



# Tackling Employment Tax Compliance With Ease

Integrated with Workday® Human Capital Management application



## Quick facts:

-  **Company:** Citi Trends, Inc.
-  **Headquarters:** Savannah, Georgia
-  **Industry:** Clothing Retailer
-  **Number of Employees:** 5,500
-  **Product:** ADP SmartCompliance® Employment Tax module

Learn more about Citi Trends at <https://www.cititrends.com/>

For **Ruth Arnone**, managing payroll for 5,500 employees in 550 stores in 31 states — and growing — is a huge job. That's the job she's responsible for as **Payroll Manager for Citi Trends**, an urban style retailer of clothing and some household goods and sundries. But with the ADP SmartCompliance® Employment Tax module, what Ruth doesn't have to worry about is the filing and payment of federal, state and local employment returns and taxes for those employees. And that's a good thing in her mind. Here's what she had to say when we spoke to her recently:

## Staying Lean and Saving on Headcount

ADP is the best at what they do, especially regarding employment taxes. Tax compliance is challenging having locations in 31 states, some of which have local jurisdictions as well — and ADP supports all of them. We would probably have to employ a couple of other people just to keep up with paying the taxes timely, reconciling and all that fun stuff. Between salaries, benefits and other things, I'd say we're probably saving about \$100,000 a year.

We like to operate very lean. So in the payroll department, we have three people to pay 5,500 employees. ADP has a very comprehensive employment tax solution with ADP SmartCompliance and certainly, in recent years, ADP has spent a lot of time and energy upgrading that system to make it easier and it keeps getting better and better, which I really appreciate. It helps us to keep our overhead low and we don't have to hire more people to work in the department and deal with training and turnover and that sort of thing. And in addition, because it is such an easy and updated system, we rarely have any issues. So it's just something I don't worry about.

ADP was able to provide us with a plug-and-play solution for our Infinium ERP system. So basically the solution worked right out of the box, just as we were told it would. ADP's project management resources are excellent. They're always available, and no matter what types of needs we have, they're always eager and ready to help. So they made the transition extremely easy, and they also make all of our upgrades and all of our other transitions extremely easy. A lot of the competition didn't really have an integration available. They would have had to develop it and going through that pain was not something I wanted to deal with.

“ And because ADP is so on top of what they do and they're knowledgeable, as long as I do what I'm supposed to do timely, ADP always does what they have to do too. So I don't have to worry about taxes being filed late, I don't have to worry about penalties and interest. I don't have to worry about any of that kind of stuff that's related to payroll taxes. I don't even think about it. It doesn't keep me up at night. ”





And if we don't have to spend a lot of time dealing with tax concerns or the website that we use to address our tax concerns, it does free up our resources and allows us to actually shine in our job.

#### **Ruth Arnone**

Payroll Manager, Citi Trends, Inc.



### **Eliminating the Fear Factor**

With ADP, I never worry, were our taxes paid? Do I have to do anything more? As long as I follow my list of things that need to get done — send in my file, get my response, reconcile —all of that takes no time at all now. And because ADP is so on top of what they do and they're knowledgeable, as long as I do what I'm supposed to do timely, ADP always does what they have to do too. So I don't have to worry about taxes being filed late, I don't have to worry about penalties and interest. I don't have to worry about any of that kind of stuff that's related to payroll taxes. I don't even think about it. It doesn't keep me up at night.

### **Easy-To-Use Interface**

The upgrades they've made to ADP SmartCompliance (the client website) have been really great. I don't have to spend a lot of time in ADP SmartCompliance — I can go in there and get done what I need to get done easily, and get the response that whatever I've done is complete and move on to the rest of my day. The navigation, getting information and pulling reports is much easier. Really — everything seems easier.

### **Time to Shine in Our Jobs**

The most impactful benefit we've realized by using ADP SmartCompliance is freeing up resources so that my team and I can focus on handling payroll and our employees. We get a lot of calls and other things are going on and we have to respond to those things. And if we don't have to spend a lot of time dealing with employment tax concerns or the website that we use to address our tax concerns, it frees up our resources and allows us to actually shine in our job.

### **A Personal Relationship that Helps Get the Job Done**

The client reps that ADP provides us are invaluable. Having that personal relationship. And I've seen over the years how ADP has also spent resources in improving their representatives' client relationships through training. Tiffany, the one I have now, is just stellar. I feel like she has my back, which I love. And she's just a pleasure to work with and I can tell that not only is she smart herself, but she's well trained and knowledgeable and that's helped me tremendously. So that's another plus.

### **On Recommending ADP SmartCompliance to Others**

I would definitely, hands down, recommend ADP SmartCompliance. To me there is no other solution that is on the level of ADP — what ADP is now and what it's capable of. It's always getting better. I feel that ADP is on the cutting edge. There are other similar solutions out there, but any other time, in other jobs where they looked at any other solution, there was no comparison.

### **About ADP SmartCompliance**

ADP SmartCompliance is a cloud-based platform of outsourced services that integrates with many leading payroll, HR and financial systems to help you maintain HCM-related compliance, mitigate risk associated with noncompliance, improve efficiencies and drive operational growth. Its unified capabilities can help handle your health care, employment tax, tax credits, wage payments, employment verification, unemployment claims, W-2 management and wage garnishments needs. Your information is organized in one place to be concise and actionable.

