



# An ADP® veteran tackles payroll taxes with ease

## Quick facts

 **Name:** American Capital Group


 **Payroll system:** ADP Workforce Now®


 **Industry:** Real Estate Development/Property Management

 **Established:** 1986

 **Employees:** 185

 **Locations:** 22

 **Headquarters:** Bellevue, Washington

 **Product:** ADP SmartCompliance® Employment Tax

Learn more about American Capital Group at [acg.com](https://www.acg.com)

American Capital Group (ACG) is a full-service real estate company focusing on designing, developing, constructing, acquiring and managing multifamily real estate. Reanna Ricks, Payroll Manager, who has been with ACG for six years, is responsible for payroll, benefits, 401(k) and Workers' Compensation for ACG's 185 employees.

## Business challenges

- Processing payroll taxes is time-consuming and complex
- Only one person at ACG handles payroll and its many related tasks
- Handling payroll taxes in-house requires at least one other full-time employee

## ADP SmartCompliance Employment Tax is flexible and reliable, providing a worry-free payroll tax experience

Reanna loves ADP SmartCompliance Employment Tax because it gives her the freedom and flexibility to work from anywhere. She can pull reports and find everything she needs from an intuitive dashboard.

"ACG allows me to work from home three days a week," Reanna said. "I never want to be told, 'We need something, so you have to be in here.' With ADP, I don't feel tied down because I can find anything I need anywhere I choose to be."

## A one-person payroll team

"I handle all the payroll tasks here. Without having ADP to handle ACG's payroll taxes and filings, I couldn't do it, and frankly, I wouldn't want to work for a company that doesn't utilize ADP. I have always worked for companies with ADP, which has been an amazing experience for me."

Reanna is the single payroll practitioner at ACG, so she has a lot of plates spinning in the air. ACG would need at least another headcount, maybe even two, to handle payroll tax filing and deposits without ADP. Processing payroll taxes in-house would be time-consuming because, although there are only 185 employees, they are located in 22 jurisdictions, and Reanna would experience the multi-jurisdictional challenges of employee geographic dispersion. Knowing that ADP has this covered and that all payroll taxes are deposited and filed on time has been a real lifesaver.



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I've worked with ADP products exclusively for 24 years, and there is no way I'd work for a company that didn't have ADP. I don't understand why anyone would want to do payroll taxes in-house. It just doesn't make any sense to me.”

**Reanna Ricks**  
Payroll Manager



“I have enough on my plate and am not interested in processing payroll taxes. When I get a notice, I upload it to ADP, and I rarely need to be involved beyond that point. ADP notifies me when it has been resolved. ADP gives me confidence and peace of mind, knowing that taxes are done correctly and filed on time. I can see everything that ADP has done through ADP SmartCompliance. This solution is crucial for me.”

#### **ROI beyond time and dollar savings**

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During the global health crisis, ACG received many more tax notices. Employees were all working from home, and so many more notices were coming in that required investigation and resolution. Reanna couldn't talk to anyone because they were all working remotely, so she relied heavily on ADP to address the issues in the notices.

“There is no way I could have handled all these notices that were coming in over silly things, like our tax remittance being off by two dollars, which, of course, it wasn't. Being able to send all these notices to ADP and have the team there handle them was such a relief.”

#### **Spreading the word about ADP**

“I am involved in several Facebook payroll groups, and whenever someone asks about changing from ADP to another provider, invariably, I and others tell them that would be a huge mistake. Some have changed, and then they came back to ADP. It's just the best solution out there. Other solutions can be more expensive and are not nearly as reliable as ADP.”

Reanna's confidence level that the job will be done correctly is so high that she tells everyone she can about her partnership with ADP. Several years ago, ACG asked her to look at other providers for comparison. Not only were they more expensive, but she also didn't feel she would be getting the same breadth of services as she gets from ADP's payroll tax solution. When she informed management of her findings, they agreed that ACG should keep ADP as their provider.

“I know ADP. I know what they give me and what I can expect from them. I'm very clear on that.”

