

The most current information on how financial professionals can increase cash flow & control costs.

**November 8, 2021**

## KEY FINANCE FIGURES

	Curr*	Lst Mo	Lst Yr
<b>■ Leading Rates %</b>			
Prime Rate	3.25	3.25	3.25
Fed Funds Rate	0.25	0.25	0.25
<b>■ Money Market Rates %</b>			
<i>London Interbank (LIBOR)</i>			
1 month	0.09	0.08	0.14
3 months	0.13	0.13	0.21
6 months	0.17	0.16	0.25
<b>■ Stock &amp; Bond Indexes</b>			
DJIA	35,741	34,798	27,685
S&P 500	4,566	4,455	3,401
NASDAQ	15,227	15,048	11,359
5-Yr T-Bill	1.22	0.97	0.35
10-Yr T-Bill	1.66	1.47	0.81
<b>■ Employment Stats</b>			
Unemployment rate (%)	4.8	5.2	7.8
Payroll employment (thousands)	194	366	716
Average hourly earnings (\$)	0.19	0.11	0.03

\*As of 10/25/21

### The Cumulative Effect of CFO & Controller Alert

**With the pace of change accelerating and the competition tougher**, what's the best chance to keep up performance and get two steps ahead of the competition? A reliable source of continuous information.

It's the **cumulative effect** that helps, not any one reading. Our unique function is to deliver solid, focused information in your area of responsibility in a fast-read format twice a month to help performance.

## Spend snafu! Tech dollars going to the wrong projects

### ■ Companies dedicating dollars where payoff isn't best

**A**s you and your team currently have budgeting on the brain, be aware of a potentially very costly disconnect that's plaguing many of your peers.

And it hits uncomfortably close to home.

Specifically, the places where companies are devoting the most dollars to digital initiatives in Finance are not the areas predicted to get the most value from a digital shift.

That's a key finding in *Mastering change: The new CFO mandate* survey by McKinsey.

Push too many of those 2022

budget dollars in the wrong direction and you're certainly not going to get the payoff you're after!

Take a look at the top five places your peers are digitizing now, compared to where they believe they'd get the most value.

That way you can make sure your own company's initiatives are properly aligned.

### Compare these 2 lists

Where have Finance's dollars gone on the digitization front in recent years? Here are the top five

*(Please see Dollars ... on Page 2)*

## 2022 taxable wage base released by SSA

### ■ How much will you – and your employees – pay next year?

**F**inance's first crucial year-end update has arrived!

The Social Security Administration (SSA) just released the taxable wage base for 2022. And for the second year in a row, it's a respectable-sized jump.

For the new year, the taxable wage base will be \$147,000. That's \$4,200 over this year's number of \$142,800.

### A maximum of \$9,114

To break that down for budgeting purposes, the maximum amount you

as employer will pay per employee is \$9,114. Compare that to the maximum of \$8,853.60 you've paid this year.

Payroll still has much more than usual on its plate this year-end, dealing with all the pandemic-related tax credits.

So they'll likely be relieved to know they have this important update all tee'd up already.

**Info:** To read the SSA announcement, go to [ssa.gov/oact/cola/cbb.html](https://ssa.gov/oact/cola/cbb.html)

# Dollars ...

*(continued from Page 1)*

destinations for the companies that McKinsey surveyed:

1. Accounts Payable (53%)
2. Accounts Receivable (52%)
3. Consolidated annual budgeting and planning (47%)
4. Volume or demand forecasting, including revenue forecasting (36%), and
5. Project performance tracking and management (36%).

Now take a look at what made the Top 5 in terms of where greater use of technology would yield the most value:

1. Volume or demand forecasting, including revenue forecasting (48%)
2. Cash flow forecasting (42%)
3. Scenario management (38%)
4. Consolidated annual budgeting and planning (36%), and

5. Project-performance tracking and management (33%).

Just three of these items overlap with the first list!

