

CASE STUDY

HOW OUR TIMEKEEPING IMPROVED PAYDAY FOR ALL



Employees' time is precious; their money is even more so. Still, you'd be surprised how many companies experience a breakdown in payroll tracking, creating stressful payday issues for their associates.

A [QuickBooks study](#) found that 91% of businesses have experienced a timesheet error. The same report revealed that 40% of companies experience those errors weekly, and 13% see them daily. The result? [1 in 4 employees](#) say they've seen mistakes in their paychecks.

Paycheck consistency is crucial for building trust between employer and associate. At Integrity Staffing Solutions, we prioritize nurturing a good-faith relationship between clients and associates — which is why we decided to take a long look at the state of our timekeeping and expense system.

THE PROBLEM: KEEPING IT ALL STRAIGHT.

ISS connects clients with associates looking for seasonal, part-time, temporary, and full-time work. No matter the duration of the assignment, associates need to feel confident that their paychecks will accurately reflect the work they've put in.

For our company, the struggle was verifying and validating payroll discrepancies with multiple manual timekeeping solutions. If a time sheet was unclear, untotaled, or unusable in any way, recruiters would have to backtrack to get it right.

Consequently, errors occurred. Associates' paychecks and clients' invoices would arrive late or incomplete. If employees don't trust that their paychecks will arrive on time or in full, a job situation feels less stable. They're likely to start looking for more secure work options if they don't feel supported.

And if these mistakes occur regularly enough, clients can't guarantee that their associates will be paid promptly. That's a quick way to see a dip in retention. Plus, that's the kind of red flag that frustrated former employees might share with their networks to dissuade them from working somewhere.

That's not the kind of relationship we want our clients and associates to have. So, we streamlined.

THE SOLUTION: SOUNDING THE (BULL)HORN.

We want our associates to feel appreciated, and we want our clients to show associates how much they value them. To do that, we decided to overhaul our timekeeping and expense-tracking platforms.

ISS now uses Bullhorn Time & Expense (BT&E), an electronic capture and approval system. The solution allows clients to do real-time invoice and attendance tracking so fewer things fall through the cracks and associates receive everything they've earned each payday.

BT&E integrates with our applicant tracking system to help clients cater to associates' unique needs. Here are a couple of features we've found useful:

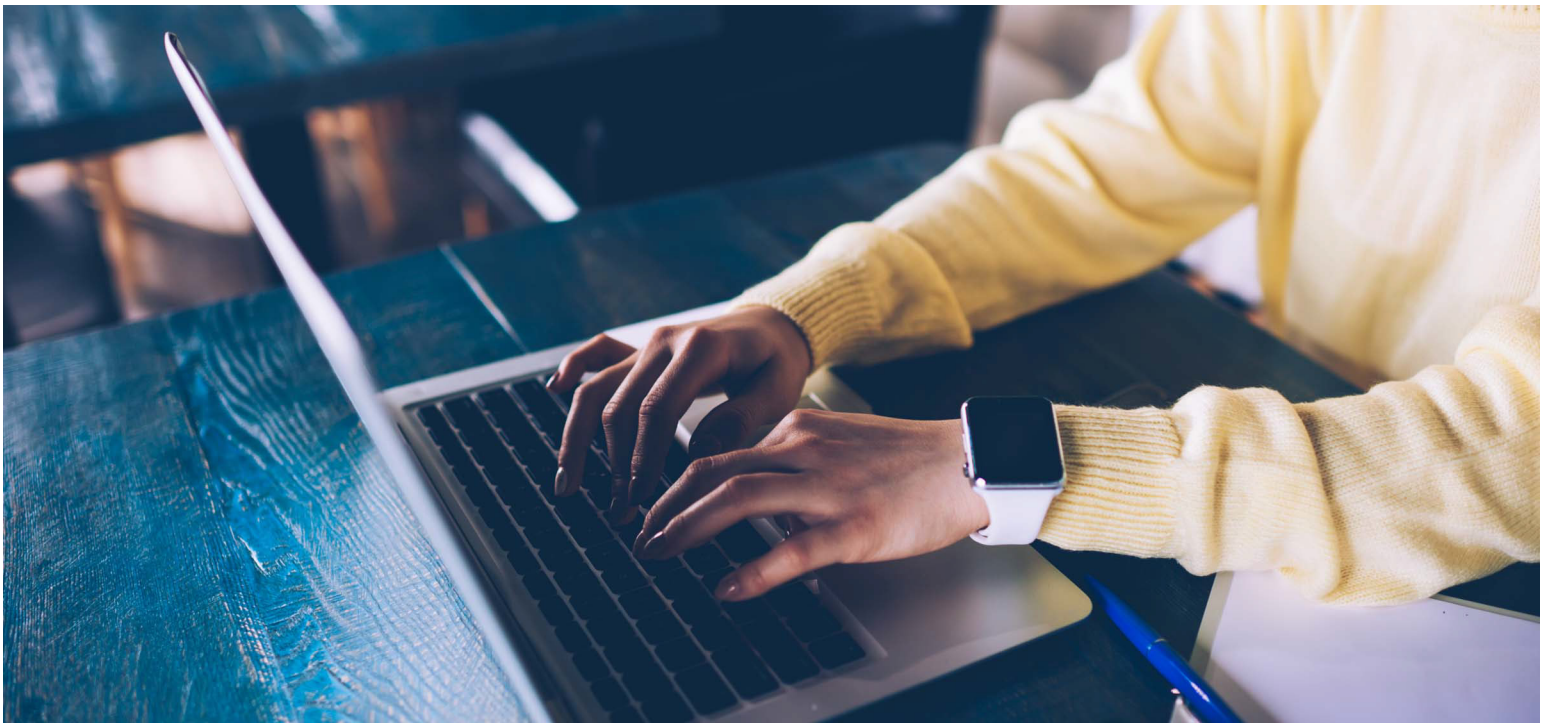
Physical/virtual time clock: Some clients require associates to manually punch in and out each day. With BT&E, associates can enter the last six digits of their Social Security number into the on-site tracking box each day, and then the system compiles it all at the end of the week.

