

May 16, 2022

# ADP® Overview for City Council Workshop

Exclusively Prepared For:



CITY OF  
**FOREST PARK**  
*Georgia*



## Major Account Services

ADP MAS Executive Overview  
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# Why ADP?



## People & Support



## Outsourcing & Tools



## HCM Technology

# ADP Workforce Now® technology

Complete Human Capital Management across the entire employee lifecycle



## HR system of record



# ADP Workforce Now

## Key benefits



### All-in-one

A configurable HR platform to efficiently manage all your people management functions — payroll, HR, time, talent, and benefits — within a single database.



### Confident compliance

Our industry-leading security keeps your data safe, while our deep compliance expertise and solutions help you protect your business.



### Ease of use

Innovative, easy-to-use features at your fingertips, making it easy to work in ways that fit your needs while also providing a better experience for your workforce.



### Insights in the flow of work

Make decisions with confidence, informed by insights from the richest and most robust workforce database in the business.



### Integrated and connected ecosystem

Broaden your people management capabilities with the largest HR ecosystem that easily and securely integrates with leading third-party solutions. Easily connect with vital partners such as accountants, brokers and financial providers.



# Comprehensive Pay

## Payroll services and specialties

- Designated Payroll Specialist
- Operating Procedures
- Full service garnishments
- Payroll administration & processing, including audit and reconciliation
- Federal and State tax regulatory changes
- Tax registration services
- Exception processing
- Time and attendance
- Agency notice support
- Quarter and Year-End Coordination and Administration



## ADP Workforce Now® technology

- Payroll, HR, PTO, Benefits
- Onboarding
- Electronic I-9
- Document Cloud
- Total Rewards statements
- ADP DataCloud analytics
- ACA reporting\*
- Retail discount program
- Employee and Manager self-service

## Service specialists and support

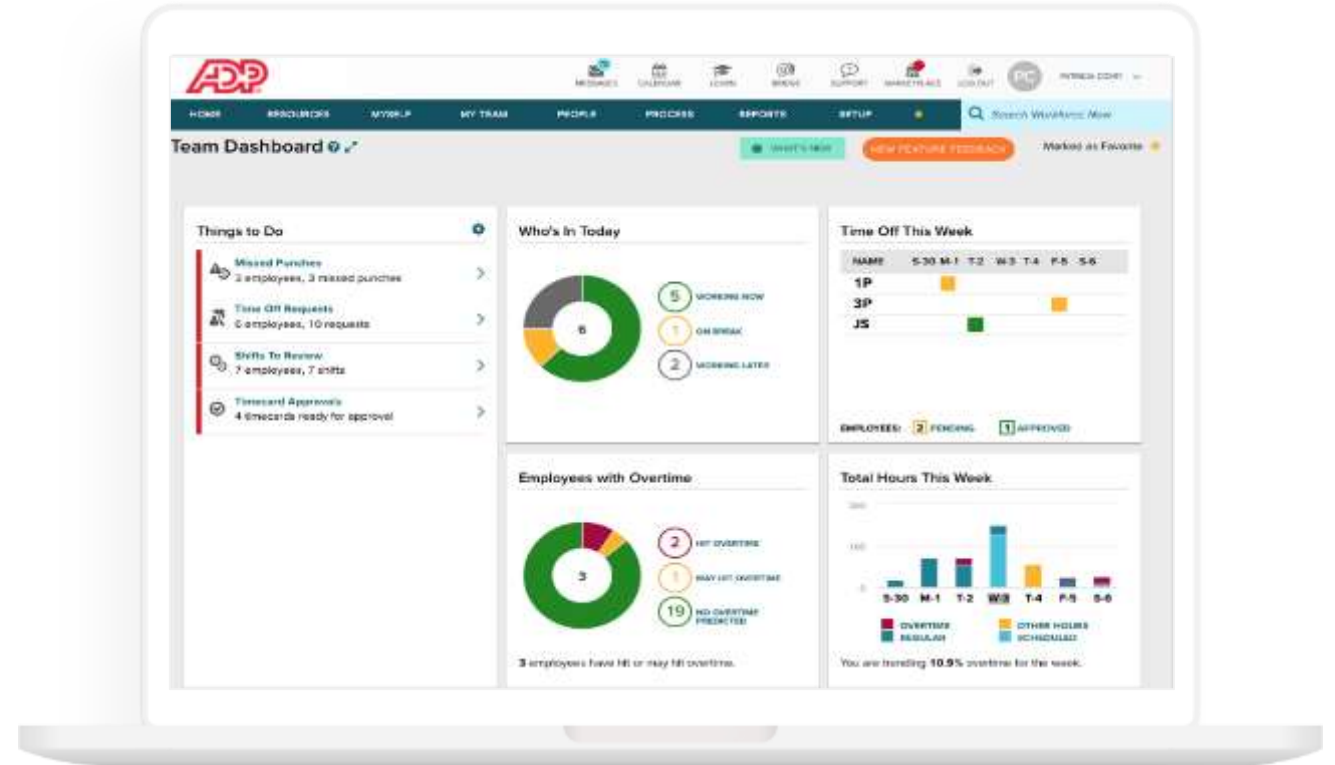
- Relationship Manager – Strategic Partner
- Employee and Manager phone support
- Designated Technology Specialists
- Designated Open Enrollment Specialist
- ACA Center of Excellence
- Wage & hour Compliance on

