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Document Title:	Standard Operating Procedure For the Payroll Adjustment	Creation Date:	13-Mar-2026
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Document History Log

Status	Effective Date	Description of Change(s)	Initiated by
Draft	13-Mar-2026	Creation of Standard Operating Procedure	Dave Remolacio
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1. PURPOSE

To ensure that all payroll adjustments are processed accurately, on time, and in compliance with company policies, with proper approval and complete supporting documentation. This ensures that any changes to Customer pay such as corrections, overtime, leave adjustments, or deductions are verified, authorized, and properly recorded, minimizing errors, preventing payroll discrepancies, and maintaining transparency and accountability in the payroll process.

2. SCOPE

This Standard Operating Procedure applies to **all payroll-related adjustments** that may affect an employee's compensation. It covers, but is not limited to, (1) **Salary Corrections**, which address errors or discrepancies in an employee's base pay; (2) **Overtime adjustments**, which ensure that additional hours worked beyond the regular schedule are properly recorded and compensated; and (3) **Allowances and Incentives**, including any additional benefits or performance-based payments that must be reflected accurately in payroll.

The SOP also includes adjustments related to **Absences, Undertime, and Leave Corrections**, ensuring that any inaccuracies in attendance records or leave credits are properly updated before payroll processing. It further applies to **Retroactive Pay**, which involves compensation adjustments for previous payroll periods due to delayed approvals, rate changes, or policy updates. In addition, the procedure covers **statutory deductions and corrections**, ensuring that mandatory government contributions and deductions are properly calculated and corrected when necessary to remain compliant with regulatory requirements.





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3. TERMINOLOGY

For purposes of this SOP, the following terms are defined as:

3.1 Payroll Adjustment – Any correction, modification, or update made to an employee’s salary, allowances, deductions, or benefits to ensure accurate and timely payment.

3.2 Customer – “Employee” Any individual employed by the company (Expedise) who is entitled to receive a salary, benefits, and allowances as per company policies.

3.3 Customer Concierge – The designated point of contact or the one who supervised the sites, Also, who receives, reviews, and forwards payroll adjustment requests from employees to the Payroll and Billing team.

3.4 Payroll and Billing Associates – Personnel responsible for validating, processing, and recording payroll adjustments in the payroll system while ensuring compliance with company policies and statutory requirements.

3.5 Overtime (OT) – Additional hours worked by an Customer beyond their regular work schedule, which may qualify for additional pay as per company policy or labor laws.

3.6 Retroactive Pay – Payment adjustments made to compensate employees for past payroll periods due to late approvals, corrections, or rate changes.

3.7 Allowances and Incentives – Additional compensation provided to employees on top of their base salary, including performance bonuses, transportation allowances, or other monetary benefits.

3.8 Absences, Undertime, and Leave Corrections – Adjustments made to account for incorrect or unrecorded absences, late arrivals, early departures, or leave balances.





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		Effective Date:	17-Mar-2026

3.9 Statutory Deductions – Mandatory deductions required by law, including government-mandated contributions such as SSS, PhilHealth, Pag-IBIG, and withholding tax.

3.10 Supporting Documents – Official records or forms required to validate a payroll adjustment request, such as attendance sheets, approved leave forms, OT slips, or Concierge approvals.

3.11 Approval – Authorization from the relevant Concierge or Business Unit Head required to process any payroll adjustment.

3.12 Types Of Payroll Adjustments:

3.12.1 Positive Adjustment

Adjustment resulting in additional pay to the employee.

Examples:

- Underpayment
- Missed overtime
- Unpaid allowance

3.12.2 Negative Adjustment

Adjustment resulting in deduction or recovery from the employee.

Examples:

- Overpayment
- Excess overtime
- Unapproved allowance





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4. RESPONSIBILITIES

4.1 Customer

4.1.1 Review Payroll Information – Employees must regularly check their payslip and payroll details to ensure that their salary, overtime, allowances, and deductions are correct.

4.1.2 Report Discrepancies Promptly – If any errors or discrepancies are found (e.g., incorrect overtime, missing allowance, or wrong deduction), the Customer must immediately inform their Concierge/Payroll team.

4.1.3 Submit Required Supporting Documents – Employees must provide necessary documents such as approved overtime forms, leave applications, attendance corrections, or other relevant records to support the payroll adjustment request.

4.1.4 Follow the Proper Request Process – Employees must submit payroll adjustment requests through the proper channel or system within the required timeframe to ensure timely processing.

4.2 Customer Concierge/Timekeeper

4.2.1 Receive and Assist with Payroll Concerns – Serve as the first point of contact for employees regarding payroll adjustment requests and related inquiries.

4.2.2 Verify Submitted Documents – Check the completeness and basic accuracy of the documents submitted by the employee, such as leave forms, attendance records, or approval documents.

4.2.3 Provide Guidance to Employees – Inform employees about the proper process, required documents, and deadlines for submitting payroll adjustment requests.





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		Effective Date:	17-Mar-2026

4.2.4 Endorse Requests to the Concerned Department –If proven, Forward verified requests and supporting documents to the Payroll team for further processing.

4.2.5 Follow Up and Update Employees – Coordinate with the concerned department and provide updates to employees regarding the status of their payroll adjustment requests.

4.3 BU Head/ BU Admin

4.3.1 Reviews and validates supporting documents

4.3.2 Confirms attendance and timekeeping records.

4.4 Payroll/Billing Associates

4.4.1 Validate Payroll Adjustment Requests – Review and verify the accuracy and completeness of payroll adjustment requests, including supporting documents and approvals.

