

EXHIBIT 5



CRITICAL SUPPORT SERVICES PROCEDURES

Background

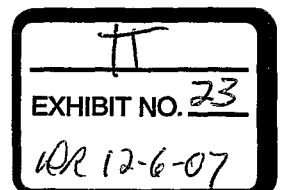
Critical Support Services (CSS) Clients are no longer receiving PeopleSoft/Oracle Maintenance and therefore rely on TomorrowNow for all regulatory updates, bug fixes, etc. TomorrowNow deliverables vary depending on each client's specific needs and PeopleSoft Maintenance expiration dates. (I.e. Regulatory updates for all 50 states may not be required for all clients. Codelines may differ for each client.)

Regulatory Discovery

Regulatory updates for Critical Support Clients are not retrofits from PeopleSoft regulatory updates. TomorrowNow gathers information independent from PeopleSoft, often utilizing the same sources but delivering updates first. US source monitoring is outlined below by frequency:


BNA <http://www.bna.com/>
 CCH HR <http://hr.cch.com/primesrc/bin/login.asp>
 RIA <http://riacheckpoint.com/login?lkn=loginAllParms>
 PA LOCALS http://ctcoas01.state.pa.us/dced/MSS.DYN_EITOPT_RATES.show

DAILY	CCH HR	Payroll	CCH Tracker News (automated email to tax@tomorrownow.com)
DAILY	RIA	Payroll	RIA Checkpoint News Headlines (automated email to tax@tomorrownow.com)
WEEKLY	CCH HR	Pension/Benefits	Employee Benefits Newsletter
WEEKLY	CCH HR	Payroll	Payroll Management Report Letters
WEEKLY	BNA	Payroll Administration Library	Late Breaking News




WEEKLY	RIA	Newsstand	RIA Daily Updates
BIWEEKLY	BNA	Payroll Administration Library	Payroll Administration Guide Newsletter
BIWEEKLY	BNA	Compensation and Benefits Library	Benefits and Compensation Management Update
MONTHLY	BNA	Payroll Administration Library & Compensation and Benefits Library	BNA Library Updates
MONTHLY	CCH HR.	Payroll & Pension/Benefits	Fringe Benefits Report Letter
MONTHLY, as needed	PA LOCALS	Dept. of Community and Economic Development	Pennsylvania Earned Income / Occupational Privilege Tax Rates
-	RIA	Research	Employer's Guide to Garnishment

Sample email from RIA Checkpoint News Headlines


 RIA-Checkpoint-Administration@thomson.com
 03/17/2005 06:32 AM

To: beth_jester@tomorrownow.com
 cc: _____
 bcc: _____
 Subject: RIA Checkpoint News Headlines - 3/17/05

History:  This message has been forwarded.

Payroll Updates

State Payroll Tax News

Arkansas — Workers' compensation.

The state has amended the workers' compensation administrative tax provisions to provide that the Workers' Compensation Commission will collect and tabulate the tax to be collected from entities whose workers' compensation claims are administered by the Public Employee Claims Division of the State Insurance Department [L. 2005, S 369 (Act 505)].

California — Withholding.

A merchant seaman was domiciled in California and consequently was taxable on his wages earned while working on trips both worldwide and between California ports. Contrary to taxpayer's claim, federal laws (46 USCS 11108 and 46 USCS 11109) do not preempt California's imposition of tax on income received by its residents, including those who are merchant seaman [*Appeal of Martin, SBE, Case No. 253561, 03/09/2005* (not to be cited as precedent)].

Kentucky — Unemployment.

Employers that knowingly violate or attempt to violate Kentucky law related to determining the assignment of an unemployment contribution rate will be subject to the highest contribution rate under the law for the year in which the misrepresentation occurred and for the following three years. Employers and nonemployers who commit such violations will be subject to civil penalties of not less than \$5,000 [L. 2005, S 113].

Sample email from CCH Tracker News



emessage@cch.com
03/14/2005 07:02 AM
Please respond to
emessage@cch.com

To: belh_laster@tomorrownow.com
cc:
bcc:
Subject: CCH Tracker News for March 14, 2005

CCH Tracker News

March 14, 2005

Add Trackers | Change email delivery options

Today's Customized Tracker News

User ID: xkbz13 Password: xkbz13

Federal Payroll Tracker

MISC.DOC, PAYROLL.DBU ¶ (1807aa, Legislation) - Virginia updates federal Code references (submitted to CCH Online Mar 11, 2005)

References to the federal Internal Revenue Code for Virginia income tax purposes mean the Code as amended to and including January 7, 2005. (H.B. 2411, Laws 2005, approved and effective February 24, 2005.)
virginiawe.statelegislationsns

MISC.DOC, PAYROLL.DBU ¶ (1804aa, Legislation) - Idaho updates federal Code references (submitted to CCH Online Mar 11, 2005)

References to the federal Internal Revenue Code for Idaho income tax purposes mean the Code as amended and in effect on January 1, 2005. (H. B. 10, Laws 2005, approved February 18, 2005, and retroactively effective to January 1, 2005.)
idahonews.statelegislationsns

Sample Source Data from BNA Late Breaking News

Late Breaking Payroll Information: Idaho (4/14/2004) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home Stop

