

SOLVING THE PHOENIX PAY SYSTEM ISSUES



FEBRUARY 2017

Our efforts are finally bearing fruit

After numerous political moves and the insistence of UCCO-SACC-CSN to request that CSC stop sending the ball back to Public Services and Procurement Canada, the MP for Kingston and the Islands and the political staff in Minister Foote's office finally heard our appeal and proposed to set up a Phoenix centre of expertise within CSC. This center of expertise, whose commissioning is imminent, will be dedicated exclusively to the pay issues of Correctional Service Canada employees and National Defence employees.

The union had to confirm at first that this solution seemed the best under the circumstances, since no governmental authority seems to know how to get out of the gigantic fiasco in which we have been immersed for almost a year now.

We have put pressure on the various jurisdictions to put in place a centre of expertise before any action was taken with CSC. So we were consulted first, even before CSC learned of the existence of this centre of expertise project!

But the time has not yet come to celebrate, as we need more than ever to ensure ALL problematic pay issues are resolved. We

continue to send regularly the information on pay issues to the right people so that appropriate corrections are made.

In closing, after several years of UCCO-SACC-CSN interventions with CSC to link the SDS and HRMS systems, we finally received confirmation that this operation will materialize as of April 1st. This will reduce the number of transactions, which should therefore reduce pay issues.

We hope that these developments will resolve, once and for all, the problems associated with the Phoenix pay system for all federal public servants.

Reminder of the process to follow in case of Phoenix pay issues

1. Make sure that your institution's contact person understands your problem and makes the right Pay Action Request (PAR);
2. When in doubt, consult a union representative;
3. As soon as the centre of expertise is in operation, we will inform you of the new procedure.