

DO YOU OFFER PAYROLL SERVICES NATIONWIDE?

Yes, Priority Payroll & Benefits can run payroll in all 50 states

CAN YOU HELP ME TRANSITION FROM MY OLD PAYROLL SYSTEM?

Yes, there are ways Priority Payroll & Benefits can collect the information needed to make sure that moving systems doesn't affect your tax obligations.

CAN YOU MANAGE PAYROLL FOR BOTH W2S AND 1099S?

Yes, Priority Payroll & Benefits & Benefits can handle W2 employees, contractors, and business contractors. It can also handle salaried and hourly workers.

IF I HAVE AN EMPLOYEE THAT GETS PAID DIFFERENT AMOUNTS FOR DIFFERENT JOBS, CAN PRIORITY PAYROLL & BENEFITS ACCOMMODATE THAT?

Yes, Priority Payroll & Benefits has a differential pay feature that can calculate wages based on the hours that employees work in particular roles.

HOW OFTEN CAN I RUN PAYROLL?

Priority Payroll & Benefits can accommodate weekly, bi-weekly, semi-monthly, and monthly payroll cycles. It also allow for supplemental payroll runs in case an additional payroll needs to be run outside of the standard schedule.

HOW MANY TIMES CAN I RUN PAYROLL IN A MONTH?

Priority Payroll & Benefits differs from competitors that charge per payroll run. For a flat fee, you can run unlimited number of standard payrolls

HOW LONG WILL IT TAKE FOR MY EMPLOYEES TO GET PAID ONCE I INITIATE MY PAYROLL?

Priority Payroll & Benefits needs to be initiated 2 days before you would like your employees to get paid. Please be aware of bank holidays that may affect the delivery of payroll.

Ex. If you initiate payroll on Wednesday before Noon EST, your employees will receive their pay on Friday.

If you are a Passport customer and have a bank account hooked up to Priority Payroll & Benefits, faster payout methods are available.

WHAT ARE THE REASONS THAT PAYROLL MAY FAIL TO RUN? (YOU WILL RECEIVE NOTIFICATIONS FOR ALL OF THESE REASONS)?

- Insufficient account balance
- Bank account not hooked up properly
- KYB verification failed

WHO HANDLES TAX COMPLIANCE?

Priority Payroll & Benefits manages quarterly and annual filings at the local, state, and federal level. It does not handle state registrations but there are partners that can help with that.

Priority Payroll & Benefits provides W2s and 1099s at the end of the year.

WHAT IF OUR EMPLOYEES WANT TO BE PAID ONLY BY CHECK?

Priority Payroll & Benefits can provide payments via check. It does all the tax calculations and provides you with the amount to make the check out to. You can mark that you paid the employee via check in Priority Payroll & Benefits for tracking purposes.

WHAT KINDS OF DEDUCTIONS CAN YOU HANDLE? CAN WE CREATE CUSTOM DEDUCTIONS?

Priority Payroll & Benefits can accommodate a wide variety of deductions, please refer to the "Deductions" section within an individual employee's paystub through the Admin portal.

Custom deductions can be scoped out.

DO YOU PROVIDE PAYROLL CARDS?

This is not a current offering.

DOES PRIORITY PAYROLL & BENEFITS HANDLE STATE REGISTRATION?

This is not a current offering, but there are preferred partners that can help with registration and ongoing compliance.

CAN PRIORITY PAYROLL & BENEFITS INTEGRATE WITH TIME TRACKING SOFTWARE?

Priority Payroll & Benefits's APIs can be used to integrate with time tracking software.

There is the ability to upload CSVs that are downloaded from the time tracking system.

You can enter hours manually per employee.



DOES PRIORITY PAYROLL & BENEFITS INTEGRATE WITH QUICKBOOKS OR DO WE NEED TO CHANGE OUR ACCOUNTING SOFTWARE?

Priority Payroll & Benefits can integrate with Quickbooks accounting so you can move off of Quickbooks payroll without a problem.

WHAT IF WE NEED TO EDIT A PAYCHECK AMOUNT BECAUSE SOMEONE REPORTED THEIR HOURS WRONG?

If the payroll payment has hit the employee's bank account, there is a very short window to be able to reverse it.

If the payment is still being processed, there is the ability to cancel and reinitiate it with a new amount.

There is also the ability to create a supplemental payroll at any time to fix any discrepancy.

DO YOU HAVE DIFFERENT LEVELS OF PERMISSIONS OR ACCESS I CAN PROVIDE PEOPLE IN MY ORGANIZATION?

Yes, Priority Payroll & Benefits has 3 classifications that determine permissions. Bookkeeper, Payroll Admin, and Beneficial Owner. Each of these have different levels of access that allow for additional security.

DO YOU HANDLE UNION PAYMENTS?

This is currently not an offering. Please message nikhil.somasundaram@prth.com if union payments apply to you.



DOES PRIORITY PAYROLL & BENEFITS PAYROLL OPERATE ON A BANK CALENDAR? EX. DO COMPANIES NEED TO FACTOR IN BANK HOLIDAYS WHEN INITIATING PAYROLL?

Yes, payments will be based on a bank calendar so bank holidays should be factored in when initiating payroll and expecting payments to hit bank accounts.

DO YOU INTEGRATE WITH HSA VENDORS?

Priority Payroll & Benefits does not currently have integrations with HSA vendors, but it can withhold the amounts that are supposed to go to an employee's HSA account. Please enter that amount into an employee's deduction list and select the right classification. Please have the HSA vendor pull the amount for each employee through their portal.

CAN WE USE OTHER BENEFITS BROKERS OR DO WE HAVE TO USE PRIORITY PAYROLL & BENEFITS?

You can use a non-Priority Payroll & Benefits broker, you or your broker will just need to enter the deduction amounts into the "Benefits" page.

Priority can shop your benefits to see if there are better plans and rates without affecting your current broker relationship.

CONTACT INFORMATION FOR SUPPORT:

Website: <https://prioritycommerce.com/solutions/payroll/>

Email: support@payroll.prioritycommerce.com

