

AVIONTÉ
CONNECT

Streamlining Back Office Processes

Peak Performance

OPERATIONAL EFFICIENCY



FRONT OFFICE

BACK OFFICE

MOBILE

AI & AUTOMATION

VMS

INTEGRATIONS

ANALYTICS

Streamlining Back-Office Processes for Peak Performance

Transforming your back-office operations into a strategic advantage rather than an administrative burden.

- 1 Introductions
- 2 Front-to-Back Integration
- 3 Streamlining Payments
- 4 Ensuring Accuracy
- 5 Implementation Plan
- 6 Q&A

Introductions

Welcome to **CONNECT!** Thank you for joining our session.



Allison Floeter

SR. PROJECT MANAGER

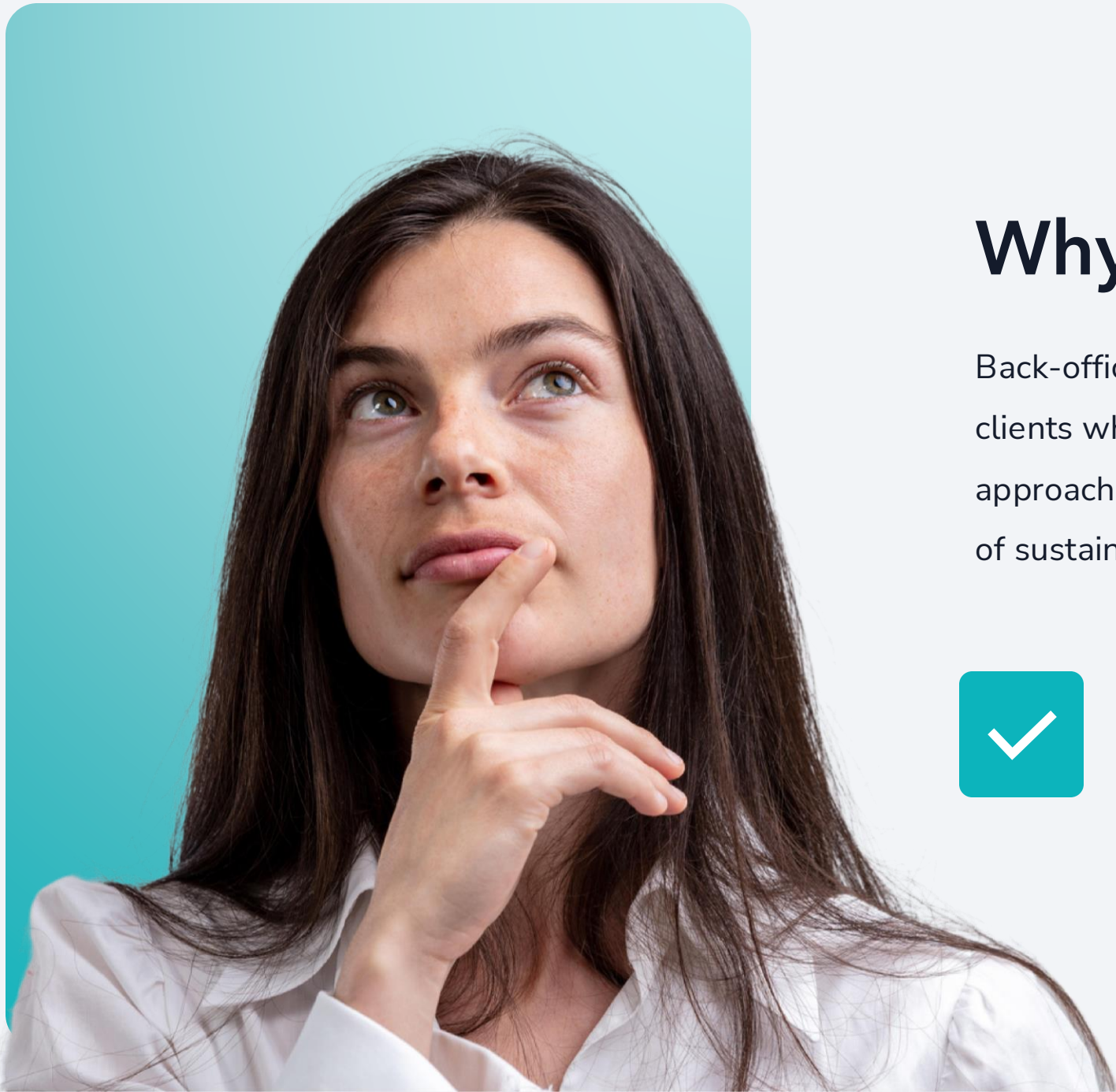
IMPLEMENTATION



Becky Fox

LEAD PRODUCT TRAINER

TRAINING



Why are we here?

