

# On-Demand Pay: Vendor Selection Process.



The process of selecting an on-demand pay provider begins with value alignment between your company and theirs. You'll want to ensure that the provider is equally dedicated to providing the best experience to your employee users, while helping your organization to achieve its goals.

## Internal Alignment

This evaluation process requires a tight collaboration across different departments in your organization, including:



HR



OPERATIONS



PAYROLL



FINANCE



LEGAL

Bringing the teams together early to get buy-in and alignment on the evaluation criteria will help expedite and simplify the process later on.

While the full evaluation questionnaire can vary depending on your company's objectives, the key areas of focus in evaluating a daily pay benefit generally fall into the following four categories:

### VENDOR EXPERIENCE



The vendor of choice should be able to demonstrate:

- » Experience in your industry and regulatory environment
- » Experience working with companies of your size
- » Extensive expertise implementing at scale to set you up for long-term success

### EMPLOYEE EXPERIENCE

The product offerings should be thoughtfully designed to maximize the utility of the on-demand pay benefit, giving your employees full flexibility to make the most of your program.

Key questions to ask to ensure a positive employee experience include:

<p><b>CONTINUOUS COVERAGE</b></p> <p>Can employees use the benefit at any time, any place and as often as they need to use it without restrictions?</p>	<p><b>IMMEDIATE ACCESS</b></p> <p>Can employees access and use the benefit on day 1 of their job, or as soon as they sign up for it?</p>	<p><b>INSTANT TRANSFERS</b></p> <p>Are transfer funds available in the user's account immediately after their request or a time of their choosing?</p>	<p><b>FLEXIBILITY</b></p> <p>Can employees choose to transfer up to 100% of their net income and can they send transfer funds to an account of their choice (bank account, pay card, debit card)?</p>	<p><b>EMPLOYEE SUPPORT</b></p> <p>Does the provider offer live employee phone support and other options (email, chat) for employees to resolve any issues they might have?. If not, how will you cover support internally?</p>
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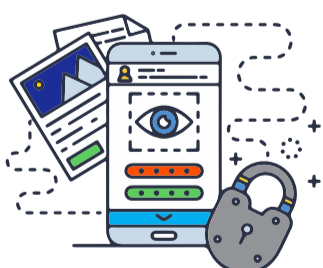
### EMPLOYER EXPERIENCE

The on-demand solution should be thoughtfully designed to be seamless while being fully supported success, require little effort and no risk on the part of the employer.

Key questions to ask in regards to a positive employer experience include the following 4 areas:

<p><b>COMPLIANCE</b></p> <p>Can the program ensure that there is no compliance risk to your company across all 50 states?</p>	<p><b>PAYROLL PROCESSES</b></p> <p>Can the program be implemented in harmony with existing systems, creating minimal disruption to your company's payroll processes?</p>	<p><b>PARTNER SUCCESS</b></p> <p>Is there a dedicated partner success team to ensure on-going support and minimize resources required from your company during and after program launch?</p>	<p><b>INTEGRATION</b></p> <p>Can the program seamlessly compliment your company's existing benefits package, helping you to attract and retain talent?</p>
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### SECURITY & PRIVACY



What security features and protocols does each vendor use to secure employee personal and confidential information?

(See additional information in Module 1 of the DailyPaily On-Demand Pay Educational Series.)

To learn more about on-demand pay, see [The On-Demand Pay Education Series](#) which includes the following:

<p>Understanding On-Demand Pay</p>	<p>The Real Costs of On-Demand Pay Solutions</p>	<p>Implementing and Managing On-Demand Pay Solutions</p>	<p>The Employee Experience: Solution, Rollout, and Support</p>	<p>The On-Demand Pay Scorecard. Are you getting what you signed up for?</p>	<p>The On-Demand Pay RFP</p>	<p>Fostering Diversity, Equity, and Inclusion with On-Demand Pay</p>
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