

Frequently Asked Questions for Employees in the Core Public Administration – Collective Agreement Implementation

This document has been created to assist employees in understanding the impact of their new collective agreement as salary revisions are implemented in the Phoenix Pay System.

This document is evolving and it will continue to be updated as more questions are identified.

If employees have additional questions, please refer to Annex C for a complete list of contact information.

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Section 1: General Questions

1. When will my collective agreement be implemented?

In the coming weeks and months, employees will begin receiving salary increases and retroactive payments if their relevant collective agreement is ratified and signed. You can find out more about the status of your collective agreement by going to the [Collective Bargaining Update](#) page, or contacting your union. (Annex A provides a list of the unions and their web pages.) Once the collective agreement for your occupational group is signed, you will be able to read it on the [TBS website](#).

2. What is a salary revision?

A salary revision is a change in the rate of pay applicable to a specific classification group.

Salary tables are usually negotiated between a bargaining agent and the employer (Treasury Board Secretariat or other entity) or they are achieved by arbitral award. The rates remain in effect until an agreement is renegotiated or new arbitral award has been made.

Note: An arbitral award is an award made by the Public Service Staff Relations Board or an arbitrator dealing only with terms and conditions of employment that could not be settled by collective bargaining.

3. What is the retroactive period?

The time period “back” to the start of a new collective agreement for which salary revision applies.

Retroactive payments are made in the current pay period when new rates of pay are applied to any past wages or salary earned. They are calculated based on the amount of time employees were active in the affected position starting with the effective date of the salary revision and ending on the last day of the pay period prior to when the new rates of pay were entered in the Phoenix Pay System.

This payment may also include payment for allowances which have been implemented or modified with the signing of the new collective agreement or the arbitral award.

4. Who is entitled to retroactive pay?

Employees, former employees, or in the case of death, the estates of former employees who were employees in the retroactive period, are all entitled to retroactive pay. Refer to the Pay Administration portion of your relevant [Collective Agreement](#).

5. When will I receive my retroactive pay?

Unless a longer timeframe is specified in the agreement, the employer is bound by the *Public Service Labour Relations Act* to implement the provisions of the new collective agreement within **90 days** after the day it is signed. However, for the current round of collective agreements, most unions have amended this timeframe to 120 days. To find out the timeframe for the collective agreement that concerns you, go to the [Collective Bargaining Update](#) page.

6. Are entitlements or allowances adjusted as a result of salary revision?

Yes. Some examples of the various entitlements and allowances that will be adjusted as a result of a salary revision are:

- extra duty pay
- additional hours worked
- maternity leave allowance
- parental leave allowance
- vacation leave and extra duty pay cash out
- severance pay
- salary for the month of death

7. Are other payments made following collective agreement signing or arbitral award?

Following the signing of your relevant collective agreement or arbitral award, you may receive additional payments such as payments for new special allowances or a signing bonus. For more information about additional payments to which you may be entitled, contact your union representative or, if you are not represented by a union, consult the [Collective Bargaining Update](#) page.

[Signing Bonus Payment: Frequently Asked Questions](#)

7.1 PA Group (updated August 4, 2017)

7.1.1 Who is eligible for the signing bonus?

The PA signing bonus applies to employees in departments and agencies of the core public administration who are a member of the PA bargaining unit on the date of signing of the new collective agreement. Additional details of the application of the signing bonus are indicated below:

- Part-time employees who work more than 1/3 of the regular hours **are** entitled to the signing bonus;
- Casual employees, students and term employees for three months or less are **NOT** entitled to the signing bonus;
- Employees acting IN the PA bargaining unit **are** eligible for the signing bonus if they were acting for the full month of June 2017 (i.e., June 1 to June 30, 2017). Similarly, employees acting OUT of the bargaining unit for the full month of June 2017 are **NOT** eligible for the signing bonus (i.e., June 1 to June 30, 2017).

7.1.2 Will excluded/unrepresented employees in classifications included in the PA bargaining unit receive a signing bonus?

Yes, employee in an excluded or unrepresented position can expect to receive a \$650 lump-sum payment. These payments will be provided over the coming months, but not for the August 23rd 2017 pay.

8. Are increases to allowances retroactive?

Every collective agreement or arbitral award has different provisions and agreements regarding allowances. For more information, contact your manager. As a manager, if you require more information please submit your question to the [Corporate Compensation Liaison mailbox](#).

