



Microsoft Office System Customer Solution

Case study

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Residential Property Management company moves from paper timekeeping to website time submissions for savings from fewer hours spent on manual entry and a decreased number of errors.

Dominium Management Services, Inc is a national residential property management company with 700 employees in 15 different states. Paychecks were processed by the home office in Plymouth, MN from a set of handwritten timesheets that were faxed to the Payroll Department. Inefficiencies in the system were costing the company valuable time and money. Dominium estimates they have saved \$5000 annually in payroll necessary to process Payroll and countless dollars in errors saved by moving from a manual system to an electronic system in which calculations are automatic and information is downloaded directly from the person entering their time to their payroll processing company.



CUSTOMER PROFILE	BUSINESS SITUATION	SOLUTION	BENEFITS
Dominium owns and manages 150 apartments and townhomes throughout 15 different states. The company employs approximately 700 people necessary for the maintenance and upkeep of the property, as well as Leasing Consultants and managers that rent the units and provide customer service to a wide variety of residents. The units range anywhere from luxury and market rate, to income based housing.	Entry of timesheets at the Home Office was an extremely manual process. Timesheets were handwritten and faxed in so they were difficult to read and often lost in transmission. Errors in calculations were abundant because they were being calculated by people that weren't well versed in company policy or Department of Labor regulations.	Utilizing a web-based time entry system developed by Kaltec of Minnesota, Inc., Dominium is able to automate the process of populating the ADP Payroll System. Paper timesheets have been eliminated entirely. State and Federal labor laws are automatically enforced per employee. Flexible configuration options allow bi-weekly, bi-monthly, and monthly pay periods to be collected simultaneously.	<ul style="list-style-type: none"> Direct time savings at the corporate level from time entry by the employee rather than the Payroll Department. Decrease in errors made by underqualified employees calculating their own hours. Increased security, reliability, and access to the network

Situation

Dominium Management Services is one of the premier accredited property management companies in the country.

They specialize in market rate and various affordable housing programs, particularly Section 42 and Section 8. Currently DMS manages over 15,000 units in the following states: Minnesota, Wisconsin, Florida, South Carolina, Missouri, Ohio, Michigan, Nebraska, Kansas, Colorado, Iowa, Illinois, Indiana and South Dakota and Tennessee.

Dominium's vision is to be the preferred property management company in each of our markets. They realize this vision by exceeding the expectations of their customers.

Dominium was founded in 1972 by David Brierton and Jack Safar as a development and investment firm. During the past thirty years they invested their knowledge and entrepreneurial spirit into an organization that developed over 14,000 rental housing

units around the country. Until the mid-80s, the organization focused on developing and constructing federally subsidized multifamily housing, providing residents with affordable rent, high quality housing alternatives. As federal funding programs were eliminated, Dominium's strong product reputation and innovative financing strategies provided a natural transition into market rate multifamily housing developments. Upscale rental housing was Dominium's market focus during the late 80s. During the past ten years Dominium's efforts were focused on acquiring distressed and/or under performing properties. DMS was the company that managed all these properties. In addition, their portfolio of apartment communities managed for other clients has rapidly expanded as well.

Dominium had one Payroll Specialist manually entering timesheets that were faxed three days before electronic pay data had to be sent via the internet to ADP, their payroll processing company.

The screenshot displays the Dominium web-based user interface. The top navigation bar includes 'E-Time', 'Configuration', and 'Tools'. The user is logged in as Melissa A. Lura. The interface shows a 'Timecard Entry' section with fields for Date (3/16/2006), Shift (060215 - Human Resource Department), Hours Type (Hours Worked), and Check In/Out times. Below this is a 'Timecard Summary' table showing Hours Worked (8.50), PTO (38.50), Total Hours (84.50), and Overtime Hours (8). A 'Timecard Details' table lists individual timecard entries with columns for Entry Date, In, Out, and Total Type. A 'Reports Batch' section is also visible, containing a table with columns for Batch Date, Pay Period, Total Records, and Generated By Company.

