



Hospitality Payroll Processing Agreement

IRIS Payroll Services
via Employer Portal

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1. AIM OF THE DOCUMENT

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

IRIS offers a comprehensive Payroll Service requiring the Client to submit their permanent and temporary payroll changes via a secure Cloud-Based Portal.

This document will break down the Payroll Service with the clearly defined roles and responsibilities of the Client and IRIS Payroll Services.

2. IMPLEMENTING YOUR PAYROLL

The IRIS Implementation Team ensures you will receive a dedicated Implementation Consultant to guide you through the process. Your consultant will support your implementation to ensure a successful and controlled transition to the Managed Services Operations team once your payroll is ready to go live. Your Implementation Consultant will contact you to arrange the most convenient date to understand and confirm your requirements.

Implementation Service

Payroll System Set -up	IRIS Responsible	Client Responsible
Complete Direct Debit mandate (IRIS Payroll Services)		✓
Complete Anti-Money Laundering information		✓
Complete Anti-Money Laundering checks	✓	
Welcome pack sent to client with IRIS templates	✓	
Provide all payroll and pensions configuration & set up information in templates provided including P32		✓
Provide employee data (employee information and YTD data) using the standard IRIS template(s) or agreed software back up		✓
Load employee set up and YTD data	✓	
Agree pension output file or upload method	✓	
*Provide pension portal access		✓
Provide indirect BACS payment information and/or Telleroo Faster Payments setup form****		✓
*Configure and test indirect BACS payment	✓	
*Submit Faster Payments application to Telleroo	✓	
Complete Faster Payment AML checks		✓

Apply for agent access with HMRC	✓	
Return HMRC agent access authorisation code		✓
*If client has taken Troncmasters by IRIS service, liaise with Tronc Implementation team regarding tronc setup	✓	✓
Confirm calculation method used for starters, leavers and unpaid leave		✓
Provide sickness and maternity company policies		✓
Build non-standard reports, custom nominal journals or any other bespoke requirements, as agreed**	✓	
Provide list of 'Employer Portal' administration users who need to access the system to manage the process		✓
Set-up the administration users on the 'Employer Portal' at an agreed time & date	✓	
Provide parallel run input information via the 'Employer Portal' and live pay run results for comparison		✓
Employer Portal training via parallel run process	✓	
Provide Employer Portal Help Centre and digital training aids	✓	
Engage in IRIS Employer Portal training via Help Centre and on-demand webinars		✓
Load parallel run information and process pay run. Reconcile and match to live pay run results	✓	
Sign off parallel results		✓
Set-up connected service between Employer Portal and payslip distribution portal	✓	
Provide employee email addresses		✓

Issue initial sign-up emails to employees when first payslips are released*	<input checked="" type="checkbox"/>	
Provide the details (including keys) of any connectors and APIs to be used with payroll process		<input checked="" type="checkbox"/>
Configure any connectors and APIs required by the Client within the live environment***	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*Sign off any initial data being provided via connectors and APIs to confirm successful configuration		<input checked="" type="checkbox"/>
Create processing checklist for handover to operations containing the intricacies of your payroll	<input checked="" type="checkbox"/>	
Handover and introduction to IRIS payroll services operations team via email and/or Teams meeting.	<input checked="" type="checkbox"/>	

*If applicable

**Subject to additional fees per previously agreed Order Form

***As required

**** Service on application, limited to specific payroll related payees

Processing Calendar

As part of the implementation, your Implementation Consultant will agree with you a Processing Calendar.

Processing Calendar	IRIS Responsible	Client Responsible
Provide a processing calendar outlining key tasks and closing dates to reflect your pay date	<input checked="" type="checkbox"/>	
Check and confirm dates		<input checked="" type="checkbox"/>
Configure Payroll System with agreed timetable and set-up notifications	<input checked="" type="checkbox"/>	
Two calendar months' notice is required to change your payday, and charges may apply, including changes to the calendar (bank holidays, staff shortages)		<input checked="" type="checkbox"/>

Typically, a processing calendar will follow the below deadline dates unless otherwise agreed (except December) - if client has Faster Payments the processing calendar follows the Non-BACS schedule.

BACS example: if pay date is Friday 25th of October for a monthly payroll, the payroll submission date would be Thursday 17th of October, payroll reports would be released for checking on Monday 21st October, and final BACS authorisation would need to be received by 3pm on Tuesday 22nd for IRIS to send BACS submission on Wednesday 23rd of October.

