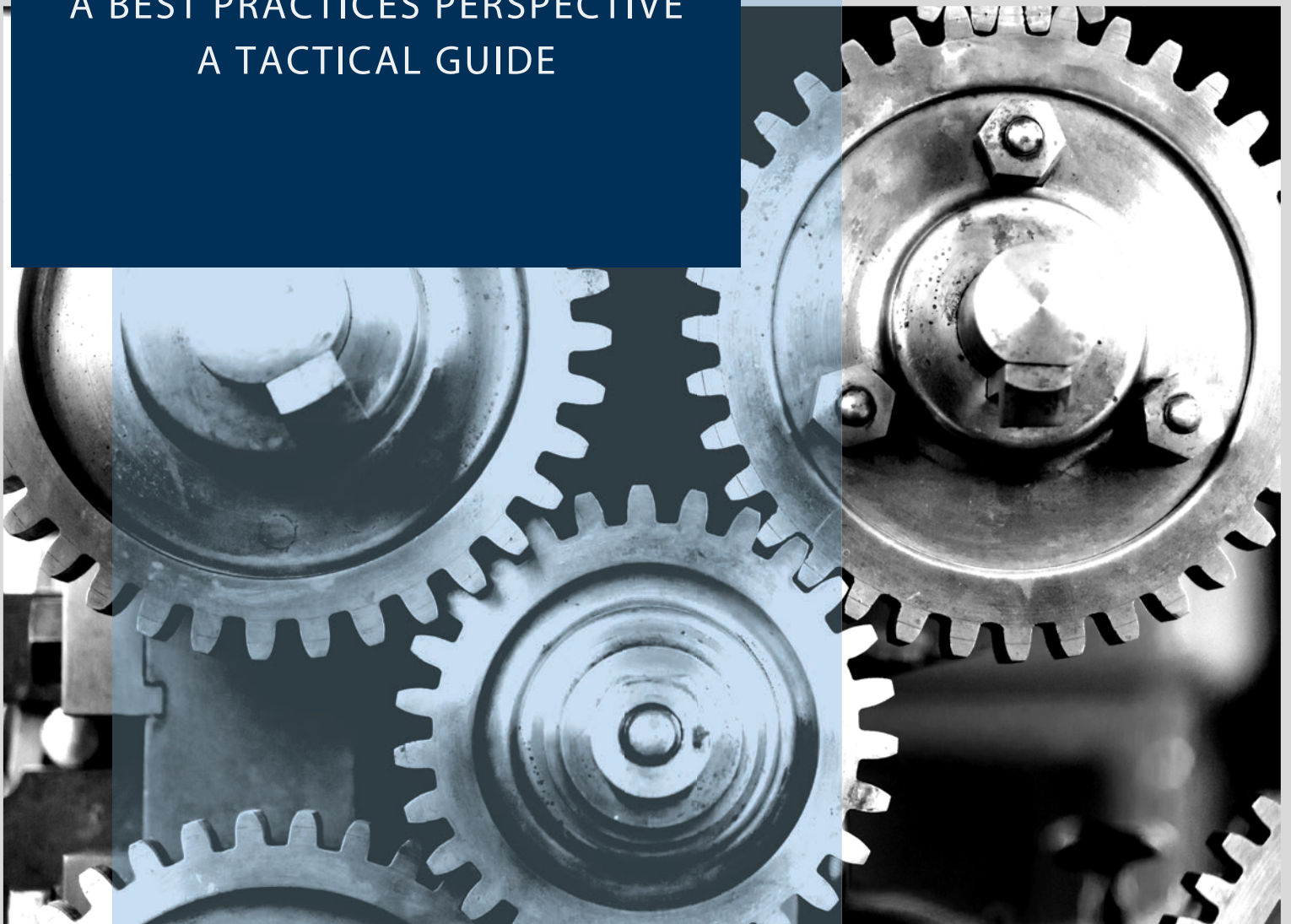




*Human Capital Management*

# STREAMLINING SERVICE BUREAU OPERATIONS

A BEST PRACTICES PERSPECTIVE  
A TACTICAL GUIDE



Payroll management tasks for many businesses can be problematic. While it should be a simple and efficient process, this isn't always the case, particularly for smaller businesses that haven't yet adopted newer, more advanced technologies. In the beginning stages of a payroll service bureau's life cycle manual processes that were standard for years may continue to work fine for payroll clients with a handful of employees. But as client companies add employees, and as your customer base grows, manual methods of recording, tracking, and reporting time and attendance can rapidly become overwhelming for both your payroll firm and for client points-of-contact responsible for providing payroll and related information. This white paper will outline four primary points for streamlining your payroll service bureau's business operations to help reduce the time spent on numerous tasks that, with modern technology, can be automated, and ultimately create a more efficient work environment utilizing industry best operational practices.



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# POINT #1

## | KNOW THE STATISTICS ON...

### AUTOMATION

Some aspect of nearly every industry or profession has been or soon will be automated. It's the 21st century, after all, and many of the once futuristic, automation-centric gadgets hinted at in the James Bond movies of our youth - fingerprint scanners, remote control doors and GPS tracking devices - today are commonplace. Businesses of any sort, including payroll providers, that fail to embrace task and process automation technology inevitably will find themselves struggling to keep up with their competitors and cover costs.

