



# RESTAURANT BUYER'S GUIDE

Choosing a Workforce Management  
Solution for your Restaurant



# RESTAURANT BUYER'S GUIDE

Researching payroll and HR solutions for your restaurant can be overwhelming. Having the right resources can help you make a more informed decision. This restaurant buyer's guide makes the vetting process easier. It highlights critical factors addressed by best-in-class payroll and HR solutions for restaurants. In each section, you'll find a list of essential features and benefits to consider when comparing and evaluating systems.

## For Your Convenience

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*This guide offers you high-level guidance on choosing a workforce management solution for your restaurant. However, it's intended to help only with your initial evaluation process. Be sure to discuss your needs and requirements with potential providers thoroughly and insist upon system demonstrations from those you're giving serious consideration.*

Good luck with your search! Feel free to reach out to us for additional guidance and insights on choosing the best workforce management solution for your restaurant.

Email us at [sales@apspayroll.com](mailto:sales@apspayroll.com) or call **855.945.7921**.



  
3010 Knight Street  
Suite 300  
Shreveport, LA 71105

  
855.945.7921  
Monday – Friday  
8am – 5pm, CST  
[sales@apspayroll.com](mailto:sales@apspayroll.com)

  
Toll Free: 888.277.8514  
Phone: 318.222.9774  
Fax: 318.222.0601  
[www.apspayroll.com](http://www.apspayroll.com)



# IT'S TIME TO MAKE PAYROLL AND HR EASIER FOR YOUR RESTAURANT

You need a payroll and HR solution that streamlines manual, paper-based processes so you can focus on providing an exceptional customer experience. You're facing constant challenges in the food-service industry, including recruiting, training, scheduling, and compliance. These tasks are even more time-consuming for multiple locations or franchises.

## Factors to Consider

- Managing tip-to-min calculations and overtime pay
- Controlling labor costs and turnover
- Tackling complex restaurant reporting
- Keeping up with federal, state and local taxes
- Using a unified solution with a single entry point for data
- Recruiting, applicant tracking, and onboarding tasks
- Ensuring employees are paid on time and accurately
- Tracking and managing benefits enrollment
- Staying current with restaurant compliance issues
- Advancing employee retention and engagement
- Consistently training FoH and BoH staff
- Integrating with point-of-sale systems

APS makes payroll and HR easier for restaurants across the nation with award-winning software and support. G2 has recognized our all-in-one solution as Most Implementable, Best Relationship, and Easiest to Use since 2017 based on user feedback. We're here to help restaurants of all sizes manage tip credits, tip-to-min calculations, 8846 reporting, and more.



“APS Payroll helped solve my problem of each of our locations having to do their own payroll. I can upload directly from the POS and review everything in one system. Customer service also makes a huge difference. I love that I can email or call anytime and get help, even when it's a tiny issue.”

**Ashley Burns**  
Maple Street Biscuit Company

# Restaurant Payroll

Integrating an all-in-one payroll and HR platform with your point-of-sale (POS) system ensures accurate, timely pay to your employees. An ideal solution provides flexibility to manage complex payroll needs, like various income types, business rules, and one-time overrides. A web-based system allows you to process payroll anytime and anywhere. Ask potential providers if instant, on-site processing, and printing of miscellaneous checks and pay items are supported.

Partner with a provider who automatically updates federal, state, and local tax tables on your behalf. Look for a payroll solution that offers a built-in error-checking alert for any potential issues and company policy violations. Furthermore, check to see if a provider handles unpaid deposits due to cash tips.

## What To Look for in Restaurant Payroll

- Support for various pay frequencies, including daily, weekly, bi-weekly, semi-monthly, and monthly.
- Managing tip-to-min calculations and generating tip reporting.
- Multiple pay options, including direct deposit, paycards, and earned wage access.
- Instant access to pre-processing payroll reports, like Payroll Summary Audit and Net
- Pay Comparison, to fix any potential issues beforehand.
- Analytical tiles and dashboards that bring relevant payroll data to the surface like employee compensation trends and cost of payroll expense.
- Control over how gross-to-net is calculated and the ability to correct any errors before payroll processing.
- Garnishment services, including calculations, deductions, and payments via paper check or electronic funds transfer.
- A paycard solution that does not charge employees for regular usage.
- Integrations with accounting packages and point-of-sale systems.
- An expert tax compliance staff that handles payroll tax filings and payments on your behalf.
- Evidence of its successful track record in payroll processing.

