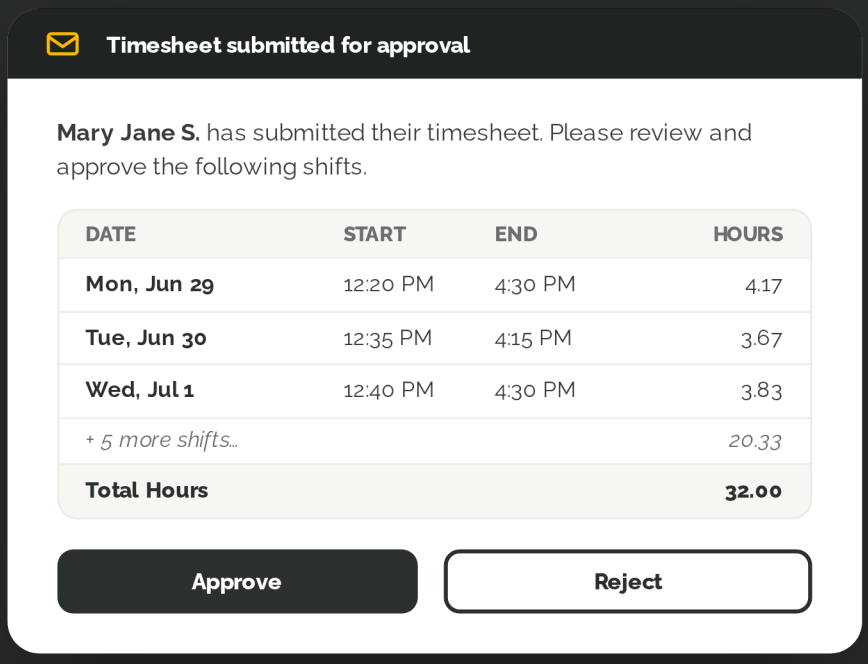
Back Office Staffing Solutions

boss.

Client Welcome Kit

BACK OFFICE STAFFING SOLUTIONS



Introducing BOSS

Welcome aboard. We're glad to be your back office partner. This kit walks you through who we are, what we handle, and everything you need to work with us smoothly.

Your recruiting firm has engaged **Back Office Staffing Solutions (BOSS)** as their back office provider. We will be the legal **Employer of Record (EOR)** for the temporary workers assigned to you, or the **Agent of Record (AOR)** for any 1099 contractors.

What Is An EOR?

An Employer of Record acts as the legal employer for legal and tax purposes while an employee performs work for you. An EOR will handle all Human Resources functions, including payroll, taxes and related filings. The EOR will carry all insurances, including unemployment insurance and workers' compensation.

What BOSS handles for you

- Payroll & online timecards
- All insurances & workers' comp
- Taxes, withholdings & filings
- Onboarding & compliance
- Invoicing & collections

You stay in charge of the work.
You supervise your assigned associates day-to-day; BOSS takes care of everything behind the scenes.

Contract

Our **Client Services Agreement (CSA)** is our standard contract. It is between you and your recruiter, and acknowledges that BOSS will be the Employer of Record. All three parties will sign it, and you agree that BOSS will be processing the invoices and collections, and that payments will be sent directly to BOSS.

Please note that any existing contracts already executed between you and your recruiter can be honored upon review and approval by BOSS. In this case, instead of completing our CSA, you will be asked to sign an **addendum** to your existing contract.

You can discuss the details directly with your recruiter.

Three parties, one agreement



- ✓ All three parties sign the CSA (or an addendum to your existing contract).
- ✓ BOSS processes invoices and collections.
- ✓ Payments are remitted directly to BOSS.

Getting Started

Timecards

You will receive an email notification each time an associate submits a timecard; approve or reject it right from the email, or log into your app at any time. Timesheets are approved one associate at a time.

Timecards must be approved by each Tuesday at Noon ET.

App access

You will receive an email upon the first assignment. In the app you can track and approve all time and view all contractors and assignments.

