

# **Institutional Advisors**

# PayWeb User Guide General Navigation

This user guide is designed to provide a thorough walk-through of the user navigation of PayWeb for plan sponsors, administrators, and third-party administrators. More in-depth guides and training on individual functions are available through our library of Quick Reference Guides.

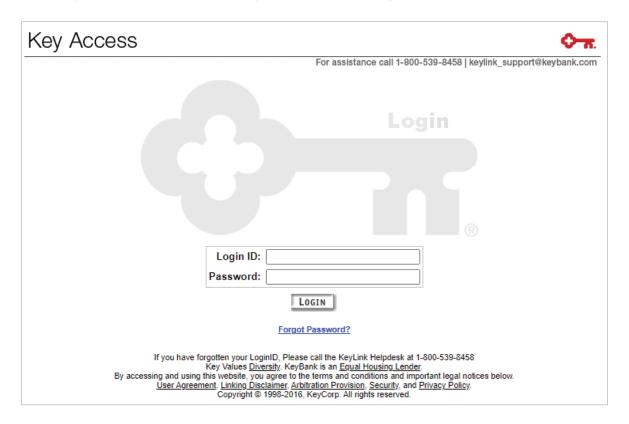
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## 1. PayWeb Login Screen

On this login screen, you will enter your login information, including your user name and password.





## 2. PayWeb Home Screen

#### Master File

- Pay Group List: Takes the user to the Pay Group(s) available to the user
- Payee List: Takes the user to the Payees in the Pay Group(s) available to the user
- Installment List: Takes the user to recurring Installments setup in the Pay Group(s) available to the user
- Payment List: Takes the user to Payments that are in-process/in Held status pending release
- Check List: Takes the user to the Check/EFT records for Payees in the Pay Group(s) available to the user

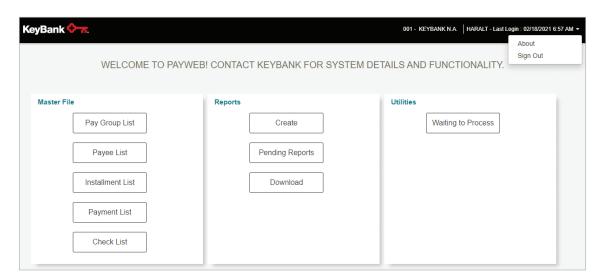
#### Reports

- Create: The user can create reports from a list of available adhoc/on-demand reports
- Pending Reports: The user can see a list of adhoc/on-demand reports that have been requested and are pending release
- Download: The user can download adhoc reports or monthly reporting package reports

#### Utilities

- Waiting to Process: Shows the status of Reverse Checks that have been requested.

As the user logs into the system, they will see system messages above the menu items.



#### PayWeb Status Bar

The Status Bar is at the top of the PayWeb screen and is available from all PayWeb screens. Top Status Bar reflects current environment:

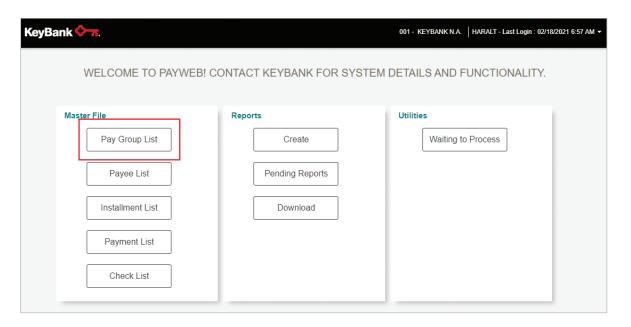
- Current Company (always 001-KEYBANK N.A.)
- User ID
  - Last login date and time are now displayed alongside the User ID for added security
- Sign Out

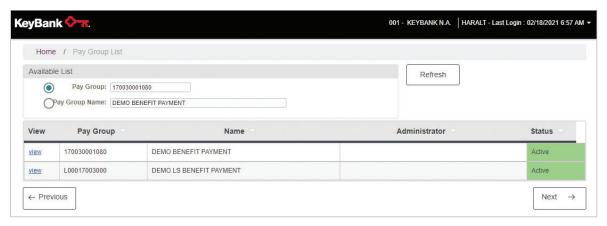


## 3. PayWeb Master Files

## PayWeb Master File List Navigation - Pay Group Example

Clicking on the Pay Group List on the Master File on the Home Page goes directly to the List screen.





- Clicking on View in the leftmost column of any record will open that record.
  - Double clicking anywhere on a row will open the record as well.

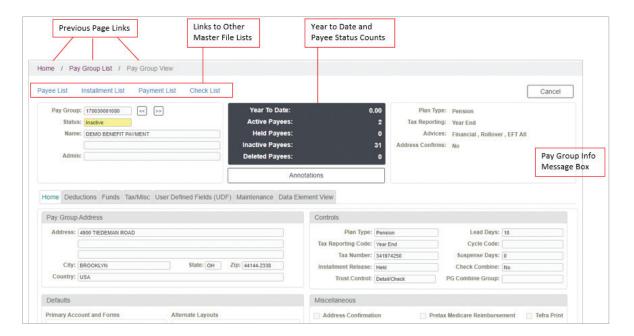
The Next/Previous (retrieve more data) feature of the list screen is located at the bottom right/left of the list. Arrow forward on bottom right retrieves the next set of data to the list, and arrow back on bottom left retrieves previous set of data to the list.

The List screen columns are available to sort if the column header has a visible caret next to the column name. This will sort the list for the records displayed in the list, not the entire Master File.



