

# User Guide for the Invesco Retirement Plan Manager

Invesco Retirement Plan Manager (RPM) is an internet-based system for submitting contributions. Certain plans can also update participants and their investment allocations, and view plan contribution history. RPM can draft directly from the designated bank account on file or accept contribution payments by check. Once contributions are submitted, you can use RPM to verify the trades. RPM is available on your schedule.

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# 1 GETTING STARTED

## 1.1 Signing Up for RPM

Contact Invesco at 800.241.9799. A representative will answer any questions you may have, and walk you through the initial enrollment process.

## 1.2 Bank Account Requirements

To process plan contributions via bank draft, the plan sponsor's bank must be an Automated Clearing House (ACH) member. Additionally, Invesco must receive the [Invesco Retirement Plan Manager Form](#) (PDF) at least five business days before any contributions are made through RPM.

## 1.3 System Requirements

Microsoft Internet Explorer 4.x and Netscape 4.x and higher may be used to access RPM. However, we strongly recommend you use the most recent version of either Microsoft Internet Explorer or Netscape.

## 1.4 Internet Security

RPM uses current web server technology, which provides us with data encryption and authentication features. A "Secure Sockets Layer" (SSL) protects certain communications between you and [invesco.com/us](http://invesco.com/us). This feature will let you know when the page you are viewing is secure by placing a small padlock icon in the status bar at the bottom of your browser's window.

SSL is a technology that is used to establish a secure connection between your PC and the web server. SSL allows all data transmitted between the server and your computer to be encrypted even while traveling across multiple networks. The encryption is achieved through an electronic scrambling technology that uses "keys" to encrypt and decrypt data. The "keys" for each secure session are established and retired automatically by the SSL program; it is not necessary for you to learn to operate an encryption program. Invesco uses SSL encryption that provides the maximum encryption key length (up to 128 bits) allowed by your browser when transmitting your information. The longer the key, the more secure the encrypted data. A 128-bit key is like a 16-character password.

Of course, no security system is completely foolproof, and no site can guarantee that it is impervious to security breaches. Be assured, however, that Invesco takes security issues very seriously, and we strive to use the most up-to-date security measures possible.

## 1.5 Logging In

### First Time Users

Once the [Invesco Retirement Plan Manager Form](#) (PDF) is received and the user name is established, Invesco will send an email confirmation of enrollment with information necessary for logging on to the site. Your permanent user name, as well as a temporary password will be given at this time.

**Important:** Your temporary password will expire after 7 calendar days. If your password has expired, please see the instructions under "Disabled Password" below.

**Important:** If more than one person will need access to RPM for your plan, each user must have a unique user name and password. To obtain access for new or additional users or to terminate user access, please complete the [Invesco Retirement Plan Manager Form](#) (PDF) or contact Invesco at 800.241.9799.

Using the assigned user name and temporary password, please follow the steps below to log in:

- Access the site through [invesco.com/us](http://invesco.com/us) by clicking on the "Retirement Plan Manager (RPM)" link on the My Account page.
- On the Retirement Plan Manager (RPM) Access screen:

○ Enter your User Name

- Enter your Password
- Click “Log in”
- Carefully read the Terms and Conditions page as this contains important legal information regarding site usage.
- Click on your selection to agree or disagree with the terms and conditions to continue.

Upon logging in for the first time with this information, you will be prompted to change your password. Passwords are required to be six to eight characters in length and include at least two alphabetic and two numeric characters.

To change your password, follow these steps:

- Enter your User Name
- Enter your Password
- Enter your new Password
- Confirm your new Password by reentering it
- Click “Change Password”

### **Established Users**

To log in, follow these steps:

- Access the site through [invesco.com/us](http://invesco.com/us) by clicking on the “Retirement Plan Manager (RPM)” link on the My Account page.
- On the Retirement Plan Manager Access screen:
  - Enter your User Name
  - Enter your Password
  - Click “Log in”

### **To Change Your Password**

You may voluntarily change your password at any time. Passwords are required to be six to eight characters in length and include at least two alphabetic and two numeric characters.