Back-office inefficiencies cost you money and clients while burning out staff. Our integrated approach transforms these problems into drivers of sustainable growth.



BY THE END OF THE SESSION

Transform your back-office operations from a growth bottleneck into a strategic advantage through integrated systems, optimized invoicing, and error-prevention protocols.

The Growth Paradox - Talent Partners



CLIENT
GROWTH
Strong

RECRUITMENT
Effective

MARKET REP
Excellent

BUT...

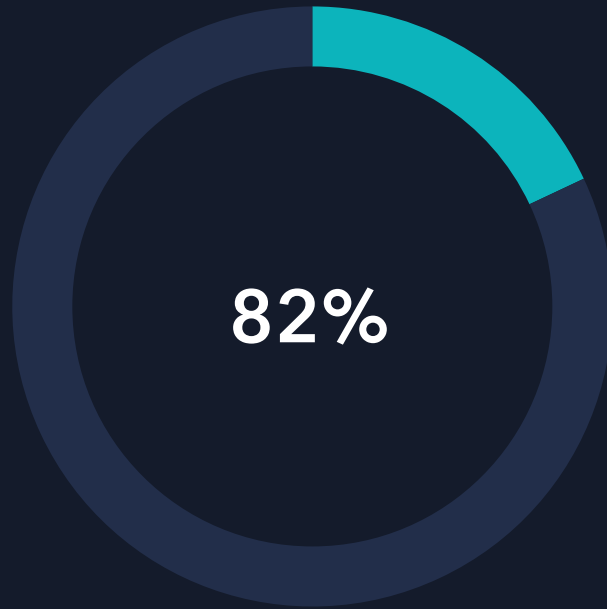


Cost of Errors

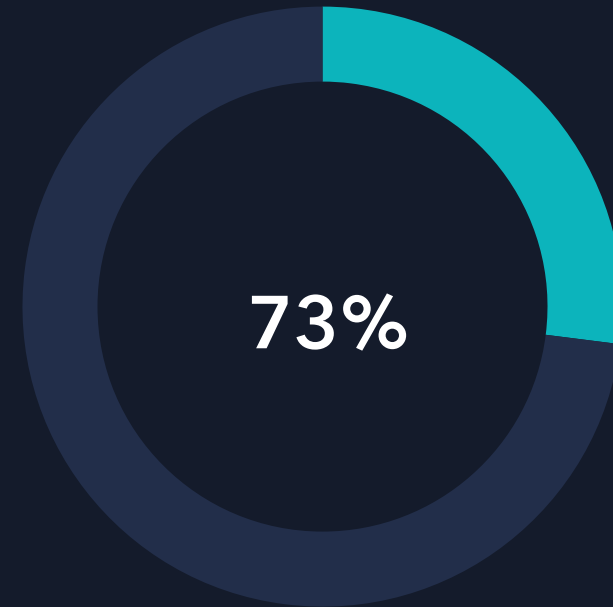


- 1 Delayed invoicing causing cash flow problems
- 2 High error rates requiring constant rework
- 3 Client complaints about invoice inaccuracies
- 4 Disconnection between sales promises and operational delivery

How Issues Are Directly Affecting Business



Lost revenue due to
invoicing conflicts



Invoices requiring
correction and rework

Addressing Operational Gaps



Front-to-Back Integration

Seamlessly connect sales promises to operational delivery.



Strategic Invoice Optimization

Accelerate cash flow and eliminate costly invoice disputes.



Data Accuracy Protocols

Implement systematic validation and quality controls.

Data Sync between Front Office and Back Office

- Key information flows from the Front Office to the Back Office
 - Seamless operations
 - Accurate data management.





Allison Avionte

No Headline

TALENT **W-2**

Bold ID: 31085793

Back Office ID:

Last 4 SSN: 2222

[↔ On Assignment](#)

Active

Login Username:

AA8643

or Login Email:

allisonfloeter@hotmail.com

Talent

Employee

Resource Type

Set All

Search Type

Set Name

[Start Page](#) [Search](#) [Summary](#) **[Detail](#)**

Allison Avionte

123 Main Street Ottertail, MN 56571

Home Phone

Cell Phone (952) 412-2320

Details

Personal Information


First Name	Last Name
Allison	Avionte
Middle Name	Nickname
Maiden Name	Previous Aliases
SSN	Employee ID
555-88-2222	52
Salutation	BOLD Talent ID
	31085793

