



Buyer's Guide

The Business Leader's Guide to
PayNW Payroll & HCM

Welcome to Your PayNW Buyer's Guide

Thank you for considering PayNW as your payroll and Human Capital Management (HCM) partner. We understand that navigating the world of payroll and HCM can feel overwhelming, and we are here to make it easier for you. This guide is designed to provide a clear understanding of how we can support your business, from the moment you decide to get started to the ongoing partnership that ensures your success.

At PayNW, we believe that payroll and HCM should be simple, efficient, and stress-free. Our personalized, hands-on approach is designed to guide you every step of the way. Whether you are a small business just starting to grow or a larger organization seeking a better way to manage payroll and HCM, we will work with you to find the right solutions for your needs.

Throughout this guide, you will find everything you need to know about working with PayNW; our support, our flexible solutions, and how we simplify payroll and HCM for you. Our mission is making lives easier, and we strive to achieve this for our clients in many ways, as we partner to reduce complexity, save you time, and give you the confidence that your payroll and HCM processes are in expert hands.

When you are ready, we will be here to help you take the next step toward a smoother, more efficient payroll and HCM experience.

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How Long Does It Take to Be Up and Running?

Getting started with PayNW is a smooth process, usually taking around 6–8 weeks. During that time, we will collaborate with you to gather the necessary details, configure the system to fit your needs, and make sure everything runs like clockwork before we go live.

In some cases, the timeline may stretch a bit longer - up to three months or more - if your business has more complex needs. But, if you are already using a fully integrated system, the good news is a lot of the info we need may already be organized and ready to go, which could make the transition a lot faster.

Here is a look at what can impact your timeline:



What Helps Speed Things Up?

- **Data Readiness:** If your current system makes it easy to export data, we can quickly transfer and validate everything we need, such as employee info, payroll history, and benefits settings.
- **Pre-Built Templates:** Our ready-made company templates cover 30–70% of standard configurations upfront, saving time even for businesses with more complex setups.
- **Dedicated Team Members:** With a team member from PayNW dedicated to your success, you'll have someone to answer questions, approve decisions, and help with training, keeping things moving smoothly.
- **Simpler Business Structures:** If you are a single-location business or do not have specialized tax setups, you may need less custom configuration, making the process quicker.

What Can Cause Delays?

- **Disorganized or Missing Data:** If your records are not well-organized or need to be compiled manually, it can take longer to gather and validate everything.
- **Manual or Disconnected Systems:** If you are switching from in-house processes or using multiple disconnected tools, it may take extra effort to integrate everything and reconcile your data.
- **Tax or Compliance Issues:** If your current tax setup has errors or is not compliant, we may need to schedule the transition with a clean quarter or year to ensure everything is reported accurately.
- **Phased Rollouts:** Some businesses like to roll out features in stages, including starting with payroll and adding tools such as timekeeping or onboarding later, so they can manage internal changes more easily.

How PayNW Supports You Along the Way

- **Flexible Rollouts:** We can prioritize key features, such as payroll, to get you up and processing quickly while we introduce other tools as needed.
- **Guided Weekly Checkpoints:** Regular check-ins with you help us stay on track and catch any potential roadblocks early.
- **Expert Guidance:** We provide easy-to-follow instructions and helpful templates, so you can efficiently prepare your historical data with confidence, ensuring a smooth transition to PayNW.

At PayNW, we understand that every business is unique. Whether it takes six weeks or a full quarter, we will be with you every step of the way, making sure your transition is seamless and successful.



What Do I Need to Provide to Get Started?

Getting started with PayNW is simple, but we know gathering all the details can feel like a big task. Don't worry. We are here to guide you through every step of the process. To set up your account and ensure a smooth transition, we just need a few key pieces of information from you.

What Information Do You Need?

Employee Records:

- Basic info, including names, job titles, and contact details.
- Payroll data, including pay rates, deductions, and tax withholdings.
- Benefits details, including healthcare, retirement, or any other programs employees are enrolled in.
- Employment history, if needed, to ensure accuracy from day one.

Onboarding Documents:

- Forms you currently use, including I-9s, W-4s, or direct deposit forms.
- Employee training materials, if applicable, so we can integrate them into the system.

Company Details:

- Tax IDs for federal, state, and local filings.
- Bank account details for setting up direct deposit for payroll.
- Company policies, such as PTO accrual rules, benefit waiting periods, and anything else that impacts employee management.

