1. On what date will I be paid?

WG UK Monthly Onshore and Offshore - Payment will be credited in the bank on the 28th of every month and where the 28th is a non-banking day, payments will credit on the day before.

This is susceptible to change for December month and a separate communication is issued for this.

WG UK Weekly - Friday of every week, Where the Friday is a non-banking day, payments will credit on the day before

2. From where can I get my payslips?

All Payslips are available at the Employee Self-service portal, please use the below link and enter the login credentials to access Oracle gateway:

https://gateway.woodplc.com (inside the network)
https://gatewaypub.woodplc.com (outside the network)

If you experience any problems you should report these by logging a request in ServiceNow using the appropriate BSS catalog form. Login to https://wood.service-now.com/sp and select Make a Request -> BSS
Full details on how to raise a request can be found on the BSS ServiceNow SharePoint page

If you require a password reset for Gateway or International Oracle, please try the login assistance option before raising a ticket with the ServiceDesk, Using login assistance with EBS.pdf provides information on how to do this at https://woodplc.sharepoint.com/BSS/Pages/Service-Now.aspx

3. **When will my Payslip be released every month?**

   Payslips will be released a day before pay date every month (monthly paid) or week (weekly paid) respectively.

4. How can I reach out to payroll team?

   Please reach out to us by dropping an email to Everythingpeople@woodplc.com with Subject as MON/MOF/Weekly_PAYROLL depending on the payroll one belongs to or Call us at +44 1224 851500 option 3.

   For E.g. If belongs to WG Monthly Onshore Payroll use the Subject line as MON_Payroll at the beginning then followed by the query title.

5. Click here to expandI have just Joined Wood and doesn't have my P45 issued by previous employer till now, how can I get my Tax details updated?

If an employee doesn't have a P45, In that case, one can complete a starter checklist or HR4 form which HR shares along with joining activities.

On a starter checklist, an employee is asked to select which statement applies to them:

A - This is their first job since last 6 April and they have not been receiving taxable Jobseeker's Allowance, Employment and Support Allowance, taxable Incapacity Benefit, state pension, or occupational pension.
- This gives you the full benefit of personal allowance since the beginning of the tax year, with Tax basis as a cumulative and Tax code as 1257L/S1257L/C1257L (Tax Year 2023-24).

B - This is now their only job, but since last 6 April they have had another job, or have received taxable jobseeker's allowance, employment and support allowance, or taxable incapacity benefit. They do not receive a state or occupational pension.
- This gives you a portion of your tax-free allowance for each pay period – but no more and no less. So, if paid monthly, one gets 1/12th each month and if you are paid weekly, you get 1/52nd. This code may be referred to as a non-cumulative tax basis and Tax code as 1257L/S1257L/C1257L (Tax Year 2023-24).

C - They have another job or receive a state or occupational pension.
- Tax Code BR which means, taxed at the basic rate, currently 20%, on all on the wages earned with Tax basis as Non-Cumulative.

Depending on what statement the employee picks, the tax code will be allocated accordingly in Tax details.

6. I am a new starter with wood and I have my previous employement's P45, can you please tell where can I share that for update?

Happy to have you here!
Please share the P45 with us at everythingpeople@woodplc.com, an email notification will be send to requestor's registered email address with ticket no. starting from QRYXXXXXX and a link along to track the status of your query.

Please note - We manually update Tax details only if P45 received or via the New starter checklist else only updated via P6/P9 received from HMRC to us.

7. I have started 3rd of July'23 and should have received 3 days of pay this week however no payment is received, please can you urgently check?

Cause - The weekly pay is based on:
-Timesheet filled and approved on time - (Responsible Team) Connect with Timewriting team at everythingpeople@woodplc.com
-Bank details are correctly and timely updated - (Responsible Team) Connect with P&O team at everythingpeople@woodplc.com

-The HR record was not created during payroll run - (Responsible Team) Connect with P&O team at everythingpeople@woodplc.com
-Bank details are correctly and timely updated - (Responsible Team) Connect with P&O team at everythingpeople@woodplc.com

Resolution - If in case bank details are incorrect please reach out to our P&O team by dropping an email to everythingpeople@woodplc.com, the team will accordingly assist on how to change the details through Employee self service. Once details are updated payment will be processed accordingly.

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