Back Office Activity Guide

Welcome to the Back-Office Activity Guide. In this guide, we will guide you through different exercises to put your payroll and billing TempWorks knowledge to the test.

**Keep in mind this activity guide is designed for a test system. Always consult with your manager or team before running payroll/invoicing or updating anything in a live system.**

**Software included in this guide:**

* [Enterprise](http://kb.tempworks.com/help/appstempworkscom-workarounds) – TempWorks’ computer application based full front and back office software
* [Beyond](http://kb.tempworks.com/help/beyond---how-to-log-in) – TempWorks’ browser based front office software for use on your computer and mobile device
* [HRCenter](http://kb.tempworks.com/help/hrcenter-overview) – TempWorks’ online application and on-boarding software

* [WebCenter](http://kb.tempworks.com/help/webcenter-vs-hrcenter) – TempWorks’ online web portal for your employees and customers to communicate information

This workbook is first separated into three different levels of knowledge:

Levels

[Level 1: The Basics 1](#_Toc23763498)

[Level 2: Intermediate 4](#_Toc23763499)

[Level 3: Advanced 6](#_Toc23763500)

Each level is separated into roles: Payroll, Billing, and Accounts Receivable.

**Instructions:**

* This guide has been designed so you can fill it out electronically or print it out for your convenience.
* Check off each item as you complete them in the TempWorks Demo system
* There are spaces to enter names/IDs to help you remember which records you created
* The brainstorming questions at the end of each record section are made to help you think about different scenarios. There can be multiple correct answers to each of these questions, so we recommend discussing them with your team or other coworkers.

# Level 1: The Basics

This is the first level which focuses on all the basic payroll and invoicing functionality including setup, time entry, proofing, and payroll/invoice runs. It also introduces AR to enter and complete invoice payments.

**Payroll**

[ ]  A new employee just filled out a paper direct deposit form, enter their direct deposit information.

[ ]  The new employee would also like their paycheck stubs emailed to them, what do you do?

[ ]  An employee wants 10% of their pay sent to a different bank account, set up the secondary account

[ ]  Enter time for 5 people, 3 have overtime hours

[ ]  An employee walks in with a timecard that has hours from 2 weeks ago - Enter their time

[ ]  Set up a mileage reimbursement for one employee getting paid this week: $ 0.15 per mile @ 45 miles

[ ]  Run a proofing session for the 5 people

For your reference, enter the proofing ID here:

**Proofing Run ID:**

[ ]  Complete a payroll run with the 5 people

For your reference, enter the payroll run ID here:

**Payroll Run ID:**

[ ]  One employee had their dog eat their check, the check amount is correct, but they need a new one to cash, what do you do?

***Brainstorm:*** If an employee wants to update their tax information or direct deposit, can they do this online? If yes, what steps do you need to take to facilitate this? If no, where do I enter this information?

**Billing**

[ ]  A new customer has just signed a contract, set up their billing information:

* Set billing frequency to weekly
* Invoice Method: Email
* Invoice Recipient: Supervisor

[ ]  The new customer wants invoices separated by worksite, document this

[ ]  Set the invoice terms to Net 30 days from date of invoice

[ ]  Set the customer’s default worker comp to MN 8810

***Brainstorm:*** What other steps might you take when a new customer signs a contract? Can you upload the contract to refer to it later?

**Accounts Receivable**

[ ]  You received 3 checks that pay off 3 different invoices from customers, enter this information in the system (include check number)

[ ]  Post the payments

***Brainstorm:*** What are 3 search field options that can be helpful when you don’t know the invoice number the check should be for?

# Level 2: Intermediate

This level builds on what you did in level 1 while adding in a few more adjustments, corrections, and additional payroll/billing functionality.

**Payroll**

[ ]  An employee just filled out a paper W-4, document the following information on the employee:

* Marital Status = Married
* Federal exemptions: 3
* State exemptions: 3

[ ]  You receive a new child support notice, set up a child support with the following information:

* $65.75 per pay period but no more than 50% of total net pay
* Pay to Belvard County (or applicable county in your system)
* Case Number: 123456789

[ ]  5 people working for a company are getting paid holiday pay this week. Enter their regular and holiday time

[ ]  2 employees turned in late timecards, enter their time for this week and last.

[ ]  Enter 8 hours of sick time for one employee

[ ]  One person has received a bonus for $50 from the customer (we bill back $60) & wants it on a separate check

[ ]  One employee received a raise this week, update their assignment and timecard to reflect this

[ ]  Run all time entered through proofing and payroll

For your reference, enter the IDs here:

**Proofing ID:**  **Payroll ID:**

[ ]  A customer calls stating an employee worked 5 hours less than what was reported on their timecard, the check has been printed but not sent out yet. Correct this check.

