



HR/Benefits Solution

ADP HR/Benefits Solution Service Definition Document

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Overview of ADP HR/Benefits Solution

Purpose

This document provides you with an overview of HR/Benefits Solution and assists you with moving from the sales process to the implementation of this human resource and benefits administration system.

This document includes the following information.

- Overview of HR/Benefits Solution
- Planning Your Project
- Handling technical product requirements
- What is involved in an HR/Benefits Solution implementation
- Overview of Open Enrollment
- Overview of Carrier Connection
- Billing Policy
- Training, Documentation, and Support

What is HR/Benefits Solution?

HR/Benefits Solution is a human resource and benefit administration solution focused on assisting human resource professionals in performing daily tasks and in providing employee and manager self-service. The application is accessed via the Internet and is designed to work in conjunction with ADP payroll solutions. Your need to provide technology, infrastructure, and technical resources is greatly reduced as ADP hosts the application.

How Can HR/Benefits Solution Help You?

HR/Benefits Solution combines a full-featured human resource management system and a benefits administration tool into an integrated, robust solution that complies with applicable government regulations, reduces benefits administration costs and improves your ability to effectively communicate with your employees. It also interfaces to ADP's PC Payroll and Pay eXpert payroll applications. HR/Benefits Solution contains an advanced reporting tool that can be used to generate information for management, insurance carriers or brokers.

HR/Benefits Solution allows you to:

- Enter data in one place and subsequently update your ADP payroll solution.
- Provide self-service access to employees to access their own information and managers to access team information— virtually anytime and anywhere.
- Audit insurance bills to identify profit leaks and control rising benefit costs.
- It allows you to have carrier eligibility reporting automated.
- Reduce IT expenses through our fully hosted application.



ADP HR/Benefits Solution Implementation Process

What Are Your Project Objectives and Goals?

Your ADP Implementation Specialist will provide the methodology, counsel, and support you need for the project to be successful. Along with your ADP Implementation Specialist, you will develop a statement of project objectives that will include success criteria, desired functionality, and specific time frames. It is important to review project progress periodically against the statement of objectives to keep the project on target.

How Will You Build a Team at Your Company?

You are responsible for providing the appropriate in-house resources, including a qualified Project Leader. The internal project team should consist of both key end-users as well as management decision makers. These resources, combined with the ADP Implementation Specialist, are jointly responsible for the project's ultimate success. Ideally, your project team, which may consist of one individual or multiple individuals, should include the following people or skills sets.

- **Project Leader** – Responsible for day-to-day project leadership and decision-making. He or she will coordinate your activities with the ADP Implementation Specialist, allocate resources and report on the project's status to the project team and other stakeholders. The amount of time required to perform Project Leader responsibilities will vary throughout the implementation. For example, at the beginning of the implementation, the Project Leader will need to devote a high percentage of time to make sure all the required data is gathered and provided to ADP and to participate in training. Near the end of the project, there will also be a high percentage of time involved in reviewing and validating the data and the site. At other points in the project, the percentage of time required is lower. Understanding that all projects are different, we estimate that the average percentage involvement is 20%. The Project Leader can hold one of the other project team positions such as the Benefits Professional.
- **HR Professional** – Responsible for providing the organizational and employee data required to configure the HR/Benefits Solution site, for making decisions regarding the setup of the system from a human resource perspective and for validating the integrity of the HR data. This person should be familiar with current human resource procedures and policies as well as the existing HR system.
- **IT Professional** – Responsible for ensuring that users have Internet access in accordance with the ADP Product Requirements card.
- **Benefits Professional** – Responsible for providing benefits related information such as plan information, account structure and any necessary attachments. This individual will be responsible for supporting employees who are using the ADP HR/Benefits Solution for online benefit enrollment and for validating data that is provided to carriers (either through reports or through carrier connections).
- **Payroll Professional** – Responsible for ensuring the payroll data in the database is accurate. The payroll professional should have a thorough understanding of the existing payroll system and work closely with human resources to integrate the two functional areas.

