



# ZayZoon

## Providing ZayZoon to Your Employees

---

Vensure July, 2019

# Contents

---

- Contents ..... 1
- Overview ..... 2
- Client prerequisites ..... 2
- How to Offer ZayZoon to your employees ..... 2
- Customer Walkthrough ..... 2
  - Step 1: User activates their ZayZoon Account ..... 2
  - Step 2: User request On-demand wages ..... 4
    - Amount ..... 5
    - Slider ..... 6
    - Deposit To ..... 6
    - Payout Amount ..... 6
    - Fee ..... 6
    - Total ..... 6
    - Repayment Date ..... 6
    - Terms ..... 7
    - Change Amount ..... 7
    - Transfer Now ..... 7
  - Step 3: Repayments ..... 8

# Overview

---

ZayZoon is a financial wellness provider with services available to 2M employees across North America.

With ZayZoon, your employees can access a portion of their paycheck before payday. ZayZoon advances the employee a portion of their earned wages from ZayZoon’s funds. The repayment of funds to ZayZoon occurs via a deduction on the next paycheck. The service is not a loan, employees pay a flat fee in order to access their earned wages before payday.

## Client prerequisites

---

Employees must have a Vfficient username and password to access <https://vns-ep.prismhr.com/>.

## How to Offer ZayZoon to your employees

---

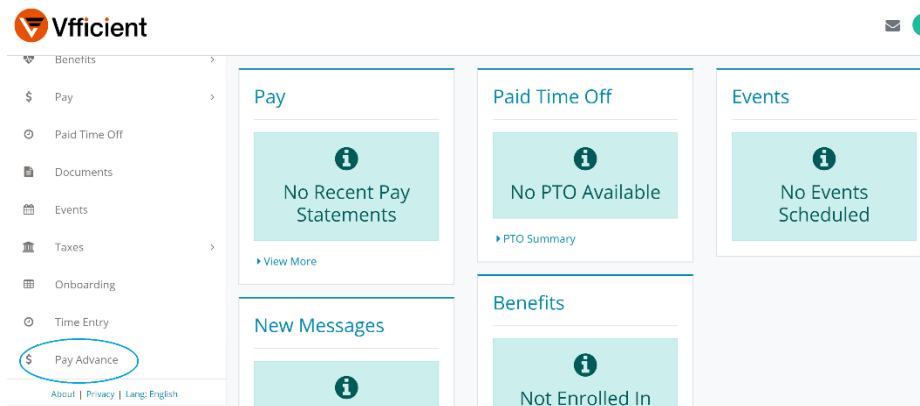
The ZayZoon link in Vfficient is available to all employees. Simply share the link and instruction guide with your employees for them to gain access. Customer support is handled by ZayZoon with support from Vensure if necessary.

## Customer Walkthrough

---

### Step 1: User activates their ZayZoon Account

- Employee logs in to Vfficient at <https://vns-ep.prismhr.com>. Any issues with Vfficient account creation or login are handled by Vensure support.
- Upon Login employee will scroll down left hand side and look for ZayZoon



Upon clicking the ZayZoon link the client is shown the app screen like the one shown below:



Sign Up for **ZayZoon**  
Your Paycheck On-Demand

ZayZoon is the easiest way for employees to access their paycheck early for a small fee. This is not a loan, instead it's a way for employees to get access to their already earned wages early.

We'll need some information to get your account set up.

By continuing, you authorize ZayZoon to receive the following information from your earnings provider:

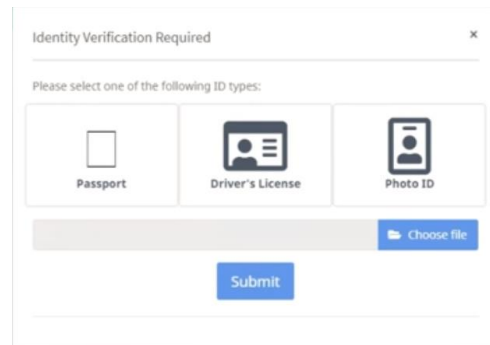
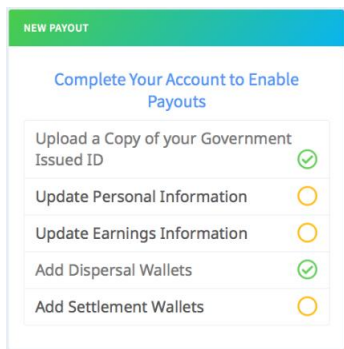
**Vensure**

