ftwilliam.com Compliance Module Refresher

February 2, 2017





Conference Line

- PLEASE CALL THIS NUMBER
 - 1-888-619-1583
- Attendee Passcode: 634609
- You will be asked for your first and last name and your email address.
- You will be on hold until the presentation begins

Agenda

- Plan set-up, sources & investment accounts
- Working with the primary grids
- Supplemental grids the Other Imports/Exports/Reports screen
- Running the data scrub; eligibility,
- Allocations & testing
- Transactions
- Miscellaneous Menu and Tools & Settings

Jane Nickalls

Plan set-up, sources & investment accounts Working with the primary grids Supplemental grids – the Other Imports/Exports/Reports screen

Running the data scrub

A Word to the Wise!

- Most issues occur with the following areas:
 - Plan specifications
 - Census data
 - Eligibility
- We'll be spending a lot of time today discussing these

Plan Specifications

- When you add the first plan year end, plan specifications will copy from the ftwilliam plan document software
 - One-time feed changes made to the document during the year do not feed
- When you add subsequent year-ends, you have a choice to copy specifications from the document, or the prior year on Compliance
 - Default is the prior year on compliance

PPA Documents

- PPA documents offer more flexibility than EGTRRA
 - Some options are too flexible to map text and 'Other' fields
- You can still copy specs for the new year from the last year in compliance
- We maintain a public list of the features not mapping and update it as the mapping becomes available

PPA Documents

 List is on the pop-up window when you add a new plan year-end to a plan on a PPA document

Add Year End	🕐 🗙
New Year End:	12/31/2016
Specs to copy:	 12/31/2015 ftwilliam Plan Document System If the plan document utilizes text fields or "other" options and plan specs are mapped from document, please review mapping for these items carefully. Click here for complete list of items that do not map.
	Cancel Add Year End

Plan Specifications

- Setting up accounts & sources ALWAYS do before adding transactions!!!
 - Add asset custodian & ID code as applicable
 - Confirm source set-up may need to click 'Add Default Sources' link
 - Avoid adding sources manually
 - Software now prevents users from adding source codes that are ftw system codes
 - Suppress any unused sources don't delete
 - Add investment accounts if using and add to all nonsuppressed sources

Work with Sources

Com	mpliance Plan Specifications - Expand All Applicable / Expand All / Collapse All							
• S	Sources & Investment Accounts							
	▼ Sources/Accounts							
	Financial data import vendor:	0	None -					
	+							
		0	Export Vendor List by Fian					
		0	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	
ŧ 🗆	QMAC	Yes 🗡	Yes	QMAC		100% 🗸	N/A	QMAC	Bal Forward - Trad 🗸 🗸	100.00	
ŧ 🗆	QNEC	Yes 🗡	Yes	QNEC		100% 🗸	N/A	QNEC	Bal Forward - Trad 🗸 🗸	100.00	
1	PS	No 🗸	Yes	Profit Sharing		2-6 Year Graded 🗸	N/A	NonElective	Bal Forward - Trad 🗸 🗸	100.00	
ŧ.		No 💙	Yes 🛩			100%	N/A	None	Bal Forward - Trad 🗸 🗸		
ŧ		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 🗸 🗸		
ŧ		No 💙	Yes 💙			100%	N/A	None	Bal Forward - Trad 🗸 🗸		
<										>	

When to Add Investment Accounts

- Use Investment Accounts to track Participant balances?
 - YES If any of the following are applicable:
 - Assets in more than one place
 - Need to allocate earnings
 - Participants have individual brokerage accounts
 - You are tracking loans
 - NO If all the assets are with an asset custodian and you only need to track by source

Setting up Accounts

	Use Investmen	t Accounts to track Part	icipant balances	© Y Work	(es / ⊚ No k With Investment Accoo
Investment Accou	unts			х	
Loan Inv Account D	Distribution/Hierarchy Account Name	Account Description	Туре	Del	
POOLED	Pooled Account	XYZ Bank	Cash 🗸	Ť	
VENDOR	Lincoln	Lincoln Financial	Cash 🗸	till (
BROKERAGE	Schwab	Schwab SDB acco	Brokerage 🗸	1	
LOAN	Loan Fund	Loan	Cash 🗸		
1			Cash 🗸		1
\$			Cash 🗸		
\$			Cash 🗸		
1	1		Cash 🗸		
1			Cash 🗸		
		Add all Inves	stments to all So	urces	X
			Close	late	

Add Investment Accounts to Sources

- Option to add all accounts to all sources is on the account setup screen
- Or from source setup screen use the check box to select sources and click 'Do with selected'
 - Choose 'Edit Account Information'



Plan Specifications

- Review other plan specifications
 - Option to compare specs in Compliance with the document from Compliance Menu=>Plan Specs
 - Make sure all date fields are correctly populated in the General Features section
 - New option added in 2016 for plans with last day rule - 'Include Last Day'
 - If selected those who terminate on the last day will receive a contribution
 - Not in the document, so TPA needs to select in Compliance

Census Grids

- A new set of grids known as 'System Grids' was added in 2014
 - System grid names begin with * ftw; cannot be edited or deleted
- Two more grids were added to the list in 2016
 - * ftw Davis Bacon used to enter Davis Bacon Eligibility and Contributions (Nonelective & QNEC)
 - * ftw Primary 5 Census Cash Balance primary census grid for cash balance plans
- All users have access to the system grids

