Q & A

Flex HRM – salary system and processes

General questions	Answers
Should we call Aspia for support, and not SRC payroll staff?	All questions related to salary are asked directly to Aspia: Email: payroll.support.se@aspiagroup.com Support Phone: 08-46 47 300 We will not have our own payroll staff as the service is outsourced to Aspia. HR has a salary coordinator who is a contact person for salary issues and who can administer parts of the system.
What can I ask Aspia about?	All salary-related questions and questions about the system, eg. • Latest pay slip • Vacation days • Tax issues linked to salary • System related issues • Other questions about how to register data in Flex
Will not most people want to submit time reports from the app?	We believe so. The app is the easiest way to report time. Download the app and watch the instructional videos for more information.
Why can't I log in to my own page now?	All employees have received an e-mails from Aspia with instructions for login. Contact Aspia if you have not received the email / you cannot log in.
Will we have an internal payroll administrator?	No, Aspia takes care of the payroll administration for us starting June 1, 2020. HR has an internal resource that is a contact person for salary issues and who can administer parts of the system, but salary is outsourced to Aspia.
Should we do time reporting for May in Flex HRM, or will we start in the new system only at June's time reporting?	We will report time for May in Flex HRM. The deadline for the first time reporting is June 1st.
The first time you use Flex HRM in the app on your mobile you should enter the URL of your company's HRM Mobile. What is it?	https://aspia2.flexhosting.se/Mobile
What's the name of the app?	HRM Mobile app. Available in app store or android play store.

Questions on absence	Answers
Do I have to register annual leave, R&R and holidays in FLEX?	For delegates, the purpose of registering absence in FLEX is to calculate your payed compensation in connection to missed annual leave. This does not include R&R or local Holidays, which are not compensated if not utilized. When registering leave do not register R&R or local holidays – only the number of days taken from annual leave.
Do we have an internal routine that the employee must apply for annual leave first in the system? We do this outside the system.	Yes, from now on you apply for leave in the system.
Vacation is granted by the manager; do I discuss annual leave with my manager before I request it in the system?	That's right - applying for annual leave is preceded by a discussion with your manager. The formal approval is done in the system.
How do I register my annual leave around local national holidays or R&R?	In dialogue with your manager you register leave the exact number of days you take excluding local national holidays or R&R. Example: Friday is a local holiday and your taking Monday to Thursday (4 days) as leave. You register only 4 days in FLEX. For more information on why Holidays and R&R is not registered see Q&A above
If you want to report sick days, you have to put in the number of hours you are sick, why can't you just report whole days?	You can indicate absence for an entire day. See manual for details on how to.
Can I already make a request for vacation in Flex HRM?	Yes
If you apply and are granted leave in the system, should you also report absence during those days, or is it done automatically when the application is approved? Can you change if it turned out that you were not free as planned?	If the leave is granted, you just click in the "submit" in connection with time reporting. In connection with the time reporting, you can change your leave if you have worked or became ill, for example.
Shouldn't you press save after choosing reason for leave?	You should always press "save" after making a change in the system.
How is the schema view supposed to be used? Is it just a visual aid to easily see when you are absent? Please tell us a little more about the possibilities of the schema view.	The schema view on the computer is customizable to suit each individual. You easily choose which parts you want to see.

Program reporting	Answers
Will we report time on project codes directly in the system?	Yes, we can time report on projects directly in the system. If you are going to report on a project, you will get more information about it.
How do I post travel expenses or other expenses towards a specific project?	When you register an expense, you will be asked which account it will charge. In that view you can also specify project account.

Claims -Travel expenses and other	Answers
Don't you need to send in original receipts?	Original receipts must be submitted due to accounting rules. However, the manager does not need to certify paperwork or travel invoice in paper format without receipts submitted for filing.
Is the photographed receipt considered to be original receipt or should the paper receipt be saved by the employee and if so, how long?	See above. The employer is responsible for filing/sending in all original receipts. These must therefore be submitted in connection with the claim being made.
How do you ensure that receipts are not reported twice through photography?	This is a matter of trust as well as a management issue. A manager must only certify and approve the claim once and employee only submit once. This risk already exists today as many documents come digitally and can in principle be printed out several times.
I have an old expense claim that I haven't made yet. Can I make it in the new system or do I have to get it into Agresso?	It should not be registered in Agresso but in Flex HRM.
Other questions	Answers
Are previous pay slips moved to Flex, or do we have to save them ourselves?	Old salary specifications are not uploaded in Flex HRM. So download the material you want to save. Agresso will be available during the remainder of 2020, but we recommend that you save what you want as soon as possible.
Can we have more meetings with instructions?	In the system there are easy-to-understand movies and manuals. Aspia's support is also available for questions about how to register in the system if there is any uncertainty.