- According to a McKinsey report, 45% of current paid activities can be automated by today's technology, an equivalent of \$2 trillion in total annual wages.
- A study by Unit 4 revealed that globally, office workers spend 69 days a year on administrative tasks, costing companies \$5 trillion a year.
- In the same study, 67% of respondents said implementing digital or software solutions would be important to remain competitive.
- Contrary to popular belief, multi-tasking can be counterproductive and costs companies 40% of lost productivity simply due to constant task-switching.
- Professionals take 18 minutes on average to locate a document manually and spend 50% of their time searching for information.
- When it comes to business processes, 60% of occupations could save 30% of their time with automation.
- Market research firm IDC says that organizations lose 20 to 30% of revenue every year due to inefficient processes.
- 58% of organizations say their onboarding program is focused on processes and paperwork, rather than on people and performance.
- Of those 21% said their onboarding process and paperwork was inconsistent, informal, or reactive.
- HR professionals feel that lack of technology hinders their work. 36% responded that their inability to automate and organize the onboarding process negatively impacts their ability to train managers.

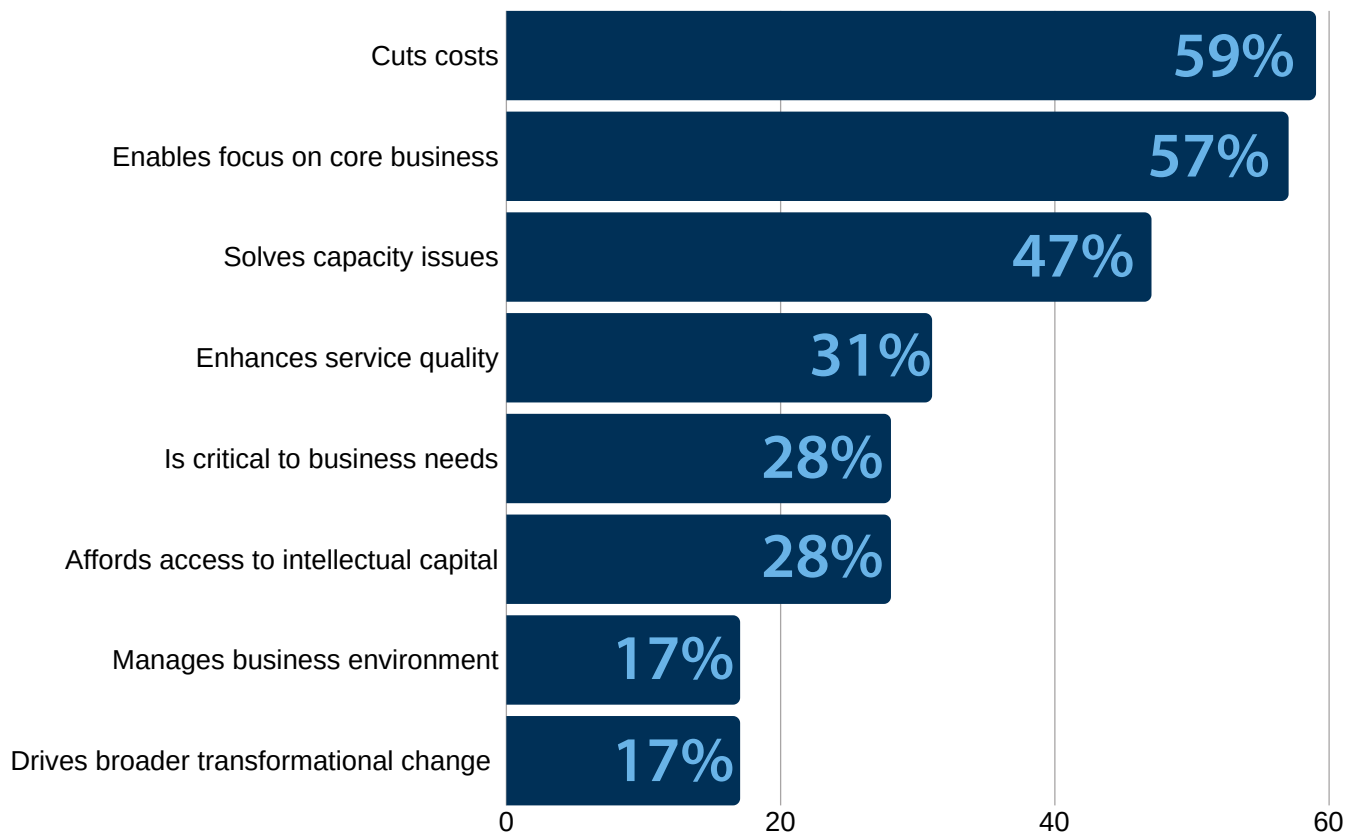
It's no wonder that small and medium enterprises are expected to adopt business workflow automation on a large scale, creating a nationwide market of opportunity of more than \$1,600 million between 2017-2026. The pain from lacking automation only gets amplified as your payroll service bureau grows.

# POINT #1 (cont.)

## | KNOW THE STATISTICS ON...

### OUTSOURCING

According to statistics clearinghouse Statista, more than half - 57 percent - of US companies increased their use of outsourcing between 2000 and 2015. That figure continues to grow for multiple reasons. Respondents of a Deloitte survey said they outsource because it...