9. How will I receive my retroactive pay?

Employees will receive retroactive payments with their regular pay. In most cases, employees will receive more than one payment for the retroactive pay to which they are entitled. The deadlines for completing all retroactive payments will vary from 90 to 150 days from signing, depending on the collective agreement. To find out when this deadline is, consult the [Collective Bargaining Update](#) page.

10. How do I know whether I've received retroactive pay?

If you are an active employee who is not on leave without pay, you will be able to view detailed information online showing the retroactive payments issued to you. Details include the period start and end dates, hours, salary, and amount. This will assist you in reconciling retroactive amounts paid.

This information is accessible by logging in to the Phoenix pay system from your desk-top, clicking on "Self Service" and then on "Payroll and Compensation". Under "View Mass Retro Payments" you will see any automatic retroactive payments made to you, their amounts and the time periods for which they were calculated. See Annex B for the list of retroactivity codes that apply to this information, and what they are for.

If you receive a message indicating that you have no pay cheques with mass retro data to view, the salary revision has not yet been processed.

Please note that some retroactive pay will be processed manually by compensation advisors. In these situations, log in to the Phoenix pay system from your desk-top, click on "Self Service" and then on "Payroll and Compensation". Then, click on "View Paycheck".

As a retired or former employee you should receive a detailed pay stub along with your paper cheque. If you do not receive this information, you may contact the CWA help desk to request a printed copy. The CWA help desk will require your name, PRI, which pay stub you require, and your current mailing address. You may contact the CWA help desk in one of two ways:

- Via email at: awraide.cwahelp@tpsgc-pwgsc.gc.ca, or
- By phone: 1-855-634-2358

11. What do I do if I haven't received any retroactive pay?

First, wait until the implementation deadline for the collective agreement that pertains to you. If you have not received retroactive pay by that date, you should submit a [Phoenix feedback](#) form to the Public Service Pay Centre or contact your Compensation Advisor/unit.

12. What do I do if I think my retroactive payments are incorrect?

Prior to submitting a Phoenix feedback form to the Public Service Pay Centre, verify that the deadline for implementing the collective agreement that concerns you has passed. Using Phoenix "Self Service" from

your desk-top, review all information on any retroactive payments issued to you, automatically and/or manually, back to the signing of the collective agreement (see answer to Question #10 for instructions on how to do this). Review this information with your manager. As a manager, if you require more information please submit your question to the [Corporate Compensation Liaison mailbox](#).

If you still feel that your retroactive pay is incorrect, please provide the most detailed information possible to the Public Service Pay Centre by completing a [Phoenix feedback](#) form or contact the Public Service Pay Centre at 1-855-686-4729.

13. Why am I seeing multiple cheques or deposits?

There are various reasons why you may be receiving multiple cheques/deposits. For example:

- You worked overtime during the period for which retroactive pay is being processed, for which you are also entitled to a retroactive payment.
- You worked for multiple departments at the same time.
- You were owed payments for one or more periods of acting within the bargaining unit.

14. Why can't I get my complete retroactive payment at the same time?

There are several reasons, including:

- Part or all of your retroactive pay was processed manually, possibly in different stages.
- You were on Leave with Income Averaging (LIA).
- Your maternity or parental leave and your top ups were recalculated.
- You were owed retroactive payments from multiple collective agreements or arbitral awards.

15. I can't log on to the Phoenix Pay system to see my information. Why?

If you do not have access because, for example, you are a new employee or your workplace does not permit such access, or because you are currently on leave, please contact the CWA Service Desk at 1-855-634-2358 or TPSGC.AWRAIDE-CWAHELP.PWGSC@tpsgc-pwgsc.gc.ca for assistance.

If you have Phoenix on your desk-top, you need a myKEY account to access Self Service. Obtaining one is an easy process that only takes a few minutes to complete.

- Go to the [CWA page](#) on the Compensation Sector Website and click on the myKEY link. It will direct you to the Online Registration and Credential Administration (ORCA) page on the Shared Services Canada Website.
- Click on myKEY Sign Up.
- Follow the instructions.

You will need to provide your Personal Record Identifier (PRI), a government e-mail address and your date of birth.

16. What do I do if I've moved?

As a current employee, you can view your retroactive revision payment electronically through Phoenix Self Service. If the direct deposit indicator for your account is set to suppressed, you will receive a paper

cheque. Make sure the mailing address in Phoenix is up-to-date. To update your home and mailing [address please](#) follow the instructions provided on iService, Compensation and Benefits Glossary page, address change.

