

EMPOWER | PLAN SERVICE CENTER 16 Tasks 0 Alerts [FAQ](#) [JOANNA ABT](#) [Log out](#)

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Case management 16 [View completed cases](#) [View all open cases](#)

Created	Case Type	Participant	Division	Assignee
05/23/2025	Earnings Calculations	Multiple	Multiple	Empower
03/25/2025	Research/Investments	Multiple	Multiple	Empower
03/25/2025	Research/Demographics	Multiple	Multiple	Empower

New Case management

Plan **Investments (30 funds)** **\$51,850,959** **Participants with a balance** **402**

Create and process payroll contributions

[View/update banking information](#)
[View/update banking information New](#)

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Your guide to processing payroll with Empower

Guided Payroll Process (GPP)
Create a payroll from plan data

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Best practices while processing your payroll



At Empower, we understand that processing payroll is one of the most important plan responsibilities. We're dedicated to your success and want to share best practices to help make processing your payroll contributions easy and efficient on the Empower platform.

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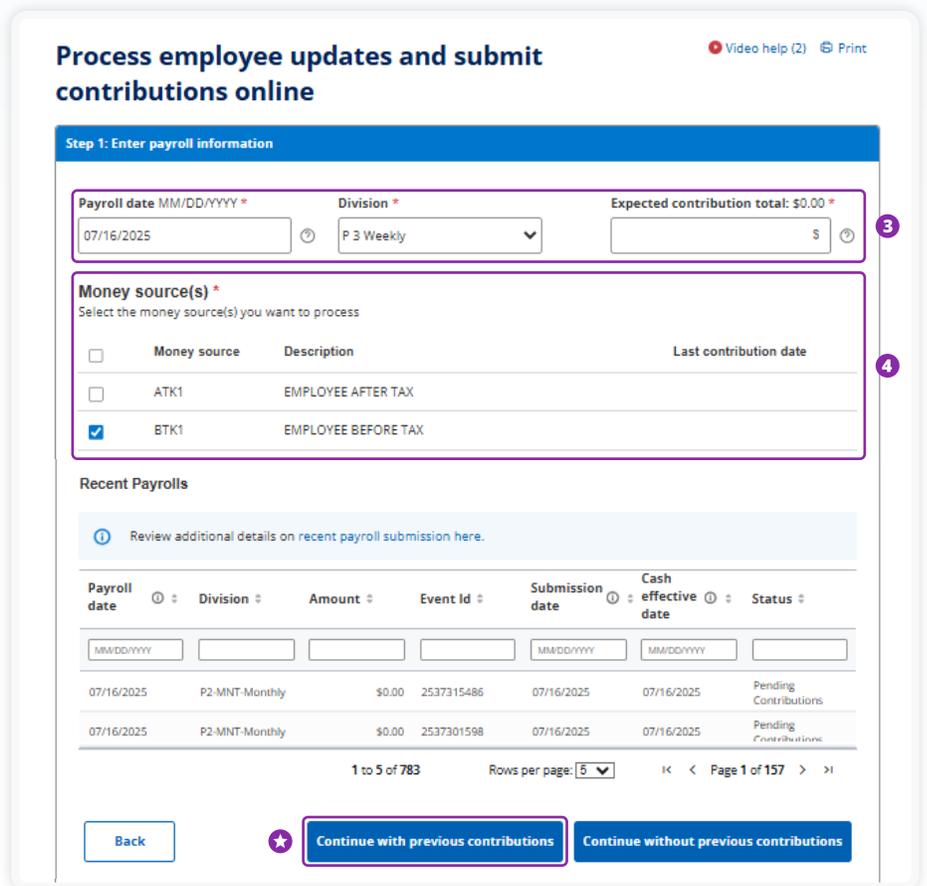
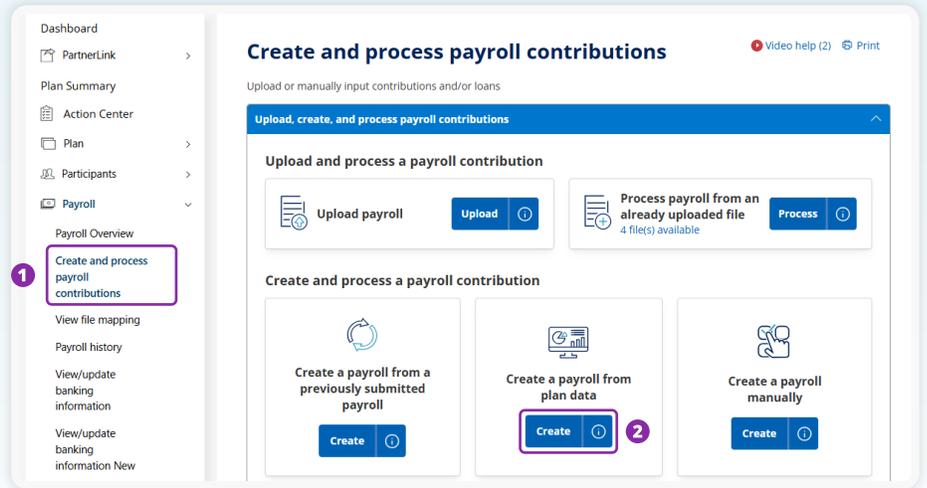
- ▶ Make sure your plan contacts have access to our Plan Service Center (PSC). An authorized signer can review who has access and **make necessary changes or additions** online under the *Contacts* menu.
- ▶ Ensure any changes from the deferral change report have been implemented in your payroll system.
- ▶ Confirm money types, payroll date, and loan withholdings/payments when processing payroll, entering payroll on the PSC, and before confirming your submission.
- ▶ Validate your bank account/funding to ensure accuracy. Using ACH debit allows Empower to pull and process your payroll and apply funds to participant accounts quickly, making it the preferred funding method.
- ▶ If you discover an error while processing your payroll, you can address it in real time. If you discover an error after processing your payroll, use **Empower Case Management** to initiate, monitor, and manage payroll corrections on demand.

