

Canada Pension Plan Retirement Application (RTRa) - Intranet

Version
2



Training Guide

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Canada Pension Plan Retirement Application (RTRa), Version 2

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RTRa

Section

1

1.1 Canada Pension Plan Retirement Application

The information sent by the client over the Internet is automatically received by an internal database within the department.

You can view this information via a desktop shortcut (created by Systems) or by selecting the GOL link on the Information Technology Renewal Delivery System (ITRDS) page.

You will be able to search for, view, and print copies of a client's on line application for a Canada Pension Plan (CPP) Retirement (RTR) benefit.

To see this functionality in relation to a particular client, select the [Search for a CPP Retirement Application](#) link:



1.2 Search for CPP Retirement Application

The *Search for CPP Retirement Application* screen shown below will be displayed.

There are three ways to search for a client's on line CPP Retirement Application on this screen.

Service Canada Canada

Français Help Exit GOL

Menu

INTRANET Delivery System

Search for CPP Retirement Application

Please enter search criteria:

1 Confirmation Number:

OR

2 Client SIN: - -

OR

3 Region:

Status:

Period:

Start Terminal Digits:

End Terminal Digits:

[Menu]

You can:

1. Search by the client's Confirmation Number (it is on the client's signature page);
2. Search by the client's Social Insurance Number (SIN), again found on the client's signature page; or
3. Search by Region, Status, and Period.



Clients can apply for a CPP RTR benefit *up to three times* using the on line application process.

1.2.1 Search by Confirmation Number

A search using a Confirmation Number would retrieve only **one** application – the application linked to that specific Confirmation Number on the client's signature page. If the client sent other applications, you would not get this information from this search method.

1.2.2 Search by the client's Social Insurance Number (SIN)

It is **highly recommended** that you use the client's SIN to perform your search. A search using the client's SIN would capture all of the client's applications in the database. Remember that the client can make up to 3 different RTR applications using the on line RTR application process.

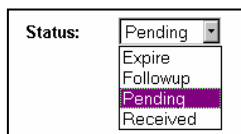
1.2.3 Search by Region, Status, and Period

This search option is generally used to find all applications in a specific region for which *no signature pages have been received*.

You might also use this search to find an application when you do not have the matching signature page or a client cannot provide you with their SIN.

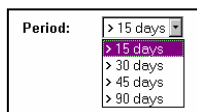
To use this search option, you must specify the region and then refine your search:

- *Region* - mandatory field to establish search parameters (no default given);
- *Status* - mandatory field to establish search parameters (the default is “Pending”);



A screenshot of a web form showing a dropdown menu for the 'Status' field. The menu is open, displaying four options: 'Pending' (which is highlighted in purple), 'Expire', 'Followup', and 'Received'.

- *Period*, or number of days since the application was submitted - mandatory field to establish search parameters (the default is “>15 days”);



A screenshot of a web form showing a dropdown menu for the 'Period' field. The menu is open, displaying four options: '> 15 days' (which is highlighted in purple), '> 30 days', '> 45 days', and '> 90 days'.

- *Start Terminal Digits* – optional field to complete; refers to the last 3 digits of SINS at the *beginning* of a SIN block; and
- *End Terminal Digits* - optional field to complete; refers to the last 3 digits of SINS at the *end* of a SIN block.



If the mandatory criteria are not entered, or entered incorrectly, you will receive an error message.

Once you have entered the data in the appropriate fields, you now have 2 courses of action:

1. Select the RESET button - the data that you entered will be erased and you will have to re-enter new data for another search; or
2. Select the SEARCH button to continue. You will be directed to the *Search CPP Retirement Application Results* screen.

1.3 Search CPP Retirement Application Results screen

Results matching your search criteria will appear on the *Search CPP Retirement Application Results* screen.

