Customer Issues reported by TASC

Last Updated: 12/19/2013

Resolve items.

1. IE9 and IE10 compatibility mode. Done
2a In some roles leave balance will calculate incorrectly. Corrected. Done
2b Remove minimum validation. System needs to allocate time to days. Discuss
3. Verify accruals work. Verified on TASC site with test@tasc.com. If accrual type is per pay period then system is not checking years of service. Will be resolved tomorrow.
4. Verify PTO import is working. Verified on TASC site using test@tasc.com
5. Remove 12a from calendar. Done
6. Company name not showing on emails. Done
7. Leave approval by some admins going to personal leave. Resolved. Done
8. Comments for manager rejection of expenses. Done
9. Personal address appearing on employee paycheck. Should be comany. Done
10. Sort pay history by descending order. Done
11. Pay period based accrual now calculates seniority date

Objective: Rapidly address customer issues contained in this slide.

Server:	Production
Customer:	TASC
Browser:	IE9
User Log In:	test@tasc.com
Password:	Welcome123

OPEN ITEMS

INDIA - SLIDE NOS. ~~5~~, 6 , 7, ~~9~~, 11, 14, 19, ~~24, 29,~~ 30 (High Priority), 31

Slide 19 is HIGH PRIORITY - partially complete

PHILIPPINES - SLIDE NOS. ~~21, 22, 23~~, ~~25~~ 26

BRIAN - SLIDE NOS. 27 and ~~28~~

~~IE9 and IE10 compatibility mode for portal~~

~~Philippines Team~~

~~In IE9 and IE 10 top content block in potal is not formatting correctly without compatibility mode in IE9 and IE10. See if you can get the formatting correct without compatibility mode.~~

~~- This is done~~

VERIFIED COMPLETE

Minimum leave requirement for Leave

India Team

~~If Leave request is made for more than 1 day then minimum leave request is ((Days Requested - 1) * Standard Hours) +1 hour.Currently we are validating with Greater than Standard Hours and not adding any +1 hour.~~

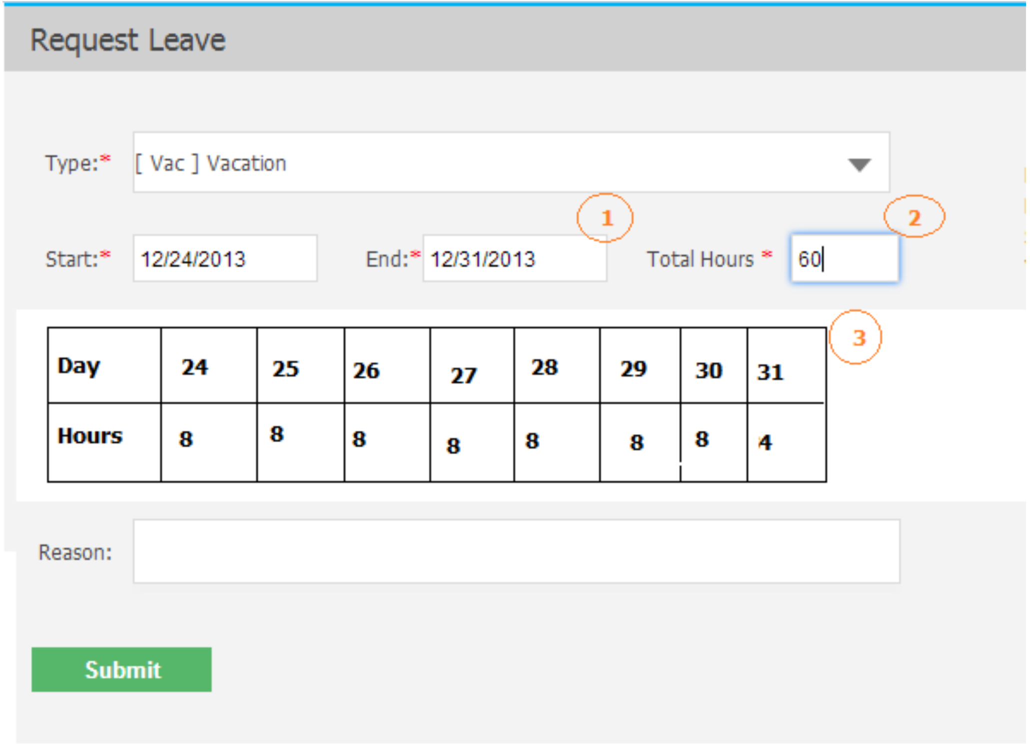
~~However, user is able to enter time off less than allowed by formula even though validation message is given. Checking~~

~~If user enters less than formula allows, needs pop up to allocate hours per day. Discuss~~

~~Developers Note: Check this use case in TASC. test@tasc.com, Welcome123. Schedule leave over 3 days but request only 10 hours. Save request. Notice that calculaion of balance does not show -10 but some ther number. Resolved the issue with Role~~

See Next Slide for revised Task

If Leave is requested for more than one day display pop up where user will enter number of hours for each day. India - Completed its on Production.



1.0 User enters date range > 1 day
2.0 User enters hours of leave
3.0 After user enters hours of leave grid is shown with maximum 14 days wide.
3.1 If more than 14 days requested then use second row.
3.2 System populate Day row with day of first day of request and then populates in sequence up to last date of request.
3.3 System takes Hours in day from leave account set up and populates default values for Hours with standard hours.
3.4 Lat day is populated with standard hours or whatever hours are left over
3.5 User can then edit hours.
3.6 When user clicks save system will store the hours as leave type for the specific day

When either start or end date is selected, screem temporarily flashes timesheet then returns to request leave page.

