



Business Impact

- Improve Tax & Regulatory Compliance

"Let's start with payroll. Any owner in this business [fast-food restaurants] will tell you time is money. Before ADP, it took me six hours to do payroll. With ADP it usually takes me about an hour and a half."

J. DeCarrier
Restaurant Franchise
Owner/Operator
Solano DeCarrier Management, Inc.

Solano DeCarrier Hospitality Trusts ADP for Tax Compliance and Tax Savings

Company Background

Solano DeCarrier Management, Inc. owns and operates two nationally recognized fast-food brand restaurants in Milwaukee, Wisconsin. Combined headcount averages 90 employees, most of whom are part-time and paid biweekly. The owner/operators, John and Carmen DeCarrier, have over 40 years of experience with one of the world's largest fast-food retailers and now own their own business.

The Challenge: Reduce Tax Risks and Costs, While Also Reducing Administrative Time

When John DeCarrier became a restaurant franchise owner/operator in 2002, he initially outsourced payroll processing and tax filing to a national competitor of ADP. The arrangement, which required DeCarrier to phone and fax pay information to a processing center, was marred by chronic service difficulties, including some incorrect quarterly tax filings that incurred financial penalties. The experience prompted DeCarrier to consider another solution. So he contacted ADP.

The Solution: Compliance and Payroll Related Services from ADP

For hospitality and service enterprises with limited administrative resources and all the complexities of a large, high turnover workforce like Solano DeCarrier, tax and compliance obligations bring real risk and real administrative headaches. Solving the compliance and tax payment challenges of the relevant agencies is a real business priority:

Guarantee accuracy and timeliness of tax payments and compliance liabilities:

For the last 55 years ADP has helped companies mitigate their compliance risks. ADP's Tax and Compliance services help assure companies that their operations are in compliance with regulatory and tax codes, while decreasing the administrative burden.

Identify and administer tax savings opportunities:

ADP's Tax Credit Service proactively obtains and maximizes tax credit and incentive opportunities for clients. ADP helps companies save tax dollars with Federal Empowerment Zone and Renewal Community Credits (EZ/RC), Work Opportunity Tax Credits (WOTC), Welfare-to-Work Tax Credits (WTTW), and state tax credits, among others.

Reduce administrative time spent on Payroll, HR, Expenses and Time Management:

ADP's industry-leading Payroll Management, HR and Benefits Administration solutions help companies gain greater control and reduce indirect costs and time spent for payroll and HR-related processes by as much as 50%. *

* ADP PricewaterhouseCoopers Study, 2004.



The business
behind business®

Real Success

ADP Delivers Results and Added Performance Benefits

"There are over 2,500 owner/operators like me throughout our restaurant system in this country," says DeCarrier, "and every one of us has a different way of looking at the business. Your very first tendency is to keep expense levels as low as possible, no matter what. One way to achieve that goal is to outsource to the right provider who can do something more effectively than you can on your own – and save you money in the process. A case in point: You don't always save money by doing your own payroll and tax filing. All you're doing is shouldering more liability."

Reduced Administrative Time and Assured Compliance

"I get all the reports that I need, when I want them. They file my payroll taxes, handle my unemployment cost management and provide wage garnishment processing. They also have a new service that does all the screening, paperwork and follow-up on available job tax credits for my business," DeCarrier notes.

ADP offers comprehensive solutions that enable business owners to focus on the productivity and profits of their business. Solutions making a complete Tax and Administrative service program include ADP's industry-leading:

- **Internet-based Payroll Solutions** for mid-sized companies.
- **Integrated Tax Filing Services**, combining payroll tax filing and unemployment cost management service to lower payroll-related tax administration risks.
- **Wage Garnishment Processing Services** that efficiently calculate, process and pay wage garnishments.

ADP's Tax Credit Services proactively maximize tax credit incentives for clients by identifying and promptly filing and managing applications for a range of Federal and State employment tax credit programs.

Easy Start-up, Perfect Service

"As a new owner, I know two things – ADP and what I had before ADP," recalls DeCarrier. "I can tell you this. ADP's platform is easy to learn. Their products are easy to use. Everything about them is user-friendly. Their customer service is outstanding."

"Going with ADP is just a really good business decision. I feel like ADP is totally connected with the needs of my organization," says DeCarrier, who adds that he believes he receives more from his relationship with ADP than just the tangible benefits of accurate, on-time payrolls and record keeping that complies with the most current applicable laws and regulations. "I come away from each day with a certain peace of mind because I'm confident that ADP is always there working for me and my business."

Extraordinary Service That Works

"One time when I was away, my secretary did the payroll and for whatever reason it didn't transmit correctly," recounts DeCarrier. "Friday was payday and on Thursday we realized there was a problem. I contacted ADP and explained the situation – my people really needed their checks on time. At 7:30 the next morning the checks arrived."

DeCarrier concludes, "From personal experience, if you need something, you call ADP and it gets done."

About ADP

ADP has more than 50 years of experience providing employers with business solutions such as Payroll, HR and Benefits Administration. ADP solutions focus on making businesses more productive by reducing costs, increasing productivity and, most importantly, standing ready to grow with your business. With the widest range of powerful, cost-effective solutions, only ADP can offer your business the flexibility it demands to grow and prosper – whether you have one employee or hundreds of thousands. And you can count on ADP for unparalleled compliance support and the most qualified and accessible customer service in our industry.

ADP's Major Accounts Division was created to address the unique business needs of mid-sized companies. We offer accurate, convenient and reliable solutions that can help you to:

- **Control Benefits Costs**
- **Improve Employee Retention**
- **Reduce Labor Costs**
- **Improve Tax and Regulatory Compliance**

ADP. The business behind business.



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