FAQs on the ActiveNet Project

General Information

1. What is the ActiveNet project?

The project was initiated to replace the end of life Safari registration and reservation system for recreation programs and services. Safari is at its end of life with the vendor announcing that it will no longer provide support for Safari. In addition, elements of Safari are not compliant with new Payment Card Industry standards. The City has a firm deadline from the payment card industry to become compliant with these standards and the replacement of Safari is a significant milestone which must be achieved in order to comply. Therefore, Safari is being retired and replaced by ActiveNet.

In addition to being a necessary system update, the project is also focused on continuous process improvements to better support the business of recreation, help everyone do their work more effectively and deliver an enhanced customer experience.

2. Why is the current system being replaced?

The current Safari system is an end of life system which will no longer be supported by the vendor beyond the end of October 2015 and must be retired. Additionally, elements of Safari are not compliant with new Payment Card Industry standards.

3. What are the advantages of the new system?

The new ActiveNet software offers system stability regardless of demand, meaning that many customers can register at one time. ActiveNet also offers improved online user experience and greater program registration flexibility and reporting capabilities.

More accurate and timely data will support better understanding of program participation and allow adjustments to recreation programming in line with the changing needs of the public.

4. Who is funding the project?

The City of Vancouver is funding the project costs of implementing ActiveNet (approximately $2M). The City will also provide resources and personnel to support this business system on its protected network.

5. What other cities use ActiveNet?

Last updated: October 22nd, 2015

ActiveNet is being used in a number of large American cities, including Chicago and Portland. Vancouver is the first major city in Canada to launch ActiveNet.

6. **When will the new system be implemented?**

The West End Community Centre, Coal Harbour Community Centre and Barclay Manor began participating in a pilot of ActiveNet in May 2015. The pilot was very successful and well-received by the public. We thank the West End Community Centre Association for their invaluable assistance in being the very successful pilot project site.

ActiveNet went live on July 28th for all remaining sites, replacing Safari, prior to the start of fall registration.

7. **Was there testing before the ActiveNet pilot?**

Yes, comprehensive testing was completed prior to the pilot to identify and correct any issues. Testing was ongoing during preparation for the full roll-out of ActiveNet.

8. **When can the public sign up for an ActiveNet account to register for programs?**

The public can create an account to login and register for programs at any time. Many customers will already have an account and have already signed in to register for programs. Information for the public on how to create an account and login can be found on the Facility and Recreation Registration Frequently Asked Questions webpage found here: http://vancouver.ca/parks-recreation-culture/facility-and-recreation-registration-faq.aspx

By mid-September enrollments for more than 40,000 people had been completed for fall programs and online traffic had surpassed 190,000.

9. **What screens will customers see in ActiveNet?**

The public URL for online registration is http://recreation.vancouver.ca.

Customers will see the following screens:

"Register for Activities"

- Lists of programs, descriptions, pricing, etc.
- Maps of location
- Shopping cart for registration

"Facilities Reservations"

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- Lists of rooms and availability

"Passes"

- OneCard and Usage passes available
- Site Specific passes (CCA passes and usage cards)

"My Account"

- Account Activity
- My Schedules
- My Waiver Forms
- My Wish List
- My Transaction History
- My Credits on Account
- My Saved Credit Cards
- Online Services
- Register for Activities
- Make a Reservation
- My Shopping Cart
- Sign Out of My Account
- Purchase Passes
- Account Settings
- Change My Personal Information
- Change or Add a Family Member/Friend
- Change My Password
- Payment Details
- Pay on Account
- Change My Auto-Charge Payments
- My Payment Receipts

Privacy and Security

10. Is the new system secure?

Yes, ActiveNet is secure and is a much more secure system than Safari.

Security needs have increased and new Payment Card Industry (PCI) standards are in place. Elements of Safari do not meet these new security and PCI standards. ActiveNet is a much more sophisticated system and supports increasingly strict protocols around

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protection of personal data, and protection against hackers. ActiveNet is also fully compliant with new PCI standards.

