1. **Why didn't I get paid?**

Common reasons for delay in pay:

- Time worked or leave time was not entered on the timesheet.

- Time was not approved by the supervisor on the time.

- Employee record was not set up or was not updated on time to be in effect for the Payroll, as per payroll activities cutoff dates.

- Your appointment was not entered into the Human Resources system.

- When your Joining date misses the Payroll cutoff for that month.

2. **I have received an SMS from wood, stating that my bank details are changed but I have not changed it. Can you please confirm why this odd message?**

To increase the security of your confidential bank details you will now be automatically notified via an SMS text message whenever your bank details are updated in the Oracle system to the phone number mentioned in the system. Please note if you receiving such messages please get back to us at everythingpeople@woodplc.com or call at +44 1224 851500 option 3 to get confirmation of changes done, why, and by whom.

3. **I received my payslip today and have realized that my Overtime did from 12th till 16th of this month is missing, can you please investigate this?**

Overtime comes via the OTL entry transfer process to Payroll and this depends on the payroll cutoffs of the month. Therefore, any timesheet entries dated or approved after the OTL cutoff date of that month will be covered in the next payroll. Please find the below link for Cutoff dates for payroll.

4. **I get paid this week, but my Demob delay and additional days are missing and I can see that my timesheet is also approved, can I please tell when this will be paid?**

For weekly payroll, timesheet entries are transferred on 'Monday' of every week (for arrear week's dates) and if the timesheet is approved after transfer, the payment will be picked in next coming payroll.

5. It has been more than 2 weeks since I have submitted receipts of my expenses incurred while on Training, but it's still not paid. Can you please address this query?

There are 4 types of expenses:

1. Non-Taxable and claimed via I-Expense portal, is reimbursed by Expense Team at Expquery.UKPSN@woodplc.com

2. Non-Taxable Expenses submitted to logistics departments to be paid via Payroll.
3. Taxable Expenses like Mobilization Expense is submitted to the logistics team and paid via Payroll.
4. Non-Taxable Expenses like Expenses Incurred while taking Training is dealt with by Skills Pool team and paid via Payroll.

So considering these raise your query accordingly to Payroll, Logistics Team members, and Expense Team. Once confirmed from the relevant department this will be paid in the coming payroll.