

ACCENTRA UMBRELLA SOFTWARE

RELEASE NOTES (iii)

OCT 2011



ACCENTRA TECHNOLOGIES LIMITED

Unit B First Floor
249 Cranbrook Road, Ilford IG1 4TG, Essex
United Kingdom

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IMPORTANT NOTES

- This Release Notes contain information about various enhancements implemented in the system including the new AWR Compliance Module. This includes the changes to the **CMS Web Module, Payroll** and **CMS Service programs**. All items marked with the red asterisk * require additional licenses.
- All Payroll related features described in this document relates to Accentra SQL Payroll Edition 15.4.0 and above.
- CMS Web Module: After the upgrade, you and your contractors may not be able access certain screens. To resolve the issue, you must assign the permissions to the users using the "Group Permissions" screen under the "Settings" menu.

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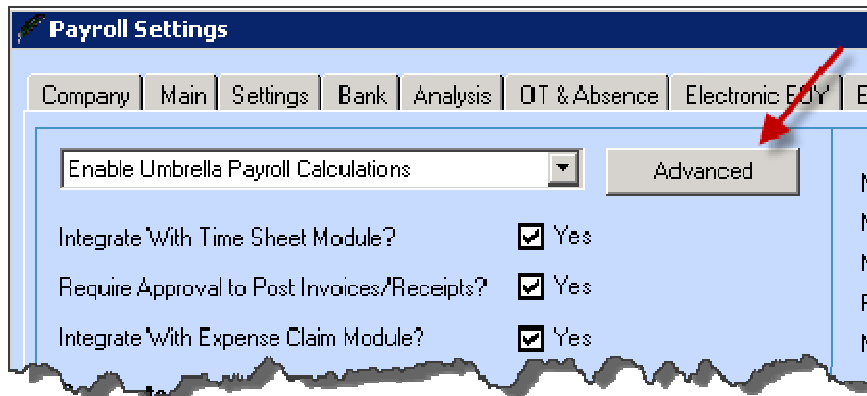
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1 PAYROLL

The changes described below are relevant to Accentra SQL Payroll version 15.4.0 and above.

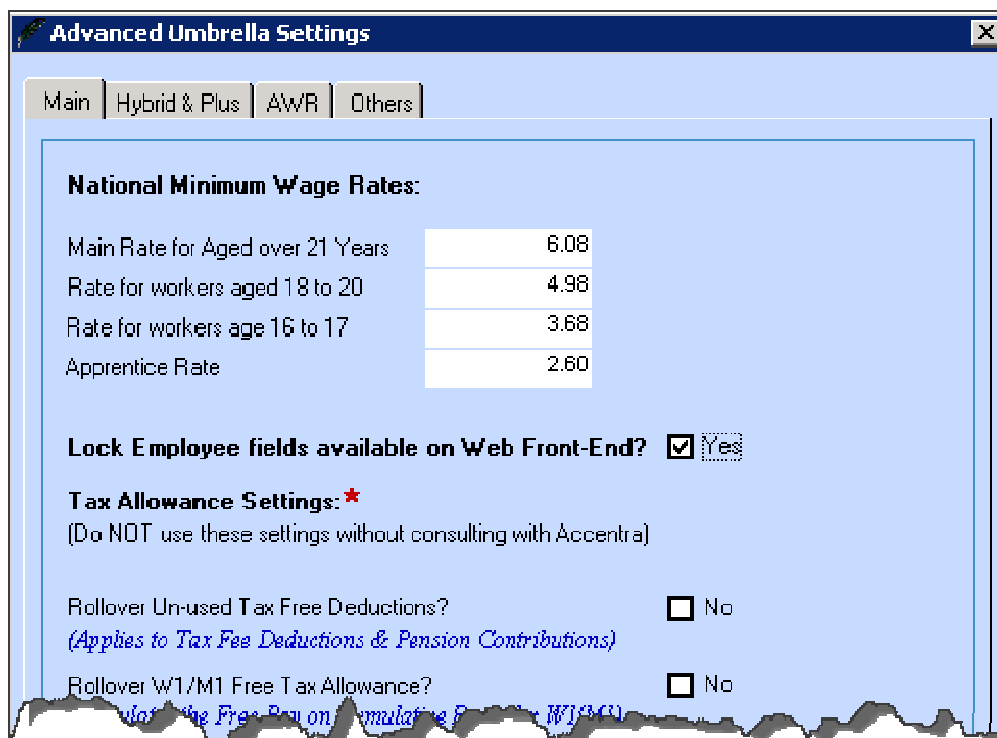
1.1 PAYROLL SETTINGS

The Payroll Options screen and relevant menu items have been renamed as "Payroll Settings". Several new options related to Umbrella Payroll processing have been introduced which can be accessed from the *Payroll Settings* screen by clicking the button "Advanced" available on the Umbrella tab.



The Advanced Umbrella Settings screen options are grouped in to four tabs. Please note that items marked with the red asterisk * require additional licenses.

1.1.1 MAIN



National Minimum Wage Rates:

You can set-up the National Minimum Wage Rates for individual Age Groups. While processing the payroll, the program will calculate the Age of the contractor at the last payroll processing date and apply the relevant rate. Please note that the "Apprentice Rate" is intended for future releases and not yet implemented in the processing engine.

Lock Employee Fields available on Web Front-End?

Set this option to "Yes" to prevent accidental changes to the Employee Record details that should be maintained on the Web front end module. We recommend our Enterprise edition users to use this setting.

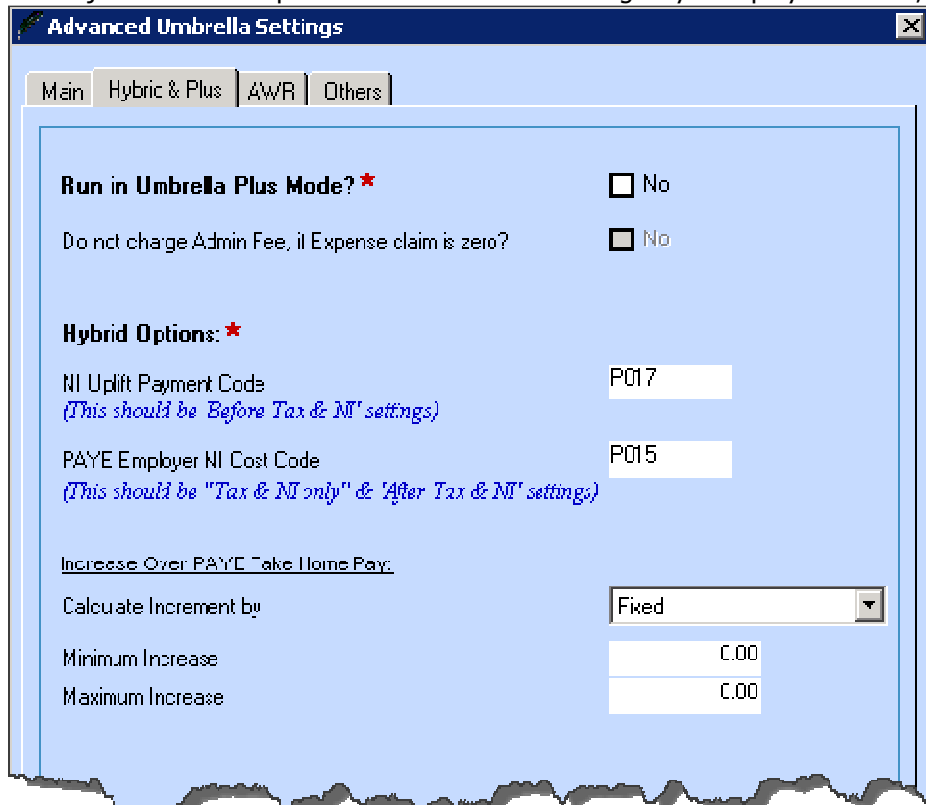
Tax Allowance Settings

All the options available under this section require special licensing and a good understanding of the underlying tax & NI calculation rules. You must use these options only after consulting with Accentra and purchasing the required license.

