

# EMPLOYER FAQ'S

## WORKING WITH US



### ✔ **WHAT DOES HEADCOUNT DO?**

Headcount Management is a leading Temporary Workforce Employer (TWE) that provides the payroll, employer of record and insurance services you need for your temporary workforce for both clerical and non-clerical related positions. We enable companies to use temporary professionals by outsourcing the administrative headaches and expenses of payroll, benefits, invoicing, collections and employees' day-to-day needs. Companies immediately realize our impact and recognize the advantages of working with Headcount, as we allow them to concentrate on their permanent staff while we focus on the needs of their temporary staff. Our team of employment professionals is ready to assist you and your temporary workers throughout the length of the assignment.

### ✔ **WHEN WOULD MY FIRM USE HEADCOUNT?**

Companies often use temporary professionals for unexpected and temporary demands, employee absences or to assess the qualifications of potential permanent employees. If your business utilizes temporary or contract assignments or temp-to-perm situations then you are ready to partner with Headcount Management. Partnering with Headcount enables you to adjust rapidly and smoothly to workload fluctuations or evaluate potential permanent employees. Outsource to Headcount, and we will handle all of your administrative and back office issues and expenses.

### ✔ **DOES MY BUSINESS NEED TO BE A CERTAIN SIZE TO WORK WITH HEADCOUNT?**

Headcount Management services all business, no matter the size or industry.

### ✔ **WHAT WORKERS' COMPENSATION CLASSIFICATIONS/CODES WILL HEADCOUNT ACCEPT?**

Our worker's compensation and general liability policies protect workers throughout the country. We are licensed nationwide to offer coverage for both clerical and non-clerical personnel. There are a few high-risk classifications that we cannot service, so please check with us before making placements under new classifications.

### ✔ **WHAT BENEFITS ARE AVAILABLE TO THE CANDIDATES WE PLACE THROUGH YOU?**

Headcount provides our employees with direct deposit of paychecks, on-line payment status and the opportunity to purchase supplemental insurance, including medical, dental, vision, disability and life.

### ✔ **WHAT IDENTITY DO WE MAINTAIN DURING THIS PROCESS?**

As your billing and payroll service provider, you are a client of Headcount. Although we are the employer of record for your temporary and contract personnel, we do not provide staffing services.

### ✔ **WHO IS THE CANDIDATE'S EMPLOYER OF RECORD?**

Headcount Management is typically the employer of record. As employer of record we are responsible for all aspects of employment while the temporary worker is on an assignment, enabling your company to acquire those needed workers without endangering benefits or compensation packages for your permanent staff.

### ✔ **WHAT IF WE ARE ALREADY SET UP AS EMPLOYER OF RECORD BUT STILL NEED FUNDING AND PAYROLL PROCESSING SERVICES?**

Headcount offers funding and processing services for businesses choosing to remain the employer of record for their temporary workers. In these circumstances, you would be responsible for acquiring and paying your own employer insurance and Headcount would handle all of the funding and payroll processing services.

### ✔ **DOES MY FIRM NEED TO ADHERE TO A TIME COMMITMENT?**

Our contract allows you to reasonably cancel at anytime. If you should decide that you no longer need our services, we will accommodate your needs.

### ✔ **HOW LONG DOES IT TAKE TO LEARN YOUR SYSTEMS?**

We provide user friendly, on-line instant access through our website for both you and your temporary personnel. We designed the Client Center and Employee Hub to be user-friendly and easy to navigate. Training is available, if necessary, for both clients and contract employees and can be accessed from anywhere there is an Internet connection.

### ✔ **WHAT HAPPENS IF A CANDIDATE HAS A QUESTION OR ISSUE?**

When candidates become Headcount employees they receive a copy of our employee manual and a contact person that can address their questions or issues.

### ✔ **DOES HEADCOUNT SERVE AS MY FIRM'S HUMAN RESOURCES DEPARTMENT FOR TEMPORARY STAFF?**

Yes, we simplify the administrative tasks related to your temporary and contract employees, such as keeping accurate employee records, conducting background and drug screens, insuring I-9 and W-4 withholding compliance, and paying taxes, workers' compensation, unemployment and disability insurance. We investigate and process claims for Unemployment and Workers' Compensation and manage time and attendance as it relates to paid time off accruals.