# Workforce Management (Time & Attendance)

Accurate payroll starts with accurate timekeeping

**Your people are your biggest asset — and your biggest expense. Don't leave the accuracy and reliability of your organization's payroll to chance**

- Eliminate tedious data entry and manual calculations
- Instantly calculate hours based on your payroll policies, including overtime
- Track changes to hours data to help manage compliance with wage and hour regulations
- Proactively spot trends and outliers to help address attendance issues
- Mobile crew clocking, geo-fencing and offline punching increase the accuracy and efficiency of timekeeping for employees working at remote job sites



# Payroll, Tax and Time & Attendance

## In-House Administration



Time and Attendance	Payroll Administration	Distribution and Banking	Tax and Compliance	Service Delivery
Provide access to automated time and attendance technology, including scheduling, tracking and collection	Administer payroll schedule throughout the year including non-standard processing events	Initiate funding and pay distribution through checks, direct deposit, and/or pay cards	Tax registration assistance for new jurisdictions	Provide designated payroll specialist
Provide access to technology solution to support the administration of paid time off accruals	Add new hires or terminate employees in system	Payment and reconciliation of wage garnishments	Notifications based on federal and state tax and legislative changes	Define and follow payroll operating procedures to streamline payroll processing
Provide best practice recommendations for time configuration	Enter and maintain employee level payroll and HR information (e.g., deductions, direct deposit enrollments, pay file changes)	Submit stop payment requests on client's behalf	Payment of federal, state and local taxes and reconciliation of taxes paid	Respond to employee and manager inquiries
Identify time data file exceptions and provide notifications	Process employer level updates (e.g., mass changes, earning and deduction type, rate changes)	Process direct deposit reversals at client's direction	Filing of quarterly and annual federal, state, local* employment related taxes	Provide online employee and manager self-service tools including access to pay statements and employee tax forms
Review and reconciliation of time data file exceptions	Execute requests for additional payrolls and manual checks, including calculations and processing	Provide reporting to reconcile payroll liability and related transactions	Coordinate quarterly and year-end tax-related activities	Provide full garnishment support including lien activity and agency notice assistance
Import time data files to payroll	Process other types of pay adjustments (e.g., prorated and retroactive pay adjustments)	Create general ledger interface file	Review quarterly and annual tax reporting; approve final Forms W-2 and 1099	Offer comprehensive reporting options and assistance
	Perform extensive review and audit of payroll preview output reports	Import general ledger data into financial system	Adjustment and related amendment processing	Facilitate periodic reviews of upcoming pay changes, special pay scenarios, compliance items and other action items
	Present payroll preview to client		Research, investigate and respond to agency inquiries and notices upon receipt	
	Review the payroll preview for accuracy before approving			
	Submit final approved payroll to initiate funding and money movement			

**Task Key**

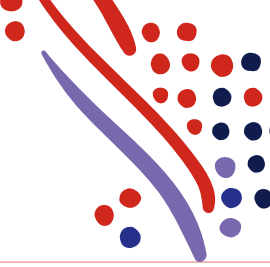
Managed by ADP	Managed by client
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\*Where ADP is authorized

# Payroll, Tax and Time & Attendance Administration

## ADP Comprehensive Pay

Disclaimer: This is only a pictorial representation of the contract terms in Annex D. The contract terms control.



