



## Peer Insights for Rebuilding Your Team

Tips and tools from 300 business  
leaders for bringing staff back  
together safely and efficiently

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As business leaders around the country begin to rebuild their companies and bring employees back, their outlook on recovery is optimistic. However, the COVID-19 pandemic has changed what it looks like to conduct “business as usual” and has created new challenges for employers as they recall, hire, and rehire employees.

Paychex recently polled 300\* randomly selected U.S. small and medium-size business owners to get a pulse on their business outlook, top priorities, operational changes, hiring trends, reopening concerns, and more amid the pandemic.

Using the insights gathered from the survey, this book provides recommendations for bringing staff back together safely and efficiently, including how to address employee concerns and refusals to return, maintain employee health and workplace safety, communicate important changes, reshape employee benefits for the current environment, and more.

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# Important Messages to Communicate as You Return to Work

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With most small and mid-sized businesses (SMBs) planning to make permanent changes as they rebuild, employee communication has never been more important. When it comes to making changes, 46% percent of SMBs in a recent Paychex survey<sup>1</sup> say they'll lean on technology to support more remote work in the "new normal," and 25% say they will offer more flexible schedules as they rebuild.

No matter what changes your business might be making, one thing is certain: for most businesses, the workplace may look much different to your employees than it did before the COVID-19 pandemic began. As you and your staff return to work, consider the following:

## 1. New and Expanded Laws and Regulations

As you recall, rehire, or hire new employees, consider assigning a person or group of people in your company to keep current on new and expanding laws and regulations, send consistent team communications, and update handbooks and policy documents to reflect any required changes to things like paid leave, family and medical leave, and more. Having this go-to resource can help to cut down on confusion, misinformation, and multiple versions of important material. You may also want to consider working with a trusted HR services provider, such as [Paychex HR Solutions](#). A highly skilled HR professional can help guide and inform your business on many — and sometimes difficult — HR decisions.

<sup>1</sup>Paychex conducted four separate online surveys of 300 principals of U.S.-based businesses with 2 to 500 employees. Wave 1 was fielded April 17-20; Wave 2, April 24-27; Wave 3, May 1-4; Wave 4, May 15-17. Each survey has a +/-5.66% margin of error.

## 2. Updated Policies

Forty percent of SMBs say they'll be relying on flexible work schedules and work from home (WFH) arrangements as they return to work. Before you bring employees back, consider enhancing communication of any new or revised scheduling policies. It's particularly important to review these policies with your HR team or legal counsel to be sure they're in compliance with federal, state, and local laws and regulations.

Policies to consider reviewing and potentially updating include:

- Overall COVID-19 policies and protocols
- Employee handbooks
- Mandated posters
- Sick leave
- Vacation and PTO policies
- Detailed WFH policies
- Any required COVID-19 federal, state or local leave policies that may apply (paid leave, sick leave)
- Workplace safety policies

[The Paychex Loan Forgiveness Estimator](#) uses your 2019 and 2020 payroll data to provide documentation you need to help maximize your PPP loan forgiveness. Use this tool to estimate how much of your PPP loan may be forgiven by the government.



### Peer Insight: Remote Work

Businesses report that they will rely on the following WFH policies:

- 34%: Everyone will be required to come to work
- 21%: WFH will be an option for those who choose it
- 17%: Request to WFH will be granted as needed
- 14%: Will require some WFH for all staff
- 3%: Aren't returning to the office

## 3. Staffing Plans

One in five SMBs in the Paychex survey plan to add new staff as they reopen, while other companies still plan to furlough some employees, reduce staff, or adjust pay and hours. While you may not be able to definitively say how your staffing will unfold, you should communicate with team members about what you do know. Work closely with your HR professional or your legal counsel before you send out any team communications, and consider:

- **Clarifying your actions to date.** For example, this might include sharing why certain positions have been rehired and others remain unfilled. Speak, of course, only about roles, not individuals.
- **Explaining new hires.** Business pivots due to COVID-19 may mean you now need someone with online commerce experience, or more staff to procure goods due to supply constraints. Telling your staff about these emerging needs will help them support your decisions.

Check with your legal counsel or HR professional to be sure any changes you make to staffing will not impact Paycheck Protection Program (PPP) loan forgiveness, or violate any laws or obligations.

