

SERVICE PARTICULARS DAYFORCE MANAGED SERVICES

(APPLICABLE TO DAYFORCE MANAGED SERVICES PURCHASED BY CLIENT AS REFLECTED IN THE ORDER FORM)

1. These Service Particulars apply to all Dayforce Managed Services regardless of the Dayforce Managed Services purchased.
2. Capitalized and Defined Terms. All capitalized terms used herein and not defined shall have the same meaning as in the other documents that form part of the Agreement (as defined in the MSA) or the Dayforce General Terms (the Service Terms applicable to all Dayforce bundles), as applicable. As used herein:
 - 2.1. "Check" within the context of a process means a thorough examination to test or ascertain accuracy, quality, or satisfactory condition by the Managed team;
 - 2.2. "In-scope Services" means those Dayforce Managed Services purchased. For example, if Client purchased both Dayforce Payroll and Dayforce Benefits, but only Dayforce Managed Payroll (and not Dayforce Managed Benefits), only Dayforce Payroll would be "In-scope" for the purposes of configuration, testing, file management and the provision of Dayforce Managed Services;
 - 2.3. "Input Data" means all data and information necessary for Ceridian to receive from Client to provide the Services, whether relating to any period prior to the Effective Date or thereafter; and
 - 2.4. "Processing Schedule" means the processing calendar to be agreed upon annually by Ceridian and Client, setting forth in detail the Payroll processing schedule for the next year.
3. Service Manual. In addition to the roles and responsibilities set forth in the Dayforce General Terms, the Parties acknowledge and agree that the Dayforce Services set forth therein shall be supplemented by the terms contained in these Service Particulars, including the attached roles and responsibilities Schedule A (the "Managed Services"). The Dayforce General Terms, the SOW and these Service Particulars, set forth the nature and terms of the Services to be provided by Ceridian to Client. However, a detailed description of all elements and processes (and responsibilities therefore) associated with the Managed Services will be set out in the service manual (the "Service Manual"). The Service Manual is the document (to be developed and agreed upon jointly by the Parties) setting forth the working details (and the responsibilities and time frames in respect thereof) in relation to the Managed Services. The form of the Service Manual will be as prescribed by Ceridian. Client acknowledges that it has been presented with general information as to the intended nature and content of the Service Manual (including further details as to the areas outlined above), and is in agreement with such general information it has received to date. The Parties will cooperate with each other and act in good faith in an effort to finalize the Service Manual prior to the Service Start Date. Notwithstanding that the specific contents of the Service Manual have not been formally agreed upon by the Parties as of the Effective Date, the Parties hereby acknowledge and agree that Dayforce General Terms, together with the SOW, and these Service Particulars, sets forth with certainty, all material terms of the Agreement, and that by executing the Order Form, the Parties have created a binding agreement with respect to the Services. Each of Ceridian and Client will be responsible to appoint a Service contact in relation to the Managed Services. While the Service contact appointed by Ceridian is responsible for ensuring the Service Manual is maintained, Service contacts representing each of Ceridian and Client must agree to any amendments thereto. Each of the Service contacts will keep their respective organizations informed of any such changes. The Service contacts must ensure any changes to strategic direction, processes, systems, business rules, or other changes or requirements that impact the Managed Services, are reflected in the Service Manual.
4. Service Contacts. Ceridian and Client will appoint a person to act as its primary contact for the Service (the "Service Contact") who will be responsible for coordinating and supervising all matters relating to the delivery of the Services. In this regard, the Service Contact will serve as the primary contact person and focal point for all communications generally pursuant to these Service Particulars, including communicating, in a timely fashion, to all affected persons (including informing the proper persons within their organization) of issues and decisions regarding the delivery of Services.
 - 4.1. The Ceridian Service Contact's responsibilities include the following:
 - (i) notify Client of any issues known to the Ceridian Service Contact that may impact the normal performance of the Services, including the accuracy or timeliness of the delivery or transmission of data, or reports or Payments, and provide an estimated time as to when the issue will be resolved;
 - (ii) use commercially reasonable efforts to resolve any incidents, problems and/or changes reported by Client Service Contact in a timely manner, and obtain Client's acceptance of such resolution;
 - (iii) advise Client in writing of any Ceridian organizational changes which may impact the Services.
 - 4.2. Client Service Contact's responsibilities include the following:
 - (i) manage the timeliness of Input Data;
 - (ii) coordinate internal communications;
 - (iii) provide Ceridian with a list of those persons authorized to provide and confirm information required under these Service Particulars (including Input Data) and all matters in relation thereto, and advise Ceridian in writing of any changes to such authorized personnel;
 - (iv) advise Ceridian in writing of all Payroll business rules prior to the initial set-up of the Services, and of any subsequent amendments to such Payroll business rules at least ten (10) Business Days prior to the next scheduled Payroll cut-off date;
 - (v) advise Ceridian in writing of any changes to Client's company policy, process, business rules or systems within a reasonable amount of time to allow Ceridian to determine and effect the work required to accommodate any such changes;
 - (vi) advise Ceridian in writing of any incidents, problems, and/or changes relating to the Services;
 - (vii) advise Ceridian in writing of any changes in address, email or relevant telephone numbers for Client;
 - (viii) advise Ceridian in writing of any changes to Client's name or of any acquisitions of businesses that Client makes, affecting the Services; and
 - (ix) advise Ceridian in a timely fashion of any other changes, events, occurrences or matters whatsoever that Client, in its reasonable opinion, believes may affect the Services.
5. Escalation. Client and Ceridian will promote a strong and positive working relationship between the employees of each Party. Normally, all issues will be resolved at the working management level. The Service Contacts will consult with one another to resolve the issue to a standard and in a time frame acceptable to both Parties. If the Service Contacts are unable to reach a resolution within a time satisfactory to either Party, the matter may be escalated in accordance with the Service Manual.

