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SAP HCM Canada Payroll Year End Update 2019

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PUBLIC

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Agenda

Year-end 2019 Delivery

HR Support Packages, CLC and SAP Notes

Upcoming Legal Changes

Latest Deliveries and Outlook

Improvements



Year-end 2019 Delivery

HR Support Packages and CLC



Year-end 2019 Delivery – CLC and HR Support Packages

HR Support Package and CLC options for SAP_HR Software Component

SAP HR Release	EnhP Release	Option 1: October Support Package of SAP_HR	Option 2: October CLC for SAP_HRCCA
SAP_HR 6.08	608	SAPKE60872	SAPK-60872INSAPHRCCA
SAP_HR 6.04	604 to 607	SAPKE604E4	SAPK-604E4INSAPHRCCA
SAP_HR 6.0	600 to 603	SAPKE600H8	SAPK-600H8INSAPHRCCA

Year-end 2019 Delivery – SAP Notes

More information can be found here:

- ✓ [2832511 - YE19: Master Note for Canadian Year End 2019](#)
- ✓ [2832384 - YE19: Year-end Canada 2019 Phase 1 - preparation for upcoming changes](#)

2019 Forms Changes

❖ T4

- Elimination of codes 68 and 70
- Small changes in instructions

❖ T4A and T4A-NR

- Small changes in instructions

2019 Forms Changes

❖ RL-1 and RL-2

- Small changes in instructions

Validation Schedule for RL Slips

Process	Taxation Year	Start Date	End Date	SAP Status
Authorization of paper forms	2019	October 15, 2019	February 1, 2020	Certified
Certification of XML files	2019	November 4, 2019	February 1, 2020	Generating test cases for submission

Source: <https://www.revenuquebec.ca/en/partners/news/details/165265/2019-09-26/>

Planned Delivery Date: 29/11/2019

PDF for HCM Canada

More information can be found here:

- ✓ [2543237 - YE: Print Year-end forms using Adobe Forms technology on RPCYERK0 report](#)
- ✓ [2529182 - YE: FAQ Print Year-end forms using Adobe Forms technology](#)

Latest Deliveries and Improvements



Display Generated ROEs – Output Log of Generator Report

Output log added on ROE Generator

(RPCROEK0_GENERATOR)

ROE Generator - Application Log

Display Generated ROEs ? Technical Information Hilfe

CTM 0 0 0 2

Type	Personnel No.	First Day Worked	Last Day For Whi...	Message Text
00000000				Evaluation Run Id: Test run - No database update.
71100003		02.01.2019	01.02.2019	A new AMENDED DRAFT ROE was created successfully.



ROE Generator - Application Log

Record of Employment (ROE) - Details

ROE Run ID	Personnel No.	Bus. No.	Status	ROE Block No.	ROE Block Value
71100003		123456789RP	Test Execution	B01 - Serial No.	W???????
				B02 - Serial No. of Record Amended or Replaced	
				B03 - Employer's Payroll Reference No.	
				B04 - Employer's Name and Address	
				B04 - Employer's Name and Address	
				B04 - Employer's Name and Address	
				B05 - Canada Revenue Agency B.No.	123456789RP0001
				B06 - Pay Period Type	M Monthly
				B07 - Postal Code	M7A 4D5
				B08 - Social Insurance No.	
				B09 - Employee's Name and Address	
				B09 - Employee's Name and Address	
				B09 - Employee's Name and Address	Montreal
				B09 - Employee's Name and Address	QC CA
				B09 - Employee's Postal Code	J1M 1A1
				B10 - First Day Worked	02.01.2019
				B11 - Last Day For Which Paid	01.02.2019
				B12 - Final Period Ending Date	28.02.2019
				B13 - Occupation	Integration: default posi
				B14 - Expected Date Of Recall	U Unknown
				B15A - Total Insurable Hours	405.00
				B15C - PP01 Insurable Earnings	15227.05
				B15C - PP02 Insurable Earnings	10150.00
				B16 - Reason Code	N00
				B16 - For Further Information, Contact	Payroll Manager
				B16 - Telephone No.	(555)555-5555 Extension 5
				B17A - Vacation Pay Code	1 - Included with Each Pay
				B17B - Statutory Holiday Pay For	01.02.2014 - 10.00
				B20 - Communication Preferred In	E
				B21 - Issuer's Telephone No.	(555)555-5555 Extension 00000005
				B22 - Issuer's Name	Payroll Manager Camargo

SAP Notes [2796459](#) and [2797076](#) (CE)

ROE – Performance Improvement for Processing Employee's Absences

Currently, ROE generator reads the employee's personal work schedule since their first active day if any absence is relevant to ROE.

