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CPA Practice Advisor



ZenPayroll is an outsourced, web-based payroll solution started in December 2012 and is backed by venture capital funds from many top Internet-based companies. The solution is designed to quickly process payroll and reports and relies heavily on user-

guided assistance to ensure the most accurate processing. ZenPayroll is limited in its

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website.

As a web-based system, ZenPayroll encourages collaboration between accounting professional and payroll clients. User access rights and restrictions allow clients to participate at any level from full processing capabilities to report viewing only. In all situations, accounting professional retains payroll processing oversight.

Accounting professionals subscribing to the service are presented with a dashboard upon entering the solution. This dashboard lists and provides direct access to all payroll clients enrolled in the service as well as important and upcoming dates for payroll runs, bank holidays and deadlines. Payroll runs, adding employees and generating reports may be processed quickly through a few mouse clicks directly from the client level dashboard.

Setup for employees is accomplished quickly through a guided screen detailing basic demographic and salary information. From there, users may enter additional detailed information, such as direct deposit information and withholding allowance amounts or send the request to the employee to enter information. Upon completion, the employee entered data will directly integrate into the system after management approval. Earnings and deduction codes are automatically generated and assigned to users as they are added to the system. Benefit items, such as 401(k) and HSAs, may be added and assigned to users in bulk.

Running payroll is a simple process of entering appropriate time information and adjusting for any reimbursements or other bonus items. Upon completion of the payroll run, direct deposit information is processed automatically, but employees and contractors opting out of direct deposit will need to receive checks which are processed manually.

Reporting & Monitoring: 4.5 Stars

ZenPayroll supports all federal tax compliance requirements. State requirements are

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natively exported to PDF or saved to the user's Google Drive account. Currently no custom report building tools are provided.

Integration/Import/Export: 4 Stars

ZenPayroll integrates seamlessly and automatically with Xero accounting software. Upon each payroll run, all appropriate accounting details are automatically exported to the payroll clients Xero account. QuickBooks integration is provided but is accomplished through IIF files. The IIF file is generated automatically upon completion of each payroll run, but will require manual import into QuickBooks. Other accounting software may achieve integration through the use of text file exports from ZenPayroll.

Currently, time data for employees must be input manually. Integration points for a number of third-party benefit partners to help administer medical insurance, 401(k) and other benefits is built-into the system. Human resource management partners are also available for users to consult with.

Help/Support: 4.5 Stars

The bulk of help and support options are located in an online searchable help and knowledgebase that is updated frequently based on user feedback and questions. Users may also obtain help through a dedicated instant message dialog and through an email contact form. Telephone support is provided but ZenPayroll does not currently have a toll-free number.

As an online system, ZenPayroll updates all federal and supported states in the background. Users will simply process payroll as normal and are not required to download or apply any updates. All updates are applied on an as needed basis.

Client Self-Service Features: 4.5 Stars

Employee self-service portals are included in pricing. After payroll is processed,

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need to be emailed or manually submitted.

Summary & Pricing

ZenPayroll is a web-based payroll solution designed to quickly process payroll. As a fully outsourced solution, all payments and reporting are processed automatically by ZenPayroll. Currently the payroll solution is only available in a few states, but is rapidly expanding. The pricing model for ZenPayroll is simple and straightforward and consists of a monthly base fee of \$25 per month per company with the first ten employees processed at \$4 per month. After the first 10, each additional employee or contractor can be processed for only \$2 per month. As an example, pricing to process 10 employees is \$65 per month and includes all items noted in the review. The eleventh employee would raise the total to \$67 per month.

Best Firm Fit: Businesses or accounting professionals who want a streamlined, online payroll processing system that is primarily designed for managing up to 20 paid employees. However, the system can manage larger employee bases.

Strengths

- Accessible from virtually any web connected device
- Simple interface design
- Up-front pricing model
- Employee portal included in pricing

Potential Limitations

- Currently limited to six states
- No time import capabilities
- Reporting options are not as complete as competitors

2013 Overall Rating: 4.5 Stars

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