



# Instant Payrun Workflow

# Instant Payrun Workflow

Welcome to the Instant payrun workflow! We have worked hard to bring you an easier way to manage payment processing through Instant.

The workflow will allow you to

- Handle exceptions faster and more accurately
- View processed and pending payrun uploads from the past and present
- Pay employees who may have been terminated or removed from the payments screen too quickly

This training deck will take you through the new payment processing screens and the possible exceptions you may see.



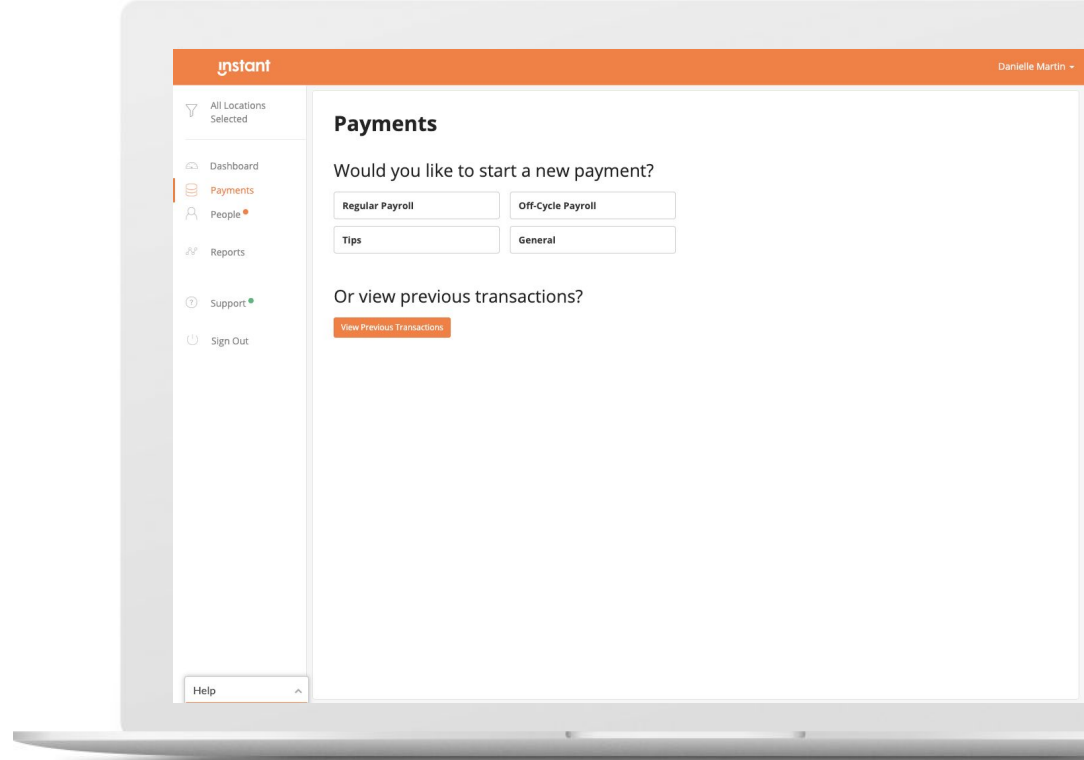
# Payments Screen

The payment screen has 4 options of payments. Depending on your company's set up you may see one or all of these options

- Regular Payroll
- Off-Cycle Payroll
- Tips
- General

View Previous Transactions takes you to a list of previous transactions processed, as well as their process status

**This training will focus primarily on Tips and General Payment type Uploads.**



# Tips & General

You will have the option to upload a file or enter payments by hand.

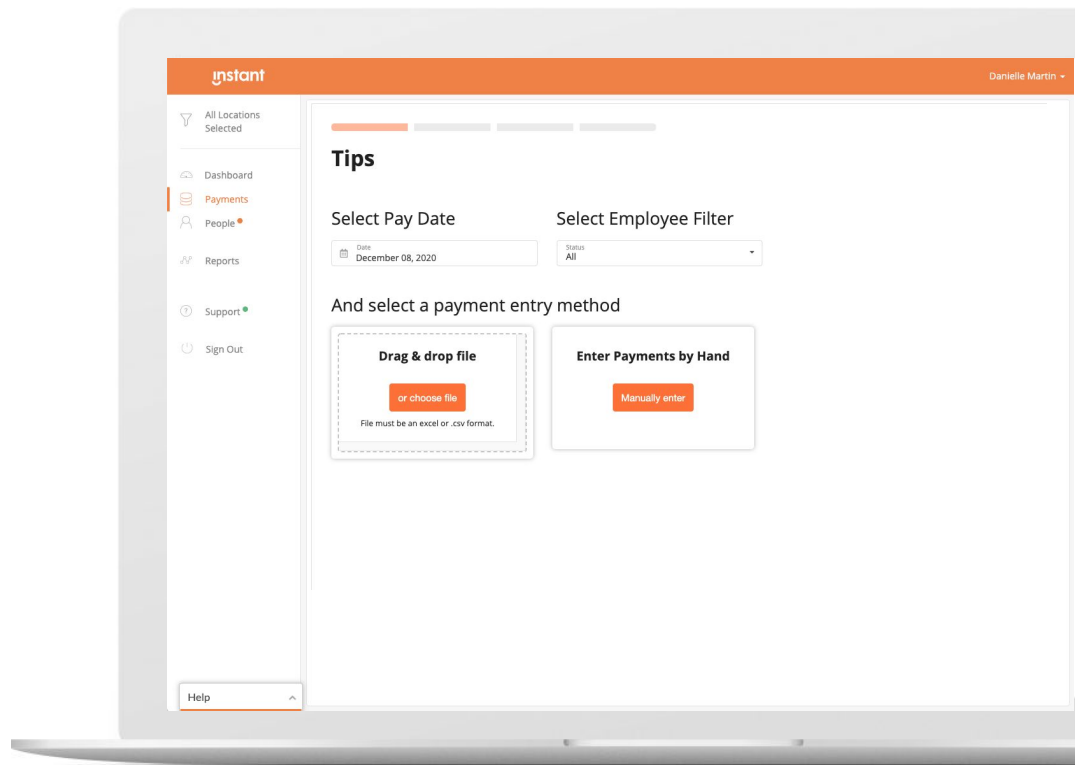
Instant's new workflow activates when you upload a file. If you do not upload a file, the payments flow will remain the same.