1

Leave Activity

Request Date	Earning Type	Start Date	End Date	Time Off Requested	Reason	Status	Action
1/6/2014	Sick	1/27/2014	1/31/2014	45	rehab	Approved	cancel
12/18/2013	Professional Leave	1/1/2014	1/2/2014	20	test	Taken	cancel
8/23/2013	Sick	8/30/2013	8/30/2013	8	surgery on my foot	Taken	cancel

INCOMPLETE. This functionality was supposed to allow for deletion of a leave when it was previously approved or taken and then the employee did not actually take the leave. In that case, leave should be deleted and balances added back to the leave balance.

Completed its on Production

Unpaid, non-accrual leaves in Web Clock

India Team

Need functionality to show unpaid earning types in Web clock that are not a leave accrual account.

Pending - Need More Info, its an Enhancement.

~~Accrual Formula not working - HIGH PRIORTIY~~

~~India Team~~

~~TASC reports FT Leave accruals not working.~~

~~Create Test case for user test@tasc.com~~

~~Assign FT accruals to test@tasc.com~~

~~Create and assign sample bi-weekly pay period.~~

~~Close period.~~

~~Verify that expected results match accrual policy~~

~~Checked on Dev machine and Democustomer company, its working fine~~

VERIFIED COMPLETED BUT SEE NEXT SLIDE.

~~Accrual by pay period need to check years of service when calcuLating accrual at pay period close.~~ **~~Completed on Dev machine~~**

~~INDIA~~

VERIFIED
COMPLETE

~~Client Reports PTO balance import not working.~~

~~India Team~~

~~Import PTO balance for employee name Test Ann Tasc.~~

~~Verify functionality working~~

~~Checked on Production for Democustomer its working fine~~

VERIFIED COMPLETE

Manage Leave balances screen

India Team

1. Provide validation to save data if user attempts to navigate away after entering data without clicking savings.

2. User is exited from the screen if he hits return in any cell. Hitting return should just move user to next cell but not cause user to exit from the manage leave accrual page

NOT COMPLETE. **Not yet Started**

~~12a preceding schedule leave in leave calendar~~

~~Philippines Team~~

~~In the leave calendar on the portal, 12a preceeds the leave entry in the calendar. Remove the 12a~~

~~- This is done~~

VERIFIED COMPLETED

~~Company name is not displaying properly on bottom of leave request approval email. Fix in all places Resolved~~

~~India Team~~

VERIFIED COMPLETE

to me

Hello ***Abby Abbott***

This message confirms that on **12/17/2013** you submitted your leave request for **12/25/2013--12/25/2013**. You will receive notification once this request is approved.

Regards,
|CmpName|

Data security

India Team

If user clicks select all there should be no need to then also check select all.

When user clicks select all make it it so that all employees are selected without further action being necessary

NOT COMPLETE. **Completed, deployed on QA and Production.**

~~Leave approvals to admin~~

~~India Team~~

~~If a person is set up as a Time Admin but is not a supervisor then when admin clicks on the email link they are being taken to their personal leave screen and not the leave request of the employee who submitted leave.~~

~~Fix. Make it so that any admin who receives an email to approve leave is sent directly to the leave request upon clicking the approve leave link.~~

~~Resolved~~

VERIFIED COMPLETE.

~~Add comments to Manager and Admin rejection of expenses.~~

~~Philippines Team~~

~~If an expense is rejected a Manager or Admin should be able to enter comments and those comments should be visible to the employee before they re-submit the expense~~

~~- This is done. A popup will ask the the Manager/Admin to input a comment. The Manager/Admin will not be able to reject without comments~~

VERIFIED COMPLETE

~~Employee pay check~~

~~Philippines Team~~

~~If you expand the employee paycheck on portal it is displaying the address for the employee.~~

~~Employee pay check should display the same information as Pay History, Logo, Company name, Company address~~

~~- This is done~~

VERIFIED COMPLETE

~~Sort pay history in descending order with most recent date first.~~

~~Philippines Team~~

~~Do this in port and applicant.~~

~~Example:~~

~~12/1~~

~~11/1~~

~~10/1~~

~~etc…~~

~~- This is done~~

VERIFIED COMPLETE

Year to date in portal and application total should only take into account current calendar year

Philippines Team

In TASC YTD balances for employee pay showing on portal are taking into account 2012 and 2013.

Fix this so it only takes into account the current year - 2013

- Not done yet since we don’t have access to Mpay web service. The computation for the data displayed on this page seems to be happening inside the Mpay web service.

PARTIALLY COMPLETE.

4M and REIM transactions are no longer include in count and are nto visible. Modify so that these transactions are visible but not counted in sum.

India Completed code checked in to QA branch

~~Leave Request email notifications~~

~~India Team~~

~~Create leave request and CAREFULLY check each communication from employee submital to administrative approval. Make sure there are not errors and each email is sent to the right person.~~

~~Prepare for Sunil a word document showing each email at each stage.~~

DONE

VERIFIED COMPLETE

Remove delete icon from Admin and Manager views

PHILIPPINES

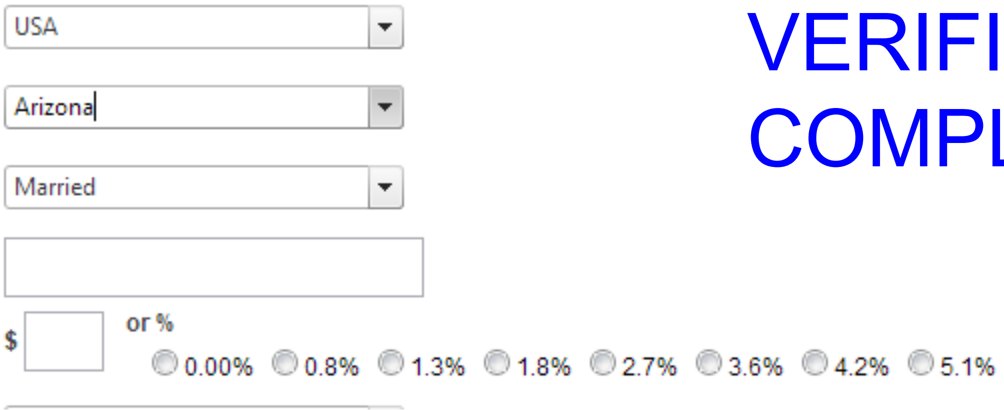
- This is done. Delete icon in Expenses page has been removed from Administrator and Manager view. The Cancel button in portal has been removed also from Administrator and Manager role view.