# 4. Pay Group View - Home

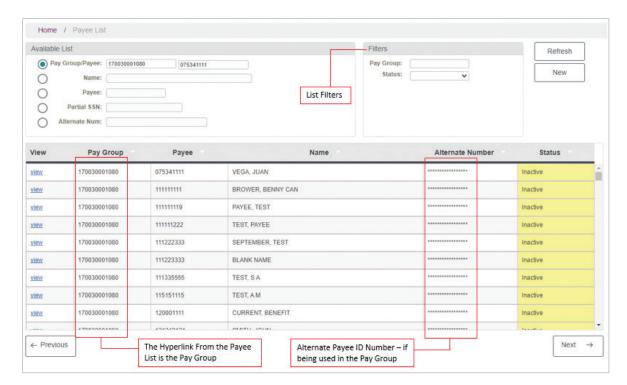
- The Pay Group View screen has scroll functionality to previous/next Pay Groups that the user has access to.
- The Message box in top right of Header reflects Pay Group configuration data.
- The ability to move to the Payee, Installment, Payment, and Check Lists is available from the Pay Group records by utilizing the links at the top left of the screen.





## 5. PayWeb Payee List

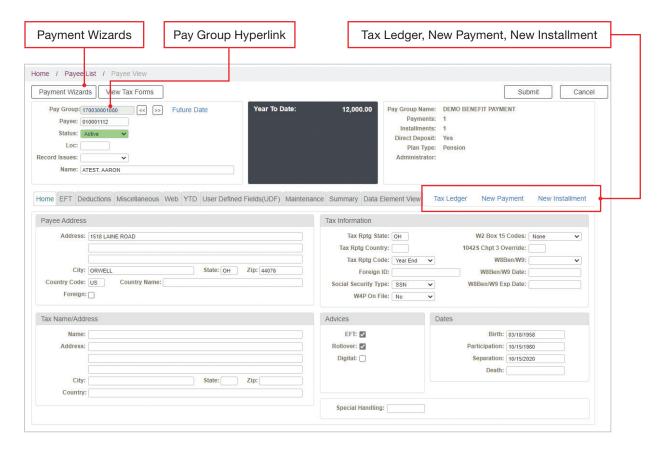
- The Payee List screen provides a hyperlink to jump to the record in the Master File indicated by column header. Hyperlinks from the list screen are indicated when an underline appears while hovering over a Master File record.
  - In the Pay List example below, the hyperlink jumps to the Pay Group.
- The List filters on the top right side of the list screen, provide the ability to filter the list by Pay Group or Status (i.e., Active, Held, Inactive, Deleted).
- Click the Refresh button in the top right corner to proceed with search
- Clicking on View in the leftmost column of any record will open that record.
  - Double clicking anywhere on a row will open the record as well.
- If Payee ID/Alternate Numbers are being used in the Pay Group:
  - The Available List section allows access to these Alternate Indexes.
  - The Payee List screen includes the Alternate Number. If prohibited by Omni Pay security, this field will display as all asterisks.





## 6. PayWeb Payee View

- The Payee View screen is a hub to access every record associated with a Payee.
- The Summary tab from the Payee view offers hyperlinks to the Installment, Payment, and Check files.
- Payee View features:
  - Payment Wizard button (KeyBank instance of PayWeb does not use this function)
  - Tax Ledger, New Payment, and New Installment Links
- The Message box on the top right contains information about the Payee and the type of Plan they are in.

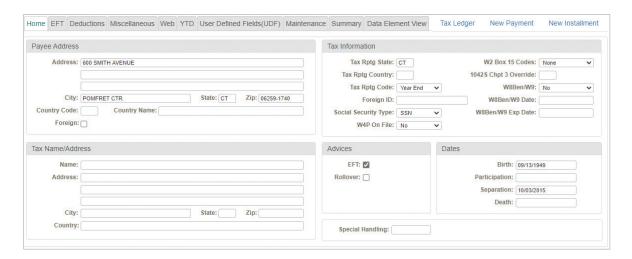


The tabs provide access to specific payee details.

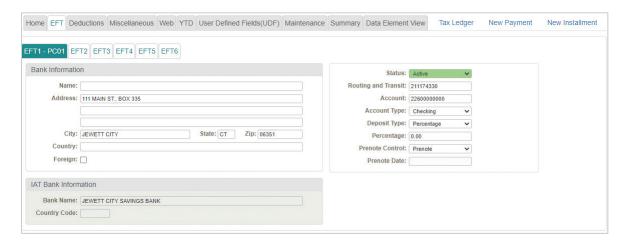
Changes, such as updating for a new address, are simply done by typing over the existing information and clicking the **Submit** button. If the change is to be effective at a future date, select the **Future Date** button at the top of the screen to enter the effective date of the change. Then update the data you want to change, and click the **Submit** button.



• The **Home** tab: Shows payee address and tax address, tax information, and dates: birth, participation, separation, and death. If the payee address change involves a move to another state, make sure the Tax Rptg State field is updated for the state abbreviation.

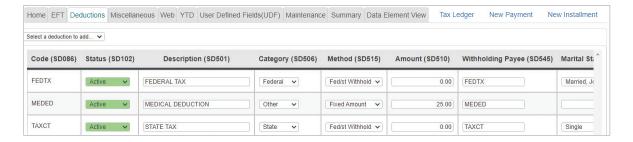


• The **EFT** tab: Shows EFT instructions to be used for installment payments – if applicable. Note that to change EFT instructions, you "inactivate" the current instructions and open a new EFT tab (such as EFT2) and update for the new instructions. Make sure to "activate" the new instructions.

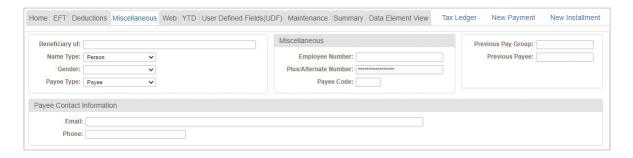




The **Deductions** tab: Shows the deductions used for this payee. Note that if you have a payee
address change where the payee is moving to another state and a new state withholding is needed
to be setup, you should select the new state withholding via the drop down menu (once you have
updated the payee's address).



