



# QUICK REFERENCE GUIDE

to support employees facing pay issues



## EMERGENCY SALARY ADVANCES / PRIORITY PAYMENTS

You may apply for an emergency salary advance or a priority payment if you:

- didn't get paid
- received an incorrect pay

Departments and agencies are responsible for issuing pay advances and priority payments to their employees. Contact your manager or HR unit for guidance.



## UPDATING PERSONAL INFORMATION

To update your direct deposit information:

- Log in to the Phoenix pay system
- Go to Main Menu -> Self-Service -> Payroll and Compensation -> Direct Deposit
- Edit the information and save

Update your personal information by using the self-service functionality of your internal HR management system (for example, MyGCHR and HRMIS) or contacting your HR unit.



## UNDERSTANDING YOUR PAY STUB

You can visit the website to get clarification on information relating to your pay stub, such as:

- pay codes and abbreviations
- deductions schedule
- calculating your annual salary
- gross pay
- taxes and benefits
- and much more



## PREVENTING PAY ISSUES

Timing matters when submitting requests for actings, new hires, terminations and transfers. Help prevent pay issues by taking these 3 actions:

- **Planning ahead:** When possible, submit pay requests ahead of time to allow for processing
- **Approving quickly:** Managers should be approving pay requests as soon as they come in
- **Taking training:** Take the online training to learn how to use Phoenix and ensure pay requests are completed accurately

Note that overtime is fully automated when submitted within 6 months and approved by your section 34 manager.



## CLAIMS

You can claim the following if you have incurred expenses or financial losses because of the Phoenix pay system:

- out-of-pocket expenses such as interest charges and late fees
- reimbursement for tax advice
- requests for an advance for government benefits
- impacts to income taxes and government benefits



## OVERPAYMENTS

Flexible repayment options are available if you have an overpayment.

- Confirm with your manager and HR unit that your staffing and pay documents are accurate, up to date, and submitted into Phoenix
- Submit a [feedback form](#) or call the Client Contact Centre
- Await a letter from the Pay Centre confirming the amount owed and repayment options

For more information, visit [Canada.ca/phoenix-help](https://Canada.ca/phoenix-help)

For departments and agencies served by the Pay Centre, contact the Client Contact Centre for inquiries that can't be handled by your HR unit:

**1-855-686-4729**