

# TRUST **Advantage**

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## What Payroll Coordinators Need to Know



*\*These instructions are applicable after the installation of Skyward PaC version 03.07.10.02.00.*



# What Payroll Coordinators Need to Know About *Trust Advantage* & *QuickLink*

*Trust Advantage* allows employees to pay premiums for WEA Trust Member Benefits' (Member Benefits) auto, home, and umbrella liability policies and contribute to the TSA and the WEAC IRA through payroll deduction. It's offered to district employees on a strictly voluntary basis.

Because you use Skyward Point and Click (PaC) payroll processing software, you can process these deductions with *QuickLink*. With *QuickLink*, you will:

- Download a file from our Web site, which contains billing information for insurance policies and IRA accounts.
- Import that file into the *Trust Advantage* Interface of Skyward PaC before starting payroll.
- If automating TSA deductions, you will continue to maintain the TSA deductions/benefits on the pay record, but the deductions/benefits will be included when you create the remittance file.
- After you run payroll, you will create or export a file containing the deductions you made for that payroll and send it to us through our Web site.

This document will explain the steps necessary for processing payroll deductions through the *Trust Advantage* program using *QuickLink*. You can submit a remittance file of TSA deductions processed in payroll after performing a one-time setup.

Shortly after the meeting that introduces *Trust Advantage* to the district employees, we will contact you to explain the payroll deduction process for *Trust Advantage*. Once we see that an enrollment has occurred, we will contact you to set up a training session.

Below is an outline of the process, and it also serves as a table of contents. Step 1 is performed on an on-going basis; Steps 2-4 are performed once during the setup of the program; Steps 5-11 are performed at each payroll.

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## ★ Step 1 – Collect Payroll Deduction Authorizations (PDAs)

The first step of the payroll deduction process is to receive Payroll Deduction Authorization (PDA) forms from participating employees. The PDA authorizes you to deduct insurance premiums and/or IRA contributions from the employee's paycheck. Just complete Section 3 of the form, and **keep it for your records**. The PDA does not replace the Salary Reduction Authorization (SRA), which is required for TSA contributions.

### What is a PDA?

A Payroll Deduction Authorization (PDA) is a form that, when signed by an employee, authorizes you, as the employer, to deduct insurance premiums and/or IRA contributions from an employee's paycheck. Only one form is required for all products (auto, home, umbrella, and IRA). It's not necessary to request a new PDA when a policy renews.

### When will I receive the PDA, and whom will it come from?

If an employee enrolls in one of our products, we will ask that the employee bring you the signed PDA or that the employee come to your office to complete one. We will give you a supply of PDAs to have on hand for these situations.

### What do I do with the PDA?

When you receive the PDA, just complete Section 3, Employer Approval, which includes:

1. Your name as the employee representative.
2. Your district/employer name.
3. Your signature and current date.

Keep the PDA for your records. **There is no need to send a copy of the form to us.**



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## Payroll Deduction Authorization

Important: Please complete this form and return it to your payroll office as soon as possible.

### 1. Employee Information

_____	_____	_____	_____
Last Name	First	M.I.	Social Security Number
_____		_____	_____
Address		Evening Phone	Work Phone
_____	_____	_____	
City	State	ZIP	

### 2. Employee Authorization

I authorize my Employer to deduct insurance premiums and/or IRA contributions from my pay in the amounts necessary and to forward it to WEA Trust Member Benefits, subject to the terms and conditions stated in this Authorization.

I understand that if I make any changes to my policy(ies) that I must make them through WEA Trust Member Benefits and not through my employer. If I make any changes that affect the amount to be withheld, the Employer will adjust the payroll deduction amounts accordingly (WEA Trust Member Benefits does not adjust payroll deductions—only the Employer does). I understand that it is the Employer's obligation to deduct and transmit funds to WEA Trust Member Benefits on my behalf.

I understand that my participation in *Trust Advantage* requires the Employer to supply payroll and financial information to WEA Trust Member Benefits.

I understand that if my net pay is not sufficient to fully cover any deduction, I am responsible to make timely payment on my own. In the event I terminate employment with this Employer for any reason, cancel my policy(ies), or have an unpaid balance remaining on any policy at the end of its term, I understand that I am responsible for paying any premium that is due. This amount will either be billed to me separately and paid directly to the insurer or be paid through an additional payroll deduction. If full payment is not made timely, my insurance policy is subject to cancellation.

I understand that a delay in returning this Authorization to the Employer could delay payroll deductions, which may result in larger deductions than anticipated for insurance products or a delay in contributions to the IRA I have established.

This Authorization shall remain in effect until I notify WEA Trust Member Benefits of my desire to terminate this Authorization.

 Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

### 3. Employer Approval

**Just complete this section of the form and then file it for your records.**

The Employer will provide a monthly remittance report and any amount due to the school's account.

Employer Rep. Name _____	District/Employer _____
Signature _____	Date _____

WMBT/2901-290-0704

★ **Step 2 – Create Codes in Skyward (Liability Account, Vendor, and Deduction)**

Create a liability account code in Skyward, if applicable. This account code will be used when setting up the deduction codes.

If you prefer to automatically generate A/P invoices (produce a manual check) instead of a manual journal entry, create a vendor account code in Skyward, separate from the WEA Trust and the WEA TSA Trust. This vendor code will be used when setting up the deduction codes.

Before training with us in Step 4, set up two deduction codes in Skyward for each insurance product and one deduction code for each IRA product. Insurance and IRA deductions are after-tax.

If you currently contribute to TSA products and choose to automate the deductions, there's no need to create new deduction codes. However, once your last payroll is done prior to your *QuickLink* training, you will need to change the TSA deduction and/or benefit codes so that checks no longer print.

If you are just starting the Roth TSA program, call our office for information on setting up the deduction code.

**What do I use for the deduction codes and the descriptions for each insurance and IRA product?**

Go into Skyward PaC and go to the screen to set up a deduction code (see the following page for an example of the screen). You may enter the deduction code you prefer or suggestions are listed below.

**1. Set up two codes for each insurance product and one code for each IRA product:**

Auto Insurance	AUTO & AUTO1	Traditional IRA	TIG
Home/Renters/Condo Ins.	HOME & HOME1	Roth IRA	RIG
Umbrella Liability Insurance	UMBR & UMBR1		

**2. Complete the rest of the screen as follows (this is only for insurance and IRA deduction codes; example of the screen on the following page):**

- Deduction code Enter the code you prefer, but suggestions are listed above.
- Check Stub Description Enter the description that will show on the check stub, usually "Auto Insurance," "Home Insurance," etc.
- Description This description will be associated and seen next to the code in certain areas of Skyward.
- Group Please ask your auditor. It's usually a "MISC" deduction.
- ACH Choose "No."
- Reimbursed Do not select.
- Account Breakdown Do not select.
- Decreases Federal Gross Do not select.
- Decreases State Gross Do not select.
- Decreases FICA Gross Do not select.
- Pay level This applies if using the default deductions and benefits.
- W2 Level Select "None."

- Account # Select the liability account that will accumulate all *Trust Advantage* deductions. The following account numbers are from DPI:

811690 All personal insurance in one account  
 If grouping deductions separately:  
 811692 Auto  
 811693 Home  
 811694 Umbrella

811629 All IRA products in one account  
 If grouping deductions separately:  
 811628 Roth IRA  
 811629 Traditional IRA

- Amount Type Select "Amount."
- Amount/Percent Leave at "\$0.00"
- Maximum Amount Leave at "\$0.00."

**If you prefer to automatically create A/P invoices (generate a manual check):**

- Vendor information Select WEA Vendor that you just created.
- Account Detail This option will print internal accounting information on the invoice.
- Batch Number Assign a batch number, such as "PWEA" to distinguish WEA invoices from other types of invoices.
- Invoice Type Choose "Hold."

**If you prefer to make a manual journal entry for electronic payables:**

- Vendor information Leave the entire section blank.

