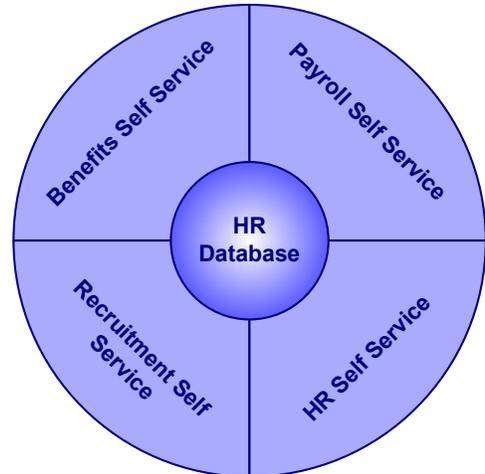


HR Self Service → Help Yourself.

HR Self Service (HRSS) are groups of web-based application, which collaborate, synchronize and deliver, live HR data for employees of your organization increasing employee satisfaction and productivity.

HCL's objective of self-service and portal deployment is to improve services to employees and managers. With self service technology simplifying and speeding administrative tasks, HCL enables HR to focus on becoming more strategic, expanding services and adding value to the organization by focusing on aligning HR activities with business strategies and attracting and retaining key talent to support the business direction.



Business Case

There are metrics, which help us to build a strong business case on why to implement HRSS. From studies done in past 5 years, following have been the key drivers for implementing HRSS.

Why Implement?	
Employee Satisfaction	Live information access to employee helps in increasing employee satisfaction and productivity
Headcount Changes	Helps in the reduction of HR Staff: Employee ratio by enabling the employee to help themselves
Inquiries to Service Center	Self Service Enabled Employee reduce inquiries to service center
Average Cost of Transactions	Cost of Transaction like Tax elections, Personal data changes Benefits changes etc reduces.
ROI	All the above factors results in quicker Return on investments and creates room for more productivity applications.

Self Service Bouquet

Employee Productivity Functions

- ✓ View Paycheck
- ✓ Manage Direct Deposit
- ✓ W4 Elections
- ✓ Manage Deductions
- ✓ Personal Data Maintenance
- ✓ Family Status Changes
- ✓ Vacation/Leave
- ✓ Open Enrollment
- ✓ Benefit Inquiries

Manager Productivity Functions

- ✓ Employee Communications
- ✓ Employee Change Actions
- ✓ Salary Actions
- ✓ Job Requisitions

Delivered PeopleSoft Self Service Applications

PeopleSoft Self-Service Human Resources allows your workforce to update and use employee-specific information, online via a browser, that is personalized to an individual's role, experience, work content, language, and information needs. By allowing managers and employees to access and manage information and transactions in a paperless environment, you can streamline business processes, decrease costs, and improve service. With managers and employees empowered to update and maintain their own information, HR professionals can now move from being transaction processors to being consultative partners.

 Personal Information Summary Review and edit your name, address, phone numbers, email	 View Paycheck View your current and prior earnings statements
 Emergency Contacts Review and edit your emergency contacts.	 Direct Deposit Review and edit your direct deposit
 Contact Information Review and edit your home, mailing, and email addresses.	 Voluntary Deductions Review and edit your voluntary
 Phone Numbers Review and edit your home, business, mobile or other phone numbers.	 W-4 Tax Information Review and edit your federal tax withholding exemption
	 W-2 Reissue Request Request a reissue of your W-2

PeopleSoft Enterprise eProfile

PeopleSoft Enterprise eProfile delivers the following self-service functionality:

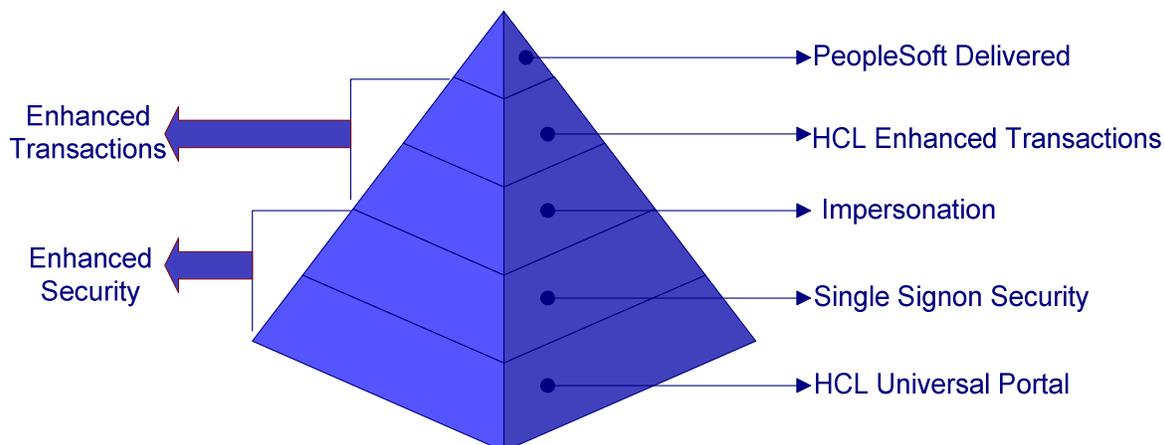
- **Personal information.** Managing personal information in the PeopleSoft Enterprise database, employees can review name, home and mailing addresses, phone numbers, emergency contacts, email addresses, and marital status information. They can easily add, update, or delete this information according to the business rules of your organization.
- **Approvals and Delegations.** Using self-service functionality, a manager can view transactions they have submitted for approval or received for review, access transaction details and take further action in the approval process. If needed, managers can designate nearly anyone in the organization to initiate or approve transactions on their behalf. Delegations may be granted for one or more types of transactions and can be open-ended or for a specific of time.
- **Request federal leave of absence and request federal termination.** U.S. federal employees can enter a request for a leave of absence and enter a request for termination.
- **Workflow user preferences.** Managers and employees can choose how they would like to receive workflow notifications for self-service workflow functions. For example, users can elect to receive system-generated notices (of actions that have been or should be taken) through email, through a worklist routing to their portal homepage, or through both.

PeopleSoft Enterprise ePay

PeopleSoft Enterprise ePay delivers the following self-service functionality:

- **Bank Account Information and Net Pay Distribution** allows employees to display, add, edit, or discontinue their bank account and net pay distribution information as changes occur.
- With **View Paycheck**, payroll information for paychecks and advice forms display as PDF documents that are identical to a printed check stub or direct deposit advice. Employees can view details about earnings, deductions, and taxes online.
- **Voluntary Deductions** enables employees to view, add, change, or stop voluntary deductions. In the system setup, you define the specific voluntary deductions available to employees.
- With **W-4 Tax Information**, employees can change their federal tax withholding information.

HCL Enhanced PeopleSoft Enterprise Employee Self Service



HCL Enhanced Transactions → Federal & State Tax Elections

The Self-Service Tax Elections allow your employees to change various Federal as well as State Tax parameters like Number of Allowances, Marital Status etc. Apart from building the all-new State Tax Self Service Transaction, HCL has enhanced the Federal Tax Self Service to be in synch with Federal Taxes as per various State laws. For example, there is a category of States whose Marital Status and Number of Allowances always mirror their Federal tax Elections. For the employees of such states, Marital Status and Number of Allowances are always 'copied' from employee's Federal Tax elections. Similar rules are built into the self-service tax election system enhanced by HCL.

Tax Function	PeopleSoft Delivered	HCL Enhanced
Federal (W4) Tax Elections	✓	✓
State Tax Elections	✗	✓
Sync between Federal & State	✗	✓

HCL Enhanced Transactions → Direct Deposit Account Management

HCL Enhancement to Direct Deposit function enables more control on bank accounts data entered by the employees and also ensures data validity.

