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Can offer letter management turn into a nightmare?

Learn how a recruitment head lost a great hire due to manual offer letter creation and the steps he took to automate it.



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Tanya’s office - sunny outside, chilly inside

On the 3rd floor of the city’s iconic YXL Towers was one of the few offices with huge, glass windows. The weather outside was as pleasant as it could get. The long spell of rain was over and it was sunny. Puffs of pearly white clouds dotted the otherwise bright, blue sky. The air was warm with a hint of the approaching summer.



However, the atmosphere inside the office could not have been more different. Despite the view of a pleasant, warm day, the atmosphere inside Tanya’s office was chilly and cold. Tanya, the HR head who also oversaw recruitment, was livid. She was finding it hard to control herself. No one was to blame for what had happened.

A part of her wanted to scold Maansi, her protégé, and give her more than an earful. But the other part knew that she was merely a victim of circumstances.

A seemingly innocent blunder and its aftermath



After weeks of negotiation and efforts, Tanya was able to convince a Marketing Manager, Sunil, to join them. Last night, an offer letter was sent out to him. Early in the morning, Tanya received an email from Sunil. One look at the content of the email had reddened Tanya’s face with embarrassment and anger. She couldn’t believe her department could have made such a huge blunder.

The words Sunil had chosen to express his disappointment were ruthless and painted a picture of the HR department as heartless and incompetent. As an icing over the cake, he had added her CEO as well in the CC. When she dialed Maansi, her hands were shaking with anger. She asked her to come to her office ASAP.

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Actually, I have an interview scheduled in 10 minutes, can we-

Maansi had begun.

Cancel it. Reschedule it. I want you in my office right away



Tanya snapped.

When a bewildered Maansi entered her office, she found Tanya staring at the screen. She didn't even bother to look at her. She just turned her laptop to her and stood up.

As Maansi started to read, her face whitened. On the screen was an email that read as follows.

Inbox

From **sunil <sunil@zmail.com>**

To TG **tanya@abc.com** × Cc Bcc

Subject : Disappointed over your hiring process

Hi Tanya,

I am writing to you to express my deepest disappointment over your hiring process.

It was solely due to my interest in your company that I had decided to pursue the role of Marketing Manager. The sheer number of interviews and assignments I was asked to do were more than any normal candidate would have completed.

Despite all the discussions and verbal assurances, you simply thought it would be fine to change the salary details against what we had discussed.

After the level of discussions we had, this is not what I had expected.

As a candidate, not only am I hurt and stunned, but outright disgusted by your handling of this. The way this whole process was carried out is heartless and inhumane.
I request you not to do this with any other candidate.

Regards,
Sunil

Even after several seconds of finish reading the email, Maansi didn't dare lift her eyes and look at Tanya. Perhaps Tanya figured she was done reading.

Keep reading. There is more



Tanya said in a harsh voice

Below was a response that Tanya had hastily typed and sent, hoping it would control the damage to some extent. But in her heart, she knew it won't have any impact. She wrote:

RE: Disappointed over your hiring process

From **tanya <tanya@abc.com>**

To TG **sunil@zmail.com** Cc Bcc

Hi Sunil,

I can't tell you how sorry I am! There has been a mistake.

We have another employee joining us in a similar position who shares your name. There was a mix-up in the offer letters!

I am very sorry, and I apologize on behalf of my team. Shortly I will be sharing the correct offer letter as we had agreed in our last discussion.

I hope you will accept my apology and continue our engagement as agreed.

We are very excited to have you work with us!

Warm regards,
Tanya

Sunil had already replied to Tanya's email. It was short and to the point. He had written:

Hi Tanya,

I am sorry that I cannot continue our engagement. The moment I got mismatched offer letter from your side, **I decided not to go ahead with you folks and accepted an offer letter from another company. All the best!**

Regards,
Sunil

Maansi was reduced to tears even before Tanya could say anything. Tanya could see droplets of tears falling over her shoes as she sat there, with her head bowed down. She couldn't bring herself to scold her any further.

Let's discuss this later



Tanya said.

As Maansi left her office, hastily wiping tears, Tanya sat down heavily in her chair and gazed outside. Maansi was one of her best recruiters. She had been her protégé since day one. She had proven to be smart and hard-working. If Maansi had committed this blunder, she knew it was not because of incompetence. With the sheer number of documents to be shared in a day, that too manually, such a mistake was bound to happen.