Associates who use desktops can enter the same information at their workstations when they clock in and out each day. The digital process keeps data secure and exact so fewer discrepancies happen.

Associate and client web time entry: We have associates whose workdays don't necessarily start in an office or at a desk. In that case, we encourage them to clock in from wherever they are.

Associates can access timesheets from their desktop, mobile device, or tablet and enter their corresponding start and end times. Then, the sheet is emailed to the supervisor at the end of the week for approval. Supervisors don't have to log in to the platform to sign off, but the clients who need to do so can do it on the BT&E online portal or app.

A cleaner, more current timekeeping process helped our clients deliver greater value to their associates. Fewer payroll issues were left to chance, and we could confront issues before they materialized.





THE RESULTS: GAINING CLEARER INSIGHT.

With the BT&E platform, our time tracking and expensing achieved some much-needed precision. Here's what it allowed us to do for our clients and associates:

1. More granular breakdowns: The BT&E ATS integration allows us to track and process payroll more accurately and efficiently. By capturing and segmenting associate information by department, shift, and supervisor, we helped our clients improve their planning. They can apply those findings to their peak-season planning and budget expenses to ensure associates are paid every cent they've earned.

2. More defined attendance patterns: BT&E doesn't just provide us with precise reporting capabilities. We can monitor attendance to see which associates work for our clients and when. Hours can be accurately calculated, and if someone is routinely late or misrepresenting their timesheets, the information is there. Our clients can even see if someone didn't show up so they can reach out, figure out why the associate isn't there, and arrange for a substitute worker. This saves the client from paying someone who wasn't there that day.

3. More realistic client expectations: When we understand our clients' needs, we're of better service to them and their associates. With BT&E, we can regularly review the timekeeping process and determine which metrics are the most helpful on their invoices. Is it absences? Daily breakdowns? Cumulative hours?

If we have this understanding at the start of the client relationship, we can improve payment accuracy and delivery and nurture the client-associate relationship.

4. A happier payday: In the end, all that matters is that our associates wake up on Fridays with full — and accurate — bank accounts. Morale stays high, attrition decreases, and associates feel good about the work they've done as they head into the weekend.

LET'S TALK.



Integrity Staffing Solutions is a full-service staffing agency and ranks in the top 2% of agencies across the country for quality service based on ClearlyRated's "Best of Staffing" client survey.

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