

## Canada Post Service Interruption

As you may have heard in the news, Canada Post workers have gone on strike. This will affect some activities for which we rely on daily mail service, like billing statements, submission of claims, premium payments and claim reimbursement cheques. It will have no effect on these activities that are being handled online.

If you aren't using *my-benefits*® right now, we encourage you and your employees to register at [my-benefits.ca](https://my-benefits.ca) to minimize the impact of this interruption in mail services. Virtually all your plan administration and your employees' benefits activities can be managed online through the *my-benefits* portal. Premiums can be set to be drawn automatically from your account, and employees can set up direct deposits for their claims to be paid online.

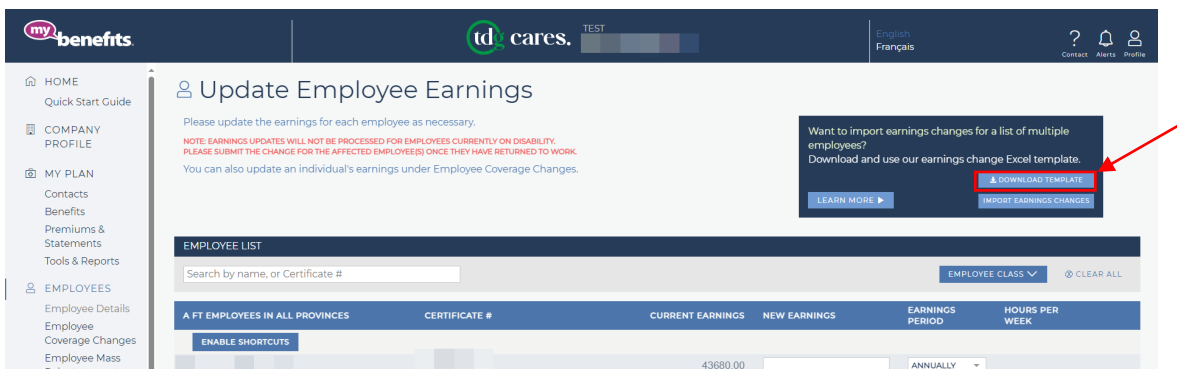
If you need assistance setting up your *my-benefits* account, please call our Customer Service team who can walk you through the process of submitting a claim or finding your billing statement.

We will be monitoring the situation closely to mitigate the effects of any disruption of services.

## Updating Salary Changes is Now Easier

We are pleased to announce the launch of a new salary update function in *my-benefits*®. Now you can download a template and **update multiple salaries** off-line. Once the changes are made, you can upload the document, which will update all the salaries at once. Here's how it works. **(Please note, this function does not apply to clients who use Tandem or HRIS).**

Go to *Update Employee Earnings* on [my-benefits.ca](https://my-benefits.ca) and, from the box in the top-right, download the Excel template for earnings changes.



my-benefits

td cares. TEST

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EMPLOYEES  
Employee Details  
Employee Coverage Changes  
Employee Mass Reinstatement

### Update Employee Earnings

Please update the earnings for each employee as necessary.

NOTE: EARNINGS UPDATES WILL NOT BE PROCESSED FOR EMPLOYEES CURRENTLY ON DISABILITY. PLEASE SUBMIT THE CHANGE FOR THE AFFECTED EMPLOYEE(S) ONCE THEY HAVE RETURNED TO WORK.

You can also update an individual's earnings under Employee Coverage Changes.

Want to import earnings changes for a list of multiple employees? Download and use our earnings change Excel template.

[LEARN MORE](#) [DOWNLOAD TEMPLATE](#) [IMPORT EARNINGS CHANGES](#)

EMPLOYEE LIST

Search by name, or Certificate #

EMPLOYEE CLASS

A FT EMPLOYEES IN ALL PROVINCES	CERTIFICATE #	CURRENT EARNINGS	NEW EARNINGS	EARNINGS PERIOD	HOURS PER WEEK
<input type="button" value="ENABLE SHORTCUTS"/>		43680.00		ANNUALLY	

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Once you click the *Download* button, the template will be downloaded as an Excel spreadsheet.

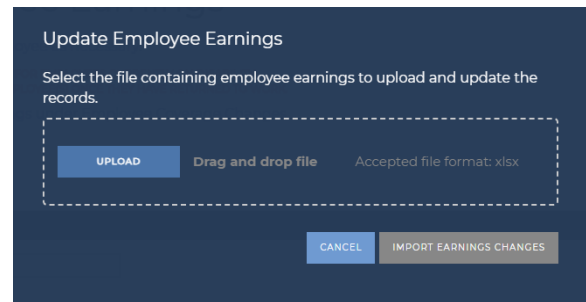
Fill out the template with any salary updates. **Please note, if there is no change for an employee, simply leave the *New Earnings* fields blank. You are not able to delete rows in the spreadsheet template.**

You can save changes as you go and come back later to finish the job when time permits.

Firm Name:								
Firm #:								
10 digit Cert #	First Name	Last Name	Current Earnings	Earnings Period	Hours Per Week	New Earnings	New Earnings Periods	New Hours Per Week
1234500001	John	Doe	\$40,000.00	Annually	0.00	\$25.00	HOURLY	40.00
	COLIN		\$36,000.00	Annually	0.00		Annually	
	DAVID		\$36,000.00	Annually	0.00		Annually	
	CRAIG		\$36,000.00	Annually	0.00		Annually	

When the form is completed, go back to *Update Employee Earnings* and, from that box in the top-right, select *Import Earnings Changes*. Drag your updated file into the white box or click *Upload* and select your file.

You will see a pop-up if there is an error in the file. You will then be able to download an error report, which could include duplicates or missing information. Once you have made the corrections to **your original template file**, it can be re-submitted.



When complete, there will be a pop-up letting you know the data validation was successful.

This simplified process will be faster and more accurate for Plan Administrators. If you have any questions, please contact our office.