



THE NEIGHBORHOOD DINING GROUP

NEXT DAY PAY: FEES FAQ

Rapid Card Withdrawals

- If an employee decides they want to deactivate their Rapid Pay Card, they need to let a manager know. The manager then needs to delete this card from their direct deposit screen in Proliant.
- If an employee deactivates their card from their account, but there is still a balance of funds on the card, then the money will still be available for purchases until the balance is \$0.
- If an employee wants to CANCEL their Rapid Pay Card, they need to contact Rapid Customer service at (877) 380-0980. If the account has a \$0 balance it will close after 6 months of no activity.
- If there are no balance changing transactions on a card WITH a remaining balance for 6 months, Rapid charges a \$4.95 inactivity fee and the account will be closed.
- The employee will be charged a \$1.50/month fee for every month that they are enrolled in Next Day Pay through Proliant. This will appear on their paycheck.
- If an employee has decided they no longer wish to make withdrawals, they can cancel enrollment at any time to avoid future monthly enrollment fees. See image below.

Debit Card Withdrawals

- The \$1 debit card advance fees will be deducted from payroll. This will appear on their paycheck. *Example, if they had 10 advances to their debit card in 1 pay period, then they will see a \$10 fee deducted from their paycheck.*
- The employee will be charged a \$1.50/month fee for every month that they are enrolled in Next Day Pay through Proliant. This will appear on their paycheck.
- If an employee has decided they no longer wish to make withdrawals, they can cancel enrollment at any time to avoid future monthly enrollment fees. See image below.

✓ **Expert Tip:**
You can cancel your enrollment at any time by clicking the Cancel Enrollment button.

The screenshot shows the 'ReadyPay Today' interface. At the top, there are navigation tabs: Home, ReadyPay Today, My Info, My Time, and My Performance. Below the tabs, the 'ReadyPay Today' section displays an available amount of \$150.00 and a 'Request Money' button. A note indicates that the amount available is 50% of current net pay, with a maximum pay period limit of \$1,000.00 and \$250.00. Below this, there is a 'ReadyPay Today Request History' table with columns for Date Requested, Status, Details, and Date Processed. A single entry is shown for Mar 4, 2020, with a status of 'COMPLETED' and details stating 'The transfer request is Completed, and the funds have been deposited to the recipient.' At the bottom of the interface, a yellow button labeled 'Cancel Enrollment' is highlighted.