

WHITE PAPER ON HR WORKS PLUS

White Paper on Employee Self Service (ESS).

Application by DLI



Ver. 1.7

ABSTRACT

This document provides an in-depth understanding of HR-Works Plus (DLI's ESS) as a product by means of detail explanation of various functionalities available in it. User can use this document to learn about various features available in ESS application.

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1. Introduction



HR Works Plus as Employee Self Service (ESS) is a combination of technology and organizational change that enables users to interact directly with their human resource data to inquire, review and act upon transactions in the workplace. This human resource technology is known as employee

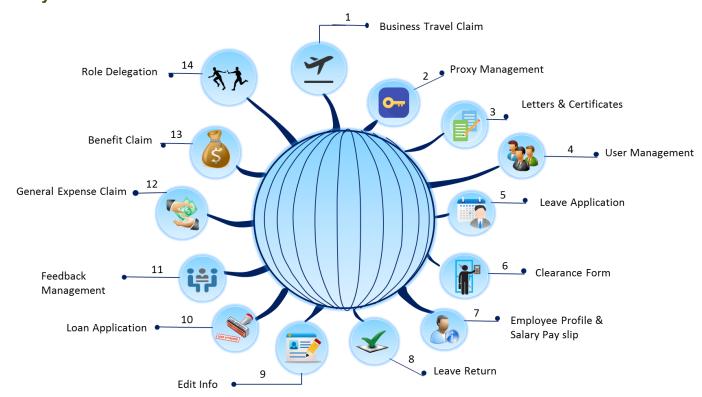
self-service, manager self-service, or employee direct-access systems. ESS promises a "paperless" office, streamlined business processes, and the elimination of "administrivia" for human resource staff because employees and managers conduct basic transactions via computer that were formerly completed on paper forms and then processed by HR staff.

There are several types of self-service applications: Interactive Voice Response, Internet and intranet. In this paper, we focus on web-based self-service via a company intranet or the Internet.

This paper discuss about the system functionalities available in HR Works Plus, an ESS application by DLI-IT

2. System Functionality and its Business Utility

2.1. System - At a Glance



Fia: HR Works Plus - At a Glance

2.2. Functionality & Its Utility

- 1. User Management –Used for managing ESS' users. Action like Create a User, Invite a User, User -Activation / Deactivation, User Role Update.
- 2. Leave Application Used for recording a leave transaction.
 - a. Leave Cancellation Empower the employees to apply for cancelling a Leave Transaction in case un-expected incidences,
- 3. Leave Return Certain organization makes it mandatory for employee to apply for Leave Return
- 4. Role Delegation Use for passing the system approval related responsibilities to another user.
- 5. Employee Profile Use for reviewing employee personal records including salary details.

- 6. Business Travel Expense Use for claiming for an automated allowance that is applicable while travelling for a Business Trip. Ex Per Diem
- 7. General Expense Claim Use for recording a claim for expenses incurred in a business travel.
- 8. Edit Info Allow the employee to put up request for employee related information changes in the system.
- 9. Loan Application Various Loan and its validation condition can be defined in the system based on employees entitlement. For example Grade 1 to 5 may be applicable for 12 month of HRA equivalent loan, whereas grade 6 to 10 could be applicable for 6 month of HRA equivalent loan.
- Letters & Certificates This functionality is for request generation of various Letters and Certificates for employee's various human resource needs. Example – Bank Transfer Letter, Salary Certificate, NOC for Driving License, Bonafide Certificate, etc
- 11. Miscellaneous Request For requesting miscellaneous services from the company.
- 12. Air Ticket Request for Air Ticket can be made, system will validate against the eligibility criteria like Destination , Class, Frequency, etc. Air Ticket can be requested in three form Air Ticket, Encashment and Reimbursement.
- 13. Benefit Claim (Education Allowance / Fringe Benefits) For requesting education allowance based on dependent eligibility.
- 14. Timesheet / Overtime One can request a over time and can book working hour against Project/ Entity through Timesheet screen.
- 15. Exit Interview Online Exit Interview could be enabled by triggering Exit Interview ESS form to the employee. Employee would then answer the questionnaire.
- 16. Clearance Form Basically a No Objection permission from respective Head of Department.
- 17. Action Form Suggestion for Salary Change, Designation change, Position change can be generated through an authorized person through this functionality.
- 18. News Ticker A news ticker (sometimes called a "crawler" or "slide") is a primarily horizontal, text-based display that typically resides in the lower part of the screen space in an application.
- 19. News Letter News Letter is a provision for broadcasting a message or specific document to the employees through ESS system. For example Organization Policy.
- 20. Proxy Management Proxy is a user who carry out transaction on some employee behalf. An organization wherein not all the employees will use ESS, proxy functionality will be of immense use.
- 21. Employee Master List out the employee master of all the employee under a supervisor based on hierarchy.
- 22. Report Center Publish reports with various employee related data. Viz Salary details, personal information, etc.
- 23. My Payslip Allow employee to print payslip.

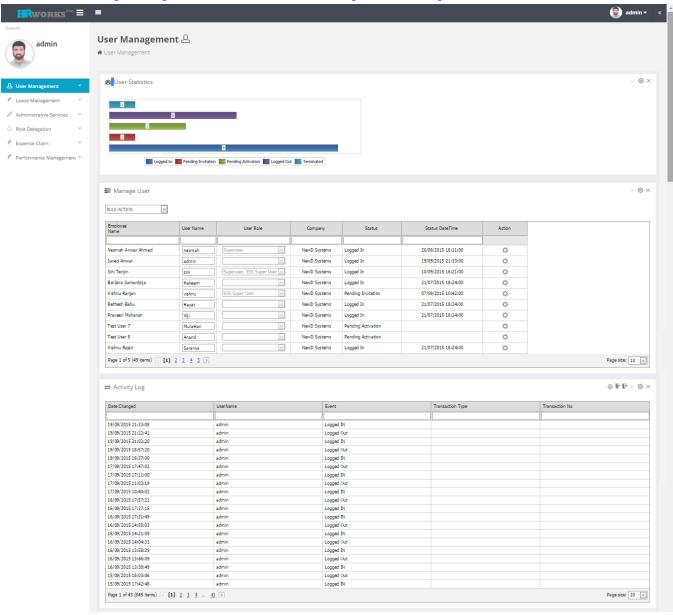
3. System Processes

3.1. System Administration

3.1.1. User Management

The "User Management" is a part of administration and it deals with handling ESS Users. It covers slew of activities starting with sending invitation to users, User Profile Creation for ESS, Managing activation of user profile, monitoring user activities with respect to ESS transaction.

The following screen gives an overview of the functioning of "user management"

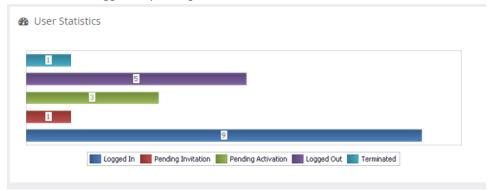


Characteristics

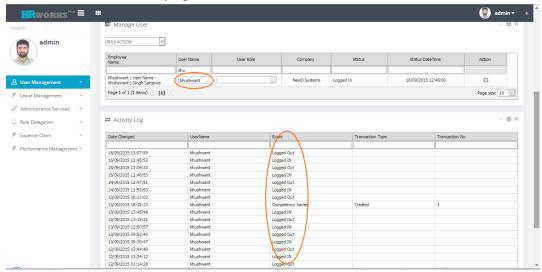
It can manage:-

- a) Invitation to users A HR can send invitation to the prospective user to enable their credentials for logging into ESS user.
- b) Deactivate users One can deactivate users based on their termination, suspension, or any other non-availability or inactivity in ESS.

- c) Activate Users One can activate a deactivated user.
- d) One can view the overall logged-in, pending invitation, etc status



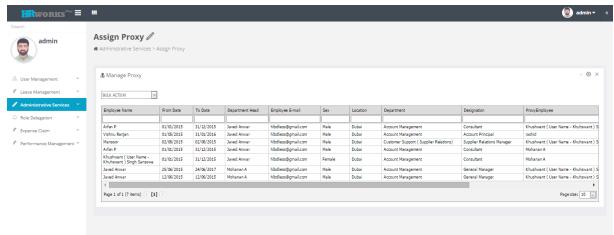
e) An admin can view the activity log of various user :-



3.1.2. Assign Proxy

One can able to link employee to a proxy. This proxy will then be able to carry out various transction on the assigned employee behalf.

