



Quartermaster® to Paychex® Transition FAQ's

Q: Why Paychex?

A: We conducted a comprehensive review and negotiated with several national payroll providers and determined that Paychex was the best overall fit for our clients. They will be able to provide more fully integrated services to help you and your business going forward.

Q: What if I do not want to go to Paychex?

A: You are not required to transition to Paychex. However, we strongly encourage you to consider doing so. We negotiated a one-year pricing lock at your current service level, provided you authorize the transition within ninety (90) days. This allows you sufficient time to evaluate Paychex without concern about pricing changes during that period.

Q: What changes vs what stays the same?

A: Some aspects of the system will change, primarily the user interface. However, the overall payroll process remains largely the same, including the requirement to submit payroll information 2 to 3 business days prior to payday.

Q: Will my price stay the same?

A: YES. Preserving your current pricing was a primary focus of our negotiations. Your existing fees will remain unchanged for one year from your date of transition, not to exceed February 1, 2027, provided you authorize the transition within ninety (90) days. Paychex may periodically present optional services, but participation in any additional offerings is entirely at your discretion and not required.

Q: Will I get a new service representative?

A: Yes, but our staff will be staying on to help during the transitional period, and you can still reach out with questions.

Q: How long will Quartermaster be involved?

A: Quartermaster will remain actively involved in the transition and beyond. We are keeping staff on for some time, and we will be available

for the remainder of 2026 to support migration, tax matters, and open items.

Q: Will I have access to my history?

A: Yes. We will continue to host your data for twelve months; however, we strongly encourage you to download and archive all of your reports for your records.

Q: How do I contact Paychex? Will someone call me? What do I need to do?

A: To start, [Click Here](#) and complete the quick online authorization form. A Paychex representative will reach out shortly thereafter to walk you through the process.

Q: Do I have to sign anything?

A: You will first complete the authorization form referenced immediately above, which permits the secure transfer of your payroll data. Paychex will then provide a DocuSign package to complete the transition.

Q: Will I be trained on the new system?

A: Yes, Paychex has over thirty representatives assigned to this project and will assist with system training. Most items will be available via prerecorded demonstration videos and you can always contact Paychex to clarify anything.

Q: Will my employees need to do anything? New ESS Site?

A: No. Your employees are not required to take any action. All employee data, including direct deposit information, will be migrated. Paychex offers an Employee Self-Service platform similar to your current system, which employees may access after the transition.

Q: What does this mean for my 401k Plans / CalSavers?

A: If Quartermaster is currently submitting your 401k or IRA plans, Paychex will assume this responsibility. If you are reporting yourself, you will continue to do so. If you would like to have them assume this responsibility, please reach out after the conversion.

Q: Will my accruals transfer?

A: Your employee accruals will transfer as well. However, we recommend everyone review their earned, used and balance.

Q: How will I report my payroll?

A: It depends on your service method, but you will be getting new system credentials to their system shortly after we have migrated the data.

Q: What about SwipeClock Time Keeping System?

A: If you are using one of our Time & Attendance systems like SwipeClock or MyGo, Paychex will set up their system for you at no additional set up charge.

Q: What or where is Quartermaster going?

A: We will be processing payroll for the remainder of 2026 and supporting any open tax item. However, to take advantage of the negotiated pricing protection with Paychex, authorization must be completed within ninety (90) days.

Q: I have an open tax notice. How /when/who will resolve this?

A: We will continue to work closely with the IRS and various state agencies to close any open notice and will not stop until we do.

We appreciate your trust and are committed to making this transition as smooth as possible.