

Case Study: Apple Vacations



Apple Vacations sells sun and ski travel packages to individual travelers and tour groups throughout the United States. The 1,800-employee, Pennsylvania-based company has become one of the top providers of packaged vacations and tours to the premier sun resorts of Mexico and the islands of the Caribbean, as well as the top ski resorts in North America.

In addition to staffing three reservation centers, Apple Vacations supports a nationwide network of sales representatives and operates an airline that offers both scheduled and charter flights from U.S. cities to popular vacation spots.

“Our payrolls are much more complicated than most companies with 1,800 employees,” explained Mark Rippel, Apple Vacations’ manager of human resources. “We collect and calculate hours not only based upon different pay rates, but also some very complex, industry-specific work rules plus the regulations of multiple tax jurisdictions. That’s why we needed ADP.”

ADP Delivers a Flexible Solution for Complex Time and Labor Management Needs

“When you have employees all across the country, the process of collecting, managing and recording hours worked can get complicated in a hurry,” Rippel said. The good news for Apple Vacations is that about 70% of its workforce enters time on a conventional time clock.

Apple Vacations Controls Labor Costs With ADP Solutions That Never Take a Vacation

Challenges

- Gain better control over labor costs
- Deploy a time and labor management solution that seamlessly integrates with payroll
- Consolidate the time collection and payroll services provided by multiple vendors into a single-source solution
- Implement a time and labor management solution that offers multiple ways to accurately collect, record, and calculate employee time
- Manage the complexities of specific industry and multi-jurisdictional rules

Solution

- ADP’s PC/Payroll for Windows
- ADP’s Enterprise eTIME®

“We wanted uniformity – a system we could use across the entire country... ADP gives you an immediate comfort level because ADP is all about service... Nothing out there compares to ADP when it comes to quality of service, dedication, and attention to detail...”

Mark Rippel,
Manager, Human Resources
Apple Vacations

The bad news is the remaining 30% of its employees operate in what most might call “extraordinary” work environments:

- **Reservation centers – Employee time is collected by logging on and off the telephone reservation system, not a time clock.**
- **The company airline – Time is recorded mainly via computer, and the collection system has to classify time according to rules specifically established for airline workers, such as pilots and flight attendants.**
- **California – Employees in California, among other things, receive overtime for time worked on any given day that exceeds eight hours of work, not for time worked in excess of 40 hours in a given week, like most of the rest of the country.**

“Besides all the variables we had to deal with during any given pay cycle, we were using two different payroll service vendors and a time clock company to get our payroll done,” Rippel said. “Service was an issue, too. When you call a vendor and their global support people ask you what system you’re on, that means they don’t know you and your company. It also means it’s time to change vendors. So we went to ADP.”

Apple Vacations chose ADP’s PC/Payroll for Windows for payroll and Enterprise eTIME® solution, for time and labor management. As Rippel explained, “We wanted uniformity – a system we could use across the entire country. Enterprise eTIME provides flexibility, assures accuracy and accommodates all of our pay peculiarities.”

Why ADP?

“Before ADP, we were in what I call ‘the Dark Ages,’” Rippel said. “Independent of service problems, the two payroll systems we were using weren’t even integrated with each other, let alone our other business applications. With ADP PC/Payroll and Enterprise eTIME, we have a single, consistent, integrated solution.”

Employee time is efficiently collected using multiple collection devices, recorded and made available for supervisors’ review before a payroll is processed. “Our employees approve their own timecards before their managers approve them,” Rippel said. “It lets us show our employees that they have some power over their own paycheck. We couldn’t do this without the flexibility of ADP’s solution.”

Benefits to management are significant. “Enterprise eTIME lets us spot administrative issues that might affect our business,” he emphasized. “We can create reports that tell us when our people are reporting for work, when they are clocking out, how much overtime we’re incurring – and much more.” Additionally, the information is a source of factual input for employee reviews and enables company managers to better monitor and manage department labor costs.

How ADP Solutions Help Improve the Bottom Line

“The accuracy of Enterprise eTIME and the high level of ADP service are two key strengths of the ADP solution,” Rippel said. “You also can’t overlook how fast ADP got us started with Enterprise eTIME. Our entire conversion process took all of two days. It’s amazing.”

In addition, the rapid conversion put Apple Vacations on a fast track to incremental savings. As Rippel put it, “You save money when you can spot an attendance problem faster. You save money when your staff doesn’t have to spend time on the phone with employees to correct pay errors. You save money when management can correct a payroll. You save money when you can write reports that help you manage your employees and your business better.”

Increased productivity made possible by ADP solutions clearly enables Apple Vacations’ two HR staff members in charge of payroll to spend less time with repetitive payroll activities – like responding to calls about how many vacation days you have left or when your anniversary date is. “Now our employees can go online and verify that kind of information for themselves,” Rippel said.

ADP Service “Wows” Apple Vacations

“ADP gives you an immediate comfort level, because ADP is all about service,” Rippel said. “When you call them, they know who you are, which of their services you are using, and are ready to help you get the answers you need. The overall efficiency gained in collecting, managing, and recording employee time each pay period is remarkable.”

“Nothing out there compares to ADP when it comes to quality of service, dedication, and attention to detail. Their service continues to wow me!” he concluded.