System Grids

Name	Grid ID	Used to
* ftw Beneficiary Fields	3d2a0cf	Enter and review beneficiary fields
* ftw Catchup and Excess Report	51e5089	Review catchup data and excess contributions
* ftw Catchup and Excess Report Fiscal	675e6b9	Review catchup data and excess contributions for fiscal year plan
* ftw Contribution Upload	d043c55	Upload contributions
* ftw Davis Bacon	e570899	Enter Davis Bacon eligibility and contributions
* ftw DER Conversion	b1c01ec	Convert data from Relius, the first plan year plan is loaded on ftw system
* ftw DER Conversion 2015	a1a197c	Convert data from Relius, the first plan year plan is loaded on ftw system 2015 and later
* ftw Exclude by Class	c680e59	Enter employee class codes
* ftw First Year Supplemental Census Grid	a79ad3f	Enter supplemental data for the first plan year that the plan is loaded on ftwilliam.com - takeover plans
* ftw General Test Acct Bal	8e0269a	Enter general test account balances for testing. See General Test Parameters - select 'Account Balances' for 'Testing Period' option
* ftw Override HCE Key	51e8e47	Override HCE and Key data
* ftw Override Initial Eligibility	58a0e0d	Override initial eligibility and entry dates - need to set override on Scrub Parameters screen
* ftw Primary 1 Census (comp and comp after elig)	c1eb549	Enter census data for 401(k) plans using entry date compensation
* ftw Primary 2 Census Statutory Comp	f0e744e	Enter census data for 401(k) plans using full year compensation
* ftw Primary 3 Census Fiscal Plan Year	efb0e0a	Enter census data for non calendar year 401(k) plans
* ftw Primary 4 Census exclude certain comp (414s comp test)	d915e5d	Enter census data for 401(k) plans/using a non 414(s) compensation definition
* ftw Primary 5 Census Cash Balance	11eb264	Primary census grid for cash balance plans - in beta testing
* ftw Roth and Roth Rollover	91b0efa	Enter Roth data and Roth rollover contributions.
* ftw Self Employment Calculations	d6982aa	View self-employed calculations
* ftw Top Heavy Allocations	de7a272	View top heavy allocation calculations

Choosing a Primary Census Grid

- Start with one of the 'system' primary grids
 Contain most data needed for annual processing
 Mapping is pre-set
- To customize a system grid first copy it, then rename
 - Maintains system grids
 - Avoids confusion with other associates' grids

Primary Census System Grids

Grid Name	When to use
* ftw Primary 1 Census (comp and comp after elig)	Plan that uses entry-date comp for plan calculations
 * ftw Primary 2 Census Statutory Comp 	Plan that uses statutory comp for all plan calculations
* ftw Primary 3 Census Fiscal Plan Year	Non-calendar year plan
* ftw Primary 4 Census exclude certain comp (414s comp test)	Plan that uses a non-Safe Harbor definition of comp and needs 414(s) testing
* ftw Primary 5 Census Cash Balance	Cash Balance plan

Copying a Primary Grid



20

Edit Grid Screen

Home 2	And a state of the	Data Entry Grid	Updatez Help	-
Update	[Update and edit mapping] Please note that mapp	ing will only occur on the	: grid selected for uploading/entering census data.	
				^
Short D	escription: Created from - Itw Prir Excel Download	ile type: [cav. 🗸]		
Long Do	cacription Used to enter census data for 401(k) plans	1		
Seq	neld	Heading	HelpText	
100	M:LestNeme V	Lost Nome	Enter the employee's last name	
110	M:FirstNome V	First Name	Enter the employee's first name	
120	M:SSN V	55N	Enter the employee's social security number	
130	M:SirthDate V	Sirth Date	Enter the employee's date of birth	
140	R:EmploymentHireDate1	Date of Hire (1)	Select first employment status in plan year	
150	R:EmploymentTermDate1	Date of Term (1)	Enter first employment status date (effective date)	
160	R:TermReeson1 V	Torm Reason (1)	Indicate reason for termination (first employment status in plan year)	
170	R:EmploymentHireDate2	Date of Hire (2)	Select accord employment status in plan year	
180	R:EmploymentTermDate2	Date of Term (2)	Second employment status in plan year (effective date)	
190	R:TormRosson2	Torm Reason (2)	Indicate reason for termination (second employment status in plan year)	
200	R:Service_EligibilityHours	Houra	Enter hours of service in this plan year for eligibility purposes	
210	R:Componantion_Statutory V	Statutory Comp	Enter compensation in current plan year	
220	R:Componantion_FromEntry1	Plan Comp	Enter compensation for current plan year or comp from entry date	
230	R:Contribution_ElectiveDeferral	401(k)	Enter the total amount of employee's 401(k) contributions - do not reduce for ea	
240	R:Contribution_Roth V	Roth	Enter the employee's $401(k)$ contributions that are designated as Roth contributions	
250	R:Contribution_Matching	Metch	Enter metching contribution	
260	R:Contribution_SafeHarborMatching	Safe Harbor Match	Enter sofe harbor matching contribution	
270	R:Contribution_SafcHarborNE V	NE Safe Harbor	Enter safe harbor nonelective contribution	
280	R:Contribution_NonElective	Profit Sharing	Enter nonelective contribution	
290	R:Officer V	Officer	Is employee an officer	
300	R:PercentageOwnership V	Ownership	Enter percentage ownership	
310	R:FemilyGroup	Family Group	Select family group for owners	
320	R:FemilyGroupRelation	Family Group Relation	Indicate relationship if member of family group	
330	R:EmploycoCless V	Employee Class	Indicate employee class	
340	R:EmployeeType	Employee Type (HCE)	Indicate employee type (used for top paid group determinations)	
350	R:Contribution_NewCompGroup	CT Group Code	Enter perticipant's allocation group	
	None			
	Nonc			
	Nonc			
	Nonc			
	Nenc Y			
Sec. 1	ant asfer: Mill astNews	v		
Select		<u> </u>	-	
			^	
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Undete				
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Mapping Example

- On the Edit Grid screen click 'Update & Edit Mapping
- On the View Grid screen click 'View Mapping'





Tips on Grids

- System grids cannot be edited or deleted
 Copies of system grids can
- Heading & Help Text fields in the system grids are more descriptive
 - These fields are editable use the Edit Grid screen to change
- Cleaning up grids makes for easier grid management
 - Label custom grids using short & long descriptions
 - Delete empty grids

Options for Portal Customers

- From Compliance menu select Census=>Portal Files
 - Census Worksheet & Annual Questionnaire files can be exchanged with client
 - Online Annual Questionnaire can be edited & published

Edit
Download
Upload
Create/Edit Grids
Other Import/Export/Reports
Portal Files

File Type	To Portal User	From Portal User	Final	Batch
Census Worksheet	al Load Prior Load Current	2	1	
Annual Questionnaire	*	*	1	
Online Annual Questionnaire	<u>Edit / Pu</u>	blish		

Census Worksheet Options

- To Portal User TPA can post census worksheet for client to access
 - Load Prior option adds last year's census file without hours, comp etc.
 - Load Current adds current census generally will be a blank spreadsheet
 - Manual option allows TPS to upload a custom file
- Client can download & upload or edit on the portal
 - Depends how permissions are set

