FlexChoice Employer Portal Guide

The FlexChoice Employer Portal provides a convenient, secure and easy way to submit contribution information through the Sentinel Benefits & Financial Group Plan Sponsor Website. Below you will find instructions to assist you when submitting contribution files in the future.

1. Contribution File Template

Sentinel Benefits has provided you with an Excel Spreadsheet to use when uploading contribution data to our website. Templates can also be found on the Employer Portal (see page 3-4).

2. Accessing the FlexChoice Employer Portal

Log onto the Sentinel Benefits website, www.sentinelgroup.com, as an Employer. To log into your account, go to sentinelgroup.com and select "I am an Employer." From the login box dropdown menu, select "FSA, HSA, HRA, and Commuter Accounts." You will then be directed to an account login screen to enter your Username and Password.

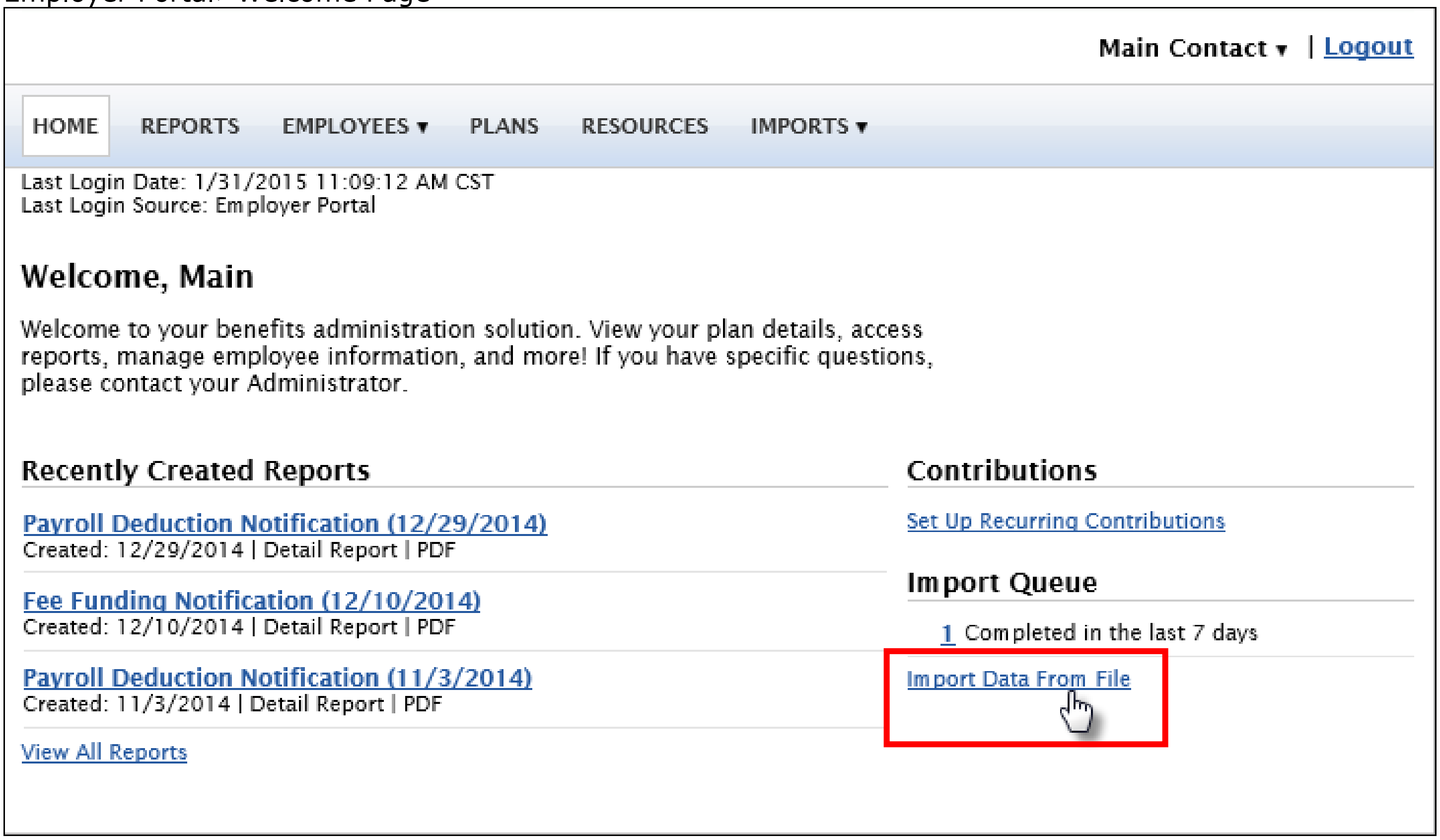
You will be directed to the Plan At-a-Glance page once logged into the website.

3. Importing Data from File

Employers may import data on the Employer Portal from two locations.

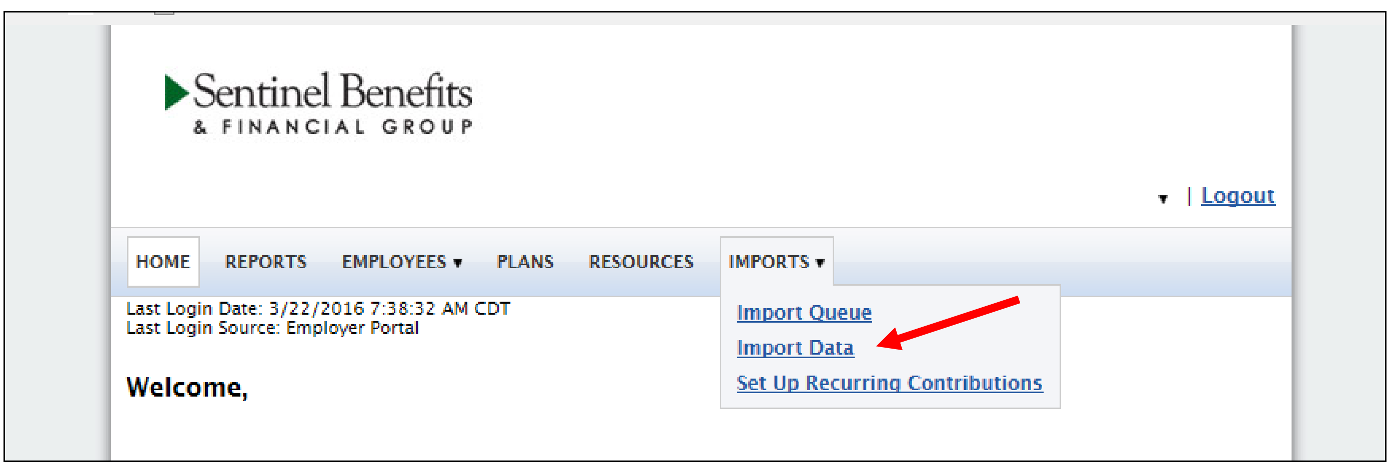
1. Access the Import Data from File from the Welcome page on the Employer Portal:

Employer Portal>Welcome Page

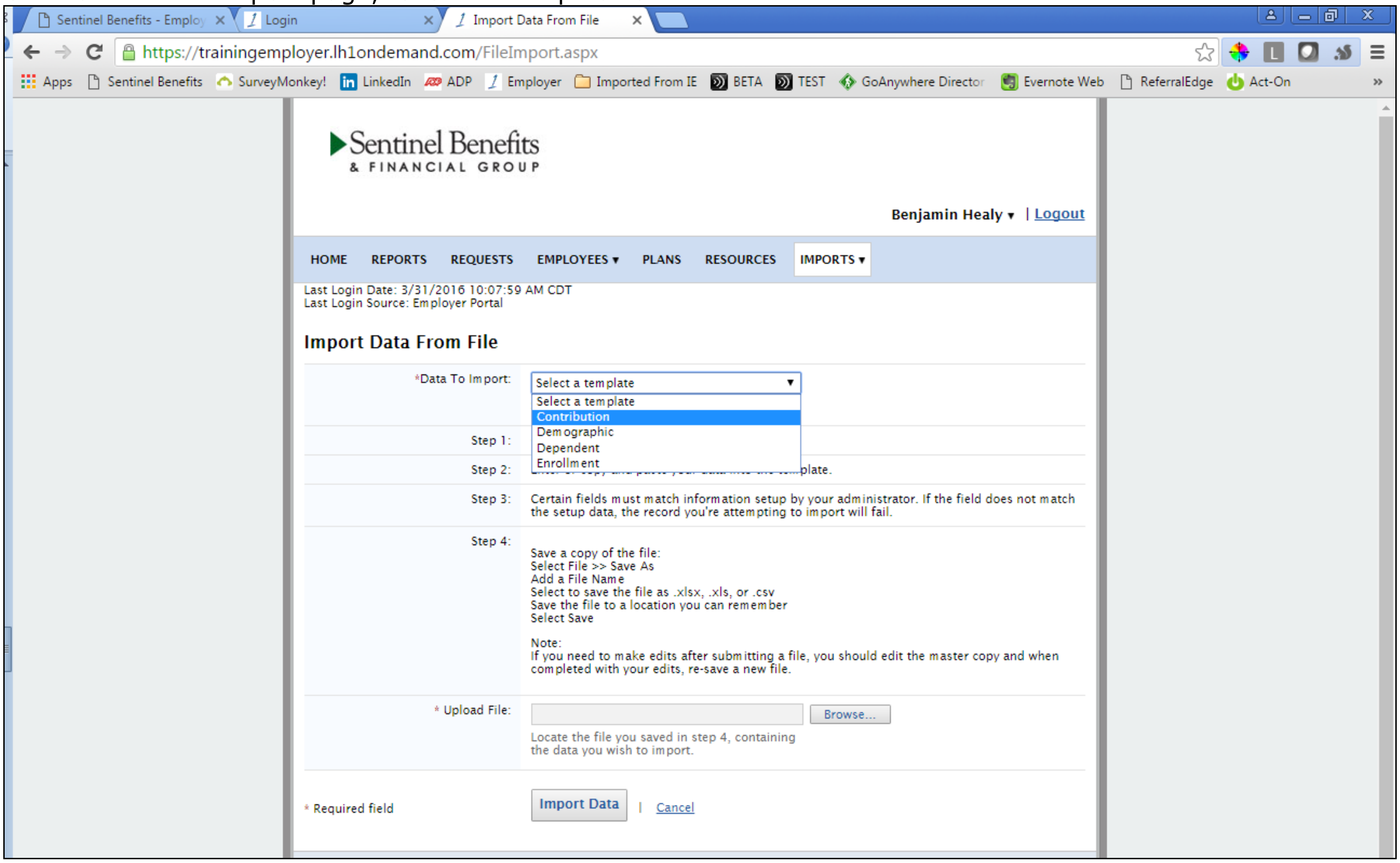


2. Access the Import Data from File from the Welcome Page under Imports:

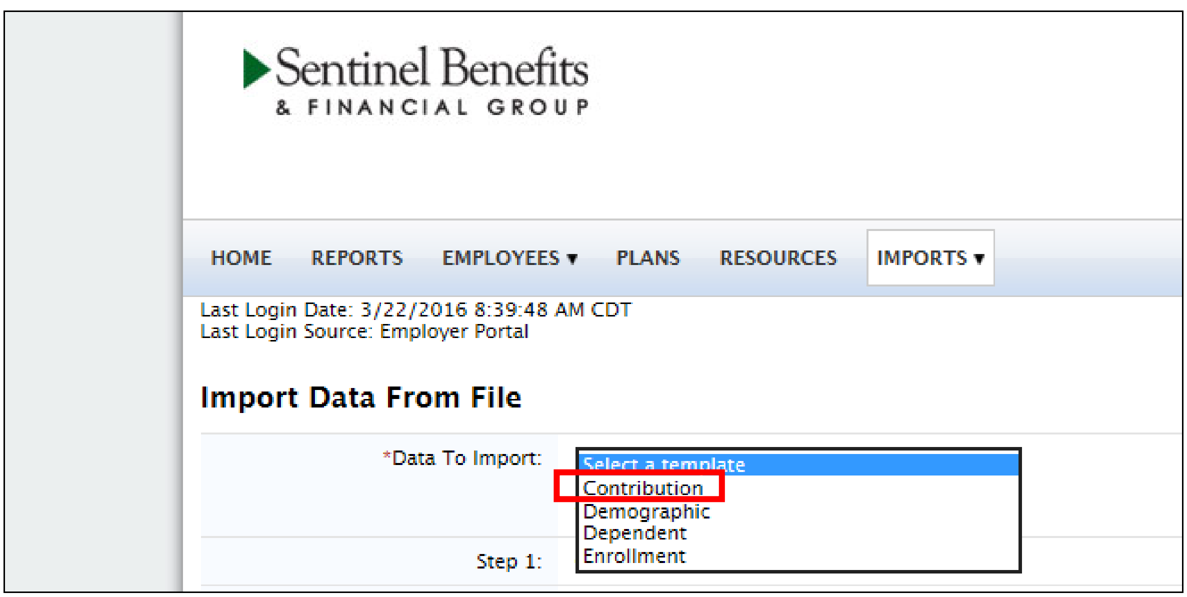
Employer Portal>Welcome Page>Imports>Import Data



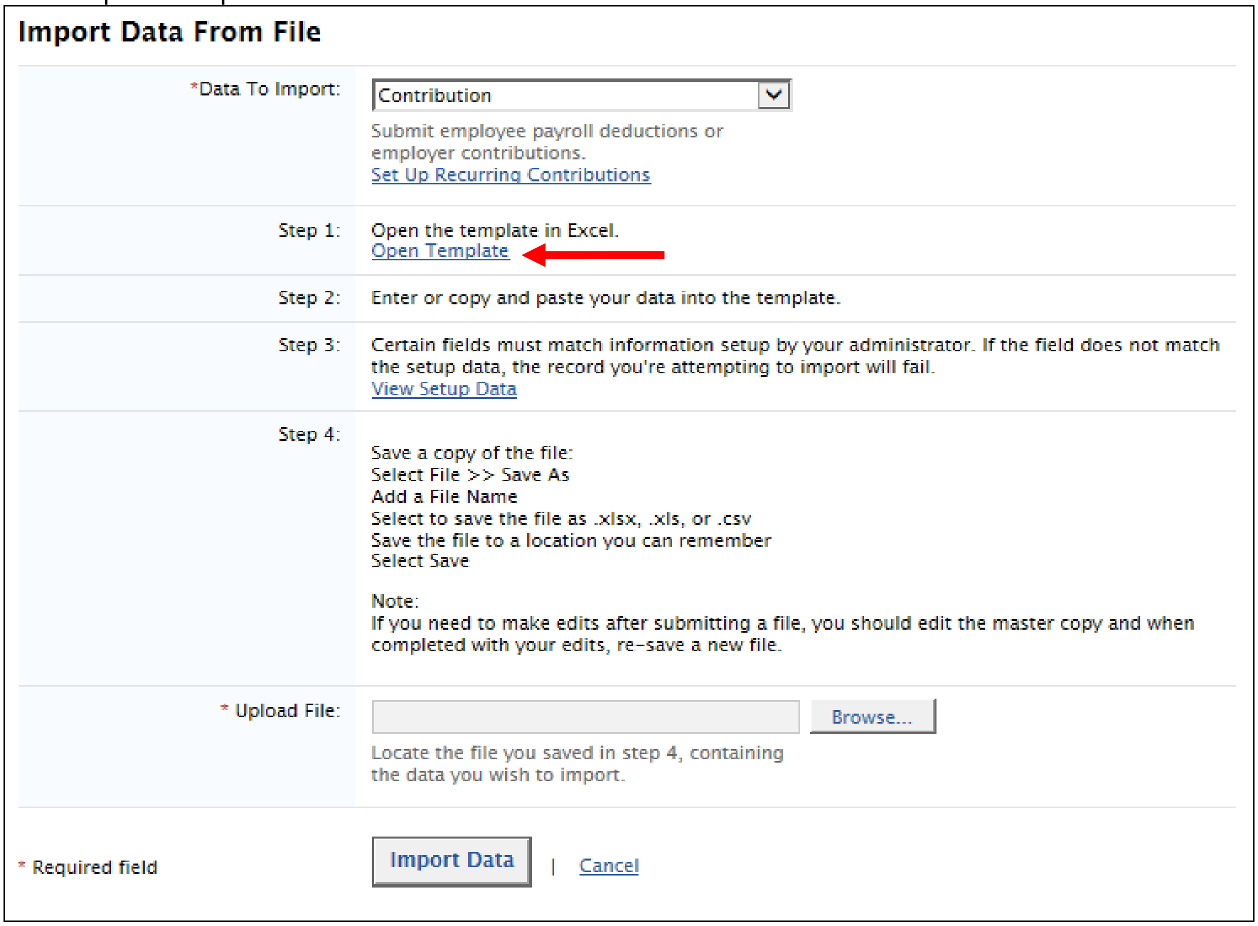
Once on the File Import page, follow the steps below.



