



Southland Data Processing  
*Employer Solutions with you in mind.*

# Welcome to SDP.

**WE'RE SO GLAD YOU'RE HERE**



# Welcome.

WE'RE SO GLAD YOU'RE HERE

Since 1986, we have helped businesses like yours streamline accounting and payroll, manage human resources, control costs, and stay current with technology, laws, and regulations. Now that we're a part of your team, we'll be looking out for your business too.

## OUR COMMITMENT TO YOU.

### **PUT PEOPLE FIRST.**

When you call, you will speak with a payroll and HR professional who will help you immediately.

### **FOCUS ON LONG-TERM RELATIONSHIPS.**

Our goal is to help your business increase profitability and succeed. Together, we'll work to engage, identify, and execute solutions to achieve your business objectives.

### **BE THE EXPERTS YOU HIRED US TO BE.**

By maintaining internal policies and procedures, training, and continually investing in our team's education to provide you with the expertise you need, we do the heavy lifting so you don't have to.

### **WE BELIEVE IN ACCOUNTABILITY.**

This is accomplished by the direct accessibility of our dedicated client advocates, an annual independent SOC 1/SASE 18 Type II audit, and empowering you with tools to have visibility over tax payments made on your behalf.





# Business Methodology.

## COMMITTED TO TRANSPARENCY

Southland Data Processing is committed to complete transparency with all of our trusted clients and partners. Here's what you need to know about working with SDP.

*Southland Data Processing is SOC 1 / SSAE 18 Type 2 Audited. Even though this certification is not required for private companies, we voluntarily undergo this annual audit.*

*This demonstrates that we've taken the steps necessary to protect the privacy and confidentiality of our clients' data as well as the security, availability, and processing integrity of our systems.*

*Contact us to request a copy of our audit results to review.*

*Our Board of Directors is made up of a number of prominent local business owners.*

### TAX PAYMENT VERIFICATION.

As our client, there's never any question about whether or not your tax payments have been made. We apply for an IRS EFTPS PIN for each of our clients, so you can log in 24/7 to verify your federal payments. Each state has its own verification process. Contact us to learn how to check the status of your applicable state payments.

#### For Banking Transactions

*Our internal controls separate the initiation, processing & authorization of ACH and banking transactions. No individual within our organization is authorized to fully execute wire transfers or ACH transactions alone.*

#### Credible ACH Processor

*Today's regulatory landscape and changing needs of the payroll industry are best met with the resources only a financial institution can provide. All ACH transactions are FDIC insured.*

#### Technological Safeguards

*Amazon Web Servers (AWS), firewalls, change notifications, and analytics keep your data secure.*

#### Operational Security Measures

*We take pride in protecting your data. Our payroll platforms require two-factor authentication. We also require two methods of verification for phone and e-mail inquiries.*

#### Bonded & Insured

*SDP is bonded and insured with Professional Liability Insurance, which includes cyber and data protection, criminal, and professional liability coverage.*

#### IPPA Standard of Ethics

*As a member of the Independent Payroll Providers Association (IPPA), we are committed to high service standards, confidentiality of client information, fiduciary responsibility, objectivity, honesty, and accurate financial reporting.*

### BUT DON'T JUST TAKE OUR WORD FOR IT.

#### Ask our partners

- Yoss Allen Bernstein, LLP
- Match Play Services
- ZayZoon
- Swipeclock

#### Ask our clients

- YWCA San Gabriel Valley
- Hope House
- Forbes Industries
- Cuning Dental Group



## CONTACTING SDP.



### By Phone

We answer the phone! When you call us during business hours, you will not be sent to voicemail or routed through an endless loop of phone prompts. Our team is ready to help you immediately.

**Our business hours are from 8:00 AM – 5:00 PM PT Monday through Friday.**

All individuals who contact us to request information about your account must be authorized contacts. In addition to verifying the name of the person we are speaking with, each contact must also provide us with the company passcode each time they call our client service department.

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*If you have a time-sensitive request, please call:*

*SDP California Office: **909.946.2032***

*SDP Texas Local Phone: **469.444.2755***



### By Email

Our knowledgeable and friendly team of client advocates can serve all of your non-urgent requests via email. To ensure a timely reply, please be sure to include your company code and company name in the subject of each email sent to our support team.

The image shows a screenshot of an email client interface. On the left, there is a 'Send' button. To the right of the 'Send' button, there are three fields: 'To...', 'Cc...', and 'Subject'. The 'To...' field contains a button labeled 'Support'. The 'Cc...' field is empty. The 'Subject' field contains the text 'R001 Sample Company Accrual Benefit setup'.