Direct Deposit Function	PeopleSoft Delivered	HCL Enhanced
Restricting the number of direct deposit accounts users can create.	✗	✓
Enforcement of 1 st Direct deposit account to be of type 'Balance' and Last account to be deleted to be of type 'Balance'	✗	✓
Enforcing appropriate deposit order on various account types.	✗	✓
Configurable Account Type & Balance Type	✗	✓
Configurable Print Options for Pay Statements	✗	✓

HCL Enhanced Transactions → Electronic Paycheck Enhancement

HCL Enhancement to the View Paycheck function enables companies to customized paycheck data and layout as per organization's requirements.

Paycheck Functions	PeopleSoft Delivered	HCL Enhanced
Customized Print Layout	x	✓
Customized Paycheck Sections	x	✓
Display Options for Imputed Income	x	✓
Help Window for Earnings , Deductions and Taxes	x	✓

Enhancing Transactions Using Impersonation

Impersonation is the process of assigning a user account to another user. An **Impersonator** is someone who imitates or copies the behavior or actions of another.

HCL enables your organization's support staff to use impersonation enabled self service transactions. Your support staff can impersonate as your employees and help them perform self service functions where necessary. While

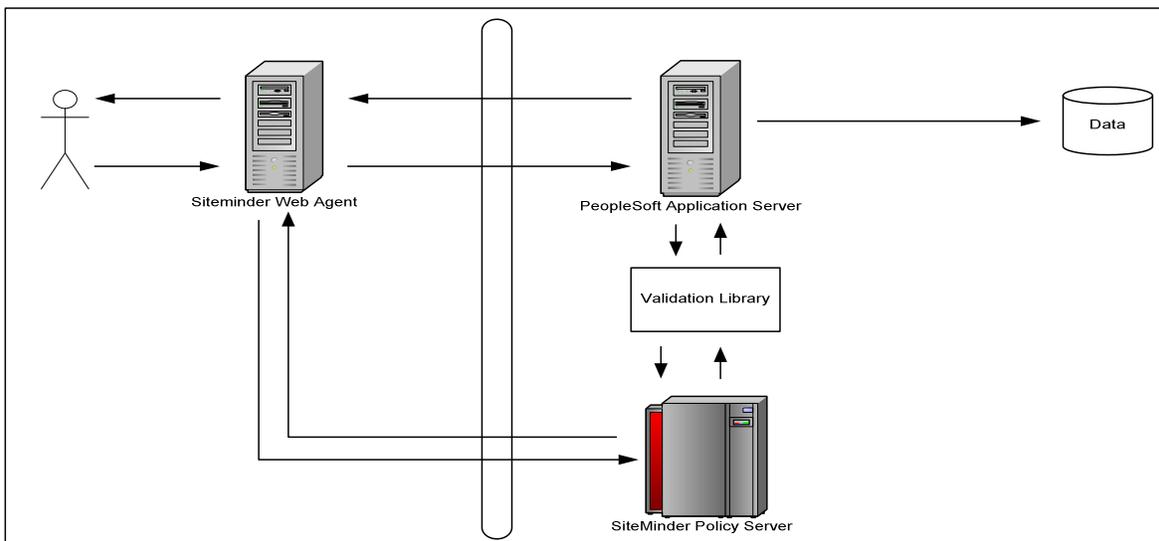
impersonating an employee, your support staff still maintain the Roles and Permissions which are assigned to them and they do not inherit any roles and permissions from the employees who may or may not have higher roles and permissions than the support staff agent.

All HR self service transactions delivered by HCL are impersonation enhanced.

