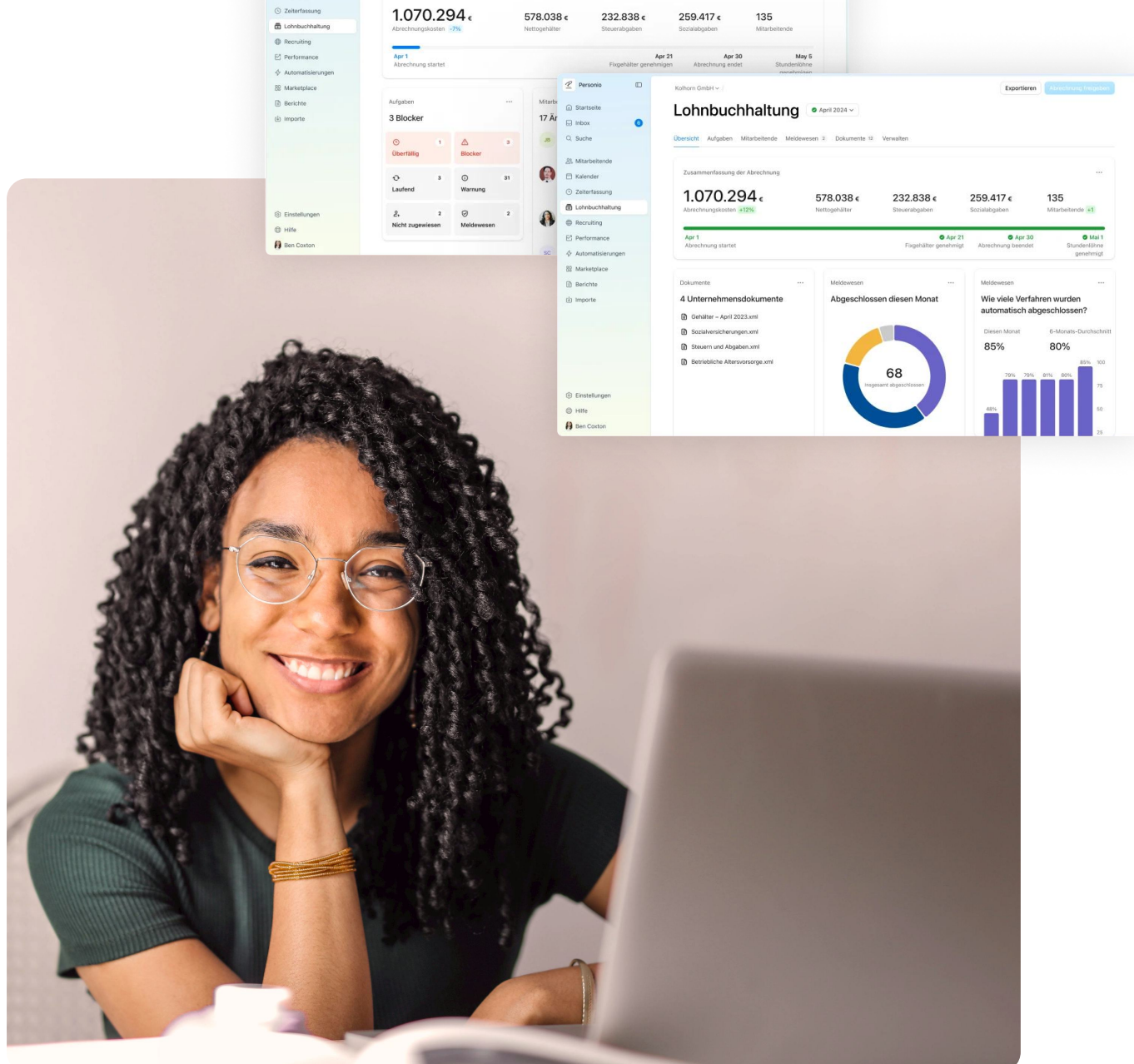


Personio Payroll Service Catalogue



Information and Support

Payroll Support is provided by a team of Payroll experts. Personio has helpcenter articles available not only on the use of the system, but also providing more in depth insight into German payroll.

Topic	Description	Standard	Pro
Technical Support	Payroll Operations provides support in terms of how to setup and use the system. This support is provided in the following formats and order: <ul style="list-style-type: none"> Helpcenter articles Service Tickets Support by phone in case of complex topics 	✓	✓
Payroll Support	Payroll Operation provides support and answers to payroll questions, subject to the following: <ul style="list-style-type: none"> Queries related to new legal changes, the setup and impact on the customers payroll Questions related to general payroll topics This service shall not be considered legal advice or consultancy! These queries will be supported in the following format: <ul style="list-style-type: none"> Helpcenter articles Webinars 	✓	✓
Payroll Premium Support	Provide support and answer to payroll questions, subject to the following: <ul style="list-style-type: none"> Queries related to gross to net calculations as well as associated reports Questions related to general payroll topics This service shall not be considered legal advice or consultancy! These queries will be supported in the following format: <ul style="list-style-type: none"> Service Tickets Phone 	*	✓
External Audit Assistance	To the extent that information is already available in the system and previously reported to the customer as reports or other date formats, we will support the customers: <ul style="list-style-type: none"> With information related to the gross to net calculation of payroll as well as the system setup for the periods of pay processed by Personio Payroll Where possible, general assistance can be provided regarding statutory payroll calculations Personio Payroll Operations cannot provide advice or support for customer business related decisions influencing payroll (i.e. taxation of company events).	*	✓
External Audit Assistance	A local payroll expert participates directly, together with the client, in the audit to respond to system and calculation related questions.	*	*