Time and Attendance	Payroll Administration	Distribution and Banking	Tax and Compliance	Service Delivery
Provide access to automated time and attendance technology, including scheduling, tracking and collection	Administer payroll schedule throughout the year including non-standard processing events	Initiate funding and pay distribution through checks, direct deposit, and/or pay cards	Tax registration assistance for new jurisdictions	Designated payroll specialist who serves as an extension of your in-house payroll team
Provide access to technology solution to support the administration of paid time off accruals	<b>Add new hires or terminate employees in system</b>	Payment and reconciliation of wage garnishments	Notifications based on federal and state tax and legislative changes	Provide payroll operating procedures to streamline payroll processing
Provide best practice recommendations for time configuration	<b>Enter and maintain employee level payroll and HR information (e.g., deductions, direct deposit enrollments, pay file changes)</b>	Submit stop payment requests on client's behalf	Payment of federal, state and local* taxes and reconciliation of taxes paid	Respond to employee and manager inquiries
Identify time data file exceptions and provide notifications	Process employer level updates (e.g., mass changes, earning and deduction type, rate changes)	Process direct deposit reversals at client's direction	Filing of quarterly and annual federal, state, local* employment related taxes	Provide online employee and manager self-service tools including access to pay statements and employee tax forms
<b>Review and reconciliation of time data file exceptions</b>	Execute requests for additional payrolls and manual checks, including calculations and processing	Provide reporting to reconcile payroll liability and related transactions	Coordinate quarterly and year-end tax-related activities	Provide full garnishment support including lien activity and agency notice assistance
Import time data files to payroll	Process other types of pay adjustments (e.g., prorated and retroactive pay adjustments)	Create general ledger interface file	<b>Review quarterly and annual tax reporting; approve final Forms W-2 and 1099</b>	Offer comprehensive reporting options and assistance
	Perform extensive review and audit of payroll preview output reports	<b>Import general ledger data into financial system</b>	Adjustment and related amendment processing	Facilitate periodic reviews of upcoming pay changes, special pay scenarios, compliance items and other action items
	Present payroll preview to client		Research, investigate and respond to agency inquiries and notices upon receipt	
	<b>Review the payroll preview for accuracy before approving</b>			
	Submit final approved payroll to initiate funding and money movement			

Note: Tasks represented are based on utilization of ADP products and services (Total Pay, Full Service Wage Garnishments, Tax Filing, Essential Time and Attendance)

### Task Key



\*Where ADP is authorized





# Relationship Manager

Your strategic business advisor



Your strategic advisor aligned to your HCM initiatives and goals

## Responsibilities

- **Align To Client strategic objectives**
  - Understand your strategic goals and objectives and customize a plan to deliver measurable results
- **Driving service & technology optimization**
  - Maximize the efficiencies and value received from Comprehensive Services; people, process and technology in your environment
- **Impacting Client's employees & culture**
  - Positively impact your employees experience in a way that supports your culture
- **Delivering service metrics & results**
  - Provide data and insights into service performance, trends and opportunities

# Payroll Specialist



Partners with your payroll administrator and provides expertise in payroll function and WFN tech

## Responsibilities

- Supports all aspects of WFN payroll technology, including payroll, time module and portal support
- Processes and administers special pay special payments, quick calculations for manual checks, retroactive adjustments for salary-exempt employees, etc.
- Collaborates with client payroll administrator for time data collection and reconciliation
- Facilitates new tax jurisdiction registration process where ADP is able\*
- Assists with new garnishment set up by acting as the liaison between the garnishment department
- Documents company specific pay practices and procedures

\*ADP is unable to provide registration services for the following: Mergers & Acquisitions; Name, Address or Entity Changes; Secretary of State Registrations; Account Closures. Some jurisdictions may require authorization or power of attorney that authorizes ADP to receive this information. We will work with you to obtain these from you as required.

