



Reliable technology and service for accurate WOTC screening

Integrated with



Quick facts

 **Name:** Restaurant Management Company

 **Industry:** Restaurant

 **Employees:** 3,500

 **Headquarters:** Wichita, Kansas

 **Product:** ADP SmartCompliance® Tax Credits

Restaurant Management Company is a restaurant franchisee, headquartered in Wichita, Kansas, operating 135 stores across several states, including Texas, Oklahoma, Montana, Wyoming and Louisiana.

Debbie Pagano, the office manager and head of the company's Work Opportunity Tax Credit (WOTC) program, oversees the day to day WOTC screening and compliance for all of Restaurant Management Company's locations.

When Debbie noticed the company's current vendor was not helping them reap the full benefits of the WOTC program, she decided to turn to ADP for tax credit screening help. We recently spoke to Debbie about her experience. Here's what she had to say:

The limits of other vendors

In the beginning, we were using another vendor to handle our WOTC program, including applicant screening. We weren't overly involved in the process, and to be honest, we just let the vendor run it. I started helping with our WOTC program and as I began tearing apart the reports and understanding the program more, I realized we needed more documentation and information to obtain better results. I soon discovered it was going to be a lot of work. There was a lot to track down.

Not only was I trying to understand the previous vendor's WOTC process, but I also had to hold them accountable for what they were providing us. It just seemed like we were not getting the tools and results that we should have, and we knew there had to be something better out there.

On compliance complexities

The compliance around WOTC was just a whole other layer of this onion for me to peel off. You've got to understand what you're doing. You do need to empower yourself with knowledge. It's been great transitioning to ADP and being on ADP's Client Advisory Board has given me a whole new level of understanding. My onion's getting smaller because I'm just peeling back all these layers and gaining more knowledge by having great people to network with. I am constantly learning.

ADP's day-to-day impact

Not having to track down WOTC supporting documents has been hugely impactful and the applicant e-signature is just the best thing. It was challenging to complete





Now I can focus my energy on making sure our stores are WOTC compliant and that we are properly screening as many candidates as possible, which is what I like to do best and what I feel benefits our company the most. If we're only screening 60 percent of our applicants, then that's a lot of potential dollars lost for our company.

Debbie Pagano
Office Manager and
WOTC Coordinator

the WOTC process within the 28-day time frame. Following up and collecting all that information and documentation was never ending. Your to-do list just kept growing.

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Seeing a difference with technology

I always say that web-based screening is a miraculous thing. You're simply putting an applicant in front of a web-based program, they're clicking an answer and then they are done. I know that I've saved our managers time and the electronic signature is there making things run so much more smoothly. When all the pieces of the puzzle work — wham! There's our tax credit! Switching to ADP SmartCompliance and using web-based screening paired with the electronic signature has made all the difference. All three of those pieces have been a very big, positive asset to what I'm doing to manage our WOTC program.

On remarkable service

I just can't say enough nice things about my account manager, Bill. We work so well together. I know he listens to me. I know even if he can't give me an answer right then and there, he will take it and come back to me with an answer. There's empowerment in knowing that I have what I need to get this done. If I have an issue or if I get stuck, I have someone in my corner to help.

Advice for others looking to outsource their WOTC screening

Definitely look into ADP. We were so set in our ways, but once ADP came in and did their presentation, we decided it was time to move forward. It has more than paid off for us, especially with the technology and service ADP SmartCompliance provides. We have the data, the reports, the e-signature functionality, and a team of people to help with every step of the WOTC process from the minute an applicant is interviewed, to the minute we get the certification back from the state. You will see results. You will absolutely see results.

#workingfor:

I am definitely working for more results. I want to increase our screening compliance. I want to see those tax credits grow.

About ADP SmartCompliance

ADP SmartCompliance is a cloud-based platform of outsourced services that integrates with many leading payroll, HR and financial systems to help you maintain HCM-related compliance, mitigate risk associated with noncompliance, improve efficiencies and drive operational growth. Its unified capabilities can help handle your health care, employment tax, tax credits, wage payments, employment verification, unemployment claims, W-2 management and wage garnishments needs. Your information is organized in one place to be concise and actionable.

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