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### ✔ WHAT IS THE DIFFERENCE BETWEEN HEADCOUNT AND A FACTOR?

Factoring addresses only one aspect of the process- money. Headcount is a full service provider that accommodates not only your funding needs but also manages 100% of the payroll administration and human resources support services. We'll free you from the time, effort and liability of doing these tasks yourself. As your payroll funding and services partner, we focus on you and create a home for your contract and temporary personnel while they are on assignment.

### ✔ WHY SHOULD I USE HEADCOUNT?

The number one reason to use Headcount is that we focus on the administrative and employment details so you don't have to. By providing a home for your temporary and contract personnel you can focus on the business of business. As a full service payroll provider, our services can be customized to fit your specific needs. By outsourcing to Headcount the daily back office functions required to manage your temporary payroll services, you can focus on the core competencies of your business.

### ✔ HOW DO I SET UP AN ACCOUNT?

Setting up an account with Headcount is easy! There is no up-front fee or minimum billing required to initiate services. Our team is ready to assist you. Call us at (877) 443-2326 or email us at [info@headcountmgmt.com](mailto:info@headcountmgmt.com).

### ✔ WHAT ARE MY RESPONSIBILITIES AFTER THE PLACEMENT IS MADE?

Once a placement is made and you have added the candidate to our system, Headcount Management handles all of the administrative, billing and payroll issues. We will send you weekly reports and communications on the activity of your account. You can now focus on your core business as well as the needs of your permanent staff.

#### BILLING & PAYROLL:

### ✔ HOW DO THE CANDIDATES I PLACE WITH HEADCOUNT GET PAID?

We offer several options for paying candidates, which include: Direct Deposit, Check by Mail, and Cash Pay (ATM) card.

### ✔ WHAT IS PAYROLL ADMINISTRATION?

Our services include payroll-processing, payment of all payroll taxes (FICA, FUTA, State Withholding, SUI & State Disability Insurance where applicable), garnishments (if needed), collections and invoicing. By working with Headcount, your organization's unemployment and disability rates for your permanent employees are not affected when these temporary workers have completed a specified project.

### ✔ WHAT SERVICES ARE INCLUDED IN BACK OFFICE SUPPORT?

Our back office support structure is specifically designed for the firms that use temporary and contract personnel within their organization. With a secure on-line client center, setting up your contract personnel takes minutes. No more waiting on the phone with tech-support.

### ✔ WHY IS PAYROLL FUNDING IMPORTANT?

We provide payroll funding to help you bridge the gap between payroll distribution and invoice payment by your clients. We process payroll on a schedule that suits your needs.

### ✔ WHAT TYPES OF INSURANCE DOES HEADCOUNT OFFER?

Our workers' compensation and general liability policies protect our workers throughout the nation. We are licensed nationwide to offer coverage for both clerical and non-clerical personnel.

### ✔ DOES HEADCOUNT OFFER EMPLOYEE BENEFITS?

We currently offer our employees direct deposit of payroll checks and the opportunity to purchase supplemental health, vision, dental, life and disability benefits. We will soon be adding 401(k) and other retirement benefits.

### ✔ WHAT IS HUMAN RESOURCES SUPPORT?

We simplify the administrative tasks for your contract employees, such as keeping accurate employee records, conducting background and drug screens, I-9 and W-4 withholding compliance, taxes, workers' compensation, unemployment and disability insurance. We investigate and process claims for unemployment and workers' compensation and manage time and attendance as it relates to paid time off accruals. In addition, Headcount allows you to evaluate potential permanent employees. If these potential employees fit within your organization, transitioning them into your permanent staff is easy. Using temporary personnel will not overload your internal HR/ payroll departments.

### ✔ HOW DOES MY FIRM MONITOR ACTIVITY ON MY ACCOUNT?

Our online reporting tools provide up to the minute details regarding timesheets as well as weekly reports showing outstanding invoices and payments received. Customized reports are also available.

### READY TO GET STARTED?

Call Headcount Management today to learn how we can help you improve your temporary and contract placements. Set up is easy. Our team is ready to assist you at 877-443-2326 (877-4HEADCO) or email us at [info@headcountmgmt.com](mailto:info@headcountmgmt.com)