



OSEBO 360 · HRMS CORE GUIDE

The Osebo360 HRMS Core Book

A plain-language, step-by-step guide to running the employment record on Osebo – the register and the shape of the company, the paperwork that proves who somebody is and what they are allowed to do, leave from request to balance, joining and hiring, and the talent screens that read the workforce back to you.

WHAT'S INSIDE

- Part 1** The shape of the company
- Part 2** The people
- Part 3** Paperwork and proof
- Part 4** Leave
- Part 5** Joining and hiring
- Part 6** Talent
- Part 7** Compliance and what the figures say
- Part 8** What it costs

Contents

How to use this book	4
The big picture – four moves	4
The one idea to hold on to: the register is the product, and the record is the person	4
The second idea: a login is not a person, and a person is not a login	5
How to read a figure in this book	5
Who can do what, and the trap in it	6
What this app does not do	7
Part 1 – The shape of the company	8
Step 1. Create your departments	8
Step 2. Create your positions	10
Step 3. Read the organisation chart before you trust it	12
Step 4. Set the reporting lines you could not set on the chart	14
Step 5. Fill in the workspace	16
Step 6. Send your mail as yourself	18
Part 2 – The people	21
Step 7. The register	21
Step 8. The record behind the row	22
Step 9. Give the people who need it a sign-in	24
Step 10. Roles and permissions	25
Part 3 – Paperwork and proof	28
Step 11. Decide what a document is	28
Step 12. The document register	30
Step 13. Check that somebody is who they say they are	31
Step 14. Say which job needs which credential	33
Part 4 – Leave	35
Step 15. Leave types	35
Step 16. The holiday register	36
Step 17. Say which days are the weekend	39
Step 18. Department cover and entitlement overrides	40
Step 19. Decide who approves	43
Step 20. Requests	44
Step 21. The queue that is actually yours	45
Step 22. Balances	46
Step 23. Who is off, and when	47
Step 24. Bringing people back	49
Step 25. Paying leave out instead of taking it	50
Part 5 – Joining and hiring	53

Step 26. The joining checklist	53
Step 27. The hiring desk	55
Step 28. Requisitions – permission to hire	56
Step 29. Job postings	58
Step 30. Applicants	59
Step 31. Interviews	60
Step 32. The offer, and the moment somebody becomes an employee	62
Part 6 – Talent	64
Step 33. The Competency Centre	64
Step 34. Build the library, then require it, then assess against it	65
Step 35. The Performance Centre and the cycle	67
Step 36. Appraisals	68
Step 37. Targets for the year	69
Step 38. Succession	70
Part 7 – Compliance and what the figures say	73
Step 39. The Compliance Centre	73
Step 40. The certification matrix	75
Step 41. The Report Centre	76
Step 42. The HR Centre	78
Part 8 – What it costs	80
How you are counted	80
Core and Plus	80
Where the figures are	81
A short glossary	82
The setup checklist	83
The routine	84
Where to go next	85

How to use this book

This guide walks you through Osebo360 HRMS Core – the standalone Osebo app for keeping the employment record of a real company. It is one of the Osebo 360 apps: sold on its own, with its own signup, its own price and its own menu. You are not buying a payroll system with a staff list attached to it, and you are not buying a platform you have to grow into before it is useful.

Work through Part 1 once, in order, before you put anybody on the register. Departments, positions and reporting lines are the shape of the company, and almost every screen after them groups, filters or approves by one of the three. After that you will live in Part 2, which is the register itself, and Part 4, which is leave – the two things an HR desk actually does most days.

Every figure in this book comes from one real workspace – **Akoma Health Services**, code **AKO** – a Ghanaian clinic on the Osebo360 HRMS Core Plus plan. It has been used: forty-five people on the register across six departments, a year of leave taken and approved, credentials that expire, documents that need checking, a hiring pipeline with people in it, and a talent record for everybody who has been there long enough to have one. Where this book quotes a number, that number is on the screen beside it.

The big picture – four moves

Whatever you keep today – a spreadsheet, a folder of contracts, a WhatsApp group for leave requests – this app does four things, and the menu is organised around them:

- **Know who is here, and how the company is shaped.** Departments, positions, the register, the organisation chart. Parts 1 and 2.
- **Prove it.** The documents, the identity checks and the professional credentials that say somebody is who they claim and may do the job you have given them. Part 3.
- **Run the time away.** Leave from the request to the balance, with the holidays, the weekend and the cover rules that decide what a day off actually costs. Part 4.
- **Bring people in, and grow the ones you have.** Joining checklists and hiring in Part 5; competencies, appraisals, targets and succession in Part 6.

Part 7 is how you read all of it back – the compliance register, the Report Centre and the HR Centre, which is the screen that tells you what needs a decision today.

The one idea to hold on to: the register is the product, and the record is the person

This is the idea the whole app is built on, and it is what separates it from a staff list.

One row per person, from the day they join to the day they leave, and everything else in the product hangs off that row rather than sitting beside it. A leave balance belongs to an employee. A certificate belongs to an employee. An appraisal, a succession plan, a joining checklist, a bank account, a next of kin – all of it is the same record seen from a different screen.

So there is no separate "leave system" to reconcile with a separate "staff list". When somebody resigns, the record changes state and every screen that reads it changes with it. When somebody moves department, their approvals move too, because approvals are resolved from the reporting line on the record and not from a rule somebody wrote once.

★ IMPORTANT

The practical consequence is that keeping the register accurate is not admin – it is the thing that makes every other screen correct. A person in the wrong department gets the wrong approver, counts against the wrong headcount and appears in the wrong report, and none of those screens is broken.

The second idea: a login is not a person, and a person is not a login

This trips up nearly everybody, because every other HR product has taught the opposite.

Adding somebody to the register creates an **employee record**. Giving that person a sign-in creates a **user**. They are two different things, they are created at two different moments, and the first does not require the second. Most of the people on your register will never sign in at all – and they still have a full record, a leave balance, a file of documents and a place on the chart.

◆ GOOD TO KNOW

This is also how you are counted commercially: by the people on your **register**, not by the people who sign in. Giving somebody self-service access costs nothing extra. Part 8 gives the mechanism.

How to read a figure in this book

Figures are shown as they appear on screen. Where a screen states a window – this month, the next thirty days, the current leave year – this book states it too, because the same underlying fact can be counted three ways and all three are correct.

That matters more here than you would expect. A count of "expiring credentials" means nothing without the window it was counted over, and two screens in this app quite deliberately use different ones: the compliance register looks sixty days ahead because

renewing a professional licence takes weeks, while the document register looks thirty because a passport copy does not.

Three headcounts run through these screens, and they are different facts rather than different roundings of one. At Akoma Health Services they read **45**, **43** and **40**:

- **45 on the register.** Every employment record the workspace holds, including people who have left. This is the figure everything else is a fraction of, and it is what you are counted on commercially.
- **43 still employed.** The 45 less the two who have resigned or been terminated. Their records stay; they simply stop being staff.
- **40 confirmed.** The 43 less the three still on probation. Somebody on probation is at work – they are not a leaver – which is why this is the smallest of the three and the least useful on its own.

A screen that says "on the register" always means the first of those. Where a figure means one of the other two, it says so.

▲ WATCH OUT

If a number in this book disagrees with your screen, check the window before you check the data. Akoma Health Services is a demonstration workspace and its figures move as it is used; the shape of each screen, and what it is counting, is what this book is really describing.

Who can do what, and the trap in it

Access is decided by roles, and a role is a named bundle of permissions you assign to a person. The app ships with roles that fit an HR desk – an administrator who sees everything, a records officer who maintains files but cannot hire or archive, a line manager who sees their own team, and an employee who sees only themselves.

The trap is that seeing a screen and being able to act on it are separate grants, and the menu hides what you cannot see rather than showing you a locked door. So the commonest support question – "why can that person not find the leave approvals screen?" – is almost never about the screen. It is about a permission.

✓ TIP

When somebody cannot reach something, open **Admin → People & access** and look at the person rather than the screen. It answers membership and access in one place, which is why it exists.

What this app does not do

The edges are deliberate rather than unfinished, and it is worth being plain about them:

- **It does not run your payroll.** It holds the salary on the record and the bank details beside it, and it is what a payroll reads. The run itself – PAYE, SSNIT, the payslips – lives in Payroll & Intelligence 360.
- **It does not clock people in.** Leave is time away that somebody approves. Shifts, rosters, clocking and overtime live in Time & Attendance 360.
- **It does not keep your statutory register.** Professional credentials for people are here, in Part 3. Whether the *company* is licensed to operate – fire certificates, business permits, the filings with dates on them – is a separate product.
- **It does not decide anything on its own.** Every figure in Part 7 that says something needs attention is waiting for a person to act. Nothing is auto-approved, auto-archived or auto-renewed.

Part 1 – The shape of the company

Six things, once, in this order. The first three decide how every later screen groups, filters and approves, so they are worth ten minutes of thought rather than five minutes of typing.

Step 1. Create your departments

A department is the unit almost everything else is counted by: headcount, leave cover, compliance, targets and most reports. Akoma Health Services runs six – the clinical ones a small hospital has, plus the administration that supports them.

Do this now

1. Open **People** → **Departments**.
2. Add one department for each part of the business somebody would recognise by name. Resist the urge to mirror your org chart exactly; a department with one person in it is usually a position, not a department.
3. Give each one a head. This is the person the department reports through, and several screens fall back to it when a line manager is not set on an individual record.
4. Leave the ones you are unsure about until you have added your people. It is easier to see the right grouping with forty-five names in front of you than with none.

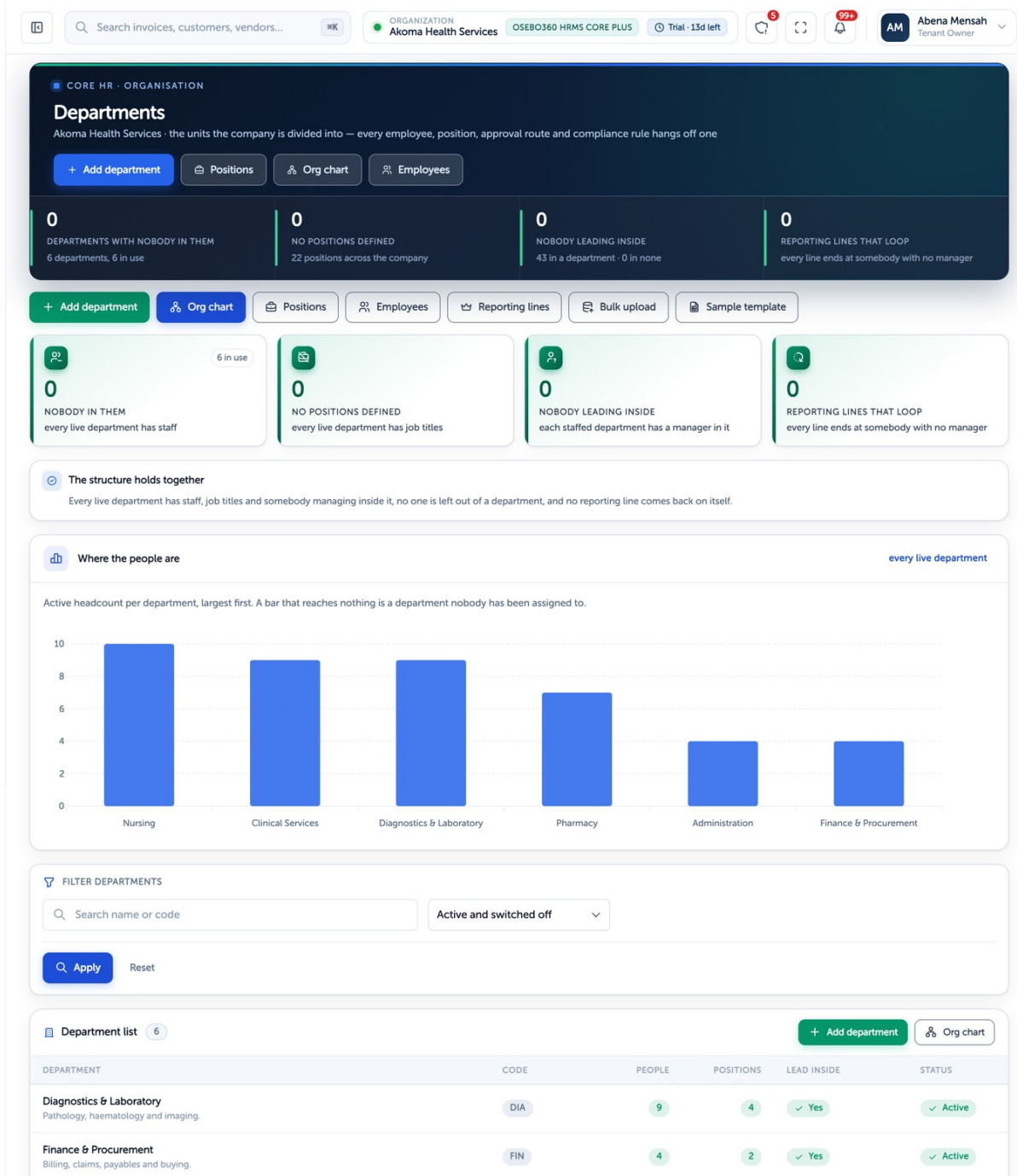


Figure 1 – Departments is where the company's shape is recorded: every employee, position, approval route and compliance rule hangs off one of these units. Akoma Health Services runs six, all six in use, with 43 people in a department and nobody outside one – Nursing the largest at 10, Administration and Finance & Procurement the smallest at 4 each.

♦ GOOD TO KNOW

Departments are also the **cost centre** in the wider Osebo platform – if you ever add the accounting app, the department you create here is the one a bill gets coded to. That is a live link rather than a naming coincidence, which is why renaming is safe and deleting is not.

▲ WATCH OUT

Do not delete a department to "tidy up" once people have been in it. Leave history, appraisals and compliance rows all point at it, and a department with no current members is a true and useful thing for a screen to say.

Step 2. Create your positions

A position is the job, not the person doing it. It carries the title people are known by, the department it belongs to, and – once you reach Part 6 – the competencies somebody in that job is expected to have.

Do this now

1. Open **People** → **Positions**.
2. Add a position for every distinct job, even where only one person holds it. Two nurses on the same grade share one position; a nurse and a senior nurse are two.
3. Attach each position to its department.
4. Do not create a position per person. The register already knows who holds what.

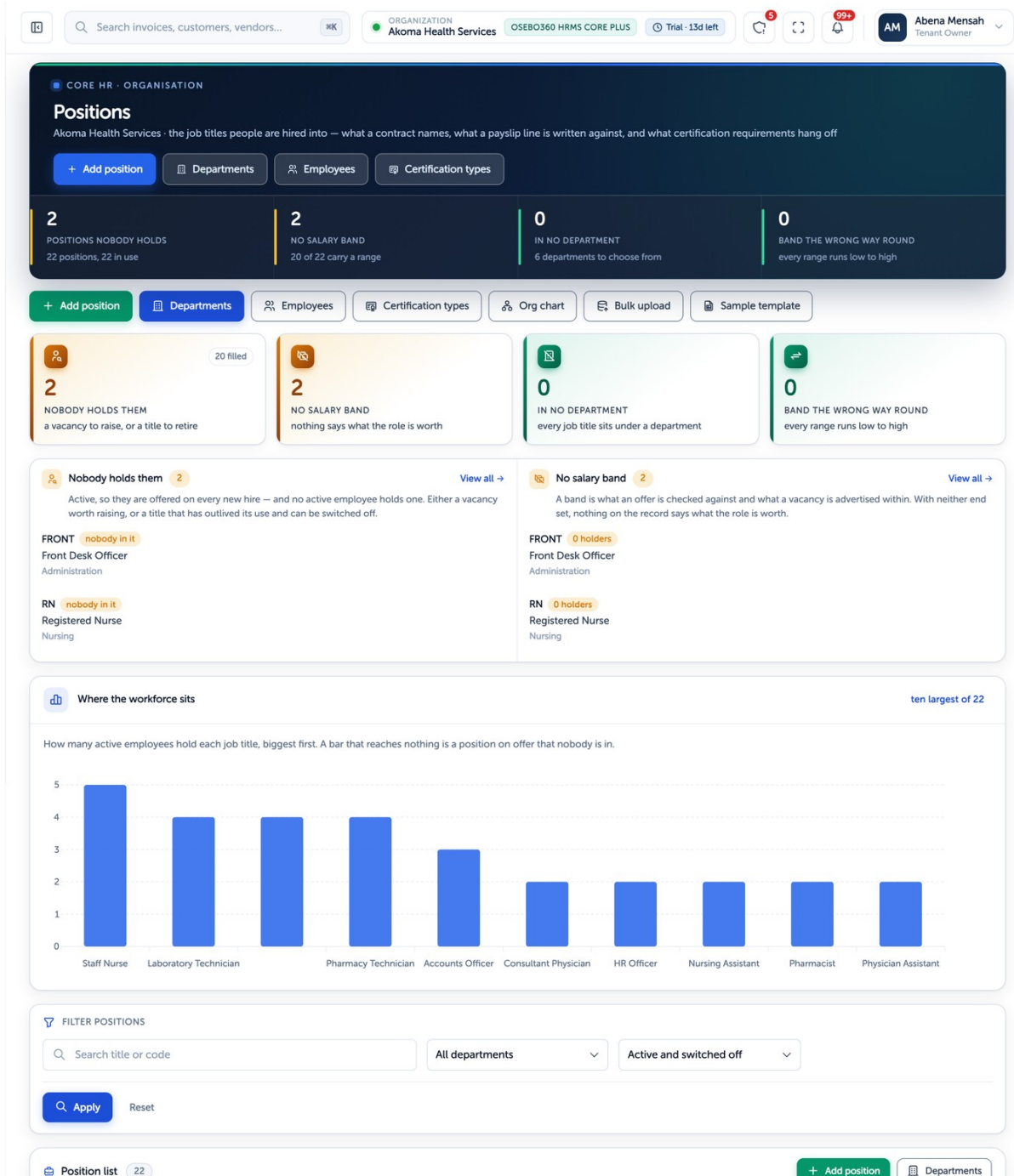


Figure 2 – Positions holds the job titles people are hired into – what a contract names, what a payslip line is written against, and what certification requirements hang off. Akoma carries 22 positions with 20 filled; the two exceptions, Front Desk Officer and Registered Nurse, appear on both panels because the same two titles are the ones nobody holds and the ones with no salary band set.

✓ TIP

Positions are what the hiring side of the app requisitions against, and what the compliance rules in Part 3 attach to. A credential requirement set on a position applies to everybody who holds it, now and in future, which is the whole reason to keep positions few and meaningful.

Step 3. Read the organisation chart before you trust it

The chart is drawn downwards from the people who have no manager, using the reporting line set on each individual record. It is a reading of your data rather than a thing you draw, which means it is the fastest way to find out that your data is wrong.

Do this now

1. Open **People** → **Organisation chart**.
2. Read the four figures across the top before you look at the picture. They tell you what the picture cannot: who is missing from it, who belongs to no department, how many people report to nobody, and how many drawn cards belong to somebody who has left.
3. Fix what they report, on the individual records, and come back.

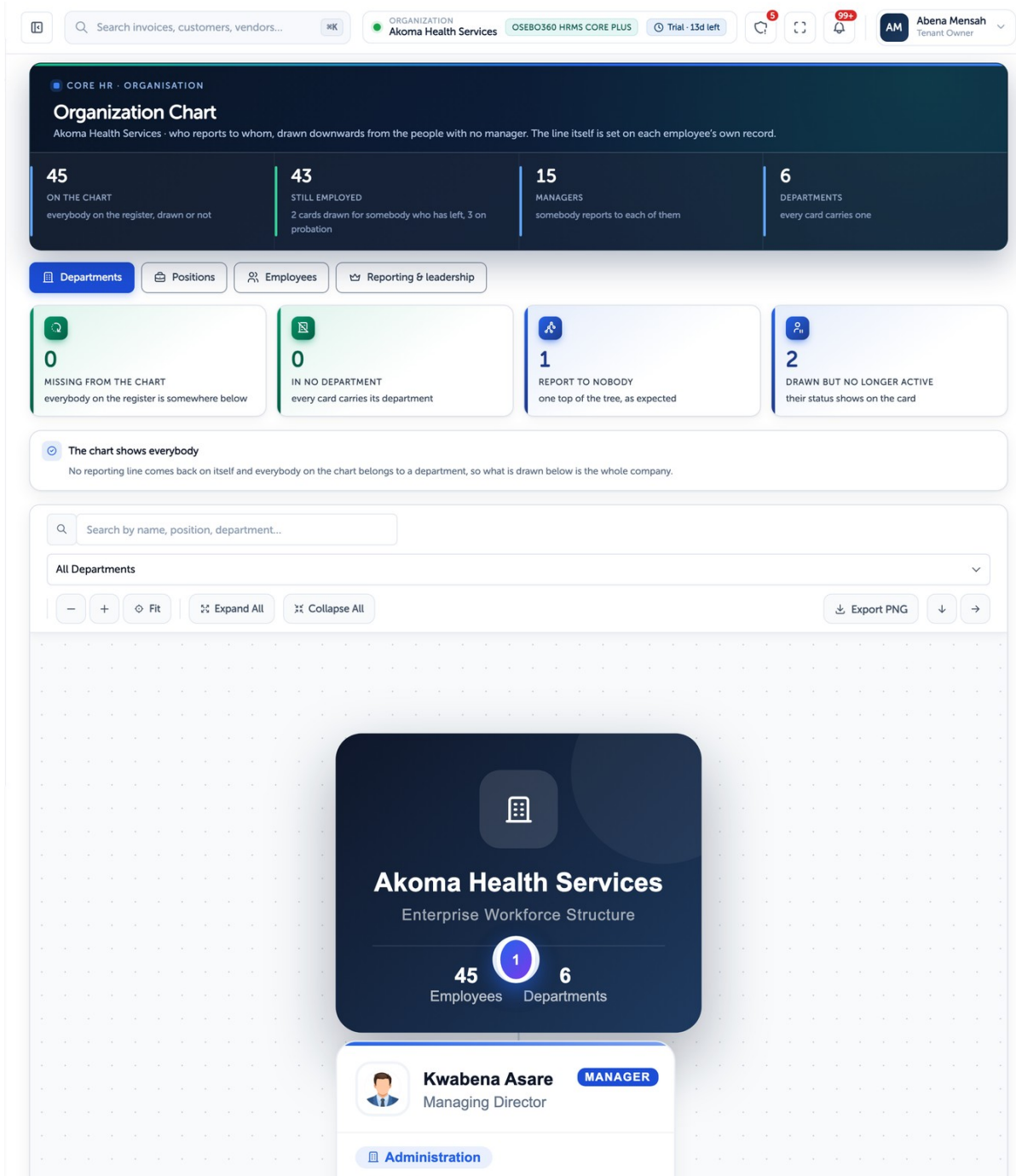


Figure 3 – The organisation chart is drawn downwards from the people who have no manager, and the reporting line itself lives on each employee's own record rather than in the chart – you change the chart by editing a person. Akoma's chart carries 45 cards and 43 of those people are still employed: two cards are drawn for somebody who has left, and three of the rest are on probation, which is not the same thing. Their status shows on the card.

★ IMPORTANT

A reporting line that comes back to where it started – A reports to B, B reports to A – makes everybody in that loop, and everybody beneath them, **invisible on the chart**. The picture looks finished and is missing a branch. The figure at the top of the screen is there because nothing else on the page would tell you.

♦ GOOD TO KNOW

Exactly one person reporting to nobody is the healthy answer. More than one means the chart hangs several separate branches off the company, which is sometimes true – a board member, a founder – and is usually somebody whose manager was never set.

Step 4. Set the reporting lines you could not set on the chart

The chart shows you the shape; this screen is where you change it in bulk rather than opening forty-five records one at a time.

Do this now

1. Open **People** → **Reporting lines**.
2. Set a manager for anybody the chart reported as reporting to nobody.
3. Check the people whose manager left. A departed manager is the commonest cause of a branch quietly detaching.