1. From the Data to Import dropdown menu, select the file type to import.

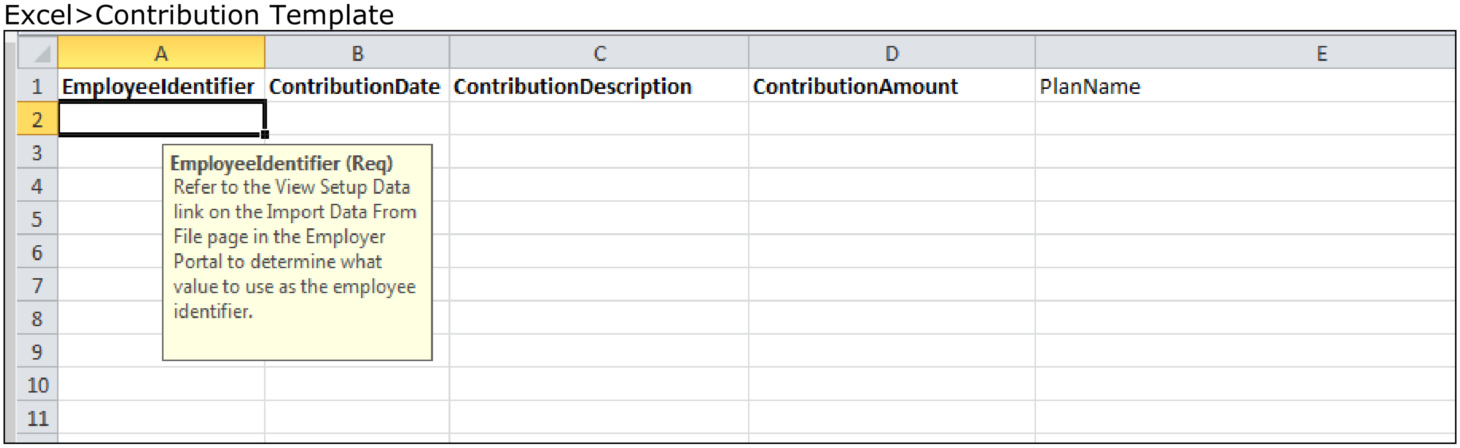


2. Click the Open Template link.



3. Enter data into the template.

Excel>Contribution Template



Note: Each field will show instructions for the date to be added. Fields with a bold heading are required for the import to be successful. It is best practice to use a new template each import, instead of using a previously saved import template.

a. **Employee Identifier:** This is going to be the SSN for the participant. This is how the record on the file matches to the participant in the system.

IMPORTANT! If applicable, Social Security Numbers must have a leading zero. For example, a SSN of 012-34-5678 should display as "012345678" in the file. The file will **not** import a participant record if it is only eight characters.

b. **Contribution Date:** This column is the check date of the payroll period that is being submitted. The date must be formatted as MMDDYYYY and must match a pay date in the system. If not, the file will produce errors.

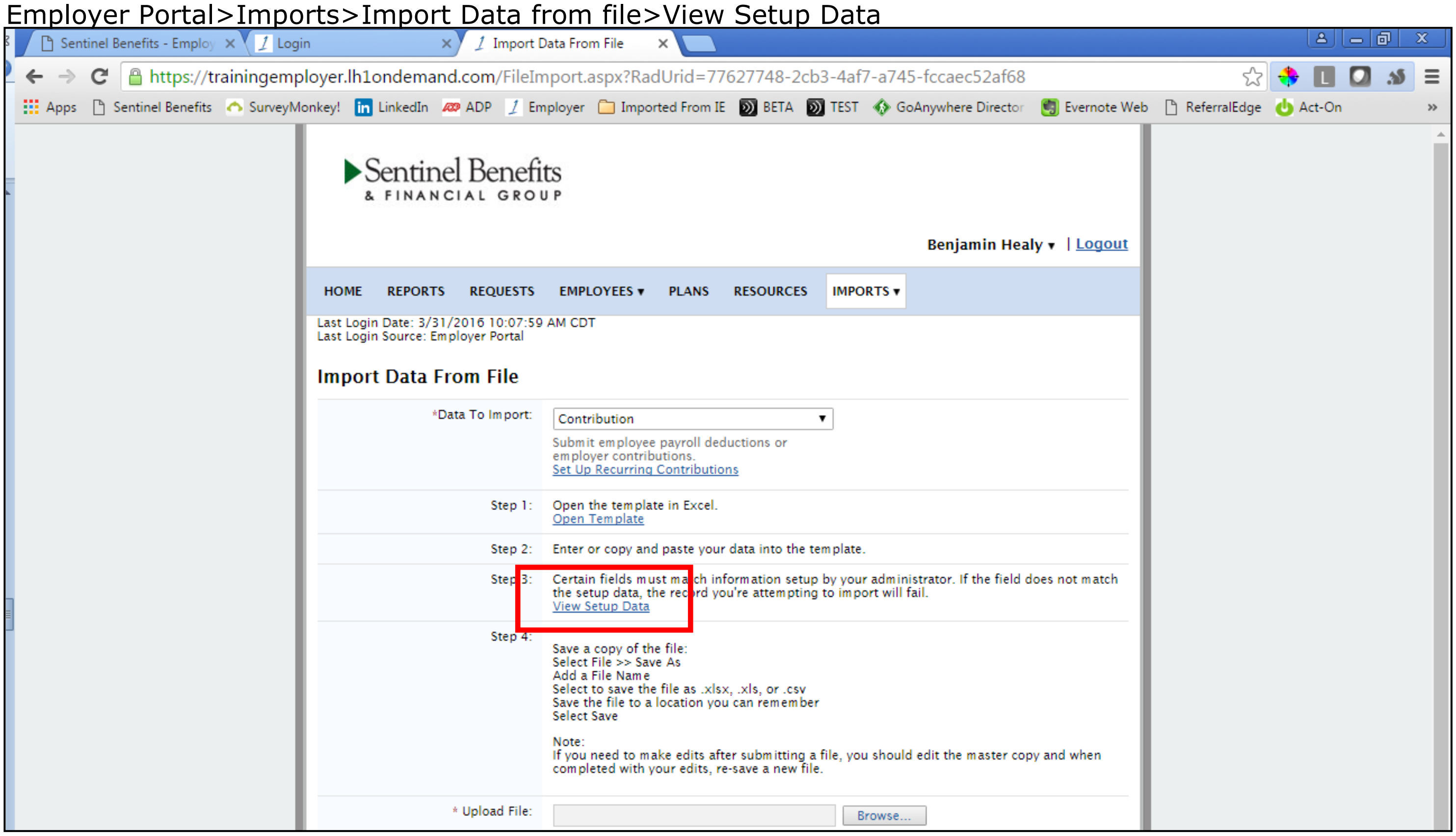
c. **Contribution Description:** The description can either be "Payroll" or "Employer". Payroll indicates that the row is an employee contribution, while "Employer" is used for any employer contributions. If a participant is receiving two contributions (one employee, one employer) for a benefit then they would appear as two separate rows on the excel sheet.