Single SignOn Security

While the ERP solution is a core, mission-critical piece of infrastructure within most corporations, it is only one of many such applications. As corporations have moved to a web-based approach for all their applications, the need to extend SSO across the enterprise has become a requirement. In addition, corporations are also seeking to standardize and centralize specific aspects of their infrastructure, primarily security

management. With the emergence of eBusiness initiatives, many corporations now see the need to provide access to data stored within their ERP and other internal systems to external customers and business partners. HCL extends PeopleSoft Self Service to take the advantage of extended security framework provided by siteminder and empowers customers with the following capabilities



- **Single Sign-On.** Extends eTrust SiteMinder Single Sign-on from protected web servers and application servers to PeopleSoft applications.

- **Authentication Management.** Provides access to a variety of authentication methods including passwords, digital certificates, smart cards, biometrics and more. Provides a single authentication point for all applications.

- **Enhanced Security.** Advanced Tier 2 integration moves the point of trust from the web server to the PeopleSoft Application Server.

- **Session Synchronization.** eTrust SiteMinder and PeopleSoft sessions are linked. When the eTrust SiteMinder session ends, the corresponding PeopleSoft session is no longer available thus reducing the risk of "session hijacking".

With SiteMinder and PeopleSoft , HCL empowers users to enjoy SSO within PeopleSoft solutions and the larger enterprise environment. HCL enables customers to extend SSO to all of their corporate web and application servers, as well as to partner affiliate sites.

HCL enhanced portal and self-service security provides a richer user experience, and more cost-effective user support.

Appendix A - Screen Prints

A.1 - Federal Tax Elections

PeopleSoft®



W-4 Tax Data

Enter total number of Allowances you are claiming:

5

Enter Additional Amount, if any, you want withheld from each paycheck

23.00

Indicate Marital Status:

Single Married

If married, but withholding at single rate, select Single status and check here.

Note: If married, but legally separated, or spouse is a nonresident alien, select 'Single' status.

If your last name differs from that shown on your social security card, check here.

You must call 1-800-772-1213 for a new card.

Claim Exemption

I claim exemption from withholding for 2007 and I certify that I meet

BOTH of the following conditions for exemption:

>> Last year I had a right to a refund of ALL Federal income tax withheld because I had NO tax liability; AND

>> This year I expect a refund of ALL Federal income tax withheld because I expect to have NO tax liability.

If you meet both conditions, check 'Exempt' here:

Submit

Under penalties of perjury, I declare that I have examined this certificate and to the best of my knowledge and belief, it is true, correct, and complete.

A.2 – Direct Deposits

Direct Deposit

Alan Miller

Direct Deposit Detail

Account Type	Routing Number	Account Number	Deposit Type	Amount	Deposit Order		
Savings	27397345	46060	Balance	0	999	Edit	Delete
Add Account							

A.3.1 – State Tax Elections : Landing Page

PeopleSoft. Home Worklist MultiChar

State Income Tax Withholding

You can edit your state tax elections for states that withhold state income tax and allow electronic filing.

Current Elections

State
Pennsylvania
South Carolina Edit

The Landing Page shows employee's work as well as home state. Clicking in the Edit link takes the employee to the editable page where he can change his options.

If you have recently moved home residence to a new state or your work state has changed, please allow a few days for your address change to be reflected. If you want to add an additional state to withhold work taxes, please select and print out the appropriate form on the [State W-4 Web site](#) and either fax it or mail it to the Alcoa InfoLine.

The following states do not withhold state income tax: Alaska, Florida, Nevada, New Hampshire, South Dakota, Tennessee, Texas, Washington, or Wyoming. You do not need to submit anything for these states.

Pennsylvania withholds at a fixed percentage. [Since Pennsylvania withholds a fixed percentage , its 'Edit' link cannot be seen above.](#)

The following states require a paper form and can not be viewed via the internet site: Connecticut, Guam, Indiana, Louisiana, Maine, Maryland, Mississippi, Ohio or US Virgin Islands. A manual form needs to be completed in order to make changes to your current elections. Please select and print out the appropriate form on the [State W-4 Web site](#).

