

Online Payroll Product Migration FAQs

March 2018



Q: What are the changes associated with the payroll platform migration?

A: As part of the migration, we have created a more intuitive user interface and have added several payroll calculator tools, improved search functionality, mobile compatibility, an annotation function, online chat functionality for contacting our Payroll Hotline, and more timely customer alerts relating to new and emerging payroll news and compliance information.

Q: Which products are impacted?

A: The online payroll migration affects the online versions of The Canadian Payroll Manual and Carswell PayrollSource. These products will be renamed **The Canadian Payroll Manual Online (Classic)** and **The Canadian Payroll Manual Online (Elite)** respectively.

Q: When do the changes take effect?

A: The new platform will be launched and available to subscribers on March 12, 2018.

Q: What will the migration process look like?

A: On March 12, 2018 when logging in to your online payroll publication through the Thomson Reuters site (www.carswellbusiness.com), you will automatically be redirected to our new HR and Compliance site at www.hr-compliance.thomsonreuters.ca. You will still be able to access your online payroll publication using your current User ID and Password. All customers will be migrated at the same time on March 12.

Q: Do I have to do anything in preparation for the migration?

A: No, other than possibly obtaining training on the new platform. You can sign up for training by contacting Customer Learning toll-free at 1-800-387-5164 (416-609-3800 in Toronto or internationally), option 3, or by emailing us at CustomerLearning.LegalTaxCanada@TR.com.

Q: Will my existing password still work?

A: Your current User ID and Password will not change. However, you will need to access your online payroll subscription through our new HR and Compliance site at www.hr-compliance.thomsonreuters.ca. You will be redirected to that site automatically from the former Carswellbusiness site (www.carswellbusiness.com). Please bookmark the new site, as the redirection will only apply for a limited time.

Q: Why are you making these changes?

A: We are making these enhancements in response to customer and market feedback as part of our commitment to product improvement and investment in the latest technology, content, and solutions.

Q: How do I access my online payroll subscription after the migration?

A: Beginning on March 12, you will access your online payroll subscription using your existing ID and Password through our new HR and Compliance site at www.hr-compliance.thomsonreuters.ca.

Q: Why are you changing the Carswellbusiness site?

A: We are making this change as part of a broader rebranding initiative in which the Thomson Reuters brand is being given more prominence. As The Answer Company, Thomson Reuters provides professionals with the intelligence, technology, and human expertise they need to find trusted answers. We have not used the Carswellbusiness name for several years, and the online payroll migration was a good opportunity to make the necessary changes to reflect our new branding and unified approach as one organization under the banner of The Answer Company.

Q: Are the product names changing?

A: The Canadian Payroll Manual Online and Carswell PayrollSource will be renamed **The Canadian Payroll Manual Online (Classic)** and **The Canadian Payroll Manual Online (Elite)** respectively. As part of your subscription, you will still have access to the same great content, plus new enhanced functionalities, including a refreshed user interface, online chat functionality, mobile compatibility, enhanced customer alerts, an annotation function, and calculator tools.

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Q: Why are you changing the name of Carswell PayrollSource?

A: There really are two reasons why we are making this change: (1) as part of our rebranding initiative to emphasize the Thomson Reuters brand, and (2) in recognition of **The Canadian Payroll Manual** as the definitive resource for payroll compliance in Canada. **The Canadian Payroll Manual Online (Elite)** (formerly Carswell PayrollSource) leverages the content in The Canadian Payroll Manual plus a comprehensive library of payroll legislation across all Canadian jurisdictions.

Q: Does this impact the French version of The Canadian Payroll Manual?

A: The online payroll platform migration will impact both English and French editions of **The Canadian Payroll Manual Online (Classic)/Le manuel de paie canadien en ligne (Classique)**. At this time, only **Le manuel de paie canadien en ligne (Classique)** is available in French.

Q: Does the migration impact print subscribers?