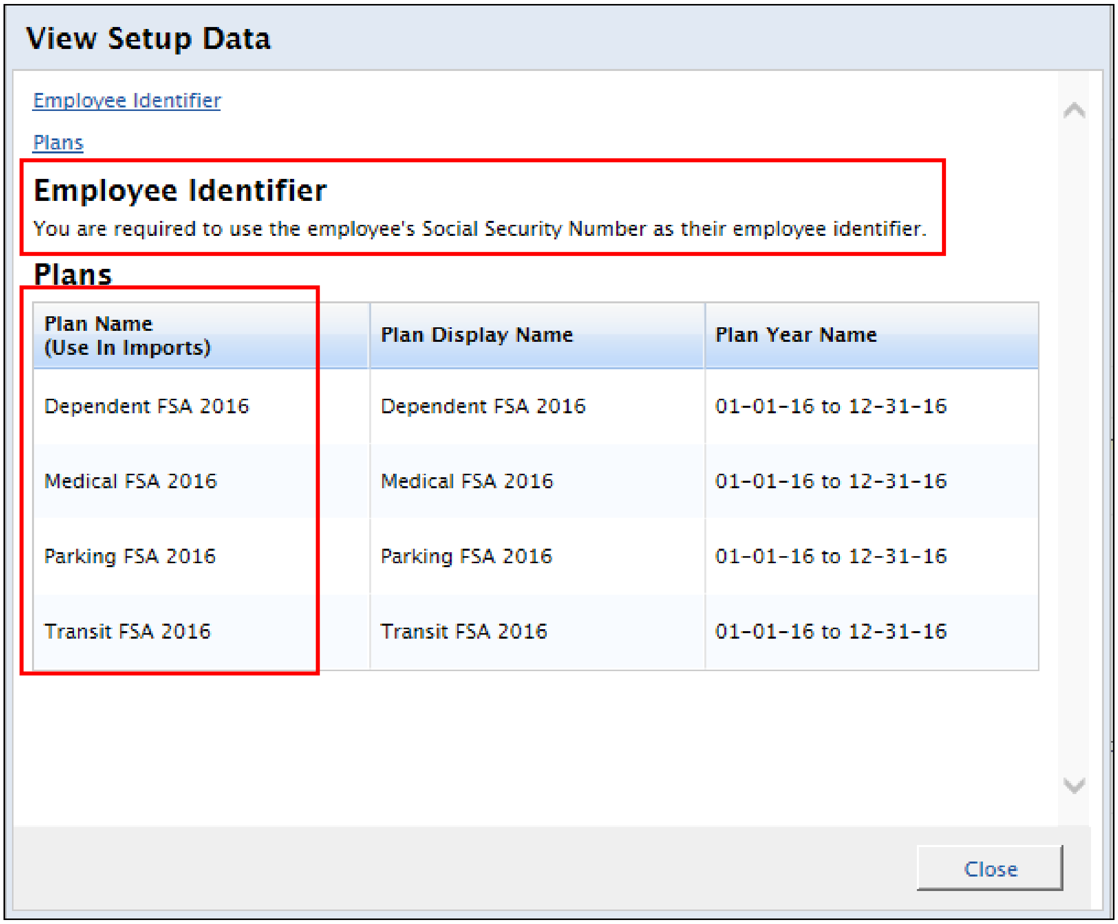
d. **Contribution Amount:** This column is the contribution amount. The amount should have two decimal plans (9999.99) and should **not** include any commas or dollar signs.

e. **PlanName:** Column E indicates which benefit the contribution should be allocated to. Proceed to Step 4 to see how to view the plan names within the system for your plan. The plan name will always be the benefit name (ex: Medical FSA) plus the year of the plan year start date (ex: 01/01/2016). Therefore the plan name would be *Medical FSA 2016.*

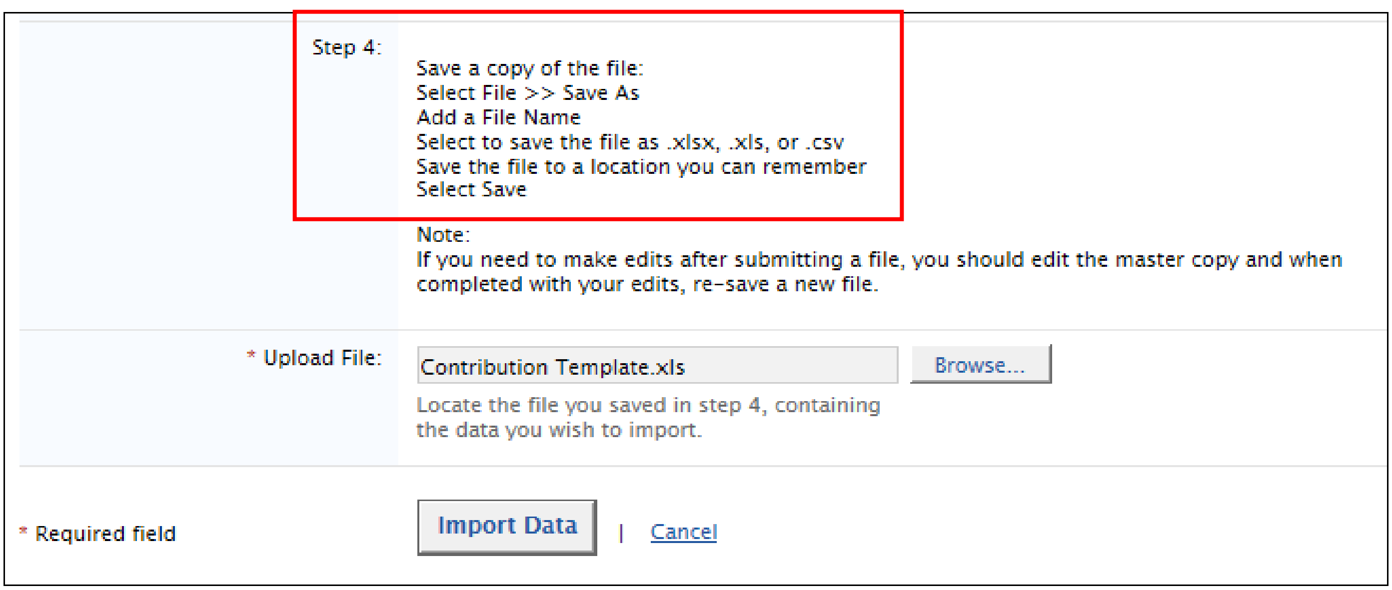
4. Click View Setup Data under Step 3 to get the filed information that will need to match the fields set up by the administrator.

Employer Portal>Imports>Import Data from file>View Setup Data





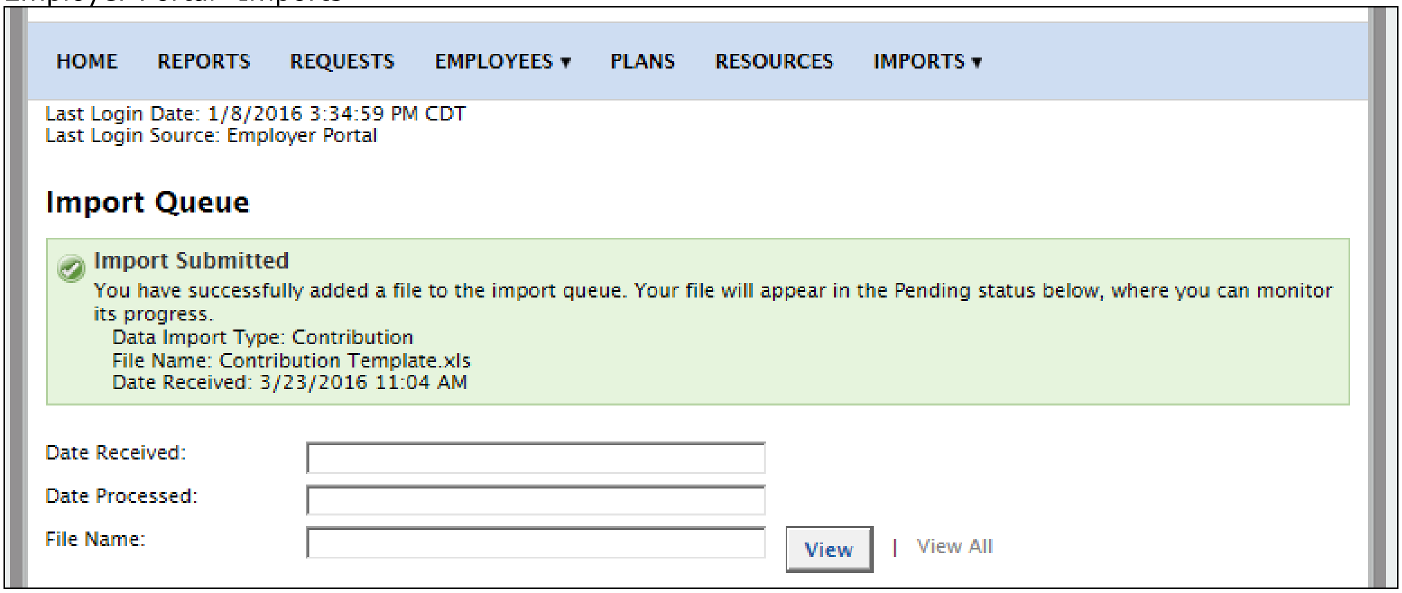
5. Follow the instructions in Step 4 to save the file.