Faster Payments example: If pay date is Friday 25th of October for a monthly payroll, the payroll submission date would be Thursday 17th of October, payroll reports would be released for checking on Monday 21st October, client will need to approval payroll by Wednesday 23rd October and fund the Telleroo account by Thursday 24th October for payments to be released on the 25th of October.

	BACS Client Monthly Payroll	Non-BACS Client Monthly Payroll	BACS Client Weekly Payroll	Non-BACS Client Weekly Payroll
Receipt of Variable data changes / New Starters / Leavers / Supporting Documents	Pay day – 7 working days	Pay day – 7 working days	Pay day – 5 working days	Pay day – 5 working days
Process payroll and supply checking reports to client	Pay day – 5 working days	Pay day – 5 working days	Pay day – 4 working days	Pay day – 4 working days
Client checks reports and either supplies amendments or confirms values	Pay Day – 4 working days	Pay Day – 4 working days	Pay day – 3 working days	Pay day – 3 working days
Final authorisation is approved on Employer Portal	Pay Day – 4 working days	Pay Day – 3 working days	Pay day – 3 working days	Pay day -3 working day
Final Reports issued to client	Pay day – 3 working days	Pay day – 3 working days	Pay day – 3 working days	Pay day – 3 working days
Pay Day	Pay day – 0 working days	Pay day – 0 working days	Pay day – 0 working days	Pay day – 0 working days

3. MANAGED GENERAL

Once the implementation process is complete, your payroll will be handed over to a dedicated processing team, and an introductory phone call or email will be made.

4. PAYROLL PROCESSING

The main aim of payroll is to pay people accurately and on time. To do this, both parties must ensure the payroll is both processed accurately, checked thoroughly and authorised by the client. Where authorisation is not received, there is a risk that your payroll will not be processed, and additional charges will apply.

IRIS Payroll Services will undertake the preparation of your payroll in a format that complies with statutory regulations based on the information provided by you.

Based on the payroll information supplied by you in accordance with the Processing Calendar (or as varied by prior agreement) IRIS Payroll Services will process your payroll. The information supplied would typically include hours worked, changes to rates of pay, coding notice changes.

Supply of information outside of the agreed timetable creates unnecessary strain on payroll resources and compresses the time available for both our processing and more importantly your review. While we maximise flexibility to accommodate most requests and delays, processing of data supplied after the agreed cut-off date may be at our discretion and subject to further charge.

Main Payroll	IRIS Responsible	Client Responsible
Download and process data from HMRC regarding tax codes and student loan status prior to processing the payroll	✓	
Update employee records with any permanent changes to personal information and fixed salary, payments, or deductions		✓
Provide new starter information including new starter declarations and/or P45s via the Employer Portal		✓
Check on a new employee's eligibility to live and work in the UK in accordance with the Government's Code of Practice "Preventing Illegal Working" and section 8 of the Asylum and Immigration Act 1996.		✓
Provide the hours/salaries/additional payments/additional deductions via the Employer Portal		✓
Provide any additional instructions relating to employees and/or the payroll via the 'Employer Portal' or ticketing system as advised by the IRIS Payroll Team		✓
Review the 'Changes Made' within the current Pay Period and 'Submit for Processing' in accordance with processing calendar		✓
Calculate payroll based on all changes made to permanent and temporary data within the Employer Portal	✓	

