Guided Payroll FAQ

1) What is GPP?

GPP stands for Guided Payroll Process which is a direct entering method into the Plan Service Center for your payroll contributions.

2) What is the benefit of GPP?

GPP allows you to provide additional employee data without having to load a payroll contribution file. You will be able to benefit from some of our other services such as Online Enrollment, Auto Enrollment, Eligibility Calculation and Vesting services that you may not have used before. Please contact your Account Manager for more details.

3) Can plans with multiple divisions/bank accounts use GPP?

Yes.

4) If I am never going to provide the data can you make the warning signs go away?

The warnings are there to let you know that due to a service requirement this data is required.

After you enter the data, the warning goes away. It will be up to you to continue updating your

employees' information.

5) If I complete all the data points what features will I be able to add to the plan?

You will be able to add features such as Online Enrollment, Automatic Enrollment, Vesting

Services and Eligibility Calculation just to name a few. Please contact your Account Manager for

a list of other features.

6) Is there a cost to adding additional features?

There is no charge to use GPP.

7) Can I export this data into a census file at the end of the year?

As you update the employee records with each contribution submission, the data will be

automatically populated to the Census report.

8) I know you want me to supply information on all of my employees and not just the ones who

participate, but I have over 100 employees and that is a lot of work. What are my alternatives

to GPP?

You have the option to send your own file through the PSC or you may be able to have your payroll provider send a file for you. Please contact your Account Manager if you'd like to discuss one of these options.

9) For a plan that is set to Actual Hours for vesting or eligibility requirements, is there any way to automatically add 40 hours to each participant so each participant doesn't need to be updated one by one?

Currently there isn't a way to automatically add 40 hours to every employee using Guided Payroll Process.

10) If the client forgets to update hours, is there a warning that they will see letting them know that hours were not changed for any of their employees?

There will be no warning if we do not receive regular updates to the employee hours. There will be a warning if we have not received any hours at all for an employee. It will be your responsibility to update this information regularly in the system. You will see the most current information we have each time you process your contributions.

11) For in-period plans, when you copy from a previous remittance, will the previous remittance hours be pulled in, or will the plan have to input those hours again?

The plan will need to add in the hours for that payroll period.

12) If they export a file, does the plan still needs to go through the normal PDI process in terms of sending the file to the AM, having the mapping completed, doing the test file and first cash call?

Yes

13) When using GPP and downloading the Excel spreadsheet through the Export feature in GPP, would it be usable for PDI upload?

It can be used as the template if the plan wants to switch to PDI or Payroll Bridge, but the plan must contact their Client Service Manager before they upload the file.

14) Will the updates made under the Employee tab carry over to Guided Payroll and vice versa?

Yes.

15) Will updates made through a file upload overwrite information in Guided Payroll and vice versa?

Yes.

16) Why don't I see anything in "copy from previous contributions?"

You can only copy from a previous contribution if you have processed contributions on the PSC before.

17) How do I make updates through the grid in Step 3 – i.e. address, dates, etc?

You can update your employee's information by clicking on the Edit icon next to each employee's record.

18) If I am never going to provide the data can you make the error signs go away?

Errors are the only fields that need to be cleared up before you can process contributions. If you are getting warnings, you can move on to Step 4 and process your contributions. The warnings will appear each time you process payroll. The warnings appear because there is information missing that needs to be supplied to support your plans' features.

19) Regarding My Total Retirement, how do I put a new employee into My Total Retirement?

If you are adding a new employee and they need to be added into the My Total Retirement program, you do this by adding the employee through the Participant menu which will prompt you to add them to My Total Retirement.