

**Inside this issue**

**What's New?**

*Product Updates and Minimum Wage Increase in BC*

**Get to Know Them**

*Get to know your Client Service Representative*

**Payroll Technology**

*Trends in Workforce Management Solutions*

**A Festival of Payroll**

*CPA 29th Annual Conference and Tradeshow*



**What's New?**

**Product Updates and Minimum Wage Increase in BC**

*Product Updates*

Payworks has recently released several product updates. These include a new menu system that improves upon our previous two-tiered menu, changes to two Payroll-related screens, and updates to the main web portal.

As part of this new menu system, the "Year End Processing" screen has moved from Administrators to Payroll > Year End Management. The "Garnishee Info" feature has moved from Employee Payroll Entries to Payroll > Employee Setup.

The Updates section of the Web Portal screen has been renamed "Customer Information." Information here has been reorganized into the following categories: Customer Bulletins, User Guides, How To Documents, Training Videos, Product Updates, and the Payworks Newsletter.

*Minimum Wage Increase in BC*

On March 16, it was announced that the minimum wage in BC will increase in three stages to \$10.25 by May 1, 2012. The general minimum wage will first increase to \$8.75 on May 1, 2011. Also on May 1, 2011, the training wage will be repealed and all hourly-paid employees will be entitled to the general minimum wage.

A minimum wage for liquor servers will be phased in beginning May 1, 2011. The alcohol server wage will apply to employees who serve liquor directly to customers in licensed premises as a regular part of their work.

Those companies with employees in BC should contact their Payworks Service Representative as soon as possible at 1-866-788-3500 for assistance with this transition or to answer any questions.

General Minimum Wage	
Today	\$8.00/hr
May 1, 2011	\$8.75
November 1, 2011	\$9.50
May 1, 2012	\$10.25

Alcohol Server Wage for Liquor Servers	
Today	\$8.00/hr
May 1, 2011	\$8.50
November 1, 2011	\$8.75
May 1, 2012	\$9.00

**Get to Know Them**

**Get to know your Client Service Representative**

Monica Petruskavich has worked for the Payworks National Service Centre since March of 2007. She assists approximately 200 clients as a Corporate Customer Service Representative. Monica is certified as a Payroll Compliance Practitioner (PCP).

Before Monica joined the Payworks team, she was a senior lender and financial planner at a bank. Now, when asked what she likes most about working in payroll, Monica says, "I like assisting the clients by answering their questions, running payrolls in house, and by finding ways to make their jobs easier."

Monica is known for her love of shopping! She also enjoys reading and cooking, and she

spends a lot of time playing with her daughters Kasey (7 1/2) and Charley (3). Monica recently took Kasey to a Justin Bieber concert, and Kasey got to meet Justin Bieber!

Monica loves watching hockey, in particular the Philadelphia Flyers and the Detroit Red Wings. In their free time, her husband Steve plays hockey, and her daughters take gymnastics and play soccer and baseball. Monica is the coach/manager for the soccer team, keeping her busy!

Monica hopes to get away sometime in the next year to Nova Scotia for a family reunion, and to Hawaii for a family vacation. After that, she is planning on a girls-only trip to Ireland!



Payworks  
March/April  
Newsletter

the  
Works

# Payroll Technology

## Trends in Workforce Management Solutions

As technology of all kinds progress, Payworks expects to see a continued movement from traditional software to "cloud computing" technology, such as Payworks' web-based tools for workforce management.

Cloud computing is described by Wikipedia as a model for computing where the user's computer may contain almost no software or data, and instead primarily uses a web browser to access services and data that are hosted on a network of computers off site.

Cloud computing makes it easier for payroll service providers to deliver the best of their products to end users as cost-effectively as possible. Because cloud computing allows all of the functionality of a server-based system with none of the maintenance and cost, it has also opened doors to new mobile technology methods, such as payroll applications for smart phones and tablet computers, and to innovative payment methods, such as paycards.

### The Changing Role of the Payroll Professional

Technology has changed so rapidly and has become so prevalent in the

payroll industry, that every aspect of the payroll professional's role has changed profoundly. The complexity of these developments place increased responsibility on the payroll professional, making the role even more pivotal and valuable to the organization. The payroll professional role will continue to evolve, and will become a chief liaison for management.