What are the Technical Requirements for HR/Benefits Solution?

ADP provides a Product Requirements card which outlines the requirements for accessing the HR/Benefits Solution through the Internet. Please refer to your Implementation Kit or contact your ADP Implementation Specialist to review these requirements.



What Happens During Your Implementation?

Shortly after we receive your order from your Sales Representative, ADP will contact you to assess your readiness to begin the project. You should expect to dedicate at least 20% of your time during the initial stages of the implementation. This time estimate is strictly for implementation of the benefits system and does not include any start-up time, learning curve or rollout to employees.

To implement HR/Benefits Solution you will need to:

1. Provide all company, HR-related data and benefit information for all employee groups
2. Attend all required training classes [24 hours for Essentials + 12 hours for virtual = 36 hours max]
3. Provide all employee current election information, including dependents, for each plan
4. Review, test, and validate the HR/Benefits Solution site.

A key to the project's success is to clearly define your project objectives and goals. This approach enables the ADP Implementation Specialist to implement an HRIS that is tailored to meet your needs. This detailed description of the scope of the implementation project is determined at the start of the project (including a comprehensive project schedule). The ADP Implementation Specialist assigned to your account will work with you from a remote location and will not be on-site during the implementation. However, you will have full access to your ADP Implementation Specialist via the telephone and/or email. Additionally, on-site visits can be scheduled for a fee if necessary.

Implementation Planning Meeting

During this web meeting you and your ADP Implementation Specialist typically do the following:

- Examine your objectives and goals, and determine the best implementation strategy.
- Review the scope of the implementation project to make sure that everyone involved has the same expectations for the implementation. Based on this information, your ADP Implementation Specialist will create a project schedule that includes the implementation strategy, a timeline, and training.
- Understand the creation of the company site on the HRB network and the impact on implementation billing process.
- Discuss your plan for presenting the HR/Benefits Solution website to your managers and employees. This step is critical to the long-term success of the HR/Benefits Solution. Your managers and employees should see the value of the site and look forward to the phases of website deployment.

Analysis & Data Collection

The next step after the Implementation Planning meeting is for you to gather all the necessary company related HR and benefit information. Typically the best source of this information is the existing organization chart, written leave policies, performance review forms and benefit plan enrollment documents. This is a crucial step to ensure we fully understand the company structure, policies and benefit plans that need to be configured.

Your ADP Implementation Specialist will assist the Project Leader with the following tasks:

- Completing corporate structure design forms
- Completing data collection templates for employee, dependent and enrollment data
- Gathering data for all the documents and hyperlinks necessary within HR/Benefits Solution
- Completing the carrier connection documents
- Completing the ADP Payroll Connection documents



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- Providing employee elections and dependent data (ADP will load the data once provided and the project team will validate it)
- Loading all the employee indicative information from payroll (ADP will load all applicable data from existing ADP systems; the project team will validate it)

Site Testing and Validation

Since data discrepancies can occur for many reasons, it is necessary for you to test and validate the information stored on your site. Creating test plans is a great way to ensure that a site is ready for rollout.

Rollout to the Entire Organization

Full employee rollouts usually occurs within two weeks of the completion of the self service set up. Your ADP Implementation Specialist can provide you with resources needed to successfully transition HR/Benefits Solution to your employees if necessary. A PowerPoint slide presentation is available to assist you with your overview of HR Benefits Solution.

Carrier Connections

HR/Benefits Solution has the ability to send electronic eligibility data to your insurance carriers. If you choose to take advantage of this optional service, approval is required from your insurance carrier. If your carrier is not on the list of standard connections, you will need to obtain interface specifications from the carrier and submit the name to ADP for consideration.

Carrier connections are normally completed 8-12 weeks following core implementation. The implementation of Carrier Connections is separate from the HR/Benefits Solution implementation. Programming and testing of carrier connections begins after current election data is loaded and you have approved the data accuracy. Please note that some carriers may not accept new files during a system upgrade period nor between October and January, which is typically an open enrollment period.

