Baking time and cost savings into the payroll process

Responsible for producing and delivering fresh baked goods to 74 fast food franchise locations daily in the Detroit metro area before breakfast, Dean Koulouras, administrative manager for Motown CPL, Inc., doesn't have time for complicated payroll systems. We spoke with him about how ADP Workforce Now is providing his Livonia, Michigan-based company with the tools necessary to simplify payroll, manage considerable employee turnover and save significant time and money.

On choosing ADP®

We've been in business since 2005 and made the switch to ADP about three years ago. We do contract bakery manufacturing for 74 fast food franchise locations in Metro Detroit. We bake products fresh every afternoon for delivery every night by in-house drivers to all locations, so customers get that fresh donut, muffin or bagel in the morning. We have a fleet of seven trucks on the road, and we run about a five-hour to seven-hour shift for deliveries.

Prior to ADP, we had an in-house bookkeeper responsible for daily books, payroll and time and attendance. One day, I was reviewing the spreadsheet and said to myself, "What on Earth are we doing? Let's figure out how to do this so it's less time and work for everybody." So, we switched to ADP for payroll. After about six or eight months, we transitioned into using the time and attendance and more of the ADP Workforce Now features for simplicity, streamlining and ease of use.

On visibility into payroll and time and attendance

Before ADP, we'd been using manual card systems. It was a full-time person's job to check all the payroll hours, put them into payroll, create a manual sheet and figure out vacation time. We asked ourselves why we were using a third-party time clock and an Excel sheet when we could be using an ADP-approved time clock and automatically feeding payroll.

Dean Koulouras
Administrative Manager

Quick facts

Company: Motown CPL, Inc.

Headquarters: Livonia, Michigan

Industry: Bakery wholesale

Employees: 64 – 72

Product: ADP Workforce Now®

Always Designing for People®

With ADP Workforce Now, we only have one or two part-time employees working on these tasks and everybody has visibility so a supervisor can go in and edit somebody's timecard if they forgot to clock in or out. It probably saves us about 15 to 20 hours per biweekly pay cycle. I also like having the basic profile page where you see their current check, their hourly rate, direct deposits, tax withholdings and their time off in one centralized location. Our biggest savings right now is a true understanding of PTO accrued calculation and the liability that's out there.

On visibility into payroll and employee turnover

We have 64 to 72 employees; eight of our employees have been with us since day one. A large percentage of our employees are hourly. We also experience large amounts of turnover, but that's just the nature of the industry — I have a lot of employees that only last a week in a biweekly payroll cycle. I love that I can print out a summary or a W-2. In fact, I can do 99.99% of things I need to within ADP which makes it easier to manage. The automated hiring and termination workflows are very straightforward, easy to use and easy to understand. I can see a worker's current paycheck, withholdings and more.

On clocking in via facial recognition

We have a couple of tablets right next to the breakroom and on the floor where our workers clock in and out of shifts using facial recognition. I can't tell you how many employees forgot their timecards before ADP, but they haven't been able to forget their faces! It definitely saves a lot of time not having to manipulate the time-clock data and then transferring it into the payroll system back when we had to make corrections. So that's a big savings of labor and time.

On ADP's user-friendly, mobile and online interfaces for employees

Somebody is always coming into an office asking for a copy of a check or document. With ADP, I can say, "Hey, it's all on your app." Employees can open up their app at any time and see their PTO balance or vacation hours. They can even adjust their deductions and change their direct deposit routing information. That means less manual work for us in the office. I've also recently set up with our ADP rep the self-service enrollment center. Now when an employee reaches their eligibility, they can go in and pick their health, dental and vision offerings, and they can see it all in the online dashboard. They have direct visibility and can see it all within their app on a phone or computer.

On ADP Total Rewards

I love that you can go into Total Rewards and an employee can see their total compensation package, from how much their healthcare costs the company to what they've contributed and more. This is very helpful for employee reviews. At the end of the day, benefits and other perks from the company need to be calculated somehow. I like how Total Rewards puts it on paper for employees.

On what's next

Since we've reduced time and labor costs, we hope to increase capacity and move to a larger facility. We can probably bring on about another 15 to 25 staff members to grow this business here based on the increase of stores coming into the market.

"

A large percentage of our employees are hourly. We also experience large amounts of turnover, but that's just the nature of the industry. I love that I can print out a summary or a W-2. In fact, I can do 99.99% of things I need to within ADP which makes it easier to manage. The automated hiring and termination workflows are very straightforward, easy to use and easy to understand.

Dean Koulouras
Administrative Manager

ADP
Always Designing for People®