Address

Address Type	Country	
Home Address See All	United States	
Street 1	Street 2	
123 Main Street		
City	State	Zip Code
Ottertail	MN	56571-
GEO Code	School District	
241112394	NO SCHOOL DIST	

Company Information

Company Name & Offices/Departments




Newman Enterprises
Bold ID: 2574833 Back Office ID: [redacted]

Created: 2/3/20
Updated: 6/10/25

[in](#) [f](#) [t](#)

PRIVATE

Company Information

 456 Sandy Shores
Minneapolis, MN 55408
United States of America
Geo: 240530650, County: HENNEPIN,
City: MINNEAPOLIS

Jobs Invoices Restrictions **Contacts** Doc

CONTACTS - AT A GLANCE

< 30 Days	30 - 60 Days	61 - 90 Days
0	0	0

Add New Office

Accounting
122 West Main, Ottertail, MN 56571

Accounting Billing & Worksite Ad

Type	Address 1
Worksite	122 West Main
Billing	456 South Street

Main
456 Sandy Shores, Minneapolis, MN 55408

MAJN

Customer Search Type: Set Name Se Search Criteria: [yellow] Current Customer: Newman Enterprises: Corporate: 99

Start Page Search **Summary** Actions

Customer Tree

- Corporate
- Accounting
- Main
- Transportation
- Warehouse

Customer Info

Customer Name	Newman Enterprises
Department Name	Corporate
Main Address	456 Sandy Shores Minneapolis, MN 55408
Primary Contact #	
Customer ID	99
BOLD Company ID	2574833
Record Type	Processed

Shortcut

Edit Customer	Place Temp Order
Add Dept	View Temp Orders

Status

Status: Active

Billing Profile

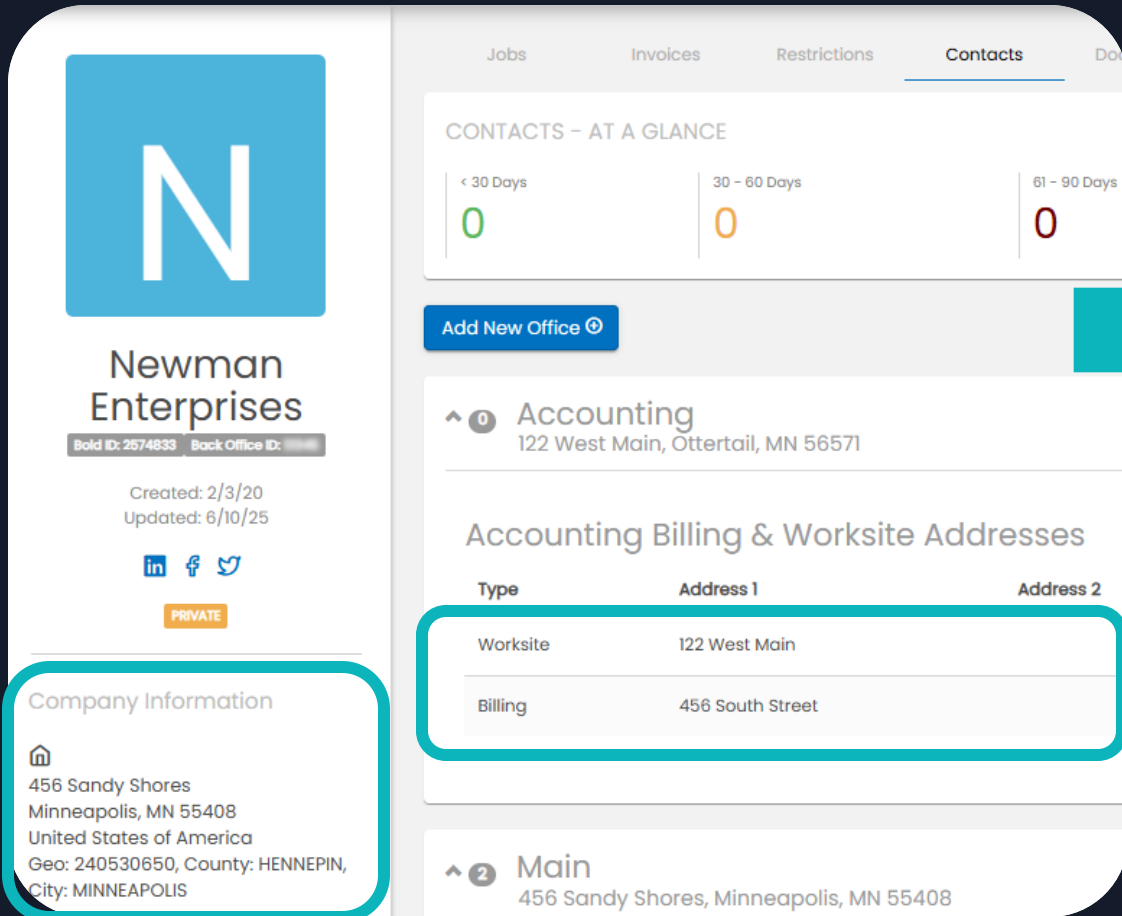
Branch Name	St. Paul
Staffing Supplier	ABC Staffing
Account Manager	

