

simplify.<sup>SM</sup>

## Benefits Employer Guide



**Discovery Benefits<sup>®</sup>**

[DiscoveryBenefits.com](http://DiscoveryBenefits.com)

# Table of Contents

Click the section headings to be brought directly to that section of the guide.

**Please note**, certain sections of this guide may not apply to your plan type or chosen plan design. TSA is in reference to transportation plans.

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Offer a Medical FSA or HSA and have participants wondering where to spend their funds? Refer them to [www.discoverybenefits.com/extras](http://www.discoverybenefits.com/extras) to find a merchant exclusively stocked with Medical FSA and HSA eligible items!



## 1. Introduction to the Employer Portal

### Welcome to the benefits Employer Portal!

The Employer Portal is a powerful, yet easy-to-use, solution that provides tools to understand and manage the activity on your benefit account(s). Simply log in to the portal and you will be able to:

- View participant's information
- Enroll employees into benefits plan(s)
- Update participant's demographic and enrollment information
- Import the demographic, enrollment, and contribution files (if applicable)
- View reports and run reports on demand

Topics discussed in this section:

- [1.1 First-Time Login](#)
- [1.2 Forgot Your Password / Changing Your Password](#)
- [1.3 Navigating Tabs](#)
  - [1.3.1 EMPLOYEES Tabs](#)

### 1.1 First-Time Login

The first time you log in to the Employer Portal, complete the following steps:

- 1) Navigate to the login page at <https://dbiemployer.navigatorsuite.com>.
- 2) Enter the username and temporary password.
  - a) Your username is the email address listed on the design guide
  - b) Your temporary password is sent via a system generated email during the setup process of your plan
    - i. If you did not receive your password or cannot recall what it is, please contact our Account Specialist Team.
- 3) Click **Login**.
- 4) You will be prompted to change your temporary password:

**Change Password**

\*Current Password:

\*New Password:

The password must: · Have a minimum of 6 characters · Not be one of your last 3 passwords · Contain upper and lowercase letters · Contain at least one number

\*Confirm New Password:

\*New Security Question:

\*Answer:

\* Required field

Your new password must:

- Have a minimum of 6 characters
- Have a maximum of 10 characters
- Contain upper and lower case letters
- Contain at least one number
- Not be one of your last 3 passwords

a) Enter your current password, new password, re-enter your new password to confirm you have typed it correctly, and then select a security question and provide an answer to it. The security question will be used if you need to reset your password or have forgotten it.

5) Select **Update Password**.

6) You have successfully logged in to the Employer Portal for the first time!

Any time you log in here after, you will only need to enter your username and customized password.

## 1.2 Forgot Your Password/Changing Your Password

If you forgot your password, or would like to change your password, follow the below instructions:

- 1) Select the [I forgot my password](#) link on the login page.
- 2) Enter your username and click **Submit**.
- 3) Answer the security question and click **Submit**.
- 4) A new temporary password will be emailed to you.
- 5) Follow the instructions above for [First-Time Login](#).

If you have any issues changing your password or logging in to your account, please contact our Account Specialist Team for assistance.

## 1.3 Navigating Tabs

Once you have successfully logged in, you will be taken to the Employer Portal HOME page. This page allows you to select different tabs to perform a variety of tasks or review information.

**HOME** REPORTS EMPLOYEES ▼ PLANS RESOURCES IMPORTS ▼ LINKS ▼

**Welcome, Kelly**

Welcome to your benefits administration solution. View your plan details, access reports, manage employee information, and more!

Discovery Benefits is excited to announce a new simplified option for enrolling employees. Through the employer portal, participant demographic and enrollment information can be updated real time. Try it by going to the EMPLOYEES tab and clicking "Add Employee". This is a great solution for mid-year hires or groups looking to enroll employees without using a file. Interested in learning more about our newest functionality? [Click here](#) or contact our Benefit Account Management team at 1-877-765-8810 or via email at [employerservices@discoverybenefits.com](mailto:employerservices@discoverybenefits.com).

**Recently Created Reports**

[Payroll Deduction Notification \(2/22/2013\)](#)  
Created: 2/19/2013 | Detail Report | PDF

[View All Reports](#)

**Import Queue**

**11** Completed in the last 7 days

[Import Data From File](#)

A brief description of each tab on the HOME page is listed below:

### HOME

- Displays important notifications from Discovery Benefits.
- Reflects your most recently created reports and file imports.
- Lists the contact information for the Account Specialist Team for any questions you may have.
- Provides a link to [Set Up Recurring Contributions](#) if your plan type supports this feature.

### REPORTS

- Provides access to all reports available throughout the plan year.
  - Some reports are available on a daily basis, others are available on a monthly basis, and a few can be run [on demand](#).
  - Refer to the Funding Defined and Reporting document for detailed report information and samples.

### EMPLOYEES

- Offers enhanced viewing of your participants' information. Refer to the [EMPLOYEES Tab](#) section for details.

### PLANS

- Contains general information on the benefit plan(s) offered by the employer.

### RESOURCES

- Contains all forms and guides that are applicable to the benefit plan(s). Simply select a link to download and/or print a full copy.

### IMPORTS

- Allows the employer to provide demographic, enrollment, and contribution (if applicable) information to Discovery Benefits.
  - Refer to the [Enrolling Participant by File Import](#) section for more information on importing files.

#### LINKS

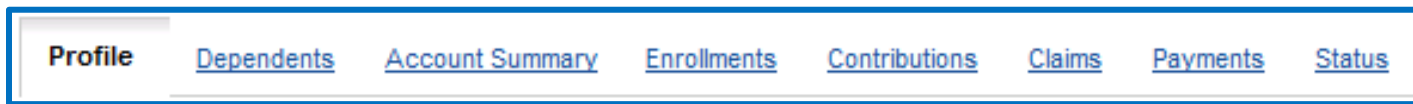
- Contains resources that may be beneficial to you as the employer.

### 1.3.1 EMPLOYEES Tab

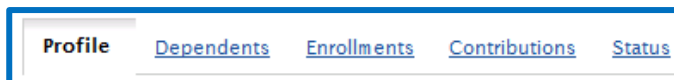
Hover your mouse over the EMPLOYEE tab to access the drop-down menu. This drop-down menu allows you to:

- 1) View a full list of all employees.
  - a) Click the [View All Employees](#) link.
  - b) Find the employee in the list and click on their last name to access their profile.
- 2) Search for a specific employee:
  - a) Populate the search criteria under the *Search Employees* heading, then click **Search**.
    - i. Find the employee in the list and click on their last name to access their profile.
    - ii. If the search criteria pertains to one employee, their profile will populate automatically.
- 3) Select a recently viewed employee.
  - a) Click the employee name listed under the *Recently Viewed Employees* heading.

Once you select an employee, the following tabs of information will be available (tabs available may differ based on the benefit plan(s) offered):



HSA Only tabs:



#### Profile

- Contains employee Personal Information and Employment Information.
- Provides link to [Update Profile](#). Instructions for this are here ([Updating Participant Demographic Information](#))

#### Dependents

- Lists employee dependent information.
- Provides link to [Add Dependent](#). Dependent information is required for:
  - HRA plans with a per member threshold and/or individual reimbursement limit.
  - HRA plans subject to MSP reporting.

#### Account Summary

- Displays account information for the participant's Active Accounts and Previous Accounts.
  - Including eligible amount, submitted claims, plan year balance, available balance, and cash balance.

#### Enrollments

- Displays overall contribution information for Active Accounts and Previous Accounts.

- For Transportation Plans: The Annual Election column will reflect a system-generated amount and will also be shown on the employee portal. Please ignore the Annual Election amount as it does not affect the available balance. The Employer will import a contribution file that is the source of truth and will drive the amount available each month for the participant to spend. When the contribution file is imported, the payroll deductions / available balance will be reflected in the Available Balance column.

### Contributions

- Displays detailed contribution information including posted, scheduled, and cancelled payroll deductions, plus employer contributions (if applicable).
  - Contributions can be sorted by account, contribution type, and status. For HSA: Contributions can also be sorted by tax year.

### Claims

- Displays participant's claim detail and history. Claim detail includes date of service, claim amount, filing date, filing method, receipt status, account, and claim status.
  - Claims can be sorted by account, date submitted, and filing method.

### Payments

- Displays the participant's payment history including date, payment number, payment method, status, and amount.
  - The payment amount can be clicked to view additional details including date of service, claim number, account, claim amount, and payment amount.

### Status

- Displays the participant's employment status and allows you to [Add New Status](#). For instructions on how to update the employee's employment status, refer to [Updating Participant Status](#) section below.

## 2. Enrollment Options

- [2.1 Enrolling Participant by Key-In Method](#)
  - [2.1.1 Enrolling Participants who's Demographic Information is already entered](#)
- [2.2 Updating Participant Information](#)
  - [2.2.1 Updating Participant Status](#)
  - [2.2.2 Updating Participant Demographic Information](#)
  - [2.2.3 Updating Participant Election Amounts](#)
- [2.3 Enrolling Participant by File Import](#)
  - [2.3.1 Status of File Import and Troubleshooting File Errors](#)

The employer has the ability to enter participants' demographic and enrollment information directly in to the employer portal through the key-in process or by importing a Demographic and Enrollment File.

Discovery Benefits also offers the option to set up an Automated File Transfer Process where Enrollment and Demographic Files are directly transmitted to our servers via SFTP. This requires IT resources to setup and is most commonly used with enrollment vendors. If you are interested in pursuing an automated method, please contact the Account Specialist Team.

## 2.1 Enrolling Participants by Key-In Method



**Please note**, if you will be making an employer contribution into your participants' Medical or Dependent Care FSA – the key-in method will not be an option for you. Please refer to [Enrolling Participant by File Import](#) section of this guide for another easy-to-use enrollment method.

- 1) To key-in enrollment information, start by [First-Time Login](#) for the Employer Portal.
  - 1) From the HOME page, hover your mouse over the EMPLOYEES tab and select the [Add Employee](#) link.
    - i. If the participant's demographic information is already in the system, refer to the [Enrolling Participants who's Demographic Information is already entered](#) section of this guide to enroll them into a plan(s).
  - 2) Enter the Personal Information for the participant.
    - i. Any field with an \* next to it is a required field.
    - ii. Please include an email address to ensure participants receive important notifications.

**Please note**, if a field within the screenshot below is not required for your plan, it will not appear when adding employees.

### Add Employee Profile

#### Personal Information

* First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
* Last Name:	<input type="text"/>
* Birth Date:	<input type="text"/>  Format date as mm/dd/yyyy.
* SSN:	<input type="text"/> - <input type="text"/> - <input type="text"/>
Gender:	<input type="radio"/> Female <input type="radio"/> Male
Marital Status:	<input type="radio"/> Married <input type="radio"/> Single
* Country:	<input type="text" value="United States"/>
* Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
* City:	<input type="text"/>
* State:	<input type="text" value="Alabama"/>
* ZIP Code:	<input type="text"/>
Home Phone Number:	( <input type="text"/> ) <input type="text"/> - <input type="text"/>
Work Phone Number:	( <input type="text"/> ) <input type="text"/> - <input type="text"/> Ext. <input type="text"/>
 Email Address:	<input type="text"/>

Participants you provide an email address for will receive a welcome email with instructions for logging into their own employee portal.



2) Next, enter the Employment Information for the participant.

a) **Please note**, there is an additional step after this to actually enroll the participant in a plan.

