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## Welcome to this week's edition of *The IntegrITS Weekly Digest*!

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At IntegrITS we pride ourselves on the excellent work we deliver to our customers, day-in and day-out. Our Teams across the Company work incredibly hard to fulfill our mission by, "providing comprehensive business and technology solutions to our clients with superior customer service, cost-effective approaches, and consistent quality results." Now, imagine after putting in all that effort, payday comes and your paychecks don't post to your bank accounts. We would have a big problem. In this moment, a Team working diligently behind the scenes would come to the forefront, and the immense value they bring to the Company would become very clear.

You see, just as we hold our Teams to high expectations in their service to the Customer, we hold those same expectations for ourselves in our service to the Employee.

Through the excellent work of our IntegrITS Payroll Team, one can see how the Company carries a deep responsibility and commitment to ensuring that every employee is paid accurately and on time.

In this month's edition of "Operational Excellence," we are excited to feature the stellar work of our IntegrITS Payroll Team.

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## **Operational Excellence: The IntegrITS Payroll Team**

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### **Team Members**

Clarence Morgan Carter - Staff Accountant II  
Ivy Carter - Chief Financial Officer (CFO)  
Marcus Coney - Staff Accountant II  
Elise Finley - Senior Payroll Specialist  
Jim Lyon - Chief Information Officer (CIO)  
Rick Ponzo - Senior Information Specialist  
Vanessa Valdez - Chief Human Resources Officer (CHRO)  
Laura Villarreal - Human Resource Generalist

### **Locations**

Headquarters, San Diego, CA  
Phoenix, AZ

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We reached out to Ivy Carter (CFO) and Jim Lyon (CIO) to gain more insight into the complex Payroll process. Our conversations also revealed an incredible Team dynamic that certainly plays a role in their ability to do such excellent work.

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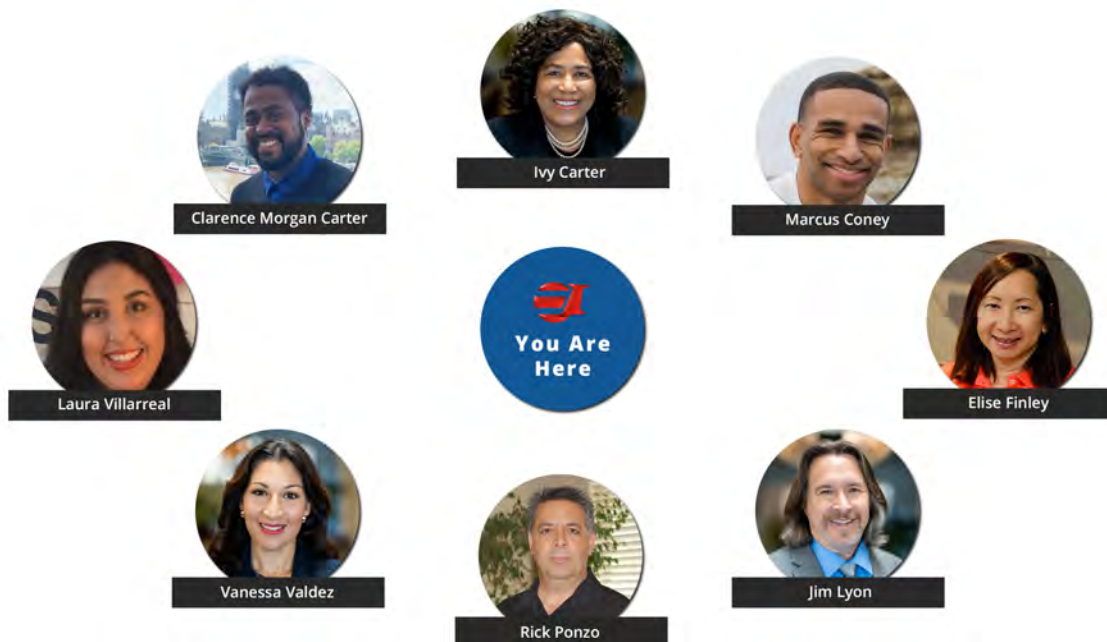
## **Excellence in the process...**

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The IntegrITS Payroll Team is an integrated functional area team that combines finance, human resources, technology, payroll, and tax disciplines. Jim warns that his explanation might be long-winded as he shares, “We ensure all IntegrITS employees receive their accurate pay on time and in full compliance with Federal, State, & Municipal payroll requirements—while also ensuring that applicable medical, dental, vision, retirement savings, supplemental life insurance, flexible spending, dependent care, and other employee benefit contributions are recorded, and time off usage and balances are accrued.”

***The payroll process is one of the more complex activities a company must address.*** For a company such as IntegrITS, that complexity is expanded by having employees working in multiple states (currently: Arizona, California, Hawaii, Nevada, North Carolina, and Utah). This has various tax and benefits implications that must be addressed every pay period (as of 2022, thankfully, our partnership with Insperity Premier has lifted a lot of this load).

