



How Corient Resolved Duplicate Employee Accounts in Smart Pension: A Success Story in Payroll Outsourcing

Highlights

- 1 Smart Pension Portal Issues
- 2 Manual Re-entry of Pension Contributions
- 3 Effective Communication and Collaboration with Smart Pension
- 4 Successful Outcome: Corrected Employee Records and Contributions



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Introduction

In April, Corient onboarded a new client who had previously worked with another accountant. Unfortunately, the client faced a serious issue regarding duplicate employee accounts created in the **Smart Pension portal**. This created confusion and complications in the pension process. Corient's mission was clear: to resolve the problem swiftly and efficiently while ensuring the client's satisfaction.

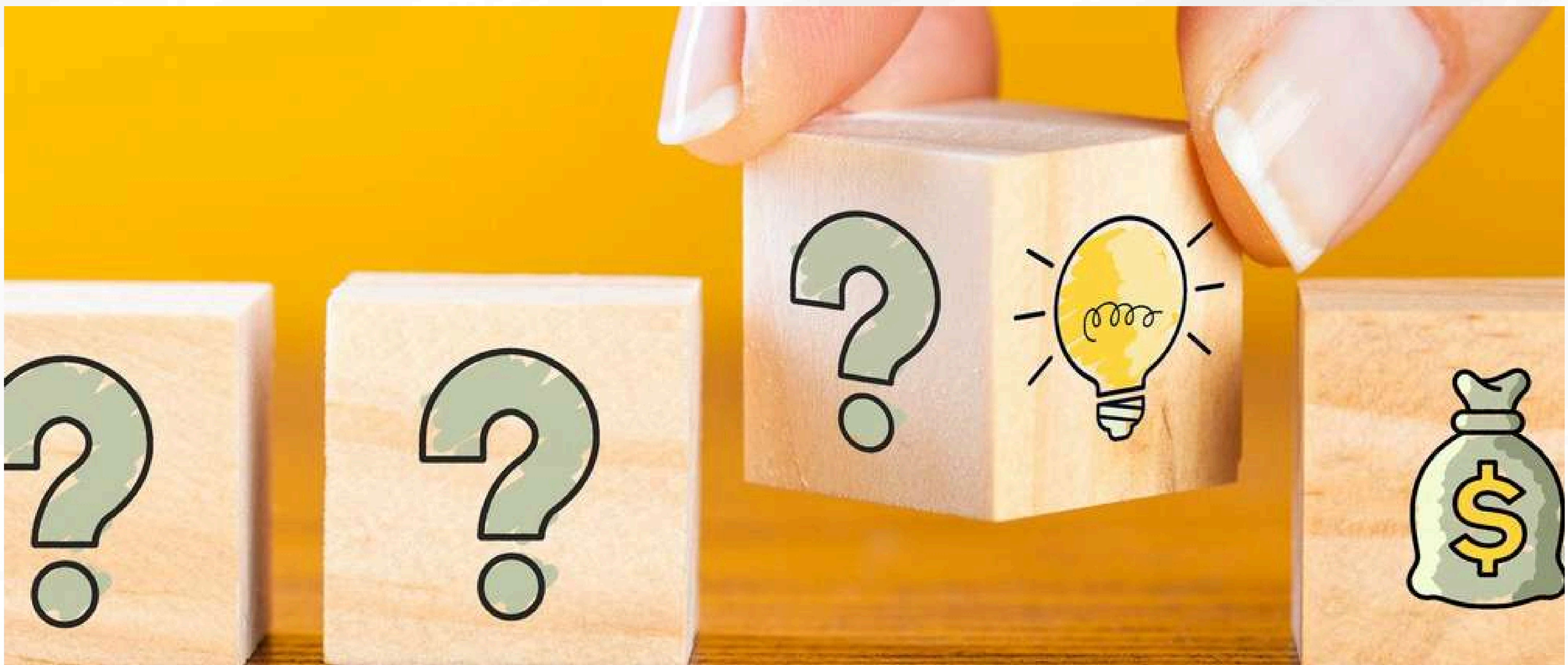


The Initial Problem: What Went Wrong?

The client reached out with concerns about duplicate employee accounts in the **Smart Pension portal**, which were created by their previous accountant. These duplicate accounts caused significant issues with pension contributions, and the client needed help to correct this situation as quickly as possible.

Corient's First Solution: The Fix

To tackle the problem, Corient's first step was to reach out to **Smart Pension** directly to understand how to proceed with removing the duplicate accounts and transferring the pension contributions to the correct accounts. This was a critical step in the process to prevent any further complications with the pension records.



The New Problem: A Surprise Roadblock

After the duplicate accounts were identified and removed, a new challenge emerged. The pension contributions for the affected employees needed to be held for one month. As a result, the team had to manually re-enter the pension contributions for the past **four months** to ensure the correct records were updated for all employees involved. This presented an additional hurdle that was more time-consuming and labour-intensive than initially anticipated.

Corient's Second Solution: Fixing the New Problem

To resolve the issue effectively, Corient took the following steps:

Step 1: Contacting Smart Pension: Corient reached out to **Smart Pension** to inquire about the procedure for removing the duplicate employee accounts and adjusting the pension contributions.

Step 2: Client Collaboration: Corient then sent an email to the client requesting them to forward the communication to **Smart Pension**, authorising the removal of duplicate accounts and adjustments for any **refund amounts** that were needed.

Step 3: Manual Data Re-entry: After receiving confirmation, Corient manually re-entered the pension contributions for the past four months to ensure the accurate submission of contributions to the original employee accounts.

Step 4: Final Adjustments: The necessary changes were made, and all records were corrected, ensuring there were no remaining errors.

OUTCOME



The Final Outcome: A Success Story

The **duplicate employee records were successfully removed**, and all pension contributions were assigned correctly to the correct accounts. The client was delighted with the outcome. As a result, the client expressed their gratitude:

What the Client Said



"We were initially frustrated with the errors in our Smart Pension portal, but Corient's prompt and professional assistance turned the situation around. They not only fixed the issue but ensured that we wouldn't face future challenges. We are grateful for their support in navigating this issue."

Key Takeaways: Why This Matters for Businesses

- **Collaboration is Key:** Working directly with clients and partners (like Smart Pension) ensures smooth and efficient resolution of issues. In fact, leveraging outsourced payroll services can streamline processes and help avoid such problems in the future.
- **Attention to Detail:** Manual adjustments can be necessary, but ensuring accuracy is critical in maintaining trust and reliability. This is where **accounting automation** plays a crucial role in minimising errors and improving efficiency.
- **Proactive Communication:** Keeping the client informed and involved in the process helps ensure a seamless experience. This is why many businesses look to outsourcing accounting services to ensure their operations run smoothly and efficiently.