Payroll History (if applicable):

- Recent payroll reports, including pay dates and year-to-date totals.
- Tax filing details to make sure everything transitions smoothly and stays compliant.

How Does PayNW Help?

We understand that every business is different, and not everyone has all their information meticulously organized. That is why we are here to make this process as easy as possible:

- **Templates to Simplify the Process:** You will get pre-formatted templates and Excel workbooks to make compiling and sharing your data a breeze.
- **Step-by-Step Guidance:** Our team will work closely with you to clarify what is needed. Whether you are pulling info from your current system or gathering records manually, we have your back.
- **Flexibility for Gaps in Data:** If there is missing info or something is tricky to find, we will help you fill in the gaps with our structured workflows and prebuilt templates.

Starting something new might feel overwhelming, but with PayNW, you will have all the tools and support you need to get things done smoothly. From templates to guidance, we will be with you every step of the way.



Who on My Team Needs to Be Involved?

Getting started with PayNW is a team effort, but don't worry, it does not mean involving your entire organization. Typically, we will work with just a couple of key people during the onboarding process to keep things streamlined and efficient.



Key Roles

1. Primary Contact (Payroll or HR Administrator):

This person is our main point of contact and handles:

- Providing employee and company data, payroll records and benefits info.
- Answering questions about your current payroll, HR, or compliance processes.
- Coordinating internally with other team members, if needed.

2. Supervisor or Decision-Maker

This person helps ensure everything aligns with your company's goals and priorities. They are responsible for:

- Approving key decisions on processes, tax filings, and workflow configurations.
- Offering leadership support to address any challenges that come up during onboarding.

Other Roles That Might Be Involved:

Depending on your company's size and complexity, a few other team members may be needed:

- **IT or Technical Support Staff:** If you need integration with existing software or infrastructure, we may work with your tech team to ensure everything connects seamlessly.
- **Finance or Accounting Personnel:** For questions about budgets, reporting, or payroll alignment, your finance team might provide input.
- **Department Managers:** If you need to fine-tune workflows for timekeeping or scheduling, managers can offer valuable insight into day-to-day operations.

What's Most Important?

The key people involved in onboarding should:

- Have access to the right data, such as payroll history and employee records.
- Be able to make decisions about processes and configurations.

We work flexibly to meet your needs, whether your team is large or small. Our goal is to include all the right perspectives without overcomplicating the process. Together, we will make sure the transition is smooth and successful.



How Do I Know Which Modules I Need?

It can definitely feel overwhelming trying to figure out exactly which tools you need, especially since every business is different. That is why we take a collaborative approach to help you make the right choice. Our process ensures you get the features that matter most to you right now, while also keeping things flexible for the future.

Step 1: Discovery Call

We will kick things off with a conversation to get a clear understanding of your business. During this call, we will dive into:

- Your current systems and workflows, what is working and what is not.
- Pain points or inefficiencies you want to fix, such as reducing manual processes or improving compliance.
- Your short-term priorities and long-term goals, so we can focus on what matters most for you right now.

By the end of this step, we will have a solid idea of which features will give you the most value right away, and which ones can be rolled out later.

Step 2: Demo Session

Next, we will walk you through an interactive demo of the system. During the session, you will see:

- Features and modules that match the needs we discussed during the discovery call.
- Real-world examples of how those tools can streamline your processes, tailored to your industry and structure.
- Other modules you might want to consider, so you can see all the possibilities.

This is your chance to explore the system and ask as many questions as you like, so you feel confident about your decisions.

Step 3: Scalable Configuration

You do not have to adopt everything all at once. Whether you are ready to expand quickly or prefer to take things one step at a time, we have you covered. Here is how we can scale to your pace:

- If you're ready to expand quickly, we'll configure everything from the start. We build the full suite of modules you need right away—payroll, time tracking, onboarding, benefits, and more—so your system is optimized from day one to support your processes and deliver a smooth, intuitive experience for your team.
- If you are not ready for that level of change, you can start with a few modules that address your current priorities and expand gradually. No pressure, this is all about working at a pace that fits your team's capacity.

Our system is designed to grow with you, whether you are adding more features quickly or taking a slower, more measured approach. Adding new tools will not require reconfiguring everything from scratch, so you can always build at the right pace for your business.