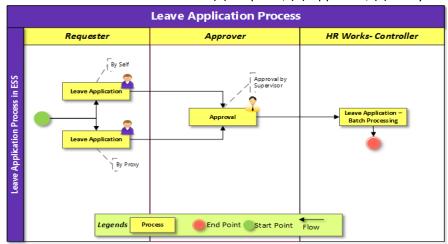
The following screen gives an overview of the functioning of "assign proxy" which is an administrative task.



3.2. Transactions

3.2.1. Leave Application

This transaction is used for recording / applying for Leave Application. Employee can register their past, present and future leave application. This will proceed to respective pre defined approver as per set hierarchy. Once fully approved, the record will then be passed on to the payroll application for necessary action. The screen is divided into three sub tabs: - (a) Request, (b) Approval, (c) Proxy.



3.2.1.1. Leave Application - Request

Request tab is used by the employee for self-applying a leave in the system for self. An employee can apply a leave and "submit" a transaction for the approval.

The following screen gives an overview of the functioning of "Leave Application - Request" . Main forms shows the historical records, whereas individual records can be viewed / created through instance form.

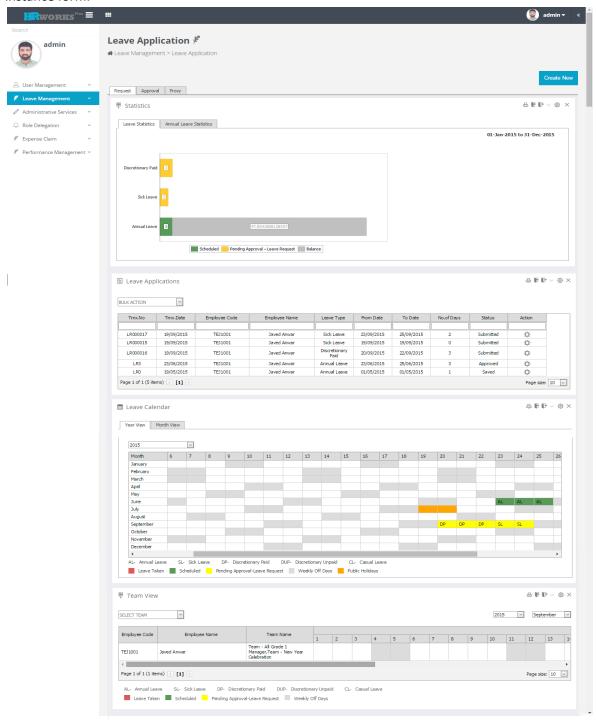


Fig: Leave Application – Main form

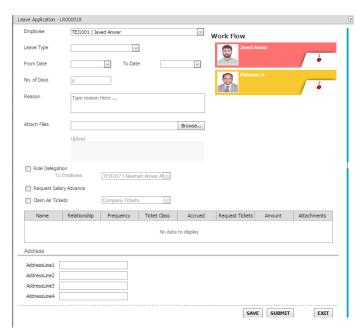
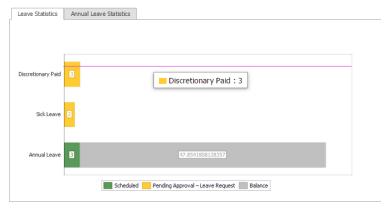


Fig: Leave Application - Instance form

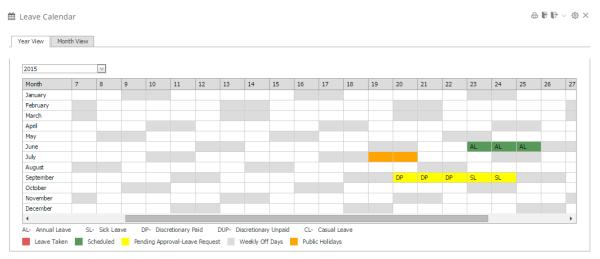
Characteristics

It can manage:-

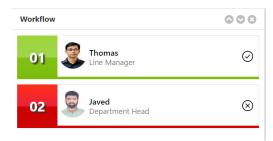
a) Leave Statistics : a graphical birds eye view of various leave applied and their status.



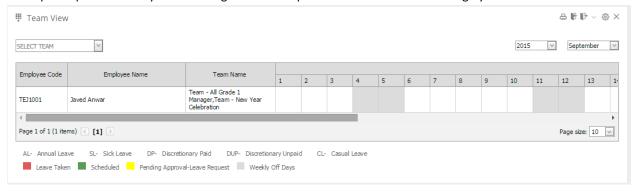
- Main form of leave application >> Request tab shows various historical transaction on which bulk action –
 (a) submit, (b) delete can be taken.
- c) Leave Calendar: This is another graphical representation in calendar view which shows the leave applied on various dates in a calendar. Both yearly and monthly calendar view is available.



d) One can see the approval work flow hierarchy for a transaction while they are still running with a transaction.



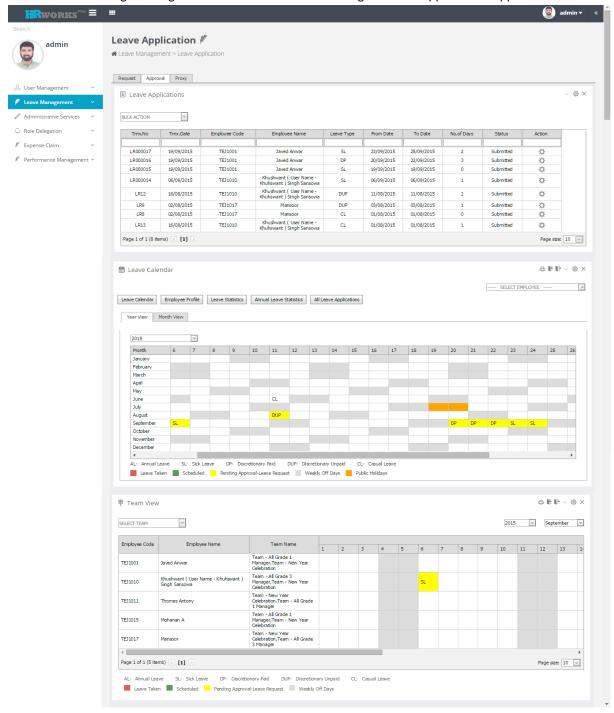
e) One can also view team member leaves in "team view" functionality. This will empower an employee to take a preemptive action by rescheduling its leave if a peer member's leave is clashing by.



3.2.1.2. Leave Application – Approval

Leave application approval tab is meant for Approver who would be using this tab to enact on the subordinate leave. An approver can approve, reject a subordinate leave application by applying respective action.

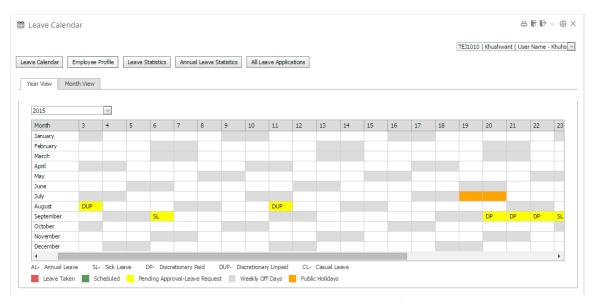
The following screen gives an overview of the functioning of "Leave Application - Approval".



Characteristics

It can manage:-

- a) Leave Statistics: One can take a bulk action (a) Approve (b) Reject on various leave application records in one shot.
- b) An approver can able to view a leave calendar of various subordinate through Leave Calendar option, as shown:-



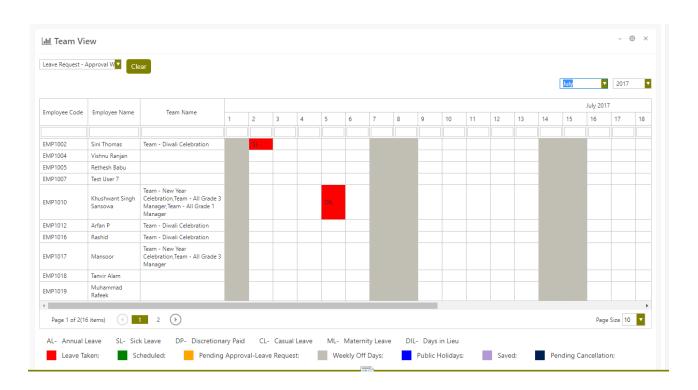
c) An approver can able to see leave application graphical representation of all the leaves by a subordinate irrespective of the approver.