VERIFIED COMPLETE

When user click My Info and Edit, if User's State taxes in PWHR application are Arizona (AZ) then display in portal the same state withholding options as in application.

PHILIPPINES (Consult India for help on this as they have done the work in the application)

IF INDIA can more easily do this task the Girish will advise and India will take the task.



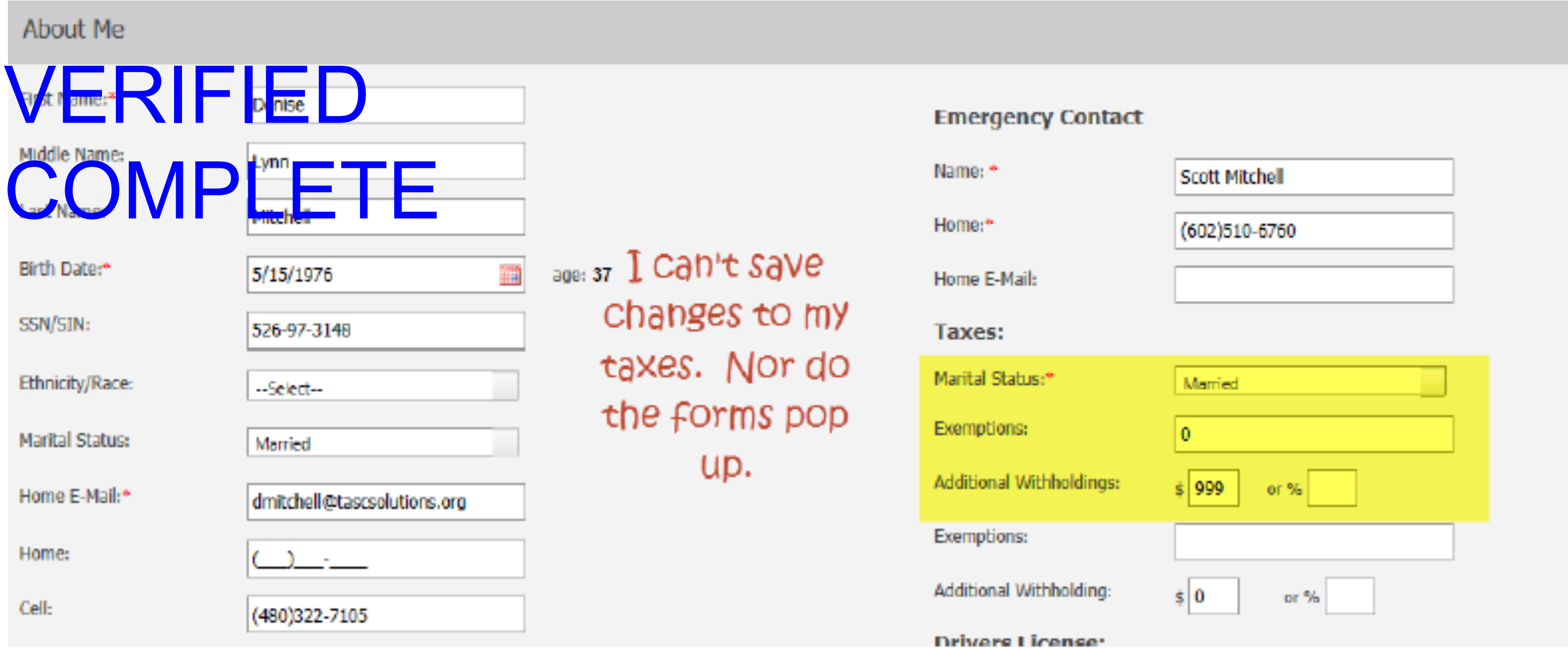
VERIFIED
COMPLETE

When Arizona selected, these same options should appear in My Info edit page in portal

When in My Info edit page user modify Additional federal withholding with $ or % value, this change is not triggering approval workflow. Modify so that approval workflow applies to changes to these fields.

PHILIPPINES

VERIFIED
COMPLETE



When My Info is approved by MY Info approver in PWHR application the approval email that is being sent is substituting the approver's name for the employee's name in the body of the email. See Example below. Fix this so that employee's name is in body of email. **Completed on Dev Machine.**

INDIA (This is an unusual issue as code appears to be correct. See Brian for help)

Dear Lindsay Lynam,

VERIFIED COMPLETE

The following request to change personal information in the company's records has been submitted by Lindsay Lynam :

This name should be name of employee, in this case Denise Mitchell but for some reason system is inserting approver's name

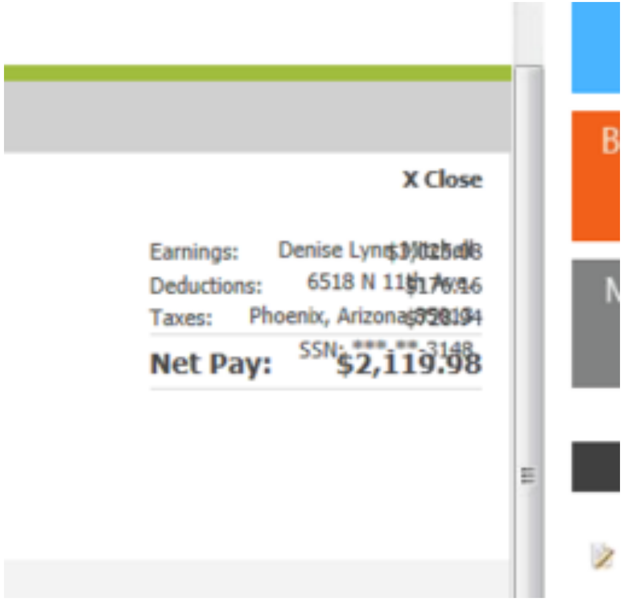
Field	:	OldValue	NewValue
Exemptions		2.00	0

This information will become effective in the company's records once approved by you.

