

Customer service drives Amazon DSPs back to ADP

Quick facts

-  **Company:** BTK Rush
-  **Headquarters:** Chicago, Illinois
-  **Industry:** Amazon Delivery Service Partner (DSP)
-  **Employees:** 80-120
-  **Product:** ADP Workforce Now®

Responsible for one of the heaviest and most complicated Amazon routes in Chicago, delivering roughly 300 packages per truck, per day, Tina Kehagias doesn't have time for complicated payroll systems. **Read about her experience with Paycom and why improved technology and first-class customer service brought her back to ADP.**

Trying out Paycom

I used ADP when I owned a gas station in Vancouver, Canada, so I started with ADP when I launched my Amazon Delivery Service Provider (DSP) in October 2019. Learning the platform was not a priority. I was focused on growing my business, hiring employees and getting them through the system as quickly as possible.

We decided to try Paycom for the functionality of their cell phone app and their scheduling tool. However, we didn't know our drivers couldn't be a user in the system until they submit all their information perfectly, and if it was not correct, I was not alerted. There were some drivers who did it properly, but there were about 40 percent I had to follow up and chase at the end to get it done. The hiring process was just really time consuming, not intuitive.

Leaving Paycom

Paycom didn't work the way we needed it to. Paycom's customer service is only open weekdays. And their support staff is supposed to be able to help you with one phone call. I was never able to get help in one phone call. I'd keep calling, there was no sense of urgency. And then there is no follow up — I had to chase them to follow up!

Returning to ADP

ADP reached out about their technology advances. They gave me a demo on timecard punch edits available through the app. I wasn't happy with the choice I'd made in Paycom. I said, "Let's do it. Let's go back".

With ADP customer service, I get several follow ups, which I now appreciate because I don't have to chase after the answer. ADP comes to me to make sure my issue is resolved. Now, these issues aren't another task on my list that I have to make a phone call and figure out if it was resolved. I know ADP will call and follow up with me until the issue is resolved.





The benefits of an ADP partnership

Overall, the ADP solution has all the parts our business needs, from timecards to scheduling and DSP support. And with ADP, I can geocode within blocks of our warehouse for clocking in and out. ADP technology upgrades are big for us. With ADP, it's just really simple.

On being a woman in transportation

I'm the only woman in the station and honestly, it feels really good to go head-to-head with the big boys. To be able to hold my own. It's nice to be able to do that. I think other female drivers that work for me see that. They look up to me and say, "Hey, maybe I can do that, too." I always say, "You absolutely can! Why couldn't you?"

My advice to other women is to get as much experience as you can. Start from the bottom, that's what I did. I learned everything I could from the smallest job and worked my way up. Learn everything you can from everyone you meet along the way.

On ADP's customized reporting

ADP makes it a lot easier to create customized reports when I need to put data together. I print out reports every day to keep my eye on daily overtime hours, and that really is a dollar savings on the administrative side. ADP gives me a bird's eye view of what's going to come out of our bank account, a summary of our overtime, PTO, sick time, everything.

ADP vs. Paycom

Services		
Single database	✓	✓
Easy timecard approval	✓	✓
Digital onboarding	✓	✓
Intelligent scheduling tools	✓	✓
24/7 dedicated DSP service line	✓	✗
Red flag report alerting you to Amazon out of compliance incidents before they happen	✓	✗
Marketplace with pre-integrating apps	✓	✗
DSP referral program	✓	✗
Touchless Kiosk integrated with tablets and Amazon Rabbit devices	✓	✗

#Workingfor

Working with the Amazon employees and my drivers has given me a different purpose. Being able, through COVID, to give them a full-time salary knowing that they're able to support their families is really something I'm proud of. I've had so many drivers thank me for keeping them employed. They've never been in a job before where they've seen their paychecks this large. It feels good to be part of Amazon's family and to be able to do that for so many people. I hope I can do it for a long time.