## 4. Safety Protocols

Hold a meeting, host a video, or otherwise communicate your safety protocols and precautions to advise employees about your workplace health and safety considerations. You may also want to address changes to the workplace to ensure social distancing, increased cleaning, staggered shifts, and any use of personal protective equipment (PPE).

In addition, consider taking these steps:

- Affirm compliance with state/local return to work orders.
- Implement additional workplace safety training.
- Share copies of your written safety protocols.
- Establish and convey an open-door policy to hear employee safety concerns.

### Peer Insight: Staff and Compensation Changes

The changes SMBs have made, or will make, to team and compensation include:

- 13%: Layoff of some employees
- 11%: Layoff of all employees
- 10%: Temporarily furlough some employees
- 3%: Temporarily furlough all employees
- 19%: Rehire all employees
- 20%: Hire new employees
- 13%: Reduce both pay and hours



# Addressing Staff Rebuilding Challenges

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As you begin to bring back or hire staff, you may find yourself faced with new challenges during these unprecedented times. Here are considerations related to common questions we're hearing from business owners as they begin to recall, hire, or rehire employees.

Before you implement any of these solutions, remember to check with your legal counsel, HR professional, and/or financial advisor to ensure that you're operating within all laws and guidelines *and* in the best interests of your company.

## Q. What do I do if an employee refuses to return to work?

**A.** Some employees may refuse to return to work. Can you discipline or even terminate employees who won't come back? Before considering any adverse employment action against an employee for a refusal to work, you should take time to understand why they are refusing to return, and to potentially provide solutions.

- **Health conditions.** Employees with medical conditions may be eligible for a reasonable accommodation, including a leave of absence, under the Americans with Disabilities Act (ADA) and/or applicable state law. For example, an employee concerned about their own health condition may be entitled to a reasonable accommodation, such as telework or a leave of absence, under the ADA or state law. For private employers with less than 500 employees, employees may also be entitled to Emergency Paid Sick Leave (EPSL) under the Families First Coronavirus Response Act (FFCRA), as well as leave under the Family and Medical Leave Act (FMLA). State paid sick and medical leave laws may also apply.

- **Caring for someone with COVID-19.** Employees may be eligible for Emergency Paid Sick Leave (EPSL) under the FFCRA if they are caring for family members with the virus. The employee may also be eligible for leave under state or local family-leave laws.
- **No childcare due to school/daycare closures.**
- **Worried about their safety.** Employers who fail to take reasonable steps to create a safe work environment and/or take adverse actions against employees under these circumstances may face federal or state agency occupational safety and health enforcement actions, employee discrimination and retaliation lawsuits, and have difficulty protesting the refusing employee unemployment insurance claims. Also, if your employee is raising reasonable COVID-19 safety concerns, their complaints and refusal to work may also be protected under the National Labor Relations Act (even if your workplace is not unionized).

## Q. What do I do if a worker declines my offer to return to work because they will earn less than they receive in unemployment benefits?

**A.** It's important that employees know that if they refuse a job offer, they may no longer be eligible for unemployment benefits. While you'll need to speak with your attorney, HR professional, and/or financial advisor about what you can do by law — and what you can afford — some options include:

- **Providing a bonus or other financial incentive.** Paychex research shows that 5% of companies plan to increase pay as they get back to work. Among the largest companies — those with 50 or more employees — 15% of businesses will boost pay.
- **Emphasizing benefits.** Forty-two percent of SMBs say they'll maintain current benefits in the new work environment. Eighteen percent plan to improve benefits. Benefits have always been important for employees, so leverage yours now to help keep the staff you need.

## Q. How can I keep team morale up during such a difficult time?

**A.** SMBs in the Paychex survey report they are feeling relatively optimistic and resilient. As a leader, it's important to find ways to help your staff stay positive, too. You can do this in a number of ways:

- **Reinforce your company mission.** It's easy to get caught up with the daily responsibilities and forget the driving force behind your business. Include reminders of your company mission in your regular team updates.
- **Remind your team that you care.** It's important to let your team know that you're focused on their well-being — especially now.
- **Thank people.** With plenty of changes afoot, and new procedures to learn, it's likely your team will be putting in a lot of extra work as your business adjusts to the new normal. Be sure to thank them often, and sincerely.

