



enroute PaySolutions

managed payroll service

Enroute PaySolutions offers salary process of small to vast number of employees which currently working with some of the global giant firms like Microsoft, MasterCard, ACCA, Ericsson as a wing of Enroute International Limited

Internship Report on

enroute Pay Solutions
(managed payroll service)





An Internship Report
On
EnroutePaySolutions

Submitted to

Mr. Riyashad Ahmed
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BRAC Business School
BRAC University

Submitted By

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Date of submission: October 5, 2016

Declaration Letter

This is to certify that the research paper entitled 'enroutePaySolutions' submitted by Md. AbidurRahman (ID: 13164141) as an impartial fulfillment of the requirement for the degree of Master of Business Administration from BRAC University is a record of candidates own work carried out by his under any supervision. All verbatim extracts have been distinguished by quotation marks and all sources of information have been specifically acknowledged.

.....

Mr. Riyashad Ahmed
Assistant Professors of Finance and Coordinator
EMBA Program
BRAC Business School
BRAC University

Letter of Transmittal

October 5, 2016

Mr. Riyashad Ahmed

Assistant Professors of Finance and Coordinator

EMBA Program

BRAC Business School

BRAC University

Subject: Submission of report on “enroutePaySolutions”

Dear Sir,

With due respect & honor, I, the student of MBA Department, BRAC University, am submitting the report on “Enroute Pay Solutions”. I am pleased to inform you that I have successfully completed the internship report under your kind supervision. Now I am placing this report for your approval. Hope that my report will fulfill your expectation.

Sincerely yours,

Md. AbidurRahamn

Id: 13164141

MBA Department

BRAC Business School

BRAC University

Acknowledgement

At the very beginning I would like to express my deepest gratitude to the almighty Allah for giving me the strength and the composure to finish the task within the scheduled time. Internship report is an essential part of the MBA program as one can gather practical knowledge by observing and doing the daily works in the chosen organization. I have done my internship at **enroute international limited**.

I would like to thank my honorable internship supervisor from BRAC University, School of Business (EMBA), **Mr. Riyashad Ahmed** for providing me such an opportunity to prepare an Internship Report on "EnroutePaySolutions". Without his helpful guidance, the completion of this project was unthinkable.

I would like to place my gratitude to my supervisor at **EnroutePaySolutions, HabibaYesmin (Team Leader)** for her continuous guidance and valuable suggestion from time to time.

I am also indebted to all of the officers and employees of the Enroute Pay Solutions, who extended their wholehearted cooperation to me despite of their huge workload during this period. At last I must mention the wonderful working environment that has enabled me a lot deal to do and observe the activities during our internship period.

Executive Summary

As a part of the academic requirement and completion of MBA program, I have been assigned to complete an internship report on “**EnroutePaySolutions**” under the guidance of Mr. Riyashad Ahmed. EnroutePaySolutions; As such I have selected this topic to make it clear. I have divided this report in some sub segments.

A managed payroll service acts as an intermediary between organizations that is looking to decrease their tasks because of time constraint. The main function of a managed payroll service is to manage payroll of a local and multinational company.

A managed payroll specialist mainly serves as a strategic partner to manage the ever-changing organizational needs. The service providers communicate with the clients' individual requirements like Employee Individual Pay Slip, Tax Card etc.

In my entire internship report, I tried to show how enroute works, what services they provide for the clients, what is the process of managed payroll service for the clients etc.

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Chapter 1

Introduction

1.1 Origin of the Report

This report is prepared to fulfill the requirement of the internship program of MBA Department under the supervision of **Mr. Riyashad Ahmed**. The internship program is a perfect blend of the theoretical and practical knowledge; therefore it is an opportunity for the students to know about real life situation through this program. The report is titled as “EnroutePaySolutions of enroute International Limited”. The standard procedure of the long format report is followed here as per the guidance of instructors.

1.2 Purpose

The first objective of writing the report is fulfilling the partial requirements of the MBA program. In this report, I have attempted to give an overview of **enroute international limited** in general. Following are the main objectives

- To familiar with the history and operations of enroute international limited.
- To show the overall activities and services of different departments of enroute
- To show the PaySolutions process of enroute

1.3 Objectives of the study

The main purpose of the study is to compare the theoretical knowledge with practical scenario and at the same time to get an in-depth knowledge about PaySolutions process for the employees and personnel policies. In order to serve this purpose the following objectives are to be made-

Broad objective

- To know the PaySolutions process of enroute international limited.
- Gain a real life exposure with a business organization to relate with the theoretical practice.

