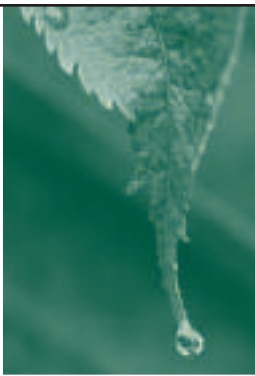


Compensation FOCUS

for the compensation community



FALL 2006

No. 64

Resolving Common Problems with Pay and Pension Data

The Pension Data Correction Project team members in the NCR and Shediac are continuing to work with experts across the compensation community to resolve accounts with data discrepancies in the pay and pension systems.

In addition, since April 2006, a dedicated pay office project team in the NCR has been analyzing various cases with salary, service and/or contributor data discrepancies in the regional pay and contributor systems. In some of the cases, project staff can correct the data problems themselves. In other cases, they must seek subject matter expertise in pay offices or from departmental Compensation Advisors in order to fix the data errors.

The analysis to date has shown that the complexities of certain pay events are more prone to errors than others. These include such events as Leave Without Pay, Changes to Pension Type, Leave With Income Averaging, Education Leave, and Salary Changes. To share with you the results of this

analysis, a Compensation Directive will be issued shortly providing updated procedures for the completion of these specific transactions. To support these procedures, a guide will be included that describes common types of errors found and a quick reference to manual tips and guidelines. The Compensation Directive will be updated to cover other business events as additional problems are identified.

“Our goal is to ensure the integrity of the data in our compensation systems and to provide accurate pay, pension and benefit information through our self-service tools,” says Tammy Labelle, Acting Director of the Pension Services Directorate. “To achieve this, we need your help,” she notes. “The Compensation Directive and guide that we are developing will include tips that we have discovered on how to avoid common errors that occur in our day-to-day processing of complex compensation transactions. We are hopeful that by sharing these tips with you, together we will be able to

increase the integrity of the data in our compensation systems.”

More details on the Pension Data Correction Project can be found in COMPENSATION FOCUS #62 – Spring 2006, #61 – Winter 2006 and #58 – Spring 2005.

Resolving Common Problems with Pay and Pension Data	i
More Departments Take Advantage of Benefits of CWAs	ii
New Portal Provides One-Stop Shopping for Pension and Benefits Information	iii
Focused on Service: PWGSC's Specialized Services Division	iii
Centralization of Pension Services Delivery Project (CoPSDP) Update	iv



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada

More Departments Take Advantage of Benefits of CWAs

We are pleased to report that employees and Compensation Advisors in a growing number of departments and agencies can now access PWGSC's Compensation Web Applications (CWAs). As of mid-September 2006, the CWAs have been rolled out to five departments: PWGSC, Transport Canada, Statistics Canada, Canada Revenue Agency, and Atlantic Canada Opportunities Agency. We are continuing to develop the CWAs deployment plan for our clients.

The CWAs offer numerous benefits for both employees and Compensation Advisors, as we describe below.

Employee Self-Service Offerings

The CWAs provide employees with direct access to pay, benefits and pension information, as well as the tools to make informed decisions. Employees have access to the following CWAs 24 hours a day, seven days a week; help desk support is available Monday through Friday, from 7 a.m. to 7 p.m., EST.

The Employee Pension and Benefits Statement allows employees to view and print their own pension information and to assist with their self-service retirement planning. Currently the paper version of the statement is produced once a year with estimated pension benefits calculated as of the date of the statement. The electronic Statement allows employees to view their personal pension information updated on a quarterly basis.

The Pension Benefits Calculator allows employees to estimate the value of future pension benefits based on the retirement date entered by the employee. This calculator is a valuable tool for employees when planning their retirement. The Pension calculator uses current data from the PWGSC pay and pension systems and provides employees with an estimate of their net monthly pension amount.

