

TOURS FAQs

1) How do I set up a new Tour for payroll?

To set up a new Tour for payroll, just complete a New Client Information sheet for the Tour and send it to your TEAM Companies representative, and we'll take it from there!

2) Do The TEAM Companies offer Workers' Compensation Coverage for Tours?

Yes, we offer multi-state and international Workers' Compensation coverage and we have in-house staff to assist with Workers' Compensation claims. Please contact your TEAM Companies Representative for further information to set up Workers' Compensation coverage for your upcoming Tour.

3) How can I find out if an employee was paid?

You can look up the names of employees that were paid through the reports that are available in the TEAM On-Line Client System (TOCS) Tours Historical Module.

4) What happens if an employee did not get their payment?

A missed payment can be caused by a number of reasons such as a change of mailing address or a change in account information for Direct Deposit payments. If an employee has not received wages, contact your TEAM Companies representative who will research the payment and advise next steps, depending on why the payment was not received.

5) Is it possible to correct errors in payments made to employees?

Yes. Contact your TEAM Representative directly to address payment errors and how they can be corrected.

6) Do The TEAM Companies handle multi-state payroll?

Yes. Multi-state payroll is one of our specialties! Your employee will get one paycheck regardless of how many states they work in during the pay period. We will also handle the corresponding multi-state payroll tax remittances that apply when work is done in more than one state.

7) How are multi-state payroll taxes reflected on year-end W-2s?

Employees should be aware that they may receive more than one W-2 if they work in more than one state.

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8) How does an employee file for unemployment? Who do they contact?

Employees who are eligible for unemployment benefits must file unemployment claims themselves in their resident state. Employees must indicate the correct employer name to qualify for unemployment benefits. When filing an unemployment claim, The TEAM Companies recommend that employees take the applicable wage stub with them to ensure that they indicate the *employer of record* name on the claim form.

9) How are wage garnishments/child support handled? Who do the employees contact if they have questions?

Employers are required to comply with any court-ordered child support wage garnishments. The TEAM Companies fulfill this responsibility on behalf of clients when presented with the court order. Child Support and wage garnishments are paid in accordance with the court order. For Child Support, wage withholding starts the same day the court order is received. All other garnishments will start 15 days after receipt of the court order. A copy of the court order is mailed to the employee or can be sent to the client to forward to the employee if the employee is on Tour. There are phone numbers listed on the court order of who the employee can contact if they have questions.

10) How can an employee stop wage garnishments or child support payments?

Wage garnishments and child support payments remain in effect in accordance with the terms of the court order and can only be stopped upon notification by the court. If an employee feels that garnishment or child support payment obligations have been fulfilled and the deductions should be stopped, they must address the issue with the court per the instructions on the court order.

11) How do I obtain a copy of an employee's W-2?

Only the employee can request a copy of their W-2. Employees can download a W-2 Request form from the TEAM Companies Website at www.theteamcompanies.com and submit it via fax to 818.558.3263 or send it in via US mail to:

TEAM Companies W-2 Reprint Request
901 W. Alameda Ave., Suite 100
Burbank, CA 91506-2801