Reporting & Leadership
Akoma Health Services - who approval workflows route to when a step says CEO or HR Manager, and the logo that goes on what you print

Organization chart | Departments | Employees | Approval workflows

0/2 APPROVAL ROUTES SET
no one is set for CEO and HR Manager

0 REPORTING LINES THAT LOOP
every line ends at somebody with no manager

1 REPORT TO NOBODY
of 43 still employed — each one starts its own branch

0 IN NO DEPARTMENT
6 departments to belong to

Organization chart | Departments | Positions | Employees | Approval workflows | **Save structure**

0/2 APPROVAL ROUTES SET
no one is set for CEO and HR Manager

0 REPORTING LINES THAT LOOP
every line ends at somebody with no manager

1 REPORT TO NOBODY
one top of the tree, as expected

0 IN NO DEPARTMENT
everybody sits under a department

An approval route has nobody in it 2 [Set it →](#)
A workflow step set to CEO and HR Manager has nobody to go to, so anything routed there waits with no one able to act on it. Choose somebody below and save.

CEO *not set*
Chief Executive Officer
the top approver on CEO-level steps

HR *not set*
HR Manager
the approver on HR Manager steps

Approval leadership
Approval workflows name roles, not people. These two settings say who those roles are today.

Chief Executive Officer (CEO) **HR Manager**

Nobody — CEO steps have no approver **Nobody — HR Manager steps have no approver**

ⓘ The top approver wherever a workflow step is set to CEO. Left blank, anything routed to that step waits with nobody able to act on it. ⓘ The approver wherever a workflow step is set to HR Manager. Left blank, those steps have no approver either.

Who these steps go to

Chief Executive Officer **Not assigned**

HR Manager **Not assigned**

ⓘ These names are used by Approval Workflows wherever a step is configured as CEO or HR Manager. Changing them here changes where future approvals go; anything already in flight keeps the approver it was routed to.

Company branding
Your logo on generated certificates and other printed documents. With none set, the Osebo logo is used.

Company logo

Figure 4 – Approval workflows name roles, not people. This screen is where the two roles a workflow step can point at – Chief Executive Officer and HR Manager – are attached to an actual person. Akoma has 0 of 2 set, so a step configured as CEO or HR Manager currently has nobody to go to, and anything routed there waits with no one able to act on it.

▲ WATCH OUT

Reporting lines are not decoration: leave approvals are routed along them. Somebody with no manager has no approver, and their request waits for an administrator to notice rather than arriving in a queue.

Step 5. Fill in the workspace

One screen carries everything about the company rather than about the people: the trading name that appears on anything the app sends, the country and timezone that decide what "today" means, and the seat meter that tells you how many people you are counted for.

Do this now

1. Open **Admin** → **Workspace**.
2. Check the **country**. It decides the public holidays offered in Part 4 and the statutory expectations elsewhere.
3. Check the **timezone**. A leave request submitted at eleven at night is dated by this, not by the browser.
4. Read the seat meter. It counts people on the register, which is what you are billed on.

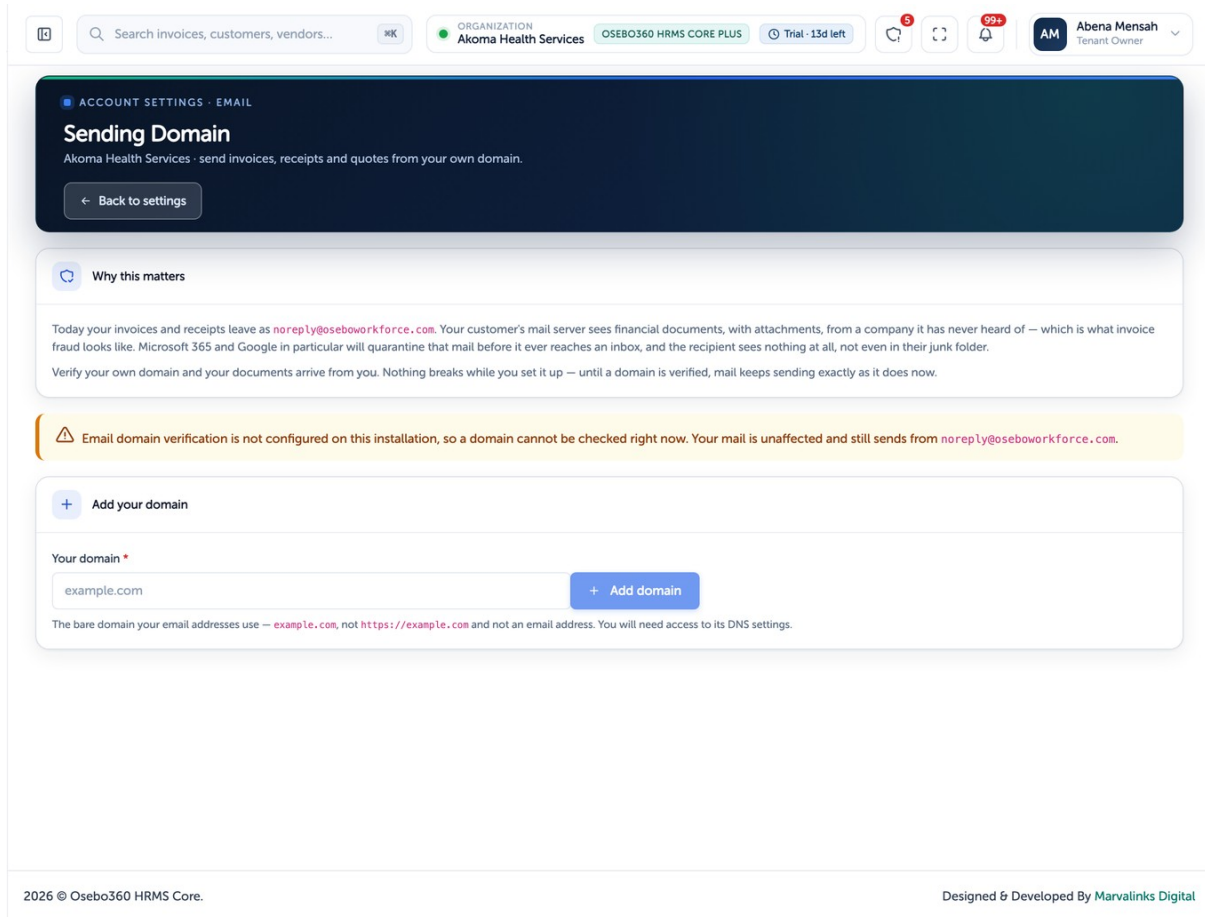


Figure 6 – Until a domain is verified, everything the workspace sends leaves as `noreply@osebworkforce.com` – leave decisions, invitations and announcements included. The screen is shared platform copy and illustrates the point with invoices and receipts, but the consequence is the same for HR mail: a recipient's server sees attachments from a company it has never heard of, and Microsoft 365 and Google quarantine that before it reaches an inbox.

Step 6. Send your mail as yourself

Everything the app sends on your behalf – a leave decision, an invitation, an announcement – goes out from an address. Until you tell it otherwise, that address belongs to the platform rather than to you.

Do this now

1. Open **Admin** → **Sending domains**.
2. Add the domain your company sends mail from.
3. Publish the DNS records it gives you, then come back and verify. Until a domain is verified it is not used.

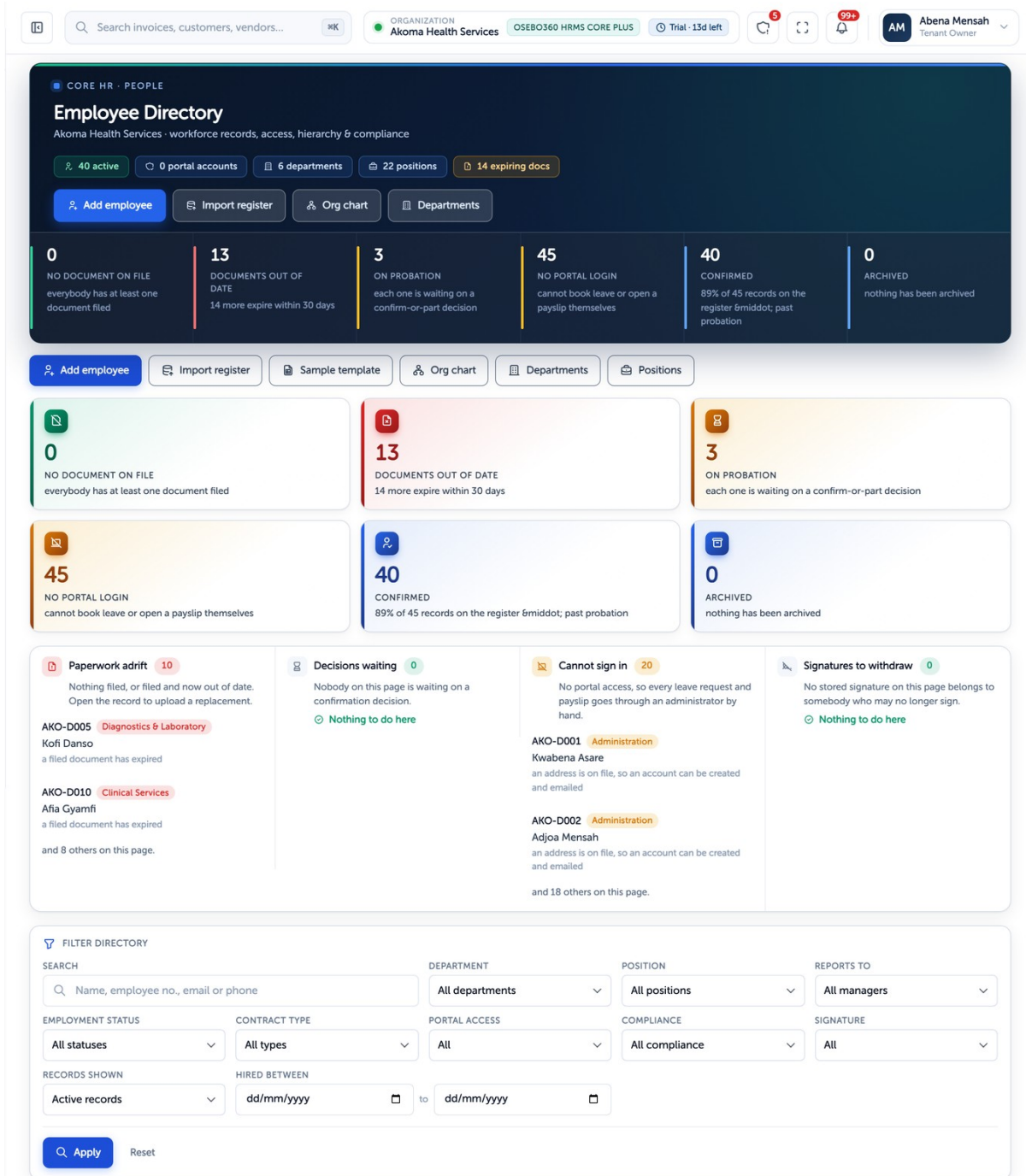


Figure 7 – The Employee Directory is the register every other HR screen reads from – 45 records at Akoma Health Services, of which 40 are confirmed and three more are on probation. The six figures across the top are not filters but standing questions about the register: who has no document on file, whose documents have gone out of date, who is still on probation, and who has no way to sign in.

♦ GOOD TO KNOW

There is no extra entitlement to buy for this and no tier question – it is not a feature, it is the difference between your staff getting mail from your company and getting mail from a supplier they have never heard of.

Part 2 – The people

The register, the record behind each row, and who is allowed to see it.

Step 7. The register

This is the screen you will open most often. Every person the company employs or has employed, with the filters that turn forty-five rows into the four you actually wanted.

Do this now

1. Open **People** → **Employees**.
2. Add your people. You can do this one at a time as you go, or in bulk if you are bringing a list across.
3. For each person, the fields that matter most later are: **department, position, manager, hire date** and **employment status**. Everything else can follow.
4. Use the filters rather than scrolling. Department, position, status and employment type all narrow the list, and the search matches a full name as well as a staff number.

The screenshot displays the 'CORE HR - PEOPLE' section for an employee named Kwabena Asare (AKO-D001). The interface includes a top navigation bar with a search bar, organization name 'Akoma Health Services', and user profile 'Abena Mensah'. The employee's profile card shows their name, email, hire date (28 Sep 2017), and various status tags like 'Active', 'Permanent', 'Administration', 'Managing Director', and 'Compliant'. Below this, a summary dashboard provides key metrics: 0 Paperwork Adrift (4 documents on file, all in date), 0 Credentials Adrift (0 credentials verified and in date), 100% Compliance (every credential this position requires is on file), 273 Leave Days Left (across every entitlement they hold this year), and 6 People Reporting in their leave and appraisals route through this person. A secondary row of metrics repeats these values. Below the dashboard, three sections are visible: 'Paperwork' (0 items, 4 documents on file, all in date), 'Credentials' (0 items, no credential has been recorded for this person), and 'Access & authority' (1 item, account exists but access is disabled). The bottom of the screen features a navigation bar with tabs for Overview, Leave, Payroll, Documents, Certifications, Signature (On file), Compliance, and Activity, as well as sections for Personal Information and Employment Information.

Figure 8 – An employee record gathers into one band everything the clinic has to keep straight about one person – Kwabena Asare, AKO-D001, hired 28 September 2017, with four documents on file and all of them in date.

★ IMPORTANT

Adding somebody to the register is the act that spends a seat – not inviting them, not giving them a login. It happens by whatever route the person arrives: typed in, imported, or hired through Part 5. That is the commercial mechanic, and Part 8 sets it out properly.

✓ TIP

Click the row, not a button at the end of it. Every register in this product opens its detail on a row click, which is faster and is the same gesture everywhere.

Step 8. The record behind the row

One person, and everything the company holds about them, on tabs rather than on one endless form. The personal details and the job are the two you will edit; the rest are read by the screens in later parts and written by them.

Do this now

1. Open somebody from the register.
2. Check the **job** tab: department, position, manager, hire date, employment type and status. These five drive more downstream behaviour than anything else on the record.
3. Add the **bank details** and the **next of kin** while you are there. Neither is used by this app, and both are what somebody will ask you for urgently one day.
4. Use the lifecycle actions – suspend, resign, terminate, rehire – rather than editing the status field by hand. They record who did it and when; the field on its own does not.

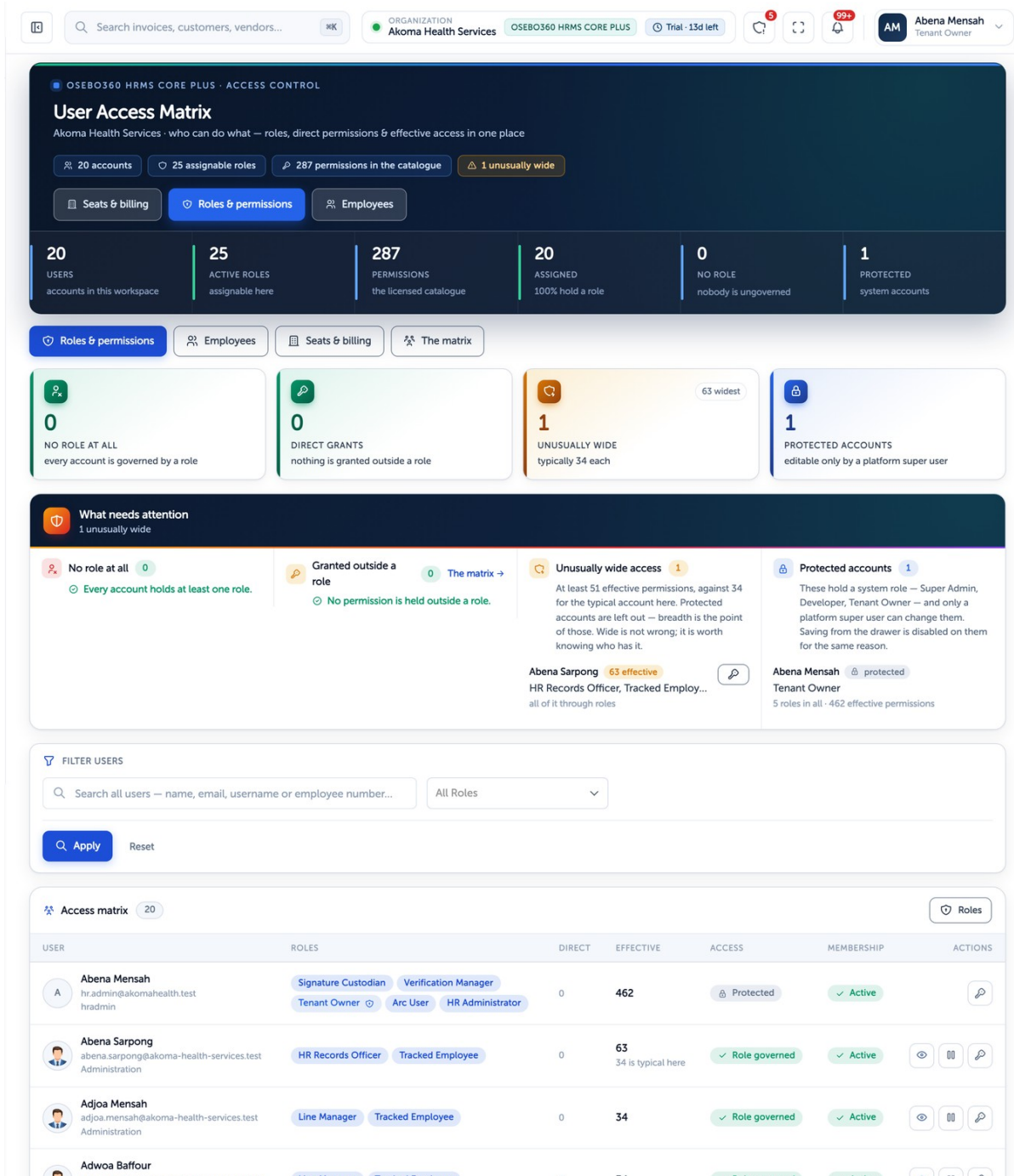


Figure 9 – The User Access Matrix answers one question for the whole workspace: who can do what, and how they came to be able to do it. All 20 accounts hold at least one role and none hold a permission granted outside a role, so the DIRECT column reads 0 down the page.

▲ WATCH OUT

Archiving somebody is not the same as their leaving. A person who has resigned stays on the register with a leaving date, keeps their history, and stops counting as active. Archiving is for records created in error.

Step 9. Give the people who need it a sign-in

A login lets somebody see their own file, request leave and update what they are allowed to update. Managers additionally get the queue of things waiting on them.

Do this now

1. Open **Admin** → **People & access**.
2. Find the person and give them access. They are sent an invitation to set their own password.
3. Assign the role that matches what they do – not the one that matches how senior they are.

The screenshot shows the 'Roles & Permissions' management interface for 'Akoma Health Services'. The top navigation bar includes a search bar, organization name, trial status, and user profile. The main section is titled 'Roles & Permissions' and provides an overview of the role catalog. It includes statistics: 23 roles in the register, 287 assignable permissions, and 3 roles nobody holds. Below this, there are filters for 'Create role', 'User access matrix', 'Employees', 'Departments', and 'Positions'. The interface is divided into several cards showing role categories: 'Roles in all' (23), 'Your own roles' (11), 'Role templates' (10), 'System roles' (2), 'Nobody holds them' (3), and 'Granting nothing' (0). A section titled 'What these roles need' provides detailed information about specific roles, including 'Nobody holds them', 'Carrying the whole catalogue', 'Cannot be edited here', and 'Granting nothing'. Each role card shows the number of roles, permissions, and users, along with a brief description of the role's function and any restrictions. At the bottom, there is a search bar for finding a role and a summary of the role catalog.

ORGANIZATION
Akoma Health Services

OSEBO360 HRMS CORE PLUS

Trial - 13d left

AM Abena Mensah
Tenant Owner

Roles & Permissions

Akoma Health Services · the roles your people can be assigned, and exactly what each one is allowed to do across every module you hold

23 roles · 287 assignable permissions · Tenant Owner is the widest, with 264

+ Create role · User access matrix · Employees · Departments · Positions

23 ROLES IN THE REGISTER
11 of your own · 10 templates · 2 system

287 ASSIGNABLE PERMISSIONS
your industry, your licensed suites and your installed add-ons

3 ROLES NOBODY HOLDS
created, and nobody is assigned them

0 ROLES GRANTING NOTHING
every role grants something

+ Create role · User access matrix · Employees · Departments · Positions

23 ROLES IN ALL
11 of your own · 10 templates · 2 system

11 YOUR OWN ROLES
yours to edit, rename and delete

10 ROLE TEMPLATES
clone one and the copy is yours to change

2 SYSTEM ROLES
2 platform-managed, and 1 of your own is protected too

3 NOBODY HOLDS THEM
created, and nobody is assigned them

0 GRANTING NOTHING
every role grants something

What these roles need

Read across every role this organisation governs, not just the page below

Nobody holds them 3 Your roles →
A role nobody is assigned governs nothing. Either somebody should hold it, or it is clutter on the assignment screen and can go.
Messaging Manager 0 users
3 of 287 permissions
no department or position tie
Messaging Operator 0 users
2 of 287 permissions
no department or position tie

Carrying the whole catalogue 0 All roles →
No role carries every permission you can assign.

Cannot be edited here 3 All roles →
Platform-managed, and they cannot be changed by any route. 1 of these is your own copy of a platform role, so it is filled under Organization and protected all the same. To change what somebody can do, give them a role of your own instead.
Tenant Owner 1 protected
264 of 287 permissions reach your modules
1 user holds it here
Employee 1 protected
30 of 287 permissions reach your modules
0 users hold it here

Granting nothing 0 All roles →
Every role grants at least one permission you hold.

FIND A ROLE

Search by role name

Apply Reset

All 23 Organization 11 Templates 10 System 2

23 shown 287 permissions assignable

Figure 10 – Roles & Permissions is the register of what a role is permitted to do, as distinct from who holds it. Akoma Health Services governs 23 roles against a catalogue of 287 assignable permissions, and the split beneath the figure is the thing to read: 11 the clinic wrote itself, 10 supplied as templates, 2 owned by the platform.

♦ GOOD TO KNOW

This screen answers membership **and** effective access for one named person, which is why it replaced a separate people list. When somebody says "I cannot see X", this is the screen that tells you why.

Step 10. Roles and permissions

A role is a named bundle of permissions. The app ships with the ones an HR desk needs; you will mostly assign them rather than build them.

Do this now

1. Open **Admin** → **Roles & permissions**.
2. Read the shipped roles before creating one. Most companies need none of their own.
3. If you do create one, start from the nearest shipped role rather than from nothing.