BOSS W-9

When you first log in to your app, you will automatically be sent our W-9 document. A copy can always be found at **backofficenow.com/w9**.

How to pay invoices

Invoices can be paid by **ACH, wire transfer, or check by mail**. All remit-to information is located on your invoice and at **backofficenow.com/remit**. To set up automatic payments, contact **support@backofficenow.com**.

The weekly rhythm

1. **Sun–Sat**
   Workweek: associates log their time
2. **Sunday 11:59 PM ET**
   Associate deadline to submit time
3. **Tuesday Noon ET**
   Your deadline to approve timesheets

Your First Week

Here's what to expect as we get you set up. Most clients are fully up and running within a few days.

1. **Sign the CSA or addendum**
   Review and sign with your recruiter; BOSS countersigns as Employer of Record.

2. **Receive your app invite**
   Sent when your first associate is assigned. Log in to set your password.

3. **Get your compliance docs**
   Your W-9 and Certificate of Insurance are sent automatically. Copies always live at **www.backofficenow.com/w9** and **www.backofficenow.com/coi**.

4. **Tell us your approvers & supervisors**
   Let us know who on your team approves time and supervises associates on site.

5. **Approve your first timecard**
   You'll get an email the first time an associate submits time. Approve by Tuesday Noon ET.

6. **Receive your first invoice**
   Invoices follow each approved week. Set up ACH or auto-pay whenever you're ready.

Your two main jobs

- Approve time each week
- Supervise the day-to-day work

Your recruiter and BOSS handle everything else: payroll, taxes, insurance, invoicing and compliance.

Not sure who does what?
Call BOSS at 855-508-BOSS or email support@backofficenow.com and we'll point you in the right direction.

Time, Overtime & Holidays

Time runs on the same weekly rhythm as your approvals. Here's how the details work.

Overtime

Overtime is billed at **1.5× the associate's bill rate** for hours worked over 40 in a workweek (Sun–Sat). Some states also require daily overtime or double-time; these are applied automatically based on the associate's work location.

Holidays

We don't pay for holidays by default. If authorized by you, hours worked on a holiday are billed at the associate's standard bill rate, unless your agreement specifies premium pay. Associates aren't paid for holidays they don't work. Your recruiting partner will let us know at the first paid holiday, if applicable.

Missed approvals

If a timecard isn't approved by Tuesday Noon ET, BOSS still has to pay the associate and bills the hours as submitted by the associate, so payroll runs on time. Any correction is handled as an adjustment on a later invoice. Contact support right away.

Sick leave & PTO

As the associate's Employer of Record, BOSS administers any paid sick leave or PTO required by state or local law. It is billed to you at the associate's normal hourly rate, unless you and your recruiter have contractually agreed otherwise.

Approving time is how associates get paid. Please approve **every** associate by Tuesday Noon ET, even a partial week. Spot an error after approving? Contact BOSS and we'll fix it on your next invoice.

Supervising Your Associates

You direct the day-to-day work. Because BOSS is the legal Employer of Record, a few simple guidelines protect you, the associate, and your business.

Your day-to-day role

Assign and direct tasks, set schedules and priorities, provide training, tools and a safe workplace, and confirm hours by approving timecards.

When the supervisor isn't on site

Every shift should have a designated supervisor or point of contact who can direct the associate and answer questions. If your usual supervisor will be out, **name a backup in advance** and tell the associate who to report to. Associates should never be left to perform prohibited or safety-sensitive duties unsupervised. If no supervisor is available, contact BOSS before the shift.

Do

- ✓ Direct the work, set schedules, and give day-to-day feedback.
- ✓ Report performance or conduct concerns to BOSS.
- ✓ Contact BOSS **before** any pay-rate, role, or schedule change.
- ✓ Route any complaint (harassment, discrimination, safety) to BOSS immediately.

Don't

- ✗ Hire, discipline, or terminate an associate directly; tell BOSS and we'll act.
- ✗ Change pay rates, promise raises, or offer benefits.
- ✗ Ask associates to sign your company's HR or employment paperwork.
- ✗ Handle an HR complaint on your own.



