DELTEK AJERA
Paycor Payroll Integration
Supplemental Training Guide
Architecture & Engineering Firms

Purpose of This Supplement

This document supplements the Deltek Ajera Employee Training Guide for firms that use Paycor as their payroll provider. It describes how Ajera and Paycor interact, what changes for employees and managers in day-to-day workflow, and how pay types, expense reimbursements, and employee data are managed across both platforms.

Read this document after completing the core Ajera Training Guide.

Topics Covered

How Ajera and Paycor Work Together
Employee Setup: Dual-System Requirements
Pay Types: Mapping Between Ajera and Paycor
Timesheet Entry Changes with Paycor Payroll
Expense Reimbursements Through Paycor
Payroll Export and Review Process
Benefits, Deductions, and Paycor Self-Service
Common Integration Issues and How to Resolve Them

Section 1: How Ajera and Paycor Work Together

The Two-System Architecture

When a firm uses Deltek Ajera as its project accounting system and Paycor as its payroll platform, the two systems divide responsibilities. Ajera remains the system of record for all project-related financial data: time charges by project and phase, reimbursable expenses, billing, and project profitability. Paycor takes over as the system of record for everything related to the employer-employee relationship: gross pay calculations, tax withholding, benefits deductions, net pay, direct deposit, and payroll tax filing.

These two systems exchange data through an export-import process managed by your accounting department. Employees do not need to log in to both systems to enter the same data twice. However, you will interact with Paycor independently for certain self-service tasks that have nothing to do with project work.

Division of Responsibilities

Function	Managed in Ajera	Managed in Paycor
Time entry (by project/phase)	Yes — primary entry point	No
Pay type classification	Yes — selected on timesheet	Receives mapped codes from Ajera
Gross pay calculation	Computed for billing purposes	Official payroll gross pay
Overtime calculation	Tracked for project cost	Authoritative OT calculation for FLSA
Tax withholding (federal/state)	No	Yes — W-4 and state forms processed here
Benefits deductions (health, 401k)	No	Yes — all deductions managed here
Direct deposit / pay stub	No	Yes — employees view stubs in Paycor
W-2 issuance	No	Yes
Expense reimbursements	Approved and recorded in Ajera	Disbursed through Paycor payroll run
PTO balance tracking	Partial — project code tracking	Official accrual balances in Paycor
Employee master record	Project-facing profile	HR and payroll master record
Labor cost posting to projects	Yes — from approved timesheets	No

> **Important Principle**
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> Ajera captures what you worked on and for which project. Paycor captures what you are paid. Both must be in sync for your paycheck and the firm's project financials to be accurate. If there is ever a discrepancy between what you see in your Paycor pay stub and what you entered in Ajera, report it to accounting immediately.

The Integration Data Flow

Understanding the flow of data between the two systems helps explain why both accuracy and timeliness in Ajera entry are critical when Paycor is involved. The sequence is as follows:

1	Employees enter and submit timesheets in Ajera by the firm's cutoff deadline.
2	Supervisors and project managers approve timesheets in Ajera.
3	Accounting reviews and posts approved timesheets in Ajera. Posting locks the records and makes them available for both billing and payroll export.
4	Accounting runs the Ajera Payroll Export (also called the Payroll Interface or Payroll Journal). This produces a structured data file containing hours by employee, pay type, and earnings code.
5	The export file is imported into Paycor via Paycor's payroll import function or a configured automated connector.
6	Paycor payroll staff review the imported data, apply any manual adjustments (e.g., bonuses, corrections), and run a pre-processing audit.
7	Paycor processes the payroll: calculates gross pay, applies tax withholdings and benefits deductions, and computes net pay.
8	Direct deposit files are transmitted to the bank. Employees receive their pay on the scheduled pay date.
9	Paycor posts the payroll journal back to Ajera (in some configurations) so that payroll costs appear in the general ledger.

