Rate Sheet Fee Glossary

Definitions of Fees listed on the Rate Sheet

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The price for these services is located on the Rate Sheet.

DAYFORCE - RATE SHEET FEE GLOSSARY

Miscellaneous

Description	Applicable To	Alternatives / Tip to lower usage (if applicable)
3rd Party Payments: This fee is to setup the customer to pay their third parties. The customer is responsible for making payments. Example: Dayforce will configure a payee for a benefit carrier, charity, retirement plan vendor where there are employee deductions, so it calculates the amount to send to that vendor. The payment is the responsibility of the customer, but Dayforce sets up the payees and the report is available, so the customer knows what to pay.	Canada	
Dayforce AI Interviewer Committed Hire Overage: Applies when a customer exceeds their contracted number of annual hires for Dayforce AI Interviewer within a Subscription Year. An overage fee will be charged for each additional hire exceeding the committed volume.	All locations	Customers may purchase additional committed hires through a new contracting event to increase their annual hire commitment and avoid future overage fees.
Dayforce Payment Automation Services – Faster Payments: Applies for a 2-hour automated processing of payments.	UK	Dayforce BACS (Bankers' Automated Clearing Services) is a free of charge 3-day automated processing of payments. If Faster Payments is not needed, do not select this from the payment method option. Once selected, the user will be informed that this is a chargeable payment method.
Docusign eSignature Envelope Overage: Docusign eSignature replaces manual paperwork with fast, secure digital execution across HR, Recruiting and Payroll. Dayforce provides Docusign eSignature through pre-purchased envelope packets. An envelope is a document package that requires a signature and can have one or many documents included. Each envelope packet is available annually and may carry over year to year within the Dayforce subscription period. Within the subscription period, if the envelope packet has been exceeded, an overage fee will be applied per envelope.	All locations	Ensure the proper envelope packet is pre-purchased. Envelopes are consumed per signature event not per active employee. Regardless of how many documents, fields, or signers a given envelope contains, it still counts once toward your eSignature packet's envelope allowance once it is sent out to be signed. Consider the annual usage pattern. Typical usage pattern is 2 envelopes per new hire. Additional envelope packets may be purchased at a discounted rate to avoid paying the premium per envelope overage fee.

Printed Materials, Shipping and Handling

Description	Applicable To	Alternatives / Tip to lower usage (if applicable)
Dayforce Printed Materials (includes printed cheques, printed direct deposit advices, printed tax forms, or printed reports): Applies for each printed material that Dayforce prints on behalf of the customer.	Canada	Dayforce can be configured to provide online forms, thus reducing print volumes and expenses. Encourage employees to set up Direct Deposit. If you are a Dayforce Wallet customer, employees who set up a Direct Deposit onto the Wallet will receive their funds 2 days in advance of the pay date. This offers them earlier access to their payroll funds and avoids the need to cash a physical check/cheque. Encourage employees to opt out of printed forms and access the electronic version from the Dayforce web app or Dayforce Mobile. The "Print Statement Acknowledgement" Form should be enabled for each employee role in Dayforce prompting employees to opt out of receiving printed forms. If possible, under "Payroll Setup", define payroll output reports as "Online Only" for access electronically from Dayforce. Reports are accessible immediately upon commit. US Only: Garnishment letters are only sent if legislative. Other types of letters can be reduced based on sending information timely and accurately.
Dayforce Printed Materials (includes ACA printed forms, managed letters, printed checks, printed direct deposit advices, printed W2s, or printed reports): Applies for each printed material that Dayforce prints on behalf of the customer. Next Day Service: Print files received before 12:00PM EST, with check date at least three (3) business days out, are billed at the Next Day service rate Same Day Service: Print files received after 12:00 PM EST, with a check date within three (3) business days, are billed at the Same Day service rate. Note: The 12:00 PM EST cutoff applies only on the third business day prior to the check date. Same Day Premium Service: Print files submitted through the Premium workflow are billed at the Premium rate. Files MUST be received by 2:30PM EST to qualify.	US	
Delivery (Zone 1-3): Applies if a customer requests Dayforce to courier a printed item. Shipping and handling rates are based on the distance to delivery. Zones 1-3 are the closest from the origin point to the destination.	Canada	Encourage employees to set up Direct Deposit if currently being paid by physical cheque. Where possible, use online services that are available to view statements, forms, and reports. If only a few items need to be printed, consider having them set up to be directly mailed instead of delivered by courier.
Delivery (Zone 4-8): Applies if a customer requests Dayforce to courier a printed item. Shipping and handling rates are based on	Canada	