## When uploading a file:

- Select your correct Pay Date
- Your status should be filtered to All or Active
- If applicable, select the float account that payments should process from

Drag & drop your file into the box shown or select Choose File to upload it from your computer \*

\* Note: Please ensure you have selected the correct Pay Date to match the business date within your own system for reporting matching



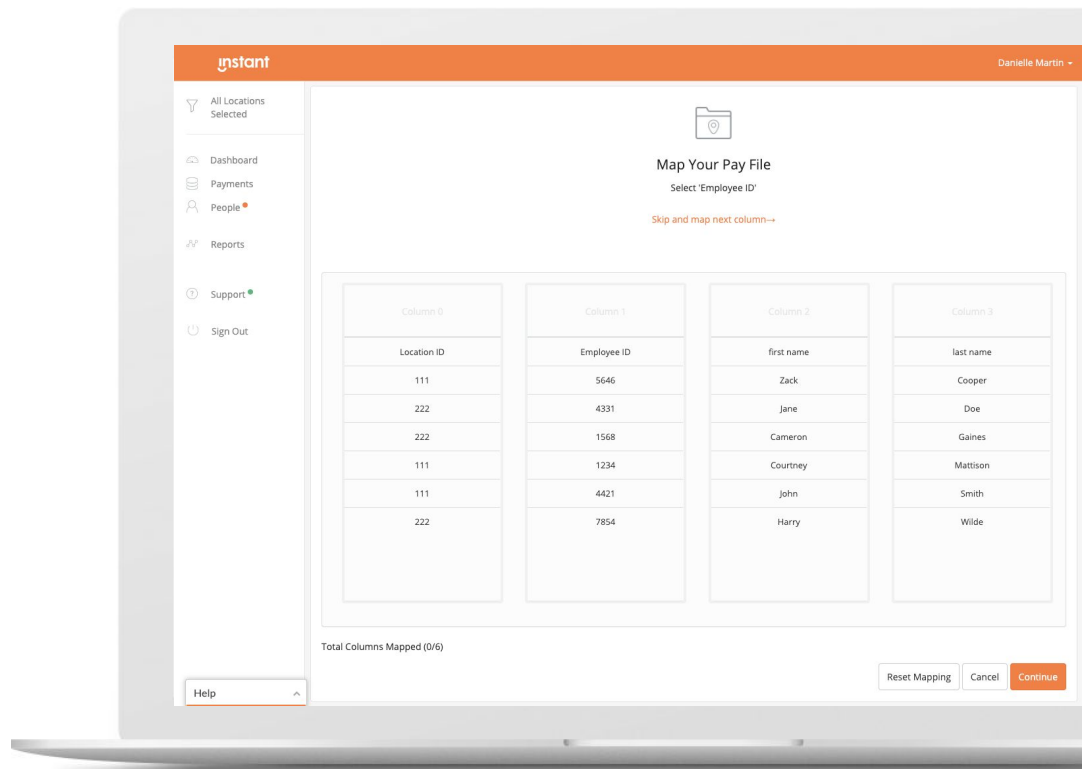
# Mapping a Pay File

When you upload your pay file for the first time in Instant, or the format has changed, you may need to map your file. This tells the Instant system which columns on your file contain what data.

To map your pay file, follow the instructions on the screen and click the box that matches the description.

The fields need to be mapped in the following order:

- Employee ID
- Location ID, if applicable\*
  - \*LocationID is required when processing payments to multiple locations at once
- Full Employee Name
  - Hit “skip and map next column” if your pay file contains first name, last name
- First Name
- Last Name
- Net Payment Amount (may have to scroll to see column)



