

SAUDI ARABIAN OIL COMPANY (Saudi Aramco) GENERAL INSTRUCTION MANUAL ISSUING ORG. COMPENSATION, BENEFITS & EMPLOYEE TAX ACCOUNTING DEPARTMENT SUBJECT: DIRECTORY OF PAYROLL-RELATED QUESTIONS		G.I. NUMBER 270.002 Approved	
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CONTENT:

This general instruction (GI) presents a list of problems normally encountered by Saudi Aramco employees concerning payroll, employee benefit payments and payroll deductions; recommended actions and corresponding phone numbers that may be contacted. This list is intended to help company employees when faced with the same problem. The problems are grouped in accordance with the following topics:

1.0 Saudi Riyal and Pound Sterling Payrolls and Benefits

(Refer to GI Supplement No. 270.002-1)

- 1.1 Compensation, Benefits, Salary Actions and Other Payments
- 1.2 Deductions/Others

2.0 Dollar Payroll and Benefits

(Refer to GI Supplement No. 270.002-2)

- 2.1 Compensation, Benefits, Salary Actions and Other Payments
- 2.2 Benefits
- 2.3 Deductions

Approved

Manager,
Compensation, Benefits & Employee Tax Accounting Dept.

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SAUDI RIYAL AND PUOND STERLING PAYROLLS AND BENEFITS

Reference	Problem/Question		Recommended Action/s
1.1	COMPENSATION, BENEFITS SALARY ACTIONS AND OTHER PAYMENTS		
1.1.1	REGULAR PAYCHECK NOT RECEIVED	o	Contact the department timekeeper to determine : - if the time has been inputted through Time From Field (TM) System. - if work location is properly changed if employee is transferred from other organization
		o	If time and work location are correct, call Payroll Review & Time Office Unit of Compensation, Benefits & Employee Tax Accounting Department (CB&ETAD) on phone number 873-9582, 873-224 or 873-2733.
		o	If time is not inputted into TM, ask timekeeper to take proper action.
1.1.2	SALARY STATEMENT NOT RECEIVED	o	Contact Saudi Arab Inquiry Desk of Compensation, Benefits & Employee Tax Accounting Department (CB&ETAD) on phone number 873-8274, 875-3385 or 875-4515 to determine if: • A statement has been issued. • The box number or organization code is correct. Box location, organization code and box number are from Employee Data Base.
		o	If necessary, request for a copy of the employee's earnings statements.

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Reference	Problem/Question		Recommended Action/s
1.1.3	REPLACEMENT FOR LOST PAYCHECK	o	<p>If a reasonable time has elapsed from the date of mailing.</p> <ul style="list-style-type: none"> Employee has to fill out Stop Payment Order form (SA-976). Employee has to submit a letter signed by himself or his Supervisor indicating reason for the request for replacement.
1.1.4	MISSING OR INCORRECT OVERTIME	o	Contact the department timekeeper to check if overtime for the employee has been properly reported.
		o	If overtime has not been correctly reported, request the department timekeeper to investigate and take proper action.
		o	If overtime has been correctly inputted and accepted in TM system but no payment has been received, contact Saudi Riyal Inquiry Desk on phone number 874-2057, 875-3385 or 875-4515. (This can happen only if department processes SA-8000 to make employee ineligible for overtime after the time has been accepted).
1.1.5	SR DIRECT DEPOSIT NOT RECEIVED	o	If Direct Deposit participation form was properly filled out, and a copy of Saudi Aramco ID and evidence of Bank Account were attached to it and submitted to SR Payroll office before cut-off date (25th of the month), contact Payroll Inquiry Desk on 873-8274, 875-3385 or 873-8275.

