## What is Handglove App?

**Handglove App** is a comprehensive healthcare staffing and payroll management platform designed specifically for healthcare facilities to streamline their workforce operations, financial management, and administrative processes. The platform serves as a central hub for managing clinician schedules, payroll processing, vendor management, and automated financial controls.

### Primary Value Propositions

* **Automates Financial Controls**: Real-time account monitoring with SMS notifications and automated transfers
* **Streamlines Payroll Processing**: Integrated payroll with paystub generation and multiple payment methods
* **Manages Healthcare Staffing**: Shift scheduling with capacity controls and violation tracking
* **Provides Reward Systems**: Voucher programs for completed shifts and requests
* **Ensures Compliance**: Automated penalty systems and payment term enforcement
* **Scales Operations**: Multi-account system with loan management and credit controls

### Problem It Solves

Healthcare facilities traditionally struggle with complex payroll management, staff scheduling, vendor payments, and financial oversight. Handglove App automates these processes, provides real-time financial controls, and ensures proper capacity management while rewarding staff performance.

## Who Uses Handglove App?

### **Clinicians**

* **Daily Tasks**: Clock in/out for shifts, manage advance payments, track vouchers
* **Goals**: Complete shifts efficiently, access advance payments when needed
* **Benefits**: Automated voucher rewards, advance payment options, real-time capacity alerts

### **Supervisors**

* **Daily Tasks**: Manage requests, oversee clinician performance, track completions
* **Goals**: Ensure request completion, maintain staff productivity
* **Benefits**: Voucher rewards for completed requests, performance tracking tools

### **Schedulers**

* **Daily Tasks**: Create and manage shift posts, coordinate staffing
* **Goals**: Optimize shift coverage, ensure adequate staffing
* **Benefits**: Voucher rewards for post completions, capacity management tools

### **Facility Administrators**

* **Daily Tasks**: Monitor facility operations, review dashboards, manage finances
* **Goals**: Maintain operational efficiency, control costs, ensure compliance
* **Benefits**: Comprehensive dashboards, financial oversight, automated controls

### **COO (Chief Operating Officer)**

* **Daily Tasks**: Oversee membership management, approve credit transfers, review penalties
* **Goals**: Maintain system integrity, control financial flows, ensure compliance
* **Benefits**: Executive dashboards, credit management tools, penalty oversight

### **Vendor Partners**

* **Daily Tasks**: Process payments, manage expenses, track reimbursements
* **Goals**: Receive timely payments, manage account balances
* **Benefits**: Automated payment processing, credit management, real-time notifications

### **Accountants**

* **Daily Tasks**: Process payroll, manage accounts, generate financial reports
* **Goals**: Ensure accurate financial processing, maintain compliance
* **Benefits**: Automated payroll processing, integrated accounting, comprehensive reporting

## How the System is Organized

### **Multi-Account Architecture**

Each entity gets their own secure account structure with interconnected financial flows:

Handglove App Financial System  
├── Working Account (Primary Operations)  
│ ├── Receives invoice payments  
│ ├── Funds payroll processing  
│ └── Manages daily operations  
├── Government Account (Tax & Compliance)  
│ ├── Tax withholdings  
│ ├── Penalty collections  
│ └── Regulatory payments  
├── Loan Account (Credit Management)  
│ ├── Advance payments  
│ ├── Credit transfers  
│ └── Loan tracking  
├── Vendor Accounts (Supplier Management)  
│ ├── Vendor payments  
│ ├── Expense tracking  
│ └── Credit balances  
└── Credit Management (Specialized Credits)  
 ├── Uber Credit  
 ├── Babysitter Credit  
 ├── School Credit  
 └── 7/11 Credit

### **Account Flow Benefits**

* **Real-Time Updates**: All account movements are processed immediately
* **Automated Controls**: SMS notifications and capacity checks prevent overruns
* **Audit Trail**: Complete transaction history for all account movements
* **Credit Management**: Specialized credit accounts for different expense types

