



### **Farm Bureau Deal**

QTS Payroll regular services were deemed to be competitive before a Farm Bureau discount was considered. Farm Bureau discount is 10%-15% off of the regular price. Discounts are applied not only to set up charges but to ongoing services as well.

### **How does it work? (Nutshell Version)**

Members can contact Jim Ritter at QTS (866-787-7297), tell them **they are Idaho Farm Bureau members**, and can get a quote for payroll services. If a member chooses to sign up, Jim will facilitate that as well.

### **Other Information/ (Broader Version)**

#### **Questions often asked about QTS**

- A description of your company, including its history and size, years in payroll service business.

*QTS was founded in 1996. Initially our focus was on the Southwest, however, QTS has grown to service clients in 38 states and is capable of supporting statutory requirements in any state or locality. We currently service approximately 300 clients ranging in size from one employee to over 450. QTS is small enough to be nimble and responsive to the needs of our clients, yet large and experienced enough to support extremely complex applications.*

*We pride ourselves on our service reputation and pay close attention to our key service metrics. Our most recent Quality Survey came in at 4.98 out of 5.0 and is running at an*

*average of 4.79 for the past year. We also ended our most recent fiscal year with an annual retention rate of 94.49%. Virtually every client we service is referenceable!*

- Where is the data center for the ASP (Application Service Provider) physically located?

QTS' operations are run out of Las Vegas, Nevada. The ASP for our web-based product is run out of Massachusetts and our Time and Attendance ASP is run out of Utah. With all products, back-up databases are run daily and stored off site in multiple locations.

### **Year End:**

- Describe the vendor/client responsibilities for the year-end and/or year begin process.

*To ensure accurate W-2 reporting, clients are responsible for reviewing and editing employee data such as name, address, SSN, etc., ensuring the information is correct and current and for entering manual/void checks on an ongoing basis. QTS performs employee database error auditing prior to year-end and notifies clients regarding the corrective action they need to take. In addition, clients need to contact Client Services as soon as they detect a processing error and make sure that all their deduction codes are mapped to the correct W-2 box at the time they are set up. QTS sends a year-end reminder that includes required W-2 box mapping.*

- Are year-end services provided?

*Yes, QTS provides complete support for employee and employer generation of W-2s and filing of the W-3 reconciliation, FUTA report, and all required state tax reconciliation's.*

- Are garnishment payments automatically generated to the payee?

*The Agency Tab is used to set up third-party payment information such as garnishments. These payments can be issued by check or sent electronically. If a check payment is required, QTS will send the check along with the client's regular payroll. Electronic payments are processed as direct deposit transactions.*

- Does the system maintain all federal and state regulations for garnishment processing?

*The client will need to supply QTS with garnishment information. A copy of the actual document is best. If the document is not available, written instructions from the client that includes the amount and frequency of the garnishment is required. Client services provide guidance or additional resources to clients when they need to obtain information pertaining to a garnishment order.*

- Can the system create one W-2 for each EIN the employee worked?

*If an employee has earned wages under multiple companies, our system will produce a separate W-2 from each company.*

## **Year End *continued*:**

- How do you meet the January 31 deadline for distributing W-2s?

*At the end of each year, post-mortem meetings are held to review the team's performance and document opportunities for the next year. In mid-August, the management team starts formal year-end planning and conducts regular year-end planning meetings. This focus and communication ensures that each year builds on the previous year and operations run smoothly.*

*During the year-end process, W-2's are processed and delivered to clients far in advance of the due date. This ensures that Clients will receive them in enough time to either mail or hand-deliver them to their employees prior to the Jan. 31st deadline. In 2005 all W-2s were delivered by January 17th.*

- How does your system handle manual checks?

*Manual check calculations can be saved in our program and processed with the next payroll.*

## **Pricing:**

***Payroll Processing:*** *Bundled cost includes complete tax filing services, HR on-line support, W2's & year-end filing, unlimited direct deposits, benefit accrual, general ledger feed, and third party payments are all included in one.*

- What is your guarantee period for pricing?

*Pricing is guaranteed for a minimum of one year.*

- Under what circumstances (e.g., growth) could pricing change?

*When the number of employees changes, the total cost of each payroll increases/decreases per employee. QTS does not pursue regularly scheduled price increases and has historically managed vendor and supply cost increases through growth and cost containment activities vs. price increases.*

## **Customers:**

- What are three frequent reasons customers select your company over your competition?

*Custom Services - Our flexibility and personal attention to our clients' needs in offering to develop custom solutions, like creating custom reports, sets us apart from our competition.*

*Outstanding Client Support - Our knowledgeable staff, proactive client support, and responsiveness to solving any issues that arise. We understand that payroll is an urgent matter and when there is a concern, it needs to be addressed effectively, with accuracy, and in most cases – quickly.*

*Value – QTS' bundled pricing is completely transparent and predictable. We do not pursue hidden pricing strategies to increase revenue at the expense of our clients.*