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What's New?

Payworks Highlights

Holiday Schedule

Payworks will be closed on December 26, 2011 and January 2, 2012.

Payworks will remain open on December 23, 27, and 30 with partial staffing.

Courier services are closed on December 27; therefore, there will be no deliveries to clients or shipments from our offices.

Payroll Calendar

The 2012 Payworks Calendar is now available for download. As Payworks is committed to reducing paper consumption through our web-based solutions, we are extending this initiative to our desktop calendars. All legislative information, including the 2012 calendar, is available at your fingertips on our website at www.payworks.ca, and can be found under the Resources tab.

Season's greetings from all of us at Payworks. All the best in 2012!

This holiday season, in lieu of mailing printed cards, we will be making a donation in your honour to twelve Ronald McDonald House Charities® across the country in Vancouver, Calgary, Edmonton, Saskatoon, Winnipeg, London, Hamilton, Toronto, Ottawa, Montreal, Quebec City, and Halifax.

Each Ronald McDonald House provides a compassionate, safe, and affordable home-away-from-home for families of seriously ill children who are being treated at nearby children's hospitals.

May you and your family enjoy all the warmth and cheer the season has to offer.

Get to Know Them

Get to know your Client Service Representative

Natasha Young has worked for Payworks as a Customer Service Representative for almost two years. She assists approximately 245 clients in Payworks' Franchise division.

Natasha's favourite part of her job is getting work with different types of people everyday. On a perfect day, Natasha would have great conversations with her clients, and she would be able to solve every problem without asking for help.

Before Natasha came to Payworks, she worked a lot in customer service and accounting. She is now working on her Payroll Compliance Practitioner certification through the Canadian Payroll Association.

Natasha was also in the military for

four years, and came into contact with people from all over the world. She loves travelling, and her favourite destination in the whole world was Whitehorse, Yukon because of its spectacular wilderness activities! Natasha loves camping and taking spontaneous adventures; she believes in living life to the fullest.

Natasha lives with her spouse, Jason, and her step-children, Jack (7 years old) and Sydne (12 years old). The family has a two-year-old black pet pot-bellied pig named Hermes.

Natasha is "addicted" to hot yoga, and describes herself as very artsy. She loves baking, calligraphy, and just being creative. She's also been known to crochet on occasion. Music is also a huge passion as she enjoys singing.



Natasha Young
Franchise Customer Service Representative



Natasha (in uniform) and her cadets, preparing for zip-lining in 2005

Year End Preparedness

Get Ready for Year End

Payworks has sent out various year end communications distributed through website postings, email, and hard copy. Please read through all of this information as soon as possible to ensure that your year end processing runs smoothly.

What's New - CPP

As of January 1, 2012, changes are being made to CPP that will affect the payment of premiums. The changes that will affect your employees are:

- They will be able to begin receiving their CPP retirement pension without any work interruption.
- If they are under the age of 65 and work while receiving the CPP retirement pension (or if they work outside of Quebec while receiving a QPP retirement pension), the employees and employer **must** make CPP contributions. These contributions will increase their CPP retirement benefits (starting in 2013).
- If they are between the ages of 65 to 70 and work while receiving a CPP retirement pension (or if working outside of Quebec while receiving a QPP retirement pension), they can choose to make CPP contributions. These contributions will increase their CPP benefits (starting in 2013).

For details on the changes, see: <http://www.servicecanada.gc.ca/eng/isp/cpp/postrrben/main.shtml>

Year End Hotline

In order to best serve our clients' year end needs, we have dedicated resources to field your year end-related inquiries. Contact us toll free at 1-866-788-3500 and follow the instructions to access our Year End Hotline.

Our goal is to address your concerns as quickly as possible, but in the event that our representatives are not available, please leave a detailed voice mail message including your payroll number and the nature of your inquiry. You will receive a call back within one business day.

Year End Processing Video

Payworks has developed a video to guide clients through the Year End process. The Year End Processing video is accessible after logging in to the Payworks website at www.payworks.ca, and clicking on the Training Videos link under the Customer Information section found on the bottom right side of the portal screen.

The Year End Processing video is recommended for anyone new to year end processing or for those just looking for a refresher. For further information on the Year End process, please review the Year End Processing Guide or contact the Payworks Year End Hotline at 1-866-788-3500.

Bank Closure Dates

There are many financial institution closures at this time of the year and they can be confusing, especially due to Christmas Day and New Year's Day each falling on weekend days this holiday season. Be aware of financial closure dates to ensure your payroll goes smoothly. The Payworks Key Dates for Direct Deposits, Processing, and Delivery, as well as the 2012 Stat Holiday Schedule can be found to the right.

Delivery Schedules

Not only is the holiday season a busy time of year for courier companies, but unexpected weather can result in delivery delays. To prevent unwanted surprises, consider running your payroll a day earlier and be prepared!

Key Dates for Direct Deposits, Processing, and Delivery

Please review your December input dates to ensure sufficient lead time for Electronic Funds Transfer (EFT) and Delivery Requirements during the holiday season.

EFT Payment Date	Processing Date	Delivery Date
December 23, 2011	December 20, 2011	December 22, 2011
December 30, 2011	December 23, 2011	December 29, 2011
January 3, 2012	December 28, 2011	December 30, 2011

2012 Banking/Payworks Schedule

Holiday	Date	Banking Holiday
New Year's Day	January 1, 2012	Monday, January 2
Traditional Holiday (QC)	January 2, 2012	Tuesday, January 2
Family Day (AB, SK, ON)	February 20, 2012	Monday, February 20
Islander Day (PE)	February 20, 2012	Monday, February 20
Louis Riel Day (MB)	February 20, 2012	Monday, February 20
Heritage Day (YT)	February 24, 2012	Friday, February 24 (YT)
Good Friday	April 6, 2012	Friday, April 6
Easter Monday (NU)	April 9, 2012	Monday, April 9 (NU)
Victoria Day	May 21, 2012	Monday, May 21
Aboriginal Day (NT)	June 21, 2012	Thursday, June 21 (NT)
St. Jean Baptiste (QC)	June 24, 2012	Monday, June 25 (QC)
Discovery Day (NL)	June 25, 2012	Monday, June 25 (NL)
Canada Day	July 1, 2012	Monday, July 2
Nunavut Day (NU)	July 9, 2012	Monday, July 9 (NU)
Civic Holiday*	August 6, 2012	Monday, August 6
Discovery Day (YT)	August 20, 2012	Monday, August 20 (YT)
Labour Day	September 3, 2012	Monday, September 3
Thanksgiving Day	October 8, 2012	Monday, October 8
Remembrance Day	November 11, 2012	Monday, November 12
Christmas Day	December 25, 2012	Tuesday, December 25
Boxing Day	December 26, 2012	Wednesday, December 26

* Civic Holiday in BC, AB, SK, MB, ON, NT, NU, NB, and NS only. This is an optional day at the employer's discretion in AB.