1. The One Person Payroll Department
   - Discuss how you schedule vacation time between payroll cycles.
   - Discuss the company size & payroll frequency which you process your company’s payroll.
   - Do you have a back up or have you cross trained anyone in your organization in the event you become ill or are on vacation.
   - Discuss any disaster recovery plan you may have.
   - Share tips on how you prioritize your time while keeping your company compliant as a one person payroll department.
   - Share tips on how you multitask and execute your payroll processes.

2. Processing Garnishment Orders
   - Discuss how you handle change of addresses for obligees. Do you have the document notarized?
   - Discuss how you handle head of household requests. Do you use a specific form? Is it notarized? Do you use it for multiple cases?
   - Do you notify employees a garnishment order has been received? If so, do you provide a copy of the order to the employee?
   - Do you answer inquiries from obliges or only employees?
   - If you receive an income withholding order requesting payment to the obligee, do you process it for payment to the obligee or to the Disbursement Unit?
   - Which garnishment categories do you track balances?
   - Do you have EFT set up for garnishments other than child support?
   - Do you charge administrative fees?
   - How do you handle new hire reporting?

3. Paycards
   - Discuss why paycards are beneficial to employers and employees.
   - Does your company currently use paycards?
   - Discuss implementation of paycards.
   - Discuss how to maximize employee participation using paycards.

4. Communicating Payroll Issues to Your Employees
   - Share tips on how your company & department communicates to employees on understanding how to read their paychecks, pay statements, W-2’s and other forms.
   - Discuss technology & other innovations you use to effectively communicate to your employees.
   - Share your department’s process in providing timely & effective communication on employee overpayments.
   - Discuss your mode of communication to employees.
   - How can you cut down on the volume of phone calls your department receives?

5. Year End & W-2 Report Processing Tips & Tricks
   - Share tips on how you ensure an easy year-end reporting and processing.
   - Discuss what challenges you have had for your year-end reporting & processing.
   - Discuss various checklists you use or have developed for year-end reporting & processing.
   - What are your various year-end processes to ensure a successful W-2 reporting?