Online Payroll Remittance Manual for Employers

Before you start using the online payroll website

Fraud Filter and Bank Changes

Depending on your bank's ACH fraud filtering mechanisms, you may need to identify Ameriprise and National Benefit Services, LLC (NBS) as trusted banking partners.

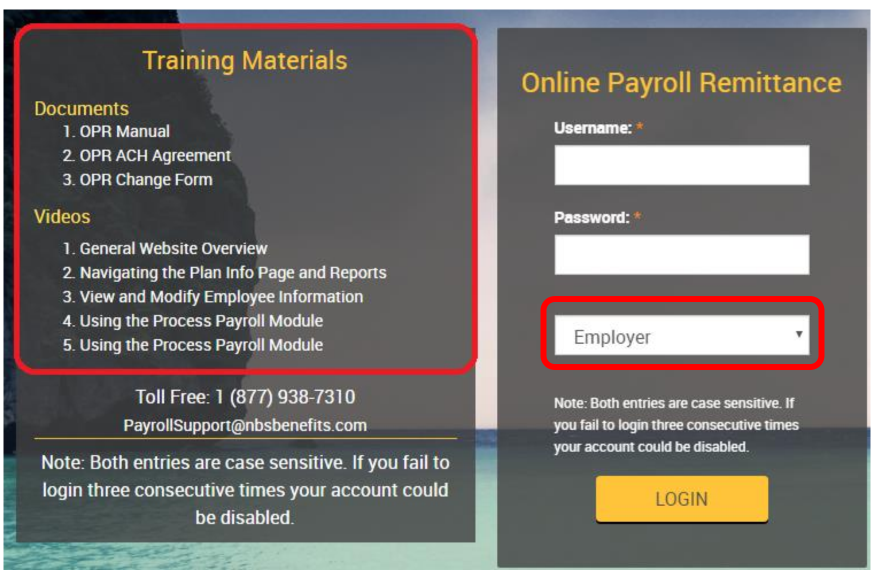
Company Name for transactions:	AMERIPRISE/NBS
Company ID for transactions:	D411667086

If you ever change your bank account, you will need submit an ACH Change Form to NBS. A test debit will be completed on your new bank account before you can remit funds again. This form can be printed from the login page.

Important note – If you are using Microsoft Internet Explorer, please use version 9 or later. Internet Explorer 8 and earlier versions are not supported. Google Chrome and Firefox are supported.

Using the website

Login Screen - https://www.nbspayroll.com/



Enter your username and password that were emailed to you and click "Login."

Make sure that you have "Employer" selected from the dropdown menu.

Instructions for changing your password were emailed to you with the password.

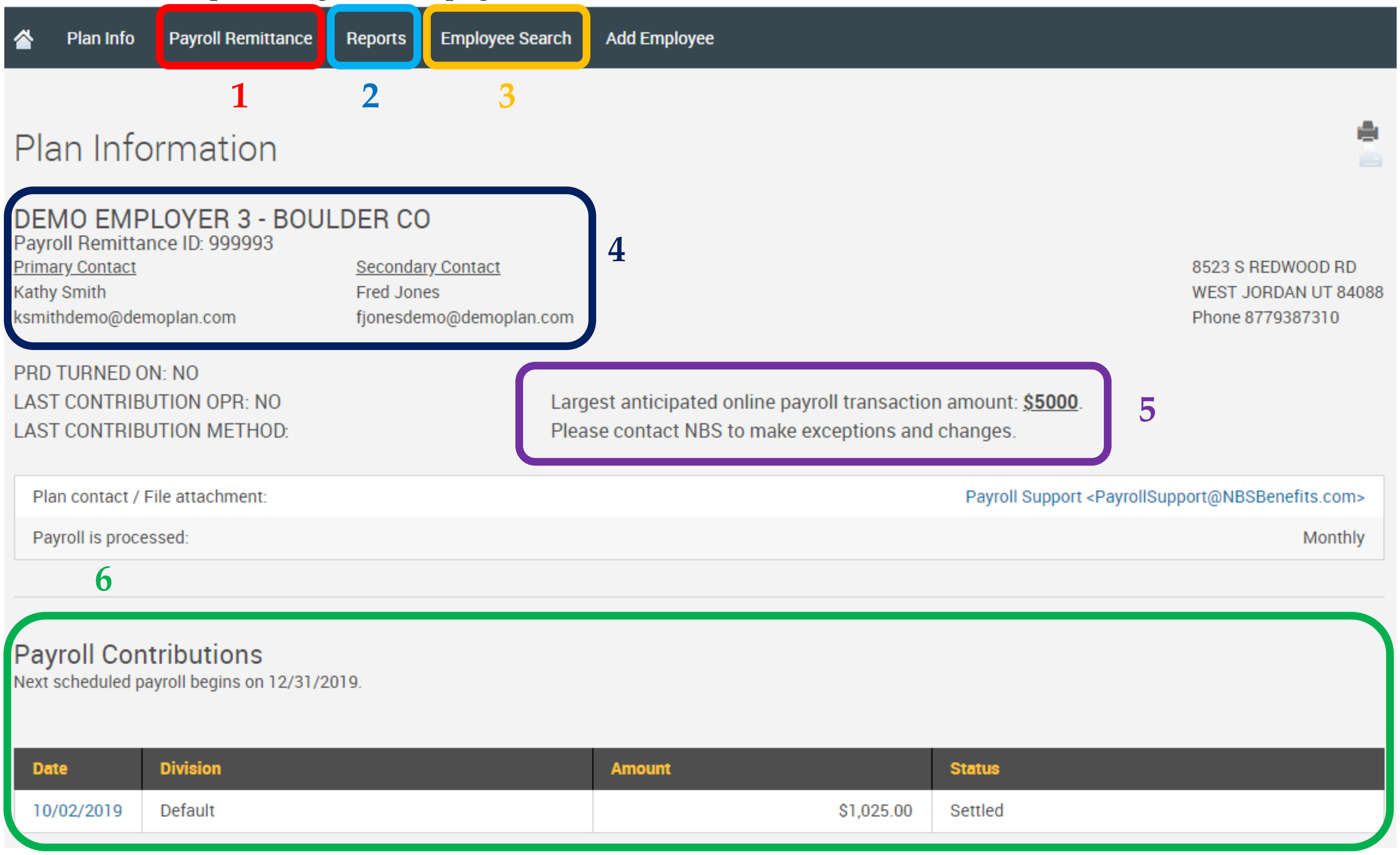
We recommend that you make this page a favorite in your browser for easy access.

