Fisheries and Oceans Canada Pêches et Océans Canada

Canadian Coast Guard Garde côtière canadienne





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PAY SYSTEM, PAY CYCLE AND HOW PAY WORKS

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Public Services and Procurement Canada is responsible for the Phoenix Pay System. The **Pay Centre** (within PSPC) handles the transaction processing for 49 different departments and agencies.

DFO works in close collaboration with PSPC to resolve pay issues or questions from our department's employees. Our DFO Pay support Team (MyPay) processes select pay transactions to support the Pay Centre with the backlog.



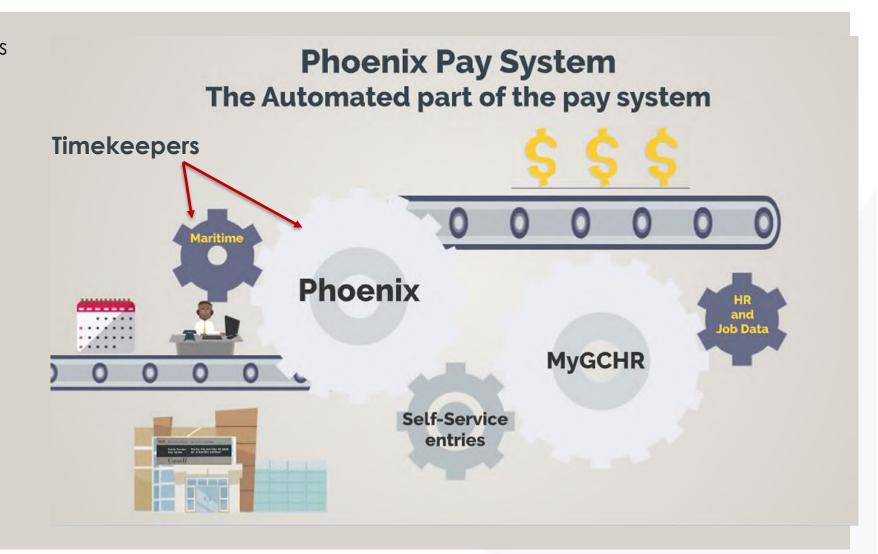
Automated part of the system

The Phoenix Pay System depends on other sources to collect its data and ultimately generates pay for the employees of the Public Service.

Data from the HR system is integrated into Phoenix.

Timekeepers will also also assign schedules as well as enter payable time in the system on behalf of employees.

Phoenix takes all of that data, applies its complex pay rules, and calculates pay.

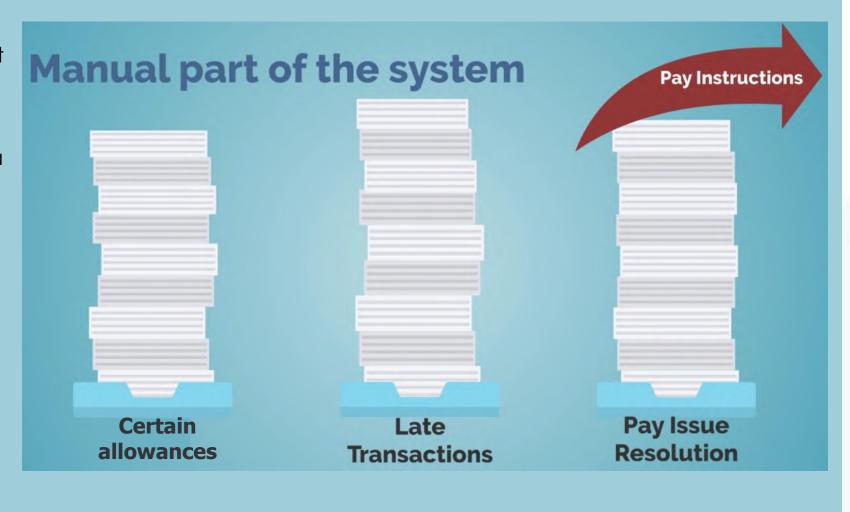


Manual part of the system

In addition to the automated part, there is also the manual part of the system. Adjustments, prompted by sending a Pay Action request (a paper request) to the Pay centre, are made by a compensation advisor.

Timekeepers will audit the timesheets arriving in the unit, enter the information into MariTime for leave purposes and then enter everything possible into Phoenix.

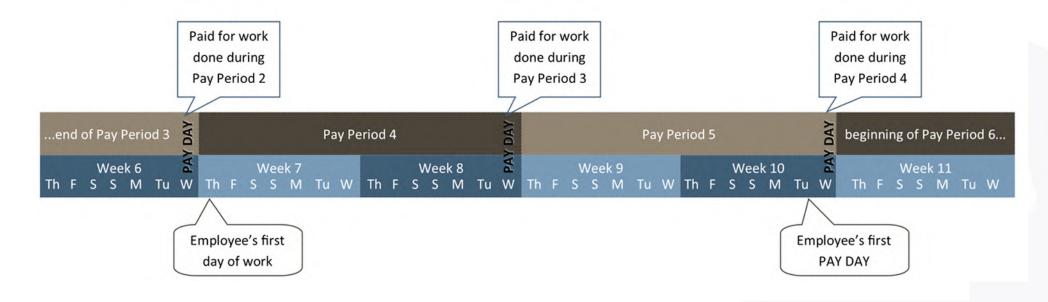
Anything that cannot go through the system, will be sent by hard copy to be processed manually by the Pay Centre.



The pay cycle

Employees are paid every two weeks, in arrears. This means that when you are paid at the end of a two week pay period, it is for the work performed in the previous pay period. A new employee should receive their first pay within four weeks after their start date.

Pay periods are two week time frames that start on a Thursday after pay day and ends two weeks later on Wednesday.





