

ISSUE FOUR • FALL 2010

INSIDE: NEW RELEASES ANNOUNCED
NEW INFO:HR WEBSITE LAUNCHED
HEMU'S TIPS AND TECHNIQUES:
CUSTOM REPORTS AND ALERTS+REMINDERS
BASIC TRAINING WITH MICHELLE:
A REFRESHING IDEA FOR EXISTING CUSTOMERS
EN FRANÇAIS, S.V.P.:
CUSTOMER'S REQUESTS=NEW DEVELOPMENT
FIXES, PATCHES AND RELEASES:
DEFINITIONS OF SUPPORT UPDATES
NEW PARTNER: SPRIGGHR
SUCCESS AT THE COUNTY OF LANARK:
INFO:HR/GREAT PLAINS INTEGRATION SOLUTION
HRSS CUSTOMIZATION SERVICES:
DEVELOPING UNIQUE FUNCTIONS
EARN CREDITS WITH INFO:INCENTIVE PROGRAM

info

New Releases Announced! info:HR Release 7.9 and Employee/Manager Self Serve (ESS) 4.0

Contact sales@infohr if you any questions about our latest releases.

info:HR Release 7.9 increases the versatility of info:HR by expanding the use of the Label Master and the ability to attach documents to more functions and screens within the system. info:HR's reporting abilities have also been improved as new options have been added to selected reports, based on feedback received from clients.

info:HR SOFTWARE
My INFO:HR About INFO:HR Contact Us HR Department Logout
HR Systems Strategies Inc.
Employees List > Vacation and Sick Time > Salary > ARMSTRONG, GRANT (1850) You are logged in as: 222222222

Salary
Employee: ARMSTRONG, GRANT (1850)

Effective Date	Salary	Hour Rate	Position	Position Start Date	Salary Scale	Comp Ratio	Next Review Date
01/01/00	65,000	A	FMGR	01/01/99	03	114.04	
01/02/00	65,000	A	FMGR	01/01/99	03	114.04	
03/02/00	65,000	A	FMGR	01/01/99	03	114.04	
01/03/00	69,825.73	A	FMGR	01/01/99	02	108.71	7/1/2000
04/03/02	69,768.87	A	FMGR	01/01/99	10	111.87	
01/03/00	58,268.82	A	ABC	10/21/94	01	935.68	
01/01/97	55,865.57	A	FMGR	10/21/94	10	127.26	
10/21/96	54,719.39	A	FMGR	10/21/94	10	124.64	
10/21/95	53,156.25	A	FMGR	10/21/94	10	121.08	
10/21/94	42,500	A	FMGR	10/21/94	10	119.59	

Position: FMGR
Position Start Date: 01/01/99
Hours Per Week: 40.00
Current Salary Record: Salary Per Pay 2942.31
Hourly Rate: 36.78

Reason For Salary Change: A
Percentage Change: 1.00
Amount Change: 78,500.00

Salary: 78,500.00
Pay: Annum
Step: 05

Effective Date: 1/1/2009
Payroll ID:
Comment:
Comp Ratio:
Pay Period:
Next Review Date: 11/30/2009
Transaction Date: 10/29/2009

New Releases Announced!

info:HR Release 7.9 and Employee/Manager Self Serve (ESS) 4.0

Contact jerryr@infohr if you any questions about our latest releases.

Employee/Manager Self Serve (ESS)

4.0 includes new web-based capabilities, further enhancing the effectiveness and efficiencies of HR departments. ESS 4.0 expands on what employees can view about themselves: with the correct security, employees now have the ability to view their own Work History (Position, Salary and Performance) and Educational History (Formal and Continuing Education). Also, user-changed terminology can now be displayed in both English and French; an important consideration for organizations with employees across Canada.

ESS 4.0 also delivers multi-level approval for Vacation / Time requests to match the similar feature available in the web-based Timesheet module.

“I know that our clients realize great productivity improvements with our employee self-serve module,” said Andy Staniewski, President, HR Systems Strategies Inc. “We’ve been working closely with them to continue to reduce paperwork and improve secure easy access for employees. This latest release includes several welcome improvements, and is the result of a lot of hard work and client communication on the part of our development team.

The image displays two screenshots of the info:HR software interface. The top screenshot shows the 'Demographics' screen with a sidebar menu and a main form area containing fields for Driver License #, Parking Permit #1, License Plate #1, Locker #, Department, G/L, Division, Location, and Administered By. The bottom screenshot shows the 'Performance Review' screen for Employee ARBSTRONG, GRANT (1050). It features a table of review history and a detailed review form.

Review Date	Rating	Rating 2	Next Review	Position	Reporting Authority	Reporting Authority 2	Resp Auth
1/11/2008	0000		12/31/2009	FMGR	221026		
1/30/07	0000		1/30/2008	FMGR	221026		
1/30/06	0000		1/30/2007	FMGR	0		
1/30/05	0000			FMGR	0		
3/31/04	0000			FMGR	0		
10/21/96	A		10/21/96	FMGR	0		

Performance Review Form Fields:

- Position: FMGR FINANCE & ADMIN MANAGER (Current Record)
- Review Date: 01/11/2008
- Performance: GOOD GOOD PERFORMANCE
- Reporting Authority: 221026 ABBOTT, JOHN
- Reporting Authority 2: [Empty]
- Reporting Authority 3: [Empty]
- Next Review Date: 12/31/2009
- Bonus \$: [Empty]
- Comments: 2245 PRET.
- Transaction Date: 1/11/2008
- Updated By: 99999999

New info:HR website launched

Focus on customers, software info

Visit our new website at www.infohr.com.