HRPAACODE - 737 - Deduction Code

Deduction Code: IAUT  Active OK Cancel

Check Stub Desc: AUTO INS

Description: AUTO INS

**Warning! Code has history. The insensitive fields may not be changed.**

Group: Misc ACH: No  Reimbursed  Use Account Breakdown  Decreases Federal Gross  Decreases State Gross  Decreases FICA Gross

Pay Level: 3-Must Select W2 Information: None

**Account/Amount Information**

Account Number: 10 L 000 000 811800 000

Amount Type: Amount Amount/Percent: .00 Maximum Amount: 0.00 YTD

**Vendor Information**

Vendor: WEA INSURANCE TRUST Vendor ID: WEA INSU000 Account Detail: No

Message: Batch Number: PWEA Invoice Type: Hold

Message to appear on some of the PA verification reports. PaC Documentation

## Why do I need to set up two codes for each insurance product?

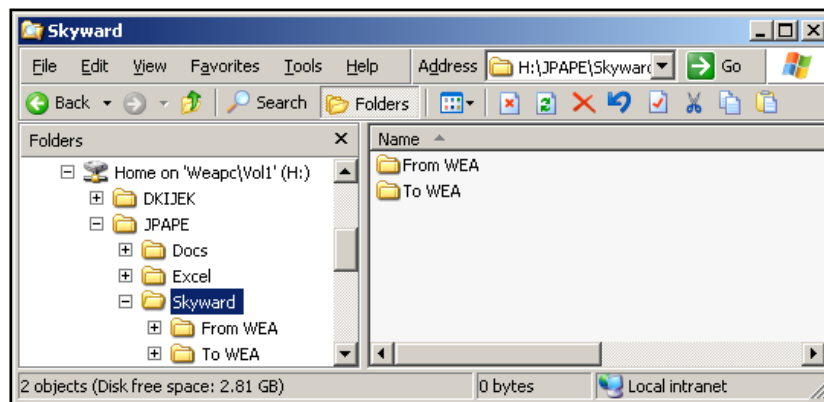
You need to set up two deduction codes for each insurance product in the unlikely event that someone has two separate home policies effective at the same time – one for a new home and one while selling the old home. There also may be two deductions taken from a paycheck for the same policy. For example, if you specified the number of paychecks in Step 7 incorrectly, there's a chance that you'll have a deduction for the expired policy term and the current policy term on the same check.

## How does the money reconcile from my account?

The Skyward software can automatically create A/P invoices from payroll transactions, eliminating the need to make journal entries for electronic payables. When the deduction code is set up, select the new vendor that you created (which is separate from the WEA Trust). You will select the "Batch Number" as "PWEA" so that it distinguishes this invoice from other types of invoices. You will also select "Hold" for the "Invoice Type" field. When paying electronically the invoice type is changed to Manual through the A/P area so that the accounting is processed, but a check is not printed. The invoice is assigned a manually entered check number, which should be lower than the standard check stock, and the manual check is run through check processing. This process allows the manual check to be made part of the Check Reconciliation software.

### ★ Step 3 – Create Folders on Your Network or Computer to Save Files

It's helpful to create a folder on your network or computer called, "Skyward" and within that folder create folders called "From WEA" and "To WEA." The "From WEA" folder is used to save the billing data file that you'll download from us, while the "To WEA" folder is used to save the remittance file that you'll send to us.



### ★ Step 4 – Perform Initial Setup in Skyward

Once an enrollment occurs, we will contact you to set up a time to perform the initial setup, and training session. This session should last approximately an hour.

## ★ Step 5 – Download the Billing Data File

You must download the billing data file prior to selecting payroll. Please see the following steps.

The billing data file is updated every morning and will contain information about:

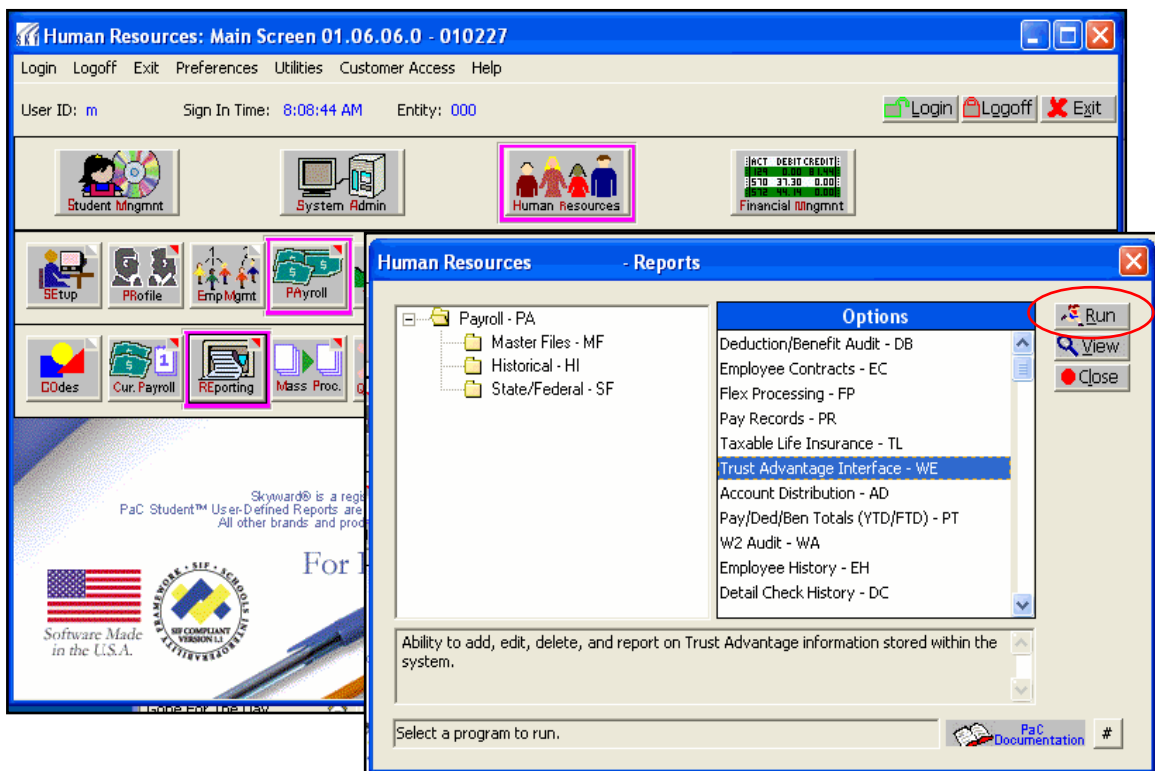
- A new insurance policy or IRA contribution.
- Changes or cancellations to an existing insurance policy or IRA contribution.
- Renewal information for an insurance policy.

Depending on your district's size and participation, however, the billing data file may be empty if no activity occurred since your last payroll.

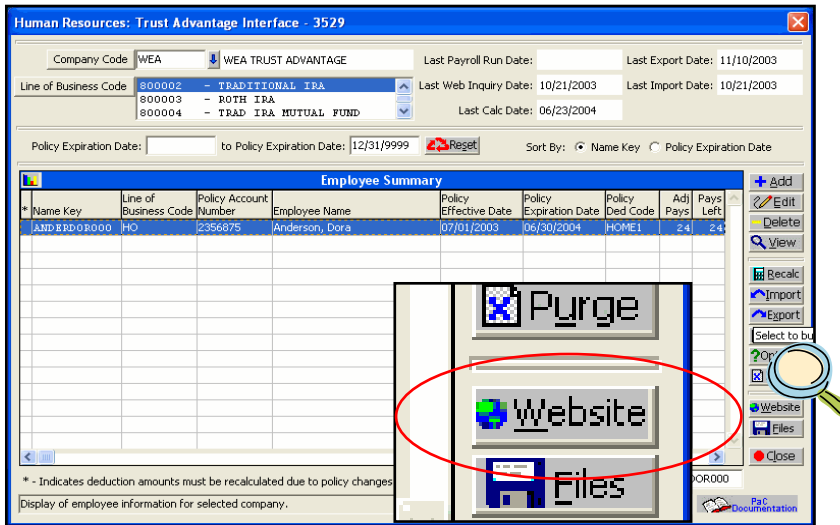
If automating TSA, billing data files do not contain information on TSA contributions.

### To download the billing data file:

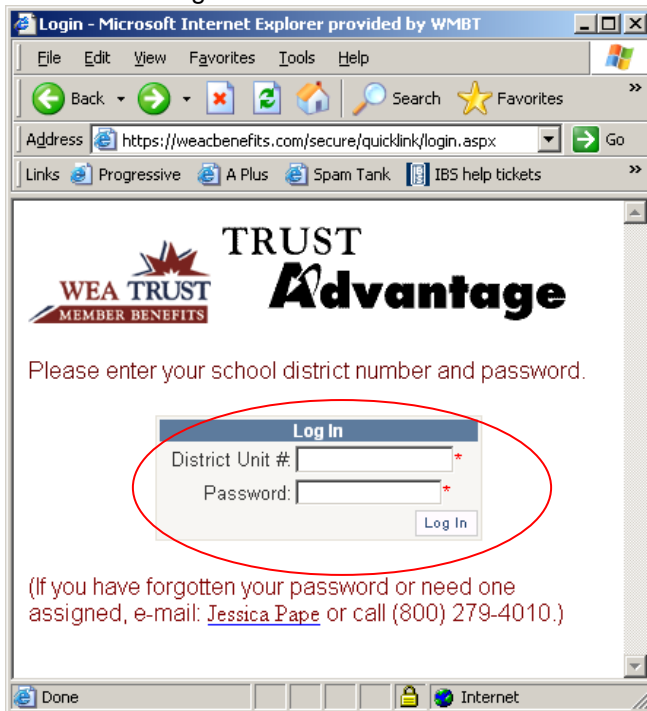
1. In Skyward, go to the following menu, Human Resources, Payroll, Reporting, Master Files, and choose *Trust Advantage Interface*. Click on "Run."