Focused on Your Needs, Not Ours

At PayNW, we believe in keeping things simple. We will guide you toward the right tools for your business without pushing unnecessary features. If you are unsure about what is best, our open-ended conversations during discovery and demo sessions will help uncover opportunities to save time, reduce costs, and support your growth.

Making these decisions can feel overwhelming, but we are here to make it easy, and to ensure that every tool you adopt truly works for you.



What Happens If I Need Additional Modules Later?

At PayNW, we understand that businesses evolve, and so do their payroll and HR needs. That is why our system is designed to be flexible and scalable, ensuring you can easily add or remove modules as your requirements change without disruption or complexity.



How We Recommend the Right Modules for You

From the very beginning, we focus on understanding your unique business needs to ensure that the system supports your goals. We work with you to identify the features that will deliver the most value to your team.

- **Discovery Phase:** We start by conducting an in-depth conversation about your operations, challenges, and priorities. Whether you are looking to reduce manual tasks, improve compliance, or streamline processes, we identify the features that will have the greatest impact.
- **Personalized Recommendations:** Our team recommends the right suite of modules based on what will best suit your industry, business size, and goals.
- **Scalable Strategy:** We guide you to begin with the essentials, leaving room for expansion as your needs grow. This ensures you are not paying for unnecessary features while staying ready for the future.

Adding Modules Later

- **Assessing Your Needs:** When you are ready to expand functionality, whether that is adding time tracking, onboarding, or benefits administration, we will work with you to evaluate how the new module fits into your current workflows and objectives.
- **Seamless Integration:** Adding new modules is simple. Our platform includes pre-built templates and configurations that ensure quick setup, keeping everything aligned with your existing system.
- **Guided Training and Support:** We provide tailored training sessions for your administrators and team members to ensure they get the most out of the new tools. Our support team is always available to assist with any questions or adjustments.

Removing Modules

- **Easy Adjustments:** If a module is no longer necessary, we will guide you through the process, ensuring no disruption to the remaining system or data. Our team handles it all, keeping your business running smoothly.

Built for Scalability

- **Flexible for Your Growth:** Whether you are scaling up due to expansion or refining processes for greater efficiency, PayNW's platform grows with your business. It is designed to handle increased complexity without overwhelming your team.
- **Cost-Efficient Flexibility:** You only pay for the modules you actively use, making it easy to scale your services up or down while staying within budget.

Future-Proof Without Hassle

PayNW's modular system ensures you can adapt as your business grows or priorities shift. Whether you are adding new capabilities or simplifying processes, we are here to make the transition seamless and support your success.



How Does the System Integrate with My Accounting Software?

We know how important it is for your payroll and accounting systems to work together smoothly. That is why PayNW offers flexible integration options to fit a variety of needs, whether you are using a popular accounting platform or something more specialized.

Integration Options

Open API Integration:

- PayNW's system includes an open API, which allows for real-time data transfer between PayNW and your accounting software.
- This option is perfect for businesses with sophisticated systems that need seamless, automated connections.

Third-Party Integration Support:

- For custom integration needs, we partner with specialists who know our system inside and out. They can build tailored solutions to connect PayNW with your specific accounting software.

File Export Options:

If you do not need full API integration, we have you covered with file export options. You can easily export data in formats including:

- CSV (Comma-Separated Values)
- Excel spreadsheets
- XML or text files

These files can be uploaded into most accounting platforms that support data imports.

Why It Matters

- **Save Time and Reduce Errors:** Automating the data flow between systems eliminates the need for manual entry, saving your team time and reducing the risk of mistakes.
- **Flexible and Customizable:** Whether you need a real-time connection via API or simple file exports, we have options that fit your business's unique setup.
- **Built to Scale:** As your business grows, our integration capabilities grow with you, so adapting to new needs is seamless. No need to start from scratch.

How PayNW Supports Your Integration

- **Step-by-Step Guidance:** We provide clear instructions and documentation to help you set up API integrations or configure data exports.
- **Access to Trusted Specialists:** For more complex integration needs, we will connect you with trusted third-party partners who are experts with both PayNW and the most used accounting tools.

Looking Ahead

We are actively working on expanding our list of supported accounting platforms to make it even easier for clients to explore integration options.

Whether you need a simple file export or a fully automated connection, PayNW is here to help you bridge the gap between payroll and accounting.



