



# Broker Binder





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Welcome to the TEL Staffing and HR team! In this packet you will find a wealth of information that will help you be a successful part of TEL. We have provided information on who we are as a company, what exactly a PEO is, and how we can be beneficial to possible clients. You can use any of the material in this binder to answer questions about the advantages of partnering with TEL. There are also instructions on I-Linked. This is our web based software for entering potential clients, presenting proposals, and preparing a contract. If you have any questions or need more information please reach out to us. We look forward to partnering with you as we grow our business in providing exceptional customer experiences through personalized care.





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RISK MANAGEMENT  
HUMAN RESOURCES  
EMPLOYEE BENEFITS  
STAFFING

# Who is TEL

## OUR VALUES



TEAMWORK



QUALITY



INTEGRITY



LOYALTY



CARE

## OUR MISSION

TEL Staffing & HR exists to provide an exceptional customer experience through personalized care for your employees and your business

## OUR HISTORY

Started in 2001, Total Employee Leasing, known today as TEL, was launched with the mission to help Business owners enhanced the organizations performance, employee engagement, and bottom-line. We understand the need for protection between the hardworking business owners and the increasingly complex and tedious legal environments they face everyday. For over 20 years, TEL has helped our Clients to rethink how they deal with complex payroll administration, tax compliance, workers' compensation claims, human resources, unemployment, and employee benefits. Today, TEL now serves hundreds of clients and thousands of employees throughout the Southeast. With an active and growing 14-state footprint, TEL has professional solutions to handle almost every type of business or non-profit organization, and the experience to do it better than anyone else at a fraction of the cost!



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STAFFING



# Our Services

## ✓ Human Resources

Full service HR dedicated to training, government regulations compliance, record keeping, and unemployment claims

## ✓ Risk Management

Safety training, tools, and procedures to mitigate risk and protect you from Workers' Compensation claims and other related costs

## ✓ Payroll

Cutting edge web based software combined with experienced professionals provide accurate payroll processing with secure paperless reports

## ✓ Employee Benefits

Major medical, vision, dental, and retirement all at the reduced cost of larger corporations for your small business

## ✓ Staffing

Providing screened, licensed, and industry specific candidates for temporary or direct to hire positions to fit your business needs

## The TEL Difference

We handle all the paperwork, employee issues, and government red tape so you can focus on what you do best!



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EMPLOYEE BENEFITS  
STAFFING

# Our Team

## Executives

**WAYNE BROWN**

**GENE BROWN**

**SHAWN BROWN**

**DARLENE CHAVERS**

**TERI SOLBERG**

**PRESIDENT & FOUNDER**

**VICE PRESIDENT**

**CHEIF OPERATING OFFICER**

**CHIEF FINANCIAL OFFICER**

**EXECUTIVE VICE PRESIDENT**

## Team Leads

**MARK ISBELL**

**PROJECT MANAGER AND SPECIAL TEAMS LEAD**

**ALEXIS BROWN**

**SALES COORDINATOR**

**DAVID BARRERA**

**HR AND RISK MANAGEMENT MANAGER**

**WENDY HARDY**

**PAYROLL AND BENEFITS MANGER**

**SUSIE NIX**

**STAFFING MANAGER**

**LANA BROOKHART**

**ACCOUNTING MANAGER**



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HUMAN RESOURCES  
EMPLOYEE BENEFITS  
STAFFING

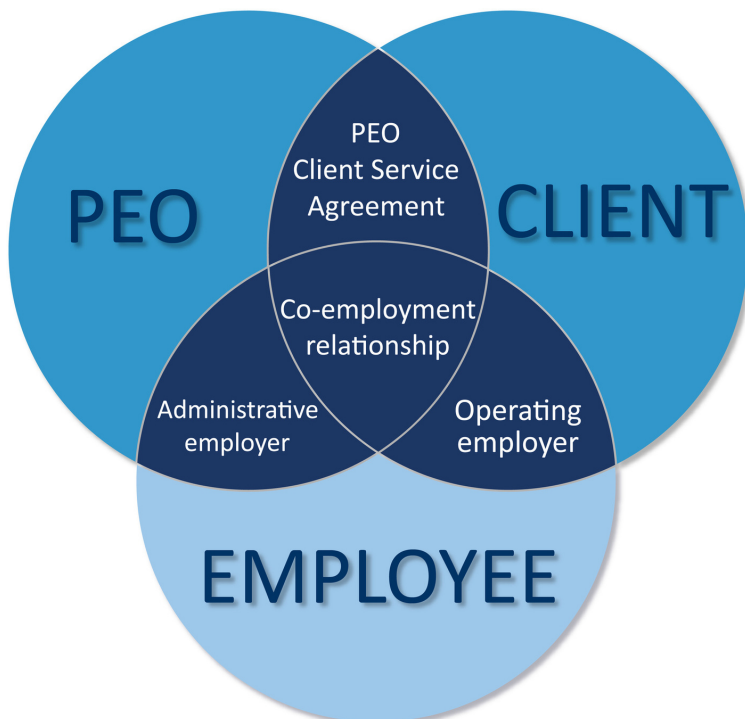
# What is a PEO

A Professional Employment Organization (PEO) provides comprehensive HR solutions for small and mid-sized businesses. This usually includes human resources, risk management, employee benefits, payroll administration and regulatory compliance assistance.

## WHAT DOES THAT MEAN

PEO's can provide a full suite of HR services and infrastructure to help their clients increase profitability, maximize employee productivity, save time, reduce employment related liability, and ultimately lower the cost of doing business. Simply put, "We solve employee problems!"

## HOW DOES TEL DO THIS



This is accomplished through what is called shared employment or co-employment relationship. This means that both the PEO and the Client company BOTH share responsibilities and liabilities in the areas of HR, risk, and other employee issues. The Client company still maintains 100% direction and control of their employees, but with a PEO the Client no longer shoulders 100% of the liability. The employer retains essential management control over the work performed by the employees. The PEO meanwhile, assumes responsibility for work such as reporting wages and employment taxes.



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# TEL the Difference

TEL provides hard working business owners like yourself with the very best in HR solutions, Workers' compensation insurance, payroll services, employee benefits, professional staffing, and much more. By partnering with TEL, you will have access to the resources of a Fortune 500 company at your fingertips with the budget of a small business. We handle all the paperwork, employee issues, and government red tape so you can focus on what you do best.



TEAMWORK



INTEGRITY



CARE



QUALITY



LOYALTY

# Our Mission

TEL Staffing & HR exists to provide an exceptional customer experience through personalized care for your employees and your business.

# Our Services



## Human Resources

Full service HR dedicated to training, government regulations compliance, record keeping, and unemployment claims



## Risk Management

Safety training, tools, and procedures to mitigate risk and protect you from Workers' Compensation claims and other related costs



## Staffing

Providing screened, licensed, and industry specific candidates for temporary or direct to hire positions to fit your business needs



## Payroll

Cutting edge web based software combined with experienced professionals provide accurate payroll processing with secure paperless reports



## Employee Benefits

Major medical, vision, dental, and retirement all at the reduced cost of larger corporations for your small business

## For Free Consultation:

850.476.9008

telstaffing.com

sales@telstaffing.com





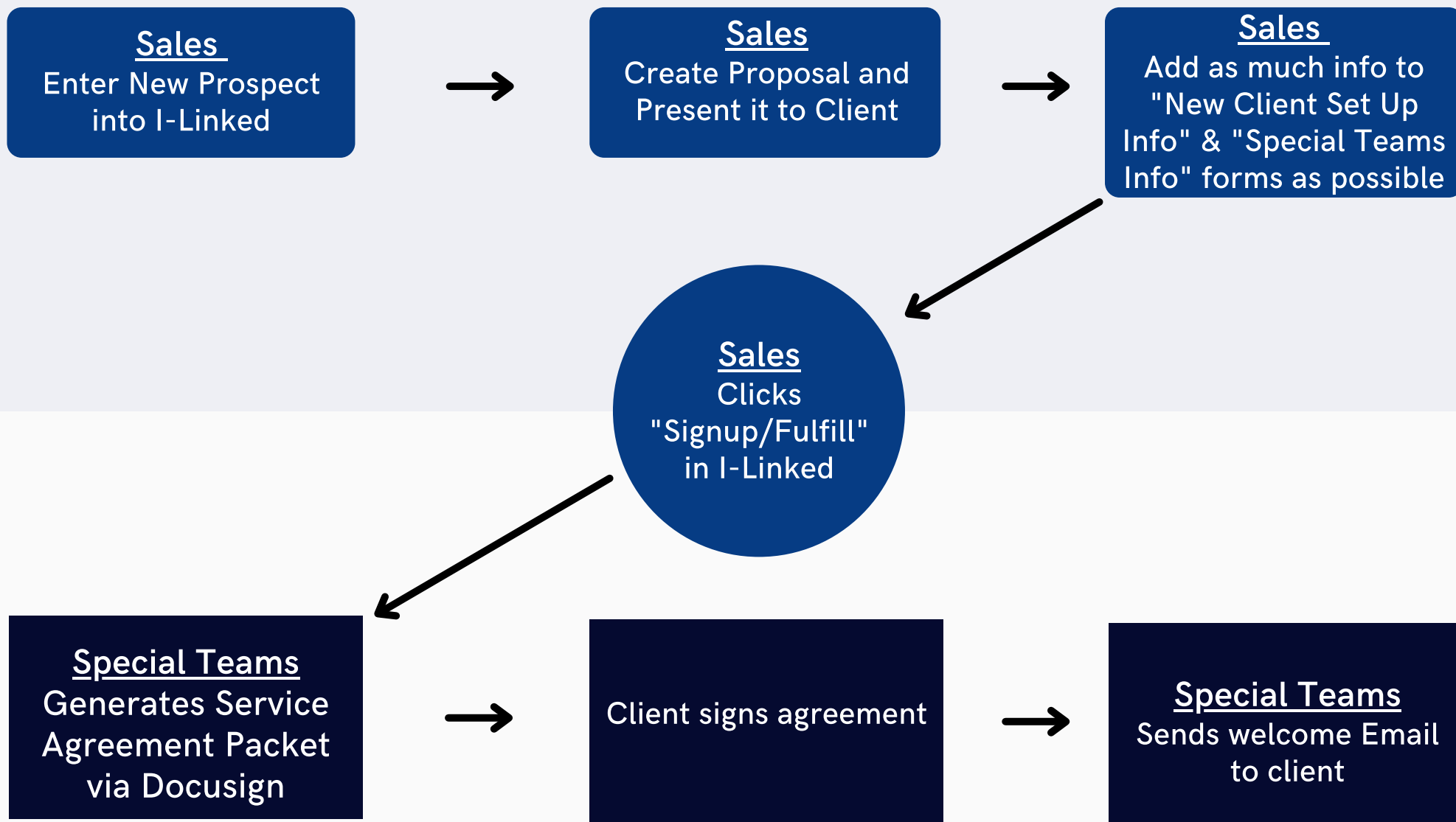
# How to Sign Up a New Client





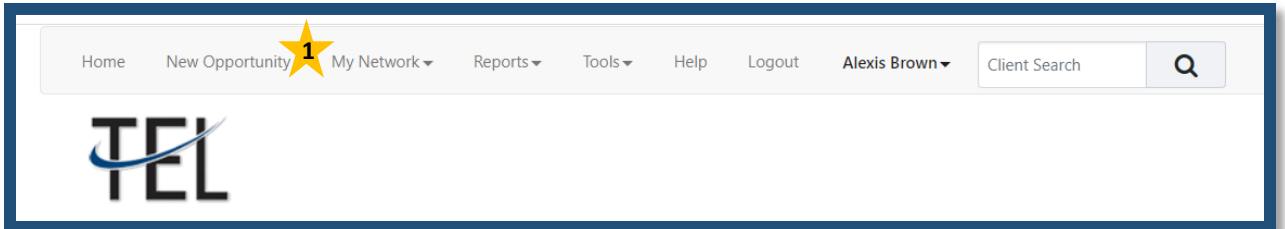
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# Broker/Sales Work Flow