After this improvement, the report will only read the employee's personal work schedule when this information is essential, greatly improving the its performance.

SAP Notes [2840944](#) (Currently in pilot release)

ROE – Amendment order not being considered to validate dates



SAP Note [2800653](#) (Delivery in progress)

Garnishments – Case number field not being filled for CE

Canadian Garnishments: History

Sort by New dates

Garnishment history

Period from 16.01.2016 to 31.01.2016
Run date 14.10.2019

Ca RecordType	Case Number	Initial Balance	Ongoing Payme...
1 Payment	123456	1.000,00	100,00
1 Payment	123456	5.000,00	500,00

Display Garnishment/Cession CA

Debt overview Debt History History - all orders

Personnel No 7 Name
EE group 1 Active Personnel ar
EE subgroup K SIN
Start 01.01.2016 to 31.12.9999

Case no 123456

SAP Note [2822114](#)

Audit/Reconciliation Report – Report log enhancement

Audit/Reconciliation report

Log

- General Messages
- Employee list: 1
- Data
 - YTD Earnings (Tax view)
 - Evaluation interval: 2017
 - 123456789RP0001
 - BC Brit. Col.
 - YTD check / list of YTD errors
 - Evaluation interval: 2017
 - 123456789RP0001
 - BC Brit. Col.
 - 00787901 (Teste Overview Cordoni)

BC Brit. Col.

Payment Date Year	BusNr	QcID	P	Box	Box Description	Total Y...	Tot.Earn.	Inf.Amt	Out.Arr
Evaluation interval: 2017	12345...			BC B14	Employment income before deductions	0,00	124.800,00	0,00	0,0
				B16	Employee's CPP contributions	0,00	2.564,10	0,00	0,0
				B18	Employee's EI premiums	0,00	836,19	0,00	0,0
				B19	Employer's EI premiums	0,00	1.068,67	0,00	0,0
				B20	RPP contributions	0,00	60.900,00	0,00	0,0
				B22	Income tax deducted	0,00	13.186,23	0,00	0,0
				B24	EI insurable earnings	0,00	62.400,00	0,00	0,0
				B26	CPP/QPP pensionable earnings	0,00	62.400,00	0,00	0,0
				B27	Employer's CPP contributions	0,00	2.564,10	0,00	0,0
				O01	Floating boxes test 1	0,00	62.400,00	0,00	0,0
				O02	Floating boxes test 2	0,00	62.400,00	0,00	0,0
				O03	Floating boxes test 3	0,00	62.400,00	0,00	0,0
				O04	Floating boxes test 4	0,00	62.400,00	0,00	0,0
				O05	Floating boxes test 5	0,00	62.400,00	0,00	0,0
				O06	Floating boxes test 6	0,00	62.400,00	0,00	0,0
				O07	Floating boxes test 7	0,00	62.400,00	0,00	0,0
				O08	Floating boxes test 8	0,00	62.400,00	0,00	0,0

☐ Select correction runs only

Execution Mode

Execution Mode

S Summarized Display

D Detailed Display

F Flat Display (old log)

D Detailed Display

SAP Note [2655429](#), [2722586](#) and [2683468](#) (CE)

