

CASE STUDY

How a Delivery Service Provider Achieved HR Efficiency With Employee-Driven Payroll

Client Info

 80 EMPLOYEES

 HEADQUARTERED IN CHERRY HILLS, NEW JERSEY

Imagine you're starting a business and your primary client is one of the world's largest companies.

And your workplace? It covers hundreds of square miles.

How will you handle hiring? How about training? How will you schedule and track punches and pay out the right incentives for a workforce whose members are always on the go?

And, more importantly, how will you do it *well*?

For an Amazon delivery service partner (DSP) in New Jersey, moving toward success meant navigating a demanding route paved with hazards.





Challenge No. 1

At the height of the pandemic, a self-described “serial entrepreneur” noticed that despite the world’s unprecedented event, Amazon’s blue trucks were *always* on the move.

“This is something I need to be part of,” he thought.

After applying, he established a DSP serving a multistate area centered in southwest New Jersey. From Day 1, he knew delivering for one of the globe’s most recognizable companies offered no shortage of challenges.

“Amazon has very high standards,” he said, “and it’s imperative that all of the DSP partners rise to that occasion.”

No room exists for undotted i’s or uncrossed t’s in an Amazon DSP. While delivering packages on time to the right locations is an obvious expectation, so are accurately tracking time and attendance, ensuring correct overtime and PTO calculations, and preventing payroll errors.

“I pull [data] from three states, and one state can have up to 10 different tax codes,” said the owner. “There’s no way I can keep up with that by myself.”

Echoed the operations manager, “The last thing I want my drivers to worry about is anything pertaining to hours or money.”

Speaking of both, the owner acknowledged the link between payroll mistakes and the damage inflicted on culture and retention.

“People will go down the street for 10 cents more an hour. All it takes is one or two fumbled checks,” he said.

“My grandmother always said, ‘How you start is how you finish.’ And I’m not a big conglomerate. I’m a family-run business, and that’s how I want to treat people.”

For this DSP, that means creating a workplace where people feel connected from the day they’re hired. A place where they have the tools to succeed and a support structure to cheer them on as they win.

Added the operations manager, “The culture is one of camaraderie with a bit of healthy competition as well – an atmosphere that anyone can thrive in.”

Starting any business is hard. But doing so while upholding the efficiency and brand expectations of an industry giant? *That’s* a tall order.



“I spend zero time fixing errors now.”

Solution No. 1

Luckily, the Garden State's newest delivery outfit had a mentor in the form of an experienced DSP operator. The veteran's recommendation: Choose Paycom.

"I need a partner I can trust to get payroll right," the owner said. "That's where Paycom differentiates itself from the competition."

To build head count, a process that quickly turned qualified applicants into productive team players was essential. Thanks to Paycom's mobile self-onboarding functionality, new hires completed required documentation before their first clock-in. That way, they're ready to *work* that initial shift instead of doing paperwork, signaling their employer's commitment to efficiency.

"A DSP can lose a lot of prospective employees if the onboarding isn't seamless," the owner said. "And Paycom, as a partner, hits the mark every time."

Not only was his workforce able to hit the ground running, but Manager on-the-Go® – also available in Paycom's self-service app – gave the owner and fellow leaders the ability to perform supervisory tasks from anywhere.

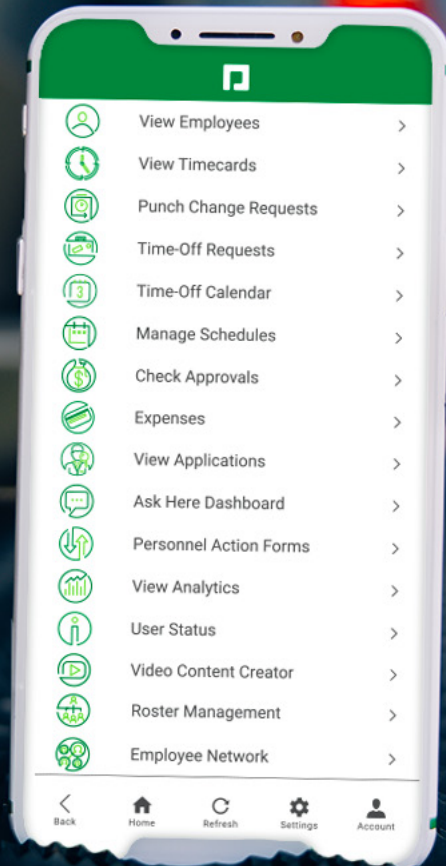
"Manager on-the-Go is everything for me," he said. "It allows me to be hyperfocused on what's happening day to day with my team. If someone requests PTO and I'm in Colombia, I know it's happening."

Just as all packages must arrive at their destination, payroll must be completed on time and accurately, *period*.

"With everything this job throws at you, from the amount of packages or problems occurring on the road, not having to spend hours or even days to correct something before payday is huge," said the operations manager.

That's thanks to Beti®, Paycom's employee-driven payroll experience. It automatically finds errors, then guides the workers to fix those mistakes *before* payroll is submitted. In essence, it stops problems from becoming problems.