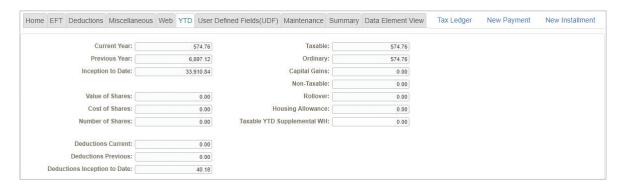
• The Miscellaneous tab: Use this tab to update the payees phone number and email address.



• The Web tab: Shows login information for the payee's PayeeWeb portal access.

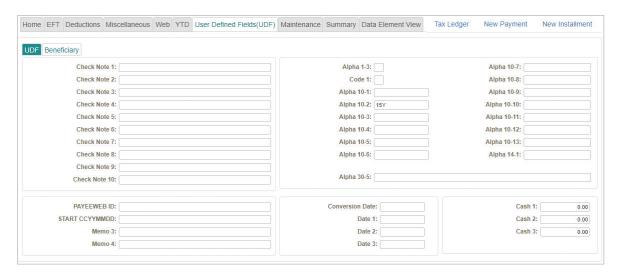


• The YTD tab: This tab shows the user's year-to-date gross totals and tax information.

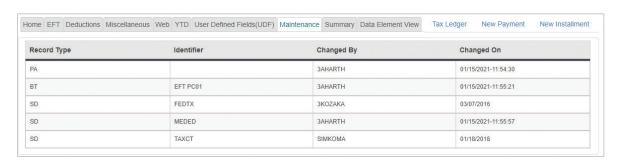




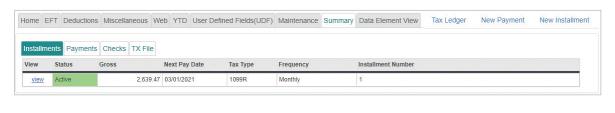
• The **User Defined Fields** tab: The only field used within this tab is the **Start CCYYMMDD** field. This field is used for the mailing of credentials to the payee for access to the PayeeWeb portal.



• The Maintenance tab: Shows when the installment record was created or edited by which user.

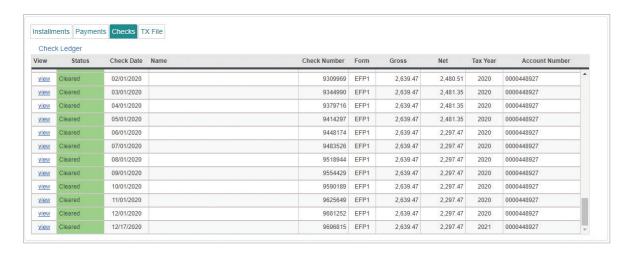


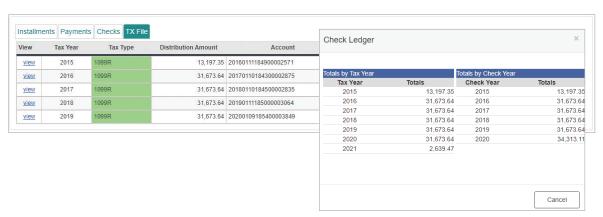
• The **Summary** tab: Shows the installments, payments (lump sum, retros, off-cycles, etc.), and check/ EFT history. It also shows the payee's historic tax records.

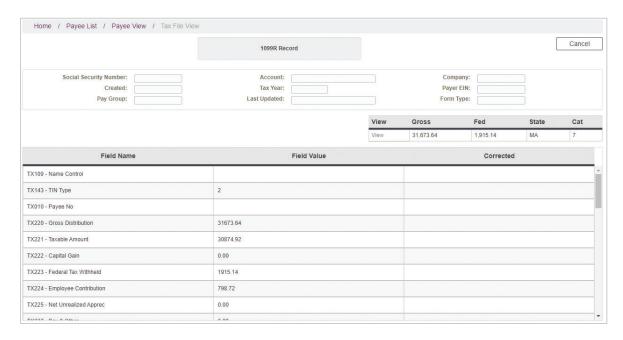






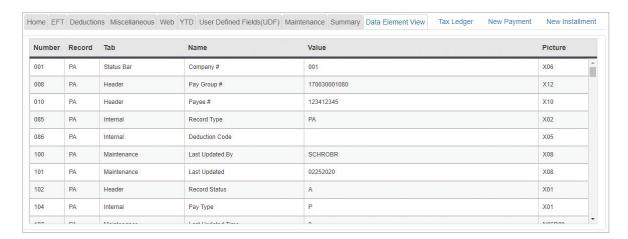






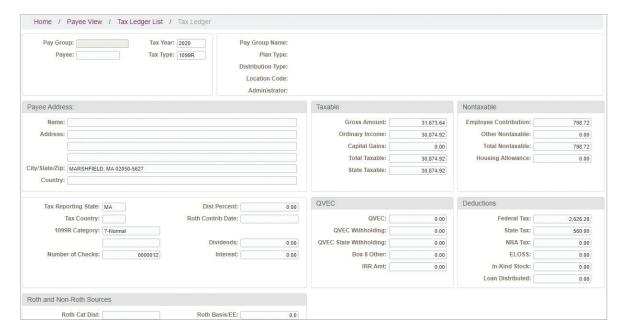


• The **Data Element** tab: Shows a listing of all the data elements for the payee.