> **Critical Timing Warning**
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> Because Ajera data must be exported before Paycor can process payroll, the Ajera timesheet submission deadline is functionally also the payroll deadline.
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> A timesheet submitted one day late may miss the payroll export entirely, delaying your pay by one full pay period.
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> Ask your HR or accounting department for the exact cutoff schedule and put it in your calendar as a recurring alert.

Section 2: Employee Setup in a Dual-System Environment

Why You Exist in Both Systems

Every employee at the firm will have a profile in both Ajera and Paycor. These are separate records that must be consistent with each other. Your accounting and HR teams are responsible for creating and maintaining both records, but as an employee you should be aware of what each record contains and why consistency between them matters.

What Is in Your Ajera Employee Record

Ajera Employee Field	Purpose
Employee ID / Number	Unique identifier used to link your Ajera timesheet entries to the payroll export. This ID must match an identifier in Paycor.
Labor Category	Determines your billing rate and cost rate on projects (e.g., Project Engineer, Senior Associate, Principal).
Department	Used for departmental cost allocation, overhead reporting, and utilization reporting.
Standard Hours Per Week	Defines your expected billable capacity and is used to calculate utilization percentage.
Pay Rate (Cost Rate)	Your loaded hourly cost used for internal project cost tracking. This is not necessarily your take-home hourly rate.
Overtime Type	Whether you are eligible for overtime pay (non-exempt) or classified as exempt. This affects how Ajera and Paycor handle hours above 40 per week.
Payroll Earnings Codes	The Ajera pay types (Regular, OT, Vacation, etc.) mapped to corresponding Paycor earnings codes for the export.

What Is in Your Paycor Employee Record

Paycor Employee Field	Purpose
Employee ID	Must match or be mapped to your Ajera Employee ID for the import to work correctly.
Tax Filing Status (W-4)	Federal and state withholding elections you submitted at hire. Update in Paycor if your status changes.
Direct Deposit Banking Info	Bank account(s) for pay deposit. Managed exclusively in Paycor.
Benefits Elections	Health insurance, dental, vision, HSA, FSA, 401(k) contribution rates. Managed exclusively in Paycor.

PTO / Leave Accrual Balances	Official available balances for vacation, sick leave, and other leave types.
Garnishments / Special Deductions	Court-ordered deductions, additional withholding. Managed by HR in Paycor.
Year-to-Date Payroll History	Cumulative gross pay, taxes, and deductions for W-2 reconciliation.

New Hire Checklist: Both Systems

If you are a new employee, both records must be established before your first timesheet can be processed for payroll. The following actions are your responsibility versus HR/accounting's responsibility:

Action	Who Does It	When
Complete new hire paperwork (I-9, W-4, state tax forms)	You, with HR	Before or on Day 1
Enroll in benefits (health, dental, 401k)	You in Paycor Self-Service or with HR	Within enrollment window (typically 30 days of hire)
Set up direct deposit in Paycor	You in Paycor Self-Service	Before first payroll run
Receive Ajera login credentials	IT/Accounting sets up; you receive via email	Day 1 or before
Receive Paycor Self-Service login	HR sets up; you receive via email	Day 1 or before
Verify your employee ID matches in both systems	HR/Accounting confirm; you verify	Before first timesheet
Enter and submit your first timesheet in Ajera	You	End of first work week
Verify your first pay stub in Paycor	You	After first payroll is processed

> **New Employee Alert**
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> Do not assume your payroll record in Paycor is active just because you have an Ajera login. Confirm with HR that your Paycor record has been created and linked.
>
> If your first timesheet is submitted but you do not appear in the Paycor import file, your pay will be delayed. Follow up with accounting before the payroll cutoff.

Section 3: Pay Types — Mapping Ajera to Paycor

Why Pay Type Mapping Matters

In the core Ajera training, you learned that every timesheet row requires a Pay Type selection (Regular, Overtime, Vacation, etc.). When Paycor is the payroll system, each Ajera pay type must be mapped to a corresponding Paycor Earnings Code. This mapping is configured by your accounting and HR teams, not by individual employees. However, understanding the mapping helps you select the correct pay type in Ajera, which in turn ensures Paycor processes your pay correctly.

