



Administration guide for Sage Accountants Network (SAN)

A guide for individuals who are designated as the VRSP Plan Administrator by their clients or for their own company



VOLUNTARY RETIREMENT SAVINGS PLAN (VRSP)

Manulife | VRSP

Managing your Voluntary Retirement Savings Plan (VRSP)

Manulife's VRSP is straightforward and easy to manage since most of the administrative duties – such as monitoring employee eligibility and automatically enrolling eligible employees – are managed by Manulife.

As the Plan Administrator, you will have access to Manulife's secure website to submit contribution remittances and access reports on behalf of the employer for which you provide services. If you are not the designated Plan Administrator for the plan, your client will need to send the VRSP information outlined in this document to Manulife. Employers can find their own copy of the VRSP Administration Guide on Manulife's secure website.



Your client's ongoing responsibilities for managing this plan include:

- Sending contribution remittances to Manulife for processing
- Updating payroll with each employee's contribution rate
- Notifying Manulife of new hires and employment status changes
- Protecting employees' personal and confidential information

By being appointed as the plan administrator, you are taking ownership for all administration responsibilities of the plan, including those listed above on behalf of your client. If you are only responsible for completing the administration within Sage 50 Accounting, do not have your client list you as the Plan Administrator on the VRSP eApplication.

To manage your client's plan, log in to Manulife's employer secure site at www.manulife.ca/grs by selecting **Sign** in then **Employer** from the drop-down menu.

Note: If you're a first time user, register by selecting **Register now** on the login page.

We're here to help! If you have any questions about this guide or managing your client's plan, call **1-855-795-0004** Monday to Friday, from 8 a.m. to 8 p.m. ET to speak with a Manulife Customer Service Representative or email vrsp@manulife.com.



Your VRSP guide at a glance

Set up Sage 50 Accounting for VRSP	4
Enrolling employees	
Set up employees in Sage 50 Accounting	5
Send employee(s) information to Manulife	7
Setting up banking	
Banking details	9
Making contributions	
Payroll deduction instructions.....	10
Submit your client's contributions to Manulife.....	11
Employer maximum contribution report	12
Managing employee information	
Update employee personal information.....	13
Terminate an employee.....	13
Managing your plan	
Plan changes.....	14
Online reporting	14

Set up Sage 50 Accounting for VRSP

Like other payroll deductions, a deduction for the VRSP is set up to track and calculate an employee's deductions for the selected plan.

Set up the payroll deduction code for VRSP in Sage 50 Accounting

1. First create an account in the chart of accounts so you can process the deduction.
2. In the **Home** window on the **Setup** menu, choose **Settings**.
3. Select **Payroll** and then **Deductions**.
4. Rename an unused Deduction to an appropriate name; for example, PRPP or VRSP deduction.
5. In the Deduct by column, select **Percent of Gross**. You may need to set up a second deduction by Amount if some of the employees choose to contribute a set amount to the VRSP rather than contributing a percentage of their Gross Income.
6. Clear the checkmark for **Deduct After Tax** since a plan contribution is deductible from income before income tax is applied.
7. In the **Home** window on the Setup menu, choose **Settings**.
8. Select **Payroll, Linked Accounts**, and then **Deductions**.
9. Select the appropriate account for the deduction.

To modify the employee's record

1. In the **Home** window, click **Employees & Payroll**.
2. In the Tasks pane, right-click the **Employees** icon and select **Modify Employee** from the menu.
3. Select an employee from the list and click OK.
4. Open the **Deductions tab** and place a check mark next to the appropriate plan deduction in the Use column and set the amount or percent of the employee contribution.

If you need help setting up your Sage 50 Accounting call Sage Support at 1-866-665-2559.

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Enrolling employees

Now that your client's VRSP is set up with Manulife, you need to provide your client's employee information to Manulife. You are required to complete this important step in order to initiate full integration between Sage 50 Accounting, employee data and the workplace savings plan offering. Manulife will use this information to monitor when employees become eligible and will automatically enroll employees in the plan.

Step 1: Set up employees in Sage 50 Accounting

For the VRSP, there are mandatory fields required for any employee who will be associated with the plan. These are:

- Manulife member number
- First Name
- Last Name
- Address
- Social Insurance Number (SIN)
- Date of birth
- Gender
- Employment type
- Hire date
- Preferred language
- Province of employment

An employee cannot be associated with the plan until the employee record has been updated with all mandatory fields.

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Step 2: Add an employee's Manulife member number to his or her employee record screen

An employee's Manulife member number is the unique number that Sage and Manulife will use when communicating information back and forth for each of the employees within a given plan.

If an employee is participating in the Manulife VRSP, you can select the plan type and then add the employee's Manulife member number to the employee record.

