Setup & Configuration Guide

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1

Introduction

This document is designed to help you use Rivio Payroll Manager Online, Rivio Office Manager, and Rivio Payroll Manager Office Edition for your small businesses. Included in this document are:

- Specific setup and configuration procedures, including initial step-by-step setup and ongoing setup and maintenance specific to each product.
- Information about how the different parts of each application integrate with each other and with outside applications
- Best practices information that offers helpful suggestions on how to best use Rivio products

While your employees can easily use the different modules of Rivio Office Manager and Rivio Payroll Manager Office Edition, many of the individual parts are designed to integrate with other parts. Information can easily move from one area of the system to another, making your work flow more efficiently.

To begin that process, you'll need to perform or arrange for some initial setup and configuration. This guide will help you determine the best way to do this for your business.

Using This Guide

This guide contains instructions for different products. Not all procedures apply to all products. The products that each procedure applies to are listed immediately before each procedure.

For example, a procedure that applies to Rivio Office Manager and Rivio Payroll Manager Office Edition, but not Rivio Payroll Manager Online, will look like this:

☐ RIVIO PAYROLL MANAGER ONLINE

☑ RIVIO PAYROLL MANAGER OFFICE EDITION

☑ RIVIO OFFICE MANAGER

You can get additional online Help (in addition to this manual) anytime you need more information.

Setup Methods

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- ☑ RIVIO OFFICE MANAGER

You can get Rivio Office Manager set up in three different ways. The following table will help you decide which way is best for you:

Setup Method	Description
Outsource	You can arrange for someone outside your company to set up and configure your company's information. You need only to provide the information about your company and your employees. **Note:** Not all companies that offer this product also offer the outsourcing service.
Delegate	You can assign specific administrator roles to different employees in your company and delegate the setup of the parts of the system to those people. For example, you can assign HR Administrator access rights to someone in your HR department. That employee will have access to enter employee information and will be presented with a step-by-step setup page that will show their areas of responsibility and guide them through the setup process.
Self Setup	You can perform the setup yourself. When you sign in, a step-by-step page will guide you through a sequence of setup wizards, allowing you to enter all the information to get your system running quickly.

Information Needed for Setup

Whether you outsource your setup, delegate it, or do it yourself, you'll need to have (or provide) information about your company and its employees. The type of information you'll need will depend on what parts of the system you plan to use.

For example, to set up your company profile, you’ll need address(es), phone number(s), e-mail address(es), and so on. To set up areas that use employee information, you’ll need names, e-mail addresses, social security numbers, and so on.

Click the **What documents do I need?** link on the Step-By-Step Setup page for more information.

Outsourcing: The Setup Assistant

The Setup Assistant allows you to outsource your company setup. You indicate the areas of the system that you would like help setting up. The system then forwards that information securely to the outsourcing company that will set up your system.

The Setup Assistant, when available, can be used from the System Setup Options page (until the first employee record has been entered into your system, after which the Setup Options page will disappear), the Step-By-Step Setup page, or the System Setup page. The availability of the Setup Assistant depends on the company that provides your product version (not all companies offer the option to outsource your company setup).

To use the Setup Assistant while setup is still incomplete

1. Sign in to the site. A message box appears asking if you want to complete setup.
2. Click **Yes**.
3. If you see the Setup Options page, click **Outsource Setup**.

   If you see the Step-By-Step Setup page, click **Setup Assistant**.
4. Enter your information in the contact fields.
5. Click **Finish**.

To use the Setup Assistant anytime

1. Click **My Company**, then under **System Admin**, click **System Setup**.
2. Click **Setup Assistant**.
3. Enter your information in the contact fields.
4. Click **Finish**.

System Setup: Delegation and Self Setup

The parts of the system that you have responsibility for on the Step-By-Step Setup page depend on your access rights. For example, if you are a System Administrator, you can view and make changes in any setup section. If the System Administrator has delegated setup to you, you'll be able to click on and set up only the areas that you have been given responsibility for. For example, if you are an HR Administrator, you won't be able to view or make changes in the Employee Access Rights section. In fact, any sections that you don't have access rights to will be grayed out.

Until you complete initial system setup, the Step-By-Step Setup page will remain accessible, providing links to wizards that will guide you through each section's setup process.

The Step-By-Step Setup page will remain until all steps are marked either *Not appropriate* or *Complete*. Once all steps have either of these statuses, the System Administrator (only) will see a **Setup Complete** button at the bottom of the page. Clicking the **Setup Complete** button will replace the Step-By-Step Setup page with the System Setup page (**My Company > System Admin > System Setup**), which provides links directly to the setup pages for each type of information.