*Source: Deloitte's 2016 Global Outsourcing Survey*



# POINT #1 (cont.)

## | KNOW THE STATISTICS ON...

### OUTSOURCING

As outsourcing rates continue to increase across the board, you can bet it's on the rise in the payroll field as well. After all, payroll can be incredibly complex and errors can mean hefty non-compliance fines levied by state and/or federal entities. In fact, it's already among the top five outsourced tasks, statistics show. Results of a recent survey reveal four top ways that employers benefit from outsourcing their payroll:

- 1 40% of respondents rank peace of mind about regulatory demands as the biggest benefit of outsourcing payroll;
- 2 That number jumps to 63 percent for businesses with 20 to 99 employees;
- 3 29% said the expertise of dedicated payroll professionals was the primary benefit, particularly in smaller companies where fewer administrators manage a wider range of tasks and may not have any payroll experience;
- 4 And 19 percent most appreciate the time saved by outsourcing payroll.

# OUTSOURCING

# POINT #1 (Cont.)

## | KNOW THE STATISTICS ON...

### GOING PAPERLESS

Throughout the US, businesses of all sorts increasingly are aiming to go paperless for reasons that run the gamut from bottom-line cost cutting to environmental ethics. Cloud technology is making this not only possible, but ultimately profitable for payroll service bureaus, their clients and end-users. A few reasons why:

- A typical office worker makes 61 trips per week to the fax machine, printer and copier.
- An average of four weeks is lost each year waiting on misfiled, mislabeled, untracked or lost documents and each misfiled document costs firms an average \$125 in lost productivity, according to IT research firm Gartner, Inc.
- The stakes are higher for larger organizations. They lose a document every twelve seconds, costing between \$350 to \$700 a piece to recover.
- Every year, \$25-35 billion is spent in the US on filing, storing and retrieving paper, says IDC (International Data Corp.).
- Every 4-drawer file cabinet holds between 10,000-12,000 documents, occupies around 9 square feet of floor space and costs \$1,500 yearly to maintain, according to the Paperless Project Coalition (PPC).
- Paper, in the average business, is growing by 22% a year, meaning paper usage will double in 3.3 years (PPC).
- Pulp and paper is the third largest industrial polluter to air, water and land in both Canada and the United States, and releases well over 100 million kg of toxic pollution each year (PPC).
- If the current rate of deforestation continues, it will take less than 100 years to destroy all the rainforests on the earth (PPC).
- Each year, enough paper is thrown away to build a 12' wall from New York to California (University of Colorado).
- Payroll service bureaus are transitioning to paperless processes at an increasing rate. This reduces printer, supply, distribution and leased space costs. Printing payroll checks and reports is no longer the cultural norm.

Significant amounts of time waste, extra cost and environmental damage is eliminated simply by going paperless. Cloud-based documents can be searched, accessed, shared, even signed and returned around the globe with just a few clicks of a mouse. Plus, security is much more enforceable with electronic documents than paper.

# POINT #1 (Cont.)

## | KNOW THE STATISTICS ON...

### GOING PAPERLESS

Among the holdups for payroll service bureaus and their client firms considering but not yet committed to going paperless is a perception of upfront costs and at least a temporary dent in the bottom line. But there's good news...

- 1 In one study, 59% of businesses going paperless achieved full ROI in less than 12 months and 84% achieved payback in less than 18 months, according to New York-based global management consulting firm McKinsey & Co.
- 2 Going paperless can improve staff productivity by nearly 30%, per survey by the Association for Intelligent Information Management.
- 3 Printing accounts for 10% of IT-related energy use – A cost that can be totally eliminated by going paperless.
- 4 No more printer hardware, supplies or distribution costs.
- 5 Higher client satisfaction.





# POINT #2

## | PERFECT YOUR PERSONNEL

No matter the industry, any business's greatest asset - or weakest link - is its staff. After all, a strong sales force and support organization is the backbone of every payroll service bureau. But equally important are payroll and tax professionals who are adept at keeping up-to-the-minute on ever-changing compliance and legal issues. Identifying and landing the best hires; keeping them current on industry knowledge and payroll tax trends; and assuring that your staffing meets the needs of your client base all are top tactics for perfecting your payroll service firm's personnel.



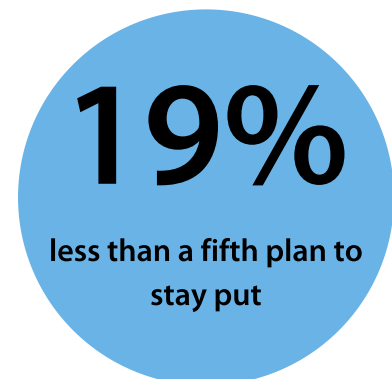
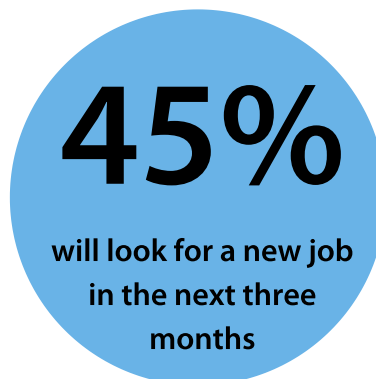
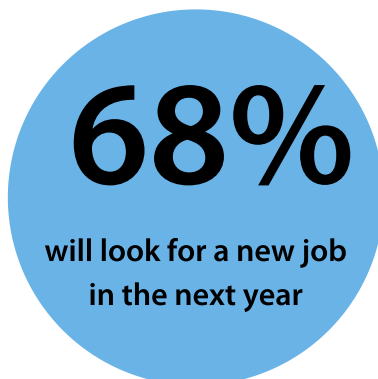
# POINT #2 (Cont.)

