

Service Level Agreement (SLA)

Payroll Essentials

This Service Level Agreement ("SLA") outlines the scope, terms, and conditions under which Ledger Pro Inc. ("Provider") will deliver payroll-related services to the Client for the **Payroll Essentials** package. This SLA is governed by U.S. business practices and accounting standards.

Service Description

Designed for small teams requiring essential payroll runs, tax filings, and compliance support.

Scope of Services

1. Payroll processing per agreed frequency.
2. Employee direct deposit setup and management.
3. Preparation and submission of required payroll tax filings.
4. Year-end forms (W-2s, 1099s) where applicable.
5. Compliance monitoring and advisory.

Payment Terms

Payment is due in advance of each service period via approved payment methods. Failure to remit payment on time may result in service suspension.

Termination

Either party may terminate this SLA with 30 days' written notice. Early termination does not entitle the Client to a refund for services already rendered.

Liability Limitation

The Provider shall not be liable for delays or errors caused by incomplete, inaccurate, or late data submission by the Client, or for events outside reasonable control.

Confidentiality

Both parties agree to maintain strict confidentiality of all payroll and employee data, and to comply with applicable U.S. data protection laws.

Acceptance of Terms

Payment for this package constitutes acceptance of this SLA.

Ledger Pro Inc.
www.ledgerpro.net