ADP Workforce Now

Certified Time & Attendance Specialist

Candidate Handbook
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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 time and attendance 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 Time & Attendance 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 Time & Attendance 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 Time & Attendance Specialist in ADP Workforce Now have the following qualifications:

- Have completed the following courses, available on Learn@ADP or myLearning@ADP:
  - Essential Time and Attendance for ADP Workforce Now (instructor-led virtual training)
  - Using Essential Time and Attendance to Schedule Employees for ADP Workforce Now (instructor-led virtual training)
  - Using Time Off for ADP Workforce Now (instructor-led virtual training)
  - Security Overview for ADP Workforce Now (web-based 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 Time & Attendance 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 Time &amp; Attendance (WFNTA)</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 – 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 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 Time & Attendance 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 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 Time & Attendance Specialist in ADP Workforce Now exam is made up of approximately 50 multiple-choice questions and is based on concepts and experiences that should be familiar to a proficient Time & Attendance 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. Employee Maintenance (25%)

- Hiring an employee
- Terminating an employee
- Rehiring an employee
- Changing an employee to Not Using Time & Attendance status
- Promoting an employee to a supervisor
- Assigning direct reports to a supervisor
- Granting supervisors access to direct and indirect reports
- Transferring an employee to a new position in the same company
- Hiring a Time & Attendance practitioner
- Setting up custom permissions levels

II. Managing Employees' Reported Time (28%)

- Editing punches on timecards
- Transferring time to a different department
- Resolving timecard exceptions
- Approving timecards
- Reprocessing employee timecards
- Viewing the timecard totals
- Determining overtime for semi-monthly or custom pay cycles
- Making a payroll adjustment
• Viewing the Edit Audit history
• Viewing time pair details
• Applying a lunch plan to a time pair

III. Configuring and Managing Schedules (13%)
• Creating a schedule template
• Editing a template schedule
• Assigning a template schedule to employees
• Ending an employee’s template schedule assignment
• Deleting an employee’s template schedule assignment
• Creating and assigning Quick Shifts
• Using schedule filters

IV. Running Reports (9%)
• Editing standard Time & Attendance reports
• Downloading reports
• Using reports to verify paydata
• Running a report for terminated employees

V. Preparing for Payroll Processing (18%)
• Creating a Time & Attendance batch for a single company code or multiple company codes
• Correcting timecard errors using the Payroll Cycle page
• Notifying supervisors that timecard exceptions exist
• Unlocking a time cycle
• Uploading a Time Summary file to payroll
• Verifying the totals in a Time & Attendance batch
• Starting a new cycle for Payroll and Time & Attendance and Time & Attendance only

VI. Configuration and System Maintenance (7%)
• Creating custom lists
• Using the Employee Search to access direct and indirect reports
• Configuring holiday programs
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 Time & Attendance Specialist in ADP Workforce Now Study Sheet” in Appendix E.
- Consider taking the certification preparation course 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 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 Time & Attendance 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 Time & Attendance concepts appropriate for candidates sitting for the exam.

Attainment of Certification

Candidates who pass the ADP Certified Time & Attendance Specialist in ADP Workforce Now exam will receive a certificate and be entitled to use the letters ADP-CTAS (ADP Certified Time & Attendance 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 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. 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 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

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 Essential Time & Attendance Certification for ADP Workforce Now

This virtual course reviews Essential Time & Attendance tasks and features. Topics include preparing for the ADP Certified Time & Attendance Specialist Exam, managing employees’ reported time, maintaining employee information, managing schedules, and preparing for payroll processing.

**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 handbook prior to attending the course.

**Course Length:** 90 minutes

**Delivery Method:** Online virtual class

**Continuing Education Credits:** RCH 0.5, CPE 1.5

**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

DELWARE
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
Biloxi
Hattiesburg
Jackson

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
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

## 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.

<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>$</td>
<td></td>
<td>ADP Certified Time &amp; Attendance Specialist in ADP Workforce Now exam fee</td>
</tr>
<tr>
<td>$</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 Time & Attendance Specialist in ADP Workforce Now Study Sheet

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

Suggested Study Resources

- ADP's The Bridge:
  - [ADP Workforce Now Essential Time Category](#)
  - [Workforce Now Resource Guide and Quick References](#)
  - [Learning Bytes Library](#)

- Online Help topics

- Suggested classes on Learn@ADP and myLearning@ADP:
  - [Essential Time and Attendance for ADP Workforce Now](#) (instructor-led virtual training)
  - [Using Essential Time and Attendance to Schedule Employees for ADP Workforce Now](#) (instructor-led virtual training)
  - [Using Time Off for ADP Workforce Now](#) (instructor-led virtual training)
  - [Security Overview for ADP Workforce Now](#) (web-based training)
Appendix F: Sample Test Questions

1. You receive a call from a new HR manager who is set up in ADP Workforce Now as a practitioner with access to all employees in all company codes. The manager is also a Time & Attendance supervisor. From the People menu, she can access all employee timecards, but when she uses the My Team menu, none of the employee timecards are available. In the search, the manager selected the Status Is Active list and selected the Include Indirect Reports option. Why can’t the manager access any timecards from the My Team menu, and what is the best way to resolve this?
   
   A. She has no direct or indirect reports assigned to her. In Access Permissions, use Rule Builder to assign all Time employees.
   B. She has direct reports assigned to her but does not have any indirect reports. In Access Permissions, assign Time employees as indirect reports using the Select People option.
   C. She has no direct or indirect reports assigned to her. On the Employment Profile page, in the Time tile, assign all Time employees as direct reports.
   D. She has direct reports assigned to her but does not have any indirect reports. On the Employment Profile page, in the Time tile, assign all employees as indirect reports.

