



## Possible Actions to Support the Pay System Corporate Commitment

### **Corporate Commitment for 2019-20: Pay System (for those organizations served by Phoenix)**

For 2019-20, continue to undertake and report on active contributions to HR-to-pay stabilization to ensure employees are paid accurately and on time. This includes actions within your organization and contributing to the efforts of the Treasury Board Secretariat (TBS) and Public Services and Procurement Canada in addressing pay challenges. More specifically, as determined by TBS, human resources transactions leading to a pay action (effective April 1, 2019) will meet timelines and performance measures as per TBS-established methodology and be assessed as part of the Management Accountability Framework.

***This is not intended to be a list of the only actions that could be undertaken to meet the corporate commitment related to the Pay System, but rather ideas to inspire action that would be relevant and appropriate in your context.***

With close to 100,000 requests submitted every month for pay adjustments such as acting assignments, new hires, terminations, and transfers between departments, problems arise. Many of these requests are processed automatically when submitted in advance and on time. However, late submissions require time-consuming and complex manual processing by a compensation advisor. This results in processing delays and a growing backlog of unprocessed pay requests.

The key phrase to remember with Phoenix is: timing matters. You can help prevent new pay issues by taking 3 simple actions:

1. Timing matters. By submitting Phoenix pay requests early, you can help employees receive their pay without delay. Plan ahead so that requests for new hires and acting assignments are submitted without delay to the Pay Centre. Phoenix works better when pay transactions are submitted on time.
2. Approving requests in a timely manner is a vital step to ensure employees get paid as quickly as possible. Public Services and Procurement Canada have developed a video to explain why managers should approve requests as quickly as possible: <https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pay-pay-services/campagne-campaign/approbations-approvals-eng.html>
3. Online training (found at: [http://www.gcpedia.gc.ca/wiki/HR\\_to\\_Pay\\_Stabilization/Training](http://www.gcpedia.gc.ca/wiki/HR_to_Pay_Stabilization/Training) - only on the internal government network) is available to help you understand how to use Phoenix and avoid pay issues. Take the training today!

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