

# RECRUITER FAQ'S

## WORKING WITH US



### ✔ **WHAT DOES HEADCOUNT DO?**

Headcount enables you to increase your profits by outsourcing the administrative headaches and expenses of payroll, benefits, invoicing, and collections as well as your employees' day-to-day needs. Recruiters immediately see the impact and recognize the advantages of working with us. We reduce risk, save you time, and facilitate a more efficient work environment. 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?**

If your business provides services for temporary assignments, contract placements, temp-to-perm situations, or any other type of payroll needs, then you are ready to partner with Headcount Management. Headcount focuses on managing each employee's day-to-day needs, payroll, benefits and collections, so you don't have to.

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

Headcount Management services all business, no matter the size or industry. Our clientele ranges from independent recruiters who, from time to time, have a need for temporary personnel to larger staffing firms who choose to outsource their payroll needs in order to free up working capital and staff hours.

### ✔ **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?**

We are your billing and payroll service provider and 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. We make it very clear to both your clients and candidates that you are the service provider/staffing agency, not us.

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

Headcount Management is typically the employer of record. As the employer of record, we are responsible for all aspects of employment while the temporary worker is on assignment. This allows you to make placements in any industry all over the country. All paperwork lists Headcount as your billing and payroll service provider.

### ✔ **WHAT IF WE ARE ALREADY SET UP AS THE 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.

### ✔ **WILL HEADCOUNT WORK WITH MY FIRM ON OUT-OF-STATE PLACEMENTS?**

Headcount conducts business in all fifty states and Puerto Rico. Because Headcount is the employer of record, your firm has the ability to service out-of-state clients without restrictions.

### ✔ **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 self-explanatory and easy to use. 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 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.

### ✔ **WHY IS HEADCOUNT THE EMPLOYER OF RECORD?**

Our business is providing back office services such as payroll administration and HR support. This allows you to focus on recruiting. As the employer of record, we are responsible for all aspects of employment while the temporary worker is on an assignment.

### ✔ **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 provides 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.

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## WORKING WITH US



### ✔ WHAT DO WE NEED TO DO TO GET STARTED?

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 (877-4-HEADCO) or email us at [info@headcountmgmt.com](mailto:info@headcountmgmt.com).

### WORKING WITH YOUR CLIENTS:

### ✔ HOW DO I REPRESENT HEADCOUNT TO THE CANDIDATE AND MY CLIENT?

Headcount typically serves as the employer of record for your temporary or contract personnel. Your clients will need to know that we are the employer for insurance and payroll purposes. By informing your clients that you have chosen to outsource this function to Headcount, your clients will know that you will be able to spend more time properly servicing their accounts and finding them the best possible candidates.

### ✔ 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 and individual clients. You can now focus on making additional placements for your clients.

### 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.

### ✔ HOW DOES MY FIRM GET PAID?

Profit payments and reports are generated for recruiter clients on a weekly basis. We also offer options such as advancing your profit payment and splitting commissions between you and your recruiters. Please call us for details on this service at 877-443-2326 (877-4-HEADCO) or email us at [info@headcountmgmt.com](mailto:info@headcountmgmt.com)

### ✔ CAN HEADCOUNT HELP IN DETERMINING THE CREDIT-WORTHINESS OF A NEW CLIENT?

Yes, we will automatically run a credit check on all new clients. A copy of this report will be provided to you upon request. If you have a prospective client and would like us to run a credit report for you, we can do so at a nominal processing cost.

### ✔ WHAT COLLECTION ASSISTANCE IS PROVIDED?

We understand the importance of client relationships and can provide as much or as little assistance as you prefer. If you would like us to contact a client on your behalf, you will receive weekly reports on any collection efforts made on your account. We will work with you to ensure timely payments from your clients.

### ✔ WHAT IF A CLIENT COMPANY DOES NOT PAY AN INVOICE?

Normally, recruiters will retain the liability on any uncollectible invoices. Should an invoice become uncollectible, the loss on that invoice would be offset against recruiter profit.

### ✔ WHAT HAPPENS IF THE 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.

### ✔ 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 applicable), collections, as well as invoicing.

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

Our back office support includes functions related to payroll processing, payroll funding, human resources support, employer of record services, credit, collection and pricing assistance. With our secure on-line client center, setting up your contract personnel takes only a matter of minutes. We handle the details from there so you can focus on finding the right candidates for your clients

### ✔ 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 and we are able to distribute invoices to multiple individuals and clients.

### ✔ 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.

### ✔ HOW DOES HEADCOUNT HANDLE PROFIT CHECKS AND COMMISSIONS?

We pay up to 80% of recruiter profit upfront on creditworthy receivables.

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

Each week a full compliment of reports is posted in your secure section of our website, including reports showing weekly account activity, receivables aging and recruiter profit paid out to you.

### ✔ DO YOU HAVE CUSTOM REPORTS?

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 (877-4-HEADCO) or email us at [info@headcountmgmt.com](mailto:info@headcountmgmt.com)