Payroll and Workforce Support Services

Technology enabled.
Service driven.
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“Our human capital and tax professionals work together to meet your diverse payroll needs.”

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Payroll and Workforce Support Services

Today’s global workforce is subject to increasingly complex laws in the areas of immigration, labor/employment and tax, potentially exposing businesses to significant monetary and reputational risk.

For this reason, human resources and tax professionals are often anxious to see if their policies, processes and systems are efficiently meeting workforce management and tax performance standards.

By bringing our experienced professionals together in tax and human capital from more than 100 countries and localities, we add continuity and efficiency to our suite of workforce support services.
Our holistic approach helps drive efficiency, continuity and effectiveness in your workforce management processes and systems.
Payroll delivery is becoming increasingly complex. Globalization, technology, compliance, business user and employee demands now require more experience than ever to manage this complexity.

Our global and local experience helps businesses streamline their payroll delivery, increase efficiency, and navigate complexity.

Services overview

Payroll and workforce management transformation
- Performance diagnostic and assessment
- Operational improvement, process design
- Globalization readiness assessment
- End-state design and validation
- Technology evaluation and advisory
- Delivery and implementation
- Data management effectiveness

Risk and compliance
- Wage and hour compliance assessment, design and implementation
- Payroll compliance assessment, design and implementation
- Internal audit outsourcing or co-sourcing of human resources and payroll
- Payroll control development, assessment and implementation

Program and change management
- Project planning, project tracking, resource planning, quality assurance, issue/risk management
- Organization change readiness analysis
- Integrated communication/Change management planning and execution
- Stakeholder analysis and targeted communications planning

Payroll sourcing advisory
- Outsourcing/insourcing business case development
- Vendor governance model development and implementation
- Vendor consolidation strategy
- Outsourcing provider evaluation and analysis
- Outsourcing contract negotiation advisory, service level design

Helping raise performance in global payroll operations
Getting a handle on potential gaps and risks in employment tax operations can be challenging, particularly for large employers with numerous entities operating across multiple jurisdictions.

Our federal, state and local tax professionals support businesses in evaluating their employment tax policies, processes, procedures and systems and in maintaining compliance and mitigating risk.

Services overview

**Tax process review**
Staff interviews, data analysis and random sampling in areas of:
- Cash management
- Employee masterfile and pay/deduction transactions
- Recordkeeping
- Federal, state and local reporting
- Efficiency/accuracy safeguards
- Reconciliation and third-party oversight

**Risk and controversy**
We assist in tax audit defense, resolving notices and preparing voluntary disclosure agreements with taxing authorities

**ET Rapid Assessment™**
Businesses access our secure web-based portal or schedule an on-location meeting to complete an assessment questionnaire to receive a report highlighting potential risks and opportunities in their employment tax operations management. We co-develop an action work plan based on results.

**Tax configuration review**
Our federal, state and local taxability research is compared to system settings for pay and deduction codes to uncover settings and attributes creating tax calculation and reporting errors.

**Tax system implementation support**
Adding our experienced professionals to the system implementation team adds integrity to employment tax processes while freeing resources to focus on their routine responsibilities. Areas of focus are data migration planning and implementation, design and specifications and testing and data sampling.

**Co-sourcing, routine on call**
Our qualified professionals are available to meet the employment tax needs of businesses whether it be staffing, training or responding to one-off questions.
A short-term business traveler (STBT) typically operates outside formal expatriate assignment policies, and increasingly, creates unintended tax and immigration obligations for businesses all over the world. Our holistic approach addresses these risks through a global professional network powered by technology.

Services overview

**EY Travel Risk and Compliance (EY TRAC)**
Helps organizations monitor and assess their STBT risk in real time for tax and immigration in more than 100 countries (and their local jurisdictions)

**EY TRACER**
A smartphone application that allows employees to track their location by picking up the GPS signal on their cell phones

**EY Calendar**
Used in conjunction with EY TRACER, assists employees and their employers in tracking work locations by day and year

**Policy and design**
Our professionals help businesses design and implement an STBT program tailored specifically to their organizational culture and applicable governance requirements

**Tax compliance and advisory**
Our professionals assist businesses in accessing their business and employer tax risks for federal, state and local taxing authorities and in meeting their compliance and controversy requirements

**Immigration compliance and advisory**
Ernst & Young LLP has the largest network of immigration practitioners in the world to help businesses and their employees receive accurate and reliable immigration services in real time

Helping raise performance in short-term business travel compliance
Starting in 2015, employers must have systems and processes in place to support the health care coverage and reporting requirements of the Affordable Care Act including the ability to receive, track, monitor and respond to Exchange notices and meet new IRS information reporting requirements.

Services overview

Leveraging our existing Work Opportunity Tax Credit (WOTC) Services infrastructure, we can help manage the full spectrum of ACA implementation, including working with the Exchanges, educating employees on their coverage options, meeting reporting and compliance requirements, and helping to mitigate unforeseen penalties and taxes.
Unemployment insurance (UI) can be a significant employment-related cost and, unlike many other business taxes, can be directly influenced by management performance and organizational behavior. Unemployment insurance costs can vary significantly from one year to the next depending on structural changes (e.g., mergers or acquisitions), UI benefits charged to the employer’s account, changes in the UI wage base, adjustments in the base UI tax rates and fluctuations in special assessments (e.g., state bond or interest surcharges).

Services overview

Separation notice review and response
Our technology and people work with you to help establish that separation notices from state unemployment insurance agencies receive complete and timely response.

Benefit statement review
We review state UI benefit statements for accuracy, protest inappropriate charges and work to resolve errors that have an adverse impact on the employer’s UI rate.

Claims hearings
We represent businesses in claims hearings and provide training for representatives testifying on the employer’s behalf.

Benchmark reports
Customized reports are created that measure key performance areas such as responses to separation notices, successful and unsuccessful claim protests and areas where the business can improve.

Tax rate management
Our experienced professionals verify the accuracy of UI rates and surcharges, protest incorrect rates and assessments and plan and implement statutory elections such as joint-rate account and voluntary contributions and provide data necessary for budgeting and forecasting.

News and insights
Clients receive alerts concerning late-breaking developments in unemployment insurance, income tax withholding and employee benefits and the monthly newsletter Payroll Perspectives.

Helping raise performance in unemployment insurance management
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About EY

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