6. Click Browse to locate the saved file and select it.
7. Click Import Data.

If the import is submitted successfully, a confirmation message displays on the Import Queue page.

Employer Portal>Imports

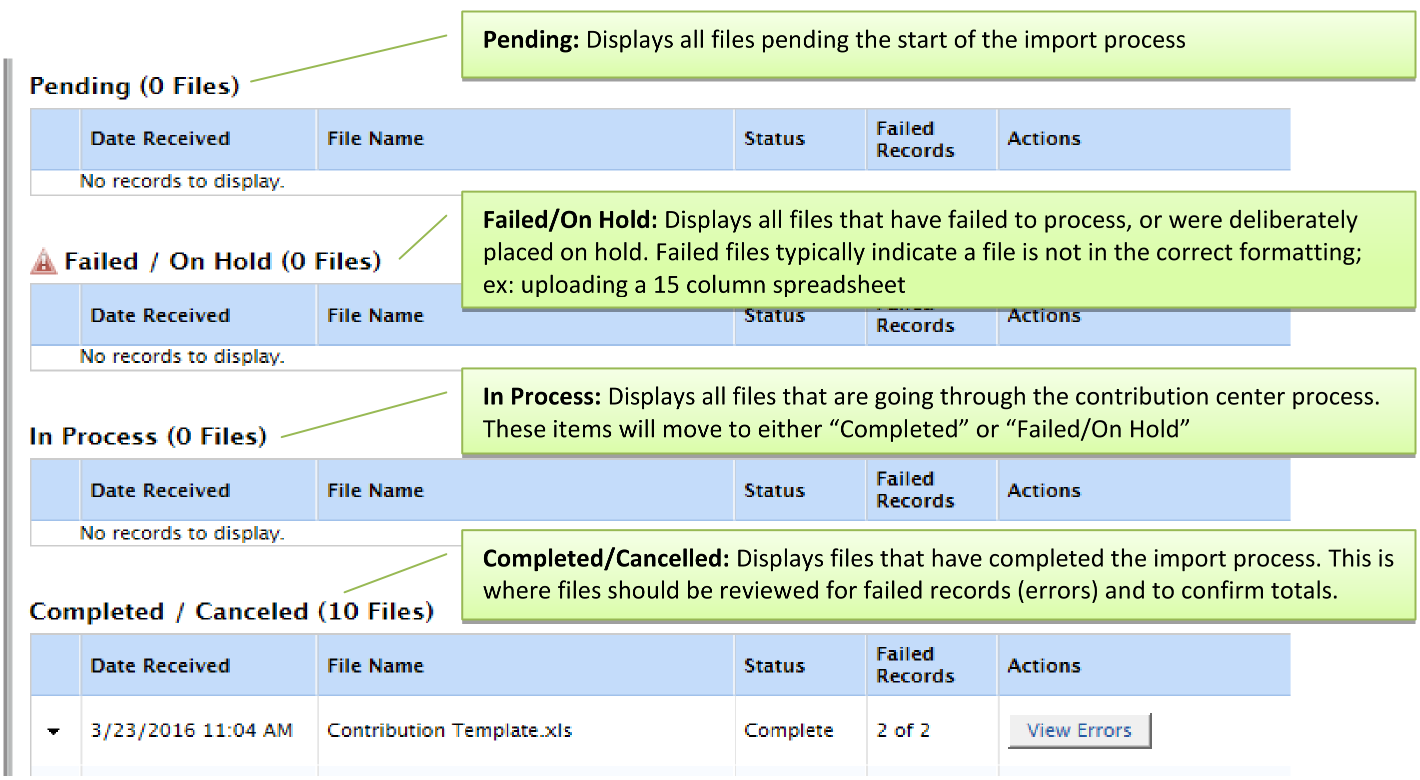


Once the file has completed the Consumer Data Exchanged file process, it displays on the Import Queue of both the Employer Portal and Administrator Portal.

***Note:** The file can still fail and produce errors even upon receiving this confirmation.

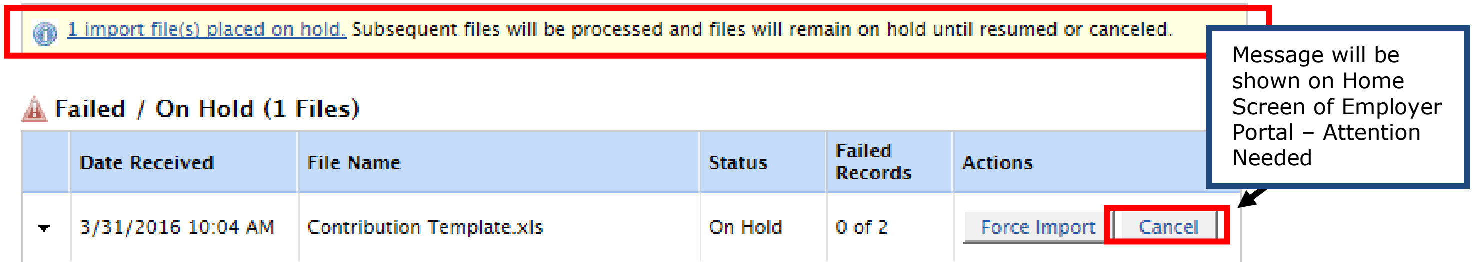
Scroll down or proceed to the Import Queue: *Employer Portal>Imports>Import Queue*

The Consumer Data Exchange Import Queue is separated into four sections.



*__Note:__ If the file has failed or been put on hold, it will appear in the Failed/On Hold section of the Import Queue. <u>You must cancel the file before this file and others can be re-imported</u>. The file will then move into the Completed/Cancelled section with a status of Cancelled.

There is also a "Force Import" option that will import all valid records and exclude any failed or invalid records. It is recommended to <u>**not**</u> use this option and cancel the import all together and resubmit a corrected file to ensure nothing is missed.



Error Handling within the Employer Portal

After Consumer Data Exchange files process into 1Cloud, the Consumer Data Exchange Reports provide details on errors that occurred on the files. Options for correcting the errors depend on the file and the different record types included in the file. Investigation of the error may require reviewing data in 1Cloud and verification with the source of the file data.

Completed / Canceled (10 Files)

	Date Received	File Name	Status	Failed Records	Actions
▾	3/23/2016 11:04 AM	Contribution Template.xls	Complete	2 of 2	View Errors
▾	10/13/2015 8:53 AM	TemplateCsvEmployerPortalBenjaminHealyC	Complete	0 of 22	
▾	10/13/2015 8:47 AM	TemplateCsvEmployerPortalBenjaminHealyC	Complete	0 of 22	
▾	9/21/2015 3:30 PM	TemplateCsvEmployerPortalBenjaminHealyC	Complete	0 of 22	

Contribution (4 Errors/Warnings)

	Record	Participant File Import ID	Field Name	Error	Error Data
⚠	2	012346547	Plan Name	Plan Name Medical FSA 2016 not found.	
⚠	2	012346547	ParticipantFileImportId	ParticipantId with Id 012346547 cannot be found	012346547

Missing Enrollment Info for participant

Missing Demographic Info for participant

Contribution (1 Errors/Warnings)

	Record	Participant File Import ID	Field Name	Error	Error Data
⚠	433	SSN	ParticipantFileImportId	SSN does not match a participant	SSN

Contribution (26 Errors/Warnings)

