

What to Expect for Payroll Processing

Obsidian HR's Payroll Processing

After successfully transitioning from Obsidian HR's Implementation Stage to Service Delivery, clients will be able to take control of their payroll processing responsibilities, alongside a dedicated Payroll Services Consultant. This document will serve as a general guide of what to expect with payroll processing and outline the responsibilities of employers for Obsidian HR effectively process your payroll. We will work together to ensure your employees are paid accurately and on time.

Advanced Notice Reminder

The success of your business and Obsidian HR's ability to ensure compliant operations (including pay) relies heavily on work site locations. If at any time you decide to hire an employee in a new state, a current employee moves (even locally, as there may be local taxes and respected changes), or a new position is added, Obsidian HR requests an advanced notice of 30 days to ensure the proper steps are taken. More information about the Advanced Notice for Work Site Locations and the subsequent form can both be found in the Client Playbook.

Payroll Services Consultant

As an Obsidian HR client, you have a dedicated service team working to ensure your business' success. Team Aspen fields questions and addresses your concerns about Human Resources, Benefits, Workplace Safety, Tax and Compliance, and Payroll Processing. Because of the importance of continuity in payroll processing, each client is assigned a Payroll Services Consultant.

You'll work closely with your assigned Payroll Services Consultant as you regularly submit your payroll for processing, troubleshoot changes to payroll, and make changes to your work site locations.

Employer Responsibilities

For Obsidian HR to process your payroll in an accurate and timely matter, the employer must adhere to the following responsibilities:

- Provide a 30-day Advanced Notice of Work Site Locations Changes
- Submit payroll to your Payroll Services Consultant by 12:00 PM MT, 3 days prior to pay date
- Approve or reject Time-Off Requests
- Notify your Payroll Services Consultant as soon as you are aware of terminating an employee or immediately after termination
- Include PTO/Vacation Payout for final checks
- Reviewing data prior to submitting to your Payroll Services Consultant
- Maintaining and updating employee data after data uploads

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Employer Interactions with Payroll Processing

Outside of your normally scheduled payrolls, Obsidian HR may reach out to employers if audits are taking place, and vital communications and reminders (holidays, minimum wage changes, etc). Additionally, your Payroll Services Consultant will attempt to contact you using the information on file if your payroll is not submitted on time to rectify the situation. Late submissions may occur, and Obsidian HR will do their best to mitigate any negative impacts.

Employee Interactions with Payroll Processing

In the event that one of your employee contacts Obsidian HR with help regarding their paycheck, it is Obsidian HR's policy to reach out to the employer who will determine the best course of action.

Payroll Changes and Maintenance

Employers are responsible for maintaining their workforce in isolved. Changes such as part-time to full-time, salary changes, hourly rates, etc. are to updated by employers.

Employers can direct all questions to their dedicated Payroll Services Consultant by emailing them at help@obsidianhr.com or by calling 303-802-2055.