Training Materials

This manual, the Online Payroll Remittance (OPR) ACH Agreement, the OPR Change Form, and training videos are available on the login page. Use the Change Form to change the bank account that funds pull from and to update contacts for your group. This manual will give you the basics to start using the website to process retirement contributions.

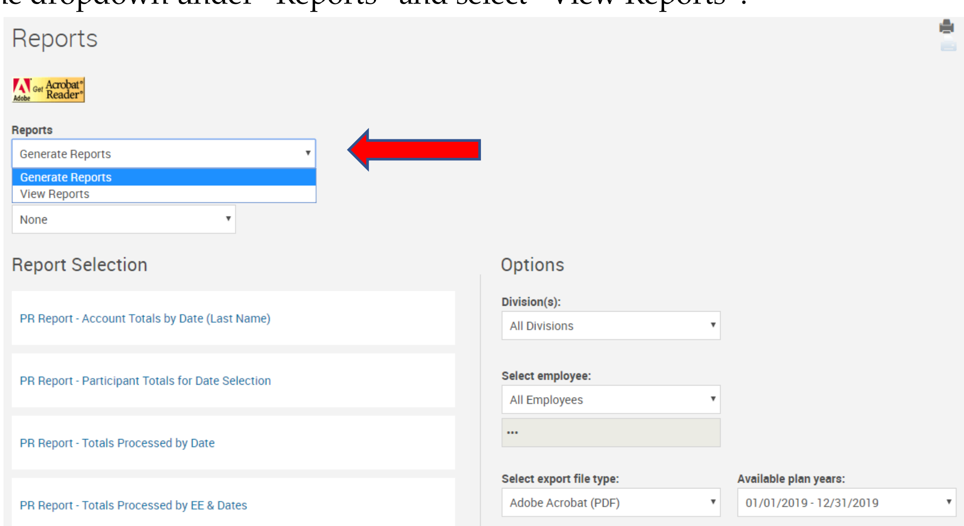
Employer Home Page

This is the main page you will see after logging in. If you have access to multiple plans, you will first need to select one of the plans to get to this page.



1. **Payroll Remittance** – To submit retirement contributions, click "Payroll Remittance" and then click "Process Payroll" from the menu bar that appears.

2. **Reports** – This page allows you to generate various reports that you may find useful, such as current allocations and contribution histories. To view or print your generated reports and PRDs (Payroll Reduction Details) click on the dropdown under "Reports" and select "View Reports".

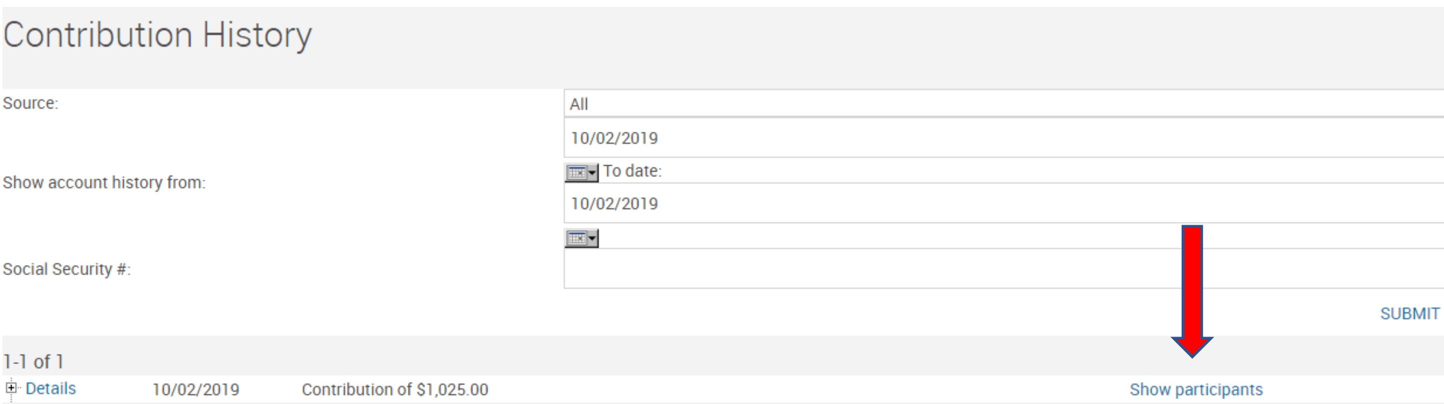


3. **Employee Search** – Click here for more information on employees, to terminate employees, or to view allocation amounts and account numbers. Please note that employee account balances that display in this area reflect NBS contribution processing **only** and will not include corrections or other activity that occurred after NBS initially processed the contributions and sent them to Ameriprise for deposit. They will also **not** include any gains, losses, or actual balance information.

4. **Plan Info –** Here you will find your company name, Payroll Remittance ID, and current primary and secondary contacts.