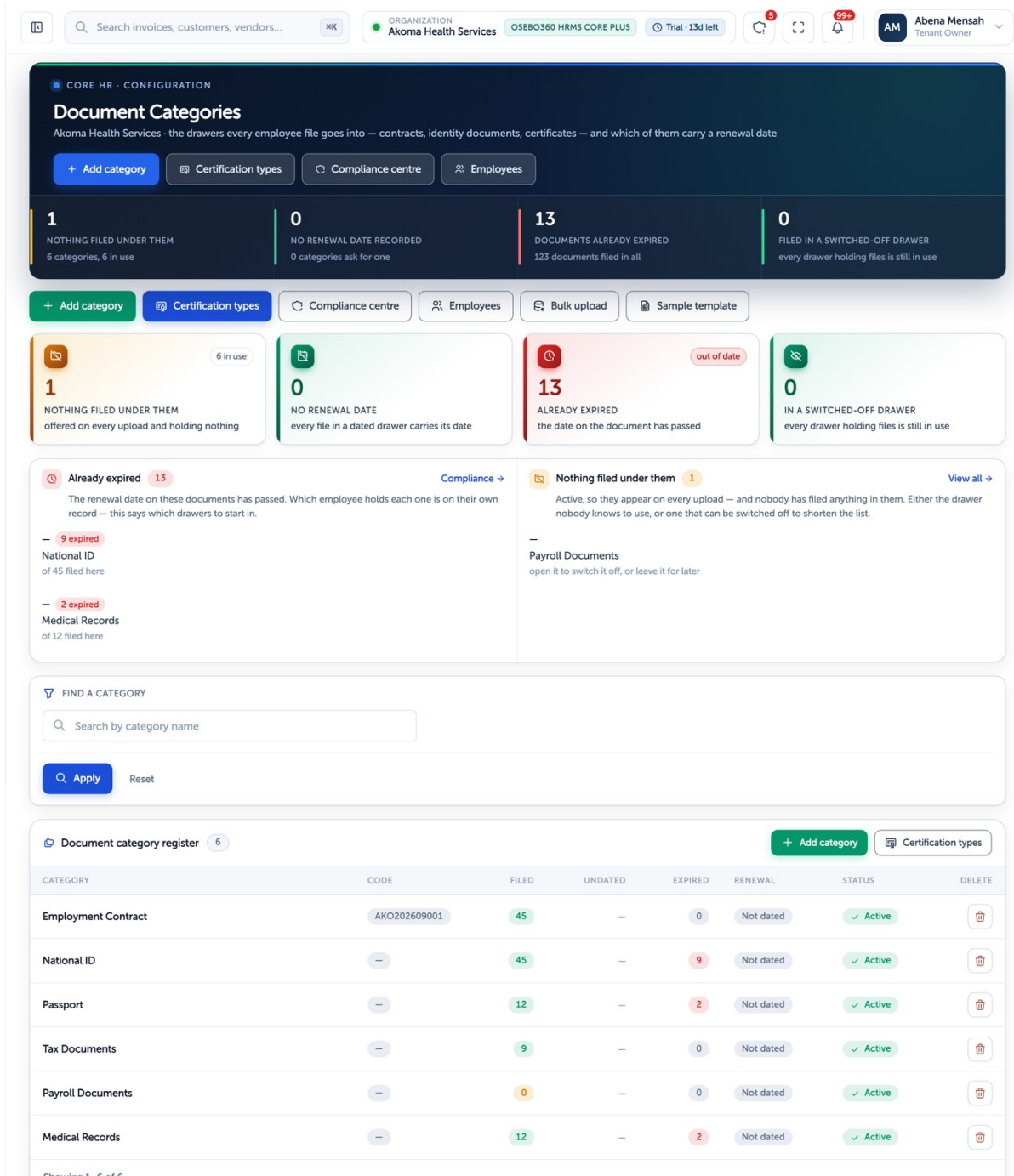


Figure 11 – Document Categories defines the drawers every employee file goes into, and how many files each one is holding – 123 documents across six categories, 45 of them employment contracts and 45 national IDs. The EXPIRED column is where attention goes: 9 national IDs and 2 passports have passed their date. Two things a reader would not guess.

▲ WATCH OUT

Two permissions that look alike are not: being able to **view** a screen and being able to **manage** what is on it are separate grants. Giving somebody the manage permission without the view permission produces a person who can act on a record they cannot open, which reads as a bug and is a configuration.

Part 3 – Paperwork and proof

Three different questions, answered by three different screens: what have we got on file, is this person who they say they are, and are they allowed to do this job.

Step 11. Decide what a document is

Categories are the list of document types your company recognises – contract, ID, certificate, medical, and whatever else you file. Set them before you upload anything, because a category cannot be applied retrospectively to a hundred files.

Do this now

1. Open **Compliance** → **Document Categories**.
2. Add the categories you actually file. Fewer is better.
3. Mark the ones that expire. An expiry date on a category is what makes the document register able to warn you.

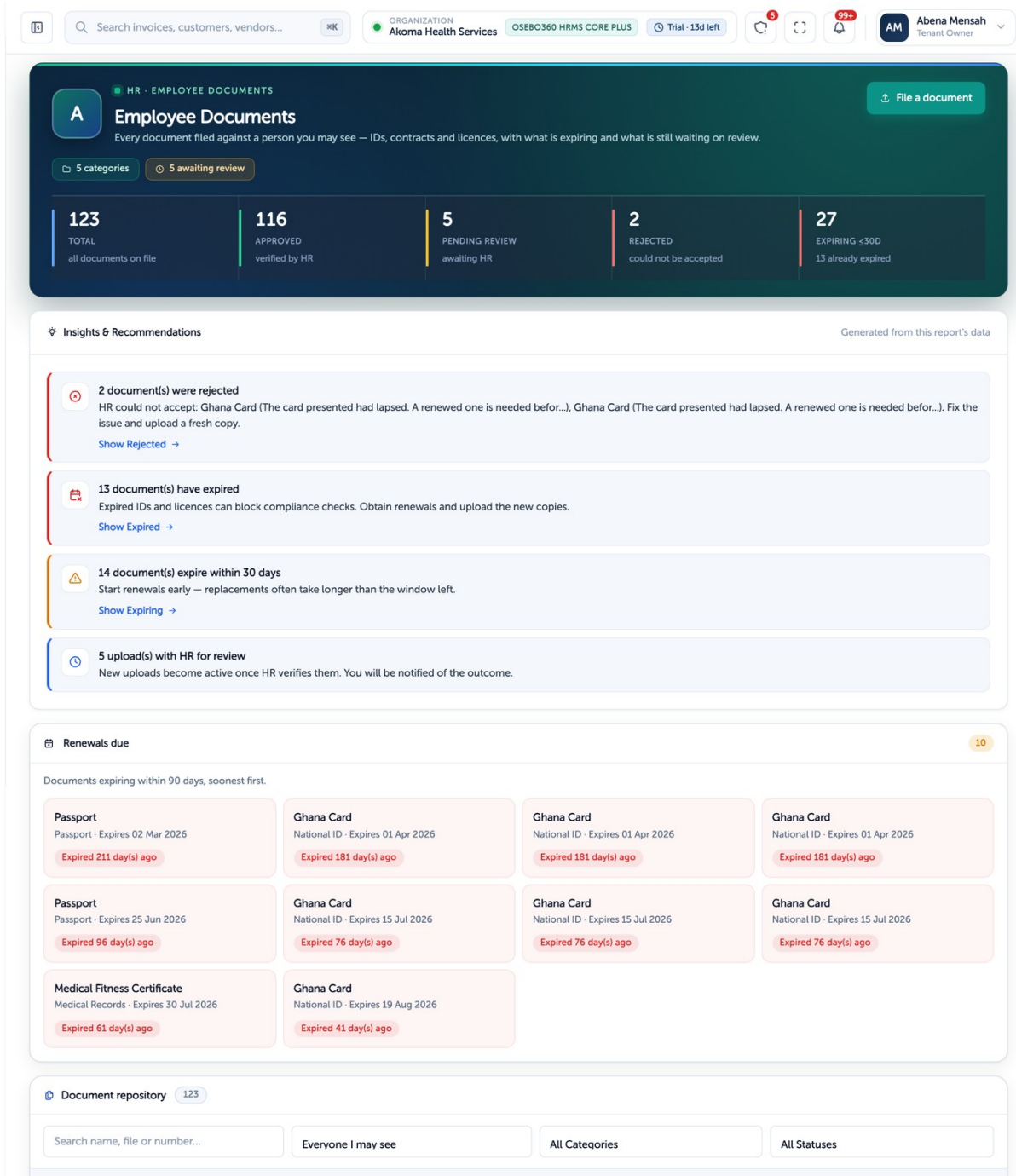


Figure 12 – Employee Documents is the whole filing cabinet in one view: 123 documents on file, 116 of them verified by HR, 5 still awaiting review and 2 that could not be accepted. The figure to read carefully is the last tile – 27 expiring within 30 days, of which 13 have already expired, so the genuinely forthcoming number is 14.

▲ WATCH OUT

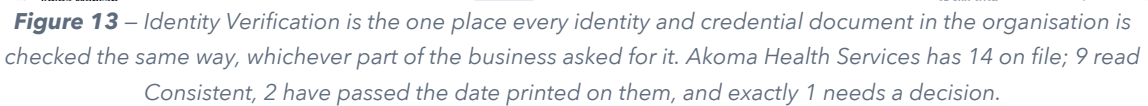
The flag that marks a category as required for compliance is a **label, not a rule**. It groups and it reads well on a screen; it does not refuse anything and it does not make somebody non-compliant. What actually decides compliance is a credential requirement – Step 14.

Step 12. The document register

Every file held against every person, with the expiry dates surfaced so that a passport copy expiring next month is something you find out now rather than at an airport.

Do this now

1. Open **Compliance** → **Employee documents**.
2. Upload against the person and the category.
3. Set the expiry date where there is one. A document with no expiry never warns.
4. Use the expiring filter as a weekly habit rather than a monthly panic.



An identity check is a dated claim with evidence attached – not a tick. It records what was checked, against what document, by whom, and what the answer was.

1. Open **Compliance** → **Identity Verification**.

2. Run a check against the document you hold.
3. Have a human review the result. A check that nobody reviewed is a reading, not a decision.

CERTIFICATION TYPES
Akoma Health Services · the licences and qualifications your workforce must hold — defined once here, then attached to the positions that need them

Summary:

- 7** NO POSITION ASKS FOR THEM (7 types, 7 in use)
- 0** RENEWABLE WITH NO PERIOD (every renewable type says how long it lasts)
- 7** FILED UNDER NO CATEGORY (uploaded certificates land nowhere in particular)
- 3** CERTIFICATES ALREADY LAPSED (67 certificates held in all)

Actions: + Add certification type, Positions, Document categories, Compliance centre, Bulk upload, Sample template

Categories:

- Certificates already lapsed (3)**
 - AKO-CERT-BLS (1 lapsed): Basic Life Support (BLS), of 19 held
 - AKO-CERT-MDC (1 lapsed): Medical & Dental Council Registration, of 9 held
- No position asks for them (7)**
 - AKO-CERT-AHPC (8 held): Allied Health Professions Council Registration, valid for 12 months
 - AKO-CERT-BLS (19 held): Basic Life Support (BLS), valid for 24 months
- Filed under no category (7)**
 - AKO-CERT-AHPC (no drawer): Allied Health Professions Council Registration, 8 certificates held today
 - AKO-CERT-BLS (no drawer): Basic Life Support (BLS), 19 certificates held today

FIND A CERTIFICATION TYPE
Search by certification name
[Apply] [Reset]

Certification type register (7)

CERTIFICATION TYPE	FILED UNDER	VALIDITY	REQUIRED BY	HELD	LAPSED	STATUS	DELETE
Medical & Dental Council Registration AKO-CERT-MDC · verified by hand	No drawer	12 months	0	9	1	Active	
Nursing & Midwifery Council PIN AKO-CERT-NMC · verified by hand	No drawer	12 months	0	8	0	Active	
Pharmacy Council Registration AKO-CERT-PCG · verified by hand	No drawer	12 months	0	3	1	Active	
Pharmacy Council Technician Enrolment AKO-CERT-PCT · verified by hand	No drawer	12 months	0	4	0	Active	
Allied Health Professions Council Registration AKO-CERT-AHPC · verified by hand	No drawer	12 months	0	8	0	Active	
Basic Life Support (BLS)	No drawer	24 months	0	19	1	Active	

Figure 14 – Certification Types is the configuration screen where the licences and qualifications a workforce must hold are defined once, then attached to the positions that need them. Akoma Health Services has defined 7 types – the council registrations and PINs a Ghanaian clinic runs on – and holds 67 certificates in all against them.

◆ GOOD TO KNOW

Checks are metered, and re-checking a document you already checked this month does not spend a second one. The allowance is held per workspace rather than per person.

Step 14. Say which job needs which credential

This is the step that makes the compliance screens mean anything, and it is the one people skip.

A credential type is a thing somebody can hold – a nursing council registration, a pharmacy licence, a BLS certificate. A **requirement** attaches one of those to a position or a department. Until you set requirements, everybody scores full marks against nothing and the whole register reads green.

Do this now

1. Open **Compliance** → **Certification Types** and add the credentials your trade recognises.
2. Then set the requirements – which positions must hold which.
3. Then record what your people actually hold, in **Employee Certifications**, with issue and expiry dates.

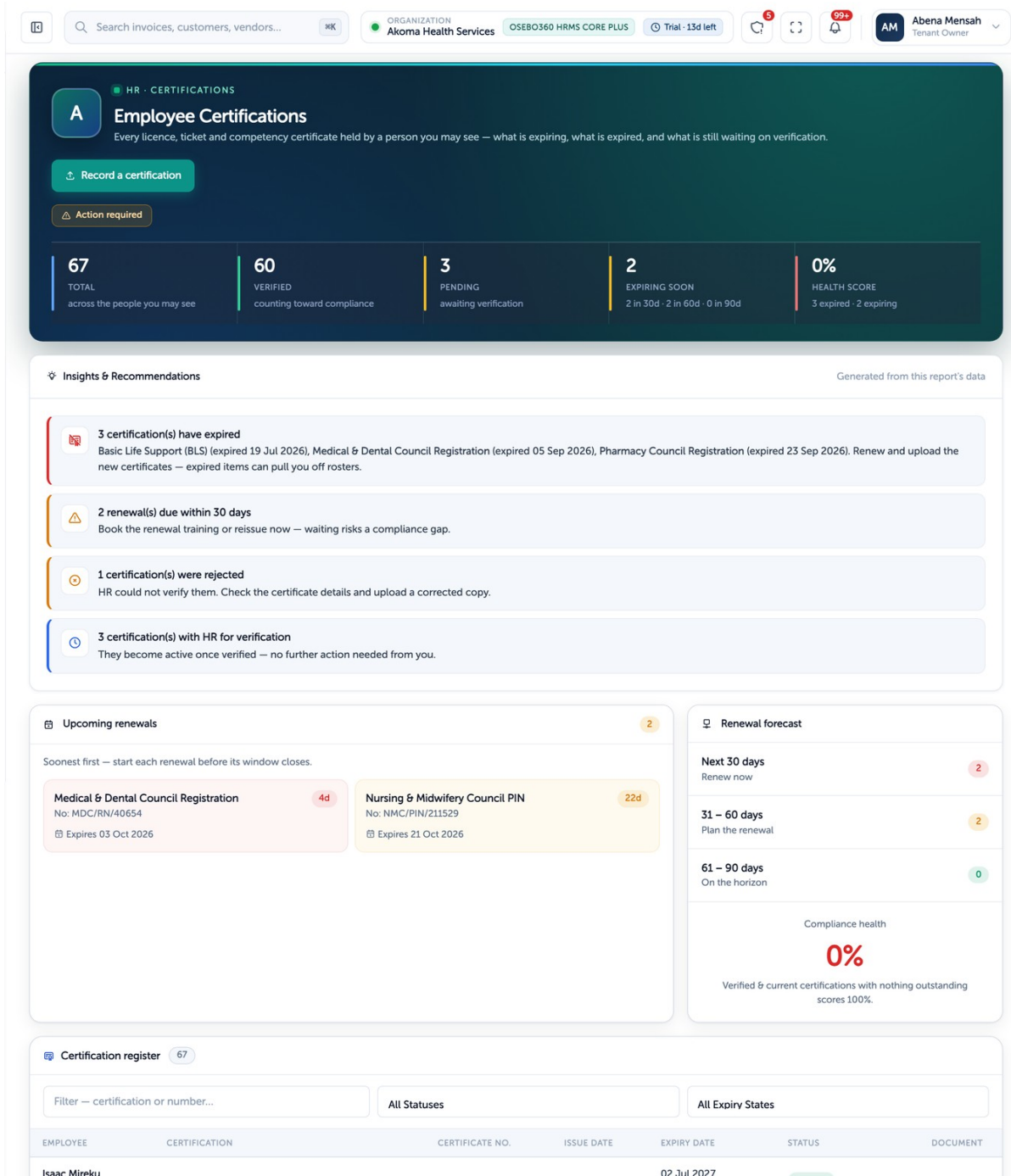


Figure 15 – Employee Certifications is the roster view of every licence, ticket and competency certificate held by the people the signed-in user is allowed to see. At Akoma Health Services it holds 67 in total, of which 60 are Verified and 3 are still with HR awaiting verification.

★ IMPORTANT

Empty does not mean compliant. Before requirements exist, a compliance score of one hundred per cent means "nobody is required to hold anything", which is exactly the reading this part of the app exists to stop you making.

Part 4 – Leave

The longest part of the book, because it is the part with the most rules in it – and because a leave decision made wrongly is one somebody notices in their pay.

The order matters: the four rule screens first, then the workflow, then the day-to-day. Balances are generated from the rules, so rules set after the fact do not retrofit themselves.

Step 15. Leave types

A leave type is a kind of time away with its own entitlement and its own behaviour – annual, sick, maternity, compassionate, study. Each one decides how many days a person gets, whether it accrues or is granted up front, and whether unused days carry over.

Do this now

1. Open **Leave** → **Leave types**.
2. Check the types that are already there against your handbook, and edit rather than duplicate.
3. Set the entitlement in days, the accrual behaviour and the carry-over rule for each.
4. Decide which types are paid. This is read by payroll if you ever add it.

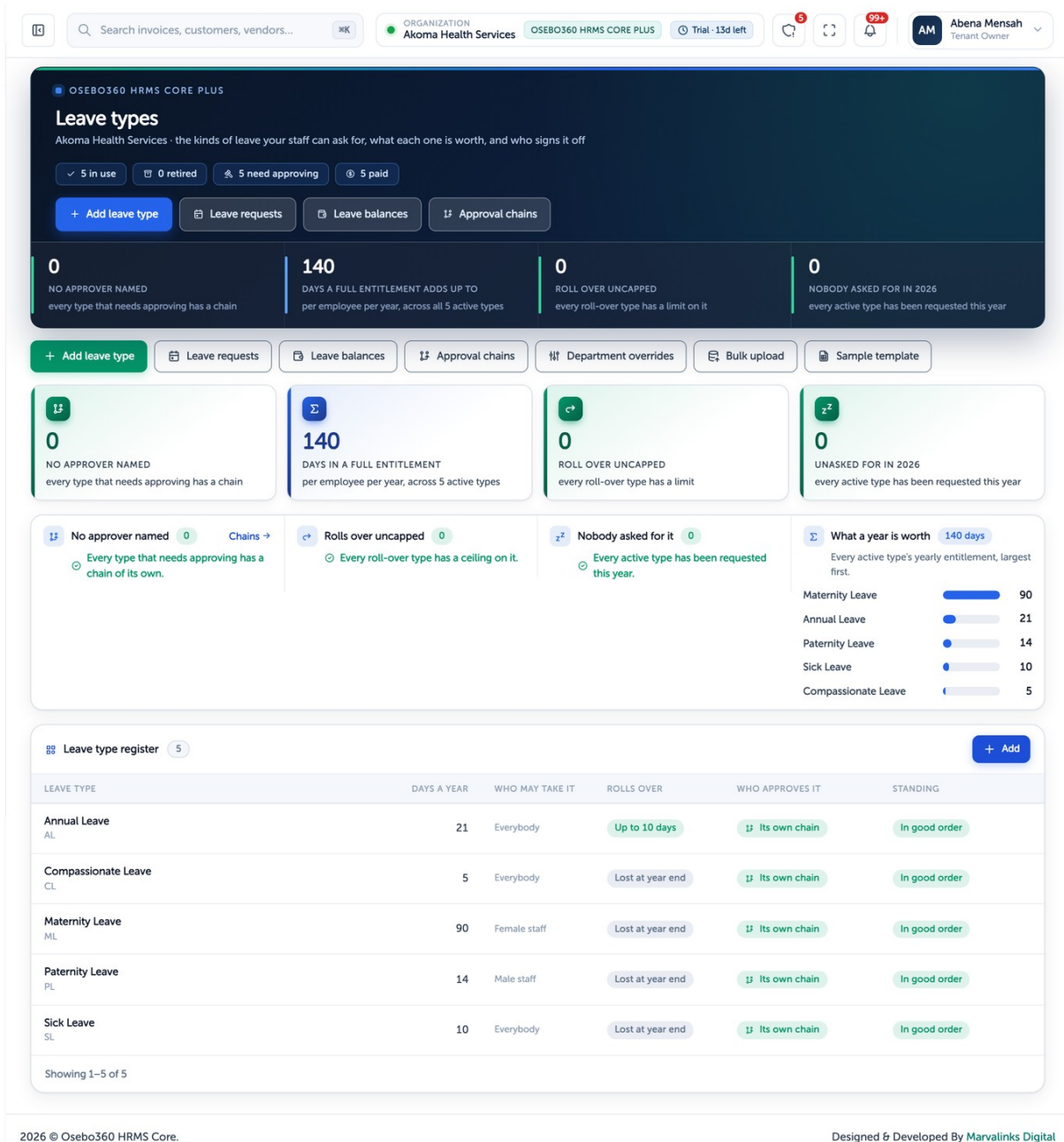


Figure 16 – Leave types is where the kinds of leave staff can ask for are defined once: what each is worth, who may take it, whether it rolls over, and who signs it off. Akoma Health Services runs five active types, all of them paid and all of them needing approval, and the five entitlements add up to 140 days a year.

Step 16. The holiday register

Public holidays are days the company is closed, and a leave request spanning one should not charge the staff member for it. The register is per workspace and per year, because Ghana moves several of its holidays.

Do this now

1. Open **Leave** → **Holidays**.

2. Check the current year and the next one. Both matter: somebody booking December in October is calculating against next year.
3. Add anything your company closes for that the country does not.
4. Use **Leave → Holiday calendar** to see the year laid out, which is where a clash with a substitute day becomes obvious.

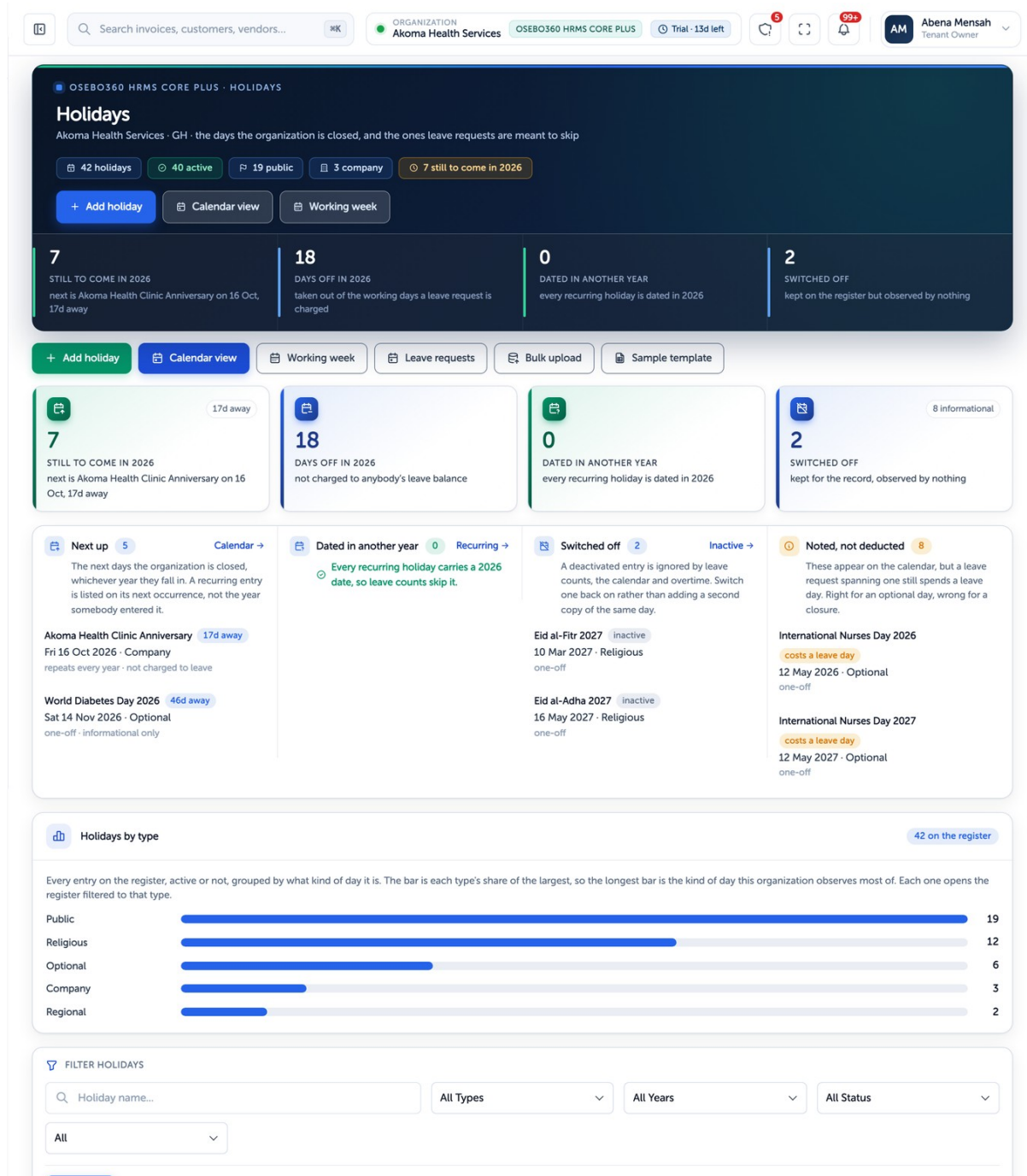


Figure 17 – Holidays is the register of days the organisation is closed and the days a leave request is meant to skip. Akoma Health Services keeps 42 on the register, of which 40 are active, and 7 are still to come in 2026 – the next being the Akoma Health Clinic Anniversary on Fri 16 Oct 2026, a company day that repeats every year.

