



A more human resource.™

ADP Workforce Now

Certified Payroll Specialist

Candidate Handbook



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Contents

General Information	2
ADP Professional Certification Program	2
ADP Certified Payroll Specialist in ADP Workforce Now Exam	2
Eligibility	2
Certification Preparation Course	2
Exam Schedule and Fees	3
Retakes	3
Test Center Locations	3
Exam Registration	3
Canceling or Rescheduling an Exam Appointment	4
Refund Policy	4
Substitutions	4
Weather Delays/Cancellations	4
Special Testing Accommodations	5
Taking the Exam	6
Exam Description and Topics	6
Study Strategies	8
Tips for Taking the Exam	8
Checking In	8
Identification	8
Computer Experience	9
Test Center Environment	9
Notes and Calculators	9
Requesting Assistance	9
Test Center Rules	10
Nondisclosure Agreement	10
Exit Survey	10
Security Measures	11
Candidate Misconduct	11
Denial of Certification	11
After the Exam	13
Score Information	13
Exam Reliability and Validity	13
Attainment of Certification	13
Use of Certification	13
Appendices	15
Appendix A: Certification Preparation Course	15
Certification Refresher Series	15
Learning More about Payroll Processing Tasks	16
Learning Advanced Features and Tasks	17
Learning Year-End Processing Tasks	18
Appendix B: Test Center Locations	19
Appendix C: Nondisclosure Agreement	21
Appendix D: Reimbursement Form	22
Appendix E: ADP Certified Payroll Specialist in ADP Workforce Now Study Sheet	23
Appendix F: Sample Test Questions	24
Answer Key	30

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 payroll 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 Payroll 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 Payroll 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 Payroll Specialist in ADP Workforce Now have the following qualifications:

- Have completed the following courses, available on Learn@ADP or myLearning@ADP:
 - Using the Payroll Dashboard in ADP Workforce Now (instructor-led virtual training)
 - Entering Paydata in ADP Workforce Now (instructor-led virtual training)
 - Calculating Your Preview Payroll and Previewing Payroll Results in ADP Workforce Now (Web-based training)
 - Creating Manual Checks in ADP Workforce Now (instructor-led virtual training)
 - Using Payroll-Related Reports in ADP Workforce Now (instructor-led virtual training)
- Have a minimum of six months of experience using ADP Workforce Now

Certification Preparation Course

ADP Workforce Now refresher courses are available to assist candidates in preparing for the exam. For more information, see "Appendix A: Certification Preparation Courses."

Exam Schedule and Fees

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

Exam	Fee	Registration Opens	Testing Period	Comments
ADP Workforce Now Payroll (WFNPR)	\$200	February 1 August 1	April 1 to May 31 September 1 to October 31	Spring Testing Window Fall Testing Window

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 handbook (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 Payroll 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

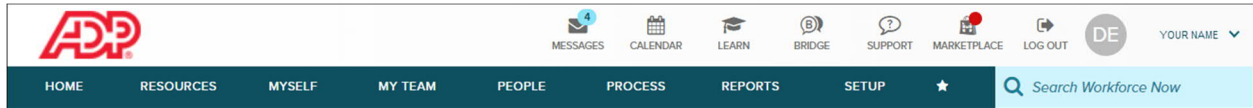
ADP complies with the Americans with Disabilities Act (ADA) and can provide special arrangements when ADA requirements are met. Candidates who require ADA accommodations should notify ADP and provide documentation from a physician or other appropriate authority on official letterhead that identifies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

Important: The information in this handbook is applicable to users of the latest version of ADP Workforce Now. The menu of your ADP solution should be similar to the following graphic.



Exam Description and Topics

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

The ADP Certified Payroll Specialist in ADP Workforce Now exam is made up of approximately 75 multiple-choice questions and is based on concepts and experiences that should be familiar to a proficient Payroll 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 Fall 2018 release.

