

English (CA)

Welcome to ADP

User Login Admin Login

User ID

Password

Forgot Your User ID/Password?

LOG IN

First Time User?

REGISTER HERE

Help Getting Started

Wellcome to...

Service New Hire Product Overviews

AUDIO DIAL-IN NUMBER:

AUDIO ACCESS CODE:

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05081734623NH

ADP
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Service New Hire Product Overviews

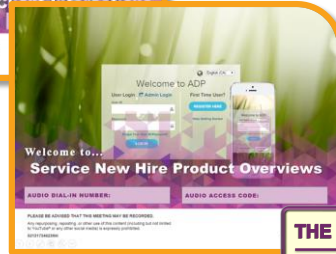
Purpose

- Provide an overview on several ADP products and/or features on which you will be trained during Continuous Learning, CSS II, or CSS III, so you can recognize these products and/or features when a client contacts ADP.
- Effectively support inquiries on topics you have not yet fully been trained and blend this newly acquired product and feature knowledge with the skills you learned in the Creating Positive Client Interactions course (34619) to manage the client experience.

What We've Covered and Where We're Going



- ADP Service Process & Strategy
- Delivering Exceptional Service
- A Selected Recorded Service Call



- ADP Product Overviews
- Scenario-Based Role Plays

THE RESULT...

A POSITIVE CLIENT EXPERIENCE!

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Agenda

The agenda for today's course is:

MODULE 1 | ADP Product Overviews

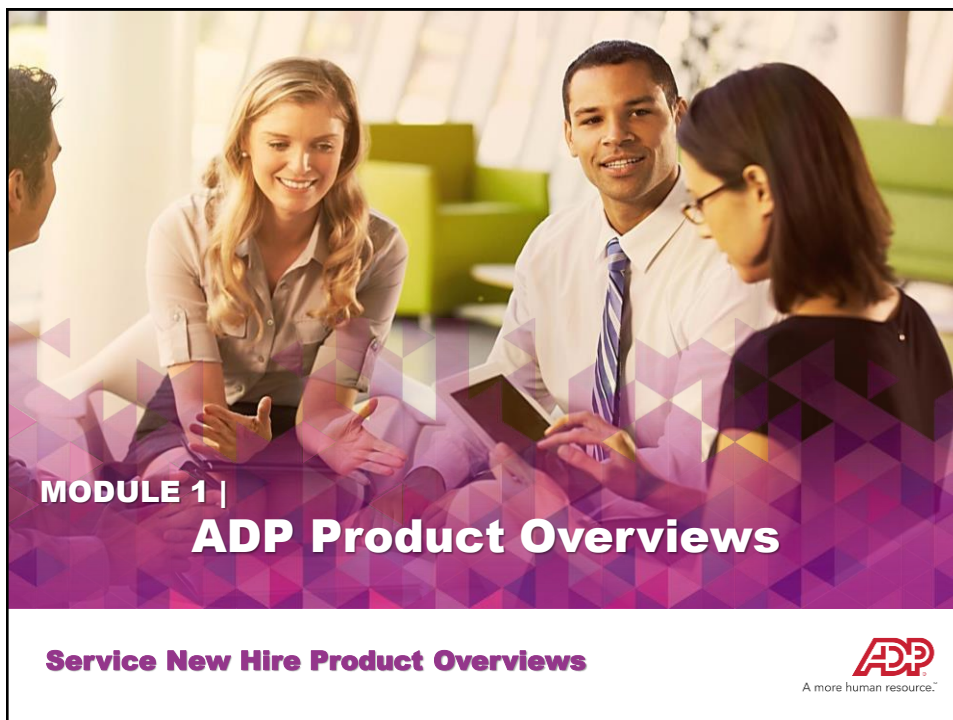
MODULE 2 | Scenario-Based Role Plays


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Module 1 | *ADP Product Overviews*

This module includes the following topics:


- Multi-Jurisdiction
- Restaurant Payrolls
- Garnishments
- Time Off and Benefit Accruals
- General Ledger
- Mass Changes





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Multi-Jurisdiction

MULTI-JURISDICTION



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What Is Multi-Jurisdiction?




- The Multi-Jurisdiction (Multi-J) feature accumulates and reports employee tax and taxable amounts under the same file number for an employee who changes tax jurisdictions and tax statuses multiple times during the course of a calendar year.
- Multi-Jurisdiction produces one Form W-2 for federal taxes and the correct number of Forms W-2 for all state and local jurisdictions.
- Multi-Jurisdiction allows a client to pay an employee using one file number and avoids creating a separate file number for each jurisdiction.


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What Is Multi-Jurisdiction? (Continued)

- Without Multi-Jurisdiction, clients must transfer an employee to a new file number each time an employee works in a different state or local tax jurisdiction.
- Employers and employees are no longer taxed once taxable limits are met.
- To indicate which taxing jurisdiction(s) are in effect, clients enter temporary state and/or local codes for the employee pay and change the permanent state and/or local jurisdiction codes, as needed.
- Sporting teams often use the Multi-Jurisdiction feature.





