

Red Services Payroll FAQ

If you need help or have additional questions, you can reach us at 401.300.4751 or sal@redservicesri.com.

Section 1: R.E.D. Services Payroll Overview Questions

- 1.1. What's unique about R.E.D. Services' payroll service?
- 1.2. What advantages does your payroll service offer my employees?
- 1.3. Do I have to give up control of my payroll?
- 1.4. How does it work?
- 1.5. Some of my employees have direct deposit but others prefer a paycheck every pay period. Can you handle both groups?
- 1.6. Do you handle my taxes?
- 1.7. Do I need extra software or equipment?
- 1.8. Is R.E.D. Services' tax filing system accurate?
- 1.9. What about reliability and security?
- 1.10. How do I sign up for R.E.D. Services?
- 1.11. What if I need help or have questions that aren't covered on this document?

Section 2: Payroll Processing Questions

- 2.1. When are monies for quarterly taxes deducted?
- 2.2. Can the pay calendar be adjusted?
- 2.3. Can I track employees' hours/salaries to different departments?
- 2.4. What reports are available?
- 2.5. Can my completed payroll data be exported into Excel/Quicken/Quickbooks?
- 2.6. Can we process a separate pay run in addition to the scheduled pay cycle?

Section 1: R.E.D. Services' Payroll Overview Questions

1.1. What's unique about R.E.D. Services' payroll service?

It's the simplest, most reliable and economical payroll service available today. Our payroll offering is completely online, saving time for both the employer and employees. The end result? You can process your payroll in a fraction of the time for a fraction of the cost. In fact, most payrolls can be processed in just 3 simple steps.

1.2. What advantages does your payroll service offer my employees?

With our payroll service, employees are now in control of their compensation and benefits. For example, they don't even have to be in the office on payday. With direct deposit and our secure Web site, they can go online anywhere to print their pay stubs and review their complete payroll history.

1.3. Do I have to give up control of my payroll?

Absolutely not. In fact, you retain "hands-on" control of the major aspects of distributing and processing payroll, just without the hassles of executing every little detail. With R.E.D. Services's payroll service, you no longer have to depend on courier services, third-party data handlers or employees' whereabouts on payday.

1.4. How does it work?

It's quite simple. Enter your payroll information once at our secure Web site (or call/fax us, and we'll do it for you). Tax and other deductions are calculated, and deposits are automatically made for you. After setting up your account, completing each payroll takes no more than a few clicks. Employees are paid by direct deposit and receive email notifications with instructions to a password protected Web site to view their pay stubs.

1.5. Some of my employees have direct deposit but others prefer a paycheck every pay period. Can you handle both groups?

Certainly. You have the option of offering your employees a "paperless" pay stub via email and our secure Web site. Or if they prefer, you can print out a physical check and stub. R.E.D. Services offers flexibility to both you and your employees.

1.6. Do you handle my taxes?

R.E.D. Services automatically calculates, deducts, pays and files all federal, state and local taxes. Once you enter your payroll data, we'll handle the tax calculations, deductions and filings. We then deposit them into the appropriate government accounts. It's that simple.

1.7. Do I need extra software or equipment?

No. All you need is a Web browser and an Internet connection, and you're in business. You can even process payroll from your mobile device. You never have to install upgrade or maintain any software or hardware.

1.8. Is R.E.D. Services' tax filing system accurate?

Yes. In fact, it's guaranteed accurate. We guarantee that you will never incur an IRS penalty, assuming you provide accurate information. And if you do, we'll pay the penalty. We also guarantee complete satisfaction. If you're not satisfied with any aspect of R.E.D. Services, you can cancel your service anytime. You are not locked in to a long-term contract.

1.9. What about reliability and security?

Reliability and security are top priorities. We protect your data with the same care a bank uses to protect its deposits. All data transactions are authenticated by VeriSign™ — the leader in e-commerce security — and our Web site is secured with 128-bit encryption, a secure socket layer and Microsoft cluster redundant architecture.

1.10. How do I sign up for R.E.D. Services?

It's easy. Visit us at www.redservicesri.com or call us at 401-300-4751. We'll have you up and running soon.

1.11. What if I need help or have questions that aren't covered on this document?

You can reach our friendly Customer Care team at 401.300.4751 or sal@redservicesri.com.

Section 2:

Payroll Processing Questions

2.1. When are monies for quarterly taxes deducted?

All funds for a current payroll, including tax liabilities, are deducted one day prior to the pay date.

2.2. Can the pay calendar be adjusted?

Yes. You can move the pay date for a particular payroll or change your entire payroll calendar. To adjust your pay calendar, contact Customer Care at 401.300.4751 or sal@redservicesri.com.

2.3. Can I track employees' hours/salaries to different departments?

Yes. We can handle a range of job classifications levels that allows you to report payroll information for different departments, divisions and/or locations. This enables you to get a handle on labor expense allocations.

2.4. What reports are available?

The Payroll Preview Report allows the Administrator and/or Approver to view the entire payroll before it is processed.

The Employee Level Paycheck Preview Report provides complete earnings, taxes and deductions information by employee before the payroll is processed.

The Payroll Summary Report details complete earnings, taxes and deductions for each past payroll.

The Benefits Report outlines the amount of paid time off (e.g., vacation/sick/personal) each employee has earned/used for Period-to-Date AND Year-to-Date.

The Department Summary Report provides an at-a-glance review of employee costs by department, division and/or location.

The Department Detailed Report provides itemized department costs broken down by employee.

Other reports are being evaluated and prioritized for development based on customer input. If you have a specific report you would like to see, please contact us at 401-300-4751 or send an email with your request to sal@redservicesri.com.

2.5. Can my completed payroll data be directly exported into Excel QuickBooks/MYOB?

Yes. R.E.D. Services provides you the ability to export payroll data shown on various reports into Excel, Rich Text or PDF format. You may also print your report in a "Print Friendly" format for easy reference.

Our Accounting Software Integration supports QuickBooks and MYOB and enables customers to import their Journal Entry file into their accounting software each pay period. We do not currently support Quicken or QuickBooks Online.

2.6. Can we process a separate pay run in addition to the scheduled pay cycle?

Yes. This feature is available in the Payroll Entry screen.