ftwilliam.com Compliance User Group Meeting #41

April 4, 2017

Wolters Kluwer
Law & Business

Agenda

* Transactions:
  * Tips for uploading vendor files
  * Troubleshooting
  * Vendor Updates
* Miscellaneous Menu
* Tools/Settings Menu
  * Report options
* Recent enhancements to the contribution history screens
* Tip of the month
* Open Forum

Jane Nickalls

Transactions

Vendor Uploads – General Rules

* After you download the file from the vendor:
  * If it’s a .CSV file then open and 'save as' to your hard drive
  * Save other file types without opening
* **Before** uploading the file to ftwilliam.com:
  * Set up accounts & sources as you want them under Plan Specs/General Features
  * Map vendor sources on the Transaction Menu
    * Usually first year only, unless you copy plan specs from the document when adding the new year end

Vendor Uploads – General Rules

* Worksheet is available with information about the vendors in the Help Center that we keep updated
  * In Help Center select **‘Transactions’** , then ‘V**endor files - file types & tips’**
  * All vendors are slightly different
* Your contact at the vendor is usually the best source of information on their procedures and files
* Please let us know if you have additional information on a vendor

Vendor Uploads – General Rules

* Most vendor’s files have the plan ID in one of the columns in the file
  * Exception is Principal – file name must be 12345_XXX, where 12345 is plan ID and XXX can be anything
  * Several vendors require plan ID to be part of the file name
* Make sure the file suffix is correct for the file type

Troubleshooting Vendor Uploads

* File will not upload
  * Sources not mapped
  * Wrong file used
  * File suffix incorrect, e.g. .xlsx not .csv
  * Wrong version selected - American Premier, Lincoln, VOYA, Empower each have two versions
  * File name incorrect – some vendors require ID code used as file name
    * Also Principal has very specific requirement

Troubleshooting Vendor Uploads

* Suggestions when a file will not upload
  * Click 'Update' 1-2 times on source mapping screen
  * Format the SSNs
  * Delete the header row
  * Rename the file - open it and save as 'XXXXXX.csv' where XXXXXX is the plan ID
* Check the file for non alpha-numeric characters, e.g. apostrophe, accent etc.

Troubleshooting Vendor Uploads

* Problems adding transaction batches from allocations
  * Make sure the allocations is run and the allocation report is populated
  * Check sources:
    * Contribution batches cannot be created with sources added manually – need to delete & trigger the system sources
    * Wrong source may be added, e.g. if all non safe harbor match contributions are 100% vested, need to use Match100 source
* Error messages on Transaction screen
  * Check source & account setup
  * Check batches for missing data in source or account columns

Vendor Uploads - Updates

* Hartford & Mass Mutual - may be an RMAP or a CSV file
  * If RMAP select Mass Mutual as vendor
  * If CSV select Hartford-MFS
* Voya
  * Our understanding is that all will be switching to Voya-Omni format including source codes
  * 2016 files are in Excel format rather than fi1
  * 11/30 & 12/31 2016 PYEs should still be available in fi format until May 2017
  * We will be updating our upload; in the meantime you may need to use the generic or SRT upload

Vendor Uploads - Additional Notes

* Generic & SRT formats
  * Either can be used for uploading from a vendor we don’t have a custom upload for
  * Templates are in the Help Center under ‘Transactions’
  * No ID Code needed for generic; use a dummy one for SRT
  * Use the source codes listed on the template

Uploading Transactions in Batch

* The following vendors have the option to download a zip file containing transaction files for multiple plans and ftwilliam can upload the zip file:
  * John Hancock
  * Lincoln Director Product
  * Voya – fi1 format only; no batch for Excel format
* Detailed instructions are in the user guide

Janice Herrin

Miscellaneous Menu

Miscellaneous Menu

- Tasks that feed to other software modules – 1099-R & 8955-SSA can be run globally
  - 5500 Data Report – participant counts
  - 8955-SSA Export
  - 1099-R Export
- Other tasks – can be run globally
  - RMD – calculates required beginning dates and minimum distribution amounts
- All these tasks require the data scrub and one of the financial or vesting reports to be run

Miscellaneous Menu

- Miscellaneous Reports
  - Summary of Test Results – one page summary of all test results
  - Plan Highlights – includes testing parameters; intended for client use
  - Vesting export reports – two versions; both can be run at plan level or globally for all plans
    - These will run the vesting calculations - the global option will calculate vesting for all plans so long as the data scrub has also been run

Janice Herrin

Tools & Settings Menu

Tools & Settings

* Clone
* Workflow Grid
* Batch add new year-end
* Print setting
* Global participant search
* Conversion upload
* History upload
* Tool to recalculate eligibility

Global Print Settings - Report Styles

- Users can create new styles for reports under Tools/Settings=>Print Setting=>Global
  - Copy one of the * ftw styles, or edit another style
  - Change font, margins, borders, shading, color options
  - Add custom messaging for participant statements
  - Add client letter & your firm name
  - Changes made impact all plans
- Select report print style and orientation from Tools/Settings=>Print Setting=>Plan Level

Global Print Settings - Report Content

* Designated Admins can select options for most standard reports under Tools/Settings=>Print Setting=>Global
  * Select a report from 'Edit/Create Custom Styles' drop-down and click 'Edit'
  * Add & remove columns, add fields, select order of participants
  * Options for client package content also available
  * SSN masking option set here
  * Selections apply across all plans

Janice Herrin

Enhancements to the Contribution History Screens

Contribution/Distribution History

- Data feeds from posted transaction batches
- Run any of the transaction reports to populate
  - May need to go back to prior years and run a report to populate the history
- Data accessible from drop-down on Edit Census screen – select a participant=>Edit=>View History=>Contribution/Distribution
  - View on webpage or download to CSV file

Contribution/Distribution History

- Use the history upload options to add data for plan years not in ftwilliam.com
  - Tools/Settings=>History Uploads
  - Select Contribution or Distribution
    - Download a sample file, add data, save and upload
    - Data added is for information only – does not impact plan calculations

Jane Nickalls

Wrap-up

Getting Help

* Two user guides are available – regular & quick start
* Help Center
  * Includes troubleshooting information on using the software
* All the above are accessed from the Wolters Kluwer logo drop-down or the 'Help' link at the top right of any plan in compliance
* Contact support@ftwilliam.com if you can't access the Compliance Help Center

Getting Help

* Compliance User Group
  * Contact support@ftwilliam.com if you have colleagues who would like to join
* Call (800)596-0714 or email support@ftwilliam.com with specific questions – hours are 8 AM to 5 PM CT on weekdays
  * Please send emails from the plan you are working in – allows us to see the problem
  * Please don’t sent emails to our personal email accounts

Tip of the Month

* When uploading census data check and check again that you have the correct file
  * There's no way to back data out census data once it's uploaded except by deleting the year-end

Open Forum

* Hope to see you at one of our 2017 one day conferences:
  * June 20 in Rosemont, IL
  * August 8 in Philadelphia
* Next User Group meeting – Tuesday, May 2, 2017
* Ideas for future agenda items?
* Questions, thoughts, suggestions…..
* Thank you for attending