



W-2 CALL CENTER/ WEB-SITE REISSUES

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Employer Benefits

- * Free up time for normal payroll tasks
- * No need to add temporary help during year-end tax time
- * Improved turn-around time for simple re-issues
- * Web enabled
- * Ease of use
- * Overall Cost Savings
- * Quick response to inquires

OVERVIEW OF THE CALL CENTER/ WEB-SITE

BDS' W2 Call Center/ Web Site enables the employer to free up their time to deal with other pressing issues instead of answering requests for lost or misplaced W-2 forms. With our bi-lingual call center we can answer quickly and efficiently up to 95% of the routine calls placed for reissues.

BILLING FLEXIBILITY

We can set up our system to fit your needs. Bill in-active employees and not active, bill back all services to the Employer, bill employer up to a certain date and then charge the employee, or simply charge the employee. The bottom line is we can design a structure that fits your needs.

ARCHIVAL

BDS provides archival services which allows your employees to search for previous years of W-2 information. For current customers, we are able to access back to year 2000's information. For new customers, we can make previous years information available if the data is provided.

CALL CENTER

Our Call Center is available as well for those who do not have access to the internet. Our courteous and professional operators can field reissue calls thus freeing up your company's time to work on issues that will make you money. Our software programs make changing an address and billing the employee, if necessary, a snap. We can mail or e-mail the form back to the employee all the while tracking the date/time it was reissued.

WEB-SITE

Our Web Site is easy to use and convenient. Just point your employees to w2copy.com and they can reissue their own W-2's and have them mailed or e-mailed back to them. The only item the employee can change on the reissue is the mailing address. Depending on company procedures the employee can be charged for the reissue. The web site accepts Visa and MasterCard only (debit cards with these logos work as well). Money orders may be sent to the call center. No checks are accepted.

SUMMARY

With the BDS W-2 Call Center and Web Site, you can now offer your employees an increased level of service without the expense. You do not have to increase or add to your current staff to handle the additional call volume during the 1st quarter of each year. The ability to design a system using our many services allows you to use just the services you need today while being able to add additional services when you need them in the future. All of this at a reasonable price.

Using the BDS W-2 Program, you get a full service company that is dedicated to providing our customers superior service. Whether you use our Print & Mail, Call Center w/ Web Access, or our E-W2 services, you will agree that our programs provide you the tools needed to increase your productivity and employee customer services while decreasing your costs of meeting your employer requirements.

*For more information regarding our W-2 services please contact us at sales@billingdoc.com or your sales representative

visit us online at www.billingdoc.com