



# Payroll Client's Bill of Rights

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- I. You have the right to expect custom reports to meet your needs.**  
Many payroll services charge extra fees for custom report design. You should demand that they do it as part of their processing fee.
- II. You have the right to never pay extra for the payroll service to run these reports each pay period.**  
You pay your payroll service each time they process your payroll. After they design your report all they're doing is printing it again. Some payroll services have the nerve to charge you each time. Don't let them take advantage of you like that.
- III. You have the right to have the payroll piece of your worker's compensation audit handled by your payroll service. Free.**  
You are paying for the stress of payroll management to be lifted off of you. Your payroll service should be to step in here for you.
- IV. You have the right to never pay for W-2's and quarterly reports when you've paid through the year for the payroll to be processed.**  
Again, you've already paid enough through the year. This should be on the house. Another trick some services use is to quote you a low rate but stick it to you here. If you look at the quote, they probably priced it at the same number or W-2's as employees. Did you hire or fire anyone, most businesses do but they aren't adding that to their cost.
- V. You have the right to expect your payroll service to know you and your business.**  
Your payroll service should know you by name and face. That means they should stop by when you have time to see them.
- VI. You have the right to expect that if you change payroll services, that the data is yours and can be exported to you on demand at no charge.**  
They've failed you so you switched away from them. Don't let them charge you to leave.
- VII. You have the right to never pay extra for each direct deposit, each garnishment or third party check.**  
Here's another trick that some payroll services use when they quote for a prospect. They'll give you a low number but charge you extra for an employee that has multiple direct deposits or a garnishment or child support order. It's misleading and you do not have to allow it.
- VIII. You have the right to decide how and when you get your payroll information to the payroll service.**  
Don't let the payroll service tell you that you can only call during certain hours or that you can't email or fax. You're the client; you get to pick how you get the information to the payroll service.
- IX. You have the right to decide if you want to make payments (taxes, direct deposit, paychecks, AFLAC, 401k...) and hold your money longer or let the payroll service do it for you.**  
It's your money and if you want to make the payments and hold your money longer, that should be no problem. A payroll service that pushes you to let them pay the taxes is not looking out for your best interests.
- X. You have the right to expect your payroll service owner to personally guarantee in writing that any funds that are for client use will be used as such.**  
This should be obvious to anyone that's ever had someone break a promise. All payroll services will promise this guarantee. Make them put it in writing.