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ON THE RADAR THIS MONTH

A newsletter about pay
from your DFO-Coast
Guard Pay Team

April 2020 - Issue [01]

Your DFO - Coast Guard Pay Team presents **On the RADAR this month**, a newsletter dedicated to pay.

This new initiative will help us to share monthly news and updates, report on the evolution of the pay situation and provide tips and advice for timely and accurate pay for DFO and Coast Guard employees.

TIMELY AND ACCURATE PAY

PREVENTION

EFFICIENCY

MONITORING

RESOLUTION

Who is the DFO-Coast Guard Pay Team?

The HR-to-Pay Systems and Employee Support Directorate was created in June of 2018 to tackle pay stabilization and offer support to employees, managers and timekeepers regarding their pay issues. The Directorate includes:

- the Pay Operations Support Team (including the MyPay, Life Events, the Trusted Source and the Compensation Processing and Escalation Unit),
- the Human Resources Management System and Integrated Solutions Team (responsible for PeopleSoft),
- the Time and Labour Hub, and
- the Engagement and Training Team



PREVENTION of new pay issues for employees allows the Pay Centre to focus on existing cases.

- Tools on the Pay Support LaunchPad
- New employee training
- Let's Talk Pay YouTube channel
- Direct Manager support
- Thousands of PeopleSoft-Phoenix integration errors corrected each year



MONITORING pay and investigating issues contributes to pay stabilization across government:

- Dozens of system issues identified and raised with PSPC
- Sixteen pay codes now paying correctly, tens of thousands of transactions no longer sent to Pay Centre
- Managers, timekeepers supported in their S34 transactions
- Closed over 115,000 erroneous S34 transactions

EFFICIENCY and accuracy of pay transactions: allows the Pay Centre to focus on current intake and backlogged pay issues.

- <1% rejection rate for PARs sent via the Trusted Source
- Staffing timeliness requested from managers
- Launched PeopleSoft Transaction Centre of Expertise, cutting the HR data entry error rate by two-thirds.



RESOLUTION of pay issues is the ultimate goal of all of the efforts of the Pay Team.

- Employees report pay issues to MyPay for triage, analysis, information and, where possible, resolution
- MyPay tracking more than 21,000 pay issues and has resolved 13,000 internally
- DFO Compensation Processing and Escalation Unit closing ~1000 complex cases each year and analyzing thousands more to aid resolution by Pay Centre



TIPS & TRICKS

Whether you are a manager or an employee, you can contribute to prevention of pay issues. Know your role, check your pay, and reach out to MyPay when you have questions

[5 Steps to Better Pay](#) - [Employee Reference Guide](#)
[Section 34 Manager Reference Guide](#)
[MyGCPay](#) - [Let's Talk Pay YouTube Channel](#)

Concerned about pay during COVID-19?

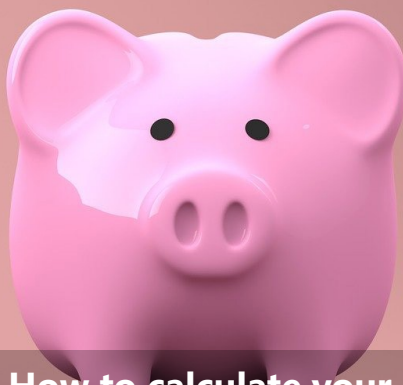
Pay and pension services are currently continuing without interruption. Public Services and Procurement Canada are prioritizing VPN access for employees processing pay/pension while working from home.

Consult:

[Coronavirus disease \(COVID-19\): MyPay](#)

for the latest pay information and tools available outside the DFO network.

Pay Stub Tip #6:



How to calculate your basic pay rate



USEFUL LINKS

- [What's on the Pay Support LaunchPad?](#)
- [April has 3 pay days — how will that affect my pay?](#)
- [How to select your Section 34 Manager in Phoenix](#)
- [How to assign a work schedule in Phoenix Manager Self-Service](#)
- [Pay information sessions for new employees](#)

IN CASE YOU MISSED IT:

- Update on the [agreement to compensate employees for damages due to Phoenix](#)
- Tax slips:
 - [Employees may see amended tax slips](#) and
 - [automatic tax reassessments occur when amended tax slips are issued, but only for 3 years prior.](#)
- 2020 changes to deductions:
 - [PSHCP](#),
 - [pension plan](#),
 - [BC medical premiums](#), and
 - [tax deductions](#)

Did you know?

Since April of 2018, the DFO - Coast Guard Pay Team has received over 26,000 enquiries from DFO - Coast Guard employees and has successfully resolved over 65% of them internally. Reach out to [MyPay](#) if you have pay questions or issues.

Managers' Corner: Guidance for managers regarding HR to Pay during this period in which connectivity is affected, may be found [here](#). Please also consult the [Coronavirus disease \(COVID-19\)](#) site and the messages regarding pay located on the [MyPay](#) sub-page there.