ftwilliam.com Compliance User Group Meeting #37

August 2, 2016

Wolters Kluwer
Law & Business

AGENDA

- New ftwilliam.com Help Center
- Update on Train the Trainer
- Transactions:
  - Setting up accounts & sources
  - Common problems uploading vendor files
- Tip of the month
- Open Forum

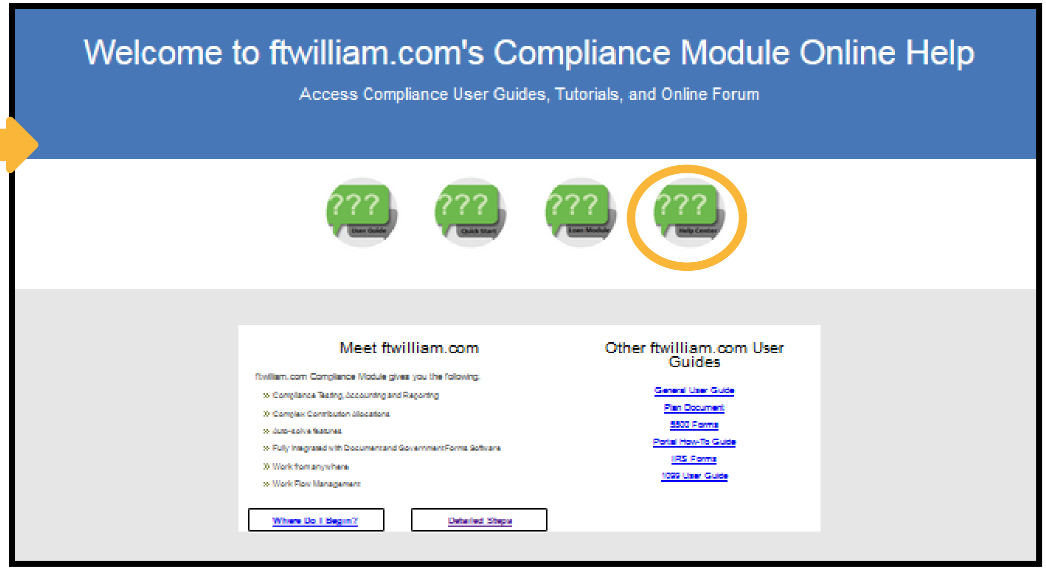
Janice Herrin

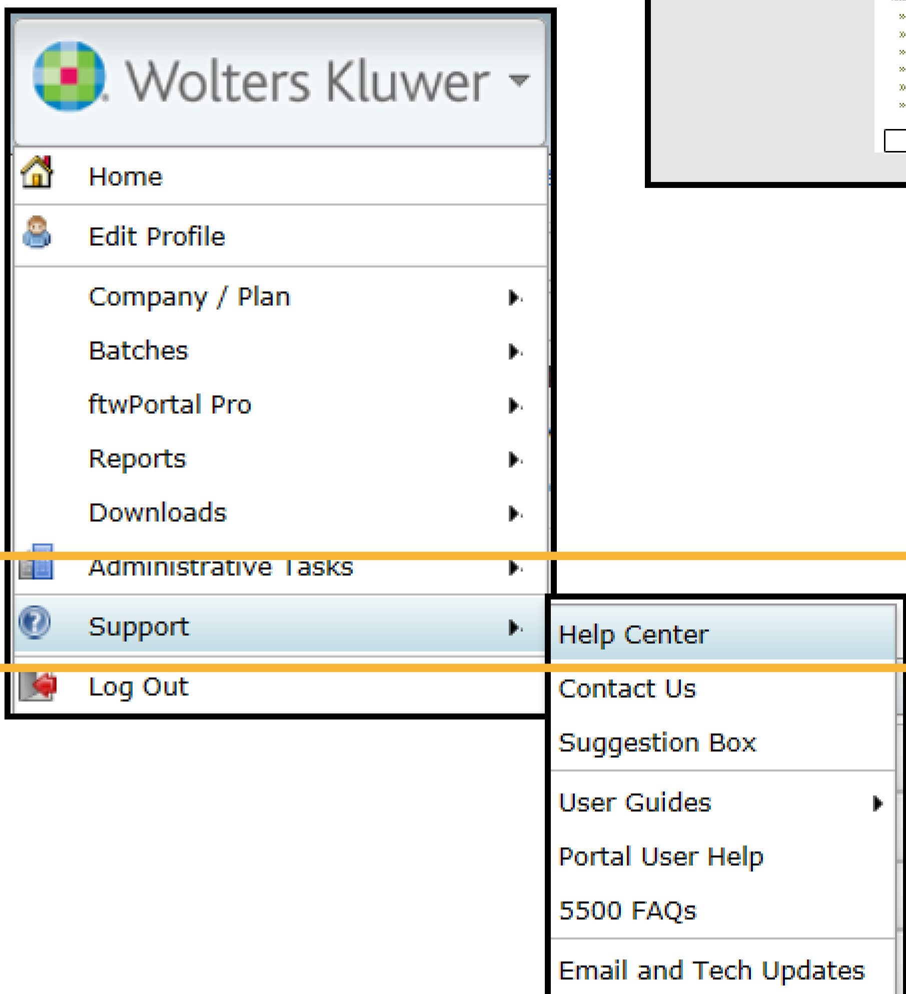
NEW FTWILLIAM.COM HELP CENTER

ABOUT THE HELP CENTER

- Most ftw software modules now have their own Help Center
- For compliance users the Help Center replaces the User Forum
- Access is available from:
  - The Wolters Kluwer logo – select Support=>Help Center
  - The ‘Help’ link at the top right of any screen in compliance – select ‘Help Center’
  - User Name in upper right/dropdown
  - The old Forum URL

