

@ 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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Called to Serve

Customer Profile: The Roman Catholic Diocese of Phoenix

Phoenix, Arizona – They call it “The Valley of the Sun.” Envious escapees from less tropical parts of the country see it as a place of calm and sunshine in which to vacation away from the daily



John Ungvary, left, chief human resources officer, and Carrie Aranda, right, coordinator of benefits for Diocese of Phoenix.

trials of weather and work. But for year-round residents of this state of perpetual sunshine, the responsibilities of running a large organization are no different than anywhere else. There are decisions to make, problems to solve, personnel to manage. Day in. Day out.

For the Roman Catholic Diocese of Phoenix, one of the most significant tasks is managing human resource services for an organization serving over 100 different parishes, schools, agencies and missions, with a collective employee base of approximately 4,000. Leading this effort are John Ungvary, chief human resources officer, and Carrie Aranda, coordinator of benefits. It is a daunting task, but Ungvary notes the initiatives being undertaken by the Human Resources Department are really part of a bigger picture.

“As you can imagine, with an organization as diversified as this Diocese, getting every entity on the same page is no small task,” Ungvary says. “We have some divisions that are very advanced in their administrative systems and, not surprisingly, some that are not. And it was important to us not to have our divisions feel like we were forcing the issue on them.

“There are many good reasons to consolidate,” he adds, “but the biggest issue is cost containment. And it’s not just about saving

money. The hundreds of thousands of dollars we can save by cooperating and being more efficient enables us to provide additional funding for the good works done by the Church.”

That’s where *IOI* came into the picture. Although the Diocese of Phoenix had been an *IOI* customer in the past, when the time came to begin centralizing payroll and benefits, the HR department did a thorough review.

“What struck us,” Aranda notes, “was that all the other payroll companies we interviewed wanted us to conform to them; to plug us into an ‘off-the-shelf’ program they already used. *IOI* was the only provider willing to conform to us and create a custom program specifically for our needs. Because of how diversified we are and the absolute necessity of consolidating these services under the central division, *IOI*’s approach was the only one that made sense.”

IOI provides a variety of services to the Diocese of Phoenix. One of the keystone services is payroll processing. Ungvary is especially fond of the latitude of participation *IOI* has been able to provide. “Some of our divisions use *IOIPay*™ on the Internet. Some call their payrolls to *IOI*. Regardless, all the data is centralized.”

Benefits administration is most important to Aranda. “The ability to consolidate benefit plan billings not only creates invaluable

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Offices of Diocese of Phoenix, Arizona



Notes from the President

Keeping the Faith

By Najeeb A. Khan, President

Dear Client:

The expression “keeping the faith” can be construed in many ways. For anyone involved in the pursuit of an important objective – business or personal – it means the desire to remain focused and relentless until the goal is achieved. Such was the case of our own faith-based client, the Roman Catholic Diocese of Phoenix, as it embarked on a mission to consolidate the operations of a highly diversified group of member organizations to the mutual benefit of all. IOI was pleased to be of service to the Diocese of Phoenix in their endeavor and that process is profiled here in our lead story.

Keeping the faith could also apply to anyone who needs to sort through the IRS’ often complex filing codes. For you, we offer our regular Tax Tips feature. It may not make your tax burden any lighter, but hopefully, it will provide some ideas to expedite the process.

IOI was pleased to be the lead local sponsor of the McDonald’s All American High School Basketball Game in late March. The Games were an exciting display of athletic talent from across the country. But, most importantly, this event went a long way toward helping parents of critically ill or injured children keep the faith through difficult times. The Games raised hundreds of thousands of dollars for the Ronald McDonald Family Rooms in northern Indiana. Seeing the gratitude of parents who use the invaluable services of these wonderful facilities would renew the faith of anyone.

We hope you enjoy this latest issue of @your Service. If you ever have any questions or comments, please let us know. We welcome your opinions.

Let me conclude by restating our commitment to you, our valued client, and by expressing our heartfelt gratitude for your continuing support. We truly appreciate having the opportunity to serve you.