	Record	Participant File Import ID	Field Name	Error	
⚠	2	SSN	ContributionDate (ContributionDate)	02/12/2016 does not match a scheduled contribution date for Payroll Deduction with the Dependent FSA 2016 plan	SSN

Date on file must match schedule set up on Employer Portal for enrolled benefit

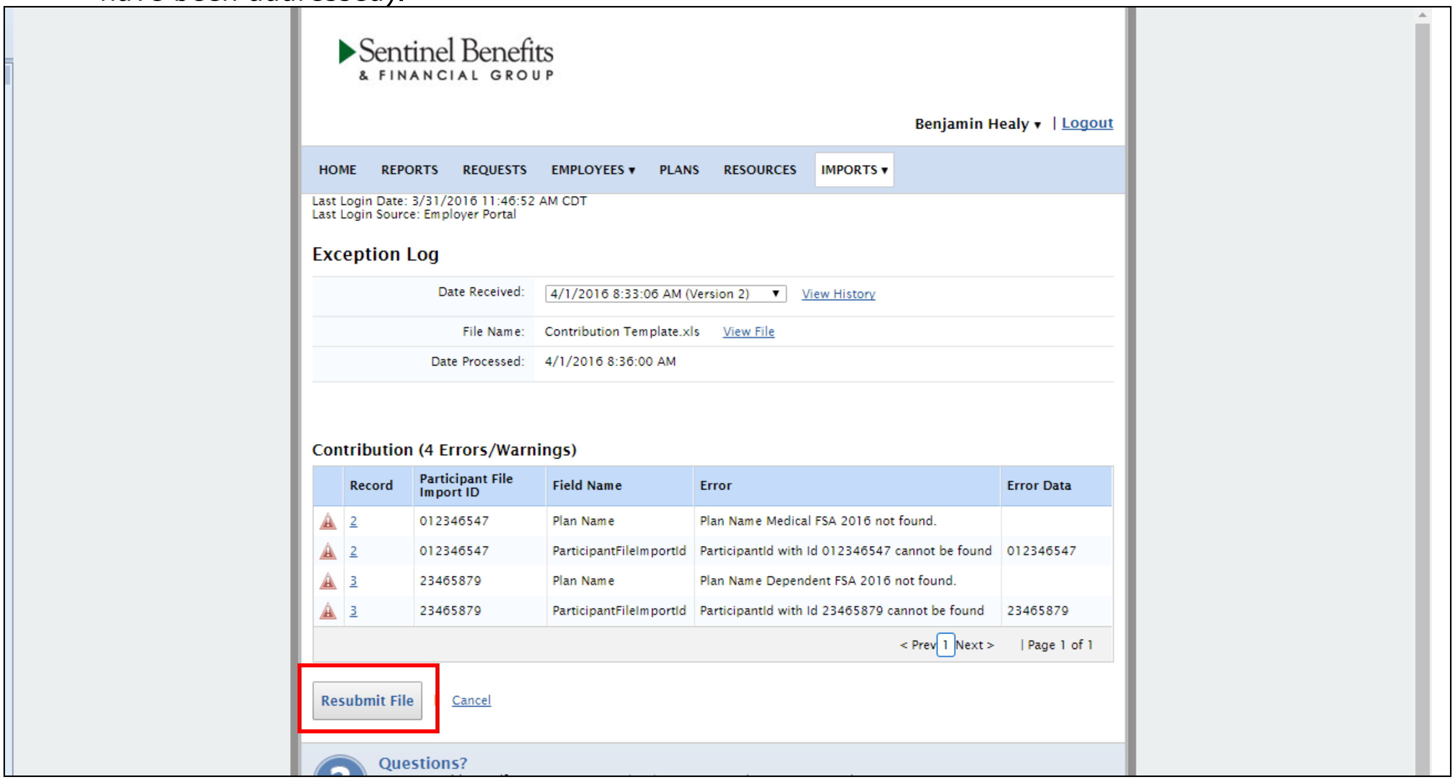
***Note:** Missing Enrollment/Demographic information needs to be entered via Employer Portal before file is resubmitted.

***File Tips to Avoid Errors:** SSN's and Dates should have leading zeroes, do not delete/add any columns, do not reformat header row, and do not include totals at the bottom of the file.

Re-Submitting Files

After errors have been corrected, files can be resubmitted in two ways.

1. **Resubmit File Button:** After selecting "View Errors" from the Import Queue, you can click the "Resubmit File" button to re-queue the file. This will place the original file back into the processing queue to be imported. The file updates any participants already imported (no updates will be made if no data has changed) and adds any additional participant contributions (presuming the errors have been addressed).

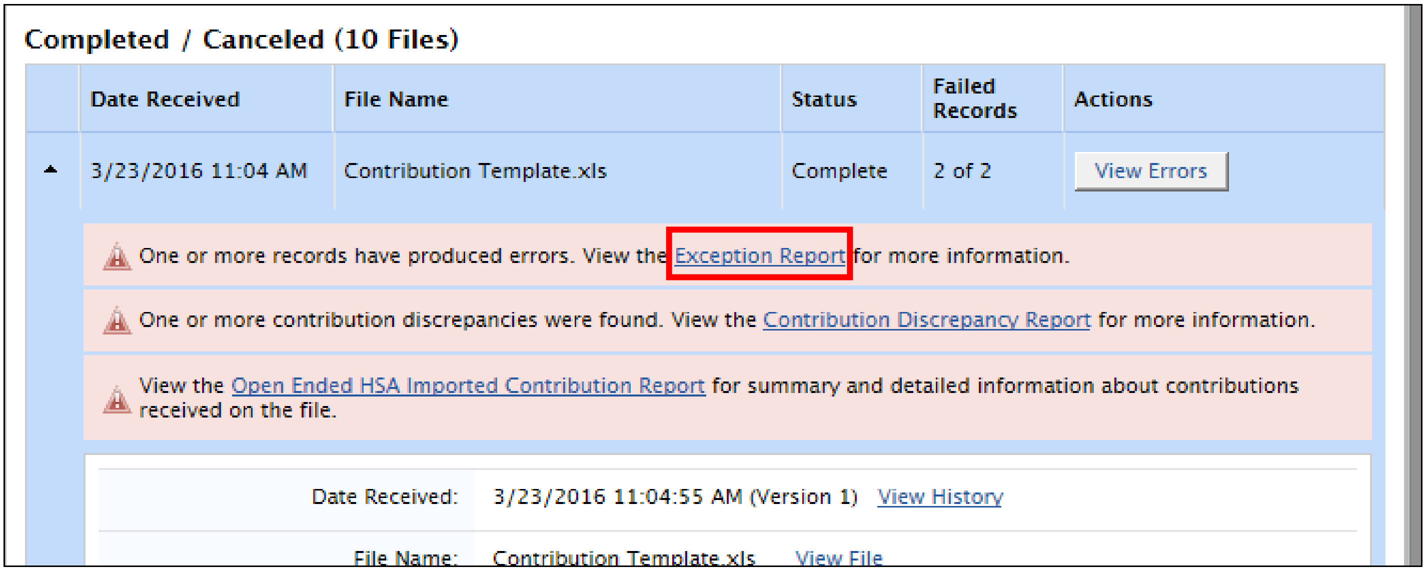


2. **Upload New File:** Once errors have been corrected, a new file can be imported using the steps at the beginning of this guide. A resubmitted file with updated records is treated as a new version of the original file. When a file is resubmitted, the Import Queue page will show the updated file that was imported. For participants successfully imported on the previous file, the data will only update if there are changes – for example you realized a contribution amount should've been different and updated it. For participants that previously had errors, they will be imported and added to that pay date. The queue will show the total of the entire file.