If you select the wrong pay type in Ajera (for example, charging vacation hours as Regular time), the error will flow through the export and may result in incorrect pay, incorrect PTO balance deductions, or misclassified labor costs on projects. Corrections require intervention in both systems.

Typical Pay Type to Earnings Code Mapping

Ajera Pay Type	Paycor Earnings Code (Typical)	Notes
Regular	REG or SAL	Standard billable and non-billable hours up to 40/week.
Overtime (1.5x)	OT or OT15	Non-exempt employees only. Hours above 40/week at 1.5x rate.
Overtime (2.0x)	OT2 or DBL	Double-time for certain holidays or contractual situations.
Holiday	HOL	Firm-recognized holidays. Charged to overhead project in Ajera; Paycor pays at regular rate.
Vacation / PTO	VAC or PTO	Charged to leave project in Ajera; Paycor deducts from PTO balance.
Sick Leave	SICK or SL	Charged to sick leave project in Ajera; Paycor deducts from sick balance.
Jury Duty	JURY	Confirm with HR whether pay is supplemented by the firm.
Bereavement	BRV or BEL	Firm policy governs duration and pay.
Comp Time Earned	COMP	If your firm offers comp time. Hours banked, not paid immediately.
Comp Time Used	COMPUSE	Draws down the comp time bank in Paycor.

| Bonus | BONUS | Typically entered directly in Paycor by HR, not through Ajera timesheet. |

Firm-Specific Codes

Your firm may use different earnings code names in Paycor. Ask your HR or accounting team for the specific mapping table they have configured. Keep a copy for your reference.

Overtime: Ajera Entry vs. Paycor Calculation

Overtime handling is one of the most common sources of confusion in an Ajera-Paycor environment. Here is how it works:

Scenario	What Happens
Non-exempt employee, 45 hours in a week	Enter all 45 hours in Ajera using the correct projects/phases. Select Regular for the first 40 hours and Overtime for the 5 additional hours. Paycor receives 40 REG and 5 OT and applies the 1.5x multiplier to the OT hours automatically.
Exempt (salaried) employee, 45 hours in a week	Most A/E firms classify PEs and senior professionals as exempt. Enter all 45 hours in Ajera as Regular time. Paycor pays the fixed weekly salary regardless of hours. The extra hours are tracked in Ajera for project cost but do not generate additional pay.
Non-exempt, hours split across multiple projects	Ajera tracks hours per project. The 40-hour FLSA threshold is calculated on total weekly hours across all projects, not per project. Your accounting team ensures the export handles this correctly.
Holiday week with fewer working days	Enter the hours actually worked on client projects as Regular. Enter the holiday as Holiday pay type against the firm's holiday overhead project. Total hours may be less than 40 but should reflect actual time.
On-call or travel time	Confirm with HR whether on-call time or extended travel time qualifies as compensable hours under FLSA. If yes, enter in Ajera with the appropriate pay type so Paycor includes it in the OT threshold calculation.

FLSA Compliance Note

The Fair Labor Standards Act requires that non-exempt employees be paid 1.5x for all hours over 40 in a workweek.

Ajera tracks hours by project, but Paycor calculates the overtime obligation on total weekly hours.

Never let a supervisor ask you to under-report hours to avoid showing overtime. This is a wage and hour violation.

If you are unsure of your FLSA classification (exempt vs. non-exempt), ask HR. It should be documented in your offer letter.

Section 4: Timesheet Entry — Changes with Paycor Payroll

What Stays the Same

The core timesheet entry process described in the Ajera Training Guide does not change when Paycor is used for payroll. You still:

- Log in to Ajera and navigate to Time > My Timesheet.
- Add rows for each project, phase, and pay type combination.
- Enter hours by day across the weekly grid.
- Submit the completed timesheet by the firm's cutoff deadline.

