

TOP 7 QUESTIONS TO ASK

WHEN CHANGING PAYROLL
AND HUMAN RESOURCE
MANAGEMENT PROVIDERS



Coastal Payroll

Looking for Greener Grass?

Sometimes the grass is in fact greener on the other side - you just have to know where to look for it. Whether you have outgrown your current payroll and HR provider or are looking for more from that partnership, a new provider may be able to fill in the gaps - and ultimately save you time and headaches. You may also find yourself armed with more executable data than ever before - letting your whole company work smarter! Consider the following 7 Questions to get a framework for choosing a new provider that will meet, and hopefully exceed, all your expectations.

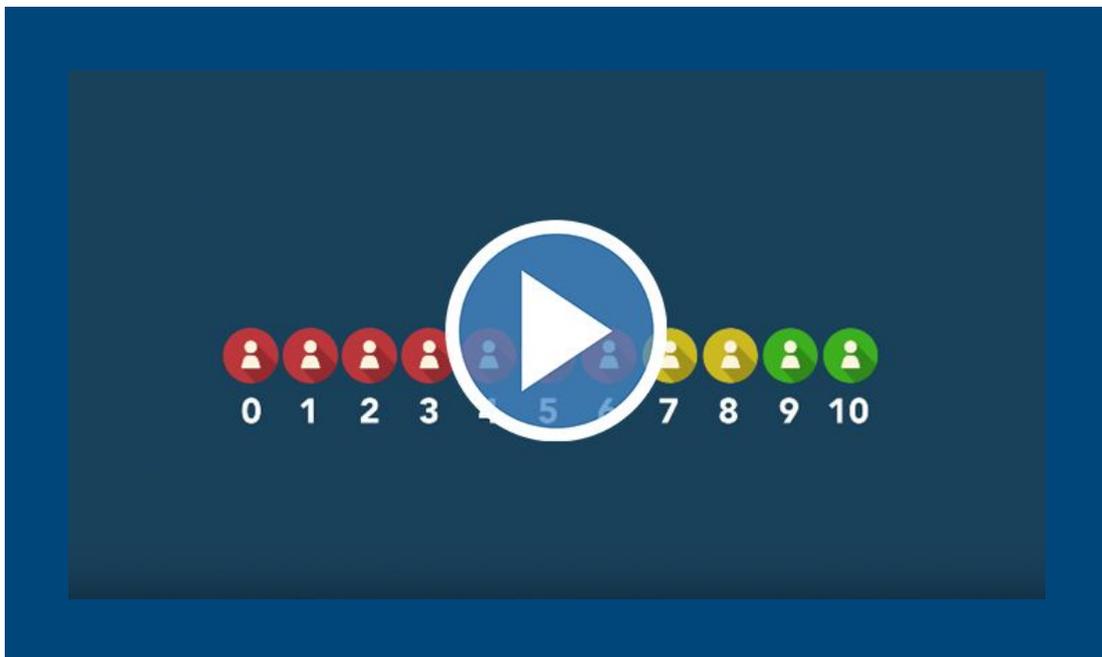
1) Which services do you offer beyond payroll?

A payroll provider can offer you so much more than just payroll. At Coastal Payroll, our model is designed to grow with you. If you just need payroll, great! We can help with that. If you need services like HR, time, benefits, and electronic onboarding we do all of that and more. You may find certain conveniences or services you didn't know you couldn't live without! Importantly, we meet you where you are. You can think of us as your one-stop-shop for payroll and HR.



2) Tell me about your electronic onboarding.

Sometimes when you're hooked in a system, it's difficult to get out. Especially if there are a lot of parties involved. We know. We get it. Moving payroll providers isn't a small decision. That's why we make electronic onboarding nice and easy. We pride ourselves on our outstanding customer service. Year after year, our customers rate is in the 75++ Net Promoter Score. A score that high is almost unheard of in our industry. We are proud to not only help you to ensure you have a smooth onboarding process, but to help ensure you have that high-touch and personalized customer experience every step of the way.



3) Who will I be working with?

One of the things our customers love is that they have a dedicated service representative. That individual is their go-to person for all questions. Along the way, our training staff supports others to make sure you and your team are up to speed with whatever services we've agreed to. If you're part of our HR Elite program, you'll get all of those perks. Just ask and we will tell you more.

4) How do your reporting systems work?

Reporting systems are a big deal not only for HR, but also for the c-suite. They allow them to assess manpower and to ensure everything is calculated correctly. We have a fancy, but accessible dashboard that can be customized around your company's goals. It allows you to see high-level data across the company and lets you go deeper to get into the nitty-gritty. As an HR manager or executive, you can see your company's payroll and HR health at a glance.

Schedule an appointment to see the HRCoastal system.

[Schedule an Appointment Here](#)

5) What is it like to work with your company?

At Coastal Payroll, we are fortunate to work with companies of all sizes. We don't see you as a number. Once you join Coastal, you become part of the family. Our dedicated service reps get to know you. Our office is your office. We have workshops, trainings, resources and more for our clients. We are your one-stop-shop for all things payroll and HR. Along the way, we like to have fun and our team is here to greet you with a smile.

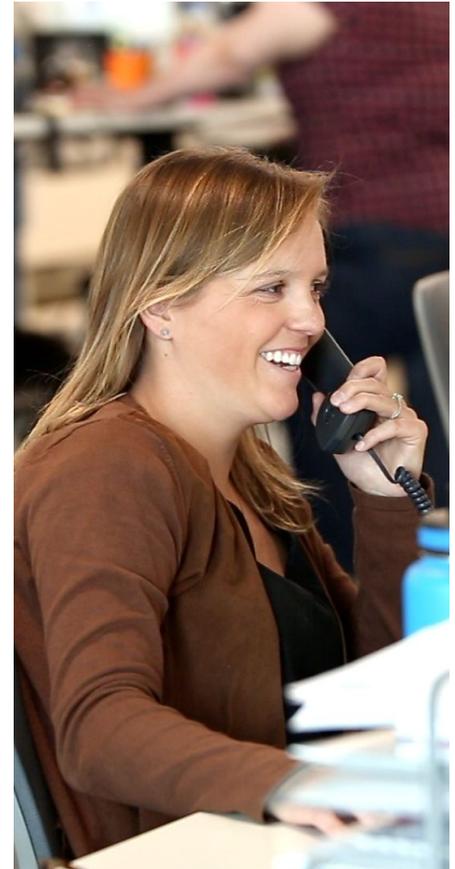


6) What will the transition process look like?

We provide a hands-on, customized approach for every client so every transition looks a little different. As you are getting set up with us, you will work with an implementation specialist, who will create and share a timeline so you know exactly what you expect along the way. This dedicated expert will work with you to gather data and information needed, whether you are working with other software systems or are tracking data manually. Trainings for you and your staff will be scheduled as new systems are implemented so everyone is ready to roll!

7) What should I expect from my payroll company?

In addition to up to the minute expertise on every feature of HR, your payroll company should provide upfront and transparent communication through every step of the process in working with them. At Coastal, we are clear and honest about expectations, prices, and features and benefits so our clients know what's coming and when. And we regularly exceed their expectations with dedicated service reps who come to know and love the clients assigned to them and are always available for questions.



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