Which means that many of your peers are dedicating their dollars to initiatives that won't provide the best payoff for their teams.

### Now compare those lists to your own

As you are likely in the thick of it when it comes to your 2022 budgets, this info couldn't come at a better time.

It should also open plenty of eyes.

Yes, every company – and every Finance department – has its own priorities.

But make sure the tech undertakings you choose to sink your money into are the ones that will set

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**every company  
– and every  
Finance department  
– has its  
own priorities.**

---

up you and your team for the greatest long-term success.

The McKinsey list serves as a great starting point because it shows you where other companies (including your competitors) believe the greatest payoff potential lies.

Then see how those initiatives align with your own strategic vision for your department and its contribution to the company as a whole.

It's a critical conversation that can be well worth the time and effort if it prevents you from making any costly missteps going into the new year and beyond.

*Info: You can find additional survey findings at [tinyurl.com/McKinseyCFOsurvey](https://tinyurl.com/McKinseyCFOsurvey)*

## Sharpen your JUDGMENT

*This feature provides a framework for decision making that helps keep you and your company out of trouble. It describes a recent legal conflict and lets you judge the outcome.*

### ■ Finance staffer accused of misusing FMLA leave

CFO Bill Keeper was reviewing next year's budget when HR Manager Wendy Mills knocked on the door of his office.

"Hey Wendy, come on in," Bill said.

"So we've wrapped up the investigation into all that medical time off Sean White's been taking," she said, walking into the room.

"Oh good, what did you find out?" Bill asked.

"Would you believe Sean was making snowboarding videos with his buddies?" Wendy asked.

### *Grounds for termination?*

"What the ... ?!," Bill paused.

"He's supposed to be on Family and Medical Leave Act (FMLA) time for his diabetes."

"The guy hasn't reported for work in weeks because of his health, but he can go snowboarding," said Bill. "I say it's time to cut ties and move on."

"There are several webisodes on YouTube," Wendy said. "Because his doctor said he was unable to work, don't be surprised if he tries to take us to court."

After getting fired, Sean sued the company, claiming he was retaliated against for taking FMLA leave.

Bill's firm asked the judge to throw the case out. Was it successful?

■ *Make your decision, then please turn to Page 6 for the court's ruling.*



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# Flu shots more important than ever this year: Getting folks on board

■ *This year's season to be 'unpredictable'*

**N**eed a compelling reason to offer employees flu shots this year? How about 162 million of them?

That's how many people returned to the communal workplace this year ... bringing all their germs with them.

And the 2021-2022 flu season has been characterized as "unpredictable."

But the CDC says this season could be "early" and "severe" since there's little immunity left from March 2020.

## Starting the conversation

With all the attention focused on getting folks vaccinated against COVID-19, flu shots may have fallen to the back of your company's

collective mind.

But it can be just as important for employees' (and your company's financial) wellbeing.

You might start the conversation with employees by seeing just how much they know about the flu shot.

The American Lung Association has an online quiz worth passing along: [lung.org/lung-health-diseases/lung-disease-lookup/influenza/fend-off-flu](http://lung.org/lung-health-diseases/lung-disease-lookup/influenza/fend-off-flu)

Then you have options: Vaccinate on-site, or direct employees to a host of places they can roll up their sleeves, including drive-up vax sites.

And make sure folks understand: They can get the flu shot and the COVID vaccine at the same time.

### FOR MORE ...

For one all-too-common practice you want to head off at the pass, go to [cfoandcontrolleralert.com/sickening-4-in-10-come-to-work-with-the-flu](http://cfoandcontrolleralert.com/sickening-4-in-10-come-to-work-with-the-flu)

# Bank fees: The step that avoids overpaying

■ *The key is to treat your bank like any other supplier*

**S**o when was the last time your company received an invoice from your bank for its services?

Never? That's what most of your peers will admit.

In fact less than 10% of businesses insist that their financial institution submit an invoice before it gets paid.

