RunPayroll FAQ

If you need help or have additional questions, you can reach our friendly Customer Care team at 800.216.9522 or help@runpayroll.com.

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Section 1: [YOUR COMPANY'S NAME HERE]'s Payroll Overview Questions

1.1. What's unique about [YOUR COMPANY NAME HERE]'s payroll service?
It's the simplest, most reliable and economical payroll service available today. Our payroll offering is completely online, saving time for both the employer and employees. The end result? You can process your payroll in a fraction of the time for a fraction of the cost. In fact, most payrolls can be processed in just 3 simple steps.

1.2. What advantages does your payroll service offer my employees?
With our payroll service, employees are now in control of their compensation and benefits. For example, they don't even have to be in the office on payday. With direct deposit and our secure Web site, they can go online anywhere to print their pay stubs and review their complete payroll history.

1.3. Do I have to give up control of my payroll?
Absolutely not. In fact, you retain "hands-on" control of the major aspects of distributing and processing payroll, just without the hassles of executing every little detail. With [YOUR COMPANY NAME HERE]'s payroll service, you no longer have to depend on courier services, third-party data handlers or employees' whereabouts on payday.

1.4. How does it work?
It's quite simple. Enter your payroll information once at our secure Web site (or call/fax us, and we'll do it for you). Tax and other deductions are calculated, and deposits are automatically made for you. After setting up your account, completing each payroll takes no more than a few clicks. Employees are paid by direct deposit and receive email notifications with instructions to a password protected Web site to view their pay stubs.

1.5. Some of my employees have direct deposit but others prefer a paycheck every pay period. Can you handle both groups?

Certainly. You have the option of offering your employees a "paperless" pay stub via email and our secure Web site. Or if they prefer, you can print out a physical check and stub. [YOUR COMPANY NAME HERE] offers flexibility to both you and your employees.

1.6. Do you handle my taxes?
[YOUR COMPANY NAME HERE] automatically calculates, deducts, pays and files all federal, state and local taxes. Once you enter your payroll data, we'll handle the tax calculations, deductions and filings. We then deposit them into the appropriate government accounts. It's that simple.

1.7. Is [YOUR COMPANY NAME HERE]'s payroll service complicated?
Like almost all online services, it's easy to set up and practically effortless to operate. All it takes is a few clicks and your payroll is done. Now you can process your payroll in just three simple steps and get back to growing your business!

1.8. Do I need extra software or equipment?
No. All you need is a Web browser and an Internet connection, and you're in business. You can even process payroll from your mobile device. You never have to install, upgrade or maintain any software or hardware.

1.9. Is [YOUR COMPANY NAME HERE]'s tax filing system accurate?
Yes. In fact, it's guaranteed accurate. We guarantee that you will never incur an IRS penalty, assuming you provide accurate information. And if you do, we'll pay the penalty. We also guarantee complete satisfaction. If you're not satisfied with any aspect of [YOUR COMPANY NAME HERE], you can cancel your service anytime. You are not locked in to a long-term contract.

1.10. How much does [YOUR COMPANY NAME HERE]'s payroll service cost?
Traditional payroll service bureaus can charge you twice as much as [YOUR COMPANY NAME HERE]. We offer a simple fee structure with no hidden charges … and no costly add ons. [INSERT EXAMPLE PRICING HERE]

1.11. How can you offer this service at such low rates?
Thanks to our completely online payroll service, we have cut out the traditional costs associated with processing payroll: checks, pay stubs and reports are now delivered electronically instead of physically. We pass these savings on to you.

1.12. What about reliability and security?
Reliability and security are top priorities. We protect your data with the same care a bank uses to protect its deposits. All data transactions are authenticated by VeriSign^{TM} — the leader in e-commerce security — and our Web site is secured with 128-bit encryption, a secure socket layer and Microsoft cluster redundant architecture.

1.13. How do I sign up for [YOUR COMPANY NAME HERE]?
It's easy. Visit us at [YOUR URL HERE] or call us at [YOUR NUMBER HERE]. We'll have you up and running soon.

1.14. What if I need help or have questions that aren't covered on this [WEB SITE OR SELL SHEET]?
You can reach our friendly Customer Care team at 800.216.9522 or help@runpayroll.com.

1.15 Do I need to commit to a contract?
No you need to sign enrollment forms, but there is no contract. You can cancel our service at anytime.

Section 2:
Payroll Processing Questions

2.1. When are monies for quarterly taxes deducted?
All funds for a current payroll, including tax liabilities, are deducted one day prior to the pay date.

2.2. Can we have more than one contact person?
Yes. Our payroll service allows your organization to have multiple contacts. Typically a company will identify a Payroll Administrator (responsible for running payroll) and a Payroll Approver (responsible for final payroll approval), but one person can perform both functions. These individuals can be identified during the enrollment process. You may contact Customer Care at 800.216.9522 or help@runpayroll.com for assistance.

2.3. Can the pay calendar be adjusted?
Yes. You can move the pay date for a particular payroll or change your entire payroll calendar. To adjust your pay calendar, contact Customer Care at 800.216.9522 or help@runpayroll.com.

