



Fisheries and Oceans
Canada

Pêches et Océans
Canada

Canadian
Coast Guard

Garde côtière
canadienne

ON THE RADAR THIS MONTH

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

May 2020 - Issue [02]

A look at the Pay Pod

The Pay Centre Pods are an initiative created by the Pay Centre to process new pay transactions and urgent no-pay or low-pay cases in a timely manner.

Bringing together compensation advisors, compensation assistants, trainers and coaches, these teams are assigned to specific departments and agencies.

DFO joined its Pay Centre Pod in February 2019. Since then, most new cases are processed within their service standards and therefore avoid being added to the backlog.

DFO's Pay Centre Pod includes Team 6, formed in 2017 to treat the unique pay issues for Coast Guard Fleet personnel.

The DFO-Coast Guard Pay Support Team has a great working relationship and open communication with our Pod to monitor and contribute to the progress on the resolution of cases.

BACKLOG:

noun /'bak,lôg,'bak,läg/

The backlog of transactions, as defined by Public Services and Procurement Canada, are open cases more than 45 days past their service standards.



Backlog reduction strategies for DFO include:

- Pay Centre ensuring that new cases are processed within one pay period to avoid adding to the backlog;
- DFO promoting timeliness, since late transactions require manual intervention by a compensation advisor (CA);
- DFO CAs and Pay Center Pod CAs working collaboratively in processing cases in the backlog;
- DFO CAs focusing on processing assigned backlog cases.



USEFUL LINKS

Who to reach out to for support

Priority Payments - don't be
out-of-pocket!

Making claims for financial loss
due to Phoenix

Check your cases with MyGCPay

How are cases prioritized by the Pay Pod?

Pay Centre Pod compensation advisors prioritize current and urgent transactions (example: unpaid employees or employees receiving a significantly lower pay than expected).

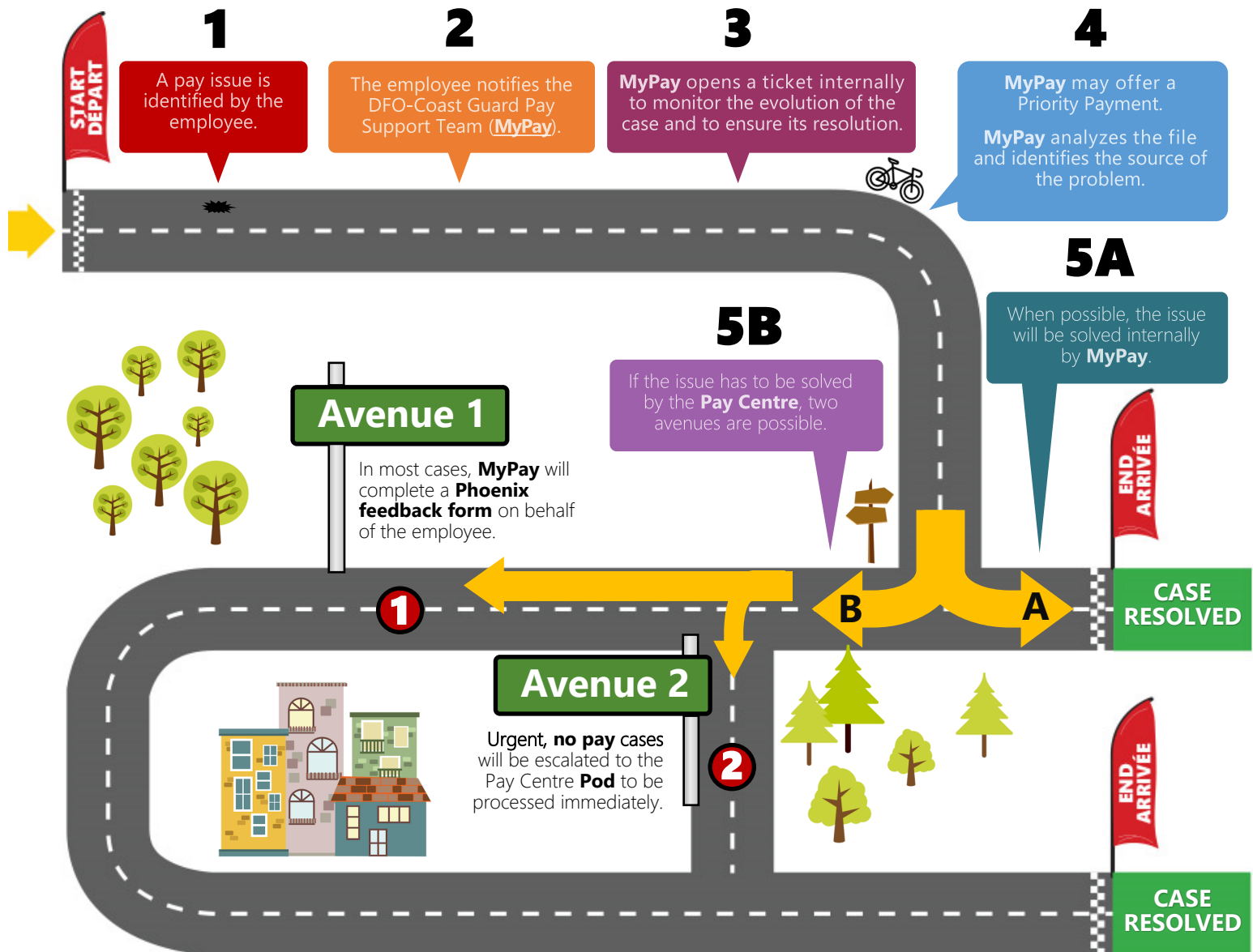
This said, the Department recognized that, however big or small, each pay issue impacts the employee concerned. Therefore, our Department is committed to investing the necessary efforts to assist the Pay Center Pod in processing backlog transactions.

MANAGER'S CORNER: The DFO Let's Talk Pay team is offering pay training sessions accessible outside of the VPN especially to support section 34 managers.

**Check it
out!**

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HOW ARE CASES TREATED?

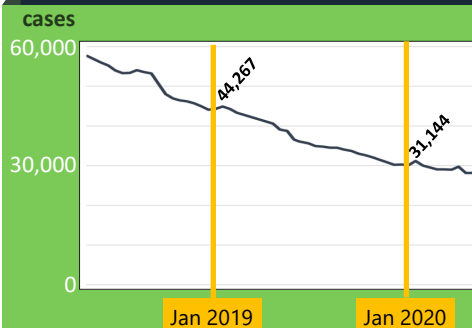


Did You Know?

Current payroll for DFO is now being processed according to Pay Centre service standards **92% of the time**.

DFO Pay Operations Support Team has resolved nearly **2000 backlog cases** and has prevented **thousands more** from joining the backlog.

The DFO backlog has decreased by **51%** from a high of 58,000 in 2018



Tips & Tricks

You have the ability to ensure submitted time is paid!

Employees can:

- Submit time correctly and on time
 - Check on reported time
 - Use MyGCPay
- access outside of VPN

Managers can:

- Approve time correctly
- Check exceptions
- Consult **MyPay** if they are unsure about approvals or exceptions