Action uploaded documents, statutory leave and Attachment Orders	<input checked="" type="checkbox"/>	
Subcontractors should not be paid via the payroll system. Carry out IR35 checks via the HMRC website to check the employment status. Where relevant, set-up off payroll workers inside IR35 in the Employer Portal. Off payroll workers outside IR35 should be paid directly and not via the Employer Portal		<input checked="" type="checkbox"/>
*Supply data to Tronc Compliance team for tronc processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
*Liaise with Tronc Compliance team to obtain tronc data for processing	<input checked="" type="checkbox"/>	
*Adding and verifying any subcontractors	<input checked="" type="checkbox"/>	
Review and action any additional fixed or variable data via the 'Employer Portal'	<input checked="" type="checkbox"/>	
Ensure any changes to employees and/or payroll are accurate and meet current legislative requirements	<input checked="" type="checkbox"/>	
Process payroll and reconcile output back to permanent and variable data supplied via 'Employer Portal'	<input checked="" type="checkbox"/>	
Review Summary, Gross to Net, Payslips and Pension Contributions, alongside Pay run Report Packs		<input checked="" type="checkbox"/>
**Check payroll and advise of any amendments via 'Employer Portal'		<input checked="" type="checkbox"/>
Approve Pay Run, Payments* and Real Time Information (RTI) submissions		<input checked="" type="checkbox"/>
Finalise payroll in line with processing calendar	<input checked="" type="checkbox"/>	
Provide final reporting packs	<input checked="" type="checkbox"/>	
*Submit pension file on client behalf via Connector, API, or Manual Upload	<input checked="" type="checkbox"/>	
*Send EPS, FPS, EYU, BACS or Faster Payment submissions in line with statutory deadlines	<input checked="" type="checkbox"/>	

*Issue employee payslips / P45's / P60's	<input checked="" type="checkbox"/>	
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*If applicable

**We recommend as a minimum you conduct your own review of the data within the portal, including reports per pay run, such as payroll summary, payroll analysis, payment reports and payslips to satisfy yourselves that they are accurate. Examples of recommended checks are:

- Pay date is correctly indicated on the payslips.
- The number of transactions equate to the number of your employees.
- All starters and leavers have been dealt with correctly.
- The total value of payments is in line with your normal payroll costs.
- The value of the payments does not exceed your BACS or Faster Payments limits.
- No single payment is exceptional after taking account of known information.
- No payments are for the same account, except in joint account scenarios.
- Parental payments must be checked for each individual employee, the payment should be in line with the payment schedule provided.
- Confirm required information to resolve generated pay warnings where highlighted by Client Payroll Executive or via Employer Portal.

You should let us know immediately if you believe any of the data shown in the above to be incorrect by rejecting your payroll in the Employer Portal. Once you have rejected your payroll, your Client Payroll Executive will reopen the payroll so that you can add processing notes of the missing changes. This is to allow both parties to have an audit trail. Once you have agreed the payroll you should confirm your approval to us via our Employer Portal.

All queries will be resolved prior to our completion of the payroll where they pertain to the current payroll cycle. Employees pay will be subjected to an exception and reasonableness check at IRIS Payroll Services. However, this is not a comprehensive check, and you should not rely on us to identify all errors. Approval of the payroll and pension amounts for each employee remains your responsibility.

You will be responsible for monitoring and managing holiday accrual and sickness absence records for your employees.

Managed Statutory Maternity/Paternity/Adoption/Parental Leave/Shared Parental Leave

Statutory payments	IRIS Responsible	Client Responsible
Enter leave via Employer Portal and upload any MATB1/SC3/matching certificate.		<input checked="" type="checkbox"/>
Review leave on employee records using dates and documentation provided, ensuring it meets the relevant legislative framework	<input checked="" type="checkbox"/>	
Calculation of statutory payments processed, based on dates provided and current tax year legislation	<input checked="" type="checkbox"/>	

Download statutory leave schedule from Employer Portal		<input checked="" type="checkbox"/>
Provide end date of statutory leave		<input checked="" type="checkbox"/>

Managed SSP (Statutory sick pay) & OSS

SSP and Occupational Sickness	IRIS Responsible	Client Responsible
Enter leave via Leave Wizard or Processing Notes within the 'Employer Portal' and upload any supporting documentation.		<input checked="" type="checkbox"/>
Review or Enter Leave on employee records using dates and documentation provided, ensuring it meets the relevant legislative framework	<input checked="" type="checkbox"/>	
Calculate SSP due based on employee working patterns which must be provided. In the absence of a working pattern, absence will be calculated and paid over 5 days	<input checked="" type="checkbox"/>	
Where your employee is not entitled to SSP, the Employer Portal will notify you via a warning message so you can complete an SSP1 form. Where your employee is eligible to receive SSP, Employer Portal will notify you to complete the SSP1 form at 23 weeks	<input checked="" type="checkbox"/>	
Issue SSP1 form to employee		<input checked="" type="checkbox"/>
Occupational sick payments will be calculated in line with your Terms and Conditions*, where they have been provided, and start and end dates for each period of sickness has been entered into the Employer Portal.		<input checked="" type="checkbox"/>

*Subject to agreement

5. MANAGED PENSION SERVICES

Managed Auto Enrolment

IRIS Payroll Services have a number of solutions to support Automatic Enrolment (AE) within your business once you have identified a suitable pension provider. It may be that you already have a pension provision that meets all Auto Enrolment requirements, or you may require a new pension scheme to be implemented. You can find out more about your obligations as an employer on The Pensions Regulator website.¹

IRIS Payroll Services are not a qualified Independent Financial Advisor (IFA) so cannot advise on a suitable provider but can support you throughout the ongoing process of administering the pension scheme for Automatic Enrolment.

