

UNIT4

**Product Guide**  
**ERP HCM**



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# 1. Introduction

The ERP HCM solution is designed for Businesses Living IN Change – organizations that encounter pressure from more frequent business change (such as re-organizations, regulations, mergers/acquisitions, etc.).

ERP Human Resources allows such organizations to ensure that their people are prepared to meet (new) business demands as efficiently as possible, while nurturing and developing their employees as their organization evolves. After all, handling change affects people and how they deliver your organization's strategies and goals.

The ERP HCM solution incorporates functionalities ranging from employee compensation and management to organization management. Key phases of the employee life cycle are covered by the solution: hiring, time and organization modelling, pay awards and reporting to the point of retirement. The solution is highly configurable and can be set up to handle the full complexities of managing resources in public and private sector organizations. Unlike more rigid systems, users can configure the application (on an on-going basis) to handle those special or unusual processes and requirements unique to themselves, in the same manner as more common processes and requirements.

As result of the ERP HR solution's tight links to Payroll, Project Life Cycle and to the General Ledger and Accounts Payable, organizations are able to benefit significantly from reduced administration costs, reduced need for cross functional reconciliations, increased reliability of data, increased transparency of information across the organization and the associated peace of mind of having robust and reliable business systems. It provides the end user with powerful infrastructure for managing ongoing change in data, processes and information delivery.

The HCM solution is composed of different features that are described in the next section.

## 2. Employee Management

### 2.1. General Description

The ERP solution covers organization's needs when it comes to managing their employees' records, providing the capabilities to carry out the administrative follow-up of employees and other resources of your company (e.g. contractors, Volunteer, etc.). Administrative tasks may include management of new employees, staff exits, expense reports, organizational chart changes, promotions, etc.

The HR module is delivered with the Personnel master file and this is the place where the HR department registers and maintain all employees, it is the source of employee related information complying employees' personal data and information relevant to the organization's processes such as Payroll or Absence management.

Personal information	Company information
Employee Name	Cost Center
Address	Work Schedule
NI number	Employment
...	...

Employees may be enabled to update their personal data such as address, or marital status and thanks to the workflow functionality these changes can be validated and approved by the HR department, only approved changes are updated in the Personnel master record. To facilitate and make the process of validating changes more effective, employees can also attach documents to support the change (e.g. if an employee needs to change their address, he/she can add a residence proof to the document archive).

The ERP Document archive can be also used to hold position-related documents such as job descriptions, terms and conditions, working instructions, CVs, etc.

### 2.2. Business Benefits

- Have all employee information and related documents stored in a centralized system
- Link of ERP HR with other ERP modules such as General Ledger, Project Costing and Billing and Payroll reduces the significantly the administration costs and the need for cross functional reconciliations
- Employees ability to view and update their own data improves efficiency of administrative tasks, transparency of information
- Document archiving allows employee-related documents to be attached to their employee profile
  - less paperwork reduces the environmental footprint
  - employees can easily access job related documents through their profile

## 2.3. Most important functions

- HR staff, employees and managers can view and update personal information such as name, language, citizenship, marital status, addresses, etc.
- Ability to define standard and employee-specific work plans, giving work/non-workdays, shift patterns, days with reduced hours, etc.
- Screens can be tailored by role, ensuring different personas only see the relevant information related to an employee. The HR department has access to all employees' data, but for instance managers would not need to have access to the section dedicated to the employees' address.

### **Workflow**

- Workflow support for the approval of data change, prior to updating the database. This ensures that the HR department or management maintain adequate control over the data being maintained by users.

### **Flexi-fields**

- Flexi-fields can be used to extend the employee data with additional user-definable analytical fields (e.g.: additional tab to hold information related to the Employee Right to Work).

### **Document archive**

- Document archive can be used to hold employee related files such as employee picture, payslips, scanned certificates, CVs etc.

### **Alerts and notifications**

- Alerts and notifications can be widely used to support Employee Management. For instance, an alert can be set up to inform the HR department that an employee's Visa is expiring in the next 3 months, this way the HR department can carry on the activities to ensure legislative compliance.

