

**POE offers two solutions that assist small to mid-sized businesses in outsourcing some or all of the management of Human Resources and related needs.**

**Option #1**

**Administrative Service Organization**

POE offers a HR Outsourcing solution called Administrative Service Organization (ASO). This form of HR Outsourcing provides for the outsourcing of human resources administration, payroll and tax administration, and risk and safety management tasks but does not create a co-employment relationship. ASO appeals to employers who want access to many of the PEO core services available through a single-source HR outsourcing provider, without entering into a co-employment arrangement.

**Option #2**

**What is a Professional Employer Organization?**

A Professional Employer Organization (PEO) provides integrated services which enable business owners to cost-effectively outsource the management of human resources, employee benefits, payroll and workers' compensation. PEOs deliver these services through a co-employment model. PEOs provide employers with a comprehensive Human Resources outsourcing solution that helps reduce the costs and complexities related to employment and human resources management.

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**Spark your productivity. Streamline your work week. See bottom-line results.**

Running a business requires focus. In addition, while maintaining your workforce is critical, sometimes the details of human resources administration can be a time-consuming distraction. POE takes care of human resources administration so you can take care of business. POE Optimum Services consist of:

**POE offers:**

- **HR Administration**
- **Payroll and tax filing**
- **Benefits Administration**
- **SUI Administration**
- **Safety and Loss Prevention**
- **Employee Self Service**
- **Management Benefits**
- **Professional Development Programs (Training)**
- **Recruiting Services**

### **Optimum Services**

POE delivers all the General HR functions your company needs including payroll, benefits, safety and loss prevention, SUI administration, HR Administration, Professional Development Training and Recruitment Services. POE's full range of services helps you manage your common HR related tasks, leaving you time to focus on more strategic goals. While these general services may seem straightforward, they can quickly become cumbersome and time-consuming and if not handled properly, can lead to tax consequences or non-compliance fines. In the litigious era we live in, you simply cannot afford to make a serious mistake. POE Optimum Services deliver both the time and the peace of mind you need to run your business effectively.

### **General Human Resource Administration**

**With POE everything begins with your assigned Human Resources professional, who has dedicated to getting you set up and to helping you through the countless issues that arise every day. Supported by subject matter experts and preferred vendors, your HR professional is your primary point of contact, charged with ensuring your complete satisfaction. Your HR solution may be outsourced, but your POE HR professional delivers like a company insider. Our General Human Resources Administration includes:**

- **Customized Employee Handbook/Policy Handbook.** Using information you provide, POE will provide your company with a customized Employee Handbook. The handbook will communicate company policy on topics such as benefits eligibility, paid time off, dress code and related issues, to help ensure company-wide clarity and mutual understanding.
- **Customized HR Related Forms and instructions in English and Spanish.** All forms are up to date and in compliance with the law. We will customize

these forms with your company logo in English or Spanish allowing you to maximize communication. All you do is print and copy forms when you need them.

- **Employee record keeping.** To ensure your payroll register is always up to date, POE provides a web portal to help you maintain basic employment records such as an individual employees' department, social security number, address, hire date, hours worked, earnings, deductions and more.
- **Information and guidance.** POE will provide you with information and recommendations to help you stay abreast of complex employment laws and regulations. Examples include (but are not limited to):
  - the Family and Medical Leave Act (FMLA)
  - the Americans with Disabilities Act (ADAAA)
  - the Fair Labor Standards Act (FLSA)
- POE also provides access to a toll-free risk management hotline, along with all necessary workplace posters and other notices to help you avoid costly safety incidents.
- **Manuals and other management reference materials.** POE will guide you through various aspects of hiring and managing employees. This guidance will save you time and help foster a more productive and harmonious work environment.
- **HR Consultation.** Our Professional HR Counselors give you immediate response and service, which allows your HR department and other management to obtain the most up-to-date answers (both Federal and State) on a wide range of HR-related legislative questions.
- **Employee relations issues.** POE Professional HR Counselors will assist you and your management team with employee discipline and grievances, offering suggestions and guidance as necessary.
- **Performance Reviews.** One of the most important, but sometimes least popular, tasks for management is to provide performance reviews for their staff. Another essential tool provided by POE is performance review support and evaluation. This can be used to help determine pay raises and improve the communication process between managers and employees. To avoid potential litigation, the reviews are generated with balanced, non-discriminatory language.
- **Job Descriptions.** Drafting a proper job description can avoid needless exposure to litigation. POEs Professional HR Counselors walk you through the process.