Employer Health Tax – Variable rate for British Columbia

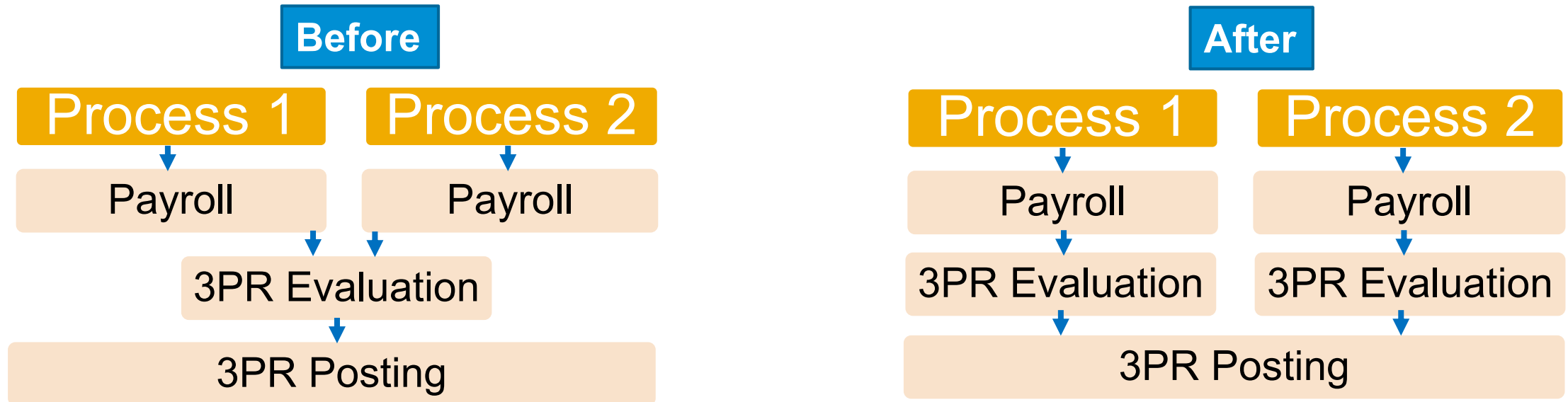
SAP Note **2725988 - TAX: Employer Health Tax - Province of British Columbia - Effective January 2019** provided a solution to maintain the EHT rate using constant THBC0. The rate is flat if the total payroll in BC is above CAD 1,500,000 but determined dynamically using a formula otherwise.

Feature **07THB** can be used to determine the rate to be used for any company by using a filter based on the employee's data.

SAP Notes [2847609](#) (Currently in pilot release)

Third-Party Remittance

Technical improvements to allow parallel processing



- [2726032](#) - 3PR: RPURME00 parallel processing enablement in HR process model
- [2834413](#) - 3PR: Technical improvements for Posting program RPURMP00 (Delivery in process)

Outlook



Year End Report – Void/Purge items in Run History

- Select **All runs** not working properly
- **Tax Form Type** and **Run Type** to be added as filters
- Maintain selected entries after user action (e.g. click on "Void Run")

Year End Reporting, Canada: History Log

Current runs

All runs

Void run

Run Filed

Purge voided runs

Info on run

Enable ESS

Display Details

Reporting Year

2019

History Log

	Form	Tax...	Run Type	Run number	Test	Printed	MagMedia	Filed	Voided	ESS On	TemSe object	Spot
	REL2		PRODUCTION	2384	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<div><div>^</div><div>v</div></div>
	REL2		PRODUCTION	2385	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	T4		PRODUCTION	2082	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Solution in development

Outlook

Tax

- CPP, EI, QPP & QPIP Changes effective 01 January 2020
- T4127 Guide (Payroll Deductions Formulas) yet to be published by the CRA
- TP-1015.G-V (Source Deduction and Contribution Guide) to be published by Revenu Québec
- Maximum Assessable Earnings for workers compensation yet to be released for all provinces

Reporting

- T4 XML schema and specifications yet to be published by the CRA
- RL XML schema and specifications published - Planned delivery on 29 Nov 2019

Important Info



SAP One Support Launchpad

SAP recommends that you use [SAP One Support Launchpad](#) to search for Notes. The following apps are available to you on the Launchpad:

The screenshot shows the SAP ONE Support Launchpad interface. At the top, there is a navigation bar with the SAP logo, the text "ONE Support Launchpad", a "Knowledge Base" dropdown menu, a search bar with the placeholder "Enter search term", and a search icon. Below the navigation bar, the "My Home" section displays five tiles:

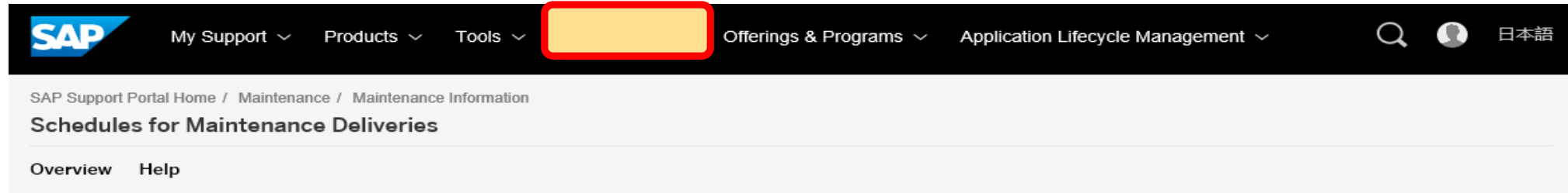
- Announcement of Legal Change**: Shows a calendar icon and the number "29". Below the tile, the text "Open Legal Changes" is visible. A red arrow points from a text box below to this tile.
- My SAP Notes & KBAs**: Shows a calendar icon and the number "1". Below the tile, the text "Favorites updated" and "Within last 4 days" is visible. A red arrow points from a text box below to this tile.
- SAP Legal Change Notes**: Shows a bar chart with "New" (3) and "Updated" (7) counts. Below the tile, the text "4 days ago" is visible. A red arrow points from a text box below to this tile.
- Expert Chat**: Shows a chat icon and the text "Get Real-Time Support". Below the tile, the text "Begin a chat session" is visible.
- Schedule an Expert**: Shows a calendar icon and the number "0". Below the tile, the text "Upcoming sessions" is visible.

Below the tiles, three text boxes with blue underlined text are shown, each with a red arrow pointing to one of the tiles:

- [Announcement of Legal Change](#) (points to the first tile)
- [My SAP Notes & KBAs](#) (points to the second tile)
- [SAP Legal Change Notes](#) (points to the third tile)

SAP HR Support Packages

[Support.sap.com](https://support.sap.com) > Maintenance > Maintenance Information > [Schedules for Maintenance Deliveries](https://support.sap.com/en/release-upgrade-maintenance/maintenance-information/schedules-for-maintenance-deliveries.html)



Schedules for Maintenance Deliveries

This is the central location for communication of planned release dates for SAP's maintenance deliveries which include patches, support packages, and support package stacks.

- ✓ **Patches** are code-corrections for a specific version of an SAP product
- ✓ **Support packages** are a collection of one or more patches
- ✓ **Support package stacks** are a collection of support packages

Support packages and support package stacks are released to customers according to the following schedules:


- ✓ [Schedules for Support Package Stack](#)
- ✓ [SAP BusinessObjects Maintenance Schedule](#)
- ✓ [SAP_UI Support Packages](#)
- ✓ [SAP Apparel and Footwear Support Packages](#)
- ✓ [SAP for Healthcare \(IS/i.s.h.med\) Support Package Schedule](#)
- ✓ [SAP ERP Human Capital Management](#)
- ✓ [HR LOCHRSAE Support Packages Schedule](#)

*RTC date = planned release to customer date.

**The schedules published here can be changed or added to without prior announcement.

<https://support.sap.com/en/release-upgrade-maintenance/maintenance-information/schedules-for-maintenance-deliveries.html>