If you are retired or have left the federal public service, you will receive a paper cheque. If you have changed your home address since you left the government from a department or agency that is serviced by the Public Service Pay Centre at 1-855-686-4729.

17. I lost my cheque. What do I do?

If your [cheque has been lost or stolen](#), it will be replaced. First, two forms must be completed:

- [Undertaking and Indemnity](#) (available on the Government of Canada network only)
- [Affidavit](#) (available on the Government of Canada network only)

If you are on leave of absence or are a former government employee contact the CWA Service Desk at 1-855-634-2358 or TPSGC.AWRAIDE-CWAHELP.PWGSC@tpsgc-pwgsc.gc.ca for assistance.

If your department or agency is serviced by the Public Service Pay Centre, you must submit these two forms with a [Pay Action Request](#) form. On the Pay Action Request form, in section 2, you will choose work type **cheque** from the drop down menu, and in section 3 you will choose sub type **lost – stolen cheques**.

18. Will I receive retroactive pay for overtime I worked?

Yes. If your salary rate has been revised, you will also receive any corresponding adjusted payments for your eligible overtime.

19. Will I receive a signing bonus?

Some collective agreements include a signing bonus, which may only be payable if specific criteria has been met. To find out more about whether a signing bonus was part of the collective agreement that concerns you and your eligibility for a signing bonus payment, please contact your manager. As a manager, if you require more information please submit your question to the [Corporate Compensation Liaison mailbox](#).

[Signing Bonus Payment: Frequently Asked Questions](#)

19.1 PA Group (updated August 4, 2017)

19.1.1 Who is eligible for the signing bonus?

The PA signing bonus applies to employees in departments and agencies of the core public administration who are a member of the PA bargaining unit on the date of signing of the new collective agreement. Additional details of the application of the signing bonus are indicated below:

- Part-time employees who work more than 1/3 of the regular hours **are** entitled to the signing bonus;

- Casual employees, students and term employees for three months or less are **NOT** entitled to the signing bonus;
- Employees acting IN the PA bargaining unit **are** eligible for the signing bonus if they were acting for the full month of June 2017 (i.e., June 1 to June 30, 2017). Similarly, employees acting OUT of the bargaining unit for the full month of June 2017 are **NOT** eligible for the signing bonus (i.e., June 1 to June 30, 2017).

19.1.2 Will excluded/unrepresented employees in classifications included in the PA bargaining unit receive a signing bonus?

Yes, employee in an excluded or unrepresented position can expect to receive a \$650 lump-sum payment. These payments will be provided over the coming months, but not for the August 23rd 2017 pay.

20. Can I ask for a confirmation of employment with my new salary?

Yes, but only if the salary revision has been processed. You can ask your manager to fill out the [Confirmation of Employment Letter](#) which will confirm the length of time you have been employed by the Government of Canada, as well as your current annual salary. However, these letters only reflect the salary rates which are currently in the Phoenix pay system. Therefore, if the retroactive salary revision has not yet been processed and the new rates of pay are not yet in the system, they will not be reflected in your confirmation of employment letter.

Section 2: Employment type and tenure

1. I am a student. Does this affect me?

No. The signing of the collective agreements does not impact the student rates of pay. These are revised through a different process.

When student rates of pay are revised, students will be notified of the changes to their pay at that time. Treasury Board has released information to indicate that student rates will be increased effective May 1st, 2017.

For more information, contact your manager. As a manager, if you require more information please submit your question to the [Corporate Compensation Liaison mailbox](#).

2. I am a casual /term/seasonal employee. Does this affect me?

Yes. Casual employees, term employees and seasonal employees in positions under the applicable collective agreements are entitled to the new revised salary rates. They will receive retroactive payments for periods worked for which salary revisions apply following the signing of the applicable collective agreement or an arbitral award. For more information, contact your manager. As a manager, if you require more information please submit your question to the [Corporate Compensation Liaison mailbox](#).

3. I work part-time. Does this affect me?

Yes. Part-time employees and part-time workers in positions under the applicable collective agreements are entitled to the new revised salary rates. They will receive retroactive payments for periods worked for which salary revisions apply following the signing of the applicable collective agreement or an arbitral award. For more information, contact your manager. As a manager, if you require more information please submit your question to the [Corporate Compensation Liaison mailbox](#).

Section 3: Tax implications

1. Will Income Tax be deducted from my retroactive payments?

Yes. The total amount to be deducted for Federal and Provincial income tax is determined from tax tables established by Canada Revenue Agency (CRA) and Revenu Québec, applicable to the province or territory in which you are employed.