1.1.2 HYBRID & PLUS

This tab contains settings relevant to "Umbrella Hybrid" & "Umbrella Plus" products which work differently from the standard Umbrella. These products help umbrella companies convert Agency PAYE candidates to the Umbrella model by delivering benefits to the Agencies, Contractors and the Umbrella companies alike.

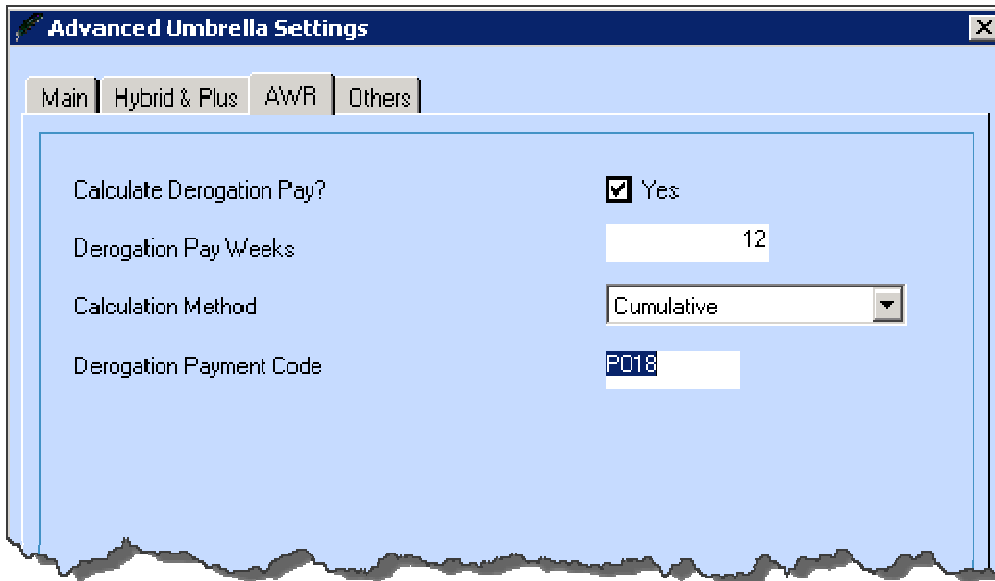
The objective of these products is to minimise the Agency's Employer NI cost, guarantee the contractor his/her normal



PAYE income and allow the Umbrella company to earn the admin fee. It achieves this by calculating the required "NI Uplift" on the fly, taking into account all the complex variables such as NI Employer, Admin Fee, Expenses etc.

If you are interested in these products, please contact us for more information and a demonstration.

1.1.3 AWR



The screenshot shows the 'Advanced Umbrella Settings' dialog box with the 'AWR' tab selected. The settings are as follows:

Setting	Value
Calculate Derogation Pay?	<input checked="" type="checkbox"/> Yes
Derogation Pay Weeks	12
Calculation Method	Cumulative
Derogation Payment Code	P018

Calculate Derogation Pay?

Set this option to "Yes", if you want to calculate derogation pay (commonly known as Swedish Derogation Pay) for the contractors who have opted-in to the Derogation contract. In order to do this, you must have issued a suitable contract to your contractors and the contractor should have opted-in to the derogation pay. Please consult with your tax advisor for advice on derogation contracts.

Derogation Pay Weeks

Specify here the number of Weeks over which the derogation pay liability should be spread. It can be anywhere between 4 weeks to 52 weeks, as you wish. You can set this up at employee level also. If there is no specific value set in the employee record, the program will use the value specified here.

Calculation Method

Choose between Cumulative & Non-Cumulative. If you don't specify a method here, the program will not be able to calculate the derogation pay.

Cumulative Method: This replaces the average method suggested in the "AWR Compliance Specification Document v.2" circulated earlier. In this method, the program will recalculate the derogation pay liability each week up to the current week, using the highest income earned by the employee until that week. Once the total liability up to the current week is calculated, the program will then deduct what is paid already until the previous week to determine the liability for the current week.

Non-cumulative Method: Derogation Pay liability will be calculated using the current week's income, disregarding the past history.

Neither of these methods may insulate you completely from the actual liability as the legislation requires you to calculate the derogation pay using the highest pay in the last 12 weeks prior to termination of the employment. Future releases will offer more options to deal with this issue and you will be notified as and when changes are available.

Derogation Payment Code

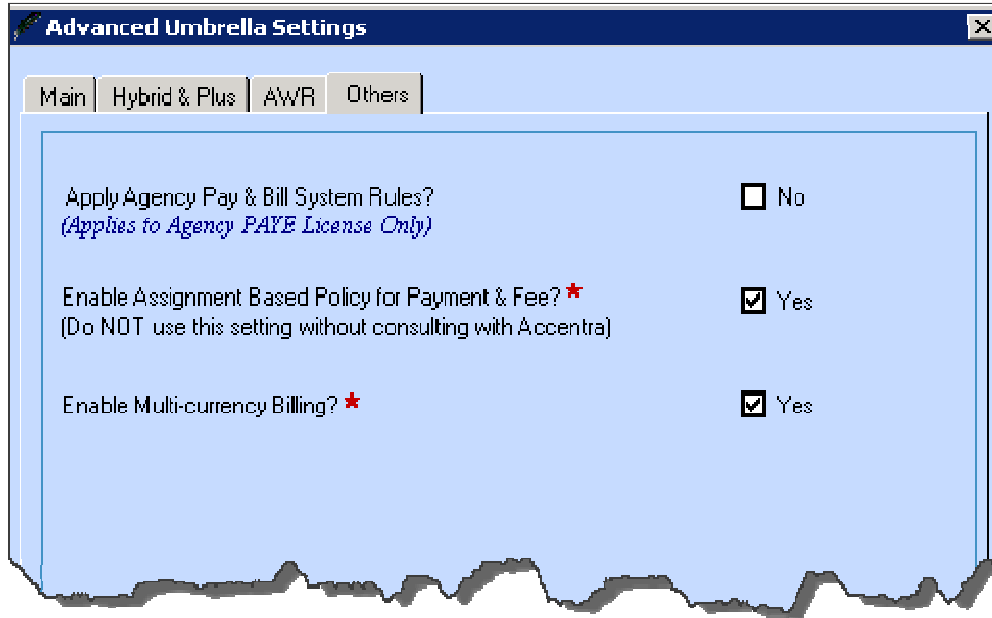
This is the payment code that the program will use to process the derogation pay. Make sure you specify a non-existing payment code, preferably the one next to the last existing code. For example, if you have a payment "P018" as the last entry on the Payments & Deductions screen, then specify "P019" as the code here.

Notes:

- Derogation Pay will always be calculated on the NMW + Bonus even though you may have chosen to split the salary in to NWM and Bonus.
- This extra allocation of funds in the payroll calculation will reduce the amount of expenses payable in many cases, resulting in a lower net pay for the contractor and in some cases, a NMW breach.

- The term 'Swedish Derogation' term refers to the opt-out clause negotiated by the Swedish delegation when the Agency Workers Directive was debated at EU level.
- Swedish Derogation does not absolve you of the responsibility of providing the same working conditions such as working time, night work, rest breaks, holidays (but not holiday pay) etc. This means you are still responsible for collecting and sharing the information after 12 weeks.

1.1.4 OTHERS



Apply Agency Pay & Bill System Rules?

This option must be used only in conjunction with our Green Pelican Pay & Bill Solution designed for Recruitment Agencies.

Enable Assignment Based Policy for Payment & Fee?

This option allows you to set the Payment Basis and Admin Fee rules by Assignment, rather than the Contractor or Agency. In order to use this facility, you will need to setup the relevant options on the CMS Web module.

Enable Multi-currency Billing?

This option allows you to invoice your Agencies in different currencies.