Open Enrollment

HR/Benefits Solution diminishes the administrative burden that an Open Enrollment creates for an HR department. When an employee uses HR/Benefits Solution to go through Open Enrollment, costs and coverage information are available for review along with all available benefit choices. Employees can review benefit Summary Plan Descriptions and other plan documents and information. Once an employee completes open enrollment by making elections online, the confirmation process establishes election accuracy and completes open enrollment. Confirmation statements should be printed as a record of election decisions.

To prepare for an open enrollment, you will first need to make sure that you make any site configuration changes that are required at least 6 weeks prior to Open Enrollment. ADP offers open enrollment training through out the year. Our support team can also assist you with specific questions or, if you prefer, you can request a time and cost estimate from ADP to perform the configuration tasks for you.

If you have changes to existing carrier connections, you'll need to provide this information to ADP at least 6 weeks before the change is effective. The cost for carrier connection changes will be determined once the changes are identified.

Project Completion and Transition to Service



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Your ADP Implementation Specialist will review the project and verify that all core HR/Benefits Solution tasks have been completed. Following this meeting the HR/Benefits Solution Service Center will be your primary contact for all of your support questions.

How Will I Be Billed for Using HR/Benefits Solution?

The monthly billing for HR/Benefits Solution will begin 60 days following the creation of your Company Instance on the HRB network or upon your actual Live Date with HRB, whichever is earlier. Immediately following the HRB Implementation Planning Meeting, set up on your site will begin – this set up begins with the establishment of your company site within our network. For instance, if your project planning meeting is in the month of January, your initial HRB invoice will be sent in mid-April. However, if your site set up is completed and you have begun using HRB for daily processes, billing will begin earlier.

As the implementation progresses, the profile will expand to include company data and plans, such as:

- Corporate Structure
- Benefit Plans
- Salary Structure
- Employee Data
- Performance Plans (if applicable)
- Leave Plans (if applicable)

The first HR/Benefits Solution invoice you receive will include the following charges:

- Set up fees
- Monthly cost based on the number of employees at the time of the initial load

Note: If the Advanced Package is purchased, there is a 10% discount for 2 months while the Manager Self Service features are implemented.

Subsequent invoices will include the following charges:

- Monthly cost based on a daily average of active and archived records

Note: Active refers to any employee (active, terminated, retired, or LOA) who is not archived. Archived refers to any employee records stored in HR/Benefits Solution through the Archiving feature.

- Carrier Connection fees
 - Carrier Connection set up fees bill when Connection goes into production (live).
 - Monthly billing begins when Carrier Connection goes into production (live).
- These on-going charges are for processing and transmitting files.

Note: There is no charge for Connections to ADP products.

Client Responsibilities

To ensure a successful implementation, your input is required during every phase of the project. The following list outlines the tasks that you will be responsible for:

General

- Understanding and complying with the terms and conditions set forth in the Major Account Agreement given to you by Sales.
- Reviewing release notifications and informing ADP of changes that will affect your processing. Release notifications are sent out by Support as well as displayed on the HR/ Benefits Solution Community page.
- Notifying ADP of any billing and contact information changes.
- Processing the import file created by the Payroll Connection HR/Benefits Solution and your payroll product.

Implementation

- Notifying your Implementation Specialist of any changes required to the implementation configuration in a timely manner.



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- Verifying that the HR/Benefits Solution site is configured to your specifications.
- Ensuring the integrity of the data loaded into HR/Benefits Solution.

