Quick reference guide

Online Payroll Quickstart

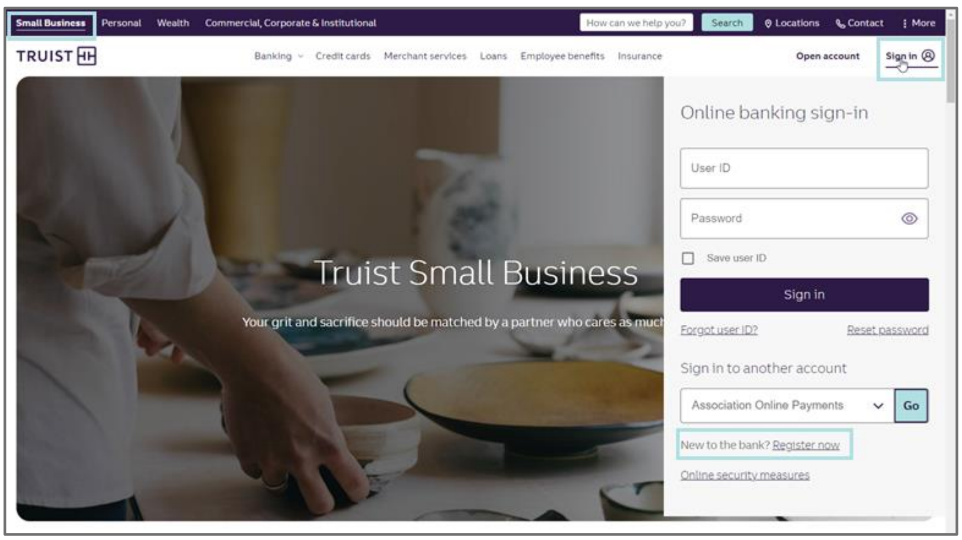
It’s easy to get started with Online Payroll. Just follow these simple steps. First, sign on to Truist Online Banking.

Signing on to online banking

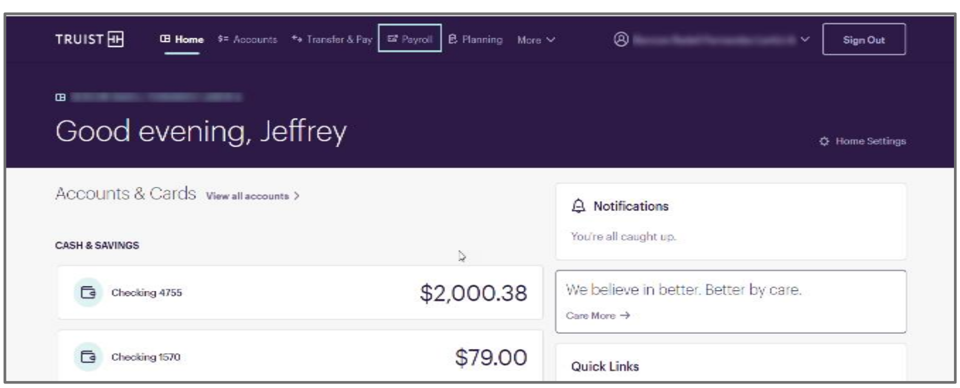
To sign on

1. Go to truist.com. From the **Small Business** section, select **Sign In**. Then, enter your **User ID** and **Password**. Click **Sign in**.

   Note: If you are not yet set up to use Truist Online and Mobile Banking, click the **Register now** link.



2. Click **Payroll** to begin enrollment in the Online Payroll service**.**



Step 1: Company setup

To expedite setup of your Online Payroll service, have the following information available when you begin online enrollment:

Company information

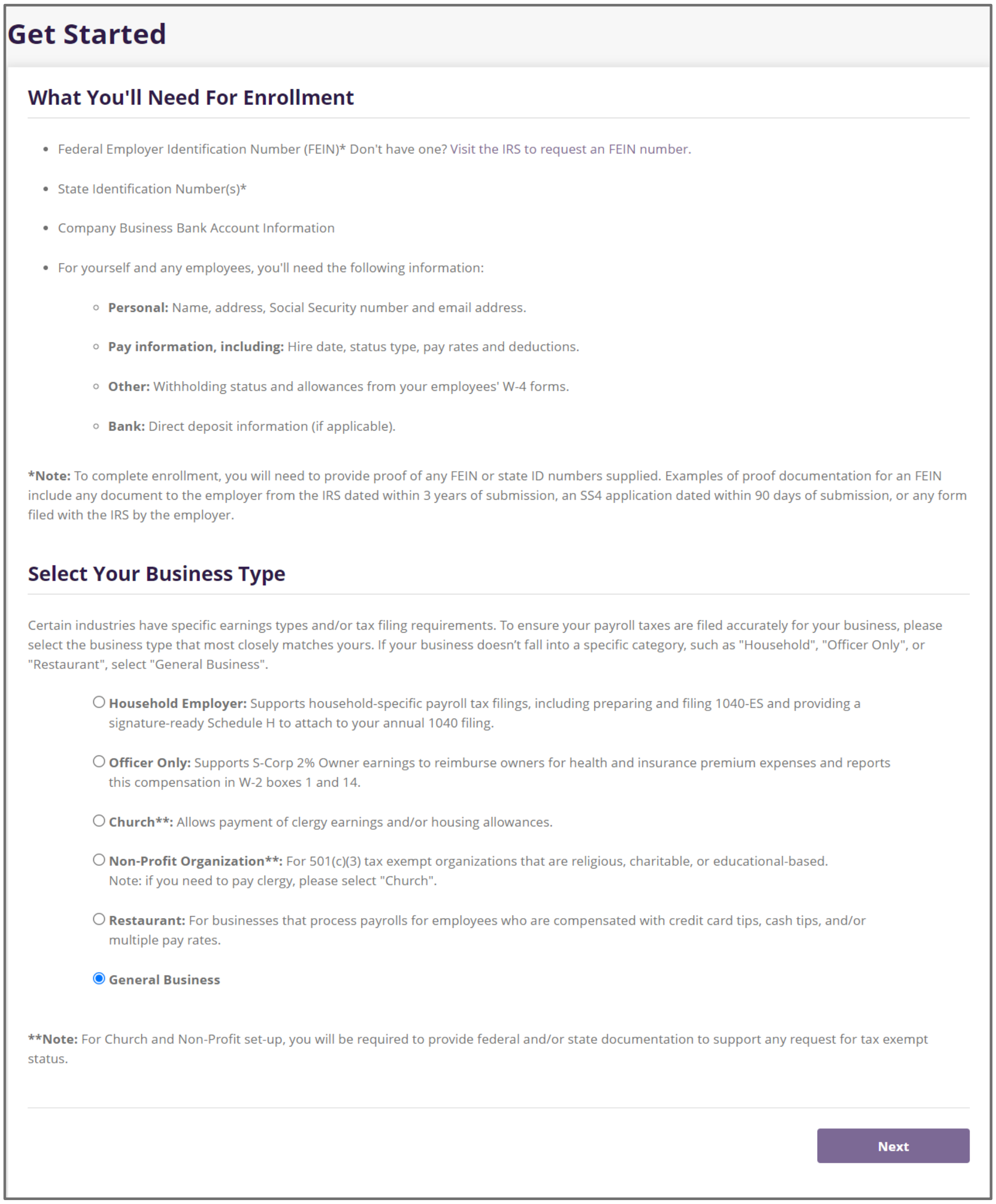
- Proof of your Federal Employer Identification Number (FEIN), which can be a letter from the IRS (from the last two years), 8109 Deposit Coupon, or SS-4 form from the IRS (from the last two years)
- State income tax number (if applicable) and state unemployment number and rate
- Pay schedule for your first payroll
- Deductions for your employees

Employee information

- Employee personal information: name, address, email, Social Security number
- Pay information: hire date, birth date, status type (active, new hire, terminated), pay type (hourly, salary), pay amount
- Direct Deposit information (if applicable)
- Tax (W-4) information: filing status (married, single), allowances
- Deduction amounts (if applicable)

Get Started

Select your business type, then click **Next**.



