



Simplifying workers' compensation with ADPIA®

Elfering Accounting is a privately owned accounting practice that offers bookkeeping services for individuals and businesses, payroll services for businesses, and individual and business tax returns. When the software from a previous vendor continually caused embarrassment and frustration, owner Vickie Elfering knew she needed to find a more reliable solution to help her manage her business and service her clients.

Nothing 'quick' about it







I've witnessed other accountants being rude to their clients in my industry, perhaps due to the extent of time and effort it takes to provide the work we do. I have many clients, and my approach is to be more upfront and patient with each of them. My services should make things easier for them — not more complicated — even if it's harder for me. But things don't need to be so difficult, which is part of the reason I switched payroll to ADP® in the first place.

When I was using QuickBooks, I simply didn't like it. And there's nothing quick about it. It was more challenging than it needed to be and was making my business look bad. When I first started my business several years ago, I considered using ADP because it had everything I was looking for in payroll software. However, I couldn't afford it at the time. But a particular incident last year made it clear that QuickBooks was not for me. When we moved from a desktop to an online version, wages from the desktop version were not imported correctly with the payroll transfer. As a result, year-end forms and W-2s were wrong. It took me longer to fix the resulting problems than it took to do the transition. I hoped for an easy payroll process but didn't find that with QuickBooks.

Vickie Elfering
Owner



Quick facts

-  **Company:** Elfering Accounting
-  **Headquarters:** Red Lodge, Montana
-  **Industry:** Accounting and bookkeeping
-  **Established:** 2017
-  **Employees:** 3
-  **Product:** RUN Powered by ADP®, Automatic Data Processing Insurance Agency (ADPIA)

Learn more about company name at
elferingaccounting.com



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The switch to ADP brings peace of mind

With QuickBooks, I used to spend an hour on payroll because after entering the information, I'd still have to go back and check if the hours were correct in two different sections. With RUN Powered by ADP, there's none of that. Everything is so much easier and quicker. Looking back, I don't know why I did not start using it sooner. Compared to what I had before, I have complete peace of mind.

Introduced to ADPIA

Not long after I started payroll, I was introduced to ADPIA and our wholesale relationship specialist, Dominic. He's excellent to work with. Workers' compensation insurance is one of my business's greatest successes. My town is very small — about 5,000 people — and we have two insurance companies. They're supposed to be doing the level of work that Dominic does, but they don't. It's his personality, which is very similar to mine, and his investment in providing the best service for my business. I can send him five emails daily to get quotes, and he gets back to me every single time — quickly. One of my clients, a gas station owner, called me to get a quote. I provided her one in about 30 minutes, and we closed it in less than an hour. Getting real-time quotes for my clients through ADPIA helps make decisions easier. And others I've switched over have probably saved half, if not more, of what they previously paid. One of my clients paid almost \$8,000 in workers' compensation, and Dominick returned with a quote closer to \$3,000. You can imagine how happy that client was to hear that.

No more headaches

Having my clients set up on workers' compensation through ADPIA has helped relieve the headache of dealing with audits or policies being canceled — those situations are painful. I've had clients miss paying their insurance bill, resulting in their insurance being dropped. Having to get them reactivated requires a lot more work.

With 20 years in this industry, I've seen the panic and frustration when this has happened with a client. A client once sent someone to my office to review their books when they were audited. That's hours of wasted time and unnecessary stress to my clients and me. Now, with how they're set up through ADPIA, there are no more missing payments because it gets paid when they run payroll. That's a huge burden removed and one of the biggest wins regarding time and cost.

Words of encouragement

My experience with ADPIA has been fantastic, and the service and partnership of my ADP team have been excellent. I would encourage anyone considering ADP to stop thinking about it and go with them. You'll save time and have peace of mind — it's completely worth it.

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Vickie Elfering, owner,
Elfering Accounting



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