

FASCore Documentation

FUNCTIONAL PROCESS: Contributions

PROCEDURE: General Guidelines

DATE: March 21, 2012

Overview:

These procedures provide a general overview of the contribution processing considerations and timing. Please also refer to the Plan Administration Guide located on the Plan Service Center (PSC) for additional information regarding contribution processing.

Procedure:

- I. **General information concerning Plan Service Center (PSC)**
 - A. Plan Sponsors use Plan Service Center (PSC) to submit payroll contributions.
 - B. PSC allows authorized personnel of Plan Sponsor to:
 - i. Directly process contributions to participants' accounts
 - ii. Add new participants to the Plan
 - iii. Inquire about participants' account information, account balances, investment allocations, loan information, and transaction histories
 - C. Participant level information and investment elections for future contributions may also be changed
 - D. Basic Plan Level information can also be accessed.
 - E. To begin transmitting contribution files, refer to the PSC manual online documentation link for procedures and necessary information
- II. **Transmission of payroll data via the PSC**
 - A. Data is transmitted via the PDI File
 - B. Before initial transmission, Plan Sponsors must complete and sign both PSC Authorization and ACH request forms
 - C. Following transmission and acceptance of payroll file through PSC, ACH transfer automatically initiates from Plan Sponsor's bank accounts to MetLife Bank Vendor
 - D. FASCore receives ACH information daily via electronic transmission
- III. **Effective Dates for processing contributions**
 - A. Day 1 - Files which transmit prior to 12 midnight, MT, become effective on the next business day
 - B. Day 2 - ACH file is processed and the Participant's contributions post to the recordkeeping system (ISIS) and units are purchased with close of second business day's prices
 - C. Day 3 - Bank account is credited with funds (through ACH); purchases settle

IV. Examples

A. File sent before midnight

- Day 1: Monday
 - Plan Sponsor updates participants' contributions, transmits data through PSC. (This initiates an ACH deduction from the Plan Sponsor's Banking Vendor)
- Day 2: Tuesday
 - FASCore's Bank Provider picks up ACH file.
 - Participants' contributions post to the recordkeeping system (ISIS) and units are purchased using close of second business day's prices
 - Once unit values post, contributions are available on the VRU and the Participant website no later than 12 midnight, MT of the same day.
- Day 3: Wednesday
 - Bank account is credited with funds (through ACH); purchases settle

B. File sent after midnight

- Day 1: Tuesday
 - Plan Sponsor updates participants' contributions, transmits data through PSC. (This initiates an ACH deduction from the Plan Sponsor's Banking Vendor)
- Day 2: Wednesday
 - FASCore's Bank Provider picks up ACH file.
 - Participants' contributions post to the recordkeeping system (ISIS) and units are purchased using close of second business day's prices
 - Once unit values post, contributions are available on the VRU and the Participant website no later than 12 midnight, MT of the same day.
- Day 3: Thursday
 - Bank account is credited with funds (through ACH); purchases settle

V. Monitoring / Reconciliation Procedures

- Day 1:
 - Plan Sponsors transmit payroll file
 - Plan Sponsors deposit contributions into bank account from which ACH will be drawn
 - FASCore will review the Cash versus detail and reconcile. If an out of balance exists, FASCore will:
 - Review processing to ensure an in-house error did not result in the out of balance. If error does exist, a correction will be made.
 - If there are no processing errors and an out of balance still exists, FASCore will reach out to the appropriate Plan Contact.
- Day 2:
 - FASCore Administrator receives e-mail generated from system, indicating PSC transmission received
 - FASCore Administrator receives a report identifying any rejections and takes appropriate actions to resolve

- Day 3:
 - Funds are deposited in Bank Provider account
- Day 4
 - Electronic Turn Around Document is placed in PSC directory of the Plan Sponsor/Authorized Processor to confirm receipt of contribution file
 - If there are insufficient funds in the account when ACH processes, action will be taken immediately
 - NSF (non-sufficient funds) notification sent by Bank to FASCore Plan Technical Support (PSC unit)
 - If ACH rejects due to NSF, Plan Technical Support will email FASCore Plan Services Team (MetHome) notifying them of the NSF.
 - FASCore Account Manager will notify the MetLife Account Executive for immediate resolution
- Day 5:
 - MetLife Account Executive notifies FASCore that the Plan has funded their account and instructs FASCore to debit the Plan Sponsor's bank account
 - If NSF remains outstanding for 3 business days, Plan Technical Support will send out an "Email of Intent" to the FASCore Plan Services team.
 - The email serves as notification that if the item has not been resolved within 24 hours the CONTRIBUTIONS WILL BE REVERSED from the participant accounts at the end of the business day on day 4
 - If the contributions are reversed, the FASCore Plan Services Team notifies the MetLife Account Executive.
 - The Plan Sponsor will have to re-submit the payroll. Contributions will not be back dated. The Plan Sponsor will be responsible for any gain/loss as a result of reversing the contribution.