



Outsourcing

Appendix 1.8
Service Description
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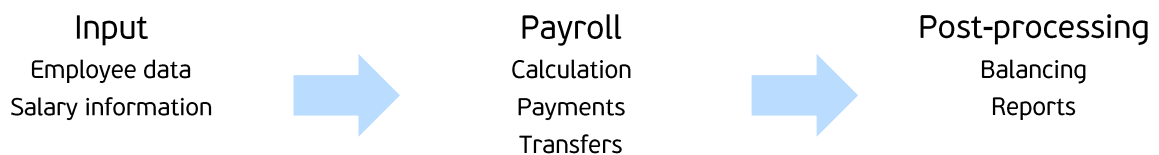
Introduction

Visma Enterprise ensures that salaries are paid out at the agreed time based on information and data received from the Customer.

This appendix specifies the Services included in the solution agreed between Visma Enterprise and the Customer, and thereby also the Services that Visma Enterprise provides. In addition, it specifies the parties' obligations in regards to the Customer's payroll administration.

The current appendix 1.8 Service description – Outsourcing will provide the basis for the parties' case processing at any given time. If changes are made to the abovementioned appendix that impact either the type or the scope of the Services, this must be reflected by an amendment.

Salary processing in Visma outsourcing



Visma differentiates between salary processing services in different service levels and price groups depending on data formats, delivery deadlines and volume:

Format		
Level 1 <ul style="list-style-type: none"> Salary input is reported directly via My Visma, Visma HR or a similar HR system that is fully integrated with Visma Løn. 	Level 2 <ul style="list-style-type: none"> Salary input is reported via data files compatible with Visma Løn (.csv). 	Level 3 <ul style="list-style-type: none"> Salary input is reported via an incompatible data format
Delivery deadline		
Level 1 <ul style="list-style-type: none"> Salary input is reported no later than by the 5th of every month 	Level 2 <ul style="list-style-type: none"> Salary input is reported no later than by the 15th of every month 	Level 3 <ul style="list-style-type: none"> Salary input is reported no later than by the 20th of every month
Volume		
Level 1 <ul style="list-style-type: none"> Large = more than 300 payslips 	Level 2 <ul style="list-style-type: none"> Medium = 50-300 payslips 	Level 3 <ul style="list-style-type: none"> Small = less than 50 payslips

The final format, delivery deadline and volume will be stated in Appendix 5 – Prices of the Agreement. In addition, the delivery deadline is specified in the Customer's Service Agreement Handbook.

Salary input

Salary input is reported by the Customer and is the basis for salary payments and reporting to the Danish Tax Agency, pension companies, Feriekonto, etc. Among other things, Salary input includes:

Reporting and maintenance of permanent employee data (master data)

- The employee's basic data is created and maintained by the Customer or on the basis of the Customer's reporting
- Format: Visma HR, integration with another HR system, file uploads or data entry.

Registration of variable salary data and data on absences

- Variable salary data and data on absences are registered by the Customer or on the basis of the Customer's reporting.
- Format: Reporting is via Visma HR, integration with another HR system and/or a time registration system, file uploads or data entry.

Updating tax cards

- Visma automatically receives changes made to tax cards from the Danish Tax Agency for all employees.

Maintenance of rates, rules, etc.

- Visma updates statutory rates and rules. Visma updates collective agreement-based rates upon the Customer's request.

Payroll

Payroll includes calculations, paying salaries and transfers to third parties (Danish Tax Agency, Feriekonto, pension companies, etc.).

All payments and transfers are based on the Customer's transfer agreement with NETS.

Visma carries out the following services:

Control of added data

- Visma carries out spot checks which ensures that data has been added correctly.

Control of manually reported data

- Visma carries out a colleague control, which ensures that all relevant data is included in the coming payroll run.

Payroll runs for control and acceptance

- Visma presents payroll runs for the Customer's control and acceptance.

Final payroll run

- Visma completes the final payroll run based on the Customer's approval.

Transfer of salaries

- Visma transfers salaries to the employee's NemKonto or bank account.

Pension contributions

- Visma transfers the pension contribution to the Customer's pension company.

Transfers to Feriekonto

- Visma transfers the agreed upon contribution to Feriekonto.

Payments to the Danish Tax Agency, ATP (Labour market pension), etc.

- Visma calculates and transfers payments to the Danish Tax Agency, ATP (Labour market pension), etc.

Output and post-processing

Output and post-processing ensures that there is documentation for and reporting of transactions.

Payslips sent to e-Boks

- Visma sends the payslips to the employee's e-Boks.

Salary reporting

- Visma prepares a number of standard reports that are available to the Customer in Visma Løn.

Reporting information to pension companies

- Visma reports information about pension contributions to the employee's pension company.

Balancing with e-indkomst

- Visma balances salary data with e-indkomst.

Reporting of data to Statistics Denmark and the Confederation of Danish Employers

- Visma carries out statutory reporting of data to Statistics Denmark and the Confederation of Danish Employers (for statistical purposes on business cycles and market structures).

Communication

All communication between the Customer and Visma is done via the Visma outsourcing portal.

Follow-ups on controls in connection with payroll runs are carried out via a feedback form.

Roles and responsibilities, deadlines, processes, etc. are described in the Service Agreement Handbook.

Storing of materials

Visma Enterprise stores/archives the following documents/data electronically in the current year plus 5 years from the date of the document/data's creation/registration date, though at most until the end of the Agreement:

- Payslips
- Standard documentation for payroll runs
- Electronically received salary material.

When salary inputs are reported too late

Salary inputs are considered to be reported on time if they have been delivered within the agreed upon deadline. A salary input that is delivered after the deadline is included in the next payroll run.

If the Customer wishes for salary input to be included in a payroll run even though it was delivered after the agreed upon deadline, the processing of the input in question will be invoiced as per the provisions on consultancy services. In each individual case, Visma will assess whether it is possible to include inputs in the desired payroll run.

Errors and deficiencies in reported data

It is the Customer's responsibility to ensure that reported data is correct and complete. If there are errors and deficiencies in the data, data format or similar, then this must be corrected or fixed by Visma and this will be invoiced as per the provisions on consultancy services.

Invoicing

The service is invoiced separately, cf. Appendix 5 – Prices.

Termination

The Outsourcing Agreement can be terminated by either party pursuant to Appendix 9 Terms and Conditions – Visma Enterprise Products and Services. Termination will come into effect at the end of a calendar month.