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Practice | *Identify Key Words or Phrases*


“I have a sales rep who has the southeast territory – Alabama, Georgia, and South Carolina. He lives and mostly works in Alabama, but when he works in Georgia and South Carolina, he has to pay income tax to those states. How do I temporarily code him to these states?”

“I’m the payroll administrator for a semi-professional soccer team that travels and plays throughout the U.S. Our players must pay taxes to each state and local jurisdiction in which they play. For example, when they play the St. Louis Strikers next week, they need to pay taxes to Missouri and the city of St. Louis.”



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ADPworks Search | Multi-Jurisdiction



- For more information about a specific task, access **MAS Solutions > Search Official Content**, and review the following ADPworks topics.

To Learn About	And Search For
Multi-J activation and termination	Multi-Jurisdiction (MJUR) – Activation & Termination – Overall Process
Paying employees to new permanent jurisdictions	Multi-Jurisdiction – Pay Employee in a New Permanent Jurisdiction
Paying employees to temporary jurisdictions	Multi-Jurisdiction – Pay Employee in a Temporary Jurisdiction
Entering Multi-J reversals and voids	Multi-Jurisdiction – Enter Reversals & Voids
Entering Multi-J manual checks	Multi-Jurisdiction – Enter Manual Checks
Setting up the Multi-J report and understanding its contents	Multi-Jurisdiction – Setting Up and Utilizing the Multi-J Report to Review Employee Profile Setup
Rerunning Multi-J report	Multi-Jurisdiction – Report Rerun

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Company-Level Setup | Multi-Jurisdiction

PRIOR 2 2016

SCR: MJUR

CMD:

TRAN-TRAINING

CO: 05B

MULTI-JURISDICTION

PPCIMJUR 016:01

BELMONT BUCKLES

UNCHANGED SINCE SETUP

MULTI-JURIS..... Y

PRINT PERM. WORKED STATE DATA ONLY... N

DISPLAY ON AMC..... N

PRINT MULTI-JURIS REPORT..... Y

PRINT EES ON MULTI-JURIS REPORT..... M

MULTI-JURIS BY LOCATION

-----BASIS-----

-----TAX CODE-----

FIELD FR TO VALUE-----

LOCAL1 STATE1 DEL

.....END

HELP 3| MMIA 4| PRS 5| 6| +PG 7| RSCH 8| 9| 0| UNDO 2

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Restaurant Payrolls

RESTAURANT PAYROLLS



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What Are Restaurant Payrolls?



- ADP's Restaurant Payrolls feature allows a client to specifically code employees for tips and meals. Doing so allows a client to also utilize the automatic tip credit and tip allocations features when necessary, relieving a client from making those calculations manually.
- ADP supports many different types of restaurant clients. These clients must comply with IRS tip reporting and federal and state minimum wage regulations. Factors such as the type of restaurant, the establishment's gross sales per year, the number and types of people employed, and the state in which the employee works help determine reporting and wage requirements.

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What Are Restaurant Payrolls?

(Continued)



- ADP offers the restaurant industry features that assist clients in preparing payroll, quarter, annual, and other custom reports.
- Restaurant features include:
 - **MEALS:** For payroll purposes, meals are provided by the employer on the work premises for the convenience of the employer (which is *not* taxable) or the employee (which *is* taxable).
 - **TIPS:** Employees who receive \$20 or more in tips per month must report all tips in writing to their employer.
 - **TIP CREDITS:** An employer may take a tip credit for the difference between the minimum wage and the employer-paid cash wage. The tip credit represents the tip income credited to bring the employee up to minimum wage.
 - **RESTAURANT OT (FLSA OT):** Tipped employees who work overtime must be paid a 50% premium for the hours worked over 40 in a week.
 - **TIP ALLOCATION:** Restaurants with over 10 employees must allocate tips to employees who report less than 8% of their gross sales.

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Practice | Identify Key Words or Phrases



“I have an employee who worked 32 hours as a server and 8 hours as a hostess. As a server, she earned \$4.00 per hour as well as tips to bring her up to minimum wage. As a hostess, she earned \$10.00 per hour and no tips. How do I enter this in my paydata batch?”

“I need help with posting cash tips for my servers. They are allowed to keep the cash tips they receive, but I need to report those tip amounts to the system for tax purposes. I need to make sure they don’t actually get paid these earnings, though, since they already have the cash. How do I do this?”

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ADPworks Search | Restaurants



- For more information about a specific task, access **MAS Solutions > Search Official Content**, and review the following ADPworks topics.