Do I Need to Run Parallel Payrolls?

It's completely up to you. We understand that switching systems can feel overwhelming, and running full parallel payrolls can add to that stress. That's why most of our clients choose our smoother alternative: a short dual-maintenance period that gives you the confidence everything is accurate, without doubling your workload. And if running a full parallel payroll feels right for your team, we'll support you every step of the way and make the process as smooth and stress-free as possible.



What Is the Dual-Maintenance Period?

Think of this as your safety net during the transition. For a brief time, you will maintain some data in your current system while also entering it into PayNW's platform. This way, you can be sure your payroll records are spot-on before we process your first payroll with PayNW.

First Pay Period:

- Employees will continue clocking in or recording hours in your current system while we finalize configurations and test PayNW's setup.
- We will mimic those entries in PayNW to verify that everything, such as taxes and deductions, calculates as expected.

Second Pay Period:

- Employees will start using PayNW's system for clocking in, recording hours, and payroll processing.
- Your old system will act as a backup to double-check that everything is running smoothly.

Full Transition:

- After successfully processing your first payroll with PayNW, you can retire your old system. No more double updates.

What is a Parallel Payroll?

A parallel payroll is when you process payroll in both your old system and your new one at the same time, typically for one or two pay periods, to compare results and confirm everything is accurate before fully transitioning.

While some businesses choose this route for added peace of mind, it can be time-consuming and create extra work. That's why most of our clients opt for our dual-maintenance approach instead. It's a smoother alternative that validates accuracy without doubling your efforts. If you prefer to run a full parallel payroll, no problem. We'll support you every step of the way and ensure the process is as stress-free as possible.

How PayNW Supports You During This Phase

- **Hands-On Guidance:** We will help you set up and configure your employee data, so it is accurate from the start.
- **Ongoing Check-Ins:** Regular check-ins keep everything on track and help us resolve any issues quickly.
- **Accuracy Assurance:** We double-check payroll calculations to make sure everything is correct before we process it.

We know transitioning payroll can feel overwhelming, but with PayNW's process and support, you can count on a smooth switch without disruptions.



What Will My Payroll Process Look Like?

Payroll processing with PayNW is designed to reduce manual effort, streamline workflows, and ensure compliance, all while keeping you in control of your payroll. Here is an overview of how the process works:

Client Responsibilities

Verifying Employee Data:

- Clients are responsible for ensuring that all time entries, employee records, and payroll-related updates (such as deductions or tax changes) are accurate before submission.

Submitting Payroll:

- Once the data is verified, clients process and submit payroll through PayNW's platform.
- The system makes this step easier by flagging potential errors, such as unusual payment amounts or missing details, to help catch mistakes early.

Monitoring Changes:

- Clients oversee any changes initiated by employees (such as updates to direct deposit information or W-4 changes) and approve them in the system, reducing manual data entry.

Approving Key Adjustments:

- For payrolls that exceed standard thresholds (for example, unusually high pay amounts), additional client approval may be required before processing. This extra step ensures added control over critical transactions.

Automation and Efficiency

System Notifications:

- The platform sends proactive alerts for critical actions, including missing punches, overtime risks, or incomplete employee records. These notifications help reduce errors and improve payroll accuracy before submission.

Self-Service for Employees:

- Employees can update personal details, such as direct deposit information and tax withholdings, directly through the system. This reduces administrative overhead and speeds up the approval process.

PayNW's Role

Processing Paychecks:

- PayNW generates direct deposit files and schedules payments for employees. If paper checks are required, PayNW also handles the printing and shipping of those checks to you for distribution to your employees.

Handling Taxes:

- PayNW takes care of calculating, filing, and paying payroll taxes on the client's behalf, ensuring they are submitted accurately and on time.

Tax Compliance Audits:

- Processed payrolls are audited for tax calculation and compliance to ensure accurate filings and payments to appropriate agencies.



What Ongoing Support Will I Receive?

At PayNW, we believe support does not end after implementation, it is the foundation of an ongoing partnership. Our goal is to make sure your payroll and HR processes run smoothly, no matter what challenges arise. Here is what you can count on:



Dedicated Account Representatives

Every client is paired with a dedicated account representative who becomes your go-to person for all questions and support needs. Your rep takes the time to understand your business, workflows, and unique requirements, ensuring you get personalized, tailored assistance.

