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VIRTUAL

OneSource Virtual

Administrative Services Guide

Updated on: June 2025

(1.1) Purpose

This document explains the tasks associated with each Business Process as a Service (BPaaS) solution provided by OneSource Virtual.

This document will first detail the different Services offered by OneSource Virtual and then the responsibilities of OSV and the Customer as they relate to each solution.

OSV may utilize technologies it has licensed, purchased, or developed, or may license, purchase, or develop in the future, including but not limited to robotic process automation bots, task bots, and intelligent bots (collectively "OSV Automation Tools") in delivering or facilitating the delivery of Services to the Customer. Specifically, the utilization of robotic process automation bots that are created with software tools to enable the performance of similar tasks in a controlled and repeatable environment, task bots that are utilized to automate rule-based, repetitive tasks to improve productivity and reduce errors, and the utilization of intelligent bots that use machine learning technologies to help with extraction of data from documents and other data sources to provide greater accuracy and reduce errors due to manual handling. If necessary for OSV to utilize or implement the OSV Automation Tools in delivering Services to the Customer, the Customer will provide OSV with all required consents and security access necessary for OSV to access the Workday Solution on the Customer's behalf for OSV to utilize or implement the OSV Automation Tools in providing Services. Note that OSV Automation Tools are required for payroll, payroll tax, and garnishment Services, and the Customer must provide OSV with the necessary access.

OSV provides its BPaaS Services by utilizing Customer data input by OSV Customers into their Workday Solution tenant. A Customer's Workday Solution tenant is the system of record. OSV's Services are based on Customer data input by the Customer in its Workday tenant. OSV uses automated processes to process the data within the Customer's Workday tenant to provide the OSV Services.

[1.1.1] OSV Services are detailed below:

(1.1.1.1) Payroll Services

Item #	Service	Billing metric	Billing frequency	Description
PY101 **PY101CA** **PY101UK**	Payroll Administration Services - Premium	Per Payment	Monthly	Settle payroll, maintain and create payroll earnings and deduction configuration, and answer payroll processing questions. Includes PY302. **NOTE**: configuration activities associated with any deployment (initial or additional phases), including warranty work are not included. This is not intended to augment deployment gaps.
PY501 **PY501CA** **PY501UK**	Payroll Administration Services - Standard	Per Payment	Monthly	Settle payroll and answer payroll processing questions. Includes PY302.
PY102 **PY102CA** **PY102UK** (**NOTE**: Effective January 1, 2024, UK Court Order Deduction Service is no longer an eligible Service for renewal. It is bundled with PY107UK, PY407UK, and PY507UK)	Garnishment Administration Services (US/CA) and Court Order Deduction Services (UK)	Per Garnishment Payment (US/CA) or Transaction (UK)	Monthly	Review and determine the garnishment order requirements, and enter withholding orders, including pay agencies, complete answer letters, and notify employees and agencies as required. (US/CA) Process employee court orders upon receipt from the Customer and make payment to proper agencies. (UK)

Item #	Service	Billing metric	Billing frequency	Description
PY103 **PY103CA**	W-2 Printing (US) T4 Printing (CA)	Per W-2 (US) or T4 (CA)	Annually	Provide one-time annual printing and distribution Services for employees paid within Workday. Distribute via OSV's third-party shippers to employee Workday mailing addresses or to one company location. Distribution mailing fees are passed through to the Customer.
PY105CA	ROE Processing	Per ROE	Monthly	Extract and file ROEs to appropriate authorities as employees incur an interruption of earnings (such as maternity, adoption, parental, termination, illness, injury, etc.).
PY107 **PY107CA** **PY107UK**	Managed Payroll Services - Standard	Per Payment (US/CA) or Payslip (UK)	Monthly	Process payroll: load/balance input files, audit, calculate payroll, maintain and create payroll earnings and deduction configuration. Includes PY101 Services. **NOTE**: configuration activities associated with any deployment (initial or additional phases), including warranty work are not included. This is not intended to augment deployment gaps. For contracts signed after January 1, 2024, PY107UK included Court Order Deduction Service.

Item #	Service	Billing metric	Billing frequency	Description
PY407 **PY407CA** **PY407UK**	Managed Payroll Services - Premium	Per Payment (US/CA) or Payslip (UK)	Monthly	Calculate exception payments, load/balance non-Workday time or troubleshoot Workday time entry issues, perform unique audits, reconcile between Workday liabilities and OSV Treasury App, employee service center for payroll-related inquiries. Includes PY107 Services.
PY507 **PY507CA** **PY507UK**	Managed Payroll Services – Premium without Employee Call Center	Per Payment (US/CA) or Payslip (UK)	Monthly	Includes all PY407 Services except Employee Call Center, which the Customer will retain.
PY108 **PY108CA**	Garnishment Fulfillment (US/CA)	Per Garnishment Payment	Monthly	Pay proper agencies amount due from wage garnishments. (US/CA)
PY116	1095-C Form Print/Mail	Per 1095-C	Annually	Print Workday 1095-C form and distribute via OSV's third-party shippers to employee Workday mailing addresses or to one company location. Distribution mailing fees are passed through to the Customer.
PY117UK	P60 Print Services	Per P60	Annually	P60 is part of employee self-service within Workday. OSV also provides an annual P60 print and distribute service for employees paid using Workday payroll.
PY118UK	P11D Production Services	Per P11D	Annually	Provide annual P11D and P11D(b) Services for employees paid using Workday payroll.

Item #	Service	Billing metric	Billing frequency	Description
PY103UK	P11Db Submission Services	Per P11D HMRC Submission	Annually	Provide annual P11D(b) HMRC-only submission Services for employees paid using Workday payroll.
PY205 **PY205CA** **PY205UK**	Expense – Settlement Services (US/CA) or Expense Claim Services (UK)	Per Payment (US/CA) or Transaction (UK)	Monthly	Settle and pay employee expense checks and direct deposits. Provide treasury management of expense funds. (US/CA). Settle and pay employee expense claim reimbursements through standard BACS process. (UK).
PY216CA	RL-1 Printing	Per RL-1	Annually	Provide annual RL-1 print and distribution Services for employees paid within Workday. Distribution mailing fees are passed through to the Customer.
PY301 **PY301CA**	Payroll Fulfillment Services	Per Payment	Monthly	Print checks on the Customer's bank account. All payments are drawn from the Customer's account, and the Customer is responsible for all treasury activities. Paycheck printing only; pay advice printing must have current service.
PY302 **PY302CA** **PY302UK**	OSV Net Pay – Direct Deposits OSV Net Pay – Disbursement (UK)	Per Payment	Monthly	Process and fund employee checks and direct deposits against OneSource Virtual's bank account. Provide treasury management of payroll funds, including exceptions and NOCs. Print Services are an additional add-on (see Services PY304 and PY305).

Item #	Service	Billing metric	Billing frequency	Description
PY304 **PY304CA**	Net Pay Printed Checks	Per printed form and per location	Monthly	Distribute employee checks to designated locations using OSV's third-party shippers. *Ref: Print Services section 1.10 (split wrap fees apply for multiple locations)*
PY305 **PY305CA**	Net Pay Printed Advices	Per printed form and per location	Monthly	Distribute employee direct deposit advices to designated locations using OSV's third-party shippers. *Ref: Print Services section 1.10 (split wrap fees apply for multiple locations)*
PY307UK	Third-Party Payments Services	Per Payment	Monthly	Provide payment to third-party agencies via BACS.
PY308 **PY308CA**	Expense Payment Services	Per Payment	Monthly	Create expense payments in tenant for positive pay and check files.
PY309 **PY309CA** **PY310** **PY310CA**	Expense Payment Service – Printed Checks Expense Payment Service – Printed Advices	Per Payment	Monthly	Print and distribute employee expense checks and/or direct deposit advices.
PY311 **PY311CA**	Payroll Process Support	Per Employee	Monthly	Answer questions from the designated Customer super-user resources regarding the Workday payroll process. Does not include Customer training.

Item #	Service	Billing metric	Billing frequency	Description
PY321	Garnishment Administration Call Center	Per Garnishment Payment	Monthly	Provide single point of contact Tier 1 service support for employees with garnished wages, to include ability to manage inbound inquiries via phone, email, and fax in English and Spanish.
PY322 **PY322CA**	Garnishment Processing Support	Per Request	One-Time	Answer questions from the designated Customer super-user resources regarding Workday Garnishment process.
PY401UK	P45 Print Services	Per P45	Monthly	Provide P45 print and distribute service for employee paid using Workday payroll.
PY859 **PY859CA** **PY859UK (or PY857UK)**	Payroll Form Reprint Services	Per Form Reprint	Monthly	Provide reprints for employees that do not have access to WD self-service (i.e. terminated employees). Can include W-2s, T4s, RL-1s, 1095-Cs, Pay Slips.

In addition to the items defined above, other Ancillary Items are invoiced separately based on usage. These Ancillary Items include:

Item #	Service	Description
PY857/ PY858	Payroll	Late Payroll Charge
PY201	Payroll	On Demand Payroll
PY202	Payroll	Direct Deposit Reversal
PY861	Payroll	ACH Return

Item #	Service	Description
PY865	Payroll	NOC - Notification of Change
PY863	Payroll	Stop Check Fee
PY860	Payroll	ACH Reject
PY867	Payroll	Wire Exception Handling
PY823/ PY824	Payroll	Fedwires
PY866	Payroll	Positive Pay Exception
PY830	Payroll	Treasury Exception Report
PY832	Payroll	Impound Drawdown Refusal Fee
PY833	Payroll	Impound ACH R29 Return
PY834	Payroll	Impound ACH Return - not R29
PY835	Payroll	ACH Trace Identification Numbers
PY306	Payroll	Print Services - Split Wrap
PY110	Payroll	Order Interpretation and Entry into Workday
PY109	Payroll	Interrogatories
PY112	Payroll	Answer Letters
PY113	Payroll	Scanning Attachment Into Employee Workday Record

(1.1.1.2) Tax Services

Item #	Service	Billing metric	Billing frequency	Description
TX201 TX201CA	Federal Business Number (Canada)	Per Tax Filing ID	Monthly	Prepare and deposit federal tax payments and returns based on required frequency.
TX202 TX202CA	State Province (Canada)	Per Tax Filing ID	Monthly	Prepare and deposit state tax payments and returns based on required frequency.
TX203	Local	Per Tax Filing ID	Monthly	Prepare and deposit local tax payments and returns based on required frequency.
TX204 TX204CA	Annual Tax Filing	Per Tax Filing ID	Annually	Prepare and file annual federal, state, and local filings.

In addition to the items defined above, other Ancillary Items are provided as part of certain Services, which are invoiced separately based on usage.

These Ancillary Items include:

Ancillary Item #	Service	Description
TX206	Tax	Applied for Jurisdictions
TX205/TX205CA	Tax	Amended Tax Returns
TX207CA	Tax	Amended T4 / RL Printing

NOTE: New jurisdiction setup associated with special projects, such as acquisitions or mergers, is not included in the standard service and will be billed as a part of the overall project.

(1.1.1.3) Workday Helpdesk

Item #	Service	Billing metric	Billing frequency	Description
HD101 **HD101CA**	Workday Helpdesk/Tier 1 Employee Self Service	PEPM all employees	Monthly	Provide employee Self Service Navigation, "How To" and access assistance within Workday platform.
HD101G	Workday Helpdesk Global/Tier 1 Employee Self Service	PEPM Global employees	Monthly	Provide employee Self Service Navigation, "How To" and access assistance within the Workday platform.

(1.1.1.4) Benefit & Employee Services

Item #	Service	Billing metric	Billing frequency	Description
BN101 **BN101CA**	Benefit Administration Services	Per Benefit Eligible Employee	Monthly	Manage event and eligibility in application, plus provide configuration support (includes Open Enrollment). Includes HD101 Services.
BN501	Benefit Administration with Picwell Decision Support	Per Benefit Eligible Employee	Monthly	Includes all BN101 support plus Picwell Decision Support tool.
BN102 **BN102CA**	Benefits Reconciliation **NOTE:** Benefits Reconciliation service requires purchase of Benefit Administration	Per Benefit Eligible Employee	Monthly	Reconcile invoices for the Customers and take corrective action with carrier where necessary. Customer is responsible for payment to carrier.

Item #	Service	Billing metric	Billing frequency	Description
OS116	ACA State Filing	# of filings	Annually	The ACA state filing service powered by TRUSAIC provides compliance with the Affordable Care Act's (ACA) state-level reporting requirements. This service helps accurately prepare and file necessary forms and documents with the state authorities, ensuring compliance with healthcare regulations specific to each state that Workday supports (including current & future states with reporting requirements).

(1.1.1.5) COBRA Services

Item #	Service	Billing metric	Billing frequency	Description
CB101	COBRA Administration	Per COBRA Eligible Employee	Monthly	Provide COBRA administration that includes but is not limited to: 24/7 web portal access, regulatory notices, payment/election handling and eligibility.
BN203	Direct Bill Administration **NOTE:** Direct Bill Administration service requires purchase of COBRA Administration service	Per Benefit Eligible Employee	Monthly	Manage retiree plan payments and premium collection for unpaid employees. The Customer is responsible for payment to the carrier. Carrier eligibility managed by OSV only when BN101 Services provided.
CB104	COBRA Open Enrollment (OE) Package	Per Active/Pending COBRA participant	Annually	Provide a COBRA OE service that includes customized mailing batches integrated with COBRA portal, proof of mailing, and real-time COBRA OE project status reports.

(1.1.1.6) Other Services

Item #	Service	Billing metric	Billing frequency	Description
OS101	Unemployment Claims Management (Powered by Equifax)	Activity-Based Fixed Fee	Monthly	Manage unemployment claims. Hearing representation billed separately.

Item #	Service	Billing metric	Billing frequency	Description
OS102 **OS102CA** **OS102UK**	Employment Verification Services - The Work Number (US) Verification Exchange (CA & UK)	N/A	N/A	The service delivered by Equifax offers a fast and secure way to provide proof of employment or income, streamlining the verification process, saving time, reducing administrative burdens for employers in the verification process while providing peace of mind to both employers and employees. E.g. Car Loan, Mortgage etc.
PY328	Direct Deposit Switching	N/A	N/A	Direct deposit switching provides a convenient way for employees to update their direct deposit information electronically, eliminating the need for paper forms or other physical paperwork.
GWA101	Global Workforce Administration	Per Employee	Monthly	Process HR administration within Workday. Perform data entry in Workday. Includes Helpdesk to support employee and manager inquiries.
GPA101	Global Payroll Administration	Per Employee	Monthly	Perform required processes on the Customer's side to support global payroll. Provide problem resolution for payroll questions from employees.

(1.1.1.7) PayAdvantage Bundle Services

The PayAdvantage Bundle features the following Services:

Item #	Service	Billing metric	Billing frequency	Description
TX201	Federal	Per Tax Filing ID	Monthly	Prepare and deposit federal tax payments and returns based on required frequency.
TX202	State	Per Tax Filing ID	Monthly	Prepare and deposit state tax payments and returns based on required frequency.
TX203	Local	Per Tax Filing ID	Monthly	Prepare and deposit local tax payments and returns based on required frequency.
TX204	Annual Tax Filing	Per Tax Filing ID	Annually	Prepare and file annual federal, state, and local filings.
PY302	OSV Net Pay – Direct Deposits (US)	Per Payment	Monthly	Process and fund employee checks and direct deposits against OneSource Virtual's bank account. Provide treasury management of payroll funds, including exceptions and NOCs. Print Services are an additional add-on (see Services PY304 and PY305)
PY304	Net Pay Printed Checks	Per printed form and per location	Monthly	Distribute employee checks to designated locations using OSV's third-party shippers. *Ref: Print Services section 1.10 (split wrap fees apply for multiple locations)*

Item #	Service	Billing metric	Billing frequency	Description
PY102	Garnishment Administration Services	Per Garnishment Payment	Monthly	Review and determine the garnishment order requirements, and enter withholding orders, including pay agencies, complete answer letters, and notify employees and agencies as required. (US)
OS102	Employment Verification Services - The Work Number (US)	N/A	N/A	The service delivered by Equifax offers a fast and secure way to provide proof of employment or income, streamlining the verification process, saving time, reducing administrative burdens for employers in the verification process while providing peace of mind to both employers and employees. E.g. Car Loan, Mortgage etc.
PY103	W-2 Printing (US)	Per W-2 (US)	Annually	Provide one-time annual printing and distribution Services for employees paid within Workday. Distribute via OSV's third-party shippers to employee Workday mailing addresses or to one company location. Distribution mailing fees are passed through to the Customer.
PY116	1095-C Form Print/ Mail	Per 1095-C	Annually	Print Workday 1095-C form and distribute via OSV's third-party shippers to employee Workday mailing address or to one company location. Distribution mailing fees are passed through to the Customer.

Item #	Service	Billing metric	Billing frequency	Description
OS116	ACA State Filing	Per Filing	Annually	The ACA state filing service powered by TRUSAIC provides compliance with the Affordable Care Act's (ACA) state-level reporting requirements. This service helps accurately prepare and file necessary forms and documents with the state authorities, ensuring compliance with healthcare regulations specific to each state that Workday supports (including current & future states with reporting requirements).
IT103	New Hire Reporting Integration	Per Request	One-Time	Build a New Hire Integration to track the place of employment of parents with unpaid Child Support, allowing State Agencies to issue Child Support Orders to collect the outstanding debt.
PY325	myFlexPay – Earned Wage Access	N/A	N/A	Provides an earned wage access application, which allows the employees access to a percentage of their earned wages at any point in the pay period.
PY326	myFlexPay – Payroll Card	N/A	N/A	Provides an additional electronic payment option, with all the benefits of a bank, at no fee. This service will also provide the employee with a mobile application to manage funds and will provide the employer with an online web portal to track analytics.

Item #	Service	Billing metric	Billing frequency	Description
OS101	Unemployment Claim Administration	Activity-Based Fixed Fee	Monthly	Manage unemployment claims. Hearing representation billed separately.

(1.1.1.8) Financial Wellbeing Features

The following financial wellbeing features are automatically included based on the table listed in [1.1.1.8.2]

[1.1.1.8.1] Financial Wellbeing Features Definitions

Feature	Definition
myFlexWallet	myFlexWallet is a comprehensive financial wellness app dedicated to providing employees with ultimate flexibility in managing their finances. It enables users to register, view, track, and transfer earned wages to their payroll card or bank account outside of traditional pay cycles, with an added SAVE feature that allows them to earn interest. Additionally, the app offers access to pay and time-related information, as well as an overview of consumer-directed healthcare features i.e., myFlexSpend accounts, Payroll Bill Pay, ensuring users have access to essential financial well-being tools.
myFlexPay - Earned Wage Access	myFlexPay – Earned Wage Access provides an earned wage access application, which allows the employees access to a percentage of their earned wages at any point in the pay period. The application also enables employees to track their wages and hours and explore free financial education content. This service also provides the Customer with an analytics web portal to track their workforce's adoption, usage behavior and retention information.
myFlexPay - Payroll Card	myFlexPay Payroll card - Provides an additional electronic payment option, with all the benefits of a bank, at no fee. This service will also provide the employee with a mobile application to manage funds and will provide the employer with an online web portal to track analytics.
Verification Services (The Work Number / Verification Exchange)	The service delivered by Equifax offers a fast and secure way to provide proof of employment or income, streamlining the verification process, saving time, reducing administrative burdens for employers in the verification process while providing peace of mind to both employers and employees. E.g. Car Loan, Mortgage etc.
Payroll Bill Pay	Payroll Bill Pay is a service that provides employees with easy access to credit at lower interest rates. Employees can authorize repayments through automatic deductions from their paychecks.
Direct Deposit Switching	Direct deposit switching provides a convenient way for employees to update their direct deposit information electronically, eliminating the need for paper forms or other physical paperwork.
W-2 Import	W-2 Import enables employees to automatically import their W-2 data into preferred tax filing software, saving time and minimizing errors during the tax filing process.

NOTE: To best serve the users, OSV and its partners will contact the Customer's employees directly for all financial well-being services.

[1.1.1.8.2] Financial Wellbeing Features Table

Feature (I - Included)

Country	Service		myFlexWallet	myFlexPay – Earned Wage Access	myFlexPay – Payroll Card	Verification Services (The Work Number / Verification Exchange)	Payroll Bill Pay	Direct Deposit Switching	W-2 Import
US	PY101	Payroll Administration Services - Premium - US	I	I	I	I	I	I	I
	PY103	W-2 Printing	I	I	I	I	I	I	I
	PY107	Managed Payroll Services - Standard - US	I	I	I	I	I	I	I
	PY116	1095-C Form Print/Mail	I	I	I	I	I	I	I
	PY205	Expense Settlement Services - US	I	I	I	I	I	I	I
	PY301	Payroll Fulfillment Services - US	I	I	I	I	I	I	I
	PY302	Net Pay - Direct Deposits - US	I	I	I	I	I	I	I
	PY304	Net Pay Printed Checks - US	I	I	I	I	I	I	I
	PY305	Net Pay Printed Advices - US	I	I	I	I	I	I	I

Country	Service		myFlexWallet	myFlexPay – Earned Wage Access	myFlexPay – Payroll Card	Verification Services (The Work Number / Verification Exchange)	Payroll Bill Pay	Direct Deposit Switching	W-2 Import
	PY308	Expense Payment Services - US	✓	✓	✓	✓	✓	✓	✓
	PY309	Expense Payment Services - Printed Checks - US	✓	✓	✓	✓	✓	✓	✓
	PY310	Expense Payment Service - Printed Advices - US	✓	✓	✓	✓	✓	✓	✓
	PY325	myFlexPay – Earned Wage Access	✓	✓		✓	✓	✓	✓
	PY407	Managed Payroll Services - Premium - US	✓	✓	✓	✓	✓	✓	✓
	PY501	Payroll Administration Services - Standard - US	✓	✓	✓	✓	✓	✓	✓
	PY507	Managed Payroll Services - Premium without Employee Call Center - US	✓	✓	✓	✓	✓	✓	✓
	TX201	Federal Tax Processing - US	✓	✓	✓	✓	✓	✓	✓
	TX202	State Tax Processing - US	✓	✓	✓	✓	✓	✓	✓

Country	Service		myFlexWallet	myFlexPay – Earned Wage Access	myFlexPay – Payroll Card	Verification Services (The Work Number / Verification Exchange)	Payroll Bill Pay	Direct Deposit Switching	W-2 Import
	TX203	Local Tax Processing - US	I	I	I	I	I	I	I
	TX204	Annual Tax Filing - US	I	I	I	I	I	I	I
	PY102	Garnishment Administration Services - US	I	I	I	I	I	I	I
	PY108	Garnishment Fulfillment - US	I	I	I	I	I	I	I
Canada	**PY101CA**	Payroll Administration Services - Premium - Canada		I		I			
	PY103CA	T-4 Printing		I		I			
	PY107CA	Managed Payroll Services - Standard - Canada		I		I			
	PY205CA	Expense Settlement Services - Canada		I		I			
	PY301CA	Payroll Fulfillment Services - Canada		I		I			

Country	Service		myFlexWallet	myFlexPay – Earned Wage Access	myFlexPay – Payroll Card	Verification Services (The Work Number / Verification Exchange)	Payroll Bill Pay	Direct Deposit Switching	W-2 Import
	PY302CA	Net Pay - Direct Deposits - Canada		I		I			
	PY304CA	Net Pay Printed Checks - Canada		I		I			
	PY308CA	Expense Payment Services - Canada		I		I			
	PY309CA	Expense Payment Services - Printed Checks - Canada		I		I			
	PY310CA	Expense Payment Service - Printed Advices - Canada		I		I			
	PY407CA	Managed Payroll Services - Premium - Canada		I		I			
	PY501CA	Payroll Administration Services - Standard - Canada		I		I			
	PY507CA	Managed Payroll Services - Premium without Employee Call Center - Canada		I		I			

Country	Service		myFlexWallet	myFlexPay – Earned Wage Access	myFlexPay – Payroll Card	Verification Services (The Work Number / Verification Exchange)	Payroll Bill Pay	Direct Deposit Switching	W-2 Import
	TX201CA	Federal Tax Processing - Canada		I		I			
	TX202CA	Province Tax Processing - Canada		I		I			
	TX204CA	Annual Tax Filing - Canada		I		I			
	PY102CA	Garnishment Administration Services- Canada		I		I			
	PY108CA	Garnishment Fulfillment - Canada		I		I			
UK	PY101UK	Payroll Administration Services - Premium - UK				I			
	PY107UK	Managed Payroll Services - Standard - UK				I			
	PY302UK	Net Pay - Disbursement - UK				I			

Country	Service		myFlexWallet	myFlexPay – Earned Wage Access	myFlexPay – Payroll Card	Verification Services (The Work Number / Verification Exchange)	Payroll Bill Pay	Direct Deposit Switching	W-2 Import
	PY407UK	Managed Payroll Services - Premium - UK				I			
	PY501UK	Payroll Administration Services - Standard - UK				I			
	PY507UK	Managed Payroll Services - Premium without Employee Call Center - UK				I			

(1.1.1.9) Finance and Accounting Services:

Item #	Service	Billing metric	Billing frequency	Description
AP101	AP Fulfillment Services	Per transaction plus applicable postage	Monthly	Check printing service on the Customer's bank account.
AP120	Invoice Pay + Supplier Management	Per transaction	Monthly	Includes distribution of the Customer payments (SUA, ACH, Check), recruitment campaigns, and rebates based on SUA spend.
AP130	Managed AP – Invoice Processing (with detailed line items)	Per transaction	Monthly	Includes enhanced invoice imaging, logical assignment of Work tags, and invoice coding.
AP201	AP Imaging	Per transaction	Monthly	Includes the basic invoice imaging service (default Work tag assignment only).
AP210	1099 Distribution	Per transaction	Annually	Provide annual 1099 printing and distribution Services for suppliers paid within Workday.
AP211	1099 Enhanced	Per transaction	Annually	Provide annual 1099 printing and distribution Services for suppliers paid within Workday. One-time B Notice cleanup project with ongoing B Notice Support.
AP220	1096 Filing	Per transaction	Annually	Prepare and electronically file federal and state 1096s on an annual basis.
AP400	AP Service Center	Flat fee	Monthly	Service Center support for invoice, supplier, and payment inquiries.
AR101	Fulfillment – Invoice Printing	Per transaction plus applicable postage	Monthly	Customer invoice printing from a delivered file.

(1.2) Exception Processing

"Exception Processing" is any process performed by OSV that falls outside the mutually agreed-to processing calendar or timelines within this ASG or any timelines not previously agreed to for any service. Such items may include but are not limited to late completions, processing where funding requirements are not met, late history approvals, volume constraints not met as specified in this document, emergency invoice processing, and off-cycle check runs. In this situation, OSV will diligently endeavor to perform all necessary processes to meet the Customer's "Exception Processing" need. However, the results of Exception Processing are not guaranteed by OSV since they fall outside of standard processing and/or funding requirements and, of their nature, require manual interventions by OSV.

Configuration changes or requests for service outside of the items described in this document will be billed to the Customer at the standard and prevailing hourly rate.

(1.3) Cancel Payroll Functionality

OSV understands that the "Cancel Payroll" process is part of delivered Workday functionality. OSV has automated processes that begin when a payroll is completed, including collecting funds and payments to tax and garnishing agencies. When a payroll is canceled, the payroll is deleted and reprocessed while the original payroll continues through the automated process. When the revised payroll is completed, it will go through the automation as a separate payroll, and the same funding automation will occur, raising the potential for incremental or duplicative impounds and payments to tax and garnishing agencies. Recovery (or refund) of incremental or duplicative funds generally will be returned from the taxing agency upon completion of the quarter-end filing. If you need to use this functionality, please contact your OSV Payroll Specialist(s) to determine the best course of action and potential impact(s) before performing the task.

(1.4) Payroll Services

OSV provides different payroll Services based on the payroll module used and the country where employee pay is processed — the US, Canada, and the UK. For all other countries, OSV offers a single payroll service that leverages a third-party payroll engine.

Available Payroll Service Models

Payroll Engine	Workday							Third party
Countries	United States, Canada							All Countries
			United Kingdom					
Service Model	Payroll Fulfillment	Payroll Processing Support (PY311)	Payroll Net Pay	Payroll Administration - Standard	Payroll Administration - Premium	Managed Payroll - Standard	Managed Payroll – Premium	Global Payroll Administration
Service Code	PY301 PY301CA	PY311 PY311CA	PY302 PY302CA PY302UK	PY501 PY501CA PY501UK	PY101 PY101CA PY101UK	PY107 PY107CA PY107UK	PY407/507 PY407CA/507CA PY407UK/507UK	GPA101

NOTE: The service code is a component of the service model and country where the service is available. This applies only to Services delivered using the Workday payroll engine. For Global Payroll Administration, no separate country code is assigned to each country.

The following is a high-level summary of OSV Payroll Services:

Payroll Fulfillment Services (PY301) (US and CA Only) By approval only

- Prepare and distribute payroll checks on the Customer's account (distribution of direct deposit advices is an add-on).

- Postage costs are passed through on the monthly invoice.

- The Customer funds payroll; OSV neither impounds funds for net pay nor handles Treasury exceptions.

Payroll Processing Support (PY311) (US AND CA ONLY)

- Answer questions from the designated Customer super-user resources regarding the Workday payroll process.

Payroll Net Pay (PY302)

- US:

    - Employee access to the following OSV financial well-being features,

        o myFlexWallet:

            ▪ Earned Wage Access

            ▪ Payroll Card

            ▪ Payroll Bill Pay

            ▪ **NOTE:** To best serve the users, OSV and its partners will contact the Customer's employees directly for all financial well-being services.

        o **The Work Number**: Verification of Income, Verification of Employment

        o Direct Deposit Switching

- US and CA:

    - Net Pay is a treasury service only

    - Process and fund employee checks and direct deposits against OneSource Virtual's bank account.

    - Absorb ACH banking fees for direct deposits and ACH drawdowns (does not include deposit reversal, stop payment, or wiring fees).

    - Track uncashed checks for escheatment purposes (Customer is responsible for escheatment).

