**\*\*Standard Operating Procedure (SOP)\*\***

**\*\*Title:** \*\* Automated Bulk Processing of Payroll Payments

**\*\*Document ID:** \*\* [Assign Document ID]

**\*\*Effective Date:** \*\* [MM/DD/YYYY]

**\*\*Version:** \*\* 1.1

**I. Purpose**

This SOP establishes a standardized procedure for the automated bulk processing of payroll payments, with an emphasis on data accuracy, security, and adherence to internal compliance protocols. The automated system reduces risks associated with manual data handling by securing data transfers and enhancing data processing efficiency.

**II. Scope**

This SOP applies to all Business Units (BUs) that submit payroll data for automated processing through the Secure File Transfer Protocol (SFTP) folder. Key stakeholders include:

- \*\*HC IT Delivery Team\*\*: Responsible for maintaining the system’s performance and addressing technical issues.

- \*\*HCSC Payroll Support\*\*: Manages escalations, oversees payroll processing, and assists in troubleshooting.

**III. Definitions**

**- \*\*SFTP (Secure File Transfer Protocol) \*\*: A secure protocol for transferring files between systems.**

**- \*\*Business Units (BUs)\*\*: Departments within the organization responsible for preparing and submitting payroll data according to established protocols.**

**- \*\*HC IT Delivery Team\*\*: IT team tasked with monitoring system performance and resolving technical issues.**

**- \*\*HCSC Payroll Support\*\*: Payroll team responsible for overseeing the payroll processing workflow, managing escalations, and assisting in troubleshooting.**

**IV. Responsibilities**

- \*\*HC IT Delivery Team\*\*

- Ensure the SFTP system is operational and secure.

- Address and resolve IT-related inquiries and system issues.

- Implement role-based access controls and multifactor authentication for SFTP access.

- \*\*HCSC Payroll Support (Cindy Williams) \*\*

- Oversee the payroll process to ensure seamless operations.

- Address escalations and provide support for data-related issues.

- Notify BUs of any updates to the payroll data template.

- \*\*Business Units (BUs)\*\*

- Submit payroll data to the SFTP folder following the required formatting and within the designated timeline.

- Correct validation errors and resubmit corrected files promptly.

- Verify data accuracy using automated scripts prior to submission to enhance data integrity.

**V. Procedure**

**5.1 File Preparation**

1. Prepare payroll data using the predefined, most current template provided by the payroll team.

- \*\*Note\*\*: The template contains validation rules to ensure data accuracy and compliance with system requirements.

- Ensure that BUs are notified promptly of template version updates.

2. Use automated scripts or other pre-check methods to verify data accuracy and formatting before file submission to prevent validation errors.

**5.2 File Submission**

1. Upload the prepared payroll data to the assigned SFTP folder specific to your Business Unit (BU).

2. Confirm that the submission occurs within the specified timeline to prevent delays in processing.

**5.3 Validation Process**

1. The system initiates an automatic validation check upon file upload.

2. This validation includes checks for data format, completeness, and accuracy to ensure data integrity.

**5.4 Error Handling**

1. If errors are detected during validation, a log file will be generated and sent to the responsible BU.

- \*\*Note\*\*: Contact Cindy Williams for support if needed.

2. The BU must correct the errors and re-upload the file to the SFTP folder following the validation requirements.

3. Automated notifications will alert the BU and relevant support teams of errors to expedite correction and re-submission.

**5.5 System Monitoring**

1. The HC IT Delivery Team will monitor the SFTP system to identify and address performance issues.

2. In case of system-related issues or downtime, the HC IT Delivery Team will implement a contingency plan, either by switching to a backup system or triggering an approved manual process for critical processing times.

**5.6 Escalation Process**

1. If repeated issues arise with payroll data or system performance, the BU should escalate to HCSC Payroll Support.

2. HCSC Payroll Support will collaborate with the BU and the HC IT Delivery Team to resolve ongoing issues according to the escalation and troubleshooting protocol, which includes responsibilities, timelines, and a checklist.

**VI. Compliance**

All payroll data submissions must strictly adhere to security protocols related to file transfer and data handling. Unauthorized access to the SFTP folder is prohibited and will be subject to disciplinary action in line with corporate security policies.

**VII. Data Retention and Deletion**

Payroll files must be retained for audit and compliance purposes as required by organizational policy. Files within the SFTP system will follow a defined retention schedule:

1. Old files will be archived or purged on a periodic basis to ensure compliance and data security.

2. This schedule will align with regulatory data retention requirements and be reviewed annually for compliance.

**VIII. Record Keeping**

Maintain logs of file uploads, validation outcomes, and any error corrections. These records are essential for audit and compliance purposes and must be stored securely in the designated repository for the mandated retention period. The HC IT Delivery Team will regularly review and audit these logs to ensure adherence to data security and compliance standards.

**IX. Review and Update**

This SOP is subject to an annual review or upon significant changes in the payroll process, technology, or compliance requirements. The HC IT Delivery Team and HCSC Payroll Support are responsible for initiating and approving updates as necessary. A formal change management process will be followed to document and integrate any necessary updates to this SOP.

**X. Contact Information**

- \*\*HC IT Delivery Team\*\*

- Email: [Contact Email]

- Phone: [Contact Phone Number]

- \*\*HCSC Payroll Support (Cindy Williams)\*\*

- Email: [Contact Email]

- Phone: [Contact Phone Number]

**XI. Approval**

This SOP has been approved by the following:

| Name | Title | Department | Date |

|-----------------------|---------------------|------------------------|---------------|

| [Name, Title] | HC IT Delivery Team | HC IT Department | [MM/DD/YYYY] |

| Cindy Williams | Payroll Support | HCSC Payroll Support | [MM/DD/YYYY] |

| [Name, Title] | [Title] | [Business Unit] | [MM/DD/YYYY] |