Fixing the final mile of payroll

A practical guide to secure, inclusive delivery—without replacing your ERP

Payreq Everyone

When delivery breaks, trust breaks

Payroll is one of the most visible expressions of a company's internal operations. It's where process meets people. Accuracy, timeliness, and compliance are rightly prioritised. But often, a critical piece is overlooked:

Delivery.

The final handoff. The moment when an employee receives their payslip or tax document and thinks: this is taken care of.

For many organisations running legacy ERPs like JD Edwards or SAP, this final step is held together by a mix of email, paper, manual re-sends, and crossed fingers. It's functional—until it isn't. And when it fails, it's not just a technical issue. It's a people issue.

This guide is designed to help you fix the final mile— without overhauling the entire system.

The delivery disconnect

Enterprise resource planning systems, or ERPs, are good at generating payroll data. But they were never built for modern, inclusive delivery. And in most organisations, that creates a messy, risky, and inconsistent experience.

The symptoms are familiar:

> Payslips sent to unsecured inboxes
> Staff with no email receiving nothing at all
> HR manually resending documents week after week
> Seasonal workers losing access once contracts end
> Print workflows still in play just to reach 'hard-to-reach' staff

These workarounds may seem minor—until they start multiplying across hundreds or thousands of employees. At scale, these inefficiencies become an operational tax on HR, IT, and compliance.

And more importantly—they erode trust.

When employees can't access their own information easily, they lose faith in the system that's meant to support them.

Inclusion is no longer optional

The modern workforce is not one-size-fits-all.

In fact, the fastest-growing segments of the workforce are the ones least served by traditional payroll delivery methods:

> Remote or hybrid workers
> Seasonal, contract or gig workers
> Employees without corporate email addresses
> Field-based or deskless teams
> Staff engaged through agencies or affiliates

These employees are often cut off from standard communication channels. They don't have portal logins. They don't receive IT onboarding. And yet they're still entitled to secure, timely access to their payroll documentation.

If delivery doesn't account for these people, then payroll isn't just inefficient—it's inequitable.

Inclusion in payroll isn't just a cultural goal. It's an operational necessity.

Practical tool: Payroll inclusivity checklist

Am I leaving my employees behind?

☐ Can all employees—regardless of email access—receive their payslips digitally?

☐ Are payslips accessible on any device, including mobile?

☐ Is delivery secure and auditable (not dependent on email)?

☐ Do offboarded employees still have access to key documents?

☐ Is delivery consistent across business units and locations?

☐ Is your HR team free from manual re-send requests?

Score:

5–6 = Modern and inclusive (you're in great shape)
3–4 = Some gaps—worth reviewing
0–2 = Risky and inefficient—let's fix it

Why traditional delivery methods fall short

Many organisations still rely on one (or more) of these stopgap methods:

> **Email**
> Insecure, difficult to verify delivery, and often inaccessible post-employment.

> **Print and post**
> Expensive, slow, and often unreliable. A terrible experience for both HR and employees.

> **Internal portals**
> Clunky, password-dependent, and largely unusable for non-desk-based workers.

Each method introduces friction. And over time, these points of friction accumulate—until delivering a simple payslip becomes a disproportionately complicated task.

Employee control changes everything

For years, payroll delivery has been treated as a top-down process. Documents are generated, pushed out, and stored... somewhere. If employees can't find them, they ask HR. If they leave, they're often locked out completely.

But that model no longer works—and it never really worked well.

In a world where self-service is the norm for banking, insurance, travel, and more, expecting employees to chase down payslips or request re-sends just doesn't make sense.

Modern delivery means putting control in the employee's hands—securely, simply, and without needing IT help.

When you do that, something remarkable happens: the whole experience improves, and your support burden drops.

Modern payroll delivery should feel like self-service—not support.

When employees can access their own payslips securely, on any device, without needing HR to resend or unlock anything, everyone wins:

> No more "Can you resend that?" tickets
> Access continues after offboarding
> Works without portals, passwords, or company email
> Keeps sensitive info out of inboxes

It's simple: when people are in control, they stop asking for help.

And when you design delivery around their experience—not your system—trust improves, support drops, and payroll finally feels modern.

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Practical tool: Employee Communications Templates

A great solution needs a great launch. Here are ready-to-use comms templates to help you introduce the change and avoid confusion.

Pre-rollout announcement (email or printed flyer)

Subject:
You'll now receive your payslips in a secure digital mailbox

Body:
We're improving how you receive your payslips and payroll documents.

Starting [date], you'll get them in a secure digital mailbox—accessible from your phone or computer.

No need for a work email or system login.

Just quick, easy, secure access—anytime you need it.

Keep an eye out for your welcome email from Payreq, our trusted delivery partner.

If you have questions, [insert contact or help centre link].

How-to handout (onboarding)

Header:
Your payslip is ready—just open your digital mailbox

Instructions:

1. Check your email for an invitation from Payreq
2. Follow the link to set-up your secure account and Smart Mailbox
3. View, download or save your document—whenever you need it
4. You'll get a notification each time a new document is available

You don't need a password, portal, or IT support. Just your device and a few taps.

FAQ snippet (for your intranet or HR help page)

Q: Do I need a work email?
No! You'll receive a secure link to access your documents directly.

Q: What if I leave the company?
You can still access your mailbox and all past documents for up to 7 years.

Q: What if I need help?
Contact support@payreq.com or visit [help site].

What great delivery looks like

Let's be clear: your ERP doesn't need to be replaced. It's doing its job.