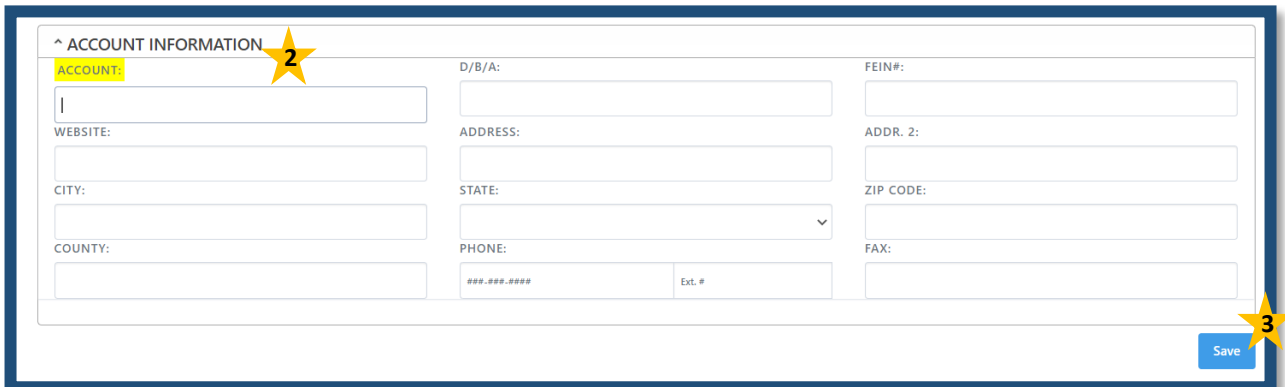
## Entering New Client Prospect

1. Click New Opportunity from the Main Menu



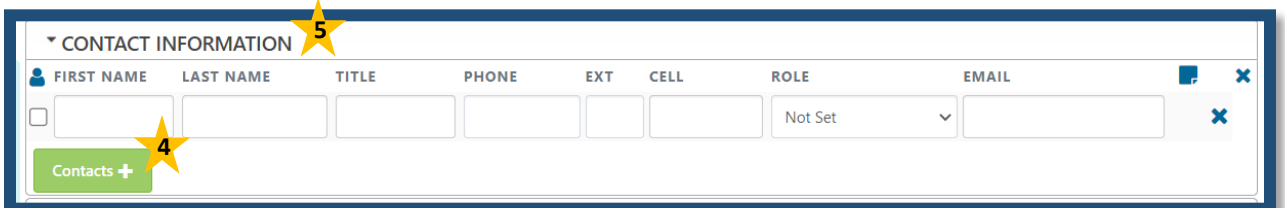
The screenshot shows the top navigation bar of the application. The 'New Opportunity' menu item is highlighted with a yellow star containing the number 1. Other menu items include Home, My Network, Reports, Tools, Help, Logout, and Alexis Brown. A search bar labeled 'Client Search' is also visible.

2. Enter Account Information
3. Click Save



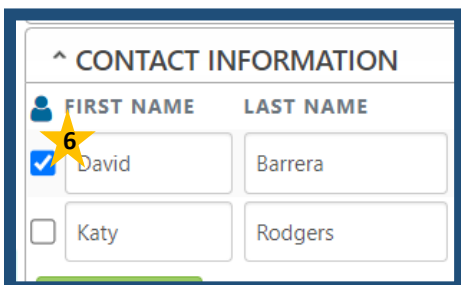
The screenshot shows the 'ACCOUNT INFORMATION' form. The 'ACCOUNT:' field is highlighted with a yellow star and the number 2. Other fields include WEBSITE, CITY, COUNTY, D/B/A, ADDRESS, STATE, PHONE, FEIN#, ADDR. 2, ZIP CODE, and FAX. A 'Save' button is located at the bottom right, highlighted with a yellow star and the number 3.

4. Click Contacts+ button
5. Enter Client Contact Information in appropriate fields
  - a. Click Contacts+ button to add additional Contact lines



The screenshot shows the 'CONTACT INFORMATION' table. The table has columns for FIRST NAME, LAST NAME, TITLE, PHONE, EXT, CELL, ROLE, and EMAIL. A 'Contacts +' button is located at the bottom left, highlighted with a yellow star and the number 4. The table header is highlighted with a yellow star and the number 5.

6. Check the Main Client Contact name
  - a. This is the name that will show on the Client Proposal



The screenshot shows the 'CONTACT INFORMATION' table. The 'David' contact is checked, highlighted with a yellow star and the number 6. The 'Katy' contact is unchecked.

# i-Linked Step – By – Step Instructions

7. Enter Client Demographic Information
  - a. Pay Frequency is a required field

**7**

**DEMOGRAPHIC INFORMATION**

BUSINESS TYPE: STATES OPERATING: Florida INDUSTRY: LEAD SOURCE:

# YEARS: # LOCATIONS: NAICS SIC:

# of Years in Business # of Locations

**WORKERS' COMPENSATION INSURANCE**

# EMPLOYEES: 0 EST. PAYROLL: 0 **PAY FREQUENCY:** (i) AVG HOURS/EE: 0

CURRENT PROVIDER: SUTA RATE: 0.00 MOD RATE: 0.00 EFFECTIVE DATE:

WC EX-DATE: PAYROLL RENEWAL DATE: CURR. PREMIUM: 0.00

8. Click Class Code + button
9. Enter all Client Workers Comp Codes
  - a. Click Class Code + button to add additional WC Code lines
  - b. For questions on WC Codes please contact the Risk Manager at 850.476.9008 Ext. 122
10. Enter Client Description in Nature of Business / Description of Operations

**9**

**EMPLOYEE CODES / WC CODES:**

STATE	ZONE	CODE	DESCRIPTION	#FT EES	#PT EES	ANNUAL AMT.
FL	0			0	0	0.00

**8**

Class Code + (i) Import Codes + (i) Download Blank Import Sheet

**10**

**NATURE OF BUSINESS / DESCRIPTION OF OPERATIONS**

11. Select New Opportunity from the Opportunity Status drop-down
12. Click Save

**11**

**SET STATUS**

OPPORTUNITY STATUS: New Opportunity PRIORITY: Normal SET ALERT: None

WC UNDERWRITING: Not Sent To Underwriting CLAIM STATUS: None

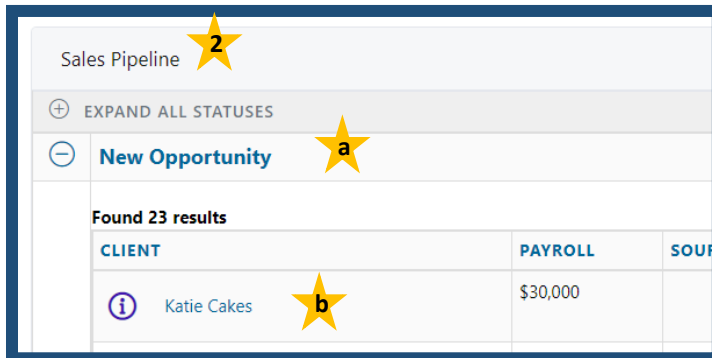
**12**

Save

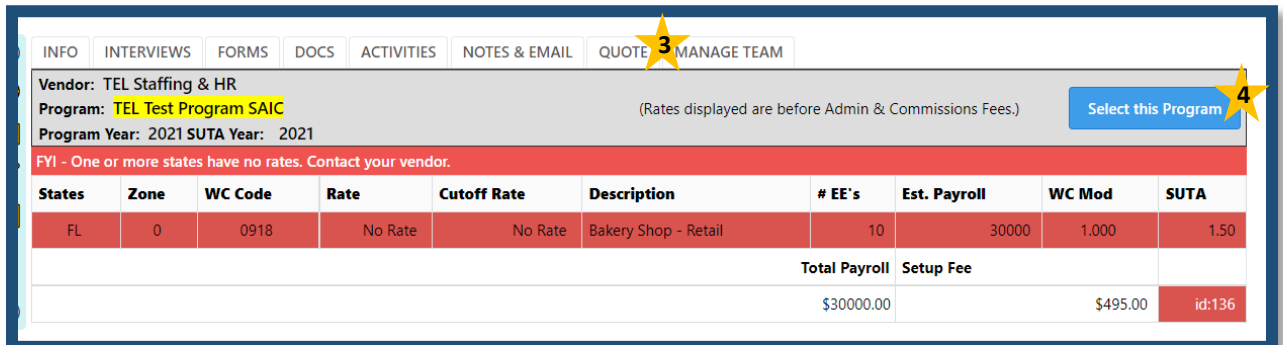
# i-Linked Step – By – Step Instructions

## Creating Proposal

1. **Sign in to i-Linked**
  - a. **See Accessing i-Linked (pg. 1)**
2. **Open Prospect from the Sales Pipeline**
  - a. **Expand New Opportunity List**
  - b. **Click the Client Name**



3. **Click Quote tab**
4. **Click Select This Program button**



5. **Click Mark Available to Share button**
  - a. This will change from Not Shared to Share
6. **Change Rates** as necessary
7. **Click Generate Quote**

# i-Linked Step – By – Step Instructions

**i** If you make code, employee, payroll amounts, pay frequency or other changes on the INFO tab, [please click here for important information.](#)

PRICING PROGRAM		PRINT TEMPLATE		DATE	
TEL Test Program SAIC		TEL Standard PEO Program		01/10/2022	
SETUP FEE	WC MODIFIER	ADMIN FEE	COMMISSION	DELIVERY FEE	AVG. HOURS/EE
495.00	1.000	26.67	0.00	0	80
MAKE AVAILABLE TO SHARE?		CUTOFF RATES		UNBUNDLED QUOTE?	
Shared <b>5</b>		Cutoffs On		Bundled	

Florida				SUTA <b>6</b>	Change all SUTA for:	SUTA Cost	Total EEs	Total Payroll	
				1.50	Florida	2.70	FT: 10 PT: 0	\$30,000.00	
ZONE	WC CODE	RATE	CUTOFF RATE	DESCRIPTION			#FT EES	#PT EES	PAYROLL BY CODE
FYI - One or more states have no rates. Contact your vendor. M-435									
0	0918	36.42	34.32	Bakery Shop - Retail			10		\$30,000.00

