ATTACHMENT TO ORDER FORM
STATEMENT OF WORK
IMPLEMENTATION SERVICES FOR DAYFORCE

This is the New Sale, Migration and Add-on (NMA) Implementation SOW for Dayforce as contemplated in the Order Form made between Dayforce and Client. This SOW sets forth the details for the Implementation Services and/or deliverables (the "Implementation Services") to be provided in respect of the products purchased pursuant to the Order Form and those Services described in the attached Order Form. Capitalized terms not defined in this SOW shall have the meanings ascribed to them in the MSA.

The Parties shall mutually agree during implementation to an anticipated Go Live Date. It is understood and agreed by the Parties that the Implementation Services are delivered in a very iterative and collaborative process and require regular and timely Client data input, involvement and feedback (as requested by Dayforce). The Parties acknowledge and agree with the importance of using commercially reasonable efforts to achieve the respective timelines, and Dayforce will advise Client as soon as possible if any action or omission on the part of Client is delaying Dayforce's ability to perform the Implementation Services and may impact the anticipated Go Live Date (and Client shall not be entitled to any compensation or relief for loss resulting from a failure to meet such estimated timeframes.

1. Executive Summary

Client has engaged Dayforce to implement and provide education and training for the products, purchased pursuant to the Order Form.

- Dayforce Platform
- Dayforce Agentic Platform
- Dayforce Payroll or Dayforce Agentic Payroll (applicable to Australia (AUS), Canada (CA), New Zealand (NZ), Republic of Ireland (IRE), Singapore (SGP), United Kingdom (UK), or United States (US) only)Dayforce Global Payroll or Dayforce Agentic Global Payroll (applicable to Territories outside AUS, CA, NZ, IRE, SGP, UK or US)Dayforce Payroll Interface (applicable to Territories outside of AUS, CA, NZ, IRE, SGP, UK or US)
- Dayforce Benefits or Dayforce Agentic Benefits (applicable to CA, IRE, UK or US only)Dayforce Benefits Intelligence (US only)
- Dayforce Time and Attendance or Dayforce Agentic Time and Attendance
- Dayforce Wallet (applicable to CA, UK or US only)
- Dayforce Advanced Workforce Management
    - Dayforce Workforce Budgeting
- Dayforce AI Assistant
- Dayforce AI Agents
- Dayforce Talent Acquisition Package or Dayforce Agentic Talent Acquisition Package
    - Dayforce Onboarding or Dayforce Agentic Onboarding
    - Dayforce Recruiting or Dayforce Agentic Recruiting
- Dayforce Onboarding or Dayforce Agentic Onboarding
- Dayforce Recruiting
- Dayforce Agentic Recruiting
- Dayforce AI Interviewer
- Dayforce Talent Management Package or Dayforce Agentic Talent Management Package
    - Dayforce Performance Management or Dayforce Agentic Performance Management
    - Dayforce Engagement or Dayforce Agentic Engagement
    - Dayforce Compensation Management or Dayforce Agentic Compensation Management
    - Dayforce Succession Planning or Dayforce Agentic Succession Planning
- Dayforce Performance Management
- Dayforce Agentic Performance Management
- Dayforce Engagement or Dayforce Agentic Engagement
- Dayforce Compensation Management or Dayforce Agentic Compensation Management
- Dayforce Succession Planning or Dayforce Agentic Succession Planning
- Dayforce Talent Development Package or Dayforce Agentic Talent Development Package
    - Dayforce Learning or Dayforce Agentic Learning
    - Dayforce Career Explorer or Dayforce Agentic Career Explorer
- Dayforce Talent Development Package Plus or Dayforce Agentic Talent Development Package Plus
    - Dayforce Learning or Dayforce Agentic Learning
    - Dayforce Career Explorer or Dayforce Agentic Career Explorer
- Dayforce Learning or Dayforce Agentic Learning
- Dayforce Career Explorer or Dayforce Agentic Career Explorer
- Dayforce Communications
- Dayforce Command Center for Frontline Operations
- Dayforce Language Packs
- Dayforce Identity Integration
- Dayforce People Analytics or Dayforce Agentic People Analytics
- Dayforce Strategic Workforce Planning or Dayforce Agentic Strategic Workforce Planning
- Dayforce Planning and Analytics Package or Dayforce Agentic Planning and Analytics Package
    - Dayforce Strategic Workforce Planning or Dayforce Agentic Strategic Workforce Planning
    - Dayforce People Analytics or Dayforce Agentic People Analytics
- Docusign eSignature
- Dayforce Enterprise Cloud Connectors
    - Dayforce Payroll Connector for Oracle HCM
    - Dayforce Payroll Connector for SAP SuccessFactors
    - Dayforce Payroll Connector for Workday
    - Dayforce Payroll Connector for NetSuite
    - Dayforce Connector for Benefit Carriers

2. Implementation Methodology

Dayforce determines the scope of work, timelines and Fees for Implementation Services on the basis that:

- The Services will be delivered to fulfill the Dayforce functionality as defined in Section 4. During the Ready phase of the implementation, the SOW will be reviewed with Client to determine which purchased features of the SOW the Client wishes to implement. It is understood Client may not require all feature / functionality outlined herein. This will be documented, signed off by Client and become the revised scope of work from which a project plan will be developed.
- The project will be delivered continuously in a single phase in accordance with the project plan and has scheduled resources based on this assumption;
- There will be adherence to Dayforce's Project methodology and tooling, as described in this Section 2;
- There will be appropriate resource coverage and commitment to execute the planned activities, as described in Section 3;

Any delays or additional phased rollouts beyond those phases specifically documented herein during the sales cycle or determined by the Implementation team during the Ready phase may impact the Fees and could result in a complete work stoppage until resources can be reassigned.

The tasks, duties, responsibilities, and deliverables to be provided by Dayforce to Client in conjunction with the Implementation Services will be provided utilizing the methodology described below. Note: activities within each stage may be adjusted to reflect project scope, and/or complexity. Not all activities apply to all projects.

Stage	High-Level Task	Primary Responsibility	
		Dayforce	Client
Ready	Project teams assigned	X	X
	Establish project roles and responsibilities	X	X
	Establish project governance with one weekly governance call	X	X
	Client PM, Super Users and Power Users complete required training		X
	Provide data in required templates provided by Dayforce		X
	Create CONFIG environment with data provided in required templates	X	
	Document integration and data conversion requirements, as appropriate	X	X
	Provide access to pre-production environments.	X	
Set	Complete requirements validation and solution design	X	X
	Develop solution design document	X	
	Create Client-specific test cases for user acceptance testing (UAT), and integration testing		X
	Finalize and sign-off on solution design document	X	X
	Complete role-specific training curriculum		X
	Complete configuration of solution and execute Dayforce test cases	X	
	Prepare day in the life scenarios for testing		X
	Execute day in the life scenarios and document feedback		X
	Refine solution based on test/day in the life results vs. requirements, and confirm results with Client	X	
	Execute Client-specific test cases to append to Dayforce test cases for UAT and integration testing and document test results		X
	Complete final data loads and audit for parallel testing and go-live	X	X
	Conduct parallel payroll testing and document discrepancies*		X
	Address Client's parallel payroll testing results through triage and resolution of Client's documented issues*	X	
Go	Complete organizational go-live preparedness activities		X
	Prepare production environment	X	
	Support two (2) live production runs through triage and resolution of Client's documented issues	X	
	Transition Client to Dayforce Customer Support	X	

** The payroll implementation includes one parallel pay period, which is conducted as an iterative testing process allowing multiple payroll runs and parallel comparisons for the same pay period until all discrepancies are resolved and results are mutually validated and signed off, providing comprehensive payroll testing.*

3. Dayforce and Client Roles and Responsibilities

To facilitate the successful delivery of the Implementation Services, Client and Dayforce will ensure the appropriate individuals are assigned and available, as applicable, to fill the following roles with the associated responsibilities. Depending on project scope, not all projects will require separate individuals for all roles and/or responsibilities. Roles and responsibilities by individual will be confirmed and agreed upon by both Parties during the Ready stage, and depending on products purchased pursuant to the Order Form, not all roles may apply to all projects.