Get Started

What You'll Need For Enrollment

- Federal Employer Identification Number (FEIN)* Don't have one? Visit the IRS to request an FEIN number.
- State Identification Number(s)*
- Company Business Bank Account Information
- For yourself and any employees, you'll need the following information:
  - **Personal:** Name, address, Social Security number and email address.
  - **Pay information, including:** Hire date, status type, pay rates and deductions.
  - **Other:** Withholding status and allowances from your employees' W-4 forms.
  - **Bank:** Direct deposit information (if applicable).

***Note:** To complete enrollment, you will need to provide proof of any FEIN or state ID numbers supplied. Examples of proof documentation for an FEIN include any document to the employer from the IRS dated within 3 years of submission, an SS4 application dated within 90 days of submission, or any form filed with the IRS by the employer.

Select Your Business Type

Certain industries have specific earnings types and/or tax filing requirements. To ensure your payroll taxes are filed accurately for your business, please select the business type that most closely matches yours. If your business doesn't fall into a specific category, such as "Household", "Officer Only", or "Restaurant", select "General Business".

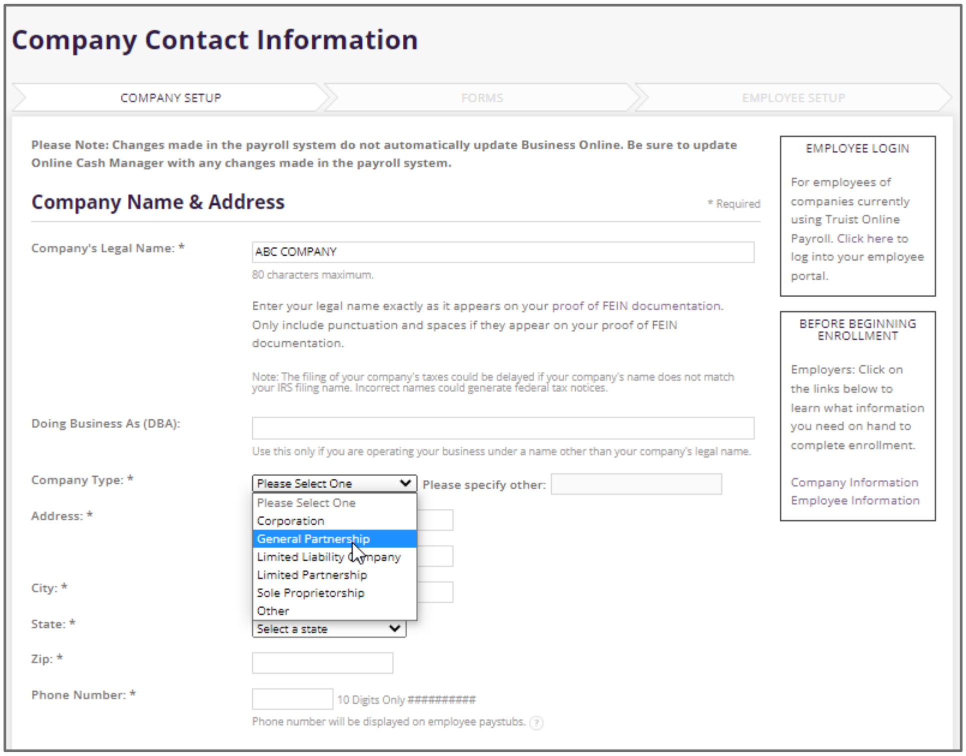
- ○ **Household Employer:** Supports household-specific payroll tax filings, including preparing and filing 1040-ES and providing a signature-ready Schedule H to attach to your annual 1040 filing.
- ○ **Officer Only:** Supports S-Corp 2% Owner earnings to reimburse owners for health and insurance premium expenses and reports this compensation in W-2 boxes 1 and 14.
- ○ **Church**:** Allows payment of clergy earnings and/or housing allowances.
- ○ **Non-Profit Organization**:** For 501(c)(3) tax exempt organizations that are religious, charitable, or educational-based. Note: if you need to pay clergy, please select "Church".
- ○ **Restaurant:** For businesses that process payrolls for employees who are compensated with credit card tips, cash tips, and/or multiple pay rates.
- ◉ **General Business**

****Note:** For Church and Non-Profit set-up, you will be required to provide federal and/or state documentation to support any request for tax exempt status.

Next

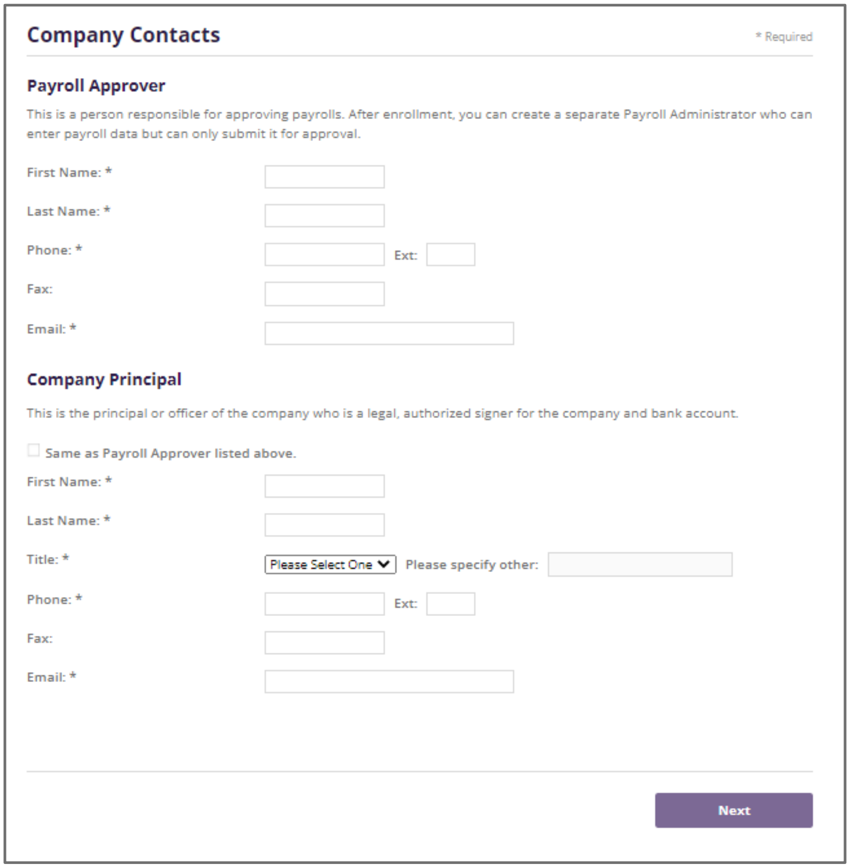
Complete all required fields.

Note: Your basic company information is prefilled based on your Online Banking profile.



Enter the information for your company's contacts, both the payroll approver and company principal.

Click **Next**.



Company Contacts

* Required

Payroll Approver

This is a person responsible for approving payrolls. After enrollment, you can create a separate Payroll Administrator who can enter payroll data but can only submit it for approval.

First Name: *

Last Name: *

Phone: * Ext:

Fax:

Email: *

Company Principal

This is the principal or officer of the company who is a legal, authorized signer for the company and bank account.

Same as Payroll Approver listed above.

