**Payroll & Salary Inquiries:**

1. **Q:** **When is the salary/payroll released?**  
   **A:** The salary is released in the 4th week of every month which usually occurs between 23rd and 30th of the month, exceptions for earlier release such as holidays may apply based on management decision.
2. **Q: When do I get my commission?   
   A:** The Commissions are usually paid on every 15th of every month, whether you’re included or not depends on the Ops manager managing your department and the finance department approval.
3. **General Info:   
   1- if you are hired between the 20th to the 30th of the month these days will be compensated with the next monthly salary.**

**2- If your probation ends between 20th and the 30th of the month the difference in salary will be added to your next monthly salary which is the same case if you got a salary increase in those dates.**

**3- Your IBAN must be provided as soon as possible once you’re hired to ensure timely payment of your salary/Commission**

**4- if your IBAN needs to be updated, it has to be communicated properly to HR through the HR ticketing system to avoid issues, you have to follow legal procedures of obtaining a clearance from your previous bank to be able to transfer your new salary to the new bank.**

**5- if you sense that anything is wrong with your salary submit a ticket on our HR ticketing system for Wuduh/ Clarity.**

**6- If AR/3 letter is needed for income tax at the end of every your, request it for using the HR ticketing system.**

**7- if you received lower commission than what is expected please review the issue with your team lead till you reach the Operations manager/director, as the commission numbers communicated to HR department are finalized before communication.**

**8- Q: if I didn’t have my IBAN yet and the salary was released when am I expected to get my salary  
A: If you bring your IBAN son enough before the beginning of a new month there could be a second release, if you’re late it can be released with the next monthly salary**

**9- Q: Is there an advance payment or lean probided by the company   
A: NO**

**10- Q: if you’re absent without permission and you have no proper reason, you will be suspended until you return or pass 10 days which will result in a termination as per labour law 28, whether these 10 days or consecutive or separated the result will not change.**

**11- It’s important to note that the salary is calculated based on a 30 days of every month from the 1st till the 30th despite the monthly calendar days meaning, if the month is 28 days it will be calculated base on a 30 days as well, note that the first month and last month of employment are different and are treated based on calendar days that the employee attended which include weekends as well. Meaning if the month is 28 days the employee will be compensated only for 28 days of their daily rate, which is their basic salary divided by 30 multiplied by 28.**

1. **Q: How is overtime paid?**  
   **A:** Overtime is compensated as follows:
   * 125% of the regular wage for hours worked beyond standard working hours on regular working days.
   * 150% of the regular wage for hours worked on official holidays and rest days.
   * Note that overtime requires prior approval from your direct and department manager before submitting the request or attending extra hours, otherwise, it will be declined.
2. **Q: What is the minimum wage at the company?**  
   **A:** The minimum wage is JOD 290 per month for Jordanian employees, which is subjected to the social security law and is subjected to change.
3. **Q: What percentage of my salary is deducted for social security?**  
   **A:** Social security contributions are levied at a rate of 21.75% on your gross salary, excluding overtime. The employer contributes 14.25%, and the employee contributes 7.5%.
4. **Q: How is income tax calculated?**  
   **A:** The company is responsible for withholding income tax, which is progressive, ranging from 5% to 25% depending on your income level, if you wish to learn more about income tax just head to google and learn the calculations details, or use an income tax calculator to generate the income tax number monthly based on your monthly salary.
5. **Q: Can I request salary adjustments?**  
   **A:** No, salary adjustments only occur due to multiple reasons as follows
   * 1. Adjusting the salary scale itself by the company
     2. The end of an acting period for a vertical position
     3. An annual increase announced by the company which usually is reviewed in Q1 every year.
     4. Promotion based on the senior management.
6. **Q: How are bonuses and commissions determined?**  
   **A:** Bonuses and commissions are determined based on company financial performance, employee KPI achievements, sales performance, and departmental contributions.