# Workforce Go! Client Support Services Overview

## Purpose

The purpose of this Workforce Go! Client Support Services Overview is to establish a cooperative partnership between Workforce Go!, its Clients, and the Account Specialist Teams.

This Workforce Go! Client Support Services Overview will:

- Outline services to be offered and working assumptions between Workforce Go! and its Clients
- Quantify and measure service level expectations
- Define mutual requirements and expectations for critical processes and overall performance
- Strengthen communication between Workforce Go! and its Clients
- Provide a process to resolve conflicts

## Objectives

Workforce Go! will provide a business environment and services for Clients referred to as Workforce Go! HCM and as subscribed to by Clients. Workforce Go! HCM will be utilized by Clients as a solution to support their organizations goals, strategies and requirements for Human Capital Management including payroll, people (Human Resource), and time management. To support our Clients with their business activities and requirements, Client Support Services, comprised of separate Account Specialist teams in the areas of Payroll, Time and Human Resources will be available as main points of contact for all service issues post implementation. The primary goals for Workforce Go! Client Support Services and the Account Specialist Teams include:

- **Integrate** people, processes, and technology to provide a balanced service level to all Clients. Create a collaborative environment where trusted relationships and teamwork are encouraged to further Client goals.

- **Leverage** institutional knowledge, skill sets, and Workforce Go! HCM technology to continuously improve service to and productivity of all Clients.

- **Mitigate** risk to Clients by focusing on compliance requirements. Promote the consistent interpretation and enforcement of policies, procedures, local, state and Federal laws and regulations throughout the Workforce Go! HCM solution.

## Service Performance

The mission of Workforce Go! Client Support Services is to provide our Clients with quality, timely and efficient support services. We will achieve this mission by utilizing technology, cultivating the skills of our staff and building strong relationships with our Clients. Workforce Go! Client Support Services operates with the understanding that we live in a competitive environment and our goal is to ensure our Client's satisfaction.

**<u>Scope of Service</u>**

**1. Single Point of Contact**

The Workforce Go! Account Specialist Teams are your first contact point for any Payroll, Time and Human Resource questions relative to your deployment of Workforce Go! HCM.  The Account Specialist Teams actively communicate with our Clients and act as the single point of contact.

The Workforce Go! Account Specialist Teams are actively engaged in understanding Client's business model and project objectives to ensure alignment with Client strategies.

**2. General Workforce Go! HCM Support**
The Workforce Go! Account Specialist Teams regularly receive questions about reports, basic configuration options, adjustments required for upcoming business changes, etc. Because our client base is diverse, we do receive a wide range of questions.

Workforce Go!, in order to provide timeliness and high quality in its responses to client inquiries, has established teams of product experts. Each Account Specialist is assigned an area of product focus, or team, under Payroll/Time or Human Resources. Within that team, their sole purpose is to partner with you specifically in their area of focus to provide you the right feedback quickly and effectively. Our expectation is that basic support questions can be addressed by an Account Specialist team member in 30 minutes or less once contact is made directly between the Account Specialist team member and the client via Email or Phone. Basic Support includes the following items:

- Troubleshooting, guidance and screen sharing up to 30 minutes
- Suggestions for online training resources or job aides to address questions or knowledge acquisition for the Workforce Go! HCM platform
- Holiday payroll schedule adjustments
- Guidance on supplemental payrolls
- Guidance on void checks
- Check processing
- Prenote / Live check validation
- Stop payment processing
- ACH reject processing
- Payroll schedule reminders as needed
- Payroll finalization
- Annual W-2 processing excluding any reconciliation or adjustment activities required
- Annual federal Affordable Care Act processing (if subscribed)
- Periodic client check-in (quarterly)

This level of support is included in your Workforce Go! HCM subscription. Support questions and/or general inquiries should be submitted via phone, email or by completing a Support Request form found in the Workforce Go! Client Portal. Clients are encouraged to follow-up directly with their Client Support Services via email after completing the Support Request form if the question is of an urgent nature or has not received a response in the designated time frame. Clients needing additional information regarding the submission of a Support Request via the Client Portal should reach out directly to Client Support Services and speak with an Account Specialist Team member for details.

**3. Expanded Support Requests**
With Workforce Go! HCM, some questions and requests may be broader than basic support and require a higher level of service from the Workforce Go! service delivery teams. Some examples include:

- Tax variance research and resolution
  - Occupational codes
  - Missing tax identification codes
  - Missing gender codes where required
  - Worksite reporting
  - State coding research and corrections
  - Rate changes
  - Processing refunds of pre-tax deductions
  - Corrections required because of missing rate changes

- W-2 research and corrections
- Requests for additional training
- Accrual research, maintenance or setup
- Addition of earnings codes
- Addition of deduction codes
- Addition of new vendors
- General ledger research
- Reconciliations
- Custom report creation
- Custom forms
- Changes to workflows or Workforce Go! HCM system configurations
- Open enrollment support
- Creation or maintenance of security profiles
- Pay calculation changes
- Pay period frequency changes
- Profile updates
- Benefit plan maintenance or setup
- Addition of a new legal entity (EIN)

Every expanded support request we receive is unique since they are based on the specific needs of your organization and your deployment of Workforce Go! HCM. Based on the known facts at the time the request is received, our team will provide you with an initial estimate of the time we believe will be required to address your request for your approval. We will schedule the work for completion as soon as possible based on the availability of our team members and provide you with a preliminary timeline for completion of the project.