To add the Manulife member number to an employee record:

1. Open the **Additional Info** tab in the employee record.
 - a. In the **Home** window, select **Employees & Payroll** on the navigation pane.
 - b. In the **Tasks** pane, right-click the **Employees icon** and select **Modify Employee** from the menu.
 - c. Select an employee from the list and click **OK**.
 - d. Select the **Additional Info** tab.
2. Select **VRSP** from the **Plan** menu.
3. Create a unique identification number for each employee and enter it in the Manulife member number field. The member number can be numeric, alphabetic or a combination of both, up to a maximum of 10 characters.
4. Select **Save and Close**.

IMPORTANT NOTE: The information you provide will display exactly as you have entered it in Sage 50 Accounting. Please ensure all information is accurate and up to date.

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Send employee(s) information to Manulife

Step 1: Export an employee info file (XML):

1. In the **Home** window, on the **File** menu, choose **Import/Export, Electronic Filing**, and then **Export Manulife PRPP/VRSP – Employee Info (XML)**.
2. If the introductory window opens with a description of how the file export works, select **Continue**. To bypass this window in the future, select **Do not display this again**. (Optional)
3. Select the employees to include in the file. (Note – only employees that you have set up with a Manulife member number will be included in the file. If you are missing employees in the list, modify the employee's record before sending the information to Manulife. For the initial employee file that is being sent to Manulife, you can include all employees that you have set up with a Manulife member number. As you hire additional employees, you only need to send the employee information for new employees to Manulife.)
4. Select the **Include Inactive Employees** check box to show inactive employees. (Optional)
5. Select **Ready to Upload**.
6. Select **Save PRPP/VRSP File**.

Step 2: Submit the employee file to Manulife

1. Log in to Manulife's secure website at www.manulife.ca/grs by selecting **Sign in** then **Employer** from the drop-down menu.

Note: If you are a first time user, register by selecting **Register** now on the login page.

2. Select **Manage Your Plan** and choose **Add employees**.
3. Select **Upload an employee file**.
4. Use CTRL+V to paste in the file location of your employee demographic file or browse to the file on your computer using the **Choose file** button.
5. Select **Upload file**.

Only the employer and/or the designated Plan Administrator can access Manulife's secure web site. If you are not the Plan Administrator, send the information directly to the employer.

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You'll receive an email from Manulife to confirm the employee file has been processed.

Once your file is processed, you can view the status of your file by choosing **View employee file status** in the **REPORTING** section. If there are any errors, the file status will show as **Unsuccessful**. Select **View error report** to see details of the errors found. Correct all errors before re-submitting the file. If the file has no errors, the file status will show as **Successful** and the Report column will indicate **No errors to report**. You will receive an e-mail confirming successful file processing.

Note: If an employee wishes to join the plan before he/she is eligible, contact Manulife Customer Service at **1-855-795-0004**.

What happens next?

Once the **employee file** is successfully processed, Manulife will monitor each employee's eligibility. When an employee becomes eligible to join the plan, Manulife automatically enrolls them and mails an **Employee Notification Package** directly to the eligible employee. The employee has 60 days to notify Manulife if they choose not to participate in the plan.



Banking details

To remit your client's contributions to Manulife, you must use the Pre-Authorized Debit (PAD) payment method.

To do this for your client, you must be authorized as a signing authority for your client's bank account. If you do not have signing authority, the employer will need to login to the Manulife website and complete the set-up of their bank account before the first contribution remittance is submitted to Manulife.

If you have signing authority for your client, to add/change your client's bank account information:

- select **MANAGE YOUR PLAN** and choose **Add/Change Banking information**
- enter your organization's bank account details as instructed



Making contributions

Payroll deduction instructions

Manulife collects the contribution instructions for each employee participating in the plan. An employee can choose to set his or her contribution rate as a percentage of earnings or a flat dollar amount per pay period. If no contribution rate is provided by the employee during the 60 day opt-out period, the default contribution rate will apply.

During the first week of each month, Manulife provides the plan administrator with a **Member Payroll Deduction Instructions Report** listing the contribution instructions for employees who have joined the plan and employees who have changed their contribution rate during the month. Once the report is available to view on the secure site, the plan administrator will receive an email notification. If there are no new contribution instructions to report, the plan administrator will receive an email notification indicating there is nothing to report.

To obtain your client's monthly **Member Payroll Deduction Instructions Report**, select **REPORTING** and choose **View payroll deduction reports**. Review the report and update your client's payroll records with the payroll deduction instructions for each employee listed.

If you are not the plan administrator, the designated plan administrator must provide this information to you to update employees' payroll record.