Census Worksheet Options

- From Portal User TPA can access updated worksheet
 - Option to 'Make Final' and upload in a single click
- Batch options also available need 'Specify a Server' email setting

Questionnaire Options

- Manually upload your own questionnaire to portal
- Use Online Annual Questionnaire (OAQ)
 - Edit plan by plan or customize a default questionnaire
 - Re-order questions, import new questions, determine range of answers
 - Add 'Plan questions' populate from plan checklist
 - Publish to portal for client to access and fill out

Loading Census Data

- The data you load on your primary census grid allows the software to calculate eligibility and determine HCEs & Keys
- To add data, upload via worksheet preferred method
 - From the Compliance Menu select Census=>Download
 - Select 'Current' the first year in ftwilliam
 - Select 'Prior' otherwise
 - Open the worksheet

Loading Census Data

- Edit the worksheet to add the data
 - Do not change the rows at the top of the worksheet - grid ID must be in cell A3
- To upload, from the Compliance Menu select Census=>Upload
- Choices on the upload screen are different for first year in ftwilliam vs subsequent years

First Year in the System

• The first year on ftwilliam, the software will assume that prior year data was the same as the current year

Baca	all, Lauren			~	Select P	articipant	Delete Participant		
Ad	d Participant	SSN:	Last Nan	ne:	First	Name:			
	Last Name	First Name	Date of Ter	Term Reason (1)	Date of Hire	Date of Ter	Term Reason (2)	Hours	Statutory Comp
	Help	Help	Help	Help	Help	Help	Help	Help	Help
1	Bacall	Lauren		•			-	2,080	106,000.00
2	Ball	Lucy		-			.	2,080	65,000.00
3	Bogart	Humphrey		•			•	2,080	104,000.00
4	Burton	Richard		•			•	2,080	55,000.00
5	Davis	Bette		•			•	2,080	35,000.00
6	De Havilland	Olivia		-			-	2,080	109,000.00
7	Fonda	Henry		•			•	2,080	175,000.00
8	Gable	Clark		-			•	2,080	245,000.00
9	Grant	Cary	05/17/2014	Termination -				801	15,000.00
10	Hepburn	Audrey		•			-	2,090	150,001.00
11	Hepburn	Katharine		•			•	2,080	145,000.00
12	Kelly	Grace	10/10/2013	Termination -			-	0	0.00
13	Leigh	Vivien		•			•	2,080	300,000.00
14	Monroe	Marilyn		-			-	2,080	25,000.00
15	Presley	Elvis		•			•	2,080	37,000.00

Adding Historical Data for Plan Calculations

- You can add historical data using a supplemental grid - we suggest:
 - * ftw First Year Supplemental Census Grid add this on the Other Import/Export/ Reports screen under one of the user defined drop-down boxes

Years of Service

 Add the correct prior years of service in each of the Prior YOS columns for the affected participants

	Last Name	First Name	SSN	Prior Y	TH Inserv Distri	TH Inserv Distri	TH Inserv Distri				
	Help	Help	Help	Help	Help	Help	Help	Help	Help	Help	Hel
1	Bacall	Lauren	111-11-111	0	0	0	0	0	0.00	0.00	0.0
2	Ball	Lucy	111-11-111	0	0	0	0	0	0.00	0.00	0.0
3	Bogart	Humphrey	111-11-111	0	0	0	0	0	0.00	0.00	0.0
4	Burton	Richard	111-11-111	0	0	0	0	0	0.00	0.00	0.0
5	Davis	Bette	111-11-111	0	0	0	0	0	0.00	0.00	0.0
6	De Havilland	Olivia	111-11-1110	0	0	0	0	0	0.00	0.00	0.0
7	Fonda	Henry	111-11-111	0	0	0	0	0	0.00	0.00	0.0
8	Gable	Clark	111-11-111	0	0	0	0	0	0.00	0.00	0.0
9	Grant	Cary	111-11-111	0	0	0	0	0	0.00	0.00	0.0
10	Hepburn	Audrey	111-11-112	0	0	0	0	0	0.00	0.00	0.0
11	Hepburn	Katharine	111-11-112	0	0	0	0	0	0.00	0.00	0.0
12	Kelly	Grace	111-11-112	0	0	0	0	0	0.00	0.00	0.0
13	Leigh	Vivien	111-11-112	0	0	0	0	0	0.00	0.00	0.0
14	Monroe	Marilyn	111-11-112	0	0	0	0	0	0.00	0.00	0.0
15	Presley	Elvis	111-11-112	0	0	0	0	0	0.00	0.00	0.0
	Totals:		1	0	0	0	0	0	0.00	0.00	0.0
<											>

Other Supplemental Data on Grid

- In-service distribution amounts for top heavy testing
- Key employee indicators
- Prior year statutory compensation
- Top paid group prior year
- Fiscal year fields only needed for a noncalendar year plan the first year in ftwilliam

Before Running the Data Scrub

- Save yourself some time make sure that:
 - Plan specifications are coded correctly, especially the Eligibility section
 - Census data is clean
- Run the scrub once you have added the supplemental data – order is very important:
 - Upload primary census
 - Add supplemental grid and enter years of service etc. where necessary
 - Run the data scrub

Running the Data Scrub

- The data scrub calculates eligibility and entry dates and determines HCEs and Key employees
- Pay attention to errors on the scrub results screen
 - Missing data dates, compensation etc.
 - Eligibility incorrect e.g. deferrals listed for ineligible employees
 - Suppress warnings, especially first year

Data Scrub Parameters

- First two eligibility overrides always default to Yes for the first ftw year
- Third eligibility override should be set to Yes if you are importing eligibility & entry dates from prior vendor
- Top paid group election is made under HCE Key Overrides
 - Need to indicate who was in the TPG last year for the first ftw year only
 - If excluding part-time categories, indicate on parameters & populate Employee Type column on census

Data Scrub Parameters

Scrub/Eligibility				Run: 🧿	Reports: 📋
Override calculation of prior year eligibility service:	0) Ye	s / 🎯	No	
Override calculation of prior year participation service:	0) Ye	s / @	No	
Override initial eligibility status/entry date:	0) Ye	s / 🎯	No	
Override continuing eligibility:	0) Ye	s / @	No	
✓ HCE KEY Overrides					
Override automatic determination of HCEs and Keys:			0) 💿 Yes / 🔘	No
Use top-paid group election:			1) 🔘 Yes / 🔘	No
Use calendar year data election:			0) 💿 Yes / 💿	No
In determining top-paid group for HCEs and officers for Top Heavy, exclude permitted classes:			0) 💿 Yes / 🍙	No
Review Reports

