

PAYROLL SERVICE SATISFACTION CHECKLIST

Use this checklist to objectively assess your payroll service and make an informed decision about whether to stay with your current provider or change to a different one.



01. COMMUNICATION AND CUSTOMER SERVICE

- ☐ How professional and knowledgeable is your vendor's customer service?
- ☐ How often do you have to send a repeat enquiry to get a response?
- ☐ Do you receive regular status updates on pending payroll queries?
- ☐ How does the customer service handle special requests?
- ☐ Do you currently have a dedicated account manager?
- ☐ If not, would it be possible to get one in the future to meet your business's growing payroll needs?
- ☐ Is there dedicated support for employees?
- ☐ How do you rate your overall customer service experience?

02. PAYROLL PROCESSING METRICS

- ☐ What is the average number of days needed by your service provider to process payroll?
- ☐ What are the most time-consuming payroll activities?
- ☐ Are there obvious process inefficiencies that could be reduced through payroll automation or process restructuring?
- ☐ For how many employees does your vendor process payroll and how do costs and processing times compare to other vendors you work with?
- ☐ How long does your service provider take to implement payroll changes, such as changes in employee compensation, or add new employees to the payroll?

03. PAYROLL ACCURACY AND TIMELINESS

- ☐ What is the first-time approval rate, i. e. the rate of gross-to-net calculations that are approved during the first review?
- ☐ What is the number of off-cycle payments per payroll cycle?
- ☐ How often are retroactive payroll adjustments needed?
- ☐ What is the average amount of overpayments and underpayments per employee?
- ☐ How many times has your business faced tax or compliance penalties during the payroll service relationship?
- ☐ What is the average payroll error rate per 1,000 payslips?

04. SALARY PAYMENTS

- ☐ How often have salary payments been delayed?

- ☐ What were the reasons for the delayed payments?
- ☐ How lengthy were the payment delays?
- ☐ Which salary payment options does your current payroll vendor offer?
- ☐ Are all payment methods included in the service fee you pay or do they charge extra for certain payment options?
- ☐ Does your payroll vendor provide electronic payslips for employees?

05. PAYROLL REPORTING

- ☐ How would you rate your service provider's payroll reporting capabilities?
- ☐ Is it possible to analyze payroll costs in real time?
- ☐ Can payroll reports be customized?
- ☐ Does the solution offered by your payroll provider include the use of payroll analytics to analyze payroll data from various angles?
- ☐ If yes, what filters are available for analyzing payroll data?
- ☐ Can you access your payroll data and generate reports independently?

06. COMPLIANCE AND DATA SECURITY

- ☐ Does your service provider offer support for running internal payroll audits?
- ☐ Do they also offer support during statutory payroll audits?
- ☐ Is your payroll vendor always up to date with regard to legal changes affecting payroll?
- ☐ Do they provide you with information regarding these changes?
- ☐ How long does it take your provider to implement changes in payroll regulations and tax rates?
- ☐ Are your provider's processes and data protection standards GDPR-compliant?
- ☐ Does your payroll vendor collect, manage, and store payroll records for you?

07. IT AND PAYROLL PRODUCT

- ☐ How modern is the payroll software used by your provider?
- ☐ How often do they update and modernize their systems to stay up to date with technological advances?
- ☐ Does their payroll system integrate with your company's HR system?
- ☐ Are data flows between different systems automated to allow for greater efficiency?
- ☐ What other payroll software integrations are supported by your payroll vendor?

- ☐ Do you have access to payroll self-service functions?
- ☐ Are the available self-service functions only designed for payroll managers or also for employees?
- ☐ How would you rate your vendor's payroll security standards?
- ☐ Is the payroll software used by your payroll vendor cloud-based or self-hosted?
- ☐ Is the platform through which the payroll vendor provides their services user-friendly?

08. PAYROLL SLA AND QUALITY MEASUREMENTS

- ☐ Has your payroll provider put measurements in place to monitor service quality?
- ☐ If your payroll relationship is governed by a service level agreement, does your vendor fulfill the requirements defined in the SLA?
- ☐ What are your vendor's response times for payroll-related queries?
- ☐ How long does it take on average to resolve payroll issues?
- ☐ What is the average ratio of issues resolved compared to all payroll issues?
- ☐ Are the chosen KPIs really suited to evaluating the quality of the payroll service?
- ☐ How often are KPIs reviewed?
- ☐ Are you satisfied with how SLA performance reporting is managed?

09. VENDOR INTEGRITY AND PAYROLL RELATIONSHIP

- ☐ Does your payroll service provider openly communicate mistakes and issues?
- ☐ Is transparency a key priority in the payroll relationship?
- ☐ Does your payroll vendor provide honest, constructive feedback to help you improve your payroll operations?
- ☐ How does your payroll provider react to criticism?
- ☐ Does your service provider have a proactive approach when it comes to optimizing process efficiency and reducing payroll costs for your organization?
- ☐ Does your payroll service provider include you in the decision-making process for major changes, such as platform migrations?
- ☐ Does your payroll provider make time for one-on-one meetings with you to discuss new solutions or innovations that can help you take your payroll to the next level?
- ☐ Does your payroll provider offer proactive guidance to help your business evolve and find solutions that match your changing business needs?
- ☐ Does your payroll vendor exceed your service expectations?

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