- The *Trust Advantage* Interface screen will appear. Click on the “Web site” button, or go to the following Web address: <http://weabenefits.com/quicklink/>. (If you can’t access the Web page, call Jess Pape at Member Benefits.)



- When the Member Benefits’ *Trust Advantage* screen appears, enter your school district’s number in the “District Unit #” box. This number is the same as your group code with WEA Trust. Enter only the numbers to the left of the decimal without leading zeros (i.e. if your school district number is 0999.0, your district unit # is 999).
- Enter the school’s password in the “Password” box. You can obtain your password from Jess Pape at Member Benefits.
- Click on the “Log In” button.



6. On the screen below, under Step 1 of the section, "To obtain billing data file to import into Skyward," click on the button, "Download Billing File," and choose "Save."

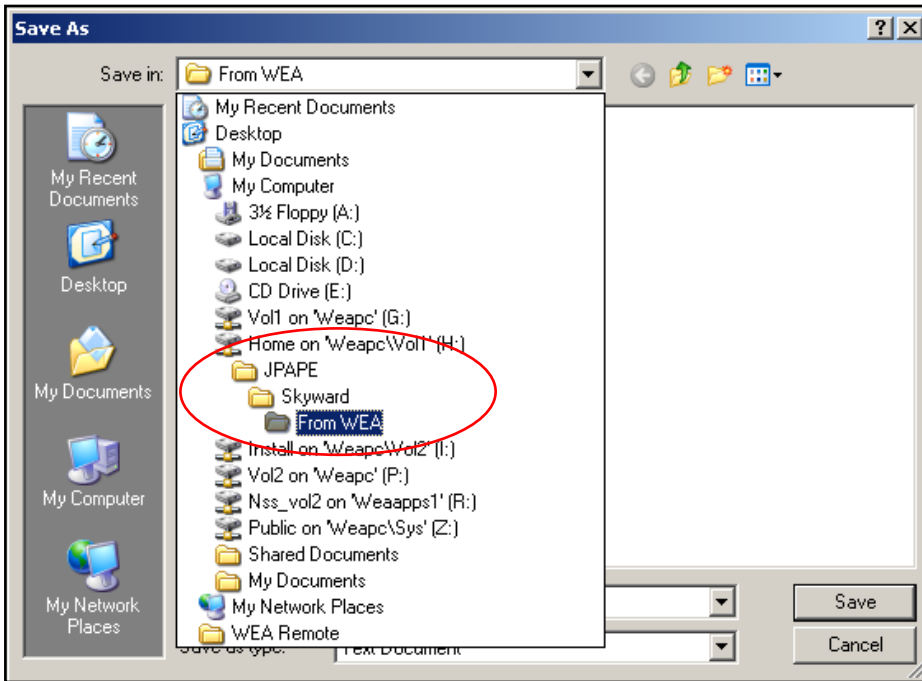


**Important! If you choose to open the file and exit the Web site without saving the file, you will lose the data in the file and will need to call Jess Pape at Member Benefits.**

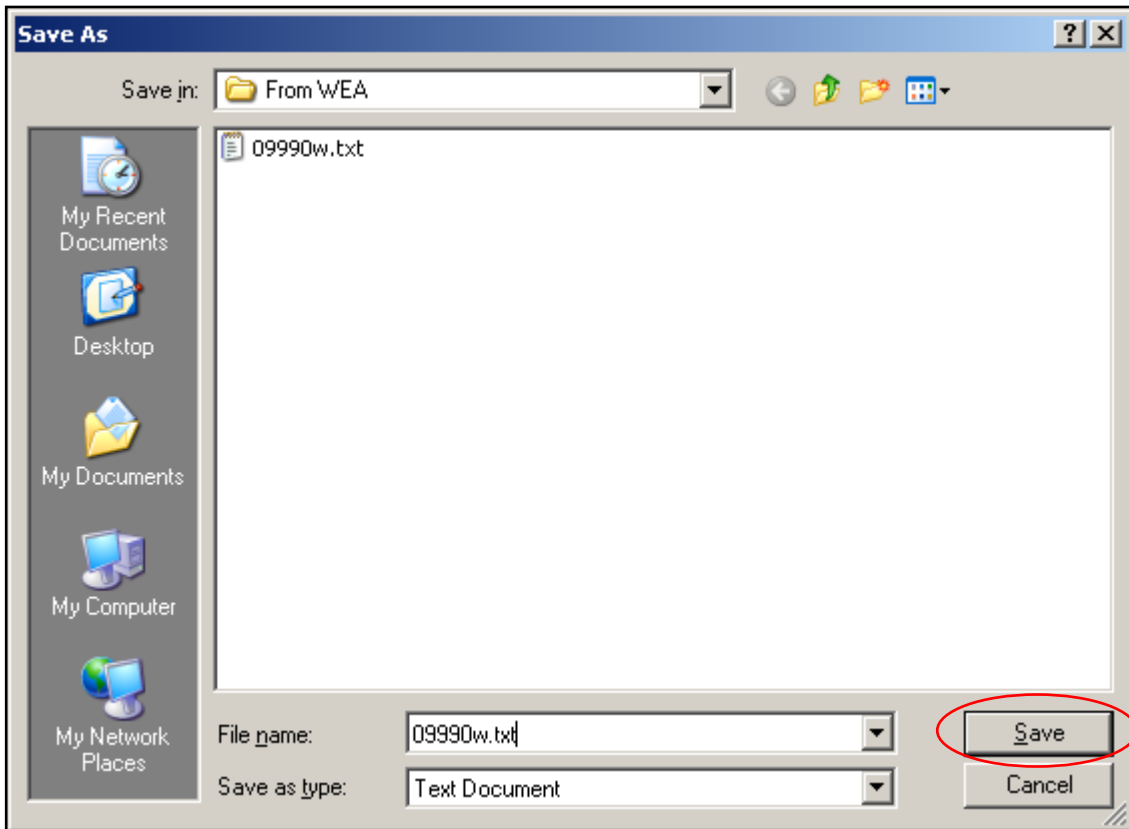
**If you save the file, but find out later that you didn't save the file in the correct place and need to download the file again, contact Jess Pape.**

The screenshot shows a Microsoft Internet Explorer browser window displaying the WEA Trust Advantage website. The browser's address bar shows the URL: <https://weacbenefits.com/secure/quicklink/Log>. The website header includes the WEA TRUST MEMBER BENEFITS logo and the text "TRUST Advantage". Below the header, the "District Name" is listed as "District #: 09990". A blue banner contains the text "To obtain billing data file to import into Skyward". Underneath this banner, there is a button labeled "Download Billing File" which is circled in red. Below the button, a warning message states: "If you press the 'download billing file' button but do not save it, the records in the billing file will be deleted upon exiting the website. If you didn't mean to press this button, please contact WEA to restore those billing records." To the right of this message is a small graphic of a school building with the WEA TRUST logo. Below the warning, there is a section titled "To send rem" with three numbered steps. Step 1 says: "After you run payroll in Skyward, you will be asked to e". Step 2 says: "Click Browse and select that file:". Below step 2 is a text input field. Below the input field, a note says: "If you do not see a 'Browse' button, your browser does not support it. E-mail [Jessica Pape](#) or call (800) 279-4010." Step 3 says: "Click  when you are ready to upload your rem". A "Submit" button is visible. In the foreground, a "File Download" dialog box is open. It asks "Do you want to open or save this file?". The file details are: Name: 04940w.txt, Type: Text Document, 142 bytes, From: weacbenefits.com. The "Save" button is circled in red. At the bottom of the dialog box, there is a warning icon and text: "While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)"

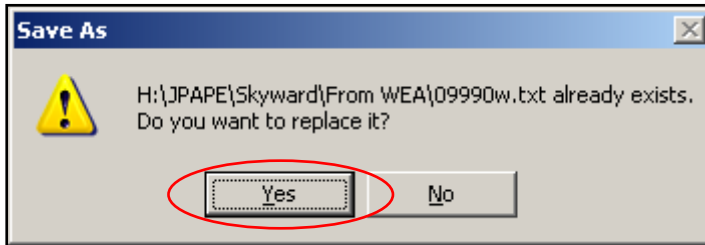
7. Select the folder on your computer or network where you want to save the billing data file.