PROFIT ESTIMATES Estimated Profit Per Year is: **\$7,160.04**

NOTICES

Save Generate Quote **7** Clear Quote

8. Click Docs tab
9. Click Document Merge Tool

INFO INTERVIEWS FORMS **8** DOCS ACTIVITIES NOTES & EMAIL QUOTE MANAGE TEAM

DOCUMENTS

OTHER DOCUMENTS:

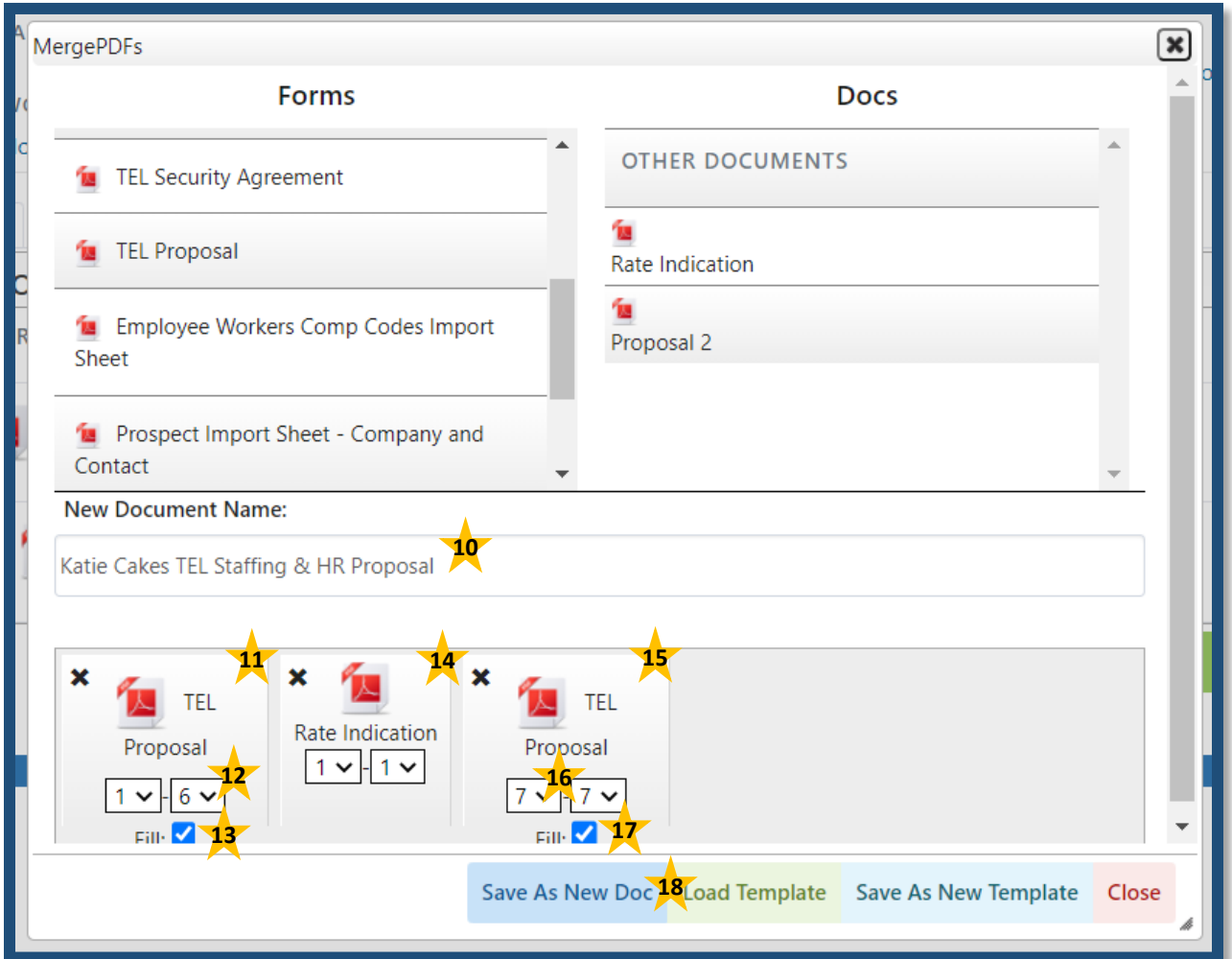
- Rate Indication (2:07 PM 01/10/22) Size: n/a  
Shared With: Not shared  
Download | Share
- Proposal 2 (1:11 PM 01/10/22) Size: 2 MB  
Shared With: Not shared  
Download | Change | Remove

Document Merge Tool **9** Upload New File

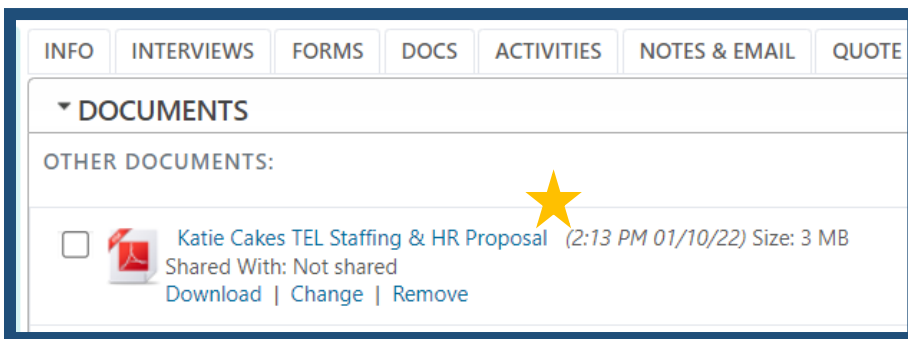
10. Name Document
  - a. Use Clients Name
11. Drag & Drop TEL Proposal into drag & drop box
12. Edit Last Fill Page Number
  - b. Change from 7 to 6
13. Check Fill box
14. Drag & Drop Rate Indication into drag & drop box
15. Drag & Drop TEL Proposal into drag & drop box

# i-Linked Step – By – Step Instructions

16. Edit **First Fill Page Number**
  - c. Change from 1 to 7
17. Check **Fill box**
18. Click **Save As New Doc** button



**Note:** You can now open, download, print, etc. your Client proposal from the Docs Tab.



# i-Linked Step – By – Step Instructions

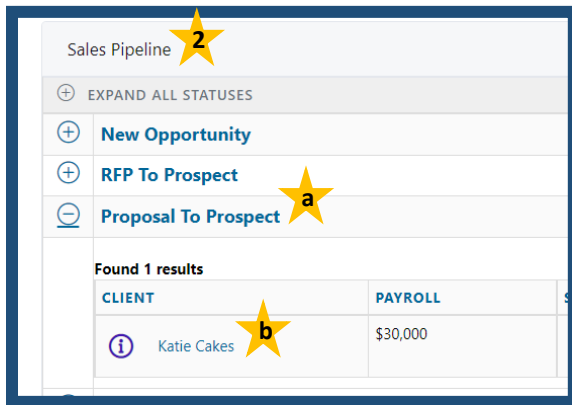
19. Click **Info** tab
20. Select **Proposal to Prospect** from the Opportunity Status drop-down
21. Click **Save**

The screenshot displays the 'i-Linked' system interface. At the top, there is a navigation bar with tabs: INFO, INTERVIEWS, FORMS, DOCS, ACTIVITIES, NOTES & EMAIL, QUOTE, and MANAGE TEAM. Below this, there are several expandable sections: PRODUCTS, ACCOUNT INFORMATION, CONTACT INFORMATION, DEMOGRAPHIC INFORMATION, QUALIFICATION & FORECASTING, and SET STATUS. The 'SET STATUS' section is expanded and contains three columns of dropdown menus. The first column is labeled 'OPPORTUNITY STATUS:' and has a dropdown menu with 'Proposal To Prospect' selected. A yellow star with the number '20' is positioned over this dropdown. The second column is labeled 'PRIORITY:' and has a dropdown menu with 'Normal' selected. The third column is labeled 'SET ALERT:' and has a dropdown menu with 'None' selected. Below these dropdowns, there are labels for 'LAST UPDATED:' and 'WC UNDERWRITING:' with corresponding dropdown menus. The 'WC UNDERWRITING:' dropdown has 'Not Sent To Underwriting' selected. At the bottom right of the interface, there is a blue 'Save' button with a yellow star and the number '21' next to it.

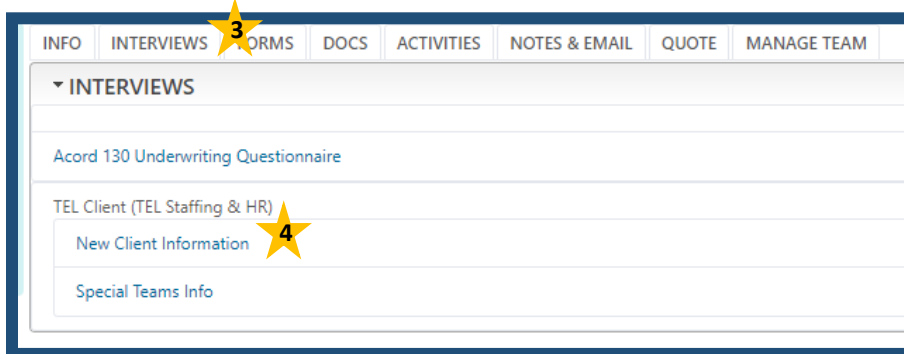


## Generate Service Agreement

1. **Sign in to i-Linked**
  - a. **See Accessing i-Linked (pg. 1)**
2. **Open Prospect** from the Sales Pipeline
  - a. **Expand Proposal to Prospect List**
  - b. **Click the Client Name**



3. **Click Interviews tab**
4. **Select New Client Interview**



5. **Answer Interview Questions** accordingly
6. **Click Save**

# i-Linked Step – By – Step Instructions

New Client Proposal Request:

PROPOSAL TYPE	SOURCE OF CLIENT REFERRAL
PEO	Website lead assigned to you

MAILING ADDRESS

Test delivery address 123

DATE FIRST PAY CYCLE WILL BEGIN ON	DATE FIRST PAY CYCLE WILL END ON
01/21/2022	01/22/2022

PAYROLL WILL BE SUBMITTED VIA	EMPLOYEES PAID VIA
Automated Time-clock Import	<input type="checkbox"/> Direct Deposit <input type="checkbox"/> Paper Check <input type="checkbox"/> Pay Card <input type="checkbox"/> Cash

PAYMENT WILL BE DELIVERED VIA	BIND DATE REQUESTED
<input type="checkbox"/> ACH <input checked="" type="checkbox"/> Local Courier <input checked="" type="checkbox"/> FedEx <input type="checkbox"/> UPS <input type="checkbox"/> Dropoff	01/24/2022

DATE OF FIRST PAYROLL	PAY CYCLE WILL BEGIN ON:
01/25/2022	Sunday

PAY CYCLE WILL END ON:	HOURS TO BE SUBMITTED BY 10:30 AM:
Monday	Tuesday

FUNDS WILL BE DRAWN ON:	CHECKS TO BE PICKED UP/DELIVERED:
Wednesday	Thursday

CHECKS WILL BE DELIVERED TO (ADDRESS):

