FREE TEMPLATE · BUSINESS REQUIREMENT DOCUMENT

Zoho Payroll

Business Requirement Document

Business requirement document template for a Zoho Payroll implementation

13 sections · 89 questions · fillable PDF

Document Control

Client company

Project name

Prepared by

Role and email

Date

Version

Implementation partner

Target go-live date

Stakeholders

Name	Department and role	Email	Decision maker
			☐
			☐
			☐
			☐

What Is Inside

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How To Use This BRD

1. Answer each question in the box under it. Where there is a dropdown, pick an answer or type your own, then add detail in the box beside it. Attach examples, forms or sheets where a question asks for them.
2. Tick the priority for each requirement: Must have for go-live, Nice to have for a later phase, or Not needed.
3. Leave a question blank if it does not apply or you are not sure. We go through open points together in the workshop.
4. Each question has a code (for example LD-03) so everyone can refer to the same requirement in emails and meetings.
5. When it is complete, the signed BRD becomes the agreed scope for the implementation.

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Want help completing it?

Linz Technologies runs requirement workshops and implements Zoho for teams in the UAE, India and worldwide.
13+ years as a Zoho partner · 1,500+ Zoho implementations · sales@linztechnologies.com

1. Business Overview

BO · 8 questions

Why you are implementing Zoho Payroll and how you will judge success.

BO-01 Describe your business in a few lines: what you do, for whom, and in which countries.

☐ Must ☐ Nice ☐ Not needed

BO-02 What problems should Zoho Payroll solve? List the biggest pain points with your current process or system.

☐ Must ☐ Nice ☐ Not needed

BO-03 What are the top three outcomes you expect in the first six months?

☐ Must ☐ Nice ☐ Not needed

BO-04 Which KPIs will measure success?

☐ Must ☐ Nice ☐ Not needed

BO-05 Which teams and locations are in scope for this phase?

☐ Must ☐ Nice ☐ Not needed

BO-06 What is out of scope for this phase?

☐ Must ☐ Nice ☐ Not needed

BO-07 Are there regulatory or compliance requirements to meet (GDPR, PDPL, DPDP Act, industry rules)?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

BO-08 Is there a deadline or business event driving the go-live date?

☐ Must ☐ Nice ☐ Not needed

2. Organisation Setup

OS · 11 questions

Company-wide settings that the rest of Zoho Payroll depends on.

OS-01 Legal company name, trading name and registered address as they should appear in the system.

☐ Must ☐ Nice ☐ Not needed

OS-02 Which Zoho data centre should hold your data?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

OS-03 Which Zoho Payroll edition or plan is planned or already purchased, and how many licences?

☐ Must ☐ Nice ☐ Not needed

OS-04 Base currency, and any other currencies you use.

☐ Must ☐ Nice ☐ Not needed

OS-05 Time zone or time zones, date format and number format.

☐ Must ☐ Nice ☐ Not needed

OS-06 Financial year start month

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

OS-07 Working days, business hours and holidays.

☐ Must ☐ Nice ☐ Not needed

OS-08 Company logo and brand colours available for templates?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

OS-09 Is this one company, or several companies, brands or branches?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

OS-10 Which languages do users and customers need?

☐ Must ☐ Nice ☐ Not needed

OS-11 Is your company domain verified with Zoho already?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

3. Users, Roles And Security

UR · 9 questions

Who uses Zoho Payroll and what each person can see and do.

UR-01 List the users by department with their job titles, managers and email addresses (or attach a sheet).

☐ Must ☐ Nice ☐ Not needed

UR-02 Describe the roles and the reporting hierarchy from top to bottom.

☐ Must ☐ Nice ☐ Not needed

UR-03 Data visibility: who should see whose records?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

UR-04 Which actions must be restricted (delete, export, import, edit settings, view reports)?

☐ Must ☐ Nice ☐ Not needed

UR-05 Are there sensitive fields only some roles may see or edit? List them.

☐ Must ☐ Nice ☐ Not needed

UR-06 Two-factor sign-in required for all users?

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

UR-07 Single sign-on

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

UR-08 Who are the administrators on your side, and who approves changes to the setup?

☐ Must ☐ Nice ☐ Not needed

UR-09 Is an audit trail of changes required?

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

4. Payroll Country And Structure

PC · 5 questions

Where and how you pay people.

PC-01 Payroll country

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

PC-02 Number of employees on payroll, by entity and location.

☐ Must ☐ Nice ☐ Not needed

PC-03 Pay frequency

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

PC-04 Pay day and payroll cut-off date.

☐ Must ☐ Nice ☐ Not needed

PC-05 Work locations or establishments registered with the authorities.

☐ Must ☐ Nice ☐ Not needed

5. Salary Components

SC · 7 questions

What makes up each salary.

SC-01 List earnings (basic, housing, transport, other allowances) and how each is calculated.

☐ Must ☐ Nice ☐ Not needed

SC-02 List deductions (loans, advances, fines, absences).

☐ Must ☐ Nice ☐ Not needed

SC-03 Salary structures or templates by grade.

☐ Must ☐ Nice ☐ Not needed

SC-04 Overtime paid through payroll?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

SC-05 Bonuses, commissions or incentives?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

SC-06 Reimbursements through payroll?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

SC-07 Loans and salary advances with instalments?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

6. Statutory Compliance

ST · 6 questions

Government rules for your country.

