

The screenshot shows the Empower Plan Service Center interface. The top navigation bar includes the Empower logo, 'PLAN SERVICE CENTER', and user information for JOANNA ABT. The main content area is titled 'Action center summary' and features a 'Case management' section with 16 cases. A callout box on the left reads 'Create and process payroll contributions'. Below the case management table, there are two summary cards: 'Investments (30 funds) \$51,850,959' and 'Participants with a balance 402'.

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

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Your guide to processing payroll with Empower

Payroll Data Interchange (PDI)
File upload

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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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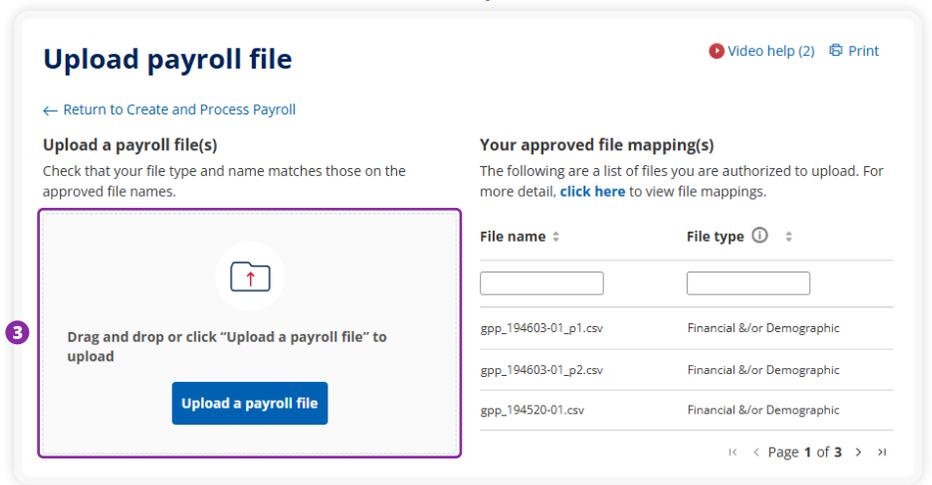
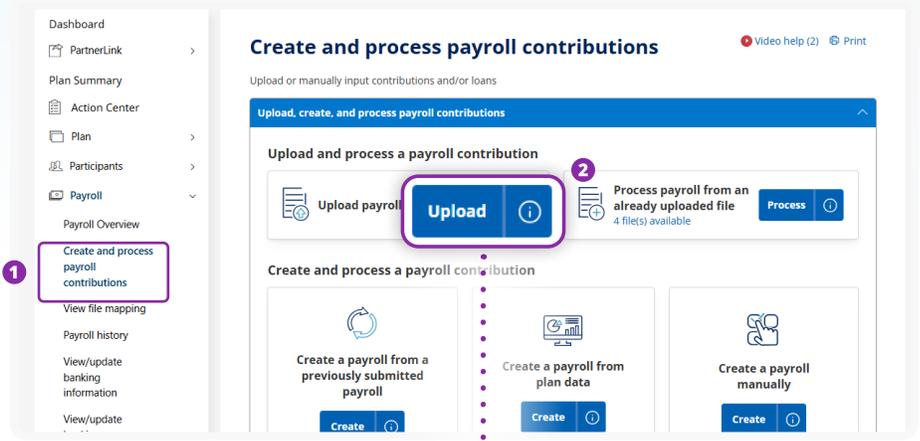
- ▶ Make sure your plan contacts have access to our Plan Service Center (PSC). An authorized signer can review who has access and **make necessary changes or additions** online under the *Contacts* menu.
- ▶ Ensure any changes from the deferral change report have been implemented in your payroll system.
- ▶ 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

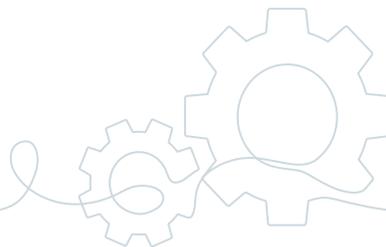
Upload file and validate data

- 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, select the *Upload* button.
- 3 Drag and drop your file or click *Upload payroll file* to select a file. It should follow the naming conventions established during file mapping setup, which are displayed under "Your approved file mapping(s)."