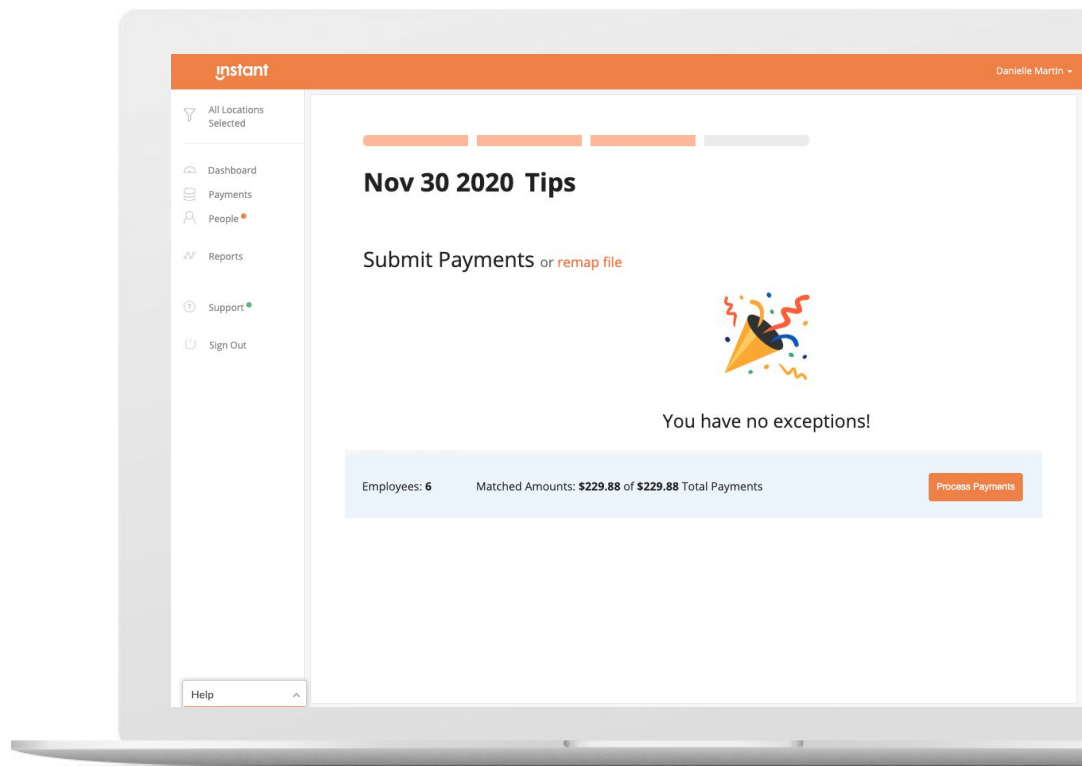
# Payrun Exceptions

When you upload a file our system maps the payments on the file to the Instant Accounts based on employee IDs, location IDs, and names.

This screen would show you any exceptions - i.e. when the pay file doesn't map perfectly to the list of Instant Accounts. In this example all items on your file mapped to their Instant Accounts!

You have no exceptions!

- Verify the number of employees being paid matches those on your file
- Verify the net payment amount matches your file
- Hit Process Payments to confirm and disburse immediately



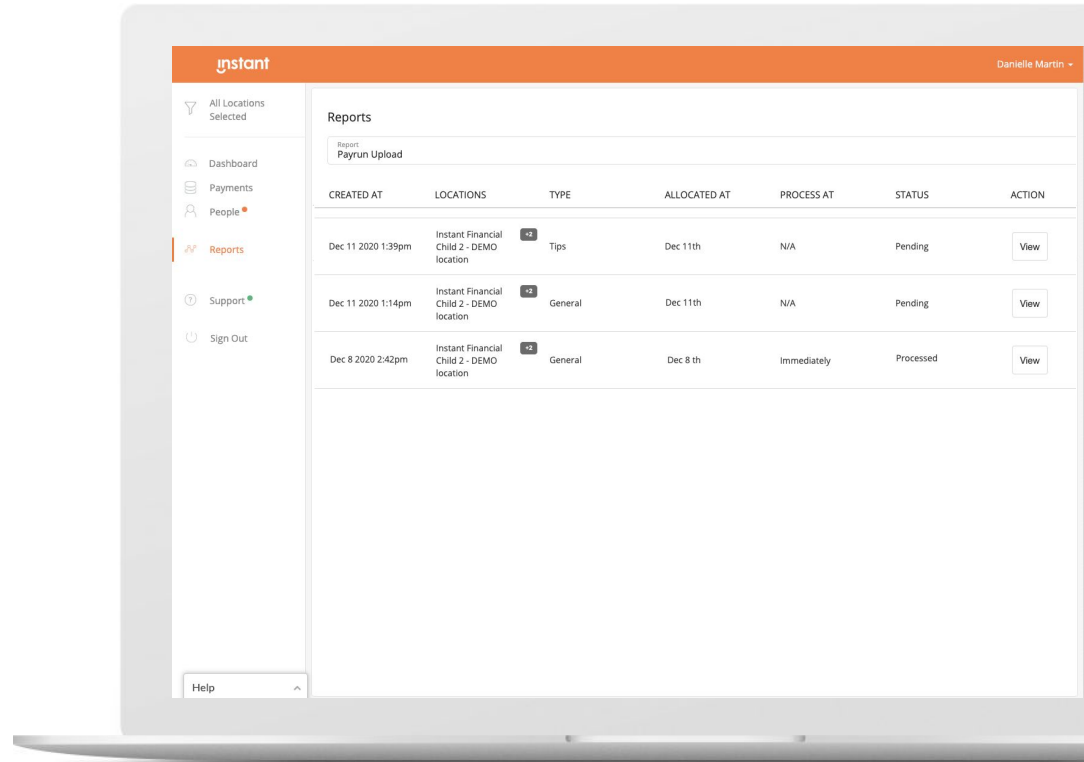
# Payrun Upload

If you need to step away from your payrun or view a past payrun there is a Payrun Upload report.