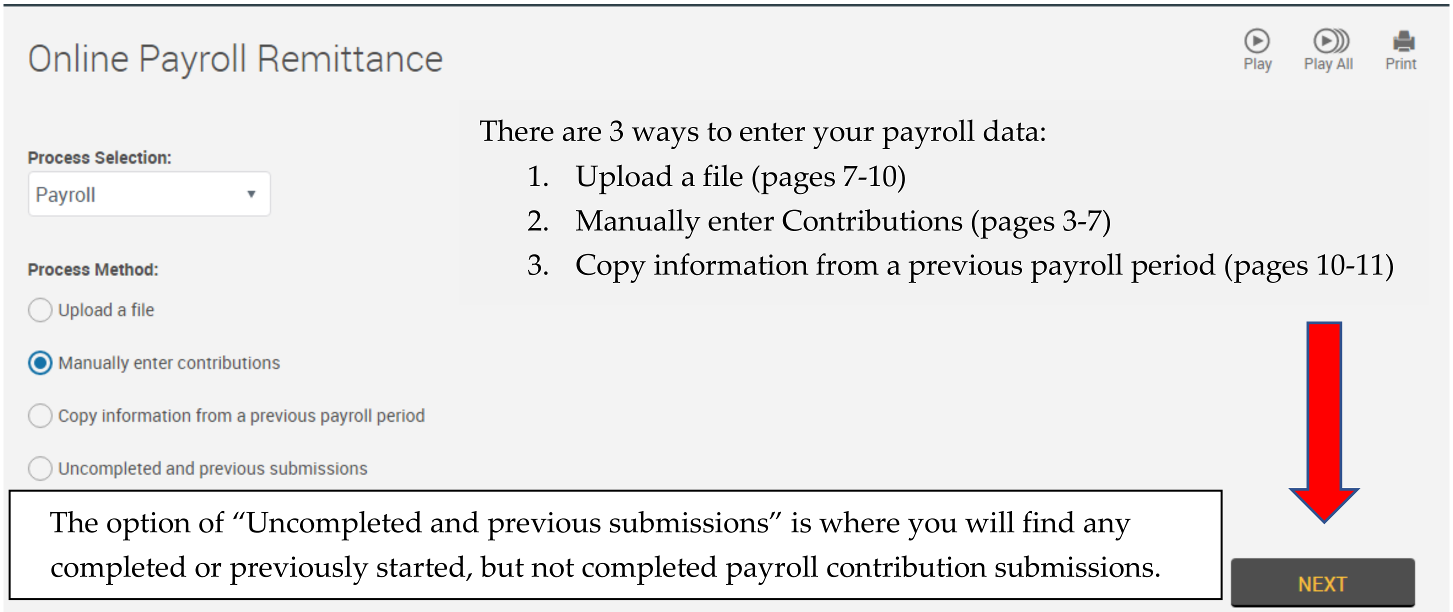
5. **Largest Anticipated Transaction Amount –** If you submit a payroll with a total amount over this limit, the payroll will not be processed until you notify NBS by email to raise the amount or to make an exception. If you anticipate submitting a payroll that will exceed this amount, please reach out to NBS to have it adjusted.

6. **Payroll Contributions** – Your next scheduled payroll period and recently settled payroll submissions will display here. Contributions that you submit online do not show as "settled" until two business days after submission. View details of settled payrolls by clicking on the date. (See below)



Process Payroll

When you click "Process Payroll" under the Payroll Remittance section, it will open the Online Payroll Remittance area of the website where you can submit retirement contributions.



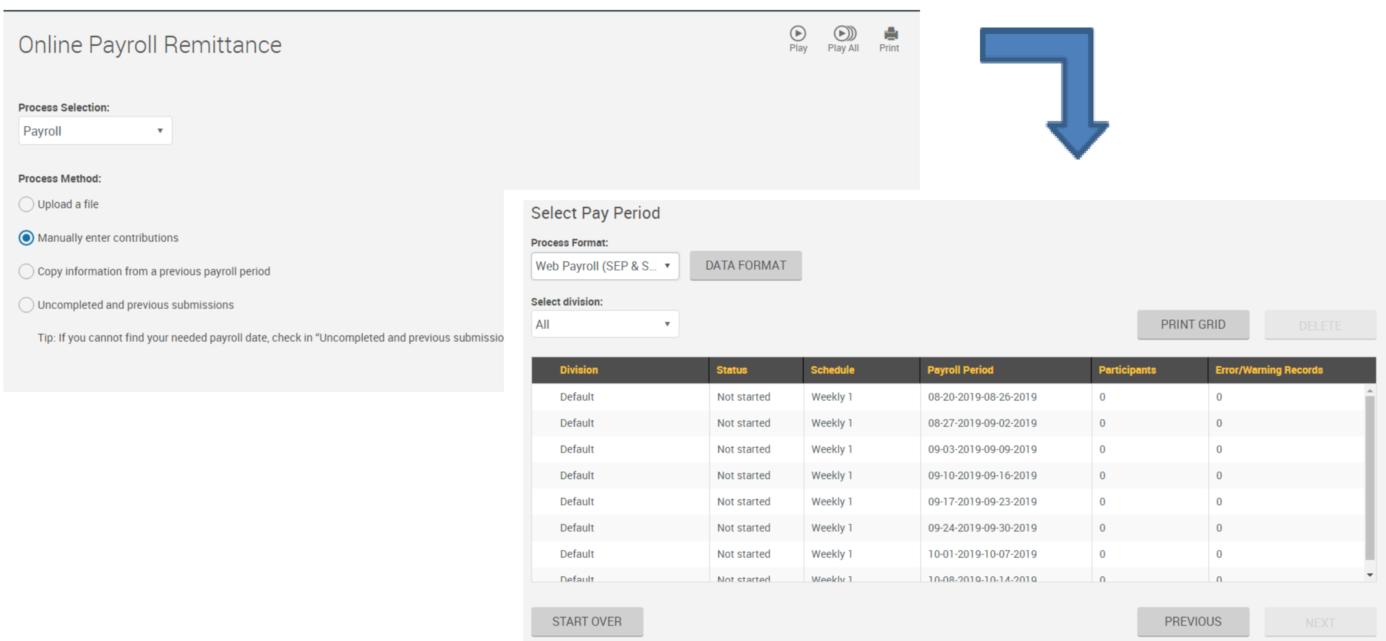
There are 3 ways to enter your payroll data:

1. Upload a file (pages 7-10)
2. Manually enter Contributions (pages 3-7)
3. Copy information from a previous payroll period (pages 10-11)

The option of "Uncompleted and previous submissions" is where you will find any completed or previously started, but not completed payroll contribution submissions.

