

Q1 What is your name and jurisdiction?

Answered: 21 Skipped: 0

#	RESPONSES	DATE
1	Gina Good, City of Sharonville	4/5/2023 8:35 AM
2	Anderson Township Hamilton County	4/4/2023 10:12 AM
3	Woodlawn	4/3/2023 3:38 PM
4	Jeremiah Caudill City of Wyoming	4/3/2023 2:50 PM
5	Claudia Carroll/Pierce Township	4/3/2023 1:29 PM
6	Scot Lahrmer Amberley Village	4/3/2023 12:56 PM
7	Sycamore Township	4/3/2023 12:50 PM
8	Jeff Weckbach, Colerain Township	4/3/2023 11:54 AM
9	Rena Pitney from the City of Mason	4/3/2023 10:53 AM
10	Karen Broughton City of Fairfield	4/3/2023 10:31 AM
11	Carrie Surber Village of Lockland	4/3/2023 10:29 AM
12	Terri Schinkal, Green Township	4/3/2023 10:09 AM
13	Jennifer Kaminer Village of Fairfax	4/3/2023 10:03 AM
14	Ekey/North College Hill	4/3/2023 10:01 AM
15	Larry Mullins - Springfield Township	4/3/2023 9:46 AM
16	Matthew Mesisklis - City of Trenton	4/3/2023 9:44 AM
17	Pam Stotts City of Lebanon	4/3/2023 9:40 AM
18	kristie lowndes madeira	4/3/2023 9:26 AM
19	Joanee Van Pelt - Village of Mariemont	4/3/2023 9:25 AM
20	Lincoln Heights	4/3/2023 9:21 AM
21	Melanie Hermes, Delhi Township	4/3/2023 9:20 AM

Q2 What company do you currently use to process payroll?

Answered: 21 Skipped: 0

#	RESPONSES	DATE
1	In house - Civica/CMI	4/5/2023 8:35 AM
2	Paycor	4/4/2023 10:12 AM
3	Paycom	4/3/2023 3:38 PM
4	Software Solutions VIP Product	4/3/2023 2:50 PM
5	We process our payroll in house.	4/3/2023 1:29 PM
6	None, it's done in-house. We previously used Paycor but found it was easier to do in-house.	4/3/2023 12:56 PM
7	Paycor	4/3/2023 12:50 PM
8	UAN	4/3/2023 11:54 AM
9	Civica	4/3/2023 10:53 AM
10	Munis	4/3/2023 10:31 AM
11	Quickbooks	4/3/2023 10:29 AM
12	Paycor	4/3/2023 10:09 AM
13	We do payroll inhouse through UAN payroll software	4/3/2023 10:03 AM
14	Paycor	4/3/2023 10:01 AM
15	UAN	4/3/2023 9:46 AM
16	Software Solutions VIP	4/3/2023 9:44 AM
17	Process internally through software solutions VIP program	4/3/2023 9:40 AM
18	in house - Fund Balance	4/3/2023 9:26 AM
19	We process in house using UAN	4/3/2023 9:25 AM
20	ADP	4/3/2023 9:21 AM
21	Paycor	4/3/2023 9:20 AM

Q3 How long have you been using this system?

Answered: 17 Skipped: 4

#	RESPONSES	DATE
1	Unsure	4/5/2023 8:35 AM
2	Since October 2022	4/4/2023 10:12 AM
3	1 year	4/3/2023 3:38 PM
4	2.5 years	4/3/2023 2:50 PM
5	Over 10 years	4/3/2023 12:50 PM
6	Since 2012 at least	4/3/2023 11:54 AM
7	3 years	4/3/2023 10:53 AM
8	2005	4/3/2023 10:31 AM
9	2007	4/3/2023 10:29 AM
10	Since July 2010, almost 13 years	4/3/2023 10:09 AM
11	About 7 years	4/3/2023 10:03 AM
12	1-2 years	4/3/2023 10:01 AM
13	Over 20 years	4/3/2023 9:46 AM
14	In its current form, 5 years	4/3/2023 9:44 AM
15	30 yrs	4/3/2023 9:26 AM
16	7 years?	4/3/2023 9:21 AM
17	Since 1999	4/3/2023 9:20 AM

Q4 What do you like about this system?

