



# Service og Support outsourcing

**Appendix 1.2**  
**Service Description**  
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# Introduction

This appendix is a description of the Service Subscriptions associated to your Agreement on outsourcing of payroll administration.

## Description of the Services

### Service subscription

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| <b>Services:</b>   |
| Ongoing system update                                    |
| Newsletter   |
| Webinar  |
| Releases   |
| Visma Community (customer portal)                        |
| Unlimited access to customer seminars                    |
| Proactive support  |
| Free hotline (phone and Visma Portal) for named contacts |
| Information about new functionality                      |
| Annual service meeting with payroll consultant           |
| Dedicated payroll management team                        |

The individual Services are described in the table below.

### Description of the Services

| <b>Service:</b>                   | <b>Description:</b>   |
|-----------------------------------|---|
| Ongoing system update             | Update and on-going maintenance of products and Services in relation to legislation and the general technological development *.  |
| Newsletter                        | Monthly electronic newsletter with information on releases and news etc.<br>Registration: <a href="https://www.visma.dk/hrm/nyhedsbrev/">https://www.visma.dk/hrm/nyhedsbrev/</a>             |
| Visma Community (customer portal) | A customer portal with access to information: <ul style="list-style-type: none"><li>• About courses</li><li>• About important dates and deadlines in relation to payroll processing</li></ul> |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• About changes in connection with update of the system, for example operational and release information</li> <li>• In connection with amendment of legislation</li> </ul> <p>And access to:</p> <ul style="list-style-type: none"> <li>• Tutorials on how to use the system</li> <li>• Ideas bank</li> <li>• Exchange of tips and tricks among customers</li> </ul>   |
| Webinar  | Online knowledge sharing around the use and features of your solutions  |
| Releases   | Review of the latest and most important elements in the release.<br>Video and user guides are accessed through <a href="#">Visma Community</a> .  |
| Unlimited access to customer seminars                    | Twice a year, seminars are held at which it is possible to hear about news related to Visma Enterprise's products and Services and roadmap.<br>It is also possible to meet employees at Visma Enterprise.   |
| Proactive support  | <p>The Customer is contacted on the occurrence of the following events:</p> <ul style="list-style-type: none"> <li>• Reporting of wrong CVR no., see error message from SKAT</li> <li>• Report on CVR no. not created at the Danish Business Authority</li> <li>• In case of non-acceptance of runs (payroll or fixed settlement) due to missing Nets agreements (OS02 agreements, OSN agreements)</li> <li>• In case of non-acceptance of payroll by book-keeping central (only customers who are signed up for the Finance Module).</li> </ul> <p>In case of events that concern money transfers, Visma Enterprise will contact the Customer no later than 2 hours after detection of the event (inside opening hours).</p> <p>If assistance from Visma Enterprise is required for the solution of the above, invoicing shall be based on current prices.</p> |
| Free hotline (phone and Visma Portal) for named contacts | <p>Customer's contracts** have access to free hotline (see above) via telephone.</p> <p>See opening hours below.</p>  |
| Annual service meeting with payroll consultant           | <p>Annual review of system setup and processes described in the Service Handbook (SAH).</p> <p>Årlig gennemgang af systemopsætning og gennemgang af processer beskrevet i Serviceaftale Håndbogen (SAH).</p> <p>The outcome of the service meeting is forwarded subsequently.</p>   |
| Dedicated payroll management team                        | The customer may talk to the same consultants in connection with analysis, adaptations and maintenance regarding the Customer's system. For the Customer, this means that the relevant consultant will develop an in-depth knowledge of the Customer's system, internal procedures, organisation etc. The Customer may thus use the relevant consultants as a sparring partner in relation to the preparation of for example payroll and staff specific measures at the Customer.   |

## Support and guidance

The Customer may contact the outsourcing center Visma Portal or by telephone.

The outsourcing center may assist the Customer in using the system in connection with general and customer specific payroll conditions or regarding communication issues of a technical nature.

The telephones are open:

- Monday - Thursday: 8.00 a.m. – 4.00 p.m.
- Friday: 8.00 a.m. – 3.00 p.m.

Telephone numbers and link may be found on Visma Enterprises customer portal, Visma Community.

## Supplementary service and support services

### Assistant from a consultant

In case of larger tasks that cannot be resolved via the outsourcing center, or if the Customer wants Visma Enterprise to carry out a task, the Customer can pay for assistance from consultants.

Consultant assistance can be ordered directly via the outsourcing center. The Customer will receive an offer for assistance from consultants and the Customer must accept this offer before Visma Enterprise begins working on the task.

### Courses

Visma Enterprise conducts courses on, among other things, learning how to understand one's salary and legal issues. Course offers are shown in Visma Community. The Customer's participation in courses is invoiced according to the current prices and agreement in accordance with the course description.

Sign-up takes place via Visma Community's customer portal.