## | PERFECT YOUR PERSONNEL

### TOP TACTIC: HIRE INDUSTRY KNOWLEDGEABLE STAFF

According to the Bureau of Labor Statistics 2018 Employment Summary report released earlier this year, total employment in the US grew by 2.6 million jobs in 2018 and in September, Glassdoor's latest Job Market Report showed that job openings rose a healthy 3.2 percent to 5.94 million in August - a near all time high. The result of this rapid job growth has been a dramatic reduction in the unemployment rate to 3.9% and a 3.2% increase in average wages during 2018. The good news? The employment surge means burgeoning opportunity for payroll service bureaus to land new clients and upsell current customers who are growing their own businesses. The catch? It's a job seeker's market, which means you'll have to double down on recruiting to assure your best employees stay put and your top candidates choose your firm over your competitors.

### Glassdoor recently asked 1,000 sales pros about their job search plans...



# POINT #2 (Cont.)

## | PERFECT YOUR PERSONNEL

### TOP TACTIC: HIRE INDUSTRY KNOWLEDGEABLE STAFF

Drip Marketing reports that upward of 60 percent of all newly hired payroll sales reps and service support personnel will quit or be fired in their first 12 months of employment. That's problematic considering that the average cost of a bad hiring decision can equal up to 30 percent of that individual's first-year potential earnings, according to the US Department of Labor and Statistics. To assure you're hiring the most experienced, knowledgeable and promising candidates for your payroll firm, we offer these tips:

- Be specific in your search: Whether an online job posting or mining colleagues for referrals, make sure that you clearly define the role and parameters of successful hires, i.e. position requires 5 years payroll and tax experience. Don't cut corners on industry knowledge.
- Do your due diligence: Industry experts estimate that more than 70 percent of candidates exaggerate or even outright fabricate accomplishments on resumes and in interviews. Check all references and insist upon proof of a potential employee's successes. Request copies of quota reports, annual reviews, ranking reports, client accolades and, where it's legal, W-2s (check with an employment attorney if you're unsure of legalities).
- Get a preview: During the interview process, ask the candidate to give a presentation of his current or last employer's product line or how they dealt with a difficult client situation. If that presentation doesn't involve the candidate asking pointed questions, listening to responses and showing an authentic passion to support clients or understand their needs, you'll want to pass. That's because there's a critical difference between a simple sales pitch and the consultative sales approach required in the payroll industry.

#### PRO TIP | Mindy Jennings, Owner, Payrolls Plus

"Any new hire at Payrolls Plus must have experience in processing payroll for multiple clients at a time, the more the better. If they've only managed a handful of bi-weekly clients at their last job and now, they've got 50 people calling them at once, they may not be able to handle it a large or growing client base effectively."

# POINT #2 (Cont.)

## | PERFECT YOUR PERSONNEL

### TOP TACTIC: KEEP TRAINING AND EDUCATING

A recent Sales Readiness Group survey of some 400 executives representing more than 20 industries, 44 percent of which boast annual sales of more than \$51 million, identified a key success factor among the highest impact organizations - Those where more than 75 percent of sales representatives regularly achieve quota are those that consistently train both new and veteran sales professionals.

Some 65 percent of sales managers at top-performing organizations spend at least 20 percent of their time coaching sales reps, compared to just 51 percent of average performers and 40 percent of low performers. Meanwhile, these firms also invest more time in further developing even their most experienced sales managers. Nearly a third – 32 percent – of high-performing organizations report spending more than \$2,000 annually to further train and develop their sales managers. By comparison, just 12 percent of average performers and 7 percent of low performers spent at least the same amount.

Experts recommend allocating:

- 60 percent of coaching time with salespeople with medium skill levels,
- 15 percent of coaching time with salespeople with low skill levels, and
- 25 percent of coaching time with salespeople with high skill levels.

Spending the most time with those who are at the medium skill level provides the highest return on your time investment. Low skilled reps may require too much of a time commitment to help, while high performers have some room for improvement, but don't need lots of coaching. But those at the mid-skill level have the highest and quickest potential to move from average performers to high performers.

#### PRO TIP | Greg Javins, Vice President of Operations, Apex HCM

"Anyone with payroll experience, especially if they have certification, is always going to be a better hire because they're going to understand the principals of payroll and taxes and have a better understanding of questions the clients are going to ask. It's tough to find those people in today's economy. That's why Apex provides an online portal where we teach the fundamentals of payroll and how those fundamentals relate to our products and services."

# POINT #2 (Cont.)

## | PERFECT YOUR PERSONNEL

### TOP TACTIC: KEEP TRAINING AND EDUCATING

To assure your payroll staff remain highly competent, credentialed and industry knowledgeable during their tenure with your payroll service bureau, Apex HCM recommends they maintain certification via the American Payroll Association. The APA offers two levels of certification designed to test and verify an individual's specified level of knowledge, skills, and abilities in the payroll profession:

#### Fundamental Payroll Certification (FPC)

The FPC is a certification credential for payroll beginners and service and support professionals in positions requiring payroll knowledge. Though actual payroll work experience is not required to take this exam, it's designed for those who aiming to demonstrate a baseline of payroll competency. It's best for:

- Entry-level payroll professionals
- Sales professionals/consultants serving the payroll industry
- Systems analysts/engineers supporting payroll systems
- Payroll service provider client representatives

#### Certified Payroll Professional (CPP)

The CPP is a certification credential for those with extensive payroll knowledge and experience. APA's Certification Board requires that payroll professionals meet certain criteria, including having worked in payroll for a certain number of years, and complete a series of continuing education courses during a specified window of time before taking the exam.





