



# Implementation Services

SELF-GUIDED (FREE) PLAN

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# Free Rippling Implementation

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Your Implementation Manager/Specialist will guide you in the set up and configuration of your core Rippling products (Payroll, Insurance, and Global). You'll get comprehensive documentation on all your other products to self-setup Rippling.

## The Rippling implementation method

We are dedicated to supporting you, whether it's onboarding and offboarding your first employee, executing payroll runs, or ensuring smooth Open Enrollment or Benefit Transfers. Our objective is for you to exit the Implementation phase equipped with the knowledge to continually configure and update Rippling to align with your specific business processes in HR, Finance, IT—or all three.

Our implementation process is seamlessly integrated into the product and backed by a dedicated team of Implementation managers, supplemented by free

training resources. Our aim is to make this exciting and occasionally overwhelming journey manageable and streamlined. This brochure provides insights into a typical timeline for customers implementing all Rippling products (note that your experience may vary based on the number of products and complexity of your organization) and outlines the roles and responsibilities of both Rippling and the customer in each product area.

We are thrilled to partner with you on your Rippling journey!

## Our goal

We will provide you with the essential tools and knowledge to customize Rippling according to your specific requirements. This will empower you to make further adjustments and modifications even after the implementation process is finished.

## Implementation Steps

- 1 **Configure Rippling Unity**
- 2 **Set up payroll**
- 3 **Set up time tracking**
- 4 **Set up benefits and insurance**
- 5 **Set up app and device management**
- 6 **Run your first payroll on Rippling**

# Our implementation process



## Discover

Rippling will better understand your current processes so we can effectively guide you in your setup of the Rippling platform.



## Learn

As part of the implementation process, we'll ask you to complete Product Training Courses on Rippling U ([learn.rippling.com](https://learn.rippling.com)) to acquire fundamental knowledge about the Rippling platform.



## Guide

Most of your Implementation experience for Rippling products will be Self-Guided with comprehensive Rippling documentation and tutorials.

For complex one-time setup areas like Payroll and Benefits, we'll offer additional email support and review your installed apps via calls.

Should you need additional help, you can upgrade to a paid Implementation plan.



## Review

We'll have up to 4 calls with you to guide you through key setup milestones including setting up and running Payroll, administering Benefits, and configuring IT.

Should you need additional help, don't hesitate to reach out to Sales for a paid Implementation package.



Take advantage of our self-paced on-demand courses available on [Rippling U](https://learn.rippling.com), explore our [Help Center](#) for product user guides and tutorials, attend live product training webinars, and earn your Rippling certification to enhance your knowledge and expertise.

# Typical Timeline

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	
MILESTONES	<ul style="list-style-type: none"> <li>Kickoff call</li> </ul>	<ul style="list-style-type: none"> <li>Payroll Review call</li> </ul>	<ul style="list-style-type: none"> <li>Insurance Review call</li> <li>Global Payroll Installation call</li> </ul>	<ul style="list-style-type: none"> <li>IT Review call</li> <li>Review Global Benefits Call</li> </ul>	<ul style="list-style-type: none"> <li>Wrap up &amp; payroll processing call</li> </ul>			<ul style="list-style-type: none"> <li>Global Payroll Processing</li> </ul>
<b>Rippling Guided</b> Rippling will support the customer with guided calls and coaching to help them implement Rippling products to their needed specifications.								
PRODUCTS	COMPANY SETUP GLOBAL PAYROLL EOR	US PAYROLL EOR GLOBAL CONTRACTORS T&A	GLOBAL PAYROLL BENEFITS	GLOBAL BENEFITS EOR IT: APP MGMT IT: DEVICE MGMT IT: INVENTORY MGMT	US PAYROLL BENEFITS GLOBAL CONTRACTORS EOR T&A		GLOBAL PAYROLL	
<b>Self Guided</b> Customers will use RipplingU & Help Center resources to implement Rippling themselves.								
PRODUCTS	AUTO COMPLIANCE E-VERIFY	401K INTEGRATION EDI SPEND MANAGEMENT	HR HELP DESK TALENT: LEARNING MGMT TALENT: PULSE TALENT: HEADCOUNT TALENT: RECRUITING TALENT: PERFORMANCE MGMT SPEND MANAGEMENT LEAVE MANAGEMENT	OKTA ONEMEDICAL SENTINEL ONE API ACCESS AZURE	UNITY AUTOMATION			



# Company Setup

Unity

## YOUR RIPPLING PARTNERS

Implementation Manager/Specialist

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~4-6 hours

## COMPLETION MILESTONES

Every active employee profile is found in Rippling.