Part 1

INITIAL SETUP

Chapter
2

Setup Wizards

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- ☑ RIVIO PAYROLL MANAGER OFFICE EDITION (FOR NON-PAYROLL ITEMS)
- ☑ RIVIO OFFICE MANAGER

The Step-By-Step Setup for your system provides several wizards to help make entering information about your company and your employees easy. The wizards step you through the data-entry process.

The setup wizards must be completed in order, as information entered in one wizard is used in subsequent wizards.

The System Administrator can complete all of the setup wizards. If you've been delegated administrator access rights during initial company registration, such as HR Administrator or Payroll Administrator, you can complete only the wizards for your area(s) of responsibility.

Each of the setup wizards guides you through a step-by-step process for entering specific information about your company or its employees. The setup wizards are available for you to use until all the areas for your company are set up.

Once your company's setup is complete, you'll be able to set up and maintain different areas directly. You will no longer be able to access the setup wizards.

To run a setup wizard

1. Sign in to the site.

   You'll see a message asking if you want to go to the system setup page (unless it is your first time in the site, in which case you'll first see the Terms of Service page and Change Your Password page before you continue).

2. Click **Yes**.
3. Click the title of the setup wizard you want to run.

   The wizards must be completed (or marked Not Applicable) in order, from top to bottom.

4. On the opening wizard page, click **Continue**.

5. In each wizard page, enter the information about your company or its employees.
6. Click **Next** on each wizard page up to the last page.
7. On the last wizard page, click **Finish**.
8. Select **Complete**.
9. Click **OK.**

Note: If you clicked **No** in step 2 and entered the site, you can still get to the Step-By-Step Setup page by clicking **My Company > System Admin > System Setup** (if you're a System Administrator) or **My Work > Quick View > Complete System Setup** (if you're not a System Administrator), and then continuing with step 3.

Part 2

ONGOING MAINTENANCE

Chapter 3

Company Profile

The company profile is the general information about your company, the main company (corporate) address, plus addresses of any branch locations.

When you (or someone in your company) originally registered, some of the basic information about your company was entered as part of the registration process. If you're using Rivio Office Manager or Rivio Payroll Manager Office Edition, you should complete all the information about your company so that it is available to all employees. That information includes the company profile and company addresses.

Maintaining Company Profile Information

The Company Profile area contains all the descriptive information about your company. Your employees can use this page to check your company's fax numbers, ZIP codes, and other contact information from time to time.

To enter or modify company information

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1. Click **My Company**, then in **Company Info**, click **Profile**.
2. Click **Edit Profile** to enter or modify basic company information.
3. Click **Add Address** to enter information about a new company location.

Company Addresses

One address for your company is already entered by default: the address you entered when you registered. If your company has more than one location, you can enter the address information about your other locations.

To add company addresses

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1. Click **My Company**, then in **Company Info**, click **Profile**.
2. Click **Add Address**.
3. Enter the information about the location, then click **Save**.

Chapter

4

Departments

Many companies use departments to classify their employees by functional area or by other dividing factor. Department information is also often used for payroll processing. Once you set up your company's departments, you can then assign each employee to a department.

Maintaining Department Information

To add a department

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1. Click **My Company**, then in **Company Info**, click **Departments**.
2. Click **Add Department**.
3. Enter the department name and (optional) department ID.

   When used, the department ID is your own combination of letters and numbers for tracking and identifying department information.
4. Click **Save**.

To add an employee to a department

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1. Click **My Company**, then in **Employee Records**, click **Employee Info**.
2. Click the name of an employee.
3. Click **Work**.
4. In the **Department Name** drop-down list box, select a department name.
5. Click **Save**.

Note: Employees can be assigned to only one department.

Chapter

5

Payroll

The information you enter during payroll setup is used in many other areas of the system. That information includes:

- Pay frequency
- Earnings types
- Deduction types

For Rivio Office Manager users, you can also prepare your payroll for submission to an external payroll processor. When you work with an external payroll processor, use the data and reports within the system to help this process.

The payroll feature tracks and highlight changes to employee data, providing you a detailed list of changes to consider for approval prior to payroll processing. This approval step ensures accuracy and lets you stay in control of the data submitted to your payroll provider.

Maintaining Payroll Information

Pay Frequencies

You can have up to four different pay frequencies: weekly, every two weeks, twice a month, and monthly. You can make more than one pay frequency active if you have employees receiving pay on different schedules. The pay schedules you set up here will be available for you to select when you create a payroll. They will also appear in employees' records.

