

Something clicked

The personnel recruitment company Manpower has turned to IncaMail: for more than a year the HR department has been using the service of Swiss Post for electronically sending payslips. This saves time, money and much more.

An interview with Herbert Beuchat, Director of Administration and Finance, Manpower AG, Geneva.

To how many employees do you send wage documents via IncaMail?

All of the around 400 internal employees at Manpower receive their payslips sent by IncaMail.

Was there a specific trigger for the decision?

Yes. About a year and a half ago, to save on costs, we decided to electronically send the weekly payslips to our roughly 20 000 external employees. In this regard we discovered that our internal employees also want electronic delivery. So we turned to IncaMail, which we have been using actively since July 2012.

What are the advantages of IncaMail?

It is simple and fast, environmentally friendly, secure and of course also interesting in terms of costs. Our mostly younger employees also appreciate the innovative character of IncaMail.

How do you feel the implementation went?

There were no problems. As a partner of Abacus, IncaMail can be used directly from our payroll accounting software. The project was handled smoothly by Swiss Post both internally and also externally. The only slightly unsatisfactory part for us was the documentation provided for employee orientation.*

How did you announce the changeover internally?

Communication was via our internal structure and the intranet. The coordination was via the HR department, which coped well with the changeover without any problems worth mentioning.

How long did the changeover take?

A relatively short amount of time. After the technical analysis and implementation there was a one-month test phase before we officially launched IncaMail.

What kind of reactions were there in HR?

There were hardly any reactions, so this can be interpreted completely positively. It is obvious that IncaMail has a lot of advantages. But it is also not a big thing, it is simply an important development in the right direction.



What do employees gain with IncaMail?

They have direct access, less paper and secure and fast delivery. They also have their payslips sent to their private e-mail address. We deliberately decided on this so that payslips are not printed in the office and the risk of breaching confidentiality is minimal.

Have you been able to save on costs with IncaMail?

Of course. There are no costs for printing or for putting documents in envelopes. Paper is no longer needed either, and there are no costs for stamps. Sending a payslip by IncaMail costs us only 46 Swiss cents. This means we can save around two to three thousand francs a year.

And time?

In the past, the HR department spent one or two hours processing pay documents every month. Today sending takes only a few minutes. These are of course differences which are also reflected by lower costs.

Is there something you would change about IncaMail?

Only little things. It would be good, for example, if the process was the same for the user with all mail providers. We also recommend making the hotline a little more prominent on the website.

How does your company deal with the issue of cybercrime?

This issue is a by-product of our time, connected with the omnipresence of the internet and the rapid spread and use of new media. We will have to keep an eye on this matter, of course. But we are well capable of dealing with this, and fortunately we have not been negatively affected so far.

Would you recommend IncaMail to others?

Yes, as we have had only good experiences with it.

*Note: Based on the feedback, Swiss Post revised its documents.

Simple, speedy, safe and saves money

IncaMail is the easy-to-use service of Swiss Post for securely and verifiably sending confidential e-mails with sensitive data such as payslips.

For more information see: www.post.ch/incamail-hr