    - The Customer funds payroll.

    - Provide treasury management of payroll funds, including exceptions and NOCs.

    - Employment Verification Services:

        o **The Work Number**: Verification of Income, Verification of Employment

        o **Verification Exchange (CA)**: Verification of Income, Verification of Employment

    - **NOTE**: Print and distribution of payroll checks and payroll direct deposit advices is an add-on (requires PY304 & PY305).

- UK: Net Pay - Disbursement

    - Processes Employee and HMRC BACS payments.

    - Employment Verification Services - **Verification Exchange (UK)**: Verification of Income, Verification of Employment.

Payroll Administrative Services Standard (PY501)

Payroll Net Pay Services plus:

- Perform the Workday settlement process.

- Answer questions from the designated Customer super-user resources regarding the Workday payroll process.

Payroll Administration Services Premium (PY101)

Payroll Administration Services Standard plus:

- Configure new payroll earning codes and deduction codes.

- Troubleshoot existing earning codes and deduction codes.

- Please note that during the initial 90-day service period, Workday configuration changes and troubleshooting are outside the scope of Services.

Managed Payroll Services Standard (PY107)

Payroll Administrative Services Premium plus:

- Perform Workday payroll administration activities as defined in the OSV Managed Payroll Operating Procedure.

- Run pay calculations; prepare, load, and balance payroll input files (EIB); complete payroll.

- Run standard Workday payroll audits and reviews based on established parameters.

- Manage year-end activities, including W-2 mapping (US), T4 mapping (CAN), and start-of-year activities (UK).

- Manage the semi-annual Workday update payroll testing and settlement process related to the outsourced payroll activities.

- UK Only: Processing of Court Orders.

Managed Payroll Services Premium (PY407)

Managed Payroll Services Standard plus:

- Calculate exception pay (up to two exception types; non-inclusive in the payroll processing section).

- Time: troubleshoot Workday time entry issues or load and balance non-Workday time.

- Run Customer-specific payroll audits and reviews based on established parameters (up to five additional audits).

- Reconcile Workday payroll, tax, and garnishment liabilities against the OSV Treasury App for the US and Canada.

- Provide employee tier one and tier two support for payroll inquiries.

Managed Payroll Services Premium, without call center (PY507) |
Managed Payroll Services Premium minus:

- Employee call center support for tier one and tier two inquiries – Customer retains.

Global Payroll Services (GPA101)

- Perform end-to-end payroll process.

- Load time, run pay calculations, prepare, load, and balance payroll input files (EIB), complete and settle payroll, and prepare and distribute payroll checks and direct deposits using OSV accounts.

- Run payroll audits and reviews based on established parameters.

- Manage integrations between third-party payroll solution and Workday master data.

- Answer questions from the designated Customer super-user resources regarding payroll, set up new earning and deduction codes, and manage the Workday update process.

- Absorb ACH banking fees for direct deposits and ACH drawdowns (does not include deposit reversal, stop payment, or wiring fees).

- Track un-cashed checks for Customer escheatment purposes.

(1.4.1) The Customer and OSV responsibilities for Payroll Processing are listed below.

[1.4.1.1] Employee Payroll Services

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Basic (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Develop and provide materials on payroll programs and policies -- both global and country specific -- to facilitate OSV management and resolution of queries (based on country scope).	●									
Provide knowledge-based tool to post Customer-approved materials necessary for OSV to perform Services.								●	●	
Develop Workday security and access protocols.									●	Includes any third-party (i.e., Cloud Pay) supporting payroll solution.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Basic (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Approve Workday security and access protocols.	•									
Develop escalation and business process procedures to handle cases.								•	•	
Designate points of contact to resolve and approve cases, where required.	•									
Provide Tier 1 help desk support for employees and managers via toll-free phone, email, and/or case management solution.								•	•	Not included for PY507; PY507 indicates the Customer has chosen to retain Tier 1 employee support.
Provide Tier 2 support for the designated Customer administrative points of contact.								•		Not included for PY507; PY507 indicates the Customer has chosen to retain tier 2 employee support.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Basic (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Document all calls and/or emails as a case in the case management solution.								•	•	
Provide Tier 1 support in languages and time zones as defined by the contractual requirements.								•	•	Not included for PY507; PY507 indicates the Customer has chosen to retain Tier 1 employee support.
Resolve Tier 1 inquiries.								•	•	Not included for PY507; PY507 indicates the Customer has chosen to retain Tier 1 employee support.
Access Knowledge Base and other tools/ technologies to respond to inquiries; provide supporting documentation to caller if appropriate.								•	•	

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Basic (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Triage Tier 1 inquiries with Tier 2 and/or Tier 3 as necessary to resolve.								●	●	Not included for PY507; PY507 indicates the Customer has chosen to retain Tier 1 employee Tier 2 and/or Tier 3 may be a third-party provider.
Record selected Customer calls to monitor quality of interactions.								●	●	
Authorize selected users to review and monitor live employee/ manager calls for purposes of quality assessment.	●									
Send automatic Customer effort surveys for resolved cases.								●	●	

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Basic (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Access to the employee financial well-being features, including the myFlexWallet		●	●		●	●	●	●		Earned Wage Access, Payroll Card, Payroll Bill Pay, Direct Deposit Switching
myFlexWallet mobile application access and maintenance		●	●		●	●	●	●		The myFlexWallet App is available for download via Apple's App Store and Google Play.
Fund Earned Wage Access transfer amounts		●	●		●	●	●	●		Instant and Next day transfers funded by Wagestream
Manage Earned Wage Access "true up" on pay day		●	●		●	●	●	●		Wages accessed prior to pay day will be reduced from the employees next paycheck and reimbursed to Wagesteam

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Basic (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Provide Earned Wage Access Support to employees		●	●		●	●	●	●		
Provide Digital Wallet Support to employees		●	●		●	●	●	●		
Reach out to employees directly to facilitate engagement and foster understanding of the financial well-being feature suite		●	●		●	●	●	●		
Payroll Card online portal included		●	●		●	●	●	●		Maintained by Fiserv Money Network
If banking on OSV's account, payroll funds will be loaded to the Payroll Card on pay day		●	●		●	●	●	●		
Maintain employee interface file to Equifax.		●	●		●	●	●	●		Applies to The Work Number (US) / Verification Exchange (CA/UK)

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Basic (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Provide employees access to The Work Number/ Verification Exchange	●									
Validate verification request is permissible.		●	●		●	●	●	●		
Respond to verifier.		●	●		●	●	●	●		
Maintain audit trail for all verifications: Who received each verification and what data was provided.		●	●		●	●	●	●		Applies to The Work Number (US) / Verification Exchange (CA/UK)

(1.4.1.2) Time System

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Enter and finalize time.	●									
Non-Workday Time - Provide time data in a format ready to import into Workday.	●									
Non-Workday Time - Import and balance time; provide error reports.								●		Assumes one time-keeping system and up to five time loads.
Confirm time data file integrity.	●									
Manage the time process for employee time entry and manager approval.	●									
Review and approve all hours.	●									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
If Workday Time - Troubleshoot issues related to time entry.								●		May be billable based on complexity. Does not include individual employee or manager time functions.

(1.4.1.3) On-Cycle Payroll

OSV and the Customer must adhere to processing times as indicated in the Managed Payroll Processing Workbook.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Provide Workday payroll processing support to named administrative users.				●	●	●	●	●		
Provide data to be uploaded using OSV supplied template.	●									Pay input must be received two days prior to the completion of payroll, as documented and agreed by both parties in the Managed Payroll Workbook. Each EIB received after the cutoff will be billed as Ancillary Items. Refer to **Appendix A** for more details

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Provide standard calculation rules, per exception pay element.	•									
Calculate exception pay based on provided standard rules & calculations.								•		OSV cannot interpret policy. Volume Assumption: Up to two exception pay elements. Excludes FLSA and Prevailing Wages calculations.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Upload master data, payroll data, absence data, additional data (loans, new starter declarations, leavers, severance payments and calculations, P&D data), and local payroll information data to third-party system.									●	Via template and/or third - party tool.
Manage third-party integrations (inbound & outbound) for payroll, benefits and pension data and issue resolution.	●									OSV does not manage Customer third parties related to benefits and pension except where contractually agreed to.
Confirm data uploaded to third party.									●	Via third-party tool.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Pay Input data - create, troubleshoot, and balance EIBs.							•	•	•	Completed by third party for global payroll, with OSV assistance as needed.
Load payroll input and off-cycle EIBs and audit.							•	•	•	Completed by third party for global payroll admin.
Confirm all payroll changes are complete before payroll calculation.							•	•	•	Completed by third party for global payroll admin.
Perform standard Workday delivered audits.							•	•	•	
Perform Customer unique pre-calc audits.								•		Volume assumption: Up to five reports; no more than eight hours of effort.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Perform individual employee-level research based on the OSV audit results.	●									
Calculate payroll.							●	●	●	Completed by third party for global payroll admin.
Perform final audit, which is a reasonability audit based on the last "like" payroll.							●	●	●	Third party runs reports and audits for global payroll.
Perform individual employee-level research based on the OSV reasonableness audit.	●									
Submit final payroll input based on audit results.	●									
Process final input and adjustments.							●	●	●	

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Approve payroll.	●									
Complete payroll.							●	●	●	Settlement case must be opened no later than 2:00 p.m. CST – three (3) business days prior to check date if funding via ACH debit or two (2) days prior to check date by 12:00 p.m. CST if funding via reverse wire. 13:00 GMT for UK. Late payroll fees will apply outside of this deadline.
Settle payroll.					●	●	●	●		To avoid a late processing fee, OSV must be notified of settlement by the times indicated above.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Print on-cycle checks and distribute no later than one business day after settlement.		●	●		●	●	●	●		For PY302 Customers, Service PY304 is needed. Direct deposit advice printing requires PY305. See Service-specific UK-Only Requirements below.
Print on-cycle direct deposit advices and distribute no later than two business days after settlement.		●	●		●	●	●	●		For PY301 & PY302 Customers, Service PY305 is needed.
Provide Payroll Net Pay funding via OSVAtmos-phere technology.			●		●	●	●	●		See Service-specific UK-Only Requirements below.
Perform post-payroll audit and close payroll process cycle.	●								●	

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Run Negative Wage and W-2 error reports after every on-cycle payroll.							●	●		See Service-specific UK-Only Requirements below. Ownership of corrections is dependent on source of error.
Balance/reconcile Workday payroll, garnishment, and tax liability against funding in OSVAtmosphere.								●		See Service-specific UK-Only Requirements below. 10-day delivery after payroll settlement
Balance/reconcile payroll to the Customer GL.	●									See Service-specific UK-Only Requirements below.
Troubleshoot GL integration and out of balance issues.	●									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Returned checks will be mailed once per week to one Customer primary location via OSV's third-party shippers on OSV's account.		●	●		●	●	●	●		OSV's third-party shipper's charges will be passed through to the Customer.
Returned direct deposit advices will be shredded by OSV.		●	●		●	●	●	●		

UK-Only Requirements

All requirements defined in 1.4.1.3, On-Cycle Payroll, apply to the UK except as noted below.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Approve EPS report content.	●									
Handle inbound HMRC notifications, including: P6 and P9 Tax Code Changes, SL1 and SL2 Student Loan Deductions Handle outbound submissions to HMRC, including: FPS (Full Payment Submission), EPS (Employer Payment Submission), P60.	●				●	●	●	●		OSV is not responsible for individual management of the Customer employees' tax code.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Review RTI FPS Exceptions and take applicable action to correct.	●									
Report and print locally where payment type is set to cheque.	●									
Deliver final BACS file(s) to the Customer bank(s) for payments.			●		●	●	●	●		15:00 GMT (3) business days prior to pay date.
Respond to HMRC enquiries at a company level.			●		●	●	●	●		In accordance with OSV SLA.
Update employee tax changes as received by HMRC.	●				●	●	●	●		

(1.4.1.4) Workday Off-Cycle Payroll

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Provide Workday payroll processing support to named administrative users.				•	•	•	•	•		
Submit pay input request for on demand off-cycle payments (does not include off-cycle payrolls such as stock or bonus).	•									
Enter scheduled off-cycle payroll details via EIB (i.e., bonus, tax adjustments)							•	•		Input must be discussed ahead of time and received 24 hours in advance as complexity may drive timeline.
Approve off-cycle check run.	•									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Complete off-cycle check(s).							●	●		See Service-specific UK-Only Require-ments below.
Settle off-cycle check information.					●	●	●	●		Same day if completed and available for settling by 12:00 p.m. (CST).
If written on OSV's account, fund payments via wire for next day or second day delivery.	●									See Service-specific UK-Only Require-ments below.
Print off-cycle checks.		●	●		●	●	●	●		Must be completed and settled by 12:00 p.m. (CST). for same-day check printing. See Service-specific UK-Only Require-ments below.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Returned checks will be mailed once per week to one Customer primary location via OSV third-party shippers on OSV's account (returned direct deposit advices will be shredded).		●	●		●	●	●	●		

UK-Only Requirements

All requirements defined in 1.4.1.3, Off-Cycle Payroll, apply to the UK in addition, as noted below.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Complete off-cycle check(s).							•	•		12:00 (GMT) – three (3) business days prior to requested date of payment.
Produce and deliver BACS file to bank for payment.			•		•	•	•	•		
Report and print locally where payment type is set to cheque.	•									

(1.4.1.5) Payroll Funding

Detailed funding requirements are found in the OSV Order Form under Payment Terms.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Fund payroll via OSV-approved funding method if using OSV bank account.	●									See Service-specific UK-Only Requirements below.
Disburse funds to the Customer and employee bank accounts for checks and direct deposits.			●		●	●	●	●		
Troubleshoot funding/paym ent issues if using OSV bank account.			●		●	●	●	●		The Customer is responsible when banking on the Customer's account.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
For the Customer bank account, an ACH integration via FTP is required – build ACH file based on the Customer's bank file spec and set up transfer protocol site.	●									
Pay third-party vendors.	●									Examples of payments to third-party vendors: United Way, gym memberships, and other voluntary benefits. See Service-specific UK-Only Requirements below.
UK: Pay third-party vendors.										Third-party payment Services are available as an Ancillary Item.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Balance and reconcile payroll from the Customer's bank account to OSVAtmos- phere and the Customer's GL.	●									

(1.4.1.6) Workday Manual Payments

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Provide manual payment data.	●									
Enter manual payment information and settle.							●	●		
Troubleshoot manual payment errors.				●	●	●	●	●		

(1.4.1.7) Record of Employment (ROE) Maintenance (Canada only)

Must have ROE Service

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Initiate ROE triggering events.	●									Complete ROE events: reason codes and beginning and ending of interruption dates.
Request issue of ROE.	●									
Create ROE data.			●		●	●	●	●		Each pay cycle; provide audit report to the Customer.
Validate ROE and approve data.	●									
Run Outbound Integration and upload payroll extract file.			●		●	●	●	●		OSV accesses the Customer's ROE web account in Service Canada to submit approved ROEs.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Run Inbound Integration to upload issued ROEs.			•		•	•	•	•		
Provide PDF copies of issued ROEs.			•		•	•	•	•		
Upload PDF copies into Workday tenant.	•									
Maintenance and/or creation of ROE reporting on existing or new Earnings Codes.						•	•	•		
Troubleshoot Earnings Codes.						•	•	•		
Troubleshoot/ configure ROE Reason Codes and mapping.	•									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
ROE History: Option 1 (preferred): mass issue ROEs with the legacy provider. Option 2: create ROE history at time of OSV implementa-tion. Options are required for production of accurate ROE data**.**	●									OSV assumes ROEs as of OSV service date. Option 2 Additional Fees: Enablement team to work with the deployment partner to load ROE history into Workday. The Customer is responsible for history load issues.
Respond to Service Canada inquiries re: payroll data.			●		●	●	●	●		
Respond to Service Canada re: non-payroll data related.	●									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Complete Service Canada 'Request for Payroll Information Form.'	●									

(1.4.1.8) Payroll Administrative Tasks

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Provide earnings and deduction code requirements including compliance associated with taxable and subject wages (UK Provide earnings and deductions code requirements ensuring compliance for components subject to PAYE & National Insurance)	●									Please note that during the initial 90-day service period, Earnings and deduction maintenance are not included in the scope of Services to augment deployment gaps.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Set up new earnings and deduction codes.						●	●	●		Configuration will be based on an agreed-upon schedule, with a minimum of five days in advance of payroll completion. Configuration more complex in nature may require SOW. Complexity will be evaluated at time of request. Configuration needs within the first 90 days of production associated with the deployment are not included in the Payroll Services scope and must be coordinated by the Customer with the deployment and/or the AMS partner.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Approve new earnings and deduction codes.	●									If code is not tested and/or approved before the next sandbox refresh, or a sandbox exemption has not been requested, and OSV must set up code again, the second setup will be billed at the prevailing hourly rate.
Troubleshoot current earnings and deduction codes.						●	●	●		Please note that during the initial 90-day service period, Earnings and deduction maintenance are not included in the scope of Services to augment deployment gaps.
Provide Payroll GL Account Set and Posting Rules.	●									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Maintain existing GL Account Setup and Posting Rules for earnings and deductions.						●	●	●		
Approve GL Accounting and Posting rules setup.	●									Test and approve prior to the next sandbox refresh (Friday). If code is not tested and/or approved, and OSV must set up code again, the second setup will be billed at the prevailing hourly rate
Balance Payroll (such as to GL, OSVAtmos-phere or other source).	●									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Create and open ledger periods for up to five companies.							●	●		Customer must initiate this process every year via the OSVSupport case management system.
Manage and close ledger periods.	●									
Setup and maintenance of tax allocations and cost allocations.	●									
Update Workday payroll period schedules.							●	●		
Verify and approve schedules.	●									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Create exception run categories and update payment election rules (year-end adjustments, bonus payments, stock, etc.).						●	●	●		SOW may be required for complex configuration. Evaluated at time of request. Does not include on-cycle run categories.
Analyze retro-pay calculation data to identify themes of potential root cause							●	●		Limited to OSV Workday Payroll security access parameters (i.e., no access to compensation, benefits).
Audit/troubleshoot individual employee retro results and inform OSV of adjustments.	●									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Create and maintain payroll custom reports.	●									Approved engagements will be considered billable and subject to the applicable rate card.

(1.4.1.9) Compensation Administrative Tasks

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Manage all one-time payment plans.	●									
Managing compensa-tion plans.	●									

(1.4.1.10) Absence Plans Administrative Tasks (In Workday)

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Manage absence plans.	●									
Manage troubleshoot-ing plans.	●									

(1.4.1.11) Employee Maintenance

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Enter employee-level detail or data; i.e. deductions, earnings, tax elections, payment elections.	●									
Manage employee compensa-tion.	●									
Manage all one-time payments.	●									
Deliver Notification of Changes (NOC) and/or Direct Deposit Returns when banking on OSV's account.			●		●	●	●	●		See Master Services Agreement Subsection 2.6.1: Six (6) banking days delay "return entries and notifications of changes" of the NACHA Operating Rules and Guidelines. Applies to US & CAN only.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Update and/or give guidance on payment election information in Workday as a result of an NOC or Return prior to transmitting a live direct deposit.	●									Updates made prior to the next payroll. If updates are not timely, NOC banking fees will apply.

UK-Only Requirements

All requirements defined in 1.4.1.9, Employee Maintenance, apply to the UK except as noted below.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
New Hire Starter Declaration process (update Workday with information/data from the New Starter Checklist).	●									
P45 Processing (application of employee's P45 data into Workday).	●									
Generate and create P45s.							●	●		
Print and deliver P45 to leavers.	●									Billable Ancillary Item available.

Maternity schedules Billable Ancillary Item	Customer	OSV	Notes
Attach MATB1 to employee record in Workday and submit request for schedule.	●		Refer to **Appendix A** for more details

Maternity schedules Billable Ancillary Item	Customer	OSV	Notes
Build PDF Maternity Schedule based on the Customer information.		●	
Approve schedule.	●		
Distribute to employee.	●		
Forecasted scheduling – submit employee forecasting request via ticket.	●		
Forecasted schedule completed and delivered via ticket to the Customer HR in PDF.		●	

(1.4.1.12) OSV Payroll Admin Setup and Maintenance

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Maintain hire and termination status (in Workday) for OSV's workers through a Service Center established within the tenant.		●	●	●	●	●	●	●	●	**NOTE:** Global support only applies to US & CAN Workday payroll.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Manage the OSV Service Center in Workday.		●	●	●	●	●	●	●	●	**NOTE:** Global support only applies to US & CAN Workday payroll.
Manage the business processes for OSV's Service Center workers in Workday.		●	●	●	●	●	●	●	●	**NOTE:** Global support only applies to US & CAN Workday payroll.
Manage external IDs for integrations.			●	●	●	●	●	●	●	**NOTE:** Global support only applies to US & CAN Workday payroll.

(1.4.1.13) End-of-the-Year Processing

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Identify and quantify year-end adjustments. Identify earlier year (EYU) adjustments (UK).	●									Only applies from date of the Customer go live with OSV Services. See Service-specific UK-Only Requirements below.
Enter adjustments in Workday.							●	●		For UK EYUs, hourly rate applies for any year end beyond July in current tax year. Per year.
Approve adjustment payroll.	●									
Map W-2 and T4 / RL-1 fields in Workday.							●	●		

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Give final approval of mapped fields	●									Mapped fields are outlined in the OSV Year-End Guide, as well as reviewed in the Year-End Customer Webinar.
Troubleshoot/ research W-2, T4, RL-1 mapping.						●	●	●		
Create W-2 and T4/RL-1 data if using OSV's Payroll Tax service.		●	●		●	●	●	●	●	Only applies from date of the Customer go live with OSV Services. See Service-specific UK-Only Requirements below.
Create W-2 and T4/RL-1 forms if using OSV's print Services.		●	●		●	●	●	●		

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Create W-2C and amended T4/RL-1 correction data.		●	●		●	●	●	●		Only applies from date of the Customer go live with OSV Services. With OSV Payroll Tax Service, see Payroll Tax sections 1.8 &1.8a for OSV responsibil-ities
Create W-2C and amended T4/RL-1 forms if using OSV's W-2 print Services.		●	●		●	●	●	●		
Publish year-end forms.						●	●	●		Does not include P11D's in UK.

UK-Only Requirements

All requirements defined in 1.4.1.11, End of Year Processing, apply to the UK except as noted below.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Earlier year update processing to HMRC.	●				●	●	●	●		
Create and balance annual P60 to employees electronically via ESS.	●				●	●	●	●		
Approve P60 report.	●									
Publish annual P60 to employees electronically via ESS.	●				●	●	●	●		

Maternity Schedule Services Billable Ancillary Item	Customer	OSV	Notes
Attach MATB1 to employee record in Workday and submit request for schedule.	●		Refer to **Appendix A** for more details.
Build PDF Maternity Schedule based on the Customer information.		●	

Maternity Schedule Services Billable Ancillary Item	Customer	OSV	Notes
Approve schedule.	●		
Distribute to employee.	●		

P11D (B) Services Billable Ancillary Item	Customer	OSV	Notes
Record and maintain P11D, P11D(b) data.	●		
Provide applicable P11D, P11D(b) data to OSV.	●		
Create and deliver draft P11d, P11D(b) to the Customer for validation.		●	
Validate P11D, P11D(b) data.	●		
Process P11D, P11D(b) amendments based on the Customer feedback.		●	
P11D and P11D(b) approval and sign-off.	●		
Create and deliver P11D, P11D(b) hard copy and electronic files to HMRC.		●	
Payment of Class 1A National Insurance to HMRC calculated on P11ds. Only applicable if OSV typically pay HMRC monthly PAYE bill on the Customer's behalf.	●		

(1.4.1.14) Workday Updates

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Perform payroll testing pertinent to the OSV payroll service delivery model.							●	●		Testing supports existing Workday payroll functionality to ensure the expected outcome is received.
Perform payroll testing for optional Workday updates.	●									
Perform bank integrations testing when OSV is using bank account.			●		●	●	●	●		
Perform payroll unit testing.	●									Leveraging documenta-tion provided by WD.
Perform absence testing.	●									

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Perform third-party integrations testing.	•									
Implementing and testing of new functionality.	•									Not related to the standard Workday payroll process.

(1.4.1.15) Uncashed Checks

OSV handling stale dated check if banking on OSV bank. Does not apply to the UK.

Services	Customer	Payroll Fulfillment (PY301)	Payroll Net Pay (PY302)	Payroll Processing Support (PY311)	Payroll Admin Standard (PY501)	Payroll Admin Premium (PY101)	Managed Payroll Standard (PY107)	Managed Payroll Premium (PY407 & PY507)	Global Payroll Admin (GPA101)	Notes
Research and manage uncashed checks from OSV account.			●		●	●	●	●		Notification to the Customer after six (6) months from original check date.
Return funds to the Customer if the Customer is using an OSV account.			●		●	●	●	●		Refunds to the Customer at time of notification above.
Notify employees or ex-employees according to state requirements.	●									
Escheatment: Remit funds to the state according to state requirements.	●									

(1.4a) Global Payroll Services

[1.4a.1] Payroll Partner

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Develop policies and procedures regarding Services; contract for Services and communicate with OSV.	●				
Build and oversee data integration points between payroll provider and Workday.	●				
Set up access protocol to ensure timely access to Payroll Partner systems.	●				
Complete all third-party payroll activities, including communications, contract changes, and local legal and regulatory requirements.	●				

[1.4a.2] Payroll Data Provided to OSV

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Develop protocols for collection of pay-related data.	•				
Collect pay-related data from HR, vendors, and employees.	•				Pay-related data is collected in English.
Receive and format pay-related data and transmit to Payroll Partner.			•		
Enter pay-related data into Workday.			•		

[1.4a.3] Local Payroll Information (LPI)

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Develop protocols for collection of Local Payroll Information (LPI).	•				
Collect LPI from HR, vendors, and employees.	•				
Receive and format LPI data and transmit to Payroll Partner.			•		

[1.4a.4] Payroll Integration and Other Interfaces

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Ensures payroll integration configuration and scheduling for in-scope countries.	●				
Coordination with vendors on interface setup requirements, scheduling, and ongoing issues.	●				
Monitor all pre-defined payroll-related interfaces to ensure scheduled execution.			●		
Analyze errors from pre-defined interfaces.			●		
Correct interface file error kick-out that results in data entry errors via direct data correction in Workday.			●		
Inform the Customer of potential errors due to configuration issues or vendor issues.			●		
Own mitigation of configuration and vendor errors.	●				

[1.4a.5] Payroll Process Oversight

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Provide and approve payroll calendar.	●				
Conduct payroll partnership calls to review upcoming payroll events.			●		
Participate in payroll partnership calls.	●				
Monitor payroll events and escalate when required.			●		

[1.4a.6] Pay-Related Data Changes (Non-integrated Countries)

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Ensure configuration changes only extract from Workday.	●				
Run extract of required payroll data from Workday and provide to Payroll Partner.			●		
Analyze errors from the changes extract file.			●		
Correct interface file error kick-outs via direct data correction in Workday.			●		

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Inform the Customer of potential errors due to configuration issues or vendor issues.			•		
Own mitigation of configuration and vendor errors.	•				

[1.4a.7] Payroll Validation Reports

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Review and validate the following pre-defined payroll reports (as defined by Payroll Partner) and provide findings: • Gross to Net • Payment Data • Generic GL Output			•		
Approve required action and direct OSV on processing requirements in Workday.	•				
Make correction directly in Workday.			•		
Inform Payroll Partner of completed payroll report validation.			•		

[1.4a.8] Payroll Approvals

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Provide second approval payroll via Payroll Partner portal.			●		
Provide final approval payroll via Payroll Partner portal.	●				

[1.4a.9] Payroll Inquiries

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Open cases for payroll inquiries via secure email gateway.	●				
Intake all payroll inquiries from the Customer population through a secure email gateway.			●		
Field and resolve payroll-related inquiries.			●		
Forward payroll inquiries to Payroll Partner via Partner ticketing system for issues that require Partner research.			●		
Monitor case status and communicate resolution/outcome.			●		

[1.4a.10] Payroll Inquiries – IVR Setup and Support

IVR setup will occur via voicemail for the sole purpose of case generation.

Process/Activity	Customer	Tier 1	Tier 2	OSV	Notes
Responsible for the setup and support of the Customer owned IVR.	●				
Creating a redirect for payroll support calls off of the Customer owned IVR.	●				
Design and configuration of the payroll prompt call tree in OSV-owned IVR.			●		
Provide requirements for linkage of IVR payroll IVR branch.			●		
Complete the necessary IVR configuration to link to OSV IVR.	●				

(1.5) Other Payroll Disbursements (Third-Party Payments)

A **third-party payment** is any payment resulting from an employee payroll deduction and/or employer contribution calculated in Workday and is not a payroll, tax, or garnishment. Third parties receiving employee/employer payments are referred to as "payee(s)."

OSV will provide a payment and reporting service on behalf of the Customer to the Customer-approved third-party payees with deduction/contribution codes set up in the Workday tenant. Using public APIs in the Workday tenant, OSV will sweep relevant third-party payment information after each settlement run and remit the corresponding, unique employee deduction payment(s) according to the Customer-provided payment schedule.

Other payroll disbursements	Customer	OSV	Notes
Ensure employees are coded in Workday with the applicable third-party deduction code.	•		There must be one deduction code per payment type on the employee record.
Fund the OSV bank account, via direct wire on payroll settlement date.	•		
Pull Deductions Not Taken report from the Customer's Workday tenant.		•	
Disburse payments to the designated third-party payees in accordance with payee schedule. One schedule will be applied per payee.		•	Off-cycle payments will be remitted with the next on-cycle, unless OSV is notified of urgent payment.
Troubleshoot funding/payment issues.		•	
Notify OSV of an off-cycle payroll that requires urgent third-party payment remittance.	•		
Remit payments to third-party payees via direct wire.		•	If payee will not accept direct wire, payment will be remitted via ACH or paper check.