Answered: 15 Skipped: 6

#	RESPONSES	DATE
1	No paper	4/4/2023 10:12 AM
2	Nothing	4/3/2023 3:38 PM
3	User interface	4/3/2023 2:50 PM
4	It has a lot of features to accommodate our needs.	4/3/2023 12:50 PM
5	Ties in to the state of Ohio and makes the audit easier. Cost is under \$10,000 per year.	4/3/2023 11:54 AM
6	Interfaces with our finance system.	4/3/2023 10:53 AM
7	The software Company is able to provide answers to the State specific questions and issues.	4/3/2023 10:31 AM
8	User Friendly	4/3/2023 10:29 AM
9	I'm familiar with the system since we've been with them for quite a while, but there are "bugs" in some of their products.	4/3/2023 10:09 AM
10	User friendly system Easier for state auditors to review	4/3/2023 10:03 AM
11	The ease it how it works together with accounting system and the state pensions.	4/3/2023 9:46 AM
12	Works well for small organization. Document uploads directly to bank. Takes 1 employee 2 days to complete payroll process for 50 employees	4/3/2023 9:44 AM
13	our software integrated to our financial software	4/3/2023 9:26 AM
14	Good Support	4/3/2023 9:21 AM
15	Familiarity	4/3/2023 9:20 AM

Q5 What do you dislike about this system?

Answered: 16 Skipped: 5

#	RESPONSES	DATE
1	Lots of repetitive data entry, not current or up to date	4/5/2023 8:35 AM
2	Customer service	4/4/2023 10:12 AM
3	Everything	4/3/2023 3:38 PM
4	N/A	4/3/2023 2:50 PM
5	Customer Service has suffered as Paycor has grown. It is sometimes difficult to get questions answered. There can be lengthy hold times for customer service calls.	4/3/2023 12:50 PM
6	Limited functionality.	4/3/2023 11:54 AM
7	Has a lot of random hiccups.	4/3/2023 10:53 AM
8	The Company sometimes e-mails a document for the user to try and figure out the issue instead of providing the answer or help to resolve the issue.	4/3/2023 10:31 AM
9	Customer Service is not always helpful	4/3/2023 10:29 AM
10	Customer Service and their support.	4/3/2023 10:09 AM
11	There is currently no capability of splitting an employee's pay into more than one direct deposit account	4/3/2023 10:03 AM
12	Customer Service is terrible	4/3/2023 10:01 AM
13	Only one direct deposit and limited reporting capabilities.	4/3/2023 9:46 AM
14	No integrated timekeeping software. Employees track and input their own times on either paper schedules or excel sheets	4/3/2023 9:44 AM
15	Complicated set up	4/3/2023 9:21 AM
16	Some clunky aspects	4/3/2023 9:20 AM

Q6 Would you recommend this system to other municipalities?

Answered: 16 Skipped: 5

#	RESPONSES	DATE
1	I would like a system that tracks time and payroll together	4/5/2023 8:35 AM
2	Hmm maybe	4/4/2023 10:12 AM
3	Never	4/3/2023 3:38 PM
4	Yes	4/3/2023 2:50 PM
5	Yes	4/3/2023 12:50 PM
6	Maybe, depends on what they need.	4/3/2023 11:54 AM
7	I would recommend something more reliable.	4/3/2023 10:53 AM
8	Yes	4/3/2023 10:31 AM
9	Yes	4/3/2023 10:29 AM
10	Not at this time. I used to be very happy with Paycor when they had a dedicated support specialist. Right before COVID hit they changed from that model to a support team of people and customer service has been terrible since then!	4/3/2023 10:09 AM
11	Yes	4/3/2023 10:03 AM
12	We are looking at other alternatives currently.	4/3/2023 10:01 AM
13	Yes	4/3/2023 9:46 AM
14	Yes, but only for similar-sized or smaller workplaces. The lack of structured timekeeping requires a high-trust and transparent workplace	4/3/2023 9:44 AM
15	Yes	4/3/2023 9:21 AM
16	Yes	4/3/2023 9:20 AM

Q7 Do you have a contact at the vendor?

