Website User Guide:

Upload a File

national benefit services

Contents

PSW User Guide: Upload a File

One of the Process Methods on the website is "Upload a file." This method allows the employer to create a spreadsheet with the participants' contributions and upload it to the website. This is helpful when employers have a large participant list or are concerned about typing a number incorrectly. It also saves one step over the "Manually enter contributions" option - the participant names and a dollar amount are loaded to the pay period through the spreadsheet.

Log in to the Website
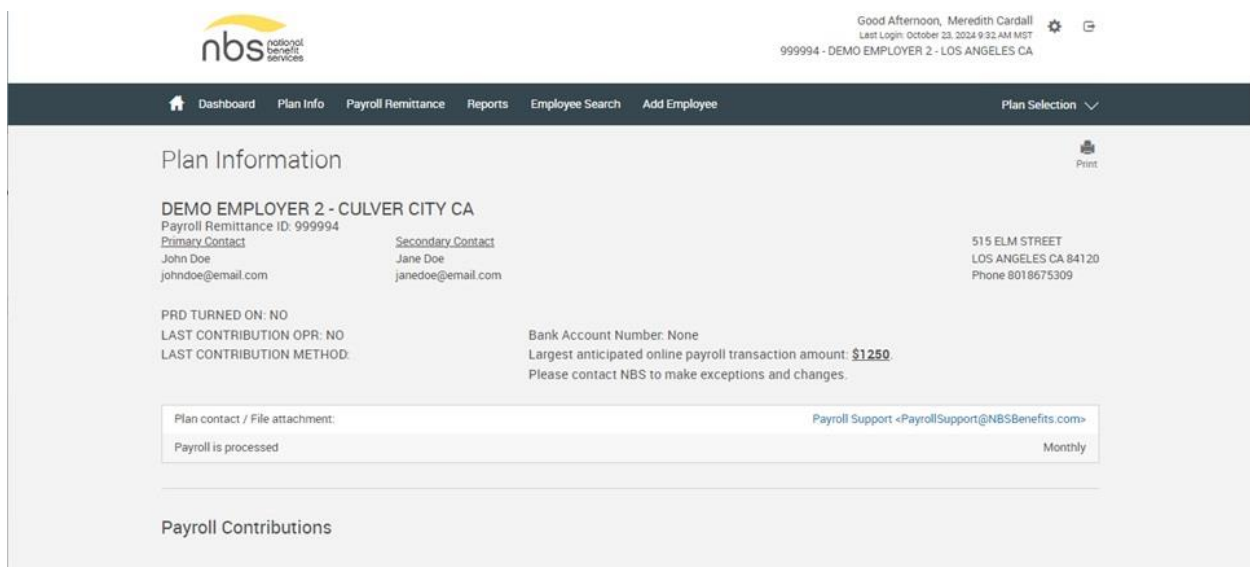
https://www.nbspayroll.com/

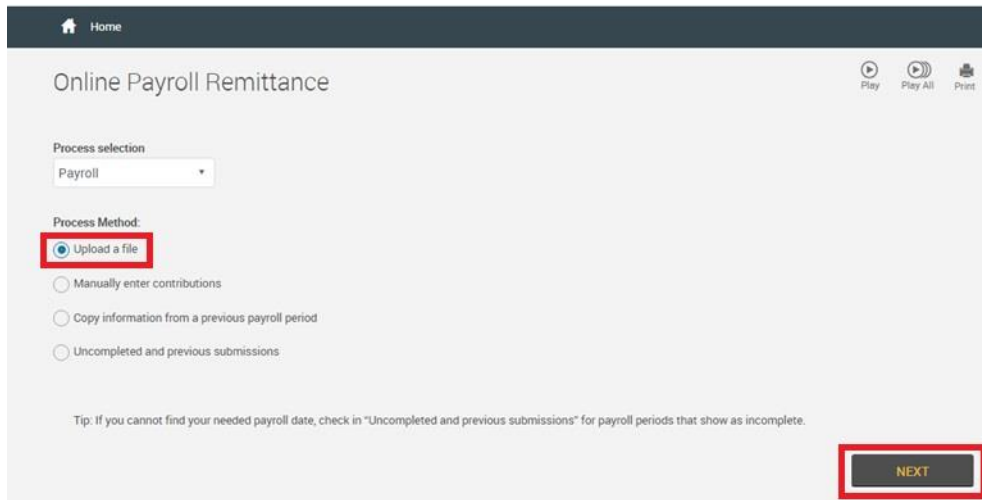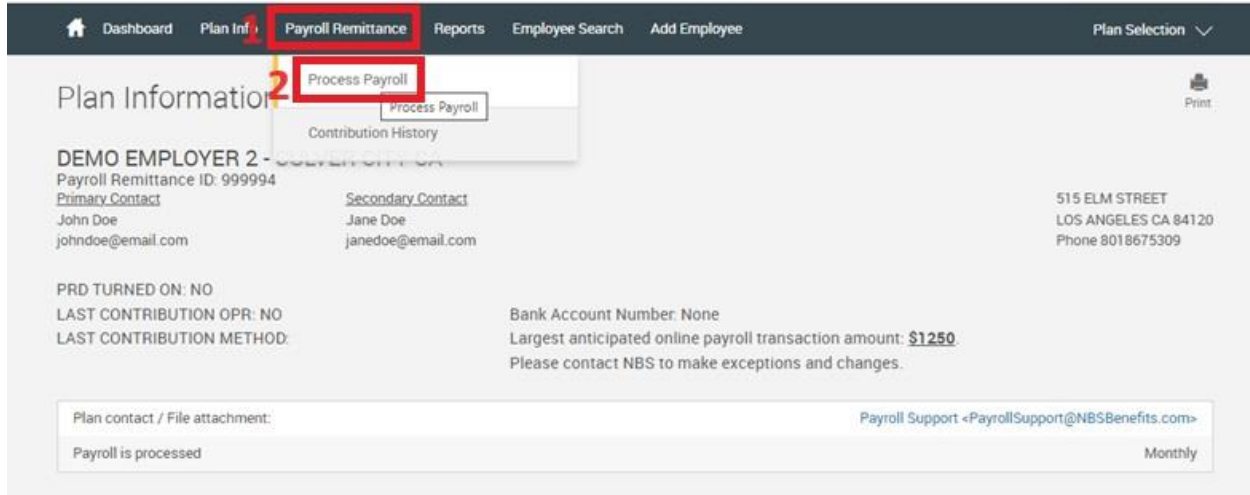Enter your username and password.