Team Backups for Uninterrupted Support

In addition to your primary rep, you will have access to a backup team who's familiar with your account. This ensures that even during vacations, holidays, or unexpected absences, you'll always have someone ready to help, no interruptions to your support.

Fast and Reliable Response Times:

- All requests are responded to within 4 business hours, with high-priority payroll-related issues addressed within 2 business hours.

Emergency Payroll Support

For issues outside of regular business hours, PayNW offers a 24-hour emergency payroll line. Critical concerns get a callback within 2 hours, even on weekends or holidays, so you can have peace of mind during emergencies.

Proactive and Ongoing Support:

- **Regular System Updates:** You will not have to worry about software updates. We handle all updates seamlessly.
- **Change Management Assistance:** Whether you are adding new modules, adjusting workflows, or scaling your system, we will guide you through every step of the process.
- **Educational Resources:** From webinars to helpful guides, we offer ongoing training to help you and your team make the most of PayNW's features.

By combining this comprehensive support model with proactive communication and dedicated resources, PayNW makes sure you feel confident and prepared to manage your payroll and HR processes effectively.



How Much Does It Cost?

PayNW is ideal for small to mid-sized businesses, where the value of our service and scalability truly shine.

Typical Pricing Range

Most clients find that costs generally fall between \$18 and \$25 per employee per month, though the exact figure depends on your specific needs and choices. Whether you are adding timekeeping, payroll, or HR modules, the flexibility of our system ensures that you are only paying for what you truly need.

How Pricing Is Determined

At PayNW, we take the time to understand your business and tailor pricing based on your unique requirements. Here is how we calculate costs:

- **Discovery Process:** We start with a discovery call to learn about your current systems, processes, and challenges. This conversation helps us identify which features and modules align with both your immediate and long-term goals.
- **Interactive Demo:** During the demo, we walk you through the system's relevant features, focusing on how they can address your challenges and improve efficiency. We work to build a configuration that meets your needs without adding unnecessary complexity or costs.
- **Transparent Configuration:** Based on your selected features and employee count, we provide a clear pricing structure, so there are no surprises. If your business requires custom integrations or multi-location setups, we discuss any additional one-time setup fees upfront.

What Influences Pricing?

- **Selected Features:** Costs depend on the modules you choose, such as payroll, HR, timekeeping, or onboarding. PayNW's scalable model allows you to adjust features as your needs evolve, and costs adapt accordingly.
- **Employee Count:** Pricing is structured per employee, so while larger organizations may see a higher total cost, the per-employee rate remains consistent.
- **Complexity of Setup:** Businesses with unique requirements, such as multi-location setups or custom integrations, may incur additional setup costs during implementation.

Value Beyond the Numbers

- **Direct, Personalized Support:** Unlike many providers, PayNW offers support without phone trees. You have direct access to your dedicated representative and their backup team, ensuring that you always have someone to assist you.
- **Operational Efficiencies:** By automating payroll and HR processes, PayNW saves you time and effort, allowing your team to focus on strategic initiatives instead of getting bogged down in administrative tasks.
- **Reliability and Trust:** Our service is designed to grow with your business, so you will always have the tools and support you need as your company evolves.

By choosing PayNW, you are not just investing in a payroll and HR system, you are partnering with a team that is dedicated to making your processes easier, more efficient, and secure.



What Makes You Different from Big-Box Providers Like Paycom, ADP or Paychex?

PayNW stands out from larger payroll and HCM providers by offering a highly personalized, hands-on approach to service and support. Clients who value relationship-based interactions over impersonal, high-volume systems particularly appreciate this difference.



Key Differentiators

Direct Access to Support:

- Each client is assigned a dedicated account representative who is your go-to contact for all questions and concerns.
- Unlike larger providers, there are no phone trees to navigate. You can contact your rep directly via phone or email, and if they are unavailable, a backup team steps in to ensure you always have support.

Team-Based Backup Support:

- If your primary account rep is not available, a backup team, familiar with your account, will provide uninterrupted assistance, ensuring service continuity even during absences or busy times.

Personalized Service Model:

- PayNW's representatives take the time to get to know your unique needs and tailor solutions to fit. This personalized approach builds trust and ensures that the services you receive align with your business goals.

Proactive Communication:

- Regular check-ins and updates keep you informed about system changes, compliance updates, and best practices. The audit process proactively flags potential discrepancies, including payroll exceeding standard limits, so issues are addressed before they become problems.

