

Frequently Asked Questions

ONBOARDING PROCESS

Who will be my main point of contact during the Onboarding process?

The Onboarding Consultant will be the main point of contact to ensure everything runs as smoothly as possible. While you may hear from other individuals during the Onboarding process, you can direct all questions your assigned Onboarding Consultant.

How should I prepare for the Questco Onboarding process?

For the initial meetings, please have someone in the meeting who can make benefit decisions and speak to payroll setup questions and reporting needs. Please be prepared to separately provide secure documents including employee information, employee payroll details and various state required forms.

Will our employees need to complete new hire paperwork?

Questco utilizes an electronic onboarding system for current and new employees to complete their onboarding. Paperwork is not needed to complete by hand.

How long will I be in Onboarding?

Questco's Onboarding team will take you through the first three payrolls to ensure they are successful before being introduced to your permanent service team. During this time, we will ensure that all aspects of your onboarding will be completed in a timely manner.

Why do I need to E-verify my associates?

E-Verify is mandated in certain states for certain employers. Your Onboarding Consultant will help you determine if you are required to have your new hires E-Verified. Our payroll system integrates with the government E-Verify website, so it is a seamless process through our payroll software.

How long will it take for my Time & Attendance platform to be ready?

Questco will need 45 days prior to the beginning of your pay period (the employee clock-in date) to fully set up the time & attendance system.

Do my employees need to re-complete the I-9 during New Client Onboarding?

Employees will not need to re-complete an I-9 form if you already have one on file. If you are a start-up and do not have I-9 forms yet, we will ensure your teams completes the I-9 form as part of the new hire electronic onboarding.

PAYROLL TAXES

How will my FUTA and SUTA taxes be affected by making this switch?

Questco is a Certified PEO (CPEO) so the FUTA (federal unemployment) taxes you paid prior to joining Questco will be accounted for and will not have to start over. Example: if your employee has met the \$7,000.00 taxable wage base for FUTA prior to onboarding with Questco, you will not have to start over until the following year. SUTA (state unemployment) tax will depend on the state if there is a restart. Please be prepared to provide your Onboarding Consultant with your YTD wage reports after running your last payroll with your current provider to avoid SUTA restarts, where allowed.

Will Questco file our 941 Federal tax and 940 Federal Unemployment Tax reports?

Yes, when working with a PEO the 941 & 940 is filed under the PEO's Federal Tax ID Number (FEIN). The filing will include the combined taxable wages for all clients under Schedule R.

Will you pay and file our State Unemployment taxes?

Yes, Questco will administer your state unemployment tax filings on your behalf. We will utilize Questco's state tax rate and state tax ID number for states allowing the PEO to process. There are a handful of states that require us to pay the state unemployment taxes and file the state unemployment reports using the client's rate and tax ID (called "client reporting states"). If you have any company locations or remote workers in these states, we will need to be provided with your state unemployment tax ID and tax rate so that we can administer this process on your behalf.

Will you pay and file our State Withholdings taxes?

Yes, the state withholdings will be filed under Questco's tax ID, the filing will include the combined taxable wages for all clients.

Will our employees receive two W2's?

Yes, your employees will receive a W2 from your prior payroll provider/PEO as well as a W2 from Questco, unless your first pay date of the year is only with Questco.

How do I get reports of the tax filings for my company made by Questco?

Questco can provide you with a copy of you portion of the tax filing upon request.

PAYROLL

Can a 1099 Contractor be paid through payroll?

1099 Contractors can be paid through payroll. Questco will provide a year-to-date report providing the contractors with gross wages that help create the year-end forms and it will be your responsibility to provide the 1099 or 1096 forms to Contractors. Questco will also provide compliance guidance on determining appropriate FLSA classifications of employees versus contractors. 1099 Contractors can be electronically enrolled into our payroll system.

Will Questco track our PTO and/or paid sick leave policies?

Questco will create your current PTO and paid sick leave policies within our payroll system and/or in our Time & Attendance system. Employees will be able to request time off, and managers approve time off through the systems electronically.

How do PTO hours get added to the timesheet for payroll processing?