## Q. My team is worried about the health risk of interviewing and onboarding new hires. What should I tell them?

**A.** If you're recruiting for new hires, take advantage of adjusted procedures to limit everyone's health risks. Share the following information with your team:

- **Social distancing is possible during interviews.** Any in-person interviews should not involve handshaking and should be conducted with a minimum distance of six feet between participants. When interviewing, you may now also screen job applicants for COVID-19 symptoms — including taking their temperature — as long as you apply this testing to all applicants for that (or similar) jobs. Virtual interviews over video conference may also be an option.
- **There are temporary revised Form I-9 document review requirements.** Employers are not required to review employee identity and employment authorization documents in the employee's physical presence for a limited time. People hiring for your business can also review Section 2 documents remotely (e.g., over video link, fax, or email) but must follow up with a physical review when feasible.

Additionally, onboarding software makes it easy for employees to complete paperwork with minimal staff contact. For example, onboarding via [Paychex Flex®](#) quickly verifies that you've collected all necessary forms, that new hires have received your employee handbook, and more.





# Sharpening Team Communication

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Whether your team is working remotely, completely back at your workplace, or a mix of the two, good communication is essential. New working conditions and processes require everyone on your staff to convey their ideas, requests, and questions with greater clarity. This is true for interaction between team members, as well as with customers, vendors, and partners.

Share these communication tips with your team to build on their existing skills:

- **Remember to clarify the basics.** Author and management guru Mark Horstman's First Law of Project Management is to define "who does what by when." Clarifying the basics of roles and responsibilities cuts down on miscommunication. Build this habit into your team communication by invoking it yourself and sharing it as an operating mandate for your staff.
- **Strive to add warmth.** The tone of voice, body language, and facial expressions we all rely on to warm up communications may be harder to come by with new work arrangements. Encourage teams to inject an appropriate warmth into emails, texts, and other nonverbal communications, such as avoiding overly formal vocabulary and syntax (e.g., swap out "utilize" for "use"). Friendly add-ons like, "I hope you have a relaxing weekend" or "Happy Friday" also help. If your team needs more guidance, grammar-check tools such as Grammarly now offer a "tone detector" as well.

<sup>2</sup> Manager Tools <https://www.manager-tools.com/about-us>

- **Organize before communicating.** The tried-and-true, three-part structure of communication — “tell them what you’re going to tell them; tell them; tell them what you told them” — should guide your team’s actions during this time. Even when the pace of work is moving faster than ever, staff should take a few minutes to outline their key points before hopping onto a videoconference or drafting an email. It only takes a minute and improves efficiency in the long run by ensuring that communications are on point, complete, and easy to understand.



Additionally, if your team will lean on texting, email, instant messaging, or other communication tools, be sure that everyone knows which channels to use for which purpose. For instance, delegate after-hours emergency communications to texts or phone calls, so that important messages don't linger in an email inbox. Or, make it clear that only emails, not instant messages, count as action approvals.

# Bringing Staff Back

If, and when, you decide to resume onsite operations should be based on a number of factors including, but not limited to, local, state, and federal COVID-19 requirements and restrictions. Even with required safety protocols in place, the Centers for Disease Control and Prevention (CDC) recommends that businesses be able to answer “yes” to these three questions before reopening:

- Does your community have restrictions limiting operations to essential workers only? In other words, are your employees allowed to return to work?
- Can you limit employees to your local geographic area? In other words, do your employees have short commutes or limited exposure to mass transit?
- Do you have protective measures for employees at higher risk? In other words, can you minimize in-person office attendance through telework, or in-person contact through plexiglass shields or other barriers?

The CDC also recommends that businesses only reopen once they:

- Require that sick employees stay home
- Establish routine, daily employee health checks — for example, by taking employee temperatures or conducting a quick verbal health check
- Create flexible time-off policies to support employees with child or elder care responsibilities
- Create an action plan for employees who test positive or presumptive positive for COVID-19
- Develop and test emergency communication channels for employees
- Regularly monitor guidance from federal, state, and local authorities

There are also many state, local, and industry-specific laws regarding reopening that businesses must consider. If you have questions about this guidance or applicable state and local laws, or are concerned that you may be in violation, consult your legal counsel.



