



****Card Activation:****

To activate your card, your hiring manager must first register it. Once registered, you can activate your card immediately by calling **877-814-7679** or visiting www.skylightpaycard.com. Any accrued tips will be available soon after activation. Please contact your hiring manager if you encounter any error messages during activation.

****Funds Availability:****

You should receive your funds within 24 hours of the end of each shift.

****Delayed Funds:****

If you do not receive your funds within 24 hours, please contact your hiring manager. They can verify successful processing. Any potential delay due to a NetSpend network issue typically resolves itself within 48 hours. Your hiring manager will address any issues on our end promptly.

****Lost Card:****

If you lose your card, promptly notify your GM. They will provide you with a temporary card. Contact NetSpend support immediately for assistance in transferring your account to a new card. NetSpend will send a new personalized card in the mail after the account has been successfully transferred.

****Verification of Deposits:****

You can monitor your deposited funds online or through the app. Additionally, your pay stub in MyPay will detail any tips or mileage reimbursements. You can view your pay stub on the Wednesday prior to our biweekly payday on Friday.

****Switching Payment Method:****

To switch from the NetSpend card to bi-weekly deposit with your hourly wages, contact your hiring manager. Keep your card for at least one week to ensure access to any existing funds deposited before the change.

****Funds Upon Termination:****

Following termination, your card remains active for a period. Eventually, the account will close. Contact NetSpend support if you encounter difficulties accessing remaining funds.

****Re-hire Process:****

Upon re-hire, your previous account will reactivate automatically. If you no longer possess your previous card, follow the steps outlined for a lost card.

****Card from Different Employer:****

If you have a Skylight card from a different employer, you will be issued a new card upon joining TeamWow. We do not have access to accounts established with previous employers.

****Personalized Card:****

NetSpend will mail you a personalized card. Follow any instructions provided to activate the new personalized card. Discontinue use of the temporary card initially provided by your GM or hiring manager.