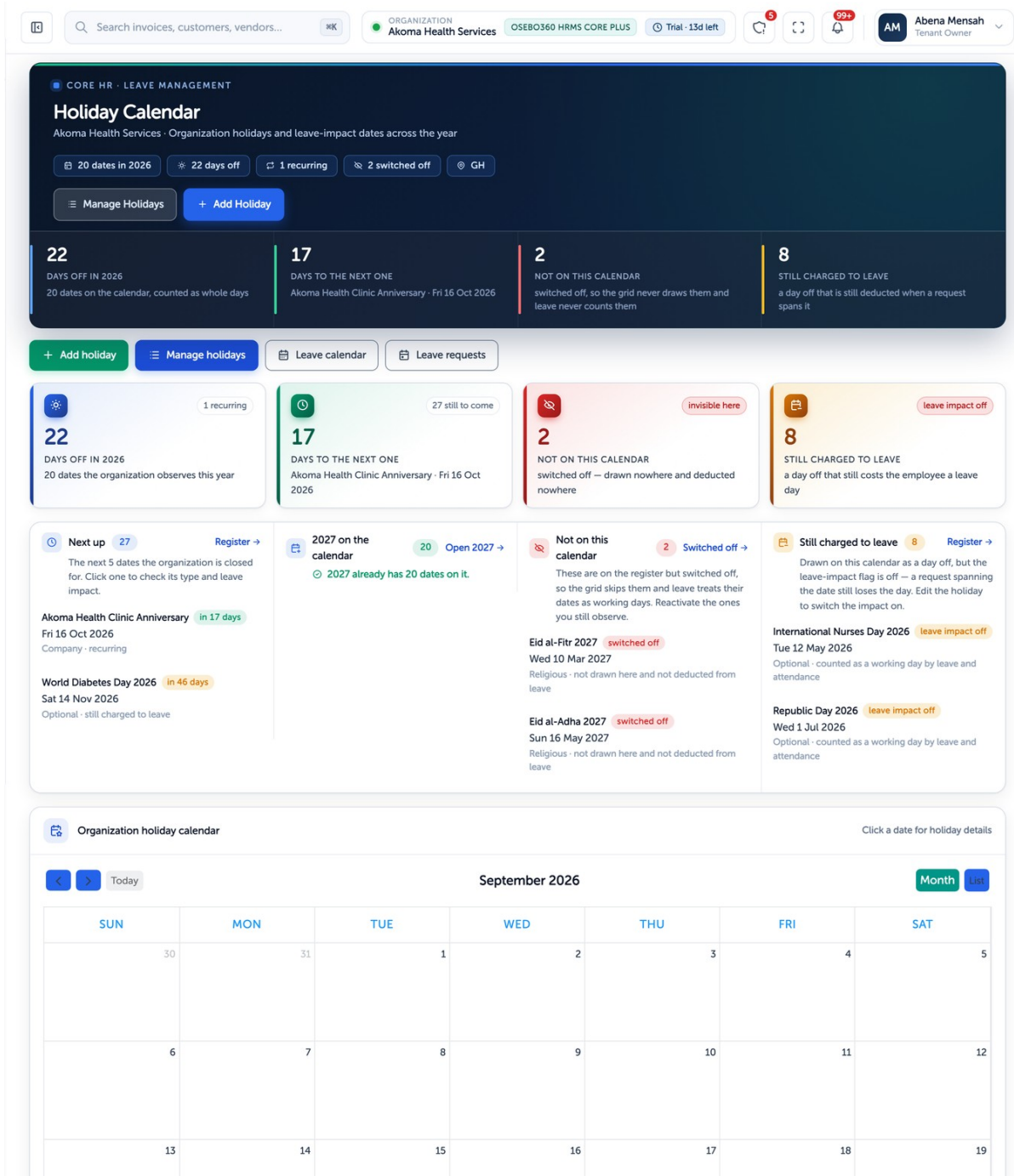


Figure 18 – Holiday Calendar draws the organisation's closures and leave-impact dates onto a month grid, one click from the detail of any date. Akoma Health Services observes 22 days off in 2026, drawn from 20 dates counted as whole days, and the next of them is 18 days away: the Akoma Health Clinic Anniversary on Fri 16 Oct 2026.

▲ WATCH OUT

A holiday that falls on a weekend is usually observed on the following working day, and that substitute is a separate row. If you add the holiday but not the substitute, the day your office is actually shut is charged to somebody's annual leave.

Step 17. Say which days are the weekend

Not every business rests on the same days, and the leave calculator has to know. This is a one-screen decision that silently affects every leave request ever made.

Do this now

1. Open **Leave** → **Weekend configuration**.
2. Set the days your company does not work.
3. Do it before you generate balances, not after.

OSEBO360 HRMS CORE PLUS · CONFIGURATION

Weekend Configuration

Akoma Health Services · the days leave durations, overtime premiums and the support SLA clock all treat as time off

2 non-working days 5 working days a week Sat, Sun off 16 holidays in 2026

Holiday calendar Public holidays Leave types Leave requests

5
WORKING DAYS A WEEK
Mon, Tue, Wed, Thu, Fri are charged against entitlement

2
NON-WORKING DAYS
Sat, Sun are skipped by every duration

Active
LEAVE ENGINE
leave durations, overtime premiums and the support SLA clock all read this row

16
HOLIDAYS ON TOP IN 2026
1 of them land on days already off, so they add nothing

Holiday calendar Public holidays Leave types Leave requests

5
WORKING DAYS A WEEK
only these are charged against entitlement
Mon, Tue, Wed, Thu, Fri

2
NON-WORKING DAYS
skipped by every leave duration

Sat, Sun
DAYS OFF EACH WEEK
every week, for everybody on the register

Active
LEAVE ENGINE
leave durations, overtime premiums and the support SLA clock all read this row
a full week costs 5

What a leave span costs 5/7 Requests →
A span is charged in working days only.
Public holidays come off on top of these.

Holidays on top 16 Holidays →
A day is excluded once, whether it is a weekend day or a holiday. These land entirely on days already off, so they give nobody a day back – move them, or accept that they are ceremonial.
Boxing Day 2026 no day back
Sat 26 Dec
one-off - already non-working

Overtime on a rest day 2x
Hours worked on Sat, Sun are classified as rest-day work and paid at the weekend premium. A public holiday outranks it and pays the holiday rate.

What a change does not touch 80 Requests →
A request's day count is written once, when it is filed, from the configuration in force that day. Saving here prices the next request and leaves every request already on file charged exactly as it was.
Ibrahim Tanko 2 days
Sick Leave · 30 Sep – 1 Oct 2026
awaiting a decision · priced under the configuration in force when it was filed
Kojo Amankwah 1 day
Sick Leave · 1 Oct – 1 Oct 2026
awaiting a decision · priced under the configuration in force when it was filed

Non-working days
A ticked day is excluded from every leave duration and pays the rest-day premium for any hour worked on it. Right now a week off is charged as 5 days, not 7.
☐ Monday Working
☐ Tuesday Working
☐ Wednesday Working
☐ Thursday Working
☐ Friday Working
☒ Saturday Non-working
☒ Sunday Non-working

Current work week
Mon Tue Wed Thu Fri Sat Sun
Working Non-working

Recommended presets
Ghana / Europe Most common
Saturday & Sunday off
Middle East
Friday & Saturday off
Manufacturing
Sunday only

Save configuration

Figure 19 – Weekend Configuration is where the organisation states which days of the week are not worked. Akoma Health Services runs a five-day week – Mon, Tue, Wed, Thu, Fri – so the page reports 2 NON-WORKING DAYS, and a full week off is charged as 5 days of entitlement rather than 7.

Step 18. Department cover and entitlement overrides

Two rules that sit above the leave types, and both are per department.

Cover is the minimum number of people who must remain available – it is what stops an entire ward booking the same fortnight. **Entitlement overrides** let one department have a different allowance from the company default, which is how clinical and administrative staff end up on different annual leave without two sets of leave types.

Do this now

1. Open **Leave** → **Department leave policies** and set the cover each department needs.
2. Open **Leave** → **Department leave entitlements** and set any allowances that differ from the default.
3. Do both before Step 22 generates balances, or the balances will be generated against the company default.

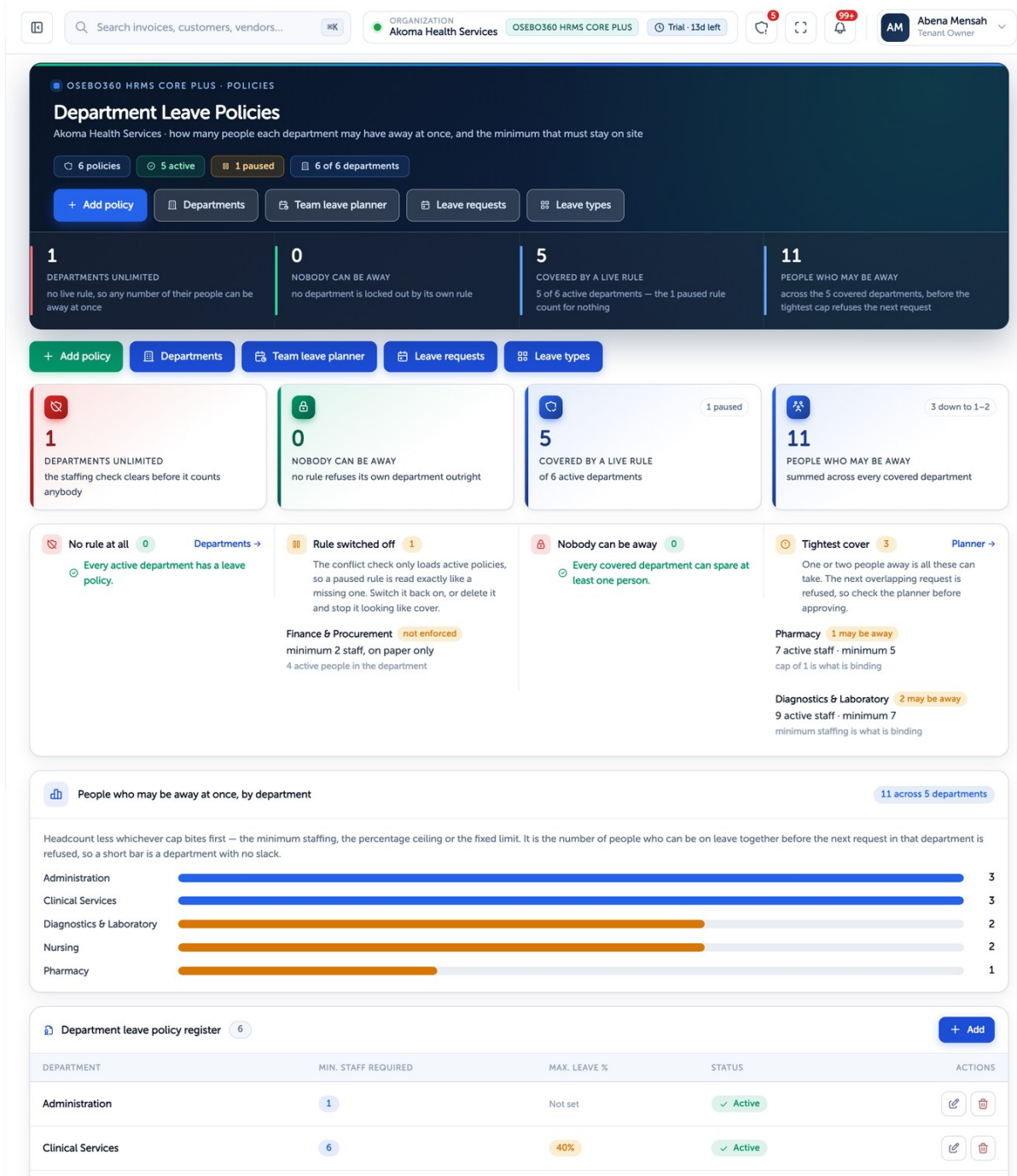


Figure 20 – Department Leave Policies sets how many people a department may have away at the same time and the minimum headcount that must stay on site. Across Akoma Health Services the figure is 11 PEOPLE WHO MAY BE AWAY at once, spread over the five departments carrying a live rule; Pharmacy is the tightest, with 7 active staff, a minimum of 5, and a "cap of 1 is what is binding".

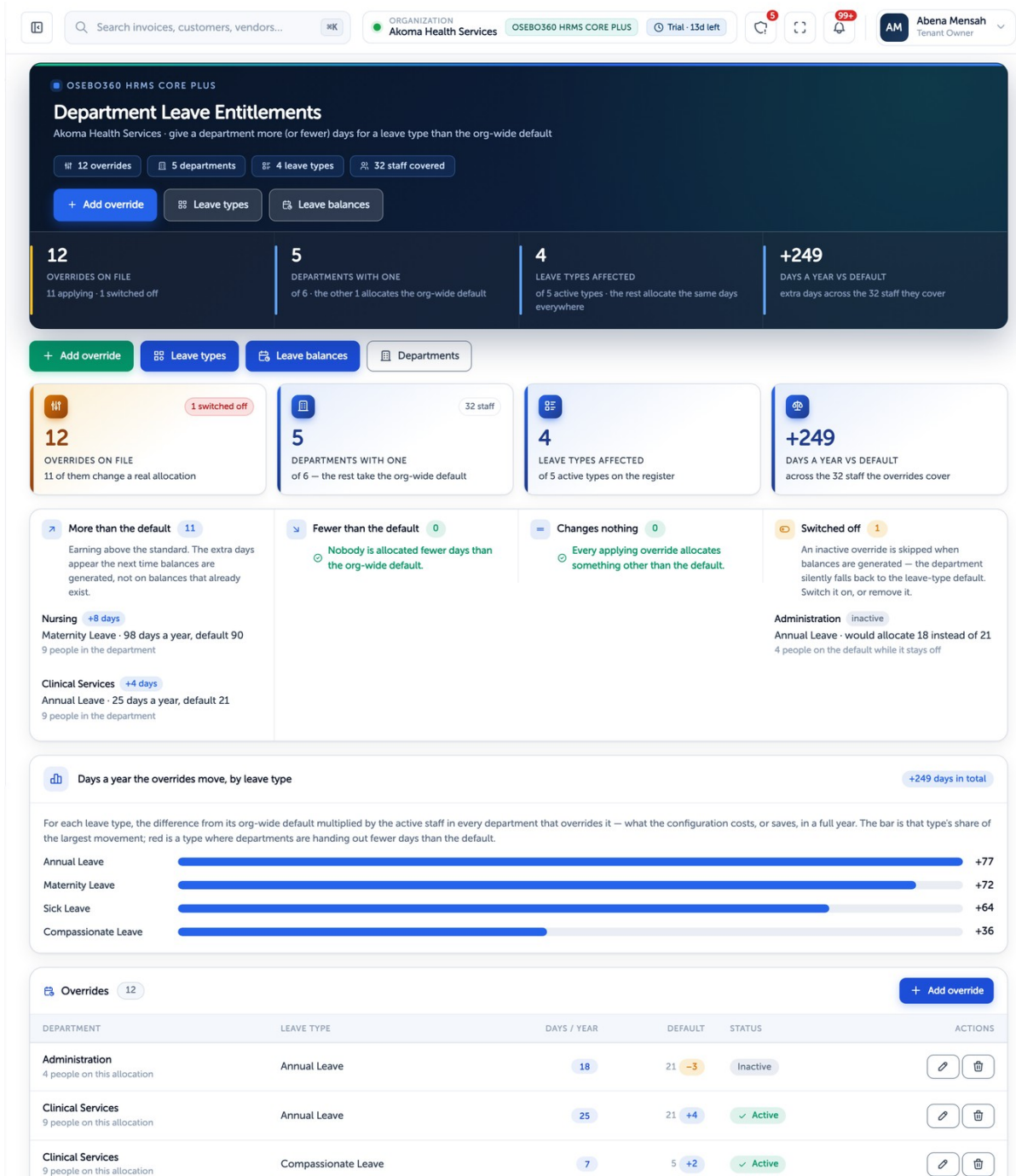


Figure 21 – Department Leave Entitlements is where a department is given more days, or fewer, for a leave type than the organisation-wide default. Akoma Health Services has 12 OVERRIDES ON FILE, 11 applying and 1 switched off, and together they add +249 DAYS A YEAR VS DEFAULT across the 32 staff they cover.

★ IMPORTANT

An entitlement override set after balances exist does not reach back and change them. The balance was written from the rule that was true at the time, which is correct behaviour and is not what most people expect.

Step 19. Decide who approves

An approval workflow is the route a request takes. The default – straight to the person’s line manager – is right for most companies, and the screen exists for the ones where it is not.

Do this now

1. Open **Leave** → **Leave approval workflows**.
2. Leave the default alone unless you know you need something else.
3. Where you do need a second approver, add the step rather than changing who the first one is.

HR CONFIGURATION · WORKFLOW

Approval Workflows

Akoma Health Services · multi-level approval routing for leave requests & HR processes

2 workflows | 2 active | 0 inactive | 2 steps in all

[+ New workflow](#) [My approvals](#) [Leave requests](#)

1
STEPS NOBODY CAN FILL
a request reaching one of these is refused at submit, and the employee it refuses cannot fix the cause

2
CHAINS ROUTING REQUESTS
every workflow on the register is live

0
LIVE WITH NO STEPS
every live chain has at least one step in it

0
ROUTING NOTHING
every live chain has something routing through it

[+ New workflow](#) [My approvals](#) [Leave requests](#) [Departments](#) [Leave types](#)

1
STEPS NOBODY CAN FILL
a request reaching one of these is refused at submit, and the employee it refuses cannot fix...

2
CHAINS ROUTING REQUESTS
every workflow on the register is live

0
LIVE WITH NO STEPS
every live chain has at least one step in it

0
ROUTING NOTHING
every live chain has something routing through it

Steps nobody can fill **1** [Open →](#)
Fix what each warning names — a manager on the employee record, a head on the department, or the HR Manager and CEO in organisation settings — and the step clears itself.
Line Manager Approval **Line Manager**
1 of 43 active employees have no manager ...

Live with no steps **0**
Every live chain has at least one approval step.

Routing nothing **0** [Departments →](#)
Every live chain has a department, a leave type or a module pointing at it.

What points at a chain **11**
A leave request follows the requester's department workflow first, then the leave type's. With neither set, no approval chain is built and nobody is asked.
Departments **6 of 6**
route their approvals through a workflow
every department routes its own approvals
Leave types **5 of 5**
carry a default workflow
every leave type carries one

Workflow configuration **2** [+ New](#)

WORKFLOW	DESCRIPTION	STEPS	STATUS	CREATED	ACTIONS
Line Manager Approval	Leave goes to the requester's own line manager.	1 Step	Active	27 Sep 2026	View Edit Delete
Default Approval Workflow	Provisioned automatically when the workspace was created.	1 Step	Active	27 Sep 2026	View Edit Delete

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Figure 22 – Approval Workflows is the routing table: it decides who a leave request goes to, and in what order. Akoma Health Services runs 2 CHAINS ROUTING REQUESTS with 2 steps in all – Line Manager Approval, and the Default Approval Workflow provisioned automatically when the workspace was created, both dated 27 Sep 2026.

♦ GOOD TO KNOW

The route is resolved from the **reporting line on the record**, so fixing somebody's manager in Part 1 fixes their approvals too. There is no separate approver field to keep in step.

Step 20. Requests

The working list. Everything anybody has asked for, in whatever state it is in.

Do this now

1. Open **Leave** → **Leave requests**.
2. Raise one on somebody's behalf if they have no login – the register is the source of truth, not the self-service portal.
3. Read the day count before you approve. It is calculated from the working week, the holiday register and the weekend configuration, and it is frequently not the number of calendar days.

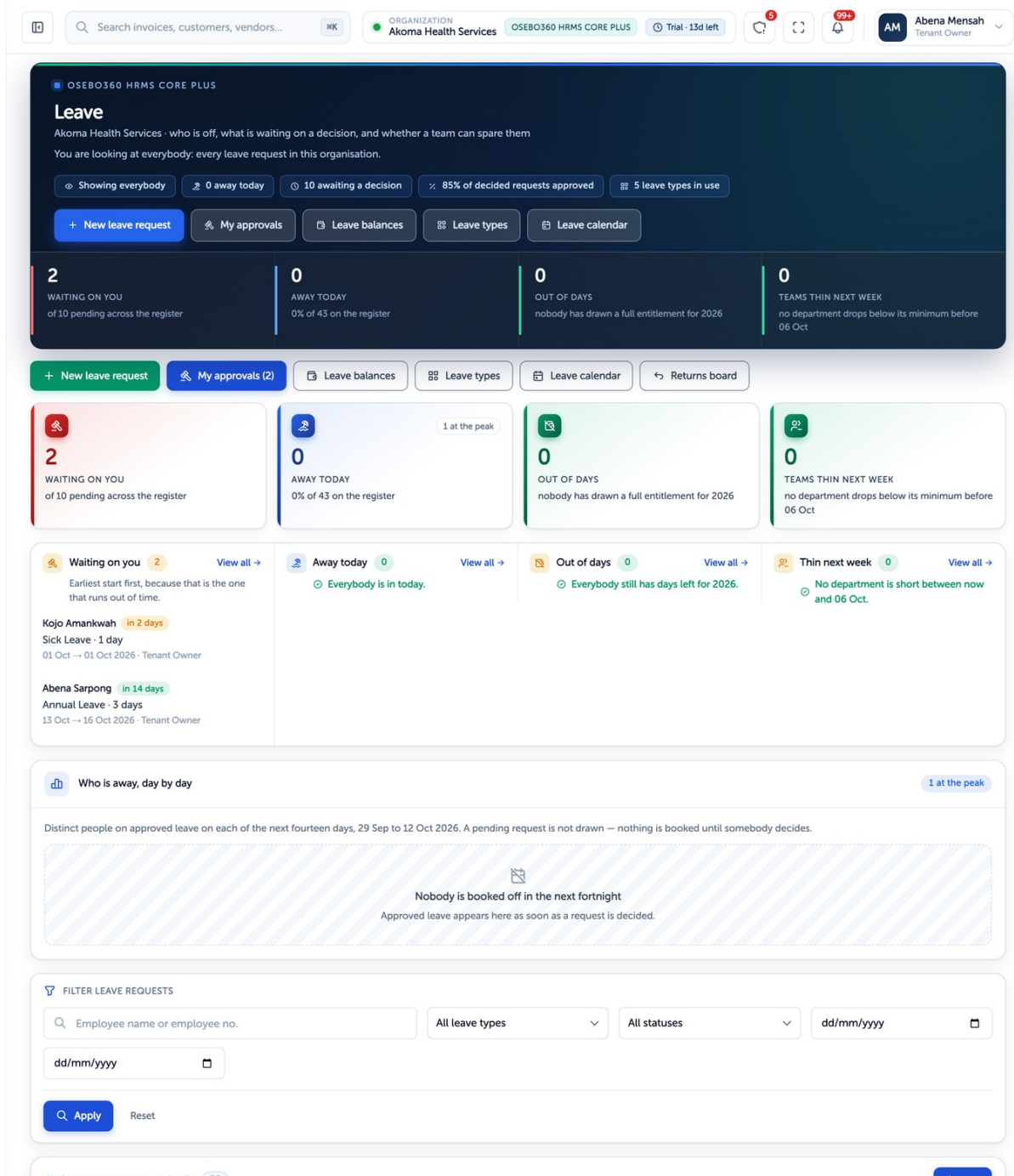


Figure 23 – Leave is the whole-organisation view: who is off, what is waiting on a decision, and whether a team can spare them. Abena Mensah is looking at everybody here – 10 awaiting a decision across the register, 2 of them WAITING ON YOU, and 0 AWAY TODAY out of 43 on the register.

