

# MEMO

To: All Staff

From: Cindy Fedell, Regional Chief Information Officer on behalf of Peter Myllymaa, Vice President, Operations, Clinical & Support Services and Chief Financial Officer

Date: December 21, 2022

RE: Payroll Technical Issue

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**If you are receiving this message as a manager, please post and share this message with your staff.**

The external vendor who handles our payroll system is experiencing a software issue impacting a number of organizations, including TBRHSC. We have a back up plan to ensure you are paid on the same day, which will involve estimating payroll based on your timesheets. All staff will be paid by the end of the day tomorrow, Thursday, December 22nd.

For those staff with pay being split into multiple bank accounts, Payroll is working to ensure an appropriate estimate is included in those accounts. We recommend you check your account balance and make any transfers if needed.

We recognize this is not an ideal situation given the time of year and would like to sincerely apologize for any stress or inconvenience this may cause. This will be corrected once the payroll system issue is resolved. More information on that timing is forthcoming.

Your paystub (Virtuo ESS) is temporarily unavailable, and we hope to restore access as soon as possible. In the interim, you can monitor your bank account to view your payroll deposit amount. If you find that your pay has been impacted in a way that is not sustainable in the short term and needs to be adjusted sooner, please email [TBRHSC.Payroll@tbh.net](mailto:TBRHSC.Payroll@tbh.net).