

GENERAL QUESTIONS AND ANSWERS

Q: What pay options are available with PeopleReady?

A: PeopleReady offers payroll by the following methods: check, paycard, or direct deposit based on applicable state law. Contact your local PeopleReady office to inquire on payment options available in your state.

Q: How do I sign up for direct deposit?

A: During onboarding or at any time associates/tradespeople may update their preferred payment form.

Q: When should I expect my pay?

A: Depending on your selected preferred payment method (paycard, direct deposit, check where applicable) and PeopleReady line of business associates/tradespeople can expect:

- **Daily Pay:** Associates on daily pay customer assignments can expect pay within 24 hours from the timesheet submission
- **JobStack:** When a JobStack registered customer submits hours in the app and a JobStack registered associate confirms those hours inside their app, associates can expect pay within minutes of confirmation.
- **Weekly:** Associates/Tradespeople on weekly job assignments with weekly timesheets for PeopleReady or assigned to PeopleReady Skilled Trades are paid out by close of business the following Monday of customer approved timesheet submittal. Weekly assignments may be subject to alternative pay cycle, refer to Alternate Pay Week details.
- **Alternate Pay Week:** Associates/Tradespeople that accept jobs with an alternative pay week (outside of PeopleReady standard) will be notified via self-dispatch or by a local PeopleReady office representative prior to reporting for shift.
- **Weekend:** Hours completed Friday after COB will be processed Monday
** Large scale weekend projects may be paid over the weekend if disclosed by the branch prior to accepting the customer assignment.
- **Holiday:** Payment for customer approved holiday hours will be processed the next business day for daily pay associates/tradespeople. Associates/Tradespeople on weekly timesheets will receive holiday pay on their pay following the holiday.
** PeopleReady does not pay holiday time. Holiday hours are at the discretion of PeopleReady customers and should only be paid with written consent or customer signed timesheets.

Q: How can I access my paystubs?

A: You can access your paystubs online for all preferred payment methods (even if not paid via Wisely Paycard) on the Wisely site at <http://mywisely.com/pay>.

- Online paystubs will show the correct YTD earnings and YTD Withholdings.

Q: How do I update my payment method?

A: You may update your preferred payment method by contacting your local PeopleReady office during business hours.

Q: Where can I find my W2?

A: W-2s are mailed by the end of January each calendar year to the home address on file. You can also access your W2 via www.myadp.com. One-time registration instructions can be found on the Associate Resource Center [here](#).

Q: Where do I update my Federal Tax W4?

A: Changes to state or federal withholdings must be documented by you and therefore a new W-4 must be completed by the you. Contact your local PeopleReady office to determine best way to obtain and submit a new W-4 Form.

Q: Where do I send my timesheet?

A: Customer approved timesheets should be submitted to your local PeopleReady office. Tradespeople assigned under PeopleReady Skilled Trades should email customer approved timesheets to the email address provided by your local office.

Q: How do I update my State Tax?

A: Changes to state or federal withholdings must be documented by you and therefore a new W-4 must be completed by the you. Contact your local PeopleReady office to determine the best way to obtain and submit a new W-4 Form.

Q: What if the supervisor or I lose my timesheet?

A: Customers utilizing JobStack will digitally enter your time for your approval. If you have accepted an assignment via JobStack you can confirm your hours submitted by the customer in your app. Additional PRISM timesheets can be emailed to site supervisors anytime a timesheet is misplaced or needed for various reasons. Contact your local PeopleReady office to have a timesheet sent to the customer.

Q: What if my timesheet is submitted late?

A: Timesheets that are submitted after close of business or weekly pay cut off will be processed the next business day. If utilizing JobStack time is submitted electronically and could be paid out via JobStack AutoPay. Contact your local PeopleReady office for additional information regarding JobStack AutoPay.

Q: My paper check has been lost or stolen, what should I Do?

A: You will need to contact your local PeopleReady office as soon as possible to have a stop payment placed. Once the stop payment request is approved you will be issued a new check will be processed. This may take 3-5 business days to complete.

Q: I have an issue with my time reported on my paystub. Who do I contact?

A: If you believe your pay has been miscalculated or is missing hours contact your local PeopleReady office or email the payroll team for PeopleReady Skilled Trades as soon as possible.

Q: Who do I contact regarding pay related questions?

