Year End Request FAQ

1. **When is this due?**

    We need all data requested in order to start working on your year-end work.

    Dates to remember:
    Contribution Calculations – allow at least 2 weeks for this work to be completed
    401K Testing – we will need all data by 2/4/16 in order to review and process refunds by 3/14/16

2. **What if I did NOT receive an email notification about my census file by the "available by" date listed on the Year-end Packet Email?**

    Use below linked instructions to log onto website without emailed link and download your census file. If you have issues downloading, please see Question 3:
    http://www.pensionresourcesinc.com/UPLOAD%20DOWNLOAD%20WIZARD%20HOW%20TO.pdf

    If your census file is still not there, please call your account administrator here at Pension Resources, Inc

3. **How do I get/download my census file?**

    If you haven't already, we suggest you update to the Upload / Download Wizard. Instructions are in the below link.
    Use the Downloading File instructions in this file:
    http://www.pensionresourcesinc.com/UPLOAD%20DOWNLOAD%20WIZARD%20HOW%20TO.pdf

4. **Who is my account administrator at Pension Resources, Inc.?**

    The Year End Census request email came from your account administrator at Pension Resources, Inc.

    Our Admin Support Group (Tracy Mundy, Diana Timothy and Kelsey Moore) also assists with your plan.

    We have seen an increase in questions and/or services that are outside the scope of the normal (core) administration process. Retirement plan rules are complicated, and with continued increase in DOL and IRS regulations and enforcement, it is critical that you receive more than just standardized processes and administration. More complicated services/questions require a more specialized response. In order to respond to this, we continue to work as a team to provide services to you, and although there is one administrator assigned to your plan, you may also hear from other staff members as workload and your needs require.

5. **How do I complete the census?**

    Open attached files on this email beginning with file "Request Instructions". Use request instructions to complete census file.

    > Notes on Census File:
    > - If you make any changes to data prefilled in this file, please put an "Asterisk" in that field (or highlight field). Also, please do not reformat Social Security Numbers – numbers are listed without dashes and without leading zeroes so they can be imported into our software.
    > - You may want to sort census file to assist in completing – this file contains everyone that is in our system, including terminated participants.
    > - If your company is NOT sole proprietorship, partnership, or LLC/LLP taxed as partnership, Note for Self Employed attachment on this email DOES NOT apply to you.

6. **How do I send my completed census file back? (Uploading your file)**

    If you haven't already, we suggest for you to update to the Upload / Download Wizard. Instructions are in the below link.Use the instructions to upload your completed census file to your account administrator at Pension Resources, Inc.
    http://www.pensionresourcesinc.com/UPLOAD%20DOWNLOAD%20WIZARD%20HOW%20TO.pdf

7. **How do I send my completed Employer Questionnaire and Deposit Verification Form back?**

    The completed Employer Questionnaire and Deposit Verification Form can be sent back however it is easiest for you via:
    Fax (717) 541-8093
    Email to your account administrator at Pension Resources, Inc.
    Mail ← Pension Resources, Inc. 2000 Linglestown Rd, Ste 305, Harrisburg, PA 17110
    Upload to Secure File Transfer Services Account ← www.securefiletransferservices.com .

8. **How do I determine what compensation definition I should use for my census?**

   Your compensation definition is located at the top of your census file in the column called Plan Wages. The compensation definition type is in blue lettering. Once you've determined your compensation definition type, you should use the Compensation Definitions file attached to the Year-End census file for more information.

   If you still have questions, you should contact your account administrator here at Pension Resources, Inc. If you are unsure who your account administrator is, please see question # 4 in this file.

9. **Why does Pension Resources, Inc. need data for <u>all</u> employees?**

   Pension Resources, Inc. requires data on all employees employed at any time during the Plan Year (including newly hired, those who are not eligible and terminated employees) in order to verify eligibility, vesting and perform testing.

