

Service Level Agreement – Payroll Bureau

Juniper Payroll Bureau Service (“Service Provider”)

This Payroll Bureau Service Level Agreement (“Payroll SLA”) is supplemental to Juniper Education Services Limited’s Standard Service Level Agreement (“Standard SLA”) and applies solely to the Payroll Bureau Services.

In the event of any conflict or inconsistency between this Payroll SLA and the Standard SLA, the terms of the Standard SLA shall prevail.

This Payroll SLA operates only for the duration of an active and unsuspended Contract and does not create any rights, remedies or obligations beyond those set out in the Contract and the Standard SLA. This Payroll automatically ceases on termination or suspension.

1. INTRODUCTION

This Service Level Agreement (SLA) defines the service levels, roles, and responsibilities for payroll processing services provided by Juniper Payroll Bureau. It ensures that payroll services are delivered efficiently, accurately, and in compliance with applicable laws and regulations.

Juniper Education provides a dedicated Service Desk to assist customers, resolve issues and manage suspected software defects across our products and services.

This Service Level Agreement (SLA) outlines the standards of service that customers can expect when engaging with Juniper Education’s support teams. It also provides guidance on how to effectively collaborate with us to achieve successful case resolution.

Key Highlights

- Customers can raise support cases 24/7 through the Juniper Service desk- Zendesk portal.
- Operating hours are Monday–Friday, 09:00–17:00 (UK time), excluding public holidays.
- Urgent business-critical issues should be raised using your current method.
- This SLA applies Juniper Payroll Bureau service unless otherwise specified in a separate contractual agreement.

2. SCOPE OF SERVICES

- The Service Provider shall provide the following services to the Customer:
- Payroll processing for all Customer employees, including gross-to-net calculations.
- Administration of statutory deductions (e.g., PAYE, National Insurance, pension contributions).
- Submission of Real Time Information (RTI) to HMRC.
- Production and delivery of payslips (electronic or printed).
- Year-end processing (P60s, P11Ds, etc.).
- Handling of payroll-related queries.
- Optional services (if applicable):
 - Pension auto-enrolment administration
 - BACS payment processing
 - Expense reimbursement management
- Incident handling
 - Requests for support and guidance
 - Investigation of suspected software defects
 - Provision of workarounds and resolutions
- Access to documentation, product information and updates
- Communication via the Juniper Portal

Not covered (see Section 12):

- Consultancy or configuration services
- Training
- Custom development
- Data corrections resulting from user error
- Out-of-hours support (unless contractually agreed)

3. SERVICE HOURS & RESPONSE TIMES

Regular Payroll Processing: [e.g., Monthly/Weekly/Fortnightly as agreed]

Operating Hours: Monday–Friday, 09:00–17:00 UK time (excluding UK public holidays).

Response Time Targets

- **Critical Issues:** Same business day acknowledgement, completed by raising and ticket and a phone call to the key contact
- **Other Issues:** 48 Hours via ticket raise a ticket

These times refer to **initial response** - not resolution.

Auto response from logging a ticket and wording.

The Customer can select the priority of the ticket when raising the ticket.

An automated response is received from the team detailing the reference number with a link to the ticket itself should additional comments wish to be added.

All response times are “target” times, not guaranteed and are subject to service hours, customer input and third-party dependencies.

4. PERFORMANCE TARGETS

Service Metric	Service Target	Service Measurement
Payroll Accuracy	≥ 99%	Error rate per pay run
Payroll timeliness	100% processed within agreed deadlines	Time stamp of payroll submission
Query response time	Within 2 business days	Ticket system data
RTI submission	100% submitted on or before pay date	HMRC confirmation

Payroll accuracy and timely delivery are recognised as critical service standards for Payroll Bureau Services. Juniper will use all reasonable efforts to meet these standards; however, achievement remains subject to timely and accurate customer input and factors outside Juniper’s reasonable control, as set out in this SLA and the Standard SLA.