Dayforce Role / Responsibilities		Client Role / Responsibilities	
Project Sponsor	• Provide overall direction and management support for the Implementation team and actively participate in project governance • Allocate named necessary resources prior to project kickoff and adjust as required throughout the project	Project Sponsor	• Provide overall direction and management support for the project team and actively participate in project governance • Allocate named necessary resources prior to project kickoff and adjust as required throughout the project • Participate in executive updates to ensure organizational alignment

	• Participate in executive updates to ensure organizational alignment • Monitor project progress and address project escalations in a timely manner		• Monitor project progress and address project escalations in a timely manner • Make business decisions in a timely manner
Project Manager	• Develop, maintain and track progress against the project plan and associated logs (risk log, issues log) • Manage milestone schedule with Client • Manage Implementation team resources and deliverables • Report on project status through meetings and reports, including project risks and issues with mitigation plans • Facilitate communication between project teams • Act as a central point of contact for all day-to-day activities • Monitor project scope and lead and manage change control activities • Facilitate Client's access to training	Project Manager	• Participate in development and update of project plan and associated logs (risk log, issues log) • Manage Client project team and third-party resources and deliverables • Facilitate communication between Dayforce, Client and third- party resources • Provide input to project status reports and participate in meetings • Act as a central point of contact for all day-to-day activities from all locations and/or business areas • Represent Client in change control activities • Provide consolidated testing results per Dayforce's methodology and format and per the project schedule • Plan and manage rollout strategy and logistics • Develop and manage the execution of an organizational readiness plan
Implementation Consultant(s)	• Ensure initial instance is set up and that initial back office data entry is complete • Lead requirements gathering/validation and documentation throughout the implementation • Facilitate completion of data load templates • Provide implementation best practices to leverage features and functionality • Lead solution design, configuration, quality assurance, review and refinement • Lead and execute required Dayforce testing and share Dayforce testing output with Client • Review Client-specific test cases • Support Client testing, parallel processing and data audit activities through issue triage and resolution of Client documented issues and defects • Provide in-depth product and/or domain knowledge as required throughout the project lifecycle • Participate in solution configuration, QA and refinement	Super Users, System Administrators, Power Users, SMEs	• Complete project workbooks and other templates provided by Dayforce to capture requirements • Participate in requirements gathering and validation sessions and validate documented requirements for accuracy and completeness • Confirm access to Dayforce Training Portal and training materials • Organize internal participants as required • Validate documentation and configuration outputs and provide sign offs as defined by project plan • Review and approve Dayforce testing outputs with Implementation Consultant(s) • Advise if any requirements have been missed or any test cases are inaccurate • Develop Client-specific test cases • Execute day in the life scenario testing and document feedback: support Dayforce in solution refinement • Execute UAT testing and document results: support Dayforce in issue triage and resolution • Complete role-specific training at appropriate points in the project lifecycle as documented in the Dayforce Training Portal (DTP) training curriculum • Complete rollout of the solution across the organization • Complete organizational readiness activities • Assume ownership of the configured solution at go-live • Work with Implementation Consultant(s) to complete all required checkpoint milestones and sign offs
Data Consultant(s)	• Assist Client through the Getting Started data gathering • Provide guidance around completing the Dayforce data templates	Super Users, System Administrators, Power Users, Data SMEs	• Extract data from source systems and populate initial and subsequent data load templates in Dayforce required format • Extract data from source systems and populate parallel data load templates and final data load templates in Dayforce required format • Ensure accuracy of data from source systems and act as the central point of contact to address data issues in source systems • Assist Dayforce with data mapping
Technical Consultant(s)	• Engage with Client and Client's third-party vendors to validate file type, structure and mapping requirements to develop and test exports • Partner with Dayforce Consultant(s) on Dayforce configuration required to support exports • Develop and test exports and document data issues for correction by Client • Migrate Client and third-party vendor approved exports to production environment	Integration SMEs	• Provide contact information for Client's third-party vendors • Participate with Client's third-party vendors in gathering file specifications such as account structure, and file layout • Complete export details tab of project workbooks and other documentation in preparation for exports launch call per project schedule • Engage Client's third-party vendors regarding changes to exports/interfaces • Provide business requirements needed in order for exports to execute successfully • Review and approve file outputs during export testing with Client's third-party vendors and Dayforce Technical Consultant(s), including validation and resolution of data issues
Dayforce Training Services	• Provide access to Organizational Readiness Toolkit • Process access to Dayforce Training Portal for all registered Client resources	Org Readiness Lead	• Develop and execute organizational readiness plan • Register key project team resources and administrators for access to Dayforce Training Portal • Monitor ongoing progress of training and organizational readiness activities

	• Schedule and deliver Training Consulting sessions, Client exclusive sessions, and custom training sessions, as purchased		• Develop and deliver training to end users
GL Consultant(s) (as applicable)	• Review and discuss business objectives, GL posting requirements and ensure that the org structure aligns with financial requirements • Advise on Dayforce General Ledger best practices to meet Client's business objectives • Propose solution and configuration options to help Client meet business needs • Guide Client through the appropriate order of features to successfully set up the GL • Assist with troubleshooting issues that arise with testing and reconciliation	GL SMEs	• Provide GL posting requirements, file specifications and file delivery requirements • Maintain timely communication with GL Consultant • Complete GL workbook • Complete micro-training as assigned prior to each meeting • Perform Dayforce General Ledger configuration tasks as assigned • Document and communicate test cases and Day in the Life scenarios to confirm successful setup with Client's Payroll Administrator • Review and approve output of test cases for the GL export file
Dayforce Wallet Customer Success Manager (as applicable)	• Work with the Dayforce Wallet Sponsor to determine the starting eligible employee population (and future population phased rollout, if applicable) and create any necessary employee groups for configuration settings • Review Dayforce Wallet configuration settings with Client and facilitate Client's election of such settings in the system • Present available resources to promote the Dayforce Wallet benefits to employees and work with Dayforce Wallet Sponsor to execute a plan	Dayforce Wallet Sponsor	• Ensure On-Demand Pay is configured concurrently with regular payroll as described in this SOW • As part of the implementation, work with the Dayforce Wallet Customer Success Manager to determine the eligible employee population at go-live and plans for a phased rollout (if applicable) • Act as champion for Dayforce Wallet within the Client organization, generally communicating benefits of Dayforce Wallet to Employees, either directly or by leveraging Dayforce -issued educational / promotional materials and helping to identify opportunities to engage the employee population in this regard

4. Services, Responsibilities and Deliverables for Implementation of Products and Functionality

The components listed below reflect those components and the corresponding scope that are available with respect to the products listed as purchased in the Order Form. Dayforce will provide access to and implement those components indicated below as included. Additional Fees may apply to any additional Implementation Services requested by Client. For greater certainty, where more than one Territory or project phase is requested, the guided implementation methodology (where applicable) is intended to include all Client administrators for the applicable product and the configuration engagement will be provided once.

Except for the update to the role security configuration set forth in section 1 above for a new Territory expansion, unless a task, duty, responsibility or deliverable is expressly identified as included in the table below, it is out of scope and will not be provided or performed by Dayforce as part of the Implementation Services. Without limiting the generality of this principle, Dayforce and Client expressly confirm that the following specific items are out of scope:

- Integration to third-party systems other than those identified as purchased pursuant to the Order Form:
- Development of Client-specific process maps;
- Development of training materials outside of the learning services specified as purchased pursuant to the Order Form;
- Client resource and/or third-party vendor management.
- Any configuration(s) labelled below with "See Order Form" but that have not been purchased and do not appear on the Subscription Inclusions Table or the Implementation Inclusions Table of the Order Form.

Component	Description	Scope
Dayforce Agentic Platform		
Organizational Hierarchy	Configuration of the core organizational hierarchy as defined and documented.	Included
Jobs	Configuration and import of jobs including work assignments, pay grades, departments, job families and functions and workers compensation.	Included
Role Security	Configuration of security roles that define what areas of the application users can access and the specific permissions with that access.	Included
Client Verified Single Sign On	Provide user authentication with Client's SAML 2.0 or ADFS Identity Management Solution where Client acts as the identity provider.	Included
Pay Frequencies (CA, AUS, IRE, NZ, SGP, UK and US)	Configuration of pay groups that define the frequency of pay for a group of employees as defined and documented. Pay frequency is defined as weekly, bi-weekly, semi-monthly, monthly. Scope assumes pay frequencies with unique pay period start dates per Territory.	Included
Pay Frequencies (All other Territories outside of CA, AUS, IRE, NZ, SGP, UK and US)	Configuration of pay groups that define the frequency of pay for a group of employees as defined and documented. Pay frequency is defined as weekly, bi-weekly, semi-monthly, monthly. Scope assumes pay frequencies with unique pay period start dates per Territory.	Up to two (2) pay frequencies included.
HR Administration Configuration	Configuration of Client provided lists for employment status, employment status reasons, pay classes, pay types, relationship types, contact information types, marital status, and employee properties. Includes configuration of new hire role assignment and employee data mapping rules.	Included
iOS and Android Applications	Configuration of security roles that define what areas of the mobile application users can access. Employees can download the Dayforce mobile application from Apple's App Store or Google's Play Store.	Included
Administrator Self Service Forms	Enablement of standard Dayforce HR specific Administrator level Self Service forms and associated workflow and guided processes screens as listed in the product documentation.	Included