When in doubt, call BOSS first. A quick call prevents co-employment and compliance problems down the road.

Prohibited Duties

Any assigned employee is to be **supervised by you** and is prohibited from performing the following tasks **without written permission**:

- **Operating machinery**, other than office machinery, or for light industrial positions as described in their job description
- **Handling of cash**, valuables or securities
- **Driving an automobile** or other motor vehicle without additional insurance
- **Traveling internationally**
- **Working on boats** or near water
- **Carrying firearms**
- **Climbing on ladders**
- **Lifting heavy items over 50 lbs** without assistance

Need an associate to perform one of these duties? Contact BOSS **before** the work begins so we can review coverage and provide written permission where possible.

Workplace Safety & Injury Reporting

A safe workplace is a shared responsibility. If an associate is ever injured on the job, fast reporting protects them and keeps the workers' compensation claim on track.

If an injury happens

1. **Get help first**
   For any emergency, call 911 and get the associate medical care immediately.

2. **Report it to BOSS the same day**
   Call 855-508-BOSS or email support@backofficenow.com, even for minor injuries. As Employer of Record, BOSS files the workers' comp claim.

3. **Note what happened**
   Record when and how it occurred and any witnesses; preserve anything involved if it's safe to do so.

4. **Let BOSS handle the claim**
   We manage the workers' comp process, work with the carrier, and coordinate return-to-work.

Your safety responsibilities

- ✓ Provide a safe work environment and any required protective equipment.
- ✓ Give job-specific safety training.
- ✓ Don't assign prohibited or safety-sensitive duties without written BOSS approval.
- ✓ Report near-misses and hazards so we can help address them.

⚠ **Report every workplace injury to BOSS the same day**, no matter how small. Early reporting is better for the associate and for your claim.

Billing & Payments

Simple, predictable billing that follows the weekly rhythm.

When invoices arrive

An invoice is generated each week after time is approved, covering the prior Sun–Sat workweek.

Payment terms

Payment terms are based on what you and your recruiter contractually agreed, as stated in your CSA. Any late fees, if agreed in the contract, are billed at **1.5% per 30 days** starting day 31 (for example, on a 30-day term).

How to pay

Pay by **ACH, wire, or check by mail**; remit-to details are on every invoice and at backofficenow.com/remit (always include the invoice number). You can also pay by **credit card** (2.9% + $0.30 fee) at **www.backofficenow.com/pay**. Contact support to set up auto-pay.

Questions on a charge?

Contact BOSS and we'll research it. Any adjustment is applied on a later invoice.

What's on your bill

You're billed the associate's **bill rate** for each approved hour. The bill rate covers the associate's pay, employer taxes, workers' comp and insurance, and BOSS's administrative fee, so there are no surprise add-ons.

Ending an Assignment & Conversions

Assignments end and, sometimes, you'll want to keep someone for good. Here's how both work.

Ending an assignment

Give notice through BOSS or your recruiter with *at least 24–48 hours'* lead time when possible so we can close out payroll cleanly.

Don't dismiss an associate directly. Let BOSS know and we'll handle offboarding as the Employer of Record.

Final time still needs approval. Approve the last timecard on the normal schedule so the associate is paid correctly.

Temp-to-perm conversion

Want to hire an associate onto your payroll? Just tell your recruiter or BOSS **before** making an offer.

Conversion terms. *A conversion fee may apply, or may be waived after the associate has worked a set number of hours or months.* Your recruiter will confirm the terms in your agreement.

After conversion, the associate comes off BOSS payroll and your invoices for that person stop.

Some states require a terminated associate's final paycheck on their last day of work (for example, Massachusetts and California). Because BOSS runs payroll, please notify your recruiting firm or BOSS **as far in advance as possible** before ending an assignment, so we can pay the associate on time and stay compliant. We can't find out on a Friday that someone was let go that day.

Thinking of hiring an associate permanently? Talk to your recruiter before making an offer so the conversion is handled the right way.

What insurance does BOSS carry?

