changes"

- Carrier rate changes
- Effective Date of change
- Premium Amounts
- Employer/Employee Breakdown

This information will be provided via fax on the "Employee Benefit Profile" form. (See Attached) or via "OCP Interact Software"

2. OCP will provide Client with the following confirming "Benefit Changes"

- Internal check on all "Benefit Changes"
- Change Report
- Benefit Report
- New Employee Profile
- "Preview Payroll Register"

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General Ledger

OCP will provide «Company» with the following General Ledger information
(Custom development will be a “one time” development charge)

1. Standard “hard copy” OCP journal produced from OCP payroll system.
2. Standard OCP journal produced from OCP payroll system, provided in ASCII format.
3. Custom “hard copy” OCP journal produced from OCP payroll system.
4. Custom OCP journal produced from OCP payroll system, provided in ASCII format.

Payroll Legislation

OCP ensures payroll administration is current with federal and provincial legislative changes.

Method of Input

«Company» will provide OCP with pay period changes via the following mutually agreed upon forms.

1. «Company» will provide OCP with the standard excel spreadsheet supplied by OCP. After each pay period OCP will supply a new template for the next pay period. This will ensure all current employees will be listed on the “template”. All changes, new hires and terminated employees will be administered via this method.
2. «Company» will provide OCP with input via “OCP Interact” supplied by OCP. Prior to each pay period OCP will supply a new template for the next pay period. This will ensure all current employees will be listed on the “template”. All changes, new hires and terminated employees will be administered via this method.
3. «Company» will provide OCP with input via Fax. Prior to each pay period OCP will supply a new template for the next pay period. This will ensure all current employees will be listed on the “template”. All changes, new hires and terminated employees will be administered via this method.
4. OCP will provide «Company» with a “Time Clock Interface” which will import employee hours worked into “OCP Interact”. (Custom development of this interface will be a “one time” development charge)

Payroll Record Retention

OCP will store all employee and employer files in an electronic format ensuring Federal and Provincial payroll record retention requirements are achieved.

Pay Period Administration

OCP will run all steps in the payroll cycle, including loading payroll interface(if applicable) calculating gross to net payments and producing employee cheques and/or direct deposits with banking information supplied to us by «Company».

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Responsibility for the quality of employee pay

We accept full responsibility for any data we enter on your behalf and for processing each step in the payroll cycle accurately and on time.

Based on our payroll review checklist, we ensure the processing accuracy of all steps in the payroll cycle.

Employee Payments

Employee payments are based upon "secured payroll funds" receive from «Company».

OCP will issue payments to «Company»'s employees via direct deposit no later than the end of the business day on your designated payday. This applies to all Canadian Chartered Banks.

OCP uses the Canadian Imperial Bank of Commerce ("CIBC") for employee direct deposits. "CIBC" does not issue guarantees for Electronic Funds Transfer ("EFT"). This is similar to all other "Canadian Chartered Banks".

However, OCP will ensure if we have received "secured payroll funds" from «Company», we will make every endeavour to ensure these funds will be deposited into «Company»'s employee's accounts.

Although payday does not expire until 11:59 pm, OCP recognizes that most employees receive their pay before 6:00 am.

Should OCP receive information from CIBC and believe these deposits will not be transferred to «Company»'s employee accounts before 6:00 am on payday, OCP will do the following:

1. Contact the following «Company»'s employee(s) by 9:00 am of payday.
 - a. _____ Phone # _____
 - b. _____ Phone # _____
 - c. _____ Phone # _____

2. Confirm with CIBC when these funds will be deposited

Or

3. Determine alternative payment methods such as "manual cheques delivered by courier" or other alternative methods.

Distribution of Company Reports

Each pay period, OCP will provide «Company» with electronic reports (PDF Format) including:

- Payroll Register (Current and Year to date)
- Payroll Summary (summarizing all funds disbursements ie: Service Charges, Net Payroll, and 3rd Party Payments)

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Distribution of Employee Pay Statements

OCP will work with «Company» to determine the best approach for distribution of employee pay statements including:

- Stuffed in envelopes and sent door to door delivery for internal distribution
- Sent electronically to «Company».

