

New Client Implementation FAQ



FREQUENTLY ASKED QUESTIONS

Who will be my main point of contact during New Client Implementation?

The Implementation Consultant will be the main point of contact to ensure everything runs as smoothly as possible. While you may hear from other individuals during this time, you can direct all questions to your assigned Implementation Consultant.

How will my employees receive communication to start with Questco?

That communication is up to you as most employees will appreciate it coming from their employer. We can provide templates, guides, and any additional assistance to help get your employees started on the new system.

How should I prepare for New Client Implementation?

Questco will need someone that can make benefit decisions, answer payroll set-up questions, and discuss reporting needs from your company for the initial meeting. Please be prepared to separately provide secure documents including employee information, employee payroll details and various state required forms.

Will our employees need to complete new hire paperwork?

Yes, Questco utilizes an electronic onboarding process for current and new employees to complete their paperwork. No paper forms are needed.

How long will I be in Implementation?

Questco's average implementation is 30-45 days dependent on clients needs. The Implementation Consultant will help to ensure that your set-up is completed in a timely manner and will run the first three payrolls successfully with you before you transition to your permanent service team.

Why do I need to E-verify my associates?

E-Verify is mandated in certain states for certain employers. Your Implementation Consultant will help you determine if you are required to have your new hires E-Verified. Our payroll system integrates with the government E-Verify website, so it is a seamless process through our payroll software.

Do my employees need to recomplete the I-9 during New Client Implementation?

Recompletion of an I-9 form is not needed if you already have one on file. To save your previously completed I-9's in our system, please work with your Implementation Consultant.

For start-ups that do not have I-9 forms yet, we will ensure your team completes the I-9 form as part of the new hire electronic onboarding.

How long will it take for my Time & Attendance platform to be ready?

Questco will need 45 days prior to the beginning of your pay period (the employee clock-in date) to fully set up the time & attendance system.



PAYROLL TAXES

How will my FUTA and SUTA taxes be affected by making this switch?

Questco is a Certified PEO (CPEO) so the FUTA taxes you paid prior to joining Questco will be accounted for so there will be no restart. Example: If your employee has met the \$7,000.00 taxable wage base for FUTA prior to onboarding with Questco, you will not have to start over until the following year.

SUTA tax restart will depend on the state. Please be prepared to provide your Implementation Consultant with your YTD wage reports after running your last payroll with your current provider.

Will Questco file our 940 Federal tax and 941 Federal Unemployment Tax reports?

Yes, when working with a PEO the 940 & 941 is filed under the PEO's Federal Tax ID Number (FEIN). The filing will include the combined taxable wages for all clients under Schedule R.

Will you pay and file our State Unemployment taxes?

Yes, Questco will administer your state unemployment tax filings on your behalf.

For PEO reporting states, the Questco state tax rate and state tax ID number will be used for processing.

For Client reporting states, Questco will use the client's rate and tax ID number. If you have any locations or remote workers in these states, we will need to provide your state unemployment tax ID and tax rate so that we can administer this process on your behalf.

Will you pay and file our State Withholdings taxes?

Yes, the state withholdings will be filed under Questco's tax ID, the filing will include the combined taxable wages for all clients.



Will our employees receive two W-2's?

Yes, your employees will receive a W-2 from your prior payroll provider as well as a W-2 from Questco if the switch is within the same year.

How do I get reports of the tax filings for my company made by Questco?

Questco can provide you with a copy of your portion of the tax filing upon request.

Can a 1099 Contractor be paid through payroll?

1099 Contractors can be paid through payroll. Questco will provide a year-to-date report to you with your contractor's gross wages to help create the year-end forms and it will be your responsibility to provide the 1099 or 1096 forms to contractors. Questco will also provide compliance guidance on determining appropriate FLSA classifications of employees versus contractors. 1099 Contractors can be electronically enrolled in our payroll system.

Will Questco track our PTO and/or paid sick leave policies?