Other payroll disbursements	Customer	OSV	Notes
Upload the OSV Deduction Recipient Register and the Deductions Not Taken Report to each payee via SFTP.		●	OSV Deduction Recipient Register must be in OSV's standard format.
Submit any additional demographic reporting, as required by the payees.	●		
Resolve out of balance scenarios between payments and OSV Deduction Recipient Register.		●	
Notify OSV when there is a change to a third-party payee or deduction code.	●		Customer must notify OSV 30 days prior to the introduction of a new payee or deduction type.
SFTP Connectivity Testing during implementation.		●	
Manage payee relationship.	●		Included, but not limited to, file transmission receipt post go-live and remittance file transmission and payment receipt exceptions.

Failure to notify OSV of a canceled settlement will impact the accuracy of third-party payments.

(1.6) myFlexPay Services: Premium

The myFlexPay Premium suite of Services consists of Earned Wage Access and the Payroll Card for the Customers who don't have other Payroll Services with OSV.

[1.6a] myFlexPay Earned Wage Access, powered by Wagestream

Provides an earned wage access application, which allows employees to access a percentage of their earned wages at any point in the pay period. The application also lets employees track their wages and hours and explore free financial education content. This service also provides the Customers with an analytics web portal to track their workforce's adoption, usage behavior, and retention information. myFlexPay is available in the US and Canada

[1.6a.1] myFlexPay Earned Wage Access

myFlexPay Earned Wage Access	Customer	OSV	Wagestream	Notes
Mobile application and online portal included.			●	
Maintain time tracking.	●			Workday or third-party.
Fund Earned Wage transfer amount and fees.			●	Instant transfer or next business day transfer.
Manage "true up" on pay day.		●		Wages accessed prior to pay day will be reduced from the employee's next paycheck and reimbursed to Wagestream.
Observe existing payroll support levels for payroll related questions.		●		

myFlexPay Earned Wage Access	Customer	OSV	Wagestream	Notes
Provide Earned Wage Access support.			•	Support via mobile application and web portal chat.

[1.6b] myFlexPay Payroll Card, powered by Fiserv Money Network

Provides an additional electronic payment option, with all the benefits of a bank, at no fee. This service will also give the employee access to a mobile application to manage funds and provide the employer with an online web portal to track analytics.

[1.6b.1] myFlexPay Payroll Card

myFlexPay Payroll Card	Customer	OSV	Money Network	Notes
Mobile application and online portal included.			•	
If banking on OSV's account, load payroll funds on the card on pay date.		•		
Observe existing payroll support levels for payroll related questions.		•		
Provide Payroll Card support.			•	Support provided through online portal and support hotline.

(1.7) Expense Settlement and Payment Services

[1.7.1] Expense Services

Expense Services	Customer	OSV expense payment	OSV expense settlement	Notes
Input expenses into Expense module.	●			
Manually settle in Workday If settlement integration is not deployed.			●	Not applicable to the UK. See Service-specific UK-Only Requirements below.
Create print file in Workday if OSV is printing checks and/or advices.		●	●	Not applicable to the UK. See Service-specific UK-Only Requirements below.
Print and deliver in accordance with the "Print Services" distribution Services if OSV is printing checks and/or advices.		●	●	Checks will be distributed from OSV's Fulfillment Center by end of next business day after settlement. Not applicable to the UK. See Service-specific UK-Only Requirements below.

UK-Only Requirements

The Expense Settlement and Payment Service is only available to UK Payroll customers due to the UK settlement process and BACS configuration.

Services	Customer	OSV expense payment	OSV expense settlement	Notes
Input expenses into Expense module.	●			

Manually settle in Workday If settlement integration is not deployed.	●			
Pay employee expense claim reimbursements using standard BACS process.		●	●	

(1.8) Payroll Tax Services

Payroll Tax Services are billed by the following item numbers:

- Federal Filings (TX201)

- State Filings (TX202)

- Local Filings (TX203)

- Annual Tax Filings (TX204) – Federal, State and Local

Tax Services include the following:

- Named and assigned resources per Customer.

- Integrate Workday data into OSV proprietary payroll tax solutions.

- Prepare federal, state, and local payroll tax filings and deposits.

- Process payroll tax obligations based on required frequency.

- Process W-2 filings (where applicable).

- Annual tax filings.

- Amend filings.

- Respond to Agency notices/inquiries.

- Update tax rate and frequency changes (US only).

- Balances taxes monthly, quarterly, and annual.

[1.8.1] Tax Service Provided

Tax Service provided	Customer responsibility	OSV responsibility
Provide accurate and complete company federal, state, and local tax ID numbers, rates, filing frequencies, and filing methods during implementation data gathering.	•	
Adhere to OSV funding requirements. Funds provided from the Customer to OSV to pay taxes on the Customers' behalf must reconcile to the amount provided on the OSV Treasury App. Funds provided to OSV that do not match (unmatched funds) the amounts provided on the OSV Treasury App could result in delayed and/or misapplied payments to various tax agencies. Customers are responsible for penalties and/or interest assessed by tax agencies due to late payments that result from "unmatched" funds.	•	
Execute Power of Attorneys, Third-Party Authorization, and/or other authorizations for the applicable federal, state, and/or local jurisdictions to authorize OSV to perform tax filing Services.	•	
Provide accurate and complete employer tax history during implementation.	•	
Communicate timely when accounts are closed for one or more jurisdictions.	•	
Maintain accurate employee federal, state, and local tax records in the Workday system.	•	
Run tax integrations.		•
Pay taxes accurately and timely.		•
File accurate and timely returns.		•

Tax Service provided	Customer responsibility	OSV responsibility
File accurate and timely W-2s and W-2C (where applicable).		•
Submit to OSV any changes to federal, state, and local tax ID numbers, rates, filing frequencies, and filing methods when received from agencies after go-live.	•	
Maintain accurate tax rates in Workday and tax system.		•
Maintain accurate tax frequency in tax system.		•
Provide copies of all agency notices and inquiries, including any refund checks for validation prior to cashing, to OSV for research and response.	•	
Respond to agency notices/inquiries regarding payroll tax payments or filings within ten (10) business days of receipt of notice/inquiry for filing periods which OSV was responsible for.		•
Upon the Customer request, process amended returns for filing periods where OSV was responsible.		•
Reconcile US federal, state, and local taxes between Workday and amounts reported on tax returns on a monthly, quarterly, and annual basis.		•
Assist with data for agency audit, agency conference call, or agency request.		•

(1.8.1.1) Additional Services billed at OSV's then standard rate:

- Assist in registering for new jurisdictions at the prevailing rate.

- **NOTE:** This is typically a Customer-retained activity and a service bureau's participation is not covered by a standard POA on file for tax services. For OSV to engage on the Customer's behalf to obtain an account number, the Customer must request assistance via a support case. Upon case creation, OSV provides jurisdiction-specific data-gathering requirements and an estimated timeline. Note that applied for charges still apply during the period of time the Customer does not have an assigned account number with the agency.

- Assist in closing active jurisdictions at the prevailing rate.

- **NOTE:** This is typically a Customer-retained activity and a service bureau's participation is not covered by a standard POA on file for tax services. For OSV to engage on the Customer's behalf to notify an agency of the closure of an account within a specific jurisdiction, the Customer must request assistance via a support case. Upon case creation, OSV provides jurisdiction-specific data-gathering requirements and engages with the agency until the account is in good standing and closed.

[1.8.2]

Additional information: OSV files standard payroll taxes, including federal, state withholding, state unemployment, and local withholding.

[1.8.3]

OSV files worker's compensation for these jurisdictions:

- New Mexico

- Oregon

- Washington (Workday must be configured to OSV standards to receive this service)

- Wyoming

[1.8.4]

Customers are responsible for penalties and interest that arise from poor payroll practices (for example, backdated payrolls) or delayed or missing documents (i.e., rate notices and agency notices not timely forwarded to OSV) from the Customer. OSV is responsible for penalties and interest where the Customer provided the data on time and/or due to other internal OSV issues.

[1.8.5]

Prior-year amendments will not be processed during year-end processing (i.e., January).

[1.8.6]

Out of scope:

- Amendment processing for quarters/tax periods prior to OSV Services

- Processing agency notices for quarters/tax periods prior to OSV Services

(1.8a) Payroll Tax Services – Canada

[1.8a.1] Tax Services include the following:

- Named and assigned resources per Customer.

- Integrate Workday data into OSV proprietary payroll tax solutions.

- Prepare federal and provincial (Quebec) payroll tax filings and deposits.

- Process tax obligations based on required frequency.

- Annual tax filings for T4s/T4As and RL-1s/RL-2s.

- Amend filings.

- Assist with Agency notice resolution.

- Reconcile taxes from Workday to Treasury App prior to payment.

Tax Service provided	Customer responsibility	OSV responsibility
Provide accurate and complete company federal and provincial tax ID numbers during implementation data gathering. Customized rates also need to be provided but are maintained by the Customer.	•	
Execute Power of Attorneys, Third-Party Authorization, and/or other authorizations for the applicable federal and provincial to authorize OSV to perform tax filing Services.	•	
Provide accurate and complete tax history during implementation.	•	

Tax Service provided	Customer responsibility	OSV responsibility
Communicate timely when accounts are opened or closed for one or more jurisdictions.	●	
Maintain accurate federal and provincial tax records in the Workday system.	●	
Run tax integrations.		●
Pay taxes accurately and timely.		●
File accurate and timely returns.		●
Submit to OSV any changes to federal and provincial tax ID numbers when received from agencies after go-live.	●	
Maintain accurate organization-specific tax rates in Workday and tax system.	●	
When OSV is needed to support a notice, provide copies to OSV for research assistance. Support OSV in the event an agency phone is required.	●	
Respond to agency notices regarding payroll tax payments or filings within ten (10) business days of OSV's receipt for filing periods OSV was responsible for.		●
File accurate and timely T4s, T4As, RL-1s and RL-2s.		●
Run T4/T4A/RL-1/RL-2 tax integrations.		●
File T4/T4A original and amended electronic summaries for filing periods where OSV was responsible (T4s and T4As).		●
Provide the Customer with RL-1 original and amended summary supporting documents.		●
Complete and file RL-1 summary (original and amended).	●	

Tax Service provided	Customer responsibility	OSV responsibility
Reconcile payments to tax agency accounts.	•	
Process prior year payments (late remittances).	•	
Internal Customer agency audits, including accessing Workday reports and agency/auditor communication.	•	

[1.8a.2]

OSV files worker's compensation for one province:

- Quebec

NOTE: This does not include the annual declaration.

[1.8a.3]

The Customer is responsible for other types of filings and deposits (not inclusive):

- Worker's Compensation (all provinces other than QC)

- British Columbia Employer Health Tax

- Health Care & Payroll Levies (BC, MB, NL, NS, NT, NU)

- Quebec Compensation Tax

- Provincial Sales Tax

[1.8a.4]

Customers are responsible for penalties and interest that arise from poor payroll practices (for example, backdated payrolls) or delayed or missing documents (i.e., rate notices and agency notices not timely forwarded to OSV) from the Customer. OSV is responsible for penalties and interest where the Customer provided the data on time and/or due to other internal OSV issues.

[1.8a.5]

Amendments will not be processed during year-end processing (January and February).

[1.8a.6]

Out of scope:

- Amendment processing for quarters/tax periods prior to OSV Services

- Processing agency notices for quarters/tax periods prior to OSV Services

(1.9) Garnishment/Court Order Administration Services

Services are broken out into two different models. Services are as follows:

Garnishment Fulfillment/Third-Party Payment Services (PY108)

- Payment will be made to the correct government agency or other designated recipients, as set up in the Customer's Workday tenant.

- Case management of payment-related questions.

- Return check processing.

Garnishment Administration Services – US & CA (PY102)

- Review and determine the garnishment order requirements; enter new and revised employee garnishments into Workday.

- Notify employees about new or amended garnishments.

- Pay garnishments to the correct court/agency or other designated recipients as required by the garnishment order and/or applicable law. The Customer sets up agencies and other designated recipients in Workday.

- Create and distribute initial response letters and acknowledgment letters in response to the garnishment order.

- Prepare and transmit responses to court and agency garnishment interrogatories as the garnishment order requires.

- Distribute continuing answer letter responses related to the payroll deduction associated with garnished wages, as required by the garnishment order and/or applicable law. **NOTE**: Answer letters are correspondence prepared by OSV and transmitted by OSV in response to the garnishment order.

- **NOTE ON LEGAL REPRESENTATION:** OSV is not providing and cannot provide legal Services, legal advice, or legal representation regarding the OSV Garnishment Services. OSV is not acting as and cannot act as legal counsel on behalf of the Customer in the garnishment proceeding. Any legal proceedings in the garnishment proceeding that require legal responses ("Legal Responses") in and to the court or court appearances by legal counsel on behalf of the Customer ("Legal Proceedings") in the garnishment proceeding are beyond the scope of

OSV's Garnishment Services and are not included in the OSV Garnishment Services. Legal Responses in the garnishment proceeding would consist of, without limitation, responses to a default judgment taken against the Customer in the garnishment proceeding, responses to and court appearances regarding any motions in the garnishment proceeding, including without limitation, motions to compel, motions and orders to show cause, any other legal filings, legal answers in the garnishment proceeding requiring representation by legal counsel, and any hearings before the court regarding any such Legal Proceedings. The Customer is responsible for all such Legal Proceedings. OSV may assist the Customer in communication and data requirements related to any Legal Proceedings if the data is related to the work OSV performs as part of the Garnishment Administration Services.

- Customer will immediately notify OSV of any employee bankruptcy filings, court orders, or other legal authority staying or preventing further garnishment action from continuing.

NOTE: All new and amended orders must be received directly from the Customer via OSVSupport, OSV's case management system. One case for one order is the preferred case management method. However, up to 10 like order types may be attached to the same case. More than 10 and/or different order types must be in a separate case.

Electronic Income Withholding Order (EIWO) – US (PY102)

- All the Garnishment Administration Customers must enroll in the EIWO service before the start of OSVs service.

- OSV will provide enrollment materials and guidelines.

Offboarding Service – US (PY102)

- 'Deduct and Holds': OSV will provide a detailed report for all deduct and hold payments that have not been remitted to the payee. OSV will issue a bulk refund to the Customer and a Garnishment Payment report itemizing the payments.

Court Order Administration Services - UK

NOTE: Court Order Administration Services are no longer available as an add-on service; Court Order entry is now included in Managed Payroll Services.

- Enter Workday-supported AOE and DEO Court Orders.

- Generate third-party court order reports and BACS as appropriate (third-party payments are only supported if using BACS).

- Complete all correspondence required by courts about employee earnings.

- When required by the Customer, process court administration fees in accordance with Workday functionality.

[1.9.1]

OSVs Garnishment Processing responsibilities are listed on the next page.

[1.9.1.1] Garnishment Services

Garnishment Services	Customer	Garnishment Processing Support (PY322)	OSV Fulfillment (PY108)	OSV Administration (PY102)	Notes
Scan and submit a case with original order within 24 hours of receipt.	●				While one case per order is preferred, up to 10 like orders may be in one case.
Review and determine the garnishment order requirements and enter order into Workday.				●	OSV will only process a garnishment against an employee's wages, salary, or other compensation. Any other types of garnishments are not within the scope of OSV's Services and must be responded to by the Customer and/or the Customer's counsel. For example, garnishments against bank account orders are not included in the scope of OSV's Services and would be sent back to the Customer for the Customer and/or its legal counsel to respond to such garnishment order.

Garnishment Services	Customer	Garnishment Processing Support (PY322)	OSV Fulfillment (PY108)	OSV Administration (PY102)	Notes
Attach employee withholding order in Workday.				•	
Enter employer-opted child support additional fee per state requirements.	•				
Send notification letter to employee.				•	See Service-specific UK-Only Requirements below.
Send termination notification to agencies.				•	Customer must convert terminated employees into Workday for OSV to send termination letters. If terminated employees are not in Workday, OSV is unable to recognize the employee, and will send an "Unable to Locate" letter.
Complete garnishment order interrogatories/answer letters to garnishment agencies, garnisher, and or the court, as set forth in the garnishment order.				•	Does not include responses to any Legal Proceedings See Service-specific UK-Only Requirements below.
Representation in regard to any Legal Proceedings.	•				Customer must respond to any such Legal Proceedings and retain counsel as required by applicable law in regard to any such Legal Proceedings.

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Garnishment Services	Customer	Garnishment Processing Support (PY322)	OSV Fulfillment (PY108)	OSV Administration (PY102)	Notes
Generate and send recurring answer letters as required by the garnishment order.				•	See Service-specific UK-Only Requirements below.
Complete and mail verification of employment.				•	See Service-specific UK-Only Requirements below.
Process payments and send to agencies/courts/third parties according to agency guidelines.			•	•	See Service-specific UK-Only Requirements below.
Ask Workday Garnishment processing questions		•			90-day support package. Requires Garnishment Fulfillment

[1.9.2] Garnished Employee Calls and Inquiries (PY321)

Garnishment Administration Services	Customer	OSV	Response line for SLA
Manage employee calls regarding garnished wages.		•	Per call severity. See SLA 1-4 (Sev 3 or Sev 4 most frequent).
Employee initiates call or email inquiry.	•		
Provide Tier 1 employee call support based on predefined SOPs and compliance regulations.		•	
Escalate to OSV Garnishment Administration team if inquiry cannot be completed in Tier 1.		•	

Address employee if inquiry requires the Customer involvement or is policy related.	•		

UK-Only Requirements

All requirements defined in 1.9.1, Garnishment/Court Order Administration Services, apply to the UK except as noted below.

[1.9.2.1] Court Order Services

Court Order Services	Customer	OSV Administration (PY102)	Notes
Create and deliver Court Order report.		•	
Create and deliver end of calendar month summary. Court Order report		•	
Create BACS payment file.		•	
Approve BACS payment file.	•		
Submit BACS payment file to bank for payment to Order Recipient(s).		•	

Notes:

- UK court orders will follow the same cut-off deadline as payroll input. This deadline will be shown on the runsheet and confirmed on the payroll case for each period.

- The court order should be sent to OSV via a dedicated case in OSVSupport.

- When setting up the court order, OSV will attach the documentation to the worker's record.

- Payments are sent via BACS on a date to be confirmed by the Customer.

(1.10) Print Services

Print Services:

NOTE: OSV relies on third-party Services to deliver documents.

US and Canada Live Check Printing Services

- Provide print and distribution Services for employees who opt to receive live paychecks or printed direct deposit advices (checks and advices can be suppressed and accessed online through Workday employee self-service and printed directly by the employee).

- Print and distribute checks by the end of the next business day after payroll settlement.

- Print and distribute advices within two business days of payroll settlement.

- Distribute in accordance with the Customer split wrap instructions and as supported by OSV's Fulfillment equipment (split wrap fees will apply).

- OSV provides up to three (3) standard check layouts (Refer to **Appendix A** for Ancillary Item)

- The Customer is responsible for any fees incurred by the third-party distributor related to incorrect addresses and misrouted address change fees.

US and Canada Split Wrap Services

- Split, wrap, and distribute payroll in accordance with Workday Check Sorting Setup configuration. OSV applies location name standards from Workday. (Refer to **Appendix A** for Ancillary Item)

- One distribution method per single location as follows:

  - Distribute via OSV's third-party shipper's account. Charges are passed through to the Customer on the regular monthly invoice.

  - Distribute directly to employee Workday home address via OSV's third-party shippers. Postage is passed through to the Customer on the regular monthly invoice.

- • **NOTE**: For an on-cycle payroll, OSV can distribute up to but no more than 10 overnight packages directly to employees' home addresses.

- • On-demand payroll distribution follows on-cycle payroll standards unless noted by the Customer. If a special delivery is requested, OSV will bill accordingly.

- • Billing thresholds apply with incremental fees for each location split after five (5).

US and Canada Year-End Forms - One-Time Annual Printing

- • Applies to W-2s, 1095Cs, T4s/T4As, RL-1s/RL-2s

- • Provide distribution Services for employees who opt to have forms printed.

- • The Customer is responsible for suppressing print forms in Workday. OSV prints and distributes the forms based on the Workday form criteria the Customer sets up.

- • Sort follows the Customer print configuration in Workday.

- • Ship either in bulk to one Customer work address or directly to an employee using first-class postage to the employee's address of record in Workday.

- • Forms will be metered in accordance with government deadlines.

- • International addresses, employees with incorrect or missing social security numbers, and/or employees with missing or incomplete addresses are returned to one Customer location for the Customer distribution.

US and Canada Reprint Services

- • Workday form reprints are available for terminated employees if no access is provided to Workday self-service. An incremental fee is associated with each reprint.

- • This Service is available to the Customers with OSV Help Desk Services (HD101); if no Help Desk service is available, the Customer is responsible for providing all employee reprint information.

- • Reprints apply to pay slips, W-2s, 1095Cs, T4s/RL-1s, and corrected year-end forms.

- The forms will be distributed from OSV's Fulfillment Distribution Center no later than 14 days from request.

- Forms will be mailed via OSV's third-party shippers to the employee's dictated address (postage pass-through fees apply).

UK Payslip, P60, P45, P11D Printing

- Postage to employee's home address.

- All print Services are subject to additional charges.

- Payslips, P60s, and P11Ds are not printed and posted to employees as standard as they are available through Employee Self-Service on Workday. Customers can request a Payslip, P60, or P11D Print Ancillary Item if a subset of employees, such as leavers, employees on long-term leave, or employees who do not have access to Workday, require printed payslips.

- If contracted for a P45 Print Service, the leaver will receive a P45 and the final payslip in the post.

[1.10.1] Listed below are OSV's responsibilities for printing.

[1.10.1.1]

W-2, T-4 and RL-1 one-time printing (US, CAN)	Customer	OSV	Notes
Balance, review, and sign off before forms are printed or posted to Workday portal.	•		
Complete year-end processing, including filing data to appropriate jurisdictions (if filing is in scope).		•	
Print, fold, insert, seal, and ship forms.		•	In accordance with government deadlines. Postage fees are not included and will be passed through on the monthly invoice.
Year-End Correction forms: Print, fold, insert, seal, and ship forms.		•	

W-2, T-4 and RL-1 one-time printing (US, CAN)	Customer	OSV	Notes
Form reprints unless utilizing OSV's reprint service.	•		

[1.10.1.2]

1095C One-time printing (US)	Customer	OSV	Notes
Review and sign off before 1095Cs are printed or posted to Workday portal.	•		Sign-off date driven in accordance with government timelines.
Print, fold, insert, seal, and ship 1095Cs.		•	In accordance with government timelines. Postage fees are not included and will be passed through on the monthly invoice.

P60 Print Ancillary Item (UK)	Customer	OSV	Notes
Balance, review, and sign.	•		
Print and mail P60s to address on P60 form.		•	

P45 Print Ancillary Item (UK)	Customer	OSV	Notes
Create and deliver P45 if using OSV's P45 print Services.		•	

PY304UK Print Payslip Ancillary Item (UK)	Customer	OSV	Notes
Create and deliver payslip if using OSV's payslip print Services.		●	This is an add-on service. Payslips will otherwise be available via ESS in Workday only.

(1.11) Benefit and Employee Services

Benefit and Employee Services (BN101 and BN101CA)

- Full contact center support for employee benefits.

- Manage benefit events and eligibility in Workday.

- Support US and/or CAN-based benefit configuration and/or troubleshooting to include eligibility groups, eligibility rules, new plan set-up and deduction code mapping, rate updates, and updates/changes to the Change Benefits for Life business process.

- Support ongoing US and/or CAN-based mass and/or open enrollment events

- US Only:

  - Support the Affordable Care Act.

  - Respond to exchange/marketplace inquiries.

Benefit Reconciliation (BN102)

- Requires Benefit and Employee Services (BN101)

- Reconcile each benefit plan with the corresponding list bill and provide results back to the Customer.

- Provide volume reports per Customer specifications for self-report billing Customer.

- The Customer is responsible for making payment; list bill service requires coverage and deduction information to be stored in Workday.

[1.11.1]

The table below lists the responsibilities of OSV and the Customer for Benefit and Employee Services (BN101).

[1.11.1.1] Benefits Eligibility

Benefit and Employee Services	Customer	OSV	Response line for SLA
Develop and provide materials to facilitate service provider management and resolution of employee queries, including policy documentation, process documentation, organizational information, and event communication.	●		
Provide single point of contact Tier 1 help desk support for employees. To include ability to manage inbound inquiries via phone, e-mail, and fax in English and Spanish.		●	
Employee submits enrollment elections in Workday.	● Employee		
Notify OSV benefits partner via Workday business process.		●	Immediate upon submission by employee.
Review elections.		●	Sev 4 - within 24 business hours of receipt.
Approve enrollment event per Customer requirements (Qualifying Event required, documentation received, etc.).		●	Sev 4 - within 24 business hours of receipt (of documentation receipt if required).

[1.11.1.2] Employee Calls and Inquiries

Benefit and Employee Services	Customer	OSV	Response line for SLA
Manage employee calls regarding benefit coverage, ID Cards, benefit eligibility, ACA exchange/marketplace and general ACA questions.		•	Per call severity. See SLA 1-4 (Sev 3 or Sev 4 most frequent).
Employee initiates calls regarding claims.	•		Carrier will answer claims and HIPPA-related questions. OSV will provide warm hand-off to carrier.
Handle employee emails regarding benefits.		•	Per request severity. See SLA 1-4 (Sev 3 or Sev 4 most frequent).

[1.11.1.3] Qualified Medical Child Support Orders Processing

Benefit and Employee Services	Customer	OSV	Response line for SLA
Receive order from issuing agency.	•		The Customer provides to OSV via OSV ticketing system.
Verify withholding eligibility.		•	Sev 4 – within 24 business hours of receipt.
Notify employee, the Customer, and issuing agency.		•	Sev 4 – within 24 business hours of determination of Part A or Part B response.
Enroll with carrier(s).		•	Sev 4 – within 24 business hours.

[1.11.1.4] Exchange/Marketplace Inquiries

Benefit and Employee Services	Customer	OSV	Response line for SLA
Receive inquiry from exchange/marketplace.	•	•	The Customer provides to OSV via OSV ticketing system.
Initiate inquiry response.		•	Immediate upon receipt of ticket.
Send Inquiry response to exchange/ marketplace/issuing agency.		•	Sev 4 – within 24 business hours of completion.

[1.11.1.5] Manual Carrier Updates

Benefit and Employee Services	Customer	OSV	Response line for SLA
Notify OSV Benefits Partner of need for expedited enrollment (call/email/ticket) by employee.	• Employee		Customer employee to self-identify need for expedited enrollment.
Carrier contacted for immediate update.		•	Sev 3 - within 4 business hours of request.

[1.11.1.6] Hire/Qualifying Event Dependent verification

(This requires the supporting configuration and is subject to additional fulfillment-related costs.)

Benefit and Employee Services	Customer	OSV	Response line for SLA
Provide requirements for new dependent verification.	•		Subject to automation requirements. Additional costs may apply.
Send initial verification letter upon business process approval.		•	Based on agreed upon configuration (complex or customized requirements may result in additional costs).
Manage dependent verification process to include eligibility management.		•	Per agreed upon schedule.

[1.11.1.7] Benefits Termination and Deduction Cessation

Benefit and Employee Services	Customer	OSV	Response line for SLA
Workday business process notifies OSV Benefits Partner of employee term.		•	Immediate upon step completion of term business process.
Process event in Workday.		•	Sev 4 - within 24 business hours of notification.
End deductions in Workday.		•	Immediate upon event completion.
Terminate benefits with carrier(s).		•	Carrier updated upon next eligibility file or manually if no integration exists (Sev 4).

[1.11.1.8] Open Enrollment Benefit Changes

Benefit and Employee Services are limited to two annual health and welfare open enrollment events. Additional OE events will be considered billable.

Benefit and Employee Services	Customer	OSV	Response line for SLA
Provide OE requirements to OSV.	•		Customer provides carrier/plan/rate changes at least 30 days prior to desired testing period. If change impacts integration to carrier, three-month notice is required. The Customer will be billed for any work that falls outside of timelines stated above.
ACA-eligible employees identified for OE inclusion.		•	OSV will provide ACA report(s) for hourly workers who meet eligibility requirements per the Customer-defined reporting period.
Verify ACA-eligible employees identified for OE inclusion.	•		The Customer validates results and authorizes addition of ACA-eligible employees to custom eligibility rule for inclusion in full-time employee OE event. Hours worked must be available in Workday.
Make updates to Workday.		•	Timing for deployed carrier/plan/rate/ACA eligibility rule changes provided in sandbox for the Customer testing is preferably within 30 days of receipt of requirements but can be extended up to 90 days based on current workload and resource availability.
Provide communications to OSV for employee distribution.	•		Open enrollment communications fulfillment optional and can result in additional cost
Provide enrollments to OSV Benefits Partner.	•		Online open enrollment business process.
Workday business process notifies OSV Benefits Partner.	•		Immediate upon submission of enrollment by employee via open enrollment event.

Benefit and Employee Services	Customer	OSV	Response line for SLA
Update carrier(s) with open enrollment changes.		•	Based upon OE project plan as signed off by the Customer. The Customer will be billed for custom report work if OE changes impact integration and cannot be accommodated in time to satisfy the Customer's timeline.
Open Enrollment Dependent Audit.		Subject to additional fees.	
Provide OE Dependent Audit requirements.	•		Part of overall OE project.
Identify new dependents added during OE on applicable plans.		•	
Manage distribution of audit materials to impacted employees.		•	Per agreed upon timeline in OE project plan.
Manage follow-up activity and eligibility.		•	Per agreed upon timeline in OE project plan.

[1.11.1.9] Affordable Care Act (ACA)

Benefit and Employee Services	Customer	OSV	ACA reporting activities Listed below are covered for the BN101 Customers.
Configure ACA hours eligibility dashboard.		•	
Configure ACA measurement period and passive event.		•	
Set up Form 1095-C, Form Attribute.		•	
Load data from external System for 1095-C Form.	•		Billable effort not supported by BN101.