Manager Self Service Forms	Enablement of standard Dayforce HR specific Manager level Self Service forms as listed in the product documentation, and access to manager and employee form submission history.	Included
Employee Self Service Forms	Enablement of standard Dayforce HR specific Employee level Self Service forms as listed in the product documentation, and access to form submission history.	Included
Workflows	Enablement of standard Dayforce HR specific workflows defined as follows: commit to database, single approval, double approval, and conditional workflow.	Included
Guided Processes	Enablement of standard Dayforce wizard-like collections of HR specific forms with configurable start and end messages to manage work and life events.	Included
Letter Management	Enablement of Dayforce Letter Management functionality and provide up to 3 scheduled weekly sessions on the utilization of Dayforce Letter Management with Client's HR administrator. Each session includes Dayforce guidance and best practices.	Included
Position Management	Enablement of Position Management functionality and appropriate associated workflows and forms. Dayforce will provide import specifications for positions and occupancy to Client and assist with uploading and troubleshooting files. Client is responsible for configuring position management functionality including business units and providing data in appropriate file formats. Position Management must be configured in the initial phase for all Territories in scope.	If Dayforce will be the HR System of Record, Included.
Document Management	Enablement of document management functionality and a walkthrough of document management types and set up with Client in 1 scheduled session. Without limiting the generality of the agreement of the Parties, Client is solely responsible for ensuring retention of documents is in compliance with all applicable privacy laws.	Included
AI Assistant	Dayforce will enable functionality and conduct up to three (3) one-hour sessions to explain relation between AI Assistant and Hub and provide best practices in a single engagement. The client is responsible for configuring AI Assistant functionality including content management.	Included
AI Agents	Dayforce will enable functionality and conduct up to two one-hour sessions to explain relationship between AI Assistant and AI Agents. Dayforce will enable the available agents associated with each product purchased. The client is responsible for configuring AI Agent functionality. Any fees charged by third parties for integrations are the responsibility of the client.	Included
Absence Management - Entitlements	Configuration of rules that control how employees earn balances that represent their benefits, such as vacation, holiday time or personal days. Scope assumes up to a specific number of policies per Territory which are applied to employee populations (example; salaried, hourly, hourly exempt). (Not Available in Chile and Brazil)	Included
Absence Management - Time Away from Work	Configuration of time off policies to define parameters on how to request time off. Includes setup of time away from work form and manager approval. (Not Available in Chile and Brazil)	Included
Dayforce Platform		
Organizational Hierarchy	Configuration of the core organizational hierarchy as defined and documented.	Included
Jobs	Configuration and import of jobs including work assignments, pay grades, departments, job families and functions and workers compensation.	Included
Role Security	Configuration of security roles that define what areas of the application users can access and the specific permissions with that access.	Included
Client Verified Single Sign On	Provide user authentication with Client's SAML 2.0 or ADFS Identity Management Solution where Client acts as the identity provider.	Included
Pay Frequencies (CA, AUS, IRE, NZ, SGP, UK and US)	Configuration of pay groups that define the frequency of pay for a group of employees as defined and documented. Pay frequency is defined as weekly, bi-weekly, semi-monthly, monthly. Scope assumes pay frequencies with unique pay period start dates per Territory.	Included
Pay Frequencies (All other Territories outside of CA, AUS, IRE, NZ, SGP, UK and US)	Configuration of pay groups that define the frequency of pay for a group of employees as defined and documented. Pay frequency is defined as weekly, bi-weekly, semi-monthly, monthly. Scope assumes pay frequencies with unique pay period start dates per Territory.	Up to two (2) pay frequencies included.
HR Administration Configuration	Configuration of Client provided lists for employment status, employment status reasons, pay classes, pay types, relationship types, contact information types, marital status, and employee properties. Includes configuration of new hire role assignment and employee data mapping rules.	Included
iOS and Android Applications	Configuration of security roles that define what areas of the mobile application users can access. Employees can download the Dayforce mobile application from Apple's App Store or Google's Play Store.	Included
Administrator Self Service Forms	Enablement of standard Dayforce HR specific Administrator level Self Service forms and associated workflow and guided processes screens as listed in the product documentation.	Included
Manager Self Service Forms	Enablement of standard Dayforce HR specific Manager level Self Service forms as listed in the product documentation, and access to manager and employee form submission history.	Included
Employee Self Service Forms	Enablement of standard Dayforce HR specific Employee level Self Service forms as listed in the product documentation, and access to form submission history.	Included
Workflows	Enablement of standard Dayforce HR specific workflows defined as follows: commit to database, single approval, double approval, and conditional workflow.	Included
Guided Processes	Enablement of standard Dayforce wizard-like collections of HR specific forms with configurable start and end messages to manage work and life events.	Included
Letter Management	Enablement of Dayforce Letter Management functionality and provide up to 3 scheduled weekly sessions on the utilization of Dayforce Letter Management with Client's HR administrator. Each session includes Dayforce guidance and best practices.	Included
Position Management	Enablement of Position Management functionality and appropriate associated workflows and forms. Dayforce will provide import specifications for positions and occupancy to Client and assist with uploading and troubleshooting files. Client is responsible for configuring position management functionality including business units and providing data in appropriate file formats. Position Management must be configured in the initial phase for all Territories in scope.	If Dayforce will be the HR System of Record, Included.

Document Management	Enablement of document management functionality and a walkthrough of document management types and set up with Client in 1 scheduled session. Without limiting the generality of the agreement of the Parties, Client is solely responsible for ensuring retention of documents is in compliance with all applicable privacy laws.	Included
AI Assistant	Dayforce will enable functionality and conduct up to three (3) one-hour sessions to explain relation between AI Assistant and Hub and provide best practices in a single engagement. The client is responsible for configuring AI Assistant functionality including content management.	Included
Absence Management - Entitlements	Configuration of rules that control how employees earn balances that represent their benefits, such as vacation, holiday time or personal days. Scope assumes up to a specific number of policies per Territory which are applied to employee populations (example; salaried, hourly, hourly exempt). (Not Available in Chile and Brazil)	Included
Absence Management - Time Away from Work	Configuration of time off policies to define parameters on how to request time off. Includes setup of time away from work form and manager approval. (Not Available in Chile and Brazil)	Included
Dayforce Payroll or Dayforce Agentic Payroll (applicable to Australia, Canada, New Zealand, Republic of Ireland, Singapore, United Kingdom and United States only)		
Territory-specific variances may apply based on local laws and product configuration options within each Territory.		
Payroll Codes	Configuration of earning and deduction groupings that can be utilized for earnings or deduction calculations, arrears tracking and recovery. Configuration of earnings, deductions, memo calculations, and taxable benefits.	Included
Payroll Self Service Forms, Workflows and Guided Processes	Enablement of standard Dayforce Payroll Specific Administrator, Manager and Employee level Self Service forms and associated workflows and guided processes screens as listed in the product documentation.	Included
Legal Entities	Configuration of legal entities for the proper grouping and calculation of payroll data.	Included
Third Party Payments	Configuration of third-party payees for issuing payments (e.g. pension, retirement savings accounts, charities, etc.).	Included
Employer Bank Accounts (CA and US only)	Configuration of bank account information from which Client will fund payments for Client payroll.	Included
Deferred Compensation / RRSP and Pension Plans (US and CA only)	Configuration for calculation of deferred compensation plans including RRSPs, Pension Plans, 401(k) and 403(b), Roth, catch-up and employer matches.	Included
Workers Compensation (CA and US only)	Configuration of Workers Compensation accounts and rates, linking of those rates to jobs and positions, and creating associated Workers Compensation reporting.	Included
Payments to Non-Employees (Pensioners or Contractors)	Configuration of 1 additional pay group and legal entity per Territory for the explicit use of payments to contractors, and configuration of 1 additional pay group and legal entity per Territory for the explicit use of payments to pensioners (where applicable).	Included
Year End (CA and US only)	Configuration of access to year end processing and year end documents, and filings.	Included
Start of Year / End of Year Process (UK, IRE, AUS, NZ, or SGP only)	Configuration of access to start of year/end of year processing and documents where required.	Included
Record of Employment (CA only)	Configuration of Record of Employment via electronic submission direct to Service Canada.	Included
US Tax Files (US only)	Direct submission of Internal Revenue Service (IRS) files along with state and supported local jurisdictions.	Included
UK Tax and Customs (UK only)	Direct submission of outbound files and retrieval of inboud files of His Majesty's Revenue and Customs (HMRC).	Included
Irish Tax and Customs (IRE only)	Direct submission of Smart PAYE outbound files and retrieval of Revenue Payroll Notification (RPN) data.	Included
Australian Tax Office (AUS only)	Direct submission of Single Touch Payroll files.	Included
Inland Revenue Department (NZ only)	Direct submission of Payday Filing.	Included
Inland Revenue Authority of Singapore (SGP only)	Direct submission of Year End Files.	Included
Standardized Employment and Salary Verification Integration (CA and US only)	Configuration of the standard Dayforce Employment and Salary Verification (ESVS) integration with Equifax. Client must have an Equifax account in place.	Included
Pension Auto-Enrolment (UK only)	Enablement of the Pension Auto-enrolment feature which enables the Payroll Administrator to configure the assessment and automatic enrolment of eligible workers in one (1) workplace pension scheme.	Included
Pension Auto-Enrolment (IRE only)	Enablement of the Pension Auto-enrolment feature which enables the Payroll Administrator to configure the automatic enrolment of eligible workers in one (1) workplace pension scheme.	Included
Dayforce Wallet (applicable to Canada and the United States only)		
Payroll Setup	Enablement of payroll properties in support of On-Demand Pay for each applicable pay group.	Included
iOS and Android Applications	Enablement of the user access on the mobile application.	Included

