Building your business with payroll.

Wagepoint

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Agenda

01 Client assessment
Understanding your clients' payroll needs

02 Onboarding and compliance
Perfecting your clients' onboarding experience

03 Automation and efficiency
Maximize efficiency while providing accurate payroll

04 Partner resources and perks
Resources and tips to help elevate your practice

About Wagepoint.

Wagepoint is simple payroll software built just for small businesses and backed by the world's friendliest team.

Our online software was created just for small businesses, automating the most time-consuming parts of payroll so that our customers can get back to doing literally anything else.

About the Wagepoint Partner Program.

Wagepoint is here to help our accounting and bookkeeping partners build their business with simple payroll.

The Wagepoint Partner Program is designed to level up your skills and grow your business with valuable education and marketing opportunities, as well as support from the world's friendliest partner care team.

Client payroll engagement poll

Which scenario best describes your client payroll engagements?

Excluding human resource management:
(please check all that apply)

- ◯ I handle all or the majority of payroll obligations for clients.
- ◯ My clients manage their own employee timesheets or time tracking. I'm responsible for all other payroll obligations.
- ◯ My clients manage most of their own payroll. I handle more advisory tasks (i.e. strategy, reporting and compliance).
- ◯ My payroll obligations vary by client.
- ◯ Other: Please enter in the chat.

Why build your business with payroll?

1. Knowledgeable payroll professionals are in demand!
2. Scale and grow your practice with recurring revenue.
3. Make your year-end a breeze by integrating payroll into your accounting process.
4. Add value to your clients through payroll advisory and enhance your brand.
5. Build trust and retention with your clients.

By the end of this session, you'll be able to add payroll as a valuable service to your clients.

“Only 60% of organizations track key performance indicators (KPIs) in relation to payroll, and these are mainly related to the timeliness of payroll submissions. Few organizations track KPIs related to tracking root causes of payroll errors, cost per payslip or even more strategic workforce measures.”

Current State of Payroll

Payroll in focus report

Client Assessment

Client interview

Have clear expectations and ask the right questions.

- Industry-specific needs
- Number of employees and contractors
- Payroll knowledge and experience
- Software/technology currently used
- Required functions and add-ons

Client Assessment

Client interview

Think beyond and anticipate other needs that can impact payroll.

This will separate you from simply being a payroll service provider to a trusted payroll advisor.

- Strategic plans that impact the workforce
- (Re)assessments of tech stacks and software
- Efficiency requirements around time management
- Level of payroll management or support

Client Assessment

Client interview

Strategic plans that impact the workforce

Industry considerations

- Shift work, tips, overtime, locations, unions

Remote/mobile workforce

- Updates to accommodate flexible scheduling and work from home policies
  - FAQ: Working Remotely - Canada.ca
  - Implications of remote work on taxes - CPA Canada

Hires and terminations

- Understanding legislation and how it impacts the workforce
  - New Hire Checklist
  - Employee Termination Checklist Template
  - Rights on termination of employment

Outsourcing and contracting

- How will you manage their growing payroll needs?
- Remember: Offering payroll services doesn't always mean controlling all of the payroll requirements.

Client Assessment

Client interview

(Re)assessments of tech stacks and software

Software/apps

- What software is currently in use?
- Do they still maintain productivity, efficiency and accuracy for your client?
- Do they work with your tech stack?

Payment processing and banking

- How are the employees being paid?
- How easy (or cumbersome) is it to meet bank and funding deadlines?

Communication

- How are employee communications currently handled?
- How is sensitive information submitted, relayed or accessed?
- What is their preferred method of communication and collaboration?

Client Assessment

Client interview

Efficiency requirements around time management

Timesheets and time tracking requirements

- Hourly, salary, piece rate, overtime, etc.
- Location, project and geo-fencing requirements
- Timesheet approvals, notifications and processes
- Employee access
- Integration capabilities

Paid time off (PTO)

- Accruals, calculations and tracking
- Human resource management and policies
- Different provincial legislation requirements

Payroll task and workflow management

- Payroll data and communications

Client interview

Level of payroll management and/or support

Payroll roles and responsibilities

- Who will be responsible for which area of the payroll responsibilities?
- What policies are in place for updates and changes to roles and responsibilities?

Training requirements

- Does your client want to take on some of the payroll responsibilities?
- Does your payroll software vendor offer training or resources?
- What's your capacity to train staff?