***Brainstorm:*** Why would you use a different pay code for bonus or holiday pay or sick time vs. keeping all the hours on one transaction?

**Billing**

[ ]  Customer says their week ends on Thursdays, document this

[ ]  You have a customer who follows California laws (old law) for overtime, document this

[ ]  You have a customer who is over their credit limit, set a hold on their record

[ ]  A customer requests that all invoice line items have a PO number listed on the invoice

[ ]  Customer calls to let you know they have 2 PO numbers: AB123 & XYZ876 Document this on their record

[ ]  2 direct hire assignments are ready to be billed – Create the direct hire invoice

[ ]  Customer changes their billing address, update their last invoice and their record

[ ]  Complete an invoice run for one or more customers

***Brainstorm:*** What is the difference between a Cost Center and a PO number and when is it better to use one vs. the other?

**Accounts Receivable**

[ ]  A customer gives you a check for $3,000 pay as many invoices as you can with it.

[ ]  A customer sends you an early payment that was $30 less than the total amount

* Apply the payment
* Write off the remaining balance as an early payment credit
* Log a message with the reason for the write off

[ ]  A customer overpays an invoice by $200 and wants to save the balance for a future invoice, where do you document this?

For your reference, enter the following information here:

**Customer Name:**  **Invoice Number balance is on:**

***Brainstorm:*** When is it better to use find invoices section vs. quick pay vs. lockbox feed?

# Level 3: Advanced

This section reviews all the information you’ve already learned and throws in a few curve balls for more advanced payroll and invoicing related functionality.

**Payroll**

[ ]  A new employee needs to fill out a W-4 form. How can I send it to them?

[ ]  An employee starts working a job that will require traveling and working in different states, but they should only be taxed by the state they live in, where do I document this?

[ ]  You receive a notice for a levy against one of your employees, the total amount to pay back will be $40,000

[ ]  A new employee has opted in to health insurance – create their health insurance adjustment

[ ]  An employee was given a $100 cash advance and will pay it back $20 each week from their paycheck

[ ]  A new employee states they are completely exempt from federal taxes, document it on the employee’s record

[ ]  An employee received a bonus for assembly:

* The customer pays 50 cents per pallet completed & we bill back at 62 cents per pallet
* Employee completed 100 pallets

[ ]  Pay 3 employees and link timecards to 2 of them

[ ]  Enter time for 2 1099 employees

[ ]  Complete a payroll run to pay a Vendor

For your reference, enter the payroll run ID here:

**Payroll Run ID:**

[ ]  Complete a run to pay contractors

For your reference, enter the payroll run ID here:

**Payroll Run ID:**

[ ]  A customer wants to give an employee a $500 bonus after taxes, enter that into time entry.

[ ]  An employee has opted into receiving a pay card, set them up on a new pay card

[ ]  A customer calls stating an employee worked 7 hours less than what was reported on their timecard, the check has already been sent out and cashed - Correct this check

[ ]  A customer calls stating an employee worked an additional 3 hours than what they were paid last week - Make this correction

***Brainstorm:*** What reports can you run to verify payroll amounts, tax amounts, and adjustments?

**Billing**

[ ]  Create a bill only transaction for a drug test charge (3 tests @ $20 each)

[ ]  Run through proofing

[ ]  Mark transaction as not payable

[ ]  Complete a weekly invoice run

For your reference, enter the invoice run ID here:

**Invoice Run ID:**

[ ]  Complete a monthly invoice run

For your reference, enter the invoice run ID here:

**Invoice Run ID:**

[ ]  A customer calls to have an invoice corrected, an employee worked 5 less hours than what is on the invoice, make this correction

[ ]  Add an ACA Surcharge to a customer and recalculate the last invoice to show this surcharge

[ ]  Update a PO number on an invoice that has already been posted

[ ]  Customer called to request 1 invoice instead of 2 separate invoices, merge 2 invoices together

[ ]  A customer you corrected an invoice for previously, called again and said the correction made was a mistake, undo the correction made on the invoice

[ ]  Create an invoice email template that is customized for one of your customers

[ ]  A customer wants a new PO number set for next week’s billing for all active employees assigned to them, document this in the system

[ ]  A customer’s billing address has changed, update it in the system and correct the last invoice to match the new address

***Brainstorm:*** Why would you log a message on an invoice?

**Accounts Receivable**

[ ]  Pay 3 invoices

[ ]  Apply an overpayment of $200 to a new invoice

[ ]  A customer requests a statement of all their current open invoices, where can you find this information?

[ ]  Add a $15 credit card fee to an invoice and pay it

***Brainstorm:*** Why would you create a zero-dollar invoice?