



Professional Certification Program

Bulletin of Information

ADP Certified Payroll Specialist in ADP PC/Payroll

The information contained herein constitutes proprietary and confidential information of ADP. It must not be copied, transmitted, or distributed in any form by any means, electronic, mechanical, or other, including photocopy or recording, or through any information storage and retrieval system without the express written permission of ADP.

V11200677114CPP1

© 2013 ADP, Inc.

Contents

General Information.....	1
ADP Professional Certification Program	1
ADP Certified Payroll Specialist in ADP PC/Payroll Exam	1
Eligibility.....	1
Exam Version	1
Certification Preparation Courses	1
Exam Schedule and Fees	2
Retakes	2
Test Center Locations.....	2
Exam Registration.....	2
Canceling or Rescheduling an Exam Appointment	2
Refund Policy	3
Substitutions	3
Weather Delays / Cancellations	3
Special Testing Accommodations.....	3
Taking the Exam	4
Exam Description.....	4
Study Strategies	5
Tips for Taking the ADP Exam	5
Checking In.....	6
Identification	6
Computer Experience	6
Test Center Environment.....	6
Notes and Calculators.....	7
Requesting Assistance.....	7
Test Center Rules	7
Non-Disclosure Agreement	7
Exit Survey	8
Security Measures	8
Candidate Misconduct.....	8
Denial of Certification.....	8
After the Exam	10
Score Information	10
Exam Reliability and Validity	10
Attainment of Certification.....	10
Use of Certification.....	10
Appendices	11
Appendix A: Certification Preparation Courses	11
Appendix B: Test Center Locations	12
Appendix C: Non-Disclosure Agreement.....	14
Appendix D: Reimbursement Form	15
Appendix E: Sample Test Questions	16
Appendix F: ADP PC/Payroll Certification Study Sheet	24

General Information

ADP Professional Certification Program

The ADP Professional Certification Program sets the standard for excellence. This program establishes standards for professional knowledge and practical experience in using and applying ADP products. Certification from the industry leader proves that participants have the necessary skills to perform a mission-critical job!

The goals of the ADP Professional Certification Program are to:

- Validate knowledge of and proficiency using ADP products
- Ensure that payroll administrators 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 PC/Payroll Exam

Eligibility

The ADP Professional Certification Program is a voluntary program available to anyone seeking ADP product certification. However, it is strongly recommended that ADP Certified Payroll Specialist in ADP PC/Payroll candidates:

- Complete the standard ADP PC/Payroll training class
- Gain a minimum of six months' experience using ADP PC/Payroll, including year-end processing

Exam Version

The ADP Certified Payroll Specialist in ADP PC/Payroll exam is based upon version 5.0 of the ADP PC/Payroll product, and is applicable for users of version 5.0 or later.

Certification Preparation Courses

Three ADP PC/Payroll refresher courses have been created 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 PC/Payroll exam dates:

Exam	Fee	Registration Opens	Testing Period	Comments
ADP PC/Payroll 5.0	\$200	February 1	March 15 to May 15	Spring exam window
		August 1	September 1 to October 31	Fall exam 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 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 booklet (locations are subject to change). For the location of the test center nearest you, visit <http://www.pearsonvue.com/vtclocator>.

Exam Registration

To register for the ADP Certified Payroll Specialist in ADP PC/Payroll exam, candidates need to:

1. Identify a conveniently located Pearson VUE testing center (see Test Center Locations, above)
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 to 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 e-mail confirmation from Pearson VUE that includes the address, phone number, and directions to the test center as well as the name, date, and time of the exam and 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) by noon at least 24 hours before the scheduled appointment. (Saturday is *not* considered a business day.) Candidates can also cancel an appointment from the Web site, but online cancellations must be made at least two business days before the scheduled appointment.

Note: Exam appointments *cannot* be canceled or rescheduled by leaving a message on an answering machine.

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 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 some other factor, 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

15 Waterview Blvd. MS 940

Parsippany, NJ 07054

USA

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

Taking the Exam

Exam Description

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 questions.