5. RESPONSIBILITIES

Juniper Education Payroll Bureau Service adheres to:

- UK GDPR & Data Protection Act 2018
- Internal security policies in order to retain and back up payroll data securely.
- Role-based access controls
- Secure communication methods
- Notify the Customer promptly of any issues affecting payroll delivery.
- Keep payroll software and compliance processes updated.
- Logging and audit trails for data-handling tasks

Customer adheres to:

- Provide complete and accurate payroll input data by the agreed deadline.
- Notify the Service Provider promptly of any changes in employee information.
- Review and approve payroll summaries before submission.
- Maintain secure access credentials for payroll systems.
- Ensure sufficient funds are available for payroll and related payments.

Both parties shall comply with applicable data protection legislation.

The Service Provider shall implement appropriate technical and organizational measures to safeguard personal data against unauthorized or unlawful processing, accidental loss, destruction, or damage.

6. DATA INPUT RESPONSIBILITIES

Action	Juniper	Customer
To-dos & errors	.	✓
creating department	✓	.
Create Job	.	✓
Create Person	.	✓
Add Personal details (new starter)	.	✓
Check employment details (new starter)	.	✓
Attach employee to the payroll	✓	.
Tax details	✓	.
National Insurance details	✓	✓
Student or postgraduate loan	✓	.
Court order	✓	.
Pension auto enrolment	✓	.
Pension opt in	✓	.
Pension opt out without refund	✓	.
Pension opt out with refund	✓	.
Pension – additional pension schemes	✓	.
Add additional role to an employee	.	✓
End a single role for an employee with multiple roles	.	✓
Transfer employee into a new role	.	✓
Change to fixed term contract	.	✓
Change of hours and basis	.	✓
Change of salary details	.	✓
Change of scheme and benefits	.	✓
Change of personal details	.	✓
Leaver	.	✓
Leaver – death in service	✓	.
Leaver - historical leaver not found	.	✓
Remove a person completely from the system	✓	.
Delete last job	✓	.
Close job – make inactive	.	✓
Move job to a new department	✓	.
Delete job from organisation chart	✓	.
Maternity adoption and Paternity leave *first 6 months of go live	✓	.
Family Leave	✓	.
Maternity Leave - End or Employee no longer returning	✓	.
Absence with a confirmed end date	.	✓
Absence with an open-end date	.	✓
Temporary claims	✓	.
Payment after leaving the organisation	✓	.
Setting user access rights for non self service employee	✓	.
Setting user access rights for self service customers	✓	.
Setting user access rights for Customer administrator	✓	.
Setting user access rights for Juniper administrator	✓	.
Assume an identity	✓	.
Add payslip item & bank account	✓	.
Employment allowance	✓	.
Viewing log of HMRC downloads	✓	.
FPS reconciliation	✓	.
Stop calculation	✓	.
Net pay BACS files	✓	.
Third Party BACS	✓	.
EPS	✓	.
Payroll Closedown	✓	.

7. ISSUE MANAGEMENT

Priority Level	Description	Target Response Time	Target Resolution Time
Critical	Payroll cannot be processed or paid	2 hours	8 hours
High	Incorrect payment to multiple employees	4 hours	1 business day
Medium	Issue affecting individual employees	1 business day	3 business days
Low	Minor system queries or requests	2 business days	5 business days

8. SERVICE PORTAL

Juniper Education provides a 24/7 online service portal known:

- **Case Management** - Submit and track issues.
- **Defect Database** - View known defects, timelines and workarounds.
- **Knowledge Hub** - Access articles, FAQs and solutions.
- **Product Documentation** - Download guides, release notes and schedules.
- **Latest News** - Stay updated on product enhancements and announcements.
- **Software Updates** - Access releases, patches and hotfixes.

9. WORKING WITH SERVICE DESK

9.1 Raising Cases

Nominated customer users may log suspected defects or support requests via the Service Portal. When reporting an issue, customers should provide either:

- A document containing annotated full (uncropped) screenshots, or
- A video walkthrough with audio commentary.