The actual time required to complete your expanded support request may be lower than the initial estimate but, in all cases, you will only be invoiced for the actual time spent on your request. If we discover during the completion of the work that the project will require more time than was initially estimated, we will notify you as soon as we discover the additional time requirement. Invoices for expanded services will be processed on a weekly schedule.

Our current hourly service rates range from $125 to $175 per hour based on the resource required for the expanded service request.

**4. Unsupported Services**

From time to time we receive questions or requests from clients that are outside the services that Workforce Go! performs. In those cases, we recommend that you consult with an appropriate professional advisor for your business. Some examples would include:

- Legal research and statutory interpretation
- Regulatory research and interpretation
- Jurisdictional registrations
- Tax consulting
- Drafting of client employee correspondence

NOTE: Workforce Go! Account Specialists and other team members do not speak directly with client employees outside of the primary contacts or company administrator for your account.

**5. Payroll Support**

- ***Payroll and Tax Support (Only for Workforce Go! HCM Full-Service Payroll and Tax Management Service Clients)***
  Workforce Go! Account Specialist teams insure the finalization of all payrolls. A separate team of tax analysts ensure that all Federal, State and Local deposits are scheduled and completed timely as well as any regulatory agency tax return filings. The Workforce Go! Tax Services Team is the initial point of contact for any questions relating to Payroll Tax Management Services. Any such inquiries will be directed to the Workforce Go! Tax Services support team for handling directly with client.

- ***Checks and Direct Deposit Distribution (Only for Workforce Go! HCM Full-Service Payroll Clients)***
  Workforce Go! offers Clients two (2) banking features: Full Service Direct Deposit (payroll wages electronically deposited into employees' bank account(s)) or Live Payroll Checks.

- ***Wage Garnishment & Vendor Payment Processing Services (Only for Workforce Go! HCM Full-Service Payroll Clients)***
  Workforce Go! HCM Payroll feature to calculate, report on, and deduct garnishments and vendor-based deductions. Client provides employee liens and withholding information within Workforce Go! HCM. Workforce Go! processes employee deductions for liens, wage garnishments and court ordered support and disburses payments to third parties as appropriate.

  ***2:00 P.M. Central Time is the deadline for payroll submission and the daily payroll process working backward from the financial institution deadlines. We allow appropriate and required time for internal control tasks of processing finalized payroll, tax, financial files, and making sure that everything stays in balance for you and all our clients.***

  ***Client is responsible for lien interpretation. Client is responsible for all compliance with agency notification requirements; replies to garnishment notices received; notices of employee terminations and all other required written responses.***

**6. Benefits Support**
Workforce Go! Account Specialist assist Client in using the Workforce Go! HCM benefit modules, as subscribed by client, for maintaining benefit plan information and reporting.

**7. Payroll, People, and Time Reports**
Workforce Go! HCM provides access to certain standard payroll, people, and time reports. Clients have access to the Workforce Go! HCM reporting tools to generate all standard reports and unlimited custom reports.

**8. Compliance Support**
Workforce Go! may provide access to periodic subject matter which may include:

- Compliance Newsletters
- Compliance Alerts
- Best Practice Tips
- Online Compliance Resources

## Service Availability

Workforce Go! will provide standard support service hours from 8:30 am to 5:30 pm, Central Time, Monday through Friday, except for scheduled downtime for training, meetings and Workforce Go! company holidays.

## Service Constraints

Achievement of our service level commitment is dependent upon customer compliance with the policies and procedures of Workforce Go!.

## Service Levels/Standards

Workforce Go! Account Specialist teams shall provide support services to Client as set forth as follows:

**1. Support Case, Telephone, E-Mail, and Online Support**

Workforce Go! Account Specialist teams shall provide telephone, e-mail, and online support to Client to address failures, questions, and other customary technical support issues with respect to the Workforce Go! HCM Products and Services

**2. Error Correction Escalation**

Workforce Go! Account Specialist teams will use reasonable commercial efforts to correct demonstrable errors in Workforce Go! Products and Services and assist Client in resolving operational issues pertaining to the Workforce Go! Products and Services, according to the Escalation Schedule table provided below.

For purposes of measuring the time periods set forth in the Escalation Schedule, each such time period shall commence at the time at which the Workforce Go! Account Specialist team becomes aware of the applicable error, provided that where Workforce Go! becomes aware of the applicable error outside of business hours, the applicable time period shall commence at the beginning of Workforce Go!'s next business day.