We carry **at least** this minimum coverage:

COVERAGE	LIMIT
Statutory workers' compensation insurance	$1,000,000 per accident
Commercial General Liability Insurance	$1,000,000 per occurrence / $2,000,000 aggregate
Professional Liability Insurance	$1,000,000 combined single limits
Cyber Insurance	$3,000,000
Crime / Fidelity Bond	$2,000,000
Employment Practices Liability Insurance	$1,000,000
Hired and Non-Hired Automobile Liability	$1,000,000 combined single limits
Commercial Excess Liability / Umbrella Policy	$5,000,000 per occurrence

Certificate of Insurance & W-9

The BOSS Certificate of Insurance (COI) and W-9 will be sent to you when you onboard. A copy of the COI is always available at **backofficenow.com/coi** and our W-9 at **backofficenow.com/w9**. Always check **backofficenow.com/coi** for our latest, up-to-date coverage and effective dates.

Need to be listed?

If you need to be a certificate holder or listed as additionally insured, email **support@backofficenow.com**.

Your BOSS Team

One team, a few easy ways to reach us. We're here *Monday–Friday, 8am–6pm ET*.

Support

Invoices, timecards and tech questions. Call **855-508-BOSS** or email support@backofficenow.com.

Your account manager

Your **recruiting firm** is your day-to-day account manager for new assignments, rates and staffing needs.

Onboarding & compliance

W-9, COI and additional-insured requests: email support@backofficenow.com.

Injuries & urgent issues

Report workplace injuries the same day at 855-508-BOSS. For emergencies, always call 911 first.

Glossary

EOR
Employer of Record: the legal employer for tax, payroll and HR purposes.

AOR
Agent of Record: the same role for 1099 contractors.

CSA
Client Services Agreement: the three-party contract you, your recruiter and BOSS sign.

COI
Certificate of Insurance: proof of BOSS's coverage.

W-9
BOSS's tax identification form for your records.

Bill rate
What you're billed per hour (pay plus taxes, insurance and admin).

Pay rate
What the associate earns per hour.

Associate
The worker assigned to you; a BOSS employee under your supervision.

Client FAQ

WHAT IS THE TIMESHEET APPROVAL DEADLINE?

Our workweek is Sunday to Saturday. Timesheets should be approved by **Tuesday at Noon ET** for the prior week's timesheets. Your associate has until **Sunday 11:59 PM ET** to submit their time.

HOW DO I PAY INVOICES?

Invoices can be paid by ACH, wire transfer, or check by mail. The bank account and address to use are located on your invoice. For quicker processing, please provide complete remittance information, including the invoice number, each time you send a payment to us. To set up automatic payments, please refer to the remittance information at **www.backofficenow.com/remit** or contact **support@backofficenow.com**.

WHO DO I CONTACT IN THE EVENT OF ANY ISSUES?

If this is an invoice, timecard or technology related issue, you can reach BOSS at **855-508-BOSS** or email **support@backofficenow.com**.

WHAT HAPPENS IF I MISS THE APPROVAL DEADLINE?

If a timecard isn't approved by Tuesday Noon ET, BOSS still has to pay the associate and bills the hours as submitted, so payroll runs on time. Contact us right away and we'll correct any error as an adjustment on a later invoice.

HOW IS OVERTIME BILLED?

Overtime is billed at **1.5× the associate's bill rate** for hours over 40 in a Sun–Sat workweek. Some states also require daily overtime or double-time, applied automatically by work location.

WHAT IF AN ASSOCIATE IS HURT ON THE JOB?

Get them medical care first (call 911 for emergencies), then report it to BOSS the same day at **855-508-BOSS**. As Employer of Record, BOSS files and manages the workers' comp claim.

CAN I HIRE AN ASSOCIATE PERMANENTLY?

Yes. Talk to your recruiter or BOSS before making an offer. *Conversion terms* are set in your agreement, and we'll walk you through the process.

We're glad you're here.

Your recruiter finds you great people. BOSS makes everything behind the scenes effortless.