To set up pay frequencies

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1. Click **My Company**, then in **Payroll**, click **Setup**.
2. Click **Pay Frequency**.

3. In the Pay Frequency and Schedule section, select the check boxes for any pay periods you want available.
4. For each pay frequency you select, enter the date details, which are used to pre-populate the actual pay periods.

Pay Frequency	Options
Weekly	Enter the date that will be the last day of your first pay week. Pay is 52 times per year.
Every Two Weeks	Enter the date that will be the last day of the first two-week pay period. Pay is 26 times per year (every two weeks).
Twice a Month	Select the two dates each month that will be the last days of each pay period in the month. Pay is 24 times per year (twice per month).
Monthly	Enter a day of the month that will be the last day of the pay period. Pay is 12 times per year.

5. If you are using more than one pay frequency, select which one will be the default for new employee records in the **Pay Frequency Default Setting** drop-down list box.
6. Click **Save**.

Earning Types

Earning types are the types of hours worked, such as regular time, overtime, double time, sick time, paid time off, and so on.

To set up earning types

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1. Click **My Company**, then in **Payroll**, click **Setup**.
2. Click **Payroll Information**.
3. Click **Earnings**.
4. Enter a name and description for each different earning rate.
5. For each earning type entered, select if **based upon hours worked**.

   Select **Yes** if based on hourly amounts worked, such as regular earnings, overtime, paid time off, and so on.

   Select **No** if not based on hourly amounts worked, such as for a bonus.
6. Select the **Exempt** or **Non-Exempt** check boxes if the rate applies to those classes of employees.

7. Click **Add** if you need to add more codes.
8. Click **Save**.

Deduction Types

This tab lists the descriptions of all the deductions your company uses for its payroll. If you're submitting to an external payroll processing vendor, (not integrated with Rivio Office Manager), be sure to use the same deduction descriptions and reference numbers as established with your current provider. This will allow you to generate employee detail in a format that your current payroll provider uses.

To add a deduction type

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1. Click **My Company**, then in **Payroll**, click **Setup**.
2. Click **Deductions**.
3. For each deduction type, enter a name, a description, and a unique reference number.
4. Click **Add** if you need to add more deduction types.
5. Click **Save**.

Chapter

6

Employee Records

Many parts of this site are designed to work together, which requires proper configuration. For example, you will need to set up the Time Sheets properly to integrate with payroll, or set up your chart of accounts in the Accounting area to use for invoices and expense reports.

Before you begin configuring these other areas, however, you should enter all the information about your employees.

Maintaining Employee Information

Employee records, which include basic information about your employees, are generally imported or input by your Human Resources Administrator. Some of the information about employees automatically generates the Employee List, Job Roles, and the Organization Chart. This information is viewable by all users.

You can import employee information into the system directly from a QuickBooks® file or from a correctly structured spreadsheet file. You can also enter information about your employees manually.

You can also set up departments in your company, then assign employees to those departments after their information has been entered. You should set up departments before you import or enter your employee information. See "Maintaining Department Information" on page 13.

Dependencies

Some of the information about employees is used by other areas of the system. For example, on the Work tab of an employee's record, you can select the employee's supervisor. That selection is used to build the Organization Chart. Other employee information appears automatically in the Job Roles area.

Employee Data Setup

After your system setup is complete, you perform regular setup tasks in the Employee Records Setup area.

Importing from QuickBooks

To import employee information from a QuickBooks file

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1. From within QuickBooks, export an .IIF file.

   In QuickBooks 2000: **File > Utilities > Export**.

   In QuickBooks Pro 99: **File > Export**.

2. Click **My Company**, then in **Employee Records**, click **Setup**.
3. Click **Import Employees from QuickBooks**.
4. Clear all check boxes except **Employee List**, then click **Browse**.
5. Find the .IIF file you just exported from QuickBooks and click **Open**.
6. Click **Import**.

Importing from a Spreadsheet File

When importing employee information from a spreadsheet file, that file must have only specific information arranged in a specific way. The information includes: first name, middle name, last name, salutation, two address lines, city, state, ZIP, social security number, home phone, work phone, and work e-mail address.

On the Import Data from a Spreadsheet File page, there is a link to a sample file with instructions. You can download and use this file to import your data.

To import employee information from a spreadsheet file

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1. Click **My Company**, then in **Employee Records**, click **Setup**.
2. Click **Import Employees from a Spreadsheet**.
3. Follow the steps of the Import Wizard. Click **Next** as you complete each step.
4. Click **Finish** when you complete the wizard.

