



aps[®]

| 2020

BUYER'S GUIDE

| Choosing a Human Capital
Management Solution

Using This Guide



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This guide offers you high-level guidance on choosing a human capital management solution that fits your organization's unique needs. However, it's intended to help only with your *initial* evaluation process. Be sure to thoroughly discuss your needs and requirements with potential providers, and insist upon system demonstrations from those you're giving serious consideration.

These sections highlight all of the key factors addressed by high-quality total human capital management solutions. In each section, you'll find a list of important features and benefits to consider when comparing and evaluating solutions.

For Your Convenience

THIS GUIDE IS ORGANIZED INTO THE FOLLOWING SECTIONS:

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Disclaimer

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MAKING A CHANGE

You need a solution that will help you manage the complexities of your workforce, and there are many factors to consider such as:

- Using a unified solution with a single entry point for data
- Ensuring employees are paid on time and accurately
- Managing confidential employee data
- Staying current with compliance issues
- Keeping up with federal, state and local taxes
- Recruiting, applicant tracking, and onboarding tasks
- Tracking and managing benefits enrollment
- Handling employee schedules
- Advancing employee retention and engagement
- Tracking employee hours worked
- Managing company risk factors

Whether you've never used a human capital management platform before or have outgrown your current system, choosing the best solution for your business can be overwhelming.

Good luck with your search! Feel free to reach out to us for additional guidance or insights on choosing the right total human capital management solution.

Email us at sales@apspayroll.com or call 855.945.7921.

Recruiting and Onboarding

A solution that allows you to manage your hiring process in the same system as your HR, payroll, and time tracking workflows eliminates duplicate data entry and the potential for errors.

The applicant tracking feature should provide the ability to review applications, resumes, and other important documentation, as well as the flexibility to choose candidates for interviews, send invitations and reserve appointments in real time.

The onboarding feature should allow online completion and electronic signature of new hire documents, the ability to view the status of each new employee's paperwork in real time, and automatic storage of new hire documents in the employee's record.

What To Look for in Recruiting and Onboarding:

- Easy job posting to websites with central management of applications.
- Customizable careers page to showcase your company and make a good first impression.
- Mobile-optimized job applications for a more streamlined applicant process.
- Access to prescreen questions and benchmark assessments to find the right candidates quickly.
- Comprehensive employment background checks and reports that are compliant with state and federal regulations.
- Ability to determine if candidates are eligible for the Work Opportunity Tax Credit (WOTC).
- Easy management of full-time, part-time, and independent contractor documents in an intuitive dashboard.
- Functionality to electronically send new hire documents for e-Signature.
- Verify work authorization through E-Verify.
- EEOC report generation for compliance management.
- Secure cloud-based storage of all new hire documents to protect confidential information.

Core HR

HR professionals need a convenient and centralized view of their entire workforce, along with the ability to easily input, track, and manage workforce data. They also need to assign tasks, view outstanding tasks, and delegate responsibilities to managers. And they must be able to maintain control of all of these processes and streamline them when possible.

Look for a system that has a single data entry point and a single login. This will save you time and money by eliminating duplicate data entry and the potential for errors.

What To Look for in Core HR

- Action and informative tiles and dashboards that bring important HR data to the surface for more proactive management.
- Ability to track all HR information in a single system.
- Real-time data syncing between HR, payroll, and attendance workflows so information is always accurate.
- User-friendly and comprehensive benefits administration with employee online enrollment.
- Carrier connections that integrate with benefits providers to easily and accurately report benefits information.
- Employee lifecycle management including performance reviews, event tracking, and asset tracking.
- Electronic signature feature for employee documents.
- Training course management including enrollment, tracking, and notification of renewal.
- Role-based configuration so admins, managers, and employees have access to the data they need on a daily basis.

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Payroll

Unifying payroll with HR and attendance on the same platform ensures accurate, compliant and on-time pay to your employees. An ideal solution should provide flexibility to manage any complex payroll needs, such as various income types, business rules, and one-time overrides. The system should be web-based so you can process payroll anytime and anywhere. Your provider should also support instant, on-site processing and printing of miscellaneous checks and pay items.

