

Instructions:

On the following page, we've included a template communication you can use and share with your employees about their pay this week. Please fill in the blank with your usual pay date (either Thursday 3/4 or Friday 3/5).

Use the language provided in the following ways:

1. Download and print out the next page and post it onsite in a high traffic area where employees will see it
2. Copy and paste the text and share it in an email, text message, or voice mail to impacted employees

Attention Employees:

Your paycheck for the week of March 1 will look a little different this week due to a payroll system outage that is impacting thousands of businesses nationwide, including ours.

First things first: **You will continue to receive your pay as usual on _____.**

However, there will be a few adjustments due to the system outage:

- **Your pay for this week is an estimate** based on your prior pay and the hours worked for this pay period. Once the payroll system is restored ProService will complete a thorough reconciliation and any adjustments will be reflected on your next pay.
- **If you normally receive a direct deposit**, this will happen as normal. However, if you have multiple direct deposit accounts your pay will be deposited only into your primary direct deposit account.
- **If you normally receive a check**, this will be delivered to your mailing address via UPS on your pay date. If your mailing address is a PO box it will be delivered via Express Mail.
- **You will not receive a normal pay stub this week.** However, one will be provided once the system recovery is complete.

As your employer, our absolute priority is making sure you're paid on time—it's the most important responsibility we have to you. We're working closely with ProService to create timely workarounds to ensure you're paid with as little impact to you as possible.

Mahalo!