10. **What's my username and/or password for my secure file transfer services account?**

    USERNAME - Your username for your secure file transfer services account is your email address.

    PASSWORD – If you are unsure of your password, you can click on the link below the "Sign On" portion of the www.securefiletransferservices.com website where it says: Forget your password? <u>Request a password change</u>
    You should receive a new temporary password within half an hour of requesting the password change. If you do not receive a new password emailed to you within half an hour, please email your account administrator at Pension Resources, Inc. to request a new password.

    DO <u>NOT</u> ATTEMPT TO LOGIN TO THE SECURE FILE TRANSFER WEBSITE WITH A PASSWORD THAT GIVES AN ERROR MESSAGE MORE THAN 3 TIMES. AFTER THE 5TH LOGIN ATTEMPT, YOU WILL BE LOCKED OUT OF THE WEBSITE AND TECH SUPPORT WILL NEED TO BE CALLED TO UNLOCK YOUR ACCOUNT.

11. **I saved the census file, but now I cannot find it on my computer. How do I find the file?**

    This is a difficult question as there are some times when it is possible to find the file you saved, and other times when it is too difficult to find the file. If you know for sure that you saved the census file to your computer, open Microsoft Excel. If you are using:

    Microsoft Excel 2010:

    - Click on menu named "File"
    - Then click on word "Recent"
    - If census file was indeed saved to your computer, census file should be listed in your recent workbooks
    - Double click on census file's name to open it
    - Now, use "Save As" option under "File" menu to save file to your desktop

    Microsoft Excel 2007 – 2003:

    - Click on Office Button
    - If census file was indeed saved to your computer, census file should be listed on right-side of this menu
    - Double click on census file's name to open it
    - Now, use "Save As" option under Office Button to save file to your desktop

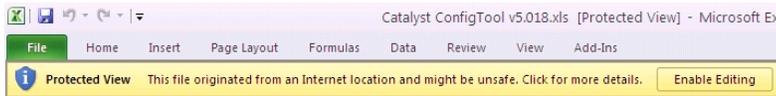   **Microsoft Excel older than 2003**:

    - Click on "File" drop down menu
    - In section of File Menu just above word "Exit," you should see list of files you've recently had open. (If you do not see this and there is an arrow at bottom of menu pointing down, place your mouse over arrow to expand your menu.)
    - If census file was indeed saved to your computer, census file should be listed at bottom of your "file" menu.
    - Double click on census file's name to open it
    - Now, use "Save As" option under "File" menu to save file to your desktop

If after you opened Excel and used the technique above, you still cannot find your census file, you will need to either speak with your IT department or re-download the census file.

12. I've downloaded and properly saved my census file, but it will not allow me to edit the file. Why, and what do I do?

There are different variations of this for each version of Excel.   Usually the reason is because this is a file you downloaded from the Internet. In case this is a file from an un-trustworthy source, Microsoft has taken precautions to make sure you are opening a file that does NOT contain harmful contents. If you are sure the file is from a trustworthy source, you can do the following to enable editing of the file.   If you are using:

Microsoft Excel 2003 – 2010

- Click button in yellow bar "Enable Editing"
- You should now be able to edit file

Microsoft Excel older than 2003

- Click button "Disable Macros" when opening file
- You should now be able to edit file

13. I've opened the excel file, but when I click enable editing all the data disappears. What should I do?

This seems to be a bug in the newer versions of Microsoft Office where files originating from the internet are not seen as trusted files. There is a work around, but it means you will need to follow the steps to download the file again from the beginning, See Question 3. When you get to the point of clicking on the name of the file and clicking the download link, if you are prompted to Open, Save, or Cancel, choose "Save." Save the file to your "Desktop" or to "My Documents." Do not open the file if prompted after saving. Instead, open Microsoft Excel and open the file from your computer. After opening the saved file from your computer, you should no longer have to enable editing and the data should be visible.

If you are still having issues with the data disappearing after performing the above work around, please contact our office.