

Whether you are reviewing your existing payroll provider or thinking about outsourcing this function for the first time, you should consider asking these...

20 Questions

- Is your company SSAE 16 type II audited?
- How long has your company been in the payroll industry?
- What level of personal service does your company offer?
- Will a dedicated customer service representative be assigned to my account?
- What type of training is available and can it be tailored to my company's specific needs?
- Is training provided using my company's own data?
- Does your system allow me to make changes to company level data and information myself or do I have to call you to make those changes?
- Does the payroll system allow for future effectivity dates?
- Will the system automatically track overdue benefit premiums (arrear) for my employees?
- Is the software capable of goal amount deductions with automatic shutoff?
- How quickly will a payroll preview be generated?
- Is data archiving available and can I archive for multiple years?
- Are you set up to report the gross cost of employer sponsored group health care plans on employee W-2s?
- Is the tax filing service set up for all 50 states and localities?
- Do you offer a tax credit incentive service?
- Can I speak with someone in the tax department directly if requested?
- Is there a cost for my accountant to have online access to our tax reports?
- Will we use this same system if our company grows in size?
- What tools are available with the system to send information to our employees?
- What additional products and services are available?
 - Time and Attendance
 - Live HR Consultation
 - Background Checks
 - Pay-As-You-Go Workers' Compensation
 - Human Resource Information System (HRIS)