The ADP Certified Payroll Specialist in ADP PC/Payroll exam is made up of approximately 80 multiple-choice questions and is based on concepts and experiences that should be familiar to a proficient payroll administrator with year-end experience using ADP PC/Payroll. The concepts and topic areas of the exam are derived from a training analysis study. The approximate percentage of questions in each area is shown in the following list:

I. Working with ADP and the AutoPay System (30%)

- Client setup responsibilities
- ADP's setup responsibilities
- The setup tasks the client completes with ADP
- 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 (14%)

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

III. Payroll Output Review (18%)

- Payroll output and troubleshooting
- Reconciling quarterly reports and year-end topics

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
- Creating and using custom employee grids

V. Entering Pay Information (13%)

- Entering a paydata batch using folders and grids
- Totaling and correcting batches
- Adjusting and replacing scheduled and one-time tax deductions
- Verifying input using audit reports (paydata)
- Creating and using custom paydata grids
- Making pay entries
- Third-party sick pay

VI. Manual Checks/Voids/Reversals and Completing the Payroll Process (12%)

- Check-Mate
- The Check-Mate process
- Check-Mate Help
- The Transaction Detail window
- Sending a new request for calculation, viewing requests in the Pending pane, and receiving results
- Processing request results
- What-if scenario requests
- Using the Edit/Error log to troubleshoot
- Manual checks (voids and reversals)
- Backing up the database
- Receiving and loading files
- Transmitting files

Note: Exams are offered in English only.

Study Strategies

While 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 the ADP PC/Payroll Certification Study Sheet in Appendix F 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 not currently used by your company.
- Take the practice test questions located in Appendix E. Note the section number of any questions answered incorrectly. Mark the corresponding section on the ADP PC/Payroll Certification Study Sheet.
- Review the suggested study resources associated with the items marked on the ADP PC/Payroll Certification Study Sheet.
- Consider taking one or more certification preparation courses described in Appendix A of this bulletin.

Tips for Taking the ADP Exam

Candidates should keep the following tips in mind when taking the exam:

- Answer all questions.
- Eliminate answers that are obviously incorrect.
- Skip questions you are unsure of and come back to them.

- Don't expect trick questions – there aren't any, and there is always one correct answer.
- Don't over-analyze the questions.
- Be aware of the two-hour time limit.

Checking In

Candidates must report to the test center no later than 15 minutes prior to the scheduled appointment time to allow time for check-in procedures. Candidates who arrive late will not be admitted.

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 appear on 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. Candidates should dress accordingly.

Notes and Calculators

Test center administrators will provide an erasable note board and pen, which may be replaced as needed during testing but which 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 hands 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 represent fair and accurate measurement. All candidates must adhere to the following regulations:

- No reference material may be brought into the testing room.
- No papers, pamphlets, books, food, or purses are allowed in the testing room. Do not take large bags, textbooks, notebooks, etc., 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, stereos or radios with headphones, watches, dictionaries, translators, or electronic devices.
- Pagers and portable telephones 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, or smoking is 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.

Non-Disclosure Agreement

At the beginning of the testing session, a non-disclosure agreement will appear on the computer screen. Candidates must accept the terms of the agreement in order to proceed with the exam. By

accepting these terms, candidates agree to not disclose exam questions in any form or remove them from the test center. See Appendix C to review the Non-Disclosure Agreement.

Exit Survey

Candidates will be asked to complete a brief survey at the conclusion of the exam, evaluating 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

15 Waterview Blvd. MS 940

Parsippany, NJ 07054

USA

Security Measures

Numerous security measures are enforced during test administration to ensure the integrity of the ADP 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:

- 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 instructions or any instructions presented by the computer
- Using scratch paper
- 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.

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 PC/Payroll exam was established by a committee of experts in the ADP PC/Payroll product. The score was then converted to a scaled score, allowing for comparison between test forms. The scale for the CPS 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 report. Candidates who score below 400 will have the word “Fail” printed on their score report along with their scaled overall score.

Diagnostic scores indicating performance in each major content area are included in 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 are not 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 ADP PC/Payroll 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 ADP PC/Payroll exam.

Attainment of Certification

Candidates who pass the ADP Certified Payroll Specialist in ADP PC/Payroll 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.

Use of Certification

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

Appendices

Appendix A: Certification Preparation Courses

ADP PC/Payroll Refresher Series

Three ADP PC/Payroll 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 in order 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 are available by viewing the course catalog found on <http://www.pearsonvue.com/adp>.

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 chart shows how each refresher course relates to the exam sections found under the Exam Description found on pages 5–6 of this bulletin. Please read the course description for more details.