1.2 EMPLOYEE RECORD

No.	8306	Payroll No.	500001	Surname	Tom	Forenames	Tim											
<table border="1"> <tr> <td>Personal</td> <td>Tax & NI</td> <td>Pension</td> <td>Stud.Loan & TC</td> <td>Payments</td> <td>Deductions</td> <td>Attachments</td> <td>Bank Analysis</td> <td>Memo</td> <td>Assignments</td> <td>Timeshe</td> </tr> </table>								Personal	Tax & NI	Pension	Stud.Loan & TC	Payments	Deductions	Attachments	Bank Analysis	Memo	Assignments	Timeshe
Personal	Tax & NI	Pension	Stud.Loan & TC	Payments	Deductions	Attachments	Bank Analysis	Memo	Assignments	Timeshe								
Holiday Pay				Derogation Pay														
Holiday Pay Rule	Calculate & Pay			Opt-In for Derogation Pay?	Opt-In													
Holiday Pay Balance BF	0.00			Derogation Pay Weeks	4													
Accrued Holiday Pay Balance	0.00			<u>Status (excluding this period)</u>														
Expenses				Weeks Paid	4													
Expenses B/F (from Last Period)	0.00			Amount Paid	976.16													
				<u>Last Used Pay Rate & Hours</u>														
				Period	24													
				Pay Rate	19.52													
				Hours	25.00													
				Income	488.09													

A new tab has been included in the Employee Record screen to set-up umbrella specific rules at employee level. Existing fields relevant to the "Holiday Pay Rule" and "Expenses B/F" have been moved from the previous tabs to this tab. In addition, the following new fields relevant to Derogation Pay have been included.

Opt-in for Derogation Pay?

If your employee has opted-in to the derogation pay, select "Opt-in", otherwise select "Opt-Out". Derogation Pay will be calculated only for employees who have opted-in. If you have not selected any option and the company level requires derogation pay calculation, the program will mail an exception list when you process the payroll.

Derogation Pay Weeks

Specify here the number of Weeks over which the derogation pay liability should be spread out. It can be anywhere between 4 weeks to 52 weeks, as you wish. If you do not specify a value here, the program will use the value specified at the company level.

STATUS:

Weeks Paid

The value here indicates the number of weeks derogation pay has been made, so far. For monthly frequency employees, each month will be treated as 4 weeks. This is a read-only field.

Amount Paid

This is the total amount of derogation pay made until the last period. This is a read-only field.

LAST USED PAY RATE & HOURS:

Period

This is the last period (week or month) number in which derogation payment was made. This is a read-only field.

Pay Rate

This is the rate used for the derogation pay calculation during the last payment. Please note that this will not be same as the rate used on the timesheet. This is a read-only field.

Hours

This is the number of hours used for the derogation pay calculation during the last payment. This is a read-only field.

Income

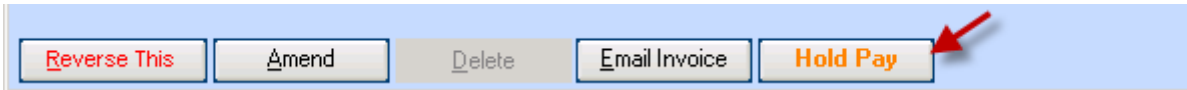
This is the income used for the derogation pay calculation during the last payment. Please note that this will not be same the rate used on the timesheet. This is a read-only field.

Note: If you are using Cumulative method, the values here will show the highest income that the program has detected so far during the derogation pay period.

1.3 TIMESHEETS

1.3.1 HOLD TIMESHEETS FROM PAYMENT

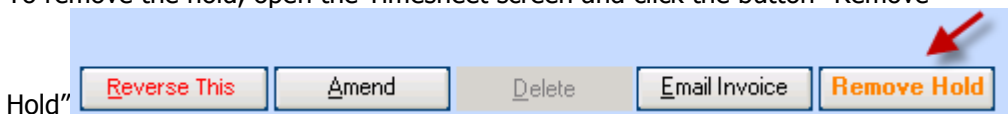
If you wish to hold payment for a timesheet after it has been approved and received, you can do so by opening the timesheet in the payroll and clicking the button 'Hold Pay'



Timesheets on-hold will not be paid to the contractor until the hold is removed. Timesheets on-hold will be indicated on the timesheet listing screen as below:

Timesheet ID	Web ID	Assignment ID	Agency	WE Date	Last Paid Period	Approved?	Billed?	Bill Ref.	Bill Amount excl.VAT	VAT	Total Bill Amount	Client Receipt	Client Deduct	
1	95823	0	90318	700001	28/09/2011	On-Hold	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	INV04761	1,595.40	279.20	1,874.60	1,874.60	0
2	95822	915	90318	700001	23/09/2011		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	INV03127	816.95	163.39	980.34	980.34	0
3							<input type="checkbox"/>	<input type="checkbox"/>		2,412.35	442.59	2,854.94	2,854.94	0

To remove the hold, open the Timesheet screen and click the button "Remove Hold"



1.3.2 TIMESHEET LISTING FILTERS

The filter options at the Timesheet Listing screens have been renamed and a few new options have been included.

80019	97	15	10	1999	700000	05/09/2011	24
78772	95					2011	24
78771	95					2011	24
78770	95					2011	24
78769	95					2011	24
78735	95					2011	24

Criteria	Filter
	Current Period - All items
	All Periods - All Items
	Pending Approval
	Pending Invoicing
	Pending Receipts
	Pending Payments
	Pending Payments w/o Expenses
	On-hold with Expenses
Criteria	Pending Payments

"Payments" refers to Payments to contractors and "Receipts" means the receipts from the Agency.

2 PAYROLL PROCESSING (AUTO-RUN)

2.1.1 SPEED ENHANCEMENT & STATUS INDICATOR

The speed of payroll processing has been enhanced significantly to allow for additional processing requirements such as Derogation Pay, Hybrid, Tax free allowances etc. As the calculation progresses, the program will display the status as below:



2.1.2 PROCESSING EXCEPTIONS

To facilitate uninterrupted processing, if the program finds an exception specific to an employee, instead of stopping and splashing a message box, it will continue to process all the employees and display a list of exceptions on completion. This includes the following exceptions:

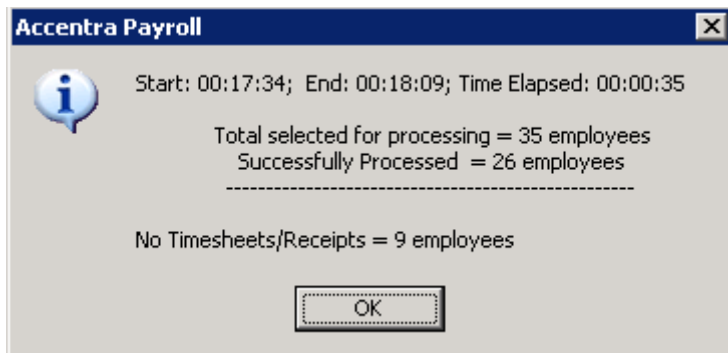
- NMW Breach
- Invalid NI Category
- Invalid Tax Code
- Invalid Derogation Opt-in Option

The list will also be emailed to the email ID specified in the Payroll Settings->Main tab. More such exceptions will be added in future versions.

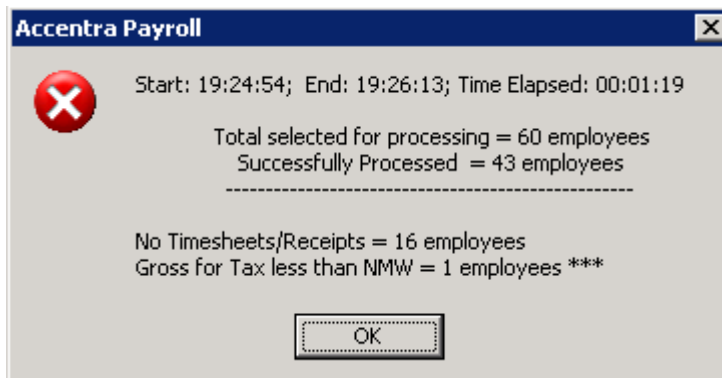
2.1.3 END OF PROCESSING MESSAGE

The message at the end of auto-run has been enhanced to provide more detailed information including the Start & End time and the number minutes/seconds taken to complete the processing.