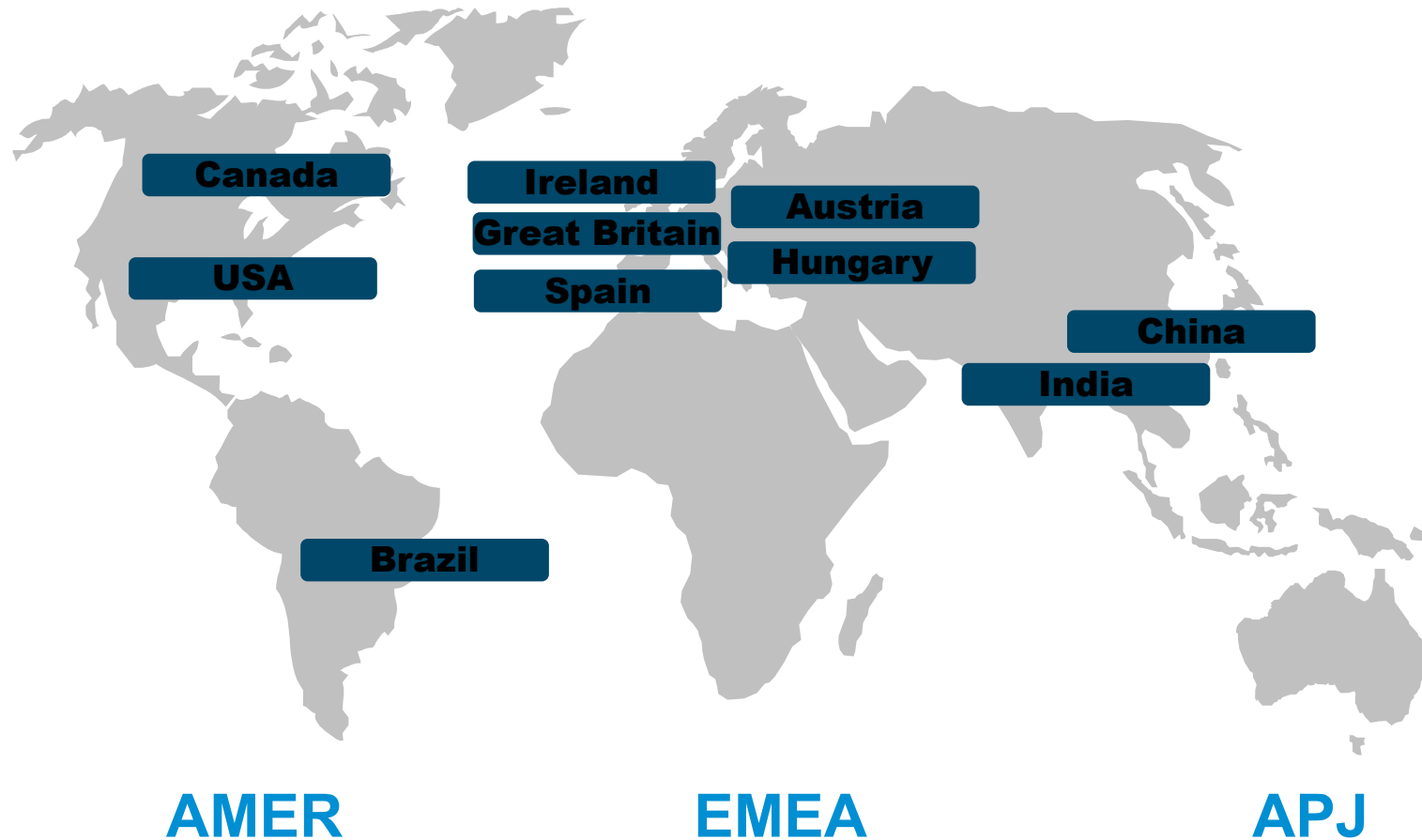
SAP HR Support Packages Schedule (HRSP)

 SAP Support Portal Home / Maintenance / Maintenance Information / Schedules for Maintenance Deliveries		
HR Support Packages for EHP8		
Important Information 2020 <u>2019</u> 2018 2017 2016		
SAP_HR EHP8 EA-HR EHP8 (*) 2019		
SAP_HR EA-HR	Planned Availability	Countries for which CLC packages have been planned plus content information SP Stacks <i>Remark: Support Package application is always recommended for all countries to continuously improve quality</i>
75 75	16.12.2019	
74 74	05.12.2019	
73 73	07.11.2019	Synchronization HR SP
72 72	10.10.2019	Austria: mBGM Corrections 2019 (CLC 8) Canada: YE Taxes and Tax Reporting Phase 1 (*) France: FAG, FAGRAU, DGN Public Sector Great Britain: HESA 2019/20 Hongkong: MPF Contribution Report with Manulife Format Hungary: Government officials Act 2019 Ireland: SMART PAYE VII (*) Poland: LC Slovenia: Change to expatriates during payroll period Slovakia: Centralized Health & Social Insurance updates USA: 2019 YE for Tax Reporter Phase 1, BSI Tax Factory 11, Tax Reporter SUI Quarter 3/2019 (*) South Africa: IRP5 changes - new version changes