d) In a similar fashion, annual leaves statistics also can be shown:-



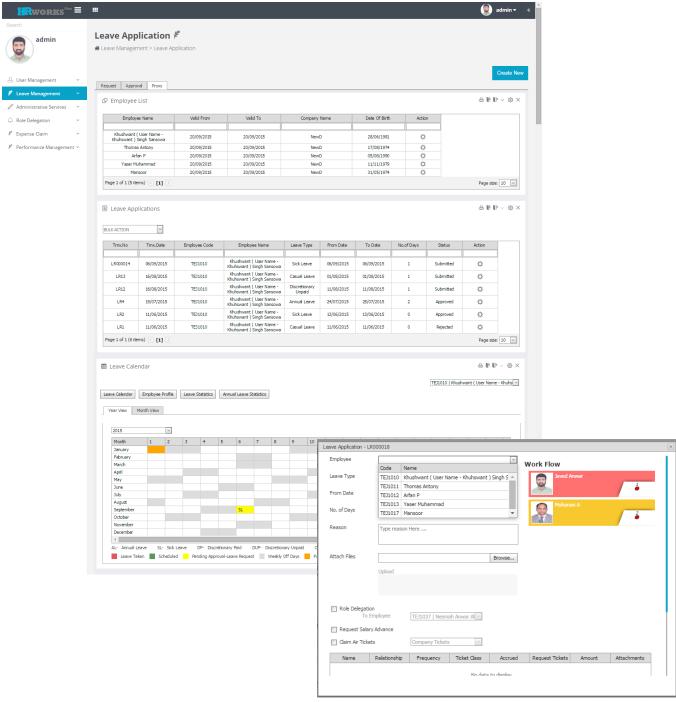
- e) An approver can able to see leave application in grid view of all the leaves by a subordinate irrespective of the approver.
- f) Team View section shows various leaves from various employees that forms a part of the leave.



3.2.1.3. Leave Application – Proxy

Proxy tab will be used by a proxy user who have been assigned with some proxy. A proxy employee will be able to carry out leave application transaction on some employee behalf who has been assigned to this proxy through "Assign Proxy" task.

The following screen gives an overview of the functioning of "Leave Application - Request".



Characteristics

 a) A proxy form has all the characteristics of "Leave Application – Request" tab and 'Leave Application – Approval "tab.

3.2.2. Role Delegation

Delegation provides a process to reassign your system responsibilities for Approving and Monitoring various requests from employees. Whether you are on vacation or business travel, if you need to delegate your approval liabilities "Role Delegation" is a tool to enable it.

When you delegate to a proxy, an alert is sent to that user. They will go into Employee Self Service and accept or reject the requested responsibilities to finally conclude the delegation.

3.2.2.1. Role Delegation - Request

Role delegation – request tab is used by the requester who is applying for a role delegation transaction. This will be forwarded to the concern approver based on approval workflow.

Characteristics

a) One can see what is "Delegated to a user" and what is "Delegated by a user" in the respective – Delegated by me and Delegated to me section.

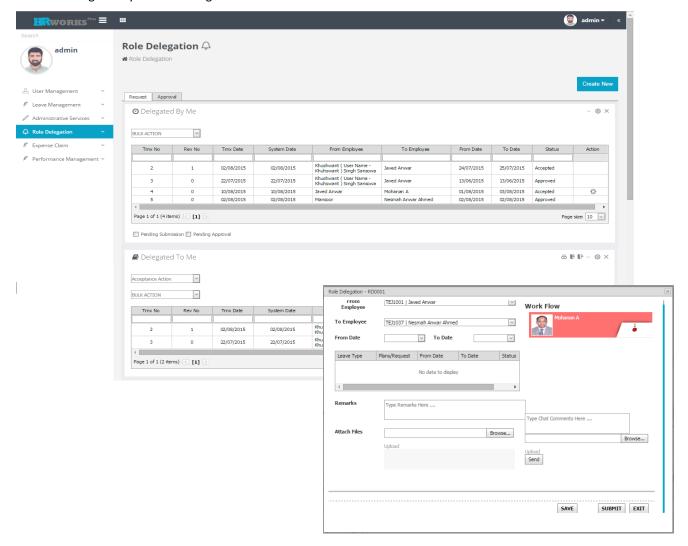


Fig :Role Delegation - Request functionality in HRW+

3.2.2.2. Role Delegation - Approval

This tab is used for approving the role delegation request by a subordinate.

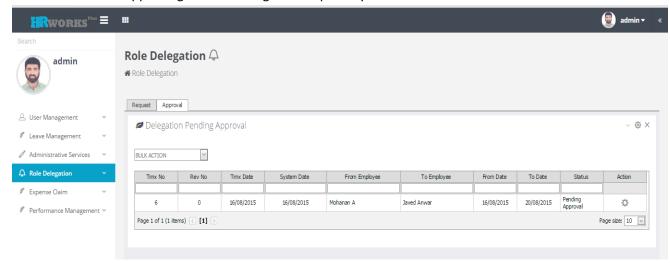
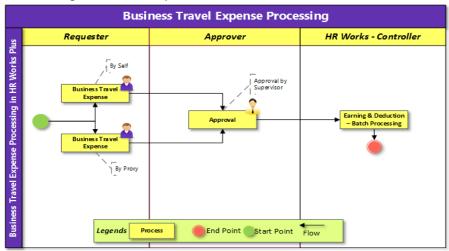


Fig: Role Delegation Approval functionality in HRW+

3.2.3. Business Travel Expense

Business travel expense transaction used for recording actual expense incurred while on a business trip. Business Travel Claim will be based on travel and will be used if user is expecting system to calculate expenses like per diem, automatically as per company policy. This could also be used to calculate expenses like expense incurred based on travel based on mileage, mode of transport, etc.



3.2.3.1. Business Travel Expense - Request

Through this tab, one can apply for a request for expense reimbursement.

The following screen gives an overview of the functioning of "Business Travel Expense - Request".

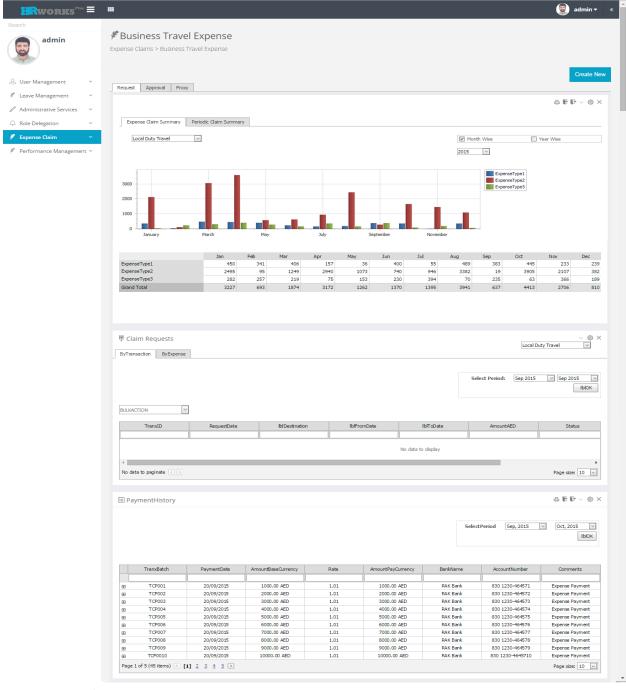


Fig: Business Travel Expense - Main Form

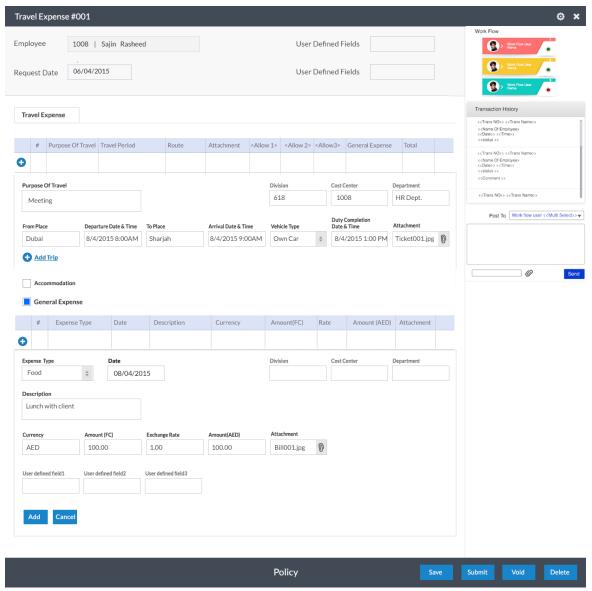
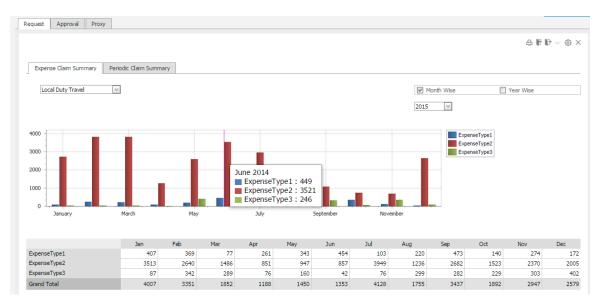


Fig: Business Travel Expense – Instance Form

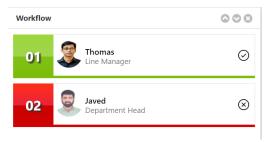
Characteristics

It can manage:-

a) Expense Claim Summary: A graphical representation of various expenses applied.

