

## Assembly FAQs

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### How do I get more supplies?

- To receive more supplies (i.e. ICR forms/shirts), email your DM with what forms are needed or shirt size if applicable, and they will forward the request to the office.

### When is the payroll cutoff?

- Payroll is pulled every Monday, therefore, the cutoff for all forms to be submitted is **every Monday by 8am EST**.

### What does my ASM voucher reflect?

- The ASM vouchers are sent every Wednesday/Thursday prior to pay date. The ASM vouchers reflect piece pay from what was assembled ONLY. Training hours, bonuses, expenses, etc. are shown as separate line items on your actual paystub/payslip.

### What if my piece rate is incorrect on the voucher?

- If the piece rate reflected on your voucher does not reflect the agreed upon rate at hiring, contact your DM immediately to have it rectified. The ASM office in Atlanta does not enter piece rate and cannot modify it.

### What if dates are missing from my voucher?

- If you are missing dates from the voucher, please email the voucher email box at [assembly.vouchers@asmnet.com](mailto:assembly.vouchers@asmnet.com) or call the hotline at 770-213-1304 and detail the specific stores/dates in question so they can be researched. Inquiries to the voucher email/hotline are returned within one business day.

### What if I do not receive a voucher?

- If you are in training, you will NOT receive a voucher. Once you are on commission, if you do not receive a voucher, check your spam folder. If it is not there, please email the voucher email box at [assembly.vouchers@asmnet.com](mailto:assembly.vouchers@asmnet.com) or call the hotline at 770-213-1304.

### How do I access my payslip?

- Payslips can be viewed and printed in Oracle. The Atlanta office does not have the ability or the access to view anyone else's payslip.

### How do I submit/get paid for mileage?

- Mileage logs are to be submitted through Concur for DM approval. If you have submitted mileage that has not been paid, you must contact your DM to see if it has been approved. DO NOT submit mileage logs through the ICR line. They will be rejected.

### **How do I set up Direct Deposit?**

- Direct Deposit is set up by the assembler through Oracle. It takes at least one pay cycle for Direct Deposit to be processed. If it is not, call payroll support at 888-900-4276 (option 5, then option 1). It may have been rejected by the bank for incorrect routing # or other reasons that ASM cannot control.

### **If I don't get a key rec sticker from receiving, will I still be paid?**

- Yes, as long as the key rec and po numbers are COMPLETELY filled in on the ICR form, a sticker is not necessary for the invoice to be processed for payment.

### **What is the difference in paperwork submission while on training and on commission (piece rate)?**

- When in training, associates need ONLY to submit a time form with the training box checked in order to be paid for training hours. Once on commission, a piece form AND a time form must be submitted without the training form checked in order to be processed for payment.

### **Can ICR forms be emailed to the office?**

- No, the Atlanta office cannot accept forms being emailed directly to them as they do not have the capacity to deal with the volume that would come in if this were allowed. All forms must be submitted through the ICR line.

### **How do I know my forms have been received?**

- Two to three times a week, a forms missing/received report is sent to all DMs and is to be forwarded to all assemblers. This report shows all piece and time forms that have been processed, as well as any that may be missing. Also, every Thursday, an auto generated email is sent to each individual assembler detailing which forms have been received for work done that week. If neither of these notifications is being received, please contact your DM.

### **What happens if I miss the payroll cutoff?**

- Any forms received after the payroll cutoff will be processed for payment on the following paycheck (i.e. 2 weeks later).

### **What do I do if a form gets sent back with an error?**

- The error needs to be corrected and the form resubmitted as soon as possible or before the payroll cutoff. This means, any forms submitted on the day of payroll (Monday) with errors or forms that were not corrected in time, will not be processed for payment.

### **What do I do if I can't get a hold of my DM?**

- If you can't reach your DM, try to contact your ROM.

### **What do I do if I don't receive a paycheck?**

- Pay dates are every other Friday. If a paper check was mailed, your payslip should be able to be viewed in Oracle. It may take up to 3 business days after the pay date for a paper check to be received (the following Wednesday after pay date). If you do not receive a check, please confirm your address is correct in Oracle. If so, call payroll support at 888-900-4276 (option 5, then option 1). A stop payment can be done at your discretion by filling out a form supplied by payroll if your check has not been received 3 business days after the pay date.

### **How often should forms be submitted?**

- EVERY DAY. We know there are extenuating circumstances (i.e. can't get a key rec), but every effort should be made to submit forms on a daily basis or at least in a timely manner. DO NOT hold a week to two weeks' worth of forms and submit them the weekend before payroll. This puts added stress on the Atlanta office and puts you at risk for not getting paid on time.