- If a payrun has a status of “Processed” it means payments have been disbursed.
- If a payrun is “Pending” it means it has not been processed and is either void or needs to be processed

Click “View” on the payrun you would like to revisit.

- A processed payrun takes you to the Payrun Summary screen
- A pending payrun takes you to the Payrun exception screen



The screenshot shows the Instant Payroll web application. The top navigation bar is orange with the 'instant' logo on the left and the user name 'Danielle Martin' on the right. A left-hand sidebar contains navigation links: 'All Locations Selected', 'Dashboard', 'Payments', 'People', 'Reports' (highlighted in orange), 'Support', and 'Sign Out'. The main content area is titled 'Reports' and contains a sub-section 'Payrun Upload'. Below this is a table with the following columns: 'CREATED AT', 'LOCATIONS', 'TYPE', 'ALLOCATED AT', 'PROCESS AT', 'STATUS', and 'ACTION'. The table contains three rows of data, each with a 'View' button in the 'ACTION' column.

CREATED AT	LOCATIONS	TYPE	ALLOCATED AT	PROCESS AT	STATUS	ACTION
Dec 11 2020 1:39pm	Instant Financial Child 2 - DEMO location	Tips	Dec 11th	N/A	Pending	<a href="#">View</a>
Dec 11 2020 1:14pm	Instant Financial Child 2 - DEMO location	General	Dec 11th	N/A	Pending	<a href="#">View</a>
Dec 8 2020 2:42pm	Instant Financial Child 2 - DEMO location	General	Dec 8 th	Immediately	Processed	<a href="#">View</a>

# Payrun Exceptions

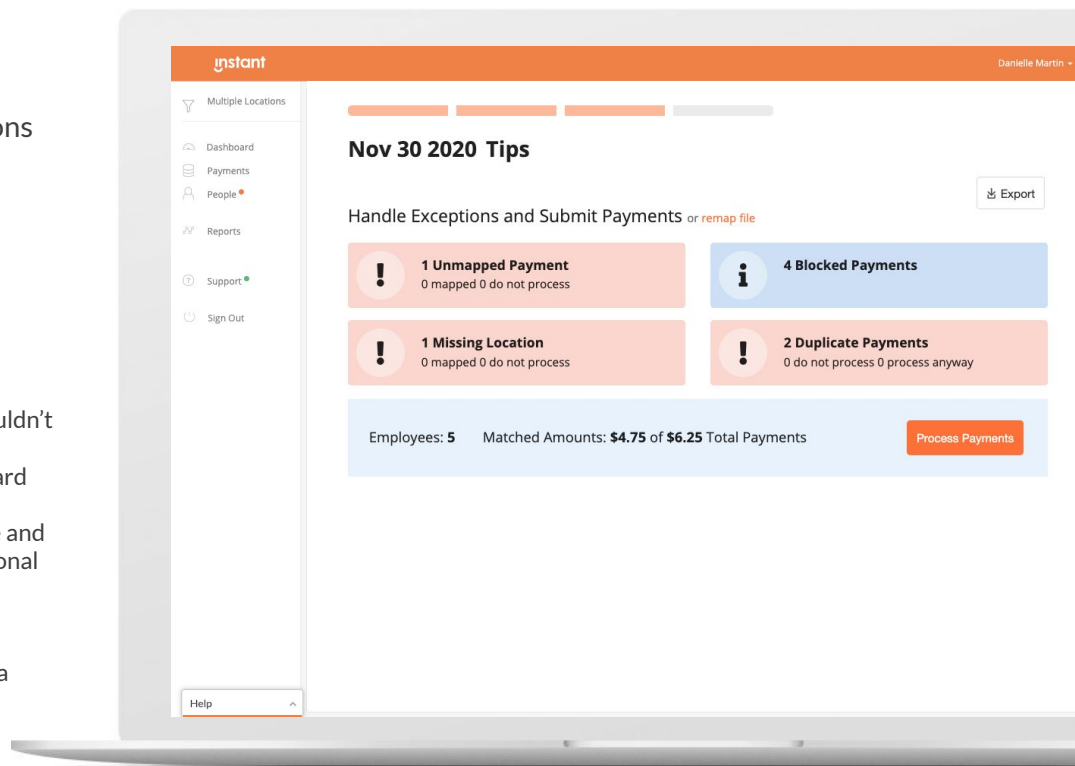
Sometimes when processing payments you have exceptions to the pay file.

**RED** exceptions need to be handled before processing payments

**BLUE** exceptions are informational

The most common exceptions are

- **Unmapped Payments:** payments on your file that Instant couldn't map automatically and need a second look
- **Employee Without Card:** employee will need to activate a card on the Instant Account you are trying to pay
- **Duplicate Payment:** a payment with the same allocated date and amount is found for the same employee - this may be intentional on your part or an error
- **Blocked Payment:** the payment is unable to be processed. Example would be 0.00 pay amount
- **Pay Missing Location:** a location was not found to associate a payment to