### Employment Information

* Employee Number:	<input type="text" value="12221"/>	Employee Number: Enter the internal number that your company has assigned to the employee. This number will be shown on all reports and under the EMPLOYEE tab on the employer portal (payroll number is commonly used).
Employer Employee ID:	<input type="text"/>	
* Hire Date:	<input type="text" value="1/1/1996"/>	Payroll Frequency: It is important to ensure the participant is placed into the correct payroll frequency to allow for accurate posting of payroll contributions. If you have multiple payroll frequencies and/or divisions, a drop-down field for each of these options will be available under the Employment Information section.
	Format date as mm/dd/yyyy.	
* Payroll Frequency:	<input type="text" value="B24 - short"/> <input type="text" value="B24 - short"/> <input type="text" value="Bi-Weekly (B24)"/> <input type="text" value="Monthly"/> <input type="text" value="Weekly (W)"/>	
* Payroll Frequency Effective Date:	<input type="text"/>	Payroll Frequency Effective Date: Enter the participant's hire date.
	Format date as mm/dd/yyyy.	
Class Effective Date: Enter the participant's hire date.	* Division: <input type="text" value="Unassigned"/>	Division: If divisions are a part of the employer's plan design and you do not select one for the participant, the participant will be defaulted to "unassigned" and reporting will reflect accordingly.
	* Class: <input type="text" value="All Eligible"/>	
* Class Effective Date:	<input type="text"/>	
	Format date as mm/dd/yyyy.	
* Hours Worked Per Week:	<input type="text"/>	

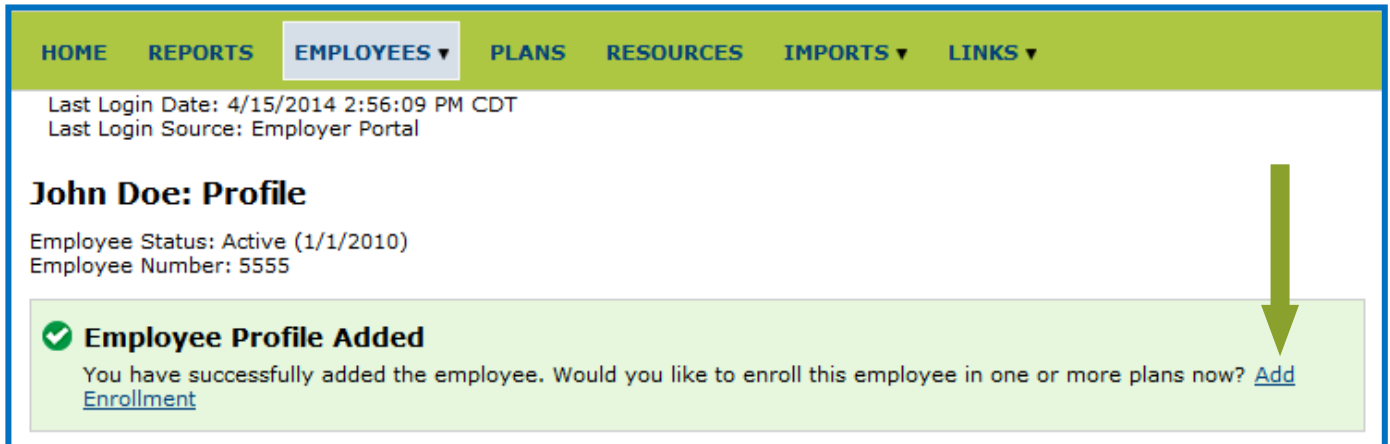
### Login Information

Once the participant's information has been entered successfully, login information will be populated below. You may share this login information with the employee or you can direct them to create their own username and password from the "Create your new username and password" link on the login page at <https://dbi.navigatorsuite.com/>.

* Username:	<input type="text" value="sjackson01010158103"/>	Username are setup to automatically be created using the following pattern: [First Name Initial][Last Name][Date of Hire (DDMMYY)][Zip Code]
* Password:	<input type="text" value="sjackson01010158103"/>	Passwords are setup to automatically be created using the following pattern: [First Name Initial][Last Name][Date of Hire (DDMMYY)][Zip Code]

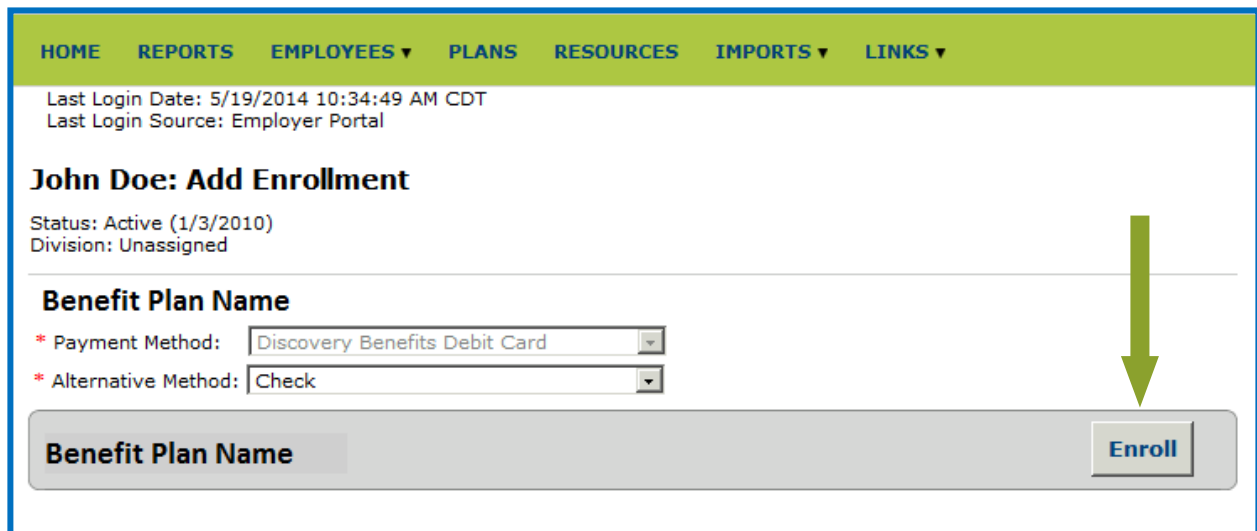
\* Required Field

- 3) After successfully adding the employee, you will receive the message below. To enroll this participant in to a plan(s), click on the [Add Enrollment](#) link.



The screenshot shows a navigation bar with 'EMPLOYEES' selected. Below the bar, it displays 'Last Login Date: 4/15/2014 2:56:09 PM CDT' and 'Last Login Source: Employer Portal'. The main heading is 'John Doe: Profile', followed by 'Employee Status: Active (1/1/2010)' and 'Employee Number: 5555'. A green success message box contains a checkmark icon, the text 'Employee Profile Added', and a message: 'You have successfully added the employee. Would you like to enroll this employee in one or more plans now? [Add Enrollment](#)'. A green arrow points down to the 'Add Enrollment' link.

- 4) Next, only applicable plan types will appear. Choose the plan you'd like the participant to enroll in by selecting the payment method and an alternative method. Then click **Enroll**.
- Payment Method: For most plans, Discovery Benefits Debit Card will be grayed out and defaulted as the Payment Method because all participants will receive a Discovery Benefits Debit Card.
  - Alternative Method: Most commonly, check is selected for the Alternative Method – this indicates that if a participant does not use their Benefits Debit Card, but instead submits a claim manually – DBI will reimburse them via a check.
    - The participant is able to change the alternative method when they create their own account.



The screenshot shows the 'John Doe: Add Enrollment' page. It includes the same navigation bar and login information as the previous screenshot. The main heading is 'John Doe: Add Enrollment', followed by 'Status: Active (1/3/2010)' and 'Division: Unassigned'. Below this, there are two dropdown menus: '\* Payment Method:' with 'Discovery Benefits Debit Card' selected, and '\* Alternative Method:' with 'Check' selected. At the bottom right, there is a grey 'Enroll' button. A green arrow points down to the 'Enroll' button.

- 5) Next, the details will open for each plan that the participant is requesting to be enrolled in. Enter all of the required information for each plan. See below for screen shots for different benefit plans:

**FSA (Medical, Limited Medical, and Dependent Care):**

**01/01/2013-12/31/2013**

\* Payment Method:    
 \* Alternative Method:

**Medical FSA** ^

**Medical FSA 01/01/2013-12/31/2013**

\* Effective Date:    
 \* Election:    
 Payroll Frequency: Bi-Weekly B26   
 Per Payroll Amount: \$96.15

If a debit card is offered, it is defaulted as the Payment Method.

Effective Date: Enter the date the participant is eligible in the plan.

Election: Enter the participant's total annual election amount.

Delayed enrollments: If you are enrolling a participant after the plan start date and they are eligible to be reimbursed for claims dating back to the start of the plan, enter the plan start date as their effective date.

**HSA:**

- A participant may not enroll in the HSA benefit plan if they are currently enrolled in the Medical FSA. Contact Discovery Benefits for more information.

**Health Savings Account**

\* Payment Method:    
 \* Alternative Method:

**Health Savings Account** ^   
 Employee and employer contributions will not be captured here. They will be communciated to Discovery Benefits via the Contribution File.

**Health Savings Account** [Remove Enrollment](#)

\* Effective Date:    
 \* Contribution Level:    
 \* Coverage Level:

If a debit card is offered, it is defaulted as the Payment Method.

Employee and employer contributions will not be captured here. They will be communciated to Discovery Benefits via the Contribution File.

Effective Date: Enter the 1<sup>st</sup> of the month.

The Contribution Level and Coverage Level should match. The Individual/Spouse and Individual/Dependent options within the Contribution Level can be ignored.

**TSA:**

**TSA Plan**

\* Payment Method:

\* Alternative Method:

**Mass Transit**

**Mass Transit**

\* Effective Date:

\* Election:  / Month

**Parking** [Update](#)

If a debit card is offered, it is defaulted as the Payment Method.

Effective Date: Must be on the 1<sup>st</sup> of the month a month before the participant plans on using the funds/debit card. This ensures funds will be available for the month the participant intends to purchase a pass. For example, if it is the employer's intent to have funds available 1/1/2013, the effective date should be 12/1/2012 as this allows the participant to contribute to the plan in order to have funds available to purchase a pass.

Election Amount: Enter the participant's total monthly election including pre and post-tax amounts.

After a participant is enrolled in a transportation plan, the *Annual Election* column under the employee's Enrollment link will illustrate system-generated amounts. The employee portal will show these amounts as well. Please ignore the Annual Election amount as it does not affect the available balance. The Contribution File will be the source of truth and drives the amount available each month for the participant to spend.

**HRA:**

**01/01/2013-12/31/2013**

\* Payment Method:

\* Alternative Method:

**Health Reimbursement Arrangement** [Remove Enrollment](#)

**Health Reimbursement Arrangement**

\* Effective Date:

\* Contribution Level:

Employer Contribution:

Frequency: Plan Year Start

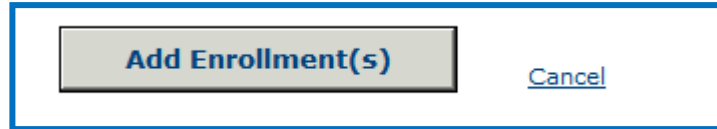
If a debit card is offered, it is defaulted as the Payment Method.

Please note, the contribution options below may differ depending on your plan design.

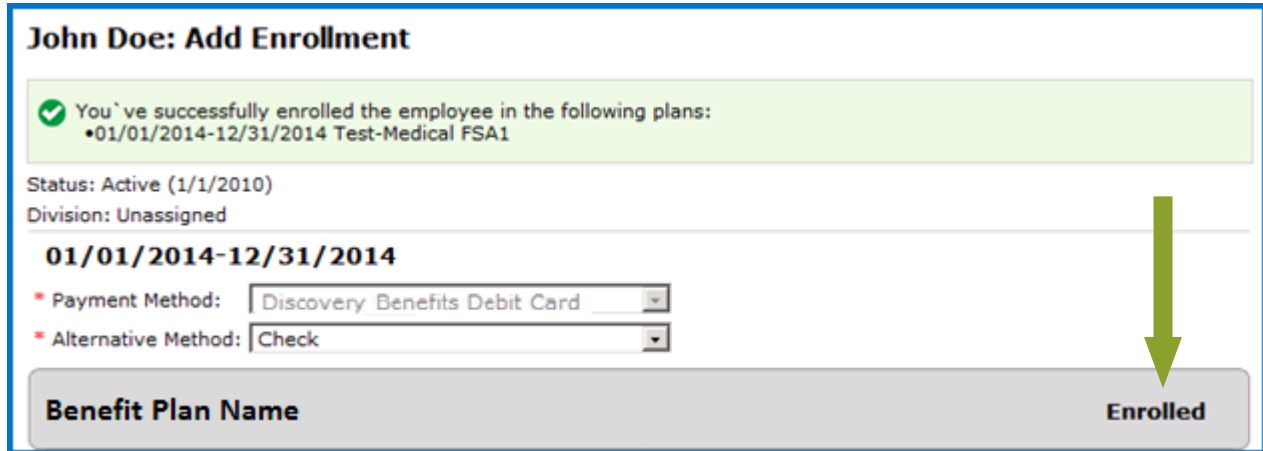
Effective Date: Enter the date the participant is eligible in the plan.

