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# What's New?

## New at Payworks

### Notice of Change of Address

Please be advised that as of November 4, 2013, the Payworks National Service Centre relocated to **1565 WILLSON PLACE, WINNIPEG, MANITOBA, R3T 4H1** from our previous location in Winnipeg on Pembina Highway. To prevent delay, please direct all correspondence to our new address.

All other Payworks contact information remains the same. Please contact Payworks toll free at 1.866.788.3500 should you have any questions.

### Fresh New Look for Payworks.ca

Payworks is pleased to announce that we have launched our redesigned corporate website. We've updated our look, some content, and navigation, and we encourage you to check out the site.

The Payworks Payroll, Human Resources, and Time Management applications remain unchanged, but there are numerous links in the applications that lead to resources on the website, so you may want to familiarize yourself with the new layout.

### Holiday Schedule

Payworks will be closed on December 25 and 26, and on January 1, 2014.

Courier services are closed on December 25-26; therefore, there will be no deliveries to clients or shipments from our offices.

Happy holidays!

**SEASON'S GREETINGS**

From all of us at Payworks, all the best in 2014!

This holiday season, in lieu of mailing printed cards, we will be making a donation in honour of our clients to fourteen Ronald McDonald House Charities® across the country in Vancouver, Calgary, Red Deer, Edmonton, Saskatoon, Winnipeg, London, Hamilton, Toronto, Ottawa, Montreal, Québec City, Halifax, and St. John's.

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

Rachel Fehr is a Client Service Representative, who just recently moved over to Corporate Accounts. She works out of the Payworks National Service Centre in Winnipeg, Manitoba, and she has been with the company for approximately 2.5 years. Rachel assists around 200 clients, but that number is growing every day.

"The best thing about Payworks is by far the people I work with on a daily basis," says Rachel. "Everyone in the office is so helpful, positive, and great to be around."

The days that Rachel looks forward to

the most are the ones with lots to get done. She loves the challenge of a busy schedule!

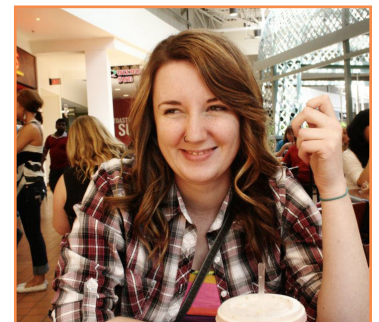
"There are a few clients that I always look forward to talking with; they are eager to tell me how their day is going, are excited to share a funny story, or to pass on some words of wisdom. Knowing that I can help these people out and maybe make their day a little easier is a great feeling," says Rachel.

Outside of work, Rachel plays more video games than she'd like to admit, and she often paints and reads. She's probably one of the biggest Harry

Potter fans you'll ever know, but Stephen King is also a favourite author. Rachel also likes going out to dinner and movies with friends and spending time with family.

Rachel lives with her boyfriend and a roommate, plus two cats, Nova and Batman. They are a happy little family! Rachel's house is covered in superheroes, and she says there is literally a Spider-Man in every room!

Rachel doesn't have any vacation plans this winter, but she is planning on going to Toronto with a group of friends for the Fan Expo next summer.



**Rachel Fehr**  
Client Service Representative  
Corporate Accounts

# Year-End Preparedness

## Get Ready for Year-End

2013 Year-End documents are now available. Please read all of this information to ensure that your year-end processing runs as smoothly as possible.

We have begun to generate the schedules for 2014 and you will notice messages related to next year's schedule when you log in to process your payroll. For more information on this process, please consult the Year End Processing Guide. You will find year-end information under the Payroll - Year End Management tab.

### Year End Hotline

In order to better serve your Year-End needs, beginning November 25 we will have dedicated resources to field your year-end inquiries. Contact us toll-free at 1-866-788-3500 or at 204-779-0537 and follow the instructions to access the 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.

### Viewing Year-End Reports

You are now able to view your preliminary year-end reports based on earnings as of the pay period ending date on your year-end report. This report is available to you through the Payworks website. Access depends on whether you process on the Web or Desktop Software.

You can access your year-end information through the normal website log-in area. From the portal page, go to Payroll > Year End Management > Year End Processing.

### Key Dates and Activities

	Activities	Completion Date
1	Review Year End Report	Available now. Should be reviewed after each run until the last run of 2013.
2	Confirm Run Schedule	On or Before the Last Run of 2013
3	Change Remittance Frequency	On or Before the Last Run of 2013
4	Record any taxable benefits that affect statutory deduction calculations	On or Before the Last Run of 2013
5	Record manual/reversal payments that affect statutory deduction calculations	On or Before the Last Run of 2013
6	Assign all Earnings, Benefits & Deductions to appropriate T4/T4A boxes	On or Before the Last Run of 2013
7	Ensure that all terminated employees and their YTDs have been recorded in the Payworks system	Before Authorizing T4s
8	Record YTD adjustments and process a year-end run	Before Authorizing T4s
9	Request Tax Slips	Before February 21, 2014

### 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 24, 2013	December 19, 2013	December 20, 2013
December 27, 2013	December 20, 2013	December 23, 2013
December 30, 2013	December 23, 2013	December 24, 2013
December 31, 2013	December 24, 2013	December 27, 2013
January 2, 2014	December 27, 2013	December 30, 2013
January 3, 2014	December 30, 2013	December 31, 2013

### 2014 Banking/Payworks Schedule

Holiday	Date	Banking Holiday
New Year's Day	January 1, 2014	Wednesday, January 1
Traditional Holiday (QC)	January 2, 2014	Thursday, January 2
Family Day (BC)	February 10, 2014	Monday, February 10
Family Day (AB, SK, ON)	February 17, 2014	Monday, February 17
Islander Day (PE)	February 17, 2014	Monday, February 17
Louis Riel Day (MB)	February 17, 2014	Monday, February 17
Heritage Day (YT)	February 21, 2014	Friday, February 21 (YT)
Good Friday	April 18, 2014	Friday, April 18
Victoria Day	May 19, 2014	Monday, May 19
St. Jean Baptiste (QC)	June 24, 2014	Tuesday, June 24 (QC)
Canada Day	July 1, 2014	Tuesday, July 1
Civic Holiday*	August 4, 2014	Monday, August 4
Labour Day	September 1, 2014	Monday, September 1
Thanksgiving Day	October 13, 2014	Monday, October 13
Remembrance Day	November 11, 2014	Tuesday, November 11
Christmas Day	December 25, 2014	Thursday, December 25
Boxing Day	December 26, 2014	Friday, 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.