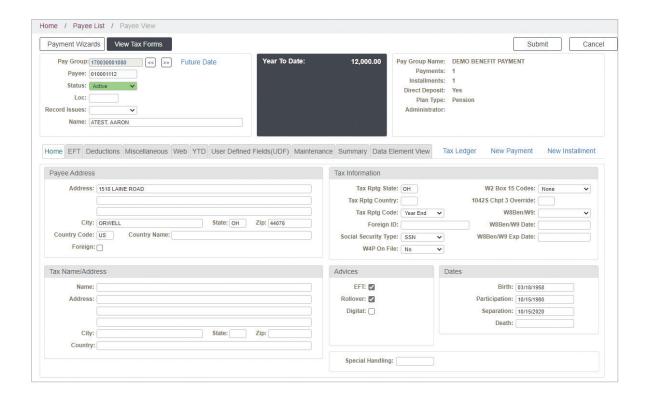


The Payee View screens also provide access to the payee's tax ledger.









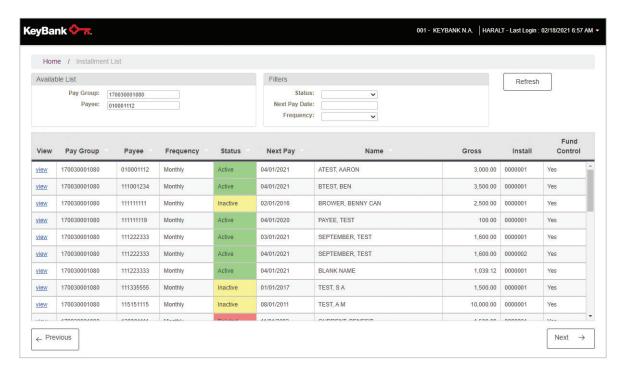
Clicking on View Tax Forms on the Payee View screen will bring up a list of tax forms that you can
download. These are the tax forms (generally 1099-R) that KeyBank has filed. Selecting a tax form
will open a copy of the tax form filed by KeyBank for the payee. Note that there may be more than
one copy of a specific tax form if corrections needed to be made, so select the most recent date for
any given tax year.





## 7. PayWeb Installment List

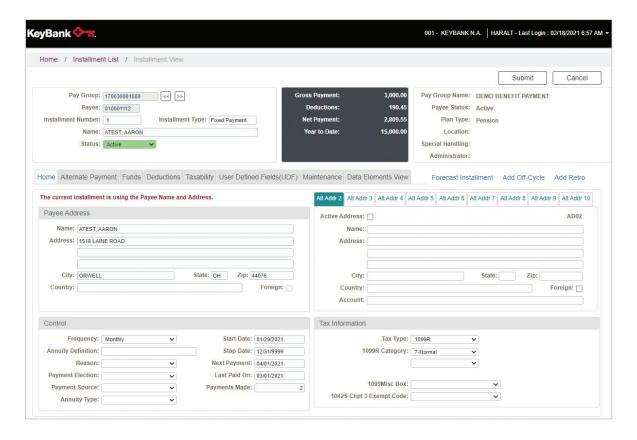
- The Installment List screen displays recurring/installment payments setup in the system for payees.
   This screen provides hyperlinks to jump to the installment record indicated by column header.
  - In the below example, the hyperlink jumps to the Pay Group and Payee.
- Clicking on View in the leftmost column of any record will open that record.
  - Double clicking anywhere on a row will open the record as well.
- The Available List in the top left corner of the Installment List Screen provides the ability to search for an installment by:
  - Pay Group and Payee ID
- Click the Refresh button in the top right corner to proceed with search
- The Filters in the top center of the Payment List Screen provide the ability to filter the list by Status, Process Date, or Payment Type.
- Click the Refresh button in the top right corner to proceed with a search.





## 8. PayWeb Installment View

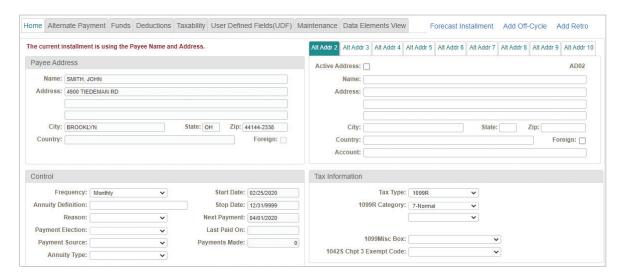
- The Installment View screen contains the address, tax information, and installment distributions for the installment in view for the payee selected.
- The gray center panel shows the Installment Header information: Gross Payment, Deductions, Net Payment, and Year-to-Date amounts.



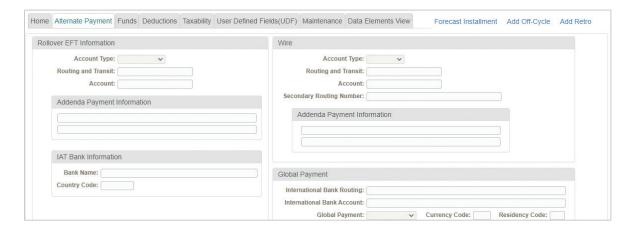


The tabs provide access to specific installment details:

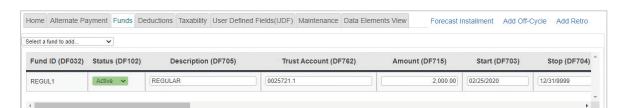
• The **Home** tab: Shows Payee Address including alternate addresses and tax information as well as control information such as payment frequency, start and stop dates, and annuity type.



The Alternate Payment tab: Shows EFT or wire instructions – if applicable.



• The **Funds** tab: Shows the fund source within the Pay Group for the installment, including amount and start and stop dates.