To Learn About	And Search For
Entering cash and charge tips	Restaurant Payrolls – Enter Cash & Charge Tips
Coding directly tipped and indirectly tipped employees	Restaurant Payrolls – Code Tipped and Indirectly Tipped Employees
Changing an employee's tip status	Restaurant Payrolls – Change Employee's Tip Status
Calculating tip credits	Restaurant Payrolls – Calculating Tip Credits
Setting up tip allocations	Restaurant Payrolls – Set Up Tip Allocations
Makeup money and excess tip credits	Restaurant Payrolls – Makeup Money and Excess Tip Credits
Entering gross receipts	Restaurant Payrolls – Enter Gross Receipts

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Company-Level Setup | Restaurants

PRIOR 2 2016		TRAN-TRAINING	
SCR: MT	CMD:		
CO: 05B			
BELMONT BUCKLES	MEALS AND TIPS	PPCINT	014:00

MEALS..... Y	MEAL CODE..... M	AUTO.EARNINGS FIELD.... 4	
	MEALS ALLOWANCE... .25	(W/AUTOMATIC DEDUCTION)	
	INCLUDE MEALS IN UPPER GROSS ON SUMMARY..... N		
DECLARED TIPS..... Y	TIP CODE..... T	AUTO.EARNINGS FIELD.... 3	
(REMINDER:)		(W/AUTOMATIC DEDUCTION)	
(TIP ALLOCATIONS)	INCLUDE TIPS IN UPPER GROSS ON SUMMARY..... N		
(MAY BE REQUIRED)	QTD TAXABLE TIPS IN ACCUMULATOR..		
TIP CREDITS..... Y	MINIMUM USED..... S	AVERAGE RATE OVERRIDE:	
	(F-FED, C-FED CONTR, S-ST) EARN /HOURS		
	BLOCK TIP CREDIT DEDUCTIONS ON PAY STUB..... N		
	FLSA OT TIP CREDIT MEMO CODE.....		
	FED CONTRACT TIPPED STATUS OVERRIDE MEMO CODE.		
RESTAURANT OVERTIME.. Y	AVERAGE RATE CALCULATION(I-INCL, E-EXCL).....		
EARN.	HOURS. CODES.		
HELP 3 OMNI 4 TAL 5 6 7 FLSAOT 8 9 0 UNDO 2			

- Verify Tip Allocations** | Access the **P,TAL** screen to learn if the client has the Tip Allocations component activated.

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Garnishments

GARNISHMENTS



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What Are Garnishments?



- Garnishments, support orders, and levies are all types of liens. A garnishment is an agency's legal action against the wages, bank account, or personal property of an individual or business in order to collect an unpaid debt.
- A garnishment is a court order that causes the employer to remit a portion of an employee's wages to the employee's creditor.
- ADP can set up a garnishment on a employee as either a flat-dollar amount or as a percentage amount. When a client uses basic garnishments, ADP is only responsible for deducting the garnished amount from the employee's wages. **Clients** are responsible for remitting the payment to the garnishing agency as well as any follow up with the agency if issues arise.

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WGPS | Review

- ADP's Wage Garnishment Processing Service (WGPS) is a billable service that allows a client to set up multiple garnishments for an employee that can be any combination of flat dollar and percentage garnishments.
- When a client uses WGPS in combination with money movement for all or some of its employee liens, **ADP** is responsible for deducting the money, remitting the payment, and researching and/or responding to any inquiries by the garnishing agency in connection to the garnishment.

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Practice | Identify Key Words or Phrases



“The local sheriff was just here and presented me with a child support order for one of my employees. I need to set this up, so I can deduct the money from the employee this pay period. Can you help me with this?”

“I need to set up a deduction for an employee. I got a court order that says I need to take 25% from the employee's disposable earnings.”

“I have an employee that already has a bankruptcy set up. Today I got a support order from the court for this same employee. Which one of these garnishments should come out, or will they both come out?”

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ADPworks Search | *Garnishments*

- For more information about a specific task, access **MAS Solutions > Search Official Content**, and review the following ADPworks topics.

To Learn About	And Search For
Garnishments (non-WGPS)	How to Add a Federal, Regular or Court Ordered Percentage Garnishment (Non-WGPS Client)
Employee liens (WGPS)	WGPS – Employee Liens – Overview and Overall Processes
Output reports (WGPS)	Employee Liens (WGPS) – Employee Deduction Register, Payee Register & Verification Report
CCI setup screens (WGPS)	List of WGPS Screens and Their Purposes
Verifying setup of money movement (WGPS)	Verifying if Money Movement Is Set Up for WGPS and Accessing Account Information
Troubleshooting data errors (WGPS)	Employee Liens (WGPS) – Troubleshooting WGPS Data Errors

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Company-Level Setup | *Garnishments*

```

PRIOR 2 2016                                TRAN-TRAINING
SCR: WGPS                                CMD:
CO: 05B                                WAGE GARNISHMENT PROC. SERVICE      PPCIWGPS 015:02
BELMONT BUCKLES                        *****      UNCHANGED SINCE SETUP

      LIEN PROCESSING METHOD - WGPS.. Y      F/S GARNISHMENTS.. N

      PRODUCE WGPS PAYROLL REPORTS..... Y
      MEMO CODE USED TO IDENTIFY ADVANCE PAY ..... A

DED
COD      LNG1      TYPE      $ MOVEMENT      ACCUM      CLR      DEL
---
66      LEVY      L      Y      89      4TH
67      LEVY$      L      Y      91      4TH
68      LEVY      L      Y      9M      4TH
69      LEVY      L      Y      73      4TH
70      BANK      B      Y      9A      4TH
71      LEVY      L      Y      9B      4TH
72      LEVY      L      Y      9C      4TH
73      GARN      G      Y      9D      4TH
74      GARN      G      Y      9E      4TH

HELP 3 | VPDI      4 | MMIA      5 |      6 | +PG 7 | DSUM      8 |      9 |      0 | UNDO 2 | .....END

```

- **Non-WGPS Processing** | Set up deduction code G on the **P,DEDL** screen.

