Preface
We strive to compensate our employees accurately and efficiently, but sometimes an error results in the incorrect payment to one or more employees. Whether this is an error of timekeeping or applying the correct hourly rate, we have processes for the correction of such errors.

To minimize the need for corrections, employees are encouraged to thoroughly review their timecards each week and make corrections before approving their timecards.

Due to the configuration of our systems, the process of corrective pay runs, also known as special pay runs, can be highly inefficient, requiring a full day of processing regardless of the number of requests. As such, we ask if the error doesn’t meet a minimum threshold defined herein for impact to the employee, the supervisor and timekeeper work in partnership to enter a historical correction through the time and attendance system so the correction can be captured in a future, standard pay cycle.

In the interest of promoting effective and efficient practices, we aim to educate and encourage our employees to use this new standardized process when requesting a corrective pay run to receive pay before the employee’s next, standard pay day. Incidents will be tracked over time to identify systemic issues and reduce the number of corrective measures needed over time.

Definitions
• **Base pay**—this is the standard level of pay; pay rate times expected hour count in a pay period.
• **Exception pay**—this is an adjustment made to the base pay to account for special cases, such as overtime or unpaid days.
• **Corrective pay**—this is a secondary pay run made to correct for errors in either of the other two pay categories.
• **Earnings Statement** – document where an employee may review details of money they have been paid. This is available digitally in Greenshades.
• **Payday** – last working day of each month, when employees are scheduled to receive their pay
• **Pay cycle** – frequency in which scheduled payments are made to employees. Employees classified as regular are paid monthly and temporary employees who do not hold a regular position are paid twice monthly.

Process & Timeline
When an employee observes that their earnings statement reflects an incorrect amount, that employee has **3 business days from payday to have their supervisor submit a request** for a corrective pay run. This supervisor must then submit the request utilizing the electronic form provided. If the request is submitted but not made through the electronic form within 3 business days from payday, the correction will likely be reflected in the subsequent pay cycle after the request is submitted.
The Payroll Manager will analyze requests from all departments to determine whether to perform a corrective pay run for the employee (see the Criteria section below). Considerations also include tax implications, system implications, and the overall workload of the Payroll Department at the time of the request(s). If the Payroll manager approves the request(s) for corrective pay run, the amount equal to the pay deficit will be received by the affected employee(s) within 5-7 business days. If the request doesn’t meet the threshold for a corrective pay run, the pay corrections should be made within the Time & Attendance system (Kronos) as historical corrections in order to be captured in a future standard pay cycle. Due to timing constraints, corrections to a mid-month paycheck error will be captured in the next mid-month pay run, not the month-end pay run.

Criteria
There are two primary criteria the Payroll Manager will consider when analyzing requests for a corrective pay run. Depending on the frequency of being paid, there are slightly different criteria for Employees under a regular pay structure (monthly) versus a temporary pay structure (twice monthly).

For Albemarle County Employees classified as Regular:

- If the pay error is the result of a Human Resources or Payroll mistake and results in more than a 5% error of the employee’s base pay.
- If the pay error is the result of the employee, supervisor, or timekeeper mistake and the exception pay meets the minimum threshold of either a $500 or 25% deficit in relation to base pay (stipends are excluded in the threshold calculation – since this is more favorable to employee).

For Albemarle County Employees classified as Temporary or Regular School Substitutes:

- If there is an error resulting in a missing paycheck, the employee will have a corrective pay run to issue their missing payment.
- If the pay error is the result of the employee, supervisor, or timekeeper mistake and meets the minimum threshold of $300.

Submitting a Request
If error exceeds the minimum threshold outlined in the criteria above, employees should contact their supervisor to ask for a corrective pay request to be submitted on their behalf. The supervisor should complete the linked electronic form to expedite the response and allow for historical tracking of corrections. A member of the Payroll Department will review and confirm receipt of request within 4 hours.

Support and Questions
If needed, for support to identify root cause of pay error:

- Schools personnel email time@k12albemarle.org
- Local Government employees email time@albemarle.org

Earning Statement information can be found online by logging into Greenshades. Employees who need help logging in or resetting a password should email helpdeskgov@albemarle.org or call 434.296.5895.