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**PEPP Requirements Definition**

**#13- PEPP Death without Spouse Letter**

**September 30, 2022 V1.2**

**Confidential**

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Version Control:

|  |  |  |
| --- | --- | --- |
| Date | Author | Change |
| February 18, 2021 | Sheryl Britton | Initial copy |
| September 10, 2021 | Janette Paus | Edit to standardize formatting and wording |
| September 30, 2022 | Janette Paus | Amended Section 6A-page margins; Section 7A-removed PEBA Design Layout and Section 12, #1 appendix for design layout; Section 8b added description for the \* for Unit Balance and Values; added #12-remove grid lines from below the signature and time stamp areas. |
|  |  |  |

# Business Objectives

There are two objectives:

1. To provide a complete document which can be submitted to JEA to make necessary corrections to production letters.
2. For future use when amending this letter in the future.

# Background

During the PEPP Renewal project this letter was created and implemented at Go Live. There were a number of outstanding corrections at Go Live and some additional issues have been identified since. The purpose of this document is to describe the components of the letter and to identify all the issues requiring correction so JEA can fully correct and deliver the letter.

This document, along with the Communication Design Layout, will be incorporated into a JIRA ticket with JEA and prioritized according to business importance.

# Purpose of the Letter

To provide up-to-date information of the member’s PEPP account and advise member’s beneficiary of the choices available for the money currently invested upon the member’s death.

# Scope

In scope for delivery of this ticket is:

1. Correcting issues which have been identified since Go Live.
2. Any outstanding tickets raised before Go Live.
3. Update of PEPP Logo and Footers – showing new addresses.

Out of Scope for this ticket is:

1. Any changes required to support jurisdictional requirements.

# Features

The letter is comprised of static sections of information and non static sections of information (known as smart sections). The PEBA design layout of the letter lays out the sections which are to be static and which must be smart.

# Functional Requirements

The functional requirements will consist of the following:

## Communication Standard for Creation and Distribution of Letter

The following standards have been established by PEBA Education and Engagement Branch and must be followed in the design and build of the letter:

* PEPP letterhead (header and footer) will be incorporated into the letter layout in pantones 295, 375, 7562. These same colours may be used within the body of the materials as well.
* Public Employees Pension Plan on the right in the header is Calibri bold 12 pantone 295.
* Address is Calibri light 11- address is retrieved from the PEPP Stakeholder address stored in PENFAX.
* Registration number when it is shown should be Calibri light 9 and black.
* Two spaces between province and postal code in all addresses.
* Names in the address block are to be upper case.
* Addresses in the address block are to be upper case.
* If an address is within Canada, do not display country.
* General text is all Font Calibri light 11 Font size 11 for text, smaller within tables – text within tables can be 9 or 10 (Note- no smaller than 9 no larger than 11 depending upon what will fit on the page properly). Tables are full margin width of page, top row is Pantone 295 size 12, headings are bold and white within top row, headings over alpha columns are left aligned, headings over numeric columns are right aligned (unless otherwise displayed in layout template), rows alternate between blue (Pantone 295 @ 35%) and no colour. Dates within tables are currently not abbreviated. Data under the headings are also aligned as per the headings. Footnotes are in font size 9.
* PEBA acknowledges that letters are generated by PENFAX as size 11 and therefore size 12 font may not be available. Calibri light 12 bold for sub section headings (term options, death, retire opts).
* Calibri light 18 bold for form headings.
* PEPP Logo is 2.2cm high x 4cm wide.
* One space after a period.
* Local telephone numbers all show prefix 306-
* Body of the letter is flush left and ragged right – no justification.
* There will be no overlay page for addresses.
* One blank line between paragraphs, two blank lines between sections (headings) and between tables – unless this forces an awkward page then adjust accordingly.
* If a paragraph will split at the bottom of a page, force to the next page. Keep sections together as well.
* Letter to be designed as Smart Letter PDF and NOT RTF.
* Letter form name to be shown in the bottom left hand – above the Logo Footers- on each form page. A new version of the layout is attached for reference purposes.
* Must be a Z-fold for all Standard #10 letters. Address must appear comfortably in a #10 window envelope and follow Canada Post standards. Addresses can consist of 1, 2 ,3 and 4 address lines and letters must be formatted properly for each address type in order to ensure it fits in a standard #10 envelope. Letters must be #10 envelope window tested before being sent to PEBA.
* The page margins will be configured as follows:
* 1.5 cm left margin for the logo
* 1.9 cm left margin for date, address and body of letter
* 2.25 cm top margin to top of “PEPP” letters
* 4.1 cm top margin to top of date field
* 5 cm top margin to top of first address line
* 1.6 cm top margin to Public Employee Pension Plan address logo
* 1.3 cm right margin

