ADP Workforce Now™

Certified Human Resources Specialist

Certification Guide

Need support after training?
To exchange tips and best practices with fellow users, get on The Bridge—an online community built exclusively for ADP clients.
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Information</td>
<td>2</td>
</tr>
<tr>
<td>ADP Professional Certification Program</td>
<td>2</td>
</tr>
<tr>
<td>ADP Certified Human Resources Specialist in ADP Workforce Now Exam</td>
<td>2</td>
</tr>
<tr>
<td>Eligibility</td>
<td>2</td>
</tr>
<tr>
<td>Certification Preparation Course</td>
<td>2</td>
</tr>
<tr>
<td>Exam Schedule and Fees</td>
<td>3</td>
</tr>
<tr>
<td>Retakes</td>
<td>3</td>
</tr>
<tr>
<td>Test Center Locations</td>
<td>3</td>
</tr>
<tr>
<td>Exam Registration</td>
<td>3</td>
</tr>
<tr>
<td>Canceling or Rescheduling an Exam Appointment</td>
<td>4</td>
</tr>
<tr>
<td>Refund Policy</td>
<td>4</td>
</tr>
<tr>
<td>Substitutions</td>
<td>4</td>
</tr>
<tr>
<td>Weather Delays/Cancellations</td>
<td>4</td>
</tr>
<tr>
<td>Special Testing Accommodations</td>
<td>5</td>
</tr>
<tr>
<td>Taking the Exam</td>
<td>6</td>
</tr>
<tr>
<td>Exam Description and Topics</td>
<td>6</td>
</tr>
<tr>
<td>Study Strategies</td>
<td>8</td>
</tr>
<tr>
<td>Tips for Taking the Exam</td>
<td>8</td>
</tr>
<tr>
<td>Checking In</td>
<td>9</td>
</tr>
<tr>
<td>Identification</td>
<td>9</td>
</tr>
<tr>
<td>Computer Experience</td>
<td>9</td>
</tr>
<tr>
<td>Test Center Environment</td>
<td>10</td>
</tr>
<tr>
<td>Notes and Calculators</td>
<td>11</td>
</tr>
<tr>
<td>Requesting Assistance</td>
<td>10</td>
</tr>
<tr>
<td>Test Center Rules</td>
<td>10</td>
</tr>
<tr>
<td>Nondisclosure Agreement</td>
<td>10</td>
</tr>
<tr>
<td>Exit Survey</td>
<td>11</td>
</tr>
<tr>
<td>Security Measures</td>
<td>11</td>
</tr>
<tr>
<td>Candidate Misconduct</td>
<td>11</td>
</tr>
<tr>
<td>Denial of Certification</td>
<td>12</td>
</tr>
<tr>
<td>After the Exam</td>
<td>13</td>
</tr>
<tr>
<td>Score Information</td>
<td>13</td>
</tr>
<tr>
<td>Exam Reliability and Validity</td>
<td>13</td>
</tr>
<tr>
<td>Attainment of Certification</td>
<td>13</td>
</tr>
<tr>
<td>Use of Certification</td>
<td>13</td>
</tr>
<tr>
<td>Recertification Period</td>
<td>13</td>
</tr>
<tr>
<td>Recertification Process</td>
<td>14</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>14</td>
</tr>
<tr>
<td>Consent to Publish</td>
<td>14</td>
</tr>
<tr>
<td>Appendices</td>
<td>15</td>
</tr>
<tr>
<td>Appendix A: Certification Preparation Course</td>
<td>15</td>
</tr>
<tr>
<td>Preparing for Human Resources Certification for ADP Workforce Now</td>
<td>15</td>
</tr>
<tr>
<td>Appendix B: Test Center Locations</td>
<td>16</td>
</tr>
<tr>
<td>Appendix C: Nondisclosure Agreement</td>
<td>18</td>
</tr>
<tr>
<td>Appendix D: Reimbursement Form</td>
<td>19</td>
</tr>
<tr>
<td>Appendix E: ADP Certified Human Resources Specialist in ADP Workforce Now Study Sheet</td>
<td>20</td>
</tr>
<tr>
<td>Suggested Study Resources</td>
<td>20</td>
</tr>
<tr>
<td>Appendix F: Sample Test Questions</td>
<td>21</td>
</tr>
<tr>
<td>Answer Key</td>
<td>24</td>
</tr>
</tbody>
</table>
General Information

ADP Professional Certification Program

The ADP Professional Certification Program sets the standard for excellence in the use and application of ADP solutions. This program establishes standards for professional knowledge and practical experience in using and applying ADP solutions. Certification from the industry leader proves that participants have the knowledge, skills, and expertise needed to perform critical human resources and related tasks.

