

An error-filled implementation and poor HR & payroll experience led Shelba Johnson Trucking to Paycor.



Carol Agee, Director of HR

“Whether it was working with sales or implementation, I’ve always felt confident with my Paycor team. They’ve never made empty promises and always go out of their way to help us.”

Why Shelba Johnson Trucking Left Their HR & Payroll Provider

Shelba Johnson Trucking transports furniture across the entire eastern United States and Texas. **When their previous HR & payroll provider poorly managed their implementation and failed to offer reliable solutions to support their HR needs, they turned to Paycor for help.**

Prior to Paycor

Benefits implementation took upwards of eight months and they relied on manual processes to track PTO. Accessing labor costs and turnover reports was also challenging, which forced HR administrators to manually collect data. According to Director of HR, Carol Agee, the entire experience was a nightmare.

With Paycor

Paycor provides the support Shelba Johnson Trucking needs to manage employees and stay compliant. With multiple types of pay for employees, Paycor Payroll provides the flexibility the company needs to pay employees accurately. Supervisors no longer depend on spreadsheets to track PTO. Employees request time off, clock in and out and supervisors are more accountable to manage requests and activity. **Paycor’s reporting functionality also allows Carol to access the exact data she needs without any manual work.**

Challenges

- Poor implementation setup
- Manual PTO tracking
- Unreliable customer service
- Limited reporting capabilities

Solutions & Key Features

- Seamless implementation
- Streamlined onboarding process
- Automated timekeeping and leave tracking
- Real-time access to labor costs and turnover reports

“Paycor’s customer support is top-notch. They’re always willing to work with us to help solve problems and offer recommendations to make our lives easier.”

—Carol Agee, Director of HR

Time & Attendance

Prior to Paycor, leave requests were tracked by HR in Excel and employees had little visibility into their bank of time remaining. Now, requests are tracked electronically with immediate approval from managers.

Implementation

Paycor offers new customers a step-by-step checklist to help manage the implementation process. What can often be a daunting experience for many businesses was painless because of the communication and transparency Paycor’s dedicated team delivered throughout the process.



Shelba Johnson Trucking partners with Paycor to recruit, onboard, pay and retain their workforce.

- Onboarding
- Time
- HR
- Benefits
- Reporting

