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## DEADLINES

- First quarter reporting deadline is Monday, March 31, 2008 at 4:00 p.m. CST.
- Please be aware, a \$250.00 processing charge will be assessed for any information reported after March 31, 2008.

## message from steve sarowitz

What a difference a year makes! Our year end went very smoothly this year. W2's were processed and delivered to clients in record time. Despite a higher call volume, we were able to significantly reduce our average hold times from the year before. Our year end team made significant improvements which allowed our distribution department to manage the volume on their own so that our service team could remain on the phones helping our clients. All in all, I am very pleased.

2007 has begun with record new sales in both January and February. Our newly expanded sales department includes several new markets; Indianapolis, Des Moines, San Francisco, Detroit and New Orleans. Mike Haske, our new VP of Sales & Marketing, has attracted several outstanding



seasoned sales veterans who appreciate Paylocity's combination of advanced technology and outstanding service. Over the next several years, we expect to continue our geographic expansion into new markets.

With over 2,000 clients, the majority of our client base are now using Paylocity WebPay to process their payrolls. Our March release is designed to continue to improve upon our product's performance, which

had already markedly improved with our 5.0 release last November. Many clients have also taken advantage of our expanded HR functionality, which we released with 5.0 and the initial reviews are very positive. We will continue to add-on additional HR functionality to the product over the next several years.

Additionally, there are some very exciting things happening at Paylocity. Look for our newly designed website. Our new site is designed to highlight our company as a leading SAAS (Software-as-a-Service) provider and also highlights our brand new look. Go to [www.paylocity.com](http://www.paylocity.com) and check out our new image.

## what's new at paylocity?

- AS IS EVIDENT BY THIS NEWSLETTER...PAYLOCITY HAS A BRAND NEW LOOK!
- CHECK OUT OUR NEW AND IMPROVED WEBSITE AT [WWW.PAYLOCITY.COM](http://WWW.PAYLOCITY.COM)
- WIN A FREE TRIP FROM PAYLOCITY FOR YOUR REFERRALS! SEE ARTICLE ON PAGE 4 FOR DETAILS.
- PAYLOCITY CONTINUES TO GROW BY EXPANDING ITS SALES FORCE NATIONWIDE.



# Q&A

ask the expert

Submitted by John Harris

**Q:** *how do i manage my time-off information in webpay?*

- A:**
1. Under the “Employees” menu on the left, click “Employee Search”
  2. Select an employee
  3. Go to the “Time Off” tab
  4. Go to the “Setup & Balance” screen
  5. Click on the benefit code you would like to view or edit

Important fields in this screen include:

**Available Hours/Days** – This is the most frequently used field. It allows you to quickly change the time off balance of an employee. Simply erase whatever value is in the field and replace it with the employee’s new balance (in hours or days, depending on your setup). Click Save.

**Override Rate** – Allows you to easily change the rate at which an employee accrues time. This is useful when adjusting the rate of an employee who does not fall into your written policy. (Example: Owners or employees who negotiate a higher rate upon hire.) Click the “Enable” checkbox next to “Override Rate.” Next, type in the employee’s new rate in hours and click “Save.”

\*Note: Employee will stay at this rate indefinitely until you change it.

**Adjusted Length of Service Date** – This is the date the system uses to calculate time off rates. (Example: You have an employee who was hired 1/15/2006. They left your company later that year but were rehired on 2/15/2007.) When they are rehired, the “Length of Service” will default to 2/15/2007. If you’d like the system to calculate their benefits based on their original hire date, you need to change the “Length of Service” back to 1/15/2006 and click “Save.”

**Adjustment Notes** – An excellent new feature in WebPay 5.0. With any changes you make to the “Manual Adjustment” section at the bottom, you can now type notes into this field to reference later. When making adjustments, jot down a note in this field and click “Save.” Next, click on the “Time Off History” screen above. Click on the “Trans Date” link for the manual adjustment you made. You can now view (from the bottom the screen) the notes on the change you made.

## *fmla revisions*

President Bush signed the National Defense Authorization Act (H.R. 4986) on January 28, 2008, which contains the first expansion of the Family and Medical Leave Act since 1993.

The FMLA expansion required employers to provide 12 weeks of FMLA leave to the spouses, children or parents of members of the armed forces called to active duty in the U.S. military. Employers also must provide 26 weeks of unpaid leave to employees caring for family members suffering from a serious injury or illness as a result of serving in the U.S. military. The 26 week leave is only available during a single 12-month period and an employee is entitled to a combined total of 26 weeks of leave (even if the employee is entitled to leave for another FMLA-qualifying event). Spouses employed by the same employer are entitled to leave for a combined total of 26 weeks in a 12-month period. Leave may be taken intermittently or on a reduced-leave schedule.

As a result of this expansion, the U.S. Department of Labor will be updating the FMLA posting regulations. Affected employers will be required to update their mandatory labor law postings with the new FMLA posting.