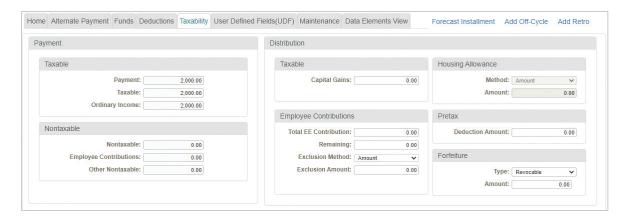




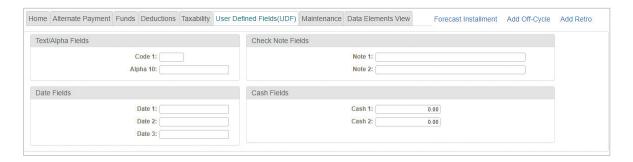
 The **Deductions** tab: Shows the deductions, such as medical insurance and Federal and State tax withheld.



• The **Taxability** tab: Shows details around the taxability of the installment payment.



• User Defined Fields tab: these UDF fields should only be used by KeyBank!

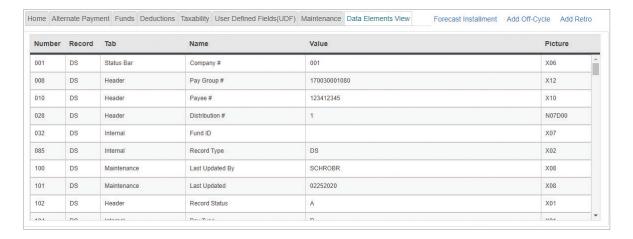




• The Maintenance tab: Shows when the installment record was created or edited by which user.



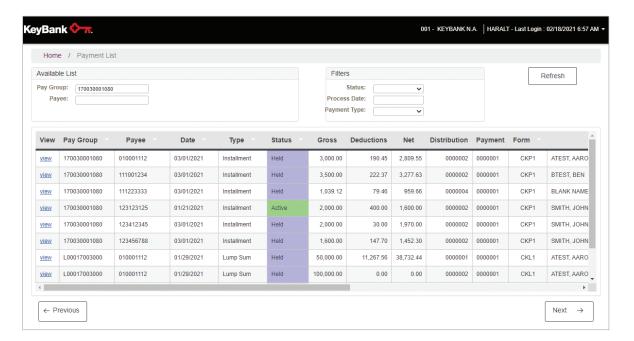
The Data Elements View tab: Shows a listing of all the data elements for the installment.





## 9. PayWeb Payment List

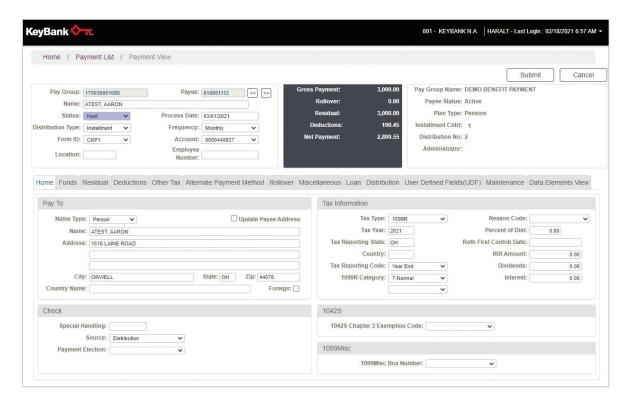
- The Payment List screen displays payments that are in process (i.e., that have not yet been released). This screen provides hyperlinks to jump to the payment record indicated by column header.
  - In the below example, the hyperlink jumps to the Pay Group and Payee.
- Clicking on View in the leftmost column of any record will open that record.
  - Double clicking anywhere on a row will open the record as well.
- The Available List in the top left corner of the Payment List Screen provides the ability to search for a payment by:
  - Pay Group and Payee ID
- Click the Refresh button in the top right corner to proceed with search
- The Filters in the top center of the Payment List Screen provide the ability to filter the list by Status, Process Date, or Payment Type.
- Click the **Refresh** button in the top right corner to proceed with a search.





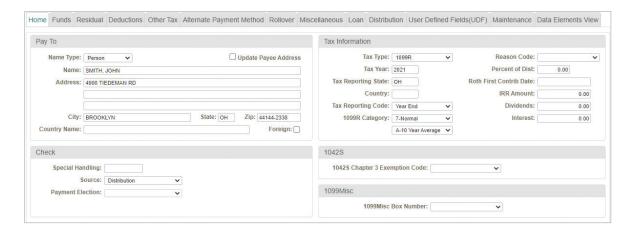
## 10. PayWeb Payment View

- The Home screen contains the address, tax information, and payment distribution instructions.
- The gray center panel shows the Installment Header information: Gross Payment, Deductions, and Net Payment.



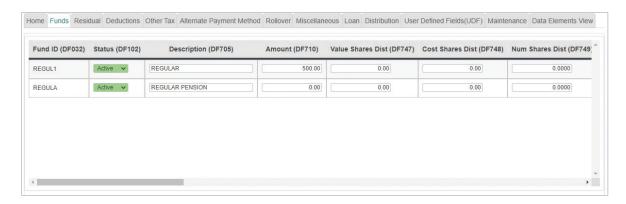
The tabs provide access to specific payment details:

• The **Home** tab: Shows the installment payment address.

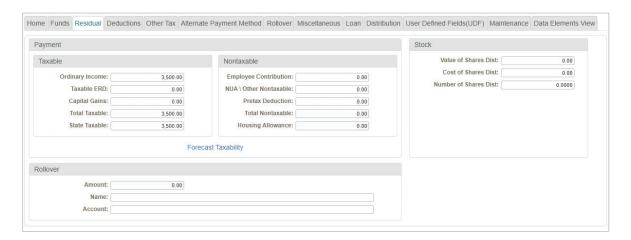




The Funds tab: Shows the fund source within the Pay Group for the payment.



The Residual tab: Shows details around the taxability of the payment.

