

MakeShift and ADP Workforce Now FAQ

Can I try MakeShift for free?

MakeShift offers free trials through the ADP Marketplace. We find that a trial is most useful when it is in tandem with your real data. As a result, a discount code can be given for a free trial with your ADP Workforce Now data. If interested, please contact sales@makeshift.ca for your free trial.

What is required to set up the MakeShift integration with ADP Workforce Now?

A client can purchase the MakeShift App on the ADP Marketplace. To access the Marketplace, the client will need to use their Workforce Now login credentials. The client will consent on the Marketplace and will also receive an emailed link for secondary consent from ADP. A MakeShift Implementation Specialist will set up an implementation and training plan, once this process is complete. Average implementations will take approximately 2 weeks.

Is there a cost associated with the integration?

There is no cost for integration. There is a one-time implementation fee which includes the support of a MakeShift Implementation Specialist to help set up and train your administrators and schedulers. This fee is \$1500 for clients under 500 employees and/or 5 locations. The fee will increase to \$2500 for clients over 500 employees and/or over 5 locations.

How long is the implementation process?

On average, MakeShift implementation typically takes 2 weeks for small to medium-sized businesses and requires approximately 2.5 hours of admin time per week. This timeframe may be adjusted based on client.

How is MakeShift billed?

MakeShift is currently billed monthly, on a pre-purchased license basis. MakeShift will be converting to metered billing in Mid 2017. This will result in the ability to add employees without pre-purchasing multiple licenses. The client will be billed for all unique active users over the course of the monthly billing cycle.

How does the MakeShift integration work with ADP Workforce Now?

After the purchase of the MakeShift App is completed, API calls are made to the client Workforce Now Database and information relevant to scheduling is queried into the MakeShift employee import screen. At that point, clients can determine with the guidance of their MakeShift Implementation Specialist which users to import and how the company structure should be built. Moving forward, the data will continue to sync for active employees.

What are the next steps after purchasing the MakeShift App from the ADP Marketplace?

After purchasing the MakeShift App, ADP will contact the customer via email for authorization to release the API credentials to MakeShift. Once consent has been given, a MakeShift Implementation Specialist will contact you with an implementation plan and set training and kickoff dates.

What version of Workforce Now do you support?

The MakeShift App currently supports Workforce Now version 8.0 and later. The integration does not support older ADP Workforce Now versions.

Who can we reach out for more information?

For all MakeShift related questions and comments, please reach out to us at sales@makeshift.ca.