Region	Confirmation Number	SIN	Surname	Status	Online app date	Date Modified	User Modified
ON/SC	123456789010	123 456 789	Doe	Followup	2003-07-31	2005-03-18	ISPQA34
ON/SC	123456789011	123 456 789	Doe	Pending	2003-07-31	2006-06-19	ISPQA34
ON/SC	123456789012	123 456 789	Doe	Received	2006-09-12	2006-09-16	ISPQA34

On this screen, you can:

1. Select the NEW SEARCH button – you will be returned to the *Search CPP Retirement Application* screen; or
2. Choose the application that you wish to view by selecting its matching confirmation number link – you will be directed to the *CPP Retirement Application Details* screen where you will see the details of the client’s application.

1.4 CPP Retirement Application Details screen

The *CPP Retirement Application details* screen displays all of the data that the client has submitted over the Internet.

Service Canada Canada

Français Help Logout

Menu

INTRANET Delivery System

CPP Retirement Application Details

[Print processing summary](#) [Search results](#) **Current Status : Pending**
[Print signature page](#) [New Search](#) [Received](#)
[Print client summary page](#) [Next application in results](#) [Followup](#)
[Expire](#)

Confirmation Number: 123456789010 **Date submitted:** 15 Aug 2005, 09:56:41 EDT

Name: Miss Jane Doe

Name at birth: Jane Smith

Country of birth: Not applicable

Social Insurance Number: 123 456 789

Date of birth: 12 Oct 1945

Current marital status: Married

Preferred language for correspondence: English

Home address: 123 Main Street
Ottawa, Canada
A1A 1A1

If you currently live outside of Canada, what was your last province or territory of residence in Canada? Not applicable

Mailing address: Same as above

Telephone number during the day: Not provided

When do you want your pension to start? As soon as I qualify after age 65

Who received Family Allowances? Not applicable

Who was eligible for the Canada Child Tax Benefit? Not applicable

Do you want to share your pensions? Not applicable

Spouse's social insurance number: 123 456 789

Did you stop working because of a disability? Yes

If you have lived or worked in a country other than Canada, you may qualify for benefits from that country. Not applicable

Method for receiving your payment: Mail my cheque

Third party information Not provided

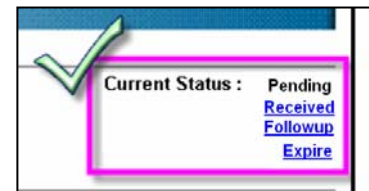
[Menu]



Any Service Delivery Agent (SDA), Citizen Service Agent (CSA) or Payment Service Agent (PSA) can view the current status of an on line application. However, in order to change the status of an application in the database (see checkmark above), you must have a profile that allows you to process on line applications.

Every CPP RTR application submitted by a client over the Internet is given a status related to its signature page. The application may go through the following status changes during its lifecycle, depending on the location of its signature page:

- Pending;
- Received;
- Follow up; and/or
- Expire.



1.4.1 Pending

When an on line application is received in the database, it is assigned the status “Pending.” The on line application will keep this status until the signature page arrives in the mail or a follow-up is done.

1.4.2 Received

When the signature page arrives in the mail at the Service Canada Processing Centre, you will change the status of the on line application to “Received.”

1.4.3 Follow up

If the signature page does **not** arrive within a reasonable time and a follow-up is required, you will change the status of the on line application to “Follow-up.”

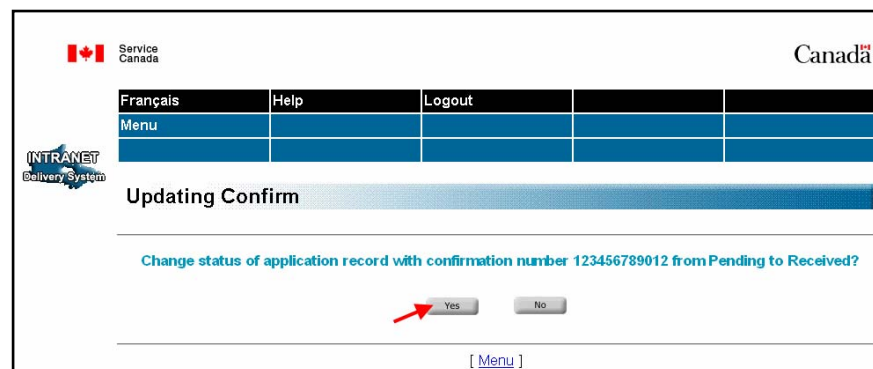
1.4.4 Expire

If the follow-up is not successful and the signature page does not arrive, you will change the status of the on line application to “Expire.”

