



**FILE UPLOAD**

# Your guide to processing payroll with Empower

## YOUR TIMELINE

60  
DAYS OUT

### › Website access

Your organization will receive instructions to review and approve Plan Service Center (PSC) web access. We'll map over authorization access to all appropriate payroll contacts. You'll receive an email outlining additional details for payroll and what you'll need to do.

**Note: Someone from your organization must have PSC access to process and/or review payroll files. Anyone who needs to have access to the payroll reconciliation reports must have access to the PSC.**

30  
DAYS OUT

### › Pre-migration preparation

You'll receive an email outlining what's next and what you need to do.

- Reminder to call the bank to update your banking code
- Additional mailing/wire instructions

**Note: Our preferred method of payroll remittance is ACH debit.**

★  
WEEK OF  
MIGRATION

### › Payroll report

You may receive two payroll/loan updates the week of migration: one for your normal submission and a second to capture any participant changes between your file submission and the start of migration.

★  
MIGRATION  
DAY

### › Day 1

**Receive credentials:** We'll send you two separate emails for security reasons: one with your username and the other with your password.

**Website login:** Log in to the Plan Service Center (PSC) to familiarize yourself with the navigation.

## IMPORTANT INFORMATION ON PROCESSING YOUR PAYROLL

Remember, you can continue using your existing format to create your payroll file. Empower has reviewed your past payroll submission process and determined that the method shown below will be the best fit for you going forward.

As part of the migration, you'll now have new ways to ensure accurate information is being submitted/uploaded, creating a more consistent process.

### **Data validation**

We will process your file and alert you of any concerns.

### **ACH debit funding**

This is a preferred method as it allows Empower to quickly pull funds and process payroll to participants' accounts. Using alternate methods could result in delays in processing your payroll.

### **Payroll funding**

Funding will need to be consistently provided. If any funding is submitted via wire, all funding will need to be submitted via wire. Funding cannot alternate between different funding methodologies (wire, ACH, check).

# PROCESSING YOUR PAYROLL USING A FILE UPLOAD

Follow these steps to process your payroll.

## File upload

- Log in to the Plan Service Center (PSC).
- Select *Payroll*, then click *Upload payroll file* on the Plan Summary page.
- File name convention displays under File Name.
- File name should not have any spaces or special characters.
  - The asterisk (\*) is a wild card. You may use anything in place of the asterisk.
- Click *Browse* to select the file to upload, then click the *Upload File* button.

## Steps to load your file (remit information)

We'll process your file and alert you of any concerns.

EMPOWER PLAN SERVICE CENTER

Home / SAMPLE SAVINGS PLAN / Plan Summary

Plan Summary

Implementation Page

- Plan
- Participants
- Payroll

Payroll Overview

Enter payroll

Upload payroll file

Process payroll file

Pending contributions

Payroll correction

TASKS/ACTION CENTER

Alerts (0) Reporting (0) File sharing (0) Notifications

I WANT TO >

Plan

76% MEDIAN LIFETIME INCOME SCORE

Investments (11 funds)

\$2,360,000.00

Participants with a balance

28

SAMPLE Company Plan As of 03/17/2023 MEDIAN LIFETIME INCOME SCORE Details

Plan ID	1XXXXX-XX
Average participant balance	\$45,384.62
Plan-level balances	\$3,737.39

76% of my goal

BENCHMARK 69%

TOP 10% 83%

▲ 5.7%

File Upload

Following are the list of files which you have been authorized to upload:

File Name
932777*payroll.csv
gpp_932777-01_p1.csv
932777-01_testfile.txt
932777-02R.Jestfile.txt

Please click the browse button below to select a file from your PC:

File to upload:

## Reporting

- Payroll reports, if set up, will go to a person who is designated to receive the files. We will send an email with instructions on how to download the files.
- Payroll confirmation, if set up, will go here under *File Sharing > Payroll confirmations*.

Currently viewing the **Payroll confirmations** folder [Manage folder notifications](#)