Once a suitable provider and scheme rules have been identified by the Client, IRIS Payroll Services will need to create and check your AE settings in our payroll software. This will include configuring of the pension rules/rates, implementing a postponement if required, establishing and recording pay reference periods, and creating pension provider specific reports.

Auto Enrolment	IRIS Responsible	Client Responsible
Assess each employee's AE status	✓	
Confirm whether the pension is to be salary sacrifice, relief at source, or a net pay arrangement		✓
Make appropriate pension deductions in accordance with regulations	✓	
*Publish AE communications	✓	
*Produce pension upload file	✓	
*Submit data to pension provider in accordance with fund regulations	✓	
Confirmation of re-enrolment date		✓
**Complete the declaration, or re-declaration, of compliance via the Pension Regulator website		✓

¹ <https://www.thepensionsregulator.gov.uk/en>

Ensure compliance is maintained following the 3-year re-enrolment assessment		<input checked="" type="checkbox"/>
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*If applicable

** Can be offered as a chargeable service via IRIS Payroll Services

6. EMPLOYEE DOCUMENTATION

IRIS Payroll Services will issue payslips to your employees on the date specified to us during the implementation stage of your payroll. Our typical method of delivery is via an Employee Payslip Self-Service Portal. Employees must register on the portal and will have sole access to their account. Their account activation link will be emailed individually to your employees when their first payslip is released.

Payslips

Payslips	IRIS Responsible	Client Responsible
Maintain employees up to date email addresses		✓
Provide an overview of the Payslip Function to Employees from IRIS promotional material		✓
Release payslip and notify employee 24 hours before the pay date	✓	
*Manage Employee Accounts on portal		✓

*If applicable

P45

P45	IRIS Responsible	Client Responsible
Maintain employees up to date email addresses		✓
Send employee's leave date along with variable payroll data		✓
Issue P45 on payslip to portal	✓	
*Manage Employee Accounts on portal		✓

*If applicable

P60

P60	IRIS Responsible	Client Responsible
Maintain employees up to date email addresses		<input checked="" type="checkbox"/>
Complete Year End Process	<input checked="" type="checkbox"/>	
Issue P60 before statutory deadline date	<input checked="" type="checkbox"/>	
*Manage Employee Accounts on portal		<input checked="" type="checkbox"/>

*If applicable

7. REPORTS

This section relates to the reports you receive as part of the service. We have a range of standard reports to choose from depending on your requirements as a business.

A sample of what a report pack within Employer Portal could look like is shown in the below table. Most reports are available in a variety of formats such as PDF and/or CSV:

Payroll Reports	Description
Payroll Analysis	Analyse payroll by employee across multiple periods.
Required Payments	Generate a detailed P11 for a breakdown of pay & statutory deductions.
Pay run Journal	View the journal entry required for a Pay run.
Gross to Net	Compare your employees' gross pay with their net pay for one or more pay periods.
Variance Report	Compare one period (or range) to another period (or range).
Cost Analysis	Analyse payroll costs and statistics for one or multiple periods.
Cost Of Employment	Analyse payroll costs per employee across one or multiple periods.

Full Summary of Pay	Get a detailed breakdown of the pay and deductions made to each Pay Code in a pay run.
Hourly Pay	Summary of hourly pay for one or more pay periods.
Statutory Pay	Produce a report detailing statutory payments made on one or more pay runs.
AE Assessments	View the Auto Enrolment status of your employees and when they were last assessed.
Pension Contributions	View the contributions made to each of your schemes.
Employee Export	Export your employee data.
Right To Work	Export all information logged for employees right to work.
AEO Statement	Produce a statement to show payments made to an Attachment Order.
Holiday Allowance	View holiday allowances for all employees.
Holiday Pay Accruals	View holiday pay accrual information for all employees if client is using this self-service module.

