

# Release Notes Self Service

Business

Release 2018-11

Version 1.0



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This document describes the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages and reports from customers. Where relevant, we have included a number in the section title to refer to the identification of the message (change .....) in question in our system.

## **Digital Signing**

### 1. Send documents for signature from the workflow

#### Introduction

The Digital signing functionality is growing continuously with improvements, to be in line with market demands.

In this release you will be able to send documents for signature directly from the workflow, without having to access the 'Batch signing' page to select the documents from there. In doing so we remove that extra step, improving the user experience and helping reduce errors in the process that happened when selecting documents from different workflows on the 'Batch signing' page.

### Configuration

To enable the digital signing in a workflow functionality, you must configure it in the workflow. Until now the signing configuration was done on a template level, meaning that each template could be configured to be signed digitally.

Now the added configuration is on the button level, and when selected it will enable the sending for signature in workflow functionality. Bear in mind that the templates will still have to have the signing configuration, and this additional setup will be only used to add the option of sending for signature from the workflow. If this functionality is not selected on the button level but is configured on the template level, the sending of the documents will be done from the 'Batch signing' page as usual.

### Examples of Signing in Workflow configuration for the buttons 'verzenden' and 'goedkeuren'



To enable the signing in workflow, you just need to check the box on the button level. Please note that there are some actions defined by the button where we do not recommend using them. As a general rule, any action button that doesn't move the change ('mutatie' in Dutch) on the workflow process shouldn't have the

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configuration to send the documents for signature directly from the workflow, see explanation in table below.

Save	If Digital signing is configured in 'Save' you will be asked to send the documents for signature when saving the workflow. Not recommended for configuration as it will create a loop that won't allow you to save for later and the workflow will close without sending the documents for signature.
Return	Digital signing configured in 'Return' action is possible if this step is part of the signing process (example: Manager sending back signed documents to employee) and not a rejection action (example: Sending back the change due to a legal or administrative error).
Deletion	It is not recommended to configure this on a button that will delete the change.

### Digital signing in the workflow process

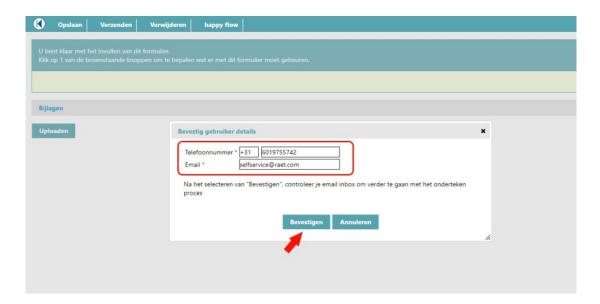
When the configuration on the buttons is enabled, you will have the option to send the documents for signature from 'Batch signing' or send them directly from the workflow.

The process to create the change and to move forward in the process is the same as before. The only difference will be the pop-up with the options so you can decide which action to take.



If you click on 'Send for signature from the 'Batch signing page' the pop-up will close and the change is moved to the status defined by the action button and closed. The documents will be on the 'Batch signing' page for the user to select them and send for signature. If the user clicks on 'Send for signature now', the pop-up to enter the user details will appear so that the email address and phone number used for the verification SMS can be added.





Once the information is entered and you click on 'Accept', the change will be moved to the status defined by the action button and closed. After this step you will receive the email with the link to sign the documents in their inbox and will continue the process of signing the documents in the Intraoffice portal.

In any case, the documents will also appear on the 'Batch signing' page in case you need to resend them, and will be removed when they are back to Self-Service digitally signed.

If you click on 'Cancel', you will return to the previous pop-up so you can choose again from the options to send for signature to the 'Batch signing' page or to 'Send for signature now'. Clicking on the 'X' on the top right corner will close the pop-up so that you can click on another action button in the change if they need to.