Specific Objectives

- To know about the relationship between the clients and enroute
- To get knowledge how the PaySolutions function in enroute
- To be familiar with the Pay Solutions process offered by enroute for their clients
- To learn about the Organizational Culture of enroute

1.4 Scope of the Report

The scope of this paper is to know the organizational structure, background, and objectives, functions, and PaySolutions process of enroute international limited as a whole. The scope is also to know the Pay Solutions process, meeting the client's specific needs etc

1.5 Methodology

I used different methodologies to make my report successful. I went through the research reports, relevant published documents, including books, project documents, evaluation reports, monitoring reports and website for collecting my required data.

For carrying out this project paper I had to study the actual PaySolutions process of enroute. In order to carry out this study, two sources of data and information have been used:

The Primary Sources

- Study of background material and relevant files provided by the officers concerned.
- Face-to-face discussion with the relevant officials

The Secondary Sources

- Informal discussions mainly with my supervisor and employees in enroute Pay Solutions department
- Working Papers, Office Files, Selected Books
- World wide web

1.6 Limitation

In spite of giving my level best effort for preparing this report successful, some difficulties still have been faced. The Term paper is likely to have following limitations:

- Lack of enough information as some information was considered highly confidential.
- Time constraint is a big factor could be a big issue, as I have to do this report along with my regular office work
- The depth of the analysis has been limited to the extent of information collected from different sources.
- As we are newcomer, there is a lack of previous experience in this concern. And many practical matters have been written from our own observation that may vary from person to person.

Chapter 2

The Overview of enroute international limited

2.1 Overview of enroute international limited

enroute provides its clients a complete solution for business growth with its unique approaches to problem identification, concept development and world class execution of diverse services.

Since its inception in the year 2008, enroute with its highly experienced, passionate and expert business team, have been providing support & solutions to many Bangladeshi local and international companies of a selected segment. enroute, although not such an old name in this field of work, has successfully made a mark wherever enroute has set foot in these eight years of the journey.

With its long-term partnership focus, value addition model, talented management team and alliance with local and international organization and individuals expert in their sectors, enroute has built partnership agreements with many of the renowned local and multinational organizations in the country.

2.2 Client list of enroute

Augere Wireless Broadband Bangladesh Limited (Qubee)	RobiAxiata Ltd
bKash	Asian Paints Bangladesh Ltd
LM Ericsson Bangladesh Limited	Unilever Bangladesh Limited
Western Union Bangladesh	British American Tobacco Bangladesh
Grameenphone Limited	DHL Express
Tupperware Bangladesh Pvt. Ltd.	Tetra Pak
BRAC	Pacific Telecom Bangladesh Limited (Citicell)
IPDC	Orascom Telecom Bangladesh Limited (Banglalink)
MasterCard	ACI Limited
Nestlé BangladeshLtd.	City Bank Limited
Checkpoint Systems Bangladesh Ltd.	Eastern Bank Limited
GrameenDanone Foods Ltd.	Trust Bank Limited
Bangladesh Edible Oil Ltd.	Rahimafrooz Bangladesh Ltd.

Figure 2: Client list of enroute

2.3 Services of enroute



Outsourcing

synergy through partnership:

We offer a long term partnership which ensure the opportunities for our clients and gives them a competitive edge over rivals. enroute has been successfully providing outsourcing support to many businesses of Bangladesh both local and international. We ensure enhancement of the shared services of our clients while they focus entirely on their core activities with ease.

We carry out work processes in a way that it adds value not only for our clients but for their customers as well. The expert enroute team provides a rather strategic and systematic approach to ensure that the services are aligned with the client company's long-term vision, as well as in-sync with the management style and company's reputation.

