

Frequently Asked Questions

1. I've just purchased the survey. Now what?

If you have recently purchased your survey, you will receive an email with your login credentials and the link to start the survey. Please allow for 24 hours for your account to be set up. Should you not receive an email, please contact Scott Sewell at scott@benchmark.ca

2. I've lost my survey login credentials; who should I contact?

If you've lost your login credentials are available on your [BenchMarket](#) account page. You may also contact Scott Sewell at scott@benchmark.ca

3. How long will it take me to complete the survey?

Completion of the survey will depend on the size of your organization. Smaller organizations with fewer HR Programs and Perks may only take 30 minutes, while larger organizations may require longer. Prior to sitting down and completing the survey, we recommend:

- i) Review the questionnaire PDF
- ii) Complete the Excel Salary Template

4. Why do you need all my salary data – could I just submit ranges or averages for each position?

BenchMarket collects raw data – not averages or ranges, so we require organizations to match all positions with the appropriate job code and level. For example, should you have 3 Intermediate Software Developers, we will require 3 separate entries.

5. How safe is my data?

BenchMarket is committed to full data security. Specifically, we ensure that your data is password protected and organizations are provided with a unique survey access code. Our website and data storage remain in Canada – as required by Canada's privacy and data protection law.

6. How do I complete the survey?

Please review the "Quick Guide to Completing your Submission" on page 3.

7. We are a small organization; we don't have many levels?

Please use our leveling guide to best match your job and level. For smaller organizations, you may only have 4-5 levels in your organization. We are also happy to help you with aligning your levels – please contact help@benchmark.ca

8. I am not able to match some of my positions – should I include them?

Please include all positions in your salary submission – include comments in the notes should you not be able to find a match. BenchMarket reviews each submission and may contact you to help you with your job matching.

9. Can I make any suggestions or comments?

Yes, we always welcome comments and/or suggestions. Please send to scott@benchmark.ca

10. When will the results be ready?

BenchMarket publishes salary data 2x/year. Next reports will be published on November 23rd, 2021 and May 30th, 2022.

Quick Guide to Completing Your Submission

Once you have purchased your survey, you should receive an email from BenchMarket – please allow 24 hours for your account to be set up.

Please login to benchmark.ca. You will be able to access your account which will bring you to your membership portal.



Welcome to the TechEdge Membership Portal!

This portal provides access to all of your members only downloads. If you have any questions about the content provided here, we are here to help. Please don't hesitate to reach out for support anytime!

Help@benchmark.ca

Please scroll down to the bottom of the page for instructions for the salary submission process:

1. Prior to starting the survey, please download and complete the “TechEdge Salary Data Template” (see instructions on next page)
2. Click on the URL “TechEdge Survey 2021” below to start your salary submission
3. Your login credentials for the survey will be your Company Name and the access code will be listed below

My Submission:

Your Unique Access Code: XXXXXXXXXX

TechEdge Survey URL: [TechEdge Survey 2021](#)

NFPay Survey URL: [NFPay Survey 2021](#)

Our BenchMarket Memberships account for two possible subscriptions, TechEdge and NFPay. Please download the appropriate file for your submission – this is where we capture all of your salary data and match your jobs to our survey benchmarks:

- [TechEdge Salary Data Template](#)
- [NFPay Salary Data Template](#)

*If you just purchased your membership, it may take up to 24 hours for your access code to be functional within the survey system.

This link will bring you to the Survey - Please scroll to bottom and input your credentials. Once you have started your submission, you may save and continue at any point by clicking on the ribbon at the top of the page.



The following prompt will appear – please enter your email to receive your link to continue at a later date.

Save and continue later

Please supply an email address to save your progress. A unique link will be emailed to you that will allow you to return where you left off.

Email:

Verify Email:

Guide to completing the Salary Submission Template.

You will input your salary data using the “**Input Sheet**” tab. Your submission involves matching each employee to a job from the menu and providing salary and job information as noted in the Input Sheet. Each line of data will reflect an individual employee's salary and job information. Employee identification information should not be part of this submission (i.e., name, employee ID.).

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
SUBMISSION DATE	COMPANY	REVENUES for entire operation (global if applicable)	RANGE OF REVENUES for entire operation (global if applicable)	# PERMANENT EMPLOYEES in Canada	# PERMANENT EMPLOYEES (Global)	INDUSTRY	JOB FAMILY	LEVEL	TITLE	CITY	BASE SALARY	VARIABLE PAY ELIGIBILITY	TARGET VARIABLE PAY \$	LY VARIABLE PAYOUT \$	STOCK OPTIONS ELIGIBILITY	FOUNDER STATUS
2020-01-10	XYZ Company		\$5.1-\$10 Million	15	17	Hardware Design and Engineering	101	C	SW Developer	London	75000	Y	5000	3000	Y	N
2020-01-10	XYZ Company		\$5.1-\$10 Million	15	17	Hardware Design and Engineering	101	C	SW Developer	Toronto	75000	Y	5000	2000	Y	N
2020-01-10	XYZ Company		\$5.1-\$10 Million	15	17	Hardware Design and Engineering	501		President & CEO	Ottawa	220000	Y	discretionary	100000	Y	Y
2020-01-10	XYZ Company		\$5.1-\$10 Million	15	17	Hardware Design and Engineering	230	D	Office Administrator	Waterloo	55000	N			N	N

Each line should represent a different employee; only include job and salary data, no employee identification is required

- Column A: Date of your submission
- Column B: Company Name
- Column C/D: Revenue (if unavailable, please select range from pull-down menu in column D)
- Column E: # of Permanent employee in Canada
- Column F: # of Permanent employee (Global)
- Column G: Select Industry from pull down Menu
- Column H: Select Job Family from the Tab “Job Family” for Sales Jobs, please see tab “Sales Job Matrix”
- Column I: Select Level from the tab “Job Level”. Please read definitions carefully
- Column J: Company Job Title
- Column K: Employee work Location
- Column L: Base Salary for Permanent Employees
- Column M: Variable Pay Eligibility (Y or N)
- Column N: Target Variable Pay \$
- Column O: LY Variable Payout \$
- Column P: Stock Option Eligibility (Y or N)
- Column Q: Founder Status (Y or N)

Please note that you will upload your Salary data file as part of your submission. You will be prompted for this action prior to entering your organization’s information.

Upload Salary Data

Please upload your Salary Data Template here, with your company's detailed salaries and job matching information. *

Should you have any questions with the job matching or the submission process, please contact:

Scott Sewell – Operations Manager
scott@benchmark.ca