# Changes to Pricing and Services

Quarter 4 2022

## Payroll

### State Payroll Tax Setup

New charges for setting up new payroll tax accounts:
We are partnering with CorpNet on new payroll tax setup. This will allow us to complete setup for these accounts in a timely manner. We used to process these in house - it created a variety of issues that a specialized company is better equipped to handle. Louisiana tax account maintenance will still be handled in house.

### Employee Onboarding

We will no longer include any employee onboarding (I-9, confidentiality agreement, benefits enrollment, etc) in your payroll retainer price. However, you can elect Comprehensive Onboarding, which will cover all the aspects in your onboarding virtually for an additional fee per

employee. There are many steps for employee onboarding to be done correctly, and not every organization needs the same thing. We will design your onboarding process and execute it virtually. Setting up benefits and retirement, discussing the handbook and reviewing I9 documentation are just a few of the important steps. Payroll Onboarding will still be available in scope if you just require adding an employee or contractor to your Gusto. This does not include benefits enrollment or I9.

### Gusto Payroll

**Gusto** is increasing its price for out of state payroll. If you add a new state after February 23rd, 2023, your price for payroll will double. That is because they automatically upgrade you to the middle tier platform (Complete Plan)  for multi-state. Multi-state payroll adds a lot of complexity and we understand why they made this change. They are still competitive with other payroll providers. Our second choices are ADP and Paychex.

### Late Fees

If payroll is received after noon CST on the day it is processed, OfficeOps reserves the right to charge a late fee, depending on the size and circumstances of your payroll, ranging from $50 - $300. This is because sending payroll late can cause delays for employees and cause over time and unexpected costs to OfficeOps such as not being able to move on to other tasks, stress or having to clean up missed deposits.

## Bookkeeping

### 3rd Party Payment Processors

Venmo, Cash App and other 3rd Party Payment Processors require a separate Process for Bookkeeping and are more complicated to reconcile than a bank account. These accounts will be billed at the $100 rate and and may require screen shots of the application.

### Software Integration

We can help you integrate your third party software with QuickBooks. However, these integrations are often not smooth and may require hours of work and possible rework if data is added incorrectly by the integrating software. The cost to integrate software is $100 an hour and can take from 5-40 hours depending on the complexity of the connection and sophistication of the software.

### Meetings

Meetings are billable at a rate of $130 an hour.  Failure to reschedule a meeting 2 hours before the event will result in a supplementary charge of $65 (half the meeting price) for any kind of meeting. Please keep this in mind as you schedule.

# Bookkeeping+ Retainers

### Ask Me Anything Consulting

Ask Me Anything Consulting is going away. In its place, you can always ask your Service team a question, and we will let you know if we need to bill for the research. Meetings and phone calls would be billed at the Meeting rate.

### Retainers

We charge for an average number of hours of work a period based on an annual scope of work. We will adjust the retainer to accommodate new scope items and growth in the amount of activity on an as-needed basis, likely quarterly. We may choose to adjust frequently if you are a high growth company or changing regularly.

### Additional Billing

We try to not send additional invoices above the cost of a retainer. However, there are certain circumstances in which this must happen. Examples are: Increased activity that causes scope overage, projects that are outside of scope, prior period cleanup, integrations, adding new accounts and other bookkeeping activities that may need to be performed more frequently. We will try to make sure that your monthly scope and price reflects this, however sometimes there are surprises and we will communicate as soon as we can.

### Hourly Rates

Hourly Rates are $65 for data entry and $100 for all other services including fixes, cleanup, re-reconciling, adding new accounts, etc. Prior period cleanup is billable if it takes more than 30 minutes to complete.

# Accounts Payable

### New Software

Going forward, OfficeOps will handle payables through "BILL." The client must purchase the software, which costs $45 a month for the first user and $15 for each additional user. BILLhelps with compliance, approvals and electronic payments for an attractive price, and the added efficiency of the integration with QuickBooks will support growth. OfficeOps will no longer handle accounts payable outside of BILLdue to financial controls concerns. We can help you manage the sync between QBO and BILL.