- Always review the eligibility & HCE/Key status reports to ensure the eligibility & entry dates are correct and the HCEs and key employees are properly identified
- Review 'Key for Next Year' report for key employees used in the top heavy test



Not the First Year in the System

- Before adding the 2016 plan year:
 - Make sure 2015 is clean & complete on the testing side
 - Data Scrub is run
 - Top heavy test is run
 - Combined test & ADP/ACP tests need to be run for fiscal year plan so that catchup buckets will be populated correctly for new year
 - If planning to bring balances forward next year - add ending balance batch on transaction menu and post

Adding 2016

Click 'Add new year end' Make sure the correct year end is entered

- Select option to copy plan specifications from document or prior year on compliance
 - If copying from the document, review general features/date formats/ accounts and sources
- Select new primary census grid if last year was a conversion year
- Create and post beginning balances from prior year transactions

- Feature is available to all users
- From the compliance module in any plan, go to Tools/Settings =>'Batch Add Plan Year End'
 - Brings up a dialogue box to select the year end to add - defaults to the current calendar year
- Choose or enter the year end, you'll see a list of plans to select to the new year end to
- The list will include all plans whose last year end is the year before the one entered

- Choose or enter the year end, you'll see a list of plans to select to the new year end to
- The list will include all plans whose last year end is the year before the one entered
 - E.g. if you use 12/31/2016 you'll get a list of all calendar year plans that have a 12/31/2015 year end but not a 12/31/2016



mpa	ny: ABC Compa	ny Inc 🚽	ID:				Compliance Menu	
tch A	dd Year End							-
ß	Company Name	Plan Name 1	Plan Name 2		Specs to Bring Forward	Resp	Admin	
	Company Name	Plan Name 1	Plan Name 2	New Year End	Specs to Bring Forward	Resp	Admin	
	ABC Company In	JN 2014 403(b) De		12/31/2016	12/31/2015	Yes		
	ABC Company In	JN 2014 Demo Plan		12/31/2016	12/31/2015	Yes		
	My Company	JN 2014 Training P		12/31/2016	12/31/2015	Yes		
	ABC Company In	JN Demo Plan 201		12/31/2016	12/31/2015	Yes	JaneN	
	Marcy	Marcy plan		12/31/2016	ftwilliam Plan Document System	Yes		
	My Company	My Co jbh clone		12/31/2016	12/31/2015	Yes		
	My Company	My Company	JN 2013 Demo Plar	12/31/2016	12/31/2015			1
	My Company	My Company JBH		12/31/2016	12/31/2015			
	Our Town	Our Town print		12/31/2016	12/31/2015	Yes		
	My Company	Proposal Test Plan		12/31/2016	12/31/2015	Yes		
ring F	orward Info y In	Sample 401(k) Pla		12/31/2016	12/31/2015	Yes		
hange	e columns v In	SH NEC Test Plan		12/31/2016	12/31/2015	Yes		

 Select some or all plans and use 'Do with selected' drop-down

Cha	ange	Columns - 5 selected	Show Selecte	d x		
	_					Bring Forward Info
		Column	New Value			Change columns
		Specs to Bring Forward	~		Ţ	Do with selected: 🔻
L			12/31/2015		-	
			ftwilliam Plan Document System	ncel		

- Option to copy plan specs from the previous year in compliance is the default selection
- Can change line by line or select the ones to change and use 'Do with Selected' button
 - Select plans and then 'Change columns' to switch to copying from the document

Bring Forward Info	
Change columns	
Do with selected: 💌	

- To batch add the year-ends, select the plans and click the 'Bring Forward Info' option
- Confirm the selection

Plans being brought forward: 5 selected items	Show Selected 🗙
Add new plan year for these plans?	
	Cancel Confirm

Census Upload - 2nd or Later Years

Census Upload	0 x
Currently selected census grid: With Map: Retain prior year codes:	Sample Census (comp and comp after elig) (ID: c5debf8)
Select a file:	Browse
Number of rows to ignore:	5
Number of rows containing data:	1 Data must begin in the first column.

- Download census grid
 - Use 'Prior' link for grid pre-populated with last year's data
 - Only upload hire & term dates in new plan year
- Option on upload screen to copy some data fields from prior year – default is 'Yes'
 - Will use data from prior year even if different data is on census upload

Janice Herrin

Eligibility Allocations & testing Transactions Miscellaneous Menu and Tools & Settings 46

The Tasks Menu

Compliance Tasks - Expand All Applicable / Expand All / Collapse All / Run All Tests!		Print Package 📝 🔻
 Scrub/Eligibility 	Run: 🧿	Reports: 🔲
► Allocation	Run: 🧿	Reports: []]
Combined Test	Run: 🧿	Reports: 🔲
ADP/ACP Test	Run: 🔕	Reports: 🔲
▶ General Test	Run: 🔕	Reports: 🔲
▶ Top Heavy Test	Run: 🔕	Reports: 📋

- 'Run' icon indicates whether the task was run and if it passed or failed
- Once task is run reports icon is clickable

Eligibility

- The software calculates eligibility & entry dates based on census data
- Logic enhanced in 2016 now, once dates are determined they are not recalculated unless you reset
- Two ways to recalculate eligibility
 - First year in ftwilliam you can re-upload the census and select Yes on the upload screen to reset entry dates
 - Use the new tool to recalculate eligibility



Recalculate Eligibility Tool

- To recalculate eligibility dates for all participants for all sources, click Set all to "Yes" link. Confirm that you want to reset for all
 - Close the recalculation window and run the scrub

Initial Elig- Recalculate (Yes/No) Upload X	
This upload changes the yes/no settings for determining eligibility entry dates for each participant specified in the file you upload (yes/no value for each source).	
Do not modify the column headers. Must be csv file. NOTE: You must re-run the data scrub for any eligibility changes to take effect. Get Current Participants' Toggle Settings Set all to "Yes" Set all to "No"	Message from webpage Warning: Setting all to 'Yes' will cause the initial eligibility of each participant and applicable source(s) to be recalculated
Upload file name: Browse	when the data scrub is run. There is no undo button.
Cancel Upload	OK Cancel

