FastPay Payroll Submission

Frequently Asked Questions (FAQ)

General Information

What is FastPay?

FastPay is the payroll submission system to submit payroll and censusinformation directly to your plan's recordkeeper. FastPay is designed to be quick, easy, and secure. There are three submission methods available to choose from to fit your plan's needs.

What are the benefits of using FastPay?

FastPay is designed to save time and improve accuracy while securing plan and participant information.

What submission method should I use?

- Use **Import payroll** if you have an Excel spreadsheet with participant and payroll information to submit your contributions quickly and easily. You can also submit census data on your file through FastPay as well.
- Use **Payroll Invoice** if you would like to generate a detail with participants and expected contribution amounts based on your payroll calendar.
- Use **Manually key payroll** if you need to submit a one-off payroll contribution.

What if I am submitting contributions for multiple IRS code?

A separate payroll detail will need to be submitted for each IRS code (i.e: 457(b), 401(k), IRA). Continue by clicking the Manage plan tab at the top of the page and selecting the Payroll processing link. Repeat the submission process for each IRS code.

Import payroll – Configurations and files

What is my pay date? How is the pay date different from the pay period end date?

A "pay date" or "check date" is the day employees are paid. The "pay period end date" is the last day of the pay period for which the employee is being paid. Enter the pay date of your current payroll, not the pay period end date. The pay date results in more accurate monitoring and reporting of contribution limits for employee deferrals.

What type of payroll contribution file format does your plan's recordkeeper accept?

Currently, your recordkeeper accepts files in a **CSV (Comma delimited)** file format. Many commonly used spreadsheet applications (e.g., Microsoft Excel) allow you to save or export your payroll file in this format. Read the "Save file as comma delimited format (.csv) in Microsoft Excel" section in the User Guide. Visit the **Learning Center** to find the User Guide.

What is a configuration?

A configuration defines what information is in each column of your payroll contribution file so that it can be properly mapped into your plan recordkeeper's systems. Once you set the configuration of your unique file layout, your participants' payroll contribution information can be easily uploaded.

Can I have multiple configurations for my payroll contribution files?

Yes, you may create as many configurations as needed. For example, if your participants' payroll contributions are in multiple files, or if you have a separate spreadsheet for participant addresses, etc, create a different configuration for each file layout. Then, import each file individually.

Do I need to create a configuration each time I import?

No, you only need to create a configuration the first time you import a payroll contribution or census file. Once created, name and save the configuration to use for future imports. Note, if the layout of your file changes, you will need to create a new configuration.

What kind of data should be in my imported file?

You may import as many columns as you would like, but FastPay only allows data to match to the following field types: First Name, Last Name, Social Security Number (SSN) and valid money sources such as, Salary Reduction, Roth Contribution, Employer Match, etc. You are also able to import certain census data for your plan's participants. Review the Census data section of this FAQ for more information.

What if my payroll file has data that FastPay doesn't need or can't accept?

A configuration allows the user to skip any column that is part of the file but not needed for the payroll submission. There is no limit to the number of columns that a user can skip in a configuration.

Can I delete or remove a configuration that is outdated or no longer used?

Yes, when you choose a configuration as part of the import process, select **View or delete configuration.**

Why are there invalid records in my import?

Invalid records are caused when a row in your imported payroll contribution file does not match a participant in your plan. An invalid record could be an incorrectly formatted SSN, name or contribution amount in a participant's row. Often, invalid records are header, footer and totaling rows, which can be removed during the import process.

Do I need to remove headers and footers from my file before importing?

No, you do not need to remove headers and footers from your file before importing. Headers and footers display as invalid records which can be easily removed during the import process.

How do I fix an invalid row for a participant in my import?

Either manually correct the formatting error in your payroll system or remove the invalid row during the import process. Note that any participants with contribution amounts removed from your import reduce your payroll file's total contributions.

Payroll Invoice

What is my pay date? How is the pay date different from the pay period end date?

A "pay date" or "check date" is the day employees are paid. The "pay period end date" is the last day of the pay period for which the employee is being paid. Enter the pay date of your current payroll, not the pay period end date. The pay date results in more accurate monitoring and reporting of contribution limits for employee deferrals.

