



Business Impact

- Improve Tax & Regulatory Compliance

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M. Ray
Controller
Jack Marshall Foods

ADP's Solutions Meet the High Quality Standards of Jack Marshall Foods

Company Background An Institution Built on Developing Knowledge and Skills

Jack Marshall Foods, Inc. is a KFC franchise with over 400 employees in 29 stores in Alabama, Tennessee, Kentucky and Mississippi. The KFC brand was introduced in 1939, when Colonel Harland Sanders first gave the world a taste of his most famous creation, Original Recipe Kentucky Fried Chicken, featuring that secret blend of 11 herbs and spices.

Jack Marshall Foods prides itself on being an institute of training, in which team members from cooks to supervisors develop life learning knowledge and skills. Jack Marshall Foods is unique in maintaining a straightforward, competitive product that enhances the taste buds as well as the economy of the community. It is their goal to combine high quality standards with high value training. This combination ensures that their team members have the opportunity to become leaders within their field.

The Challenge: Ensuring Accurate Reporting Amidst High Turnover

A major challenge for a company like Jack Marshall Foods is keeping track of its ever-changing workforce. In the restaurant business, turnover is a part of life. In addition, operating in so many States makes filing payroll taxes and reporting new hires a difficult task. Matt Ray, Controller of Jack Marshall Foods, states, “With about 300% turnover, we have a lot of new hires, and it would not be easy for us to manually keep track of all of them.”

The Challenge: Properly Processing Wage Garnishments

Another major challenge in the restaurant industry and for Jack Marshall Foods in particular is processing wage garnishments. Interpreting court orders in multiple States, processing the calculations and ensuring that payments are made to the right agency at the right time is a time-consuming task.

The Solution: ADP's Answer for Restaurant Franchisees Payroll, Tax Filing, New Hire Reporting and Wage Garnishment Processing

Jack Marshall Foods chose ADP for its comprehensive set of solutions that includes payroll and tax filing, new hire reporting and wage garnishment processing. Says Ray, “ADP stays ahead of the changing tax laws and that helps us out tremendously. With all the tax codes and new hire reporting to different States, it's a lot easier for ADP to handle it for us.”

Additionally, Jack Marshall Foods found that using ADP for their wage garnishment processing has relieved their internal staff of the burden of tracking state and federal regulation changes and manually performing the complex calculations required for compliance. “With ADP's system, we don't have to worry about calculating garnishments correctly or cutting checks. ADP does all of that electronically,” states Ray.



The business
behind business™

ADP's proven experience in payroll processing and in addressing governmental regulations helps companies like Jack Marshall Foods control and minimize related risk, reduce hidden costs, and gives company management more time and peace of mind to focus on the bottom line:

Streamline and automate workflow processes:

ADP offers industry leading payroll management solutions that help companies gain greater control and improve efficiency by automating processes that were previously done in nonstandard, manual ways.

Improve accuracy and timeliness of compliance

liabilities: ADP provides a variety of specialized solutions that work together via a centralized data repository to help ensure compliance and mitigate risk associated with payroll and HR administration.

Maximize accuracy and timeliness of tax payments to Federal, State and Local agencies:

More than 475,000 companies currently use ADP tax and compliance services to help assure that their operations are in full compliance with payroll-related regulatory and tax codes, while decreasing the administrative burden on their staffs.

Real Success

ADP's High Level of Customer Service Makes the Difference

When asked why he recommends ADP to other KFC franchisees, Ray says simply, "It's the service." Jack Marshall Foods has used ADP for over 12 years, and as Ray says, "we rarely have any problems. What makes ADP unusual nowadays is that when we do have a question, their client service people are right there, without a wait, to answer the question and they know the answers. We've also found that they have very little turnover in their client services team." This level of service is what Jack Marshall Foods prides itself on and expects from their business partners.

About ADP

ADP has more than 50 years of experience providing employers with business solutions such as Payroll, HR and Benefits Administration. ADP solutions focus on making businesses more productive by reducing costs, increasing productivity and, most importantly, standing ready to grow with your business. With the widest range of powerful, cost-effective solutions, only ADP can offer your business the flexibility it demands to grow and prosper — whether you have one employee or hundreds of thousands. And you can count on ADP for unparalleled compliance support and the most qualified and accessible customer service in our industry.

ADP's Major Accounts Division was created to address the unique business needs of mid-sized companies. We offer accurate, convenient and reliable solutions that can help you to:

- **Control Benefits Costs**
- **Improve Employee Retention**
- **Reduce Labor Costs**
- **Improve Tax and Regulatory Compliance**

ADP. The business behind business.



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