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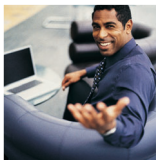
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best practices

ADP National Account Services

Solutions for:

- Payroll
- Human Resources
- Benefit Services
- Time & Labor Management
- Tax and Financial Services
- Screening & Selection Services
- Managed Services
- Global Solutions



ADP Employee Communication Services

Open a vital line of communication between you and your employees

Conveying information about benefits to your employees is a necessary but time-consuming process for HR professionals. The time and expertise needed to define an effective strategy for the project, manage the various resources needed to complete the project – from writing to design through printing and fulfillment is daunting.

The ADP Solution

ADP Employee Communication Services (ECS) provides a seamless solution for benefits-related communications. From strategy development through document creation and production, a seasoned team of professionals utilizes the most innovative processes and technologies to provide world-class communication products and services.

A Variety of Products

ADP offers a variety of client-customized communication products that can be incorporated into a comprehensive benefit package delivered to your employees including:

• Personalized Enrollment Guides

The personalized enrollment guide is intended for clients with many different benefit plans and/or when a generic offset enrollment guide is impractical. The guide is personalized for each employee, and contains descriptions of the benefit plans for which that employee is eligible. A personalized guide often also contains a side-by-side comparison of the health plans available to the employee.

• Personalized Confirmation Statements

A personalized confirmation statement is recommended for clients that utilize a Web or IVR based enrollment process to confirm the benefits elected by the employee.

• Personalized Enrollment Worksheets

Personalized enrollment worksheets are generally used in conjunction with a generic enrollment guide. They provide personalized benefit options, dependent information, default coverage, and enrollment instructions.

• Offset Enrollment Guides

For the client with relatively few health plans, when a comprehensive personalized enrollment guide would not be practical. It is used to inform employees about their benefit options and costs using generic benefit and health plan information, default coverage, enrollment worksheet and instructions, and side-by-side benefit comparisons.

• Summary Plan Description (SPD)

Summary Plan Descriptions (SPDs) contain complete plan description created using the appropriate legal documents.

• Total Compensation Statements

Total compensation statements are personalized for each of your employees on an annual basis to summarize total compensation, typically including basic annual earnings, additional earnings, 401(k), pension plan, stock purchase plan, and government-required benefits.



In addition to the communication pieces outlined above, ADP offers collateral pieces such as promotional materials, newsletters, brochures and postcards. These materials are used to supplement the primary communications package.

Our Process

The implementation process begins with an ADP Communications Project Manager (CPM) who is your single point of contact throughout the project. The CPM is your advocate to ensure all processes are followed in meeting your objectives. Our expertise begins by defining the strategy for the project, developing a project plan for development and delivery of the materials, as well as managing the project from a financial standpoint.

Document Creation

Once we have outlined your communication campaign, document creation begins. ADP collects and verifies all the necessary plan and benefit information. The next step is to draft the communication pieces in a manner that is meaningful to your employees. Lastly, our in-house design team puts on the finishing touches to create a high quality piece.

Print and Fulfillment

ADP utilizes an 80,000 square foot state-of-the-art print and fulfillment center. With our on-site laser printing facility, more than 37 million personalized images were printed in 2001. For offset printing needs, ADP's in-house experts coordinate any high volume print job. More than 90 million offset printed pieces were produced in 2001. By having on-site printing capabilities, the hand-off to fulfillment is facilitated seamlessly.

ADP's fulfillment services collated and mailed over 4 million packets in 2001. For tracking of individual packets through the entire production and fulfillment process, ADP developed "KitFind" custom software.

Peace of mind is gained knowing ADP communications experts are performing the necessary quality checks to ensure the success of your project. Our best practice solutions will help you ensure a successful benefits enrollment.



Outsourcing for HR, Benefits and Payroll

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