



A founder gets tired of waiting for Gusto to pay her employees

Wrapped N Love's trained aides provide home care services from cleaning and cooking to bathing, grooming and feeding. Founder Latifah Bolds was satisfied with Gusto until she discovered that many of her employees spent payday wondering when their deposits would arrive.

Gusto deposits came late

If your employees are happy, your business runs a lot smoother. We offer 24-hour services, so I need my staff to be comfortable and happy in their positions to provide the quality care we're known for.


After we had been with Gusto for a while, one of my employees called after noon on payday to let me know they hadn't gotten their money yet. I called Gusto to find out what was going on, and they said they don't guarantee payment until 5 p.m. on payday. I asked my other employees about this, and it turned out that they had been receiving their pay at all different times of the day. I was always so careful to do payroll on Tuesday so my people would get paid first thing on Friday, but some were still waiting until 5 p.m. to get their deposits.

I've been an employee myself, so I know what it's like waiting for your paycheck so you can take care of your responsibilities. I don't want to lose employees because they can't pay their bills on payday. And why am I working so hard to get payroll done on Tuesdays if they're not even going to get paid until Friday night?


Latifah Bolds
Founder





Quick facts


 **Company:** Wrapped N Love Home Care

 **Headquarters:** Media, Pennsylvania

 **Industry:** Home healthcare

 **Employees:** 30

 **Established:** 2018

 **Website:** wrappednlove.com

Business challenge: With Gusto, employees were not receiving their pay on time, and customer service did little to provide assurances.

How ADP helped: By switching to RUN Powered by ADP®, payroll processing is quick and easy — helping keep employees happy when their pay is deposited on time. And a knowledgeable customer service team is available to help answer questions when needed.


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for People®



I have a friend who runs another home care company, and she told me about ADP and how much they offer. I made the switch, and now when I run my payroll on Tuesday, my employees get paid on Wednesday — first thing in the morning! It's made my employees very happy. The first time they got paid on Wednesday morning, they couldn't believe it. They were asking me, "Is this accurate?" It's great to know that my employees will always get their money the day after I run payroll.

Latifah Bolds
Founder,
Wrapped N Love Home Care

With ADP, everyone gets paid on time

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ADP offers great customer service

ADP customer service is phenomenal, which made it easy to switch from Gusto and learn the new system. Anytime I had questions, they were there to give me answers. And anytime I make an error, like if I miss someone or don't add something correctly, they help me fix it without having to cancel or hold up the whole payroll.

Recruiting new employees with ADP is a big benefit

I'm always looking for quality staff. Something ADP offers that Gusto didn't is free access to ZipRecruiter ads. I used to have to pay out of pocket for that. With ADP, it's included and that's been a huge help on the recruitment side.

ADP makes it easy to keep my employees happy

Our staff's happiness matters a lot, and with ADP, I can offer them more to keep them happy. I'm looking into setting up a 401(k) savings plan through ADP since I've had a few of my employees reach out to me to show interest in it. I thought you had to have a certain number of people enrolled in it to offer it, and I learned that it's not true, so it is definitely something I'd like to add. But right now, the most important thing is knowing my people don't have to wonder when their deposits will arrive. That's the whole point of payroll — making sure everyone gets paid on time.

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