

ADP Workforce *Now*

Comprehensive Services



Feature Overview for Administrators



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Executive Summary

Your ADP Workforce Now™ Comprehensive Services offering provides products and services that span the entire employee life cycle, from recruitment to retirement. We bring together a powerful set of online tools and personalized service which you and your employees can access through one portal, one phone number, and a single point of contact.

Benefits

Experience the benefits of:

- Working with someone who has made your success their goal. ADP's Relationship Managers help you to develop a game plan to achieve your vision of success and assist you in executing against that plan.
- Leveraging a team of experts who are here to help you. This offering provides you with unparalleled access to a team of experts in Human Resources (HR), Benefits, Payroll, Risk/Safety, and Recruiting who know you and your business. The members of this team have extensive and detailed backgrounds and will work with you to apply their expertise to your specific business objectives.
- Spending your time on what you know is really important. Drastically reduce redundant and time consuming tasks so you can focus on developing relationships with your employees and focus on objectives that you establish to help your organization become more successful.
- Experiencing one stop shopping for the industry's most comprehensive mix of tools, services, and industry experts.

Exceed the expectations of your executive team by:

- Focusing on corporate objectives with the time that you will save
- Instilling the confidence of remaining in HR compliance with minimized risk of fines, penalties and lawsuits
- Providing the same value as a large team of HR professionals at a fraction of the cost
- Offering a higher level of service to your employees

Getting Started

Your Relationship Manager is involved at the start. The Relationship Manager works side by side with your implementation team and, when you are ready to go live, conducts an onsite kick-off meeting to get you and your organization started with the offering. During this meeting, your Relationship Manager does the following:

- Provides an overview of how to access and navigate the tools
- Shares highlights of the available value added services
- Distributes a welcome kit for employees and managers to keep for reference

The kick-off meeting encourages maximum utilization of self service:

- ADP Workforce Now
- Employee and manager service center
- Other ADP products and services

Recruitment and Selection

Job Descriptions

When you have a job opening, ADP provides your company with custom job descriptions based on information you provide. These job descriptions detail the main duties, qualifications, and responsibilities of particular jobs in your organization to set proper expectations with candidates and employees.

An HR Specialist can help you with filling out the job description questionnaire and avoiding language which can put your company at risk according to existing laws such as the Americans with Disabilities Act (ADA) and the Fair Labor Standards Act (FLSA).

You simply fill out the questionnaire and approve your ADP created final job description!

Salary Benchmarking

Make sure that the salaries in your organization are competitive and current within your job market. To help with this, you have access to Salary.com™ which enables you to view thousands of job titles in selected geographic regions and review competitive salaries for your industry. Use an online wizard that walks you through requesting the exact compensation evaluations you need. An HR Specialist is available to help you get the information you need.

Applicant Tracking

Use the HR & Benefits module to efficiently track applicants and their progress through the hiring cycle. Engage your managers in the hiring process with interactive workflow and notification. An HR Specialist is available to support you by answering any questions you may have.

Additional Recruiting Services Available

- **Online Job Posting Service** – ADP is partnered with Careerbuilder.com™ and Monster.com® to dramatically expand your recruiting scope. With the Posting Service, ADP helps you develop the employment ad, posts the advertisement online and manages the posting for 30 days. All resumes generated by this ad are forwarded directly to your email address.
- **Resume Screening Service** – This service includes the Posting Service. In addition, an ADP Recruitment Specialist paper screens all applicants to the ad, flagging the most qualified. You conduct the face-to-face interviews and make all final hiring decisions. This service is perfect for positions that typically receive a lot of responses.
- **Resume Searching Service** – The Resume Searching Service includes the Posting Service and the Resume Screening Service. With this service an ADP Recruitment Specialist searches market leading job board databases such as Careerbuilder.com™, Monster.com® and DICE for qualified candidates who did not apply to the ad. A maximum of 20 qualified candidates found during the search is forwarded to you for your consideration. As with the Screening Service, you conduct the face-to-face interviews and make all final hiring decisions.
- **Full Service** – This complete, innovative recruitment solution includes everything from the initial posting of the ad online to recommendations for final candidate interviews. The ADP Recruitment Specialist creates the employment ad, posts it on Careerbuilder.com™ and Monster.com®, screens the applicants to the ad and searches the databases for additional qualified candidates that did not apply to the ad. In addition, our expert Recruiters conduct phone interviews on selected candidates. Following the interviews, the Recruitment Specialist forwards the notes and recommendations to you. Finally, the Recruitment Specialist coordinates and arranges your face-to-face interviews.
- **Background Checks and Drug Screening** – After a hiring decision is made, ADP can also coordinate background checks and drug testing. ADP offers a complete array of background checks, including identity validation, educational and professional credentials, past employment, government, criminal records and drug testing.