The message below with the 'information mark' indicates that all employees with required information were processed successfully.

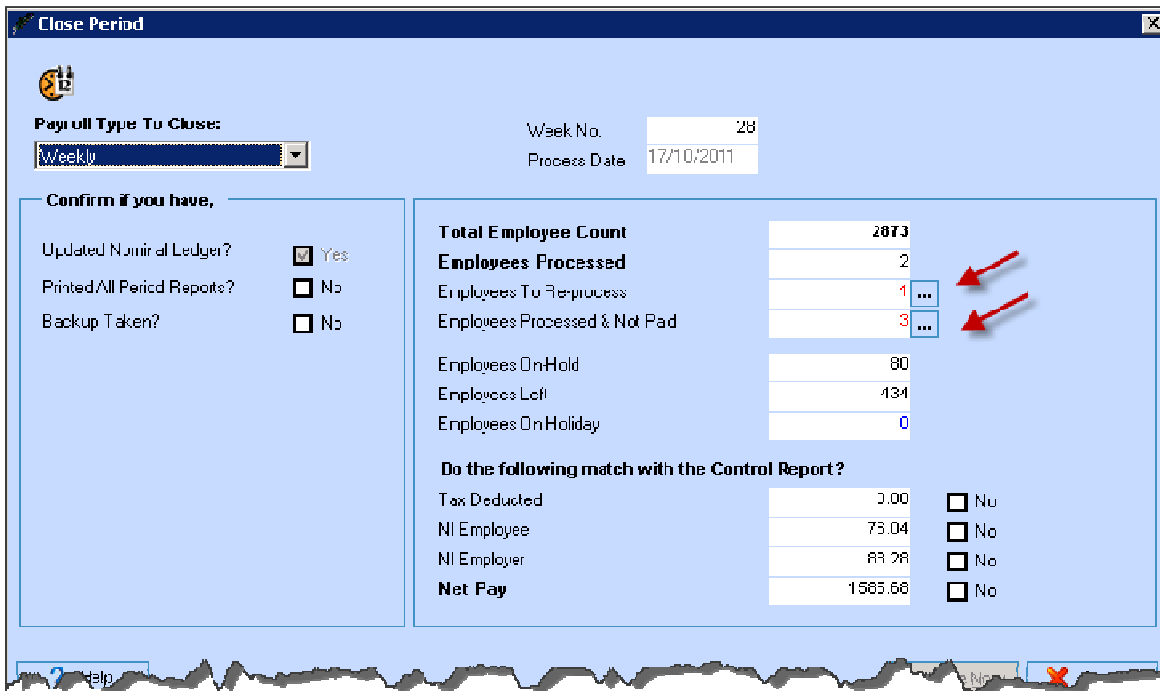


The message below with the red-cross mark indicates that some employees could not be processed. The message will be followed by an exception list to allow you to examine the problem.



2.2 CLOSE PERIOD

The layout of the 'Close Period' screen has been enhanced with more intuitive messages and the ability to review the exceptions. Apart from providing other details, the screen will show two major exception items.



Number of Employees to Reprocess

This will include employees whose records have been amended within the payroll, after the payroll was processed. If there is a value here, you will not be able to close the period without reprocessing those employees. To review the list of affected employees, you can click the button next to this field.

Note: To prevent this from happening, you can set the option "Lock Employee Fields available on Web Front-End?" discussed under Payroll Settings section.

Number of Employees Processed and Not Paid

This will include employees whose have been processed but payment confirmation has not been made. A value in this field will not stop you from closing the period but we recommend examining the affected employees before closing the period.

3 CMS WEB PORTAL

There are several enhancements to the CMS Web portal module. Most of the enhancements are part of your existing licensing while some of them require additional licensing. Features/Modules that require additional licensing are marked with the red asterisk * mark in the following sections. When you try to access a feature, if you do not have the necessary license, you will be presented with a screen asking you to upgrade your license.

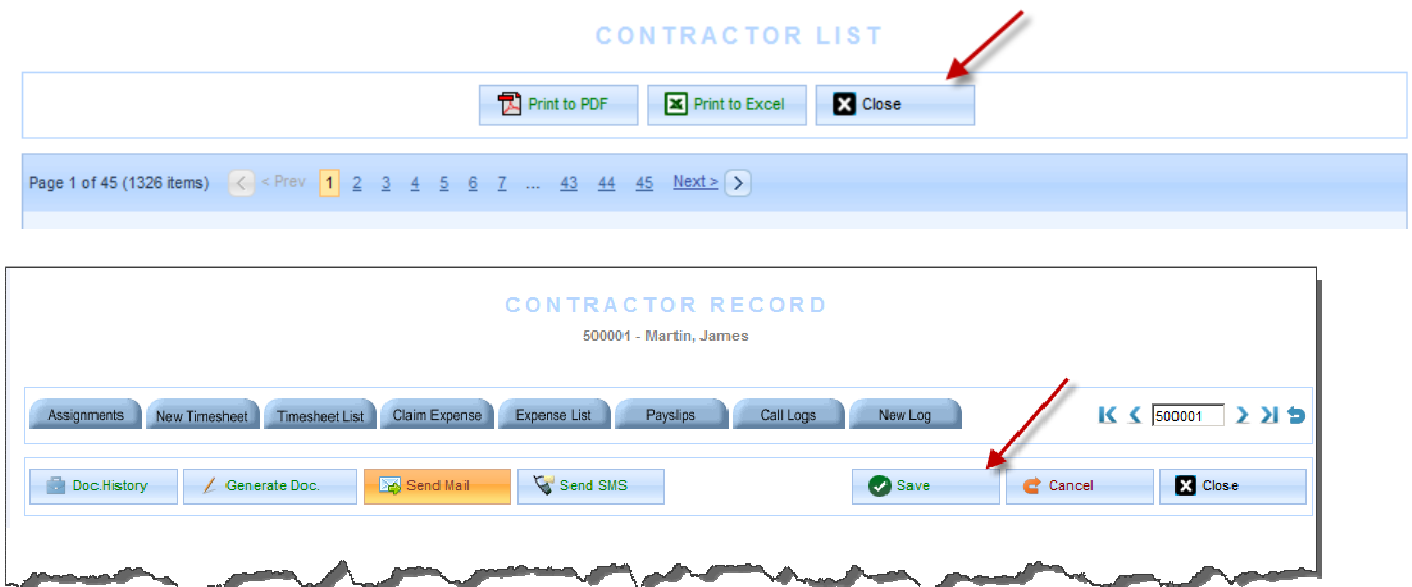
Note:

After the upgrade, you may not be able access certain screens. To resolve the issue, you must assign the permissions to the users using the "Group Permissions" screen under the "Settings" menu.

3.1 GLOBAL CHANGES

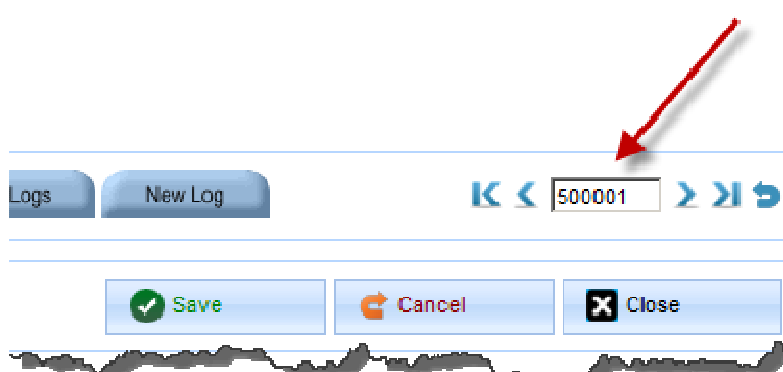
3.1.1 ACTION BUTTONS

In most screens, the action buttons such as Save, Cancel have been implemented at both the top & the bottom allowing the user to execute an action without having to scroll down.



3.1.2 NEW NAVIGATION BUTTONS

Most of the screens have a new navigation buttons which allow you to move to a different record, without having to exit the screen. This will be very handy if you have to make changes to several records or simply browse them through to verify the details. You can move to Next, Previous, First and Last records in addition to moving to a specific record by typing in the relevant ID.



