



Frequently Asked Questions - US

Pay and Benefits

1. When do my benefits start?

Your benefits begin on the 1st of the month after you've worked 60 days.

2. When do I start earning Paid Time Off (PTO)?

Unless your state law says otherwise, you begin to accrue PTO after 180 days of employment.

3. May I access the documents I signed in Workday at a later date?

Yes. You can view all signed documents anytime in your Workday profile.

4. When will I get my first paycheck?

Use the pay calendar to estimate the first date based on the Start Date. Pay periods run from Sunday to Saturday for 2 weeks. The Pay will be made on Friday.

5. Does Everise offer On-demand Pay options?

Yes, in the US, Everise has a partnership with Branch that will allow you to set up an account to receive advance Pay based on approved hours worked.

6. When can I sign up for Branch?

You can sign up for the Branch once your hours are approved for Workday.

7. Am I getting paid for completing the assigned tasks considered NHO New Hire Orientation?

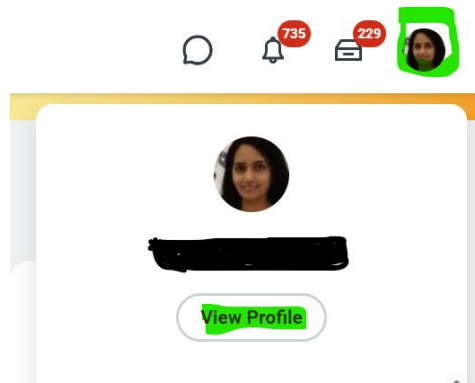
Yes. You'll be paid for 3 hours once you complete all assigned tasks, as stated in your offer letter. Please note that you will not be considered an employee if you do not complete these tasks. It is advised to complete all tasks within 3 hours of starting to avoid being pulled from the equipment shipping roster.

8. How will I access my pay stubs?

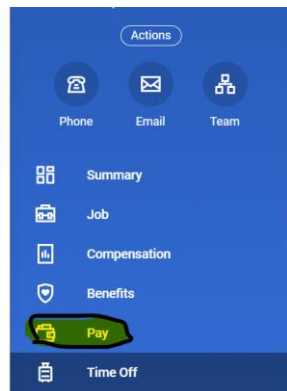
Log in to Workday

(<https://www.myworkday.com/wday/authgwy/weareeverise/login.html>), click on the top right corner (your profile picture) > View Profile (See Screenshot 1) > Click on Pay (See Screenshot 2)

(Screenshot 1)



(Screenshot 2)



CONTACT and SCHEDULES

9. How do I contact HR after New Hire Orientation (NHO)?

To reach HR, submit a request in ServiceNow <https://everiseprod.service-now.com/sp?id=index> Service Portal – Choose Create Incident – Human Resources for any questions or concerns.

You may also create a ticket through your MS Teams>Click on Maya 2.0. Type in Maya 2.0 in the search. Open the chat, type Ticket, and follow the prompts.

10. What will my schedule be after training?

You will receive your schedule near the end of training, aligning with the business hours discussed during your recruitment.

11. When is my next login or training session?

Check your Welcome Letter email from the Talent Acquisition team — your training times are listed there.

Equipment & Shipping

12. When will I get my equipment?

Once your NHO task has been completed (ideally within the allotted 3 hours), equipment is generally shipped out the same day or the next day as your NHO and is shipped overnight. Once it is shipped, you will receive an email from FedEx to your personal email address with the tracking information.

13. What equipment do I need to provide?

As stated in your Welcome Letter email, you are required to provide

- A 2nd monitor that is 21 inches or larger, along with a display cable that connects to the monitor with a DisplayPort at the other end to connect to the Everise tower.
- An approved USB-A headset from the list of models provided in the Welcome letter.
- Wired connection for your internet. (Wi-Fi is not allowed on Everise-provided PCs.)
- Safe, Secure, dedicated workspace.

14. Am I being charged for the equipment sent to me?

There is a \$90 equipment deposit that we will take out of your first 3 to 4 paychecks, depending on the hours worked. No more than \$30 on each check. Please note that upon return of the equipment, the amount of the deposit you paid will be returned to you.

15. May I have equipment shipped to a different location?

No. Your home address (where you provide ISP) speed test is the only approved address for you to conduct Everise work. Should you move, you must get prior approval from HR.

16. What if FedEx tried to deliver and I was not home?

Typically, FedEx will make three delivery attempts before sending it back; however, if you are concerned about missing something again, you may call FedEx to arrange a pick-up location. 1-800-GOFEDEX. (1-800-463-3339). You must have your equipment before OBE (Onboarding Evaluation Day).

Other

17. I need to reset my Workday password. What should I do?

Please use the MayaBot – www.maya.weareeverise.com > Click on New Hire Orientation BOT. Click on "Reset My Workday Password". Workday URL: <https://www.myworkday.com/wday/authgwy/weareeverise/login.html>. Once you log in to your MS Teams/Outlook, you can use Workday without a password – i.e., Single Sign On.

18. What is the timeline for completing the required paperwork (task) on NHO day?

We need all tasks completed within 3 hours of when you start. If you need additional help, you may sign in to the HR bridge provided.

19. Will I be required to attend classes on camera once we get the equipment?

Yes, all employees must have a working camera throughout their time with Everise. Everise leadership will direct you when you need to be on camera. Also, to stay in line with Work at Home requirements from our clients, you may be audited periodically for compliance.

Required Documentation

20. What specific documents do I need to complete my I-9 form?

You must provide documentation such as a passport, driver's license, or social security card.

Required Task outside of Workday for Successful Hiring At Everise

1. Form I-9: Employment Eligibility Verification

All employees must complete this form to verify their identity and authorization to work in the US.

2. Proof of Identity and Employment Authorization (Sumsub)

Employees must present original documents from the following categories:

List A: Documents that prove identity and employment authorization (e.g., US passport, Permanent Resident Card).

List B: Documents that prove identity (e.g., driver's license, state ID).

List C: Documents that prove employment authorization (e.g., Social Security card, birth certificate).