



Reimbursement service

Appendix 1.20

Service Description

Version: January 2019

Introduction

This appendix contains a description of Reimbursement Service and the requirements for the Customer to be able to use the service.

The Customer's subscription will be stated in the Agreement.

Description of services

Reimbursement service subscriptions

Service	Limited	Extended	Enterprise
Claim, searches, and cancellations	x	x	x
Reimbursement overview	x	x	x
Print-out from Virk		x	x
Print-out from Maternity Fund (Barselsfond)		x	x
Rejection report		x	x
Proactive follow-up			x
Contact with third party			x
Retrieval of data			x
Balancing of account			x

The individual services are described in the table below.

Description of services

Service	Description	Responsible party
Claim, searches, and cancellations	Visma Enterprise reports and applies for reimbursement on the basis of information submitted in the form of a completed absence form.	Customer Visma Enterprise
	Visma Enterprise changes and cancels reimbursement claim by written request from the Customer	
	Visma Enterprise finishes searches on the basis of request from the Customer (employee returned to work, etc.)	
	Reporting is ongoing	
	The search is performed once per month	
Reimbursement overview	The Customer receives an overview of reimbursement applications, search period, and type of absence. The purpose is to create an overview of pending reimbursement cases with the Customer. Distributed once per month	Visma Enterprise
Print-out from Virk	The Customer receives a print-out with information regarding reimbursement sums, absence types, civil registration number (CPR), reimbursement period, payment date and disbursing authority, etc. Distributed once per month	Visma Enterprise
Print-out from Maternity fund	The Customer receives a print-out with information regarding reimbursement sums, leave types, civil registration number (CPR), reimbursement period, and payment date. Distributed once per month	Visma Enterprise
Rejection report	To supplement any notification from the disbursing party, the Customer receives a rejection report with information in the form of civil registration number, first date of absence, and receipt date for the reimbursement claim Distributed once per month	Visma Enterprise
Proactive follow-up	Visma Enterprise follows up on pending reimbursement cases related to long term illness and any new cases covered by §56 Visma Enterprise contacts the Customer with a view to clarifying incomplete information from the Customer regarding continuation of pending and new reimbursement cases Performed once per month	Visma Enterprise

Contact with third party	On request from the Customer, Visma Enterprise contacts municipalities, Udbetaling Danmark, Barsel.dk, Confederation of Danish Industry's Maternity Fund (Dansk Industris Barselsfond), and DA-Barsel on behalf of the Customer in relation to the pending case	Visma Enterprise
	Performed on an ongoing basis	
Retrieval of data*	Visma Enterprise retrieves and updates absence in connection with illness for pending reimbursement cases via Visma Enterprise HR or on the basis of data submitted by the Customer	Customer Visma Enterprise
	Performed once per month	
Balancing of account**	Visma Enterprise balances the Customer's reimbursement account in accordance with print-out from Virk and Maternity Fund. Any discrepancies are communicated to the Customer	Visma Enterprise
	Account balancing is performed once per month	

* Presumes that the Customer uses Visma HR or that the Customer submits data in a readable format as defined by Visma Enterprise

** Requires that Visma Enterprise has access to dedicated reimbursement account (bank account) with the Customer or to account statements.

The Parties can agree in writing that certain of the services mentioned shall not be supplied by Visma Enterprise.

Reimbursement types and deadlines

Other types of Reimbursement Services are performed subject to written agreement.

Reimbursement type	Deadline for submitting data
Illness beyond 30 days (DP201, DP202)	No later than on the 28th day of absence
Childbirth (DP401, DP402) Maternity fund DA and DI	No later than on the 28th day of absence
§56 - Chronic conditions, long-term admission to hospital or similar institution	No later than on the 28th day of absence
Occupational injury	No later than on the 28th day of absence
Wage subsidy	No later than 2 months after concluded wage subsidy agreement
Flexjob	No later than 2 months after concluded flexjob agreement
AUB - reimbursement for adult trainee older than 25	No later than 2 months after end of training programme
§55 - company insurance with municipality	No later than on the 28th day of absence

Request for payment of personal assistance subsidy	No later than 2 months after concluded agreement on personal assistance subsidy
Job clarification scheme	No later than 2 months after most recent reimbursement search

Support

Contact

Free access to support is available in connection with daily use. Written communications must go via the Outsourcing Portal, accessed via Visma Community.

