

# DU PAL Payroll for Etisalat

September 21, 2013  
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# Executive Summary

## Introduction

DU PAL (Pvt) Ltd provides outsourcing services for Etisalat in the following categories.

1. Commission Agents
2. Premier Sales
3. Customer Care
4. Call Center Inbound
5. Call Center Outbound

Monthly payments to personnel is performed by DU PAL via Bank Transfer and Pay Slips are issued to the latter four categories.

The first category, Commission Agents, are purely commission based and are not permanent employees. The other four categories are permanent employees with a basic salary, allowances, performance-based incentives and transactions-based incentives.

The pay slip structure for all four categories can be collectively defined with some fields being not applicable for that category.

Bank transfers are the means by which salaries are paid and that requires NIC, bank , branch and account information.

# EPF Liabilities and Exemptions

EPF is deducted from Gross Salary. The EPF employee contribution and the ETF employee contribution are also calculated using Gross Salary. There are four categories of payments, Commissions, Overtime, Incentives and Allowances. EPF liability for them is given as below.

Payment	Category	EPF Liability
All Commissions	Commission	Liable
OT Normal	Overtime	Liable
OT Double	Overtime	Liable
All Transaction-Based Incentives (TBI)	Incentive	Exempt
All Performance-Based Incentives (PBI)	Incentive	Exempt
Work Travel Allowance	Allowance	Exempt
Other Allowances	Allowance	Liable

# Etisalat Identification Info

Etisalat uses the following fields of information to identify DU PAL employees in their organization structure.

Field	Description
Name	Name of the individual being paid.
Virtual Number	Etisalat-specific identification number.
Team Leader	Immediate supervisor of the employee.
Manager	Manager of the employee.

# Bank Transfers

The following information is needed for each individual who gets paid via bank transfer.

Field	Description
Name	Name of the individual being paid.
NIC	National Identity Card number.
Bank Code	Standard code that identifies the bank.
Branch Code	Standard code that identifies the bank's branch.
Account	Bank account number.
Amount	Amount to be deposited.

# Premier Team

Field	Description
Name	Name of the individual being paid.
NIC	National Identity Card number.
Employee Number	Employee number registered with the Labor Department.
Designation	Designation of the individual.
Address Line 1	First line of the address.
Address Line 2	Second line of the address.
City	City of the address.
Bank	The short code for the bank such as COM and SAM.
Branch	Name of the bank's branch.
Account	Bank account number where the funds are to be deposited.
Basic Salary	Basic salary.
BRA	Budgetary Relief Allowance.
Sales Commissions	Sales Commissions.
Gross Salary	(Basic Salary + BRA + Sales Commissions)
EPF Deduction	EPF deduction 8% of Gross Salary from the employee.
Net Salary	Salary amount paid to the individual (Gross Salary - EPF Deduction)
Total Remuneration	Total amount paid for this month (Net Salary)
Commission Advance	Advance payment made.
Bank Transfer Amount	(Total Remuneration - Commission Advance)
EPF Contribution	EPF contribution 12% of Gross Salary from the employer.
ETF Contribution	ETF contribution 3% of Gross Salary from the employer.

# Customer Care

Field	Description
Name	Name of the individual being paid.
NIC	National Identity Card number.
Employee Number	Employee number registered with the Labor Department.
Designation	Designation of the individual.
Address Line 1	First line of the address.
Address Line 2	Second line of the address.
City	City of the address.
Bank	The short code for the bank such as COM and SAM.
Branch	Name of the bank's branch.
Account	Bank account number where the funds are to be deposited.
Basic Salary	Basic salary.
BRA	Budgetary Relief Allowance.
Gross Salary	(Basic Salary + BRA)
EPF Deduction	EPF deduction 8% of Gross Salary from the employee.
Net Salary	Salary amount paid to the individual (Gross Salary - EPF Deduction)
TBI	Transactions-Based Incentive. Not EPF liable.
PBI	Performance-Based Incentive. Not EPF liable.
Total Remuneration	Total amount paid for this month (Net Salary + TBI + PBI).
Bank Transfer Amount	(Total Remuneration)
EPF Contribution	EPF contribution 12% of Gross Salary from the employer.
ETF Contribution	ETF contribution 3% of Gross Salary from the employer.



# Call Center Inbound

Field	Description
Name	Name of the individual being paid.
NIC	National Identity Card number.
Employee Number	Employee number registered with the Labor Department.
Designation	Designation of the individual.
Address Line 1	First line of the address.
Address Line 2	Second line of the address.
City	City of the address.
Bank	The short code for the bank such as COM and SAM.
Branch	Name of the bank's branch.
Account	Bank account number where the funds are to be deposited.
Basic Salary	Basic salary.
BRA	Budgetary Relief Allowance.
Gross Salary	(Basic Salary + BRA)
EPF Deduction	EPF deduction 8% of Gross Salary from the employee.
NetSalary	Salary amount paid to the individual (Gross Salary - EPF Deduction)
Attendance Incentive	Attendance Incentive.
Upselling Incentive	Upselling Incentive.
eBilling Incentive	eBilling Incentive.
Total Remuneration	(Net Salary + Attendance Incentive + Upselling Incentive + eBilling Incentive)
Bank Transfer Amount	(Total Remuneration)
EPF Contribution	EPF contribution 12% of Gross Salary from the employer.
ETF Contribution	ETF contribution 3% of Gross Salary from the employer.

# Call Center Outbound

Field	Description
Name	Name of the individual being paid.
NIC	National Identity Card number.
Employee Number	Employee number registered with the Labor Department.
Designation	Designation of the individual.
Address Line 1	First line of the address.
Address Line 2	Second line of the address.
City	City of the address.
Bank	The short code for the bank such as COM and SAM.
Branch	Name of the bank's branch.
Account	Bank account number where the funds are to be deposited.
Basic Salary	Basic salary.
BRA	Budgetary Relief Allowance.
OT Normal	Overtime with normal payment.
OT Double	Overtime with double payment.
Gross Salary	(Basic Salary + BRA + OT Normal + OT Double)
EPF Deduction	EPF deduction 8% of Gross Salary from the employee.
NetSalary	Salary amount paid to the individual (Gross Salary - EPF Deduction)
Attendance Incentive	Attendance Incentive.
PBI	Performance-Based Incentive.
Total Remuneration	(Net Salary + Attendance Incentive + PBI)
Bank Transfer Amount	(Total Remuneration)
EPF Contribution	EPF contribution 12% of Gross Salary from the employer.
ETF Contribution	ETF contribution 3% of Gross Salary from the employer.

# Document History

Date	Description
2013/09/21	Overtime added as an EPF liable payment category. At this time Call Center Outbound is the only type which is paid overtime.
2013/09/20	Premier Sales, Customer Care, Call Center Inbound and Call Center Outbound payment breakdowns are now shown in their own table to be specific and clear on each category.
2013/09/18	Initial document.