



TESSEON ENHANCED HCM TECHNOLOGY PLATFORM FAQ

Required Documents for Migration

Q: What documents do I need to provide for the migration? A: You will need to submit the following documents:

- **Data Sharing Authorization**
- **Form 8655**
- **Tax Power of Attorney (POA) forms**
- **Bank Authorization Form (Paycor)**
- **Bank Authorization Form (Tesseon)**
- **Voided Check**
- **Tesseon Service Agreement**

Q: How will I receive and submit these documents? A: You will receive an email from PandaDoc with a secure document request containing all the required forms. Simply complete and submit all documents through the PandaDoc platform.

Q: When do I need to submit these documents? A: All documents must be submitted as soon as possible. Once you submit all required documents by the deadline, your migration process will begin immediately.

Q: What happens if I don't submit documents by the deadline? A: Late submission may delay your migration timeline. Please contact your dedicated Tesseon representative if you anticipate any issues meeting the deadline.

General Migration Information

Q: What is happening with my HCM system? A: Tesseon is enhancing your HCM experience by adopting Paycor's industry-leading technology platform. This exciting technology upgrade combines Tesseon's signature high-touch service with advanced HCM software capabilities while maintaining the same dedicated team you trust.

Q: Why is this change happening? A: Paycor specifically selected Tesseon to leverage their technology because of our exceptional client service standards and boutique approach. This partnership validates what you already know - that Tesseon's personalized attention creates a superior experience in the HCM space.

Q: Will my service change? A: Your dedicated Tesseon team remains your service provider. You'll continue receiving our boutique-level attention while gaining access to Paycor's robust HCM platform and exciting new features designed to streamline your operations.



Migration Timeline & Process

Q: When will my migration occur? A: Your transition to the new technology platform will occur between July 2025 and January 2026. Your implementation is already mapped out, and we'll be in touch 2-12 weeks ahead with specific timing based on your company's size and needs.

Q: How much effort is required from me during the migration? A: Minimal effort is required from you - just a few signatures, and we handle everything else. Tesseon and Paycor will manage all data migration seamlessly.

Q: What are the key stages of the migration? A: The migration process includes:

- **Document Collection:** Submit required documents through PandaDoc
- **Data Migration:** Tesseon manages secure transfer of all your data
- **System Setup:** Configuration tailored to your specific needs
- **Training & Onboarding:** Access to training materials and dedicated support
- **Go-Live:** Full transition to the enhanced platform

Q: Will I need to re-enter employee data? A: No, Tesseon and Paycor will manage all data migration seamlessly. Your data will be securely transferred without requiring you to re-enter any information.

Enhanced Features & Benefits

Q: What new features will I have access to? A: You'll gain access to exciting new capabilities including:

- A true all-in-one system that handles your complete HCM needs
- Process payroll directly from your smartphone, anywhere, anytime
- Intuitive, user-friendly mobile app for your team
- Enhanced reporting and analytics capabilities
- Improved compliance tools

Q: Will my pricing change? A: If you're currently on weekly, bi-weekly, or semi-monthly billing you will now be moved monthly billing.

Enhanced Support Experience

Q: How will I be able to reach my Tesseon team? A: We're expanding how you can connect with your dedicated Tesseon Client Services Team Member:

- **New client portal** with direct access to your team
- **Email directly** at help@tesseon.com
- **Continue using phone support** as always



- **New chat functionality** for immediate assistance

Q: Will my Client Services Team Member change? A: No, the same dedicated Tesseon team you trust will continue providing personalized support, now enhanced with powerful technology and more ways to connect when you need assistance.

Q: What self-service options will be available? A: Our new portal will feature self-service resources for immediate answers to common questions, while your dedicated team remains available for personalized support.

Data Security & Privacy

Q: Will I still be able to access isolated data? A: Clients and employees will be able to access reports and employee self-service in isolated through June 2028.

Q: How secure is my data during the migration? A: All data transfers are encrypted and comply with industry-leading security standards.

Q: Who manages the technical aspects of the migration? A: Tesseon and Paycor will handle all technical aspects of the migration in partnership with Paycor, ensuring a seamless transition with zero data worries for you.

Mobile Access & Flexibility

Q: Can I access the system from my mobile device? A: Yes! You'll be able to process payroll directly from your smartphone, anywhere, anytime. Your team will also have access to an intuitive, user-friendly mobile app.

Q: Will the mobile app replace the desktop system? A: The mobile app complements the full system, providing convenient access to key functions while the complete platform remains available for comprehensive HCM management.

Getting Started

Q: When should I expect to hear about my specific migration timeline? A: Your Tesseon representative will contact you 2-12 weeks before your scheduled migration, with specific timing based on your company's size and needs.

Q: How can I prepare for the migration? A: The main preparation required is completing and submitting the required documents through PandaDoc when you receive the request. Your Tesseon team will handle all technical aspects of the migration.

Q: Who should I contact if I have questions? A: Contact your dedicated Tesseon representative, email help@tesseon.com, or use the new chat functionality once available. Your team is ready to discuss this exciting development with you.



For additional support or questions not covered in this FAQ, please contact your dedicated Tesseon representative or email help@tesseon.com.