First Name: *

Last Name: *

Title: * Please Select One Please specify other:

Phone: * Ext:

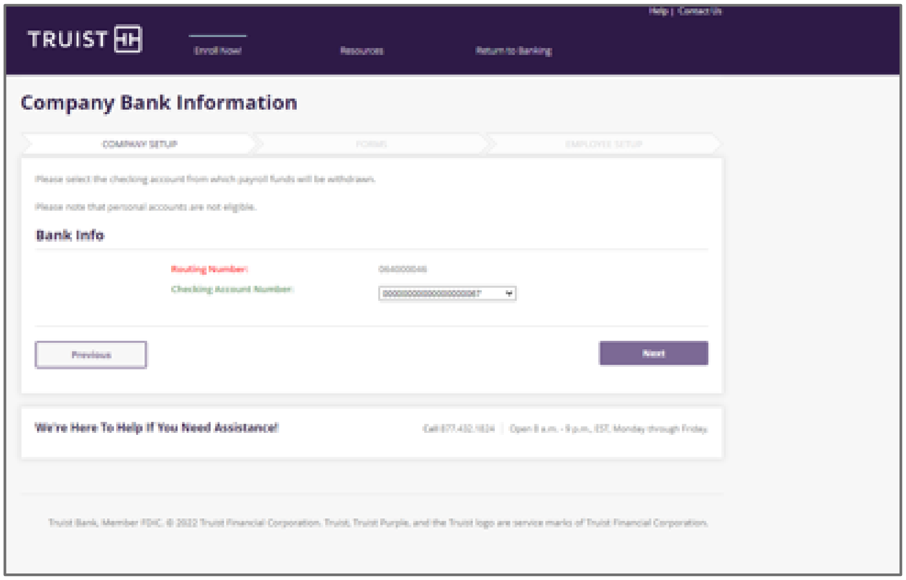
Fax:

Email: *

Next

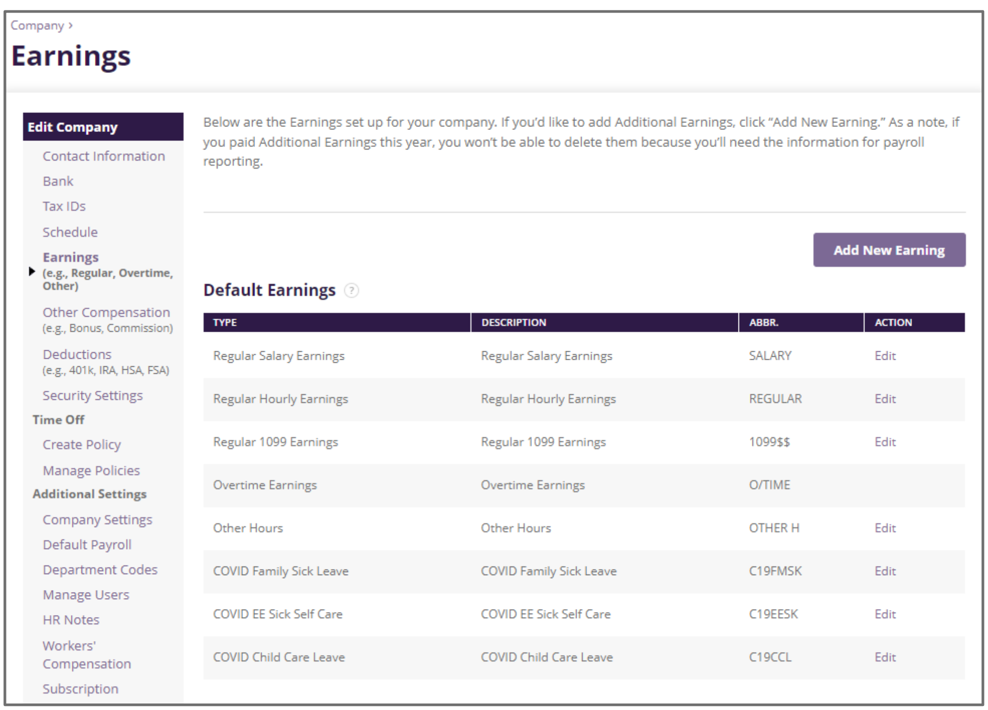
Step 2: Account number and routing number

Select the **Checking Account Number** you would like to use for payroll from the dropdown list. This is the account that will be debited at the time you submit payroll.



Step 3: Default earnings type

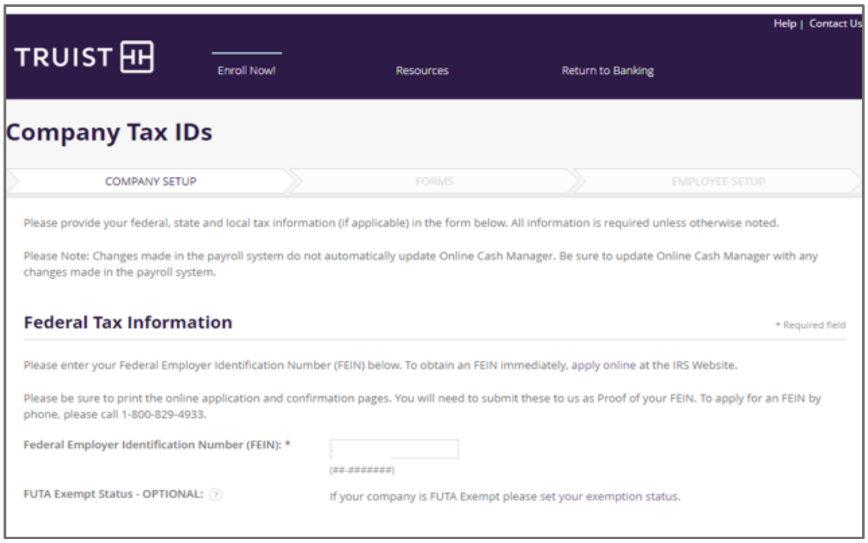
Select your **Default Earnings** type. The most common earnings types are listed, however additional earnings types may be added at any time



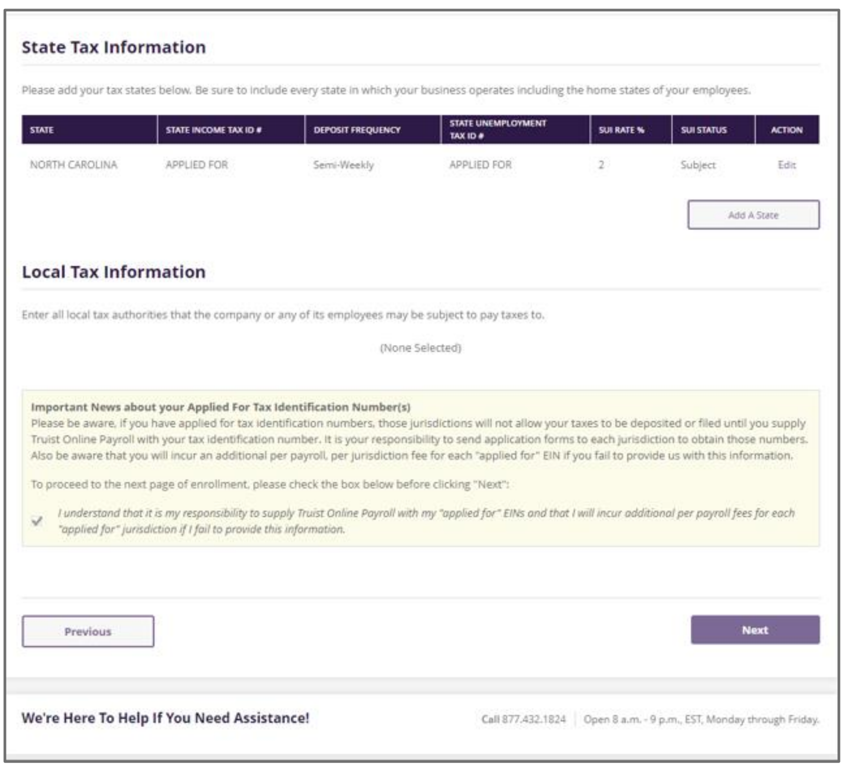
Step 4: Federal Employer Identification Number

Enter your FEIN and **all states** where you transact business or employ individuals.