Recalculate Eligibility Tool

- To recalculate for some participants and/or for some sources, download the worksheet – click the Get Current Participants' Toggle Settings link
 - 1. Open the worksheet and delete the rows for participants you don't want to recalculate
 - Contains a list of participants with a column for each source and No in each cell
 - 2. Change No to Yes for the sources you are recalculating
 - 3. Save as a CSV file & upload the worksheet from the recalculation window
 - 4. Tip you can click 'Set All to Yes' before downloading the worksheet to avoid step 2 above

Allocations

- Option to calculate or upload employer contributions
 - If uploading, set overrides on Set Allocation
 Parameters screen BEFORE running the data scrub
 - Option to run a true-up report
 - Additional option for match to calculate associated match from ADP refunds
- Can also push contribution amounts from the transaction menu to the allocation and test on those

Allocation Overrides

▼ Allocation Overrides					
Override Employee Contributions to be matched (requires entry of matched contributions in census):	💮 Yes / 🔘 No				
Match allocation manual override:	@ Yes / O No				
If Match allocation override, calculate true-ups:	💮 Yes / 🔘 No				
If Match allocation override, calculate match associated with ADP refund based on formula:	@ Yes /				
Safe Harbor Match allocation manual override:	💮 Yes / 🕘 No				
*					
*					
Nonelective allocation manual override:	💮 Yes / 🔘 No				
*					
*					
*	5 F .				
QNEC allocation manual override:	💿 Yes / 🔘 No				
+					
+					
Average benefits calculation override:	Yes / No				
*					
Is there another plan that must be taken into account for Average Benefits:	💮 Yes / 🔘 No				

Allocations

- Enter formula(s) on Set Allocation Parameters screen
- Making maximum PS contribution can choose one person or all HCEs
- 'Maximize' is not an option for new comparability – allocation type MUST BE 'Specified'
 - Enter a % or dollar amount for each group under 'Define Allocation Groups' - amount or % goes to each person in the group
 - To maximize people, allocate enough to their groups software caps at 415 limit

Allocation - Match Parameters

✓ Matching Allocation	
Matching - Safe Harbor	
*	
+	
+	
+	
+	
Matching - Fixed Rates	
Matching Contribution formula (if SH Match, enter number of added 🕢 🔞	1 rate
Indicate whether max component of tier is percent or dollar amount: 🕡	Percent 👻
Enter rate of Matching Contributions on first tier:	50.00000
Enter maximum amount of Employee Contributions matched on first 💿 🔞	4.000000
*	

 Formula is in allocation parameters – will feed from document if plan specific

Allocation - Top Heavy Parameters

▼ Top Heavy Allocation		
Top Heavy as of Determination Date:	0	Yes
Plan to which Top-Heavy allocations are made:	0	This Plan 👻
Design of Plan automatically meets top heavy allocation requirements	0	Yes / No
 If Top-Heavy made in "This Plan", type of other plan maintained by the Company that covers employees eligible to participate in this Plan: 	0	N/A - No other plan 👻
Include Match in Top Heavy minimums for Non Keys:	0) Yes /) No
Participants who share in Top-Heavy minimum allocations:	0	Non-Key only
Aggregation required:	0	Yes / No
-		
Override Top Heavy minimum allocation percent	0	💿 Yes / 🔘 No

- Top heavy status feeds from top heavy test section
- Need to indicate if plan design meets top heavy requirements

Allocation - Nonelective

▼ Nonelective Allocation							
Safe Harbor Nonelective							
+							
Regular Nonelectives							
Allocation type:	Specified 💌						
0	Define Allocation Groups						
+							
+			<u> </u>				
+		Allocation Groups	1				×
+						Autocolvo	
+		Group	Туре	Percent	Dollar Amount	Skip	^
Age Weighted		Allocation Group 1:	Percent 🗸	12.0000	0.00	No 🗸	
+		Allocation Group 2:	Percent V	76.1000	0.00	No 🗸	
•		Allocation Group 3:	Percent 🗸	5.0000	0.00	No 🗸	
+		Allocation Group 4:	Percent V	3.0000	0.00	No V	
+		Allocation Group 5:	Percent 🗸	0.0000	0.00	No 🗸	
Maximize Parameters		Allocation Group 6:	Percent 🗸	0.0000	0.00	No 🗸	
*		Allocation Group 7:	Percent 🗸	0.0000	0.00	No 🗸	
*		Allocation Group 8:	Percent 🗸	0.0000	0.00	No 🗸	
+		Allocation Group 9:	Percent V	0.0000	0.00	No 🗸	
+		Allocation Group 10:	Percent V	0.0000	0.00	No 🗸	
		Allocation Group 11:	Percent V	0.0000	0.00	No 🗸	
		Allocation Group 12:	Percent V	0.0000	0.00	No 🗸	
		Allocation Group 13:	Percent V	0.0000	0.00	No 🗸	
		Allocation Group 14:	Percent V	0.0000	0.00	No 🗸	~
		L		,			
						Cancel Up	odate

Troubleshooting the Allocation

- Eligibility is incorrect
- No plan compensation
- The deduction limit is exceeded
- The dollar amount is insufficient to meet topheavy minimums
- A non-compliant integrated formula is used
- The allocation type for NCPS is not 'Specified'
- Plan is top heavy and there are self-employed people on the census – need to override the TH minimum calculation and enter the percentage
- Contributions are uploaded on the census but no override set

Testing

• Run tests in the order listed

- Look at results screen some are interactive
- Close results screen with the OK button
- Combined test is first all other testing hinges on this test
 - 415 Limit
 - 410(b) Coverage test
 - 404 Deduction limit
 - 414(s) compensation test
- Combined Test Parameters
 - Plan aggregation either ftw or non-ftw plan
 - Disaggregation of otherwise excludables
 - Compensation testing need to indicate if required and enter de minimis amount

Combined Test Parameters

▼ Aggregation/Disaggregation						
Divisions - Not used						
Testing Divisions used (Not used):	Yes / No					
MEP - APA - Not used						
Indicate status as MEP/APA (Not used):	None					
+						
410(b)/401(a)(4)/ADP/ACP Testing						
Testing Aggregation used:	Yes v Help					
+						
If Testing Aggregation is 'Yes', Testing Aggregation group ID:						
If Testing Aggregation is 'Yes', Plan containing combined census:	Other Plan 👻					
If Testing Aggregation is 'Yes', combine selected data for duplicate Participants:	Yes / No					
Disaggregation using otherwise excludable employees:	O Yes / No Help					
4						