6. Application and Service Changes and Access to the Application. Within a Managed Services environment, changes to processes and the application configuration must be controlled by the Parties to help ensure proper delineation of responsibilities and reliability of service. Therefore, access to certain areas of the application related to In-scope Services will be restricted to Ceridian employees. Configuration activities relating to In-scope Services will be charged at Ceridian's then current rate (provided that Ceridian shall provide notice to Client in the event that such configuration is not covered as a standard service). Client's Service Contact or authorized party will provide direction and approval for all changes and will validate that output aligns with Client's expected results. Items not listed below are not In-scope and are the responsibility of Client. Ceridian requires the following changes be completed by Ceridian employees at the direction of Client's Service Contact when functionality resides in the Software:

6.1. Managed Payroll (if In-scope). Creation/modification/configuration of: entitlements, punch policies, pay policies, payroll policies, pay classes, pay types, pay categories, payroll calendar, payroll mappings, Client payroll properties, HR data mapping rules, employee policies, employment statuses, attendance policies, payroll delivery packages, payroll mappings, earning definitions, deduction definitions, pay codes, 401k/RRSP, legal entities, pay groups changes, third party payee setup, and Client banking set-up. In addition, import and export files, and workflows relating to payroll; and

6.2. Managed Benefits (if In-scope). Creation/modification/configuration of: workflows relating to benefits and configuration related to open enrollment, including carrier feed changes, carrier information, payroll mappings, eligibility, plans, participants, and rate changes.

7. Submission of Data. Client shall forward to Ceridian the necessary Input Data to complete the Services, which Input Data shall be provided to Ceridian as specified in the Processing Schedule to allow Ceridian adequate time to complete required processes. Without limiting any other term in the Dayforce General Terms, Client shall be responsible for the accuracy and completeness of the Input Data submitted and for any errors in and with respect to Input Data. Ceridian reserves the right to charge Client a Fee (as set forth in the Order Form and/or Rate Sheet) for any late submission of Input Data. These Fees will be assessed on a quarterly basis. If Ceridian does not charge the Fee within thirty (30) days after the end of the quarter, Ceridian will not retroactively charge Client for previous quarters.

8. Reporting. Client will be provided access to the Ceridian Dayforce reporting tool to access standard reports and create ad hoc reports. Creation of custom reports by Ceridian, including the development of SQL-based expressions, will be charged at Ceridian's then current rate.

9. Agency Audits, Penalties and Judgments. Time spent providing support to Client (beyond Ceridian's obligations as set forth herein) related to agency audits, inquiries, penalties and judgments resulting from Client errors or processing directives will be charged at Ceridian's then current rate (provided that Ceridian shall provide notice to Client in event that such activities are not covered as a standard service).

10. Employee Population Decrease. Should the Number of Employees decrease by more than 25% from the estimated amount noted in the Order Form, then Ceridian reserves the right to adjust pricing to account for volume change. Adjustments will be made on a go forward basis only (no retroactive adjustments will apply).

11. Client understands and agrees that the Services are designed to assist Client in complying with applicable laws and governmental regulations. Client remains solely responsible for all decisions affecting its Employees and for using the Services in accordance with applicable law, professional guidelines, and privacy requirements in all jurisdictions where Client operates. Client shall monitor changes to those laws applicable to Client's business, interpret applicable laws and regulations, determine the requirements for compliance, and notify Ceridian of any changes required as a result of such laws. Client shall conduct regular audits of Client's use of the Service. CLIENT ACKNOWLEDGES AND AGREES THAT THE SERVICES DO NOT CONSTITUTE, AND SHALL NOT BE RELIED UPON BY CLIENT, AS LEGAL OR FINANCIAL, ADVICE. CLIENT WILL NOT RELY SOLELY ON ITS USE OF THE SERVICES TO MEET ITS COMPLIANCE OBLIGATIONS.

SCHEDULE A DAYFORCE MANAGED SERVICES ROLES AND RESPONSIBILITIES

(APPLICABLE TO DAYFORCE MANAGED SERVICES PURCHASED BY CLIENT AS REFLECTED IN THE ORDER FORM)

1. General

1.1. Governance, Policies and Procedures

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Establish and maintain a governance model and escalation process	X		
Document and publish business rules for all In-scope Services (Service Manual)	X		
Maintain standard operating procedures (SOPs) for In-scope Services	X		
Define Client policies, which would include such items as: HR programs, policies, eligibility rules, business rules, third party rules, coverage, covered groups, covered types, options and organization structure		X	
Establish organizational structure, reporting relationships, job evaluation programs and classification structures and develop create and maintain job descriptions as they relate to Client's organizational structure		X	
Provide to Ceridian policies, business rules and other information required to provide the In-scope Services and communicate any changes in a timely manner		X	

1.2. Client Employee/Manager Communication and Self-service Tools

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Provide a tool to allow for communication to employees and managers within the Software	X		
Inform Client of changes to the Services for communication to employee or managers	X		
Provide and maintain self-service tools to utilize In-scope Services	X		
Enable employee/manager access to Ceridian self-service tools and other supporting software to utilize In-scope Services		X	
Develop and distribute all communication materials related and pertaining to company policies and the access and use of In-scope Services by Client's employees		X	
Complete mass communication distribution to Client's employees and HR/administration team. Provide a copy of final communication to Ceridian		X	
Develop communication materials related to issues resulting from a Ceridian error for distribution by Client	X		