Address http://enrscript.bna.com/cgi-bin/pageloc?id=SHR-512PW0OpenDocument

Search Web My Yahoo! Games Yahoo! Personal LAUNCH Sign In

Late Breaking Payroll Information

Payroll Library Printable Version

- Virginia (4/15/2004)
- Idaho (4/14/2004)
- Wisconsin (4/8/2004)
- Minnesota (4/7/2004)
- Illinois (4/7/2004)
- Nebraska (3/12/2004)
- Georgia (2/27/2004)
- New York (1/15/2004)
- Maryland (1/9/2004)
- Montana (1/5/2004)
- Connecticut (12/31/2003)
- Michigan (12/31/2003)
- Oklahoma (12/30/2003)
- Connecticut (12/28/2003)
- Pennsylvania

Idaho (4/14/2004)

WITHHOLDING: New percentage method income tax withholding tables, effective July 1, have been released by Idaho and are reproduced below in Adobe® format. The tax rates continue to range between 1.6 percent and 7.8 percent, but the threshold for imposition of the 1.6 percent tax rate has risen to \$1,750 annually. Formerly, the 1.6 percent threshold amount was \$1,650 annually.

The state also has announced that employers no longer need to file a quarterly Idaho Income Tax Withholding Return, Form 956, according to a new law passed by the 2004 Idaho Legislature (H.B. 537). Instead, split-monthly and monthly filers must keep making monthly income tax withholding payments either electronically on the state Web site or by using the Form 910, Idaho Withholding Payment Voucher, and must use the annual reconciliation Form 956 to reconcile the 12 payments with the actual amount of tax withheld. Quarterly filers are to begin making quarterly income tax withholding payments either electronically or by using Form 910, and are to file the annual reconciliation Form 956 to reconcile the four payments with the actual amount of tax withheld. Annual filers are to continue to file and pay annually using Form 956.

The Form 956 is due on Jan. 31. The total tax reported as withheld on the Form 956 must match the total Idaho income tax withheld on employee W-2 forms.

Some 52,000 employers are affected by the legislation, according to a state press release.

2004 Withholding Tables.pdf

Information Qualification

Each piece of source information, from above, is given careful evaluation to determine whether a system change within the PeopleSoft application will be required.

Some items reported by our sources have no bearing on the system we support and are immediately disqualified. See partial list of exclusions below:

- Status UI Contribution Rate Changes
- State Interest Rate Changes
- Federal Per Diems
- City Minimum Wage Rates
- State Weekly Unemployment Benefits
- State Authorization of Employer Fees for Garnishments

Some items may have an obvious impact on the PS Payroll system, such as State Withholding Changes. Other items, particularly new topics, may require some research to determine qualification, such as the New Mexico Worker's Compensation Fee change.

Master Individual Fix Creation

For all qualified information, a master individual fix is created in the TomorrowNow SAS Enterprise Lotus Notes Database, indicating that an update needs to be developed. When creating a new fix for Critical Support the following fields should be specified:

Fix Information

Fix Owner	Person who gathered initial source information. This owner will change to the developer as the fix progresses.
Interested Parties	'PSE HR Enterprise'
Fix Type	'Individual'
Fix ID	The auto-generated Fix ID is prefaced with 'CSS-' to indicate that the fix applies specifically to Critical Support Customers (not Extended Support).
Short Description	Fix Description should include Regulatory Territory and effective date if possible

	(i.e. Ohio Local Tax changes for January 1, 2005)
Status	'Open-Scope'
Source	Cite the subscription information or federal/state/local URL. Be as specific as possible as this source will be used for client documentation purposes (i.e. RIA Checkpoint New Headlines for January 10, 2005 or http://www.mstc.state.ms.us/taxareas/withhold/Pub%2089-145%20web.pdf)
Available in Bundle	Select the next logical Master Bundle to be delivered, considering the effective date of the changes in the individual fix. (i.e PY05JUN) <i>For information on creating a Master Bundle, reference a later section of this document – Master Bundle Fix Creation.</i>
Severity	'Required Fix'

Fix Specifications

Product Line	'HRMS'
Applications Covered	'Payroll', generally,
Regs Territory	Select applicable states or US Federal – all that apply.
PeopleSoft Maintenance	'No'

Other fields may need to be populated for special cases. However, the four fields specified above are the only fields that should be populated for normal Critical Support Fixes. Following this guideline will minimize issues with the Client Fix Generation Process, covered in a later section of this document.

Fix Issues

Issue Summary	Brief description of legislation. (i.e. Florida minimum wage increases from \$5.15 per hour to \$6.15 effective May 2, 2005)
Fix Solution Summary	Blank. To be populated during the development/testing phases.

Fix Notes (Internal Use Only)

Source Information	Initial source information, likely from CCH, BNA or RIA followed by Secondary source information from a Federal, State, or Local government branch or other source. Additional information, such as a design document for more complicated fixes, should also be attached in this section if needed.
Development Notes	Blank. To be populated during the development/testing phases.
Testing Documentation	Blank. To be populated during the development/testing phases.