Click "Login."
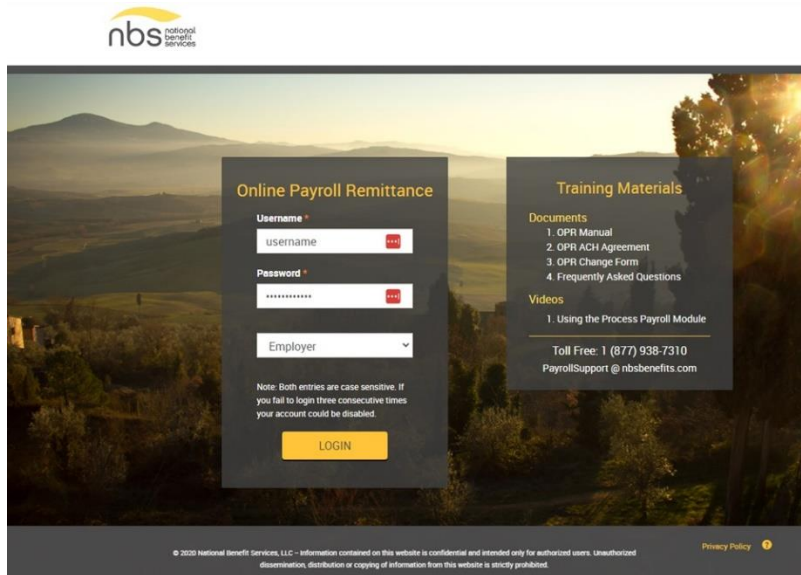
Your plan Dashboard will load.

Choose Process Method

To process contributions, on the dark toolbar at the top, select "Payroll Remittance."

Then, select "Process Payroll."

Choose "Upload a File."

Then, click "Next."

Select a Pay Period

In the grid, **select the pay period for which you want to make contributions,** by clicking on the pay period. The pay period will highlight yellow when it is selected.

Check to be sure that the pay period's status is "Not Started," and the number in the participants column is "0."

If the status is "Incomplete" or if there is a number other than "0" in the participants column, please see the [Fixes: Payroll Period Status Incomplete](#) section before continuing.

If everything is correct, click "Next."

Data Format

If this is your first time uploading a file, please be sure to click the Data Format button. This will show you in which order to place your data columns in your file.

File Layout - Web Payroll (SIMPLE)

Element Specification 4 Elements   DER Rules

Seq. #	Description	Length	Type	Format	Separator	Day leading zero	Month leading zero
1	Social Security Number	11	Alphanumeric	N			
2	Name - Last	20	Alphanumeric				
3	Name - First	20	Alphanumeric				
4	SIMPLE IRA	9	Dollar				

CLOSE

Use this information to format your spreadsheet. Seq # 1 will be your first column (Column A), Seq #2 will be your second column (Column B), etc.

Please note: different plans may have a different data format. If you have multiple plans, please be sure to check the Data Format for each plan.

Depending on your plan's Data Format, your spreadsheet may look like the one for this Demo plan.

	A	B	C	D	E
1	Sequence 1	Sequence 2	Sequence 3	Sequence 4	
2					
3					
4					
5					

	A	B	C	D	E
1	Social Security Number	Name - Last	Name - First	Dollar Amount	
2					
3					
4					

Add your data to the spreadsheet using the following guidelines:

The **social security number field** should contain ONLY numbers (no dashes). You may format your spreadsheet cells as a social security number in your spreadsheet program, but when you click on the cell, there should only be numbers in the formula bar.

The **first and last name fields** should contain only letters and/or numbers, no special characters or punctuation.

The **dollar amount field** should ONLY contain numbers and a decimal point (if needed). No symbols or other punctuation are allowed. If the participant's allocation amount is $1,034.56, then 1034.56 should be entered in the field. A comma or dollar sign will result in an upload error.

Save your file.

*If you are submitting employee-paid and employer-paid funds, please combine the dollar amounts and type in the cumulative amount per person. With the exception of 403(b) accounts, Ameriprise does not separate employee-paid and employer-paid funds.

* If you are submitting funds for a Traditional or Roth IRA, 401(a), and/or Non-Qualified account, your funds will be allocated under the Post Tax and Other column. The source heading "Post Tax and Other" is a catch-all source for several different types of accounts. Your contributions may be pre-tax, but still should be submitted under the Post Tax and Other source if they fall under one of these plan types.

Upload File

Click on "Select File."

Navigate to where you saved your file.

Click on the file.

Then click "Open."

If your spreadsheet has a header and/or footer, check the appropriate boxes.

If you want to view the data in your file prior to uploading, check the "Preview file" box. We recommend previewing your file to ensure that the data is in the correct columns.


You will see a popup letting you know that your file is uploading.
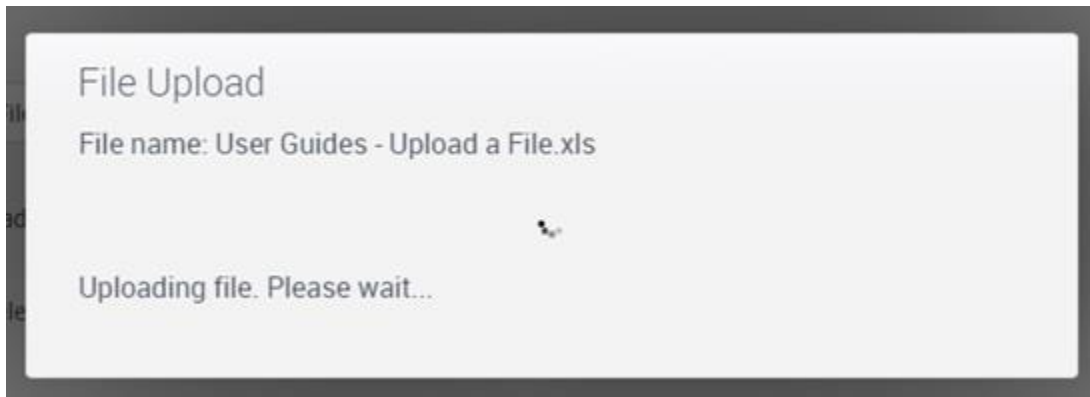
In the popup window, you will see a preview of your file. If you notice that your columns are in the wrong order, or your data is in the wrong column, please cancel, correct your file, and upload it again.

Please note that there is a scroll bar on the side, so that you can see the rest of your participants.