Delayed enrollments: If you are enrolling a participant after the plan start date and they are eligible to be reimbursed for claims dating back to the start of the plan, enter the plan start date as their effective date.

- 6) Once all of the required information has been entered, verify it is correct. Click **Add Enrollment(s)** at the bottom of the screen to enroll the participant in the plan(s).



- 7) Upon successful enrollment, a message will appear stating which plan(s) the participant has been enrolled in and behind the Benefit Plan Name it will say "Enrolled".



- 8) Repeat these steps to enroll each participant in a benefit plan.

### 2.1.1 Enrolling Participants who's Demographic Information is already entered

If a participant would like to enroll in a Benefit Plan and their demographic information has already been entered into the Discovery Benefits' system, follow the next steps to enroll them in a plan.

Hover your mouse over the EMPLOYEE tab to access the drop-down menu. This drop-down menu allows you to:

- 1) View a full list of all employees.
  - a) Click the View All Employees link.
  - b) Find the employee in the list and click on their last name to access their profile.
- 2) Search for a specific employee.
  - a) Populate the search criteria under the *Search Employees* heading, then click **Search**.
    - i. Find the employee in the list and click on their last name to access their profile.
    - ii. If the search criteria pertains to one employee, their profile will populate automatically.
- 3) Select a recently viewed employee.
  - a) Click the employee name listed under the *Recently Viewed Employees* heading.

Once you've located the profile of the participant you are requesting to enroll:

- 1) Select the Enrollments link within their profile section.

HOME REPORTS **EMPLOYEES** PLANS RESOURCES IMPORTS LINKS

Last Login Date: 5/20/2014 9:19:52 AM CDT  
Last Login Source: Employer Portal

**John Doe: Profile**

Employee Status: Active (1/1/2010)  
Employee Number: 5555

Profile Dependents Account Summary **Enrollments** Contributions Claims Payments Status

2) Click the Add Enrollment link.

HOME REPORTS **EMPLOYEES** PLANS RESOURCES IMPORTS LINKS

Last Login Date: 5/20/2014 9:19:52 AM CDT  
Last Login Source: Employer Portal

**John Doe: Enrollments**

Employee Status: Active (1/1/2010)  
Employee Number: 5555

Profile Dependents Account Summary **Enrollments** Contributions Claims Payments Status

Add Enrollment

3) Enroll the participant by following the steps in [Section 2.1](#) – start by looking for the screen shot for the plan you are enrolling the participant in.

## 2.2 Updating Participant Information

There are participant features that you can update directly from the Employer Portal. These features include:

- [2.2.1 Updating Participant Status](#)
- [2.2.2 Updating Participant Demographic Information](#)
- [2.2.3 Updating Participant Election Amounts](#)

### 2.2.1 Updating Participant Status

The employer portal offers the ability to update an employee's status in real time. You may update the status of an employee who is:

- on leave of absence (LOA)
- terminating the benefit / terminating employment with the company
- retiring
- laid off
- selecting COBRA for their benefit

1) To begin, hover your mouse over the EMPLOYEES tab and search for the employee by entering their name or employee number in the drop-down that populates.

- 2) When the employee's profile is shown, click the Status tab.
- 3) Then click Add New Status under the Actions column.
- 4) Populate the fields to update their status.
  - a) Any field with an \* next to is a required field.
    - i. Required fields may differ from the screenshots below due to the plan(s) offered and your chosen plan design(s).
  - b) **To enter a Leave of Absence (LOA):**
    - i. Select 'LOA' from the \* Status drop-down menu and see the screen shot below for more information.
      - If a Recurring Contribution Schedule is setup with this participant, changing their status to LOA will not cancel their recurring contribution schedule.
        - If the participant will not be contributing to the plan while on LOA, their recurring contribution should be zeroed out by updating the recurring contribution schedule.
      - For HSA Only participants: a leave of absence does not need to be communicated.

\*Status:

\*Status Effective as of:

Status Effective as of: Enter the first day the new status takes effect. For example, if the employee's last working day prior to LOA is 10/1, the effective date should be 10/2.

\*Continue Payroll Deductions For:  Medical FSA

The option to Continue Payroll Deductions for the Benefit Plan is currently being updated. Please contact Discovery Account Specialist Team to make this update.

\*Allow Services to be Incurred while on LOA:  Medical FSA


The option to Allow Services to be Incurred while on LOA for the Benefit Plan is currently being updated. Please contact Discovery Account Specialist Team to make this update.

If your plan design includes employer contributions: A Continue Employer Contributions For field will be shown. If the employee will continue to receive employer contributions while on LOA, check the box for each applicable plan type in this section.

- c) **To enter a termination:**
  - i. Select 'Terminated' from the \*Status drop-down menu and see the screen shot below for more information.

\*Status:

---

\*Status Effective as of:  

Status Effective as of: Enter the first day the new status takes effect. For example, if the employee's last day is 10/1, the effective date should be 10/2. **Please note**, debit cards (if applicable) will no longer work on the date provided. Also, participants will not be reimbursed for claims dated on or after this date.

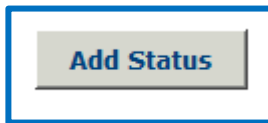
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\*Last Payroll Deduction Date:

Last Payroll Deduction Date: Select the final pay date the participant has an employee deduction.

If your plan design includes employer contributions, a Last Employer Contribution Date field will be shown and needs to be populated.

5) Click **Add Status** when all of the required information has been entered.




- 6) When an employee returns from LOA:
- Browse to the Status tab within their profile.
  - Click Add New Status.
  - Select 'Active' from the \*Status drop-down menu.
  - Enter the first day the new status takes effect.
  - Click **Add Status**

**New Status**

\*Status:

---

\*Status Effective as of:  

Status Effective as of: Enter the first day the participant returns from LOA.

---

\* Required field  | [Cancel](#)



- 7) If a status has been changed in error:
  - a) Click Remove Status under the Actions column.

Employee Status History			
Status Effective Date	Status	Status Details	Actions
2/20/2013	Terminated	Last Payroll Deduction Date: 2/22/2013	<a href="#">Add New Status</a> <a href="#">Remove Status</a>
1/5/2011	Active	No Additional Details	

## 2.2.2 Updating Participant Demographic Information

- 1) To begin, hover your mouse over the EMPLOYEES tab and search for the employee by entering their name or employee number in the drop-down that populates.
- 2) When the employee's profile is shown, click the Update Profile link within the Profile Tab.

HOME REPORTS **EMPLOYEES** PLANS RESOURCES IMPORTS LINKS

Last Login Date: 5/20/2014 9:19:52 AM CDT  
Last Login Source: Employer Portal

**John Doe: Profile**

Employee Status: Active (1/1/2010)  
Employee Number: 5555

Profile [Dependents](#) [Account Summary](#) [Enrollments](#) [Contributions](#) [Claims](#) [Payments](#) [Status](#)

[Update Profile](#) ←

- 3) This will bring up the participant's Personal and Employment Information. Update the profile as needed.
  - a) **Please Note**, If making updates by key-in and by importing the Demographic File, the Demographic File import will override the key-in updates.

## Personal Information

\* First Name:

Middle Initial:

\* Last Name:

\* Birth Date:  

Format date as mm/dd/yyyy.

\* SSN:  -  -

SSN must be unique to the participant.

Gender:  Female

Male

Marital Status:  Married

Single

\* Country:

\* Address Line 1:

Address Line 2:

Address Line 2 is required if the Country is not the United States.

\* City:

\* State:

\* ZIP Code:




Home Phone Number: (  )  -

Work Phone Number: (  )  -  Ext.

Email Address:

If adding an email address, the participant will now receive notifications via email. Please notify the participant of this change.

## Employment Information

Status:	Active	
* Employee Number:	<input type="text"/>	Employee Number must be unique to the participant.
Employer Employee ID:	<input type="text"/>	
* Hire Date:	<input type="text"/>  Format date as mm/dd/yyyy.	
* Payroll Frequency:	<input type="text" value="Bi-Weekly (B24)"/>	Payroll Frequency updates require a Payroll Frequency Effective Date. After selecting Update Employee, the below notification will generate for your review.
* Payroll Frequency Effective Date:	<input type="text"/>  Format date as mm/dd/yyyy.	
* Division:	<input type="text" value="Unassigned"/>	
* Class:	<input type="text" value="All Eligible"/>	
* Class Effective Date:	<input type="text"/>  Format date as mm/dd/yyyy.	
* Hours Worked Per Week:	<input type="text"/>	

- 4) When finished updating profile, select **Update Employee**.

| [Cancel](#)


- a) **Please Note**, When updating Payroll Frequency, this notification will generate for your review.

You have updated this consumer's payroll frequency to Monthly effective 4/9/2013.If the consumer is enrolled in any active plans with contributions made on the consumer's payroll frequency, the remaining contributions will be recalculated based on the contribution amount remaining and the new payroll frequency.

### 2.2.3 Updating Participant Election Amounts

The employer has the ability to correct elections and adjust election amounts due to qualifying events directly on the employer portal.

- 1) To begin, hover your mouse over the EMPLOYEES tab and search for the employee by entering their name or employee number in the drop-down that populates.
- 2) When the employee's profile is shown, click the Enrollments tab.
- 3) Then click Update, next to the plan you'd like to update, under the Actions column.

Active Accounts						
1/1/2013 - 12/31/2013						
Payment Method: <a href="#">Discovery Benefits Debit Card</a>   <a href="#">Check</a>						
Account	Effective Date	Annual Election	Employer Contributions	Employee Contributions	Payroll Deduction	Actions
<a href="#">Medical FSA</a>	1/1/2013	\$800.00	\$0.00 of \$0.00	<b>\$616.79</b> of \$800.00	\$16.67 Weekly	<a href="#">Update</a> 

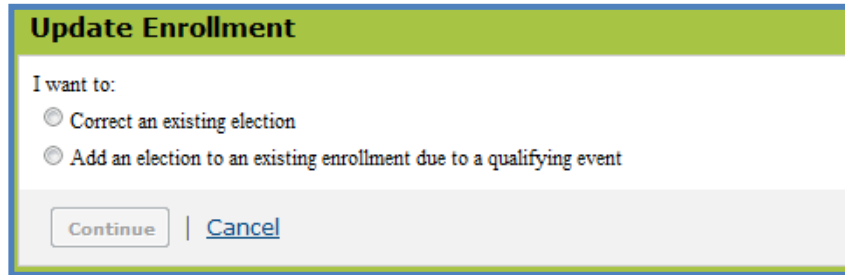
- 4) A window will pop up that allows you to choose between:
  - a) "Correct an existing election"
    - i. For HSA only plans, this is the only option available.
    - ii. To "Correct an existing election" will replace the current election completely and the initial election will no longer be shown. For example, updating the election listed in number 3 from \$800 to \$1,000 will now appear like this on the employer and participant portals:

Active Accounts						
1/1/2013 - 12/31/2013						
Payment Method: <a href="#">Discovery Benefits Debit Card</a>   <a href="#">Check</a>						
Account	Effective Date	Annual Election	Employer Contributions	Employee Contributions	Payroll Deduction	Actions
<a href="#">Medical FSA</a>	1/2/2013	\$1,000.00	\$0.00 of \$0.00	<b>\$616.79</b> of \$1,000.00	\$20.84 Weekly	<a href="#">Update</a>

- b) "Add an election to an existing enrollment due to a qualifying event"
  - i. For TSA and HSA plans, this option is listed as "Add an election to an existing enrollment".
  - ii. To "Add an election to an existing enrollment due to a qualifying event" will show the initial enrollment and its effective date on one line and updated enrollment with the effective date on another line. The initial enrollment will no longer be editable.