Partner with a provider who automatically updates federal, state, and local tax tables, is approved to file electronic Employment Tax (94MeF) Returns with the IRS, and offers a built-in error-checking alert for any potential issues and violations of company policy.

What To Look for in Payroll

1 Action and informative tiles and dashboards that bring important payroll data to the surface for more proactive management.

2 Instant access to multiple pre-processing payroll reports guaranteeing accurate payroll each time.

3 Multiple pay options, including direct deposit and paycards.

4 A paycard solution that does not charge employees for normal usage.

5 Ability to integrate with your current accounting package.

6 Garnishment services including calculations, deductions, and payments via paper check or electronic funds transfer.

7 Control over how gross-to-net is calculated and the ability to correct any errors prior to payroll processing.

8 Expert tax compliance staff that handles payroll tax filings and payments on your behalf.

9 Evidence of its successful track record in payroll processing.

Time and Attendance

Your human capital management solution should provide a comprehensive time and attendance feature that leverages manager and employee self service. This will decrease labor costs and reduce your compliance risks. Additionally, it should provide a real-time view

into clock-in statuses, the ability to assign supervisors to employees based on company structure, and multiple time capture solutions such as biometric verification and mobile clock-in for off-site workers to streamline time tracking processes.

What To Look for in Time and Attendance:

- Action and informative tiles and dashboards that bring important attendance data to the surface for more proactive management.
- Flexibility with advanced time clock rules, automatic overtime calculations for FLSA compliance, and shift differentials.
- Ability to create and assign schedules to better control labor costs.
- Accruals tracking that automates business rules, such as length of service and maximum carryovers.
- Electronic request and approval process for PTO management.
- e-Signature option for time cards, creating a more streamlined time tracking process.
- Locking of time card records once a payroll is run to ensure consistency with pay history.
- Daily digest emails with alerts for time off requests, missed punches, and employees in overtime.
- Daily labor expense reporting for better management of regular and premium pay.
- Easily capture time for different employee types, rates of pay, departments, and locations.
- Employees have read-only access to time card to view hours worked and vacation scheduled.

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Self Service

High-performance organizations seek out human capital management solutions that provide manager and employee self-service features. This increases the ease with which managers make better decisions, as well as engagement and empowerment among employees.

Self service creates delegation and accountability among managers and employees while global HR users still maintain compliance and control.

What To Look for in Self Service

Managers

- Receive dashboard and text alerts for missed punches, time off requests, and employees approaching overtime.
- Scheduling alerts for variances between actual hours worked and hours scheduled for employees.
- Online performance reviews that allow managers and employees to be more proactive and accountable.
- Ability to review pending time off requests, edit employee time cards for existing shifts, and add new shifts.
- Receive email notifications about tasks to accomplish, employee alerts, anniversaries and birthdays.

Employees

- Access to key information such as pay stubs, pay history and W-2s, accrual balances, and benefit elections.
- Participate in open enrollment by choosing elections as well as adding or editing dependents.
- Submit online time-off requests and view available PTO balances.
- Electronically sign and download company documents, forms, and time cards.
- Enroll in training courses and view their training history online.
- Ability to edit and access personal information such as address, emergency contacts, and phone numbers.
- Access to a company newsfeed and to-do list for better employee engagement.

Implementation and Support Services

The solution provider you select should offer hands-on implementation and guided training, along with a dedicated support team to help you get the most out of your experience with the platform. The implementation and conversion process should happen in a matter of weeks so you can rapidly realize your return on investment.

What To Look for in Implementation and Support Services:

- During implementation, the provider should handle all data conversion to ensure accuracy—including payroll compliance assessment, training, parallel payrolls and adding all current employees to the system.
- Pay history is compared to filed federal and state tax returns.
- A dedicated implementation manager oversees the entire process and acts as a single point of contact.
- System training with your own data for increased usability and adoption.
- Online training to eliminate the time and expense of travel.
- Dedicated, four-person support team skilled in all product categories and available via phone, email or chat.
- Access to systems specialists who are subject matter experts and can help with more in-depth questions.
- A proven track record for customer retention, response time, and satisfaction.
- Online help center with a resource library of training materials and the ability to accept service requests.
- Same-day reversal of a payroll when errors or omissions are identified after submission.
- Ability to track all communications and requests with a historical view of outcomes.
- Lifetime customer training to ensure a productive user experience.
- Success team dedicated to long-term system utilization and adoption.