The goals of the ADP Professional Certification Program are to demonstrate the following:

- Validate knowledge of and proficiency using ADP solutions.
- Ensure that Human Resources practitioners have the critical knowledge and skills to succeed.
- Increase productivity.
- Confirm a newly hired employee's level of competence and skill.
- Recognize those who meet the requirements of the ADP Professional Certification Program.

ADP Certified Human Resources Specialist in ADP Workforce Now Exam

Eligibility

The ADP Professional Certification Program is a voluntary program available to anyone seeking certification in their ADP solution. However, it is strongly recommended that candidates of the ADP Certified Human Resources Specialist in ADP Workforce Now have the following qualifications:

- Have completed the following course, available on Learn@ADP or myLearning@ADP:
  - Maintaining Employee Information for ADP Workforce Now (instructor-led virtual training)
- Have a minimum of six months of experience using ADP Workforce Now

Certification Preparation Course

An ADP Workforce Now refresher course is available to assist candidates in preparing for the exam. For more information, see "Appendix A: Certification Preparation Course."
Exam Schedule and Fees

The following table lists the ADP Certified Human Resources Specialist in ADP Workforce Now exam dates.

<table>
<thead>
<tr>
<th>Exam</th>
<th>Fee</th>
<th>Registration Opens</th>
<th>Testing Period</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADP Workforce Now Human Resources (WFNHR)</td>
<td>$200</td>
<td>February 1</td>
<td>April 1 to May 31</td>
<td>Spring Testing Window</td>
</tr>
<tr>
<td></td>
<td></td>
<td>August 1</td>
<td>September 1 to October 31</td>
<td>Fall Testing Window</td>
</tr>
</tbody>
</table>

Retakes

Candidates who fail the exam must wait until the next testing window before retaking the exam. Candidates who fail the exam on the second attempt must wait one full year from the date of the second attempt to retake the exam. Candidates who retake the exam must pay the full exam fee at each attempt.

Test Center Locations

ADP Professional Certification Program exams are administered by Pearson VUE through a network of more than 200 Pearson Professional Centers in cities throughout the U.S. and its territories. Test center hours are typically from 9:00 a.m. to 5:00 p.m. The test centers are listed in Appendix B of this guide (locations are subject to change). For the location of the test center nearest you, visit http://www.pearsonvue.com/adp.

Exam Registration

To register for the ADP Certified Human Resources Specialist in ADP Workforce Now exam, candidates need to do the following:

1. Identify a conveniently located Pearson VUE testing center. (See the preceding section, “Test Center Locations.”)
2. Schedule an exam appointment with Pearson VUE using one of the following methods:
   - Web: http://www.pearsonvue.com/adp
   - Phone: 1-877-321-EXAM (3926), Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time

Note: Appointments are filled on a first-come, first-served basis. Candidates should register early to secure the date and time of their choice.
After scheduling the exam, candidates will receive an email confirmation from Pearson VUE that includes the following:

- The address and phone number of the test center
- Directions to the test center
- The name, date, and time of the exam
- Other important information

**Canceling or Rescheduling an Exam Appointment**

Candidates who need to cancel or reschedule an appointment must call Pearson VUE at 1-877-321-EXAM (3926) on business days by noon at least 24 hours before the scheduled appointment. Candidates can also cancel an appointment from the website, but online cancellations must be made at least two business days before the scheduled appointment.

**Important notes:**

- Saturday and Sunday are not considered business days.
- Exam appointments cannot be canceled or rescheduled by leaving a voicemail message.

**Refund Policy**

Exam fees are refundable only if appointments are changed or canceled at least 24 hours before the appointment time.

Candidates who miss an appointment, cancel too late, or arrive too late (15 minutes past the scheduled exam appointment) will forfeit all registration fees.

**Substitutions**

Substitutions are not allowed for ADP Professional Certification Program exams. Candidates may not trade appointments or send an alternate candidate to take the exam at the scheduled appointment time.

**Weather Delays/Cancellations**

In cases of inclement weather or states of emergencies, candidates can phone the Pearson VUE Call Center at 1-877-321-EXAM (3926) to inquire about test center closing information. It is the candidate’s responsibility to keep the appointment if the test center is open.

