



Switching to a trusted Amazon DSP provider



Yousef Abraham,
CEO, MA1 Logistics

San Diego-based Amazon Delivery Service Partner (DSP), MA1 Logistics, is committed to its philosophy to “move as one.” CEO, Yousef Abraham, has made it his mission to ensure his employees are well-taken care of and have plenty of opportunities for growth and personal development. When he discovered his previous HCM vendor was putting his business at risk, he sought the help of ADP, a well-trusted Amazon partner, to help him navigate Amazon’s strict guidelines so he could continue providing opportunities for his employees.

Here is his story:

Life before ADP

Before ADP, we were using Paycom—but we only used them for a few months. Unfortunately, in that relatively brief period we encountered several issues that hindered my ability to regularly comply with Amazon policies.

Employees had trouble clocking in and out from the very beginning. In our very first month, we received a “corrective action” from Amazon. This is basically a warning before a breach of contract, and definitely not the best start for a partnership. Whenever we’d reach out for help, Paycom’s service team would only fix about 75 percent of the problem, resulting in even more “corrective action”—this was jeopardizing my standing with Amazon. I knew we needed to make a change.

Quick Facts



Company:
MA1 Logistics, Inc.



Headquarters:
San Diego, California



Industry:
Transportation/logistics



Employees:
55



ADP Products:
ADP Workforce Now®



Always Designing
for People®

Making the switch to ADP

When we were with Paycom, we had a lot of support issues. Everyone I talked to was based out of Michigan—we are in California—so we had trouble syncing with the time change. It also wasn't uncommon to go a few days before hearing back from them. Not being able to receive payroll support when I needed it was a big problem. My employees depend on me to get them their paychecks. Not being able to do this was unacceptable.

The support we receive from ADP is top-notch. There is someone available to help 24/7. And that's huge, especially for the times you need to process payroll outside of normal business hours. They're there to walk you through everything, step by step. And if I ever did call and they didn't have the answer, they would always follow up in a very reasonable amount of time — I wasn't getting bounced around from person to person without getting what I needed in the end. This really speaks to the credentials and qualifications of the people ADP hires.

I also love how user-friendly ADP is. Before, our drivers would become confused with their time punches. There were so many errors—sometimes over 50 a day—that I would have to go in and correct. But with ADP, it's so much easier. If a driver does make a mistake, they can easily go back in and edit it, which saves me time on the backend.

Mobile app adoption

My employees love using the mobile app for their time punches. It's easy and convenient. They also like the ability to request their PTO, see their time balances, access their paystubs and W-2s, all from their mobile phone. Information is stored in one spot and easy to find.

Aligning with Amazon's policies

I absolutely believe ADP has helped us align with Amazon's policies. Since we began using ADP, more than two years ago, we haven't received any "corrective actions." ADP speaks the same language as Amazon, and that makes it very easy for us to remain compliant.

The best part is that it was a straightforward and natural change to make the switch. With little training, our payroll manager felt very comfortable using ADP's platform within the first week. Now she's a huge ADP fan! That's truly a testament to how user-friendly ADP is.



ADP speaks the same language as Amazon, and that makes it very easy for us to remain compliant.

Yousef Abraham
CEO
MA1 Logistics, Inc.



Always Designing
for People®

On using ADP for benefits

ADP helps us be accurate with our benefit deductions. Once an employee has made their benefits selection, I can go in and add the deductions. Before, it was a very manual process involving spreadsheets and lots of paperwork. In one instance, with Paycom, employee's benefits deductions weren't taken for two months. When that happened, I didn't want employees to have all those deductions taken out at once. That just didn't seem fair. So I ended up taking the hit for that time period.

Implementation with ADP

Implementing with ADP was a day and night difference from Paycom. An ADP Associate scheduled time with me, pulled the data they needed and were able to transfer everything over in less than an hour. We had a professional support our payroll runs for the first three months, but honestly, after the first month it was easy to do things on our own. The training we received was really great and made for a smooth handoff.

Advice to peers

My experience with ADP has been nothing but exceptional. The 24/7 support we receive is critical because, as a DSP, we work seven days a week. ADP is always there when we need them. Their platform is user-friendly for employees and my management team and has reduced administrative workload on both ends. The compliance factor is huge for DSPs. No one wants a "corrective action" or a breach of contract. ADP helps you stay compliant with not only Amazon, but with federal and state legislation as well.



My experience with ADP has been nothing but exceptional. The 24/7 support we receive is critical because, as a DSP, we work seven days a week. ADP is there when we need them.

Yousef Abraham
CEO
MA1 Logistics, Inc.



Always Designing
for People®