What if the calendar isn't showing my correct pay dates?

The pay dates shown reflect the payroll calendar on record. Please contact the KDC office to have your payroll calendar updated.

How do I edit my recently submitted payrolls?
The four most recently submitted payrolls will show at the top of the FastPay Payroll Invoice page. Depending on the status, you have the option to view and/or edit these by clicking the Payroll History and Maintenance button. See the **Payroll History and Maintenance** section for more details.

Will all participants' payroll sources generate in my payroll invoice?
Yes, FastPay is designed for you to submit all payroll sources together.

Participant dashboard

How do I add a participant to the Participant dashboard?
Expand the Add Participant section at the top of the page to add an existing participant not included on the dashboard. You will need to select a Change reason if the contribution amount differs from the expected amount. New participants not active in the recordkeeping system cannot be added. Contact the KDC office for information on establishing a new participant.

Can I remove a participant from the dashboard?
To delete a contribution amount from your payroll detail, expand the participant's row on the dashboard and update the contribution amount to $0.

Why do I see a red error message on the participant dashboard?
Errors appear when a participant's import amount varies from the expected amount, an expected amount is missing, or a participant has an expected percentage-based contribution. You may reference the note for each message to see what type of data requires correction. Correct the data and select a Change reason.

Why do I see a red error message on the participant dashboard?
The percentage icon indicates a participant with a percentage-based deferral amount. Enter the dollar amount that corresponds to the highlighted money source for each participant with this message.

Why do I see an orange warning message on the participant dashboard?
An orange warning message indicates that some parts of the census information are not valid (Examples: a hire date occurring before a birth date). You may correct the record with the warning or cancel the submission, fix the source file and re-import, or ignore the warning and submit the detail as is. If the file is submitted "as is," the invalid portions of the census information will not update the corresponding participant(s) in the recordkeeper's system.

Payroll data

Can my payroll include negative contribution amounts?
Yes, FastPay accepts a negative contribution amount for employees in your payroll contribution file. However, the total payroll contributions cannot be negative. Negative numbers can be formatted using parenthesis or a minus sign (i.e., "-100.00" or "(100.00)"

Can I submit multiple payroll sources at the same time?

Yes, FastPay is designed for you to submit all payroll sources at once. If you choose to submit sources separately, that works as well.

Note, if you submit contributions for each source separately, create a separate configuration for each file designating the proper money source. To prevent submission errors, give each configuration a unique name referencing the applicable money source.

Census data

How can I use FastPay to share census information about my plan participants?

The preferred way for employers to share participant information is by importing a file that contains their census information. The import can be part of your regular payroll contribution file or specific to a file with only census information. This information includes employment dates such as hire date, termination date, rehire date, retirement date and disability date. Additional personal participant information includes their date of birth and date of death or contact information. Once a file has been imported, the census information included in that file can be viewed and updated within the participant dashboard. You can also enter census data not included in the import on the participant dashboard.

How do I perform an import of census information?

Like importing a payroll contribution file, create a configuration specific to the layout of the columns in your file containing census information. If your census file does not change, reuse the configuration.

Are there any special formatting considerations when importing census information?

The following formats are supported when importing dates: MM-DD-YYYY, MM/DD/YYYY or MMDDYYYY. Addresses must contain a city, state, and zip code for census information to update your recordkeeper's systems. If an address is missing or has an incorrect field, but the other fields are all recognized, the system automatically updates the missing or incorrect field(s). A valid SSN, first name, and last name are requirements for every participant in your import file.

How do I add or update census information from the participant dashboard?

Expand a participant's row on the dashboard and add or edit the available information. click the **Update participant census data** button.

What happens when I add a termination date for a participant?

Entering a termination date for a participant will automatically remove them from future payroll invoices.

Am I able to update a participant's name or Social Security Number (SSN) through FastPay?

No, you may not update a participant's name or SSN from FastPay.

Payment by Debit ACH

Can I include a payment with my contribution file?

FastPay accepts Debit ACH payments for payroll contributions submitted through FastPay. The Debit ACH Payment process is the fastest and most accurate method of submission.

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How is a Debit ACH drawn on my account?