These three sections are a standard template used for all fixes. It must be manually pasted into each new fix's Fix Notes section. Date/Timestamps should be used in this section to show order of events as well as responsible party.

Once all of this information has been entered into SAS Enterprise, Interested Parties should be notified of the new fix via email.

Sample Master Individual Fix

Master Fix



Fix Information

Fix Owner: Active Date:
 TN Interested Parties: Fix Type: Individual
 Fix ID: CSS-TN-0308051222

Short Description: Nevada Minimum Wage Increase
 Status: Open - Scope Severity: Required Fix
 Source: RIA Checkpoint News Headlines March 8, 2005 Prerequisites:
 Available in Bundle: TN-PY05JUN Postrequisites:

Fix Specifications

Product Line: HRMS	Market:	<input checked="" type="checkbox"/>
Applications Covered: Payroll	Application Release:	<input checked="" type="checkbox"/>
PeopleTools Release:	Regs Territory: NV	<input checked="" type="checkbox"/>
Database:	Regs Updates Included:	<input checked="" type="checkbox"/>
Hardware/OS:	PeopleSoft Maintenance: No Maintenance	<input checked="" type="checkbox"/>

Fix Issues

Issue Summary | Fix Solution Summary

Issue Summary: Nevada Minimum Wage increases from \$5.15 to \$6.15 effective ?.

- ▶ Fix Deliverables
- ▼ Fix Notes (Internal Use Only)

SOURCE INFORMATION:

03/08/2005 09:05:17 AM EST Beth Lester: PIA Checkpoint New Headlines March 8, 2005
 NEVADA

Wage and Hour. Legislation has been introduced that would increase the minimum wage by \$1 to \$6.15 per hour. Last November, voters approved an amendment to the state constitution that would also increase the minimum wage to \$6.15. The bill would provide statutory changes to support the voter initiative [L. 2005, AB 87].

DEVELOPMENT NOTES:

TESTING DOCUMENTATION:

Individual Fix Life Cycle Progression

The logical progression of a Master Individual Fix list in order below:

Open-Scope
Open-Development
Open-Test
Open-Documentation
Completed-Ready to Post
Available for Client Use

All participants in the fix life cycle use the fix status in SAS Enterprise as a worklist, to know when it their turn to move the progression along. Each master individual fix begins life in an **Open-Scope** status. Once the fix has been appropriately scoped, including 2 sources which are both cited in the fix notes, the Scoping Team updates the fix status to **Open-Development**. At that point, the Development Team makes necessary system changes for all appropriate releases and/or client environments, they add to the fix notes and update the fix status to **Open-Test**. From there, the Test Team applies the development changes and ensures that the solution developed marries with the source information and achieves the expected result. This process is conducted for all releases, and specific client environments where necessary, then the fix status is updated to **Open-Documentation**. At that point, the Documentation Team reviews the fix notes and prepares a draft of client documentation pertaining to this fix. That draft is reviewed or approved and the fix status changes yet again to **Completed-Ready to Post**. At time of delivery, which is generally a bundled delivery of a number of individual fixes, the Project Manager updates each individual fix status to **Available for Client Use**.

Note: Open-Final QA is typically used for Extended Support Fixes, not Critical Support. Critical Support individual fixes are most often grouped into a bundle for delivery. The bundle makes use of a Final QA status, but the individual fixes do not.

Master Bundle Fix Creation

For all regulatory bundles, six per year following the timing of the PeopleSoft Tax Update schedule and any additional bundles deemed necessary, a master bundle fix is created in the TomorrowNow SAS Enterprise Lotus Notes Database. These bundles are created in advance, when possible, so that new master individual fixes can be linked to bundles upon their creation. When creating a new bundle fix for Critical Support the following fields should be specified:

Fix Information

Fix Owner	Project Manager of Regulatory Bundle (typically Beth Lester)
Interested Parties	'PSE HR Enterprise'
Fix Type	'Bundle'
Fix ID	The auto-generated Fix ID is replaced with TN-PYRRMMM, where PY represents Payroll, RR represents the delivery year and XXX represents the delivery month (i.e. TN-PY05JUN for the 2005 June bundle)
Short Description	Fix Descriptions should follow this format – 'TomorrowNow HRMS Regulatory Bundles for June 2005'
Status	'Open-Scope'
Source	'Various'
Severity	'Required Fix'
Prerequisites	The previously delivered bundle. For TN-PY05JUN, the prerequisite is TN-PY05MAR

Fix Specifications

Product Line	'HRMS'
Applications Covered	'Payroll', generally
Regs Territory	Select applicable states or US Federal – all that apply, based on fixes included in this bundle. This field may not initially be populated, but should be revisited and double-checked prior to generating client fixes.
PeopleSoft Maintenance	'No'

Other fields may need to be populated for special cases. However, the four fields specified above are the only fields that should be populated for normal Critical Support Fixes. Following this guideline will minimize issues with the Client Fix Generation Process, covered in a later section of this document.