3.1.3 RECORD SCREENS – NEW “SAVE & EXIT” BUTTON

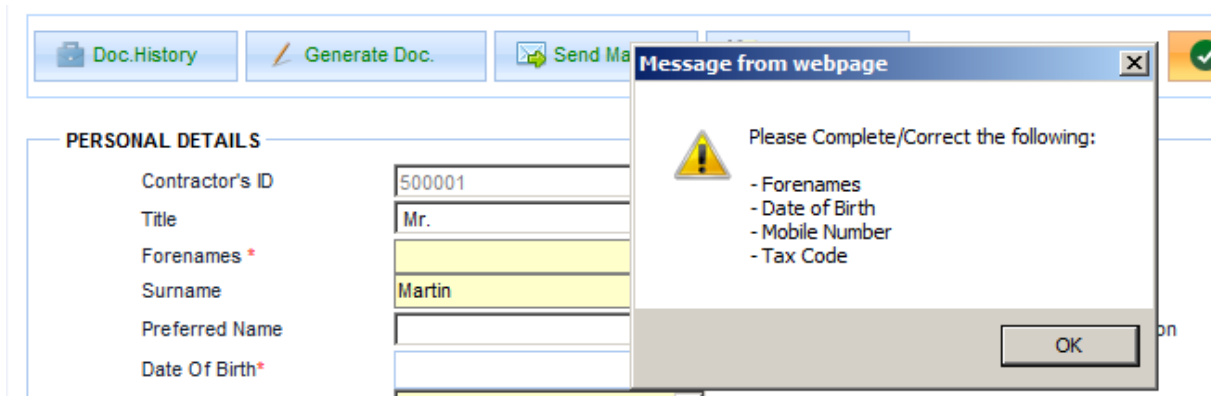
All record screens such as Enquiry Record, Contractor Record, and Assignment Record have a new Save & Exit button which saves the changes and closes the screen in a single action. The existing Save button will save the changes and remain in the screen.

3.1.4 VALIDATION ERROR HANDLING

Two types of improvements have been implemented.

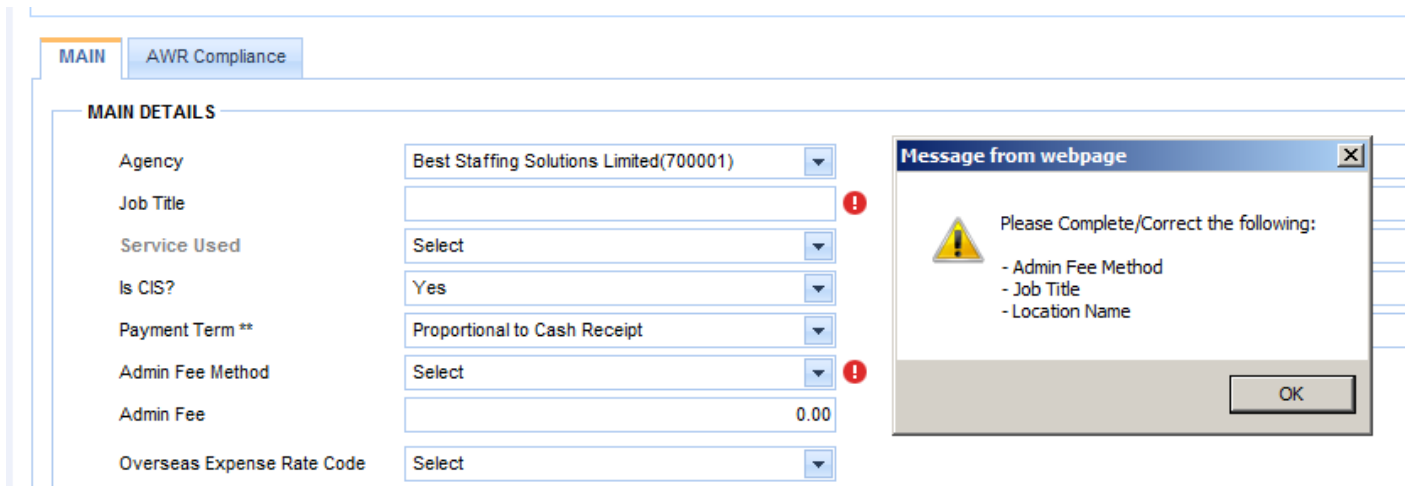
Message box with a list of errors

When you attempt to save a screen with errors, the program will display a message box with a list of errors found. This has been implemented in all the screens.



Enhanced Visual Error Indicator

In selective screens, in addition to the above message, the program highlights the error with an enhanced visual indicator. This will be gradually extended to all the screens in future versions.



3.2 SETTINGS

3.2.1 COMPANY SETTINGS *

DEFAULT SETTINGS

Def Company ID	0
Default Payment Term **	On Invoicing
Default Pay Frequency	4 Weekly
Default Holiday Pay Rule	Calculate & Retain
Default Payment Method	SWIFT
Default Admin Fee	Use Assignment Rule
Derogation Contract	Opt-in
Derogation Spread Weeks	12

The two new fields above allow you to set up the default values for the derogation pay.

Derogation Contract

Select between Opt-in or Opt-Out. All new contractors will default to this setting.

Derogation Spread Weeks

This is the number of weeks over which you wish to spread the derogation pay liability. This can be anywhere between 4 and 52 weeks.

3.2.2 PAYMENT RATES (BILLABLE EXPENSES)

Billable expenses can be auto created by defining specific payment rates as 'Billable Expenses' and mapping them to the relevant 'Expense Group Codes'. When a payment rate marked as a Billable expense is used in a Timesheet, the program will automatically create expense claims using the relevant expense group codes. The expense claims will be generated in the Payroll automatically and will have to be approved by you from the Payroll.

PAY RATES

ID	PAY RATE TYPE	DESCRIPTION	EXCEL COLUMN VALUE	HOURS/UNIT	OBSOLETE?	DEFAULT RATES	PAY RATE KIND	EXPENSE GROUP CODE
1015	Rate	Hourly Rate Standard	Std Hourly Rate	1.00	<input type="checkbox"/>	1	Standard	Select One
1017	Variable	Hotel Accomodation		1.00	<input type="checkbox"/>	0	Billable Expenses	Hotel Accomodati
1018	Variable	Travel		0.00	<input type="checkbox"/>	0	Billable Expenses	Travel (102)
1021	Rate	Daily Rate @8 hrs/day	Days	8.00	<input checked="" type="checkbox"/>	0	Standard	Select One

3.2.3 EXPENSE GROUPS (BILLABLE EXPENSES)

A new dropdown option allows you to tag specific expense group codes as "Billable Expenses".

EXPENSE GROUPS

GROUP CODE	GROUP NAME	NOMINAL CODE	DAILY ALLOWANCE	MAXIMUM CLAIMABLE	DISPENSATION ITEM?	OBSOLETE?	VAT CODE	EXPENSE TYPE
101	Hotel Accomodation	3120	0.0000	0.0000	Yes	No	Zero Rated 0%	Billable Expenses
102	Travel	6270	0.0000	0.0000	No	No	Zero Rated 0%	Billable Expenses

3.2.4 POST CODE LOOKUP & BANK ACCOUNT VALIDATION

You can setup the program to look-up post codes and validate the bank account by signing-up to PostCode Anywhere and filling up the relevant credentials in the Company settings.

POST CODE AND BANK ACCOUNT VALIDATION

Require Post Code Lookup?	Yes
Required Bank Account Validation?	No
Provider	Postcode Anywhere
Account	ACCEN11140
License Key	●●●●●●●●●●●●●●●●

If you wish to use this facility and sign-up to Post Code Anywhere, please contact us and we will assist you with the process.

3.2.5 CURRENCY LIST *


The currency list allows you setup the list or currencies that you wish to invoice the Agencies with. You can invoice the agencies in different currencies, however:

- Each Agency account must be linked to a specific currency. If you have the same agency that requires invoicing in two currencies, you must setup two separate accounts for that agency
- Contractors will always be paid in GBP.