Entry Date	In	Out	Total Type
3/16/2006	8:00 AM	12:00 PM	4.00 Hour
3/16/2006	12:30 PM	5:00 PM	4.50 Hour
3/17/2006			8.00 PTO
3/20/2006			8.00 PTO
3/22/2006			8.00 PTO
3/24/2006			8.00 PTO
3/27/2006			8.00 PTO
3/29/2006			8.00 PTO
3/31/2006			8.00 PTO

Batch Date	Pay Period	Total Records	Generated By	Company
2/28/2006	2/12/2006 - 2/25/2006	38	Melissa A. Lura	RDA
3/14/2006	2/26/2006 - 3/11/2006	37	Melissa A. Lura	RDA
3/10/2006	3/1/2006 - 3/15/2006	5	Melissa A. Lura	XWT
3/10/2006	3/1/2006 - 3/15/2006	28	Melissa A. Lura	46Y
2/23/2006	2/16/2006 - 2/28/2006	28	Melissa A. Lura	46Y
2/23/2006	2/16/2006 - 2/28/2006	5	Melissa A. Lura	XWT

Paper timecards have been replaced with a web-based user interface developed utilizing Microsoft Visual Studio's ASP.NET. Reporting and configuration are also accessible through a built in security layer

The faxed timesheets were handwritten forms completed by the individual employee at the property. The timesheet was approved by the manager of each property and faxed to one fax machine at the Home Office in Plymouth, MN.

Three key problem areas:

Duplication of work. Timesheets were calculated and completed by the employee, approved by the manager and faxed to the Home Office, where they were each processed individually, scanned for errors and entered into payroll software.

Large error ratio by under qualified employees making timesheet calculations. Federal laws, state regulations for 15 different states, as well as company policy must be followed, which can become confusing at times. For example, hours must be paid at time and one half for any hours over 40 per week, unless you live in Indiana, where daily overtime can also be incurred. PTO and Holiday hours however, do not count toward this calculation. Employees and Community Managers were confused what hours fell into each category. The Payroll Specialist at the Home Office had to verify that each timesheet was calculated correctly to maintain the integrity of the system.

Faxed timesheets lost in transmission. Often, when a timesheet wasn't received by the payroll deadline, the response from

the manager was "I faxed it." Monitoring the timesheets not received by deadline was time consuming, and the number of timesheets lost in the black hole of faxes was often too high. It was also questionable if the fax did not go through or if the manager was just using this as an excuse for forgetfulness

Solution

The eTime solution allows timesheets to be entered into a web-based interface at remote property locations. The data entry process populates a common data repository, stored on a public data server. Timesheet data is exported to an ASCII Text File that meets the ADP Payroll Systems import requirements. The eTime system offers a user-friendly, web-based interface that may be accessed by property managers and regional managers, who will be responsible for entering the weekly time of their staff.

The database is developed on a SQL Server database. The database stores the timecard data and process' server side data requests for optimal performance of the timecard system.

Checks and balances defined by Dominion are built into the system to ensure data accuracy and completeness. Only timecard data in the current timecard period may be modified. After the timecards have been submitted to the ADP Payroll system, they may be viewed but not edited.

Benefits

- **Efficient Timecard System Saves Labor Hours**
- **Employee Timecards are More Accurate and Time**
 - The storage ability of timecard history removes the necessity of paying for costly warehouse space to store past timesheets.
- **Varying State Labor Guidelines are Automatically Enforced**
 - Two levels of access allow employees to sign in with an individual user name and password to record their hours, while managers can log in under a separate user name and password to view and approve their entire staff at once.
 - Customized reports allow the Payroll Department to confirm that the Community Manager has approved each one of their employee's timesheets, run a listing of hours entered by category, **and(I forgot)**
 - Web-based entry makes recording hours much easier for employees working at multiple properties. Time can be recorded at any computer with internet access, where previously, the paper timesheet had to be transported with the employee as they moved, or was left at one property, and hours couldn't be recorded as they occurred.



For More Information

For more information about Kaltec products and services, call the Kaltec Technology Center at (763) 295-2360. To access information using the World Wide Web, go to:
<http://www.kaltec.com/>

For more information about Dominion Management Services, call (763) 354-5550 or visit the Web site at: www.dominiuminc.com

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