## client spotlight: pamco label

Having been in business for 50 years, Pamco Label certainly knows their way around a printing press. Their 55,000 square foot facility houses 18 flexo presses and 1 state-of-the-art HP Indigo digital press for perfect digital printing with zero set-up costs associated with it. Danny Fishbein, Vice President of Sales and Marketing, walked me through their giant facility and gave me (what I must admit was a much needed) lesson in printing.

Pamco makes labels for all sorts of consumer goods including items such as bottled water, shampoo, and frozen foods, but Pamco isn't just all about labels. They offer the same quality, service and affordable pricing on many other printed products such as hang tags, catalogs, brochures, envelopes, folders and much, much more.

"We believe our customer service is better than anyone else's in any

industry, says Danny. (I could have debated with him about Paylocity service, but thought better of it.) "These days, everyone knows



*Pamco's HP Indigo Digital Press*

someone with a printing service, but it's our service that keeps our customers coming back." They have one of the few printing facilities that runs 24 hours per day so that they can easily accommodate rush orders. They also offer many services other printing companies don't. For instance, they offer climate-controlled warehousing for their clients. That way, customers can print their items in bulk to keep costs down, even if they don't have a place to store them.

someone with a printing service, but it's our service that keeps our customers coming back." They have one of



When asked about Paylocity's service, Maureen Brandes, Controller for Pamco, says, "I've been with Paylocity since you had about 20 employees. I still remember my salesperson, Kevin McCarty. He and Steve Sarowitz came out and sold me on Paylocity and it's a decision I've never regretted. The "other" company treated me as a case number—that's actually how they referred to you. But with Paylocity, you always get a real live person on the phone and they know what you're talking about."

It seems good service is recognized by those that offer it. If you would like more information on Pamco, please visit their website at [www.pamcolabel.com](http://www.pamcolabel.com) or contact Liz Hagopian at 847.803.2201 ext. 288.

## employee spotlight: brenda figielski



Client Services Manager Brenda Figielski has only been with Paylocity for one year, but her 20+ years experience in customer

service is apparent to anyone that's ever spoken with her.

Having worked at Sears for nearly 20 years in addition to other retail experiences surely makes this pro a seasoned veteran, but Brenda thinks of it differently. "I believe customer service skills either come naturally or they don't...and with me, it comes easily," says Brenda.

Born and raised in Chicago, Brenda and her family (husband Karl, son Wyatt and daughter Rinda) moved to the northwest suburbs only 3 short years ago, so that Brenda could move closer to work. Ironically, she was laid-off only 6 months later. That's enough to make some people bitter, but not Brenda. "If I hadn't been laid-off I never would have found my way to Paylocity," she says brightly. Brenda is definitely a glass half-full sort of thinker.

Having no payroll background prior to starting here at Paylocity, Brenda accredits our training department with getting her up-to-speed quickly. "It was definitely bothersome at first, not having any payroll

background. In fact, it was probably my biggest challenge. But everyone here is so willing to help out and teach you new things. That's one of my favorite things about working here," she goes on to say. "Everyone pitches in to help."

She's not only learned a great deal, but continues to teach her team of 10 service representatives new ways of handling challenging situations. "It's one of her greatest strengths," says Lynn Reidy, Director of Client Services. "Her warmth and compassion show through in her daily interactions with clients and employees alike. You can actually hear Brenda's smile over the phone." We hope you get to hear her smile too.



*win a free \$2500  
dream vacation from  
paylocity*

Winter blues got you down? Wishing you had extra money after the holidays to go somewhere warm? Well, Paylocity would like to thank you for your referrals! When you refer business to Paylocity, you are automatically entered for a chance to win a \$2500 dream vacation! Here's how you enter:

- Visit our website at [www.paylocity.com](http://www.paylocity.com)
- Click on the "Referrals" button
- Provide referral information on the designated form

That's it! Each qualified lead you provide increases your chances of winning! \*

Deadline for entries is Tuesday, April 15, 2008. Drawing will take place on Wednesday, April 16, 2008. Winner need not be present to win. Paylocity will notify the winner via USPS. Additionally, the winning name will be posted on our website. Visit [www.paylocity.com](http://www.paylocity.com) for additional rules and regulations. Restrictions apply. \*Appointments made by Paylocity equates to a qualified lead.

Good luck!

*total compensation: the full picture of benefits*

As we enter a time of economic uncertainty, your employees may be asking themselves, "Where do I really stand in terms of compensation?" Most only see their expenses growing while their paychecks may not be. Do your employees fully understand and/or appreciate what you provide to them in terms of total compensation plans?

Total compensation is often defined as the "full-picture" of benefits. This can include everything from rewards and recognition, base pay, bonus pay, commissions, benefits and perks. Each individual and every business most certainly has a different interpretation...and in this area there really is no right or wrong answer.

