



Helping families conquer addiction

Paymer Associates is a full-service drug and alcohol testing firm that works closely with families struggling with substance abuse issues.

With ADP®, everything is done right

This work is my passion, but I'm not always the best businessman. Plus, this is an extraordinarily busy office with very needy clients. So, once I started hiring employees, my accountant said, "Call this guy from ADP, and let's get you hooked up with them so you're paying your taxes and everything on time."

It's an expense, but there are never any problems with my payroll or my taxes. ADP takes care of things. Everything is done right. So, it's worth it.







Every other Thursday morning for the past ten years, I've logged into my bank account to make sure payroll went through. The only time it hadn't, I called ADP Customer Service, and the guy on the other end went completely above and beyond. It turned out that, because my payroll was higher that week, it triggered some of ADP's automatic security steps, just to make sure there were no mistakes. The ADP representative called me a couple times to update me on what was happening and to assure me that everybody was going to have the money in their account the next morning. In the end, there was no interruption at all — everyone got paid on time, and I was able to sleep.

That representative knew I was anxious about the situation, and he went out of his way to make sure I was okay. That's how we try to do business here every day, so I appreciate that.

Steven Paymer
President



Quick facts

-  **Company:** Paymer Associates
-  **Industry:** Substance abuse testing and counseling
-  **Established:** 2010
-  **Locations:** Trumbull, CT
-  **Employees:** 5
-  **Website:** paymerdrugtesting.com

Business challenge: Making sure payroll and taxes get paid on time while managing a hectic office with clients who are experiencing major life disruptions.

How ADP helped: RUN Powered by ADP® simplifies and streamlines payroll and tax payments, and ADP Customer Service goes above and beyond to address any concerns.



Always Designing
for People®

I never worry about my people getting paid

Another time, I started getting letters from the Florida Department of Revenue telling me I owed them unemployment tax. We'd moved an employee in the state to a 1099, and I guess I was supposed to be paying some tax for him? All I know is that I called ADP, and they took care of it. I never got another letter.

Because of ADP, I can go to sleep at night and not worry about my people getting paid. I'm not worried about payroll taxes going to the proper authorities. The IRS hasn't come after me, and nobody on my staff has complained about not getting paid in a timely manner. So, I just don't think about it. All I ever ask of anybody is that they do what they say they're going to do. I don't need more. And ADP always does that.

I've gotten calls from 100 different payroll providers since I signed up with ADP, but I've never thought about switching. If anyone were to ask me, I would tell them "If you want the best payroll provider out there, you should call ADP."

#workingfor

Nothing in my professional life has ever been as satisfying as playing a small role in helping somebody get through a substance use disorder and be a healthy parent to their kids.



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