

# What Are Insights and Triggers for Perfect Payroll?

Understand the real-time alerts and rules that help clients, partners, and internal teams catch payroll errors before they impact employees.

## Overview

Insights and Triggers for Perfect Payroll is a proactive alert system within isolated that monitors employee records, timekeeping data, tax configurations, and payroll results in real time. It surfaces discrepancies, missing data, and compliance risks before payroll is finalized – giving clients, partners, and internal payroll teams the visibility they need to act quickly and accurately. Perfect Payroll does not create or configure the rules that trigger insights; it surfaces what other modules (time, HR, benefits, payroll) already detect based on their own setups. Think of it as a single consolidated view of outstanding items across the system that could impact payroll accuracy.

Each insight is assigned a severity level (Critical, High, Medium, or Informational) and a triggering condition. Insights are grouped into six categories:

- Personal Identification Discrepancies
- Employment Details Inconsistencies
- Payroll Processing Errors
- Banking and Payment Issues
- Employment Compliance Concerns
- Tax and Wage Anomalies

## How To Use Insights and Triggers

Each insight is automatically triggered by the system based on the conditions described below. Review each insight within your payroll workflow and resolve any flagged items before finalizing payroll.

### Personal Identification Discrepancies

#### SSN Duplicate (Critical) – HR Team

- Trigger: A Social Security Number (SSN) is a duplicate of another SSN in the system.
- Action: Alert if two or more employees share the same SSN.

#### SSN Invalid (Critical) – Employee

- Trigger: A Social Security Number (SSN) is invalid for general purposes.
- Action: Check for SSNs with incorrect length, invalid characters, or values starting with 0 or 9. Also flags employees with an EIN or ITIN that have W-2 data on file.

#### SSN Invalid W-2 EIN ITIN (Critical) – Employee

- Trigger: A Social Security Number (SSN) is invalid for W-2 or ITIN purposes.
- Action: Check for SSNs with incorrect length, invalid characters, or values starting with 0 or 9. Employee has an EIN or ITIN with W-2 data.

### SSN Missing (Critical) – Employee

- Trigger: A Social Security Number (SSN) is missing from the employee's record.
- Action: Identify records where the SSN field is blank.

## Employment Details Inconsistencies

### Incomplete Address (Medium) – Employee

- Trigger: Incomplete address information.
- Action: Check for a missing state, city, zip code, or street address.

### Birth Date Missing (Medium) – Employee

- Trigger: Missing birth date.
- Action: Identify employees with no birth date on file.

### SOC Code Missing (Informational) – HR Team

- Trigger: Missing Standard Occupational Classification (SOC) code.
- Action: Verify that each job role has an associated SOC code.

### HPI Employee Rule (High) – HR Team

- Trigger: Missing HPI Catch-Up Deduction.
- Action: Employee is a Highly Paid Individual (HPI) but does not have a valid HPI Catch-Up Deduction Code configured in the Deferred Compensation plan setup. No catch-up deduction will be applied.

## Payroll Processing Errors

### Mismatched Time Entries (High) – Manager

- Trigger: Time entries are mismatched.
- Action: Compare reported time in payroll with timekeeping system records.

### Empty Timesheets (High) – Employee

- Trigger: Timecards are empty.
- Action: Alert for employees who have blank timesheets with no time entered.

### Missing Timesheets (Medium) – Employee

- Trigger: Timecards lack verification.
- Action: Alert for employees who have not submitted (verified) timesheets for the pay period. Covers the following verification scenarios:
  - Timecards lack employee verification.
  - Timecards lack supervisor verification.
  - Timecards lack manager verification.
  - Timecards lack organizational supervisor verification.
  - Timecards lack organizational manager verification.

- Management verification is required but neither manager nor supervisor has verified.
- Supervisor verification is required but no supervisor is assigned to the employee.
- Manager verification is required but no manager is assigned to the employee.