In response to customer requests for up-to-the-minute product information and improved communications, HR Systems Strategies Inc. has launched a completely redesigned corporate website at www.infohr.com.

"The website is our number one client communication tool," said Andy Staniewski, President, HR Systems Strategies Inc. "It's also the main source of information for potential new users. It has to stay fresh, interesting and easy-to-use."

The improved website offers

- Easy front-page customer login
- Testimonials and quick-read case studies
- Detailed product descriptions

"What I like about the new website is how it showcases our amazingly varied customer base as well as our product," said Andy. "While it is important that the website presents all the advantages of using info:HR as your HRIS, I like talking about our success with customers in so many different fields—from not-for-profit to manufacturing to municipalities."

HR SYSTEMS STRATEGIES INC.
HUMAN RESOURCES SYSTEMS

1-800-567-4254
sales@infohr.com | Client login

Home Our Software **Clients** Why Us? About Us Compare My Industry Partners Contact

Home > Clients

- Case Studies
 - Catholic Children's Aid Society of Hamilton
 - Friesens
 - Ontario Social Services Agency
 - St. John's Rehab Hospital
 - United Way Lower Mainland
 - Woodbridge Foam
- Testimonials

Clients

Our first two clients are still with us today, 20 years later.

Hear first hand what our clients think of HRSS and the info:HR software on our Testimonials page. Read about the impact we can have on our Case Studies page.

Get Started.

Contact Us

Download Brochure

Read 8 Reasons for HRSS

Press Releases show all

HRSS Announces Two Significant New Product Releases
1 Oct 2010

HRSS Announces Launch of New Website
30 Sep 2010

Announcements show all

New HRSS Client – Municipality of North Perth As Payroll/Benefits Administrator for the Municipality of North ... more

Watch HR Reporter for Accellos Article Watch for us in the Canadian HR Reporter, ... more

Have HRSS Contact Me

Enter e-mail address

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HUMAN RESOURCES SYSTEMS

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Home Our Software **Clients** Why Us? About Us Compare My Industry Partners Contact

Home > Our Software > Workforce Automation

Our Software

- Workforce Automation
- Attendance Management
- Employee Management Services
- Payroll / Third Party Integration
- Compensation Management
- Reports
- Learning, Development & Succession Planning
- Health & Safety
- Online Timesheets
- Benefits Administration
- Performance Management
- Recruitment
- Security

Workforce Automation

Productivity improvements, improved customer service, improved decision making & reduced errors are delivered with our workforce automation.

Process new hires, leaves of absence, transfers & terminations including:

- "What's Missing" feature
- "Flags" feature which tracks customizable checklist (i.e. police checks, drug tests, Confidentiality Agreements)

"info:HR helps give back to staff control over their use of company resources. It is an investment that we should have made some time ago."

Social Services Agency

Maintain corporate definitions and standards for positions, salary grids, hiring checklist, and more.

Maintain positions, compensation & benefits history with features designed for real world HR requirements like:

Get Started.

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Enter e-mail address

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HUMAN RESOURCES SYSTEMS

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Home Our Software **Clients** Why Us? About Us Compare My Industry Partners Contact

Home > Clients > Testimonials

Testimonials

- Case Studies
 - Catholic Children's Aid Society of Hamilton
 - Friesens
 - Ontario Social Services Agency
 - St. John's Rehab Hospital
 - United Way Lower Mainland
 - Woodbridge Foam
- Testimonials

Testimonials

Cost Effective Easy To Use

"With limited resources available to our [Family Health Team] we were looking for a solution to better manage our HR needs that was not only cost effective but easy to use. This is why we chose HR Systems Strategies."

Michelle Karker
Executive Director
East Wellington Family Health Team

Save Time

"The biggest change brought about by info:HR is the time savings gained from not having to re-key things like Absences, Vacation Entitlements and Scheduling"

Margaret Zyma
Senior HRIS Specialist
Woodbridge Corporation

Accessibility, Accuracy, and the Timely Access to Information

"The top reason for choosing info:HR over the two other contenders? Accessibility, accuracy, and the timely access to information"

Charles Abayomi

Get Started.

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30 Sep 2010

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Watch HR Reporter for Accellos Article Watch for us in the Canadian HR Reporter, ... more

Have HRSS Contact Me

Enter e-mail address

Welcome from Andy



Welcome to the latest issue of **info**, the newsletter for users of info:HR. This issue is full of informative articles written to keep you up-to-date on new product releases and additional add-on products and interfaces. There's an interesting article about a successful info:HR/

Great Plains payroll integration on page eight. We've introduced our new web-site, which is now live. On page 6, Michelle Beasley covers the importance of info:HR training and announces new "Education Packs", to make it easier for you to implement an effective training program for your organization. There's lots more...it's a full issue.

Next issue, we have even more exciting news regarding the future direction of info:HR, as well as the usual roster of client stories, product news, support corner, and more. We love to hear from our clients, so please contact me at andys@infohr.com regarding any comments you have on this newsletter, our web-site, our product directions or anything at all.

We have been making an effort to visit with all of you face-to-face and if we haven't met with you already, expect a call soon to schedule a meeting. Thank you as always for your continued support.

Andy Staniewski

President, HR Systems Strategies Inc.

Come and see us at **HRPA**

The 2011 HRPAA Annual Conference & Trade Show is fast approaching. This year's theme—Turn Trends To Your Advantage—is about identifying and capitalizing on the trends that are revolutionizing today's workplace.

