
From: Amber Lowe
Sent: Sunday, 11 September 2022 17:56
To: amberlowe.itpro@gmail.com
Subject: RE: Late Bal Roseville WE 8/21/2022

Hi Cynthia,

I now understand that the garnishment check should not be included in the documents sent to the client.

Thank you for the explanation regarding the garnishment. When I looked at it, it looked to me like the ach deposit receipt.

I wanted to address these emails sent to the client this morning. From your response to the client, it seems to me that from your perspective, these were very serious infractions and a deviation from expected response or action, so I just wanted to clarify where I need to make corrections so that this situation is not repeated in the future. I have provided explicit examples for clarification.

In this email that was sent to the client last night at 6:54 PST. (8:54 CST) You followed up the client in an email stating the email had been acknowledged but not processed. I had responded to the client as it is customary that the email with the LATE HOURS for Roseville had been received and would be processed ASAP. They sent the email right before 5:00pm, I had finished working on the Weekly WATSUN payroll that I didn't receive until late in the afternoon, at around 4:30pm sent out the approval request but received no response back, I had already completed the weekly Roseville payroll and I knew it would be a late file because by 6:30pm it wouldn't be processed today. Then the next email was concerning the Late File for MODSAT, that was sent by the client at 6:33pm PST, (I had already left for the day)but in your response to the client at 11:00 PM CST, your responded with an apology, that the email had not been acknowledged, but the hours were ready, and they would be posted in the morning. Lastly, The email that was sent to client in regards to the garnishment check that I had included with the ACH file, The email sent to the client was a clear statement that I had made a enormous mistake, and it was confirmed when I received the email from you, Bcc'd Matt and Jared, demanding and explanation as to why I would do such a thing, and demanding how and why I would even consider what I did to be a viable option. There wasn't any explanation from you as to why this was considered such a huge mistake on my part. Why it had to be pointed out to the client that it was a mistake when the client hadn't questioned the document.

From: Balance Time Cards <balancetimecards@balancestaffing.com>

Sent: Wednesday, August 24, 2022 6:33 PM

To: Cynthia Barrios <cbarrios@mvppayroll.com>; TimeBAL <TIMEBAL@mvppayroll.com>; Amber Lowe <Amber.Lowe@vensure.com>

Subject: LATE MODSAT WE 8/20/2022

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

Good afternoon,

Please see the below pay file WE 8/20/2022

Thank you

-Rebecca

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***** IMPORTANT PAYROLL MESSAGE ***** Due to September 5th, Labor day, please submit time cards at the end of business day [Friday 9/2/2022 noon](#) **later than Tuesday 9/6/2022 by 9:00 am.** Payroll checks will be distributed on Friday, 9/9/2022.

RE: LATE MODSAT WE 8/20/2022



Cynthia Barrios

To ○ 'Balance Time Cards'; ○ TimeBAL; ● Amber Lowe

COMPLETED

NEED TO COMPLETE

BALANCE 177

Follow up. Completed on Thursday, August 25, 2022.



LOCATIONDD.CHECKS_177_2022724.PDF
116 KB

Thank you,



Cynthia Barrios
Payroll Supervisor

P: 800.409.8958 ext: 372112

D: 847.582.4861

A: [1751 Lake Cook Rd. Suite 600. Deerfield, IL. 60015](https://www.google.com/maps/place/1751+Lake+Cook+Rd,+Suite+600,+Deerfield,+IL+60015)

W: [Vensure.com](https://www.vensure.com) | [LinkedIn](#) | [Facebook](#) | [Twitter](#) | [Instagram](#) |

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From: Cynthia Barrios <Cynthia.Barrios@vensure.com>

Sent: Wednesday, August 24, 2022 9:02 PM

To: 'Balance Time Cards' <balancetimecards@balancestaffing.com>; Cynthia Barrios <Cynthia.Barrios@vensure.com>
Lowe <Amber.Lowe@vensure.com>

Subject: RE: LATE MODSAT WE 8/20/2022

Hello-

These were not acknowledged, my apologies. They are ready and will be posted in the morning.

Company	Notes	Payroll	Cutoff Date	Pay Date	Approval Pending
177 BALANCE OUTSOURCING, LLC		2022724 (M)	08/24/2022	08/26/2022	

Thank you,



Cynthia Barrios
Payroll Supervisor

P: 800.409.8958 ext: 372112

D: 847.582.4861

I may not have a clear understanding of what is expected of me. How should I of handled this situation? In the first instance, I responded that the email had been received and would be processed ASAP, I didn't feel it necessary to point out to the client that it couldn't be processed at that moment because of the time of day the client sent in the request. I had marked it unread and with two follow up notifications to complete in first thing in the morning.

According to your email to client, my actions were not correct, you apologized, and you offered a solution; However, to my knowledge , the solution you provided was the only outcome that was possible because by the time the email was received. It was 8:30 CST the AR dept had already left for the day. In my mind I figured, I had sent out the approval for WATSUN about 20 min before this and I had not received anything back from the client, and it was a late file. I assumed they were gone for the day and would be arriving in the office around the same time I do, so, if need be, I could communicate any issues, then. However, at this point, I didn't realize that there were any issues.