#### Unapproved Bonuses and Commissions (Informational) – Manager

- Trigger: Bonus or commission earning error.
- Action: Detect bonuses or commissions lacking authorization. Will call out all bonus and commission amounts paid.

#### Unusual Pay Rate Changes (Medium) – HR Team

- Trigger: Unusual pay rate changes detected.
- Action: Flag unauthorized changes in pay rates. Will call out discrepancies between payrolls.

#### Overlapping Schedules (Medium) – Manager

- Trigger: Timecards have overlapping schedules.
- Action: Alert when employee scheduled hours and worked hours do not match. Generates three alert types.

#### Employment Period Warnings (Medium)

- Trigger: Timecard has a disbursement outside of the employee's employment range.
- Action: Alert when an employee has a timecard adjustment on a date for an earning that falls outside their employment period.

### Banking and Payment Issues

#### Duplicate Bank Accounts (High) – HR Team and Payroll Team

- Trigger: A duplicate bank account is detected for an employee.
- Action: Alert if multiple employees share the same direct deposit account number.

#### Holidays (Informational) – Payroll Team

- Trigger: Banking holidays near the payroll run that may affect pay dates.
- Action: Notify users of upcoming bank holidays through the UI to ensure timely payroll submission.

#### Inconsistent Overtime Payments (High) – Payroll Team

- Trigger: Overtime payment or hours anomaly detected during payroll processing.
- Action: Ensure overtime payments align with hours worked and company policy. Covers the following conditions:
- Employee is out of their scheduled work hours.
- Employee has exceeded their scheduled work hours.
- Worked hours exceed normal scheduled hours.
- Weekly total hours exceed the weekly limit.
- Employee exceeded maximum contiguous working hours.
- FLSA exempt employee has overtime.

## Employment Compliance Concerns

### Invalid Benefit Plan Setup (Informational) – HR Team

- Trigger: Invalid benefits setup.
- Action: Check for incorrect classifications affecting overtime and benefits.

### Invalid Employee Classification (High) – HR Team

- Trigger: Invalid employee benefit.
- Action: Check for incorrect classifications affecting overtime and benefits.

### Invalid Benefit Plan Setup – Dependency (Informational) – HR Team

- Trigger: Invalid employee benefit plan dependency.
- Action: Check for incorrect classifications affecting overtime and benefits.

### Invalid Tax Jurisdiction (High) – Payroll Team

- Trigger: Legal Tax ID is invalid or missing.
- Action: Review tax jurisdictions to ensure Legal Tax IDs are accurate and present.

### Unauthorized Tax Jurisdiction (Critical) – Payroll Team

- Trigger: Unauthorized state tax, unauthorized tax jurisdiction, or unauthorized tax jurisdiction withheld.
- Action: Identify employees in locations where taxes cannot be withheld.

### Benefit Enrollment Anomalies (Medium) – HR Team and Benefits

- Trigger: Discrepancy detected in benefit enrollment based on eligibility.
- Action: Detect discrepancies in benefit enrollments. Covers the following conditions:
- Benefit plan cost band missing.
- Benefit plan cost band missing premium.
- Employee benefit plan cost band missing.
- Employee dependent benefit plan cost band missing.
- Employee eligibility rule benefit coverage group ineligible.
- Employee eligibility rule benefit plan ineligible.

### Employee Accrual Anomaly (Medium) – HR Team

- Trigger: Employee accrual override differs from base.
- Action: Monitor inconsistencies in the accrual of paid time off.

### Accrual Anomalies (Informational) – HR Team

- Trigger: Accrual override inconsistency detected.
- Action: Monitor inconsistencies in the accrual of paid time off. Covers the following conditions:
- Employee accrual override differs from the previous override.
- Employee accrual previous override differs from base.

### New Hire Not in New Hire File (Medium) – HR Team

- Trigger: New hire is not in the new hire file.
- Action: Confirm inclusion of new hires in the appropriate file.

### Unsupported Special Characters in Name or Address (Medium) – HR Team

- Trigger: Invalid W-2 characters detected.
- Action: Names should not contain characters unsupported on tax forms like W-2.