## KEY MEETINGS

### Kickoff call

Discuss and review company setup and employee census data.

30 min



## CUSTOMER ACTIONS



## RIPPLING ACTIONS

## CUSTOMER HOURS

### Company Settings

Customer compiles all of their employee data into a single CSV file and uploads it using the People Census tool. Customer handles the configuration of new hire information collection, org chart setup, notifications, and app shop settings.

Rippling will provide RipplingU and Help Center resources and will answer questions about configuration on Kickoff call.

1 hr

### Company Details

Customer handles configuration of departments, job titles, locations, levels, business partners, employment types, termination reasons, and EIN info.

Rippling will provide RipplingU and Help Center resources and will answer questions about configuration on Kickoff call.

2 hrs

### Documents

Customer handles configuration of documents templates, such as offer letters, severance agreements, and other standard agreement templates, within Rippling.

Rippling will provide RipplingU and Help Center resources and will answer questions about Document configuration on Kickoff call.

2 hrs

### Employment Authorization

Customer complies I-9 documentation and handles the configuration of their Employment Authorization.

Rippling will provide Help Center resources and will answer questions about configuration.

2 hrs

### Security

Customer handles configuration of their security settings (e.g. MFA, behavior detection, permission settings).

Rippling will provide Help Center resources and will answer questions about Security settings.

1 hr



Continued

# Company Setup

Unity

## YOUR RIPPLING PARTNERS

Implementation Manager/Specialist

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~4-6 hours

## COMPLETION MILESTONES

Every active employee profile is found in Rippling.



### CUSTOMER ACTIONS



### RIPPLING ACTIONS

### CUSTOMER HOURS

#### E-Verify Integration *if purchased*

Customer handles configuration of their E-Verify integration.

Rippling will provide Help Center resources and will answer questions about the E-Verify configuration.

1 hr

#### Compliance 360

Customer reviews their Compliance 360 Dashboard to identify compliance issues that are displayed (e.g. minimum wage violations, state sick leave compliance violations, etc).

Rippling will provide Help Center resources and will answer questions about Compliance 360 configuration.

1 hr

#### HR Help Desk *if purchased*

Customer handles configuration of their HR Help Desk integration.

Rippling will provide Help Center resources and will answer questions about the HR Help Desk configuration.

1 hr



# Payroll and Time & Attendance

## YOUR RIPPLING PARTNERS

Implementation Manager/Specialist

## TIMING

8-12 weeks

## TOTAL EXPECTED CUSTOMER TIME

~6.5-8.5 hours

Customers using an unsupported payroll provider which requires manual spreadsheets for payroll imports may need an extra 1-10 hours of work.

## COMPLETION MILESTONES

1. At least one payroll run is in "Paid" status.
2. At least one non-admin employee has been given Time & Attendance (T&A) access.
3. At least one payroll is processed with time from the T&A app.

## KEY MEETINGS

<b>Payroll App Review</b>	With the Payroll app installed, navigate through the Payroll app and review configurations related to reimbursements, deductions, and garnishments.	<b>30 mins</b>
<b>Payroll Processing</b>	Review all configured deductions, reimbursements and garnishments. Approve payroll.	<b>30 mins</b>

## CUSTOMER ACTIONS

## RIPPLING ACTIONS

## CUSTOMER HOURS

### US Payroll

Customer will meet with Rippling to discuss their specific payroll configuration needs (e.g. unique tax situations, job codes, accounting integration mappings, etc).	Rippling reviews & conducts customer discovery session on Payroll configuration, pain points, & future needs.	<b>30 mins</b>
Customer provides previous Payroll provider login or YTD payroll export to Rippling.	Rippling imports Payroll information.	<b>30 mins</b>
Customer reviews YTD payroll information after Rippling imports it in to check for accuracy.	Rippling imports Payroll information.	<b>30 mins</b>
Customer installs the Payroll application, sets up Payroll tax info, pay rates, pay types, deposit schedules, state account numbers, and SUI rates.	Rippling will provide guidance on the installation and navigation of the Payroll app and validate that the customer has provided all payroll set up information.	<b>1 hr</b>
Customer is responsible for setting up accounting integrations with guidance from Rippling.	Rippling provides resources on accounting integrations.	<b>1 hr</b>
Customer will review all deductions, reimbursements, and garnishments set up in the Payroll app. Customer will also ensure employees are set up in the correct employment type and add any additional custom pay types as needed.	Rippling will provide RipplingU and Help Center resources. Rippling answers questions about configuration on the Payroll processing call.	<b>1 hr</b>
Customer will approve and process their first payroll in Rippling.	Rippling will walk customer through the steps to process their first payroll in Rippling.	<b>30 mins</b>