No Phone Trees:

- Unlike big-box providers that often send you through automated systems, PayNW makes direct human interaction a priority, giving you a more approachable and responsive experience.

Scalability Without Complexity:

- While larger providers may bundle unnecessary features, PayNW offers a scalable system where you can choose only the modules you need, with the flexibility to add more as your business grows.

Additional Value for Clients

Hands-On Implementation and Training:

- PayNW provides step-by-step guidance during onboarding to ensure you fully understand the system before going live. This hands-on support simplifies the transition and gives you confidence in using the platform.

Focus on Small to Mid-sized Businesses:

- Unlike large providers that often focus on enterprise-level clients, PayNW specializes in partnering with small to mid-sized businesses, offering tailored solutions that are perfectly suited to your needs and scale.

Commitment to Reducing Workload:

- PayNW's automation and service model are designed to minimize manual processes, saving you time and reducing administrative burdens.



What Industries and Client Sizes Do You Serve Best?

PayNW specializes in serving organizations that are navigating growth, complexity, or transitions in their payroll and HR systems. These clients benefit most from PayNW's high-touch support, robust features, and scalable platform.

Organizations with 50+ Employees:

- Businesses of this size often face new challenges, such as meeting ACA (Affordable Care Act) requirements, managing growing headcounts, and handling increasingly complex payroll and HR needs.
- PayNW's solutions are designed to reduce the strain on lean HR teams by streamlining processes that might otherwise require additional headcount.
- Clients also benefit from tailored support that evolves as their organizations grow, ensuring the system remains an effective solution over time.

Businesses with Fewer than 50 Employees:

- Small businesses (under 50 employees) also benefit from the same personalized, scalable service. A key consideration for businesses under 50 is ensuring that someone, often not the owner, handles payroll. PayNW supports this by offering a system that makes payroll processing easier, even with smaller teams. Clients in this category can still expect the flexibility of PayNW's system, as it grows with their business needs.

Industries Served Best

While PayNW's system is industry-agnostic, certain industries align particularly well with its offerings:

- **Healthcare and Social Services:** These industries often deal with intricate scheduling, labor compliance, and unique employee classifications. PayNW's system is designed to support these complexities, making it easier to manage shifts, overtime, and accruals accurately. PayNW is particularly valuable for 24-hour operations, where shift tracking and overtime compliance are key.
- **Hospitality:** Similar to retail, the hospitality industry, especially businesses with 24-hour, multi-location operations such as restaurants and hotels, faces complex scheduling and payroll needs. PayNW supports these businesses by streamlining payroll, scheduling, and labor law compliance across multiple locations.
- **Manufacturing and Distribution:** Companies managing hourly workers, rotating shifts, and detailed overtime calculations benefit from PayNW's tools that simplify payroll and ensure compliance with labor laws. This is particularly valuable for multi-location operations.
- **Nonprofits:** Nonprofits often operate with lean teams and tight budgets. PayNW provides cost-effective solutions that automate payroll and HR tasks, enabling these organizations to focus more on their mission and less on administrative burdens.
- **Private Schools:** Private schools often have specific payroll and HR needs, especially when managing teachers, administrators, and part-time staff. PayNW provides tailored solutions that address these requirements, including flexible scheduling and compliance tracking, to ensure smooth payroll processing for educational institutions.
- **Professional Services:** Professional firms, such as legal or consulting practices, benefit from PayNW's ability to streamline payroll, compliance, and reporting, freeing up time for client-facing priorities.
- **Retail:** Retail businesses with hourly workers and fluctuating schedules benefit from PayNW's tools that simplify payroll, timekeeping, and compliance. Our system is especially valuable for multi-location operations, where managing consistent payroll and tax compliance across different sites is critical.
- **Transportation and Logistics:** Businesses in this sector, especially those with varying schedules and hourly employees, benefit from PayNW's payroll and scheduling features.

Key Characteristics of Ideal Clients

Transitioning from Manual Processes:

- Businesses still relying on manual payroll and HR workflows often face inefficiencies and errors. PayNW helps these organizations transition to automated systems that save time and reduce the risk of mistakes.
- The platform's user-friendly tools ensure that teams can adapt quickly, even if they have been managing processes manually for years.