When you've checked your data, click the "OK" button.
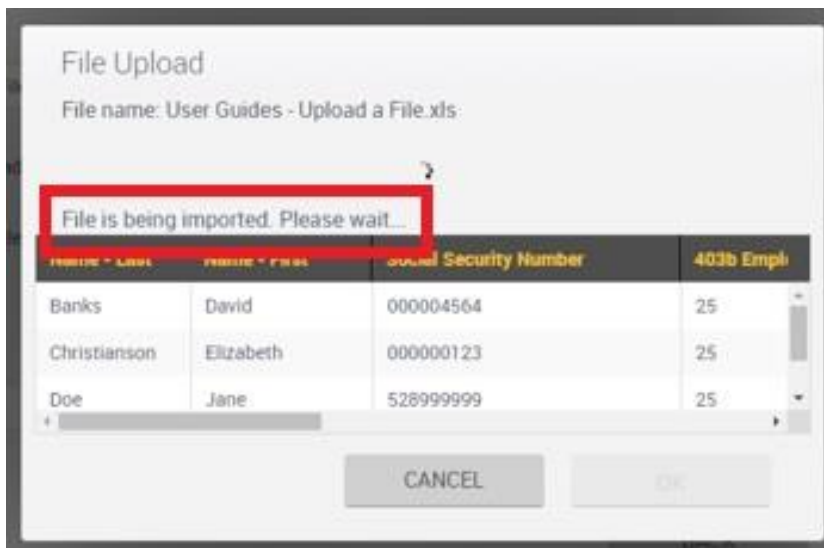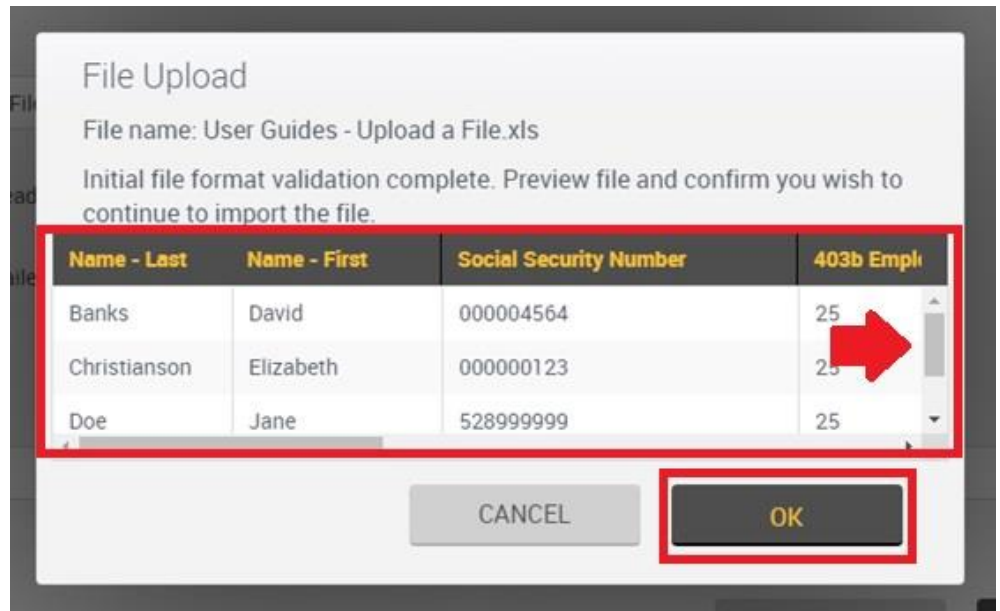
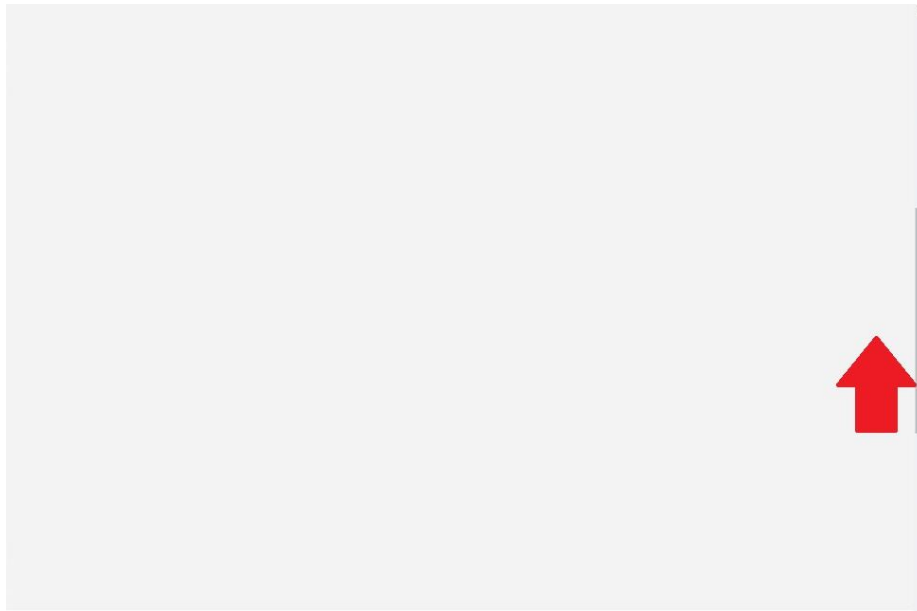You will see a line of text that says that the file is being imported.

Data Validation & Completion

The Data Validation Center page will load.

Did a blank page load? Scroll up.

In the "Data Validation Center," verify your number of participants (number of names in your spreadsheet this payroll period, regardless of whether they are receiving funds) and the Total Payroll Deposit. If the Total Payroll Deposit is not correct, please see the Fixes: Total Payroll Deposit Incorrect or the Fixes: Total Payroll Deposit Doubled (or Multiplied) sections before continuing.

Choose your "Method of funding" from the dropdown. You should only have one option. For most plans, the option will be "ACH Pull."

Once you choose your "Method of funding," you can click the "Complete" button.

Clicking the "Complete" button authorizes us to begin the process of pulling the funds from your bank account. We will begin the process the following business day. If you notice an error after clicking the Complete button, and want your payroll period deleted, call us at 877-938-7310 to see if we can delete your transaction. If the payroll period has already been submitted to the bank, we will not be able to delete the transaction.

Once your transaction is "Complete" a Confirm/Import page will load. If you would like a confirmation page, please print or save this page.

Once you close this page, we cannot generate it again. We can send you an email (upon request) with the same information, but we cannot get this exact page back.

Exit or Start Over

At the bottom of the Confirm/Import page, there are two buttons - "Start Over" and "Exit."

Click "Exit" if you wish to go back to your Plan Dashboard.

If you wish to make another contribution, please click the "Start Over" button to be taken back to the page where you can choose your Process Method for your next contribution.

Fixes

Sometimes a payroll period doesn't appear to be functioning the way it should. Below are some fixes if these are happening to you. If you have a different issue, please check the Fixes: Troubleshoot Your Upload File section. If that doesn't work, please call us at 877-938-7310.

Payroll Period Status Incomplete

When you are on the Data Validation Center page that allows you to select a payroll period, if the payroll period you want to use has the status listed as "Incomplete," that means that a file has already been uploaded to the payroll period, but it was not completed. To continue processing, you can either Clear a Payroll Period or Upload a File.

