



15 Questions

To Ask Your Labor Law Compliance Vendor

Questions for Labor Law Compliance Vendors

YES, VENDOR SELECTION IS TOUGH

When it comes to your labor law compliance program – or any offering, really – vendor selection is a meticulous process. You want to ensure the best, well-matched partnership for your company, fitting your individual product needs, budget and more.

We at GovDocs, do too. We understand your selection process entails a multitude of information points to consider when reviewing potential labor law compliance vendors.

To aid your vendor discussions, we've created the following list of suggested questions to help you identify your short-list, refine your program requirements, enhance your request for proposal (RFP) process and more.

COMPLIANCE PROGRAMS AND COVERAGE

First, you need to know what products, programs, services, etc., each vendor offers. Then, how will you and your locations be covered, should you experience non-compliance issues, like posting violations and government agency fines.

1. *What are your primary product/program offerings?*
2. *What formats are available (physical, electronic, software, etc.)?*
3. *What are your specialty offerings (e.g., language, geography, industry)?*
4. *What program policies and guarantees are in place to protect customers from potential labor law posting violations and fines?*
5. *What are the conditions? What is/isn't covered?*

A labor law compliance program reaches well beyond the posters.

ACCOUNT TOOLS AND RESOURCES

A labor law compliance program reaches well beyond the posters. Your ideal vendor should have a variety of resources to help you – and other staff – manage and track your labor law compliance program across all your locations.

6. *What tools and/or processes are in place to help customers – including location managers, audit teams and other staff – determine each location has the right set of, and most up-to-date posters?*
7. *How do you ensure poster shipments are accepted, opened and displayed in their respective locations?*
8. *What fees or penalties, if any, do you charge for returned or re-sent shipments?*
9. *What tools do you offer customers to monitor their labor law compliance programs, including shipments, updates, location list management, required posters per location, etc.?*

Questions for Labor Law Compliance Vendors

COMMUNICATION AND ACCOUNT MANAGEMENT

Direct, consistent and clear communication is essential to any vendor partnership. In the context of your labor law compliance program, you, your locations and other staff need to be in the know whenever labor laws – and their respective postings – change. In addition, how does the vendor share information on new products, programs, enhancements, etc.?

When reviewing potential labor law compliance vendors, the selection process entails a multitude of information points to consider.

10. *How do you communicate with your customers? What methods/formats do you use? At what frequency?*
11. *How do you communicate labor law updates and other standard reporting?*
12. *Who are your primary customer contacts? In what levels of the customer's organization?*
13. *Who within your company interacts with us? Who is assigned to manage our program and account?*
14. *Whom do we contact for assistance?*
15. *Would you send us three to five samples of your most common customer communication pieces/tools?*

These questions are a few of many you can apply to your vendor selection process. We hope you find this list useful.

For more information on GovDocs, go to www.govdocs.com or give us a call at 888-922-0930.

ABOUT GOVDOCS

GovDocs is one of the largest providers of labor law compliance products and services in North America, serving more than 300,000 employment locations in the U.S. and Canada. More than 30% of Fortune 50 companies rely on us to keep their locations compliant.

Our customers are central to our business. We listen to our clients' challenges and develop innovative solutions, all while creating an easier labor law compliance program for Human Resources and Compliance teams.

Founded in 1999, GovDocs is a proud lifelong resident of St. Paul, Minn.; our headquarters are located along the mighty Mississippi River.

GET IN TOUCH

Ready to discuss your business needs? Are you interested in partnering with us?
Feel free to call, email or visit our website, whatever works best for you.



Email

customerservice@govdocs.com



Phone

888-922-0930



Website

www.govdocs.com