



Automated process helps to realize tax credits

Quick facts

-  **Name:** EG Workforce Solutions
-  **Industry:** Staffing and recruiting
-  **Employees:** 500+
-  **Website:** egnow.com
-  **Product:** ADP SmartCompliance Tax Credits

Business challenge: A highly manual input and validation process was contributing to unrealized tax credits

How ADP helped: Provided a tax credit solution that was fully automated and integrated with EG's onboarding process. A key process change was the online access that ADP provided to required applicant records in lieu of an applicant having to provide paper copies of the required documentation.

And the inclusion of the WOTC questionnaire in the online application process. ADP's system gathers pertinent information by asking easy to understand questions of the applicant and formatting their answers in the government submission format.

EG Workforce Solutions provides tailored workforce solutions to meet customer needs including staffing, managed services and RPO solutions. They are experts at matching the right people with the right jobs, with a mission to help people succeed. Linda Miller, chief financial officer and chief operations officer believes that an application process should not be an intimidating or discouraging one. The importance of making the application experience simple and clear, in only a few questions, is beneficial to placing their applicants appropriately while having the ability to successfully identify those who qualify for Work Opportunity Tax Credits (WOTC).

Overcoming challenges

Our decision to move to the ADP SmartCompliance Tax Credits module has had a tremendous impact on our business. As a staffing, managed services and RPO firm, one of our biggest challenges we had was not having an efficient application process. We were using paper forms, online forms or a mixture of both. For some applicants, it was very time consuming and as some of the information requested was voluntary, it was passed over. For others, a language barrier might result in some information being missed. The overall process was not streamlined or as easy as it should be and, in many cases, we were unable to capture the information we needed to identify possible tax credits, or the applicant simply stopped the application process completely.

Our steps to putting together a better process began with our ADP sales rep. He was phenomenal. He listened to what we needed and understood what would work for us, outlining all the features ADP had to offer and how seamless the integration would be with the Avionte platform we were already using. Our implementation went exceptionally well.

Now, our applicants are met with an application process which prompts them to answer only a few easy questions which are captured and properly integrated with our application process. This has been a big win for EG because the applicant experience promotes the ease of the application being completed correctly while helping to ensure we are not losing eligible tax credits along the way.





Due to ADP's relationships with various government agencies, we've never had to reach out to an applicant with a documentation request. This has greatly reduced the number of denied applications and increased the number of possible credits.

Linda Miller

Chief financial officer and chief operations officer



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Less paperwork, more efficiency

In the past, the application process was also weighed down by the amount of additional documentation required to be included and processed with each applicant. This proved a challenge because applicants would often forget to provide it or simply did not know where to find it. Once again, we were at risk of losing tax credits if we were unsuccessful in obtaining all necessary documentation to support the credit. However, due to ADP's relationships with various government agencies, we've never had to reach out to an applicant with a documentation request. This has greatly reduced the number of denied applications and increased the number of possible credits.

I'd be remiss not to highlight the positive effect this has had on our own employees. As a result of the streamlined WOTC process ADP SmartCompliance provides, it takes a tremendous amount of administrative work off the plate of our recruiters. With the WOTC process being automated, it requires no additional intervention or follow-up between our recruiters and applicants for missing documentation. It frees our recruiters up to focus more on the interpersonal aspects of their role and less time with the inefficiencies of tracking down missing paperwork from applicants. During the global health event, this helped provide an extra layer of safety built-in, as well.

Benefits of more frequent reporting

Another aspect that we really like is regularly receiving a monthly report on WOTC activity instead of quarterly, as we had in the past. From a tax perspective it has been extremely helpful because as we are looking at cashflow projections, the increased frequency of the reporting provides us with the most accurate number of credits we have. When we provide this information to our CPAs, it has allowed us to make more precise estimates regarding our federal taxes due and decrease the likelihood of overpayment due.

This has also been very beneficial because when we received our reporting on a quarterly basis, we often had to extend our tax returns for the corporation while we waited for the final accounting from the previous year. But now, because of how ADP handles the reporting schedule, by the middle of January each year we know what the prior year credits are going to be. As a result, we haven't had to extend our corporate returns since engaging with ADP because we have all the tax information we require in a timelier fashion.



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Linda Miller

Chief financial officer and chief operations officer

#workingfor

I am committed to simplifying our processes for applicants on an ongoing basis; to make them as easy to use as possible. We recently partnered with another company to create an alternative recruiting and onboarding technology to further enhance the applicant experience. I used our seamless technological implementation with ADP — and a requirement that ADP be integrated into this new process — as the standard we expected. With the new process live, the ease of use has been well received by both our applicants and workforce.

About ADP SmartCompliance

ADP SmartCompliance is a cloud-based platform of outsourced services that integrates with many leading payroll, HR and financial systems to help you maintain HCM-related compliance, mitigate risk associated with noncompliance, improve efficiencies and drive operational growth. Its unified capabilities can help handle your health care, employment tax, tax credits, wage payments, employment verification, unemployment claims, W-2 management and wage garnishments needs. Your information is organized in one place to be concise and actionable.

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