

## Total Outsourcing Solutions - TOS



Total Outsourcing Solutions—TOS by iHouse provides freedom from Human Resource, Payroll and Benefit administration. TOS can be tailored to meet your organization, making our solution the most cost effective and efficient in the industry. Customize your solution today!

	Total Outsourcing Solution	Client
<b>Payroll Administration</b>		
New hire and termination processing	X	
Employee change transactions	X	
Batch balancing	X	
Manage imports and exports	X	
Maintain time and attendance transactions, both manual and automated interfaces	X	
Review of sequence transaction listing and other audit reports	X	
Internet payroll monitoring—if available	X	
Prepare payrolls including regular pay, overtime, bonuses, garnishments, void and manual check processing	X	
Receipt and transmission of payroll files	X	
Audits of all transmissions to and from the HRIS system	X	
Audit of all payroll, time, and interface data	X	
Distribution of reports, checks, etc	X	
Work with Tax Filing to ensure all local, state, and federal taxes are filed completely and accurately	X	
Generation of HRIS standard payroll reports	X	
PTO administration	X	
Technical systems support	X	
Ad-hoc reporting	X	

iHouse. Done Right.

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8401 Excelsior Drive, Suite 102  
 Madison, WI 53717

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	Total Outsourcing Solution	Client
<b>Human Resource Administration</b>		
Manage the input of transactions into the HRIS system for all HR changes, including but not limited to new hires, terminations, compensation changes, job changes, demographic changes, etc.	X	
Provide new employees with orientation materials	X	
Maintenance of terminated and retired employees	X	
Maintain human resource transactions, both manual and automated interfaces	X	

	Total Outsourcing Solution	Client
<b>Benefit Administration</b>		
Provide benefits communication to employees	X	
Process benefits enrollments-open enrollment and ongoing	X	
Ensure benefit elections translate into accurate deduction amounts	X	
Verify coverage and maintain eligibility files.	X	
Prepare and submit life and disability claims to insurance carriers	X	
Distribute I.D. cards	X	
Manage insurance companies' services, third party administrators, and PPOs	X	
Prepare premium and contribution reports with list bills	X	
Guidance on recordkeeping requirements and maintain required documents.	X	
Provide assistance with ERISA appeals for claim denials.	X	

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	Total Outsourcing Solution	Client
<b>Call Center Solution</b>		
Handle employee inquiries that cannot be addressed by the insurance carrier or third party administrator	X	
General benefit inquiries	X	
Enrollment inquiries	X	
Life event changes	X	
New hire enrollment kits or other benefit information	X	
Replacement I.D. cards	X	
Billing and remittance assistance	X	
Assistance in filing life and disability claims	X	
Assist participants in complying with life and disability insurance evidence of insurability requirements	X	
Connect employees to third party providers or assist participants by participating in conference calls with other vendors	X	
Handle all payroll-related questions and issues	X	
	Total Outsourcing Solution	Client
<b>Fulfillment Solution</b>		
New Hire Packets	X	
Benefit Enrollment Packets	X	
Company Communications and Updates	X	
Total Compensation Statements (iHouse product at discounted cost)	X	

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