



Software Conversion Frequency Asked Questions (FAQ)

Q: When do you plan to implement this change?

A: The process will begin in January and run for the next several months.

Q: Why are you switching to new software?

A: Our current provider is phasing-out an important part of their software, plus many of our clients are asking for new features, such as, time and attendance and new employee on-boarding.

Q: Do you have some “sample” reports you can send me from the new system?

A: Yes, I'll send them over shortly. Please keep in mind that these reports have the exact same information as the previous reports. The new report may have a different name, but it will have the information you need to run your business.

Q: How do I retrieve my reports?

A: We will send you a login with instructions before your first payroll on the new system. The new system can also send you an email containing your reports after each payroll is processed so another login may not be needed.

Q: How do my employees access the system for their paystubs and W-2's?

A: We will send them login information that will allow them to view and print their information.

Q: Can my employees change the hours worked, their hourly rate, or salary?

A: No, the system has controls in place to only allow the owner or their designee to access that information.

Q: How will my information get into the new system?

A: We moved the employee data electronically from the old system to the new system to reduce the chance of error with re-keying your data.

Q: Is the new system going to cost me more money?

A: No. However, if you want a new time system, new employee on-boarding, or employee self-service, yes there is an additional fee. Our Operations Manager would be happy to send you more information on these new features.

Q: I already have a time system; will it work with the new software?

A: In most instances, YES! Please send us an email with the system name and we'll respond with the next steps.

Q: Does the software have a name?

A: Evolution or EVO for short. It's owned by a large public company named Asure.

Q: Can I just login and enter my own payroll?

A: Yes, we'll set-up a time when we can quickly show you how it works!

Q: How secure is my confidential data on this new system?

A: Our new provider uses AWS (Amazon Web Services) to host the software. While no software is perfectly secure, we do our utmost to protect your information by using a variety of physical and electronic controls.

Q: What if I don't want my employee changing their information?

A: If you are using employee self-service, we can restrict their access. Please know that you must approve any changes they make. No, they can't change their hourly rate, hours worked, or salary amount.

Q: Will my processor change because of the new software?

A: No. However, occasionally we need to re-balance the workload in the office. We would of course notify you, in advance, of any change in processor.

Q: Will we and our employees have access to the data in the old system?

A: Yes, we will have that system for another 12 months. At that time, we'd ask that you download and archive it on your local system.

Q: Are we required to go to the new software?

A: Unfortunately, yes. The current software is not being improved and an important part will no longer be supported in the future.

Q: What type of training is available on the new system?

A: Your dedicated payroll processor should be your first call for help. If you are an independent type, you will have access to a portal with training videos and step by step procedures on how to do a particular task. Our Operations Manager is also available for training, at no additional cost. The training to cover all the important features of the new software would take less than 30 minutes.