# ADP MyLife Advisors – Top Questions



Direct deposit and updates



W-4 and state withholdings



W-2 forms and reprints



Paid Time Off (PTO)



Manager time and attendance tasks



Employee handbook and policies



Password resets



Portal registration



Annual open enrollment



Beneficiaries and dependents



Qualifying life event



Paycheck questions



Performance review (managers)



Address change

## Available

Monday – Friday  
8:00 a.m. – 11:30 p.m.  
EST

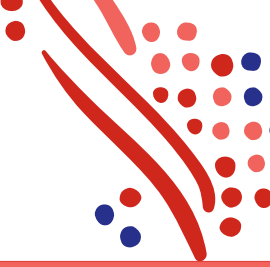
## Languages Supported

English and Spanish,  
plus  
191 languages through  
LanguageLine  
Solutions

91% first call  
resolution

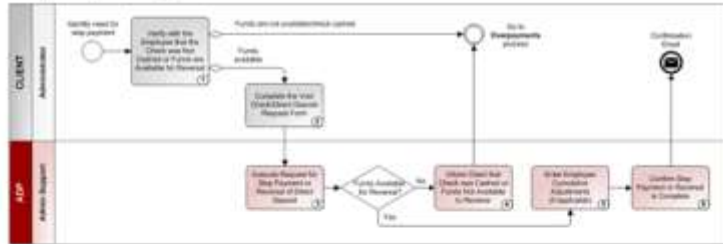
11.2-minute average handle  
time

# Operating Procedures | Example



Process Map

## Stop Payments / Reversals



Client Specifics

Client Practices	
<b>Purpose</b>	
Follow this process for a stop payment on an ADP Check or to reverse a direct deposit.	
<b>Description of the Process</b>	
The process begins when the need for a stop payment is identified. The client administrator completes the Void Check/Direct Deposit Request on the Support Center and submits it to the ADP Payroll Specialist to initiate the stop payment.	
A stop payment for a check can be made any time after the payment has been made to the employee. A reversal of direct deposit may be requested within 5 (five) business days of the pay date as long as funds are available.	
<b>Note:</b> When you stop payment on a check or reverse a direct deposit, it may also be necessary to reverse the payment to adjust the employee's cumulative wages and to issue a replacement check. (Refer to the <i>Manual Check Request/Update Standard Operating Procedures</i> )	
<b>Prerequisites</b>	
Need for a stop payment or direct deposit reversal is identified.	
<b>Frequency of Process</b>	
As needed	
<b>Timeline</b>	
Requires <b>24 hours</b> to complete the process (as long as the funds are available)	
<b>Process Tools</b>	
<b>Tool</b>	<b>Tool Availability</b>
Void Check/Direct Deposit request	Administrator
Payroll Requests	Administrator
Comprehensive Payroll Fax Number ▶ 866-965-8643	Administrator
Comprehensive Payroll Email Address ▶ [insert email address]	Administrator