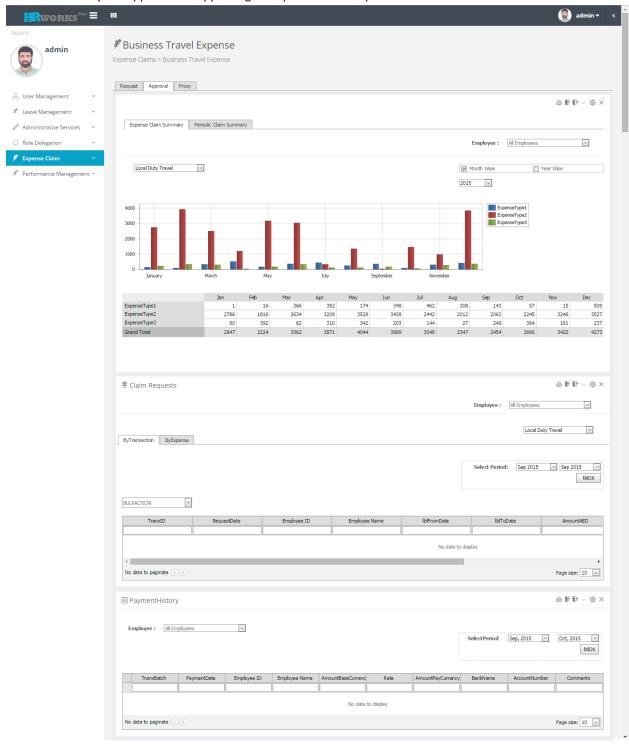


- b) Main form of Business Travel Expense >> Request tab shows various historical transaction of "Claim Requests" on which bulk action (a) submit, (b) delete can be taken.
- c) Payment History: This section shows various reimbursement made through system against an expense claim.
- d) One can see the approval work flow hierarchy for a transaction while they are still running with a transaction.

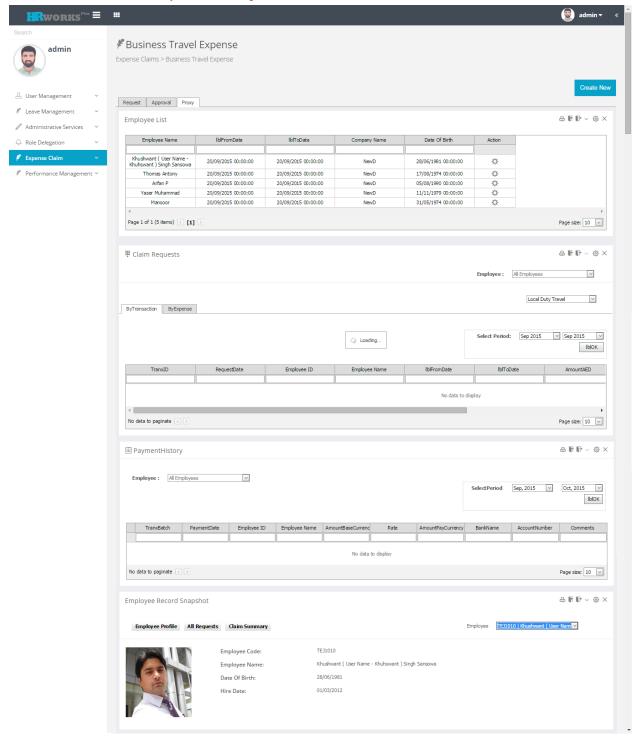


3.2.3.2. Business Travel Expense - Approval

This tab is used by the approver for approving an expense claim request of a subordinate.



3.2.3.3. Business Travel Expense - Proxy



Characteristics

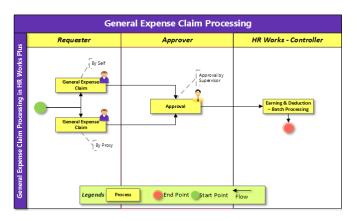
It can manage:-

- a) Shows expenses claim applied for by various subordinate.
- b) Shows all the expenses claim applied by a subordinate irrespective of the approver.

3.2.4. General Expense

General Expense Claim transaction is used for recording actual expense incurred while on a business trip without involving the aspect of automatic calculation of expense allowance such as – (1) Per Diem, (2) Trip Allowance, etc.

Based on the actuals, user will be able to request for reimbursement plainly in HR Works Plus.



3.2.4.1. General Expense - Request

Through this tab, one can apply for a request for expense reimbursement.

The following screen gives an overview of the functioning of "General Expense - Request".

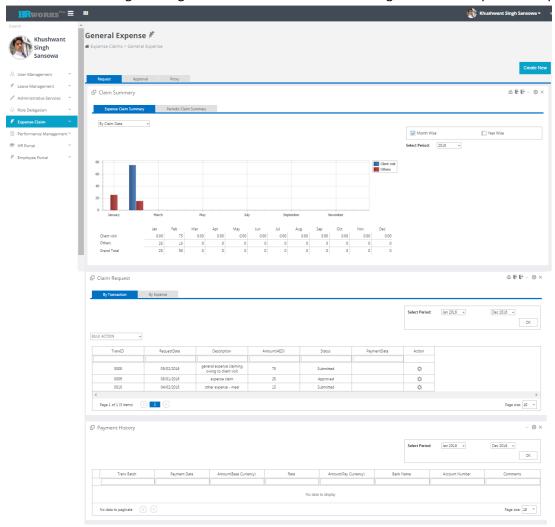


Fig: General Expense - Main Form

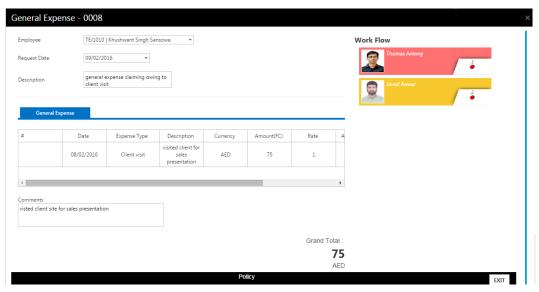
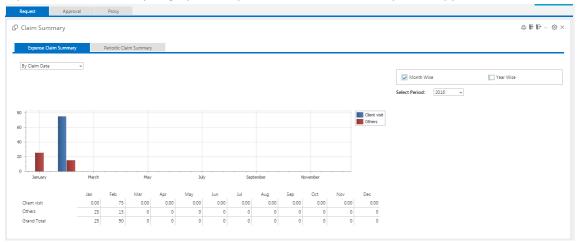


Fig: Business Travel Expense – Instance Form

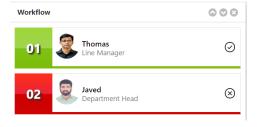
Characteristics

It can manage:-

e) Expense Claim Summary: A graphical representation of various expenses applied.

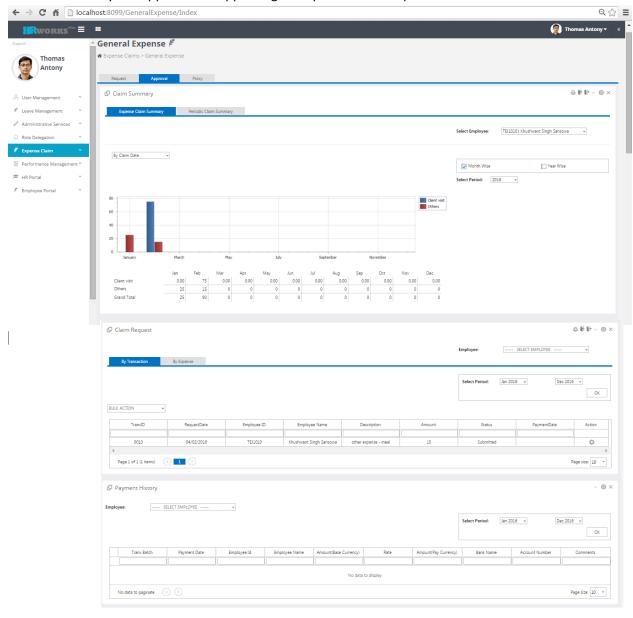


- f) Main form of General Expense >> Request tab shows various historical transaction of "Claim Requests" on which bulk action (a) submit, (b) delete can be taken.
- g) Payment History: This section shows various reimbursement made through system against an expense claim.
- h) One can see the approval work flow hierarchy for a transaction while they are still running with a transaction.