1.5 Change the Status of the Retirement Application

You can change the status of an application on the **CPP Retirement Application Details** screen by following these steps:

- Select the status to which you would like to change the application to (*Received, Follow up* or *Expire*);
- Review the proposed change on the **Updating Confirm** screen;



- Select the YES button to accept the change in status, or
- Select the NO button to cancel the action.



You will process the application as you would normally do during regular day-to-day operations. For detailed information on how to process a CPP RTR application, refer to the NTP module entitled [CPP Retirement Pension](#).

1.6 Follow up and expire

According to your regional procedures, you should search the CPP RTRa database for any on line applications that were submitted without a signature page.

It is *recommended* that you search for applications that have been “Pending” for 15 calendar days or more at least once a week.

1.6.1 Search for applications without a signature page

You can perform this action on the *Search CPP Retirement Application* screen by selecting the:

- appropriate region from the “Region” dropdown list;
- “>15 days” option from the “Period” dropdown list; and
- SEARCH button to get the list of “pending” applications on the *Search CPP Retirement Application Results* screen.

The screenshot shows the 'Search CPP Retirement Application' web form. At the top left is the Service Canada logo. A navigation bar contains 'Français', 'Help', and 'Logout'. Below this is an 'INTRANET Delivery System' logo. The main heading is 'Search CPP Retirement Application'. The form prompts the user to 'Please enter search criteria:'. It includes fields for 'Confirmation Number', 'Client SIN', 'Start Terminal Digits', and 'End Terminal Digits'. There are 'OR' options between the Confirmation Number and Client SIN fields, and between the Client SIN and Region/Status/Period fields. The 'Region' dropdown is set to 'Select one', 'Status' is 'Pending', and 'Period' is '> 15 days'. A red box highlights these three dropdown menus, with a red checkmark to the left. A red arrow points to the 'Search' button at the bottom left. A '[Menu]' link is at the bottom right.



The default for the *Status* field is always “Pending.”

On the *Search CPP Retirement Application Results* screen, you will see only those files with a status of “pending” as per the parameters that you had set on the *Search CPP Retirement Application* screen.

1.6.2 Follow-up

As you are trying to follow up with the client concerning the status of their signature page, select the Confirmation Number for the first on line application in the list (and so on).

Service Canada Canada

Franglais Help Logout

Menu

INTRANET Delivery System

Search CPP Retirement Application Results

Search results for SIN 123456789

3 records found. Results 1-3 are displayed.




Region	Confirmation Number	SIN	Surname	Status	Online app date	Date Modified	User Modified
ON/SC	123456789010	123 456 789	Doe	Followup	2003-07-31	2005-03-18	ISPQA34
ON/SC	123456789011	123 456 789	Doe	Pending	2003-07-31	2006-06-19	ISPQA34
ON/SC	123456789012	123 456 789	Doe	Received	2006-09-12	2006-09-16	ISPQA34

3 records found. Results 1-3 are displayed.

New search

[Menu]

By selecting the Confirmation Number, you will be directed to the client’s *CPP Retirement Application Details* screen. This screen will give you the client’s name and daytime phone number. You will be able to contact them directly for information concerning their signature page.