Entering Manually

You enter employee information manually using one of two wizards. The Quick Version wizard allows you to enter the essential employee information: name, status, and used for payroll. The Payroll Version wizard allows you to enter complete employee information.

To enter employee information manually

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1. Click **My Company**, then in **Employee Records**, click **Setup**.
2. Click **Employee Records**.
3. Click either of the **Add Employee(s) Wizard** links.
4. Follow the steps of the Import Wizard. Click **Next** as you complete each step.
5. Click **Finish** when you complete the wizard.

Note: Because one of the pieces of information you can select for an employee is the individual that employee reports to, you may want to enter employees "top down," with higher-ranking employees first.

Reminders

Rivio Office Manager offers the option of receiving e-mail reminders of employee-related events. You can receive reminders for the following employee events:

- Performance Evaluation
- Visa Expiration
- Completion of I-9
- Birthday
- (Work) Anniversary

Reminders are not defined site-wide. Rather, anyone who has System Administrator or HR Administrator access rights can set up their own individual reminders.

To set a reminder

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1. Click **My Company**, then in **Employee Records**, click **Setup**.
2. Click **Reminders**.
3. Select the reminder you want to use, then select a reminder time.
4. Click **Save**.

Chapter

7

Accounting

Note: The information in this chapter applies only to Rivio Office Manager and Rivio Payroll Manager Office Edition:

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You'll set up two types of information in the Accounting Preferences setup:

- QuickBooks integration
- Expense Report and Invoice numbering

QuickBooks Integration

The Accounting area provides two different ways of supporting your accounting procedures on Rivio Office Manager. The two modes of operation are:

- QuickBooks Interface Off
- QuickBooks Interface On

Differences Between Modes

QuickBooks Interface Off: In this mode, you can manually enter and manage the online Chart of Accounts to match the chart of accounts in your company's accounting system. Accounts entered here are used in Expense Reports. In this mode, you also access the Accounts List, Customer List, and Setup page, but you cannot directly import or export data.

QuickBooks Interface On: In this mode, you can use the QuickBooks synchronization feature in the Accounting area to capture transactions and synchronize data between your system and QuickBooks. Automatically, the Invoices, Time Sheets, Expense Reports and HR applications will have access to the *same* customer accounts you use in QuickBooks! This convenient feature makes getting started faster and immediately compatible with your existing records and processes. In this mode you no longer have direct access to the Accounts List.

Instead, you now have access to the Import, Export, and Re-Export functions. The Import function allows you to import your chart of accounts, customer list, employee list, and credit terms. For Export, your customer list, employee list, and the Accounts Payable generated by Expense Reports can be exported to QuickBooks.

In both modes you can import Employee Records using a spreadsheet (.CSV format) file through **My Company > Employee Records > Setup**.

The Accounting area interacts with the Time Sheets, Expense Reports, Invoices, and Human Resource features. When the QuickBooks interface is on, the imported chart of accounts and customer records shows up in Expense Reports for easy inclusion in the expense reports you create. For Time Sheets and Invoices, the imported customer records show up for inclusion. Similarly, in the HR feature, the imported employee records appear, which allows the HR administrator to expedite employee record management.

When the QuickBooks interface is off, the chart of accounts and customer records you create in the Accounting area will flow into Expense Reports, so those key records can be accurately referenced in new expense reports. While the chart of accounts does not show up in Time Sheets and Invoices, the customer records you create will be available in those applications.

With document serial number sequencing, the numbers set on the Setup page in the Accounting area automatically provide the correct sequence number every time a new expense report or invoice is created.

To turn the QuickBooks interface on

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1. Click **My Company**, then in **Accounting**, click **Setup**.
2. Click **Set QuickBooks® Integration Preferences**.
3. Select **On**.
4. Select the types of information you want to import and export from your QuickBooks account files and integrate with the system.
5. Click **Save & Return**.
6. Click **Finish**.

QuickBooks Information

If you're a QuickBooks user, the best way to use the Accounting area is to start by importing your chart of accounts, customer list, employee list and the credit terms into Rivio Office Manager. This ensures that all record types that you use in your accounting software are duplicated in Rivio Office Manager for accurate accounting reference. Importing is a fast, easy and efficient way to populate these key record types. Additionally, once the imported record types are used within an expense report, you can export the finalized expense report into QuickBooks without having to re-type anything. You can also export your customer list and employee list to ensure that records are synchronized between QuickBooks and Rivio Office Manager.