On the selected draft date, Nationwide debits your specified account for each payroll source in your imported file. For example, if your file includes employee deferrals and an employer match, then one debit for each of these payroll sources would be performed. The total payroll amount and amounts to be debited by source are noted on the Debit ACH acknowledgment page once submitted.

Before setting up a new Debit ACH, work with your financial institution (i.e. bank, credit union, etc.) to ensure they have the necessary details from Nationwide (i.e. ACH company ID number, **9762795001**) to approve setup.

What Debit ACH draft dates can I select?

Draft dates must be business weekdays and Federal Reserve and Stock Market processing days. Select to have funds drafted either the next business day or any business day up to 15 days in the future. To draft for the next business day, a request must be submitted (in good order) before to the Stock Market closes (4 p.m. Eastern). The calendar grays out unavailable days.

How can I submit a Debit ACH separately from my payroll?

You can submit a Debit ACH outside of the payroll submission process. Go to **Manage plan** and then select **Debit ACH payment**. Then, choose an outstanding payroll to fund with a Debit ACH. Select the Learning Center for specific instructions on how to submit a standalone Debit ACH.

Why would I use the Debit ACH link?

A different department might need to remit a previously submitted detail, or maybe you need to submit only a payment for a specific transaction.

How can I associate a payment with a payroll that's previously been submitted?

After selecting Manage plan and then Debit ACH payment, click Select new or existing payment in the "Payroll details" section. Choose the existing payment you need from the dropdown menu

Payroll History and Maintenance

What am I able to view on Payroll History and Maintenance?

You can view any payroll detail previously started, submitted, or processed for your retirement plan and Pay Center, if applicable.

How far back can I search for past payroll details?

You may search by an unlimited date range for your plan's payroll details.

What are the various payroll submission statuses?

There are five different statuses for payroll details a user can view, sort and filter. These statuses are

- **Unsubmitted – Saved:** a payroll detail that was started but not submitted.
- **Submitted – Awaiting payment to process:** a payroll detail your recordkeeper has received but is either awaiting the payment for the detail or has not yet allocated the detail to the payment.
- **Submitted – Payment received:** a payroll detail received by your recordkeeper along with payment. In most cases, these process that night.
- **Processed:** a detail that has been allocated to participant accounts.

Once submitted, am I able to update/ edit a payroll detail?

If you need to change or correct a previously submitted payroll detail, in many cases, you can update the payroll before it processes.

You can edit any payroll detail with the following status and re-submit.

- **Unsubmitted – Saved**
- **Submitted – Awaiting payment to process**

If a payroll detail has a **Submitted – Payment received** status, contact your plan's recordkeeper to make any updates to that payroll.

Once **Processed**, a payroll detail is no longer editable.

What information on each payroll detail am I able to view/ edit?

You may view participant contribution amounts by total and by source. These amounts are editable for certain payroll statuses (see the previous question). You can also view submission details. Including submission date and time, the user ID that submitted, the number of records submitted, total amount and amounts by source and processed date, if applicable. Corresponding payment information can be viewed as well (Examples: payment amount, payment type and other information).

If I submit census data with my payroll, can I view that information as well?

If you submitted census data with your payroll, you do not see the census data if you access that payroll via History and Maintenance. The census data is automatically updated on the recordkeeping system when it is submitted.

Am I able to update or submit census data when I submit a payroll detail through History and Maintenance?

You can submit new census data as part of editing and re-submitting a payroll through the participant dashboard. Open a participant record and enter census data in any of the applicable fields.

Am I able to delete a payroll detail?

Yes, if a payroll detail has not been processed, you can delete the detail. If there is a payment (such as a check or wire) that is currently allocated to the payroll detail being deleted, the payment will become unallocated from the payroll, but will remain in suspense on your recordkeeper's system until further action is taken (e.g., another payroll is submitted or a refund is requested). Note, your plan's recordkeeper may refund amounts received that have not been resolved within 30 days.

When editing a payroll, am I able to add a participant to the payroll if they were not on the original payroll?

Currently, you cannot add a new participant to a payroll through History and Maintenance.

When editing a payroll, am I able to remove a participant from the original payroll?

Although you cannot remove a participant from the payroll when updating it, you can change the participant's contribution amount(s) to zero. This action effectively removes the participant from the payroll.