But how will Accounts Payable know you're *really* receiving all the services your bank has promised?

That's why the folks at Coupa assert you should treat your bank like any other supplier relationship.

If you require your bank to submit an invoice breaking out all the services it charges you fees for, A/P will be able to review them item by

item and verify you're only paying for what you're getting.

Not only that, but it ensures you don't fall victim to any unilateral fee hikes by your financial institution.

## Going one step further

You might also consider instituting a new policy: Banks cannot debit your accounts for monthly fees until they're approved by your company.

You'd do that for any other vendor to keep spending in check!

*Adapted in part from "When It Comes to Bank Fees, It Pays to Act Like Procurement," by Tamir Shafer, at [coupa.com](http://coupa.com)*

## ECONOMIC OUTLOOK

### ■ Did we misinterpret supply delays as growth?

A customer places an order for goods and instead of the usual delivery time it takes weeks, maybe even months, longer.

That's a good sign. It means demand is high and the economy is strong.

Well ... yes, under normal circumstances.

But what we've endured for the past 18 months is anything but normal.

And those signs many were interpreting as consumers and businesses ready to spend spend spend again just may be wrong.

### ■ Not due to massive demand

In pandemic conditions, what we really may be experiencing is simply weak supply, rather than strong demand.

The difficulties in getting goods to the U.S. and then moving them to their final destinations once they're here have been nothing short of unprecedented.

Unfortunately, many economists were attributing the current supply chain issues to gangbuster demand.

And that provided a false sense of optimism over how the economy is rebounding.

Chances are you've felt the supply chain pinch within your own company.

You might want to share this reality check to help other execs see what's likely at work behind it.

*(Adapted in part from "U.S. Economy Loses Its Bounce as Recovery Turns Into a Grind," by Alexandre Tanzi, at [bloomberg.com](http://bloomberg.com))*

## Filing Form 1099 with FIRE: Key dates your team needs to know

■ *Put these on the collective calendar*

You're likely familiar with the IRS' Filing Information Returns Electronically (FIRE) System at [IRS.gov](https://www.irs.gov). But what you may not know is when you're allowed to start sending test files for 2021 information returns.

The FIRE System is great for quick processing of returns with fewer errors, and reduces the costs involved in preparing paper forms, but the system has times when it's scheduled to be down.

### Dates to note

So that your team will be ready, we found those key windows of time for you:

- The FIRE Test System will be able to receive test files from 8 a.m. Eastern November 3 until 6 p.m. Eastern December 3.
- The test system will be down for updates starting 6 p.m. Eastern

December 3 and coming back on-line Jan. 4, 2022.

- A controlled launch of the FIRE Production System starts 8 a.m. Eastern Jan. 5, 2022, with full functionality available at midnight Eastern January 7.
- The FIRE System is down for maintenance 2 to 5 a.m. Eastern every Sunday and Wednesday.

### Getting started

If you don't have them already, you'll need to create a FIRE System account and apply for a five-digit Transmitter Control Code (TCC) at [bit.ly/setup615](https://bit.ly/setup615).

It's a good idea to assign Responsible Official, Authorized Delegate and Contact roles. The people listed on your TCC application must create their own FIRE accounts.

*Info: [bit.ly/efile615](https://bit.ly/efile615)*

## Routing number changes could affect ACH

■ *Nacha: Regularly validate your financial institution directories*

When an ACH payment doesn't go through, does your team double-check the financial institution routing number?

Because those numbers change with mergers/acquisitions, and even established institutions can get new or additional routing numbers, it's important that your routing number directories are kept completely up to date.

### Avoid rejected payments

To keep ACH payments flowing smoothly, Nacha recommends that your routing number validation tables get updated at least monthly. Here are some options for keeping

them current:

- Banks are able to automate routing number updates for FedACH (Federal Reserve financial services network) participants directly from the Federal Reserve. Call 888-333-7010 for more information.
- Call your originating depository financial institutions for assistance.
- Contact LexisNexis Risk Solutions company Accuity. It's the official registrar for the American Bankers Association, so it's their job to stay on top of new and changing routing number information.