The difference is what happens after submission. In a standalone Ajera payroll environment, Ajera itself calculates and issues pay. In a Paycor environment, Ajera hands off to Paycor and the payment side of the process is fully managed there.

What Changes: Stricter Deadlines

The most significant practical change for employees is that timesheet submission deadlines become more rigid. Because Paycor has its own processing timeline (federal and state tax filings, bank ACH deadlines, direct deposit lead times), the payroll export from Ajera must occur by a fixed time. This means:

- Late timesheets cannot be held and processed next-day. Missing the Ajera cutoff means missing the payroll run.
- Corrections to already-posted timesheets require a formal adjustment that must also be re-exported to Paycor. This is a multi-step process that takes significant accounting time.
- The firm may have a hard lock on timesheet submission — meaning Ajera will not allow submission after the deadline without an accounting override.

Understanding Pay Period Alignment

The pay period in Paycor must align with the timesheet period in Ajera. Most A/E firms use one of the following pay period configurations:

Pay Period	How It Works in Ajera-Paycor
Biweekly (most common)	Two full weeks of Ajera timesheets are collected, exported, and imported into Paycor in a single payroll batch. Pay date is typically Friday, 5 to 7 days after the pay period ends.

Semi-monthly	Timesheets cover the 1st through 15th and 16th through end of month. The mid-month split means some weeks are divided across two pay periods, which requires careful hour entry near the cutoff date.
Weekly	One week of timesheets per payroll run. Tighter deadlines but faster reimbursement cycles for expenses included in payroll.

Semi-Monthly Split Week

In a semi-monthly pay schedule, a work week may straddle two pay periods (e.g., Monday through the 15th in one period and the 16th through Friday in the next). You may need to submit two partial-week timesheets. Your accounting team will clarify how your firm handles this boundary.

Viewing Your Pay Information in Paycor

Once Paycor processes the payroll, you view your pay information exclusively in Paycor, not in Ajera. Ajera does not display pay stubs, net pay, or tax withholding information. To access your pay records:

1	Log in to Paycor at your firm's Paycor URL (provided by HR, typically yourfirmname.paycor.com or via the Paycor mobile app).
2	Navigate to Pay > Pay Stubs or Paycheck History.
3	Select the pay period you want to review.
4	Your pay stub shows: gross earnings by earnings code, all deductions (taxes, benefits, retirement), and net pay.
5	Verify that the hours in each earnings category (REG, OT, VAC, etc.) match what you submitted in Ajera for that period.
6	If there is a discrepancy, note the specific earnings code, the expected hours, and the actual hours shown, and report to accounting.

What to Do If Your Pay Is Wrong

Step 1: Pull up your Ajera timesheet for the same period. Confirm your submitted hours and pay types.

Step 2: Compare to your Paycor pay stub line by line.

Step 3: If Ajera shows correct data but Paycor does not, the discrepancy likely occurred in the export/import. Report to accounting with both records.

Step 4: If Ajera also shows incorrect data, request a timesheet correction from your supervisor and accounting.

Never attempt to correct payroll errors by adjusting future timesheets to compensate. This creates a chain of mismatched records. Always correct at the source.

Section 5: Expense Reimbursements Through Paycor

How Reimbursements Flow Between the Two Systems

In the core Ajera training, you learned that approved expense reports are posted in Ajera and reimbursed to employees. When Paycor is the payroll system, the reimbursement disbursement step typically occurs through Paycor rather than through a separate check or ACH from Ajera. The two systems handle different aspects:

System	Role in Expense Reimbursement
Ajera	Receives the expense report submission. Routes it through the approval workflow. Records the cost against the project and the reimbursable amount owed to the employee once approved. Includes the reimbursement amount in the payroll export to Paycor.
Paycor	Receives the reimbursement amount from the Ajera export as a non-taxable reimbursement line. Includes it in the next payroll disbursement. Employee sees it on their pay stub as a separate reimbursement entry, not as gross wages.