2. Can I apply a tax waiver on the retroactive payment?

Yes, if you have enough RRSP room available. There is no blanket tax waiver for the retroactive payment. **Employees MUST apply directly to the CRA or to Revenu Québec for a waiver and submit the appropriate documentation to the Pay Centre before the salary revision process is calculated and produced.**

Revenu Québec - English: <http://www.revenuquebec.ca/en/sepf/formulaires/tp/tp-1016.aspx>

Revenu Québec - French: <http://www.revenuquebec.ca/fr/sepf/formulaires/tp/tp-1016.aspx>

Canada Revenue Agency - English: <http://www.cra-arc.gc.ca/E/pbg/tf/t1213/>

Canada Revenue Agency - French: <http://www.cra-arc.gc.ca/F/pbg/tf/t1213/>

Once you have the waiver, please send the request and documentation to:

- The Public Service Pay Centre using the [Pay Action Request](#) form. On the Pay Action Request form, in section 2, you will choose work type **deductions** from the drop down menu, and in section 3 you will choose sub type **One-time tax exemption**.

3. Can I transfer the retroactive payment directly to an RRSP account?

No, you cannot transfer retroactive payments directly into an RRSP account. However, you can request a tax waiver if you have room in your RRSP. **You MUST apply directly to the CRA or to Revenu Québec for a waiver, and submit the appropriate documentation to the Pay Centre before the salary revision process is calculated and produced.**

4. My tax waiver was not processed. Why?

If tax waiver documents were received later than the date the system processed the salary revision and retroactive pay calculation, the tax waivers cannot be applied to the retroactive payment(s).

If your retroactive payment has already been issued without the application of the tax waiver, it cannot be applied retroactively. You may choose to look into alternative options with your financial advisor or banking institution to offset the impact on your taxes due to the receipt of this lump sum payment.

5. I received a lump sum which now puts me in a different tax bracket, what can I do?

You may choose to look into alternative options with your financial advisor or banking institution to offset the impact on your taxes due to the receipt of this lump sum payment.

Section 4: Changes to basic pay and other salary considerations

1. I was promoted/demoted/deployed (transferred)/ in an acting situation during the retroactive period. Will my pay be recalculated?

Yes. The rate of pay will be recalculated using the revised rates of pay for promotions, demotions, deployments (transfers) or acting situations that were effective during the retroactive period under the applicable collective agreement. Actings in positions outside the collective agreement may be revised based on your new substantive salary.

2. When will my acting/promotion/increment be processed?

If your acting/promotion/increment was not processed when the salary revision was made in the pay system, you will not see the applicable retroactive payment for your acting/promotion/increment. However, as soon as your acting/promotion/increment is processed, the most up-to-date salary rates will be used to calculate the retroactive payment owed to you.

3. When will my demotion be processed?

If your demotion was not processed when the salary revision was made in the pay system, the system will process a retroactive payment using the rate of pay which appears in the system for you at that time.

4. My salary is protected. Will this continue?

Yes. If your salary is protected, your salary will continue to remain at the protected rate unless the newly revised rate is higher. If your protected rate of pay has been revised due to the signing of a collective agreement, you will receive a retroactive revision payment for the difference.

5. There are garnishments made from my pay. What will happen to these?

If your salary is being garnished on a percentage-based rate, any revision or retroactive payments you receive will also be garnished at the same rate. If you are being garnished at a flat amount per payment, your retroactive revision payment will not be garnished.

Section 5: Leave situations

1. I am on leave without pay. How will I be affected?

Any payment owed to you while on leave without pay will be issued to you via direct deposit. You should also receive a detailed pay stub at the most recent home address on file for you. If you do not receive a pay stub by the deadline for implementation of the collective agreement that concerns you, contact the CWA help desk to request a printed copy of your retroactive revision payment to your current home address. The CWA help desk will require your name, PRI, which pay stub you require, and your current mailing address. You may contact the CWA help desk in one of two ways:

- Via email at: awraide.cwahelp@tpsgc-pwgsc.gc.ca, or
- By phone: 1-855-634-2358

2. Why can't I just check Phoenix using Self Service while I'm on leave without pay?

Phoenix Self Service is not accessible from your home internet connection. You can only access it from a Government of Canada network. If you have remote access to your departmental network, then you will be able to access Phoenix Self Service.

3. Will I receive retroactive adjustments for maternity/parental top ups?

Yes. Maternity and parental top ups that fall within the retroactive period will be recalculated based on your new revised salary. You will receive a retroactive payment for the difference.