### **Reporting**

- All analytical fields are available for standard and user-definable enquiries

## 3. Absence Management

### 3.1. General Description

Absenteeism is an important subject to be addressed for several reasons. Analysis thereof can highlight potential stress-related illnesses, repeat patterns can indicate potential job dissatisfaction and other attitudinal problems and its overall effects on an organisation's financial performance can be ascertained.

The ERP solution offers the Absence module which allows employees to request absences and HR staff to keep track and maintain the organization's absences.

The module optionally integrates with Payroll to post relevant absence-related payments and deductions. It can be also integrated with Time/Projects enabling the automatic transfer of absences into the timesheets avoiding duplication of input.

The work schedule is an essential piece for absence management as it specifies when an employee should be at work allowing to predict the work availability for any period. A work schedule must be connected to each employee so that absences can be recorded for them.

Multiple absence codes can be created and are user-defined. These absence codes are used in absence entry screens, additional validation according to the employee's work schedule is done in the entry screens and pre-defined limit conditions for a specific absence can be defined.

### 3.2. Business Benefits

- Employees can enter their own absence requests such as Holidays taking the burden off the HR department.
- The definition of limits for absence entitlement generate warning or errors during transaction entry, avoiding, for instance, an employee to submit to approval a number of absence days that exceeds his/her current entitlement.
- Ability to capture, analyze and manage all absence-related information which can be used as input for Health and Safety reporting allowing to identify patterns of absenteeism. Such identification of patterns (e.g. occurrences of back pain) may enable solutions to be found to increase employees' attendance, thus improving productivity and employee well-being.
- Integration between the various modules (Project Life Cycle and Payroll) simplifies the process of recording and managing absence occurrences, including correct treatment of employees' payroll, which may be subject to complex treatment rules. Such simplification saves time and improves accuracy.
- Specific functionality is included to handle the complex requirements for linked absences required in certain countries, such as Sweden and special handling of maternity and paternity leave in the UK.

### 3.3. Most important functions

- Definition of work-plans or shift patterns simplifies identification of number of workdays and hours missed.
- Employees can enter their own absence requests and also Managers can enter absences on behalf of their team members.
- Enabling definition of the various absences you wish to monitor, grouped into absence types, using 'relations'. Absences may include various common reasons for sickness (flu, bad back, etc), holiday, maternity leave etc.
- Define which absences create payroll adjustments (payments and deductions) according to flexible rules of treatment (for example, employees on long term sickness may have different treatment of pay than other employees).

#### **Workflow**

- Workflow can be set up to support the approval process of absence requests. If an employee books holidays, managers before approving can check if the absence does harm the project deadline.

#### **Document archive**

- Document archive can be defined and connected to the absence transactions allowing employees to attach a medical certificate to an absence related to sickness.

#### **Alerts and notifications**

- Alerts and notifications can be defined to notify an employee that absence limits have been reached.

#### **Reporting**

- Flexible reporting capabilities to enquire on absences allowing the identification of recurrent absences, absence patterns.

## 4. Competences

### 4.1. General Description

To support the skills management of an organisation it is required to have the ability to record the skills and competences of their employees and to be able to enquire on them easily.

The U4ERP Competence module is used as a central repository for information on skills, qualifications, experience and competences. The employee competence information held in the database may be used to support employee development and resourcing for projects.

It enables users to define and monitor employees' skills and strengths. The reporting tools allow users to rank applicants and resources according to a set of criteria, which allows for instance identifying suitable people to fill a vacant position.

Competences may include different aspects of an employee's skills profile:

- Details of qualifications and certificates achieved, holding additional information about qualifications, such as awarding body, date of achievement, etc.
- Assessment of skills such as languages, knowledge of computer applications, ability to operate certain equipment etc.
- Subjective assessment of qualities, such as leadership, team worker, self-motivated etc.
- Subjective assessment of experience, such as previous employment, with scores reflecting relevance to present position etc.
- Management of CV's for staff development and to support project management

### 4.2. Business Benefits

- A user-definable database of skills and competences enables employers to record all relevant employee skills and experience, in such a way that it is easy to make enquiries. This means that it is easy to find the people with the right mix of skills and experience for a particular job, ensuring that the job is completed professionally to the customer's satisfaction and with the greatest efficiency and effectiveness.
- It also enables managers to identify skill shortages and areas for improvements of individual employees, and thus fill gaps and raise skill levels appropriately.

