



# Saving time with RUN

After 15 years owning an Edible Arrangements franchise, Kelsey Norton and Jeremy McCormick decided they wanted to go into a business that was less dependent on holidays. In 2016, they bought two existing Juice It Up! franchises in California's Coachella Valley, where they enjoy selling smoothies, acai bowls and juices to health-conscious customers. Hear from Kelsey how RUN has helped them streamline processes, run payroll on the go and save time.

## RUN is self-explanatory and so easy to use

When I started working with my husband, Jeremy, at his Edible Arrangements franchise, he was already using ADP. When we sold that business and went into this one, it was a no-brainer to stay with them, because we already knew the layout and the system. ADP is just so easy to use. I actually haven't tried any other payroll service provider, because I don't feel like it's necessary.

My favorite thing about RUN for payroll is definitely the ease of use. It's just so self-explanatory and so easy to use that I never have any issues with it. If I do, I contact customer service, and I can get someone within minutes to help me. And I've never had a negative customer service experience with ADP ever. Every single one of them has been very pleasant, and that's so important for me.

I also really like that the mobile app lets me run payroll from my phone if I need to. That saves me a lot of time when I'm out and about.

## ADP frees me up to do more important things

Recently, I had written a manual check for somebody, but I wrote the wrong amount, so I called ADP customer service. While I was on hold, they said that I could use the ADP app on my iPhone to get someone faster. I went to the iMessage section, I was connected to someone within two minutes and we resolved it immediately. It was a very simple thing for them to fix. I love that feature!

**Kelsey Norton**  
Co-Owner



## Quick facts

-  **Company:** Juice It Up! Rancho Mirage and La Quinta
-  **Headquarters:** Rancho Mirage, California
-  **Industry:** Juice and acai bar
-  **Employees:** 20
-  **Established:** 2016
-  **Website:** [juiceitup.com](http://juiceitup.com)

**Business challenge:** When switching businesses, two franchise owners wanted to keep payroll simple and always have the support of qualified HR professionals.

**How ADP helped:** RUN Powered by ADP® for payroll and the ADP HR HelpDesk provide the ease of use and peace of mind to let them focus on running their business.



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I also love the HR HelpDesk. If I ever have any HR problems, I can call and talk to someone. It's important for me as a business owner to be able to have someone who is a professional in the HR area that I can call and ask questions.

I had an instance where one of my employees was being bullied online, and I had no idea what to do. People were emailing me saying they had been treated poorly by her in the store, which I knew wasn't true. I called the HR HelpDesk, and they walked me through what to say and what not to say, and everything got resolved. It was such a sensitive situation; I was grateful to have a professional HR resource to help me through it.

ADP is just so simple. It frees me up to do more important things, and that's invaluable. That's really important to me.

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#workingfor

I am working for a better life for my family and me.

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