The Service Buyback Estimator enables employees to estimate the cost of buying back prior periods of employment in order that it can be counted towards total pensionable service. The cost of the service buyback is based on the current date and the employee can specify various service periods, years of repayment or buyback cost.

The Statement of Earnings (Pay Stub) on the Web allows employees to access their current and previous years statement of earnings for regular and supplementary payments (e.g. overtime and retroactive pay). The option to print the statement of earnings from the Web is available.

The Gross To Net Regular Pay Estimate Calculator enables employees to obtain an estimate of their net regular pay if certain changes were to occur such as an acting assignment, promotion to a higher level, change to the assigned work week hours, leave without pay, leave with income averaging, pre-retirement leave, etc. This application requires minimum

input from the employee in order to calculate the estimated net salary.

The Request for Changes to Voluntary Deductions allows employees to view and make changes to certain voluntary deductions themselves, without involving a Compensation Advisor. The voluntary deductions that have been included in this application are those that are authorized by the employee, such as additional federal or provincial tax, credit unions and Canada Savings Bonds.

Benefits for Compensation Advisors

The CWAs give Compensation Advisors access to the same personal pay and pension information in the above-mentioned applications for the clients they service. What they see online matches what employees can see on their screens, expanding the level of service, and facilitating communications and understanding.

Compensation Advisors will also have access to the **Compensation Common Services Database (CCSDB)**, which provides a single point of access to information that currently must be obtained from multiple sources. For example, currently existing information tables in the Regional Pay System (RPS), such as pay rates and Bargaining Unit Designator (BUD) codes, have been created in CCSDB with a value-added search feature. In addition, new tables with a search feature have been created, such as client information, excluded/non represented groups,

(continued on page iii)

(continued from page ii)

and a conversion table. These tables will facilitate the conversion from existing group, to new groups and levels, with classification reform.

Payroll Registers on the Web have been available since March 2006. This application provides Compensation Advisors with online access to the current year and the five previous years of pay registers, and includes a search engine that allows them to quickly find the data they require.

Future Offerings

The Compensation Sector intends to continue expanding the self-service offerings to employees and online tools for Compensation Advisors as funding becomes available. One initiative already in progress is the online Record of Employment (ROE), which will automate and streamline the current paper-based ROE process. COMPENSATION FOCUS #63 – SUMMER 2006 has more details about the new process.

In addition to the online ROE, another environment-friendly innovation now in development is a “suppress print” option for the Statement of Earnings (Pay Stub) on the Web, which will allow employees to choose not to receive the printed version of their pay stub. This feature, which is expected to save both trees and printing and distribution costs, is scheduled to be available at the end of March 2007.

Interested in Knowing More?

PWGSC looks forward to working with other departments that want to access the benefits of the CWAs. The first step is an information meeting that includes a demonstration of the CWAs and details about the technical pre-requisites and security requirements. To arrange a meeting, please contact John McManus, CWA Project Manager, at 613-941-1533 or Gail Sherman, Director, Pay Policies and Training Services, at 819-956-2000.

New Portal Provides One-Stop Shopping for Pension and Benefits Information

We are pleased to announce the launch in mid-October 2006 of *Your Public Service Pension and Benefits Web Portal*, a joint initiative of PWGSC and Treasury Board of Canada Secretariat (TBS).

The Portal provides an integrated client access point for information on Public Service pension plan and insurance benefits information. Plan members and pensioners now have direct, easy access to existing information, services and

tools that previously had to be provided by Compensation Advisors. The life events format of the Portal is designed to assist plan members and their families in making informed decisions about their pension plan and insurance benefits at various stages of their lives.

The Portal is a first step towards consolidating all compensation information and tools in one place. For a closer look at the Portal, please visit <http://pensionandbenefits.gc.ca/home-e.html>.