The behavior when sending the documents for signature remains the same regardless of whether they are sent from the 'Batch signing' page or directly in the workflow process: the changes are blocked, and once they are signed on the Intraoffice portal and returned to Self Service they will be unblocked so the process can continue.

### No more obligation to read document

As of this release, the obligation to read / browse a document to be signed has expired. It is the choice and responsibility of the signer to read the document fully before signing. The signer can go directly to the digital signing process and therefore does not have to browse through and read all the document pages.

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# Release Notes Self Service

Business

Release 2018-09

Version 1.0



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This document describes the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages and reports from customers. Where relevant, we have included a number in the section title to refer to the identification of the message (change .....) in question in our system.

### New

### 1. Digital signing

In this release we introduce new functionality in Self Service: Digital signing. Raet has selected a partner to support this functionality. If you are interested in Digital signing, please contact your account manager. The digital signing process will be partly done outside Self Service. The documents will be sent to an external environment where you can sign the documents. Once signed, the documents are send back to Self Service for approval and storage into Dossier Online.

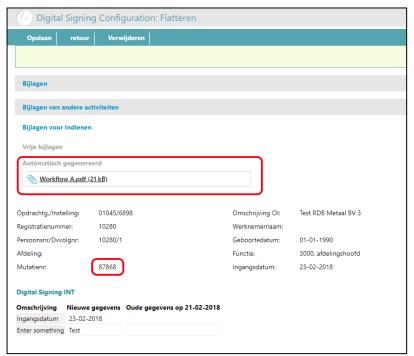
### How does the new functionality work?

On the To Do list you will see the mutation with the documents to be signed.

Once opened you will see the automatically generated document.

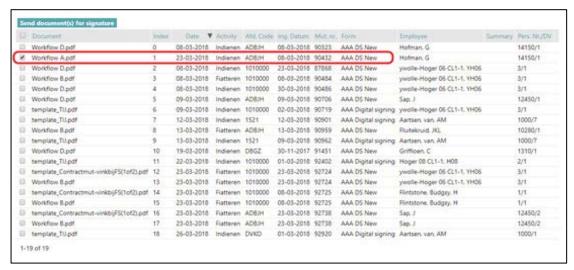


You can check the document by selecting the document title.

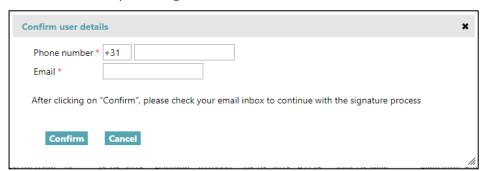




With the document name and the mutation number you can select the right document from the *Batch Signing* page. You can select multiple documents which you want to send for digital signing. After the selection click on the button *Send document(s)* for signature.

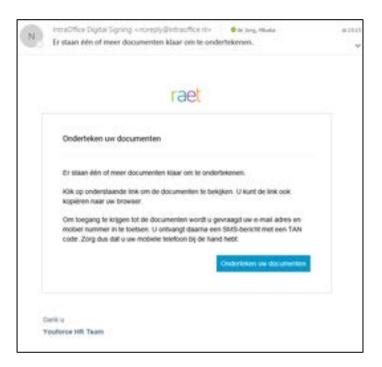


A window appears asking for the confirmation of the email address and a phone number. After entering for the first time the phone number and email address, Self Service will store this information for future reference. This information can always be changed.



After you have entered the email and mobile number, you will receive an email with instructions. In the email received you will see the link to access the tool where the documents will be digitally signed.