# POINT #2 (Cont.)

## | PERFECT YOUR PERSONNEL

### TOP TACTIC: GET 'EM OUT OF THE OFFICE!

A Gallup research poll recently revealed that employees given the opportunity to attend training and conferences are twice as likely to remain at their companies throughout their entire careers. Conferences and tradeshow afford your firm and your employees a wealth of benefits including:

- Networking with industry peers and influencers from whom your payroll staff undoubtedly will glean information and tips.
- Skill development learned directly from sought-after payroll subject matter experts.
- Content creation via live social media streams during conferences, plus videos and blog posts that can be shared in the following weeks.
- Brand boosting to prospective clients via that newly created content, and to payroll industry leaders, peers, vendors and, perhaps, future employees while at the conference.
- Updates on payroll industry trends and projections
- Inspiration and rejuvenation. Late author and business maven Stephen Covey listed "sharpening the saw" as his seventh habit of highly effective people, noting that taking a break from the "work" of one's work helps employees sharpen skills.



# POINT #2 (Cont.)

## | PERFECT YOUR PERSONNEL

### TOP TACTIC: GET 'EM OUT OF THE OFFICE!

For payroll professionals, the top don't-miss annual conferences are:

Independent Payroll Providers Association (IPPA) offers two major conferences each year - Its Sales and Marketing Conference and its Business Excellence Conference, featuring a range of topics including payroll fraud, tax and operations best practices, and upcoming changes by NACHA (National Automated Clearing House Association), which manages the development, administration and governance of the ACH Network, the backbone for the electronic movement of money and data in the US.

The Payroll Group (TPG) brings together independent payroll service providers from across the country to help reduce overhead costs, share success stories and develop common methods to better serve their payroll clients. Its annual conference often opens with golf outings and fishing excursions, then launches into multi-day coverage of hot topics in the payroll industry. Certain restrictions on attendance are designed to assure you won't run into competitors operating in your geographic area.

The American Payroll Association offers multiple conferences each year including its Annual Congress with more than 180 workshops and five general sessions covering compliance, operational, technology and personal development information and boasting the world's largest payroll products and services expo; and its Payroll Leaders Conference next-generation training through FOUR transformational Certificate Programs: Payroll OMG - Optimization, Management, & Growth, Managing Vendor Partnerships, Advanced Payroll Concepts, and Advanced Global Payroll Management.

Apex HCM's Align annual user conference features industry leaders speaking on a wide range of payroll topics as well as comprehensive Apex product education sessions. Align helps service bureaus grow revenue and operate more efficiently by sharing best practices and the latest trends in the payroll industry."

# POINT #2 (Cont.)

## | PERFECT YOUR PERSONNEL

### TOP TACTIC: CREATE A BALANCE

In life and in business, balance is key. That certainly applies to the payroll field when it comes to assuring that your service bureau is adequately staffed to meet and exceed all client needs without overwhelming your own employees. While there is no one-size-fits-all formula for an effective employee-to-client ratio, these highly experienced payroll experts offer advice on finding just the right mix:

#### PRO TIP | Greg Javins, Vice President of Operations, Apex HCM

"It really depends on the size and complexity of a payroll firm's end-user client base. With the process efficiencies that Apex's solutions offer, our typical payroll firm client has one dedicated employee to every 200 online clients. However, if you have complex customers, the ratio could be much lower. For instance, serving end-user clients who are subject to labor unions can be complicated because union members must follow strict rules or guidelines on everything from variable pay rates to time differentials to deductions base on whether the company is a closed, open, union or agency shop. Plus, different states have different legal regulations on what unions are allowed to do."

#### PRO TIP | Mindy Jennings, Owner, Payrolls Plus

Jennings points out the importance of matching each employee's experience and skill level to the size and complexity of their assigned clients.

"We have one longer-term employee who has 80 clients. All of them are very easy except one that's very complicated - a restaurant chain with multiple locations. It's complex, but she's been handling them for a long time, knows them well and knows what to do. Then, we have a newer employee who has fewer clients, but they're all larger employees with a lot of accrual and general ledger issues that have to be monitored all the time. All of our employee client lists range from 50 to 80, depending upon the employee's experience level and the size and complexity of the clients."

