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the August 2006 Review of Service Bureau Style Payroll Systems

Complete Payroll by Intuit is a flexible outsourced payroll application that supports the client's payroll entry method of choice. Payroll data may be entered into Complete Payroll via direct input on the web, via the user's in-house computer (Internet access required), or via a telephone call to Intuit. Complete Payroll is well suited to the small business that wishes to concentrate its efforts on other things besides payroll and compliance. Complete Payroll is also available to accountants who can resell the service. This is a particularly good fit where the accountant would like to be involved with their clients' payroll activities but with less direct involvement — where the accountant can be less involved, yet can still direct the payroll function and retain control over client accounting activities.

Complete Payroll is a comprehensive, full-featured payroll product with HR management tools. It is fully integrated with QuickBooks and, when loaded on an in-house computer, starts up from within the QuickBooks application, sharing information seamlessly and downloading all information from the Intuit data center. The result is powerful integration. PC users who do not run QuickBooks use Internet Explorer to connect and download payroll data and reports, albeit without the benefit of integration.

LEARNING CURVE — 4.5 Stars

Complete Payroll's learning curve is fast. Account specialists do all the initial client setup and assist in data entry from the very first payroll, where they walk the user through data entry. The user has little else to do, learn or remember, aside from the Intuit account specialist's name, telephone number and e-mail address. Users who take greater control over payroll activities in the Complete Payroll process (such as printing their own checks and reports,

etc.) are greeted by an easy-to-run program. It offers WYSIWYG screens that

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cards for unbanked employees. New employees can be set up to receive payroll in two to three days. Complete Payroll is housed on Intuit's secure servers. Program and tax table updates are the sole responsibility of Intuit, so constant updating is not required at the user level. Processing is quick. Payroll computations are provided in real-time and are available to users the next time they login.

REPORTING CAPABILITIES — 4.5 Stars

Over 40 reports are included in Complete Payroll, including user customizable reports. Reports can be produced and saved in *.PDF format, enabling users to view data at any later date since user information is maintained for up to five years. Checks and reports produced by the fully outsourced model are available via overnight and second day delivery. Users can also print checks and reports locally from their PC. Complete Payroll includes an End of Month Accountant's Report Package, which is produced by Intuit and is delivered to the accountant to assist in client write-up and account reconciliation activities.

INTEGRATION/IMPORT & EXPORT — 4.5 Stars

Complete Payroll features seamless and complete integration with QuickBooks. Potential users will find the integration difficult to ignore. Users who opt for in-house PC Entry can take advantage of a MAS90 Export as well as integration with various time clock applications.

TRAINING & SUPPORT — 5 Stars

Program Help is available on-screen via Web Entry, within the in-house PC Entry, and through an online support site. New user training is included at no charge and an online demo is available. Traditional telephone-based technical support is also available at no additional cost to the payroll service, too. Complete Payroll users can find solace in Intuit's special No-Penalties Guarantee. If payroll data is provided on a timely basis and sufficient bank account funds

exist to satisfy amounts of required payroll tax deposits, Intuit guarantees

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price starting at \$100 per month.

2006 Overall Rating: 4.5 Stars

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