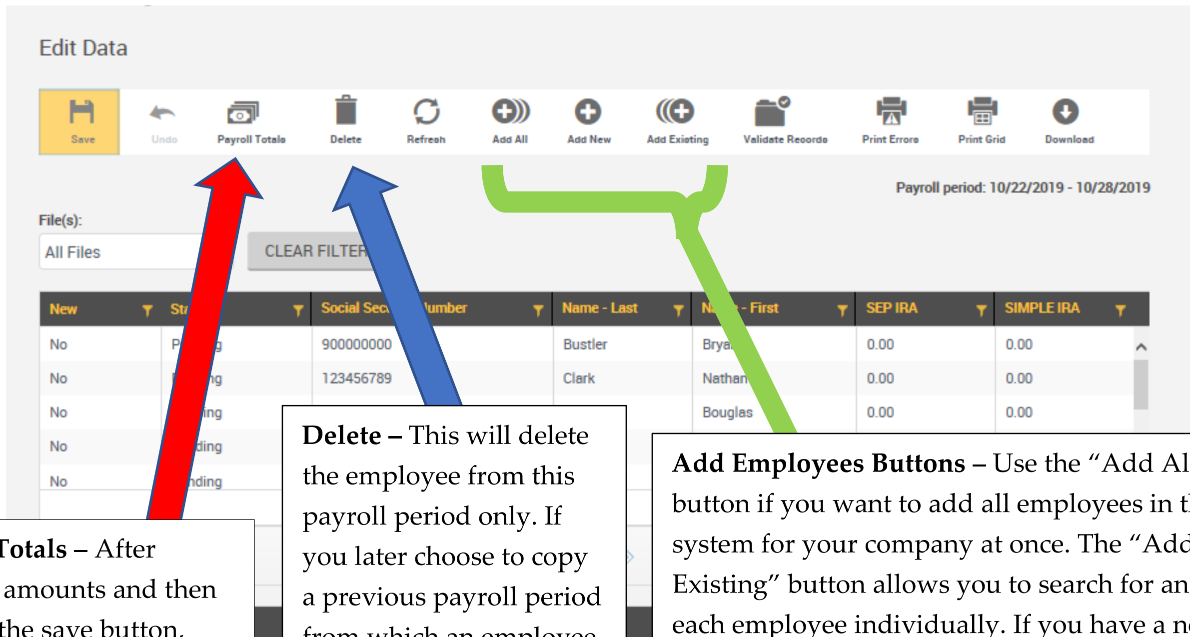
Manually enter contributions

After selecting the option to manually enter contributions, click "Next" to move to the payroll period selection page. Click to highlight the payroll period you're remitting funds for and then click "Next." **If the available payroll periods are not correct, please call or email us and we are happy to adjust the payroll schedule to your needs.**



Edit Data

On this page you will enter employee information and contribution amounts. The image below explains some of the essential buttons on this page:



Payroll Totals – After entering amounts and then clicking the save button, you can click this button to see a total of what has been entered.

Delete – This will delete the employee from this payroll period only. If you later choose to copy a previous payroll period from which an employee was deleted, then that employee will not show up.

Add Employees Buttons – Use the "Add All" button if you want to add all employees in the system for your company at once. The "Add Existing" button allows you to search for and add each employee individually. If you have a new employee, you can click "Add New." Please contact your Ameriprise advisor to ensure the new employee has a valid Ameriprise account setup and ready to accept funds.

<u>Instructions for entering amounts for employees</u>

a) Click the "Add All" button to show all employees.

b) Enter the amounts for each employee in the correct column for the source or type of money you are submitting by clicking on the cell next to each employee's name. If you are missing a source column, please call or email us so we can add it for you. You may have employees listed that you will not be submitting funds for on this pay period. If so, you can either leave their amount at "0" or remove the employee by clicking anywhere on their row and then clicking "Delete." If you delete employee(s), the next time you process contributions, you can choose the option to copy information from a previous payroll period and the deleted employee(s) will not appear.

1. If you have a SIMPLE IRA plan, please combine the SIMPLE IRA employee and employer match portions together.

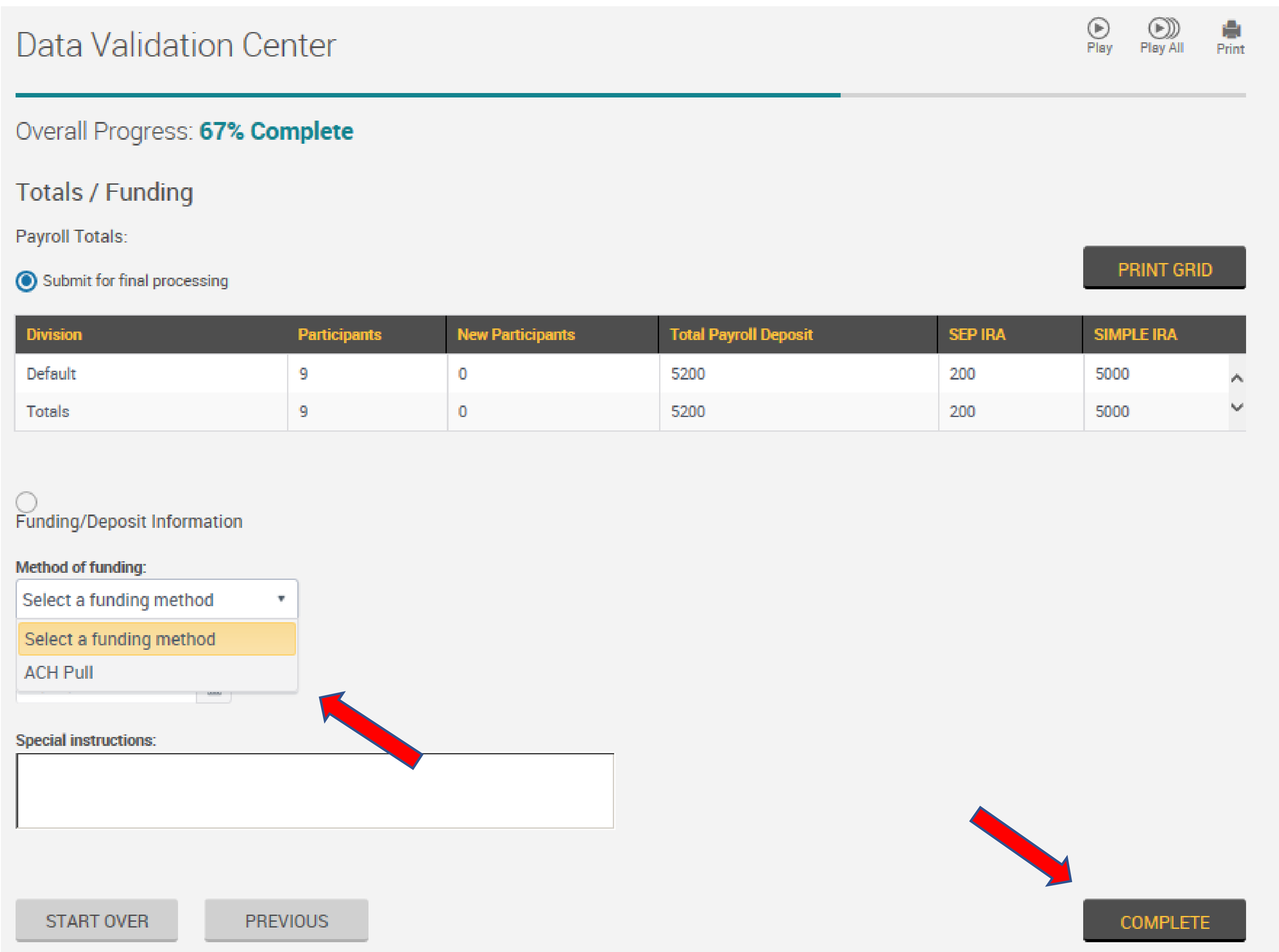
2. If you have a 403(b) plan, please enter the employee and employer contributed funds into separate source columns. If you need a 403(b) employer source column added please call or email us.