4.4.2 Process Payroll Adjustments – Ensure that all approved adjustments such as salary corrections, overtime, allowances, leave deductions, and retroactive pay are correctly reflected in the payroll system.

4.4.3 Ensure Compliance with Policies and Regulations – Confirm that all payroll adjustments comply with company policies and applicable statutory requirements.

4.4.4 Coordinate with Concerned Departments – Communicate with Concierge/Timekeeper, or other relevant departments to clarify discrepancies or obtain additional information when necessary.

4.4.5 Maintain Accurate Payroll Records – Properly document and keep records of all payroll adjustments and related supporting documents for audit and reference purposes.





Document Code:	PBC-PAP-001	Revision No.	00
Document Title:	Standard Operating Procedure For the Payroll Adjustment	Creation Date:	13-Mar-2026
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4.4.6 Monitor Payroll Deadlines – Ensure that all validated payroll adjustments are processed within the required payroll cut-off and timelines to avoid delays or errors in Customer compensation.

4.5 Payroll, Billing and Collection Head

4.5.1 Reviews computation and documentation

4.5.2 Approves payroll adjustments prior to processing

5. PROCEDURE

5.1 Customer Stage

5.1.1 Reviewing payslip or payroll report for any discrepancies (e.g., salary errors, missing overtime, leave miscalculations).

5.1.2 Prepare and submit the payroll adjustment request form, attaching all supporting documents (e.g., attendance records, OT forms, leave approvals). numbers if available during pre-employment processing.

5.1.3 Ensure the request is complete, accurate, and submitted within the required timeframe.

5.1.4 Follow up with the Customer Concierge for confirmation of receipt or status updates.

5.2 Customer Concierge/Timekeeper

5.2.1 Prepare required documents may include

- *Approved timesheets / OT forms*
- *Attendance logs*
- *Client approval emails or memos*
- *Approved rate card (for rate adjustments)*
- *Incident report (if applicable)*



Document Code:	PBC-PAP-001	Revision No.	00
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5.2.2 Receive payroll adjustment requests from employees.

5.2.3 Check the request for completeness (all required fields and supporting documents are attached), by using **Payroll Adjustment Format**

The request must include the following information:

- *Customer Name and Customer ID*
- *Payroll period affected*
- *Nature and reason for adjustment*
- *Adjustment amount (if known)*

5.2.4 Provide guidance to employees if documents or information are missing.

5.2.5 Check if there's any discrepancy to the timekeeping summary vs system **(if applicable)**

5.2.6 Endorse/Email the verified request and supporting documents to the Payroll and Billing Associates.

5.3 Payroll and Billing Associates

5.3.1 Receive endorsed payroll adjustment requests from the Customer Concierge.

5.3.2 Validate the request by cross-checking the details with timekeeping vs Payroll

5.3.3 Payroll Processor computes the adjustment amount.

5.3.4 Verifies tax implications, statutory deductions, and net pay impact.

5.3.5 Process the approved adjustments in the payroll system

5.3.6 Crediting of Payroll Adjustments

Payroll adjustments shall be credited based on the following guidelines:

5.3.6.1 Manhour and Overtime Disputes





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		Effective Date:	17-Mar-2026

To be credited on the next payroll cycle of the account involved.

5.3.6.2 No Payroll / Failed Timekeeping

To be credited on the nearest payroll date.

5.3.6.3 Payroll Errors

(e.g., wrong computation, wrong summation, or similar errors)

To be credited on the next payroll cycle.

5.3.6.4 Over-deduction / Double Deduction

5.3.6.4.1 PHP 2,000 and above – Credited on the nearest payroll date

5.3.6.4.2 PHP 2,000 and below – Credited as retro on the next payroll cycle

5.3.7 Document all adjustments and supporting documents for records and audit purposes.

5.3.8 Payroll Adjustment File Naming: All payroll adjustment files must:

5.3.8.1 Clearly indicate the actual payroll cutoff being adjusted

5.3.8.2 Follow the standard format:

Example:

Payroll Adjustment – March 01–15 2026 – Site Code

5.3.8.3 Include the required attachments like supporting documents and the Payroll Adjustment file in Proper Payroll Adjustment Format.

5.3.7 Notify the Customer Concierge once the adjustment has been processed and will be reflected in the Next Payroll Date.

5.3.8 Maintain monitoring to ensure deadlines are met and no adjustment is overlooked.



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5.3.9 Ensures proper billing of adjustments when applicable.

5.4 Controls and Compliance

5.4.1 No **verbal or undocumented adjustments** will be processed.

5.4.2 All adjustments must have **written approval and complete documentation**.

5.4.3 Repeated payroll discrepancies must be **reported for process improvement**.

5.4.4 All payroll adjustments are **subject to internal and external audit**.

6. ATTACHMENT

6.1 Payroll Adjustment Format

PAYROLL ADJUSTMENT FORMAT			
	DATE REQUEST:		
	BU:		
	SITE CODE:		
	CUT-OFF		
Classification of Adjustment:			
	<input type="checkbox"/>	RENDER DAYS: _____	
	<input type="checkbox"/>	OVERTIME: _____	
	<input type="checkbox"/>	OTHERS: <i>(specify)</i> : _____	
REMARKS: Attached Client Approval (<i>if applicable</i>)			