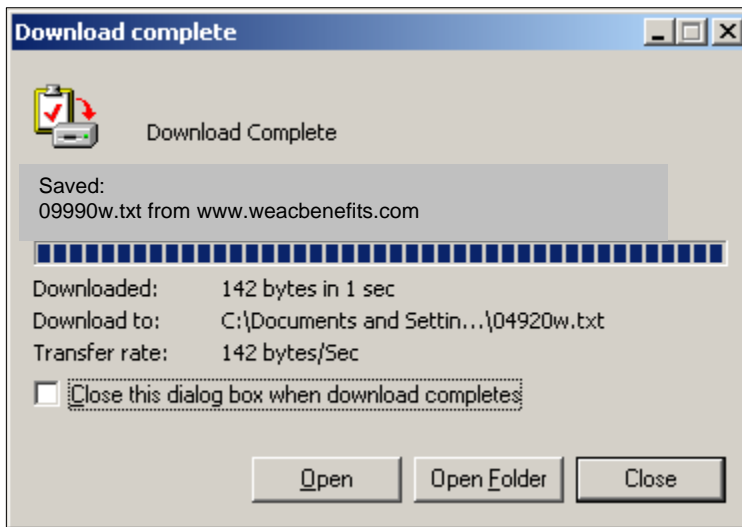
8. Click on "Save."



9. If this is not the first time you have downloaded a billing data file, a message box will appear asking you if you want to replace the current file. Click on "Yes."



10. The following box should appear letting you know the download is complete. Close the box, and exit the Web site.

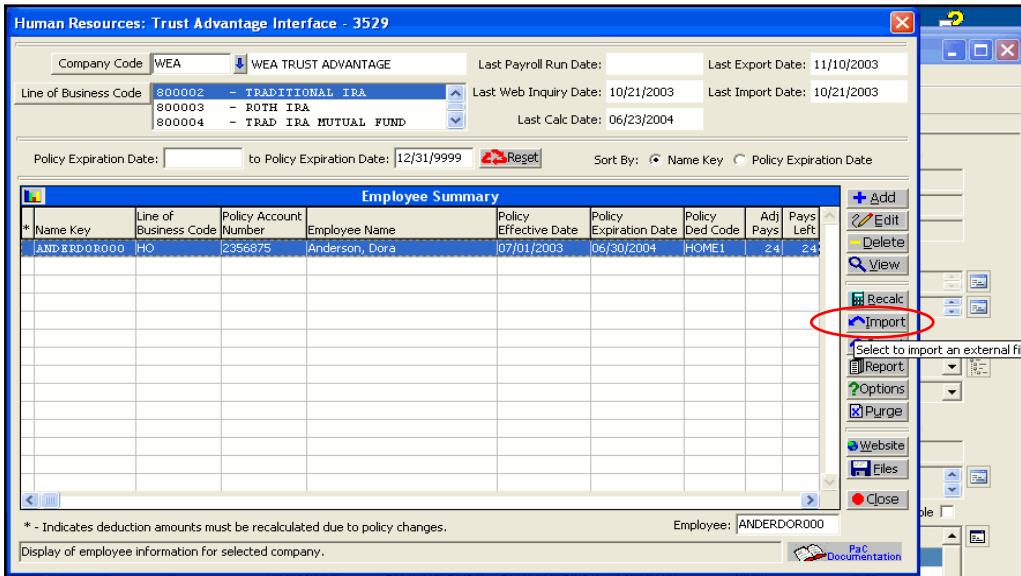


★ Step 6 – Import the Billing Data File into Skyward

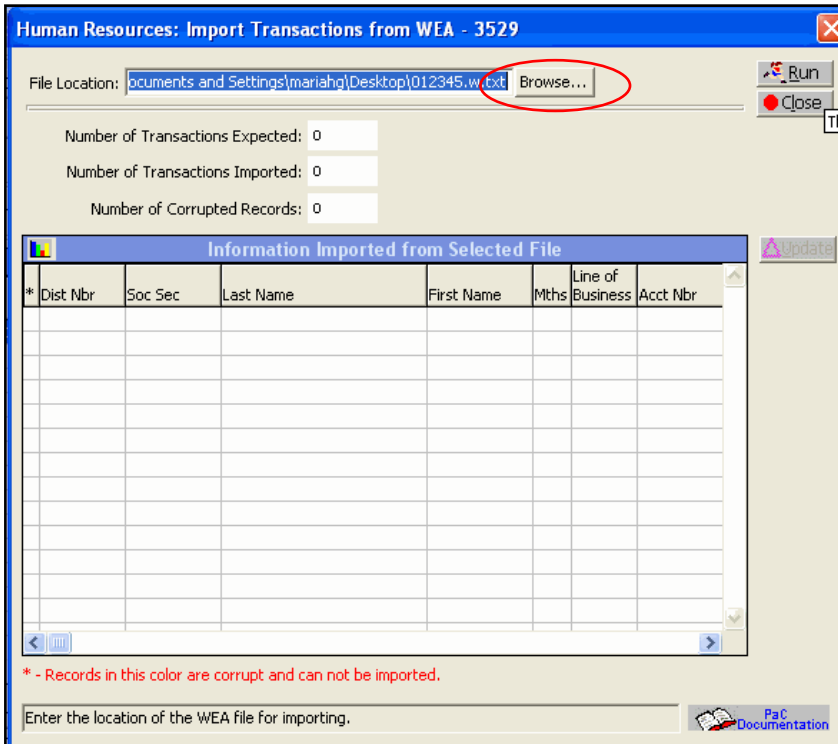
Import the billing data file from Member Benefits into Skyward.

**To import the billing data file into Skyward:**

1. At the *Trust Advantage* Interface screen, click on “Import.”  
*Note: If you have not exported the previous payroll, i.e. created a remittance file, an error box will appear. Export your previous payroll and send it to us before proceeding.*



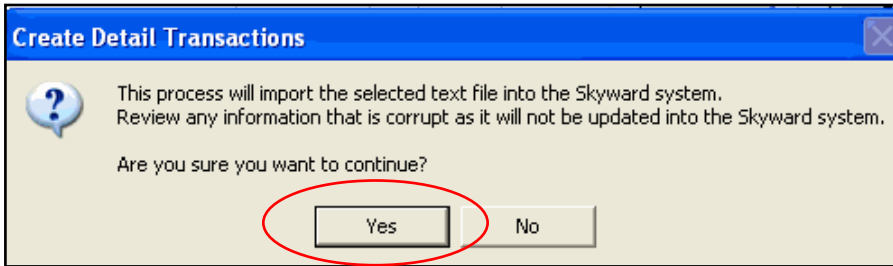
2. Click on “Browse.”







- Click on "Yes" if no errors appeared. Selecting "Yes" will update the data within Skyward and will produce a report called, "Register of Actions During Create Process."



- After the report prints, review the report:

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4pawea05.p
02.05.01.0-010010

```

SCHOOL DISTRICT NAME  
Register of Actions During Create Process

Name Key	Employee Name	Line of Business Code	Trans Code	-New Policy- Transaction Amount	Employee Info Record Created	Transaction Record Created	Exception Message
JONESDAV000	JONES, DAVID	AU	Renewal	950.00	Yes	Yes	

\*\*\*\*\* End of report \*\*\*\*\*

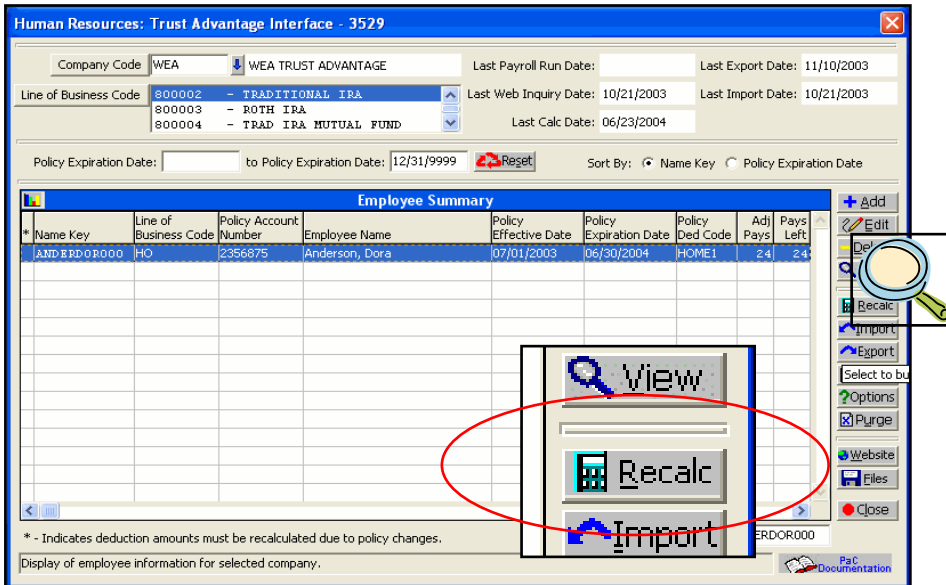
- If an exception message prints on the report, call Jess Pape at Member Benefits immediately. Do not add the deduction records manually.**  
However, if the message states, "Policy is cancelled – employee overpaid" you can go ahead with your payroll. This message just simply states that the employee cancelled that policy and Member Benefits will refund the overpayment directly to the employee.
- Verify that you received a PDA if the employee is new to Trust Advantage (see the first bullet point above).**  
If you did not receive one, you should call the employee directly and have him/her return the form to your office or stop by and complete one. You can also call us to contact the employee for the form. If payroll needs to be run immediately, it's up to your district office whether you want to process the deduction with verbal verification from the employee or if you would prefer to wait. Skyward does not have a function in its system to verify that the PDA was received. We stress the importance of returning the form.

## ★ Step 8 – Recalculate

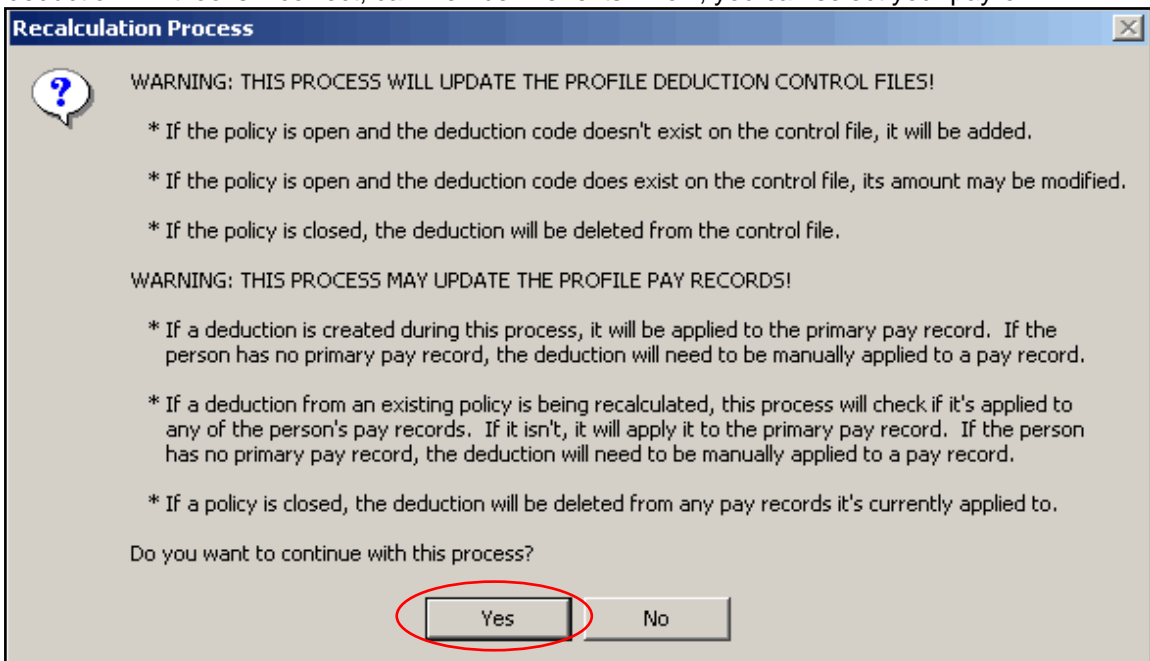
Before exiting the *Trust Advantage* Interface screen, click the “Recalc” button. This will attach the deduction code to the pay record and/or update the deduction amount.

To “Recalculate”:

1. At the *Trust Advantage* Interface screen, click on “Recalc.”



2. Click on “Yes.” A report will print showing any records where the deduction was recalculated. If the deduction is new to the system, it will tell you to which pay record it’s applying the deduction. If it looks incorrect, call Member Benefits. Now, you can select your payroll.



## **What does the “Recalc” button do, and how are deductions calculated?**

While we don't want to get too technical about the calculation methods, we know that as a Payroll Coordinator, you want to know the calculation methods.

When the “Recalc” button is clicked, Skyward will take the annual premium amount for the insurance policy and divide it by the number of payrolls specified on the product's deduction record to get the per paycheck deduction. After the payroll is processed, Skyward keeps a running balance of the policy until the policy is paid in full.

When you receive a record for a change to an insurance policy and click the “Recalc” button, the change amount is applied to the policy's balance and is recalculated based on the number of payrolls remaining.

Since IRAs are sent to you as a per paycheck amount, Skyward just keeps deducting the specified amount until we post a file to change the amount or to stop deducting.

You should click the “Recalc” button if you change the frequency of an employee's payrolls (i.e. the employee requests to change his/her pay frequency from 24 to 18). First, you'll need to change the number of pays on the policy or account record for each policy/account. Call us if you need to make this modification.

★ Step 9 – Select and Run Payroll

★ Step 10 – Export Deduction Data from Skyward to a Text File (Remittance File) & Submit the File to WEA

After you have run payroll, you must save or export the deductions to a text file – we'll call it the remittance file. If running summer pays, see the Summer Pays Section.

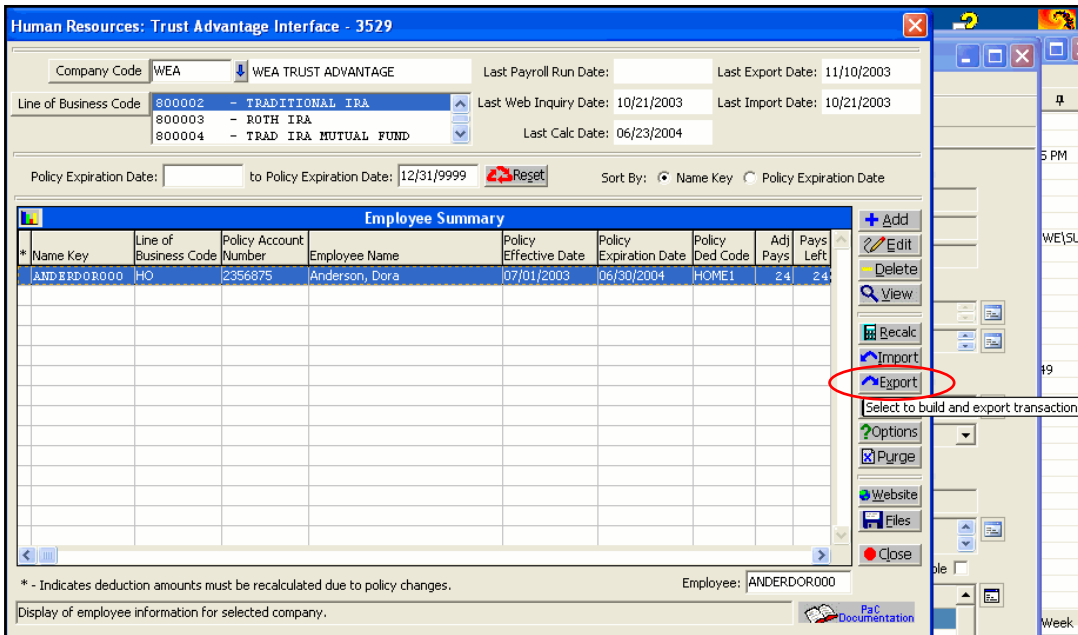


**DO NOT BUILD AN EXPORT FILE FOR THE SAME PAYROLL MORE THAN ONCE. When Skyward creates the export file, it reduces the policy's balance by the current deduction amount and reduces the number of remaining pays by one. So if you build the export file more than once, the system will assume that you took another deduction. This will result in an overpayment to WEA Trust.**

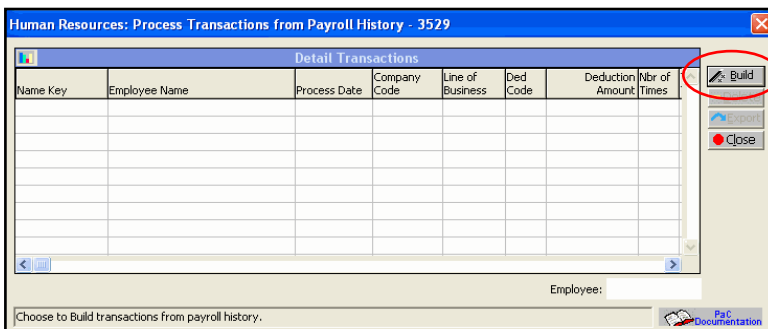
**If you are unsure if you've already exported for a payroll or if you have exported more than once for a payroll, contact Jess Pape at Member Benefits.**

**To save or export the remittance file:**

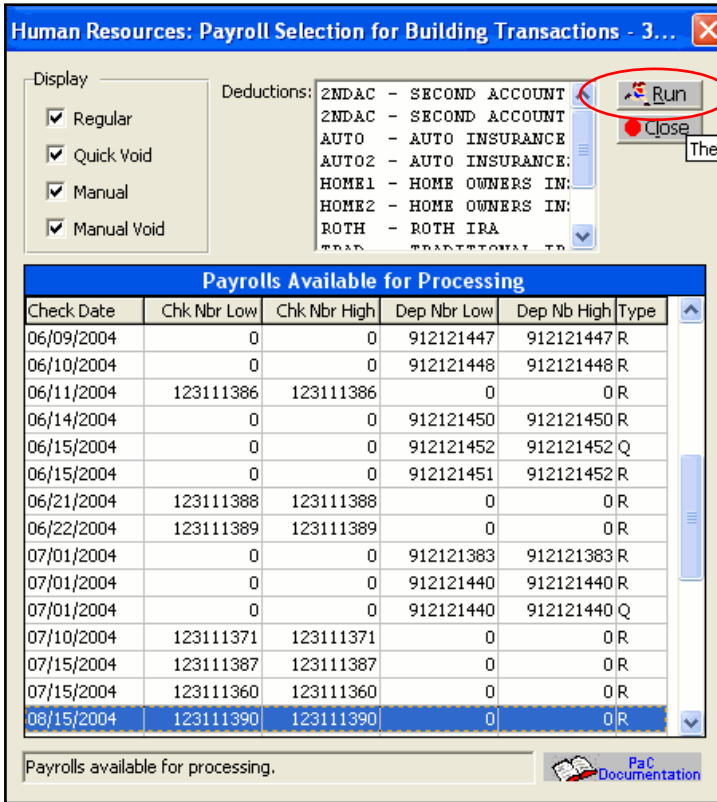
1. Once payroll is complete and you're ready to send the remittance file to us, go to the *Trust Advantage* Interface screen, and click on "Export."



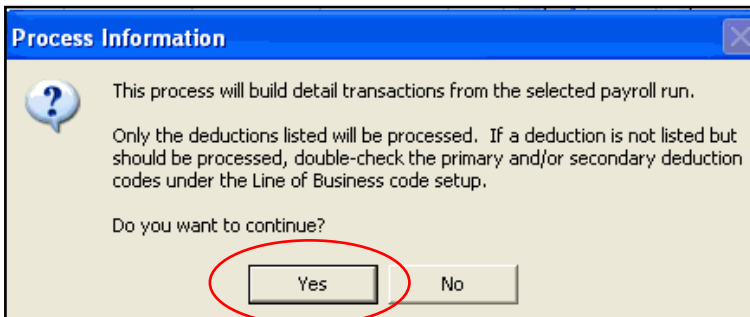
2. Click on "Build."



