

eBook

# Your payroll pit crew

Helping you stay ahead  
of the pack



# Table of contents



**3** Introduction

**4** Pit crew specialists

**5** Strategic support

**6** Preventative maintenance

**7** Scalable options

**8** Tiered service offerings

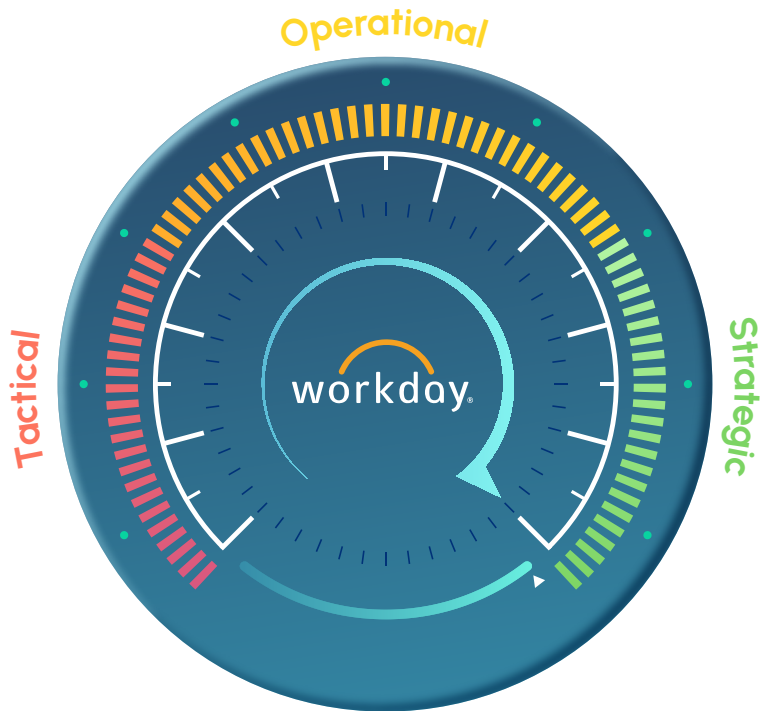
**9** Maximize your value

**10** Rev up business growth

**11** Payroll services tiers

**12** Contact

# As a finance leader, you're used to being in the driver's seat



You have the financial expertise to

- assess risk,
- navigate the unexpected,
- and craft a winning strategy.

Plus, you have an amazing vehicle — **your**

**Workday platform** — powering your success.



*But to achieve a winning race, you need a little extra help. That's where your payroll pit crew comes in.*

# Tactical expertise to boost your efficiency

A driver's team consists of tire specialists, mechanics, and an entire crew skilled at performing specific tasks as quickly as possible — whether that's jacking up the car, changing the tires, or refueling the vehicle.

Similarly, OneSource Virtual's dedicated customer teams apply their specialized expertise to keep your payroll on-time and accurate.

*"My concern is fixing whatever is wrong for the customer so that it stays right going forward."*

Lynette Freeman | Payroll Tax Specialist

Here's a look at the specialists on your crew:



## Payroll specialists

Serve as an extension of your payroll and HRIS team to help navigate your payroll processes and configure payroll codes.



## Tax specialists & processors

Work with your tax department to ensure compliance with paying and filing taxes.



## Garnishment specialists

Handle systems, processes, and procedures related to wage garnishments from intake to letter distribution and payments.



## Payroll processors

Perform all the essential treasury and check distribution functions that come with processing payroll.



**Plus, they're experts on the industry and your Workday vehicle too.**

**Industry:** **20+** Years avg. experience

**Workday:** **10+** Years avg. experience



# Strategic support to get you across the finish line

But it's more than just tactical support during pit stops. Through the car's radio and intercom system, the racecar driver can communicate with key individuals throughout the race. The spotter will warn of anything to watch out for on the track. The race engineer analyzes data to provide in-the-moment advice to the driver. And the crew chief determines the pit strategy, making important calls that could mean winning or losing the race.

When it comes to your role, you need real-time insights and payroll expertise to guide your strategy. Without these, you're driving blind.

**With OSV working as an extension of your team, you'll be empowered to confidently make strategic decisions.**

- ✓ Unmatched transparency and control for clear reporting
- ✓ Best-in-class practices and expertise
- ✓ Real-time analysis for better decision-making
- ✓ Customer-centric tools, including a full suite of apps and OSVSupport

Whatever unforeseen business disruptions you may face, we're here to help you navigate those twists and turns.



# Keep everything running at peak performance

Ensuring a smooth ride means anticipating common failure points — then proactively working to get ahead of them.



Plus, our in-application service model means fewer mistakes, cleaner data, and peace of mind knowing your information is secure in Workday.