Note: Legislation requires that an employer remits employee contributions to the plan on or before the last day of the month following the day on which they're collected or paid on behalf of the employee(s). If contributions are not remitted within this time period, the employer must pay interest on the contributions due and may be liable for fines under the applicable legislation.

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Submit your client's contributions to Manulife

Step 1: Export your client's contribution remittance information from Sage 50 Accounting

1. In the **Home** window, on the **File** menu, choose **Import/Export, Electronic Filing**, and then **Export Manulife PRPP/VRSP – Remittance Info (XML)**.
2. If the introductory window opens with a description of how the file export works, select **Continue**. To bypass this window in the future, select **Do not display this again**. (Optional)
3. Change the date range to update the list of participating employees. (Optional)
4. Select the employees to include in the file.
5. Select the **Include Inactive Employees** check box to show inactive employees. (Optional)
6. Click **Ready to Upload**.
7. Click **Save PRPP/VRSP File**.

Step 2: Submit the contribution remittance to Manulife

1. Log in to Manulife's secure website at www.manulife.ca/grs by selecting **Sign in** then **Employer** from the drop-down menu.
2. Select **Manage Your Plan** and choose **Submit contribution file**. Follow the instructions provided.
 - Use CTRL+V to paste in the file location of your contribution remittance file or browse to the file on your computer using the **Choose file** button.
3. Select **Upload file**.

If your file will not upload, validate that you are using the correct version of Sage 50 Accounting, correct any errors and upload the new file.
If you continue to have issues, call Sage Customer Support at **1-866-665-2559**.

Definition: Gross salary

Gross salary is remuneration from the employer that is part of an employee's base wages (within the meaning of Section 1159.1 of the Taxation Act), excluding bonuses and remuneration for work carried out in addition to the usual work hours.

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Employer maximum contribution report

If the employer is contributing to the plan and has set an annual maximum contribution amount per employee, Manulife will monitor the total employer contribution amounts and provide an **Employer Annual Contribution Limit Monitoring Report** when contributions for any employees reach 85% or more of the annual maximum contribution amount.

The Plan Administrator will receive an email notification when the report is available to view on the secure site. This report is only produced if there are employee(s) to report.



IMPORTANT INFORMATION: Manulife does not automatically stop contributions when 100% of the employer maximum contribution limit is reached. It's your client's responsibility to adjust the future employer contribution amount remitted for an employee within the Sage software to stay within your chosen annual maximum contribution amount.



Managing employee information

Update employee personal information

If an employee's personal information changes or is incorrect, the Plan Administrator must notify Manulife for any of the following changes:

- Date of birth
- Gender
- Preferred language
- Address
- Hire date
- Employment type
- Province of employment

Note: Once an employee becomes a member of the plan, the employee is responsible for notifying Manulife of an address change.

To make employee information changes:

- visit www.manulife.ca/grs and log in
- elect **MANAGE YOUR PLAN** and choose **Manage employees**, then
- use **Search** to locate the employee's record and to update their information.

Terminate an employee

When an employee leaves your client's organization, you must update his/her employment status and notify Manulife.

To update an employee's status with Manulife:

- select **MANAGE YOUR PLAN** and choose **Manage employees**
- use **Search** to locate the employee's record and proceed to **Terminate participation** where you can indicate the **Termination reason** that applies – termination of employment, retirement, or deceased
- provide the termination date and the contribution period end date in which final contributions (if applicable) will be sent to Manulife



IMPORTANT INFORMATION:

VRSP: For any employees that choose to opt-out of the VRSP or set their VRSP contributions to zero, you will need to follow up every two years and offer them the opportunity to re-enroll.

Managing your plan

Plan changes

Your client can make changes to the plan and you can provide Manulife instruction, on behalf of your client, by selecting the corresponding menu item under **YOUR PLAN DETAILS**:

Contribution details – to change the employer contribution formula and/or amounts, or the frequency of contributions.

Note: When changing the contribution formula, notice must be provided to Manulife and your client's employees. Where employer contributions are reduced, the new contribution formula cannot take effect until 30 days after the notice was provided to the administrator and the employees.

Organization details – to update the organization's mailing address.

Contact information – to update signing authority and/or plan administrator contact information.

Change administrator – to replace the current plan administrator with a new one.

Online reporting

The following reports are available under **Reporting**:

- **Financial Activity Report** – provides the plan's financial activity details during a specified reporting period(s). You can use this report to see the total contributions and withdrawals.
- **Financial Activity Report by Fund** – provides the plan's financial activity details by the funds available in the plan during a specified reporting period(s). You can use this report to see what funds participating employees are investing in and how the funds are performing.

You can obtain these reports by specifying the report period or by scheduling a recurring report for a specific frequency.