- **Compensation Analysis.** Another useful service is our compensation analysis. POE Professional HR Counselors help managers set the proper pay level for a job – which avoids overpaying for a position, or worse, underpaying which can mean the best qualified candidates end up going elsewhere.
- **Drug testing support and references.** POE will provide the basic forms and policies needed to maintain a drug-free workplace.
- **Background Checks.** POE will provide the basic forms and policies needed to conduct different types of Background Checks.
- **HR Compliance Workshops/Training.**
- **Worker’s Compensation Services.** POE offers detailed reporting options that can reduce your exposure to year-end audits. We are also able to place coverage at highly competitive rates.

### **Payroll Processing and Tax Administration**

**Processing payroll and paying taxes are fundamental components of running a business. POEs Payroll System is uniquely positioned to deliver these vital services. Be sure your company is getting the service - and guidance that it needs.**

- **Payrolls delivery/direct deposit.** Employees paychecks are delivered to your workplace ready for distribution, complete with signatures, and are automatically inserted into individual envelopes. As an alternative, you can choose direct deposit, a timesaving electronic payment option that enables you to deposit your employees' pay directly into their bank accounts.
- **Tax administration and filing.** POE will handle the filing of all payroll-related taxes and take care of monthly reporting to the relevant tax authorities.
- **W-2 administration.** POE will handle your company's year-end reporting requirements, including laser-printed W-2s, direct reporting to the proper tax authorities and statements of deposits and filings made on your behalf.
- **Wage garnishments and related administration.** POE will handle any applicable garnishments, levies and child support payments.
- **Paid time off accruals.** POE will track and restart individual employees' paid time off (PTO) accruals in accordance with your PTO policy. You have the option of showing vacation accruals and PTO hours allowed and taken on your employees' paychecks.
- **New hire processing.** POE will ensure the relevant personal information for new hires is captured in the payroll system. In addition, we will provide you

with a checklist to make sure all relevant paperwork - such as W-4s and I-9s - is accounted for.

- **27/7 Online Access to the System.** Our system also integrates seamlessly with all of the major time and attendance systems/labor management systems.
- **Terminations processing.** When an employee is terminated from your company, POE will remove that employee from the payroll system on the termination effective date you have specified. POE will also provide you with guidance and useful forms for exit interviews, receipt of property and more to ensure a smooth transition from your company.
- **Employee and Management reports in downloadable data.** POE will provide you with a variety of laser-printed reports that can help you track and manage your staffing costs more efficiently. Customize hundreds of reports, just the way you want them. Standard reports include:
  - Payroll transmittal
  - Check reconciliation listing
  - Payroll schedule
  - Payroll register
  - Employee earnings statement
  - Payroll invoice
  - Master control accumulators and codes
  - Labor distribution
  - Payroll worksheets
  - Quarterly earnings record cards
  - Deduction register balance forms
  - Allowed and taken hours
  - Stat summary report

### **Benefits Administration**

**POE gives you the advantage of being able to maintain the relationships with providers you already have, greatly reducing the hassle for your employees. In addition, by enabling employees to pay their share with pretax dollars under IRS Section 125, you help them reduce their taxable income while your company reduces its Social Security and Medicare tax expenses.**

**POE will implement all the necessary Section 125 administrative services. Features of this "Premium Only Plan" include:**