Businesses Using Big-Box Providers Seeking Personalized Support:

- Some businesses are currently working with larger payroll providers but still find themselves struggling with impersonal service or lacking the flexibility they need. PayNW offers a high-touch, personalized approach that provides all the robust features of a big-box provider while offering direct, hands-on support, no more navigating phone trees or waiting for help.

Best Fit for Growth-Oriented Businesses:

- Companies experiencing rapid growth or expanding to multiple locations often face heightened complexity in payroll and HR. PayNW is built to scale with your needs, offering solutions that handle this added complexity without creating unnecessary overhead.
- Whether it is managing multi-state compliance or integrating timekeeping across several sites, PayNW simplifies the process, helping growing businesses focus on their goals.

Businesses Using Multiple Systems Looking to Streamline:

- Many businesses face the challenge of juggling multiple software platforms for payroll, HR, and timekeeping. PayNW excels in helping these organizations consolidate and simplify by providing a single, integrated platform that can manage all aspects of payroll and HR. This reduces complexity, streamlines processes, and ensures smoother operations.

Upgrading from Basic Systems:

- Organizations outgrowing entry-level software or in-house methods often seek more robust, enterprise-level solutions. PayNW provides the advanced functionality needed to manage growing teams and complex operations while still offering ease of use.
- Clients appreciate that PayNW's system scales with their business, so they do not need to worry about outgrowing the platform.

Seeking an Extension of Their Team:

- Clients who value high-touch, relationship-based support thrive with PayNW. By taking on administrative and compliance-heavy tasks, PayNW allows HR and payroll teams to focus on strategic initiatives.
- The dedicated account representatives and proactive communication ensure clients always feel supported, whether it is during implementation or daily operations.

By partnering with PayNW, businesses gain more than a payroll provider, they gain a trusted ally capable of simplifying complexity and supporting growth in a way that feels personalized and effective.



How Do You Support My Employees?

At PayNW, we empower your employees with the tools they need to manage their payroll, HR tasks, and personal information independently. While we do not communicate directly with your employees, we provide them with easy-to-use self-service tools, allowing them to access valuable information and make updates without relying on HR or managers.



Employee Self-Service Tools

Access to Critical Information:

Employees can securely log in to view and download:

- Pay statements and W-2s.
- PTO balances and accrual details.
- Company policies, handbooks, and other important documents.

Self-Service Requests and Updates:

Employees can:

- Request time off and track approvals.
- Update their direct deposit details.
- Adjust their tax withholdings (e.g., W-4 changes).
- Complete onboarding forms digitally, no paper required.

Keeping Everyone Informed

PayNW's system sends automated notifications to both employees and managers, ensuring everyone stays in the loop with minimal effort:

- Alerts for missing punches or approaching overtime thresholds.
- Reminders for upcoming certification renewals or other key dates.

This automated communication reduces the workload for managers and HR teams while ensuring employees stay informed.

Supporting Your HR and Management Teams

We do not just set up the system and leave it at that. We ensure your team is fully equipped to help employees get the most out of the platform.

- **Train-the-Trainer Approach:** We provide guidance for managers and HR teams on how to assist employees with using the system, making sure they can troubleshoot and offer support effectively.
- **Automation for Routine Tasks:** We handle routine reminders and alerts, such as those for certification expirations or time-off balances, so your HR team can focus on more strategic priorities.
- **Backup Support When Needed:** If an issue arises that needs additional attention, PayNW's support team is always ready to step in and resolve it quickly and securely.



What is Included in Your Implementation Support?

Personalized, Hands-On Assistance:

- We work closely with you to address your unique needs, going beyond cookie-cutter solutions.

Scalable and Flexible for Every Business:

- Whether you are a growing company or managing complex operations, our implementation approach adapts to your situation.

Minimized Disruptions:

- Our proactive approach ensures that the transition is smooth, minimizing disruptions so you can continue running your business.

At PayNW, we are here to make the transition easier so you can focus on what matters most, growing your business. Let us help you start on the right foot.

Making the Transition Easy for You and Your Team

At PayNW, we understand that transitioning to a new platform can feel overwhelming. That is why we are here to guide you on every step of the way. From gathering data to configuring workflows, we tailor our support to ensure the implementation process is as seamless and efficient as possible.

