



# Keeping the suds clean

Draft Cleaning Services designs, assembles and maintains draft systems for more than 275 bars and restaurants across Pennsylvania.

## I couldn't believe how simple running payroll was with ADP®

I retired from a global company with more than 60,000 employees in June and had the opportunity to come work for Draft Cleaning Services, which has seven employees. The deal was I'd just be doing basic administrative work when I wanted to. Statements, invoicing, nothing too outside my comfort zone. It was part-time and really flexible, so I said okay.

When I first started, the owner was handling payroll. But then he said, "Gee, I think we can have Mariann do a couple other things, like payroll and onboarding employees." I was like, "Well, I don't know how to do any of that." My only experience with payroll was making sure my direct deposit arrived!

I couldn't believe how simple running payroll was with ADP. Absolutely less complicated than I expected. But one of the first things I had to do was onboard an employee with a very complicated background. This wasn't your typical, "Hey, welcome to the company, let me fill out a Form W-9 for you." There were other documents from the county and state that needed to be addressed, and we had to garnish wages from his paycheck every other week. I was like, "God, I do not want to screw this up, not for the employee or for the dependent."

## ADP Customer Service is above and beyond

I decided it would be easier to just call ADP Customer Service. I got a representative named Nadine, and she walked me through the whole

Mariann Cameron  
Office Manager



### Quick facts

-  **Name:** Draft Cleaning Services
-  **Industry:** Restaurant and bar supply
-  **Established:** 2001
-  **Location:** Bethlehem, PA
-  **Employees:** 7
-  **Website:** DraftCleaning.com

**Business challenge:** An inexperienced officer manager needed help onboarding an employee with a complicated background and legal obligation.

**How ADP helped:** ADP Customer Service took the time to walk her through the process and ensure that her company was in compliance.



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thing. She bent over backwards for me, all the while being very, very pleasant and never getting frustrated. In all, I would say Nadine spent 20 minutes on the phone with me, maybe more.

I just wanted to give her the biggest hug, because oftentimes when you get customer service representatives these days, customer service isn't their forte. But Nadine was exceptional.

One other time, when the checks were late, I called ADP Customer Service and the representative helped me track down the truck. That was just above and beyond.

### **You don't get a Nadine with other vendors**

We use another vendor to send invoices, and I noticed that they also offer payroll. I mentioned it to the boss, but he wouldn't hear it. "No, we are sticking with ADP!" he said. I was like, "Okay, I won't be bringing up that topic again." He was quite adamant that we're not going anywhere.

I understand, because I had tried to contact that vendor's customer service early on, and I never got a person. I would get an automated response. "Let's do a virtual chat," that kind of thing. So, yeah, you don't get a Nadine with other payroll providers.

**#workingfor**

I am not a person who can sit still. I had a very stressful job in the corporate world, and while I am glad to be rid of that stress, I continue to work because I enjoy being around good people.



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