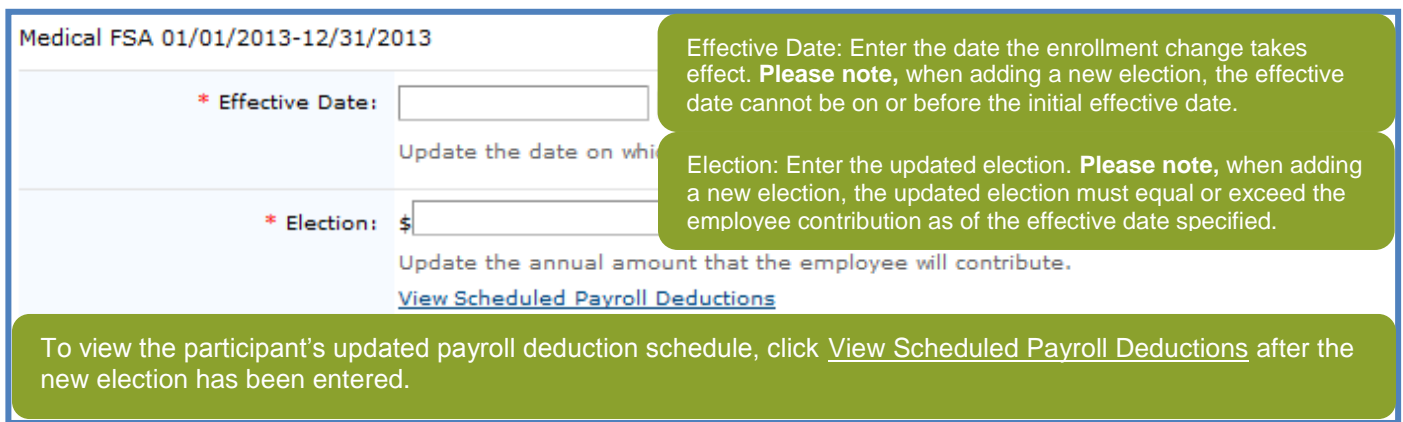
Active Accounts						
1/1/2013 - 12/31/2013						
Payment Method: <a href="#">Discovery Benefits Debit Card</a>   <a href="#">Check</a>						
Account	Effective Date	Annual Election	Employer Contributions	Employee Contributions	Payroll Deduction	Actions
<a href="#">Medical FSA</a>	10/4/2013	\$1,000.00	\$0.00 of \$0.00	<b>\$616.79</b> of \$1,000.00	\$34.84 Weekly	<a href="#">Update</a>
<a href="#">Medical FSA</a>	1/1/2013	\$800.00	\$0.00 of \$0.00	\$0.00 of \$800.00	\$16.67 Weekly	

5) After one of the two has been chosen, click **Continue**.



6) See the applicable screenshot below for your benefit type to ensure the election is correctly updated.

#### FSA :



Medical FSA 01/01/2013-12/31/2013

\* Effective Date:

Update the date on which the enrollment change takes effect.

\* Election: \$

Update the annual amount that the employee will contribute.

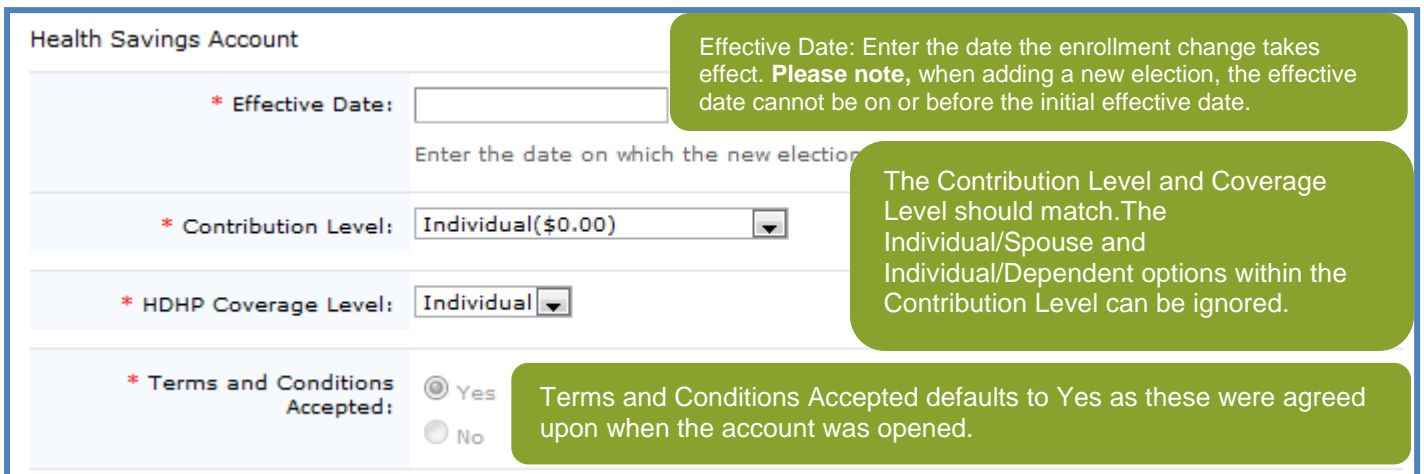
[View Scheduled Payroll Deductions](#)

Effective Date: Enter the date the enrollment change takes effect. **Please note**, when adding a new election, the effective date cannot be on or before the initial effective date.

Election: Enter the updated election. **Please note**, when adding a new election, the updated election must equal or exceed the employee contribution as of the effective date specified.

To view the participant's updated payroll deduction schedule, click [View Scheduled Payroll Deductions](#) after the new election has been entered.

#### HSA:



Health Savings Account

\* Effective Date:

Enter the date on which the new election takes effect.

\* Contribution Level: Individual(\$0.00)

\* HDHP Coverage Level: Individual

\* Terms and Conditions Accepted:  Yes  No

Effective Date: Enter the date the enrollment change takes effect. **Please note**, when adding a new election, the effective date cannot be on or before the initial effective date.

The Contribution Level and Coverage Level should match. The Individual/Spouse and Individual/Dependent options within the Contribution Level can be ignored.

Terms and Conditions Accepted defaults to Yes as these were agreed upon when the account was opened.

## TSA:

Mass Transit

\* Effective Date:

Effective Date: Enter the date the enrollment change takes effect. **Please note**, when adding a new election, the effective date cannot be on or before the initial effective date.

Update the date on which the enrollment is effective.

\* Election: \$  /Month

Election: Enter the updated per month election, including pre-tax and post-tax amounts.

Update the monthly amount that the participant will elect.

[View Scheduled Payroll Deductions](#)

To view the participant's updated payroll deduction schedule, click [View Scheduled Payroll Deductions](#) after the new election has been entered.

After a participant is enrolled in a transportation plan, the *Annual Election* column under the employee's [Enrollment](#) link will illustrate system-generated amounts. The employee portal will show these amounts as well. Please ignore the Annual Election amount as it does not affect the available balance. The Contribution File will be the source of truth and drives the amount available each month for the participant to spend.

## HRA:

HRA 01/01/2013-12/31/2013

\* Effective Date:

Effective Date: Enter the date the enrollment change takes effect. **Please note**, when adding a new election, the effective date cannot be on or before the initial effective date.

Update the date on which the enrollment is effective.

\* Contribution Level:

**Please note**, the contribution options here may differ depending upon your plan design.

\* Employer Contribution: \$

Update the annual amount that the employer will contribute.

[View Scheduled Employer Contributions](#)

To view the updated employer contribution schedule, click [View Scheduled Employer Contributions](#) after the new employer contribution has been entered.

Eligible Dependent(s):	Effective Date:	Termination Date:
<input type="checkbox"/> Dependent, Example	<input type="text"/>	<input type="text"/>

Eligible Dependent(s): Check the box next to each dependent eligible for the plan or terminating eligibility (*if applicable*). Enter the date the dependent is eligible for the plan or terminating eligibility in the corresponding date fields.

- 7) After all of the required information has been entered, verify it is correct. Click **Update Enrollment** or **Add New Election** (depending on which option was chosen in step 3) to make the update.

Update Enrollment

Add New Election

- 8) The following notification will be shown after the enrollment has been successfully updated.



**Enrollment Updated**

You have successfully updated the employee's enrollment in Medical FSA 01/01/2013-12/31/2013.

## 2.3 Enrolling Participants by File Import

To enroll employees in to your benefit plan(s) via files, you'll need to complete the Demographic and Enrollment Files and then upload them in to the Employer Portal.

Files can take up to 24 hours to process (during non-peak times, this is typically much faster).


The Demographic File contains basic employee information including name, date of birth, social security number, address, and email address. This information will establish the employee in the DBI system.

The Enrollment File contains plan enrollment information including effective date, annual election, and plan name.

- 1) To begin importing the Demographic File / Enrollment File / Contribution File (only applicable for some plan designs), hover your mouse over the IMPORTS tab and click the Import Data link.
- 2) In the Data To Import field, select the file type you intend to import (Demographic, Enrollment, Contribution).
  - The Demographic File needs to be submitted and successfully processed before the Enrollment File is submitted. Please make sure any demographic errors are corrected before submitting an Enrollment File. See the Status of File Import and Troubleshooting File Errors for guidance on how to do this.

HOME REPORTS EMPLOYEES ▾ PLANS RESOURCES IMPORTS ▾ LINKS ▾

### Import Data From File

\*Data To Import: Demographic ▾   
Add employees or update existing employees.

Step 1: Open the template in Excel.  
[Open Template](#)

Step 2: Enter or copy and paste your data into the template.

Step 3: Certain fields must match information setup by your administrator. If the field does not match the setup data, the record you're attempting to import will fail.  
[View Setup Data](#)

Step 4: Save a copy of the file:  
Select File >> Save As  
Add a File Name  
Select to save the file as .xlsx, .xls, or .csv  
Save the file to a location you can remember  
Select Save

Note:  
If you need to make edits after submitting a file, you should edit the master copy and when completed with your edits, re-save a new file.

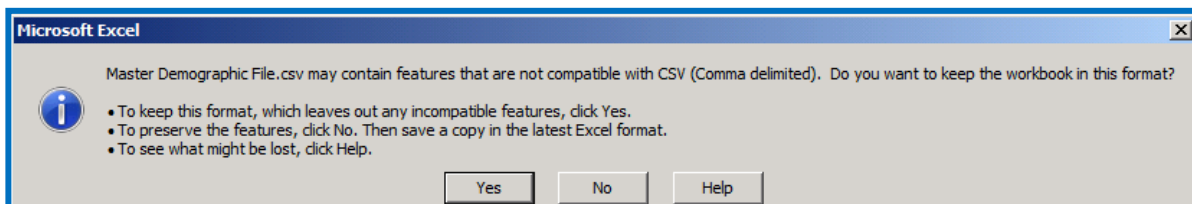
\* Upload File:    
Locate the file you saved in step 4, containing the data you wish to import.

\* Required field  |

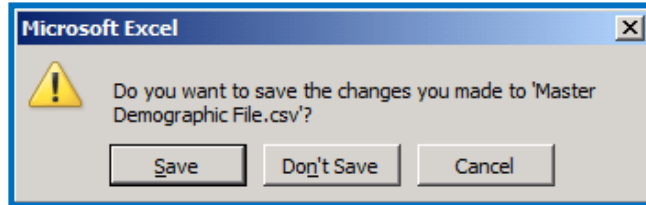


- 3) In Step 1 – Click *Open the file template*
  - a) If you were previously provided a file template, this file can be opened manually instead of clicking Open Template.
- 4) Populate the file.
  - a) Bold fields are required and must be completed in order for your file to successfully process.
  - b) It is best practice to fill in as many fields as possible in your file to provide adequate information for your employees' accounts.
  - c) Certain fields within the file must contain information specific for your plan design. If the field does not match this information exactly, the record you're attempting to import will fail.
    - i. Click the View Setup Data link within Step 3 for more details.
  - d) Most common errors:
    - ii. Demographic File:
      1. Division, Class, and Payroll are the most common formatting errors on the Demographic File.
        - a. If Division names were not provided prior to setup, this column must be left blank.
    - iii. Enrollment File:
      1. Plan Name is the most common formatting error on the Enrollment File. Ensure the plan name is typed exactly how the plan design lists it.
      2. The EnrolledInClaimsExchange column must be populated if this option is part of the design, or it will not be activated as a reimbursement option for participants.
- 5) Once the file is populated, save a master copy in an XLS format.
  - a) Saving a master copy will allow you to easily update the file and refer to it for reference.
  - b) To save the file: Click File and select Save As. This will open a new window. Browse to the location you want to save the file to.
    - ii. Enter a File name you will easily recognize.
    - iii. Choose Excel Workbook in the Save as type field.
    - iv. Click Save.
- 6) Save a copy of the master file to import. Save it in a CSV or XLS format.
  - a) A new CSV or XLS file should be created each time you intend to import a file.
  - b) With the master copy open:
    - i. Click File and select Save As. This will open a new window. Browse to the location you want to save the file to.
    - ii. Enter a *File name* you will easily recognize.
    - iii. Choose Excel Workbook or CSV (Comma delimited) in the *Save as type* field.
    - iv. Click **Save**.
    - v. The message below will display. Click **Yes**.

