



## CLIENT SUCCESS STORY: STAUFFER PIPE SERVICES

# Questco Eases Stress During I-9 Audit for Stauffer Pipe Services

### THE PROBLEM:

#### COMPLIANCE ISSUES

It can be a challenge to stay on top of all the compliance details when it comes to employee documentation. Besides needing to make sure all the forms are filled out correctly, the employer must make sure they have the correct documents on file. If there is an error, the employer faces large fines for each violation.

For example, a company with 100 employees that is missing a form for each one would

face 100 separate fines. This can add up to devastating costs.

#### AUDIT NOTIFICATION

It is with this in mind that Stauffer Pipe Services read the audit notice they received. In the Notice of Inspection (NOI), they were told to show the I-9 forms for all of their employees, which documented each employee's eligibility to legally work in the United States. And the company was given just three days to provide the information.

## THE RESOLUTION PROCESS:

When she got the NOI, Cyndi Beach, the office manager at Stauffer Pipe Services, panicked. She didn't know what she would have to provide.

Fortunately for her, Stauffer Pipe already had a relationship with Questco, an outsourced HR company.

### IMMEDIATE RESPONSE

Ms. Beach shot an email to her contact at Questco, which was quickly answered. Questco said that they would handle everything. Thanks to the existing relationship with Stauffer Pipe, Questco already had the documents the IRS wanted.

"I sent one email, and I never had to worry about it again. They handled everything for me," said Ms. Beach. "I don't consider Questco a different company or a vendor of mine. I just consider them another branch of Stauffer Pipe Services."

Darlene Underwood, a Senior Human Resources Consultant for Questco, has found that many employers have incomplete, incorrect, or inconsistent forms. Some are missing documentation or have improper documentation for their workers.

## COMPLIANCE DEPARTMENT AT WORK

Questco works with clients to avoid these pitfalls. That is why the company has an entire department dedicated to compliance, as well as a highly qualified team of certified human resource professionals. Together, these teams stay current on I-9 and other compliance issues.

Team members review every new employee's I-9 and other documents. The information is put into a database for easy monitoring and updating of things like work authorization expirations, renewals, and other relevant factors. The Questco team is also proactive in notifying clients of upcoming expirations, protracted status, and updates on regulations involving automatic extensions.

## USING QUESTCO'S TECHNOLOGY

Many Questco clients use the convenient option of uploading and saving I-9s onto Questco's own system. This makes it easy to keep everything up to date and in an easily-accessed location. The outsourced HR company also is proactive in meeting with each client to review their recordkeeping system. If problems are discovered, such as improperly maintained I-9 records, Questco will help set up proper I-9 binders with active and inactive employees to better ensure compliance.

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## THE RESULTS:

A few weeks after responding to the audit notice, Ms. Beach of Stauffer Pipe Services said, "I got a letter in the mail saying that we were cleared, and everything looked great. It was such a relief to know that Questco took care of everything."

She concluded, "If competitors try to come in, I tell them, 'We're not moving. We're staying with Questco.' We like the relationship that we have with them. I know they'll always be there for me, and I know they're always going to give me the best service that I could possibly want and a good price."

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