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1.1.5 Cont.	ALLOWANCES NOT RECEIVED Cont.	o	<p>Obtain confirmation from the employee's supervisor that Forms SA-8000 have been processed on time in connection with commodities and services (C&S) difference, allowance or bonus. These compensation elements are keyed to data changes reflected in Forms SA-8000. Questions frequently asked by employees relate to the following:</p> <ul style="list-style-type: none"> C&S Difference: The payment of C&S difference is keyed to "SAC (Marital) Status" as reflected in the Employee Data Base, and to the C&S index applicable to the employee's work location. Specified Location Allowance: The payment of this allowance is dependent on the employee's work day residence location, regardless of his daily work location. Shift Allowance: Employees are eligible for a shift premium based on work schedule code; check for appropriate code. Industrial Security Bonus: The payment of this bonus is keyed to the employee's job and organization codes.
		o	If Form SA-8000 has been forwarded to Area Personnel, call Employee Data Base Unit in the respective area for a confirmation that it has been entered in the employee's record.
		o	If recorded in the employee Data Base, the allowance will be paid automatically.
		o	If not reflected in the Employee Data Base, request the employee's supervisor to submit another Form SA-8000 to Area Personnel.

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1.1.6	MISSING OR INCORRECT COMMODITIES AND SERVICES DIFFERENCE, ALLOWANCES OR BONUS	o	<p>If salary adjustment unknown to the employee is shown on his pay statement, contact the department timekeeper for explanation.</p> <ul style="list-style-type: none"> A negative sign after the "Salary adjustment" amount in the pay statement indicates that an "X" time (excused absence without pay) or "Z" time (unexcused absence without pay) or "W" time (medical leave without pay) has been reported by the department timekeeper. A positive salary adjustment (no negative sign after the amount) means that a previously reported "X", "Z" or "W" time has been changed to "L" (vacation with pay), "M" (medical leave with pay) or "P" (personal leave with pay) time, or that it represents a prior month missing overtime or prior month missing additional straight time.
		o	If an error has been made, request the department timekeeper to process correction time through TFF System.
1.1.7	VACATION PREPAYMENT, SAUDI ARAB VACATION ALLOWANCE (60%) OR TRAVEL PAYMENT CHECK NOT RECEIVED		<p>If Form SA-3929 (Vacation/L.W.O.P.Request - Saudi Arab Employees) or SA-5074 (Travel Payment Authorization/ Passport Clearance request) has been prepared properly and processed on time, call Saudi Riyal Inquiry Desk on phone number 873-8274, 875-3385, 875-4515, 873-4578, or 874-2923.</p> <p>Saudi Arab vacation allowance and travel payment checks are normally processed during weekly cycle (every Monday). However, these payments can be paid at the month end together with monthly paycheck including vacation prepayment.</p> <ul style="list-style-type: none"> If an employee's last working day is between 1-10 of the month, his vacation prepayment and monthly pay (80%) for the month prior to vacation will be included into the paycheck he will receive two months before vacation month.

* CHANGE

** ADDITION

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1.1.8	VACATION PREPAYMENT, SAUDI ARAB VACATION ALLOWANCE (60%) OR TRAVEL PAYMENT CHECK NOT RECEIVED		<p>Example:</p> <p>Last work day = March 02 (1-10) Vacation days = 36 Due back to work = April 08 Number of days employee will be prepared February 28 days (month prior to vacation) March 31 April <u>7</u> Total 66</p> <p>80% of 66 days payment will be included into January paycheck. However, collection of prepayment will start in February.</p> <ul style="list-style-type: none"> If employee's last work day is after 10th of the month, vacation prepayment will be included in the monthly paycheck of the month prior to vacation month. <p>Example:</p> <p>Last work day = March 11 Vacation days = 36 Due back to work = April 17</p> <p>Number of days employee will be prepared: March 31 days April 16 days Total 47 days</p> <p>80% of 47 days payment will be included in February paycheck.</p> <p>Prepayment = $\frac{\text{Salary} \times 12 \text{ months} \times \text{No. of days} \times 80\%}{365}$</p>
1.1.9	FINAL SETTLEMENT CHECK NOT RECEIVED	o	<p>Check with the employee's supervisor if Form SA-1180-C (Personnel Separation) and timecard have been submitted to Area Personnel or S. Ins. & Retirement Affairs Division, and if submitted, the date of submission.</p>