PTO hours are added to the timesheet either through an import of your own system or through an automatic feed using one of our available tracking products.

Does Questco run payroll for employees working outside the United States?

No, Questco cannot run payroll outside the 50 United States and US territories. If you are seeking resources to run a payroll in Canada or internationally, please let your Onboarding Consultant know so we can provide you with a referral resource.

What resources are available on processing payroll?

Questco has many resources available online in the Client Resource Center. This can be accessed by going to questco.net, then click "Client Portal" at the top, and then "Client Resource Center", or click [here](#). Click on each subject to discover valuable tools & resources (videos, PDFs, etc.) on a variety of topics.

Can you still track PTO if I have an unlimited plan?

Yes, your unlimited PTO plan can be set up to track hours of PTO used.

What do I need to do if I need an off-cycle check?

Off-cycle checks should be discussed with your *Payroll Processor*, please allow time for this to be processed and shipped.

How are commissions/bonuses taxed?

If commissions are part of an employee's regular pay, they will be taxed according to how their W-4 is set up. If not part of regular pay, it is taxed at 25%. Bonuses are either non-discretionary (regular, such as per a bonus agreement), or discretionary (not regular, such as per a one-time award). Non-discretionary bonuses are taxed as part of regular pay.

Supplemental wages and Discretionary bonuses are taxed at a flat 22%.

Do I still have to log in every payroll to enter hours because I have all salaried associates?

Payrolls are required to be reviewed and approved every pay period. Your Onboarding team can discuss options for auto-generating certain features to make your payroll processing as efficient as possible.

When do my hours need to be submitted?

Employee changes are required 4 days before pay date. All timesheets are required 3 days before pay date or day after pay period end date. Final updates and approvals are required 2 days before pay date, and payroll funding must be received 1 day in advance of the pay date.

Can you upload payroll based off my Time & Attendance platform?

Yes, if you can export your hours, they can be imported into our payroll software.

QUESTCO'S ADD-ON SERVICES

Does Questo offer an Applicant Tracking System (ATS)?

Yes, we offer our Questco Applicant Tracking System (ATS) that can assist with posting jobs, managing candidate interactions, etc. If interested, we will set up a demonstration to further explore the product and see if it is a good fit for your organization. For an additional fee, we can add this to your company profile. We would also encourage you to explore our Full Cycle Recruiting options. To read more about it, click [here](#).

Question: Does Questo offer a Learning Management System (LMS)?

Yes, we offer our Questco Learn that can provide state mandate harassment training or compliance training. If interested, we will set up a demonstration to further explore the product and see if it is a good fit. For an additional fee, we can add this to your company profile. If you would like to explore some additional information on Questco Learn, click [here](#).

Does Questo offer a Performance Management System?

Yes, we offer our Questco Perform to help develop the performance appraisal process. Questco can also provide compensation resources and tools, supervisor coaching and assistance with job descriptions. If interested, we will set up a time to view a demonstration and discuss if the product is a good fit. For an additional fee, we can add this to your company profile.

Does Questo offer a Background and Drug Screening Services?

Yes, Questco can provide a multitude of employee screening services such as background checks, employment verifications, education verifications, credit checks, drug screens and much more. For an additional fee, we are happy to provide our

services to help ensure you make the most educated hiring decision. To add any of these options to your company profile, please reach out to your Onboarding Consultant. For more information on pricing, click [here](#).

How do I access the manager/employee portal?

Go to www.questco.net, at the top click on 'Client Portal', then 'Client Login'. We recommend that you bookmark this link: <https://que.prismhr.com/que>

Who can my employees call when they have a question or need help with something?

We have a dedicated Customer Care Team available Monday - Friday 7AM - 7PM CST. For your convenience, we have a chat feature available via our website (www.questco.net), and click on the chat icon located at the lower right hand corner. To reach us, call 888-595-8968 or email: careteam@questco.net.

For even more valuable information, please visit our [Client Resource Center](#)

<https://info.questco.net/resources-home>

QUESTCO RESOURCE CENTER

Your on-demand training & resource library.