The Employer ID Number field is prefilled with the FEIN from your Online Banking profile. Please verify that this is the FEIN associated with the entity you are enrolling in Online Payroll, and update this field as needed.

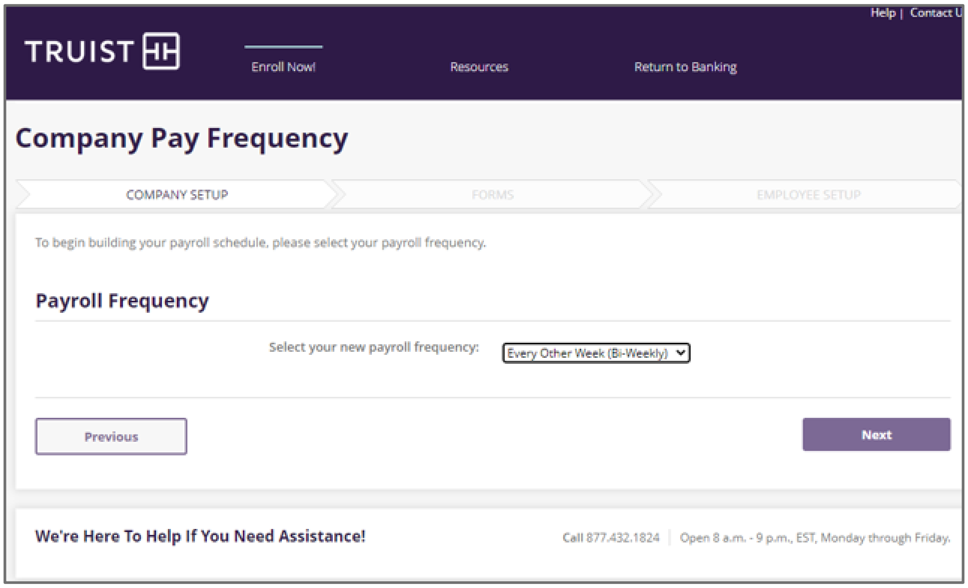


If you are in the process of applying for your state tax ID number, note that additional per payroll fees will apply if this information is not provided within 30 days of your completed enrollment.



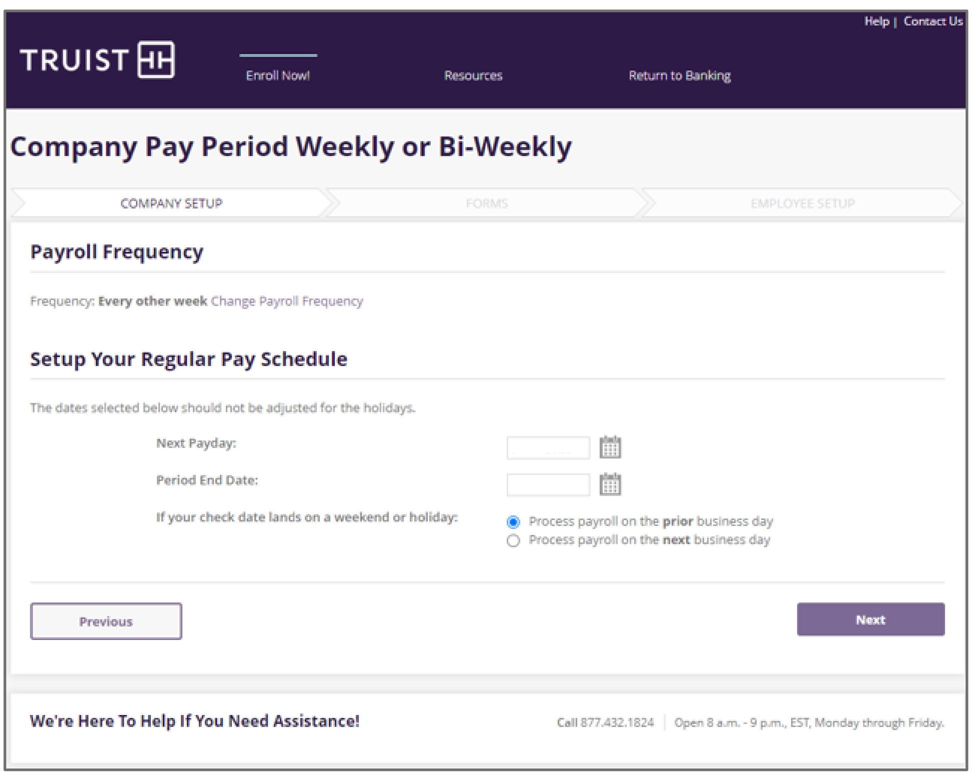
Step 5: Pay period information

Select your Pay Frequency.



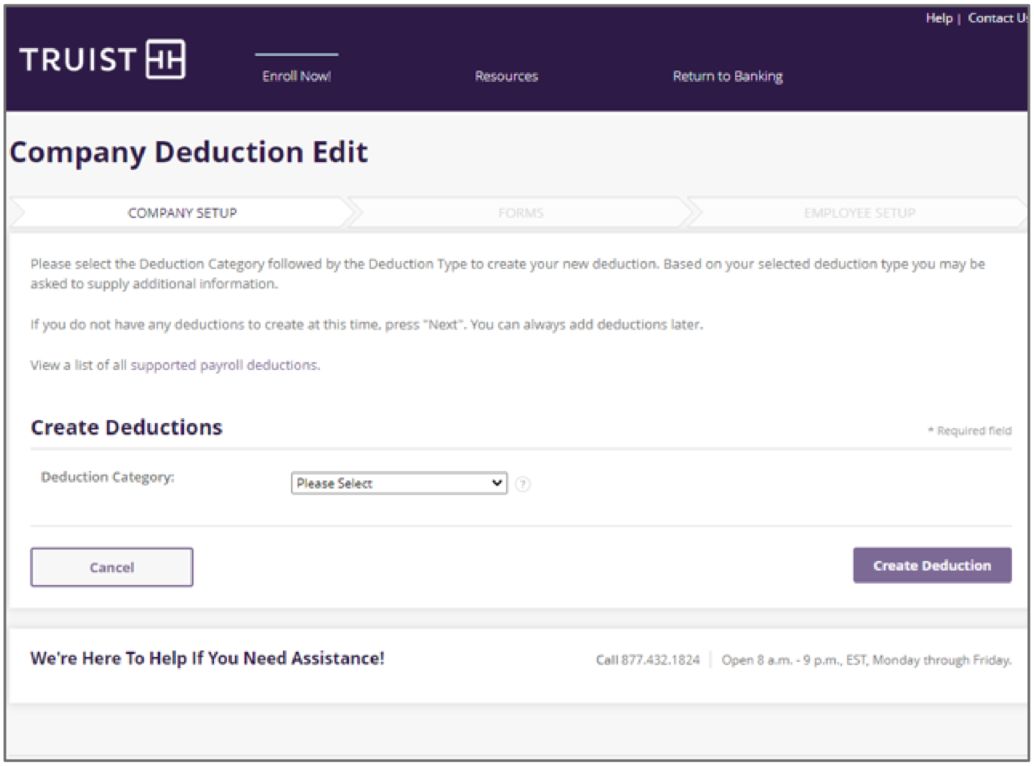
Note: Online Payroll supports only one pay schedule. If your business uses multiple pay schedules, this service might not be a good fit for you. To find out more, call 877-432-1824.

Enter the dates for your regular pay schedule and select how to handle pay when the date falls on a weekend or holiday.