Employee Profile	Enablement of settings on the Employee Profile for all On-Demand Pay users.	Included
Onboarding	Enablement of Dayforce Wallet in the employee onboarding process.	Included
Pre-Tax Tips (US only)	Enablement of API or SFTP credentials for Client to provide same-day tips payment data. Client will set up a one-time pre-funding account with authorization to Dayforce to recuperate daily tips deposited onto employees' Dayforce Wallet accounts.	Included
Dayforce Wallet (applicable to the United Kingdom only)		
Payroll Setup	Enablement of payroll properties in support of On-Demand Pay for each applicable pay group.	Included
iOS and Android Applications	Enablement of the user access on the mobile application.	Included
Employee Profile	Enablement of settings on the Employee Profile for all On-Demand Pay users.	Included
Onboarding	Enablement of Dayforce Wallet in the employee onboarding process.	Included
Dayforce Global Payroll or Dayforce Agentic Global Payroll (applicable to Territories outside of AUS, CA, NZ, IRE, SGP, UK and US)		
Territory-specific variances may apply based on local laws and product configuration options within each Territory.		
Payroll Codes	Configuration of earning and deduction groupings that can be utilized for earnings or deduction calculations. Configuration of earnings, deductions, memo calculations, and taxable benefits.	Included
Legal Entities	Configuration of legal entities for the proper grouping of payroll data.	Up to 1 legal entity per Territory included.
Document Types and Entities	Configuration of document management components (entity types and document types) unique to Global Payroll to support exchange of input and output documents with local payroll provider. Addition of specific user roles and security definitions to enable secure access between Client and local payroll provider.	Included
Pay Group Properties	Configuration of pay group properties to enable alerts for pay run import activities.	Included
Earning Statements	Enablement of functionality that allows Employees and administrators to view & print their earning statements within the Dayforce application.	Included
Pay Elections Import	Client will send Dayforce a pay election import per Territory. For all imports from source systems to Dayforce, Client and / or Client's third-party vendors will extract data from source systems, create files for import into Dayforce, adhering to Dayforce import specifications and participate with Dayforce to perform system integration testing. Imports that do not adhere to Dayforce import specifications are subject to additional fees.	One (1) inbound pay election import per Territory included.
Summary deliverables configured by local payroll provider include:		
Local Payroll Overview	Documentation covering basic essential knowledge regarding in-country pay practices such as unique data requirements, customary practices, statutory holidays, etc.	Included
Data Transfer	Transfer payroll data and processes from existing payroll provider/Client's HR department using Dayforce data import and standardized data templates and processes.	Included
Local Payroll Database	Basic localized configuration of payroll application without material client-specific modification.	Included
Sample Testing and Validation	Sample testing of various employee types to ensure sufficient validation of the configuration for end-to-end payroll processing and each period-end process. (1 full parallel payroll is expected where employee volumes are greater than 50 in a pay group. Recurring Fees will begin at the first parallel or first live processing, whichever occurs first.)	1 Parallel Included for each territory with greater than 50 Employees
Standard General Ledger Output	Configuration of accounts and GL codes fitting within the customary general ledger output format.	Included
Standard Report Output	Standard report output package including Payroll Register, banking files (assuming Client transfer of funds), pay, deduction, and benefit code reports, etc. in accordance with local customary practices.	Included
Statutory Tax and Social Insurance Output	Configuration of system to prepare minimally required income tax and social insurance and/or pension output in accordance with the Country's Roles and Responsibilities Matrix.	Included
Mid-year take-over of Client payroll	Support for go live other than at the beginning of the country's tax year	Not Included
Client-Specific Report Configuration	Local configuration of client-specific reports or interfaces.	Not Included
Client-Specific Payroll Configuration	Configuration of the local payroll engine that requires material variation from the standard locally-compliant version.	Not Included
Data Consulting and Conversion Services	Assistance with conversion of data from existing systems/formats for automated consumption by the local system	Not Included
Custom General Ledger File	Configuration of client-specific general ledger output that falls outside the customary format.	Not Included
Additional Parallel Runs	Parallel payroll runs in addition to the 1 (one) in scope for pay groups exceeding 50 employees. (Payrolls with fewer than 50 employees are validated using trial payroll.)	Not Included
Dayforce Payroll Interface (Applicable to Territories outside of AUS, CA, NZ, IRE, SGP, UK and US)		
Payroll Codes	Configuration of earning and deduction groupings that can be utilized for earnings or deduction calculations. Configuration of earnings, deductions, memo calculations, and taxable benefits.	Included
Legal Entities	Configuration of legal entities for the proper grouping of payroll data.	Legal Entities as outlined in the Executive Summary
Document Types and Entities	Configuration of document management components (entity types and document types) unique to ConnectedPay to support exchange of input and output documents with local payroll provider. Addition of specific user roles and security definitions to enable secure access between Client and local payroll provider.	Included
Pay Group Properties	Configuration of pay group properties to enable alerts for pay run import activities. Scope assumes one (1) pay group per country.	Included