1701 E. Kingsfield Rd Suite 111 Pensacola fl 32534

NEW EMPLOYEE SET-UP REQUIREMENTS

New EE instruction set here

SPECIAL INSTRUCTIONS OR COMMENTS: OPERATIONS

Special stuff for operations

HOW WILL PROSPECT/CLIENT SIGN THE SERVICE AGREEMENT?	SUBMITTED TO OPERATIONS ON:
via email from DocuSign	01/28/2022

Save **6**

7. Click Info tab
8. Select Proposal to Prospect from the Opportunity Status drop-down
9. Click Save

INFO **7** INTERVIEWS FORMS DOCS ACTIVITIES NOTES & EMAIL QUOTE MANAGE TEAM

^ PRODUCTS

▸ ACCOUNT INFORMATION

▸ CONTACT INFORMATION

▸ DEMOGRAPHIC INFORMATION

^ QUALIFICATION & FORECASTING

^ SET STATUS

OPPORTUNITY STATUS:	PRIORITY:	SET ALERT:
Signup/Fulfill <b>8</b>	Normal	None
WC UNDERWRITING:	CLAIM STATUS:	
Not Sent To Underwriting	None	

Save **9**



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RISK MANAGEMENT  
HUMAN RESOURCES  
EMPLOYEE BENEFITS  
STAFFING



# PROFESSIONAL SOLUTIONS GUIDE

PREPARED EXCLUSIVELY FOR:

TEL STAFFING & HR®

CORPORATE HEADQUARTERS: 98 WEED STREET · PENSACOLA, FLORIDA 32514  
TOLL FREE: 866.476.9008 | FAX: 850.476.9034 | WEBSITE: TELSTAFFING.COM



*Thank You!*

## A MESSAGE FROM THE PRESIDENT

Dear

Thank you for the opportunity to present you with a viable and practical custom solution to your organizations unique needs and goals.

At TEL, we understand the tremendous challenges you and your team face everyday while trying to achieve your professional objectives. The following proposal is a snapshot of just some of the services and ways that TEL can help make your life less stressful, more profitable, and efficient.

We look forward to partnering with you and your team and helping your organization exceed all expectations set before them. This year, and in the years to come!



Sincerely,

*Wayne Brown*

Founder & President



# OUR RECOMMENDATION FOR YOUR SUCCESS

Based on our conversations, the information your team has shared with us, and over two decades of successful experience actively partnering with hundreds of clients throughout the nation, TEL's **PEO Full Service Plan** is the solution that we recommend for your organization in order to help it thrive and achieve your goals- today, and in the years to come.

## PLAN OVERVIEW:

TEL's **PEO Full Service Plan** offers you and your team the power and resources of a Fortune 100 company while maintaining the integrity and simplicity of a small-medium sized business. This robust and fully integrated solution offers you all of the Payroll Processing, Tax Administration, Human Resources Consulting, Risk Management, and Employee Benefits tools and solutions that you could ever need, at a price point that you can comfortably afford.

## YOUR PACKAGE INCLUDES:

**Payroll Processing** From the simple to the complex, organizations with 5 to 5,000 employees turn to TEL for accurate payroll processing, custom reporting, and job costing they can trust. Starting with a streamlined onboarding process, to an easy to use web payroll system, to invoices that are clear and concise, your team will now be able to track expenses in one safe and convenient place.

**Employee Benefits** Attract and retain the best talent to your team by offering value-rich benefits like a large corporation on the budget of a small business. Pick and choose your custom offering from a flexible array of powerful benefits. Dental, Life, Vision, 401k, Disability, HSA/FSA plans and more are now available to you and your team through TEL.

**Customer Support** Day or night, weekday or weekend, enjoy 24/7/365 access to our HR, Workers' Compensation, and EAP hot lines.

**Tax Administration** Never worry about being in compliance again. From the moment your time is submitted, you can be sure that all of your taxes and deductions will be paid on-time, and in-full.

**Human Resources** In a complex world full of unjust law suits and ambiguous government regulations, our team of certified HR pros will help navigate you through the confusion into clarity. From an initial policy and handbook review, to group HR training, to assisting you with the most sensitive personnel issues, we will help keep you and your team safe despite the many HR challenges you will face.

**Risk Management** Whether it be for risk and safety training, workers' compensation claims, or fraud prevention, TEL is here and ready to help protect you and your organization. With policy limits that exceed the norm, rest assured that any claims your organization may face are not only paid accordingly, but will be fully investigated and well vetted first.

**Staffing Discounts and more!** Enjoy exclusive rates on our Staffing services and special deals from our affiliate partners year round!

*What will you do with  
Your extra time  
and savings?*





## INCLUDED IN YOUR PLAN

The following services & benefits are just some of the value-rich offerings included in your plan. For the most up-to-date and comprehensive list of benefits and services your plan includes, please visit [TELStaffing.com/MyPlan](http://TELStaffing.com/MyPlan).

### PAYROLL PROCESSING

- ✓ Full compliance with all Federal, State, and county rules, regulations, and tax laws
- ✓ I-9 verification, compliance, and secure storage
- ✓ Job costing and certified payroll
- ✓ Dedicated payroll processor
- ✓ Fast, easy, and secure web payroll reporting
- ✓ Online new hire enrollment, and onboarding
- ✓ Time and Attendance Modules Available
- ✓ Calculate, pay, and report all taxes, special withholdings, garnishments, and deductions
- ✓ Provide, distribute, and review employment tax forms and documentation for all 50 states
- ✓ Track and record vacation, PTO and sick time
- ✓ Accurate and detailed custom reporting
- ✓ ACH, direct deposit, and paycard technology
- ✓ Stop payments on lost or stolen check cards
- ✓ Out of cycle, reimbursement, and bonus checks
- ✓ GL Interface- Import/Export
- ✓ 24/7/365 employee access to their payroll info, W-2's, and personal data

### RISK MANAGEMENT

- ✓ Pay as you go Workers' Compensation policies
- ✓ No up front bond or security deposit
- ✓ \$1M/\$1M/\$1M liability limits
- ✓ 24/7/365 Workers' Compensation hotline
- ✓ Employee classification and premium audits
- ✓ Assist with government compliance
- ✓ Safety programs, initiatives, and inspections
- ✓ Complete claims management, processing, and follow-up
- ✓ Fraudulent claim investigation
- ✓ Proactive loss prevention consulting
- ✓ Return to work and light duty programs
- ✓ Maintain and provide accurate loss runs
- ✓ Online training and certifications available
- ✓ Team safety and awareness training
- ✓ Certificates of insurance upon request
- ✓ Maintain contact with injured employees and monitor treatment status with medical staff

## HUMAN RESOURCES

- ✓ Compliance with all Federal, State, and local employment laws and standards
- ✓ HR consultations and improvement plans
- ✓ Employee Assistance Program (EAP)
- ✓ Job Description Review and Development
- ✓ Administration of all unemployment claims
- ✓ Unemployment hearing assistance
- ✓ Contest and investigate questionable claims
- ✓ Salary exemption status classification review
- ✓ Personnel file maintenance with 24-hour access
- ✓ Assistance with hiring, progressive discipline, and terminating employees and paperwork
- ✓ ACA, FMLA, FLSA, ADA updates, explanations, audits, and filings ensure your full compliance
- ✓ Manager and employee level training
- ✓ Secure protection of all personnel records
- ✓ Custom policy and procedure handbooks
- ✓ Employment and income verifications
- ✓ File EEOC administrative appeals
- ✓ Support throughout the entire EEOC process
- ✓ Identify, process, and track WOTC tax credits
- ✓ Provide legal guidance on HR related issues
- ✓ Conduct various types of background, MVR, and drug testing (additional charges apply)

## EMPLOYEE BENEFITS

- ✓ Custom plan design and administration
- ✓ Rich cafeteria style benefits
- ✓ Discounted medical memberships
- ✓ Monthly reconciliation of group benefits
- ✓ Monthly reconciliation of voluntary benefits
- ✓ 401(k), 403(b), and IRA plans available
- ✓ Annual benefits review and free cost analysis
- ✓ Section 125 pre-tax deduction compliance
- ✓ Dental, vision, life, disability, hospital, cancer, accident policies, and more available
- ✓ Confirm, track and manage employee eligibility
- ✓ Enrollment kits provided and distributed
- ✓ Open enrollment and claims assistance
- ✓ HSA/FSA administration
- ✓ Conduct individual and group benefits meetings
- ✓ Track and coordinate COBRA eligibility
- ✓ Full compliant with all Federal and State laws
- ✓ Deductions are accurate and remitted on time
- ✓ Dedicated specialists available to answer all employee coverage questions and concerns

## ADDITIONAL SERVICES

- ✓ Online employee enrollments- included!
- ✓ Secure, off-site daily backups- included!
- ✓ Disaster contingency plan- included!
- ✓ Federal and State employment posters- included!
- ✓ Simple and secure web payroll- included!
- ✓ Amazing customer service- included!
- ✓ Special EPLI discount program- included!
- ✓ Individual, group, and online training- included!
- ✓ Deep staffing discounts- included!
- ✓ No charge for waivers of subrogation, out of cycle payroll, cutback, or bonus checks
- ✓ No up-front bond or security deposit required
- ✓ No early termination fees
- ✓ No employee set-up fees
- ✓ No annual fees
- ✓ No direct deposit or ACH fees
- ✓ No year-end W-2 fees
- ✓ No hidden fees

*Ready to join the team?*





## REAL CLIENTS. REAL RESULTS.

*“With TEL’s **PEO Full Service Plan** our team has been able to streamline our administrative process, strengthen our employee engagement and increase our bottom line. As a business spread across the region with over 180 employees, TEL’s level of service and personal care bridges the distance to put powerful resources at my fingertips.”*

Jim Holland  
COO, Phillips Media Group



*“As a nonprofit agency with multiple locations and over 200 employees TEL’s value-driven approach to business helps us keep the balance between the business and those we serve. TEL’s passion and drive for both our employees and our business has allowed us to grow to serve more members of our community than ever.”*

Danny Pipkin  
Senior VP of Operations, Waterfront Rescue Mission





# CLIENT PROPOSAL

01/20/2022 Ref# 18334

**Prepared For:** TEL Test Client  
**Presented To:** Nancy Jones  
**Presented On:** 01/20/2022

**Prepared By:** TEL Staffing & HR Administrator  
**Plan Type:** PEO Full Service  
**Paperless Services:** Included!

ACTIVE STATE	WORKERS' COMPENSATION CODE (IF APPLICABLE)	EE'S IN CODE	EST. PAYROLL	TOTAL RATE BEFORE CUTOFFS	CUTOFF RATE **
Florida	8810 Clerical Office Employees - NOC	5	\$165,423.00	<b>11.40</b>	<b>9.30</b>
Florida	5645 Carpentry - Detached 1 or 2 Family Dwelling (Residential)	8	\$500,000.00	<b>23.85</b>	<b>21.75</b>
Florida	8742 Salespersons, Collectors or Messengers - Outside	1	\$85,850.00	<b>11.56</b>	<b>9.46</b>
<b>TOTALS</b>		<b>14</b>	<b>\$751,273.00</b>		

## TERMS & CONDITIONS

- ✓ The rates above have been prepared in good faith based on the information provided by your organization. Rates are subject to change if the data provided is inaccurate or incomplete. Changes in Federal and/or State law, rules, or regulations may also effect your rates.
- ✓ Paperless service includes online payroll reporting, record keeping invoicing, check stubs, W-2's, ACH payments, direct deposits, pay cards, onboarding, and more. Physical records and documentation are available upon request at a quarter-point (.25%) addition to your already low administrative fee.
- ✓ State and Federal unemployment rates and cutoff amounts vary per state. The rates above accurately reflect both your SUTA and FUTA for each state and code.
- ✓ A small additional charge of \$.60 per employee per week will appear as a line item on your statement for Employment Practices Liability Insurance (EPLI). EPLI provides protection for an employer against claims made by employees, former employees, or potential employees. It covers discrimination (age, sex, nationality, disability), wrongful termination of employment, sexual harassment & other employment-related allegations.
- ✓ The services and rates presented in this proposal are contingent upon workers' compensation approval (if workers' compensation insurance is applicable to your plan).