Payroll deadline management

- What policies are in place for related billing, fees and costs?
- Does your payroll software make it easy to manage deadlines?
- Will you need to implement new systems to manage deadlines?

Payroll advisory services poll

Which types of payroll advisory services do you charge extra for?
(please check all that apply)

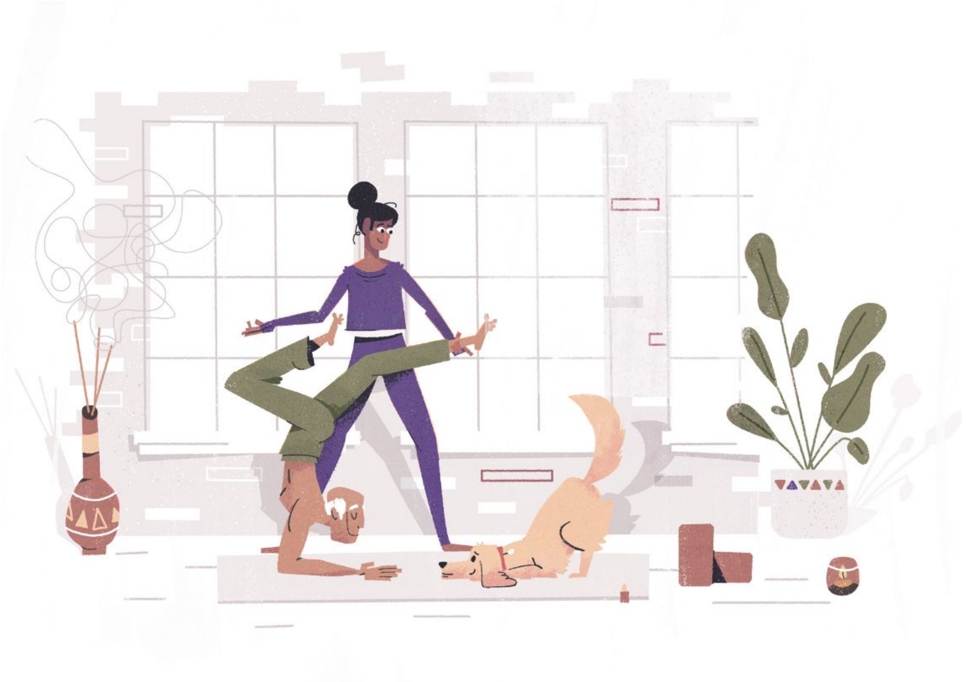
- ◯ Software research and implementation
- ◯ Services related to human resources or support
- ◯ Client training and upskilling
- ◯ Key performance indicators and strategic payroll forecasting
- ◯ I do not charge extra for these services currently
- ◯ Other: Please enter in the chat

Onboarding and compliance

Onboarding

The key to payroll setup is being prepared by having all the information you need when you start a new account for your client.

Systemizing onboarding won’t just create a smooth and efficient process so you can meet payroll deadlines, it’ll also help scale your intake process. Woohoo!



Onboarding and compliance

Setup information checklist

Business and government payroll information

- Legal business name and address
- CRA payroll account number
- Source deduction remittance frequency
    - Non-accelerated – monthly
    - Threshold 1 – bi-weekly
    - Threshold 2 – weekly
- Provincial/territorial tax information
    - WCB, WSIB, EHT (see next slide)
- RQ payroll account number (Québec only)
    - RQ Employer HSF Rate
- Business banking information
    - Either a voided cheque or an official statement
    - Authorized bank contact (signing authority)
      *must be an admin in Wagepoint account

Onboarding and compliance

Provincial/territorial tax information

Alberta
- Workers' Compensation (WCB)

British Columbia
- Workers' Compensation (WorkSafeBC)
- Employer Health Tax (EHT)

Manitoba
- Workers' Compensation (WCB)
- The Health and Post Secondary Education Tax Levy (HE Levy)

New Brunswick
- Workers' Compensation (WorkSafeNB)

Newfoundland and Labrador
- Workers' Compensation (WorkPlaceNL)
- Health and Post Secondary Education Tax

Nova Scotia
- Workers' Compensation (WCB)

Ontario
- Workers' Compensation (WSIB)
- Employer Health Tax (EHT)

Prince Edward Island
- Workers' Compensation (WCB)

Québec
- Workers' Compensation (CNESST)
- Québec Parental Insurance Plan (QPIP)
- Health Services Fund (HSF)
- Contribution Related to Labour Standards
- Workforce Skills Development and Recognition Fund (WSDRF)

