Absence Management - Employee/Admin Hub via Cloud
Detailed Service Description V1.3

Service Activities	Source Service	Co Managed & SAAS
1. New Starters Or Rehires		
Create new starter/rehire employee hub account	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
Assign absence approver	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
Assign new starter/rehire to relevant to scheme(s)	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
2. Process - Holiday Pay		
Request holiday	Employee - Via employee hub absence mgmt.	Employee - Via employee hub absence mgmt.
Delete holiday request prior to approval	Employee - Via employee hub absence mgmt.	Employee - Via employee hub absence mgmt.
Submit holiday request for approval	Employee - Via employee hub absence mgmt.	Employee - Via employee hub absence mgmt.
Approve/decline holiday	Customer - Via employee hub absence mgmt.	Customer - Via employee hub absence mgmt.
Update holiday calendar & record holiday taken and holiday entitlement balances	System Functionality	System Functionality
Identify any unpaid holiday deductions to be made	Customer - Via employee hub absence mgmt.	Customer - Via employee hub absence mgmt.
Action any unpaid holiday deductions to be made	Customer - Via cloud portal payroll "one off payments"	Customer - Via cloud portal payroll "one off payments"
Override calculate holiday hours	Customer - Via employee hub absence mgmt.	Customer - Via employee hub absence mgmt.
Override the holiday entitlement given to an employee	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
3. Process - Sickness		
Enter sickness dates	Customer - Via employee hub absence mgmt.	Customer - Via employee hub absence mgmt.
Retain doctor notes/self certifications	Customer	Customer
Calculate & pay entitlement to Statutory Sick Pay, according to current legislation	System Functionality	System Functionality
Calculate & pay entitlement to Company Sick Pay, according to Customers policy inline with system functionality if set up during IQ implementation	System Functionality	System Functionality
Calculate & pay entitlement to Company Sick Pay, according to Customers policy inline with system functionality if **NOT** set up during IQ implementation	Customer	Customer
Offset Statutory Sick Pay, if employee entitled to Company Sick Pay	System Functionality	System Functionality

Monitor entitlement to Statutory Sick Pay, according to current legislation	System Functionality	System Functionality
Report if SSP1 Form due if employee not eligible for SSP	System Functionality	System Functionality
Complete SSP1 Form if employee not eligible for SSP and send to employee	Customer	Customer
Enter Private Health Insurance (PHI) for long term sickness cases	Customer Via Cloud Portal	Customer
Produce IQ absence warning reports for 1/2 & Nil Pay, as and when required for Occupational Sick Pay only	Supplier- Standard	Customer
Action any payments/deductions to Company Sick Pay, according to Customers policy if **NOT** set up during IQ implementation	Customer - Via cloud portal payroll "one off payments"	Customer - Via IQ
Delete/amend previously-entered sickness	Customer - Via employee hub absence mgmt.	Customer - Via employee hub absence mgmt.
Re- calculate amended/deleted sickness & pay entitlement to Company Sick Pay, according to Customers policy inline with system functionality if set up during IQ implementation	System Functionality	System Functionality
Re- calculate amended/deleted sickness & pay entitlement to Company Sick Pay, according to Customers policy inline with system functionality if **NOT** set up during IQ implementation	Customer	Customer
Action Re- calculated any payments/deductions to Company Sick Pay, according to Customers policy if **NOT** set up during IQ implementation	Customer - Via cloud portal payroll "one off payments"	Customer - Via IQ
Override calculate sickness hours	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
4. Process Other Absences - Paid/Unpaid (i.e. Jury Service, Compassionate Leave etc excludes Holiday & Sickness)		
Request other absence	Employee - Via employee hub absence mgmt.	Employee - Via employee hub absence mgmt.
Delete other absence request prior to approval	Employee - Via employee hub absence mgmt.	Employee - Via employee hub absence mgmt.
Submit other absence request for approval	Employee - Via employee hub absence mgmt.	Employee - Via employee hub absence mgmt.
Approve/decline other absence	Customer - Via employee hub absence mgmt.	Customer - Via employee hub absence mgmt.
Update calendar	System Functionality	System Functionality
Identify any unpaid other absence deductions to be made	Customer - Via employee hub absence mgmt.	Customer - Via employee hub absence mgmt.
Action any unpaid other absence deductions to be made	Customer - Via cloud portal payroll "one off payments"	Customer - Via IQ
Override calculate other absence hours	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
5. Pay Queries		
Respond absence queries direct from employees	Customer	Customer

6. Update Parameters		
Configure entitlement settings	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
Update annually entitlements	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
Maintain/delete admin hub user access	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
7. Leavers / Off Boarding		
View holiday entitlements & days taken	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
Identify annual holiday entitlement as at date of leaving	Customer	Customer
Calculate over taken or untaken holiday as at date of leaving	Customer	Customer
Action any holiday payments or deductions to be made	Customer - Via cloud portal payroll "one off payments"	Customer - Via IQ
8. Absence Management		
Provide support relating to the cloud absence mgmt. and the processes; service to be available on Monday-Friday (except bank holidays) between the suppliers standard operating hours via Cintra support desk	Supplier- Standard	Supplier- Standard
Provide cloud absence training	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Add new absence types or absence schemes	Supplier at an Additional Charge via Change Control Notice procedure (CCN)	Supplier at an Additional Charge via Change Control Notice procedure (CCN)
Maintain admin hub user access	Customer - Via admin hub absence mgmt.	Customer - Via admin hub absence mgmt.
9. Reporting		

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