3.2.4.2. General Expense - Approval

This tab is used by the approver for approving an expense claim request of a subordinate.



3.2.4.3. General Expense - Proxy

This tab is used by the approver for approving an expense claim request of a subordinate.

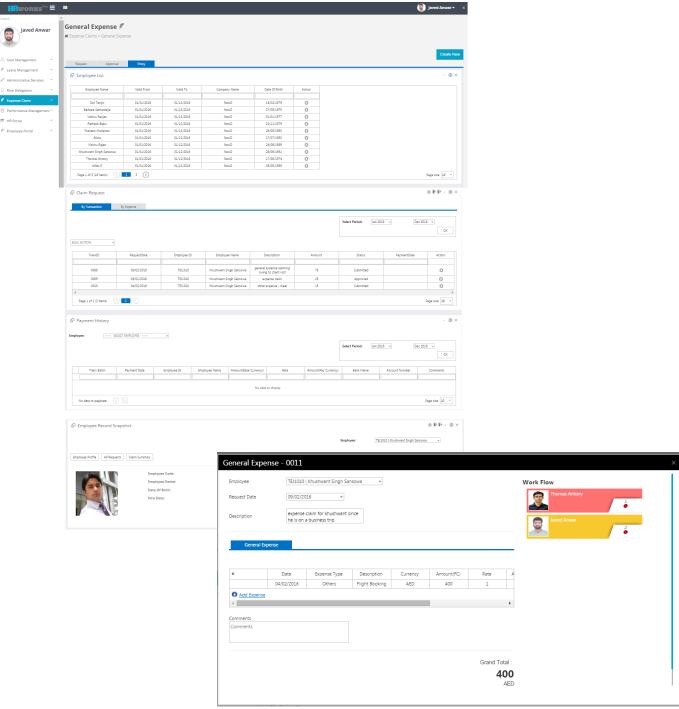


Fig: A proxy user general expense for the assigned employee can create

Characteristics

It can manage:-

- a) Shows expenses claim applied for by various subordinate.
- b) Shows all the expenses claim applied by a subordinate irrespective of the approver.

3.2.5. Leave Return

Most of the organization makes it mandatory that if an employee has gone on leave, he/ she should mark a leave return in payroll system to mark the reporting back to work. This is enabled through Leave Request functionality. The below screen is interactive screen that allows the user to enter Leave Return for the outstanding Leave Application for which Leave Return is marked compulsory. For example – Annual Leave.

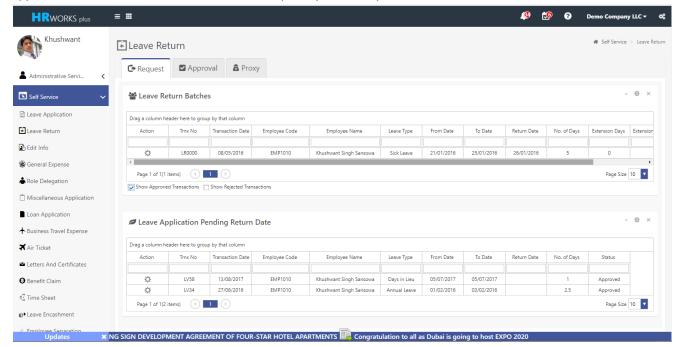


Fig: A proxy user general expense for the assigned employee can create

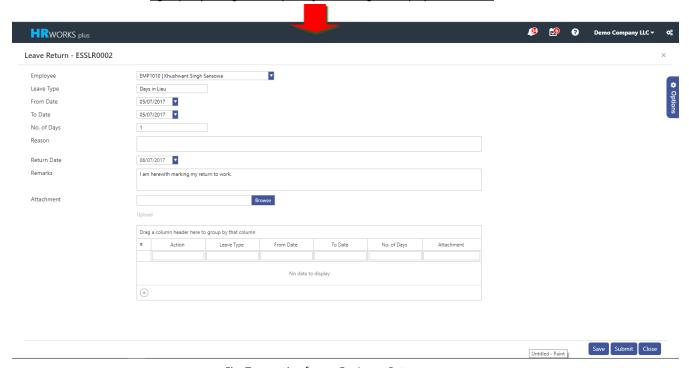


Fig: Transaction form - For Leave Return

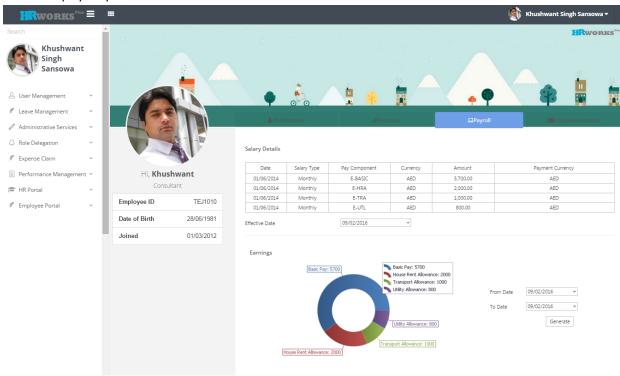
Transaction form would default the next day of leave as default return date. Any gap between the end date of leave and actual leave return date is treated as 'Delayed Leave" equivalent to unpaid leave. However, this gap can be refilled by fresh leave application from this screen itself.

3.2.6. My Profile

Usually, in a business scenario, employee is required to look into employee details. This functions is for displaying various employee personnel details.

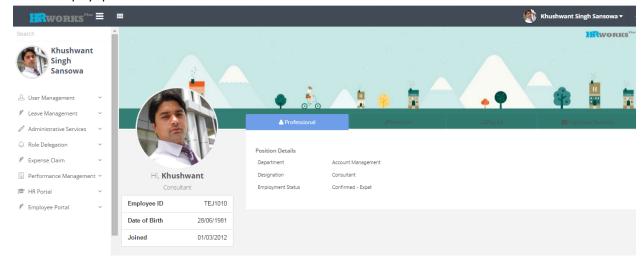
3.2.6.1. My Profile - Payroll

This tab displays Payroll details.



3.2.6.2. My Profile - Professional

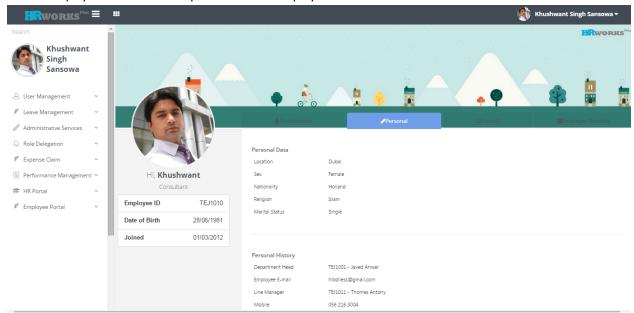
This tab displays professional details - like



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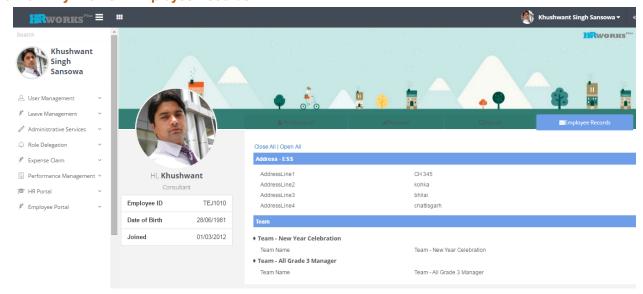
3.2.6.3. My Profile - Personal

This tab displays details which are personal to the employee.



This tab displays employee details which are recorded in the payroll system and is used by the organization and system for various utilities viz – (a) Dependent details is used for computing benefits. (b) Certificate details shows expiry of various certificates.

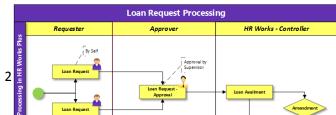
3.2.6.4. My Profile - Employee Records



3.2.7. Loan Request

Usually in a business scenario, employee is required for applying for loan request. A Loan Request process go through process of application, approver from supervisor and finally processing of loan application by the payroll / accounts department.

In HR Works Plus (ESS), any loan request for example - (a) Salary Advance, (b) HRA Loan, (c)



Personal Loan can be initiated trough the menu "Loan Request". This request will then be forwarded to the supervisor for approval. Once approved by all the approver in ESS, this will then be transferred to payroll application in the form of batch. This batch will then be processed through "Loan Availment" transaction in payroll application (HR Works). In case, if rescheduling or any changes is required, this can be done through "Loan Amendment" option.