### What is Earned Wage Access?

One of the latest employee perks is earned wage access, also known as on-demand pay. On-demand pay allows staff to access income as earned, rather than waiting until the next payroll cycle. This option is typically up to a certain dollar amount each pay period. Employers can offer daily pay using a provider that offers an earned wage access (EWA) solution.



# Restaurant HR

HR professionals need a convenient and centralized view of their entire workforce. They need the ability to input, track, and manage workforce data easily. They also need to assign tasks, view outstanding tasks, and delegate responsibilities to managers. Furthermore, they must maintain control of these processes and streamline them when possible.

Look for a system that has a single data entry point and login. A single-system design will save you time and money by eliminating duplicate data entry and the potential for errors.

## What To Look for in Restaurant HR

- Analytical tiles and dashboards that bring essential HR data to the surface like turnover rates and overtime trends.
- Real-time data syncing between HR and payroll workflows, so information is always accurate.
- User-friendly and comprehensive benefits administration with online employee enrollment.
- Carrier connections that integrate with benefit providers to quickly and accurately report benefits information.
- The ability to track all HR information in a single system.
- COBRA administration to track qualifying events, meet coverage requirements, and reduce non-compliance fees.
- Employee lifecycle management, including performance reviews, event tracking, and asset tracking.
- Training course management, including enrollment, tracking, and notification of renewal.
- Role-based configuration, so admins, managers, and employees have access to the specific data they need.
- Electronic signature feature for employee documents.

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# Restaurant Recruiting

Managing your restaurant's hiring process in the same system as your HR and payroll workflows eliminates duplicate data entry. A restaurant recruiting solution allows you to track candidates, as well as review applications and resumes. The hiring process is more manageable with job description templates you can instantly tweak and post to major job search sites.

Restaurant recruiting software also provides the flexibility to choose candidates for interviews, send invitations, and reserve appointments in real-time. Streamline your evaluation process with tools that allow you to choose the right hires for your restaurant consistently.

## What To Look for in a Restaurant Recruiting

- Automatic job posting to major websites, including Glassdoor and SimplyHired, with central management of applications.
- Streamlined interview scheduling with an in-app calendar that syncs with major calendars like Apple, Google, and Outlook.
- Additional job promotion options, including social media integrations, employee referrals, and email templates.
- Candidate assessments that measure an applicant's personality and cognitive ability to make more informed hiring decisions.
- Customizable careers page to showcase your company and make an excellent first impression.
- Prescreen automation to identify top applicants and remove unqualified candidates.
- Mobile-optimized job applications for a more streamlined applicant process.
- Text recruiting to schedule and confirm interviews for quicker response rates.
- Walk-in candidates can electronically apply for accurate information tracking.
- Interview guides with questions and scorecards for a more effective process.
- Optimized job postings with detailed job descriptions and one-click mobile apply integrations with sites like Indeed and ZipRecruiter to ensure the right applicants apply.
- Comprehensive employment background and reference checks that are compliant with state and federal regulations.

**glassdoor**<sup>®</sup>

**Linked in**<sup>™</sup>

**careerJET**

 **ZipRecruiter**<sup>®</sup>

**indeed**<sup>®</sup>

 **SimplyHired**

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# Restaurant Onboarding

A restaurant onboarding solution ensures new employees are ready to work on day one. New hire paperwork syncs with the employee record to ensure compliance and reduce errors.

Onboarding allows for the online completion and electronic signature of new hire documents, saving you time. Consider a solution that enables you to view the status of new hire paperwork in real-time and electronically store documents in the employee's record.

## What To Look for in a Restaurant Onboarding

- Electronic offer letters that can be reviewed and signed from any device.
- Functionality to electronically send new hire documents for e-Signature.
- Verify work authorization through E-Verify.
- Determine if candidates are eligible for the Work Opportunity Tax Credit (WOTC).
- Assign new hire tasks, add comments, and notify employees for clear communication.
- Automated notifications when employees complete new hire tasks and the onboarding process.
- New hire checklists for orientation training items for consistent onboarding.
- EEOC report generation for compliance management.
- Management of full-time, part-time, and independent contractor documents in an intuitive dashboard.
- Secure cloud-based storage of all new hire documents to protect confidential information.
- Welcome email to new employees with instructions on how to get started with onboarding.
- Hiring manager instructional email with details on how to onboard the new employee.

## What is WOTC?

The Work Opportunity Tax Credit (WOTC) is a federal program that incentivizes businesses to hire and retain individuals from certain target groups. The Department of Labor has identified these groups as facing significant barriers to employment.

Employers who hire from these demographics are eligible to claim a dollar-for-dollar reduction of their federal tax liability.