Continued

# Payroll and Time & Attendance

## YOUR RIPPLING PARTNERS

Implementation Manager/Specialist

## TIMING

8-12 weeks

## TOTAL EXPECTED CUSTOMER TIME

~6.5-8.5 hours

Customers using an unsupported payroll provider which requires manual spreadsheets for payroll imports may need an extra 1-10 hours of work.

## COMPLETION MILESTONES

1. At least one payroll run is in "Paid" status.
2. At least one non-admin employee has been given Time & Attendance (T&A) access.
3. At least one payroll is processed with time from the T&A app.



## CUSTOMER ACTIONS



## RIPPLING ACTIONS

## CUSTOMER HOURS

### Time Off

Customer compiles all of their time off policies, installs the Time Off app, and handles the configuration of their time off policies within Rippling.

Rippling will provide RipplingU and Help Center resources and will answer questions about configuration on the Payroll review call.

1 hr

### Time & Attendance (T&A)

Customer will install the Time & Attendance (T&A) app.

Rippling will provide Help Center resources and will answer questions about T&A configuration.

30 mins

Customer handles the configuration of T&A policies, custom pay policies, and job codes.

Rippling will provide Help Center resources and will answer questions about configuration.

30 mins

Customer will invite employees to use the T&A application.





# Benefits

Open enrollment or transfer

## YOUR RИPPLING PARTNERS

Implementation Manager/Specialist,  
Benefit Account Executive

## TIMING

2-4 weeks

## TOTAL EXPECTED CUSTOMER TIME

~3-12 hours

## COMPLETION MILESTONES

1. 100% of Employees who are Benefits eligible have existing plan selections in Rippling.
2. Deductions are synced and Payroll and Benefits-admin insurance deductions match.
3. Employees have been invited to make elections in any ancillary Benefit apps like FSA, HSA, Commuter, COBRA (as applicable).



## KEY MEETINGS

### Insurance App Review Call

Review the configuration of Company Benefits and finalize the installation of the Insurance app.

30 mins



## CUSTOMER ACTIONS



## RИPPLING ACTIONS

## CUSTOMER HOURS

### Benefits Administration

Customer complies all of their new (OE) or existing benefits plans (Transfer), carrier information, and a Benefits Census of employee elections.

Customer handles the configuration of the Ben Admin app, imports elections, and pushes deductions to the Payroll app.

Note: For some Insurance migrations, Rippling will configure the Benefits-admin app, import elections, and flag any deduction discrepancies to the customer for review. The customer will then finalize items in the Benefits-admin app before Benefits go "live" to employees.

Rippling will provide Help Center resources and will answer questions about configuration on dedicated insurance call.

Rippling reviews the configuration of company benefits and insurance enrollments.

1-2 hrs

### CarrierConnectEDI if purchased

Customer will discover Carriers that support Carrier Connections, evaluate the expected timelines for each setup, define Carrier class code account structures, add the Carrier Connect subscription to their Rippling account, sign off on required Carrier authorizations, and track the status of the Carrier connection set up.

Rippling will provide guidance to the customer on setting up carrier connections to eligible carriers. This includes feed structure, class codes, & enrollment reports from EDI carriers.

30 mins-  
1 hrs



Continued

# Benefits

Open enrollment or transfer

## YOUR RИPLING PARTNERS

Implementation Manager/Specialist,  
Benefit Account Executive

## TIMING

2-4 weeks

## TOTAL EXPECTED CUSTOMER TIME

~3-12 hours

## COMPLETION MILESTONES

1. 100% of Employees who are Benefits eligible have existing plan selections in Rippling.
2. Deductions are synced and Payroll and Benefits-admin insurance deductions match.
3. Employees have been invited to make elections in any ancillary Benefit apps like FSA, HSA, Commuter, COBRA (as applicable).