Employee Relations and Communications

ADP Workforce Now

Use ADP Workforce Now to communicate information to your employees and managers. Customize ADP Workforce Now to give it your own corporate look and feel by changing colors and adding your corporate logo. You can then add content that is valuable to you and your organization such as:

- Company mission statement
- News and announcements
- Company policies

Employee Self Service

Employees can do more themselves such as:

- View their pay statements or W-2 information
- Change W-4 tax information
- Set up direct deposit
- Manage their 401(k) account
- Change their personal information
- Enroll in or change benefits information
- Change HR information related to life events such as moving or having a baby
- View a company directory
- Use online tools such as retirement planners or payroll calculators

Having employees do more themselves enables your administrators to focus on other strategic initiatives that are important to your company. If employees need help with any of these activities, detailed online help, task assistance and service center support is available.

Online Policy Acknowledgment

You can have employees read and acknowledge policies that are important to your company. You can also track who has acknowledged each policy.

Employee Handbook

Using information provided by you, ADP provides your company with a customized employee handbook. This handbook communicates your company policies on subjects such as benefits eligibility, paid time off, dress code, and other related subjects. The employee handbook helps ensure company-wide clarity and mutual understanding on subjects that are important to your company. The employee handbook is available online via ADP Workforce Now.

Employee Service Center

ADP supplies service specialists to answer employee and manager questions including, but not limited to, self-service tools, your company's policies, benefits enrollment and coverage, and payroll deductions. To access these specialists, employees call a dedicated phone number and select from a menu. The service center is available during core business hours.

Employee Relations and Communications

Welcome Kit

During the onsite kick-off meeting, your Relationship Manager distributes welcome kits to your employees. In addition, ADP supplies you with a welcome kit for you to give new employees going forward. The welcome kit provides your employees with information about the services that are available, how to access them and where they can go if they have questions. This welcome kit is also available electronically via ADP Workforce Now.

Employee Assistance Program

The Life's Solutions Employee Assistance Program (EAP) provides confidential assistance for employees and their dependents that may be experiencing any of life's personal challenges such as depression or anxiety, relationship issues, alcohol and substance abuse, or financial difficulties. Confidential assessment and referral services are available by calling a toll free hotline. Emergency and crisis assistance is available 24 hours a day, 7 days a week.

EAP services are provided in partnership with an extensive network of independent, licensed mental health, and financial advisors. These professionals are highly qualified and poised to help with a wide range of issues. Employees and their family members get three free visits and will receive assistance with finding additional counseling if needed. All conversations are strictly confidential, as are records of treatment or follow-up assistance.

Employee Perks

ADP partners with Next Jump to provide employees with a wide range of national and local discount goods and services such as:

- Computers or other electronics
- Sporting event tickets
- Museum admissions and cultural events
- Retail stores and automotive purchases or leases
- Entertainment such as movie tickets or concerts

Employees can upgrade to a premium perks package for a small additional annual fee.

Real Estate Services Team (REST)

This special benefit offers assistance to employees. This includes:

- Finding a new home and sale of a home
- Assignment of a top real estate agent
- Preferred mortgage rates
- Capped lender fees
- Moving discounts
- Full-time counselor to act as your advocate throughout the process

– All at no cost because of your affiliation with ADP.

Payroll and Tax Administration

Payroll Processing

Use ADP's Payroll module to perform your payroll tasks any time, from anywhere. Manage your payroll processing with this powerful and easy-to-use solution.

ADP provides utilities for importing employee time and attendance records from your current time and attendance software.

Checks and Direct Deposit

Employees' paychecks are delivered to your workplace ready for distribution according to the schedule you set up. To make distribution easy, these checks are complete with signatures and are already inserted into individual envelopes. You also can choose direct deposit, a timesaving electronic payment option that enables you to deposit your employees' pay directly into their bank accounts.

Tax Administration and Filing

ADP prepares, files, and deposits appropriate federal, state, and local taxes and also provides monthly reporting to relevant tax authorities. ADP also responds to any associated inquiries from any tax agencies.