Customers should also communicate any relevant deadlines when creating the case.

High-impact cases can be escalated by calling the Service Desk after logging the issue online.

9.2 Minimum Required Information

Every submitted case must include:

- Clear description of the suspected defect or issue.
- Annotated images or video demonstrating the scenario.
- Step-by-step reproduction instructions.
- Expected outcome.
- Actual outcome.
- Business impact and urgency.

9.3 Expected Outcomes

Following investigation, one of the following outcomes will be provided:

- Resolution through advice/guidance.
- Resolution through a known fix.
- Identification and confirmation of a software defect.

Once a defect is confirmed, Juniper links the case to a defect record and the Defect SLA begins.

10. SUPPORT PROCESS

Once a complete case is received:

- The Service Desk aims to acknowledge the case within operating hours.
 - The Service desk automatically responds with a case reference and will review within 2 business days
- Urgent, high-impact cases are prioritised.
- Status updates are provided via Service Portal.
- Screen-sharing (Teams) may be used.
- Cases may be escalated to the appropriate person for resolution.

If the issue stems from:

Defect

A workaround will be provided where possible while a fix is developed

Data Issue

- If system-generated: Juniper will review the ability to address the fix via MHR?
- If user-generated: Advice will be provided; consultancy may be offered if needed.

Configuration Issue

A high-level diagnosis will be provided, along with documentation (Knowledge Articles, User Guides). Consultancy services may be offered if changes are required.

10.1. Remote Support

Juniper Education uses Microsoft Teams for remote support.

- All sessions are customer-initiated.
- Juniper cannot access systems without explicit customer permission.

10.2. Escalation Management

If a case requires additional attention:

- Internal escalation process of Payroll/Pension Manager, then Director.
- For business-critical issues, escalate via the Portal AND call the Service Desk.
- The immediate priority will be to provide a workaround to stabilise operations.

These escalation routes are operational only and do not replace Juniper's formal complaints and dispute resolution procedures.

11. DEFECT MANAGEMENT

Juniper follows industry-standard defect lifecycle processes:

- Case confirmed → Defect record created.
- Customer informed.
- Case raised and tracked via record ID.
- Fix scheduled according to category.
- Workarounds provided when possible.
- Customer to remain updated via automated response.

11.1. Customer Responsibilities

Customers must:

- Provide accurate and complete information when raising cases.
- Ensure users are trained in system operation.
- Provide access, data and resources required for investigation.
- Report issues promptly and avoid unnecessary delays.
- Follow best-practice guidance for case logging.

11.2. Juniper Education Responsibilities

Juniper will:

- Provide timely, efficient support during service hours.
- Communicate clearly and transparently throughout investigations.
- Prioritise cases by business impact.
- Provide workarounds where available.
- Maintain the Service Portal knowledge base.
- Manage defects according to defined categories and SLAs.
- Ensure all staff handle customer data securely.

12. EXCLUSIONS

This SLA does **not** cover:

- Out-of-hours support (unless agreed separately)
- Data fixes resulting from user error*
- Custom code, third-party integrations or customer-owned infrastructure failures
- Issues arising from unsupported versions or environments
- Performance issues caused by customer network constraints

**Data fixes required due to User error are excluded from the SLA and any such fixes requiring Juniper support will be charged at Juniper's standard rates*

Failure to meet SLA targets does not give rise to refunds, service credits, compensation or termination rights.

13. SERVICE REPORTING & REVIEWS

Juniper may provide as part of a premium or enhanced support package:

- Monthly or quarterly service metrics
- Case trends and analysis
- Defect summaries
- Customer satisfaction results
- Formal service review meetings

14. SLA GOVERNANCE & AMENDMENTS

This SLA may be updated periodically to reflect service improvements, product changes, or contractual adjustments. Customers will be notified through account communications.