Pay Check in portal is not displaying correctly. Ian thought it was a caching issue but client got issue after clearing cash in IE9. Fix

PHILIPPINES

VERIFIED
COMPLETE



Approve expenses buttons and log in link are not working because they contain no url. These button are supposed to link directly to the target expense report. FIX

PHILIPPINES

ALMOST COMPLETE

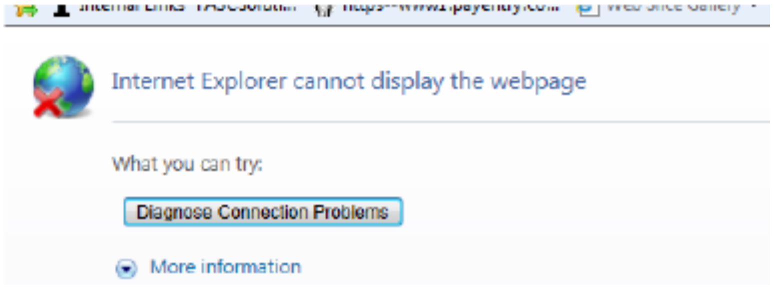
The following Expense Report of **Tasc Test** has been submitted for your approval.

Report Name: **Test 12/18**
Report Period: **12/01/2013 - 12/31/2013**
Comments: **Test line item rejection.**
Amount: **$135.80**

Expense Date	Expense Type	Merchant	Payment Mode	Notes	Amount
12/05/2013	Meals	McDonald's	Cash	Dinner	$5.80
12/13/2013	Hotel	Holiday Inn	Cash	hotel	$130.00
Total Amount					$135.80

All three of these links had the error below.

Approve Reject Log In to edit expense report.



Regards,
Tasc Test .
BadgeID: **TEST**
Position: **Employee**
TASC

We user logs in from approval email user should be logged in as manager or administrator role.

Use Client time setting is not working. Should be displaying time zone based on user local but this is not happening. NEED TO FIX

BRIAN

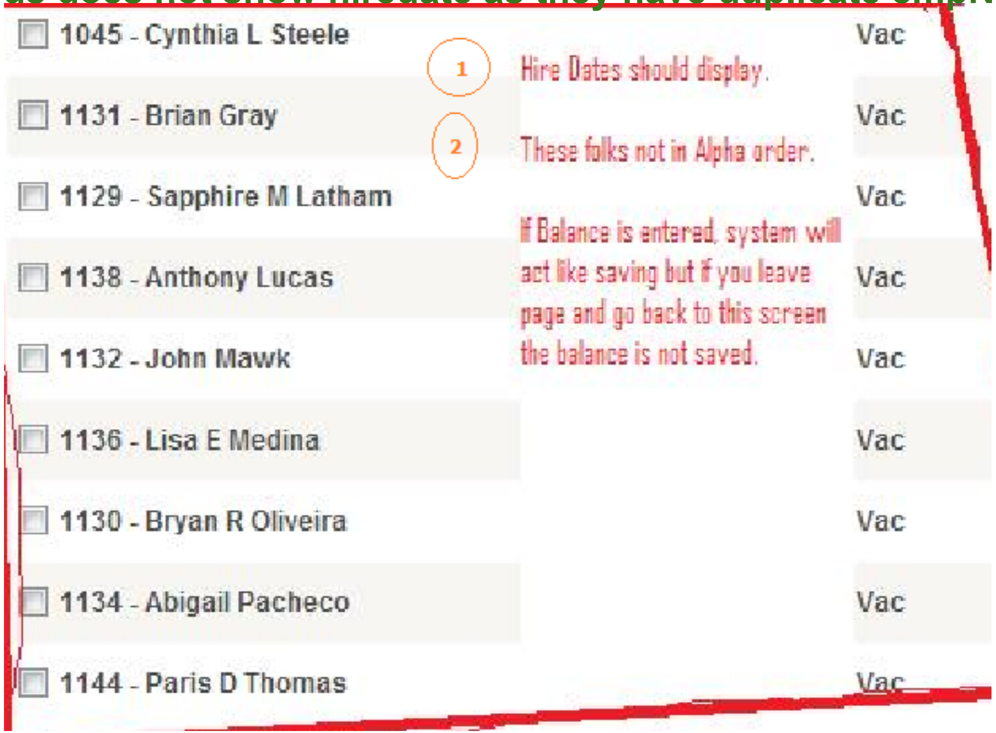
Benefits hanging after changing in pay frequency. FIX

BRIAN

VERIFIED
COMPLETE

New hire with Hire Date and Assigned PTO plan are showing in manage leave balances but hire dates are not showing. Second, new employees are not being sorted in alphabetical order. Fix both issues.

INDIA **(Fixed, proc issue, updated the proc on staging and production)**
Still three records does not show hiredate as they have duplicate empNo.



One employee has two different employee numbers. Change Paul Gustafson's EE ID number in PowWowHR to 1155

INDIA **(Completed, changed the EE ID to 1155 in PWHR)**

Hi,

We are going to be running payroll Monday. We believe that this employee having 2 different employee numbers is going to be a problem. Can we get this number problem fixed before Monday afternoon? Is it possible for his number in Pow Wow to be changed to 1155? That seems to be an unused number in Powwow.

Thanks,
Denise

From: Brianne McGriff
Sent: Monday, December 16, 2013 4:33 PM
To: Lindsay Lynam
Cc: Tina Koester
Subject: Error Error Erros

Paul Gustafson, employee numbers do not match in systems, taxes are off in both systems, Dept/Pos does not transfer either.