11. Where will data be stored?

Data in ActiveNet is stored in Canada.

12. What are PCI standards?

PCI stands for the Payment Card Industry. PCI sets industry data security standards for safeguarding sensitive payment card data. The City and Park Board are required to comply with PCI standards and ActiveNet is fully compliant with those standards.

To maintain PCI compliance, it is crucial that the set-up of all information technology (IT) infrastructure of the City of Vancouver is secure and not tampered with or changed in any way. Achieving PCI compliance required the City to install a dedicated "PCI zone" network for the handling of payment card data which is separate from the usual computer network. This network has increased security and protocols that are unique. It also required dedicated computers running exclusively ActiveNet in each centre.

Information for Community Centre Associations

Most of the 24 community centres in Vancouver are jointly operated by the Vancouver Park Board and a local Community Centre Association (CCA).

Some additional FAQs are included below for Community Centre Associations.

Training

13. Is there budget to train staff?

Yes, there is budget to train and backfill staff as needed. Most training will not require substantial backfill.

14. What is the timing of training for Community Centre Associations?

Community Center Association Staff and Park Board staff were trained according to their role to ensure key staff were ready for ActiveNet go-live. Training for both CCAs and Park Board staff has continued since go-live and will be ongoing in fall 2015. Training is currently expanding to include more roles and skills (e.g., training for CCA Presidents on ActiveNet reporting).

CCA Bookkeepers attended training on August 17th, 21st, 26th and September 8th.

CCA Presidents (and other interested members of CCA Board Executives) are invited to training on October 20th, 23rd, and 28th.

15. What training will Bookkeepers receive?

Bookkeepers were invited to training sessions which took place shortly after the first ActiveNet financial reports were issued with the first payment. They received training on ActiveNet financial reports, information on how to interpret the reports, and some tips on how the information can be used. Some Treasurers, Presidents and others also attended a Bookkeeper workshop.

Bookkeepers can reach out for additional support from the finance team at any time by contacting the IT Help Centre at ithelpcentre.e-help@vancouver.ca or 604-873-7127 from 7:00 am to 10:30 pm Monday to Friday, and from 8:00 am to 8:00 pm weekends and holidays.

Bookkeepers will be contacted in October with an invitation to attend upcoming meetings and drop-in sessions for further support.

16. When will CCA Presidents receive ActiveNet training?

Presidents (and other members of CCA Board Executives) are invited to attend one of three upcoming ActiveNet training dates: October 20th, October 23rd, or October 28th. An invitation has been sent directly to Presidents. At the training, Presidents (and other members of CCA Board Executives) will receive a login to ActiveNet and will learn how to access and interpret ActiveNet reports.

17. What options are there for online tutorials?

At this point, support material is being provided primarily in the in-person training sessions. Web-based (online) training will be part of ongoing training after ActiveNet has rolled out.

Financial and Accounting Information

18. What revenues flow through ActiveNet and how will revenue flow?

All registrations and other facility generated revenue from room rentals and other activities (whether by cash, cheque, credit or debit) will be processed by ActiveNet.

As has always been the case, Park Board staff will collect revenue. All revenue will flow through ActiveNet to the Park Board. All revenue to be received by CCAs for their programs and activities will flow on a bi-weekly basis to the CCAs with only debit card and credit card transaction fees deducted at source. No other deductions will be made.

Due to need for PCI compliance across the City and to meet the ever-increasing City network security standards, no other transaction systems apart from ActiveNet will be on site at the centres.

19. Why is there a new revenue flow model in ActiveNet?

There are several reasons for this new revenue flow model:

1) PCI Compliance:
   The City cannot flow payments directly to the CCAs due to the payment processing system set up to be PCI compliant. In order to meet its PCI obligations the City has had to establish a dedicated network for payment processing. The City cannot allow non-City managed payment card devices to connect to this network due to security and liability concerns.