1.3. System Administration and Configuration

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Manage new releases and upgrades for In-scope Services	X		
Maintain a change request log and change control process for In-scope Services	X		
Conduct testing during new releases and upgrades for modules related to In-scope Services	X		
Approve that configuration modifications meet Client's requirements		X	
Conduct testing during new releases and upgrades for modules not related to In-scope Services		X	
Support, host and maintain the Ceridian technologies required to deliver the Services	X		
Reset Client Administrator passwords	X		
Assign Ceridian user roles	X		
Assign Client user roles		X	
Configuration of the Software (fees apply)	X		

1.4. Security and Privacy

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Setup and maintain Ceridian roles-based security access to the Software	X		
Maintain Client roles based security access to the Software		X	
Provide data for the authorization matrix		X	
Maintain an authorization matrix used to ensure requests and updates are made by authorized personnel	X		

Ensure requests and updates are submitted by Client authorized personnel	X		
Establish and maintain appropriate security and privacy procedures and policies	X	X	
Notify Ceridian immediately of changes to security access on Client side impacting Ceridian In-scope Services (including employee terminations)		X	
Maintain security of login credentials for Ceridian personnel	X		
Maintain security of login credentials for Client personnel		X	

1.5. Compliance

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Maintain documented procedures and checklists	X		
Make available a Service Organization Controls Report (SOC 1 Report) on the design and operating effectiveness of key controls for the applicable systems	X		
Put in place Complementary (Client-side) User Entity Controls identified within the SOC 1 report. The application of such internal controls by user entities is necessary to achieve certain control objectives identified in the SOC 1 report		X	
Validate all change requests against approval matrices	X		
Control changes to the Service and the Software	X		
Maintain income tax rates in Dayforce	X		
Understand and apply the laws applicable to Client's workforce in any given jurisdiction. Ceridian does not provide legal advice or guidance		X	
Monitor legislative changes and regularly audit policies, employee, deductions, benefits, termination, garnishment/wage attachment, expatriate, time and attendance, pay statements, year-end, third party remittances, union, off-cycle processing, human resources, document management, general ledger, and any other information related to the Services for compliance with applicable law, and notify Ceridian to request changes		X	
Direct Ceridian to make any required changes to the Software configuration or Service to stay in compliance with legislative changes and/or time and attendance/benefits/entity-related requirements		X	

1.6. Records Retention

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Retain and dispose of information required to perform In-scope Services based on Ceridian's record retention schedule. Ceridian will retain documents according to its data retention policy and as required to execute the Service. However, Client is responsible for identifying applicable document retention requirements and administering its own document retention program. Ceridian will not serve as Client's official or sole source of document retention	X		
Identify applicable record retention requirements and administer a document retention program		X	

1.7. Reporting

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Process and provide secure access to reports included in the Services	X		
Build/configure ad hoc reports		X	

1.8. Training

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Provide access to training materials	X		
Maintain Solution training materials so that they are up-to-date with current processes	X		
Ensure administrators and users are adequately trained on the Software and Services procedures		X	

1.9. Third Party Contractor Management

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Manage any third-party relationships with Ceridian partners / contractors	X		
Serve as a liaison and, when necessary, coordinate interactions with Client third party vendors that are not Ceridian Contractors		X	
Manage all third-party relationships with non-Ceridian partners / contractors		X	

2. Managed Payroll

2.1. This section applies to clients who have purchased Dayforce Managed Payroll as stated in the Order Form.

2.2. Off-cycle, On-Site and Manual Paychecks. Wherever possible payments will be made during the regular pay-cycle. Nevertheless, off-cycle activities are a part of a typical payroll year and as such, some off-cycle activities are included as part of the Service at no additional cost. Off-cycles that are excluded, as defined below, are driven by process issues and errors on Client side and Client-specific needs. The following table describes what is included and excluded in the standard Fees. Excluded off-cycles will be billed at the current hourly rate with a minimum effort of 1-hour per run. Individual off-cycles exceeding 2-hours' effort will only be executed after receiving Client approval.

Included (in Subscription Fee)	Excluded (extra Fees)
Off-cycle activity driven by: <ul style="list-style-type: none"> Scheduled annual bonus payments Stock options Union driven payments required by collective agreements (limited to one suffix run per week) Off-cycle in-lieu of on-site paychecks (US only) State law compliance (US) Quarter-end special runs (US only: adjustments only, no payments) Year-end special runs (limit 3 / pay group / year) Runs to correct a Ceridian issue or error 	Off-cycle activity driven by: <ul style="list-style-type: none"> Client errors Missed / late data requiring an off-cycle Union negotiation driving retro adjustments (e.g., new collective agreement) Ad-hoc special payments that are not included in the left-hand column

2.3. Electronic Income Withholding Orders (e-IWO). Clients using Ceridian's garnishment administration for US employee populations are required to use and sign up for e-IWO.