*If Applicable

8. CHARGEABLE SERVICES

In addition to the regular payroll cycle, there may be additional services we can provide at an additional cost. The charges may vary depending on the additional work required.

Pre/Supplementary Payrolls

Pre/Supplementary Payrolls	IRIS Responsible	Client Responsible
Provide full details of additional payment and/or correction		<input checked="" type="checkbox"/>
Process additional payment and/or correction	<input checked="" type="checkbox"/>	
Check payroll		<input checked="" type="checkbox"/>
Approve payroll for Payments and RTI submissions		<input checked="" type="checkbox"/>
Send Payments* and FPS submission	<input checked="" type="checkbox"/>	

*If applicable

Additional Reports

Additional Reports	IRIS Responsible	Client Responsible
Saving standard payroll reports to client network		<input checked="" type="checkbox"/>
Saving Journal reports for Finance team*		<input checked="" type="checkbox"/>

*If not configured to an accounting software via API

Payroll corrections after client rejection received**

Payroll corrections after client rejection received	IRIS Responsible	Client Responsible
Contact your Client Payroll Executive, and provide amended variable data via the Employer Portal*		✓
Process and supply checking reports via Employer Portal	✓	
Confirm reports are checked and authorise the payroll		✓
Finalise amended submissions and post payroll actions completed	✓	

*IRIS Payroll Services will remedy any erroneously processed reports, if a re-run is due to missing client input, then work will be assessed and subject to additional fees, after second set of draft payroll reports have been released.

**Where a client requests a change after the RTI has been submitted, please note that this will be actioned in the following months' pay run. Clients can request an additional chargeable service to calculate the difference.

Pensions

Pensions	IRIS Responsible	Client Responsible
Declaration of compliance (If agreed with Client)	✓	
Re-declaration of compliance (if agreed with Client) *	✓	

*Additional charges apply

9. PAYMENT SERVICES

BACS Service

Where IRIS Payroll Services also provides a payment solution via a BACS facility, please refer to the separate BACS Payment Solution information provided by your Implementation Manager. If you have not arranged an indirect BACS facility you will be responsible for ensuring payroll payments are made to your employees and all third parties.

Indirect BACS facility

IRIS Payroll Services will assist once you have obtained an indirect BACS facility with your bank by sending a testing file. Completion of setup with your bank remains your responsibility and additionally you will be responsible for any bank charges in respect of this facility. You should ensure that the amount of the facility is appropriate for the level of payments you expect us to make on your behalf and you should keep this facility under review.

Wage and salaries payments

Where you have provided IRIS Payroll Services with an indirect BACS facility we will arrange for the payment of salaries to your employees. A BACS payment file will be transmitted on the BACS submission day which is two working days prior to required payment date.

Please note – BACS payments are only available on working days and exclude weekends and Bank Holidays.

Approval

Approval of your payroll through our portal is also the authority to pay your salaries/wages plus any other sums to third parties as previously agreed.

Failure to approve

If you fail to approve your payroll by 3pm the day before your BACS submission day, we will not be able to guarantee payment by your employees' pay date. We will not process your payments until approval has been received, once approval has been received payments will go into the next day BACS run, unless otherwise agreed directly with your client payroll executive.

Checking BACS payments

It is your responsibility to collect the BACS submission input report. You should check the BACS Input Report to ensure the following:

- The user number and username in the main heading block on page 1 of the report reflects your registration with BACSTEL.
- Both the number of employees paid, and value of payments agree with the payroll BACS summary report / BACS reports sent by to you by IRIS Payroll Services.
- Ascertain details of any rejected or adjusted records.
- Check the pay date and BACS processing dates.

You are responsible for dealing with any rejected or adjusted records identified in the BACS Input Report and you must immediately advise your BACS Sponsor, and IRIS Payroll Services, of any errors identified on the BACS Input Report. We will assist where possible.

If required, it is your responsibility to recall individual payments where an overpayment, or payment to a leaver has occurred, or to recall a whole BACS file if required (where possible).