### 4.3. Most important functions

- Employees can enter their own competence information.
- Gap analysis highlighting shortfalls in skill level for selected competence types compared with a target level, for a range of resources.

#### Workflow



- Workflow support for the approval of competence information changes prior to updating the database. This ensures that the HR department or management maintain adequate control over the data being maintained by users.

#### **Document archive**

- Document archive can be defined and connected to the competence entries, for example if an employee enters competence information related to a Certificate he/she can attach the certificate to the entry to support it.

#### **Alerts and notifications**

- Alerts and notifications can be defined to help manage renewal of certificates or qualifications using IntelAgent.

#### **Reporting**

- Reporting on competences enables such things as ranking of employees according to set criteria, identifying for example suitable people to fill a vacant position.

# 5. Position administration

## 5.1. General Description

Position administration is the process by which departments determine how jobs are defined and what the organizational structure should look like.

U4ERP delivers the Position administration module which allows the HR department to register, maintain and enquire about position information supporting both Human Resources and Payroll. With Position administration users to track people currently in posts and vacancies that need to be filled, multiple employees can share a position and an employee can hold multiple positions. Use of positions in U4ERP Payroll allows a further level to be added to the construction of the hierarchical payroll system.

## 5.2. Business Benefits

- Position information defined or changed at a generic level can be cascaded automatically across the workforce avoiding having to update manually the position information in the different screens.
- The link with the competence module allows users to create position profiles, identifying the competence requirements to be eligible to hold the position.
- Tight connection with Payroll supporting pay rules.

## 5.3. Most important functions

- Flexible position and code master files can hold information related to specific or general jobs within the organization.
- Unlimited position-related information can be held within, and defaulted to, the employment record.
- Position information defined or changed at a generic level can be cascaded automatically across the workforce.
- Permanent, temporary and 'acting up' positions supported.
- Default pay scales, grades and pay points and General Ledger costing can be linked to positions.

### Workflow

- Workflow can be used to support the approval process if a new position is created or changes are applied to existing positions, changes to the Position register window will take effect only after approval.

### Flexi-fields

- Flexi-fields can be used to extend the position data with additional user-definable analytical fields.

### **Document archive**

- Document archive can be used to hold position-related documents, such as job descriptions, contract templates, terms and conditions, working instructions, job requirements, certificates, CV's and letters

### **Reporting**

- Reporting on position helps users for example to understand which positions are vacant.

# 6. Payroll

## 6.1. General Description

Payroll is the last but not the least part of ERP HCM solution. People-centring organizations need payroll and its very critical part of the business to make sure that all payments are calculated properly and according to the local/country law.

The module is seamlessly connected with all relevant HR data that may have an impact on payroll results. All transitions like organizational changes, pay steps, pension schemes, salaries and contracts are reflected automatically. This expands broader to other modules like Project providing real-time data to create a full picture of the cost of a project or importing data from the timesheets module to make sure that all employees get paid for the work done.

Thanks to financial integration detailed costs are captured and summarized at the appropriate level in the General Ledger for effective business analysis without time-consuming reconciliations. Also, pay costs are transferred seamlessly for building budgets.

The payroll module provides a very flexible configuration which can be easily changed at any point of time and adapted into expanding organizations. Unlimited numbers of pay types, deductions and allowances secure easy adoption for growing organizations. There are many ways how you can adapt HCM to your business needs either creating a new company or adding a new legal entity into the existing setup. Thanks to position administration the same employee record can be hired in two different companies with payroll calculated and reported correctly.

## 6.2. Business Benefits

- All HR data is automatically reflected in payroll calculations, for more critical business processes workflow can be amended with approval step
- Link of ERP Payroll with other ERP modules such as HR, General Ledger, Project Costing and Billing reduces the significantly the administration costs and the need for cross-functional reconciliations
- Configuration hierarchy – payroll factors can be set on a company level, group level or individual where the lowest stage is taken. This allows payroll administration to keep things simple and easily adapt to organizational changes
- Legal Entity - allows to keep all different business units under one client and run one payroll for all of them. Connection with positions provides a simple way of moving employees between organization units with proper payroll calculation and even more important with proper reporting to tax regulatory bodies (only supported countries)
- Backpay – automatically detects changes done on periods already processed by payroll. It recognizes differences and brings correction to the current payroll. This reduces

administration costs and allows the business to do a salary review process later with settlements.

