

Monthly Newsletter

MAKING PAYROLL PERSONAL



What's New

Flyers RUN.WALK.STROLL is Rescheduled for 6/11/23!

NEW DATE FOR FLYERS EVENT!

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ON-BOARDING 101

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WHY CUSTOMER SERVICE STILL MATTERS

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Mark your calendars for Sunday, June 11, 2023! The date may have changed, but the mission remains the same: to support our veterans and their families through the Flyers Warriors program and the YMCA of Bucks County's Veterans Wellness Initiative (VWI). Not only will you be supporting our veterans and their families by raising funds for much-needed programs, but you will also have the opportunity to follow in the footsteps of General George Washington and his troops along the scenic towpath.

A Comprehensive Guide To Creating An Effective On-Boarding Plan For Your Business

When it comes to creating an effective on-boarding plan for your business, there are a few key things to keep in mind. First and foremost, compliance is crucial. You need to ensure that your new hire is legally ready to represent your company. Along with compliance, you need to focus on clarification. Does your new hire fully understand the job requirements and what is expected of them? It's important to set clear expectations right from the start to avoid any possible confusion down the line. In addition, instilling confidence in your new hire is crucial. They need to feel empowered to perform to the best of their abilities.

But it's not just about their individual performance - connection and culture play a big role too. Your new hire should feel like a part of the family when they arrive at the office or even virtually. They must be able to navigate the spoken and unspoken aspects of your company culture. By keeping these factors in mind, you can create a comprehensive on-boarding plan that sets your new hires up for success.

“Pay attention to your culture and your hires from the very beginning.”
-Reid Hoffman
(Co-founder and Executive Chairman of LinkedIn)

On-boarding should not just include legal compliance measures and job clarifications, but also empowering new hires with confidence and offering them a sense of connection to the company they are joining. Don't forget to ensure that potential newcomers fully understand the company culture so that their transition into the team is smooth. With smart on-boarding initiatives in place, you can help ensure your new hires start off on the right foot. Taking the time to create a comprehensive on-boarding plan allows you to lay a strong foundation for success now and build strength for the future.

Delivering Priceless Customer Service in the Digital Age



In a world where digital advancements are taking us by storm, it is imperative for businesses to continue to offer their clients high levels of customer service.

Although technology has made communication more accessible, clients still depend on human interaction when things go wrong. Most of us have personally experienced needing reliable customer service during a business conundrum. It's infuriating to be pawned off to auto-generated customer service.

In this day and age, clients want swift responses and efficient solutions coupled with an empathetic understanding to make them feel heard and understood.

With this in mind, it is high time for businesses to reinvent their customer service delivery approach and reap benefits in the long run.

Great customer service is invaluable. The digital era is not just about responding quickly to client's queries, but it's about offering personalized support. When customers receive outstanding customer service, they become loyal customers and ambassadors for the business. Therefore, while focusing on going digital, businesses should prioritize clients' needs to enhance and sustain their customer base.



Payroll *Policies* VS *Procedures*

Policies

- **Payment Schedule**
- **Pay Frequency**
- **Payment Methods**
- **Payroll Deductions**
- **Benefits**
- **Workers Comp**
- **On-Boarding**

Procedures

- **Payment Processes**
- **Record Keeping Standards**
- **Data Entry Processes**
- **Report Handling Standards**
- **Calculation Processes**
- **Pre-Payroll Preparations**



As a business owner, it's important to have comprehensive payroll policies in place to ensure that your employees are paid accurately and on time. Your policies should cover all the key components of payroll, including payment schedules, methods, deductions, benefits, and more.

Equally important are your payroll procedures, which should outline the processes for data entry, report handling, payment, record keeping, and calculations. Taking the time to establish clear payroll policies and procedures not only benefits your employees, but also helps ensure compliance with legal regulations and reduces the risk of errors or discrepancies.

