

Nordea

E-salary

Service description

September 2016



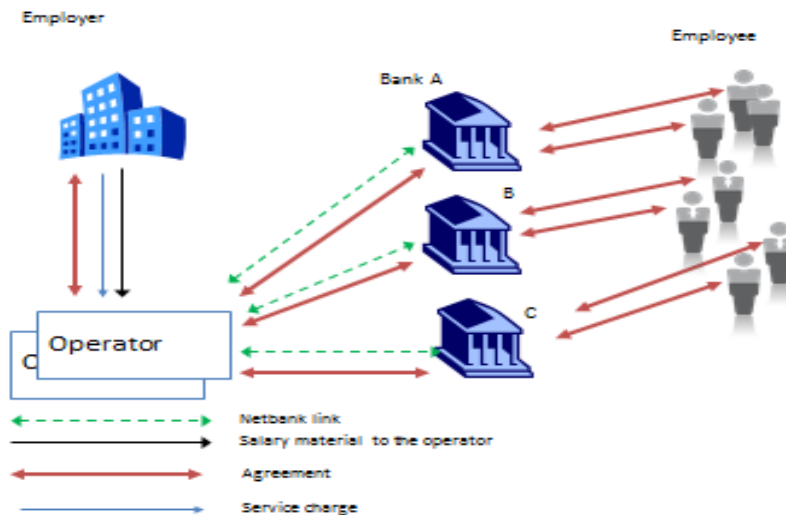
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E-salary

1 General description

E-salary is a service with which an employer can deliver payslips to employees in an electronic format allowing the employees to browse their payslips via their Netbank.



The service is provided in cooperation by the e-salary operators Aditro, CGI, Enfo, Maventa and Tieto and by the banks Aktia Bank, Danske Bank, Handelsbanken, Nordea, OP-Pohjola Group, POP Banks, S-Bank, Savings Banks and Bank of Åland.

Employees can see their electronic payslips in Netbank by clicking the link "E-salary" under "Accounts". Next the employee must choose the e-salary service provider in accordance with the information provided by his or her employer. Clicking the link that becomes available opens a connection to the employer's online service, where the employee can browse salary itemisations.

Using the service requires Netbank access codes and an Internet connection.

2 Benefits

Benefits to the employer:

- Streamlined salary administration processes
- Simplified delivery of payslips
- Smaller printing and delivery costs
- Centralised inquiries to salary administration
- Increased electronic business and improved service for employees
- Smaller carbon footprint and an environmentally-friendly solution.

Benefits to the employee:

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- The electronic payslip is available irrespective of time and place 24/7/365.
- The electronic payslips are stored for 18 months. They can be viewed also after the employment has ended.
- The e-salary is safe, as the payslips are only available through Netbank.

3 Availability

Netbank is available 24 hours a day, seven days a week, except during breaks caused by maintenance, updating or servicing, or disturbances or other such reasons. The employer will ensure the availability of its service and let users know if the itemisations are not available for browsing. Any scheduled breaks will be announced well in advance, if possible.

4 Security

E-salary links are formed during a Netbank session for which Nordea's customers are reliably identified. In Netbank, the data communications between the customer and the bank are encrypted, so any third parties cannot see or change the information. The information contained by the e-salary links is protected with an identifier, so it is also impossible for an employee to change the information without it being detected by the employer's service.

The employer's online service must be encrypted using SSL. The employer is liable for the confidentiality, encryption and security of the service as well as for the validity of the information.

5 Agreements

It is easy and quick to start using the e-salary, as the only requirement is an agreement between the employer and the selected e-salary operator. No agreements with banks are required.

Any changes in the implementation of the e-salary will not affect employers who are already using the service.

The employer and the employee should agree between themselves whether paper payslips should be abandoned and replaced with the e-salary service in Netbank.

6 Implementation

Implementation can be agreed with an e-salary operator or a service provider, such as an accounting firm. An e-salary operator offers presentment and browsing service of electronic payslips.

The e-salary operators are Aditro, CGI, Enfo, Maventa and Tieto.

Implementation process for employers:

- The employer can agree on the e-salary service with an e-salary operator or a service provider, such as an accounting firm.
- An e-salary operator offers presentment and browsing service of electronic payslips.
- The employer only needs one agreement to implement the service.
- The employer must ensure that the salary software it uses supports the implementation of the e-salary.
- The software must support the e-salary's file format, which is PaySlip.
- For further information the employer should contact its e-salary operator or salary software provider.

- The employer should inform the employees of the implementation of the e-salary and the new operating model.
- The employer will deliver the electronic payslips to its e-salary operator or service provider.
- The employer will pay the service fees charged by the e-salary operator or service provider.

Implementation process for employees:

- Employees use the e-salary service via Netbank with personal access codes.
- Employees can open their electronic payslips via the e-salary link in Netbank.

PayslipXML 2.0 19.5.2014

http://www.tieke.fi/display/verkkopalkka/PayslipXML_v.2.0

7 Browser window and return to Netbank

Netbank will form a separate browser task, ie a window, for payslip browsing.

If the browser supports Javascript programming language, the window will be formed with the parameters agreed with the employer. If the browser does not support it or if the user has forbidden the use of Javascript, the browser window will be formed with the user's default values. Some browsers, specifically in TV set-tops, do not support windows at all. With these devices payslips will be browsed in the same window as Netbank.

The user returns to Netbank from the employer's service either by closing the browser window or by selecting the Netbank window as the active window.

Netbank session will time out automatically if the user does not return there within 15 minutes from being transferred to the employer's service.

8 Advice and support

E-support for Corporate Customers 0200 67210 in Finnish

The service hours on banking days are 8.00–18.00. On short banking days (New Year's Eve and Maundy Thursday): 8.00–14.00.

Call charge: local network charge or mobile call charge.

Calls from abroad +358 200 67210 (international call charge).

E-support for Corporate Customers 0200 67220 in Swedish

The service hours on banking days are 9.00–16.30. On short banking days (New Year's Eve and Maundy Thursday): 9.00–14.00.

Call charge: local network charge or mobile call charge.

Calls from abroad +358 200 67220 (international call charge).

E-support for corporate customers 0200 67230 in English

The service hours on banking days are 9.00–18.00. On short banking days (New Year's Eve and Maundy Thursday): 9.00–14.00.

Call charge: local network charge or mobile call charge.

Calls from abroad +358 200 67230 (international call charge).