For three days—February 2 to 4, 2011—you will have the opportunity to exchange ideas with HR peers from around the globe, examine the latest HR issues, challenges and opportunities, and engage with some of the world's leading business minds.

HR Systems Strategies Inc. will be Booth #509. Come by and see us, say hi and don't forget to enter our draw—you could be the next winner!

Booth 509
Metro Toronto
Convention Centre
South Building
February 2-4, 2011

New Service Offering! **info:HR Software Install Support**

Many of you have been asking us whether we could provide support and assistance with installation of new info:HR releases, add-on modules such as Employee Self Service, or third party software e.g. Microsoft's SQL Server, etc. We are pleased to announce a new, cost-effective Service Offering whereby we will guide your IT support or conduct the installation ourselves through remote access software e.g. GotoMeeting session.

To schedule your installation, contact us at support@infohr.com or call 1-800-567-4254.

Prize Winners

HR Systems Strategies Inc. on the road

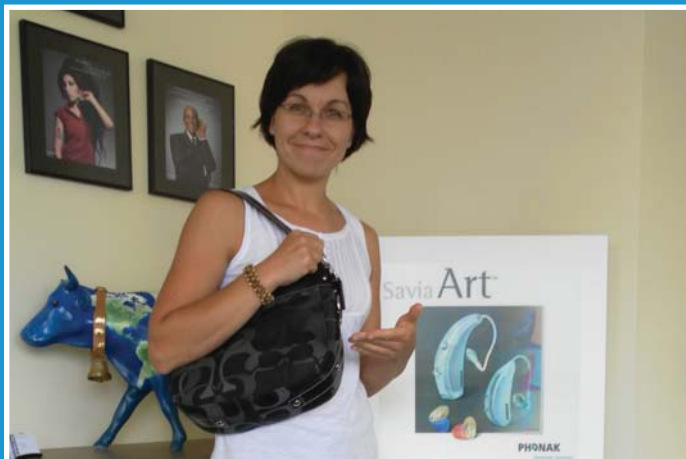
Keeping in touch with info:HR customers at tradeshows and association meetings across Canada



Donna Hawkins, Accellos HR Manager, and her new info:HR hat



Bill doing booth duty at the AOHC conference in Niagara Falls



Teresa Kotas, Phonak Canada Assistant Controller, with the Coach bag she won at the Canadian Payroll Association conference in Toronto



Karen Eckart, HR Assistant / Benefit Coordinator at the City of Woodstock, and the digital voice recorder she won at the OMHRA fall conference in Collingwood



Andy pulls booth duty at the AOHC conference in Niagara Falls

Basic Training with Michelle

A refreshing idea for existing customers

Training questions? Contact Michelle at 1.800.567.4254. By Michelle Beasley.



I have been involved in a lot of refresher info:HR training courses recently, and it's been great. Sometimes I put together a refresher for a client who has experienced changes in processes or workloads,

or in the case of HR employee turnover or new management. Often a client has a functional system in place but still feels the need for retraining as years go by. The more courses I do, the more I see that a quick refresher can be really effective. Here are a few things your HR team could gain from a two- or four-hour refresher:

1. Knowledge Transfer

HR departments have multiple users accessing, entering, and extracting data from the system. In order to ensure data is consistent, all users must have the same knowledge and use of the system that directly relates to their duties. When users are trained from various co-workers, the knowledge being transferred caps at the knowledge of the trainer. By bringing the entire HR team together for a refresher course, we are able to go over current processes so users are aware of their tasks. It is beneficial for everyone to ensure short cuts have not been taken along the way and the department is getting the most out of the system.

2. New enhancement application

Many info:HR users have been using the system for years. They have come to know it inside and out, and love the capabilities it offers. As each year passes, new enhancements are added that increase the efficiency of the product, and it can be hard to stay on top of all the changes. The misconception that training is only required for new users can impede an organization's ability to embrace new enhancements and get the most out of their software investment.

3. Maximum product use

Turnover happens, and, when it does, it can create process gaps from the current user to new user. While the current user may be able to transfer the basic use of info:HR, gaining a complete understanding without some form of training is difficult. I have seen many instances where a new user is using info:HR simply to record minimal data—demographics, salary and position information—while creating manual reports from data that could be managed by info:HR.

4. Work load management

Simple reminders—probationary period and maternity leave—are manageable in a smaller workforce, but can become difficult to track with large numbers of employees. Especially when employee numbers increase while HR staff numbers remain static. As your workload gets heavier, processes need to evolve. A brief refresher course can give the info:HR user a greater understanding of follow-ups, employee flags, renewal dates, and more. Maximal use of info:HR can save a lot of time and eliminate the stress of having to remember all those dates.

At a recently completed refresher training course at Toronto's Granite Club for a group of knowledgeable, experienced info:HR users, I was able to share some valuable new data capture and entry ideas with the HR department in just four hours.

"You could see the light bulbs go off around the room," said Joanne Hogg, Granite Club HR Manager.

A simple refresher was enough to infuse the HR team with a wealth of new ideas and techniques they can use to streamline their processes

The best part of the refreshers? The enthusiasm of the users when they realize how much more efficient they are going to be in their info:HR use.

Please do give me a call me at [1.800.567.4254](tel:1.800.567.4254) and we can have a 'refreshing' chat. Happy Holidays!

New! info:HR Education Packs

By far, the most critical issue towards realizing the full benefits of info:HR is ensuring that all of your info:HR users are thoroughly trained on all the functions, features, processes and modules you are or wish to be utilizing. We all know training and education are critical, but not always easy to fit into your busy and demanding schedules.