What worried Tanya was the fact that hiring would be ramped up in the coming weeks. "I can't afford to have my other recruiters committing such blunders," she muttered to hersef. She needed a solution, and she needed it fast.

With a deep sigh, Tanya slid her laptop closer to her and started looking for references and emails she might have gotten from HRMS solution providers. All this while, she had felt that her company didn't yet need an HRMS solution. However, now that they were preparing for an aggressive expansion, it was evident that would need an automated solution. She vaguely remembered an email from an HRMS that had caught her eye. As she keyed in the search, she finally found it.



New Message

From **Keka <jack.d@keka.com>**

To TG **tanya@abc.com** × Cc Bcc

Subject : **Manual Recruitment Processes are Gonna Cost you dearly!**

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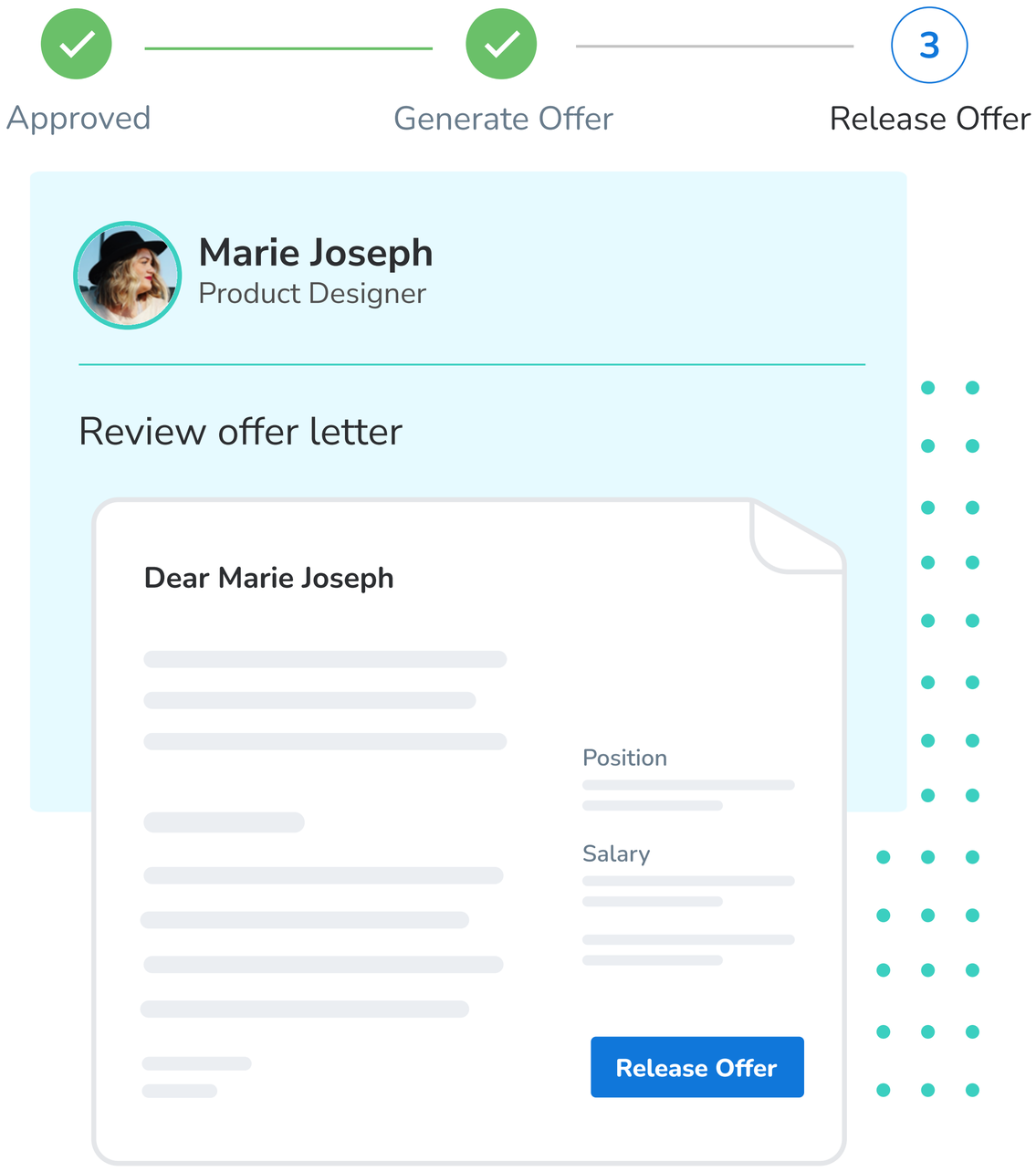
Automated offer letter management

