

Tenaker Pet Care

For over 15 years, Tenaker Pet Care has provided veterinary, grooming, kenneling, and other services to the pets of Aurora, Colorado.

When Karen Carr signed on as the company's bookkeeper seven years ago, Tenaker was using manual time cards to track employee attendance. The process was far from perfect. Employee compliance was only about 50 percent, and Carr had to manually prepare employee time for shipping to Tenaker's payroll vendor—ADP.

Carr faced many challenges with ADP. The interface was not user friendly, setting up new employees was “a nightmare,” time-off accruals had to be entered by hand, and every little adjustment Carr requested seemed to come with a big invoice.

“One day, a Qquest salesperson came by the office and dropped off some literature for my boss,” said Carr. “He asked me to take a look at it and get back to him. I'd used Qquest at a previous job and loved it, but wasn't sure how much it cost and whether it made sense for Tenaker. After reviewing the details on cost and features, I got right back to my boss with a big thumbs-up.”

Carr does most of Tenaker's bookkeeping from home, and in the evenings or on weekends. So in addition to looking for a time and attendance solution that was easier for employees to use, priced right, and had all the necessary features, it also needed to be internet-based so that Carr could access the information remotely. In addition, the software needed to be both robust and flexible enough to handle a variety of employee scenarios. Because although Tenaker is fairly small—only about 15 employees—the company has to track staff who get paid on a commission, part-time and full-time and salary basis (and

sometimes a combination of several), as well as those with different pay schedules.

After Carr and her boss were confident Qquest met their criteria, they signed on and scheduled the installation. To customize the software to address Tenaker's specific time and payroll needs, Carr simply sent the information to her Qquest customer service rep, who made the adjustments.

“I've been through several software implementations that were really painful,” said Carr. “But with Qquest, it was easy as pie. Qquest did the customization, and training on the time and attendance piece took less than a day. When it came to the payroll system, I had a tough time booking a full training session due to my schedule. So, my Qquest installation specialist walked through the process with me on the phone. After receiving less than an hour of informal training, I was able to run a full payroll without a glitch the very first time I tried.”

With Qquest's TimeForce, Tenaker management has a seamless, single-vendor time & attendance/payroll process that saves time and boosts accuracy. Employees simply clock in and out on a computer at the beginning and end of each shift. Each day, managers review their employees' time to check for errors. At the end of the pay period, Carr runs a report, adds commissions, and then uploads the final numbers to Qquest Payroll Services. In less than an hour, Qquest sends back a payroll report, and checks are delivered two days later.

“With Qquest, I easily save a few hours each week,” said Carr. “And while the software is great, the most significant difference between my experience with Qquest and other time and payroll vendors is definitely the service. Not only are they upfront about what we'll get for our money, but the service people are top-rate and willing to go the extra mile. I always get the same person when I call, which is a huge help. He knows me, he knows Tenaker, and he knows exactly what we need—so there's not learning curve for either one of us. We just get down to business right away and keep things moving along. I can't tell you what a difference that makes.”