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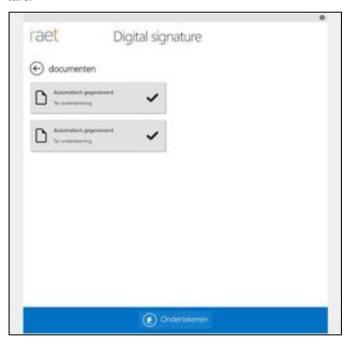
To access this area, it will be prompted to log-on using the email address and phone number you entered before. An authorization code will be sent to the phone number provided which you enter in the next screen:



•



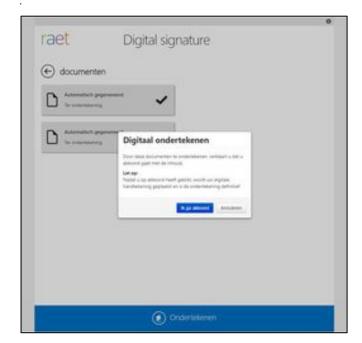
After this you will enter the Intradata environment and you will see the documents available for signature. To sign them select the document(s), open them and navigate to the last page. On the last page the *Sign documents* will be active and you can click on it. A confirmation pop-up will appear and you can confirm the signature.



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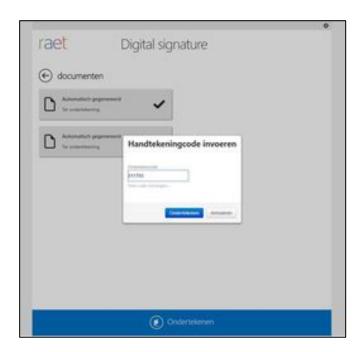






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If there are more than one documents to be signed, you must open them and go to the last page in all of them. After doing so in all the documents the signature button will be active. You can sign all of them at once. Once the process is finished in Intradata, the signed documents are send back to Self Service. You can then move the mutation to the next step.

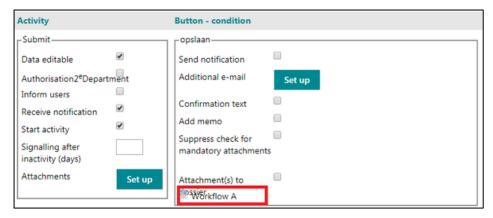
If you have not signed the documents, it is not possible to move the mutation to the next step. You will see the task then in the *To do* list. By opening the document there will be a message notifying that the documents are pending for the digital signature.

After moving to the next steps of the activity and the approval process is done, the documents will be stored on the configured place in Dossier Online.

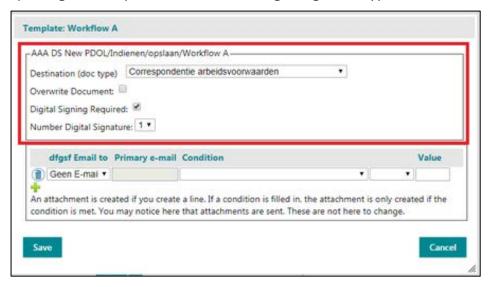


### How to setup my templates for digital signing?

In order to use Digital signing functionality, an additional Service Agreement with Raet is required. Once this is done, the customer ID is activated and the functionality can be used. To setup the Digital signing process in Self Service, you need to update the settings of your template that is part of the step:



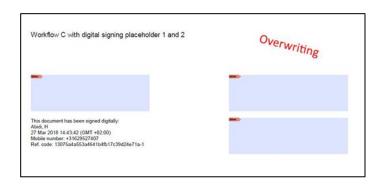
By clicking on the template document, the following settings can be applied:



- **Destination (doc type):** On this dropdown list you can select the Dossier Online folder where you want to send the documents after the signatures, for this example it moves to *Correspondentie Arbeidsvoorwaarden*
- Overwrite Document: It is important to be aware of the impact of the configuration settings.
  - If the tick is marked (Overwrite), it will add the new signature to the document and will show only the latest signature received, not seeing the old ones as it overwrites the old documents and its signatures.
  - If not marked (Do not overwrite) it will save a new document after every signature. Not overwriting allows you to see all the signatures received in the document during the process.

**Examples:** 







- **Digital Signing required:** Mark to activate digital signing over the document
- Number Digital Signature: Indicates the signature placeholder that will be used in that stage of the workflow.