In response, we are pleased to announce **info:HR Education Packs**, which are streamlined education sessions tailored to your specific requirements. info:HR Education Packs are scheduled in two-hour blocks and conducted online, over the web.

info:HR Education Packs can be purchased in bundles to be used over a certain period of time. For more details and a pricing schedule contact Michelle Beasley, Manager of info:HR Training at michelleb@infohr.com. Or give Michelle a call at 1-800-567-4254 x2027 to discuss your specific education requirements. Michelle will be happy to develop a training program unique to your company.

New Partner SpriggHR

Automate the Review Process with Sprigg HR



HR Systems Strategies Inc. is pleased to announce a partnership with SpriggHR

Inc. SpriggHR allows users to simplify and automate the Talent Management Review Process. This easy-to-use web-based Performance Review software facilitates performance discussions, as well as offering: 360 Feedback, Peer Reviews, Individual Employee Development Plans, and Performance Review Tracking and Ratings. HR Managers can rely on SpriggHR for Tips on Coaching, How to Provide Feedback and proven scripts for conducting a successful review meeting. The main components of the SpriggHR system are now available to info:HR users via our Employee Self-Serve feature. These include:

Sprigg Performance Reviews

This highly intuitive software centralizes, provides easy access to and enables the management of key performance data while connecting people to strategy. Using a secure server, employees create, submit and review goals and or job / department-specific competencies with their manager on an interactive platform that maximizes feedback and guarantees synchronization for entire organizations.

360 Feedback

For managers conducting staff performance and wishing to incorporate additional feedback from others in the organization

Peer Review

Peer Review is the evaluation of performance by other people in the same field in order to maintain or enhance the quality of the performance in that field SpriggHR allows users to create and conduct peer review reports that are supported by development plans. Get team summary snapshots and clearly identify strengths and competency gaps.

We are pleased to offer info:HR users the opportunity to easily access the many useful Performance Review features available from SpriggHR. For more information on SpriggHR or any of our other software partnerships, visit our website at www.infohr.com.

Success at the County of Lanark info:HR /Great Plains Payroll Integration

Satisfying Payroll+Human Resources requirements while maintaining the benefits of single data capture

Until 2009, the County of Lanark used an integrated Enterprise Resource Planning (ERP) system to support both payroll and Human Resource activities. The ERP system allowed County staff to realize the efficiency and accuracy benefits of capturing similar information once for both the payroll section and the HR department.



However, the human resource module of the ERP system did not meet the needs of the County's Human Resources department nor did it address the Human Resource requirements of the managers in the organization.

The County was left with a dilemma: How could the County best meet the system needs of the human resource department and its managers as well as continue to realize the benefit of single data capture? The solution: HR Systems Strategies (HRSS) and info:HR software.

HRSS was able to offer the County an integration solution that would not only meet its needs for a comprehensive human resource system but also allow the County to continue to enter similar information once and use it for both payroll and human resource purposes. HRSS had developed several interfaces between info:HR and payroll systems for other clients and were confident that they could offer a robust and seamless integration solution to the County.

Working closely with County staff, HRSS used its extensive experience with payroll system integration to develop a system solution for Lanark County. This solution allows the County's human resource staff to capture all the information they require to meet their obligations. The relevant information is automatically updated on the County's payroll system. The info:HR system allows for e-mail notifications giving a "heads

up" to other units such as payroll about pending actions that may have to be taken. Payroll staff then enter into the payroll system any unique pay information necessary to ensure that pay is processed accurately.

The County wanted to take an evolutionary approach to system

integration and not implement the entire capability all at once. The flexibility built into the info:HR system allowed the County to take a step-by-step approach to system implementation. By using client-controlled system parameters, the County implemented the info:HR demographic integration. Once that was operational, attendance integration was implemented, followed by salary and, finally, benefit integration.

How could the County best meet the system needs of the human resource department...?

“This flexibility allowed us to ensure we were all comfortable with the system itself and its integration with payroll before moving onto the next stage,” said Sam Leroux, Pension and Project Specialist in the Human Resources Department at the County of Lanark. “It allowed us the time we needed to fine tune our operating procedures to take advantage of the strengths offered by Info:HR and the payroll interface.”

The County of Lanark had implemented a number of scheduling and time reporting systems to meet operational needs in its long term care facility, Public Works department and elsewhere in the organization. There was some initial concern that the integration offered by info:HR would not be able to handle these multiple systems.

HRSS was able to set up the integration to accommodate all three time reporting systems.

However, HRSS was able to set up the integration to accommodate all three time reporting systems and associated attendance. The richness of the attendance reporting now available through info:HR benefits both the Human Resources department and managers throughout the organization. It has also saved Human Resources staff considerable time: one report which took upwards of five hours is now produced in minutes.