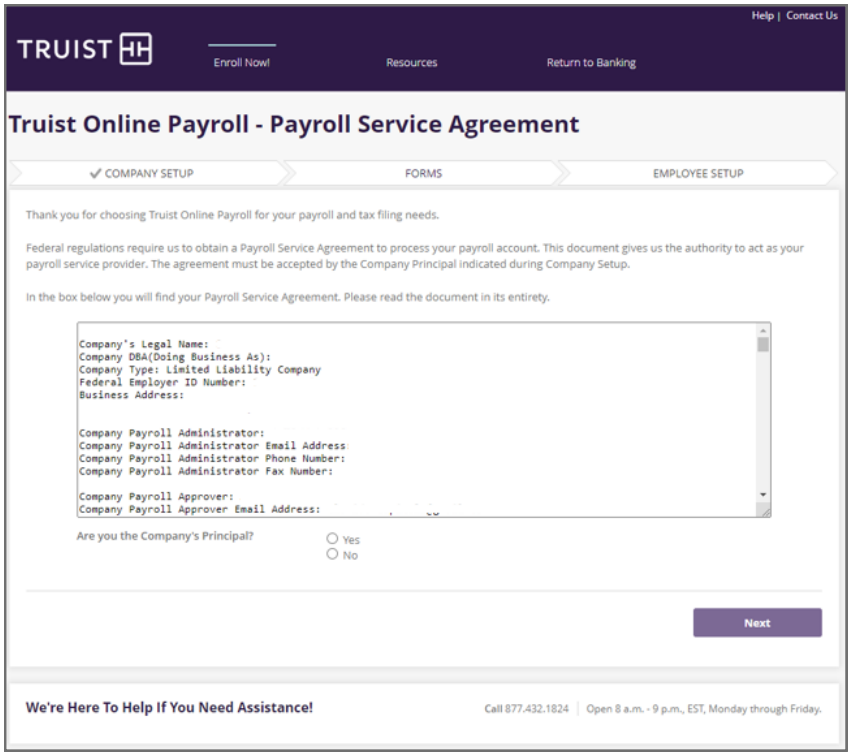
Step 6: Deductions

Add **Deductions** (optional).



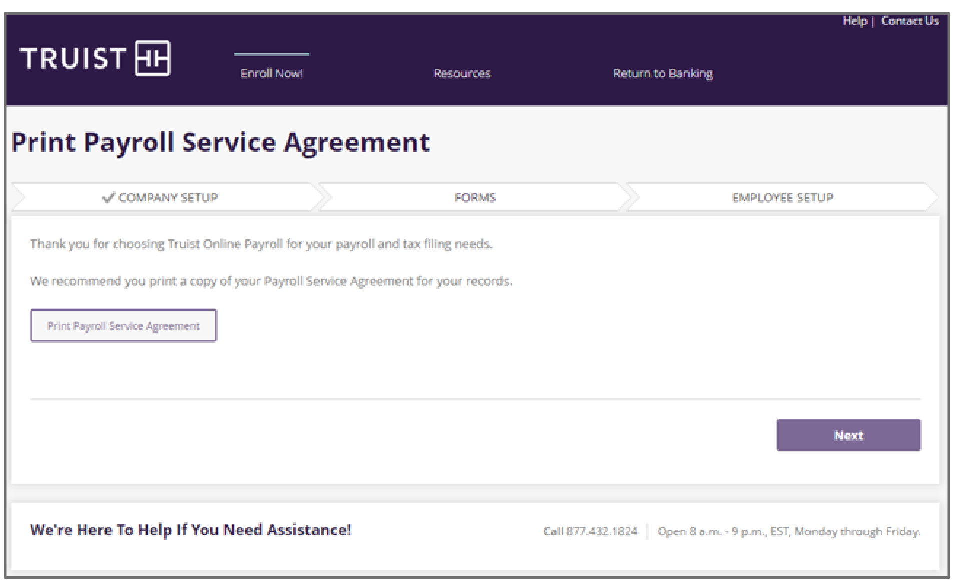
Step 7: Terms and conditions

If you are the Business Profile Owner in Online Banking (referred to as “Company Principal” within Online Payroll), you can review and accept the Payroll Service Agreement. If not, then you will have the option to print the Agreement and have the Company Principal sign the printed copy. A copy of the Agreement is available in the Resources section of Online Payroll.



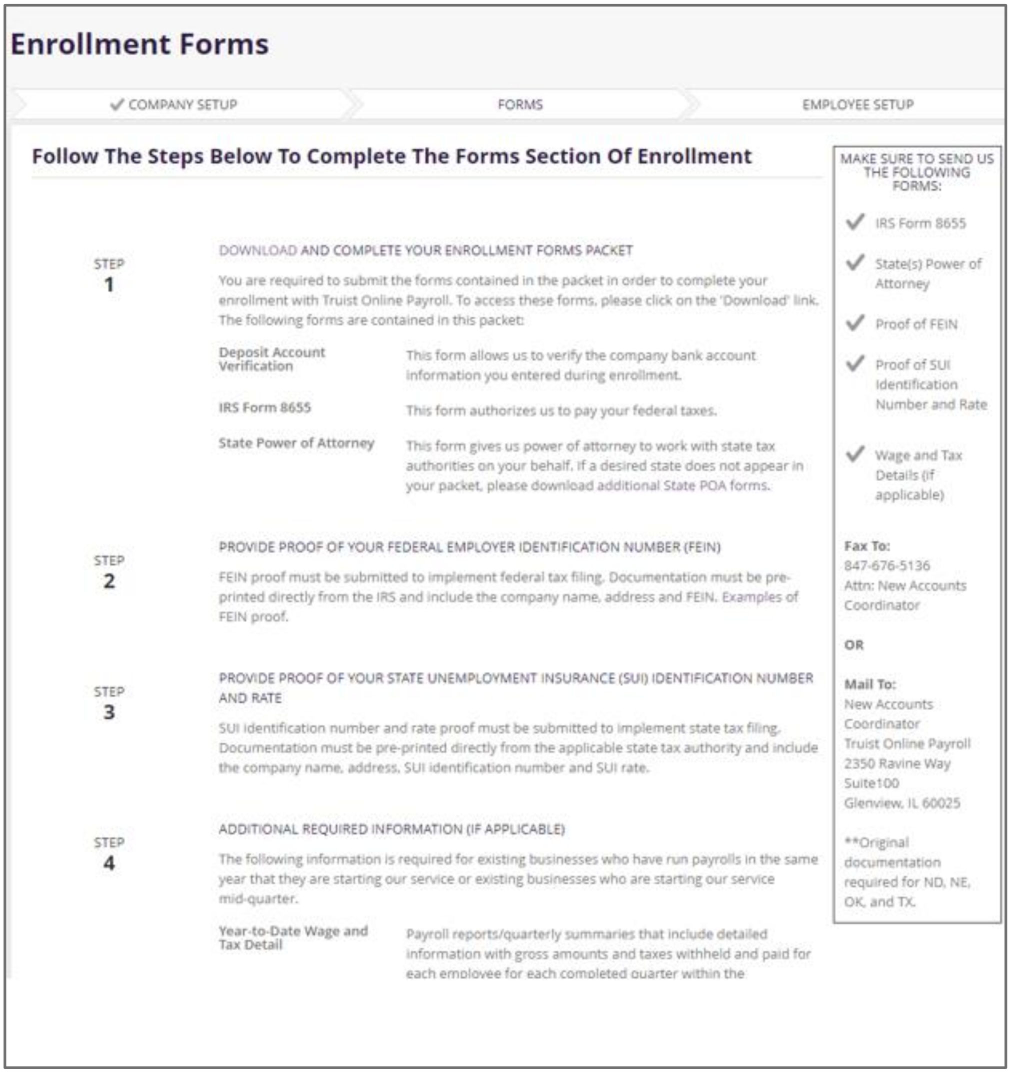
Step 8: Service agreement

Print the **Payroll Service Agreement** for your records.



