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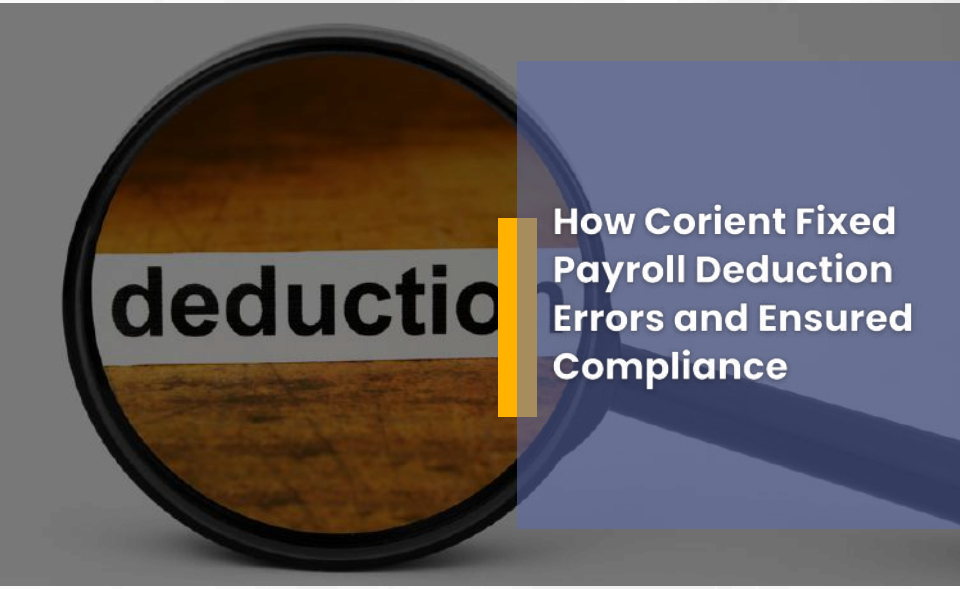

How Corient Fixed Payroll Deduction Errors and Ensured Compliance

Highlights

1. Resolved incorrect **payroll deduction** allocations
2. Rolled back and **reprocessed payroll** from April 2024
3. Ensured **accurate salary payments** and **HMRC compliance**
4. Restored employee trust and **prevented future payroll issues**

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Introduction

When payroll deductions go wrong, the effects ripple beyond numbers — they affect **employee satisfaction**, trust, and legal compliance. One client came to **Corient Business Solutions** after discovering incorrect deduction allocations in their payroll system.
Corient's team quickly analysed the issue and implemented a comprehensive fix that realigned payroll processing with accuracy, transparency, and compliance at its core.

The Initial Problem: What Went Wrong?

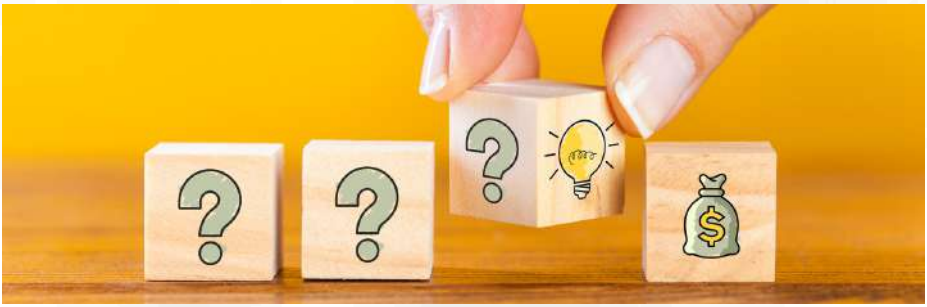
The client found that specific deductions were incorrectly **applied to net pay** rather than **gross pay**. While subtle, this error had significant consequences:

❌ Salary miscalculations
❌ Compliance risks
❌ Delays in accurate payroll processing

The issue needed immediate attention to prevent **discrepancies in employee compensation.**

Corient's First Solution: The Fix

Our first step was to attempt real-time adjustments within the current payroll month. This approach aimed to resolve the issue **without disturbing historical payroll data.**
However, the changes did not fully resolve the misallocations and introduced complexities that made accurate tracking difficult. It became clear that a more **structured rollback** was necessary.



The New Problem: A Surprise Roadblock

When initial adjustments failed, Corient **rolled back and reprocessed payroll** from the start of the financial year (April 2024). This brought a new layer of complexity:

⚠ Re-running payroll accurately
⚠ Identifying and correcting every underpayment and overpayment
⚠ Manual reconciliation to ensure nothing slipped through the cracks

Corient's Second Solution: Fixing the New Problem

To deliver a clean, accurate result, Corient followed a five-step solution:

📅 **Step 1: Rolled Back Payroll to April 2024**
Started fresh from the beginning of the tax year for complete visibility and accuracy.

🔍 **Step 2: Audited Payroll Settings and Deductions**
Reviewed deduction parameters to identify where misallocations occurred.

📝 **Step 3: Conducted Manual Salary Reconciliation**
Calculated differentials were caused by previous errors, flagging overpaid and underpaid employees.

⚙️ **Step 4: Reprocessed Payroll with Correct Allocations**
Ensured deductions were linked correctly to gross pay, aligning with best practices.
We applied insights from our payroll outsourcing services to structure the correction process precisely.

📊 **Step 5: Verified Results and HMRC Compliance**
Checked all calculations against system reports and confirmed final submissions were compliant.
This step aligned with our approach to delivering effective statutory compliance services.

The Final Outcome: Success Story

With the re-run completed and deductions accurately placed, the client achieved:
✅ Accurate salary payouts
✅ Improved employee trust
✅ Full alignment with HMRC expectations

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What the Client Said

★★★★★

"Corient made what felt like a payroll nightmare disappear. Their systematic approach and deep expertise ensured we stayed compliant and got it right."

Key Takeaways: Why This Matters for Businesses

This case study proves that **payroll errors can quickly snowball,** from misallocated deductions to compliance failures. A reactive fix might not be enough. You need a strategic partner who can correct the issue and prevent it from recurring.

At **Corient,** we do more than correct payroll problems — **we protect your business from future risk.** Whether it's:

- ✓ Net vs gross deduction issues
- ✓ Payroll rollback and reprocessing
- ✓ Ensuring compliance with HMRC

We help you **process payroll confidently and correctly** — every time.

🚨 **Concerned about payroll accuracy?**
Let's solve it before it affects your team and your business.