Fix Issues

Issue Summary	'Federal and State regulatory changes were recently issued impacting PeopleSoft Payroll'
Fix Solution Summary	'Regulatory changes through %DATE%' where %DATE% is the scope freeze date for the bundle (i.e. TN-PY05JUN includes changes through May 25, 2005)

Fix Notes (Internal Use Only)

Testing Documentation	Populated by test team upon completion of bundle testing, include a ZIP of documentation
Delivery Information	Shipping information for each client, with FedEx tracking number where applicable and date/time stamp of Email delivery notification (Generally added to the bundle fix notes during the packaging phase)

Sample Master Bundle Fix

Master Bundle



Fix Information

Fix Owner: Active Date:

TN Interested Parties: ^
 v

Fix Type: Bundle
Fix ID: TN-PY05MAR

Short Description: TomorrowNow HRMS Regulatory Bundle for March 2005

Status: Available for Client Use	Severity: Required Fix
Source: Various	Prerequisites: TN-PY05FEB
Postrequisites:	

Fix Specifications

Product Line: HRMS	Market:
Applications Payroll Covered:	Application Release:
PeopleTools Release:	Regs Territory: AL, FL, IA, ID, MS, OH, OR, PA
Database:	Regs Updates Included:
Hardware/OS:	PeopleSoft No Maintenance Maintenance:

Fix Issues

[Issue Summary](#) | [Fix Solution Summary](#)

Issue Summary: Federal and State regulatory changes were recently issued impacting PS Payroll.

Fix Notes (Internal Use Only)

TESTING DOCUMENTATION:
03/21/2005 03:28:24 PM CST Kimberley Martinez: PY05MAR Bundle Testing complete. Attached is the Testing Documentation.

[attachment "PY05MAR Testing Documentation.exe" deleted by Kimberley Martinez/TomorrowNow]

03/22/2005 02:18:33 PM CST Kimberley Martinez: After including the OH Addl testing, reziped and reattached all testing documentation.



PY05MAR Testing Documentation.exe

DELIVERY INFORMATION:		
CLIENT NAME	SHIP TO CONTACT:	FEDEX TRACKING NUMBER
AC Transit	Tom Burgess	No FedEx
Alternative Resource Corporation	Andrea Weber Alternative Resource Corporation 600 Hart Road, Suite 300 Barrington, IL 60010 847-620-4147 Andrea.Weber@arcnow.com	03/23/2005 05:30:32 PM CST Shelley Nelson: Tracking #: 7915809593069 delivered on 03/24/2005 at 4:04 PM and signed for or released by J.PETERSON
Big Lots Stores, Inc.	Thomas Abfall	03/23/2005 05:30:32 PM CST Shelley Nelson: Tracking #: 790957853603 delivered on 03/24/2005 at 9:00 AM and signed for or released by E.BROWNLEE
City of Atlanta	Paul Pavlik Systems & Programming Manager 65 Mitchell Street Southwest Atlanta, GA 30303 404-330-6605 ppavlik@AtlantaGa.gov	Not receiving this update - no reg items within scope of their contract
City of Flint	Lamy Piper	03/23/2005 05:30:32 PM CST Shelley Nelson: Tracking #: 7915809593069 delivered on 03/24/2005 at 9:21 AM and signed for or released by C.WILLIAMS
Cowlitz County, WA	Kon Yankee 207 Fourth Avenue N. Kelso, WA 98626 360-577-3024 YankeeK@co.cowlitz.wa.us	Not receiving this update - no reg items within scope of their contract
Municipality of Anchorage	Michael Jones 622 W. 68th Street P O Box 186650 Anchorage, AK 99519-6650 907-343-7176 JonesM@d.anchorage.ak.us	Not receiving this update - no reg items within scope of their contract
Praxair	Guy Lehving 175 E. Park Drive Tonawanda, NY 14150-7891 203-837-2168 Guy_Lehving@praxair.com	03/23/2005 05:30:32 PM CST Shelley Nelson: Tracking #: 792237403210 delivered on 03/24/2005 at 10:18 AM and signed for or released by E.ZWIFKA
Providence Health System	Judi Hawkins 413 Lily Road NE MOS PBF05 Olympia, WA 98506 360-493-5223 judi.hawkins@providence.org	03/23/2005 05:30:32 PM CST Shelley Nelson: Tracking #: 7915809593140 delivered on 03/24/2005 at 9:10 AM and signed for or released by R.REYES
Quad Graphics Inc.	Jeff Neuburg N63 W23075 Main Street Sussex, WI 53089 414-566-6897 jeff.neuburg@qg.com Steve Wachs N63 W23075 Main Street Sussex, WI 53089 414-566-6875 steve.wachs@qg.com	Don't need FedEx...Final deliverable
Rentway Corp.	Patricia Hornick One Rentway Plaza Erie, PA 16505 814-431-5376 pahornick@rentway.com	03/23/2005 05:30:32 PM CST Shelley Nelson: Tracking #: 790465869195 delivered on 03/24/2005 at 11:40 AM and signed for or released by V.POTTS
Saint Barnabus Healthcare System	Mich Loren 95 Old Short Hill Road West Orange, NJ 07052 973-322-4149 mloren@sbcot.com	03/23/2005 05:30:32 PM CST Shelley Nelson: Tracking #: 790465921535 delivered on 03/24/2005 at 10:05 AM and signed for or released by L.BROWN
Employees' Retirement System of Georgia	Keith Badalamenti 2 Northside 75 Atlanta, GA 30318 404-350-8300 kbadalamenti@ers.state.ga.us	Not receiving this update - no reg items within scope of their contract
Telapex	Walt Roddy 125 S. Congress St. Suite 1100 Jackson, MS 39201-3304 601-355-1522 x5222 waltroddy@telapexinc.com	03/23/2005 05:30:32 PM CST Shelley Nelson: Tracking #: 7915809593036 delivered on 03/24/2005 at 9:46 AM and signed for or released by R.JACKSON
The Manitowoc		Don't need FedEx - only eDelivery