## CUSTOMER ACTIONS



## RИPLING ACTIONS

## CUSTOMER HOURS

### Guideline 401k *if purchased*

Customer reaches out to previous 401K Provider to inform them that they're changing 401K vendors to Rippling.  
Customer installs the Rippling 401K app.

Rippling ensures that the integration is working correctly and will work with Guideline to resolve any issues that may arise.

1 hr

### Human Interest 401K *if purchased*

Customer reaches out to previous 401K Provider to inform them that they're changing 401K vendors to Rippling.  
Customer installs the Rippling 401K app.

Rippling ensures that the Human Interest integration is working correctly and will work with Human Interest to resolve any issues that may arise.

1 hr

### Flex Benefits (FSA / HSA / Commuter) *if purchased*

Customer will install the FSA, HSA, and Commuter apps within Rippling.

Rippling ensures that FSA, HSA, and Commuter is working correctly and will provide Help Center resources.

1-2 hrs

### OneMedical *if purchased*

Customer will install the OneMedical integration.

Rippling will provide Help documentation as needed.  
Customer will escalate any questions to OneMedical directly.

30 mins

### Tilt Integration *if purchased*

Customer will install the Tilt integration, authorize Tilt to access Rippling data and log in to Tilt to complete the API integration.

Rippling will provide Help Center resources. Customer will escalate any questions to Tilt directly.

30 mins

### COBRA *if purchased*

Customer will install the COBRA app and map COBRA eligible participants and their dependents to their plan elections.

Rippling will provide Help Center resources and will answer questions about the COBRA configuration.

1-2 hrs

### ACA *if purchased*

Customer will install the ACA app, compile ACA data in a pre-determined format, and upload it into Rippling for filing.

Rippling will provide Help Center resources and will answer questions about the ACA configuration.

1-2 hrs



# Spend Management

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~1 hour

## COMPLETION MILESTONES

At least one non-admin employee has been invited to Spend Management application.

 CUSTOMER ACTIONS	 RIPPLING ACTIONS	CUSTOMER HOURS
<b>Corporate Cards &amp; Expense Management</b>		
Customer will install the Spend Management app.	Rippling will provide RipplingU and Help Center resources for a self guided approach to Spend Management.	30 mins
Customer handles the configuration of Spend Management policies. Customer will invite employees to use the Spend Management app.	Rippling will provide RipplingU and Help Center resources for a self guided approach to Spend Management.	30 mins



# Unity Automation

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

1-3 hours

This assumes you will review RipplingU Content and set up a simple workflow, report, permission profile and approval process. If you want to setup more workflows, approvals, reports, and formuals, the expected Customer Time is 10+ hours. Rippling has additional services for purchase to aid you in Automation setup, if needed.

## COMPLETION MILESTONES

1. Review the RipplingU content and setup a report.
2. Set up at least 1 permission profile, 1 custom workflow and 1 approval process.

## CUSTOMER ACTIONS

### Unity

Customer will configure Unity Automation features within the Rippling platform. This includes setting up workflows, approvals, reports, formulas, and permissions.

By handling the configuration of Unity Automation, the customer can customize and tailor the automation features to align with their specific business processes and requirements. This allows for efficient and streamlined operations within the Rippling platform.

## RIPPLING ACTIONS

Rippling will provide RipplingU and Help Center resources for a self guided approach to Unity Automation.

## CUSTOMER HOURS

1-3 hrs



# IT

## YOUR RИPPLING PARTNERS

Implementation Manager/Specialist

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~2-6 hours

## COMPLETION MILESTONES

- App Mgmt:** At least 5 apps installed.
- Device Mgmt:** At least 50% of EEs have device assigned to them with agent installed.
- Inventory Mgmt:** 1+ Device added to Inventory.



## KEY MEETINGS

### IT Review

Provide an overview of the Rippling App Shop and identify management product. Begin installing 3rd party apps from the App Shop and answer questions related to the setup and configuration of apps.

1 hr

Ensure the Devices app is installed. Provide an overview of how to roll out Device Management to employees.