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

I. Working with ADP and ADP Workforce Now (15%)

- System security
- Automatic Pay guidelines
- Company codes, file numbers, and validation tables
- Temporary and permanent employee information
- System and company options
- Automatic Pay and when it should be used
- Starting a new payroll cycle
- Information available on the ADP Payroll Schedule
- Scheduled deductions
- ADP payroll week number

II. Payroll Cycle (25%)

- Steps needed to complete a payroll
- Purpose of each step
- Determining progress through the cycle
- Menu organization (where to find information)
- Communicating with ADP (includes submitting and loading files)

III. Payroll Output Review (10%)

- Payroll output and troubleshooting
- Preparing for quarter and year-end

IV. Employee Maintenance (13%)

- Hiring a new employee
- Terminating an employee
- Changing employee data
- Entering deductions and goal amounts
- Setting up direct deposits
- Verifying entries using audit reports

V. Entering Pay Information (27%)

- Filling out a paydata batch using templates
- Verifying input using the Payroll Dashboard and standard reports
- Creating and using custom paydata templates
- Making pay entries
- Third-party sick pay

VI. Manual Checks/Voids/Reversals and Completing the Payroll Process (10%)

- The QuickCalc process
- What-if scenario requests
- Manual checks (voids and reversals)
- Loading files
- Submitting files

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 Payroll Specialist in ADP Workforce Now Study Sheet” in Appendix E.
- Consider taking one or more of the certification preparation courses described in Appendix A of this handbook.

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 45 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.
- Cell phones 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 Payroll 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 Payroll concepts appropriate for candidates sitting for the exam.

Attainment of Certification

Candidates who pass the ADP Certified Payroll Specialist in ADP Workforce Now exam will receive a certificate and be entitled to use the letters ADP-CPS (ADP Certified Payroll 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 candidate handbook. 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.

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 Fall 2019.

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

Certification Refresher Series

Three refresher courses are available to help prepare candidates for the certification exam. Each course reviews topics and sample questions similar to those found on the exam. The courses are optional, and candidates are not required to take the courses to register for or pass the exam.

The courses are 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](#).

There are no prerequisites, so courses can be taken in any order. Each course is one hour and thirty minutes in duration, and the registration fee for each course is \$95.

The following table shows how each refresher course relates to the exam sections found under the “Exam Description and Topics” section of this handbook. Please read the course description for more details.

Course	Exam Section
Learning More about Payroll Processing Tasks (for ADP Workforce Now Current Version)	I, II, V, VI
Learning Advanced Features and Tasks (for ADP Workforce Now Current Version)	I, IV, V
Learning Year-End Processing Tasks (for ADP Workforce Now Current Version)	III

Learning More about Payroll Processing Tasks

This virtual course prepares participants to learn more about payroll processing tasks and features. Topics include maintaining employee information, entering paydata, and preparing for the ADP Certified Payroll Specialist Exam.

Prerequisites: None

Course Length: 90 minutes

Delivery Method: Online

Continuing Education Credits: RCH 0.5, CPE 1.5

Cost: \$95.00

Exam-Related Topics

- The Payroll Process
 - Payroll Cycle Tasks
- Maintaining Employee Information
 - New Hires
 - Employee Maintenance
 - Deductions
- Entering Paydata
 - Paydata Templates
 - Automatic Pay
 - Paydata Entries
 - Adjusting and Replacing Deductions
 - Manual Checks, Voids, and Reversals
 - Output Reports

Learning Advanced Features and Tasks

(for ADP Workforce Now Current Version)

This virtual course reviews the custom and advanced features of your payroll solution. This course prepares participants to use company setup options, user preferences, payroll system options, and advanced features. In addition, it prepares participants for the ADP Certified Payroll Specialist exam. Topics include customizing your solution to fit your needs, completing advanced paydata entry tasks, and preparing for the ADP Certified Payroll Specialist Exam.