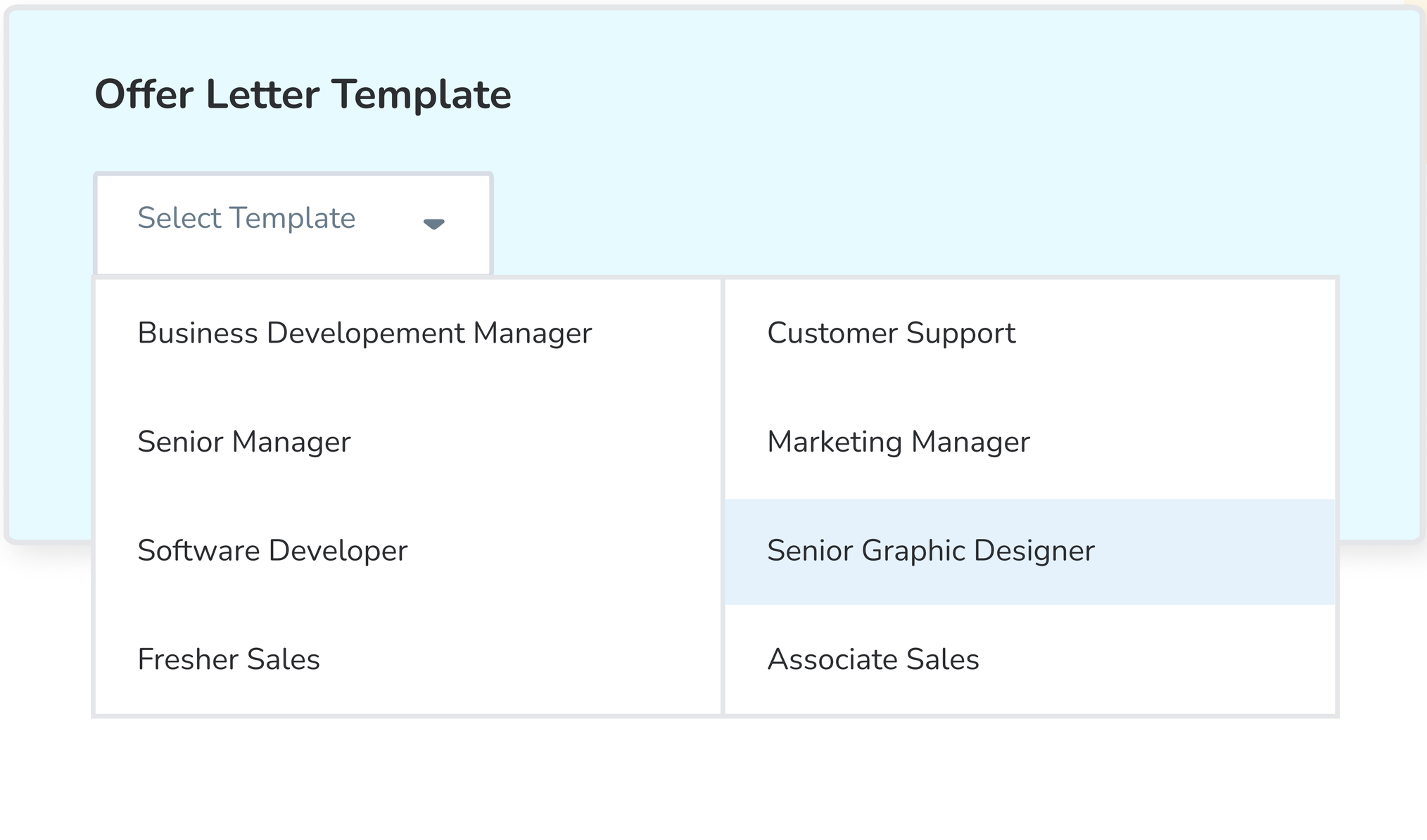
Slightly amused, she opened the email and started exploring Keka. Within minutes, she was on a call with one of Keka's consultants. Tanya was surprised that Keka's solutions seemed to be custom-built for practical problems she and her team were facing.