# POINT #3

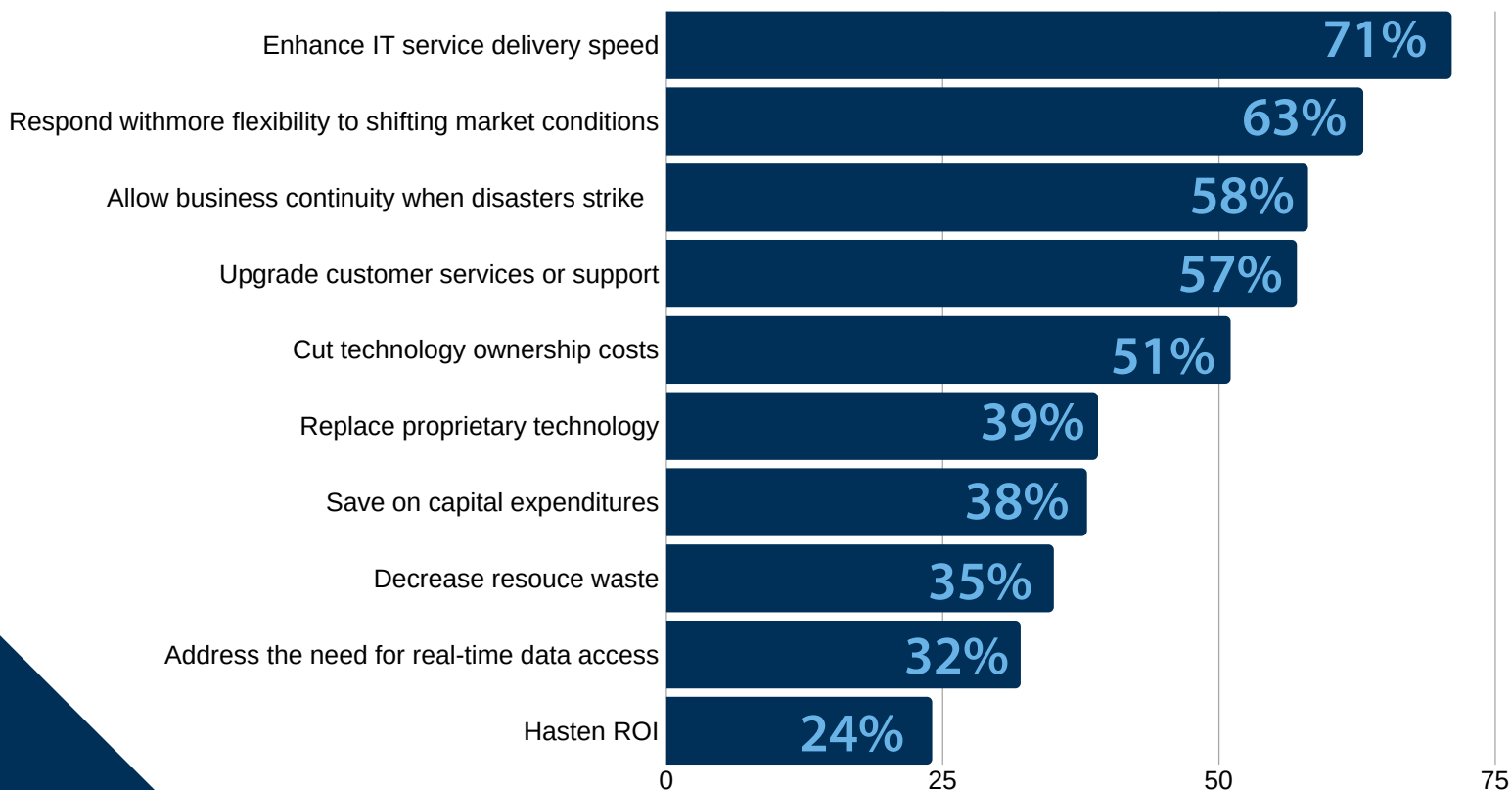
## | APEX CAPABILITIES VS YOUR CURRENT SOFTWARE

CONSIDERING A MOVE TO A NEW PAYROLL SOLUTIONS PROVIDER?

FIVE EFFICIENCY DRIVERS YOUR PAYROLL FIRM WILL ENJOY BY SWITCHING TO APEX...

### 1 CLOUD COMPUTING

Robert Half's Benchmarking the Accounting and Finance Function 2018 report shows more and more companies are moving to cloud systems. Seventy-five percent of the U.S. finance professionals surveyed say their company has already made the transition or plans to do so in the near future, compared to 72 percent in 2017 and 62 percent in 2016. And according to Finances Online's 2019 SaaS (Software as a Service) Industry Market Report, 73 percent of businesses across the board will be using SaaS-powered apps come 2020, up drastically from just 12 percent of businesses in 2008. The report cites one study that found businesses using cloud-based apps will grow by 19.63 percent as a result. In the 2018 IDG Cloud Computing Study, businesses surveyed say they're increasingly deploying cloud-based SaaS apps primarily to:



# POINT #3 (Cont.)

## | APEX CAPABILITIES VS YOUR CURRENT SOFTWARE

In short, businesses are shifting their operations to the cloud because:

- It costs less compared to their legacy systems
- It cuts their operational costs
- It enables them to maintain a consistent working process
- It enables collaboration in large and decentralized teams
- It saves the time needed for setup and training
- It facilitates access to data
- It is mobile-optimized and independent from the devices they're using
- It becomes easier to connect applications with each other
- It reduces (or eliminates) the burden of upgrading, maintenance, and safeguarding data
- It keeps them in line with trends

**For these reasons, Apex's entire suite of proprietary, highly customizable payroll, HR and time and attendance software solutions are housed in the cloud.**





# POINT #3

## | APEX CAPABILITIES VS YOUR CURRENT SOFTWARE

### 2 STREAMLINED SYSTEMS

When David Volpi, President & Managing Member at Payroll Data Processing, was looking for a payroll software provider, he had specific criteria in mind.

"One of the things we stressed from the beginning was that we wanted a user interface on the client's desktop so that the customer, rather than our payroll company, could drive the data that gets put into the payroll system. And it the system had to be accessible from multiple browsers and multiple devices. That's critical in today's world. Apex had the advanced user interface we needed, so we made the switch."

Those client-centric interfaces like Apex's Employer on the GO, My Employer on the GO and Employee Self Service help shift much of the daily task burden of payroll to your service bureau's customers. That makes sense because the client certainly knows their own policies and employees better than any outside service provider, including your payroll firm.

"Spreading that workload down to the client makes the payroll SBO so much more efficient," says Jerome Schumacher, Principal Implementation Consultant for Apex. He and his colleagues handle onsite system conversion for all new Apex clients, ensuring a quick and smooth transition.