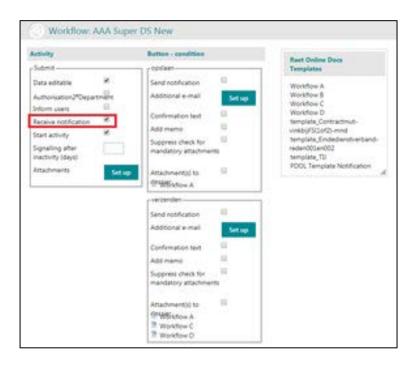
### Send email notifications to the users when a signed document is in Dossier Online

It is possible to setup to receive an email notification when a new digitally signed document is available in Dossier Online. To have this functionality working you must configure both Send Documents to Dossier Online and Send Notifications in the different activities of the workflow. Below is an example for the configuration of the three activities in the workflow.

#### **Submit activity**

In this activity you must configure the Send notifications in activity level and have the templates configured to be send to Dossier Online on button level. This is the normal setup. Do not forget to select 'Attachment to Dossier'.

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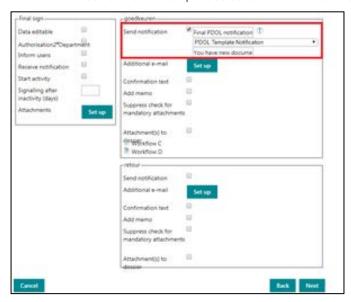


#### Signing activity

In this activity you must sign the documents and once signed they will be sent to Dossier Online. In the configuration below, when Akkoord button is used in the workflow, two files with digital signature will be generated and sent to Dossier Online as well.

### **Final Sign activity**

In this activity the email notification will be sent to the user when the documents generated in signing activity are signed and send to Dossier Online. The email notification will only be sent to the users if 'Receive notification' is configured in the previous activity (in this example Submit activity). The notification sent to the user can be created using a template which you can be upload as PDF-file. In our example below we have named it: PDOL Template Notification. In the configuration you can select the template to use and the subject of the email that the user will receive. The PDF template selected will be added as body of the email when the notification is sent.





# 2. Pre-announcement: Provider change for calculating distance

Raet will change provider from webservices.nl to Google for the distance calculations in various functions used in Self Service (e.q. expenses). We are introducing Google and see this as an improvement to the current webservices.nl as it allows more transparency for the users. Google (as also webservices) is using the fastest route available as the calculation method.

From a user perspective there will be no visible change other than that in the background a different provider is calculating the distances.

In the September release the functionality will be active but not enabled for any customer. When is finally decided to make the functionality available for clients, this change will be activated for all customers, unless a customer has a legal constraint (due to a Collective Labor Agreements, for example) that stipulates Webservices.nl as the tool to calculate distance.

We will allow customers to keep the current provider available for a maximum of 1 year to allow to remove the legal constraint and change to Google as the calculation method. If after 1 year, the request is made to keep webservices.nl available, a charge of  $\le 0.05$  per call will be invoiced to the customer.

Bear in mind that we consider a legal constraint the only reason not to change to the new provider Google.

If this situation is relevant for you, please contact the Service Center so that the provider change does not occur yet.



# Release Notes Self Service Business

Release 2018-06

Versie 1.0



# Contents

New		(-)
1.	Automatic vacancy creation into Recruitment	



This document describes the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages and reports from customers. Where relevant, we have included a number in the section title to refer to the identification of the message (change .....) in question in our system.

### New

## Automatic vacancy creation into Recruitment

#### Only for customers with a Recruitment subscription

As of now, if you have a valid Recruitment subscription and it is correctly configured in Self Service, the vacancies created in Self Service will be exported to Recruitment automatically.

