



Case Study 05 – PeopleSoft Self-Service, taking it to another level

About Pier 1 Imports

Pier 1 Imports is North America's largest specialty retailer of unique fashion-forward, decorative home furnishings, gifts and related items directly imported from over 50 countries around the world - displayed in over 1,000 Pier 1 Imports stores in a visually appealing setting. The Company has international operations in Canada, Mexico, Puerto Rico, and the United Kingdom.

Pier 1 Imports has been a PeopleSoft HCM customer since 1996. They utilize the North American Payroll, Base Benefits, HR, Compensation and Time & Labor modules. They currently process Payroll for more than 20,000 employees during peak time periods.

Business Case

With over 1,000 stores operating in every state in the country, Pier 1 Imports must manage their employee population respecting every state regulation in the book. When they wanted to automate the termination process they needed a solution that would take into consideration all state final paycheck and notification guidelines. This meant enhancing the delivered PeopleSoft Self-Service Terminations functionality to incorporate these guidelines.

Pier 1 also wanted to streamline their on boarding process. They wanted to place the ability to hire employees directly in the hands of their field managers. After looking at the PeopleSoft Applicant Tracking module it was obvious that the Applicant Tracking process would not fit with the Pier 1 way of bringing employees into their system. They needed an application that would build off of their existing Human Resources infrastructure with minimal setup or configuration.

Problem Solved

Woodson Services was able to accomplish both tasks with a single consultant team. First they were able to customize the delivered PeopleSoft Self-Service Termination pages to incorporate individual state regulations based on the employee's work location. This customization included a workflow function that immediately notified the Payroll department each time an employee was terminated in a state that requires a final check immediately upon termination.

In order to solve Pier 1's "Online Hire" requirement a completely custom application was created. By utilizing the delivered PeopleSoft component interface technology, Woodson Services created an application that captured all Personal, Job and Employment Data elements in only 2 pages. The application also incorporated a third party workflow software product that automated the processing of W-4 and I-9 forms across the enterprise.

These applications dramatically increased the productivity of the Human Resources and Payroll departments at Pier 1 Imports while vastly improving their regulatory compliance.