Pay Elections Import	Client will send Dayforce a pay election import per Territory. For all imports from source systems to Dayforce, Client and / or Client's third-party vendors will extract data from source systems, create files for import into Dayforce, adhering to Dayforce import specifications and participate with Dayforce to perform system integration testing. Imports that do not adhere to Dayforce import specifications are subject to additional fees.	One (1) inbound pay election import per Territory included.
Local Payroll Overview	Documentation covering essential knowledge regarding in-country pay practices such as unique data requirements, customary practices, statutory holidays, etc.	Included
Data Transfer	Transfer payroll data and processes from existing payroll provider/Client's HR department using Dayforce data import and standardized data templates and processes.	Included
Sample Testing & Validation	Sample testing of various employee types to ensure sufficient validation of the configuration for end-to-end payroll processing and each period-end process. (1 full parallel payroll is expected where employee volumes are greater than 50 in a pay group. Recurring Fees will begin at the first parallel or first live processing, whichever occurs first.)	1 Parallel Included for each territory with greater than 50 Employees
Dayforce Benefits or Dayforce Agentic Benefits (Applicable to Canada, Republic of Ireland, United Kingdom and United States only)		
Benefit Plans	Configuration of all applicable carriers, benefits plans, eligibilities, and coverage dates for Health, Life and Disability, Retirement and Reimbursement plans as documented. A benefit plan is defined as an employer-sponsored benefit offered to employees (such as medical, dental, life pension), and each variation by carrier, plan design and/or policy number (such as medical option 1, medical option 2, life insurance option 1, life insurance option 2) is considered a separate benefit plan.	Included
Benefit Self Service Forms, Workflows and Guided Processes	Enablement of standard Dayforcef Benefit-specific Administrator, Manager and Employee level Self Service forms and associated workflows and guided processes screens as listed in the product documentation.	Included
Enrollment Processes	Configuration of all applicable enrollment types (New Hire, Life Event, Open enrollment), including start and end dates, any applicable enrollment forms, and enrollment eligibility. Does not include support for open enrollment post go-live (e.g. carrier changes, rate changes).	Included
Relationship Types	Configuration of relationship types and specified applicable benefit groups.	Included
HR Event Workflows	Configuration of the HR Events that trigger benefits and assignment of eligible workflows and forms to HR events.	Included
ACA Management (US only)	Configuration of PPACA calendar and PPACA full time eligibility rules, PPACA periods (Initial, Measurement and Stability periods), and configuration of pay codes to dictate which apply to PPACA eligibility.	Included
Dayforce Benefits Intelligence (Applicable to the United States only)		
Benefits Intelligence	Consultation on configuration and utilization of Benefits Intelligence with Client's benefits administrator with guidance and best practices. Deviation from agreed upon requirements during solution design is subject to change request.	Included
Dayforce Time and Attendance or Dayforce Agentic Time and Attendance (Excludes Chile and Brazil)		
Scheduling	Configuration of shift rotations as documented. Consultation on scheduling best practices for both manual and rotation-based scheduling techniques as well as posting unfilled shifts, even across multiple locations.	Included
Pay Policies	Configuration of pay policies that define the assignment of pay rules and qualifiers to employees. Standard pay policies include regular time and overtime. Scope assumes an average number of pay policies per Territory.	Included
Time Entry Policies	Configuration of time entry policies that define an employee's time entry method and any optional rules and validation to be applied when an employee records working time. Standard time entry policies include Salary, Hourly and Hourly Exempt. Scope assumes an average number of time entry policies per Territory.	Included
Time and Attendance Self Service Forms, Workflows and Guided Processes	Enablement of standard Dayforce Time and Attendance specific Administrator, Manager and Employee level Self Service forms and associated workflows and guided processes screens as listed in the product documentation.	Included
Schedule Compliance	Configuration of employee policies, schedule alerts and warnings to help facilitate compliance with legislative and company policies per Client direction.	Included
Projects	Enablement of Projects functionality. Consultation through up to 3 scheduled sessions on how to define start/end dates, budget in hours or dollars and assignment to an area of the organization.	Included
Attendance Tracking	Configuration of attendance policies to define attendance incidents, how the occurrence of these incidents cause attendance violations, and the action to be taken for these violations.	Included
Shift Trading	Configuration of shift trading policies to define which employees can make shift trades, swaps, or re-trades with or without supervisor approval.	Included
Vacation Bidding	Consultation on utilization of Dayforce Vacation Bidding with Client's vacation bidding administrator providing guidance and best practices around defining vacation bidding groups, calendars, notifications and bidding policies.	Included
Dayforce Advanced Workforce Management		
Advanced Scheduling – My Plan	Configuration of KPIs such as sales, traffic and number of transactions. Configuration of forecasting labor demands based on KPI metrics using either a trend of historical averages or moving averages forecasting method. Configuration of KPI metadata for my Plan. Scope assumes Client has a labor model in place or has created an updated labor model specific to the Dayforce implementation prior to project kickoff.	Up to 1 Labor Model (maximum of 50 KPIs included) per Territory
Advanced Scheduling – Labor Deployment	Configuration of labor deployment policies to determine how labor is deployed throughout the day.	Up to 2 Labor Deployment Policies per Territory Included

Advanced Scheduling – Autofill	Configuration of assignment policies to assign employees to shifts as a preliminary allocation of forecasted labor hours, utilizing Autofill functionality to populate shifts.	Up to 1 Assignment Policy per Territory Included
Task Management	Configuration of tasks and task templates to communicate hours from corporate to specific locations for special events or activities. Tasks can be incorporated into schedules to track scheduled hours.	Up to 1 Task Policy per Territory Included
Dayforce Workforce Budgeting		
Workforce Budgeting	Configuration of Workforce Budgeting to derive long-term labor budget based on imported KPIs or metrics. A minimum of one year's worth of labor data will need to be provided by the Client. Configuration will include maximum of 3 templates. Client is responsible for defining purge policies within Dayforce to manage the retention of accumulated budgeting data within Workforce Budgeting tables.	Included
Dayforce AI Assistant		
AI Assistant	Dayforce will enable functionality and conduct up to three (3) one-hour sessions to explain relation between AI Assistant and Hub and provide best practices in a single engagement. The client is responsible for configuring AI Assistant functionality including content management.	Included
Dayforce AI Agents		
AI Agents	Dayforce will enable functionality and conduct up to two one-hour sessions to explain relationship between AI Assistant and AI Agents. The client is responsible for configuring AI Agent functionality. Any fees charged by third parties for integrations are the responsibility of the client.	Included
Dayforce Command Center for Frontline Operations		
Command Center for Frontline Operations	Dayforce will enable functionality and conduct up to two (2) one-hour sessions to explain relationship between Command Center for Frontline Operations and other associated Dayforce functionality and provide best practices in a single engagement.	Included
Dayforce Compensation Management or Dayforce Agentic Compensation Management		
Compensation Management	Consultation on utilization of Dayforce Compensation Management with Client's compensation administrator(s), following Dayforce's guided configuration methodology for all Territories in a single engagement referenced on the Order Form. The methodology includes guidance and best practices. Importing of external/historical compensation data into the Dayforce Compensation Management module is not available.	Included
Import of Salary Benchmarking Data	Enablement of Salary Benchmarking feature with Client-provided data. Client is responsible for acquisition of salary benchmarking data from a third party, and import of the data into Dayforce. Client is responsible for providing data in manner and form that meets Dayforce's conversion file specifications.	Included
Dayforce Learning or Dayforce Agentic Learning		
Learning	Consultation on configuration and utilization of Dayforce Learning with Client's learning administrator(s) following Dayforce's guided configuration methodology for all Territories in a single engagement referenced on the Order Form. The methodology includes guidance and best practices. Importing of external/historical learning data into the Dayforce Learning module is not available.	Included
Dayforce Performance Management		
Performance Management	Consultation on configuration and utilization of Dayforce Performance Management with Client's performance management administrator(s), following Dayforce's guided configuration methodology for all Territories in a single engagement referenced in the Executive Summary to establish organization-wide performance management. This methodology includes guidance and best practices. Importing of external/historical performance data into the Dayforce Performance Management module is not available.	Included
Dayforce Agentic Performance Management		
Agentic Performance Management	Consultation on configuration and utilization of Dayforce Agentic Performance Management with Client's performance management administrator(s), following Dayforce's guided configuration methodology for all Territories in a single engagement referenced in the Executive Summary to establish organization-wide performance management. This methodology includes guidance and best practices. Dayforce will enable available Agentic Performance Management functionality and provide guidance on how different Client user roles can use these capabilities within their performance management processes. Importing of external/historical performance data into the Dayforce Agentic Performance Management module is not available.	Included
Dayforce Onboarding or Dayforce Agentic Onboarding		
Onboarding	Consultation on configuration and utilization of Dayforce Onboarding with Client's onboarding administrator(s), following Dayforce's guided configuration methodology for all Territories in a single engagement referenced in the Executive Summary. This methodology includes guidance and best practices. Onboarding functionality is only available when Dayforce is the HR system of record. Configuration includes Domain Keys Identified Mail (DKIM) setup for email authentication using a customer specified domain.	Included
HireRight I-9 Integration (US only)	Configuration of HireRight I-9 integration in the Dayforce application and testing with Client and HireRight. Client will contract directly with HireRight for HireRight I-9 services and provide a technical contact from HireRight to Dayforce. Client will manage the third-party vendor relationship and will actively participate in the testing cycle.	Included
Dayforce Recruiting		
Recruiting Management	Consultation on configuration and utilization of Dayforce Recruiting with Client's recruiting administrator(s), following Dayforce's guided configuration methodology for all Territories in a single engagement referenced in the Executive Summary. This methodology includes guidance and best practices. Configuration includes Domain Keys Identified Mail (DKIM) setup for email authentication using a customer specified domain. Importing of job requisition data into the Dayforce Recruiting module is not available. (Importing of candidate data is available for a Fee).	Included

