

Uncovering and Correcting Systemic Payroll Errors Across Client Accounts

The Client

An accounting firm managing payroll for approximately 50 client accounts, including owner-operator businesses and multi-employee organizations across multiple industries.



Challenges

As the firm's client base expanded, existing payroll processes failed to support increasingly complex compensation structures and compliance requirements.

- › Bonuses, commissions, and other earnings were processed as regular pay without proper classification or compliance review.
- › Payroll instructions were submitted informally, creating inconsistencies and limited documentation.
- › Systemic payroll errors impacted employment insurance, vacation accruals, and termination pay calculations across multiple client accounts.
- › Lack of standardized payroll controls prevented issues from being identified before compliance risks escalated.

Solution

VensureHR partnered with the firm to identify payroll compliance gaps, correct historical inaccuracies, and implement stronger payroll governance processes.

- › Conducted comprehensive payroll audits across affected client accounts to identify misclassified earnings and compliance impacts.
- › Reclassified bonuses, commissions, and related earnings to ensure accurate payroll calculations and reporting.
- › Corrected vacation balances and employment insurance contributions where possible.
- › Implemented standardized payroll intake protocols requiring proper earnings classification and supporting documentation.
- › Introduced escalation procedures for incomplete or unclear payroll instructions.
- › Provided payroll compliance training to improve internal understanding of earnings classifications and regulatory requirements.

Results

The firm strengthened payroll accuracy and compliance oversight across its growing client portfolio.

- › Prevented further payroll compliance exposure across all client accounts.
- › Improved accuracy in processing bonuses, commissions, and related payroll calculations.
- › Restored client confidence through proactive remediation and process improvements.
- › Increased visibility into payroll compliance risks across the organization.
- › Established consistent and scalable payroll governance processes.

Business Impact

By implementing structured payroll controls and standardized processes, the firm transitioned to a more scalable and compliance-focused payroll model. Payroll operations are now managed with greater accuracy, consistency, and oversight, enabling the organization to better support its growing client base while protecting its professional reputation.