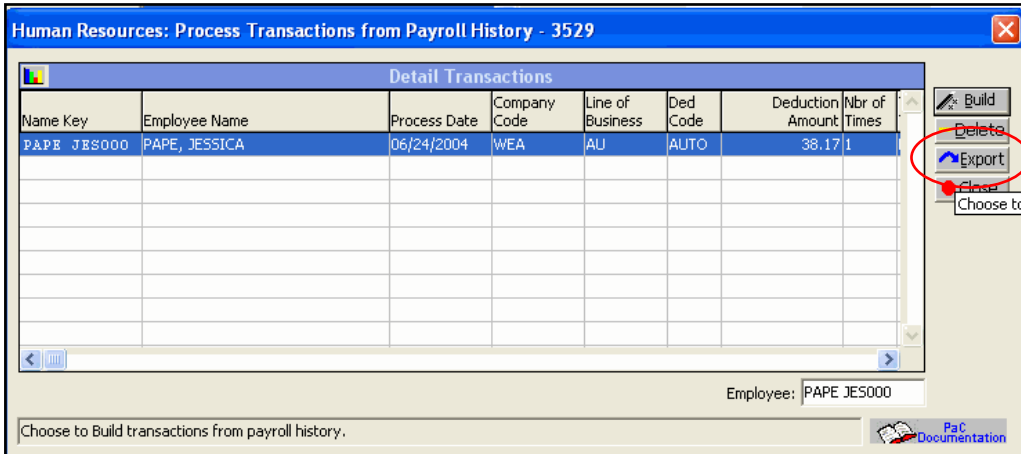
3. Select the appropriate payroll, and click on "Run." If you want to select more than one line, click on the top-most line, then hold down your "Shift" key and select the bottom-most line. This will select all applicable payrolls. **If a prior payroll appears that should have been sent to Member Benefits, contact Jess Pape.**



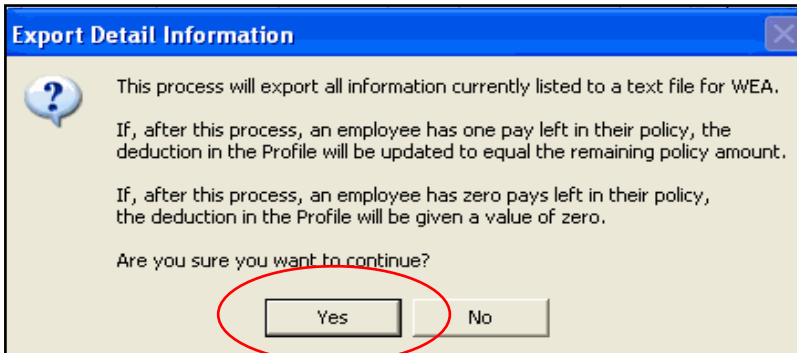
4. Click on "Yes." A report will print showing you the deductions from the selected payroll.



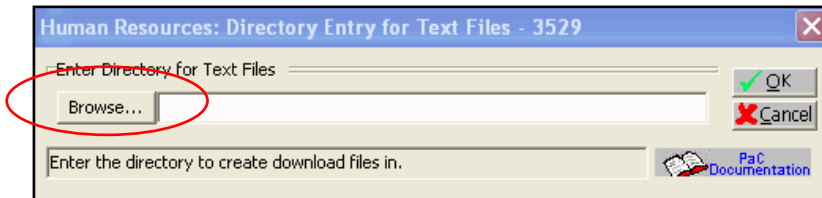
- A screen will appear showing the deductions from the selected payroll. Click on "Export."



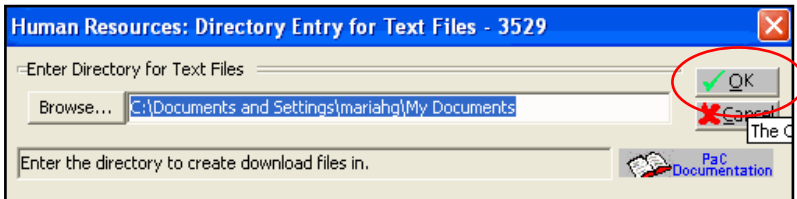
- Read the message box, "Export Detail Information", and click on "Yes."



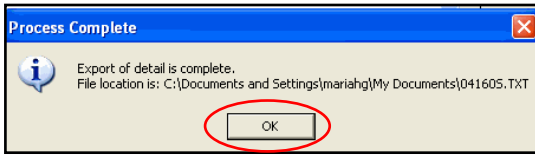
- Click on "Browse," and select the directory where you want to save the export file (...Skyward\To WEA\)



- Click on "OK." A message box will appear asking you if you want to replace the current file. Click on "Yes" or "OK."



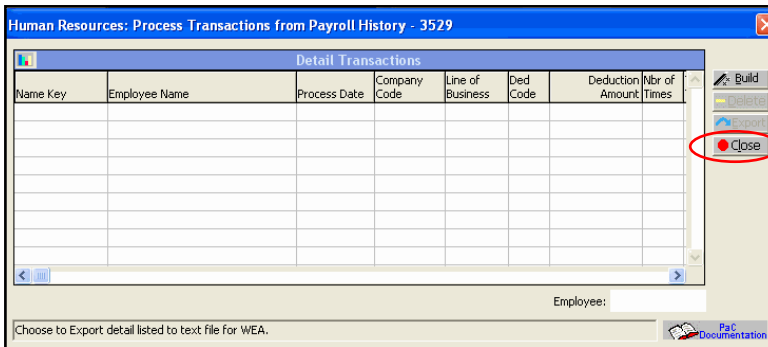
9. Click on "OK."



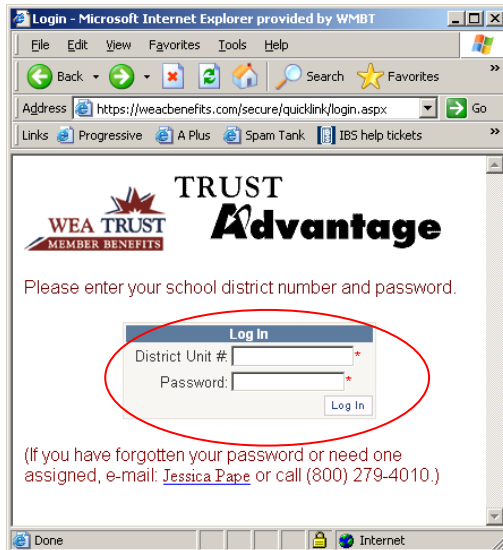
10. Three reports should print during and after finishing the export process.

- One report shows what will be included on the export/remittance file that you will send to Member Benefits. This should include TSA deductions and/or benefits.
- Another report will show insurance policies where the balance is paid in full. The report is notifying you that Skyward will remove the deduction code from the pay record.
- The last report will show you the insurance policies that have one pay left. The report is notifying you that Skyward is changing the per pay amount by a few cents to collect the balance due.

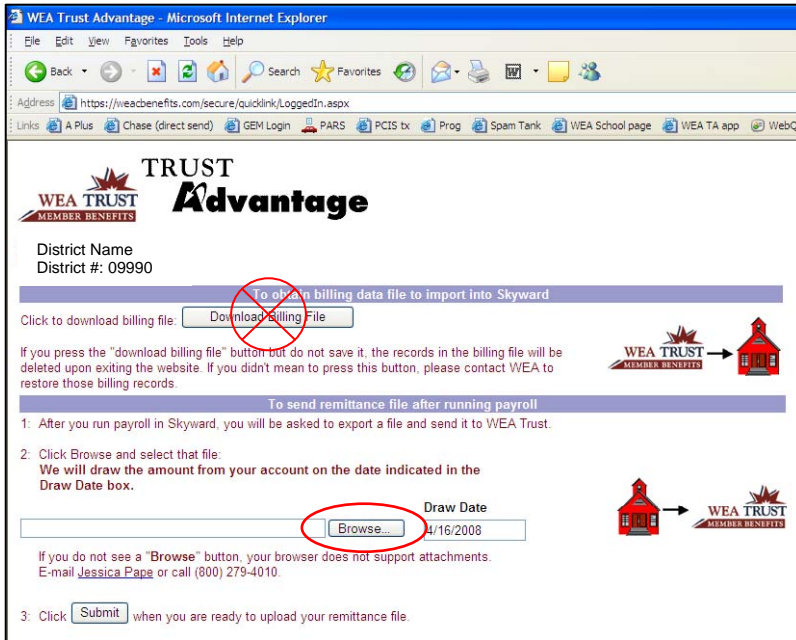
11. Click on "Close."



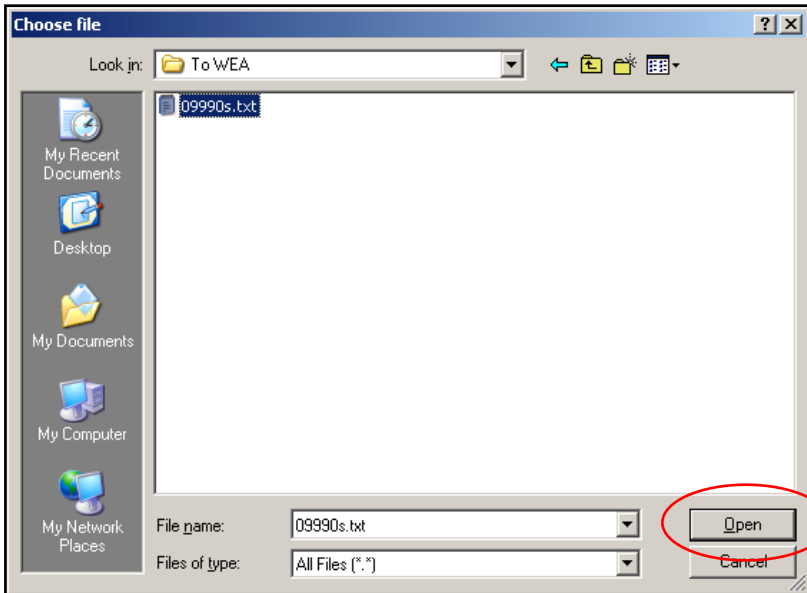
12. At the *Trust Advantage* Interface screen, click on the "Web site" button. Log onto the Web site with your district number and password.



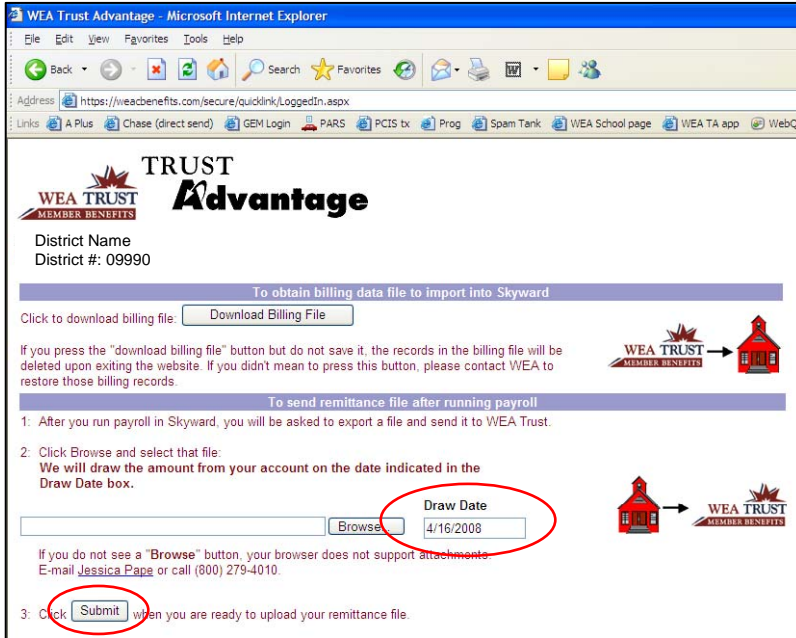
13. **DO NOT click on Download Billing File.** Go to the section, “To send remittance file after running payroll.” Click on “Browse” under Step 2.



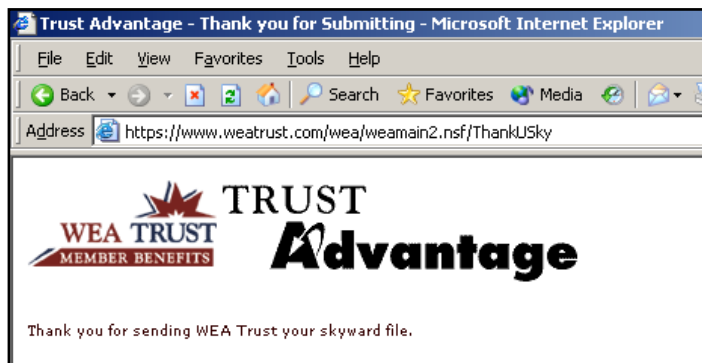
14. Find the remittance file you saved. The file name should be your WEA Trust unit number, followed by an “s” which shows that Skyward generated the file. Click on “Open.”



- After you've selected the remittance file to submit, select the draw date. The draw date is defaulted to the current business day plus two business days. The draw date cannot be prior to this date and cannot be more than 4 months in the future from this date. You can type the draw date or select the draw date from the calendar. Once the draw date is selected, click on "Submit" under Step 2 on the screen. This completes the process.



- The following screen will appear confirming that you sent the remittance file.



If you submit an incorrect file, you should receive the following errors:

**File Submitted**

- A billing data file
- A non-text file
- A file previously submitted

**Error Will Read**

- File has invalid data. May be a billing file.
- You must upload a valid Skyward remittance file.
- File was previously submitted.

## What if I forget to save (export) the remittance file?

At the end of the payroll update, a message box will appear telling you that the update is complete. It will also say, "Don't forget to generate the WEA text file for this payroll and export it to WEA."

If you forget to save (export) the remittance file after this message appears, and it's prior to importing the billing data file for the next payroll, it's o.k. to generate the remittance file and send it to us through our Web site.

However, if you import the billing data file for the next payroll before exporting the remittance file for your last payroll, please call Jess Pape.

**Call Jess Pape at Member Benefits with any questions if you're unsure what to do.**

## What if I saved (exported) a remittance file but forgot to send it to WEA Trust?

At the *Trust Advantage* Interface screen, click on the button called, "Files." The following screen will show the files imported into Skyward from WEA ("Text file created by WEA to import into Skyward") and the files exported from Skyward to WEA ("Text file created by Skyward to send to WEA").

Select the applicable export file by looking at the "Date added" column, and select "Extract." Choose where you want to save the file (the "To WEA" folder). Submit the file to WEA Trust using Step 12.

Type of file	Created By	Description	Date added	Time Added
