



## FREQUENTLY ASKED QUESTIONS

### About the Concordia Plans + Paycor Relationship



#### CUSTOMER SERVICE

**Will we have a local or regional representative?**

Depending on the number of employees in your Ministry, you will partner with Brett Allen or Jessy McKeever. Both Brett and Jessy have strong experience working with Ministries.

**How is the Customer Service team structured?**

We know your Ministry when you call. Our advanced phone system identifies your account and directs you to your customer service team.

**Does Paycor work with nonprofits & religious entities?**

Yes, 20% of Paycor's customers fall into the religious and nonprofit space.

**What is the process for when I encounter a problem or question?**

You will have a team you can call or email to get any issues or questions answered.

**Will Paycor integrate with our 403(b) and Benefit Administration tool through Concordia Plans?**

Yes, we have built custom integrations and reports that will be setup for both the 403(b) and Benefits.

"We're so thankful that Paycor was able to provide support in a proficient and expedient manner. We're more than pleased with the integration team meeting our tight deadlines. As a nonprofit, we appreciate the affordability. We highly recommend Paycor and are thankful for their partnership, services and support!"

**Carol P.**  
Director of Human Resources  
Christ Lincoln, Lutheran Ministry

**What services does Paycor offer?**

Paycor has a variety of HR tools and solutions that can help Ministries, including Recruiting, Onboarding, Time & Attendance, Payroll, Reporting, HR and Learning Management.

**What do Paycor’s services cost?**

Paycor’s cost is determined by the number of employees being paid, frequency of payment and services utilized. This normally ranges from \$6 Per Employee Per Month to \$18 Per Employee Per Month. However, through Concordia Plans partnership, your ministry will receive exclusive discounts and pricing on Paycor services.

**Is there a contract with Paycor?**

No, there are no contracts with Paycor as they are a month-to-month agreement.



**IMPLEMENTATION**

**Will we have a team of implementation specialists?**

All Concordia Plans accounts receive GUIDE Elite Pro, our top implementation service experience offering hands-on guidance and expert support during the transition to Paycor. GUIDE Elite Pro, our top implementation service experience offering hands-on guidance and expert support during the transition to Paycor. Your team understands your organization and will partner with you during the process to ensure your requirements are met.

**How long will implementation take?**

This answer is completely dependent on your organization’s needs and how many products you’re implementing. The more “complex” the implementation (such as multiple locations, pay structures, FEINs, etc.) the longer the process will take to ensure accuracy. With GUIDE Elite Pro, we provide extended implementation for up to six months to support you through key milestones and assess your readiness before transitioning you to your support team.

**Will the implementation team help me set requirements?**

Paycor’s implementation team will help you determine your new system’s configuration requirements as well as a timeline. Your team should also define what a successful implementation looks like with measurable, achievable metrics. The desired outcome can serve as solid documentation for your expectations—theirs as well—and as something you can refer to if questions arise.

**Will there be a final review before we go live?**

Yes, there will be a “Parallel Run” that you will administer with your current provider as well as Paycor to ensure that everything matches before you run your first payroll with Paycor.

**Can Paycor handle W2s, W3s, HSA deductions, CRSP 403(b) deductions, 941s and Commissioned workers?**

Yes, Paycor can support these needs as well as other needs unique to religious nonprofits.

Visit:  
[ConcordiaPlans.org/Paycor](https://ConcordiaPlans.org/Paycor)

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