Benefits and Self Service

- Providing all employee communications including: Assigning login information to authorized individuals only (user ID and Passwords). Providing employees and managers with documentation and training on Self-Service.
Note: To assist you with this task ADP provides users guides, sample letters and a PowerPoint presentation on the HR/Benefits Solution Community site.
- Developing internal controls to ensure that all employee election changes are consistent with life events

Client Expectations after Implementation

As with any new product, it is essential for you to use HR/Benefits Solution on a regular basis. Frequent use will ensure that you are maintaining accurate data. You will find a User Guide on the ADP Community page that will help you go through routine activities. The main types of HR activities are: making any necessary updates to employee information, confirming elections, approving elections, approving workflow requests, hiring employees, and running reports on a regular basis. Going forward, it will be your responsibility to maintain the site and make configuration changes. This might include a correction to benefit plans and rates, setting up a new location or department, setting up new reporting relationships for managers and employees, making other organizational changes, creating custom fields as they may be needed for a particular situation, or creating reports to address a specific need. It is also your responsibility to alert ADP of such changes so that Payroll and Carrier Connections can be modified as necessary.

What Training and Support is Available?

The following resources are available to your company to help you move toward product mastery and full usage.

- Training
- User Documentation
- HR & Benefit Services Product Support Center

Training

Training is an essential component of a successful implementation, and ADP is committed to providing our clients with world class classroom and virtual training opportunities. You will work with your ADP Implementation Specialist to develop a training schedule during the initial stages of your implementation so the project team can make travel arrangements to the designated HR/Benefits Solution Training Center. The Project Leader should ensure that all users complete their pre-course assignments prior to attending training and that all classes are attended as scheduled. After completing “core” training, users should take advantage of available virtual courses that build on that training. Once the project is complete, you can still take ADP training for new employees.

Classroom training is the most effective training solution for learning the core functionality of HR/Benefits Solution. Virtual training is offered for additional system features as well as features used at specific times of the year such as open enrollment. Designated project team members will attend training classes as appropriate, your ADP Implementation Specialist will discuss this with you.

Learning Management System

The standard implementation fee includes training for three users from your company in each of the following classes:



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Core Training

- Essentials – 3 day Instructor Led Training

Additional Training

- Virtual Classroom Check-In Session – 30 minute Virtual Classroom
- Reporting – 5 hour Virtual Classroom
- Open Enrollment – 4 hour Virtual Classroom

Features Training

- Leave Management – 5 hour Virtual Classroom
- Recruitment – 5 hour Virtual Classroom

Each client may enroll, via Learn@ADP, two users per scheduled class. Clients may waitlist additional users for the same class session but are urged to enroll in available class dates to ensure a seat. If space becomes available, waitlisted users will be notified one week prior to the scheduled class date at which time they may choose to enroll or remain in their scheduled class.

Additional participants, beyond the three included with the standard implementation fee, will be charged as follows:

- Essentials class - \$350 per person per class
- All virtual classes - \$75 per person per class

Changes and cancellations will be assessed fees as follows.

- No charge – if changes and/or cancellations are made two business days or more before the class start date.
- \$75 – if a person no-shows for a virtual training class. There is no charge to change / cancel an internet class however these changes must be made at least three hours prior to the scheduled class start time.
- \$125 – if a cancellation is made less than two business days before the Essentials class start date. If the client substitutes one person for another in the same class session there is no charge.
- \$350 – if a person no-shows for the Essentials class.

User Documentation

Within HR/Benefits Solution, a variety of on-line tools are available to help you complete your implementation, to learn how to use HR/Benefits Solution, and to help you complete day-to-day online benefits activities.

ADP HR/Benefits Solution Standard and Analytical Reports
ADP HR/Benefits Solution Employer Access
ADP HR/Benefits Solution Employee Access
ADP HR/Benefits Solution Manager Access
ADP HR/Benefits Solution Self Service
ADP HR/Benefits Solution Recruitment Guide

HR & Benefit Services Product Support Center

ADP provides support for HR/Benefits Solution via the HR & Benefit Services Product Support Center. HR & Benefit Services support is staffed with professionals from the human resource, payroll and IT



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disciplines. Toll-free telephone support is available Monday through Friday from 8:00 a.m. to 5:30 p.m., Eastern Standard Time, excluding ADP holidays. Please refer to your ADP payroll calendar for a schedule of holidays.