2.4. Roles and Responsibilities

Employee Life Cycle

2.4.1. New Hires, Starters and Rehires

Service	Responsibility		
	Ceridian	Client / Employee (EE)	Client's 3rd Party
Ensure accuracy of address, marital status, dependents, and withholding allowance/waivers		EE	
Submit approved new/updated employee information to Ceridian including direct deposit / bank details and required tax information (P45 or new start checklist in UK)		X	
Provide information required to establish taxation setup		X	
Provide the employee his/her employee ID and the information required to access the Ceridian Services		X	
Provide employee with new hire information / package		X	
Process new hires (starters) and rehires records in the payroll system	X		
Setup employee's taxation profile based on completed taxation form(s), agency statutory requirements and any applicable client policies) at Client's direction	X		
Perform a reasonability Check on employee and taxation set-up	X		
Transmit federally mandated New Hire Report and Multi-Worksite Reporting (if configured in Software)	X (US)		
Statistics Canada Reports		X (CA)	
Assist in resolution of missing information or questions related to new hire		X	

2.4.2. Employee Profile Changes

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Transmit / enter employee profile changes		X	
Complete required Client approvals		X	
Process profile changes	X		
Modify employee's taxation profile based on completed taxation form(s), agency statutory requirements and any applicable client policies) at Client's direction	X		
Perform a reasonability Check on employee profile changes	X		

2.4.3. Tax Withholding

Service	Responsibility		
	Ceridian	Client / Employee (EE)	Client's 3rd Party
Submit completed tax information forms in adherence with tax withholding regulations		EE	
Submit changes to addresses, marital status, dependents, and withholding allowance/waivers		EE	
Process wage and tax adjustments and changes based on submitted information	X		
Manage the Software's current and existing tax jurisdictions and any applicable updates, including filing or maintenance changes that may be required during the year	X		
Maintain tax account status and data with the applicable agency		X	
Manage wage and tax balances for employees transferring between business entity, based on information provided by Client	X		
Communicate to employees when transfers may result in multiple W-2 or tax limits restarting		X	

2.4.4. Deductions, Benefits and Employer Contributions (excluding Garnishments)

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Obtain written authorization from the employee for any deductions that are neither statutory nor legal in nature		X	
Set policies, negotiate rates with providers and determine eligibility		X	
Provide group salary and hourly rate changes		X	
Submit one-time earnings payments, retros or adjustments to employee deductions to Ceridian		X	
Process transactions according to Client business rules, as communicated by Client	X		
Manage and act as fiduciary for Client 401K / RRSP, pension plan(s) and any group health plans		X	X
Process all 401K / group RRSP, group pension and group health plan deductions and contributions, as communicated by Client	X		
Provide pension adjustments data in an agreed upon format for year-end processing		X	
Process deduction changes and the provided retroactive deduction amounts	X		
Configure and maintain deduction taxability per applicable tax laws	X		
Maintain certain calculations and limits in Client's payroll regarding Client's 401K, RRSP, deferred compensation and pension plan(s)	X		
Provide Client or third-party reports / interfaces to support employee and employer contributions	X		

2.4.5. Garnishment (Wage Attachment) Administration

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Forward copy of the order to Ceridian		X	
Retain original garnishment order		X	
Receive orders from Client or, in the case of e-IWO, directly via the Office of Child Support Enforcement	X (US)		
Retain a copy of each order received, subject to Ceridian's data retention policies and as required to execute the Service	X		
Review, set-up, modify or terminate each garnishment in the payroll system as directed in the applicable wage garnishment order	X		
Provide garnishment order information to impacted employees if applicable	X		
Set-up multiple employee garnishments as directed by agencies. Ceridian's garnishment services do not include legal advice or guidance	X		
Provide direction to Ceridian if garnishment order needs clarification or legal interpretation		X	
Configure garnishment administration fees as directed by Client business rules	X		
Respond to Client requests regarding the appropriate wage garnishment deductions for bonuses and off cycle paychecks	X		
Remit payment and required reporting to the appropriate payees as specified in the garnishment order	X		
Research and act on any returned funds and determine if the employee or Client should be reimbursed for such funds	X		
Send notification to the originating party of the garnishment order stating that the payer is no longer an employee of Client upon employee termination	X		
Respond to routine agency interrogatories and continuing answers	X		
Assist with management of garnishments pertaining to void and reissue of paychecks	X		
Maintain garnishment rules in the Software	X		

Review garnishment reports to ensure receipt of and identify issues with garnishments		X	
Notify Ceridian of any unscheduled and/or special payroll runs that will impact garnishment data		X	
Notify Ceridian in advance of any bonus runs or lump sum payments		X	

2.4.6. Leave of Absence Processing

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Determine and track employee leaves of absence, disability, eligibility, employment status and approve or deny related employee requests		X	
Submit changes in employment status		X	
Process changes according to documented Client business rules	X		
Submit any paid time off hours for any payments that should be made as a part of the leave of absence process		X	
Pay employees on worker's compensation and long-term disability			X
Pay employees on short-term disability, based on instructions from Client or 3rd party	X		
Provide employee with legally required notices and notify employee of approaching end of leave period		X	
Notify Ceridian in a timely manner of changes to employee leave status (e.g., when the employee commences or returns from leave)		X	
Calculate final payment based on information received from Client, hours submitted and/or last day of work	X		
Issue Records of Employment if applicable (CA)	X		
Apply employee/employer contributions during leave based on information received from Client	X		
Notify Ceridian of reconciled accrual balances and benefit arrears not calculated as part of configured policies once the employee returns from leave		X	

2.4.7. Expatriate Support

This Service is used to assist Client to report and remit funds withheld from the taxable income of: outbound residents of the United States and Canada and/or non-residents who perform services in the United States or in Canada (referred to as "Expatriate Employees"). This Service includes maintenance of manual records of payments and payroll tax filing to identified government agencies.