Contact Method

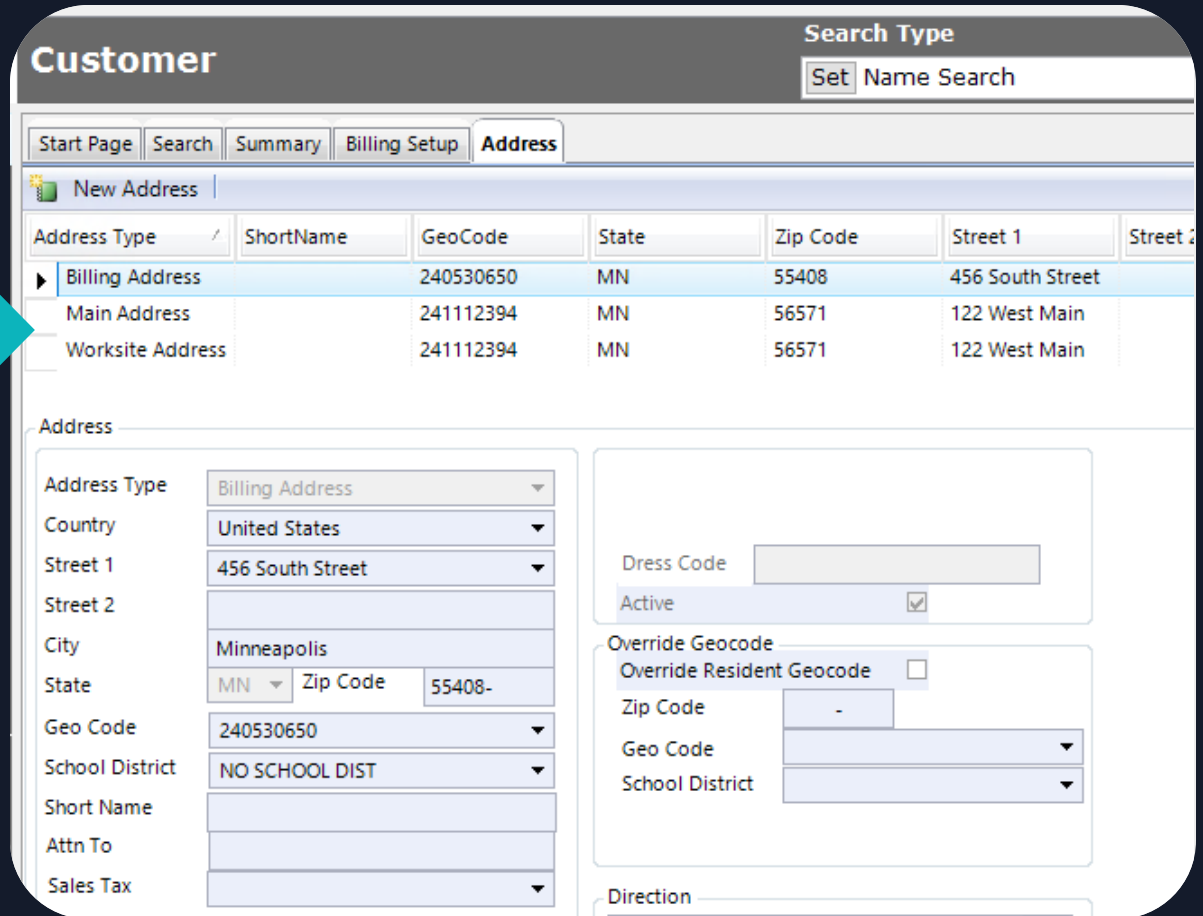
Type	Value	Primary

Company Information

Main, Billing & Worksite Addresses



The screenshot shows the profile page for Newman Enterprises. On the left, there is a blue square logo with a white 'N'. Below the logo, the company name 'Newman Enterprises' is displayed, along with 'Bold ID: 2574833' and 'Back Office ID:'. It also shows creation and update dates: 'Created: 2/3/20' and 'Updated: 6/10/25'. Social media icons for LinkedIn, Facebook, and Twitter are present, along with a 'PRIVATE' badge. A 'Company Information' section at the bottom left lists the address: '456 Sandy Shores, Minneapolis, MN 55408, United States of America, Geo: 240530650, County: HENNEPIN, City: MINNEAPOLIS'. The main content area has tabs for 'Jobs', 'Invoices', 'Restrictions', and 'Contacts'. Under 'CONTACTS - AT A GLANCE', there are three categories: '< 30 Days' (0), '30 - 60 Days' (0), and '61 - 90 Days' (0). An 'Add New Office' button is visible. Below, the 'Accounting' office is listed with address '122 West Main, Ottertail, MN 56571'. A table titled 'Accounting Billing & Worksite Addresses' shows two rows: 'Worksite' at '122 West Main' and 'Billing' at '456 South Street'. The 'Main' office is listed below with address '456 Sandy Shores, Minneapolis, MN 55408'. A teal arrow points from the 'Billing' row in the table to the right-hand screenshot.



The screenshot shows the 'Customer' address management interface. At the top, there is a 'Search Type' dropdown set to 'Name Search'. Below are navigation tabs: 'Start Page', 'Search', 'Summary', 'Billing Setup', and 'Address'. A 'New Address' button is present. A table lists existing addresses:


Address Type	ShortName	GeoCode	State	Zip Code	Street 1	Street 2
Billing Address		240530650	MN	55408	456 South Street	
Main Address		241112394	MN	56571	122 West Main	
Worksite Address		241112394	MN	56571	122 West Main	

Below the table, the 'Address' form is shown with the following fields:

- Address Type: Billing Address
- Country: United States
- Street 1: 456 South Street
- Street 2: (empty)
- City: Minneapolis
- State: MN
- Zip Code: 55408-
- Geo Code: 240530650
- School District: NO SCHOOL DIST