What is outsourcing offers:

enroute Marketing Solutions

enroute Marketing Solutions with its highly experienced team have partnered with many local and international companies in enhancing the experiences for their consumers at retail and point of sales. We have been providing support for companies to manage their nationwide merchandising of the products and services. We also have the experience of managing brand promotion activities and retail for many big names in the market.

enroute has the experience of managing high value strategic channel for corporates in the country. We have been managing sales of specific target groups for our clients. We have been taking care of consumer promotions activities for companies we have partnered with. Sales and distributions are also activities we have successfully managing and creating value for our clients.

enroute Pay Solutions

enroute Pay Solutions is a unique managed service. We have been providing payroll solutions to many local and international organizations accommodating both small to large people resources. With our wealth of experience and our understanding of what businesses require from their payroll, we have grown in efficiency in the payroll outsourcing market. Our objective is to provide clients with a fast, reliable and user-friendly payroll service. We have the competent team, tools, processes, experience and local knowledge to deliver accurate, on time, and compliant payroll solutions, HR services, Payroll Processing services, legal and statutory reports for our clients. We also manage fund disbursement to employees through client's preferred or designated banks.

enroute's office productivity tool, enroute office-pro, is a work place resource management service. We offer a one stop office solution or even a customized office solutions based on the needs and requirements of the client. This tool offers a wide array of services. From office set-up services to maintenance, or be it front desk services to managing the security service of your organization, through enroute office-pro we will provide you any service that your company requires without having to lose any focus from your core activities. We provide skilled human resources to assist you in your support activities from either your premises or from ours.

Recruitment

are you looking for the right candidate for the right job?...
we are experts in talent sourcing

enroute is one of the leading providers of executive search and managerial recruiting services. the business of emc is assisting clients in building their human capital through a well-defined recruitment process as a value-added partner. Based on a client's objectives, the firm determines the profile of skills and background required for a position, and then, working discreetly and with the highest standards of integrity, identifies and evaluates the relevant competencies of candidates most appropriate for the role. We place an emphasis on building long-term relationships with our client and talents with highest collection of resumes.

enroute understands and values the importance of the talent pool that any organization counts on to bring synchronized and efficient business performance. It starts from recruiting the right talent to properly managing these talents to enable them perform in achieving company's ultimate business goal. enroute through one of its SBUs, enroute management consulting (emc) offers:

- **Talent Recruitment:** entry level recruitment, mid & senior-management level recruitment
- **Performance Management Programs:** developing the effective performance program vision and tools, training the key management to ensure smooth implementation
- **Reward & Recognition Program:** developing exciting and cost effective reward and recognition program e.g. The Checkered Flag, and manage the program on day to day basis

Training

**looking to enhance performance & delivery? Do you believe in the “we” attitude?
we are experts in facilitating training & workshops**

enroute conducts various types of training and workshop for clients based on specific and customized needs and requirements. Our trainings and workshops are unique. We focus more on practical mode of learning through games and simulations. This enhances learning much higher.

"we do not train people
we facilitate learning"

So that individuals can remember the learning of the workshops better and actually believe to put the words into actions. We conduct various types of training and workshop for clients based on specific and customized needs / requirements. Our trainings and workshops are unique. We focus more on practical mode of learning through games and simulations. This enhances learning much higher.

Consultancy

are you looking to improve your business?...

let our experts help...

enroute consultants are masters in their own fields. With years of experience and first hand knowledge that they possess, our consultants have been successfully guiding businesses to prosper both in the public and private sectors. More to their experience, our experts hold deep understanding of the market situation of today's competitive world to help you make the Right Decisions for Your Business. We are experts in identifying any potential room for improvement in your business.

We Advise on strategies linking it to business, setting up units, create network for business development opportunities. We Formulate business policies and strategies for corporate culture and values, performance management systems and overall enhancement of the business.

We associate outsourced HR activities, knowledge management initiatives, setting up of operations for our clients, identifying suitable business partners. We Manage recruitment, training, organizational feedback systems, customer analysis and feedback

We are **Catalyst** for competence management, speed to market, customer experience, culture & strategy alignment, learning, executive coaching and mentoring. The horizon of enroute's expertise is vast and includes areas like HR and Organization development, Business operations, Marketing and branding, Finance and Accounts, Information service, Sales and distribution and Supply chain management.