3.2.6 OVERSEAS EXPENSE RATES *

This facility allows you to setup the Overseas Expense Rates allowed by HMRC for UK workers travelling abroad. The rates are prescribed by HMRC for each Country & City that includes a standard list of allowable expenses. This rate card can be attached overseas assignments and referred to at the time of approving expenses.

MAIN

Overseas Expense Rate ID	105	Currency Code	Euro-EUR
Country	Belgium	Room Rate Currency	Select 
City	Brussels		
Over 5 Hours Rate	25.00	Room Rate	152.00
Over 10 Hours Rate	65.50	BreakFast Rate	0.00
		Lunch Rate	21.00
		Dinner Rate	37.00
		Others Rate	0.00
		Drinks Rate	7.50
		Hotel To Office Rate	4.50
		Total Residual	70.00

3.3 CONTRACTOR RECORD

3.3.1 DEROGATION PAY FIELDS *

You will be able to set up the Derogation Contract preference (Opt-in or Opt-Out) and also the number of weeks over which the derogation pay liability should be spread out.

The screenshot shows a 'PAYROLL SETTINGS' form with the following fields and values:

Payroll Frequency	Weekly
Tax Code	747L
Tax Basis	Cumulative
NI Number	JT859764A
Holiday Pay Rule	Calculate & Pay Immediately
Proof of Right to Work	British
Expiry Date	
Proof of Identity	Verified
Derogation Contract	Select
Derogation Spread Weeks	0

Red arrows point to the 'Derogation Contract' and 'Derogation Spread Weeks' fields.

3.3.2 DOCUMENT UPLOAD BUTTON *

Once a document is uploaded for a specific field, the document upload button will change to green colour to visually confirm that the document exists already.

This close-up shows the document upload buttons for 'Proof of Right to Work' and 'Proof of Identity'. The 'Proof of Identity' button is green, indicating a document is uploaded, while the 'Proof of Right to Work' button is blue.

3.3.3 ADMIN FEE METHOD *

A new admin fee method "Follow Assignment Rules". This allows you to charge the contractors a different admin fee for different agencies.

3.3.4 CUSTOMER SERVICE REP ID (CSR ID)

In addition to linking the contractor record to a Sales Person, you can also now link it to a Customer Service Rep. To use this facility, you must setup users (staff) belonging to the new user group Customer Service Rep.

3.4 ASSIGNMENTS

3.4.1 ADMIN FEE METHOD *

A new drop down option that allows you to setup Admin Fee method at assignment level has been implemented. The program will look up the Contractor Record and if the rule is setup as 'Follow Assignment Rule' then the program will apply the rule as specified in the assignment.

Following two options are not available at assignment level:

- Apply Fixed Fee Table
- Apply % Fee Table

If the rule at the assignment is setup as 'Follow Agency Rule', then the program will refer to the relevant Agency Record for the rule.

3.4.2 PAYMENT TERM *

A new drop down option that allows you to setup the contractor payment term at assignment level has been implemented. If the rule is set-up in Assignment record, the program will ignore the contractor level setting and apply the assignment rule.

3.4.3 OVERSEAS EXPENSE RATE CODE *

Overseas assignments can be linked to relevant Overseas Expense Rate cards. While approving expenses, you will be able to look up the rate card to verify the eligibility.

3.4.4 WORKING PATTERN *

You can setup the working pattern for each assignment to assist you with the Expense Claim & Timesheet approval process. The screenshot below shows the details that can be recorded in the system.

NORMAL WORKING PATTERN

	SUN	MON	TUE	WED	THU	FRI	SAT	Days Per Week																
Days	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4																
Weeks Per Month	4.33																							
Start Time	07:15																							
End Time	18:00																							
Travel Hours Per Day	01:45																							
Work Hours Per Day	09:00																							
Notes								<p>Summary Refresh</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #e1eef6;">Summary</th> <th style="background-color: #e1eef6;">Per Day</th> <th style="background-color: #e1eef6;">Per Week</th> <th style="background-color: #e1eef6;">Per Month</th> </tr> </thead> <tbody> <tr> <td>Work Hours</td> <td>9.00</td> <td>36.00</td> <td>155.53</td> </tr> <tr> <td>Travel Hours</td> <td>1.45</td> <td>7.00</td> <td>30.19</td> </tr> <tr> <td>Total Hours</td> <td>10.45</td> <td>43.00</td> <td>186.11</td> </tr> </tbody> </table>	Summary	Per Day	Per Week	Per Month	Work Hours	9.00	36.00	155.53	Travel Hours	1.45	7.00	30.19	Total Hours	10.45	43.00	186.11
Summary	Per Day	Per Week	Per Month																					
Work Hours	9.00	36.00	155.53																					
Travel Hours	1.45	7.00	30.19																					
Total Hours	10.45	43.00	186.11																					

3.4.5 AWR COMPLIANCE *

MAIN SECTION

Outside AWR Scope?

If you believe that the assignment is outside the AWR scope, tick this box. If you do so, you will be asked to select one the following reasons:

- Own Business/Professionals
- Managed Service Contract
- On Secondment
- Direct Employment
- In House

- Others (you must specify the details)

Weeks Accumulated in Previous Employment

The key to the calculation of 12 Weeks qualification is the "Hirer" and the "Job". An agency worker can qualify for equal treatment after 12 weeks in the "same job" with the "same hirer", regardless of whether they have been supplied by more than one agency/umbrella over the course of that period of time. This means that even if the contractor has just joined you, he/she may already have completed the qualifying period in relation to a particular job with a hirer, or at least have accrued a number of weeks towards completing it. In order to ensure that the contractors receive their correct entitlement, you should ask them for their up to date work history - the aim being to ensure that they have the correct information. Not doing so could leave you in a position where it may be liable, in whole or part, for any lack of equal treatment. The same rule applies, when the contractor moves to another Agency while in your employment, but continues with the same hirer and the job. If you believe the contractor is continuing an existing assignment, you must record the weeks he/she has already accumulated. The number of weeks you enter here will count towards the 12 Week calculation.

Total Weeks Accumulated

This is the total weeks accumulated in the current assignment towards the 12 Weeks qualification. Please note that the information here may not be up to date until the break events have been updated by you using the new 'Update Break Events' feature.

END CLIENT SECTION**End Client ID**

Please select the end client ID here. If you don't find the end client ID in the dropdown list, you must first set up the end client record. If you open an existing assignment that was created before upgrading, the program will insist on an end client ID. Please note that once you have selected an end client ID and saved it, you will not be able to change it if the assignment has already been used to create timesheets.

End Client Name, Address & Contact Details

These details are picked up from the end client record and displayed here for read-only purpose.

ENTITLEMENT STATUS**Day1 Document Requested? & Day1 Document Date**

These will be updated when you send the request to the Agency using the facility discussed in section 3.11.2

Day1 Document Received? & Day1 Document Received Date

When the Agency sends you the entitlement document, you can attach it to the assignment record using the upload button available next to this field. When you upload the document, the program will automatically update these fields. The uploaded documents can also be viewed from Agency & Contractor records.

Day1 Document Sent? & Day1 Document Sent Date

These will be updated when you send the documents to the contractor using the facility discussed in section 3.11.4

Note: Week 12 fields follow the same rules.

3.5 EXPENSE CLAIM ENTRY

While entering/approving the expense claims, you can link them to the relevant Timesheet using the Timesheet dropdown. If you select a timesheet, the program will auto populate the assignment ID. Alternatively, you can just link the assignment only to the expense claim.

You can have a quick view of the recent timesheets by clicking the “Timesheets” hyperlink.

EXPENSE ENTRY

500001 - Martin, James

Timesheet ID	Select	Assignment ID	Select	Timesheets	Working Patterns	Overseas Expense Rates	
Claim Ref.No	20111003	Date Of Claim	30/09/2011	Claim ID	NEW	Total Claim Value	0.00
Approved Mileage Claim		Other Expenses					
Company Car?	Yes	Make & Model	1				
Vehicle Type	Motor Cycle	Registration No	1				

3.6 TIMESHEET ENTRY

3.6.1 ASSIGNMENT DROPDOWN

The new version will list all assignments excluding the ones marked as 'Closed' but including the ones with an end date prior to the current date. This will allow you to record timesheets for assignments that ended in the past. However, the program will prevent you from submitting a timesheet if the Timesheet Start/End date is after the assignment end date.