Overview and Timing

Tools

Roles and Responsibilities

Roles and Responsibilities			
Role	Responsibility		
Client Administrator	<ul style="list-style-type: none"> <li>Submit Void Check/ Direct Deposit Request to the ADP Payroll Specialist.</li> <li>Verify with the employee that:                             <ul style="list-style-type: none"> <li>The check was not cashed.</li> <li>Direct deposited funds are available for the reversal.</li> </ul> </li> <li>If the check was cashed or the funds were removed from the employee's bank account, refer to the <i>Overpayments Standard Operating Procedure</i>.</li> </ul>		
ADP Admin Support	<ul style="list-style-type: none"> <li>When request for stop payment is received, verify with the client administrator the status of the check or direct deposit.</li> <li>Execute request for stop payment or direct deposit reversal.</li> <li>If the check was cashed or funds are not available for reversal, inform the client administrator.</li> <li>Enter employee cumulative adjustments in ADP Workforce Now®, if applicable</li> <li>Confirm with the client administrator via email that stop payment or reversal is complete.</li> </ul>		
Related Processes			
Process	Notes		
Manual Check	Use the <i>Manual Check Request/Update Standard Operating Procedure</i> if a manual check is needed.		
Overpayments	Use the <i>Overpayments Standard Operating Procedure</i> if money needs to be collected from an employee.		
Process Details			
Task	Role	Description	
1	Client Administrator	Verify with the employee that: <ul style="list-style-type: none"> <li>If paper check, that that check was not cashed.</li> <li>If direct deposit, that the funds are available for reversal.</li> </ul> <b>Note:</b> If the check was cashed or the funds were removed from the employee's bank account, follow appropriate legal procedures to recover the funds from the employee.	
2	Client Administrator	Complete the Void Check/Direct Deposit request and submit it to ADP Payroll Specialist to initiate the stop payment.	
3	ADP Admin Support	Execute request for stop payment or direct deposit reversal.	
4	ADP Admin Support	(If the funds are not available for reversal): Inform the client administrator that check was cashed or funds are not available to reverse. <b>Note:</b> If the check was cashed or the funds were removed from the employee's bank account, follow appropriate legal procedures to recover the funds from the employee.	
5	ADP Admin Support	Enter employee cumulative adjustments in ADP Workforce Now®, if applicable.	
6	ADP Admin Support	Confirm with client administrator via email that stop payment or reversal is complete.	
Reports			
Name	Std/Custom	Access Tool	Frequency
N/A			

Process Details

Reports



# Samples of Audits and Validations Performed by ADP Payroll Specialist as Part of Pay Process



## Holistic & Comprehensive Oversight at Every Level to Help Ensure Compliance

### Prevention of Over or Under Payments to Employees:

- Audit LOA, terminated employees, and new/rehired employees
- Audit hours without associated earnings
- Review salaried employees with hours, active hourly employees without Hours and inactive employees receiving pay

### Assuring Accuracy of Taxation & Regulatory Reporting:

- Identifying potential discrepancies for employee worked in and lived in tax jurisdictions
- Evaluating pay data details
- Ensuring manual check detail reporting

### Oversight Audits:

- Audits of all payroll impacting employee changes
- Evaluation of preview register totals
- Variance report testing (e.g., tax variances)
- Analysis of the variance report
- New hire compliance reporting and controls
- Evaluation of the statistical summary
- Review of deductions in arrears\*
- Review of benefit accrual discrepancies\*



# Pricing Details

For City of Forest Park



249 US Employees



0 International Employees

Comp Payroll	Count	Min.	Rate/Monthly	Average/Yr.
Total Comp Service Fees	249	\$2,537.00	Fee Summary Below	\$138,231
EE 1-100	100		\$50.75	
EE 101-250	149		\$43.25	
EE 251-500	0		\$34.75	
EE 501-1000	0		\$29.75	
EE 1001-3500	0		\$27.00	
EE 3501+	0		\$25.25	
Base Fee	1		\$275.00	\$3,300
Non-Paid Employees	1		\$7.25	\$87

Time and Attendance	Count	Min.	Rate/Monthly	Average/Yr.
Workforce Manager Hourly	239		\$8.25	\$23,661
Workforce Manager Salary	10		\$5.15	\$618
• Accruals	249		\$0.75	\$2,241
• Analytics	249		\$1.25	\$3,735
Clock - DX Intouch Bar Code	6		\$210.00	\$15,120
Quick Punch	6		\$20.00	\$1,440

Annual Fees	Count	Rate/Annually	Average/Yr.
W2s	249	\$6.95	\$1,731

<b>Annual Recurring Fees Total</b>	<b>\$190,164</b>
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Setup Fees	
Comprehensive Services	\$18,000
Time and Attendance	\$24,500

<b>Total Setup</b>	<b>\$42,500</b>
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