✓ Included * Professional Services, additional charges apply ✗ Not available

Topic	Description	Standard	Pro
External Audit Assistance	A local payroll expert participates directly, together with the client, in the audit to respond to system and calculation related questions.	*	*

Payroll Preparation

Payroll Preparation refers to the period prior to approving payroll

Topic	Description	Standard	Pro
Data Preparation	Ensure all necessary information has been included in Personio to allow accurate processing of payroll. Personio Payroll will provide up to date validations of data with warnings and blockers as well as workflows to support the resolution of data issues.	✓	✓
Data Preparation	Support with the resolution of data errors in case of questions.	✓	✓
Net to Gross Benefits	Calculation of net to gross values to be included in payroll.	*	✓
Data Control	Check data for improbable transactions prior to the approval deadline	✗	✓

Payroll Processing and Calculations

Actual preparation of reports, calculation of gross to net, provision of draft information#

Topic	Description	Standard	Pro
Payroll Calculation	Process the calculation of payroll in accordance to the local rules and regulations.	✓	✓
Accuracy of payroll and reporting	Ensure the output, at the best of its ability, is free of error (Personio will not knowingly dispatch erroneous results.	✓	✓
Accuracy of payroll and reporting	Run quality controls to ensure compliance with local regulations in a regular manner.	✓	✓
Out of cycle calculations	In the case there is a situation where a new hire or other process could not be included in the payroll, Personio can support with estimated net payments to provide outside of the regular payroll cycle which then need to be included as advance payments by the customer.	*	✓

✓ Included * Professional Services, additional charges apply ✗ Not available

Post Processing Services

Preparation of reports and communication after payroll is approved

Topic	Description	Standard	Pro
Provision of reports	Personio will ensure that draft reports are available prior to payroll approval as well as all agreed reports are available after approval.	✓	✓
Accounting Report	Personio will provide the accounting report based on the following: <ul style="list-style-type: none"> EXTF DATEV format Additional spreadsheet in Personio's standard format Costcenter split for all compensation types GL accounts setup by customer 	✓	✓
Accounting Report	Customized accounting reports such as split as per projects.	*	*
Accounting Report	Provision of default accounts as per SKR03 and SKR04 frameworks to support account coding.	✓	✓
Payslip	Payslips will be made available upon approval and pushed to the employees Personio profiles automatically. Payslips fulfill all legal requirements.	✓	✓
Statutory monthly reporting	Produce and provide all agreed payroll outputs in electronic form upon approval of payroll. Communicate all information as require directly to tax and social security authorities.	✓	✓
Payment files	Personio will provide standard SEPA files for required payments such as salaries, social security and taxes.	✓	✓
Over/ Underpayments	In case of over- or underpayments to employees caused by the customer, support with necessary information to allow for recovery or payment of the amounts.	*	✓

Relationship with Third Parties

Refers to the relationship with social security and tax authorities

Topic	Description	Standard	Pro
Declarations to statutory bodies	Provision of BEA certificates.	✓	✓
Declarations to statutory bodies	Provision of statistical reporting.	*	✓

✓ Included * Professional Services, additional charges apply ✗ Not available

Topic	Description	Standard	Pro
Declarations to statutory bodies	Preparation of the reporting for disabled levy.	*	✓
Inquiries from statutory bodies	General inquiries received from tax and social security authorities if related to periods processed with Personio Payroll: Personio can support the customer with appropriate information or guidance to allow the customer to answer queries from statutory bodies.	*	✓
Inquiries from statutory bodies	In above cases, Personio can support with direct communication with the third party.	*	*
Inquiries from non statutory bodies	Where possible, offer general assistance to the customer with appropriate information to answer such inquiries (salary seizures, internal audits, statutory financial statement audits etc.).	*	✓
Communication with/to authorities	Notifications to statutory bodies of new starters/leavers in the required format. Notifications or communications to authorities in terms of absences or other leaves that require such information.	✓	✓

Monthly Payroll Services

Refers to additional services provided during the payroll cycle

Topic	Description	Standard	Pro
Managing monthly payroll cycle	Manual customer account review / checking notifications on payroll dashboard - quarterly.	*	✓
Managing monthly payroll cycle	Manual customer account review (verification checks) / checking notifications on payroll dashboard.	✓	✓
Managing monthly payroll cycle	Support with creating new compensation types not yet included in the standard compensation schema.	*	✓
Managing monthly payroll cycle	Ensure payroll can be approved prior to the approval deadline and all necessary data is available.	✓	✓
Managing monthly payroll cycle	Ensure correct and timely delivery of payroll output documents for tax and insurance authorities - assuming payroll approval was done on or before the suggested date.	✓	✓
Payroll Processing and Calculations	To provide simulations upon the clients request. The most common topic where this occurs is terminations with severance payments, and the customer would like to know the cost which will be incurred when the employee is terminated.	*	✓

✓ Included * Professional Services, additional charges apply ✗ Not available