1. Earned Wage Access (EWA) kya hai? Earned Wage Access employees ko unke schedule payday se pehle unke kamaye hue hisse ka hisaab hasil karne ki ijaazat deta hai. Abhi ka EWA platform employees ko hamari app ke zariye apni haasil ki gayi kamayi ka kuch hissa nikalne ki suvidha deta hai.
2. Abhi ka EWA platform kaise kaam karta hai? Abhi companies ke saath partner ban kar EWA ki suvidhaayein unke employees ko pradaan karta hai. Employees Abhi app download kar sakte hain aur apne company ke niyamon ke mutabiq apni haasil ki gayi kamayi ka kuch hissa nikal sakte hain.
3. Blackout period kya hai? Blackout period wo mukarrar waqt hai jo employer ke dwara tay kiya jata hai jisme employees Abhi app ka istemaal karke apni haasil ki gayi kamayi ka kuch hissa nahi nikal sakte. Ye mudda aam taur par company ke payroll processing cycle ke mutabiq hota hai.
4. Employees Abhi ka EWA platform istemal karke kitna paisa nikal sakte hain? Nikaalne ki had company ke niyamon ke mutabiq mukhtalif hoti hai. Employees apni haasil ki gayi kamayi ka ek muqarrar percentage tak paisa nikaal sakte hain, jo unke employer ke dwara mukarrar kiya gaya hota hai.
5. Kya employees blackout period ke ilawa paisa nikaal sakte hain? Ji haan, employees blackout period ke ilawa bhi Abhi app ke zariye paisa nikaal sakte hain agar ye unke company ke niyamon ke mutabiq ho aur unke paas nikaalne ke liye haasil ki gayi kamayi ho.
6. Agar app ya nikaalne ke doraan koi masla ho to kya hoga? Employees hamari customer support department se madad ke liye rabta kar sakte hain. Iske alawa, hamari app ke andar ka chatbot bhi istemal karke users ko aam masail ka hal dene aur rehnumai faraham karne ke liye dastiyab hai.
7. Kya Abhi ka EWA platform istemal karne ke liye koi fees hai? Abhi ek chhoti transaction fees kaat sakta hai har nikaalne par, employer ke saath kiye gaye afsar ke mutabiq. Magar, yeh fees aam taur par traditional payday loan fees ke muqablay mein bohot kam hoti hai.
8. Kya EWA ki khidmat tamam employees ke liye dastiyab hai? EWA ki khidmat ka dastiyab hona employer ke faislay par mabni hai ke wo Abhi ke saath partner banay ya nahi. Employees ko apni HR department se ya apne andaruni rabta ke zariye yeh jaanch kar leni chahiye ke kya yeh khidmat unke liye dastiyab hai.
9. Kya Abhi ka platform secure hai? Haan, Abhi security ko gehrai se lekar chalta hai aur users ki shakhsiyat aur maali maloomat ko mahfooz rakhne ke liye industry standard ke tadabeer istemal karta hai. Muamalat encryption ke zariye kiye jate hain aur users ki data ko mahfooz karne ke liye sakht privacy protocols mojood hain.
10. Employees apni haasil ki gayi kamayi ko kitni baar nikaal sakte hain? Nikaalne ki frequency employer ke niyamon ke dawara mehdood ho sakti hai. Aam taur par, employees apni haasil ki gayi kamayi ko ek pay period mein kayi baar nikaal sakte hain, agar unki company ke dwara koi pabandiyan nahi hai.

Shikaayaten:

• Amount not received.

Admin portal dekhein, agar transaction pura hua hai, fail hua hai ya que mein hai / progress mein hai.

Agar fail hua hai, 1link wajahen. Paisa app mein hoga.

Agar que mein hai ya progress mein hai, 24 ghanton tak intezaar karein, paisa 24 ghanton ke andar app mein khud ba khud wapas aa jayega.

Agar pura hua hai, account number ko verify karein, agar theek hai to shikaayat ops team - SDRS ko bhejein.

• OTP nahi mila.

Customer ka contact number verify karein, dekhein kya wahi number hai jo hamare system mein upload kiya gaya hai ya alag hai.

Agar alag hai, company POC se poochhein ke data ko update karein.

Agar number kisi aur network par convert hua hai, to 82244 par MNP bhejein aur thoda waqt baad koshish karein.

Agar sab upar ke scenarios mein se koi bhi positive hai, lekin phir bhi OTP nahi mil raha hai, to tech team ko shikaayat bhejein.

• Available Balance Issue (Zyadatar integration clients mein)

Agar calculation mein koi masla hai jaise customer ke mutabiq.

Kripya apne HR se apne salary ko Abhi system mein update karne ke liye kaha jaye. (Jo rozana kiya jata hai)

Calculation mein koi masla ho sakta hai.

• App / SMS ke zariye transaction ka masla.

Dekhein kya organization blackout period mein hai ya nahi?

Transaction ka medium kya hai?

App: Admin portal se organization tab check karein, kya wo company ke dwara resigned ya inactive kiya gaya hai. Ya app ka password galat hone ki wajah se block ho gaya hai.

SMS: 82244 par Hi bhejein. Agar koi masla hai, to tech ko shikaayat karein.

• Login ke masail.

Darakht error kya hai? Kya aap bata sakte hain ya screenshot bhej sakte hain?

Internal server error: Integration mein kuch tabdeeliyan hain. System mein input zaroorat ke mutabiq nahi hai, integration department ko ticket lock karein.

Organizational disabled: Kripya organization POC se rabta karein. Kuch payment ka masla hai, organization Ops department ke zariye inactive hai.

Security wajah se band: Galat password kai baar koshish ki gayi hai.

Jailbreak error: Kuch software/mobile ka masla hai. Device hamari app ka istemal karne ke qabil nahi hai.

App kaam karna band kar diya hai: Android version update nahi hai.

•Admin manzoori (Khatarnaak)

Agar company koi data jaise NIC, salary, account details, ya naye data ko system mein badal deti hai. Tasdeeq ki zaroorat hoti hai.

Ye mamla seedha customer support agent ke zariye handle kiya jayega.