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Obtain expert advice for remittance instructions (e.g. payroll taxes, source deductions) and workers compensation registration and eligibility		X	
Determine and keep current employee residency status, work permits/authorizations, exemptions and waiver eligibility		X	
Respond to government inquiries related to Expatriate Employees		X	
Respond to Expatriate Employee inquiries related to their gross income situation		X	
Provide employee information including: earnings, taxable benefit details and deduction values to Ceridian in the currency where the gross to net calculations are being performed (Ceridian will not perform foreign exchange calculations)		X	
Produce payments to Expatriate Employees in the currency where the gross to net calculations are being performed	X		
Calculate hypothetical tax adjustments, if applicable		X	X
Provide manual details of any adjustments, and relocation type payments to update the employee profile at Ceridian according to the agreed payroll Processing Schedule deadlines		X	X
Provide any adjustments for the requirement of year-end processing prior to the scheduled deadline		X	X
Determine withholding rates and currency conversions. (All amounts must be provided in the currency of the country where the gross to net calculations are being performed)		X	
Calculate gross to net amounts based on the gross value provided by Client	X		
Input, balance and process all manual transactions	X		
Remit and balance payroll taxes and source deductions at the frequency directed by Client and/or government agencies and submit periodic information filings as instructed by Client	X		
Review and verify remittances and information for completeness and accuracy		X	
Complete Year-end tax form reporting as instructed by Client and to government agencies as part of Year-end processing. All Expatriate Employees will receive year-end forms reflecting the monies reported by Client as paid	X		

2.4.8. Employment or Income Verification

In the US this Service is provided through Ceridian via a third party and must be stated in the Order Form.

	Responsibility
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Service	Ceridian	Client	Client's 3rd Party
Provide employment and income verification letters	X		

2.4.9. Employee Termination and Workforce Reduction

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Provide timely notification to Ceridian and submit required data for termination, including final hours, special pay amounts, etc.		X	
Respond to employee and HR/ Manager questions regarding separation process		X	
Submit terminated employee HR data		X	
Submit changes to access levels and authorities to Ceridian		X	
Notify any third-party entities via interface or report of termination of employee as instructed by Client	X		
Generate Records of Employment as required (CA)	X		
Investigate overpayments, if applicable	X		
Manage overpayment process (communication, tracking, etc.)		X	
Make any termination payments as directed by Client	X		

Scheduled Services

2.4.10. Inbound Interfaces and Files

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Format files to specifications provided by Ceridian		X	X
Transfer files to Ceridian with applicable		X	X
Process and monitor In-scope files	X		
Validate that all available data has been processed	X		
Resolve issues that are resolvable without Client	X		
Assist in resolving issues that are not resolvable by Ceridian		X	X

2.4.11. Payroll Processing

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Produce and maintain updated Processing Schedule	X		
Notify Ceridian of all Client processing requirements		X	
Validate that all Input Data has been processed	X		
Balance Input Data totals against payroll preview(s)	X		
Verify company level and employee level changes against payroll preview(s)	X		
Perform gross-to-net calculations	X		
Resolve any errors as identified from payroll processing	X		
Process payroll according to established business rules and the Processing Schedule	X		
Conduct reasonability Checks	X		
Review payroll processing output to ensure it is complying with expectations		X	
Report known payroll discrepancies requiring Client direction	X		
Assist in resolving payroll issues that cannot be resolved by Ceridian		X	

2.4.12. Payroll Reconciliation

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Review and verify payroll details for completeness and accuracy. Perform a reasonability Check of payroll information	X		
Review and verify payroll details for completeness and accuracy		X	
Report payroll discrepancies requiring Client direction	X		
Provide direction to resolve payroll discrepancies		X	
Balance payroll outputs	X		

2.4.13. Pay Statements and Payments

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Produce and distribute payments as directed by Client	X		
Produce pay statements as instructed by Client	X		

2.4.14. Tax Processing

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Own the account relationship with each government agency		X	
Complete all Ceridian Client Setup Remittance information forms required for Ceridian to complete employee and employer level Government Remittance deposits		X	
Communicate with Taxing Authorities for payroll related tax information and remittance requests. Ceridian will assume such responsibility only to the extent Client delegates it to Ceridian with the appropriate consent and documentation. Ceridian does not provide tax advice	X		
Forward any relevant Government Remittance correspondence as received from the local Taxing Authority and collaborate with Ceridian to verify and balance the amounts remitted or to be remitted to the local Taxing Authority by Ceridian on behalf of Client, in relation to the remittance schedule. Forward all agency notifications and changes to Ceridian immediately		X	
Notify Ceridian in writing of all Client new tax ID and remittance frequency changes and advise Ceridian immediately of industry or Client specific changes to the rates relating to or affecting the Government Remittances, as applicable		X	
Maintain appropriate relationships with Taxing Authorities, as necessary for the efficient filing of taxes and, where necessary, corrections to all such filings	X		
Calculate employee and employer taxes and deduct taxes	X		
Prepare and remit all taxes, based on the remittance details authorized by Client Setup Remittance Information	X		
Remit tax liabilities with the appropriate Taxing Authority	X		
Make available to Client annual tax filing reports and reports by pay period	X		

2.4.15. Tax Filing

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Set up tax accounts with agencies		X	
(US) Remit supported federal and state payroll taxes per agency requirements, based on information provided by Client	X		
(CA) Remit supported federal and provincial source deductions and employer payroll taxes per agency requirements, based on information provided by Client	X		
Prepare and file tax forms returns	X		
Approve tax forms and payroll tax returns prior to filing		X	
Provide initial response to tax agency inquiries / notices (Ceridian may require written authorization to meet these responsibilities)	X		