Clear a Payroll Period allows you remove any existing data from the payroll period, then upload a new file to the payroll period.

Upload a file allows you to upload an additional file to the payroll period. If you upload a file to an incomplete payroll period, you will be adding the information from your current file to the information in the previously uploaded file. This may result in duplicate information and/or incorrect allocation amounts for each person, see Total Payroll Deposit Doubled (or Multiplied).

Total Payroll Deposit Incorrect

After you upload your file, and your data is validated, if you notice an error in your Total Payroll Deposit amount, you can correct this before you hit the "Complete" button.

If you notice the error after you hit the Complete button, please call us at 877-938-7310 to see if we can delete the pay period before it is submitted to the Ameriprise bank account for processing.

Click the back button that is built into the website, NOT your browser's back button.

This brings you to a page where you can edit the participant list as well as the dollar amounts for each participant, without needing to edit and reupload your spreadsheet.

Edit Dollar Amounts

To edit a dollar amount, simply place your cursor in the funding type column next to the participant's name. Then type the new dollar amount. A red triangle will appear next to the dollar amount (as well as any other unsaved changes) until the "Save" button is pushed or the payroll is processed.
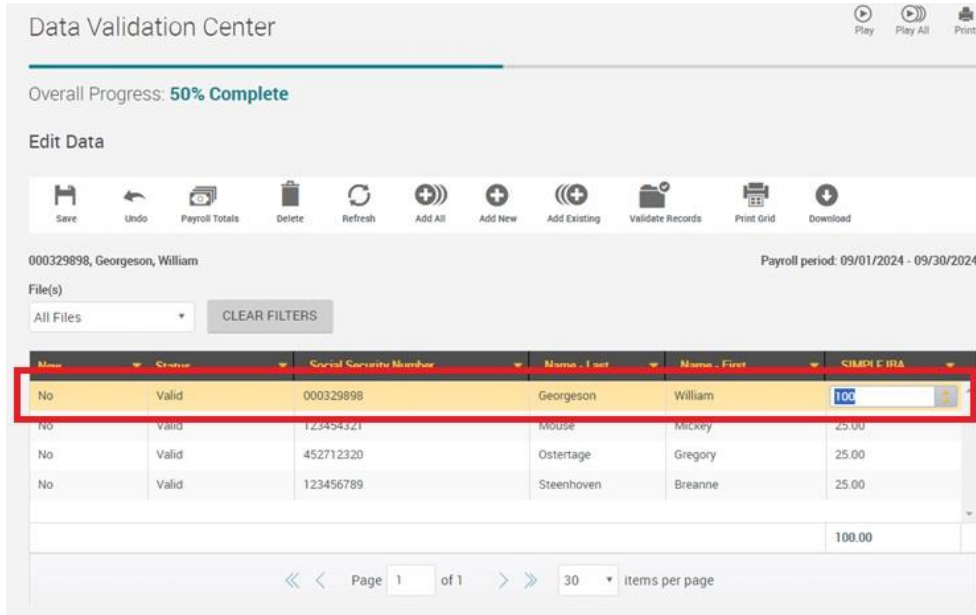
In this example below, William Georgeson had $25 in contributions on the uploaded spreadsheet but should have had $100 in contributions.

To correct this, click into the funding type cell next to William's name and type in the correct contribution amount for this payroll period.
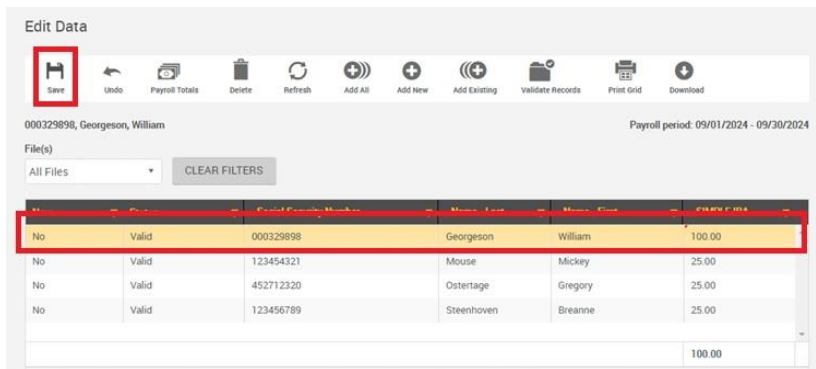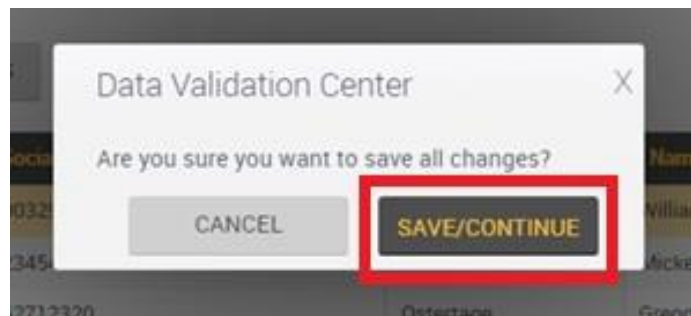

The red triangle will stay next to William's contribution amount until the payroll is saved.

You can make multiple changes for multiple participants, then save your changes.

Click the "Save" button.

Verify that you do want to save and continue by clicking the "Save/Continue" button.

The red boxes will disappear and the total at the bottom of the grid will be updated.

When everything is correct, click the "Next" button.

Your data will be validated.

Go back to the "Data Validation & Completion" section of this guide to finish processing.

Edit Participants – Delete an Employee

When viewing your participant list, you may notice an employee who you don't want to be in your participant list. They may no longer be an employee, or maybe they simply did not make contributions this payroll period. You can either make sure the participant's contribution amount is "0" or you can delete this participant from the current payroll period. They will stay in your Employee List at NBS forever, but you don't have to keep them in your participant list this payroll period.

Click on the participant who you would like to remove from your payroll period. Don't worry! If you accidentally remove someone, you can always add them back. The participant is selected when their row is highlighted yellow.

