

ftwilliam.com Admin Software User Group Meeting

Meeting #18 June 3, 2014

Agenda

- The Transaction Menu
 - Traditional plans - adding transactions from the testing side
 - Downloading & uploading files from the vendor
 - General guidelines
 - Help with specific vendors
- Admin software User Forum
- User Group participation incentive
- Survey results
- Open discussion



Preparation for Transactions

- ALWAYS set up accounts & sources BEFORE adding or uploading transactions
- Generally do not need to use investment accounts when assets are all with a vendor
 - If you do, account ID = VENDOR
- Always use investment accounts when allocating earnings, or with brokerage accounts or using the ftw loan module
- More information about setting up accounts and sources is posted in the forum



Transactions for Traditional Plans

- Add a beginning balances batch
- Create contribution transaction batches from the allocation run on the testing side
- Add distributions, forfeitures etc. etc. manually
- Allocate earnings
- Add an ending balances batch before closing out the year



Beginning Balances Batch

- If there's a prior year ending balance batch – add a prefilled batch from that
- If not click to 'Create Beginning Balances from Sources'
- Download to CSV file, add data to spreadsheet and upload



Troubleshooting Contribution Batches

- If you don't see a link to add a particular batch, likely reasons are:
 - Sources not set up – always need to get rid of 'Caution' messages
 - Sources added manually
 - Need to delete any other batches containing this source, then click 'Add Default Sources' link on Source Setup screen
 - Contribution was in the incorrect column on the census
 - Do Allocations task not done

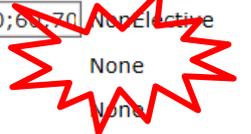
Screenshot of Manual Source

Source Setup

Update | [Loan Source Distribution/Hierarchy](#) | [Add Default Sources](#)

Seq	SourceID	Suppress	Top Heavy	Source Name	Source Desc	Test Other	Contribution Source
100	401K	No	Yes	Elective Deferral	Elective Deferrals	N/A	ElectiveDeferral
110	ROTH	No	Yes	Roth Deferral	Roth Elective Deferrals	N/A	Roth
120	QMAC	No	Yes	QMAC	Qualified Matching Contributions	N/A	QMAC
130	QNEC	No	Yes	QNEC	Qualified Nonelective Contributions	N/A	QNEC
140	PENSION	No	Yes	Pension	Pension Contribution	Other6	None
150	MATCH	No	Yes	Matching Contributions	Employer Match	100%	None
160		No	Yes			100%	None
170		No	Yes			100%	None
180		No	Yes			100%	None
190		No	Yes			100%	None
200		No	Yes			100%	None

Delete this source!



Adding Manual Batches

- Click 'Create New Batch'
- Select a transaction and enter a name
- Open the batch, select a participant and click 'Add Transaction'
- Be sure to enter all dates, and enter distributions and transfers out as negatives

Allocating Earnings

- Need to have beginning balances batch and no ending balance batch posted to add
- For pooled account enter the total earnings
 - Software will allocate across participants and sources
- For individual brokerage accounts enter the earnings for each participant listed
 - Software will allocate across sources
- Formula entered on Source Setup screen



Earnings Formula

- Weight by source
 - Current year contribution factor is just contributions – default is zero
 - Current year factor is all other activity except earnings – default is 100%
- Choose method
 - Traditional takes beginning balance less money going out plus contributions all per their weighting
 - All transactions takes beginning balance plus money coming in less money going out plus contributions all per their weighting