WEA	SPLETTER-GUTHMAN, LISA	Text file created by Skyward to send to WEA	03/30/2006	13:08:21
WEA	SPLETTER-GUTHMAN, LISA	Text file created by WEA to import into Skyward	03/28/2006	13:32:59
WEA	SPLETTER-GUTHMAN, LISA	Text file created by Skyward to send to WEA	03/10/2006	15:00:38
WEA	SPLETTER-GUTHMAN, LISA	Text file created by WEA to import into Skyward	03/10/2006	11:28:09
WEA	SPLETTER-GUTHMAN, LISA	Text file created by Skyward to send to WEA	02/23/2006	13:55:35
WEA	SPLETTER-GUTHMAN, LISA	Text file created by WEA to import into Skyward	02/23/2006	12:15:41
WEA	SPLETTER-GUTHMAN, LISA	Text file created by Skyward to send to WEA	02/10/2006	15:37:58
WEA	SPLETTER-GUTHMAN, LISA	Text file created by WEA to import into Skyward	02/10/2006	13:43:44
WEA	SPLETTER-GUTHMAN, LISA	Text file created by Skyward to send to WEA	01/30/2006	11:06:32
WEA	SPLETTER-GUTHMAN, LISA	Text file created by WEA to import into Skyward	01/26/2006	10:04:38
WEA	SPLETTER-GUTHMAN, LISA	Text file created by Skyward to send to WEA	01/11/2006	14:36:05
WEA	SPLETTER-GUTHMAN, LISA	Text file created by WEA to import into Skyward	01/10/2006	16:43:36
WEA	SPLETTER-GUTHMAN, LISA	Text file created by Skyward to send to WEA	12/19/2005	15:16:12
WEA	SPLETTER-GUTHMAN, LISA	Text file created by WEA to import into Skyward	12/19/2005	13:56:06

Additional File Information

File Size: 1,420    Menu Path: HR\PA\RE\PA\MF\WE    Menu Desc: WEA Interface

Original File: C:\Skyward\WEA\044705.TXT

Miscellaneous Information

Shows files backed up in the database.

## How do I know what was withheld from the employees' paychecks?

A report will print automatically when you create the remittance file. You can also run the "Detail Transaction Report" available in Skyward which details the deductions from a specific pay period.

## Summer Payrolls

### **I run a lump sum payroll (5-6 deductions in one check) in June for certain employees for their summer paychecks. Do I need to do anything different?**

There's no need to do anything differently. You'll still need to export a file containing these deductions and send the file to us as shown in Step 11 before processing your next payroll.

### **I run six payrolls in June, which include June, July, and August, for our teaching staff. Do I need to do anything different?**

If all of the summer pays can be drawn at one time, export all of the summer pays (at the payroll select screen, use your Shift key and your mouse to highlight all summer pays) and submit them to us on our website, specifying the draw date for all of the summer pays.

If each summer pay needs to be drawn at different times (i.e. the 7/1 payroll needs to be drawn on 7/1, 7/15 on 7/15, etc.), after each payroll is complete, you should export each summer pay separately and submit the file on our website separately, specifying the applicable draw date for each submission. Contrary to the past, you can now submit your 8/1 file on 6/15, and specify 8/1 as the draw date.

### **What if an employee begins a policy or IRA contribution during the summer months?**

If an employee wishes to start a policy and/or open an IRA account with us during the summer months, he/she will work with us directly to pay for the premium and/or contribute to the IRA unless the employee works year round (i.e. Administrators, Payroll Coordinators, etc.). When school begins in the fall, we will enroll them in the *Trust Advantage* payment option, and we will add a record to your billing data file.

### **During the summer when I process the payroll for year-round staff, do I need to download the billing data file if I've already processed the teachers' summer pays and no year-round staff participate in the program?**

Yes. Even though you've already cut the summer checks for all of the current participants, it is possible that a year-round staff member might begin a policy or IRA contribution.

### **What happens when a current participant changes his/her policy or IRA during the summer months and I've already cut their checks for the summer?**

When you import the billing data file, the change amount will be considered when you run the next payroll in the fall. In other words, if an insurance change is made, that change amount will be added to the remaining policy amount and will be divided by the number of pays left. The deduction will change the next time you run payroll for that employee. See the screen example on page 27.

## Miscellaneous Questions & Answers

### Who do I contact with questions or problems?

Jessica Pape  
Trust Advantage Service Coordinator  
WEA Trust Member Benefits