Year-End Processing

ADP handles your company's year-end reporting requirements, direct reporting to the proper tax authorities, and statements of deposits and filings made on your behalf.

Wage Garnishments Processing

ADP handles complicated calculations on court-ordered garnishments, levies, and child support payments and makes payments to appropriate agencies.

General Ledger

Use ADP's InfoLink General Ledger Interface to create an import-ready file that contains all your payroll journal entries. You then import this file into your general ledger software package. With InfoLink General Ledger Interface, you avoid manual journal entries and the expense of developing custom interfaces to connect your payroll and general ledger. You automatically receive a file every payroll period containing expense information that can be entered into the more popular general accounting programs.

Payroll and Tax Support

ADP offers you a higher level of service and support through an assigned team of specialists, who know your business, history, and payroll setup. Your ADP team becomes familiar with your business, personnel, unique challenges, and serves as a trusted partner you can turn to for guidance and support in the following areas:

- Payroll module support
- Payroll and tax processing support
- Payroll best practices

These specialists are available during core business hours.

Payroll and Tax Administration

Payroll Reports

Use the Payroll module to print reports that help you verify data entry hours and earnings before you submit your payroll and analyze on-going payroll totals, employee deductions, personnel changes, quarterly tax reports, records and forms.

Use a combination of standard and user-defined reports to meet all of your payroll and tax needs. You can also request up to five custom reports that can be automatically generated and accessed via iReports to view, print or download.

Additional Payroll Services Available

- **Employee Time & Attendance Management** – ADP can provide you with the Time & Attendance module, an automated employee time and attendance management solution that can help you tighten control over your labor costs through improved wage and hour compliance, simplified employee scheduling, and access to more timely, accurate labor data.
- **Workers' Compensation** – ADP's Pay-by-Pay[®] assists with unemployment claims administration. ADP calculates worker's compensation and unemployment tax filings to help you better manage claims and state unemployment cost.

Benefits Administration

ADP's HR & Benefits module is a full-featured, human resources and benefits administration system. With this solution, you experience increased control over HR and benefits processes by doing the following:

- Control benefits costs by avoiding unnecessary benefit and premium payments while reducing the cost of benefits administration and communication
- Improve employee retention by providing your employees with online access to resources anytime, anywhere
- Reduce labor costs by allowing your employees to make benefit changes as a result of life changes or during open enrollment
- Help to ensure tax and regulatory compliance via the creation of a HIPAA certificate and Employee Summary report

Other key features include:

- Insurance carrier connectivity
- Vendor invoice reconciliation tools
- Access to informative audit trails

To assist you with your benefits administration, you have toll-free access to benefit professionals. In addition, an employer service team will answer your employee's questions about enrollment tools and basic benefit questions.

Enrollment Tools

Reduce labor costs by enabling your employees to make their own benefit elections during open enrollment or change their benefit elections when a life event occurs. You can also customize their open enrollment experience based on the needs of your employees and your organization.

COBRA Administration

ADP COBRA enables you to lessen your risk of COBRA noncompliance. You no longer have to commit time, personnel and other valuable resources to maintain COBRA paperwork and understand its complex and challenging administrative procedures. COBRA notification services are provided to your employees and qualified beneficiaries that are identified by you and meet qualifying event requirements under COBRA.

ADP COBRA manages notice requirements, participant elections, premium payments, and associated grace periods. In addition, ADP also provides HIPAA certificates of creditable coverage administration as it relates to COBRA participants.

Benefits Support

ADP offers you a higher level of service and support through an assigned team of specialists, who know your business, history, and benefits setup. On your team are tenured HR and benefits experts with industry certifications (PHR, SPHR).

Your team provides the following support:

- HR & Benefits module support, such as assistance when entering benefits plan information and open enrollment setup.
- Provide benefits best practices for Health/Welfare, FMLA, and COBRA.
- Assist with coordination of additional ADP benefits services such as COBRA, FSA, and 401(k).

Benefits Administration

Benefits Reporting

Use ADP's HR & Benefits module to access pre-defined report templates for employees and dependents. Administrators have access to standard reports based upon point-in-time data as well as analytical reports which give them an intelligent multidimensional view of HR and benefits data. An easy-to-use ad-hoc reporting tool is available for creating custom reports to help you with timely and accurate compliance, decision making, and forecasting.