CLIENT NAME	SHIP TO CONTACT:	
AC Transit	Tom Sturges, IT Project Manager, tsturges@actransit.org Thomas Bray, Payroll Supervisor, tbray@actransit.org Connie Alfante, Asst. Payroll Supervisor, callante@actransit.org Jasen Li, Sr. Systems Analyst, jli@actransit.org	Sent by Matthew Bowden 04/18/2005 02:37 PM
Alternative Resource Corporation	Andrea Weber andrea_weber@arcnow.com Needs a TXT file instead of a ZIP file	Sharon Piper 03/23/2005 02:43 PM
Big Lots Stores, Inc.	Thomas Ablett PUBLISH	Sharon Piper 03/22/2005 03:47 PM
City of Atlanta	Paul Pavlik ppavlik@AtlantaGa.gov	N/A
City of Flint, Michigan	Lola Leikin PUBLISH lleikin@cityofflint.com	Sharon Piper 03/23/2005 03:16 PM
Cowlitz County, WA	PUBLISH Ken Yankee YankeeK@co.cowlitz.wa.us	N/A
Municipality of Anchorage	PUBLISH Michael Jones JonesM@ci.anchorage.ak.us	N/A
Praxair	PUBLISH Gery Lehning gery_lehning@praxair.com	Beth Lester 03/22/2005 1:40CST
Providence Health System	Judi Hawkins judi.hawkins@providence.org	Sharon Piper 03/23/2005 02:42 PM
Quad Graphics Inc.	PUBLISH Jeff Nauburg jeff.nauburg@qg.com Steve Wachs steve.wachs@qg.com	Beth Lester 03/22/2005 1:42CST
Rentway Corp.	PUBLISH Patricie Hornick pahornick@rentway.com	Beth Lester 03/22/2005 1:48CST
Saint Barnabus Healthcare System	Mitch Loren mloren@sbcst.com Kato Szyker kszyker@sbcst.com	Sharon Piper 03/23/2005 02:44 PM
Employees' Retirement System of Georgia	Kath Badalamenti kbadalamenti@ers.state.ga.us	N/A
Telapex	Walt Roddy walt.rodny@telapexinc.com	Sharon Piper 03/23/2005 02:41 PM
The Manitowoc Company, Inc.	Mark Albers Mark.Albers@manitowoc.com	Sharon Piper 03/22/2005 03:46 PM

Client Bundle/Fix Generation

The 'Create Client Bundles' or 'Create Client Fixes' process is initiated from either a Master Bundle Fix or Master Individual Fix. See screenshots below:

Create Client Bundles | Notify TN Interested Parties | Internal Comments

Master Bundle



Fix Information

Fix Owner: Active Date:

TN Interested Parties: Fix Type: Bundle

Fix ID: TN-PY05JUN

Short Description: TomorrowNow HRMS Regulatory Bundle for June 2005

Create Client Fixes | Update Client Fixes | Delete All Client Fixes | Notify TN Interested Parties | Internal Comments

Master Fix



Fix Information

Fix Owner: Active Date:

TN Interested Parties:

Fix Type: Individual

Fix ID: PHS-TN-0126041731

Short Description: Year 2004 U.S. Garnishment Rule Table Data Changes for Federal Levies

These processes operate in very similar ways. Both processes use the fix specification data from the Master Fix and evaluate it against data in a Customer's Service Form, also within the SAS Enterprise Database. Where matches are found, client fixes are created. For Critical Support we link master individual fixes to master bundles and it is only necessary to 'Create Client Bundles' as that process creates client bundles and also client fixes for any linked fixes.

Example

Master Bundle TN-SAMPLE, with an active date of **6/1/2005**, has 3 associated individual master fixes –

Fix	Product Line	Application	PS Maintenance	Regulatory Territory
Master Bundle TN-SAMPLE	HRMS	Payroll	NO	(blank)
Master Individual TN-1	HRMS	Payroll	NO	CA
Master Individual TN-2	HRMS	Payroll	NO	PA
Master Individual TN-3	HRMS	Payroll	NO	US Federal

Client Services exist as follows –

Client	Product Line	App	PS Maint	Reg Terr	Service Begin	Service End
C1	HRMS	Human Resources, Payroll, Benefits Administration	NO	All states, All territories, US Federal	10/31/204	3/15/2006
C2	HRMS	Human Resources, Payroll, Time & Labor	YES	All states, All territories, US Federal, Canada	4/15/2004	04/15/2006
C3	HRMS	Human Resources, Payroll, Benefits	NO	US Federal, NY, NJ, PA	6/1/2004	5/31/2006
C4	HRMS	Human Resources, Payroll, Benefits	NO	US Federal, CA	6/1/2004	5/31/2006
C5	HRMS	Human Resources, Payroll	NO	All states, All territories, US Federal	5/1/2004	5/1/2005