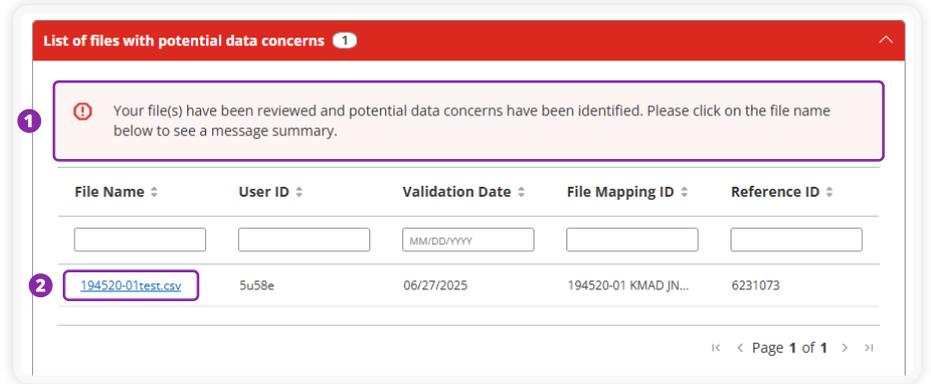


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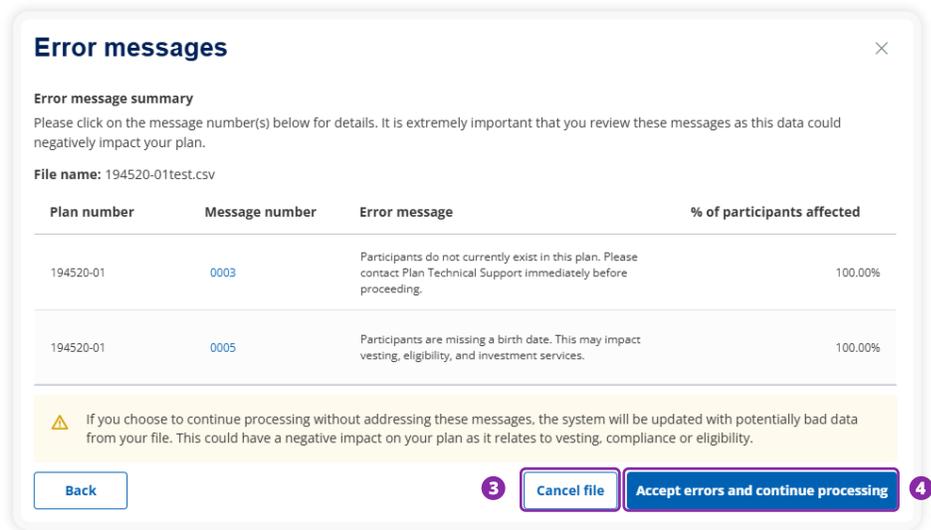
Note: File name should not contain any spaces or special characters. Asterisks (*) can be replaced with a date to help organize your file records.



1 Once your file has been added, the system will review the data at a plan level before updating participant accounts based on the information provided. If your file has potential data concerns that impact many records, including issues like missing or duplicate dates, you will be notified, and further review is required.



2 Click on the file name link to see the list of potential data concerns. Click each message number to review the error message.



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After reviewing all error messages:

- 3 If you need to correct data, click *Cancel file*, make necessary updates, and re-upload the new file. The system will repeat the validation process.
- 4 If you determine the data concern(s) is not an error and Empower should continue processing the file, click *Accept all errors and continue processing* to upload.

Once your file has been validated and uploaded, you will be brought back to the *Create and process payroll* landing page.

Step 2

Remit your file

➤ After your file has been uploaded, on-screen guidance will help you locate your file for next steps. The system will save information in real time, allowing you to pick up where you left off, if needed.

1 If you have a file available, click the *Process* button to select the file you want to process.

2 If you don't have a file available, visit the "Incomplete payroll contributions" section. Select the reference number of the payroll file you want to process.