Following the below steps you can validate if your configuration is setup correctly:

- The configuration of Recruitment in Self Service. You can find it in: Beheer >
  System > Instellingen > Werving & Selectie. Fill in your Recruitment
  credentials there.
- In order to create the vacancy in the recruitment system, the following elements are mandatory in the form configuration:
  - o VC0001 -> Referenced
  - o VCO017 -> Vacancy title

When the vacancy workflow is approved and exported, a new vacancy will be available in the recruitment system with the above elements filled.

For more information about how to find the new vacancy in Recruitment, please check the help of the product.



# Release Notes Self Service Business

Release 2018-05

Versie 1.0



## **Contents**

### **Changed and improved**

3

1. Changes on the retry policy when sending documents to Personal Dossier Online with new hires 3



This document contains a description of the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages from our customers. Where relevant, we have included a number to refer to our internal system in which we record messages from customers.

## Changed and improved

## Changes on the retry policy when sending documents to Personal Dossier Online with new hires

When a new employee is entered into Self Service, but has not started yet with the company, the documents attached in the workflow cannot be added to Personnel Dossier Online.

Only when the employee is active in Self Service, the document can be uploaded in the Personnel Dossier.

If the employee does not exist at the moment the document is offered, the policy is to retry after 24 hour. In the current functionality there was a maximum of seven days. Based on the feedback of our customers, we have now updated this to 93 days.

This will resolve that for employees that are registered up to 3 months in advance, the documents can be send to the Personnel Dossier.



# Release Notes Self Service Business

Release 2018-03

Versie 1.0



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This document contains a description of the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages from our customers. Where relevant, we have included a number to refer to our internal system in which we record messages from customers.

## New

### 1. Mandatory attachments

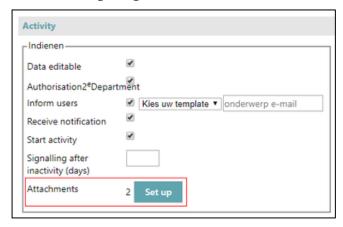
### Why

As part of our continuous effort to improve the efficiency of your HR processes, we have added the possibility to configure which attachments are mandatory per activity.

This is also initiated by the idea 'Mandatory attachments in a workflow' (in Dutch: 'Verplicht toevoegen van een bijlage in een workflow') registered under number <u>OTHR</u>-I-3 in the Raet customer Ideas portal.

#### How

From now on, the attachments configuration will be part of the workflow configuration and not part of the form or dialog configuration view. See below for how this will look like:



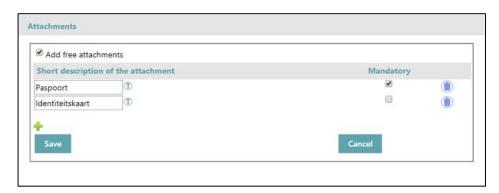
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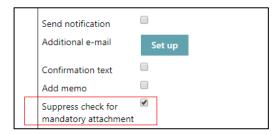
Before the update, it would appear as below:



For each activity, you can configure which attachments should be uploaded and which ones are mandatory. You can also configure the possibility to add "Free attachments", which means that the user can upload attachments without a category/label.



As part of the configuration, you (as administrator) will be able to decide for which actions the attachments are not mandatory. For the other ones, the application will check if the attachments have been added (default).



For the user, it is now possible to upload attachments in all the forms of the transaction. A new upload section has been added, "Attachments" and "Attachments from other activities" (only if there are previous activities).

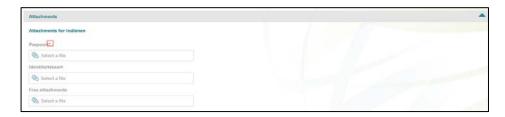


To see which attachments are mandatory in your activity, you only have to expand the "Attachments" section.

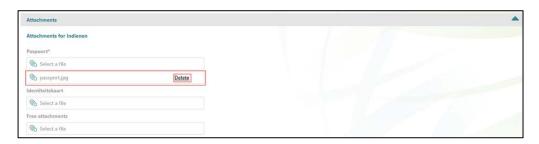


The (\*) next to the category means that this type of attachment is mandatory. It is possible to add more than one attachments to the same category if the system sees that there is at least one mandatory attachment.