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*Our typical response time to written inquiries is four hours.*  
**Email: [support@sdppayroll.com](mailto:support@sdppayroll.com)**

*Any off-cycle payroll processing requests sent via email or fax will also need to be confirmed by phone.*

*Please call us upon transmission of any written off-cycle payroll processing request to confirm receipt and to verify your identity.*

## SECURITY.

Protecting your privacy and securing your information is a top priority at Southland Data Processing. With the increased frequency and intensity of cyber-attacks, identity theft, and fraud around the world, we take careful measures to secure the information of your company and your employees. Please be aware of our security policies regarding the release of information on your account as they will be strongly enforced.

## SENDING AND RECEIVING CONFIDENTIAL INFORMATION.

We are committed to doing all that we can to ensure none of your sensitive payroll data gets into the wrong hands. We take security very seriously and want to help you keep your account as safe and secure as possible.

We encrypt all reports and documents containing confidential information (including address, bank account, SSN, pay rates and wages, etc.) through our secure portal, [sdppayroll.myfileguardian.com](https://sdppayroll.myfileguardian.com). Additionally, we will only accept confidential data from our clients via our secure encrypted site.

[sdppayroll.myfileguardian.com](https://sdppayroll.myfileguardian.com)

## PAYROLL DEADLINES.

Payrolls must be processed two business days (excluding weekends and bank holidays) prior to the check date by 2:00 PM PT to ensure employees are paid timely. Please allow an additional business day when the payroll approval period or payday falls on a bank holiday.\*

### 2024 HOLIDAY SCHEDULE

January 1	Monday	New Year's Day	Federal Holiday	SDP Closed
January 15	Monday	Martin Luther King, Jr. Day	Federal Holiday	SDP Open
February 19	Monday	Presidents' Day	Federal Holiday	SDP Open
May 27	Monday	Memorial Day	Federal Holiday	SDP Closed
June 19	Wednesday	Juneteenth	Federal Holiday	SDP Open
July 4	Thursday	Independence Day	Federal Holiday	SDP Closed
September 2	Monday	Labor Day	Federal Holiday	SDP Closed
October 14	Monday	Indigenous Peoples' Day	Federal Holiday	SDP Open
November 11	Monday	Veterans Day	Federal Holiday	SDP Open
November 28	Thursday	Thanksgiving Day	Federal Holiday	SDP Closed
November 29	Friday	Day After Thanksgiving	SDP Holiday	SDP Closed
December 6	Friday	SDP Holiday Party	SDP Holiday	Close at 2 PM
December 25	Wednesday	Christmas Day	Federal Holiday	SDP Closed

*\*Some services may require additional and extended processing windows. A client advocate will notify you prior to enrollment in these services if you will need to process more than two business days before your check date.*

## When will we debit your account?

- **Taxes:** Three business days prior to check date or earliest available date.
- **Direct Deposit:** Two business days prior to check date or earliest available date.
- **Billing:** One day prior to check date or earliest available date.

## **MANDATORY WIRE.**

Due to federal and state regulations, as well as restrictions imposed by Southland Data Processing's ACH processor, mandatory wires are required for transactions including:

- Trust Service Clients (Total Check Net Pay) Over \$100K
- Trust Checks Totalling Over \$100K
- Total Tax Liability (Federal and State Combined) Over \$100K
- Individual Direct Deposit Over \$100K
- Total Direct Deposit Over \$250K

## **PAYROLL DEADLINES.**

If your transaction exceeds one or more of the thresholds above and requires a wire, our team will notify you via email within three hours of your payroll submission. **The deadline for us to receive wires is 12:00 PM PT one business day before check date.**

If you would like to get a head start on preparing your wire, you can find the instructions [here](#). Additionally, if you need any assistance funding payroll, you can learn more about our Payroll Funding Solution [here](#).

## **FULL-TAX SERVICE.**

Our Full-Tax service is designed to minimize the burden of employment-related tax payments and compliance. Southland Data Processing files and deposits applicable federal, state, and local employment tax returns on your behalf. We will also respond to any related inquiries from tax agencies.

## **TAX PAYMENT VERIFICATION.**

If you are enrolled in our Full-Tax service, we use the Electronic Federal Tax Payment System (EFTPS) to pay your federal taxes. Our tax department has applied for an EFTPS Inquiry Personal Identification Number (4-digit PIN) for your organization so you may verify payments made through EFTPS on your behalf at any time.