<u>Contribution Discrepancy & Exception Reporting:</u>

Exception Report

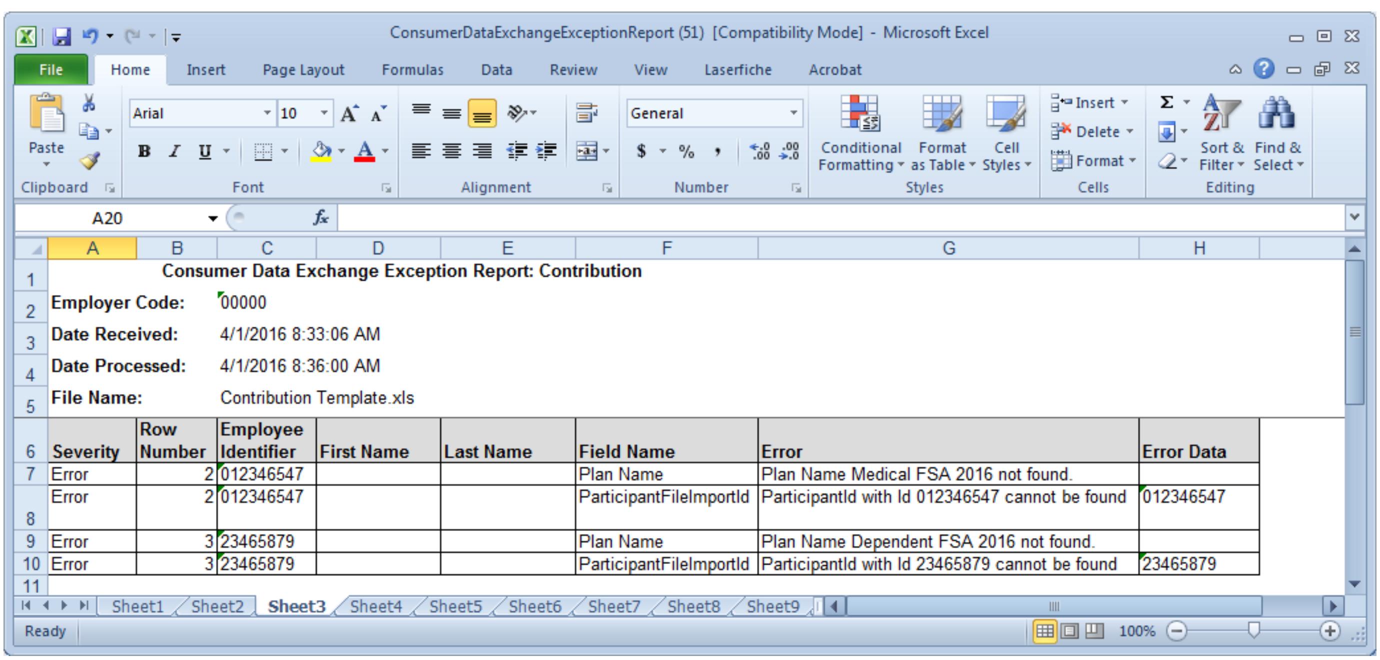
The Exception Report generates in an Excel format and displays all of the exceptions on the file listed by record type. To have any exceptions for a record type, it must have been part of the file.



Note: The pages on the Excel file are unnamed. However, each report has a title in the upper left side of the Excel spreadsheet.

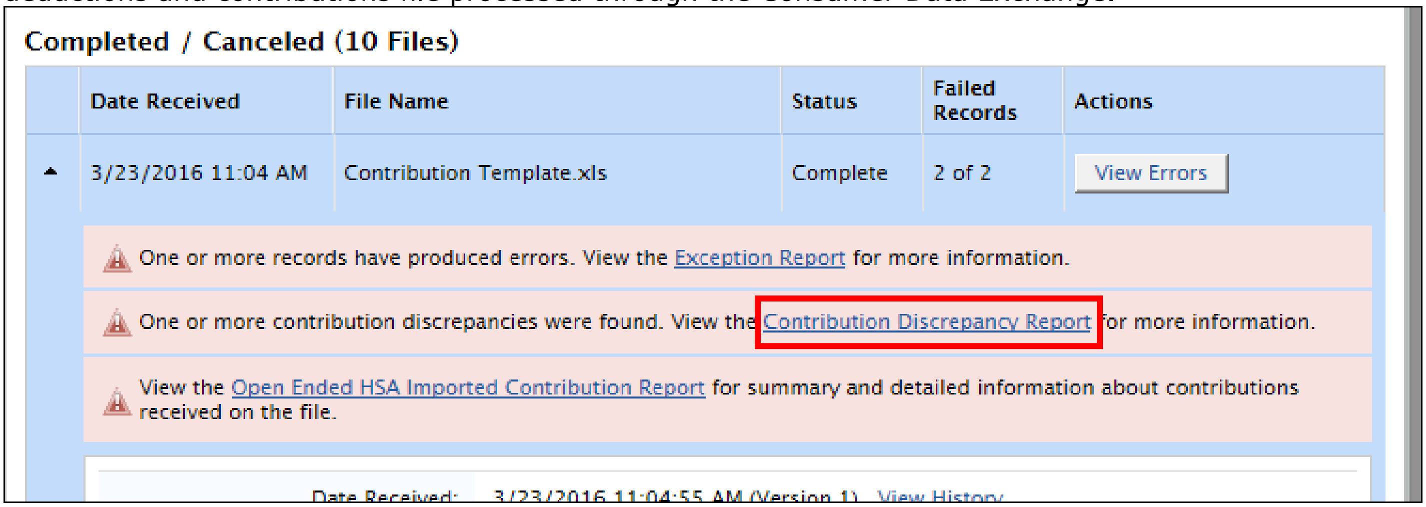
Sheet 3 – Contributions

The third Excel page is the Consumer Data Exchange Exception Report: Contribution. This report page shows any exceptions related to contributions made either by the consumer or the employer.



Contribution Discrepancy Report

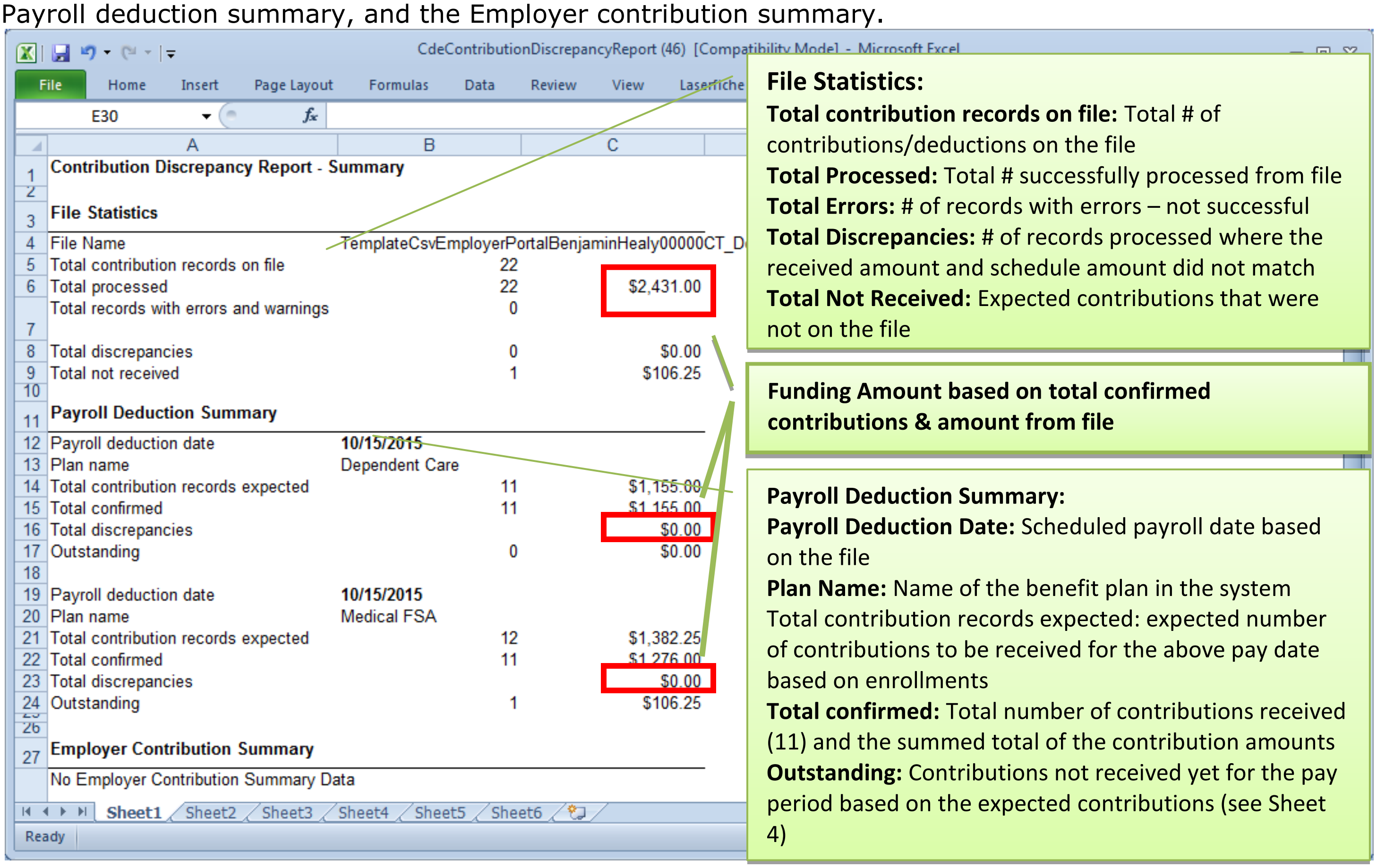
The Contribution Discrepancy Report generates in an excel format and displays information on the deductions and contributions file processed through the Consumer Data Exchange.



