



A dry-cleaning business that keeps getting better

A few years after launching their pickup-and-delivery dry cleaning business, Jason and Will discovered an unmet need among hotels in San Diego: A dry cleaner that was open 24 hours a day, 365-days a week and could handle odd requests on short notice. Today, Relaxx services nearly every hotel in the San Diego area, but still continues to provide pickup and delivery service for its loyal consumer clientele.

We had no relationship with our Paychex representative

Like a lot of small businesses, we started out doing payroll ourselves. But we quickly realized there were a lot of legalities and requirements that we weren't equipped to deal with, so we started working with Paychex.

As a small company, we pride ourselves on our service and the relationships we have with our vendors. But we had no relationship with our Paychex representative — the only time we heard from them was when they were trying to sell us something. They didn't know our business at all.

We also had some payroll issues, some taxes that should have been paid but weren't, and it took us months to get it resolved. We ended up paying a penalty, and that really rubbed us the wrong way. It wasn't so much the mistake as the lack of customer service to rectify that mistake.

Our ADP representative knows our business

That's when I started talking to a friend who was with ADP. The local representative, Chelsey, came in to visit, and we got a great feeling from her on day one. It ended up being a very natural transition for us.

The level of service Chelsey provides to this day is outstanding. She answers every call, every question, every concern. She knows us, knows our business, knows how we like to operate. And as our business has grown, she's always been two steps ahead of us, saying, "Hey, this is where you guys are headed."

We started out with just RUN for our payroll. Then we moved to the HR suite, Time & Attendance, the 401(k), medical, dental, Pay-by-Pay Premium Payment solution for Workers' Compensation. Every new product that fits our business, she's right there, and it's really made a big difference for us.


Will Jones
Founder




Quick facts

 **Company:** Relaxx Dry Cleaning

 **Headquarters:** San Diego, CA

 **Industry:** Dry Cleaning

 **Established:** 2005

 **Employees:** 54

 **Locations:** 1

 **Website:** relaxxdrycleaning.com

Business Challenge: Previous payroll providers failed to provide the level of service necessary to let the founders concentrate on their rapidly expanding business.

How ADP® Helped: RUN Powered by ADP® (RUN), HR411®, ADP's Pay-by-Pay® Premium Payment Program for Workers' Compensation, Retirement Services and dedicated representatives give small-business owners the freedom to focus on what matters.



One hundred percent of our staffing has gone through ZipRecruiter®, which we get through ADP's HR mobile app. It's included with RUN and we can do it all right through HR411.

Without ADP, we would need a full-time HR person

ADP Time & Attendance has allowed us to more easily manage schedules. Regulations, as far as breaks and lunches that are required by the state, are constantly updating. The Time & Attendance products help with compliance and allow my managers to verify time sheets prior to submitting.

Our employee handbook comes from ADP as well. It was extremely easy to create. Being in California, it's very difficult to stay current with regulations because they're constantly changing — and usually not in the employer's favor. But ADP does a great job of making sure our handbook is always updated. And I love that when we make changes, we can email it to our employees automatically. Now, when we are onboarding a new employee, we just email them a link, they can sign it electronically and we can store it in the employee file. That's really, really helpful.

Without ADP, we would absolutely have to staff a full-time HR person. But because of the expertise we have available to us through ADP, we can focus on things that are more specific to our business — customer service needs, marketing, sales, all that stuff has been streamlined because of the HR services we get from ADP.

When we've made mistakes, they've gone out of their way to help us out. There have been times that we've been late with our payroll, and they've helped fix things, even though ADP was not at fault.

ADP is always getting better

I love that ADP is constantly coming out with technological advances. Since we've been with them, they've probably redone their web-based platform three or four times, and the improvements are always great. With a lot of other platforms, upgrades or changes aren't necessarily beneficial. But I feel ADP is always getting better and more streamlined, more user-friendly. It's a very responsive company.

Anytime I speak to a friend who's not using ADP, I recommend them. Everyone there has just been exceptional.

#workingfor

We are committed to becoming an industry leader in the dry-cleaning industry and a top service provider in the hotel space. We want to continue investing in technology and advancing what we do to meet the needs of today's consumer.

*This is an individual client testimonial and opinion. This doesn't imply or endorse a particular product or service and results may vary based on the business' particular situation.

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