

# RUNNING ADP PAYROLL/DELIVERY OF PAYCHECKS

## General Continuity

**Question:** What if I cannot run my payroll?

**Answer:** Contact ADP and ADP can rerun your last payroll as is. Any corrections/updates can be completed in the following payroll when you are able to return to office/resume functionality.

**Note:** ADP is only able to pull and run your last payroll exactly as is. We do not have the option to select a different run or make edits.

## Delivery of Paychecks

**Question:** Can I change my delivery address?

**Answer:** We are strongly encouraging the use of all digital resources at this time.

As part of your PAYROLL SCHEDULE> you can “Edit Schedule” to modify your input and/or delivery date and delivery address.

**Question:** Can I have checks mailed directly to employees?

**Answer:** First, please be advised that ADP is strongly encouraging 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. As additional closings happen 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 contact your support team through Service Connect to put in this request:

SUPPORT? > Service Connect> + Add New Request > Select company code, enter title, description > enter any additional notes, add attachments if needed > Click DONE > Review and click SUBMIT or PREVIOUS to make corrections.

**Note:** Turning on the direct mail feature is a done at a company level. This will directly mail all paper statements and checks. It cannot be set on an individual level.

## Other info

ADP has provided more information related to COVID19 at ADP’s support site *The Bridge*

<https://thebridge.adp.com/docs/DOC-13271>