Pay – from data entry to issue resolution

MariTime Unit

Timekeepers provide support to seagoing personnel who don't have access to Phoenix self-service.

Timekeepers have a special access in Phoenix to allow them enter and approve overtime and allowances that have been preapproved by your manager.

The timekeepers also send certain transactions that need to be completed by a compensation advisor at the Pay Centre for processing via the Trusted Source.

Pay Center

The Pay Center is part of Public Services and Procurement Canada (not DFO) and is the authority for pay for the government of Canada. This means that they process all pay transactions (including allowances and late transactions).

The client contact centre is the pay centre's service desk. They can respond to more general questions related to Phoenix access and common scenarios.

DFO Pay Support Team (MyPay)

MyPay and the DFO Pay Team support timekeepers by answering questions about pay and benefits or helping when pay is incorrect as well as providing tools and training to help them perform their role correctly.

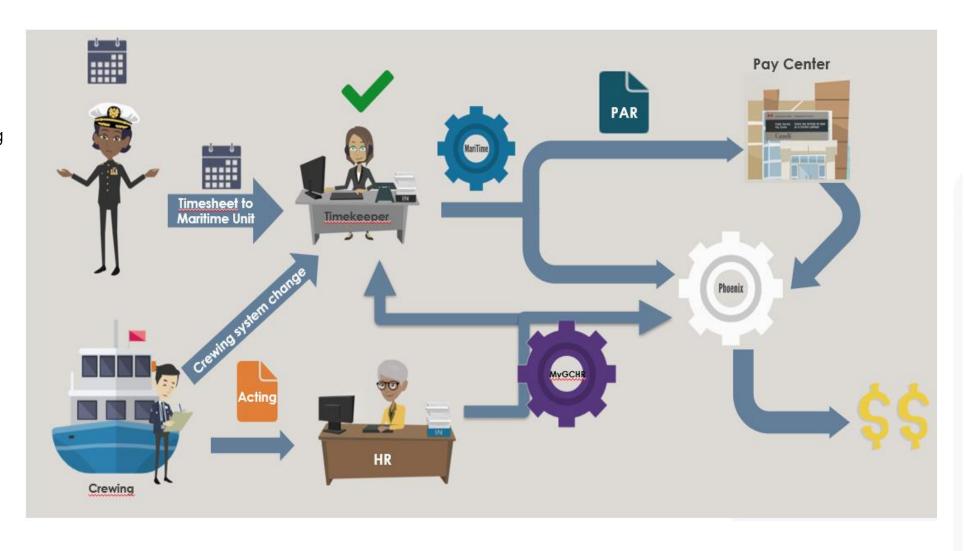
If you have pay questions or problems that your timekeepers can't resolve, you can reach out to MyPay or ask your timekeeper to reach out on your behalf.

How does my timesheet get processed?

The timekeepers receive your timesheet, information from the crewing unit about your crewing system, and information from HR regarding any actings or other staffing actions.

They use this information to make entries into Phoenix, or send requests to the Pay Centre, for entries into Phoenix.

Phoenix then calculates your pay based on the information in the HR system and the information received from the timekeeper via these channels.

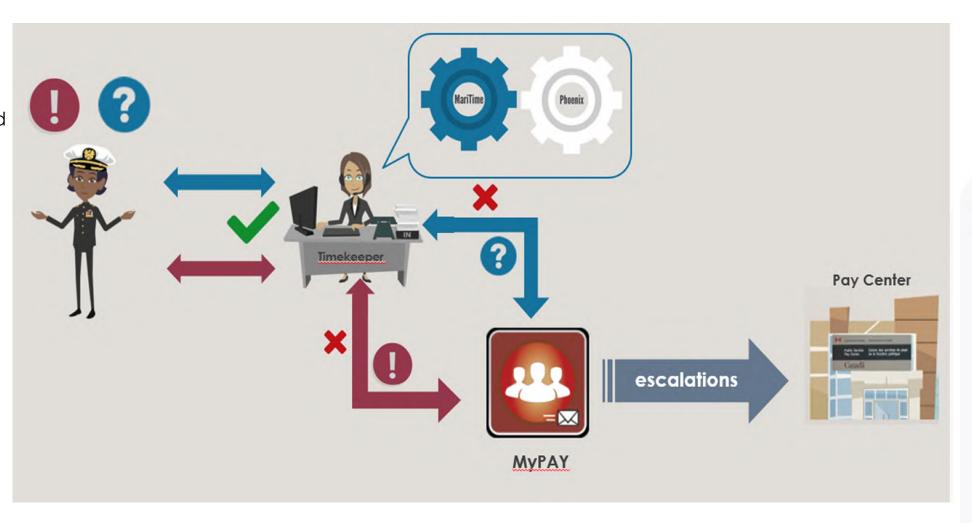


If I have questions or issues?

Timekeepers provide support to seagoing personnel. They have access to information from the MariTime system and Phoenix.

If they are unable to answer the question or resolve the issue themselves, they can also reach out to MyPay to help ensure employees' pay and questions are handled correctly.

If necessary, MyPay can escalate issues to the Pay Centre.



What are timekeepers?

Fleet employees are often away from home, at work for long periods of time. Due to the lack of connectivity while working at sea, seagoing personnel rely heavily on the timekeepers to work on their behalf by bridging the gap for employees without connectivity to Phoenix self-service functions. You can reach out to your MariTime unit should you have any pay issues or concerns.