c) You can click "Save" to update your column subtotals. The "Payroll Totals" button will show your total payroll deposit amount.

d) After you have finished entering data and verified your totals, click "Next" to move forward.

Totals / Funding

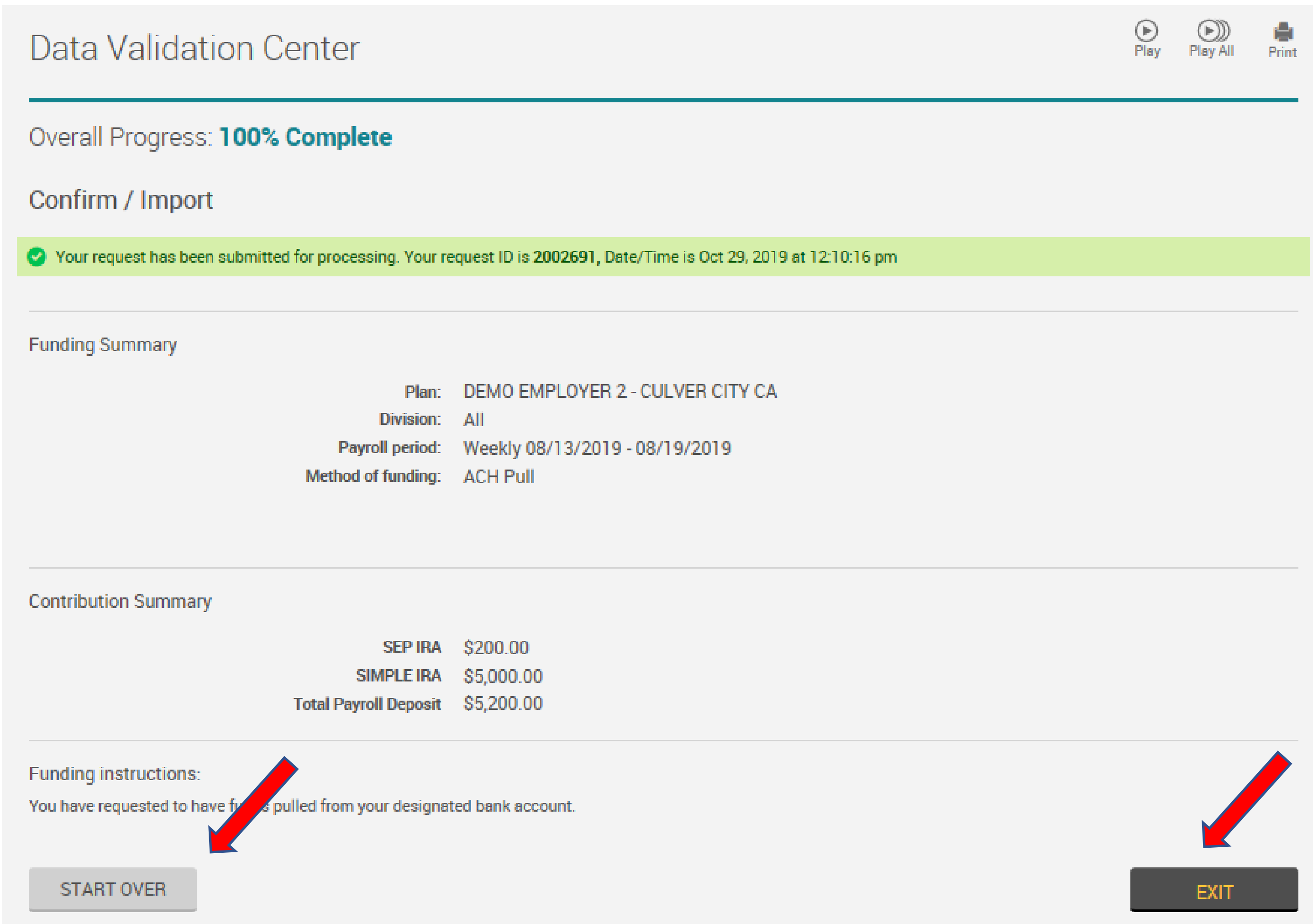
On this page you will confirm totals and select your method of funding. The funding method shown is based on the agreement you sent to NBS (most likely ACH Pull). Click "Previous" if you need to go back and make any changes. After clicking "Complete" at the bottom of the screen, you will not be able to make any additional changes.



Confirm/Import

This is your confirmation that the payroll contributions have been submitted. You can now click on "Exit" to return to the Plan Info page, or click "Start Over" if you have contributions to submit for another payroll period.

If you are paying by check you **MUST** print your confirmation page and mail it with the check. If you are sending an ACH or Wire to Ameriprise, instructions on how to send the funds will be displayed under "Funding instructions." To print the page for your records, click "Print" at the top of the page. You will *not* be sent an email confirmation.

