



Cookie Cutters

Switching to a Payroll Partner Worthy of a Referral

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In 2015, when Alexis Courtney and her husband, Neal, took ownership of Cookie Cutters, a thriving chain of child hair salons, they began getting unexpected requests from franchisees. “The original franchisor let everyone look locally for anything from payroll to accountants to lawyers to merchant services,” Neal said. “But many of our franchisees were starting to ask for referrals about who we think is best to work with.”

But Courtney wasn’t about to recommend her payroll provider to anyone. “I was doing payroll through a payroll provider, and we were consistently having problems with taxes and things being filed incorrectly,” she said. “Just silly things that were exhausting. I was tired of getting paperwork from the federal government about my taxes.”

“We feel really good about ADP”

Courtney sought recommendations from other business owners, and soon signed on with ADP®. “It’s been much easier,” she said. The letters from the IRS have stopped, and the payroll process is streamlined. “And now, when people ask us who we use, we’re happy to tell them that it’s ADP.”

“I feel like they’ve taken really good care of us, and it’s easy to call and ask questions and get things resolved,” she continued. “And my franchisees feel confident that they have an HR person to talk to if they need one.”

“We feel really good about ADP.”



Company Vitals

- Name:** Cookie Cutters
- Industry:** Hair Salon
- Established:** 1994
- Owner:** Alexis and Neal Courtney
- Employees:** 8
- Locations:** 70 Franchises
- Headquarters:** Salt Lake City, Utah
- Website:** Haircutsarefun.com
- Business challenge:** A previous payroll provider was making too many payroll mistakes.
- How ADP Helped:** RUN Powered by ADP® streamlined the payroll process and eliminated IRS notices.