DSPP Verified Recruiting Integration Configuration Assistance	Dayforce will work with Client to configure partner-built recruiting integrations with members of the Dayforce Software Partner Program (the "DSPP") at the time of the implementation. The integration must be in a "verified" status with Dayforce to be eligible. Client must contract directly with the member of the DSPP for services related to the integration and provide Dayforce with a technical contact at the third-party. Dayforce will configure web service role and API user, set up an external integration screen and support Client through integration testing.	Included
HireRight I-9 Integration (US only)	Configuration of HireRight I-9 integration in the Dayforce application and integration testing with Client and HireRight during testing. Client will contract directly with HireRight for HireRight I-9 services and provide a technical contact for the third-party vendor to Dayforce. Client will manage the third-party vendor relationship and will actively participate in the testing cycle.	Included
eQuest Integration	Configuration of and consultation on eQuest integration in the Dayforce application and support of initial posting to eQuest. Client must contract directly with external job boards for their services and provide Dayforce with their credentials for the integration to be set up. Client will complete an initial test posting within the production environment. Client can then use eQuest to post job requisitions to external job boards.	Included
SHL Assessments Integration	Configuration of SHL Assessments integration in the Dayforce application and integration testing with Client and SHL. Client will contract directly with SHL for SHL Assessments services and provide a technical contact for the third-party vendor to Dayforce. Client will manage the third-party vendor relationship and will actively participate in the testing cycle.	Included
Dayforce Agentic Recruiting		
Recruiting Management	Consultation on configuration and utilization of Dayforce Agentic Recruiting with Client's recruiting administrator(s), following Dayforce's guided configuration methodology for all Territories in a single engagement referenced in the Executive Summary. This methodology includes guidance and best practices. Dayforce will enable available Agentic Recruiting functionality and provide guidance on how different Client user roles can use these capabilities within their recruiting processes. Configuration includes Domain Keys Identified Mail (DKIM) setup for email authentication using a customer specified domain. Importing of job requisition data into the Dayforce Recruiting module is not available. (Importing of candidate data is available for a Fee).	Included
DSPP Verified Recruiting Integration Configuration Assistance	Dayforce will work with Client to configure partner-built recruiting integrations with members of the Dayforce Software Partner Program (the "DSPP") at the time of the implementation. The integration must be in a "verified" status with Dayforce to be eligible. Client must contract directly with the member of the DSPP for services related to the integration and provide Dayforce with a technical contact at the third-party. Dayforce will configure web service role and API user, set up an external integration screen and support Client through integration testing.	Included
HireRight I-9 Integration (US only)	Configuration of HireRight I-9 integration in the Dayforce application and integration testing with Client and HireRight during testing. Client will contract directly with HireRight for HireRight I-9 services and provide a technical contact for the third-party vendor to Dayforce. Client will manage the third-party vendor relationship and will actively participate in the testing cycle.	Included
eQuest Integration	Configuration of and consultation on eQuest integration in the Dayforce application and support of initial posting to eQuest. Client must contract directly with external job boards for their services and provide Dayforce with their credentials for the integration to be set up. Client will complete an initial test posting within the production environment. Client can then use eQuest to post job requisitions to external job boards.	Included
SHL Assessments Integration	Configuration of SHL Assessments integration in the Dayforce application and integration testing with Client and SHL. Client will contract directly with SHL for SHL Assessments services and provide a technical contact for the third-party vendor to Dayforce. Client will manage the third-party vendor relationship and will actively participate in the testing cycle.	Included
Dayforce AI Interviewer		
AI Interviewer	Dayforce will enable the AI Interviewer functionality and conduct up to six (6) one-hour sessions in a single engagement to explain the relationship between AI Interviewer and Agentic Recruiting, guide the Client through available configuration options, and provide implementation best practices. The Client is responsible for configuring the AI Interviewer functionality.	Included
Dayforce People Analytics or Dayforce Agentic People Analytics		
People Analytics	Access to advanced reporting elements, including Dashboards Pro powered by Microsoft Power BI. Turnkey advanced dashboards, reports and measures, and Client-created reports and dashboards. (Azure platform only)	Included
The Dayforce Reporting and Analytics Service(s) purchased by Client will apply to Data hosted on Azure and Client acknowledges that Personal Data of any employee within Client's production environment may be utilized in such Service(s).		
Dayforce Strategic Workforce Planning or Dayforce Agentic Strategic Workforce Planning		
Strategic Workforce Planning	Consultation on the enablement and utilization of Strategic Workforce Planning including up to three (3) one-hour sessions in a single engagement. All configuration and implementation tasks shall remain the responsibility of the Client.	Included
Dayforce Succession Planning or Dayforce Agentic Succession Planning		
Succession Planning	Consultation on configuration and utilization of Dayforce Succession Planning with Client's administrator(s) following Dayforce's guided configuration methodology for all Territories in a single engagement referenced in the Executive Summary. Succession Planning enables managers and administrators to conduct talent reviews, generate a talent matrix, and create talent pools for key positions. Historical succession data created outside of the Dayforce application cannot be imported into the Dayforce Succession Planning module.	Included
Dayforce Engagement or Dayforce Agentic Engagement		
Engagement	Consultation on configuration and utilization of Dayforce Engagement with Client's engagement administrator(s) following Dayforce's guided configuration methodology for all Territories in a single engagement referenced in the Executive Summary. This methodology includes guidance and best practices. Functionality includes the ability to create custom survey questions and a pre-defined set of questions is included. Historical engagement data created outside of the Dayforce application cannot be imported into the Dayforce Engagement module.	Included

Dayforce Career Explorer or Dayforce Agentic Career Explorer		
Career Explorer	Consultation on the update to the configuration and utilization of Dayforce Career Explorer with Client's talent administrator(s) following Dayforce's guided configuration methodology for all Territories in a single engagement referenced in the Executive Summary. This methodology includes guidance and best practices.	Included
Dayforce Communications		
Communications	Dayforce will enable functionality and conduct a one (1) hour session to provide the configuration guide to the client Administrator. The client is responsible for configuring Communications functionality.	Included
Platform/Technical		
Dayforce Language Packs	Enable Language Packs which provide users the ability to select the Dayforce -supported language in which screens and features within the Dayforce application will be used, outside of standard functionality. As standard functionality, Client receives English (US), English (UK), French (Canadian) and Spanish (Latin American).	Included, if purchased pursuant to Order Form.
Dayforce Identity Integration	Dayforce will work with Client and support Aquera to deploy the Dayforce Identity integration connection. The integration is required to support the various configuration options that will be managed by Aquera to support Client's requirements. Once determined by Client and Aquera team, Dayforce will support the required configuration settings in Dayforce that are to be handled by the Client, including platform, mappings, and scheduling. Specific questions and implementation guidance related to DII should be handled by Aquera.	Included, if purchased pursuant to Order Form.
Docusign eSignature	Dayforce will enable functionality, conduct up to two 1-hour sessions and provide the configuration guide to the Client administrator. The Client is responsible for configuring Docusign functionality. Dayforce is not responsible for the performance, functionality, features, limitations, regional or specific integrations and/or certifications, or availability of Docusign products or services, nor for issues arising from the Client's configuration or use of Docusign outside the Dayforce integration.	Included, if purchased pursuant to the Order Form.
Integration		
Interface Configuration	Configuration of interfaces within the framework of the Dayforce application. Scope assumes APIs or Web Services will be leveraged to the extent available. Scope assumes Client will consume and configure APIs and / or Web Services made available by Dayforce. At project kickoff, during intake, Client and Dayforce will agree mutually on the named outbound interfaces (exports) required to support accurate production runs at go-live. Client will provide contact information for named individuals for each third-party vendor no later than five (5) Business Days after project kickoff. Failure by the Client to provide third-party vendor contact information to Dayforce within five (5) Business Days or as otherwise set forth in the project plan after project kickoff may result in delays and/or additional fees. Dayforce will determine, based on the availability of connectors, whether each export will be built in Dayforce Link or Dayforce Integration Studio. For all exports from Dayforce to Client and / or third-party systems, Dayforce will produce exports as supported by Dayforce functionality per Client and / or third-party specifications and collaborate with Client and Client's third-party vendors to perform system integration testing. Loading historical hours for the purpose of FMLA eligibility reporting via an export file is out of scope. Client is responsible for third party platform configuration requirements and ensuring platform availability at time of implementation. Client will adhere to Dayforce integration specifications. Client is responsible for the management of vendor response time as it impacts file deliveries. For all inbound interfaces (imports) from source systems to Dayforce, Client and / or Client's third-party vendors will extract data from source systems, create files for import into Dayforce, adhering to Dayforce import specifications and participate with Dayforce to perform system integration testing. Imports that do not adhere to Dayforce import specifications are subject to additional configuration fees and a monthly maintenance charge.	**Inbound Interfaces:** See Implementation Inclusions Table on Order Form **Outbound Interfaces:** See Implementation Inclusions Table on Order Form
Client-Specific General Ledger Export (applicable to AUS, CA, IRE, NZ, SGP, UK, and US only)	Consultation with named Client resource responsible for maintaining and posting payroll data to Client's financial system. Through a series of scheduled sessions Dayforce will educate Client resource on general ledger configuration and will provide guidance and best practices to enable the maintenance of the general ledger export from Dayforce. Client will complete required training prior to each scheduled session. The number of GL exports is determined by the number of unique file specifications that Dayforce will be required to configure. If Client does not engage or dedicate the required time in line with the payroll implementation cycle, it may result in the GL export(s) not being ready for the Client's first payroll commit and may be subject to additional Fees. Live Membership is required to access all training materials.	See Implementation Inclusions Table on Order Form
Microsoft Dynamics 365 Finance and Operations Integration (Applicable to CA, UK and US only)	Consultation with named Client resource responsible for maintaining and posting payroll data to Client's financial system. Through a series of scheduled sessions, Dayforce will educate Client resource on general ledger configuration and will provide guidance and best practices to enable the maintenance of the general ledger export from Dayforce. Client will complete required training prior to each scheduled session. Dayforce will configure the integration between Dayforce and Microsoft Dynamics 365 Finance and Operations integration. The number of GL exports is determined by the number of unique file specifications that Dayforce will be required to configure. If Client does not engage or dedicate the required time in line with the payroll implementation cycle, it may result in the GL export(s) not being ready for the Client's first payroll commit and may be subject to additional Fees. Live Membership is required to access all training materials. Integration is available when Dayforce Payroll is in scope, and Client uses Microsoft Dynamics 365 Finance and Operations as their Finance system.	Included