Upper section

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Combined Test Parameters

▼ 415 Testing		
415 Aggregation required:	💿 Yes / 🕘 No	
÷		
✓ 404 Deduction Testing		
Override 25% deduction limit:	0	Yes / No
4		
Enter the amount of contributions funded by forfeitures as a positive amount:	0	0.00
Enter the net amount contributions from other plans of the Employer:	Ø	0.00
= 414(s) Companyation Tacting		
+ 414(s) Compensation resting	-	
Compensation Testing required for Match:	Ø	O Yes / O No
Compensation Testing required for Nonelective:	Ø	Yes / No
*		
4		

Lower section

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ADP/ACP Parameters

Override 402(g)/Catchup calculations:	Ð	🗇 Yes / 🗑 No			
410(b)/401(a)(4)/ADP/ACP Testing Options (Modify R					
Testing Divisions (Multiple Employer Plan)		0	No		
Plan Aggregation		0	No		
÷					
Disaggregation using otherwise excludable employees		0	No		
Testing Parameters					
Testing Groups					
Two definitions of compensation used:	0	🗇 Yes / 🖲 No			
Methods to Avoid Failure					
Borrow contributions from ADR:	0	😰 Yes / 💮 No			
Create catchup:	Ð	🗑 Yes / 🙆 No			
÷					
Failure Corrections					
Roth correction order for ADP failures:	Ð	Last =			
Refund income calculation:					
Prior Year Elections					
ADP Prior Year Elections					
ADRs of NHCEs:	0	Current year =			
ACP Prior Year Elections					
ACRs of NHCES:	0	Current year =			
+					
First Plan Year					
First Plan Year as an Elective Deferral plan:	0	Yes / @ No			
A					

Adding Prior Year Results

 Prior Year Elections 							
ADP Prior Year Election	ions						
ADRs of NHCEs:			Prior year	-			
ACP Prior Year Election	ions						
ACRs of NHCES:			Prior year				
			2 <u>Review/Ed</u>	lit Prior Year Data			
First Plan Year							
First Plan Year as an	1 Elective Deferral plan:		🔞 💮 Yes / (No			
+						N	
r							
	ADD/ACD Driver Voor						
	ADP/ACP Prior Year	Grouj	p	A	DP	A	× CP
	ADP/ACP Prior Year	Grouj Comp	p Dissagregation	A NHCE Cnt	DP NHCE ADP	A NHCE Cnt	CP NHCE ACP
	ADP/ACP Prior Year Union/Non-Union N/A	Group Comp 1	p Dissagregation DisaggUnder	A NHCE Cnt	DP NHCE ADP	A NHCE Cnt	CP NHCE ACP
	ADP/ACP Prior Year Union/Non-Union N/A N/A	Group Comp 1 1	p Dissagregation DisaggUnder DisaggOver/ExclNHCE	A NHCE Cnt	DP NHCE ADP	Ad NHCE Cnt	CP NHCE ACP
	ADP/ACP Prior Year Union/Non-Union N/A N/A N/A	Grouj Comp 1 1 1	p Dissagregation DisaggUnder DisaggOver/ExclNHCE All	A NHCE Cnt	DP NHCE ADP	Ad NHCE Cnt	CP NHCE ACP

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ADP/ACP Test Results

- 'DisaggOver' the group who are not excludable
- 'DisaggUnder' the group who are excludable (do not meet statutory eligibility)
- 'ExcINHCE' excluding only the NHCEs not meeting statutory eligibility from the test.

	oup	ADP				АСР							
Jnion/Non- Jnion	Disaggregation	NHCE Cnt	NHCE ADP	мах	HCE ADP	ADP Result	NHCE Cnt	ACP Orig	From ADP	ADJ NHCE ACP	ADJ MAX	HCE ACP	ACP Result
N/A	DisaggOver	10	4.84	6.84	9.47	FAIL	10	2.08	0.00	2.08	4.08	3.50	PASS
N/A	DisaggUnder	1	0.00	0.00	0.00	PASS	0	0.00	0.00	0.00	0.00	0.00	PASS
N/A	ExcINHCE	10	4.84	6.84	9 47	FATI	10	2.08	0.00	2.08	4 08	3 50	PASS

ADP/ACP Test Corrections

Test Fails	
Select testing combination to correct:	ExcINHCE:1
Select Test Option	I wo tests:1
Please select which test option to corre	ect.
Please select which test option to use.	

- Select how corrections should be calculated
 - One test without excludable
 NHCEs i.e. the carve out method
 - Two tests excludables & nonexcludables
 - Need to select test option even if not using disaggregation

Test Fails		
Select testing combination to con	rrect: ExclNHCE:1 🗸	
Select Test Option		
Do Refunds/Calculate Catch-ups	Cannot use QNECs at this	time - Bottom up QNEC formula and multiple ADP/ACP testing groups.
Report	Format	
ADP/ACP Detail	💓 🗾 🔟	
		а

ADP/ACP Test

Corrections

- QNEC pro-rata, flat dollar or new 'Targeted' (previously bottom up)
- Refunds/move excesses to catch-up
- If uploading match be sure to enter formula so the system can calculate match associated with ADP refunds





Earnings

Company: ABC Company Inc ID:	
Year End: 12/31/2016	
Name SSN Beg Bal + Contrib Earnings Percent Refund Refund Earn	~
Bennett, Elizabeth 111-11-1111 0.00 0.00 0.000 3405.67 0.00	
Bennett, Henry 111-11-1116 0.00 0.00 0.000 3905.67 0.00	
Dashwood, Elinor 111-11-1114 0.00 0.00 0.000 3405.66 0.00	
Dashwood, Mary 111-11-1115 0.00 0.00 0.000 3905.67 0.00	
De Bourgh, Catherine 111-11-1119 0.00 0.00 0.00 905.67 0.00	н.
Update Earnings Update ADP/ACP refund earnings with transaction data Note: Elective Deferrals and Roth will be combined for ADP Corrections Back to ADP results	~

• Two ways to calculate earnings

- If you have transaction data already added, just click the 'Update earnings with transaction data' link
- Otherwise enter the beginning balances plus contributions, & earnings in the table and click the update earnings button