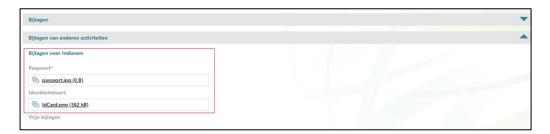




To upload an attachment, you only need to click on the box. A new file dialog will then open to select the attachment. Deleting an attachment is also possible by just clicking in the delete link. You can only perform these actions if you are authorized to modify data in the specific activity.



When the area of "Attachments from other activities" is opened, you can see the attachments uploaded previously. It is possible to download and open them, but not to delete them.



As a new feature, from now on, you can also upload attachments in the actions page. So if you receive a message that there are mandatory attachments pending to upload, you can add them there. In this page the upload action is needed to upload the files.



In the above picture the file "B.txt" is pending to upload until the user clicks on "Upload".



### Your action

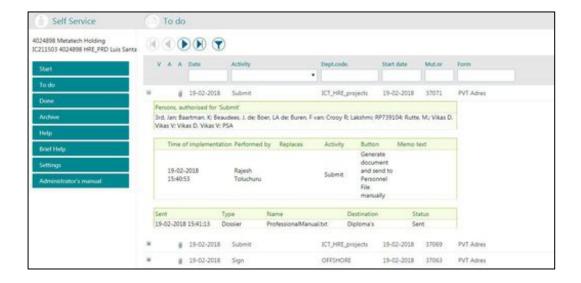
In order to adapt all actual workflows to this new way of managing attachments, an automatic migration will be done during the release day of this March release. As a result of this migration, all the workflows that have a form or a dialog with attachments configured, will have free attachments configured for each activity. After that, each administrator can configure the attachments of each activity of each workflow as specified above, even if there are instances of the workflow opened.

## Changed and improved

### 2. Information on workflows combined

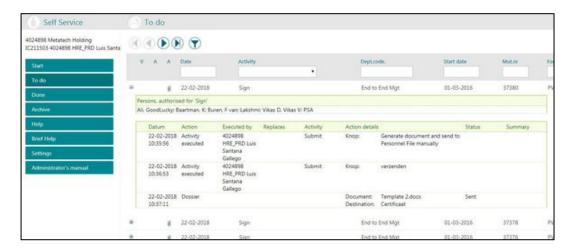
An improvement is made to combine the audit trail information on workflows, attachments and templates that are added as part of the workflow. Before our update, there were two separate information boxes, but this has now been combined into one overview.

See the old situation:





After this release, the summary is in one combined overview:





# Release Notes Self Service

Business

Release 2018-02

Versie 1.0



# Contents

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1.	Improvements to the user interface	3



This document describes the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages and reports from customers. Where relevant, we have included a number in the section title to refer to the identification of the message in question (change .....) in our system.

## Changed and improved

## 1. Improvements to the user interface

In this release we have introduced a number of improvements to the user interface changes that were released last year. Based on the feedback of our customers, we have added a number of improvements. In the upcoming releases we will introduce small updates to the user interface.

#### Leave list

The feedback we received is that in the leave balance list, two problems have occurred: there was too much space between columns and the titles were setup in capitals. We have made improvements to the screen so the spacing between columns is reduced and the titles are not in capitals anymore:





### Manager screen

A fix is applied to the layout of the manager button in the left bottom of the screen (see screenshot below), this was not formatted correctly and had a small indent from the left side.



### Size of the text in tables and the table height

We needed to find an optimum height of the table compared to the font size, enhancements have been made in this area.





### **Table headers**

We have fixed the inconsistency in size of the text field and the dropdown, previously this looked like the screenshot below:



The height and width of the text fields and the dropdowns is now aligned:

