



TIMES Appraisal

User Guide
for HR

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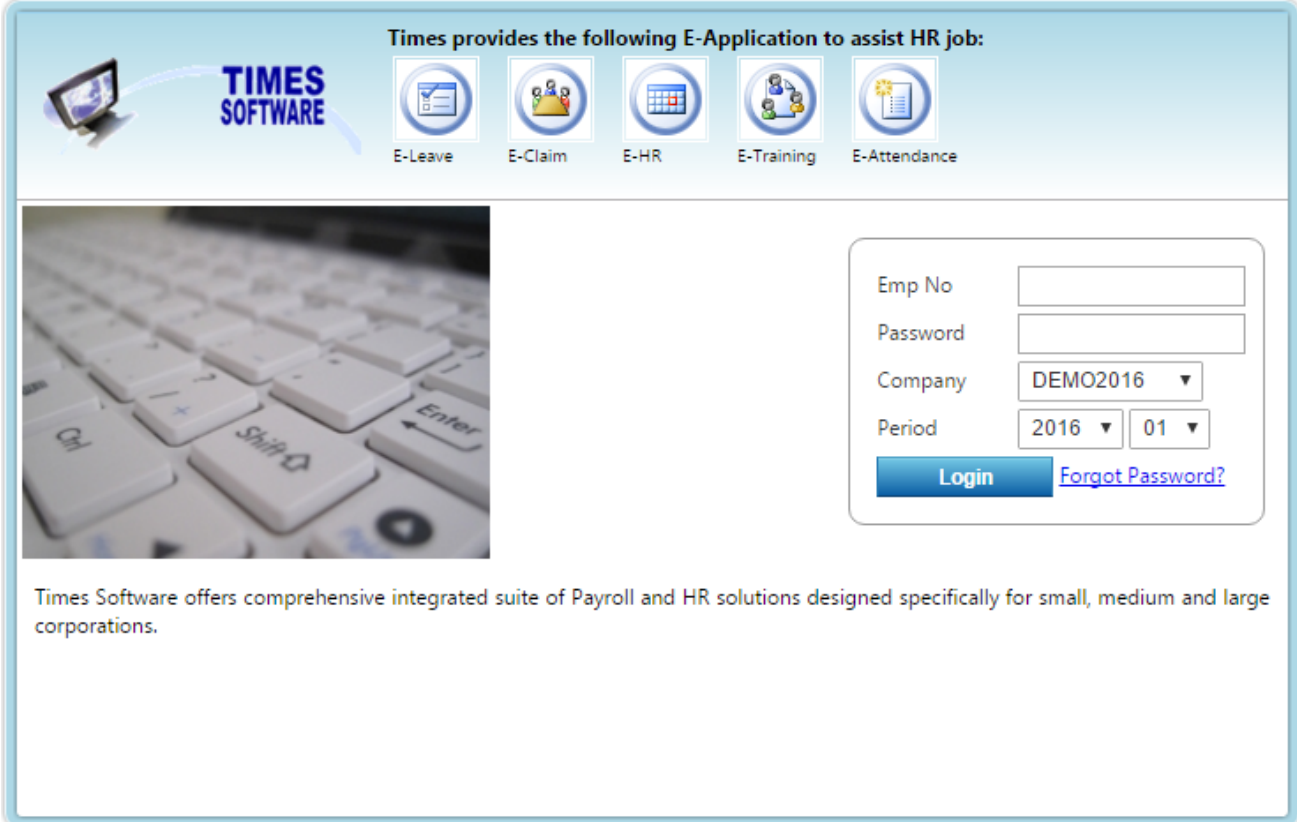
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Chapter 1. First time logging into the TIMES Appraisal

Open your internet browser and enter the URL address to access the TIMES Solution portal login web page, example: <http://www.myportal.com/esolution/Signin.aspx>

An example of the login page is shown below.



Times provides the following E-Application to assist HR job:

E-Leave E-Claim E-HR E-Training E-Attendance

Emp No

Password

Company

Period

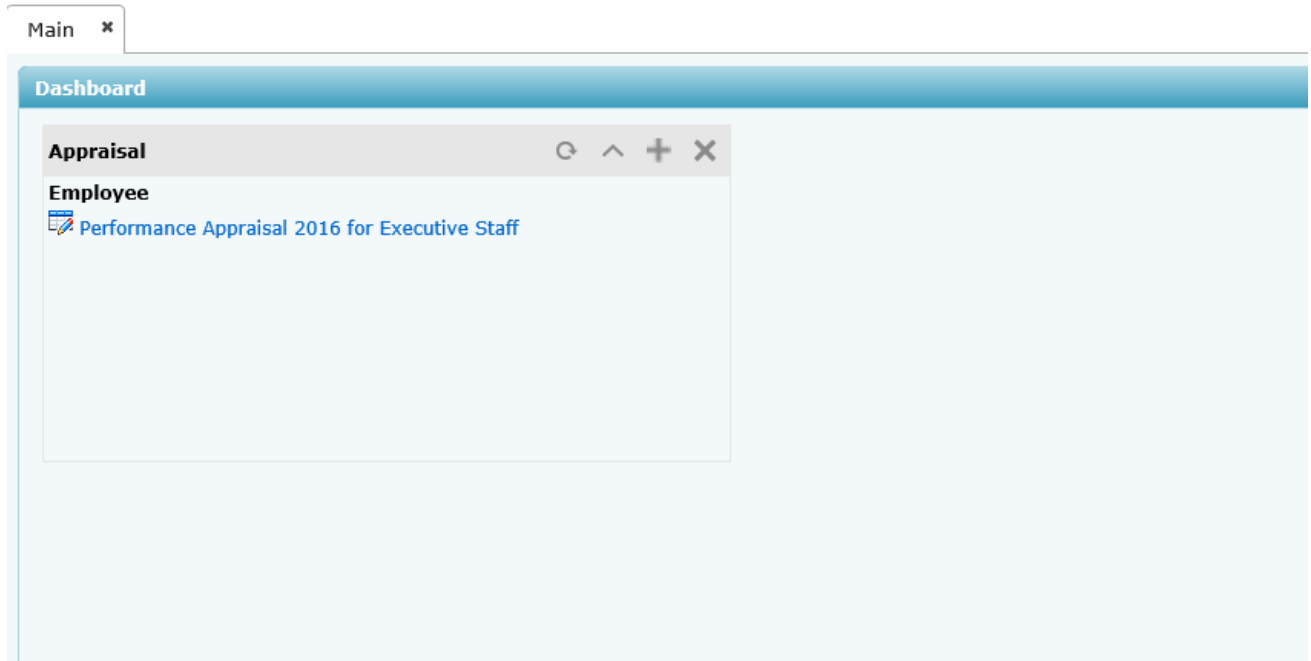
[Login](#) [Forgot Password?](#)

Times Software offers comprehensive integrated suite of Payroll and HR solutions designed specifically for small, medium and large corporations.

1. Click on the “Company” drop-down list to see a list of available companies and choose the one that you want to access to.
2. Key in your login id at “Emp No”.
3. Key in your password at “Password”.
4. Click the [Login](#) button to login into the system.

Chapter 2. Dashboard

After logging into the system, you will be presented with your dashboard.



The dashboard shows you a list of items that require your attention.

You can click on any of the items to access it.

Chapter 3. Approval Setup

The **Approval Setup** function allows you as HR to setup the approval flow for each employee by indicating each employee's reporting supervisors as the employee's TIMES Appraisal appraisers.

These appraisers will be responsible in reviewing, approving, rejecting and contributing to their reporting employees' appraisal forms.

Additionally, you can designate the roles of HR to specific employees in this function.



Click on the **Approval Setup** option in the HR menu to access the Approval Setup web page.

Appraisal > HR > Approval Setup

Flow Type:

Department:


Advanced

Sort By: Employee:

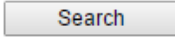
Emp No	Emp Name	Appraisal Scheme	First Reviewer	Second Reviewer	Third Reviewer	HR Query
002	BENJAMIN WONG	<input type="text" value="Executives"/>	<input type="text" value="001 DAVID GAN"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
101	CHRIS LEE	<input type="text" value="Non-Executiv"/>	<input type="text" value="002 BENJAMIN WONG"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
103	CHRISITINA ONG	<input type="text" value="Non-Executiv"/>	<input type="text" value="002 BENJAMIN WONG"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
003	CINDY LIM	<input type="text" value="Executives"/>	<input type="text" value="001 DAVID GAN"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
104	DARREN LEE	<input type="text" value="Non-Executiv"/>	<input type="text" value="002 BENJAMIN WONG"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
001	DAVID GAN	<input type="text" value="Executives"/>	<input type="text" value="002 BENJAMIN WONG"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="ALL"/>

Show Page of 1 Pages First Prev Next Last Display Records Per Page

At the Approval Setup web page, ensure the "Flow Type" is *Appraisal*.

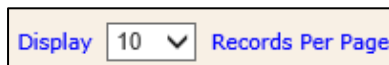
Choose “Department” and a list of employees who are assigned to the selected department(s) will be shown on the web page. If you had made multiple selections, you can click  button to see your selections.

Alternatively you can use the “Advanced Employee” search to retrieve a list of employees based on the text that you enter in it. This search will find the nearest matching employee number or name.

After you had entered the text in it, click  to see the results.

3.1 Navigating the Approval Setup

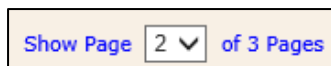
If your organization has a large number of employees, you will most likely have a large list of employees. To help you sort out and see the different web pages of records, you can use the following functions (they are located at the bottom of the web page):



Display 10 Records Per Page

Click on the “Display Records Per Page” dropdown list to choose the number of records that can be shown on the web page.

A maximum of 500 records can be shown on a single web page.



Show Page 2 of 3 Pages

Click on the “Show Page” dropdown list to choose a specific web page of records.



[First](#) [Prev](#) [Next](#) [Last](#)

Click on the “First”, “Prev”, “Next” or “Last” hyperlinks to navigate to each of the web pages if there are more than a single web page.

3.2 Setting up the Appraisal Approval Flow

To setup the approval flow, you need to key in the appraiser's employee number for each employee under the reviewer columns (they are called "First Reviewer", "Second Reviewer" and "Third Reviewer").

Emp No	Emp Name	Appraisal Scheme	First Reviewer	Second Reviewer	Third Reviewer	HR Query
002	BENJAMIN WONG	Executives	001 DAVID GAN			
101	CHRIS LEE	Non-Executiv	002 BENJAMIN WONG			
103	CHRISTINA ONG	Non-Executiv	002 BENJAMIN WONG			
003	CINDY LIM	Executives	001 DAVID GAN			
104	DARREN LEE	Non-Executiv	002 BENJAMIN WONG			
001	DAVID GAN	Executives	002 BENJAMIN WONG			ALL

The system provides up to three levels of approval for each employee and these appraisers must be entered into the reviewer columns in a proper sequence. It's not mandatory to setup all three levels of approval.

For example, if an employee reports to a supervisor and the supervisor reports to the head of department, then the supervisor's employee number is setup at "First Reviewer" and the head of department's employee number is setup at "Second Reviewer" for the employee.

Once you have completed the entry, click the button. If you had entered the correct employee's number for the approvers, their names will appear on the web page. If not, just re-key in the correct employee number under the reviewer columns and click on the button.

3.3 Assigning the HR Role

The role of HR grants the employee access to the **HR** menu and HR can setup approval flow, manage appraisal information, perform moderation and manage employees' career progressions.

Before you can designate an employee as HR, you must have a **Query** created from TIMES Payroll application. The Query will determine the list of employees that this HR can have access to in order to manage their information.

Emp No	Emp Name	Appraisal Scheme	First Reviewer	Second Reviewer	Third Reviewer	HR Query
002	BENJAMIN WONG	Executives	001 DAVID GAN			
101	CHRIS LEE	Non-Executiv	002 BENJAMIN WONG			
103	CHRISTINA ONG	Non-Executiv	002 BENJAMIN WONG			
003	CINDY LIM	Executives	001 DAVID GAN			
104	DARREN LEE	Non-Executiv	002 BENJAMIN WONG			
001	DAVID GAN	Executives	002 BENJAMIN WONG			ALL

To designate an employee as HR, enter the Query Name (case sensitive) at the "HR Query". Then click the button to save the entry.

To remove the HR role from an employee, simply delete the Query Name at the "HR Query" and click the button.

3.4 Automatic Setup of the Approval Flow




You can use this feature only if you have other TIMES Solution systems (such as TIMES Leave) installed otherwise skip this sub chapter.

You can quickly populate the list of approvers for each employee by using the **Copy Flow** button. This function transfers the list of approvers from one source location (such as from another system or module) over to this system.

Click on the **Copy Flow** button to access the **Copy Flow** pop-up window.

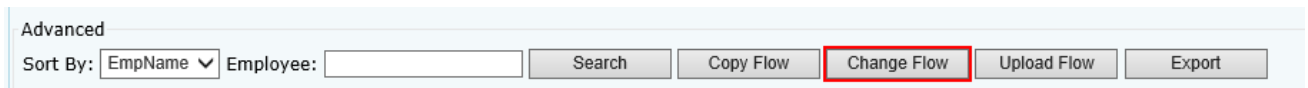
Choose the “Module” and “Flow” dropdown lists under the column **From** to indicate the source location where the system will copy the list of approvers from and choose the “Module” and “Flow” dropdown lists under the column **To** to indicate where this list will be copied over to.

On default the system will transfer the list of approvers for employees who do not have their approval flow setup information at the Approval Setup. If you wish to overwrite the employees’ existing approval flow setup information click on the ☐ **Overwrite flow** checkbox to tick it.

Click **Copy** to initiate the process.  You can still manually change the approvers for each employee after **Copy Flow** had been executed.

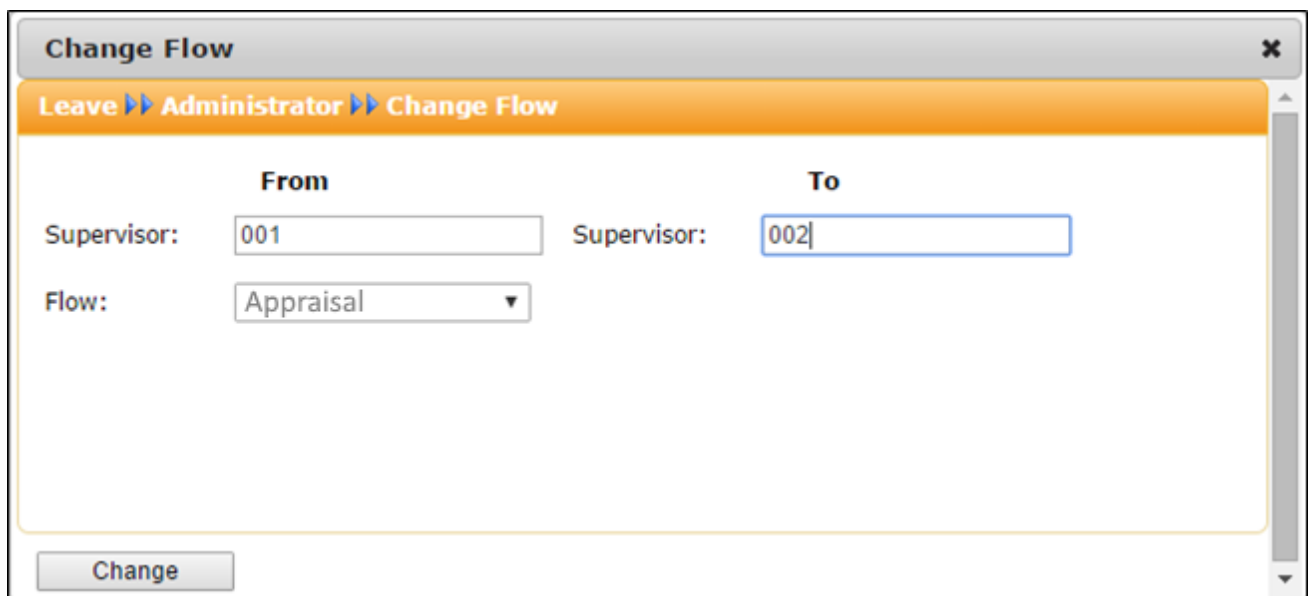
3.5 Easy Change of Approver

In the event you need to change an approver for many employees, you can use the [Change Flow](#) feature to easily perform that action without the need to manually change the approver for each employee.



Advanced
Sort By: Employee:

Click on the [Change Flow](#) button to access the **Change Flow** pop-up window.



Change Flow [X]

Leave >> Administrator >> Change Flow

From		To	
Supervisor:	<input type="text" value="001"/>	Supervisor:	<input type="text" value="002"/>
Flow:	<input type="text" value="Appraisal"/>		

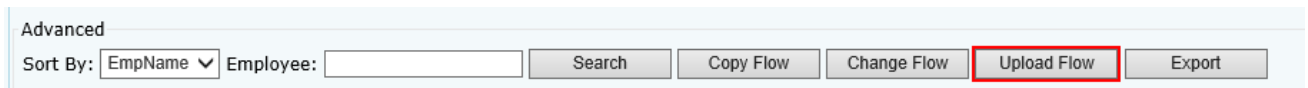
Enter the employee number of the approver that you want to change at “Supervisor” under the column **From** and the replacement approver at “Supervisor” under the column **To**.

Ensure the “Flow” is *Appraisal* and click [Change](#) to proceed with the changes.

In this example, all employees who have the approver *001* will be replaced with approver *002*.

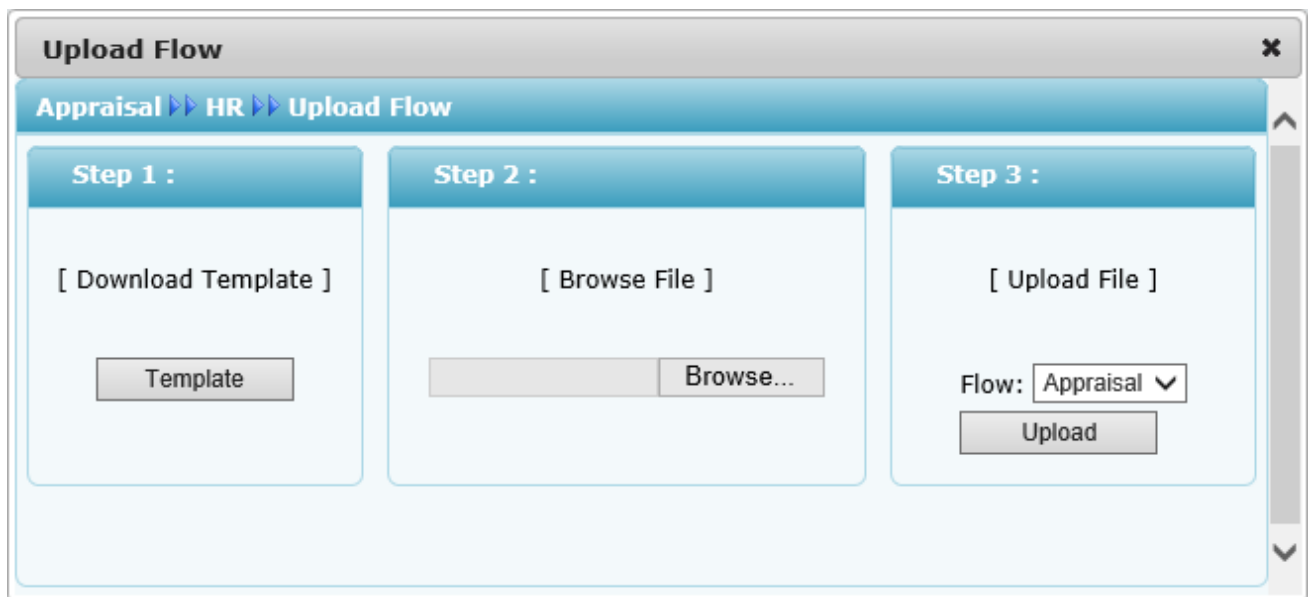
3.6 Uploading Approval Flow into the system from Excel

If you like to prepare the approval flows in an excel document, you can use the system's excel template document to enter the approval flow information and upload them into the system by using the **Upload Flow** feature.



Advanced
Sort By: EmpName Employee: Search Copy Flow Change Flow **Upload Flow** Export

Click on the **Upload Flow** button to access the **Upload Flow** pop-up window.



Upload Flow

Appraisal >> HR >> Upload Flow

Step 1 :
[Download Template]
Template

Step 2 :
[Browse File]
Browse...

Step 3 :
[Upload File]
Flow: Appraisal
Upload

First step is to download the system's excel template document. Click on the **Template** button at "Download Template" at Step 1 to download the document.

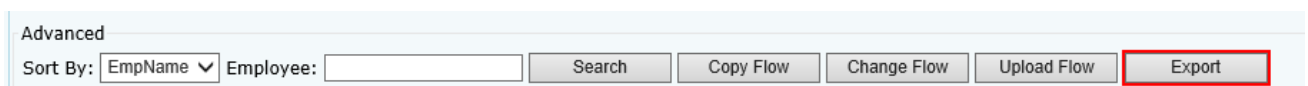
Next, open the excel template document and enter the approval flows into the document. Make sure to save the document.

Once done, proceed to Step 2 and click on **Choose File** to choose the completed excel document.

Finally, at Step 3, ensure the "Flow" is *Appraisal* and click the **Upload** button to upload the approval flow information from the selected excel document into the system.

3.7 Export the system's Approval Flow into an Excel document

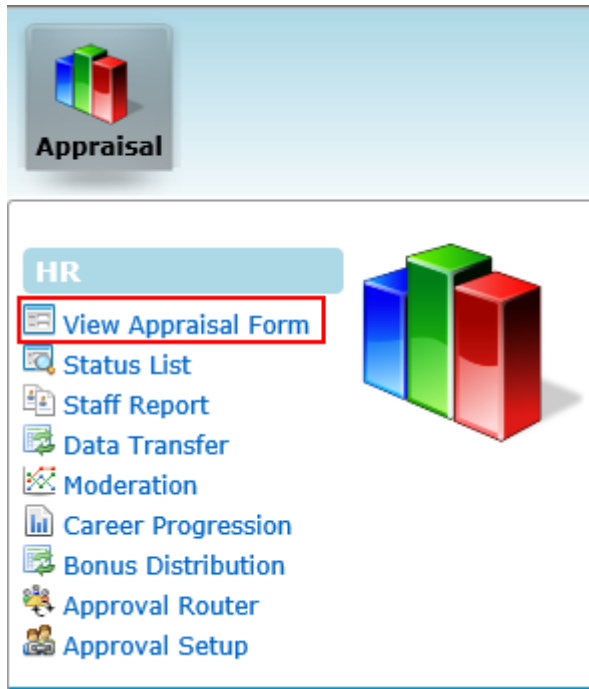
You can export the system's approval flow into an excel document. To do so, first retrieve the list of approval flows and then click on the **Export** button.



Advanced
Sort By: EmpName Employee: Search Copy Flow Change Flow Upload Flow **Export**

Chapter 4. View Appraisal Form

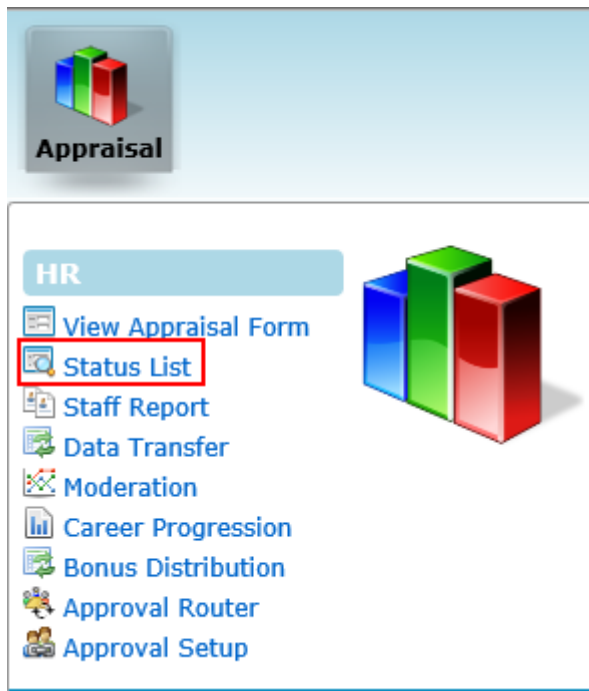
You can view employees' appraisal forms.



Click on the **View Appraisal Form** option in the HR menu to access the View Appraisal Form web page and see employees' appraisal forms.

Chapter 5. Status List

You can view employees' appraisal status at the **Status List** web page.



Click on the **Status List** option in the HR menu to access the Status List web page.

Appraisal > HR > Status List


Department: - ALL - ⓘ
 Employee: - ALL - ⓘ
 Appraisal Type: Performance Appraisal
 Year: 2016
 Appraisal Form: Performance Appraisal 2016 for Executive Staff
 Review: Review 1 Status: - ALL - Query

	Employee	Department	Appraisal Approved Date	Status	Sys Score	Sys Grade
ⓘ	BENJAMIN WONG [002]	SINGAPORE DIVISION				
ⓘ	CINDY LIM [003]	SINGAPORE DIVISION				
ⓘ	DAVID GAN [001]	SINGAPORE DIVISION				
ⓘ	JAMES ONG [005]	SINGAPORE DIVISION				
ⓘ	John Doe [00001]	SINGAPORE DIVISION				
ⓘ	LAWRENCE LEE [004]	SINGAPORE DIVISION				

Show Page 1 of 1 Pages First Prev Next Last Display 500 Records Per Page

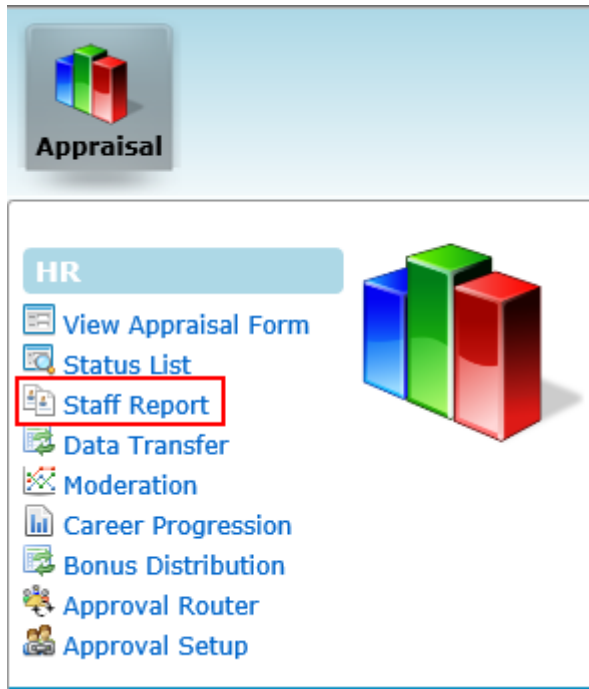
Choose your search criteria such as "Department" and click on the **Query** button to retrieve the list of appraisees. If you had made multiple selections, you can click ⓘ button to see your selections.

At the list of appraisees click on the ⓘ button to see their appraisal result details.

Click on the  button to see the appraisee's appraisal form.

Chapter 6. Staff Report

You can access appraisal reports at the **Staff Report** web page.





Click on the **Staff Report** option in the HR menu to access the Staff Report web page.

The screenshot shows the 'Staff Report' web page. The breadcrumb navigation at the top reads 'Appraisal >> HR >> Staff Report'. Below this is a 'Report' section with the following fields and values:

Report Type:	Appraisal Form
Department	- ALL -
Employee	- ALL -
Form Type:	Performance Appraisal
Year:	2016
Appraisal Form:	Performance Appraisal 2016 for Executive Staff
Review Time:	1

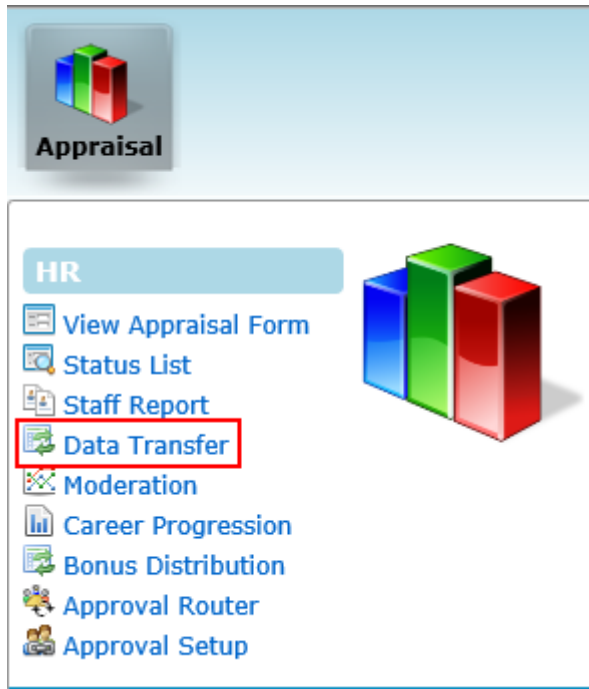
At the bottom of the form is a 'Preview' button.

Choose your "Report Type" and report criteria such as "Department". If you had made multiple selections, you can click  button to see your selections.

Click on the  button to generate the report into an excel document.

Chapter 7. Data Transfer

You can transfer appraisal data from one review period to another at the **Data Transfer** web page.

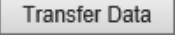


Click on the **Data Transfer** option in the HR menu to access the Data Transfer web page.

The screenshot shows the 'Data Transfer' web page. At the top, there is a breadcrumb trail: 'Appraisal >> HR >> Data Transfer'. Below this, there are several selection fields:

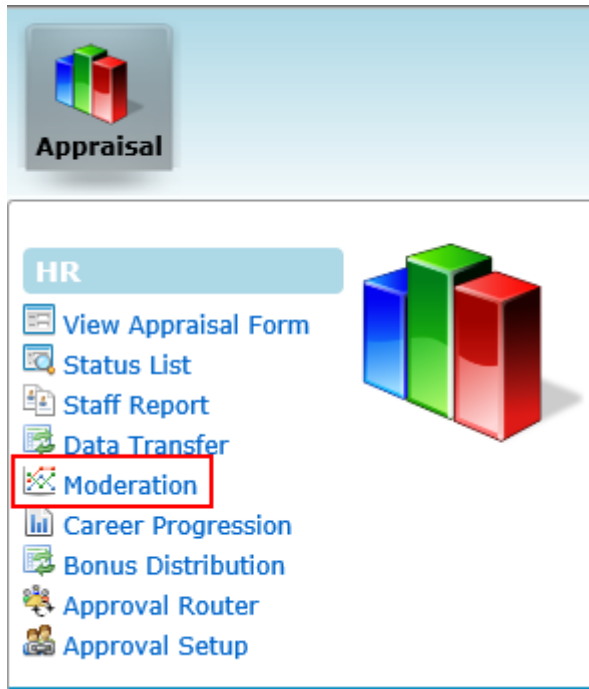
- Appraisal Type:** Performance Appraisal (dropdown menu)
- Year:** 2016 (dropdown menu)
- Appraisal Form:** Performance Appraisal 2016 for Executive Staff (dropdown menu)
- Transfer Review From/ To:** Review 1 (dropdown menu) and Review 1 (dropdown menu)
- Employee:** - ALL - (dropdown menu)

 At the bottom of the form is a 'Transfer Data' button.