A: The online payroll migration only impacts online versions of **The Canadian Payroll Manual Online (Classic and Elite)**. Print subscribers always have the option of migrating to the online version of **The Canadian Payroll Manual Online (Classic)** or upgrading to **The Canadian Payroll Manual Online (Elite)**.

Q: What is the difference between the Classic and Elite versions?

A: Both versions are based on the same great payroll compliance content within **The Canadian Payroll Manual**. **The Canadian Payroll Manual Online (Elite)** (formerly Carswell PayrollSource) also includes a comprehensive library of payroll legislation across all Canadian jurisdictions.

Q: Will the cost of my subscription increase as a result of the migration?

A: We are not passing the cost of the online payroll platform migration on to our subscribers. These enhancements will be completed at no additional cost to you. However, subscribers will see a modest annual increase to their subscriptions at renewal time in line with regular price adjustments.

Q: Will this affect billing in any way?

A: The migration is not expected to have any impact on our billing or back office operations. Nevertheless, you will notice that the new product names are reflected on invoices when renewing your annual subscription.

Q: How do I access the mobile-friendly versions of the platform?

A: The Thomson Reuters online payroll products are available as native (mobile) Apps for your iOS, Android, Mac OS, or Windows driven devices. You can find the Apps for your device in the associated App marketplace (such as Google Play or the Apple App Store) for free with a subscription (you will be prompted to enter your User ID and Password) or via links on the www.hr-compliance.thomsonreuters.ca home page. No matter how you access the online payroll products, whether you use your desktop, browser, tablet, or smartphone, your annotations and history are always automatically synced between your devices, keeping you up to date.

Q: Does it matter which browser or operating system I use to access the payroll products?

A: The online versions of the Thomson Reuters payroll products have been tested to work with the latest versions of Microsoft Internet Explorer 11 and Edge, Google Chrome, Apple Safari, and Mozilla Firefox. The native (mobile) Apps work with Windows 7+, Apple Mac OS 10.11 (El Capitan), iOS 10+, and Android version 7+ (Nougat).

Q: Can I still call the Payroll Hotline for product support and payroll compliance information?

A: As a subscriber to our online payroll publications, you can still contact our expert Payroll Consultants for product support and payroll compliance inquiries by calling toll-free 1-800-661-6828 in Canada and the U.S. (416-609-0152 in Toronto or internationally) during regular office hours. You can also contact us at Carswell.PayrollHotline@thomsonreuters.com or via our new online chat functionality, which is available as part of our new online payroll platform.

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Q: Can I upgrade to the Elite version (formerly Carswell PayrollSource)?

A: Yes. We are offering a special introductory discount for subscribers to our print and online versions of **The Canadian Payroll Manual (Classic)** product who wish to upgrade to the **Elite** version (formerly Carswell PayrollSource). Simply call 1-800-387-5164 toll-free in Canada and the U.S. (416-609-3800 in Toronto or internationally) to upgrade to **Elite**. The **Elite** version includes all of the same content and functionality of the **Classic** version, plus a comprehensive library of payroll legislation across all Canadian jurisdictions.

Q: Will training be offered on the new platform?

A: Yes. Subscribers to either online product who would like training on the new platform can contact Customer Learning toll-free at 1-800-387-5164 (416-609-3800 in Toronto or internationally), option 3, or by emailing us at CustomerLearning.LegalTaxCanada@TR.com.

Q: Who can I contact for more information?

A: Additional information is available by contacting:

- **Technical Support** at 1-800-387-5164 (416-609-3800 in Toronto or internationally), option 2, or via email at TechSupport.LegalTaxCanada@TR.com
- **Customer Support** at 1-800-387-5164 (416-609-3800 in Toronto or internationally)
- **Customer Learning** at 1-800-387-5164 (416-609-3800 in Toronto or internationally), option 3, or via email at CustomerLearning.LegalTaxCanada@TR.com
- **Payroll Hotline** at 1-800-661-6828 (416-609-0152 in Toronto or internationally) or via email at Carswell.PayrollHotline@thomsonreuters.com