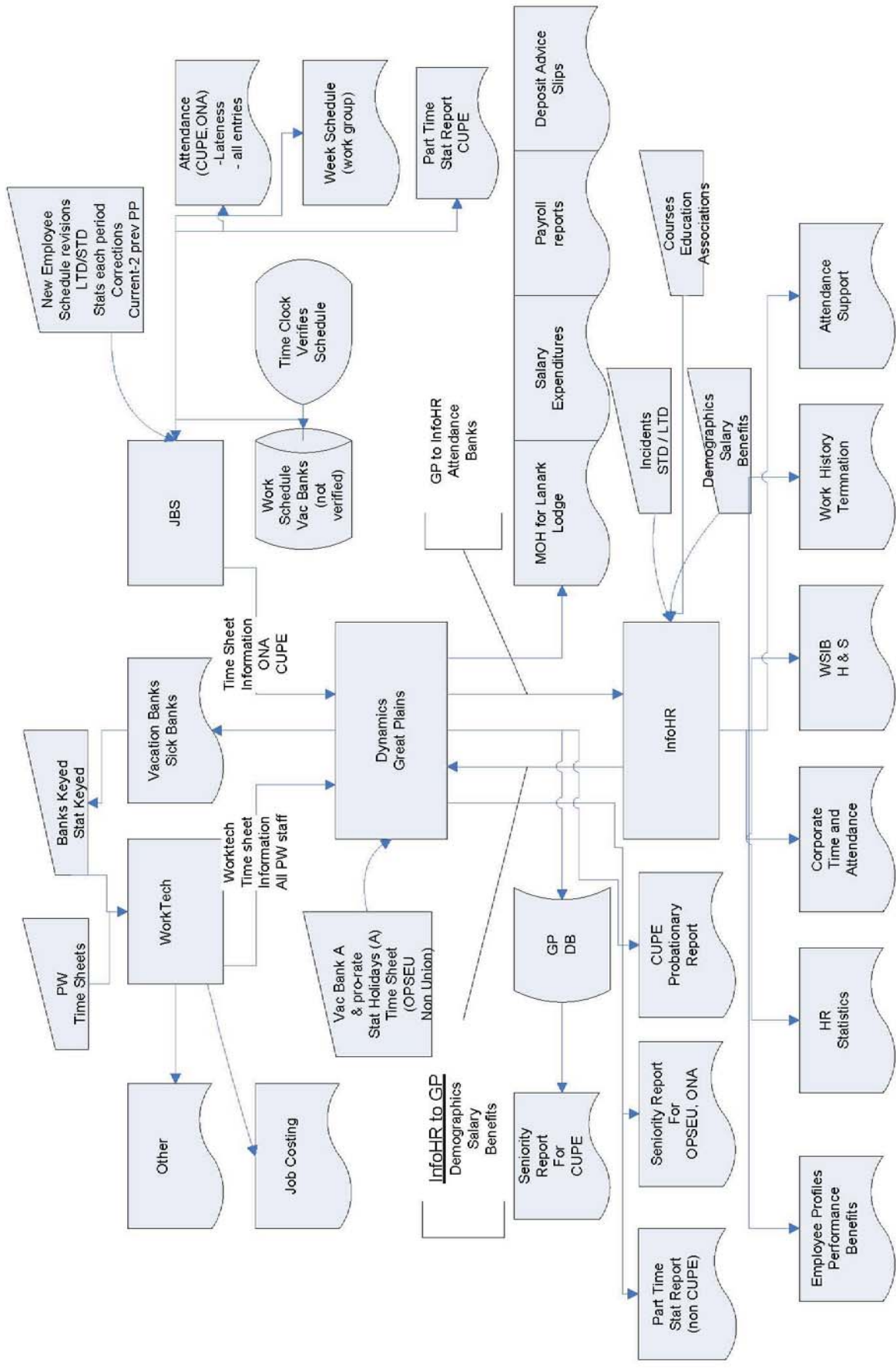
“We are very pleased with the partnership that has been established with HRSS as we worked together on integrating the info:HR system with the payroll module of our Enterprise Resource Planning system,” said Lisa Crosbie-Larmon, Director of Human Resources at the County.

The seamless interface between info:HR and the payroll system has allowed us to retain the advantages of a single data capture.

“County managers and Human Resources staff have already realized the numerous benefits of having a strong Human Resources system built solely to support Human Resource activities and not based on a financial platform.

The virtually seamless interface between info:HR and the payroll system has allowed us to retain the advantages of a single data capture. It looks like we now have the benefits of both worlds: a rich Human Resources system and single data entry. Who could ask for more?”

Payroll Integration How information flows across platforms



Earn Credits with Our New info:incentive Program

One of the biggest rewards for us at HR Systems Strategies Inc. is when one of our clients is so happy with info:HR software and the on-going support we offer that they tell everyone about it. When a client refers contacts and friends in the Human Resources community to HR Systems Strategies Inc., all we can do is say a big Thanks!

But we wanted to offer something a little better to our valued customers. That's why we're introducing our new info:HR Referrals Program, **info:incentive**. We'd like to do more in the way of thanks and encouragement for clients who can think of other HR Managers and companies that would get a big boost from streamlining their HR processes with info:HR.

Our new **info:incentive** program gives your company the opportunity to earn credits worth up to \$3,000 that can be applied to future info:HR training, info:HR product upgrades, customization services and more. And: we will throw in a free night out for the referring customer, too.

If there is a professional contact or company you know of that would benefit from info:HR, please do them and yourself a favour: contact Bill Kennedy at billk@infohr.com and join our new **info:incentive** program. Bill will email everything you need to get started enjoying your **info:incentive** rewards. As always, we appreciate your support. Thanks!

Special Pricing! Employee/Manager Self Service Module (ESS)

"How much vacation time do I have left?"

"Are you sure it's only four days?"

"Can you check my attendance to be sure?"

If you've heard questions like these, and then spent time you didn't really have to answer them, then consider implementing our Employee/Manager Self Serve (ESS) module. With it, those questions are a thing of the past.