START PLANNING NOW: LEARN WHAT'S CHANGING WITH VISA SURCHARGES IN 2023

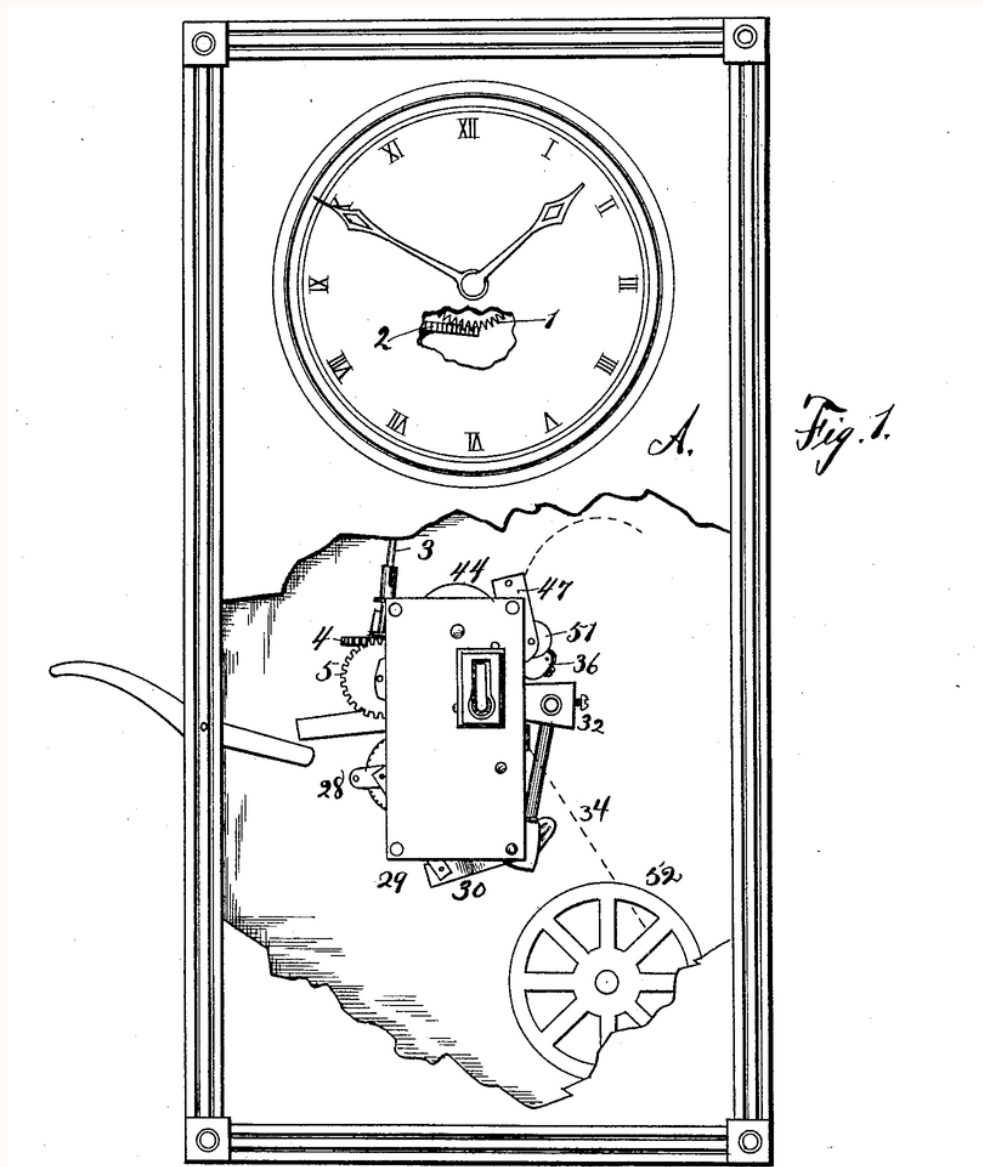
Small- and mid-sized businesses already face significant financial hurdles, and Visa's recent surcharge rule change may add to their challenges. Starting in April 2023, the cap on credit card surcharges will drop from 4% to 3%, putting a limit on the amount merchants can recover per transaction. This change will impact businesses across the country, except for Connecticut and Massachusetts where surcharge programs are illegal. So, what do these surcharge changes coming into effect soon – mean for you and your business? Well that means PSS Benefits can offer you help! We partner with Franklin Payments, who prides themselves on being experts in the payments industry and strive for integrity and consistency when it comes to following the rules set by card brands. To safeguard your business from costly fines and repercussions from card brands, it's strongly recommended to adhere to the new rules.

The impending surcharge changes by Visa and other card brands may be daunting for many business owners. However, there's no need to worry as our partners Franklin Payments, has got you covered. As experts in the payments industry, they strive to optimize businesses by providing user-friendly and secure payment solutions. Contact us, so that we can help you save money on credit card processing!



Fun Fact

The first employee time clock was built by Willard Legrand Bundy and was patented in 1891. At the time, it was dubbed the “Workman’s Time Recorder.”



PSS Update

Introducing Our Automated Reminder System: Delivering Better Customer Service at Payroll Service Solutions. You will soon be receiving reminder notifications through email in lieu of phone calls. Here, our primary goal is to provide our clients with the best customer service possible. We are always looking for ways to improve our processes and increase the efficiency of our services. As such, we are thrilled to announce the launch of our new automated reminder system. Our automated reminder system is designed to provide you with timely notifications regarding your payroll processing schedule. This way, you can stay on top of your payroll processing with ease. If you currently do not receive reminder calls you will not receive our automated email reminder.

REMINDER CALL ENHANCEMENT COMING SOON!

We take pride in being a reliable and trusted partner to our clients, and we are committed to providing the best service possible. If you have any questions about our new system, please do not hesitate to contact us. Thank you for choosing Payroll Service Solutions for your payroll processing needs.

215-624-0922