Focused on Service: PWGSC's Specialized Services Division

Soon after the results of the 2006 federal election on January 23 were officially announced, a little-known division in PWGSC's Compensation Sector sprang into action. The Specialized Services Division (SSD) is responsible for administering the pension accounts for Members of Parliament and their survivors. Within a matter of weeks, it completed several thousand transactions that ensured the creation of accounts for new MPs and the transition of accounts for outgoing MPs.

MPs' pensions are one of three major responsibilities of SSD, which groups together pay and pension activities not covered by other units in the Compensation Sector. The 40–45 employees in the division also ensure that approximately 20,000 RCMP members under the *RCMP Act* receive their pay on a bi-weekly basis, and that approximately 110,000 Canadian Forces (CF) pensioners or their survivors receive monthly entitlements.

SSD emphasizes client support and attention to detail. For example, dedicated local and toll-free information lines respond to CF pensioner inquiries in a timely manner, and a Quality Control (QC) section ensures the accuracy of transactions on pension accounts. “We take our responsibility to all our clients very seriously,” notes Jacques Robert, Manager of SSD.

Centralization of Pension Services Delivery Project (CoPSDP) Update

Survey of Pension Transfer Services

The Centralization of Pension Services Delivery Project (CoPSDP) is continuing its efforts to ensure that clients are satisfied with the newly-centralized services provided by the Superannuation, Pension Transition and Client Services Sector (SPTCSS).

Two surveys were conducted simultaneously during the months of July and August 2006 on the centralization of Pension Transfer Services (PTS), the second service to be consolidated on May 30, 2005. One PTS survey targeted members of the compensation community and the other one was directed at the clients who contacted the SPTCSS office since the service was consolidated in May 2005. A summary of the results will be included in the next COMPENSATION FOCUS and results will be posted on the project Web site in the near future.

Similar surveys were conducted between December 2005 and February 2006 regarding the Division of Pension Benefits services, and the results were reported in COMPENSATION FOCUS #63 – Summer 2006.

The project team would like to thank representatives from the compensation community who participated in these surveys.

Certification for Retirement Planning Information Sessions Extended

The PWGSC Certification Program for individuals who applied to become certified deliverers of the half-day Public Service Pension Plan (PSPP) Retirement Planning Information Sessions began in April 2006. The certification process will continue until assessments have been completed for the significant number of individuals who expressed interest. As of June 1, 2006, only certified resources that have successfully

completed the program have the authority to deliver the information sessions. For additional information about the new delivery program, please visit the project Web site at: <http://www.pwgsc.gc.ca/compensation/psdp/psdp-progre-e.html>.

Did You Know?

- As of September 1, 2006:
 - 31 employees from PWGSC, other departments or the private sector have been certified to deliver the information sessions.
 - 89 information sessions have been delivered by PWGSC resources.
- Presentations for regular employees and Operational Service Employees of Correctional Service Canada are now available online at the following address: <http://compensation.pwgsc.gc.ca/pen-ben/rp-courses-e.jsp>.
- A specific presentation is available for members of the Executive group (EX).
- If you or your organization's training coordinator intends to book a session through the national coordination unit, please try to do so within three months prior to the preferred scheduled date. The coordination unit may be reached at 506-533-5505 or by e-mail at SHE.OutreachServices@pwgsc.gc.ca.

Did You Know?

Clients interested in a Pension Transfer or in completing a "Request for Transfer Estimate," also called Appendix A/A1, must be referred to SPTCSS. Advisors will provide all the necessary information for clients to make an informed decision, and will supply clients with the appropriate appendices and instructions for completion.

COMPENSATION FOCUS

is published to provide timely work-related news to employees involved in Compensation Services at Public Works and Government Services Canada and its client departments.

We welcome letters, opinions and story ideas.

Send contributions to:
Darquise Bruyère, Editor.

COMPENSATION FOCUS

10B1 Place du Portage, Phase III, Hull,
Québec K1A 0S5
Tel.: 819-956-6374
Fax: 819-956-6484
darquise.bruyere@pwgsc.gc.ca

COMPENSATION FOCUS

is written and produced by
gordongroup