## CUSTOMER ACTIONS



## RИPPLING ACTIONS

## CUSTOMER HOURS

### App Management *if purchased*

Customer installs third party apps they wish to integrate with Rippling.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs

### Devices *if purchased*

Customer installs the Device Management app, configures Device Management policies, and invites employees to install the Rippling MDM agent on applicable company computers.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs

### Inventory Management *if purchased*

Customer installs the Inventory Management app and configures Inventory Management policies.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs

### 1Password *if purchased*

Customer installs the 1Password application and provisions access.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs

### API Access *if purchased*

Customer reads through API documentation and configures Rippling to their needs.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs



Continued

# IT

## YOUR RIPPLING PARTNERS

Implementation Manager/Specialist

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~2-6 hours

## COMPLETION MILESTONES

- 1. App Mgmt:** At least 5 apps installed.
- 2. Device Mgmt:** At least 50% of EEs have device assigned to them with agent installed.
- 3. Inventory Mgmt:** 1+ Device added to Inventory.



## CUSTOMER ACTIONS



## RIPPLING ACTIONS

## CUSTOMER HOURS

### Azure if purchased

Customer installs & configures the Azure integration in order to create/suspend accounts, manage groups/subscriptions, and enable employee sign in to access external resources.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs

### Brex if purchased

Customer installs the Brex app and ensures proper provisioning access.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs

### Dropbox if purchased

Customer installs the Dropbox app and ensures proper provisioning access.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs

### Okta if purchased

Customer installs the Okta app integration and configures the app in order to SSO into OKTA, create/suspend accounts, and manage groups.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs

### SentinelOne if purchased

Customer installs the SentinelOne app and ensures proper provisioning access.

Rippling provides RipplingU and Help Center resources. Rippling answers questions about configuration on a dedicated IT call.

30 mins-4 hrs



# Learning Management

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~1-2 hours

## COMPLETION MILESTONES

At least one course is uploaded and ready for launch.

### CUSTOMER ACTIONS

#### LMS *if purchased*

Through the Rippling in-product setup flow, you'll be guided to set up Rippling Learning Management. Rippling U course content will be readily available for you to watch at your own pace. You'll upload course content and set up your Learning Management policies in a few easy steps.

### RIPPLING ACTIONS

Rippling will provide RipplingU and Help Center resources for a self guided approach to Learning Management.

### CUSTOMER HOURS

1-2 hrs



# Pulse

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~1-2 hours

## COMPLETION MILESTONES

At least one survey is created and ready for launch.

### CUSTOMER ACTIONS

#### *Pulse if purchased*

Through the Rippling in-product setup flow, you'll be guided to set up Rippling Pulse. Rippling U course content will be readily available for you to watch at your own pace. You'll learn how to configure surveys, share access, and send Surveys out.

### RIPPLING ACTIONS

Rippling will provide RipplingU and Help Center resources for a self guided approach to Pulse.

### CUSTOMER HOURS

1-2 hrs





# Headcount Planning

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~10-15 hours

## COMPLETION MILESTONES

Active Headcount Plan in Rippling.

 CUSTOMER ACTIONS	 RИPLING ACTIONS	CUSTOMER HOURS
<b>Compensation Bands</b>		
Customer handles the configuration of levels and job families structures.	Rippling will provide RipplingU and Help Center resources for a self guided approach to Headcount Planning.	1-8 hrs
<b>Headcount Planning <i>if purchased</i></b>		
Customer compiles approved headcount by title, location, job family, department, and employment type.	Rippling will provide RipplingU and Help Center resources for a self guided approach to Headcount Planning.	1-3 hrs
Customer handles the configuration of headcount planning and permissions.	Rippling will provide RipplingU and Help Center resources for a self guided approach to Headcount Planning.	1-3 hrs



# Recruiting

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~20 hours

## COMPLETION MILESTONES

At least one job requisition is ready for launch.

### CUSTOMER ACTIONS

#### Recruiting *if purchased*

- Compile settings, permissions, and referral program requirements for your Job Board.
- Download and compile any templates, offer letters, and pipeline process documentation.
- Decide on the active requisitions and candidates that will be migrated to Rippling and which, if any, will stay in the legacy system.

Customer imports all relevant active requisitions and candidate information to Rippling.

Customer handles the configuration of the Recruiting app.

### RIPPLING ACTIONS

Rippling will provide RipplingU and Help Center resources for a self guided approach to Recruiting.