Answered: 13 Skipped: 8

#	RESPONSES	DATE
1	Kristin - 513-305-5557	4/4/2023 10:12 AM
2	NA	4/3/2023 3:38 PM
3	Auditor of State	4/3/2023 11:54 AM
4	Yes, but usually call 800-686-9313.	4/3/2023 10:53 AM
5	No	4/3/2023 10:31 AM
6	No	4/3/2023 10:29 AM
7	Not really	4/3/2023 10:09 AM
8	No person in particular - UAN support through the State Auditor's office	4/3/2023 10:03 AM
9	We have a sales person, but do not have an account rep.	4/3/2023 10:01 AM
10	Yes	4/3/2023 9:46 AM
11	Mike Brenner Regional Manager Office Direct: (513) 228-7438 mbrenner@mysoftwaresolutions.com	4/3/2023 9:44 AM
12	(800) 225-5237 - ADP Cincinnati	4/3/2023 9:21 AM
13	General contact	4/3/2023 9:20 AM

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 9:16:55 AM
Last Modified: Monday, April 03, 2023 9:20:17 AM
Time Spent: 00:03:21
IP Address: 66.161.250.150

Page 1

Q1

What is your name and jurisdiction?

Melanie Hermes, Delhi Township

Q2

What company do you currently use to process payroll?

Paycor

Q3

How long have you been using this system?

Since 1999

Q4

What do you like about this system?

Familiarity

Q5

What do you dislike about this system?

Some clunky aspects

Q6

Would you recommend this system to other municipalities?

Yes

Q7

Do you have a contact at the vendor?

General contact

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 9:16:48 AM
Last Modified: Monday, April 03, 2023 9:20:35 AM
Time Spent: 00:03:46
IP Address: 198.24.118.90

Page 1

Q1

What is your name and jurisdiction?

Lincoln Heights

Q2

What company do you currently use to process payroll?

ADP

Q3

How long have you been using this system?

7 years?

Q4

What do you like about this system?

Good Support

Q5

What do you dislike about this system?

Complicated set up

Q6

Would you recommend this system to other municipalities?

Yes

Q7

Do you have a contact at the vendor?

(800) 225-5237 - ADP Cincinnati

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 9:24:25 AM
Last Modified: Monday, April 03, 2023 9:25:04 AM
Time Spent: 00:00:39
IP Address: 216.196.183.67

Page 1

Q1

What is your name and jurisdiction?

Joanee Van Pelt - Village of Mariemont

Q2

What company do you currently use to process payroll?

We process in house using UAN

Q3

Respondent skipped this question

How long have you been using this system?

Q4

Respondent skipped this question

What do you like about this system?

Q5

Respondent skipped this question

What do you dislike about this system?

Q6

Respondent skipped this question

Would you recommend this system to other municipalities?

Q7

Respondent skipped this question

Do you have a contact at the vendor?

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 9:24:48 AM
Last Modified: Monday, April 03, 2023 9:26:12 AM
Time Spent: 00:01:24
IP Address: 76.190.87.50

Page 1

Q1

What is your name and jurisdiction?

kristie lowndes
madeira

Q2

What company do you currently use to process payroll?

in house - Fund Balance

Q3

How long have you been using this system?

30 yrs

Q4

What do you like about this system?

our software integrated to our financial software

Q5

Respondent skipped this question

What do you dislike about this system?

Q6

Respondent skipped this question

Would you recommend this system to other municipalities?

Q7

Respondent skipped this question

Do you have a contact at the vendor?