How it works

Step 1

Enter your payroll information

- 1 Once you've logged in to the Plan Service Center (PSC), use the left navigation menu to access *Payroll > Create and process payroll contributions*.
- 2 To get started, click the *Create* button under *Create a payroll from plan data*.
- 3 Next, enter the *Payroll date*, *Division* (if applicable), and *Expected contribution total*. The Expected contribution total includes participant and sponsor contributions and loan repayments, if applicable.
- 4 Once you've selected the appropriate contribution sources for the payroll, you can proceed to the next steps.



The charts, graphs, and screen prints shown are for ILLUSTRATIVE PURPOSES ONLY.

Did you know?

- The system will save information in real time, allowing you to pick up where you left off, if needed.
- ★ Additionally, once you've successfully completed a payroll contribution, you can simplify the process by using the *Continue with previous contributions* button to copy data from the last payroll entry

Step 2

Update your employee and contribution information

- 1 Enter contribution and loan repayment information in the appropriate columns.
- 2 If an employee doesn't appear in the list, you can add them by clicking the *Add employee* button.
- 3 Real-time error detection reviews the information for employee data errors and/or cash errors.
- 4 Errors that appear in red must be cleared before moving to the next step. On-screen guidance will provide direction on how to resolve the reject based on the type of error.

Step 2: Update your employee and contribution information

There are 3 **Reject(s)** generated that are mass clearable. [Get help on how to resolve rejects](#) [View mass clear rejects](#)

Use the form below to update contribution amounts and employee information, including adding newly hired employees, before clicking on the Submit button to proceed to Step 3: Process and confirm your contributions.