Best Practices

If you do not use QuickBooks, use the QuickBooks Interface Off mode and do the following:

1. Review the pre-populated Chart of Accounts (Account List) and tailor it to your preferences.
2. Create customer and project records (Customer List) so that they can be accurately referenced in Expense Reports, Time Sheets and Invoices.
3. Set your expense report and invoice serial number sequencing to control document numbers.

Expense Report and Invoice Numbering

You can define how you want your expense reports and invoices numbered. For each, you can add an alphanumeric prefix and suffix, and you can also set a starting number.

If you do not specify a prefix, suffix, or starting number, both expense reports and invoices will use neither a prefix nor a suffix, and will start numbering with 1 (actually, 000001).

To set up expense report and invoice numbering

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1. Click **My Company**, then in **Accounting**, click **Setup**.
2. Click **Set Expense Report and Invoice Sequencing**.
3. Enter any prefix or suffix for either expense reports or invoices, then optionally enter a starting number other than 0.
4. Click **Save & Return**.
5. Click **Finish**.

Chapter

8

Policies & Procedures

You can use the Policies area to post all your company's policies and procedures so employees can view them in a single place. Additionally, you can alert employees by e-mail of changes to a particular policy. The Policies area saves you the trouble of copying and manually distributing updated pages each time a change has been made to a policy in the company. These policies will appear as individual policies by name, allowing your employees to access them individually, rather than as part of a bigger handbook.

See the online Help system (click **Help**) for more information on how to add, modify, and delete policies and procedures.

Chapter

9

Access Rights

This chapter contains information about granting employees access, managing password security, and providing the various types of access rights.

Granting employees access

To use the system, employees must have access rights. When an employee's information is first entered into the system, an employee record is created, but no access rights are given. The employee cannot yet use the system and has a status of "No Access." (See "Maintaining Employee Information" on page 19 for information on how to enter employee information.) You must separately grant access rights for that employee.

For security purposes, only users with System Administrator access rights can grant any level of Rivio Office Manager access to other employees.

Granting an employee access involves creating a User ID and defining access rights. The default access right is Employee. Access rights define what a user can do, and what areas of Rivio Office Manager the user can view and enter. For example, if an employee does not have Human Resources Administrator access rights, that employee can neither see nor enter the Human Resources area. You must have System Administrator access rights to grant access to new employees.

To grant access to a new employee

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1. Click **My Company**, then in **System Admin**, click **Access Rights**.
2. Click **Assign Access**. The new employee should be in this list.
3. Click the employee's name.
4. Select the access rights you want to provide.

   Anyone who is granted access receives Employee-level access rights.

Employees who are granted Manager access rights are those to whom other employees submit invoices, time sheets, purchase requests, and so on. Users can submit these forms to a select list of users who have Manager status.

5. If there is no e-mail address, enter the employee's e-mail address.
6. Click **Create Account**.

Note: Employees are not automatically notified when their accounts are created. Notification is a separate step.

You must have System Administrator access rights to notify employees of their new or modified access rights.

To notify employees of their new or modified access rights

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1. Click **My Company**, then in **System Admin**, click **Access Rights**.
2. Click **Notify Employee/Change Access Rights**.
3. Select the check box next to the employee's name.
4. Click **Notify Selected Employee(s)**.

The employees will receive two e-mails. Each e-mail has the URL for the site. One e-mail has the Company ID and User ID, the second e-mail has a randomly generated password. The employee will be asked to change their password when signing in the first time.

Passwords

A password is the third piece of information (along with company name and user name) that uniquely identifies an employee as having the right to access the site. Employees should be encouraged to keep passwords private, and to use passwords that are difficult to guess.

You must have System Administrator access rights to reset an employee's password.

To reset an employee's password

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1. Click **My Company**, then in **System Admin**, click **Access Rights**.
2. Click **Notify Employee/Change Access Rights**.
3. Click the name of the employee.
4. Click **Reset Password**.

The employees will receive two e-mails. Each e-mail has the URL for the site. One e-mail has the Company ID and User ID, the second e-mail has a new, randomly generated password. The employee will be asked to change their password when signing in the first time.

You can change your own password at any time.

To change your password

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1. Click **My Work**, then under **My Profile**, click **Password**.
2. Enter your current password.
3. Enter your new password twice.
   Passwords must be 8-16 characters with no spaces.
4. Click **Save**.

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1. Click **My Company**, then under **System Admin**, click **Password**.
2. Enter your current password.
3. Enter your new password twice.
   Passwords must be 8-16 characters with no spaces.
4. Click **Save**.

