

A Successful Payroll

Our goal is to provide a hassle-free, error-free payroll processing experience for you and your employees. Please take a minute to read and understand our submission guidelines and best practices so that, together, we can achieve a successful payroll every time.

Payroll Submission

Timely payroll submissions will help us ensure we provide accurate and timely payments to your employees. In order to allow us enough time to meet direct deposit and delivery deadlines, payroll must be submitted to us by noon, but no later than 1:00 pm CST, and approved no later than 3:00 pm CST two (2) banking days prior to the pay date. eESI cannot be responsible for direct deposit or delivery delays if this submission deadline is not met. If payroll is submitted or approved after this deadline, there will be a late processing fee of \$137.50 applied to your invoice.

Off-Cycle Payrolls

Effective April 1st, 2019, requests for payrolls outside of your normal processing schedule will result in an off-cycle processing fee of \$15.00 per employee. We understand compliance needs for issuing final payments to terminated employees may require an off-cycle payroll and we will waive the fee in these instances.

Payroll Approval

We do our best to ensure an accurate payroll processing every time. Please help us in that endeavor by reviewing and approving the payroll prior to posting. We always appreciate the confidence you place in us. Our ultimate goal is error-free payrolls for you and your employees.

Making Changes or Special Arrangements

Notify your Payroll Specialist of any changes (change of status, rate, wage garnishments, etc.) or special arrangements prior to submitting payroll. This will help prevent the payroll from getting processed before realizing changes or special arrangements needed to be made. We recommend you also confirm your changes were received. If you are trying to eliminate the paper process, many of these changes may be completed online in your Manager Portal as well.

New Hires

Employees must complete new hire paperwork before starting any work for your business and submitted to eESI immediately. New hire paperwork submitted the day of payroll will delay the payroll processing time. If critical information is missing, the employee may not get paid timely. To utilize our electronic employee onboarding system, please reach out to us for a demo. The onboarding system is already included in your service and will save you time and headaches.

Employee Terminations

Submit the termination immediately to your Payroll Specialist; preferably on the day of termination. This helps us in collecting any outstanding monies owed to your business and cancel all benefits. Benefits are continued for an employee and covered dependents through the end of the month in which the termination is received by eESI. Insurance carriers will not allow us to back date any terminations, so please be sure to submit the termination to us immediately. If terminations are sent the day of payroll processing, we cannot guarantee they will be processed in time for payroll or that premiums will be timely cancelled.

Certified Payroll Reports

It is essential that we know a job is certified prior to processing the payroll. If we are unaware that a job is certified, payroll may not be processed in the required format needed for generating the WH347 certified reports and we may not be able to provide them to you. However, you may still request that we create the reports for you on a basis of \$25 per page and would require extra processing time due to the manual nature of creating these reports.

Self-service Technology

We want to be sure that you and your employees take full advantage of the technology available to you. Our Manager Portal and Employee Portal offer great self-service features such as address changes, rate changes, status changes, payroll submission, PTO balances, view current benefit elections, view and print pay stubs and W2's and many more. Please reach out to us if you would like to view a demo or schedule additional training.

Electronic Paystubs

Paystubs are available to employees to view on the Employee Portal as soon as payroll has been posted. If there is an error on the employees' pay, this allows us time to get it corrected prior to the pay date. This can be turned off at your request for special circumstances (i.e. bonus runs), but please speak with your Payroll Specialist before submitting the payroll.

Special Reports

We do our best to make sure you are provided with the necessary reports on the Manager Portal, however if additional reports are needed that require customization, this is available at an additional fee. Please [contact us](#) for more information.