

@ 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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Internet Opens Door for Improved Payroll Processing

An interview with Paul Roe, L. E. Johnson Products

Elkhart, Indiana – L. E. Johnson Products has been making high quality hardware for sliding, folding and pocket doors for nearly a half century. So they know the marriage of good product design and the latest technology can open the way to unprecedented efficiency and ease of operation.

A previous client of ISI, for many years, L. E. Johnson did what many companies used to do. They manually re-entered all their hourly payroll information off a printout and sent it to IOI for processing. With 200 employees and two divisions, this was no small task. And, according to Paul Roe, L. E. Johnson's Director of Human Resources, the system was time-consuming and inevitably led to errors. "Earlier this year," Roe says, "IOI convinced us to try their IOIPay™ Internet product. This was about the same time we were expanding our own web systems so it made sense to move in this direction."

And the results?

"I can't tell you how much time IOIPay has saved us – countless hours – and it's eliminated virtually all of the mistakes we used to make," says Roe. "Now, the whole process is automated. For example, if a new union contract needs to be implemented, I just contact IOI and tell them to increase pay by whatever percent. And they do it!"

Roe continues, "During the transition from ISI to IOI, candidly, I was a bit concerned – probably like a lot of people. However, my concerns clearly were unfounded. The whole process was handled so well; there were no problems at all. IOI maintained great contact with us throughout. It was very professionally handled."

IOI's product innovation is exceeded only by its service, Roe says. "I've been in accounting and finance for many years and I can say, unequivocally, the support IOI gives its clients is the best I've ever seen. Whenever I have any kind of problem, I know it will be solved."

L. E. Johnson produces a complete line of superior quality sliding, folding and pocket door hardware for residential and light commercial applications. It is a competitive field. Innovative design has earned the company a reputation as an industry leader. The ability to recognize the value of innovation in their own service providers like IOI, not only enhances the company's reputation, but their productivity and profitability as well. Visit L. E. Johnson on the web @ www.johnsonhardware.com.



Paul Roe, Director – Human Resources, L. E. Johnson Products

IOI Introduces New Corporate Training Services

Need assistance with training employees to increase their fluency in Spanish? Wish that you could offer training on "Violence in the Workplace?" Or would you like to get your managers up to speed on the latest in manufacturing standards?

IOI is offering another key employer service that can provide for these and many other types of training crucial to the growth and efficiency of your business. With our IOI Corporate Training services, we can assess and implement customized programs to suit the needs of your business. Our professional trainers can offer hands-on expertise in a variety of disciplines, including soft skill areas, like "Ethics in the Workplace," "Conflict Resolution" and "Workplace Culture Change," as well as more technical skills training in general manufacturing and computer software, and manufacturing standards.

We can customize the style and type of training, and can tailor curriculum and training methods to fit your needs. We look forward to partnering with you by investing in your most valuable resource – your employees. For more information, call IOI at (574) 262-2800. @



Growth and Good Wishes

Dear Client:

In our last issue of *@ your Service*, I wrote about our own new web site and the tremendous advances of technology as a tool for contemporary business. So it seems especially appropriate that the lead story of this issue is a client profile of L. E. Johnson Products, a company that has clearly benefited by using *IOIPay* to improve their productivity and the bottom line.

A famous author once said "Growth is the only evidence of life." Growth comes through innovation. It also comes from recognizing opportunities to better serve one's clients. It is in that spirit all of us at *IOI* are so delighted with the announcements of our new corporate training services and the new *Abra HR* program.

Amazingly, we are approaching the end of another year. That means two things. First, if you're not currently using all of *IOI's* HR and payroll services, including our employee assessment tools, now might be a good time to review your needs. We would welcome the opportunity to discuss any ways that we can serve you more completely in 2005.

Second, and most importantly, this is the time of year to formally acknowledge the sentiments we truly feel all year round. We are so very thankful to have the privilege of serving such a wonderful group of clients and friends.

From all of us at *IOI*, thank you and best wishes for a happy holiday season and a wonderful New Year!

