

dailypay.

Manager Guide

Overview

What is DailyPay?

DailyPay is a voluntary benefit that enables employees to track, save and transfer their earnings on their own schedule.

How does DailyPay work?

DailyPay gives employees more control over their pay. They can use DailyPay to avoid late fees and interest charges and to help plan for expenses by:

- Monitoring real-time earnings based on hours worked (free)
- Saving from every paycheck (free)
- Transferring earnings next-day (no fee ACH for 1-3 business day transfer)
- Transferring earnings instantly (\$3.49 instant or \$0 instant to Friday card)

As they work during the week, they will build up their DailyPay Balance™.

What is included in DailyPay Balance?

An employee's pay balance is money that they've *already earned*. It's an approximation of earnings based on the hours they have already worked, minus any withholdings (like taxes, garnishments, etc.).

When does DailyPay work?

DailyPay is available 24/7/365. Employees can transfer any amount of money in their pay balance to their direct deposit checking account, prepaid debit card, or payroll card.

It is free to sign up for DailyPay. Similar to an ATM, employees only pay a fee when they make a transfer. Fees are as follows:

Type	Speed	Fee per Transfer
Next Business Day	Available next business day	no fee ACH for 1-3 business day transfer
Instant	Available instantly	\$3.49 instant or \$0 instant to Friday card



At the end of the pay period, any remaining balance will automatically be deposited from an employee's DailyPay account into their bank account (at no cost to you) on their regularly scheduled payday.

DailyPay also offers free tools to help employees budget, plan for expenses and work toward financial security:

1. **Balance Update Alerts:** Receive text messages as their pay balance goes up, in real-time, based on the hours they work.
2. **Automatic Savings:** Allocate a fixed amount of their available balance to automatically be sent to their savings account each pay period.

How to Sign Up

In order to sign up for DailyPay, an employee must currently be paid through direct deposit.

There are three ways to sign up:

1. Download the free app from the [App Store](#) or [Google Play Store](#)
2. Go to [my.dailypay.com](#)
3. Text START to 66867

Where to Learn More

Employees can contact DailyPay by phone, email or chat 24/7.

1. Call (866) 432-0472
2. Email employee.support@dailypay.com
3. Log in to their account at [www.dailypay.com](#), go to the "Help" page, and click the "Live Chat" button at the bottom

Employees can also visit [dailypay.com/employee](#) for more information including videos, FAQs and employee testimonials.

Employee FAQs

Does DailyPay have a mobile app?

Yes! You can download DailyPay for free from the [App Store](#) for iPhone or [Google Play Store](#) for Android.

What if I don't make a transfer during a pay period?

Get the free app  or text START to 66867

If you make no transfers during a given pay period, then your entire pay balance will be deposited into your bank account (at no cost to you) on your regularly scheduled payday.

Is DailyPay a loan?

DailyPay is not a loan. It's simply an addition to our existing payroll offering that allows employees to access their pay faster than they'd otherwise be able to. The amount of money that you have access to is based on your approved hours – meaning that you've already earned this money, it just hasn't been paid out to you yet.

How much money will be available to me?

You will have access to any amount up to, and including, the pay balance shown in your DailyPay account. The pay balance is a percentage of your gross pay.

How often can I use DailyPay?

You can make up to five transfers per day.

What is the maximum and minimum dollar amount I can transfer in one day?

You can transfer up to \$1,000. The minimum transfer amount is \$5.

When will my remaining paycheck be deposited into my account?

Whether you have made a transfer or not during a given pay period, your balance will be deposited into your account by end of business on your normally scheduled payday. The exact timing will depend on your financial institution.

Can I use DailyPay if I get paper checks?

No, DailyPay is designed to work with employees who are paid via direct deposit, through a checking or savings account, payroll card or prepaid debit card.

How quickly will I receive my money?

DailyPay offers two types of transfers: next business day (called "Next") and instant (called "Now"). The timing is as follows:

- Now = money is available instantly, 24/7, including nights, weekends and bank holidays
- Next = transfers requested prior to 5:30 p.m. ET are available in the morning of the next business day. Business days are defined as Monday through Friday, excluding bank holidays

- Please note: to use DailyPay Now, you will need to enter your debit card or pay card number on the “Account Settings” page. This is because DailyPay Now transfers are sent through a different type of mechanism than regular ACH transfers sent to routing and accounting numbers

Please note: to use DailyPay Now, you will need to enter your account information on the “Account Settings” page

I didn't receive my welcome email. What happened?

The email may have gone into your “Spam” or “Trash” folders, depending on your email service provider and email preferences. Check both folders and, if possible, search for the word “DailyPay.” For Gmail users, you can also search in your “All Mail” folder. If you still can't find the email, please contact DailyPay customer service at 866-432-0472.

Their hours of operation are 24/7.

I received a notification from my bank about DailyPay. What is this?

Depending on your bank, you might receive a notification about DailyPay after you request your first transfer and/or when you change your direct deposit information. This is called a “prenote” and it's not a charge – it's simply a way for DailyPay and us to verify that your account number is correct. You can disregard this notification.

What could cause a delay in my paycheck?

Failure to input correct bank account information or update your new banking information are the most common causes of a delayed paycheck on payday. If you are having issues, please contact our Employee Support line.

What happens when I have a negative Pay Balance on DailyPay?

In the rare circumstance that you do go over your Pay Balance, you can choose among three options to pay back the overdraft amount:

1. Pay back the funds immediately from your current Pay Period earnings
2. Pay back the funds from a different bank or card account
3. Pay back the funds in installments over three Pay Periods

How should I update my direct deposit information if I'm currently using DailyPay?

You can update your direct deposit information in DailyPay at any time by going to the “Account Settings” page, scrolling down to the “Bank Accounts” section, and clicking “Add New Bank Account.” If you need help, please reach out to DailyPay customer service at 866-432-0472. **Important note:** you do not need to update your direct deposit information with your company directly, just DailyPay.



If I am a Nevada resident, how do DailyPay transfers work?

Customers in Nevada are now allowed one no-fee instant transfer per calendar week. All 1-3 business day transfers are no-fee and are not limited.

DailyPay has agreed to a temporary exemption from certain regulations with Nevada regulators, and, as a result, the on-demand pay offerings for Nevada residents will be modified as set out above. The exemption impacts DailyPay's ability to charge fees for transfers and the information above outlines the temporary Nevada fee models. In the next legislative cycle (early 2023), DailyPay will be working with various stakeholders and legislators in Nevada to craft a permanent on-demand pay regulatory framework for the state and of course we will provide updates as they are available.

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or text START to 66867