HELP LINK



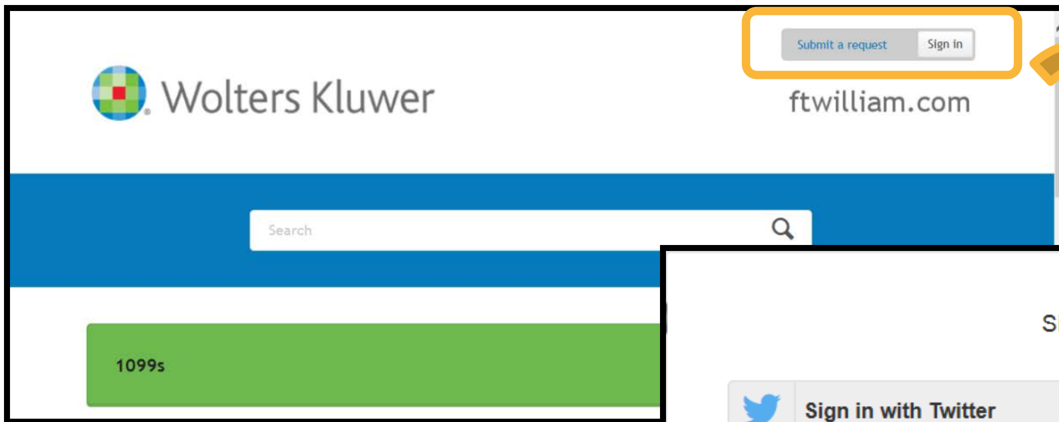


WK BUTTON

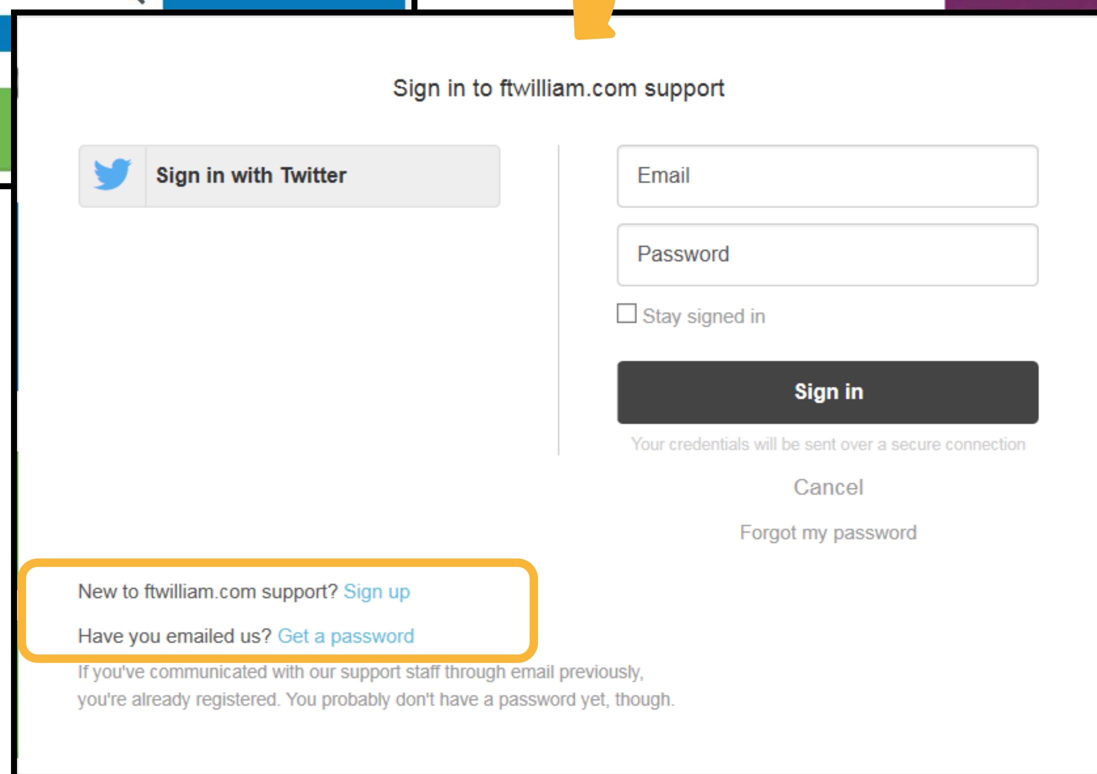
ACCESS TO THE HELP CENTER

- No login required - either link takes you right to the Help Center
- Access is restricted to Compliance Module users – need to be tagged
- Contact support@ftwilliam.com if you don’t see a link for Compliance
  - Anyone who had access to the Forum will have access to the Help Center
  - If not you will need to create an account

