



HOW A NEW JERSEY FINANCIAL SERVICES COMPANY FIXED PAYROLL ERRORS WITH ADP



United Check Cashing is a pioneer in the check-cashing industry, serving millions of customers with accessible financial solutions, including bill payment, money transfers and other services. As a growing operation, the company needed a dependable payroll system to support its workforce and back-office efficiency. Mark Picillo helps lead the organization as general manager.

BUSINESS CHALLENGES



Payroll errors from the previous provider were time-consuming to correct.



Access to critical payroll and HR reporting was delayed.



Lack of reliability impacted operational efficiency.

QUICK FACTS

Company: United Check Cashing

Industry: Financial services

Employees: 13

Headquarters: New Jersey

ADP Products: RUN Powered by ADP®

Interviewee: Mark Picillo, General Manager



"Our previous payroll provider made too many mistakes, requiring us to double-check their work. With ADP, that's no longer an issue, and it gives me peace of mind knowing I can trust the service we receive."

— Mark Picillo, General Manager

"With RUN, I can access, view and customize my reports immediately. Getting what I need saves me time and eliminates the stress of waiting."

— **Mark Picillo**
General Manager



THE PROBLEM

Payroll errors and delayed reporting from the previous provider

Before switching to ADP, United Check Cashing experienced frequent payroll inaccuracies that required manual review and correction. This created inefficiencies and consumed valuable time. Additionally, delays in receiving reports limited the company's ability to make informed decisions.



THE CHALLENGE

Finding a reliable and responsive payroll solution

The company needed a payroll provider that could deliver accurate processing, provide immediate access to reports and reduce the time spent resolving errors — all while offering a user-friendly experience and dependable support.



THE BENEFITS

Accuracy, real-time reporting and time savings

With RUN Powered by ADP (RUN), United Check Cashing gained:

- Reliable payroll processing with fewer errors
- Immediate access to customizable reports
- Reduced time spent reviewing and correcting payroll
- An intuitive platform for managing payroll tasks
- Responsive customer support when needed

"I used to have to wait for any reporting I required to be uploaded, and my previous provider rarely did it promptly. With RUN, I can access, view and customize my reports immediately. Getting what I need so quickly saves me time and eliminates the stress of waiting," says Mark.



THE SOLUTION

An intuitive platform with built-in reliability

RUN provides an easy-to-use payroll system that automates key processes, including tax calculations and reporting. The user-friendly interface allows the team to manage payroll efficiently while reducing the risk of errors and delays.

"RUN's platform is very intuitive and easy to use. I can do almost everything myself, but ADP's excellent customer service helped with prompt response when I've had an issue requiring assistance," says Mark.



THE RESULTS

Greater confidence, efficiency and control

By switching to ADP, United Check Cashing has eliminated the need to double-check payroll accuracy and significantly reduced administrative burden. Real-time reporting provides faster insights, enabling better decision making and improved efficiency.

With reliable payroll processing and accessible support, the company now has greater confidence in its payroll operations, freeing up time to focus on serving its customers.

"Our previous payroll provider made too many mistakes, requiring us to double-check their work. That's a lot of wasted time. With ADP, that's no longer an issue, and it gives me peace of mind knowing I can trust the service we receive," concludes Mark.



"RUN's platform is very intuitive and easy to use."

— **Mark Picillo**
General Manager

LEARN MORE ABOUT MARK'S ADP SOLUTION.

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