



Buffalo Wild Wings saves over \$100,000 using pay card program

About Buffalo Wild Wings

Buffalo Wild Wings, Inc. (BWW) is an established and growing owner, operator, and franchisor of restaurants featuring a variety of boldly-flavored, craveable menu items including our Buffalo, New York-style chicken wings spun in any of our 16 signature sauces or 5 signature seasonings. BWW Home Office supports its nearly 500 company-owned restaurants in North America administering its nearly 37,000 team members' pay and benefits.

The Situation

Buffalo Wild Wings, Inc. (BWW) delivers millions of wings to its customers across the country with nearly 500 company-owned restaurants in North America. BWW challenge wasn't just getting the wings out fast, but making sure its nearly 37,000 team members received their pay quickly as well. Thirty-four percent of its workforce was already on direct deposit, but various weather issues had occasionally impacted team members still on paper checks from getting their pay on time.

"We experienced quite a few catastrophic weather issues that prevented us from delivering pay to our team members in a timely manner," said Ruby Olsonoski, Human Resources and Payroll Manager at BWW. "For example, the Nashville flood in 2010, continuous snow storms affecting our locations in Colorado, and the awful winter weather that seemed to sweep through the nation in 2014 and 2015 impacted our pay schedules."

Since the program's inception, BWW has saved more than \$100,000 in processing electronic payments.



The Solution

After researching additional payroll delivery options for almost three years, BWW began working with FSV Payment Systems (FSV) in early 2013. BWW chose FSV because of the easy program implementation and low level of maintenance needed to keep the program running. FSV offers a comprehensive training program on how to use its inventory management system and client portal tools, and fast response times on service requests by a dedicated Client Support Team.

BWW selected a few key restaurant locations at which to test the program. Because of the success it experienced in those pilot areas, BWW rolled out the program to all of its locations at once instead of the traditional phased approach. Brandon Terry, Senior Payroll Analyst at BWW said, "Our restaurant managers were excited to start this program because they knew it would help those team members without a banking relationship get their pay on time and not have to worry about cashing their paychecks. To encourage ePay sign-up, the top ten BWW locations with the most team members signed up for ePay were published weekly in an internal company publication. That created a bit of friendly competition as each location wanted to be recognized for bragging rights!"

Education and Program Implementation

BWW had initially trained all of its managers during the pilot period even if a location wasn't participating in the pilot. It soon realized the need to refresh its managers on training, with the help of FSV's onboarding materials, as the program expanded to all of its locations nationwide. Additionally, FSV offered marketing and training support to BWW by providing each location with employee handouts, brochures and training DVDs that educated the employees on the benefits of the pay card program. Once the program was established, BWW continued to educate the team members on certain features, such as the location of surcharge-free ATMs.

Benefits of the Pay Card Program

Since the program's inception, BWW has saved more than \$100,000 in processing electronic payments. Using the employer tools like FSV Connect, it has been able to easily process off-cycle payments for terminated employees outside of a normal payroll run which helps BWW stay compliant by paying the owed wages in a timely manner. The company plans to continue promoting electronic pay and its pay card program by educating all new hires on the benefits of ePay.

Would you like to exceed your electronic pay goals and drive employee satisfaction at the same time?

Contact FSV at 800.881.1945, visit www.fsvps.com or email sales@fsvps.com.