

Welcome to NepalHRM.

This guide walks you through your first 7 days on the platform, and the 30 days of hypercare after. Read it once end-to-end before kickoff so you know what to expect — then keep it open as a checklist through the week.

What to expect

1. **Kickoff call** within 2 working days of signing.
2. **7 days** from kickoff to your first live payroll run.
3. **30 days** of dedicated hypercare with WhatsApp access to your implementation lead.
4. **Free:** setup, training, import, biometric pairing, payroll dry run.
5. **What we need from you:** a single HR-side coordinator, a CSV of employees, and 90 minutes a day for the first week.

1. Your onboarding team

Two named people from us, two roles we'll need from you. No ticket queues during onboarding.

FROM NEPALHRM · LEAD

Implementation Lead

Your day-to-day point of contact. Runs the 7-day plan, sits with you on go-live, and stays on a WhatsApp channel through hypercare.

Active for 30 days post-kickoff

FROM NEPALHRM · SPONSOR

Customer Success Manager

Senior escalation point and your relationship owner long-term. Checks in at end of week 1, end of hypercare, then quarterly.

Active for the life of the account

FROM YOU · OWNER

HR Project Lead

Single point of decision-making on your side. Owns data preparation, attends every working session, validates each deliverable.

Active for 30 days, ~2 hrs/day

FROM YOU · IT

IT / Systems Contact

For biometric device pairing, network settings, SSO setup (if applicable), and the email-domain check for outbound payslips.

Active for week 1, ~3 hrs total

2. Pre-kickoff checklist

Gather these before the kickoff call. Doing it ahead saves 2 days off the timeline.

Data & documents

☐ **Employee roster (CSV)**

Name, designation, department, hire date, mobile, email, salary, bank account. We'll send a template at signing.

☐ **Current salary structure**

Basic, allowances, deductions, PF / CIT / SSF rules. A screenshot of one current payslip is usually enough.

☐ **Opening leave balances**

As of today, per employee, per leave type. CSV or spreadsheet.

☐ **Leave & attendance policy document**

Existing policy PDF — we map it to NepalHRM rules during configuration.

☐ **Holiday calendar for the year**

Or confirm "use the standard Nepali public-holiday preset".

☐ **Company assets**

Logo (PNG, 512×512+), company short name, registered legal name + PAN for invoices.

☐ **Biometric device details**

Brand (ZKTeco / Anviz / eSSL), serial number, IP & port. IT contact confirms network rule.

☐ **Last 3 months of payroll runs**

To validate the dry run against. PDF or Excel — both work.

Tip: If you don't have one of these ready, tell us at kickoff. We'll work around it — but the import phase will run longer.

3. Day 1 — Kickoff

Mostly a conversation. By the end of the day your workspace exists and your admin can log in.

DAY 1 ~ 90 minutes call + 1 hour of self-paced setup

Workspace provisioning & first sign-in

Owners: **Implementation Lead** + **HR Project Lead**

- Kickoff video call — review the 7-day plan, confirm dates, exchange WhatsApp numbers.
- NepalHRM team provisions `yourcompany.nepalhrm.com` with your logo.
- HR Project Lead gets the first admin invitation by email; signs in and sets a password.
- Together we configure: company legal name, PAN, address, timezone (Asia/Kathmandu by default), currency.
- 2nd admin invited (usually the IT contact).
- Data templates handed over: employee CSV, salary CSV, leave balance CSV.

Deliverable: Live workspace at `yourcompany.nepalhrm.com`, two admins active, three CSV templates in your shared folder.

4. Day 2–3 — Data import & configuration

The biggest part of the week. The quality of these two days determines how smooth go-live is.

DAY 2 ~ 3 hours total, async

Employees & organisation structure

Owners: [HR Project Lead](#) · checked by [Implementation Lead](#)

- HR fills the employee CSV from the prepared roster.
- Implementation Lead reviews the file, fixes column issues, runs the bulk import.
- Departments, designations, locations created.
- Reporting lines mapped — org chart auto-generates.
- A 5-row sample manually verified against your source-of-truth before bulk import.

Deliverable: All employees visible in NepalHRM with correct department, manager and join date.

DAY 3 ~ 4 hours, 2 working sessions

Payroll structures, leave policies, attendance rules

Owners: [Implementation Lead](#) · validated by [HR Project Lead](#)

- Salary structures defined: basic, allowances, deductions, PF (10% + 10%), CIT, SSF, festival bonus rule.
- Up to 5 structures supported in standard onboarding.
- Leave types, accrual rules, carry-forward and encashment configured.
- Opening leave balances imported from CSV.
- Holiday calendar populated.
- Attendance policies set: working hours, late grace, overtime rules.
- One sample employee's payroll calculated end-to-end and shown to HR Project Lead for sign-off.