Rippling will provide RipplingU and Help Center resources for a self guided approach to Recruiting.

Rippling will provide RipplingU and Help Center resources for a self guided approach to Recruiting.

### CUSTOMER HOURS

10-14 hrs

2-5 hrs

2-5 hrs



# Performance Management

## TIMING

1-2 weeks

## TOTAL EXPECTED CUSTOMER TIME

~10 hours

## COMPLETION MILESTONES

One Performance Management review cycle is ready for launch.



### CUSTOMER ACTIONS



### RIPPLING ACTIONS

### CUSTOMER HOURS

#### Performance Management *if purchased*

Customer compiles prior review cycle template(s).

Rippling will provide RipplingU and Help Center resources for a self guided approach to Performance Management.

2 hrs

Customer handles the configuration of the Performance Management app.

Rippling will provide RipplingU and Help Center resources for a self guided approach to Performance Management.

4-8 hrs



# Global EOR

## YOUR RIPPLING PARTNERS

EOR Implementation Manager

Global EOR Consultant

## TIMING

4-6 weeks per country

## TOTAL EXPECTED CUSTOMER TIME

~2-6 hours per country

## COMPLETION MILESTONES

1. At least one Global payroll run is in "Paid" status.
2. Global Benefits and Global Retirement options are set up or confirmed that the customer is not offering those at this time.



## KEY MEETINGS

<b>Kickoff Meeting</b>	Overview of what the EOR Implementation will entail, walk through hiring flow per country and review options for the EAs (employment agreements) like offering equity and covering the Work Authorization process.	1 hr
<b>Global Benefits Meeting</b>	Consult on pricing, benefit funding requirements/contribution scheme options per country, set up benefits, launch Open Enrollment (OE), confirm Employee (EE) deadline, and chat through renewal periods.	45 mins
<b>Global HR/Time Off Meeting</b>	Overview of Compliance 360 for Global EEs and LMS requirements. Review default time-off policies, confirm statutory minimums per country, create custom time off-policies that at least cover the statutory minimum.	45 mins
<b>Global Payroll and Accounting Meeting</b>	Overview of the Global Payroll App and Accounting Integrations App. Review pay schedule options, add custom pay types, recurring deductions, and any other payroll needs. Confirm on-cycle auto-approval process and confirm deadlines.	1 hr



## CUSTOMER ACTIONS



## RIPPLING ACTIONS

CUSTOMER HOURS\*

### EOR [Country] Benefits

Onboard EOR Employees (EEs), set up global benefits, confirm options that can be included in the EA (Employment Agreement) like probationary periods, vacation days, equity, non-competes, etc. Reviews benefit options that are not included in product yet like GRSP for Canada, Plum benefits for India, Salary Sacrifice for UK, etc.

Rippling consults customer on the best way to set up Global Benefits, Employment Agreements, Vacation Days, Trainings (LMS). Help Customer tailor their Rippling experience for their organization and employees to set them up for ongoing success.

30 mins-  
1.5 hrs

### EOR [Country] Management

Ensure EOR EE(s) complete their onboarding, complete work authorizations, and send EE questions to Rippling team. Follow up with EEs who have not completed this by their intended EOR start date. Start dates are pushed if the EA is not signed and work auth. is not completed at least 2 business day prior to EOR start.

Rippling answers questions for customer to ensure timely EOR start and to ensure EEs are in compliance.

30 mins-  
1.5 hrs



Continued

# Global EOR

## YOUR RIPPLING PARTNERS

EOR Implementation Manager

Global EOR Consultant

## TIMING

4-6 weeks per country

## TOTAL EXPECTED CUSTOMER TIME

~2-6 hours per country

## COMPLETION MILESTONES

1. At least one Global payroll run is in "Paid" status.
2. Global Benefits and Global Retirement options are set up or confirmed that the customer is not offering those at this time.



## CUSTOMER ACTIONS

### EOR [Country] Payroll and Accounting

Review default time off policies and customize policies based on statutory requirements and what the admin included in the EA per EE. Review and update Global Pension app (if applicable). Also review Global Payroll app, add custom pay types, process first global payroll with Rippling Global IM. Customer responsible for setting up accounting integrations with guidance from Rippling.

### EOR [Country] Management

Work through follow up questions from employees.



