



## Contribution Management Application Frequently Asked Questions

**1. Q: Can I make changes to participant records in Benefits Access for Plan Sponsors (BAP)?**

**A:** Yes. To make changes, you must have access to BAP. Complete the *Security Administration Form—Contribution Management/BAP* and check the box under Part 2 for Admin Access.

**2. Q: How do I opt to upload payroll files?**

**A:** Refer to “Upload a Payroll File” section in the *Contribution Management Quick Tips* under **Resources**.

**3. Q: How can I enroll a new participant?**

**A:** a. If you only have access to Contribution Management, you must submit an *Enrollment* form and return it to Wespath.

b. If you have BAP admin access, you can directly enroll participants. After a participant is enrolled, you may add a record to your current contribution file.

**4. Q: How do I remove a participant from the file due to a change in employment status?**

**A:** a. If you only have access to Contribution Management, you can locate the participant in the current contribution file, select “**Edit**” and zero out the contributions. However, you cannot remove a participant from the contribution file. You must submit a *Termination/Retirement Notification* form to Wespath.

b. If you have BAP admin access, you can make employment status changes.

**5. Q: How do I add another contribution for a different payroll cycle to the current payroll file?**

**A:** To add another contribution, select the contribution detail for the current payroll period, click “**Add Record**” and enter the information. The payroll date should be the month the contribution is for.

**6. Q: How do I add a contribution for a closed plan year?**

**A:** Contact the Contributions team at **1-800-851-2201**.

**7. Q: How do I add a contribution for a prior adoption agreement plan?**

**A:** Contact the Contributions team at **1-800-851-2201**.

**8. Q: Can I submit contributions for multiple payroll periods in one file?**

**A:** We recommend that you submit contributions separately for each payroll date. If you miss a payroll period, you may:

a. Select the payroll date of the missed contribution and schedule a payment, or

b. Add the past due amount to your current contribution by selecting “**Add Record**.”

**9. Q: Can I edit multiple participant contribution records at the same time?**

**A:** No, however, you may upload a payroll file if your organization elected this billing option.

**10. Q: What if there are no contributions owed for a participant during a specific month, but the participant is still active?**

**A:** Locate the participant in your contribution file and select “**Edit**.” This will allow you to zero out the contributions.

**11. Q: Do I still need to schedule a payment when the forfeiture amount exceeds the total plan sponsor contribution amount and the resulting payment due is zero dollars?**

- A:** a. If you are manually scheduling payments, you must initiate a payment in order for the forfeiture amount to be applied.
- b. If you selected automatic payments, your payment is automatically scheduled, and the forfeiture amount will be automatically applied.

**12. Q: Will forfeitures be applied to the current contribution file?**

**A:** If you have a forfeiture amount available, it will be displayed under **Contribution Summary** on the **Contribution Details** page, which is accessible when you select the current payroll file. Available forfeiture amounts will be applied to your file for plan sponsor contributions when you schedule your payment.

**13. Q: What funding option should I choose?**

- A:** a. The manually scheduled funding option is most appropriate for plan sponsors who typically make changes to their bills. It allows you to edit contribution amounts before scheduling your payment.
- b. The automatic funding option is most appropriate for plan sponsors who want payments automatically debited from their account. It allows you to edit contribution amounts before the debit occurs. Payroll provider contribution files are setup to be automatically debited, but can be changed to manual if elected in Contribution Management.

**14. Q: How do I cancel a scheduled payment?**

**A:** To cancel a payment, select the contribution detail for the payroll date and click **“Cancel Payment.”** You must cancel the payment before 3:00 p.m., Central time on the day the Automated Clearing House (ACH) payment is scheduled to initiate.

**15. Q: How do I cancel my plan sponsor upload file?**

- A:** a. If you *have not* scheduled your payment, you may cancel your file at any time by selecting **“Cancel File”** on the **Manage Contributions** page.
- b. If you *have* scheduled your payment, you must cancel before 3:00 p.m., Central time on the day the ACH payment is scheduled to initiate. Select **“Cancel Payment”** on the **Manage Contributions** tab to cancel your payment. Then select **“Cancel File”** on the **Manage Contributions** tab.

**16. Q: What is the “Send Payment On” date?**

**A:** “Send Payment On” refers to the initiation date of the payment process. If you use automatic funding, the “Send Payment On” date will be the business day following the payroll date if your contribution file is sent by your payroll provider. If your contribution file is generated by Wespah and you use automatic funding, the “Send Payment On” date will be no earlier than two business days before the last business day of the month.

**17. Q: What is the “Delivery By” date?**

**A:** The system automatically allows up to two business days from the “Send Payment On” date for contributions to be posted to a participant’s account. For organizations that elected to receive a file from Wespah and an automatic payment option, the delivery by date is the last business day of the month.

