



Client FAQ's (Frequently Asked Questions)

FOR ALL CORRESPONDENCE SENT VIA FAX OR REGULAR MAIL – PLEASE NOTE YOUR COMPANY'S NAME SOMEWHERE ON THE FAX!!

How do I tell you about a new employee (ignore if you're entering new hires via our web portal)?

One of the best ways for us to provide you and your employees with the most efficient service is to make sure we have all the relevant employee data we need. We accept most any method of reporting new employee information – our preferred method is as follows:

1. We have W4, I-9, AND Direct Deposit forms on our website at www.paystubz.com click on "forms and links"). Please use these as often as you need. We only need the W-4, the I-9 is for your records.
2. Fax (or scan and email) us a copy of the employee's completed W4 – **please make sure the social security number is easily readable and that marital status/exemption # and address are fully completed. For rate of pay and department information – you can simply write that at the top of the W4 prior to faxing. AND, please be sure and note your company name at the top of the W4 as well!!**
3. If using direct deposit – we need a completed copy of our direct deposit authorization form with a VOIDED check (NOT deposit slip).
4. If you are using TimePlus Systems time clock(s) with magnetic strip time cards, please note the number of the card you're assigning the new employee. If you are using the TimePlus Systems time clock with without magnetic stripe cards, you will receive an e-mail with the new employee's 5 digit ID number they will need to clock in and out.

What if I receive a garnishment notice for an employee?

Please review the garnishment – some garnishments require information from the employer and employee – along w/ signatures from both. Once you have completed the form(s), simply fax us the COMPLETE notice noting your company name at the top (front and back pages if applicable). We'll take care of it from there, including sending the garnishment money to the proper authority and notifying them if the employee leaves your organization. Should you need wage information – let us know, we can create payroll registers by employee for specific pay date ranges and email them back to you in a hurry!

I received correspondence from the IRS or state taxing authority (e.g., South Dakota Department of Labor, state withholding notice, etc...) – what should I do with it?

Fax all the information to us (or scan and email) – we'll review the information and contact you to let you know what the correspondence means.

How do I notify you of a new deduction for an employee?

1. If it's a new deduction available to your employees, send documentation (if available) letting us know if the deduction is pre/post tax, how an employee qualifies for deduction eligibility, and amounts/percentages. If you have any questions regarding deductions, please call us.
2. If an employee is enrolling into a deduction that the company already offers, we will need an employee signed document authorizing the deduction from their pay, including amount and frequency of deduction (e.g., every pay date, once per month, etc...).

How do I notify you of an employee pay increase/decrease?

Please e-mail or fax us the following information: Employee, size of pay increase/decrease, and the pay period in which the change will become effective. We prefer e-mail and fax communications because it allows for documentation in the event of a miscommunication.

What if we change bank account(s) from which our payroll, taxes, and invoice are drawn?

Please notify us immediately, fax or email a scanned copy of a blank check that will show the routing number and account number from which funds are to be drawn. We will update our database immediately and you're ready to go. That's it!

***For security reasons, you are welcome to let us know who is authorized to communicate changes in rates of pay for your employees – we will store this information on our databases to assist you with your internal control processes.**

As, always, thank you for your business. If there's anything you'd like us to offer more of, less of, please let us know. We always strive to be better tomorrow than we were today.

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