In the event of a test center closing, Pearson VUE will try to contact all affected candidates to reschedule. Candidates may also call Pearson VUE themselves to reschedule.
Special Testing Accommodations

ADP complies with the Americans with Disabilities Act (ADA) and can provide special arrangements when ADA requirements are met. Candidates who require ADA accommodations should notify ADP and provide documentation from a physician or other appropriate authority on official letterhead that identifies the disability and the need for the requested accommodations. Send requests to:

ADP
c/o Professional Certification Program
Enterprise Learning
2599 Lucien Way, Westwoods Building
Maitland, FL 32751
USA

Candidates who have requested and qualify for special accommodations will receive written approval from ADP. Candidates who require ADA accommodations should not schedule an exam appointment until they have received a letter from ADP with special instructions on scheduling ADA appointments.
Taking the Exam

Exam Description and Topics

Candidates will have one hour and thirty minutes to complete the exam and a brief post-exam survey. One hour and fifteen minutes has been allocated for answering the exam questions. Please note that exams are only offered in English.

The ADP Certified Human Resources Specialist in ADP Workforce Now exam is made up of approximately 42 multiple-choice questions and is based on concepts and experiences that should be familiar to a proficient Human Resources practitioner with at least six months’ experience using ADP Workforce Now. The concepts and topic areas of the exam are derived from a training analysis study.

**Important:** The exam is applicable to the ADP Workforce Now Spring 2019 release.

The approximate percentage of questions in each area is shown in the following list:

I. Hiring Employees (9%)
   - Hiring an employee
   - Hiring an employee not paid by ADP
   - Deleting an employee
   - Changing the hire date for an employee

II. Maintaining Employee Status (10%)
   - Placing an employee on leave of absence
   - Activating an employee from leave of absence
   - Terminating an employee
   - Using the Audit Trail report

III. Changing Employee Information (25%)
   - Editing an employee’s pay
   - Viewing an employee's pay history
   - Changing an employee’s job
   - Adding another position for an existing employee
   - Transferring an employee
   - Reassigning an employee to a new manager
   - Mass changing who reports to a manager
   - Importing changes to employee information
   - Maintaining employee records
   - Maintaining custom fields for HR record keeping
   - Archiving an employee
   - Reactivating an archived employee
IV. Setting Up and Maintaining Corporate Structure (16%)

- Creating and terminating a corporate group
- Editing an employee's corporate group
- Setting up and reporting on a salary structure and pay grade
- Viewing and exporting organization charts
- Using a Turnover report
- Running an Audit report

V. Using and Maintaining Self Service (15%)

- Approving employee changes via Self Service
- Ensuring appropriate manager security access
- Maintaining manager responsibilities
- Maintaining a workflow for Self Service
- Troubleshooting an email notification
- Setting up an employee activity
- Setting up and activating company policies

VI. Tracking Government Compliance (7%)

- Adding an OSHA event for an employee
- Maintaining statutory compliance information
- Reporting on statutory compliance information

VII. Using System Tools (18%)

- Viewing and managing messages
- Setting up an associate with practitioner rights
- Troubleshooting direct report information
- Reviewing security changes
- Maintaining the ADP Workforce Now Home page
- Creating filters
- Creating and running a custom report

VIII. Partnering with ADP (Non-Graded)
Study Strategies
Because study alone cannot replace the hands-on experience required to successfully address certification questions, the following study guidelines are offered as a way to help you prepare for the exam:

- Use "Exam Descriptions and Topics" to review the outline of topics covered on the exam. Mark any topics that seem unfamiliar. Keep in mind that you may be required to answer questions on features that your company does not currently use.
- Take the practice test questions located in Appendix F. Note the section number of any questions answered incorrectly. Mark the corresponding section on the "Exam Topics and Descriptions."
- Review the suggested study resources associated with the items marked on the “ADP Certified Human Resources Specialist in ADP Workforce Now Study Sheet” in Appendix E.
- Consider taking the certification preparation course described in Appendix A of this guide.

Tips for Taking the Exam
Candidates should keep the following tips in mind when taking the exam:

- Answer all questions.
- Eliminate answers that are obviously incorrect.
- Skip questions that you are unsure of and come back to them.
- Do not expect trick questions—there are none, and there is always one correct answer.
- Do not overanalyze the questions.
- Be aware of the 1 hour and 15 minute time limit.
Checking In

It is recommended that candidates report to the test center no later than 15 minutes prior to their scheduled appointment time to allow time for check-in procedures. Candidates who arrive 15 minutes past their scheduled exam appointment will not be admitted and will forfeit all registration fees.