Faster Payment Solution

The Customer may request on occasion, subject to additional Anti-Money Laundering (AML) checks (undertaken by our third-party provider - Telleroo), and costs, the ability to send payments via a Faster Payment Solution. AML checks require registered company information including personal information on all directors (or equivalent roles) and shareholders to be supplied to our faster payments Partner, to comply with FCA regulations.² If you wish to use our Faster Payment Solution for your regular payroll payments, please ask a member of the IRIS team for further information.

If you have a Faster Payment Solution available via IRIS and Telleroo, IRIS will only facilitate payments to employees, HMRC or agreed third parties. Supplier payments outside of pre-agreed Payees is the responsibility of the client.

Third Party Payments

As well as making payments to employees, IRIS can also make payments to certain third parties related to the operation of payroll. Please discuss this with the IRIS Implementation team, ensuring that the correct details are provided.

Termination

On Termination, clients will be required to unlink their SUN(s) from the IRIS Payroll Services bureau.

² <https://www.fca.org.uk/publication/finalised-guidance/fca-approach-payment-services-electronic-money-2017.pdf>

HMRC payments

HMRC Payments	IRIS Responsible	Client Responsible
Provide HMRC Accounts Office reference number		✓
Approve amount to be paid during payroll reports approval on Employer Portal		✓
Make payment on or before deadline*	✓	✓

*Subject to Order Form – for BACS clients IRIS can offer this additional service, otherwise client must make payment directly.

Deductions from earnings DEA/AEO/CMO

Deductions from Earnings	IRIS Responsible	Client Responsible
Provide letter of amount to be deducted		✓
Make payment on or before deadline	✓	
Cease order when full repayment made	✓	
Provide schedule of payments to Earnings Order Originator		✓
Inform the Earnings Order Originator when an employee has left		✓

10. YEAR-END PROCESSING

Year-end

Year-end	IRIS Responsible	Client Responsible
Submit final EPS for the year	✓	
Reconcile year-end figures	✓	
Produce and upload P60's for the tax year to employee portals	✓	
Clear down the current year payroll (YTD figures cleared down, tax code changes and statutory rates updated)	✓	
PAYE Settlement Agreement application, submission and payment*		✓

*Where applicable

P11DS

P11DS	IRIS Responsible	Client Responsible
Advise that P11D's are required		✓
Provide P11D Excel template	✓	
Complete P11D Excel template with relevant details		✓
Process P11D information	✓	
Check and approve processed P11D information		✓
Send P11D(b) to HMRC	✓	
Payment of Class 1A NI liability to HMRC*		✓
Distribute P11D's to employees via their online portal	✓	

*If we process BACS or Faster Payments on your behalf, you may request for us to send this payment to HMRC, subject to additional fee

11. PAYROLLING BENEFITS IN KIND (PBIKs)

PBIKs	IRIS Responsible	Client Responsible
Apply to Payroll Benefits with HMRC before beginning of Tax Year		✓
Provide amount due to be processed for the year		✓
Process on the system each month	✓	✓
Advise when an employee is leaving to end the PBIK		✓
P11D(b) submission*	✓	
Payment of Class 1A NI liability to HMRC**		✓

*On request, subject to additional fee

**If we process BACS or Faster Payments on your behalf, you may request for us to send this payment to HMRC, subject to additional fee

12. SERVICE QUERY MANAGEMENT

IRIS Payroll Services includes a dedicated Client Payroll Executive to support any queries an authorised user has with relation to their payroll. These queries can be logged via email or ticketing system and will be answered via a triage system according to impact to employee payments. If you do not have access to a ticketing system for queries, email your client payroll executive in the first instance.

Query Management	IRIS Responsible	Client Responsible
Provide support to payroll processing related queries Monday to Friday between the hours of 9:00am and 5:00pm (UK time, excluding English bank holidays)	✓	
Ensure authorised users are provided with support on calculations, payslip, or payment queries	✓	
Respond to client queries within 48 hours of receipt	✓	
*Liaise with HMRC if agent access is enabled	✓	
Ensure that all contact comes from authorised users only		✓

Report product technical issues with the Employer Portal support team.	<input checked="" type="checkbox"/>	
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*Managing agent access is a client responsibility. If we do not have agent access, this remains a client responsibility.

Employer Portal Product Support SLA

Employer Portal's product support for any technical support is Monday to Friday between 9:00am and 5:30pm (UK time) excluding English bank holidays.

Target response and target resolution times are set out in the table below. References to days are business days and hours and minutes are reference to Employer Portal support hours.