Not only does streamlining the communication system save time and minimize errors, it also helps keep sensitive employee data safer than conventional methods of payroll processing.

"For privacy concerns, the SBO, client and employees rest easier knowing that typically, just one payroll clerk has access to information such as social security numbers, bank account numbers, direct deposit information, etc. There's a lot of sensitive data to be concerned about in payroll."

Apex's Auto Client Communication and automation tools also help minimize the work of communicating with payroll clients, while maximizing results. You can create automated processes to send clients email reminders about payday, new employee adds, payroll completion and cash requirements. If desired the system also can automatically process payroll and offer auto email reports and exports.

# POINT #3

## | APEX CAPABILITIES VS YOUR CURRENT SOFTWARE

### 3 SCALABILITY

Apex's cloud-based solutions and off-site data storage services afford payroll service bureaus opportunity to better scale their businesses in multiple ways - space-wise, financially and in terms of potential client base growth. Here are three factors to consider:

- **Initial cost:** Cloud computing and storage eliminates the high upfront costs of building and installation of physical space, hardware and power infrastructure, making it far less of an initial investment than onsite servers, particularly for smaller payroll firms. Plus, keep in mind that it often can take months to fully integrate a new server and prepare to go live. Business disruptions and labor costs can be significant. By comparison, Apex's cloud-based systems can be implemented at your payroll service bureau in matter of days and you'll get to choose from multiple levels of DIY and Done-for-You implementation plans, depending upon your budget, the amount of time your staff can commit to the system conversion and your firm's policies on client data access.
- **Maintenance:** Cloud services typically call for a set monthly subscription fee, which makes budgeting easy. Onsite server-related costs include electricity, IT and management - also relatively standard and simple to budget. But when the inevitable need for repair or performance upgrade strikes, cloud-based storage offers a significant savings benefit. Repairing or upgrading a server can prove costly, particularly if it calls for hiring an outside technician or purchasing and installing additional hardware. Often, cash-strapped businesses will push their hardware beyond its recommended lifespan, which can place a firm at risk for data loss, security breach, downtime and a reputational hit. Switching to Apex lifts the financial, space and risk burdens from your business. We handle all server maintenance and upgrade costs. Plus, security measures taken by cloud providers like Apex are far more advanced than most companies with on-site servers.
- **Storage:** For payroll service bureaus with big client bases - and big clients - the sheer amount of storage space needed often is more than on-site servers can effectively handle. Not only can an overburdened server potentially fail, it also limits your firm's growth potential. As your business scales upward, your data requirements will scale with it. Again, you're faced with choosing between the pricey prospect of additional equipment, space, labor and downtime for onsite upgrades and a quicker, easier, invariably less expensive cloud storage option.

# POINT #3

## | APEX CAPABILITIES VS YOUR CURRENT SOFTWARE

### 4 STATE & FEDERAL REGULATIONS

In a recent survey of businesses that outsourced their payroll, 40 percent of all respondents listed peace of mind about regulatory demands as a top reason. That figure jumped to 63 percent for companies with 20 to 99 employees.

This means lots of opportunity for new and growing payroll firms. It also means a great deal of risk and responsibility to make sure that all payroll-related compliance laws and regulations, which vary greatly from place to place and change often, are followed precisely. Taxes alone can prove a potential financial quagmire. Failure to collect withholdings and remit a single local, state or federal tax payment on time can bring stiff penalties ranging between two and 15 percent.

Fortunately, you've got a few choices. One is to memorize the 1,250-page handbook on federal payroll tax laws and regulations downloadable from the American Payroll Association's website, plus learn all the applicable laws in each of the states where your clients operate. Or, you can switch to Apex.

"Apex has a compliance team that meets daily to talk about all the issues including form changes and the physical or electronic filing that has to be done for monthly, quarterly and annual filers as required by state and federal agencies," Javins says. Those meetings mean constant, near-realtime software updates that help assure your payroll service bureau and its clients remain in full legal compliance.