2) Merchant Account with Moneris:
   City managed payment card devices can only deposit money in the City bank account. This is because the merchant account with Moneris is associated with a specific bank account and cannot be associated with multiple bank accounts.

3) Financial Controls:
   The new revenue model under ActiveNet is more transparent and simplified from the previous system and will promote proper financial controls such as segregation of duties and cash handling compliance.

4) System Configuration:
   ActiveNet has been configured for this revenue flow. To change the revenue flow model would require a reconfiguration of ActiveNet and a new project.

5) Global Registration:
   The new revenue flow system under ActiveNet supports global registration (the ability for the public to register at one site for a program at another site).

20. How many GL accounts are available in ActiveNet?

ActiveNet has 172 GL accounts in one general ledger. 132 of these GL accounts are for CCAs, as each of the 22 CCAs has 6 GL accounts of their own. (The remaining 40 are Park

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Board GL accounts). The field titled "Revenue Category" in the Transaction Export is used map to each CCA's GL accounts.

21. **What will the deductions and fees be for organizations such as CCAs once ActiveNet is implemented?**

Once ActiveNet is implemented, the current Safari 2% Park Board Handling fee for online revenue will not be charged. Credit and debit transaction fees on revenue will be charged to each CCA at a rate of 2.1% of the transaction value and will be deducted at the time of revenue payment. The 1% of revenue ActiveNet Subscription Fee will be a subject to be addressed in the Joint Operating Agreement negotiations. Until those negotiations are complete, the City will pay the Subscription Fee on all revenue. What portion of the Subscription Fee currently paid by the City will ultimately be paid by the CCAs will be the subject matter of negotiations.

22. **Will Active Network be able to increase subscription fees?**

The contract signed between the City and Active Network is for a term of five years. Subscription fees are fixed for that period.

23. **Will payments to CCAs be based on accrual accounting or cash accounting?**

Payments will be made based on cash accounting.

24. **When was the first payment from ActiveNet transactions received by CCAs?**

In August, CCAs received their first payment since ActiveNet implementation. The first bi-weekly payment dates since ActiveNet implementation were as follows:

- For CCAs signed up for Electronic Funds Transfers (EFTs), EFTs occurred on Friday, August 14th and payments are continuing on a bi-weekly basis.
- For CCAs not using EFTs, cheques were mailed on Thursday, August 13th and payments are continuing on a bi-weekly basis.

The first payment date for some CCAs was a different date in the bi-weekly schedule (i.e., late August), depending on when fall program registration opened at their site and whether or not there were sales of CCA memberships and/or CCA fitness centre drop-ins/passes at their site.

The bi-weekly payment schedule with payment dates and pay periods for CCAs is included in Appendix A at the end of this FAQ document.

Last updated: October 22nd, 2015

25. What reports do Bookkeepers receive along with the payment?

Bookkeepers receive four ActiveNet financial reports by email along with each payment. The reports enable Bookkeepers to confirm and reconcile the payment amount, as well as determine the accounting entries required to record the payment.

The four reports are:

1) The Account Distribution Report (Summary) which shows the Debits and Credits and the payment amount transferred;
2) The Account Distribution Report (Detail) which shows details of every transaction;
3) The Transaction Export, an Excel document that includes all transaction-level data and provides the GL and revenue category for CCA Bookkeeping systems; and
4) The Agency Payment Report which shows the credit and debit card total for calculation of the fees owing on that amount.

26. How can a CCA verify payments and reconcile all of their accounts to ensure they receive all money due to them?

The Park Board and City of Vancouver have a robust process in place to ensure that data entered into ActiveNet is correct, to verify its accuracy, and that Associations receive timely and accurate payments. There is also a way for CCAs to review transactions and reports and match the total to the amount they receive in payment bi-weekly.

With each bi-weekly payment, Bookkeepers receive four financial reports. With these reports, they are able to verify the payment by cross referencing the Transaction Export with the Account Distribution (Summary) Report. The Bookkeepers were trained on how to do this comparison in the Bookkeeping sessions at the end of August and early September. The Bookkeepers also have a detailed version of the Account Distribution Report that provides the receipt information for all transactions processed during the payment period. They can review each row in that report to see each details of each individual transaction.

