Institutional Advisors

PayWeb Quick Reference Guide – Setting Up a New Payment

This quick reference guide is designed to walk you through the setup of a **new installment** or **lump sum payment** for a payee. There are two different types of payments that can be setup in PayWeb:

- **Installment Payments** – Regularly scheduled benefit payments (monthly, quarterly, etc.) to pensioners. In addition to the regularly scheduled installment, the payee may also need to receive an associated retro or off-cycle payment. You will have a designated pension pay group for installment payments.
- **Lump Sum Payments** – A one-time payment to the retiree. These payments can be processed as rollovers or non-rollovers. If your plan allows for lump sum payments, you will have a designated lump sum pay group for lump sum payments.
  - Non-Rollover
  - Rollover

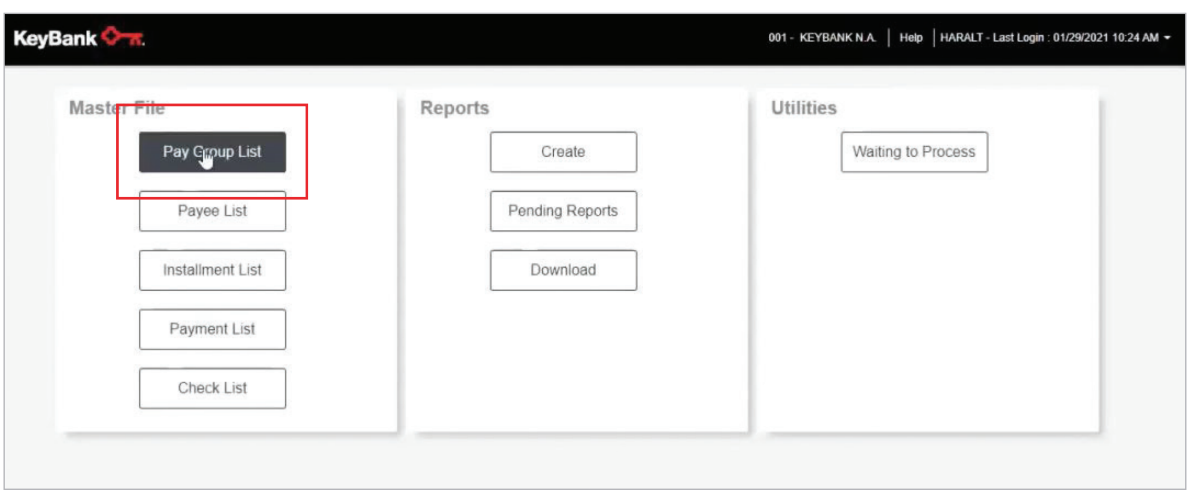
Instructions for completing both payment types are detailed in the guide below.

Special Note: When completing the setup of a new lump sum payment or installment in PayWeb, you should use the **New Payment** or **New Installment** buttons.

You should NOT use the Payment Wizards button in the upper left corner as it is only applicable in certain scenarios.

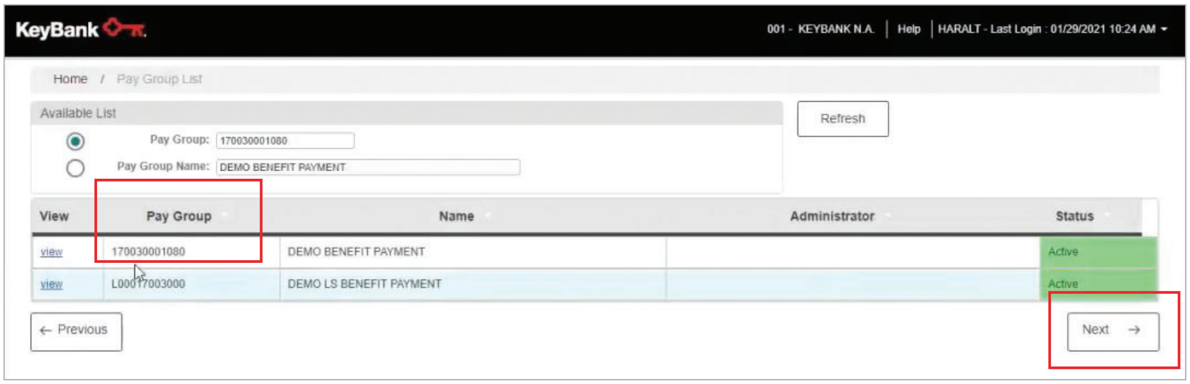
New Payment Setup – Installment Payments