Benefit and Employee Services	Customer	OSV	ACA reporting activities Listed below are covered for the BN101 Customers.
Provide 1094 IRS Connector & Error Handling Support.		•	Refer to **Appendix A** for Ancillary Item.
DOMA Configuration.			DOMA configuration activities listed below are covered for the BN101 Customers.
Update relationship codes, coverage targets, benefit rates and eligibility rules.		•	

[1.11.1.10]

Additional Benefit Support Engagement Options	Details
The below benefit items are considered outside of BN101 configuration support and are subject to billing. Refer to **Appendix A** for Ancillary Items Support for retirement savings plans (IRA, 401K, etc.) Custom reports Data loads Non-US-based plans or configurations Setup Payroll Deduction Codes	Includes modifying existing plans, configuring new plans and business processes, open enrollment, and passive event processing for all types of retirement savings plans. • Custom reports for benefit-related issues • Benefit-related EIBs, iLoads, and/or any manual or consulting work related to these issues. • Includes modifications to existing plans, configuration of new plans, business processes, open enrollment, and passive event processing for all types of non-US-based benefit plans and configurations.

(1.12) Benefits Reconciliation

[1.12.1]

Listed below are the responsibilities of OSV and the Customer for Benefits Reconciliation (BN102):

[1.12.1.1] Carrier Invoice List Bill Reconciliation

List Bill Benefits Reconciliation	Customer	OSV	Notes
Send carrier invoice to OSV Benefits Partner.	•		The Customer provides invoice via OSV ticketing system.
Reconcile invoice with employee deductions in Workday.		•	Mid-month following month end.
Provide the Customer reconciliation with OSV actions noted.		•	Excel file posted to OSV Support Portal ticket.
Reconcile discrepancies in Workday or with carrier.		•	Mid-month following month end.
Make payment or adjustment to carrier.	•		The Customer pays vendor invoice as billed per vendor deadline.

[1.12.1.2] Self-Reporting Benefits Billing

List Bill Benefits Reconciliation	Customer	OSV	Notes
Run the Customer-approved report for volume reporting.		•	The Customer provides requested due date via OSV Support Portal.
Make volume entry with carrier and pay invoice.	•		

(1.13) Benefit Integrations

As part of BN101, Benefits Administration, OSV maintains* the existing benefit integrations to the existing benefit carriers and plans. A benefit integration is categorized as a health and welfare integration that has been delivered and functioning as developed for at least 90 days in the Customer's Workday production environment. If a new integration needs to be created due to a vendor change or new plan, there will be a charge to set up and develop the new integration.

The Customer's integration system owner receives a Workday-delivered notification if the integration file completes or fails. The BN101 Customers are encouraged to request OSV assistance with troubleshooting an integration that is not functioning correctly.

[1.13.1]

The chart below describes which changes are covered under the Benefits Administration Services and which modifications come with a fee to create.

Integration (File)	Charge
OE integration (file) run and schedule update	Covered within BN101 service
New integration (file) build	Supplemental SOW. Refer to **Appendix A** for Ancillary Item
Modification to existing integration (file) due to new requirements (excludes break fix)	Supplemental SOW. Refer to **Appendix A** for Ancillary Item
Integration (file) troubleshooting and break fix	Covered within BN101 service

*OSV is not responsible for integration monitoring

(1.14) myFlexSpend

The myFlexSpend suite of Services includes card and claim administration for FSA, HSA, and Parking/Commuter accounts.

[1.14.1] myFlexSpend Consumer Directed Health

Provides data integration from Workday to an integrated partner solution for FSA, HSA card, and claim administration.

Provides an employer technology platform managed by OSV and a consumer application, including a mobile app, web portal, and contact center.

The solution requires a payroll service and a benefit service (Ben Admin or COBRA Admin)

myFlexSpend	Customer	OSV	Alegeus Platform	Employee	Notes
Data Integration from Workday to Card & Claim Administration.		●			
Employer Portal and Employee/Consumer Mobile App Web Portal and Contact Center.			●		
Fund HSA consumer accounts following payroll settlement.		●			Customer settles Payroll and OSV ensures consumer accounts balances increase by 4 PM CST on pay day.
Fund prior day non-HSA claims and point of sale transactions.	●				OSV will debit the authorized Customer account.
Workday Eligibility and Event Rules, Plans and Contributions.	●				OSV can support with BEN Admin.

myFlexSpend	Customer	OSV	Alegeus Platform	Employee	Notes
Non – Discrimination Testing and Plan Document Creation.		●			Per Customer request.

(1.15) State ACA Filing Powered by Trusaic

State ACA Filing enables the data flow from Workday to Trusaic, which manages all the Customer filing activities based on the state requirements.

State ACA Connector	Customer	OSV	Trusaic	Notes
Complete questionnaire to include FEIN data in scope for integration and grant appropriate security permissions.	●			
Data integration from Workday to Trusaic.		●		
Perform appropriate electronic filing activities as per state regulations.			●	
Verify filing status by company and inform the Customer for any failures.		●		Customers can view the status of State ACA transmissions by running "ACA Submission Status Report" in Workday.
Error handling.	●	●		OSV relays the errors, and the Customer is responsible for making the necessary corrections and providing approval for resubmission.
Data corrections needed for refiling.	●	●		Per Customer request, OSV will assist with resubmissions.

NOTE: ACA state filing service will include the electronic filing for all states that are mandatory. Since OSV is offering a full-service solution for all current and future states that require ACA state compliance, the Customer may not exclude specific states from the service.

(1.16) COBRA Services

COBRA Administration (CB101)

- Process all regulatory COBRA notices (such as general rights, specific rights, early termination, etc.).

- Process payments of COBRA participants.

- Provide COBRA participants with 24/7 web portal access and the ability to make payments and elections online.

COBRA Open Enrollment Package (CB104)

- The Customer and participant access the mailed open enrollment package via the online COBRA portal; fully integrated customized letter batches.

- Customers alter customizable open enrollment election notice templates to suit their needs.

- Manage carrier eligibility (additional cost may apply)

- Report open enrollment project status in real-time.

Direct Bill Administration (BN203)

- Manage premium collection from unpaid employees or retirees not paid in Workday.

- Manage carrier eligibility included with the purchase of BN101.

- Direct bill participants can access their account information via a web portal and make payments online.

[1.16.1]

Listed below are the responsibilities of OSV and the Customer for COBRA Administration (CB101):

[1.16.1.1] Qualifying Event Processing

COBRA Administration	Customer	OSV	Participant	Details
Complete qualifying coverage loss event in Workday.	●			All COBRA qualifying events included.
Workday business process notifies OSV Benefits Partner.		●		
Confirm eligibility based on plan enrollment(s).		●		Sev 4 – within 24 business hours of notification.
Process event in COBRA system via integration file.		●		Per integration schedule.

[1.16.1.2] Enrollment and Premium Payment

COBRA Administration	Customer	OSV	Participant	Details
Process COBRA election/payments.		●		
Notify carrier of new COBRA enrollment and paid thru date.		●		Sev 4-within 24 business hours of notification.

[1.16.1.3] Participant/Qualified Eligible Dependent Calls and Inquiries

COBRA Administration	Customer	OSV	Participant	Details
Handle participant/qualified eligible dependent calls regarding COBRA.		●		Toll-free COBRA Customer service.
Handle participant/qualified eligible dependent emails regarding COBRA.		●		Dedicated COBRA email address.

[1.16.1.4] Processing of Subsequent Life Changing Events

COBRA Administration	Customer	OSV	Participant	Details
Notify OSV of life event.			●	Phone/fax/email from COBRA Participant/Qualified Eligible Dependent.
Provide necessary evidence provided to effect change.		●		Birth certificate, death certificate, marriage license, etc.
Update COBRA system with requested change.		●		Sev 4 – within 24 business hours.
Notify carrier of change.		●		Next business day following system update.
Provide confirmation of change to participant.		●		Via regular US Mail.

[1.16.1.5] Carrier Updates

COBRA Administration	Customer	OSV	Participant	Details
Auto-generate updated reports daily, as needed based upon changes/updates.		●		
Apply updates with carrier.		●		Sev 4 – within 24 business hours.

[1.16.1.6] Benefits Termination

COBRA Administration	Customer	OSV	Participant	Details
Participant/Qualified Eligible Dependent COBRA expires or cancels for any other reason (e.g. non-payment).		•		
Terminate benefits with carrier(s).		•		Sev 4 – within 24 business hours (notification sent).
Provide plan/rate changes/new providers to OSV.	•			Customer to provide via OSV ticketing system.
Make updates to COBRA system.		•		Sev 4 – within 24 business hours or per date requested by the Customer.
Provide communications to employees/former employees/ qualified eligible dependents.		•		Rate/plan change notices provided; additional open enrollment services optional and subject to additional costs (See CB104 COBRA OE).
Provide enrollments to OSV.			•	Fax/email/mail
Update carrier(s) with enrollment changes.		•		Sev 4 – within 24 business hours (notification sent).

[1.16.2]

Listed below are the responsibilities of OSV and the Customer for the COBRA Open Enrollment Package (CB104)

[1.16.2.1] Additional Open Enrollment Services

COBRA Open Enrollment (OE) Package	Customer	OSV	Participant	Notes
Provide the Customer with customizable OE election form template.		●		Template is provided in editable format.
Return customized OE election form and provide OE mailing attachments to OSV.	●			Attachments are to be provided to OSV in editable format.
Provide OSV with OE mailing dates.	●			
Mail OE packages to participants.		●		Proof of mailing report can be provided on request (within 24 business hours of request).
Provide enrollments to OSV.			●	Fax/email/mail
Provide carrier enrollment updates (if applicable).		●		Additional charges may apply if BN101 is not purchased.

[1.16.3]

Listed below are the responsibilities of OSV and the Customer for Direct Bill Administration (BN203):

[1.16.3.1] Unpaid Event

LOA or retiree unpaid event

Direct Bill Administration	Customer	OSV	Notes
Initiate unpaid event in Workday.	•		
Workday business process notifies OSV of unpaid event.		•	
Enter participant information in payment tracking system.		•	Sev 4 - within 24 business hours of notification.
Notify participant.		•	Generates next day from entry.
Process and remit payments to the Customer.		•	Remit monthly.
Update carrier (if applicable).		•	Sev 4 - within 24 business hours Requires BN101.
Handle participant calls.		•	Per request severity. See SLA 1-4 (Sev 3 or Sev 4 most frequent).

(1.17) Workday Helpdesk Services

- Provide employee self-service navigation assistance for the Workday platform.

- Provide access assistance.

- Provide case management reporting.

[1.17.1] Employee Contact Center

Workday Helpdesk: Tier 1 Employee Self Service	Customer	OSV	Employee	Notes
Develop and provide materials to facilitate service provider management and resolution of employee queries, including policy documentation, process documentation, organizational information, event communication.	•			
Develop escalation procedures to support resolution of inquiries, including designation of Tier 2 and Tier 3 resources to provide resolution and approval authority.	•			
Provide single point of contact Tier 1 Helpdesk support for employees to include ability to manage inquiries via phone and email in English and Spanish.		•		
Contact Helpdesk via phone or email/ticket.			•	

Workday Helpdesk: Tier 1 Employee Self Service	Customer	OSV	Employee	Notes
Triage inquiry and resolve those which are within the scope of the Tier 1 support model and close ticket.		•		Per case or call severity. See SLA 1-4 (Sev 3 or 4 most frequent).
Escalate Tier 2 and Tier 3 inquiries in accordance with escalation procedures. Close ticket.		•		
Provide agent response to written requests (see above alternate description).		•		Per case severity. See SLA 1-4 (Sev 3 or 4 most frequent).
Respond to phone requests (see above alternate description).		•		Per call severity See SLA 1-4 (Sev 3 or 4 most frequent).
Provide case management reporting.		•		Monthly.

(1.18) Unemployment Claims Management (Provided by Equifax)

UI Claims Management (OS101):

[1.18.1]

Unemployment Claims Administration	Customer	OSV	Equifax	Notes
Maintain employee interface file to Equifax.		•		
Former employee files unemployment claim.	•			
Equifax UCeXpress receives notice of claim.	•			
Equifax representative emails the notice to the Customer and requests information about the separation.			•	
Respond to inquiry within 24 hours.	•			
Provide reason for separation.	•			
Decide whether the Customer will protest the claim.	•			
Respond to the claim on behalf of the Customer.			•	

Unemployment Claims Administration	Customer	OSV	Equifax	Notes
Notify the Customer of the decision.			●	
If needed, determine to appeal.	●			

(1.19) Ticket Intake and Resolution Process

Workday System Administrator (WSA) or Named Support Contact – The Customer's WSA should know what is configured in their tenant, maintain ongoing configuration and testing of changes, manage Workday updates, ensure key personnel are trained in their respective areas, and understand the Customer's direction/roadmap for Workday growth. The WSA is the named support contact for OSV Production Services and Support. The WSA will partner with OSV resources to achieve contracted Services and support levels.

- Services Admin (SA) – OSV named contact for contracted Services.

- Product Support Analyst (PSA) – OSV Consultant

[1.19.1] Ticketing Process for Services-Related Requests:

[1.19.1.1] Steps for Submitting a Service Request

Customer determinations	Action items
Evaluate the request	Review the nature of the request and confirm OSV's involvement with internal HR Team Determine the employees for which Services need to be processed for Validate any related account numbers, employee numbers, IDs, etc.
Determine next steps	Determine what needs to be processed by OSV's Services Team Ensure request is intended for OSV's Services Team Submit ticket

(1.20) Global Workforce Administration

Global Workforce Administration consists of an integrated set of HR Services and processes spanning the employee lifecycle, from pre-recruitment through exit management. Workday administration is the backbone supporting these Services. WFA Services are not out-of-the-box solutions; they allow for the design of flexible support processes that best meet the Customer's business needs. Pricing is dependent on the number of countries and the scope of Services.

[1.20.1] Service Center Management

Provision of Services to assist employees, managers, and business partners in navigating and using the functionality and Services provided.

Description of service	Customer	OSV
Determine Workday security and access protocols.	●	
Configure service center Workday security and access protocols.		●

[1.20.1.1] Inquiry Management

Service scope	Description of service	Customer	OSV
Employee and Manager Support	Receive and resolve requests from employees and managers, including redirects and referrals.		•
Policy and Procedure Support	Provide guidance on the in-scope Customer policy and procedures; escalate to the Customer and third-party vendors when required.		•
Transaction Navigation Assistance	Help employees and managers to understand how to navigate through Workday to find data or make required changes for in-scope Services.		•
Request Handling Communication Channel Provisioning	Provide communication channels in which the Customer employees can communicate with OSV, such as email, electronic faxing, and telephone.		•
Language Support and Localization	Provide inquiry Services in languages identified within the scope of Services. Service may be provided via multi-lingual agent or a third-party provider.		•
Interactive Voice Response Services	Provide toll-free NA phone number. Provide international telephone number (local toll-free) where applicable. Provide menu-driven Interactive Voice Response system (IVR) for authentication and call routing to service center and with links to third-party vendors as applicable		•

[1.20.1.2] Contact and Case Management

The process in which the OSV service center responds to and routes cases/tasks for review/update/resolution internally or with the client.

Service scope	Description of service	Customer	OSV
Request Handling Management	Manage requests from designated users by recording, tracking, and handling the request through the case management system.		•
Tier 1 Contact Management	Handling and resolution of simple and/or routine inquiries with predefined responses, providing support documentation if appropriate. The resolution to Tier 1 inquiries and transactions is captured and documented in the case management system.		•
	Triage more complex inquiries for in-scope Services and escalate the case to OSV Tier 2 as needed using preestablished escalation processes and procedures.		•
	Redirect inquiries for the Customer or third-party vendor Services using preestablished escalation processes and procedures.		•
	Resolve and close request inquiries for the Customer or third-party Services.	•	
Tier 2 Contact Management	Handling and resolution of complex inquiries without predefined answers/resolutions. The resolution to Tier 2 inquiries and transactions are captured and documented in the case management system.		•

Service scope	Description of service	Customer	OSV
	Triage and redirect more complex inquiries for the Customer or third-party vendor Services and escalate to the Customer and vendor resources using preestablished escalation processes and procedures.		•
	Provide Tier 2 problem resolution for Services, third-party vendors, and applications outside of OSV scope of support.	•	
	Escalate cases that require deeper functional expertise to the Customer		•
Management of Technical Incidents or Issues	Management of issues relating to infrastructure hardware, software, or configuration.	•	
System Access Request Management	Management of system access requests for authorized users in accordance with the agreed access and security policies.	•	
Issue Resolution Interpretation	Resolve issues requiring interpretation of policy or other employee relations items that need to be resolved by the Customer.	•	

[1.20.2] Recruiting and Staffing

Management of the recruiting processes, including position management, candidate selection support, pre-hire activities, and onboarding.

[1.20.2.1] Strategy and Policy

Service scope	Description of service	Customer	OSV
Strategy and Policy	Development of a strategy and plan that identifies the preferred sourcing channels and approach to fill the anticipated recruiting needs.	●	
	Develop policies and procedures regarding global and local hiring and onboarding procedures and processes.	●	
	Develop the recruiting strategy and approach (e.g., vendors, brand, value proposition, processes).	●	
	Manage interactions between employees and other service providers, where applicable.	●	
	Identification of the role of external recruiting agencies in meeting the Customer's recruiting requirements.	●	
Workforce Planning	Identify the specific skills, competencies, locations, and quantities required over time, and develop a strategy to meet those hiring needs.	●	
Vendor Management	Oversee data integration points between non-Workday recruitment/onboarding system(s) and monitor data quality and errors.	●	

Service scope	Description of service	Customer	OSV
	Manage recruiting and qualification processes with non-Workday third-party vendors and systems.	●	

[1.20.2.2] Requisition Management

Service scope	Description of service	Customer	OSV
Requisition Management	Initiate and submit the Create Requisition business process.		●
	Provide recruiting, job, job qualifications, organizational information, and any other requisition information needed to create the requisition.	●	
	Approve the vacancy and requisition to allow recruiting to begin.	●	
	Initiate and submit the Edit Job Requisition business process.		●
	Provide reason, close date, posting title, and any other required information to close a job requisition.	●	
	Initiate and submit the Close Job Requisition business process.		●
Position Management	Provide information required to create or edit a position.	●	
	Create a position that does not currently exist and needs to be created at the time the requisition is created.		●
Job Profiles	Provide information required to create or edit a job profile, among them qualifications, compensation grade, job description, pay rate type, FLSA, and compliance classifications.	●	
	Initiate and submit the Create Job Profile business process.		●

Service scope	Description of service	Customer	OSV
	Initiate and submit the Edit Job Profile business process.		•
	Escalate for resolution any Workday issues that may prevent the successful job profile or position creation or edit.		•

[1.20.2.3] Onboarding

Service scope	Description of service	Customer	OSV
Onboarding	Ensure local onboarding practices follow legal and regulatory environment, as well as the internal Customer policies and procedures.	•	
	Initiate and complete the Workday onboarding business process with employer provided data.		•
	Assist hires with self-service Workday onboarding tasks as needed, such as Personal and Contact Information, benefit elections, documents		•
	Validate and complete onboarding requirements (e.g., enter personal information, I-9, work authorization).	•	

[1.20.3] Workforce Management

Entry and updates to employee records, movement, and data.

[1.20.3.1] Strategy and Policy

Service scope	Description of service	Customer	OSV
Strategy And Policy	Development of HR policies and structures.	●	
	Development, maintenance, and distribution of HR policy and procedure documents to employees.	●	
	Timely electronic distribution of current, new, and revised HR policy and procedure documents to OSV service center.	●	
	Maintain the Customer HR policies and procedures for in-scope Services within internal knowledgebase.		●
	Manage labor boards, unions, regulators, and works councils to ensure workforce practices align with regulatory requirements.	●	
	Manage employment compliance practices (e.g., equal opportunity, diversity, governance reporting).	●	
Employee Communications	Deliver communication relating to HR policy, procedures, compliance, and Services available to employees.	●	

[1.20.3.2] Employee Data Management

Service scope	Description of service	Customer	OSV
Employee Data Management	Provide Workday navigation and procedure support for employees and managers to facilitate employee and manager self-service.		●
	Add/edit personal data change requests on behalf of an employee or manager.		●
	Input data corrections in non-Workday system.	●	
	Upload employee documentation in Workday worker documents related to in-scope services.		●
	Manage temporary, contingent, and/or contract worker activity (e.g., request, agency relationship).	●	

[1.20.3.3] Job Change

Initiate and submit job changes to Workday business processes.

Description of service	Customer	OSV
Provide required business process data to initiate and submit Workday job change business processes.	•	
Initiate and submit the job change business processes: Transfer Promotion Change Location		•
Approve job changes.	•	
Resolve any organizational or other issues preventing the completion of the job change process.	•	

[1.20.3.4] Termination

Service scope	Description of service	Customer	OSV
Termination	Provide required business process data to initiate and submit Workday termination business processes.	●	
	Initiate and edit termination business processes.		●
	Approve termination.	●	
Termination Support	Conduct telephone exit interviews with terminated employee, document responses.		●
	Maintain and provide exit interview form.	●	
	Upload relevant termination to Workday Worker Documents.		●
	Calculate severance for exiting employees.	●	
	Initiate and submit severance payment.		●
Reduction In Force	Assist with reduction in force employee communication.		●
	Initiate and submit terminations due to reductions in force.		●
	Calculate severance and final pay for exiting employees.	●	

[1.20.3.5] Pay Support

Service scope	Definition of Services	Customer	OSV
Pay Support	Provide assistance and respond to employee and manager pay and policy inquiries (applies only to the Customers who have contracted with OSV for WFA and Managed Payroll Premium services).		●
	Provide policy guidance and resolution for any incorrect, inconsistent, and/or missing pay-impacting policy.	●	
	Escalate payroll inquiries as needed.		●
Pay Change	Provide required business process data to initiate and submit compensation change business processes.	●	
	Initiate and submit compensation change business process.		●
	Initiate and submit ad hoc one-time payment business process.		●

[1.20.3.6] Organization Data Management

Service scope	Definition of Services	Customer	OSV
Organization Data Management	Develop and initiate framework that identifies the business objectives, strategies, structures, and roles of the organization. Initiate the data changes to maintain that hierarchy in the systems.	●	
Position Management	Provide required data to open, edit, and close position.	●	
	Initiate and submit the Workday Create and Close Position business process.		●
	Edit positions, position descriptions, and restrictions.		●
	Resolve any Workday issues that may prevent the successful position creation.	●	
Job Profiles	Provide all information required to create or edit a job profile.	●	
	Initiate and submit the Create Job Profile business process.		●
	Initiate and submit the Edit Job Profile business process.		●
	Resolve any Workday issues that may prevent the successful job profile creation or edit.	●	
Title Change	Provide all information required to change an employee's title	●	
	Initiate and submit an employee title change		●

[1.20.4] Benefits Administration

Administration of United Kingdom (UK) health and welfare and supplemental benefit plans.

[1.20.4.1] Benefits Plan and Program Design

Description of Services	Customer	OSV
Design and develop benefits policies, plans, and programs.	•	
Develop strategy, guidelines, and policy for benefit programs.	•	
Determine and manage benefit eligibility rules, level of coverage, and local regulatory compliance.	•	
Design and deploy employee training and communication materials for benefits plans and enrollment.	•	
Manage and maintain Workday benefit module build, including all underlying benefits plans, requirements configuration, and carrier integrations.	•	
Manage third-party vendors on a day-to-day basis and during annual events.	•	
Build and maintain Workday integrations to third-party benefits providers.	•	

[1.20.4.2] Participant Support

Scope of Services	Description of Services	Customer	OSV
Participant Support	Development, maintenance, and distribution of materials to facilitate management and resolution of employee inquiries.	•	
	Provide employees and managers with step-by-step navigation assistance for Workday benefits business processes		•
	Respond to employee benefits policy inquiries.		•
	Provide support to contingency and temporary employees as needed.	•	
	Respond to, monitor, and manage escalated benefits inquiries and information requests to resolution.		•
	Resolve with employee or manager any benefit policy and procedure questions that require interpretation or reasoning.	•	
	Redirect benefits inquiries to benefits vendors as appropriate, e.g., claims inquiries.		•
Supplemental Benefits	Provide policy, procedure support, and enrollment support inquiries for supplemental benefits.		•
	Administer stock options, grants, RSUs, etc.	•	

[1.20.4.3] Annual Enrollment

Description of Services	Customer	OSV
Plan for and provide open enrollment requirements to OSV, to include overall strategy for such items as dates (Workday open, close, and finalize processes) and event coordination through to finalization.	●	
Create Workday benefit groups and relationships.	●	
Initiate the Initiate, Close, and Finalize open enrollment Workday tasks per the Customer's direction.		●
Enroll employees unable to enroll through self-service in eligible benefit plans.		●
Review and approve open enrollments not completed through self-service.		●
Manage annual or periodic enrollment events to completion.		●
Provide tools and advice to employees to help them choose the most appropriate options for their needs.	●	
Provide communications to employees regarding open enrollment event.	●	
Provide print/mail documentation fulfillment Services.	●	

[1.20.4.4] Event and Participant Directed Changes

Description of Services	Customer	OSV
Process life event enrollment changes for employees unable to make changes through self-service.		●
Review and approve enrollment changes as a result of life events based on eligibility rules, including verification of documentation if required.		●

[1.20.4.5] Benefits Data Entry

OSV is responsible for updating Workday benefits-impacting data for employees without access to self-service, such as beneficiaries, dependents, and home addresses.

[1.20.4.6] Benefits Auditing

Description of Services	Customer	OSV
Run monthly termination report and verify benefits have been terminated for former employees with third-party vendors.		●
Run monthly new hire reporting and ensure new hires are enrolling in benefits within the enrollment window.		●
Run monthly employee-initiated plan changes and ensure timely completion within the life event enrollment window.		●

[1.20.4.7] Benefits Integrations

Description of Services	Customer	OSV
Run and send broker reports containing employee demographic data to benefit brokers. Applies only to the Customers who do not have an integration configured between Workday and the broker(s).		•
Run and send broker reports containing employee benefits enrollment data to benefit brokers. Applies only to the Customers who do not have an integration configured between Workday and the broker(s).		•
Build custom Workday broker reports for OSV to send to brokers.	•	
Manage benefit provider accounting, reconciliation and invoice payments.	•	

[1.20.5] Absence Management Services

Administration and management of paid and unpaid leaves of absence.

[1.20.5.1] Strategy and Policy

Description of Services	Customer	OSV
Design and develop policies and procedures related to company's leave of absence policies and procedures.	•	
Communicate policies and procedures for leave of absence programs to employees and managers.	•	

Description of Services	Customer	OSV
Ensure leave policies and programs are compliant with applicable laws and regulations.	•	
Maintain and administer relationships with all third parties associated with leave programs and policies and provide contact information for each third party to OSV.	•	
Configure Workday and leave application business processes for leave of absence administration.	•	

[1.20.5.2] Leave Request Process

Description of Services	Customer	OSV
Support and manage unpaid, job-protected federal, state, and the Customer-specific leave types in Workday		•
Provide guidance to employees on the leave of absence process and answer questions about the Customer's leave policies.		•
Provide employee leave request Workday navigation support.		•
Redirect or refer employees to state agencies to initiate paid leave claims.		•
Redirect employees to disability administrators or to the Customer as needed.		•
Provide any necessary forms or documentation to the leave requestor.		•
Determine leave eligibility within the country-specific requirements and per client policies.		•
Make leave determination/approval.		•

Description of Services	Customer	OSV
If policy related, respond to appeals of initial determination, otherwise escalate to the Customer for further review.		•
Support the leave of absence request, e.g., distribute leave letters and documents per leave type, receive completed documentation from leave requester and upload forms to Workday Worker Documents.		•
Place leave requestor on leave in Workday.		•
Maintain the leave in Workday as needed.		•
Coordinate eligibility and transition to an LTD plan.	•	
Administer worker's compensation in accordance with state law, other regulatory agencies, and the Customer's administrative practices, including the management of the provision of related Services from third-party vendors.	•	
Inform OSV if an employee is on worker compensation so OSV can place the employee on concurrent leave if eligible.	•	

[1.20.5.3] Concurrent Leave Administration

Description of Services	Customer	OSV
Review eligibility for secondary leaves of absence that run concurrently with a primary leave for which the employee has requested. Coordinate with the Customer as necessary.		•
Make concurrent leave determination/approval.		•
Place leave requestor on a secondary and concurrent leave in Workday.		•

[1.20.5.4] Return to Work

Description of Services	Customer	OSV
Develop and maintain all return-to-work programs and policies.	•	
Receive documentation required from an employee before they can return to work.		•
Upload return-to-work documents to Workday Worker Documents.		•
Provide any accommodations necessary for return to work.	•	
Return the employee from leave in Workday.		•
Escalate employee failure to return to work from leave of absence to the Customer.		•
Manage employee failure to return work compliance issues.	•	

[1.20.5.5] Leave Communications

Description of Services	Customer	OSV
Manage out-of-compliance leave issues.	•	
Communicate with employees regarding the status of their leave.		•

[1.20.6] Talent Management

Manage the processes used to monitor and manage employee performance and development.

[1.20.6.1] Strategy and Policy

Description of Services	Customer	OSV
Development, maintenance, and communication of performance management and compensation policies, processes, and cycles.	●	
Develop policy and business process(es) regarding off-cycle compensation changes.	●	
Communicate policies and cycles to the Customer managers and employees.	●	

[1.20.6.2] Performance Cycles

Scope of Services	Description of Services	Customer	OSV
Performance Cycles	Administration of the performance management processes and timetable.	•	
Goal Setting	Develop the strategy and program design for goal setting, including defining employee and manager processes associated with the goal setting process.	•	
	Deploy the business goals within Workday performance and cascade within the Customer's organization.	•	
	Provide Workday goal setting business process system navigation support.		•
	Provide Workday goal setting and policy and process assistance.		•
	Provide guidance and direction on the policy details of the Customer's performance goals.	•	
Performance Evaluations	Develop strategy and program design for the cyclical performance evaluation process, including defining employee and manager processes associated with the process.	•	
	Provide Workday performance evaluation business process system navigation support.		•
	Provide Workday performance evaluations process and resolution assistance per the Customer's policy.		•

Scope of Services	Description of Services	Customer	OSV
	Respond to philosophical and corporate mission goals questions.	•	
	Reassign performance reviews from one manager to another or HR.		•
	Send back performance reviews to employees or managers for correction as needed.		•
Compensation Administration	Manage the annual compensation planning and review process to implement the employee compensation plan.	•	

[1.20.7] Learning Administration

Administer the learning management system to provide users access, course enrollment, and reimbursement for courses taken.