To date, the error rate has been approximately 1.03%. Through the robust system in place, we have been identifying and correcting this small number of errors and with the help and support of CCAs, we will continue to bring that number down together.

27. What are the cash out and bank deposit procedures?

Under the previous system, Safari, the cash out and bank deposit processes varied by site. With the implementation of ActiveNet, Park Board staff are now responsible for the cash out and bank deposit activities for ActiveNet transactions, which helps ensure that all locations are following consistent procedures across the network.

In compliance with the City of Vancouver's existing Cash Handling Policy, standard operating procedures for cash-handling and the bank deposit process are in place to guide staff working at all recreation facilities. Over 500 staff have been trained on these new procedures and processes.

Cash Out (Daily): The new process since ActiveNet implementation is for Park Board cashiering staff to cash out at the end of each shift. A complete cash out for all cash and cheques received that day occurs daily for each location.

The Recreation Facility Clerks or their designates are responsible for reconciling daily these cash summary sheets, preparing daily bank deposit slips and preparing the bank deposit for pick up.

Bank Deposits (Daily or Weekly): Bank deposit pick-ups by armoured car services for each location are scheduled either daily or weekly, depending on the size of each individual site and the volume of transactions. Bank deposit picks-ups are the responsibility of the Park Board.

It is important to note that with this new process, cheques will need to be made out to the City of Vancouver; the Community Centre Association name can be placed in the notes or comments line on the cheque.

28. What is the procedure for handling non-sufficient funds (NSF) cheques?

It may take a couple of weeks for the Treasury department at the City to be advised of NSF cheques by the City's bank. Once notified by the bank, the Treasury department will forward the NSF cheque to the City's Finance team, who will do two things:

1) Complete an entry in ActiveNet to record the NSF cheque, cancel the payment for the amount of the NSF cheque and set up a receivable from the customer. The ActiveNet financial reports are updated to show non-payment and any revenue that has already been forwarded to the CCA based on the dishonored cheque will be deducted from the next payment automatically. Once the Park Board collects the receivable owing for the NSF cheque from the customer, the CCA will receive the revenue.

2) Contact the Recreation Facility Clerk (RFC) at the community centre. The RFC will contact the customer. If the cheque is for a CCA program or service, the Recreation Supervisor will contact the CCA and let them know about the NSF cheque. The CCA will work with the Rec Supervisor to decide how to proceed. If the CCA chooses not to collect, this NSF entry in ActiveNet remains.

Customers are charged a $35 fee for NSF cheques.

29. Can we delay the removal of Safari Moneris machines and delay the processing of child care payments in ActiveNet?

No. There are two main reasons that we are not able to delay the removal of Safari Moneris machines and the transition of childcare administration into ActiveNet:

1) <u>Safari will no longer be supported:</u>
   The current Safari system is an end of life system which will no longer be supported by the vendor beyond the end of October and must be retired. This means we can no longer continue to use Safari for registration and administration of programs, including childcare. (Safari will continue to be accessible for historical reporting until it is decommissioned).

2) <u>PCI Compliance:</u>
   To meet PCI (Payment Card Industry) compliance, the City must remove the stand-alone Safari PIN pads as they are not compliant with PCI standards. To ensure that sites can continue taking credit and debit card payments, we are therefore replacing them with ActiveNet workstations and PIN pads which are PCI compliant.

   We cannot delay removing the Safari PIN pads as the PCI audit is mid-November, and we must therefore have all Safari PIN pads removed by October 31st.

30. Can CCAs use another system to collect childcare payments?

No. All facility-generated revenue (including childcare) must be processed by ActiveNet. Only ActiveNet PIN pads can be onsite for collecting credit and debit card payments.

31. How will families by able to pay for childcare programs administered in ActiveNet?

Both cheques and credit cards will continue to be accepted for childcare programs.

