

@ your Service

From Interlogic Outsourcing, Inc.

A timely digest of information relevant to executives and consultants involved in financial operations and human resources.

Vol. 1, No. 1—2003

On-line and on-time

Multi-tasking becomes
mini-tasking for clients
using IOI's ePAYCHECK™

ePAYCHECK™ is IOI's premier web-based payroll service. Many of our clients have found it substantially enhances productivity because it is so fast, efficient and user friendly. To increase productivity even further, we've prepared the following tips for our ePAYCHECK™ clients. If you are a current user of ePAYCHECK™, you'll want to keep these recommendations in mind. If you are not using ePAYCHECK™, call your local IOI representative today for more information.

Turn off any deduction(s) for an employee for a single paycheck without having to change the employee's deduction amount in Payroll Maintenance. You can accomplish this by going to Paycheck Options within Hours and Dollars and set the "Take" flags for each deduction that you do not want to come out of the employee's check. This also works on special checks where a deduction such as a 401(K) contribution must be deducted from the second or special paycheck.



At your service is IOI's team of payroll representatives: Top row (L-R) Karen Bohn, Mary Williams, Melba Green, Janet Anderson, Shirley Osborne. Bottom row (L-R) Gail Barrett, Marlene Spon, Amy Noble

Our New Hire Wizard features simple and intuitive screens to maximize entering all pertinent employee information at one time. There are four mini screens for each new hire. Simply enter the employee's information and click "Next" to move to the following screen. The employee's Direct Deposit information can also be entered during the New Hire process.

Check Browse is located in the "Browse /Print Report" section of ePAYCHECK™. Any time you need to review a copy of an employee's check-stub information, this is the place to go. You can look up employees by their name, employee number, department or location. To begin, select "Sort Order" and the Year of

the check, then click "Lookup". You will get an historical list of all checks for the selected employee going back to the first of the year. The "+" symbol to the left of the name will display the current and YTD amounts for Earnings, Deductions, Direct Deposits and Taxes, as well as the employee demographic information as of that check. You can print the screens if the employee requests this information. This will be updated automatically, making this information available to you within a few hours of closing your payroll. @

News Briefs

The Direct PayChek Card™

This new payroll option allows you to make payroll more convenient, secure and less costly for both you and your employees. The Direct PayChek Card™ makes an employee's pay immediately available and eliminates the hassles related to lost/stolen checks and extra paperwork.

IOI's time and attendance solution

IOI's strategic alliance with Unitime Systems offers our clients a web-based suite of electronic time and attendance solutions. Using the latest technology, products like the HandPunch 4000 use the size and shape of your employee's hand to verify their identity each time they punch in. Not only does this system eliminate the need and cost of creating badges, it's fast and easy to use — verifying identities in less than a second.

Take your employee data out of storage with People-Trak™

Now you can take your employee information out of your filing cabinets and make it readily available whenever you need it in whatever format you need it. The People-Trak™ platform provides a comprehensive human resource information system. With features such as job and salary information, benefits tracking, performance reviews, training history and emergency contacts, you can access all the information you need from one place. The People-Trak™ system includes an easy to use, yet powerful report writer for standard and custom reports, as well as tools to create forms and letters. The IOI payroll system interfaces with People-Trak™ to eliminate the need for duplicate entry of certain employee information. @



@your Service Says It All

By Najeeb A. Khan, President

Dear friend:

Thank you very much for your business and the support you have shown us. Because of your business, our staff has grown to over 70 highly experienced and enthusiastic employees.

We hope you enjoy this issue of @your Service. The name of our newsletter reflects our commitment to focus on delivering the highest level of services and products in the HR/Payroll Administration industry.

Throughout this newsletter you will find product and service ideas designed to save you money or reduce your workload in administering HR/Payroll.

I would also like to take this opportunity to announce a new IOI service, a paycard for employees who want a more convenient way to receive their pay.

In closing, please know that we are looking forward to an exciting 2003 and to continuing to serve you, our customers. As always, we welcome your comments and ideas to improve our service offerings.

Sincerely,
Najeeb A. Khan
President

ANNOUNCING

IOI's new Administrative Services Outsourcing (ASO)

IOI now offers human resource solutions that support the needs of your organization at a price that makes bottom-line sense. This service offers our clients access to a wide range of human resource-related outsourcing. Our ASO service packages a core set of HR elements so you have an integrated solution that meets your needs.