- **Implementation assistance.** POE will assist you in implementing the Premium Only Plan to ensure complete integration with our payroll systems. We will supply you with materials you need for initial and open enrollment.
  - **Premium processing.** POE will handle payroll deductions for employee premiums.
  - **Document preparation.** POE Resource will provide you with a Premium Only Plan document and Plan Summary.
  - **Plan testing.** POE will perform interim and final non-discrimination testing.
  - **COBRA administration.** POE will provide administrative notices for COBRA.
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- **Eligibility Tracking.** As you hire new employees, POE will track eligibility and automatically send them the appropriate enrollment materials at a pre-determined time prior to the start of coverage. Our system allows you to track and confirm that all newly eligible employees have completed their applications and submitted them to the insurance carrier (s).
  - **Employee Paid Voluntary Benefits.** For those benefits that you wish to offer your employees on a voluntary basis, POE makes available. There is no cost to the company – and no additional administration required. POE will make the deductions and remit premiums on behalf of your employees to the insurance carrier (s).
  - **“Best in Class”.** When it comes to benefits, our mission is to provide POE clients with access to the best available benefits – whether they are employer paid or voluntary. Through our industry track record and volume, we have been able to negotiate highly competitive or, in some cases proprietary arrangement.
  - **Premium Remittance/Reconciliation.** POE will reconcile your insurance carrier bills with employees actually covered and employee deductions and either send you a premium remittance report or remit premium on your behalf.
  - **401(k)/Pension.** Through a special arrangement, you can implement any form of qualified plan with little or no administrative fees. This means any form of plan from a simple, employee-pay-all 401(k) to a New Comparability Plan with a 401(k) option. This can save you \$1,500-\$3,000 or more per year in administrative fees.
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## **State Unemployment Insurance (SUI) Administration**

**Managing State Unemployment Insurance (SUI) is a complex, time-consuming task that is most effectively done proactively, with rigid attention**

**to detail. POE SUI experts provide complete SUI administrative services from payroll tax filing to claims administration. Specific features of the service include:**

- **SUI tax administration.** POE Resource will calculate, deposit and reconcile your SUI payroll taxes.
- **Quarterly activity reports.** POE Resource will provide quarterly statements of deposits and filings reflecting taxes paid and information reported on your company's behalf. We will also provide an annual summary of all SUI activity.
- **Claims administration.** POE Resource will process and file responses to all unemployment claims, making sure that all paperwork is completed accurately. In addition, we will provide you with information and guidance to help you avoid unnecessary SUI charges.
- **Research/rate analysis.** POE Resource will research payroll tax filing issues and review the available data elements used to calculate your SUI rate. Where necessary, we will work with appropriate agencies to resolve discrepancies.

### **Safety and Loss Prevention**

**Achieving a safe workplace and minimizing the potential for on-the-job injuries is essential to your company's long-term financial health. POE provides access to a comprehensive online library of resources designed to help your company improve workplace health, safety and organizational performance. Features include:**

- Safety training in English and Spanish.
- OSHA support. POE provides access to up-to-date reference materials to keep you abreast of applicable OSHA regulations.
- Risk management hotline. POE will provide a hotline staffed by an experienced risk management professional who will help in the following areas:
- Consultation on specific OSHA standards and recordkeeping requirements, such as the OSHA 300 log
- Information about industry-specific safety hazards
- Consultation for the evaluation and control of occupational health hazards
- Guidance with the development of health and safety programs
- Support documents for health and safety training in English and Spanish

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## **Employee Self-Service Access**

### **The secure, Internet-based system:**

- Gives employees and independent contractors the ability to view and print their own payroll check stubs, and 1099-MISC forms.
  - Provides simple, easy-to-use, 24/7 access from work, home, or wherever it's convenient for the employee.
  - Sends employees an e-mail every time pay documents and tax documents are available for viewing and printing.
  - Allows access to five paycheck calculators for creating "what if" scenarios. These help employees make financial-planning decisions regarding their pay, including possible changes in deductions and retirement plan contributions.
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## **Management Benefits**

### **In addition to providing a self-service tool to employees, managers realize benefits too:**

- The increased human resources capability means decreased HR administration. For example, you'll no longer have to contact POE every time a check stub, W-2, or 1099 MISC needs to be replaced.
- Less paperwork translates to more time for business. You can opt to suppress the printing of your payroll reports and employee direct deposit check stubs, cutting down on unneeded office paperwork and filing. At the same time, you retain the ability to view all of this information online and can print any item that you need at your convenience.
- Self-service employee convenience contributes to workforce satisfaction and retention.
- All information is hosted and maintained on a secure POE server and does not require the purchase of additional hardware or software. All updates and other maintenance are handled by POE

## **Pre-Employment Services**

**Hiring tools from POE help you decrease hiring risks and increase your return on investment.**

**The hiring process can be complex and has so many aspects to manage including: collecting and processing applicant information, conducting background checks on applicants, checking applicants' references, and accounting for every legal form and document. And, that's only the beginning. There is an easier way. From start to finish, turn to POE as your one trusted source to help you screen applicants, select the best candidates and comply with employment regulations.**