To change your password, follow these steps:

- Select Change Password
- Enter your User Name
- Enter your Current Password
- Enter your New Password
- Verify your New Password by reentering it
- Click “Change Password”

A confirmation statement will appear acknowledging your password change.

### **Disabled User Names**

The following messages indicate that your user name has been disabled:

- Your user name has been disabled.
- The user has not been granted access to the Invesco Retirement Plan Manager.
- The user name has not been authorized.

Please contact Invesco at 800.241.9799 to have your user name enabled.

### **Lost or Forgotten Passwords**

Please contact Invesco at 800.241.9799 to have your password reset.

### **1.6 Navigation in RPM**

Once logged in you will be allowed to access your plan(s). Administrators can access their plan by enter any one of the fields which include Sponsor Company, Plan Name, Plan ID and clicking on Filter Plans.

A listing of all plans for which you are the administrator will appear slightly below. From the list you may select a plan and be taken to the Plan Summary page for that plan.

### **Top Global Navigation Links**

Located at the top left to right of all RPM pages.

- Choose Another Plan Sponsor** – Directs you back to the main page to select another plan
- Change Q & A** – Allows you to update security questions and answer.
- Change Password** – Allows you to change your password.
- Contact Us** – Allows you to type a message and your information to have Invesco contract you.
- Log Out** – Allows you to log off immediately.

Located slightly below the above links.

- Contact Us** – Directs you to a page that has your phone number, email, and mailing information.
- Change Password** – Allows you to change your password.

### **Tabs**

Located just under the top global navigation.

- Home** – This tab will not appear for users with access to only one plan. This tab will show a breakdown of multiple plans with same plan sponsor. It will show plan balances, YTD contributions, number of participants, and asset class breakdown.
- Plan Administration** – Creates new contributions, withdrawal, participant maintenance, other financial transactions, and plan information.
- Reporting** – Request plan reports, trust reports, participant reports, and custom reports.
- Communication** – View current and past messages regarding the plan.

\* **These Tabs will have dropdown features for multi plan sponsors.**

### **Bottom Navigation Bar**

Located below the Tabs

These Bottom Navigation Bars offer different options depending which Tab has been chosen. Read them carefully to access information and input features for your plan.

Regardless of what Tab is selected; the name of the plan will be displayed on the left side, slightly below the tabs.

The selections available in the Bottom Navigation Bar are described in full in other parts of this document.

### **1.7 Logging Off**

To log off of RPM, click the “Log Off” link in the navigation bar on the top right of the page.

**Note:** If you do not choose to logoff, you should be aware that browser software often "caches" a page as you look at it, meaning that some pages are saved in your computer's temporary memory. Therefore, you may find that clicking on your "Back" button shows you a saved version of a previously viewed page. It is recommended that when you leave, you save your work, log off RPM, and close your browser window to minimize the possibility of anyone else viewing your confidential information.

## **2.0 VIEWING PLAN INFORMATION**

### **2.10 Plan Administration tab:**

RPM allows you to view up-to-date information about your plan. When the Plan Administration tab is selected, the summary automatically appears. Additionally, you will be allowed to view the following information by choosing the options in the Bottom Navigation Bar Located slightly below the Tabs.

These Bottom Navigation bars are referenced in section 2.11 – 2.19

**Note:** These options are not available for all plan types.

### **2.11 Summary**

This page displays general plan information including total plan assets, year-to-date contributions, number of participants, and plan asset breakdown on this page.

If any of the information on the Plan Summary page needs to be updated, please contact Invesco at 800.241.9799.

**Note:** To return to the summary screen at any time, click on the Plan Administration tab.

### **2.12 Calendar**

This page displays the plan calendar, and has task, due date, and status. By using the show filter link, you may enter a desired date range to view only specific tasks. You may also click the view full calendar link to plan events, and add new task.

### **2.13 Payroll**

This page displays the payroll information, and shows batch number, payroll date, trade data, release date, batch date, status, total amount, transaction count, payment type, and actions. By using the show filter link, you may enter a desired date range to view only specific payrolls. There is also a print table function next to it.

