

FREQUENTLY ASKED QUESTIONS (FAQs)

Please review the list of FAQs below. If, after reviewing these, your question is not answered here or contained the guidance and procedures, please contact us at 1-800-508-8466 or email SundayPremiumClaims@aafes.com.

General Questions:

Q Why is the Exchange paying Sunday Premium to Crafts and Trades Associates?

A Office of Personnel Management (OPM) Compensation Policy Memorandum 2009-21 and Department of Defense Non-Appropriated Fund guidance now provide that part-time and intermittent Craft and Trades associates will receive a premium payment for working Sundays hours.

Q When did the Exchange start automatically paying Sunday Premium to part-time and intermittent Craft and Trades associates Sunday Premium Pay?

A The Exchange started paying Sunday Premium to part-time and intermittent Craft and Trades associates effective pay-period beginning 6 February 2010.

Q How far back will the Exchange be making payments for Sunday Premium claims?

A The OPM Memorandum establishes the remedial claim period as 26 May 2003 thru 26 May 2009.

Q What if the associate only has partial documentation to support a claim application?

A The OPM Memorandum places the burden of proof on the associate. Submission of even partial documentation may be sufficient to substantiate a claim payment decision.

Q I do not have any supporting documentation in my possession. Can I go to my supervisor or HR office and have them provide the documentation?

A The OPM Memorandum places the burden of proof on the associate. The Exchange may not have resources to immediately research documentation not readily accessible to local management or HR staff. Before denying a claim due to lack of documentation, we will review all feasible alternatives that will enable the associate to substantiate his/her claim on a case by case basis.

FREQUENLTY ASKED QUESTIONS (FAQs)

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Eligibility Questions:

Q Can associates who are no longer employed with the Exchange submit a claim application?

A Eligible associates can submit a claim application regardless of current employment status.

Q I used to work in a part-time or intermittent Crafts and Trades position, can I submit a claim?

A Regardless of their current job or category classification, associates are eligible to submit a claim if they worked Sunday hours in a part-time or intermittent Crafts and Trades position during the claim period.

Q Will part-time or intermittent Crafts and Trades associates who worked on a Sunday before 26 May 2003 get paid Premium Pay for any of those hours worked?

A Current guidance provided by DOD only directs payments back to 2003.

Q What jobs are considered Crafts and Trades positions?

A In general, Crafts & Trades positions at the Exchange include, but are not limited:

- Laborers
- Food Service Workers
- Warehouse Workers
- Foremen
- Motor Vehicle Operators
- Mechanics
- Custodial Workers
- Theater Workers
- Auto Workers

Q I worked as a part-time or intermittent Crafts and Trades associate for another DOD component during this time period. Can I submit a claim for this with the Exchange?

A You required to complete a claim with each DoD component employer individually. Please contact your previous employer(s) for information on the appropriate claims process.

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Payment Questions:

Q How does the Exchange know how much money is owed to the associates?

A Associates must specify the Sunday dates and hours worked as part of the claim application process and provide supporting documentation. The claims application and supporting documentation will determine the number of hours owed for remedial payment. Please see the Payment Information section of the guidance and procedures for details on how Sunday Premium Pay is calculated.

Q When will associates see the money owed?

A Claim applications submitted with supporting documentation will generally be processed for payment within 90 calendar days after acknowledgement of receipt.

Q Will the Exchange include any interest payments due to back pay owed?

A The Back Pay Act, 5 U.S.C. § 5596 does not extend to these types of claims. Therefore, interest will not be paid on these claims.

Q How will associates receive the payments owed?

A Payment processing for approved claim applications will be done in conjunction with normal Exchange pay period cycles. Associates who are currently employed at the time of payment processing will receive their payment via their normal paycheck. Associates who are not employed at the time of payment processing will receive their payment via a check to the address provided on their claims application.

Q What options exist if an associate's Sunday Premium claim is denied or they don't agree with the payment amount?

A Appeals Process information is available on the Exchange Sunday Premium website.