ACCESS TO THE HELP CENTER

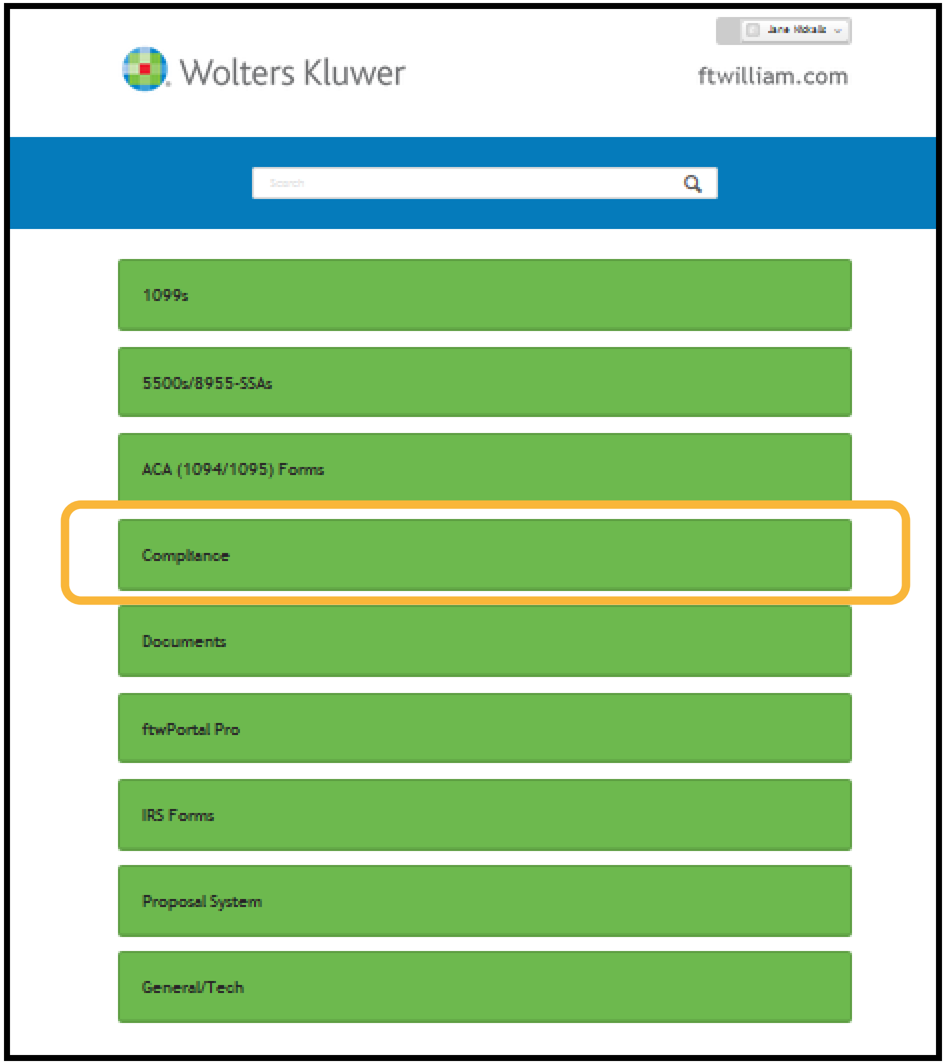


- Get a password if you have emailed support@ftwilliam.com
- Sign up if you have not
  - Also contact us for help seeing compliance section



HELP CENTER HOME PAGE

- Click the ‘Compliance’ section



COMPLIANCE HELP CENTER HOME PAGE

<u>Eligibility</u>

Eligibility or entry dates are incorrect

Error Messages on the Scrub Results Screen

Clearing bad termination dates

Eligibility - First year on ftw, ppt worked 1000 hrs this year but fewer in prior years so shows as eligible when he should not be

Eligibility - First year on ftw, ppt worked fewer than 1000 hrs this year but more in prior years; shows as not eligible when she/he should be.

<u>HCEs & Keys</u>

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

<u>Contributions</u>

How should you code the allocation parameters screen for a plan with triple stack match?

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-up contributions are.

<u>Vesting</u>

Vesting is incorrect for several active participants

Why are my prior year terms shown as 0% vested?

First year on ftw - vesting is incorrect

Janice Herrin

TRAIN THE TRAINER INITIATIVE

TRAIN THE TRAINER

- Initiative to offer more training to a designated, in-house, Compliance Module Expert
  - Ensure the expert is comfortable with basic features to train other users
  - Train the expert on the steps for typical trouble shooting
  - Train on Top Ten support issues
  - Offer suggestions on ftw features that your company may not be using
  - Recommend the trainer documents procedures