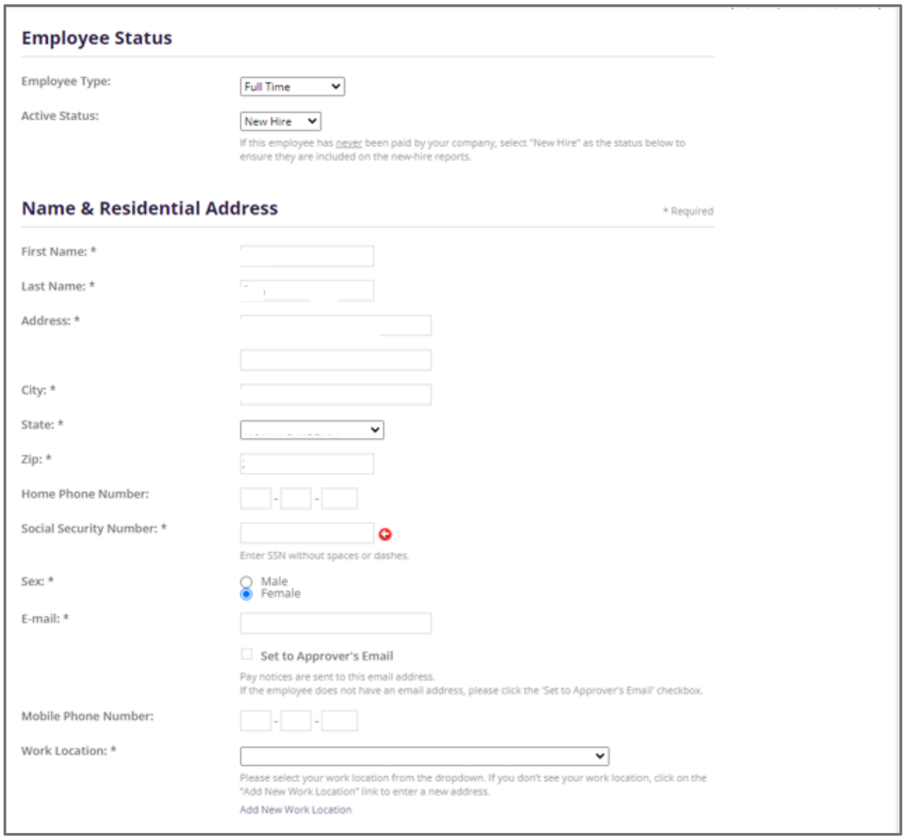
Step 9: Fax or mail required forms

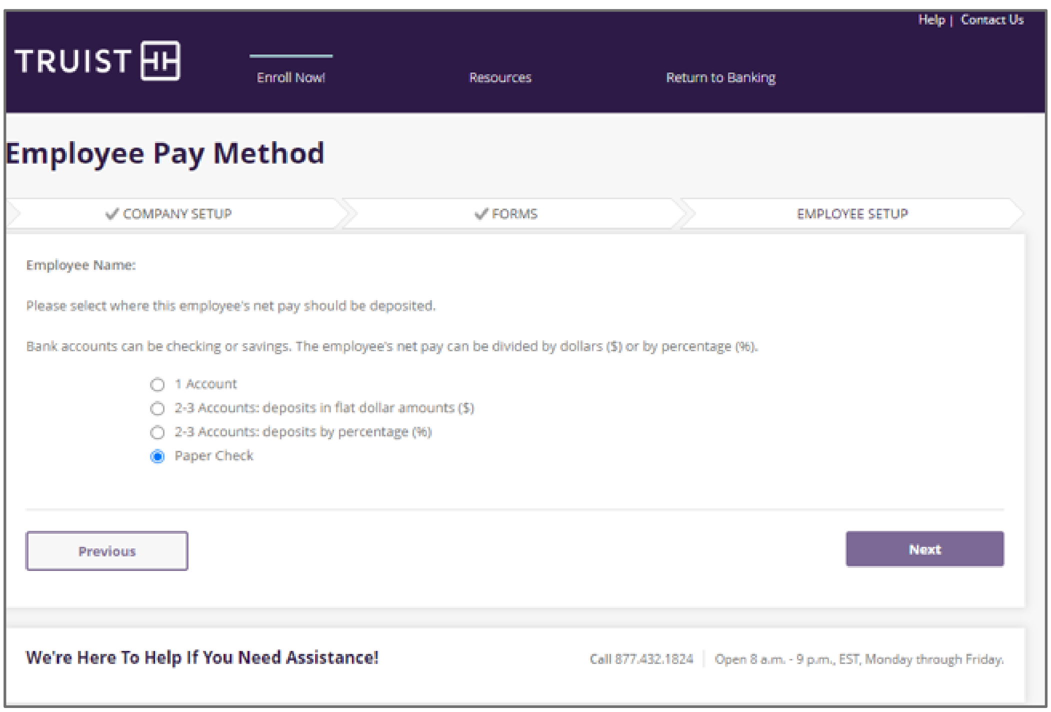
It is recommended that you contact an enrollment specialist at 877-432-1824 to provide the required forms and continue to the next step, Employee Setup. You can also fax or email the forms however this will delay the set-up of your account.

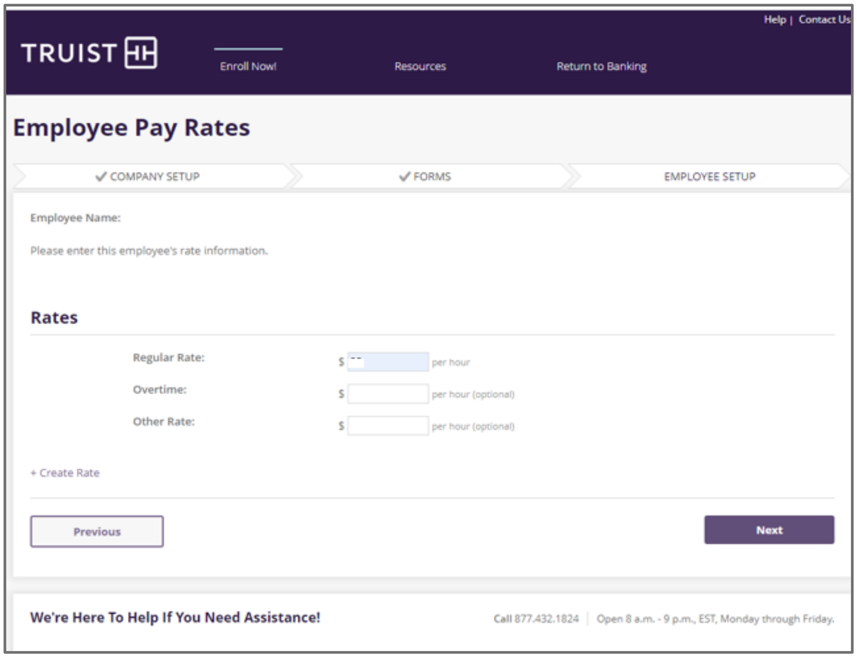


Step 10: Employee setup

Enter information about each **employee**, including **name, address, Social Security number, pay method**, pay rates, and federal and state tax information.







Help | Contact Us

TRUIST

Enroll Now! Resources Return to Banking

Employee Pay Rates

✓ COMPANY SETUP ✓ FORMS EMPLOYEE SETUP

Employee Name:

Please enter this employee's rate information.

Rates

Regular Rate: $ per hour

Overtime: $ per hour (optional)

Other Rate: $ per hour (optional)

+ Create Rate

Previous Next

We're Here To Help If You Need Assistance!

Call 877.432.1824 | Open 8 a.m. - 9 p.m., EST, Monday through Friday.

If this employee is exempt from taxes, you will need to provide us with a letter or proof as to why they are exempt. Please contact your Sales Representative for additional information or assistance.

Federal Tax Information

Choose the W-4 that best applies to your employee. If you've hired an employee in 2020 or later, the IRS requires you to use the 2021 W-4 form.

