

AFFCU Flying High with Asure Software Installation

Air Force Federal Credit Union has always been on the forefront of technology. They began using online computers in the 70s, installed ATMs in the 80s, and later joined PULSE and the Armed Forces Financial Network in 1986 and 1989, respectively. It's their commitment to their members that keeps them on the front line in new technology. Making the lives of their members better and exceeding those members' expectations is their company goal.

Over their 50 year history, they have grown to 130 employees, over 38 thousand members, and \$242 million in assets. Air Force FCU has the technology in place to provide access to airmen and their families wherever they are stationed.

The Manual Process

Air Force FCU had been using electronic time clocks with custom designed time cards for many years. The manual process resulted in resources being wasted on verifying time totals.

The normal procedure to process a time card began with a paper time card being used by the employee. At the end of the pay period, the time card would be given to their supervisor. The supervisor then verified the totals and sent all of their cards to Human Resources (HR). "It was apparent that due to the manual process, the time cards were not being calculated properly which could have resulted in benefits not being applied consistently. This resulted in the need for the HR and payroll departments to review every time card for accuracy prior to payroll processing," said Stephanie Norwood, Human Resources Director.

Mid-year 2003, the management requested an automated system be found to eliminate the bulk of time spent verifying the over 100 time cards every two weeks.

About Air Force FCU

Air Force Federal Credit Union was chartered by the National Credit Union Administration in 1952. Membership is open to all active duty and retired military personnel and their families. With 5 branches and 17 ATM locations around Lackland AFB (San Antonio), Biloxi, Mississippi and Wichita Falls, Texas, they are the best banking solution for military personnel.



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HR Director

A Different Kind of Time Management

The Air Force FCU team began their search by defining their immediate needs and long term expectations. “We looked at where technology was going and wanted to make sure that we purchased a system versatile enough to learn easily, yet progressive enough to be a front runner in technology. We contacted our payroll vendor and reviewed each system that offered an interface with our payroll software.”

“Asure actually heard about me after a lunch they had with my payroll vendor. They called me and introduced themselves. I had already narrowed down my search to two systems and was not seriously interested in reviewing another system. I hung up and visited the web site. I called him back about 30 minutes later and was participating in a web demo within an hour. I set up a demo for the other two management persons involved in the selection process and after two days, we were convinced that we had our system.”

A System for the Future

AsureForce™ Time & Labor Management Solutions completely automate time and attendance. Employees record their time in the web-based application, which eliminates punching a clock or filling out paper time cards. The system calculates the salary based on the various pay rules, including overtime, holiday and leave pay. At the end of the pay period, AsureForce Time provides for approvals by the supervisors. The data is then interfaced to the payroll system.

Norwood reflects, “We implemented in less time than required; because we already had PCs available, it was easy [for the employees] to make the transition.” With about 130 employees using the system, they expected many missing punches in the first quarter, but in the end were only missing a few. Norwood cites the differences from other systems: “AsureForce Time fulfilled every function we were looking for and then it offered features we had not even begun to dream of. A strong report generation system using Crystal reports that could track everything from attendance to costs and generate the reports in a variety of formats, the opportunity to automate our absence policies by applying the tracking points in a consistent manner, the on-line leave request system that updated the time card automatically, and a system that would provide employees with up-to-date benefit leave balances and would adjust the balances as leave was utilized.” When asked about the implementation process, Norwood notes that, “I thoroughly enjoyed working with the implementation team at Asure Software. I received answers promptly and they helped us with AsureForce Time issues as well as with problems we encountered in our own hardware.”

AsureForce Time met their needs and long-term expectations, but more than that, provided peace of mind that employees were taken care of and members benefited from the cost savings.

