

KFC improves direct deposit percentage by adding PaychekPLUS! payroll cards

A Golden Opportunity

Residing amongst the metropolitan city of Southfield, Michigan - most commonly known to the locals as the 'Golden Triangle' - is the home of one of the largest Kentucky Fried Chicken (KFC) franchises in Michigan, The Vangeloff Management Group.

Vangeloff Management operates a total of 19 restaurants in three counties with more than 450 active employees. The company not only strives to make a difference in the dining experience of the clientele they engage on a daily basis, but also to further enhance the lives of the employees who proudly represent their company and the brand. Deciding it was time to make an organizational change that would have a profound impact on their employee's pay day experience' Vangeloff Management began their search for a pay card vendor.

About Vangeloff Management

One of the largest KFC Franchises in Southfield, Michigan, Vangeloff Management was established more than 40 years ago. They currently operate 19 restaurants located throughout Macomb, Oakland, and Wayne counties. KFC has a long tradition of serving quality food with friendly, personalized service.

“We wanted to make the process more convenient for our employees without the hassle of actually having them come in to get their paycheck and then having the expense to pay to cash their check. Just didn't seem right for them to pay to get their hard earned money.”

- Abby Vang, Accounting Supervisor, Vangeloff Management



A Profound Impact

After many of months of researching and assessing other vendors, Vangeloff Management chose FSV Payment Systems as their pay card provider of choice. **By choosing FSV, they are now able to provide a quick, convenient, and simplistic method for the employees to receive their pay**, which fits perfectly into the KFC franchise's onboarding system.

“Before the pay card implementation, we distributed around 140 checks bi-weekly,” said Abby Vang, accounting supervisor at Vangeloff Management. “We wanted to make the process more convenient for our employees without the hassle of actually having

them come in to get their paycheck and then having the expense to pay to cash their check. Just didn't seem right for them to pay to get their hard earned money.”

Several contributing factors led to the selection of FSV, including the ability to direct ship all card packet and marketing materials to each of its 19 individual restaurant locations. Additionally, from Vang's point of view, the continuous support and tools FSV provided to manage the program from day one was invaluable.

With growing excitement fueled by confidence in the system, the KFC franchise elected to conduct a mass roll-out to all 19 locations at one time. **Vangeloff Management had 43% of their checked employees elect to change to some form of direct deposit, including pay cards, which the franchise attributed to FSV's 'Pay Card Adoption Best Practices' strategy.** This alone launched their direct deposit from 68% to 82% overall participation. Such notable growth was achieved in the state of Michigan, which at the time still required that the employer provide a paper check option to each employee.

Keys to Program Success

- FSV's education, support and communication throughout the onboarding process enables the client to reach their direct deposit goals.
- Pay cards allow our employees to have immediate access to their funds without having to pay to cash their paycheck.
- Back office productivity increases due to reduction in the processing 'stop payments' on lost checks and issuing replacement checks.

An Easy Implementation

FSV's education, support, and communication were essential to reaching the client's implementation goals. FSV walked Vangeloff Management through the onboarding process and transition of incorporating the pay card as an ancillary to direct deposit.

Through the use of comprehensive webinar training sessions, marketing collateral review, and compliance guidance, FSV ensured that the payroll teams and personnel were properly trained and educated on all components, including the features and functionality of the pay card itself.

"We encouraged each of the managers to adopt the program with repetition training and word of mouth," said Vang. "Honestly, it was very easy to implement, as the employees could see the benefits and convenience of the pay card."

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A Positive Program

Since the implementation of pay cards, the bank fees charged to Vangeloff Management have drastically reduced due to fewer employees reporting lost checks. "The office staff continues to increase their productivity because they don't have to spend their time processing 'stop payments' on lost checks and manually issuing a replacement check," said Vang. **"Employees are receiving their pay in a timely manner and happy employees equal a positive bottom line. The knowledgeable support team at FSV, convenient reorder of inventory card stock process and the quick card replacement for employees are priceless."**



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