Loan amount that is finally disbursed will be reflected in the main of "Loan Request" in ESS. Pictorially, the process flow can be shown as below:-

3.2.7.1. Loan Request – Request

Request tab is used for registering a loan request transaction in ESS. The following screen gives an overview of the functioning of "Loan Request - Request" tab.

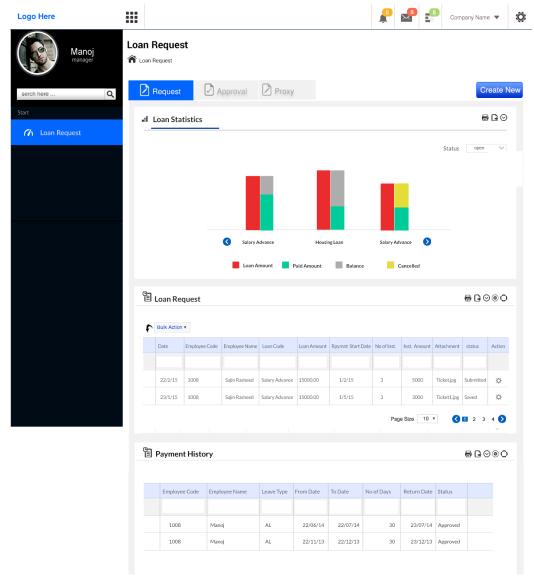


Fig: Main Form - Loan Request Scenario

The below instance form will be initiated once user click "create new" button from the main page.

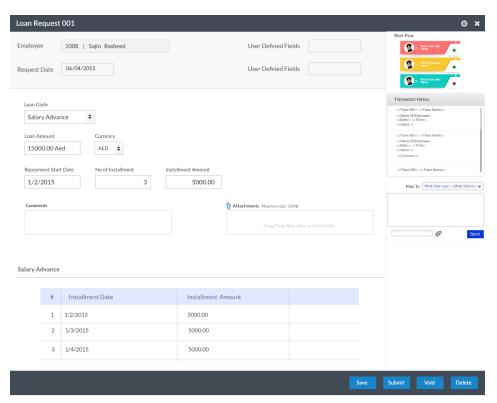


Fig: Instance Form - Loan Request - Request

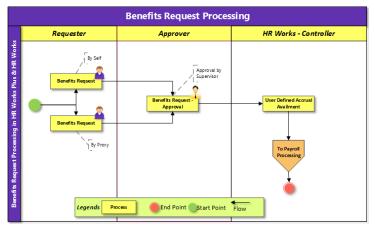
3.2.8. Benefit Claim

Usually in a business scenario, employee is required to avail benefits, an employee is entitle for. For example education allowance, etc.

In order to put up a request for such benefits, "Benefit Request" functionalities will be use ful.

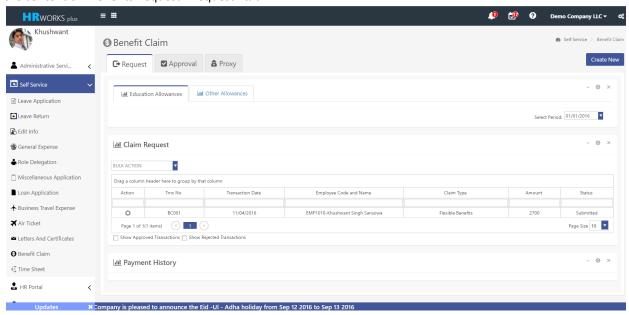
In HR Works Plus (ESS) , any request for example - Education allowance ,etc can be initiated trough the menu "Benefits Request". This request will then be forwarded to the supervisor for approval. Once approved by all the approver in ESS, this will then be transferred to payroll application in the form of batch. This batch will then be processed through "User Defined Accrual Availment" transaction in payroll application (HR Works).

Pictorially, the process flow can be shown as shown :-

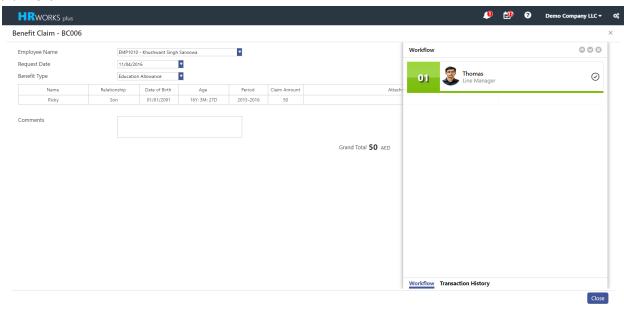


3.2.8.1. Benefits Claim - Request

Request tab is used for registering a benefits request transaction in ESS. The following screen gives an overview of the content of "Benefits Request - Request" tab.



The new transaction can be initiated upon clicking "Create New". In the instance form, one may select the "Benefit Type" user would like to avail, system would then populate the entitlement amount. User can now apply for the availment.



