



Enhancing employee experience in the food packaging industry

Jen Meacham

Corporate Payroll Clerk

Ann Hay-Sims

Corporate Payroll Supervisor

Quick facts



Company: Genpak



Headquarters: Charlotte, NC



Industry: Food Packaging



Employees: 1,500



ADP Products: ADP Vantage HCM®

Genpak, an ADP® client, is a leader in the manufacturing industry, providing restaurants and other businesses with food packaging solutions since 1969. With numerous facilities across the United States, managing employees, payroll and HR is a multi-jurisdictional and complex task.

Business challenges

- Employees' requests for payroll advances or loans could not be accommodated
- Financial stress due to unexpected expenses affected employees

By leveraging ADP Marketplace partner Tapcheck, Genpak was able to provide a simple and easy way for employees to access earned wages earlier than the next payday, resulting in less financial stress for employees.

All's fair in HR and payroll

Jen Meacham, who manages corporate payroll, and Ann Hay-Sims, payroll supervisor, both remember a time before they implemented Tapcheck — an earned wage access platform — with their ADP payroll services. Due to the size of their organization, they could not accommodate employee requests for payroll advances or loans against future paychecks.

"We'd have employees going to their HR leaders and asking if we could advance pay to them from their next check," says Hay-Sims. "But we could never say yes, because once word got out that we did it for one person, we knew there'd be a flood of requests coming in, and we just didn't have the technology to track advances to make sure they were deducted from the next payroll."

A solution to elevate employee experience

Genpak leaders came upon Tapcheck at an ADP event, via ADP Marketplace and immediately liked what they saw. They wanted to give back to their employees more and provide ways to alleviate financial stress, so it wasn't long before leadership decided to proceed with implementing Tapcheck.

"Our leadership team really liked the possibility of what Tapcheck could do for our employees," says Hay-Sims. "They saw it as a huge benefit to the employees and a boost for our whole company."



Additional users every week tell a positive story

Hay-Sims and Meacham know the overall employee reception of Tapcheck has been positive. They implemented it only three months ago, but their user adoption numbers are already telling a story.

"We can tell word is getting around about how great this platform is for the employees because the number of employees enrolled goes up every single week. We have almost 10 percent of our employees enrolled in the first three months," says Hay-Sims.

User-friendly interfacing makes processing a breeze

When the team first began the setup process, Meacham was nervous about potential errors and issues as well as whether the change would add more work to their already full plates. She was pleasantly surprised when the setup was quick, easy and error-free.

"None of our employees have come to us saying there's an error with their pay using Tapcheck. And the transition after the setup was smooth when we rolled it out," she says.

Meacham regularly processes 13 different payrolls for the subsections of the Genpak workforce, but she says integrating Tapcheck into the process has been a breeze and doesn't complicate her process.

"The file from Tapcheck is ready for us first thing Monday morning. We pull it over, import it and run the payroll like normal. It's a great technology and it works so well," says Meacham.

Looking to the future

With the continued partnership with ADP and Tapcheck, the Genpak team is looking forward to supporting their employees with easy and early access to earned wages

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About ADP Marketplace

ADP Marketplace is a digital HR storefront that helps you connect and share data across your HR solutions. Choose from easy-to-use solutions that connect to your ADP platform or access ADP APIs to build custom integrations. For more information visit apps.adp.com.

About Tapcheck

Tapcheck is a financial wellness company offering a suite of benefits for employees, including an on-demand pay product, also known as earned wage access (EWA). Available at no cost to employers, Tapcheck enables employees to safely access a portion of their paycheck, for completed shifts, ahead of the next payday. Tapcheck integrates with ADP to seamlessly enable its EWA solution, and because it funds each withdrawal, in addition, there are no changes to current processes or cash flow.