- Short Name: (empty)
- Attn To: (empty)
- Sales Tax: (empty)

Additional fields include 'Dress Code' (empty), 'Active' (checked), 'Override Geocode' (unchecked), 'Override Resident Geocode' (unchecked), 'Zip Code' (empty), 'Geo Code' (empty), and 'School District' (empty). A 'Direction' field is partially visible at the bottom.

Company Information



Newman Enterprises
Bold ID: 2674833 Back Office ID: [redacted]

Created: 2/3/20
Updated: 6/10/25

[in](#) [f](#) [t](#)

PRIVATE

Jobs Invoices Restrict... Contac... Docum... Requir... Organi... Activiti... Overvie... Tags **POs** Opport... Timesh...

[Add New PO](#)

Current POs

PO Number	PO Description	Net Amount	Amount Used	Remaining Amount	Default	Active	Edit
954851515	General PO example	10000.00	0.00	10000.00	No	Yes	Edit

Customer Search Type: Name Search Search Criteria: Current Customer: Newman Enterprises: Corporate: 99

Start Page Search Summary Sales & Service **Order Options** Actions

PO Number	Description	POLimit	WarningValue	AmountUse	Is Active	Is Default	Edit
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
954851515	General PO e	\$10,000.0	\$0.0	\$0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Job Information

Order
Search Type
Set Customer Name

Start Page Search Summary Extra Detail Message

Order Info

Customer Name	Newman Enterprises
Department Name	Main
Address	444 Minneapolis, MN 55408
Order Type	TEMP
Job Position	Warehouse
Order ID	170
BOLD Job ID	4870334
Is Posted To Web	<input type="checkbox"/>

Branch Other

Branch Name	San Francisco
Wc Code	
Account Manager	

Order Dates

StartDate	EndDate	Required	Schedule Status
03/06/2020	05/30/202	2	Completed

Shortcut

Edit Order	Assign New
View Customer	Advanced Search

Status

Status	Completed
Shift	
MarkUp	

Order Rates

Type	Pay Rate	Bill Rate
Reg	\$15.00	\$21.00
OT	\$15.00	\$21.00
DT	\$15.00	\$21.00

Operations & Financials
✕

Operations

Worksite Address:	444, Minneapolis, MN 55408 United States of America		
Worker's Comp Code:	None		
Job Type:	Temp	Open Positions:	0 of 2
Custom Job ID:		Week Duration:	Mon-Sun
Rate Type:	Hourly Rate	Withhold Emails:	No
PO #:	None	Invoice With Hours:	No
PO Amount:	0.00	Time Capture:	Timesheet
PO Remaining:	0.00	Pay Period:	None