Phone: (800) 279-4010, Extension 1101  
Direct line: (608) 661-6784  
Fax: (608) 223-9700  
E-mail: [jpape@weatrust.com](mailto:jpape@weatrust.com)

### What do I do if an employee approaches me to make a change to his/her deductions?

For insurance or IRA changes, instruct the employee to contact us directly to make the change. We will then include that change in the billing data file once the change is processed.

For TSA changes, you may make the change on the pay record.

### What happens if an employee retires, quits, is terminated, on a leave of absence, or on disability?

Just give us a call and let us know the employee's name, last paycheck date, and products paid through *Trust Advantage*. We'll work with the employee to collect any balances due. We'll also send you a record in the billing data file that will stop deductions for insurance policy balances or IRA contributions.

### I run payroll a week in advance due to the size of our district, but I don't want you to deduct from our account until the actual pay date. What should I do?

You should still export the file after you run payroll as in Step 11. On the pay date, complete Step 12 (log onto our Web site and send the file to us at that time).

### What do I do in our payroll system when an insurance policy expires?

With the automated feature, you don't have to worry about the balance being collected by the time the policy expires. Once the balance is collected, Skyward will stop deducting. When you import the file containing the policy's renewal, you will need to adjust the number of pays, if applicable, and it will begin deductions again.

### What happens if an employee cancels his/her insurance policies or discontinues his/her IRA?

Employees should notify us directly. We'll then include a cancellation record in the billing data file that you'll download, and Skyward will deduct for any unpaid balance. **Refunds, if any, will be issued directly to the employee from us and will not be made through payroll deduction.**

For TSAs, you should stop the deduction at the pay record.

## What happens if I receive a PDA, but I don't receive a record on the billing data file from you for the employee?

Just call us, and we will look into the situation and get back to you. The employee might turn in a PDA to you before the policy is effective. This is usually the case.

## How does the system know which pay record to apply the deduction if the employee has two pay records – one for teacher pay and one for coach pay?

*Trust Advantage* deductions will be applied to the pay record that is assigned as the primary pay record.

## What do I do if an employee changes their pay frequency – i.e. the employee decides to be paid 18 times per year instead of 24?

1. At the *Trust Advantage* Interface screen, select one of the employee's deductions (auto, home, umbrella, or IRA), and click the "Edit" button.
2. Change the "Number of Pays" field to reflect the number of pays remaining until the expiration date plus the number shown in the field "Skyward Payrolls."
3. Click the "Force Recalc" box in the lower right corner of the screen.
4. Repeat for each product that the employee is enrolled in.
5. Click the "Recalc" button on the *Trust Advantage* Interface screen.

## How do I find the remaining balance and number of remaining pays?

At the *Trust Advantage* Interface screen, it shows each product associated to the employee. Click on the applicable product, and click the "Edit" button. The following screen will appear.

The screenshot displays the 'Human Resources: Trust Advantage Employee Maintenance' window. It contains the following fields and values:

- Employee: BALLADON000, DOE JOHN
- Company Code: WEA, TRUST ADVANTAGE
- Line of Business: UMBRELLA INS, UB
- Policy Number: 333333333
- Deduction: UB, UMBRELLA INS
- Policy Effective Date: 09/18/2002
- Policy Expiration Date: 09/18/2003
- Policy Amount: 600.00
- Number of Pays (Initial Setup): 26

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Summary section:

- UB Policy Amount: 600.00
- UB Withholdings: 0.00
- Number of Pays: 26
- Skyward Payrolls: 0
- Current Control File Deduction Amount: 23.08
- Remaining Policy Amount: 600.00
- Number of Pays Left: 26
- Per Pay Amount: 23.08

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Additional fields:

- Skyward Payrolls: Regular (0), Manual (0), Void (0), QVoid (0), Total (0)
- Last Import Date: 03/31/2003, Amount: 600.00
- Last Export Date: , Amount: 0.00
- Last Payroll Run Date:
- Last Recalc Date:  Force Recalc

Footer: The adjusted number of pays. #