Packages can include:

- Access to an on-line HR Reference Library — giving you one easy-to-go-to location for HR forms and reference material covering HR questions business owners and managers most commonly ask. Visit IOI's web site to get further information and see a demo.
- Access to HR professionals for consultation and development of customized HR solutions.

- Human Resource Information Systems technology (HRIS) for comprehensive employee-record management.

Benefits Administration such as:

- Full outsourced COBRA administration
- Premium-only Section 125 plans
- Full Section 125 plans (including Medical Spending Accounts and Dependent Care Spending Accounts)
- 401(K) plans
- Customer Call Center available for employee inquiries @



SPARKS OF

An interview with the Sparks, co-owners of the KADA Partnership

Kathleen and David Sparks are not your usual husband/wife team. Over the last 20 years, they have become one of the most successful franchisees in the McDonald's Restaurant system. They currently own 14 restaurants in northern Indiana.

David handles marketing and operations for the team while Kathleen is responsible for all human resource activities. With nearly 700 employees, many of whom are students and part-timers, one can imagine the potential HR and payroll demands on Kathleen and her staff.

"By industry standards, our employee turnover is relatively low," Kathleen Sparks says. "But we still have to deal with payroll and HR record changes constantly. Anything we can do to simplify that process is a godsend."

That's precisely why Sparks began outsourcing the KADA payroll administration to IOI. "For starters, we have realized substantial savings by using IOI," Sparks volunteers. "I know that we save the equivalent of one full-time staff person just on processing payroll."

Then there are the other benefits. "IOI really has a solution for just about everything," Sparks says. "They have great software programs, solutions for garnishments and other specialty deductions."

Spark's administrative assistant, Cyrina Durocher, especially likes IOI's reporting systems. "Year-to-date, month-to-date, check-register information ... whatever we want they have on their system and

we can have instant access to it. They've even been able to tailor reports specific to our company," Durocher adds.



David and Kathleen Sparks

Another major service IOI provides to the KADA Partnership is vendor check writing. "This saves us a ton of work, too," says Sparks. "IOI provides pick-up and delivery service by courier to all of our locations. I can't even begin to quantify how much that saves us every year."

What is the key to IOI's successful performance?

"A person assigned specifically to our account," Sparks answers without hesitation. "Our account representative is Janet. We call her the KADA Queen. She knows our business inside and out. Our quirks. She'll call with questions if something doesn't look right. This kind of personal attention to our needs is incredibly beneficial."

Continuing, Sparks says, "We have worked with the people of IOI for many years and have been very happy. They have always dealt with us in a highly professional way with a strong emphasis on service." @

The Report Archive feature in ePAYCHECK™

ePAYCHECK's™ Report Archive is a great alternative to bulky binders! Report Archive stores payroll reports on-line that are produced during payroll processing.

Report Archive is accessed through our web payroll system, ePAYCHECK™. All ePAYCHECK™ users are assigned a login name and password to the web site. Once logged into ePAYCHECK™, the Report Archive can be located by choosing the Browse/Print Reports option. Then it's as simple as choosing the desired payroll run number and report. Clicking the Run Report button will execute the local Adobe Acrobat Reader and produce the desired report. From there, the report can be viewed on screen, saved to a disk or sent to the printer. A current version of Adobe Acrobat is required and a link for downloading the product is provided. Your reports are available the second the payroll has been run. @



PC support representatives. (bottom row, L-R): Dan Hulett, Tasha Eby, Ed Caliguiri
Tax department representatives. (top row, L-R): Janice Keen, Barb Bergen, Carol Sanders

SUCCESS

TAX TIPS



“YOU DIDN’T WITHHOLD ENOUGH TAXES!”

It’s the time of year when you may be confronted with this statement from an employee who was expecting a larger tax refund than actually received. You can help avoid this situation by reminding your employees to check their withholding status since they last filled out a W-4 form, an Employee’s Withholding Allowance Certificate. That information is also available on each employee’s check stub from IOI.

The following changes can greatly affect the employee’s personal tax liability.

- Marriage or divorce
- Adding or losing a dependent
- Buying or selling a home
- Both spouses now working

@ your Service

Remind your employees to check for changes that can impact their tax liability as early in the year as possible, to minimize an unexpected and unpleasant surprise next year at tax time.

Another Reminder: Make sure to verify that IOI is processing payrolls using the current SUTA rate assigned to your company. It’s not too late to let us know if your rate has changed so we can update it on our system. @