- A single employee record is used across the whole ERP application, including timesheet entry, absence management, expenses, etc.
- Payslips can be saved in the document archive and be accessible via the employment portal. Payroll administrator can easily amend factors, pay elements visible on the payslip
- An unlimited number of additional payroll run allows the company to pay unplanned bonuses or pay in advance
- Payroll reversal allows you to remove confirmed payroll before payment is done and do necessary adjustments.
- Very flexible configuration allows amend existing rules starting from simple variable payments and ending with very complex math/logical operation
- Detailed cost analysis – costs can be divided into several costs centers, transactions can be split accordingly to changing positions factors in the payroll period
- The payroll dashboard provides a centralized place to manage and control the whole payroll process in the organization. Together with fully configurable widgets like data comparison, warning, insights, statistics and charts it delivers comprehensive payroll data

### 6.3. Most important functions

- Different legal organization units can be handled on the same employee record via multiple positions. The payroll module will report them separately, even if they are calculated on the same payroll run.
- Support for different pay schedules like weekly, bi-weekly, monthly, yearly and more
- User-defined pay groups for dividing the workforce into different payrolls for processing purposes.
- Unlimited number of payments and deductions and flexibility allows easy adoptions for growing business
- Rates of pay and deductions, benefits and organizational analysis fields are automatically associated to employees based on a rules hierarchy.
- Processing of payment agreements can be included/excluded from the regular payroll run and may have a different pay frequency.
- Payments and deductions can range from very simple payments or deductions, to very complex by incorporating mathematical formulas, calculations - based on historical postings or external programs.
- Links to the position register for defaulting of benefits and deductions, rates, GL analysis, pay steps and pay scales.
- Payroll errors and associated warnings can be filtered by type of error or warning for ease of correction.
- Separate payroll proposals, re-run and confirmation; ensuring support for segregation of duties and control.
- Multiple bank accounts per employee are supported.
- Different pay elements can be paid into different bank accounts and in different currencies.
- Ability to define which payment and deduction elements should appear as a warning or error.
- Integration to the General Ledger offers comprehensive financial analysis, ensuring that all related payroll costs can be posted as defined by Finance.

- Support for split GL analysis (for example, multiple cost centres) - based on people and the post(s) they occupy.
- Automatic links to Accounts payable accounts for distribution and payment of third party deductions such as Taxes, pension, union fees etc.
- Different SI/NI contribution rates can be applied and all payments or deductions will have the correct apportionment.
- Unlimited, user-definable balances can be maintained; for example, holiday accrual and entitlement.
- Security can be set by data type.
- Full amendment logging under user control.
- Flexible definition of limits so users can define what happens when the limit is reached; for example, warnings to be given, element to be changed or stopped.
- Limits can be based on any variable, i.e. monetary amounts, number of hours/days, minimum/maximum, timeframes, etc.
- Pay elements can be fixed or variable, based on periodic data entered, such as number of hours overtime worked.

### **Workflow**

- Workflow rules can be defined to control the approval and distribution of information; for example, approving timesheets, variable pay salary changes and other updates.
- Workflow rules can be defined to control the hand-over of information from HR to Payroll and vice versa.

### **Document archive**

- Document archive can be used to hold position/employee-related documents, for example, payslips distribution

### **Reporting**

- Flexible enquiries give ad-hoc analytical payroll information.
- Reporting allows to build report across different modules, provides payroll data available in other areas like projects and financials.
- Payroll dashboard provides full configurable widgets, charts supported by information browsers with detailed information

# 7. Expenses

## 7.1. General Description

The Travel Expenses module has been developed as a solution to aid the management of travel and expense registration within the U4ERP Human resources product family. The module helps to automate routines concerning the registration, approval, processing, posting and payment of travel expenses.

It enables employees, payroll and financials staff to simplify the job of registering and calculation of travel claims in a user-friendly way.

The module can be integrated with Financials, Project Life Cycle and Payroll.

Employees can easily enter their expenses incurred due to travel or any other work-related activities in an expense claim for subsequent reimbursement after approval.

In addition to enter expense claims, the Expenses module also offers functionality to allow employees to enter their trip details like destination, departure/arrival date and time. Based on the entered trip details and travel allowance rules defined, the system can calculate the travel allowance entitlement.

