



Case Study

How On-Demand Pay Became a Winning Strategy for Worldwide Flight Services

Worldwide Flight Services (WFS) is a global provider of air cargo logistics and ground handling services for airports across five continents. They were interested in On-Demand Pay, but initially worked with a different provider. After a sub-par experience endangered their reputation with their workforce, they moved to DailyPay to offer the service they knew their employees deserved. We sat down with Athena Sherron, Vice President of HR Administration and Jason Leath, Vice President of Talent Acquisition, to discuss their switch to DailyPay and what their experience has been.

Why did you start offering On-Demand Pay?

Jason: I do quite a lot of work with Athena and her team on payroll and benefits and compensation. We wear a lot of hats, but we're always working together to do everything we can that might make a difference and put us ahead of our competitors vying for the same talent. It's really important to us, and certainly DailyPay was one of those ideas that I was really excited about. I know a lot of other companies offer DailyPay outside of the warehousing and aviation space, but I think some of our competitors at the airport might not. I was really excited when we went down this path.

Athena: On-Demand Pay was my first project when I started at Worldwide Flights Services. It was a project my boss was passionate about because he's seen employees take payday loans and the path that sometimes takes them down. This was his way of empowering our employees without putting them in a bad position. He'd done some research, and initially we started with a competitor to DailyPay.

Why did you switch to DailyPay?

Athena: The competitor we were working with was much smaller than DailyPay. As they gained more clients and grew, they couldn't scale to meet our needs. Our invoicing wasn't getting done, payments weren't posting timely, and employees weren't able to access their funds when they needed or wanted to. Their program used a deduction model, so we'd get a file of deductions for everyone who'd taken a transfer and we'd have to upload it. Once we got the deductions through payroll, they'd invoice our AP department and we'd have to send them the payments.

Some employees were taking transfers more frequently, and with delays and slow payment postings, it caused issues. When employees went to their support team, they were told that WFS had not paid them, and put the blame on us. It caused a huge reputational issue for us. We pride ourselves on taking care of our employees, and this other vendor put that in question.



Partner: Worldwide Flight Services

US Headquarters: Irving, TX

Industry: Air Cargo Logistics & Ground Handling

Number of U.S. Employees: 18,000+

Payroll Platform: SAP Success Factors

Time & Attendance Platform: Attendance on Demand

Jason: We're not only concerned about incoming employees, but existing ones, too. We want to retain everyone we can and keep our workforce happy. This other vendor made it look like we weren't paying our bills and were taking our employees' money. It was a nightmare.

Athena: We have a longstanding relationship with ADP, and they'd always been telling us they had a solution for us, so we decided to take a look. That solution was DailyPay. Because of our ADP relationship, I felt like we could trust that DailyPay would be better.

How does DailyPay compare to your previous vendor?

Athena: Not only is it a better experience for the employees, internally it has freed up resources on our teams that would normally need to work on the administrative task for this benefit. And what company isn't going to be happy when they can say that by moving over to a new program, they've freed up 10% of their finance and payroll team's time? We no longer have to reconcile invoices or process checks, and my team's saving time because we're no longer downloading or uploading files. It's all so much more efficient.

Moving to DailyPay has also removed us from reconciling repayments. The relationship is between the employee and DailyPay, and they take care of everything. WFS is still there owning the program and making sure it's serving our employees' needs, but DailyPay manages all the work. All this extra work for us that rolled out hasn't rolled back in, either.

We also don't really hear about a lot of problems, and in the rare case we have an issue it's addressed quickly. We're in a better place than we were with our previous vendor, ten times over.

Jason: We also get a lot of positive responses from applicants. When they're asking what benefits we offer or how this job is different from other options, accessing their pay on demand is something we can point to immediately as a differentiator. At many airports we operate in, there isn't a lot of wage differentiation. Especially in places with living wage laws, most employers

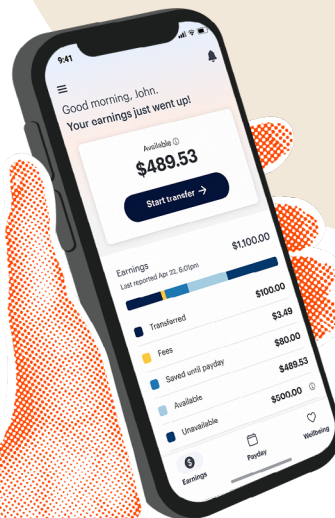
at those locations will be paying roughly the same amount. If you're doing similar work for similar pay with any of the employers at an airport, this is one thing that might stand out as a perk from WFS that makes a difference.

Athena and her team are always evaluating new benefits to bring to our employees, and it shows we're innovative and willing to try new things to support our employees. And we hire around 1,400 to 1,500 employees every month, so this is huge.

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How was the implementation?

Athena: I had concerns going into it, because I knew we had employees who depended on having access to their wages through our previous provider. There couldn't be an interruption. It couldn't fail. DailyPay kept that in mind, and the only thing I would've changed is that we could've done even more internal promotion. And even with that, DailyPay had us covered and was able to send out information.

Of course it's been more efficient for us because we're not processing deductions and reconciling payments anymore. The biggest difference between our implementation with our last vendor and DailyPay was communication. We had a lot of meetings with DailyPay early on, because I wanted to make sure all of our stakeholders were comfortable before any kind of roll-out. We really did a deep dive to make sure we understood the system to make sure we could explain how the process worked. We had a great change management plan in place, supported by DailyPay, so it wasn't all on us. And that was really helpful. Another important piece was the communications during the roll-out to our employees.

What advice would you give someone considering adding DailyPay to their benefit mix?

Athena: Understand the program. As a company pushing out a program, you really need to understand it inside and out. With DailyPay, we're also offering On-Demand Pay to our salaried population, which we didn't have the confidence to do with our previous provider.

Also, utilize your internal teams. Partnering with Jason has been important because he owns the communication piece and there's so much DailyPay offers and to make sure our population knows about it is so important.

Jason: Get your employee messaging down, for sure. Take advantage of your teams and DailyPay to get messaging out about DailyPay in a variety of ways, like email or text messages or whatever you have. Start it sooner than you think, and communicate more than you think. They may get information during onboarding, but they may also forget about it later, so you'll want to continue communicating about the benefit, too.

And there's more to DailyPay! There are financial wellness programs, financial coaching sessions, and credit monitoring. People won't use these programs if they don't know they're available, so make sure they know about them.



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