Description	Applicable To	Alternatives / Tip to lower usage (if applicable)
the distance to delivery. Zones 4-8 delivery fees cover the next closest distance to the destination.		
Delivery (Zone 9-13): Applies if a customer requests Dayforce to courier a printed item. Shipping and handling rates are based on the distance to delivery. Zones 9-13 delivery fees cover longer distances.	Canada	
Delivery (Zones 14-16): Applies if a customer requests Dayforce to courier a printed item. Shipping and handling rates are based on the distance to delivery. Zones 14-16 delivery fees cover the greatest distances such as the Territories.	Canada	
Delivery (International): Applies if a customer requests Dayforce to courier a printed item. Shipping and handling rates are based on the distance to delivery. International shipments are anything out of the country (mostly into the US).	Canada	
Shipping & Handling – Courier Issue or Special Handling: Applies when a customer has not provided a valid courier account number (for example, the number is missing, invalid, not in good standing, or does not allow third-party billing) and a package needs to be delivered. In these cases, Dayforce's courier account number is used and the customer is charged back accordingly. This fee also applies when a customer requests special handling — such as pulling, redirecting, or destroying a live production package (for example, when a committed payroll needs to be pulled from the production system to make an address change or request destruction).	US	Ensure that your shipment information and pay group configurations are up to date in the report output screen to avoid having manual intervention on your packages.

Payment Solutions, Funding and Wage Attachment Disbursements

Description	Applicable To	Alternatives / Tip to lower usage (if applicable)
Late Funding/Lodgment (due to late commit, NSF return, or late Client initiated funding): Applies if Dayforce does not receive payroll funding on the contractually agreed date.	Australia, Canada, US	Commit payroll on time and ensure funds are in the bank account at opening of business day on the agreed upon date.
Non-Compliant Funding Method (Note: Client subject to termination) or Exceed Credit/TNA Limit: If a customer's credit risk increases, Dayforce may request that there be a change to the funding method type. This fee applies if the customer does not take the steps to make the change for their next run in a timely manner.	Australia, US	If a request from Dayforce is received, promptly make any funding method changes needed.
Notification of Change (NOC): Applies if a financial institution notifies Dayforce of an error that occurred that requires a change related to the bank account of a customer's payee. When this occurs Dayforce will notify the customer that a correction is required. Dayforce is subject to a significant fine if not promptly corrected.	US	Ensure payee banking information is correct before providing the information to Dayforce and is kept up to date if the payee bank account information ever changes.
Payment by Wire Transfer: The costs of receiving and posting a payment by wire transfer are significantly higher than the other methods offered by Dayforce. This fee will apply for each wire that is received by Dayforce.	Canada, US	Request to fund via a different funding method such as Pre-Authorized Debit (Canada), Bill Payment (Canada), ACH Debit (US), or Reverse Wire (US). Specific options available may be dependent on a credit check by Dayforce and what will be offered through your financial institution.
Payment Services, Bank File Lodgments - (wages/third party payees): Applies for the service used to send bank file lodgments to a banking institution or to any other third-party payee.	Australia	You can complete these lodgments on your own by requesting the bank file.
Stop Payment or Direct Deposit Reversal (includes voids and returns): Applies if Dayforce receives a request to place a stop payment on a check/cheque, Direct Deposit (prior to pay date) or reverse a Direct Deposit payment out of a payee's bank account. Dayforce will return the amount of the payment back to the customer. Dayforce will automatically perform this service after 6 months for outstanding checks/cheques, or if Dayforce is notified by the financial institution that a payment cannot be deposited due to incorrect payee bank information.	Australia, Canada, US	Ensure payment information is correct before submitting payroll or payroll tax data. Review outstanding check/cheque reports and work with the payee to ensure checks/cheque are cashed before they become 6 months old. When possible, set up a payment to a payee via Direct Deposit instead of a check/cheque to avoid payments from aging. US Only: Before the first payment to a payee, request that a prenote is done to the bank account to validate that it is correct.

