

Ftwilliam.com Form 5500 Software Webinar
Questions & Answers
4/24/2013

Q: On 5558 edit test - why do you care if Schedule C data is missing

A: We don't. The edit checks are separate for the Schedule C and 5558. There is an edit check if the 5558, Line C has missing data.

Q: What if our signers are signers on other plans that also use FT Williams software?

A: Two different portal usernames would have to be created in the event that one portal user has two different ftwilliam.com customers to prepare 5500s. There is not a way to associate one portal user to two different accounts.

Q: Can the portal be customized in terms of color display?

A: Yes, this is done via the 'Portal Settings' menu by clicking on 'Portal Branding' and selecting your color and loading your logo.

Q: How do you add another page to Schedule C? (for part 2 on the form)

A: If you click on Schedule C in the 'Add Schedules' box, it will add another part 2 for you to edit.

Q: Are we able to customize the "email" that pops up when inviting your clients to sign the 5500, so we don't have to personalize it each time?

A: Yes, if you are a Designated/Master Admin user, this can be done on a global level by clicking on 'Admin Menu', then 'Portal Settings' and finally 'Email Settings'. If you select the 'Invite Signers Email' for editing, you can change the language there. You can also edit an email further once it's open in your own email program.

A: Is there a way on Sch I to know the dollar amount you are off

Q: Yes, there is a 'Validate' button on Schedule I that will do that for you, as well as an edit check.

Q: You mentioned that we could get an email when the client signs the 5500.....how do we set that feature up?

A: If you are a Designated/Master Admin user, you would go to 'Admin Menu', 'Portal Settings' and 'Global Email Settings' and update the 'Confirmation Emails' to 'Yes'. If there are no admins assigned to the plan within the '5500 Workflow Grid' the Master Admin user will receive the confirmation emails; otherwise, the admin assigned to the plan will receive the confirmation.

Q: We might be interested in the Single Sign On feature - is there a User Guide for that? Or who should we talk to?

A: If you'd like to take advantage of Single Sign-On, please contact support@ftwilliam.com and someone from our technical support team will contact you to discuss how the tool works and what would need to take place on your end.

Q: What is the benefit of using your PBGC forms to prepare the PBGC filing?

A: All of your software is located in one account. Our software prevents you from downloading an

XML file that has not passed edit checking. You will have a history of all of your prepared PBGC filings in one place etc.

Q: We do have individual Admins set up in the 5500 workflow, but we have not been getting emails when the client signs the 5500. We must have something else setup wrong?

A: Make sure that each of your administrators has an email address associated with their profile. When you create users, you need to tell the software what their email address is. If you have done this and you are still not getting emails, please contact support@ftwilliam.com and so we can investigate further. Also, verify that you have Confirmation Emails as Yes within the Global Email Settings.

Q: How do you batch file 5500s for different plans?

A: It is not possible to batch sign/file 5500s using our software. From our understanding of the DOL guidelines, all filings must be signed/filed on an individual basis.

Q: Is the client's signing PIN saved for future years once entered?

A: Yes, that data is captured the first time our portal is used and will be populated for future filings.

Q: Can you invite two separate people to sign, one as admin, the other as sponsor?

A: Yes, you would need to set up individual portal users and indicate which one is the sponsor and which is the administrator. The invitation will go out separately and the filing is not delivered to the DOL until both signers have signed the filing.

Q: Can the 5500 software interact with the compliance testing results to pull the eligible participants and account activity information that is uploaded on the CXXX file?

A: Yes, there is a button that allows you to pull this information from the ftwilliam.com Defined Contribution Administration Software in the Form 5500.

Q: If you add a schedule but did not want to add it, how do you delete it?

A: Yes, there is a 'DEL' link on the right hand side of the 'Edit' box in the Form 5500 Preparation Software. By clicking the corresponding 'DEL' link you can delete an unnecessary schedule.

Q: When will the 2012 Form 5500-EZ be available?

A: It is available now.

Q: You mentioned that we could get an email when the client signs the 5500.....how do we set that feature up?

A: If you are a Designated/Master Admin user, you would go to 'Admin Menu', 'Portal Settings' and 'Global Email Settings' and update the 'Confirmation Emails' to 'Yes'. If there are no admins assigned to the plan within the '5500 Workflow Grid' the Master Admin user will receive the confirmation emails; otherwise, the admin assigned to the plan will receive the confirmation.

Q: The DOL filing credentials are assigned to a specific individual. Why do you allow a "name change", but no change to the DOL userid/password?

A: The 'Name Change' option is to update the signer's name entered on the signature line of the 5500/SF; this does not update the signer's DOL Profile. You would need to go to efast.dol.gov to update your DOL Profile.

Q: Are you aware how we can export signers from Relius Govt Forms with their email address?

A: Unfortunately we do not know how this is done.