4. What about the impact on Employment Insurance (EI). Do I need to report retroactive payments as income to EI?

You should contact Service Canada, or if you are a resident of the Province of Quebec, the Quebec Parental Insurance Plan, to confirm the impacts of any retroactive payments you receive on your employment insurance benefits, as well as to confirm what type of earnings you must report.

5. I am on Leave with Income Averaging (LIA). How will I be affected?

You may receive more than one retroactive payment for LIA periods covered in the retroactive period.

6. I was receiving disability insurance /workers compensation during the retroactive period. How will I be affected?

If you were in receipt of disability Insurance or Workers Compensation Board (WCB) payments, the underwriters of the plans will be notified of the pay rate change. This is a manual process undertaken by compensation advisors at the Public Service Pay Centre.

To find out information on how this may impact your disability insurance payments, you must contact the insurer. Contacts for both Disability Insurance (Sun Life) and PSMIP (LTD) (Industrial Alliance) are listed in Annex C. However, the insurers will only be able to advise you once they have received your latest information.

7. How will this affect my vacation leave cash out/compensatory leave cash out?

If your salary rate has been revised, your vacation leave /compensatory leave cash outs within the retroactive period will also be revised.

Section 6: Transfers and secondments

1. My transfer is not completed yet. How will I be affected?

Your new salary and retroactive payments will be processed using the salary rates and classification information that are in the pay system for you at the time that the salary revision is processed. If this information is not up-to-date due to an incomplete transfer, the information will be adjusted once your transfer has been completed.

2. I'm in the midst of a transfer. Who do I contact—my new or old department?

If your transfer has not yet been completed and both departments are serviced by the Public Service Pay Centre, you would continue to contact the Pay Centre by calling 1-855-686-4729 or by submitting a [Phoenix feedback](#) form.

If one or both of the departments are not serviced by the Public Service Pay Centre, you would contact the old department as it is processing your payments for the retroactive period and would have access to view your compensation information.

Note: [List of departments serviced by the pay centre.](#)

3. I am on a secondment. Which department do I deal with?

While on secondment, your home department continues to be responsible for your pay and will be responsible for your retroactive payments.

Section 7: Overpayments

1. I had an overpayment. How will I be affected?

Your retroactive payment may be impacted by your overpayment.

If the overpayment is set to be collected from first available funds, the system will collect the full amount of the overpayment from your retroactive payment. Once the full amount of the overpayment has been collected, the remaining balance of the retroactive payment amount, if any, will be paid to you.

If you have an overpayment which is being repaid with a set amount deducted from each regular pay, this should not be affected by your retroactive payment.

Section 8: Dual employment and dual remuneration

1. I am on a leave of absence from one department while I work in another. How will I be affected?

If you are eligible for a revision and retroactive payments from both positions, you will receive separate payments.

2. I'm working for two departments at the same time—three days a week in one, and two days in the other. How will I be affected?

If you are eligible for a revision and retroactive payments from both positions, you will receive separate payments for each position.

3. As I am in two positions at once, am I eligible for more than one signing bonus?

To find out more about your eligibility for a signing bonus payment, please contact your manager. As a manager, if you require more information please submit your question to the [Corporate Compensation Liaison mailbox](#).

[Signing Bonus Payment: Frequently Asked Questions](#)

3.1 PA Group (updated August 4, 2017)

3.1.1 Who is eligible for the signing bonus?

The PA signing bonus applies to employees in departments and agencies of the core public administration who are a member of the PA bargaining unit on the date of signing of the new collective agreement. Additional details of the application of the signing bonus are indicated below:

- Part-time employees who work more than 1/3 of the regular hours **are** entitled to the signing bonus;
- Casual employees, students and term employees for three months or less are **NOT** entitled to the signing bonus;
- Employees acting IN the PA bargaining unit **are** eligible for the signing bonus if they were acting for the full month of June 2017 (i.e., June 1 to June 30, 2017). Similarly, employees acting OUT of the bargaining unit for the full month of June 2017 are **NOT** eligible for the signing bonus (i.e., June 1 to June 30, 2017).

3.1.2 Will excluded/unrepresented employees in classifications included in the PA bargaining unit receive a signing bonus?

Yes, employee in an excluded or unrepresented position can expect to receive a \$650 lump-sum payment. These payments will be provided over the coming months, but not for the August 23rd 2017 pay.