Have a great summer.

Sincerely,
Najeeb A. Khan
President

Making Payroll a Breeze in the Summer

As we enter the summer months, many businesses shut down for a short time, as employees and management alike take vacations and head off in search of sand and sun. While you’re off traveling this summer, leave “the driving” of your payroll administration to IOI.

With IOIPay, IOI’s premier, web-based payroll solution, managing your payroll without paper and a desk is easier than ever. We offer vacation/sick accruals and print balances on check stubs. As a payroll manager, with our web-based payroll system, you can log on from your computer and process the payroll, even from the

beach! You can also preview your payroll for accuracy after someone else inputs the information, and we can block sensitive payroll information for security purposes.

Additionally, did you know IOI can help you review the vacation/sick policies in your employee manuals? Let us help you update and refresh your employee policies, and make sure that you’re complying with the latest government standards and laws.

Save your employees time this summer by launching a direct deposit program with our DirectPayCheck™ Card. An employee’s pay is deposited directly to the card, saving employees fees on cashing checks, and time spent waiting in lines to collect their pay. IOI can help you roll out this great new employee benefit at no cost to you, the employer. DirectPayCheck™ Card can be used for withdrawals at ATMs nationwide and for purchases made anywhere VISA® is accepted. Call us today to get started. @



Tips & Tools

Did you know it’s easy to show or hide terminated employees on your payroll screens?

If you experience high turnover, it can become tiring to search for a specific employee as the year progresses. At the same time, you need all employee records available to you in case it is necessary to make changes or adjustments to a terminated employee. IOIPay has made this task very manageable. Under Company Maintenance, go to the System Preferences screen. There is a toggle switch that you can set to either show or not show your terminated employees. Simply choose your setting and click Save. You may change this switch whenever necessary, and as often as needed.

Earnings codes can be set up as a memo to report informational amounts to your employees.

The most common need for this type of memo is displaying employer 401(k) match amounts, or perhaps you want to show employer paid insurance premiums. To set up a new memo earning, navigate to the Earnings Maintenance screen under Company Maintenance. Click the New Record/white page to add your new code, being sure to set the Memo Earning Indicator appropriately. You can reference the online Help or contact our Customer Support staff for assistance in setting up your memo earnings.

Special checks can be setup completely different from an employee’s regular check.

The Paycheck Options screen, found under Hours and Dollars, is used to add additional checks for an employee. After using the New Record/white page to add the new check, you can see all the options to choose from. By changing these, keep in mind you are only affecting the check that you are on and may leave their regular check untouched.

Here are some of the options available:

- change their tax cycle
- set up one-time tax overrides
- completely override deduction setups (take all, some or none, even change the default amounts!)
- turn on/off different direct deposits
- custom check stub message @

Innovation. Origination. Integration. ... at work at IOI

Imagine this. It is Friday morning and your management team needs a report showing all the overtime hours worked for a specific period of time. Or a report is needed to show the average hours worked by department. In addition, these reports must be prepared every week and sent to every division of your business — in Spanish and in English.

With IOI's Intelligence Center you can create a variety of reports, from simple to complex, using all the fields available in IOIPay™. This fully integrated business intelligence system is a powerful, flexible tool designed to build any report, for any user, in any language, via the Internet. Using these types of reports allows you to gain valuable insights that can be used to improve operational effectiveness, enhance planning and costing, and ultimately, increase revenues and profits.

Imagine the possibilities:

- Choose from a wide variety of reports that allow for customized search values with data that is updated immediately after your payroll is processed.
- Choose multiple levels of access to sensitive data.
- Choose to group multiple divisions on a single report.
- Choose flexible output in PDF, Excel, SML, HTML and CSV formats.

- Choose to schedule report delivery via email to individual or multiple recipients.
- Choose to view a previous version of a report.
- Choose to embed objects, charts and lists to enhance your reports.