Deliverable: Sample payroll matches your current system's number for one named employee within NPR 5 (rounding differences only).

5. Day 4 — Biometric devices

If you're using biometric attendance. Skip if your attendance is web/mobile-only.

DAY 4

~ 2 hours per device

Device pairing & shadow attendance

Owners: [IT Contact](#) + [Implementation Lead](#)

- IT confirms each biometric device is online and reachable.
- Device serial number added in NepalHRM → Devices & Mapping.
- Employees mapped to device IDs (usually their existing biometric employee number).
- "Unmapped employees" count must reach **0** before go-live.
- 24-hour shadow attendance run — punches flow into NepalHRM in parallel with your existing system. HR compares the next morning.

Deliverable: Live punches visible on the Attendance page; mapping at 100%.

Common gotcha: firewall rules. Most clients need their IT to allow outbound TCP to our device service. We'll send the exact firewall rule if pairing fails.

6. Day 5 — Training

Three sessions, recorded so you can re-use them with future hires.

DAY 5

3 sessions, ~ 4 hours total

Admin · Manager · Employee orientation

Owner: [Implementation Lead](#)

- **Admin session (2 hrs)** — HR Project Lead + admins. Covers payroll run, leaves approval, employee onboarding, audit log, reports. Hands-on, not slides.
- **Manager session (1 hr)** — All people managers. Covers approving leaves & overtime, viewing team attendance, performance reviews, helpdesk tickets.
- **Employee orientation (45 min)** — Recorded by NepalHRM, shareable to all employees. Mobile app, leave application, payslip download, helpdesk.

Deliverable: Three recordings + a written cheat sheet per role, all hosted in your workspace's Documents module.

Detail: The full curriculum is in the [NepalHRM Training Manual](#). Day 5 is the kickoff — your team self-paces the rest after go-live.

7. Day 6 — Payroll dry run

The most important day of the week. We reproduce last month's payroll inside NepalHRM and reconcile line by line.

DAY 6 ~ 4 hours, joint working session

Previous-month payroll dry run + reconciliation

Owners: [HR Project Lead](#) + [Implementation Lead](#)

- Create the payroll period for the previous month (already concluded).
- Run payroll — generates payslips, PF / CIT / SSF / eTDS files.
- Open both reports side by side: NepalHRM vs your existing system.
- Acceptable variance per employee: $\pm$ NPR 5 (rounding). Anything bigger gets investigated.
- Common causes of variance: missing salary component, rounding rule mismatch, leave-without-pay days mis-counted. Each fix recorded in the audit log.
- Sign-off when all employees match within tolerance.

Deliverable: Reconciled payroll spreadsheet attached to your kickoff record, signed off by HR Project Lead.

8. Day 7 — Live payroll

Go-live day. Implementation Lead is on a call with you for the entire run.

GO-LIVE

~ 90 minutes

First live monthly payroll

Owners: **HR Project Lead** · supervised by **Implementation Lead**

- Final attendance corrections applied (regularisations, leave approvals).
- Payroll period created, locked.
- Payroll run executed by HR (not by us — your team owns the button).
- Bank file generated and downloaded.
- PF / CIT / SSF / eTDS files exported, ready for portal upload.
- Payslips published; employees notified by email + push notification.

Deliverable: Payslips delivered to all employees. Bank file uploaded. Government returns ready to file.

Celebrate: You're live on NepalHRM. Hypercare starts the next day.

9. First 30 days — Hypercare

Concentrated support to lock in habits and surface anything that needs adjustment before your second payroll cycle.

What we do

- Dedicated WhatsApp channel with HR Project Lead + Implementation Lead.
- Daily check-in (5–10 min) for the first 7 days.
- Weekly review for weeks 2–4.
- 2nd payroll cycle supervised end-to-end.
- End-of-hypercare retro: what worked, what to change.

What we ask you to do

- Answer the daily check-in even if "all good" — silence breaks our radar.
- Route every question through HR Project Lead for the first 30 days, not directly to managers.
- Log issues in the in-app helpdesk so we build the audit trail.
- Block a 60-minute slot for the end-of-hypercare retro.

