**NexaCorp Payroll Support Manual**

**Section: Payroll Overview**

**Purpose:**  
This section outlines NexaCorp’s payroll management protocols, frequently encountered issues, and their resolutions to ensure timely and accurate employee compensation.

**Payroll Cycle:**

* Payroll is processed monthly and disbursed on the **last working day** of each month.
* Cut-off for attendance and variable claims is the **20th of each month**.

**Salary Components:**

* Basic Salary
* House Rent Allowance (HRA)
* Special Allowance
* Variable Pay (if applicable)
* Provident Fund (PF) Contributions
* Professional Tax & Income Tax (TDS)

**Tools Used:**  
Payroll Dashboard (accessible via HRMS) → Self-Service > Payroll & Salary Slips

**Section: Common Payroll Complaints**

**1. Salary Not Credited**

**Complaint Example:** “I didn’t receive my salary for May though others did.”

**Troubleshooting:**

* Verify if final attendance was submitted before cut-off.
* Check for incomplete KYC or missing PAN/bank details.
* Review error logs in Payroll Portal.
* Escalate if compliance freeze occurred.

**Policy Note:** Salary processing requires verified KYC and submission of claims before cut-off.

**2. Incorrect Salary Amount**

**Symptoms:** Net salary is lower/higher than expected.

**Checklist:**

* Review salary slip on HRMS portal
* Check deduction section (PF, TDS, LOP, advances)
* Review variable pay eligibility/target achievement
* Verify tax declarations submitted via HRMS

**Escalation:** If discrepancies persist, raise a payroll discrepancy ticket with Payroll Ops.

**3. Bonus Missing or Incorrect**

**Scenario:** “I was eligible for Q2 performance bonus but did not receive it.”

**Steps:**

* Verify eligibility in HRMS > Performance Dashboard
* Confirm if performance manager approved payout
* Check bonus release cycle (refer to Bonus Policy PAYPOL-04)
* Validate account details

**4. Leave Without Pay (LOP) Discrepancy**

**Complaint:** “My payslip shows 5 LOP days, but I took only 2 days of leave.”

**Troubleshooting:**

* Cross-verify attendance logs vs leave approvals
* Leaves not approved by manager count as LOP
* IT sync delays can affect real-time attendance data
* Manual regularization may be required within 48 hours

**5. Tax Deduction Issues**

**Complaints:**

* “TDS is too high.”
* “My declaration wasn't considered.”

**Actions:**

* Ensure timely submission of Form 12BB via HRMS
* Upload valid proof of investment
* Check exemption limits and slab applicability
* Reprocess tax in next payroll cycle upon proof approval

**6. Reimbursement Delays**

**Issues:** Conveyance, mobile, or meal reimbursements not paid

**Steps:**

* Review claim submission date (must be before 20th)
* Check if bills were in valid format (PDF, JPEG)
* Confirm if line manager approved the claim
* Finance processes approved reimbursements by next cycle

**Reference:** PAYCLM-Policy-03

**Section: Salary Slip Access**

**Portal Access:**  
HRMS > Payroll Dashboard > Salary Slip > Select Month

**Troubleshooting:**

* If PDF does not generate, clear browser cache
* Use Chrome or Edge browsers
* Email [payroll.support@nexacorp.com](mailto:payroll.support@nexacorp.com) if persistent

**Section: Form-16 and Tax Filing Support**

**Availability:**

* Form-16 is available on HRMS by **June 30th** each year
* Auto-generated based on final TDS deductions

**Support:**

* Queries regarding Form-16 must be raised within 15 days of availability
* Corrections are allowed only for HRMS declaration errors

**Section: Exit Payroll & Final Settlement**

**Scope:**  
Covers all payments post-resignation or termination:

* Salary till last working day
* Unused earned leave encashment
* Bonuses, if applicable
* Gratuity and PF (for eligible employees)

**Processing Time:** 30–45 days post final clearance

**Tracking:** HRMS > Exit Tracker > Payroll Clearance

**Bank & PAN Verification:** Must be updated before LWD (Last Working Day)

**Section: Payroll Issue Reporting Workflow**

| **Issue Type** | **First Contact** | **Escalation Level 2** |
| --- | --- | --- |
| Missing Salary | Payroll Ops Team | Payroll Manager |
| LOP Errors | HRBP | Payroll Manager |
| Bonus/Variable Pay | Performance Manager | HR Head + Payroll |
| Tax Deductions | Payroll Helpdesk | Finance Compliance Team |
| Exit Settlements | HR Exit Desk | Payroll + HRBP |

**Contact Email:** [payroll.support@nexacorp.com](mailto:payroll.support@nexacorp.com)  
**Portal Path:** HRMS > Support > Payroll Category

**Appendix: Payroll Policies**

| **Policy Name** | **Code** | **Summary** |
| --- | --- | --- |
| Payroll Processing Policy | PAYPOL-01 | Outlines cycle timelines and LOP criteria |
| Variable Pay Policy | PAYPOL-04 | Eligibility and payout timelines |
| Investment Declaration Guide | PAYTAX-06 | Covers Form 12BB, tax slabs, proofs |
| Reimbursement Policy | PAYCLM-03 | Format, approval, and timelines |
| Final Settlement & Gratuity | PAYFNL-02 | Exit payment and gratuity processing rules |

**Document Owner:** Payroll Operations  
**Version:** 1.0  
**Last Updated:** June 2025

**Support Contact:** [payroll.support@nexacorp.com](mailto:payroll.support@nexacorp.com) | Extension: 1155