



What to Check Before Changing Payroll Provider (UK)

If you're thinking about changing payroll provider, this doesn't need to be complicated.

Most businesses don't switch immediately; they start by understanding where they stand.

This checklist will help you check your current payroll and what's involved.

1. Your Current Payroll Setup

- Who currently manages your payroll day-to-day?
- Do you have a single point of contact?
- What software is being used?
- Is payroll processed in-house or outsourced?
- How long does payroll typically take to run?

2. Key Areas to Check

- Employees correctly assessed for auto-enrolment
- Pension contributions calculated correctly
- Tax codes applied and updated
- National Insurance settings correct
- Statutory payments (SSP, SMP, etc.) set up properly
- Benefits / expenses treated correctly
- Overtime / variable pay handled consistently

If you're unsure on any of these, it's worth taking a closer look.



3. Information You'll Need (If You Do Switch)

- Employee details (names, NI numbers, addresses)
- Year-to-date pay and tax figures
- Current tax codes
- Pension scheme details
- Details of pay is treated for pensions.
- Details of any benefits or adjustments

A good provider will guide you through this.

4. Timing Considerations

- Are you early in the tax year? (April–June is ideal)
- Are there any upcoming payroll changes?
- Would a parallel run give peace of mind?

5. Questions to Ask a New Payroll Provider

- Who will manage our payroll day-to-day?
- How do you check payroll before submission?
- Do you run parallel payroll checks?
- What happens if something goes wrong?
- How quickly do you respond to queries?

6. Common Red Flags

- No clear contact person
- No checking or reconciliation process
- Support handled through tickets only
- Delays in processing payroll
- Issues only discovered after submission

If you've worked through this and something doesn't feel quite right, it's worth a second look.

A quick review often highlights things that aren't obvious day-to-day.