Associated Match

ACP Test Result: FA	AIL							
Name	SSN	Comp	Contrib	ACR	Adj ACR	Prelim \$	Refund	Associated Match Forf
Fonda, Henry	111-11-1117	175000.00	14000.00	8.00	5.75	3937.50	3217.90	0.00
Gable, Clark	111-11-1118	255000.00	16650.00	6.53	5.75	1987.50	5867.90	0.00
Hepburn, Audrey	111-11-1120	150001.00	10000.03	6.67	5.75	1374.97	0.00	0.00
Hepburn, Katharine	111-11-1121	145000.00	11600.00	8.00	5.75	3262.50	817.90	382.50
Leigh, Vivien	111-11-1123	255000.00	18900.00	7.41	5.75	4237.50	8117.91	0.00
Stewart, Jimmy	111-11-1126	160001.00	12800.08	8.00	5.75	3600.02	2017.98	0.00
Wayne, John	111-11-1128	159000.00	12720.00	8.00	5.75	3577.50	1937.90	0.00

- Associated match is match that a participant is no longer entitled to because of refunded deferrals
 - Also referred to as 'Orphaned Match'
 - Amount is forfeited; no vesting applied
- ACP refund amounts are calculated first refunds may take care of associated match

General Test - Cross Tested Plans

- New Comparability profit sharing allows sponsor to split population into groups and allocate a different amount/percentage to each group
- Participant's allocation group code is set in census
- The allocation formulas are set in the Allocation Parameter section – Define Contribution Groups – dollar amount or percentage
- Requires 'Cross Testing' tests benefits as well as contributions
- Allocation Type has to be 'Specified'
 - To max out participants, allocate enough to their groups software will cap at 415 limit

General Test Parameters

▼ General Test	
Type of General Test:	Cross Test RG at Midpoint
Testing Period:	Current Year 👻
+	
Override NRA:	Yes / No
*	
Determination of age:	Last
Impute Disparity (May not be Yes if Cross Test and NRA < 55):	Yes / No
Interest:	8.50% -
Actuarial Table:	UP-1984
Override Gateway Test:	💮 Yes / 💿 No

- Standard or Cross test
- Current year or account balances
- Imputed disparity
- Actuarial options

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General Test Parameters

Type of General Test:	0	Cross Test RG at Midpoint	
Testing Period:	0	None Standard RG at Midpoint	
÷		Cross Test RG at Midpoint	
Override NRA:	0	Standard RG at 70% Cross Test RG at 70%	
÷			
Determination of age:	0	Last 👻	
Impute Disparity (May not be Yes if Cross Test and NRA < 55):	0) Yes / No	
Interest:	0	8.50% -	
Actuarial Table:	0	UP-1984	
Override Gateway Test:	0	🕞 Yes / 💿 No	

- Type of general test suggest starting with cross test RG at midpoint
- Change to 70% if the average benefits test is failing
General Test Autosolve

General Test Correction options

General Test Results

		Changes	to allocation o	T	NUCC	
		Group 1	Descent	12 0000	12 0000	
		Group 2	Percent	76 1000	76 1000	
		Group 2	Percent	5 0000	5 0000	
		Group 4	Percent	3.0000	5.01	View Changes
Run General Test		Please no	te that the cor	rections are app	roximate and t	that it may be ne
		Please not	te that the cos	st estimates are l	based on the a	llocation amoun
Company: ABC Company Inc ID:		Revise allo	cations and re-r	run test	will be lower	
Plan: JN 2016 Demo Plan ID:		Back to Ge	n Test results			
Year End: 12/31/2016						
Average Benefit Test						
Override:	No					
NHCE Ben %:	28.00					
HCE Ben %:	58.73					
Ave Ben %:	47.68					
			/			

Top-Heavy Test

- Top Heavy Parameters
 - Add other plan balances
 - Enter top-heavy status first year only
 - Ending balance only or all transactions

Top heavy section on Set Allocation Parameters

- Top heavy status feeds from top heavy parameters
- Can indicate if plan design meets top heavy requirements
- Opt to use match to meet TH minimums
- TH minimums go to all or non-key only

Top Heavy Test Parameters

▼ Top Heavy Overrides				Do not
Top Heavy Determination Override:			/es / ® No	use!
 Top Heavy as of Determination Date 				
Plan is Top Heavy as of the Determination Date:		0	I Yes / No	
Top Heavy asset percent for Determination Date year:			0.0000	Code
Top Heavy Balance this plan Key for Determination Date year:				nlan as
Top Heavy Balance this plan Non-Key for Determination Date year: (0) 0.00			0.00	
Top Heavy Balance other plan Key for Determination Date year:			0.00	TH in
Top Heavy Balance other plan Non-Key for Determination Date year	Top Heavy Balance other plan Non-Key for Determination Date year:			first you
Top Heavy Balance Key total for Determination Date year:	Top Heavy Balance Key total for Determination Date year:			inst year
Top Heavy Balance Non-Key total for Determination Date year:		0	0.00	
▼ Top Heavy for Next Year				Set
Plan is Top Heavy for next year:	0	Yes / No		
Transactions to use when calculating Participant balances:	0	All transactions of	ther than ending balance 👻	parameters
Top Heavy asset percent for next year:	0	63.0789		to run test
Top Heavy Balance this plan Key for next year:	0	1935130.12		
Top Heavy Balance this plan Non-Key for next year:	0	1132661.84		this year.
Top Heavy Balance other plan Key for next year:	0	0.00		Doculte will
Top Heavy Balance other plan Non-Key for next year:	0	0.00		
Top Heavy Balance Key total for next year:	0	1935130.12		feed to
Top Heavy Balance Non-Key total for next year:	0	1132661.84		novt voor
				j next year

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Top-Heavy Troubleshooting

- Correctly identifying key employees
 - Make sure ownership & family columns are correct in all years
 - Review HCE/Key report to see who is key for this year
 - Review 'Top Heavy for Next Year' report to see key employees in the TH test
- Problems with top-heavy minimum contributions
 - Make sure TH section of allocation parameters is coded correctly
 - Nonelective source needs to be active
 - Key employees need to have contributions

