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PROPAK
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Case Study.

Propak's Payroll Upgrade: DailyPay in Action

Propak is a provider of leading-edge logistics, transportation and supply chain management solutions. Many of their sites rebuild and repair pallets for reuse by major transportation companies and large retailers. Ashley Rice is the Director of Payroll at Propak and has been with the company for 10 years. Propak wasn't happy with the deduction model their previous earned wage access partner was using, and they decided to make the switch to DailyPay.

Here is an inside look into Ashley's experience:

Why Bring On DailyPay?

We operate plants, warehouses and receiving facilities. In all of them, workers are receiving and sorting pallets, rebuilding and repairing pallets, and storing them. These hourly workers are the largest part of our workforce. We know that earned wage access is something good for our workforce, some of whom may be living paycheck to paycheck. That was a big reason we decided an earned wage access program was the right thing to do for our workforce.

I came from the benefits department, and when I moved to payroll we had another earned wage access provider in place. The issue we were seeing with that program was that it was based on the deduction model. The employee would take a transfer, and our previous provider would send us a deduction and deduct the transfer from that employee's paycheck.

However, if we did any kind of pay correction, that provider wouldn't recognize the correction and would deduct those funds again. We'd have to fight our previous provider to get the money back that they'd incorrectly deducted, and it defeated the whole purpose of the program. They didn't have a solution for that, so we started to look around for something that worked better for us.

What stood out to us about DailyPay is that it removed the complication of deductions entirely. Another bonus was how well integrated DailyPay is with ADP, and it took a lot of the work off our plates by resolving the issue of manual check corrections. It was a huge benefit. We'd looked at other alternatives that used the deduction model, and that was still a concern for me. Ultimately, DailyPay was the best choice for us.



Partner: Propak Logistics, LLC

U.S. Headquarters: Fort Smith, Arkansas

Industry: Logistics

Number of Associates: 1,700

Payroll Platform: ADP Workforce Now

Time & Attendance Platform: ADP Essential Time

Paycard Provider: Wisely

What's been your experience with DailyPay?

I was highly involved in the implementation. I have a lot of experience implementing benefits, and the implementation with DailyPay was so easy. We gathered some reports and information, and the integration with ADP was so helpful. Implementation of other benefits can take months, and this was significantly faster and easier.

We run payroll every week for our hourly employees and biweekly for our salaried employees. It's great that DailyPay can accommodate that with different pay groups. For us it was an obvious choice to make DailyPay available for both hourly and salaried employees. It makes it easier when managers sign up so they can better explain it to employees or answer questions employees might have without having to jump straight to calling customer service or payroll.

Our DailyPay team also provides great reporting that gives us insights into program adoption and utilization. We can see employee feedback and understand how employees are using it. With our previous provider, we couldn't even pull our own reporting when we were having issues with check correction – we'd have to request a report every time.

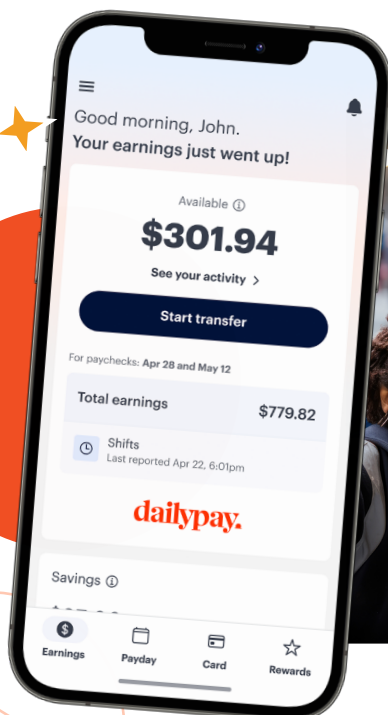
With DailyPay, our adoption rate (about 44%) is also higher than with our previous provider. I think the self-service app helps, and we don't have to handle the onboarding process as manually. New hire enrollment is over 50%, which is excellent.

I also love DailyPay's Cycle product. It has saved us a lot of money. When we had pay corrections or sent off-cycle payments, we would overnight those checks and it could cost anywhere from \$20 to \$60. Now, it's significantly more cost effective and those employees receive those paychecks that day. Our previous provider didn't offer anything like this.

What would you tell other business leaders looking to implement DailyPay?

Things happen in life every day. When you're potentially living paycheck to paycheck, you need a solution for emergencies or accessing funds. With the increase in gas prices and groceries and, generally, just the cost of living, we don't want our employees to struggle. We pay our employees fairly and competitively, but even fair and competitive wages in the current economy can be difficult.

When we select benefits, we have to balance what the business can do with what's best for the employee. It's a process and not something we take lightly. DailyPay has really worked for us.



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