



Payroll



Corient's Dedication to Detail: Resolving Complex Payroll Discrepancies Between Xero and Brightpay

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Introduction

At Corient, we take pride in solving complex payroll issues for our clients. Recently, a client faced a critical payroll journal mismatch between Xero and Brightpay, involving over 50 employees. This case study showcases how Corient addressed this challenge with dedication and attention to detail, ensuring accurate reconciliation and timely results.

The Problem?

- The client's payroll journal entries in Xero did not match those in Brightpay.
- The discrepancy affected over 50 employees, potentially compromising financial reporting and compliance.
- The client needed immediate assistance to resolve the issue due to the time-sensitive nature of payroll processing.

Corient Solution

- Conducted a thorough review of the client's payroll records to identify the discrepancies between Xero and Brightpay.
- Decided to manually reconcile payroll journal entries despite lacking specific experience with manual journal corrections.
- Focused on aligning payroll data accurately in both systems to ensure proper financial reporting and compliance.


**The best accountants
are the architects of
financial legacies.**

– Laura Anderson 

Challenges Faced

- The team had limited experience manually correcting payroll accounting journals, adding complexity to the task.
- Reconciliation involved detailed payroll data for over 50 employees, increasing the stakes.
- The client emphasised the urgency of resolving the issue within a tight deadline.

Overcoming the Challenges

- The team worked additional hours, staying late by two hours to meet the client's expectations and resolve the issue promptly.
- Despite limited experience with manual reconciliation, the team adapted quickly by relying on past payroll records for guidance.
- Maintained clear communication with the client throughout the process to ensure expectations were met.

Results Achieved

- Successfully reconciled all payroll journals in Xero, matching them accurately with Brightpay.
- The client's financial reporting and payroll compliance were fully restored without delays.
- Corient's swift and dedicated response allowed the client to meet payroll deadlines and avoid potential errors.

Conclusion

This case highlights Corient's ability to resolve complex payroll discrepancies, even when facing unfamiliar tasks and tight deadlines. Our team's dedication, attention to detail, and willingness to go the extra mile ensured a successful outcome. No matter the challenge, corient remains committed to providing reliable and efficient payroll solutions.



**Behind every good
business is a great
accountant.**

– Anonymous