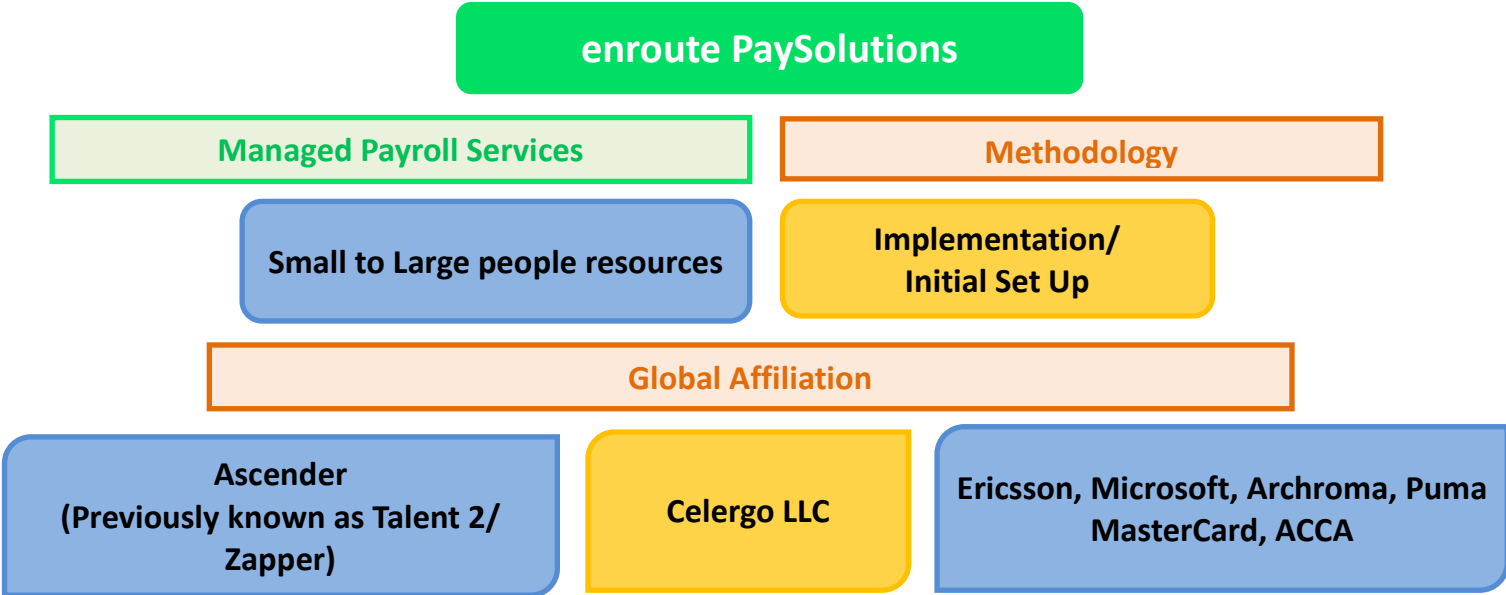
Chapter 3

Overview of enroute paysolutions (Payroll managed service)

3.1 enroutepaySolutions in Brief

enroutePaySolutions is a unique managed service. We have been providing payroll solutions to many local and international organizations accommodating both small to large people resources. With our wealth of experience and our understanding of what businesses require from their payroll, we have grown in efficiency in the payroll outsourcing market. Our objective is to provide clients with a fast, reliable and user-friendly payroll service. We have the competent team, tools, processes, experience and local knowledge deliver accurate, on time, and compliant payroll solutions, HR services, Payroll Processing services, legal and statutory reports for our clients. We also manage fund disbursement to employees through client's preferred or designated banks.

Enroute has been successfully providing Managed Payroll Services to many local and international organizations. We offer a long term partnership and add value for their customers.



3.2 enroutePaySolutions Service Delivered Summary:

This is all about partnerships and relationships. A client is more likely to continue to work with an agency with which it has developed deep relationships. This can only be achieved by the agency maintaining a high level of customer service, and submitting only pre-qualified and appropriately skilled candidates.

Monthly activities of PaySolutions

- Payroll scheduling & processing
- Approval from appropriate authority
- Payroll reporting
- Processes tax & benefit payments
- Payroll Help Desk: Employee Queries

The following are some of service outline

- Manage payroll and salary disbursement of worth BDT 600 million monthly
- Successfully completed around 50 pay cycles
- Generated around 15,000 pay-slips
- Successfully handled country statutory requirements for tax years
- Successfully provided client services for 8500+ hours
- Service provided to
Telco| Technology| Financial companies| RMG |Educational sectors

Why enroutepaySolution

Process

- Pioneer in Payroll Managed Service in Bangladesh
- Standardized approach; best-practice methodologies
- Service delivery on agreed time
- Consistent supply over time: DRP, BCP