### **Screen**

POE can perform a well-rounded mix of background checks on every applicant, but not all positions require the same degree of investigation. Therefore, the POE Screening and Selection Service lets you establish the levels you need, by position. When you need the most accurate, comprehensive data possible, call on POE to perform Fair Credit Reporting Act (FCRA) compliant pre-employment background checks. You can be confident our identity validations, criminal background checks and other screens will deliver the information you need to make informed decisions. Our screening services include:

- [Identity Validations](#) - Validate a candidate's Social Security Number and address history to quickly build an order for criminal background checks.
- [Criminal Court Records](#) - Reduce the complexity of criminal background checks with easy online ordering of county, state, multi jurisdictional and federal records as well as fast access to online reports.
- [Driving Records](#) - Prevent accidents and lower your liability with driving record checks.
- [Credit Records](#) - Run a pre-employment background check on a candidate's credit history so you know who you can trust with your organization's money.
- [Government Registries](#) - Find out before it's too late if a candidate has a history of sexual misconduct or has been sanctioned by the government.

- [Workers' Compensation Records](#) - Reduce fraudulent claims and increased insurance premiums by viewing a candidate's history of filing workers' compensation claims.
- [Reference Verifications](#) - Eliminate the tedious task of tracking down references with POE's employment, education, credential and personal reference verifications.
- [Substance Abuse Testing](#) - Keep substance abuse and all related risks out of your workplace with extensive testing solutions from POE's preferred partner.

### **Select**

POE's smart hiring technology includes easy-to-understand reports and our criminal court records include a convenient summary section. POE's technology helps you make better hiring decisions:

- Save time and money, and streamline your background checking process.
- Enable you to access candidate information faster and more efficiently.
- Provide tools to help you stay organized and on top of the candidate selection process.
- Send alerts whenever state-specific release forms are required for certain types of background checks.
- Policy Manager – defines hiring policies that specify what type of background check results are acceptable company wide or for specific positions.
- Integrated with HRMS System- POE allows you to post your job openings directly into the HRMS system – this both informs your internal staff of opportunities to move up in your organization and posts the position so that millions of potential candidates can respond.
- Skill Validation- once you review the candidates, you may select several as suitable for an interview. To assist you in selecting the right candidate, POE makes it easy for managers to schedule a skill validation test for the candidates. This gives them a chance to demonstrate the skills listed on his or her resume are valid. 400 tests are available. The results of the test are automatically posted back in our system so your managers can view them at their convenience.

### **Comply**

HR Professionals – or individuals like you who are tasked with these important responsibilities - are busy enough without having to worry about where to find HR guidance. POE Professional Recruiters can deliver all the

HR information you need from one source and give you a direct line to HR subject-matter experts who can provide immediate answers to your questions.

### **HR Professional On-Call**

Do you wish you had an HR consultant you could trust to provide the instant advice you need, saving you the time and aggravation of tracking down the information yourself? POE HR Professionals don't just provide accurate, timely answers to your HR questions. We also provide you and your organization with protection by helping you comply with current employment regulations. And, we help give you the confidence to make justifiable decisions based on facts and best practices.

### **HR Forms and Documents**

Easily find essential HR information for staying compliant and on track. The amount of time HR professionals like you spend tracking down essential employment documents, current forms and best practice guidance can add up quickly. Our HR Professionals deliver reliable, up-to-date information and materials to help keep your HR and employment processes fully compliant.

### **Adverse Action**

Reduce your adverse action liability and workload. When you decide not to hire candidates based in whole or in part on background screening results, the Fair Credit Reporting Act (FCRA) requires you to notify candidates to give them a chance to correct any inaccuracies. POE can take this burden off of your plate, and ensure effective and compliant communications with the candidate.

## **Professional Development Services (Training)**

**POE is committed to helping your company develop a skilled, productive and well-rounded workforce through comprehensive professional development training. Our training professionals deliver focused seminars led by experts in their respective fields. You and your managers gain knowledge and skills that you can put to use immediately.**

The following are examples of seminars offered. Each was designed to provide you with the latest information and techniques in the areas of effective management, customer service, regulatory guidance and many other subjects:

- \* Hiring: The Selection Process
- \* The Employee Discipline Process
- \* Customer Service
- \* Employment Law Basics
- \* Diversity in the Workplace
- \* Sexual Harassment
- \* Essential of HR
- \* Conflict Management
- \* Leadership
- \* Performance Evaluation