



A couple turn coffee roasting into a community

Sarah and Shawn Pritchett first began roasting coffee as a hobby in their garage. After running a successful Kickstarter campaign aimed to start a coffee food truck, the response was so positive that they decided to open a brick-and-mortar store. Today, they have two locations and a dedicated community of fans.

We needed more payroll support

When we opened our first location, we used another company to manage our payroll, point of sale and timecards all-in-one place. This method was easy to use, but it did not meet all of our needs. As a new company, we were still learning all of the requirements for California's labor laws and payroll processing. We didn't have access to any HR documents — like a new-hire form or a disciplinary form — and were left to research what was legally required and create the forms ourselves. We needed support.

In addition, with the other payroll platform, the money for payroll was taken out of our account and held onto for a week before the employees actually were paid. For a small company running on tight cash flow, this style of cash management was difficult. We needed better cash flow.

Soon after we opened, Ashley, an ADP representative who lives nearby, started coming in for coffee. She sat down with us and explained all of the features ADP offers and walked us through how ADP could support us. We liked the idea of integrating all these different HR features in one place, and how ADP could help us do payroll correctly. This seemed like just what we were looking for.

ADP made it easy to switch

We switched to ADP as we were building out our second location, and our first location was just six months old. The speed at which we were growing made it all kind of a blur, but Ashley and ADP helped streamline the payroll side of things. She took the information she needed from all of our staff, and helped set up their accounts. Ashley showed me how to make sure the information was correct and walked me through running the first payroll. It was very simple.

Sarah and Shawn Pritchett
Owners



Quick facts

-  **Company:** Ragamuffin Coffee Roasters
-  **Headquarters:** Newbury Park, CA
-  **Industry:** Restaurant
-  **Established:** 2015
-  **Employees:** 25
-  **Locations:** 2
-  **Website:** Ragamuffinroasters.com

Business Challenge: A new but quickly expanding business needed a payroll company that could provide more than just paychecks.

How ADP Helped: ADP® HR Pro allows for easy printing of HR forms and creating an employee handbook. RUN Powered by ADP® (RUN) supports immediate processing of payroll funds.



RUN is straightforward and very easy to use. One or two times we have made a mistake when entering payroll, but no worries, we were able to easily make a correction using ADP's support staff. They are available 24/7 and always helped us make sure our staff was being paid correctly. We love that our employees get paid the day after we process payroll. ADP isn't pulling our cash and then sitting on it for a week. This is just what we needed for cash flow and support.

We enrolled in HRPro to gain access to legal support services for our staff and to provide some required trainings. Our team did all the California-required sexual harassment training through HRPro, and because they could do it online on their own time, we didn't have to pull them off the floor for it. These trainings, along with access to the HR forms we need, save us a lot of time.

ADP makes it possible for us to offer health benefits

We already had a training-based employee handbook, but it did not contain all the policies required by California law. ADP's Employee Handbook Wizard provides a fill-in-the-blank form that made it easy for us to create one.

One of the coolest things ADP has allowed us to do as a small business is to offer our employees health benefits. We had the goal to be able to offer benefits by the time our company reached five years old. Because of ADP's help, we were able to meet this goal. Access to health plans [through Automatic Data Processing Insurance Agency (ADPIA)] is a great benefit for our employees. It helps us to increase longevity among our team and provides them with a better quality of life. This is right on board with our mission.

We are really grateful for the support we get from ADP.

#workingfor

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