Note: The pages on the Excel file are unnamed. However, each report has a title in the upper left side of the Excel spreadsheet.

Sheet 1 – Contribution Discrepancy Report Summary

The first Excel page is the Contribution Discrepancy Report Summary, which displays the file statistics, the Payroll deduction summary, and the Employer contribution summary.



Note: If there are employer contributions included on the file, an "Employer Contribution Summary" will be displayed below the "Payroll Deduction Summary" and provide the same data.

Sheet 2 – Contributions Posted

The second Excel page is the Contribution Discrepancy Report: Contributions Posted. This report page shows any contributions received and pre-posted successfully.

Contribution Discrepancy Report - Contributions Posted

Row Numbe	Participant File Import ID	Identifier	Consumer First and Last Name	Division	Plan Year	Plan	Status	Contribution Type	Contribution Date	Amount
2	123456789	123456789	Participant, Sample 1	Unassigned	7/1/2015 - 6/30/2016	Dependent Care	Active	Payroll Deduction	10/15/2015	$100.00
13	123456789	123456789	Participant, Sample 1	Unassigned	7/1/2015 - 6/30/2016	Medical FSA	Active	Payroll Deduction	10/15/2015	$111.00
11	123456798	123456798	Participant, Sample 10	Unassigned	7/1/2015 - 6/30/2016	Dependent Care	Active	Payroll Deduction	10/15/2015	$109.00
22	123456798	123456798	Participant, Sample 10	Unassigned	7/1/2015 - 6/30/2016	Medical FSA	Active	Payroll Deduction	10/15/2015	$120.00
12	123456799	123456799	Participant, Sample 11	Unassigned	7/1/2015 - 6/30/2016	Dependent Care	Active	Payroll Deduction	10/15/2015	$110.00

Sheet 3 – Contribution Discrepancies

The third Excel page is the Contribution Discrepancy Report: Contribution Discrepancies. This report page shows any exceptions related to records that have contribution discrepancies (ex: received amount is higher than scheduled amount).

Contribution Discrepancy Report - Contribution Discrepancies

Employee Identifier	Identifier	Name	Plan Year	Plan	Division	Status	Contribution Type	Contribution Date	Scheduled Amount	Received Amount	Difference
123456789	123456789	Healy, Ben	01-01-16 to 12-31-16	Medical FSA 2016	Unassigned	Active	Payroll Deduction	2/18/2016	$38.45	$23.07	($15.38)

***Action: Review to confirm if enrollment amount matches your records on the Employer Portal.** (Employees>Select Employee>Enrollments)

Sheet 4 – Contributions Not Received

The fourth Excel page is the Contribution Discrepancy Report: Contributions Not Received. This report page shows any exceptions related to contributions that have not been received. This list will only be for the deductions/contributions dates listed in the file.

Contribution Discrepancy Report - Contributions Not Received

Employee Identifier	Identifier	Name	Plan Year	Plan	Division	Status	Confirmation Status	Contribution Type	Contribution Date	Scheduled Amount	Received Amount	Difference
999999999	999999999	Riordan, Scott	7/1/2015 - 6/30/2016	Medical FSA	Unassigned	Active	Not Confirmed	Payroll Deduction	10/15/2015	$106.25		

***Action: Review if participant should have been included on file. If EE is terminated or on leave of absence, update status on the Employer Portal.** (Employees>Select Employee>Status)

Sheet 5 – Contribution Errors and Warnings

The fifth Excel page is the Contribution Discrepancy Report: Contributions Errors and Warnings. This report page shows any exceptions related to contribution records with errors and warnings.

Contribution Discrepancy Report - Contribution Errors and Warnings

Severity	Row Number	Participant File Import ID	Plan Name	Record Type	Contribution Date	Amount	Field Name	Error Description	Error Data
Error	2	123456789	Medical FSA 2016	CT	1/14/2016	$48.56	ParticipantFileImportId	123456789 does not match a participant	123456789

***Action: Correct Issues. For more details, refer to "Error Handling within Employer Portal" (Page 9).**

Sheet 6 – Unrecognized Records

The sixth Excel page is the Contribution Discrepancy Report: Unrecognized Records. This report page shows any exceptions related to unrecognized records that 1Cloud could not identify.

	A	B
1	**Contribution Discrepancy Report - Unrecognized Records**	
2	**Row Number**	**Unrecognized Record**
3		

Open Ended HSA Import Contributions Report

The Open Ended HAS Imported Contribution Report displays a count of all the HSA contributions in the file, number of contributions processed, and any errors or warnings that occurred. The report also includes all unrecognizable records received on the file.

Sheet 1 – Open Ended HSA Import Contribution Report Summary

The first Excel page is the Open Ended HSA Import Contribution Report Summary, which displays statistics, the Payroll deduction summary, and the Employer contribution summary.

	A	B	C
1	**Open Ended HSA Imported Contribution Report - Summary**		
2			
3	**File Statistics**		
4	File Name	Recurring Contribution	
5	Total contribution records on file	4	$400.00
6	Total processed contributions	4	$400.00
7	Total records with errors and warnings	0	$0.00
8			
9	**Payroll Deduction Summary**		
10	Payroll deduction date	**1/18/2015**	
11	Total processed	2	$240.00
12			
13			
14	**Employer Contribution Summary**		
15	Employer contribution date	**1/18/2015**	
16	Total processed	2	$160.00
17			

Sheet 2 – Open Ended HSA Import Contribution Report – Contributions Processed

The second Excel page is the Open Ended HSA Import Contribution Report – Contributions Processed. This report page shows any exceptions related to all contributions successfully loaded by CDEx for an open-ended HSA.

1	**Open Ended HSA Imported Contribution Report - Contributions Processed**								
2	**Row Number**	**Employee Identifier**	**Identifier**	**Name**	**Division**	**Status**	**Contribution Type**	**Contribution Date**	**Amount**
3	1	0003681663	0003681663	Smith, John	Unassigned	Active	Payroll Deduction	1/18/2015	$125.00
4	2	0003787479	0003787479	Smith, John	Unassigned	Active	Payroll Deduction	1/18/2015	$115.00
5	3	0003681663	0003681663	Smith, John	Unassigned	Active	Employer Contribution	1/18/2015	$75.00
6	4	0003787479	0003787479	Smith, John	Unassigned	Active	Employer Contribution	1/18/2015	$85.00

Sheet 3 – Open Ended HSA Import Contribution Report – Contribution Errors and Warnings

The third Excel page is the Open Ended HSA Import Contribution Report – Contribution Errors and Warnings. This report page shows any exceptions related to records not processed.

	A	B	C	D	E	F	G	H	I	J
1	Open Ended HSA Imported Contribution Report - Contribution Errors and Warnings									
2	Severity	Row Number	Employee Identifier	Record Type	Contribution Date	Amount	Field Name		Error Description	Error Data
3										
4										

Sheet 4 – Open Ended HSA Import Contribution Report – Unrecognized Records

The fourth Excel page is the Open Ended HSA Import Contribution Report – Unrecognized Records. This report page shows any exceptions related to unrecognized records that 1Cloud could not identify.

	A	B
1	Open Ended HSA Imported Contribution Report - Unrecognized Records	
2	Row Number	Unrecognized Record
3		
4		
5		