

Integrated System Eliminates Paper, Eliminates Errors And Cuts Costs



Julie Frye

The totally paperless Human Resources office has finally arrived, thanks to Advanced HR, a key element in Savers Admin's Evolution-brand Human Capital Management system.

The result, said Julie Frye, Director of Operations, is lower cost with fewer errors.

The system tracks job applicants, completes the processes for on-boarding new hires, allows self-service benefits enrollment, processes time-off requests and approvals and tracks training, she explained.

"It integrates fully with the Evolution Payroll system, so there are no duplicate entries. It stores all the documents that become the employee folder. You can choose which documents the employee can see and which become [confidential] HR documents.

Continued on page 3

Client Profile

School Proves Parents Will Pay for Excellence in College Prep

WILMINGTON, N.C. — After a morning rain, the late-spring sun is drying out the playgrounds. Amid the low yellow-brick classroom buildings, children of various ages are noisily engaged in play as they anticipate the summer break. Wilmington's Cape Fear Academy, a 50-year-old independent school, serves about 650 students here in pre-kindergarten

Graduates in the class of 2018, numbering 62, were accepted to seven of the eight Ivy League universities.

through 12th grade. Jennifer Sullivan, director of advancement, explained that parents send their children here because "it's the best college

preparatory, pre-K through 12 school in eastern North Carolina." They pay tuition ranging from \$10,975 in kindergarten to \$18,275 in high school, though the school offers both need- and merit-based financial aid. When the alternative is free, the school is obliged to deliver real value.

Continued on page 2



Members of Cape Fear Academy's Class of 2018 gather in the school courtyard prior to their Upper School Awards Ceremony. This class was accepted to 92 colleges and universities around the United States.

A Memo From Wanda

Watch Out for Deadline & Document Traps In Benefits Enrollment & Administration



By Wanda Bishop

Employers face all kinds of timelines and deadlines when employees are hired or terminate. Benefits administration adds another set of complications.

All benefit plans – health, dental, vision, life, disability – specify a waiting period for eligibility. Under the Affordable Care Act, the waiting period for health insurance can't be longer than 90 days.

You, as the employer, are responsible for notifying the new employee once they meet their waiting period so they can elect or waive coverage. All full-time eligible employees must have the opportunity. Typically employees have 30 days from their eligibility date to make selections and enroll in coverage.

Trouble starts when either you or the employee miss a deadline and the employee shows up in an emergency room without coverage. To avoid liability, you must be able to prove that your full time eligible employee was informed of his enrollment rights and provided the opportunity to enroll timely. If there's no documentation, it's your word against his. And if you have 50 or more eligible employees, you'll also face an ACA penalty for no offer of coverage

to an eligible employee.

The employee loses also. Not only will he lack the health coverage he needs but he will also have to pay a tax penalty for failing to maintain coverage each month. That part of the Affordable Care Act is still in place.

This is why an online enrollment system is so valuable, beyond the time and cost it saves. A Human Capital Management (HCM) system will keep up with hire dates and alert Employers when an employee has met the required waiting periods. It will allow employees an online portal to view benefit plans and make elections timely and efficiently. And it will provide the employer with a complete audit of timelines and offerings to confirm they are meeting their notification requirement. Without that, you'll have to document every step in a manual process. It's hard to do that flawlessly in a busy HR office.

Terminations involve another set of obligations and deadlines. We've already talked about [COBRA notifications](#). You also have to notify your insurance carrier when an employee terminates. You have 30 days in which to do so.

Suppose you miss that deadline and 60 to 90 days go by and you notice that terminated employee is still appearing on your carrier billing invoice. When you finally do notify the carrier, typically the carrier will only terminate coverage 30 days retroactively. And since the employee is no longer receiving

Continued on page 3

A Superior Education Supports a Premium Price



Left to right, Cape Fear Academy's Debbie Leonard, Jennifer Sullivan and Shana Weatherington-Barclay.

Continued from page 1

That starts with a student-teacher ratio of 9-1, said Shana Weatherington-Barclay, director of finance and operations.

It continues with college admissions. Graduates in the class of 2018, numbering 62, were accepted to seven of the eight Ivy League universities. Their merit awards include a Morehead-Cain scholarship at the University of North Carolina and a Benjamin N. Duke at Duke University.

Sullivan said 90 percent of students participate in at least one sport. The school also offers a "very strong arts program ... to find and meet individual passions."