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 9:39:17 AM
Last Modified: Monday, April 03, 2023 9:40:11 AM
Time Spent: 00:00:53
IP Address: 66.42.140.2

Page 1

Q1

What is your name and jurisdiction?

Pam Stotts
City of Lebanon

Q2

What company do you currently use to process payroll?

Process internally through software solutions VIP program

Q3

How long have you been using this system?

Respondent skipped this question

Q4

What do you like about this system?

Respondent skipped this question

Q5

What do you dislike about this system?

Respondent skipped this question

Q6

Would you recommend this system to other municipalities?

Respondent skipped this question

Q7

Do you have a contact at the vendor?

Respondent skipped this question

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 9:40:23 AM
Last Modified: Monday, April 03, 2023 9:44:22 AM
Time Spent: 00:03:59
IP Address: 147.0.190.181

Page 1

Q1

What is your name and jurisdiction?

Matthew Mesisklis - City of Trenton

Q2

What company do you currently use to process payroll?

Software Solutions VIP

Q3

How long have you been using this system?

In its current form, 5 years

Q4

What do you like about this system?

Works well for small organization. Document uploads directly to bank. Takes 1 employee 2 days to complete payroll process for 50 employees

Q5

What do you dislike about this system?

No integrated timekeeping software. Employees track and input their own times on either paper schedules or excel sheets

Q6

Would you recommend this system to other municipalities?

Yes, but only for similar-sized or smaller workplaces. The lack of structured timekeeping requires a high-trust and transparent workplace

Q7

Do you have a contact at the vendor?

Mike Brenner

Regional Manager

Office Direct: (513) 228-7438

mbrenner@mysoftwaresolutions.com

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 9:44:30 AM
Last Modified: Monday, April 03, 2023 9:45:56 AM
Time Spent: 00:01:25
IP Address: 70.61.148.147

Page 1

Q1

What is your name and jurisdiction?

Larry Mullins - Springfield Township

Q2

What company do you currently use to process payroll?

UAN

Q3

How long have you been using this system?

Over 20 years

Q4

What do you like about this system?

The ease it how it works together with accounting system and the state pensions.

Q5

What do you dislike about this system?

Only one direct deposit and limited reporting capabilities.

Q6

Would you recommend this system to other municipalities?

Yes

Q7

Do you have a contact at the vendor?

Yes

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 10:00:13 AM
Last Modified: Monday, April 03, 2023 10:01:23 AM
Time Spent: 00:01:10
IP Address: 74.83.151.70

Page 1

Q1

What is your name and jurisdiction?

Ekey/North College Hill

Q2

What company do you currently use to process payroll?

Paycor

Q3

How long have you been using this system?

1-2 years

Q4

Respondent skipped this question

What do you like about this system?

Q5

What do you dislike about this system?

Customer Service is terrible

Q6

Would you recommend this system to other municipalities?

We are looking at other alternatives currently.

Q7

Do you have a contact at the vendor?

We have a sales person, but do not have an account rep.

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 9:59:31 AM
Last Modified: Monday, April 03, 2023 10:03:17 AM
Time Spent: 00:03:45
IP Address: 216.68.204.86

Page 1

Q1

What is your name and jurisdiction?

Jennifer Kaminer
Village of Fairfax

Q2

What company do you currently use to process payroll?

We do payroll inhouse through UAN payroll software

Q3

How long have you been using this system?

About 7 years

Q4

What do you like about this system?

User friendly system
Easier for state auditors to review

Q5

What do you dislike about this system?

There is currently no capability of splitting an employee's pay into more than one direct deposit account

Q6

Would you recommend this system to other municipalities?

Yes

Q7

Do you have a contact at the vendor?

No person in particular - UAN support through the State Auditor's office

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 9:57:23 AM
Last Modified: Monday, April 03, 2023 10:09:02 AM
Time Spent: 00:11:38
IP Address: 66.117.198.210

Page 1

Q1

What is your name and jurisdiction?