Description	Applicable To	Alternatives / Tip to lower usage (if applicable)
Canada Only: Requests for Direct Deposit reversals must be performed within 48 business hours of deposit and will require the customer to sign a legal letter authorizing Dayforce to perform the reversal.		
Superannuation (SAFF) Lodgments: Applies and is billed per file. Supports the superannuation filings for Australian customers.	Australia	
Wage Attachment Disbursement Xpress Check or Manual Payroll or Reprocessing Charge (Client error): This service may be needed if: • a payment was missed on a regular run, • a garnishment was withheld from a manual check, or • a re-issue is required due to a refund being received from an agency for missing information on a previously disbursed payment. If this method is requested to generate the payment, this fee will apply in addition to any regular Wage Attachment Disbursement charges.	Australia, US	Ensure Wage Attachment Disbursement runs are complete and accurate before transmitting regular payroll run.

Tax Filing Services

Description	Applicable To	Alternatives / Tip to lower usage (if applicable)
Agency & Notice Research: Applies when Dayforce conducts research on a client's behalf to resolve tax issues – either in response to a tax agency's request for clarification or to investigate a tax notice or agency issues. Note: This fee does not cover Legal research.	US	Reduce the chance of a tax notice by proactively reviewing periodic, quarterly, and annual tax files to make sure all information is correct and in balance. Log onto the agency portals to monitor your accounts. If a notice is received, respond promptly to prevent further agency enforcement actions. Consider Dayforce Advance Tax Services as a strategic copilot to help reduce fallouts, rejections, and tax filing issues.
Annual Payroll Tax Reconciliation Lodgments: Applies for the submission of tax payments for Australian customers.	Australia	
Copies of Tax Returns or Deposit Records: Applies when a customer requests a copy of each tax return or deposit record instead of accessing the data through DayforceTax.com.	US	Use self-service on DayforceTax.com to view this data on Tax Statements and Reports. Charges occur when manual work is needed to provide the data in a different format, or additional copies are requested.
Employee Information Update with Government Agency (BIR, SSS, Philhealth, HDMF): Applies for employee information filings with the government. This fee is per employee and depends on the number of employees hired.	Philippines	
Invalid or Applied-For Tax Agency ID: Applies when a customer conducts business in a new jurisdiction and needs to apply for and obtain a unique identification number to interact with the jurisdiction. This fee applies if the identification number is not provided to Dayforce within 30 days of the code being applied in our product.	US	Before processing a new tax jurisdiction, obtain the proper unique tax identification number. If this is not possible, promptly register with the agency to obtain the needed information and provide it to Dayforce within 30 days. Dayforce also offers a project fee-based service to register for agency identification numbers.
Late Receipt of Payroll Data: Applies when payroll tax data is received after the deadline.	US	Review the quarterly or annual planners to provide quarterly or annual files by the deadlines.
Manual Data Entry of Payroll Tax Data: Applies when Dayforce must manually enter wage, payroll tax, or employee-level data to support wage, payroll tax processing/submission, and tax filing for original or amended returns	US	Where possible, provide data in the requested format to avoid the manual work associated with keying data.
MPF/ORSO Submission: Applies per entity per filing for tax submissions.	Hong Kong	
Pay Balance Only: Applies when a customer wants Dayforce to facilitate payments to the taxing authorities; no research included.	US	You have the option to transfer funds to the agencies directly.
Payroll Tax Lodgments: Applies for the filing of payroll taxes. This fee is monthly and is per entity, per state.	Australia	
Tax Amendments: Applies per form per employee. This line item consists of several types of amendments including regular filing for a refund, shortfall, AP8A, AP8B, IR 21, IR8A, and IR8S.	Singapore	

Description	Applicable To	Alternatives / Tip to lower usage (if applicable)
Tax Code Fallout: Applies when a customer file is processed and contains information for a new tax jurisdiction that a customer has not previously set up. The customer must validate if the tax new code is accurate so that Dayforce can facilitate timely payments and filings to tax agencies. This fee will apply if the fallout error is not resolved within 30 days.	US	If possible, contact Dayforce to get the new tax code setup before submitting a file that includes a new tax jurisdiction that has not previously processed. If this is not possible, promptly take the instructed steps to validate and provide Dayforce any needed identification numbers, rates, and/or frequencies within 30 days. Consider Dayforce Advance Tax Services as a strategic copilot to help reduce fallouts, rejections, and tax filing issues.
Tax Filing Corrections (including employee level): Applies when a form is filed by Dayforce outside standard contractual obligations to fulfill an agency filing requirement or make corrections to a previously filed tax return.	US	Keep an active pulse on your tax profile to reduce the occurrences of rejected tax returns and the need for amended returns. Make sure all adjustments and corrections are made within the same quarter, and before you process and submit your quarter-end file. Consider Dayforce Advance Tax Services as a strategic copilot to help reduce fallouts, rejections, and tax filing issues.
Third-Party Requests for Data: Applies when a third-party vendor requests Dayforce to provide a copy of the quarterly tax statement for their research.	US	Alternatively, customers may provide the information directly to a third party.