3.6.2 FREE TEXT NOTES

You can attach detailed notes to each Timesheet which can be included in the invoices sent to the agencies. Please note this will require an amendment to your existing invoice layout.

Assignment	test job - 90419 - Best Staffing Solutions Limite	Work Started On	04/08/2011
Agency	Best Staffing Solutions Limited - 700001	Work Finished On	18/08/2011
End Client	Epsom General Hospital	Billing Date	02/10/2011
Work Location	Trafalgar Square		

DESCRIPTION	TYPE	UNITS	PAY RATE	CHARGE RATE	AMOUNT	DEDUCTIONS	VAT RATE %
1023 - Overtime1	Rate	23.00	90.0000	90.00	2070.00	0.00	20.00
1025 - Overtime3	Rate	12.00	100.0000	0.00	1200.00	0.00	20.00
1026 - Overtime4	Rate	0.00	0.0000	0.00	0.00	0.00	20.00
1038 - Nightshift Rate	Rate	0.00	0.0000	0.00	0.00	0.00	20.00
10006 - Daily Rate @8 hrs/day	Rate	0.00	0.0000	0.00	0.00	0.00	20.00
1015 - Hourly Rate Standard	Rate	0.00	0.0000	0.00	0.00	0.00	20.00

Invoice Notes:

Sample free text to the timesheet

Attach Timesheet:

NO
IMAGE
AVAILABLE

Browse...

Invoice Totals:

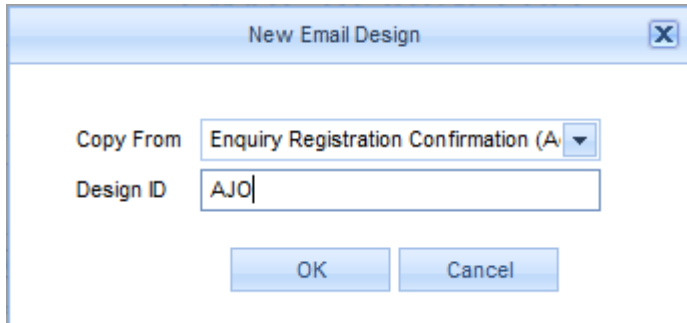
Net	3270.00
VAT	654.00
Total	3924.00
Deductions	0.00
Bill Total	3924.00

3.7 EMAIL DESIGNS*

3.7.1 NEW DESIGNS - COPY FACILITY

You can create new email designs simply by copying from an existing design. When you click the button "New Design" button, the program will allow you to choose from two options:

- Design from Scratch
- Copy from Existing Design



3.7.2 SENDING ONE-OFF FREE FORM EMAILS

You can now send one-off emails to Contractors without having to amend the email designs. To use this functionality:

1. Create an email design with the ID "OET".
2. While sending the mail, choose the design "OET" from the dropdown.

The program will open a new screen where you can type the following:

Email ID Type

Choose between "Both", "Primary" and "Alternative"

Send To

Depending on what you selected above, the program will fill the Email ID from the contractor record. You will be able to amend this.

CC

Type here the email ID, if you want to CC the mail to someone.

Subject

Write the subject line


Message


Write the message

Click Send to send the mail. The program will send the message typed by you using the signature and disclaimer setup by in the OET design

3.7.3 DYNAMIC SENDER EMAIL ID

A new option in the Email Design screen allows you to write the sender email ID dynamically at the time of sending the emails, rather than automatically picking it from the email design.

Dynamic Sender Email ID?	Yes 
Sender Email	d.pandy@accentra.co.in
Admin Email	joachim@accentra.co.uk
Email Subject	You have been Registered with us - ABC Umbrella



3.8 CALL MANAGEMENT*

3.8.1 CALL LOG ENHANCEMENTS

The following enhancements have been made to the call log system:

1. The date & follow-up date includes the time as well
2. Automated emails and SMS get added to the call logs automatically
3. While creating call logs for Agencies, the consultant can be linked to the call log

3.8.2 NEW TASK MANAGER (REQUIRES CRM-II LICENSE)

The new Task Manager allows you manage all tasks related to Enquirers, Contractors and Agencies alike from a single screen. In essence a Task is an enhanced version of a simple call log, with the ability to assign the following attributes:

- Task Source
- Priority
- Task Originated By
- Ability to attach up to 3 files to each call log
- Email notification on Call/Task creation and assignment

TASK LIST
Status: Outstanding

New Task
Print to PDF
Print to Excel
Close

Drag a column header here to group by that col

- Enquiry
- Contractor
- Agency

Categ.	Task ID	Task Date	Name	Type	Type	Description	Assigned To	Status	Followup Date
C	101862	01/10/2011 13:04	BECKER, AARON	Call In	General Query	Followup later..	Accentra Demo	Outstanding	01/10/2011 13:04
C	101846	28/09/2011 14:34	Mendly, Ali	Call In	General Query	Notes testing	Accentra Demo	Outstanding	28/09/2011 12:00
E	101835	23/09/2011 12:59	Johnson, Martin	Call In	Registration Query	Test	Accentra Demo	Outstanding	23/09/2011 12:00
A	101834	23/09/2011 12:46	Best Staffing Solution Iva Manda	Call In	Referrals	Test	Marko Sales	Outstanding	23/09/2011 12:45

3.9 DOCUMENT MANAGEMENT*

3.9.1 DOCUMENT TYPES & GROUPS

Each document uploaded by you can now be tagged to a "Type" and a "Group". While viewing the document history screen, you will be able to group and sort the items using these new columns. When you upload documents directly from Contractor/Enquiry records (such as Proof of Address, Identity etc.), the program will auto assign the Type and Group.

3.9.2 DOCUMENT UPLOADS FOR ASSIGNMENTS

Documents can be now uploaded for each assignment. When you upload a document for an assignment, the program will auto create entries in the Contractor's and Agency's records as well.

3.10 USER SETUP

3.10.1 USERS

Existing Staff List screen has been replaced by the new 'Users' screen. The user setup screen has been enhanced with new options

MAIN

Staff ID	Bob533
Login ID	BobBuilderBob533
Staff Name	Bob Builder
Password	*****
Email ID	mervyn@accentra.co.uk
User Group	Contractors-7801
Is AdminUser?	No
Active?	Yes
Send Call Log Notification	No
Commission Scheme ID	

Send Call Log Notification? *

If this option is enabled, when a Call Log/Task is assigned to an user, the program will send an email notification to the user. Refer section 3.13

Commission Scheme ID *

Link the commission scheme ID relevant to this user. Refer section 3.14

3.10.2 USER GROUP

A new user group "Customer Service Representative" has been included.

3.10.3 START-UP PAGE SETTING

You can set-up specific start-up pages for different User Groups. If you do not specify one, the program will default to the Contractor Listing page.

User Groups | Group Permissions

Page 1 of 2 (14 items) < < Prev 1 2 Next > >

Drag a column header here to group by that column

Group ID	Group Name	Group Level	Startup Page
7501	Administrators	0	Contractor Listing
7502	Managers	1	Timesheet to Approve List
7503	Sales & Marketing	2	New Enquiry Listing
7504	Assistants	2	Contractor Listing
7505	Operators	2	Agency Listing

3.11 AWR COMPLIANCE TOOLS*

The AWR Menu presents a set of tools designed to help you to be compliant with the legislation.

3.11.1 UPDATE BREAK EVENTS

This feature will be available around 25th Oct 2011. Please refer to section 2.4.1 of the AWR Compliance Module Specification for further details.

3.11.2 REQUEST DAY1 ENTITLEMENT DOCUMENT

This feature will allow you to send automated email requests to Agencies asking for the Day1 Entitlement Document for assignments that have not been marked as received. You can also send reminders using the same facility.

