

# Reprocessing Policy and Optional Additional Services

## Reprocessing Policy

- if payroll reprocessing is required due to an error on our part it will never be charged
- all other instances of reprocessing are subject to a charge once payroll changes have been provided and payroll reports have been sent, even if the payroll has not yet been authorised
- a reprocessing fee will be applied to the next invoice, with any disputes directed to Nick Butler
- the fee will be equal to your normal per-payslip fee charged per employee affected, subject to a minimum fee of £50.00 per instance of reprocessing.

## Optional Additional Services

Below is a table of charges for additional services offered/undertaken.

| Service   | Fee  |
|---|--|
| PAYE BACS payments<br>per month or per quarter  | £15.00 per submission  |
| 3 <sup>rd</sup> Party BACS payments<br>e.g. AEO's, childcare voucher invoice payments,<br>pension contributions, GAYE   | £15.00 per submission<br>where multiple recipients can be included in the same<br>submission this will only attract a single charge                          |
| HMRC/PAYE reconciliation<br>Calls/Communications with HMRC to resolve<br>PAYE Account queries.<br><br>Initial investigation FOC. If determined that it<br>is an HRMC/Client issue consultancy fee will<br>be applied to resolve.  | £150 – Administrator<br>£175 – Senior<br>£200 – Team Leader<br>£250 - Manager  |
| Consultancy hourly rate   | £150 – Administrator<br>£175 – Senior<br>£200 – Team Leader<br>£250 - Manager  |
| Manual calculations/payment forecasts<br>(advance payment calculations are not chargeable)  | £50.00 per calculation   |
| SMP forecast schedule<br>Calculation and processing of SMP is included in our<br>standard fee – this applies when providing a forecast of<br>SMP payable in advance of period of the leave starting   | £50.00   |
| Previous Year Adjustment submission<br><br>Either Earlier Year Update Submissions or<br>Further FPS Submissions<br><br>Any calculations required to determine the<br>revised Year To Date figures are subject to<br>an additional £50.00 fee, per month<br>recalculated, per employee.<br><br>Revised employee P60 is included in the £100.00<br>submission fee | £100.00 per employee   |
| API pension submission, inc. comms &<br>letters (Aviva, NEST, NOW, Smart & The<br>Peoples Pension)  | £30.00 (1 to 49 ee's),<br>£45.00 (50 to 99 ee's)<br>£60.00 (100+ ee's)   |
| Pension Feed or Compatible Report<br>provision for clients to use for their own<br>Pension Submission<br>Note: not all feed or compatible report variants can be<br>provided  | £30.00 per Feed or Compatible Report<br><br>additional charges will be applied if further<br>manipulation is required for "bespoke"<br>Pension Reports - POA |

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| Pension Submission performed on behalf of the client.<br>Various Pension Providers                    | £60.00 (1 to 49 ee's),<br>£90.00 (50 to 99 ee's)<br>£120.00 (100+ ee's)  |
| AE Pension 'notices'<br>Issued upon initial AE assessment and when an employee has been auto enrolled | £10.00 per notice  |
| CreativeAE pension submission performed on behalf of the client                                       | £20.00 per upload  |
| Ad-hoc 'non bespoke' reports/data extracts<br>e.g. employee salary reports, address lists             | £30.00 per report  |
| Bespoke Report Requests   | POA<br>Consultancy Rate for build  |
| Accounting Journals/Nominal Exports   | POA<br>Consultancy Rate for build  |
| PBIK – Vehicles   | £20.00 per car amendment (start, changes and lost)   |
| PBIK – Data for clients P11d(b) calculation   | £30.00 annual report (treat as ad-hoc report)  |
| Handover (Out) reports  | Our standard 'migration out' macro is free.<br><br>Any request over and above this is charged at £30.00 per report.<br><br>IPP MCP/SQL data file provision is charged at £250.00 |
| Closing a PAYE scheme   | £30.00   |
| NIL EPS   | £20.00   |