What's missing is a delivery layer that translates that output into a human experience—one that's secure, inclusive, and frictionless for every worker.

Here's what that looks like:

> Universal access – Works for every employee, regardless of email, job type, or location

> Secure by design – No files left in inboxes, no logins shared across devices

> Mobile-first – Works on the devices your employees actually use

> Persistent access – Documents are archived and available even after offboarding

> Branded and trackable – Reflects your employer brand and gives you visibility

> Zero IT burden – Works alongside your ERP with minimal setup or support overhead

It's not about replacing what works - it's about completing what's missing.

How Payreq Everyone fixes the final mile

Payreq Everyone is a secure digital delivery platform that overlays your existing ERP and creates a better, fairer, more modern experience for everyone you pay.

What it does:

> Connects to JD Edwards, SAP, or any payroll engine
> Delivers payslips and payroll documents to a secure digital mailbox
> Provides employees with simple online access via an app or browser
> Gives HR and IT teams a single source of truth for delivery tracking, archiving, and audit logs

What it replaces:

> The need for email distribution
> The need for printing and physical delivery
> The need for HR to chase or re-send documents
> The need for employees to ask, "Where's my payslip?"

What's required (or not):

> No new ERP
> No change to payroll workflows

Real world impact

Kal Tire: A better experience across 260+ stores

Kal Tire, one of Canada's largest independent tyre dealers, faced a common challenge: how to deliver payslips and tax documents to thousands of team members spread across 260+ store locations—many of whom didn't have a company email or regular access to internal systems.

Their payroll team was spending unnecessary time answering document requests and tracking down delivery issues. Print wasn't scalable. Email wasn't secure. And portals? Hardly anyone used them.

With Payreq, Kal Tire implemented a secure, app-based delivery experience that gave every team member direct access to their documents—anytime, from any device.

"We were excited to find a solution that didn't just bolt onto our system—it actually solved the real delivery challenge for our frontline staff."
— Kal Tire payroll lead

The result? Fewer HR tickets, lower support overhead, and a better payroll experience across the business. Their ERP stayed the same. But the delivery layer became radically more user-friendly and secure.

Somerville Group: Secure access beyond employment

Somerville Group has seasonal and contract workers coming and going throughout the year, especially in its heavy equipment business. These workers need access to payslips, group certificates, and tax documents—even after they've wrapped up their role.

Traditionally, these documents were sent via post or email, often resulting in delays, bounced addresses, or missed deadlines. The finance and payroll teams were swamped with re-send requests come tax time.

With Payreq, Somerville was able to give every worker their own secure digital mailbox—one that didn't rely on company systems or inbox access. Workers could view and download their documents at any time, even months after finishing a job.

"We saw the change almost immediately. Contractors and seasonal workers stopped calling to ask where their payslips were. They had what they needed, and we had one less thing to worry about."
— Somerville finance team

That meant less admin for payroll, better service for workers, and more confidence for finance leadership.

A better experience – for everyone

> **For employees**
Instant access to their documents. No portals. No printing. No chasing.

> **For HR and payroll**
Fewer manual re-sends. Clear audit trails. Easy offboarding access.

> **For finance and compliance**
Delivery receipts. Archiving for up to 7 years. System integrity preserved.

> **For leadership**
A scalable, modern, and inclusive experience that improves engagement and reduces friction.

Practical tool: Internal buy-in cheat sheet

Rolling out secure digital payroll delivery is a no-brainer once everyone sees the value. Here's how to frame the conversation.

Tips for using this tool:
- Prep for your internal proposal or business case
- Include in your rollout briefing pack
- Share in early discussions with IT or compliance teams

For HR/Payroll leadership

What to say:
"Our people expect a better experience. We can't keep relying on printouts, portals, and email re-sends."

Key benefits:
- Self-service access = fewer tickets
- Consistent delivery for all employee types
- Easier offboarding and long-term access
- No 'where's my payslip?' calls

Objection response:
"This doesn't replace what we do well—it completes it."

For finance

What to say:
"We're spending thousands every year on manual re-sends, printing, postage, and legacy workflows. This modernises delivery, improves audit ability, and reduces operational drag."

Key benefits:
- Predictable cost per document
- Clear ROI through reduced admin
- Better delivery compliance=lower risk

Objection response:
"We're not asking for new headcount or systems—this overlays what we've already invested in."

For IT

What to say:
"We're not asking to replace the ERP—just to fix the last mile without more system complexity."

Key benefits
- No integration rework
- Secure file transfer model
- SOC2 / ISO27001 certified
- No need for user account provisioning

Objection response:
"This reduces IT involvement—fewer support tickets, fewer password resets, no inbox-based risks."

You've already done the hard part

If your ERP is generating accurate, timely payroll documents, you've already done 95% of the work.

Now it's time to finish strong—by making sure those documents reach every employee in a secure, inclusive, consistent way.

That's the final mile.
And it's the part your people remember.

Let's fix the final mile

Want to see how Payreq Everyone can work
with your existing system?

See it in action: book a 15-minute walkthrough
Learn more at: www.payreq.com

About Payreq

Payreq reimagines the way organizations interact and transact
with customers and employees. The Payreq platform provides
secure-by-design, private digital spaces — accessed online or via
an app — in which two parties can share and manage information.

Payreq works with organizations around the world, including
government agencies and multinational corporations, saving them
time, money and needless admin by transforming their processes
across billing and payments, payroll and documentation sharing.
For more information visit www.payreq.com.

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