Data and Access

32. Will CCA Board Executives have logins for reporting purposes?

Yes, any member of a CCA Board Executive who wishes will get a login to ActiveNet. We will train any member of a CCA Board Executive who would like to login to ActiveNet for reporting purposes. These logins will be provided at the October 20th, 23rd and 28th training dates for Presidents and other members of CCA Board Executives.

To meet best practice security standards for systems with sensitive information, logins will be specific to each individual and passwords will meet City security standards and

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change every 90 days. As with access to all business systems in the City, individuals provided with access must meet criteria for each system and be familiar and align with security requirements in regard to system protection and privacy issues.

33. How many members of a CCA Board Executive can access ActiveNet to view reports?

There is no limit to the number of members of a CCA Board Executive who can access ActiveNet to view reports. Any member of a CCA Board Executive who wishes will get a secure login to ActiveNet. All those with a login will have to follow the standard security measures for the system as described above.

34. Was data from Safari transferred to ActiveNet?

Yes, customer data was transferred from Safari into ActiveNet. Historical data of previous program registration was not transferred. CCAs will still be able to access historical data in Safari for reference until it is decommissioned. We are currently working out details of how and when Safari will be decommissioned and more information about that process will be shared once it is available. We will discuss the data needs of CCAs with representatives of the Associations before any decision is made.

35. Will custom reports be available in ActiveNet?

ActiveNet provides much more reporting capacity than Safari. ActiveNet provides huge capacity to run reports, providing over 160 reports, some of which are exportable to Excel and include a number of filter options. Thus, reports do not need to be customized.

For the roll-out of ActiveNet, we will start by using the approximately 80 reports currently in use by various roles which have been initially identified as being the most useful. This includes nine financial reports for Bookkeepers; reports for CCA Presidents on membership, pass usage, program enrolment, facility rentals, and customer information; and reports to support operations for front desk staff, Programmers, and Supervisors.

Over the first 6 months of ActiveNet implementation, we will assess what other reports, if any, are needed. This assessment of reporting needs will be done with participation of Park Board staff, CCA Board Executives and Bookkeepers. CCAs will receive a list of all ActiveNet reports and are invited to provide feedback on what other reports they are most interested in getting access to and receiving training for.

36. Can ActiveNet reports be viewed remotely (e.g., at home or at another location), and if so, what software components are required?

Yes, once an individual's login and account have been created, ActiveNet reports can be viewed remotely by logging in online to ActiveNet's secure admin portal. The following software components are required:

- Microsoft Windows: Windows 7, 8, or 8.1
- Java: version 7 u 76 or later
- Adobe Reader: 11.0.06 or later
- Flash: 12.0.0.44 or later
- Browsers: Internet Explorer: 9, 10 or 11

37. Are files available as .cvs?

Yes. The .cvs file extension will allow the data to be saved in a table format, which allows it to be used with Microsoft Excel.

38. What screens can CCAs see in ActiveNet?

ActiveNet serves the whole recreation system. CCAs can access screens related to their customers and their sites. CCA Bookkeepers have access to financial reports for the sites they are responsible for (including access to transactions that happen at their specific sites but for which revenue flows to other sites). CCAs will be able to see information in ActiveNet for their programs and specific site.

The public has access to the screens as described above.

39. Why does the City/Park Board have access to CCA membership information?

Privacy and the protection of personal information is a priority of the Park Board and City of Vancouver.

The Park Board and City of Vancouver adhere to provincial privacy legislation (*the Freedom of Information and Protection of Privacy Act*), federal privacy legislation (*Canada Anti-Spam Legislation*), and the City of Vancouver policies which are compliant with legislation. Under the existing Joint Operating Agreements, the Park Board and the Community Centre Associations jointly operate the facilities, and thus both collect and use customer data to provide programs and services.

In ActiveNet, same as with Safari, Park Board staff not only collect the membership data and enter it into ActiveNet, but need access to it to verify valid membership, make changes to customers' accounts, and renew memberships.