WEEK	FOCUS	TYPICAL ACTIVITY
Week 1	Land the basics	Daily attendance reconciled, first leave requests approved, helpdesk tickets opening and closing.
Week 2	Edge cases	Resignations / new hires processed end-to-end, first reimbursement claim, first loan approved.
Week 3	Reporting	HR Project Lead runs the standard reports unaided. Custom report requirements identified.
Week 4	Second payroll	HR runs the full payroll without our hands on it; we sit on the call for safety.

10. **After hypercare — Steady state**

Day 31 onwards. The WhatsApp channel closes; standard support opens.

What changes

- Support moves from WhatsApp to support@nepalhrm.com and the in-app helpdesk.
- Response SLA: 4 working hours (Growth) / next-business-day (Scale).
- Customer Success Manager schedules a 30-day review call.
- Quarterly product review calls begin (Scale plan).

What stays the same

- Your workspace, your data, your branding — no change.
- Implementation Lead remains accessible for context questions during the first 90 days.
- Free training: any new HR hire gets a 1-hour onboarding session on us.

11. Common first-week issues

The patterns we see most often. If yours matches, jump to the fix; if not, ping us.

Q: Employees can't sign in to the mobile app.

A: First-time sign-in needs the email or phone the HR Project Lead entered in the employee record. If they're using a different email (e.g. personal vs work), update the employee record and ask them to retry.

Q: Biometric punches arrive late or not at all.

A: Usually a firewall rule on your office network. Ask IT to confirm outbound TCP is allowed to the device service host shared at pairing. The device's clock must also be correct — drift past 2 hours blocks delivery.

Q: Payroll total is off from last month.

A: Open the same employee in both systems and compare component-by-component. Differences almost always come from a missing salary component, an LWP day mis-counted, or a rounding rule (NepalHRM rounds to the nearest rupee; some old systems truncate). Implementation Lead can do this comparison with you in 30 minutes.

Q: A manager can't see their team's leaves.

A: Check the reporting line in the employee record. Manager visibility is driven by `manager_id`; if it's blank, they see nothing. HR Project Lead can fix this in Employees → Edit.

Q: PDF payslips don't show up in the employee's email.

A: First check the spam folder. If genuinely not delivered, the most common cause is the company's domain rejecting messages from outside senders — set up domain auth (SPF/DKIM) once and the issue stays solved. IT contact handles this; we provide the exact records.

Q: The audit log shows changes I didn't make.

A: Audit logs every action including system-triggered ones (e.g. policy auto-accrual). Filter by "user is not system" to see only human changes. If you still see something unexpected, ping us — that's important.

12. Support channels

Pick the right channel for the urgency.

HYPERCARE ONLY

WhatsApp

Group with your Implementation Lead. Fastest channel during the first 30 days. Closes at end of hypercare.

DEFAULT

In-app helpdesk

Click the help icon → New ticket. Best for non-urgent issues that need a written record.

DEFAULT

Email

support@nepalhrm.com — replied to within 4 working hours during support hours.

URGENT

Phone (Scale plan)

Dedicated number shared after go-live. Reserve for P1: payroll-blocking or data-loss incidents.

Support hours: 9 AM – 6 PM NPT, Sunday to Friday. Closed on Saturdays and gazetted Nepali holidays. Extended hours available as a paid add-on.

13. URLs & logins to bookmark

Stick these in your team's shared bookmarks before the kickoff call.

WHAT	URL	FOR
Web app	https://yourcompany.nepalhrm.com	Admins, managers, HR — the main workspace.
Employee app — iOS	App Store · search "NepalHRM"	All employees for clock-in, leaves, payslips.
Employee app — Android	Play Store · search "NepalHRM"	All employees for clock-in, leaves, payslips.
Status page	status.nepalhrm.com	Real-time uptime, planned maintenance, incident history.
Knowledge base	help.nepalhrm.com	Self-service guides, video walkthroughs.
Sales / commercial	sales@nepalhrm.com	Plan changes, add-ons, contracts.
Support	support@nepalhrm.com	Help with day-to-day operations.

14. Escalation path

If a ticket isn't moving fast enough, here's how to push it.

1. **Level 1 — Support agent.** Default response on every ticket.
2. **Level 2 — Customer Success Manager.** Reply to the ticket asking to escalate; CSM picks it up within 1 working hour.
3. **Level 3 — Engineering on-call.** CSM brings in engineering for P1 (payroll-blocking, data-loss) incidents.
4. **Level 4 — Director of Customer Success.** If you feel a P1 isn't getting due attention, email the Director directly (contact shared at signing).

Promise: No issue stalls because a ticket can't find the right person. If you can't reach anyone, message your Implementation Lead on WhatsApp at any time — they always have a path inside the company.

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