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Time Off and Benefit Accruals

TIME OFF BENEFIT ACCRUALS



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What Are Time Off and Benefit Accruals?




- Many companies offer formal benefit plans that accrue employee time off or “comp-time.” A benefit accrual is defined as paid time off that is earned gradually and continually by employees on a periodic basis, rather than allowed all at once.
- Employees sometimes accumulate (accrue) benefit hours such as paid vacation or paid sick hours over a period of time. The Time Off and Benefit Accruals features automatically calculate and accumulate benefit hours, taking away the manual and time-consuming tasks associated with tracking paid time off.
- ADP can customize a program to match a client’s time-off policy.


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What Are Time Off and Benefit Accruals? *(Continued)*

- Both the Time Off and Benefit Accruals features do the following:
 - Accrue every payroll, monthly, quarterly, or once a year.
 - Allow carry over from year to year – either a fixed amount or the entire balance. (An option exists to allow the remaining balance to be moved to another benefit type at the end of the year.)
 - Allow for the setup of maximum annual accrual amounts.
 - Automatically move employees to the next benefit level when they reach length of service milestones.
 - Centralize the configuration, calculation, and management of employee time off and accrual tracking.





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What Is Time Off?

- Time Off is a feature that is built into ADP Workforce Now which provides clients with the following:
 - Multiple options for calculating accruals, based on client needs.
 - Robust employee and manager self-service functionality.
 - The ability to set up custom workflows for time-off approvals.
 - A blackout calendar to indicate to employees the dates when they should not take time off.
 - Tight integration with other elements of ADP Workforce Now, such as Time & Attendance and payroll.





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What Is Benefit Accruals?


- Benefit Accruals is a feature on the ADP Mainframe which provides clients with the following:
 - An option for calculations that are outside the ADP Workforce Now Time Off capabilities.
 - Accruals based on hours worked.



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Practice | *Identify Key Words or Phrases*


“I don’t understand why an employee is accruing sick hours as if he’s been here for 15 years – he should be accruing at the lower 10-year accrual rate. Why is he accruing at the 15-year accrual rate?”

“Where do I find the number of personal hours an employee has left to take this year?”

“An employee’s balance of vacation hours is too much. It looks like she has accrued more than she should have. How do I adjust this?”

“An employee has stopped earning vacation hours. Why?”


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ADPworks Search | *Time Off*



- For more information about a specific task, access **MAS Solutions > Search Official Content**, and review the following ADPworks topics.

To Learn About	And Search For
Setting up a time off policy	Process for Setting Up a Time Off Policy
Cancelling and editing time off requests	Time Off – Cancelling and Editing Time Off Requests
Adjusting time off balances	Adjusting Time Off Balances
Printing time off balances on pay statements	Time Off – Set Up Time Off Balances to Print on Pay Statements
Setting up a time off approval workflow	Setting Up Time Off Workflows
Tasks performed by employees	Time Off – Employee Tasks
Tasks performed by managers	Time Off – Manager Tasks

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WFN Time Off Service Team

- The WFN Time Off Service Team focuses on three objectives:
 - Redirect lengthy Time Off calls from inbound associates to trained associates who are ready to support the work.
 - Increase overall Time Off knowledge and cultivate expertise within centers.
 - Enable faster execution and resolution of client issues.
- To learn about the WFN Time Off Service Team:
 - Access **ADPworks > MAS Solutions**.
 - Search for **Time Off – WFN Time Off Service Team Instructions for Inbound CSS**.

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ADPworks Search | *Benefit Accruals*



- For more information about a specific task, access **MAS Solutions > Search Official Content**, and review the following ADPworks topics.

To Learn About	And Search For
Benefit Accruals terms and definitions	Benefit Accruals – Terminology/Definitions
Troubleshooting employees accruing at the wrong rate	Benefit Accruals – Troubleshooting Employee Accruing at the Wrong Rate
Troubleshooting why employee isn't accruing	Benefit Accruals – Troubleshooting Why Employee Is Not Accruing or Stopping at Correct Limits
Adjusting allowed, taken, annum, and cycle hours	Benefit Accruals – Adjust Allowed, Taken, Annum and Cycle Hours via Mass Change
Adding the Benefit Accruals feature	Benefit Accruals – Add as a New Feature
Printing balance hours on earnings statements	Benefit Accruals/Allowed & Taken – Print Balance Hours on Earnings Statements

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Company-Level Setup | *Time Off*

- In ADP WFN, select **Setup > Time Off > Time Off Policies**.