Any CCA wishing to further discuss membership information may contact the Recreation Supervisor at their site to set up a time to meet to discuss.

40. Is there an ActiveNet report with information about CCA members?

Yes, ActiveNet has reports which provide CCA membership lists and contact information. This will be covered in the upcoming ActiveNet report training for CCA Presidents on October 20th, 23rd, and 28th. At the upcoming training, we will walk CCAs through running this report and provide CCAs with a login so they can run it anytime.

41. Is there an ActiveNet report with information about class lists?

Yes, ActiveNet has reports which provide class lists, contact information, and payment information for classes. The Activity Roster report provides this information. Programmers have access in ActiveNet to run these Activity Roster reports at any time.

42. Who can help with questions about payments and financial reports in ActiveNet?

For the purposes of this transition to ActiveNet, we have identified the IT Help Centre as the best place to contact to get answers to your questions about ActiveNet payments and financial reports. Once the IT Help Centre receives your question, they will open a ticket and send a reply with a reference number so the request can be tracked and forwarded to the person on the project team who can best respond. This reference number will also help the individual follow up on their request.

The IT Help Centre can be contact at ITHelpCentre.E-Help@vancouver.ca

They are open:

- From 7:00 am to 10:30 pm, Monday to Friday
- From 8:00 am to 8:00pm, weekends

43. Who can help with questions about other, non-financial reports?

For reports that are not financial, CCAs can approach the same person at their site they went to for Safari reports. This might be the Recreation Supervisor or the RFC. If this person is unable to assist or find the information they're looking for, they will get in touch with the project team who will follow up.

Registration, Programming, and Bookings

44. Will it be possible for staff to hold seats for in-person registration?

Yes, staff will have the option to keep spaces available for in-person registration.

45. Will there be tools for tracking and promoting new programs?

Yes, new programs can be identified through ActiveNet and will have a "new" tag on the website.

46. How will online room bookings work?

In the future, ActiveNet will allow the public to view room availability online across the whole network of community centres. This new functionality is being rolled out in January 2016. The process for online room bookings has not changed. In person, over the phone and email requests are handled in the same way.

47. All recreation staff can do room bookings for any centre. How is that revenue going to flow to the proper CCA?

For each room booking, a "revenue site" (similar to a flag or label) is assigned which identifies the centre that is being booked for the event. This ensures that the revenue is credited to the proper CCA. This is different from the "transaction site" which indicates where the booking was initiated. These transactions can be reported on to verify that the revenue was booked to the correct CCA.

48. Can program registration open on any day of the week?

Yes, program registration can open on any day of the week.

However, for the first season of program registration taking place in ActiveNet (i.e. our go-live in August 2015), our goal was for registration to open on a weekday (Monday to Friday) to have full, maximum support from City of Vancouver staff and IT services for Park Board staff, CCA staff and customers during go-live.

Individual registration dates for August 2015 were worked out with each site and all of these registration dates were on weekdays. Significant resources were mobilized to support the ActiveNet go-live and August registration for fall programs.

On an ongoing basis (after the first registration season), program registration can open on any day of the week. Specific support for weekend registration is currently being examined to determine what the needs are and a plan will be put into place to support those needs.

The IT Help Centre is always available at 604-873-7127 from 7:00 am to 10:30 pm Monday to Friday, and from 8:00 am to 8:00 pm weekends and holidays.

49. How will no fee ($0) programming work in ActiveNet?

No fee programming (programs that are available to the public without a fee) will be added to ActiveNet in a similar way as it was added to Safari.

Memberships

50. Will CCAs have access to the CCA membership list?

Yes. This will be covered at the ActiveNet training for CCA Presidents (and other members of CCA Board Executives) on October 20th, 23rd, and 28th.

51. How will the membership module in ActiveNet work?

The membership module in ActiveNet will be able to issue society memberships specific to CCAs as well as passes including OneCards and Flexipasses.