Create and process payroll contributions Video help (2) Print

Upload or manually input contributions and/or loans

Upload, create, and process payroll contributions

Upload and process a payroll contribution

Upload payroll **Upload** ⓘ

Process payroll from an already uploaded file **Process** ⓘ **1**

4 file(s) available

Create and process a payroll contribution

Create a payroll from a previously submitted payroll **Create** ⓘ

Create a payroll from plan data **Create** ⓘ

Create a payroll manually **Create** ⓘ

Incomplete payroll contribution(s) 80

Expected total is used for reconciliation purposes only. It may or may not equal the actual total for the contribution.

The following contributions have not been completed. Click on a Reference Number to complete an unprocessed contribution.

Reference number	Payroll date	Data processing date	Expected total	Delete
3284335418 2	05/22/2025	05/22/2025	\$608.00	🗑️

Available Files

Not seeing your file?

- Files will not appear in this list until data validation is complete, which can take some time.
- Files that are automatically mapped with payroll date and expected contribution total will appear in the [Incomplete payroll contribution\(s\)](#) table.
- Files with potential data concerns will be available in the [List of files with potential data concerns](#) section

Select a file to process and click 'Continue'. Click 'Refresh' to update the list of available files.

- 194520-01test.csv
- 194520-01uatkmadtermed.csv
- 194520-01uatkmadtermed2.csv
- fipkmad123.194520-01.txt

1 to 4 of 4 Page 1 of 1

Back **Refresh** **Continue**

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If there is no file available in either location, please refresh the page. If a file does not become available, there may be an issue with the file format. Please reach out to client services for assistance.

- Review required information and complete any blank fields before clicking the *Continue* button.

Process employee updates and submit contributions online

Video help (2) Print

Step 1: Enter payroll information

Payroll date MM/DD/YYYY * 07/16/2025 Division * P 3 Weekly Expected contribution total: \$0.00 * \$

Money source(s) *
Select the money source(s) you want to process

<input type="checkbox"/>	Money source	Description	Last contribution date
<input type="checkbox"/>	ATK1	EMPLOYEE AFTER TAX	
<input checked="" type="checkbox"/>	BTK1	EMPLOYEE BEFORE TAX	

Recent Payrolls

Review additional details on recent payroll submission here.

Payroll date	Division	Amount	Event Id	Submission date	Cash effective date	Status
07/16/2025	P2-MNT-Monthly	\$0.00	2537315486	07/16/2025	07/16/2025	Pending Contributions
07/16/2025	P2-MNT-Monthly	\$0.00	2537301598	07/16/2025	07/16/2025	Pending Contributions

1 to 5 of 783 Rows per page: 5 Page 1 of 157

Back Continue with previous contributions Continue without previous contributions

- 1 Real-time error detection checks the data for cash rejections. These errors appear in red and must be cleared before moving to the next step.
- 2 On-screen guidance will provide direction on how to resolve the rejection 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

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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

Future date cash effective date: 06/30/2025

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

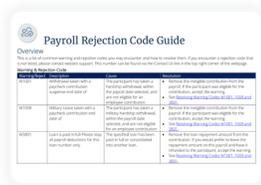
Buttons: Print confirmation, Continue

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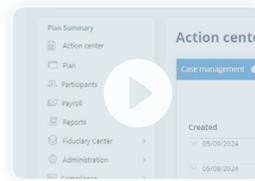
- When you click the *Complete transaction* button, the *Payroll submitted* confirmation will pop up.
- Once the payroll submission has been processed, you will receive an email confirmation from techsupport@retirementpartner.com.
- A confirmation summary will also be available in My Reports. We suggest 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.

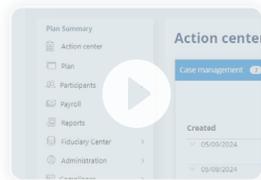
Plan Management On-Demand resources



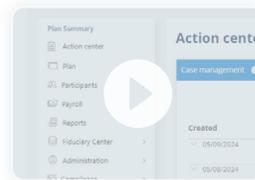
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Banking changes »



Completing payroll »

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