

Hello,

During this unprecedented, global health event, ADP remains open and we have activated our Business Resiliency Plan, enabling us to offer our clients unwavering support and service. As we continue to monitor coronavirus (COVID-19) developments closely, our clients' and their employees' health and well-being is of utmost importance to us.

On **March 18, 2020**, the **Families First Coronavirus Response Act** (FFCRA; "The Act") was signed into law and generally requires employers with **less than 500 employees** to provide a certain amount of paid sick and paid leave to employees affected by COVID-19, and provides affected employers with a corresponding employment tax credit. In addition, the FFCRA temporarily expands the **Family and Medical Leave Act** (FMLA) requirements to offer protected leave related to the coronavirus. For additional information, please review the *Eye on Washington* legislative update at: <https://www.adp.com/resources/articles-and-insights/adp-research-institute/research-topics/legislative-updates>.

Additionally, to support your Human Capital Management needs during this health event, we have prepared the following list of popular **COVID-19 and ADP – Frequently Asked Questions** for you:

Question	Answer	Resource
<b>When will we see changes implemented per the Families First Coronavirus Response Act (H.R. 6201)?</b>	ADP is actively monitoring and reviewing the legislation, and will be prepared to communicate how this impacts you once we know more. Please refer to the resource provided for answers to frequently asked questions.	<b>Families First Coronavirus Response Act (FFCRA) – Client FAQs:</b> <a href="https://thebridge.adp.com/docs/DOC-13329">https://thebridge.adp.com/docs/DOC-13329</a>
<b>Can I change my delivery address?</b>	We strongly encourage the use of all digital resources at this time, including reporting and electronic payments. If you still need your paper packaging, you can submit your request to have the delivery address changed in <b>ADP Workforce Now® (WFN)</b> .	<b>Updating your Company Name and Address on File at ADP:</b> <a href="https://thebridge.adp.com/docs/DOC-12372">https://thebridge.adp.com/docs/DOC-12372</a>
<b>Can I request to have my payroll delivery delayed?</b>	Yes. Please follow the instructions outlined in the resource provided.	<b>Instructions for Requesting a Delayed Delivery:</b> <a href="https://thebridge.adp.com/docs/DOC-5125">https://thebridge.adp.com/docs/DOC-5125</a>
<b>What if I cannot run my payroll?</b>	Contact ADP, and we can rerun your last payroll as is. You can make any corrections / updates on the following payroll when you are able to return to office / resume functionality.	<b>Coronavirus COVID-19 Communications and Resources:</b> <a href="https://thebridge.adp.com/docs/DOC-13271">https://thebridge.adp.com/docs/DOC-13271</a>

<p><b>If ADP is going to rerun my payroll, does it have to be the last payroll?</b></p>	<p>Yes, as ADP is only able to automatically pull and run the last payroll. We are not able to select specific runs or make edits. Any edits can be made on future payroll runs.</p>	<p><b>Coronavirus COVID-19 Communications and Resources:</b> <a href="https://thebridge.adp.com/docs/DOC-13271">https://thebridge.adp.com/docs/DOC-13271</a></p>
<p><b>Can I have checks mailed directly to my employees?</b></p>	<p>First, please be advised that ADP strongly encourages electronic options for paying your employees. This is something we are capable of doing from a distance, country-wide, to ensure your employees are being paid.</p> <p>As additional closings occur and COVID-19 evolves, it is unclear how this could impact deliveries at this time. Paying employees electronically is your best option to guarantee uninterrupted payment. If this is not an option for your employees, direct mailing of checks is possible. Please <b>contact Client Services</b> via <b>Service Connect</b> to enter this request.</p>	<p><b>Creating a New Service Connect Request:</b> <a href="https://thebridge.adp.com/docs/DOC-11350">https://thebridge.adp.com/docs/DOC-11350</a></p>
<p><b>How can I set my company up on Direct Deposit?</b></p>	<p>Please submit your request to add direct deposit to your company's profile of services via <b>Service Connect</b>.</p>	<p><b>Instructions on Using Service Connect:</b> <a href="https://thebridge.adp.com/docs/DOC-11350">https://thebridge.adp.com/docs/DOC-11350</a></p>
<p><b>How can my employees enroll in Wisely Direct?</b></p>	<p>Your employees can easily enroll by accessing <b>Employee Self Service &gt; Payment Options</b>, or via the ADP Mobile dashboard. For more information on Wisely Direct, refer to the resource link provided.</p>	<p><b>Wisely Direct – Prepaid Reloadable Account:</b> <a href="https://info.mywisely.com/direct/">https://info.mywisely.com/direct/</a></p>
<p><b>We use time clocks – is ADP offering a touch-free alternative, and how do I clean my time clocks?</b></p>	<p>Yes, we do offer touch-free alternatives and have documented cleaning instructions. Please review the resource on <b>The Bridge</b> for information.</p>	<p><b>Alternative to Employees Using Essential Time Biometric Time Clocks:</b> <a href="https://thebridge.adp.com/docs/DOC-13303">https://thebridge.adp.com/docs/DOC-13303</a></p>

<p><b>Do you have any guidance on paid sick leave during this coronavirus (COVID-19) health event?</b></p>	<p>Many states and localities are issuing guidance on paid sick leave and COVID-19. Review the resource provided for guidance.</p>	<p><b>ADP Paid Sick Leave Resource:</b> <a href="https://clientapps4.compliancehr.com/a/covid19_adp">https://clientapps4.compliancehr.com/a/covid19_adp</a></p>
<p><b>I would like to track COVID-19 related time and payroll amount under a separate code. Can I use "COVID-19" to do so?</b></p>	<p>In order to protect the privacy of any employee affected by COVID-19, we recommend you use the following codes for timecards and payroll:</p> <ul style="list-style-type: none"> <li>• <b>FF-PSL-EE</b> (Families First Paid Sick Leave, Employee's Own Illness)</li> <li>• <b>FF-PSL-FAM</b> (Families First Paid Sick Leave, Family Member)</li> <li>• <b>FF-FMLA</b> (Families First FMLA)</li> </ul>	<p><b>Coronavirus COVID-19 Communications and Resources:</b> <a href="https://thebridge.adp.com/docs/DOC-13271">https://thebridge.adp.com/docs/DOC-13271</a></p>

## Full List of *Frequently Asked Questions*

For our full and growing list of **COVID-19 Frequently Asked Questions** located on **The Bridge**, click <https://thebridge.adp.com/docs/DOC-13271>. Please visit the site periodically as we will **continue to add questions and update answers** as additional information and resources become available.

## Additional Resources

For information on employee management, payroll and benefits, leave of absence, and various other COVID-19 related resources, access the **Coronavirus COVID-19 ADP Employer Preparedness Toolkit** at <https://explore.adp.com/covid-19-resources-web>.

For additional frequently asked questions, you can access **ComplianceHR's COVID-19 Resource Center**, fueled by the subject matter expertise of **Littler**, the world's largest labor and employment law firm, at [https://clientapps4.compliancehr.com/a/covid19\\_adp](https://clientapps4.compliancehr.com/a/covid19_adp).

If you have any questions, we're here to help you.

Thank you,

ADP

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