

**Demand More**  
with Attendance on Demand



## **Bordine's Nursery** Nursery Prunes Payroll Processing and Reduces Overtime by 40%

Bordine's, a leading Michigan Nursery, reduced employee overtime by 40% and put an end to duplicate entry of employee information in their payroll, HR, and time and attendance systems. The company decentralized employee time keeping and put the administration of Paid Time Off (PTO) in the hands of the supervisors and department managers. Attendance on Demand, a cloud-based, subscription service for time and attendance helped streamline the once lengthy attendance tracking and payroll process to less than an hour. Bordine's can now focus on its customer service and continuing to grow and sell the best plants in Michigan.



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### About Bordine's

From a roadside stand in 1939 to the largest family-owned production and retail Nursery in Michigan, Bordine's is committed to growing their own plants to insure the highest level of quality and variety for their customers. Bordine's has spread to five locations and a number of seasonal Bordine's Xpress locations. The company is headquartered in Rochester Hills, Michigan on the site of the original roadside stand. With 100 year-round staff members and an additional 600 employees for peak season in May and June, Bordine's "purple people" help customers find annuals, perennials, trees, shrubs, and roses, along with a wide variety of plant material and supplies.

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### Manual Timecard Editing

Until recently, Bordine's used a timekeeping system that came bundled with their payroll service. One person, the payroll coordinator, had access to the system. It was a constant burden to supply the 50 departmental managers and supervisors with their employee's time cards and stay on top of changes for their bi-weekly pay period. There was no real-time reporting. Instead, paper time sheets for the 700 employees were printed, faxed, or emailed to the various locations after the fact. Supervisors made their time card edits with paper and pen. Identifying missing and late punches was difficult. The edits were then returned to the payroll coordinator for entry into the system.

In addition, the company routinely cut up to five manual checks each pay period to correct time card errors and inaccurate pay checks. Bordine's wanted to reduce the inefficiencies and improve the accuracy of their processes.

"We decided to decentralize the time and attendance tracking to the managers and supervisors managing the employees," said Phillip Tomczak, Vice President. "I needed to have a product that was going to make the manager's and supervisor's job most efficient."



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### Handling Departmental Transfers

Bordine's has both a retail sales side and a production growing side to the business. At times employees can work in both areas. The employee's hourly rate can change based on the job function being performed. For example, using pesticides to ensure plant health requires special procedures and licensed employees. A properly licensed employee can work in retail sales during regular store hours but transfer to a different labor code for spraying pesticides after hours. Different labor codes could mean different labor rates. In this case, sprayers receive \$2.00 more per hour while they are spraying. Managing the labor code transfers and associated pay rates changes was challenging for the payroll coordinator.

### Overtime and Paid Time Off Concerns

Bordine's kept a close eye on overtime but was frustrated by the old system's limitations in scheduling and lack of real-time access to their workforce on any given day. Employees requested Paid Time Off (PTO), the supervisor approved it, and the payroll coordinator then entered it into the system. Because supervisors did not have access to the time and attendance system, approving short-notice requests was cumbersome.

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### Fluctuating Headcount

The seasonal nature of the Nursery industry includes fluctuation in employee counts to handle the load. Preparing for peak season can mean hiring as many as 25-50 new employees a week for many weeks in a row. The HR manager entered employee information into the HR system and the payroll coordinator had to enter the same information into the payroll/time and attendance system. Limited integration between payroll, HR, and the time and attendance systems made the sharing of employee information and data communication troublesome.



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### A Change in the Weather

Bordine's was due for change. The search for a new system began by creating a list of requirements. The company wanted a timekeeping solution that integrated with HR, payroll and other systems and provided two-way communication. They wanted up-to-the-minute access to their employee's time cards to help supervisors make real-time decisions and prevent excessive overtime. Pushing key attendance monitoring activity and corrective actions down to the supervisory level was important to decentralizing and streamlining the processes. Finally, Bordine's wanted a system that handled the seasonal nature of their business and fluctuating workforce needs.

### Cloud with a Silver Lining

Bordine's turned to the experts at Advanced Time Management (Grand Rapids, MI) to implement Attendance on Demand, a cloud-based time and attendance solution. Bordine's appreciated the fact that with Attendance on Demand there is no software to buy, no upfront investment in licenses or servers, and no need for costly maintenance and only a small investment in new time clocks. A monthly subscription fee allowed them to flex with their seasonal business. Removing the bottleneck of single-person data access streamlined their processes by decentralizing management.

"The Advanced Time Management team has been tremendously supportive. We have challenged them with many requests and modifications and they have been able to address virtually all of them," remarked Tomczak.

### Outstanding Results

Attendance on Demand was launched in December of 2010 and Bordine's has achieved dramatic improvements in timekeeping and payroll. Bordine's enjoys the benefits of tracking employee labor data securely over the web using Attendance on Demand.

Rapid user adoption is evident. Employees punch in at the I.T. 3100 time clocks located at the facilities and the information is quickly available across the system. All 50 supervisors and managers use Manager Self Service (MSS) to review time cards. No more hunting for missed punches; a bright red arrow points right to them. Supervisors can easily correct the punch before sending to payroll.



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“Even our casual users comment that they don’t know how they handled time cards prior to Attendance on Demand,” said Tomczak.

The company takes advantage of the Approaching Overtime report that identifies employees that are close to incurring overtime. When an employee is absent, supervisors can consult Attendance on Demand to find a replacement worker that is under hours and avoid costly and unplanned overtime.

Payroll processing has been reduced from four hours to less than one hour. The payroll coordinator no longer prints time cards and enters changes. Approving PTO is more efficient. Supervisors handle time-off requests directly in the system. All the time card edits are done by the supervisors and recorded in the software’s audit trail.

Eliminating manual corrections and paperwork means that Bordine’s can be confident that pay checks are accurate. In fact, Bordine’s has cut only three manual checks since the implementation of Attendance on Demand and integration with their new payroll system.

“I have received positive feedback throughout our organization about Attendance on Demand. In the three short months that we have had the product we have reduced our overtime by 40% and if this trend continues we will have recouped all the upfront costs within the first year.” concludes Tomczak.

In all, the increase in efficiencies and reduction of cost has been significant. Attendance on Demand enables the staff at Bordine’s to focus on growing their products and their business.

### About Attendance on Demand, Inc.

Attendance on Demand employee time and attendance service supports the labor management needs of thousands of companies and a quarter of a million employees across North America. Launched in 2006, Attendance on Demand is a rapidly deployed, cloud-based solution that minimizes a company’s risk and technology investment while providing advanced features for securely managing labor data — calculating pay rules, scheduling employees, budgeting labor, and automating record keeping for labor law compliance. With over 99.9962% uptime and above average customer retention rates, Attendance on Demand removes the worry of maintaining expensive infrastructure. An extensive North American distribution network helps organizations use Attendance on Demand to reduce labor expenses and improve decision making.

Attendance on Demand is a registered trademark of Attendance on Demand, Inc.

To find out how Attendance on Demand can help your organization, call 800-465-9980 or visit [www.attendanceondemand.com](http://www.attendanceondemand.com)