Additional Benefits Services Available

- **Flexible Spending Accounts (FSA) Administration** – Flexible Spending Accounts (FSAs) enable eligible employees to pay for certain medical and dependent care expenses with pre-tax dollars. Contributions are deducted from participating employees' paychecks each pay period before federal income and Social Security taxes are calculated. Then, as employees pay for eligible expenses, they are reimbursed from their FSA. As a result, employees' income taxes are reduced, they get to take home more of their paychecks, and they pay no taxes on the reimbursements.

ADP offers complete FSA administrative services which include:

- **Payroll integration** – The plan is integrated with ADP's payroll systems, so participant contributions are deducted and deposited as part of our overall payroll processing service.
- **Enrollment support** – ADP provides your company with standard enrollment and claims forms as well as participant enrollment brochures and welcome materials for new participants.
- **Daily claims processing** – Once a claim has been approved, the request for payment is processed the same day.
- **Flexible payment options** – Reimbursements may be paid by check, direct deposit into the participant's account, or stored value card.
- **Quarterly participant statements** – ADP provides quarterly participant account summary statements with customizable messages.
- **Plan activity reports** – ADP provides your company with summary account statements and annual forfeiture reports.
- **Self service Web site** – Both you and your participating employees can access pertinent account information via the Web.

Benefits Administration

- **401(k) Administration** – One of today’s most valued employee benefits is a 401(k) plan. ADP offers a comprehensive defined contribution plan with diversified investment options, professional trustee services, comprehensive record keeping and up-to-the-minute employee communication. The ADP 401(k) plan is a comprehensive package from initial plan design and enrollment through investment options, recordkeeping and testing.

Features of the plan and its administrative services include:

- **Payroll integration** – The plan is integrated with ADP’s payroll systems, so participant contributions are deducted and deposited as part of our overall payroll processing service.
 - **Enrollment materials and support** – ADP provides customized enrollment materials to eligible employees and on-site enrollment specialists where needed. Enrollment kits are available in English and Spanish.
 - **Investment options** – Choose from two distinct investment portfolios, each of which offers a variety of investment options, from conservative to aggressive.
 - **Participant communications** – Participants have access to a toll-free interactive voice response system and secure Web site where they can get account updates and access a variety of retirement planning tools and resources.
 - **Quarterly participant statements** – Participants receive personalized quarterly statements showing account balances and transaction details.
 - **Plan activity reports** – ADP provides your company with monthly reports summarizing all plan activity.
- **Commuter Benefits Administration** – ADP offers administrative services to process pre-tax transit benefits. In addition to processing paper transit elections for transit passes and vouchers, where allowable, ADP offers an online commuter benefits service. ADP helps you implement your own qualified plan to meet specific employee needs, administer and support transportation and parking employee savings accounts for all employees who want one, including:
 - Automated payroll deductions
 - Web access to ADP service and support
 - Secure access to plan participant information
- **ADP Workforce Now™ Comprehensive Benefits** – ADP offers a full-featured benefits administration outsourcing solution that provides you with the tools you need to manage the benefits you provide your employees. You can lighten your administrative load and streamline processes by pushing out administrative benefit tasks to an accurate and trusted partner.

With ADP Workforce Now Comprehensive Benefits experience the benefit of having a dedicated team of benefits professionals for support who act as an extension of your HR staff. These highly trained benefits specialists are ready to answer questions and discuss key aspects of benefits with your employees.

ADP maintains your benefits plans and open enrollment criteria for you. You are provided with the following administrative services:

- Assistance with setting up and monitoring of open enrollment
- Generating paper confirmation statements for open and ongoing enrollment
- Support of the employees throughout the enrollment process via an Employee Service Center
- Generation and reconciliation of vendor invoices

As a result, you have streamlined and trouble-free open enrollments all year long without diverting your attention from strategic initiatives.

Benefits Administration

• Additional ADP Workforce Now Comprehensive Benefits Services Available

- **Life Insurance Administration** - There are two components to the Life Insurance Administration Service that is offered. The first component involves the maintenance of eligibility information in the HR Module, the submission of a life insurance claim by a claimant, and the coordination of the claim between the claimant and the respective benefit provider(s). The second component is the dissemination of conversion and/or portability information to terminated employees enrolled in benefit plans that offer a conversion and/or portability option.
- **Leave Administration** - There are two components to the Leave Administration Service that is offered. The first involves responding and adhering to the frequently changing legislative requirements that typically consume substantial time and resources to research, track and apply. This encompasses both regulatory changes that are federally mandated and those that are variable from state to state.