POLICY NAME	DESCRIPTION	ACCRUALS CALCULATED IN	EFFECTIVE DATE	STATUS	ACTIONS
Bereavement	Bereavement	Based on settings in this policy	1/1/2012	Active	>
Sickdt	Sick Time	Based on settings in this policy	1/1/2012	Active	>
Sickpt	Sick Time	Based on settings in this policy	1/1/2012	Active	>
Jury Duty	Jury Duty	Based on settings in this policy	9/24/2015	Active	>
Personal	Personal Time	Based on settings in this policy	9/24/2015	Active	>
Vacation	Vacation - FT	Based on settings in this policy	9/24/2015	Active	>
Vacationpt	Vacation - PT	Based on settings in this policy	9/24/2015	Active	>
PTO	Paid Time Off	U.S. Payroll - Benefit Accruals	5/1/2016	Active	>

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Company-Level Setup | *Benefit Accruals*

[illegible]

- **Benefit Accruals Details** | Access the **P,SCBA** and **P,SCFM** screens for more details.


Company-Level Setup | *Benefit Accruals* (Continued)


```

FUTURE 3 2016          S - ATLANTA GA
SCR: AT                CMD:
CQ: 55D                ALLOWED AND TAKEN CONTROLS      PPCIAT 009:01
DUSTY'S PLACE          *****
                        UNCHANGED SINCE SETUP

PRINT ALLOWED & TAKEN BALANCE ON WORKSHEET/JOURNAL.. N


NO.    CODE    HOURS - AUTO. CLEAR -
/ EARN  ALLOWED TAKEN  NO.    DEL  ALLOWED IS:
-----
01      V    HOURS  NO      4TH    01
02      S    HOURS  BENEFIT ACCRUAL 02
03      H    HOURS  BENEFIT ACCRUAL 03
04                                     04
  
```






Break

- For audio, call 1-800-377-0237.
- Access code:




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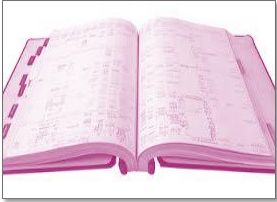



General Ledger

GENERAL LEDGER

MAINFRAME GL


GENERAL LEDGER INTERFACE (GLI)







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What is General Ledger?


- A general ledger (GL) is an accounting tool that tracks all of the financial transactions of a business and distributes those transactions to designated account numbers.
- A general ledger is the heart of an organization's financial accounting system. Every company that has a payroll should also have a general ledger.
- Mainframe GL and General Ledger Interface (GLI) are "interface" products that a client uses to convert payroll data to a general ledger file format and then imports into an accounting software package.




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What is General Ledger? *(Continued)*

- Mainframe GL and General Ledger Interface (GLI) are **billable** products that allow a client to connect payroll data to accounting software, thereby streamlining the process of organizing payroll transactions into the appropriate GL accounts.
- All ADP general ledger products are "interface-only" tools and do not generate actual general ledgers for a client.



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General Ledger Product Comparison

Mainframe GL	General Ledger Interface (GLI)
<ul style="list-style-type: none"> • Set up and maintained by ADP associates • Created in PMF • Produces a standard formatted output file that clients then need to modify to fit into their accounting software 	<ul style="list-style-type: none"> • Designed to allow clients to perform their own setup and maintenance • Created in a web-based application • Customizes the output file so that clients can export and seamlessly load into their accounting software

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Practice | Identify Key Words or Phrases



“I am looking at one of my reports, and I have no idea what this is telling me. It says ‘a deduction or earnings does not have an account number.’ I’ve never seen this before, and I need to run my GL today so that we can close our fiscal year. Can you help me?”

“I ran my GL file and there are numerous account numbers that show only part of the account number or just dashes. I need some assistance in identifying what amounts are coming from payroll so I can map them to the correct account numbers. Can you assist with that?”

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ADPworks Search | *Mainframe GL*



- For more information about a specific task, access **MAS Solutions > Search Official Content**, and review the following ADPworks topics.

To Learn About	And Search For
Identifying company-level changes that may require changes to a client's GL	General Ledger Reports (GL) – Company Level Changes that May Require GL Maintenance
Rerunning a GL report	General Ledger (GL) – Rerun
Troubleshooting net cash differences on the Statistical Summary and GL	General Ledger (GL) – Net Cash – Differences Between the Statistical Summary and the GL
Exporting GL data files to Microsoft Excel	Export MR/GL Data Files to Excel

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ADPworks Search | *General Ledger Interface (GLI)*



- For more information about a specific task, access **MAS Solutions > Search Official Content**, and review the following ADPworks topics.

To Learn About	And Search For
Requesting a GLI rewrite	Requesting a General Ledger Interface (GLI) Rewrite
Setting up accounts in GLI	Setting Up and Defining Accounts in General Ledger Interface GLI
Recreating a GLI XML file	Recreating the G/L File (XML) in General Ledger Interface GLI or GL Report (<i>ADP associate procedure</i>)
Recreating a GL file in GLI	Recreating the G/L File from General Ledger Interface GLI or GL Report (<i>client procedures</i>)
Managing GLI tasks	General Ledger Interface (GLI) – Terms & Tasks Overview Note: This solution is not in MAS Solutions. To access it, perform a spotlight search in ADPworks.