Top-Heavy Troubleshooting

- Distributions are not being added back
 - Historical in-service distribution amounts can be entered in a supplemental grid for the first plan year using the ftwilliam software
 - Year one is the current plan year
 - Distributions taken in later years will pull from the transaction menu
 - Need to be coded as 'Inservice' transactions
 - Transaction batches need to be posted, not pending

Transaction Menu

- Options for adding transaction batches:
 - Upload from asset custodian
 - Create from the allocation
 - Create manually
 - Other options
 - Create beginning balances
 - Need posted prior year ending balance to add a populated batch
 - Select ''From Sources' to add batch with participant & source/account detail
 - Allocate Earnings

Transaction Menu

Option to select and post/unpost all batches together

Transaction Batch Actions	Source	Batch from Alloc.	Compare Trans. to Alloc.	Alloc. from Batch
Consta Regioniza Relation	401K	N/A	Differences Only All 💌	Create \$153,000.00 Allocations
Compare Beginning & Prior Year Ending	ROTH	N/A	Differences Only All 🖼	Create \$26,000.00 Allocations
Create New Batch	MATCH	N/A	N/A	Create \$36,335.00 Allocations
Allocate Bal Frwd Earnings	PS	N/A	N/A	Create \$103,800.00 Allocations
Create Ending Balance Calculate Earnings	No allocat	tions for: MATCH, QN	EC, PS, ROLLUNREL	
T				
Transaction Batches				Print
Pending Batches			Posted Batches	
None			Begbai - Created from Source	zz <u>±</u> –
			Contrib-401K - Allocations	±-
			Contrib-MATCH - Allocations	±-
			Contrib-PS - Allocations	±-
			Contrib-ROTH - Allocations	±-
		Post 🕨	Earn - Sys Calc - POOLED	±-
		(Un Deat	Earn - Sys Calc - Bennett	±-
		(4 ONPOSE	Earn - Sys Calc - Bennett	±-
			Earn - Sys Calc - Collins	±-
			Earn - Sys Calc - VENDOR	±-
			ForfeitAlloc - Allocations-For	r <u>*</u> -
			LoanDist - Wickham, George	±-
1				

Options on Transaction Menu

- Create transaction batches by 'pulling' contributions from the allocation
- Compare the allocation numbers with the transaction batches
- 'Push' transaction data to the census to populate the contribution columns
 - Allows you to run testing based on the numbers from the vendor

Source	Batch from Alloc.	Compare Trans. to Alloc.	Alloc. from Batch
401K	N/A	Differences Only All 💌	Create \$153,000.00 Allocations
ROTH	N/A	Differences Only All 💌	Create \$26,000.00 Allocations
MATCH	N/A	N/A	Create \$36,335.00 Allocations
PS	N/A	N/A	Create \$103,800.00 Allocations
No alloca	tions for: MATCH, Q	NEC, PS, ROLLUNREL	

Earnings Allocation

- Set formula on Work with Sources screen
 - Traditional vs. All transactions
 - Traditional = just \$ going out
 - All Transactions = \$ coming in and going out
 - Current year weighting factors
- Posting Order is important make sure all batches are posted before allocating earnings
- Date range is set on the main transaction screen
 Applies to statements & reports as well as earnings
- Accounts coded as Type 'Brokerage' allow earnings to be allocated to individuals



Earnings Allocation - Basis Methods

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

Traditional Method

Beginning Balance Adjusted by

Subtracting
100% ofDistributions
In-service distributions
ADP/ACP Corrective
distributions
Insurance premium payments
Transfers Out,
Forfeitures
Loan DistributionsAdding 50%
ofContributions

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



Uploading Vendor Files

- Spreadsheet with instructions by vendor is in the Help Center under Transactions
- General rules:
 - Always set up ftwilliam sources, and accounts if using, before uploading file
 - Also map vendor sources to ftwilliam sources
 - If the vendor file is a CSV, open it, and save as a CSV file
 - If a non-CSV file, do not open, just download & save
 - Some files need the contract number as part of the file name

Generic Upload

- Generic upload available for plans using a vendor we don't have a custom feed for
- SRT upload is another option easy to get data into the format they use
 - Need to use SRT source codes
- Contact <u>support@ftwilliam.com</u> for a sample template for either of the above

Client Package

- Set Printing Parameters design style for reports & statements
 - Select style and orientation for each report or all reports
 - Custom messaging on statements is controlled by print style
- Select Reports choose which reports to include in the package
- Print Package open in MS Word or pdf

Global Print Settings

- Accessed from Tools/Settings Menu
- Allows designated admins to:
 - Design new print styles new styles added are available to all plans
 - Participant statement messaging is controlled by print style
 - Select options for most standard reports
 - Order participants are listed
 - Additional information included, e.g. include SSNs, show fees separately on financial reports
 - Options selected will apply to all plans

Miscellaneous Menu

- Tasks that feed to other software modules 1099-R & 8955-SSA can be run globally
 - 5500 Data Report participant counts
 - 8955-SSA Export
 - 1099-R Export
- Other tasks can be run globally
 - RMD calculates required beginning dates and minimum distribution amounts
- All these tasks require the data scrub and one of the financial or vesting reports to be run

Miscellaneous Menu

- Miscellaneous Reports
 - Summary of Test Results one page summary of all test results
 - Plan Highlights includes testing parameters; intended for client use
 - Vesting export reports two versions; both can be run at plan level or globally for all plans
 - Run vesting calculations

Tools & Settings

- Clone
- Workflow Grid
- Batch add year-end
- Print setting
- Global participant search
- Conversion upload
- History upload
- New tool to recalculate eligibility



Getting Help

- Two user guides are available regular & quick start:
- Help Center
 - Includes troubleshooting information on using the software
- Both the above are accessed from the Wolters Kluwer logo drop-down or the 'Help' link at the top right of any plan in compliance
- Contact <u>support@ftwilliam.com</u> if you can't access the Compliance Help Center

Getting Help

Compliance User Group

- Meets the first Tuesday of most months at 12 Noon CT via webinar
- Contact <u>support@ftwilliam.com</u> to join
- Call (800)596-0714 or email <u>support@ftwilliam.com</u> with specific questions – hours are 8 AM to 5 PM CT on weekdays
 - Please send emails from the plan you are working in allows us to see the problem
 - Please don't sent emails to our personal email accounts

Thank You for Attending

- We will respond to questions from the webinar in a follow-up note by early next week
- Please send further questions or feedback to <u>support@ftwilliam.com</u>



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