## Keeping the Workplace Safe for Your Team

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Although federal, state, and local orders may be partially lifted to allow your business to reopen and employees to return to work, you may be required to follow new and expanded health and safety guidelines.

SMBs in the Paychex survey have the following five safety priority tasks planned for when they open. Use these insights to shape your plans, and check with your legal counsel or HR professional for additional guidance.

# Priority 1: Enhancing Cleaning Protocols

**47% of SMBs say they'll clean workplaces more thoroughly/often.**

Businesses are committed to maintaining workplace health and safety through increased cleaning efforts. The [CDC guidelines](#) provide information about the right cleaning products and protocols for COVID-19-specific cleaning. CDC advice includes:

- Notifying employees about your cleaning plans and schedule for maintaining cleanliness, to provide peace of mind.
- Using the right products, wearing gloves, using soap and water, and using disinfectant. The [EPA](#) has a list of ingredients you should look for in products that work. Diluted bleach also works. Find the correct measures for its use on the [CDC site](#).
- Focusing cleaning efforts on high-touch surfaces, including security keypads, railings, point of sale (POS) keypads, tables, doorknobs, light switches, counters, handles, phones, keyboards, toilets, and sinks.
- Adopting protective equipment, such as wipeable covers for electronics.
- Laundering materials properly. Don't shake dirty laundry out, use the hottest water that is appropriate for the things you're washing, and dry them completely.



The [CDC](#) has guidelines for outdoor spaces, toys and items children will touch, and other guidance. It also has [posters](#) you can display to encourage good habits.

## Priority 2: Maintaining Social Distance

**38% of SMBs will limit service/capacity to support social distancing.**

Shifts in the configuration of your office, warehouse, or other place of work will need to maintain social distancing protocols at all times to comply with federal, state, and local laws, regulations, and other orders.

In addition to moving workstations and reconfiguring entryways and common areas, consider these modifications and determine what measures are required based on your industry and location:

- Designating direction and routes for staff to walk within your workplace
- Posting updated “maximum occupancy” signage on meeting rooms and other spaces
- Removing extra chairs in common spaces to avoid use of the room by more than the recommended number
- Placing plexiglass shields on conference tables to help block airborne particles
- Closing off or limiting common areas
- Limiting the use, and increasing the cleaning, of shared items like printers or copiers
- Implementing a bring-your-own refrigerated lunchbox policy to limit use of common refrigerators



## Priority 3: Providing Personal Protective Equipment (PPE)

**37% of SMBs will require the use of PPE such as gloves and masks.**

Most employees will need to wear safety equipment such as masks, eye protection, face shields, gowns, gloves, or other PPE. Review the guidance published on the [Occupational Safety and Health Administration](#) (OSHA) website for required or recommended practices and check for any additional state, local, or industry-specific requirements. It's important to note that, where it's mandated, employers are responsible for paying for and providing this type of equipment. Additional requirements may also apply if you're providing any PPE, or if your business is subject to OSHA's bloodborne pathogens standard or any other state or federal industry-specific requirements.

## Priority 4: Offering Flexible Work Options

**One-third of SMBs will turn to flexible work and WFH arrangements when they reopen.**

New safety guidelines may mandate a change in your business scheduling, and many SMBs are already planning for this. Remote work is a good solution, but if your staff will be in the workplace, consider:

- Staggering shifts to minimize the number of staff on site at any time
- Creating longer shifts to limit the number of times someone reports to work
- Empowering employees to swap shifts to accommodate their needs

Automating how you plan and manage time and attendance can help you navigate new schedules. For example, [Paychex time and attendance software](#) makes it easy for employees to view their schedules in advance and communicate with others, should they need someone to help cover a shift.

## Priority 5: Performing Wellness Checks

**One in four SMBs rate employee health and the potential legal liability of infected employees and customers as a top concern.**

In addition to enhancing your cleaning practices, certain wellness checks can be put in place to help mitigate the spread of COVID-19 within your workplace. These might include temperature checks and COVID-19 testing. Also, consider setting a clearly defined protocol for employees to notify you if they are sick, or think they might be sick. Because these practices are considered medical inquiries under certain federal and state laws, be sure that you understand and comply with the evolving legal framework governing medical privacy rights before instituting any of these measures.