Step 21. The queue that is actually yours

Requests waiting on **you**, rather than every request in the company. This is the screen a line manager should have bookmarked.

Do this now

1. Open **Leave** → **Waiting on me**.

2. Clear it. Anything left here is somebody unable to plan.
3. Reject with a reason. The reason is shown to the person; an unexplained rejection generates a conversation you have to have anyway.

My approvals
Akoma Health Services · the leave that cannot move until you decide it, worst first

0 already started | 2 people waiting | 4.0 days of leave in the queue

Everything pending | All leave | Leave calendar | Team planner

2 WAITING ON YOU
4.0 days of leave held up

0 ALREADY STARTED
nobody is off on an undecided request

1 STARTS WITHIN 7 DAYS
between tomorrow and 06 Oct

1 LONGEST WAIT, IN DAYS
Kojo Amankwah has been waiting since 28 Sep

Everything pending | All leave | Leave calendar | Team planner | Leave balances

2 WAITING ON YOU
4.0 days of leave held up

0 ALREADY STARTED
nobody is off on an undecided request

1 STARTS WITHIN 7 DAYS
between tomorrow and 06 Oct

1 LONGEST WAIT, IN DAYS
Kojo Amankwah since 28 Sep

Already started 0
Nobody is off on a request you have not decided.

Starts within 7 days 1
Close enough that a refusal still leaves the employee time to make other arrangements.
Kojo Amankwah in 2 days
Sick Leave · 1 day
Administration · waiting 1 day

Waiting longest 1d
Oldest first. A request nobody answers is the one the employee chases.
Kojo Amankwah waiting 1 day
Sick Leave · step 1 · Tenant Owner
filed 28 Sep 2026 · in 2 days
Abena Sarpong waiting 1 day
Annual Leave · step 1 · Tenant Owner
filed 28 Sep 2026 · in 14 days

How long they have waited 0 over a week
Counted from the day each one reached you.
Today 0
1–2 days 2
3–7 days 0
Over a week 0

Your approval queue 2

EMPLOYEE	LEAVE TYPE	PERIOD	DAYS	STARTS	WAITING	WORKFLOW STEP
AS Abena Sarpong AKO-D008	Annual Leave	13 Oct 2026 → 16 Oct 2026	3	in 14 days	1 day	Step 1 Tenant Owner
KA Kojo Amankwah AKO-D009	Sick Leave	01 Oct 2026 → 01 Oct 2026	1	in 2 days	1 day	Step 1 Tenant Owner

Showing 1–2 of 2

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Figure 24 – My approvals is the same queue seen from the approver's chair: the leave that cannot move until Abena Mensah decides it, worst first. Two requests are waiting, 4.0 days of leave held up, and 1 STARTS WITHIN 7 DAYS – Kojo Amankwah's single day of Sick Leave on 01 Oct 2026, three days out.

Step 22. Balances

What everybody has left, per leave type, for the current leave year. Balances are generated from the rules in Steps 15 to 18 and then adjusted by what people take.

Do this now

1. Open **Leave** → **Leave balances**.
2. Generate the year's balances once the rules are right.

3. Check a handful of people against what you believe they should have, before anybody books anything.
4. Adjust individuals where you are carrying something across from an old system.

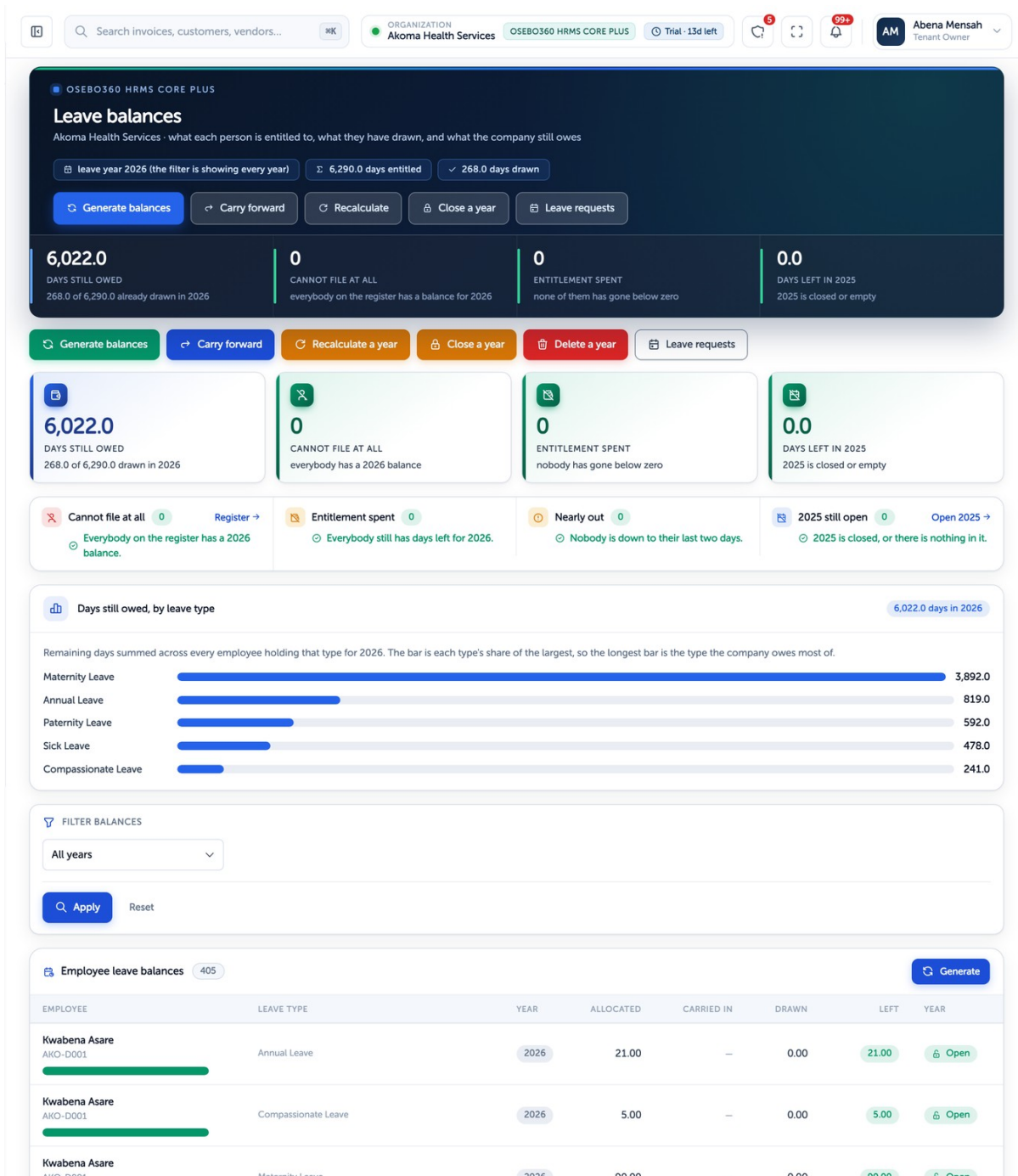


Figure 25 – Leave balances is the ledger behind every leave request: what each person was allocated for the leave year, what they have drawn, and what the organisation still owes them. Akoma Health Services carries 6,022.0 days still owed for the 2026 leave year, against 6,290.0 entitled and only 268.0 drawn.

Step 23. Who is off, and when

Two views of the same fact, for two different questions. The calendar answers "who is off next Tuesday". The team planner answers "can I afford to let this person go in March".

Do this now

1. Open **Leave** → **Leave calendar** for the month view.
2. Open **Leave** → **Team leave planner** to see a team across a longer horizon with the cover rules applied.
3. Use the planner before approving a block booking, not after.

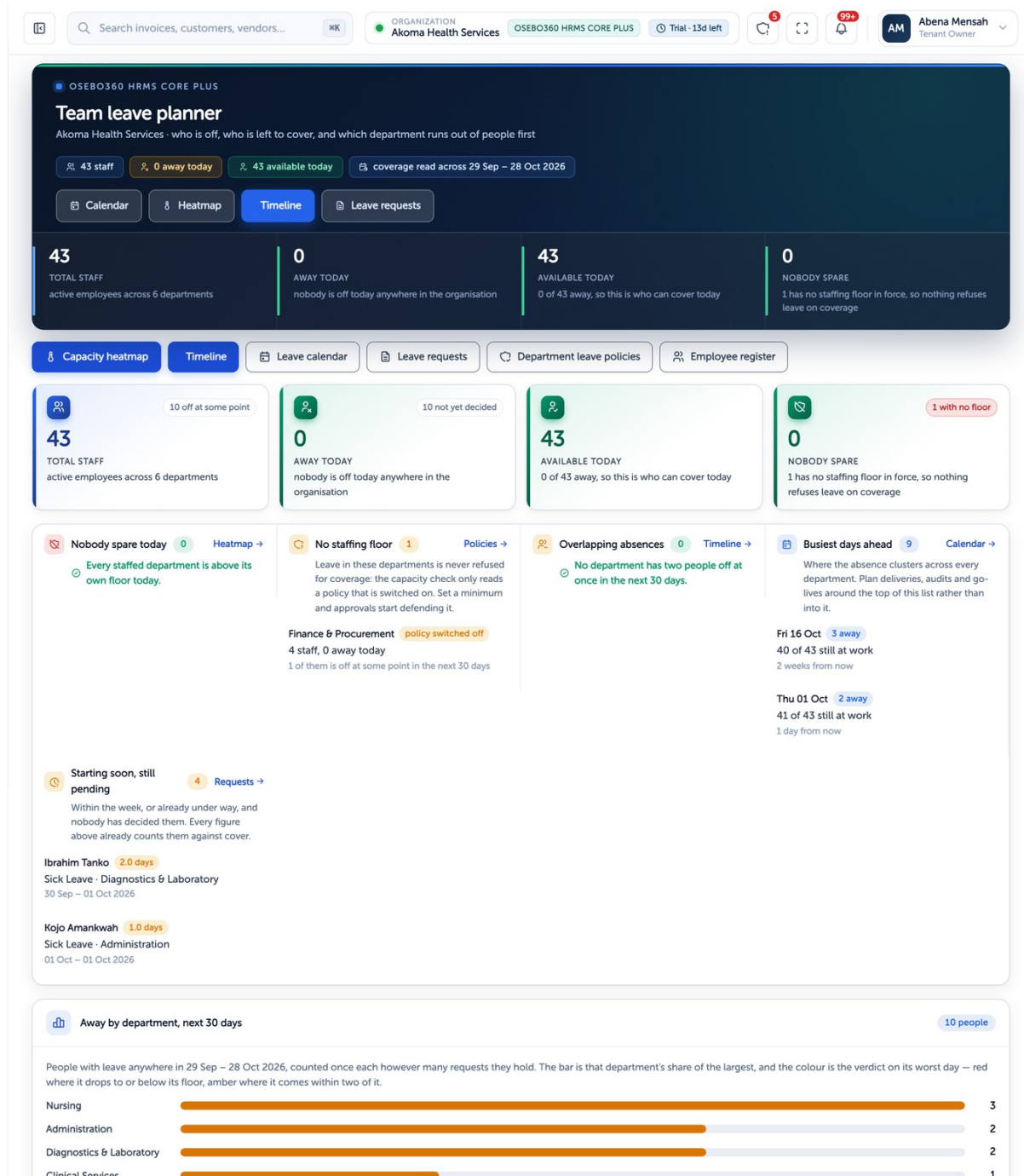


Figure 26 – The team leave planner answers the question a department head actually asks: if I approve this, who is left to cover. Akoma Health Services has 43 active staff across 6 departments, nobody away today, and 9 people off at some point across 28 Sep – 27 Oct 2026. The detail worth noticing is the coverage floor.

Step 24. Bringing people back

The end of a leave is a thing that happens, and it is worth recording. A return marks the person as back, which is what the register and the planner read.

Do this now

1. Open **Leave** → **Return from leave**.
2. Record returns as they happen, particularly for long absences.
3. Follow up anybody who has not returned when they said they would. This screen is the only one that will tell you.

Search invoices, customers, vendors...

ORGANIZATION
Akoma Health Services

OSEBO360 HRMS CORE PLUS

Trial - 13d left

5

99+

AM Abena Mensah
Tenant Owner

OSEBO360 HRMS CORE PLUS

Return from Leave

Akoma Health Services · who is away, who is due back, and confirming re-entry to work

0 away now

53 unconfirmed

0 confirmed back

Confirm the oldest return

Leave requests

Team planner

Leave calendar

0
AWAY NOW
no approved leave covers today

53
RETURNS TO CONFIRM
their leave has ended and the record still says they are away

306
LONGEST WAIT, IN DAYS
since Abena Sarpong's leave ended on 27 Nov 2025

0
CONFIRMED BACK
nothing has been confirmed on this board yet

Confirm the oldest return

Leave requests

Team planner

Leave calendar

Leave balances

0
AWAY NOW
nobody is on approved leave today

53
RETURNS TO CONFIRM
the record still has them away from work

oldest 306 days

306
LONGEST WAIT, IN DAYS
the wait on Abena Sarpong's return, the oldest on the board

ended 27 Nov 2025

0
CONFIRMED BACK
no return has been confirmed on this board

Returns to confirm 53

The list →

Confirm the return, or correct the end date if the leave was extended. Until one of those happens the record has them away from work.

Abena Sarpong 306 days late
Annual Leave · ended 27 Nov 2025
Administration · AKO-D008

Cynthia Nartey 306 days late
Annual Leave · ended 27 Nov 2025
Pharmacy · AKO-D038

Away now 0

Calendar →

Nobody is on approved leave today.

Confirmed back 0

Nothing has been confirmed yet while 53 leaves have already ended. Confirming one writes the date, who confirmed it and any handover note onto the leave.

Due back 53

EMPLOYEE	LEAVE	STARTED	ENDED	DAYS LATE	ACTIONS
Abena Sarpong Administration	Annual Leave	24 Nov 2025	27 Nov 2025	306	Mark returned
Cynthia Nartey Pharmacy	Annual Leave	24 Nov 2025	27 Nov 2025	306	Mark returned
Ibrahim Tanko Diagnostics & Laboratory	Annual Leave	24 Nov 2025	27 Nov 2025	306	Mark returned
Araba Tetteh Nursing	Annual Leave	24 Nov 2025	27 Nov 2025	306	Mark returned
Daniel Amponsah Finance & Procurement	Annual Leave	02 Dec 2025	08 Dec 2025	295	Mark returned
Gifty Amoah Diagnostics & Laboratory	Annual Leave	02 Dec 2025	08 Dec 2025	295	Mark returned
Kwabena Asare Administration	Annual Leave	02 Dec 2025	08 Dec 2025	295	Mark returned
Mansa Otoo					

49

Figure 27 – Return from Leave is the step most leave systems quietly skip: marking that the person actually came back. Until someone confirms it, the record still has them away, and this board shows what that costs – 53 returns outstanding at Akoma Health Services, the oldest 305 days since Abena Sarpong's annual leave ended on 27 Nov 2025.

Step 25. Paying leave out instead of taking it

Encashment turns unused days into money. It is a request like any other, it is approved like any other, and it reduces the balance when it is paid.

Do this now

1. Open **Leave** → **Leave encashment**.
2. Raise the request against the person and the leave type.
3. Approve it, then mark it paid when payroll has actually paid it. The two are separate on purpose.

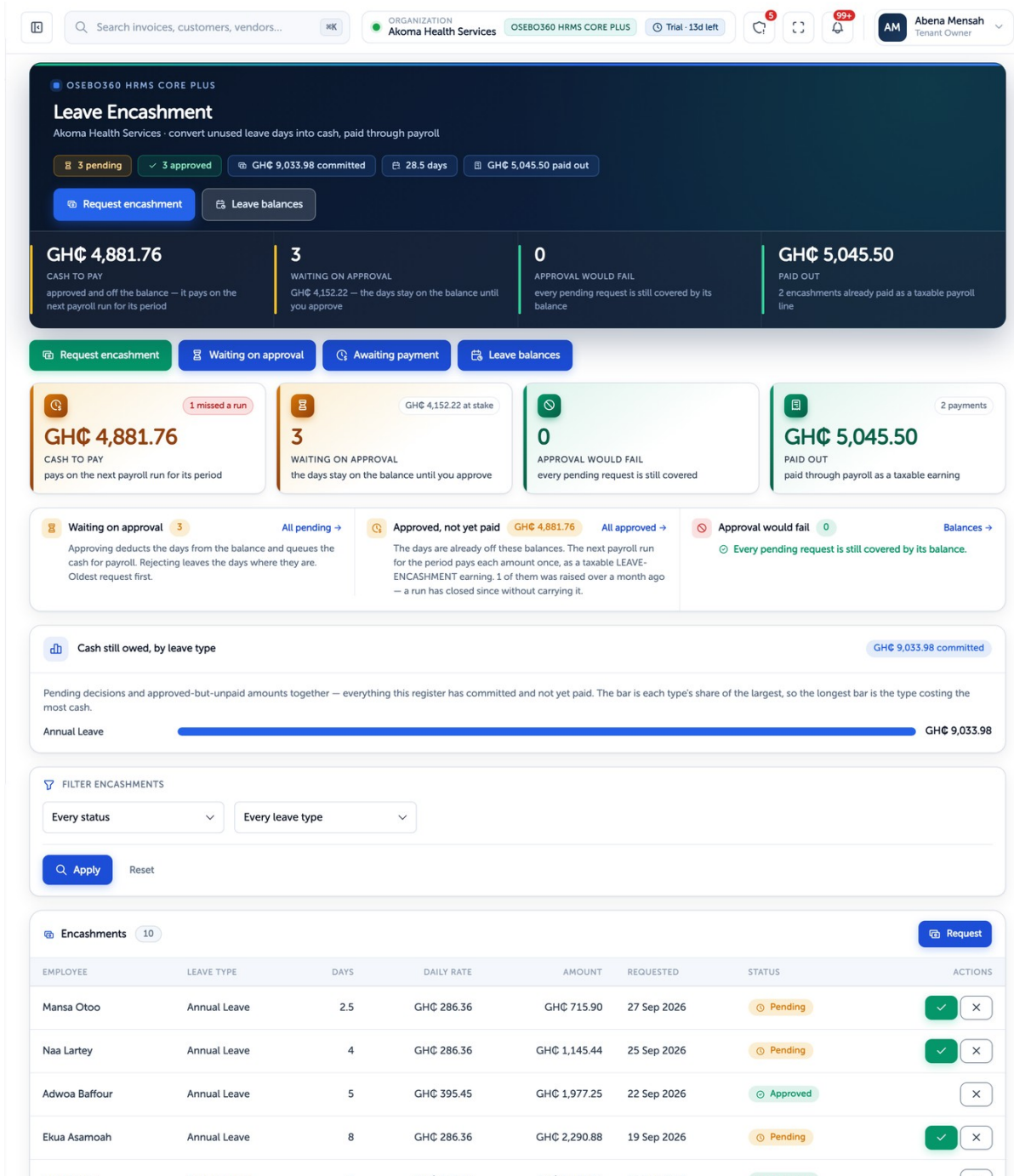


Figure 28 – Leave Encashment turns unused leave days into cash that pays through payroll rather than as a side payment. Akoma Health Services has GH¢ 9,033.98 committed on this register – GH¢ 4,881.76 approved and waiting on a payroll run, GH¢ 4,152.22 still waiting on a decision – with GH¢ 5,045.50 already paid out across 2 encashments.

▲ WATCH OUT

Approved is not paid. The balance moves when the payment is recorded, so a queue of approved-but-unpaid encashments is a queue of people whose balance still shows days they have effectively sold.

Part 5 – Joining and hiring

How somebody becomes an employee, from the requisition that says you may hire at all to the checklist that gets them working in their first week. Hiring is part of HRMS Core; it is also sold on its own as Recruitment 360, and it is the same product either way.

Step 26. The joining checklist

A checklist is the list of things that must happen when somebody starts – the contract signed, the bank details taken, the ID checked, the induction done, the equipment issued. It is assigned to the new joiner and to the people who have to do each part.

Do this now

1. Open **Joining checklist**.
2. Build a template per kind of joiner – a clinician and an administrator do not need the same list.
3. Assign the template when somebody joins. Each task carries an owner and a due date.
4. Track it from this screen rather than from memory. A task nobody owns is a task nobody does.

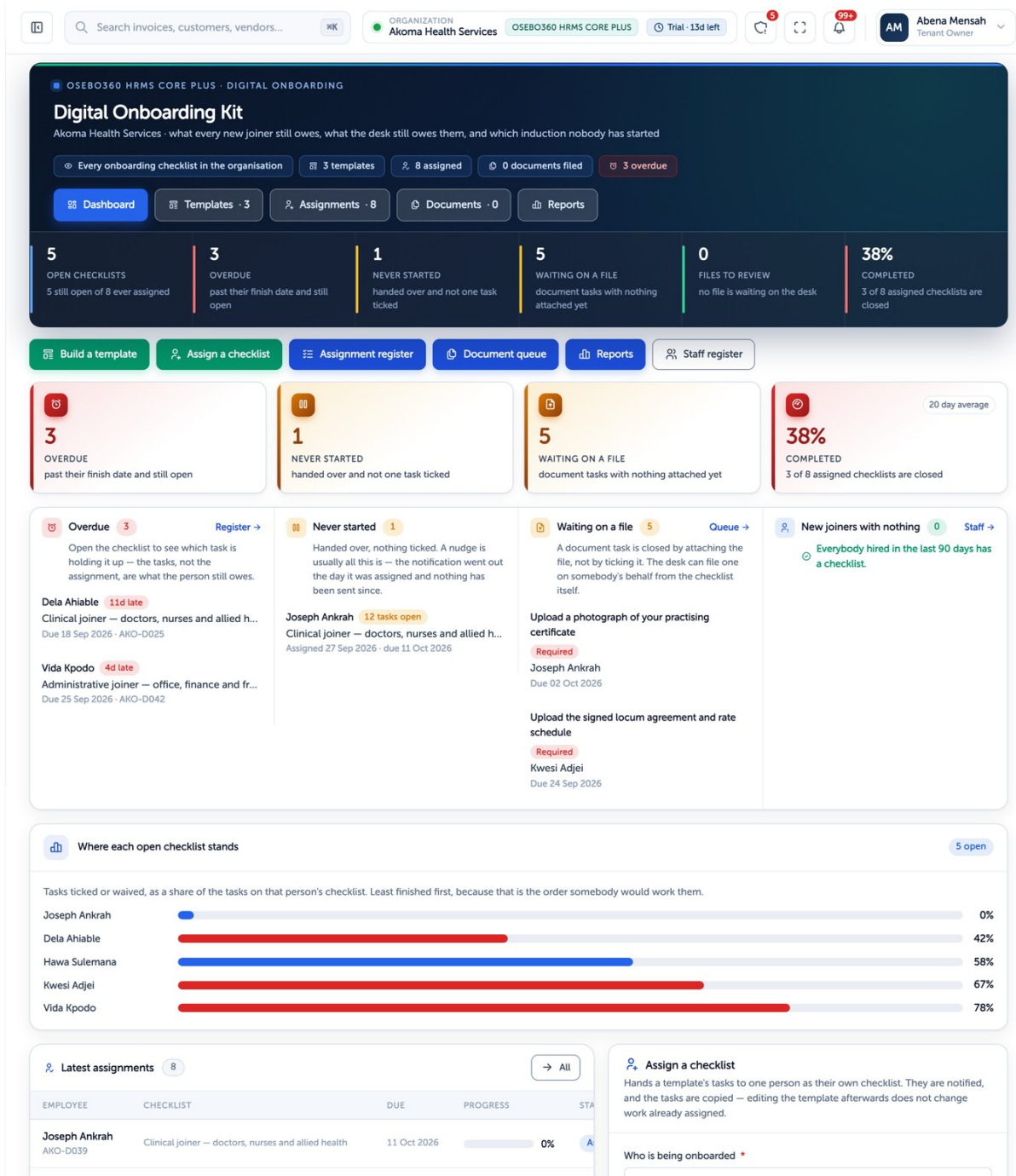


Figure 29 – The Digital Onboarding Kit tracks what a new joiner still owes the desk and what the desk still owes them. Akoma Health Services has 8 checklists ever assigned, 5 still open and 38% completed, with 2 overdue and 1 more due today.