You provide what you feel is fair and competitive and while your total compensation package may be fixed or variable with other activities, communicating the plan to your employees is becoming more and more crucial in these days of impending recession.

When we look at total compensation, there are a number of categories that are to be included:

**Direct Compensation** has two components to it:

1. The first is "base pay" which includes their base pay, overtime, shift differentials etc.
2. Additionally, there is often a "variable pay" component which includes bonuses, commissions, recognition, etc.

**Indirect Compensation** involves the pay for the amount of time an employee may not be there performing their specific job function. This often includes: paid time-off, sick pay, holidays, jury duty, training, etc.

**Legally Mandated Compensation** is often forgotten about by employees, but is frequently a large part of the total compensation package. These areas include: social security, unemployment benefits, workers compensation benefits, etc.

**Voluntary Benefits** are frequently provided and are often the most costly piece of the benefit package. Be sure your employees are made aware of your total contribution costs (as an organization) to items such as: health insurance, life insurance, retirement plans, etc.

Finally, communicate to your employees the non-financial advantages of working at your organization. Items such as casual-dress, alternative work schedules and on-the-job training go a long way towards total compensation (they generally range from 25% - 40% in additional compensation).

Present the basic facts to your employees to help them better understand your true appreciation for the time and energy they spend at your organization.

*Contributed by Lori Kleiman, SPHR of HRadvantage. Lori supports all Paylocity clients with ongoing HR support, one-time questions and projects. She and her team can be reached at 847-517-0053 or you may reach Lori directly at [lori.kleiman@hradv.com](mailto:lori.kleiman@hradv.com)*

## *introducing paylocity web time... our second time and labor management system*

In an effort to continue to offer our clients the best services possible, Paylocity now offers Paylocity Web Time, a comprehensive subscriber-based time and labor management system.

“We like to present our clients with the best choices possible, says Michael Haske, Vice President of Sales and Marketing at Paylocity. We will continue servicing TimeForce, our current time and labor management system. Paylocity Web Time offers unique attributes and features that allow us to better round out our time and labor portfolio.”

Paylocity Web Time is one of the fastest and most complex timekeeping systems on the market today. Customers subscribe to Web Time on a monthly basis and users connect to the application through a

standard web browser.

Listed below is a short list of benefits Paylocity Web Time offers:

- Pay as you go – Required no large capital outlay. You can cancel at anytime.
- Rapid Deployment – No hardware or software installation is required – all you need is internet access.
- State-of-the-art Security – The 128-bit SSL security protocol provides data encryption, server authentication, message integrity and optional client authentication for a TCP/IP connection. Data is backed-up each night and moved to a remote location for added security.
- Grows as your Business Grows – There are no limits on numbers of



employees, data collection points, schedules or pay rules.

For more information on Paylocity's latest timekeeping offering, please contact your local sales representative at 1.866.304.3800.

## *2007 year-end improvements*

Paylocity continues to work on our primary goal, which is to continue to offer the best customer service in the industry. Following last year's year-end (2006) that unfortunately brought long hold times to our customers, Paylocity worked hard all year at making improvements to ensure that this didn't happen again. In addition to investing in a state-of-the-art phone system last year, we also actively recruited additional customer service representatives. The results are in and we are happy to share them with you!

- W-2's were processed and sent to clients in record time! 90% of our clients received their W-2's by January 11th.

- The tax department filed a record 19,000 tax returns and handled more than 550 adjusted/backdated payroll runs.



- Our customer service team effectively managed the December and January year-end

call volumes which increased by 20% over last year while managing to reduce the average hold times!

- External trainers were extremely busy conducting over 600 trainings during December and January.
- Finance transmitted nearly 500,000 direct deposit transactions in January – an 18% increase from the previous year.

We hope you found your year-end experience with Paylocity to be a pleasant one. Our primary focus here at Paylocity remains the same as we continue to grow; to service our clients to the best of our ability.

## paylocity wellness program's latest offering



In our continual effort to provide a healthy work environment, Paylocity has begun a new wellness program entitled, "On the Go!"

"On the Go!" provides employees with a fun approach to healthy living and offers ideas and support to help employees achieve their personal goals. The program is designed to help find quick and easy ways to incorporate healthier lifestyle behaviors into daily routines.

"On the Go!" begins Monday, March 10, 2008. Program participants set their own personal eight-week goals to improve their activity and nutritional choices. Throughout the eight-week process, participants will be provided with educational materials and support. Additionally, each participant will be rewarded for their efforts and

accomplishments after the eight week program has ended.

"We try to come up with new and innovative ways to promote healthier living, says MaryAnn Ferrara, HR representative and program creator. It's never too late to get started. It all starts with attitude...instead of telling yourself you can't, start telling yourself you can!" she says enthusiastically.

As always, this wellness programs is completely voluntary. Watch for the results of this program in next quarter's newsletter!



**FeedBACK**

Newsletter comments  
or suggestions?

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