



## Rappahannock Goodwill Industries Grows with ABS

*In today's society, work is an essential element of who we are. To have a job, do it well and reap the benefits of that effort is one of the most important ways a person can live their life with dignity.*  
-- Rappahannock Goodwill Industries

Rappahannock Goodwill Industries has a mission to help people with disabilities obtain jobs. The Fredericksburg, VA, organization provides vocational training, counseling, and other employment services to individuals who face mental, physical, or emotional barriers to employment. In addition to providing employment services to thousands of people, Rappahannock Goodwill directly employs more than 300 people with disabilities in its retail stores, commercial laundry service, and custodial operation.

Rappahannock Goodwill's combination of full-time, hourly, and piecework employees adds complexity to payroll and personnel tracking. To help meet the IT challenge, they rely on Applied Business Services (ABS), a software solutions firm dedicated to helping non-profit organizations.

"For Rappahannock Goodwill, the TRAVERSE<sup>®</sup> solutions from Open Systems provide a lot of flexibility," says Maureen Williams, president of ABS. "With its open source code, we are able to develop customized solutions quickly and affordably to accommodate unique needs."

In addition to the TRAVERSE Accounting System, Rappahannock Goodwill uses three integrated modules designed and developed by ABS: the Individual Tracking System<sup>™</sup> (ITS<sup>™</sup>), the Laundry Production Tracking System<sup>™</sup> (LTS<sup>™</sup>), and the Personnel Tracking System<sup>™</sup> (PTS<sup>™</sup>).

The Individual Tracking System (ITS) meets the specialized needs of non-profit organizations that hire disadvantaged or disabled employees. Used as a standalone system, or integrated with TRAVERSE Accounting Software, this flexible solution offers time and attendance, human resources and case management features. ITS includes Piecework, Hourly Prevailing Wage, and Health and Welfare payroll features that track NISH JWOD contracts as well as Department of Labor reporting.

"Prior to implementing the ITS in Windows, we had a customized DOS based system," explains Julie Bayless, the senior accountant at Goodwill Rappahannock. "You can't imagine how much time and frustration the ITS saves me. Piecework payroll can be particularly complex. The ITS tracks and calculates piecework easily and accurately. The truly great feature is the flexibility of report writing. I'm able to answer many questions very quickly."

To ease the burden of time and attendance tracking for Goodwill Rappahannock, ABS designed and implemented an electronic timesheet for ITS. eTimeSheet enables Goodwill retail store managers to log in via a secure internet connection and enter time or pieces for employees, as well as run reports. Later this year, eTimeSheet will roll out to additional facilities.

"Before the eTimesheet, our managers often didn't have time to enter time and attendance data during working hours. They would have to return to the office on their day off to catch up on paperwork. Now, our managers can log in at home – it's wonderful," reports Bayless.

Rappahannock Goodwill's commercial laundry facility processes more than three million pounds of laundry each year. Over 60% of the employees at Rappahannock Goodwill's commercial laundry facility are disabled. Rappahannock Goodwill uses the Laundry Production Tracking System (LTS) to track the work of individuals with disabilities, as they work by the piece or by the hour.

The LTS automates weighing and tracking of soiled and cleaned laundry, and tracks the productivity of equipment used. Currently, ABS is working with Rappahannock Goodwill to

develop a packing slip billing module that will automate the entire laundry process from intake through billing.

“The new packing slip billing modules will enable our employees to attach a packing slip to the laundry that also automatically updates the billing system,” explains Bayless. “Everything will match, ensuring accuracy from the moment we take in laundry, to sending out the customer invoices.”

Recently, Rappahannock Goodwill added the Personnel Tracking System (PTS) from ABS to centralize and more effectively track a variety of human resources data. The PTS provides a robust, full-featured human resources management system specifically designed for non-profit organizations. It also integrates with TRAVERSE Payroll. Rappahannock Goodwill plans to use the PTS to administer employee benefits, track training, comply with reporting requirements, and simplify processes for new hires.

“This solution will help us gather together critical employee data that currently exists in a variety of Excel spreadsheets. Human Resources and other departments can use PTS to track the conferences and training our employees attend, as well as simplify the orientation process for new employees,” says Bayless.

For the team at Rappahannock Goodwill, the partnership with ABS is critical to developing solutions that work within the unique business processes of their organization. ABS has specialized in helping non-profit organizations develop effective information systems for over 25 years.

“What truly sets ABS apart is their extensive software knowledge and responsive customer service. When I call for help, I get answers right away – literally within hours,” Bayless affirms. “When David Shoemaker [a system implementer at ABS] comes to town, we clear our calendar so that we don’t miss a minute! He takes the time to train our staff thoroughly, explaining all the features and showing new shortcuts that improve our efficiency.”

Rappahannock Goodwill is a complex organization enjoying rapid growth. Working with ABS, they have implemented easy-to-use, highly integrated systems to ensure the accuracy of payroll, accounting, billing, and personnel tracking. TRAVERSE accounting software and the ITS, LTS and PTS solutions allow Rappahannock Goodwill to save time and increase accuracy while concentrating on the bigger mission – helping all people overcome barriers to employment.

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