



# Mitigating risk and adding time savings

*Purolator is a leading integrated freight, package and logistics solutions provider in Canada. Celebrating over 60 years of delivering its customers' promises, Purolator continues to expand its reach and renowned service levels and reliability to more people, more businesses and more places across the country and around the world. Purolator is proud of its Canadian heritage and is focused on sustainably positioning itself for future growth and success. Purolator is also committed to contributing to the well-being of the communities it serves and where more than 13,000 of its employees live, work and play.*

*Amanda Gauthier oversees payroll for Purolator's employees and is driven to make sure it is always done right and on time. Her team runs lean, so she wants to make the best use of their time to focus on their core task of running accurate payroll operations. We recently spoke to Amanda about her experience using ADP® and how it helps her and her team keep focused on what really matters.*

## Life before ADP

When I joined Purolator in 2017, we had just switched from Ceridian direct deposit and tax solution over to Ultimate (UKG), which we were going to administer in-house. It was a huge shift in how Purolator handled its payroll, as the function of remitting our taxes and doing direct deposits was now going to be handled internally by the payroll team.

Each member of our payroll team processes payroll for more than 2,500 employees. Since we have a lean team and it takes a lot of time to build the reports, make the remittance, do the online banking process, enter the payments into our payroll payments portal manually, get approvals and then release the payments, it was determined that our time could be used more effectively on other priority projects and initiatives. We looked to find a vendor that could handle the tax remittance and direct deposit portion of the payroll function, so we reached out to ADP to see what they could do for us.

**Amanda Gauthier**  
Senior payroll  
manager



## Quick facts

-  **Company:** Purolator
-  **Headquarters:** Mississauga, Ontario
-  **Industry:** Transportation and logistics
-  **Employees:** 13,000
-  **Product:** FundDirect®

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## Why ADP

I wanted something that was very easy. ADP fit the bill because it was a single button, drag-and-drop solution for filing, and it is a one-stop-shop. I didn't want to have to go into multiple systems to get various files. I wanted to take the file that I received from my payroll system, push it to the vendor and walk away. And that's what ADP offered.

If I didn't engage ADP, there would have been a lot of steps to cover: run reports, balance the dollars, enter the dollar amounts into the bank account, get the proper approvals, and have payroll released for payment. Following that, I had to make sure to get the acknowledgement and the verifications to ensure those payments were made. Additionally, our team had to make sure we're paying at the right time, so as not to incur a penalty or miss a tax remittance payment, so we needed to be very diligent to meet the deadlines.

With ADP, as soon as payroll is closed, they now take on that responsibility to ensure our remittance and payroll payments are made on time.

### Minimizing risk around employment tax and direct deposit

It's important to be compliant with payment deadlines, so we wanted to minimize the risks associated with those functions.

ADP takes the pressure off of us, making sure the tax remittance payments are done, and done on time. It's a straight lift from our payroll system. There is no room for input or human errors. Whatever has been processed and committed to payroll is the exact amount transferred over to the ADP file, and that is what is being remitted.

*I feel confident now in our process because I'm never going to miss a Canada Revenue Agency tax remittance payment and incur fees associated with a missed payment.*

Similarly, for direct deposit, the amount is easy to upload through the ADP website, so the transition of potentially keying in the wrong amount is gone.

Working with ADP is fantastic because it takes out any room for manual errors and we don't have to worry about making any keying mistakes.

### Compliance adds peace of mind

I feel confident now in our process because I'm never going to miss a Canada Revenue Agency tax remittance payment and incur fees associated with a missed payment. That peace of mind is worth its weight in gold.



With ADP, we can focus on processing the payroll for our organization, instead of making sure we don't miss a payment to government bodies. That peace of mind is worth its weight in gold.

**Amanda Gauthier**  
Senior payroll manager



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Why take the risk in your own hands when someone can do it for you? It's going to be 100 percent accurate and you're going to have those extra hours to put back into your team. You don't have to do all the work yourself. You can spend your time developing your team and looking for process efficiencies.

**Amanda Gauthier**  
Senior payroll manager

## Efficiencies lead to impactful change

From a reconciliation process perspective, the time savings for remitted taxes has been impactful. ADP submits the files and we download and put those files into a spreadsheet. When I run T4s at the end of the year, I know this is the amount that ADP has remitted on our behalf to the CRA. This is the correct amount the CRA should receive, and I can verify the two. I can sign into our CRA portal and see the dollar amount ADP has reported to have put there and I can see that it balances.

## A fantastic implementation experience

Our ADP implementation specialist, George, is extremely knowledgeable. From day one, he was on every single call we had with our payroll provider to discuss the work we were taking on internally. When we went to the testing phase, every single test was spot on because George had done so much of the legwork at the beginning to ensure a smooth deployment. We implemented this in under a month. We had two or three phone calls and we were up and and running.

It was a welcomed surprise because usually with implementations that involve multiple parties, I need to become an expert in both systems. In most cases, the vendors don't correspond with each other, which leaves me in the middle. As the end user, I need to make sure I'm getting what I want. But our ADP specialist was so experienced and he knew right out of the gate what was needed to make it work. I never felt like I needed to be a mediator.

## Saving on time and costs

We've definitely noticed efficiencies working with ADP. The direct deposit is more cost effective because the actual transactional fees are less as opposed to going directly to a bank. There's also the time savings. Using ADP saves around 30 to 45 minutes a week compared to us doing it ourselves. That's basically a week's worth of time saved in a year.

## Advice to peers

Why take the risk in your own hands when someone can do it for you? It's going to be 100 percent accurate, and you're going to have those extra hours to put back into your team. You don't have to do all the work yourself. You can spend your time developing your team and looking for process efficiencies.



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