*Info: [nacha.org/news/new-routing-numbers-impacting-ach-processing](https://nacha.org/news/new-routing-numbers-impacting-ach-processing)*

## MANAGING FOR RESULTS

### ■ Fun, safe alternatives to the regular office holiday party

As the number of COVID-vaccinated individuals increases, many of your peers may be feeling confident enough to hold a workplace holiday party this year.

After all, it's the first opportunity in almost two years to get everyone under the same roof to show them that their hard work is valued.

But keep in mind that not every individual will be comfortable with attending. And in the name of cost control and employee health, the format might have to be modified.

### Ideas to consider

Some different approaches to the traditional, festive get-together with music, dancing and drinks:

- a socially distanced awards ceremony and business update with a sit-down lunch
- allowing individual departments to arrange their own smaller celebrations instead of a large company-wide party
- hold a party next summer, instead of in December (a venue's non-holiday party package price will be gentler on the budget), or
- create a virtual event over a video conferencing platform.

Games that can be adapted for in-person or virtual gatherings include holiday-themed trivia, caroling karaoke and a show-and-tell scavenger hunt where people share favorite/worst gift of all time, the most festive item in your house, etc.

*(Adapted in part from "Should Companies Hold a Christmas Party This Year?" at [KinaEvents.com](https://www.kinaevents.com) and "25 Virtual Christmas Party Ideas in 2021," at [MuseumHack.com](https://www.museumhack.com))*

Our subscribers come from a broad range of companies, both large and small. In this regular feature, three of them share success stories you can adapt to your unique situation.

## 1 Successfully acquired business near year-end

We were merging a smaller, profitable business in our industry into our company. But the acquisition would mean more responsibilities for Finance, and year-end was going to be more complicated to navigate.

Once we got our major stakeholders on board after answering big picture questions about pricing expectations, added value, growth potential, risk and acquisition financing, we created a transaction plan.

During the negotiation phase with our potential partner, we collaborated to define conditions of the merger.

By the time the deal closed and operations decisions were made, it was time to get ready for year-end.

### Merged but temporarily separate

For tax and budgeting purposes, it was important to record our new partner's revenue and expenses separately. It was crucial for Finance to double-check everything for accuracy.

That was when we noticed there was back A/R to be collected. We started sending out letters and making phone calls to tie up those loose ends.

Also, because our new partner business was in another state, it was important to identify our sales and use tax responsibilities for that state.

After tax season's over, we'll migrate their books into our master ledger and accounting will become more seamless.

*(Rachel Davis, Finance Manager, BrandCraft, Kennewick, WA)*

**REAL PROBLEMS  
REAL SOLUTIONS**

## 2 Made a key financial lesson 'child's play'

We were trying to increase the participation in our high-deductible plan.

That's when our VP of HR decided to try something a little different. We put together a game we dubbed "Healthcare Monopoly." It was similar to traditional Monopoly in that we had dice, colored money – which we distributed before the game – and even a banker (an HR staffer).

We broke teams into groups of three, and color-coded our health

plans so that yellow represented our traditional PPO and orange signified our high-deductible.

Depending on what employees rolled, they were given a real-life healthcare scenario – such as a routine physical therapy appointment.

Based on what plan the scenario was dealing with, the employee found out how much it would cost – and paid the banker accordingly.

Because employees rolled the dice, they saw the scenarios they came across were completely random. (This

showed employees we didn't stage situations to paint a specific plan option in a better light.)

### Fun and results

Not only do employees really enjoy the game, they also grasp what we're trying to show them about their benefits. Following our first Healthcare Monopoly, participation in our high-deductible plan went up significantly.