Timekeepers are responsible for:

- reviewing and applying all Timekeeper Directives consistently, and to ensure that they reach out for support to reduce any negative impacts on employees pay (when they're uncertain about approving a transaction, setting schedules, etc.)
- assigning employee schedules on accurate records in Phoenix based on crewing system
- verifying employee personal information including PRI in Phoenix to ensure the accurate record
- entering and approving overtime and allowances, leave without pay <5 days on behalf of employees in Phoenix (based on approved timesheet)
- approving weekly automated allowances (119 and 132) and maintaining automated allowance tracking log (119 and 132)
- submitting Pay Action Request (PAR) forms to Trusted Source for entries that cannot be made in Phoenix, leave bank payouts, leave without pay >5 days, supporting documents for benefit applications, etc. (based on approved timesheets)
- completing priority payment and recovery forms for seagoing personnel and coordinating sign-off of employee and section 34 manager.

Pay Support Team – MyPay

Who is MyPay?

Members of the DFO Pay Team are your colleagues located across Canada. They support employees, managers and timekeepers by providing them with valuable information about pay and benefits, supporting everyone who has a role in the pay system to help ensure accurate and timely pay. MyPay is the team with the access to systems, training and knowledge to answer your pay questions and help resolve pay issues.

What the MyPay team can do for you

Employees, managers, and timekeepers can contact MyPay to begin the process for resolving a pay issue and to enquire about pay and benefits issues. MyPay logs, triages and tracks the inquiry to determine the best course of action, providing the first line of support in attempting to resolve the issue.

They can:

- answer questions
- give advice
- help managers understand schedule assignments, and offer support with Phoenix pay transaction approvals and exceptions
- resolve issues
- help report and track issues that must be resolved at the Pay Centre
- provide advice on life events
- assist in obtaining a Priority Payment
- provide contact information for pension, overpayments or T4 issues

Pay Support Team – Life Events

What the Life Events team can do for you...

The Life Events team provides confidential advice and guidance regarding pay and benefits to employees prior to, during, and returning from major life events.

Examples of major life events include:

- getting married
- getting divorced
- •taking leave without pay of any kind example: maternity/parental
- •returning to work from a period of leave without pay
- •going on extended paid sick leave or sick leave without pay/disability insurance
- considering retirement or resignation
- support for next of kin

As part of your DFO Pay Support Team, the Life Events advisors can provide guidance and counselling on the pay and benefit effects of major Life Events and assist you in navigating processes and completing the appropriate forms.

Contact the Life Events via email to MyPay.

Pay Support Team – Priority Payments

Priority payments can be used when there is a disruption of pay for an employee due to issues related to Phoenix. It is a payment issued by the Department on a priority basis to ensure employees do not encounter financial hardship due to processing delays at the Public Services and Procurement Canada (PSPC) Pay Centre.

This applies to employees who have not received all the money they are owed because of <u>processing delays</u> for submitted time:

- their regular or acting pay;
- allowances;
- salary increases related to a promotion or a pay increment; and
- unpaid overtime.

For employees without email access (seagoing personnel, lightkeepers), you may contact your regional MariTime Unit for support with a Priority Payment.

The amount of a Priority Payment is approximately <u>66% of monies owed</u>; this represents the approximate amount of salary after tax that the employee would normally receive.

Priority Payments must eventually be recovered, and the employee will be consulted on a <u>flexible repayment plan</u>.

Priority Payments are essentially <u>loans issued by the Department</u>, they are not considered taxable income and, consequently, accepting a Priority Payment will not affect the employee's income taxes.

Pending Y status

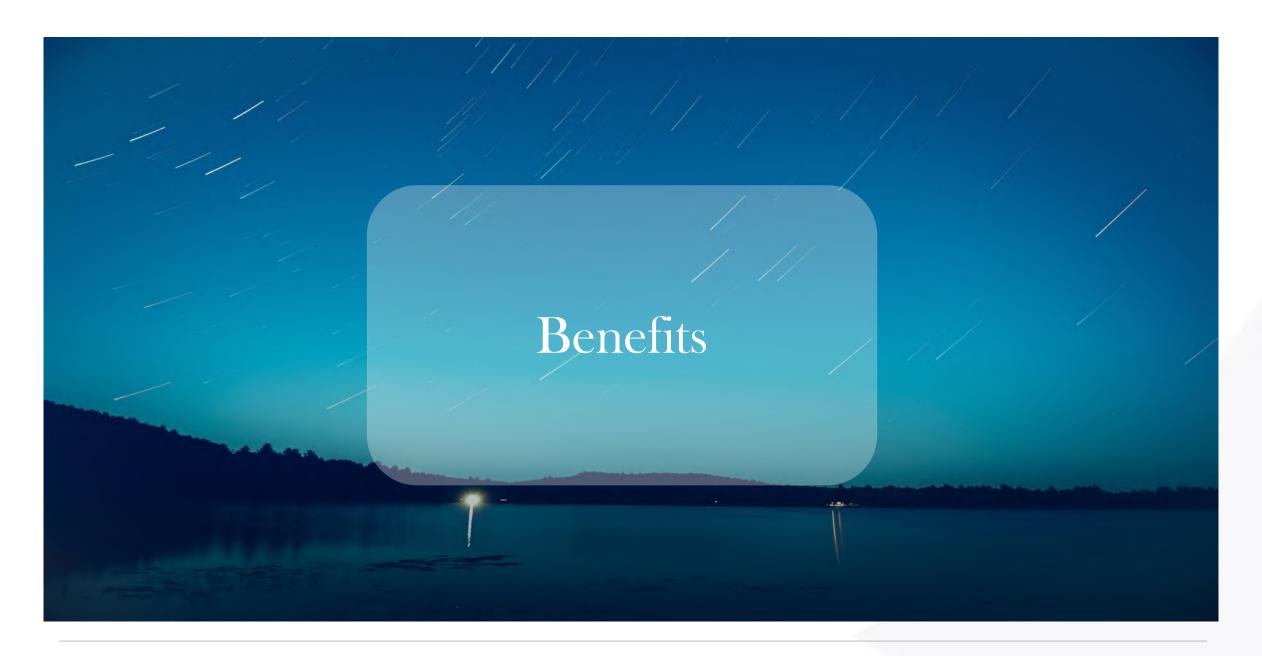
Pending Y Status: Stops an employee's pay the last day of the pay period before the termination date.