X:

Signature of Acceptance by Authorized Agent/Member  
Nancy Jones  
TEL Test Client  
1701 E. Kingsfield Rd Suite 111  
Pensacola fl, 32534

Wayne Brown  
Founder & President



**SERVICE AGREEMENT EXHIBIT A**



## CONGRATULATIONS!

### YOUR NEXT STEPS- EASY AS 1, 2, 3!

**Step 1: Set the Date.** Contact your Account Manager and set the date and time to sign-up with TEL. This meeting only takes about 30 minutes and you are on your way to freedom!

**Step 2: Enroll Your Team.** Your professional partners at TEL will guide you through every step and detail along the way to make this smart transition quick, easy, accurate, and stress-free for you.

**Step 3: Enjoy the Freedom!** Now that TEL is handling all of your Payroll, Risk Management, HR, Benefits, and government compliance concerns, sit back, relax, and enjoy your new freedom!

### GET STARTED TODAY!

**Contact Your Account Manager.** Your dedicated Account Manager is:



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RISK MANAGEMENT  
HUMAN RESOURCES  
EMPLOYEE BENEFITS  
STAFFING

*Talk with you soon!*



# Sales Resources





TEL Staffing & HR

- PAYROLL
- WORKERS COMP
- HUMAN RESOURCES
- BENEFITS
- STAFFING

# Proven Solutions. Trusted Results.



[www.TELStaffing.com](http://www.TELStaffing.com)



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*Welcome to TEL!*

At TEL Staffing & HR it's not what we do, it's who we are. Like any organization, It's not the product or service that makes our company great, it's our team.

While it's true TEL Staffing & HR is the best value and solution for small and medium sized businesses, we are the best because we pay attention to your individual needs. Our team is committed to providing you with the highest level of service and care as well as offering you the very best in PEO services. We strive to add value and benefit to each of our clients in a way that not only positively affects the bottom line, but happiness as well.

We are proud to support our hardworking business owners, the individuals who truly drive our economy and create jobs. Together with our strategic partners, TEL provides business owners with the very best solutions in human resources, workers compensation, payroll services, financial planning and professional staffing services in trending industries. With TEL Staffing & HR, we handle all the paperwork, employee issues and government red tape. This valuable time saved allows you and your team to focus on what you do best.

We promise to provide you and your team with consistent and dependable results, quality customer service along with honest and accurate communications that you can trust.

Sincerely,

A handwritten signature in black ink that reads 'Wayne Brown'.

Wayne Brown  
President  
TEL Staffing & HR

When things are put into the right perspective,  
**It's Easy to TEL the Difference.**

At TEL Staffing & HR, we put you first in everything we do. Below is a quick list of some of the services and features to consider when selecting a Professional Employer Organization (PEO).

Services included as part of your standard agreement:	AVERAGE PEO	THE <b>TEL</b> DIFFERENCE
Administration of Employee Benefits	✓	✓
Compliance with State and Federal Employment Rules & Regulations	✓	✓
Payroll Processing and Payroll Tax Administration	✓	✓
Workers Compensation Claims Management and Processing	✓	✓
Secure, Off-site, Daily Back-ups of Client Data		✓
Disaster Contingency Plan in Place to Ensure Client Payroll is Delivered		✓
Client Support throughout the Entire EEOC Claims Process		✓
\$1M/\$1M/\$1M in Workers Compensation Employer Liability Limits		✓
Safety Training & Risk Management Consultations at <i>No Additional Charge</i>		✓
Provide Out of Cycle Payroll Checks at <i>No Additional Charge</i>		✓
Major Medical Bill Reconciliation at <i>No Additional Charge</i>		✓
Customized Payroll Reports at <i>No Additional Charge</i>		✓
Supply Year-end W-2s at <i>No Additional Charge</i>		✓
No Delivery Fees		✓
No Hidden Fees		✓

It's Time for You to Save Time, Save Money and Relieve Stress.

**Call TEL today at 866-476-9008**

# 1 WHO KNEW ONE CHECK COULD DO SO MUCH

Just Some of the Features, Benefits, and Services Your ONE Check Provides for You!

## HUMAN RESOURCES

- HR Training
- 24/7 HR Personnel Available
- ADA, EEOC, FLMA, ERISA, FLSA, ACA, OSHA Compliance & More
- Unemployment Claim Handling
- Handbook – Policies and Procedures (Customization Available)
- Job Descriptions
- Client Support Throughout Any Claims/Court Cases
- Equal Employment Opportunity Commission
- Motor Vehicle Reports
- Drug Screening

## RISK MANAGEMENT

- Workers Comp Certificate (1M,1M,1M Coverage)
- Workers Comp Claim Management
- Claims Investigations
- OSHA Logs
- Safety Assessments
- Yearly Claim Analysis (Identifying Patterns in Claims, Prevention)
- Safety Training
- 24/7 Risk Manager Available

## STAFFING

- Background Check & Drug Testing Included in Cost
- 2 Layer Interview Process
- Discount to Existing Clients
- Buyout Option
- Temp Workers

## PAYROLL

- Payroll Pay Cards
- Online Access to Personnel Files
- Job Costing
- E-Verify
- Time Clocks (Biometric, Proximity Card)
- Online Access for Employees to Get W2's & Check Stubs
- Online Payroll (Submitting Time Online)
- Payment Options: ACH, Wire, Company Check, CHAX
- Out-of-Cycle Checks at No Cost
- Custom Payroll Reports
- No Hidden Fees, No Delivery Fees

## EMPLOYEE BENEFITS

- Major Medical
- Supplemental Insurance (Cancer, Life, Dental, Vision)
- Healthcare Bill Management
- John Hancock 401k Set Up at No Cost to Client
- EPLI Insurance

---

## WHAT PEOPLE ARE SAYING...

*"It was daunting at first to think of switching PEOs, but TEL came in and handled everything. The entire process was stress free."*

*~ MICHAEL*

*"The fact that TEL offers both payroll and staffing services, they truly are the best global service provider."*

*~ JIM*

*"It was hard to believe that TEL's customer service would surpass what we did in-house, but that was the case. Now, with the time we're saving we're able to focus more on our customers experience and increase our bottom line."*

*~ NANCY*





## ADDITIONAL SERVICES

### ONLINE ENROLLMENT

- Digital backup of employee's information
- Instantly puts the employee into the system to ensure risk management coverage and access to remainder of New Hire process and online training
- Paperless
- User-friendly
- Can be completed anywhere there is internet access
- Speeds up the process, increasing efficiency



### ONLINE TRAINING

- Personalize your online training system
- Record of assigned and completed training courses
- IT support handles training module setup for you
- Can be completed anywhere there is internet access
- User-friendly interface for training
- Food handling certification

### PAYROLL DEBIT CARDS

- Faster and easier access to your money
- Unlimited point-of-sale purchases, which include cash back options
- Works like a credit card to pay bills online and make online purchases
- Text message alerts
- Manage account online
- Lost card replacement



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# WHY TEL STAFFING & HR?

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## Save Time.

As a business professional, you know that time is money. The hours in your workday are too valuable to spend struggling with time-consuming employee issues, confusing tax law and hours of governmental red tape. Let TEL Staffing & HR handle all your administrative needs. **Our comprehensive services free you to focus on your #1 priority—the vision and expansion of your business!**



## Save Money.

With thousands of employees under our umbrella, **TEL has the buying power most companies just can't touch.** TEL Staffing & HR bolsters your revenue potential by taking charge of countless hours of non-revenue producing work—plus we pass along significant administrative and workers' compensation savings in the process. That means more money in your pocket!



## Reduce Stress.

No business owner likes to struggle with insurance companies, fraudulent claims and unhappy employees. TEL Staffing & HR frees you from these and other time-consuming responsibilities so you can focus on moving your business forward. **You can be confident that your organization is safe in our capable hands.**



## Powerful Benefits.

Happy employees are productive employees. In today's benefits-driven society, great health insurance, 401k plans and employee benefits **are the best way to attract and retain professional talent.** Let TEL Staffing & HR provide you and your team with powerful cost-effective solutions that fit your organization's unique needs. We'll give you the competitive edge you need to succeed.

TEL Staffing & HR can help your organization save time and money,  
reduce stress and increase your bottom line.



TEL Staffing & HR

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WORKERS COMP  
HUMAN RESOURCES  
BENEFITS  
STAFFING

# So What Are You Waiting For?

Call today to schedule your **FREE** confidential consult to see how TEL can help your business!

**866.476.9008**



[www.TELStaffing.com](http://www.TELStaffing.com)

Pensacola: 98 Weed Street, Pensacola, FL 32514  
Destin: 1217 Airport Road Unit 419, Destin, FL 32541



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# HUMAN RESOURCES

## What We Offer

### Government Regulations

HIPPA  
Cobra  
FMLA  
FLSA  
ACA Review



Human Resources (HR) is perhaps the most important department in a small business. Managing your employees is a major job that should be handled by qualified professionals. At TEL, we have a full service HR department dedicated to administering employee benefits, maintaining personnel records, and handling crisis situations in a smooth, discreet manner.

Employment laws such as the Occupational Safety and Health Act (OSHA), Fair Labor Standards Act (FLSA), and Family Medical Leave Act (FMLA) have certain record-keeping and/or reporting requirements for covered, non exempt workers. TEL can help your business maintain good employee records.

Handling unemployment claims and hearing is another difficult task. A hearing is like a trial and if you are representing yourself, you are in effect your own lawyer. Normally, the hearings are formally structured telephone conference calls. At TEL Staffing & HR we help you manage unemployment claims and assist your business in the event of a hearing. Our professionals have the experience required to properly investigate and process all unemployment claims.