The ESS module is designed to allow employees and supervisors greater ability to manage many of their own HR tasks. Most notably, employees can check the balances of their vacation, sick, and other hourly entitlements, and then make online requests for time off. Supervisors can approve the requests from their staff online, after checking an online calendar for minimum coverage requirements.

Approved requests automatically generate the relevant attendance records in info:HR, and update the entitlement banks accordingly. No need to track down paper forms, emails, or phone conversations – ESS does it all (and more).

Until March 31, 2011, we are offering a special program on ESS – over 40% below 2011 pricing! If you'd like more information, or would like a quick web demo, please contact Bill Kennedy at billk@infohr.com.

Please update your address book.
HRSS is at 117 Country Club Drive, King City,
Ontario L7B 1M4

Hemu's Tips and Techniques

Custom Reports and Alerts+Reminders

Call Customer Support at 1.800.567.4254 if you have further questions. By Hemu Mistry.



Custom Reports

Custom Reports created in Crystal Reports 8.0 or 8.5 can be attached to info:HR.

The Custom Report doesn't have to be created from scratch— simply use any standard info:HR report that most closely matches your Custom Report format as a template; be sure to make a copy of it first.

Once the report is created, attach it to info:HR using the menu:

“Setup\Custom Reports Master”

You can give selected users access rights to run the report using the following menu option:

“Setup\Security\Security Master\More Security\Custom Reports”

The Custom Report can then be executed using this menu option:

“Reports\Setup\Custom Reports”

info:HR provides standard selection criteria to filter the data into your Custom Report.

Another option is to let us create the Custom Reports for you. Specify the layout and type of information you want on the report and we will be happy to help.

Alerts/Reminders

Did you know info:HR has an Alerts/Reminders function? It's called Follow Up, and you can use it to create reminders for each employee.

- Under the Employee menu, choose Follow Up
- Click on Follow Up Maintenance
- Create the Follow Up records
- Assign an Effective Date to each

The alerts will be displayed on the Follow Up Overview screen for each employee to whom you have access. You also have an option to set an advance period for the alert, determining how many days ahead of time you would like the alert to start showing up on this screen.

Once the reminder is no longer required, you can delete the Follow Up record or simply check the Completed checkbox and save the record. You can also check the Completed checkbox in the employee's Follow Up Maintenance screen under the Follow Up menu.

Leave of Absence

Another handy info:HR feature!

- Under the Employee menu, go to Leaves and Termination
- Select Enter a Leave
- Specify the dates of the LOA
- Change Employment Status
- If you want Attendance records created automatically for the duration of the LOA, specify the Attendance Code
- Save

On the Status/Dates screen, the employment status will change to LOA. The LOA period will be set as the Employment Status date range. When the employee returns from LOA, you can reactivate with the following steps:

- Go to Leaves and Termination
- Select Reactive from LOA
- Select the employee
- Specify the New Employment Status code
- Specify the date of return
- Save

If the employee returns to work earlier than expected, simply select LOA Date Change option, select the employee and specify the LOA Change To date. Any extra Attendance records generated by this change will be removed automatically.

If the employee extends the LOA, just go to LOA Date Change screen and enter the new return date. The system will update the LOA period on the Status/Dates screen and additional Attendance records will be added automatically.

Please call us at 1.800.567.4254 if you need any assistance. I hope this section has been informative as previous ones. See you in our next issue!

Year-end!

Some timely tips for info:HR users

This is a busy time of year for almost everyone, and especially so for HR & Payroll departments with entitlement periods ending in December. Luckily, info:HR makes wrapping up at year-end a little bit easier for everyone.

If you use info:HR to keep track of employee entitlements—vacation, sick time, hourly banked time, overtime banked—then you need a Year End process. The standard Year End procedure involves:

- rolling over 2009 outstanding entitlement balances into 2010
- computing new 2010 entitlements
- archiving the 2009 attendance records

These steps may vary, depending on your organization's entitlement policies. For detailed information on how to carry out these steps in the Year End procedure, please log on to our Support page of our website and download the "Sample Year End Procedure" documentation. And of course you can always call our Support line at 1.800.567.4254. Have a great year-end!

We were mentioned...

WHERE:

Canadian HR Reporter,
October Issue

WHAT:

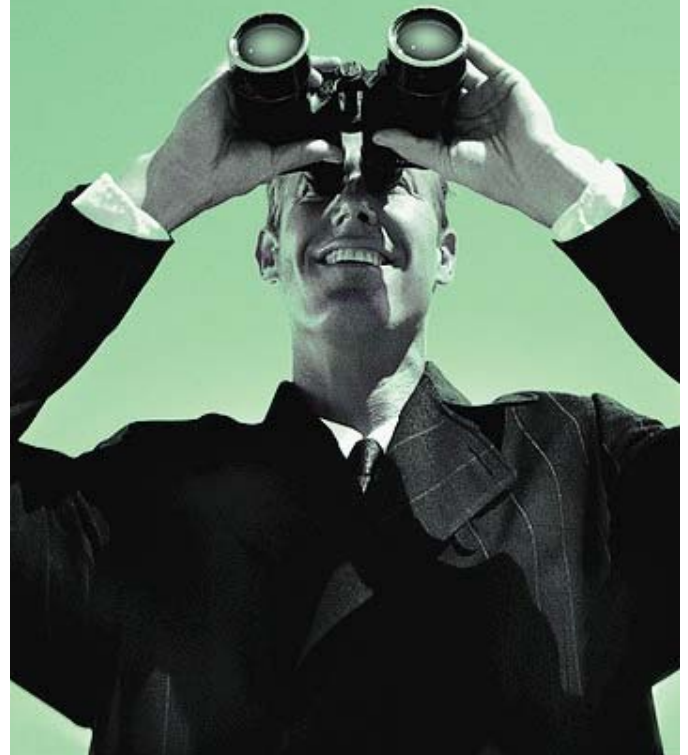
"Implementing an HRIS
into your Organization"

WHO:

Donna Hawkins, HR Manager
at Accellos, a global provider
of supply-chain execution and
an info:HR customer. In the
article, Donna shares the HRIS
experience she gained while
implementing info:HR at Accellos.