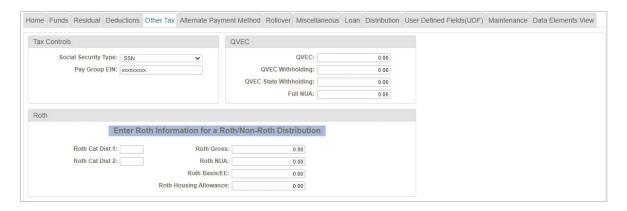


• The **Deductions** tab: Shows the deductions, such as medical insurance and Federal and State tax withheld. The Compute button will calculate and update the Federal and State withholding amounts based on the marital status and exemptions.

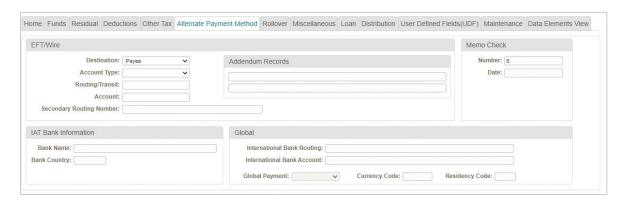




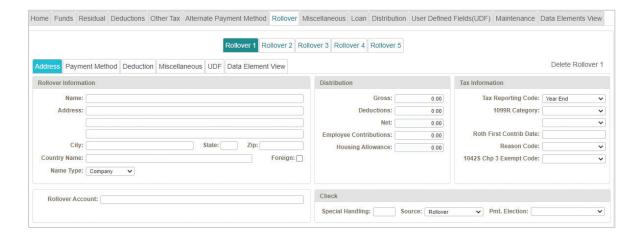
The Other Tax tab: Additional information related to the taxability of the payment.



• The Alternate Payment tab: Shows EFT or wire instructions – if applicable.

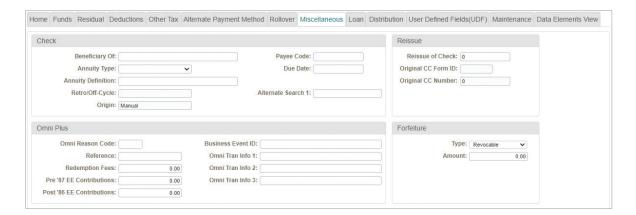


- The Rollover tab: If the payment is a rollover...
- The Rollover tab has sub-tabs covering address, payment method, deduction, miscellaneous, UDF, and Data Elements View.

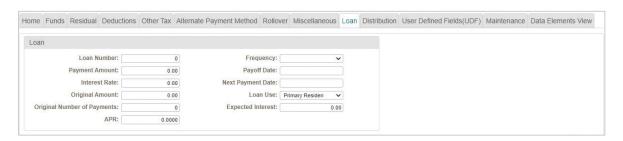




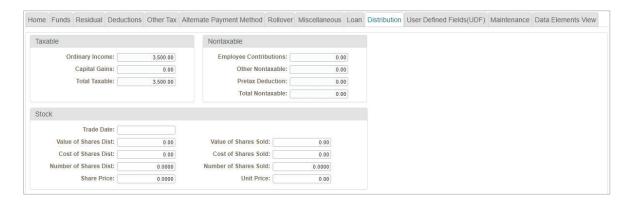
 The Miscellaneous tab: Additional details for this payment including information about retro, off-cycle, or reissue.



• The Loan tab: Only if the distribution includes a loan.

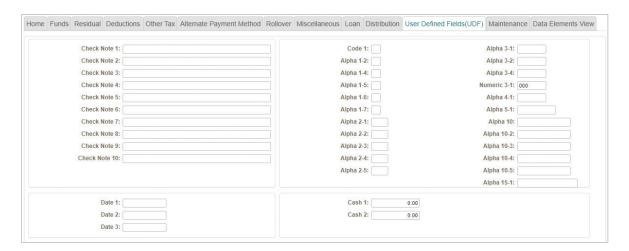


• The **Distribution** tab: Includes more information around the taxability of the payment. Also includes stock/securities information if this is part of the payment.

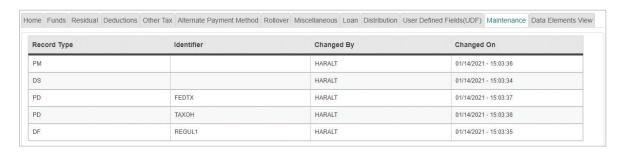




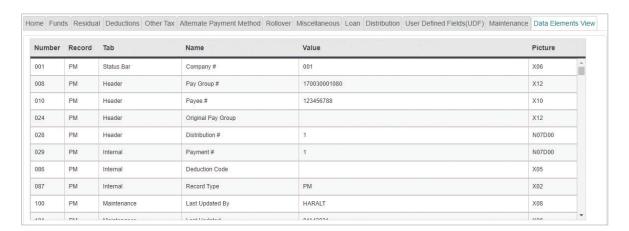
User Defined Fields tab: Only for KeyBank use!



The Maintenance tab: Shows when the payment record was created or edited by which user.



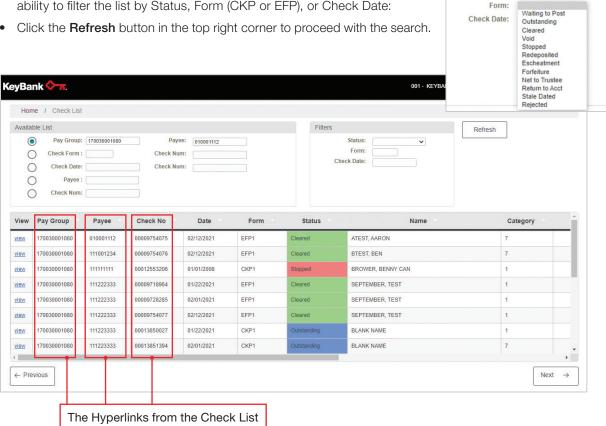
• The Data Elements View tab: Shows a listing of all the data elements for the payment.