W-4 Form*: 2019 W-4 Form / 2021 W-4 Form

Filing Status*: W-4 Step 1 (c) — Single or married filing separately / Married filing jointly / Head of Household

Withholding Tax*: Subject / Exempt

Multiple Jobs or Spouse Works: W-4 Step 2 — Working two jobs

Claim Dependents: W-4 Step 3 — $

Other Income: W-4 Step 4 (a) — $

Deductions: W-4 Step 4 (b) — $

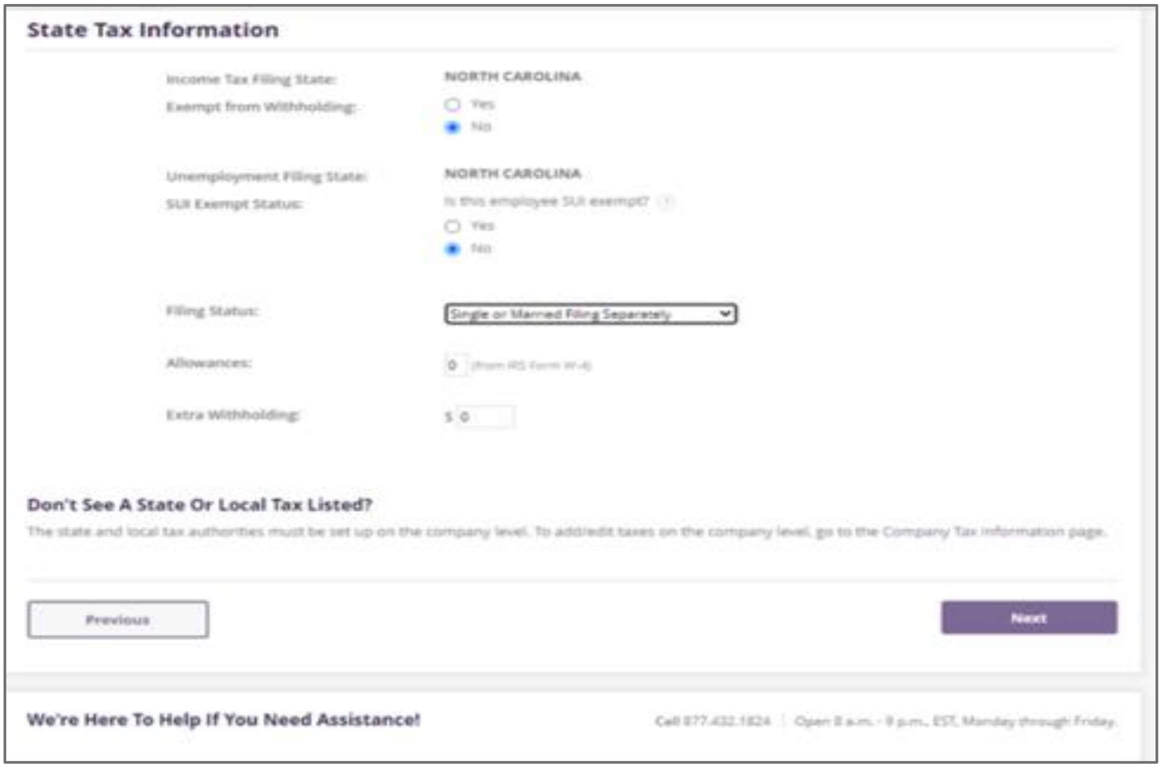
Extra Withholding: W-4 Step 4 (c) — $

FUTA Exempt Status: Is this employee FUTA exempt? Yes / No

State Tax Information

Income Tax Filing State: NORTH CAROLINA

Exempt From Withholding: Yes / No

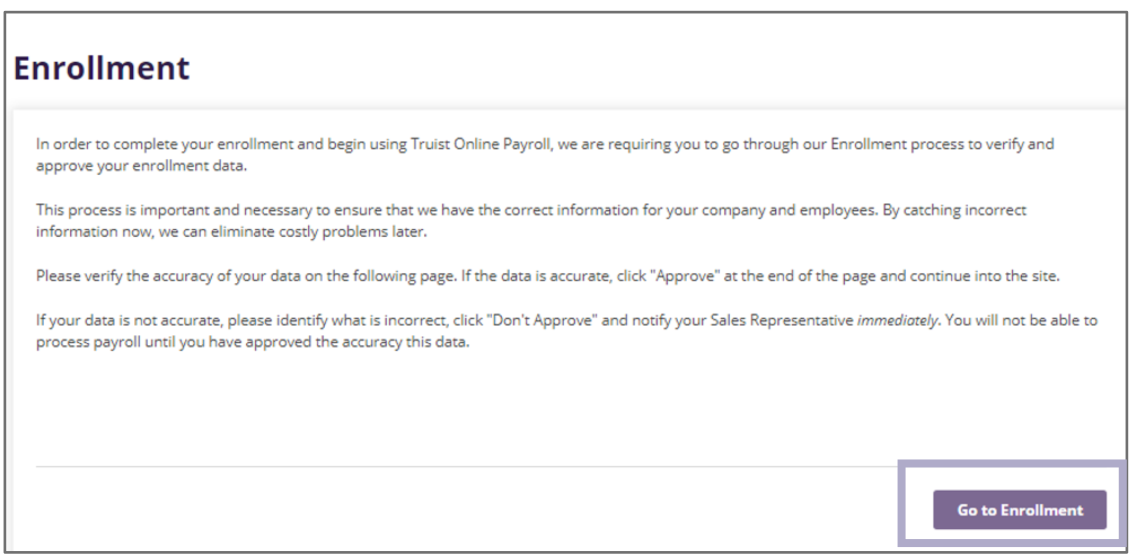


Click **Next** to see the enrollment complete page.

Step 11: Verification email

Within a week after you submit the forms, you will receive an email from Truist Online Payroll (help@truist-payroll.com) that confirms your setup is complete.

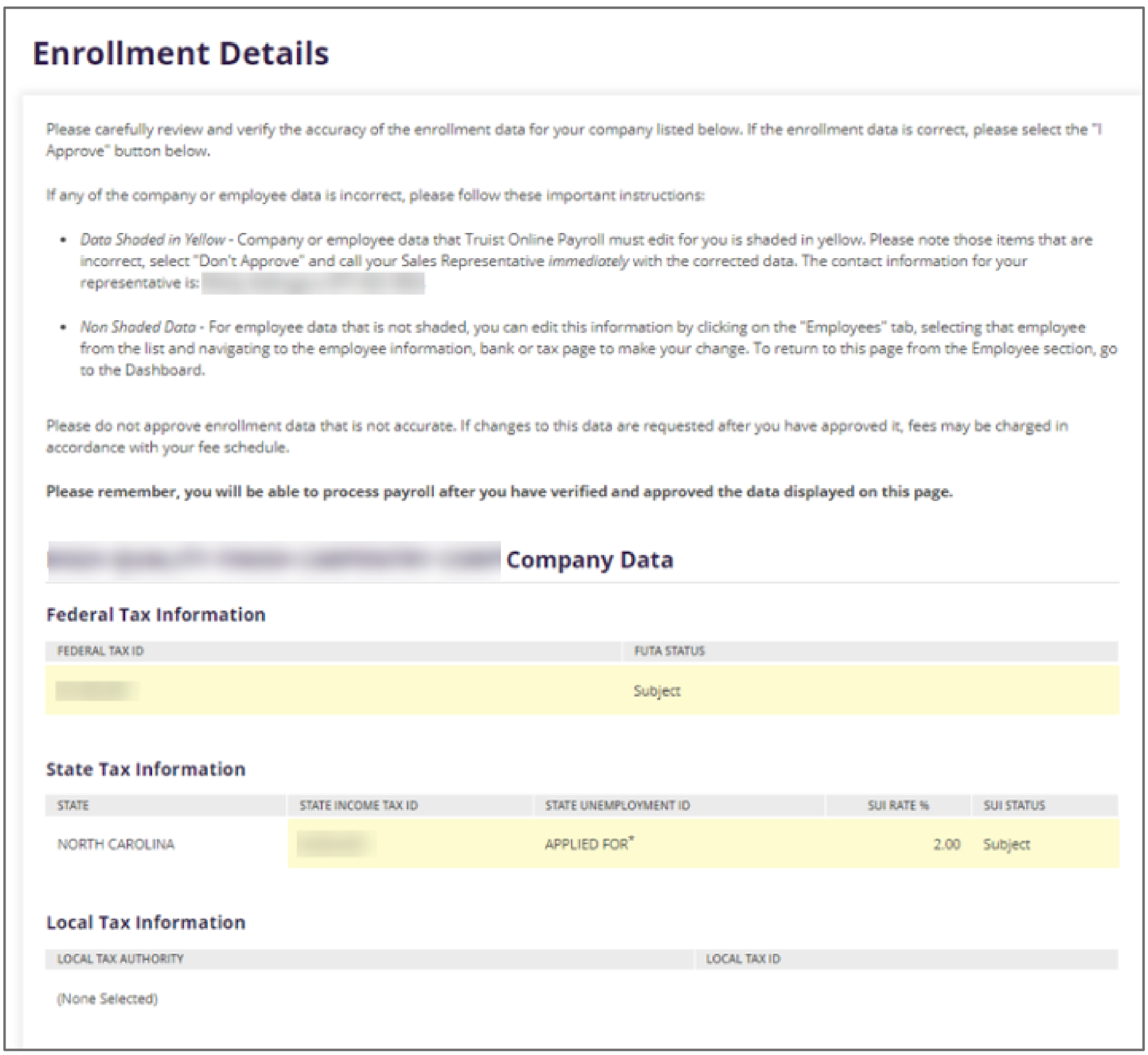
You will need to sign on to Online Banking to verify your enrollment information. This step will only occur once unless you make changes to the data in the Enrollment Details. If changes are made, you will be notified when the requested changes have been made and you will need to verify that the updated information is correct. This information ensures that your quarterly and annual tax filings are completed properly. Click **Go to Enrollment**.