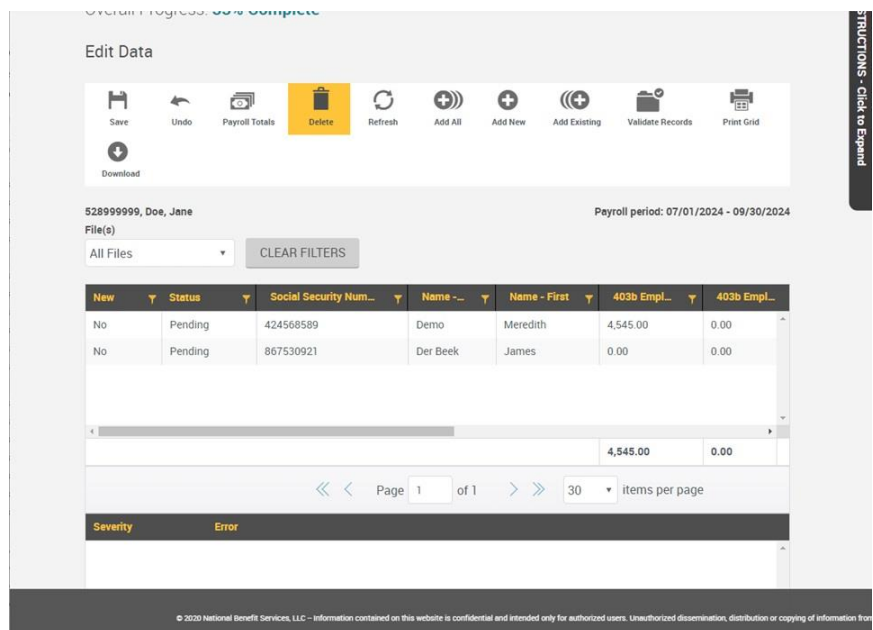Once the participant row is yellow, you can click on the "Delete" button in the toolbar.

Remember - you are not deleting the participant from your plan; you are removing them from this pay period.
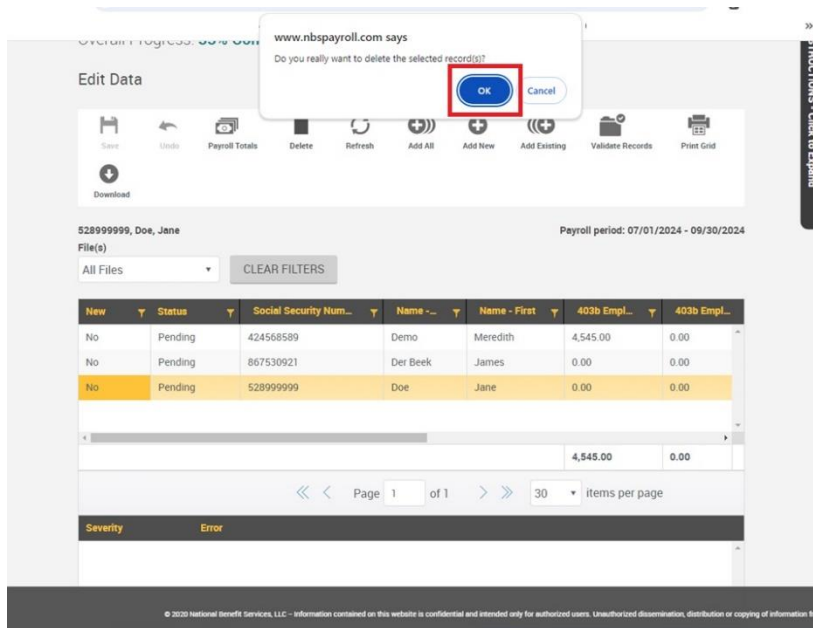
A little popup will appear at the top of the screen asking you to verify that you do want to delete the participant from the pay period.
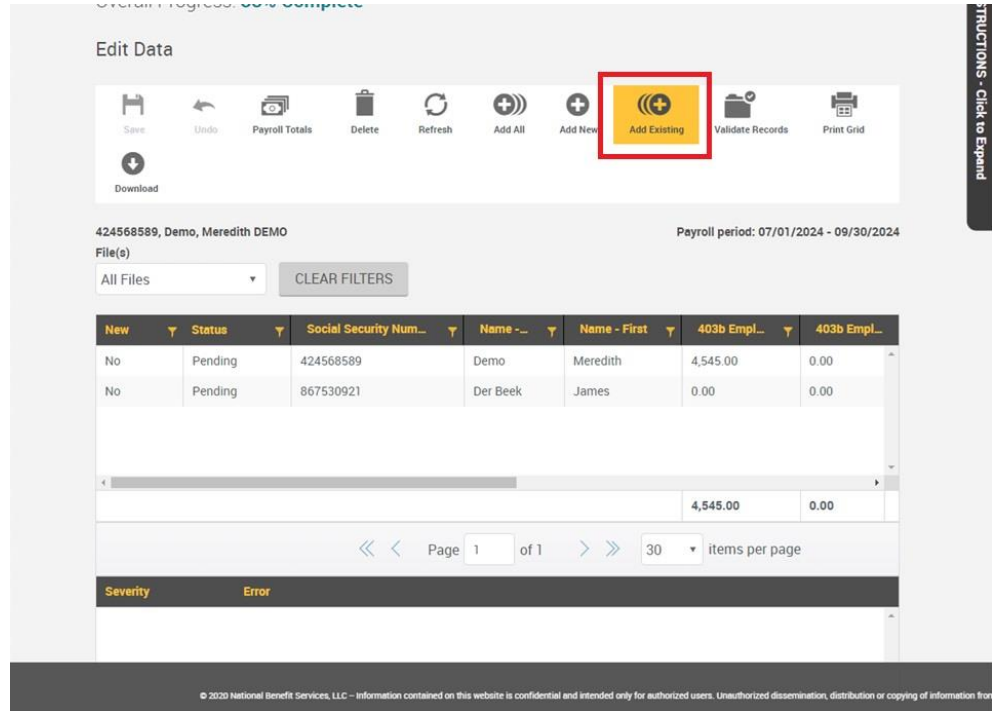
Click "OK" to delete the participant.

The participant no longer appears in this pay period.

If you accidentally removed a participant, or a participant decided to resume making contributions in your plan, you can add them back to your payroll period.

On the toolbar, click on the "Add Existing" button.

You can search by participant's first or last name, social security number, or you can scroll through the list of all the participants who have ever been in your plan.

Click the "Add" button next to the participant's name. This adds them to the "Add Records" section.

Once you have everyone added to your Add Records section, click on the "Continue" button.

The participant is now on the participant list and is ready to have their contribution added.

Edit Participants - Add Participant - Add New

Yes, you can add a new participant to your plan. When you use this option, you are creating a holding space for the client's contributions. Once your payroll is submitted, NBS will receive a notification that there is a new participant in your plan. We will send a request to the Ameriprise home office to have the participant's account linked to your plan. If Ameriprise is able to locate an account that is open and in good standing, they will link the account to your plan at NBS. If they are unable to locate an open account, or if the account is not in good standing, they will instruct us to return the funds to you. You will receive an Ameriprise check in the mail within one to two weeks.

