FASCore Documentation

Functional Process: Plan Maintenance
Procedure: Adding Company Logo to the participant website

Overview

These procedures detail the processes to set up a company logo on the participant website for a specific Plan. At the present time a system "go-live" is required in order to add the logo to the plan's participant website.

Procedure

I. New Accounts

A. MetLife will be responsible to determine if a client will utilize their company logo on the participant website.
B. A note will need to be placed on Implementation Work Sheet (IWS) in Plan Comments section.
C. The logo should be supplied on a diskette/CD ROM.
D. When received, the FASCore Implementation Manager will forward diskette/CD ROM and a system ticket is opened.
E. When the set up is completed, a quality check will take place to ensure logo is on the participant website.
F. The FASCore Implementation Manager will notify MetLife that the set up has been completed.

II. Existing Accounts

A. The MetLife Account Executive (AE) should submit the request to the MetHome Plan Services team using the **Plan Maintenance – Non-Amendment Form**.
B. The form and logo may be emailed to the MetHome Plan Services team at methome@retirementpartner.com or it may be mailed to:
   FASCore, LLC
   MetLife Plan Services Team – 9T3
   8515 East Orchard Road
   Greenwood Village, CO 80111
C. The logo should be supplied on a diskette/CD ROM with the form if mailed.
D. The logo will appear on the plan's participant website with the next system "go-live". FASCore will confirm to the AE the date of the next go-live when form is received.
E. Image/Logo Size Range
   1. The Image/Logo must be submitted as a .gif or jpg file.
   2. Width may range from 1.0 " to 2.05"/ 103 pixels to 199 pixels
   3. Height may range from .28" to .54"/ 27 pixels to 52 pixels

4. Logos may have colors.
5. File should be titled Account #________-_____logo.gif
   For example 1009001-01logo.gif or 1005001-01logo.jpg
6. Note – these dimensions are different from the dimensions for statement logos. Please refer to the statement section for details

F. Upon receipt of the Plan Maintenance Form and diskette or CD ROM tickets are opened to complete the set up process.
G. When the set up is completed, a quality check will take place to ensure logo is on the plan's participant website.
H. FASCore will send confirmation the setup is complete to the submitter.

Sample placement of Company Logo on the participant website