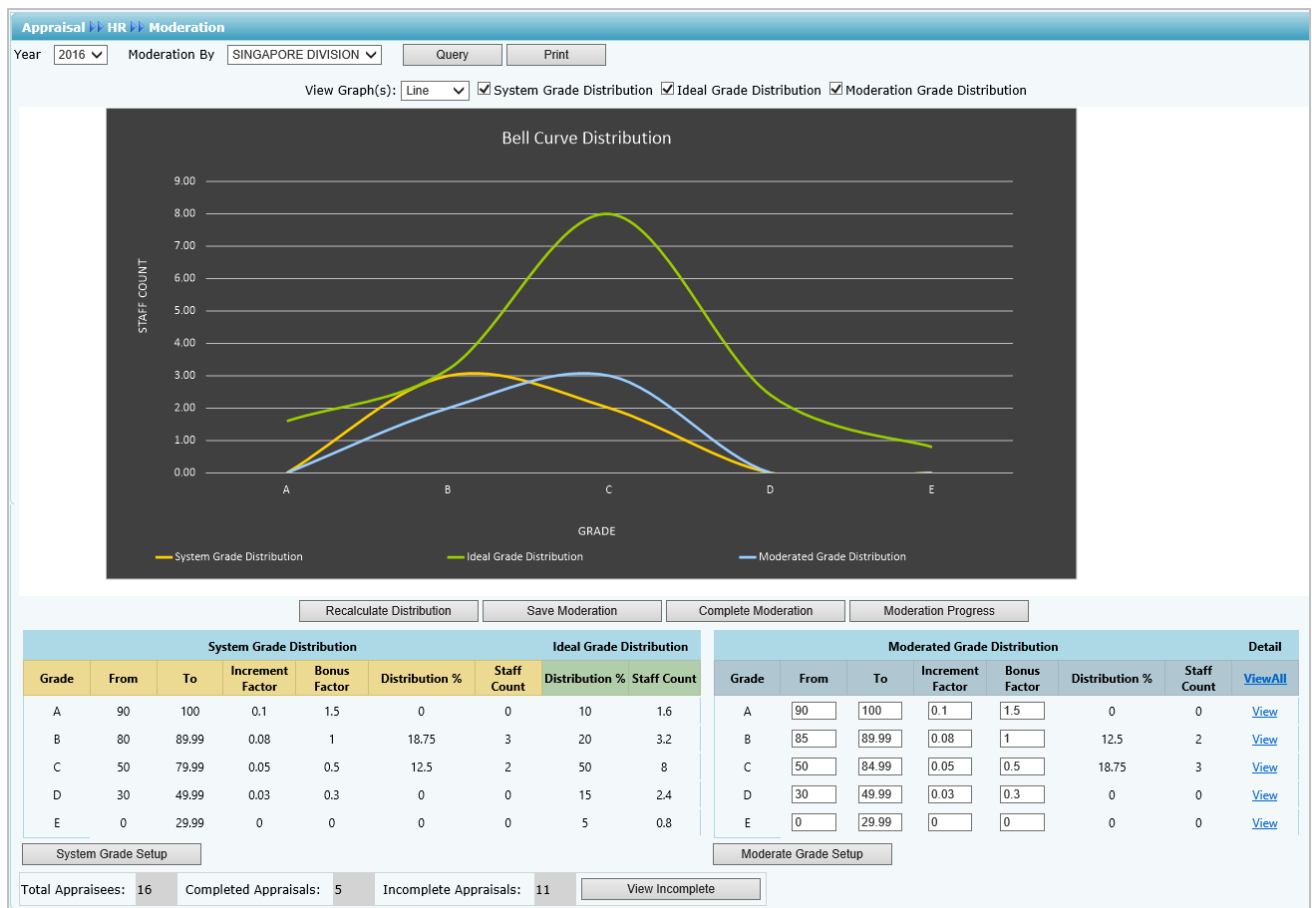
Choose your criteria and click on the  button to start the transfer.

Chapter 8. Moderation

You can moderate appraisees' final appraisal grades at the **Moderation** web page.



Click on the **Moderation** option in the HR menu to access the Moderation web page.



At the Moderation web page choose “Year” and “Moderation By”. Then click on the [Query](#) button to retrieve appraisal information.

If you want to export this page into an excel document click on the [Print](#) button.

There are three key information that is displayed in this web page:

Grade Distribution Type	Meaning
<i>System Grade Distribution</i>	Original appraisal grades that appraisees have earned and are calculated by the system after they have completed their appraisals.
<i>Ideal Grade Distribution</i>	Percentages of appraisees that would need to achieve a specific grade in order to achieve an ideal standard deviation or bell curve distribution (as per your organization’s benchmark)
<i>Moderated Grade Distribution</i>	Appraisees’ moderated grades by HR.

First ensure the System Grades are correct. You can click on the **System Grade Setup** button to check and make amendments if required.

Next you can moderate appraisees' grades by shifting the score range of the appraisal grades or changing the grading system altogether. After that you can go further by fine tuning each appraisee's score by adding or subtracting it.

To do this click on the **Moderate Grade Setup** button to setup the moderated grading system.

Overall Grade Setup

Grade Type **Overall Moderate Grade**
Year * **2016** Company **HP SINGAPORE PTE LTD** Grade By **SINGAPORE DIVISION**
Description: * **2016 HP-SG Moderate Grade**

<input type="checkbox"/>	From *	To *	Grade *	Description *	Increment Factor	Bonus Factor	Distribution %	Sort No *
<input type="checkbox"/>	90	100	A	Far exceeds expectations	0.1	1.5	0	1
<input type="checkbox"/>	85	89.99	B	Exceeds expectations	0.08	1	18.75	2
<input type="checkbox"/>	50	84.99	C	Meets expectations	0.05	0.5	12.5	3
<input type="checkbox"/>	30	49.99	D	Partially meets expectations	0.03	0.3	0	4
<input type="checkbox"/>	0	29.99	E	Fails to meet expectation	0	0	0	5

Save

Enter the details of the grading system and click **Save** button.

Moderated Grade Distribution							Detail
Grade	From	To	Increment Factor	Bonus Factor	Distribution %	Staff Count	ViewAll
A	90	100	0.1	1.5	0	0	View
B	85	89.99	0.08	1	12.5	2	View
C	50	84.99	0.05	0.5	18.75	3	View
D	30	49.99	0.03	0.3	0	0	View
E	0	29.99	0	0	0	0	View

Moderate Grade Setup

After the moderated grading system is setup, at the Moderation web page you can adjust the score range as many times as you like as long as you have not clicked on the **Complete Moderation** button to complete the moderation. After every adjustment made click on the

Recalculate Distribution button to update the grade distribution percentages and the chart.

Click **Save Moderation** button to save your changes.

To see appraisees' scores click on the [ViewAll](#) or [View](#) hyperlinks.

Moderation Detail

HP SINGAPORE PTE LTD [HP]

SINGAPORE DIVISION [SG]

Employee	Occupation	System Score	System Grade	+- Score	Moderated Score	Moderated Grade	Is Lock
TERESA TAN [803]	NONE - SUPERVISORY	89.17	B			B	<input type="checkbox"/>
VIVIAN CHIA [805]	NONE - SUPERVISORY	86.25	B			B	<input type="checkbox"/>
Total		175.42		0	0		

Recalculate Distribution

At the Moderation Detail pop-up window you can fine tune each appraisee's score by adding (make sure you use the plus sign example +20) or subtracting (use the minus sign example -20) the score. If you want to lock an appraisee's grade from being adjusted by score adjustment or grading system adjustment click on the "Is Lock" ☒ checkbox.

After you have completed the score adjustments click on the

Recalculate Distribution

 button to update appraisees' grades, grade distribution percentages and the chart.

Total Appraisees: 16

Completed Appraisals: 5

Incomplete Appraisals: 11

View Incomplete

If there are incomplete appraisals you may want to check them out. Click on the

View Incomplete

 button to access the **Incomplete Appraisal List** pop-up window.

