Response Time Guidelines

The following document is to define response times for critical, payroll and miscellaneous requests from external stakeholders.

Payroll Requests – Critical Issues:

1. If the caller/emailer identifies that the need is "critical", PayTrak's response time to provide an answer – or reply with a response of acknowledgement and a timeline to have an answer is 3 business hours after we have received the request. NOTE: there may be a reasonable delay from the time the customer reaches out to us, and the time we receive the request due to time Zone challenges.

   Examples may include a payment error, termination pay, missed payment, customer service concerns.

2. If you cannot provide the answer in the first response sent to the customer, provide the timeline to get the answer. If there are factors that affect your ability to meet the timeline such as you need an answer from an external source qualify the response. For example:

   Thank you for your enquiry. We are working on having an answer to you by April 28th, we are currently awaiting confirmation from the CPA. Keep it short and sweet, with a summary view on the dependency.

Payroll Requests – Scheduled Processing:

1. All scheduled or off cycle payroll requests should be processed in order of received time identified in dispatch as flagged by the Payroll Liaison.
2. PayTrak's internal SLA is that all payrolls submitted to client services are processed within 3 business hours of receipt regardless of pay date.
3. PayTrak's external communication to clients is that all payrolls submitted to client services will be processed within 24 hours of receipt regardless of pay date.
   a) Example 1. A client submits October 1st for an October 9th payroll, this would be processed on October 1st and not delayed until October 7th and processed before any payrolls received with a later received time stamp.

Miscellaneous Requests:

1. PayTrak's commitment to clients is to process all miscellaneous requests submitted to client services within one business day.
2. If you cannot provide resolution in the first response sent to the customer, please be sure to note any questions you may have or additional information required in order to be able to provide a thorough response on the committed timeline in the initial reply.

If you are asking for more information, specify a timeline for the client to have this additional information available for you to be able to maintain your follow up commitment.

3. If there are factors that affect your ability to answer the request on the first contact, advise the client that you are waiting on an answer from an external source qualify the response. For example:

   Thanks for your enquiry. We are working on having an answer to you by April 28th, we are currently awaiting confirmation from the CPA.
   Keep it short and sweet, with a summary view on the dependency.