

Offshore Payroll

HR-PO728 | Ver: 1.0

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1. PURPOSE

The document gives an overview of the sequential actions performed by the offshore payroll team.

2. SCOPE

The scope is to explain how the process of payroll is initiated every month, who are the stakeholders sharing the inputs that are required to process the payroll and salary for the associates.

3. ACRONYMS AND DEFINITIONS

Acronyms	Description
BHR	Business Human Resource
C&B	Compensation and Benefits
HR	Human Resource
LE	Leave Encashment
LMS	Leave Management System
LOP	Loss of Pay
LWD	Last Working Day
LWP	Leave Without Pay
PS9	PeopleSoft Tool
PS-F	PeopleSoft Finance Module
PS-H	PeopleSoft Human Resource Module
RMG	Resource Management Group
SPOC	Single Point of Contact

4. OFFSHORE PAYROLL PROCESS

Sl. No.	Process steps	Task	Owner	Detailed Description	Time line
1	To release payroll calendar to all the relevant teams	Send out a mail communication to relevant teams to gather offshore payroll inputs	Assoc Services/HUB Payroll SPOC	Payroll SPOC to release payroll Cut-off dates to LMS, BHR, RMG and C&B teams for leaves, allowance and salary restructure	7 th of every month
2	LOP, LWP, LE and LOP revert report	All the LMS details shared to Global payroll Team	LMS team	LMS team shares the report within 16 th -19 th every month	20 th of Every month
3	Extraction of Payroll Allowances	Extract the payroll allowance details from PS-H	Assoc Services/HUB Payroll SPOC	The Assoc Services/HUB Payroll SPOC extracts the report from PS-H for validation	17 th of Every month
4	Submission of reports	Details uploaded on PS-F	Assoc Services/HUB Payroll SPOC	Post validation by Assoc Services/HUB Payroll SPOC, the details are uploaded on PS-F	20 th of every month
5	Submission of Stop and Hold Salary	Details of Stop & Hold salary to be updated to Global Payroll Team	Assoc Services/HUB Payroll SPOC	Details of Stop and Hold salary to be submitted to Global payroll team on 28th of the month.	28 th of Every month

5. QUERY MANAGEMENT

Associates can raise their payroll queries on “The HUB”.

Below are the web links where associates can raise a query on “The HUB”:

- For internet users

<https://techmservicedesk.techmahindra.com/arsys>

- For intranet users

<http://servicedesk.techmahindra.com:8181/arsys>

For all query related details and SLA's can be referred in the BMS document.

Below is the web link:

<https://bms.techmahindra.com/Support%20Function%20Processes/Human%20Resources/General/HUB%20-%20HR%20Service%20Desk%20Procedure.pdf>

6. APPLICABLE MEASUREMENTS, VERIFICATION & VALIDATION TASKS FOR HUB PAYROLL QUERY MANAGEMENT

6.1 APPLICABLE MEASUREMENTS

The payroll efficiency is measured based on the below parameters:

- Number of payroll resolved queries raised by associates on The HUB
- Feedback score on the scale of 5

Sl. No.	Details	Frequency	Target
1	% queries resolved within SLN by L1	Fortnightly	95%
2	% queries resolved within SLN by L2	Fortnightly	95%
3	Feedback score – L1	Fortnightly	>4.2
4	Feedback score – L2	Fortnightly	>4.2
5	Query Resolution:	Fortnightly	>4.2
6	Feedback B2% – Overall	Fortnightly	<5%
7	% queries reopened	Fortnightly	5%
8	% queries forwarded to L2	Fortnightly	20%

6.2 VERIFICATION & VALIDATION TASKS

Report	Description	Frequency	Shared with
LMS report	Validate workings of LMS details	Monthly	Associate Services HR payroll SPOC
Allowance Validation Report	Validate Shift and on call Allowances details	Monthly	Associate Services HR payroll SPOC
Payroll Queries	To evaluate the payroll performance	Fortnightly	Associate Services Quality Team

7. TAILORING CRITERIA

The payroll process is subject to change as per the policies of the company. The process would be continuously monitored and any changes in the process would be incorporated in the document.

8. DOCUMENT HISTORY

Version	Date	Author (function)	Reviewed by	Approved by	Nature of changes
1.0	17 Nov 2014	Apuroop M	Prashant G	Shivprasad Kandiraju	First integrated issue