Priority	Severity	Detail	Support / Product / Infrastructure		
			Initial Response	Next Update	Target Resolution Date
P1	Critical	System unavailable, or unable to process payroll for one or more organisation.	30 Mins	2 Hours	4 Hours
P2	Urgent	Major area of functionality not working.	60 Mins	4 Hours	8 Hours
P3	Important	Minor area of functionality not working.	4 Hours	48 Hours	10 Days
P4	Non-Urgent	Minor area of functionality not working, work-around available.	72 Hours	5 Days	Next Quarterly Release
P5	Enhancement	There is little or no operational impact. Nice to have.	N/A	N/A	N/A

Resolution times are suspended from an SLA perspective when Employer Portal is awaiting feedback or clarity from the 'Customer' to support the resolution of the support ticket.

Unscheduled maintenance will only be carried out with 48 hours' notice and receipt of confirmation from the customer. For the purposes of SLAs, Unscheduled maintenance will count as Scheduled maintenance, provided it has been agreed by the customer.

13. SERVICES NOT INCLUDED OR ON APPLICATION, SUBJECT TO FEE

Services not available

- Operation of Construction Industry Scheme (CIS) / Subcontractors
- Completion of returns in respect of subcontractor schemes
- Employee payroll helpline
- Service reviews are on application only
- Pension contribution submissions outside of the agreed pension provider on your Order Form
- Paper payslips or other statutory documents
- EPS Submissions where part of client payroll is processed outside of IRIS

Services on application only, subject to fee

- Submission of P11D, P11D(b), and where relevant, payment of Class 1A NI liability
- Employment law compliance, HR advice and documentation service is on application only, subject to fee
- Year-to-date calculations to correct errors or overpayments due to incorrect data supplied or change of circumstances (for example return of Occupational Maternity) - service is on application only, subject to fee
- Correction of errors that have occurred prior to IRIS commencement of contract - service is on application only, subject to fee
- PAYE Settlement Agreements application, submission or payment on application only, subject to fee
- Right to Work checks service is on application only, subject to fee
- Gender Pay Gap Report service is on application only, subject to fee
- Provision of compliance certification reports is on application only, subject to fee
- Tronc compliance and allocation via Troncmasters by IRIS

Tax Queries

As a professional payroll service provider, it is important to inform our clients that while we strive to provide general information, it is not tailored to their specific tax circumstances, and we do not offer personalized tax advice. We want our clients to understand that we cannot be considered as tax advisors, but rather as a resource for general payroll and pension related queries.

14. SUMMARY

Commencement

As a new customer this document clarifies the services that IRIS Payroll Services will provide commencing from the date stipulated in your Order Form. You will be responsible for all matters up to the date of the first payroll run we complete.

You will deal with the outstanding returns; queries and any other matters relating to earlier periods and will agree the position with the relevant authorities.

Services to be provided

We have agreed that we will provide services, as detailed in the Order Form.

Termination

Full details of our disengagement process is detailed in Term and Termination clause of the Service Terms and Conditions which is linked in your proposal and Order Form.

15. AGREEMENT OF SERVICE DELIVERY

The deliverables set out in this document shall take effect immediately upon signature of your Order Form and returning it to us or upon the commencement of any payroll processing, whichever is the earlier.

If we do not receive your confirmation or otherwise within 14 days, we will assume that this document is in accordance with your understanding and will proceed / continue accordingly with the engagement.

16. GLOSSARY

AE	Automatic Enrolment: the legal duty of all employers to enter eligible employees into a pension scheme.
AEO	Attachment of Earnings Order: A request from an authority to make a deduction to an employee's pay prior to them receiving remuneration.
AML	Anti-Money Laundering: we are legally required to request certain information to confirm we have no suspicion of illegal activity.
API	API stands for application programming interface, which is a set of definitions and protocols for building and integrating application software.
Apprenticeship Levy/App Levy	A levy applied to large employers, calculated at 0.5% of the total pay subject to NI and paid to HMRC.
ARUCS	Automated Return of Unapplied Credits Service
AWACS	Advice of Wrong account for Automated Credits Service.
BAB	BACS Approved Bureau.
CIS	Construction Industry Scheme.
Connector	A Connector is a pre-configured API to third party software solution to facilitate the secure transfer of data between both platforms.
CMO	Child Maintenance Order: A request from the Child Maintenance Authority to deduct from an employee's pay prior to them receiving remuneration.
CSV	Comma Separated Values.
Deduction	An amount deducted from an employee's pay e.g., pension, unpaid leave.
DEO	Deductions from Earnings Order: A request from an authority to make a deduction to an employee's pay prior to them receiving remuneration.
DPS	Data Provisioning Service: The electronic gateway between HMRC and Payroll; used to send FPS/EPSS and receive employee updates such as tax code and student loan changes.