**IMPORTANT NOTE:** JEA has no control over variances in these measurements introduced by how BI renders a PDF, how a PDF may print from Adobe or a web browser, or by printer settings.

**PEBA Reply**- We agree with this statement in principle. However, any final testing and sign off will be performed on PEBA printers and if adjustments are required, then we would need JEA to adjust to ensure copies coming off the PEBA printers are fitting in the envelopes properly.

## Business Functionality to Accommodate

Each letter must have a naming convention associated with it. The letter number, name and version has been determined by PEBA. The elements are all uppercase and defined below:

* PLAN LETTER - PEPP=P, MEPP=M
* LETTER NUMBER – a numeral assigned by PEBA
* LETTER NAME – a description assigned by PEBA
* VERSION NUMBER – the approved template version expressed as an integer and decimal (e.g., 1.1)
* YY – the year represented as two-digits (e.g., 2021 = 21)

The naming convention to appear on the letter is:

P13DEATHNOSPV1.0-21

This letter will be used in the following situations and must take into account the following:

This letter is to advise the member’s beneficiary(s) of the choices available for the member’s funds currently invested upon the member’s death.

## Canada Post Mailing and Postal Code Requirements

The letter must meet all relevant Canada Post Mailing and Postal Code Requirements.

# Technical Requirements

The technical requirement will consist of the following:

## Batch Requirements for the Letter

The following requirements must be included:

1. The letter must be printed in its own unique batch as a mass batch.
2. The batch will include any and all letters created out of the nightly batch.
3. Individual PDF’s must be created and attached to the member’s outgoing communication tab in PENFAX for future reference.
4. The PDF must be available to the member through PENWEB.
5. Batch name must incorporate a shortened version naming convention that BI publisher and the letter form is following. The batch name should include the following (in upper case):
6. PLAN LETTER – PEPP=P, MEPP=M
7. LETTER NUMBER – a numeral assigned by PEBA
8. LETTER NAME – a description assigned by PEBA

For this letter: P13DEATHNOSP

1. The letter must be generated and dated based on the business day the transaction was processed which resulted in the letter being generated through the nightly batch - if the batch runs after midnight, the date and any associated calculations displayed on the letter must reflect the correct business day.
2. If a manual batch is ran, the manual batch must create the letter for the business day the batch is ran, and the associated letter picked up and included in the mass batch file for the letter.
3. If a letter is deleted, do not include in the nightly letter batch.

## Printer Setup and Print Configurations

The batch of letters will be printed either simplex or duplex at the printer. Therefore, all letters in the batch following the first letter must repeat all information as per the design layout. Each letter must be treated uniquely and print uniquely in the batch. Where forms or statements are part of the letter, there must be page breaks or associated identifiers within the batch to identify all the forms or statements which pertain to that member to support duplex printing and ensure information from one member does not “bleed” into or become part of the next letter.

## BI Publisher Naming and Filing

As noted above, there must be consistency between the BI Publisher name and the Batch name. The BI Publisher name must follow the naming standard identified earlier.

When creating the BI Publisher file name, a separate file name should be established for the BI Publisher Library for each letter type and the naming convention of the file name should also follow the letter number and letter name. The version number is not required in the file name.

# Summary of Issues Requiring Correction

The following JEA tickets have been created and are pending with JEA. A single JEA ticket has been created for the following outstanding corrections. The JEA CR must contain all the tickets for full correction of the letter to occur.