Tax Treatment of Reimbursements

Expense reimbursements that comply with the IRS Accountable Plan rules are non-taxable to the employee and do not appear in W-2 Box 1 wages. An Accountable Plan requires: a legitimate business purpose, adequate documentation (receipts), and return of any excess reimbursement. Your firm's expense policy is designed to meet these requirements. Reimbursements processed through Paycor are handled as non-taxable reimbursements as long as the Accountable Plan rules are met.

Timing of Reimbursements

Because reimbursements are included in the Paycor payroll run, the timing depends on when your expense report clears the Ajera approval workflow relative to the payroll export. Here is how timing typically works:

Scenario	Expected Reimbursement Timing
Expense submitted and fully approved before the payroll export	Reimbursement included in the current payroll run. You receive it on the regular pay date.
Expense submitted before cutoff but still pending approval at export time	Reimbursement missed for this run. Included in the next payroll run after approval clears.
Expense submitted after the payroll export cutoff	Earliest inclusion is the following payroll run. For biweekly payroll, this could be two weeks away.
Expense report returned for correction	Reimbursement clock restarts after you correct and resubmit. The corrected report must clear approval before the next export.

This timing structure reinforces the importance of submitting expense reports promptly. A $500 expense incurred on a Monday that is not submitted until the following week may not be reimbursed for three to four weeks if it misses the payroll cutoff.

How Reimbursements Appear on Your Paycor Pay Stub

When you receive your pay stub in Paycor, expense reimbursements will appear as a separate line item, distinct from your regular earnings. They are labeled with a reimbursement earnings code configured by your HR/accounting team. Common labels include:

- EXP REIMB or EXPENSE — General expense reimbursement amount
- MILE REIMB or MILEAGE — Mileage-specific reimbursement
- SUBCONSLT REIMB — Subconsultant pass-through (if reimbursed through payroll)

These amounts are not added to your taxable gross wages and should not affect your income tax withholding. If you see expense reimbursements appearing in the taxable wages section of your pay stub, report this to HR immediately, as it indicates a configuration error in Paycor.

Reimbursement vs. Direct Payment Distinction

Some firms handle large subconsultant invoices through accounts payable rather than through employee expense reimbursement. In those cases, the firm pays the subconsultant directly and the cost flows through Ajera's vendor payment system, not through the employee's expense report.

Clarify with your project manager and accounting team which process your firm uses for subconsultant costs before submitting a large subconsultant invoice as a personal expense.

Submitting a subconsultant invoice as a personal expense when the firm intends to pay the vendor directly results in a duplicate payment.

Mileage Reimbursements: Ajera Entry vs. Paycor Payment

Mileage is a common and frequently audited reimbursable expense. In the Ajera-Paycor environment:

1	You enter mileage in Ajera as described in the core training guide (Expenses > New Expense Report > Mileage type > miles driven > project/phase).
2	Ajera calculates the dollar amount using the configured mileage rate (IRS standard or firm rate).
3	After approval, the mileage reimbursement dollar amount is included in the payroll export to Paycor.
4	Paycor disburses the amount on your next pay date as a non-taxable mileage reimbursement.
5	Your pay stub shows a MILE REIMB (or similar) line with the dollar amount.
6	The miles and dollar amounts also remain recorded in Ajera for project cost reporting and audit purposes.

IRS Rate Changes

The IRS adjusts the standard mileage rate annually and sometimes mid-year. Your firm's Ajera configuration will be updated by accounting when the rate changes. You do not need to track the rate yourself, but be aware that the rate used in Ajera at the time of entry is the rate you will be reimbursed.

Section 6: PTO, Leave, and Benefits in a Paycor Environment

Where PTO Balances Live

This is one of the most frequent points of confusion in an Ajera-Paycor environment: PTO and leave balances are maintained in Paycor, not in Ajera. When you enter vacation or sick hours on your Ajera timesheet, that entry signals to the payroll export that leave was taken, and Paycor deducts the corresponding hours from your balance. But Ajera itself does not display your available PTO balance.

