



## Priority Payments

Priority payments can be used when there is a disruption of pay for an existing employee. It is a payment issued by your department on a priority basis for amounts employees are entitled to and for whom it has created a financial hardship situation. This applies to employees who have not received all the monies they are owed because of processing delays for their regular or acting pay, their allowances (including maternity and parental allowance), overtime, extra duty payments, and salary increases related to a promotion or a pay increment.

If you are a **new** employee, or if you are an employee returning from leave without pay, ask for the Emergency Salary Advance Fact Sheet.

### What is a Priority Payment?

- The amount of a priority payment is 60% of monies owed; this represents the amount after tax that you would normally receive.
- Any payments must eventually be recovered in Phoenix, since you will have received double payment (approximately) for a specific period. Any payments will subsequently be recovered from your regular pay. The recovery and the money owed to you may not be processed on the same pay stub.

### How to Request a Priority Payment?

If you need a priority payment, **provide your manager with the following information:**

1. the reason for the missing amount (acting, increment, wrong rate of pay, etc.)
2. dates (increment date, promotion, acting period, etc.)

Once your information is verified, you will receive a confirmation of the amount owed and information on the recovery process. Only then will a priority payment be issued. Be aware that the processing of payments may take a few weeks, depending on number of requests received. Please refer to our web page Emergency Salary Advance on iService (ESDC) under [section 2: Salary Priority Payments](#), for further information.

### If there's a Problem

Report a problem through the [Phoenix feedback form](http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/retroaction-phenix-phoenix-feedback-eng.html). (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/paye-centre-pay/retroaction-phenix-phoenix-feedback-eng.html>)

The Pay Centre will triage requests based on priority. The staff may contact you for more information to resolve your pay issue, and to provide a case status update, if requested.

The feedback form will also allow you to request a priority payment. **Your department is responsible for issuing priority payments.**