It's a diverse enrollment, Weatherington-Barclay said, serving families from all over the world. Half the students have neither parent from North Carolina, Sullivan added. International students come from China, Poland and Canada.

The school employs 102 full-time-equivalents, or 252 in all, with an annual budget of nearly \$12 million. Staff turnover is a low 10%, said Weatherington-Barclay. It's a highly educated workforce, with 60% holding advanced degrees.

Typical for independent schools, teachers' pay is below that at public schools, and this is a state that ranks low in teacher pay. The academy's small classes, supportive work environment and good benefits are compensating attractions. The school matches retirement-plan contributions dollar-for-dollar and, most appealing for many, offers employees' children a 75% tuition discount. "We live at the beach," Weatherington-Barclay continued. "It's a great place to live, but it's a small corner of the state, geographically isolated, and that makes recruiting a challenge. It can be hard for a trailing spouse to find a good job... It's a lifestyle choice to work at Cape Fear Academy."

"Our board realizes you're only as good as your people," Sullivan added. "So the board has invested in professional development and team building as one of our seven strategic initiatives. We just sent two teachers to San Francisco for training in new methods. When the lower school adopted the Reading and Writing Project of the Teachers College at Columbia University, every teacher went to Columbia for training."

Continued on page 3

Integrated System Brings HR Tasks Together in One Paperless Solution



Amy Justice



Katie Sherwood

Continued from page 1

“You can post employee handbooks, policies and alerts. With a single log-in, employees can view their pay stubs, W-2s and time-off balances.”

New hires can complete their W-4 and direct deposit authorizations using electronic signatures.

Supervisors receive prompts to conduct performance reviews, which are then tracked online.

One of the early users has been the Forsyth Humane Society, with 49 employees. Amy Justice, who handles FHS’s finances, is especially enthusiastic about the system’s reporting functions.

“I get lots of requests for miscellaneous reports,” she said, “such as a list of everybody’s birthday, or who’s hourly and who’s salaried and what are their pay rates, or a list of employees and their supervisors. In the regular payroll system we couldn’t do that kind of report. Now all the data in payroll are automatically populated in Advanced HR, where the report writer is super easy to use.

“Now any field in the database is accessible and reportable,” she said. “This is especially useful for budgeting.”

For a video description of Savers Admin’s new Advanced HR system, go to <https://player.vimeo.com/video/232720134>

Online benefits enrollment saves lots of time, she added.

“Employees can see what they’ve selected and what it will cost. I can see what they’ve done and hit “accept” and it’s sent automatically to payroll.”

The system is comprehensive, Frye said, but “you don’t have to use everything in it. If you have lots of turnover, for example, as is typical in restaurants, then applicant tracking and onboarding are very helpful. It’s ideal for group insurance, because it assures everything’s filled out properly and employees can see what they’ve selected.

“Think of a business with one HR person and an employee working remotely. It’s ideal for that situation because you have no papers going back and forth.

“It really saves tons of time and eliminates errors. In fact, avoiding just one or two simple errors can easily pay for the service. It’s a no-brainer for any size company.”

Continued on page 4

For Academy Faculty and Staff, Working Is “A Lifestyle Choice”

Continued from page 2

Parents are an important part of the school community, Sullivan continued. “Bringing a kid to school and dropping him off is not the experience here. We engage parents, former parents, grandparents ... to create an experience. It’s an opportunity for us all to grow together.”

The local economy has recently begun to diversify, and that’s brought new families and new philanthropic opportunities. With help from old and new donors, the school has scored a three-year increase in annual giving and is wrapping up a campaign for a new Science and Innovation Center.

The school’s new strategic plan emphasizes, among other things, expanding science, math and technology at every level, personal finance, economics and computer science in the upper school, diversity, school culture and faculty recruitment and retention.

The school relies on Savers Admin for payroll processing and administration of Health Reimbursement and Flexible Savings Accounts. Debbie Leonard, Financial Services Administrator, said “I try to stay on top of all the issues, but it’s good to have the help of someone who does it all the time.”

She said payroll gets especially complicated with international employees. Savers Admin has been “a great resource to help us stay compliant when employees are working under different kinds of visas.”

Though it’s in an isolated corner of the state, in a town that’s sometimes resisted change, Cape Fear Academy sees the future as diverse, international and vigorously competitive. With a motivated staff and careful management, it’s proving that families will pay for an environment where children can find their passion and are challenged to excel.

Deadlines Can Become Deadly in Benefits Enrollments

Continued from page 2

a paycheck to cover his portion of the premiums, you’ll have to pay the employee’s share of premiums, too.