Employee number Pow Wow 1156
PayEntry 1155

Leave Balance Report

INDIA **(completed, code pushed to QA branch)**

Leave Balance Report

Employee Name	Employe ID	Plan Name	Earning Type	Current Balance	Carry Over Balance	Earned YTD	Requested Not Taken	Leave Taken
Lisa Johnson	123	FT Employee	Vacation	14	10	5	3	1

Group and Subtotal by Plan Name

INCOMPLETE. “Session expired” error when clickin on ANYPTO balance report.

IP address validation implementation.**Completed its on Production**

Will start tommorrow, Timeline is 1 week.

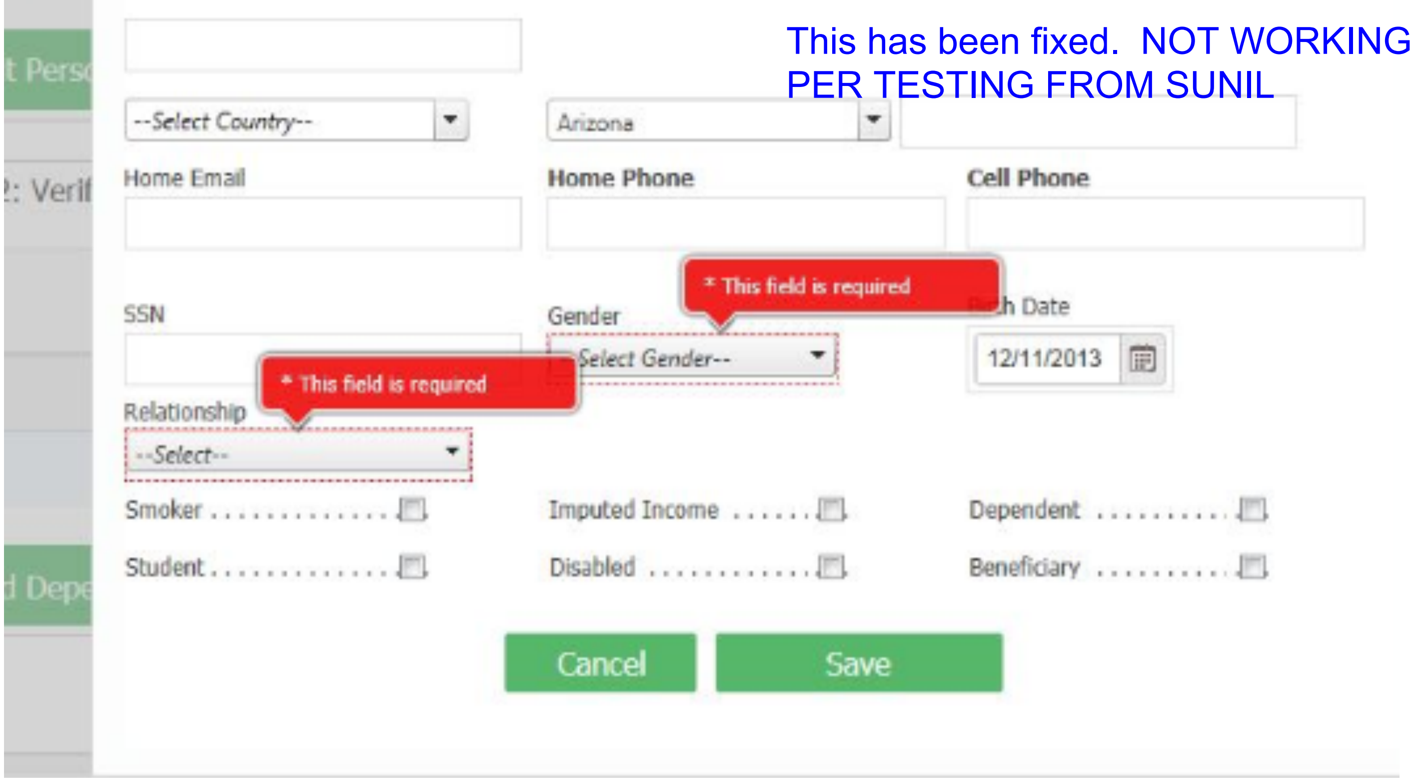
Additional code is required to read IP address of client when load balancers are in use (staging and production), HTTP_X_FROWARDED_FOR must be checked. Use this code to read client IP:

```
string hostAddress = "";
if (!String.IsNullOrEmpty(System.Web.HttpContext.Current.Request.ServerVariables
["HTTP_X_FORWARDED_FOR"])) {
        hostAddress = System.Web.HttpContext.Current.Request.ServerVariables
["HTTP_X_FORWARDED_FOR"];
}
else {
        hostAddress = System.Web.HttpContext.Current.Request.UserHostAddress;
}
```

Manage Leave Balance
Adding two columns Leave Taken and Leave REquest.