Dayforce Enterprise Cloud Connectors		
Standardized Dayforce Payroll Connector for Oracle HCM is setup	Dayforce will partner with the Client to configure the standardized Dayforce Payroll Connector(s) for all employees involved in the initial implementation of the connector(s) within Integration Studio. For each connector, the Client will be responsible for establishing the Oracle HCM connection, validating the mapping, and ensuring the alignment of any additional data not addressed by the standard connector. A phased implementation of the connector is not in scope.	Included, if purchased pursuant to Order Form.
Standardized Dayforce Payroll Connector for SAP SuccessFactors is set up	Dayforce will partner with the Client to configure the standardized Dayforce Payroll Connector(s) for all employees involved in the initial implementation of the connector(s) within Integration Studio. For each connector, the Client will be responsible for establishing the SAP SuccessFactors connection, validating the mapping, and ensuring the alignment of any additional data not addressed by the standard connector. A phased implementation of the connector is not in scope.	Included, if purchased pursuant to Order Form.
Standardized Dayforce Payroll Connector for Workday is set up	Dayforce will partner with the Client to configure the standardized Dayforce Payroll Connector(s) for all employees involved in the initial implementation of the connector(s) within Integration Studio. For each connector, the Client will be responsible for establishing the Workday connection, validating the mapping, and ensuring the alignment of any additional data not addressed by the standard connector. A phased implementation of the connector is not in scope.	Incuded, if purchased pursuant to Order Form.
Standardized Dayforce Payroll Connector for NetSuite is set up	Dayforce will partner with the Client to configure the standardized Dayforce Payroll Connector(s) for all employees involved in the initial implementation of the connector(s) within Integration Studio. For each connector, the Client will be responsible for establishing the NetSuite connection, validating the mapping, and ensuring the alignment of any additional data not addressed by the standard connector. A phased implementation of the connector is not in scope.	Incuded, if purchased pursuant to Order Form.
Data Conversion Consulting Services (Included for Territories with more than 50 employees)		
Data Conversion Consulting Services	Data conversion consulting services to assist Client in preparation of data conversion files. Consulting services include a high-level overview of Dayforce import specifications, and assistance with mapping Client's existing data to Dayforce import specifications. Dayforce will provide guidance, best practices, answer questions and provide documentation where available. Client shall provide data, as specified by Dayforce, sufficient to meet Dayforce import file specifications. All data must be provided in the correct Dayforce specification format and layout template. Data must be provided for each load as required by the project plan. A maximum of three data loads are included within the scope of this project. If data is being consolidated from multiple sources, it is Client's responsibility to consolidate the multiple sources into a single import file. Client will provide import data for conversion in the correct format and layout template, assist with the mapping process, validate, test and audit the conversion files prior to loading into the Dayforce application, and provide the completed file conversion acceptance form upon successful conversion of the data. If Client does not provide all required conversion data or fails to provide the required data per the agreed upon schedule, additional Fees may apply.	Included, where applicable.
Core Current Conversion (when Platform or Payroll or Benefits is in scope)	**If Dayforce Platform or Dayforce Agentic Platform is in scope and Dayforce will become the HR SOR:** Import of formatted files containing current records for active and current tax year terminated employee data based on first live pay in Dayforce. This includes core employee information including Employee demographic information, Work Assignment, Employment Status, Address, Contact and Emergency Contact, as provided by Client and meeting Dayforce's conversion file specifications. **If Dayforce Payroll or Dayforce Agentic Payroll and/or Dayforce Benefits or Dayforce Agentic Benefitsis in scope**: Import of formatted files containing current record for active and current year terminated employee data based on first live pay in Dayforce. This includes core employee information, Employee demographic information, Work Assignment, Employment Status, Confidential Information, Emergency Contact, Direct Deposit, Current Employee Tax Parameters, Employee Elections, Current Year to Date Payroll information, and Employee outstanding balances, as provided by Client and meeting Dayforce's conversion file specifications. An external data source is defined as the HR, payroll or benefits system that Client will be converting to Dayforce as the system of record. (For Clients converting from Dayforce PowerPay and/or Dayforce Redwood payroll products, data conversion services are limited to supported data elements only. Certain data elements are not available for migration and will be excluded due to product, technical or data-structure limitations.) **If Dayforce Global Payroll or Dayforce Agentic Global Payroll is not in scope:** up to one (1) data source covering all Territories is included. Active and Current Year Terminated Employees are included, with all countries' employees loaded in a single data file. It is the clients responsibility to consolidate all employees into a single import file. **If Dayforce Global Payroll or Dayforce Agentic Global Payroll is in scope**, up to one (1) data source per Territory is included for territories that include 50 or more employees. Any employees not included in the formatted import file will be manually added by Client as a new hire.	Included
HR History & HR History for Previously Termed Employees (Applicable to AUS, CA, IRE, NZ, SGP, UK and US)	Import of prior years of HR history data for Job, Compensation, and Employment Status for active, current year termed employees, and previous year(s) termed employees as provided by Client and meeting Dayforce's conversion file specifications. HR history must be provided at the same time as the core conversion data is provided, and must be provided for each phase. Dayforce cannot load HR history separately. Years of history is calculated from the date of the first live pay in Dayforce. If purchased, up to a total of seven (7) years of history can be converted and will be determined during the Ready stage of the Implementation.	See Implementation Inclusions Table on Order Form

HR History & HR History for Previously Termed Employees (Applicable to all other Territories outside of AUS, CA, IRE, NZ, SGP, UK and US)	Import of prior years' basic HR history data for Job, Compensation, and Employment Status for active, current year termed, and previous year(s) termed employees as provided by Client and meeting Dayforce's conversion file specifications. HR history must be provided at the same time as the Core Conversion data is provided. Dayforce cannot load HR history separately. Excludes dependent information and any collective bargaining agreement parameters. A country may be subject to data minimization laws (e.g. GDPR). Client is responsible for reviewing the personal data retention policies in Dayforce or with the country in which they are doing business to confirm they are meeting that country's privacy laws. Years of history is calculated from the date of the first live pay in Dayforce. If purchased, up to a total of seven (7) years of history can be converted and will be determined during the Ready stage of the implementation.	Not Included
Garnishment/Arrestment/ Garnishee (CA, UK and US only)	When a Client has more than 50 active Garnishments, Dayforce will import current year employee garnishments/arrestments/garnishees for active employees as provided by Client and meeting Dayforce's conversion file specifications.	Included with Dayforce Payroll or Dayforce Agentic Payroll (current year only)
Dayforce Benefit Elections Import (CA, IRE, UK and US only)	Import of current year active benefits, including employee benefit elections, dependent benefit elections, dependent data, and beneficiary data, for active employees as provided by Client and meeting Dayforce's conversion file specifications.	Included with Dayforce Benefits or Dayforce Agentic Benefits (current year only)
ACA Elections (US only)	Import of historical Employee medical benefit elections for the purpose of ACA reporting. Includes Employee medical benefit elections, dependents' demographic information, and dependents' medical benefit elections. Only applies to the year in which Client has their first pay in Dayforce. Includes elections for active, inactive, and terminated Employees, as provided by the client and meeting Dayforce conversion input specification.	Included with Dayforce Benefits or Dayforce Agentic Benefits
Dayforce Recruiting - Candidate Import	Import of candidate data for active job requisitions as provided by Client and meeting Dayforce's file specifications. Resume data must be provided in Base64 format (Data bit stream of the file),. Import of data must meet Dayforce's conversion file specifications, and included candidate data across all countries must be included in a single file.	See Implementation Inclusions Table on Order Form
Dayforce Pension Auto-Enrolment Records (UK only)	Import of current active pension assessment details as provided by Client and meeting Dayforce's conversion file specifications.	Included with Dayforce Payroll or Dayforce Agentic Payroll