# POINT #3

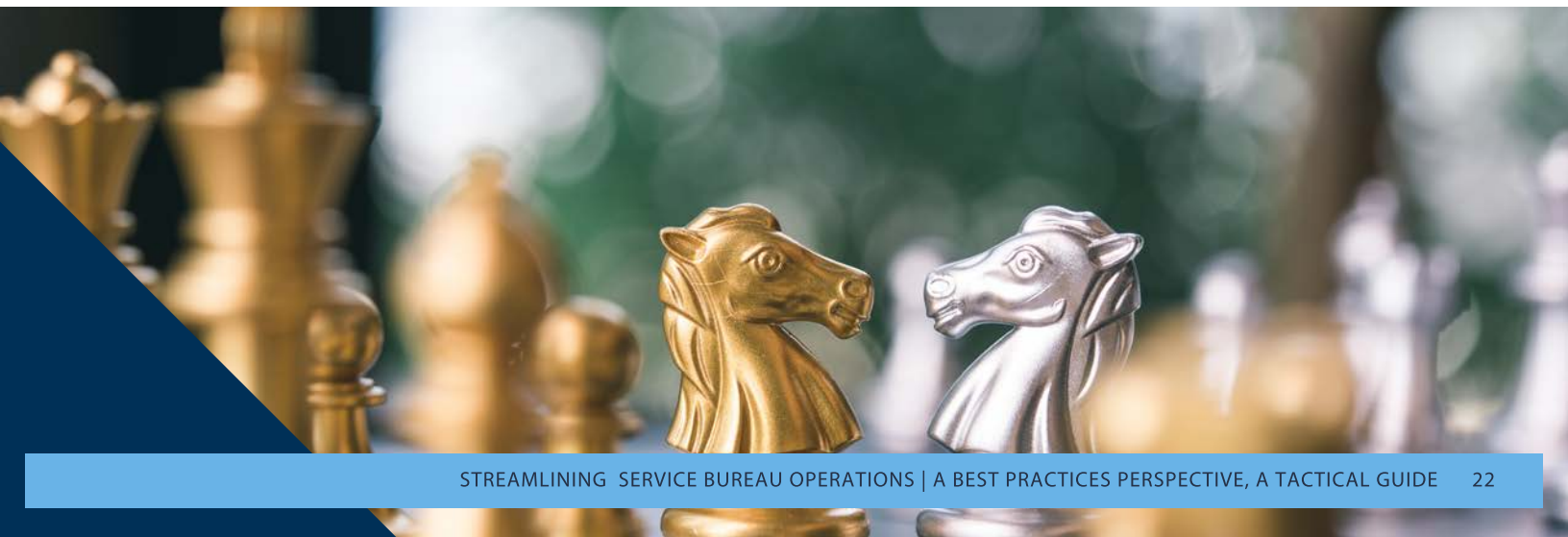
## | APEX CAPABILITIES VS YOUR CURRENT SOFTWARE

### 5 LEVELING THE PLAYING FIELD

According to Forbes, spending for cloud computing is projected to hit \$162 billion in 2020, up from \$67 billion in 2015 – a compound annual growth rate of 19 percent. Cloud computing offers a shot at a more even playing field for smaller providers, allowing them an opportunity to compete with larger, more established providers.

"The Cloud is a game changer, not a fad or just a buzz word," Bask Iyer, Chief Information Officer and Executive Vice President of Dell Technologies and its VMware, Inc., a subsidiary that provides cloud computing and platform virtualization software and services. "Cloud makes resources that were once limited to major enterprises not only accessible, but also affordable [to smaller businesses]."

And while Apex serves payroll firms of all sizes, "the company seemed to be focusing on supporting emerging payroll service bureau operators" said David Olsen, President of NorthStar Payroll. "There are some providers of service bureau software platforms that won't even talk to you unless you have a certain number of clients. Everybody starts from somewhere."



# POINT #4

## | INDUSTRY BEST PRACTICES

To help kickstart your payroll firm's productivity and profitability, consider these best practices tips from Apex HCM's payroll experts and a few of our client firms:

- Go digital and direct. The recent Deloitte Payroll Operations Survey found that 88 percent of employees are paid via direct deposit, just six percent receive live checks, and five percent receive pay cards. This can save a payroll service bureau significantly by eliminating costs for printing, paper, packaging and postage, plus assure quicker delivery of employees' pay.
- Require clients to submit their payroll information online only - No more last-minute phone calls or fax machine jams.
- Also, require clients to submit all payroll information by 2pm, 48 hours prior to payday, and apply surcharges for any missed deadlines. This allows time to work out any unforeseen glitches so that your payroll firm remains on track for all deliverables due your clients.
- Consider choosing an ACH provider located on the West Coast to give you a few more additional hours to service your clients to the east.
- To help alleviate your payroll clients' privacy concerns recommend that a limited number of staff have access to payroll information entered into the software program and agree on a password or passphrase to be given correctly prior to any conversations between your staff or theirs.
- Of course, you like to get paid, too. Bill your clients with fees payable via ACH or EFT only - No invoicing or paper check submission.



# Conclusion

As a payroll management professional, your job requires that you facilitate a variety of tasks and processes. Because of ever-changing regulations, rules, and legislation, you must constantly stay apprised of the compliance aspect of your job. Changes in technology, your own company structure, and best practices require that you stay agile and ready to shift accordingly. Streamlining and optimizing your payroll management process is one of the major ways you can lessen the burden of all these dynamic elements of your role. Created by a team of industry veterans with decades of payroll experience, Apex HCM has the know-how and the cutting-edge technology to help you minimize your efforts while maximizing your results. Contact Apex HCM today at 877-750-2739 or request a demo of our full suite of cloud-based, customizable and proprietary payroll software platforms.

A hand with the index finger pointing upwards towards the word "PAYROLL". The word is in large, bold, blue capital letters, enclosed within a thin blue rectangular frame. The background is a blurred blue and white geometric pattern with light rays emanating from behind the word.

**PAYROLL**

# About Apex HCM

Apex HCM provides a state-of-the-art software platform allowing our clients to take full advantage of the benefits of cloud computing technology. We help organizations escape the bindings of traditional software, including the hidden costs of protracted implementations, disaster recovery, data security, software upgrades, and everyday IT needs.

Apex HCM is a market leader in licensing cloud-based payroll, benefits and HR technology. Over 300 payroll service firms nationally use Apex's technology as the core of their business foundation. Our highly customizable and comprehensive suite of products and services include payroll & tax, time & attendance, benefits enrollment, ACA, human resources, mobile apps, reports & analytics, employee onboarding, applicant tracking, and other business management tools normally reserved for large enterprises. Apex HCM's cutting edge cloud-based software allows its customers to effectively compete feature-for-feature with larger established firms while dramatically improving their workforce productivity. For more information, please visit [apexhcm.com](http://apexhcm.com) or call 877-750-APEX (2739).