An HCM system will help prevent these problems also. When you enter the termination, it will generate reminders to be sure to terminate coverage with carriers and remind you to issue COBRA notices to meet the required deadlines.

Savers Admin’s Advanced HR system fulfills all these requirements and more. It automates

the notices you have to send, it makes sure they’re timely and it creates a record of proof. And soon Advanced HR will implement carrier feeds that will provide a direct connection to your insurance carrier, to make your job simpler still. A carrier feed will send enrollments, terminations, and changes directly to your carrier so those updates can be made immediately.

To learn more about systems that can save you time and keep you compliant, give us a call. We’re here to help.

Three New Reps Support Growth in Payroll Services

Three new reps have joined Savers Admin to support the growing list of payroll clients.

William Adeshina, 26, followed his wife, Sara, to Savers Admin. They both worked previously as supervisors in an Orlando call center serving the hearing impaired.

Adeshina grew up in Tallahassee and graduated from the University of Central Florida.

He wants clients to know “I’m trying to look out for their best interests. I want their payroll to be timely and as correct as possible. Communication is the key. The more that we interact,



William Adeshina



Diana Anselmo



Brittany Taylor

the more certain that everything will be taken care of easily and effectively.”

Diana Anselmo, 36, is a Long Island, New York, native who’s lived in North Carolina for the last 12 years. She joined Savers Admin after working in a similar role in another firm for

three years.

She wants clients to know “I always give it 110%. If I don’t know the answer, I’ll find it and get back to them quickly.

“I love payroll,” she continued, “because I can see the impact on people. If I do my job and do

it well, the clients and their employees will be happy.”

Brittany Taylor, 35, has worked in payroll for 12 years, having joined Savers from another service bureau. She’s a Trinity, N.C., native and a part-time student of business administration at Pfeiffer University.

The most rewarding part of her job, she said, is solving customers’ problems. “I’m a fixer,” she said. “I enjoy customer service because I like to help people.”

Time Saving Is Biggest Change for Advanced HR Users

Continued from page 3

Katie Sherwood, Savers Admin’s Advanced HR administrator, echoed Frye’s comments. “The biggest change [when using Advanced HR],” she said, “is the time savings. It saves a huge amount of time because it syncs with payroll.

“It also makes transitions in HR personnel much easier,” she continued, “because there’s not a lot of paperwork processes that the HR Director has to

keep inside her head. It makes it a lot easier to train new HR personnel.”

Sherwood said she’s never known a company that’s embraced the integrated system to go back to manual processing.

The installation is very easy, she continued. “A few clients didn’t even need training.”

Training is usually through a webinar, though Sherwood said she’s gone on-site for “some very local” clients.

“They usually don’t need employee training [for the self-service features], though that’s offered. The system is pretty much self-explanatory.”

Another benefit of the system, she said, is its audit function. “It tracks every change that’s made, so if an error ever happens, it’s quickly dealt with and easily explained.”

The system is fully owned by Asure Software, Savers Admin’s parent company, she said, and “developers are constantly

introducing new features based on clients’ feedback.”

For example, Advanced HR soon will be integrated with Asure Force, the company’s timekeeping system, so with a single logon, an employee can clock in and out, sign up for benefits, manage time off and look up pay stubs.

At every step, the system is designed to save time, save motion and save paper, and at the same time to eliminate errors.

Need help with a product or service? Here are helpful contacts.

PAYROLL: Please email Payroll@SaversAdmin.com (Multiple recipients for fastest response.) You may also contact directly: *Julie Frye*, JFrye@SaversAdmin.com, 336-759-3888, ext. 166.

ADVANCED HR: *Wanda Bishop*, WBishop@SaversAdmin.com, 336-759-3888, ext. 126; or *Katie Sherwood*, KSherwood@SaversAdmin.com, 336-759-3888, ext. 121.

COBRA ADMINISTRATION: *Wanda Bishop*, WBishop@SaversAdmin.com, 336-759-3888, ext. 126; or *Debbie Berg*, DBerg@SaversAdmin.com, 336-759-3888, ext. 115.

FSA AND HRA BALANCES INQUIRIES AND CLAIMS ASSISTANCE: Please call 336-759-3888 or 800-949-0311. Select Option 3 for FSA Assistance. Select Option 6 for HRA assistance. (Multiple agents for fastest response.) Or email Flex@SaversAdmin.com.

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