## 11. PayWeb Check List

- The Check List screen provides hyperlinks to access the check or EFT record indicated by column header.
  - In the below example, the hyperlink jumps to the Pay Group and Payee.
- Clicking on View in the leftmost column of any record will open that Check/EFT record (i.e., the Check View).
  - Double clicking anywhere on a row will open the record as well.
- The Available List in the upper left corner of the Check List Screen provides the ability to search for a Check/EFT by:
  - Pay Group, Payee ID, Check Form (i.e., Check or EFT), Check Date, Check Number.
- Click the **Refresh** button in the top right corner to proceed with search.
- The Filters in the upper center of the Check List Screen provide the ability to filter the list by Status, Form (CKP or EFP), or Check Date:



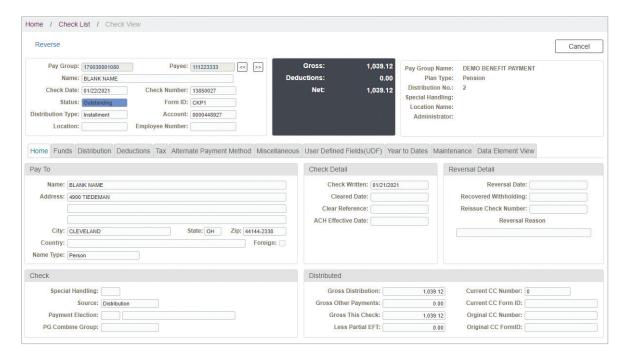
Filters

Status:



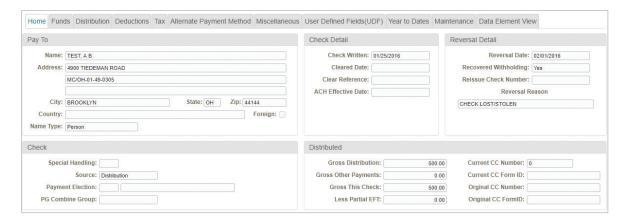
## 12. PayWeb Check View

- The Check View home screen contains the address, distribution instructions, and check status of a check/EFT payment that has been made to the payee.
- The gray center panel shows the Check Header information: Gross check/EFT amounts, Deductions, and the Net check/EFT amount.
- The tabs provide access to specific details such as check address, EFT payment address (if applicable), fund sources, deductions, taxes, and year-to-date information.
- This screen includes the Reverse functionality to stop/reissue checks (for users possessing this
  access role) above and to the left of the Check Header information. Note that if you selected an EFT
  payment, the button is called Reject.





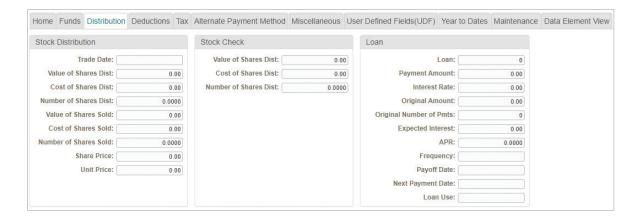
• The **Home** tab: Shows check address, check details, and reversal details – if applicable.



• The **Funds** tab: Shows the fund source within the Pay Group for the check including amount and start and stop dates.

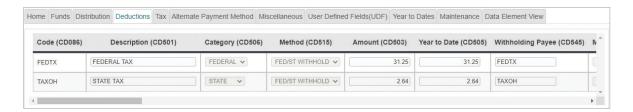


• The **Distribution** tab: Shows stock or loan information, if applicable, to this distribution.

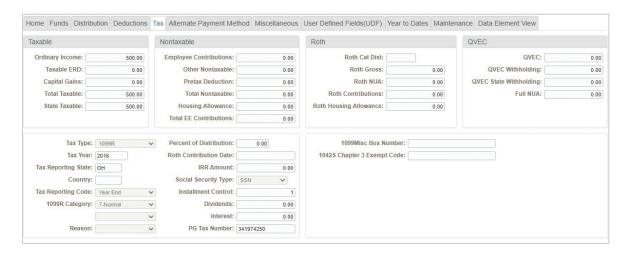




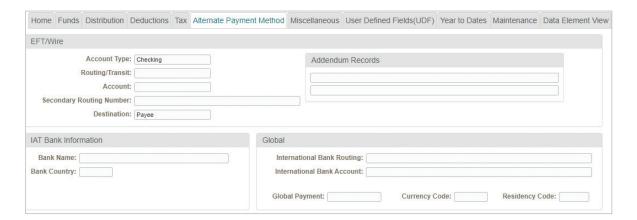
 The **Deductions** tab: Shows the deductions, such as medical insurance and Federal and State tax withheld.



• The **Tax** tab: Shows details around the taxability of the check payment.

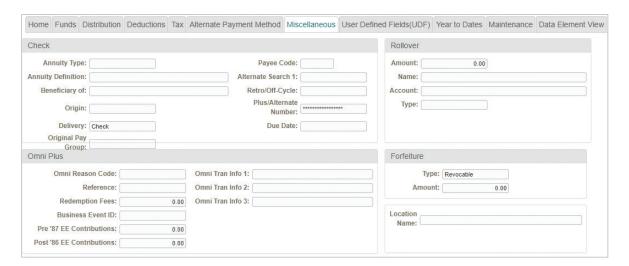


• The Alternate Payment tab: Shows EFT or wire instructions – if applicable.

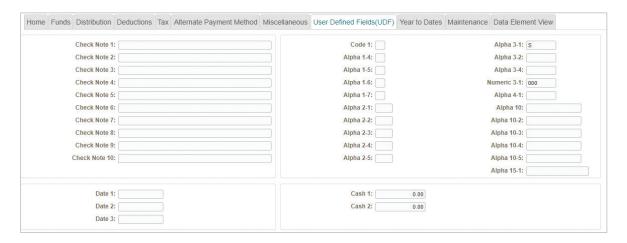




The Miscellaneous tab: Shows additional details if applicable.



