

Self-service Payment Claims – guide to Overpayments and Underpayments

This guide will show you what to do in the event of an overpayment, which may have arisen from an incorrect or duplicate claim being made, or an underpayment where you have been paid less hours than you worked.

If you have been overpaid the hours can be deducted from your pay for the following month. If the amount of overpayment is too great to be recovered in one month you must contact your manager to ask for the repayment to be made in instalments.

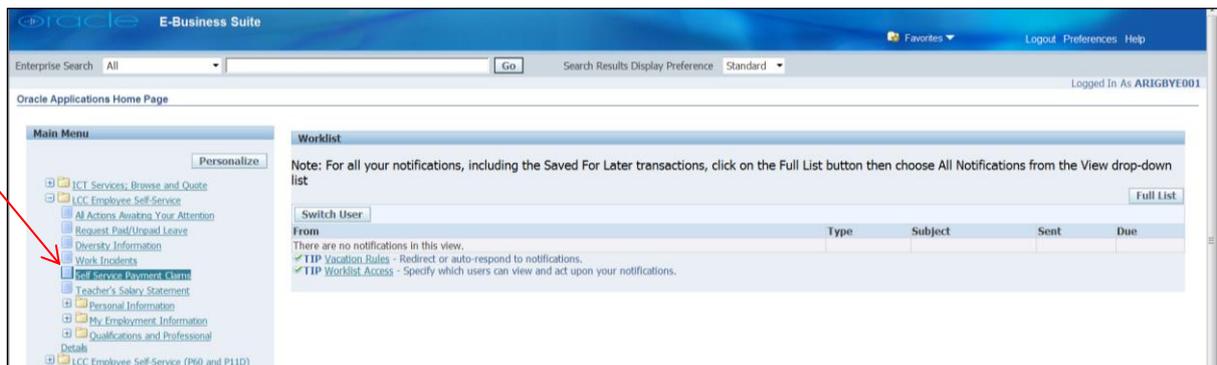
If you are a casual worker and have no further payments due you must contact your manager to arrange for an alternative method of repayment.

Overpayment may arise where a claim has been made incorrectly, for example you worked 4 hours but entered the hours incorrectly and mistakenly claimed 40. Or from a duplicate claim being made, for example you claimed for the same day twice. If your manager realises you have made a mistake they may return your claim to you for correction. If however your manager has approved your claim before the mistake is noticed then the incorrect hours will be paid and you will have to make an adjustment as shown below. You should always check your payment claims before and after payment to identify errors. It is your responsibility, as well as your manager's, to ensure claims are made and paid correctly.

Underpayment may arise where hours have been claimed incorrectly, for example you worked 40 hours but entered the hours incorrectly and only claimed 4, or where you forgot to claim for a particular date. Underpayments can be corrected by making an additional claim as explained in underpayments section below.

Overpayment

Step 1 - Log into Oracle self-service and go to LCC Employee Self-Service/Self-service Payment Claims



Underpayment

If hours have been underpaid simply ADD a new claim to claim the missing hours.

For example, if you have been paid 2 hours instead of 20 hours, you need to make an additional claim for 18 hours, using same dates and details as original claim. If you have omitted to claim for a particular date, simply add a new claim for that day.

There is a comments box on the Submit to Manager page where you can explain why you are claiming additional hours or making a late claim.

Other possible reasons for over/underpayment:

- Incorrect rate claimed – deduct original claim and reclaim at correct rate
- Incorrect element used - deduct original claim and reclaim using correct element
- Time claimed in hours and minutes instead of using decimals – e.g. you worked two and a half hours and claimed 2.30 instead of 2.50. You are owed 0.20 hours. Make a new claim for 0.20 hours.
- Claiming weekend enhancement on a weekday - deduct original claim and reclaim at correct rate
- Claims being input and authorised twice – deduct duplicate hours
- Using bank holiday rate when the applicable date was not a bank holiday - deduct original claim and reclaim at correct rate

Casuals

If you are a casual worker and not due for payment in the next pay period, you should contact your manager to arrange repayment via HR & Payroll or alternatively contact Connect2HRPP direct.

Large Overpayments

If the overpayment is too big to be recovered in one go then you must contact your manager who may arrange for the repayment period to be extended or will arrange recovery separately by HR & Payroll.