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1.1.9 Cont.	FINAL SETTLEMENT CHECK NOT RECEIVED Cont.	o	<p>If submitted to Personnel Department, call Area Personnel office (refer to Aramco Telephone Directory) to ensure that timecard has been forwarded to time office of CB&ETAD.</p> <p>If submitted within the prescribed time call Payroll Inquiry Desk on phone number 875-3385, 875-4151 or 873-2737.</p>
1.1.10	DELAYED SALARY ACTION	o	Contact employee's supervisor to call Area Personnel Department's Salary Administration Unit (refer to Aramco Telephone Directory).
1.1.11	LOCAL TRANSPORTATION REIMBURSEMENT NOT RECEIVED	o	Call respective Personnel Office.
1.1.12	SAUDI RIYAL THRIFT PLAN WITHDRAWAL & LOAN PAYMENTS	o	<p>Processing of Saudi Riyal Thrift Plan withdrawal and loan payments take 3 to 5 working days.</p> <p>After the lead time mentioned above contact Saudi Riyal Inquiry Desk on 873-8274, 873-8105 or 875-4515, or ATTEST Unit on 874-4424.</p>
1.2	DEDUCTIONS/OTHERS		
1.2.1	RECEIVABLE DEDUCTION	o	Compare invoice received for the type of service charged, if no invoice received - contact respective organization (refer to Saudi Aramco telephone directory).
1.2.2	EXCESS RENT DEDUCTION & ADJUSTMENT	o	Call Area Housing (refer to Saudi Aramco Telephone Directory) for explanation.
1.2.3	EXCESS HOME LOAN DEDUCTION	o	Call Voucher Processing, Saudi Riyal Receivables & Reconciliation Unit on phone number 875-6874 or 874-7333.
1.2.4	EXCESS DEDUCTIONS FOR SAUDI RIYAL THRIFT PLAN WITHDRAWAL AND LOAN REPAYMENT	o	<p>Call Payroll Inquiry Desk on phone number 873-8274 or 873-4515.</p> <p>Or visit the nearest Payroll Office.</p>
1.2.5	PALESTINIAN DONATION	o	Call Saudi Riyal Inquiry Desk on phone number 874-2058, 875-4627 or 875-4670.

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Reference	Problem/Question		Recommended Action/s
1.2.6	SAEA CHARGES	o	GC11+ employees and 3-10 females residing in main camps automatically become member of local chapter of SAEA and are charged for SAEA charges, unless they decline in writing. If any employee wishes to decline the membership, he/she should contact SAEA office in respective Area (refer to Saudi Aramco telephone directory).
1.2.7	UNRECONCILED VACATION DAYS	o	Refer the matter to the department timekeeper. The employee concerned and the department timekeeper may review and compare the employee's vacation record with Vacation Report PMR91.
		o	<p>If the review has revealed that the employee's vacation record is not reconciled with Report PMR91, then prepare a letter addressed the Area Personnel Administrator explaining the findings of the employee's department. The following documents should be attached to the letter to be sent to Personnel Department.</p> <ul style="list-style-type: none"> • Latest vacation form submitted which shows Personnel Departments calculation of the employee's vacation credits. • Copies of PMTO3-01 (Employee Time Summary Report), which will show all vacation days taken by the employee for the last twelve months.

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DOLLAR PAYROLLS AND BENEFITS

Reference	Problem/Question		Recommended Action/s
2.1	COMPENSATION, SALARY ACTIONS AND OTHER PAYMENTS		
2.1.1	REGULAR EMPLOYEE'S EARNINGS STATEMENT NOT RECEIVED	o	Contact Dollar Inquiry Desk of Compensation, Benefits & Employee Tax Accounting Department (CB&ETAD) on phone number 873-2693 to determine if: <ul style="list-style-type: none"> A paycheck has been issued. The box number is correct. Box location and box number are from Employee Data Base.
		o	If necessary, request for a photocopy of the employee's earnings statement.
2.1.2	UNCONFIRMED DIRECT DEPOSIT PAYROLL SYSTEM (DDPS) DEPOSIT	o	Contact Dollar Inquiry Desk on phone 873-2693 for assistance in tracing the DDPS deposit.
2.1.3	CASUAL EMPLOYEE'S PAYCHECK AND/OR EARNINGS STATEMENT NOT RECEIVED	o	If both paycheck and earnings statement are missing, contact the employee's timekeeper to determine if the time has been processed through TFF system.
		o	If time has been processed and accepted, contact Dollar Inquiry Desk on phone number 873-2693.
		o	If time was processed late, 873-2244/873-9572 contact Payroll Review & Time Office Unit on phone number and, if over 70 hours are involved, provide ten working days for the correction to be processed and a manual paycheck prepared. If 70 hours or less, the overtime will be included in the next paycheck.
2.1.4	LOCALLY ISSUED CHECK SENT BY MAIL NOT RECEIVED BY U.S./CANADIAN ADDRESSEE		If a local check is mailed to a US/Canadian addressee and a reasonable amount of time has elapsed from the date of mailing, contact Dollar Inquiry Desk on phone number 873-2693.