The payroll professional's duties will shift from a primarily administrative function to one that includes real-time reporting, data mining, dashboarding, and supporting the strategic metrics of business. Ongoing education, especially in technology, will be a necessity in keeping up with industry trends.

### Mobile Technology and Apps

Mobile technology is becoming more pervasive and can be very useful in the workplace; however, there is little sense in adopting technology into the workplace just for technology's sake. Organizations should only adopt those applications that make sense for their business.

Businesses need to keep in mind that as mobile technology becomes more

commonly used in the workforce, it is introducing a new element into data protection. An organization's control over confidential and private data lessens as it moves beyond the walls of the office and employees take ownership over their own data.

When data becomes mobile at an app level, it becomes much more difficult to police. Employers should prepare to educate employees on how to protect their personal data before adopting mobile technology.

### Looking to the Future

Embrace technology: over the last eight years the payroll technology industry has changed significantly, and has gone from a server-based to a web-based system. These new web-based systems are fully integrated and have taken great strides in reducing administrator workload and improving data integrity.

These systems will continue to evolve into management tools that will enable decision making within all levels of the organization, contribute to employee retention and workplace efficiency, and ensure both internal and external compliance.

## What's Up?

Come and stop by our booth at these upcoming conferences and tradeshow:

### May 16-18

McDonald's Restaurants of Canada Owner/Operator Convention 2011  
Tradeshow: May 16, 11:00 PM - 5:00 PM and May 17, 12:00 PM - 5:00 PM  
Sheraton Centre Toronto Hotel  
100 Queen St. W, Toronto, ON

### June 8-9

2011 CMA Manitoba Members' Conference  
Tradeshow: June 8  
Winnipeg Convention Centre, Main Floor  
375 York Avenue, Winnipeg, MB  
www.cma-manitoba.com

### June 7-10

The Canadian Payroll Association 29th Annual Conference & Tradeshow  
Tradeshow: June 8, 9:00 AM - 5:00 PM  
Shaw Conference Centre  
Edmonton, AB  
www.payroll.ca

At the CPA Conference, Payworks is sponsoring the Festival Snack Food Break, which takes place on Wednesday, June 8 from 2 PM - 4 PM.

# A Festival of Payroll

## CPA 29th Annual Conference and Tradeshow

On June 7-10, payroll specialists from across the country will gather at the largest payroll trade show in Canada.

The Canadian Payroll Association's (CPA) 29th Annual Conference and Tradeshow: A Festival of Payroll takes place this June at the Shaw Conference Centre in Edmonton, AB.

Payworks is a gold sponsor of this

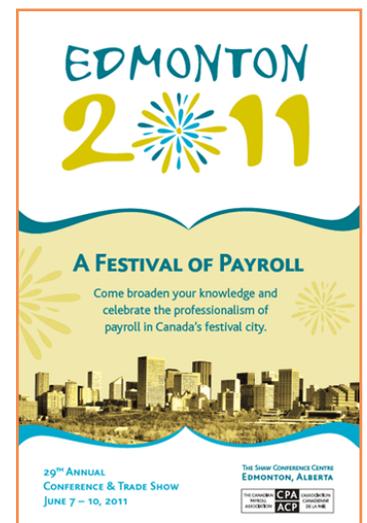
prestigious event, and we invite you to attend the conference and tradeshow and stop by the Payworks booth (numbers 206 & 307).

Payworks is also sponsoring the Festival Snack Food Break during the trade show, from 2 PM until 4 PM on Wednesday, June 8. The "City of Festivals" Snack Food Break provides delegates with a taste of Edmonton's different snack

offerings. We look forward to participating in the celebration!

For more information, or to register for the CPA conference, please visit the CPA website at [www.payroll.ca](http://www.payroll.ca).

And keep a lookout on the Payworks page on Facebook ([www.facebook.com/payworks](http://www.facebook.com/payworks)) for contests and promotions in the days leading up to the conference.



This is how we work.