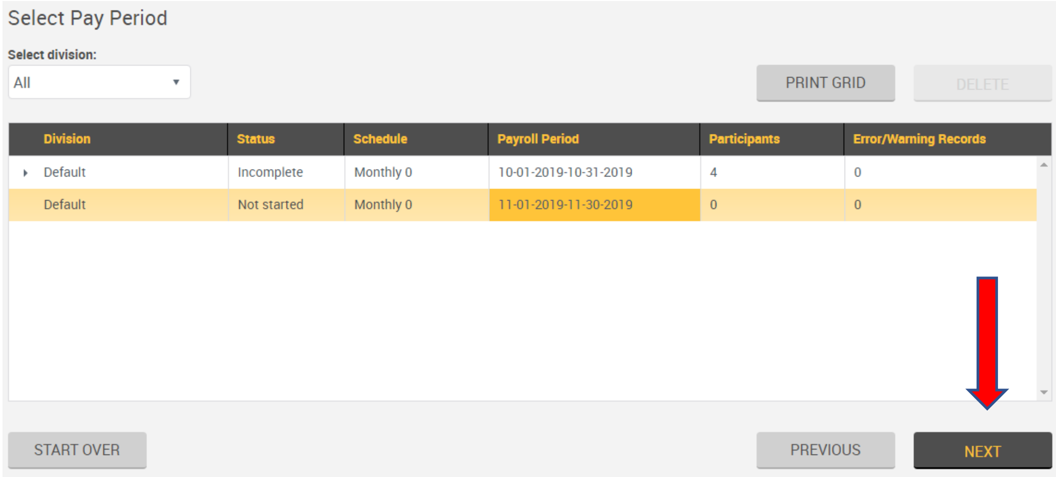


Upload a File

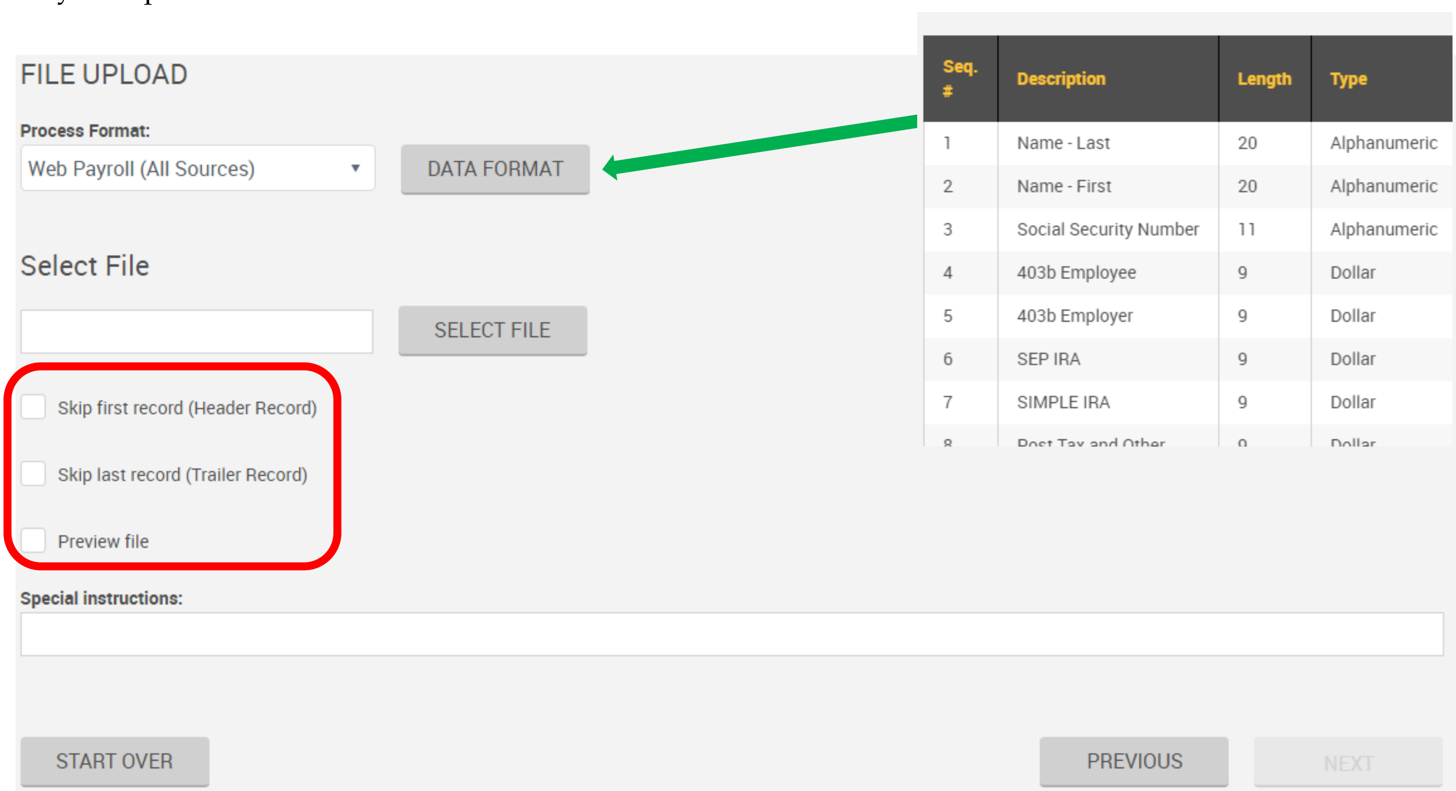
This option is helpful if you have many employees and manually entering amounts would be inefficient.

Select pay period

Click to highlight the payroll period you're remitting funds for and then click "Next." **If the available payroll periods are not correct, please call or email us and we are happy to adjust the payroll schedule to your needs.**



You must organize your data according to a specific layout. Click "Data Format" to see how your upload file should be organized. The sequence numbers represent the columns of the spreadsheet. For example, Seq. #1 is "Name - Last," so on your spreadsheet, column 1 will be employee last names. Save the upload file as an Excel file and then click "Select File" to find it on your computer. If you have a header and/or trailer row (an extra row on the top or bottom of the employee data in the spreadsheet), check "Skip first record (Header Record)" or "Skip last record (Trailer Record)" boxes that apply. Checking the "Preview File" box will allow you to verify your data after clicking "Next." Click "Next" and the file will upload and be validated, and you will be taken to the "Totals/Funding" page. You will only go to the "Edit Data" page if there is a problem with the data on your upload file.



Sequence #4 or column 4 in your file will be the type of money or source you remit, such as 403(b) employee, 403(b) employer, SIMPLE IRA, SEP, or Post Tax and Other. If you remit contributions under multiple source types, such as 403(b) employee and 403(b) employer, then each source will have a separate column. When you click "Data Format," you will see the specific layout you will need to use.