# Payrun Exceptions

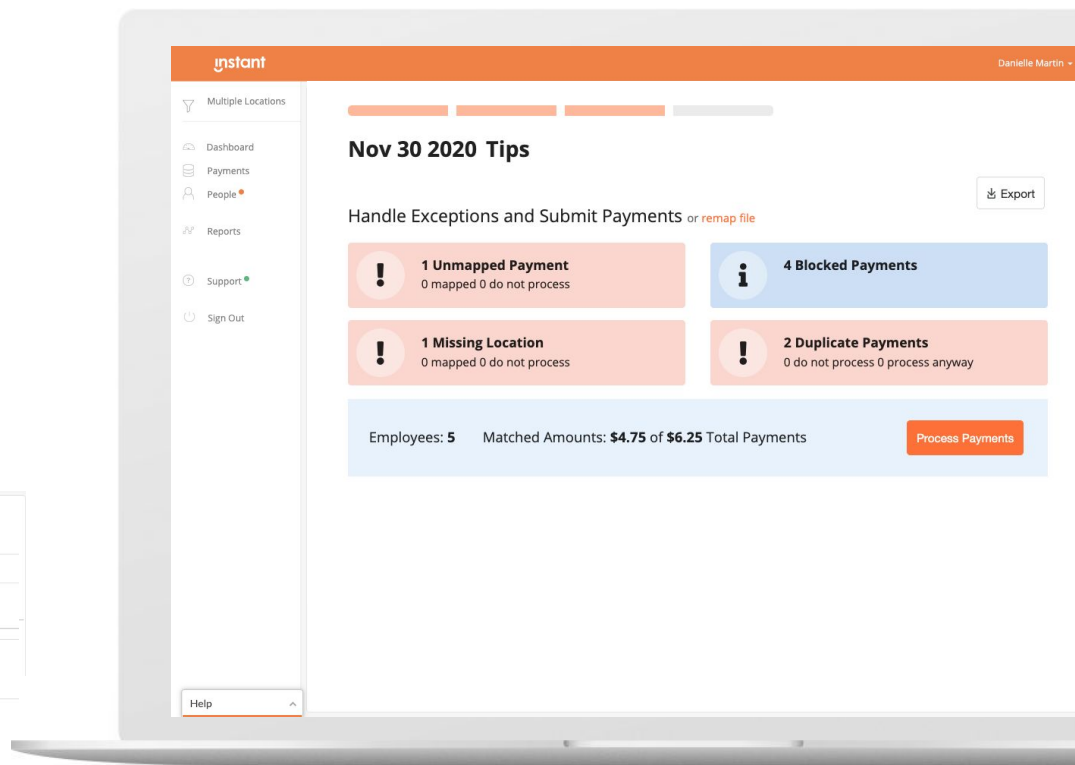
Exceptions can be handled in any order by clicking on the exception tile.

A best practice is to handle the **RED** exceptions first

As you handle those exceptions they will turn **GREEN** and the employee count and payment totals update

You can also leave the payrun to view other reports or the People page. To return to the payrun go to Reports > Payrun Upload > find the upload and click "View"

Reports						
Report Payrun Upload						
CREATED AT	LOCATIONS	TYPE	ALLOCATED AT	PROCESS AT	STATUS	ACTION
Dec 11 2020 1:39pm	Instant Financial Child 2 - DEMO location	12 Tips	Dec 11th	N/A	Pending	<button>View</button>



# Unmapped Payments

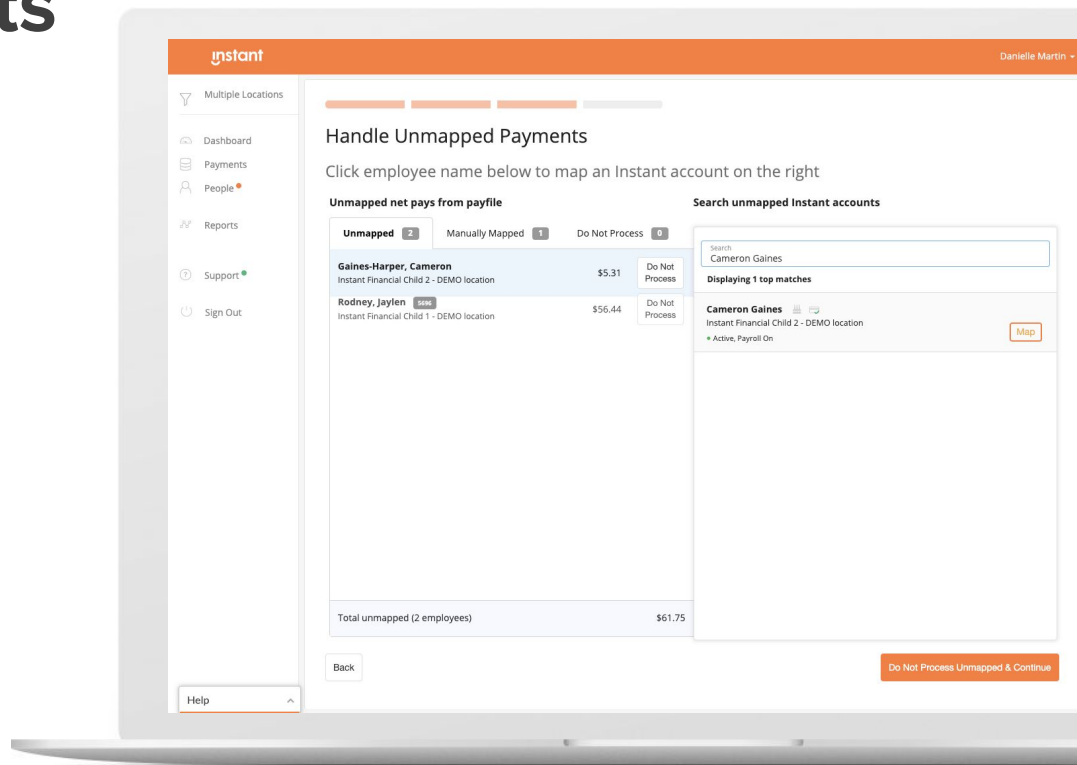
Handling unmapped payments is easier than before. On the left you will find your unmapped pay amounts from the pay file. Click on the employee's name to display the search results on the right.