[1.20.7.1] Strategy and Policy

Description of Services	Customer	OSV
Development, maintenance, and communication of learning policies.	•	
Develop learning programs (e.g., manager, employee, leadership).	•	

Description of Services	Customer	OSV
Lead strategic learning Services that support organizational alignment, adoption, and effectiveness of the learning function.	•	

[1.20.7.2] Education Assistance and Tuition Reimbursement

Description of Services	Customer	OSV
Develop, maintain, and communicate the education assistance and reimbursement policies and procedures.	•	
Provide approval/denial of learning requests according to pre-set eligibility requirements per Customer policy.		•
Provide support to employees regarding the Customer education assistance and tuition reimbursement policy and guidelines.		•
Receive and qualify tuition reimbursement requests according to eligibility requirements.		•
Resolve exception education assistance and reimbursement requests.	•	
Approve reimbursement for educational course costs according to the defined policy.		•
Confirm course was completed and authorize and communicate validation to the Customer.		•
Initiate Workday one-time payment for tuition cost reimbursement.		•

(1.21) Leave Administration Services

[1.21.1] Service Center Management

[1.21.1.1] Inquiry Management

Service scope	Description of service	Customer	OSV
Employee and Manager Support	Receive and resolve requests from employees and managers, including redirects and referrals to the Customer or third party vendors.		●
Policy and Procedure Support	Provide guidance on the in-scope Customer policy and procedures; escalate to the Customer and third-party vendors when required.		●
System Navigation Assistance	Help employees and managers navigate within Workday and leave platform to find leave information, request a leave, or make a change to a leave.		●
Language Support	Leave Administration services are provided in English.		●
Interactive Voice Response Services	Provide toll-free North America phone number.		●
	Provide menu-driven Interactive Voice Response system (IVR) for caller authentication and call routing to service center support teams and with links to third-party vendors as applicable		●

[1.21.1.2] Contact and Case Management

Service scope	Description of service	Customer	OSV
Request Handling Management	Manage requests from designated users by recording, tracking, and handling the request through the case management and leave administration system.		•
	Respond to and resolve leave of absence inquiries.		•
	If required, redirect inquiries to the Customer or third-party vendors using preestablished escalation procedures.		•
	Escalate cases that require deeper functional expertise to the Customer.		•
	Close inquiries escalated to the Customer or third-party services for resolution.	•	
System Access Request Management	Management of system access requests for authorized users in accordance with the agreed access and security policies.		•
Issue Resolution Interpretation	Resolve issues requiring interpretation of customer leave policy or other employee relations items that need to be resolved by the Customer.	•	

[1.21.2] Absence Management Services

[1.21.2.1] Strategy and Policy

Description of Services	Customer	OSV
Design and develop policies and procedures related to company's leave of absence policies and procedures.	●	
Communicate policies and procedures for leave of absence programs to employees and managers.	●	
Ensure leave policies and programs provided to employees are compliant with applicable laws and regulations.	●	
Maintain and administer relationships with all third parties associated with leave programs and policies.	●	

[1.21.2.2] Leave Request Process

Description of Services	Customer	OSV
Support and manage federal and unpaid state leave policies.		●
Support and manage Customer-specific medical leave plans		●
Manage short and long term disability policies and claims, and associated third party administrators, if applicable.	●	
Manage worker compensation policies and claims, and associated administrators, if applicable.	●	
Provide state paid leave eligibility and plan information to employees		●

Description of Services	Customer	OSV
Provide referral and contact information for state paid leave		•
Customer employees initiate and manage State paid medical and/or paid family leave claims through the applicable State agency.	•	
Provide guidance to employees on the leave of absence process and answer questions about eligible leave policies.		•
Provide leave system navigation support.		•
Redirect or refer employees to disability administrators to initiate disability claims as needed.		•
Provide standardized, leave-specific letters, forms, and documentation to the leave requestor. Fulfillment is in electronic format only.		•
Provide Leave fulfillment in English only.		•
Determine leave eligibility within policy requirements.		•
Make leave determination per policy guidelines.		•
Upload completed leave certification to Workday Worker Documents.		•
If leave policy related, respond to appeals of initial determination, otherwise escalate to the Customer for further review.		•
Place leave requestor on leave		•
Maintain the leave as needed, e.g., leave date changes.		•
Manage the intermittent leave time entry process for employee time entry and manager approval.	•	

Description of Services	Customer	OSV
Enter intermittent leave time and track usage in Workday or third party time entry platform	•	

[1.21.2.3] Concurrent Leave Administration

Description of Services	Customer	OSV
Review eligibility for secondary leaves of absence that run concurrently with the primary leave the employee has requested.		•
Make concurrent leave determination based upon eligibility and plan guidelines.		•
Place leave requestor on a secondary and concurrent leave.		•
Place employee on a secondary and concurrent leave(s) when Customer notifies OSV that their employee has been placed on an approved leave that is not in OSV's scope of services, e.g., short term disability, worker compensation.		•

[1.21.2.4] Return to Work

Description of Services	Customer	OSV
Develop and maintain return-to-work policies.	•	
Electronically send return to work form from medical leave and requirements to employee.		•
Receive and review documentation required from an employee on medical leave before they can return to work.		•

Description of Services	Customer	OSV
Upload return-to-work documents to Workday Worker Documents.		•
Inform customer if completed return to work from medical leave documentation contains an accomodation or work restriction.		•
Provide for and manage any accommodations or work restrictions necessary for return to work.	•	
Return the employee from leave.		•
Escalate to the Customer an employee's failure to communicate return to work from leave of absence with OSV.		•
Escalate employee failure to provide return to work clearance from medical leave of absence to the Customer.		•
Manage employee return to work compliance issues.	•	

[1.21.2.5] System Training

Description of Services	Customer	OSV
Conduct leave platform train the trainer event to familiarize Customer trainers with the process to access and utilize leave services.		•
Provide leave platform training directly to Customer employees and managers	•	
Provide training documentation in English only		•

[1.21.3] Leave Support Systems Setup

[1.21.3.1] System Security

Description of Services	Customer	OSV
Determine Workday security and access requirements required for OSV Leave Administration to manage leaves of absence and support leave inquiries.		●
Configure Leave Administration service center Workday security and access protocols.		●
Configure leave platform access for Customer employees, managers and HRBPs.		●

[1.21.3.2] Workday Setup

Description of Services	Customer	OSV
Disable leave types previously used for FMLA, State, Military leaves in Workday	●	
Configure Workday leave shell plans to support the leaves types within OSV's contractual scope of services.		●
Configure Workday leave of absence business processes to support leave types within OSV's contractual scope of services.		●
Manage leave types that are outside OSV's contractual scope of services	●	
Manage impacts of leave events to Workday pay, benefits and time set up due to the leave types supported within OSV's contractual scope of services.	●	

[1.21.3.3] Leave Platform Setup

Description of Services	Customer	OSV
Setup dedicated leave platform environment		●
Setup Customer-specific company medical leave plans		●
Provide Customer employees, managers and HR access to the leave portal and mobile access to the web portal.		●
Setup leave platform environment with standardized letters and forms.		●
Setup leave platform environment with standard leave process work flows.		●

[1.21.3.4] System Integrations

Description of Services	Customer	OSV
Establish and maintain standard employee demographic integration (file) between Workday and leave platform		●
Establish and maintain standard leave data integration (file) between leave platform and Workday		●
If Customer is not using Workday Time, configure and maintain a third-party integration between Workday and Time system	●	
Manage impacts to an employee's pay while on a leave	●	
Configure and maintain the short term disability leave integration between Workday and third party administrator	●	

Description of Services	Customer	OSV
Responsibility for OSV-owned integrations troubleshooting and break fix.		●
Configure and maintain integrations between third-party systems not in OSV's scope of support (e.g., Time, Pay) and Workday.	●	

[1.21.3.5] Intermittent Time

Description of Services	Customer	OSV
If intermittent FMLA time is entered in a third party time system, configure the intermittent FMLA time integration from the third party time entry system to Workday per OSV requirements	●	
Confirm time data file integrity.	●	
Deduct the intermittent leave time off taken by an employee from the overall leave entitlement balance in Workday	●	
If Customer uses Workday Time or third party time system, troubleshoot issues related to time entry.	●	
Configure and maintain the intermittent FMLA time off integration between Workday and leave platform		●

[1.21.3.6] Data Load

Description of Services	Customer	OSV
Provide(1) year of leave of absence history data into OSV defined template for active employees.	•	
Load up to one (1) year of leave of absence history for active employees to leave platform.		•
Load employee data, absence data, and intermittent leave time usage into leave platform.		•
Provide approved, active leave data into OSV defined file template for active employees that should be in system in advance of Go Live Date.	•	
At the time of cutover, load approved active leaves into leave platform.		•

[1.21.3.7] Single Sign-On (SSO) Setup

Description of Services	Customer	OSV
Coordinate with the Customer's IT team for SSO setup		•
Define which authentication details will be used (e.g., work email, employee ID)	•	
Generate and provide Identity Provider (IDP) metadata to OSV	•	
Create an SSO profile in the leave platform and load IDP metadata		•

Description of Services	Customer	OSV
Provide service URLs, and Service Provider (SP) metadata export to Customer's IT team		•
Configure Customer's SSO platform (e.g. ADFS, AuthO, Azure, Gsuite,Okta, OneLogin, Ping, etc.) and load SP metadata from OSV	•	
Identify and place SSO links in the Customer's system (e.g., Workday, intranet, etc.)	•	
Conduct testing & ensure users can successfully access the leave platform via SSO	•	•
Coordinate troubleshooting and resolving issues		•

(1.22) Finance and Accounting Services (FAS)

[1.22.1]

OSV provides different Finance and Accounting Services utilizing the Workday Financials module. Services are as follows:

AP Fulfillment Services (AP101)

1. Print the supplier checks on the Customer's bank account.

2. Insert checks in envelopes, apply postage, and mail checks.

Invoice Pay + Supplier Management (AP120)

1. Disburse Supplier Invoice Payments, Ad Hoc Payments, and/or Misc Payments.

2. Payments are distributed using the optimal payment methods (SUA, ACH, or Check).

3. Perform ongoing supplier recruitment campaigns to enroll suppliers in the SUA program.

4. Provide rebates to the Customer based on SUA spend.

Managed AP Services (with Line Items and Full Invoice Coding) (AP130)

1. Assigned AP representatives.

2. Set up the Customer email address for mail centralization.

3. Scan and audit all extracted invoice data for accuracy.

4. Line-item detail from invoices extracted, coded, and created in Workday.

5. Transmit AP file with extracted invoice data, full invoice coding, and images to Workday.

Premium AP Services (AP131)

1. Disburse Supplier Invoice Payments, Ad Hoc Payments, and/or Misc Payments.

2. Payments are distributed using the optimal payment methods (SUA, ACH, or Check).

3. Perform ongoing supplier recruitment campaigns to enroll suppliers in the SUA program.

4. Provide rebates to the customer based on SUA spend.

5. Assigned AP representatives.

6. Set up a customer email address for mail centralization.

7. Scan and audit all extracted invoice data for accuracy.

8. Line-item detail from invoices extracted, coded, and created in Workday

9. Transmit AP file with extracted invoice data, full invoice coding, and images to Workday.

AP Imaging (AP201)

1. Set up the Customer email address for mail centralization.

2. Scan invoices and audit all extracted invoice data for accuracy.

3. Transmit AP file with extracted invoice data, default worktag assignments, and images to Workday.

NOTE: Invoices are only received electronically (i.e., email).

1099 Distribution (AP210)

1. Print 1099s from the Customer-generated file.

2. Insert 1099s in envelopes, apply postage, and mail.

1099 Enhanced (AP211)

1. Print 1099s from the Customer-generated file.

2. Insert 1099s in envelopes, apply postage, and mail.

3. One-time B Notice cleanup project; compare supplier master Name and TIN to IRS website for accuracy.

4. Provide ongoing B Notice support based on B Notice communication from the IRS; provide a letter template for suppliers to meet IRS requirements and a letter template to contest IRS penalties.

1096 Filing (AP220)

1. Receive 1096 file from the Customer.

2. Electronically transmit and confirm receipt of the 1096 file to the IRS.

AP Service Center (AP400)

1. Service center support for invoices, payments, and supplier inquiries.

AR Fulfillment Services (AR101)

1. Print the Customer invoices.

2. Insert the Customer-supplied invoices in envelopes, apply postage, and mail invoices.

(1.23) AP Fulfillment

[1.23.1]

The OSV and the Customer responsibilities for AP Fulfillment Services (AP101) are listed below.

[1.23.1.1] Check Printing

Activity	Customer	OSV	Notes
Test the Customer check template on OSV printer.		•	Part of initial setup.
Settlement (including invoice selection, file creation, approval, and transmittal).	•		
Print and mail checks (on the Customer's account).		•	Within 24 business hours of file receipt
Positive pay transmission.	•		

(1.24) Invoice Pay

Below are the OSV and the Customer responsibilities for Invoice Pay (AP120) and Premium AP (AP131).

[1.24.1] Invoice Pay Setup

Services	Customer	OSV	Notes
Configure Workday for Invoice Pay Services, including Service Center.		•	
Complete Banking Authorization form.	•		
Process Banking Authorization.		•	
Test Settlements.		•	OSV will need the Customers' help settling test invoices in Workday.
Perform Dollar Test.		•	

[1.24.2] Supplier Sync & Recruitment Campaign

Services	Customer	OSV	Notes
Complete supplier recruitment questionnaire.	•		
Approve Invoice Pay suppliers.	•		
Perform supplier sync (including EWS verification).		•	
Develop campaign strategy.		•	
Approve campaign strategy.	•		
Deploy campaign strategy.		•	

[1.24.3] Accounts Payable & Settlement Activities

Services	Customer	OSV	Notes
Create supplier invoice in Workday.	•		OSV will create supplier invoices if AP Automation Services are purchased.
Create settlement run.	•		
Approve settlement run.	•		
Establish authorization for OSV to impound Invoice Pay funding with bank.	•		OSV will partner with the Customer by sending a dollar test file to the Customers bank to ensure successful authorization prior to go live.

Services	Customer	OSV	Notes
Handle failed collection (Impound Return).		•	OSV will promptly notify and provide further funding instructions to the Customer. If more than two impounds return regardless of reason, OSV reserves the right to remove ACH funding and switch the Customer to direct wire.
Process Invoice Pay payments.		•	
Reprocess failed electronic payments as checks.		•	
Refund failed check payments to the Customer.		•	
Send payments to supplier and updated status on payments.		•	
Cancelling AP settlement in Workday.	•		
Canceled settlement funding.		•	With concerns to OSV's fiduciary responsibilities, impounding from the Customers are reconciled at the settlement level, including canceled settlements, and cannot be co-mingled across settlements. A refund will be processed for the original settlement's collection if posted to OSV's account.

[1.24.4] Invoice Pay Funding

Detailed funding requirements are found in the OSV Order Form under Payment Terms

Services	Customer	OSV	Notes
Fund Invoice Pay via OSV approved funding method if OSV bank account.	●		Funds will be collected per contract in advance of supplier payment.
Disburse funds to the Customer's suppliers via optimal payment method.		●	Payment method is determined by payment provider at the time the payment is made.
Trouble-shoot funding/payment issues for Invoice Pay payments.		●	
Update Workday to correct errors preventing payment processing.	●		
Balance and reconcile Invoice Pay from the Customer bank account to OSVAtmosphere and the Customer GL.	●		

[1.24.5] Invoice Pay Administrative Tasks

Services	Customer	OSV	Notes
Create and maintain Accounts Payable related custom reports in Workday.	●		
Develop and provide materials internally regarding Invoice Pay policies.	●		
Designate points of contact to resolve cases.	●		
Open cases for Invoice Pay inquiries via OSVSupport.	●		

Services	Customer	OSV	Notes
Field and resolve Invoice Pay-related inquiries from the Customer.		•	
Field and resolve supplier payment questions.	•		
Monitor case status and communicate resolution/outcome.		•	
Provide the Customer training.		•	
Manage the OSV Service Center in Workday.		•	

[1.24.6] Supplier Maintenance

Services	Customer	OSV	Notes
Create supplier change for OSV Invoice Pay payment type.		•	
Create supplier change for payment terms, remit to address, banking information.	•		OSV will make these changes if supplier set-up is purchased.
Create supplier change for anything not listed above.	•		
Deliver Notification of Changes (NOC) and/or ACH Returns.		•	See Master Services Agreement Subsection 2.6.1: Six (6) banking days delay "return entries and notifications of changes" of the NACHA Operating Rules and Guidelines.

Services	Customer	OSV	Notes
Update and approve payment information in Workday as a result of a NOC or Return.	●		Updates made prior to the next supplier payment. If updates are not timely, NOC banking fees will apply.
New Supplier Setup.	●		OSV will set up new suppliers if Supplier Setup Service is purchased.
Supplier Maintenance in Workday.	●		OSV will modify suppliers if Supplier Setup Service is purchased.

[1.24.7] Uncashed Checks

OSV handling stale dated check.

Services	Customer	OSV	Notes
Research and manage uncashed checks.		●	Notification to the Customer after six (6) months from original check date.
Return funds to the Customer.		●	Refunds to the Customer at time of notification above.
Escheatment: remit funds to the state according to state requirements.	●		

[1.24.8] Emergency & Non-Invoice Pay Payments

Services	Customer	OSV	Notes
Enter payment information and settle in Workday.	●		OSV only processes supplier invoice, ad hoc, and misc. payments.

Services	Customer	OSV	Notes
Troubleshoot payment errors for payments not processed by OSV.	•		

[1.24.9] Workday Updates

Services	Customer	OSV	Notes
Perform testing pertinent to the OSV Invoice Pay delivery model.		•	Testing supports existing Workday functionality to ensure the expected outcome is received.
Perform supplier payment testing for optional Workday updates.	•		
Perform bank integrations testing.		•	
Implementing and testing of new functionality.	•		Not related to the standard Workday supplier settlement process.

[1.24.10] Rebates and Fraud Protection

Services	Customer	OSV	Notes
Process payment within Payment terms to ensure SUA card use.	●		
Calculate rebate quarterly based on order form.		●	
Pay the Customer quarterly for rebate.		●	
Create Positive Pay files for all checks.		●	
Confirm all ACH information using the EWS process before issuing payments.		●	Refer to supplier maintenance section 1.23.6 for associated roles and responsibilities.
Safeguard OSV Services and bank transmissions from unauthorized access and transactions.		●	
Develop and maintain industry standard security precautions and controls regarding the storage, use, and processing of Account and Transaction data.	●		This includes but is not limited to, segregation of duties, tenant access controls, phishing prevention.
Identify fraudulent payments.	●		
Preform root cause analysis on how fraud occurred.	●		OSV will assist with research associated with OSV software and with the bank.
Notify OSV of fraudulent payment and root cause analysis within 60 days of transaction.	●		
Dispute fraudulent SUA payments.	●		

[1.24.11] Invoice Pay Bank Support

Service scope	Definition of Services	Customer	OSV
Notice of Change (NOC)	Resolving electronic payments that a bank has deposited but notifies of account correction requirement. Assumes Invoice Pay payment.		●
	Monitor monthly NOC report for account change notifications from the applicable bank.		●
	Notify the Customer via OSVSupport that bank account information is incorrect.		●
	Correct payment information.	●	
ACH Returns	Notify the Customer via OSVSupport that payment was returned and not deposited to the supplier's account and that a separate check is being sent to them.		●
	Monitor monthly ACH Return report for rejected payment notifications from the applicable bank.		●
	Correct payment information.	●	
Uncashed Check Management	Resolving an outstanding check that a recipient fails to deposit. Assumes Invoice Pay.	●	
	Monitor monthly report that identifies checks that have not been cashed (90 days old or older).		●
	Provide and administer escheatment solutions for rejected or uncashed checks.	●	

(1.25) Managed AP

[1.25.1]

The OSV and the Customer responsibilities for Managed AP (AP130) and Premium AP (AP131) are listed below.

[1.25.1.1] Goods/Services Sourced

Activity	Customer	OSV	Notes
Supplier setup	●		
Supplier maintenance	●		
W-9 request	●		
W-9 attachment	●		
Supplier self-service	●		
Spend categories maintenance	●		
Spend categories hierarchies	●		
Set up commodity codes	●		
Maintain commodity codes	●		
Maintain purchase items	●		
Maintain supplier groups	●		
Maintain supplier category	●		

Activity	Customer	OSV	Notes
Maintain supplier contract types	●		
Set up supplier contracts	●		
Approve supplier contracts	●		
Maintain supplier contract	●		
Set up cost centers	●		
Maintain cost centers	●		
Set up general ledger accounts	●		
Maintain general ledger accounts	●		
Set up posting rules	●		
Maintain posting rules	●		
Set up tax	●		
Maintain tax (sales/use/VAT)	●		
Set up supplier catalogs	●		
Maintain supplier catalogs	●		
Set up punch-out integrations	●		
Maintain punch-out integrations	●		
Contingent labor/job requisitions	●		
Work tag setup	●		
Work tag maintenance	●		

Activity	Customer	OSV	Notes
Validation rule setup	●		
Validation rule maintenance	●		

[1.25.1.2] Purchase Requisition Creation

Activity	Customer	OSV	Notes
Set up requisition types	●		
Maintain requisition types	●		

[1.25.1.3] Purchase Order Creation

Activity	Customer	OSV	Notes
Template creation	●		
Template maintenance	●		
Sourcing group setup	●		
Sourcing group maintenance	●		

[1.25.1.4] Purchase Order Issuance

Activity	Customer	OSV	Notes
Distribution of PO	●		
Supplier collaboration/self-service maintenance	●		

[1.25.1.5] Goods/Services Received

Activity	Customer	OSV	Notes
Validation rule setup	●		
Validation rule maintenance	●		
Two- and three-way match setup and maintenance	●		

[1.25.1.6] Invoice Received

Activity	Customer	OSV	Notes
Setup of the Customer email address for supplier invoice centralization		●	Completed during Services enablement engagement.
Collection of invoices from supplier portals	●		The Customer is responsible for maintaining access to supplier portals and collection of invoices from suppliers.
Line-Item extraction (AP130)		●	Data extraction and validation includes full line-item detail.
Line-Item extraction (AP132)		●	Header level detail only and single line item with default description.
Extracted invoice data is validated		●	
Invoice metadata (with default work tag assignments) and scanned Invoice images are sent to the Customer via Workday		●	Invoices submitted throughout the day after data has been validated.
Maintenance of invoice coding	●		Within 24 business hours of receipt.
Complex invoice coding and approval of invoices	●		The Customer will be responsible updating default coding and the invoice approvals.

Activity	Customer	OSV	Notes
Purchase Order – Invoice Line Pairing		•	OSV will use reasonable and best efforts to pair invoice and purchase order line items. If line items cannot be paired, ad hoc lines will be created on the invoice in Workday.
Two- and three-way match setup and maintenance	•		
Supplier collaboration/self-service maintenance	•		
Setup of prepaid amortization schedules	•		
Maintenance of prepaid supplier invoices	•		
Correction of prepaid supplier invoices	•		

[1.25.1.7] Invoice Matching/Approval

Activity	Customer	OSV	Notes
Validate rule setup	●		
Validation rule maintenance	●		
Setup of custom conditions for matching rules	●		
Maintenance of custom conditions for matching rules	●		

[1.25.1.8] Supplier Payment

Activity	Customer	OSV	Notes
Bank account maintenance	●		
Payment method setup	●		
Payment method maintenance	●		
Positive pay file management	●		

[1.25.1.9] Reconciliation/Reporting

Activity	Customer	OSV	Notes
1099 reporting	●		
1099 distribution	●		
Tax filing (sales/use/vat)	●		
Vendor withholding	●		
1096 reporting and filing	●		
Spend reporting	●		
Review of supplier statements	●		
Supplier inquiries	●		The Customer is responsible for fielding and addressing supplier inquiries.

[1.25.1.10] Pcards

Activity	Customer	OSV	Notes
Account setup	●		
Import transactions	●		
Reconciliation of transactions	●		

[1.25.1.11] Business Processes (BP)

Activity	Customer	OSV	Notes
BP setup (Supplier Contracts/ Amendments, Supplier Setup, Purchase Requisition, Purchase Order, Change Order, Goods/Services Receipt, Invoice Creation, Invoice Matching/Approval, Supplier Payment)	•		
BP maintenance	•		

[1.25.1.12] Security

Activity	Customer	OSV	Notes
Set up security (Supplier Contracts/ Amendments, Purchase Requisition, Purchase Order, Change Order, Goods/Services Receipt, Invoice Creation, Invoice Matching/Approval, Supplier Payment)	•		
Maintain security (Supplier Contracts/ Amendments, Purchase Requisition, Purchase Order, Change Order, Goods/ Services Receipt, Invoice Creation, Invoice Matching/Approval, Supplier Payment)	•		

[1.25.1.13] Miscellaneous

Activity	Customer	OSV	Notes
Supplier statements	●		
Check status on the Customer's account	●		
Voids and reissue of checks	●		
Emergency invoice processing	●		Refer to Exception Processing section 1.2
Manual checks	●		
Off-cycle check runs	●		
Customer inquiries and requests		●	Via OSVSupport.
Creating custom reports	●		

(1.26) AP Imaging Services

The OSV and the Customer responsibilities for AP Imaging Services AP (AP201) are listed below.

Activity	Customer	OSV	Notes
Setup of the Customer email address for supplier invoice centralization.		•	Part of initial setup.
Scanned invoices images are sent to the Customer.		•	Invoices submitted throughout the day after data has been validated.
Invoice coding.	•		The Customer will be responsible for coding invoices.

(1.27) AP Service Center

[1.27.1]

The OSV and the Customer responsibilities for the AP Service Center (AP400) are listed below.

[1.27.1.1] AP Service Center

Activity	Supplier	OSV	Notes
Develop strategy, organizational information, and procedures to facilitate service provider management and resolution of Workday invoice, supplier, and payment inquiries.	•		
Develop escalation procedures to support Service Center resolution.	•	•	
Provide Service Center support for the Customer and/or suppliers via email and phone.		•	
Provide case management reporting.		•	

(1.28) 1099 Distribution Services

[1.28.1]

The OSV and the Customer responsibilities for 1099 Distribution Services (AP210) are listed below.

[1.28.1.1] 1099 Distribution Services

Activity	Customer	OSV	Notes
The Customer will balance, review, and sign off (by Jan. 15) before 1099's are printed or posted to Workday portal.	●		
1099 printing, folding, inserting, sealing, and mailing.		●	By Jan. 31.
1099C printing, folding, inserting sealing, and mailing.		●	Within one (1) week of request.

(1.29) 1099 Enhanced Services

[1.29.1]

The OSV and the Customer responsibilities for 1099 Enhanced Services (AP211) are listed below.

[1.29.1.1] 1099 Distribution Services

Activity	Customer	OSV	Notes
The Customer will balance, review, and sign off (by Jan. 15) before 1099s are printed or posted to Workday portal.	•		
1099 printing, folding inserting, sealing, and mailing.		•	By January 31.
1099C printing, folding, inserting, sealing, and mailing.		•	Within one (1) week of request.
The Customer will provide Service Center access to Workday.	•		
One- time B-Notice cleanup project, including authenticating supplier TIN to IRS website; obtaining W-9s for erroneous TINs (during the project).		•	The Customer is responsible for obtaining W-9 and adding/ updating Workday.
Update the supplier master with all W-9 information received after the one- time B-Notice project.	•		

Activity	Customer	OSV	Notes
The Customer will provide OSV a copy of the IRS CP2100/CP2100A (B-Notice) within 15 days of receipt via an OSVSupport case.	•		
OSV will assist with the IRS CP2100/ CP2100A (B-Notices). OSV will provide the letter for the B-Notice communication to the suppliers.		•	Customer is responsible to mail the letter to the suppliers; print, mail, and attach the letter to the supplier master based on the IRS CP2100/CP2100A (B-Notice).
Customer will update the supplier master with the W-9 received from the B-Notice communication and attach the W-9s in the supplier master.	•		
OSV will provide the Customer a letter template to contest any B-Notice penalty.		•	
The Customer is responsible to print, sign, and mail the letter to contest the B-Notice penalty according the IRS terms and conditions.	•		

(1.30) 1096 Filing Services

[1.30.1]

The OSV and the Customer responsibilities for 1096 Filing Services (AP220) are listed below.

[1.30.1.1] 1096 Filing

Activity	Customer	OSV	Notes
Electronic filing setup. Includes registering with the IRS and configuring the Electronic Filing 1099 MISC Integration in Workday.	•		The Electronic Filing 1099 MISC integration is required to generate an electronic file. Refer to **Appendix A** for Ancillary Item.
The Customer will balance, review, and sign off (by Jan. 15) before 1096 forms are printed or posted to Workday portal.	•		
Transmit the electronic file to the IRS.		•	Requires the Customer acceptance before transmittal to IRS.

(1.31) AR Fulfillment – Invoice Printing

[1.31.1]

Listed below are the OSV and the Customer responsibilities for AR Fulfillment Services (AR101).

[1.31.1.1] Customer Invoice Printing

Activity	Customer	OSV	Notes
Test Customer invoice template on OSV printer.		●	Part of initial setup.
Generate the Customer invoices (including in-voice generation, file creation, approval, and transmittal).	●		
Deliver the Customer invoice file to OSV.	●		Transmit file via ticketing system.
Print and mail the Customer invoices.		●	Within 24 hours of file receipt.

(1.32) Services Readiness

OSV offers a unique solution unlike any other outsourcing provider: We can offer and provide all our outsourcing Services primarily within your Workday tenant. This allows OSV to focus the Services Readiness project on you, our new Customer, and your readiness and that of our internal operations team(s). Our onboarding process is described below to ensure the highest state of readiness and a world-class Customer experience.

