

**Payroll Processing**

**I. Full Census Data:**

Transmit full census data for all employees receiving W-2 compensation – not just those who are contributing.

o Any exceptions to this should be coordinated through Pinnacle –

contributions@pfslink-e.com

**II. Changes with an Employee’s Status:**

**1. When an Employee is terminated,** please include his/her termination date in the

Termination Date column “DOT”.

2. **When an Employee is terminated and then returns to the company:**

• A termination date should have been provided when the employee originally left the company in the Termination Date column “DOT”.

• If an employee is re-hired, do not remove the original termination date, but add a re-hire date in the Re-Hire column “DOR”.

• Transamerica does not automatically re-calculate eligibility when an employee rehires. It is necessary to contact Transamerica to advise them of any new eligibility date for the re-hired employee as well as to indicate whether Transamerica needs to send out a new enrollment kit.

* Coordinate changes with Theresa.Mackey@transamerica.com

• If the employee is terminated and rehired multiple times, as is common with seasonal employees, the most recent termination and rehire dates should be included on the payroll file.

**3. If an employee moves/transfers from one employer to another employer within a controlled group:**

• Do not add a termination date on the employer/payroll file that the employee is leaving. Just add the employee on the other employer/payroll file that the employee is moving/transferring to, with the original hire date.

• If the employee leaves the controlled group – that is, not employed at any of the employers within the controlled group – then, a termination date must be

added.



**4. Removing a termination date that was included on a payroll file, in error.**

• Information on both Pinnacle and Transamerica’s systems are overwritten when payroll files are uploaded/transmitted, except for termination dates.

• Termination dates can only be removed from our systems manually.

• Written communication should be sent to Pinnacle via email to contributions@pfslink-e.com and to Transamerica Theresa.Mackey@transamerica.com to remove a termination date that was added erroneously so that we may update our systems.

• Payroll should ensure that the erroneous termination date is not included on future file uploads.

**III. SSN Issues:**

If an incorrect SSN is noted in our system:

• Do NOT send a file in with the correct one as this will create 2 accounts and make the correction process take longer.

• Provide Transamerica Theresa.Mackey@transamerica.com and Pinnacle contributions@pfslink-e.com with both the Incorrect and Correct SSN in a secure way and we will have the incorrect one updated.

**IV. Force-Out Distributions/Contract Clean-Ups:**

Transamerica processes force-out distributions twice per year of terminated participants with small account balances. To ensure that no force-out distributions are processed for active participants:

• Transamerica will send email notifications to the Primary Contacts within the Plan, as noted below.

**“Your action is required**. Important information has been delivered to your Transamerica Message Center Inbox concerning your plan's **force out distributions**. Please login to your account [www.TA-Retirement.com ri](http://www.ta-retirement.com/)ght away to review.

If you wish to comment on the information sent, your reply is required within 5 business days of receipt of this email. “

• It is important that you review the spreadsheet, immediately, to verify that the information is accurate.

• If active participants are included, please promptly notify Transamerica and Pinnacle to remove those names from the force-out list, as well as remove their termination dates from our systems.