

ADP Poster Compliance Update Client Service Frequently Asked Questions

Below you will find a variety of questions, as well as their responses, regarding this service.

What is the ADP Poster Compliance Update Service?

Federal and state laws make it mandatory for every business owner who has even one employee to post and maintain current labor law posting requirements. If they fail to post these state and federal labor law posters, they can be fined up to \$17,000.

The ADP Poster Compliance Update Service includes the following for our clients:

1. A complete set of high quality, laminated, all-on-one labor law posters (including a Federal poster and a state-specific poster) covering all mandatory Federal and state-specific notices for general employers; and
2. Automatic updating and shipment of new posters every time changes occur for any significant revisions in mandatory federal and/or state posting laws

The Federal poster is available in both English and Spanish. All State Only posters are available in English. Spanish State Only posters are required and available for the following states: AZ, CA, NM, TX, TN, GA, FL, and NC. Spanish versions of the State Only poster are also available for IL, MN, OR, UT, and WA for the convenience of employers with Spanish speaking employees in those states. First and foremost, all employers are required to have English posters, even if all their employees speak Spanish.

How do clients order posters?

New payroll clients – Select an ADP Payroll Compliance Package that includes our Poster Compliance Update Service.

Current ADP payroll clients – Beginning in January 2007, you can add this feature to your current ADP services.

Please call your local ADP Client Service Center for more details.

What if clients want additional posters?

Clients may request additional/and or Spanish language compliance posters. Please call your local ADP Client Service Center for more details.

How are posters delivered?

New clients will typically receive their initial poster approximately two weeks after their first payroll is processed. Current clients who purchase the service à la carte will receive their poster two weeks after placing the order. It should be noted if a significant labor law change has occurred recently, the initial poster set may be delayed while awaiting finalization of the required poster revision(s). Also, when a significant labor law change occurs that requires an updated federal and/or state poster, a new poster will be sent to the client automatically (at no additional charge) within 30-60 days. The delay in sending the new poster relates to a lag time between a change being announced and the change

being finalized by a given legislature. Initial poster sets and automatic updates will be sent to the contact and address listed on the initial ADP sales order.

What if a client has not received their posters?

The client should note and verify the following:

- The client signed up for and is set up on a Payroll Compliance package that includes Poster Compliance Updates or a standalone feature called ADP Poster Compliance Update Service.
- The client's payroll has started.
- It's been at least two weeks since the client's payroll has started or a current client signed up for the standalone service.
- No recent poster notice mandatory changes have been announced or occurred at the federal and/or their respective state level. If either the federal or the client's specific state has had a recent mandatory change announced or occurred, those particular posters may be "on-hold". This means that ADP is awaiting the respective legislature to finalize the change and will send out an update poster when this info is available. This usually takes 30-60 days.

If all of the above items have been checked and they all check out, then the client should contact their local ADP Client Service Center for more details.