

“ With Xora GPS TimeTrack, the biggest benefit is piece of mind from the accountability in the field. This is well worth what we pay for it.”

— William Hall  
Director of Transportation & Logistics  
Goodwill Industries

## Goodwill Industries



### Benefits

- ▶ Ensures that Donation Centers are being manned properly
- ▶ Accurate, tamper-proof capture of employee time
- ▶ Streamlined payroll process

to the main office during the week to turn in their timecards, or give them to the truck drivers who handle pick-ups at the donation centers. Then someone would manually enter the paper into a computer in order to run payroll each week.

A primary issue was that managers had no way of knowing if the centers were manned during scheduled hours. Nor was there a way for managers to validate that timecard information was consistent with hours actually worked. Furthermore, timecards would get lost, or not be filled in correctly, at which point someone back at the office had to chase down the employee to get the information.

### Background

Goodwill Industries International is one of the world's largest nonprofit providers of education, training, and career services for people with disadvantages. The clothing and household goods donated to Goodwill are sold in over 2,200 Goodwill retail stores.

Goodwill operates as a network of 184 independent organizations in the U.S., Canada and 14 other countries. One such organization operates in Charlotte, NC and its surrounding 7 counties collecting donations at their 13 Attended Donation Centers.

### Situation

Goodwill had 1 or 2 part or full-time employees manning each donation center. They were paid hourly based on paper timecards that they filled out. These employees would either travel

### Solution

Goodwill of the Southern Piedmont learned about Xora GPS TimeTrack at their National Goodwill Summer Learning event and could not wait to begin using it. They now provide a GPS-enabled mobile phone running Xora to their 21 remote employees.

The employees now go directly to the Attended Donation Centers in the morning and capture the start and end of their shifts on their phones using Xora. This information is tamper-proof, as it is recorded with an accurate time and location stamp.

Back at the office, Goodwill is able to pull a report of hours worked during the week. This information is now being entered into their time and attendance system for payroll purposes. The maps and reports generated by Xora are now used by Managers to validate the location of their employees in real-time.

### Results

The tamper-proof timecards Goodwill is able to collect from their Donation Center employees using Xora has made payroll more accurate. However, the biggest benefit received is increased employee accountability.

Managers use GPS TimeTrack to view the real-time location of employees. This is being done in order to perform spot checks. These spot checks, which ensure that the centers are properly manned, are now being done far less frequently; as the mere knowledge that the system is being used has made employees more accountable.

As a next step, Goodwill is planning to electronically transfer the data collected via Xora directly into their Time & Attendance solution, completely automating payroll, thus decreasing their labor costs.