Based on the example data on the previous page, the 'Create Client Bundle' process will generate the following client bundles/fixes:

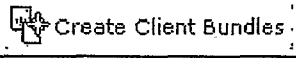
Bundle: C1-TN-SAMPLE
Individual Fixes: C1-TN-1
C1-TN-2
C1-TN-3

Bundle: C3-TN-SAMPLE
Individual Fixes: C3-TN-2
C3-TN-3

Bundle: C4-TN-SAMPLE
Individual Fixes: C4-TN-1
C4-TN-3

Neither bundles nor fixes were created for clients C2 or C5. C2 is an Extended Support customer as indicated by the PS Maintenance flag value of YES. Master Bundle and Master Individual Fix specifications indicated PS Maintenance of NO and therefore, there was no match with client C2. C5 is a Critical Support customer, but their service ended on 5/1/2005. This date was evaluated against the Master Bundle active date of 6/1/2005 and therefore, not considered a valid match.

Steps to Create Client Bundles/Fixes for Critical Support Deliverables

1. **PREPARE:** Ensure Master Fixes, bundle and individual, contain accurate data (active date, product line, applications, regulatory territory, PS maintenance, etc.)
2. **GENERATE:** Push the 'Create Client Bundles' button from within the Master Bundle, top left corner

3. **VALIDATE:** Review the client fix generation activity log and client bundle-fixes view for accuracy of fix creation. To help determine accuracy, reference F:\Consultant Docs & Templates\Work Documents\Critical Support Work Documents\Critical Support Customers.xls.

Data entry errors in fix data or client service data can result in inaccurate generation of client fixes. As changes are made to this automated process more or less validation may be necessary.

a. The client fix generation activity log is displayed in Lotus Notes after the 'Create Client Bundles' button is suppressed or can be accessed through this view:

- SAS Enterprise
- 1. Support
- 2. Client Management
- 3. FollowUps
- 4. Master Fixes
 - 1. By Active Date
 - 2. By Application
 - 3. By Market
 - 4. By Fix Name
 - 5. By Tools Rel
 - 6. By Db
 - 7. By Status
 - 8. By FixID
 - 9. By Bundle
 - 10. By Owner
 - 11. Master Bundles
 - 12. By Territory
 - 13. By Source
- 5. Client Fixes
- 7. Engagement
- 8. Reporting
- 9. Configuration

FixID	Active Date	FixName	Status	Product Line
▶ TN-PY04JUL	07/27/2004	Tomorrow Regulatory Bundle for July 2004	Available for Client Use	HRMS
TN-PY04JUN	06/10/2004	Tomorrow Regulatory Bundle for June 2004	Available for Client Use	HRMS
▶ TN-PY04OCT	10/06/2004	TomorrowNow Regulatory Bundle for October 2004	Available for Client Use	HRMS
TN-PY05AUG	03/24/2005	TomorrowNow HRMS Regulatory Bundle for August 2005	Open - Scope	HRMS
TN-PY05DEC	03/24/2005	TomorrowNow HRMS Regulatory Bundle for December 2005	Open - Scope	HRMS
▶ TN-PY05FEB	01/17/2005	TomorrowNow HRMS Regulatory Bundle for February 2005	Available for Client Use	HRMS
▶ TN-PY05JAN	12/02/2004	TomorrowNow HRMS Regulatory Bundle for January 2005	Available for Client Use	HRMS
TN-PY05JUN	03/07/2005	TomorrowNow HRMS Regulatory Bundle for June 2005	Open - Scope	HRMS
▼ TN-PY05MAR	01/18/2005	TomorrowNow HRMS Regulatory Bundle for March 2005	Available for Client Use	HRMS

Log Client Bundle Generation (05/01/2005)

Client Bundle Generation



User: Beth Lester/TomorrowNow
Date: 05/01/2005

Fix ID: TN-PY05MAR

Activity

MASTER FIX: CSS-TN-1025045767
Found 19 matching services
Creating Client Fix for AC Transit
Creating Client Fix for Alternative Resources Corp. (ARC)
Creating Client Fix for City of Atlanta
Creating Client Fix for Saint Barnabas Health Care System
Creating Client Fix for Rentway Corp.
Creating Client Fix for Cowlitz County, WA
Fix already exists for Cowlitz County, WA
Creating Client Fix for Providence Health System
Creating Client Fix for Telepex
Creating Client Fix for Quad Graphics, Inc.
Fix already exists for Quad Graphics, Inc.
Creating Client Fix for Employees' Retirement System of Georgia
Creating Client Fix for City of Flint, Michigan
Creating Client Fix for Big Lots Stores, Inc.
Fix already exists for City of Flint, Michigan
Creating Client Fix for Berkshire Realty Holdings, LP.
Creating Client Fix for The Manitowoc Company, Inc.
Fix already exists for AC Transit
Creating Client Fix for Praxair

This section of the log shows client individual fix generation, for each Master Individual Fix linked to the Master Bundle fix. As the log continues on the next page, client bundle fix generation is shown.