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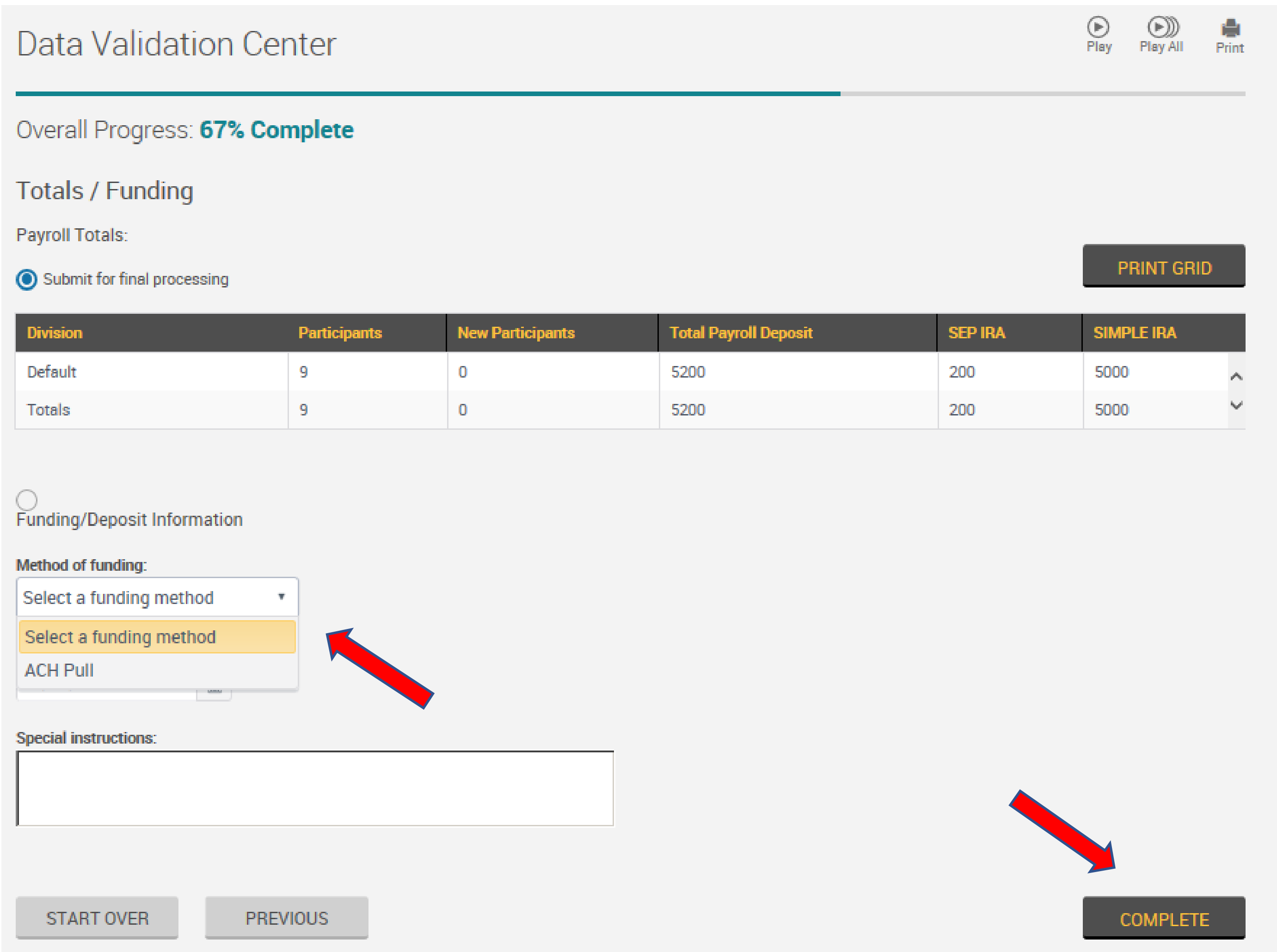