Your file remains in this status until <u>the termination case is processed by the Pay Centre.</u> At this point the **Pending Y** will change to terminated and the employee will receive their final pay.

Before the Pay Centre can close the termination case, they must obtain confirmation from the section 34 manager that all time and leave has been entered on the record.

The Pay Centre will reach out to the s34 manager to confirm this and cannot move forward to close it until they receive a response.

If after one month, you have not received your final pay, you can follow up with your MariTime unit.



Benefits chart

The <u>benefits chart</u> provides a summary of government employee benefits and eligibility requirements for each type of contract position.

BENEFITS CHART

BY TYPES OF EMPLOYMENTS:

- INDETERMINATE
- TERM
 - o TERM LESS THAN 3 MONTHS
 - TERM MORE THAN 3 MONTHS LESS THAN 6 MONTHS
 - o TERM OVER 6 MONTHS
- CASUAL
- SEASONAL
- AS & WHEN REQUIRED
 - AS & WHEN EMPLOYEES APPOINTED TO CASUAL OR TERM < 3 MONTHS
 - AS & WHEN EMPLOYEES APPOINTED TO TERM OVER 3 MONTHS OR INDETERMINATE
- STUDENT

TERM MORE THAN 3 MONTHS LESS THAN 6 MONTHS									
	INSURANCE								
Public Service Superannuation plan (PSSA)	Eligible upon the completion of 6 months continuous employment. Minimum required hours: 12hrs/week. Allowable Break: 1 business day or less. ** Weekends and statutory holidays do not count as a break.								
Supplementary Death Benefit (SDB)	Eligible upon the completion of 6 months continuous employment. Minimum required hours: 12hrs/week. Allowable Break: 1 business day or less. ** Weekends and statutory holidays do not count as a break.								
Disability Insurance (DI) / Long Term Disability (LTD)	Eligible the day following the completion of six (6) months continuous employment Required hours for eligibility: Must work more than 1/3 of the normally scheduled full-time hours. Must be under the age of 64 years and 9 months Allowable Break: 5 business days or less. ** Weekends and statutory holidays do not count as a break.								
Public Service Health Care (PSHCP)	 Eligible upon the completion of 6 months continuous employment. No minimum required hours. Must apply for coverage. Allowable Break: less than 7 business days ** Weekends and statutory holidays do not count as a break. 								
Public Service Dental Care Plan (PSDCP)	 ► Eligible upon the completion of 6 months continuous employment. → 3 months waiting period after the eligibility date. ► No application required ► Required hours for eligibility: Must be more than 1/3 of the normally scheduled full-time hours. ► Allowable Break: As of January 1, 2019: 7 business days or less ► Prior to January 1, 2019: 5 business days or less ** Weekends and statutory holidays do not count as a break. 								

Deductions

PSSA – Public Service Superannuation Act

The public service pension plan is designed to provide you, as a contributor, with a lifetime income after retirement. •Mandatory for all eligible employees•

SDB – Supplementary Death Benefit

The SDB provides a form of decreasing term life insurance, a lump-sum benefit, equal to 2X your annual salary which is payable to your designated beneficiary or to your estate. •Mandatory for all eligible employees••Must name a beneficiary•

Disability Insurance

Disability Insurance (DI) Plan, a mandatory plan that provides a 70% income replacement when you are unable to work for long periods due to a totally disabling illness or injury. •Mandatory for all eligible employees

Union Dues

Union dues are set by the bargaining agents and calculated either by using a fixed rate or as a percentage of the employee's salary. These dues are sent to the appropriate bargaining agents on a monthly basis.

Benefits – PSHCP & PSDCP

Public Service Health Care Plan - Sun Life

You are responsible for applying to the plan, ensuring that your coverage meets your needs and that your enrolment information is up to date. You can complete the application form, send it to your timekeeper who will forward it to the Pay Centre.

Once your application is approved, you will be issued a <u>certificate number</u>. This can take a few weeks. As seagoing personnel do not have access to Phoenix, you will have to contact the MyPay team or Sun Life to get this information.