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Reference	Problem/Question		Recommended Action/s
		o	If the Dollar Payroll supervisor believes that the paycheck may have been lost he will require the employee to complete a "Statement of Lost Payroll Check". In this situation, CB&ETAD's Dollar Payroll & Benefits Division will send a "possibly-lost-paycheck-alert" cable to ASC Payroll for further handling, and if necessary, issue a replacement paycheck.
		o	Upon advice by CB&ETAD, personally pick up paycheck.
2.1.5	MISSING OR INCORRECT OVERTIME	o	Check with the employee's supervisor to determine if Forms SA-8000 (Profile) has been processed and submitted making the employee eligible for overtime pay commencing from the period in question.
		o	Check with the timekeeper if correct overtime has been reported through the Time-From-Field (TFF) system.
		o	If not included, instruct the timekeeper to process a correction time to TFF so that payment of the overtime can be made in the following month.
		o	If correct overtime has been entered through TFF system after the normal closing date, wait for the overtime pay in the following month.
		o	If the question on overtime pay has not been resolved after complying with the above, contact Payroll Review & Time Office Unit on phone number 873-9572.
2.1.6	REPATRIATION TRAVEL PAYMENT NOT INCLUDED IN MONTHLY PAYCHECK	o	If Repatriation Travel payment is not included in monthly paycheck contact Personnel Department, Area Personnel Office (Dollar Travel) on any one of the following phone numbers: <ul style="list-style-type: none"> • 875-3149, Dhahran • 673-4808, Ras Tanura • 572-5447, Abqaiq • 577-6943, Udhailiyah

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Reference	Problem/Question		Recommended Action/s
2.1.7	MISSING OR INCORRECT COMMODITIES AND SERVICES DIFFERENCE, ALLOWANCE OR BONUS	o	Obtain confirmation from the employee's supervisor on the timely processing of Forms SA-8000 in connection with commodities and services (C&S) difference, allowance or bonus. These compensation elements are keyed to data changes reflected in Forms SA-8000. Questions frequently asked by employees relate to the following: <ul style="list-style-type: none"> (C&S) Difference: The payment of C&S difference is keyed to "SAC (Marital) Status" as reflected in the Employee Data Base, and to the C&S index applicable to the employee's Administrative Area. Specified Location Allowance: The payment of this allowance is dependent on the employee's work day residence location, regardless of his daily work location. Shift Allowance: Employees are eligible for a shift premium based on work schedule code.
		o	If Form SA-8000 has been forwarded to Personnel Department, call Employee Data Base Unit on phone number 875-5319 to confirm the data entry in the employee's record. <ul style="list-style-type: none"> If entered, the allowance will be processed automatically. If necessary, the Employee Data Base Unit will contact CB&ETAD.
		o	If not in the employee's record and Forms SA-8000 is missing, request the employee's supervisor to submit another Form SA-8000 to Personnel Department.
2.1.8	UNPAID EDUCATION ASSISTANCE PLAN (EAP) TUITION AND TRAVEL	o	Contact Personnel Department's EAP Unit on phone number 874-5826 to determine if necessary action has been taken to pay through payroll system.
2.1.9	INCORRECT "D" TIME IN EMPLOYEE'S EARNINGS STATEMENT	o	Contact the employee's timekeeper for a review of "D" time (days when on business assignment in the USA) has been processed through TFF system.