Client shall indicate in all communication the severity of applicable error and if not indicated the error shall be assumed "Minor'. Severity is subject to Workforce Go! Account Specialist team review with changes of severity communicated back to Client. The applicable Escalation Schedule will apply to any changes in severity communicated back to Client by the Workforce Go! Account Specialist team.

If any error is found to be directly caused by the actions of Client which are contrary to any directions or instructions on use of the Workforce Go! HCM Products and Services, Workforce Go! shall still be required to adhere to the Escalation Schedule but shall be entitled to charge Client at its normal hourly Support Rates or After Hour Support Rate for such support (and shall provide Client prompt notice of any determination that Client is the cause of the error and a good faith estimate of charges for correction).

Demonstrated issues are classified as either:

1. **Minor** – the Workforce Go! HCM Product or Services are impaired but Client is not materially or adversely affected by an error.
2. **Major** – the Workforce Go! HCM Product or Services are impaired and is materially impacting Client's ability to use the Service.
3. **Critical** – the Workforce Go! HCM Product or Services are inoperable and severely impacting Client's use.

**ESCALATION SCHEDULE**

| Severity | Confirmation | Status | Escalation | Target Resolution |
|---|---|---|---|---|
| Minor | 1 business day | As applicable | As applicable | N/A |
| Major | 2 hours | Every 4 hours | Every 6 hours | 1 day |
| Critical (Business Hours) | 30 minutes | Every 1 hour | Every 2 hours | 1 day |

**Confirmation**
Confirmations will occur via a support case, email or telephone communication during Workforce Go! business hours of a client reported issue along with the initial "Severity" classification. Once an issue is confirmed, the Workforce Go! team provides Status Reports on the issue based on the schedule above and will escalate issues within the Workforce Go! organization as needed. The Account Specialist team will also provide you with the contact information for everyone serving as an escalation point.

**Status Reports**
Consist of regular communications to Client via email or phone as to the status of the problem determination and resolution.

**Escalation**
Consists of notifying and ensuring the involvement of higher responsibility levels within the Workforce Go! organization. Escalation will be utilized as an internal communicative means to inform all parties involved in a proactive manner of a potential SLA breach and need for higher level attention to resolution.

- Initial Support Case submitted by the client via phone, email or by completing and submitting a Support Request form located in the Client Portal.
- Priority level is confirmed and the Client Account Specialist works with client per Service Level Standards
- Escalate case for cause to Manager of Client Support Services:
    - No response per Service Level Standards
    - Client not satisfied with service or case resolution
- Escalate case for cause to Workforce Go! VP of Operations:
    - Broader discussion required
    - Client will be provided with the contact information for each of the individuals serving as escalation points outlined above and can therefore appropriately escalate any concerns directly to those individuals as well.

**Target Resolution**
Consists of using best commercial efforts to provide one of the following to Client:

- An existing correction
- A new correction

## Service Level Commitment

**1. Service Level Commitment**
Workforce Go! commits to maintaining at least 99.5% uptime with respect to providing the Service to Client during each calendar month of the contract Term, excluding regularly scheduled maintenance. Workforce Go! shall provide upon request, Client with written notice of the Service uptime in each calendar month ("Workforce Go!'s Report").

If in any calendar month this uptime commitment is not met by Workforce Go! and Client was negatively impacted (i.e., attempted to log into or access the Service and failed due to an unscheduled downtime of the Service), Workforce Go! shall provide, as the sole and exclusive remedy (other than as provided below), a credit as shown in the schedule below:

| Uptime | Available Credit |
|---|---|
| 99.5% - 99.0% | Credit equal to 1/24$^{th}$ of monthly minimum |
| 99.0% - 98.5% | Credit equal to 1/16$^{th}$ of monthly minimum |
| 98.5% - 98.0% | Credit equal to 1/8$^{th}$ of monthly minimum |

Workforce Go! will use commercially reasonable efforts to fully restore the Service as soon as possible. Upon Client's request, Workforce Go! will make available a confidential incident report for material outages affecting the Client's environment. These incident reports will describe the issue, root cause, and resolution.

**2. Scheduled & Unscheduled Maintenance**

Regularly scheduled maintenance does not apply toward downtime. Maintenance is regularly scheduled if it is communicated in accordance with the notice set forth herein at least two (2) business days in advance of the maintenance time. Regularly scheduled is scheduled to occur during nonstandard business hours.

Workforce Go! reserves the right to take the Service down for unscheduled maintenance and in that event will attempt to notify Client in accordance with the notice section herein. Such unscheduled maintenance will be applied towards downtime.

**3. Claim Process**

In order to receive a credit under the Service Level Commitment, Client must submit the claim by email within ten (10) business days after receipt of Workforce Go!'s Report for the applicable month. Clients who are found to be materially delinquent, as defined in MSA, or in default of any material contractual obligations to Workforce Go! shall not be eligible for any credit under the Service Level Commitment. Service level uptime shall be calculated using Workforce Go!'s system logs and internal records.