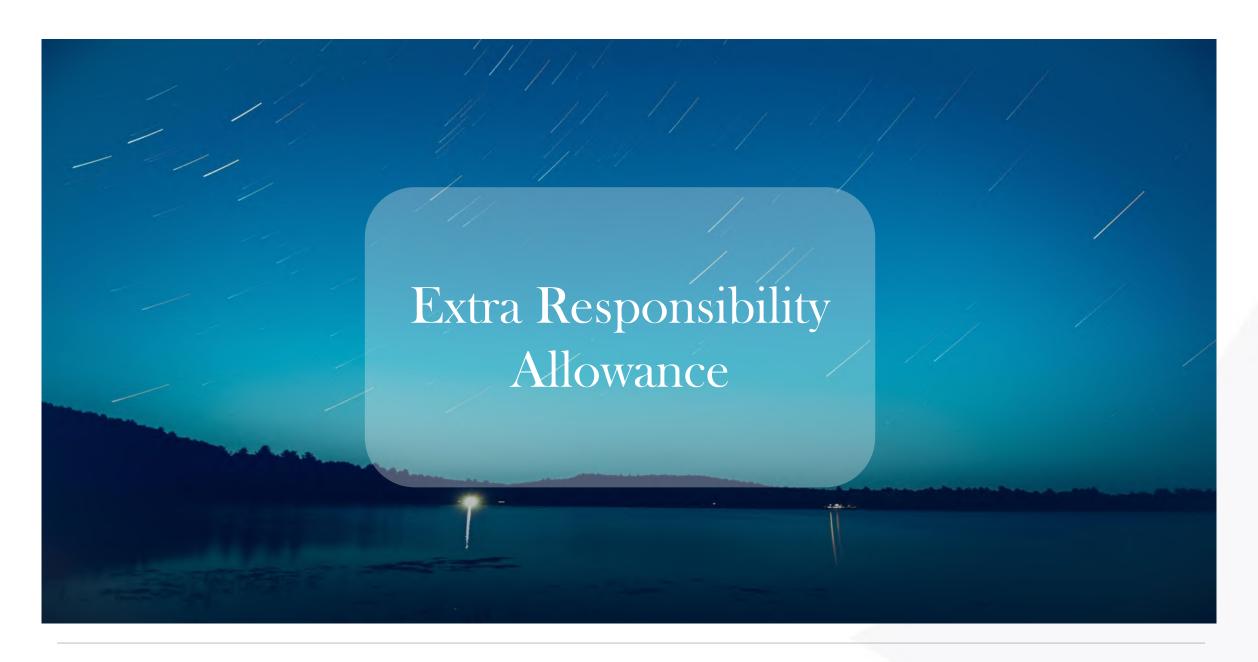
Once you receive your certificate number, you must complete a positive enrolment form with Sun Life to provide them consent to use your personal information in processing claims. Coverage is effective the first day of the month following receipt of your application. For example, if you apply in December coverage will be effective January 1.

Public Service Dental Care Plan - Canada Life

Participation in this employer-paid plan is mandatory while you are actively at work and enrolment is **automatic**. Membership and coverage under the Public Service Dental Care Plan (PSDCP) begins following exactly three (3) months of continuous employment. Coverage is extended to the employee's eligible dependents on the same date.

For further information on this plan, please refer to the Public Service Dental Care Plan member booklet.

In addition, the Plan Administrator, Canada Life has a Plan Member Services Web site to provide members with secure access to claims and benefit eligibility information, personalized claim forms, direct deposit information. An Access-ID and password are needed. You can get these by registering online or by calling the Canada Life at 1-855-415-4414.



Extra Responsibility Allowance

Extra Responsibility Allowance (ERA) "Appendix "G"

This allowance is paid to Officers described in this Appendix in recognition of the additional responsibilities involved in the performance of the regular duties of the position. This also recognizes that notwithstanding the Hours of Work and Overtime provisions for the Agreement, the normal hours of Officers identified by this Appendix extend beyond those described by the Hours of Work and Overtime provisions.

Officers that are in receipt of the ERA are not entitled to receive overtime for hours worked except on a day of rest not exceeding their normal daily hours of work, hours spent travelling, or on training.

The entitlement is driven by the ship position number that the employee is working in.

If an employee is acting, the timekeeper must wait until the applicable acting Employee Record populates in Phoenix before the ERA can be processed.

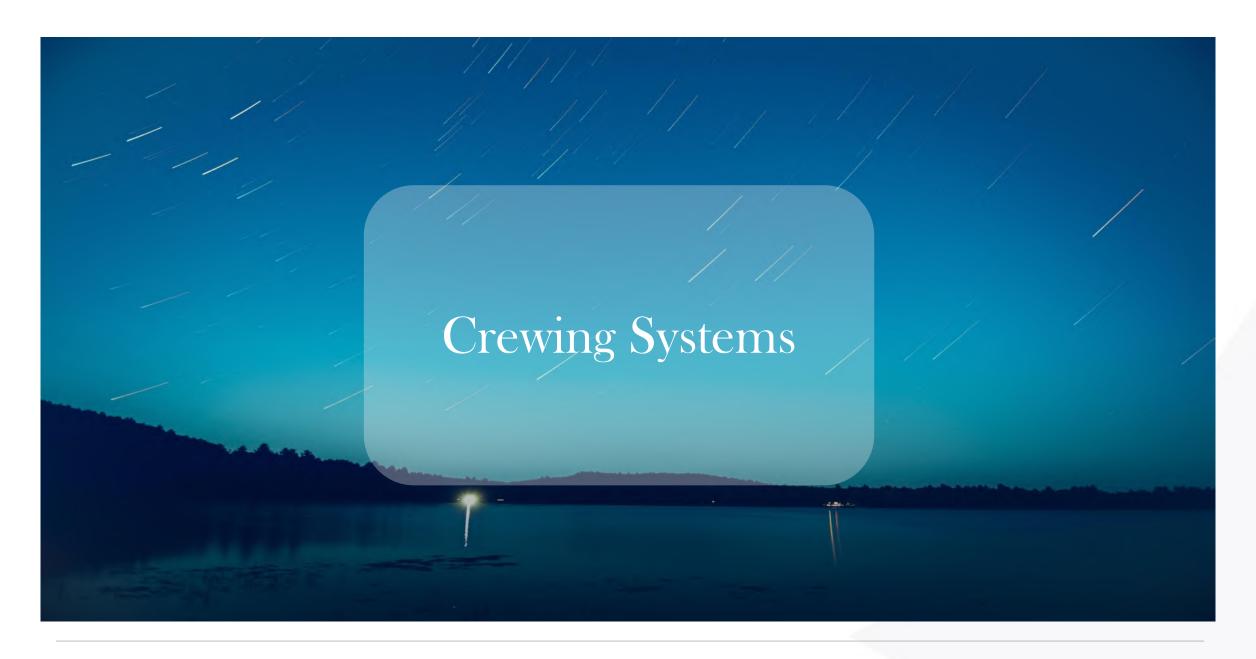
Extra Responsibility Allowance

The ERA box should be marked in the on-cycle AND in the off-cycle where applicable, within this section of the timesheet.