Q: Do you find it easier for the clients to sign the manual 5500 rather than obtain and keep track of the DOL User ID and PIN?

A: This is pretty individual for every TPA firm. The time-consuming part of signing on behalf of your client is waiting for a signed version of the filing to attach to your filing, as well as preparing and receiving the authorization to sign from the client for each plan. Most of our customers do a combination, but the majority requires their clients sign via the web-portal while a small percentage of our customers sign on their client's behalf 100% of the time.

Q: Is there a manual that can be printed out to obtain for written procedures? Possibly under the help menu?

A: When you login and click on the dropdown box for User Guides, you will find a 5500 Software Quick Start Guide that can be downloaded to a PDF file.

Q: Can the order of fields in the workflow grid be rearranged?

A: Once exported you can move them around. You can, however, add and remove columns from the grid. Click [here](#) for more details.

Q: In the upload and download center, when I go to download the schedule C XML file, the only option I have is to use XML editor. Can we use another program to download the template?

A: Please contact support@ftwilliam.com to discuss this question. You should be editing the Schedule C in the software and then exporting it into an XML file, not editing it as an XML file.

Q: If a client has multiple filings, and some are ready to be filed and we used portal, would the portal highlight those that are ready to be filed than those who are not?

A: The only time a filing can be signed is if it's locked. If you locked the filing, it will be reflected on the workflow grid. If it's not filed, it'll read "Not Done" until it's delivered to the portal in which case it'll read "Invited" in the workflow grid.

Q: If a client has changed their company name, when will that change be seen through the software when selecting the client?

A: You will need to do this via the 'Company Information' on the 'Select Plan' screen. This change will be carried throughout the system. However, if you need to update an unlocked 5500, be sure to check the

box for the 'Update unlocked [20XX] 5500s and 8955-SSAs with any company info changes.' and click 'Update'.

Q: Can you publish the 5500 to the portal without sending an email invitation to anyone? Do you just delete the email instead of sending?

A: Yes, by clicking 'Lock' the filing is delivered to the portal. No invitation is necessary.

Q: Can a 2009 5500-SF be filed electronically (for the DFVC program), or should a current year 5500-SF form be used with the date changed to the actual year being filed?

A: The 2009-2012 software is EFAST2 compatible so if you have a prior year 2009 filing to complete for DFVC, you would select the 2009 plan year in the software and use the 2009 forms to submit electronically.

Q: Why do you have to add a signer for 2012 if they were out there for 2011?

A: You do not. Simply select an existing portal user and assign them to the plan, or just 'Bring forward 20XX signers to 20XX for this plan only' and skip the step altogether.

Q: If I have multiple DFE filings for our company-can we use the Local Sign link without having to attach any manually signed 5500s?

A: If you are the filing signer (not the preparer on behalf of administrator), then you can use Local Sign to select 'Single Signer Administrator and Sponsor'; 'Single Signer DFE'; or 'Two Signers Administrator and Sponsor', in which case you would not need to attach the signed 5500/SF.

Q: Can the 5500 printing before signing be a PDF file? Our trustees sign from home sometimes and home printing on a 100 page plus 5500 is expensive

A: It is a PDF file. They can simply open the file and save it to their computer and skip the printing altogether.

Q: Will Schedule C sort in compensation order?

A: Yes. When you are in a draft Schedule C, there is a link on the left-hand side of the pane that states 'Order Schedule C Providers' that you can click on to sort.

Q: If a plan is assigned to a specific person, can others view it on the system and workflow grid?

A: Yes, others can view within the system. If you do not want anyone to view a specific filing, see Divisions in the 'Admin Menu' and note that they can only be used to separate companies, not plans. Master/Designated Admins would be able to view all plans in the workflow grid, while non-admins would only be able to view those plans they have been assigned to in the workflow grid.

Q: Is there a way to set up to automatically re-send an invite to clients. For example, if they have not signed within 2 weeks, can it automatically re-invite them?

A: You should use the reminder option. If you choose to use reminders, you must use 'Specify A Server' email settings where all invitations and reminders come from one specific email address on your company's server. This is done via the 'Admin Menu'. Click on 'Portal Settings' and then 'Email Settings' and choose the '5500' tab. In this menu you can change your email settings and then on the right hand side of the screen click 'edit' next to the 'Invite Signers Email' to find the 'Reminders' option in the bottom left hand corner of the box.

Q: If a 5500 was accidentally entered, is there a way to either delete it from the system or change the status so it is not showing as Not submitted?

A: Not submitted just means it wasn't submitted to the DOL yet. You can change any of the information on the form and then lock it for a signature, but if you want to remove it, click on the 'DEL' link next to the 5500 in the 'Edit' box and then add a 5500 when you're ready to prepare it. Deleting the 5500/SF/EZ will remove the plan from the 5500 Workflow grid for that specific plan year.