Course	Exam Section
Learning More about AutoPay Processing Tasks	I, V, VI
Learning ADP PC/Payroll Advanced Features and Tasks	I, IV, V
Learning Year-End Processing Tasks	III

Courses

Learning More about AutoPay Processing Tasks

This virtual course reviews the basic processing tasks and AutoPay features of ADP PC/Payroll. Topics include completing ADP PC/Payroll cycle, setup, and processing tasks; using AutoPay features, including automatic pay and deductions; and preparing for the ADP Certified Payroll Specialist in ADP PC/Payroll exam.

Prerequisites: None

Course Length: 90 minutes

Delivery method: online

Continuing Education Credits: RCH 1.5, CPE 1.5, CEU 0.15

Cost: \$95.00

Register Online: <http://www.pearsonvue.com/adp>

Exam-Related Topics

- AutoPay system
 - Temporary and permanent employee information
 - Automatic Pay guidelines
 - Payroll cycle
- Entering pay information
- Manual Checks/Voids/Reversals
- Completing the payroll process

Learning ADP PC/Payroll Advanced Features and Tasks

This virtual course reviews the custom and advanced features of ADP PC/Payroll. Topics include customizing your software to fit your needs, completing advanced employee maintenance and

paydata entry tasks, and preparing for the ADP Certified Payroll Specialist in ADP PC/Payroll exam.

Prerequisites: None

Course Length: 90 minutes

Delivery method: online

Continuing Education Credits: RCH 1.5, CPE 1.5, CEU 0.15

Cost: \$95.00

Register Online: <http://www.pearsonvue.com/adp>

Exam-Related Topics

- Working with ADP
 - ADP's setup responsibilities
 - Client setup responsibilities
- Employee maintenance
 - Changing employee data
- AutoPay system
 - System and company options

Learning Year-End Processing Tasks

This virtual course reviews how to complete quarter- and year-end processing tasks, reconcile quarter- and year-end reports, complete year-end adjustments, and prepare for the ADP Certified Payroll Specialist in ADP PC/Payroll or Pay eXpert exam.

Prerequisites: None

Course Length: 90 minutes

Delivery method: online

Continuing Education Credits: RCH 1.5, CPE 1.5, CEU 0.15

Cost: \$95.00

Register Online: <http://www.pearsonvue.com/adp>

Exam-Related Topics

- Payroll Output Review
 - Reconciling quarterly reports and year-end topics

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 U.S 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
Ishland
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: Non-Disclosure Agreement

Non-Disclosure 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, Inc.

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 PC/Payroll exam fee
\$		Certification Preparation course(s)
\$		Other:
Total: \$		

Signed: _____ Date: _____

Appendix E: Sample Test Questions

1. The payroll clerk cannot change payroll data for employees set up with home departments 800 and 900. Which of the following is a valid reason for this situation?
 - A. The security group setup limits the user access.
 - B. The payroll cycle started.
 - C. The company code access setup limits the user access.
 - D. The department validation table is not set up.
2. Payroll cycle step 3, Entering Pay Information, includes entering hours and earnings information, deductions, taxes, and which of the following?
 - A. Entering memos, third-party sick pay, manual checks, and manual checks via Check-Mate
 - B. Entering third-party sick pay, manual checks, and manual checks via Check-Mate
 - C. Entering memos, manual checks, and manual checks via Check-Mate
 - D. Entering memos, manual checks, mass processing grids, and third-party sick pay
3. (See illustration.) This company's human resource policy allows employees 40 personal hours per year. According to the accumulations and balances shown on the Allowed/Taken tab, which of the following changes would correct Roberta Brown's records to show allowed hours of 40 and balance hours of 16?
 - A. Replace the allowed hours with 40 and leave the taken hours as is.
 - B. Replace the allowed hours with 40 and set the taken hours to 0.
 - C. Adjust the allowed hours to 40 and adjust the balance to 16.
 - D. Adjust the allowed hours to 40 and enter the taken hours of 16.