[Support.sap.com](https://support.sap.com) >> Maintenance >> Maintenance Information >> [Schedules for Maintenance Deliveries](#)

>> [SAP ERP Human Capital Management](#)

Global Product Support



120+

Local Versions

1,5M+

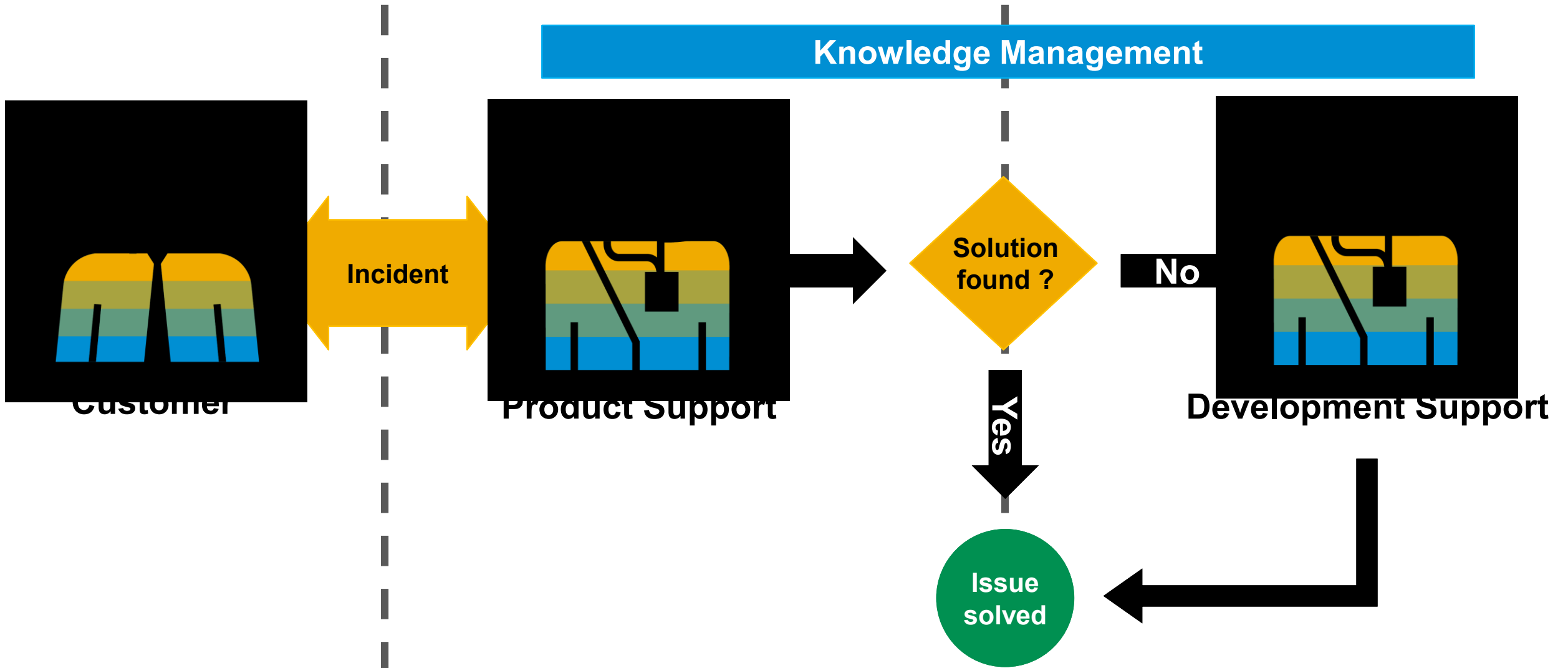
Incidents per Year

Product Support – Support Center Brazil

- São Leopoldo – RS
 - Started on March 2007
 - 1500 Employees
 - ≈400 consultants @ Product Support
-
- Office hours on weekdays:
Eastern Daylight Time: 08:00 – 20:00
Pacific Daylight Time: 05:00 – 17:00



Work Process of Support



Evaluation of Support

Satisfaction with SAP Support

Product Satisfaction

Data for Machine Learning algorithm

1

2

3

4

5

SAP Support Interaction Survey

Your Feedback to SAP Support

Looks different?