Identification

When checking in at the Pearson VUE test center, candidates are required to provide two forms of identification: a primary ID and a secondary ID. Both IDs must be valid (not expired) and must exactly match the name used to register for the exam. Examples of primary and secondary IDs follow. Call your local Pearson VUE test center if you have any questions about IDs.

Primary ID (includes photo and signature):

- Government-issued driver’s license
- State ID
- Military ID
- Passport

Secondary ID (includes signature):

- U.S. Social Security card
- Employee ID or work badge
- Bank automatic teller machine (ATM) card
- School ID
- Alien registration (green card)
- Credit card
- Other government-issued ID
- Any form of ID on the primary list

Candidates who do not have the proper ID will not be admitted to the test center and will forfeit their testing fee.

Upon checking in, candidates will be asked to provide a digital signature for identification purposes.

Computer Experience

Candidates do not need extensive computer experience to take the computer-based exam. Before beginning the exam, instructions will display on the screen explaining how to navigate through the test.

Test Center Environment

Pearson VUE test centers provide computerized testing for many organizations. Other tests may be administered in the test center at the same time as the ADP exam.

Test center administrators try to maintain a comfortable temperature in the testing rooms. In spite of these efforts, the room may be too cool or too warm for an individual’s preference. For your comfort, it is recommended that you dress in layers.
Notes and Calculators
Test center administrators will provide an erasable note board and marker, which may be replaced as needed during testing; the note board may not be removed from the testing room at any time. Candidates are not allowed to take scratch paper or pencils into the testing room.

A calculator will be provided on the computer, or candidates may request a handheld calculator from a test center administrator. Personal calculators are not permitted.

Requesting Assistance
Candidates who need assistance for any reason should raise their hand to notify a test center administrator.

Note: Test center administrators are not trained to answer specific questions related to ADP exam programs.

Test Center Rules
Maintaining a standardized testing environment ensures that the exam results of all candidates are earned under comparable conditions and represents fair and accurate measurement. All candidates must adhere to the following regulations:

- No reference materials may be brought into the testing room.
- No papers, pamphlets, books, tablets, food, or purses are allowed in the testing room. Do not take large bags, textbooks, notebooks, and so on to the test center. Candidates are required to leave personal belongings in secure storage, but space is limited, so candidates should plan accordingly. Test centers assume no responsibility for candidates' personal belongings.
- No unauthorized testing aids are permitted in the testing room. This includes, but is not limited to, calculators, pens, rulers, highlighter pens, MP3 players or radios with headphones, watches, dictionaries, translators, or electronic devices.
- Cellphones are not allowed in the test center. Candidates may not leave the room in which the exam is being administered to make telephone calls.
- Eating, drinking, and smoking are not allowed in the testing room.
- Waiting areas at the test centers are small. Friends, relatives, or children who accompany candidates to the test center will not be permitted to wait in the test center or to contact anyone in the exam room.
- Candidates who need to leave the testing room for personal reasons must first obtain permission from a test center administrator. No additional time is allowed to make up for time lost due for leaving the room. Checking notes or textbooks or meeting with other individuals is considered misconduct.

Nondisclosure Agreement
At the beginning of the testing session, a nondisclosure agreement will be displayed on the computer screen. Candidates must accept the terms of the agreement to proceed with the exam. By accepting these terms, candidates agree to not disclose exam questions in any form or to remove materials from the test center. See Appendix C to review the nondisclosure agreement.
Exit Survey

Candidates will be asked to complete a brief survey at the conclusion of the exam to evaluate their testing experience. Candidates should feel free to forward additional comments to ADP within five business days of taking the exam to the following address:

ADP
c/o Professional Certification Program
Enterprise Learning
2599 Lucien Way, Westwoods Building
Maitland, FL 32751
USA

Security Measures

Numerous security measures are enforced during test administration to ensure the integrity of the exam. Be aware that candidates will be observed at all times while taking the exam. This includes direct observation by test center administrators, as well as video and audio recording of the testing session.