It's a good idea to wait to add a new participant to your plan until they have an open Ameriprise account. Your Ameriprise advisor should fill out and send an Ameriprise 402450 form to the Ameriprise home office with your new participant's account information. If your advisor has done this, you may want to check "Add Existing" (in case the account has already been linked to our system) before you try to "Add New."

To add a new participant, click on the "Add New" button on the toolbar.

A new line will appear at the top of your payroll grid.

Type in the participant's social security number, last name, first name, and contribution amount.

The new participant's information will all have red triangles at the top until the payroll period is saved or processed.

Edit Payroll Period - Save Payroll

If you have any unsaved changes (red triangles), you may wish to save your payroll period.

Click the "Save" button on the toolbar.
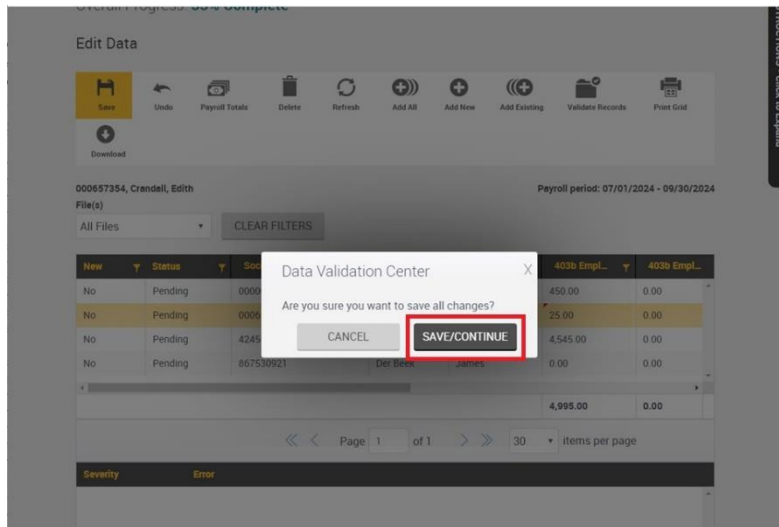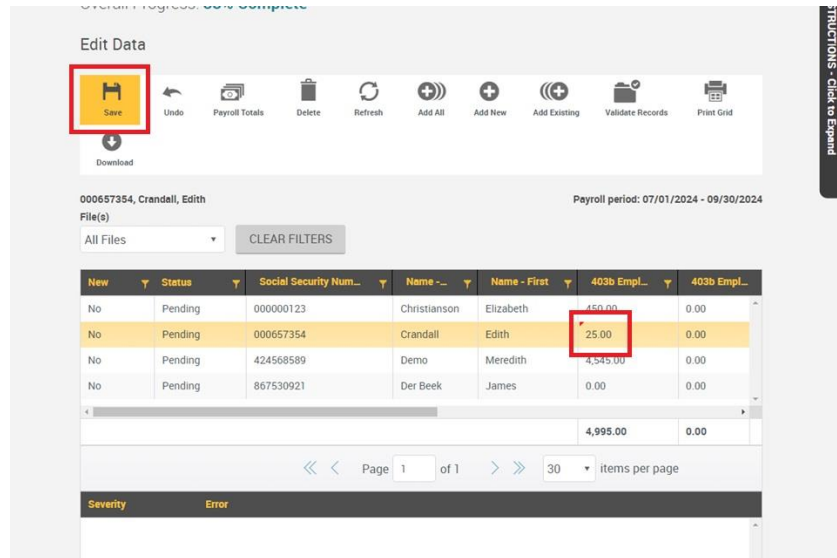
On the popup, verify that you want to "Save/Continue."

Saving the pay period removed the red triangle from Edith Crandall's contribution and it updated the total contribution amount at the bottom of the grid.

When you have your current participant list updated with the correct contribution amounts, scroll down a little bit to see the "Next" button. Click the "Next" button to go to the Data Validation step.

Total Payroll Deposit Doubled (or Multiplied)

If you get to the Data Validation step and it looks like your Total Payroll Deposit amount is doubled (or a multiple) of your correct Total Payroll Deposit amount, you may have uploaded a file over top of an incomplete pay period that already had a file uploaded. You have two options, you can either use the "Back" button to edit the payroll period (See: Total Payroll Deposit Amount Incorrect) or you can use the "Start Over" button to clear the payroll period and reupload your file.

Choose "Upload a file" as your process method. Then click "Next."

See "Clear a Payroll Period" to learn how to delete a previously uploaded file from an Incomplete pay period.

Clear a Payroll Period

When you are in the "Upload a file" process method, you may notice that the payroll period you want to use, has "Incomplete" in the status and has a number in the "Participants" column, other than zero. This means that a file has already been uploaded to this payroll period, but the payroll period was not completed.

Click on your Incomplete payroll period row to select it (it's selected when it's highlighted yellow). Then click the "Delete" button.
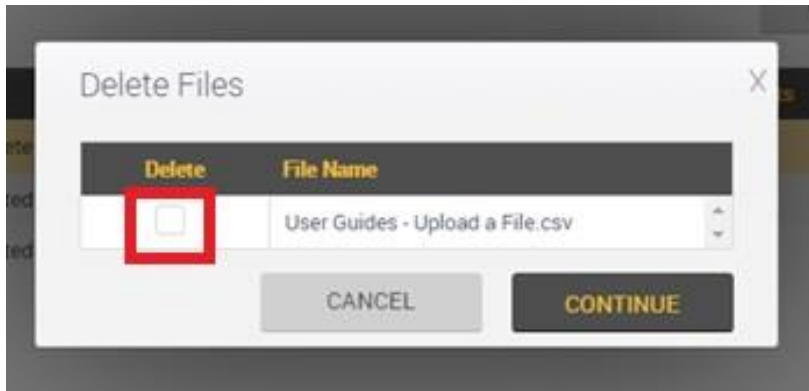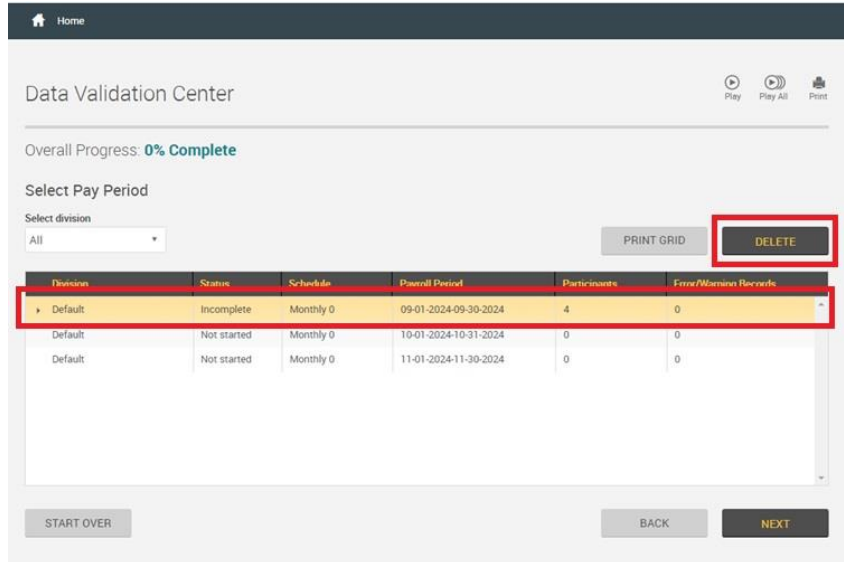
Check the box next to the file(s) you want to delete.