Chapter 10

Company Communication

The company communication area allows you to communicate all your company's announcements, events, and schedules to your employees. To optimize these features for your company, you should first customize your employee communication page: the Quick View page in the My Company tab. This customization allows you to choose whether you would like certain features to appear on your company page for all employees to see. For instance, the Job Roles feature allows you to define responsibilities at your company. If you decide this is not applicable or useful to your company, you may elect to eliminate it from the menu. You can customize the following features:

- Company Announcements
- Company Events
- Message of the Day

Much of the setup is performed in the My Company tab.

Company Announcements

Company Announcements relate to any type of information you want to communicate with your employees, from daily messages to notifications of important events. The benefit of this feature is that it provides a single place for you to share information with your employees. Additionally, you can send important announcements to employees by e-mail.

To post a company announcement

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1. Click **My Company**, then in **Desktop View**, click **Quick View**.
2. In the Announcements area, click **Add Announcement**.
3. Enter the announcement information.

The expiration date is the last date the announcement will appear on the Quick View page (when you have selected to display it there). The default is one month from now.

4. If you want e-mail sent to all employees to inform them that a new announcement is posted, select **Notify all employees via e-mail**.

   Only employees who have been granted access will receive these e-mail messages.

5. Click **Save**.
6. If you want the announcement to appear on all users' Quick View pages, then, in the list on the Setup Announcements tab, select the **Display on Quick View** check box. If you want the displayed announcement to be marked as new, select the **Display as New** check box.

   The list on the Setup Announcements tab shows five items by default. You may need to click Last (at the bottom of the list) to see the announcement you just entered if there are more than five announcements in the list.

7. Click **Save & Return**.

Message of the Day

The Message of the Day is typically a daily message that can be humorous, a quote, or any other message you would like to share with your employees.

To add or edit the Message of the Day

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1. Click **My Company**, then in **Desktop View**, click **Quick View**.
2. In the Message of the Day section, click **Edit**.
3. Make any desired additions or changes.

   You can use any valid HTML tagging in addition to plain text. For example, to make some text bold, surround it with the and tags.

4. Click **Save & Return**.

Company Events

The Company Events work like a company calendar. All employees can view upcoming company events. You can present all the information about your company-wide events to your employees in a single place.

To add a company event

☐ RIVIO PAYROLL MANAGER ONLINE

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1. Click **My Company**, then in **Desktop View**, click **Quick View**.
2. Click **Add Event**.
3. Enter the event information.
4. Click **Save & Return**.

Chapter

11

Strategies

This chapter provides useful setup and configuration strategies for various areas of the site. Also included is dependency information, explaining when the information in one area is dependent on information in another area.

Time Sheets

The Time Sheets area allows hourly employees to track and submit their time worked. Features of the Time Sheet functionality include:

- Online preparation and routing of time sheet reports.
- Ability to enter time by project or client.
- Flexible routing capabilities allow you to easily follow company-specific procedures for time sheets.
- E-mail notification of time sheet submission and status changes.
- Convenient time sheet display allows for easy management and status tracking of outstanding time sheet reports as well as access to completed time sheets.
- Electronic notification when pre-set due dates are missed.
- History logs help ensure that proper company time sheet approval process has been followed.
- Automated integration with Payroll functionality allows for incorporation of approved time sheet data into pay period specific payroll reports.

Roles & Privileges

There are four different roles that are in effect for Time Sheets.

System Administrator: The System Administrator is responsible for setting up the company and its users (for Rivio Office Manager), including assigning access rights to the Accounting area and user roles (Manager and Employee). The System Administrator has access to all areas of the Rivio product. The System Administrator will typically be the owner of the company.

Accounting Administrator: Users with access to the Accounting area can import data from QuickBooks and export data from the system. Accounting Administrators also have access to set up functionality for the accounting applications, including managing the company and customer lists. Accounting Administrators will typically be the controller or bookkeeper. The Accounting Administrator is the individual who is responsible for setting up the Clients/Projects to which time can be charged.

Manager: Managers will create time sheets and time-off requests. Managers will also have approval authority for items other than their own. Managers will typically be owners or supervisors.

Employee: Employees are general users who will create time sheets and time-off requests (either for themselves or on behalf of another employee). Employees will not have access to the Accounting area or approval authority.

Configuration

If the user wants to use Time Sheets to track time by client or projects, they must first set up those client/project records in the Accounting area. Once set up in the Accounting area, those items will automatically show up in the select boxes located in the time sheet.

No other setup is necessary for Time Sheets.