What You Want to Know	Where to Look
How many vacation hours do I have left?	Paycor Self-Service > Time Off > Balances
How much sick leave have I accrued?	Paycor Self-Service > Time Off > Balances
What is my comp time balance?	Paycor Self-Service (if comp time is tracked there per firm policy)
What leave did I take last quarter?	Paycor Self-Service > Time Off > History, or Ajera Time Detail Report
Did my vacation hours post after I submitted last week's timesheet?	Check Paycor after next payroll processes
What is the firm's leave accrual schedule?	Your employee handbook or HR in Paycor Documents

Requesting Time Off

Firms using Paycor typically route time-off requests through Paycor, not through Ajera. The workflow is:

1	Log in to Paycor. Navigate to Time Off > Request Time Off.
2	Select the leave type (Vacation, Sick, Personal, etc.) and enter the requested dates.
3	Submit the request. Your supervisor receives a notification in Paycor and approves or denies it.
4	Once approved in Paycor, enter the corresponding hours in Ajera on your timesheet for the same dates using the Vacation or Sick pay type against the appropriate internal project.
5	The Ajera timesheet entry and the Paycor time-off request must cover the same dates and hours. A mismatch will cause a discrepancy between your Ajera labor records and your Paycor PTO balance deduction.

> **Double-Entry Awareness**
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> Yes, you are entering leave in two places: Paycor (the request for approval and balance tracking) and Ajera (the timesheet entry for project accounting). This is the nature of the dual-system architecture. Your accounting and HR teams depend on both entries being made. Skipping the Ajera

entry means the firm's overhead accounts are missing the labor cost allocation. Skipping the Paycor request means your PTO balance is not deducted and your manager has no record of the approval.

Benefits Management in Paycor

All employee benefits are managed exclusively in Paycor. Ajera has no visibility into your benefits elections. The following benefits actions are taken in Paycor:

- Health, dental, and vision insurance enrollment and changes
- HSA and FSA contribution elections and balance inquiries
- 401(k) contribution rate changes and investment election updates
- Life insurance beneficiary designations
- Dependent care benefit elections
- Open enrollment changes (typically available annually during the open enrollment window)
- Qualifying life event changes (marriage, birth, divorce, loss of other coverage)

Log in to Paycor Self-Service to manage any of the above. If you cannot access a benefits section, contact HR. Changes to benefits must be made within the IRS and carrier deadlines; late changes may not be accepted outside of open enrollment.

Section 7: The Payroll Export Process (Manager & Accounting Reference)

Who This Section Is For

This section is primarily intended for project managers, supervisors, and accounting staff who have a role in the timesheet approval process or in running the Ajera-to-Paycor payroll export. Individual contributors can read this section to understand the broader context but do not typically perform these steps.

Pre-Export Checklist in Ajera

Before running the payroll export, accounting and supervisory staff should verify the following in Ajera:

1	Confirm all timesheets for the pay period have been submitted by employees. Run the Timesheet Status Report (Reports > Payroll > Timesheet Status) to identify any open or unsubmitted timesheets.
2	Complete all pending timesheet approvals. Unapproved timesheets will not be included in the export.
3	Post all approved timesheets. Ajera requires timesheets to be in Posted status before they are available to the payroll export function.
4	Confirm all expense reports that should be included in this payroll run have been approved and posted in Ajera.
5	Run the Payroll Preview Report to review total hours by employee and earnings code. Verify totals against the expected headcount and hours for the period.
6	Check for any employees with zero hours who should have had a full pay period. These may indicate a missing timesheet.
7	Review overtime hours for non-exempt employees. Confirm overtime was authorized and properly documented.

