

## 1. Overview

- 1.1 The app is designed to empower your workforce whilst helping to streamline HR procedures by eliminating time consuming tasks.
- 1.2 This app is available for iOS and Android.
- 1.3 Support costs increase by £305 per annum.
- 1.4 The hosting service costs £1 per person per month in blocks of 50 people.
- 1.5 The hosting service is payable in advance by recurring card or direct debit payment which may be cancelled at any time.
- 1.6 Mention that the hosting company is one of the NMD3 group of companies owned by the same directors of timeware® UK Ltd.

## 2. Ask the customer if they are currently using ESS and if so which parts?

- 2.1 Use this information to describe the benefits of the ESS GO over ESS.

## 3. Discuss 'Leave' related scenarios

- 3.1 How do staff currently check their holiday entitlement?
- 3.2 What is the process of requesting leave for holidays or medical appointments?
- 3.3 What is the process for reporting sick?

## 4. Discuss 'Attendance' related scenarios

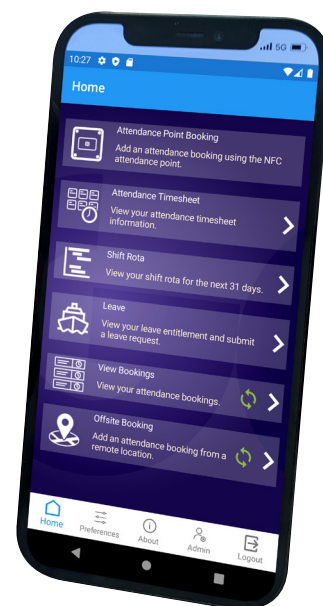
- 4.1 How do staff know which shift they are working?
- 4.2 Do you have staff working at remote locations where there is no attendance point?
- 4.3 Do you have drivers that are unable to make attendance bookings due to early starts or late finishes?
- 4.4 After receiving their payslips, do staff ask for a copy of their timesheet for validation?

## 5. Email notifications

- 5.1 To the manager when a leave request is made.
- 5.2 To the app user when a leave request is approved or declined.
- 5.3 To the app user when a shift rota is modified.

## 6. Summarise:

- 6.1 Describe that accepting the zero value quotation will trigger the trial process.
- 6.2 Describe how the Projects team will manage the implementation of the 30 day to 25 staff including importing the email and mobile numbers of the trial participants.
- 6.3 Mention [www.timeware.me](http://www.timeware.me) to help staff download the app.
- 6.4 Ask customer approximate number of employees.



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