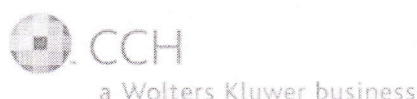


Bair, Nick

**From:** Connolly, Cornelia  
**Sent:** Tuesday, November 11, 2008 5:14 PM  
**To:** Bair, Nick  
**Subject:** FW: Quick News-Software Newsletter - FIRST EDITION - Issue 1, Nov. 10, 2008  
**Attachments:** image006.jpg

**From:** Scott, Alison  
**Sent:** Monday, November 10, 2008 4:35 PM  
**To:** TC-Software FT  
**Subject:** Quick News-Software Newsletter - FIRST EDITION - Issue 1, Nov. 10, 2008



All the news that's fit to print

## Quick News—Software

Issue 1, Nov. 10, 2008

### Accomplishments

#### Power User Group

- Maintained a 95% answer rate for the October 15<sup>th</sup> tax deadline.

The Power User Group has three new members: Edward Anger, John White and Don Carey. Edward previously worked for CCH in Torrance Development. John was a customer service rep in Business Tax and Don was a support rep in Tech. All will be great additions to the support group.

The Power User Group attained one of the largest contracts ever from the firm of Amper, Politziner and Mattia. This multi-office firm in Edwin, New Jersey, does 15,000 returns annually. They will be Global fx in the future. They are also previous GoSystem RS users.

Another new and large firm, Rosen, Seymour, Shapps & Martin has signed a contract for Power User support. This firm is based in New York and is also a previous user of GoSystem and is now converting to ProSystem fx Tax for 2008.



#### Project Management

- Product releases completed (projects assigned to PMO resource): Australia 2008.04000, Australia Eval and Scan release 4.0.
- New Staff: On-boarded new Project Manager, Tina Callender, who is assigned to Foundation Tax Technology Enhancements.



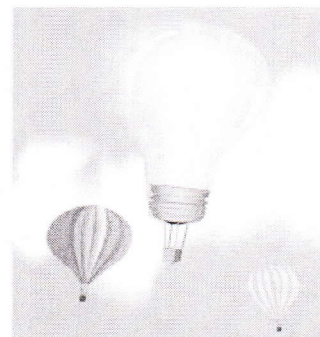
#### 1040 Individual Tax Support

Individual Tax Support handled the October 15<sup>th</sup> filing deadline call increase very well.

- During nine days of increased call volume, they took over 12,500 calls.
- Thanks to the development team who were an incredible help to the team and to the customers on the phones!

As a pilot project, we compiled a list of the most commonly asked questions for the extension deadline. An e-fxNews article was sent out with those questions and

### Task Force Updates



**Inspire Today to Transform Tomorrow!**

#### Innovation

##### Slogan Campaign

Nancy Black suggested the above winning slogan.

219 ideas submitted  
 3,075 votes entered  
 265 users signed up.

##### Process Improvement Campaign open until Dec. 2008

To Date:  
 84 ideas submitted  
 449 votes entered  
 319 users signed up

#### Good Corporate Citizenship

The 2008 Habitat for Humanity Campaign is complete. (125 CCH staff donated 1,256 hrs)

direct links to their answers in the Knowledgebase. They are analyzing the results to determine the customer impact.



### Quality Assurance

QA recently implemented the HP Quality Center software. This software will act as a single repository and reporting tool to track all QA activity within the Next Generation project. Here are some of the benefits of coordinating our processes around this application:

- Gain real-time visibility into requirements coverage and associated defects to get a clear picture of business risk.
- Manage the release process and make informed release decisions with real-time KPIs & reports.
- Measure progress and effectiveness of testing activities.
- Manage manual and automated testing activities to reduce redundancy and focus resources where they will generate the highest benefit.
- Facilitate standardized testing and quality processes that boost productivity through workflows and alerts.
- Lower costs by capturing critical defects before they reach production.