Running the Payroll Export

1	In Ajera, go to Setup > Payroll (or Payroll > Export, depending on your Ajera version and configuration).
2	Select the Pay Period dates for the export. Confirm these match the Paycor pay period exactly.
3	Select the employees to include, or include All Active Employees for a full payroll run.
4	Choose the export format. If your firm has a configured Paycor integration, select the Paycor format. If using a generic CSV, select the appropriate template.
5	Click Generate or Export. Ajera will produce the export file and display a summary of hours and employees included.

6	Review the summary. Check total REG, OT, and leave hours against the Payroll Preview Report. Flag any discrepancies before proceeding.
7	Save the export file to the designated shared folder or upload it directly to Paycor per your firm's workflow.

Importing into Paycor

1	Log in to Paycor as a Payroll Administrator.
2	Navigate to Payroll > Import Payroll Data (or the equivalent in your Paycor version).
3	Upload the Ajera export file. Paycor will validate the file format and flag any errors (e.g., unrecognized employee IDs, invalid earnings codes).
4	Review any import errors. Common errors include employee ID mismatches and earnings codes not configured in Paycor. Resolve in coordination with accounting.
5	Run the Payroll Audit Report in Paycor to verify imported hours and amounts match the Ajera export summary.
6	Make any manual adjustments in Paycor (e.g., bonuses, corrections, manual reimbursements not in Ajera).
7	Submit payroll for processing per Paycor's workflow.

Reconciliation Requirement

Always reconcile the Ajera export total against the Paycor import total before finalizing payroll. Even a single transposed digit in an employee ID can cause a missed or duplicated paycheck. Document the reconciliation for audit trail purposes.

Post-Payroll Steps in Ajera

After Paycor processes and posts payroll, the following steps close the loop in Ajera:

- Payroll Journal Entry: If your firm posts payroll costs back to the Ajera general ledger, accounting will import or manually enter the payroll journal (gross wages by department, employer taxes, benefits accruals, etc.).
- Overhead Rate Update: Actual payroll costs feed into overhead rate calculations. Periodic overhead rate reviews compare actual indirect costs to the budgeted rate.
- Utilization Reporting: With timesheets posted, the Employee Utilization Report in Ajera now reflects the completed pay period's billable ratios.
- WIP Update: Posted time is now available in WIP for billing. If the billing cycle coincides with payroll, accounting will proceed to draft invoices.

Section 8: Common Integration Issues & How to Resolve Them

Troubleshooting Guide

The following table covers the most frequently encountered issues in an Ajera-Paycor integrated environment, their likely cause, and the recommended resolution path.

Issue	Likely Cause	Resolution
Hours on pay stub do not match Ajera timesheet	Export/import error; pay type mapping mismatch; employee ID mismatch	Compare Ajera export file to Paycor import confirmation. Report discrepancy to accounting with both records.
Expense reimbursement not on pay stub	Expense report not approved before payroll export; accounting did not include expense reimbursements in this run	Confirm approval status in Ajera. If approved, confirm with accounting whether reimbursements are processed this cycle or next.
PTO balance in Paycor did not decrease after vacation week	Ajera timesheet not submitted or not exported with correct pay type; Paycor accrual configuration issue	Verify Ajera timesheet used Vacation pay type. Confirm the export included the hours. Report to HR if Paycor did not deduct.
New employee not included in payroll export	Paycor employee record not yet active; Ajera-Paycor ID mismatch; employee not set up in Ajera	HR must confirm Paycor record is active. Accounting must confirm Ajera record exists and IDs match.
Overtime hours not paid at 1.5x	Employee classified as exempt in Paycor when they should be non-exempt; OT earnings code not mapped	HR must verify FLSA classification in Paycor. Accounting must verify OT pay type is mapped to OT earnings code.
Paycor shows a different pay rate than expected	Salary or rate change not yet updated in Paycor; pay rate in Ajera cost rate does not match Paycor pay rate	HR must confirm rate update was processed in Paycor effective the correct date. Note: Ajera cost rate and Paycor pay rate are separate fields managed independently.
Expense reimbursement appeared as taxable wages	Paycor earnings code for reimbursement is configured as taxable	Report to HR and accounting immediately. Paycor configuration must be corrected and a payroll adjustment issued.
Timesheet data missing from export	Timesheet in Submitted but not Posted status; employee excluded from export selection	Accounting must post the timesheet and re-run the export before the Paycor deadline.