You may also click the Add new payroll link to import or manually initiate payroll contribution.

### **2.14 Participants**

This page displays the plan participants, and shows their respective name, SSN#, status, EE ID, DOB, and portfolio value. By using the show filter link, you may enter information to find specific participants. There is also a print table function next to it.

You may also click the Add new participant link to import or manually add new participants to the plan.

Next to each participant, there is a drop down bottom, which has options to view participant information, withdrawals and statements.

#### **View as participant**

This page displays what the participant would view. On this page there will be a series of tabs which include Summary, Account Details, Contributions, Loans & Withdrawals, Statements & Transaction, Plan Information, and Research Investment Name.

## **Participant Information**

This page allows you to view participants personal and employee information, compliance information, contributions, investment election, vesting & eligibility, and additional information. All of these fields can be updated by user.

## **Withdrawals**

This link will populate withdrawal information, such as type, date, amount, and status. This section will also allow you to initiate distribution for a particular client. By using the show filter link, you may enter information to find withdrawal details for a particular participant or date range.

## **Statements**

This page displays the statement information for a particular participant. This section will also allow you to enter a date range to search a particular client statement.

\*The above features may not be available for all plan types.

## **2.15 Withdrawals**

The page displays withdrawal request information, and shows request ID, Name, SSN#, request date, type, status, and request amount. There is also a print table function next to it.

You may also click the new withdrawal request link to initiate a new withdrawal request or any participant.

## **2.16 Fees**

This page displays Fees and Query information. The fees link will show request date, fee status, fee name, fee type, fee payee, payment method, and requestor. The Query link will show date, plan id, plan name, SSN, participant name, fee type, fee payee, classification, fee amount, and payment method.

Both links will have print functions, and query link will also have the option to download a spreadsheet. The New fee request will appear on both pages, and will allow user to initiate fee request for any participant.

## **2.17 Financials**

This page will display Plan assets link that will show as of value of plan assets, and breakdown of different classes of plan assets. There will also be a print function, and an option to show a breakdown of contribution type. The employer contribution and employee contribution link will show year to date contributions by money type.

## **2.18 Plan Information**

This page will have five key sub tabs. Users can click on the submit a request link to make any changes.

### **Investment Options**

This section allows changes to be made to the model portfolio, and investment change requests.

### **Model Portfolios**

This will show plan or advisor assisted model portfolios that have been established.

### **Plan Features**

This section will show plan specific features dealing with contribution types, eligibility rules, withdrawals, and compliance services, and additional services.

### **Contacts**

This section will have contract information for the plan sponsor, administrator, trustee, and financial advisor. It will list there respective name, phone number, email address, etc.

### **Plan Documents**

This section will have any plan documents, and also gives the option to upload or delete plan documents.

### **2.19 Compliance**

This page will have compliance testing and disclosure link. On the compliance section there will be an E-compliance link to perform year end or interim compliance testing.

The disclosure link will allow user to add or change plan disclosures that are provided to participants. There will also be a disclosure summary snap shot to the right.

### **2.20 Reporting tab:**

These Bottom Navigation bars are referenced in section 2.21 – 2.28

**Note:** These options are not available for all plan types.

#### **2.21 Summary**

This page will have links to other bottom navigation bars, which include standard reports, trust reports, and custom reports.

#### **2.22 Standard Reports**

This pages shows reports that have been generated, and will have a show filter link that allows to you search for a particular report and date range. This page also allows you to request an on-demand report.

#### **2.23 Trust Reports**

This page shows reports that have been generated. This page also allows you to request an on-demand report.

#### **2.24 Custom Reports**

The customer report feature has two links; saved participant reports and saved plan reports. Both links give the option to request customer participant report and plan report.

#### **2.25 Plan Review**

This page will have plan documents to review.

#### **2.26 Daily Confirms**

This page will allow user to enter a date range to filter daily confirmation statements.

#### **2.27 Audit Package**

This page will have display audit documents and related items.

