

## American Mailers' Time Collection and Payroll Needs are Directly Fulfilled by Solutions from ADP

### Company Background

American Mailers was started in 1995 in a 15,000-square-foot building in Elk Grove, IL. By 1999, the business had grown into a 160,000-square-foot facility in Naperville, IL. A year later, American Mailers acquired a fulfillment company in Louisville, KY and named it aNETorder, creating one of the largest full-service direct mail and fulfillment companies in the United States. American Mailers has 250 employees.

### The Challenge – Reduce Direct Labor Expenses Time Theft and Avoidable Overtime Were Impacting Profits

“We faced a big challenge in accurately tracking our employees’ time due to the card-swiping system we were using,” explains Eileen Reiter, American Mailers’ HR Manager. “We found that buddy-punching was occurring – this is where employees would swipe in, leave to go to another job, and then have a co-worker swipe them out at the end of the shift. Tracking down accurate hours for our employees had definitely become an extremely time-consuming process.”

### The Challenge – Improve Employee Satisfaction Payroll Accuracy Had Become an Issue

Shift changes and the inadequacy of time collection methods were producing incorrect payrolls. This placed employee satisfaction on a slippery slope. Incorrect paychecks caused some workers to become discontented and leave the company, forcing management to focus scarce resources on solving a turnover problem. “No sooner would we get somebody trained, they would quit, and then their friends would quit, and we’d have to hire and train new workers to replace them,” notes Reiter.

### The Solution – ADP’s Payroll and Time & Labor Management Solutions

American Mailers selected ADP’s payroll and time and labor management solutions to quickly and efficiently put employee satisfaction back on track and to reduce direct labor costs in the process. Replacing the existing card-swipe system with a biometric hand punch eliminated the widespread problem of buddy-punching. Not only was the time collection more accurate, so was the interface with payroll. Suddenly, reconciling payroll turned from an onerous chore into an easy task.

“We spend more time with our employees now, instead of working on payroll,” says Reiter. “Our supervisors and managers can devote more time to being on the floor training and helping their people instead of handling administrative issues.” In addition to producing more accurate payrolls, which contribute to improved employee satisfaction and retention, ADP’s time collection and payroll solutions are helping American Mailers to plan their labor needs, reducing their highest controllable cost – labor. Company managers can access key information and format it to meet specific needs, such as scheduling and controlling avoidable overtime, using the ReportSmith report creation tool.

ADP’s leading payroll and related solutions lessen the amount of time that employers spend on repetitive tasks, adding a whole new efficiency to the accuracy and flow of payroll administration:



“Accurate time collection and payroll solutions from ADP have assisted us in becoming a better employer.”

Eileen Reiter, HR Manager  
American Mailers  
Naperville, Illinois



## 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**
- **Tax and Regulatory Compliance**

**ADP.** The business behind business.

**Reduce time theft:** According to industry standards, most companies are losing five minutes per day per employee to time theft techniques like buddy-punching. ADP provides automated time and attendance systems that utilize software tools, biometric clocking and other technologies to help you gain greater control over employee attendance. In a 200-employee company, regaining five minutes per day per employee can add up to approximately \$40,000 in savings per year.

**Reduce avoidable overtime:** An ADP Web-based time and attendance system gives you greater control over your labor costs. With real-time access to up-to-the-minute labor reports, you can identify employees who are approaching their maximum hours, and adjust scheduling and staff coverage to avoid overtime. Some companies have reduced their overtime costs by as much as 60% with ADP's help.

**Reduce administrative hours associated with time and labor management:** ADP time and labor management solutions allow you to apply policies and create work rules so that you only need to spend time on employee time collection when there is an exception to your work rule that requires attention or editing. The information is collected electronically so you can effectively manage the data.

**Ensure fair and consistent application of company policies:** ADP helps apply company policies in a fair and consistent manner, as well as identify noncompliance – ensuring all employees are treated equitably and by the rules. This helps avoid some traditional morale and satisfaction problems.

## Real Success Satisfied Employees and Staff

“The important thing for our employees and our business is that people should get paid correctly,” says Reiter. “When they are not paid correctly, they aren't happy and become dissatisfied with the workplace. To grow the organization, we need to have people that want to come to work for us, that will stay with us. Accurate time collection and payroll solutions from ADP have assisted us in becoming a better employer.”

ADP's solutions have improved the satisfaction in the HR department as well. “We love ADP's customer service, the constant development of new technology that helps in the workplace, and the new ways that ADP assists Human Resources in saving time,” adds Reiter. “Reporting of benefits and reconciling invoices has become a snap.”

## Return on Investment

“From a time-saved perspective, by putting in the hand punch system we've saved as much as 14-16 hours per week in supervisory time just to check on 'missing time' – when people left the job,” notes Reiter. “While we haven't quantified a return on investment, the perception is we are saving several thousand dollars per payroll because we eliminated buddy-punching and the card- swipe system that made it such an easy practice.”



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