



A picture-perfect switch to ADP®

Kelly Jo Designs by Wine is New Mexico's first sip and paint studio, where the doors are always open for creativity. The venue is known as an ideal spot for hosting lively, light-hearted painting classes perfect for any gathering — and enjoying some premium, award-winning wines. When looking for a more efficient way to run payroll, they switched to RUN Powered by ADP® for help.

Business Challenges

- Manual and time-consuming payroll process
- The prior solution did not offer a direct deposit option

A change was needed

Before ADP, the company's office manager and the bookkeeper worked together to handle payroll, manually tabulating employee hours and entering the information into QuickBooks for processing before the office manager cut physical checks. This entire process was far too manual and time-consuming.

Implementation made easy

Although Matt had experience using ADP, he hesitated to switch to ADP due to concerns about how he pays his staff. Additionally, he was unsure if he could communicate timely with ADP's support specialists — if needed — due to Kelly Jo Designs by Wine's limited hours of operation, as his business hours are nights and weekends. However, after a lengthy discussion with his wife, they decided to switch, and the onboarding experience went very well.

The implementation process proved to be less complicated than Matt had initially anticipated. He credits his sales representative for playing a vital role in keeping everything moving smoothly. Despite Matt being unfamiliar with QuickBooks

Matt Kuchar
Co-owner



Quick facts

 **Company:** Kelly Jo Designs by Wine

 **Industry:** Painting and pottery manufacturing

 **Employees:** 25

 **Headquarters:** Albuquerque, New Mexico

 **Product:** RUN Powered by ADP

Learn more about
Kelly Jo Designs by Wine
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and how to pull specific payroll reports, the ADP implementation team was able to guide him through the process quite easily. Adds Matt, "I never felt crunched for time during the implementation process. The ADP team was clear and patient, helping me through every process and getting the correct reports I needed."

Finally, the day arrived to run their first payroll, and their ADP onboarding specialist set aside time to review the necessary last-minute corrections. The result? A successful first payroll.

Service and support when needed

Now up and running, while preparing to run another payroll after traditional business hours, Matt needed clarification on an issue and called the ADP support hotline. The support rep was able to help resolve his issue quickly, but after that call ended, he had another question and needed to contact support again almost immediately. Although it was a different rep, Matt felt supported and found both reps equally helpful. Not only did the agents help resolve any issues, but Matt was also trained to handle the task himself next time, which gave him the confidence to educate his office manager on the process for the future. Matt explains, "It was reassuring to see the ADP support team trained and able to handle day-of-payroll running issues. Sometimes, we do things last minute — it's comforting to know ADP's support team provides 24/7 support. ADP provides good service to small businesses like ours."

Enhancing the employee experience

Before using RUN, all his employees received manual checks as they had no option for direct deposit. This added burden to staff members because if not scheduled to work on a payday, they would have to make time outside their work schedule to pick up their checks at the studio.

When Matt sent out a message to the team about being able to offer an option other than paper checks, he began receiving requests to change to direct deposit within 10 minutes. Now, over 70 percent of his staff has made the switch.

He adds, "Being able to provide direct deposit as a pay option through RUN has made it very convenient for my staff — they love it!"



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