#### **2.28 Information Sharing**

This page will display participant account information and distribution transaction details. It will allow user to download the information and share with other parties.

### **2.30 Communications tab:**



## 2.31 Message Center

This page allows you search for and view messages. This section has filters to view by type of message, participant message, and date range feature.

# **3.0 MANAGING YOUR PLAN**

Under the Plan Administration, you can perform transactions for the participants. These transactions include, updating participant information, processing a contribution, and add new participants.

## 3.1 Managing Participant Information

Under the Participants tab, this will display your participant's information and search criteria to locate participants in your plan. For more information refer to Section 2.14 Participant.

### 3.11 How to Search for Participants

Using the search criteria under the Plan Participants you may locate a participant by SSN, Last Name, or participant status. Once you have entered your criteria, click on "Retrieve Participants" and you will be taken to the Participant Search Results page.

To obtain a list of all participants in the plan; verify that all of the fields are blank, click "Retrieve Participants" and the list of participants will be displayed.

### 3.12 Updating Participant Information

This page displays individual participant information. Here you can update the following participant information:

- Personal Information
- Address
- Date of Birth
- Employee Status
- Phone Number
- Email Address
- Employee Information

If any updates have been made to the participant information, click "Done" button to submit the changes. (If you do not want to make a change at this time, click "Cancel" to return to the Update Participant page.)

**Note:** You cannot make changes to a participant's name or SSN via RPM. These changes can only be made by Invesco and must be submitted in writing. For the requirements to process these updates, please contact Invesco at 800.241.9799.

### 3.13 Future and Current Allocations

This page displays the current investment allocation selections for the participant. This information reflects how the future contribution will be allocated for the participant.

To change current and future allocations, follow these steps:

1.  From the list of investments available, enter the allocation percentage for each investment in the box next to the investment's name. Allocations must total 100%.
2.   Click "Change Allocations" button at the bottom of the page.
3.   The new allocations will be displayed. Please verify the changes.

4.  To enter the changes click “Submit.”

### 3.14 Add a New Participant

This feature is only available to 401(k), Money Purchase, Profit Sharing, and non-custodial 403(b) Plans. Invesco requires a new application for all other plans. Please contact your financial advisor for an application.

To add a new participant, follow these steps:

1. Click on Participants tab, then click “Add New Participants” and select “Manual”,
2. Under the “Add a Participant”. Enter the SSN of the new participant. Click “Verify”.
3. Enter the employment and personal information for the participant. All required fields are marked with an asterisk (\*).
4. After reviewing the information, finalize the new participant by clicking “Add Participant.”
5. The Confirmation screen will be displayed.

**Note:** The new participant will be established with the plan’s default investment allocation. To establish different investment allocation instructions for the participant, see the Investment Elections information presented previously in this document.

## 3.20 Viewing Payroll Information

### 3.21 Payroll List

In your Payroll list, any In Progress contribution, or contributions transmitted within the last 90 days will appear. The status listed with each contribution determines what maintenance can be performed on it. The statuses are:

- Work in Progress – A saved contribution that has not been transmitted.
- Held – A transmitted contribution is waiting processing.
- Pending – Invesco is currently processing the contribution.
- Confirmed – The contribution has completed processing and has been posted to participant’s accounts.
- Confirmed Cancel – Invesco was unable to fully process the contribution. If this occurs, please contact Invesco at 800.241.9799.

From Actions you may select a listed contribution by clicking the drop down for actions within the row of the contribution and choosing from the following selections:

- View
- Edit
- Copy
- Delete

### 3.22 Searching Payrolls

The Payroll tab displays your Payroll Information and Search Criteria to find Payroll rosters submitted to Invesco. For more information refer to Section 2.13 Payroll.

**Note:** If you have not processed a contribution with a payroll date within the previous 90 days, a message will appear indicating your plan does not have recent contributions on file. However, you can search history for contributions that were submitted to Invesco.