### New Hire in New Hire File With Missing Data (High) – Employee

- Trigger: New hire is in the new hire file but has missing required data.
- Action: Confirm new hires in the file have all required data, such as SSN.

## Tax and Wage Anomalies

### Zero Net Pay (Medium) – Payroll Team

- Trigger: Zero net pay anomaly.
- Action: An employee paid in payroll has a net pay of zero.

### Negative Wages or Taxes (Medium) – Payroll Team

- Trigger: Negative wage or taxes anomaly.
- Action: Flag negative values, which could indicate data entry errors.

### Excessive Wages or Hours (High) – Manager

- Trigger: Excessive wages or hours anomaly.
- Action: Alert for wages or hours significantly above the average or exceeding workweek limits. Covers the following conditions:
  - Excessive hours anomaly.
  - Excessive net pay anomaly.
  - Excessive rate anomaly.

### Tax and Deductions Not Taken Due to Insufficient Net Pay (Medium) – Payroll Team

- Trigger: Deduction or garnishment not collected due to insufficient net pay.
- Action: Show the shortage amount of a scheduled deduction or garnishment.

### Variance in Taxes (Medium) – Payroll Team

- Trigger: Tax variance anomaly.
- Action: Monitor for discrepancies in Medicare, Social Security, Unemployment, and Disability taxes on a per-payroll and yearly basis.

### Approaching Tax Limits (Informational) – Payroll Team

- Trigger: Approaching tax limits anomaly.
- Action: Alert when an employee is nearing the Medicare additional tax threshold or the Social Security wage base limit.

### Excessive Payroll Amounts (High) – Payroll Team

- Trigger: Excessive payroll amounts anomaly.
- Action: Alert when total payroll amounts are significantly above the average.

### Excessive Employee Payroll Amounts (Medium) – Payroll Team

- Trigger: Excessive employee payroll amount anomaly.
- Action: Alert when a single employee's payroll amount is significantly above the average.

## Best Practices

- Resolve all **Critical** and **High** severity insights before finalizing payroll to avoid compliance issues and payment errors.
- Ensure flagged items are reviewed and addressed promptly by the appropriate team – HR, Payroll, Manager, or Employee – to ensure timely resolution before payroll is finalized.
- Review **Informational** insights regularly – while they do not block payroll, they may indicate configuration gaps or data quality issues that compound over time.
- SSN-related insights (Duplicate, Invalid, Missing) should be prioritized immediately as they directly affect W-2 filing and tax compliance.
- For timesheet-related insights, confirm that verification requirements (employee, supervisor, manager) are configured correctly in the system to reduce false alerts.
- Check for the Holidays insight before each payroll run to ensure pay dates are not impacted by upcoming bank closures.

## FAQs

### What is the difference between severity levels?

- **Critical:** Highest-priority issues that require immediate attention before payroll is finalized (e.g., duplicate or missing SSN, unauthorized tax jurisdiction). These do not block payroll processing but represent significant compliance and accuracy risks.
- **High:** Significant risk that could result in compliance issues or incorrect payments if not addressed.
- **Medium:** Moderate risk; should be reviewed and resolved in a timely manner.
- **Informational:** Low-risk alerts for awareness or configuration review; do not block payroll processing.

### Can insights be customized or turned off?

- Insights cannot be individually turned on or off within Perfect Payroll. Each insight is driven by the setup of the underlying module – for example, time insights are controlled by your time module configuration, and benefit insights by your benefits setup. If an insight is appearing, it reflects how that module is currently configured. The only exception is legal services (such as state tax jurisdictions), where enabling or disabling the service determines which related insights are active.

### What should I do if an insight appears repeatedly for the same employee?

- Recurring insights typically indicate an underlying configuration or data issue. Review the employee record and the associated setup (e.g., tax jurisdiction, deduction codes, benefit plan) to identify and resolve the root cause.