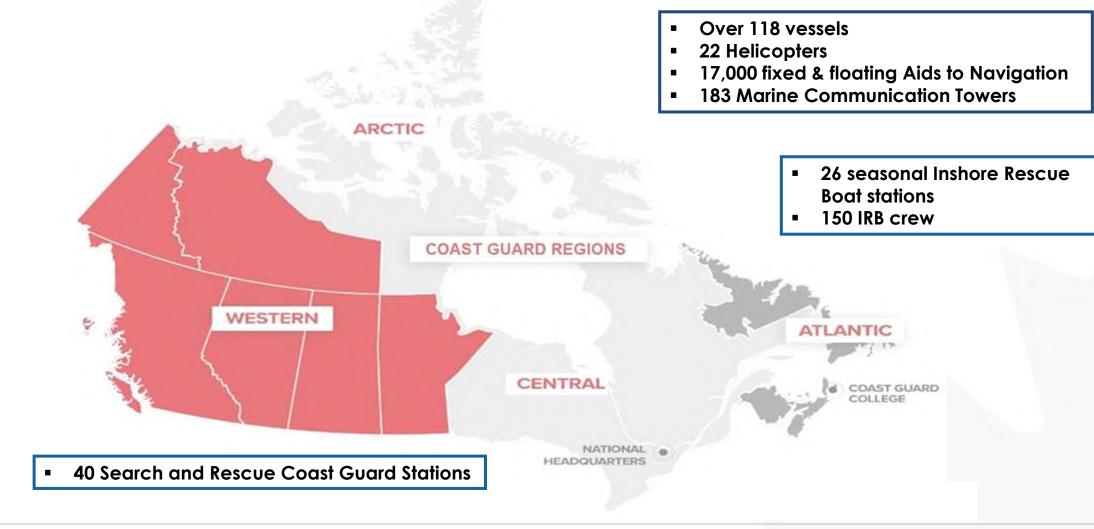
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	02-05-18	1200	16-05-18	1200	SO-MAO-08	Corp. Teather	115697		
ON-CYCLE EN DEVOIR	Bilingual bonus - Prime au bilinguisme Extra responsability allowance - Indemnité de responsabilités supplémentaires 💢 🍑 n-Promotion 🗌								
	Bilingual bonus - Prime au bilinguisme Extra responsability allowance - Indemnité de responsabilités supplémentaires Non-Promotion								
OFF-CYCLE	16-05-18	1200	30-05-18	1200	SO-MAO-08	Corp. Teather	115697		
	Bilingual bonus - Prime au bilinguisme Extra responsability allowance - Indemnité de responsabilités supplémentaires X								
HORS SERVICE							K		
	Bilingual bonus -	Prime au bilinguis	sme Extra	responsability a	llowance - Indemnit	té de responsabilités supplér	mentaires	Non-Promotion	

Short term assignment or acting's timesheets with ERA noted are sent to the Pay Centre with a PAR by your MariTime Unit.

Long term assignment, acting or promotion should include ERA in the letter of offer and ERA should be claimed and noted in the hiring process.

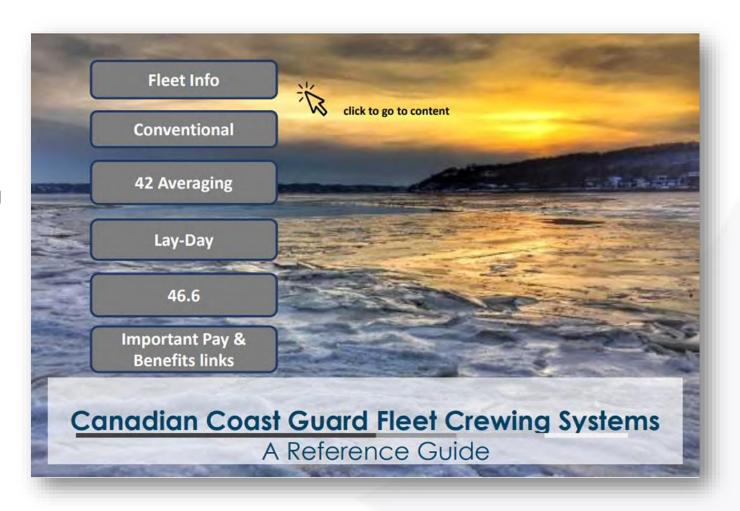


The Fleet

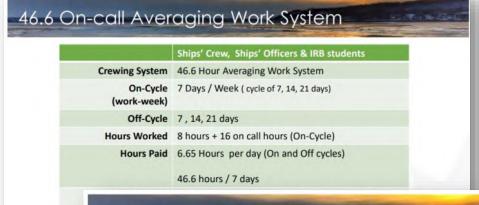


Fleet Crewing Systems Guide

The <u>Fleet Crewing Systems Reference</u>
<u>Guide</u> provides a much more detailed overview of the Fleet and the 4 crewing systems, with timesheet examples for overtime, Stat holidays and more.



Fleet Crewing Systems Guide



46.6 - Hours Worked vs. Paid





Ships Crew - Apper An employee perfo nevertheless be cre

Ships Crew - Apper Meal allowance: Fo who works three (3) dollars (\$12) and tw If acting applies to the ON cycle, it will earn the applicable OFF cycle days of rest. The OFF cycle will mirror the ON cycle.