The User Defined Fields tab: Only used by KeyBank!

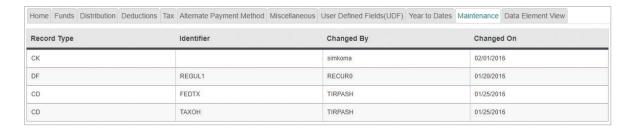


• The **Year-to-Dates** tab: Shows cumulative year-to-date amounts.

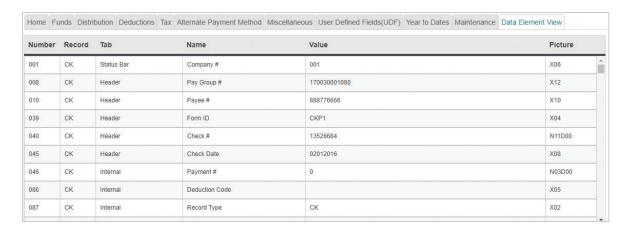




The Maintenance tab: Shows when the check record was created or edited by which user.



The Data Elements View tab: Shows a listing of all the data elements for the check/EFT.



## 13. PayWeb Reports

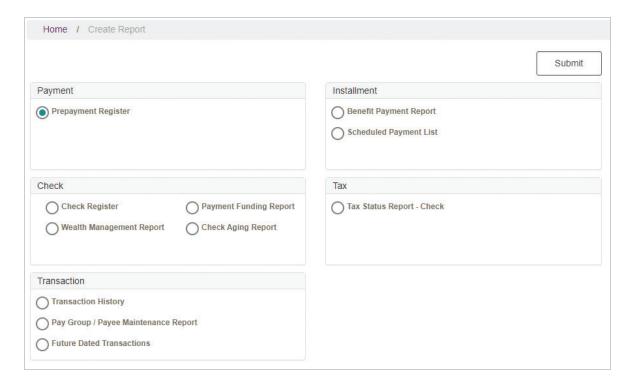
- The PayWeb reports features are accessed from the Home screen and by choosing one of the three available functions:
  - Create is used to request the different adhoc reports available from PayWeb.
  - Pending Reports will reflect reports that have been requested but not yet processed.
  - Download shows all reports available for downloading.
     This includes adhoc/on-demand reports requested by the user, or for the user, as well as monthly reporting package reports. Reports are available in Word and Excel formats.
    - The user receives a system email when reports become available for downloading.





## 14. PayWeb Reports—Create

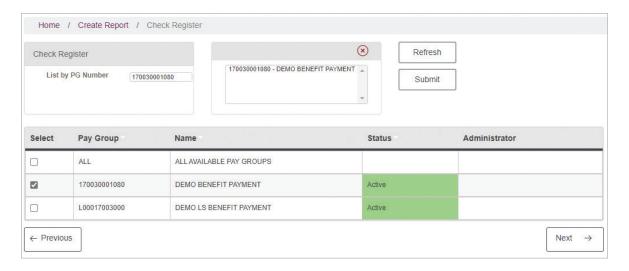
- Selecting Create brings up the list of reports available for requesting from PayWeb. Please
  refer to the Create and Download Reports quick reference guide for report descriptions and
  more information.
- Select a report and click on **Submit** to go to the Pay Group selection screen.





## 15. PayWeb Reports - Create - Pay Group Selection

- The Pay Group Selection screen allows for selecting any number of Pay Groups for the report being run.
  - Check the box next to the Pay Groups needed and hit Refresh to add them to chosen box. To remove a Pay Group chosen accidentally, highlight in the selection box and click on the X above.
  - Click on **Submit** to go to the Report Options screen.



#### PayWeb Reports—Create—Report Options

- The Report Option screen allows for choosing the various criteria needed for a given report.
- Once completed, select Submit to load the request.

### 16. PayWeb Reports—Pending Reports

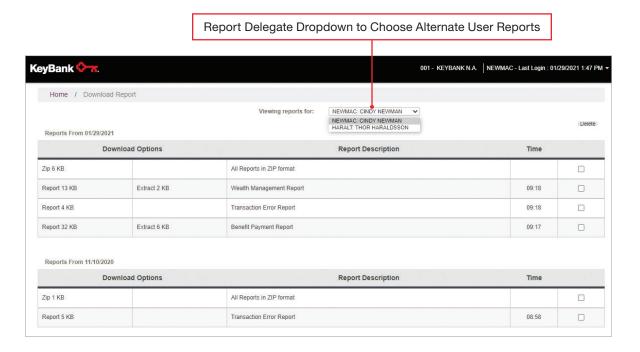
- Selecting **Pending Reports** displays the reports requested.
- Once the reports have been processed in the next report cycle, they will disappear from the pending reports screen and become available to download through the **Download Reports** screen.

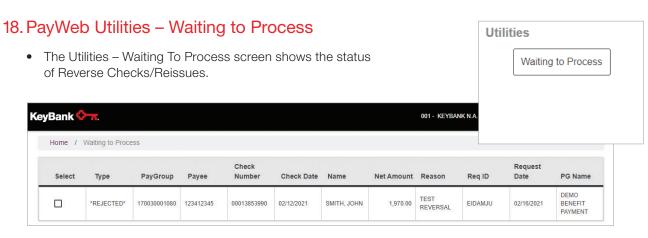




## 17. PayWeb Reports - Download Reports

- Selecting **Download** will show all reports requested by the user or for the user, as well as monthly reporting package reports. Reports are available in Word and Excel formats.
- If the user is a Report Delegate, the dropdown will be at the top center of the screen to choose the alternate user's reports.
  - If user is not a Report Delegate, the dropdown will not appear.







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