### 3.23 Establishing a New Payroll

Under the Payroll Tab clicking on “Add New Payroll” and select “Manual” will take you to the Add New Payroll Criteria Page

### 3.24 Establishing New Contribution Criteria

This page displays your choices for participant statuses and contribution types that will appear in the contribution worksheet. To select your criteria, follow these steps:

- Select the participant status and contribution type by clicking on the box next to the desired criteria.
  - Select under “Location” the plan
- Click on “Continue” to begin processing your contributions.

**Important:** Please remember that RPM has a 30-minute inactivity time out for your security.

### 3.25 Add a New Payroll

This page displays all the participants and contribution types that fit the criteria selected on the Establishing New Contribution Criteria page sorted via the participants’ SSNs. Additionally, this page also allows you to enter the dollar amounts in each contribution type for each of your participants. To process your contributions, follow these steps:

- Input the applicable payroll date for this contribution in the Payroll Date field.

**Note:** A contribution may be processed with a prior, current or future payroll date.

If the current or a prior date is chosen, your transmitted trades will be processed the same day if received by Invesco prior to 3:00 p.m. Central Time on a NYSE business date. After 3:00 p.m., weekends, or on an NYSE holiday transmitted contributions will be processed the next business day.

Transmitting a contribution with a *future* payroll date will result in your contributions being placed in a Held status by Invesco. The contribution will be processed on the date selected, except for weekends and holidays where it would be processed on the next business day.

- Choose a payment type by selecting the checkbox next to the appropriate payment method.
  - If ACH is selected the bank draft to fund the contributions will not be generated by our system until the day the contributions are confirmed.
  - If Check is selected, contributions will be placed in a held status and confirmed the day Invesco receives the check.
- Note:** If you would like to process your contributions via ACH and it is not one of the payment types listed, please complete and submit to Invesco the [Invesco Retirement Plan Manager Form](#). (PDF)

The banking information will not be available to submit your initial ACH contribution until the sixth (6<sup>th</sup>) business day from the day the bank information is established with Invesco.

- At any time while entering contributions, you may recalculate the totals or save your contributions as a work-in-progress.
- When your contributions are complete, you may transmit them to Invesco.

**Important:** Loan repayment contributions require special coding. Please see section [3.3 Processing Loan Payments](#) for more information.

### 3.26 Add/Delete Participants in a Contribution

Existing participants for the plan may be deleted or added to the contribution screen.

To delete a participant for the current payroll contribution, check the box next to the participants name and click “Delete Selected Participants.”

To add or return a participant to the contribution list, the participant must already be established in the plan. To add a new participant to the plan, follow the steps listed under section 3.1 – Add a New Participant. To add a participant to the contribution, follow these steps:

1.   Click “Add Participants.” This will take you to the Participant Search Criteria page.
2.   Enter the SSN or last name, or to retrieve all participants in a plan, leave all fields blank and check “Match All Criteria.”
3.   Click “Filter Participants”
4.   The participant search results page will appear with your participant or list of participants to add.
5.   Select the name or names of the participants you wish to add and click “Add Selected Participants.”
6.   The requested participant will appear in the contribution you are processing.

### 3.27 Saving Your Contribution as a Work-In-Progress

It is recommended that you periodically save your contribution. After saving the contribution it will remain saved even after logging off and will remain in the system indefinitely. To save your contribution, please follow these steps:

1.   Click on the “Save and Continue Later” box.
2.   The Payroll List page will appear, displaying the contribution including payroll date, status, batch number and total dollar amounts.
3.   The contribution will be saved, and you may continue entering your contributions, or leave the current Edit Contribution page. See “Editing a Contribution” later in this document on how to return to a Work-in-Progress contribution.

### 3.28 To Transmit Your Contribution

Once you have completed entering your contribution information, click “Continue” to send your contribution to Invesco. Please follow these steps to complete the process.