Earnings Formula

hierarchy | Add Default Sources

Source Name	Source Desc	Source External ID	Vesting	Vest Other	Contribution Source	Earnings Alloc Meth	Curr Yr Factor	Curr Yr Contrib Factor	Account Inform
Elective Deferral	Elective Deferrals		100% ▼	N/A	ElectiveDeferral	Bal Forward - Trad ▼	100.00	50.00	Edit
Roth Deferral	Roth Elective Deferrals		100% ▼	N/A	Roth	Bal Forward - Trad ▼	100.00	50.00	Edit
Matching Contribution	Matching Contribution		2-6 Year Graded ▼	N/A	Matching	Bal Forward - Trad ▼	100.00	50.00	Edit
QMAC	Qualified Matching Contribut		100% ▼	N/A	QMAC	Bal Forward - Trad ▼	100.00	0.00	Add
QNEC	Qualified Nonelective Contril		100% ▼	N/A	QNEC	Bal Forward - Trad ▼	100.00	0.00	Add
Profit Sharing	Profit Sharing Contribution		2-6 Year Graded ▼	N/A	NonElective	Bal Forward - Trad ▼	100.00	0.00	Edit
			100% ▼	N/A	None	Bal Forward - All Trans ▼			N/A
			100% ▼	N/A	None	Bal Forward - Trad ▼			N/A
			100% ▼	N/A	None	Bal Forward - Trad ▼			N/A
			100% ▼	N/A	None	Bal Forward - Trad ▼			N/A
			100% ▼	N/A	None	Bal Forward - Trad ▼			N/A

Earnings Allocation - Basis Methods

Current Year Factor =100%; Current Year Contribution Factor= 50% all sources

All Transactions

Beginning Balance Adjusted by	
Subtracting 100% of	Distributions In-service distributions ADP/ACP Corrective distributions Insurance premium payments Transfers Out, Forfeitures Loan Distributions
Adding 100% of	Transfers In Loan Repayments Forfeiture Allocations
Adding 50% of	Contributions

Traditional Method

Beginning Balance Adjusted by	
Subtracting 100% of	Distributions In-service distributions ADP/ACP Corrective distributions Insurance premium payments Transfers Out, Forfeitures Loan Distributions
Adding 50% of	Contributions

Troubleshooting Earnings Allocation

- No earnings calculated
 - Most likely cause is no beginning balance and contributions not weighted
- Participants who took a total distribution are getting earnings
 - 'Current Year factor' needs to be set to 100
 - Distribution batch needs to be posted when earnings batch is added
 - Non-vested balance has not been moved to forfeiture

Uploading Transactions from a Vendor

- General points
 - CSV files – open the file before saving. If any of the formatting looks odd (e.g. SSNs or other numeric fields), re-format before saving the file
 - Other file types – do not open, save the file directly to your hard drive. E.g. pas or text files
 - MAC's use Save As 'Windows – csv'
 - Map sources to ftw sources
 - Several uploads require Contract number as file name



Common Issues with Vendor Uploads

- Switching vendors mid-year needs a workaround – step by step instructions are in the forum
- Uploading a vendor file with former participants not in the census will create census records above the census grid
 - Add back to grid to enter the missing data, then re-upload the original census to move them back above the grid



Common Issues with Vendor Uploads

- Uploading a vendor file with a different SSN will create a duplicate census record
- Step by step instructions for merging the records are posted in the forum



List of ftw Vendors

- A list of current vendors with notes is available on the forum
- Please send us any information you can add to this spreadsheet



Update on Vendors uploads

- Two uploads need reprogramming - use the ftw Generic upload instead
 - AUL/One America
 - Expert Plan
- Files need the header row removed before uploading
 - American Funds
 - Lincoln v2
 - Hartford- MFS



New Vendor Upload

- Supply the following
 - Sample file that any TPA can get from site
 - List of source codes
 - File name on site
 - Sharable instructions to get file from site
 - Screenshots are great so long as they contain no confidential information
 - Vendor contact name & email address/phone



Admin Software User Forum

- Accessed through Zendesk
- Users will need to update their account & create a password
- Troubleshooting help for the software
- Share ideas, ask questions – both from other users and the ftw support team



Log in to ftwilliam.com support

Email address

Sign in using



Password

or

(Help! I don't know what to enter here!)

Remember me on this computer

Log in

New to ftwilliam.com support?

[Sign up to submit and track your requests online. »](#)

No password?