**Find a match** → click Map

**Can't find a match** → Edit your search field to expand the results. In this example removing "Harper" from Cameron's name resulted in a match

**Still can't find a match** → click Do Not Process. This employee is not found in Instant and needs to create an account. The money is likely already funded to Instant since it was on the pay file, as soon as they create an account you can submit their payment

Once all unmapped payments are handled, click Continue to get back to the Payrun Exceptions screen



# Missing Location

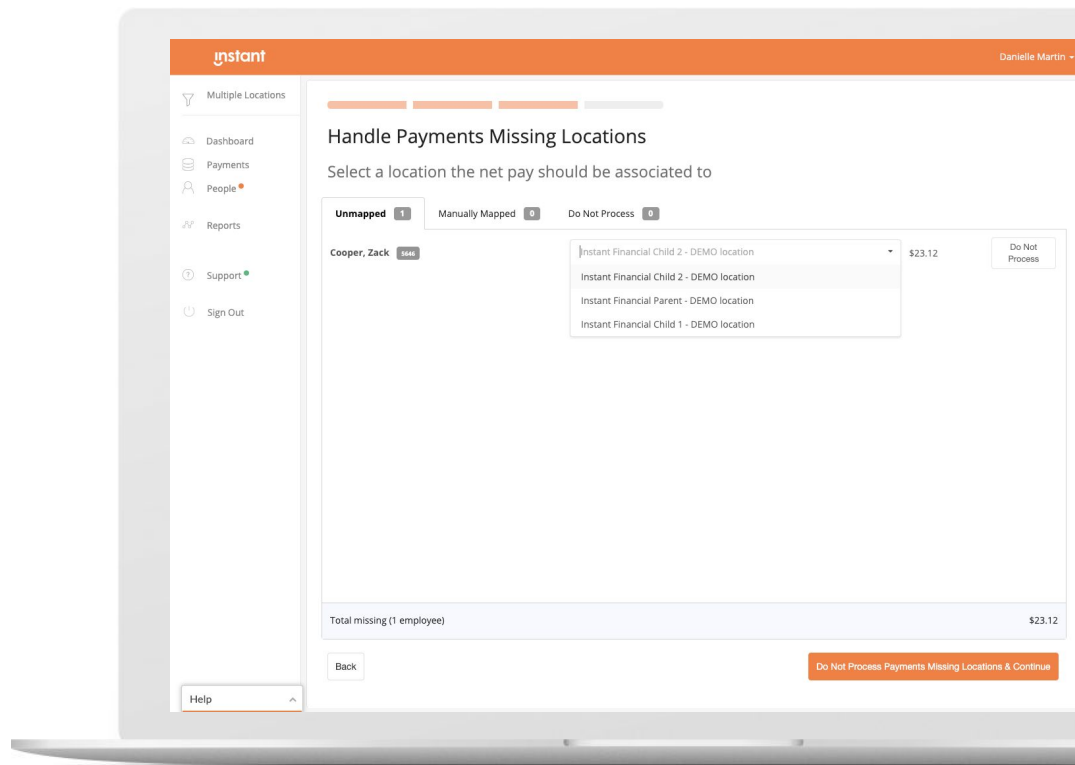
**Note: This only applies when processing payments to multiple locations within one file upload**

A payment that cannot be mapped to a location in Instant will need to be manually mapped in the Missing Location screen\*

In this example Zack Cooper's payment location was not found. Choose the location from the drop down and the payment will be allocated to that location on all Instant reporting

Once all missing location payments are handled click continue to get back to the Payrun Exceptions screen

*\*Note: If you have not yet had your organization Location IDs configured within the Instant system, please contact [mgrsupport@instant.co](mailto:mgrsupport@instant.co) with your location list and associated IDs so the team can assist you.*



