

Special Requests

r

*ideal flow

should be done on or before the **10th of the month**

Client

Employer adds **bonus / salary adjustment / special expense** on platform.

Employee requests for **expense reimbursement** on platform.

Client makes payment.

Rivermate runs the payroll for that month based on partner invoice.

Rivermate pays partner.

r

Partner

Partner acknowledges request, inputs new payroll figures on **partner invoice**.

Partner executes special request.

*special flow

if requested when **payroll is ran already**

Client

Employer adds **bonus / salary adjustment / special expense** on platform.

Employee requests for **expense reimbursement** on platform.

Fill out an **Airtable form** with request.
Expense?
Bonus?
Adjustment?
How much?

Acknowledges and pays invoice.



If possible. Rivermate submits Airtable form to partner for new invoice.

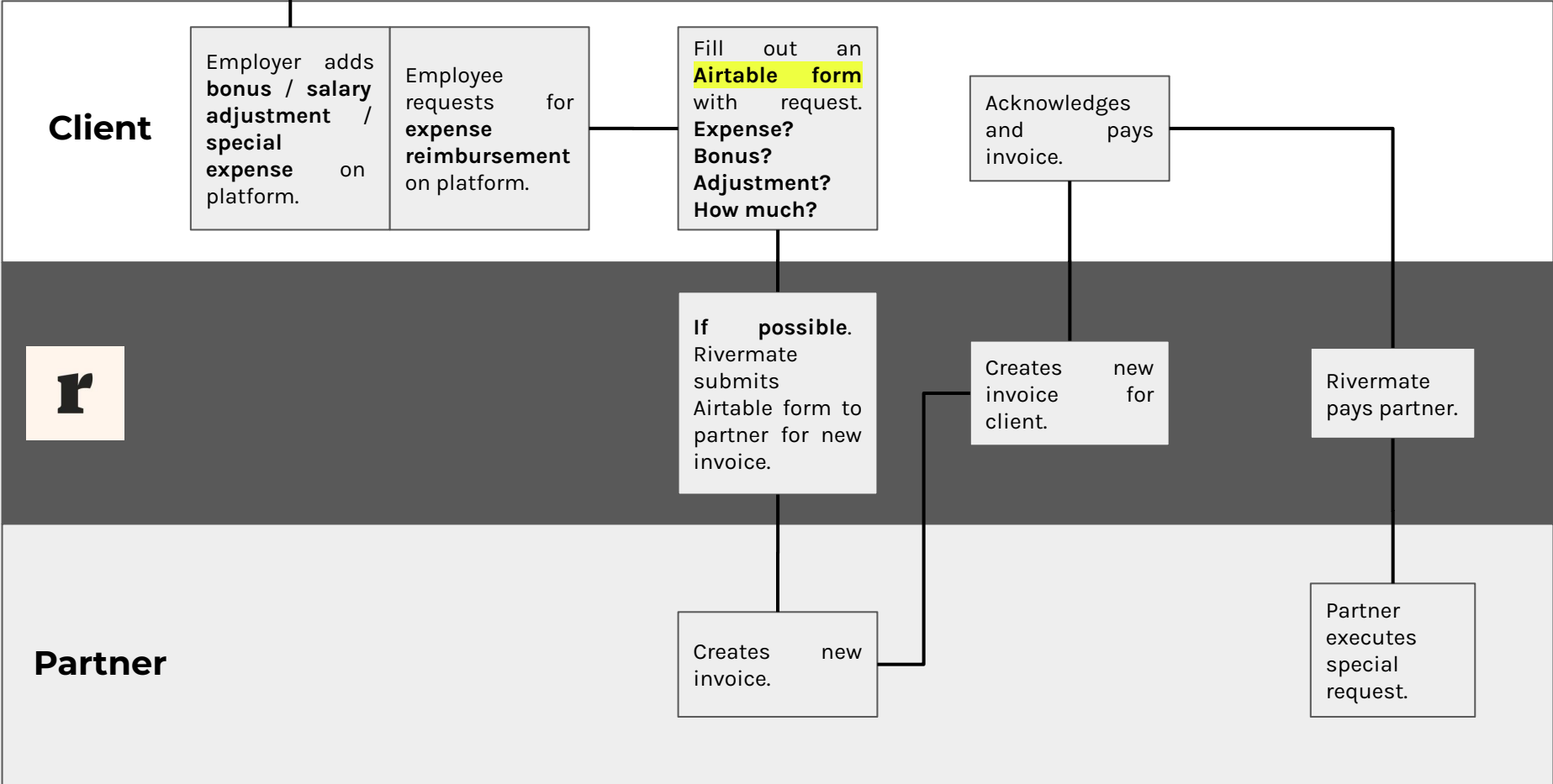
Creates new invoice for

Rivermate pays partner.

Partner

Creates new invoice.

Partner executes special request.



Action Points

1. Create Airtable form for client special requests.
2. Automate:
 - a. When a client submits a request on Airtable, partner should be notified immediately.

Future Considerations:

1. Rivermate Client Package
 - a. Rivermate Calendar
 - b. Who to reach out to?
2. Rivermate Partner Package
 - a. Rivermate Calendar
 - b. New Overhauls
 - i. Uploading invoices
 - ii. Uploading payslips

