



Case Study:

## Major Food Distributor



### Client

This food distributor is a Fortune 500 company and one of the leading food distribution companies in the United States with nearly \$4 billion in fiscal 2004 sales. They have recently acquired two distribution centers representing an additional \$1 billion in annual food distribution sales. This company serves independent retailers and military commissaries in 28 states, the District of Columbia, Europe, Cuba, Puerto Rico, Iceland, the Azores, and Honduras, as well as a base of over 80 retail stores, principally supermarkets. They currently employ nearly 10,000 associates.

### Challenge

This distributor has 12,000 new hires a year at over 150 locations. Their goal was to see an increase in WOTC and WtWTC credits before the next filing date. Previously, communication with stores wasn't clear and the HR department was too small to keep up with the just one program, so participation levels and credits received had never been high.

Their previous vendor used a phone in method, but while compliance for the phone calls were great, the 8850 was not being sent in to the vendor. Since the amounts of credits earned were extremely low, consideration was given to dropping the program altogether.

### Solution

As a first step, TALX recommended eliminating the phone call and having the managers mail an 8850 form in for each new hire to TALX. This would save their manager's time, and make compliance numbers accurate.

Next, each location was sent a packet of 8850 pamphlets and instructions. They were able to customize this packet for their locations and TALX was able to add an EOE statement on their behalf. TALX immediately followed up with a phone call from highly trained individuals to each location in order to walk the hiring managers through the process. TALX even sent representatives to some of the stores with a high Spanish-speaking employee count to walk the managers through the process in Spanish. Every month when the compliance report was issued, TALX called the poor performing stores in order to clarify instructions or train any new managers. New locations were immediately sent packets of forms and instructions, followed by a phone call to go over the program with the hiring personnel.

### Results

Participation and credits both significantly increased and continue to do so. While the increase in credits was expected, this company did not expect the credits to increase so substantially from the previous vendor.

#### Previous Vendor

01/2002-12/2002	<b>\$5,000</b>
01/2003-08/2003	<b>\$4,405</b>

#### TALX

09/2003-12/2003	<b>\$32,332</b>
01/2004/12/2004	<b>\$79,784</b>

For more information, please call 1-800-888-8277 or visit [www.talx.com](http://www.talx.com).