**18. Q: When do I need to complete all additions or edits to the payroll file?**

**A:** Additions and edits to a payroll file must be completed two business days prior to the “delivery by” date.

**19. Q: What are exception and warning messages?**

**A:** a. *Exception messages in red* indicate the file must be corrected prior to scheduling payment. If you use automatic funding, payment could not be scheduled. You must correct the error and manually schedule payment.

b. **Warning messages in yellow** indicate that the file may have errors, but you can still schedule a payment. Additional information is provided on the specific row that contains the exception/warning.

**20. Q: How can I view all my exceptions and warnings on one page?**

**A:** Click “**Show Exceptions and Warnings**”, under **File Summary** on the **Contribution Details** page, which is accessible when you select the current payroll file.

**21. Q: How do I correct exceptions in the file?**

**A:** There are two ways to correct the exceptions:

a. If you are in the process of uploading the file, you may review the number of exceptions in the file and determine if you wish to proceed. If you cancel the upload, you may correct your payroll file and upload it again.

b. If you have already loaded the file, or your file was generated by your payroll provider, you must access the **Contribution Details** page by clicking the payroll date and then edit the records (rows) that have exceptions.

**22. Q: Can I submit discretionary contributions on the current monthly contribution file?**

**A:** If you indicated on your adoption agreement that you will make discretionary contributions and you have submitted an addendum for the current year or for an “indefinite” period including the current year, there are three ways to submit these contributions.

a. Select the participant for whom you will submit a discretionary contribution and edit the record,

b. Add the discretionary contribution to your plan sponsor generated upload file, or

c. Have your payroll provider add the discretionary contribution to the payroll system.

**23. Q: Why won't my contribution file upload?**

**A:** There are several reasons that a file upload will fail. To view a list, refer to “**Upload File—Rejections**” in the **Rejections, File Errors, Exceptions, and Warnings** under **Resources** on the **Manage Contributions** tab.

**24. Q: What are the payment statuses?**

**A:** “Schedule Payment”—The file is ready for review and you may now initiate payment.

“Pending”—You have scheduled a payment or elected automatic payments on the **Manage Account** tab.

“Paid”—Your payment was accepted and the contributions will be posted to participant’ accounts.

**25. Q: Is there a file template I can use for uploading payroll files?**

**A:** Yes. To access the template, select “**Payroll File Template**” under **Resources** on the **Manage Contributions** tab.

**26. Q: How do I add/remove user access to the Contribution Management application?**

**A:** Submit a new *Security Administration Form* to add or remove users.

**27. Q: Where are enrollment, termination, and Security Administration Forms located?**

**A:** Click “**Forms**” on the **Manage Contributions** tab.

**28. Q: How do I add or edit a contribution amount on my pending bill if I have elected automatic payment?**

**A:** You can add or edit like other organizations that schedule their payment manually. Refer to the *Contribution Management Quick Tips* on the **Manage Contributions** under **Resources**.

- 29. Q: What payroll date should I use for a terminated, deceased or retired participant?**  
**A:** Enter the correct payroll date for the contributions. The payroll date cannot be later than the end of the calendar month following the date of termination, death or retirement.
- 30. Q: If there is a compensation change and/or contribution election change entered at any point in the current billing month in BAP, will Contribution Management reflect the correct amount for the current month?**  
**A:** Yes, Contribution Management will reflect the adjusted amount for the current month on the next business day after a change is made in BAP.
- 31. Q: If there is a retroactive compensation change and/or contribution election change entered at any point in the current billing month in BAP, will Contribution Management reflect the adjusted amount for the prior month?**  
**A:** Yes, Contribution Management will reflect the adjusted amount for the prior month on the next business day after a change is made in BAP.
- 32. Q: If I manually change a record in Contribution Management and then update compensation and/or contribution elections in BAP, will my manual update be overridden the next day?**  
**A:** Any manually added or edited records in Contribution Management are not evaluated for compensation and/or contribution election changes made in BAP.
- 33. Q: How can I determine which records I added or edited manually in Contribution Management?**  
**A:** A list of participants and update details can be accessed in Contribution Management in the Change Log. Refer to the *Contribution Management Quick Tips* in **Manage Contributions** under **Resources**.
- 34. Q: Why am I receiving a Contributions Due Reminder at the beginning of the month and at the end of the month?**  
**A:** You will receive a Contributions Due Reminder at the beginning of the month to inform you that your contribution file is available in Contribution Management. This notice also includes a reminder of any unpaid bills from prior months. If you have elected automatic payment, you will also receive a Contributions Due Reminder at the end of the month with the total amount that will be automatically debited from your account.
- 35. Q: Why am I no longer receiving the end of month reminder for unpaid bills?**  
**A:** This reminder is no longer generated. You will receive a list of unpaid bills from prior months on your Contributions Due Reminder at the beginning of the month.