



Fixing Payroll Journal Mismatches in Xero and Brightpay: A UK Firm's Success Story

Highlights

- 1 Resolved **payroll mismatches** affecting over **50 employees**
- 2 Manual reconciliation of journal entries **between Xero and Brightpay**
- 3 Met tight **payroll deadlines** with accurate reporting and compliance
- 4 Demonstrated **flexibility, adaptability, and dedication**

Introduction

At **Corient**, we pride ourselves on tackling even the most challenging payroll and accounting issues. A recent case involved a client facing a **critical payroll journal mismatch between Xero and Brightpay**. With more than 50 employees affected and payroll deadlines approaching, the pressure was immense. This story highlights how our team rose to the challenge, delivering fast and flawless results through precision, communication, and an unyielding commitment to detail.



The Initial Problem: What Went Wrong?

The client discovered that **payroll entries recorded in Xero didn't align with Brightpay data**, leading to discrepancies that impacted over 50 staff members. These inconsistencies posed a serious threat to both **financial reporting** and **payroll compliance**. Given the **urgency of payroll processing**, the client urgently needed expert intervention.

Corient's First Solution: The Fix

Our team initiated a **comprehensive payroll audit** to pinpoint the exact mismatches. The issue required **manual journal reconciliation**—a task the team wasn't regularly assigned but one that couldn't be avoided.

Despite limited experience, we focused on **realigning payroll data across both platforms**, ensuring each figure matched and upheld compliance standards. Our expertise in **payroll outsourcing services in the UK** gave us the edge in handling urgent corrections swiftly and confidently.



The New Problem: A Surprise Roadblock

As we delved deeper, new challenges surfaced. Manually reconciling payroll journals for **more than 50 employees** became increasingly complex. The team lacked direct experience in manually correcting this scale, adding another layer of pressure.

To complicate matters further, the client emphasised that **resolution had to be immediate** to ensure timely salary disbursement and maintain internal compliance protocols.

Corient's Second Solution: Fixing the New Problem

Here's how we overcame this challenge step by step:

Step 1: Extended Commitment

The team extended work hours, staying late by **two extra hours** to meet the tight turnaround.

Step 2: Adaptive Approach

Despite limited manual reconciliation experience, the team referred to **historical payroll records** and internal standards to guide the process.

Step 3: Meticulous Reconciliation

Each entry was individually audited and manually aligned between **Xero and Brightpay**, maintaining flawless attention to detail.

Step 4: Transparent Client Collaboration

We kept communication lines open, updating the client regularly and offering reassurance that the issue would be resolved without delays.

OUTCOME



The Final Outcome: Success Story

Every payroll entry was successfully reconciled, with **Xero data now perfectly matching Brightpay records**. The client could **process payroll on time**, fully restoring their **financial accuracy and compliance**. What began as a complex and unfamiliar task was a testament to our team's ability to **adapt under pressure and deliver results**.

What the Client Said



"Corient handled a highly stressful situation with total professionalism. They took ownership, kept us informed, and got the job done on time. We couldn't have asked for a better partner."

Key Takeaways: Why This Matters for Businesses

- ✓ **Even unfamiliar challenges can be overcome** with the right mindset and methodical approach.
- ✓ **Manual reconciliation**—when urgent—requires accuracy and deep attention to detail.
- ✓ Strong **client communication** builds trust, even under tight deadlines.

If your business has payroll or reporting issues, our **outsourced accounting experts** are ready to help with proven strategies and seamless execution.