BUNDLE GENERATION

- Creating Client Bundle for AC Transit
- Creating Client Bundle for Alternative Resources Corp. (ARC)
- Creating Client Bundle for City of Atlanta
- Creating Client Bundle for Saint Barnabas Health Care System
- Creating Client Bundle for Rentway Corp.
- Creating Client Bundle for Cowlitz County, WA
- Creating Client Bundle for Providence Health System
- Creating Client Bundle for Telapex
- Creating Client Bundle for Quad Graphics, Inc.
- Creating Client Bundle for Employees' Retirement System of Georgia
- Creating Client Bundle for City of Flint, Michigan
- Creating Client Bundle for Big Lots Stores, Inc.
- Creating Client Bundle for Berkshire Realty Holdings, L.P.
- Creating Client Bundle for The Manitowoc Company, Inc.
- Creating Client Bundle for Praxair
- Client Bundle exists for AC Transit
- Client Bundle exists for Alternative Resources Corp. (ARC)
- Client Bundle exists for Rentway Corp.
- Client Bundle exists for Quad Graphics, Inc.
- Client Bundle exists for City of Flint, Michigan
- Client Bundle exists for Big Lots Stores, Inc.
- Client Bundle exists for Berkshire Realty Holdings, L.P.
- Client Bundle exists for The Manitowoc Company, Inc.
- Client Bundle exists for Praxair
- Client Bundle exists for AC Transit
- Client Bundle exists for Alternative Resources Corp. (ARC)
- Client Bundle exists for City of Atlanta
- Client Bundle exists for Saint Barnabas Health Care System
- Client Bundle exists for Rentway Corp.
- Client Bundle exists for Cowlitz County, WA
- Client Bundle exists for Providence Health System
- Client Bundle exists for Telapex
- Client Bundle exists for Quad Graphics, Inc.
- Client Bundle exists for Employees' Retirement System of Georgia

b. The newly generated client bundle-fixes can be accessed through this view:

SAS Enterprise

- 1. Support
- 2. Client Management
- 3. FollowUps
- 4. Master Files
 - 1. By Active Date
 - 2. By Application
 - 3. By Market
 - 4. By Fix Name
 - 5. By Tools Rel
 - 6. By Db
 - 7. By Status
 - 8. By Fix ID
 - 9. By Bundle
 - 10. By Owner
 - 11. Master Bundles
 - 1. By Fix ID
 - 2. By Territory
 - 3. By Source
- 5. Client Fixes
 - 1. By Customer
 - 2. By Master Fix
 - 3. By Tools Rel
 - 4. By Db
 - 5. Bundles
 - 1. Master ID
 - 2. No Customer Code
- 6. Engagement
- 7. Reporting
- 8. Configuration

Customer Name	Reg Territory	FixName	Fix ID	Status
TN-PY05JAN				
TN-PY05MAR				
AC Transit				
Alternative Resources Corp. (ARC)				
Big Lots Stores, Inc.				
City of Flint, Michigan				
Foot Locker, Inc.				
Praxair				
Providence Health System				
Quad Graphics, Inc.				
Rentway Corp.				
Saint Barnabas Health Care System	PA	TomorrowNow HRMS Regulatory Bundle for March 2005	SBH-TN-PY05MAR	Available to Publish
	PA	---Pennsylvania Local Tax Changes through March 15, 2005	SBH-TN-0222051412	
Suburban Propane, L.P.				
Telapex				
The Manitowoc Company, Inc.	AL,FL,IA,ID,MI	TomorrowNow HRMS Regulatory Bundle for March 2005	MCI-TN-PY05MAR	Available to Publish
	AL	---TAX960ST.sqr modified for the State of Alabama MMREF layout field	MCI-TN-0218051825	
	FL	---Florida increases minimum wage May 2, 2005	MCI-TN-1108049460	
	IA	---Iowa Withholding Tables effective Jan 1 2005	MCI-TN-0203056786	

- c. The Critical Support Customers spreadsheet (F:\Consultant Docs & Templates\Work Documents\Critical Support Work Documents) should be used to validate the newly generated fixes shown in steps a and b above. It's source for a client's regulatory territory is the TomorrowNow Wins notice, rather than the SAS Enterprise database.