A.3.2 – State Tax Elections : Editable Page

PeopleSoft. Home

Home Address: 5914 MOSSY OAKS DRIVE
NORTH MYRTLE BEACH SC 29582

If you want to change tax exempt status, you must print a paper version of the state tax election form, complete it, and mail it to the InfoLine. Visit the [State W-4 Web site](#) to find and print the appropriate state tax election form.

Although you may select marital status and withholding allowances in two states on this site, the actual withholding calculation is determined by state reciprocal withholding agreement laws. If you live in one state and work in another, these reciprocal tax withholding agreements will determine which state's tax withholding regulations apply to payroll payments.

Note: Your marital status and allowances initially mirror your federal tax elections if no state tax information is on [Messages as per State Laws](#) file. However, you may change your state allowances to be fewer than your federal tax election allowances.

State:	SC		
Resident:	<input checked="" type="checkbox"/>	Work:	<input type="checkbox"/>
Tax Exempt:	<input type="checkbox"/>		
Marital Status:	<input type="text" value="5"/> Single	These option vary and gets enabled or disabled as per State laws.	
Withholding Allowance:	<input type="text" value="5"/>		
Additional Withholding Amount:	<input type="text" value="\$6.00"/>		

By entering your Social Security number as your Electronic Signature, you are agreeing to this statement." **Under** [Penalty Statements vary as penalties of perjury, I declare that I have examined this certificate and to the best of my knowledge and belief, per state laws. it is true, correct and complete.](#)

Social Security Number:

A.4 - View Paycheck

View Paycheck

Calvin Roth

Company:

Global Business Institute 9999

Address:

500 George Washington Pkwy
New York, NY 07666

Net Pay: \$3,325.39

Pay Begin Date: 04/08/2000

Pay End Date: 04/21/2000

Check Date: 04/21/2000

[View a Different Paycheck](#)

General			
Name:	Calvin Roth	Business Unit:	US003
Employee ID:	KU0008	Pay Group:	US Biweekly
Address:	5025 Sanders Fresno, CA 93711	Department:	11000 - Information Systems
		Location:	California Location
		Job Title:	Director-Information Systems
		Pay Rate:	\$5,076.92 Biweekly

Tax Data			
Fed Marital Status:	Married	CA Marital Status:	Married (one income)
Fed Allowances:	0	CA Allowances:	0
Fed Addl Percent:	0.000	CA Addl Percent:	0.000
Fed Addl Amount:	\$0.00	CA Addl Amount:	\$0.00

Paycheck Summary					
	Gross Earnings	Fed Taxable Gross	Total Taxes	Total Deductions	Net Pay
Current	5,233.84	4,736.81	1,408.65	499.80	3,325.39
YTD	41,870.72	37,899.51	11,210.72	3,993.37	26,666.63

Earnings				
Description	Hours	Rate	Amount	YTD Amount
Regular			5,076.92	40,107.67
Gen Cred			143.08	1,144.64
Med Cred			7.38	59.04
Den Cred			6.46	51.68
Holiday				507.69
Total:			5,233.84	41,870.72

Taxes		
Description	Amount	YTD Amount
Fed Withholding	1,072.66	8,582.86
CA Withholding	300.68	2,405.91
CA OASD/EE	35.31	221.95
Total:	1,408.65	11,210.72

Before-Tax Deductions		
Description	Amount	YTD Amount
Vision	5.00	40.00
401(k)	200.00	1,600.00
Dep FSA	184.61	1,476.93
Std US Pen	108.46	862.60

After Tax Deductions		
Description	Amount	YTD Amount
NYL Supp	1.73	13.84

Employer Paid Benefits		
Description	Amount	YTD Amount
Vision	3.00	24.00
Basic Life	1.62	12.96
NYL Supp*	1.04	8.32
AD&D Flat	0.92	7.36
401(k)	199.98	1,599.86