### Strategic Management



Minimum Wage  
Onboarding  
Terminations

Handbooks  
Employee Reviews  
Policies  
HR Audits

### Development



Documentation  
Appeals  
Telephone Hearings

### Manage SUI





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# RISK MANAGEMENT

## What We Offer

Worker's Compensation is basically an insurance policy that protects your employees if they become injured while working. This policy covers things like work related illnesses, falls, and other accidents in the workplace or on the job site.

Our safety professionals can help you design a training program that is customized to your business. The employee training programs can help reduce accidents and injuries, improve safety awareness, reduce worker's compensation claims, and avoid costly compliance fines.

Certificates of insurance are required to do business in most states. The certificates provide verification of workers' compensation insurance. These certificates are provided free of charge from TEL and are guaranteed within 72 hours or less.

TEL helps you manage risk by evaluating and identifying the risk in your business. We help you develop a set of procedures for operating your business. These procedures, if properly implemented, will mitigate risk to protect you from costly workers' compensation claims and other related costs.

### Claims Management



- Light Duty Programs
- Annual Claims Assessments
- Claimant Communication

### Reduce Costs



- Safety Discounts
- Drug Free Discounts
- No Annual Audit
- No Deposit or Down Payment

### Safety Training



- Sexual Harassment
- Discriminations
- Conflict Resolution

### OSHA Compliance



- Employment Law
- OSHA Logs
- Safety Audits



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# STAFFING

## What We Offer

Drug Screen  
Background Check  
Assessments

### Screening



### Type of Hire



Temporary  
Specialty  
Temp to Hire  
Direct Hire

Phone Interview  
Face to Face  
Interviews

### Personal Interviews



### Save Money



Competitive Rates  
All Screenings  
Included

TEL Staffing & HR specializes in matching individuals with quality employers. We take skills, passion, and goals into account in order to find your next rockstar employee.

At TEL Staffing & HR our Staffing team focuses on providing an exceptional customer experience through personalized care. We can help you manage adjustments in project work, changes in work flow, and recruiting challenges, all while matching the right people to your needs.

From project based hiring to evaluation and direct hire, we can find the best employee for you. So, whether you're looking to fill a professional, administrative, or commercial position, share your needs with us. We will take care of it.

All candidates will go through quality assured process for screening, matching, and hiring employees. They test, interview, and pre-screen before you ever meet a candidate.

Our competitive rates include identifying your perfect candidate, payroll processing, taxes, direct deposit, workers comp, background & drug screens, and risk management.



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STAFFING



# PAYROLL

## What We Offer

- Direct Deposit
- Pay Cards
- Digital Pay Stubs

### Paychecks



### Custom Reporting



- Job Costing
- Certified Payroll
- Benefits
- Quarterly 941's

- Taxes
- Child Support
- Garnishments
- Insurance
- Retirement

### Withholdings



### Paperless



- Web Payroll
- Employee App
- Electronic W-2
- Secure Reports

When it comes to your company's payroll, it's crucial to keep up-to-date with the everchanging landscape that is running a business. Maintaining an effective payroll system can be a complicated & time consuming task.

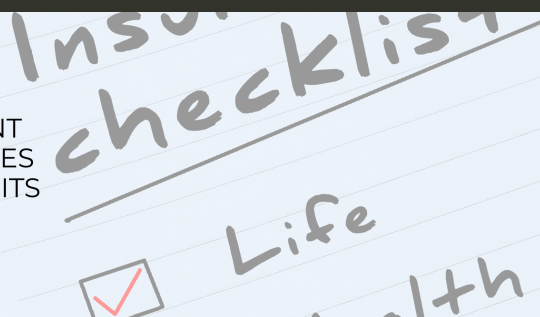
At TEL Staffing & HR our expert Payroll team focuses on providing an exceptional customer experience through personalized care. We offer cutting edge software that allows us to process payrolls efficiently, effectively, and provide you with quality work you can count on.

From providing custom reports, easy to use Client & Employee portals, timeclock management, multiple Employee Pay options, and so much more, our dedicated team will find the unique solutions to fit your specific needs.

With TEL Staffing & HR you can fulfill all your payroll needs, Empowering you to get back to business.



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# BENEFITS

## What We Offer

Your employees are the most valuable asset you have. To protect your assets, you must be armed with the tools necessary to differentiate yourself from the competition. Tools such as medical insurance, vision care, dental plans, 401k retirement plans, life insurance, and disability are vital to retaining good employees.

At TEL Staffing & HR we have developed a wide range of benefit packages that are designed to provide your employees with the protection they need and the peace of mind they deserve.

Employee benefits today are more sophisticated and regulated than ever before. Regulations have resulted in complex details and time consuming paperwork. Employee benefit packages must be designed to meet your needs and exceed your employee's expectations.

Our highly trained associates provide you with personal attention that ensures benefit questions are answered in a timely manner. We not only manage your paperwork, but leverage our large client base to pass deep discounts and savings to you.

TEL Managed Invoices  
Web Enrollment

### Metlife Insurance



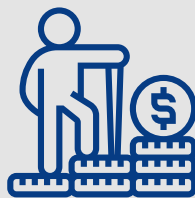
### Ancillary Plans



Vision  
Dental  
Long Term Disability  
Life

Customized 401k plans  
Portable Retirement Accounts  
Loan Options

### Retirement



### Employee Support



Payroll Withholdings  
Employee Benefit Support





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# BRINKS PAY CARD

A SECURE WAY TO MAKE SURE YOUR EMPLOYEES ARE PAID ON TIME

## ACCOUNT FEATURES

- Online Account Center
- Text or email alerts
- Online budgeting tools
- ATM Withdrawals
- Bank Withdrawals

## ACTIVATING A CARD

1. Call 855-627-4657
2. Select a PIN
3. Register your online account

## BRINKS SUPPORT

[brinkspaycard.com](http://brinkspaycard.com)

TEL Staffing and HR is happy to partner with Brinks Money Paycard, to provide a secure way for your employees to

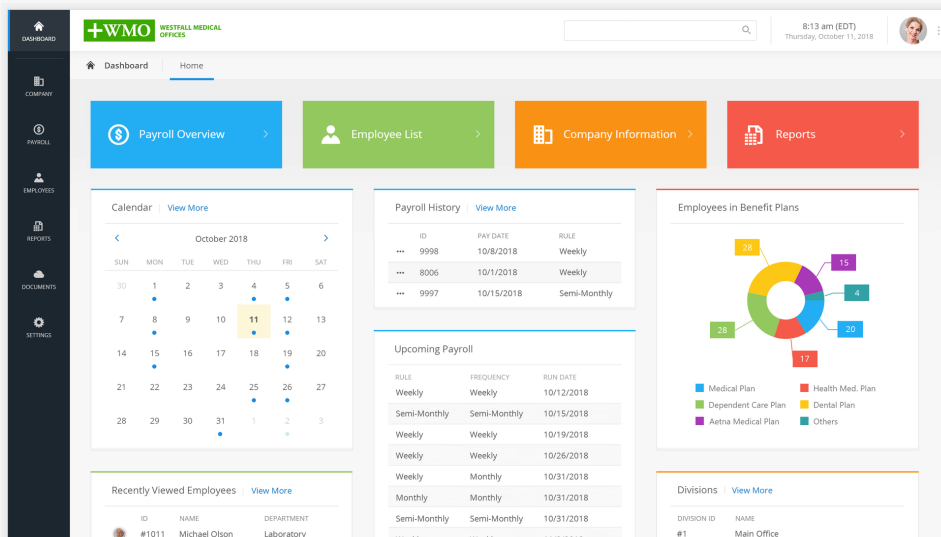


be paid on time, every time. If you have an employee that does not have a bank account they can be issued a pay card. In essence this sets up a checking for the employee under their social security number with Brinks. Having a pay card allows employees to receive their checks via direct deposit each pay period. It also allows them access to their check without having to pay any check cashing fees. All accounts are FDIC-insured and come with the security expected of a major financial institution. When an employee first receives a card from TEL, it will be a temporary card to give them immediate access to their money. Within a couple of weeks, they should receive a personalized card from Brinks with their name imprinted on it, just like any other debit/credit card. With a Brinks pay card you don't have to worry about lost, stolen, or damaged checks and employees always have a secure, trusted account with support from both TEL and Brinks.

**REPLACEMENT CARDS ARE AVAILABLE FOR PICKUP AT ANYTIME FROM THE TEL OFFICE**

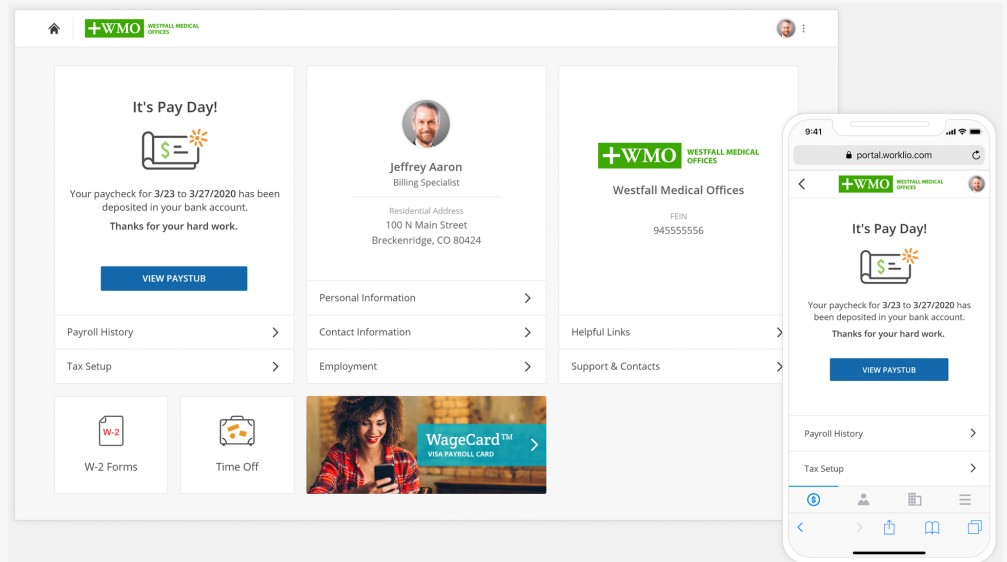
## Secure, Cutting Edge Technology

TEL proudly uses Worklio to process all Payroll, HR, Staffing needs.



Cloud Based  
Software  
allows you to  
work  
anywhere at  
anytime!

Employee  
Web Portal  
and Mobile  
App for  
viewing  
paystubs and  
W-2s





# Miscellaneous Documents





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# Meet Your Team

Phase  
1

## Enrollment

Your account manager will describe all of the services that TEL Staffing & HR will provide for your business. They are available to answer any questions or concerns that you may have and explain the advantages of partnering with TEL.

Account Manager

 850-476-9008

 sales@telstaffing.com

## Onboarding and Training

At TEL we have a dedicated department to transition you from the enrollment phase to actively running payrolls. This team is responsible for helping you onboard employees, do software training, and providing any information that will make your relationship with TEL a great experience.