Escalation Path for Payroll Issues

When you identify a payroll discrepancy, use this escalation path to ensure it is resolved as quickly as possible:

1	Document the issue with specifics: your name, the pay period affected, the earnings code or expense category in question, the amount or hours expected versus received.
2	Contact your direct supervisor to confirm whether the error originated in the Ajera timesheet approval process or is a Paycor-side issue.
3	Contact accounting with your documentation. Accounting can review the Ajera export file and confirm whether the data was transmitted correctly.
4	If the error is on the Paycor side (incorrect earnings code configuration, rate error, benefits deduction error), accounting or HR will open a correction request in Paycor.
5	For off-cycle corrections that cannot wait until the next payroll run (particularly for missing pay), request an off-cycle payroll run or manual check from HR. Note that off-cycle payroll may have processing fees.
6	Confirm resolution on your next pay stub. If the issue recurs, escalate to the Ajera system administrator and Paycor account manager.

Section 9: Quick Reference — Ajera + Paycor

Where to Do What

Task	System to Use
Enter project time	Ajera — Time > My Timesheet
Submit timesheet for approval	Ajera — Submit button on timesheet
Submit an expense report	Ajera — Expenses > New Expense Report
View approved expense status	Ajera — Expenses > My Expense Reports
View pay stub	Paycor — Pay > Pay Stubs
View YTD earnings and taxes	Paycor — Pay > Pay Stubs or Tax Documents
Update tax withholding (W-4)	Paycor — Pay > Tax Withholding
Update direct deposit	Paycor — Pay > Direct Deposit
View PTO / leave balances	Paycor — Time Off > Balances
Request time off	Paycor — Time Off > Request Time Off (then enter in Ajera timesheet once approved)
Change benefits elections	Paycor — Benefits > My Benefits
Update 401(k) contribution	Paycor — Benefits > Retirement
View W-2	Paycor — Tax Documents > W-2
Report a payroll discrepancy	Contact accounting with documentation from both systems
Request a timesheet correction	Contact your supervisor, then accounting

Key Deadlines Checklist

Confirm the exact dates and times for each item below with your accounting and HR departments. These vary by firm.

Deadline	Typical Timing	Consequence of Missing
Ajera timesheet submission	End of business on last day of pay period	Hours excluded from payroll export; potential missed paycheck
Ajera expense report submission	2 to 3 days before payroll export	Reimbursement delayed to next payroll run
Paycor time-off request approval	Before start of leave dates	PTO may not be properly deducted; manager approval documentation missing

Benefits open enrollment deadline	Announced annually by HR, typically November	Elections locked until next qualifying event or open enrollment
W-4 update for tax year accuracy	Before last payroll of the year or at life event	Incorrect withholding may result in tax balance due at filing
Direct deposit change effective date	Typically 1 to 2 pay cycles in advance	Pay may go to old account during transition period

Key Contacts Reference

Question or Issue	Who to Contact
Cannot find a project in Ajera	Project Manager or Accounting
Timesheet submitted in error / need correction	Supervisor, then Accounting
Expense report not reimbursed	Accounting
Pay stub shows incorrect hours	Accounting (review Ajera export first)
Pay rate is wrong on pay stub	HR
Benefits not deducting correctly	HR
Cannot log in to Ajera	IT or Ajera System Administrator
Cannot log in to Paycor	HR or Paycor Administrator
PTO balance appears wrong	HR
W-2 has an error	HR / Payroll

This concludes the Ajera-Paycor Supplemental Training Guide. Use it alongside the core Ajera Training Guide as your reference throughout your employment. When in doubt about which system to use for a given task, refer to the Where to Do What table above or contact accounting or HR.