



Human Capital Management
& Payroll Software/Services

Questions to ask your current outsourced payroll vendor

Month | Year

Compliance and Legal Obligations	✓
Are you aware of the latest updates to Australian payroll legislation and compliance requirements? How do you maintain your knowledge?	
How do you ensure that our payroll operations comply with relevant laws, regulations, and industry standards?	
Can you provide documentation or reports that demonstrate compliance with taxation, superannuation, and other regulatory requirements?	
What measures do you have in place to protect sensitive payroll information and ensure data privacy?	
Payroll Processing	✓
How do you handle employee onboarding, terminations, and changes in employment conditions? How often do you review the process?	
Is your payroll software using the latest version? How often do you upgrade?	
What mechanisms do you have in place to track and address payroll errors or discrepancies?	
Reporting and Recordkeeping	✓
Can you provide additional details on the reports you regularly provide? Are there any reports that you do not currently provide that we should be receiving?	
How do you handle recordkeeping for payroll-related documents, such as timesheets, pay slips, and employee contracts?	
Can you provide us with access to our payroll records for auditing purposes?	
How long do you retain payroll records, and what is your process for record disposal?	
Employee Self Service and Communication	✓
Are there any features or functions in Self Service that we are not using that you would recommend we do?	
How do you handle employee queries and provide support related to payroll matters?	

How do you communicate payroll updates and changes to our HR department?	
Can I see the list of designated contacts for communication? How is it managed?	
Configuration	✓
Can you provide an overview of how the payroll system is configured to meet our specific business needs and requirements?	
Have there been any recent changes to our payroll system's configuration, and if so, can you provide details?	
Are there any limitations or constraints in the system's configuration that may affect our payroll processes?	
Disaster Recovery and Business Continuity	✓
Have you had to enact your Disaster Recovery Plan since our last audit? What were the circumstances and consequences?	
How often do you perform data backups, and how quickly can you recover our payroll data in case of a data loss incident? How old is the last backup of our data?	
Cost and Service Level Agreements (SLAs):	✓
Can you provide a breakdown of the fees we are being charged for payroll services, including any additional charges for specific tasks?	
Can I see a report that demonstrates your adherence to the agreed-upon service levels?	
How often do you conduct reviews or evaluations of your services, and are there any upcoming changes or enhancements we should be aware of?	

“Commitment to customer service is our number one priority.”

Michael Howard, Founder