

WELCOME TO **ISSI***nsights*: THE QUARTERLY NEWSLETTER FROM INNOVATIVE SOFTWARE SOLUTIONS, INC.

## ISSI ADDS TIN MATCH TO YEAR-END SERVICES

The ISSI Year-End Team continues to monitor changes in the industry and develop programs and services for our Clients that help alleviate the stress of Year-End Processing. As you may know, the IRS recently increased penalties for Taxpayer Identification Number (TIN) errors. Specifically, Information Return TIN violations that have not been fixed or properly addressed by the Payer will now be subject to increased penalties. In response, ISSI developed a TIN Match Service to minimize the risk of potential fines for missing or incorrect TINs.

### **TIN Match Service**

With this service ISSI:

- Validates TINs for participants, providers, vendors and ACA individuals against the IRS Database
- Generates a quarterly bulk file of records for submission to the IRS for TIN Validation using the IRS TIN Match Program. This process identifies incorrect or missing TIN-name combinations
- Submits files to the Social Security Administration (SSA) to identify incorrect name and social security number combinations based on W-2 Information Returns
- Installs programs to produce required TIN validation documents from the ISSI system

Once an incorrect TIN is identified, the Funds can send the required First "B" Notice, Second "B" Notice, Form W-9, or Social Security Number Verification Request (W-2) documents to minimize the risk of penalties for TIN violations. Ideally, the documents will enable the



Funds to gather the correct information. At a minimum, sending the required TIN documents should demonstrate the Funds' good faith efforts to obtain the corrected information and avoid penalties from the IRS.

In addition to the TIN Match Service, ISSI Year-End Services include comprehensive electronic tax file submissions and recipient form fulfillment:

### **Electronic File Submissions**

This service provides for:

- Submission of 1094/5-B, 1094/5-C, and 1099 electronic transmittals to the IRS and W-2 electronic tax files to the SSA on behalf of our Clients
- When permissible, electronic tax information may also be submitted to various state governmental agencies

All Clients must complete and return the 2016 Electronic Filing Request to ISSI by December 15th. This form will communicate whether or not you would like ISSI to file electronically on your behalf and for which funds you wish to file.

### **Recipient ACA/Tax Form Fulfillment**

ISSI can also coordinate the printing and mailing of ACA/Year-End tax forms to recipients on behalf of our Clients. Our Print and Mail Service includes:

- All tax form stock
- Printing, handling, and postage
- "PDF" file of all forms generated. This feature will allow Clients to review and reprint ACA/tax forms on demand, in any quantity, without having to purchase additional forms, and create an electronic archive of all forms printed for recipients.

This is an annual service, which must be renewed each year at the Funds' request.

ISSI will continue to monitor government-mandated changes to the Year-End Process and develop products and services of value to the Funds. For more information on ISSI's Year-End Services, please contact your Account Executive.



## EMPLOYEE SPOTLIGHT: LISA INGRALDI

For over 35 years, ISSI has worked diligently to streamline implementations for new Clients. Our field-proven process includes designated conversion staff who work closely with new Clients and their current system provider to migrate data to the ISSI platform.

Like most members of the Implementation Team, Implementation Conversion Manager Lisa Ingraldi began her career at ISSI as a Client Service Representative. Within three years, Lisa, who had prior programming training, transitioned to the Implementation Team where she combined her Client Service experience and technical skills.

With sixteen years tenure, Lisa has carved a niche within the Implementation Team, designing a job that best serves ISSI's Clients and fits her skills, expertise, and interests. "Mapping data from legacy systems to the ISSI platform is a critical component of the implementation process," Lisa said. Over the years, she's transitioned Clients from numerous vendors and in-house systems. With each conversion, she works with the Client, Programmers, and Client Service Representatives to ensure data accuracy and consistency with the Customer environment. "Each system is unique, and each presents its own challenges. I love getting into conversion programs, fixing issues, and helping our Clients achieve new efficiencies."

Implementation Conversion Manager  
Lisa Ingraldi has sixteen years tenure at ISSI  
and thirteen years of experience with the  
Implementation Team.

## IT CORNER: HIPAA COMPLIANCE IN THE CLOUD

The U.S. Department of Health and Human Services ("HHS") recently released guidelines for remaining HIPAA compliant while operating in a cloud environment.

Rest assured, ISSI's private cloud solution, ISSI-Cloud, exceeds HIPAA-compliance standards for securing electronic protected health information ("ePHI"). Given the sensitive nature of our Client's data, security remains our highest priority. ISSI-Cloud utilizes best-in-class security standards and controls while enabling Funds to operate efficiently in a cloud environment.

Each hosted server is securely collocated in our data center. Access by Client offices is through secure VPN, which encrypts all information sent between the server and the Client's office. There is no access to Client systems without a secure VPN.

For more information on ISSI-Cloud, please contact your Account Executive.



## ISSI INSIDE LOOK: CLIENT SERVICE SPECIAL TEAMS



Leaders of the Client Service Special Teams (from Left to Right): Mike Sandone, Heather Landolfi, and Sean Gallagher.  
Not pictured: Tim Butler.

ISSI's Client Service Special Teams are formed as needed to assist with special projects. Team Leaders include Manager of Client Service Operations Mike Sandone and Managers of Special Teams Tim Butler, Heather Landolfi, and Sean Gallagher.

Special Teams include staff members from numerous departments, managing complex projects, requiring extensive resources. The Team Leaders are responsible for coordinating resources throughout the company to keep each project on task and on schedule. In addition,

these individuals serve as the primary Client contact from project kick-off to completion.

Ultimately, Client Service Special Teams enable ISSI to remain flexible, yet organized in response to Clients' changing needs.



**ISSInsights** is produced by the Marketing Department of Innovative Software Solutions, Inc. If you would like to contribute stories and ideas, or for more information on the products and services featured in this issue, please contact Kate Lane at [KLane@ISSIsystems.com](mailto:KLane@ISSIsystems.com) or call 856-910-9190.

## CLIENT SERVICE CORNER: IRS TIGHTENS DEADLINES FOR 2016 YEAR-END PROCESS

As you may know, the IRS accelerated several deadlines for the 2016 Year-End Process. 1099-MISC and W-2 Federal Filings, both paper and electronic, are now due January 31st. This change reduces the time to process 1099-MISC and W-2 paper files by a month and reduces the time to submit electronic files by two months. In addition, the IRS shortened the deadline for Recipient ACA Forms from June 30th to March 2nd!

The ISSI Year-End Team has worked diligently to accommodate these changes. Given the compressed timeframe for the 2016 Year-End Process, we urge all Clients to begin planning now. ISSI has developed a Year-End timeline to ensure all Clients have the opportunity to meet the tightened deadlines. To guarantee compliance with the new IRS deadlines, we must adhere to the Year-End timeline for service enrollment and file approvals.

Please contact your Client Service Representative with any questions or concerns regarding the 2016 Year-End Process.



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