The HRMS had a full-fledged automated process to manage offer letters. Not only could users have a list of approved or shortlisted candidates, but they could also generate offer letters automatically and release them from within the portal.



Role-specific offer letter templates

The HRMS platform also included offer letter templates with role-specific letters. All a recruiter had to do was to select the role and they could access the relevant letter that could be further tweaked and modified according to their requirements.



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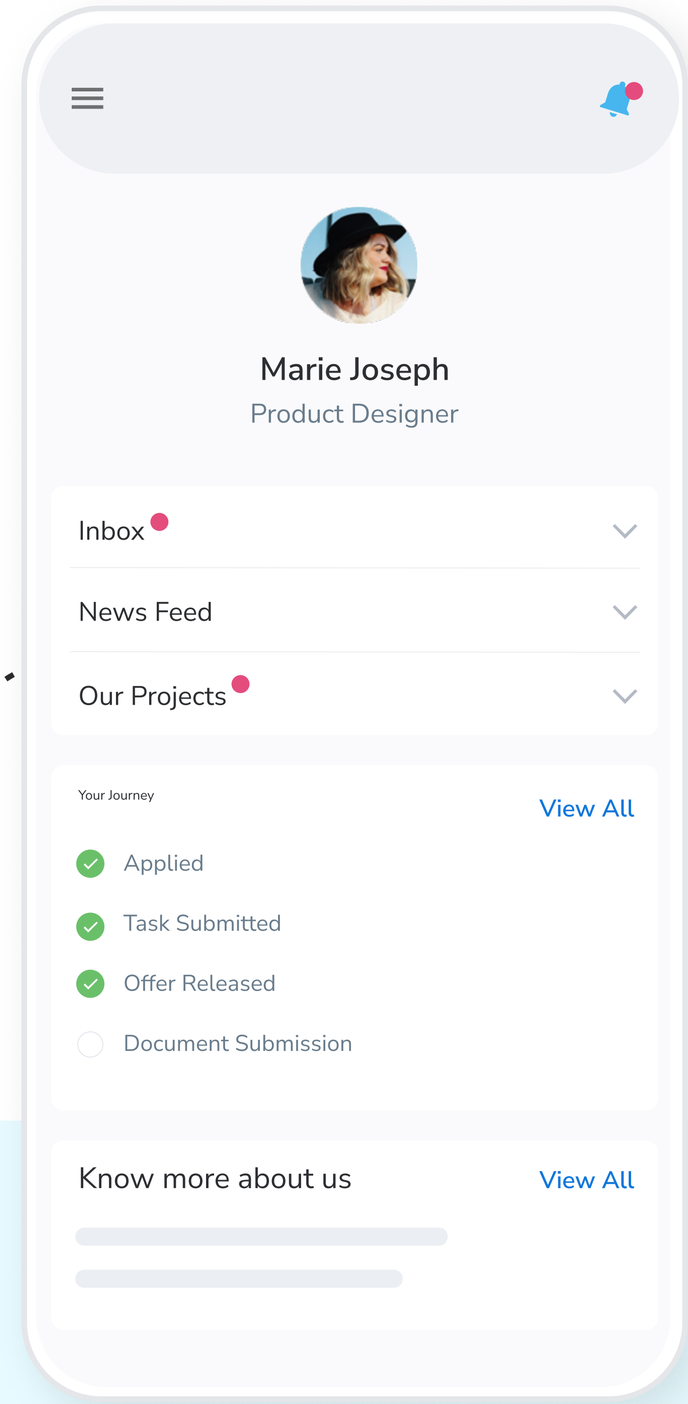
Keeping candidates engaged