1. Click on the **Pay Group List** button in the Master File section of the home navigation menu.

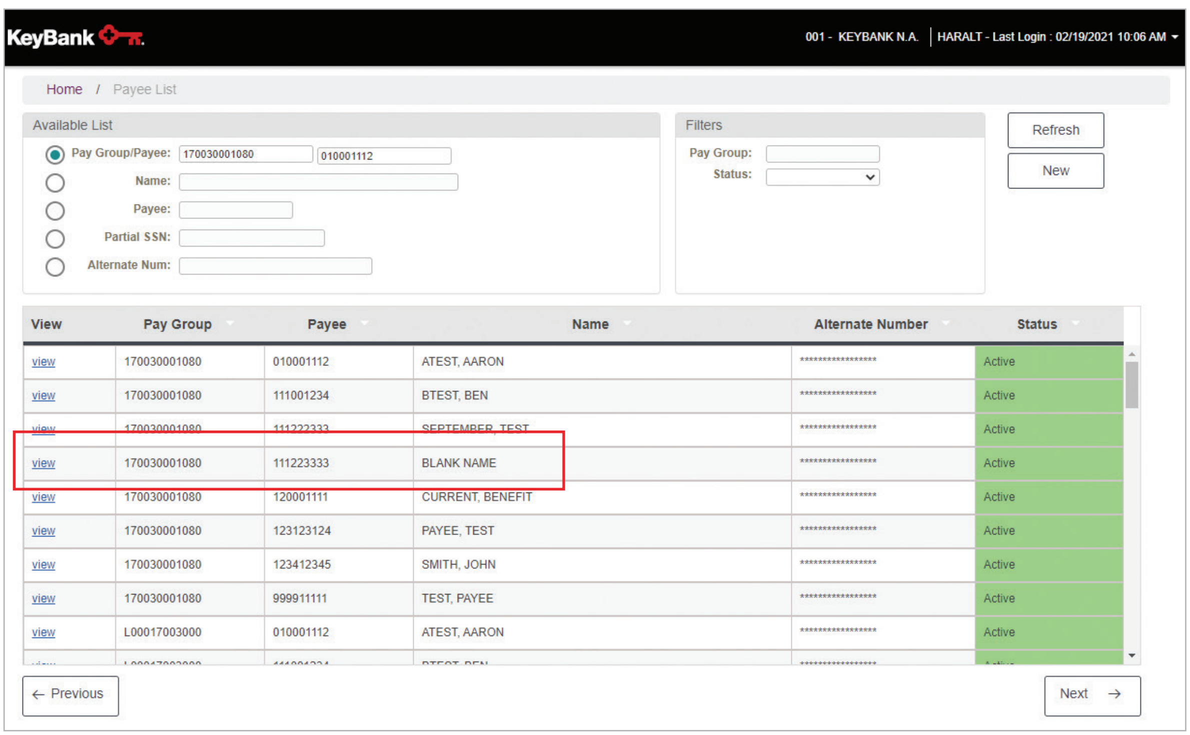


2. Select the **Pay Group** you would like to add the new payment to and click the **View** link or the **Pay Group** number next to the pay group name.

