



March 17, 2020

Dear Valued Client,

As we all face challenges related to Coronavirus (COVID-19) and the ongoing developments with municipal and private sector regulations and closures, we would like to apprise you of the preparedness efforts CBS Payroll is taking.

Our Service, Your Choice

For those clients who Pick-Up payroll in our offices or who receive payroll via courier, we highly encourage you to consider switching to our Print Onsite Service. With this paperless service, no delivery is required. Checks can be printed and distributed on-site, significantly reducing any potential exposure to communicable disease. We can send you check stock and envelopes, setup a login, and teach you to print at your location.

Alternatively, consider having all employees on Direct Deposit and Employee Self Service in combination to be truly paperless. Direct Deposit eliminates the need to hand an employee a live check. Our Employee Self Service (ESS) is a digital way for the employee to choose to view their check stubs, W2, and PTO balances.

If Your Payroll is Couriered via *Deliver It*

Deliver It will do their best to meet service requests, but the commitment time for business deliveries will be 5:00 pm, and residential deliveries will be 8:00 pm on the scheduled day of delivery.

Delivery personnel have previously provided a courtesy pen for the holographic signature; however, they will temporarily refrain from this practice immediately. If the consignee does not have a pen available, they will capture an image of the package in the consignee's possession and type the name into the consignee field.

Due to these changes, we recommend processing a day earlier than normal to have more time to receive your delivery.

Our Commitment to Service

Regardless of circumstances, payrolls will still be processed, tax payments and filings made, and all other payroll essentials completed in a timely fashion. We are committed to mitigating any potential impact this may have on your business, and look forward to working through this as your trusted partner in payroll.

If you have any additional questions or concerns, please reach out to CBS Payroll at 619-448-2800 or email support@cbspays.com.