



Payroll file notifications

OVERVIEW

Clients process payroll files to provide retirement plan contribution data for their employees with each payroll cycle. Payroll files often include employee demographic data needed to administer other elected plan features or services. When a payroll file is uploaded through the Plan Service Center website (PSC), the plan file validation process analyzes the file for certain plan data and file format conditions to prevent “bad” data from being imported to the recordkeeping system.

Automated payroll file notification emails are generated and sent to the Client’s designated payroll contact(s) or payroll vendor during the payroll file data validation process. Some payroll file notifications are intended for informational purposes and other payroll file notifications indicate an issue with a payroll file that generally requires resolution. Payroll file submitters review email notifications and take appropriate actions as described in the instructions provided in the email.

To correct errors and potential data issues, the plan’s payroll file submitter may either resolve outstanding data issues for a pending payroll submission on the PSC during the payroll file submission process or cancel a pending, remitted payroll file and resubmit a corrected payroll file.

NOTE: Clients using Payroll Bridge services may need to contact their payroll vendor to request a payroll file be resent if the Client/payroll contact cancels a pending payroll file remittance. Payroll files submitted by a payroll vendor via Payroll Bridge may take one to two hours to complete the plan file validation process and post to the Pending Contributions section of the PSC.

The following table identifies the most common automated payroll file email notifications

Email notification	Email description
Data Validation	<p data-bbox="524 1356 1507 1430">Email subject: Empower Retirement File Processing Issue Notification for file name #####-01_DATAVALIDATION.csv</p> <ul data-bbox="524 1444 1485 1837" style="list-style-type: none"> <li data-bbox="524 1444 1485 1514">• Identifies payroll file data integrity errors and potential issues (warnings) that may impact the plan. <li data-bbox="524 1518 1485 1587">• Plan file validation errors/warnings display on the Errors and Message Summary page within the Pending Contributions section of the PSC. <li data-bbox="524 1591 1485 1837">• Errors: Display on the PSC during contribution processing. Payroll file errors prevent the payroll submitter from completing the contribution submission process until all errors are resolved. Some common examples include: <ul data-bbox="573 1696 1469 1837" style="list-style-type: none"> <li data-bbox="573 1696 1469 1766">– Participant’s name on the payroll file does not match the name in the recordkeeping system. <li data-bbox="573 1770 1469 1801">– The Birthdate and termination date are the same date for a participant. <li data-bbox="573 1806 1469 1837">– Participant does not currently exist in the plan.

Email notification	Email description
Data Validation	<ul style="list-style-type: none"> • Warnings: Identify potential participant data issues that do not impact contribution processing but may impact plan administration services if not addressed. Some common examples include: <ul style="list-style-type: none"> • Missing employment dates • Missing employee hours worked for a plan using actual hours crediting method • NOTE: Some warnings may be generated for valid data. The payroll submitter acknowledges the warning to the clear the warning message.
Summary Report for the Splitting of File	<p>Email subject: Summary Report for the Splitting of File #####.txt</p> <ul style="list-style-type: none"> • For plans that submit one payroll file for multiple subsets/divisions. • The email notification is generated once the payroll file split has occurred but prior to completion of the payroll file data validation process. • NOTE: Dollar amounts/totals may be included in the email notification depending on payroll file setup.
Large File Remittance Report	<p>Email subject: Empower Retirement A New Report is available for download</p> <ul style="list-style-type: none"> • Communicates when an unknown error occurs during the payroll file submission process preventing the file from being posted to the PSC. • Payroll file submitters contact the Service Team for assistance.
Validation Rejections Report	<p>Email subject: Empower Retirement Pending Contribution Notification</p> <ul style="list-style-type: none"> • An email notification generated after both the payroll file data validation process is complete and posted to the Pending Contributions section of the PSC. • Instructions on how to download a report from the PSC which displays payroll file rejections are included in the email notification. • NOTE: Generates only if errors within the payroll file are discovered.
PDI File Summary Report	<p>Email subject: Empower Retirement PDI File Summary Report for the file name #####-01XXXXX.csvXXXXX</p> <ul style="list-style-type: none"> • An email notification generated after a payroll file has been loaded to the PSC. • Informs the payroll submitter that an excel file report has been generated and is available for download from the PSC. • The report Identifies missing, invalid or inconsistent participant data on the most recently received payroll file which may impact administrative services provided to the plan. • Payroll submitters review the errors listed for each participant, update the payroll file master template, and submit an updated payroll file on the next payroll file remittance.

How it works

Client/Payroll Vendor

- For each payroll submission, update the payroll file with current contribution and participant information.
- Upload a payroll file via the Plan Service Center website (PSC) or via sFTP (Secure File Transfer Protocol).

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- Once the file is received, the payroll data file validation process analyzes the payroll file.
- Generates automated payroll file notification emails and delivers to payroll file submitter.

Client/Payroll Vendor

- Reviews the payroll file notification emails and take the appropriate actions per the instructions in the emails.
- Resolves payroll file validation issues by addressing/acknowledging warnings and correcting errors via the Errors and Message Summary page within the Pending Contributions section of the PSC.
- Completes payroll file remittance on the PSC.
- If applicable, reviews the PDI File Summary Report and make updates to the payroll file master template.

The non-discretionary recordkeeping and administrative services described in this Service Overview are general in nature and reflect the standard service offering. Service descriptions are not specific to any plan provision or administration practice. The recordkeeper may agree to provide an alternate service arrangement, as applicable, if separately requested by the Plan Sponsor.