For Demographic Files:



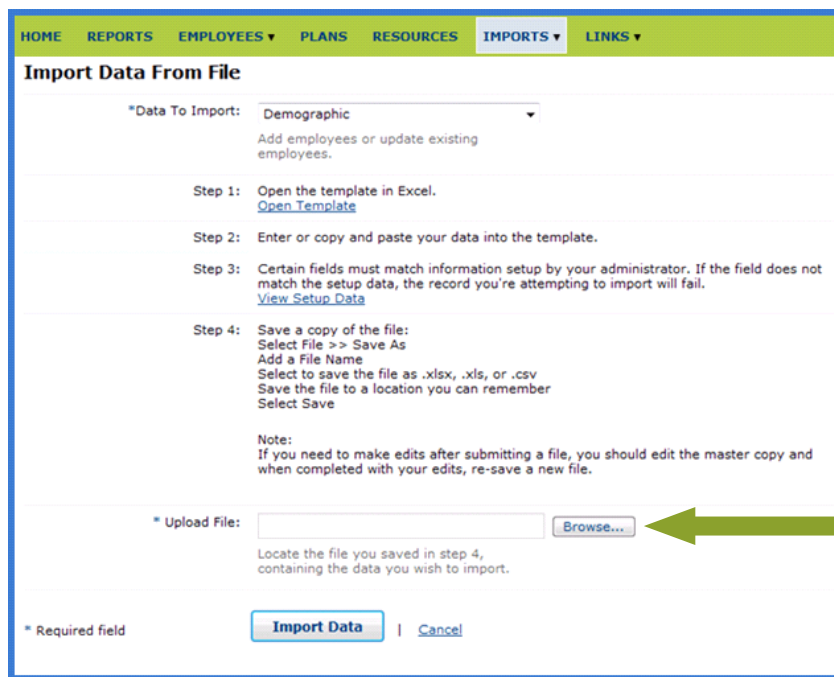
- vi. Close out of the file. The below message will display. Click **Don't Save**.



- 7) Import the CSV or XLS file.

**Please note**, the CSV file should not be opened prior to importing it. This will cause the formatting to be changed. If the CSV file is opened, a new CSV file must be saved in order to be successfully imported.

- a) On the Employer Portal, click the **Browse** button in the *Upload File* field.



- b) Locate the CSV or XLS file that you saved on your computer. Select it and click **Open**.
  - a. Your file name will now appear in the *Upload File* field.
- c) Click **Import Data**.
- d) You will receive a notification that your file was successfully submitted and you will be brought to the *Import Queue* screen.
- e) Verify the Demographic File was successfully imported without errors prior to importing the enrollment file.
  - a. Refer to the [Status of File Import and Troubleshooting File Errors](#) section for more information.
- f) Repeat these steps to import the Enrollment File.

## 2.3.1 Status of File Import and Troubleshooting File Errors

After submitting a Demographic, Enrollment, or Contribution file, you can track the status of the file import via the *Import Queue* under the IMPORTS tab. Files can take up to 24 hours to process (during non-peak times, this is typically much faster). The import queue contains four separate queues:

- *Pending*
  - Files will appear here first after being imported. File will automatically move to the In Process queue.
- *Failed / On Hold*
  - Files will appear in this queue if an incorrect template was used or the formatting was changed.
  - Any files within this queue will need to be cancelled in order for pending files to be processed.
- *In Process*
  - Files within this queue are being processed by the system and results will be available shortly.
- *Completed / Cancelled*
  - Contains detailed results on the file imported.
  - You may troubleshoot errors in this queue.

Once the file reaches the Completed / Cancelled queue – you may view the status of the file import there.

- 1) Look at the *Status* column.

The screenshot shows the 'Import Queue' interface with a navigation bar at the top containing 'HOME', 'REPORTS', 'EMPLOYEES', 'PLANS', 'RESOURCES', 'IMPORTS', and 'LINKS'. Below the navigation bar, it displays the user's last login date and source. The main content area is titled 'Import Queue' and includes search filters for 'Date Received', 'Date Processed', and 'File Name', along with a 'View' button and a 'View All' link. There are also links for 'Import Data From File', 'Set Up Recurring Contributions', and 'Email Notifications: On'. The interface is divided into four sections, each with a table header and a 'No records to display' message:

- Pending (0 Files)**: Table with columns: Date Received, File Name, Status, Failed Records, Actions.
- Failed / On Hold (0 Files)**: Table with columns: Date Received, File Name, Status, Failed Records, Actions. A red warning icon is present to the left of the title.
- In Process (0 Files)**: Table with columns: Date Received, File Name, Status, Failed Records, Actions.
- Completed / Canceled (47 Files)**: Table with columns: Date Received, File Name, Status, Failed Records, Actions.

A large green arrow points from the 'Failed / On Hold' section down to the 'Completed / Canceled' section.

- a) If it says Cancelled - the file will need to be reimported.
  - b) If it says Complete - click anywhere within the row to open the details of the import.
- 2) For a Completed File:
- a) Compare Total Records to the number of records that were Added, Updated, Pending, or Errored.
    - i. In the example below – 4 of the 4 records (in a Demographic File) were Added.
      - If a record is imported again with no change, it will not appear in the Added or Updated column.

Record Type	Total Records	Added	Updated	Pending	Errored
Demographic	4	4	0	0	0
Total:	4	4	0	0	0

- ii. In the example below – 4 of the 4 records (in an Enrollment File) Errored.

Record Type	Total Records	Added	Updated	Pending	Errored
Enrollment	4	0	0	0	4
Total:	4	0	0	0	4

If the Errored Records column shows that no records failed, but the Added, Updated, or Pending columns do not total the Total Records – the file will need to be reimported.

- 3) Troubleshooting Errors for Completed Files
  - a) For any records that errored, click the [Exception Report](#) link to open an excel spreadsheet with details of why each record failed.

Record Type	Total Records	Added	Updated	Pending	Errored
Enrollment	4	0	0	0	4
Total:	4	0	0	0	4

b) Reviewing the Exception Report:

- i. Each tab within the spreadsheet contains results for different file types. The most common files can be found on the following tabs:
  - Demographic File Sheet 1
  - Enrollment File Sheet 2
  - Contribution File Sheet 3
- ii. Refer to [Appendix A](#) for error messages and formatting requirements.
- iii. To Fix errors:
  - Click [View Errors](#) link or the **View Errors** button.

2/19/2014 12:37 PM Enrollment 2014.csv Complete 4 of 4 [View Errors](#)

! One or more records have produced errors. View the [Exception Report](#) for more information.

Date Received: 2/19/2014 12:37:02 PM (Version 1) [View History](#)

File Name: Enrollment 2014.csv

Date Processed: 2/19/2014 12:41:00 PM

Record Type	Total Records	Added	Updated	Pending	Errored
Enrollment	4	0	0	0	4
Total:	4	0	0	0	4

[View Errors](#)

- Any field with a next to it indicates that the item listed in the *Field Name* could not be updated.
- Any field with a next to it needs to be corrected before the information can be successfully imported. Click the *Record* number link to correct the error.

Enrollment (4 Errors/Warnings)						
	Record	Participant File Import ID	Plan Name	Field Name	Error	Error Data
	<a href="#">2</a>	mb4992	Medical FSA1	ElectionAmount	is not in the correct format.	2,500
	<a href="#">3</a>	2468	Medical FSA1	ElectionAmount	is not in the correct format.	2,500
	<a href="#">4</a>	SB3809 (Scott Biros)	Medical FSA1	EnrollmentTerminationDate	EnrollmentTerminationDate received for a Participant that is not enrolled in the specified plan	12312014
	<a href="#">5</a>	SB3809 (Scott Biros)	Dependent Care FSA	EnrollmentTerminationDate	EnrollmentTerminationDate received for a Participant that is not enrolled in the specified plan	12312014

- You will be directed to the *Exception Log: Update Record* screen to fix the error.
  - You may view this page by “Only fields with errors” or “All fields”.
  - There will be a box to enter corrected information for the item that errored, along with a and a hint below it. The hint will help you know how to correct the information.
  - Type in your corrected information for the indicated field.
  - Click **Queue Record**.

HOME REPORTS EMPLOYEES ▾ PLANS RESOURCES IMPORTS ▾ LINKS ▾

Last Login Date: 5/21/2014 11:16:23 AM CDT  
Last Login Source: Employer Portal

### Exception Log: Update Record

! One or more errors have occurred for fields in this record

View:  ←

RecordType: ParticipantV32

\*ParticipantFileImportID:   
(EmployeeIdentifier) Numeric string up to 50 characters

\*LastName:   
(LastName) Alphabetical string up to 30 characters  
! LastName is a required field. ←

\*Required Field  ←

- If the fix was successful, the ! will now be a ✓ next to the Record.
- Repeat these steps for all errors that need to be corrected.
- After all the errors have been fixed for this file, click **Resubmit File**.

HOME REPORTS EMPLOYEES ▾ PLANS RESOURCES IMPORTS ▾ LINKS ▾

Last Login Date: 5/21/2014 11:16:23 AM CDT  
Last Login Source: Employer Portal

### Exception Log

Date Received:  [View History](#)

File Name: TemplateCsvEmployerPortalKristyFischer17325PT\_test.xls

Date Processed: 5/21/2014 1:02:00 PM

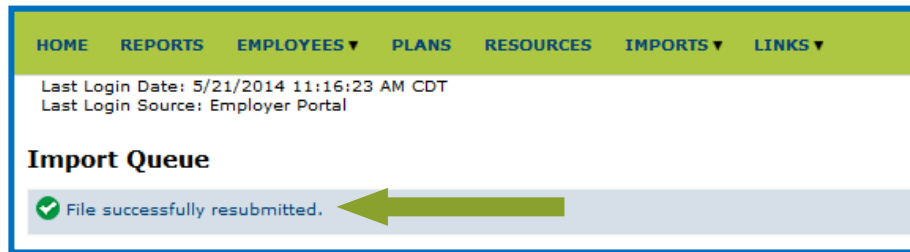
#### Demographic (1 Errors/Warnings)

Record	Participant File Import ID	Field Name	Error	Error Data
✓ 2	12345	LastName (LastName)	is a required field.	

< Prev 1 Next > | Page 1 of 1

←

- Review the *Import Queue* to ensure all records were successfully imported.



### 3. Payroll Verification

Discovery Benefits validates payroll deductions by using one of the below methods selected by the employer:

- [3.1 Auto Post Deduction](#)
- [3.2 Contribution File](#)
  - [3.2.1 FSA, TSA, and HRA Contribution File Details](#)
  - [3.2.2 HSA Contribution File Details](#)

#### 3.1 Auto Post Deduction – Not available if offering HSA or TSA benefit plans

If this option is selected, Discovery Benefits validates payroll deductions by sending an email notification five business days prior to each payroll deduction date stating that the Payroll Deduction Report is available on the employer portal. The employer will review the report and email any changes, 48 hours prior to the deduction date, to [benefitoperations@discoverybenefits.com](mailto:benefitoperations@discoverybenefits.com). If no updates are received, Discovery Benefits will post what is shown on the report to each participant's account. The email notification will be sent from [Auto\\_Reply@DiscoveryBenefits.lh1od.com](mailto:Auto_Reply@DiscoveryBenefits.lh1od.com) (please place this address on your safe email list).