Estimated Dates and Financials

Start Date:	Mar 06, 2020	End Date:	No Date Selected
Min Pay Rate:	0.00	Mark-up %:	40.00
Max Pay Rate:	0.00	Min Bill Rate:	0.00
Target Pay Rate:	15.00	Max Bill Rate:	0.00
Burden:	15.00	Target Bill Rate:	21.00
Hourly/Daily Gross Margin:	3.75	Employment Type:	W-2 Test
Estimated GP:	No Estimated Hours	Discounts:	0.00
Overtime Rule:	Federal OT Rule (Default)	Estimated Hours:	No Estimated Hours
Paycom Position:		Overtime:	Straight Time
		Expenses:	Paid and Billed

Why It Matters

1

Reduces errors, rework,
and manual corrections
in BO.

Operational Efficiency

2

Meets legal and
regulatory
requirements,
preventing penalties
and audits.

Compliance

3

Ensures accurate and
reliable data for payroll,
billing, and compliance.

Data Integrity

Invoice Optimization

Invoice Setup

Customer
Search Type
Set Name Search

Start Page Search Summary Billing Setup Invoices

Invoice Option

Invoice to Department Corporate

Invoice Style Avionte Default Invoice

Separate Invoice By

Group Invoice By Job Title

Sort Invoice By WeekWorked

Display Items Supervisor

Email Invoice To

Order Contact Role

Include Past Invoice No

Print Invoice Yes

Show Daily Hours No

Show Time Card No

Statement Letter

Include Finance Charges

Increase Balance Amount Due

Finance Charge Percent

Finance Charge Grace Period

Automatically Email Monthly Statements

Day Of Month To Send

Email Statements To

Billing and Scheduling

Billing Period

Billing Cycle

Payment Terms Net 10 Days

Max Invoice Amount

INVOICE

Invoice Amount
\$1,000.00

Payment Terms	Invoice Date
Net 10 Days	06/27/2025
Invoice No.	Customer No.
512	99

Remit To:
Avionte Staffing
 1270 Eagan Industrial Blvd
 Eagan, MN 55121

Newman Enterprises
 456 Sandy Shores
 Minneapolis, MN 55408

Customer Name	Department	Customer No.	Payment Terms
Newman Enterprises	Corporate	99	Net 10 Days

Description	Type	Units	Rate	Amount
Job Title: Movie Extras				
Avionte, Allison Movie Extras [Supervisor:]	Reg	5.00	\$25.00	\$125.00
Clark, Tina Movie Extras [Supervisor:]	Reg	20.00	\$25.00	\$500.00
Petty, Tom Movie Extras [Supervisor:]	Reg	15.00	\$25.00	\$375.00
Total This Job Title: Reg: 40.00 Bill Reg: \$1000.00				\$1,000.00

Reg: 40.00 OT: 0.00 DT: 0.00	Total - This Invoice: \$1,000.00
------------------------------	---

Reg: 40.00 OT: 0.00 DT: 0.00	Total - This Invoice: \$1,000.00
------------------------------	---

Invoice Setup

Customer

Search Type

Start Page
Search
Summary
Invoices
Billing Setup

Invoice Option

Invoice to Department Corporate

Invoice Style Avionte Default Invoice

Separate Invoice By [Dropdown]

Group Invoice By Employee ID

Sort Invoice By WeekWorked,Employee

Display Items WeekWorked

Email Invoice To [Dropdown]

Order Contact Role [Dropdown]

Include Past Invoice Yes

Print Invoice Yes

Show Daily Hours No

Show Time Card No

Statement Letter

Include Finance Charges

Increase Balance Amount Due

Finance Charge Percent

Finance Charge Grace Period

Automatically Email Monthly Statements

Day Of Month To Send

Email Statements To

Billing and Scheduling

Billing Period

Billing Cycle

Payment Terms Net 10 Days

Max Invoice Amount

INVOICE

Invoice Amount
\$1,000.00

Remit To:
Avionte Staffing
 1270 Eagan Industrial Bld
 Eagan, MN 55121

Newman Enterprises
 456 Sandy Shores
 Minneapolis, MN 55408

Payment Terms	Invoice Date
Net 10 Days	06/27/2025
Invoice No.	Customer No.
512	99

Customer Name	Department	Customer No.	Payment Terms
Newman Enterprises	Corporate	99	Net 10 Days

