A single platform driving payroll, scheduling and reporting

Managing over 30 routes that each deliver 300 packages to 196 stops daily, Tina Porter, operations fleet manager, doesn't have time for complicated payroll systems.
Read about her experience with Paycom and why integrated payroll, scheduling and reporting tools drove her to ADP.

Being an Amazon DSP during COVID-19

Our peak season is typically October through December, when people are shopping for the holidays, but because of COVID, our peak hasn't let up. We used to have 150 packages in 120 stops, but we're double that now.

Drivers are working up to 10-hour days. If they forgot to pack a lunch, they don't have time to drive to get food, but when someone leaves snacks and bottles of water on their front porch, it changes my driver's whole day. They take pictures of it. They post it on our group chat and say, "Look, I got a treat today!" When they're thought of, they think of others the same way. It's a domino effect.

The Paycom experience

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.

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's customer service is only open weekdays. There's no way we can run a nine-to-five business and give employees the answers they want right away. With Paycom, you have to go through a receptionist and if your account person isn't available, then you have to work with someone else.

Paycom is a nightmare for DSPs. They promise you things but make it so much more difficult.

The ADP difference

Compared to Paycom, ADP is a dream. I can get payroll done in four hours with ADP, compared to two days' worth of work with Paycom.

ADP's time clock is simple. There is one screen to clock in and out and log meals. With the ADP My Team Dashboard, I have at-a-glance graphs to see who is clocked in and who isn't; who is about to hit overtime (OT), how many time-off requests or missed punches I have or don't have. I can set time constraints and geocodes for clocking in and out. The My Team Dashboard is my lifeline.

And I'm 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.

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	✓	✗

#Workingfor

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 to receive blessing, you must give blessing.

ADP
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