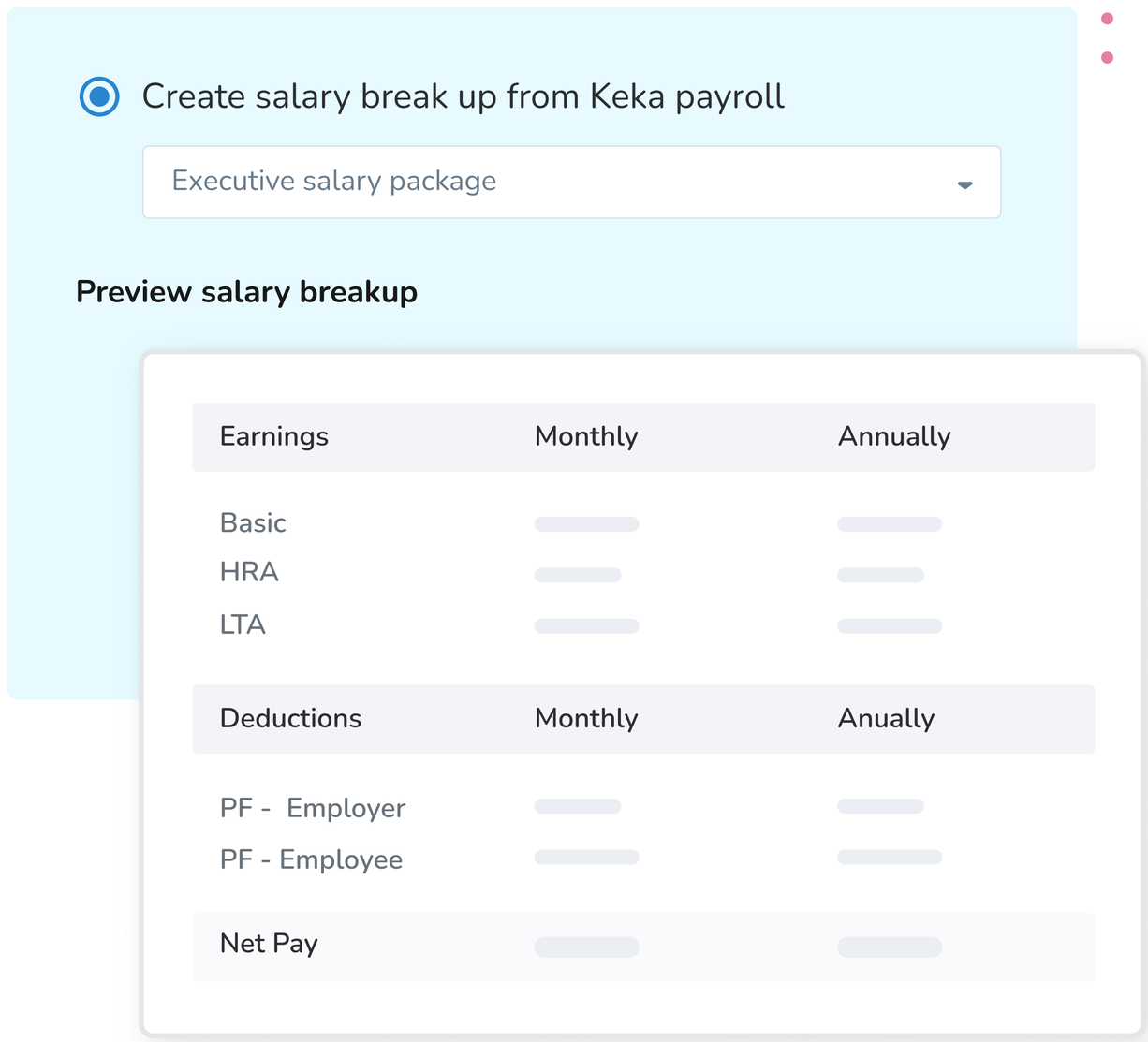
Tanya knew quite well how it felt when competitors snatched away shortlisted candidates. Keka offered a counter to this challenge through its mobile portal. Recruiters could regularly communicate with the candidates to ensure they remained engaged with them and their organization.