The second component is the processing of leave requests and the dissemination of information in an accurate and timely manner. One example of such a leave is the Family Medical Leave Act (FMLA).

Unless properly administered, FMLA can result in financial penalties for employers numbering in the millions of dollars. Employers struggle with a mostly manual process for filing and certifying FMLA claims that tends to be inefficient, inconsistent and costly. Other types of leave subject to administration are personal and medical leaves.

Risk and Safety Management

ADP provides guidance regarding generally accepted loss prevention, workplace safety practices and guidance regarding staying compliant with Occupational Safety and Health Act (OSHA) regulations. ADP's Risk and Safety Specialists monitor OSHA regulatory changes and send relevant updates to you. You also get access to a toll free risk management hotline with specialists that provide:

- OSHA consultation on industry standards and record keeping requirements
- Consultation for the control of occupational health hazards and workplace safety best practices
- Guidance on the development of health and safety programs
- Support documents for health and safety training - Online Health and Safety Training

You have access to self-paced online training provided by PureSafety, a leader in online safety training and risk management solutions. Select from a vast library of courses covering all aspects of environmental and health safety. You can provide links for safety training to specific employees via e-mail. ADP provides you with a defined number of tokens for access to classes. If desired, additional training tokens can be purchased through ADP.

Regulatory Compliance

Staying current with constantly changing laws and regulations, meeting strict government deadlines, and avoiding costly fines and penalties can be an administrative burden for any company. ADP helps you by:

- Providing access to systems, experts and best practices necessary to establish and consistently administer compliance in your organization.
- Providing access to ADP HR Specialists who offer guidance and consultation to minimize liabilities within your organization. Your team of HR Specialists will be familiar with your organization, objectives and challenges. Having established a relationship with your HR specialists allows you to quickly and confidentially address compliance challenges.
- Tracking changes to legislation and rules that can affect your business. This information is proactively communicated to you in a way that is easy to understand and act upon.
- Providing access to Compliance Alerts highlighting the latest HR developments to help you stay current with constantly changing laws and regulations.
- Providing access to an online HR Library that includes Alerts, Forms and Policies, a Knowledge Base with HR topics overviews, and an HR encyclopedia.

New Hire and Separation

New Hires

ADP ensures that relevant personal information for new hires is captured in the Payroll and HR & Benefits modules and that new hire reports are submitted to appropriate state agencies monthly. In addition, ADP provides you a wealth of information to support the new hire process in your organization such as:

- Sample interview questions
- Access to a pay scale benchmarking wizard
- Access to relevant forms such as IRS Form W-4, and Employment Eligibility Forms
- Best practices information and consultation
- New hire welcome kit that contains important information about using the self service tools included in the offering and working with ADP

Separation

When an employee is terminated from your company, ADP removes that employee from the payroll system on the termination effective date you specified. ADP also provides you with guidance and useful forms for employee terminations, exit interviews, return of company property, and more, to help ensure a smooth transition when separating from your company.

ADP Total Tax Plus™ is an employee separation service that helps you manage the intricate and time consuming issues related to unemployment insurance. The service includes the processing of unemployment claims, coaching and counseling, status updates on any pending claim upon request, and unfavorable determinations review.

COBRA qualified events that are entered in the HR & Benefits module will initiate COBRA services.

HR Support

Your ADP HR Specialist offers assistance to your HR administrators for employee terminations. They provide HR best practice guidance to minimize liability, and provide tips and best practices for the termination conversation with the employee.

Training and Development

Committed to World-Class Service levels, ADP provides comprehensive training solutions for ADP Workforce Now Comprehensive Services clients as an integral part of your successful implementation and ongoing professional development. ADP has designed a variety of training solutions to match the needs and preferences of your individual users.

Whether you choose a self-paced Web-based tutorial, an instructor-led virtual or onsite session, a short embedded lesson for just-in-time instruction, or all of these approaches, you will find comprehensive solutions that provide you with several levels of performance support. All ADP courses are taught by certified staff.

ADP provides training on your ADP modules as well as access to courses in topics such as:

- Human resources
- Regulatory compliance
- Change management
- Leadership
- Coaching and mentoring
- Communication
- Safety
- End-user desktop

You can use the talent management feature in the HR & Benefits module to track your employees' training, education, certifications, skills, and even their development goals. Combined with the performance management feature in the HR & Benefits module, you can associate an employee's talents and goals with performance reviews as part of a career development plan.



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