"Beti frees up my time and communicates to the employee when they have missing punches," he said. "Beti allowed me to focus on other things."



Challenge No. 2

In any enterprise, there comes a time when hard decisions must be made. At one point, the owner chose to switch to another HR and payroll provider, whose sales representative promised the same functionality and service for a lower price.

“I made a move away from Paycom for cost-saving purposes, and it was the worst move I could have made,” he said. “You think the grass is greener on the other side. But I got over there, and I realized nothing is as green as Paycom.”

“With the other provider, I didn’t feel like a client; I felt like a number. That’s why I came back to Paycom. Everything is personalized.”



Solution No. 2

After a few disastrous payrolls with the competitor, the owner gathered his team for an important announcement: They were returning to Paycom.

Based on his employees' reaction, he wasn't alone in regretting the switch away from Paycom.

“You would have thought the Eagles had just won the championship,” he said.

Agreed the operations manager, “We were rejoicing. It was the best news we could have had.”

With a familial culture of support, the owner puts everyone – himself included – in a position to excel at their work by putting Paycom into their hands.

Now that employees can find and fix payroll errors prior to submission, payroll is done within a few hours. These results aren't limited to one DSP, or even to one industry. A recent study conducted by Forrester Consulting found that, for one company, Paycom and Beti reduced the labor required to process payroll by 90%!*

“Before Beti, I was up till 3 in the morning just to make sure I made payroll in time,” the owner said.

As for the operations manager, he said that “without having to deal with all of the tedious parts of payroll, Paycom allows me to focus on my employees, which is the most important part.”

More than management appreciates what Paycom delivers. Having just hired his 80th employee, the owner pointed to low turnover as indication his employees are happy, with Paycom playing a vital role.

Imparting what he's learned, he tells new DSP owners the same thing: “If you want to sleep at night, if you want to scale your business, if you want to retain your employees, Paycom is the only answer.”

*A commissioned Total Economic Impact™ study conducted by Forrester Consulting on behalf of Paycom, June 2023. Results are for a composite organization representative of interviewed clients.

Client Paycom Tools Include

Benefits Administration

Government and Compliance

Beti®

Manager on-the-Go®

Documents and Checklists

Onboarding

Employee Self-Service®

Talent Acquisition

Garnishment Administration

Tax Credits

GL Concierge

**“Paycom is innovative,
trustworthy and reliable.”**

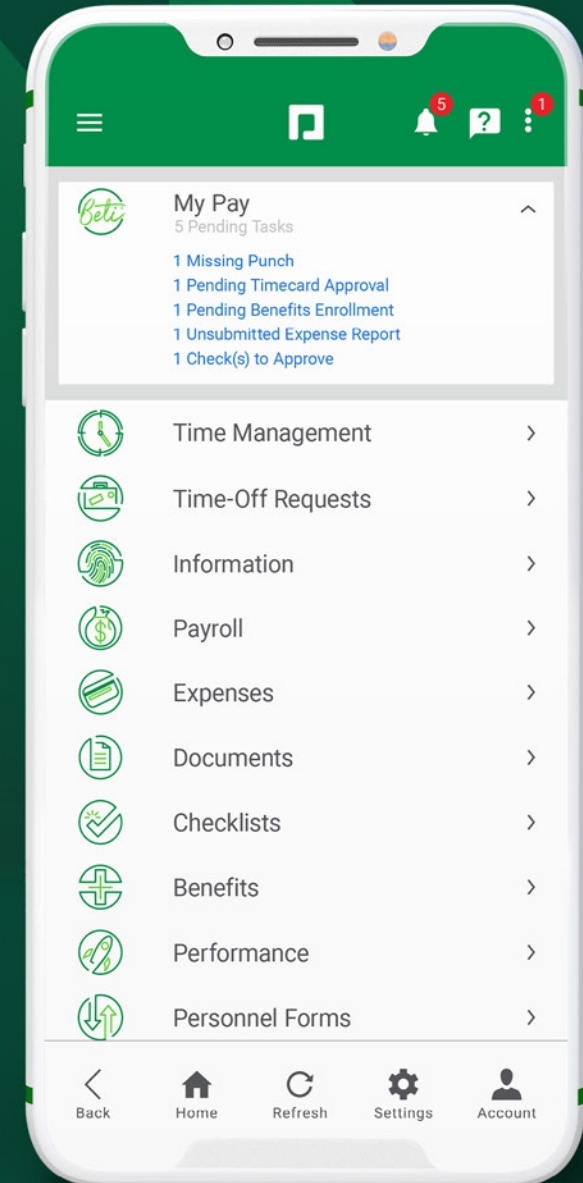
“When it comes to retention, the check is the most important part.”

“I left the other payroll provider because of poor customer service. None of the employees liked it.”

“When I left Paycom, payroll became a concern that wasn’t just a couple of hours, but it was a 24/7 worry.”

“Beti allows people to feel their worth.”

“To stay mobile, Manager on-the-Go is crucial for me every day.”



See what Paycom does for your
business at paycom.com.