Candidate Misconduct

Any irregular behavior during the exam will constitute grounds for expulsion from the exam and for ADP to take appropriate action. Examples of misconduct include, but are not limited to the following:

- Failing to provide acceptable identification
- Giving or receiving unauthorized help
- Attempting to take the exam for someone else
- Using notes, books, or other unauthorized aids
- Bringing materials to the test center that may compromise the exam administration
- Eating or drinking during the exam
- Attempting to remove test questions from the room
- Failing to follow the test center administrator’s instructions or any instructions presented by the computer
- Using scratch paper; a dry-erase note board is permissible
- Tampering with the operation of the computer or attempting to use it for any function other than taking the exam
- Creating a disturbance of any kind

When a testing administrator reports a case of misconduct to ADP, ADP reviews the evidence and the impact of the conduct on the obtained score. If it is decided that a score has been obtained unfairly, ADP has the right to cancel the candidate’s test score.

In this and other reported cases of misconduct, ADP, at its sole discretion, will decide whether a candidate may retake the exam, whether fees will be refunded, or whether alternative action will be taken.
Denial of Certification

Certification will be denied or revoked for any of the following reasons:

- Misrepresenting or falsifying application information
- Violating testing procedures
- Failing to pass the exam

Note: Appeals can be made to the Certification Board for certification denials or revocations. If you would like to submit an appeal, please send a letter stating your case to the following address:

ADP
c/o Professional Certification Program
Enterprise Learning
2599 Lucien Way, Westwoods Building
Maitland, FL 32751
USA
After the Exam

Score Information
Candidates will receive a score report at the end of the exam. The score report will indicate whether the candidate received a Pass or Fail grade.

The passing score for the ADP Certified Human Resources Specialist in ADP Workforce Now exam was established by a committee of experts. The score was then converted to a scaled score, allowing for comparison between test forms. The scale for the exam ranges from 200 to 500, with the minimum passing score set at 400. Scaled scores are reported to ensure that the overall score represents the same level of knowledge from one form of the exam to another.

Candidates who achieve an overall scaled score of 400 or higher will have the word “Pass” printed on their score reports. Candidates who score below the 400 will have the word “Fail” printed on their score reports along with their scaled overall score.

Diagnostic scores indicating performance in each major content area are included at the bottom of the score report. These scores allow candidates to evaluate their own performance within major content areas and help those who failed the exam prepare for a retake.

To maintain the integrity of the exam, questions and answers will not be made available for review. Neither Pearson VUE nor ADP will provide a list of the questions answered incorrectly or correctly. The only information available regarding a candidate’s performance is provided on the score report.

Exam Reliability and Validity
The reliability and validity of the exam have been confirmed through statistical analyses of beta exam scores. This process ensures that any ambiguity in individual test questions has been eliminated and that the questions do indeed address Human Resources concepts appropriate for candidates sitting for the exam.

Attainment of Certification
Candidates who pass the ADP Certified Human Resources Specialist in ADP Workforce Now exam will receive a certificate and be entitled to use the letters ADP-CHRS (ADP Certified Human Resources Specialist) after their name. Please allow six to eight weeks for delivery of the certificate.

Use of Certification
The ADP Professional Certification Program is voluntary, and certification is conferred by ADP solely for the purposes stated in this guide. The ADP Professional Certification Program was neither designed for nor intended to be used as a tool for selecting, promoting, or classifying your employees.

Recertification Period
As an ADP Certified Specialist, you must demonstrate competence with the continually enhanced ADP Workforce Now. Therefore, your ADP Professional Certification (CTAS, CHRS, and/or CPRS) is valid for three (3) calendar years.
Recertification Process

After a period of three calendar years, ADP Certified Specialists who want to continue to hold their certification must either retake and pass the exam or demonstrate their continuing education. See the Continuing Education section for more details.

Continuing Education

You can demonstrate your ADP continuing education by completing a minimum of 10 hours in one or any combination of the following activities:

- **Participating in any ADP Pro Client Conference & Training:** Must provide proof of attendance or participation. Each hour of participation is equivalent to one hour of continuing education credit.
- **Practical application:** A maximum of 10 hours of professional work experience in using ADP Workforce Now may be counted towards your continuing education credit.
- **Learning:** Complete ADP Workforce Now training in Learn@ADP or myLearning@ADP. Each hour of participation is equivalent to one hour of continuing education credit.

All activities need to be completed and submitted on or before your certificate expiration date. ADP will review your application to validate your experience. You will be contacted through email if additional information is needed. New certificates will be sent 10-15 days from the receipt of your application. The process to submit your application will be posted in Pearson VUE by Spring 2020.