✓ TIP

Assign tasks to the person who actually does them, not to HR. A checklist where every line is owned by the HR desk is a to-do list with extra steps; one where the ward manager owns the induction is a process.

Step 27. The hiring desk

The overview of everything in flight – what you are allowed to recruit for, what is advertised, who has applied, who is being interviewed and what offers are out.

Do this now

1. Open **Recruitment** → **Recruitment Dashboard**.
2. Read it before the individual screens. It is the only place the whole pipeline is visible at once.

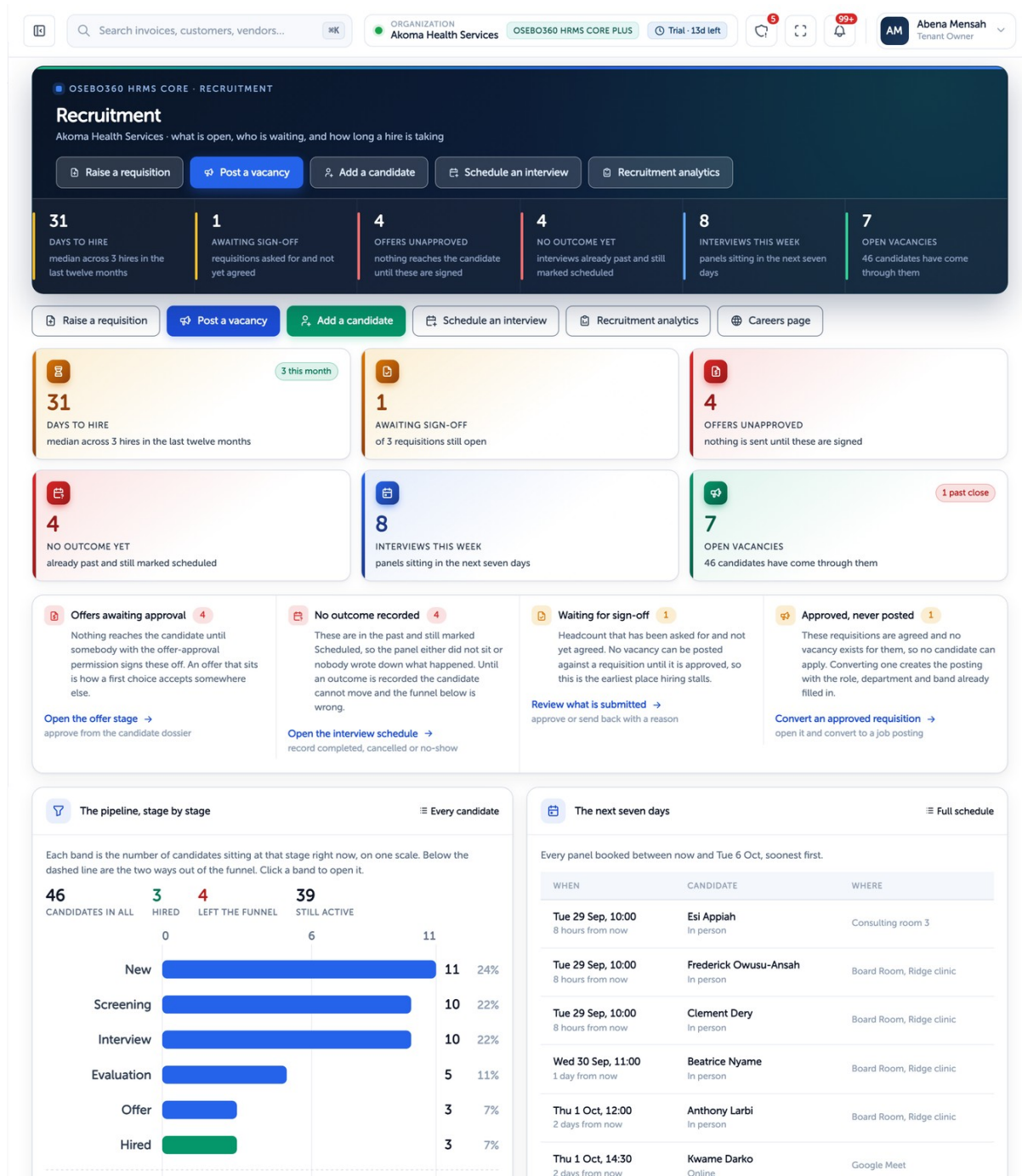


Figure 30 – Recruitment shows what is open, who is waiting and where hiring is stalling. Akoma Health Services has 7 open vacancies with 46 candidates through them, 39 still active, and a median time to hire of 31 days. Treat that 31 days with care: the card says plainly it is the median across just 3 hires in the last twelve months.

Step 28. Requisitions – permission to hire

A requisition is the request to fill a role, and the approval on it is the moment the company agrees to spend the money. It names the position, the department and the headcount.

Do this now

1. Open **Recruitment** → **Requisitions**.
2. Raise one against a **position** from Part 1. This is why positions are worth keeping meaningful.
3. Send it for approval, and do not advertise until it is approved.

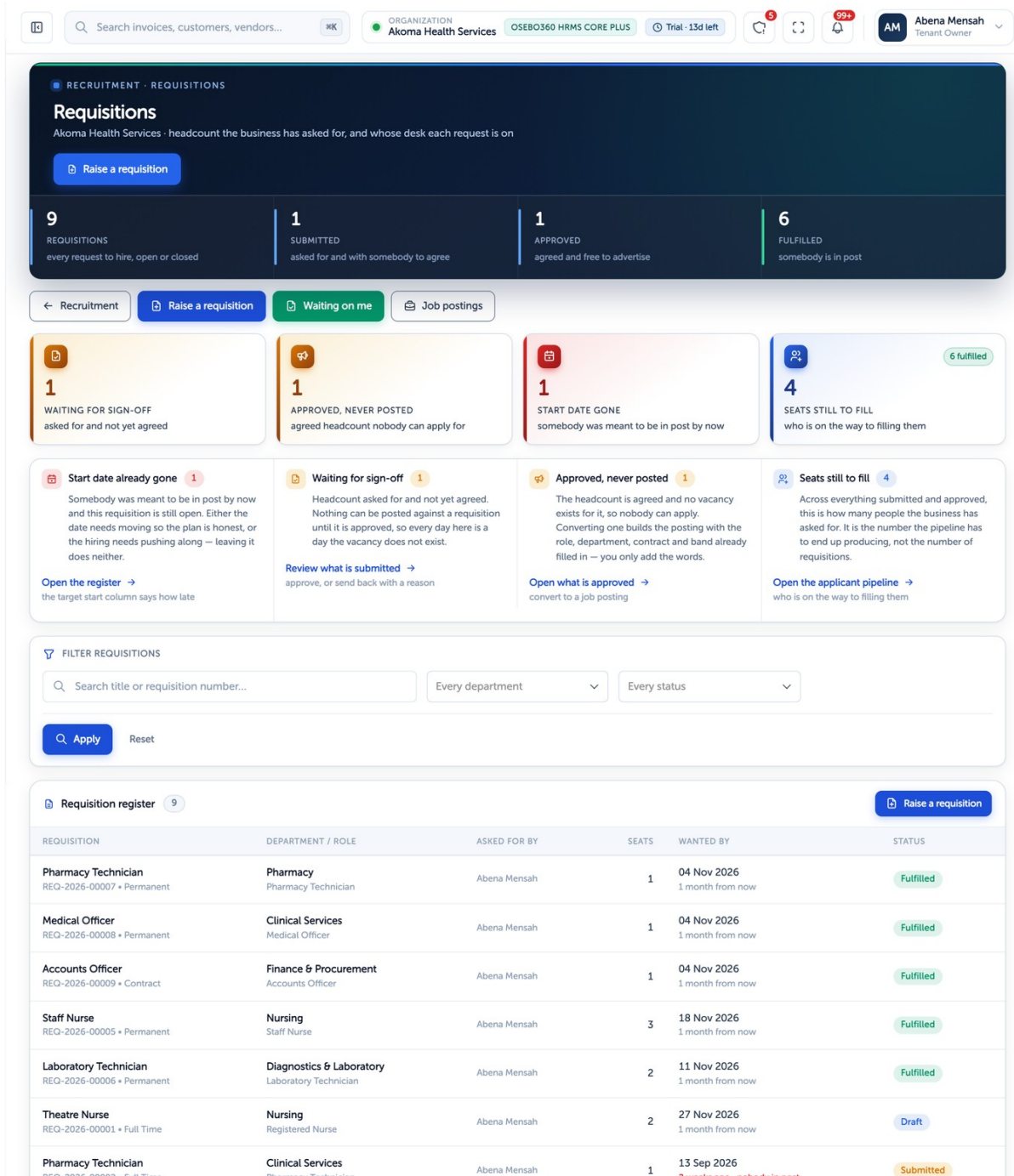


Figure 31 – Requisitions is permission to hire: nine on the register here, with 4 seats still to fill across everything open. The three warning figures are the useful ones – 1 waiting for sign-off, 1 approved but never posted, and 1 whose start date has already passed, which is a role somebody was meant to be in by now.

♦ GOOD TO KNOW

The requisition carries the department and position through the whole pipeline – into the posting, onto the applicant, into the offer, and finally onto the employee record. That is what stops somebody being hired into a job nobody agreed to.

Step 29. Job postings

An approved requisition becomes something people can apply to.

Do this now

1. Open **Recruitment** → **Job Postings**.
2. Create the posting from the requisition rather than from scratch.
3. Write the description for the person reading it, not for the file.
4. Publish, and note where it is reachable.

Search invoices, customers, vendors...

ORGANIZATION
Akoma Health Services

OSEBO360 HRMS CORE PLUS

Trial - 13d left

5

99+

AM Abena Mensah
Tenant Owner

RECRUITMENT · JOB POSTINGS

Job postings

Akoma Health Services · the vacancies on your careers page, and what each one has attracted

[Post a vacancy](#)

9
POSTINGS
every vacancy ever advertised

7
PUBLISHED
a candidate can apply to these today

1
DRAFT
written and not yet live

1
CLOSED
no longer accepting anybody

[← Recruitment](#)[Post a vacancy](#)[Approved headcount](#)[Applicants](#)[Careers page](#)

1
PAST THEIR CLOSE DATE
still open after the date you gave candidates

0
NOBODY APPLIED
live vacancies with not one candidate

6.6
CANDIDATES PER VACANCY
46 applicants across 7 live vacancies

1
WRITTEN, NOT PUBLISHED
finished drafts no candidate can see

Past their close date 1
Still published and still taking applications after the date you told candidates they had. Somebody applying today believes they are in time. Close the posting and the careers page stops offering it.
[Open the live vacancies →](#)
close from the posting page

Written, not published 1
These are finished enough to sit in the register and no candidate can see them. A draft costs nothing and attracts nobody — publishing puts it on the careers page the same minute.
[Open the drafts →](#)
publish from the posting page

FILTER POSTINGS

Search all postings — title or posting number...

Every status

[Apply](#)Reset

Job posting register 9

[Post a vacancy](#)

VACANCY	DEPARTMENT / ROLE	APPLICANTS	CLOSES	STATUS
Laboratory Technician JOB-2026-00006 • Permanent	Diagnostics & Laboratory Laboratory Technician • Accra — Ridge clinic	6 while it is live	19 Oct 2026 2 weeks from now	Published
Pharmacy Technician JOB-2026-00007 • Permanent	Pharmacy Pharmacy Technician • Tema — Community clinic	6 while it is live	19 Oct 2026 2 weeks from now	Published
Medical Officer JOB-2026-00008 • Permanent	Clinical Services Medical Officer • Tema — Community clinic	6 while it is live	19 Oct 2026 2 weeks from now	Published
Accounts Officer JOB-2026-00009 • Contract	Finance & Procurement Accounts Officer • Tema — Community clinic	6 while it is live	19 Oct 2026 2 weeks from now	Published
Staff Nurse JOB-2026-00005 • Permanent	Nursing Staff Nurse • Accra — Ridge clinic	6 while it is live	19 Oct 2026 2 weeks from now	Published
Registered Nurse — Medical Ward JOB-2026-00001 • Full Time	Nursing Registered Nurse • Akoma Health Services, East Legon	10 while it is live	18 Oct 2026 2 weeks from now	Published
Front Desk Officer JOB-2026-00002 • Full Time	Administration Front Desk Officer • Akoma Health Services, East Legon	6 while it is live	21 Sep 2026 1 week ago - still taking applications	Published
Pharmacy Technician — Late Shift	Clinical Services	6		

58

Figure 32 – Job postings shows the vacancies that reached the careers page and what each one has drawn. Nine postings sit on the register, seven of them live, and between them they hold 46 applicants – 6.6 candidates per vacancy.

Step 30. Applicants

The people who applied, with the stage each one is at. This is a pipeline rather than a list, and moving somebody along it is the whole interaction.

Do this now

1. Open **Recruitment** → **Applicants**.
2. Work the pipeline by stage rather than by date.
3. Record why somebody was rejected. In six months that note is the only thing that will explain the decision.

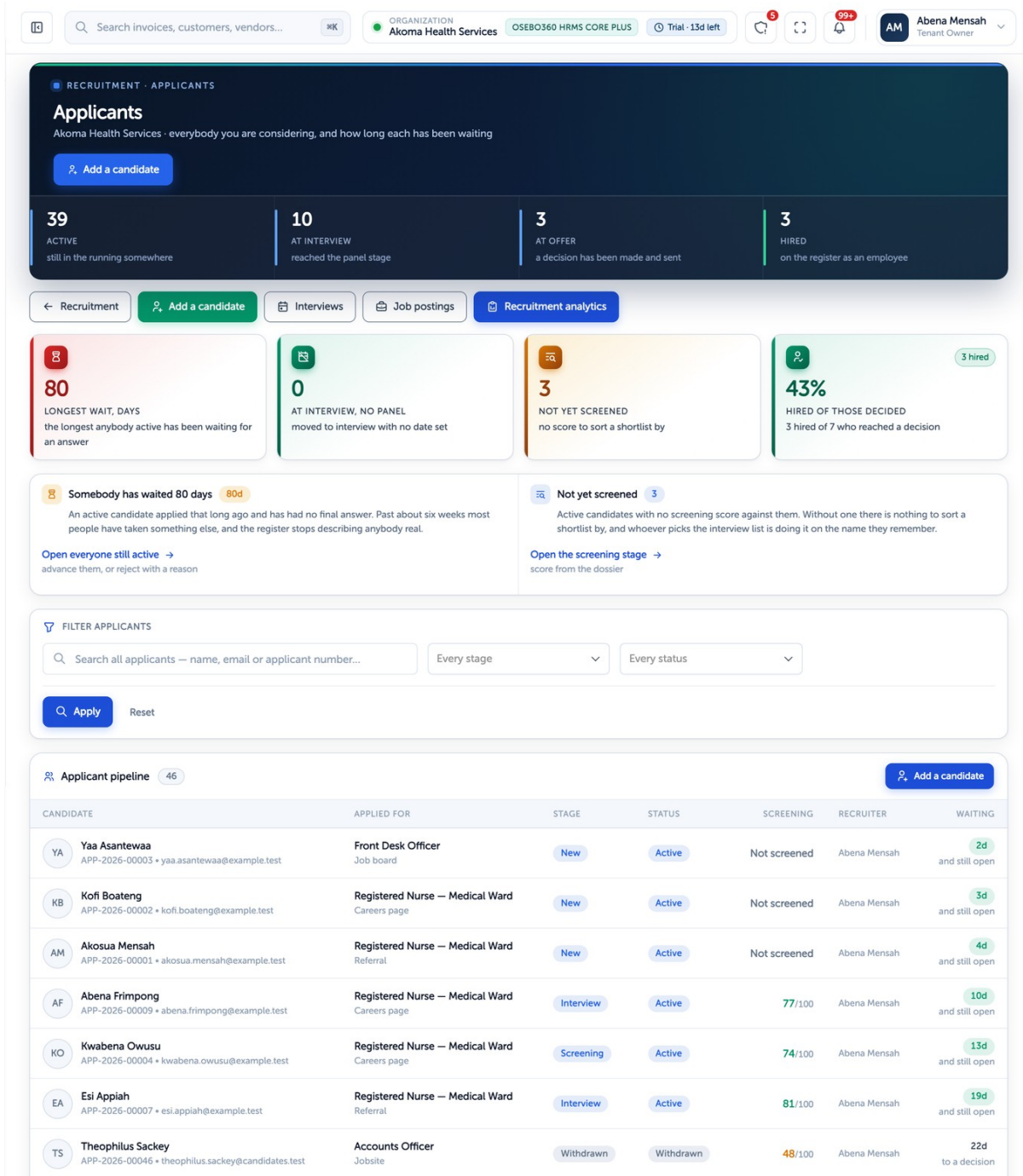


Figure 33 – Applicants is the whole pipeline in one list, and it is ordered by how long each person has been waiting rather than by score. Forty-six candidates are in it, three of them carrying no screening score at all, and the longest anybody still active has waited is 80 days.

Step 31. Interviews

Scheduled conversations, with the panel and the feedback attached to the applicant rather than living in somebody's calendar.

Do this now

1. Open **Recruitment** → **Interviews**.

- Schedule against the applicant, with the panel named.
- Record the outcome the same day. Feedback written a week later is a summary of a feeling.

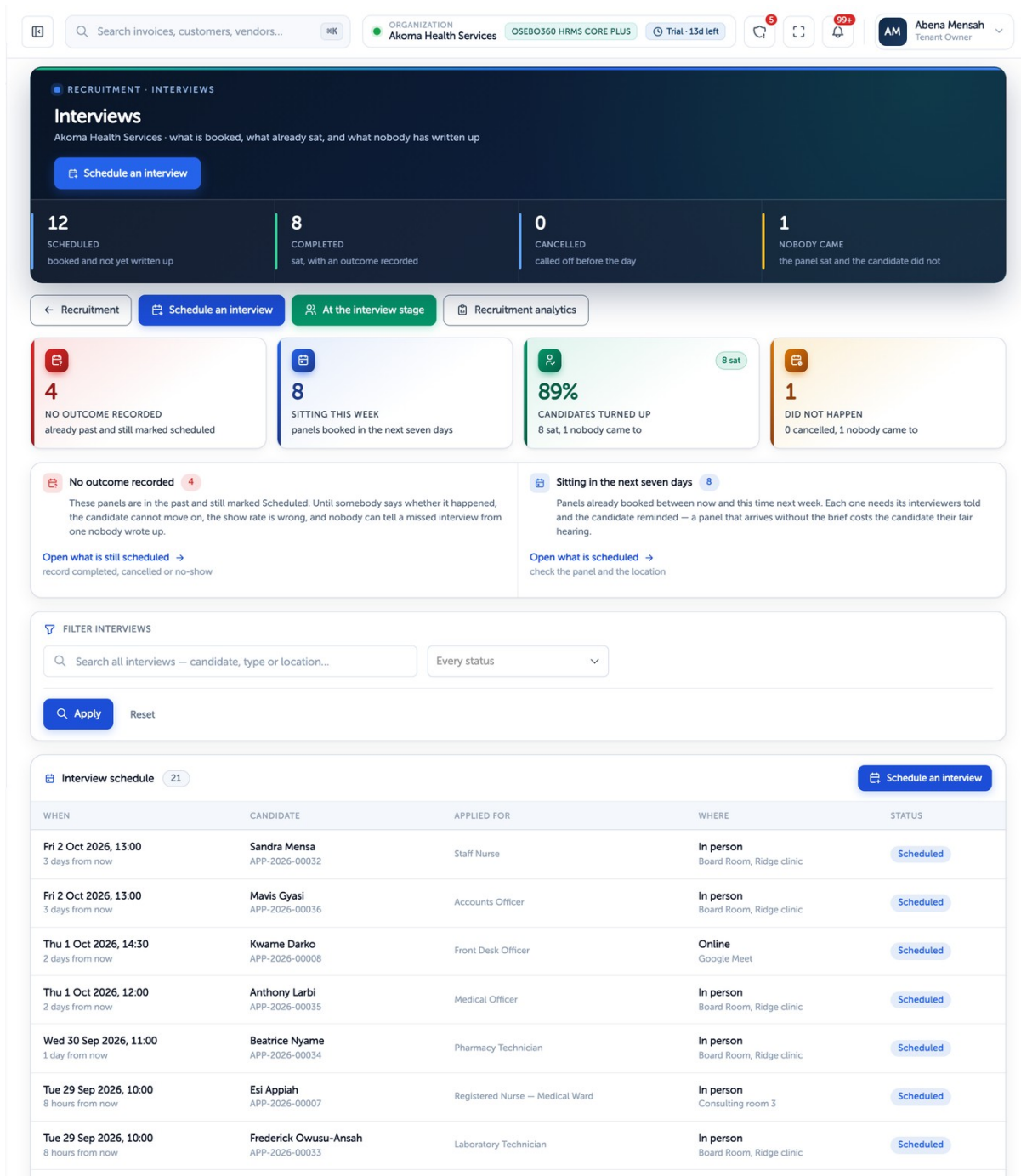


Figure 34 – The interview schedule, 21 booked. Two figures are worth separating: 8 are sitting this week, while 4 are already past and still marked scheduled – an outcome nobody recorded, which is how a candidate falls out of a pipeline without anyone deciding to drop them. Attendance reads 89%: 8 sat, 1 nobody came to.

Step 32. The offer, and the moment somebody becomes an employee

An offer is approved before it is sent, and accepting one is what turns an applicant into a row on the register.

Do this now

- 1.** Raise the offer against the applicant.
- 2.** Get it approved. The approval is deliberate – an offer is a commitment with a salary in it.
- 3.** Send it, and record the acceptance.
- 4.** Hire the person. The new-employee form opens already carrying the department and position from the posting, the start date from the offer and the salary agreed – with a note saying where the record came from.