Then click the "Continue" button.
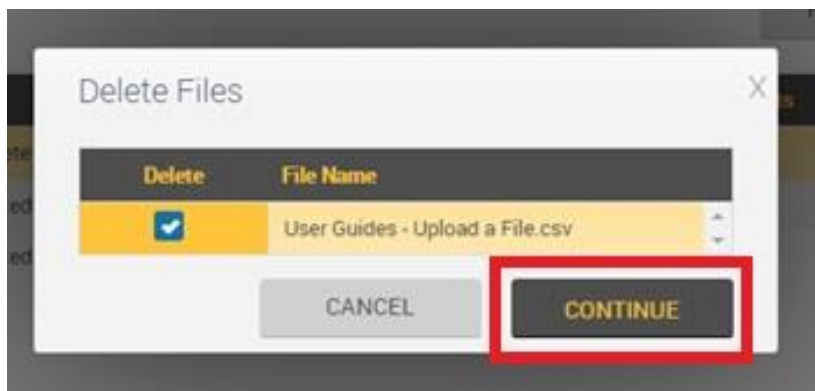
When the Data Validation Center page reloads with the available payroll periods, the payroll period you just cleared now says "Not Started" in the status column and the number of participants is "0." Select the pay period by clicking on it (it will highlight yellow when it's selected) then click the "Next" button.
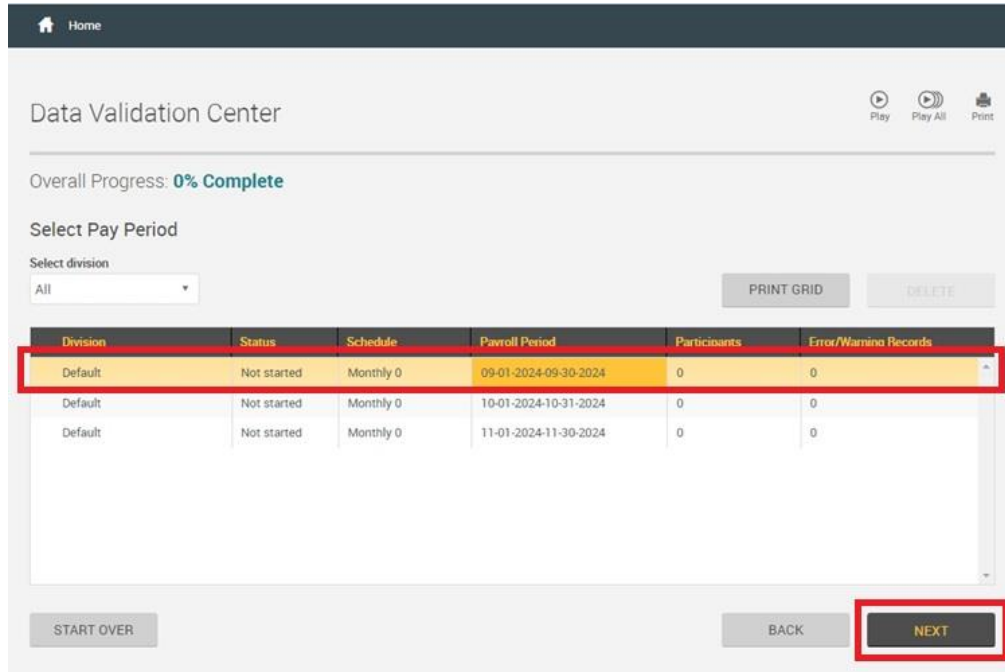
Go to the Upload a File section to learn how to correctly upload a file.

Troubleshoot Your Upload File

Review Data Format

One of the most common issues with upload files is that the columns are in the wrong order. Check your plan's data format to identify which columns your data should be in. See Data Format for more information.

Below are some of the errors you may get when you upload a file.

Error: Invalid Social Security Number

The file upload error screen will show you the record (or line) number in your file that has an error. The information in the "ID" column is the data that is in social security number field. This should be a masked number. If you see anything other "*****9999" where 9999 is the social security number of the person in that row, this is a good indication that your columns are in the wrong order. The "Field" column tells you which column has the error. The "Error" column tells you what is wrong.

Record 2 has "Georgeson" in the social security number field. The error is that "Georgeson" is not a social security number. This is a good indication that our columns are in the wrong order. Check your D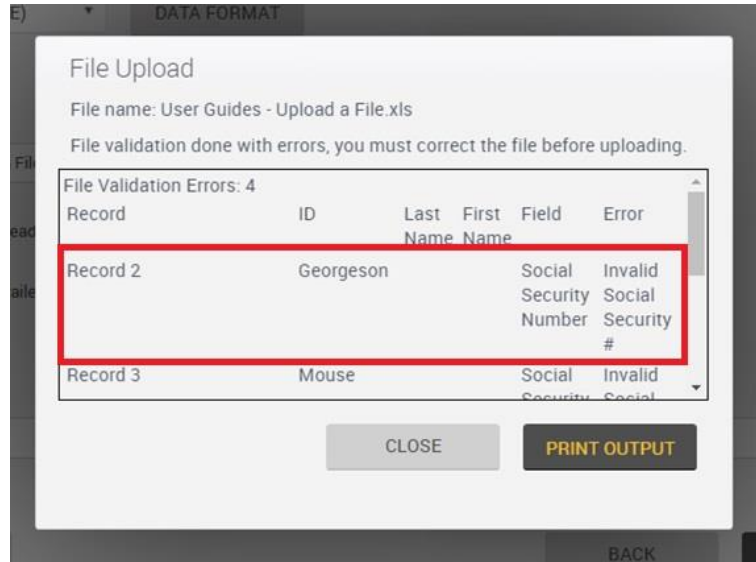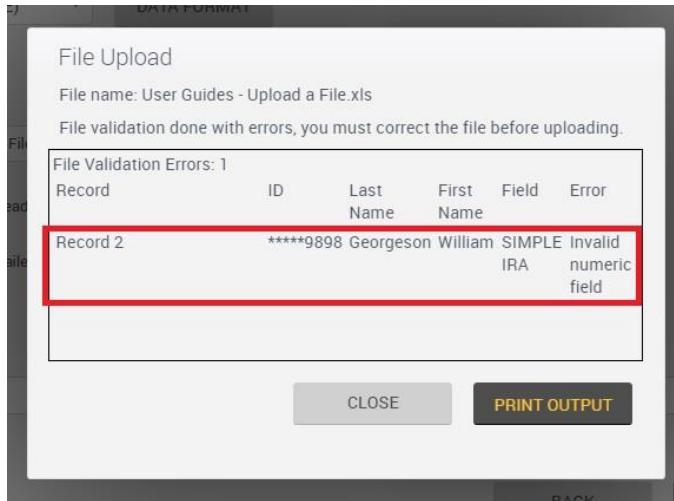ata Format to see in what order your columns should be. Correct your file, save the file, click "Close" on the error box and upload the file again.