The choice is yours. The possibilities are endless. Call us today for a demonstration of how this powerful tool can help you and your business. @



IOI was a key sponsor at the recent American Payroll Association's 23rd Annual Congress in San Diego, Calif. Attendance at our booth was excellent and our team enjoyed being a part of this annual showcase for the country's cutting-edge payroll, HR and time and attendance providers.

Minimizing Identity Theft — What can you do to protect your employees?

There is no foolproof way to prevent identity theft, but there are ways you can protect and minimize the possibility of you or your employees suffering the effects of stolen identity information.

A study done by the Identity Theft Resource Center (www.idtheftcenter.org) found that



the average time spent by victims trying to recover their personal information and restore their credit and identity is 600 hours. You can raise awareness and be proactive in protecting your employees and your business to create a more secure working environment.

These simple tips below can get you started:

Do not leave any documents containing personal information out in view of others. Store important documents in a secure, locked area, like a lockable desk drawer. Keep keys for locked areas in a separate secure place. Computer files containing personal information should be password protected.

Encourage employees to utilize IOI's DirectPayCheck™ Card. Unlike cash or checks which can be permanently lost and the funds unrecoverable, if a DirectPayCheck™ Card is lost or stolen, funds will be protected and all the card holder has to do is call the 800 number to restore security and issue a new card. Call IOI for details.

Suppress Social Security numbers on your employee's checks. If you aren't currently taking advantage of this capability, we encourage you to look into the increased check security this can offer.

Allow your employees to view and print their personal check stub information from our secure site with IOIPay's Employee Self Service Station. This will save you the time associated with providing that information in paper form.

Consider conducting background and criminal checks on employees who will have access to personal staff information. IOI offers employee background checks and testing assessments through ProView Systems, that can help you verify the accuracy and completeness of an employee's application before hiring and training them, thus reducing your liability.

Provide cross-cutting shredders for employees to use to dispose of personal, customer and fellow employee information. @

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Customer Profile: The Roman Catholic Diocese of Phoenix reporting opportunities, but it provides significant savings.”

Aranda says the savings (“estimated at hundreds of thousands of dollars, per year,”) generated through *IOI*’s collection systems, have actually helped the Diocese increase its pension funds dramatically.

Good things do not come easily, even in the Valley of the Sun. But if it was *IOI*’s willingness to conform to the needs of the Diocese of Phoenix that secured the initial contract, it has been *IOI*’s service and responsiveness that have maintained the relationship. Ungvary says the biggest part of the conversion process occurred at the end of 2004. “Through it all, *IOI* did a lot of hand holding and brainstorming with us. Marietta Barnett (who is responsible for Diocese Services) camped out and made sure the conversion was as painless as possible. And she was in constant communication with Dan Hulett (Product Manager), Gail Barrett (Customer Services Manager), and the rest of the team at the home office.

“IOI has always shown a willingness to take the extra step for us.”

The Diocese of Phoenix is an organization on a mission. *IOI* is pleased to be a partner with the Diocese on the road to consolidation and cost containment. At the end of that road are significant opportunities. Opportunities every employee of the Diocese can believe in and have faith in a beneficial outcome. @

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TAX TIPS

1. The IRS no longer requires that employers submit copies of employee W4 forms where exemption from Federal withholding tax was claimed or the employee claimed 10 or more exemptions. The IRS feels they have adequate auditing tools in place making submission of the W4 unnecessary.

2. For the time being, the IRS has backed off their intention to assess \$50 for any Social Security number/name mis-matches. We will keep you posted on future policy decisions that affect this topic.

3. If you are an *IOI* Tax Filing client, make sure you check the Reconciliation Recap that is included with your quarterly reports. It is the second page of the packet you receive from us and informs you if we have collected too much or too few taxes for the quarter in question. It also provides the date on which we will initiate an ACH transaction to your account to either return the funds, if over collected, or take additional funds for shortfalls. This document is the equivalent of the Payroll Reconciliation Summary that you receive with each payroll processing. It alerts you if funds will be moved in or out of your account, and you will want to make sure funds are available in your account if required. @

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