Completed its on Production

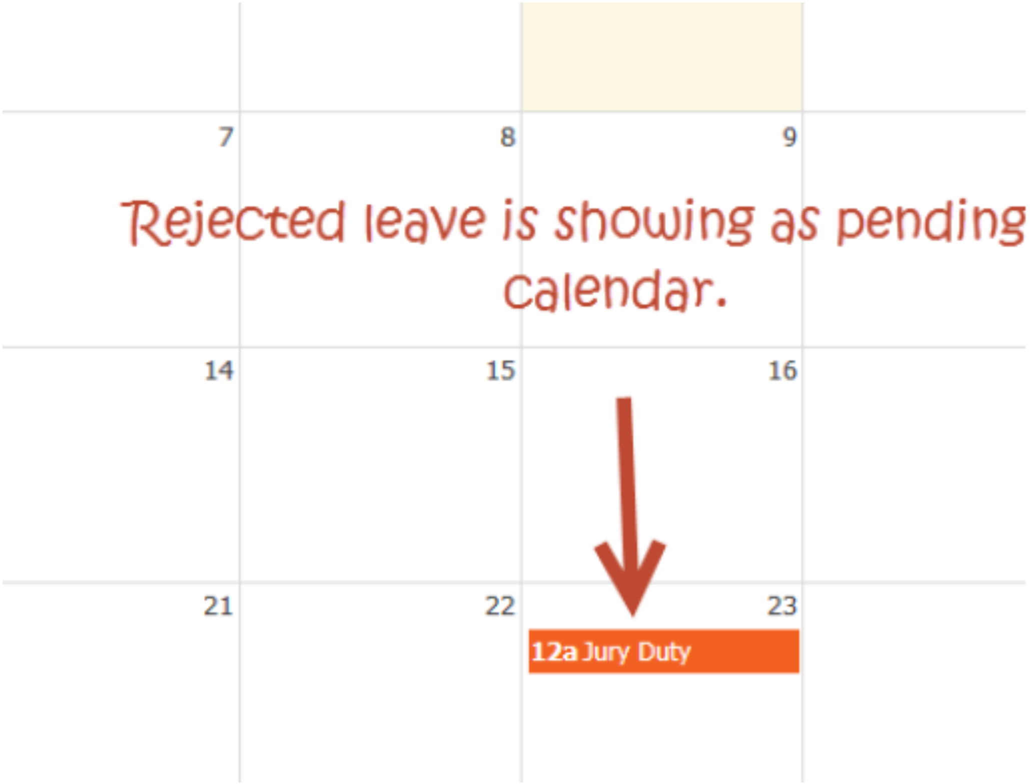
This has been fixed. NOT WORKING AS PER TESTING FROM SUNIL



PHILIPPINES

This is an IE9 issue in the PWHR application in Portal. Dependent Gender and Relationship fields are not populating

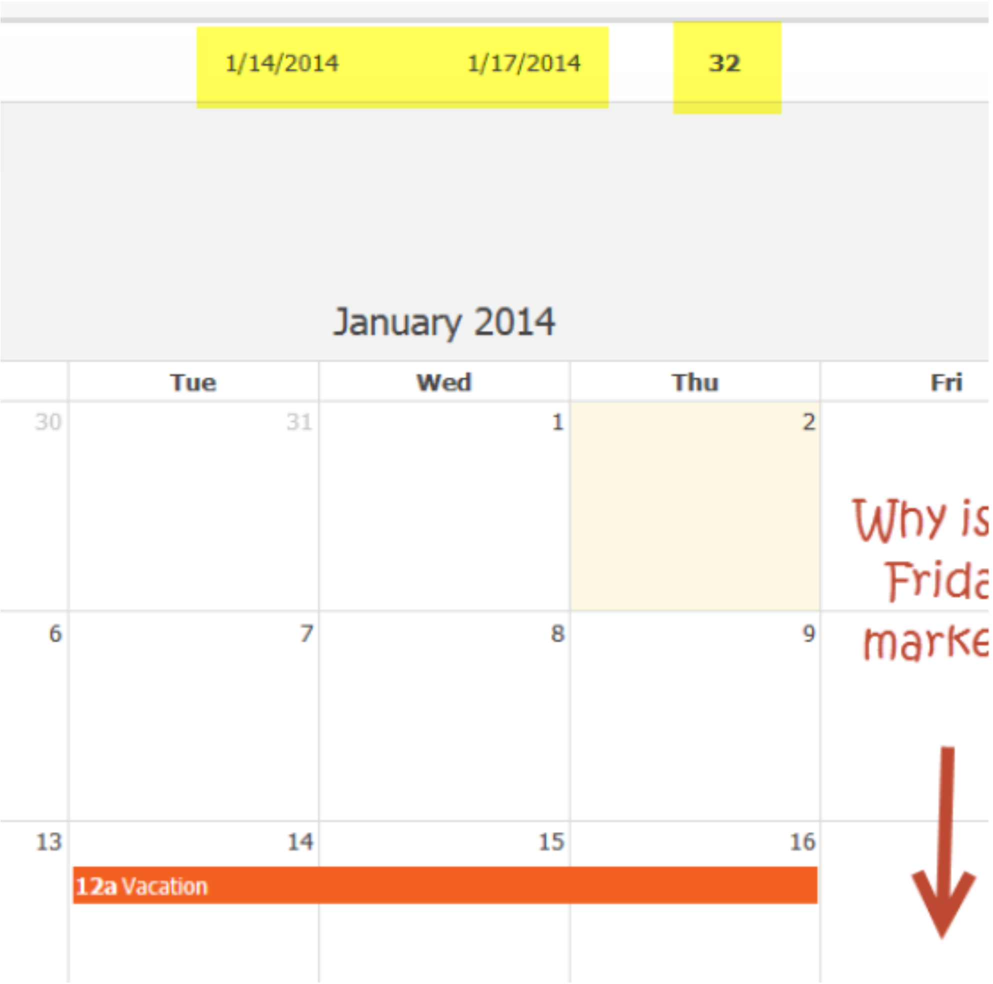
PHILIPPINES



Updated below procedure to resolve this issue, its effecting some other places to load the leave requests, will you please check once the same issue.
getleaverequests
revert the changes and pushed proc to qa branch.

Need to make sure that in the Portal Rejected leave is not showing.

This has been fixed. VERIFIED BY SUNIL.