Up until this point in the newsletter, we have described the IntegrITS Payroll Team as being a small, multi-disciplinary team. ***But did you know that YOU are also a member of the Payroll Team?*** That’s right—every payroll begins with YOU submitting your timesheet. Each Employee plays a critical role in ensuring that they are paid accurately and on time.



The Employee starts the payroll process, and is at the center of the Payroll Team's mission.

On the Monday leading up to payday, Employees submit timesheets to their supervisors, and their supervisors review and approve. Then it is off to the races, as the Payroll Team has until Wednesday at 3:30pm to submit the payroll for processing in time for our paychecks to show up in all of our bank accounts by Friday. What is truly impressive about this Team is that, in such a short window of time, they are able to perform a series of automated and manual processes that address the long list of considerations we described above...for each and every paycheck, and sometimes, for deposits into multiple bank accounts per paycheck.

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## Excellence over the years...

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Our CFO, Ivy, has been with the company since its inception, and we asked her about the different transitions Payroll has gone through over the years. She shared, "Our payroll team has been able to adapt to the many changes and transitions we have faced over the years. We have worked well with various payroll processing agencies, and thankfully, we've had smooth transitions to the different eTime platforms used over the years. From paper timesheets to Navision eTime to SaaS HR to the JT4 eTime system, our employees have always been cooperative and willing to adjust as needed. We are very grateful!"

Our ability to navigate transition is a testament to the flexibility, patience, and innovation of the IntegrITS Team. We asked Ivy to specifically share how the Payroll Team has made IntegrITS proud:

*The IntegrITS Payroll Team is very thankful and grateful that in 22 years of service to IntegrITS Employees and even during transitions to various payroll platforms, ACH, and Payroll Tax Processors, we have never missed a pay date—nor had an issue that our Payroll Team couldn't quickly resolve.*

*With the great success of our Human Resources Department and their Support Team in the on-boarding of the 100+ employees resulting from the 2018 JTECH Contract Award, came the challenge of processing timesheets and payroll data for the additional employees. Your Payroll Team was ready for the challenge and willing to invest the long hours needed to assure the accuracy and timely processing of the increased payroll.*

*With the help of Department Managers and Leads, HR and IT Support teams, those early payrolls, though challenging, were a great success!*

-Ivy Carter, CFO

Furthermore, our IntegrITS payroll records have withstood the examination of Bank Auditors, Defense Contract Audit Agency (DCAA) Auditors, Independent Auditors, and Worker's Compensation Insurance Auditors. The integrity of our Payroll Team is truly something worthy of pride.

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## **Excellence in the future...**

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As the IntegrITS Payroll Team looks to the future, they are committed to continuing to serve each Employee with excellence. They are excited about using current and new tools to automate more of their processes. In Ivy's words, it's all about, "Automation, Automation, Automation!" The Team also looks forward to further integrating our SaaS HR, Insperity Premier, and Finance systems. The Payroll Team also sees innovation and increased expertise in their future as they are committed to using every tool available to them for training, increased efficiency, and knowledge.

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## **Excellence as a team...**

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As we learned more about the Payroll Team, we were struck by the personal pride that each member takes in the accurate and timely processing of every payroll. Whenever the Payroll Team is made aware of a problem or issue with an employee's time or pay, the entire Team feels personally responsible for resolving the problem as quickly as possible. Each member of the Team has proven to be personally willing to stop what they are doing, research the matter, and find the solution.

Ivy shares, "I would describe our Payroll Team with one word, and that word is what causes us ALL to work so well together: "DRIVEN." Each Team member is driven by their personal motivation and determination to pay each employee accurately every pay day, and on time every pay day.

**D** – Determination

**R** – Reliability

**I** – Integrity

**V** – Viability

**E** – Endurance

**N** – Numero Uno: The best payroll team around!"

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We have to agree. ***Clarence Morgan, Ivy, Marcus, Elise, Jim, Rick, Vanessa, and Laura, you truly are the BEST PAYROLL TEAM AROUND.*** With every payroll, you demonstrate your attention to detail, hard work, and overall care for the Employee. Your team synergy is exemplary, and you could teach a masterclass on teamwork. You work quietly and diligently behind the scenes, but the excellence of your work speaks VOLUMES. We are so very grateful for our Payroll Team!

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## Tip of the Week

This week, we discovered a resource on the Insperity MarketPlace for all things related to health and fitness. [Click here](#) to learn more!

## Coming Soon: *The CEO's Corner*

Join us next week as we hear from our CEO in his monthly update, The CEO's Corner.

## Comments/Questions?

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If you have any comments or questions about this week's newsletter, email us at [news@integrits.com](mailto:news@integrits.com).

We have also created a website where we are storing the archives of all our newsletters to date: <https://integrits.com/digest-archives/>.

Have an incredible week, and we'll see you next Thursday!

Warmest Regards,  
The IntegrITS Weekly Digest

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You are receiving this email because you are one of our incredible IntegrITS employees.

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