Overpayment

Last Updated: xx/xx/2025

Overview

This process is initiated when an associate reports an overpayment. The Payroll team is responsible for verifying the overpayment and coordinating with HR to resolve the issue. Once verified, HR sends a formal letter to the associate outlining the repayment plan. The associate then chooses how they wish to repay the overpaid amount—either in full or through installments over several weeks.

The AEC 1.5 role is only responsible for:
- Logging the initial overpayment report
- Handling follow-up inquiries on existing overpayment tickets

For detailed guidance, refer to:
[Overpayment | AEC Call Center Knowledge Base | Payroll](#)

Coding <no need to update>

- **Request Category:**
- **Topic:**
- **Queue:** Payroll

SLA: 5 to 7 business days

Content

The overpayment process involves the following key steps:

1. An associate or representative reports an overpayment.

2. Payroll verifies the overpayment details.

3. Payroll works with HR to initiate the repayment process.

4. HR sends a letter to the associate outlining repayment options.

5. The associate chooses to repay the amount either:
    o In full (lump sum), or
    o Through deductions over a few weeks

The AEC 1.5 team is not involved in the verification or repayment process but must ensure that:

- New overpayment reports are logged accurately
- Follow-up inquiries are routed appropriately

FAQ

Related Articles

DraftV1_AEC 1.5 Queue Assignment Matrix_10152025.docx

Escalation Criteria

Escalate the case if:

- No response is received from Payroll or HR within the 7-business-day SLA.
- The associate has not received the repayment letter after verification.
- The associate disputes the repayment terms or needs urgent resolution.

Escalations should be directed to the Payroll Support Team or HR Operations.

Example Scripts

ASSOCIATE EXPERIENCE CENTER
Notice of Overpayment

Section A

Notice of Overpayment for:			Facility/Store	Department

Employee Name

Employee ID	Paygroup

Overpayment Occurred Week(s) Ending	Job Code:
	GL Type:

Gross Over Payment $Amount	$	Type of Overpayment:		Type	Hours/Dollars

(Reg, OT, Training, Retro, Sick, Vaca, Personal, Holiday)

Section B

Reason for Overpayment:

[Describe in detail the reason/cause for the overpayment. Include the incorrect hourly wage and number of hours that were overpaid. Return completed Form to Divisional HR within 24 hours of receipt of this Overpayment notice.]

Acknowledgement: I, _____, have been notified of an overpayment in the gross amount of $__ and net amount of $___. By my signature below I acknowledge that I was overpaid in the amount shown, and I agree to repay the Company as follows (Initial next to one):

___ If repaying by personal check/money order in the same year the overpayment was issued, by sending repayment of the net amount $___ of the overpayment to the Company within 10 business days of the date of signature to:

Safeway/Albertsons Companies, 20427 N 27th Ave, AEC MS #4518, Phoenix, AZ 85027

___ If repaying by authorizing the deduction of overpayment from future payroll checks, the gross amount of $___ will be withheld as outlined in the Recovery Breakdown Section.

Please note generally the maximum number of weeks over which the overpayment may be recovered is 4 weeks.[1]

Recovery Breakdown		
# of Weeks pay will be recovered	weeks	
# of hours or $ amount per paycheck	Hours:	or $

Please also initial below one of the following:

___ I further agree that in the event I resign from or I am terminated from employment, the AEC is authorized to deduct any remaining balance of the overpayment from my final wages, and that if any amount remains unpaid, I will make the remaining repayment installments by sending a check in the