



# GMB Southern Region in ASDA STORES

January 2016

## PAY PROCESS FOR PAY ISSUES

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Dear Colleagues,

We have been made aware by members problems resolving underpayments. This bulletin gives advice on how to resolve these problems.

There are two pay options stores have available to support colleagues who have raised issues with their pay due to HRO System on pay day.

### Interim Payments

These are for colleagues who receive some pay on payday but not all. Therefore these are processed through the system by completing the Interim Payment Form on the Wire. Colleagues must be on People Soft with bank details for an interim payment to be processed. Please ask the payroll team to complete the necessary information as required on the Fast Task under People Manager. These payments should be made within 3 days of raising the query but it may take up to 5 days.

### Faster Payments

These are only for colleagues who receive no pay on pay day. Stores should follow instructions on Fast Task and ensure that additional hours and deductions are given to payroll so that these payments can be covered in their pay the following month. If these payment issues are raised on payday before 11am they should be in the colleagues' bank by the end of the day but can take up to 48 hours.

***Both of the above payments need to be for the net amount, the tax and NI will be adjusted correctly in your following pay, as long as the additional hours are entered into the system.***

### Additional Information

If you still experience issues with your pay after following the above procedures raise the issues with the People Service Manager and seek the support of your GMB Workplace Organiser to raise a grievance under "unlawful deduction of wages".

Yours sincerely,

**Kevin Brandstatter**  
Senior Organiser