



Frequently Asked Questions

What is payroll direct deposit?

Payroll direct deposit refers to the automatic deposit of your pay cheque directly into your bank account.

What is electronic pay advice notification?

Electronic pay advice notification is an environmentally friendly paperless pay slip that is delivered to an employee's email address.

Is it safe?

Yes, electronic pay advice notifications are safe. To protect your confidentiality, your personal banking information does not appear on the pay advice notifications. Please keep in mind that if you share your email account with others, they will have access to view your electronic pay advice as well. It is highly recommended that you provide an email address that only you have access to.

What do I need in order to receive electronic pay advice notifications?

You will need an email address and a computer or device that allows you to access your email account. You can either choose to have it sent to your work email or if you don't have a work email you can choose to have it sent to your personal email account. The pay advice notification will be in a PDF file format so make sure you have Adobe Acrobat Reader on your computer. It can be downloaded free at www.adobe.com.

What is an EFT reimbursement?

EFT stands for electronic funds transfer, and is a method of paying the employee for reimbursable expenses, where the amount is directly deposited to the same bank account as the employee's pay cheque.

How do I know when an amount is paid through EFT?

When the amount is paid, the employee receives an email notification, with an electronic cheque stub attached. It is similar to, the electronic pay advice notification.

What are other employment-related notifications?

Sometimes, we need to get information out to all employees at once, and email is the most efficient way to broadcast those messages. Your email is only used for employment related communications, and is not shared with anyone for any other purpose.

How do I make changes to my banking information or change my email address?

You need to download the Payroll Direct Deposit and Notifications Consent Form from the HUB, under Human Resources in Forms, attach your void cheque or auto deposit authorization form from your new bank account, and send it to HR so the banking information can be updated before your next pay cheque is due.

How can I obtain another copy of my pay advice notification if I deleted the email?

Contact CeCe Shi in Payroll at (604)983-6332 for a copy to be reissued to you.

What is ScheduleForce?

ScheduleForce is a web-based program for staff scheduling. At any time, an employee can sign into



their account and see their scheduled shifts, and check for alerts about available shifts and other messages. Employees have the option to sign-up to receive automated scheduling messages via text, email or pager from ScheduleForce about available shifts and other schedule changes.