Saskatchewan
- Workers' Compensation (WCB)

Northwest Territories
- Workers' Compensation (WSCC)

Nunavut
- Workers' Compensation (WSCC)

Yukon
- Workers' Compensation (WCB)

Set-up information required

Income types (pre-set options in Wagepoint)

- Bonus – discretionary
- Bonus – work-related
- Car allowance
- Contractor
- Commission
- Double overtime
- Overtime
- Regular pay
- Retro pay
- RRSP earned
- Sick pay
- Severance
- Controlled tips
- Expense allowance
- Expense reimbursement
- Stat holiday
- Time worked on a stat holiday
- Pay in lieu of notice
- Miscellaneous pay
- Direct tips
- Taxable benefit
- Vacation pay
- Other pay

Set-up information required

Deduction types (pre-set options in Wagepoint)

- Medical/health
- Critical illness
- Dental
- Vision
- STD
- LTD
- Life insurance
- Supplemental life insurance
- Dependent life insurance
- AD&D
- RRSP
- RRSP (LCF – tax credit)
- Profit sharing
- Pension
- Taxable benefit
- Taxable benefit non-insurable
- Garnishments
- Union fringe
- Union special
- Union dues
- Voluntary
- Other
- General
- Charitable donation

Source deductions, like CPP and EI, are automatically calculated when you process payroll. They don't need to be set up as a type of deduction.

Income tax is established based on the information in each employee's TD1.

Set-up information required

Custom deduction and income types

Please note that you'll need to allow an average of 2–3 business days to request custom incomes and deductions.

You'll need to know if these items are taxable.

Statutory holiday

Wagepoint provides the list and you simply select the applicable dates.

Make sure you know the statutory holiday for each province or territory where you pay employees.

- 2022 Small Business Payroll Calendar — Canada
- 2022 Small Business Payroll Calendar — US

Set-up information required

Paygroups

You can group employees based on various classifications.
The common denominator for each group is payroll frequency as this impacts the income and deduction calculations.

Examples of paygroup types include:

- Locations, departments, job titles, etc.

It's important to confirm locations, departments and job titles with your clients prior to set up.

Set-up information required

Employee and contractor information

- First and last name
- Birthdate
- Hire date
- SIN (Employee only)
- Address
- Tax information
  - TD1 forms (Employee)
  - Business number or SIN if a sole proprietor (Contractor)
- Vacation and PTO amounts (Employee only)
- Banking info — voided cheque or direct deposit form
- Email address
- Job title and department (if applicable)

Set-up information required

ROE SAT authorization

You can generate and submit any Records of Employment (ROEs) to Service Canada directly from within Wagepoint through ROE SAT.

- Must sign the ROE SAT Registration Addendum to grant authorization.
- Step-by-step instructions for signing the Registration Addendum

Set-up information required

Changing payroll software

- If you've been using other software, you'll need to:
    - Notify the current provider of your intent to change
    - Confirm a timeline (a period of up to 30 days may apply)
    - Request a payroll register report with your YTD amounts
    - Ensure ROEs were filed with reason code K (other) and a note stating “switching payroll providers.”

- If you’ve been processing payroll manually, you’ll need to put together your own report and generate your own ROEs.

- The only time you don't need YTD amounts is when you're starting with the first payroll of the year or if it's the first payroll you've ever run.

Set-up information required

Year-to-date (YTD) amounts

YTD amounts are crucial for ensuring that the starting point or opening balance is accurate.

If you've been paying employees manually or using another software, you'll need to provide YTD amounts for:

- Gross earnings
- CPP — employee and employer
- EI — employer and employee
- Income tax — federal and provincial
- Deductions
- Incomes
- Vacation

Payroll industry poll

How do you stay up to date with payroll industry information?
(Select your top go-to resource)

- I rely on updates from my payroll software vendor.
- I rely on the professional organization(s) I belong to (ex. CPB/CPA).
- I attend industry conferences, webinars, networking groups and events.
- I check government websites.
- I ask my industry peers on social media (ex. Facebook groups and forums). Someone always has the answer.
- Other: Please enter in the chat.

Compliance

Employers need to understand payroll legislation, tax implications and labour standards as well as government regulations and standards that affect them.

This is where you, as a payroll service provider, can elevate your payroll advisory skillset.