## Core Features & Functionality

### **1. Payroll Management System**

**Purpose**: Complete payroll processing with automated calculations and paystub generation

**Key Capabilities**:

* Automated payroll calculations with overtime tracking
* PDF paystub generation with detailed breakdowns
* Multiple deduction types (Uber credit, babysitter credit, advances)
* Integration with Stripe payment processing
* Short view and full view reporting options

**Business Impact**: Eliminates manual payroll processing and ensures accurate, timely payments

### **2. Staff Scheduling & Capacity Management**

**Purpose**: Manage clinician schedules with automated capacity controls

**Key Capabilities**:

* Week view, day view, and shift view scheduling
* Automatic capacity calculation before clock-in
* Real-time hour tracking and overtime alerts
* Manual override capabilities for special circumstances
* Staff violation tracking and management

**Business Impact**: Prevents overstaffing costs and ensures adequate coverage

### **3. Invoice & Payment Gateway Integration**

**Purpose**: Process facility invoices and manage payment collections

**Key Capabilities**:

* Invoice short view and long view formats
* Integration with Invoice.com and Stripe
* Navy Federal credit union support
* Automatic account settlement after payments
* 4-hour penalty system for late payments

**Business Impact**: Accelerates payment collection and enforces payment terms

### **4. Voucher Reward System**

**Purpose**: Incentivize performance through automated voucher distribution

**Key Capabilities**:

* Eat/Gas vouchers for completed shifts (Clinicians)
* Vouchers for completed requests (Supervisors)
* Vouchers for completed posts (Schedulers)
* Integration with Shift4.com gift card program
* Automated distribution upon task completion

**Business Impact**: Improves staff motivation and task completion rates

### **5. Advance Payment & Credit Management**

**Purpose**: Provide advance payments with automated controls and tracking

**Key Capabilities**:

* Uber and babysitter advance payments
* Monthly advance limits with automatic enforcement
* Credit deduction from future payroll
* Real-time balance tracking
* SMS notifications for credit usage

**Business Impact**: Supports staff financial needs while maintaining fiscal control

### **6. Vendor Management System**

**Purpose**: Manage vendor relationships and payment processing

**Key Capabilities**:

* Vendor account creation and management
* Expense tracking and approval workflows
* Credit balance management with SMS controls
* Real-time payment processing
* Vendor performance tracking

**Business Impact**: Streamlines vendor payments and maintains supplier relationships

### **7. Financial Dashboard & Controls**

**Purpose**: Provide real-time financial visibility and automated controls

**Key Capabilities**:

* Balance sheet dashboard with all account types
* Real-time money in/money out tracking
* Automated account transfers based on rules
* SMS notification system for critical events
* 12-month target setting and goal tracking

**Business Impact**: Enables proactive financial management and prevents cash flow issues

### **8. Membership & Subscription Management**

**Purpose**: Handle COO memberships and system access controls

**Key Capabilities**:

* COO membership management with ACH processing
* Account suspension and reactivation workflows
* Payment term modifications for penalties
* Admin search and action capabilities
* Automated billing and renewal processing

**Business Impact**: Ensures proper access control and subscription compliance

## User Journey & Workflows

### **Clinician Daily Workflow**

Morning:  
- Check scheduled shifts  
- Review capacity alerts  
- Verify advance payment balance  
  
Pre-Shift:  
- System checks clinician capacity  
- Clock-in enabled/disabled based on funds  
- SMS notifications for any issues  
  
During Shift:  
- Automatic hour tracking  
- Overtime calculations  
- Real-time capacity monitoring  
  
Post-Shift:  
- Clock-out processing  
- Automatic voucher distribution  
- Payroll calculation updates

### **Supervisor Request Management**

1. Create New Request  
 ↓  
2. Assign to Staff Member  
 ↓  
3. Monitor Progress  
 ↓  
4. Review Completion  
 ↓  
5. Automatic Voucher Distribution  
 ↓  
6. Update Performance Metrics

### **Invoice Processing Workflow**

1. Invoice Generation  
 ↓ (Facility services completed)  
2. Client Payment Processing  
 ↓ (Invoice.com/Stripe integration)  
3. Account Settlement  
 ↓ (Automatic posting to Working Account)  
4. Government Account Update  
 ↓ (Tax and penalty tracking)  
5. SMS Notifications  
 ↓ (Stakeholder alerts)

### **Payroll Processing Cycle**

Weekly Payroll:  
- Collect all shift hours  
- Calculate overtime and bonuses  
- Deduct advances and credits  
- Generate paystubs  
- Process Stripe payments  
- Update account balances  
- Distribute vouchers earned

## System Architecture Overview

### **High-Level System Flow**

Healthcare Facilities  
 ↓ (Shift Requirements)  
Handglove App Platform  
 ├── Scheduling System → Staff Management  
 ├── Payroll Processing → Payment Systems  
 ├── Financial Controls → Account Management  
 ├── Vendor Management → Supplier Network  
 └── Reward System → Gift Card Partners

### **Financial Data Flow**

Invoice Payments  
 ↓  
Working Account  
 ├── → Payroll Processing  
 ├── → Vendor Payments   
 ├── → Government Account (Taxes)  
 └── → Loan Account (Advances)  
 ↓  
 Credit Management  
 ├── Uber Credit  
 ├── Babysitter Credit  
 └── Other Specialized Credits

### **Security & Compliance**

* Real-time transaction monitoring and alerts
* Role-based access controls for all financial operations
* Complete audit logging for regulatory compliance
* Automated backup and disaster recovery
* Healthcare industry security standards compliance

## External Partners & Integrations

### **Payment Processing Partners**

**Stripe Integration**: - **Purpose**: Handle payroll payments and invoice processing - **Benefits**: Secure payment processing, automated transfers - **User Impact**: Reliable payment delivery, reduced processing time

**Invoice.com Integration**: - **Purpose**: Professional invoice generation and payment collection - **Benefits**: Standardized billing format, payment tracking - **User Impact**: Professional invoice presentation, faster collections

**Navy Federal Credit Union**: - **Purpose**: Banking services for government and military facilities - **Benefits**: Specialized financial services, competitive rates - **User Impact**: Tailored banking solutions, enhanced service options

### **Gift Card & Reward Partners**

**Shift4.com Gift Card Program**: - **Purpose**: Provide voucher rewards for staff performance - **Benefits**: Wide merchant acceptance, automated distribution - **User Impact**: Flexible reward redemption, immediate gratification

### **Document Processing**

**PDF Generation Systems**: - **Purpose**: Create professional paystubs and financial documents - **Benefits**: Standardized formatting, automated generation - **User Impact**: Professional documentation, reduced administrative work

## User Roles & Access Levels

### **System Administrator (Handglove App Team)**

* **Access**: Full system access across all facilities
* **Responsibilities**: Platform management, technical support, system monitoring
* **Typical Users**: Handglove App technical staff, system administrators

### **COO (Chief Operating Officer)**

* **Access**: Executive dashboard, membership management, credit controls
* **Responsibilities**: Strategic oversight, financial controls, penalty management
* **Typical Users**: Executive leadership, financial controllers

### **Facility Administrator**

* **Access**: Full facility operations, staff management, financial dashboards
* **Responsibilities**: Daily operations, staff oversight, budget management
* **Typical Users**: Facility managers, operations directors

### **Accounting Staff**

* **Access**: Payroll processing, financial reporting, account management
* **Responsibilities**: Payroll execution, financial reconciliation, reporting
* **Typical Users**: Payroll specialists, accounting clerks, financial analysts

### **Supervisor**

* **Access**: Staff management, request processing, performance tracking
* **Responsibilities**: Staff oversight, task assignment, performance monitoring
* **Typical Users**: Shift supervisors, department heads, team leaders

### **Scheduler**

* **Access**: Shift management, capacity planning, staff assignments
* **Responsibilities**: Schedule creation, staffing optimization, coverage planning
* **Typical Users**: Scheduling coordinators, staffing managers

### **Clinician**

* **Access**: Personal schedule, time tracking, advance requests, voucher status
* **Responsibilities**: Shift completion, time reporting, advance management
* **Typical Users**: Nurses, therapists, healthcare support staff

### **Vendor Partner**

* **Access**: Payment status, account balance, expense submission
* **Responsibilities**: Service delivery, invoice submission, account maintenance
* **Typical Users**: Supply companies, service providers, contractors

## Key Business Processes

### **Capacity Management Process**

1. **Pre-Shift Analysis**: System calculates expected staffing costs and available funds
2. **Capacity Validation**: Compares required funds against account balances
3. **Clock-In Control**: Automatically enables/disables clock-in based on capacity
4. **Real-Time Monitoring**: Tracks hours and costs throughout shifts
5. **Automatic Cutoff**: Disables clock-out if capacity exceeded, requires manual intervention

### **Advance Payment Workflow**

1. **Request Submission**: Clinician requests advance for Uber/babysitter expenses
2. **Balance Verification**: System checks monthly advance limits and current usage
3. **Approval Process**: Automatic approval within limits, manual review for exceptions
4. **Payment Processing**: Immediate credit to appropriate account (Uber/babysitter)
5. **Payroll Deduction**: Automatic deduction from next payroll cycle

### **Voucher Distribution System**

1. **Task Completion**: System detects completed shifts, requests, or posts
2. **Eligibility Verification**: Confirms task completion meets voucher criteria
3. **Voucher Generation**: Creates gift card voucher through Shift4.com API
4. **Distribution**: Sends voucher to recipient via SMS or email
5. **Tracking**: Updates recipient’s voucher history and usage records

### **Invoice Collection & Settlement**

1. **Invoice Generation**: System creates facility invoices with penalty calculations
2. **Payment Processing**: Client payments processed through Invoice.com/Stripe
3. **Account Settlement**: Payments automatically posted to Working Account
4. **Government Account Update**: Tax portions transferred to Government Account
5. **SMS Notifications**: Stakeholders notified of payment receipt and account updates

### **Penalty Application Process**

1. **Payment Due Date Monitoring**: System tracks invoice due dates
2. **Grace Period Management**: 4-hour penalty window after due date
3. **Penalty Calculation**: Automatic penalty calculation and invoice generation
4. **Account Posting**: Penalty amounts posted to Government Account
5. **Client Notification**: SMS alerts sent to clients about penalty application

## Implementation Considerations

### **Onboarding Requirements**

* **Financial Account Setup**: Configure all account types and banking connections
* **Staff Data Migration**: Import existing employee information and pay rates
* **Schedule Integration**: Transfer existing shift schedules and patterns
* **Vendor Setup**: Establish vendor accounts and payment terms
* **Payment Gateway Configuration**: Set up Stripe, Invoice.com, and banking integrations
* **SMS System Setup**: Configure notification preferences and contact lists

### **Success Factors**

* **Executive Sponsorship**: COO and facility leadership commitment
* **Financial Controls Training**: Staff understanding of automated controls
* **Gradual Rollout**: Phased implementation starting with core functions
* **Data Accuracy**: Clean employee and vendor data before migration
* **Process Documentation**: Clear procedures for all user roles

### **Common Challenges**

* **Complex Financial Flows**: Understanding interconnected account relationships
* **Capacity Planning**: Adjusting to automated capacity controls
* **Credit Management**: Staff adaptation to advance payment limitations
* **SMS Integration**: Ensuring reliable notification delivery
* **Multi-Role Training**: Different training needs for various user types

### **Risk Mitigation**

* **Backup Payment Methods**: Secondary payment processors for redundancy
* **Manual Override Capabilities**: Emergency procedures for system maintenance
* **Account Balance Monitoring**: Automated alerts for low balance conditions
* **Audit Trail Maintenance**: Complete transaction logging for compliance
* **Disaster Recovery**: Regular backups and recovery procedures