Incomplete Appraisal List

Department

- ALL -

Employee

- ALL -

Appraisal Type

Performance Appraisal

Year

2016

Appraisal Form

Performance Appraisal 2016 for Executive Staff

Review

Review 1

Status

- ALL -

Query

	Employee	Department	Appraisal Approved Date	Status	Sys Score
	BENJAMIN WONG [002]	SINGAPORE DIVISION			
	CINDY LIM [003]	SINGAPORE DIVISION			
	DAVID				

Show Page

1

of 1 Pages

First

Prev

Next

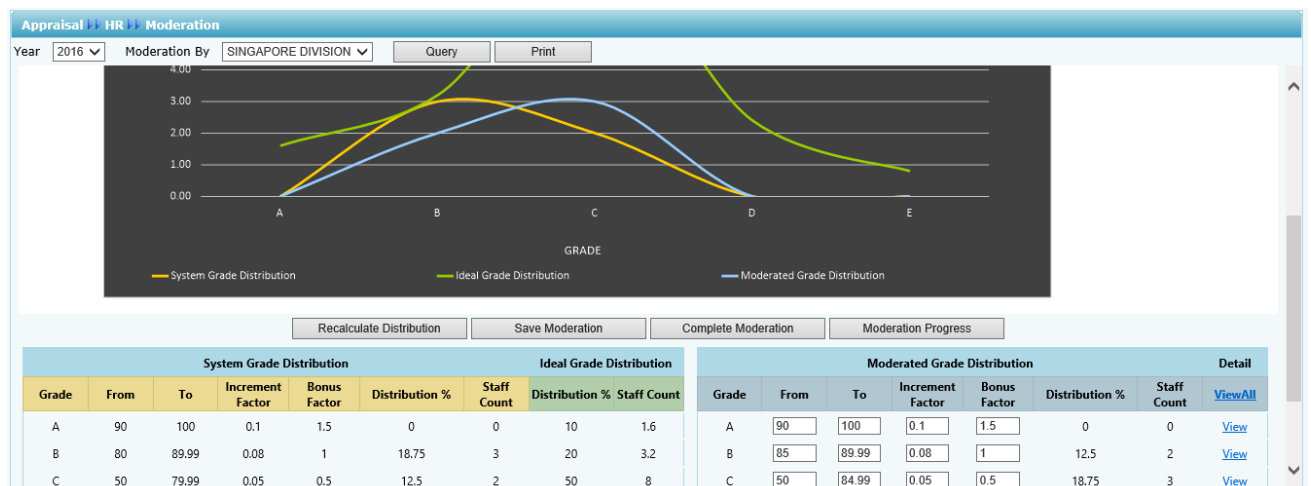
Last

Display

500

Records Per Page

At the Incomplete Appraisal List pop-up window you can view the appraisees who have not commenced or completed their appraisals and the reason.

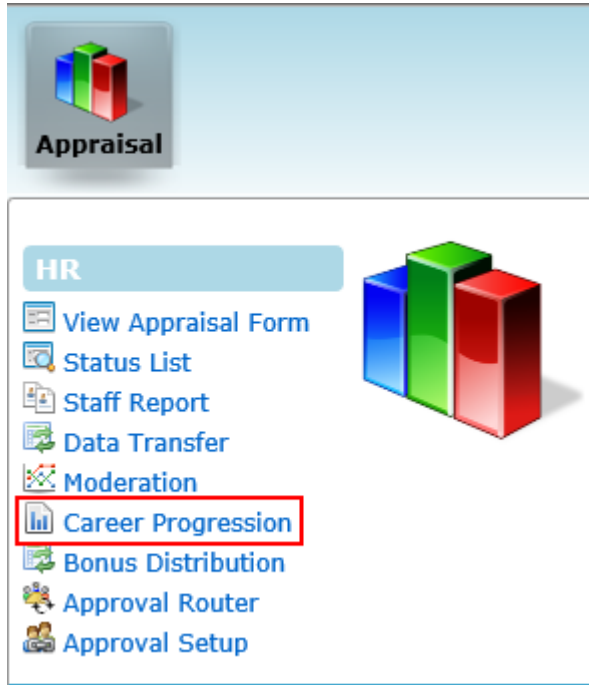


Back at the Moderation web page you can click on the **Moderation Progress** button to see the moderation progress of your organization.

Once you are ready to complete the moderation click on the **Complete Moderation** button. Completed moderations can no longer be amended and the results can be published for appraisees' to view.

Chapter 9. Career Progression

You can manage employees' career progression based on appraisal results at the **Career Progression** web page.



Click on the **Career Progression** option in the HR menu to access the Career Progression web page.

Appraisal >> HR >> Career Progression

Form Type: Performance Appraisal Year: 2016

Form: - ALL -

Department: - ALL -

Employee: - ALL -

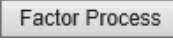
Factor Process Save Transfer To * ☐ Progression ☐ Employee Master

Need Moderation No Detail Changes Detail Changed



	Employee	Appraisal Form	Appraisal Status	Appraisal Result *	Current Salary	Final Score	Final Grade	Factor	Fix Amount	Adjust Amount	New Salary	Progression Type *
<input type="checkbox"/>	RACHEL WONG [801]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress		0	76.25	C	0			0	
<input type="checkbox"/>	SUSAN TAY [802]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress		0	82.50	B	0			0	
<input type="checkbox"/>	TERESA TAN [803]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress		0	89.17	B	0			0	
<input type="checkbox"/>	UNICE CHENG [804]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress		0	60.00	C	0			0	
<input type="checkbox"/>	VIVIAN CHIA [805]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress		0	86.25	B	0			0	



Show Page 1 of 1 Pages First Prev Next Last Display 20 Records Per Page

At the Career Progression web page choose your search criteria such as "Form" and "Department" and click **Query** button to retrieve a list of appraisees based on your criteria. If you had made multiple selections, you can click **i** button to see your selections.

You can manage the appraisees' increment factor by clicking on the  button.

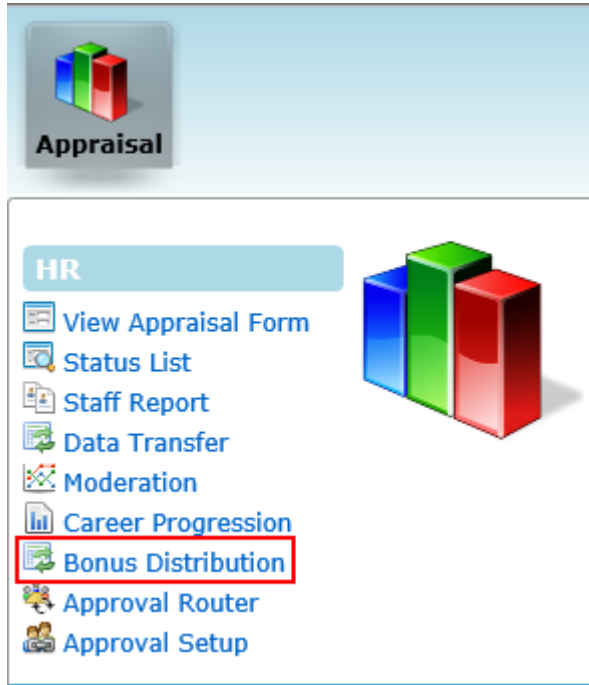
Enter the details of the appraisees' career progression information and click  button.