Custom Reports

OCP will provide «Company» with the following custom reports :

1. NA
2. NA
3. NA

The cost of these reports will be

1. NA
2. NA
3. NA

Government Remittances

OCP will make all government source deduction remittances on «Company»'s behalf as outlined in Government Remittance Authorization form including: Federal and Provincial tax agencies and EHT

Third Party Payments

Payments will be made on «Company»'s behalf of the following 3^d party vendors

1. WSIB
2. Great West Life NA
3. London Life NA
4. RBC NA
5. Other???? NA

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Benefit Administration

OCP will provide the monthly reconciliation of benefits

1. NA
2. NA
3. NA
4. NA

Record of Employments

OCP will prepare and issue ROE's on your behalf.

Copies of ROE's are placed in our employee files.

OCP will file the employee r copy with Human Resources Development Canada.

OCP will handle enquires from HRDC regarding any ROE's issued by us.

Year End Preparation

OCP will prepare employee T4's, T4A's and Relevé 1's.

OCP will prepare and reconcile annual summaries and remittances for CCRA, EHT and additional accounts such as WSIB if requested. .

Year End Review and Verification

We accept full responsibility for the quality of year-end tax slips given to employees and for year-end returns filed with government. We ensure the quality of year-end processing through a checklist of quality assurance measures. For example, we double-check that employee year-to-dates balance to year-to-date government remittances and to year-to-date general ledger values.

We also perform a Pensionable and Insurable Earnings Review, to ensure that CPP and EI amounts are correctly reported on T4s. Returns are only filed with the government once all double-checks have been performed.

EMPLOYEE PROFILE (Note: Attach copy of TD1 and TD1X)

COMPANY NAME:		
NEW HIRE <input type="checkbox"/>	PERMANET CHANGE <input type="checkbox"/>	EFFECTIVE DATE

EMPLOYEE DETAILS

First Name		Initial	Last Name	
Social Insurance Number		Employment Status: Active <input type="checkbox"/> Terminated <input type="checkbox"/> Termination Date: (DDMMYYYY)		
E-Mail Address <i>(complete only if pay statements are to be emailed directly to employee)</i>			Home Phone Number	
Address:				
City:		Province:		Postal Code:
Payment Method: Cheque <input type="checkbox"/> Direct Deposit <input type="checkbox"/> <i>(Please Attach Void Cheque)</i>				
Banking information	Branch Transit No.	Financial Institution No.	Account No.	

EMPLOYMENT DETAILS

Department Number (if applicable)			Province of Employment for Tax (If different from Province above)	
Start Date (DDMMYYYY)			Federal Tax - Exemption	\$
Birth Date (DDMMYYYY)			Federal Tax - Additional Tax	\$
Hourly Rate or Salary Per Pay Period		\$	Provincial Tax - Exemption	\$
Pay Period Hours			Provincial Tax - Additional Tax	\$
Vacation Pay Accrued	Yes <input type="checkbox"/> No <input type="checkbox"/>	%	TD1X – Estimated Remuneration	\$
Vacation Pay Paid Out Each Pay -	%	Yes <input type="checkbox"/> No <input type="checkbox"/>	TD1X – Estimated Expenses	\$
Eligible for Overtime		Yes <input type="checkbox"/> No <input type="checkbox"/>		
YTD information		Yes <input type="checkbox"/> No <input type="checkbox"/> (provide copy of last register if available)		
Owner of Company		Yes <input type="checkbox"/> No <input type="checkbox"/>		
Exempt (Please check the appropriate response if applicable)		EI <input type="checkbox"/> CPP <input type="checkbox"/> TAX <input type="checkbox"/>		

GARNISHEE PAYMENTS (Attach copy of court order)

Name	Calculation Type (\$ Amount or % Percentage of Net)	Arrears Amount	Case Number

PAY ELEMENTS (provide type of pay elements required)

Earnings/Deductions/Taxable Benefits/Memos	Frequency i.e.: pay period, as required, monthly	After Tax

COMMENTS