- Contact Information
- Recent Earnings Information

I accept the ZayZoon [Privacy Policy](#)

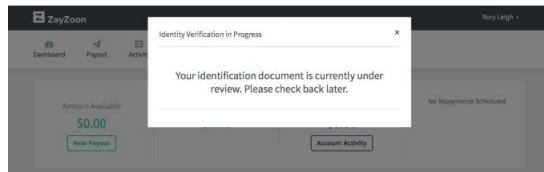
AUTHORIZE

- A. If the user clicks through on the AUTHORIZE button, they will enter the ZayZoon application.
- a. The employee must now complete their profile in order to take a payout

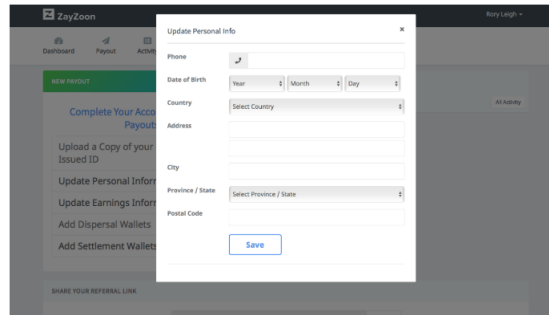


- B. The interface shows the employee the required steps to complete their profile creation.

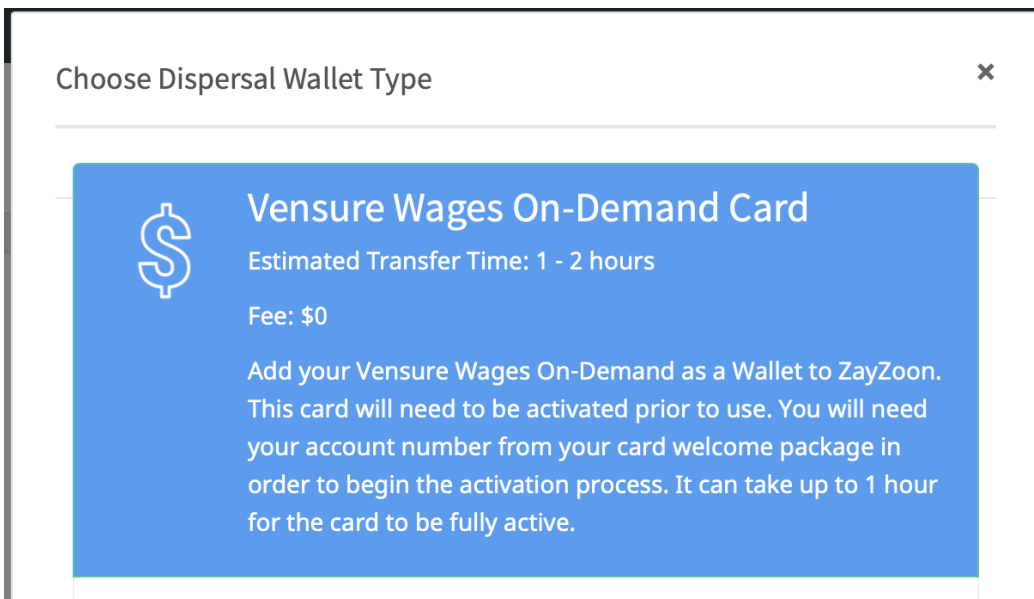
- C. If the customer takes a bad picture of their drivers license/ID, we need to manually verify - this is done within a few hours. If the picture is good though (80% of the time they are) then the ID verification happens within minutes. The ID must be government issued.



- D. The customer sets the rest of their account details



- E. The customer needs to add their Wallet with the Vensure Wages On-Demand Card being the first option.



- F. Once they select the Vensure Wages On-Demand Card they will be prompted to enter the Account number of their card.

## Fill Out Wallet Details



### Account number

7277693200000167

Enter the Account Number from your welcome package (This is NOT the card number). Once the Account Number is submitted, you must call 1-888-913-0900 to activate your card 30 minutes after you submit the account number.

Submit Account Number

- G. Upon submitting the account number, they will be prompted with a confirmation screen and activation instructions.

You entered 7277693200000167. Please confirm this is correct. In 30 minutes, call 1-888-913-0900 to finish setting up your account.

Cancel

OK

## Step 2: User request On-demand wages

While still in the same session or upon returning to the application the customer will be returned to screen with the following information.