## How Do Restaurants Benefit?

- Receive a tax credit for the employees you hire
- Up to \$9,600 in tax credit per qualified employee
- Employers can screen applicants before hiring
- Carryforward up to 20 years
- \$1 for \$1 reduction of federal tax liability

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# Restaurant Learning Management System

Compliance with state guidelines is a crucial part of running your restaurant. However, it's challenging to efficiently mitigate risk when you're also overseeing hiring, HR tasks, and staff retention.

Learning management systems make it easier for restaurants to track and manage state guidelines like sexual harassment. This automation ensures compliance so you can focus more on other essential components of your business.

## What To Look for in Restaurant Integrations

- Tracking and management of compliance, sexual harassment, and state-mandated training.
- Integration with the ServSafe food safety training program to ensure consistent employee training.
- Provides an efficient way to onboard new hires on the basics of their jobs.
- Management of recurring training programs and license recertifications.



# Restaurant Mobile Self Service

High-performance restaurants seek out mobile workforce management solutions that provide manager and employee self-service options. Employees have 24/7 access to relevant information like pay stubs, benefits, and tax forms for better engagement.

Mobile self service empowers managers to oversee their employees proactively and make better decisions anytime, anywhere. Mobile self-service apps allow restaurant owners to create autonomy for their employees while ensuring completion of important payroll and HR tasks.

## What To Look for in a Restaurant Self Service

### Employees

- Management of time-off requests for streamlined oversight of BoH requests.
- Instant access to W-2s and 1099s for tax returns.
- Single sign-on for integrations with scheduling platforms.
- The ability to review direct deposit account setup.
- Access to a company newsfeed that provides critical updates and instant communication.
- Access family member details for dependents and beneficiaries.
- Receive alerts when HR tasks need completion for accountability.
- eSign documents, performance reviews, and time cards.
- App upgrade alerts for the latest information.
- Option to search and view pay stubs.
- The ability to quickly request time off.
- Access to performance reviews and goal tracking for better career development.
- Quick access to current benefits information.

### Managers

- Management of time-off requests for streamlined oversight of BoH requests.
- Time off request alerts for immediate review and approval.
- Quickly view which employees are clocked in and clocked out.
- Receive alerts for certification and license renewals, including ABC and ServSafe.
- Email notifications about tasks to accomplish, employee alerts, anniversaries, and birthdays.
- Online performance reviews that allow managers and employees to be more proactive and accountable.

# Restaurant Integrations

Restaurants rely on a variety of systems and platforms to keep their operations running smoothly. The ability to integrate a payroll and HR solution with other investments like point-of-sale (POS) and accounting systems is essential.

## What To Look for in Restaurant Integrations

- Integrations with POS systems like Aloha, Lightspeed, and Digital Dining.
- The ability to create a custom integration if one does not exist.
- Integrations with scheduling systems like Hot Schedules, POSitouch, and Homebase.
- API connections that allow automated and secure transmission of employee data from external systems.
- Integrations with accounting systems like Sage Intacct, Restaurant365, and Compeat.







# Implementation and Support Services

Consider solution providers that offer hands-on implementation and training to ensure your first payroll processes correctly. Ask if dedicated support and success teams are available to get the most out of your experience with the platform. Lastly, check to see how long the implementation and conversion process takes, so you can rapidly realize your return on investment.

## What To Look for in Implementation and Support Services

- Dedicated, four-person support team skilled in all product categories and available via phone, email, or support request.
- Pay history comparison against filed federal and state tax returns.
- A dedicated implementation manager oversees the entire process and acts as a single point of contact.
- System training with your data for increased usability and adoption.
- Online training to eliminate the time and expense of travel.
- Data conversion during implementation, including payroll compliance assessment, training, parallel payrolls, and adding all current employees to the system.
- Online help center with a resource library of training materials and the ability to accept service requests.
- A proven track record for customer retention, response time, and satisfaction.
- Same-day reversal of a payroll when errors or omissions are identified after submission.
- Track all communications and requests with a historical view of outcomes.
- Lifetime customer training for optimized user experience.
- Success team dedicated to long-term system utilization and adoption.
- Access to systems specialists who are subject matter experts and can help with more in-depth questions.

# Security

Probably the most critical box you want to check on your payroll provider wish list is security. You want to feel confident that your sensitive company data is secure at all times. Ensure any solution providers you're considering do not commingle your company's payroll and tax funds with their assets and liabilities. Also, check to see if they perform a daily reconciliation of your account.

Look for a provider that conducts regular SOC 1 Type 2 audits to test the controls they have in place for payroll processing. You will also want to ask if potential providers are bonded and insured. When you are entrusting payroll, tax compliance, and access to your company's money to another entity, you want to know they are 100% reliable.

