

# KEEPING UP WITH QBS

Employee Walkouts | QBS' New Online Platform | Holiday Hours | Meet our Team

## Planning Ahead

### Important Reminders

As the year comes to a close, we recommend all employees review their information (SSN, address, etc.) to ensure it is up to date. Here are a few key dates for submitting updated information to QBS.

- Benefit changes must be provided 4 weeks prior to the effective date.
- ALL New Year changes need to be in by 12/15/2017.
- ALL items that need to be added to a W2 must be in by 12/15/2017.

### Holiday Hours

We place a great deal of value in the satisfaction of our clients and our employees. Please see the next page for a detailed listing of our 2017 holiday hours.

We strive to provide the best service to you, our clients, while giving our employees the opportunity to spend the holidays with their families.



## Responding to National Organized Walkouts: What You Need to Know

In 2017, employers were impacted by workers joining in organized employee walkouts similar to the "A Day Without A Woman" strike. While many employers were aware, they were uncertain on how to respond. With similar events possibly forthcoming, how can you prepare? Think ahead.

1. You can close the office: either in support of the protest or to protect against negative customer experience caused by insufficient workforce to service needs.
2. Get feedback from your team: ask them to weigh in or vote on how to proceed.
3. Stay open, give back: contribute a percentage of the day's proceeds to nonprofit organizations.
4. Enforce standard operating procedures and attendance policies, which could mean disciplinary action for employees who are no-calls no-shows on protest day.

***Unsure of how certain state or local regulations may apply to you in these instances? Please contact us and we'd be happy to assist you with this and any other HR related need.***

## Planning Ahead

### Holiday Hours (Cont.)

- **Thanksgiving Day**  
Thursday, November 23rd  
CLOSED
- **Day after Thanksgiving**  
Friday, November 24th  
OPEN
- **Christmas Eve** (Observed)  
Friday, December 23rd  
Closing at 2:00pm, limited  
staff available
- **Christmas Day**  
Monday, December 25th  
CLOSED
- **New Year's Day**  
Monday January 1st  
CLOSED

*We wish you a safe and happy holiday season with your family and friends!*

## Hi, We're QBS.

### Nice to meet you.

During 2017, we continued our "Meet the Team" series on the QBS blog. Each month we introduced you to a different employee - sharing insights on what these great people do for QBS, their likes, challenges, thoughts on the organization and personal "fun facts" - all so you can get to know us better.

View pictures of a select few on the next page and visit our website to learn more about these and other valued QBS team members!

## Migration to new Payroll, Benefits & HR Platform + New Service Offerings

### We want to make your life easier.

We are constantly looking for ways to streamline our services to meet your needs, as well as upgrading our technology to make your lives easier.



While our current system requires you to go through a QBS administrator for certain information, our new web-based, browser-friendly Payroll, HR and Benefits system empowers our clients to have direct access to tools, information, reports, employee details and much more.

### Here's what you can expect over the next few months:

- Direct, timely communication from our QBS Implementation Team on all upcoming changes and additional offerings.
- Specific and direct communication with each client.
- Strategic, individualized planning of implementation including 1:1 customized training.

Our goal is to have you changed over and running smoothly on the new platform no later than 1/1/2018.

**In addition to this, we are offering multiple new, fully-integrated services including:** Onboarding, Performance Evaluations, Applicant Tracking/Job Posting, Time & Attendance, and Leadership & Team Development.

**If you are interested in adding any of these products or service, or have questions about the new online, web-based system, please contact us today.**

*Please note, while we will do everything possible to add additional services in a timely manner, clients will be placed in our implementation schedule based on the time of initial request and agreement to move forward.*

## Meet Our Team



*Sarah-Jane Smith, Benefits*



*Kelli Lollis, Workers' Comp*



*Amy Pitmann, Implementation*



*Jimmy Christian, Distribution*



*Mary Barton, Payroll*

Visit our company blog each month to meet another wonderful QBS team member!

From Pam's Kitchen

### Sugar & Spice Pumpkin Cookies

*There's nothing better than pumpkin spiced things during fall and over the holidays! These cookies are easy to make and are the perfect compliment to a cup of coffee or tea. Even better, they make your home smell fantastic! Enjoy - Pamela Evette*



#### Ingredients:

- 2 1/2 cups all-purpose flour, spooned + leveled
- 2 tsp cornstarch, 1/2 tsp tartar, 3/4 tsp baking soda, 1/4 tsp salt
- 2 tsp cinnamon, 1/2 tsp nutmeg, 1/8 tsp ground cloves
- 3/4 cup unsalted butter, softened (room temperature)
- 3/4 cup packed brown sugar
- 1/2 cup granulated sugar
- 1 large egg yolk
- 2 tsp vanilla
- 1/2 cup canned pumpkin (not pie filling)
- *Coating:* 1/4 cup granulated sugar + 1 1/2 tsp cinnamon

#### Preparation:

1. Whisk together flour, cornstarch, tartar, baking soda, salt, cinnamon, nutmeg + ground cloves.
2. In separate bowl, beat together butter + sugars until fluffy. Turn mixer to low then beat in egg yolk, vanilla and pumpkin.
3. Slowly add in the flour mixture. The dough will be very sticky.
4. Cover the bowl with saran wrap and refrigerate for at least 2 hours or up to two days.
5. When ready to bake, take dough out of fridge and preheat oven to 350F degrees and line 2 cookie trays with baking mats or parchment paper.
6. Form dough into 1.5 tbs balls + coat w/ cinnamon+sugar mix
7. Place cookies on sheets about 2 inches apart and bake for 7-9 minutes until the tops look almost set.
8. DIG IN and share! (and it's ok to hide a few from the kids...)

## QBS Locations



### **SOUTH CAROLINA**

TOLL FREE: 877-834-3985  
280 Hindman Road  
Travelers Rest, SC 29690  
PHONE: 864-834-3985  
FAX: 864-834-5642



### **WEST VIRGINIA**

TOLL FREE: 877-834-3985  
600 Westmoreland Office Park  
Dunbar, WV 25064  
PHONE: 304-768-4120  
FAX: 304-720-9375

## Social Channels

Stay connected with QBS!



Find us on Facebook, Twitter,  
LinkedIn and Google+.

## Continued Growth & Gratitude

As we were talking through yet another expansion of the QBS offices, we were suddenly overcome with a feeling of gratitude for our amazing QBS team and our clients - many of



whom have been with us since the beginning. It's hard to believe it's been over 17 years since we began this journey together, with nothing more than an idea, a passion to succeed and a heart for helping others.

We've continued to grow this year in terms of clients and team members. And all the while, we've continuously asked ourselves what we could be doing to better serve every individual and organization that we touch.

As you read above, we've begun offering additional, fully-integrated, value-added products and services. We are also launching a new online Payroll, HR and Benefits platform. We believe in innovation and are always looking to improve. We are confident that these new tools will enhance your overall experience within your organization and with QBS.

We were once again honored as one of the Best Places to Work in SC for the 3rd consecutive year. We were also recognized as one of the 50 Fastest Growing Women Owned/Led Companies by WPO + American Express and Pamela was the recipient of the ATHENA Leadership Award®.

As we close out another year, we'd like to express our immense gratitude to our clients, friends, partners and team members for your continued loyalty and commitment.

We're sending you our warmest wishes this holiday season and encourage you to enjoy each and every moment with your family and loved ones. Happy Thanksgiving, a very Merry Christmas and many blessings in the New Year!

Sincerely - *Pamela & David Evette*