Now that you have completed all the items from the checklist, it has been replaced with 'New Payout.' You can request your Payout directly from here (or from your ZayZoon dashboard under 'Available Amount'):

### Amount

The amount you want to advance

### Slider

Use the -/+ to increase or decrease the amount

### Deposit To

Use DropDown to select Wallet. If the user selects the Vensure wallet that has been added, they must check an additional box to confirm that they have successfully activated their card. If the customer has not activated the card the transfer will still go through. The money will be in an account that the user will not be able to use with the card until such time as it is activated.

The screenshot shows a mobile application interface for a 'NEW PAYOUT'. At the top, there is a header bar with a green-to-blue gradient containing the text 'NEW PAYOUT'. Below this, the 'Amount' section features a text input field with the number '50' and a slider control with minus and plus buttons. The 'Deposit To' section has a dropdown menu showing 'Vensure Account \*\*\*\*\*0167 (up to 1 business day)'. Below the dropdown is a checked checkbox with the text 'I have called 1-888-913-0900 and successfully activated my Vensure Wages On-Demand card.' At the bottom right, there is a green button labeled 'Next' with a right-pointing arrow.

### Payout Amount

Confirm that this is the amount that you wish to withdraw, as it cannot be changed later.

### Fee

Any fees that are associated with the advance will be listed here.

### Total

Payout Amount + Fee

### Repayment Date

Shown in red, this is the date that your repayment will take place.

### Terms

View the full Terms & Conditions by selecting 'Terms' (blue hyperlink).

### Change Amount

Change the amount of your advance

**NEW PAYOUT**

Payout Amount	\$50.00
Fee	\$0.00
<hr/>	
Total	\$50.00

**Repayment Date July 30, 2018** [Have a Promo Code?](#)

I accept the [Terms of the ZayZoon Advance](#)

[← Change Amount](#) [Transfer Now](#)

### Transfer Now

Complete your advance request

Confirmation:



Advance was successfully created.

## Payout #4737

**\$50.00**

Status: **approved**

Sent To: Interchecks eCheck to [REDACTED] (1 - 2 hours)

### Description

Your payout request of **\$50.00** has been approved to your Interchecks eCheck Wallet.

Email: [REDACTED]

Estimated Transfer Time: **1 - 2 hours**

### Activity:

### Review Your Payout

Payout Amount: \$50.00

ZayZoon Fees: \$0.00

Total Due: (on **July 30, 2018**) \$50.00

Promo Code

[Apply Promo Code](#)

## Step 3: Repayments

When the user requests funds and clicks Transfer Now, the funds are sent to the users Wallet directly from ZayZoon's capital warehouse. The funds are being issue to the employee, by ZayZoon directly.

- A. When the funds are successfully sent to the User, ZayZoon, via the Vensure API, updates a Deduction (ZayZoon Repayment) amount. The deduction type will be named ZayZoon Repayment on the employee paystub and employer reports. The deduction is a one-time deduction. The amount of the deduction is the funds requested plus the \$5 fee.
- B. If for some reason that the remaining amount available for the ZayZoon deduction is less than the goal amount, there will be a partial deduction on the paycheck and the remaining will roll over to the next pay period.
- C. If the employee off boards the organization during the pay period, the following occurs:
  - i. ZayZoon recovers the amount that can be recovered towards the goal amount (similar to the partial repayment scenario above)
  - ii. For the remainder or balance of funds owing from the user to ZayZoon, ZayZoon runs a funds recovery process that involves emails and messages to the user allowing them to submit repayment through a number of payment methods. This process has no impact on a user credit rating and is not a debt collections process.
- D. The Employer has no role in the administration or management of advances and no liability for failed repayments. Areas to consider for the employer are:
  - i. Proper communication from Partner to employer outlining what the service is and what the "ZayZoon" deductions they can see in their reporting are with instructions not to remove these deductions.

- ii. Encouraging employers to review pending deductions during an unplanned off boarding and letting their Partner/ZayZoon contact know that a user with a pending repayment is leaving the organization.

#### Additional FAQs

- 1) Fees are \$5 per \$200 advance. The customer limit per pay period is up to \$1000 and may be less as it is a function of a portion of earned wages.
- 2) The employee/customer can not take an advance from ZayZoon if they do not have at least one previous pay statement or earnings in the payroll system.
- 3) The employee/customer can take only one advance prior to a successful repayment, which typically means they are only eligible for one advance on their initial pay period.
- 4) ZayZoon handles all customer support requests except for a username/password or account registration request to Vfficient.