

@ your Service

From Interlogic Outsourcing, Inc.

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

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Office Interiors has designs on increased productivity through *IOI's* services.

An interview with Maria Slager, president of Office Interiors

Granger, Indiana — A good business relationship is often like a well-designed office. It just feels right. And because it feels right, it's a better work environment and that means greater productivity.

That's how Maria Slager, owner and president of Office Interiors, feels about *IOI*. "Our relationship with Najeeb (Khan) and his company goes back many years," says Slager. "They have always been alert to our needs and have done an excellent job in helping us streamline and control our processes so we can become more responsive and profitable."

Slager says she admires what *IOI* has accomplished and how, despite its amazing growth, it has consistently been proactive in servicing her account. "For example, right now *IOI* is looking at our timesheet system," Slager notes. "They're developing ways for the timesheets of our design and service departments to be automated directly into payroll. This will help us monitor our progress on various projects and provide us with valuable information for job costing and estimating. We used to do this all internally but it will provide major cost savings for us to have it automated through *IOI*."

This is the kind of forward-thinking customer service Slager says she needs from her suppliers because her own business has enjoyed continued growth. Founded 22 years ago to provide furniture and office design

assistance to area businesses, Office Interiors has grown considerably and currently employs 31 people. The company recently introduced a new division called Vista Presentation Solutions for integrating the furnishings with the technological needs of area businesses. For example, when a company is planning a new conference room or training facility, Vista designers analyze the anticipated needs and requirements of the company and create fully integrated systems that will meet those needs now and in the future.

There are many similarities between the problem-solving nature of her business and *IOI*, Slager believes. "Good customer service begins with being a good listener," she says. "If we listen well to what our customers tell

us about their wants, needs, concerns and problems, we can do a better job of thinking proactively about short-term and long-term solutions. That seems to be the model that *IOI* uses as well. Marietta Barnett and Bruce Lighty (*IOI* sales managers) have been very conscientious in anticipating our needs and servicing our business. I have great respect for that."

Slager has designs on growing her business even more in the years ahead. She says she expects *IOI* to continue to be an active partner in that process.

Office Interiors serves northern Indiana and southwestern Michigan from its office showroom in Mishawaka near the Grape Road corridor. They are online at [@](http://www.office-interiors.com)



Office Interiors' president Maria Slager.



Something old. Something new.

By Najeeb A. Khan, President

Dear Client:

This issue of **@your Service** contains a little bit of everything. We're starting with a wonderful interview about a long and valued client, Maria Slager at Office Interiors. In this article Maria very kindly says how much she admires what **IOI** has accomplished. Well, the feeling is absolutely mutual. To build such a respected and dynamic business in a very competitive industry like office furnishings is no small achievement.

I trust you will also enjoy learning more about some of the exciting new developments at **IOI**. I'm particularly excited about a new service we'll be offering June 1: the **IOIPay** Self-Service Site which will enable employees to view and print their pay stubs right off the Internet. We have also added a number of important new features to **IOIPay**, which are covered in the article that begins on the next page.

Of course, spring is upon us (at least on the calendar if not the weather outside) and in spring, the thoughts of many of us turn to matters other than warm weather and romance, they turn to taxes. If you are currently an **IOI** client, you'll find the tax information in this issue very helpful. If you are not yet an **IOI** client, this may be a good time to remind you that we provide services that can make tax filing a lot less burdensome.

Thank you for your business.

Sincerely,
Najeeb A. Khan

Comp Direct™

Get ready to pay your Workers' Compensation premiums with your payroll! **IOI** will assist you in working with an agent to help meet your workers' comp needs.

How does it work?

The premiums will be collected and reports generated by **IOI** as part of your normal payroll processing. Payment collection for Comp Direct will be made through an ACH debit.

An enrollment worksheet will be used to establish the appropriate Workers' Comp Class Code and state for each employee on your payroll. The reports you receive from **IOI** will show a record of each employee and a breakdown of the workers' comp burden, and will reflect the amount of funds debited for Comp Direct payment. Contact the **IOI** sales department for more information today! @

IOI Pay™

Employee Self Service Site

Beginning June 1, **IOI** will be offering **IOIPay** clients a new service for their employees. With **IOI's** Employee Self-Service Station, your employees will have the opportunity to view and print their pay stubs via our **IOIPay** Internet site.

The Self-Service Station will have a built-in employee registration system. Each new login will require your approval prior to the employee gaining access. Your employees will be able to view and print all of their pay stub data from January of 2003 to the most recent pay period — saving you the time required to provide copies.

The information for every employee will be updated after each payroll process. Your employees will have access to their pay information 24 hours a day, seven days a week with Internet access. @



IOI Pay™ What's new ?

Features and Tips

1. **IOIPay** now features a **Notice Board** to keep you up-to-date with helpful payroll and tax information as well as scheduled system maintenance. This screen can be accessed through your initial login page or through the Main Menu toolbar on the left as you navigate the site.