WHY:

Canadian HR Reporter reaches
more than 33,000 readers
across Canada! We welcome the
celebration of another info:HR
customer success story.



Fixes, Patches and Releases

Definitions of support updates

Ever find yourself too embarrassed to ask what developers are talking about? Read on. By Jerry Rowland.

When working with our Support group, you may hear the developers refer to some terms such as “a fix”, “a patch” or “Next/New Release”. If you’ve ever wondered what on earth they meant but were too embarrassed to ask, help has arrived. Below are brief descriptions of each term.

What is a ‘Fix’?

A ‘fix’ applies to a piece of info:HR that was specifically developed for one user. There was a custom development project giving a new feature or function specifically for one customer. If for whatever reason, the function or report needs to be modified, we refer to as a fix. It doesn’t affect any other info:HR users. The new feature or function may be built within the IHR.EXE (application file). If this is the case, support may need to create a patch file for the web site.

Fixes are emailed directly to the client or the client may be asked to download the changes from our FTP site. Notification to the client is via an email. The email contains the installation instructions.

What is a ‘Patch’?

A ‘patch’ is either a correction to the existing info:HR product or new feature or functionality that was added to the current release. Corrections to the existing info:HR are usually identified through client calls to the support line. The correction may not affect all clients since each client has the ability to configure how they use info:HR. Should the support correction affect the client base, an email would be sent to the affected clients asking them to go to the web site to download the latest patch.

Frequently, the support department uploads the latest application files and installation instructions to the Support page of our web site – www.infohr.com. To access this page, you will need your serial number and password. Your serial number can be found on the Company Master. To obtain your password, please contact HR Systems Strategies. Patch files do not need to be installed concurrently. The patch file

on the web site contains all the changes made to the current info:HR release. You are able to download as many patches between releases as needed.

Clients requiring patches to the web based modules receive separate installation instructions and are given a different link to download the application files.

What is a ‘New/Next Release’?

A ‘New/Next Release’ contains a full version of info:HR with all application, report and database files. Details of the new release are pre-announced via emails, newsletters and our web site’s Home page. Releases usually occur on an infrequent basis. One major release gets scheduled every 12 to 18 months. Assuming that info:HR is loaded on your server and the application and report files are not loaded on individual PCs, most new releases affect the server only and do not have affect on the client side.

Prior to the development cycle of a new release, info:HR prepares a release document based on either changes in legislation, client requests, marketing requests and trends. The product development document is available from the info:HR web site and is also distributed in our newsletters and email broadcasts.

When a new release is available, clients are notified via email that a release is available for downloading. Instructions and the location of the files are provided in this email. This contains the release details and is sent to the ‘sales’ and ‘technical’ contact we have on file.

Please note: Because HR Systems Strategies sends announcements via email, it is very important that we are notified of staff changes that may affect the receiving of the email. Update emails are distributed to the technical and sales contacts that were identified to us at the time of your sale. If you would like to see a list of contacts we have on file for your company, please contact us at 1-800-567-4254.

En français, s.v.p.

Customer request spurs development

New French version of Employee/Manager Self Serve module . By Bill Kennedy.



If you've stopped by your local wine and spirits retailer to pick up a nice bottle of wine for dinner, chances are you have Charton-Hobbs to thank for your choice being available.

A family enterprise, Charton-Hobbs is one of the oldest and most important in Canada dedicated to the advancement of the wine, spirit and beer markets, through the representation of select producers.

A recognized leader in the field, Charton-Hobbs is a pan-Canadian corporation with offices in nine provinces, including Quebec, where 71 of their 200 employees reside.

Human Resources is headed up by Senior Vice President Gordon Coburn, based out of Vancouver. His department tracks employees across thousands of miles, and the info:HR Employee/Manager Self Serve (ESS) module was a natural fit.

"It was an easy and necessary decision," said Gordon. "ESS allows us to implement policies consistently across Canada, and makes it easy for employees and supervisors to deal with issues like time off and vacation requests without having to go through an HR department up to four time zones away. It is a place where our employees can store and review—at any time—their personal performance appraisals, achievement certificates, contracts, time taken, and their personal data."

Gordon adds: "At the same time, our records here in Vancouver are as complete and up to date as the latest approved request. We don't have to go chasing down emails, forms, or phone messages from here to St. John's."

With a large contingent of employees having French as their first language, and with provincial regulations requiring compliance, Charton-Hobbs approached HR Systems Strategies about providing a French version of ESS.

Said President Andy Staniewski, "We had been pondering the idea, but Gordon's request moved it to the front burner. We kicked off a development project right away."

HR Systems Strategies Inc. Vice President of Product Development Jerry Rowland set up the project. Along with Senior Web Developer Mostafa Hasheme, they identified all occurrences of text that a user might see. The text was extracted and sent to an external consultant who performed the translation. The initial translation was run through a second consulting firm for French proofreading services. Once it was translated and proofread, the French text was inserted back into a duplicate ESS module where the associated English text had been.