#### 3.2 Contribution File – Required if offering HSA or TSA

If this option is selected, Discovery Benefits requires a Contribution File (in our specific template) to be imported in to the employer portal prior to each scheduled pay date and/or contribution date. All employee and/or employer contributions will need to be communicated to Discovery Benefits through the Contribution File. It is viewed as the source of truth and the amounts provided on the file will post to participants' accounts as is.

**Please note**, for HRA Plans, Payroll Verification is not required. However, if the HRA employer contribution amounts vary from date to date and/or participant to participant, the Contribution File must be imported and will function like it does for Dependent Care FSA and Transportation plans. Please see below for more details.

After importing the Contribution File you will receive an email notification advising that the file has been processed. If there is an error with any entry on the submitted file, an Exception Report will be generated to illustrate discrepancies, this will also be noted in the email notification as a failed record. The employer will have the ability to view errors and make necessary corrections through the employer portal. Please see [Status of File Import and Troubleshooting File Errors](#) for instructions of how to correct errors. In preparation, we ask that you provide a test file to ensure the file is formatted correctly.

Note when importing Contribution File:

- Files containing the same contribution date and same consumers will override the earlier file if multiple imports take place on the same date.
- File will error if imported the following day and the same contribution date and consumers are listed.
- For HSA plans, if corrections are made the same day the file is imported, the ACH pull will include those corrections. If the corrections are made the following day after the import, the ACH pull for those corrected individuals will be separate.

The same Contribution File can be used to communicate FSA, TSA, HRA, and HSA contributions; however, the result of importing the file differs from plan to plan. It is important to understand the following differences:

- **Medical FSA and/or Limited Medical FSA:** The Contribution File drives the amount posted on the employer and employee portals, including reports. It does not affect participants' available balance since they have access to the entire FSA election from the start date of the plan.
  - File does not cause funds to be physically moved from the employer's bank account.
  - File only conveys data information so DBI can accurately post contribution information to the participant account.
- **Dependent Care FSA, Transportation, and applicable HRA:** The Contribution File drives the amount posted on the employer and employee portals, including available balances and reports. Participants will not have access to their funds for these plans until the file is imported to communicate the amount of funds and when to make them available to participants.
  - File does not cause funds to be physically moved from the employer's bank account.
  - For HRA plans, only required for plans with varying contribution dates and/or amounts.
- **HSA:** Drives the transactions against the employer's bank account. Discovery Benefits will ACH the employer's bank account based on the information provided on the file. The same amount will be posted to the participant account as an available balance.
  - File causes funds to be physically moved from the employer's bank account.

### 3.2.1 FSA, TSA, and HRA Contribution File Details

To ensure contributions are available for participants on the scheduled pay date, the Contribution File must be imported *at least one day prior to each pay date*. The contribution date listed within the file needs to match the pay dates provided prior to plan setup.

**Please note**, Dependent Care FSA and Transportation balances accrue with each contribution. Consequently, delays in importing the Contribution File on the employer portal will result in postponed reimbursements.

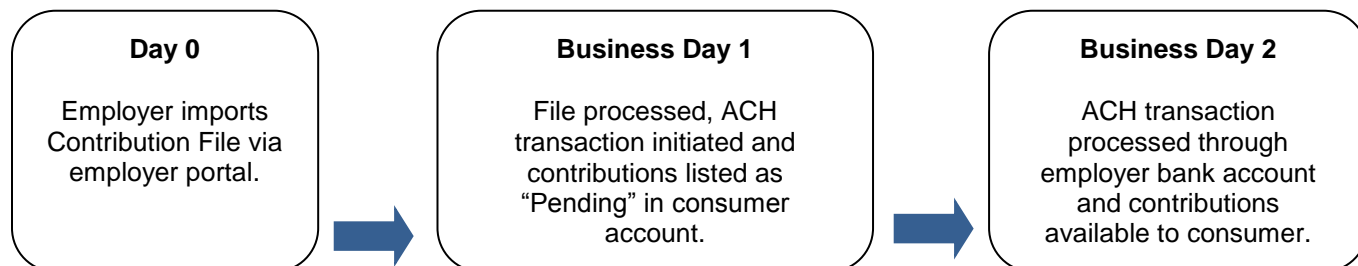


### 3.2.2 HSA Contribution File Details

Funds are withdrawn and applied to the consumer's balance within two business days of the contribution date indicated on the file or file import date (the latter of the two). To ensure contributions are available to participants on the intended date, the contribution date listed within the file should be *two business days prior to the date* participants should have access to



their funds. The file import date should be on or before the listed contribution date within the file. Please review the file import illustrations provided below for sample timelines.



You will receive email notification 24 hours before funds are settled with your bank and an HSA Plan Funding Collection Notification will be available on the employer portal. The report will indicate the dollar amount that will be directly debited from the employer's bank account to cover the HSA contributions. If the employer and consumer contributions are on different dates, you will receive a separate notification for each.

#### **File Import Illustrations:**

- Contribution date listed on file is Friday, 06/01, and file is imported on Friday, 06/01. HSA contributions will be pending on the consumer portal 06/04 and will post to consumers' accounts on Tuesday, 06/05, by 2:00 PM CT.
- Contribution date listed on file is Friday, 06/01 and file is imported on Wednesday, 05/30. HSA contributions will be pending on the consumer portal 06/01 and will post to consumers' accounts on Monday, 06/04, by 2:00 PM CT.
- Contribution date listed on file is Wednesday, 05/30, and file is imported on Wednesday, 05/30. HSA contributions will be pending on consumer portal 05/31 and will post to consumers' accounts on Friday 06/01, by 2:00 PM CT.

## **4. Importing Contribution File**

- [4.1 Contribution File Import Instructions](#)
  - [4.1.1 Contribution Discrepancy Report](#)
- [4.2 Creating a Recurring Contribution Schedule – FSA and TSA](#)
- [4.3 Creating a Recurring Contribution Schedule - HSA](#)

### **4.1 Contribution File Import Instructions**

To prepare and submit employer or payroll-based contributions, you will need to upload the Contribution File to the employer portal. Files can take up to 24 hours to process (during non-peak times, this is typically much faster). If your FSA plan utilizes the auto-post deduction option for your payroll verification, the Contribution File does not need to be imported.

Discovery Benefits offers the option to set up an Automated File Transfer Process where the Contribution File is directly transmitted to our servers via SFTP. This requires IT resources to setup and is most commonly used with payroll vendors. If you are interested in pursuing an automated method, please contact the Account Specialist Team.

To Import the Contribution File, follow the instructions in [Enrolling Participants by File Import](#).

#### **4.1.1 Contribution Discrepancy Report**

Upon importing a Contribution File, a Contribution Discrepancy Report will be available for your review. This report can be found by viewing the Complete/Cancelled section within the [Import Queue](#). Click within the row of the file you'd like to view.

Then click the [Contribution Discrepancy Report](#) link and open the file in an Excel format. The report contains six sheets with varying information.

Sheet 1	Summary	<ul style="list-style-type: none"> <li>File statistics including the total number of contributions, total amount of contributions, and more.</li> <li>Payroll Deduction Summary and Employer Contribution Summary.</li> </ul>
Sheet 2	Contributions Posted	<ol style="list-style-type: none"> <li>Breaks down successfully loaded contribution information by employee.</li> <li>View contribution file row number, employee ID, employee name, division, plan year, plan, status, contribution type, contribution date, and amount.</li> </ol>
Sheet 3	Contribution Discrepancies	<ul style="list-style-type: none"> <li>View employee ID, employee name, plan year, plan, division, status, contribution type, contribution date, scheduled amount, received amount, and the difference between these two amounts.</li> <li>Breaks down contributions that do not match their expected value.</li> </ul>
Sheet 4	Contributions Not Received	<ol style="list-style-type: none"> <li>Displays scheduled contributions that were “expected” on the Contribution File, but not actually received. Also displays a difference in contribution amounts received than what was expected.</li> </ol>
Sheet 5	Contribution Errors and Warnings	<ol style="list-style-type: none"> <li>Displays contributions that were not processed and provides error descriptions.</li> <li>Contains similar information to the Exception Report.</li> </ol>
Sheet 6	Unrecognized Records	<ol style="list-style-type: none"> <li>Displays information when unsupported record types are imported.</li> </ol>

## 4.2 Creating a Recurring Contribution Schedule – FSA and TSA

Discovery Benefits offers the ability for employers to set up a recurring Contribution File through the employer portal. Simply log in to your employer portal and follow the below steps.

**Please note:**

- The plan start date must have occurred for a recurring contribution schedule to be set up.
  - Only one recurring schedule can be setup for each FSA and TSA plan.
    - For example, one schedule can be created for a Dependent Care FSA and another for the Medical FSA.
    - If a schedule is already setup for a plan, it will be grayed out in the Contribution Amounts section.
      - You may update a previously created recurring contribution schedule by going to the [Set Up Recurring Contributions](#) page and clicking **Update** behind the schedule you’d like to update.
- From the HOME page, hover your mouse over the IMPORTS tab and select the [Set Up Recurring Contributions](#) link.
    - You may also select the [Set Up Recurring Contributions](#) link under the *Contributions* section on the HOME page.
  - A new page will display - Click [Set Up New Recurrence](#) link.

HOME   REPORTS   EMPLOYEES ▾   PLANS   RESOURCES   IMPORTS ▾   LINKS ▾

Last Login Date: 5/21/2014 3:43:36 PM CDT  
Last Login Source: Employer Portal

## Set Up Recurring Contributions

**Recurring**   [Set Up New Recurrence](#) ←

- a) If you have multiple plans and/or multiple payroll frequencies, the following fields will be shown.

i. Select the appropriate plan year and contribution frequency.

### Set Up New Recurrence

* Plan Year:	<input style="width: 90%;" type="text" value="Health Savings Account"/> ▾ <small>Select the plan year for which you would like to set up recurring contributions.</small>
* Contribution Frequency:	<input style="width: 90%;" type="text" value="Create custom frequency"/> ▾

| [Cancel](#)

- ii. Click **Continue** after they have been indicated.
- iii. **Please note**, the contribution frequency for HSAs defaults to create custom frequency.

3) Complete the required fields (indicated with an \* ). See below.

## Schedule

Contribution Frequency: Semi-Monthly payroll frequency

\* Post Contributions:  Business Days before the Contribution Date

Post Contributions: Select the number of business days before the contribution date you would like your Contribution File to process. This allows you to review your file results prior to your contribution date and make changes (if applicable). Funds will not be available to the employees until the contribution date indicated below.

\* Start Recurrence On:  Contribution Date

Start Recurrence On: Select the contribution date that you would like the recurring schedule to begin.

\* End Recurrence On:  Contribution Date

End Recurrence On: Select the contribution date that you would like the recurring schedule to end. **Please note**, dates between the start and end date will be included on the recurring schedule.

## Contributions

\* Contribution Amounts:  Either enter contribution amounts to automatically create file for accounts selected below

Dependent Care FSA 05/01/2013-04/30/2014

Medical FSA 05/01/2013-04/30/2014

Or, upload file with contribution amounts  
Do not enter a contribution date in the file.

[Download Template](#)

Contribution Amounts: There are 2 options for entering Contribution Amounts – see below for more information.

Select **Enter Contributions** after the above schedule has been set.

\* Required Field

| [Cancel](#)

There are two options for setting contribution amounts:

- [Enter contribution amounts to automatically create file](#)
- [Upload a file with contribution amounts](#)

### 1) Enter contribution amounts to automatically create file:

By selecting this option, you will key-in the contribution amounts directly into the employer portal.

- a) Select *Enter contribution amounts to automatically create file*.
- b) Select which plans you will be setting up a recurring schedule for, example of an FSA plan with a Dependent Care FSA and Medical FSA option:

**Contributions**

\* Contribution Amounts:  Either enter contribution amounts to automatically create file for accounts selected below

Dependent Care FSA 01/01/2013-12/31/2013

Medical FSA 01/01/2013-12/31/2013

Or, upload file with contribution amounts [Download Template](#)  
Do not enter a contribution date in the file.