Prerequisites: None

Course Length: 90 minutes

Delivery Method: Online

Continuing Education Credits: RCH 0.5, CPE 1.5

Cost: \$95.00

Exam-Related Topics

- Customizing ADP Workforce Now
 - Company New Hire Defaults
 - Company Rate Defaults
 - System Options
 - Custom Business Rules
 - Pay Statement Messages
- Using Advanced Features
 - Validation Tables
 - Date Mapping
 - Custom Paydata Templates

Learning Year-End Processing Tasks

(for ADP Workforce Now Current Version)

This virtual course prepares you to complete year-end processing tasks, including closing the quarter, using quarter- and year-end reports, using the checklists, reconciling year-end reports, and completing adjustments. In addition, it prepares you for the ADP Certified Payroll Specialist exam.

Prerequisites: None

Course Length: 90 minutes

Delivery Method: Online

Continuing Education Credits: RCH 0.5, CPE 1.5

Cost: \$95.00

Exam-Related Topics

- Completing Quarter- and Year-End Processing Tasks
 - Quarter-End Reports
 - Quarter-End and Year-End Checklists
- Reconciling Quarter- and Year-End Reports
 - Payroll Reconciliation
 - Quarter-End Tax Reports
 - Year-End Tax Reports
 - Other Important Year-End Items
 - Payroll Report Reconciliation
 - Computing Wages
- Completing Adjustments at Year-End
 - Identifying Adjustments
 - Previous Quarter Adjustments Payrolls
 - Amendments

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
Tampa

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
North Platte
Omaha

NEVADA

Las Vegas
Reno

NEW HAMPSHIRE

Concord

NEW JERSEY

Atlantic City
Lyndhurst
Princeton
Somerset

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

OHIO

Bath
Beachwood
Cincinnati
Columbus
Dayton
Gahanna
Maumee
Westlake

OKLAHOMA

Oklahoma City
Tulsa

OREGON

Beaverton
Medford
Salem

PENNSYLVANIA

Allentown
Erie
Harrisburg
Horsham
Lancaster
Pittsburgh
Scranton
Wayne

RHODE ISLAND

Warwick

SOUTH CAROLINA

Columbia
Greenville
North Charleston

SOUTH DAKOTA

Sioux Falls

TENNESSEE

Chattanooga
Johnson City
Knoxville
Memphis
Nashville

TEXAS

Abilene
Amarillo
Bellaire
Corpus Christi
Dallas
El Paso
Houston
Hurst
Lubbock
Midland
San Antonio
Tyler
Waco

UTAH

Draper
Ogden

VERMONT

South Burlington

VIRGINIA

Lynchburg
Newport News
Richmond
Roanoke
Vienna

WASHINGTON

Renton
Spokane
Yakima

WEST VIRGINIA

Charleston
Morgantown

WISCONSIN

Brookfield
Eau Claire
Kenosha
Madison

WYOMING

Casper

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.

Company:		
Employee Name:		
Department:		
Street Address:		
City:	State:	Zip:
Phone:		

I am submitting this form to document the following expenses:

Expense	Date	Description
\$		ADP Certified Payroll Specialist in ADP Workforce Now exam fee
\$		Certification Preparation course
\$		Other:
Total: \$		

Signed: _____

Date: _____

Appendix E: ADP Certified Payroll Specialist in ADP Workforce Now Study Sheet

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

Suggested Study Resources

- [ADP's The Bridge \(https://thebridge.adp.com\)](https://thebridge.adp.com):
 - Products > ADP Workforce Now
 - Products > ADP Workforce Now > WFN Quarter & Year-End Hotspot
 - [Workforce Now Resource Guide and Quick References](#)
 - [Learning Bytes Library](#)
- Online Help topics
- Suggested classes on Learn@ADP or myLearning@ADP:
 - Using the Payroll Dashboard in ADP Workforce Now
 - Entering Paydata in ADP Workforce Now
 - Calculating Your Preview Payroll and Previewing Payroll Results in ADP Workforce Now
 - Creating Manual Checks in ADP Workforce Now
 - Using Payroll-Related Reports in ADP Workforce Now