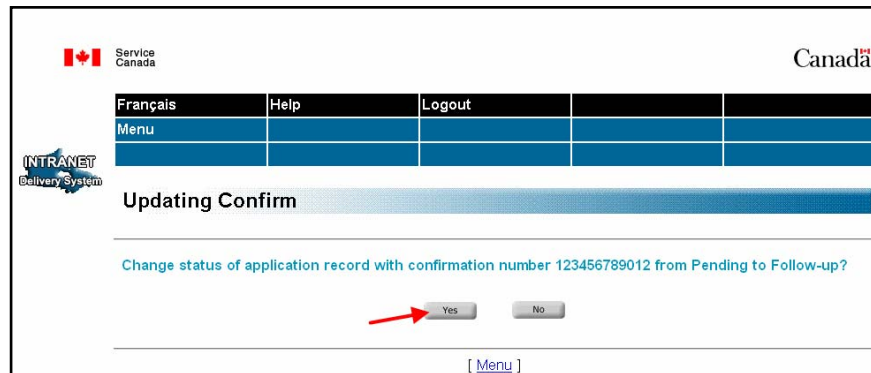
			
Français	Help	Logout	
			
CPP Retirement Application Details			
Print processing summary Print signature page Print client summary page		Search results New Search Next application in results	
		Current Status: Pending Follow up Received Expire	
Confirmation Number: 123456789012		Date submitted: 31 Jul 2003, 12:00:00 EDT	
Name:		Miss Jane Doe	
Name at birth:		Jane Smith	
Country of birth:		Not applicable	
Social Insurance Number:		123 456 789	
Date of birth:		22 Jan 1938	
Current marital status:		Married	
Preferred language for correspondence:		English	
Home address:		123 Main Street Ottawa Ontario, Canada A1A 1A1	
If you are currently living outside of Canada, what was your last province or territory of residence in Canada?		Not applicable	
Mailing address:		Same as above	
Telephone number during the day:		613 345-0987	
When do you want your pension to start?		The month after your 65th birthday: Feb 2003	
Do you have children born after December 31 1968?		Yes	
First Child			
Full Name:		Geni Smith	
Social Insurance Number:		123 456 789	
Date of Birth:		03 Feb 1971	
Date of Entry to Canada:		Not applicable	
Were you the primary caregiver?		Yes	
Who received the Family Allowances or Canada Child Tax Benefits?		You	
Periods where you did not receive Family Allowances or Canada Child Tax Benefits			
From:		Feb 1974	
To:		Feb 1975	
Reason:		Not available	
From:		Not applicable	
To:		Not applicable	
Reason:		Not applicable	
Name of the Family Allowance recipients:		John Doe	
Social Insurance number of the Family Allowance recipient:		123 456 789	
Do you want to share your pension?		Yes	
Spouse's social insurance number:		123 456 789	
Did you stop working because of a disability?		Yes	
If you have lived or worked in another country other than Canada, you may qualify for benefits from that country.		Not applicable	
Method for receiving your payment:		Direct Deposit by sending a void cheque	
Third party information:		Not provided	
[Menu]			



RTRa will automatically timeout if left idle for more than **15** minutes. If this occurs before a transaction record is produced, the initiated request will **not** take effect.

Once you begin the follow-up process, change the status to “Follow-up.”

When you decide to change the status, you will be asked to confirm this action.



You will be able to:

1. Select the YES button and the status will change from “Pending” to “Follow up” on the client’s *CPP Retirement Application Details* screen; or
2. Select the NO button and the status will not change.

When performing a Follow-up, you must also remember to make a note on the client’s file stating the actions that you have taken.