## What To Look for in Security

- Multiple Tier 4 rated SOC 1 Type 2 compliant data centers for redundant and reliable data backup.
- 256 bit SSL extended certificate that encrypts data and authenticates the website with an HTTPS layer to provide additional security.
- Network monitoring for capacity performance and hardware failure, as well as database health.
- Annual conduction of SOC 1 Type 2 audits and reports are available.
- All employee data changes are tracked and available to view across any timeframe for a complete audit trail.
- Enhanced security measures, including two-factor authentication, mobile phone verification, browser authentication, and auto logoff.
- Role-based configuration, so managers and employees only have access to the specific data they need.
- Responsible for back-end system maintenance, upgrades, and security.

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# Restaurant Reporting and Analytics

Lack of access to essential restaurant metrics can result in non-compliance, penalties, and loss of business. Restaurants need visibility into payroll and HR analytics to make informed decisions for the livelihood of their business.

Consider payroll and HR vendors that offer a mix of pre-built and custom reports so your restaurant can create analytics dashboards that meet our unique needs.

## What To Look for in Reporting and Analytics

- Form 8846 reporting of Social Security and Medicare taxes paid on employee tips.
- Workers' Compensation reporting of employee premium base by code.
- Reporting of gross labor expenses based on time card hours.
- Turnover report of hired and terminated employees, including percentages for voluntary, involuntary, and total.
- New hire reporting, including department, salary, rate, and location.
- Payroll allocation report of all pay/deduction and tax items based on where income was earned.
- Reporting of all shifts where overtime occurred.
- Streamlined 1094-C and 1095-C ACA reporting.
- COVID-19 compliance and reporting for FFCRA qualified sick pay and leave.
- Tracking and managing of CARES Act tax credits, including Form 7200 reporting.
- User-level customization of management dashboards by frequency.
- Simple, pre-formatted reports for EEO-1, OSHA, VETS-100, and other reporting requirements.
- Easy-to-use custom report builder that does not require specialized IT knowledge.
- Organizational reporting across company entities.
- Automatic emailing of custom reports to decision-makers.

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# Affordable Care Act Compliance

The Affordable Care Act (ACA) is a critical component of a restaurant workforce management solution. Consider a solution that offers comprehensive tools and features to manage ACA compliance and reporting efficiently. Ask if support services are provided in the event of ACA compliance and reporting questions.

## What To Look for in ACA Compliance

- Analytical tiles and dashboards that bring relevant ACA data to the surface like employees eligible for coverage and employees in specific measurement periods.
- Benefit plan enrollment tracking to ensure all eligible employees are receiving healthcare coverage.
- Automated tracking of employees in initial and standard measurement periods with alerts for employees eligible for ACA enrollment.
- The provider handles Forms 1094-C and 1095-C annual reporting and e-filing to the IRS and generates 1095-C forms for employees.
- Simplified part-time staff management so all eligible employees are receiving coverage.
- Provides and organizes health insurance marketplace notices for easy distribution to employees.
- Aggregate cost of health insurance reporting on Form W-2s.
- Applicable Large Employer (ALE) calculation based on ACA standards.
- Reports average hours of service for proper employee classification.

## About APS

APS has a mission: to make payroll and HR easier. We provide our clients and partners with intuitive technology delivered with personalized service and support. Our unified solution is designed to simplify workforce management tasks. Process payroll in hours, not days. Automate HR workflows to be more strategic. Elevate the employee lifecycle with a single-system platform. We are APS, your workforce partner.

**Businesses choose APS as their workforce partner because of our focus on the customer experience. As a result, we continually maintain 98% customer retention and satisfaction rates. For more information on APS and how we can help make payroll and HR easier for your business, visit [www.apspayroll.com](http://www.apspayroll.com).**

### Disclaimer

*All information, suggestions, and descriptions of the law included in this guide are intended as informative summaries, and do not constitute legal advice to any current, past, or prospective client of the author or customer or prospective customer of Automatic Payroll Systems, Inc. on any particular issue. Any action taken or contemplated in connection with any benefits tracking or employer legislative requirements issue should be discussed in advance with legal counsel of your choosing.*

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[www.apspayroll.com](http://www.apspayroll.com)



3010 Knight Street  
Suite 300  
Shreveport, LA 71105



Sales: 855.945.7921  
Monday – Friday  
8am – 5pm, CST  
[sales@apspayroll.com](mailto:sales@apspayroll.com)



Toll Free: 888.277.8514  
Phone: 318.222.9774  
Fax: 318.222.0601