



Supporting body art with 24/7 customer service

Running a thriving, internationally renowned tattoo shop in rural Canada is a joy for Lisa Fiorotto-Bickert. But, owning Deuce Tattoos also comes with payroll challenges, as Lisa employs two full-time creatives and an apprentice, and hosts visiting artists periodically. We spoke with Lisa about how ADP Workforce Now On the Go has streamlined her payroll and helps meet CRA compliance requirements for her Bancroft, Ontario-based company.

On choosing ADP's one-stop solution

Our tiny town is in the middle of nowhere, three hours northeast of Toronto, with about 3,500 people. I opened up my tattoo shop six years ago. In 2021, we incorporated, and I was still using spreadsheets. My piercer was looking around at different payroll options so we could pay everyone on the books and make sure all were taxed correctly. When we talked to the ADP representative on the phone, he was easy and welcoming. I was guaranteed that it was going to be an easy process, and there would be help along the way — and that's exactly what happened. There was no pressure, and the costs were great. We don't have to work like we're in the 1980s anymore — with paper and pen.

On ADP's customer service

ADP's customer service rep helped me set up the system and taught me how to input commissions and convert them into hours for our contractors so they could get taxed appropriately. Now everything is taxed right away so we don't worry about it not being on the books when tax season comes.

Once, I skipped my pay. I called ADP's customer service number. I was confused when I called, but the customer service person showed me what to do on the online portal and it was very simple. There's always somebody from ADP who is quick to answer and help; I'm grateful to be able to get my questions answered right away.

Lisa Fiorotto-Bickert
Owner and CEO



Quick facts

-  **Company:** Deuce Tattoos Inc.
-  **Headquarters:** Bancroft, Ontario
-  **Industry:** Retail/customer service
-  **Employees:** 5
-  **Product:** ADP Workforce Now On the GoSM

Learn more about Deuce Tattoos at
deucetattoos.ca



Always Designing
for People®

On payroll and year-end tax time savings

I made a mistake on my books and somebody from ADP caught it and showed me. The ADP software is so easy to use. It probably saves me about three hours a month of having to go through everything and make sure that the email transfers work for payroll. My year-end tax event used to take me a good 10 hours because I'd have to go through and make sure all the numbers click and match up the same. Now I don't, I just go in and it's right there on the platform, which is super simple.

On compliance

Before I became incorporated, I was a sole proprietor, so you just pay yourself whenever. When my contract workers would invoice me, I would pay them in cash or send them an email transfer. But when I became incorporated, I wanted to make sure that I got paid and that our assistant got paid, and that everyone had proper 4-As. Doing so helps when the Canada Revenue Agency (CRA) is coming to review the books. To have taxes taken off for people's paychecks was really important for audits. We have guest artists from all over Canada and Europe. ADP helps me pay them too.

My year-end tax event used to take me a good 10 hours because I'd have to go through and make sure all the numbers click and match up the same. Now I don't, I just go in and it's right there on the [ADP] platform, which is super simple.

Bonus: ADP helps fund an apprentice

I got funding for an apprentice from the Ontario government because I was able to prove to the college apprenticeship program that I was going to have the apprentice on my payroll. This application is unique and I couldn't have done it without ADP. Because ADP helps me with my payroll, because they can clock the hours, and then send me money back, it's so easy. I hope that other tattoo shops will do the same thing.



There's always somebody from ADP who is quick to answer and help; I'm grateful to be able to get my questions answered right away.

Lisa Fiorotto-Bickert
Owner and CEO



Always Designing
for People®