[1.32.1] Services Readiness

- OSV will provide a dedicated Customer Readiness Specialist (CRS) for the duration of the onboarding project until both the Customer and OSV's production Services team(s) have provided all Services in a production state. The CRS will set up alignment meetings with the Customer Project Lead.

- The CRS will be OSV's primary Customer contact during the project unless the Customer's specific service(s) requires individualized Services resources. In that case, the CRS will discuss those resources and task requirements upon the project initiation.

- OSV will provide a named Executive Sponsor for the Services Readiness process. The Executive Sponsor will serve as the primary point of escalation for any issues that arise during the project.

- 100% of Services enablement and deployment are delivered remotely. If the Customer requires OSV Services Readiness team members to be onsite during the deployment, the Customer is responsible for all travel-related expenses.

- OSV's CRS will provide or discuss the following documentation upon project initiation: Customer Reference Guide, Partner Reference Guide, and Customer Roadmap. These materials allow the Customer and OSV to align and proactively inform the Customer of all service setup requirements and milestones. Milestones depend on the Customer providing accurate data in a timely fashion.

- OSV uses various data-gathering methods. The Customer is responsible for completing data-gathering requirements to facilitate a successful Services setup. For your Services Setup process, OSV provides a secure site (SFTP) to transfer any documents to ensure that the data you are sending to OSV is safe. OSV will use this data to set up and validate system functionality directly related to the Services in scope.

- The Customer is responsible for the accuracy of all data in the Customer's Workday tenant(s). OSV loads preconfigured Workday Service Center functionality based on the specific OSV Services being set up. The loading of Service Centers does require Workday implementer access to Workday tenants. It is the Customer's or the Workday Implementation Partner's (WDIP) responsibility to provide the needed access.

- If the Customer is deploying the Workday system in conjunction with OSV's outsourced Services setup, the Customer is responsible for all interactions with their WDIP regarding any specific Workday configuration requirements necessary for OSV to provide Services.

- OSV will enable proprietary processes and systems outside the Customer's Workday tenant(s) that are mandatory for our Services. OSV will validate all Services setup data and configuration. OSV will provide systems validation reports to the Customer for alignment and/or approval.

- OSV will provide educational documents and materials for each Service that is enabled to assist the Customer. It is the Customer's responsibility to review and understand their role in each Service and be prepared to perform all the Customer tasks.

[1.32.2] Assumptions

[1.32.2.1] General Assumptions

- The OSV-assigned resources will work within the Customer's Workday tenant to deliver the selected Service(s). The Customer and/or WDIP need to understand that the Security Service Center, implemented during Services Readiness, supports the assigned resources and that any security changes completed internally can potentially impact their ability to operate.

- OSV supports what is outlined in the ASG (Administrative Services Guide) for each service.

[1.32.2.2] Service Level Assumptions

Services Readiness Assumptions for FAS Services	Customer	OSV	Notes
The Customer is responsible for providing all required information for OSV to accurately deliver Services.	●		
The Customer is responsible for all data in Workday as OSV processes may be dependent upon the housed data.	●		Specific examples include but are not limited to: Supplier information regarding default currency and default payment terms; PO (Purchase Order) Contract creation and approval.
The Customer will provide an implementation tenant for duration of enablement.	●		
The Customer must approve Workday configuration prior to moving to production. This will include configuration in an implementation tenant as well as Sandbox. The Customer is responsible for managing sandbox refresh exemption requests during Sandbox testing.	●		
The Customer is responsible for supplier and internal change management.	●		

FAS Services (only applicable if purchased Product Code(s) AP101, AP130, AP201, AP210, AP211 and AP220)

- The Customer must have a dedicated resource that OSV can contact if any questions arise.

- The manual corrections required in Workday after service starts vary based on the level of effort the Customer puts forth during enablement. To ensure the highest level of success, the Customer should fully test all scenarios on the testing checklist provided by OSV and dedicate the appropriate amount of time to reviewing/approving coding rule suggestions.

- For FAS Fulfillment Services, the Customer must adhere to OSV processing deadlines for same-day service.

- FAS Services are automated processes; manual processes in Workday are not in scope.

- The Customer is buying Services at the current development status. The future development timeline is not guaranteed.

Services Readiness Assumptions for Benefit Services	Customer	OSV	Notes
OSV handles automated processes.		•	Manual processes are not in scope.
OSV is responsible for the review/approval step for the Change Benefits for Life Workday Business Process.		•	

Benefits Services (only applicable if purchased Product Code(s) for USA and CAN BN101 and BN102)

- Any assistance provided by OSV to the Customer's employees must relate to data/information that resides in Workday; OSV will not support any outside systems.

- Contacts/Agents will only work within Contact Center designated hours.

Services Readiness Assumptions for COBRA Services	Customer	OSV	Notes
OSV handles automated processes.		•	Manual processes are not in scope.

- COBRA Services (only applicable is purchased Product Code(s) for USA CB101, BN203 and CB104)

- Any assistance provided by OSV to the Customer's employees must relate to data/information that resides in Workday; OSV will not support any outside systems.

- Contacts/Agents will only work within Contact Center designated hours.

Services Readiness Assumptions for helpdesk Services	Customer	OSV	Notes
OSV handles automated processes.		•	Manual processes are not in scope.

Helpdesk Services (only applicable if purchased Product Code(s) HD101 (USA and CAN) and HD101G)

- Any assistance provided by OSV to the Customer's employees must relate to data/information that resides in Workday; OSV will not support any outside systems.

- Contacts/Agents will only work within Contact Center designated hours.

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Services Readiness Assumptions for WFA Services	Customer	OSV	Notes
The Customer will attend Workday training per Workday recommendations and guidelines (as applicable).	●		
The Customer will provide the necessary resources to complete testing.	●		
The Customer will not change policies and procedures once the standard processes have been signed off.	●		
Identified the Customer resources with appropriate authority will be tasked with reviewing, signing-off and returning process materials according to outlined timeline for updates and validation.	●		
OSV assumes 70% rate of Workday self-service adoption.		●	
The Customer provides estimated annual Tier 1 contact volume.	●		

WFA (only applicable if purchased Product Code(s) GWA101)

- Contacts/Agents will only work within Contact Center designated hours.

- OSV is not responsible for archiving data or documents associated with the Customer's legacy processes and systems.

- If the Customer identifies business-critical gaps compared with OSV's Workday standard business process that cannot be resolved internally, a change request will be required.

Services Readiness Assumptions for Leave Administration Services	Customer	OSV	Notes
The Customer will attend Workday training per Workday recommendations and guidelines (as applicable).	●		
The Customer will provide the necessary resources to complete testing.	●		
The Customer will not change policies and procedures once the standard processes have been signed off.	●		
Identify Customer resources with appropriate authority will be tasked with reviewing, signing-off and returning process materials according to outlined timeline for updates and validation.	●		
OSV assumes 80% utilization rate of Workday and leave platform self-service adoption.	●		
Functional absence resources with appropriate authority will review and approve process documentation in a reasonable time to allow for updates and validation.	●		

Leave Administration (only applicable if purchased Product Code(s) BN106)

- The Customer will manage leave policies and benefits programs and inform OSV of changes.

- Any assistance provided by OSV to the Customer's employees must relate to data/information that resides in Workday and in the leave platform.

- Leave Specialists will only work within Service Center designated hours.

- OSV is not responsible for archiving data or documents associated with the Customer's legacy processes and systems.

- Customer is responsible for entering and maintaining employee demographic data in Workday

- Customer is responsible for internal change management and communication activities.

Services Readiness Assumptions for Garnishment Services	Customer	OSV	Notes
The Customer is responsible for loading all active, current garnishments into Customer's Workday tenant(s) and ensuring the accuracy of the garnishment configuration.	●		Failure to have all active, current garnishments loaded could impact OSV's ability to remit payment on a timely basis. Any resulting penalties and fees will be the Customer's responsibility.
The Customer is responsible for attaching all withholding order documentation to the setup of the Garnishment in the Workday tenant if electing Garnishment Administration prior to service start date.	●		
The Customer must adhere to the OSV processing deadlines to ensure Treasury and/or Fulfillment deadlines are met.	●		

Garnishment Services (only applicable if purchased Product Code(s) for USA and CAN PY102 and PY108)

- If electing Garnishment Administration, OSV will be responsible for loading all garnishment configurations in the Customer's Workday tenant for any new or amended garnishments received after the Service Start Date.

Services Readiness Assumptions for Payroll Services	Customer	OSV	Notes
The Customer is responsible to be familiar with and capable of performing all their assigned tasks as outlined in the Administrative Services Guide (ASG).	•		The Customer and the WDIP to ensure process steps are in place prior to Service start, with exception of Managed Payroll. Managed Payroll processing steps are reviewed and agreed upon.
The Customer must adhere to the OSV processing deadlines to ensure Treasury and/or Fulfillment deadlines are met.	•		

Payroll Services (only applicable if purchased Product Code(s) for USA and CAN PY101, PY501, PY107, PY407, PY206, PY301, PY302 PY304, PY305 and PY311)

- All OSV Payroll Services require varying levels of Customer involvement during each payroll cycle. The Customer effort depends on the contracted level of service.

- Managed Payroll: As agreed with the Customer, OSV assumes responsibility for the payroll administration process from beginning to end. The Customer is responsible for partnering with OSV to deliver accurate and timely payroll results, including facilitating approvals as required during the payroll process.

- Payroll Administration: The Customer owns the end-to-end payroll process up to Settlement. OSV is available to address questions related to the Payroll Services OSV performs.

- Net Pay: Customer owns end-to-end payroll process through Settlement, including all Workday troubleshooting. Services may be obtained on a T&M (Time and Material) basis.

  - Customer is responsible for their Workday data and tenant.

  - If the assigned OSV payroll team configures within the Customer's Workday tenant, the Customer must approve in sandbox before moving to production. Approval must be coordinated and time-managed with the weekly Workday sandbox refresh.

Services Readiness Assumptions for ROE Services	Customer	OSV	Notes
The Customer is responsible for the accuracy and integrity of all insurable earnings data and ROE configurations in their Workday tenants.	●		OSV will utilize data housed within the Customer Workday tenant(s) during the delivery of OSV's ROE service.
The Customer is responsible to ensure a ROE Web account is active and OSV representatives are provided read/write access 4 weeks prior to GO LIVE date to allow for integration setup and testing.	●		Workday's ROE functionality requires processing through Service Canada's ROE Web service.
The Customer is responsible for requesting a mass issue of ROEs for all active employees from the legacy provider (Reason code: K17 Change of Service Provider). The Customer and/or WDIP is responsible for resetting the first day worked for ROE history for active employees. If the mass issue of ROE's is not possible, the Customer and/or WDIP are responsible for timely and accurately loading of the ROE historical data. The Customer is responsible for resolving all issues that arise from the history load.	●		
OSV is responsible for the creation and upload of the payroll extract file of ROE data. OSV is not responsible for, and will not assist with or perform, any manual calculations to derive ROE history or data.		●	
ROE data issues related to payroll data, ROE historical data, earnings configuration, or ROE criteria, conditions, and reasons mapping within the Customer Workday tenant must be resolved in a timely manner by the Customer.	●		OSV will not be responsible for compliance delays due to related Customer-required corrections.
The Customer is responsible for answering any queries related to reasons for issuing the ROE or any questions on an employee's earnings.	●		OSV can confirm data populating the ROE form upon request from Service Canada. OSV will refer Service Canada to the Customer contact as it appears on the ROE.

Record of Employment (ROE) Service (only applicable if purchased Product Code for CAN PY105CA)

- OSV will provide PDF copies of issued ROEs in a secure environment and securely store digital copies for the period required by current legislation.

- OSV will not create manual ROEs within Service Canada.

- OSV will not edit an ROE draft created in Workday.

- OSV will not edit an ROE draft created in Service Canada.

Services Readiness Assumptions for Tax Service	Customer	OSV	Notes
Responsible for the accuracy and integrity of all Tax data in the Workday tenant(s) utilized during the setup of OSV's tax service.	•		OSV will utilize data housed within the Customer Workday tenant(s) during the setup of OSV's tax service. Post service start date, the OSV Tax team will maintain the Company Tax configuration within the Customer's Workday tenant.
Responsible for timely loading, validating, and reconciling all historical data in Workday by FEIN and quarter or pay period (if mid-qtr.).	•		All historical data must be loaded in Workday prior to processing the first payroll if history needed to be recorded in the OSV Tax system. The Customer is responsible for communicating any variances to the assigned OSV Operations Tax specialist.
The Customer is responsible for providing access to OSV for all Taxing Jurisdictions that require designated TPA (third-party access).	•		Failure to provide access may result in late payments/filings and penalties may occur. All penalties issued will be the Customer's responsibility.
The Customer is responsible for providing all "Applied for" account numbers prior to first payment and/or filing to a tax authority.	•		Failure to provide account numbers may result in late payments/filings and penalties may occur if agency does not accept "Applied for" accounts. All penalties issued will be the Customer's responsibility.
The Customer MUST notify OSV immediately in the event of a Cancel Complete if unavoidable.	•		Cancel completes can impact tax filings, tax payments and refunds. OSV recommends reversals over "uncompleting" payroll.

Tax Services (only applicable if purchased Product Code(s) for USA and CAN TX201, TX202, TX203 or TX204)

- Workday's payroll functionality does not recognize certain taxing agencies and does not calculate them on behalf of the Customer. There are also taxing agencies that Workday calculates, but OSV is not able to handle them. As such, OSV cannot remit payments to those agencies; the Customer is responsible for filing and paying any taxes for those taxing agencies. OSV can provide a list of those agencies upon request.

- Tax Services activation is highly recommended at the beginning of a new quarter. Mid-quarter service starts will require additional data gathering and validation from both the Customer and OSV.

- Customer's final payroll history cannot be loaded into OSV's tax system until all payroll history has been fully loaded and validated in the Customer Workday tenant. The loading and balancing of payroll history is critical to the project's success, which leads to accurate, penalty-free annual tax filings. Below are the OSV requirements for Payroll History:

- Customers should obtain payroll history from current providers as soon as possible.

  - Payroll history will include earnings, deductions, and taxes.

  - The tax history portion of the payroll history loaded into your Workday tenant for use in the OSV Payroll Tax System must include tax amounts, taxable wages, and subject wages.

  - OSV will not assist with or perform any manual calculations to derive payroll history.

  - Tax History Reconciliation can be completed by comparing Workday data to the prior quarter return(s) and/or payroll register(s).

  - Workday Payroll history is imported into the OSV tax system after the Customer confirms that payroll tax history is in balance for each FEIN. However, if the Customer has not provided OSV with this confirmation prior to processing the first payroll, OSV will proceed with importing historical data as recorded in Workday.

** **NOTE:** All history is considered a prepaid tax liability (already paid to the Tax agency) for all federal, state, and local tax agencies. Therefore, OSV is only responsible for paying tax liabilities for pay periods with check dates processed after the OSV Services start date.

The only exception is for mid-quarter go-lives. A mid-quarter period is considered any period from the quarter beginning date to the OSV Services Start Date. Example: If the OSV Services Start Date is 10/15/xx, then history must be loaded for any check dates between 10/1/xx – 10/14/xx. Mid-quarter go-lives require coordination with the OSV Tax Consultant and the Customer to determine what tax codes and tax amounts should be processed as prepaid tax liabilities versus a collection of tax liabilities directed by the Customer. OSV will not be responsible for paying any tax amounts due to tax agencies before the start date of OSV Services. OSV considers these amounts pre-paid in the OSV tax system based on the Customer's direction.

** **NOTE:** For mid-quarter go-lives, payroll history for periods after the end of the last quarter must be loaded by pay period/check date. Payroll history must be loaded into Workday and the OSV Tax system before processing the first payroll in production.

The Customers must adhere to the OSV processing deadlines to meet the Treasury and/or Fulfillment deadlines.

Services Readiness Assumptions for Treasury	Customer	OSV	Notes
The Customer is responsible for accurate data housed in Workday, including but not limited to employee payment election and contractual processing dates.	•		
The Customer is responsible for ensuring that timelines for settlement are revised based upon federal observed holidays in accordance with funding requirements.	•		
The Customer is responsible for timely reconciliation of their bank account ensuring that all funds were debited in accordance with funding requirements.	•		
The Customer is responsible for working directly with their assigned OSV team for any exception processing.	•		

Treasury

- The treasury/banking relationship between Customer and OSV is contractual, and an amended Order Form will be required to adjust the terms.

Services Readiness Assumptions for New Hire Reporting	Customer	OSV	Notes
The Customer is responsible for completing the MSER Form (Multistate Employer Registry) and submitting it to the OCSE (Office of Child Support Enforcement) and OSV.	•		

	Customer	OSV	Notes
The Customer is responsible for maintenance of the New Hire Reporting integration after the integration is scheduled and running for two (2) pay cycles.	●		
The Customer is responsible for all data updates within Workday, such as social security numbers and addresses.	●		

Services Readiness Assumptions for myFlexPay	Customer	OSV	Notes
The Customer is responsible to ensure their employees are set up under the correct pay group (hourly, salary, shift schedule, etc.).	●		
The Customer is responsible in confirming each employee has the following information in Workday: salary, email address, and banking information (payment election).	●		
The Customer is responsible in providing their current logo based on the specifications requested by OneSource Virtual.	●		

myFlexPay (only applicable if purchased)

The Customers can only change their subsidy allocation once every 12 months (1st of the month or 1st of the following month) with ample notification to OneSource Virtual via OSVSupport.

[1.32.3] Services Readiness: General Terms and Conditions

[1.32.3.1] Amended Order Form Process

- Any changes to the Services Start Date will require an amended order form. The CRS will engage the Account Executive to draft an amendment. Once the amendment has been completed, it is sent to the Customer for signature.

- Any changes in products purchased will require an additional Order Form to complete the work and may result in additional Customer expenditures. The CRS will engage the Account Executive to draft an order form. Once the Order Form has been completed, it is sent to the Customer for signature.

[1.32.3.2] Timely Performance

- The Customer acknowledges and agrees that project delays caused by the Customer and/or WDIP are material to the Customer's use of Enablement Services and OSV's ability to provide those Services. The Customer also acknowledges that the estimated fees and timeline for the project are based on the assumptions above. The Customer is expected to ensure that all the Customer tasks are completed on time.

- In the event an assumption is not met or a project delay otherwise occurs due to the fault of the Customer, OSV will use reasonable efforts to advise the Customer and attempt to mitigate any increased efforts and shall have the right to (1) cease providing any additional Services under this engagement until the Customer removes such project delay; (2) convene an Executive Steering Committee session to discuss any applicable delays; (3) reassign OSV personnel to another engagement; and (4) subject to the Customer's consent, revisit and revise estimated costs, completion dates and the approach to completing the project.

- If the Customer delays the project for more than 10 consecutive days without due cause as mutually agreed upon, OSV reserves the right to terminate the agreement. If the Customer's go-live date is rescheduled for a future quarter or mid-quarter other than the specified and agreed-upon Services Start Date, OSV reserves the right to assess a fee to cover additional implementation-related costs and overhead. This only applies to projects that are delayed as a direct result of the Customer or WDIP. In the event of delays caused by factors within the control of OSV, both parties shall meet with good faith efforts to determine whether a reduction of fees is applicable.

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[1.32.3.3] Customer Production Responsibilities

- OSV selected Workday as our technology platform because it is a modern and flexible solution that provides advanced capabilities that continue to advance with up to two (2) functional updates per year. These premium capabilities can imply responsibilities on the Customer's part to administer and continue to "consume" the capabilities.

- The Customer is responsible for maintaining knowledge of the solution, tenant administration, and tenant advancement. The most effective way to do this is to take advantage of Workday education offerings and participate in the Workday Community.

- The OSV Security Service Center, which is configured within the Workday tenant, allows OSV to deliver Services. The Customer will be held responsible for any changes made within their Workday tenant that change or impacts how OSV delivers the Services elected. If changes are needed, the Customer is responsible for working with OSV to ensure no impacts to the Security Service Center. If no coordination with OSV is completed before the change and it impacts the delivery of the Services elected, any penalty and interest assessment will be the Customer's responsibility.

Appendix A – Ancillary Items List

The Ancillary Items pricing list, which sets forth the pricing for the Items in Appendix A, is available on OSVAtmosphere. The pricing for the Items is subject to the provisions outlined in the pricing list.

Employee Services

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			1095-C Form Configuration Setup	Per Occurrence	Per Request	Workday form setup for 1095-C.	**Refer to the table for availability.**
Employee Services			1095-C Form Configuration Error Handling Support	Per Occurrence	Per Request	OSV supporting data corrections to the 1095-C Form Configuration Setup.	**Refer to the table for availability.**
Employee Services			Confirmation Statement Print Enablement	Per Request	Per Request	Creating print-ready file from Workday to support confirmation statement distribution.	**Refer to the table for availability.**
Employee Services			Federal ACA Connector	Per Configuration	Per Request	Configuration of federal connector for ACA.	**Refer to the table for availability.**
Employee Services			Federal ACA Error Handling Support	Per Request/ Incident	Per Request	OSV supporting data corrections returned from the IRS federal ACA connector integration.	**Refer to the table for availability.**
Employee Services			Benefits – Non-US Based Plans or Configuration	Per Request	Per Request	Workday support of non-US benefit plans.	Support includes associated events or eligibility rules. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Retirement Savings Plan Configuration	Per Request	Per Request	Workday support of retirement plans.	Support including associated event or eligibility rules. **Refer to the table for availability.**
Employee Services			Benefits - Complex Reporting	Per Report	Per Request	Creating or updating benefits reports that include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.** Excludes composite reports. Requests must be related to an active benefits service.
Employee Services			Benefits – Standard Reporting	Per Report	Per Request	Modifying existing benefits reports whether simple or advanced, with no new calculated fields. Creating a new simple or advanced custom report and configuring filters and delivered fields.	Excludes composite reports. This reporting type does not include any new calculated fields or modification of existing calculated fields. Requests must be related to an active benefits service. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Benefits Integrations – Modified Coding	Per Integration Being Modified	Per Request	Modification to existing integration (file) due to new requirement.	Does not include configuration or maintenance of federal ACA connector or integrations for individual states with ACA reporting requirements. Excludes break-fix work for existing integrations. **Refer to the table for availability.**
Employee Services			Benefits Integrations – New	Per New Integration	Per Request	New integration (file) build.	Does not include configuration of federal ACA connector or integrations for individual states with ACA reporting requirements. Excludes break-fix work for existing integrations. **Refer to the table for availability.**
Employee Services			Custom Alerts, Notifications, or Announcements	Per Request	Per Request	Creating or updating custom alerts/attached reports, notifications, or announcements	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Complex EIB	Per EIB	Per Request	Requested EIB must be related to an active service. Examples include but are not limited to benefit elections, 1095-C historical form data, ACA COBRA data/1095-C form data corrections, etc.	**Refer to the table for availability.** All applicable data is provided to OSV. OSV will create the EIB, then validate and load in SBX for approval. Once the load is approved, OSV will move to production. This would include assistance with understanding data and handling errors, but not assistance in producing or calculating data. NOTE: 1095-C Recipient EIB OSV COBRA customer with > 50 participants Non-OSV COBRA customer > 30 participants OSV will validate, load, and assist with error handling.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Process Supporting EIB	Per EIB	Per Request	Requested EIB must be related to an active service. Examples include simple benefit elections, ACA COBRA data/1095-C form data corrections, wellness data, etc.	**Refer to the table for availability.** Must be presented to OSV in the format of the EIB with all data populated. This can include assistance with Row ID or Spreadsheet key. Any consulting or population of the data by OSV moves this to a complex EIB. The customer is responsible for addressing any errors. OSV will validate and load the EIB in SBX. Upon approval, OSV will load the EIB into production. NOTE: 1095-C Recipient EIB OSV COBRA customer with <= 50 participants Non-OSV COBRA customer <= 30 participants OSV will validate, load, and assist with error handling.

Employee Services – Ancillary Items – Availability Table

A: Available
I: Included

New and updated list
Order form list

Item	Ben Admin Services BN101 BN101CA	Ben Admin with Picwell Decision Support BN501	Ben Reconciliation BN102 BN102CA	COBRA Admin CB101	Direct Bill Admin BN203	COBRA Open Enrollment (OE) Package CB104	1095-C Form Print/Mail PY116
1095-C Form Configuration Setup	I	I					A
1095-C Form Configuration Error Handling Support	A	A					A
Confirmation Statement Print Enablement	A	A					
Federal ACA Connector	A	A					A
Federal ACA Error Handling Support	A	A					A
Benefits – Non-US Based Plans or Configuration	A	A					
Retirement Savings Plan Configuration	A	A					
Benefits - Complex Reporting	A	A					

Item	Ben Admin Services BN101 BN101CA	Ben Admin with Picwell Decision Support BN501	Ben Reconciliation BN102 BN102CA	COBRA Admin CB101	Direct Bill Admin BN203	COBRA Open Enrollment (OE) Package CB104	1095-C Form Print/Mail PY116
Benefits – Standard Reporting	A	A					
Benefits Integrations – Modified Coding	A	A					
Benefits Integrations – New	A	A					
Custom Alerts, Notifications, or Announcements	A	A					
Complex EIB	A	A	A	A	A	A	
Process Supporting EIB	A	A	A	A	A	A	

Financial Accounting

Service line	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services	1096 Integration	Per Integration	Per Request	Configuration of federal connector to transmit 1096 data.	**Refer to the table for availability**
Financial Accounting Services	Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include simple payroll input, time input, etc.	**Refer to the table for availability** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services	Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability** Requested EIB must be related to an active Service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

FAS - Ancillary Items – Availability Table

A: Available
I: Included

New and updated list
Order form List

Item	AP101 AP Fulfillment Services	AP120 AP Admin-Invoice Processing	AP130 Managed AP-Invoice Processing	AP201 AP Imaging	AP210 1099 Distribution	AP211 1099 Enhanced	AP220 1096 Filing	AP400 AP Service Center	AR101 Fulfillment-Invoice Printing
1096 Integration					A	A	A		
Complex EIB	A	A	A	A		A		A	A
Process Supporting EIB	A	A	A	A		A		A	A

Payroll

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Custom Check Layouts – New	Per New Check Layout	Per Request	Customization of one of three standard check layouts.	Using one of three standard check layouts. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Custom Check Layouts – Modify	Per Modified Check Layout	Per Request	Modification of existing custom check layout.	Includes modifications of signatures and logos, only. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**
Payroll			Earnings or Deductions Codes- New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability.**
Payroll			Earnings or Deductions Codes- Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction, code, test code, and deploy.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Complex EIB	Per EIB	Per Request	EIB loads supporting corrections. Examples include, but are not limited to, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability.** The requested EIB must be related to an active service. All applicable data is provided to OSV. OSV will create the EIB, then validate and load in SBX for approval. Once the load is approved, OSV will move to production. This would include assistance with understanding data and errors, but not assistance in producing or calculating data.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Example would be simple payroll input.	**Refer to the table for availability.** Requested EIB must be related to an active service. Must be presented to OSV in the format of the EIB with all data populated. Requests will be received, evaluated, and categorized by the correct EIB type. OSV will validate and load in SBX for approval. Once the load is approved, OSV will move to production. Note: This can include assistance with Row ID or Spreadsheet key. Any consulting or population of the data by OSV moves this to a complex EIB. The customer is responsible for addressing any errors. OSV will load the EIB.
Payroll			FLSA Calendar	Per Calendar	Per Request	Creation or update FLSA Calendars.	**Refer to the table for availability.** (US only)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Funding Reconciliation-	Per Request	Per Request	Reconciling Workday payroll, tax, and garnishment liabilities to the OSVAtmosphere Funding App.	**Refer to the table for availability.** (US, CA only)
Payroll			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of-balance issues regarding the general ledger. **Refer to the table for availability.**
Payroll			Maternity Schedule	Per Request/ Incident	One Time	Creation of the maternity schedule per employee.	Based on the Customer information via an OSVS case. **Refer to the table for availability.**
Payroll			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability.**
Payroll			On-Demand Payroll *No change in US or Canada pricing.	Per Settlement	Per Request	Processing of on-demand payment as per client request.	End-to-end payment process through to payment and HMRC obligations. Not applicable for Net Pay Customers. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability.**
Payroll			Payroll Complex Reporting	Per Report	Per Request	Creating or updating payroll reports that include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.** Excludes composite reports. Requests must be related to an active payroll service.
Payroll			Payroll Standard Reporting	Per Report	Per Request	Modifying existing payroll reports whether simple or advanced, with no new calculated fields. Creating a new simple or advanced custom report and configuring filters and delivered fields.	Excludes composite reports. This reporting type does not include any new calculated fields or modification of existing calculated fields. Requests must be related to an active payroll service. **Refer to the table for availability.**
Payroll			Period Schedule	Per Schedule	Per Request	Creation or update of Period Schedules	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Split Wrap	1-5 locations included in service fee. Ancillary items applies to locations greater than 5.	Monthly	Split, wrap and distribute payroll in accordance with Workday Check Sorting Setup configuration.	**Refer to the table for availability.**
Payroll			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability.**
Payroll			Specialty Payroll Services	Per Request	Per Request	Includes the following services: Payroll History for New Company, SOC Payroll Reporting Codes, Complex Company Relationships (SLE, Common Pay Agent, Common Paymaster), Successor Employer (only if both companies exist in your Workday tenant)	**Refer to the table for availability.**

Payroll - Ancillary Items – Availability Table

A: Available
I: Included

New and updated list
Order form list

Item	Payroll Fulfillment PY301 PY301CA	Payroll Processing Support PY311 PY311CA	Payroll Net Pay-Check/Advice Printing PY304 PY304CA	Payroll Administration Standard PY501 PY501CA PY501UK	Payroll Administration Premium PY101 PY101CA PY101UK	Managed Payroll Standard PY107 PY107CA PY107UK	Managed Payroll Premium PY407/507 PY407CA/507CA PY407UK/507UK
Custom Check Layouts – New *Applies only for checks/advices printed at OSV. **US and Canada only**	A		A	A	A	A	A
Custom Check Layouts – Modify *Applies only for checks/advices printed at OSV. **US and Canada only**	A		A	A	A	A	A
Complex EIB		A		A	A	A	A
Process Supporting EIB		A		A	A	I	I
Earnings or Deductions Codes-New Configuration		A		A	I	I	I