Error: Invalid numeric field

The file upload error screen will show you the record (or line) number in your file that has an error. The information in the "ID" column is the data that is in the social security number field. This should be a masked number. The name columns should have the first and last names of the participant. The "Field" is the column where the error is located. In this case, it's the "Simple IRA" column – our funding column. The "Error" tells us what is wrong. In this case, the Simple IRA column has an invalid number.

If we look at our upload file, we can easily see the issue. The only punctuation allowed in the dollar amount (or funding) column is a decimal point. We have a comma, which is not allowed.

Remove the comma, save the file, click "Close" on the error box and upload the file again.

Error: Duplicate SSN Warning

Each participant should be included only one time on each upload file. Adding multiple lines for a participant in one upload file may result in a system glitch on the backend, which may result in delays in processing.

An employer may be trying to indicate employee vs employer funds by adding a second row for a participant. Please only use one row per participant and combine all dollar amounts into one cumulative total per person.

When you upload the file, you will see "File Import with Warnings" pop up on the import box.

The "Edit Data" page will load. Any rows that have a warning will show in the list. Click on the row to select it (it will highlight yellow) and the warning will appear in the section below that.

If this was intentional, click the "Next" button below the warning section to be taken to the Data Validation and Completion step. If this causes a system glitch, we may reach out to you to verify your file information.

If this was not intentional, you can edit the dollar amount to "0" or another number. Remember that this is ONLY editing the duplicate SSN row on the spreadsheet, not the total amount for the participant.

You can also click the "Delete" button in the toolbar to delete the duplicate row.

Error: Errors on Record 1
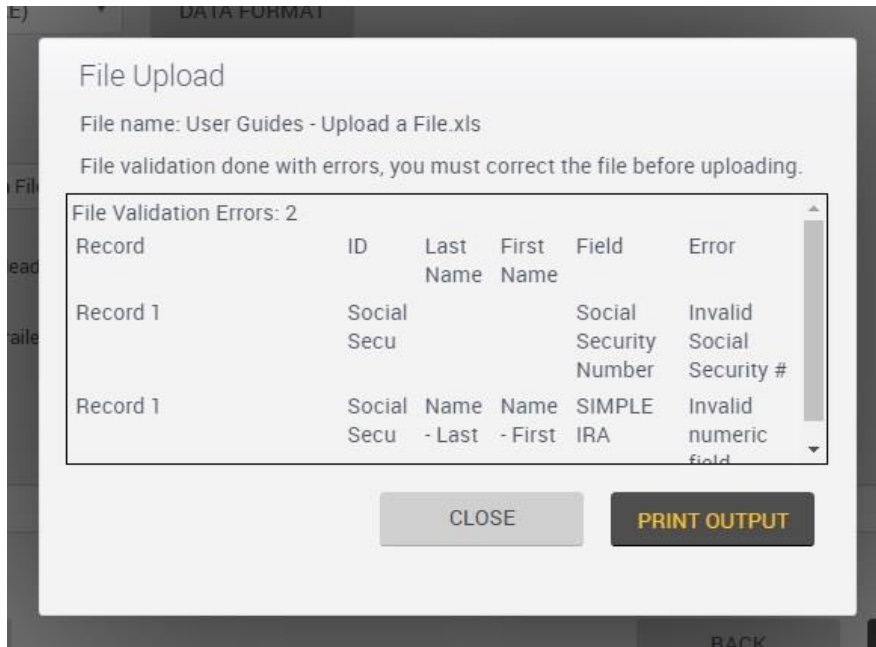
If your spreadsheet has a header row, you must check the "Skip first record (Header)" box below "Select a File." If your upload error popup looks like this, with an error in the social security number field as well as the dollar amount (or funding source) field, it is likely that you forgot to check the "Skip first record (Header)" box. Please "Close" the error box, check the "Skip first record" box, and upload the file again.

Error: ID field is blank and Invalid Social Security Number

If your spreadsheet has a footer row, you must check the "Skip last record (Footer) box below "Select a File." If your upload error popup looks like this, with a blank ID number as well as an "Invalid Social Security #" error, it means that there is data somewhere in that row, but there isn't a valid social security number in the SSN field. This is most likely a footer row. Please check the data in that row of your spreadsheet and adjust accordingly.
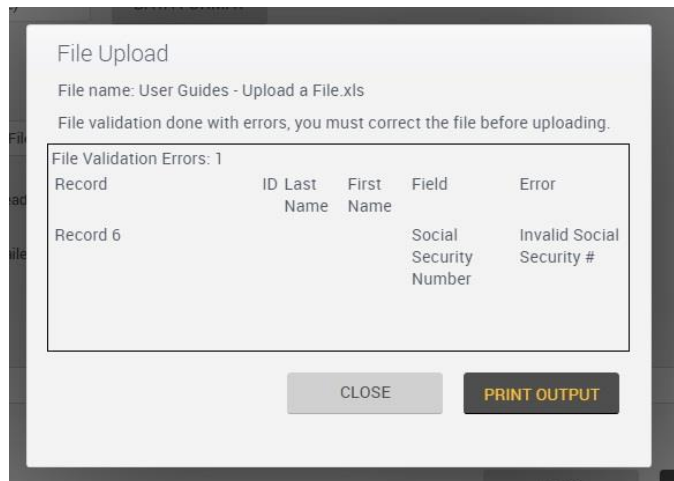
Troubleshooting Tips

Before uploading your file, double check that there isn't any punctuation in any fields. A decimal point in dollar amounts is acceptable.

Check your data format. If your plan recently changed funding types (from Simple to 401k, etc.) your data format may be different. If you have multiple plans, the data format could be different for each plan.

If your current spreadsheet isn't working, try copying a spreadsheet that worked previously.

If you are trying to upload a .xls or .xlsx spreadsheet, and it isn't working, try saving it as a .csv file then uploading.

If you have a different error, please call us at 877-938-7310.