Tools

Competent Team

- Accounting Expertise
- Human Resources Management Expertise
- Professionally qualified HRMs
- Bangladesh Labor Law expertise
- Taxation Expertise
- Software Development Expertise
- Internal Control and System Expertise SOX control
- Systems Auditor

Experience

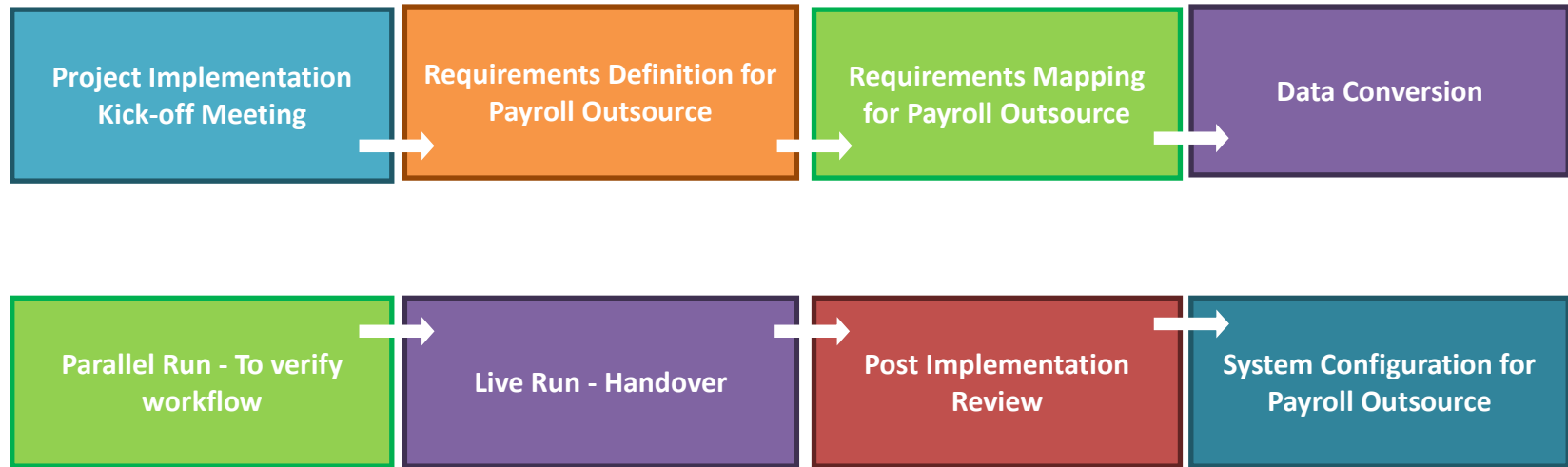
Local Knowledge

Global Affiliation

- Confidentiality, Confidence, Cost Effectiveness
- Commitment/ Clients remarks

**Dedicated
Payroll Help
Desk**

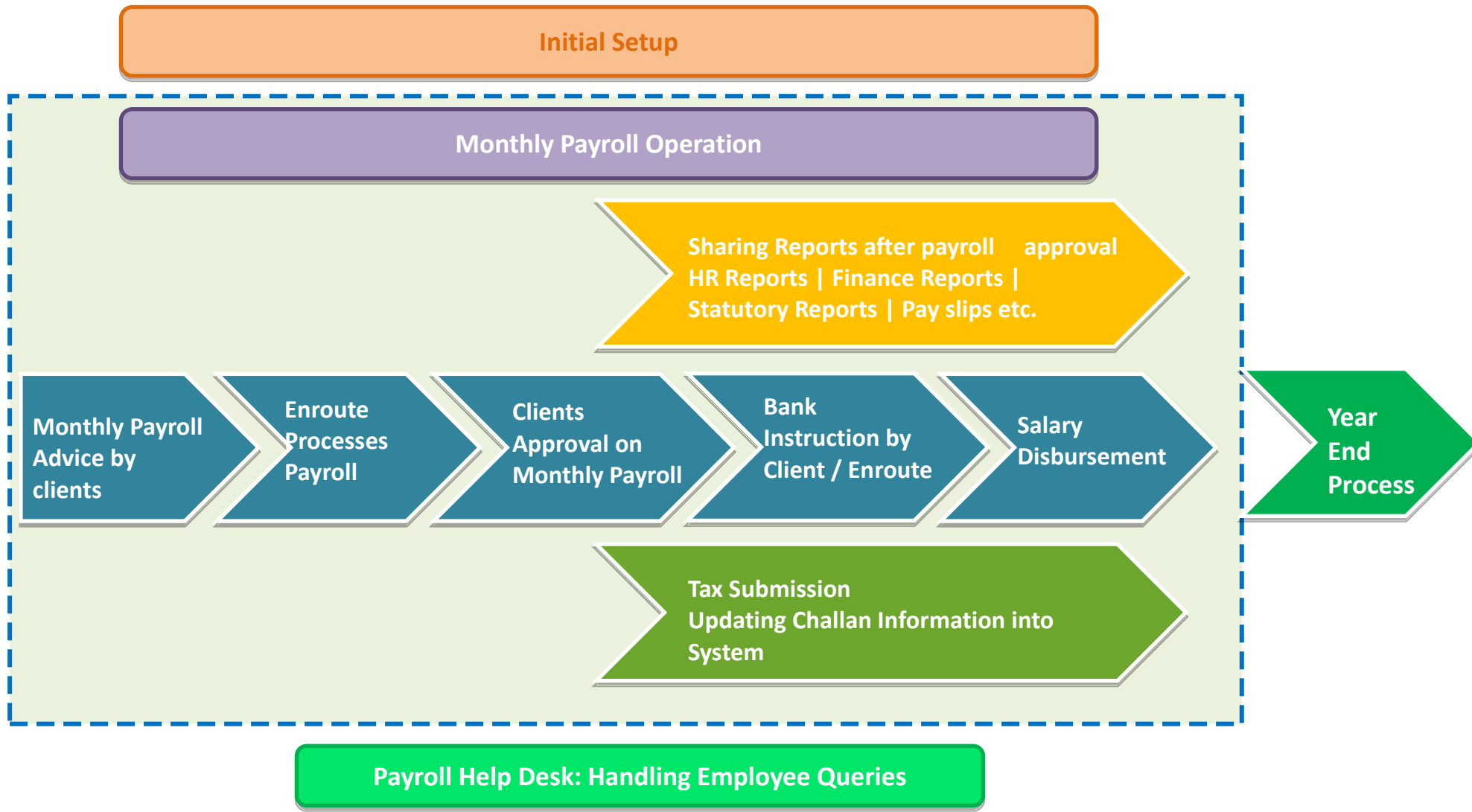
Methodology Details Implementation



Estimated Time Plan

<u>Sl. No.</u>	<u>Implementation Details</u>	<u>W</u> <u>1</u>	<u>W</u> <u>2</u>	<u>W</u> <u>3</u>	<u>W</u> <u>4</u>	<u>W</u> <u>5</u>	<u>W</u> <u>6</u>	<u>W</u> <u>7</u>	<u>W</u> <u>8</u>	<u>W</u> <u>9</u>	<u>W</u> <u>10</u>	<u>W</u> <u>11</u>	<u>W</u> <u>12</u>	<u>W</u> <u>13</u>	<u>W</u> <u>14</u>	<u>W</u> <u>15</u>	<u>W</u> <u>16</u>	<u>W</u> <u>17</u>
<u>1</u>	<u>Project Implementation Kick-off Meeting</u>																	
<u>2</u>	<u>Requirements Definition for Payroll Outsource</u>																	
<u>3</u>	<u>Requirements Mapping for Payroll Outsource</u>																	
<u>4</u>	<u>Data Conversion</u>																	
<u>5</u>	<u>System Configuration for Payroll Outsource</u>																	
<u>6</u>	<u>Parallel Run - To verify workflow</u>																	
<u>7</u>	<u>Live Run - Handover</u>																	
<u>8</u>	<u>Post Implementation Review</u>																	

Monthly Operation



enroutePaySolutions Services (Standard)