3.2.9. Air Ticket Request

Air ticket can be requested from ESS through three option: -

- (a) Company Air Ticket,
- (b) Reimbursement
- (c) Encashment

3.2.9.1. Air Ticket - Request

A typical air ticket request, menu is shown below:-

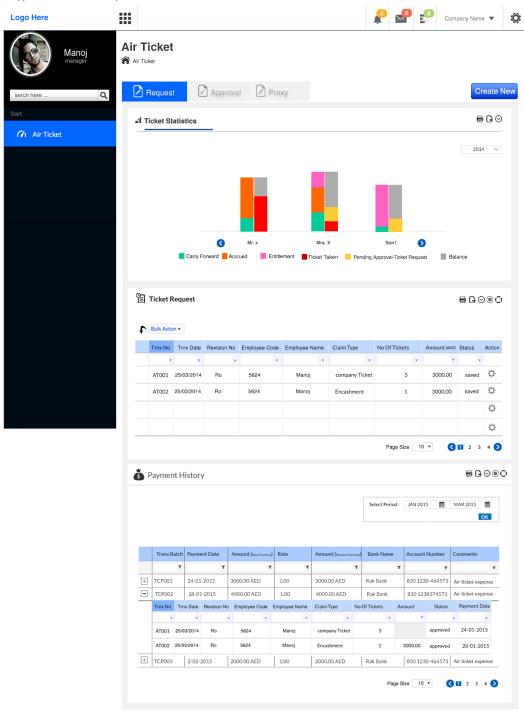


Fig: Main Form - Air Ticket- Request

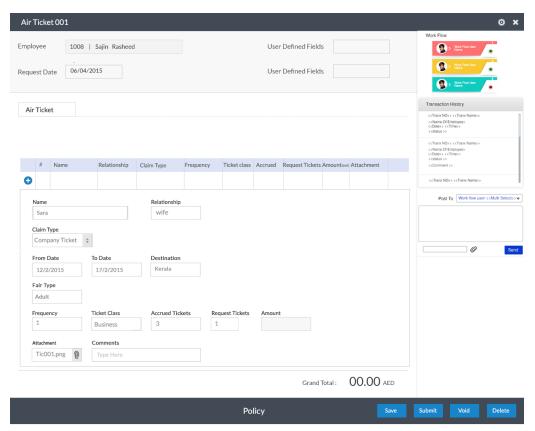


Fig: Instance Form - Air Ticket- Request

3.2.9.2. Air Ticket - Approval

A typical air ticket approval, menu is shown below :-

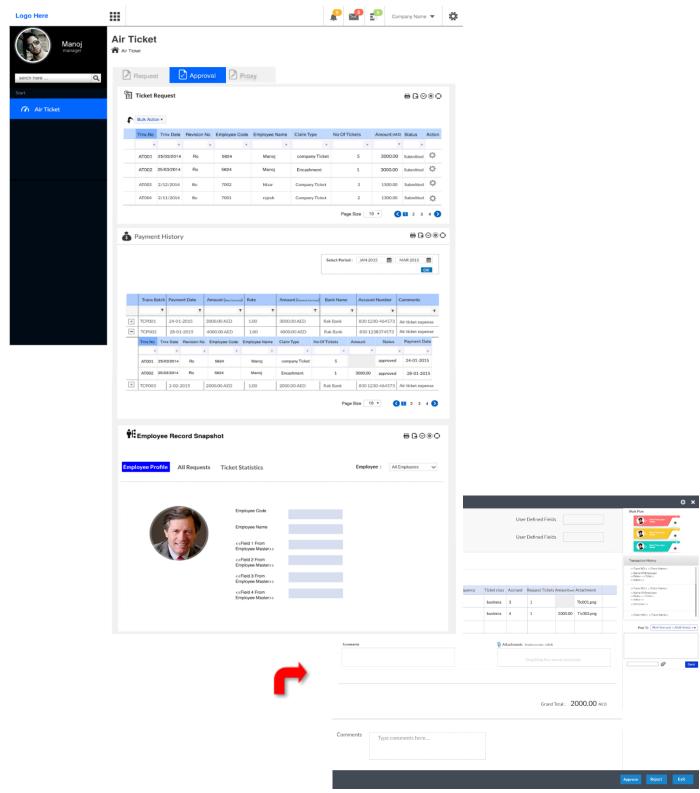
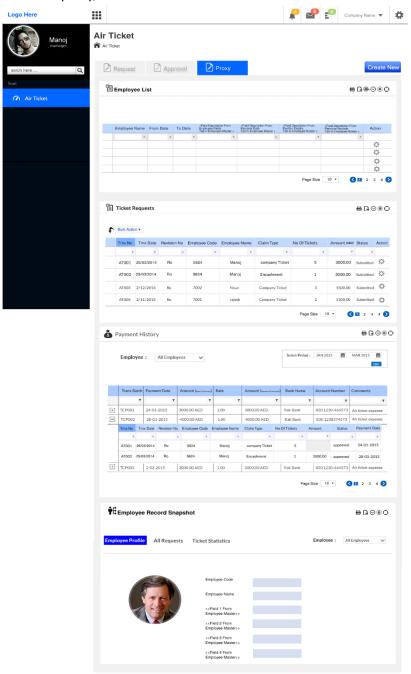


Fig: Air Ticket - Approval Screen

3.2.9.3. Air Ticket - Proxy

A typical air ticket proxy, menu is shown below:-

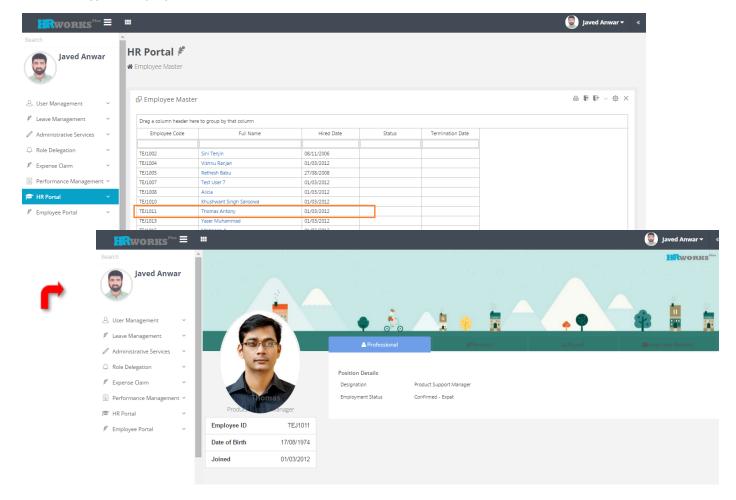


<u>Fig: Main Form – Air Ticket- Proxy</u>

3.2.10. Employee Master

Employee Master is a functionality where in, the supervisor can able to review the employee details of all its subordinate based on the assignment in the approval workflow.

A typical employee master screen can be shown as below:-

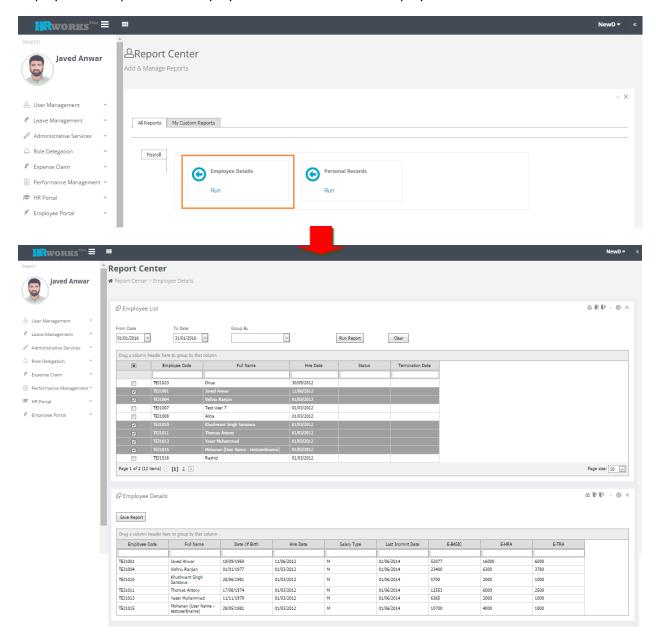


3.2.11. Report Center

Report center empower a user to publish and print the various reports from the system. The report thus by printed shows the details of the subordinate employee. Thusby , this report enhances the visibility of data in hierarchical manner without breaching the authorization protocols.

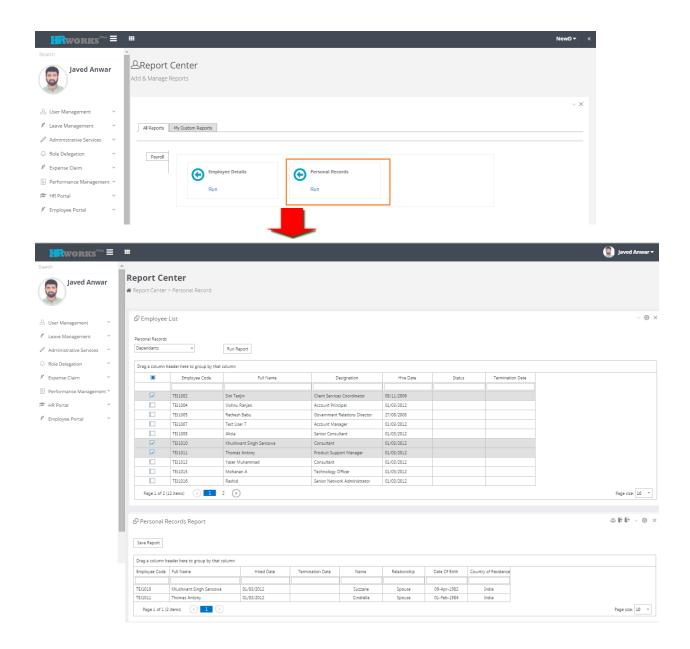
3.2.11.1. Employee Details

Employee details publish the employee information from the employee master.



3.2.11.2. Personal Records

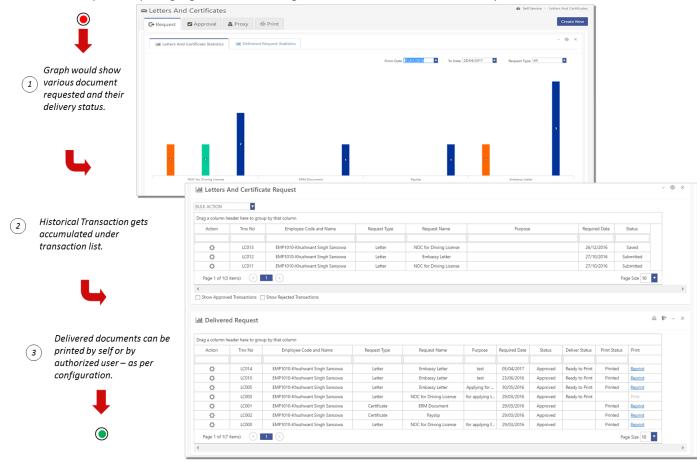
Personal Records publish the employee information from the employee master which is core to the personal records of employee – viz Dependent information, certificate details, address, etc.



3.2.12. Letter and Certificates

This is to let employee put up request for "Letters / Certificates / Form" from employee self service portal. For this matter, "Letters & Certificates" as a functionality is created. Employee can request for any letter or certificates. This will be approved in by the superior to enable the printing. System is flexible to let it print by the requester itself or by some authorized approver from the approval hierarchy.

Below picturesque highlights the functioning of Letters & Certificates functionality in HRW+.