Description	Type	Units	Rate	Amount
Employee ID: 17 Petty, Tom [Week Worked: 06/15/2025]	Reg	15.00	\$25.00	\$375.00
Total This Employee ID: Reg: 15.00 Bill Reg: \$375.00				\$375.00
Employee ID: 52 Avionte, Allison [Week Worked: 06/15/2025]	Reg	5.00	\$25.00	\$125.00
Total This Employee ID: Reg: 5.00 Bill Reg: \$125.00				\$125.00
Employee ID: 585 Clark, Tina [Week Worked: 06/15/2025]	Reg	20.00	\$25.00	\$500.00
Total This Employee ID: Reg: 20.00 Bill Reg: \$500.00				\$500.00

Reg: 40.00 OT: 0.00 DT: 0.00	Total - This Invoice: \$1,000.00
------------------------------	---

Previous Invoices

Invoice Date	Invoice No.	Invoice Amt	Amt. Paid	Late Fees	Balance Due
09/25/20	65	\$550.00	\$0.00	\$0.00	\$550.00
05/27/25	511	\$3,339.36	\$0.00	\$0.00	\$3,339.36
Total - Previous Invoice:					\$3,889.36

TOTAL AMOUNT DUE \$4,889.36

Invoice Setup

System | Config Choice

Detail ChoiceProperty

Config Choice Property

Category: InvoiceSetup

Select Branch: Eagan

Options

- Apply changes to all Branches
- Exclude Inactive Branches

Save

Properties

maincategory	ConfigChoiceID	Branch	ChoiceCode	DefaultValue	IsSeperateInvoice	DefaultValueType	IsWebVisible	IncludePastOpenInvoice
InvoiceSetup	146	Eagan	Display Item	GetNull	False	IsFunction	True	False
InvoiceSetup	169	Eagan	Email Invoice To	GetNull	False	IsText	True	False
InvoiceSetup	715	Eagan	Email Invoice To OrderContactRole		False	IsText	False	False
InvoiceSetup	233	Eagan	Group Invoice By	GetNull	False	IsFunction	True	False
InvoiceSetup	259	Eagan	Include Past Invoice	No	False	IsText	True	True
InvoiceSetup	272	Eagan	Invoice Print	Yes	False	IsText	True	False
InvoiceSetup	273	Eagan	Invoice Style	A988C5B9-D2FA-	False	IsText	True	False
InvoiceSetup	274	Eagan	Invoice to Department	GetCurrentDepart	False	IsFunction	True	False
InvoiceSetup	713	Eagan	Max Invoice Amount		False	IsText	False	False
InvoiceSetup	354	Eagan	Payment Terms	Net 10 Days	False	IsText	True	False
InvoiceSetup	415	Eagan	Seperate Invoice By	GetNull	True	IsFunction	True	False
InvoiceSetup	422	Eagan	Show Daily Hours	No	False	IsText	True	False
InvoiceSetup	628	Eagan	Show Time Card	No	False	IsText	False	False
InvoiceSetup	426	Eagan	Sort Invoice By	GetNull	False	IsFunction	True	False

Verify Accurate Data Entry in Front Office

Why Data Accuracy Matters

\$53

COST PER ERROR

73%

INVOICES WITH
ERRORS

3-7

DAYS TO
RESOLVE

2x

MANUAL EFFORT

Common Back-Office Problems



INCORRECT WORK WEEK ASSIGNMENTS

Paying talent for the wrong work period causes payroll disputes, compliance issues, and employee satisfaction.



CLIENT RATE VS. PAY RATE MISMATCHES

Billing clients' wrong rates, unsynchronized pay updates, and markup errors create revenue loss and disputes.



TIME ENTRY DISCREPANCIES

Mismatched hours between timesheets and client billing create invoice disputes and revenue loss.



OUTDATED MINIMUM WAGE RATES

Failing to update minimum wage changes creates legal compliance risks and underpayment violations.

Common Back-Office Problems



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Let's Break it Down!



Mid-Sized Staffing Firm (\$15M Revenue) - Annual Cost:



- Invoice errors: $4,800 \text{ invoices} \times 73\% \text{ error rate} \times \$53 = \$191,088$
- Revenue conflicts: $\$15\text{M} \times 15\% \text{ at risk} = \$2.25\text{M potential loss}$
- Employee turnover: $35 \text{ back-office staff} \times 45\% \text{ rate} \times \$40\text{K} = \$630,000$
- Compliance penalties: Average \$125,000 annually



\$1.2M+ Lost Annually



Your Implementation Path

- Step 1: Immediate Assessment
- Step 2: Strategy Design
- Step 3: Pilot Launch
- Step 4: Full Transformation

The Puzzle is Complete

We Started Here



- ☑ Strong client growth
- ☑ Effective recruitment
- ☑ Excellent market reputation
- ✗ Missing: Operational Excellence



We End Here



- ☑ Strong client growth **AMPLIFIED**
- ☑ Effective recruitment **SUPPORTED**
- ☑ Excellent reputation **REINFORCED**
- ☑ Operational Excellence **ACHIEVED**

\$1.2 M+
Annual Loss → Annual Savings

73% → <5%
Invoice Error Rate

6 months
Complete Transformation

Questions?

