

The annual legislative requirement for each employer to file 1099 and W2 data to the government and for employees is a process that begins long before the forms are printed and files are sent to the government. Our customers depend on us to do the research required to effectively put together and implement any and all changes imposed by the government. Our attention to each customer's individual needs and our ability to personalize their required changes create an atmosphere of trust and respect between Spinnaker Support and its customers.

#### HIGHLIGHTS:

- Improved and effective delivery of your year-end changes
- Reduce time customer's IT teams devote to the yearly updates
- Quicker delivery provides more time for customer to prepare 1099s
- Quick response time to support needs
- High customer satisfaction and confidence in our support

## Eliminate the Headaches of the Typical Year-End Process

With the IRS's ability to introduce and implement changes any time throughout the year, it is difficult to keep up with the demanding year-end tasks. Spinnaker Support alleviates these difficulties by researching, monitoring and gathering these specific requirements on behalf of its customers so that we are prepared to implement them with each customer on a timely basis. We work directly with our customers to schedule and implement all changes. The entire process can be completed in less than one week.

The Spinnaker Support solution:

- Provides an effective and efficient method to deliver year-end changes to its customers
- Provides personalized net change documentation and test scripts for each customer
- Implements code changes specific to the customer's version of the software
- Provides quality assurance testing for all changes
- Provides follow-up support for all changes
- Provides routine communication throughout the year for what to expect toward the year-end cycle



## Comprehensive Process Alleviates Year-End Challenges

Spinnaker Support has a year-end team of experienced developers and support engineers dedicated to the effective handling of all legislative requirements imposed by the government. The process begins midway through the year when the team begins researching the IRS and other government links to locate and record all newly imposed regulatory changes for the current calendar year. Our team is focused on delivering exactly what our customers require. This includes all versions of JD Edwards Software (World, OneWorld and EnterpriseOne).

Although there are many steps along the way, the major steps to complete this requirement include:

- Early communication and planning with each customer
- Research and close monitoring of IRS websites and related government links for all regulatory changes
- The creation of appropriate documentation: Requirements Specification, Functional and Technical Design Specification, and Net Change Documentation
- Implementation to include development, unit testing, quality assurance testing, implementation and maintenance
- Final approval and acceptance from the customer

## 1099 Year-End Process Example

Although Spinnaker Support provides support for many other year-end forms such as W2 and 1099-R for US Payroll, and T3, T4 and Releve for Canadian Payroll, below we have outlined an example of our steps to implement a 1099 change:

- Send a “kickoff” letter to each customer notifying them of the 1099 changes required for the current year
- Work with each 1099 customer to determine their specific needs, then perform the corresponding work to implement the changes per their schedule
- Perform two rounds of 1099 testing for all changes
- Create net change documents and text scripts based on the 1099 work completed and the research performed through the year-end cycle
- Work with the customer to perform final 1099 testing and promotion to the production environment
- Provide continuous maintenance for all 1099 programs

To effectively provide the 1099 legislative changes to our customers, the Spinnaker Support team devotes the time and effort to work through the typical challenges and to simplify the process. The quality of our methods and solutions has been praised by our customers, which sets us apart from other providers.

**Spinnaker Support**, the market leader in JD Edwards consulting and support solutions, helps clients extend and maximize the lifecycle of their software investments. We assist clients wanting to refresh their software or hardware, via a host of JDE consulting services ranging from implementation solutions, technology solutions to strategic business solutions. For those organizations who want to maintain their current JDE environment, Spinnaker Support's personalized, cost-effective support model gives them access to the most technically savvy staff in the marketplace at nearly half the cost of traditional support providers.

Over 100 clients from all industries have chosen Spinnaker Support as their provider of choice. Headquartered in Denver, Spinnaker Support services are available across the globe via offices located in Singapore and London.

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