After final testing, the new French module was provided to the Montreal office of Charton-Hobbs for installation by their IT department

Employees who choose to work in English may click on a desktop link that brings up the English version of ESS; those who choose to work in French click a link that brings up the French version. C'est magnifique!

The success of the second language module has info:HR developers thinking big. Future development plans include the ability to switch dynamically between English and French, and support for additional languages, starting with Spanish.

"ESS allows us to implement policies consistently across Canada."

HRSS Customization Services

Developing unique functions

Working with our clients to meet their exact requirements.

HR Systems Strategies participates with their client base to provide features and functions that may be either unique to their organization or joint application development (JAD) projects that may benefit all or a group of info:HR's clients. Through detailed analysis, the requirements are documented for both users and the development team at HRSS. Once the requirements are approved by the client, the development cycle begins. Throughout the development cycle, portions of the customization project are delivered to the client where testing occurs. The testing/implementation cycle includes both the client or clients as well as the Project Leader from HR Systems Strategies.



Customization: Tracking Employee Schedules **Client: Four Villages CHC**

With the latest release of info:HR, the ability to track an employee schedule has been included. This function does not do a complete scheduling function but tracks when an employee will be working. The Employee/Manager Self-Service (ESS) module uses this schedule to determine days/hours off whenever an employee submits a vacation or time request.

For Example Sally works Monday for 4 hours, Wednesday for 7 hours and Thursday for 7 hours. Sally submits a vacation request using the date range of Monday through Friday. The system would calculate that total hours (18) and know how many hours were taken each day. When the supervisor approves the request, info:HR's Attendance Master is updated with the appropriate day/hours based on the schedule.

Web-Based Employee Personnel Statistics Report: In ESS, a new Excel report was created. This report shows employees at a glance their annual vacation, sick, other paid time offs, lieu time and overtime hours broken down by each month. There are rules set up within the application to calculate forfeited lieu time. The employee can use this spreadsheet to manage lieu hours and avoid time being forfeited, as well as to schedule vacation time.

Customization: Pension System **Client: Woodbridge Foam Corporation**

This project was developed to meet the needs of the Canadian & US Pension requirements. The pension system tracks:

- Defined benefit costs (company contributed costs)
 - Defined contribution costs (employee contributions with/without company matching)
 - 401k contributions & repayment
 - Pension contributions for employees whose contributions exceed the government maximums i.e. non tax deductible earnings/contributions.
 - Pension Adjustments and Pension Adjustment Reversals
 - Alerts to the pension administrator based on certain transactions that occurred in info:HR. For example, termination of an employee who's fully vested in the pension system.
 - Ability to import pension investment details
- By using info:HR and pension rules set up in the application, the system automatically calculates employee's pension contributions as the employee moves between employment statuses and job classifications. Depending upon the application setup, employees may belong and be active in multiple types of pensions and their contributions will be calculated by the system accordingly.

The pension system comes with a wide variety of reports and forms, including:

- Worksheet summary reports
- Pension Calculators (actuarial data is provided by the pension investor)
- Pension Statements for employees
- Government reporting documents such as the quarterly T10

Benefit Tracking/Enrollment

For Canadian clients, benefits are calculated by info:HR and transferred to both payroll for employee deduction purposes and to the insurance carrier system to notify them of new hires, status changes, benefit changes and terminations. For US clients, info:HR receives the benefit enrollment information from the external carrier and transfers whatever employee costs determined to the payroll system. All employee master file changes, new hires, status changes and terminations are sent from info:HR to the external carrier.

Customization:

Attendance Management Reports

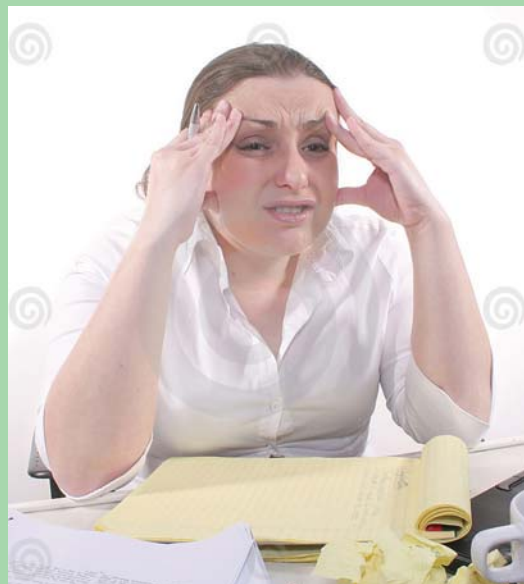
Client: Various

For various clients, info:HR has provided attendance management reports consisting of the ability to:

- Track & report absences, occurrences and frequencies.
- Compare the above against other groups within the organization and compare those groups to the overall company averages.

Attendance data is captured either via the info:HR Timesheet module, manual data entry or an external attendance tracking system.

Struggling to keep org charts up to date?



Expending manual effort to reformat the chart each time there is a change of personnel, titles, or reporting hierarchies? Then why not make use of our latest interface: now you can export the information you need right from info:HR into a file tailored for importing into either OrgPlus from HumanConcepts (Professional version and above) or Visio from Microsoft. Our new interface will pull the information you need about people, positions, and reporting authorities. Then, all you have to do is use the standard import facility for either charting application to produce the charts you want in a fraction of the time it would take to do the job manually.

The info:HR org charting interface is just \$495 (plus annual support and applicable taxes).

Contact sales@infohr.com if you'd like to get a copy, or have any questions at all.



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