Rate the session



Leave further feedback...

SEND

Cancel

Thank You

Help shape future **CONNECT** content by rating this session.

1. Open the Bizzabo app and select Agenda
2. Locate **Streamlining Back Office Processes**
3. Rate and leave feedback



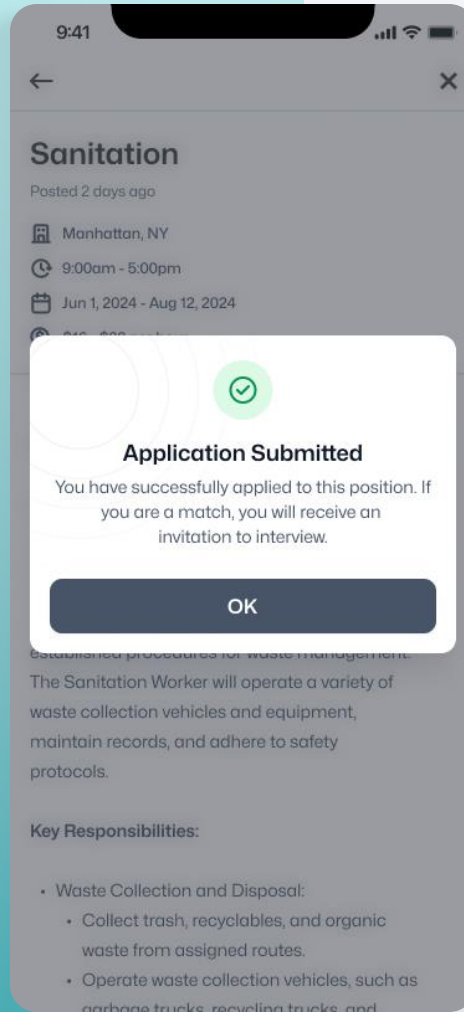
Take your job search to
the next level.



Find Your Next Job



Sign in or Apply



Experience What's Possible

Visit the Experience Center – 2nd Floor

- Test real workflows that deliver results
- Get expert guidance for your specific goals
- Four focused areas aligned with your success
- Leave with strategies you can implement now

DesignLab

Step into the future of staffing technology. Preview upcoming innovations, share your feedback, and help shape what comes next.

The screenshot displays the AVIONTE Back Office interface. The top navigation bar includes the AVIONTE logo, a search bar, and various menu items: myDashboard, Jobs, Talent, Timesheet, Companies, Documents, Back Office (highlighted), Analyze, Sub Vendors, QuickPlace, and Automation. On the right side of the navigation bar are icons for search, notifications, chat, settings, and a user profile.

The main content area is titled "Payment Batch ID: 10513". Below the title are several action buttons: "Select Transactions", "Process", "Print Checks", "Post", "Discard Batch", "View Paychecks", and "Email Paychecks".

The "Payment Batch Summary" section provides the following details:

Check Count	0	Transaction Count	5
Batch ID	10513	Description	
Status	Processed	Check Date	08/08/25
Batch Type	Check Run	Created By	avi.next1
Accounting Period Date	08/03/25	Bank ID	1
Bank Name	Bank of Avionte	Bank Description	Bank of Avionte
ACH Generated Date		Generate Original Pay Units	No

The "Transactions" section contains a table with the following data:

Talent Name	SSN	Company Name ↓	Department Name	Total Pay	Total Bill
Ethan Campbell	XXX-XX-XXXX	Williamson & Harris Co.	Corporate	\$1000.00	\$1250.00
Orlando Diggs	XXX-XX-XXXX	Pinnacle Solutions	Accounting	\$600.00	\$750.00
Demi Wilkinson	XXX-XX-XXXX	FedExpress	Corporate	\$640.00	\$800.00
Kate Morrison	XXX-XX-XXXX	Coop. Serv.	Corporate	\$800.00	\$1000.00

The left sidebar contains a search bar and a list of navigation items: Time Entry, Payroll, Search (highlighted), Transactions, Checks, Billing, Invoice, Paycheck, Accounts Receivable, Weekly Process, Import / Export, Unemployment Claims, and WC Claims.