2. An **Import/Export Utility** has been added to the Hours and Dollars toolbar. Now that they are all located under the same toolbar, it is easier than ever to run your interfaces, reports and balancing options.

3. **Reminder:** It is critical to set the Periodic Processing Flags correctly when opening a new payroll period. These flags trigger some important payroll programs such as: Monthly, Quarterly and Annual reports, including 401(k) and Labor Distribution



Reports. These flags pertain to the check date, not the period end date. So double check your procedures to minimize any errors. **Note:** these flags are not tied to 940 and 941 filings.

4. **IOIPay** gives you the ability to add new earnings and deductions. Under the Company Maintenance toolbar there are links that correspond to these options. Just click on the new record (the white sheet of paper button), put in what you want the codes and descriptions to be, and then fill in the appropriate drop down menus. Non-taxable items and special W-2 considerations may require additional settings on our end. Please contact your **IOI** representative with any questions.

Perhaps you've noticed.

Many of you may have noticed that **IOIPay** has a new look, not to mention new features. Additional Human Resources data screens have been added to enable you with additional employee information tracking. Now, you can keep track of your employee benefit information and the following detail:

- Company property given to employees
 - Emergency contact information
 - Training and skills for each employee
 - Expanded notes necessary to be kept within the employee's record
- Look for new functions to be added soon!

Using the **IOIPay** Human Resource module along with our new Cyber Query Report Writer will provide you with some valuable tools needed to maintain and track your employee's information. Please contact your **IOI** representative to learn more.

Keeping up with record keeping

Have you wondered how long you should keep employee payroll records on hand, or what sort of information is critical to have on file? As an **IOIPay**

client, all your employee records are stored on our system for two years — so you'll always have access to them during that time.

For your own records, you should include the following information for each employee's file:

- Full name
- Home address, including ZIP code
- Date of birth (if under 19)
- Occupation in which employed
- Sex
- Time of day and day of week in which the employee's work week begins
- Regular rate of pay for any week when overtime pay is due
- Hours worked each workday and total hours worked each workweek
- Total daily or weekly straight-time earnings
- Total overtime pay in excess of straight-time pay
- Total additions or deductions from wages for each period
- Total wages paid each pay period
- Date of payment and pay period covered

Employers must maintain, for at least two years, all records relating to wages, wage rates, job evaluations, job descriptions, merit systems, seniority systems, collective bargaining agreements, and descriptions of practices that explain the basis for paying different wages to male and female employees in the same establishment.

For executive, administrative and professional employees, employers are expected to keep records that will explain the calculation of the employee's total payment for each pay period, including fringe benefits. @

*Wage-Hour Compliance Handbook, 2004 Edition
by Robert Halprin
J.D. Aspen Publishers*

Ryder now aboard

IOI is pleased to announce the newest member of our customer service team, Lorraine Ryder. Now serving as a client support services specialist, Ryder brings over 15 years of exceptional experience in customer relations to IOI. Her previous experience includes serving as director of marketing and customer relations at Advantage Puck Technologies in South Bend and filling several important customer relations and administrative roles at MAC Equipment in Kansas City, Missouri. A graduate of Davenport University, Ryder is an ambassador of the St. Joseph County Chamber of Commerce and a member of the Society of Human Resources Management.



TAX TIPS



REMINDER!

If you have not sent *IOI* your 2004 state unemployment compensation rates, it's not too late. Please check your Payroll Reconciliation Summaries, and if we are not calculating your UC tax at the 2004 rate, please fax the new rates to us as soon as possible. You can fax them to 574-206-0072. Tax filing clients can fax them directly to the Tax Department at 574-206-2369. @

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IOI to offer new Health Savings Accounts

The creation of tax-favored Health Savings Accounts, authorized by President Bush's December 8 signing of the new Medicare law, offers employers another option to consider as they grapple with rising health care costs.

Health Savings Accounts (HSA's) are accounts created for individual employees. Employees and/or employers may contribute to the account. Contributions to HSA's are tax deductible, within limits. HSA distributions are tax-free if the accounts are used to pay for qualified medical expenses. Balances are non-forfeitable and can accrue tax-free interest. Therefore, the accounts provide another tax-favored savings vehicle along the lines of an individual retirement account for those who do not have to draw significantly from the accounts for medical needs. Once the account holder reaches age 65, he or she can take distributions from the account for any purpose without tax penalty.

Health Savings Accounts are only available to individuals covered by a high deductible health plan (HDHP). For self-only coverage, a HDHP is defined as having an annual deductible of at least \$1,000 and annual out of pocket expenses not exceeding \$5,000. For family coverage it is a minimum \$2,000 deductible and annual out of pocket expenses not exceeding \$10,000. The combination of a high deductible health plan with health savings accounts offers new possibilities for employer and employee savings in the area of health care.

IOI has teamed up with one of the leading providers of HSA accounts, and is pleased to be able to offer these accounts to our clients. These accounts offer a number of great features, including the availability of debit cards to pay for expenses. For further information on these new accounts and how they could benefit you, contact your *IOI* representative. @

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