Consent to Publish

By applying for ADP Professional Certification, you acknowledge that ADP reserves the right to publish in ADP publications and website the name, city, and state of residence of candidates who pass the exam. If you wish to be excluded from the directory, contact EnterpriseLearningSupport@adp.com. Your information will be removed from ADP publications and website within 10 business days from the receipt of your email.
Appendices

Appendix A: Certification Preparation Course
A refresher course is available to help prepare candidates for the certification exam. The course reviews topics and sample questions similar to those found on the exam. The course is optional, and candidates are not required to take the course to register for or pass the exam.

The course is instructor-led and delivered online in conjunction with a conference call. The dates and times when each course will be offered will be available in Pearson VUE.

Preparing for Human Resources Certification for ADP Workforce Now
This virtual course reviews Human Resources tasks and features. Topics include preparing for the ADP Certified Human Resources Specialist Exam, including maintaining employee information such as the impact of changing an employee's status, transferring employees, and effective dating.

  **Prerequisites:** Before beginning this course, participants should have a working knowledge of personal computers, Microsoft® Windows®, and Internet navigation.

  **Advance Preparation:** It is recommended that you have reviewed the suggested study resources listed in Appendix E of this guide prior to attending the course.

  **Course Length:** 90 minutes

  **Delivery Method:** Online virtual class

  **Continuing Education Credits:** RCH 0.5, CPE 1.0

  **Cost:** $95.00
## Appendix B: Test Center Locations

The ADP Professional Certification Program exam is administered by Pearson VUE, a division of Pearson, through a network of more than 200 testing centers in cities throughout the United States and its territories. Test centers are subject to change.

### ALABAMA
- Birmingham
- Decatur
- Dothan
- Mobile
- Montgomery

### ALASKA
- Anchorage

### ARKANSAS
- Fort Smith
- Little Rock
- Texarkana

### ARIZONA
- Mesa
- Phoenix
- Tucson

### CALIFORNIA
- Anaheim
- Fresno
- Gardena
- Oakland
- Ontario
- Pasadena
- Redding
- Roseville
- San Diego
- San Francisco
- San Jose
- Santa Maria
- Westlake Village

### COLORADO
- Greenwood Village
- Pueblo
- Westminster

### CONNECTICUT
- Wallingford
- Wethersfield

### DELAWARE
- Dover
- Newark

### DISTRICT OF COLUMBIA
- Washington

### FLORIDA
- Gainesville
- Jacksonville
- Miami
- Orlando
- Plantation
- Port Charlotte
- Tallahassee

### GEORGIA
- Albany
- Atlanta
- Augusta
- Macon
- Savannah

### HAWAII
- Honolulu

### IDAHO
- Boise

### ILLINOIS
- Chicago
- Marion
- Matteson
- Peoria
- Schaumburg
- Springfield

### INDIANA
- Evansville
- Fort Wayne
- Indianapolis
- Merrillville
- Terre Haute

### IOWA
- Coralville
- Davenport
- Sioux City
- West Des Moines

### KANSAS
- Hays
- Topeka
- Wichita

### KENTUCKY
- Lexington
- Louisville

### LOUISIANA
- Baton Rouge
- Metairie
- Shreveport

### MAINE
- Bangor
- Westbrook

### MARYLAND
- Baltimore
- Bethesda
- Columbia
- Salisbury

### MASSACHUSETTS
- Boston
- Springfield
- Waltham
- Worcester

### MICHIGAN
- Ann Arbor
- Grand Rapids
- Lansing
- Marquette
- Southfield
- Troy

### MINNESOTA
- Bloomington
- Brooklyn Park
- Eagan
- Hermantown
- Rochester

### MISSISSIPPI
- Ridgeland
- Tupelo

### MISSOURI
- Columbia
- Kansas City
- Springfield
- St. Louis

### MONTANA
- Billings
- Helena

### NEBRASKA
- Lincoln

### NEVADA
- Las Vegas
- Reno

### NEW HAMPSHIRE
- Concord

### NEW JERSEY
- Atlantic City
- Lyndhurst
- Princeton
- Somerton

### NEW MEXICO
- Albuquerque

### NEW YORK
- Albany
- Brooklyn
- East Syracuse
- Endicott
- Islandia
- New York
- Rego Park
- Rochester
- Staten Island
- Utica
- Watertown
- White Plains
- Williamsville