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Reference	Problem/Question		Recommended Action/s
		o	If correct time has been processed through TFF contact Payroll Review & Time Office Unit on phone number 873-2244 for further investigation and instructions.
2.1.10	DELAYED SALARY ACTION	o	<p>Since CB&ETAD is not allowed to release salary information, the employee's supervisor should direct his inquiries to Personnel Department's Salary Administration Unit by calling any of the following phone numbers:</p> <ul style="list-style-type: none"> 875-2116, Supervisor 875-3046, US Company Loanees 875-3478, US Regular/Casual
2.1.11	REPATRIATION SALARY PREPAYMENT REQUEST	o	Contact Dollar Inquiry Desk on phone number 873-2693 to verify receipt of prepayment request. The amount will be included in normal pay in the month immediately prior to departure.
2.1.12	UNPAID TAX REIMBURSEMENT	o	Contact CB&ETAD's Income Tax Services Group on phone number 874-6818 or 873-2245 to determine the status.
2.2	BENEFITS		
2.2.1	NO DEDUCTION FOR BENEFIT PLANS	o	For new hire or re-hire no deduction for benefit plans will be made during the month of hire, except when the effective date of employment is the first of that month. Exception - medical payment plan premium will be deducted for the month of hire if employee elects.
		o	For any change, it is normally effected in the month following the month the request for change is made.
		o	Contact Dollar Benefits Inquiry Desk on phone number 873-2377 or 875-2160 for any further questions.
2.2.2	CONFIRMATION COPIES OF BENEFIT PLAN DOCUMENTS NOT RECEIVED	o	Allow two weeks to elapse after the end of the month in which the change is to take effect before making any inquiry.
		o	After the lead time described above, call Dollar Benefits Inquiry Desk on phone number 873-2377.

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2.2.3	QUESTION ON PROCEDURE WHEN REQUESTING INSURANCE OR SAVINGS PLAN CHANGE, OR MAKING WITHDRAWAL FROM THE PLANS	o	Contact Personnel Department's Area Personnel Office and complete appropriate election forms.
2.2.4	CONFIRMATION OF PROCESSING OF SAVINGS PLAN WITHDRAWAL OR CONVERSION REQUEST NOT RECEIVED	o	Read the following procedures in connection with withdrawal or conversion request for guidance: The employee gets a copy of the withdrawal request after CB&ETAD's approval. Further confirmation of withdrawal will come to the employee directly from Vanguard. Employee communicates directly with Vanguard to make conversions (exchanges) and changes in investment direction (mix).
		o	Contact Dollar Benefits Inquiry Desk on phone number 873-2377 if no confirmation is received after the above lead time has elapsed.
2.2.5	SAVINGS PLAN WITHDRAWAL PROCEEDS	o	If the employee's bank has not received the amount withdrawn after two weeks, call Dollar Benefits Inquiry Desk on phone number 873-2377.
2.2.6	EMPLOYEE QUESTION REGARDING BALANCE OF SAVINGS PLAN AND AMOUNT AVAILABLE FOR WITHDRAWAL	o	Review employee's records for balance. <ul style="list-style-type: none"> A quarterly statement of account is sent to each Savings Plan member from Vanguard.
		o	Read the following guidelines in connection with withdrawals: <ul style="list-style-type: none"> IF the employee has not withdrawn any amount from the Savings Plan during the previous 6 months, he may withdraw up to the full value of his Regular Savings Account.
		o	If exact amounts are required by an employee, he may contact Vanguard.

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Reference	Problem/Question		Recommended Action/s
2.2.7	RETIREMENT ANNUITY ESTIMATE REQUESTED BY EMPLOYEE	o	Determine the exact date of the employee's expected retirement.
		o	Employee should contact Vanguard Group for estimated or actual RIP calculation or notification through e-mail: Felicia_Wallace@Vanguard.com or Tel. 1-800-662-0106, Ext. 12409 1-800-662-0106, Ext. 16740 Fax. 1-610-669-4425
		o	After Personnel Department interview, the employee may contact Dollar Benefits Inquiry Desk on phone number 873-2690.
2.3	DEDUCTIONS	o	
2.3.1	UNEXPLAINED ADDITIONAL RENT ADJUSTMENT	o	Refer to housing advance notice for additional rent charge.
		o	If no advice has been received, call the employee's Area Housing Office.
2.3.2	UNEXPLAINED MISCELLANEOUS DEDUCTIONS	o	Contact Dollar Payroll Unit on phone number 873-2693 in regard to unexplained miscellaneous deduction amount.
		o	Common question relate to: OASDI - Old Age, Survivor's Disability Insurance, Part of US Social security deductions required when an employee has D time. HI - Hospital Insurance, Medicare taxes which are part of the US Social security deductions required when an employee has D time.