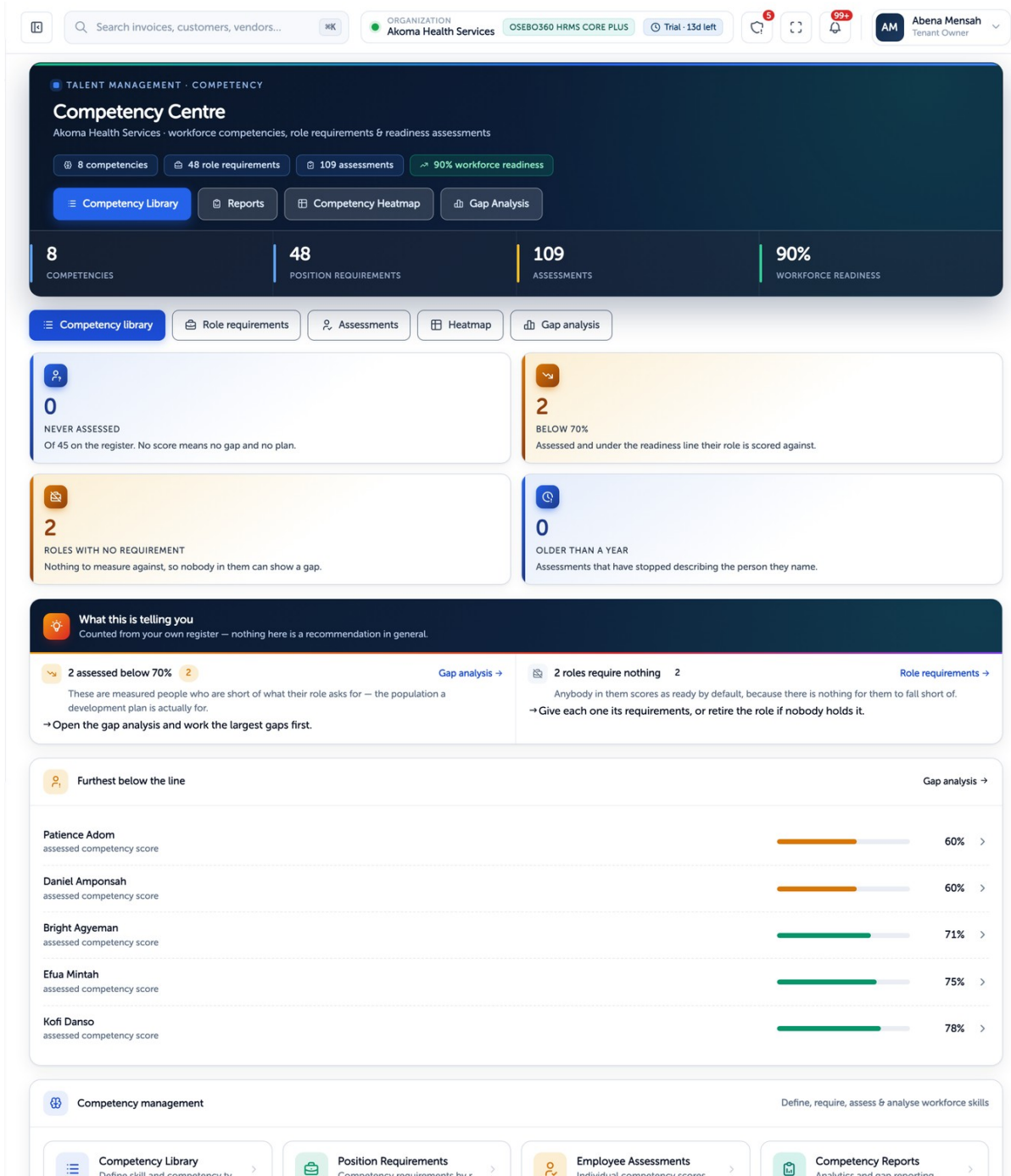


Figure 35 – The Competency Centre is where roles are given required levels and people are measured against them. Akoma Health Services holds 8 competencies, 48 position requirements and 109 assessments, and the page reports 90 per cent workforce readiness with nobody left unassessed.

★ IMPORTANT

This is the moment a seat is spent, because this is the moment a person joins the register. It is the same act as typing somebody in by hand, reached by a longer road.

Part 6 – Talent

Everything in this part is on the **Plus** tier. It answers a different question from the rest of the book: not who is here and what are they allowed to do, but how good is the workforce and what happens when somebody leaves.

Step 33. The Competency Centre

A competency is a skill or behaviour the company recognises. The centre is where you see how the workforce measures against what its jobs require.

Do this now

1. Open **Talent Management** → **Competency Centre**.
2. Read the four attention figures before the library. They count what is wrong – people never assessed, people below target, positions with no requirements set – rather than what exists.

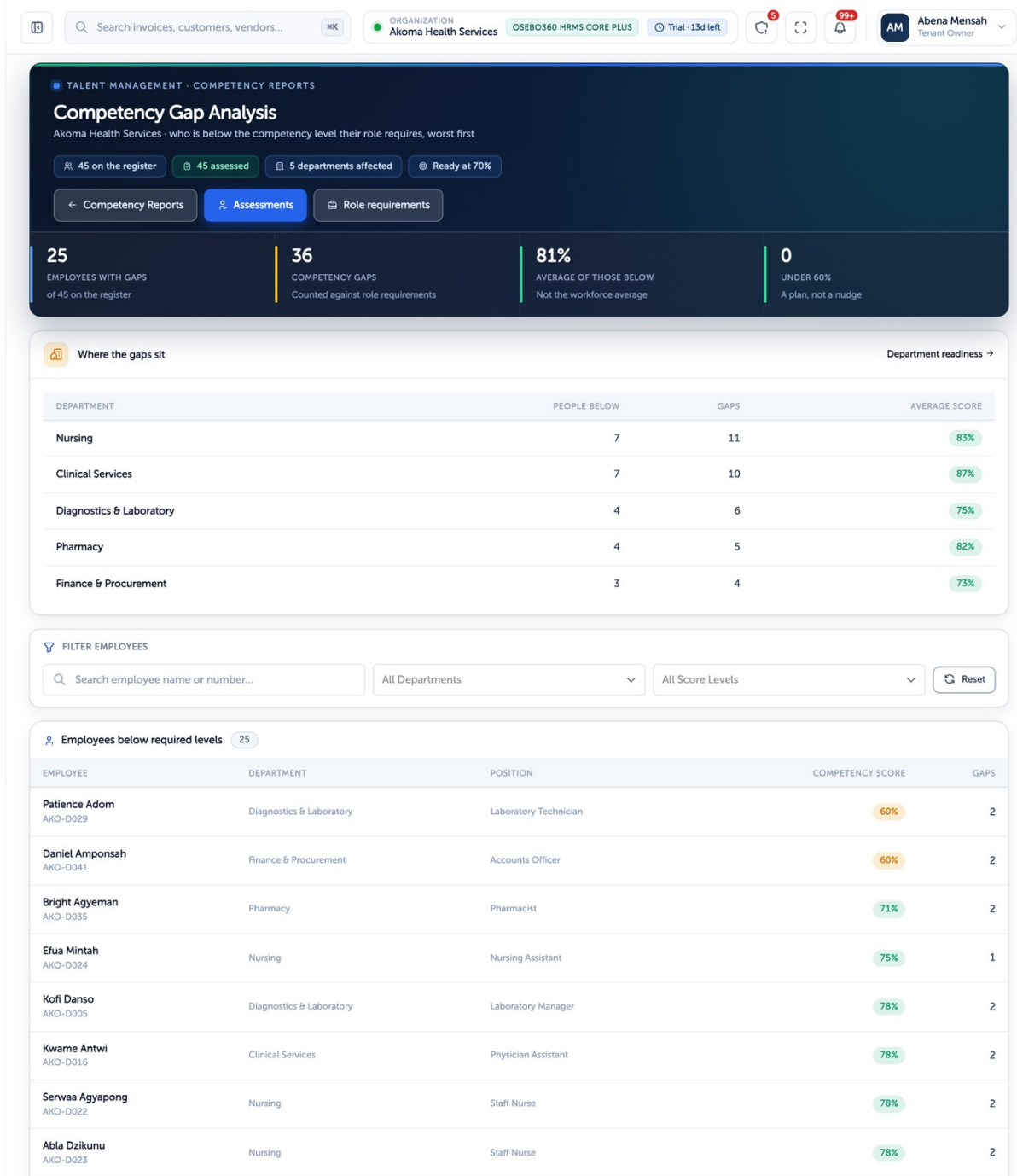


Figure 36 – Competency Gap Analysis lists who is below the level their own role requires, worst first. Of the 45 people on the register, 25 carry at least one gap – 36 gaps in total across 5 departments, with Nursing holding the most at 7 people and 11 gaps.

Step 34. Build the library, then require it, then assess against it

Three screens in a fixed order, and doing them out of order produces a readiness score that means nothing.

Do this now

1. Open **Competency Library** and add the competencies your trade recognises.
2. Open **Position Competency Requirements** and say which positions need which, and to what level.
3. Open **Employee Assessments** and record where people actually are.
4. Then read the **Gap Analysis** – it is the difference between the second and the third, and it is only meaningful once both exist.

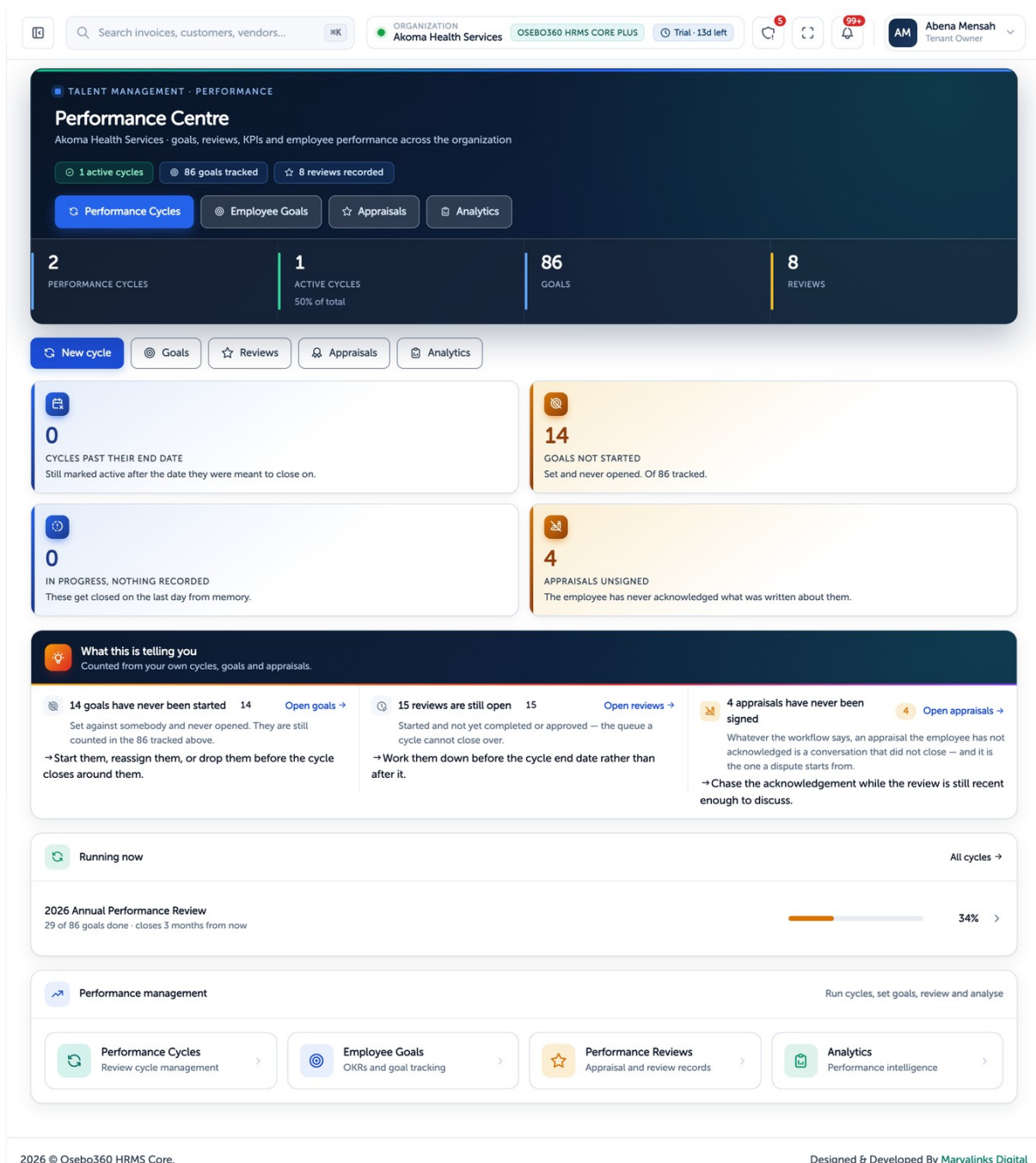


Figure 37 – The Performance Centre is where an HR lead sees every cycle, goal and review in one place before opening any of them. Akoma Health Services has 2 performance cycles with 1 active, 86 goals and 14 of them never started. The thing worth noticing is what the screen refuses to do: it does not average anything into a score.

▲ WATCH OUT

A gap analysis run before requirements are set shows no gaps. That is not good news; it is the same empty-means-compliant trap as Step 14, wearing different clothes.

Step 35. The Performance Centre and the cycle

Performance runs in cycles – a named period with a start and an end, against which goals are set and reviews are written. Nothing in performance happens outside a cycle.

Do this now

1. Open **Talent Management** → **Performance Centre**.
2. Create the cycle before anything else. Goals and reviews attach to it.
3. Set goals per employee, then run reviews against them.
4. Close the cycle when it is done, so the next one starts clean.

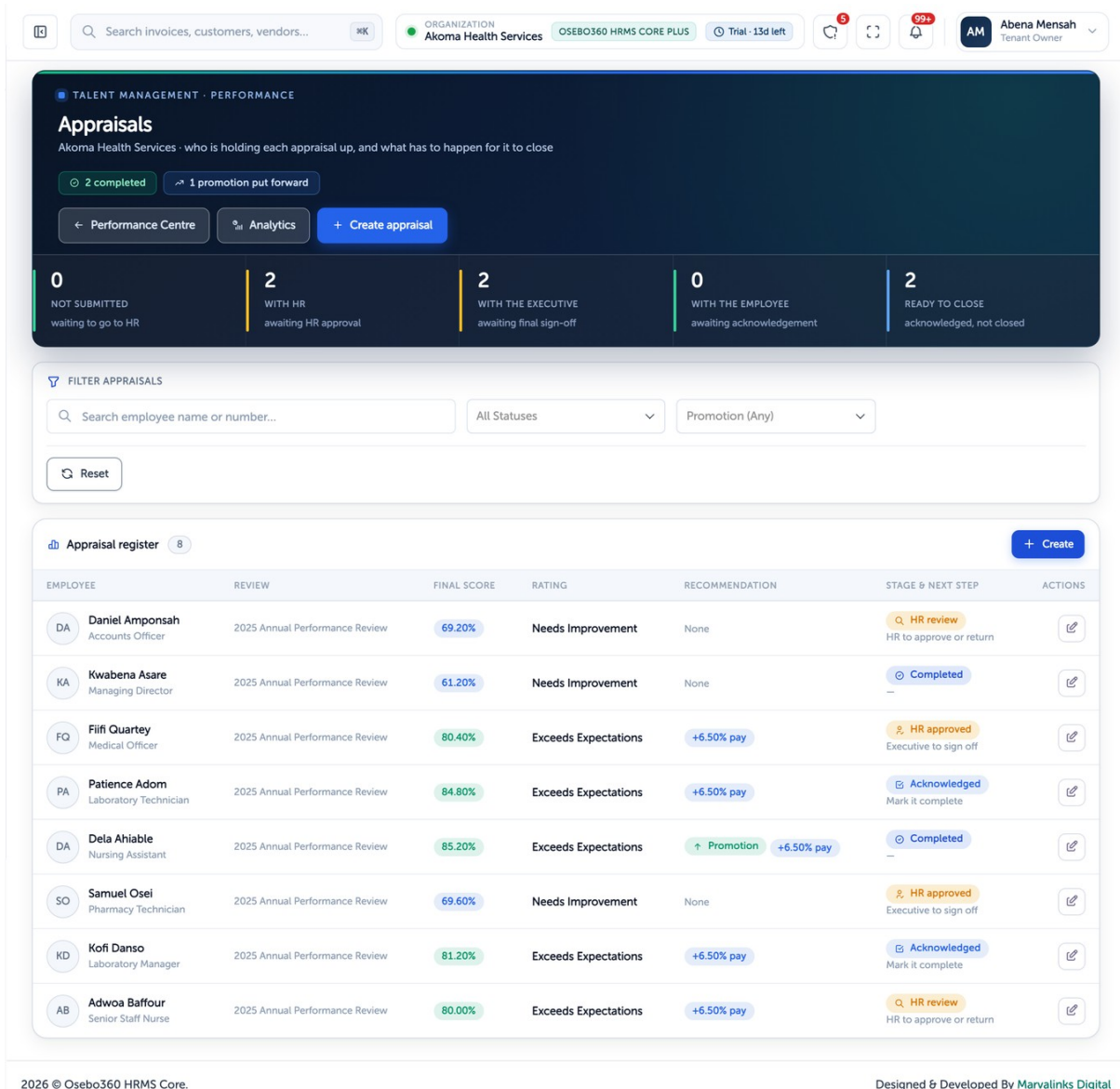


Figure 38 – Appraisals, eight on the register and every one inside a cycle. The stage counters read across the approval route rather than down a list – 2 with HR, 2 with the executive, 2 acknowledged and ready to close, and none waiting on the employee. Scores are real: the lowest here is 69.20%, graded Needs Improvement.

Step 36. Appraisals

The written record of the conversation – the ratings, the comments and the agreement about what happens next.

Do this now

1. Open **Appraisals**.
2. Complete them inside the cycle they belong to.
3. Read the distribution across the company before you sign them off. A department where everybody scores the same has not been appraised; it has been processed.

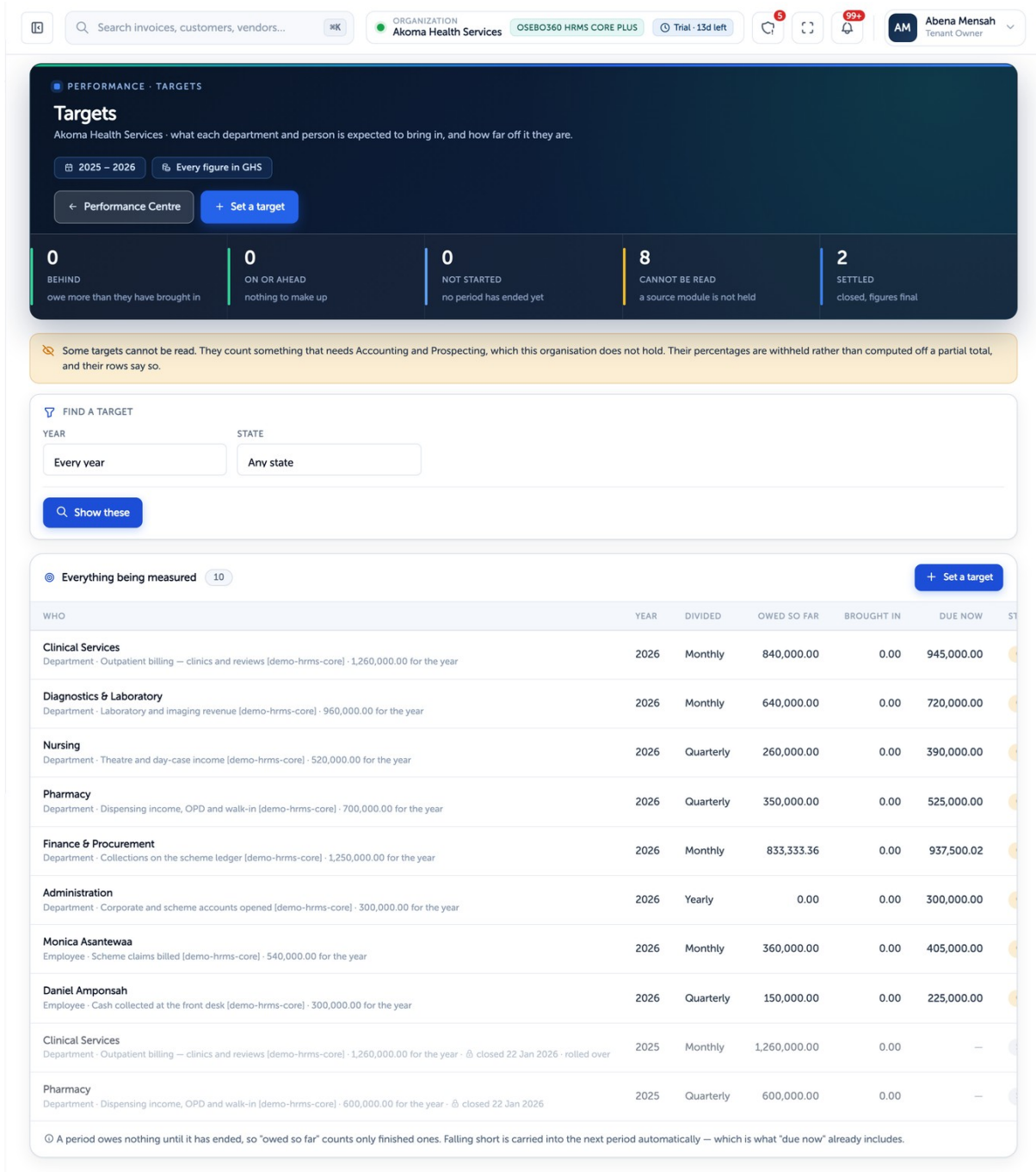


Figure 39 – Targets is where each department and person is given a figure to bring in, and the page says how far off they are. Clinical Services is measured on outpatient billing at 1,260,000.00 for the year, of which 840,000.00 is owed so far and 945,000.00 is due now – every figure in GHS.

Step 37. Targets for the year

A target is what a department or a person is expected to deliver over a period, with the money attached where there is money attached. Last year's are settled; this year's are live.

Do this now

1. Open Targets.

2. Set this year's per department.
3. Leave last year's settled rather than editing them. A target changed after the period ended is not a target.

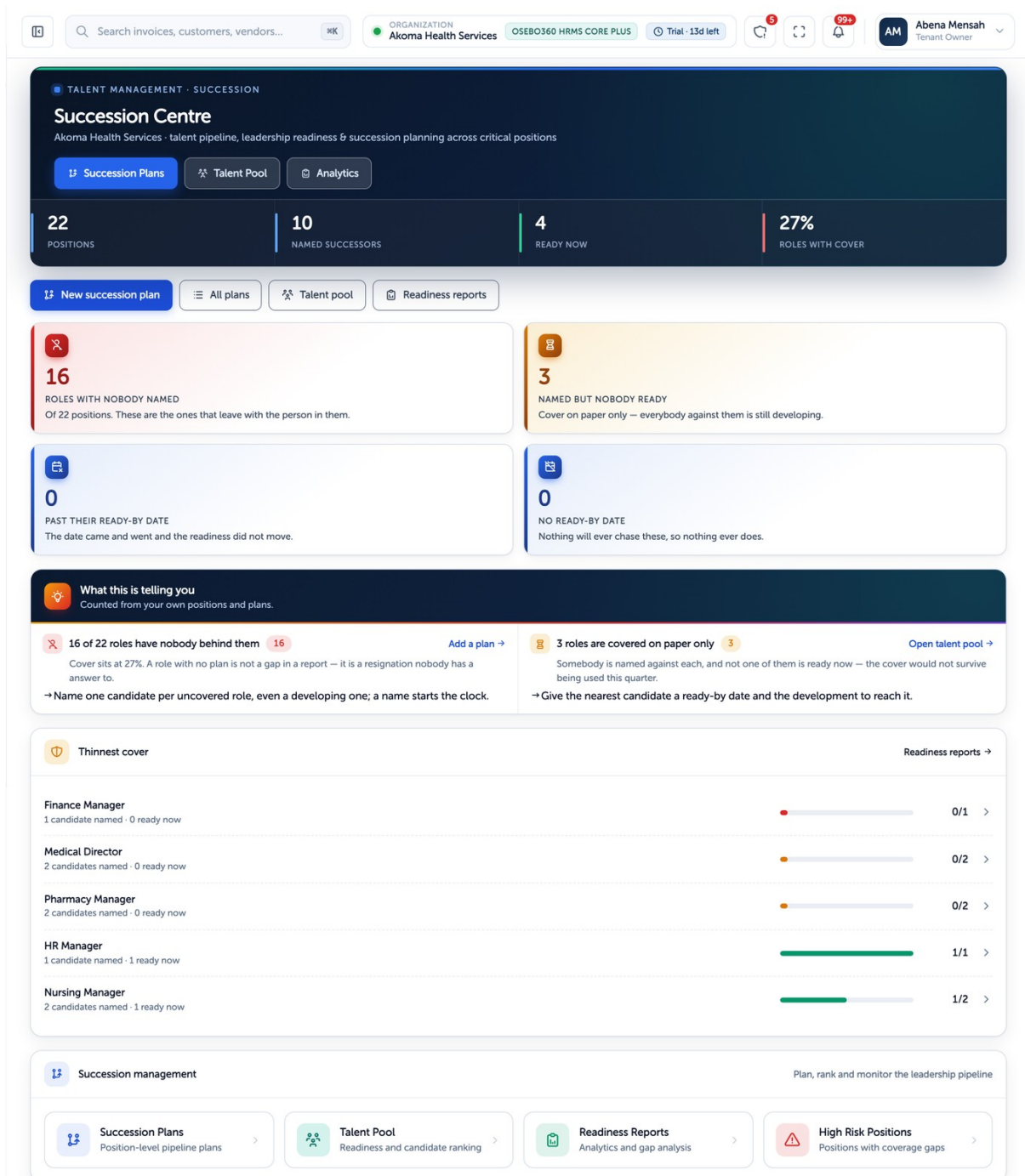


Figure 40 – The Succession Centre asks who would step into each critical role, and how ready that person actually is. Akoma has 22 positions on the plan, 10 named successors and only 4 ready now – cover sits at 27%, with 16 roles having nobody named at all.