*(Angela Hyde, Benefits/ Compensation Specialist, Brotherhood Mutual Insurance, Fort Wayne, IN)*

## 3 How we turned the tide on change resistance

Our department had people who were eager for A/P automation and innovation, and people who were comfortable with the way we had always done things.

"If it ain't broke, don't fix it," one of them said.

But challenges brought on by the pandemic, like processing invoices from home, showed that we needed to adopt as many digital solutions – and rely on as few manual/paper processes – as possible.

But what was the best way to get everyone in the mindset to adapt?

### Straight to the biggest critic

My boss's advice for handling difficult people, which I hated at the time: Win over your biggest critic first.

That person was easy to identify – the requisitioner that always had a "but" response.

We brought her in, explained the reasons behind the changes, listened to her opinions and concerns, and then identified elements of the new

tools she'd consider a plus.

Once we got her on board, it was a breeze to get everyone else to buy in.

We asked for feedback in staff email surveys and blocked off time for individual chats about the changes.

Winning over critics of A/P upgrades should be included as part of the decision making from the get-go, so they'll embrace it when it rolls out.

*(Judy Bicking, P2P and O2C Consultant, as presented at the A/P P2P Conference & Expo, Orlando, FL)*

# Here come the hikes again! Healthcare cost increases expected to return to 2019 levels

■ Your peers beating back the increases on a variety of fronts

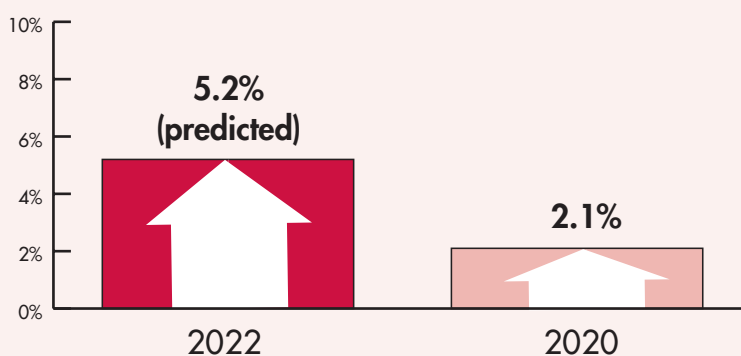
When it comes to managing the healthcare monster, your company needs to tackle it on a variety of fronts: affordability, benefit design and network management.

Check out the most popular ways your peers are coming at it to see how it compares to your strategy:

- 89% offer coverage for telebehavioral health services
- 55% provide on-site/worksites health promotion activities
- 48% rely on centers of excellence within their health plans
- 31% give access to concierge services with integrated care management programs
- 30% plan to or are considering offering a narrow network of higher-quality and/or lower-cost providers, while
- 25% tap spousal surcharges when the working spouse has access to other coverage.

## DEJA VU? BACK TO THE OLD HEALTHCARE HIKES

### Increase in Employer Costs for Medical and Pharmacy Benefit Expenses



Source: Willis Towers Watson, willistowerswatson.com

Note that these increases are even after companies factor in their cost management initiatives! At the same time 86% of your peers remain committed to keeping healthcare affordable for employees, especially their lowest wage earners.

## Sharpen your judgment... THE DECISION

(please see case on Page 2)

Yes. Bill's company got the retaliation lawsuit dismissed.

Sean told the court he was being punished for having diabetes – a serious health condition that his employer knew about.

But the judge shredded his claim, ruling that the company had legitimate, non-retaliatory reasons for terminating his employment:

- inability to work a full-time schedule as required, and
- FMLA abuse.

Supposedly taking physician-prescribed and federally protected medical leave, Sean's choice to post those videos

online suggested he was using it as an excuse to take a snowboarding vacation, the court said.

### Analysis: Employees can't pull FMLA 'snow job'

This case shows that FMLA doesn't make employees totally immune. If a violation is suspected, it's crucial to conduct an investigation to prove grounds for disciplinary action.

However, not all investigations will be as easy as finding publicly posted videos of staffers snowboarding.