Workflow plays an important role in expenses management as most of the times require expense transactions must be approved/reviewed by the employee's superior, project manager or the financials department before reimbursing employees.

Expense reimbursements can be paid through Payroll, if the invoices are posted using this method, transactions will wait until the next payroll run processes them. On the other hand, there is the possibility of reimbursing expense invoices through Direct payment, the expense invoices are posted directly in Accounts Payable where they will be picked by the remittance process.

## 7.2. Business Benefits

- Expense enables the automatic calculation of travel allowances, thus simplifying a potentially complex administrative task, and saving much administrative time and costs.
- Enables an organization to devolve responsibility for entry of expenses to the employees or managers themselves. This reduces administrative time and costs and enables them to focus on tasks that add more value to the organization. Through giving responsibility to those people directly affected, Expense may achieve greater data accuracy. Accuracy of data may also mean elimination of delays in processing and payment, which means that the employee is happier for getting his payments made earlier than previously.
- Reports and enquiries, for example by salesman or project, enable tight control of expense accounts and effective use of available funds or reduction in costs.
- Expenses can be quickly and automatically transferred to PCB for prompt billing to customers and improved cash flow.
- Screen-based entry of expenses by employees themselves, eliminates the confusion caused by poor handwriting, in manual systems, and ensures that data is complete, an advantage over simple spreadsheets submission. This then eliminates confusion and processing delay.

- Web entry of travel expense claims gives greater freedom to employees to enter expenses remotely, even as they are being incurred. This helps ensure that expenses are recorded accurately while the details are fresh in the employee's mind, and that the information is passed to the accounting department and cost centers in a timely manner, ensuring that corporate data is up to date.
- Integration with other U4ERP modules, including General Ledger, PCB, Accounts Payable, Payroll.

### 7.3. Most important functions

- Dedicated screens for expense claims (taxi, accommodation, car rental, etc) and travel allowance entries.
- Automatic calculation of overnight, subsistence/travel allowances according to user-definable, sophisticated rules, based on destination for instance.
- Handling of complex tax treatment of travel expenses as required by some countries.
- Use of expense types simplifies data entry
- Ability to print out multiple copies of expense claim.
- Support for, and reconciliation of cash advances.
- Expenses may be reimbursed to employees via Accounts Payable or Payroll.
- Multi-currency transactions: expenses may be entered in the currency of the country visited and repaid in the 'home' currency of the employee.
- Flexible definition of limits to expense elements may give added control and over-payment.
- Employees can elect to have their expenses paid into a different bank account from the one used by payroll.
- Automated workflow for approval
- Entry of GL analysis, based on account rules, with the option to define defaults such as cost centre and mandatory detailed input such as workorder.
- Control over whether claims need to be itemized. for example, hotel bills that need to be split between accommodation and entertainment.
- Travel claims can be entered as draft and then when all details have been completed, they can be submitted for approval.

#### Workflow

- Workflow is well suited to the Travel expense module, as many companies will require that resources' travel expenses must be approved by their superior. In this way, you can create a transactional workflow that will allow a resources manager to review, approve or reject a travel expense claim.

#### Document archive

- Document archive can be defined and connected to the expense invoices, employees can take a picture of the receipts and attach to the items they are claiming.



## 8. Localisation capabilities

### 8.1. North America

Unit4 ERP provides additional capabilities to serve the Canadian and US operating customers to ensure compliance to specific Canadian and US statutory Tax reporting requirements:

#### Additional Requirements for Canada

##### **NAP10 - Record of Employment and Capture Confirmation**

- In order to meet the CRA's T4 reporting requirement, UNIT4 has added this functionality to the core product.
- One or more T4 slips are generated for all employees who have received applicable payments during the reporting year.
- Reporting is done based on the date the employee was paid and not when the work was performed.
- This process will create two main types of reports for paper slips: Recipient slips and Company slips
- All Canadian companies must produce a Record of Employment (ROE) form for an employee under a number of different circumstances, including termination for any reason, and for periods of leave. These forms are used to report wages and other income information that is used to determine eligibility for Employment Insurance (EI).

