

PROBLEM  
SOLVING



# Resolving Software Glitch in Directors' Pay Calculations

 +44 24 7610 3333

 [www.corientbs.co.uk](http://www.corientbs.co.uk)

 The Techno Centre, Puma Way, Coventry, CV1 2TT,  
United Kingdom



In the world of finance, CPAs are the sentinels of economic veracity.

~ Thomas Mitchell



## Introduction

In 2023, our client encountered a significant challenge when a software glitch caused incorrect calculations for directors' pay.

## Client Reach-Out:

- The client approached us when they discovered discrepancies in the calculations of directors' pay due to a software glitch.

## Identified Solutions:

- To address the issue, we took proactive measures. Firstly, we meticulously checked the year-to-date (YTD) details for all staff to identify the extent of the problem.
- Subsequently, we promptly contacted the payroll support team and maintained constant communication until a resolution was achieved.

## Challenges Faced:

Implementing the solution posed several challenges.

- One major hurdle was the need to update figures with HM Revenue & Customs (HMRC) due to the implications of incorrect data.
- Reaching out to HMRC proved to be challenging, requiring multiple attempts to ensure accurate records.

## Overcoming Challenges:

- To overcome these challenges, we adopted a multi-faceted approach.
- Initially, we collaborated closely with the support team to re-process pay runs, rectify erroneous data on the portal, and ensure accuracy in calculations.
- Additionally, we engaged with HMRC to update our records on their portal, thereby aligning our data with regulatory requirements.

## Result Achieved:

Through concerted efforts and collaboration, we successfully resolved the software glitch and corrected all discrepancies on both internal and HMRC portals.

- The accountant overseeing the process expressed satisfaction with the outcome, marking a successful resolution to the challenge.

## Conclusion:

This case study highlights our commitment to proactive problem-solving, effective communication with stakeholders, and dedication to achieving optimal outcomes for our clients. In addressing the software glitch, we demonstrated resilience, resourcefulness, and expertise, ultimately delivering a solution that met the client's needs and expectations.



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**CPAs don't just navigate numbers; they navigate the ethical landscapes of financial responsibility.**

~ Amanda Green

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