Chapter 7

Frequently Asked Questions

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Chapter Contents

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Question 1: How does Goal Amount work for an employee?

Answer: If the goal amount is added to a deduction (for example, **D - DENTAL**), then the deduction **DENTAL** will be applied in payroll until the deduction amount reaches the goal limit amount. After it reaches that amount, the deduction will not be applied from the next payroll.

GOAL ID
There are total of nine goals (1 to 9) for every employee. Each goal is restricted to only one deduction. For example, if the goal ID: 1 is applied in deduction **DENTAL** than the same **Goal ID** cannot be applied to any other deduction.

See Chapter 3 - Use Case: Using the General Deduction Instruction Start API for more information.

Question 2: What is the difference between goalLimitAmount, goalBalanceAmount, and goalAccruedAmount?

Answer:

- **goalLimitAmount** – The maximum limit of a deduction. For example, if the deduction amount is $10 and the GoalLimitAmount is $100, then the deduction is applied in payroll until a total of $100 is deducted.
- **goalBalanceAmount** – The remaining amount from the goalLimitAmount until the current payroll.
- **goalBalanceAmount** – The deduction amount from the goalLimitAmount until the current payroll.

Question 3: If a deduction is already applied to an employee, how do you adjust the Overall Deduction Goal Limit?

Answer: In this case, user needs to include **GoalAccruedAmount**. If the deduction is already running during every payroll but now the user wants to add a goal amount, then the user should include Additional Amount Already Taken if it's from the UI or **goalBalanceAmount** if it is from API. This means the amount entered in this field has already been deducted.
After this is completed, the New Balance amount in the UI will be displayed, which will be auto-calculated as the new **goalLimitAmount**.

For example, if Deduction **DENTAL** is already running in every payroll and a total of $50 is deducted, the total **goalLimitAmount** is $500.

If the user wants to adjust the deduction goal limit amount, then $50 is entered in **Additional Amount Already Taken**.

After this is completed, the **New Goal Balance** is $450, which is automatically calculated.

Question 4: When is a deduction processed for an employee?

Answer:

- Case 1: If the deduction is added in current date, it will be effective from next payroll. Not from the current payroll.
- Case 2: If the deduction is added in future date, it will be effective from the next payroll from the date when it is active.

Question 5: How do I keep deduction records in synch between ADP Workforce Now and my (partner) application?

Answer:

1. To retrieve all deductions, including both future effective deductions, for both the **Active** and **Inactive** status, do the following (in order):

- Retrieve all deductions for each employee using **asOfDate={effectiveDate} & inactive=true** for the enrollment. For more information, see Chapter 2 - Use Case: Retrieving Payroll Instructions (Payroll Instructions API).
- For each deduction record in your (partner) system, compare the records retrieved from ADP Workforce Now. For example, the **inactiveIndicator**, **deductionStartDate**, and so on.

2. To START or CHANGE enrollment, do the following:
   - **Case 1: What if there are no effective deductions available?** – Add the deduction by using POST .start with the effective date and amount. For more information, see Chapter 3 - Use Case: Using the General Deduction Instruction Start API.
   - **Case 2: What if there are deductions available but they're Inactive?** - The API doesn't handle updating the deduction status to **Active** or **Inactive**. It can only be completed on the ADP Workforce Now user interface (UI).
   - **Case 3: What if deductions are available, are they the same deduction amount?** – Do nothing.
   - **Case 4: What if deductions are available and there are different deduction amounts?** – Update the deduction by using POST .change with the effective date and amount. For more information, see Chapter 4 - Use Case: Changing a General Deduction Instruction.

3. To Stop enrollment, do the following:
   - **Case 1: What if there are no effective deductions available?** Do nothing.
   - **Case 2: What if deductions are available but they're Inactive?** Do nothing.
   - **Case 3: What if the deductions are available but they're Active?** Stop the deduction by using POST .stop with the effective date. For more information, see Chapter 4 - Use Case: Changing a General Deduction Instruction.

Question 6: How do I set up a deduction for an employer contribution?

Answer:

1. ADP clients will need to contact their ADP representative to create the deduction code. During the deduction set up at the company level, the client can specify an employer matching amount or percentage for the specific deduction code. When deductions start for an employee the employer contribution will automatically be handled based on the deduction code configuration.

2. If the employer contribution is not recurring, then the client has the option to set it up as a deduction memo.

Question 7: How do I make a read-only Deduction Code editable, so my application can use APIs to perform updates?

Answer:
Sometimes, a deduction is listed as read only. To view a deduction in ADP Workforce Now, select **People > Pay Profile > Deductions** (this page is read-only because the deduction is managed by the ADP benefit enrollment). To make a deduction editable there are two options:

- Setting could be updated at the Plan level by ADP Service Center Representatives for all employees **–** Under the Universal Access mode, select **Setup > Benefits > Plan Setup**. Find the plan to be released, select **Actions**, and click on **Suspend Payroll Deductions**, and click **OK** to confirm the change. After it's done, the deduction could then be updated through the API and UI for employees.
- Setting could also be updated by a client practitioner user for each impacted employee by doing the following:
  1. Go to **Setup > Benefits > Plan Setup**. Find the plan to be released. Under the **Eligible Group** column, expand the eligible group and click **Eligible Employees**.
  2. Navigate to the **Deductions** tab by selecting effective date.
  3. Choose the **Company Code** for which the changes need to be done. Deselect the deduction code, enter it as blank, and click **Next**.
  4. Click **Review** and validate the changes done.
  5. At the top of the page, click **Done**.

After it's done, the deduction can be updated through the API and UI for employees.