



Employment tax compliance and exemplary service

ADP SmartCompliance® Employment Tax and W-2 Management

Name Wesleyan University

Industry Education

Employees 3,800

Headquarters Middletown,
Connecticut

Website wesleyan.edu

Integrated with Oracle® PeopleSoft



Founded in 1831, Wesleyan University, located in Middletown, Connecticut, is a thriving liberal arts community with 3,000 undergraduate and 200 graduate students.

Evelyn Bozeman joined the payroll department at Wesleyan in 2003; she currently oversees the weekly, semimonthly and monthly payrolls for between 3,800 and 4,000 full- and part-time employees, with the help of two additional staff members.

Recently we spoke with Evelyn about the ADP SmartCompliance® Employment Tax Compliance and W-2 Management modules she is using and her service experience with ADP. Here's what she had to say:

Moving on to an automated employment tax compliance platform

Just before I was hired, everything was very paper-oriented and labor-intensive. Since bringing on ADP, I think that the most effective and most appreciated service that ADP provides to us is the employment tax service. ADP helps us stay in compliance, so I have one less thing to worry about. I think that's the biggest asset that ADP provides to us.

I remember that we received so many more IRS tax notices before we started with the ADP SmartCompliance Employment Tax module. So my management wanted to make sure that I established a very good rapport with our ADP employment tax team to help ensure that, whenever we received any notices from the IRS (and state agencies as well), we would have a point person to help us with them.

We take advantage of the ADP SmartCompliance feature that enables us to upload tax notices right to ADP. It's user-friendly, simple to use and extremely helpful.

The technology provides me all the information I need to actually perform the work that we're known for doing well. It's user friendly and it's effective. It helps me stay in compliance. I have the latest information needed to get the work done. I've never had a problem with how quickly we receive updates. Everything is timely and very well organized.





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Evelyn Bozeman
Payroll Supervisor



Processing and reporting made easy

There was a time when the export process for processing a Form W-2C (corrected W-2) was not as easy as I would have liked it to be. ADP SmartCompliance has improved that process and everything is very self-explanatory. And the ADP SmartCompliance reporting is amazing. Someone at my level may never have thought about identifying specific timeframes for tracking service responses from ADP. But this is something that I can actually view on ADP SmartCompliance, and I can easily provide this information to my superiors when they need it.

A unique relationship with a dedicated account manager

Nimesh is our dedicated account manager at ADP. He is one of those individuals who has a never-ending supply of patience, even when I do something that I shouldn't have done. He never lets me know that I'm asking a question that probably shouldn't need to be asked. He listens very well. He's patient and he never gets rattled.

Nimesh calmly walks me through any process and always follows up with me to ensure I understand what he told me. I can ask him the same question three times and he will answer it three times, maybe slightly differently each time to be sure I understand. We have a comfortable relationship and I never feel like he needs to get me off the phone to help somebody else. I think he has a special gift and although I have relationships with a lot of different people at ADP, he is just very, very knowledgeable.

It's great to have reliable technology and the ease of use of the technology, but the people aspect is also incredibly important. I believe in the service that we're receiving, and I am very happy with ADP.

Recommending ADP SmartCompliance to peers

I would tell any of my peers that if they can sign up with ADP, there's no reason to look anywhere else. I think ADP has been around a long time because they've been doing it right for a long time. And so if it's not broken, don't fix it.



Always Designing
for People™