2.4. What documentation is needed for you to process my payroll?
Federal regulations require that [YOUR COMPANY NAME HERE] receives complete and signed documentation before we can begin processing payroll. We will need the following: 1) Payroll Services EFT Agreement; 2) State Power of Attorney (some may need to be notarized); 3) Tax Information Authorization; 4) Proof of Prior Balances (or most recent QTD/YTD reports).

Additionally, we request that you provide the following information shortly after being setup as a customer: 1) copies of quarterly and annual returns; 2) tax deposit coupons; 3) copies of state registrations; 4) SUI Rate Change Notice. These documents will help facilitate future tax filings and payments. If you have any questions, please contact Customer Care at 800.216.9522 or help@runpayroll.com.

2.5. Will [YOUR COMPANY NAME HERE] process payroll tax filings for a previous quarter or year?
We will only process payroll tax filings for the periods in which our services were used. Because we file and pay taxes on a current basis, you will never need us to file or pay taxes for a previous quarter or year.

2.6. Can I submit employee pay adjustments that are separate from their salary?
Yes. Within our Employee Payroll Data screen you may make adjustments to pay whether they are additional pay adjustments or one-time deductions. If you need further assistance, please contact Customer Care at 800.216.9522 or help@runpayroll.com.

2.7. Can I track employees' hours/salaries to different departments?
Yes. We can handle a range of job classification levels, which allows you to report payroll information for different departments, divisions and/or locations. This enables you to get a handle on labor expense allocations.

2.8. What reports are available?
The Payroll Preview Report allows the Administrator and/or Approver to view the entire payroll before it is processed.

The Employee Level Paycheck Preview Report provides complete earnings, taxes and deductions information by employee before the payroll is processed.

The Payroll Summary Report details complete earnings, taxes and deductions for each past payroll.

The Benefits Report outlines the amount of paid time off (e.g., vacation/sick/personal) each employee has earned/used for Period-to-Date AND Year-to-Date.

The Department Summary Report provides an at-a-glance review of employee costs by department, division and/or location.

The Department Detailed Report provides itemized department costs broken down by employee.

Other reports are being evaluated and prioritized for development based on customer input. If you have a specific report you would like to see, please contact Customer Care at 800.216.9522 or send an email with your request to help@runpayroll.com.

2.9. Can my completed payroll data be directly exported into Excel/QuickBooks/MYOB?
Yes. [YOUR COMPANY NAME HERE] provides you the ability to export payroll data shown on various reports into Excel, Rich Text or PDF file. You may also print your report in a "Print Friendly" format for easy reference.

Our Accounting Software Integration supports QuickBooks and MYOB and enables customers to import their Journal Entry file into their accounting software each pay period. We do not currently support Quicken or QuickBooks Online.

2.10. Will [YOUR COMPANY NAME HERE] help me track and accrue vacation, sick and/or personal days?
Yes. Within the Employee Information screen, you can adjust the rate at which each employee earns paid time off such as vacation, sick and personal days. You also have the ability to set a maximum number of accrued days per employee.

2.11. Can an employee receive multiple pay stubs or paychecks within the same pay cycle?
Yes. This feature is available in the Payroll Entry screen.

2.12. Can we process a separate pay run in addition to the scheduled pay cycle?
Yes. This feature is available in the Payroll Entry screen.

2.13. Can paychecks be reprinted if necessary? Will that affect the check number sequence?
Yes. If your printer jams when printing a paycheck, or if the paycheck becomes smudged or illegible during printing, you may reprint the check. Our system prompts you to re-enter the check number if there is a printing error. Therefore, your check number sequence will not be affected.

Don't forget to void and/or destroy the original.

2.14 How do I obtain an Employer Identification Number (EIN)?
You can submit a Federal Employer Identification Number Form (SS-4) to the Internal Revenue Service.

You may apply for a Federal EIN number by phone, fax or mail. Complete the SS-4 form and then follow the application instructions to apply. Call 800.829.1040 for more information.

2.15 How can I use data from [YOUR COMPANY NAME HERE] in my QuickBooks accounting software?

We offer many ways you can use [YOUR COMPANY NAME HERE] data in your QuickBooks accounting software. We recommend using your Payroll Preview from [YOUR COMPANY NAME HERE] and following these simple steps.

1. Go to your Checkbook Register within QuickBooks
2. Create a check for a vendor called "Payroll Expense"
    a. In the "Date" field, enter the payroll date
    b. In the "Number Type" field, enter EFT (for Electronic Funds Transfer)
    c. In the "Account" field, enter "Payroll Expense"
    d. In the "Payment" field, enter the actual dollar amount shown as the Amount Electronically Transmitted on your Payroll Preview

3. If you need to print paychecks for employees, we suggest recording these as separate checks within QuickBooks
4. If your employees are reimbursed for their expenses within their paycheck, we recommend using the "splits" function to record the specific expense type and amount

2.16 How can I order check stock to print paychecks with [YOUR COMPANY NAME HERE]'s payroll service?

You can order Pre-Printed Laser Check Stock from Deluxe Checks at .800.336.4168 or order online at www.deluxe.com.

Product Number:081064
Priority Code:K06543

2.17 Can I run payroll for employees outside of the United States?
Currently, [YOUR COMPANY NAME HERE]only process payroll for employees in the U.S., Puerto Rico, Guam and the Virgin Islands. We do not adhere to foreign tax tables that would enable us to process payroll in other countries.