Approved time sheet data flows automatically into the Payroll module to help streamline the inclusion of employee time worked (or not worked) into payroll reports and processing. No action is required on the user's part to "push" the data to the Payroll module.

Best Practices

Companies should set policies for the approval and tracking method of Time Sheet data. Specifically, employees should know to whom they need to submit their time sheets for approval, and the frequency with which this data must be submitted.

Expense Reports

The Expense Reports application allows you to create and route expense reports for approval and payment. Expenses can also be tracked by project for easy, accurate billing to your customers. Expense types are matched to your Chart of Accounts, and expense reports can be exported to QuickBooks, eliminating the need for re-entry into your accounting system.

Approval and Payment Process

As an expense report moves from creation to payment, it follows a series of steps that involve approval and acceptance by the Manager.

Activity	Expense Report Status
Create new expense report	New
Submit for approval	Approve and Submit for Payment?

Activity	Expense Report Status
Approve and submit for payment	Approved for Payment, or Declined
Approve for payment	Accept for Payment?, or Declined
Accept for payment	Accepted for Payment
Originator receives payment	Completed

Roles/Privileges

Any employee with an account (User ID and Password) can create an expense report and submit it for approval. To maintain and enforce your company's reimbursement policies, only managers' names appear in the routing slip for approval and payment of expense reports.

Note: Users can forward an expense report for review to anyone in the company with a login account.

Dependencies

The Expense Reports application can be used without any initial setup. However, there are a few features you may wish to set up to enhance the functionality of the feature:

Customers/Projects: The Expense Reports feature allows users to assign expense items to customers/projects. If you want to assign expenses to customers/projects, you must first set up your customers and projects in the Accounting area. However, the application can be used without this feature.

To set up customers and projects

1. Click **My Company**, then in **Accounting**, click **Customer List**.
2. See the online Help for details on how to add both customers and projects.

Approval and Payment Routing: The System Administrator who sets up the company's account is assigned the Manager role, and will appear in the routing slip drop-down box for approval and payment of expense reports. If you want to give other users the ability to approve and/or pay expense reports, you must give them Manager access rights. To do so, click **My Company**, then in **System Admin**, click **Access Rights**. Users given Manager rights can also approve time sheets, purchase requests, and invoices.

Setup Expense Report Numbers: Expense reports are assigned a reference number, starting with 000001. You can customize the reference numbers by assigning a prefix, suffix, and starting number. To customize the reference numbers, click **My Company**, then in **Accounting**, click **Setup**.

Export to QuickBooks: If you are a QuickBooks user, you can easily export expense reports data to your QuickBooks account. Expense reports that have reached the "Accepted for Payment" status are ready for export.

To export expense report data, you must first turn on the QuickBooks interface. Click **My Company**, then in **Accounting**, click **Setup**, then **Set QuickBooks Integration Preferences**. Choose **QuickBooks Interface On** and select the QuickBooks records that you want to import and export. Once these are selected, you can export expense reports by clicking **My Company**, then in **Accounting**, click **Export from Site**.

Best Practices

To inform your employees of your company's expense report approval and payment policies, you can easily create a procedure in Policies and Procedures.

Hints and Guidelines

Retract: Users can retract or "call back" their action, such as Approve and Submit for Payment, Decline, Accept for Payment, or Forward. A retracted expense report returns to its previous status.

Reopen: The expense report creator (originator) can reopen his own expense report at any status point, except when it reaches Completed. Reopening an expense report voids all previous approvals.

Note: If, after an expense report is exported to QuickBooks, it is retracted or reopened, and the revised expense report is exported to QuickBooks again, you must go into QuickBooks and manually correct the first entry.

Previewing and Printing: You can easily preview and print out expense reports by opening an expense report and clicking the Print/Preview button. Another browser will open to display the selected expense report. To preview and print, click the **View as Acrobat** icon in the upper left of the screen. The expense report will open in Adobe Acrobat. To print, click the printer icon.

Invoices

The Invoices area allows you to create and route invoices for internal approval and then submit them to your customers. Built-in security features ensure read-only access for customers receiving invoices. The Invoice area is linked to the customer list, making invoice creation faster, easier and more accurate.

Approval and Receipt Process

As an invoice moves from creation to receipt of payment, it follows a series of steps that involve approval and acceptance by the Manager.

Activity	Invoice Status
Create new invoice	New
Submit for approval	Approve and Submit to Customer?
Approve and submit to customer	Approved for Payment, or Declined
Customer accepts invoice	Customer Accepts Invoice?, or Declined
Accept for payment	Accepted for Payment
Receive payment	Completed

Roles/Privileges

Any employee with an account (User ID and Password) can create an invoice and submit it for approval. To maintain and enforce your company's invoicing policies, only managers' names appear in the routing slip for approval of invoices.