The software has been used to validate coverage of the test cases created and to track coverage of manual testing. Further enhancements will increase the quality and efficiency of the work performed. The reporting capabilities of the HP Quality Center will allow transparency into the quality of the application and give accurate estimates as to when the software could be released. Any defects found can be traced back to specific requirements prompting any additional testing. This will result in a better quality application for our customers.



### NextGen Development & Design

This week NextGen completed two milestones:

- Code Complete for Alpha
- Calc Accuracy Comparison Matching Foundation



### Business Tax Support

Kristen McNett, a Spherion employee, was onboarded on July 8, 2008. Kristen attended four weeks of training and began taking customer support calls on August 5. On September 12, in the thick of heavy call volume due to the extension deadline, Kristen took 114 calls. The average number of calls for Business Tax Support on that day was 25. Kudo's Kristen!



### Technical Support

Nick Bair started with CCH in October 2007. During the 2008 tax season, he ranked 7<sup>th</sup> in number of calls taken for all reps in Technical Support with an average EQB score of 97.26%. He believes, "In a customer driven environment, customer service has to be at the forefront of everything we do."

Ben Elliott came onboard in September 2005. His average EQB score in the 2008 tax season was 98.65%. This fall he balanced his support duties with training. "By making it a habit to consistently improve your customer service skills, this ensures that each customer is given an ambience of hospitality coupled with a precise and expeditious resolution."

United Way and HFH Fundraising Campaign Kick-offs and payroll deduction plan in place.

### CCH Operating Principles

They are finalized and will be distributed to employees in the near future.

## Facilities

### Wichita Facilities Reminders:

- ♦ A projector, used for less than one day, doesn't need a Lotus Notes reservation. Ask for it at the front desk on 2nd floor.
- ♦ Nor is a Lotus request needed for temporary, one day, or visitor badge (unless for a large group).
- ♦ ARMS requests—Be specific about badge access needs.
- ♦ Please give Facilities one week's notice for training/conference room set-up.
- ♦ Please use TCAdminServices when emailing rather than a specific person.

## Events

### Benefits Open Enrollment: November 10<sup>th</sup> - 21<sup>st</sup>



### Health & Wellness Fair- Wichita

Come to the Atrium on Thursday, November 13th from 11a.m. to 3p.m. for the H&W Fair. The list of health agencies and organizations is growing. At this time the following organizations will be in attendance:

American Cancer Society  
American Red Cross

Congratulations to those recognized  
for  
2008 Customer Service Awards!

Sharon D'Antignac, Terry Light, Franki Vander Brug, Regina Baker, William Baxa, Shari Iohara, Josette Reo, Eileen Lopez, Jose Raya, Vanessa Tarver, Evelyn Norbury, Venice Deperalta, Joshua Tse, Jenny Skiver, Laurie Goodman, Jim Pickard, Robert Hill, Pat Hopkins, Donald Stuart, Paula Schrag, Mark Whetstone, Nick Bair, Randal Schafers, Patrick Trant, Kathy Downs, Steve Strasser, Cindy McHenry, Derek Day, Brian Chamberlen, Tim Potter, Dorothy Desrosiers, John Corbett, Eric Kientz, Fred Shope, Stephanie Gillig, Donna Cummings, JoAnn Cummings, Rita Beck, Debbie Wiley, Ben Elliott, Marcia Cortis, Greg Steinert, Richard Yamamoto, Jim Pickett, Connie McDonald, Chris Kloefer, Phillip Fleming, Mike Gash, Cindy Rowe, Charissa Hicks, Wendy Dye, Charles Hamm, Jamie Brummer, Scott Savery, Bryan Aubuchon, Karin Dickson, Rexanna Fisher, Debbie Phillips, Theresa Garfield, Kevin Hinshaw, Judi Eldred, Mo Sadiq, Dorothy (Dot) Desrosiers

Arbonne  
Central KS Podiatry  
Childstart  
Drake Chiropractic  
Dream Dinners  
Juice plus  
Thin and Healthy Solutions  
Eye Glass World  
YMCA  
TOPS



**Service Awards-Wichita**

Volunteers are needed for Service Awards in December (date TBD). Please contact Kerri Resser (x-6235) in HR if you are interested.

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