Sincerely,
Najeeb A. Khan
President

IOI Pay™ Tips & Tools

1. Ever have trouble balancing your payroll entries? As the first step in finding the error, try checking the department totals. Click on the Balance Payroll found under Hours & Dollars. This brings up the Payroll Batch Balancing screen. Under the yellow headings is a drop-down list of your departments. Once you narrow down which department is out of balance, follow your normal procedures to fix the error.

2. Check out our *IOIPay* Learning Center. When logged into *IOIPay*, you'll see the word HELP on the blue title bar at the top of any page. By clicking on that word, you can open our online Learning Center. We provide answers to the most frequently asked questions, give complete screen descriptions and also provide a glossary of terms found in *IOIPay*. This Help section also offers contact information for each of our branches so that we may assist you more directly or completely if necessary.

3. Helpful hints when running reports within *IOIPay*: Have you ever gotten the "blank report"? Or just an hourglass and nothing else happens? This is usually due to one of the following: a) Your computer is not running a current version of Acrobat/Adobe Reader or b) Your computer has a pop-up blocker installed.

To find the version of Acrobat running on your computer, open your Acrobat program, click on Help and then About. The minimum requirement is version 5.0. We recommend version 5.5 or higher. All of the Acrobat products can be found at www.adobe.com.

Pop-up blockers typically have a special toolbar on your Internet Explorer window. To successfully run reports within *IOIPay*, pop-ups must be allowed. If you have a pop-up blocker installed, please make sure the settings are allowing all pop-ups from our product website, <https://secure.ioipay.com>. @

HR Law & Employee Assessment Seminar

IOI's recent HR Law & Employee Assessment Seminar, offered in a "Lunch & Learn" format, provided the clients in attendance with some new perspectives on the legal aspects of the hiring and interviewing process, as well as insights into the value of various employee assessments. This was an enjoyable event featuring dynamic presentations from Attorney Bob Conte, speaking on HR law, and Tom Natale, part-owner of ProView Systems, Inc. who spoke on employee assessments. @



Abra HR

IOI is now offering Best Software's® *Abra HR*® for customers, in addition to its current HR platform. *Abra HR*, an employee reporting and management system, gives users quick access to data, powerful reporting capabilities and a streamlined process for managing employee histories.

The fully-integrated administrative system allows authorized personnel access to key employee and human resources data such as job history, performance reviews, salary and turnover information. *Abra HR* enables quick transfer of data to Microsoft Word® and Excel® documents in order to view and analyze data for strategic, on-the-spot decision making. The system also provides date and event reminders, including training, bonuses, benefits enrollment eligibility and other user-defined subjects.

Through *Abra HR*, users will be provided with reporting tools for compliance and strategic planning. Over 100 standard reports such as EEO-1, EEO-4, I-9, Citizenship Verification and State New Hire provide assistance in complying with government regulations. In addition, *Abra HR* integrates with Crystal Reports!® which provides over 120 additional reports to help improve analytic capabilities. The new system also offers benefits administration and employee training, certification and health history management. Visit our website www.ioipay.com to learn more. @

New Laws on Check Clearing Enacted

In October, the Check Clearing for the 21st Century Act became law. This act is now known as Check 21 and establishes a new option in banking: the legal acceptance of paper reproductions of original checks. Called a "substitute check", the reproductions are produced from a digital image of the original that can be processed in the same manner.

As a legal equivalent of an original check, the "substitute check" can be printed in the location of the paying bank, and by using the electronically delivered check image, the costs of check transportation and storage are reduced. The most significant impact of Check 21, however, is that it has opened the way for the electronic interchange of check data and images between banks, providing more efficient processing and exchange of data.

How will Check 21 affect you?

Since every bank will be required to accept substitute checks just as they currently accept original paper checks, if you normally receive your canceled checks, or electronic images of your canceled checks with your account statement, you will now begin seeing substitute checks appear on those documents. Substitute checks contain all the information presented on the original.