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Company-Level Setup | Mainframe GL

PRIOR 2 2016	CMD:	TRAN-TRAINING
SCR: GEN		PPCIGEN 024:04
CO: 05J	GENERAL INFORMATION	UNCHANGED SINCE SETUP
	*****	1 2 3 4 5 6
NAME.. MICROTRONICS, INC.	QTR/YR OF LAST P/R... /	
STATUS.. ACTIVE	NXT QTR TO CLOSE.. 4	USER CONTROLS..
P/R TYPE..... AUTOPAY	6 - POSITION DPT.#	P/R FREQ.. SEMI-MONTHLY
VERSION... B	CSR NUMBER..... A1	TAX FREQ.. SEMI-MONTHLY
PAY IN HOME DPT..... Y	BLOCK PRE-SUM..... N	DPT. NO.= EXTRA PAY..... N
COUNTRY CODE..		LABOR DISTRIBUTION..... D
BASIC OPTIONS: =====		
NAT ACC..... N	CTRL BILL.... N	PRICE AGMT.... N
MAJOR ACC.... N	POST-PAY.... N	TST CMP..... Y
ECONOPAY.... N	CAF-125 PLAN. A	DO NOT BILL. N
P/R-G/L INT.. Y	UCM/TT/TTP... N	BLK EMPL DISP. N
NCN..... N	NTS..... N	NIGHT TELE... N
SUMMARY OF MAJOR FEATURES		
CLT DATA I/P	P.R.S.	TAX FILING 401K
		MIL \$ CHK
CLIENT HAS STATED: =====		
NO AUTO. PAY -	NO TAX SERV. -	NO PHONE P/R -
HELP 3 ESS	4 INP	5 6 7 8 9 0 UNDO 2

- **View GL Report** | Access the **P,MRLT** screen to view the report schedule – 198.

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Company-Level Setup | General Ledger Interface (GLI)

PRIOR 2 2016	CMD:	TRAN-TRAINING
SCR: MBA		PPCIMBA 020:00
CO: 05B	MICRO-BASED APPLICATIONS	UNCHANGED SINCE SETUP
BELMONT BUCKLES	*****	
	I/P SYSTEM	I/P SYSTEM CSS/
INPUT METHOD:	PROD.ID	VERSION#
IBM PC..... Y	05-WRKFRCE NOW	260000
IMPACT PRINTBACK:		
REGISTER..... N	PAY STATEMENTS..... N	
DOWNLOAD EMPLOYEE CUMULATIVE DATA..... A	CHECKMATE..... Y	
(A-ALL, P-PAID ONLY, N-N/A)	REAL TIME PAYROLL..... Y	
ADP CONNECTION GL (N-N/A, D-DATAPOL, S-SERVER). N	ADP INFOLINK..... Y	
ADP CONNECTION HR.. N		
DPA/DDA SOFTWARE PACKAGE..... CHECKVIEW - WORKFORCE NOW		
DIRECT PAYROLL ACCESS DOWNLOADS ARE SELECTED		
TIME LABOR MANAGEMENT:	ENTERPRISE ETIME..... N	
ADP TIMESHEET..... N	ETIME..... N	OTHER TLM..... N
HELP 3 JOB	4 EVSRV	5 6 7 8 9 0 UNDO 2

54

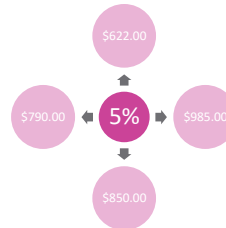
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Mass Changes

MASS CHANGES



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What Is a Mass Change?



- A mass change (also referred to as a mass processing) provides an efficient means to change employee data. It allows you to make changes on groups of employees in a quick and easy manner for like items, rather than doing it separately for each individual employee.
- Clients are charged a fee when they request ADP to process a mass change on their behalf. Therefore, clients are **strongly** encouraged to process their own mass changes in ADP Workforce Now. You only initiate a mass change on the ADP Mainframe if the client cannot or will not complete it on his or her own, and you have informed the client of the fee. ADP should only process mass changes to a client's database upon escalated situations or mass feature changes.

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Mass Change Guidelines

Mainframe Mass Change	WFN Mass Change
<ul style="list-style-type: none"> Do not perform a mass change for any of the following reasons: <ul style="list-style-type: none"> Correct Social Security numbers. Change deduction codes and/or amounts which are assigned to benefit plans in WFN. Change cost numbers when cost number mapping is used. Clear area codes of phone numbers. The results of mass changes for specific indicative data fields will automatically update to WFN through an import function. 	<ul style="list-style-type: none"> A client can only perform a mass change for one company code at a time. To perform a mass change, a client must have full access to the company code. A client can mass change a deduction code only under the following conditions: <ul style="list-style-type: none"> The deduction category is Other. The deduction code is scheduled. If a client uses Effective Dating, changes are applied as of the effective date entered.

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Practice | Identify Key Words or Phrases



“I need to update union dues deduction amounts for all of the employees in my company for the upcoming year. Is there an easy way to coincide this with the rate changes?”