Appendix F: Sample Test Questions

1. An employee claims two federal exemptions and two state exemptions. The Payroll practitioner forgets to make any entries for the state. What will happen to the employee's taxes?
 - A. State tax will default to single 0.
 - B. There would be no state withholding.
 - C. The state will default to the state default # of exemptions.
 - D. The employee's state taxes will be higher than they should be.
2. When using the Net-to-Gross feature in QuickCalc to calculate a net check, the following error message is displayed: "If you enter a Net Amount, you must also enter a Net Code." What type of validation code should the Payroll practitioner set up as the net code?
 - A. Hours & Earnings
 - B. Deductions
 - C. Rate Code
 - D. Memo
3. It is now May 20, and an employee who was hired last quarter notifies the Payroll practitioner that her Social Security number is incorrect. Which of the following steps must the Payroll practitioner complete to correct the Social Security number?
 - A. Terminate the employee and reenter the employee's information with the correct Social Security number.
 - B. Change the Social Security number on the employee's Personal Information > Personal Profile page.
 - C. Contact the ADP representative because only ADP can correct this error.
 - D. Change the Social Security number on the employee's Personal Information > Personal Profile page, and then contact ADP.
4. A company completed performance appraisals on June 1 with increases going into effect in the July 1 payroll. To ensure the increases will go into effect for the appropriate payroll, the Payroll practitioner must complete which of the following steps?
 - A. At any time following the performance reviews, enter a history record indicating the date and type of increase.
 - B. After starting the new cycle for the July 1 payroll, enter a history record indicating the date and type of increase.
 - C. Only after starting the new cycle for the July 1 payroll, change the Regular Pay Rate field to reflect the increase and indicate the effective date of July 1.
 - D. At any time prior to submitting the July 1 payroll to ADP, change the Regular Pay Rate field to reflect the increase and indicate an effective date of July 1.

5. An employee's Earnings Statement displays only the current insurance deduction amount and not the year-to-date amount. All the other year-to-date deduction amounts are correctly displayed. Which of the following locations should the Payroll practitioner check to see why the year-to-date insurance deduction amount is not displayed on the Earnings Statement?
 - A. Accumulators validation table
 - B. Deductions validation table
 - C. Company Options page of the Master Control
 - D. Employee Accumulations to Date area of the Master Control
6. ADP week numbers are determined based on which of the following dates?
 - A. Period ending date
 - B. Input date
 - C. Delivery date
 - D. Pay date
7. Which of the following does not occur when the Payroll practitioner starts a new cycle?
 - A. Successful new hire additions change to permanent positions.
 - B. Saved output reports from the previous pay period are deleted.
 - C. Temporary payroll data from the previous pay period is cleared.
 - D. The payroll schedule changes to the current payroll week number and dates.
8. When an employee is hired, which of the following entries is not required for the employee to be paid?
 - A. Employee's last name
 - B. Social Security number
 - C. State and SUI codes
 - D. Actual marital status and exemptions
9. The Payroll practitioner received notification that a check was cashed prior to the pay date. Which is the best option to identify which file number is impacted?
 - A. Review the Master Control.
 - B. Review the Payroll Register.
 - C. Call the bank that issued the check.
 - D. Call ADP.
10. Which of the following ADP Workforce Now features or pages should the Payroll practitioner use to quickly obtain a tax breakdown for an employee's check?
 - A. Manual Checks
 - B. QuickCalc
 - C. Pay Statement Summary
 - D. Payroll Dashboard

11. After reviewing the Real Time Preview payroll results and leaving the office, the Payroll practitioner realized that he forgot to accept the preview payroll. When he returned, he was unable to accept the preview payroll because his Internet connection was down. He contacted his ADP representative who accepted the preview payroll for him. What will happen to his payroll now that ADP has already accepted the preview payroll, and what action should the practitioner take to ensure that he can begin his next payroll cycle?

- A. The payroll cycle status will move to Entering Payroll Information. The practitioner must click the Preview Payroll button.
- B. The payroll cycle status will move to Entering Payroll Information. The practitioner must reset the status to Payroll Transmission File Created.
- C. The payroll cycle is complete. The practitioner must click the Start New Cycle button.
- D. The payroll cycle is complete. The practitioner must accept and finalize the payroll to change the status to Cycle Complete.

