



A streamlined payroll and time process

After Devin Hamrick left the U.S. Army, he had plans to open a gym designed for disabled veterans. When the shirts he ordered to promote the gym arrived with upside-down flags, he tore off the sleeves and gave them away to friends. The shirts were an immediate hit, so Hamrick put his plans for the gym on hold and leaned into the apparel business. In 2016, he launched Combat Iron Apparel, an e-commerce shop that sells workout clothes with patriotic imagery and tough, inspirational sayings. His business grew so fast that in 2020, he purchased a 10,000 sq. ft. facility on nine acres where he prints his own clothes and those of other local businesses, including churches, restaurants and police departments.

ADP vs. QuickBooks

Everything I've done here at the company has been trial and error. I've had no one who's been there before to tell me what to do. At first, I was doing payroll on my own. But two years ago, I brought on ADP, because I had done my research and knew they were a reputable company.

About a year ago, I hired a bookkeeper who encouraged me to use QuickBooks for payroll. I wasn't going to argue with her, because I figured she knew more than me. However, I quickly discovered they don't have a great system or customer service. Tom would say it was Joe's fault that our system wasn't working, and Joe would say it was Bob's fault, and Bob would say it was Tom's fault.






Also, there was a problem with my payroll, and they told me it was just a small error — but it's not small to my employees and their families. They need their money. So I ended up writing out checks and delivering them to my employees' houses. Plus, it turned out they were charging me for services I wasn't even using. My bookkeeper is still trying to get that money back.

After two weeks, I went to my ADP representative and asked if she could help me come back, and of course it was no problem. Now, I'm good to go.

Devin Hamrick
Owner



Quick facts

-  **Company:** Combat Iron Apparel
-  **Headquarters:** Buford, Georgia
-  **Industry:** Apparel
-  **Established:** 2016
-  **Employees:** 7

Business challenge: Utilizing a payroll provider (QuickBooks) that didn't offer satisfactory solutions or service.

How ADP helped: RUN Powered by ADP® (RUN) helped simplify and streamline payroll and ADP Time and Attendance empowered employees to keep track of their own hours from their mobile devices.

Learn more about Combat Iron Apparel at combatironapparel.com



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Better customer service with ADP

ADP's customer service is great. I have three or four ADP people in my email who always get back to me no matter what, whether or not they are the person who can handle the issue. I've never once been ignored or told, "I'll email you back" and then not heard from them.

Once, there was an issue where payroll got taken out of my old bank account and I got hit with a negative balance fee. It was my fault, but ADP took care of it. Honestly, their service is always on par, and they're always there when you call them. I never once had a bad call with ADP.

Simplified, streamlined processes

I love the simplicity of RUN. It's easy to navigate and self-explanatory. We use ADP Time and Attendance to keep track of employee hours, and I love that the employees can clock in and out on their phones using the ADP Employee Access® mobile app. It streamlines the process for them and means that I don't have to chase them for timesheets. The mobile app has made everything a lot more streamlined for them. If they ever need access to old paystubs, they can go into there and find it themselves.

With ADP, my employees and I have much, much, much less stress. I would encourage anyone with a business like mine who was considering using ADP to go for it.

#workingfor

I feel like fitness has always helped me, and I see a lot of my disabled buddies who can't go to the local LA Fitness to work out. They have limitations. Helping them out is my real goal.

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