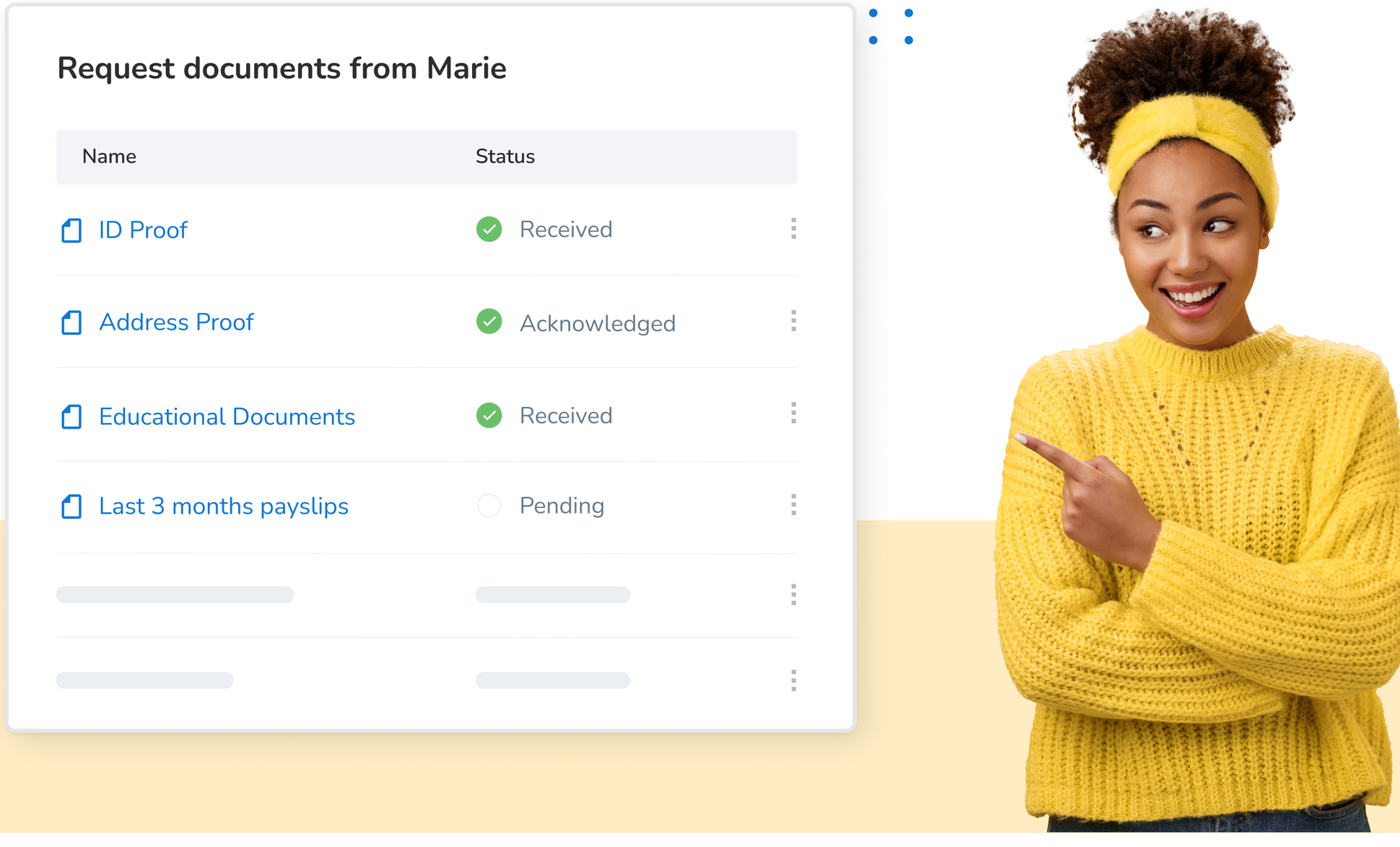
No dependencies on finance staff for salary details

The salary breakup feature provided details about the total, monthly, and yearly earnings as well as deductions and net pay. There were also options to create custom forms for specific types of salary breakup.



Seek documents and pay slips before releasing an offer letter

Many a times, Tanya and her team had to follow up continuously with new joiners, asking them to submit the required documents. This feature let recruiters request the candidates for different types of preboarding documents such as pay slips, ID and address proof, documents related to educational qualification etc., for smooth onboarding.



As Tanya scrolled to the end of the page, she realized that perhaps it was time for her company to deploy a full-fledged hiring and onboarding module. She sat straight, pulled her phone and started dialing the consultant's number that was mentioned at the end of the email.

About Keka

Everything you need to build a great company

Keka is your people enabler. From automation of people processes to creating an engaged and driven culture, Keka is all you need to build a good to great company.

Reach out to us!

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