TRAIN THE TRAINER

- Note went out to master users July 26 asking for name(s) of designated trainer(s)
  - Responses are coming in daily – deadline is August 19
- You may wish to contact your firm's master user and volunteer
- Planning 2-3 training webinars in September

Jane Nickalls

TRANSACTIONS

ACCOUNTS & SOURCES

- ALWAYS set up accounts & sources BEFORE adding or uploading transactions
- More information about setting up accounts and sources is available in the Help Center
- Plan Specifications=>Edit; expand first section
  - Add asset custodian if using
- Click on the ‘Work with Sources/Inv Accounts’ link

SETTING UP ACCOUNTS & SOURCES

- When to use investment accounts
  - Assets in different places
  - Doing earnings allocation
  - Plan has brokerage accounts
  - Using the loan module
- Generally do not need to use investment accounts when assets are all with a vendor
  - If you do, Account ID = VENDOR

INVESTMENT ACCOUNTS

- Account ID
  - Internal identifier – can be anything you choose apart from when some assets are with a vendor – then VENDOR
- Account Name
  - This appears on reports & statements
- Account Type
  - ‘Brokerage’ means earnings can be allocated to individual participants, otherwise cash
  - Only one account can be brokerage

SETTING UP SOURCES

- If no sources are listed, click 'Add Default Sources'
  - Use system generated sources whenever possible
  - Manually added sources do not accept contributions
- Suppress sources not being used
- Add/check vesting schedule
- Enter earnings allocation method