EE's NI	Employee's NI: deducted from an employee's pay and paid to HMRC.
EPS	Employer Payment Summary: submitted to HMRC by us on your behalf (where required). The deadline is the 19th of the following month, and this reports additional amounts payable or recoverable.
ER's NI	Employer's NI: not deducted from an employee's pay but paid to HMRC in addition to employee's NI and PAYE.
EYU	Earlier Year Update submission to HMRC to correct any FPS' from a previous Tax Year.
HMRC	HM Revenue & Customs is the UK's tax, payments and customs authority.
FPS	Full Payment Submission: submitted to HMRC by us on your behalf. The deadline is on or before payday, and these reports employee figures including tax, National Insurance, and student loans.
IR35	Off Payroll Working.
MATB1	A certificate to enable a woman to claim Statutory Maternity Pay from her employer.
NI	National Insurance.
Order Form	List of contracted services detailed in the signed proposal
OSS	Occupational Sick Pay.
P6	Electronic tax code change notification during the tax year.
P6B	Electronic tax code change notification following a Budget revision.
P9	Electronic tax code change notification for new tax year.
Parallel Run	The process by which we will run the first month's payroll alongside your current provider, to ensure we both settle on the same figures.
PAYE	Pay as You Earn: the tax deducted from an employee's pay and paid to HMRC.
Payment	An amount paid to an employee e.g., salary, bonus, commission.

PDF	Portable Document Format.
PSC/AC	PSC stands for Primary Security Contact, and AC stands for Additional Contact, and they are both contact types for BACS.
Publish	The method by which we issue payslips, P60s, P45s and pension letters – employees receive an email prompting them to log into our secure online portal to access their documents.
Recoverable	Statutory payments made to employees which are subsidised by HMRC and can be reclaimed on submission of the EPS.
RTI	Real Time Information: our submissions to HMRC to report the tax, NI, and other figures for the payroll period.
SAP	Statutory Adoption Pay. This is recoverable from HMRC, at the rate prescribed by HMRC for employers eligible for Small Employers' Relief.
ShPP	Shared Parental Pay. This is recoverable from HMRC, at the rate prescribed by HMRC for employers eligible for Small Employers' Relief.
Small Employers' Relief	Employers with a total NI bill of below £45,000 are eligible to recover a percentage of eligible statutory payments on submission of the EPS, at the rate prescribed by HMRC.
SL1, SL2, PGL1, PGL2	Electronic Student Loan notification for employees to start or stop making deductions.
SMP	Statutory Maternity Pay. This is recoverable from HMRC, at the rate prescribed by HMRC for employers eligible for Small Employers' Relief.
SPBP	Statutory Parental Bereavement Pay. This is recoverable from HMRC, at the rate prescribed by HMRC for employers eligible for Small Employers' Relief.
SPP	Statutory Paternity Pay. This is recoverable from HMRC, at the rate prescribed by HMRC for employers eligible for Small Employers' Relief.
SSP	Statutory Sick Pay. This is not recoverable from HMRC except where the sickness is related to Covid-19.
SSP1	Statutory Sick Pay form required when an employee is not eligible to receive SSP.
SUN	A BACS Service User Number (or SUN) is a unique six-digit number that is given to an organisation or 'Service User' to take payments by Direct Debit.
Year-To-Date	Any payroll figures that have been processed from the previous 6th April before IRIS Payroll Services began processing your data up to the commencement of the first live payroll run.

With over 40 years of experience, IRIS Payroll Services is a market leading provider of payroll services, underpinned by the very best in people and technology, both in the UK and globally.

With our payroll services, our payroll experts and software take care of your payroll so you can save time, free up resources and ensure staff are paid accurately every time with a scalable payroll solution that suits your business.

For more details, call 0344 815 5555 or visit www.iris.co.uk.

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