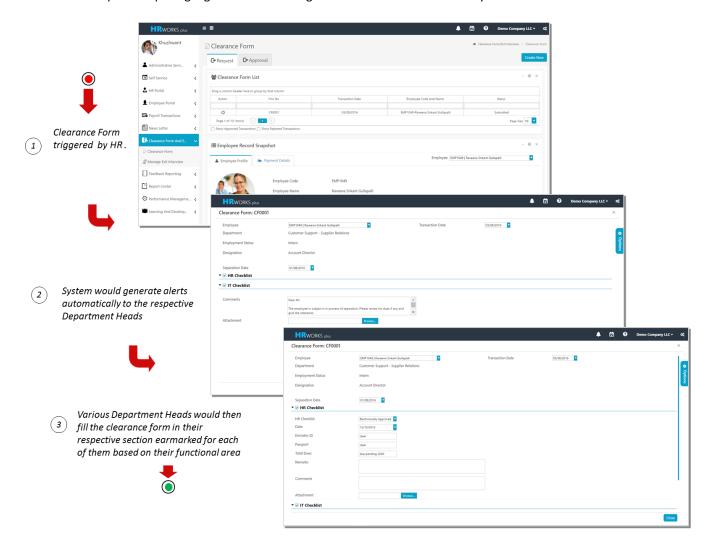


3.2.13. Clearance Form

Clearance form is a sort of no objection certificate for employee separation issued by the HR and signed by all the concern department who are responsible for signing it off.

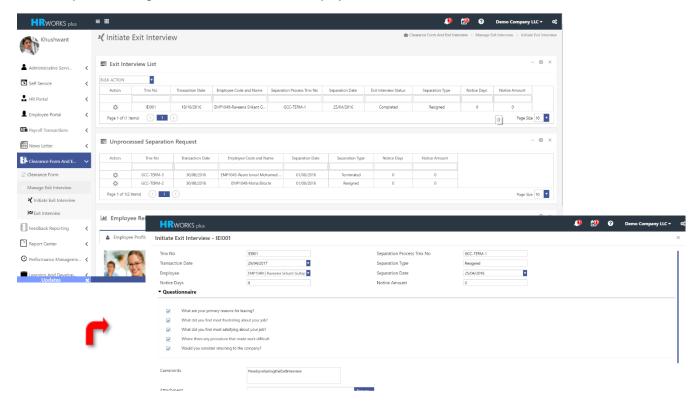
When an employee is getting separated from the service, Clearance form will be initiated by a designated employee (usually HR) from the organization, the clearance form would get sign off from various department head as per the business requirement.

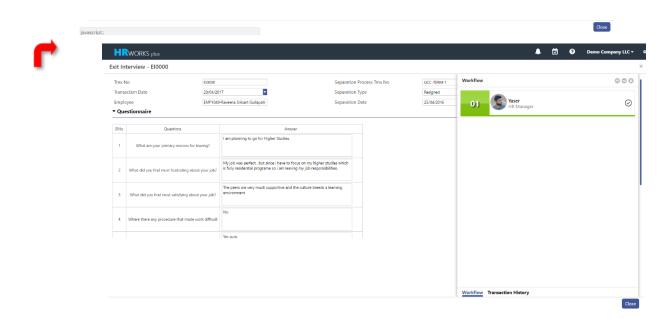
Below picturesque highlights the functioning of Clearance Form functionality in HRW+.



3.2.14. Exit Interview

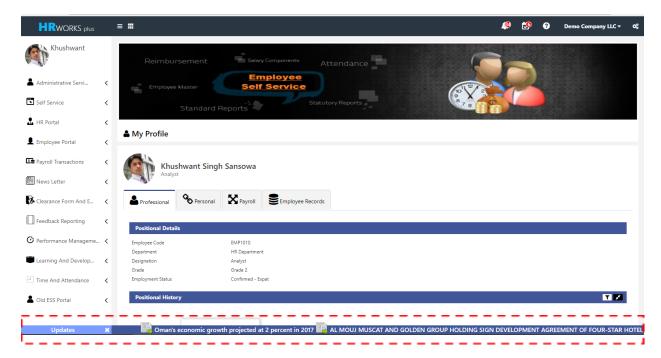
This functionality is based on the requirement to have a functionality in application, through which a user would be able to request for changes in information stored in "Employee Master".





3.2.15. News Ticker

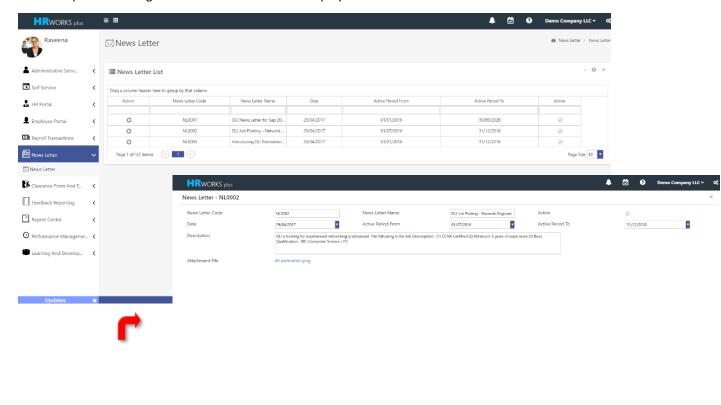
When HR is required to broadcast a news flash to their employee, News Ticker is helpful. A news ticker (sometimes called a "crawler" or "slide") is a primarily horizontal, text-based display that typically resides in the lower part of the screen space in an application.





3.2.16. News Letter

This functionality is based on the requirement to have a functionality in application, through which a user would be able to request for changes in information stored in "Employee Master".



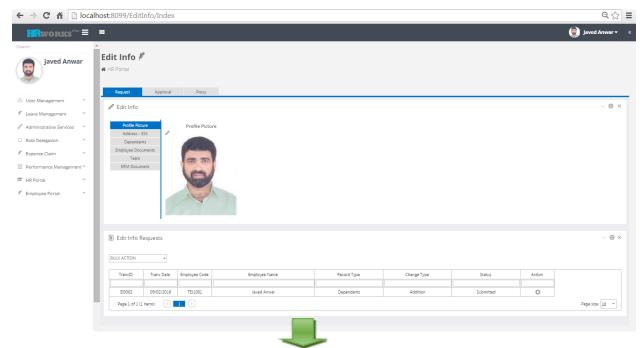
3.2.17. Edit Info

This functionality is based on the requirement to have a functionality in application, through which a user would be able to request for changes in information stored in "Employee Master". These information although looks petty may have huge implication on payroll system. For example – (1) Employee may want to change Bank Information. This may impact the bank account for salary crediting (2) May want to add dependent / change dependent info. This may impact the applicable Education Allowance (if applicable).

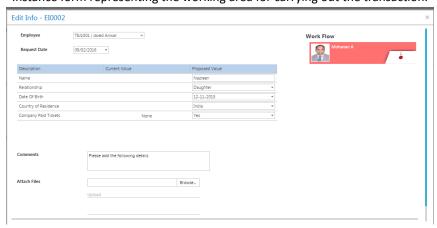
As a result of system analysis, this business requirement has been translated to system requirement which has led to the creation for this purpose as "Edit Info". In this menu, the following tab will be there – (a) Request, (b) Approval, (c) Proxy. Request will be used by the end user to put up request for change, approval tab will be used by the approver to approve requester request for making changes in the employee profile; whereas proxy tab will be used by "Proxy" user to book a request on behalf of an / certain employee.

3.2.17.1. Edit Info – Request

A typical edit info request, menu is shown below. This could be used by the employee who wish to request for change in personal info in company's record.

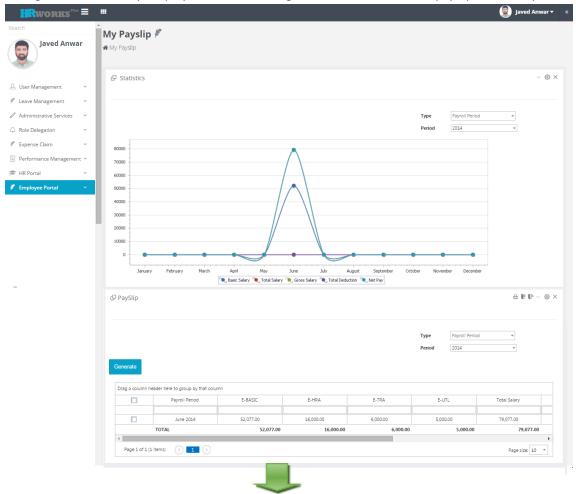


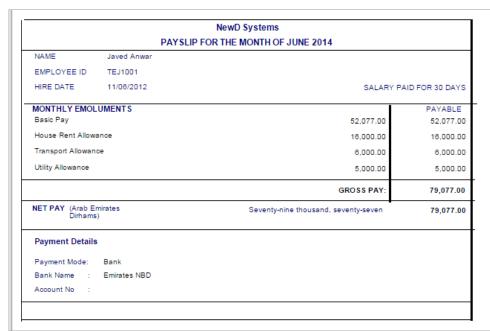
Instance form representing the working area for carrying out the transaction.



3.2.18. My Payslip

Through this functionality, employee will be able to generate and download his payslip from the system.





The End