2.4.16. Outbound Interfaces and Files

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Ensure In-scope outbound files are sent on schedule	X		
Provide a file formatted to meet the third-party vendors or Client's specification and transmitted using a secure file transfer method	X		

2.4.17. General Ledger

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Generate and deliver the General Ledger	X		
Receive, review, and verify General Ledger information		X	
Resolve General Ledger exceptions	X	X	
Maintain the General Ledger setup (Ceridian can provide this service on a project basis at the current rate)		X	

2.4.18. Year/Quarter End Processing

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Provide year-end adjustments and additional year-end information in accordance with agreed schedule		X	
Establish a Year-end activity plan	X		
Verify accuracy of tax slips and reporting. Make any necessary corrections	X		
Review tax slips and reports for approval prior to distribution		X	
Make year-end tax forms available	X		
Complete filing to tax authorities	X		
Prepare and submit In-scope required government annual returns to Client and all applicable taxing authority's amended returns	X		
(CA) Provide annual reporting for Worker's Compensation Board, Health Taxes, and RQ to Client	X		
(CA) Submit annual reporting for Worker's Compensation Board, Health Taxes, and RQ to agencies		X	
Produce amended tax forms as required (amendments driven by Client error will be produced on a project basis at the current rate)	X		

Payments Services

2.4.19. Payroll Funding

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Make available the payroll summary report to Client for funding purposes	X		
Fund payroll		X	

2.4.20. Stop Payments

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Provide timely notification of the need to stop a payment	X	X	
Process stop payment request	X		
Confirm payment has been stopped	X		
Reverse and/or reissue payment if required as directed by Client	X		

2.4.21. Off Cycle Payroll Administration

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Define and communicate requirements to Ceridian		X	
Process off-cycle	X		

2.4.22. Third Party Remittances (Excluding Garnishment, Tax and Agency Payments)

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Update Ceridian of any changes to payment requirements		X	
Reconcile/verify third party invoices to ensure remittances are being made		X	
Collect employee arrears where applicable	X		
Produce third party reporting of employee and employer contributions	X		

Produce and deliver third party payments and return any necessary documentation or reporting requirements		X	
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2.4.23. Union Dues

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Negotiate union contracts, provide contract interpretations and identify union membership and union requirements		X	
Notify Ceridian of any requirement changes		X	
Configure Software in accordance with changes based upon criteria provided by Client	X		
Approve that configuration modifications meet requirements		X	
Withhold dues, initiation fees and other union contract deduction requirements as directed by Client	X		
Report on union withholdings as directed by client	X		
Make payments to unions for membership, dues and other union related payroll withholdings		X	

2.4.24. Employee Overpayments

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Notify Client of overpayments	X		
Notify Ceridian of overpayments		X	
Issue notice of overpayment to Employee if Client contracted for employee contact center services	X		
Issue notice of overpayment to Employee if Client has not contracted for employee contact center services		X	
Adjust future payments or establish a repayment plan as instructed by Client	X		
Obtain any required permission from, and provide legal notices to, employees that are required to carry out any pay adjustments or repayment plans in the applicable jurisdiction		X	
Amend tax forms, if required, at directed by Client	X		

2.4.25. Un-cashed Paycheck Processing (Escheatment)

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Report on un-cashed paychecks to Client	X		
Follow Escheatment process (US)	X		
Review reports and provide direction on how to handle each instance		X	
Void paychecks and issue replacement paychecks as directed by Client	X		

2.4.26. Entitlements Managed in Software (Time Away from Work Policies)

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Interpret and administer existing / new entitlements policies		X	
Notify Ceridian of entitlement changes that impact payroll		X	
Configure Software in accordance with changes to existing / new policies as directed by Client if tracked in the Software (fees may apply)	X		
Approve that configuration modifications meet requirements		X	

2.4.27. Agency Inquiry Support

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Receive Federal Government (CRA for Canada or IRS for USA) Tax Forms Inquiries and forward to Ceridian for investigation and explanations		X	
Investigate discrepancies and provide explanations in response to Federal Government Tax Forms Inquiries. CRA (for Canada) or IRS (for USA) can inquire with regards to the amounts reflected on the tax forms issued by Ceridian. The agency either contacts Ceridian directly as a tax form issuer or contacts Client and Client requests investigation and response from Ceridian. Based on the investigation result amendments to tax forms can occur	X		
Receive, review and forward to Ceridian Penalties and Interest Statements from various government agencies		X	