Support is provided, unless otherwise agreed in writing, inside normal business hours, Monday to Friday 09:00 to 16:00, except for public holidays in Denmark, Friday after Ascension Day, Constitution Day, 24 December and 31 December.

Visma Enterprise shall respond inside 3 Business Days.

Telephone number: +45 88 97 97 70.

Special terms

Change to Reimbursement Subscription:

It is possible to upgrade the Reimbursement Subscription with 1 month's notice to the end of a month.

During the first 9 months, the subscription cannot be downgraded. After this period, the Customer may elect to downgrade the selected Reimbursement Subscription with 3 months' notice to the end of a month.

Visma Enterprise reserves the right to add, alter, or remove functionality, including of services and reimbursement types, as the result of changes to legislation and/or other administrative regulations without this giving rise to any kind of obligation or liability. Should such a change, permanently or for a period of at least 2 months, deactivate or remove functionality constituting a significant part of the Service, the Customer shall be entitled to terminate the Agreement without notice.

Power of attorney for reporting to NemRefusion, etc.

The Customer shall be responsible for commercial power of attorney to Visma Enterprise. This shall provide access to reporting and correcting all reimbursements.

When the Customer provides Visma Enterprise with commercial power of attorney, the Customer at the same time consents to Visma Enterprise reporting data to NemRefusion on behalf of the Customer on the following conditions:

- Information is reported to NemRefusion only for Employees covered by the Customer's Agreement with Visma Enterprise.
- The Customer is responsible for the accuracy of data reported to Visma Enterprise for the use of processing reimbursement requests. Visma Enterprise uses error messages and receipts from NemRefusion to check that reports are accepted in NemRefusion and ensures that any errors and deficiencies specified by NemRefusion are corrected.
- Reports which have not been signed ("drafts") shall be deleted from NemRefusion 6 months after the Customer's most recent use without further notice. Signed reports shall be deleted from NemRefusion 24 months after the signing date without further notice.
- Reporting inaccurate or misleading information for the purpose of reaching determinations pursuant to the Sickness Benefit Act and maternity benefits is punishable pursuant to criminal law. The same is the case for omitting to disclose information relevant to arriving at such determinations.
- The municipality receiving the information reported shall have access to the Customer's premises and workplaces with a view to checking salary payments etc. which form the basis for the calculation of sickness benefit and maternity benefits.

The customer is responsible for granting power of attorney for the reporting and correcting of maternity information with DI-Barsel to Visma Enterprise.

Regulations and agreements

The Customer is responsible for updating the absence form submitted to Visma Enterprise with the correct maternity and absence regulations applicable to the Customer.

Where Visma Enterprise will be applying for reimbursement for wage subsidy, flexjob, and \$56 agreements, the Customer must have concluded these agreements with the municipality before retrieval can be commenced by Visma Enterprise.

For Enterprise subscription customers

Where the Customer has concluded an agreement for the purchase of the Enterprise subscription, the Customer shall be responsible, in connection with the service "Retrieval of data", for Visma Enterprise having access to the updated absence information in Visma HR or for submitting data in a readable format defined by Visma Enterprise.

By concluding this agreement, the Customer accepts that Visma Enterprise shall contact Udbetaling Danmark, Barsel.dk, Confederation of Danish Industry's Maternity Fund, and DA-Barsel on behalf of the Customer with a view to reporting and correcting reimbursement data.

In case of agreement "Balancing of account", the Customer is responsible for Visma Enterprise having access to a dedicated reimbursement account or account statement related to reimbursement.

Customer responsibility description

The Customer is responsible for Visma Enterprise having access to the following information in order that Visma Enterprise can perform the desired service.

- That the Customer has notified Visma Enterprise in a timely manner in relation to the individual type of reimbursement.
- The Customer is responsible for notifying Visma Enterprise of at least one current contact person at the Customer's, including during holiday, illness, and the like.

Visma Enterprise's responsibility description

Visma Enterprise shall be responsible for claims and applications for reimbursement arriving with the proper party on time if the aforementioned conditions have been met.

Visma Enterprise shall also be responsible for supplying the services detailed in the Service Description.

Visma Enterprise's compensation liability is limited pursuant to Appendix 9 Terms and Conditions - Visma Enterprise Products and Services.

Invoicing

The Service is invoiced separately as per the Agreement.

Termination

The agreement of use of Reimbursement Service 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.

Termination of the Customer's Visma Enterprise Agreement shall automatically also include Reimbursement Service.