1. Data Gathering and Preparation

Clear Guidance for Historical Data:

- We provide easy-to-follow instructions and helpful templates, so you can efficiently prepare your historical data with confidence, whether from another system or paper file.

Templates for Easy Data Import:

You will receive pre-formatted Excel workbooks to make data entry simple. These workbooks include:

- Employee details, including roles, pay rates, and tax information.
- Payroll history, including year-to-date totals and past tax filings.
- Company policies, such as PTO accrual rules and benefits eligibility.

2. System Configuration

Custom Workflows to Match Your Needs:

- Together, we will configure workflows, including time-off requests, benefit enrollments, and payroll approvals to fit the way your business operates.

Pre-Built Templates for Faster Setup:

- Our platform includes pre-built templates that cover 30–70% of standard configurations, helping speed up the setup while leaving room for customization.

3. Training and Support

Train-the-Trainer Approach:

- We ensure your HR and payroll administrators are fully confident using the system so they can train managers and employees effectively.

Weekly Check-Ins:

- Regular meetings keep the process on track and address any challenges that come up quickly.

Thorough Testing and Validation:

- Before going live, we conduct extensive testing to confirm that workflows, data, and calculations are accurate and ready to use.

4. Flexible Implementation Timeline

Phased Rollouts at Your Pace:

- Start with core functions such as payroll, and add other modules (e.g., timekeeping or benefits) as your team becomes ready.

Guidance for Managing Change:

- Transitioning to a new system can be a big adjustment. We provide tools and advice to help secure buy-in from both stakeholders and employees, ensuring a smooth process.



Do I Have to Start at the Beginning of a Quarter, or Can I Start Mid-Quarter?

At PayNW, we understand that starting payroll at the beginning of a quarter is not always necessary. In fact, you can start mid-quarter, as long as your first live payroll falls within the quarter. There is no need to wait until the beginning of a new year or quarter to begin. It is up to what works best for your business.



What is a Mid-Quarter Start?

A **mid-quarter start** means that your first live payroll occurs within the quarter, not at the start of a new quarter. This allows you to begin the transition at a time that works for your business, without waiting for a fresh quarter to begin.

Mid-Quarter Start Process:

- **The Two-Payroll Rule for Quarter-End:** To ensure accurate tax reporting, we require processing at least two payrolls in the system before the quarter ends. This helps minimize tax liability and simplifies the transition. If running two payrolls within the current quarter is not feasible, we will work with you to coordinate the first payroll to align with the start of the next quarter.
- **Managing Tax and Reporting:** We manage all the tax liabilities from your previous system, ensuring that no vital details are missed. All necessary historical payroll data is expertly imported and audited, so your quarterly and year-end filings remain accurate.

Why Mid-Quarter Starts Work Seamlessly?

PayNW's platform is flexible, and we make the transition simple, regardless of when you start. Using pre-built templates and configurations, we can ensure that everything integrates smoothly into your system, without disrupting your payroll processes.

Client Support Every Step of the Way

- **Weekly Check-Ins:** Regular updates and check-ins ensure that your transition stays on track, and we are quick to resolve any challenges.
- **Comprehensive Tax Management:** We handle all tax data transitions, ensuring your filings and payments are accurate and on time.

Benefits of Starting Mid-Quarter

- **Flexibility:** There is no need to wait for the beginning of a new year or quarter. You can start at a time that best suits your business and payroll schedule.
- **Operational Continuity:** We work to ensure that your payroll and HR functions keep running smoothly, even during the transition.
- **Compliance Confidence:** From taxes to reporting, we manage the technical details to ensure compliance every step of the way.

With PayNW, starting mid-quarter isn't a challenge, it's an opportunity to begin using a more efficient, reliable system on your schedule.



What Should I Do Next?

We're excited that you're considering PayNW for your payroll and HCM needs! The next step is simple: let's have a conversation to explore how we can best support your business.

Here's what you can do next:

- **Schedule a Discovery Call:** Reach out to us to schedule a discovery call with one of our experts. During this call, we'll take the time to learn more about your business, your goals, and the challenges you're facing. We'll discuss how PayNW can support your specific needs and ensure a smooth transition.
- **Get Answers to Your Questions:** Have more questions? Our team is here to help. We'll provide you with additional information, clarify any details, and make sure you feel confident moving forward.

At PayNW, we believe in making payroll and HCM Management easy for you, so you can focus on growing your business. Let us take the next step together.



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