### **The CDC provides the following guidelines:**

- Employees who have [symptoms](#) should notify their supervisor and stay home.
- Sick employees should follow [CDC-recommended steps](#) and not return until the criteria to [discontinue home isolation](#) are met, in consultation with healthcare providers.
- Employees who are well, but who have a sick family member at home with COVID-19, should notify their supervisor and follow [CDC-recommended precautions](#) as well as any state or local mandates.



If an employee is diagnosed with COVID-19, the [FFCRA](#) provides that private businesses with fewer than 500 employees offer paid sick leave to the impacted employee. If the FFCRA applies to your business, you must post these requirements prominently in your workplace. There may also be applicable state or local laws to consider.





## Reshaping Employee Benefits for the Current Environment

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Benefits are at the heart of attracting and retaining staff. Understanding your team's priorities will ensure you're putting company resources to best use during this challenging time.

The following questions can help you determine the benefits that matter most to your employees. To create a questionnaire that works for you, modify them, or add questions as needed.

### Which statement best describes your current priorities? (Select one)

- I am focused on the health of myself and my family
- I am focused on saving for retirement
- I want to maximize my time with family and friends
- I want to improve my health
- I am focused on career growth and advancement
- I would like help with money management
- I would like help with my mental health
- Other: \_\_\_\_\_

## On a scale of one (not at all important) to five (extremely important), how important are each of the following benefits to you?

	Not at all important (1)	Slightly important (2)	Somewhat important (3)	Very important (4)	Extremely important (5)
Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work/life balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wellness/fitness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial counseling/ advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Which health and wellness benefits are most important to you?

- Preferred provider organization (PPO) plan option (typically includes more flexibility when choosing doctors or hospitals)
- High-deductible health plan (typically includes lower monthly premiums and higher out-of-pocket costs)
- A tax-advantaged account for healthcare expenses (e.g., HSA, HRA, FSA)
- Dental coverage
- Vision coverage
- Telemedicine

### Simple Survey Tools

If you plan to survey your staff, consider using a tool such as [SurveyMonkey](#), [QuestionPro](#) or [SurveyGizmo](#) to administer the questions. These services are typically offered on a subscription basis. If you have a learning management system (LMS), you may be able to run surveys through that tool. An LMS offers the advantage of a single, centralized platform for fielding surveys and providing training. To provide your employees with the tools they need to succeed, learn more about the [Paychex Learning Management System](#).

# Which lifestyle benefits are important to you?

- Vacation time
- Sick time
- Family leave
- Floating holidays
- Extended time-off program (e.g., sabbatical)
- Flexible work hours
- Telecommuting
- Employee assistance program (EAP)
- Wellness coaching
- Elder care resources and referral services
- Child care resources and referral services

# Which financial benefits are most important to you?

- 401(k) match/retirement plan
- Financial counseling/wellness program
- Tuition reimbursement
- Student loan repayment
- Pre-tax programs for day care/healthcare/elder care
- Employee stock ownership plan (private company)
- Stock options (public company)
- Merit bonus plan
- Employee referral bonus plan
- Transportation discounts
- Discounts to local events
- Other: \_\_\_\_\_

Add your own questions:

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# Tech Toolbox for the New Normal

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To support team productivity as things change, you may need to rely on new tools to help your team communicate more effectively. And your business isn't the only one — 46% of SMBs say they will rely more on technology to help remote workers communicate. One-third of businesses with 10 or more employees say they will use applications more for operations, HR, time tracking, and other tasks.

Consider these tools to keep your team productive in the new normal.

## Project Management Software

Project management software is the online equivalent of an in-person chat, with added benefits such as file sharing, calendars, and online discussion areas. It lets your team:

- Easily access a virtual hub for each project, with all information and resources in one place
- See their own and their colleagues' tasks, deadlines, and milestones
- Ask questions right in the tool rather than calling, texting, or emailing

Many different options exist for program management software, from A ([Asana](#)) to Z ([Zoho](#)). Consider the employees you're looking to connect in order to make the right software choice for your team. For example, [Jira](#) has features for software developers and engineers, whereas [Basecamp](#) is a broad-based tool that connects everyone from creative teams to operations.