Phase  
2

Mark Isbell

850.476.9008 Ext. 125



specialteams@telstaffing.com



## Actively Partnering with TEL

We are here to provide support throughout your relationship with TEL. Your Client Support Coordinators will be your main point of contact. They will be able to assist in any matters or connect you with the right individual. Their role is to ensure that you are satisfied in your partnership with TEL.

### Client Support Coordinators

Kelly Bowen & Mardy Campbell

850.476.9008 Ext. 133 or 104



payroll@telstaffing.com



## Other Department Contacts

### Risk Management

Steven Lewis

850.476.9008 Ext. 118

risk@telstaffing.com

### Employee Support

Melissa Bush

850.476.9008 Ext. 149

melissa.bush@telstaffing.com

### Human Resources

David Barrera

850.476.9008 Ext. 122

HR@telstaffing.com

### Benefits & Deductions

Brenda Ballard

850.476.9008 Ext. 126

benefits@telstaffing.com



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98 Weed Street | Pensacola FL 32514  
850.476.9008 | Fax: 850.476.9034 | www.telstaffing.com

# Example Invoice

John Smith  
**ABC Construction LLC**  
308 W Government Street  
Pensacola, FL 32502

INVOICE NO	210010120028-0001
PAYROLL DATE	6/25/2021
PAYMENT BY	ACH
DRAFT DATE	7/8/2021

DESCRIPTION	AMOUNT
Gross Wages	4,700.00
Social Security Tax	285.96
Medicare Tax	66.88
Workers' Comp Coverage	32.02
Administration Fees	141.00
<b>GROSS PAYROLL AMOUNT</b>	<b>\$5,225.86</b>
Client Billing For Employer Benefits	82.79
Less Returned Employee Deductions	-5.00
EPLI	3.51
<b>TOTAL INVOICE</b>	<b>\$5,307.16</b>
Prior Balance	\$74,617.68
<b>BALANCE DUE</b>	<b>\$79,924.84</b>

PAYROLL ID	210010120028	CLIENT ID	1012
PERIOD START	6/12/2021	STATEMENTS PROCESSED/PRINTED	3/1
PERIOD END	6/18/2021	DELIVERY METHOD	FedEx 2 day

Thank you for your business!

**PAYROLL REGISTER**

**Example Register**

**Jones, Veronica**      **Emp: 8**      Div: 1      Dep: -      Pay Date: 5/14/2021      Pay Period: 5/1/2021 - 5/7/2021      Payroll ID: 210010120024  
 NetPay: 514.89      Check: 514.89      DirDep: 0.00      PayStmt: 1000010151

Earning	Curr H/U	Rate	Curr Amt	YTD H/U	YTD Amt	Deduction	Curr EE	YTD EE	Curr ER	YTD ER	Tax	Curr Tax	YTD Tax
Hourly	40.00	15.0000	600.00	300.00	4,545.00						Federal Income Tax	39.21	342.67
Overtime	0.00	0.0000	0.00	20.00	450.00	Total Deduction	0.00				EE Social Security	37.20	309.69
Total Earnings	40.00		600.00	320.00	4,995.00						Medicare	8.70	72.43
											AL Tax	0.00	39.69
											Irondale	0.00	11.85
											Total Tax	85.11	776.33

**Lopez, Thomas**      **Emp: 5**      Div: 2      Dep: -      Pay Date: 5/14/2021      Pay Period: 5/1/2021 - 5/7/2021      Payroll ID: 210010120024  
 NetPay: 425.31      Check: 425.31      DirDep: 0.00      PayStmt: 1000010150

Earning	Curr H/U	Rate	Curr Amt	YTD H/U	YTD Amt	Deduction	Curr EE	YTD EE	Curr ER	YTD ER	Tax	Curr Tax	YTD Tax
Hourly	40.00	13.0000	520.00	440.00	6,150.00						Federal Income Tax	29.61	400.71
Overtime	0.00	0.0000	0.00	10.00	195.00	Total Deduction	0.00				EE Social Security	32.24	393.39
Total Earnings	40.00		520.00	450.00	6,345.00						Medicare	7.54	92.02
											AL Tax	20.10	249.65
											Irondale	5.20	53.97
											Total Tax	94.69	1,189.74

**Montana, Paula**      **Emp: 9**      Div: 1      Dep: -      Pay Date: 5/14/2021      Pay Period: 5/1/2021 - 5/7/2021      Payroll ID: 210010120024  
 NetPay: 979.06      Check: 979.06      DirDep: 0.00      PayStmt: 1000010152

Earning	Curr H/U	Rate	Curr Amt	YTD H/U	YTD Amt	Deduction	Curr EE	YTD EE	Curr ER	YTD ER	Tax	Curr Tax	YTD Tax
Salary w/Hours	40.00	30.0000	1,200.00	160.00	4,800.00						Federal Income Tax	129.14	863.55
Hourly	0.00	0.0000	0.00	100.00	3,000.00	Total Deduction	0.00				EE Social Security	74.40	497.55
Overtime	0.00	0.0000	0.00	5.00	225.00						Medicare	17.40	116.36
Total Earnings	40.00		1,200.00	265.00	8,025.00						AL Tax	0.00	23.81
											Irondale	0.00	6.00
											Total Tax	220.94	1,507.27

**Montana, Tony**      **Emp: 10**      Div: 1      Dep: -      Pay Date: 5/14/2021      Pay Period: 5/1/2021 - 5/7/2021      Payroll ID: 210010120024  
 NetPay: 498.82      Check: 498.82      DirDep: 0.00      PayStmt: 1000010153

Earning	Curr H/U	Rate	Curr Amt	YTD H/U	YTD Amt	Deduction	Curr EE	YTD EE	Curr ER	YTD ER	Tax	Curr Tax	YTD Tax
Hourly	40.00	14.5000	580.00	224.00	3,343.00						Federal Income Tax	36.81	209.77
Overtime	0.00	0.0000	0.00	5.00	108.75	Total Deduction	0.00				EE Social Security	35.96	214.01
Total Earnings	40.00		580.00	229.00	3,451.75						Medicare	8.41	50.06
											AL Tax	0.00	9.64
											Irondale	0.00	2.90
											Total Tax	81.18	486.38

**Montana, Yovany**      **Emp: 11**      Div: 1      Dep: -      Pay Date: 5/14/2021      Pay Period: 5/1/2021 - 5/7/2021      Payroll ID: 210010120024  
 NetPay: 675.59      Check: 675.59      DirDep: 0.00      PayStmt: 1000010154

Earning	Curr H/U	Rate	Curr Amt	YTD H/U	YTD Amt	Deduction	Curr EE	YTD EE	Curr ER	YTD ER	Tax	Curr Tax	YTD Tax
Hourly	40.00	20.0000	800.00	240.00	4,945.00						Federal Income Tax	63.21	372.66
Total Earnings	40.00		800.00	240.00	4,945.00	Total Deduction	0.00				EE Social Security	49.60	306.59
											Medicare	11.60	71.70
											Total Tax	124.41	750.95

**PAYROLL REGISTER**

**Smith, Jacky**      **Emp: 2**      Div: 1      Dep: -      Pay Date: 5/14/2021      Pay Period: 5/1/2021 - 5/7/2021      Payroll ID: 210010120024  
 NetPay: 1,190.11      Check: 0.00      DirDep: 1,190.11      PayStmt: 1000010147

Earning	Curr H/U	Rate	Curr Amt	YTD H/U	YTD Amt	Deduction	Curr EE	YTD EE	Curr ER	YTD ER	Tax	Curr Tax	YTD Tax
Salary w/Hours	40.00	37.5000	1,500.00	480.00	18,000.00	Uniform	0.00	20.00	0.00	0.00	Federal Income Tax	195.14	2,717.12
Hourly	0.00	0.0000	0.00	10.00	375.00	Total Deduction	0.00	20.00	0.00	0.00	EE Social Security	93.00	1,185.75
Retro Hours	0.00	0.0000	0.00	20.00	750.00						Medicare	21.75	277.32
EXP Reimburs	0.00	0.0000	0.00	0.00	500.00						AL Tax	0.00	43.97
Total Earnings	40.00		1,500.00	510.00	19,625.00						Irondale	0.00	11.25
											Total Tax	309.89	4,235.41

**Smith, John**      **Emp: 1**      Div: 1      Dep: -      Pay Date: 5/14/2021      Pay Period: 5/1/2021 - 5/7/2021      Payroll ID: 210010120024  
 NetPay: 1,429.89      Check: 0.00      DirDep: 1,429.89      PayStmt: 1000010146

Earning	Curr H/U	Rate	Curr Amt	YTD H/U	YTD Amt	Deduction	Curr EE	YTD EE	Curr ER	YTD ER	Tax	Curr Tax	YTD Tax
Salary w/Hours	40.00	50.0000	2,000.00	440.00	22,000.00	BCBS 2500 PT	82.79	827.90	82.79	827.90	Federal Income Tax	336.03	3,717.40
Total Earnings	40.00		2,000.00	440.00	22,000.00	Dental PT	5.00	50.00	0.00	0.00	EE Social Security	118.56	1,309.60
						Total Deduction	87.79	877.90	82.79	827.90	Medicare	27.73	306.30
											AL Tax	0.00	39.00
											Irondale	0.00	10.00
											Total Tax	482.32	5,382.30

**Smith, Tony**      **Emp: 4**      Div: 1      Dep: -      Pay Date: 5/14/2021      Pay Period: 5/1/2021 - 5/7/2021      Payroll ID: 210010120024  
 NetPay: 514.89      Check: 0.00      DirDep: 514.89      PayStmt: 1000010149

Earning	Curr H/U	Rate	Curr Amt	YTD H/U	YTD Amt	Deduction	Curr EE	YTD EE	Curr ER	YTD ER	Tax	Curr Tax	YTD Tax
Hourly	40.00	15.0000	600.00	390.00	5,898.00	Misc Deduction AT	0.00	100.00	0.00	0.00	Federal Income Tax	39.21	386.12
Overtime	0.00	0.0000	0.00	8.00	180.00	Total Deduction	0.00	100.00	0.00	0.00	EE Social Security	37.20	376.84
Total Earnings	40.00		600.00	398.00	6,078.00						Medicare	8.70	88.14
											AL Tax	0.00	2.88
											Irondale	0.00	1.50
											Total Tax	85.11	855.48

**Smithson, Travis**      **Emp: 3**      Div: 2      Dep: -      Pay Date: 5/14/2021      Pay Period: 5/1/2021 - 5/7/2021      Payroll ID: 210010120024  
 NetPay: 574.93      Check: 574.93      DirDep: 0.00      PayStmt: 1000010148

Earning	Curr H/U	Rate	Curr Amt	YTD H/U	YTD Amt	Deduction	Curr EE	YTD EE	Curr ER	YTD ER	Tax	Curr Tax	YTD Tax
Hourly	40.00	18.0000	720.00	335.00	6,130.00						Federal Income Tax	53.61	466.80
Overtime	0.00	0.0000	0.00	8.00	216.00	Total Deduction	0.00				EE Social Security	44.64	393.45
Total Earnings	40.00		720.00	343.00	6,346.00						Medicare	10.44	92.02
											AL Tax	29.18	252.06
											Irondale	7.20	63.46
											Total Tax	145.07	1,267.79