	Code	Release	Market	Last PS Upd	First TN Upd	CSS Srv Begin	CSS Srv End	FED	AH	AK	AL	AR	GA	LA	MA	NY	NJ	OR	PA	TN	WA
ERSGA	ERS		E&G			PY04OCT															
Cowlitz County	CCW	7.5	E&G	PS 04A		PY04OCT	12/31/05														
City of Atlanta	ATL	7.5	E&G	PS 04B		PY04OCT	07/03/05														
City of Flint	COF	7.5	E&G			PY04DEC	10/30/05														
AC Transit	ACT	7.5	E&G	TH-2004F		PY05MAR	7/1/2004														
Alternative Resource Corp	ARC	7.5	Comm	PS 04B		PY04AUG															
Berkshire Realty Holdings	BRH	7.5	Comm			PY05JUN	6/1/2005														
Providence Health Systems	PHS	7.5	Comm	PS 03G		PY04OCT	12/31/05														
Empire District Electric Co.	EDE	7.5	Comm			PY05JUN															
Telepex	TEL	7.5	Comm	PS 04B		PY04OCT	04/15/06														
The Park Associates	TPA	7.5	Comm			PY05JUN	2/1/2005														
St. Barnabas Health Care	SBH	7.5	Comm	PS 04B		PY04AUG	05/21/06														
Praxair	PRX			PS 04C		PY04AUG															
Quad Graphics	QGI			PS 04D		PY04AUG	03/08/05														
Suburban Propane	SPL			PS 05A		PY05MAR	3/14/2005														
Toshiba America Information Systems	TAI	0.3 SP1		PS 05B		PY05JUN	5/1/2005														
Rent-Way	RWC	0.3 SP1		PS 04D		PY04AUG	10/15/05														
Big Lots Stores, Inc.	BLS	0.3 SP1		PS 04F		PY05JAN	03/15/06														
First Locker	FLI	0.3 SP1		PS 05A		PY05MAR	3/1/2005														
The Manitowoc Company	MCI	0.3 SP1		PS 04F		PY05FEB	06/30/05														
Nortan Communications		0.3 SP1																			
Philadelphia Corporation of Aging	PCA	0.3 SP1				PY05JUN	3/22/2005														

4. CORRECT DATA: Use the results from Step 3 as a worklist to correct client generated fixes. There are 2 types of issues in need of correction – client fixes were generated that should not have been OR client fixes should have been generated, but were not.

- To delete client fixes that were generated in error, email Shelley Nelson with the specific fixes to delete. Also, be sure to determine why these fixes were created and take action to resolve the source of the issue. See sources of issues on the next page.
- To generate client fixes that were omitted during the first run of the automated process, determine why these fixes were not created and take action to resolve the source of issue. See sources of issues on the next page. Do not attempt to resolve the issue by manually creating a client fix. Once the source of the issue has been resolved, run the 'Create Client Bundles' process again. This should result in accurate creation of these client bundles and fixes previous omitted.

Correcting the source of the problem is important because the automated fix generation process will be run again for this master bundle as contents change or additional clients are added.

See sources of issues below:

- Incorrect client service data

ACTION: Request that Shelley Nelson makes necessary corrections.

Sample explanation where fix was created in error:

Client Service includes Payroll in 'Applications Covered', but really just has a Human Resources contract with TomorrowNow. All fixes for the Payroll application were generated in error for this client.

Sample explanation where fix was expected but not generated:

Client Service end date is earlier than the master bundle's active date. The client has renewed their service with us, but SAS Enterprise has not yet been updated, therefore no bundle or fixes were generated.

- Fix specification data too broad or too limiting

ACTION: Correct the fix specifications data in the Master Fix.

Sample explanation where fix was created in error:

Fix specification data was too broad. It did not have any regulatory territories populated for a fix applicable to Maryland only, so a client fix was created for all clients satisfying other categories rather than just clients with Maryland contracts.

Sample explanation where fix was expected but not generated:

Fix specification data was too limiting. It indicated a market of E&G, but the fix actually applied to all markets. As a result, non E&G clients did not have a fix created by the automated process.

- Issue with automated client fix generation process

ACTION: Email Shelley Nelson with the issue description. She will validate that the automated process is indeed the culprit and forward to the appropriate team for resolution.

Note: Recognize that anytime you re-run the automated fix generation process, deletes from step 4a may be necessary again if data has not yet been corrected or the automated process itself is the culprit.

Updates to Client Bundles and Fixes

The automated fix generation process covered in the previous section carries forward many data values from the master bundle and fix to the client bundle and fix. This is helpful as much of this data is generic and applies to all clients. However, some of this data requires manual updates to the client bundles. We do not maintain data at the client fix level. Client individual fixes are generated only for purposes of indicating which clients receive which fixes in their unique client bundles.

The following updates should be expected for Client Bundles:

Fix Information

Status	At time of delivery, Fix Status should be updated to 'Available to Publish'
Issue Date	Delivery date
Source	Override the default of 'TN', which has been reported as a bug, with 'Various'
Prerequisites	The appropriate client bundle prerequisite value is CCC-TN-PYRRMMM, where CCC represents the three digit client code, PY represents Payroll, RR represents the delivery year and XXX represents the delivery month (i.e. RWC-TN-PY05JUN for the Rentway client bundle for 2005 June) Note: Examine this value for each client as the prerequisite could differ. It is possible that the client did not receive a deliverable during the previous bundle project.

Fix Specifications

Market	Populate for 7x clients. Leave blank for 8.x clients.
Application Release	Populate for all clients.
Regs Territory	Defaults from Master bundle. Deselect, as appropriate, for each client when only a subset of the bundle fixes are included in this client's particular bundle.
PeopleSoft Maintenance	'No'

Fix Issues

Fix Solution Summary	<p>'Regulatory changes through %DATE%' where %DATE% is the scope freeze date for the bundle (i.e. TN-PY05JUN includes changes through May 25, 2005)</p> <p>This date will only require updates if the scope freeze date changes after bundles have been created from the master.</p>
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