Was your issue resolved?

No answer

Please indicate how much you agree with the following statement:
SAP made it easy to resolve the issue.

No answer

How satisfied are you overall with the support you received concerning this incident?

No answer

How satisfied are you with the product for which you opened this incident?

No answer

Please tell us which of the following resolved this issue:

No answer

Further Comments

Please take a moment to explain your ratings above, or provide us with any other feedback. This helps us provide you with even better service in the future.

Priorities of Incidents

Criteria Incident **confirmed automatically** /days

Very High

- **Productive** system not available.
- **High risk** of go-live or upgrade not to be completed within time.
- Main business processes are **highly impacted**.
- **No alternative** solution for above mentioned situations.

14

High

- Normal business processes are **severely impacted**.

21

Medium

- Normal business processes are **impacted**.

45

Low

- Small or no impact on a business process.

45

What to Consider When Reporting an Incident ?

- Installation, System and Version(s)
- **One Issue** per Incident – SAP Note 50048
- **Specific** flow how to observe the issue and expected result (attach screen shots, logs, messages)
- **Precise** description of the issue (containing explanations)
- **Priority** according to criticality of the issue – SAP Note 67739
- **Authorization** to reproduce the issue via remote-connection
- **Enable/Open connection** for remote access (preferably Line Opener Program and for non-productive systems) (only for on-premise Payroll customers)
- Inform **logon details** in the secure area of the incident

The "perfect" incident - Tips

- Invest time when creating an incident.

Additional information accelerates understanding and resolution.

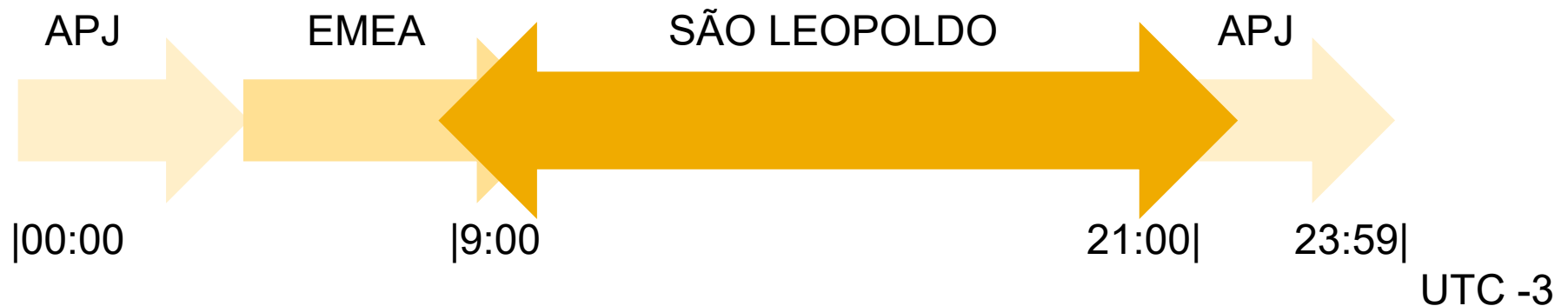
- Let the support know about projects and legal deadlines as soon as possible.
- In case of a behavior change, attach the Legal Requirement that justifies said change.
- Answer all questions from the support consultant.
- If the incident is a continuation of a previous one, inform the incident number.

It is not necessary to copy and paste from previous incident.

- If the person responsible for access/connection is not the reporter of the incident, please specify their contact information.

Communication Channels – CIC Customer Interaction Center

- Availability:
CIC: 24x7
CIC Chat: (24x5)
- All interactions are registered within the incidents and consultants are notified via e-mail.



Communication Channels – CIC Customer Interaction Center

- SAP Note **560499** contains contact information.

Canada

+1 866 660 3577

011800 CALL-1-SAP (2255 1727) (excl. Mobile)

Thank you



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www.sap.com/contactsap

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