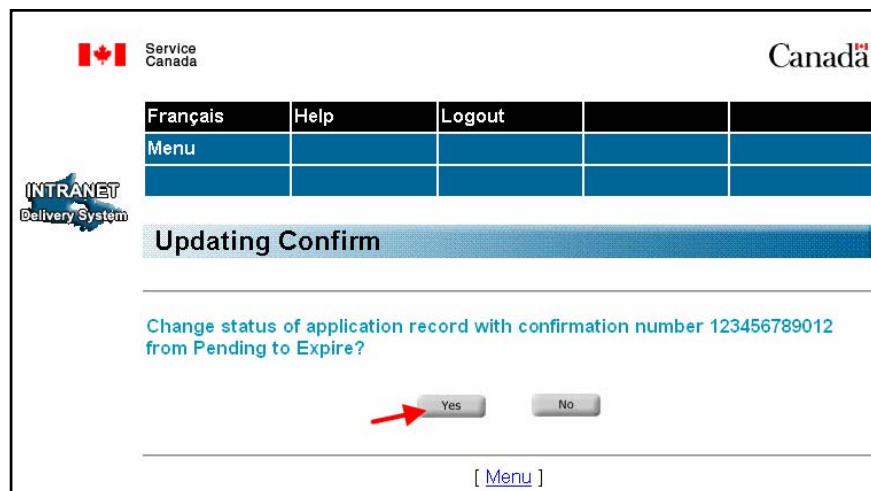


Depending on your regional practices, you may also follow up with the client using letters. To see the National Automated Template System (NATS) letters that you would use to follow up with the client, go to Appendix A.

1.6.3 Expire

If attempts to follow up with the client produce no signature page in a reasonable time period as determined by regional and national procedures, the following actions should be taken:

- Change the status of the client’s CPP RTR application on the *CPP Retirement Application Details* screen to “Expire”;
- Make a note on the client’s file; and
- Inform the client that they will need to re-apply.



- Select the YES button to accept the change in status, or
- Select the NO button to cancel the action.



To see the National Automated Template System (NATS) letter that you would use to notify the client of the expiration of their application, go to Appendix A.

Remember, decisions to “Expire” must be responsible and based on sound administrative practices. However, the legislation allows you to make decisions on a case by case basis.

You can refer to the following policy directives for further clarification:

- the [Onus Policy Directive 12/2000](#); and
- Ministerial Discretion [Policy dated 6/1998](#).



For more information on expiring applications, refer to SDA Assist.

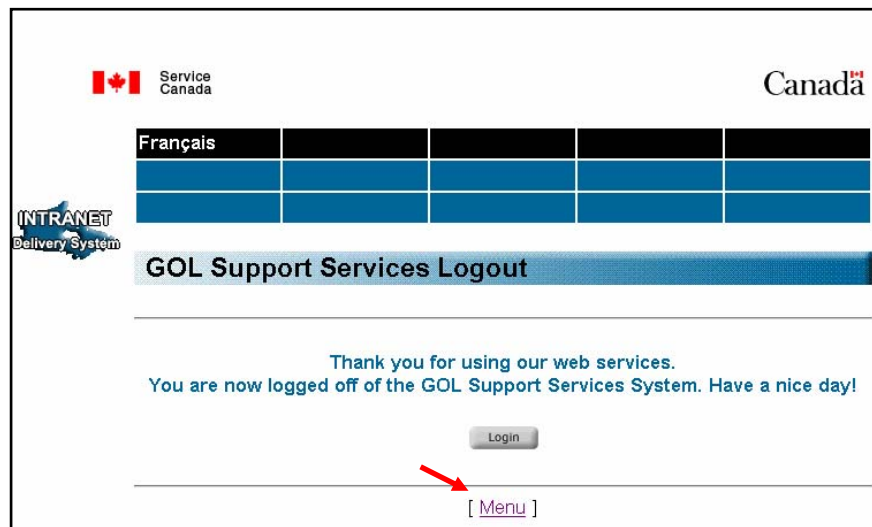
1.7 Logout of the CPP Retirement On line session

For security reasons, you are required to logout of the application at the end of each session. The link to *Logout* is located at the top of each page.



Simply select the LOGOUT link located at the top of the page when you are ready to exit the system.

When you have successfully logged out, the following confirmation page will be displayed:



You can return to the Government on line Support Services menu by selecting the MENU link at the bottom of the page



You can return to the Government on line support services menu at any time you are in one of the Support Services by selecting the MENU link.

Français	Help	Logout		
Menu				

Appendix A

NATS Letters to Follow Up with a Client and to Expire an Application

Letter number	Description	CPP RTRa Status Purpose
#950, RTR On line	1 st reminder for signature page	Follow up
#951, RTR On line	2 nd reminder for signature page	Follow up
#952, RTR On line	Expiration of application	Expire