CloudOne Digital

Frequently Asked Questions (FAQ)
Payroll Schedule Change 2026

Why are we sharing this FAQ?

Beginning January 4, 2026, we will transition from a weekly payroll schedule (with paydays on Thursdays) to a biweekly payroll schedule, with paydays occurring every other Friday.

This FAQ is intended to proactively address your questions about the change like what's happening, why it's happening, and how it may affect you.

We understand that a shift in pay frequency may require some adjustment. Our People Experience (PX) Team is here to support you throughout this transition and ensure you have the information and resources you need.

What exactly is changing?

Starting **January 4, 2026**, we will move from a **weekly payroll schedule** (every Thursday) to a **biweekly payroll schedule** (every other Friday).

Who is affected by this change?

This change applies to **all employees currently paid on a weekly schedule through the Liquid Web payroll system**. This primarily includes US-based employees. If you're unsure whether this affects you, please reach out to your manager or PX.

When will the first biweekly paycheck be issued?

The first biweekly paycheck will be issued on **Friday, January 23, 2026**, and will cover the pay period inclusive of hours worked and overtime from **Sunday, January 4, 2026, through Saturday, January 17, 2026**.

Will there be a gap in pay during the transition?

Yes. Because we are moving from a weekly to a biweekly schedule, there will be a two-week gap between your final weekly paycheck and your first biweekly paycheck. We recommend planning for this in advance. More details about the timing of that transition will be shared closer to the date.

Will I still be paid the same amount overall?

Your annual pay will not change. However, because you'll be paid every two weeks instead of every week, your paycheck will be larger, but you'll receive it less frequently.

How many paychecks will I receive per year?

Under a biweekly schedule, you will receive 26 paychecks per year (compared to 52 under a weekly schedule). The total annual pay remains the same.

How are pay periods structured for biweekly paychecks?

The first payday with the new bi-weekly schedule is Friday, January 23, 2026, you will receive paychecks every other Friday going forward. Each paycheck will cover two weeks of work, with 26 pay periods per year.

Example Pay Period & Payday Schedule:

Pay Period	Payday
Jan 4 – Jan 17, 2026	Jan 23, 2026
Jan 18 – Jan 30, 2026	Feb 6, 2026
Feb 1 – Feb 14, 2026	Feb 20, 2026
Feb 15 – Feb 27, 2026	Mar 6, 2026

Do I have to make changes to my direct deposit setup?

No action is required. Your direct deposit will continue without interruption, and your banking details will remain the same. However, if you have deposits going to multiple accounts, we recommend reviewing your allocation amounts and making any necessary updates.

How can I make changes to my direct deposit or tax withholdings?

You can update your direct deposit information and tax withholdings at any time through the ADP Workforce Now system, using your **ADP Self-Service** portal.

Will this affect overtime or hourly calculations?

No. Overtime and hourly wage calculations will continue to follow all applicable state and federal labor laws. You will be paid for all hours worked, including any eligible overtime, within each biweekly pay period.

Overtime Calculation Reminders:

- Overtime is calculated based on hours actually worked beyond 40 hours in a standard workweek.
- Only time worked counts toward the 40-hour threshold.
- Paid time off, including vacation, sick leave, holidays, and other types of leave, does not count toward overtime calculations.
- Overtime for California employees is calculated daily after every 8 hrs worked in a standard work day.

Even though the pay frequency is changing, your pay will remain accurate and legally compliant.

Will timesheet submission deadlines change?

Yes. Timesheet and approval deadlines will shift slightly to align with the new biweekly schedule. Detailed guidance will be provided in December 2025.

Will this change affect PTO accrual or usage?

PTO accruals for hourly will continue as usual and will not be impacted by the payroll schedule change. Salaries employees will receive their front load of hours at the beginning of the year as usual.

What can I do to prepare for this transition?

We recommend the following steps to prepare:

- Review and adjust your personal budget to reflect the new pay frequency
- Access financial planning tools and webinars available on Spark
- Speak with a financial counselor through our Employee Assistance Program (EAP)
- Reach out to the People Experience team if you have questions or need additional guidance

Why is the company switching to a biweekly schedule?

CloudOne Digital is making this change to:

- Streamline payroll processing
- Align with industry best practices
- Improve overall operational efficiency

What resources are available if I need help adjusting to this change?

We're here to support you. You can access:

- A detailed budgeting guide and planning tools on Spark
- Financial counseling and emotional support through our Employee Assistance Program (EAP)
- Support from your manager or the People Experience team at px@cloudonedigital.com

Will there be reminders or updates before the change happens?

Yes. We will provide regular updates and reminders as we approach January 2026. Keep an eye on Spark, your email, and team meetings for the latest information.

Who can I contact with questions?

If you have any questions or concerns, please contact:

- Your assigned manager
- People Experience Team at px@cloundonedigital.com

CloudOne Digital

New FAQs Added – November 4, 2025

Where can I find the 2026 payroll schedule?

A full-year calendar of pay periods and paydays under the new schedule is available on our company intranet, Spark. You can find the schedule, along with other helpful resources, in the Resources section.

Will the first paycheck of 2026 cover 7 days or 14 days?

The first paycheck of 2026, issued on January 8, 2026, will cover seven (7) days of work:
December 28, 2025 – January 3, 2026.

The first bi-weekly paycheck will be issued on January 23, 2026, covering:
January 4, 2026 – January 17, 2026.

How does the January 2026 paycheck schedule work during the transition?

During the transition to a bi-weekly schedule, the first few paychecks will cover shorter periods. Here's the breakdown:

Pay Period	Pay Date	Notes
Dec 21 – Dec 27, 2025	Jan 2, 2026	One week
Dec 28 – Jan 3, 2026	Jan 8, 2026	One week
Jan 4 – Jan 17, 2026	Jan 23, 2026	First full bi-weekly paycheck
Jan 18 – Jan 30, 2026	Feb 6, 2026	Bi-weekly
Feb 1 – Feb 14, 2026	Feb 20, 2026	Bi-weekly
Feb 15 – Feb 27, 2026	Mar 6, 2026	Bi-weekly

Will my direct deposit information automatically update?

No, direct deposit settings will not update automatically. Please review your direct deposit once the payroll change goes live to ensure your deposits remain accurate.

My 401(k) contribution is a fixed dollar amount. Will it automatically double in 2026, or do I need to adjust it?

We recommend that all employees review their 401(k) contributions once the payroll switch goes live. Contributions will not automatically update, so you may need to adjust your fixed dollar amount to ensure it aligns with your goals under the new bi-weekly schedule.

How will HSA contributions be affected by the new payroll schedule?
During Open Enrollment, you may notice HSA contributions displayed as x26 (bi-weekly) instead of x52 (weekly). The benefits calculator will adjust to reflect the correct contribution amounts based on the new pay frequency. We still recommend checking your contributions once the change goes live.

For hourly employees, will PTO accrue at twice the rate or twice the amount per paycheck under the new schedule?
PTO accrual for hourly employees remains unchanged. PTO is added at the end of each month, so it is not impacted by the payroll schedule change.

What to Expect in Upcoming Communications

In the coming weeks, we will share more detailed information to help you prepare for the transition to a biweekly payroll schedule. Topics will include:

- **Commissions and Bonuses**
  Guidance on how commissions, bonuses, and other variable compensation will be paid or adjusted under the biweekly cycle.
- **Benefits, Taxes, and Deductions**
  An overview of how the new schedule may impact benefit contributions, tax withholdings, and other payroll deductions.
- **Financial Planning Support**
  Additional tools and resources to help with budgeting and support your overall financial well being.