To transfer appraisees' updated career progression information here over to TIMES Payroll's employee record's career information without affecting payroll processing tick the Progression  checkbox and click on the  button.

To transfer appraisees' updated salary information here over to TIMES Payroll for payroll processing tick the Employee Master  checkbox and click on the  button.

Chapter 10. Bonus Distribution

You can manage employees' bonuses based on appraisal results at the **Bonus Distribution** web page.



Click on the **Bonus Distribution** option in the HR menu to access the Bonus Distribution web page.

Appraisal > HR > Bonus Distribution

Form Type: Performance Appraisal Year: 2016

Form: - ALL -

Department: - ALL -

Employee: - ALL -

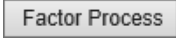
Factor Process Save Transfer To

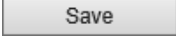
Need Moderation

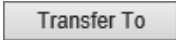
	Employee	Appraisal Form	Appraisal Status	Current Salary	Final Score	Final Grade	Factor	Final Factor	Transferred Date	Transferred By
<input type="checkbox"/>	RACHEL WONG [801]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress	0	76.25	C	0			
<input type="checkbox"/>	SUSAN TAY [802]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress	0	82.50	B	0			
<input type="checkbox"/>	TERESA TAN [803]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress	0	89.17	B	0			
<input type="checkbox"/>	UNICE CHENG [804]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress	0	60.00	C	0			
<input type="checkbox"/>	VIVIAN CHIA [805]	Performance Appraisal 2016 for Non-Executive Staff	Moderation progress	0	86.25	B	0			

Show Page 1 of 1 Pages First Prev Next Last Display 20 Records Per Page

At the Bonus Distribution web page choose your search criteria such as “Form” and “Department” and click button to retrieve a list of appraisees based on your criteria. If you had made multiple selections, you can click button to see your selections.

You can manage the appraisees' bonus factor by clicking on the  button.

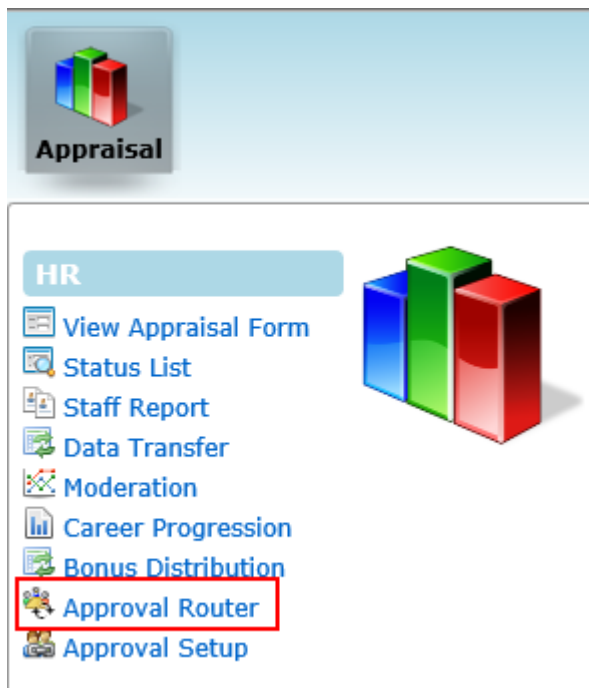
Enter the details of the appraisees' bonus information and click  button.

To transfer appraisees' updated bonus information here over to TIMES Payroll for payroll processing click on the  button.

Chapter 11. Approval Router

The **Approval Router** is a powerful tool that allows HR to make changes on the appraisee's **Appraisal Form Status** (*Pending, Approved and Rejected*) as well as to change the appraisee's appraisal **Approval Flow** for his or her on-going appraisals.

It is important to note that you can only make changes to the employee's appraisal form status and approval flow using the Approval Router if the appraisee had submitted his or her appraisal form for the appraisal period. If the appraisee had not submitted any appraisal form for the appraisal period, the Approval Router will not show any records for this employee.



Click on the **Approval Router** option in the HR menu to access the Approval Router web page.

Appraisal > HR > Approval Router

Appraisal Type : Performance Appraisal

Year : 2016

Employee : 101 CHRIS LEE

Define new flow : Reviewer 1 002 BENJAMIN WONG



Load Route Data



Year	Form	Review	Current Status	Current Flow	Route Flow
<input type="checkbox"/> 2016	Performance Appraisal 2016 for Non-Executive Staff	1	Pending for BENJAMIN WONG	CHRIS BENJAMIN	CHRIS BENJAMIN <input type="checkbox"/> Completed

Clear pending reviewer's ☐ Scores ☐ Comments ☐ Answers

☒ Synchronize approval flow to Approval Setup.

Choose your criteria such as “Appraisal Type” and “Year”.


Click on the  button to choose an appraisee. After you have selected an appraisee click on the  button.

You can change the approval flow of the appraisee. To change the reviewer click on the  button at the “Define new flow” to choose a different reviewer. If you want to add another reviewer click on the  button.


If you do not want this new approval flow to be updated to the **Approval Setup** uncheck the “Synchronize approval flow to Approval Setup.” ☐ checkbox.


Then click the  button to update the changes.

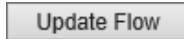
	Year	Form	Review	Current Status	Current Flow	Route Flow
<input checked="" type="checkbox"/>	2016	Performance Appraisal 2016 for Non-Executive Staff	1	Pending for BENJAMIN WONG	CHRIS BENJAMIN	CHRIS BENJAMIN <input type="checkbox"/> Completed

Clear pending reviewer's ☐ Scores ☐ Comments ☐ Answers 

☒ Synchronize approval flow to Approval Setup.

To change the status of the appraisee’s appraisal form by routing the form back to a particular person click on the person’s name at the “Route Flow”. Make sure to click on the appraisal form’s ☒ checkbox to select it. Then click the  button to update the changes.

To mark the appraisal as completed click on the “Completed” ☐ to ☒ tick it (or vice versa) and click the  button to update the changes.

To remove reviewer’s scores, comments and answers tick on their respective checkboxes at the “Clear pending reviewer’s” and click the  button to update the changes.

That's it!

You've come to the end of this guide. We hope you've found it helpful.

Check out www.timesoftsg.com.sg for the latest news and information on our products.

For technical assistance or inquiry on our products, please contact us via our hotline (65) **6295 1998**.

Alternatively, you can send us an email to the following email addresses:

For support and assistance, please email to support@timesoftsg.com.sg.

For product inquiry, please email to sales@timesoftsg.com.sg.