In the second instance, I didn't respond that it had been received, because it was received at 6:33 pm PST 8:30 CST and I had just left. However, as soon as I arrive, I know what must be completed so while going through my emails and following up on the files that I knew had to be completed when I came in, I see emails to the client, apologizing for files that I haven't gotten a chance to do, and client has no knowledge of because it is 3 hours before they arrive into the office.

I am sure you can see how these two almost identical situations each handled in the opposition to one another and both instances being wrong to the extent that the situation needs to be addressed by a supervisor to the client. It could be confusing for someone not as experienced, due to the contradiction. I don't like reading emails where there must be apologies made upon my behalf for mistakes so pertinent to the process, that the client must be made aware of the issue and the then apprised of the outcome.

I understand now that I am not supposed to send the garnishment location doc to the client, but I was never told this before. I looked in the client notes, there wasn't any information. I needed to get this completed, I had 12 other payrolls including other Balance payrolls, the crew, momentum, finish line, great hire, ESI, Multi teams, and I had late files and corrections coming in as well, I made a judgement call and sent the garnishment check along with the ach file.

I still do not have a complete understanding as to the impact of me sending this document, I did not receive an email back when I responded to your email demanding and explanation as to why I did this and why I thought this was correct. This was not an malicious intentional act. I used my best judgement based upon the knowledge I had been previously given.

I just want to do a good job, complete processes as required and expected, I do not want to appear to be, nor do I want to be considered incompetent to my superiors, colleagues and especially the clients.

So, to avoid this situation in the future, it would be very helpful if you would explain:

1. What I did wrong.
2. How my actions were incorrect , and what should I have done in this situation that would not have required an apology to client.
3. (For Clarification) Proper Procedure : When communicating with the client, is it customary to point out situations or instances that are beyond our control, or behind scenes

workings, including additional actions that may need to be taken because an unexpected issued arrived, but the issue has no bearing upon expected outcome by the client?

4. When a late file is received at a time that is outside or the processing time due to scheduling, or when it was received by me, or whatever it may be, how should I handle that communication with client?
5. If an unexpected document is sent to the client, should I explicitly point out the reason they should not of received the document, explanation of our inner processes, and then an apology for the document of been sent?
6. what actions should I take if I am not on the clock, and I have no access to required programs to fulfill an outside business hours request made by the client? Do I tell the client the email was received? But tell them that it can't be processed for whatever reason, even if the reason is expected and customary? i.e. it is 8:30 pm and the client sends in a request for late hours to be processed.
7. Many times, I am not cc'd on the replies to the clients for tasks that are completed. To my knowledge the tasks aren't needing to be completed because I was given ample amount of time to complete the process, given an explanation and given the opportunity to learn about situations that may arise that are unexpected, where I can witness the process and get an idea of the processes what needs to occur in this situation. I am not notified that they are being pulled back and done by someone else, so many time I am completing tasks that have already been done. After, I complete the process send a notification of the completed task to the client, I am then asked why I did that because it was already done. However, at times only a portion of the process is completed and then left for me to pick it up, but I am not told to do it, so I it's really a toss-up if I am going to get severely chastised in front of the client but not in an email directly to me, for completing a task a second time or see an email to the client apologizing in no uncertain terms for my incompetence.

It can be very confusing when at night I make my morning agenda, to be sure to complete needed tasks in the morning or on a certain schedule, after lunch for instance, and they have been moved, or completed, or a portion of the process has been done, with the expectation for me to complete it , and I haven't been told to do it, but somehow I should be able to decipher from the email communication to the client if I should act or not. When every client is different, and every instance of training has been different, expectations of each supervisor is different, each one expecting me to go about communication, processing, client communication, times lines for completion, time zones, and the limitations that I have due to that I do not have access to the client printers, my adobe is working half the time, cut off times for processing and check routings are dependent upon time zones of where the checks will be printed and processed along with the time zones that the clients are in, along with the expectations of each client.

I can master these concepts. I do believe that I have made a few mishaps but were not compounded into mistakes that the client would need be made aware of because I asked for clarification or proceeded with caution. In some instances, I have had no choice but to proceed because I was not given any direction when I asked for assistance.



Amber Lowe
Payroll Specialist

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From: Cynthia Barrios <Cynthia.Barrios@vensure.com>
Sent: Wednesday, August 24, 2022 6:54 PM
To: Amber Lowe <Amber.Lowe@vensure.com>; Balance Time Cards <balancetimecards@balancestaffing.com>; Cynthia Barrios <Cynthia.Barrios@vensure.com>; TimeBAL <timebal@mvppayroll.com>
Subject: RE: Late Bal Roseville WE 8/21/2022

Hello-

This was acknowledged but not processed. We will post tomorrow as our AR team has left for the day.

145

BALANCE STAFFING



202284 (M)

08/24/2022

Cynthia Barrios
Payroll Supervisor



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Subject: RE: Late Bal Roseville WE 8/21/2022

Received. Process ASAP



Amber Lowe
Payroll Specialist

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From: Balance Time Cards <balancetimecards@balancestaffing.com>
Sent: Wednesday, August 24, 2022 4:28 PM
To: Amber Lowe <Amber.Lowe@vensure.com>; Cynthia Barrios <cbarrios@mvppayroll.com>; TimeBAL <TIMEBAL@mvppayroll.com>
Subject: Late Bal Roseville WE 8/21/2022

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Good afternoon,

Please see the below pay file WE 8/21/2022.

Thank you
-Rebecca

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