## RIPPLING ACTIONS

Rippling consults customer on time off policy setup, Pension app setup (if applicable), Payroll app setup, custom pay types, and ensures the Customer is confident in processing first Global Payroll run. Rippling Global Implementation Manager provides resources and guidance to Customers on how to properly set up accounting integrations.

Email check-in to ensure everything is running smoothly and that the customer's Admin team has everything they need.

## CUSTOMER HOURS\*

30 mins-  
1.5 hrs

30 mins-  
1.5 hrs

\*Varies by the number of countries and Employees (EEs).



# Global Payroll & Benefits

## YOUR RIBPLING PARTNERS

Global Implementation Manager

## TIMING

6-12 weeks, dependent on country, can be concurrent

## TOTAL EXPECTED CUSTOMER TIME

~10-30 hours per country, highly dependent on country complexity & reporting

## COMPLETION MILESTONES

1. At least one Global payroll run is in "Paid" status and Customer has been released from Global Implementation.
2. Global Benefits configuration (rates, enrollment, contribution schemes, etc.) confirmed by customer team (if purchased).



## KEY MEETINGS

<b>Payroll Install Walkthrough</b>	Walk through installing Payroll and migrating employees to Global Payroll with the customer's administrative team.	30 mins
<b>Insurance Review Call</b>	Walk through the insurance installation that was completed (optional).	30 mins
<b>Global Payroll Processing Support</b>	Review Payroll, make any last minute changes, as needed, and hit the "Approve" button!	30 mins



## CUSTOMER ACTIONS *Note: May be for multiple countries*



## RIPPLING ACTIONS

## CUSTOMER HOURS

### Global Payroll

Customer sets up global entities, work locations, and adds global employees to Rippling.	Provides initial action items with links to resources; available via email to assist with entity + other initial setup questions.	1 hr
Call with Rippling Global IM to set up Global Payroll app.	Rippling Global IM leads call on setting up the app.	30 mins
Customer sets up payroll tax info and connects tax accounts to Rippling using the Third Party Administrator setup process.	Rippling Global IM provides resources on how to set up TPA with tax accounts and answers questions, as needed.	1-2 hrs
Set up recurring earnings & deductions, including pensions for appropriate countries. Prepare for payroll processing by working with employees to ensure their personal information is entered in on time.	Rippling Global IM can assist with questions and provide resources to assist setup process.	1 hr
Customer provides YTD data in format requested by the global IM manager. Each country's requirements varies. In some countries, this will include filling out a YTD spreadsheet (which can be on the higher time commitment) and some countries only require to provide filings from your previous provider for Rippling to import.	Rippling formats, audits, and imports payroll information.	1-10 hrs



Continued

# Global Payroll & Benefits

## YOUR RIPPLING PARTNERS

Global Implementation Manager

## TIMING

6-12 weeks, dependent on country, can be concurrent

## TOTAL EXPECTED CUSTOMER TIME

~10-30 hours per country, highly dependent on country complexity & reporting

## COMPLETION MILESTONES

1. At least one Global payroll run is in "Paid" status and Customer has been released from Global Implementation.
2. Global Benefits configuration (rates, enrollment, contribution schemes, etc.) confirmed by customer team (if purchased).



**CUSTOMER ACTIONS** Note: May be for multiple countries



**RIPPLING ACTIONS**

**CUSTOMER HOURS**

### Global HR

Concurrently while the Import is being completed, customer will audit employee salaries, invite employees to Rippling, and complete other general set up tasks unique to their HR, Payroll, and business processes.

Rippling will guide and advise the customer, as needed, for the initial Rippling setup to ensure employees can easily access and navigate Rippling.

2-4 hrs

### Global Payroll & Accounting

Customer responsible for setting up accounting integrations with guidance from Rippling.

Rippling Global Implementation Manager provides resources and guidance to customers on how to properly set up accounting integrations.

1 hr

Customer enters final inputs and processes payroll.

Rippling guides customer through a payroll training and live payroll call for the first Rippling pay run.

1-2 hrs

### Global Benefits

Customer provides benefits plans, carrier information, and a benefits census of employee elections.

Rippling configures the Ben admin app, imports elections, and flags any deduction discrepancies to customer for review and reconciliation. Rippling provides overview call, if desired, after the insurance information is installed.

1 hr

Ongoing education ensures you get the most from Rippling.