5. General Implementation Project Approach

a. Dayforce's general project approach to providing the Implementation Services is based on the concept of shared project responsibility, resulting in a cooperative, hands-on project that is jointly managed by Dayforce and Client. Dayforce works with Client to plan the project – its scope, schedule and resources. During the project planning phase, the Parties will agree upon their respective roles and responsibilities, which will be confirmed in writing and need to be completed in accordance with the agreed upon schedule in order for the Implementation Services to be delivered successfully and within the desired timeline set forth in the project plan. Dayforce will educate Client's resources on how to maintain the purchased products pursuant to the Order Form so that Client will become self-sufficient with the functionality of the purchased products. Unless otherwise mentioned in the Order Form and/or subsequently agreed to project plan, Dayforce's obligation to deliver the Implementation Services for the Fees stated in the Order Form will survive for up to twelve (12) months from project kickoff. Should the project exceed twelve (12) months for any reason not the fault of Dayforce, Dayforce reserves the right to revisit the scope and/or the Fees associated with these Implementation Services.

b. **Assumptions.** In addition to the assumptions and requirements set forth herein and in this Implementation SOW, Client acknowledges and agrees that the above approach, Fees and estimated timelines are based on the following assumptions (as applicable):

i) Client acknowledges that a mid-quarter start for first US payroll commit is only available if Client meets the qualifying criteria reasonably established by Dayforce. If Client qualifies, Client will be required to provide all additional data which meets Dayforce's conversion specifications. This data includes year-to-date payroll information accurate to the last complete quarter and current quarter to date payroll information containing Employee and employer taxable wages, wages to limit, and tax detail for each tax category. Client will also be required to provide Employee 12th day counts, weeks worked, hours worked, and other tax related information for the open quarter, as required by Client's state, and in accordance with Dayforce's specifications. Such data is required prior to Go Live Date, on a delivery date reasonably agreed to by the Parties. Client will be fully responsible and liable for any tax variation in any of the tax jurisdictions involved and will be solely liable for any reconciliation due to any tax violation.

ii) Client acknowledges that Dayforce's standard service offerings (outside Quebec, Canada) are designed for English-language use. Any translation, localization, or adaptation of the services or deliverables for use in other languages is outside the scope of this Agreement and will only be undertaken by Dayforce pursuant to a separate written agreement, at additional cost, and subject to Dayforce's availability and capabilities, except where prohibited by law.

iii) Client is solely responsible for the accuracy and completeness of any translation or localization not performed by Dayforce, and Dayforce shall not be liable for any issues, errors, or damages arising from such translation or localization.

iv) Client will accurately complete all applicable questionnaires, templates, discovery workbooks, and other documents and requests for data as reasonably required for Dayforce to fulfill its implementation roles and responsibilities;

v) Client will, where applicable, provide access to Client's personnel with the appropriate knowledge of Client's systems and its configuration, to assist in data analysis for HR data import, exports and configuration;

vi) Client will engage its third-party vendors as required in a timely manner and per the project schedule. Failure by Client's third-party vendors to adhere to project timelines may impact the project timeline and costs;

vii) Client will provide any required data in the manner reasonably prescribed by Dayforce by the agreed upon timelines and per the project schedule;

viii) While both Dayforce and Client may have a project manager, Client is responsible for management of its own resources and engaging third-party vendors, as necessary. Lack of access to Client resources or Client's third-party vendor resources, or changes to any individuals filling Client roles identified in the Implementation SOW may impact project timeline and costs;

ix) Client will provide solution feedback and confirmation of acceptance through the prescribed process, and working with resources in a reasonable time frame per the project schedule;

x) Client will appoint a dedicated administrative user during project launch stage who will complete necessary training per published curriculum prior to project kick-off and will be available for the duration of the project;

xi) Client will complete training activities as outlined in the training curriculum provided by Dayforce and per the project schedule prior to Go Live Date;

xii) Client will follow the instructions contained in the training materials;

xiii) Any changes to scope described in this Implementation SOW will be addressed through a change request;

xiv) Client will confirm acceptance for all Implementation Services leveraging Dayforce implementation methodology templates in a timely fashion and per the project schedule;

xv) Dayforce will provide access to pre-production environments, included as standard are two (2) pre-production environments: (1) CONFIG (accessible by Dayforce and Client, generally used for application configuration and testing), and (1) STAGE (accessible by Dayforce and Client, generally used for solution refinement). The CONFIG and STAGE environments (including all data) will be decommissioned after a period of sixty (60) days from the Go Live Date. In the case of a phased implementation, the CONFIG and STAGE environments will remain in place until the Go Live Date of the last phase of the project; and

xvi) On or after the Go Live Date, upon written request by Client via the Help Desk for Support, Dayforce will provide access to one (1) TEST environment (accessible by Dayforce and Client). The TEST environment will be decommissioned by Dayforce upon fifteen (15) days prior written notice to Client should there be no activity for a period of sixty (60) days. Client may at any time request that the TEST environment be recommissioned via the Help Desk for Support. Additional non-production environments may be provided by Dayforce for Client's use, subject to additional costs. Should Client's existing TEST environment be in use for a project at the time that another project / phase is commenced, an additional non-production environment will be required at an additional cost.

xvii) The One Time Fees for Implementation Services have been calculated taking into account the work and materials Dayforce has reasonably estimated will be required to implement the Service. This estimate has been made by Dayforce in good faith based on the information available to Dayforce at the time of executing the Order Form, including information and representations provided by Client. To the extent that new or additional information becomes available to Dayforce which impacts the estimated One Time Fees, the Parties shall mutually agree to necessary changes to the Implementation SOW (including to corresponding Fees).

Appendix A: Implementation Add On Rate Card

Should Client wish to purchase the following integrations or services during the initial Implementation project, the following Fees will apply for Dayforce led implementation services.

Role	Required Dayforce Product	Fee* (USD)
Inbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Time and Attendance	$2,500.00
Outbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Benefits, Dayforce Time and Attendance	$2,500.00
Client-Specific General Ledger Export	Dayforce Payroll	$4,000.00
Dayforce Recruiting Candidate Import	Dayforce Recruiting	$4,000.00

Role	Required Dayforce Product	Fee* (CAD)
Inbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Time and Attendance	$3,425.00
Outbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Benefits, Dayforce Time and Attendance	$3,425.00
Client-Specific General Ledger Export	Dayforce Payroll	$5,480.00
Dayforce Recruiting Candidate Import	Dayforce Recruiting	$5,480.00

Role	Required Dayforce Product	Fee* (EUR)
Inbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Time and Attendance	$2,125.00
Outbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Benefits, Dayforce Time and Attendance	$2,125.00
Client-Specific General Ledger Export	Dayforce Payroll	$3,400.00
Dayforce Recruiting Candidate Import	Dayforce Recruiting	$3,400.00

Role	Required Dayforce Product	Fee* (GBP)
Inbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Time and Attendance	$1,850.00
Outbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Benefits, Dayforce Time and Attendance	$1,850.00
Client-Specific General Ledger Export	Dayforce Payroll	$2,960.00
Dayforce Recruiting Candidate Import	Dayforce Recruiting	$2,960.00

Role	Required Dayforce Product	Fee* (AUD)
Inbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Time and Attendance	$3,750.00
Outbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Benefits, Dayforce Time and Attendance	$3,750.00
Client-Specific General Ledger Export	Dayforce Payroll	$6,000.00
Dayforce Recruiting Candidate Import	Dayforce Recruiting	$6,000.00

Role	Required Dayforce Product	Fee* (NZD)
Inbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Time and Attendance	$4,450.00
Outbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Benefits, Dayforce Time and Attendance	$4,450.00
Client-Specific General Ledger Export	Dayforce Payroll	$7,120.00
Dayforce Recruiting Candidate Import	Dayforce Recruiting	$7,120.00

Role	Required Dayforce Product	Fee* (SGD)
Inbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Time and Attendance	$3,175.00
Outbound Interfaces	Dayforce Platform, Dayforce Payroll, Dayforce Global Payroll, Dayforce Benefits, Dayforce Time and Attendance	$3,175.00
Client-Specific General Ledger Export	Dayforce Payroll	$5,080.00
Dayforce Recruiting Candidate Import	Dayforce Recruiting	$5,080.00

*Stated Fee assumes a full file integration. Changes-only outbound interfaces are not included in the stated Fee and will be subject to additional Fees, which can be provided on request. Stated Fees do not apply to inbound HR/Employee data integrations. HR/Employee data integrations will be subject to additional Fees, which can be provided upon request. Stated Fees do not apply upon Implementation Project closure. Any integrations requested after project intake will be quoted and charged at Dayforce's then standard Professional Services rates.