# Workflow Automation Software

While project management software streamlines individual projects, workflow automation tools simplify repetitive processes.

Sales teams, for example, use this software to simplify workflow by automating the tasks involved in moving a lead through the sales funnel. Software such as [Copper](#) includes all your information about prospects and customers in one spot and identifies who's responsible for what, and when.

Healthcare organizations also use workflow automation to exchange electronic health records among team members and with outside organizations, using programs such as [Kissflow](#) and [BP Logix](#).



## Peer Insight: How the Work Environment Will Change

Here's how businesses see the work environment permanently changing as a result of COVID-19:

- 46%: Greater use of technology to support remote worker communication
- 41%: More employees working at home
- 41%: More flexible employee work schedules
- 23%: Using more applications to improve business operations (e.g., payroll and benefits)

# Document Management System

Think of a document management system as the 21st-century version of a filing cabinet. Software such as [Box](#), [Dokmee](#), and [MasterControl](#) allow you to store and access everything from invoices to spec sheets and reports — including multiple versions of each — with access allowed only to those who need it.

Talk to your legal counsel to determine which resource will enable you to comply with industry guidelines. For example:

- Businesses in highly-regulated fields might use [Docsvault](#), [eFileCabinet](#), and [PaperSave](#) for HIPAA-compliance
- [Ademero](#) and [LuitBiz](#) help with compliance with the Sarbanes-Oxley Act
- [NetDocuments](#) and [Worldox](#) are great document management systems for law firms

# Document Collaboration Software

Document collaboration is an element of document management systems. But, if you want team members to collaborate on documents that don't need to be stored and encrypted, there are plenty of simpler tools available, including:

- [Google's G Suite](#), which features some of the most popular document collaboration tools: "Docs" for word processing, "Sheets" for spreadsheets, and "Slides" for presentations. These tools allow multiple users to edit and review the same document, making it easier for team members to comment and accept or reject changes.
- [PeerLink](#), which supports rapid sharing of, and collaboration on, large CAD files for architects, engineers, manufacturers, and others who use computer-aided design.
- [Cage](#) and [Filestage](#), which are popular options for graphic designers and other creatives.

# Online Training

To keep teams up to date on new processes, customer service best practices, safety protocols, and more, training is essential — and will likely have to happen remotely in the new normal. Leadership training and skill-building will be part of many team rebuilding plans as staff are brought up to speed on new rules, cross-trained to increase operational efficiency, and relied on to achieve company objectives in a state of flux. Online training can also help businesses provide the interactive exercises necessary for regulatory compliance in many areas, such as HR, environment, health, and safety.

With an online training system in place, you can quickly and easily add documents, videos, and other materials for team members to access anywhere, from any device. These systems also make it easy for employees to track their progress and reinforce what they've learned through quizzes and tests. Paychex, for example, offers [Paychex Learning](#), an online learning tool that lets you choose the training material you want to provide and make it accessible to staff when and where they need it.



# Time Zone Management Tools

When you schedule a conference call for the end of the business day, whose business day are you referring to? Is it yours on the East Coast, your colleagues' on the West Coast, or your suppliers' in Europe? Time zone management tools such as [Timezone.io](#) and [World Time Buddy](#) (WTB) enable you to track where your employees (as well as suppliers and clients) are located and their local time. This helps you schedule and share meeting times with others around the world.

# Instant Messaging and Videoconferencing Tools

When you want to ask a team member a quick question, or provide several colleagues with a brief update instantaneously, having an instant messaging (IM) tool can be helpful. Some of the IM options available for businesses include:

- **Google Chat.** Part of Google's G Suite, Google Chat is best used for one-on-one conversations.
- **Microsoft Teams.** Part of Office 365, Teams provides a similar experience to Google Chat.
- **Slack.** First adopted by tech types, Slack has become popular among all business sectors for its ability to edit messages and its easily searchable archive.
- **Chanty.** Another IM option, Chanty doesn't have all the functionality of Slack, but some say that makes it more user-friendly.
- **WebEx Meetings.** This tool provides users with access to WebEx Teams, a collaborative tool that allows for real-time whiteboarding during your conference.