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

- <https://ftwilliam.zendesk.com>
- If you have emailed support previously you are already registered
- Click the link to create a password
 - You will receive an email with a link to a website to set a password

Administration Software Users Forum »

▼ actions

Eligibility (4) »

- Eligibility or entry dates are incorrect
- Clearing bad termination dates
- Elig - First year on ftw, ppt worked < 1000 hrs this year but more in prior years

Contributions (3) »

- I'm uploading match on the census but the amounts are not sticking
- When I do the allocation the nonelective contributions are not calculating
- non-calendar year plan and I need to somehow tell the system what the catch

Loans (6) »

- Conversion loan - amortization schedule from ftw does not match the one from
- The software is telling me there's no loan amount available but there is!
- Conversion loan repayments

Compensation (1) »

- 414(s) Compensation Test - How do I enter compensation for the comp test?

Allocations (4) »

- Self-Employment Income Calculation
- Allocation won't run
- 'Maximize' option won't work

Investments (1) »

- participant investment splits

HCEs & Keys (3) »

- Top Paid Group - Tie Breaker Determination
- First year on ftw - if the Top Paid Group option is selected
- Someone should be an HCE or key and is not

Vesting (3) »

- How do I get the vesting to be correct for my prior year terms?
- Why are my prior year terms shown as 0% vested?
- 1st year on ftw - Vesting is incorrect for terminated participants

Top Heavy Testing (3) »

- My top heavy test shows zero balances
- In-service distributions are not being added back to the balances in the TH te
- Top-heavy minimum amounts not being calculated

Admin Software User Group Materials (13) »

- Slides from User Group Meeting November 5, 2013
- Slides for User Group Meeting May 6, 2014
- Slides for User Group Meeting April 1, 2014

Transactions (10) »

- The Standard - Asset Custodian
- Sorting Statements by Division/Location
- Vendor files - file types & tips

Miscellaneous (1) »

- Fixing duplicate participant records in the census

Making More of the 'User' Group

Participation!!!

Admin User Group Objectives

- To maximize the value to members through:
 - Demonstrating new features
 - Sharing best practices
 - Discussing successes and challenges
 - Brainstorming ideas for software enhancements
- Make this group a resource for users
- Promote interaction between users.



The group

- Started in 2012
- Over 100 members as of May 2014
- Access to the Admin forum
- Monthly WebEx meetings
 - ftw demonstrates features
- ‘Meet and Greet’ at the ftw User conference in August



New Meeting Format

- User Participation
 - Share ideas & experience
 - Demonstrate how you use the software
- ftwilliam.com Participation
 - Demonstration
 - News
 - Released enhancements



Making More of the 'User' Group

Challenge!!!

Competition

- We are soliciting the following:
 - Share your favorite feature of the admin software
 - Share an 'Ah ha moment' with the software
 - Suggest a topic for a future user group meeting
 - Suggest a topic for a future user group meeting **AND** volunteer to lead discussion on it
 - Supply new vendor information (mentioned above)



Making More of the 'User' Group

Motivation!!!

Incentive

- All entries will go into a drawing at the User Conference – Admin User Group ‘Meet and Greet’ August 3, 2014
- Drawing is for an AMEX gift card (amount to be announced during June meeting)
- You DO NOT have to attend the user conference to win
- Submit your entries between now and August 1, 2014 to support@ftwilliam.com



Increase Your Odds

	#
Share your favorite feature	1
Share an 'Ah ha moment'	1
Suggest a topic for a meeting	1
Suggest a topic AND ftw demos it	2
Supply instructions for a current vendor (not ING, John Hancock, Lincoln)	2
Supply new vendor information	3
Suggest a topic AND volunteer to lead	6

Recent Admin Webinar Survey

- 111 responses so far – thanks to those who participated!
- Results:
 - Basic class 77% said yes
 - Advanced class 96% said Yes
 - Both will be offered at the user conference in August
 - We anticipate also offering both webinars via WebEx before the end of 2014



Recent Admin Webinar Survey

Answer Choices	Responses
Setting up accounts & sources	65.8%
Census grids	72.1%
Using the Other Imports/Exports/Reports screen	80.2%
The data scrub	55.9%
Uploading transactions	61.3%
Printing Parameters and the client package	50.5%
The Miscellaneous Tasks menu	55.9%
Loans	59.5%



Open Discussion

- Next meeting – Tuesday, July 1, 2014
- Ideas for future agenda items:
- Questions, ideas, suggestions.....
- Remember our User Conference August 3-5, 2014 in Chicago
- Thank you for attending!