Tapcheck

Frequently Asked Questions

What is Tapcheck?

Tapcheck is a financial wellness benefit that allows employees to access their earnings before payday. Available at no cost to employers, this app-based on-demand pay solution helps relieve the financial stress that many employees experience on a daily basis.

What ADP® product does Tapcheck integrate with?

Tapcheck integrates with RUN Powered by ADP® (RUN).

Why offer on-demand pay?

By giving workers the ability to transfer wages they've earned directly to their bank account or pay card without waiting for payday, Tapcheck eliminates the need for high-interest payday loans or employer-funded cash advances and provides peace of mind that translates to personal wellness and workplace productivity.

Why choose Tapcheck?

Tapcheck's on-demand pay solution improves financial wellness and boosts business productivity — a win-win that benefits employees and employers alike! With no cost for businesses and low fees for employees, Tapcheck gives employers a cost-effective way to extend a financial lifeline to their team members without cutting into their company's bottom line.

What is the cost?

Tapcheck is free for employers. Employees pay a small transfer fee similar to an out-of-network ATM fee.

How much work is this for my team?

Tapcheck integrates seamlessly with existing payroll and HR processes, which means there are no new procedures to follow and no adjustments to be made. After the initial registration, it's business as usual.

How do I get started?

Click the "Contact us" button on our ADP Marketplace listing to get in touch with us and get started. Tapcheck will reach out to assign a client ID, which you can then use to purchase the Tapcheck data connector. From there, implementation is free, easy and fast.

Will there be customer support?

Yes! Tapcheck provides extensive support from start to implementation to employee rollout. Every step in the process is as simple and easy for your team as possible. Tapcheck provides phone, text and email user support to ensure that the entire experience is hands-free for your organization.

How does having on-demand pay improve employee financial responsibility and wellness?

Surveys show that by giving employees access to their wages, an overwhelming majority were able to pay bills on time, avoid late or overdraft fees, budget better, reduce financial stress, and are more motivated to go to work.[1] There is a 70% limit on net earnings in place on Tapcheck as guardrails in the system. An employer may also elect custom limits and monitor employee usage.

What data is shared between Tapcheck and ADP?

Tapcheck takes data privacy very seriously, and limit the information to pay rate, hours worked and the historical pay rate. We only share the relevant information in order to verify employee identity and for earned wages to be accessed.

How does Tapcheck integrate with RUN?

Tapcheck integrates seamlessly with RUN. As new hires are entered or removed in RUN, data is automatically updated on Tapcheck.

How can employees contact Tapcheck customer support?

- Send an email to support@tapcheck.com.
- Chat via the Tapcheck app or website.
- Contact support via phone: 866-697-6016 (Monday-Friday, 7 a.m.-5 p.m. PST)

Is Tapcheck available outside of the United States?

No, currently Tapcheck is available only within the U.S.

About Tapcheck

Tapcheck is a financial wellness benefit that allows employees to access their earnings before payday. Available at no cost to employers, Tapcheck uses an intuitive mobile app to give workers greater control over their finances, which helps reduce their stress at home and increase their productivity at work. And thanks to Tapcheck's seamless integration with ADP, employers who incorporate on-demand earnings into their employee benefits packages find it to be a cost-effective way to distinguish their company from competitors, reduce turnover rates, and provide the financial flexibility that employees want.

Visit ADP Marketplace to learn more about Tapcheck

[1] Source: Survey from BenefitsPro, 8/18/20

The Value of ADP Marketplace

Get everything you need to manage your people better, from hire to retire. Say goodbye to siloed systems, and hello to powerful HR apps all in one place — connected to your ADP solution.

- Easy and secure
- Seamless integration
- Single sign-on

Tapcheck

ADP Marketplace Partner