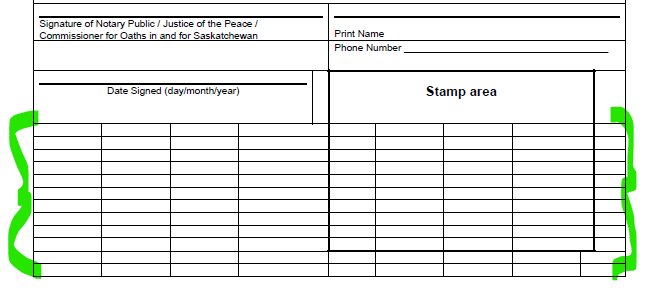
Current JEA tickets-

1. PEBA-4768- Letters #12, #13 – 2 copies of only Pre-Retirement Death with Spouse Option letters produced.
2. PEBA-4880- PEPP Letters #12, #13, #16, #17, #18, #19 estate is displayed on all Option letters when no beneficiary on file.
3. PEBA 5379- The field “spouse’s name” should not display under statement section for a member NOT married.
4. PEBA-5453- #1, #7, #8, #12, #13, #14, #15, #16, #17, #18, #19, #21 $ sign is missing in Unit Value in several letters.
5. PEBA-6266- New Batch Process to generate mass PDF for Option Letters.



Outstanding issues to resolve-

1. Two spaces between SK and Postal Code.
2. Addresses can consist of 1, 2 ,3 and 4 address lines and letters must be formatted properly for each address type in order to ensure it fits in a standard #10 envelope. Currently not meeting this standard.
3. Please update the address to: Address is Calibri light 11- address is 110-1801 Hamilton Street pantone 375
4. Please review corrections in header, address, sincerely and unit values to show $. Are not meeting standard provided.
5. Statement is showing extra space between day and year.
6. The waiver flag if beneficiary is non spouse should carry through to show a message
7. Married where there is a waiver and children are designated beneficiaries. This option is not built into the template but needs to be added to the template and a change for future development. Action: This will be reviewed for requirement and addressed in future review of letter. Test this!!
8. Reduce size of CRA registration number – please refer to template
9. Need to add a field “Waiver on file” to the statement
10. Statement: all statements should have these fixes:
    1. Date of birth appears to have an extra space between the date and year
    2. In the Investment summary as at <last\_val\_date>, the asterisk at \*Balance (units) should be removed. At Unit value\*, there should be a \*note stating, “\*Unit values shown are net of fees. Please refer to our Fund Fact Sheets on the PEPP website for more information on the fees associated with the investment and administration of each fund.” This should be directly below the “Your investment summary as at....” chart, as it is for Letters 16 and 17.
    3. Show if jurisdictions other than SK- PEPP is governed by Saskatchewan Legislation. Our records indicate a portion of the locked-in money is governed by another province’s legislation. For further details see the PEPP *Talk on Working Beyond Saskatchewan* on our website (see template)
11. Declaration on death form- should have added box in declaration by “I am the personal representative”. All Declaration of death forms currently incorrect and need to be corrected.
12. Currently when this letter is generated in PENFAX, it has the grid lines shown below at the bottom of the last page of the Declaration below the Signature and Stamp areas. These grid lines need to be removed.



# Assumptions/Constraints

1. Assumptions:
2. The priority for resolution of the letter issue will be assigned by business
3. A ticket for resolution will be opened at JEA and will contain all the required information
4. When the requirements document is provided to JEA, a technical spec document, including a layout proof will be provided back to PEBA, reviewed and approved before JEA will provide a CR
5. The CR will be based on the above and only after the technical spec, the design layout and the CR have been reviewed and approved, will JEA commence development on the letter
6. Constraints:
7. Time- Ability to create within the 30 day window
8. JEA Resource availability

# Reporting and Quality Assurance

The letter must be included in the following PEPP letter reports:

* PEPP Daily Letter Report- letter must appear on the report for the business day the letter was generated as noted in batch requirements above.
* Any letters produced on a daily basis out of a manual batch which has been run, must be picked up and included, the same as a system generated letter.

# Other Considerations

None

Approvals:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role | Signature | Date |
| Sharon Christie | Communications |  |  |
| Leanne Toth | PEPP Supervisor |  |  |
| Heather Culetta | PEPP Supervisor |  |  |
| Barb Diebel | PEPP Manager |  |  |
| Ryan Kotylak | Business Support Services Manager |  |  |

# Appendices

1. PEPP Logo- included as an additional document to these requirements and attached into the ticket.
2. PEPP Letterhead example- attached in ticket
3. PEPP Footer- attached in the ticket