



Guide to Customer Service



PaperTrails



Putting the **service** back in customer service.

The Team



HELLO THERE! WE'RE PAPER TRAILS

At Paper Trails, our [top priority](#) is providing world class customer service to our clients. We treat our clients like a neighbor, not a number. Any payroll provider can pay your employees, track employee time, or manage employee benefits. But, at Paper Trails, our team is ready to answer your call, respond to your email, and provide the training you need to succeed in this ever-changing world.

Our team of fun, knowledgeable payroll and HR experts live in our community, shop in your stores, and eat in your restaurants. This allows our small business to connect with your small business and its' employees on a daily basis. We are in the people business, and we strive to [get to know you and your people](#) so we can tailor our services to ensure that your investment in Paper Trails will help your business thrive!

MORE ON PAPERTRAILS.COM



Here's How it Works



We **ANSWER** your calls.



We **RESPOND** to your emails.



We **ANTICIPATE** your questions.



We **SOLVE** your problems.



We **PROVIDE** you resources.



We **TRAIN** your staff.



We **PREVENT** your headaches.



We **PROTECT** your business.



STEP 1

The Basics

Customer service never went away...
...it's always been **HERE.**



3 ways our customer service is **above the rest**.

1. WE ANSWER YOUR QUESTIONS.

- ✓ Have an urgent question or need? Just give us a call, we will **actually answer** the phone and you will talk to a live person to get your issue resolved.
- ✓ Too busy to chat? No problem - **we can now text you** to get your problems resolved quickly and easily, at your convenience.
- ✓ Or send us an email! We will respond and attempt to find you a solution same day - if not, we will have a resolution for you **within 24 hours**.
- ✓ Better yet! Visit one of our local offices in person. We are right around the corner. So, pop in just to say hello, pick up live checks, or ask a team member a question. **We'd love to see you!**

2. WE PROVIDE THE RESOURCES YOU DESERVE.

- ✓ Our website and social media outlets are updated frequently to keep you on top of the changes that **you need to know**.
- ✓ We have everything from up to date state and federal forms, to labor law posters, and blog articles answer your urgent questions.
- ✓ There is a vast database of help videos and frequently asked questions to assist you and your employees in using the isolated platform on our site.
- ✓ You can even find **fun and informative** videos and posts covering all things payroll and HR on our Facebook, Instagram, LinkedIn, YouTube and TikTok channels!

3. WE KNOW YOUR BUSINESS AND NEEDS.

- ✓ Getting to know your business and your employees is key to us **properly managing** your needs.
- ✓ This allows us to anticipate your needs and questions before they even arise.
- ✓ Our team of experts has many years of experience in the industry and have worked with businesses from all industries - **no knuckleheads here!**
- ✓ We can get you the right solution to your problem - the first time, everytime.
- ✓ Our team will **work side-by-side with you** to help navigate this ever-changing world.



STEP 2

The Extras

Product + Service = Piece of Mind



1. Consistent Training

On the third Tuesday of each month, one of our **expert team members** leads a training on a variety of topics. Some of these trainings are on an aspect of our payroll platform involved (timekeeping, onboarding, benefit administration, etc) and other trainings are on certain timely compliance topics (Maine Retirement Savings Program, employee retention practices, remote worker compliance, etc).

These trainings allow you to have a better understanding of our different integrated solutions and legislative updates to help keep your business moving forward. The resources and trainings we provide allow you **to be successful** on your own, without waiting on your payroll provider to get back to you.

Can't make it? No problem! These trainings are also recorded and posted to our website and YouTube channel for you to rewatch at your convenience. Oh, and guess what - we are even **happy to provide your business with one-on-one training(s)** on any topic you are struggling with.



THE FUTURE OF **SERVICE** IS HERE

2. Problem Solving

Your dedicated team members will monitor your business for potential issues and work to resolve them **BEFORE** they become headaches. Items like ongoing tax issues, timekeeping errors and compliance topics are tracked on an ongoing basis. Because these are monitored daily, we can alert your business of proper techniques to resolve these problems as soon as they happen - or better yet we will **take care of these issues for you.**



3. Business Protection

In today's society, the cybersecurity of your business' and your employees' personal information is **as important as ever**. Fraud is more rampant than it has ever been. Hackers are consistently attempting to gain access to financial information in a variety of clever ways.

At Paper Trails, we are the powerhouse for security. We take the security and confidentiality of your business' and your employees' information seriously. We keep on top of ever-changing security concerns and consistently implement measures to **keep your data safe**.

Further, isolved maintains a formal and comprehensive program designed to ensure the security of customer data, protect against security threats and prevent unauthorized access to the data of its' customers.



Get Started

PAPERTRAILS.COM

207.721.8575