NATPAY

Case Study:
Family Dollar Chooses NatPay
Online Paperless Solutions for a Green Pay Day

Headquartered in Matthews, NC, Family Dollar Stores, Inc. operates a chain of more than 6,600 self-service discount retail stores in the United States. The company offers consumables, including household chemicals, paper products, candy, snacks and other food, health and beauty aids, hardware and automotive supplies, pet food, and home products.

In an effort to reduce G&A costs, Family Dollar targeted payroll. "We were challenged with controlling our payroll processing and distribution costs. Our paper-based process of printing and distributing checks to all of our locations was extremely manual and very expensive," remarked Chad Clayton, Divisional Vice President for Family Dollar. "We were searching for a business partner who provided an online pay statement and W-2 solution that was cost effective, flexible and most importantly easy to use."

Family Dollar was searching for a company that would not have difficulties handling their volume. Adequate security and the ability to do single sign-on from their employee intranet were important factors for the nationwide retailer. "Our RFP process was comprehensive evaluating many aspects of potential business partners in this space such as accessibility, technology, training, support, integration, administration, implementation, and costs," remarked Clayton.

Family Dollar chose NatPay's Doculivery online document solutions for several reasons. "Regarding ease of use and functionality – NatPay's solution presented all the desired functionality in a way that was clear, simple, and easy-to-use," stated Clayton.

"NatPay understands that humanizing the employee experience is the most critical factor in a successful rollout for online paperless payroll. It is the result that all large employers are searching for when selecting an online document management solution", said Jim Hagen, VP of Sales for NatPay.

With industry standard integration times usually around 18-26 weeks, the transition was fully completed in less than two months. The initial rollout started with the home office, test stores, distribution centers and finally to all stores in 44 states. The level of customization and ease of integration provided Family Dollar with a solution that exceeded initial expectations and demands. "Not only were we able to accept their standard file output, but we did things they requested that they didn't think were even possible. Everything Family Dollar had requested of our programming team we were able to do," stated Hagen. Doculivery adapts to the way businesses work creating a seamless solution for every company looking for online statement solutions. "NatPay's solution was flexible and could be configured to meet our specific needs," said Clayton. "NatPay was able to accept our standard file output and map into their solution with minimal internal IT involvement."

Family Dollar's challenge to reduce G&A costs was successfully accomplished with Doculivery's online document solution. "The combination of rolling out electronic pay and implementing NatPay 's online pay statement and W-2 solution has enabled us to completely eliminate paper and significantly reduce our payroll processing costs", stated Clayton.

"The success of completing this nationwide conversion for one of the nation's leading retailers was a partnership effort with support from Family Dollar's dedicated implementation team. Not only is Family Dollar saving a lot of trees by this green effort, but it is realizing significant cost savings," remarked Hagen.

"The implementation of NatPay 's solution was a tremendous WIN for our organization. It was fast and easy requiring minimal change management and training efforts. Most importantly, the solution was well received by the users", remarked Clayton. "The users specifically enjoy the history and integration of pay statements and W-2's online, the easy of use, the variety of delivery options and multiple methods of access."