



# ADVISORY BULLETIN



## CORPORATE ADMINISTRATIVE HEADQUARTERS

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### **CENTRALIZATION OF DOCUMENT PROCESSING TO MEET THE DEMANDS OF GOVERNMENT AGENCIES FOR ELECTRONIC COMMUNICATIONS AND HOLD DOWN COSTS IN A DEPRESSED BUSINESS CLIMATE**

Employers in the private sector are becoming increasingly aware of the demands of government agencies at all levels for electronic processing and communication for activity within their jurisdictions. At the same time, State Agencies are crunching the time of response to the notice of unemployment claim filed to as little as twenty-four hours in some jurisdictions. Along with this awareness is the ultimate discovery of the substantially increased cost of meeting these demands, both in terms of specialized personnel and equipment expense with the on-going associated training and maintenance expenditures. In addition to this, UCAC must meet enormous auditing and administrative workloads generated by the worst economic conditions experienced in more than fifty years with its associated double-digit unemployment. Dealing with this is most difficult under contractually-fixed terms and fees, as corporate financial managers will understand. Together, we will meet this challenge.

Fortunately, UCAC's management foresaw this lamentable environment developing and began the implementation of a carefully designed program of administrative centralization several years ago. As a result, with the cooperation of our clients who recognized the mutual benefits, more than an estimated fifty percent of UCAC's auditing and claims processing workload has been transferred from several regional locations to UCAC's Corporate Administrative Headquarters in West Palm Beach, Florida. At this location we have the personnel, capability, specialized expertise, proprietary data processing programs and equipment to effectively meet the present demands without the unnecessary and costly duplication of these needs at our regional locations.

Driven by UCAC's continuing pursuit of providing the best and most effective administrative and cost-reduction program for unemployment compensation cost control for employers nationwide, we are now accelerating this proven successful centralization program to reach our goal of a hundred percent client workload coverage. Our client-relations staff members will be at your service as always; and thereby allow all of our clients to reach human beings rather than machines, which we consider a critical part of UCAC's "five-star" service. We confirm the continuing opportunity for our clients to communicate with UCAC "ANY WAY UNDER THE SUN." In addition, we will soon introduce the availability of private webcam conferencing upon client request so that we can continue to provide our valuable personal touch for educational seminars, problem solving, awareness of latest developments, and reporting on our work to provide your company with the lowest possible unemployment tax cost in the current environment of frequently changing statutory and regulatory requirements.

IF YOU HAVE QUESTIONS REGARDING OUR COMMUNICATIONS SYSTEM  
WE INVITE YOU TO CONTACT  
JERRY HOFFMAN, UCAC'S VICE PRESIDENT FOR CLIENT RELATIONS  
AND WE THANK YOU  
FOR PERMITTING US TO SERVE YOUR COMPANY IN THE CONTROL  
AND REDUCTION OF UNEMPLOYMENT COMPENSATION COSTS.