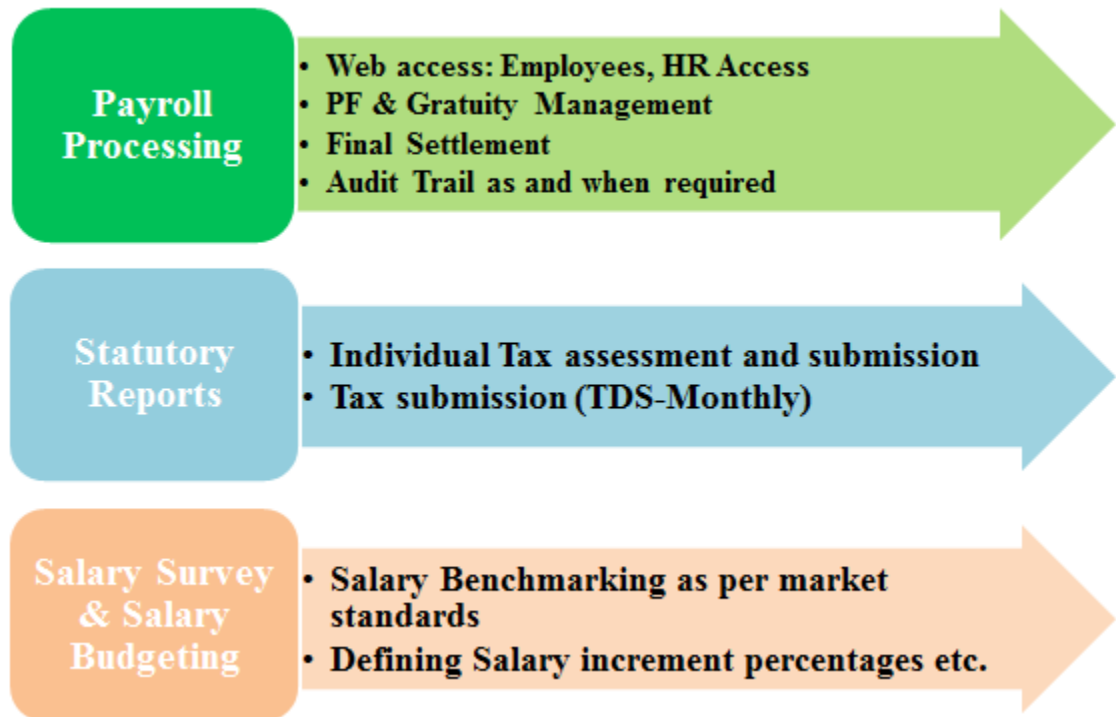
- Employee Life Cycle Management
- Employee Detail Profile Management
- Generation of employees monthly Payroll
 - Payroll Register
 - Employee Individual Payslips
 - Partial / Prorated Payment
- Leave and Attendance management
 - Monthly Job card
 - Daily In-out
 - Daily/ Monthly Absent report
 - Daily/ Monthly Leave
 - Monthly Attendance Summary
- Managing Special payments
 - Festival bonus,
 - Performance bonus,
 - Leave fare assistance,
 - Reimbursable allowances
- Managing Special payments
 - Festival bonus,
 - Performance bonus,
 - Leave fare assistance,
 - Reimbursable allowances
- Employee loan and advance payment management
- Employee Salary Disbursement
 - Auto generation Bank Advise
 - Salary Transfer Instruction
 - Salary disbursement sheet after disbursement
- Managing Employee tax and others deductions
 - Employee Salary certificates for tax year

- Reporting as per organization needs
 - Monthly Salary Sheet
 - Bank Listing Report
 - Headcount Variance Report
 - Payslips
 - Tax Calculation Sheet
 - Cost Center Reports
 - Monthly Salary Reconciliation
 - Allowance/ Deduction variance Report
 - OT Report
 - Leave Register
 - Leave Accrued Report
 - General Ledger Reports
 - 108 Report
 - Perquisite Report
 - Salary Sheet with date range (Yearly, Quarterly)

- Employees Final settlement
 - Adjustment of any dues
 - Calculation of PF and Gratuity
 - Calculation of other allowances

- Provident Fund Management
 - PF Ledger
 - Members' yearly Record
 - Left Members' Schedule
 - Loan against PF management

enroutePaySolutions Services: Premium



Technical Details

Framework:

- C-sharp (Microsoft Visual studio framework 4)
- ASP.NET

Database:

- SQL server 2008 for Database

Data Protection/ Privacy



- Microsoft
- ACCA
- Ericsson
- BRACSaajan
- MasterCard
- Reckitt Benckiser

- Honda
- IPDC
- TetraPack
- Tupperware
- Western Union

World is a global village. Now is the time to outsource core HR functions & Small Accounts functions from others company for a number of reasons, including cost, efficiency and the ability to drive innovation. Number of payroll competitor is increasing local and international market gradually. Few competitor names are given below:

- Data soft system Bangladesh Limited
- Manpower.com.bd
- Tokyo consulting firm
- Active Payroll
- Ascender

enroutePaySolutions Services Documents for learning

- Payroll presentation (PowerPoint)
- Learning calendar
- Payroll Calender
- Bangladesh Labor law (pdf) [with the 2013 amendment, Both Bangla and English]
- Bangladesh Labor Rules (pdf)
- Tax Circulation (2016)
- Tax Calculation Parameter
- Tax Calculation format (excel)
- Payroll Software user manual (Newer & Older)
- EnroutePR Software Tree
- Enroute Data Protection Policy (pdf)
- Enroute Disaster Recovery Plan (pdf)
- Issue log (EBL)
- LM Ericson BD &Enroute (contract & price list)
- Master Supply agreement (MSA) with talent2
- Weekly update from payroll till 22_09_16 (PowerPoint)
- Payroll Daily Work update

3.3 Job Description at the Organization

Name	Md. AbidurRahman
Position in company	Executive (Business Development)
Responsible for this Department	Key Accounts&HR Services
Years of experience	2
Current employment record	<p>Analyzes, prepares and inputs payroll data. Typically uses automated system to produce accurate and timely payroll. Ensures compliance with all applicable state and federal wage and hour laws.</p> <p>Prepares weekly, monthly, quarterly and year-end reports (gross payroll, hours worked, vacation accrual, tax deductions, benefit deductions, etc.) for management.</p> <p>Performs various journal entries, account reconciliations, and provides general ledger support.</p> <p>Supervises human resources/payroll assistant.</p> <p>Maintains current knowledge of applicable state and federal wage and hour laws.</p> <p>Stays current on payroll systems to achieve alignment with HR benefits and other related and to ensure effective accounting support.</p> <p>Facilitates management and employee understanding of payroll procedures.</p>

Chapter 4

Findings and Recommendations

4.1 Findings

There are several difficulties in the payroll process of enroute internal limited. While doing my internship, I found some those problems which are given below-

- **Huge Competition:** though the industry is very small but the competition is very huge. The clients share their willingness to source their payroll. So there is huge competition that which company will share the good profiles first.
- **Need to follow structured procedure:** there are several steps for payroll which we need follow. We need to get the permission from our Managing Director & team leader before the sharing the proposal to clients. That makes delay sometimes.
- **Service Negotiation:** sometime we face service negotiation problemclient's end

4.2 Recommendations

From the above findings, I tried to give some recommendation for enroute international limited below-

- As the clients must rely on the payroll professionals, the PaySolution professional must be reliable in calculation of tax other calculatios and be meticulous in checking and cross checking.
- The service provider must reduce cost and make encourage the local company to outsource their payroll so that local company is not inclined to outsource payroll because of high cost.
- Good rapport must be continued to attract thecompetition industry
- Payroll System must be easy like a ERP or SAP

Chapter 5

Conclusion and References

5.1 Conclusion

EnroutePaySolutions always concern to make a good relationship to client, partner, vendor & in house team. This relationship, communication & matrix understanding makes the Pay Solutions succeed to achieve its goal. Payroll is the sum total of all compensation a business must pay to its employees for a set period of time or on a given date. It can also refer to the list of employees of a business and the amount of compensation due to each of them. It is a major expense for most businesses and is almost always deductible as such. Payroll can differ from one pay period to another due to overtime, sick pay and other variables.

Professional payroll services offer many benefits and a few disadvantages. One major benefit of payroll services is their ability to produce a variety of reports that simplify accounting procedures and help companies ensure they are in compliance with legal and tax filing requirements. The payroll service may also maintain a record of how much vacation or personal time employees have used. Enroute offers such advantages to its clients, facilitating their payroll solution and share relevant reports and sometimes additional reports if clients require.

Read more: Payroll Definition | Investopedia

<http://www.investopedia.com/terms/p/payroll.asp#ixzz4LpEOoneG>

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<http://www.investopedia.com/terms/p/payroll.asp#ixzz4LpDNrDLB>

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5.2 References

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- Bangladesh Labor Law 2006 /Labour Law -Gezet2006_Bangla
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- <http://books.stuartherbert.com/getting-hired/recruitment-agencies.html>