When it comes to FMLA leave, employers have to tread carefully – and consult with an attorney, if necessary – when scrutinizing whether or not an employee's activities are consistent with their doctor's restrictions regarding a claimed FMLA condition.

**Cite:** Botelho v. Dept. of Homeland Security, No. 18-00032 ACK-WRP, U.S. D.C., D. Hawaii, 9/30/21. Dramatized for effect.

## Experts give their solutions to difficult workplace problems

*Finance professionals like you face new questions every day on how to deal with everything from accounting and tax regulations to management and employment law issues. In this section, experts answer those real-life questions.*

### Deadlines for adopting pre-approved DC plans?

**Q:** We have an individually designed defined contribution (DC) plan and would like to adopt a pre-approved plan instead. What IRS deadlines should we take into account?

**A:** Although a pre-approved plan isn't customizable, it can give an employer reassurance, knowing the plan meets IRS standards.

That's one reason employers opt to use an IRS-approved plan offered by a service provider or other third party.

An employer interested in switching from an individually designed DC plan *can adopt a new pre-approved plan at any time.*

Every six years, plan providers must update their pre-approved plan documents and request new approval letters from IRS.

Once IRS issues a letter to a plan provider, an employer *must adopt the updated pre-approved plan within two years.*

Plan providers had to make updates to profit-sharing, 401(k) and other DC plans in 2017.

IRS followed that up with approval letters sent during mid-2020, according to *IRS Announcement 2020-7*, written by Arslan Malik of the Office of Associate Chief Counsel.

Now, IRS warns, employers using pre-approved DC plans have a deadline coming up: July 31, 2022.

As spelled out in the IRS

announcement, that'll be the last day to adopt updated plans.

### Safe to rely on IRS FAQs covering tax legislation?

**Q:** If we can show that we relied on IRS FAQs, will that strengthen our defense against penalties for violations?

**A:** IRS FAQs provide details about new or amended tax legislation, but they don't address any taxpayer's specific facts and circumstances.

In addition, IRS may update or modify the FAQs as needed, meaning you have to stay on your toes.

So, what if certain FAQs turn out not to be correct statements of tax legislation as applied to the particular facts at your company?

Now you may have a "reasonable case" defense against a negligence penalty or other accuracy-related penalty, thanks to IR-2021-202.

IRS makes clear that you'll need to show 1) you relied on an FAQ, and 2) the reliance was reasonable.

IRS also announced that Fact Sheets will now accompany FAQs – and even better, they'll be dated.

That'll make your job easier if you need to locate the version of a Fact Sheet FAQ you relied on.

*If you have a question you'd like our experts to answer, email it to Jennifer Azara at [jazara@CFODailyNews.com](mailto:jazara@CFODailyNews.com)*

### COMMUNICATION KEYS

#### ■ Email responses with a lot of questions? Steps to take

Asking questions helps people understand what's expected of them.

But if responses to an email you sent include lots of questions, try re-reading the original message and put yourself in the reader's shoes. Was the message clear or could it have been worded better?

If necessary, get one-on-one feedback on the quality of your communication by asking what the person didn't understand.

**Info:** [bit.ly/questions614](https://bit.ly/questions614)

#### ■ How to respond to yelling, without yelling yourself

If you find yourself on the receiving end of an employee raising their voice out of frustration, stress or anger, try saying, "I'm not willing to be yelled at, but I'd be glad to talk about this later when you're no longer yelling."

Another response: "I can't help you solve your problem while you're yelling. I'm going to walk away now, but I'll be available to talk about this later after you calm down."

**Info:** [bit.ly/yell615](https://bit.ly/yell615)

#### ■ Awkward silences during meeting Q&A? Try this

Before that key meeting, solicit questions in advance and appoint a moderator to screen them.

In addition, it's a good idea to allow staffers to remain anonymous so they aren't afraid to address a sensitive topic.