Managed Services[1]

Description	Applicable To	Alternatives / Tip to lower usage (if applicable)
Active Garnishments: Garnishments occur when a court order or official notice occurs directing an employer to collect funds from an employee to fulfill certain financial obligations. i.e., child support, student loan, tax levies etc. Each garnishment has its own set of rules for setup and reporting, which can be complex depending on the type and frequency. Employers may be liable, so it is important to follow the garnishment requirements. This fee applies if enough active garnishments occur that exceed the defined threshold identified in the Managed Services Manual.	All locations, where applicable	
Amended Statutory Form Processing: Applies when corrections are required due to customer-provided information impacting the accuracy of year-end or statutory forms. Activities may involve updates to wage or tax data, off-cycle adjustments, or other necessary changes within the Dayforce HCM platform to ensure the accuracy of issued forms in accordance with regulatory requirements.	All locations	Send in information in a timely and accurate manner.
Computation of Retirement Pension Contribution: Applies for the contribution to retirement plans.	South Korea	
Government Benefits Claims Submission (e.g., CCL, GML, SPL, PL, NS): Applies to claims submitted for processing.	Singapore	
Late Submission of Data (HR/Time/Year End): Applies when complete and accurate data inputs are not submitted by the date/time agreed upon by the customer in the payroll calendar. Delays may also put the timing of customer payroll at risk.	All locations	Submit data files by the agreed upon processing schedule. Consider running an off-cycle payroll or arranging a different payroll calendar if the dates/times are consistently missed.
Manual Payment Processing (issued by Dayforce or Client's Accounts Payable department): Applies to process on-site checks that are not legislatively required or posting updates to payroll records.	Canada, US, EMEA, LATAM	Process final payments through a regular pay run, an off-cycle payroll run or Dayforce Wallet type payment methodology.
Manual Redundancy (payroll simulation for the termination): This fee applies for creating the simulated final payment for an employee who has terminated.	Australia	This fee can be reduced if a simulation is not required.
Off-Cycle Exclusions: Applies when a manual run is processed between regular scheduled paydays on an exception basis due to missing or incorrect pay on the previous regular scheduled payday.	All locations	Send in information in a timely and accurate manner.
Year to Date Special Runs: Applies when special year end adjustment runs are needed to update year to date values for an employee's earnings, deductions, or employer contributions, or when amendments are required after the final pay of the year is processed. For example, a taxable benefit or pension adjustment is calculated after year-end and must be reported on the employee's tax form.	All locations	Send in information in a timely and accurate manner.

[1] Only the Managed Services fees apply to Managed customers. (Quantities may vary by region. Such Fees are only applicable as set forth in the Service Manual and if any, is exceeded.) All other fees on the Rate Sheet apply to all customers, including Managed customers.

All locations: Across NA, APJ, EMEA and LATAM regions.

NA (North America): Canada, United States and Mexico.

APJ (Asia, Pacific) Applicable Territories: Australia, Bangladesh, Brunei, Cambodia, China, Guam, Fiji, Hong Kong, India, Indonesia, Japan, Macao, Malaysia, New Zealand, Pakistan, Philippines, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, and Vietnam.

EMEA (Europe, Middle East, & Africa) Applicable Territories: Algeria, Austria, Azerbaijan, Bahrain, Belgium, Bosnia & Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Georgia, Greece, Germany, Guernsey, Hungary, Ireland, India, Isle of Man, Israel, Italy, Jersey, Jordan, Kazakhstan, Kenya, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Malta, Mauritius, Monaco, Morocco, Netherlands, Nigeria, Norway, Oman, Poland, Portugal, Qatar, Romania, Saudi Arabia, Serbia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Tanzania, Tunisia, Türkiye, United Arab Emirates, and United Kingdom

LATAM (Latin America) Applicable Territories: Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Jamaica, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Trinidad & Tobago, Uruguay, and Venezuela.