A: Associates should always refer to their local PeopleReady office regarding pay discrepancies and questions. Tradespeople assigned to jobsites with PeopleReady Skilled Trades should email the payroll email address provided by the Skilled Trades office.

Q: My pay stub shows a garnishment, where can I find out more information?

A: Associates/Tradespeople may contact garnishments directly by phone, email, or fax.

- Phone: (253) 680-8450
- Email: garnishments@trueblue.com
- Fax: (253) 502-5932

Q: How can I have my employment or wages verified?

A: Any current or former associate/tradesperson of PeopleReady can access their earnings history and/or first and last date of work information by visiting theworknumber.com. You can also call The Work Number toll free at 800.367.2884 and work history can be mailed.

Here is what needed to register for theworknumber.com:

- The Work Number Login Instructions
- PeopleReady employer code 10657 or TrueBlue
- If there are issues logging in contact your local PeopleReady office to verify your profile information.

Additional questions or information call The Work Number Customer Service at 866.604.6570

WISELY PAYCARD QUESTIONS

Q: What is a Wisely paycard?

A: Wisely is a reloadable prepaid pay card that's yours to keep no matter where you work. There's no fee to sign up, and there's no credit check to get the Wisely Pay card because it's not a credit card.

Q: How does it work?

A: An associate's/tradesperson's paycard is loaded once the pay is calculated and processed. There's no need for associates/tradespeople to wait in line for check cashing or bank transfers.

Q: What are the benefits of using the Wisely paycard?

A: The benefits to associates/tradespeople who use the paycard include:

- View current balance and most recent transactions
- Track spending trends
- Create savings envelopes for a rainy-day fund, vacation, savings, etc.
- Lock or unlock their card any time
- Can upgrade to a personal card and receive a chip card for better security
- Connect the Wisely card to the mobile wallet with Google Pay, Samsung Pay, Apple Pay
- Online and in-store purchases: mobile device payments
- Setup email and/or text messaging alerts
- Geofencing and travel protection for added card security
- Set travel States outside of geofencing area (initially works in home or boarder states)
 - Can set up to 10 States and 10 countries for up to a 90-day period
- Cash Back Rewards
- Up to 3 secondary cards for family and friends are available for a \$3 fee per additional card holder, (must be 14yrs or older)

Q: How do I receive a Wisely paycard?

A: New associates/tradespeople receive their first paycard at the branch when completing the hiring and onboarding. After receiving their paycard new associates should activate the paycard online at visit <https://www.activatewisely.com> or call 866.313.6901. Associates/Tradespeople will need to choose a PIN (Personal Identification Number) when they activate the card.

Q: Where can I get the myWisely® app?

A: Apple App Store or Google Play. With the app they have access to their card account anywhere, anytime. Associates/Tradespeople can check their balance, view transaction history, find nearby ATMs, see spending trends, and set aside savings.



Q: Can I get a personalized card?

A: Yes, personalized chipped paycards can be requested by an associate by logging into their account at mywisely.com/app/main/upgrade. Personalized/upgraded cards can take 7-10 days to be delivered.



Q: What ATMs do not charge service fees?

A: There are 40,000 surcharge free ATMs nationwide where associates/tradespeople can get cash with the Wisely® Pay card. [Click here](#) or instruct associates/tradespeople to log into myWisely® to find in-network, surcharge-free ATMs in their area.

Q: What fees are there to use the Wisely paycard?**A:** Review the card holder agreement [here](#).**Q: Who do I call for help with the wisely card, assistance with updating account details, or to report my card lost/stolen?****A:** Cardholders who need help should call 866-313-6901, or chat with customer service in the myWisely® app or on myWisely.com. If the associate's card is lost or stolen, be sure they lock their card using the myWisely® app. They can instantly lock their card so it cannot be used. They can log into the myWisely® app and go to account settings, then open card settings to use this feature. If they find their card, they can instantly unlock it and resume using it. But report a lost, stolen, or damaged card to the Wisely call center immediately. Wisely will cancel their card and transfer the funds to a new card that will be sent to them.**Q: Where can I get more information about Wisely Pay?****A:** Visit <https://info.mywisely.com/pay/help> for more information.**Still have questions?** Contact your local PeopleReady or PeopleReady Skilled Trades office for assistance.