### NORTH CAROLINA
- Asheville
- Charlotte
- Greenville
- Raleigh
- Wilmington
- Winston-Salem

### NORTH DAKOTA
- Bismarck
- West Fargo
<table>
<thead>
<tr>
<th>State</th>
<th>Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ohio</td>
<td>Bath, Beachwood, Cincinnati, Columbus, Dayton, Gahanna, Maumee, Westlake</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>Warwick</td>
</tr>
<tr>
<td>South Carolina</td>
<td>Columbia, Greenville, North Charleston</td>
</tr>
<tr>
<td>South Dakota</td>
<td>Sioux Falls</td>
</tr>
<tr>
<td>Tennessee</td>
<td>Chattanooga, Johnson City, Knoxville, Memphis, Nashville</td>
</tr>
<tr>
<td>Texas</td>
<td>Abilene, Amarillo, Bellaire, Corpus Christi, Dallas, El Paso, Houston, Hurst, Lubbock, Midland, San Antonio, Tyler, Waco</td>
</tr>
<tr>
<td>Utah</td>
<td>Draper, Ogden</td>
</tr>
<tr>
<td>Vermont</td>
<td>South Burlington</td>
</tr>
<tr>
<td>Virginia</td>
<td>Lynchburg, Newport News, Richmond, Roanoke, Vienna</td>
</tr>
<tr>
<td>Washington</td>
<td>Renton, Spokane, Yakima</td>
</tr>
<tr>
<td>West Virginia</td>
<td>Charleston, Morgantown</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>Brookfield, Eau Claire, Kenosha, Madison</td>
</tr>
<tr>
<td>Wyoming</td>
<td>Casper</td>
</tr>
</tbody>
</table>
Appendix C: Nondisclosure Agreement

Nondisclosure Agreement and General Terms of Use
for Exams Developed for the
ADP Professional Certification Program

This exam is confidential and is protected by trade secret law. It is made available to you, the examinee, solely for the purpose of becoming certified in the technical area referenced in the title of this exam. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of ADP, LLC.
Appendix D: Reimbursement Form

ADP Professional Certification Program
Reimbursement Form

This form is provided as a convenience to candidates who need to document their exam and/or training expenses for reimbursement by their company. Please verify your own company’s reimbursement policy before submitting this form. In addition, you may need to attach copies of receipts or other documentation. Do not submit this form to ADP.

<table>
<thead>
<tr>
<th>Company:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Name:</td>
</tr>
<tr>
<td>Department:</td>
</tr>
<tr>
<td>Street Address:</td>
</tr>
<tr>
<td>City:</td>
</tr>
<tr>
<td>Phone:</td>
</tr>
</tbody>
</table>

I am submitting this form to document the following expenses:

<table>
<thead>
<tr>
<th>Expense</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td></td>
<td>ADP Certified Human Resources Specialist in ADP Workforce Now exam fee</td>
</tr>
<tr>
<td>$</td>
<td></td>
<td>Certification Preparation course</td>
</tr>
<tr>
<td>$</td>
<td></td>
<td>Other:</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

Signed: _______________________________  Date: ________________
Appendix E: ADP Certified Human Resources Specialist in ADP Workforce Now Study Sheet

Use this study sheet and the suggested study resources to help you prepare for the ADP Certified Human Resources Specialist in ADP Workforce Now exam.

**Suggested Study Resources**

- ADP's *The Bridge*:
  - ADP Workforce Now HR & Benefits Category
  - Workforce Now Resource Guide and Quick References
  - Learning Bytes Library

- Online Help topics

- Suggested classes on Learn@ADP and myLearning@ADP:
  - Maintaining Employee Information for ADP Workforce Now (instructor-led virtual training)
  - Maintaining Employee Information for ADP Workforce Now Fun Practice (web-based training)
  - Security Overview for ADP Workforce Now (web-based training)
  - Customizing New Hire Templates in ADP Workforce Now (web-based training)
  - Using Effective Dating for ADP Workforce Now (web-based training)
  - Customizing Your Portal for ADP Workforce Now (web-based training)
  - Creating Simple Reports in ADP Workforce Now (web-based training)
  - Using Employee Activities in ADP Workforce Now (web-based training)
Appendix F: Sample Test Questions

1. An employee will be reporting to a new manager whose promotion is effective next Monday. When the HR practitioner tried to reassign the employee to the new manager using today's date, she could not find the manager's name on the list. Why did this happen?