8. After the last payroll processed, the payroll administrator contacted ADP and provided new scheduling dates, deductions, and special effects. The new information is not displaying in the Payroll Schedule tab. Which of the following tasks may have been omitted to cause this?
- A. The current payroll schedule was not received and loaded.
 - B. The override payroll schedule information was not entered on ADP's mainframe.
 - C. The override payroll schedule information was not entered on the PC.
 - D. No payroll schedule information was entered on ADP's mainframe.
9. You need to make several changes to the payroll schedule. Which of the following changes can you enter without contacting ADP?
- A. New scheduled deduction
 - B. New company check stub message
 - C. New pay group 2
 - D. New special effect
10. The payroll clerk is planning to make changes to the employees' tax status, accumulators, and scheduled deductions on the next payroll. Which ADP report should the clerk use to identify the current employee information that needs to be changed?
- A. Payroll Register
 - B. Master Control
 - C. Statistical Summary
 - D. Payroll Summary
11. Which of the following files is backed up when using the backup and restore utility?
- A. Employee Cumulative and Pay Detail
 - B. Pay Detail and Year-End Purge
 - C. Pay Detail and ADP PC/Payroll Database
 - D. ADP PC/Payroll Database and Year-End Purge

12. A new employee starts working with the company in the middle of the pay cycle. The administrator enters the employee's permanent information in ADP PC/Payroll. How should the administrator enter the earnings?
- A. Manually add the employee's prorated earnings as regular earnings for the first payroll.
 - B. Let the application calculate the first check based on the hire date and the pay date.
 - C. Pay the employee the full salary and deduct the overpayment from subsequent payrolls.
 - D. Pay the employee the full salary and enter the balance earnings as negative (-).
13. The payroll administrator verifies an input error in the paydata batch. Which of the following is the ADP-recommended procedure to correct the batch so the status reads In Balance?
- A. Select Auto Balance to correct the batch.
 - B. Change the Your Total row to match the Calculated Total row.
 - C. Select Edit Batch and compare the entries to those on the employee's time sheet and then correct the Your Total row.
 - D. Change all amounts in the Difference row to zero.
14. The payroll manager wants to monitor the new payroll clerk's entries in the batches. Which of the following payroll reports should be most helpful?
- A. Employee List
 - B. Paydata – Full Detail Report
 - C. Employee Changes Report

15. An employee requested additional federal income tax of \$85 to be withheld next pay period. How should this amount be added in the Taxes tab?
- A. In the Replace Federal Income Tax column, enter 85.00.
 - B. In the Adjust Federal Income Tax column, enter 85.00.
 - C. In the Replace Federal Income Tax column, enter negative 85.00.
 - D. In the Adjust Federal Income Tax column, enter negative 85.00.
16. An employee requests that her entire net pay be split between a checking and a savings account. What is the best way for the payroll administrator to set up this request?
- A. On the Deductions page, set up each account as a partial direct deposit.
 - B. On the Deposits page, set up each account as a partial direct deposit.
 - C. On the Deposits page, set up one account as a partial direct deposit and one account as a full direct deposit.
 - D. On the Deductions page, set up one account as a partial direct deposit and on the Deposits page, set up one account as the full direct deposit.
17. The payroll administrator makes entries using the ADP Basic Paydata grid and then realizes that the Regular Earnings column should have been Regular Hours. The administrator attempts to delete the Regular Earnings column, but is unable to do so because
- A. Grids cannot be edited when the payroll status is Entering Payroll Information
 - B. Grids cannot be edited when the payroll status is Payroll File Sent to ADP
 - C. A paydata grid column cannot be deleted if it contains employee paydata
 - D. A paydata grid column cannot be deleted if the grid is selected for a batch

18. The payroll administrator is unable to view CheckView data so he can prepare to void a check automatically. What did the administrator forget to do?
- A. Receive and load the pay detail file.
 - B. Set up the company to receive QuickView data.
 - C. Receive the employee cumulative file.
 - D. Change the payroll cycle to Entering Payroll Information.
19. A salaried employee is terminated. The payroll administrator changes the employee's status to Terminated and enters the termination date of last Tuesday. Automatic Pay was not cancelled. What will happen to this employee's salary if no earnings are posted manually?
- A. The salary will be paid automatically until the pay date is greater than the termination date.
 - B. The salary will be paid automatically but flagged on the Master Control report that the termination is pending.
 - C. No check will generate unless manually entered.
 - D. One final check will generate automatically.
20. The payroll administrator needs ADP to generate a holiday bonus check in the amount of \$200. In the Manual Checks window, which transaction type should the payroll administrator select?
- A. Live Check Payable to Employee
 - B. Live Check Payable to Company
 - C. Reversal of an Existing Check
 - D. Manual Check

