



# ON THE RADAR THIS MONTH

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

July/August 2020  
Issue [ 04 ]



## PHOENIX MANAGER SELF-SERVICE SUPPORT AVAILABLE!

The Time and Labour Hub's ongoing support to section 34 managers and timekeepers with their tasks in Phoenix Manager Self-Service helps prevent many pay issues for employees.

### Among other duties, the Time and Labour Hub...

- provides assistance within **48 hours**;
- answers an average of **100 enquires** from managers, timekeepers and employees **each week**;
- has responded to and resolved more than **5000** issues and requests since their launch one year ago.

If you are a section 34 manager who needs support with setting schedules, approving time, or other Phoenix Self-Service tasks, reach out to MyPay with "Time and Labour" in the subject line.

**We're here to help!**

## It's holiday time!



If your section 34 manager is out of office for more than two weeks, you will need to know who will be replacing him or her to approve your data entries in Phoenix during the absence.

You should select this manager temporarily in your Phoenix Self-Service before making any entries or changes during your manager's absence.

See the video:

**[How to select your section 34 manager](#)**

And don't forget to re-select your usual manager when he or she returns to the office.



## PAY STUB TIP:

Vacations and stat holidays are paid differently depending on your employment status. Do you know what you should see on your pay stub?

- **Pay Stub Tip #4—Salaried employees**

- **Pay Stub Tip #4A—As and When Required employees**

## What is the TIME AND LABOUR HUB?

The Time and Labour Hub provides centralized analysis for all issues related to the Phoenix Time and Labour module in order to identify emerging problems as soon as they arise.

Their mission is to provide support and guidance to section 34 managers, timekeepers, and employees regarding their tasks in Phoenix Self-Service (which feed into the Phoenix Time and Labour module), and to collaborate with Public Services and Procurement Canada (PSPC) to address the root cause of trending issues quickly, accurately, and consistently.

## Closure of erroneous transactions for Section 34 managers

Back in October 2019, we had reported to section 34 managers that the Phoenix system was creating a large number of erroneous transactions that, although they were showing as pending approval, should not be approved. This was causing confusion among managers since it was difficult to distinguish the erroneous transactions from valid transactions. If these erroneous transactions had been approved, they could have created pay problems for thousands of employees.

Since then, the Time and Labour Hub, participating in an interdepartmental working group, has been able to work with PSPC to get these confusing transactions "turned off". This action reduced the number of transactions pending approval by Section 34 managers by tens of thousands and has now eliminated the potential for resulting pay problems.

**GOOD NEWS!**





# TIMELINESS OF ACTING TRANSACTIONS

Summer is here! This is typically a time when a surge of short-term acting occurs to cover for employees taking much needed vacation! But did you know that all actings and acting extensions must be signed by the section 34 manager and the employee and sent back to HR at least 5 business days prior to the start date?

The timeliness of staffing actions can prevent pay issues and ensure employees are paid on time and accurately. Moreover, it prevents extra work at the Pay Centre which allows cases for our Department to be treated more quickly and efficiently. If you expect to be acting over the summer, speak with your manager to ensure the request is completed in time.

We know it won't always be possible to be timely, especially when unforeseen staffing needs arise, but let's work together to control what we can!

## USEFUL LINKS



- ◆ How to check on your submitted time
- ◆ 5 things managers need to know about approving time
- ◆ How to approve time
- ◆ How to correct time
- ◆ Who to contact when you need pay support of any kind

## DO YOU KNOW WHEN YOUR STUDENTS ARE LEAVING?

Discuss with your students the end date of their contract. If they, or you wish to end it early, or if you wish to extend it, be sure to contact your [regional staffing team](#) as soon as possible.

It is recommended that the signed paperwork be returned to your regional staffing team a minimum of 30 days before the end of the contract to avoid overpayment in the case of an early departure, or at least 17 days to avoid missing pay if the contract is extended.

And don't forget to consult the 'final week' section of the [Managers' Guide for Onboarding Students](#) to help your student set sail!

MANAGERS'  
CORNER



## Tips & Tricks "PUSH BACK" FUNCTION

- ◆ Did you know that managers should not use the "push back" function in Phoenix Self-Service?

The push back function does not inform the employee that there is something wrong with the entry. Entries that are pushed back will not be corrected or paid until either the manager or the employee corrects them and resubmits.

- ◆ Did you know that employees can check for time that has been pushed back in Phoenix Self-Service?

If you have hours that have been pushed back, you should contact your manager to understand what the issue is so that the entries can be corrected and resubmitted.

## IN CASE YOU MISSED IT:

- ◆ Entering COVID-19-related leave using code 699