You will receive the EFTPS Inquiry PIN Letter five days after we have applied for the PIN. This letter will be mailed directly to the business address on file with the IRS. Your Inquiry PIN can only be used to view payment history online. You cannot make a payment online using this PIN. Your PIN should be kept in a safe place and not shared with unauthorized individuals.

To access your payment history online at [www.eftps.gov](http://www.eftps.gov), you will need an internet password in addition to your Taxpayer Identification Number (Employer Identification Number or Social Security Number) and Inquiry PIN.

*To obtain your Inquiry Internet Password, please call 1-800-982-3526. You will be asked for the last eight digits of your Enrollment Trace Number. The Enrollment Trace Number is provided on the EFTPS Inquiry PIN letter.*



We will also need access to each state and local jurisdiction where you are required to file payroll tax returns. For most states, this means the State Unemployment Insurance (SUI) and Withholding websites, user name, password, and any PINs needed to file the returns.

Clients doing business in the state of California will also receive a First Time User Registration Confirmation letter in the mail from the State of California's Employment Development Department (EDD). Clients will need to follow the steps provided in the letter to complete their registration and activate their access to view state payments made to the EDD by Southland Data Processing on their behalf.

As this information is required to file your payroll taxes electronically, please provide our team with the information at your earliest convenience. If we do not receive your information in time, we will be forced to file your payroll tax returns on paper, which can trigger penalties and/or interest for failing to file electronically.

Additionally, please note that there is a **\$250 fee per missing tax ID per quarter** if any state or federal tax IDs have not been provided to Southland Data Processing.

If you have not yet submitted this information to our team, please send your missing tax information to us at **support@sdppayroll.com** with your company ID and company name in the subject of your email at your earliest convenience to avoid additional charges to your account.

## **DIRECT DEPOSITS.**

If you have any employees receiving their paychecks via Direct Deposit, you will need to keep on file an **Employee Direct Deposit Form** for each of these employees. This form can be found at [www.sdppayroll.com/resources](http://www.sdppayroll.com/resources).

Please update this agreement any time an employee's Direct Deposit information changes and be prepared to submit it to Southland Data Processing in the event that you ever need to request a Direct Deposit Reversal.

## **ADDITIONAL SERVICE FEE SCHEDULE.**

Although your payroll processing agreement covers your standard fees with Southland Data Processing, there are occasions where additional service fees may apply.

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*Please refer to the Pricing List for these additional fees,  
or contact our team at 909.946.2032 or  
support@sdppayroll.com for our most up-to-date pricing.*

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## PRICING LIST

Service	Fee*
Multiple Batch	\$40 Each
Adjustments Without Amendment	\$150 Per Quarter
Adjustments With Amendment	\$300 Per Quarter
Adjustment: SSN Correction & Amendment	\$75 Per Quarter
Accrual Setup	\$150 Minimum**
Bank Account Change	\$25 Per Bank Account
Expediated Bank Account Change Request	\$50 Each
Non-Processing Fee (No Payroll in a Month)	\$50 Per Month
Check Date Changes	\$25 Per Instance**
Direct Deposit Corrections	\$25 Per Account Per Employee
Direct Deposit Trace	\$35 Per Trace
Stop Edits	\$25 Per Stop Payment
ACH Edits	\$75 Per Edit
Reprint Return (ex. 941, DE9)	\$25 Per Return
Reprint All Quarter Filing Forms	\$75 Per Quarter
Reprint W-2s	\$25 Per W-2
Tax Support (Partial/Mini Tax Service Clients)	\$75 Per Hour to Research Non-SDP Tax Notices
Change Tax Service	\$25 One Time Fee + \$30 Per Month
Add New State Tax Filing	\$15 Per Additional State Per Month
Missing Tax ID	\$250 Per Quarter

\* Rates/Fees Subject to Change    \*\*Additional Fees May Apply



# Thank you for joining the SDP family!

WE LOOK FORWARD TO WORKING WITH YOU.

We believe in creating special moments during every opportunity to be of service. We invite you to take a moment and enjoy our latest company news, upcoming events, and commitment to serving with unrivaled performance.



Click [here](#) to view our collection of MOMENTS by SDP, brought to you by our team of experienced payroll and HR professionals who are dedicated to supporting your business needs.

For your reference, use this sheet to record your company code, password, and contacts for your payroll account with Southland Data Processing.

COMPANY CODE:

COMPANY PW:

CONTACTS:



Did you have a **positive** experience with SDP? We appreciate your taking the time to review us.