2. A contractor employee worked with your company for several months and is now being hired as a full-time employee and will be paid through ADP Workforce Now Payroll. You want to maintain the employee’s associate ID and history. What is the first task that you should complete?
   
   A. Use the Termination wizard to terminate the nonpaid position.
   B. Use the Add a Position wizard to add the new paid position.
   C. Use the New Hire wizard to hire the employee.
   D. Verify that the employee’s U.S. Social Security Number is entered in the Personal Profile.

3. A supervisor is trying to approve an employee’s timecard, but the Approve Timecard button is not enabled. All of the following are reasons for this EXCEPT:
   
   A. The payroll cycle is locked.
   B. There are critical exceptions on the timecard.
   C. The supervisor has view-only access to the timecard.
   D. The employee has not approved the timecard yet.
4. An hours-based employee worked in the Service department for 3 hours on Tuesday, and she forgot to record the department transfer. The employee’s timecard currently displays one row with 8 hours in the Hours field, and the time is charged to her home department. How should the practitioner edit the timecard to reflect the department transfer?

A. In the Department field, select Service. Enter a note on the row indicating that 3 hours should be charged to the Service department.

B. Change the entry in the Hours field to 5. Add a second row, and in the Hours field, enter 3, and in the Department field, select Service.

C. Add a second row, and in the Hours field, enter 3, and in the Department field, select Service.

D. In the Hours field, right-click and select Transfer. In the second row, in the Hours field, enter 3, and in the Department field, select Service.

5. In the previous pay period, an employee worked overtime and forgot to record the hours. How do you make the correction?

A. In the current pay period, enter a new payroll adjustment as a positive amount.

B. In the employee’s timecard for the current pay period, add the hours.

C. In the paydata batch for the current pay period, add the hours.

D. In the current pay period, enter a new payroll adjustment as a negative amount.

6. Five employees are assigned to the Morning Shift schedule. On Wednesday of the current week, instead of working their normal shift, all five employees will be working a later shift to attend a one-time training class. What is the best way to make this schedule change?

A. Select More > Quick Shifts, add the Quick Shift, select the Wednesday cells for each employee and drag the Quick Shift into the grid.

B. Select the Wednesday cells for each employee, click Add, add the shift times, and click Save.

C. Select the Wednesday shifts for each employee, click Edit, edit the shift times, and click Save.

D. Select the Wednesday shifts for each employee, click Delete, select the Wednesday cells, and add the shifts.
7. You need to determine how many employees are scheduled to work in the Production department on Tuesday of next week. What is the easiest way to get this information?

A. On the Schedules page, apply the list (Home Department = Production department).

B. On the Schedules page, apply the schedule filter (Scheduled Department = Production department).

C. On the Monthly Schedule page, apply the list (Home Department = Production department).

D. On the Schedules page, apply the schedule filter (Schedules Template = Production department).

8. To prepare for an audit, you need to run a timecard report for all employees, including terminated employees, for the past three years. When you run the report, you see all active employees along with employees who are scheduled for termination. Some of the terminated employees are missing from the report. Why are the employees missing from the report, and how can you generate a report that includes all employees?

A. The employees were archived. You will need to un-archive them and run the same report again.

B. The employees were purged. In the report options, select the option to include employees who are purged along with all other statuses.

C. The employees were archived. In the report options, select the option to include employees who are archived along with all other statuses.

D. The employees were purged. You will need to un-purge them and run the same report again.
9. You added the Time & Attendance batch, and when you reviewed the Payroll Detail report, you noticed that an employee’s timecard was missing worked hours. Because you already created the batch, what is the best way to make the correction?

A. Delete the Time & Attendance batch, unlock the time cycle, correct the timecard, and then re-create the Time & Attendance batch.

B. Enter a payroll adjustment for the next pay period.

C. Make the change directly in the payroll batch.

D. Unlock the time cycle, correct the timecard, and then re-create the Time & Attendance batch.

10. You added the Time & Attendance batch and found that changes needed to be made to an employee’s timecard. You deleted the time summary file, updated the employee’s timecard, and added the Time & Attendance batch again. Now, when you go to the Paydata page, there are two batches: batch 90 and batch epip0001. Why are there two batches, and which one should you submit for processing?

A. The payroll batch does not get deleted when you delete the time summary file. You should submit batch epip0001.

B. Batch 90 is a separate batch that was manually entered for other hour types. You should submit batch epip0001.

C. The payroll batch does not get deleted when you delete the time summary file. You should submit batch 90.

D. Batch epip0001 is a separate batch that was manually entered for other hour types. You should submit batch 90.
11. Your employees are required to approve their timecards every pay period. Several employees contacted you because they cannot complete their timecard approval. You also notice that the supervisor approval option is not available, but you are not sure whether this option was previously available. Why are your employees unable to approve their timecards, and how can you make this option available to them again?

A. The supervisor timecard approval option was turned off, which disables the employee approval of timecards. Contact ADP support to enable supervisor approvals.

B. The employee and supervisor timecard approval option was turned off. Contact ADP support to enable employee and supervisor approvals.

C. The employee timecard approval option was turned off. Access the Setup > Tools > System Options > Time & Attendance page, and select the option to enable employee timecard approvals.

D. The supervisor timecard approval option was turned off. Access the Setup > Tools > System Options > Time & Attendance page, and select the option to allow supervisor timecard approvals.
### 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.

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