



Your guide to processing payroll with Empower











➤ 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.

> 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

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

> 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.

> 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

Validations may need to be administered at the time of submission and require you or someone from your payroll team to update your payroll data in the PSC before files will be processed. This new approach will help prevent downstream impacts from incorrect data and provide a more optimal experience for participants.

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).

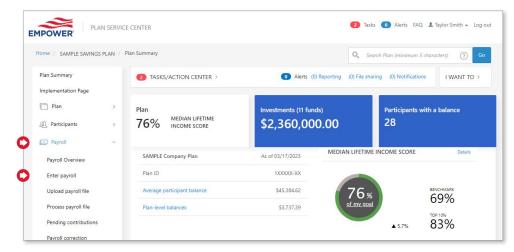
PROCESS YOUR PAYROLL WITH GUIDED PAYROLL (MANUAL PAYROLL ENTRY)

Follow these steps to process your payroll.

Step 1

Enter your payroll information

- Log in to the Plan Service Center (PSC).
- Select Payroll, then click on Enter payroll on the plan summary page.
- Enter the payroll date, Expected Contribution Total, and division* (if applicable).
 The Expected Contribution
 Total includes participant and sponsor contributions and loan repayments as applicable.





Step 2

Select your money sources

Select the appropriate contribution sources for the payroll. Once these have been selected, the *Continue* button will turn blue.

Note: For future payrolls, you can use the *Show/Copy* button to copy from the last payroll entry.



^{*}Label varies depending upon your plan setup.

Step 3

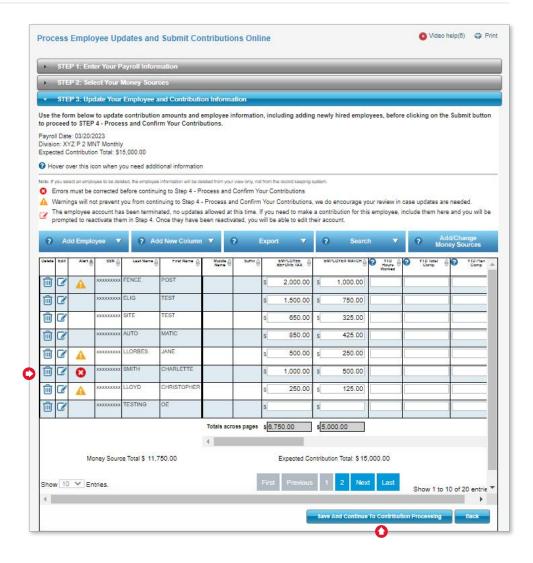
Update your participant and contribution information

Enter contribution and loan repayment information in the appropriate columns.

You can add a participant here if they do not appear in the list.

All red **X** errors must be cleared before you can continue.

Click on Save and Continue to Contribution Processing.



Step 4

Process and confirm your contributions

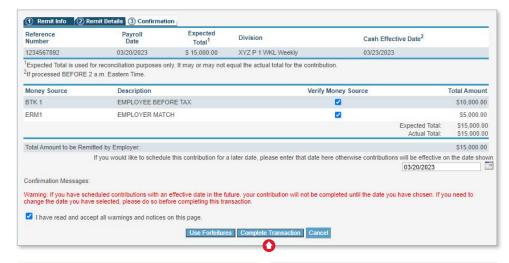
- Once data is loaded from the previous screen, "Finished validating remittance" will appear in red.
 - If that is the case, click Continue.
- If there are data errors, the flagged data will appear with the reason for the rejection in red.
 - Click on Get help on how to resolve them.
- Once the errors have been resolved, click Continue to Final Confirmation.





Final verification and completing payroll

- 1. Check boxes to verify money source and agree to warnings.
- 2. The expected Total and Actual Total should match. If they don't match, the Actual Total will be the amount debited.
- 3. Payroll Date refers to the plan sponsor payroll date.
- 4. Cash Effective Date is the date the participant's account will be funded.
- Forfeitures can be used with plans utilizing ACH debit.
 Plans utilizing check/wire/ACH credit will not see forfeitures as an option.



If your payroll is processed **before** 4 p.m. Eastern time, contributions will be debited and visible the next business day.

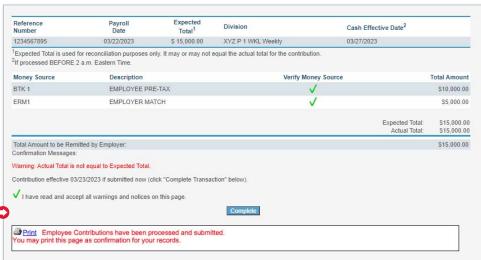
If your payroll is processed **after** 4 p.m. Eastern time, contributions will be debited and visible the second business day.



Final confirmation

"Finished Completing Transaction" appears when you are done. Click *Continue* to view the printable last page as a confirmation of payroll. We suggest printing the confirmation for your records.

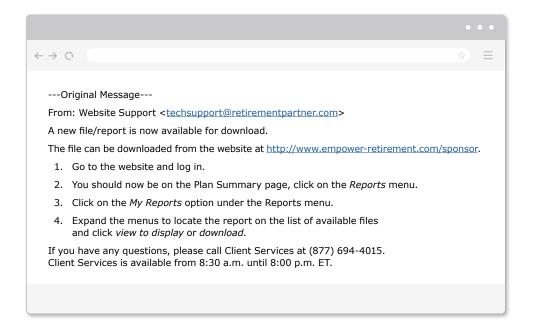


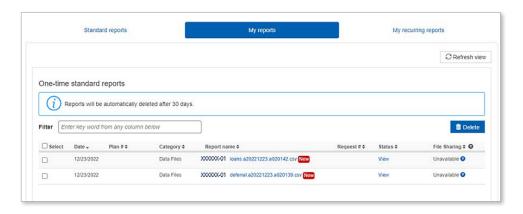


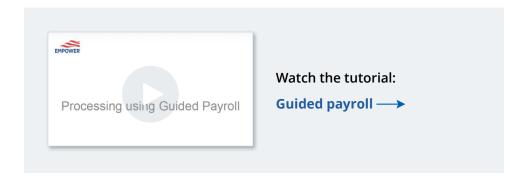
Participant contribution and loan change files (feedback)

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.
- Previously provided on the plan sponsor web:
 - Loan and deferral change records will be posted weekly on the PSC To Do list for manual processing of changes







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.

Data validations

Validations may need to be administered at the time of submission and require you or someone from your payroll team to update your payroll data in the PSC before files will be processed. This new approach will help prevent downstream impacts from incorrect data and provide a more optimal experience for your participants.

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.

Payroll Rejection Resolution Guide Darko Payroll Rejection Resolution Guide Resolution Guide Payroll Rejection Resolution Guide Resolution Guide William State of Payroll Rejection Resolution Guide William State of Payroll Rejection Resolution Guide William State of Payroll Rejection Resolution Guide View the PDF William State of Public Rejection Resolution Guide View the PDF

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 this 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.

Securities, when presented, are offered and/or distributed by Empower Financial Services, Inc., Member FINRA/SIPC. EFSI is an affiliate of Empower Retirement, LLC; Empower Funds, Inc.; and registered investment adviser Empower Advisory Group, LLC. This material is for informational purposes only and is not intended to provide investment, legal, or tax recommendations or advice.

"EMPOWER" and all associated logos and product names are trademarks of Empower Annuity Insurance Company of America.

©2023 Empower Annuity Insurance Company of America. All rights reserved. 002003-FBK-WF-2989782-1223 RO2859218-0523