Compliance Annual Refresher Webinar Q&A 2018

#	Question	Answer
1	What do you do if you have 2 vendors during 1 plan year?	It depends if you want to track the assets separately; if not, you can just upload the file from the first vendor, change the vendor in plan specs, re-map sources, then upload the second vendor file. Delete the ending balance batch from the first vendor and the beginning balance batch from the second vendor. If you do want to track assets separately, you will need to use investment accounts and it requires a bit more of a workaround. There are full instructions in the Help Center – go to the Transaction section, 'Switching Asset Custodians Mid Year'.
2	When you choose a prior year census grid to download, does the system remove terminated employees or does it include the termination dates in the file?	When you choose to download the 'Prior' census, you'll get a worksheet with a list of everyone who was listed inside the census the previous year. Those who are already terminated people are not automatically removed, so you will need to delete them from the worksheet before uploading the file in the new year.
3	Can we yet control the font size on a global level (all reports)?	Font size is something that is controlled by print style. Go to Tools/Settings=>Print Setting=>Global and select the print style that you are using from the Edit/Create Custom Styles drop-down box, then click the Copy button. You can change the font size, save the style with a new name, then select it for your plans; this is something you will need to do plan by plan, from Tools/Settings=>Print Setting=>Plan Level.
4	In the payroll option, can you have the system calculate employer contribution i.e. match?	Currently no; so far we have only released phase I of the payroll feature. Phase II will include the option to calculate contributions.
5	Can we link multiple plans for TH?	The software offers an aggregation feature that allows you to combine two or more plans for testing, including top heavy testing. Step-by-step instructions are in section 10.5 of the User Guide. If you want to just add assets from another plan to be included in next year's top heavy test, you can do this in the Top Heavy Test section of the Tasks menu.
6	With compliance tests, if red box shows, does that mean tests fail?	Yes; if you run corrections, e.g. for the general test, the icon will switch to a green check mark. With the top heavy test, the icon will always be red if the plan is top heavy.
7	Can you please remind me why we won't use the Top Heavy Determination Override?	This override ('Top Heavy Determination Override:'), is only used when you don't want the software to determine the plan's top heavy status. If the override is set, the TH test won't run, and you will need to code the plan as top heavy as of determination date and next year, if it is top heavy.
8	When you get to the census screen can you explain the status of the employees listed below the census grid?	When a census file is uploaded, the names of those who were in the census the previous year, but are not on the file that you upload, will move to below the grid. Provided that they have been through the data scrub at some point, their employment status should be displayed. The active/inactive status listed next to the name refers to whether or not the census record is active or inactive; in general, you want to keep the records active. Make them inactive only if they should never have been added; e.g. the wrong census was uploaded, or the record is a duplicate.

9	Is there a way to download comparison with SS#'s?	We're presuming this refers to the comparison between contributions on the census and those in the transaction menu. Currently we don't have an option to include SSNs on the comparison file.
10	Can all FTW users see the custom grids I add, or just my team here locally?	Just the users under your ftwilliam.com account.
11	Does "batch" mean all plans?	'Batch' refers to a way to perform a function on several plans at one time, e.g. add a new year-end, post a census to the portal.
12	Can you get the date of hire included when downloading prior census?	The only way is to use the field 'EarliestHireDate' in addition to the 'HireDate1' field ; however we do not recommend this.
13	I have tried to use the generic upload with no success - could you go over the process in more detail?	Please contact support@ftwilliam.com with the name of the plan and we'll take a look; the problem may be that you have not mapped sources or the dates in the file may be in the wrong format.
14	On the Scrub and Eligibility override portion. I believe you mentioned that these should all be "yes" for first year plans. Does this apply also if we are copying out the plan from Datair?	The first year a plan is in the ftw Compliance Module the system will set the first & second eligibility overrides to yes. If you are having the ftw software calculate eligibility & entry dates, the third & fourth eligibility overrides should be left at the default no. If you are importing eligibility & entry dates rather than calculating them, then set the third override (Override initial eligibility status/entry date) to yes. If you are converting from Datair, the ftw Datair conversion tool should set these for you.
15	For a 1st year data scrub, if the plan entry date is incorrect when you run the eligibility status report due to incorrect plan specs, how do you get the entry data correct? I changed the plan specs and re-ran the eligibility but the entry date is still incorrect.	The first year that a plan is in ftwilliam, you have two choices to recalculate eligibility & entry dates; either: • Re-upload the primary census, and select Yes on the upload window to reset entry dates, then re-run the data scrub. Or • Use the tool to recalculate eligibility. Select this option from the Tools/Settings menu – and click the 'Set all to Yes' option; confirm your choice, then re-run the data scrub – this will recalculate eligibility for everyone using the current compliance plan specifications.