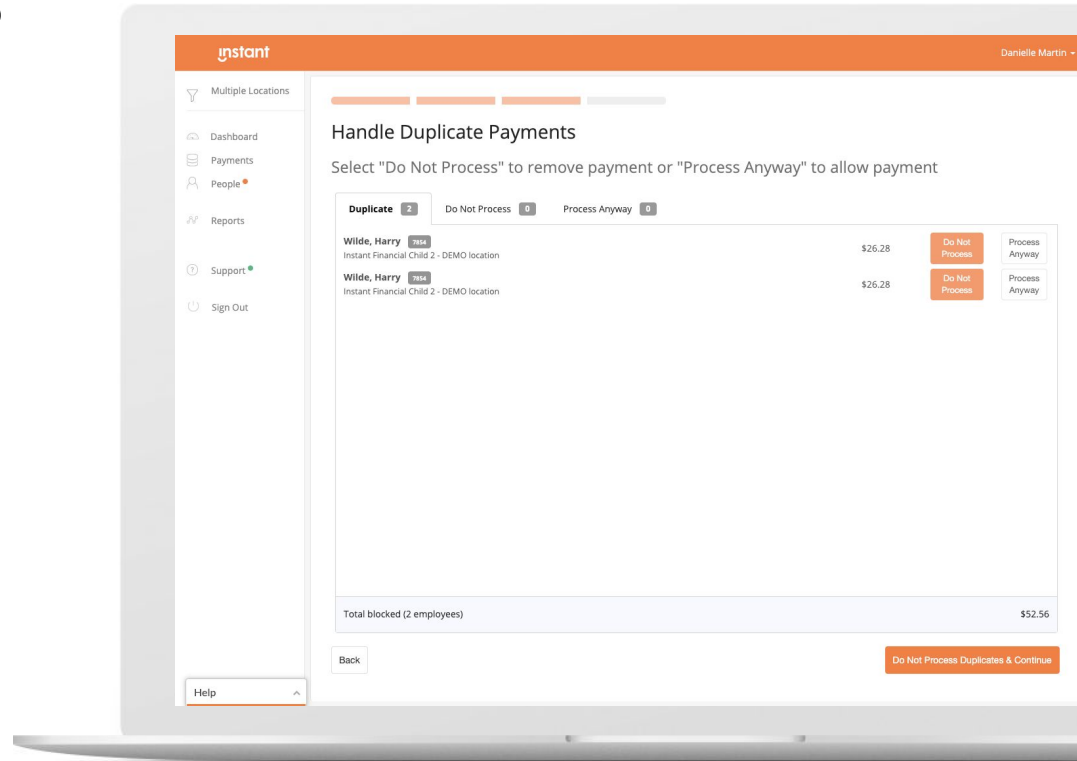
# Duplicate Payments

Duplicate payments happen when we see the same employee receiving the same payment amount on the same date

In this example Harry Wilde was found on the pay file twice

If this is intentional, you can choose to mark it as “Process Anyway” so the payment processes. If it is duplicated in error, you can choose “Do Not Process” to remove it

Once all duplicate payments are handled click continue to get back to the Payrun Exceptions screen



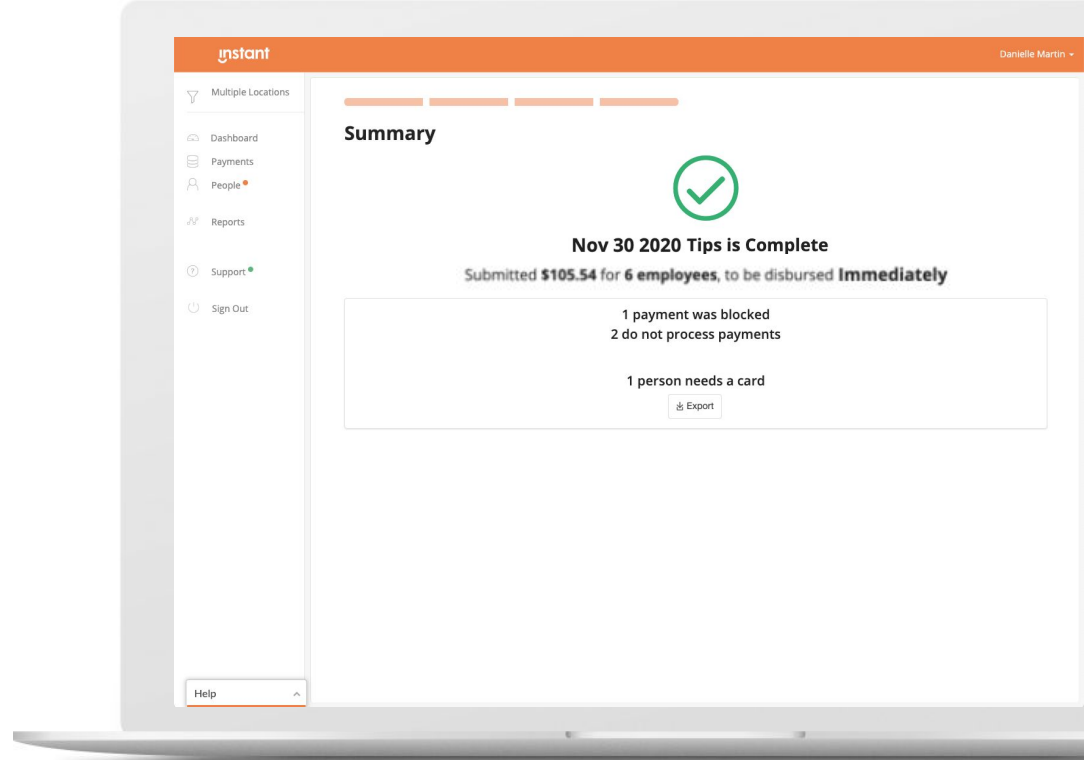
# Payrun Summary

When your payrun has exceptions your payrun summary will capture all of them after processing.

Best practice is to review these exceptions by exporting the summary report on this screen.