ST-01 UAE: WPS salary files (SIF)?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

ST-02 UAE: gratuity (end of service) accrual and settlement?

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

ST-03 GCC nationals' pension (GPSSA, GOSI)?

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

ST-04 India: PF, ESI, professional tax and TDS?

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

ST-05 India: labour welfare fund and gratuity?

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

ST-06 Leave salary and air ticket entitlements.

☐ Must ☐ Nice ☐ Not needed

7. Pay Runs, Approvals And Payslips

RN · 6 questions

Running payroll each month.

RN-01 Who prepares, reviews and approves each pay run?

☐ Must ☐ Nice ☐ Not needed

RN-02 Payslip delivery

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

RN-03 Payslip language

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

RN-04 Final settlement process for leavers.

☐ Must ☐ Nice ☐ Not needed

RN-05 Salary revisions and arrears?

Select
Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

RN-06 Bank or exchange house for salary transfer.

☐ Must ☐ Nice ☐ Not needed

8. Workflows, Approvals And Notifications

WF · 7 questions

Rules that run on their own inside Zoho Payroll.

WF-01 List the automatic actions you want (for example: when X happens, do Y and notify Z).

☐ Must ☐ Nice ☐ Not needed

WF-02 Which processes need approval, at how many levels, and who approves?

☐ Must ☐ Nice ☐ Not needed

WF-03 What happens if the approver is away or does not respond?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

WF-04 Which notifications are needed, to whom, and by which channel (email, Cliq, WhatsApp, mobile push)?

☐ Must ☐ Nice ☐ Not needed

WF-05 Are scheduled reminders or escalations needed?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

WF-06 List the email or message templates you need.

☐ Must ☐ Nice ☐ Not needed

WF-07 Should approvers act from email or the mobile app?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

9. Reports And Dashboards

RD · 6 questions

What management, managers and users need to see.

RD-01 List the reports you use today, or attach examples.

☐ Must ☐ Nice ☐ Not needed

RD-02 Which dashboards does management need?

☐ Must ☐ Nice ☐ Not needed

RD-03 Which dashboards do team managers need?

☐ Must ☐ Nice ☐ Not needed

RD-04 Should reports be emailed automatically?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

RD-05 Do you need reports that combine data from several Zoho apps (Zoho Analytics)?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

RD-06 Who may export reports and data?

☐ Must ☐ Nice ☐ Not needed

10. Integrations

IN · 5 questions

Other systems Zoho Payroll must talk to.

IN-01 Zoho People or other HR system (attendance, leave, joiners and leavers).

☐ Must ☐ Nice ☐ Not needed

IN-02 Zoho Books or accounting system (payroll journals).

☐ Must ☐ Nice ☐ Not needed

IN-03 Bank or WPS agent.

☐ Must ☐ Nice ☐ Not needed

IN-04 Are there in-house systems with APIs we should connect to? Describe what must flow and in which direction.

☐ Must ☐ Nice ☐ Not needed

IN-05 Do you need a portal for customers, partners, vendors or employees?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

11. Data Migration

DM · 7 questions

Moving your existing data into Zoho Payroll.

DM-01 Where is the data today?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

DM-02 Which records should be migrated, and roughly how many of each (employees, salary structures, year-to-date payroll, loans, gratuity balances)?

☐ Must ☐ Nice ☐ Not needed

DM-03 How much history should be migrated?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

DM-04 Should attachments and documents be migrated?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

DM-05 Who will clean the data before migration?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

DM-06 Is a test migration and sign-off needed before the final load?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

DM-07 Cut-off date after which the old system becomes read-only.

☐ Must ☐ Nice ☐ Not needed

12. Mobile And AI

MB · 5 questions

Working on the move, and AI help inside the system.

MB-01 How many users will use the mobile app?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

MB-02 Is offline access needed?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

MB-03 Do you want AI predictions, summaries or anomaly alerts (Zia)?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

MB-04 Would you like an AI assistant (Zia, ChatGPT, Claude or Copilot) to answer questions from this data?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

MB-05 Are there tasks AI should never do automatically?

☐ Must ☐ Nice ☐ Not needed

13. Testing, Training, Go-Live And Support

GL · 7 questions

Making sure the team is ready and supported.

GL-01 Who will test the setup (user acceptance testing), and how much time can they give?

☐ Must ☐ Nice ☐ Not needed

GL-02 How should training be delivered?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

GL-03 How many administrators and how many end users need training?

☐ Must ☐ Nice ☐ Not needed

GL-04 Do you need user guides in a specific language?

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

GL-05 Preferred go-live approach

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

GL-06 Support needed after go-live

Select

Choose, or type your own

☐ Must ☐ Nice ☐ Not needed

GL-07 Who on your side will own Zoho Payroll after go-live?

☐ Must ☐ Nice ☐ Not needed

Sign-Off

By signing, both parties agree that this document describes the scope of the implementation.

Client

Name

Designation

Signature

Date

Implementation partner

Name

Designation

Signature

Date

Planning a Zoho Payroll implementation?

Send your completed BRD to sales@linztechnologies.com for a scoped quote, or visit linztechnologies.com