SETTING UP SOURCES

- ‘Do with Selected’ option – select one or more sources and:
  - Edit Account Information
  - Suppress or un-suppress
  - Delete
- Use this to add investment accounts to sources if using
  - Or ‘Add all Investments to all Sources’ on Investment Accounts screen

SETTING UP SOURCES

Sources/Accounts

Financial data import vendor:	None
	Export Vendor List by Plan
	Work with Sources/Inv Accounts

SourceID	Suppress	Top Heavy	Source Name	Source External ID	Vesting	Vest Other	Contribution Source	Earnings Alloc Meth	Curr Yr Factor
401K	No	Yes	Elective Deferral		100%	N/A	ElectiveDeferral	Bal Forward - Trad	100.00
ROTH	No	Yes	Roth Deferral		100%	N/A	Roth	Bal Forward - Trad	100.00
MATCH	No	Yes	Matching Contribution		2-6 Year Graded	N/A	Matching	Bal Forward - Trad	100.00
QMAC	Yes	Yes	QMAC		100%	N/A	QMAC	Bal Forward - Trad	100.00
QNEC	Yes	Yes	QNEC		100%	N/A	QNEC	Bal Forward - Trad	100.00
PS	No	Yes	Profit Sharing		2-6 Year Graded	N/A	NonElective	Bal Forward - Trad	100.00
	No	Yes			100%	N/A	None	Bal Forward - Trad	
	No	Yes			100%	N/A	None	Bal Forward - Trad	
	No	Yes			100%	N/A	None	Bal Forward - Trad	
	No	Yes			100%	N/A	None	Bal Forward - Trad	
	No	Yes			100%	N/A	None	Bal Forward - Trad	

Update | Do with selected:

SETTING UP ACCOUNTS

Use Investment Accounts to track Participant balances: ◉ Yes / ○ No
Work With Investment Accounts

Investment Accounts

Loan Inv Account Distribution/Hierarchy

AccountID	Account Name	Account Description	Type	Del
POOLED	Pooled Account	XYZ Bank	Cash	
VENDOR	Lincoln	Lincoln Financial	Cash	
BROKERAGE	Schwab	Schwab SDB accou	Brokerage	
LOAN	Loan Fund	Loan	Cash	
			Cash	
			Cash	
			Cash	
			Cash	
			Cash	

☐ Add all Investments to all Sources

Close Update

- Add one or more investment accounts
- Account Name will display on reports
- Type is Cash or Brokerage

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
  - Other file types should be saved 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 **before** uploading the file
    - Usually first year only, unless you copy plan specs from the document when adding the new year end

VENDOR UPLOADS - GENERAL RULES

- There's a spreadsheet with more information about each vendor in the Help Center that we try to 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

VENDOR UPLOADS - ADDITIONAL NOTES

- Hartford & Mass Mutual
  - MM purchased Hartford business in 2013 - MM file format used for 2013 & 2014 files (RMAP)
  - For 2015 and later files select Hartford-MFS as the vendor
- Guardian & Met Life
  - We have no information about what file to request, just that both are text files
  - Help please!

VENDOR UPLOADS - ADDITIONAL NOTES

- AUL/One America
  - Upload currently does not work – if anyone has plans on this platform, please send us any information you have
- Expert Plan
  - Apparently is now owned by Ascensus

UPLOADING TRANSACTIONS IN BATCH

- The following vendors have features to download a zip file containing multiple plan files and ftwilliam can upload the zip file:
  - John Hancock
  - Lincoln Director Product
  - ING
- Detailed instructions are in the user guide

TIP OF THE MONTH

- Problem printing reports?
  - If a report or the client package won't open, or opens with no real data, the following may the problem:
    - Error on the transaction menu screen
    - Accounts & sources not set up correctly
    - Problem with print style – change print style under Tools/Settings=>Print Style=>Plan Level

OPEN FORUM

- Hope to see you at our fifth customer conference – August 17–19 in Chicago!
- Next User Group meeting – Tuesday, November 1, 2016
- Ideas for future agenda items?
- Questions, thoughts, suggestions……
- Thank you for attending