12. An employee is challenging the amount of wages that was reported to the government. The best way for the Payroll practitioner to reconcile the employee's wages is to use the:

- A. Taxes tile in Pay Statement Summary
- B. Quarterly Tax Verification letter
- C. Most recent Payroll Register
- D. Quarterly Wage and Tax Register

13. The payroll administrator needs to make a bank deposit to cover checks and direct-deposit liabilities for the current payroll. Which of the following fields on the Payroll Register reflects this total?
- A. Net Cash
 - B. Net Payroll
 - C. Total Deposits
 - D. Net Voids
14. Which of the following fields is not required when entering a new hire?
- A. Last Name
 - B. Rate Type
 - C. Worked In State
 - D. Social Security Number
15. An employee has an existing car loan with a goal limit of \$5,000 and a \$3,000 balance. The employee is taking out an additional \$2,500 against the same loan. How will the Payroll practitioner enter this additional amount?
- A. In the Limit field, enter \$7,500.
 - B. In the To-Date-Adjustment field, enter \$2,500.
 - C. In the Limit field, enter \$7,500, and in the To-Date-Adjustment field, enter \$3,000.
 - D. In the Limit field, enter \$7,500, and in the To-Date-Adjustment field, enter \$2,000.
16. An employee wants to increase an existing loan amount, and the Payroll practitioner adjusts the amount of the loan goal. What impact does this have on the Master Control for this employee?
- A. Adjusts the limit and continues as usual with no changes to the deduction or accumulators
 - B. Automatically adjusts the deduction amount from the employee's check and has no effect on the employee's goal limit
 - C. Automatically resets the goal to date to zero for that loan and has no effect on the deduction
 - D. Automatically resets the goal to date to zero for that loan, and the deduction amount will change
17. Prior to submitting the payroll, the Payroll practitioner needs to see the total number of new hires for this pay period. In which section of the Payroll Dashboard is this information displayed?
- A. Employee Updates
 - B. Payroll Inputs
 - C. Input Summary
 - D. Warnings & Messages

18. The Payroll practitioner needs to verify the Social Security number of a new hire. No special requests have been made to print the unmasked Social Security numbers on any reports, and no Reveal button is displaying. Which of the following actions represent the best method for verifying the Social Security number of employees?
- A. Request that ADP override the masking on the Personnel Change report, which is printed on the employee's first payroll entered into the system.
 - B. Go to the Access Permissions page and modify the practitioner security profile to enable the Reveal & Edit Permissions option for the on-screen view of employees' Tax ID information.
 - C. Use the Master Control to verify the social security number of the new hire.
 - D. In ADP Workforce Now, go to the People > Personal Information > Personal Profile page to review the social security number.
19. The Payroll practitioner entered \$100.00 as the taxable Third Party Sick Pay (3PSP) amount, but entered \$5.00 as the Social Security amount. Which of the following steps should the practitioner take to fix this calculation error in the next payroll processing?
- A. Open a batch, select the employee, and enter an adjustment of \$6.20 as a Social Security statutory deduction.
 - B. Open a batch, select the employee, and enter an adjustment of \$1.20 as a Social Security statutory deduction.
 - C. Access the Third Party Sick Pay page, click Add New, select the employee, and enter \$6.20 in the Social Security field.
 - D. Review the Payroll Register to confirm that ADP Workforce Now automatically corrected the error.

20. Which of the following statements is true about QuickCalc?
- A. QuickCalc requires entry of appropriate tax amounts on the Tax Parameters page.
 - B. QuickCalc is used to automatically reverse an employee's check.
 - C. QuickCalc results can be used to generate a live check.
 - D. QuickCalc cannot be used to generate a live check.

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 handbook. Use this information to see which exam section topics you need to review.

Question	Answer	Exam Section
1	C	I
2	D	I
3	D	I
4	D	I
5	C	I
6	B	I
7	B	II
8	D	II
9	D	II
10	B	II

Question	Answer	Exam Section
11	C	II
12	D	III
13	A	III
14	B	IV
15	D	IV
16	C	IV
17	A	V
18	B	V
19	D	V
20	C	VI