

PAY CARD INFORMATION

ALTERNATE # FOR FSV - 877-798-6709

IF THIS

DO THIS

ADD'L / MISC

NEW HIRE
ISSUE THE PAY CARD ENVELOPE TO THE EMPLOYEE TO COMPLETE THE ENROLLMENT FORM. BOTH OF YOU CONFIRM THE DATA ENTERED INTO TALENTREEF WHILE THE EMPLOYEE IS **STANDING NEXT TO YOU**. DO NOT ENTER THE NUMBER ON THE FRONT OF THE CARD, ENTER THE CARD ACCOUNT NUMBER THAT BEGINS WITH 343. THIS IS THE NUMBER THAT SHOWS IN THE WINDOW OF THE ENVELOPE.

CARDS CAN'T BE ACTIVATED UNTIL 3 DAYS BEFORE PAY DAY - THIS MEANS THEY CAN ACTIVATE CARDS THE SUNDAY BEFORE OUR WEDNESDAY PAY DATE.

REHIRE
CONFIRM IF THEY HAVE AN EXISTING PAY CARD, IF SO AND IT'S STILL "IN DATE", DO NOT ISSUE ANOTHER CARD. IF THEY DON'T HAVE THE PREVIOUSLY ISSUED CARD, PROVIDE THEM ANOTHER ONE AND ADVISE THEM CALL TO LINK THE CARDS
(SEE "LOST OR STOLEN PAY CARD").

TRANSFER
THEY DO NOT NEED A NEW CARD FOR EACH STORE

IF THE EMPLOYEE NO LONGER HAS THEIR CARD, FOLLOW INSTRUCTIONS FOR LOST OR STOLEN PAY CARD

YOU GET A CALL FROM CORPORATE THAT A EMPLOYEE'S DIRECT DEPOSIT HAS BEEN RETURNED

YOU'LL BE ASKED TO GET A NEW PAY CARD AND PROVIDE THE PAY CARD NUMBER TO US TO PAY THE EMPLOYEE WITH BECAUSE THEIR DIRECT DEPOSIT HAS BEEN RETURNED - THIS HAPPENS WHEN ACCOUNTS ARE CLOSED/FROZEN OR WHEN ACCOUNT NUMBERS ARE ENTERED INCORRECTLY

THE NUMBERS WE NEED ARE IN THE WINDOW OF THE ENVELOPE THAT BEGIN WITH "343". YOU DON'T NEED TO OPEN THE ENVELOPE TO GET THIS INFORMATION.

PLEASE WRITE THE EMPLOYEE'S NAME ON THE ENVELOPE BEFORE YOU HANG UP WITH CORPORATE AND GIVE IT TO THEM WHEN THEY COME IN

CARDS ARE ISSUED TO MULTIPLE PEOPLE WHEN NAMES ARE NOT PUT ON THE ENVELOPE.

THE PAY CARD WILL BE ENTERED IN PAYROLL FOR THE EMPLOYEE AS THEIR FORM OF DIRECT DEPOSIT UNTIL / UNLESS THEY CHANGE IT IN GREENSHADES.

LOST OR STOLEN PAY CARD

PROVIDE THEM WITH A NEW PAY CARD AND HAVE THEM CALL THE PAY CARD COMPANY TO HAVE THE NEW CARD LINKED TO THE OLD CARD. THEY WILL HAVE TO CREATE A NEW PIN BUT THE CARD WILL BE ACTIVE ONCE IT'S LINKED. THEY WILL THEN HAVE ACCESS TO ANY FUNDS ON THE OLD CARD.

THERE IS A LIMIT OF 3 PAY CARDS WE WILL PROVIDE -

AFTER THAT, THEY NEED TO CONTACT THE PAY CARD COMPANY TO HAVE A NEW CARD MAILED TO THEM

A NEW EMPLOYEE SAYS THEY HAVEN'T GOTTEN PAID

****MAKE SURE THERE WERE HOURS SENT TO US****
****HAVE THEM CHECK GREENSHADES FOR THEIR STUB****
****HAVE THEM VERIFY THEIR DIRECT DEPOSIT INFORMATION IN GREENSHADES****
IF THEY SHOW EARNINGS FOR THE PERIOD, HAVE THEM CHECK THE CARD AGAIN AFTER 12 NOON - SOMETIMES NEW HIRES ARE FUNDED AROUND NOON.

YOU ARE OUT OF PAY CARDS

CONTACT EMERALD CHANDLER AT CORPORATE EITHER BY PHONE OR EMAIL

PLEASE KEEP AN EYE ON YOUR SUPPLY SO YOU DON'T RUN OUT. ONCE YOU GET DOWN TO 5 PAY CARDS, PLEASE ORDER A NEW SUPPLY.

YOU HAVE AN ENVELOPE WITH AN EMPLOYEE'S NAME ON IT, THAT IS NO LONGER EMPLOYED

PLEASE CONTACT US TO CONFIRM IF FUNDS WERE APPLIED TO THE CARD. ONCE DETERMINED, WE WILL DIRECT YOU ACCORDINGLY.

WE HAVE FOUND THERE ARE CARDS SITTING IN SAFES FOR TERMINATED EMPLOYEES THAT WERE FUNDED AND THE EMPLOYEE NEVER RECEIVED THEIR PAY

CONTACT INFORMATION

EMERALD CHANDLER - 757-412-0112 x27 -
echandler@burgerbusters.com

VYVYENNE (VIVIAN) JOHNSTON - 757-412-0112 x29 -
vjohnston@burgerbusters.com