Item	Payroll Fulfillment PY301 PY301CA	Payroll Processing Support PY311 PY311CA	Payroll Net Pay-Check/Advice Printing PY304 PY304CA	Payroll Administration Standard PY501 PY501CA PY501UK	Payroll Administration Premium PY101 PY101CA PY101UK	Managed Payroll Standard PY107 PY107CA PY107UK	Managed Payroll Premium PY407/507 PY407CA/507CA PY407UK/507UK
Earnings or Deductions Codes-Modify Configuration		A		A	I	I	I
FLSA Calendar ***US Only**				A	A	A	A
Funding Reconciliation ***US and Canada Only**				A	A	A	I
General Ledger				A	A	I	I
Maternity Schedule ***UK only**				A	A	A	A
New Pay Group		A		A	A	A	A
On-Demand Payroll				A	A	A	A
Payment Election Rules		A		A	A	A	A
Payroll Complex Reporting				A	A	A	A
Payroll Standard Reporting				A	A	A	A
Period Schedule				A	A	I	I

Item	Payroll Fulfillment PY301 PY301CA	Payroll Processing Support PY311 PY311CA	Payroll Net Pay-Check/Advice Printing PY304 PY304CA	Payroll Administration Standard PY501 PY501CA PY501UK	Payroll Administration Premium PY101 PY101CA PY101UK	Managed Payroll Standard PY107 PY107CA PY107UK	Managed Payroll Premium PY407/507 PY407CA/507CA PY407UK/507UK
Split Wrap *Require Print Service **US and Canada only**	A		A	A	A	A	A
Update/ Create Run Category				A	A	I	I
Specialty Payroll Services				A	A	A	A

Tax

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Tax			Amended Tax Returns – Active Customer	Per Amendment	Per Request	Amendments to historical tax returns (Active Customer).	Only applicable to periods during which OSV is identified as the payroll tax service provider. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Tax			Amended Tax Returns – Termed Customer	Per Amendment	Per Request	Amendments to historical tax returns (Termed Customer).	Available to the previous Customers of OSV for amending periods during which OSV was identified as the payroll tax service provider. **Refer to the table for availability.**
Tax			Applied for Jurisdictions	Per Month	Monthly	Customers with jurisdictions in the "Applied for Status" are assessed the fee until jurisdiction is registered.	**Refer to the table for availability.**
Tax			Tax adjustments – Federal, State, and Local	Per Request	Per Request	Adjustments performed in Workday for Year-End and Quarter-End.	Available to the previous Customers of OSV for amending periods during which OSV was identified as the payroll tax service provider. **Refer to the table for availability.**

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Tax - Ancillary Items – Availability Table

A: Available
I: Included

New and updated list
Order form list

Item	Federal Filings TX201 TX201CA	State Filings TX202 TX202CA	Local Filing TX203	Annual Tax Filings TX204 TX204CA
Amendments – Active Customer	A	A	A	A
Amendments – Termed Customer	A	A	A	A
Applied for Accounts	A	A	A	A
Tax Adjustments – Federal, State, and Local	A	A	A	A
OSV Tax System Support Service Project	A	A	A	A

General Configuration

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
General Configuration			Bank Change	Per Bank Change	Per Request	The Customer request to change the bank account used for OSV Services.	Applicable to Services using OSV bank accounts and treasury Services and UK BAC Services. **Refer to the table for availability.**
General Configuration			Name Change	Per Name Change	Per Request	The Customer request to change the company name.	Requires active Services for the company with a name change.
General Configuration		✓	Funding Method Change	Per Bank Account	Per Request	The Customer request to change the funding method used in support of OSV Services.	Applicable to Services using OSV bank accounts and treasury Services. Funding method changes are not available for the UK. **Refer to the table for availability.**
General Configuration			New Hire Integration- Modify	Per Request	Per Request	Update the Customer integration due to the Customer requirements.	**Refer to the table for availability.**

OSV Service Support Projects

Service line	Item	Billing metric	Billing frequency	Description	Scope
General Configuration	New Company Projects	Per Request	Per Request	Workday configuration of new companies to support delivery of contracted Services.	Service is available when the company receiving Services is affected and will be dependent upon the scope and effort required to complete the work.
General Configuration	OSV Tax System Support Service	Per Request	Per Request	Tax System Consulting Services.	Service is available when the company receiving Services is affected and will be dependent upon the scope and effort required to complete the work. **Refer to the table for availability.**

General Configuration – Ancillary Items – Availability Table

A: Available
I: Included

New and updated list
Order form List

General configuration activities are available to the OSV Customers. These activities are intended to support the delivery of OSV Services. Their availability depends on Customers having an active contract for certain Services.

*Bank and funding method change Ancillary Items are available to those Customers using an OSV bank

Item	AP120 Invoice Pay + Supplier Mgmt	IT103 New Hire Reporting Integra-tion	myFlex Spend CDH101 CDH102	myFlex Pay PY326 (Excludes PY325 Earned Wage Access)	Managed Payroll Prem PY407US PY407CA PY407UK PY507US PY507CA PY507UK	Payroll Admin Prem PY101US PY101CA PY101UK Payroll Admin Standard PY501 PY501CA PY501UK	Managed Payroll Standard PY107US PY107CA PY107UK	Net Pay PY302US PY302CA PY302UK	Garn Admin and Fulfill-ment PY102 & PY108	Federal, State/ Province, Local Tax Process-ing TX201, TX202, TX203	Expense Settle-ment Services PY205	Annual Tax Filing W-2/ T4 TX204
*Bank Change	A		A	A	A	A	A	A	A	A	A	A
*Funding Method Change ***US and Canada Only**	A		A	A	A	A	A	A	A	A	A	A

Item	AP120 Invoice Pay + Supplier Mgmt	IT103 New Hire Reporting Integra- tion	myFlex Spend CDH101 CDH102	myFlex Pay PY326 (Excludes PY325 Earned Wage Access)	Managed Payroll Prem PY407US PY407CA PY407UK PY507US PY507CA PY507UK	Payroll Admin Prem PY101US PY101CA PY101UK Payroll Admin Standard PY501 PY501CA PY501UK	Managed Payroll Standard PY107US PY107CA PY107UK	Net Pay PY302US PY302CA PY302UK	Garn Admin and Fulfill- ment PY102 & PY108	Federal, State/ Province, Local Tax Process- ing TX201, TX202, TX203	Expense Settle- ment Services PY205	Annual Tax Filing W-2/ T4 TX204
New Hire Integra- tion- Modify ***US Only**		**A**										

Order form list – US

US Payroll Service (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Earnings or Deductions Codes- New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability.**
Payroll			Earnings or Deductions Codes- Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction, code, test code, and deploy.	**Refer to the table for availability.**
Payroll			FLSA Calendar *US Only	Per Calendar	Per Request	Creation or update FLSA Calendars.	**Refer to the table for availability.** (US only)
Payroll			Funding Reconciliation- *US and CA Only	Per request	Per Request	Reconciling Workday payroll, tax, and garnishment liabilities to the OSVAtmosphere Funding App.	**Refer to the table for availability.** (US, CA only)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of-balance issues regarding the general ledger. **Refer to the table for availability.**
Payroll			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability.**
Payroll			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability.**
Payroll			Payroll Advanced Reporting	Per Report	Per Request	Creating or updating payroll advanced or matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Payroll Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered payroll reports whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Payroll			Period Schedule	Per Schedule	Per Request	Creation or update of Period Schedules	**Refer to the table for availability.**
Payroll			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability.**
Payroll (US)			Late Fee: Late funding up to 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If not adherent to the funding terms.
Payroll (US)			Late Fee: Funding later than 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If greater than 3 hours later than outlined in funding terms.
Payroll (US)			Failed ACH Reversal	Each	Monthly	Unsuccessful ACH reversal.	Requires use of OSV bank account.
Payroll (US)			Out of Compliance Reversal	Per Occurrence	Monthly	Reversal request is greater than 5 business days after payment date.	Requires use of OSV bank account.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			On Demand Payroll	Per Settlement	Monthly	Processing of on-demand payment as per client request.	Not applicable for Net Pay Customers.
Payroll (US)			ACH Reversal	Each	Monthly	Fee assessed for reversed ACH transactions.	Requires use of OSV bank account.
Payroll (US)			ACH Return	Each	Monthly	Fee assessed for returned ACH transactions.	Requires use of OSV bank account.
Payroll (US)			NOC – Notification of Change	Each	Monthly	Fee assessed when NOC is received related to incorrect account information for an ACH payment	Requires use of OSV bank account.
Payroll (US)			Stop Check Fee	Each	Monthly	Fee to cancel, or "stop payment" on a check issued on OSV's bank account.	Requires use of OSV bank account.
Payroll (US)			ACH Reject	Each	Monthly	Fee assessed for rejected ACH transactions.	Requires use of OSV bank account.
Payroll (US)			Wire Exception Handling	Each	Monthly	When normal funding mechanism needs to be changed to wire.	Requires use of OSV bank account.
Payroll (US)			Fedwires	Each	Monthly	Fee associated with tax payments made when the Customer delay prevents transmission via standard method.	Requires use of OSV bank account.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Positive Pay Exception	Each	Monthly	Banking exceptions-related payments made by check.	Requires use of OSV bank account
Payroll (US)			Treasury Exception Report	Per Report	Monthly	Custom report developed based on the Customer requirements.	Requires use of OSV bank account.
Payroll (US)			Impound Drawdown Refusal Fee	Each	Monthly	Fee incurred when reverse wire is refused by the Customer bank.	Requires use of OSV bank account. Any kind
Payroll (US)			Impound ACH R29 Return	Each	Monthly	Unauthorized ACH returns.	
Payroll (US)			Impound ACH Return – Not R29	Each	Monthly	Any other type of ACH impound return.	
Payroll (US)			ACH Trace Identification Numbers	Each	Monthly	Confirmation of employee payment.	Requires use of OSV bank account.
Payroll (US)			Same Day ACH	Each	Monthly	Same-day employee direct deposit transaction.	Same-day ACH Treasury deadlines apply. Requires use of OSV bank account. Employee must have bank account identified in Workday.
Payroll (US)			W-2 C Printing	Each	Monthly	Printing of W-2 employee form associated with a W-2 correction.	Requires W2 print Services.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Print Services – Split Wrap	Per Location, Ancillary items applies to locations 6+)	Monthly	Split, wrap, and distribute payroll in accordance with Workday Check Sorting Setup configuration.	**Refer to the table for availability.**
Payroll (US)			Re-Print Services	Per Re-Print	Monthly	Printing of forms for terminated employees.	Includes pay slips, W-2, 1095-C. Requires associated print Services.
Payroll (US)			Custom Check Layouts – New	Per New Check Layout	Per Request	Customization of one of three standard check layouts.	Using one of three standard check layouts. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**
Payroll (US)			Custom Check Layouts – Modify	Per Modified Check Layout	Per Request	Modification of existing custom check layout.	Includes modifications of signatures and logos only. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include, simple payroll input, time input, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Canadian Payroll Services (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Earnings or Deductions Codes- New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability.**
Payroll			Earnings or Deductions Codes- Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction codes, test code, and deploy.	**Refer to the table for availability.**
Payroll			FLSA Calendar *US Only	Per calendar	Per request	Creation or update FLSA Calendars.	**Refer to the table for availability.** (US only)
Payroll			Funding Reconciliation- *US and CA Only	Per request	Per request	Reconciling Workday payroll, tax, and garnishment liabilities to the OSVAtmosphere Funding App.	**Refer to the table for availability.** (US, CA only)
Payroll			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of- balance issues regarding the general ledger. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability.**
Payroll			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability.**
Payroll			Payroll Advanced Reporting	Per Report	Per Request	Creating or updating payroll advanced or matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**
Payroll			Payroll Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered payroll reports, whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Payroll			Period Schedule	Per schedule	Per request	Creation or update of Period Schedules	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability.**
Payroll (CAN)			Late fee: Late funding up to 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If not adherent to the funding terms.
Payroll (CAN)			Late fee: Funding later than 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If greater than 3 hours later than outlined in funding terms.
Payroll (CAN)			Failed ACH Reversal	Each	Monthly	Unsuccessful ACH reversal.	Requires use of OSV bank account.
Payroll (CAN)			On-Demand Payroll	Per Settlement	Monthly	Processing of on-demand payment as per client request.	Not applicable for Net Pay Customers
Payroll (CAN)			ACH Reversal	Each	Monthly	Fee assessed for reversed ACH transactions.	Requires use of OSV bank account.
Payroll (CAN)			ACH Return	Each	Monthly	Fee assessed for returned ACH transactions.	Requires use of OSV bank account.
Payroll (CAN)			NOC – Notification of Change	Each	Monthly	Fee assessed when NOC is received related to incorrect account information for an ACH payment	Requires use of OSV bank account.
Payroll (CAN)			Stop Check Fee	Each	Monthly	Fee to cancel, or "stop payment" on a check issued on OSV's bank account.	Requires use of OSV bank account.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			ACH Reject	Each	Monthly	Fee assessed for rejected ACH transactions.	Requires use of OSV bank account
Payroll (CAN)			Wire Exception Handling	Each	Monthly	When normal funding mechanism needs to be changed to wire.	Requires use of OSV bank account.
Payroll (CAN)			Positive Pay Exception	Each	Monthly	Banking exceptions related payments made by check.	Requires use of OSV bank account.
Payroll (CAN)			Treasury Exception Report	Per Report	Monthly	Custom report developed based on the Customer requirements.	Requires use of OSV bank account.
Payroll (CAN)			ACH Trace Identification Numbers	Each	Monthly	Confirmation of employee payment.	Requires use of OSV bank account.
Payroll (CAN)			Impound ACH Return – Not R29	Each	Monthly	Any other type of ACH impound return.	
Payroll (CAN)			Print Services – Split Wrap	Per Location (Ancillary items applies to locations greater than 5)	Monthly	Split, wrap, and distribute payroll in accordance with Workday Check Sorting Setup configuration.	**Refer to the table for availability.**
Payroll (CAN)			Re-Print Services	Per Re-Print	Monthly	Printing of forms for terminated employees.	Includes pay slips, W-2, 1095-C. Requires associated print Services.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Custom Check Layouts- New	Per New Check Layout	Per Request	Customization of one of three standard check layouts.	Using one of three standard check layouts. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**
Payroll (CAN)			Custom Check Layouts – Modify	Per Modified Check Layout	Per Request	Modification of existing custom check layout.	Includes modifications of signatures and logos, only. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include simple payroll input, time input, etc.	**Refer to the table for availability.** Requested EIB must be related to an active Service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections,	**Refer to the table for availability.** Requested EIB must be related to an active Service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

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UK Payroll Services (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Earnings or Deductions Codes-New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability.**
Payroll			Earnings or Deductions Codes-Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction, code, test code, and deploy.	**Refer to the table for availability.**
Payroll			FLSA Calendar *US Only	Per calendar	Per request	Creation or update FLSA Calendars.	**Refer to the table for availability.** (US only)
Payroll			Funding Reconciliation- *US and CA Only	Per request	Per request	Reconciling Workday payroll, tax, and garnishment liabilities to the OSVAtmosphere Funding App.	**Refer to the table for availability.** (US, CA only)
Payroll			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of-balance issues regarding the general ledger. **Refer to the table for availability.**

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Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability.**
Payroll			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability.**
Payroll			Payroll Advanced Reporting	Per Report	Per Request	Creating or updating payroll advanced or matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**
Payroll			Payroll Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered payroll reports whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Payroll			Period Schedule	Per Schedule	Per Request	Creation or update of Period Schedules	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability.**
Payroll (UK)			Late fee: Late funding up to 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If not adherent to the funding terms.
Payroll (UK)			Late fee: Funding later than 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If greater than 3 hours later than outlined in funding terms.
Payroll (UK)			On-Demand Payroll	Per Settlement	Per Request	Processing of on-demand payment as per client request.	End-to-end payment process through to payment and HMRC obligations. Not applicable for Net Pay Customers. **Refer to the table for availability.**
Payroll (UK)			Maternity Schedule	Per Request/ Incident	One Time	Creation of the maternity schedule per employee.	Based on the Customer information via an OSVS case. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (UK)			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include, simple payroll input, time input.	**Refer to the table for availability.** Requested EIB must be related to an active Service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (UK)			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, Payroll History EIB loads, Payroll Tax adjustments, prior year period adjustments, negative wage corrections,	**Refer to the table for availability.** Requested EIB must be related to an active Service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Tax (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Tax			Tax adjustments- Federal, State, and Local	Per Request	Per Request	Adjustments performed in Workday for Year-End and Quarter-End.	Available to the previous Customers of OSV for amending periods during which OSV was identified as the payroll tax service provider. **Refer to the table for availability.**
Tax			Amended Tax Returns – Active Customer	Per Amendment	Per Request	Amendments to historical tax returns (Active Customer).	Only applicable to periods during which OSV is identified as the payroll tax service provider. **Refer to the table for availability.**
Tax			Amended Tax Returns – Termed Customer	Per Amendment	Per Request	Amendments to historical tax returns (Termed Customer).	Available to the previous Customers of OSV for amending periods during which OSV was identified as the payroll tax service provider. **Refer to the table for availability.**
Tax			Applied for Jurisdictions	Per month	Monthly	Customers with jurisdictions in the "Applied for Status" are assessed the fee until jurisdiction is registered.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Tax			Amended T4 Printing	Each	Per Request		
Tax			Amended P60 Printing	Each	Per Request		

Financial Accounting Services (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services			Same-Day ACH	Per Transaction	Monthly	Fee for Invoice Pay transactions made via same day ACH.	
Financial Accounting Services			Next-Day ACH	Per Transaction	Monthly	Fee for Invoice Pay transactions made via next day ACH.	
Financial Accounting Services			Paper Check	Per Check	Monthly	Fee for Invoice Pay transactions made via paper check.	
Financial Accounting Services			Customer Supplier Set Up	Per Supplier	Monthly	Setup of new supplier in Workday.	
Financial Accounting Services			SUA	Per Payment	Monthly	Fee for invoice pay transactions made via SUA	
Financial Accounting Services			1096 Integration	Per Integration	Per Request	Configuration of federal connector to transmit 1096 data.	**Refer to the table for availability**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include simple payroll input, time input, etc.	**<u>Refer to the table for availability</u>** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

myFlexPay (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency
myFlexPay			Instant Payment	Per Transaction	Billed to Employee Upon Usage
myFlexPay			Instant Payment to myFlexPay Payroll Card	Per Transaction	Billed to Employee Upon Usage
myFlexPay			Next-Day Payment	Per Transaction	Billed to Employee Upon Usage

myFlexSpend (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency
myFlexSpend			Single Card Pulls, Plus Expedited Shipping Fees	$25.00 per card plus overnight shipping cost for each shipping address	Monthly
myFlexSpend			Bulk Card Plus Expedited Shipping Fees	$15.00 for the first card + $3.00 each additional card	Monthly
myFlexSpend			Bulk Card Plus Expedited Shipping Fees	$25.00 minimum plus overnight shipping cost for each shipping address provided	Monthly
myFlexSpend			Card Pull and Destroy Fees	Per Card	Monthly
myFlexSpend			New Employer/Customer Bank Account Created	Each	Monthly
myFlexSpend			Material Change to an Existing Bank Account	Each	Monthly

Service line	New	Updated	Item	Billing metric	Billing frequency
myFlexSpend			ACH Reject, Failure, or Return	Per Occurrence	Monthly
myFlexSpend			Direct Deposit Processing	Per ACH Deposit	Monthly
myFlexSpend			Direct Deposit Return	Each	Monthly
myFlexSpend			Custom Card with Customer Logo – (minimum of 100 days to enable)	Each	Monthly
myFlexSpend			Card Replacement Fee	Each	Monthly

ACA State Filing (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Data Conversion Fee	Per Request	Per Request	Data conversion from legacy system to support data collection from Workday as system of record.	If the Customer data requires data conversion to render it readable.
Employee Services			Reprocessing Fee	Per Resubmission	Per Request	State ACA reprocessing fee.	Each resubmission that occurs more than 2 business days after prior submission shall result in a reprocessing fee.
Employee Services			Re-Filing Fee	Per Form	Per Request	OSV supporting data corrections returned from the State file submissions.	If the Customer receives a notice from a jurisdiction as to an error in filing, subsequent error correction resubmissions may be assessed a re-filing fee.

Employee Services (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			1095-C Form Configuration Setup	Per Occurrence	Per Request	Workday form setup for 1095-C.	**Refer to the table for availability.**
Employee Services			1095-C Form Configuration Error Handling Support	Per Occurrence	Per Request	OSV supporting data corrections to the 1095-C Form Configuration Setup.	**Refer to the table for availability.**
Employee Services			Federal ACA Connector	Per Configuration	Per Request	Configuration of federal connector for ACA.	**Refer to the table for availability.**
Employee Services			Federal ACA Error Handling Support	Per Request/ Incident	Per Request	OSV supporting data corrections returned from the IRS federal ACA connector integration.	**Refer to the table for availability.**
Employee Services			Benefits- Non-US Based Plans or Configuration	Per Request	Per Request	Workday support of non-US benefit plans.	Support includes associated event or eligibility rules. **Refer to the table for availability.**
Employee Services			Retirement Savings Plan Configuration	Per Request	Per Request	Workday support of retirement plans.	Support including associated event or eligibility rules. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Benefits Integrations – Modified Coding	Per Integration Being Modified	Per Request	Modification to existing integration (file) due to new requirements.	Does not include configuration or maintenance of federal ACA connector or integrations for individual states with ACA reporting requirements. Excludes break-fix work for existing integrations. **Refer to the table for availability.**
Employee Services			Benefits Integrations – New	Per New Integration	Per Request	New integration (file) build.	Does not include configuration of federal ACA connector or integrations for individual states with ACA reporting requirements. Excludes break-fix work for existing integrations. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Benefits – Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered benefits reports whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Employee Services			Benefits – Matrix and Composite Reporting	Per Report	Per Request	Creating or updating benefits matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**
Employee Services			Confirmation Statement Print Enablement	Per Request	Per Request	Creating print-ready file from Workday to support confirmation statement distribution.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include simple payroll input, time input.	**Refer to the table for availability.** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

General Configuration (US order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
General Configuration			Bank Change	Per Bank Change	Per Request	The Customer request to change the bank account used for OSV Services.	Applicable to Services using OSV bank accounts, treasury Services and UK BAC Services. **Refer to the table for availability.**
General Configuration			Name Change	Per Name Change	Per Request	The Customer request to change the company name.	Requires active Services for the company with a name change.
General Configuration		✓	Funding Method Change	Per Bank Account	Per Request	The Customer request to change the funding method used in support of OSV Services.	Applicable to Services using OSV bank accounts and treasury Services. Funding method changes are not available for the UK. **Refer to the table for availability.**
General Configuration			New Hire Integration- Modify	Per Request	Per Request	Update the Customer integration due to the Customer requirements.	**Refer to the table for availability.** (US only)

OSV Service Support Projects (US Order Form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
General Configuration			New Company Projects	Per Request	Per Request	Workday configuration of new companies to support delivery of contracted Services.	Service is available when the company receiving Services is affected and will be dependent upon the scope and effort required to complete the work.
General Configuration			OSV Tax System Support Service	Per Request	Per Request	Tax system consulting Services.	Service is available when company receiving Services is affected and will be dependent upon the scope and effort required to complete the work.

Order form list – CANADA

US Payroll Service (Canadian order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Earnings or Deductions Codes – New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability.**
Payroll			Earnings or Deductions Codes – Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction, code, test code, and deploy.	**Refer to the table for availability.**
Payroll			FLSA Calendar *US Only	Per Calendar	Per Request	Creation or update FLSA Calendars.	**Refer to the table for availability.** (US only)
Payroll			Funding Reconciliation- *US and CA Only	Per Request	Per Request	Reconciling Workday payroll, tax, and garnishment liabilities to the OSVAtmosphere Funding App.	**Refer to the table for availability.** (US, CA only)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of-balance issues regarding the general ledger. **Refer to the table for availability.**
Payroll			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability.**
Payroll			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability.**
Payroll			Payroll Advanced Reporting	Per Report	Per Request	Creating or updating payroll advanced or matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Payroll Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered payroll reports whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Payroll			Period Schedule	Per Schedule	Per Request	Creation or update of Period Schedules	**Refer to the table for availability.**
Payroll			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability.**
Payroll (US)			Late fee: Late funding up to 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If not adherent to the funding terms.
Payroll (US)			Late fee: Funding later than 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If greater than 3 hours later than outlined in funding terms.
Payroll (US)			Failed ACH Reversal	Each	Monthly	Unsuccessful ACH reversal.	Requires use of OSV bank account.
Payroll (US)			Out of Compliance Reversal	Each	Monthly	Reversal request is greater than 5 business days after payment date.	Requires use of OSV bank account.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			On-Demand Payroll *No change in US or Canada pricing.	Per Settlement	Monthly	Processing of on-demand payment as per client request.	Not applicable for Net Pay Customers.
Payroll (US)			ACH Reversal	Each	Monthly	Fee assessed for reversed ACH transactions.	Requires use of OSV bank account.
Payroll (US)			ACH Return	Each	Monthly	Fee assessed for returned ACH transactions.	Requires use of OSV bank account.
Payroll (US)			NOC – Notification of Change	Each	Monthly	Fee assessed when NOC is received related to incorrect account information for an ACH payment.	Requires use of OSV bank account.
Payroll (US)			Stop Check Fee	Each	Monthly	Fee to cancel, or "stop payment," on a check issued on OSV's bank account.	Requires use of OSV bank account.
Payroll (US)			ACH Reject	Each	Monthly	Fee assessed for rejected ACH transactions.	Requires use of OSV bank account.
Payroll (US)			Wire Exception Handling	Each	Monthly	When normal funding mechanism needs to be changed to wire.	Requires use of OSV bank account.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Fedwires	Each	Monthly	Fee associated with tax payments made when the Customer delay prevents transmission via standard method.	Requires use of OSV bank account.
Payroll (US)			Positive Pay Exception	Each	Monthly	Banking exceptions related payments made by check.	Requires use of OSV bank account.
Payroll (US)			Treasury Exception Report	Per Report	Monthly	Custom report developed based on the Customer requirements.	Requires use of OSV bank account.
Payroll (US)			Impound Drawdown Refusal Fee (Any kind)	Each	Monthly	Fee incurred when reverse wire is refused by the Customer bank.	Requires use of OSV bank account.
Payroll (US)			Impound ACH R29 Return	Each	Monthly	Unauthorized ACH returns.	
Payroll (US)			Impound ACH Return – Not R29	Each	Monthly	Any other type of ACH impound return.	
Payroll (US)			ACH Trace Identification Numbers	Each	Monthly	Confirmation of employee payment.	Requires use of OSV bank account.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Same Day ACH	Per Transaction	Monthly	Same-day employee direct deposit transaction.	Same-day ACH Treasury deadlines apply. Requires use of OSV bank account Employee must have bank account identified in Workday.
Payroll (US)			W-2 C Printing	Each	Monthly	Printing of W-2 employee form associated with a W-2 correction.	Requires W-2 print Services.
Payroll (US)			Print Services – Split Wrap	Per Location. Ancillary items applies to locations 6+	Monthly	Split, wrap and distribute payroll in accordance with Workday Check Sorting Setup configuration.	**Refer to the table for availability.**
Payroll (US)			Re-Print Services	Per Re-Print	Monthly	Printing of forms for terminated employees.	Includes pay slips, W-2, 1095-C. Requires associated print Services.
Payroll (US)			Custom Check Layouts – New	Per New Check Layout	Per Request	Customization of one of three standard check layouts.	Using one of three standard check layouts. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Custom Check Layouts – Modify	Per Modified Check Layout	Per Request	Modification of existing custom check layout.	Includes modifications of signatures and logos only. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include simple payroll input, time input, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Canadian Payroll Services (Canada order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Earnings or Deductions Codes – New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability.**
Payroll			Earnings or Deductions Codes – Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction codes, test code, and deploy.	**Refer to the table for availability.**
Payroll			Funding Reconciliation- *US and CA Only	Per Request	Per Request	Reconciling Workday payroll, tax, and garnishment liabilities to the OSVAtmosphere Funding App.	**Refer to the table for availability.** (US, CA only)
Payroll			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of-balance issues regarding the general ledger. **Refer to the table for availability.**
Payroll			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability.**
Payroll			Payroll Advanced Reporting	Per Report	Per Request	Creating or updating payroll advanced or matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**
Payroll			Payroll Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered payroll reports whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Payroll			Period Schedule	Per Schedule	Per Request	Creation or update of Period Schedules	**Refer to the table for availability.**
Payroll			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Late fee: Late funding up to 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If not adherent to the funding terms.
Payroll (CAN)			Late fee: Funding later than 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If greater than 3 hours later than outlined in funding terms.
Payroll (CAN)			Failed ACH Reversal	Each	Monthly	Unsuccessful ACH reversal.	Requires use of OSV bank account.
Payroll (CAN)			On-Demand Payroll	Each	Monthly	Processing of on-demand payment as per client request.	Not applicable for Net Pay Customers.
Payroll (CAN)			ACH Reversal	Each	Monthly	Fee assessed for reversed ACH transactions.	Requires use of OSV bank account.
Payroll (CAN)			ACH Return	Each	Monthly	Fee assessed for returned ACH transactions.	Requires use of OSV bank account.
Payroll (CAN)			NOC – Notification of Change	Each	Monthly	Fee assessed when NOC is received related to incorrect account information for an ACH payment	Requires use of OSV bank account.
Payroll (CAN)			Stop Check Fee	Each	Monthly	Fee to cancel, or "stop payment," on a check issued on OSV's bank account.	Requires use of OSV bank account.
Payroll (CAN)			ACH Reject	Each	Monthly	Fee assessed for rejected ACH transactions.	Requires use of OSV bank account.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Wire Exception Handling	Each	Monthly	When normal funding mechanism needs to be changed to wire.	Requires use of OSV bank account.
Payroll (CAN)			Positive Pay Exception	Each	Monthly	Banking exceptions-related payments made by check.	Requires use of OSV bank account.
Payroll (CAN)			Treasury Exception Report	Each	Monthly	Custom report developed based on the Customer requirements.	Requires use of OSV bank account.
Payroll (CAN)			ACH Trace Identification Numbers	Each	Monthly	Confirmation of employee payment.	Requires use of OSV bank account.
Payroll (CAN)			Impound ACH Return – Not R29	Each	Monthly	Any other type of ACH impound return.	
Payroll (CAN)			Print Services – Split Wrap	Per location. Ancillary items applies to locations greater than 5.	Monthly	Split, wrap, and distribute payroll in accordance with Workday Check Sorting Setup configuration.	**Refer to the table for availability.**
Payroll (CAN)			Re-Print Services	Per Re-Print	Monthly	Printing of forms for terminated employees.	Includes pay slips, W-2, 1095-C. Requires associated print Services.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Custom Check Layouts – New	Per New Check Layout	Per Request	Customization of one of three standard check layouts.	Using one of three standard check layouts. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**
Payroll (CAN)			Custom Check Layouts – Modify	Per Modified Check Layout	Per Request	Modification of existing custom check layout.	Includes modifications of signatures and logos only. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include simple payroll input, time input, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