CANADAN COAST GUARA PLEET / FLOTTE DE LA GARDE COTTRER CANADISMOS

TIME KEEPING RECORD / RAPPORT SUR LA REMUNERATION

TIME KEEPING RECORD / RAPPORT SUR LA REMUNERATION

SUBSTANTIVE POSITION OF ACTING POSITION MORE THAN 4 MONTHS

SUBSTANTIVE POSITION OF ACTING POSITION MORE THAN 4 MONTHS

SUBSTANTIVE POSITION OF ACTING POSITION MORE THAN 4 MONTHS

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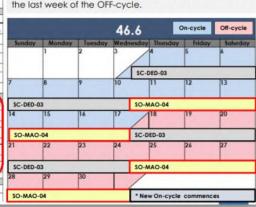
SUBSTANTIVE POSITION OF ACTING POSITION MORE THAN 5 MONTHS

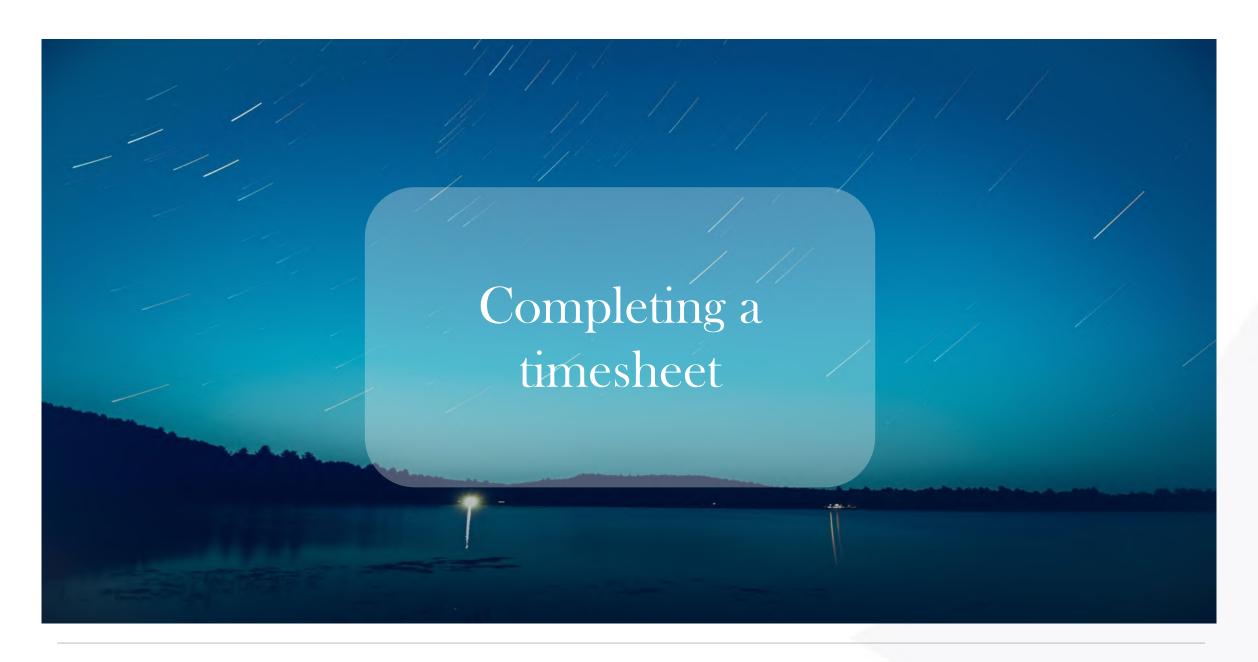
SUBSTANTIVE POSITION OF ACTING POSITION MORE THAN 5 MONTHS ASSETTION OF ACTING POSITION MORE THAN 5 MONTHS ASSETTION MORE THAN 5

In this example, the employee is substantive SC-DED-03

She went Acting SO-MAO-04 for the last week of the ON-cycle.

This will earn 7 days of rest at the Acting SO-MAO-04 for the last week of the OFF-cycle.





Completing a timesheet

Seagoing personnel must complete timesheets in order to report all activities that affect their work cycle (on/off shifts). This includes reporting leave taken, extra duty entitlements, and acting periods.

Timesheets must cover all work cycles during a fiscal year which will account for each and every calendar day.

For step-by-step instructions on how to complete a timesheet, you can consult the guide available on the external portal.



Completing a timesheet

How to complete a Timesheet

Introduction

Electronic Timesheets

Roles & Responsibilities

Timekeeping record - Front Page

Timekeeping record - Supplementary Page (Overtime Sheet)

Substantive Position/Acting more than 4 months

Crewing System & Work Cycle

Acting Assignments less than 4 Months

Authorized Leave

Timekeeping Record - Supplementary Page (Overtime Sheet)

MariTime Web Portal

Substantive Position/Acting More than 4 Months

The top section of the timesheet is to be completed in full with the employee's substantive information, and if applicable, any acting assignment information for periods of more than four months.



Authorized Leave

Navire / Station rom Dates of

Substantive Informa

Name: First and last

Appointment type:

PRI: 9 digit number

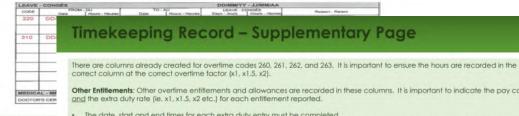
Substantive Position Group/Level: substo

Vessel/Station: the

Region: the CCG re

GEO Location: the p

Leave taken is recorded in the designated Leave section of the timesheet, indicating the leave code, dates and times the leave is taken, and the number of days and/or hours. It is preferred that a reason is also noted. Questions should be directed to your supervisor for guidance on which type of leave to record.



A lay-day is conside

> When lay-days are in the leave section.