##### ***Producing the ROE Output Report***

- The last day for which paid comes from either the employee's end-date or the Last day for which paid ROE report parameter (the latter overrides the former).
- When the ROE process retrieves Occupation, Recall Reason, and Termination Reason (Reason for Issuing ROE) relation values, it uses the latest relation value that is on or before the last day for which paid.
- When the ROE process retrieves Recall Date relation values, it uses the earliest recall date value (the relation value itself) that is after the last day for which paid.
- When the ROE process retrieves Restart Date relation values, it uses the latest restart date value (the relation value itself) that is on or before the last day for which paid. If no relevant relation value is found, the ROE process used the employee's Date from (from Personnel screen) as the start date.

##### ***About the Service Canada ROE confirmation file***

- Once the ROE export file has been submitted to Service Canada through, the ESDC will process the file and return a confirmation file, which indicates the total number of ROEs that were issued and their status.
- For each ROE file uploaded, Service Canada returns an XML file of the status of the ROEs uploaded (grouped by status). The Service Canada confirmation file can be downloaded and imported into Unit4 ERP. The confirmation file should be placed in the Azure File Storage's "Data Import" folder.

## Additional Requirements for US

### **NAP06 - US New Hires Report**

- All U.S. companies must produce state New Hires Reports on a regular basis. This server process produces New Hires Reports in the standard report format used by most states.

## Additional Requirements for both Canada and US

### **NAP01 - Mass Resource Reopening**

- Mass Resource Reopening screen allows the user to select a group of inactive employees and temporarily reopen them to allow some processing to occur. When the processing is complete, the user must reclose the temporarily reopened employees.
- The Reopened section shows resources that have been temporarily reopened using the Mass Resource Reopening (NAMRO) screen. These are the resources available for reclosing. This section is collapsible and sortable on any column.
- The Inactive section shows resources that have an inactive status (or inactive Resource type status if NAMRO\_OPEN\_RES\_TYPE configuration is in use). These are the resources available for temporary reopening.
- The History tab shows a summary of all resource reopenings and reclosings performed via the Mass Resource Reopening (NAMRO) screen.

### **NAP02 - Multiple Pay Period Types**

If an employee's payroll period type is changed mid-year, there are two problems that occur:

- The "Pay period" field shown on the "Payroll" tab of the "Personnel" (HS01) screen is never adjusted for the various payroll period type values. Having an employee with multiple payroll period types throughout the year but not having the "Pay period" field adjusted accordingly results in situations where the employee may be unnecessarily excluded from a payroll proposal/reversal OR inappropriately included in a payroll proposal/reversal.
- Sums on historical amounts (such year-to-date values) and limits based on such sums include only those amounts in the payroll period type currently being processed.

NAP02 allows the following:

1. Just before the payroll process executes, the ACT component determines which employees may get processed, and then may do some of these steps:
  - Removes these employees' payroll period type relation values if they do not match the period type currently being processed.
  - Inspects the processing history. The "Pay period" field for each relevant employee is adjusted to the correct value for the pay period type of the current process.
  - An aggregation of historical payroll transactions from other payroll period types (those other than the one currently being processed) is inserted into the first period of the year and these temporary transactions are assigned the same period type as the one being processed.

2. At the end of the payroll process, NAP02:
  - Restores the employees' original period type relation values
  - Sets the employees' "Pay period" field values to the period of the last confirmed batch and stores the associated period type to be displayed in the Employee screen
  - Removes the temporary summary transactions from the payroll history

## **NAP05 - NA Payslips**

### **Payslip PR16 with direct balances**

- This report is used with the standard PR16 Payslips Printout server process in the Unit4 ERP Payroll module. Employee balances (leaves) are handled by displaying the current employee balance value in a single column. Using employee balances directly requires a simpler configuration than the PR16 Payslip with P&D Balances, but has the limitation that if an old payslip is regenerated after other further pay periods have been processed, the balance will show the current balance and not the balance at the time the payslip was originally generated.
- The report consists of four main sections to display P&D data: Earnings, Deductions, Employer Paid Contributions and Leaves.

### **Payslip PR16 PD balances**

- This report is used with the standard PR16 Payslips Printout server process in the Unit4 ERP Payroll module. Employee balances (leaves) are handled as grouped P&D values.
- The report consists of four main sections to display P&D data: Earnings, Deductions, Employer Paid Contributions, and Leaves.