1.   On the Fund Your Payroll page, verify the payroll amount, payment type, and total dollar amount for this contribution. If ACH is selected verify the banking instructions are correct. Please contact Invesco at 800.241.9799 if your banking instructions are not correct.
  2.   Click “Continue” to verify the contribution.
  3.   On the Verify new Payroll page you may choose to send copies of this email to others by entering their email addresses. An email will automatically be sent to the plan sponsor verifying the contribution has been sent.
  4.   Click “Submit” to transmit the Contributions (or “Back” to return to editing the contribution).
- If a Warning box appears, check any warnings that may affect the contribution transmission by clicking on the “Warning” link. Not all contributions will have warnings. Verify the payroll date and total dollar amount of the contribution. If ACH is selected, verify the bank information.
- On the Confirmation of Transmit Contribution page:
- o If ACH was the selected payment type, no further action is required.

- If Check was the selected payment type, a copy of this page should be mailed to Invesco at the address listed on the confirmation page along with your check. Contributions will receive the trade date the check is received by Invesco.

**Note:** Check purchases will be placed in a held status until the payment has arrived. Upon receipt of your payment, an Invesco representative will release the trades using the current trade date. If payment is not received within two weeks, the contribution will be deleted from RPM and will need to be resubmitted. Contributions that are future dated will not be deleted unless payment is not received two weeks after the date of the contribution.

### 3.30 Changing the Bank Account on File

To make a contribution using ACH a bank account must be on file with Invesco. To change the bank account information on file, the plan sponsor must provide Invesco with a new [Invesco Retirement Plan Manager Form](#) (PDF), signed by all parties that have authority to transact on the account, and a voided check.

**Important:** There is a five business day pre-note period from the day the bank information is established with Invesco. During this period, no new contributions can be submitted through RPM via ACH.

### 3.31 Corrective Processing

**Important:** Carefully review all of the information to verify the accuracy of the transactions submitted through RPM. Please notify us immediately if there is an error. Any verbal communication regarding an error should be followed by written notification. If you fail to notify us of an error within 30 days of the transaction, you will be deemed to have ratified each transaction.

### 3.32 Maintaining Contributions

RPM allows you to edit previously saved or held contributions entered via the web site for a limited time, view previous contributions submitted within the last two years, copy a previous contribution for new processing, or delete a work-in-progress contribution.

### 3.33 Editing a Contribution

You may return to editing a contribution if it is in Work-in-Progress or Held status only. Clicking “Edit” will take you to the Edit Contribution page. Once you are finished altering your allocations, you may save it as a Work-in-Progress contribution or transmit it to Invesco. Once a contribution is in Pending status, it cannot be altered.

### 3.34 Copy a Contribution

You may duplicate any prior contribution in your Contribution List without having to manually input the information again. Clicking “Copy” will create a new contribution containing the same participant allocation amounts. You may edit the payroll date or any of the allocations before saving it as a Work-in-Progress contribution or transmitting it to Invesco.

### 3.35 Viewing a Contribution

This will take you to view contribution where you may review prior contribution details.

### 3.36 Delete a Contribution

You may delete a contribution if it is in Work-in-Progress or Held status. Select the contribution you want to delete and click “Delete.” Verify you are deleting the correct contribution and click “Yes” to delete the contribution.

### **3.4 Processing Loan Payments (this option is not available for all plans)**

RPM accepts Loan Payment contributions for plans with outstanding loans through contribution processing.

#### **Entering your loan repayment contribution manually**

Loan repayment contributions are processed along with regular contributions in RPM. Please see section 3.2 for details on how to process a contribution. To add loan payment contribution, follow these additional steps:

1. Once a new contribution has been started, participants with outstanding loans tracked by the system will show a zero dollar amount that will appear in green (0.00) in the Loan payment column.
2. Click on the zero dollar amount and you will be taken to the Loan Payment Details page. This page presents loan information for this participant, including loan number, outstanding balance, and expected payoff amount. Below this information is an area to enter the loan payment information.
3. Using the drop-down menu, select the Loan ID the payment is being made to.
4. Enter the payroll date of this payment using the mm/dd/yyyy format.
5. Enter the amount of the loan payment.
6. Once complete, the total can be recalculated, or complete the entry of this payment by clicking “Add to Contribution.” Establish New Contribution page will appear where the payment will be added to the contribution totals. If more than one payment is necessary repeat these steps.