

# WiseWage Platform Status Guide

Use this guide before critical payroll deadlines to record operational readiness, maintenance notices, and internal escalation contacts.

## Before payroll deadlines

- Confirm scheduled maintenance windows and avoid running payroll during planned downtime.
- Check whether any internal integration, bank upload, email delivery, or report export issue has been reported.
- Confirm the payroll team has access to the company admin portal and required approval workflows.

## Operational checks

- Verify login, employee records, payroll setup, reports, exports, and approval screens are available.
- Run a small non-final review where appropriate before the final payroll authorization window.
- Record any delay, workaround, or incident reference in the payroll processing notes.

## Escalation record

- Document who checked platform readiness, when it was checked, and what action was taken.
- Escalate unresolved access, export, reporting, or payment issues before payroll approval.
- Keep the completed readiness notes with the payroll month documentation.

Check	What to confirm	Status
Access	Company admin users can sign in and reach payroll workspaces.	
Payroll workflow	Payroll run, approval, reports, and export pages load correctly.	
Maintenance	Known downtime or operational notices have been reviewed.	
Integrations	Bank file, email, report, or external processing dependencies are ready.	
Escalation	Responsible contacts and incident notes are available if support is needed.	