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Security

Probably the biggest box you want to be marked on your payroll provider checklist is security. You want to feel confident that your sensitive company data is secure at all times. Any solution providers you vet should not co-mingle your company's payroll and tax funds with their assets and liabilities. They should also perform a daily reconciliation of your account.

Look for a provider that conducts regular SOC 1 Type 2 audits to test the controls they have in place for payroll processing. Potential providers should also be bonded and insured. When you are entrusting the paying of your employees, your taxes, and the handling of your company's money to another entity, you want to know they are 100% trustworthy.

What To Look for in Security

- 1 Uses multiple Tier 4 rated SOC 1 Type 2 compliant data centers for redundant and reliable data backup.

- 2 Uses a 256 bit SSL extended certificate that encrypts data and authenticates the website with an HTTPS layer to provide additional security.

- 3 Network monitoring for capacity performance and hardware failure, as well as the overall database health.

- 4 Regular SOC 1 Type 2 audits are conducted and reports are available.

- 5 Responsible for back-end system maintenance, upgrades, and security.

- 6 The software is upheld to six sigma compliance, with an output that results in less than 3.4 defects per million.

- 7 Utilizes enhanced security measures such as two-factor authentication, mobile phone verification, browser authentication, and auto logoff.

- 8 All employee data changes are tracked and can be viewed across any timeframe for a complete audit trail.

Reporting and Analytics

Having a centralized system of record is essential for effective reporting and meaningful decision making. You should be able to export reports as Excel or PDF files or create interactive dashboard views of key company data. Your historical data should always be

available in the system and never purged or archived. You should also be able to run reports over specified date ranges, including payroll periods and years, as well as utilize an unlimited number of custom fields for truly customized reporting.

What To Look for in Reporting and Analytics:

- CORE HR**
 Turnover, headcount, benefit costs, benefit comparison, benefit reconciliation, wage change.
- PAYROLL**
 Bureau of Labor Statistics, general ledger by employee, payroll allocation, unpaid deduction, workers' compensation.
- TIME AND ATTENDANCE**
 Time card change and it, overtime shifts, labor expense, total daily hours.
- ACA**
 Full-time equivalent (FTE), average hours compensated, part-time threshold.
- EMPLOYEES**
 Accrual liability, goal balance, employee change audit log, average employee count.
- Streamlined 1094-C and 1095-C ACA reporting.**
- User-level customization of management dashboards based on frequent usage.**
- Easy-to-use custom report builder that does not require specialized IT knowledge.**
- Simple, pre-formatted reports for EEO-1, OSHA, VETS-100, and other reporting requirements.**
- Organizational reporting across company entities.**
- Automatic emailing of custom reports to decision makers.**

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Affordable Care Act Compliance

The Affordable Care Act (ACA) should be considered a critical component of a total human capital management solution. Look for comprehensive tools and features that help you manage ACA compliance and reporting accurately and efficiently. Your provider should offer support services in case questions arise during your ACA compliance management and reporting to the IRS.

What To Look for in ACA Compliance:

- Action and informative tiles and dashboards that bring important ACA data to the surface (e.g., employees eligible for coverage and employees in specific measurement periods).
- Benefit plan enrollment tracking to ensure all eligible employees are receiving healthcare coverage.
- Automated tracking of employees in initial and standard measurement periods with alerts for employees eligible for ACA enrollment.
- Provider handles Forms 1094-C and 1095-C annual reporting and e-filing to the IRS, as well as generates 1095-C forms for employees.
- Simplified part-time staff management to ensure all eligible employees are receiving coverage.
- Provides and organizes health insurance marketplace notices for easy distribution to employees.
- The aggregate cost of health insurance reporting on form W-2s.
- Applicable large employer (ALE) calculation based on ACA standards.
- Reports average hours of service for proper employee classification.



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