While sending the requests, you will be able to select the following:

- All agencies or selected agencies from the list box
- New Request or Reminder
- Last Requested Date, if you select Reminder
- Customer Service Rep ID of the Agency

Once you select the options and click 'OK', the program will list the assignments matching the criteria selected above. You can then select or deselect the items from the list and click 'Send Mail'. The program will then perform the following:

ACTION 1: EMAILS

Send requests to agencies by email as per the rules below:

1. Email Design ID: "D1R" for Request, "D1F" for Follow-up. This is auto selected and must exist.
2. The Sender Email ID will be as per the email design, but the user can change this.
3. The Recipient ID will be the Agency's Invoice Email ID with CC to the Assignment Email ID
4. One email per Agency
5. Email contents as per the email design "D1R" or "D1F" with a PDF attachment containing the list of relevant assignments with the following columns:
 - Assignment ID
 - Agency Ref (for Assignment)
 - Agency Name
 - Contractor ID
 - End Client Name
 - Start Date
 - End Date
 - TS Count
 - Last Requested Date

ACTION 2: CALL LOGS

The program will automatically create call log entries for the Agency with the following details:

Source = Bulk Email
 Type = AWR
 Status = Automated Log

ACTION 3: ASSIGNMENT UPDATE

Assignment records will be updated as below:

Day1 Document Requested = Yes
 Document Requested Date = Today

3.11.3 REQUEST WEEK12 ENTITLEMENT DOCUMENT

Same as section 3.11.2 above, except for the following:

- Document Type = Week 12 Entitlement Document
- Email Design ID = "WKR" for Requests, "WKF" for Follow-up

3.11.4 SEND DAY1 ENTITLEMENT DOCUMENTS

This feature will allow you to send Day1 Entitlement documents that have been received but not yet sent to the Contractors. You will be able to select the following options from the filter screen:

- Assignment Start Date: Blank means All
- Assignment End Date: Blank means All
- Include Out of Scope Assignments? [Default = No]
- Include Closed Assignments? [Default = No]
- Agency [List box selection]
- End Client [List box Selection]

Once you select the options and click 'OK', the program will list the assignments matching the criteria selected above. You can then select or deselect the items from the list and click 'Send Mail'. The program will then perform the following:

ACTION 1: EMAILS

Send emails to contractors as per the rules below:

1. Email Design ID: "D1S"
2. The Sender Email ID will be as per the email design, but the user can change this.
3. The Recipient ID: Contractor's primary email ID
4. Subject Line: Day 1 Entitlement for Assignment ID: XXXXX Job: Designer Client: XXXXXX Designer Agency: XXXXXX
5. Email contents as per the email design "D1S"
6. Attachment: Document received from the Agency.

ACTION 2: CALL LOGS

The program will automatically create call log entries for the Agency with the following details:

Source = Bulk Email
 Type = AWR
 Status = Automated Log

ACTION 3: ASSIGNMENT UPDATE

Assignment records will be updated as below:

Day1 Document Sent = Yes
 Document Sent Date = Today

3.11.5 SEND WEEK12 ENTITLEMENT DOCUMENTS

Same as section 3.11.4 above, except for the following:

- Document Type = Week 12 Entitlement Document
- Email Design ID = "WKS"

3.11.6 DAY 1 DOCUMENTS TO RECEIVE – REPORT

This report will list the assignments for which the Day 1 Entitlement Documents have not **yet** been received.

- Assignment Start Date: Blank means All
- Assignment End Date: Blank means All
- Include Out of Scope Assignments? [Default = No]
- Include Closed Assignments? [Default = No]
- Agency [List box selection]
- End Client [List box Selection]
- Primary Grouping [Agency or End Client]
- Secondary Grouping [Agency or End Client]

The program will produce a list of assignments matching the above criteria that have not been marked as “Day1 Document Received”. The report will have the following columns:

- Assignment ID
- Agency Ref
- Agency Name (ID +Name)
- Hirer Name (ID + Name)
- Contractor Name (ID + Name)
- Job Description
- Start Date
- End Date
- TS Count
- Doc. Req. Date
- In Scope?

3.11.7 WEEK 12 DOCUMENTS TO RECEIVE – REPORT

Same as section 3.11.6 applied to Week 12 Documents

3.11.8 WEEK 12 DOCUMENTS TO SEND – REPORT

Same as section 3.11.6 applied to Week 12 Documents that are yet to be sent to the contractors

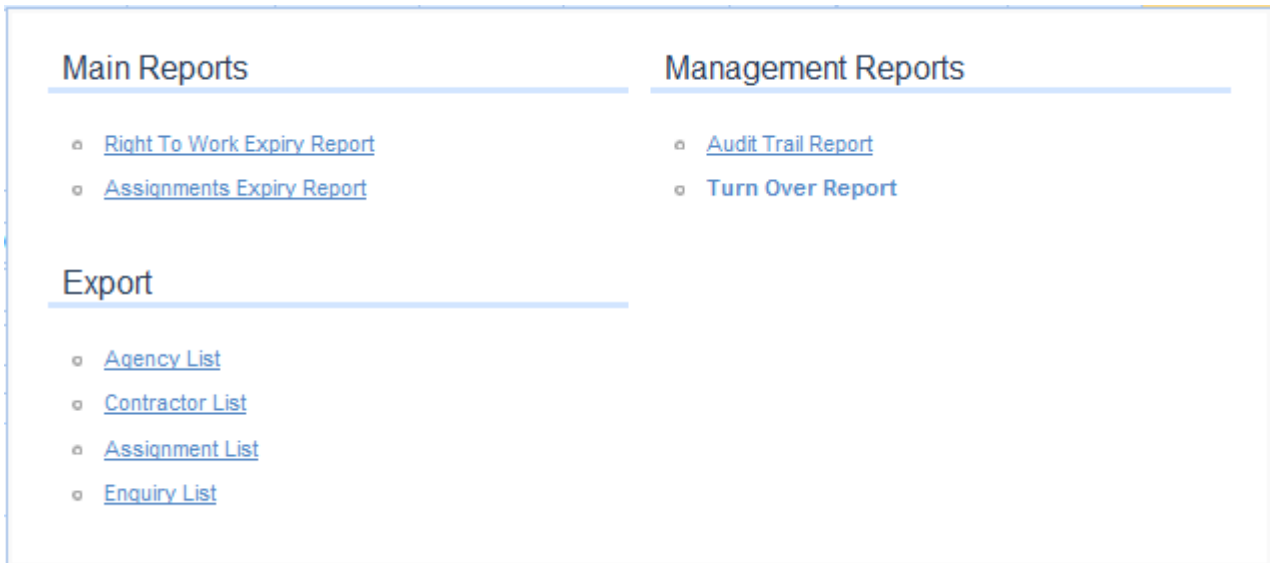
3.11.9 ASSIGNMENT STATUS LISTING

This report will list all the assignments matching the selected criteria (same as section 3.11.6) and will contain the following columns:

- ID
- Agency Ref
- Agency Name (ID +Name)
- Hirer Name (ID + Name)
- Contractor Name (ID + Name)
- Job Description
- Start Date
- End Date
- TS Count
- Day 1 Doc.Req.Date
- Day 1 Doc Recvd.Date
- Wk12 Doc.Req.Date
- Wk12 Doc Recvd.Date
- In Scope?

3.12 EXPORT

The Reports menu includes an Export sub-menu which contains Agency, Contractor, Enquiry and Assignment options. These new options allow you to export most of the fields available in the respective screens that are not available in the list screens that you normally use to access the records.



3.13 CRM-II*

Following new facilities are available for CRM-II licensees.

- Enhanced Agency Record
- Agency Contacts
- Agency Contact Follow-up Management
- Quick Enquiry Setup Screen (for Prospective Contactors)
- Enquiry Follow-up Management
- Task Management for Enquirers, Contractors and Agencies. Refer section 3.8.2

3.14 COMMISSION MODULE*

The new commission module allows you to calculate and pay commission to the following groups of people:

- Agency Consultants
- Sales Staff
- Referee Contractors

If you are interested in this module, please contact us for more details.