\* Required Field  | [Cancel](#)

- c) Click the **Enter Contributions** button.
- d) The next screen will advance (see below):

**Schedule** [Update](#)

0 business days before each payroll frequency date  
 Recurrence Start Date: 10/7/2013  
 Next Posting Date: 10/7/2013  
 Recurrence End Date: 4/22/2014

Enter the payroll deductions that you'd like to be posted for each payroll date. Click [Calculate Totals](#) to view Total Payroll Deductions. For FSA plans, employer contributions are communicated on the Enrollment File.

**Dependent Care FSA 05/01/2013-04/30/2014**

**Contribution Amounts**    [Calculate Totals](#)    Total Payroll Deductions: \$869.56

Name	Status	Identifier	Payroll Deduction
Employee, Sample	Active (1/1/2013)	xxx-xx-xxxx	\$ 217.39
Employee, Sample	Active (1/1/2013)	xxx-xx-xxxx	\$ 217.39
Employee, Sample	Active (1/1/2013)	xxx-xx-xxxx	\$ 217.39
Employee, Sample	Active (1/1/2013)	xxx-xx-xxxx	\$ 217.39

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If recurring contributions are being setup for multiple plans, additional plans will be shown here. Click [Update](#) to the right of the plan name to enter recurring contributions for that specific plan or click [Continue](#) below to be brought to the next plan.

**Medical FSA** [Update](#)

Total Payroll Deductions: \$937.90

[Continue](#) | [Cancel](#)

[Continue](#) will become [Save](#) when the last plan on the page is shown. Click it.

2) **Upload a file with contribution amounts:**

By selecting this option, you will populate a Contribution File and import it directly in to the employer portal.

- a) Select Or, upload file with contribution amounts.
- b) Click Download Template link.
- c) Populate all of the required fields within the file.
  - i. **Please note**, the contribution date column should be left blank.
- d) Once the file is populated, save a master copy in an XLS format.
  - i. Saving a master copy will allow you to easily update the file and refer to it for reference.
  - ii. To save the file: Click File and select Save As. This will open a new window. Browse to the location you want to save the file to.
    - Enter a File name you will easily recognize.
    - Choose Excel Workbook in the Save as type field.
    - Click Save.
- e) Save a copy of the master file to import. Save it in a CSV or XLS format.

- i. A new CSV or XLS file should be created each time you intend to import a file.
- ii. With the master copy open:
  - Click File and select Save As. This will open a new window. Browse to the location you want to save the file to.
  - Enter a *File name* you will easily recognize.
  - Choose Excel Workbook or CSV (Comma delimited) in the *Save as type* field.
  - Click **Save**.

f) Import the CSV or XLS file.

**Please note**, the CSV file should not be opened prior to importing it. This will cause the formatting to be changed. If the CSV file is opened, a new CSV file must be saved in order to be successfully imported.

g) On the employer portal, click the **Browse** button.

h) Click **Save**.

### 4.3 Creating a Recurring Contribution Schedule - HSA

Discovery Benefits offers the ability for employers to set up a recurring Contribution File through the employer portal. Simply log in to your employer portal and follow the below steps.

**Please note:**

- The plan start date must have occurred for a recurring contribution schedule to be set up.
- If a participant's account is pending due to US PATRIOT Act verification process, a recurring schedule will not be able to be set up for them until they are an active participant.

- 1) From the HOME page, hover your mouse over the IMPORTS tab and select the Set Up Recurring Contributions link.
  - a) You may also select the Set Up Recurring Contributions link under the *Contributions* section on the HOME page.
- 2) A new page will display - Click Set Up New Recurrence link.



- a) If you have multiple plans and/or multiple payroll frequencies, the following fields will be shown.
  - i. Select the appropriate plan year and contribution frequency.

### Set Up New Recurrence

\* Plan Year: Health Savings Account ▼  
 Select the plan year for which you would like to set up recurring contributions.

\* Contribution Frequency: Create custom frequency ▼

Continue | [Cancel](#)

- ii. Click **Continue** after they have been indicated.
  - iii. **Please note**, the contribution frequency for HSAs defaults to create custom frequency.
- 3) To create a Recurring Contribution Schedule for an HSA plan, complete the required fields (indicated with an \* ). See below.

### Set Up Recurring Contributions: Health Savings Account

**Schedule**

Start Recurrence On: Enter the first recurring contribution date. **Please note**, the start date must be on or after the current date.

\* Start Recurrence On:  📅

Frequency: For bi-weekly schedules, select weekly and set it to recur every two weeks.

\* Frequency:

Recur every 1 ↕ week(s) on

<input type="checkbox"/> Sunday	<input type="checkbox"/> Monday	<input type="checkbox"/> Tuesday	<input type="checkbox"/> Wednesday
<input type="checkbox"/> Thursday	<input type="checkbox"/> Friday	<input type="checkbox"/> Saturday	

**Please note**, select two business days prior to when you would like funds available in participants' HSA accounts. There is a two business day process to ACH funds and distribute them to participants' accounts.

\* End Recurrence On:  No End Date

End By  📅

End Recurrence On: Select the contribution date that you would like the recurring schedule to end. **Please note**, dates between the start and end date will be included on the recurring schedule.

**Contributions**

\* Contribution Amounts:

Either enter contribution amounts to automatically create file

Or, upload file with contribution amounts [Download Template](#)

Do not enter a contribution date in the file.

Browse...

Contribution Amounts: Select an option for entering Contribution Amounts – see below for details on these options.

Select **Enter Contributions** after the above schedule has been set.

\* Required Field

Enter Contributions | [Cancel](#)



There are two options for setting contribution amounts:

- [Enter contribution amounts to automatically create file](#)
- [Upload a file with contribution amounts](#)

1) **Enter contribution amounts to automatically create file:**

By selecting this option, you will key-in the contribution amounts directly into the employer portal.

- a) Select *Enter contribution amounts to automatically create file*
- b) Click the **Enter Contributions** button.
- c) The next screen will advance:
  - i. **Please note**, for HSA plans, if a participant's account is pending due to US PATRIOT Act verification, their name will not appear on this page. You will not be able to set the recurring schedule up for them until they are an active participant.

**Set Up Recurring Contributions: Health Savings Account**

**Health Savings Account**

Schedule: Every week on Monday  
Start Date: 6/1/2014  
[Update Schedule](#)

Total Payroll Deductions: \$0.00  
Total Employer Contributions: \$0.00

[Calculate Totals](#)

Enter the payroll deductions and / or employer contributions that you'd like to be posted for each payroll date. Click [Calculate Totals](#) to view Total Payroll Deductions.

**Contribution Amounts**

Name	Identifier	Payroll Deduction	Employer Contribution
Employee, Sample	XXX-XX-XXXX	\$ <input type="text"/>	\$ <input type="text"/>
Employee, Sample	XXX-XX-XXXX	\$ <input type="text"/>	\$ <input type="text"/>

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[Save](#) | [Cancel](#)

Click [Save](#) when complete.

2) **Upload a file with contribution amounts:**

By selecting this option, you will populate a Contribution File and import it directly in to the employer portal.

- a) Select *Or, upload file with contribution amounts*.
- b) Click Download Template link.
- c) Populate all of the required fields within the file.

- i. **Please note**, the contribution date column should be left blank.
- d) Once the file is populated, save a master copy in an XLS format.
  - i. Saving a master copy will allow you to easily update the file and refer to it for reference.
  - ii. To save the file: Click File and select Save As. This will open a new window. Browse to the location you want to save the file to.
    - Enter a *File name* you will easily recognize.
    - Choose Excel Workbook in the Save as type field.
    - Click Save.
- e) Save a copy of the master file to import. Save it in a CSV or XLS format.
  - i. A new CSV or XLS file should be created each time you intend to import a file.
  - ii. With the master copy open:
    - Click File and select Save As. This will open a new window. Browse to the location you want to save the file to.
    - Enter a *File name* you will easily recognize.
    - Choose Excel Workbook or CSV (Comma delimited) in the *Save as type* field.
    - Click **Save**.
- f) Import the CSV or XLS file.

**Please note**, the CSV file should not be opened prior to importing it. This will cause the formatting to be changed. If the CSV file is opened, a new CSV file must be saved in order to be successfully imported.
- g) On the employer portal, click the **Browse** button.
- h) Click **Save**.

#### 4.4 Adjusting a Recurring Contribution Schedule

Once a Recurring Contribution Schedule is setup, it will appear under *Schedule* on the [Set Up Recurring Contributions](#) page. You may update recurring contributions on this page.

**Please note:**

- Adjusting the dates on a Recurring Contribution Schedule will change the contribution dates for ALL participants listed with contributions for that schedule.
  - For any contributions that need to be back dated – import a Contribution File to communicate those contributions.
  - Placing a participant on a leave of absence (LOA) does not cancel their recurring contributions.
    - If the participant will not contribute to their plan while on LOA, their contribution amount should be zeroed out within the Recurring Contribution Schedule.
- 1) Click the [Update](#) button after the plan schedule that you'd like to update.

Last Login Date: 5/21/2014 3:43:36 PM CDT  
 Last Login Source: Employer Portal

## Set Up Recurring Contributions

### ✓ Recurring Schedule Created

You have successfully created your recurring contribution schedule.

### Recurrences [Set Up New Recurrence](#)

Plan Year	Account	Schedule	Actions
01/01/2014-12/31/2014 Test	Dependent Care FSA 01/01/2013-12/31/2013 Medical FSA 01/01/2013-12/31/2013	Recurring 2 business days before each Semi-Monthly (S15) payroll frequency date Next Posting Date: 5/28/2014	<a href="#">Update</a>

- Follow the prompts to update the date to post the contribution, when to make the next post, when to end the recurring schedule, and to change contribution amounts for participants by key-in or by importing a file. Click this link for instructions for how to [Enter contribution amounts to automatically create file](#).

## 5. On Demand Reporting

The employer has the ability to run updated Account Balance Detail, Enrollment, and Payment History Reports on demand through the employer portal. The Account Balance Detail Report and Enrollment Report are also provided at the beginning of each month. Follow the below steps to run an updated report on demand.

- Select the REPORTS tab after logging in to the employer portal and the following page will populate:
  - Please note**, depending upon the employer’s funding design, the Payment History Report may not be available.
  - Additional reports will be listed and can be viewed as they are made available.

Reports	
<a href="#">Account Balance Detail Report</a> (2 Reports   Last Created: 10/1/2013) View plan balance summaries and consumer account balance detail as of specified date.	<a href="#">Run New Report</a>
<a href="#">Enrollment Report</a> (2 Reports   Last Created: 10/1/2013) View participant enrollment in applicable plans as of a specified date.	<a href="#">Run New Report</a>
<a href="#">Payment History Report</a> (2 Reports   Last Created: 10/1/2013) View all reimbursements/payments during a specified time period.	<a href="#">Run New Report</a>

- Select [Run New Report](#) next to the report you would like to run.
- A request report page will be shown and the (\*) required fields must be populated to customize the report to your preference. The required fields differ based on which type of report you are running. See the applicable screenshot below to ensure the report is run correctly.
  - Please note**, reports may take up to 24 hours to process. Check the “Email me when the report is available” box to receive an email with a direct link to the report when it is ready to be viewed.

## Account Balance Detail Report:

### Request Account Balance Detail Report

**Plan Year:** Transportation plans will appear as "TSA Plan".

**\*As Of:**  Format date as m/d/yyyy.

**\*Plan Year:** ...

**\*Report Detail Level:** Select a level...

Include Cash Balance Detail

**\*Plan:**  All  Dependent Care FSA  Medical FSA

Email me when the report is available

**Report Detail Level:** Select Detail if you would like participant names included on the report. Select De-identified detail if you would like participants' names omitted from the report.

**Include Cash Balance Detail:** If checked, report will include a cash balance column that is calculated by subtracting paid claims and pending repayments from participant deposits.

**As Of:** Report will include data from the date entered here and before. Any information after this date will not be included.

**Required Field**  [View Reports](#) | [Cancel](#)

Click Request after the required fields are populated to run the report.

## Enrollment Report:

### Request Enrollment Report

**Report Format:** Select the format you prefer the report to be generated in. DataFile is a basic report that only includes the essential information without additional formatting and details.