UK Payroll Services (Canadian order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Earnings or Deductions Codes – New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability.**
Payroll			Earnings or Deductions Codes – Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction, code, test code, and deploy.	**Refer to the table for availability.**
Payroll			Funding Reconciliation- *US and CA Only	Per Request	Per Request	Reconciling Workday payroll, tax, and garnishment liabilities to the OSVAtmosphere Funding App.	**Refer to the table for availability.** (US, CA only)
Payroll			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of-balance issues regarding the general ledger. **Refer to the table for availability.**
Payroll			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability.**
Payroll			Payroll Advanced Reporting	Per Report	Per Request	Creating or updating payroll advanced or matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**
Payroll			Payroll Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered payroll reports whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Payroll			Period Schedule	Per schedule	Per request	Creation or update of Period Schedules	**Refer to the table for availability.**
Payroll			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (UK)			Late fee: Late funding up to 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If not adherent to the funding terms.
Payroll (UK)			Late fee: Funding later than 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If greater than 3 hours later than outlined in funding terms.
Payroll (UK)			On Demand Payroll	Per Settlement	Per Request	Processing of on-demand payment as per client request.	End-to-end payment process through to payment and HMRC obligations. Not applicable for Net Pay Customers. **Refer to the table for availability.**
Payroll (UK)			Maternity schedule	Per Request/ Incident	One Time	Creation of the maternity schedule per employee.	Based on the Customer information via an OSVS case. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (UK)			Process supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include, simple payroll input, time input.	**Refer to the table for availability.** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (UK)			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections,	**Refer to the table for availability.** Requested EIB must be related to an active Service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note**: This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Tax (Canadian order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Tax			Tax adjustments – Federal, State, and Local	Per Request	Per Request	Adjustments performed in Workday for Year-End and Quarter-End.	Available to the previous Customers of OSV for amending periods during which OSV was identified as the payroll tax service provider. **Refer to the table for availability.**
Tax			Amended Tax Returns – Active Customer	Per Amendment	Per Request	Amendments to historical tax returns (Active Customer).	Only applicable to periods during which OSV is identified as the payroll tax service provider. **Refer to the table for availability.**
Tax			Amended Tax Returns – Termed Customer	Per Amendment	Per Request	Amendments to historical tax returns (Termed Customer).	Available to the previous Customers of OSV for amending periods during which OSV was identified as the payroll tax service provider. **Refer to the table for availability.**
Tax			Applied for Jurisdictions	Per month	Monthly	Customers with jurisdictions in the "Applied for Status" are assessed the fee until jurisdiction is registered.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Tax			Amended T4 Printing	Each	Monthly		
Tax			Amended P60 Printing	Each	Monthly		

Financial Accounting Services (Canadian order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services			Same-Day ACH	Per Transaction	Monthly	Fee for invoice pay transactions made via same-day ACH.	
Financial Accounting Services			Next-Day ACH	Per Transaction	Monthly	Fee for invoice pay transactions made via next-day ACH.	
Financial Accounting Services			Paper Check	Per Check	Monthly	Fee for invoice pay transactions made via paper check.	
Financial Accounting Services			Customer Supplier Set Up	Per Supplier	Monthly	Setup of new supplier in Workday.	
Financial Accounting Services			SUA	Per Payment	Monthly	Fee for invoice pay transactions made via SUA.	
Financial Accounting Services			1096 integration	Per Integration	Per Request	Configuration of Federal connector to transmit 1096 data.	**Refer to the table for availability**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services			Process supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include simple payroll input, time input, etc.	**Refer to the table for availability** Requested EIB must be related to an active Service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability** Requested EIB must be related to an active service. includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

myFlexPay (Canadian order form)

Service line	New	Updated	Service	Billing metric	Billing frequency
myFlexPay			Instant Payment	Per Transaction	Billed to employee upon usage
myFlexPay			Instant Payment to myFlexPay Payroll Card	Per Transaction	Billed to employee upon usage
myFlexPay			Next-Day Payment	Per Transaction	Billed to employee upon usage

myFlexSpend (Canadian order form)

Service line	New	Updated	Item	Billing metric	Billing frequency
myFlexSpend			Single Card Pulls, plus expedited shipping fees	CAD 25.00 per card plus overnight shipping cost for each shipping address	Monthly
myFlexSpend			Bulk Card plus expedited shipping fees:	CAD 15.00 for the first card + CAD 3.00 each additional card	Monthly
myFlexSpend			Bulk Card plus expedited shipping fees:	CAD 25.00 minimum plus overnight shipping cost for each shipping address provided	Monthly
myFlexSpend			Card Pull and Destroy Fees	Per Card	Monthly
myFlexSpend			New Employer/Customer Bank Account Created	Each	Monthly
myFlexSpend			Material Change to an Existing Bank Account	Each	Monthly
myFlexSpend			ACH Reject, Failure, or Return	Each	Monthly
myFlexSpend			Direct Deposit Processing	Per ACH Deposit	Monthly
myFlexSpend			Direct Deposit Return	Each	Monthly
myFlexSpend			Custom Card with Customer Logo (minimum of 100 days to enable)	Per logo	Monthly
myFlexSpend			Card Replacement Fee	per card	Monthly

ACA State Filing (Canadian order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Data Conversion Fee	Per request	Per Request	Data conversion from legacy system to support data collection from Workday as system of record.	If the Customer data requires data conversion to render it readable.
Employee Services			Re-Filing Fee	Per Filing	Per Request	OSV supporting data corrections returned. from the State file submissions.	If the Customer receives a notice from a jurisdiction as to an error in filing, subsequent error correction resubmissions may be assessed a re-filing fee.
Employee Services			Reprocessing Fee	Per Resubmission	Per Request	State ACA reprocessing fee.	Each resubmission that occurs more than 2 business days after prior submission shall result in a reprocessing fee.

Employee Services (Canada order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			1095-C Form Configuration Setup	Per Occurrence	Per Request	Workday form setup for 1095-C.	**Refer to the table for availability.**
Employee Services			1095-C Form Configuration Error Handling Support	Per Occurrence	Per Request	OSV supporting data corrections to the 1095-C Form Configuration Setup.	**Refer to the table for availability.**
Employee Services			Federal ACA Connector	Per Configuration	Per Request	Configuration of federal connector for ACA.	**Refer to the table for availability.**
Employee Services			Federal ACA Error Handling Support	Per Request/ Incident	Per Request	OSV supporting data corrections returned from the IRS federal ACA connector integration.	**Refer to the table for availability.**
Employee Services			Benefits – Non-US Based Plans or Configuration	Per Request	Per Request	Workday support of non-US benefit plans.	Support includes associated event or eligibility rules. **Refer to the table for availability.**
Employee Services			Retirement Savings Plan Configuration	Per Request	Per Request	Workday support of retirement plans.	Support including associated event or eligibility rules. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Benefits Integrations – Modified Coding	Per Integration Being Modified	Per Request	Modification to existing integration (file) due to new requirements.	Does not include configuration or maintenance of federal ACA connector or integrations for individual states with ACA reporting requirements. Excludes break-fix work for existing integrations. **Refer to the table for availability.**
Employee Services			Benefits Integrations – New	Per New Integration	Per Request	New integration (file) build.	Does not include configuration of federal ACA connector or integrations for individual states with ACA reporting requirements. Excludes break-fix work for existing integrations. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Benefits – Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered benefits reports, whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Employee Services			Benefits – Matrix and Composite Reporting	Per Report	Per Request	Creating or updating benefits matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**
Employee Services			Confirmation Statement Print Enablement	Per Request	Per Request	Creating print-ready file from Workday to support confirmation statement distribution.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include, simple payroll input, time input, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections,	**Refer to the table for availability.** Requested EIB must be related to an active service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

General Configuration (Canada order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
General Configuration			Bank Change	Per Bank Change	Per Request	The Customer request to change the bank account used for OSV Services.	Applicable to Services using OSV bank accounts, treasury Services, and UK BAC Services. **Refer to the table for availability.**
General Configuration			Name Change	Per Name Change	Per Request	The Customer request to change the company name.	Requires active Services for the company with a name change.
General Configuration		✓	Funding Method Change	Per Bank Account	Per Request	The Customer request to change the funding method used in support of OSV Services.	Applicable to Services using OSV bank accounts and treasury Services. Funding method changes are not available for the UK. **Refer to the table for availability.**
General Configuration			New Hire Integration- Modify	Per Request	Per Request	Update the Customer integration due to the Customer requirements.	**Refer to the table for availability.** (US only)

OSV service support projects (Canadian order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
General Configuration			New Company Projects	Per Request	Per Request	Workday configuration of new companies to support delivery of contracted Services.	Service is available when the company receiving Services is affected and will be dependent upon the scope and effort required to complete the work.
General Configuration			OSV Tax System Support Service	Per Request	Per Request	Tax system consulting Services.	Service is available when the company receiving Services is affected and will be dependent upon the scope and effort required to complete the work.

Order form list – UK

US Payroll Service (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Earnings or Deductions Codes – New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability.**
Payroll			Earnings or Deductions Codes – Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction, code, test code, and deploy.	**Refer to the table for availability.**
Payroll			FLSA Calendar *US Only	Per calendar	Per request	Creation or update FLSA Calendars.	**Refer to the table for availability.** (US only)
Payroll			Funding Reconciliation- *US and CA Only	Per request	Per request	Reconciling Workday payroll, tax, and garnishment liabilities to the OSVAtmosphere Funding App.	**Refer to the table for availability.** (US, CA only)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of-balance issues regarding the general ledger. **Refer to the table for availability.**
Payroll			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability.**
Payroll			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability.**
Payroll			Payroll Advanced Reporting	Per Report	Per Request	Creating or updating payroll advanced or matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Payroll Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered payroll reports whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports.\n\nThis reporting type does not include any new fields or filters, nor does it include new or updated calculated fields.
Payroll			Period Schedule	Per schedule	Per request	Creation or update of Period Schedules	**Refer to the table for availability.**
Payroll			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability.**
Payroll (US)			Late fee: Late funding up to 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If not adherent to the funding terms.
Payroll (US)			Late fee: Funding later than 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If greater than 3 hours later than outlined in funding terms.
Payroll (US)			Failed ACH Reversal	Each	Monthly	Unsuccessful ACH reversal.	Requires use of OSV bank account.
Payroll (US)			Out of Compliance Reversal	Each	Monthly	Reversal request is greater than 5 business days after payment date.	Requires use of OSV bank account.
Payroll (US)			On Demand Payroll	Per Settlement	Monthly	Processing of on-demand payment as per client request.	Not applicable for Net Pay Customers

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			ACH Reversal	Each	Monthly	Fee assessed for reversed ACH transactions.	Requires use of OSV bank account.
Payroll (US)			ACH Return	Each	Monthly	Fee assessed for returned ACH transactions.	Requires use of OSV bank account.
Payroll (US)			NOC – Notification of Change	Each	Monthly	Fee assessed when NOC is received related to incorrect account information for an ACH payment.	Requires use of OSV bank account.
Payroll (US)			Stop Check Fee	Each	Monthly	Fee to cancel, or "stop payment," on a check issued on OSV's bank account	Requires use of OSV bank account.
Payroll (US)			ACH Reject	Each	Monthly	Fee assessed for rejected ACH transactions	Requires use of OSV bank account
Payroll (US)			Wire Exception Handling	Each	Monthly	When normal funding mechanism needs to be changed to wire.	Requires use of OSV bank account.
Payroll (US)			Fedwires	Each	Monthly	Fee associated with tax payments made when the Customer delay prevents transmission via standard method.	Requires use of OSV bank account.
Payroll (US)			Positive Pay Exception	Each	Monthly	Banking exceptions related payments made by check.	Requires use of OSV bank account.
Payroll (US)			Treasury Exception Report	Per Report	Monthly	Custom report developed based on the Customer requirements.	Requires use of OSV bank account.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Impound Drawdown Refusal Fee (Any kind)	Each	Monthly	Fee incurred when reverse wire is refused by the Customer bank.	Requires use of OSV bank account.
Payroll (US)			Impound ACH R29 Return	Each	Monthly	Unauthorized ACH returns.	
Payroll (US)			Impound ACH Return – Not R29	Each	Monthly	Any other type of ACH impound return.	
Payroll (US)			ACH Trace Identification Numbers	Each	Monthly	Confirmation of employee payment.	Requires use of OSV bank account.
Payroll (US)			Same-Day ACH	Per Transaction	Monthly	Same-day employee direct deposit transaction.	Same-day ACH Treasury deadlines apply. Requires use of OSV bank account. Employee must have bank account identified in Workday.
Payroll (US)			W-2 C Printing	Each	Monthly	Printing of W-2 employee form associated with a W-2 correction.	Requires W-2 print Services.
Payroll (US)			Print Services – Split Wrap	Per Location. Ancillary items applies to locations 6+.	Monthly	Split, wrap, and distribute payroll in accordance with Workday Check Sorting Setup configuration.	**Refer to the table for availability.**
Payroll (US)			Re-Print Services	Per Re-Print	Monthly	Printing of forms for terminated employees.	Includes pay slips, W-2, 1095-C. Requires associated print Services.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Custom Check Layouts- New	Per New Check Layout	Per Request	Customization of one of three standard check layouts.	Using one of three standard check layouts. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**
Payroll (US)			Custom Check Layouts- Modify	Per Modified Check Layout	Per Request	Modification of existing custom check layout.	Includes modifications of signatures and logos, only. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include simple payroll input, time input, etc.	**Refer to the table for availability.** Requested EIB must be related to an active Service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (US)			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability.** Requested EIB must be related to an active Service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Canadian Payroll Services (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Earnings or Deductions Codes – New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability.**
Payroll (CAN)			Earnings or Deductions Codes – Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction, code, test code, and deploy.	**Refer to the table for availability.**
Payroll (CAN)			FLSA Calendar *US Only	Per calendar	Per request	Creation or update FLSA Calendars.	**Refer to the table for availability.** (US only)
Payroll (CAN)			Funding Reconciliation- *US and CA Only	Per request	Per request	Reconciling Workday payroll, tax, and garnishment liabilities to the OSVAtmosphere Funding App.	**Refer to the table for availability.** (US, CA only)
Payroll (CAN)			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of-balance issues regarding the general ledger. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability.**
Payroll (CAN)			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability.**
Payroll (CAN)			Payroll Advanced Reporting	Per Report	Per Request	Creating or updating payroll advanced or matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**
Payroll (CAN)			Payroll Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered payroll reports whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Payroll (CAN)			Period Schedule	Per schedule	Per request	Creation or update of Period Schedules	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability.**
Payroll (CAN)			Late fee: Late funding up to 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If not adherent to the funding terms.
Payroll (CAN)			Late fee: Funding later than 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If greater than 3 hours later than outlined in funding terms.
Payroll (CAN)			Failed ACH Reversal	Each	Monthly	Unsuccessful ACH reversal.	Requires use of OSV bank account.
Payroll (CAN)			On-Demand Payroll	Each	Monthly	Processing of on-demand payment as per client request.	Not applicable for Net Pay Customers.
Payroll (CAN)			ACH Reversal	Each	Monthly	Fee assessed for reversed ACH transactions.	Requires use of OSV bank account.
Payroll (CAN)			ACH Return	Each	Monthly	Fee assessed for returned ACH transactions.	Requires use of OSV bank account.
Payroll (CAN)			NOC – Notification of Change	Each	Monthly	Fee assessed when NOC is received related to incorrect account information for an ACH payment.	Requires use of OSV bank account.
Payroll (CAN)			Stop Check Fee	Each	Monthly	Fee to cancel, or "stop payment," on a check issued on OSV's bank account.	Requires use of OSV bank account.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			ACH Reject	Each	Monthly	Fee assessed for rejected ACH transactions.	Requires use of OSV bank account
Payroll (CAN)			Wire Exception Handling	Each	Monthly	When normal funding mechanism needs to be changed to wire.	Requires use of OSV bank account.
Payroll (CAN)			Positive Pay Exception	Each	Monthly	Fee associated with tax payments made when the Customer delay prevents transmission via standard method.	Requires use of OSV bank account.
Payroll (CAN)			Treasury Exception Report	Per Report	Monthly	Custom report developed based on the Customer requirements.	Requires use of OSV bank account.
Payroll (CAN)			ACH Trace Identification Numbers	Each	Monthly	Confirmation of employee payment.	Requires use of OSV bank account.
Payroll (CAN)			Impound ACH Return – Not R29	Each	Monthly	Any other type of ACH impound return.	
Payroll (CAN)			Print Services – Split Wrap	Per Location. Ancillary items applies to locations 6+.	Monthly	Split, wrap, and distribute payroll in accordance with Workday Check Sorting Setup configuration.	**Refer to the table for availability.**
Payroll (CAN)			Re-Print Services	Per Re-Print	Monthly	Printing of forms for terminated employees.	Includes pay slips, W-2, 1095-C. Requires associated print Services.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Custom Check Layouts – New	Per New Check Layout	Per Request	Customization of one of three standard check layouts	Using one of three standard check layouts. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**
Payroll (CAN)			Custom Check Layouts – Modify	Per Modified Check Layout	Per Request	Modification of existing custom check layout	Includes modifications of signatures and logos, only. Applies only for checks/advices printed at OSV. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include simple payroll input, time input	**Refer to the table for availability.** Requested EIB must be related to an active Service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (CAN)			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, Payroll History EIB loads, Payroll Tax adjustments, prior year period adjustments, negative wage corrections,	<u>**Refer to the table for availability.**</u> Requested EIB must be related to an active Service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

UK Payroll Services (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Earnings or Deductions Codes – New Configuration	Per Code	Per Request	Gathering requirements, creating new earning or deduction codes, testing new code, and deploying.	**Refer to the table for availability**.
Payroll			Earnings or Deductions Codes – Modify Configuration	Per Code	Per Request	Gather requirements, modify or update earning or deduction, code, test code, and deploy.	**Refer to the table for availability**.
Payroll			General Ledger Reconciliation	Per Request	Per Request	Consult and advise the Customers for out-of-balance issues with General Ledger. Utilizing current Workday reports. Assessment only.	This service only provides recommendations for correcting out-of-balance issues regarding the general ledger. **Refer to the table for availability**.
Payroll			New Pay Group	Per Pay Group	Per Request	Build a pay group. Migrate employees.	**Refer to the table for availability**.
Payroll			Payment Election Rules	Per Election Rule	Per Request	Create or modify payment election rules per company requirements.	**Refer to the table for availability**.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll			Payroll Advanced Reporting	Per Report	Per Request	Creating or updating payroll advanced or matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**
Payroll			Payroll Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered payroll reports, whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Payroll			Period Schedule	Per schedule	Per request	Creation or update of Period Schedules	**Refer to the table for availability.**
Payroll			Update/Create Run Category	Per Run Category	Per Request	Modify or create a run category. Guide the Customers through testing.	**Refer to the table for availability**.
Payroll (UK)			Late fee: Late funding up to 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If not adherent to the funding terms.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (UK)			Late fee: Funding later than 3 hours	Per Occurrence	Monthly	Late funding of payroll liability.	If greater than 3 hours later than outlined in funding terms.
Payroll (UK)			On-Demand Payroll	Per Settlement	Per Request	Processing of on-demand payment as per client request.	End-to-end payment process through to payment and HMRC obligations Not applicable for Net Pay Customers **Refer to the table for availability.**
Payroll (UK)			Maternity Schedule	Per Request/ Incident	One Time	Creation of the maternity Schedule per employee.	Based on the Customer information via an OSVS case. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (UK)			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include, simple payroll input, time input, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Payroll (UK)			Complex EIB	Per EIB	Per Request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections,	**Refer to the table for availability.** Requested EIB must be related to an active service. includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Tax (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Tax			Tax adjustments – Federal, State, and Local *US and CA Only	Per Request	Per Request	Adjustments performed in Workday for Year-End and Quarter-End.	Available to the previous Customers of OSV for amending periods during which OSV was identified as the payroll tax service provider. **Refer to the table for availability. (US, CA only)**
Tax			Amended Tax Returns – Active Customer *US and CA Only	Per Amendment	Per Request	Amendments to historical tax returns (Active Customer).	Only applicable to periods during which OSV is identified as the payroll tax service provider. **Refer to the table for availability.**
Tax			Amended Tax Returns – Termed Customer *US and CA Only	Per Amendment	Per Request	Amendments to historical tax returns (Termed Customer).	Available to the previous Customers of OSV for amending periods during which OSV was identified as the payroll tax service provider. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Tax			Applied for Jurisdictions *US and CA Only	Per Month	Monthly	Customers with jurisdictions in the "Applied for Status" are assessed the fee until jurisdiction is registered.	**Refer to the table for availability.**
Tax			Amended T4 Printing *US and CA Only	Each	Monthly		
Tax			Amended P60 Printing	Each	Monthly		

Financial Accounting Services (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services			Same-Day ACH *US and CA Only	Per Transaction	Monthly	Fee for invoice pay transactions made via same day ACH.	
Financial Accounting Services			Next-Day ACH *US and CA Only	Per Transaction	Monthly	Fee for invoice pay transactions made via next-day ACH.	
Financial Accounting Services			Paper Check *US and CA Only	Per Check	Monthly	Fee for invoice pay transactions made via paper check.	
Financial Accounting Services			Customer Supplier Set Up	Per Supplier	Monthly	Setup of new supplier in Workday.	
Financial Accounting Services			SUA *US Only	Per Payment	Monthly	Fee for invoice pay transactions made via SUA.	
Financial Accounting Services			1096 Integration *US Only	Per Integration	Per Request	Configuration of federal connector to transmit 1096 data.	**Refer to the table for availability**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services			Process Supporting EIB	Per EIB	Per Request	Supporting a process related to a contracted service. Examples include, simple payroll input, time input, etc.	**Refer to the table for availability** Requested EIB must be related to an active Service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Financial Accounting Services			Complex EIB	Per EIB	Per request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections.	**Refer to the table for availability** Requested EIB must be related to an active Service. Includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

myFlexPay (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency
myFlexPay			Instant Payment	Per Transaction	Billed to employee upon usage
myFlexPay			Instant Payment to myFlexPay Payroll Card	Per Transaction	Billed to employee upon usage
myFlexPay			Next-Day Payment	Per Transaction	Billed to employee upon usage

myFlexSpend (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency
myFlexSpend			Single Card Pulls, plus expedited shipping fees	£25.00 per card plus overnight shipping cost for each shipping address	Monthly
myFlexSpend			Bulk Card plus expedited shipping fees:	£15.00 for the first card + £3.00 each additional card	Monthly
myFlexSpend			Bulk Card plus expedited shipping fees:	£25.00 minimum plus overnight shipping cost for each shipping address provided	Monthly
myFlexSpend			Card Pull and Destroy Fees	Per Card	Monthly
myFlexSpend			New Employer/Customer Bank Account Created	Each	Monthly
myFlexSpend			Material Change to an Existing Bank Account	Each	Monthly
myFlexSpend			ACH Reject, Failure or Return	Each	Monthly
myFlexSpend			Direct Deposit Processing	Per ACH Deposit	Monthly
myFlexSpend			Direct Deposit Return	Each	Monthly
myFlexSpend			Custom Card with Customer Logo (minimum of 100 days to enable)	Per Logo	Monthly
myFlexSpend			Card Replacement Fee	Per Card	Monthly

ACA State Filing (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Data Conversion Fee	Per Request	Per Request	Data conversion from legacy system to support data collection from Workday as system of record.	If the Customer data requires data conversion to render it readable.
Employee Services			Re-Filing Fee	Per Filing	Per Request	OSV supporting data corrections returned from the State file submissions.	If the Customer receives a notice from a jurisdiction as to an error in filing, subsequent error correction resubmissions may be assessed a re-filing fee.
Employee Services			Reprocessing Fee	Per Resubmission		State ACA reprocessing fee.	Each resubmission that occurs more than 2 business days after prior submission shall result in a reprocessing fee.

Employee Services (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			1095-C Form Configuration Setup	Per Occurrence	Per Request	Workday form setup for 1095-C.	**Refer to the table for availability.**
Employee Services			1095-C Form Configuration Error Handling Support	Per Occurrence	Per Request	OSV supporting data corrections to the 1095-C Form Configuration Setup.	**Refer to the table for availability.**
Employee Services			Federal ACA Connector	Per Configuration	Per Request	Configuration of federal connector for ACA.	**Refer to the table for availability.**
Employee Services			Federal ACA Error Handling Support	Per Request/ Incident	Per Request	OSV supporting data corrections returned from the IRS federal ACA Connector integration.	**Refer to the table for availability.**
Employee Services			Benefits – Non-US Based Plans or Configuration	Per Request	Per Request	Workday support of non-US benefit plans.	Support includes associated event or eligibility rules. **Refer to the table for availability.**
Employee Services			Retirement Savings Plan Configuration	Per Request	Per Request	Workday support of retirement plans	Support including associated event or eligibility rules. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Benefits Integrations – Modified Coding	Per Integration Being Modified	Per Request	Modification to existing integration (file) due to new requirements.	Does not include configuration or maintenance of federal ACA connector or integrations for individual states with ACA reporting requirements. Excludes break-fix work for existing integrations. **Refer to the table for availability.**
Employee Services			Benefits Integrations – New	Per New Integration	Per Request	New integration (file) build.	Does not include configuration of federal ACA connector or integrations for individual states with ACA reporting requirements. Excludes break-fix work for existing integrations. **Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Benefits – Standard Reporting	Per Report	Per Request	Modifying existing Workday standard and OSV-delivered benefits reports, whether simple or advanced, with no new fields or filters. Creating a new or existing simple or advanced custom report and configuring filters and delivered fields.	Excludes matrix or composite reports. This reporting type does not include any new fields or filters, nor does it include new or updated calculated fields. **Refer to the table for availability.**
Employee Services			Benefits – Matrix and Composite Reporting	Per Report	Per Request	Creating or updating benefits matrix and composite reports that may or may not include calculated fields. These calculated fields can be updated or created based on the complexity of the reporting requirements.	**Refer to the table for availability.**
Employee Services			Confirmation Statement Print Enablement	Per Request	Per Request	Creating print ready file from Workday to support confirmation statement distribution	**Refer to the table for availability.**

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Process Supporting EIB	Per EIB	Per request	Supporting a process related to a contracted service. Examples include simple payroll input, time input, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. Requests will be received, evaluated, and categorized by correct EIB type. Excludes history EIB loads. **Note:** This EIB fee only includes the one-time load of clean data. It does not include history work, discovery, research, or clarifying conversations with the Customers. If it is determined that history work, discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
Employee Services			Complex EIB	Per EIB	Per request	EIB loads supporting history data or corrections. Examples include, but are not limited to, payroll history EIB loads, payroll tax adjustments, prior year period adjustments, negative wage corrections, etc.	**Refer to the table for availability.** Requested EIB must be related to an active service. includes history EIB loads. Requests will be received, evaluated, and categorized by correct EIB type. **Note:** This EIB fee only includes the loading of the data. It does not include discovery, research, or clarifying conversations with the Customers. If it is determined that discovery, research, or clarifying conversations with the Customer are needed to successfully complete the EIB, the work will be estimated and documented as a separate project with associated fees.

General Configuration (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
General Configuration			Bank Change	Per Bank Change	Per Request	The Customer request to change the bank account used for OSV Services.	Applicable to Services using OSV bank accounts, treasury Services, and UK BAC Services. **Refer to the table for availability.**
General Configuration			Name Change	Per Name Change	Per Request	The Customer request to change the company name.	Requires active Services for the company with a name change.
General Configuration		✓	Funding Method Change	Per Bank Account	Per Request	The Customer request to change the funding method used in support of OSV Services.	Applicable to Services using OSV bank accounts and Treasury Services. Funding method changes are not available for the UK. **Refer to the table for availability.**
General Configuration			New Hire Integration- Modify	Per Request	Per Request	Update the Customer integration due to the Customer requirements.	**Refer to the table for availability.** (US only)

OSV service support projects (UK order form)

Service line	New	Updated	Item	Billing metric	Billing frequency	Description	Scope
General Configuration			New Company Projects	Per Request	Per Request	Workday configuration of new companies to support delivery of contracted Services.	Service is available when the company receiving Services are affected and will be dependent upon the scope and effort required to complete the work.
General Configuration			OSV Tax System Support Service	Per Request	Per Request	Tax system consulting Services.	Service is available when the company receiving Services are affected and will be dependent upon the scope and effort required to complete the work.