**No clunky third-party integrations needed.**

## Preventive maintenance schedule

Here's an overview of the proactive steps we take to ensure you're set up for payroll success:

- ✓ Verify before filing that all rates have been received and notify the customer if any are missing.
- ✓ Utilize RPA in payroll, tax, and garnishment processing to identify or prevent data errors.
- ✓ Verify negative wages, invalid SSNs, mismatched employer/employee taxable wages, and foreign addresses.
- ✓ Continually monitor payroll and fulfillment reader boards that highlight potential risk so we can take action to prevent missed deadlines.
- ✓ Actively work rejections during the filing period and refile with customer updated information.

# Scalable, flexible options



Looking for a payroll partner to manage the entire pay cycle process, providing both strategic and tactical service?

Or do you need just tactical help to reduce time and effort, minimize risk, and lower cost?

*Our tiered service offerings have you covered. Choose what you need today and scale as your needs change.*

# 1 Managed payroll



## Strategic

Go the distance with the **highest tier of our payroll services**, offering full management of the pay cycle process and process improvement to drive quality and efficiencies.

### Standard

You'll get all the benefits of Payroll Administration **plus** a team of specialists to...

- Update Workday period schedules
- Create, load, and balance payroll inputs
- Perform payroll calculations
- Provide standard payroll audit reporting

### Premium

With **premium Managed Payroll**, you will have access to a payroll specialist supported by a team to...

- Calculate exception pay
- Provide customer-specific audit reporting
- Import non-Workday time
- Troubleshoot Workday time
- Perform reconciliation between Workday liabilities and OSV funding
- Provide employee support for payroll inquiries

# 2 Payroll administration



## Operational

As our middle tier payroll service, Payroll Administration means you'll still have in-house resources to process payroll, but you'll have an OSV Payroll Specialist to provide payroll processing direction and support and to answer real-time Workday payroll processing questions.

### Standard

- Payroll process support
- Workday settlement process

### Premium

- All the benefits of the standard tier
- Plus, a team of payroll specialists to configure earnings/deductions and troubleshoot existing configurations

# 3 Net pay



## Tactical

Our **Net Pay** treasury service provides processing and payment of employee checks and direct deposits through OneSource Virtual accounts. Net Pay includes management of payroll treasury funds and exceptions.

At this service level, you will still rely on your in-house payroll team to provide the resources, knowledge, and support for payroll processing and HRIS tasks, as well as redundancies to support unexpected occurrences, such as resource turnover.



# Maximize the value of your resources

When you partner with OSV's payroll professionals, you can reduce internal headcount or reallocate employees to more impactful areas of the business. **Here's a look at some of the value-add projects your internal team will have more time to focus on:**

## Keeping your shop clean

### Cleanliness of data

Bad data leads to increased time and effort spent researching audit variances. When your internal team has time to ensure employee data is accurate, you'll avoid time-consuming corrections and delays.

### Turnover management

With high turnover, your resources will need to allocate more time to on-demand payments like final paychecks and benefit payouts.

### Discipline of time practices

You can also redirect your internal resources to researching missing time, late time, and missing manager approvals to avoid on-demand payments.



# Rev up for business success

## Organic growth

Adding clients, employees, or locations can bring new challenges. But when you shift more payroll tasks to OSV, your internal team will have the time to navigate these changes and keep your organization moving forward.

## Mergers, acquisitions, & divestitures

If change is around the corner for your company, make room in your internal team's schedule for intensive tasks like setting up new codes and payment practices, merging or separating systems, and getting payroll and HR teams trained on what's new.

## Payroll transformation

When you lighten your payroll team's load, you empower them to dive into payroll reports and data, identify trends, and lead the way to payroll transformation for your organization.

## Regulatory changes

With OSV taking on more of your day-to-day payroll tasks, your internal team will have more time to attend industry conferences, learn about the latest payroll legislation, and ensure compliance.



# What kind of support do you need from your payroll pit crew?

Choose from flexible service tiers that can scale as your needs change:

## OSV payroll service tiers

### 1 Managed payroll

You provide time and audit approval. OSV manages the entire pay cycle process.

All the benefits of Payroll Administration, plus a team of specialists to...

- Update Workday period schedules
- Create, load, and balance payroll inputs
- Perform payroll calculations
- Provide standard payroll audit reporting

Entrust OSV with more of the administration of Workday payroll and reduce or free up your internal resources.

### 2 Payroll administration

You complete payroll, and OSV takes care of the rest:

- Process and pay employee checks and direct deposits
- Manage payroll treasury funds and exceptions
- Settle payroll

Choose this option to continue processing payroll in house, while benefiting from a dedicated OSV Payroll Specialist to answer your Workday payroll processing questions.

### 3 Net pay

Your in-house team completes and settles payroll. Then, OSV takes over to...

- Process and pay employee checks and direct deposits
- Manage payroll treasury funds and exceptions

This is the best fit if you plan to train / retain Workday payroll processing knowledge in house and do not need a dedicated payroll support specialist.

# Accelerate to reach your goals

With OSV as your payroll partner,  
you won't have to go it alone.

Find out how we can help you ensure a smooth ride and strategize a winning race at [www.onesourcevirtual.com](http://www.onesourcevirtual.com).