**REPORT GRAND TOTALS**      NetPay: 6,803.49      DirDep: 3,134.89      Check: 3,668.60      FRID: All

Earning	Curr H/U	Curr Amt	Deduction	Curr EE	Curr ER	Tax	Curr Tax
Salary w/Hours	120.00	4,700.00	BCBS 2500 PT	82.79	82.79	Federal Income Tax	921.97
Hourly	240.00	3,820.00	Uniform	0.00	0.00	EE Social Security	522.80
Overtime	0.00	0.00	Misc Deduction AT	0.00	0.00	Medicare	122.27
Retro Hours	0.00	0.00	Dental PT	5.00	0.00	AL Tax	49.28
EXP Reimbursement	0.00	0.00	Total Deduction	87.79	82.79	Irondale	12.40
Total Earnings	360.00	8,520.00				Total Tax	1,628.72





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# Access Authorization

Client Name: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Department Access: \_\_\_\_\_

- |                            |                             |   |                               |
|----------------------------|-----------------------------|---|-------------------------------|
| Access Payroll             | Onboarding Access           | View Drug Screen/<br>Background Results | Grant/Change<br>Access Levels |
| View Employee<br>Pay rates | Sign on Business<br>Account | View Employee<br>Attachments            |                               |

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Department Access: \_\_\_\_\_

- |                            |                             |   |                               |
|----------------------------|-----------------------------|---|-------------------------------|
| Access Payroll             | Onboarding Access           | View Drug Screen/<br>Background Results | Grant/Change<br>Access Levels |
| View Employee<br>Pay rates | Sign on Business<br>Account | View Employee<br>Attachments            |                               |

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Department Access: \_\_\_\_\_

- |                            |                             |   |                               |
|----------------------------|-----------------------------|---|-------------------------------|
| Access Payroll             | Onboarding Access           | View Drug Screen/<br>Background Results | Grant/Change<br>Access Levels |
| View Employee<br>Pay rates | Sign on Business<br>Account | View Employee<br>Attachments            |                               |

Print Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_





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## Client - Data Change Form

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Client Company: \_\_\_\_\_

Employee Name: \_\_\_\_\_

### Payroll Changes:

Effective pay period beginning date: \_\_\_\_/\_\_\_\_/\_\_\_\_

New rate of pay: \$\_\_\_\_\_

Per Hour     Per Week     Per Bi-Weekly     Per Semi-Monthly     Per Month

Workers Comp Code: \_\_\_\_\_

Title: \_\_\_\_\_

### Other Changes:

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

\*If this change will affect your state withholding status please contact TEL Staffing & HR Payroll Department at 850.476.9008

Telephone Number: (\_\_\_\_)\_\_\_\_-\_\_\_\_\_

Name (must provide legal documentation)

Social Security Number: \_\_\_\_\_  
 \_\_\_\_\_

Other (explain in detail): \_\_\_\_\_

\_\_\_\_\_  
 EMPLOYEE SIGNATURE, IF REQUIRED

\_\_\_\_/\_\_\_\_/\_\_\_\_  
 DATE

\_\_\_\_\_  
 SUPERVISORS SIGNATURE (REQUIRED)

\_\_\_\_/\_\_\_\_/\_\_\_\_  
 DATE



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## Employee Request for Direct Deposit

### How are direct deposits made?

Arrangements are made to have amounts electronically transferred from your payroll check into the financial institutions(s) you indicate. Your financial institution will show the deposit on your statement.

### How to enroll for direct deposit:

Read and complete this form to initiate automatic direct deposit for your entire payroll check or a portion of your net pay.

### Remember!

- o Most direct deposit items are processed using the routing number from your voided check. However, some financial institutions require a different number for electronic transmissions
- o Financial institutions may post electronic transactions at different times. Please check with your financial institution to determine what time they post electronic transactions before trying to access your balance.
- o For the first initial payroll deposit call your financial institution to confirm that your direct deposit(s) have been posted properly

### Employee Information

Employee Name \_\_\_\_\_ DOB \_\_\_\_\_ Last 4 of Social \_\_\_\_\_

Employer Name \_\_\_\_\_

**\*\*\* Please Attach Copy(s) of Voided Checks or Bank Documentation for all Accounts Listed Below \*\*\*  
 (Please Note: Deposit Slips are Not Valid)**

TYPE OF ACCOUNT	DOLLAR or % or REMAINDER	FINANCIAL INSTITUTION	ROUTING #	ACCOUNT #
Checking, Savings, Credit Union				

I authorize deposit of my payroll check with the above financial institution(s). The financial institution(s) is/are authorized to credit deposits to the account(s) indicated. This authority will remain in effect until I have given 30 days' written notice of its termination or until TEL Staffing & HR, Inc. or my financial institution have given me notice that this direct deposit will be terminated I understand that I must give advance notice to allow reasonable time for my instructions to be executed. If ever an incorrect amount should be entered into my account, I direct and authorize my financial institution and TEL Staffing & HR, Inc. to make the appropriate adjustment.

Employee Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_





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## Frequently Asked Questions

### General

#### **1. What payment types does TEL accept?**

Answer: TEL accepts payment via ACH, CHAX, Company Check and cash.

#### **2. Will cutoffs be honored?**

Answer: Cutoffs will be honored for all Clients over \$100k in gross payroll.

#### **3. When will Clients know of rate changes?**

Answer: Renewal rates will be distributed to Clients the end of each year

#### **4. What are the per head parameters?**

Answer: \$1250 - Construction  
\$850 – Non-Construction/Non-Restaurant  
\$450 –Restaurant

Any admin fee outside of the above parameters will required approval from Sales Manager.

#### **5. What is the lowest SUTA rate that can be utilized?**

Answer: 2.50

Any SUTA rate outside of the above listed will required approval from Sales Manager.

#### **6. How long does it take to bring on a new client?**

Answer: Approximately 2 weeks for everything to run smoothly. Clients can be brought on in a more expedited manner but it needs to be relayed to the Client that there is a risk of mistakes to be made.



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# Frequently Asked Questions

## Risk Management/Worker's Compensation

### **1. What is the process for obtaining worker's compensation insurance for new Clients?**

Answer: Once you select "Proposal to Prospect" in i-linked, TEL's Risk Department will begin to work on obtaining WC policy approvals.

The entire process for obtaining WC policy approvals can take as little as 24 hours or as long as a couple of weeks depending on the industry and risk levels a new Client presents. For instance, a new potential Client that include driving and/or work at heights over 20 feet, could take a couple weeks to obtain a policy. Some Clients may be denied a WC policy contingent on risk levels.

### **2. What is the process of obtaining Worker's Compensation Certificates of Insurance?**

Answer: Client simply needs to request a certificate of insurance (COI), provide all necessary information on the certificate holder, and what additional information needed on the certificate. The turnaround time for COI requests is 24 hours or less. We can also obtain immediate turnaround in emergent situations. There is a \$1,000 charge if certificate is provided before the first payroll is ran.

### **3. Who administers and manages WC claims?**

Answer: TEL will administer and manage WC claims for Clients. Clients are required to assist as much as possible and also provide a Supervisor Investigation Report. There is a \$495 WC deductible/administration fee charged to Clients for each workplace accident.

### **4. Does TEL provide OSHA 300 reporting support?**

Answer: Yes. TEL does provide OSHA 300 reporting support for Clients.

### **5. Does TEL provide Workplace Safety training, support, and audits?**

Answer: Yes. TEL will provide Workplace safety training, support and audits for Clients. These services are included in the PEO admin fee.

### **6. Does TEL have a Return-to-Work policy/program?**

Answer: Yes. TEL has a very aggressive Return-to-Work program for injured workers. If the injured worker has been released to work with any type of restriction(s), we will work diligently to accommodate those restrictions, and provide the injured worker with a temporary modified position.

### **7. Does TEL provide driver's license checks and other motor vehicle licensing requirements?**

Answer: Yes. If a Client utilizes drivers, TEL can pull driving records to ensure a potential driver qualifies to be employed in a given driving position.



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# Frequently Asked Questions

## Human Resources

### **1. Does TEL offer electronic New-Hire Onboarding?**

Answer: Yes. TEL offers electronic New-Hire Onboarding. All Clients are given paperless discounts automatically. Any Client who wishes not to be paperless will need to be escalated to TEL Executive Team for rate adjustments.

### **2. What types of Human Resources Services does TEL provide to Clients at no additional cost?**

Answer: TEL offers many Human Resources services to Clients including, but not limited to:

- a. Employee Handbook creation, update, and review.
- b. Employee Relations Support
- c. State and Federal Audit Support and Management
- d. Unemployment Claims Administration
- e. Human Resources Management Training
- f. Leadership Development Training
- g. Staff Development Training
- h. Day-to-day employee management consultation
- i. Policies and Procedures creation, update, and review.
- j. Performance Management Support
- k. Affordable Care Act Reporting Support
- l. EEO-1 Reporting Support
- m. Drug Free Workplace Administration
- n. Background Screening Administration
- o. State specific Employment Law Support
- p. Compensation/Salary Administration and Support

### **3. What other services does Human Resources provide for additional costs?**

Answer: The following services can be offered separately at very competitive pricing rates:

- a. Human Resources services listed above for non-TEL Clients
- b. Affirmative Action Plan Development and Administration for federal contractors.
- c. Recruitment Services



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## Frequently Asked Questions

### Payroll

#### **1. What kind of payroll reports do you offer?**

Answer: TEL offers a wide variety of reporting features as well as having the capability to create & run custom reports to suit any Client needs.

#### **2. How soon/far in advance do Clients have to turn in time before payroll can be ran?**

Answer: Anywhere from 72 – 24 hours before pay date, depending on contract

#### **3. What methods of payment do you offer for employees?**

Answer: Direct Deposit, Live Checks & Employee Pay cards through Brinks

#### **4. How will Employees receive pay cards?**

Answer: Employees can have their pay cards mailed directly to their home address or they can be picked up at either TEL office.

#### **5. Is there an additional cost for W-2's?**

Answer: No, W-2's are included in PEO admin fee.

#### **6. When will W-2's be available to Employees?**

Answer: For employees who have elected to receive their W-2's electronically they will have access to them each year on January 15th. For all other employees, TEL will mail out printed copies by January 31<sup>st</sup>.



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## Frequently Asked Questions

### Benefits

#### **1. What benefits does TEL offer?**

Answer: TEL has partnered with MetLife Insurance to offer our Clients & their employees Health, Vision & Dental Insurance.

We also offer Supplemental plans through MetLife and Liberty National. These include Accident, Life, Cancer, Disability, Hospital Confinement & Pet.

TEL offers a 401K plan through John Hancock.

#### **2. When are employees eligible for benefits?**

Answer: For new Clients enrolling with TEL Health, employee's will be able to use their new benefits the 1<sup>st</sup> of the month following 30 days of their enrollment date.

For Dental & Vision plans eligibility is 1<sup>st</sup> of the month following 60 days of their enrollment date.

#### **3. Do you administer COBRA benefits?**

Answer: Yes