## Success Metrics & KPIs

### **Operational Metrics**

* **Schedule Compliance**: Percentage of shifts completed as scheduled
* **Capacity Accuracy**: Accuracy of pre-shift capacity calculations
* **Voucher Distribution Rate**: Percentage of earned vouchers successfully distributed
* **Advance Payment Processing Time**: Average time to process advance requests

### **Financial Metrics**

* **Payroll Accuracy**: Error rate in payroll calculations and distributions
* **Invoice Collection Rate**: Percentage of invoices paid within terms
* **Penalty Collection**: Effectiveness of 4-hour penalty enforcement
* **Account Balance Management**: Frequency of overdraft or insufficient fund situations

### **Staff Satisfaction Metrics**

* **Voucher Redemption Rate**: Percentage of distributed vouchers actually used
* **Advance Payment Utilization**: Usage rate of advance payment features
* **Clock-In Success Rate**: Percentage of attempted clock-ins that succeed
* **System Usability Score**: Staff feedback on system ease of use

### **System Performance Metrics**

* **SMS Delivery Rate**: Percentage of SMS notifications successfully delivered
* **Payment Processing Time**: Average time for payment processing and settlement
* **System Uptime**: Platform availability and reliability
* **API Response Time**: Performance of external integrations

### **Benchmark Targets**

* **98%+** Schedule compliance rate
* **95%+** Capacity calculation accuracy
* **90%+** Invoice collection within terms
* **<2 minutes** Average advance payment processing time
* **99%** SMS notification delivery rate

## Technical Integration Requirements

### **Payment Gateway APIs**

**Stripe Integration**: - Real-time payment processing for payroll - Webhook integration for payment status updates - Automated retry logic for failed payments - Comprehensive transaction reporting

**Invoice.com API**: - Automated invoice generation and delivery - Payment status tracking and updates - Customer payment portal integration - Remittance processing automation

### **Gift Card System Integration**

**Shift4.com Gift Card API**: - Real-time voucher generation and distribution - Balance checking and redemption tracking - Merchant network integration - Fraud prevention and security measures

### **SMS Notification System**

**Automated Alert Processing**: - Real-time SMS delivery for critical events - Bulk messaging for system announcements - Delivery confirmation and retry logic - Contact preference management

### **Banking Integration**

**Account Management APIs**: - Real-time balance inquiries - Automated transfer processing - Transaction history and reporting - Reconciliation and audit trail maintenance

## Glossary of Terms

### **Healthcare Staffing Terms**

* **Clinician**: Healthcare professional providing direct patient care
* **Shift**: Scheduled work period for healthcare staff
* **Capacity**: Maximum number of staff that can be scheduled based on available funds
* **Coverage**: Adequate staffing levels for facility operations
* **Overtime**: Work hours exceeding standard shift duration

### **Financial Management Terms**

* **Working Account**: Primary operating account for daily financial activities
* **Government Account**: Dedicated account for tax withholdings and regulatory payments
* **Loan Account**: Account managing advance payments and credit extensions
* **Settlement**: Process of posting payments to appropriate accounts
* **Penalty**: Financial charge applied for late payment or policy violations

### **System-Specific Terms**

* **Voucher**: Gift card reward distributed for completed tasks
* **Advance**: Pre-payment of wages for immediate expenses
* **Credit**: Pre-funded account balance for specific expense categories
* **Capacity Check**: Automated verification of available funds before scheduling
* **SMS Control**: Automated notification system for account management

### **Business Process Terms**

* **Clock-In/Clock-Out**: Time tracking system for shift management
* **Payroll Cycle**: Regular schedule for processing and distributing wages
* **Vendor Management**: System for managing supplier relationships and payments
* **Account Reconciliation**: Process of matching transactions across accounts
* **Performance Tracking**: Monitoring and measuring staff productivity and system efficiency