Annex A – Bargaining agents and their web pages, where applicable

Collective Bargaining Agents (Unions)	
ACFO	Association of Canadian Financial Officers
AJC	Association of Justice Counsel
CAPE	Canadian Association of Professional Employees
CFPA	Canadian Federal Pilots Association
CMCFA	Canadian Military Colleges Faculty Association
CMSG	Canadian Merchant Service Guild
FGDCA	Federal Government Dockyard Chargehands Association
FGDTLC-E	Federal Government Dockyard Trades and Labour Council East
FGDTLC-W	Federal Government Dockyard Trades and Labour Council West
IBEW	International Brotherhood of Electrical Workers
PAFSO	The Professional Association of Foreign Service Officers
UCCO-SACC-CSN	Union of Canadian Correctional Officers
PIPSC	The Professional Institute of the Public Service of Canada
PSAC	Public Service Alliance of Canada
RCEA	Research Council Employees Association
UNIFOR	UNIFOR

Annex B: Understanding your retroactive payment (retroactivity codes)

The following entitlement codes are used to identify the retroactive period for basic pay and Electronic Data Processing (EDP) adjustments as the result of a new collective agreement.

Earning Code	Description	Earning Code Overview
001	Basic pay (also called Regular pay)	From the signing date of the collective agreement to the end of the pay period prior to the salary revision
002	Acting pay / Acting appointment:	From the signing date of the collective agreement to the end of the pay period prior to the salary revision or as applicable based on the effective start and end dates of the acting period.
210	Adjustment of regular pay - Retroactive revision - Current fiscal year	Adjustment of regular pay from the effective date in the current fiscal year or April 1, whichever is later, to the date prior to the signing of the collective agreement.
211	Adjustment of regular pay - Retroactive revision - Prior fiscal year	Adjustment of regular pay from the effective date to the date prior to the signing date of the collective agreement in the previous fiscal year.
212	Adjustment of regular pay - Retroactive revision - Prior fiscal year 2	Adjustment of regular pay from the effective date to the date prior to the signing date of the collective agreement in the second previous fiscal year.
213	Adjustment of regular pay - Retroactive revision - Prior fiscal year 3	Adjustment of regular pay from the effective date to the date prior to the signing date of the collective agreement in the third, fourth or fifth previous fiscal years.
220	Retroactive overtime - Current fiscal year	Adjustment of overtime from the effective date in the current fiscal year or April 1, whichever is later, to the date prior to the signing of the collective agreement.

Earning Code	Description	Earning Code Overview
221	Retroactive overtime - Prior fiscal year 1	Adjustment of overtime pay from the effective date to the date prior to the signing date of the collective agreement in the previous fiscal year.
222	Retroactive overtime - Prior fiscal year 2	Adjustment of overtime pay from the effective date to the date prior to the signing date of the collective agreement in the second previous fiscal year.
223	Retroactive overtime - Prior fiscal year 3	Adjustment of overtime pay from the effective date to the date prior to the signing date of the collective agreement in the third, fourth or fifth previous fiscal years.

Annex C – Contact information

CRA (individual tax enquiries) (for all employees)

- Phone: 1-800-959-8281

CWA help desk

- E-mail: awraide.cwahelp@tpsgc-pwgsc.gc.ca
- Phone: 1-855-634-2358

Pay Centre (specifically for retroactive revision concerns)

- To report a pay issue in regards to your retroactive pay to the Pay Centre, you must fill out a Phoenix feedback form. These are available at: <https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/pay-centre-pay/retroaction-phenix-phoenix-feedback-eng.htm>
- You may also call the Public Service Pay Centre –
 - **In Canada or the United States:** 1-855-686-4729
Monday to Friday, 7 am to 7 pm Eastern Standard Time or Eastern Daylight Time
 - **Outside Canada and the United States:** 506-424-4330
Monday to Friday, 7 am to 7 pm Eastern Standard Time or Eastern Daylight Time

Industrial alliance (PSMIP & LTD)

- Dedicated line for PSMIP: 1-800-830-1255
- Industrial Alliance general line: 1-877-422-6487

Pension Centre:

- Telephone Toll free: 1-800-561-7930
- Facsimile: 418-566-6298
- E-mail: pensioncentre.centredespensions@pwgsc-tpsgc.gc.ca

QPIP

- Throughout North America, toll-free: 1-888-610-7727.
- Overseas: 1-418-643-7246 (Charges apply)

Service Canada

- Employment Insurance Telephone Information Service
- Toll-Free: 1-800-206-7218
- TTY: 1-800-529-3742

Sun Life (DI)

- 1-800-361-5875