Terri Schinkal, Green Township

Q2

What company do you currently use to process payroll?

Paycor

Q3

How long have you been using this system?

Since July 2010, almost 13 years

Q4

What do you like about this system?

I'm familiar with the system since we've been with them for quite a while, but there are "bugs" in some of their products.

Q5

What do you dislike about this system?

Customer Service and their support.

Q6

Would you recommend this system to other municipalities?

Not at this time. I used to be very happy with Paycor when they had a dedicated support specialist. Right before COVID hit they changed from that model to a support team of people and customer service has been terrible since then!

Q7

Do you have a contact at the vendor?

Not really

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 10:27:55 AM
Last Modified: Monday, April 03, 2023 10:29:03 AM
Time Spent: 00:01:08
IP Address: 66.161.246.158

Page 1

Q1

What is your name and jurisdiction?

Carrie Surber
Village of Lockland

Q2

What company do you currently use to process payroll?

Quickbooks

Q3

How long have you been using this system?

2007

Q4

What do you like about this system?

User Friendly

Q5

What do you dislike about this system?

Customer Service is not always helpful

Q6

Would you recommend this system to other municipalities?

Yes

Q7

Do you have a contact at the vendor?

No

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 10:26:10 AM
Last Modified: Monday, April 03, 2023 10:30:55 AM
Time Spent: 00:04:44
IP Address: 66.161.159.90

Page 1

Q1

What is your name and jurisdiction?

Karen Broughton
City of Fairfield

Q2

What company do you currently use to process payroll?

Munis

Q3

How long have you been using this system?

2005

Q4

What do you like about this system?

The software Company is able to provide answers to the State specific questions and issues.

Q5

What do you dislike about this system?

The Company sometimes e-mails a document for the user to try and figure out the issue instead of providing the answer or help to resolve the issue.

Q6

Would you recommend this system to other municipalities?

Yes

Q7

Do you have a contact at the vendor?

No

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 10:49:38 AM
Last Modified: Monday, April 03, 2023 10:53:03 AM
Time Spent: 00:03:25
IP Address: 66.161.221.162

Page 1

Q1

What is your name and jurisdiction?

Rena Pitney from the City of Mason

Q2

What company do you currently use to process payroll?

Civica

Q3

How long have you been using this system?

3 years

Q4

What do you like about this system?

Interfaces with our finance system.

Q5

What do you dislike about this system?

Has a lot of random hiccups.

Q6

Would you recommend this system to other municipalities?

I would recommend something more reliable.

Q7

Do you have a contact at the vendor?

Yes, but usually call 800-686-9313.

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 11:50:46 AM
Last Modified: Monday, April 03, 2023 11:53:38 AM
Time Spent: 00:02:52
IP Address: 66.161.212.226

Page 1

Q1

What is your name and jurisdiction?

Jeff Weckbach, Colerain Township

Q2

What company do you currently use to process payroll?

UAN

Q3

How long have you been using this system?

Since 2012 at least

Q4

What do you like about this system?

Ties in to the state of Ohio and makes the audit easier.

Cost is under \$10,000 per year.

Q5

What do you dislike about this system?

Limited functionality.

Q6

Would you recommend this system to other municipalities?

Maybe, depends on what they need.

Q7

Do you have a contact at the vendor?

Auditor of State

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 12:44:30 PM
Last Modified: Monday, April 03, 2023 12:50:16 PM
Time Spent: 00:05:46
IP Address: 98.28.198.233

Page 1

Q1

What is your name and jurisdiction?

Sycamore Township

Q2

What company do you currently use to process payroll?

Paycor

Q3

How long have you been using this system?

Over 10 years

Q4

What do you like about this system?

It has a lot of features to accommodate our needs.

Q5

What do you dislike about this system?

Customer Service has suffered as Paycor has grown. It is sometimes difficult to get questions answered. There can be lengthy hold times for customer service calls.

Q6

Would you recommend this system to other municipalities?