“I have 25 salaried employees that are due a pay increase. They are all getting a 5% increase. Is there a fast way to do this?”

“I just received my preview W-2s, and I have several blank W-2s with only the Retirement box checked. These employees have no wages and should not receive W-2s. Can you remove this coding from all of these employees?”

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ADPworks Search | *Mass Change*


- For more information about a specific task, access **MAS Solutions > Search Official Content**, and review the following ADPworks topics.

To Learn About	And Search For
Performing a mass change	Using the AutoPay Mass Change Feature
Determining whether to use the Mainframe for a mass change	Workforce Now – Determining to Use AutoPay Mass Processing
Automatic Mainframe mass change updates to WFN	Workforce Now – Consume AutoPay Mass Processing Changes – Overview
Un-purging employees	Using a Mass Change to Un-Purge File Numbers
Using mass change to move or copy accumulator amounts	Move/Copy Accumulator Amounts from One Accumulator to Another Accumulator
Using mass change to check or uncheck Retirement box on W-2	Qualified Pension Indicator – How to Check or Uncheck Ret. Plan Section in Box 13 of Form W-2
Performing a mass change in WFN	Mass Processing – Perform in WFN (CV)


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What Questions Do You Have?



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Review | *ADP Product Overviews*



This module included the following topics:

- Multi-Jurisdiction
- Restaurant Payrolls
- Garnishments
- Time Off and Benefit Accruals
- General Ledger
- Mass Changes



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Break




- For audio, call 1-800-377-0237.
- Access code:

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MODULE 2 |
Scenario-Based Role Plays

Service New Hire Product Overviews


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Module 2 | *Scenario-Based Role Plays*

This module includes the following topics:

- Review of Skills Obtained from:
 - Creating Positive Client Interactions*** (34619)
 - Using the Service Process
 - Managing the Client Relationship
 - Managing the Service Transaction
 - Service New Hire Product Overviews*** (34623)
 - Product Overviews
- Scenario-Based Role Plays



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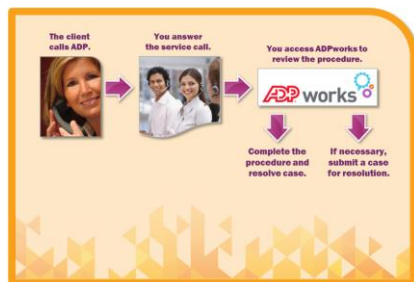
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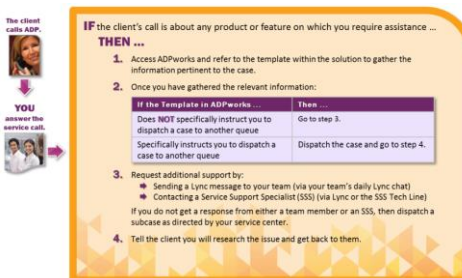
Review | *Using the Service Process*



No Additional Support Required



Additional Support Required



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Review | *Managing the Client Relationship*



To manage the client relationship, remember to:

- Take the initiative
- Be positive
- Make the client feel special



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Review | *Managing the Service Transaction*



To manage the client relationship, remember to:

- Use ADPworks
- Use appropriate phrasing to create a seamless service experience
- Follow proper transferring procedures



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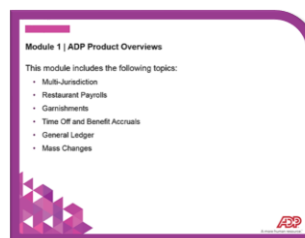
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Review | *ADP Product Overviews*



We reviewed the following components for each ADP product or feature explored today:

- Description | *What Is...*
- Client Clues | *Key Words or Phrases*
- Examples | *Practice Identifying Key Words and Phrases*
- ADPworks | *Search Results*



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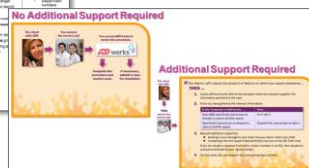
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Scenario-Based Role Plays

To support client inquiries on the ADP products and/or features reviewed today, use the following process:

1. Identify key words and phrases.
2. Determine how to handle/direct the call.
3. Access ADPworks and follow the indicated steps.
4. Combine all of the information and skills you have learned today in order to manage the client relationship, manage the service transaction, and ultimately provide a positive client experience.

