

# Heartland

**Let an expert handle payroll; Spend more time pampering your guests**

***Make a reservation to upgrade your payroll before your next employee's anticipated arrival***

With news coming from every direction about changing overtime laws, the updated Form I-9, potential tax changes and more, it's no surprise most business owners have HR weighing heavily on their minds.

Top-notch payroll solutions are especially important in the hospitality industry, which often cites employment-related issues as a hotel's most critical problem. Payroll can feel daunting because it takes up a lot of time and resources and must be done correctly. But living with constant dread of the next payroll run isn't a requirement for business ownership. Hand it off to an expert so you can get back to your No. 1 priority – making your customers feel right at home.

## **Advantages of a payroll expert**

Having an expert payroll provider has a bundle of advantages for both the employer and the employees. Basically, it boils down to two things: employee satisfaction and government compliance.

- **Efficiency and Retention** – The availability and timeliness of direct deposit and online access to pay statements and W-2s can help your employees feel respected and taken care of so they can in turn take the best care of your customers. You'll never have to scramble to finish payroll – your outsourced payroll provider can't call in sick – and employees will feel more secure in the increased confidentiality of their information.
- **Mitigated Risk** - Companies that process payroll in-house are three times more likely to receive a penalty notice than those that outsource a payroll solution. In fact, compliance is so complicated that nearly 40-45 percent of small businesses (one out of every three) incur tax penalties each year. An expert can keep you notified of labor law changes and compliance challenges brought on by the Affordable Care Act, minimum wage, federal forms, required postings and other HR regulations. They can also routinely administer new hire information, garnishments, job descriptions and company handbooks to protect you from potential lawsuits.

## **How to choose a payroll provider**

Choosing a payroll processing provider is one of the most important choices you will make as a business owner, so be sure to do your research before choosing a vendor. Choose a solution that is all-inclusive and can be customized to your specific needs and a vendor that understands the most common challenges the hotel and lodging industry faces – complexities such as scheduling, varying roles within your organization, employee turnover and government regulations.

## **Here are some important questions you'll want to consider when selecting a payroll provider:**

- **Expertise:** Do they understand your business and its needs?
- **Service:** What does their service model look like? Will you have a dedicated, single point of contact?
- **Price:** Do they offer value and integrity with their pricing model? What all is included?
- **Technology:** Can they interface with your POS and accounting software? Can you securely access your payroll online 24/7?
- **Reputation:** Do they deliver in areas of accuracy, timeliness and support?
- **Fit:** Do they offer everything you need? Are they too big to deliver personal service? Can their service grow with your company?

When you find a provider with reliable solutions and knowledgeable professionals in your corner, you can breathe a long-awaited sigh of relief and get back to putting heads in beds.

## **For more information, please contact:**

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And reference your State Lodging Association affiliation