Note: Users can forward an invoice for review to anyone in the company with a login account.

Dependencies

The Invoices application requires minimal setup. To use Invoices, you must first set up your customers/project records in the Accounting area. Once customer/project records are set up, you can select the customers/project to invoice, and the customer's information automatically appears on the invoice.

To set up customers and projects

1. Click **My Company**, then in **Accounting**, click **Customer List**.
2. See the online Help for details on how to add both customers and projects.

The Invoices feature offers additional functionality that requires setup, as described below:

Approval Routing: The System Administrator who sets up the company's account is assigned the Manager role, and will appear in the routing slip drop-down box for approval of invoices. If you want to give other users the ability to approve invoices, you must give them Manager access rights. To do so, click **My Company**, then in **System Admin**, click **Access Rights**. Users given Manager rights can also approve time sheets, purchase requests, and expense reports.

Setup Invoice Numbers: Once an invoice is approved, it is assigned a final invoice number, starting with 000001. You can customize the invoice numbers by assigning a prefix, suffix, and starting number. To customize the invoice numbers, click **My Company**, then in **Accounting**, click **Setup**.

Best Practices

To inform your employees of your company's invoice approval policies, you can easily create a procedure in Policies and Procedures.

Hints and Guidelines

Invoice numbers: When an invoice is created, it is assigned a system-generated number in the format DRAFTXXXXXX. The final invoice number is assigned after an invoice is approved for submission to your customer. This final invoice number can be customized in the Accounting area. Click **My Company**, then in **Accounting**, click **Setup**.

Submitting invoices to customers: When you approve an invoice, you can submit the invoice electronically to your customer by entering your customer's e-mail address in the routing slip. Entering the e-mail addresses creates "guest" accounts for your customers to view only the invoices that you send them.

Retract: Users can retract or "call back" their actions, such as Approve and Submit for Payment, Decline, or Forward. A retracted invoice returns to its previous status.

Reopen: Invoice creators (originators) can reopen their own invoices at any status except when they reach Completed. Reopening an invoice voids all previous approvals.

Previewing and Printing: You can easily preview and print out invoices by opening an invoice and clicking the Print/Preview button. Another browser will open, displaying the selected invoice. To preview and print, click the **View as Acrobat** icon in the upper left area of the screen. The invoice will open in Adobe Acrobat. To print, click the printer icon.

Purchase Requests

The Purchase Requests feature allows you to create and route purchase requests within your company. Desired purchases can be tracked by project for easy, accurate tracking of purchases, and for later billing to your customers.

Roles/Privileges

Any employee with an account (User ID and Password) can create a purchase request and submit it for approval. To maintain and enforce your company's purchasing policies, only managers' names appear in the routing slip for approval of purchase requests.

Note: Users can forward a purchase request for review to anyone in the company with a login account.

Dependencies

The Purchase Requests application can be used without any initial setup. However, there are a few features you may wish to set up to enhance the functionality of the application:

Customers/Projects: The Purchase Request application allows users to assign purchases to customers/projects. However, the application can be used without this feature. If you want to assign purchases to customers/projects, you must first set up your customers and projects in the Accounting area.

To set up customers and projects

1. Click **My Company**, then in **Accounting**, click **Customer List**.
2. See the online Help for details on how to add both customers and projects.

Approval Routing: The System Administrator who sets up the company's account is assigned the Manager role, and will appear in the routing slip drop-down box for approval of purchase requests. If you want to give other users the ability to approve purchase requests, you must give them Manager access rights. To do so, click **My Company**, then in **System Admin**, click **Access Rights**. Users given Manager rights can also approve time sheets, expense reports and invoices.

Best Practices

To inform your employees of your company's purchase request approval policies, you can easily create a policy in Policies and Procedures.

Hints and Guidelines

Retract: Users can retract or "call back" their actions, such as Approve, Decline, or Forward. A retracted purchase request returns to its previous status.

Reopen: Purchase request creators (originators) can reopen their own purchase requests at any status. Reopening a purchase request voids all previous approvals.

Previewing and Printing: You can easily preview and print out a purchase request by opening it and clicking the Print/Preview button. Another browser will be opened to display the selected purchase request. To preview and print, click the **View as Acrobat** icon in the upper left area of the screen. The purchase request will open in Adobe Acrobat. To print, click the printer icon.