



5 Ways to Evaluate the Effectiveness of your Payroll Provider

On the surface, a paycheck is simply the payment made to an employee for the services that they provide to your company. Handling this transaction accurately, and adapting to necessary changes goes a long way toward building a trusting employee/employer relationship. If you haven't evaluated your payroll provider lately, consider the following:

1. ***Does my Payroll Provider help me understand and follow the rules?***

Taxes, forms, reports, deposits, wage limits etc. Do you understand the payroll process? Can your provider answer questions about deposit schedules and tax rates? Can you get explanations about issues that are important to you?

2. ***Does my Payroll Provider help me when I run into unique situations?***

If you hire an employee who works for you here in Illinois, but lives in Indiana, do you know how the taxes get handled? If an employee claims Exempt on their W4 form, do you know what that means and should you allow it? If you receive a Wage Assignment in the mail, are you required to comply?

3. ***Does my Payroll Provider help me provide information to others who need it?***

Employment verifications, mortgage applications, attorney requests, insurance companies, etc. Is information readily available so that you can respond to these requests in a timely fashion? Better yet, will your payroll provider respond on your behalf?

4. ***Does my Payroll Provider help me catch and correct my own mistakes?***

Have you ever added hours incorrectly on a time sheet, forgot to make a pay adjustment, or recorded time worked as regular hours instead of Holiday hours? Does your payroll provider know your business well enough to catch problems like that? Will they call you up to resolve it *before* running payroll?

5. ***Does my Payroll Provider answer my employee's questions directly?***

If an employee has questions about their paycheck, does your payroll provider work with them to get their problem resolved? Will they provide your employee with the correct tax form to fill out? Will they answer other questions and assist them with updating other personal information?

Large, highly automated, or Internet based payroll processors typically can't provide the service level required to answer these questions properly. If you have encountered frustrations with your current provider, Advantage Employment can help. In fact, payroll is only one element of the Human Resource services that we provide. We look forward to talking with you about *any* of the challenges that you face in your business.

A Human Solution, not a Technical Solution



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