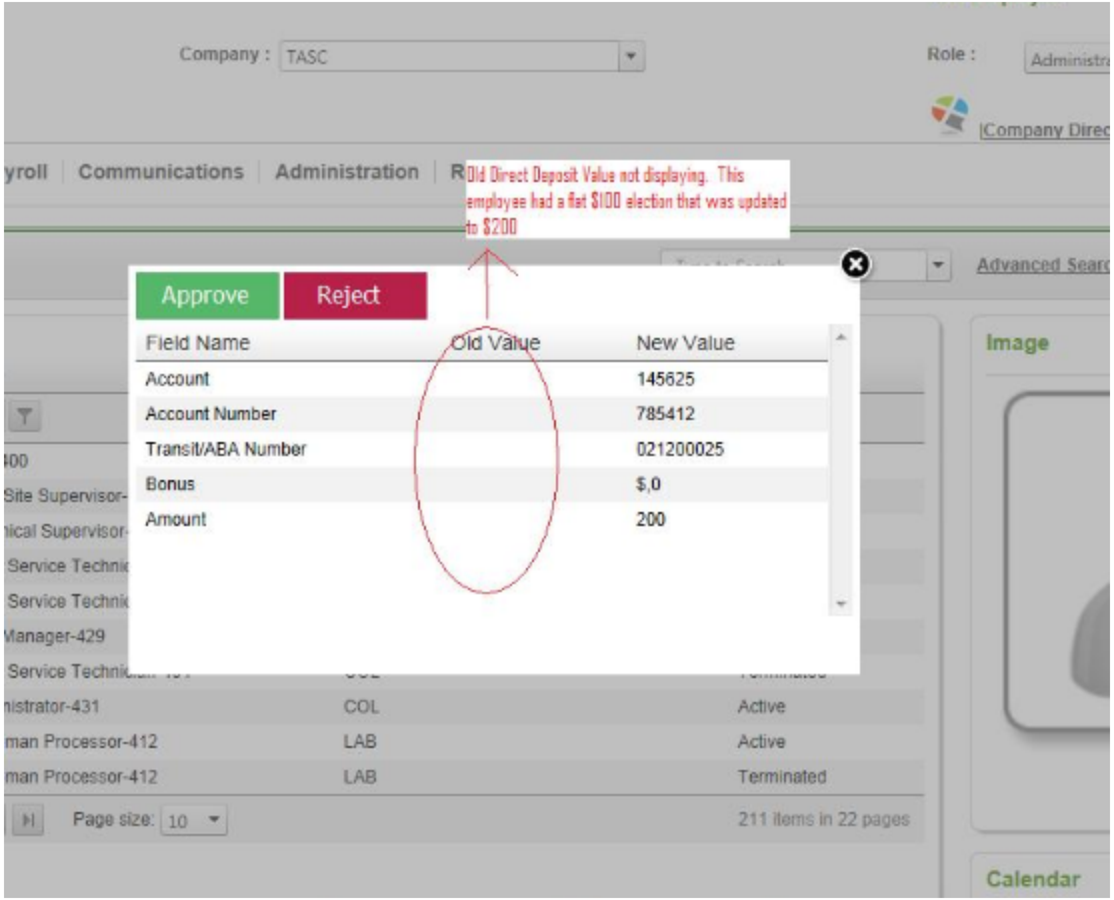


Leave should be pending from 14-17 but it is showing 14, 15 and 16. Check this and fix

INDIA. VERIFIED BY SUNIL

FIXED

Completed its on Production



Fix My Info approval. Not showing Old Value

INDIA

Completed its on Production

From: noreply@powwowhr.com [mailto:noreply@powwowhr.com]
Sent: Tuesday, December 31, 2013 3:01 PM
To: Todd E. Swales
Subject: Notification to Approve Pending Expense Report

INDIA

Hello ***Todd Swales*** ,

Todd, Please review and approve or reject Trevor's expenses. Also please let me know if you receive this email. Thanks. Tina

Regards,
Koester Tina,
Position: **Administrator**
TASC

Tina generated this from Pow Wow and it put her name in a funny order.

Make sure on Expense emails that name is listed as first name then last name, e.g. Tina Koester in the above example **Completed its on Production**

Expense Submission

noreply@powwowhr.com

If there are problems with how this message is displayed, click here to view it in a web browser.

Sent: Tue 12/31/13 9:31 AM

To: Denise L. Mitchel

Hello ***Denise Mitchell*** ,

PHILIPPINES

The following Expense Report of **Denises Test** has been submitted for your approval.

Report Name: **Prescott Trip**
Report Period: **12/10/2013 - 12/10/2013**
Comments: **Site vist to Prescott**
Amount: **$42.43**

Expense Date	Expense Type	Merchant	Payment Mode	Notes	Amount
12/10/2013	Mileage		Cash		$37.50
12/10/2013	Meals	McDonald's	Cash	Lunch on drive to Prescott	$4.93
Total Amount					$42.43

Approve Reject Log In to edit expense report.

What is the purpose of these links? All three go to the PowWow log in page.

Regards,
Denises Test ,
BadgeID: **1200**
Position: **Employee**
TASC

Waiting for feedback from TASC

Make only one link. “Appove, Edit or Reject Expense Report”

	SC013-Abby Louise Abbott	going to beach	Vac	12/17/2013	12/17/2013	8	Yes	No
	SC013-Abby Louise Abbott	Going to the beach	Vac	12/10/2013	12/11/2013	16	Yes	No
	SC013-Abby Louise Abbott	Sick	Pers	10/01/2013	10/02/2013	12	Yes	No