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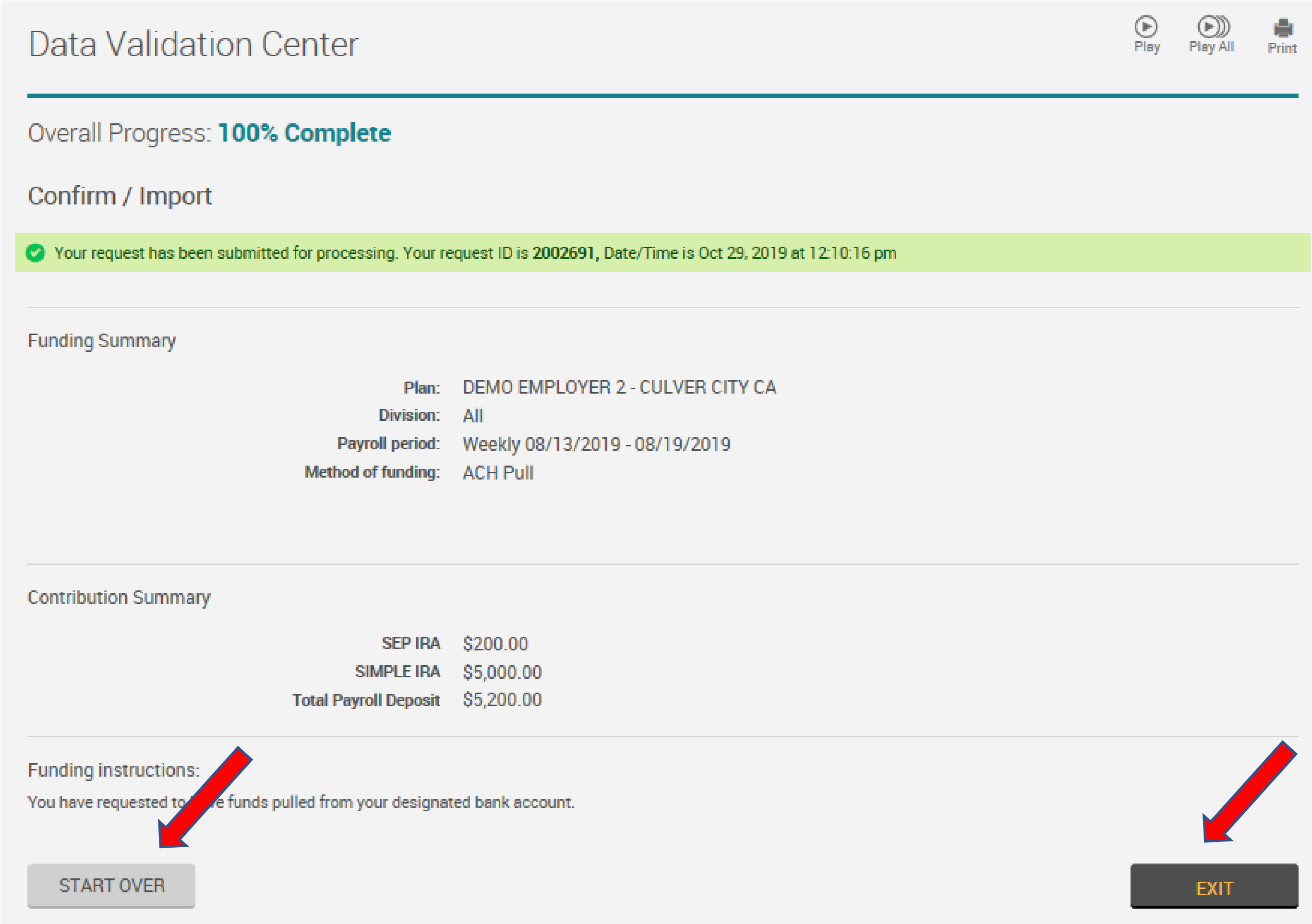
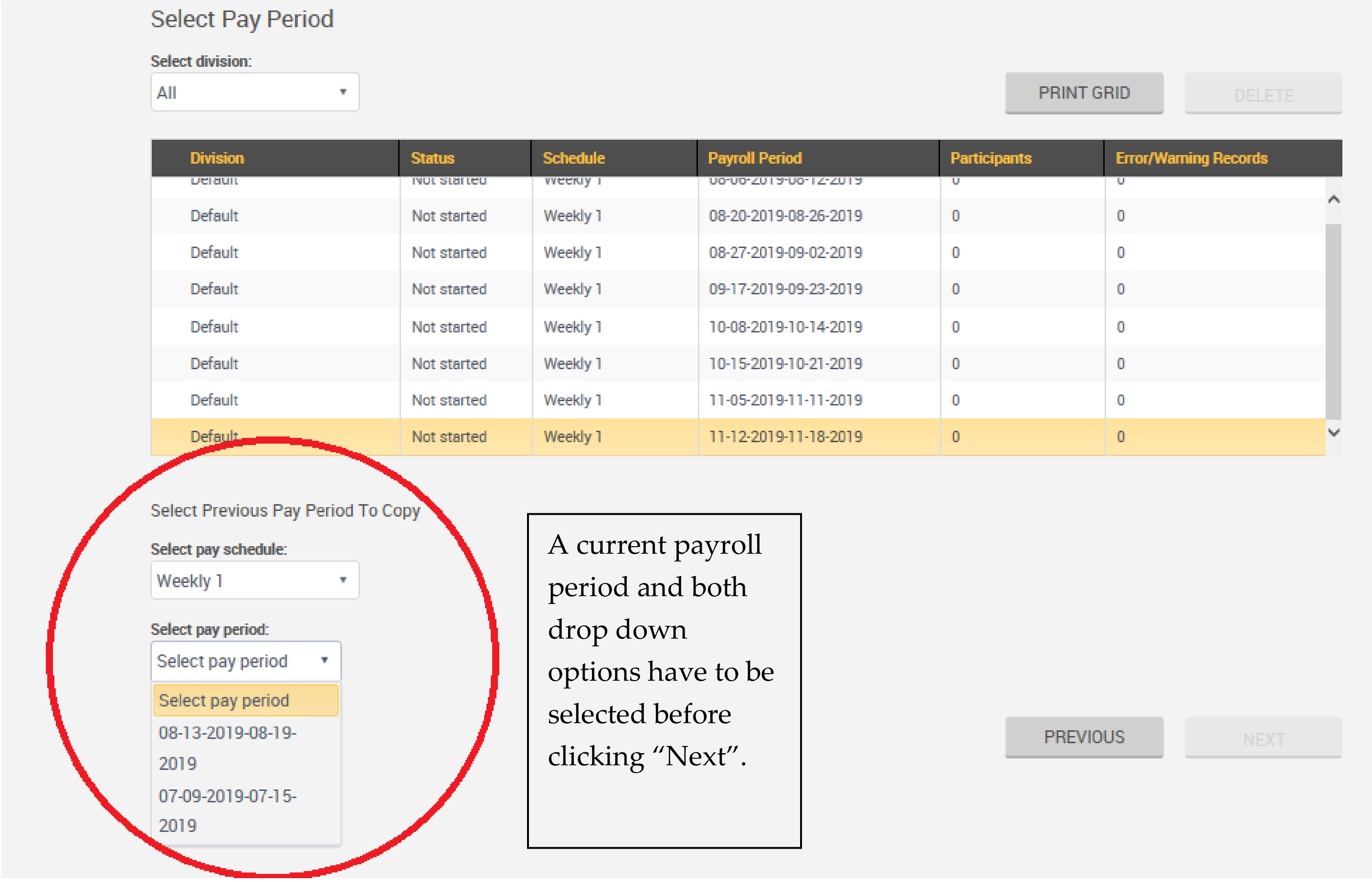


Copy information from a previous payroll period

If you choose to copy information from a previous payroll period, you will click to highlight the payroll period you want remit your current contributions for. Then below, select your pay schedule from the first drop-down menu. The second drop-down menu allows you to choose the previously-submitted payroll period that you want to copy.



Questions or problems?

If you realize that an error was made after your contributions are submitted, contact NBS **immediately** so we can delete the transaction. We can then reopen the payroll period so you can reprocess your payroll contributions.

If you have any problems or questions during any part of the process, please call or email us.

Phone: 877-938-7310 Email: PayrollSupport@nbsbenefits.com

Hours of operation are 7am to 5pm Mountain Time, Monday through Friday.