Investigate Penalties and Interest Statements issued by various government agencies. If found that the penalties are to be paid, initiate the process to issue a payment	X		
Fulfil routine Requests for information by Service Canada where it concerns payroll related part of the Record of Employment	X (CA)		
Receive CRA SIN verification inquiries if the inquiry is sent to Ceridian as tax forms issuer. If Ceridian receives the inquiry, an authorized person in Client's HR department will be contacted to respond back to CRA with the required verification information	X (CA)		
Receive and respond to CRA SIN verification inquiries received directly from CRA or received from CRA via Ceridian. Validate the SIN/name correlation in response to the CRA SIN verification inquiries and communicate the verification information to CRA		X (CA)	
Receive PIER inquiries issued by Federal and/or Quebec governments. Perform the initial assessment of the PIER report and, if required, forwards the inquiry to Managed Services for further investigation		X (CA)	
Complete investigation and provide explanation for all discrepancies identified in the PIER inquiries issued by Federal and/or Quebec governments. CRA or RQ might have further questions after receiving initially completed PIER, in which case they will contact the person identified as responsible for completing the PIER	X (CA)		
Respond to RQ inquiries. RQ can inquire on the tax forms (Original, Amended, Cancelled) issued to Quebec employees as well as on the summary reports submitted to the agency.	X (CA)		
Receive Canadian Provincial Government Inquiries (Other than Quebec) and, if required, send a request for assistance to Ceridian Managed Services to assist with investigation and provide backup		X (CA)	
Ceridian provides Agency Inquiry support to Client for Manitoba Government inquiries with regards to the Manitoba Payroll Tax; Newfoundland Government inquiries with regards to HAPSET; Ontario Government Inquiries with regards to EHT; Northwest Territories/Nunavut government inquiries with regards to Annual Payroll Tax. The Provincial Government inquiries are sent to Client and forwarded to Ceridian for investigation and backup	X (CA)		
Receive Worker Compensation Board inquiries with regards to the reported Assessable Earnings and request Ceridian support with related audits and investigations		X (CA)	
Provide support to Client in response to Worker Compensation Board inquiries with regards to the reported Insurable Earnings. Assist with Insurable Earnings Audits	X (CA)		
Receive and forward to Ceridian for investigation Discrepancy reports received from SSA.		X (US)	
Investigate Discrepancy reports received from SSA. Corrections can be either on SSA side or IRS side. Ceridian communicates corrections directly to the Agencies. (amended W3 and 941 sent electronically) The agency can further inquire on the amended forms	X (US)		
Receive and forward to Ceridian for investigation Discrepancy Inquiries received from State Governments		X (US)	
Investigate discrepancies and provide explanations in response to State Government Inquiries. State governments can send inquiries if found discrepancies between the amounts showing in W3 State Equivalent forms and 941 State Equivalent forms. Inquiries can concern State Income Tax (SIT), State Disability Insurance (SDI), State Unemployment Insurance (SUI). Ceridian communicates corrections directly to the Agencies. The agency can further inquire on the amended forms. Penalties and Interest may occur as a result and are addressed in the same manner as at the Federal level	X (US)		
Receive and forward to Ceridian for investigation Discrepancy Inquiries received from Local Governments		X (US)	
Investigate discrepancies and provide explanations in response to Local Government Inquiries. Local government can send inquiries with regards to local taxes withheld from the employees' pay. This can involve various types of local taxes such as Local Income Tax (LIT), Payroll Expense Tax (PET), or Occupational and/or License Tax (OPT). Ceridian is responsible for investigating and, if necessary, amending the forms submitted to the local governments. The agency can further inquire on the amended forms. Penalties and Interest may occur as a result and are addressed in the same manner as at the Federal and State level	X (US)		

3. Managed Benefits

3.1. This section applies to clients who have purchased Dayforce Managed Benefits as stated in the Order Form.

3.2. Coordination of Changes. Client is responsible to coordinate changes to the Software, benefits policies and plans with Ceridian to ensure the continuity of Service, accuracy and quality. If rework is required due to a lack of timely coordination, Ceridian reserves the right to charge for any required rework at Ceridian's then current rate.

3.3. Roles and Responsibilities

3.3.1. Benefit Strategy and Design

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Provide access to employee data and associated benefits information to Client to support the Plan design process	X		
Configure Software for eligibility and plan premiums based on rules and requirements provided by Client	X		
Conduct Annual benefit renewal planning process for benefits plans (including, but not limited to: selecting Benefit options and providers; negotiating rates and terms; executing vendor contracts; establishing carrier premium rates, and employee contribution methodology) and communicate all benefit plan information to Ceridian in writing by agreed upon due date		X	
Prepare and maintain required Plan documentation. Provide Ceridian with Plan documentation in Ceridian required format(s)		X	
Determine eligibility/cost formulas, benefit rules and supply rates		X	
Develop, design, and distribute communication materials such as workbooks and guides to employees and provide copies to Ceridian		X	
Manage and act as fiduciary, plan administrator, or plan sponsor for Client benefit plans		X	

3.3.2. Benefits Enrollment

Service	Responsibility		
	Ceridian	Client / Employee (EE)	Client's 3rd Party
Identify Client events that impact benefits	X	X	
Coordinate to obtain and provide any third-party answers to Ceridian benefit specification questions		X	
Notify benefits eligible participants of Plan administration documentation requirements/process (e.g., dependent documentation, evidence of insurability) and provide instruction for participants to initiate and process certain defined Change in Status Events (Life Events)		X	
Declare Life Event within the timeframe of Client's rules, make changes to benefit elections and submit required information/documentation		EE	
Submit completed Benefit enrollment and beneficiary information with required documentation including dependent eligibility validation		EE	
Receive, process and submit benefit eligible participant requests/appeals for enrollment or enrollment changes outside of allowable enrollment period		X	
Complete and submit required Evidence of Insurability EOI form(s) to insurance carrier		EE	
Receive and process benefits enrollment information	X		
Receive and process EOI forms, and communicate determinations to participants and Ceridian			X
Distribute enrollment cards to the employee population			X
Receive EOI determinations from carriers/vendors to trigger the enrollment option	X		
Process changes to enrollment elections	X		
Transmit participant enrollment elections to carriers/vendors via Enrollment Reporting process	X		