1

Leave Activity

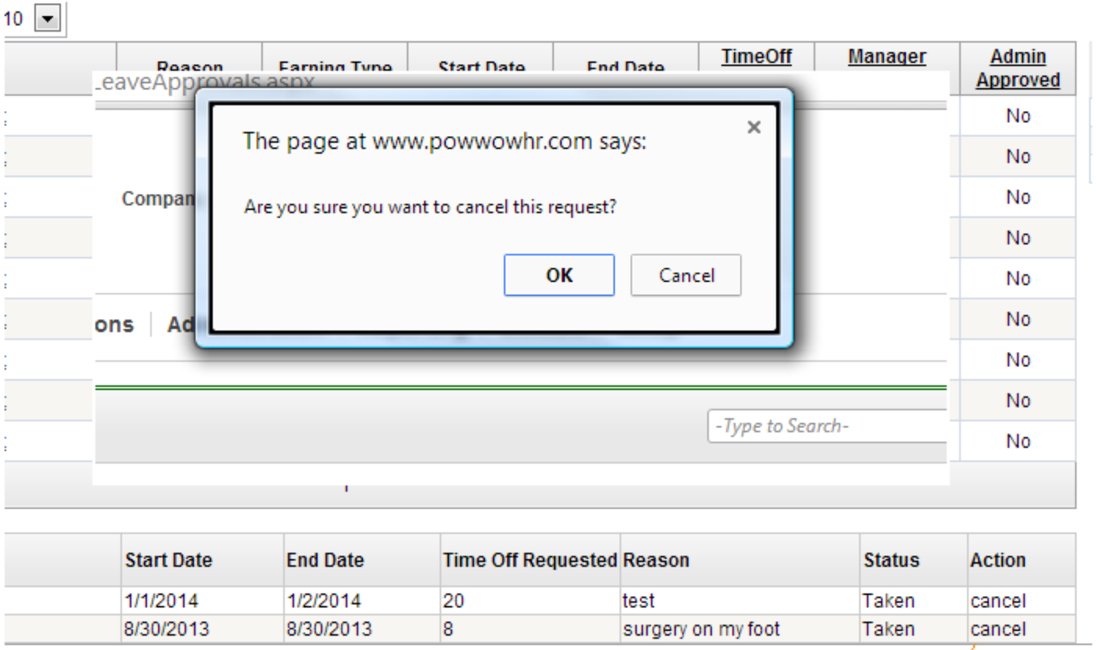
Request Date	Earning Type	Start Date	End Date	Time Off Requested	Reason	Status
1/2/2014	Jury Duty	1/20/2014	1/23/2014	25	need to attend a trial	Approved
12/17/2013	Sick	12/25/2013	12/25/2013	9	test	Taken
11/7/2013	Personal	1/1/2014	1/6/2014	36	new year's hang over recovery period	Taken

Need to add delete functionality to items in Leave Activity grid.

Use Case: Employee leave is approved but work situation comes up and employee does not go on leave. Leave request then needs to be deleted.

COMPLETED, Added new column “Action” for deleting the leave record

INDIA. NOT WORKING AS PER TESTING BY SUNIL. SEE NEXT SLIDE



If user clicks cancel a pop up message appears but if you click ok, the record is not canceled. Fix the functionality and change this to a delete icon.

Completed its on Production

This Account Will be Used for: ○ Full Net Deposit ● Partial Deposit

Important: Please enter all leading zeros on account numbers.

Account Type	Transit/ABA Number	Account Number	Amoun
Checking	071000152	9997261399716	$500
Checking	122187238	1072814680	100% All Remaining Dollars

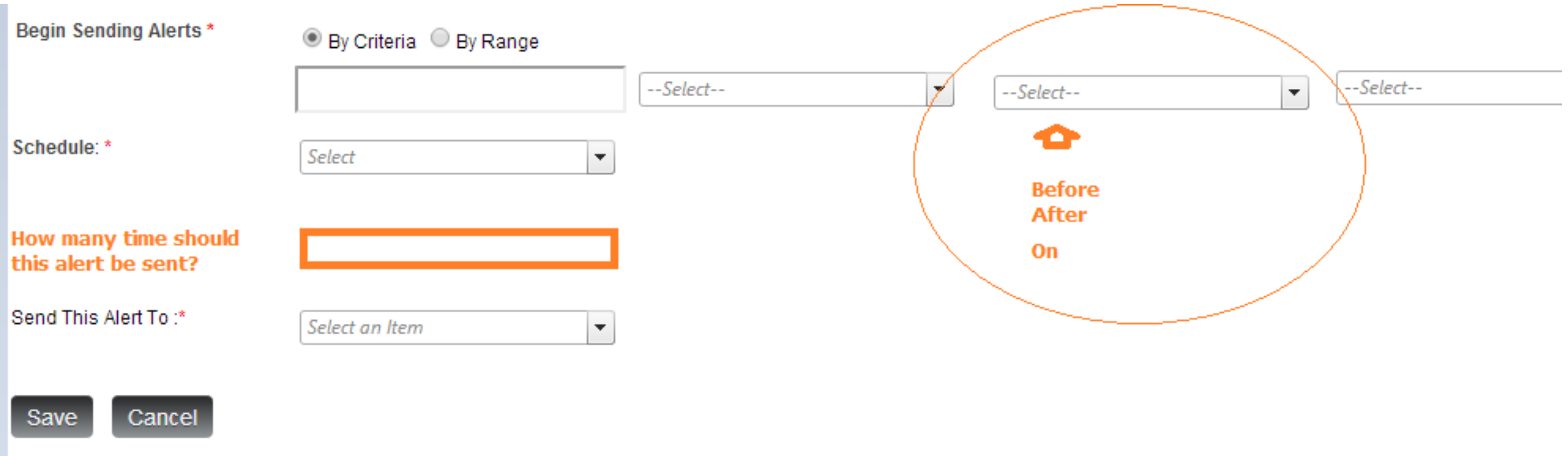
Back

Account	Transit/ABA Number	Account Number	Amount	This account will be used for
Checking	071000152	9997261399716		Partial Deposit $500.0000
Checking	122187238	1072814680		Partial Deposit $100.0000

PHILIPPINES

Partial deposit is correctly showing as Percent in application but as $ in portal. Fix. Should be % in portal

This has been fixed.



1.0 Replace hard coded “after” logic with vairable value populated from selection in new drop down with values - Before, After and On

2.0 Add field to limit how many times an alert should be sent. This is a numeric field and should allow only who numbers, 1, 2,3,4,5. Set 10 as the maximum number of alerts. The logic will work so that Schedule sets how “often” and the new field set “how many times” an alert is sent. So a daily alerts set for 5 would be sent every day for 5 days.

3.0 If the new drop down field is selected as “On” then “How many” times should be disabled. Grey it out on the screen.