



Always Designing
for People™



Switching payroll providers made easy

ADP payroll switcher's guide

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Is it time to find a new payroll provider?

If you're spending money on a payroll service provider, you shouldn't have to waste time worrying about payroll. However, the decision to outsource payroll can backfire if you're not working with the right partner. How do you know when it's time to make a change? Here are some questions to ask yourself if you're thinking about switching.

Is my payroll partner taking full advantage of technology?

Does your payroll partner make you fax over your employees' hours every week? Are you still getting payslips through the mail? Today, busy professionals rely on the convenience of mobile apps, web portals and other digital tools for every aspect of their business. Payroll shouldn't be the exception.



"We were wasting a lot of our own time, summarising all the hours, entering them into spreadsheets, emailing them to the accountant and addressing questions from his assistant."

– Matthew Beechhold, Triangle Montessori Academy

Am I still spending too much time on payroll?

Saving time is one of the top reasons businesses decide to outsource payroll. If you still feel payroll is demanding too much of your time even after hiring a partner, you shouldn't be afraid to ask why.



"Because we run weekly pay cycles, we previously had difficulties updating the data close to the end of the week. With ADP's payroll solution we can run our processes a lot closer to the deadline date and changes can be made, ensuring accuracy and reducing the amount of time spent on administration."

– Christine Stubbs, HR advisor, Holophane

Am I happy with the value I'm getting from my investment?

The bottom line is that working with a payroll partner has to make sense for your bottom line. If the money you're spending to outsource payroll isn't buying you time, convenience or peace of mind, then what are you paying for?

“I've been happy with what I've received. It's been painless. I have very little interaction with payroll on a weekly basis. I just get reports. For me, it's been good value for the money that I'm paying out for it.”

– Dan Schmitgal, Solana Biosciences, Inc.,

Am I dealing with too many different people?

When you entrust your payroll to an outsider, you expect someone who knows your business. But you can't form a relationship if you're never speaking to the same team twice

“ADP has implemented a clear communication chain including one key contact who will deal with any queries that we might have. The steps that have been put in place so that any team changes at ADP will not affect the running of our payroll were reassuring to us. Now we are assured that anyone else can fill in without the need to re-educate the team, should the issue arise”

– Jeni Carr, financial director, Boyes Turner



How to get the most out of your transition to a new payroll service provider

Payroll is the lifeblood of your business, so it's natural to feel nervous about anything that threatens to interrupt it. When switching to a new payroll service provider, knowing what information you will need ahead of time can help smooth the transition, minimise disruptions for your employees, and preserve your own peace of mind.

What you'll need will depend on which services you're taking advantage of. For companies that haven't yet integrated their payroll with other services, transitioning to a new provider offers a convenient opportunity to do so.

Overall, companies find that greater integration may help them manage compliance requirements and save time and money while improving employees' experience and access to their information.

Consider these areas when starting with your new provider:

Job information

To set up payroll, you'll need to provide the basic employment information required for all workers in your country, including, but not limited to, job title, compensation, hire date, work location, tax withholding information and any necessary deductions.

Personal information

Basic information like name, home address, date of birth, tax file number, for every employee may be required to set up payroll. Don't forget employees that have been terminated this year.

Company information

Such as your Australian Business Number, company name and address.

Payroll information

How often do you run payroll? When is your next pay day? When does your work week begin and end? Your new provider will need this information to ensure a seamless transition. Be sure to review any applicable requirements in your country.



People



Your new payroll service partner should provide you with an implementation team and help you assemble your own project team to ensure a smooth transition. The size of your team will depend on the size of your business and the number of services you're using – small companies may only need a key stakeholder. Here are some common internal roles your new provider may ask you to assign. A stakeholder in your business may own a few of these roles.

Key stakeholder

Someone to identify priorities, allocate resources and advocate for the project internally.

Project manager

The chief decision-maker and product leader; sets the milestones and keeps everyone updated on progress.

Security officer

Someone to manage passwords and maintain security of your system during the transition.

Payroll

A point person for ensuring the accuracy and timely handover all payroll information.

Training



Every payroll service provider uses its own system, and some are easier to learn than others. Before you switch, make sure your new provider offers the sort of hands-on training and individual attention you will need to become proficient on their platform. Expect any high-quality provider to offer digital learning tools, dedicated account resources.



Questions to ask

Before you change payroll service providers, it's important to make sure you're getting the best fit for your business. Here are some questions you should ask of any potential payroll partner:

Q: How much time will the transition take?

A: How quickly you switch to your new provider depends on your company's priorities, the services you're using and how quickly you can access the required data. With ADP, some customers can be up and running in less than 15 business days, while others choose to make the transition over a longer period. Services beyond payroll may take longer to set up. Regardless, a well-done transition should never disrupt your payroll process.

Q: Does it matter what time of year I start?

A: While some people have to, or prefer to, wait for the start of a new quarter, or even a new year, before switching over to a new payroll service provider, ADP can support your move at any time. Any high-quality provider should be able to give you a clear list of forms and information you'll need to make a smooth transition.

Q: How much time should I expect to spend on payroll with a service provider?

A: If you're doing payroll manually now, you should expect to significantly reduce the amount of time you're devoting to the process. How much depends on which services you choose. Do you want help tracking time and attendance? An ADP representative can explain your options and help you choose the package that best fits your business.

Q: How much does all this cost?

A: Different payroll providers offer different pricing structures, but certain factors – how frequently you run payroll, how many people you're paying, how often you add or remove payees, which services you need – will influence the cost. ADP will work with you to determine the right payroll set-up for your business, no matter how simple or complex the solution.

Q: What if I need help, especially before or after business hours?

A: When you hit a snag with payroll, you can't wait days for someone to get back to you with the right answer. ADP offers direct access to certified, experienced payroll professionals.



Q: How do you pay employees when a disaster strikes?

A: ADP products are in the cloud, which provides the ability to run payroll from anywhere, and allows our clients to pay their employees, regardless of what's going on locally. ADP can help you manage leave during and after a disaster.

About ADP

Designing better ways to work through cutting-edge products, premium services and exceptional experiences that enable people to reach their full potential. Payroll and Compliance informed by data and designed for people. Learn more at ADPpayroll.com.au