Banked lay-days au > If using Family Relate

> If on Training Leave

In the 46.6 On-call st

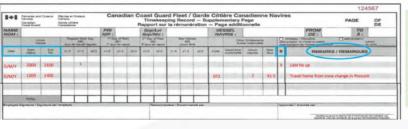
the off-cycle.

correct column at the correct overtime factor (x1, x1.5, x2).

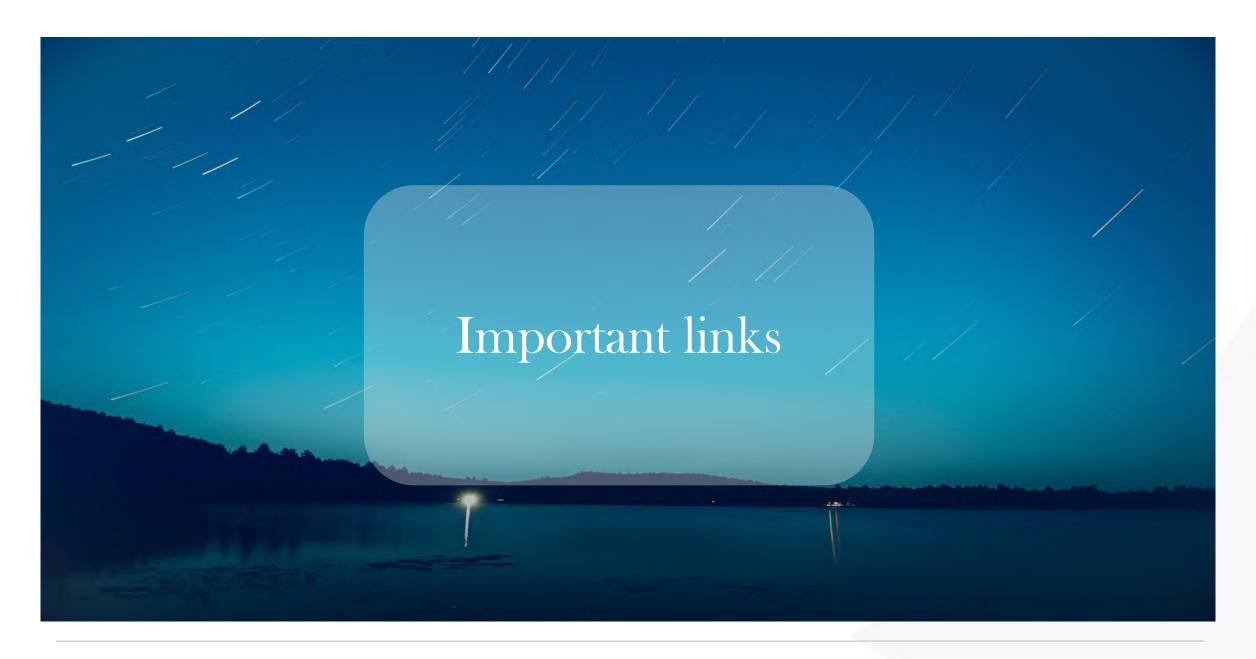
Other Entitlements: Other overtime entitlements and allowances are recorded in these columns. It is important to indicate the pay code and the extra duty rate (ie. x1, x1.5, x2 etc.) for each entitlement reported.

- The date, start and end times for each extra duty entry must be completed. **Points to Remember**
 - Do not put more than one extra duty entitlement per line (ie. travel time and overtime worked on the same day should be on two
 - To bank an entitlement, mark the "B" column with a check mark, a letter "B", or "X".
 - To be paid in cash for an entitlement, leave the "B" column blank.

Remarks: Each extra duty entry must include a note or reason to explain the claim for the extra duty entitlement.



The Supplementary Page is signed by the employee (left), the supervisor (middle), and the Commanding Officer or Officer in Charge with a valid section 34 signing authority. Without an approved section 34 signature, the extra duty will not be paid.



Important pay and benefit links

DFO/CCG Pay Support Information (External portal - No network access required): https://inter-l01-uat.dfo-mpo.gc.ca/dfo-mpo-empl/en/mypay

Fleet Crewing Systems Guide: Canadian Coast Guard Fleet - Crewing Systems and Pay Reference Guide (dfo-mpo.gc.ca)

PSHCP Poster: FleetBenefitsPoster-Sunlife-EN.pdf (dfo-mpo.gc.ca)

PSDCP Poster: FleetBenefits-DCP-Poster-EN.pdf (dfo-mpo.gc.ca)

Benefits Chart: Benefits Chart-EN.pdf (dfo-mpo.gc.ca)

Pay Stub Primer: https://inter-l01-uat.dfo-mpo.gc.ca/dfo-mpo-empl/sites/dfo-mpo-empl/files/2021-05/paystub_primer_-_2019-05-23_0.ppsx

Pension and Benefits:

- https://www.canada.ca/en/treasury-board-secretariat/topics/benefit-plans.html
- https://www.canada.ca/en/treasury-board-secretariat/topics/pension-plan.html

Operational Services Collective Agreement (SV):

• https://www.tbs-sct.gc.ca/agreements-conventions/view-visualiser-eng.aspx?id=24

Ships' Officers Collective Agreement (SO):

http://www.tbs-sct.ac.ca/agreements-conventions/view-visualiser-eng.aspx?id=20

Canadian Merchant Service Guild - Arbitral Award: https://www.cmsg-gmmc.ca/index.php/en/hidden-docman-menu/english/newsroom-en/638-gso-arbitration-update-3-arbitral-award-released-2-october-2018/file

MariTime Web Leave Portal: https://intra-w03.ent.dfo-mpo.ca/applications/MWP-PWM