




Amazon success stories: "Why I switched from Paycom to ADP"


Meet the DSPs


 **Tina Kehagias**
Owner

 **Tina Porter**
Operations Fleet Manager

 **Company:**
BTK Rush

 **Company:**
Venus Logistics

 **Headquarters:**
Chicago, Illinois

 **Headquarters:**
Shawnee, Kansas

Running an Amazon DSP isn't easy. Tina Kehagias (BTK Rush, Chicago, Illinois) and Tina Porter (Venus Logistics, Shawnee, Kansas) work hard to onboard drivers, manage deliveries and keep an accurate record of it all. **Read why they switched from Paycom to ADP for flexible, comprehensive and user-friendly payroll and HR software.**

Why did you initially choose Paycom?

Kehagias: We initially went with Paycom for the functionality of their cell phone app and their scheduling tool. However, we didn't know our drivers couldn't be a user in the system until they submit all their information perfectly, and if it was not correct, I was not alerted. There were some drivers who did it properly, but there were about 40 percent I had to follow up and chase at the end to get it done. The hiring process was just really time consuming, not intuitive.

Porter: We went with Paycom initially because they said our drivers could send a simple request to clock in or out and have it approved. But the calculations are done manually by a person, not computerized. Until we actually submitted payroll, we had no idea what we were paying an employee. A single human error in Paycom once took me two weeks to fix.

Why did you leave Paycom?

Kehagias: Paycom didn't work the way we needed it to. Paycom's customer service is only open weekdays. And their support staff is supposed to be able to help you with one phone call. I was never able to get help in one phone call. I'd keep calling, there was no sense of urgency. And then there is no follow up — I had to chase them to follow up!

Porter: With Paycom, employees can clock in before their actual shift, and let's face it, people will try to do that. And Paycom doesn't have the reports that ADP has. Paycom is a nightmare for DSPs. They promise you things, but make it so much more difficult.

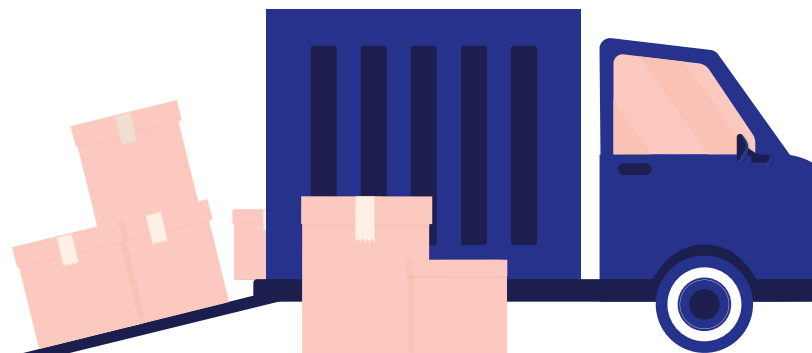
What is better now that you switched to ADP?

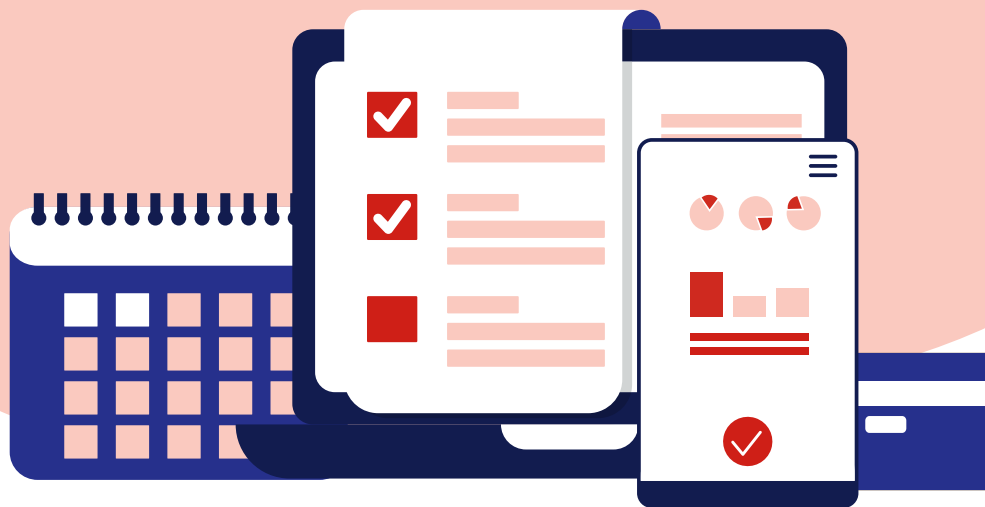
Kehagias: ADP makes it a lot easier to create customized reports when I need to put data together. I print out reports every day to keep my eye on daily overtime hours, and that really is a dollar savings on the administrative side. ADP gives me a bird's eye view of what's going to come out of our bank account, a summary of our overtime, PTO, sick time, everything.

And with ADP, I can geocode within blocks of our warehouse for clocking in and out.

Overall, the ADP solution has all the parts our business needs, from time cards to scheduling and DSP support. Recent ADP technology upgrades are big for us. With ADP, it's just really simple.

Porter: We're grateful for ADP's dedicated Amazon support team, available 24/7/365. They understand the needs of the DSPs. They don't make me feel like ADP is as big as it is. I applaud ADP for making me feel like it's a small business just like us. I would be really stressed out right now if Paycom was my only solution to handle my workforce. ADP does an outstanding job. Compared to Paycom, ADP is a dream.





ADP vs. Paycom

Services	ADP	paycom®
Single database	✓	✓
Easy timecard approval	✓	✓
Digital onboarding	✓	✓
Intelligent scheduling tools	✓	✓
24/7 dedicated DSP service line	✓	✗
Red flag report alerting you to Amazon out of compliance incidents before they happen	✓	✗
Marketplace with pre-integrating apps	✓	✗
DSP referral program	✓	✗
Touchless Kiosk integrated with tablets and Amazon Rabbit devices	✓	✗

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Working with the Amazon employees and my drivers has given me a different purpose. Being able, through COVID, to give them a full-time salary knowing that they're able to support their families is really something I'm proud of. I've had so many drivers thank me for keeping them employed. They've never been in a job before where they've seen their paychecks this large. It feels good to be part of Amazon's family and to be able to do that for so many people. I hope I can do it for a long time.

Tina Kehagias
Owner, BTK Rush

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I work for my family. I take care of my 82-year-old father. I'm Native American and we take care of our elders. I try to make sure that my blessings are passed down to my children. We believe in order to receive blessing, you must give blessing.

Tina Porter
Operations Fleet Manager,
Venus Logistics