Step 38. Succession

Who would do this job if the person doing it left tomorrow, and how ready are they.

Do this now

1. Open **Talent Management** → **Succession Centre**.
2. Build a plan for the positions where a departure would actually hurt. Not every role needs one.
3. Name successors and grade their readiness honestly.
4. Read the **Readiness Reports** for the positions with nobody behind them. Those are the ones to act on.

Search invoices, customers, vendors...

ORGANIZATION
Akoma Health Services

OSEBO360 HRMS CORE PLUS

Trial - 13d left

5

99+

AM Abena Mensah
Tenant Owner

OSEBO360 HRMS CORE PLUS

Compliance Centre

Akoma Health Services · two questions, kept apart: is this person allowed to do this job, and is this company allowed to operate

78% workforce readiness

60 verified

2 expiring 30d

123 documents

Compliance Matrix

Analytics

Cert Types

Setup

Compliance Matrix

Audit readiness

Analytics

Cert Types

Setup

SECTION 1 OF 1

Workforce Compliance

Is this person allowed to do this job — certifications, documents and the department/position rules behind them

Compliance matrix

Audit readiness

Analytics

3 people

3

EXPIRED CERTIFICATIONS

held by 3 people on the register

1 within 7 days

2

EXPIRING IN 30 DAYS

renew them before the date, or the holder cannot do the work

3

AWAITING VERIFICATION

submitted and unverified — they count for nothing until somebody checks them

5

DOCUMENTS FOR REVIEW

uploaded and waiting on a reviewer to approve or refuse

next 06 Oct

14

DOCUMENTS EXPIRING SOON

ask for the replacement now, while the current one is still valid

17 rules

10

EMPLOYEES MISSING REQS

their department or position requires something they do not hold

Who cannot do their job today

The names behind the six figures above — worst first, in the order to work through them

Expired certifications

3

Report →

The date on the certificate has passed, so the holder is not qualified for work that requires it. Renew it, then verify the new one — an unverified replacement still counts for nothing. Showing the 2 worst-affected of 3.

Kwame Antwi

1 expired

Clinical Services

50% of what the job requires

Efua Mintah

1 expired

Nursing

50% of what the job requires

Documents expiring soon

14

Readiness →

Ask for the replacement while the current one is still valid — a document that lapses first takes the employee's compliance with it. Showing the 2 nearest of 14.

Abena Sarpong

06 Oct

Ghana Card

National ID

Ahla Dziku

06 Oct

Expiring in 30 days

2

Report →

Renew before the date and nothing lapses. The register further down this page carries every one of them.

Ama Nyarko

4d left

Medical & Dental Council Registration

expires 03 Oct 2026

Mansa Otoo

22d left

Nursing & Midwifery Council PIN

expires 21 Oct 2026

Missing what the job needs

10

Report →

Their department or position requires a certificate or document they do not hold. Measured against 17 rules in the register below. Showing the 2 furthest behind of 10.

Patience Adom

1 missing

Certification: Allied Health Professions Coun...

Diagnostics & Laboratory - Laboratory Technician

Giftv Amnah

1 missing

Awaiting verification

3

Queue →

An unverified certificate satisfies nothing — the employee reads as non-compliant until somebody confirms it. This is our queue, not theirs. Showing the 2 most recent of 3.

Joseph Ankrah

to verify

Pharmacy Council Technician Enrolment

expires 26 Jul 2027

Dela Ahiabie

to verify

Basic Life Support (BLS)

expires 12 Aug 2027

Documents for review

5

Queue →

Approve or refuse each one with a reason. Until then it is on file and counts towards nothing the employee's job requires. Showing the 2 most recent of 5.

Akosua Boateng

pending

Ghana Card

National ID · uploaded 28 Sep 2026

Fifi Quartey

pending

Ghana Card

National ID · uploaded 28 Sep 2026

71

Figure 41 – The Compliance Centre keeps two questions apart – is this person allowed to do this job, and is this company allowed to operate – and this is the first of them. Akoma is at 78% workforce readiness with 123 documents on file, 60 of them verified; 3 certifications have expired and 2 more lapse within 30 days, one of those inside 7 days.

♦ **GOOD TO KNOW**

Succession reads the competency assessments from Step 34. A readiness grade on a workforce nobody has assessed is somebody's opinion typed into a box.

Part 7 – Compliance and what the figures say

Three screens that read everything the earlier parts wrote, and one that tells you what to do about it today.

Step 39. The Compliance Centre

The single answer to "is this workforce allowed to do its job". It reads the credentials from Part 3 against the requirements you set, per person and per department.

Do this now

1. Open **Compliance** → **Compliance Centre**.
2. Read the readiness figure, then stop reading it and look at what is expiring.
3. Work the expiring list. A licence that lapses is a person who cannot legally work on Monday.

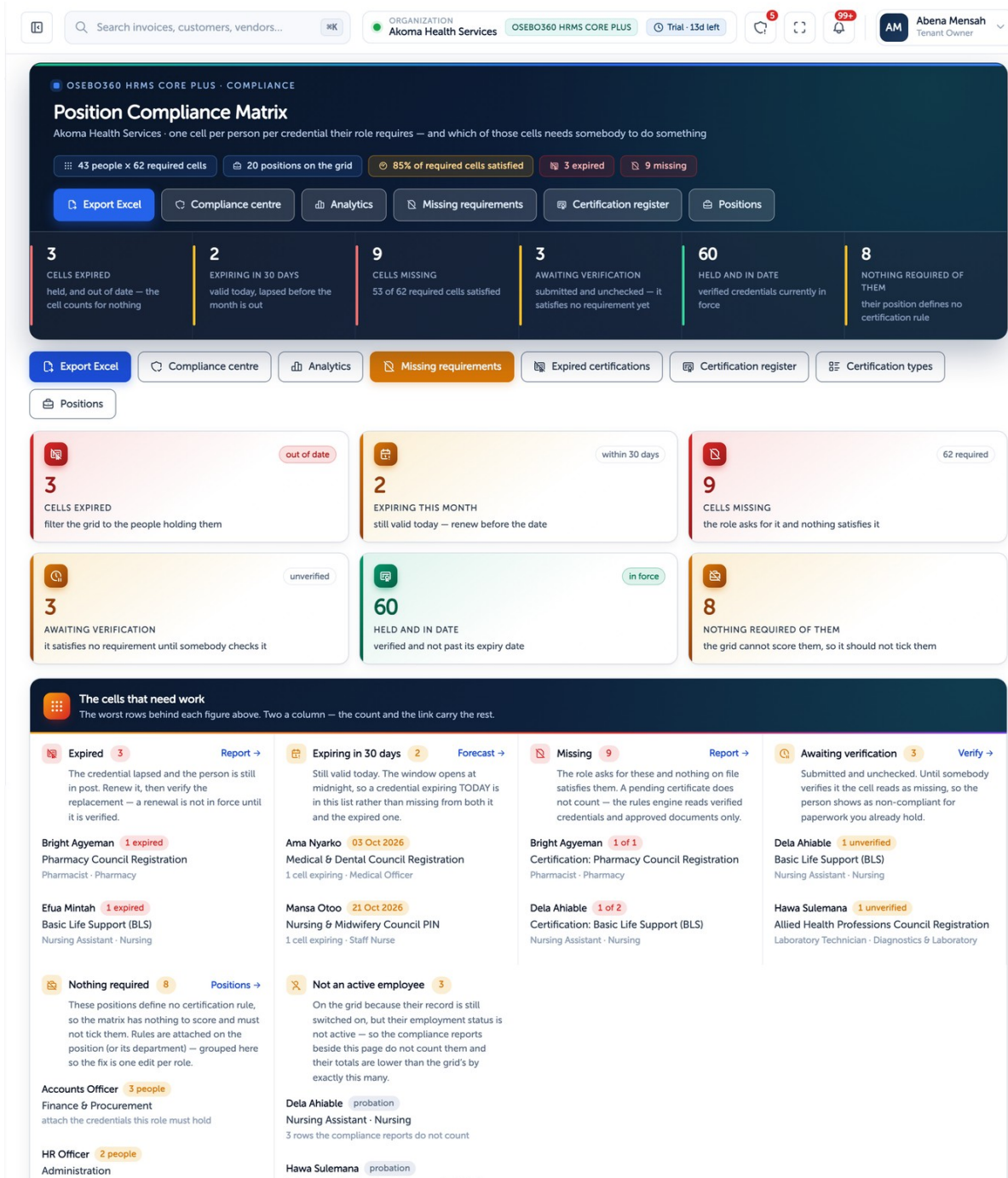


Figure 42 – The Position Compliance Matrix puts one cell against every person and every credential their role requires: 43 people by 62 required cells across 20 positions, with 53 of those 62 satisfied – 85%. Nine cells are missing, three are expired and 60 are held and in date.

▲ WATCH OUT

This screen looks **sixty days** ahead rather than thirty, because a professional registration takes weeks to renew and a thirty-day warning is already late. The document register in Part 3 uses thirty. Both are right; they are answering different questions.

Step 40. The certification matrix

Everybody down one side, every credential across the top, and the state of each cell. It is the screen to take into an audit.

Do this now

1. Open **Compliance** → **Certification Matrix**.
2. Read down a column to find everybody missing one credential.
3. Read across a row to find one person's whole position at a glance.

10

Search invoices, customers, vendors...

OK

ORGANIZATION

Akoma Health Services

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AM

Abena Mensah

Tenant Owner

REPORTING · EVERY REPORT, ONE PLACE

Reports

Akoma Health Services · every report your role can run, in one place

← Back to the centre

22

REPORTS YOU CAN RUN

10

REPORT GROUPS

1

AREA OF THE BUSINESS

0

EXPORTS READY

Queued exports appear here

Download

No exports yet. Run any report and choose **Export** — the file is produced here, kept for a limited time, and this is where you collect it.

Search 22 reports — name, question or group

Cards

Table

Pick a group, or search for a report by name.

People & HR

10 GROUPS · 22 REPORTS

Who works here, what they are owed, and whether the paperwork holds.

WORKFORCE REPORTING CENTRE

5

Workforce & Headcount

1 report →

How many people does each department carry, and how di...

Compliance & Expiry

2 reports →

Certificates, licences and training that are running out.
Certifications & Licences Expiring · Mandatory Training Expi...

Attendance & Absence

2 reports →

Presence against the roster, and who is booked to be away.
Attendance Summary · Leave Booked and Taken

COMPLIANCE REPORTING CENTRE

7

Certifications & Expiry

3 reports →

What has lapsed, what lapses next, and how big the renewal wave is.
Expired Certifications · Expiring Certifications · Certification ...

Requirement Gaps

1 report →

Who is missing a certification or document their position or...

Audit Posture

3 reports →

How the organisation would stand up to an audit today — by department, b...
Department Compliance · Employee Risk Register · Audit R...

RECRUITMENT REPORTING CENTRE

5

Hiring Funnel

5 reports →

Where candidates, jobs, requisitions, interviews and offers stand right now.
Applicant Pipeline by Stage · Interviews by Status · Jo... +2

COMPLIANCE & WORKFORCE

3

Compliance & Workforce

3 reports →

Compliance posture, certifications and leave analytics
Compliance Analytics · Expiring Certifications · Leave Analyt...

LEARNING & TALENT

1

Learning & Talent

1 report →

Where are the skills gaps?

RECRUITMENT

1

Recruitment

1 report →

***Figure 43** – Reports is the one place a person goes to find a report instead of hunting through modules. What is listed is what your own role may run – the hero counts 22 REPORTS YOU CAN RUN across 10 REPORT GROUPS, and a colleague on a narrower role will see a smaller number on the same screen.*

Step 41. The Report Centre

Every report the workspace can run, grouped by subject, with the ones you are entitled to run and no others.

Do this now

- 1.** Open **Reports**.
- 2.** Find the report by what it answers rather than by which module owns it. That is why they are on one screen.
- 3.** Run it, then read the period it defaulted to before you quote the number.

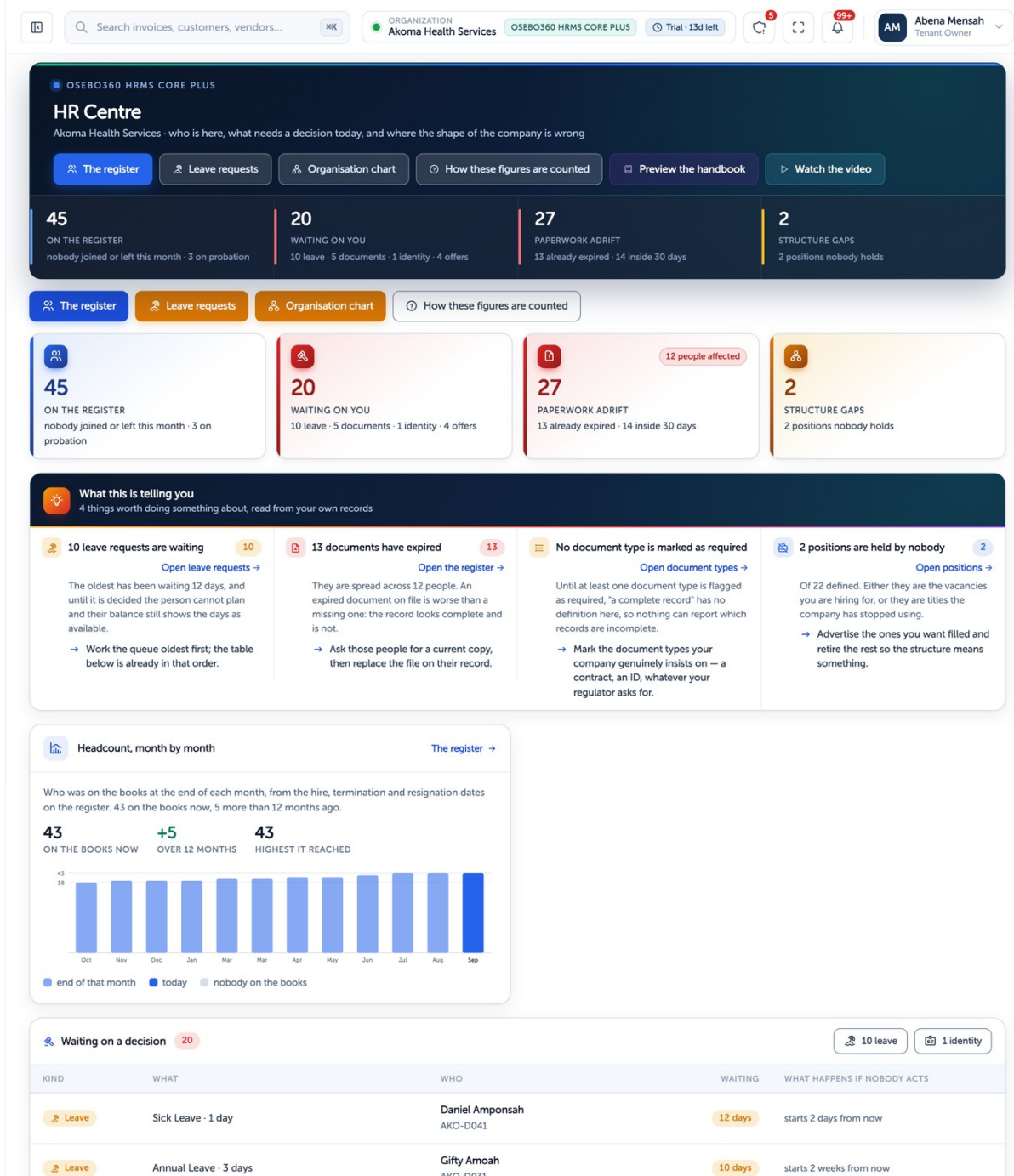


Figure 44 – The HR Centre is the first screen of the working day: who is here, what is waiting on you, and where the shape of the company is wrong. On this clinic it opens with 20 WAITING ON YOU, broken down as 10 leave, 5 documents, 1 identity and 4 offers, and the table beneath lists them oldest first – Daniel Amponsah's one-day sick leave has been waiting 11 days.

★ IMPORTANT

A report's default period is its own decision, and it is rarely "everything". Two figures from two reports can both be correct and still disagree, because they were counted over different windows. The period is printed on the screen; quote it with the number.

Step 42. The HR Centre

The screen the app opens on, and the one to read first each morning. It does not show you the company; it shows you what needs a decision today.

Do this now

1. Open **HR Centre**.
2. Work the tiles. Each one counts something that is waiting and opens the screen that resolves it.
3. Treat an empty tile as good news rather than as a missing figure.

Subscription - Akoma Health Services

Osebo360 HRMS Core Plus

Your workspace plan, entitlements and billing — everything that powers what your team can use.

Trial 13 trial day(s) left

Marketplace **Renew / Pay Plan**

PLAN	STATUS	TRIAL LEFT	AMOUNT	MODULES
Osebo360 HRMS Core Plus	Trial	13d Trial ends 11 Oct 2026	Free	13

Insights & Recommendations Generated from this report's data

- Trial active — 13 day(s) remaining**
Pick a plan before the trial ends to keep your team's access uninterrupted.
[Choose a Plan](#)
- Plan changes are managed by your platform administrator**
Your Osebo360 HRMS Core Plus was assigned by the Osebo platform team. To move to a different tier, contact support@oseboworkforce.com — renewals and billing-cycle payments stay self-service.

Included Modules 13 on the Osebo360 HRMS Core Plus plan

- Leave Management
- Identity Verification
- Staff Announcements
- Employee Signatures
- Digital Onboarding Kit
- Employee Lifecycle
- Performance Management
- Competency Centre
- Succession Planning
- Compliance Centre
- Employee Recognition Wall
- Pulse Survey Engagement
- Recruitment

PLAN LIMITS & USAGE

- TRACKED EMPLOYEES: 43 / No limit set
- PEOPLE IN THE WORKSPACE: No limit
- STORAGE: 1,024 MB

INSTALLED ADD-ONS (10)

- Competency Centre
- Compliance
- Digital Onboarding Kit
- Employee Recognition Wall
- Employee Signatures
- Identity Verification Hub
- Performance Management
- Pulse Survey & Engagement
- Staff Announcement Board
- Succession Centre

Notes: Osebo360 HRMS Core — signed up at 2026-09-27 04:48:31

Manage Subscription

- Add to your workspace**
Set up with our team, not from a catalogue.
- Billing History**
Invoices, payments and refunds.
- Renew / Pay Plan**
Pay for your current plan and billing cycle.

Need help with billing, upgrades or account changes?
Email support@oseboworkforce.com — the team responds within one business day.

Figure 45 – The subscription screen is where a tenant owner sees what the workspace is entitled to, in one list, before anyone asks why a menu is missing. Akoma Health Services is on Osebo360 HRMS Core Plus with 13 included modules and 10 installed add-ons, and the trial ends 11 Oct 2026. Two things are easy to misread.

✓ **TIP**

The figures here are counts of things **waiting**, not totals. "Waiting on you" is not how many requests exist; it is how many are yours to answer. That is the whole difference between a dashboard and a console.

Part 8 – What it costs

The commercial mechanic, in plain terms, because it is unusual and getting it wrong costs money in both directions.

How you are counted

You are counted by **the people on your register** – the employment records, not the sign-ins.

That has three consequences worth stating plainly:

- **Giving somebody a login is free.** Self-service access for every member of staff costs nothing extra. Most HR products charge per user; this one does not, because the record is the product.
- **Adding somebody to the register is the billable act**, by whatever route – typed in, imported, or hired through Part 5. There is no separate moment at which a person starts counting.
- **People who have left stop counting.** Somebody who has resigned keeps their record and their history and is no longer an active employee.

♦ GOOD TO KNOW

This is why the seat meter on the Workspace screen counts people rather than users, and why it sits beside the company details rather than in the billing screen.

Core and Plus

The base tier is the employment record and everything that keeps it true: the register, the shape of the company, paperwork and proof, leave, joining and hiring.

Plus adds the talent layer in Part 6 – competencies, performance cycles, appraisals, targets and succession – together with the deeper compliance screens. It is the difference between knowing who works here and knowing how good they are.

✓ TIP

Start on the base tier. Parts 1 to 5 are a month's work to set up properly and are where the daily value is; the talent screens in Part 6 are worth switching on once the register underneath them is accurate, because everything they compute reads from it.

Where the figures are

Prices, bands and what each tier includes are on the app's own page on the Osebo website, which is the only place they are guaranteed current. A printed book is the wrong place for a number that can change.

A short glossary

Register – the list of employment records. The thing you are counted by.

Record – one person, and everything held about them.

User – a sign-in. Not every person on the register has one.

Position – the job. **Department** – the unit it belongs to.

Reporting line – who somebody's manager is. Approvals are routed along it.

Leave type – a kind of time away, with its own entitlement and rules.

Balance – what somebody has left of a leave type this leave year.

Credential – a professional registration or certificate somebody holds.

Requirement – a rule saying a position or department must hold a credential. Without these, nobody is non-compliant.

Cycle – a named performance period. Goals and reviews live inside one.

Competency – a skill the company recognises and assesses against.

The setup checklist

In order, once:

- 1.** Departments, positions, reporting lines.
- 2.** Workspace details and sending domain.
- 3.** Document categories, credential types and – the step people skip – the credential requirements per position.
- 4.** Leave types, holidays, weekend configuration, department cover and entitlement overrides.
- 5.** Approval workflows, if the default is not right for you.
- 6.** The people.
- 7.** Generate leave balances.
- 8.** Logins and roles for the people who need them.
- 9.** Joining checklist templates.
- 10.** On Plus: the competency library, the position requirements, then the first assessments.

The routine

Daily – the HR Centre, and your own approval queue.

Weekly – expiring documents, expiring credentials, the hiring pipeline, and any checklist task past its due date.

Monthly – leave balances against what people have taken, the returns nobody recorded, and encashments approved but not yet paid.

Yearly – next year's holiday register before December, the new leave year's balances, and on Plus the new performance cycle and this year's targets.

Where to go next

Payroll & Intelligence 360 pays the people on this register, reading the salaries and bank details this app holds.

Time & Attendance 360 covers the other kind of time – shifts, rosters, clocking and overtime – where this app covers time away.

Recruitment 360 is the hiring part of Part 5, sold on its own for a company that wants the pipeline without the register.

Every one of them is the same login, the same workspace and the same people. Nothing is migrated when you add one.