

Guidelines for sending emails to Provincial HR Shared Services Centre (PHRSSC) at Southern Health-Santé Sud

Provincial Human Resources Shared Services Centre (PHRSSC) Procedure Document

The following details the guidelines on how to submit and reply to an email inquiry/request with PHRSS, as managed in the new ITSM system.

All payroll, benefit and HRIS related processes and forms can be found on the [Provincial HR Shared Services Centre page](#).

Creating a New PHRSS Case

To submit a **new request**, open Outlook and **send a new email to the applicable PHRSSC department**.

- payrollsupport@southernhealth.ca – for payroll inquiries
- benefitsupport@southernhealth.ca – for benefit inquires
- payrollreports@southernhealth.ca – for reporting or system configuration inquires
- *Recruitment – more information to follow with the transition of postings to SuccessFactors*

This ensures that your inquiry enters the system as efficiently as possible.

Note: Starting November 8, 2024 these existing email addresses will begin routing automatically to the PHRSS department in ITSM. You will receive an automated email back from PHRSS email address PHRSS@sharedhealthmb.ca with your PHRSS case number. ***(Please never send a NEW email to this email address, you may only reply to this address so your case is updated accordingly. New emails must be sent to the applicable emails noted above)***

- Use a clear subject line that identifies immediately what type of help you're looking for:
 - Include the type of inquiry/request and employee's first and last name.

Subject examples:

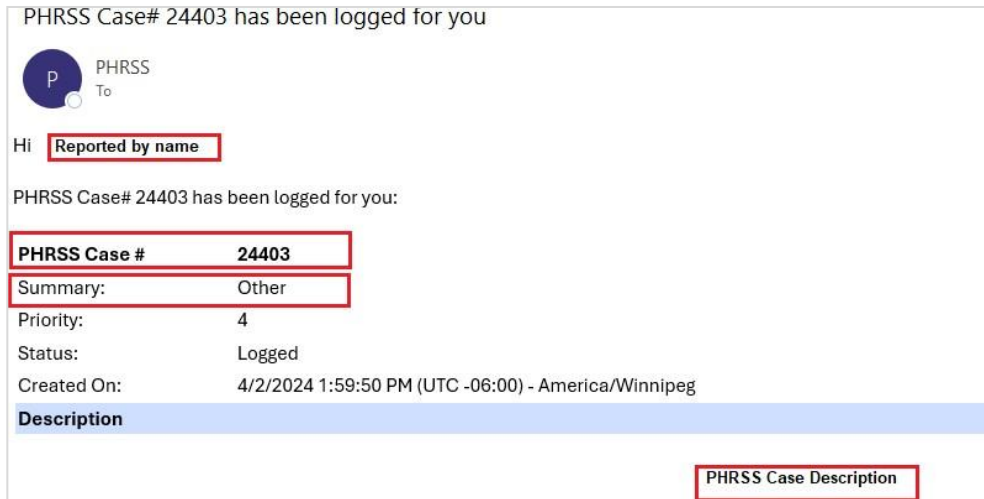
"Question about benefits, John Smith"

"Pay increment issue, John Smith"

"Verification of Employment Letter Request, John Smith"

Note: Only one employee and one inquiry per PHRSS case. If there are multiple employees, or you have multiple requests in one case, you must send an individual email for each employee/each request. One employee, one request, one case number.

- If you submit multiple requests (more than one employee, action, etc.) in one email, PHRSSC will notify you by email through the case advising which request will be processed in that PHRSS case and you must create a new and separate email for every other request in your original email.
- You will receive an automated email from **PHRSS@sharedhealthmb.ca** providing you with a **PHRSS case number (e.g. PHRSS Case# 123) for your inquiry**. Save a copy for any future follow up inquiry or request.
 - Below is a sample email of what you will receive when a case is created for you:



For details on the requests handled by PHRSSC related to payroll, benefits, HRIS and employment status changes, see SH-SS' [Payroll section](#) for detailed information.

Replying or following up to your original / existing PHRSS case

To inquire or follow up on a previously created PHRSS case that is not yet resolved or closed, you must locate the automated email that was sent to you from PHRSS at PHRSS@sharedhealthmb.ca with your PHRSS case number, and reply directly back to the email you received (see above screen shot of a sample email you must locate and use to follow up).

- **When responding back to an open PHRSS case**, make sure to reply directly to the PHRSS@sharedhealthmb.ca automated email with your PHRSS case number.
 - Subject line: **Do not remove the PHRSS Case number from the Subject line of the email.** Removing the case number will create a new case and will create unnecessary delays.

In order for your follow up email to go directly into your original/existing case, the PHRSS case number in the subject line must appear exactly as it did in the original automated email. This ensures an extra service case isn't created and helps us efficiently track the inquiry's progress.
- **Note:** Use PHRSS@sharedhealthmb.ca email *only when* replying to or following up on an open or existing case. New requests should always be sent to the applicable PHRSSC SH-SS department email (see [Creating a New PHRSS Case](#) section), in order to avoid unnecessary delays.
- For newly created cases, if there is an open / existing case in progress with PHRSSC, this will result in the new case being canceled without notification to you. Creation of a new case (for the same employee/action) could cause delays in processing your original request.
- If you do not know the PHRSS case number of your original request or did not receive a reply with the case number:
 - Please call PHRSSC (Payroll, Benefits, HRIS) department.
 - Do not submit the request as an email, as speaking to an agent will get you the information you need immediately.

Resolved / Closed Case

PHRSS will notify you via email once your PHRSS case is placed in resolved status. If additional information is not requested within seven business days the case will be automatically closed. Once the case is closed any further inquiries *must* be submitted as a new case.

At PHRSSC we value our customers. As such, following the resolution of the case, we will request feedback on your customer service experience. You will receive a link to a short 3 question survey. Your anonymous responses will help us monitor and continue to improve our service to all of our customers.

If you have new or additional information to provide and the case is closed, or you were not satisfied with the resolution, you must start a new email to PHRSSC. In the *body* of your new email, include the old PHRSS case number so that PHRSSC can review the original case. See [Creating a New PHRSS Case](#) for details.