In this example we have

- 1 payment was blocked (example: employee who had 0.00 net pay)
- 2 payments were not processed (example: employee who didn't have an Instant account in the mapping screen)
- 1 person needs an Instant Card

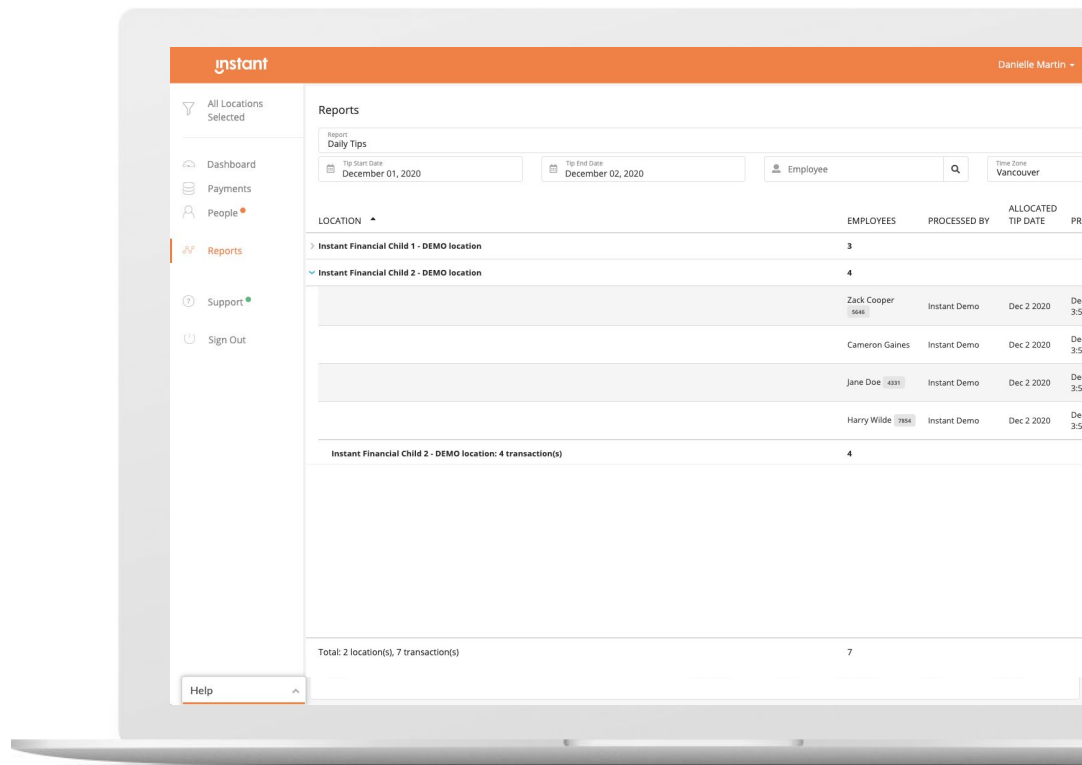


# Daily Tips Report

The Instant Daily Tips Report will show you all transactions associated to the selected Payment Date.

This is where you will see your employees' Tip Payments by location and with Allocated and Processed Dates.

Use the drop down arrows to view the details or export the report to Excel for further filtering.



The screenshot shows the 'instant' web application interface. The top navigation bar is orange with the 'instant' logo on the left and the user name 'Danielle Martin' on the right. A left sidebar contains navigation links: 'All Locations Selected', 'Dashboard', 'Payments', 'People', 'Reports' (highlighted in orange), 'Support', and 'Sign Out'. The main content area is titled 'Reports' and 'Daily Tips'. It features filters for 'Report Start Date' (December 01, 2020), 'Tip End Date' (December 02, 2020), and 'Employee' (with a search icon). Below these filters is a table with columns: 'LOCATION', 'EMPLOYEES', 'PROCESSED BY', 'ALLOCATED TIP DATE', and 'PR'. The table lists transactions for two locations: 'Instant Financial Child 1 - DEMO location' and 'Instant Financial Child 2 - DEMO location'. The first location has 3 transactions, and the second has 4. The table lists employees Zack Cooper, Cameron Gaines, Jane Doe, and Harry Wilde, each with a unique ID and a processed date of Dec 2 2020. A summary row at the bottom shows 'Total: 2 location(s), 7 transaction(s)' with a total of 7. A 'Help' button is located at the bottom left of the main content area.

LOCATION	EMPLOYEES	PROCESSED BY	ALLOCATED TIP DATE	PR
> Instant Financial Child 1 - DEMO location	3			
< Instant Financial Child 2 - DEMO location	4			
	Zack Cooper 1646	Instant Demo	Dec 2 2020	De 3.5
	Cameron Gaines	Instant Demo	Dec 2 2020	De 3.5
	Jane Doe 4331	Instant Demo	Dec 2 2020	De 3.5
	Harry Wilde 7854	Instant Demo	Dec 2 2020	De 3.5
Instant Financial Child 2 - DEMO location: 4 transaction(s)	4			
Total: 2 location(s), 7 transaction(s)	7			

# Manager Support

Self service support can be found in our FAQs. Click the FAQ tile in the Support page to be brought [HERE](#) or through various Tutorials.

General Support is available via chat or phone.

Manager escalation support can be reached during business hours at [mgrsupport@instant.co](mailto:mgrsupport@instant.co)

Provide Instant feedback about how we can improve our Instant Back Office by clicking our feedback button