3.3.3. Annual Enrollment

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Manage open enrollment as a project	X		
Provide open enrollment requirements		X	
Provide internal resources as required (SMEs, project management)		X	
Develop, design, and distribute communication materials for employees, such as workbooks and guides		X	
Configure Software based on requirements provided by Client	X		
Oversee testing	X		
Test Software	X	X	

3.3.4. Benefits Administration

Service	Responsibility		
	Ceridian	Client / Employee (EE)	Client's 3rd Party
Retiree Administration			
Process terminations due to retirement, age-based changes (such as age 65), Life events (e.g., address change), and benefit appeals as directed by Client's requirements	X		
Provide retiree administration requirements for terminations, age changes, life events and benefit appeals		X	
Dependent Services			
Determine dependent eligibility based on the requirements determined by Client including requesting supporting documentation if applicable		X	
Send notification monthly to each applicable employee who has dependents with benefits expiring in the current month		X	
Confirm new hire dependent eligibility records meet Client business rules and confirm eligibility based upon employee affirmation of dependent status.		X	
Emergency Carrier Updates			
Contact the carrier to report participant/dependent coverage information when a participant will require medical attention before an outbound carrier file has been sent, or before the carrier has uploaded the received file (US)	X		
Leave of Absence			
Capture benefit coverage information per Client rules when an employee commences a Leave of Absence and provide information to a third-party service for billing	X		
Provide benefit coverage information required for Leave of Absence		X	
Benefits Terminations			
Process benefit termination per Client rules	X		
Calculate refunds and make adjustments as required by Client rules	X		
Transmit benefit termination effective dates provided by Client to Benefit Provider	X		
Claims administration		X	X
COBRA Administration		X	X
Premium Billing		X	X
Qualified Medical Child Support Orders (QMCSO) Administration (US)		X	X
Medicare Administration (US)		X	X
Benefits Billing		X	X
Flexible Spending Account (FSA) Administration		X	X

3.3.5. Benefit Carrier Data Feeds

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Provide required data feed format and frequency			X
Receive and process Enrollment Data and identify and report Enrollment Data discrepancies and errors			X
Serve as liaison with carriers and respond to Ceridian escalated issues pertaining to carriers		X	
Respond to inquiries from carriers/vendors/third parties regarding enrollment data as directed by Client	X		
Set up Benefit Carrier data feeds to report participant Enrollment Data to carriers/vendors	X		
Identify and resolve discrepancies and errors in Enrollment Data prior to scheduled reporting to carriers/vendors	X		
Provide reports and information to carriers/vendors for resolution of errors and discrepancies	X		
Notify carriers of participant/dependent eligibility and enrollment outside of scheduled reporting (i.e. expedited/emergency enrollments)	X		
Assist in resolving discrepancies as may be required by Ceridian		X	
Resolve errors and discrepancies in Enrollment Data and ensure carrier data is consistent with Ceridian provided Enrollment Data			X
Process expedited/emergency enrollments on behalf of employee/dependent			X

3.3.6. Affordable Care Act (ACA) Administration (US)

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Publish the ACA Forms production schedule annually	X		
Print and package ACA 1095-C Forms for shipment	X		

Provide complete and accurate data to populate ACA Forms, including correcting data as needed, including reviewing and responding to ACA report(s) provided by Ceridian to Client		X	
Review data for completeness and formatting	X		
Provide report(s) for Client review that identifies any incomplete or improperly formatted data	X		
Review and approve ACA data prior to filing		X	
File ACA1094-C and 1095-C forms	X		

4. Employee Contact Center

- 4.1. This section applies to clients who have purchased Employee Contact Center as stated in the Order Form.
- 4.2. Scope and Hours. Ceridian will provide Employees with contact center support to answer questions concerning the Services. The contact center will be available Monday through Friday between 8:00 a.m. and 8:00 p.m. Eastern Time (excluding holidays).
- 4.3. Inquiry Volumes. Pricing is based on an average inquiry volume amount equal to 7% for Managed Payroll or 5% for Managed Benefits of the Number of Employees per month. If both Managed Payroll and Managed Benefits are purchased, the total inquiry volume will be 11% of the Number of Employees per month. Inquiry volume will be reviewed at the end of each contract year. Inquiry statistics will be provided on a quarterly basis. If the volume exceeds 5% of the original agreed upon volume, Ceridian reserves the right to charge for the additional inquiries. Client and Ceridian agree to work collaboratively to minimize inquiry volume.
- 4.4. Roles and Responsibilities

4.4.1. General

This section applies to clients who have purchased Employee Contact Center with either Managed Payroll and/or Benefits.

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Provide a dedicated toll-free service center number and email support access for inquiries related to the Services from Client's employees and managers	X		
Manage calls and cases related to In-scope Services	X		
Respond to employee and manager inquiries or issues related to In-scope Services	X		
Reset employee / manager passwords based on information provided by Client	X		
Answer employee and manager inquiries relating to Client policies and non-Ceridian third party services		X	
Provide support for inquiries related to historical data/transactions		X	
Facilitate, support and resolve internal employee appeals and resolve and counsel on employee issues		X	

4.4.2. Managed Benefits Inquiries

This section applies to clients who have purchased Employee Contact Center with Dayforce Managed Benefits.

Service	Responsibility		
	Ceridian	Client	Client's 3rd Party
Respond to general inquiries about benefit eligibility, per Client policy and as directed by Client	X		
Respond to premium, deduction, and taxation questions	X		
Assist employees through the enrollment process	X		
Respond to policy questions and coverage questions		X	X
Respond to STD/LTD procedural questions		X	X
Respond to questions regarding the status of claims			X