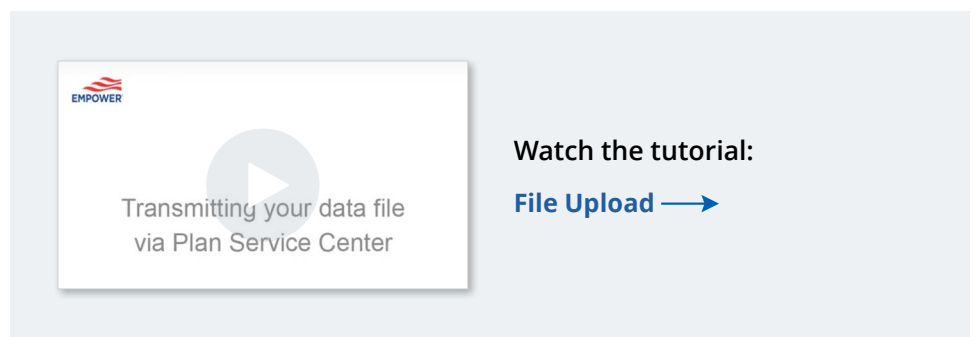
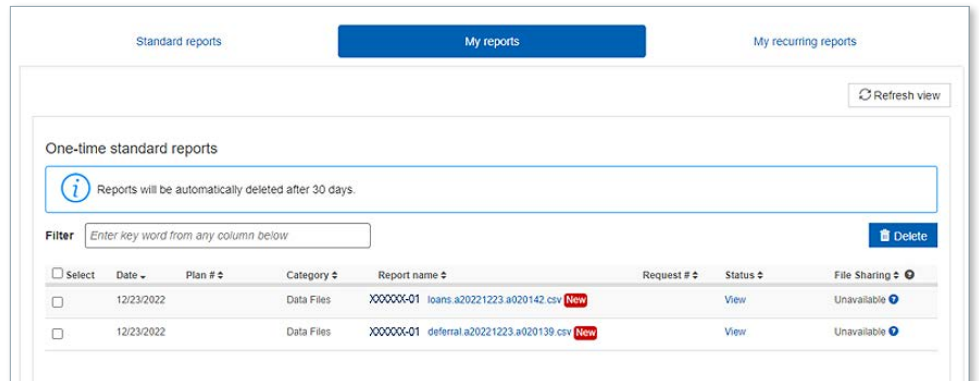
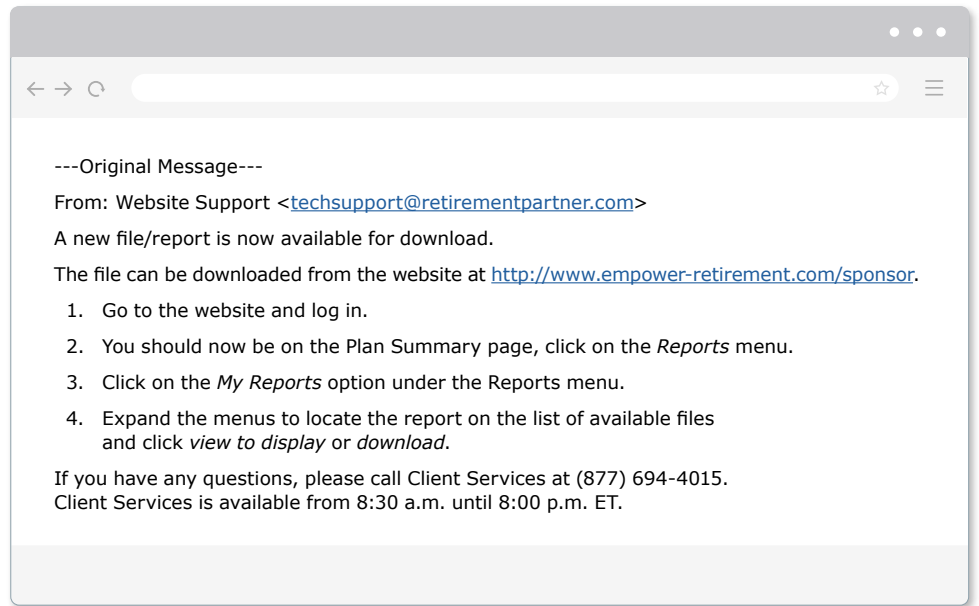
Filter:  [More filter options](#) [Refresh view](#)

Document name	Version	Category	Modified by	Modified	Action	Division
CASH RECEIPT TUR NAROUND DOCUME NT_2023-07-03 11:42:25	1	Remittance confirmations	System	07/03/2023	Download	Plan Level
CASH RECEIPT TUR NAROUND DOCUME NT_2023-07-03 11:34:06	1	Remittance confirmations	System	07/03/2023	Download	Plan Level
CASH RECEIPT TUR NAROUND DOCUME NT_2023-07-03 11:33:34	1	Remittance confirmations	System	07/03/2023	Download	Plan Level
CASH RECEIPT TUR NAROUND DOCUME NT_2023-07-03 10:35:34	1	Remittance confirmations	System	07/03/2023	Download	Plan Level

## Participant contribution and loan change files (feedback)

Participant change files will be delivered based on the way you previously received your files.

- Previously sent by secure email:
  - You will receive an email reminder when the file is ready.
  - The files will be posted on the Plan Service Center (PSC) under My Reports.
- Previously sent by direct transmission via FTP:
  - You will receive by direct transmission via FTP.



## Things to know and helpful resources

As you begin the new payroll process here at Empower, we wanted to share with you a few items of note along with some helpful resources to assist you with your new experience.

### Payroll funding

- Our preferred funding approach is ACH debit as it allows us to quickly pull funds and process payroll to participant accounts. While we will accept funding via wire, files, and checks, using these methods could result in delays in processing.
- Funding must be consistently provided. For example, if you submit your funding via wire, all funding must be submitted via wire.

### Remittance information

We will provide you with new banking information approximately 30 days from your migration date.

### Website access

Make sure you — and all of your payroll team — have access to our Plan Service Center. We will send provisioning information approximately 60 days from your migration. You can review who has access and make necessary changes/additions at that time.

### Payroll files

- Payroll frequency will be a required field in your payroll file.
- Actual date of birth (DOB) and date of hire (DOH) dates must be provided. “Dummy” dates will no longer be accepted.

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