A poll by event production company Brandlive said 42% of workers would ask questions in meetings if they could be anonymous.

**Info:** [bit.ly/meetingprep615](https://bit.ly/meetingprep615)

## Recent developments that can help your business stay ahead

### Feds green light major incentive for vaccinations

If you're looking for another way to incentivize your workforce to get the COVID-19 vaccine, here's one:

Offer them a discount on their health insurance premiums.

It's OK by the feds. That's according to a just-released FAQ. You must meet five conditions though:

1. You must "reasonably" design your program to promote health or prevent disease.
2. You must provide a reasonable alternative standard to qualify for the discount.
3. The plan must also provide notice of the availability of that reasonable alternative standard under the wellness program.
4. The reward tied to the vaccine incentive program can't exceed 30% of the total cost of employee-only health coverage, and finally
5. Eligible individuals must have the opportunity to qualify for the reward under the program at least once per year.

*Info: You can access the FAQ at [dol.gov/sites/dolgov/files/EBSA/about-ebsa/our-activities/resource-center/faqs/aca-part-50.pdf](https://dol.gov/sites/dolgov/files/EBSA/about-ebsa/our-activities/resource-center/faqs/aca-part-50.pdf)*

### Collaboration tools here to stay, survey confirms

If your biz is leaning on – and footing the bill for – more collaboration tools, you're far from alone.

The new Gartner's Digital Worker Experience Survey found that compared to 2019:

- collaboration software use is up 44%
- storage and sharing tool use grew by 16%, and
- real-time mobile messaging apps

use increased by 7%.

As you look at 2022 budgets, keep in mind – this trend is expected to continue, even on the other side of the pandemic.

*Info: [gartner.com](https://www.gartner.com)*

### Your peers predict fallout from vaccine mandate

No effective date has been set yet, but your peers are already thinking about the impacts of President Biden's vaccinate-or-test mandate.

And they're not feeling great about it. According to a recent survey by the Society for Human Resource Management:

- 89% of HR pros said it will make attracting and hiring new employees more difficult
- 85% said the anticipated requirement will make retaining employees more challenging
- 82% said it will make maintaining morale and engagement tougher
- 78% said it will make attracting and hiring new people harder, and
- 72% said the vaccine-or-testing requirements will make maintaining regular business operations more difficult.

### New changes to child support record layouts

Employers interested in sending Electronic Income Withholding Orders (e-IWOs), take note: The federal Office of Child Support Enforcement has made changes to the record layouts.

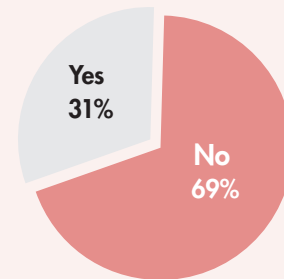
Version 4.0 of the e-IWO Record Layouts contains more than a dozen changes, including information related to the:

- application of the Consumer Credit Protection Act limit to

### MEASURE UP

#### Financial Health Check

Does your employer offer any financial well-being support/benefits?



*Source: A recent Alegeus poll of 1,000 consumers*

Hopefully your company is in the minority here. It can help with that uphill battle on the recruiting front, too: 77% of folks say they'd be more likely to accept a job offer if it the employer had financial benefits.

disposable income, and

- start date of a withholding order.

*Info: [acf.bhs.gov/css/training-technical-assistance/e-iwo-record-layouts](https://acf.bhs.gov/css/training-technical-assistance/e-iwo-record-layouts)*

### Lighter side: Quick! Call the font police!

You and your team likely have an eagle eye for spotting potential financial funny business. Question:

Who's your font expert? Turns out that could be a very important skill.

When Gerald McGoey declared bankruptcy he claimed that two properties he had were held in trust for his children – arrangements "proven" with documents from 1995 and 2004.

Only problem? Those documents used the Cambria and Calibri fonts. A "font detective" pointed out neither of those fonts existed at that time!

Which left McGoey on the hook for more than \$5 million.