Check 21 also includes several benefits for check-writing consumers. Check 21 will not only help speed check clearing (and subsequently hasten discovery of check fraud), but also the bank that creates the substitute check must warrant its authenticity and that it was produced in accordance with industry standards of quality.

As banks nationwide have prepared for this change, IOI checked in with a local financial institution, KeyBank, to see what sort of changes are taking place at the local level. Daryck Barnett of KeyBank in Elkhart, Ind., shares, "KeyBank has been proactively preparing to be at the forefront of this landmark legislation. We are extending the Check 21 Act's benefits to our clients by enhancing our imaging solutions."

IOI encourages its clients to check with their financial institution to determine if specific changes are being implemented.

Source for this Check 21 information is the 'Treasury Advisor', a publication of KeyBank's Treasury Management Group, and 'Checks Are Changing' from the American Bankers Association. @

IOI Client Turns Multi-tasking into Multi-caring

Joan McKeon has taken multi-tasking to a whole new level! As the payroll coordinator for Saint Bernadette's Catholic Church in Scottsdale, Ariz., (a client of IOI) her busy schedule didn't allow much time for her to invest in one of her passions – knitting sweaters for underprivileged children through Knit for Kids, a project organized by the national publication *Guideposts*. Recently, Joan has been able to contribute more sweaters than she used to, since she started to teach herself to knit without looking. "It was my greatest multi-tasking challenge ever!" she says.

As a result Joan was recently featured in the October issue of *Guideposts*, as her donation of a box of sweaters was able to help the project reach the mark of having made 200,000 sweaters for children around the world.

We commend Joan for her commitment to making a difference in the lives of children. @



Employee Assessment Tools Now Available

Did you know that IOI offers a range of tools and assessments designed for executives, managers and HR professionals who want to select the right person for a position, retain key employees, enhance their performance and build leadership skills? By partnering with ProView Systems, Inc., IOI can provide you with the following tools and services:

- Pre-employment assessments for integrity/work ethic/reliability

- Profile instruments to measure attributes of top performers
- Sales indicator information and coaching
- Customer-service knowledge, skills, behaviors and training
- Management development and coaching
- Personality assessment for increased motivation
- Team analysis
- 360° peer feedback system for performance reviews.

For example, the Step One Survey® is a pre-employment screening tool that allows managers to assess the attitudes of job candidates regarding integrity, reliability, work ethic and drug use. This is a great solution for employers who may feel they too frequently hire people who are dishonest or whose work is substandard. Visit www.ioipay.com to learn more! @



TAX TIPS



REMINDER!

This is the time of year when many businesses start asking what the FICA wage base is for the upcoming year. The Social Security Administration (SSA) recently announced that the 2005 FICA wage base is: \$90,000, an increase from the 2004 wage base of \$87,900. The maximum contribution for 2005 is: \$5,580.00, an increase from 2004's \$5,449.80. As in prior years, there is no limit to the wages subject to the Medicare tax; therefore, all covered wages are still subject to the 1.45% tax. @



We have had great success with the addition of our *IOIPay* Preview function. This unique feature allows our users to view a proof of their processed payroll prior to closing it. Users can run the preview against their entire payroll or use it to calculate a single check. The function is simple and easy to use and provides all of the information needed to verify your payroll is accurate.

We offer tax filing *IOIPay* users the ability to access online current and prior tax quarterlies for 2004. This allows for quick access to your quarterly information on a more timely basis. Contact your *IOIPay* representative for more information.

Employees can view and print their own pay stub information by accessing *IOIPay*'s Employee Self Service site. You can view current pay information and print copies of previous stubs. Coming up in the first quarter of 2005, the Employee Self Service Station will be expanding its functionality to allow employees to submit changes for their personal information. @

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(888) 697-0021 • www.ioipay.com • Branches: Fort Wayne, IN • Grand Rapids, MI • Oak Brook, IL • Phoenix, AZ • Tampa, FL

Happy Holidays from all of us at IOI!