When you can't hold an in-person meeting, videoconferencing is the next-best thing and has become a common tool for businesses during the COVID-19 era. In fact, the Paychex survey found that 20% of SMBs overall — and 35% of businesses with 50 to 500 employees — supplement video calls with other channels, such as regular calls, texting, and chat.

[Zoom](#) has become the best-known videoconference platform in recent months, thanks in part to features such as its active-speaker view, screen sharing, telephone dial-in numbers, and scalability. Many of the IM tools mentioned above have video conferencing capabilities, as does Google's G Suite with [Hangouts](#).

# Contactless Payment Options

Contactless payment speeds up transactions and makes customers feel safer and more secure when they make a purchase, since it doesn't require physical contact between the POS and the customer's credit or debit card.

One of the most well-known forms of contactless payment is [Apple Pay](#), which allows a customer to use their iPhone or Apple Watch to pay for purchases by holding it up to a payment reader and placing their finger on their device's touch ID button. Other alternatives include [Google Pay](#), a digital wallet platform for Android devices; online payment systems such as [PayPal](#); and mobile payment systems such as [Venmo](#).

[Paychex](#) offers payment processing solutions to meet various company and customer needs, including online payments, ACH support, e-check processing, and others.

# Time and Attendance Tracking Technology

Time and attendance tracking technology allows your business to track hours worked via time clocks or your employees' mobile devices, no matter where they happen to be. Finding the right tool for your time and attendance needs can help you save time, reduce mistakes, and improve accuracy. Some solutions let you easily track hours worked to monitor which roles may be getting overtaxed and also enable employees to view their schedules in advance and communicate with others to arrange for shift changes. To meet your time-tracking needs, consider the variety of [flexible options offered by Paychex](#).

# Payroll Services

Paying staff accurately, on time, and in compliance with federal, state, and local tax agency requirements is a foundational business need. The same applies to calculating, depositing, and filing payroll tax information. Using a payroll service, such as [Paychex](#), frees up time and can help reduce costly mistakes. These services allow you to report payroll securely from any device, or to integrate payroll with time-tracking software, so that it can be automatically calculated.

## Why SMBs Use Payroll Processing Solutions

More than half of SMBs in the Paychex survey who currently do payroll manually say they would be motivated to migrate to an automated solution to gain peace of mind, increase accuracy, and ease the payroll process. Close to 40% would make a change to save time.



## Onboarding Software

Using onboarding software ensures that this crucial task is effectively handled with minimum face-to-face contact and maximum efficiency. [Paychex's onboarding solution](#) easily verifies that you've collected Form I-9, W-4, and state withholding forms; voluntary self-identification documentation; an employee's direct deposit authorization; and a confirmation that an employee has received a copy of the employee handbook. And, it makes it easy for employees to enroll in, view, and modify health insurance plans or make retirement plan selections. Once all this documentation is in place, you can use the same platform to close skills gaps with training via on-demand courses that can be accessed by staff at any time, from any location.

## Human Capital Management Software

Managing benefits through a single, integrated human capital management (HCM) platform makes it easier for your team to administer benefits and your employees to access them. [Paychex Flex](#) benefits administration allows for online, paperless access to documents and forms, enabling enrollment, changes, and updates in real time, accessed securely from any device or location. Online benefits management also helps with accuracy, provides peace of mind that you're meeting requirements and deadlines, and gives you control over benefits and costs.

### Ready for the Future

Your team is the keystone of your company rebuilding. As you face challenges and opportunities, you'll need to rely on your employees to ensure success. By regularly communicating about new updates and keeping a finger on the pulse of their needs, you'll maintain a solid foundation for your business now and in the future.

# About Paychex

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Paychex, Inc. (NASDAQ:PAYX) is a leading provider of integrated human capital management solutions for human resources, payroll, benefits, and insurance services. By combining its innovative software-as-a-service technology and mobility platform with dedicated, personal service, Paychex empowers small- and medium-sized business owners to focus on the growth and management of their business. Backed by more than 45 years of industry expertise, Paychex serves approximately 670,000 payroll clients as of May 31, 2019 across more than 100 locations in the U.S. and Europe, and pays one out of every 12 American private sector employees.

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**800-319-1335**

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