Payroll detail Reference number: 3290019442 Payroll date: 06/25/2025
Expected contribution total: \$1.00 Division: P 5 TEK TekLinks [Click to view instructions](#)

[Add employee](#) [Add rows](#) [Delete record\(s\)](#) [Export](#) [Add/change money source\(s\)](#)

Delete	Edit	Alert	SSN	Last name	First name	EMPLOYEE BEFORE TAX	EMPLOYER MATCH	QUALIFIED NON...
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$10.00	\$10.00	\$
Change Allocations Go Reject R1100: INDIVIDUAL EXISTS UNDER THE GA BUT NO ALLOCATIONS SET UP FOR THE DEPOSIT TYPE/MONEY TYPE ENTERED								
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	\$10.00	\$
Change Allocations Go Reject R1100: INDIVIDUAL EXISTS UNDER THE GA BUT NO ALLOCATIONS SET UP FOR THE DEPOSIT TYPE/MONEY TYPE ENTERED								
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00	\$	\$
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00	\$	\$
Money source totals across all pages:						\$10.00	\$20.00	\$0.00

Actual total: \$30.00
Expected contribution total: \$1.00

Rows per page: 10 of 444 Page 1 of 45

[Back](#) [Continue](#)

The charts, graphs, and screen prints shown are for ILLUSTRATIVE PURPOSES ONLY.

Did you know?

Yellow warnings indicate missing information that is necessary based on your plan's service set-up, but is not critical to processing payroll. These warnings should be reviewed, and action should be taken; however, the system won't require you to resolve these errors to proceed to the last step.

Step 3

Process and confirm your contributions

- 1 Check boxes to accept all warnings and notices.
- 2 Review the expected contribution total and actual contribution total to make sure they match. If they don't, the system will notify you. The actual contribution total will be the amount debited.
- 3 Payroll date refers to the plan sponsor payroll date.
- 4 Cash effective date is the date participant accounts will be funded.
- 5 Forfeitures can be used with plans utilizing ACH debit and will be visible as a funding source.
- 6 Click *Complete transaction* to submit the payroll contribution.

Step 3: Process and confirm your contributions

Reference number: 3290086638
Payroll date: 06/27/2025
Expected contribution total: \$110.00
Cash effective date: 06/30/2025

Money source	Description	Total amount
BEF1	EMPLOYEE BEFORE TAX	\$100.00
ERB3	EMPLOYER SAFE HARBOR NON-ELECTIVE	\$10.00
Actual contribution total:		\$110.00

Account nickname: Sanj12
Bank: US BANK NA
Bank account number: XXXXXX3266
Amount: \$110.00

Forfeiture amount: \$0.00

Funding total	Additional funding needed
\$110.00	\$0.00

Expected contribution total: \$110.00
Actual contribution total: \$110.00
Total applied forfeiture: \$0.00
Total amount to be remitted by employer: \$110.00

I have read and accept all warnings and notices on this page. I have reviewed and approve all funding information.

Buttons: Back, Complete transaction

Payroll submitted

Your payroll has been scheduled for processing. Your reference number is 3282510769. You will be notified via e-mail when processing is complete.

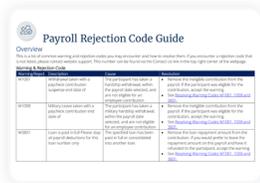
Buttons: Print confirmation, Continue

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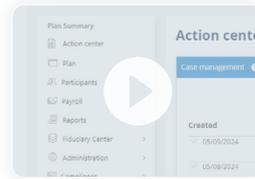
- When you click the *Complete transaction* button, the *Payroll submitted* confirmation will pop up.
- Once the payroll submission has been processed, you will receive an email confirmation from techsupport@retirementpartner.com.
- A confirmation summary will also be available in My Reports. We suggest saving this for your records. Please reach out to client services if you don't receive a confirmation summary.

Click *Continue* to return to the *Create and process payroll contributions* page.

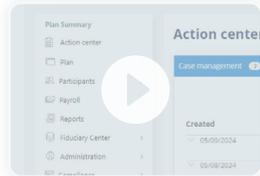
Plan Management On-Demand resources



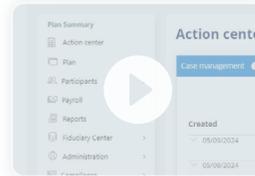
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Banking changes »



Completing payroll »

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