Technical Questions

52. Are there anti-spam legislation implications?

Federal anti-spam legislation prohibits the sending of electronic messages without the consent of the recipient and the inclusion of certain required information.

As ActiveNet stores electronic addresses of users of the whole recreation system, CCAs will only have access to electronic addresses of customers using their programs and services.

CCAs must ensure that all electronic messages sent using electronic addresses obtained from ActiveNet comply with the anti-spam legislation. There are significant fines in the legislation for improper use of personal contact data.

53. What are the hardware specifications for CCA computers?

There is no hardware specification requirement for computers. There is a requirement for the computer to use Internet Explorer 10 or higher and have a current version of the Java runtime engine installed. Machines on which payment is taken are covered by the PCI standards and must be compliant with those standards.

54. How are new desktop computers being rolled out at Community Centres?

Between June 22nd and July 27th, the project team and IT replaced one or two Safari workstations with new ActiveNet workstations across all centres.

Three days before each site's August registration date, we replaced any remaining Safari workstations with ActiveNet workstations, leaving one Safari workstation in each centre for administration of summer season programs.

Finally, by October 30th, all remaining Safari front desk workstations and PIN pads will be removed. (Safari will still be available from other on site workstations for accessing historical data only).

55. How will future upgrades work?

Upgrades will be received and delivered automatically on a quarterly basis. Future upgrades from the vendor do not need to be physically installed on our internal systems.

56. Is there ability to revert to Safari if needed?

No, it will not be possible to revert to the old system because elements of Safari are not PCI compliant and Safari was not loaded with fall registration information. This means that all centres are expected to use ActiveNet for program registration and collection of revenues. CCAs will still be able to access historical data in Safari for reference until it is decommissioned.

Contact

Have a question not answered above? Please contact the ActiveNet project team at activenet.project@vancouver.ca.

Appendix A: Schedule of Bi-Weekly Payments to CCAs: August to December 2015

AUGUST						
SUN	MON	TUES	WED	THU	FRI	SAT
						1
2	3	4	5	6 Pay period ends*	7	8
9	10	11	12	13 Payment cheque mailed	14 EFT Payment	15
16	17	18	19	20 Pay period ends	21	22
23	24	25	26	27 Payment cheque mailed	28 EFT Payment	29
30	31					

SEPTEMBER						
SUN	MON	TUES	WED	THU	FRI	SAT
		1	2	3 Pay period ends	4	5
6	7	8	9	10 Payment cheque mailed	11 EFT Payment	12
13	14	15	16	17 Pay period ends	18	19
20	21	22	23	24 Payment cheque mailed	25 EFT Payment	26
27	28	29	30			

Notes:
*1st pay period began July 28th
EFT = Electronic Funds Transfers

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OCTOBER						
SUN	MON	TUES	WED	THU	FRI	SAT
				1	2	3
				Pay period ends		
4	5	6	7	8	9	10
				Payment cheque mailed	EFT Payment	
11	12	13	14	15	16	17
				Pay period ends		
18	19	20	21	22	23	24
				Payment cheque mailed	EFT Payment	
25	26	27	28	29	30	31
				Pay period ends		

NOVEMBER						
SUN	MON	TUES	WED	THU	FRI	SAT
1	2	3	4	5	6	7
				Payment cheque mailed	EFT Payment	
8	9	10	11	12	13	14
				Pay period ends		
15	16	17	18	19	20	21
				Payment cheque mailed	EFT Payment	
22	23	24	25	26	27	28
				Pay period ends		
29	30					

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DECEMBER						
SUN	MON	TUES	WED	THU	FRI	SAT
		1	2	3	4	5
				Payment cheque mailed	EFT Payment	
6	7	8	9	10	11	12
				Pay period ends		
13	14	15	16	17	18	19
				Payment cheque mailed	EFT Payment	
20	21	22	23	24	25	26
				Pay period ends		
27	28	29	30	31		
				Payment cheque mailed		

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