Questco will input your current PTO and paid sick leave policies into our system. Employees will be able to request time off, and managers can approve through the system electronically. If you are in a state that requires sick leave and do not have a policy, your Implementation Consultant will work with you to make sure state requirements are met.

How do PTO hours get added to the timesheet for payroll processing?

PTO hours can be added to the timesheet manually, through an import from your own Time & Attendance system or through Questco's Time tracking products.

Can you still track PTO if I have an unlimited plan?

Yes, your unlimited PTO plan can be set up to track hours of PTO used.

Can you upload payroll based off my Time & Attendance platform?

Yes, if you can export your hours to a CSV or TXT file, they can be imported into our payroll software.

Do I still have to log in every payroll to enter hours because I have all salaried associates?

Payrolls are required to be reviewed and approved every pay period. Your implementation team can discuss options for auto-generating certain features to make your payroll processing as efficient as possible.





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When do my hours need to be submitted?

Employee changes are required 4 days before pay date. All timesheets are required 3 days before. Final updates and approvals are required 2 days before, and payroll funding must be received 1 day in advance of the pay date.

What do I need to do if I need an off-cycle check?

Off-cycle checks should be discussed with your Payroll Specialist. Please allow time for this to be processed and shipped.

How are commissions/bonuses taxed?

If commissions are part of an employee's regular pay, they will be taxed according to how their W-4 is set up. If not part of regular pay, it is taxed at 22%. Bonuses are either non-discretionary (regular, such as per a bonus agreement), or discretionary (not regular, such as per a one-time award). Non-discretionary bonuses are taxed as part of regular pay. Supplemental wages and Discretionary bonuses are taxed at a flat 22%.

Does Questco run payroll for employees working outside the United States?

Questco can only run payrolls in the 50 United States and US territories, however, we have partnered with a vendor to allow payrolls outside of the US through an Employer of Record process. If you are interested in learning more, please let your Implementation Consultant know.

What resources are available on processing payroll?

Questco has many resources available online in the Client Resource Center. This can be accessed by going to questco.net, then click "Client Portal" at the top, and then "Client Resource Center", or click [here](#). Click on each subject to discover valuable tools & resources (videos, PDFs, etc.) on a variety of topics.



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QUESTCO'S ADD-ON SERVICES

Does Questco offer an Applicant Tracking System (ATS)?

Yes, our Applicant Tracking System (ATS) can assist with posting jobs, managing candidate interactions, sending offer letters etc. This is an add-on for an additional fee. If interested in a demo, contact your Implementation Consultant.

We would also encourage you to explore our Full Cycle Recruiting options.

Does Questco offer a Learning Management System (LMS)?

Yes, we offer our Questco Learn that can provide state mandated harassment or compliance training.

This is an add-on for an additional fee. If interested in a demo, contact your Implementation Consultant.

Does Questco offer a Performance Management System?

Yes, we offer our Questco Perform to help develop the performance appraisal process. Questco can also provide compensation resources and tools, supervisor coaching and assistance with job descriptions.

This is an add-on for an additional fee. If interested in more information contact your Implementation Consultant.

Does Questco offer a Background and Drug Screening Services?

Yes, Questco can provide a multitude of employee screening services such as background checks, employment verifications, education verifications, credit checks, drug screens and much more.

This is an add-on for an additional fee. If interested, contact your Implementation Consultant.

How do I access the Questco portal?

Go to www.questco.net, at the top click on 'Client Portal', then 'Client Login'. We recommend that you bookmark this link: <https://que.prismhr.com/que>

Who can my employees call when they have a question or need help with something?

We have a dedicated Customer Care Team available Monday - Friday 7AM - 7PM CST. For your convenience, we have a chat feature available via our website (www.questco.net), click on the chat icon located at the lower right-hand corner. To reach us, call **888-595-8968** or email: careteam@questco.net.

For Benefit specific questions, call **844-780-0129** or visit: Questco.MyBenefitsappointment.com.



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