Start by including relevant legislative updates and tips in your:

- Emails
- Newsletters
- Blogs
- Social media accounts
- Marketing materials

Compliance

Ways to keep your cost of compliance low

Knowledge
- Understanding the tax implications that affect payroll.
- Arming yourself with extensive knowledge of payroll and labour standards.

Communication
- Effectively communicating across various departments.

Efficient practices
- Staying organized with workflow and task management systems.

Technology
- Using software to its full potential.

Automation and efficiency

Efficient and accurate payroll

Using payroll software, like Wagepoint, makes your job much easier.

- Cloud capability and integration
- Scalability and growth management
- Reporting and collaboration
- Digital compliance
- Flexibility and support

Automation and efficiency

Cloud capability and integration

Make payroll compliance easier.

- Automatic calculations and remittance processing
- Year-end tax form filing and ROE processing
- Secure online employee portal for tax documents
- Electronic payment processing and direct deposit
- Cloud accounting and software integrations
- Secure document upload capabilities
- Highest level of security encryption

Automation and efficiency

Scalability and growth management

Make payroll processing scalable and more efficient.

- Built-in accountant dashboard for managing all clients
- Manage various roles and admin access
- Pay employees *and* contractors
- Process multiple paygroups based on frequency as well as off-cycle payrolls
- Auto-run payroll for salaried employees
- Payroll notification reminders to stay on track
- Built-in tips and guides

Automation and efficiency

Reporting and collaboration

Get real-time access for collaboration and report management.

- Create payroll report user(s) for sharing reports
- Email confirmations when payroll reports are available
- Ability to set up a non-employee administrator
- Secure online employee portal for accessing paystubs and tax reporting
- ROE submission status reporting.
- Payroll history and change reports.
- Year-end review and edits to T4s prior to submission
- More reporting options are available

Automation and efficiency

Security and digital compliance

Keep sensitive information safe and meet the legislative standards in digital compliance.

- Built-in secure document upload feature
- 2048-bit encryption
- Industry- and bank-grade processes
- Two-factor authentication for payroll administrators
- Client may also enable or disable employee access
- Online submission of year-end tax forms
- Online submission of ROEs
- Online payment of government remittances
- Secure online employee portal

“The role and perception of the payroll function, and payroll professionals themselves, is ready for disruption. While the primary mission of the payroll function continues to be compensating employees, the reality is that payroll is becoming about far more than simply calculating pay and reconciling statutory filings.”

[The Future of Payroll Report](#)
The Canadian Payroll Association

Partner Perks

Our partner program

Dedicated support

- Dedicated support from the world's friendliest partner team — formed to provide accurate, compliant and efficient payroll just for our partners.

Grow your practice with confidence

- Integrations with leading accounting and time tracking platforms.
- Accountant dashboard to manage your clients with ease.
- Direct or indirect client billing.

Add value to trusted client relationships

- Earn education credits through webinars, events and our partner certification.
- Co-branding partnership opportunities.
- Coming soon: Media kits to support marketing and growth.

Partner Perks

Our partner program

Partner perks and resources.

- Exclusive Wagepoint Facebook Community Group
- Partner resource portal
- Partner certification program
- Exclusive discounts and education opportunities through industry associations
- Swag campaigns
- Industry spotlights, advocacy, awards and recognition
- Annual conference and special events
- Discounted and tiered pricing when all clients are managed by the partner
- Free payroll for your firm after 5 active clients

Thank you!

Next steps:

[Join our Partner program]

Become a member of our exclusive online community

Access our partner resources

Questions?

Please don’t hesitate to reach out to
with any questions.

partner@wagepoint.com

Wagepoint

Payroll resources

Wagepoint

- Partner resource website
- Wagepoint Onboarding Checklist
- Knowledge base
- YouTube channel
- Blog
- Facebook Group — Wagepoint Partner Community

Canada Revenue Agency

- Opening a payroll program account
- Employers' Guide – Taxable Benefits and Allowances
- TD1 forms for January 1, 2022 or later

Canadian Payroll Association

- Payroll Best Practices Guide
- Payroll Tools, Checklists & Calculators

Getting help

- Submit a ticket from within Wagepoint — click the “**Got a question?**” widget box to submit a ticket.
- Access our comprehensive knowledge base.
- Email: support@wagepoint.com. We’ll create a ticket for you and get back to you with an answer as soon as possible.
- Call us at 1-877-757-2272. We’re available from 9 AM to 9 PM ET daily, with the exception of public holidays.
- Check out our blog.