The Enrollment Details display. Perform the following:

1. Verify your company details as well as details for your individual employees.
2. Review the information highlighted in yellow.
3. If you have any changes to this information, you will need to have Truist Online Payroll make the changes. Use the form at the bottom of the page for your request.
4. Employee demographic information and basic company details are displayed in white areas. This can be updated without rejecting the data. To update Employee data, click the Employee dropdown from the top navigation, click the employee name, and edit their information.
5. Verify your company details as well.
6. Is the information correct?
   Click the "I Approve" at the bottom.
7. Is there an error?
   Use the box at the bottom to describe the error and provide the correct information. When finished, click "Don't Approve." The Truist Online Payroll team will receive the request and make necessary changes.

Note: If you click "Don't Approve" because of a needed change, you will need to walk through the Enrollment Verification Process again after the changes have been made to ensure everything is correct.



Enrollment Details

Please carefully review and verify the accuracy of the enrollment data for your company listed below. If the enrollment data is correct, please select the "I Approve" button below.

If any of the company or employee data is incorrect, please follow these important instructions:

- *Data Shaded in Yellow* - Company or employee data that Truist Online Payroll must edit for you is shaded in yellow. Please note those items that are incorrect, select "Don't Approve" and call your Sales Representative *immediately* with the corrected data. The contact information for your representative is:
- *Non Shaded Data* - For employee data that is not shaded, you can edit this information by clicking on the "Employees" tab, selecting that employee from the list and navigating to the employee information, bank or tax page to make your change. To return to this page from the Employee section, go to the Dashboard.

Please do not approve enrollment data that is not accurate. If changes to this data are requested after you have approved it, fees may be charged in accordance with your fee schedule.

Please remember, you will be able to process payroll after you have verified and approved the data displayed on this page.

Company Data

Federal Tax Information

FEDERAL TAX ID	FUTA STATUS
	Subject

State Tax Information

STATE	STATE INCOME TAX ID	STATE UNEMPLOYMENT ID	SUI RATE %	SUI STATUS
NORTH CAROLINA		APPLIED FOR*	2.00	Subject

Local Tax Information

LOCAL TAX AUTHORITY	LOCAL TAX ID
(None Selected)	

Bank Account Information

Bank Name:	
Routing Number:	
Account Number:	

EMPLOYEE NAME

EMPLOYEE STATUS	SOCIAL SECURITY NUMBER	TAX STATE	FUTA STATUS	SUI STATUS
New Hire	***-**-	NC	Subject	Subject

BANK NAME	BANK ROUTING #	ACCOUNT #	ACCOUNT TYPE

Prior Payroll Data

EARNINGS		EMPLOYEE TAXES & DEDUCTIONS		EMPLOYER TAXES & DEDUCTIONS	
ITEM	YTD	ITEM	YTD	ITEM	YTD
Total	$0.00	Total	$0.00	Total	$0.00

TOTALS

EARNINGS TOTALS		EMPLOYEE TAXES & DEDUCTIONS TOTALS		EMPLOYER TAXES & DEDUCTIONS TOTALS	
ITEM	YTD	ITEM	YTD	ITEM	YTD
Total	$0.00	Total	$0.00	Total	$0.00

Data Correct?

If your enrollment data is correct, press the "I Approve" button.

I Approve

(*) Regarding Your "Applied For" Tax Identification Numbers
Please note the "applied for" status for the tax identification numbers for the jurisdictions listed above. Those tax jurisdictions will not allow your taxes to be deposited or filed until you supply Truist Online Payroll with your tax identification number.

By approving your enrollment data you are acknowledging that it is your responsibility to supply Truist Online Payroll with your "applied for" EINs and that you will incur additional per payroll fees for each "applied for " jurisdiction if you fail to provide this information.

Data Incorrect?

If there are errors in your enrollment data, please tell us what is incorrect in the box below. This information will help us correct your data and allow you to run payroll sooner. When you are finished, click the "Don't Approve" button.

Don't Approve

Once your Enrollment Verification is approved, fees for service will commence.

Note: Fees are included in the following month's account analysis statement. For example, March fees will display on the April statement.

Run Payroll

You can now begin using Online Payroll. Based on the pay schedule you provided in the enrollment process, you will receive an email reminder when it is time to run payroll. Simply sign on to **Online Banking**, click the **Payroll** link, and you can begin processing payroll. Refer to additional Online Payroll quick reference guides for details.

Note: Funds must be available at the time of processing payroll. Accounts that are not funded may incur a daily NSF fee or payroll will be cancelled if the full amount of the required payroll funds is not funded prior to the effective date. Additional fees may be charged.

Terminating Online Payroll Service

You must give 30 days' notice of termination by contacting the Online Payroll Service Team at 877.432.1812 or complete an online termination request and follow additional termination instructions provided to you through the End Payroll Service link provided under the Online Payroll Help tab. Note that terminating Truist Online Banking or closing your checking account used for payroll will not automatically terminate Online Payroll Service.

Signing off

To ensure account security, please sign off whenever you are not using the portal: Click **Log Out**, located at the top right of the **Home** page.

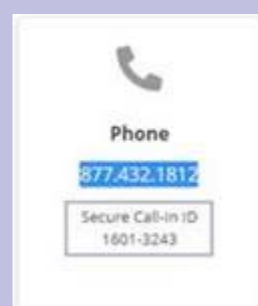
Getting help

If your **User ID** or **Password** becomes disabled, contact your online banking administrator about resetting your User ID and Password.

To learn more about Truist Online Payroll, call an Enrollment Specialist at 877-432-1824. From the phone menu, select option 3 or stay on the line. Be sure you're in the Online Payroll solution and identify the Secure Call-In ID you can find on the Help screen. Once you're connected with a specialist, provide the Secure Call-In ID. Please have your company and employee information ready and we will walk you through the enrollment process.

Enrollment Specialists are available from 9 am to 7 pm ET, Monday through Friday and 10 am to 2 pm ET on Saturday. Hours may differ on bank holidays.

Where to find the Secure Call-In ID on the Help screen *(example)*:



Note: This ID is unique to each Online Payroll session.