Yes

Q7 **Respondent skipped this question**

Do you have a contact at the vendor?

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 12:54:40 PM
Last Modified: Monday, April 03, 2023 12:55:44 PM
Time Spent: 00:01:03
IP Address: 69.61.243.170

Page 1

Q1

What is your name and jurisdiction?

Scot Lahrmer

Amberley Village

Q2

What company do you currently use to process payroll?

None, it's done in-house. We previously used Paycor but found it was easier to do in-house.

Q3

Respondent skipped this question

How long have you been using this system?

Q4

Respondent skipped this question

What do you like about this system?

Q5

Respondent skipped this question

What do you dislike about this system?

Q6

Respondent skipped this question

Would you recommend this system to other municipalities?

Q7

Respondent skipped this question

Do you have a contact at the vendor?

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 1:27:17 PM
Last Modified: Monday, April 03, 2023 1:28:43 PM
Time Spent: 00:01:26
IP Address: 69.61.162.234

Page 1

Q1

What is your name and jurisdiction?

Claudia Carroll/Pierce Township

Q2

What company do you currently use to process payroll?

We process our payroll in house.

Q3

Respondent skipped this question

How long have you been using this system?

Q4

Respondent skipped this question

What do you like about this system?

Q5

Respondent skipped this question

What do you dislike about this system?

Q6

Respondent skipped this question

Would you recommend this system to other municipalities?

Q7

Respondent skipped this question

Do you have a contact at the vendor?

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 2:46:55 PM
Last Modified: Monday, April 03, 2023 2:49:45 PM
Time Spent: 00:02:50
IP Address: 70.60.183.2

Page 1

Q1

What is your name and jurisdiction?

Jeremiah Caudill
City of Wyoming

Q2

What company do you currently use to process payroll?

Software Solutions
VIP Product

Q3

How long have you been using this system?

2.5 years

Q4

What do you like about this system?

User interface

Q5

What do you dislike about this system?

N/A

Q6

Would you recommend this system to other municipalities?

Yes

Q7 **Respondent skipped this question**

Do you have a contact at the vendor?

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 03, 2023 3:37:04 PM
Last Modified: Monday, April 03, 2023 3:38:11 PM
Time Spent: 00:01:06
IP Address: 24.123.62.134

Page 1

Q1

What is your name and jurisdiction?

Woodlawn

Q2

What company do you currently use to process payroll?

Paycom

Q3

How long have you been using this system?

1 year

Q4

What do you like about this system?

Nothing

Q5

What do you dislike about this system?

Everything

Q6

Would you recommend this system to other municipalities?

Never

Q7

Do you have a contact at the vendor?

NA

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 04, 2023 10:10:25 AM
Last Modified: Tuesday, April 04, 2023 10:11:34 AM
Time Spent: 00:01:09
IP Address: 74.219.232.36

Page 1

Q1

What is your name and jurisdiction?

Anderson Township
Hamilton County

Q2

What company do you currently use to process payroll?

Paycor

Q3

How long have you been using this system?

Since October 2022

Q4

What do you like about this system?

No paper

Q5

What do you dislike about this system?

Customer service

Q6

Would you recommend this system to other municipalities?

Hmm maybe

Q7

Do you have a contact at the vendor?

Kristin - 513-305-5557

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 05, 2023 8:34:03 AM
Last Modified: Wednesday, April 05, 2023 8:35:29 AM
Time Spent: 00:01:25
IP Address: 70.62.243.130

Page 1

Q1

What is your name and jurisdiction?

Gina Good, City of Sharonville

Q2

What company do you currently use to process payroll?

In house - Civica/CMI

Q3

How long have you been using this system?

Unsure

Q4

Respondent skipped this question

What do you like about this system?

Q5

What do you dislike about this system?

Lots of repetitive data entry, not current or up to date

Q6

Would you recommend this system to other municipalities?

I would like a system that tracks time and payroll together

Q7

Respondent skipped this question

Do you have a contact at the vendor?