   A. The list displays only those employees in supervisory positions as of the effective date.
   B. The manager's new position is an unpaid supervisory position.
   C. The employee's record displays Reports to No One.
   D. The manager is assigned to a different home department than the employee.

2. An employee was just hired with an effective date of tomorrow, but when the HR practitioner used the New Hire wizard to enter the new hire, he was unable to add her payroll information. Why did this happen?

   A. The HR practitioner forgot to assign the new hire to a home department
   B. Payroll information cannot be entered prior to an employee's hire date.
   C. The HR practitioner selected one of the Quick Hire templates.
   D. The HR practitioner selected a new hire template that lacks the Payroll step.

3. The company closed the Erie location and moved several employees to a new location in Cleveland. The HR practitioner added the Cleveland location to the Location validation table, but he cannot delete the former Erie location. Why did this happen?

   A. The status of the Cleveland location must be changed to Active before the Erie location can be deleted.
   B. The status of the Erie location must be changed to Inactive before it can be deleted.
   C. The Erie location cannot be deleted when one or more employee records are assigned to it.
   D. The code for the Erie location matches another code in the Location validation table.
4. The company requires that all managers are notified when one of their direct reports changes his or her demographic information in Self Service. Several weeks after the approval workflow had been set up, the HR practitioner learned that even though she had approved some employee demographic changes, their managers never received a notification. What step was missed?

A. Include an approval step in the approval path assigned to the Demographic activity.
B. Include a notification step in the approval path assigned to the Demographic activity.
C. Assign an approval path to the Employee – Demographic activity configuration.
D. Create a business rule and exception approval path for the Demographic activity.

5. A practitioner uses the New Hire wizard to rehire an employee in the same position as when he was archived. A message is displayed, indicating that the ID that she entered already exists for the terminated position. How should she resolve this?

A. On the People menu, reactivate a previously terminated position.
B. Add another position for the employee.
C. Un-archive (reinstate) and rehire the employee.
D. Copy the associate ID in the New Hire wizard’s Associate ID field.

6. The HR practitioner generated OSHA’s Form 300A for the prior calendar year but noticed that the establishment address and industrial classification were not included on the report. Why did this happen?

A. The establishment does not exist in the Business Unit validation table.
B. The establishment information was not entered on the Run Report page.
C. The information does not exist in the OSHA/Workplace Establishment validation table.
D. No OSHA events occurred during the prior calendar year.

7. An employee with a disability has requested special accommodations, but the HR practitioner is unable to enter the accommodation request. Why did this happen?

A. The employee does not have a Section 503 disability status.
B. The employee does not have an ADA disability.
C. The employee’s disability does not allow for accommodations.
D. The employee did not self-identify as an individual with a disability.
8. A new hire will start work tomorrow. His manager needs to verify his information, but when she logged in, she couldn't find his employee record in the My Team menu. Why did this happen?

A. The employee's reporting relationship to the manager is not in effect until tomorrow.

B. The manager was never assigned to a position that is a management position.

C. The manager is assigned to a second nonpaid, non-management position.

D. The new hire was assigned to a different department than the manager is assigned to.

9. An employee did not receive his weekly paycheck even though his termination will not take effect until two weeks from today. Why did this happen?

A. The practitioner did not select for Rehire for the employee in the termination process.

B. The practitioner indicated that severance will not be paid to the employee in the termination process.

C. The employee's termination request was never approved.

D. The practitioner selected the current payroll week to cancel Automatic Pay in the termination process.
**Answer Key**

The Exam Section column in the following key refers to the exam section topics as indicated in the “Exam Description and Topics” section of this guide. Use this information to see which exam section topics you need to review.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
<th>Exam Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A</td>
<td>III</td>
</tr>
<tr>
<td>2</td>
<td>D</td>
<td>I</td>
</tr>
<tr>
<td>3</td>
<td>C</td>
<td>IV</td>
</tr>
<tr>
<td>4</td>
<td>B</td>
<td>V</td>
</tr>
<tr>
<td>5</td>
<td>C</td>
<td>I</td>
</tr>
<tr>
<td>6</td>
<td>C</td>
<td>VI</td>
</tr>
<tr>
<td>7</td>
<td>B</td>
<td>VI</td>
</tr>
<tr>
<td>8</td>
<td>A</td>
<td>VII</td>
</tr>
<tr>
<td>9</td>
<td>D</td>
<td>II</td>
</tr>
</tbody>
</table>