Work Activity	Product/Feature	Category	Time of Day	General Category	Notes/Comments
1. New Hire	1. New Hire	1. New Hire	1. New Hire	1. New Hire	1. New Hire
2. New Hire	2. New Hire	2. New Hire	2. New Hire	2. New Hire	2. New Hire
3. New Hire	3. New Hire	3. New Hire	3. New Hire	3. New Hire	3. New Hire
4. New Hire	4. New Hire	4. New Hire	4. New Hire	4. New Hire	4. New Hire
5. New Hire	5. New Hire	5. New Hire	5. New Hire	5. New Hire	5. New Hire
6. New Hire	6. New Hire	6. New Hire	6. New Hire	6. New Hire	6. New Hire
7. New Hire	7. New Hire	7. New Hire	7. New Hire	7. New Hire	7. New Hire
8. New Hire	8. New Hire	8. New Hire	8. New Hire	8. New Hire	8. New Hire
9. New Hire	9. New Hire	9. New Hire	9. New Hire	9. New Hire	9. New Hire
10. New Hire	10. New Hire	10. New Hire	10. New Hire	10. New Hire	10. New Hire
11. New Hire	11. New Hire	11. New Hire	11. New Hire	11. New Hire	11. New Hire
12. New Hire	12. New Hire	12. New Hire	12. New Hire	12. New Hire	12. New Hire
13. New Hire	13. New Hire	13. New Hire	13. New Hire	13. New Hire	13. New Hire
14. New Hire	14. New Hire	14. New Hire	14. New Hire	14. New Hire	14. New Hire
15. New Hire	15. New Hire	15. New Hire	15. New Hire	15. New Hire	15. New Hire
16. New Hire	16. New Hire	16. New Hire	16. New Hire	16. New Hire	16. New Hire
17. New Hire	17. New Hire	17. New Hire	17. New Hire	17. New Hire	17. New Hire
18. New Hire	18. New Hire	18. New Hire	18. New Hire	18. New Hire	18. New Hire
19. New Hire	19. New Hire	19. New Hire	19. New Hire	19. New Hire	19. New Hire
20. New Hire	20. New Hire	20. New Hire	20. New Hire	20. New Hire	20. New Hire



THE RESULT...

A POSITIVE CLIENT EXPERIENCE!

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Role Play 1

“I just learned that we incorrectly coded the hours of an employee who works in different cities on various days each month. Last week he worked in Toledo for three days, but we mistakenly coded his hours to Columbus, Ohio instead. I need to adjust the employee’s earnings from the most recent payroll. Can you help me correct this?”



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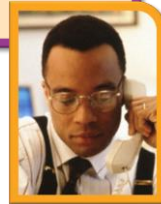
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Role Play 2

"I just received my payroll and for some employees, the paid time off hours are not correct. The employees are supposed to accrue PTO at 0.50 hours per pay period; however, it appears that they are accruing at only 0.05 hours per pay period. I don't understand how this happened, but I need to get it fixed as soon as possible. The employees can see the PTO balance on their pay statements, and I know they will be asking me about this, and I won't have an answer for them."



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Role Play 3

"All of the regular wages for my production staff should go to account 5400. I see some wages going to account 5400, but the amounts are not right. When I compare the GL amounts to the Payroll Summary, the amounts aren't even close. It looks like the difference may be the three new production staff departments I recently set up. The wages for these departments are reflected on the Payroll Summary, but they aren't in my GL account 5400. ADP produces both of these reports for us, so why don't they match?"



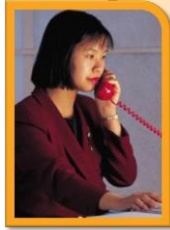
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Role Play 4



"I have a waitress who is paid at a lower hourly rate and earns tips. She has been asked to fill in for one of my hourly employees who cleans after hours. When she works these hours, she needs to be paid minimum wage. How should I enter her hours when she cleans versus when she waits tables in one pay period?"

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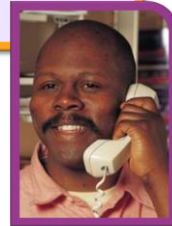
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Role Play 5

"I need to increase the union dues deduction by \$12.00 if a union deduction currently exists for employees in home department 000555 with an A in the first position of data control or employees in home department 000777 with a B in the first position of data control. I'm overwhelmed with the prospect of having to make all these entries manually. Is there anything ADP can do to make this easier?"



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Role Play 6

“I just had the county sheriff in my office delivering a child support order for one of my employees. He said I need to start deducting the amount due from the employee's pay immediately. I have never received one of these before, and I'm very nervous about it. Is this something ADP can take care of for me?”



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Role Play 7

“An employee entered a time off request for five days of vacation, but now the employee wants to change the request and take different days. Can I change the original request, or do I have to cancel the request and re-enter the new dates?”





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What Questions Do You Have?







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Review | *Scenario-Based Role Plays*

This module includes the following topics:


- Review of Skills Obtained from:
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What Questions Do You Have?



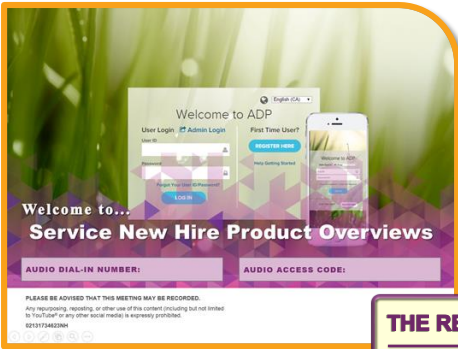


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Course Closing



- ADP Product Overviews
- Scenario-Based Role Plays

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Course Conclusion | *Thank You and Evaluation*





Training Evaluation



I got this survey

1. First Name:

2. Last Name:

3. Role:

4. Implementation or Service Center:

If your center is not listed, please indicate your role here.

If your center is not listed, please indicate your center here.

Next >>



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