

Customer service that goes above and beyond — no matter what



Working in the fast-paced and rigid arena of Amazon DSPs is a challenge British Columbia-based VCE Logistics enthusiastically accepts. But the one challenge owner Johnny Jett wasn't ready for was making a mandatory change to ADP®. Change can be scary, but Johnny soon found immense confidence and trust in his ADP account manager, paving the way for a successful and meaningful partnership.

A call that changed everything




We were very comfortable in the way that we were doing things. I had everything all set up and it worked, so I wasn't looking to make any changes. I was unhappy — I think is the mildest way to put it — when we were told we had to use ADP. I really was expecting this big, bloated system and I wasn't looking forward to it at all. I was participating under protest.

Then I got a call from Haya, our ADP account manager, and it changed everything. To be very honest, I went into that first conversation dead set against using ADP and was trying to figure out a way that I'd be able to circumvent this and not do it. I had already decided in my mind that it was going to be this horrible experience that was going to be a big problem for my business and I just didn't want it. But then something happened: She listened to me, she understood where I was coming from, what my issues were, why I felt the way that I did. And she made me a promise that she was going to do everything she could to prove the things that I was concerned about and the shortcomings that I thought ADP had were wrong. She was going to make sure this was a positive experience for me. Haya just seemed like somebody that really knew what she was doing and seemed like her level of caring was genuine and not just a function of her job. She really allayed my fears and laid out a path for what it was going to look like moving forward. And then she stuck to it, kept her word, and made it a great experience for me when I wasn't expecting it. Also, the team that she put together to onboard me — Ashley and Tess — helped me a lot with the time pieces, etc. They talked to me. They made sure that I was good. They followed up with me. When I called and had a question, they instantly responded. I couldn't have asked for more.

Johnny Jett
Owner



Quick facts

-  **Company:** VCE Logistics
-  **Headquarters:** Burnaby, British Columbia
-  **Industry:** Shipping
-  **Employees:** 70
-  **Product:** ADP Workforce Now®





Getting up and running

ADP just about took care of everything. They basically asked me for base information that I passed along to them, and then they made sure that everything was set up properly so that I didn't have any issues with the compliance team at Amazon. They are familiar with exactly what they want, what they need and what the expectations are because they've been working with Amazon for a while. I was completely unaware of how all the visibility stuff worked on the backend, and I was very glad that they didn't burden me with it. They just took the information that they needed, asked me how I was doing things to make sure that it all meshed with what was going on and they took care of all of it. They even doublechecked to make sure that my averaging agreements and overtime hours were functioning properly. ADP was very thorough. They really made me feel like they cared about my business and that it was important to them to get it right.



Meeting high standards of performance

Amazon has very, very high standards for performance, and meeting those standards requires a lot of consistent work. You must embrace the standard grade of workflow and then make sure that the people working for you have a full understanding of why they're doing things.

Our biggest challenge is time. There's so much that needs to be done, so much attention to fine detail, but there's only so many hours in a day. Because Amazon audits us, you don't have an opportunity to fall behind in something and then catch up later.

ADP has allowed for my payroll process to be more streamlined, and it saves me time. Ultimately that is the most valuable thing in the world because it's the only thing you can't get more of. Using ADP creates time for me that was otherwise being utilized that I can now use in a different fashion. I'm very grateful for that.

With ADP, it's all in-house. Amazon has visibility. Before, I would have to literally spend hours getting all this stuff together and then digitizing it or saving it into the proper format to be able to send it — just a big waste of time for myself and my assistant to prepare ourselves for all these audits. Now, anything that has to do with any of the renumeration to the drivers or any of those questions, we just simply check a box that says, "Yes, I use ADP," and Amazon able to get all that information from ADP without bothering me and without making me spend my time to find the answers for them. So that is wonderful.

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The game-changing ADP kiosk app

My drivers weren't always good at recording their breaks, but the kiosk is a game-changer. I love it! It's awesome! I bought an iPad that we use. My dispatchers take it to the lot in the morning. And then it stays at the dispatch desk at night. The kiosk allows us to make sure that we get those punches right all the time, every day. They come in in the morning, the kiosk is there, they meet the dispatcher, we hand them their pouch with their keys and their Rabbit. We hand them the kiosk; they take it and they log in. Boom, it's done.

They don't have to worry about clocking in. They don't have to worry about clocking out because that just happens when they come to the lot and when they get to the station. It's a simple thing. They don't have to think about it. They're prompted by my dispatchers which allows for a very smooth and consistent recording of the time in a correct way. It really has helped us reduce manual errors by 75-80 percent.

On my end, I don't do 85 percent of the process, anymore. The part that I do is easy. I find it intuitive, and it's also very easy to doublecheck and see if there is an issue. It's very good at prompting you and showing you exactly what you must deal with.



"ADP took something that I was dreading — that I was positive was going to be this horrible time suck which would make my business worse — and turned it into a positive experience that I now view as something good for my business.

It's incredible that they were able to do that. It's made me comfortable when I was uncomfortable and earned my business and showed me the value of a company that I initially thought had none."

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The best partner for the job

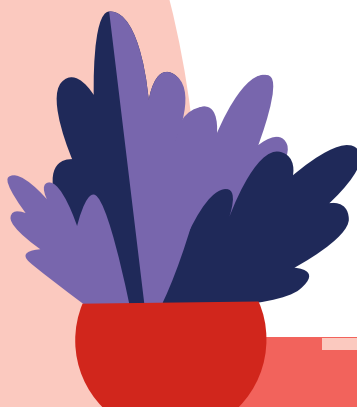
ADP has been working with Amazon for so long and has the knowledge and experience. Because of this, they have the ability to help us to maintain ourselves as compliant businesses that other people just don't possess. And ADP has a unique experience in the industry because Amazon works with them. Nobody knows Amazon better than ADP. Nobody knows the requirements and what's necessary to make that work properly. It's actually a boon for us working with somebody that understands the challenges that we're facing and the ways that we can meet those expectations.

ADP is approved for Amazon so I don't have to mess around with it. I just have to make sure that my inputs are correct the first time and then I don't have to think about it ever again. If there's anything that they want to ask me that has anything to do with that, they just get the information directly from ADP, without me even being involved.

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I was a captive audience. I couldn't go anywhere. I'd still have to give them my business. Most businesses when they have that kind of leverage in this world, unfortunately, exercise it — "Where's this guy going to go? Who cares?" It was the exact opposite here. ADP still went out of its way, even when they literally didn't have to, to actually earn my business.



Designing a better world of work

I try to lead by example. I believe that I've created an atmosphere that is different than a lot of the other Amazon DSPs. I've worked hard to create a positive environment here. My drivers are happy and smiling. They're not overworked. They're validated. They know how important they are. Every morning, I make sure that I'm there personally to thank them for the work that they did yesterday, to encourage them for the work that they're going to do today and to make sure that they understand that they're valued and that they're important and this is something that we're doing together. People don't work for me; they work with me. So even though I have a different job and different responsibilities than them, I'm just another team member. We're all in this together. It's all of us or none of us and that's just the best way to do things. A bunch of individuals makes it very difficult to accomplish anything, but you can accomplish a lot as a group.

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#Workingfor

Obviously, I work for my family and for the betterment of them. I also work for my business. My goal is to create the best possible environment for my team and the people that work with me. If you're going to be somewhere and you're going to spend your time doing something, then you might as well be the best. Amazon is one of the largest companies in the world. It's the hardest delivery job on the planet. So, we want to continue to be the best, to excel at the highest levels in the hardest place. That's the kind of stuff that makes your mom smile, makes you feel good.

Learn more: vcelogistics.ca

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