21. Which of the following statements about balancing a paydata batch is true?
- A. The Differences row will not display totals until the AutoBalance button is clicked.
 - B. The Calculated Totals represent Your Totals.
 - C. All batches must be in balance before creating the payroll file.
 - D. A batch must be in balance before creating another batch.
22. The payroll administrator submits the company's last payroll of the year. To prepare to close out the year, or reconcile employee quarter- and year-to date information, which reports should the administrator verify?
- A. The Master Control report and the W-2 forms
 - B. The Quarterly Tax Verification letter and the W-2 forms
 - C. The Master Control report and the Paydata – Full Report
 - D. The Master Control report and the Wage and Tax Register
23. In addition to a regular check, the payroll administrator pays one employee a separate vacation check for the same amount. The federal tax amount taken on the second check is too high. Which of the following is the best correction method?
- A. Contact ADP to rerun and correct the entries.
 - B. Refund the difference to the employee.
 - C. Block the federal taxes for the employee on the next payroll.
 - D. Adjust the federal taxes for the employee using Manual Checks.

24. An employee with allowed vacation hours of -80.00 and 80.00 taken hours needs an adjustment. Negative allowed vacation hours needs to be changed to 120.00. Which of the following is the best method to complete this change?

- A. Use the Mass Processing Allowed and Taken grid to adjust the allowed hours.
- B. Adjust the allowed hours and let the taken hours reset.
- C. Replace the allowed hours and leave the taken hours.
- D. Replace the allowed hours and set the taken hours to zero.

25. The payroll administrator receives this document four times a year during October to January. Its focus is on year-end-related topics such as bonus payrolls, adjustment dates, reminders, and tax information. Which of the following best fits this description?

- A. Quarterly Tax Verification letter
- B. Wage and Tax Register
- C. Client booklet
- D. Quarter-end checklist

Answer Key

The exam section in the following key refers to the section numbers found in the outline under Exam Description in this bulletin. Use this as tool to point out the sections that you need to review.

Question	Answer	Exam Section
1	A	I
2	A	II
3	A	I
4	C	III
5	D	II
6	D	IV
7	B	II
8	A	II
9	B	I
10	B	III
11	C	VI
12	A	I
13	C	V

Question	Answer	Exam Section
14	B	V
15	B	V
16	C	IV
17	B	IV
18	A	II
19	D	I
20	A	VI
21	C	V
22	D	III
23	D	VI
24	C	IV
25	C	III

Appendix F: ADP PC/Payroll Certification Study Sheet

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

Suggested Study Resources

- Handout Manual from standard ADP PC/Payroll training class
- Help feature within product
- Tutorials within product
- Quick Coach (<https://support.adp.com>)
- *Client Year End Book* that comes with class
- Certification Preparation Courses (See Appendix A)

✓	Topic
I. Working with ADP and the Autopay System (30%)	
	Client setup responsibilities
	ADP's setup responsibilities
	The setup tasks the client completes with ADP
	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 (14%)	
	Steps needed to complete a payroll
	Purpose of each step
	Determining progress through the cycle
	Software organization (where to find information)
	Communicating with ADP (includes transmitting, receiving, and loading files)

VI. Manual Checks/Voids/Reversals and

✓	Topic
III. Payroll Output Review (18%)	
	Payroll output and troubleshooting
	Reconciling quarterly reports and year-end topics

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
	Creating and using custom employee grids

V. Entering Pay Information (13%)	
	Entering a paydata batch using folders and grids
	Totaling and correcting batches
	Adjusting and replacing scheduled and one-time tax deductions
	Verifying input using audit reports (paydata)
	Creating and using custom paydata grids
	Making pay entries
	Third-party sick pay

Completing the Payroll Process (12%)	
	Check-Mate/Quick Calc
	The Check-Mate process
	Check-Mate Help
	The Transaction Detail window
	Sending a new request for calculation, viewing requests in the Pending pane, and receiving results
	Processing request results
	What-if scenario requests
	Using the Edit/Error log to troubleshoot
	Manual checks (voids and reversals)
	Backing up the database
	Receiving and loading files
	Transmitting files