PDF  EXCEL  DataFile

**Plan Year:** Transportation plans will appear as "TSA Plan".

**\*As Of:**  Format date as m/d/yyyy.

**\*Plan Year:** ...

**\*Report Detail Level:** Select a level...

**Include Additional Information:**  Yes  No

**Additional information** includes employer name, participant addresses, payroll frequencies, and more.

**As Of:** Report will include data from the date entered here and before. Any information after this date will not be included. **Please note**, to see enrollments for a future effective date, the as of date must be on or after the participants' enrollment effective date. A future date is most commonly used during open enrollment.

**Report Detail Level:** Select Detail to include participant names. Select De-identified detail to omit participant names. Select De-identified Summary to get an overall summary of all elections without any participant specific information.

Click Request after the required fields are populated to run the report.

Email me when the report is available

[View Reports](#) | [Cancel](#)

**Payment History Report:**

### Request Payment History Report

**\*Report Format:**  PDF  EXCEL  DataFile

**\*Start Date:**  Format date as m/d/yyyy.

**\*End Date:**  Format date as m/d/yyyy.

**\*Payment Type:** All

**\* Include Voided Checks and Canceled Direct Deposits**  Yes  No

**\*Group By:** Do not Group

**\*Report Detail Level:** Select a level...

Email me when the report is available

[Request](#) [View Reports](#) | [Cancel](#)

Report Format: Select the format you prefer the report to be generated in. DataFile is a basic report that only includes the essential information without additional formatting and details.

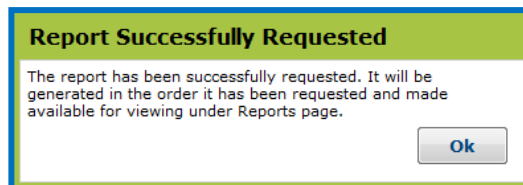
Start Date and End Date: Report will include payments made on and in between the dates provided.

Payment Type: Select which participant reimbursement method you would like included on the report.

Report Detail Level: Select Detail if you would like participant names included on the report. Select De-identified detail if you would like participants' names omitted from the report.

Click [Request](#) after the required fields are populated to run the report.

4) After you click **Request**, the following notification will appear.



- 5) To check the status of, or view the report, click the REPORTS tab and then click the heading of the report type you are looking for. Next, select the name of the newly created report to open it. If the Date/Time Created column says, "In Progress", the report cannot be opened yet and will be available within 24 hours of the initial request.
- a) If you selected, "Email me when the report is available", the email will contain a link which allows you to open the report directly from your email.

Reports: Account Balance Detail Report			<a href="#">Run New Report</a>
Report Dates	Date/Time Created	Created By	Action
<a href="#">AccountBalanceDetailEmployerReport (10/30/2013)</a> Detail Report   EXCEL   Cash Balance Detail	10/30/2013 9:20:28 AM		<a href="#">View Details</a> <a href="#">Remove</a>

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## 6. Compliance Information

When populating the design guide to setup your benefits plan, you will specify who is the primary contact, compliance contact, HIPAA contacts, and consultant (if applicable). See below for what documents go to which contacts.

### Plan Document *(If applicable)*

- Your company's plan document and summary plan description will be emailed to the compliance contact and consultant listed on the Benefits Design Guide. If a compliance contact is not provided, the document is sent to the primary contact.
- This will be emailed approximately 60 days from the completed implementation date.

### Non-Discrimination Testing *(If applicable)*

- Non-Discrimination Testing information will be provided to the primary contact and consultant.
- This will be emailed approximately 60 days from the completed implementation date.

### 5500 Information *(If applicable)*

- The information needed to file the 5500 form will be provided to the compliance contact within 60 days of the plan year end date. If no compliance contact is provided, the primary contact will receive the information.

### HIPAA Contacts

- HIPAA contacts are designated by the employer on the implementation Benefits Design Guide. These contacts are authorized to call, email, and receive reporting from Discovery Benefits.
- To add or remove these contacts, a current HIPAA individual from your company needs to complete a Client Contact Change Form and send it to [employerservices@discoverybenefits.com](mailto:employerservices@discoverybenefits.com).

### HIPAA HITECH

- Due to HIPAA HITECH regulations, all emails containing participant data will be sent from Discovery Benefits via Secure Mail through Zix. We encourage you to retrieve reports via the employer portal to prevent reporting from being sent via email.

## 7. Administrative Invoices

Discovery Benefits sends invoices (via email) for administrative fees on the 5<sup>th</sup> business day of each month. The administrative fees are for the previous month. For example, the invoice for April's administrative fees is emailed on the 5<sup>th</sup> business day in May. Payment for the invoiced amounts is due 30 days after the invoice date. If you choose to have administrative fees pulled electronically from your bank account via ACH, the transaction will occur approximately 25 days after the invoice date.

## 8. Plan Closing

Discovery Benefits will perform an audit on your reimbursement account after the plan closes. This audit includes a review of all deposits, paid claims, and repayments. You will be provided with a report that summarizes the audit findings.

If the debit card is offered, you may have participants with pending repayments. These participants used the benefits debit card and either did not provide the required IRS documentation requested, or the participant did not respond to a request for repayment for an ineligible debit card transaction.

To meet IRS regulations to resolve outstanding ineligible claims, view the Account Balance Detail Report available on the employer portal.

Our Account Specialist Team will provide a closing notification as the plan year end approaches.

## 9. COBRA with Discovery Benefits

If Discovery Benefits administers your COBRA, you must provide termination information to the Account Specialist Team via file or online through the Benefits Employer Portal and send the notice of qualifying event to our COBRA department.

## 10. Contact Information

	Account Specialist Team	Participant Services Team
<b>Hours of Operation:</b>	7:00am - 7:00pm CT, Monday - Friday	6:00am - 9:00pm CT, Monday - Friday
<b>Email:</b>	employerservices@discoverybenefits.com	customerservice@discoverybenefits.com
<b>Phone Number:</b>	877-765-8810	866-451-3399
<b>Fax:</b>	866-451-3245	866-451-3245
<b>Website:</b>	www.discoverybenefits.com	www.discoverybenefits.com

## 11. Appendix A: Error Messages

Field Name	Error Message(s)	Formatting Requirements
Employee Identifier	<ul style="list-style-type: none"> <li>Participant File Import ID cannot be greater than 20 characters. The Participant File Import ID specified already exists and is assigned to {last_name} (first_name).</li> <li>Participant File Import ID does not match key field {Participant Identifier}.</li> <li>Participant File Import ID is a required field.</li> </ul>	Please make sure it is the employee's SSN (without dashes) and that identifier is not assigned to another employee currently enrolled.
Last Name	<ul style="list-style-type: none"> <li>Last Name cannot be greater than 30 characters.</li> <li>Last Name cannot contain special characters except a single quote (') or a dash (-).</li> <li>Last Name is a required field.</li> </ul>	Please make sure if including special characters, the only acceptable ones are single quote or dash.
First Name	<ul style="list-style-type: none"> <li>First Name cannot be greater than 30 characters.</li> <li>First Name cannot contain special characters except a</li> </ul>	Please make sure if including special characters, the only

	<ul style="list-style-type: none"> <li>single quote (') or a dash (-).</li> <li>First Name is a required field.</li> </ul>	acceptable ones are single quote or dash.
Date of Birth	<ul style="list-style-type: none"> <li>Date Of Birth cannot be in the future.</li> <li>Date Of Birth must precede Hire Date.</li> <li>Date Of Birth must precede Payroll Frequency Effective Date.</li> <li>Date Of Birth is not a valid date.</li> <li>Date Of Birth must be formatted as MMDDYYYY.</li> <li>Date Of Birth cannot be earlier than 1/1/1900.</li> <li>Date Of Birth cannot be later than 6/6/2079.</li> <li>Date Of Birth is a required field.</li> </ul>	Please make sure it is the correct date, does not occur after the employee's effective date, is not a future date, and does not include forward slashes. This must be formatted MMDDYY.
Social Security Number	<ul style="list-style-type: none"> <li>Social Security Number must be formatted as nine digit number.</li> <li>{first name of participant with SSN} {last name of participant with SSN} already has this Social Security Number for this employer.</li> </ul>	Please make sure it contains 9 digits, no dashes, and is the correct SSN for the employee.
Address Line 1	<ul style="list-style-type: none"> <li>AddressLine1 cannot be greater than 50 characters.</li> <li>AddressLine1 is a required field.</li> </ul>	Please make sure it does not include symbols, commas or periods.
Address Line 2	<ul style="list-style-type: none"> <li>AddressLine2 cannot be greater than 50 characters.</li> <li>AddressLine2 is a required field for non-US addresses.</li> </ul>	Please make sure it does not include symbols, commas or periods.
City	<ul style="list-style-type: none"> <li>City cannot be greater than 50 characters.</li> <li>City is a required field for US addresses.</li> </ul>	
State	<ul style="list-style-type: none"> <li>The State specified is not a valid state/province for the country {country code}.</li> <li>State cannot be greater than 2 characters.</li> <li>State is a required field for US addresses.</li> </ul>	USPS standard state code
Zip Code	<ul style="list-style-type: none"> <li>The Zip Code specified is not a valid postal code for the country 'US'.</li> <li>Zip Code is a required field for US addresses.</li> </ul>	If using 9 digit Zip Codes, do not include the dash.
Country	<ul style="list-style-type: none"> <li>Country code of the employee's address. NOT required for non-US countries</li> </ul>	
Username	<ul style="list-style-type: none"> <li>Not a required field as this field will be automatically system-generated to the employee.</li> </ul>	Please leave this field blank
Password	<ul style="list-style-type: none"> <li>Not a required field as this field will be automatically system-generated to the employee.</li> </ul>	Please leave this field blank
Email Address	<ul style="list-style-type: none"> <li>Email Address cannot be greater than 125 characters.</li> <li>The email address specified is not valid.</li> </ul>	
Home Phone	<ul style="list-style-type: none"> <li>Home Phone cannot be greater than 10 characters.</li> </ul>	Please do not include dashes, slashes, periods or spaces in the phone number.
Employee Number	<ul style="list-style-type: none"> <li>Employee Number cannot be greater than 15 characters.</li> <li>The Employee Number specified already exists and is</li> </ul>	Please make sure it is the correct employee number for



	<p>assigned to {first name of participant} {last name of participant}.</p> <ul style="list-style-type: none"> <li>Employee Number is a required field.</li> </ul>	the employee.
Class	<ul style="list-style-type: none"> <li>The Class specified is not valid for the employer.</li> <li>Employee Class is a required field.</li> </ul>	If you do not have multiple classes in your plan, leave this field blank. For full-time/part-time classes use "FT" or "PT". For Salary/Hourly classes use "Salary" or "Hourly".
Hire Date	<ul style="list-style-type: none"> <li>Hire Date cannot be in the future.</li> <li>Hire Date must precede Status Effective Date for {status} status.</li> <li>Hire Date is not a valid date.</li> <li>Hire Date must be formatted as MMDDYYYY.</li> <li>Hire Date cannot be earlier than 1/1/1900.</li> <li>Hire Date cannot be later than 6/6/2079.</li> <li>Hire Date is a required field.</li> </ul>	Please make sure it is the correct date, does not occur after the employee's effective date and does not include forward slashes. This must be formatted MMDDYYYY.
Enrollment Effective Date	<ul style="list-style-type: none"> <li>Enrollment Effective Date is a required field.</li> <li>Enrollment Effective Date must be formatted as [MMDDYYYY].</li> <li>The Enrollment Effective Date {inputValue} is outside of the plan year start and plan year end date for {inputValue}.</li> <li>The Participant [Participant Identifier] does not have payroll dates that fall within the plan year start date and plan year end date.</li> <li>The date {inputValue} matches multiple Plan Years.</li> <li>The Enrollment Effective Date {inputValue} does not match {inputValue} for the plan year.</li> <li>The Enrollment Effective Date {inputValue} is prior to the Participant's Active, LOA, or COBRA status.</li> <li>The Enrollment Effective Date {inputValue} is after the Participant's Terminated, Retired, or LaidOff status.</li> </ul>	Please do not include forward slashes. This must be formatted MMDDYYYY.