

Payroll is more than paying your employees and is not always as simple as pushing a button. Before printing checks or making direct deposits, a staggering amount of company and employee data must be checked and updated, reports run and details properly synched to make sure all the numbers line up and payroll can be executed without a glitch. Timely and accurate payroll data is necessary for legal compliance with state and federal tax rules and regulations, as well as reconciliation from quarter to quarter.

Payroll is even more complex for companies that are rapidly growing or have multiple locations because the company payroll team must spend more time handling information, validating information and making corrections. One of Mosaic Consulting Group's earliest customers relies on us to manage all the details of a mobile workforce that spans many locations and countries, where the change is the only constant.

This client, a Mosaic partner since 2012, offers specialty contracting and maintenance services to power companies and oil and gas providers around the world. The company is based in Tampa, Florida with additional offices in Africa, Asia, Australia, Europe, North America and South America, and training centers in North America, Europe, Africa and Asia.

The client has more than 3,400 employees in the U.S. and abroad, with a large contingent of employees who work in multiple locations as engineers. The UKG Pro platform is ideal for this company because it is one of the only HCM systems that supports payroll and tax calculation and reconciliation for employees in multiple locations.

The Challenge

Making sure payroll, taxes and billing are properly executed and documented for employees who work in multiple locations around the U.S. and in other countries at any given time is a complicated task.

The client contracted with Mosaic to implement a new timekeeping system and design an interface.

This company, already a Mosaic Premier Support client, asked Mosaic to set up a company code for their new entity. This would also entail moving all their existing workforce under the parent company to the new company. In the process of implementing this new company, Mosaic found that they were also moving timekeeping systems from Oracle database to EmpCenter, a module of SuccessFactors which is an SAP product. Mosaic supported this move with adjustments to their TimeClock Import Template. The Mosaic Premier Support Consultant served as the client's quarterback on the Mosaic team, providing primary tactical support for this and other projects.

The Solution

The company adopted a new name and transitioned to business as a new entity in 2017. After the company moved to a new timekeeping system and set up autopay for all employees, Mosaic discovered that the proper details were not being imported from their timekeeping system, which led to incorrect payroll taxation and inaccurate billing for employees. Mosaic conducted

an audit, located the source of the errors in the autopay set-up, updated payroll files and created a workaround. Each week, Mosaic takes the company's full timeclock import and parses out the employees that are affected by the issue. The payroll team is then tasked to key or update the location value for those records. This workaround is in place until their time file can support the changes required once auto-pay is inactivated.

"Autopay is fine for employees who work in the same location, but for a transient workforce who travel to projects in multiple locations, it's not the right solution," says the client's Premier Support Consultant.

The Mosaic project team reversed and re-keyed payroll checks for 250-300 variable workforce employees from the August – December 2017 time period, for between one and 18 checks per employee, researching and resolving tax reconciliation issues as they arose.

Because the client's director of the Payroll department travels frequently and is not in the office, the company asked that their Premier Support Consultant work onsite in an FTE role two days a week. The consultant provides payroll support, merges the timekeeping report and UKG Pro report and updates tax codes twice a day each Tuesday in order to mitigate any errors when the company opens payroll and runs the files. She also handles open payroll issues and creates reports to check for HR keying errors that cause payroll open errors, missing direct deposits, pre-check validation reports to ensure sufficient wages for deductions and a myriad of other checks and balances reports that are maturing each week.

"Each tab in the Pre-Check Validation report provides them information about an issue. The idea is to do away with the access database eventually. It is challenging because it's a project within a project," she explains. "From the sound of what I heard after a recent payroll, they had zero errors -- I hope that trend continues!" In spring 2018, Mosaic helped the client successfully sunset the access database.

"We try to make the payroll process as simple and efficient as possible," she continues. "We want to help them with these processes, so they can focus on the bigger picture issues of running their business."

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