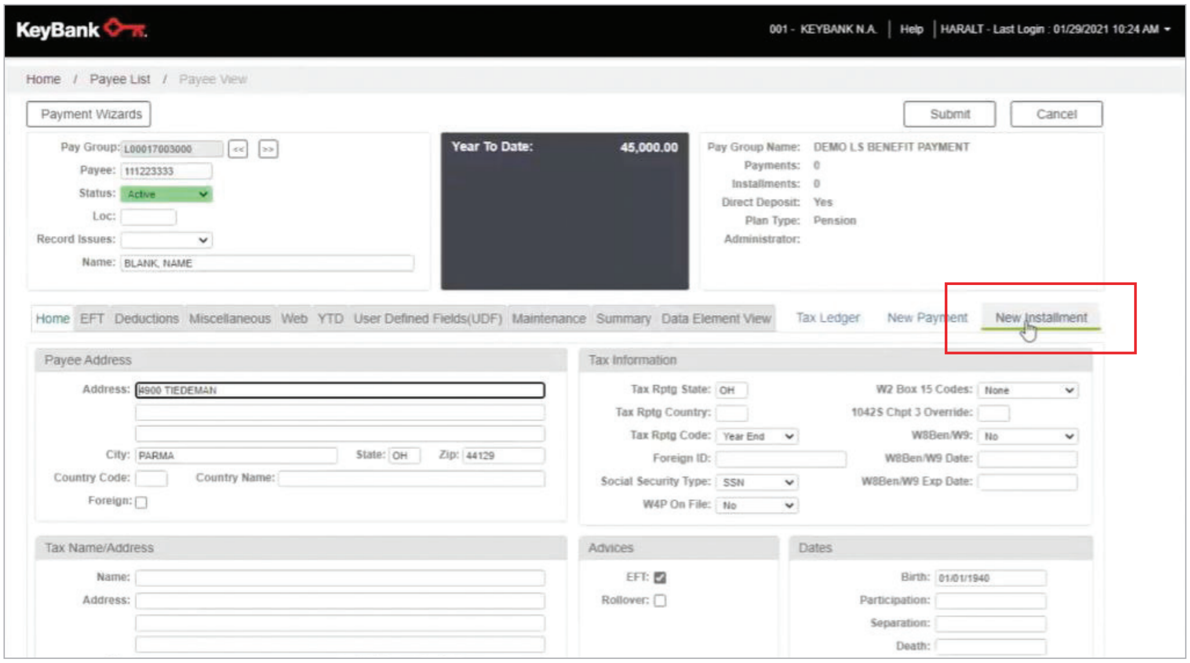
   Typically, there are two pay groups in the system to select from. One pay group is for installment payments, the other for lump sum payments. The lump sum payment group is typically notated by the letter "L" in the pay group number.



3. From the Payee List screen, locate and select the payee you want to add for the installment and this will open the Payee View screen for that payee.



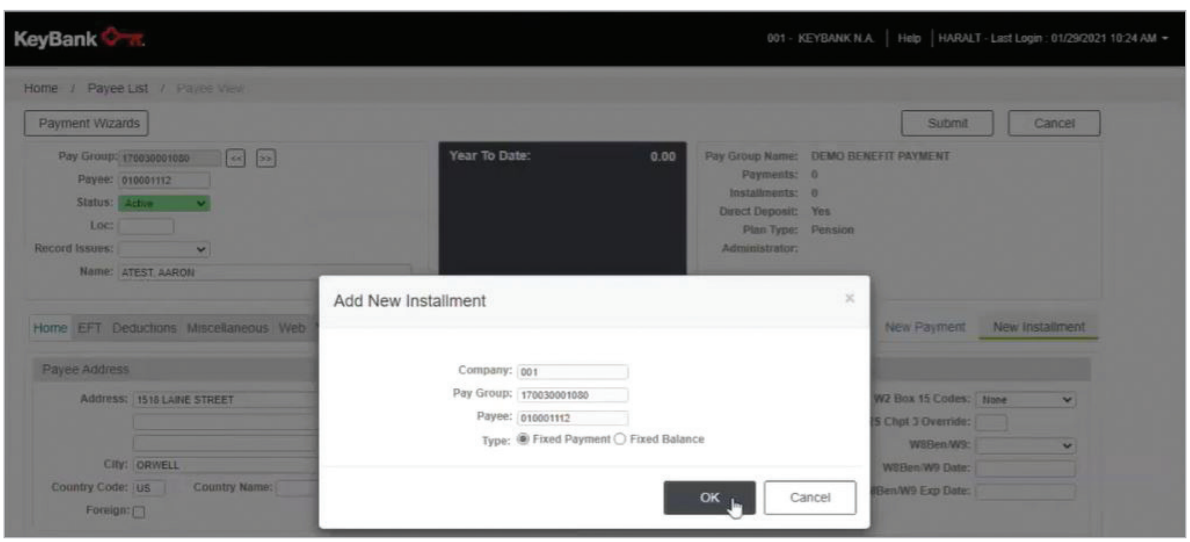
4. Select **New Installment** under the tab selection options.



Installment Payments

5. Confirm the payee and pay group information for the installment payment and click **OK**.

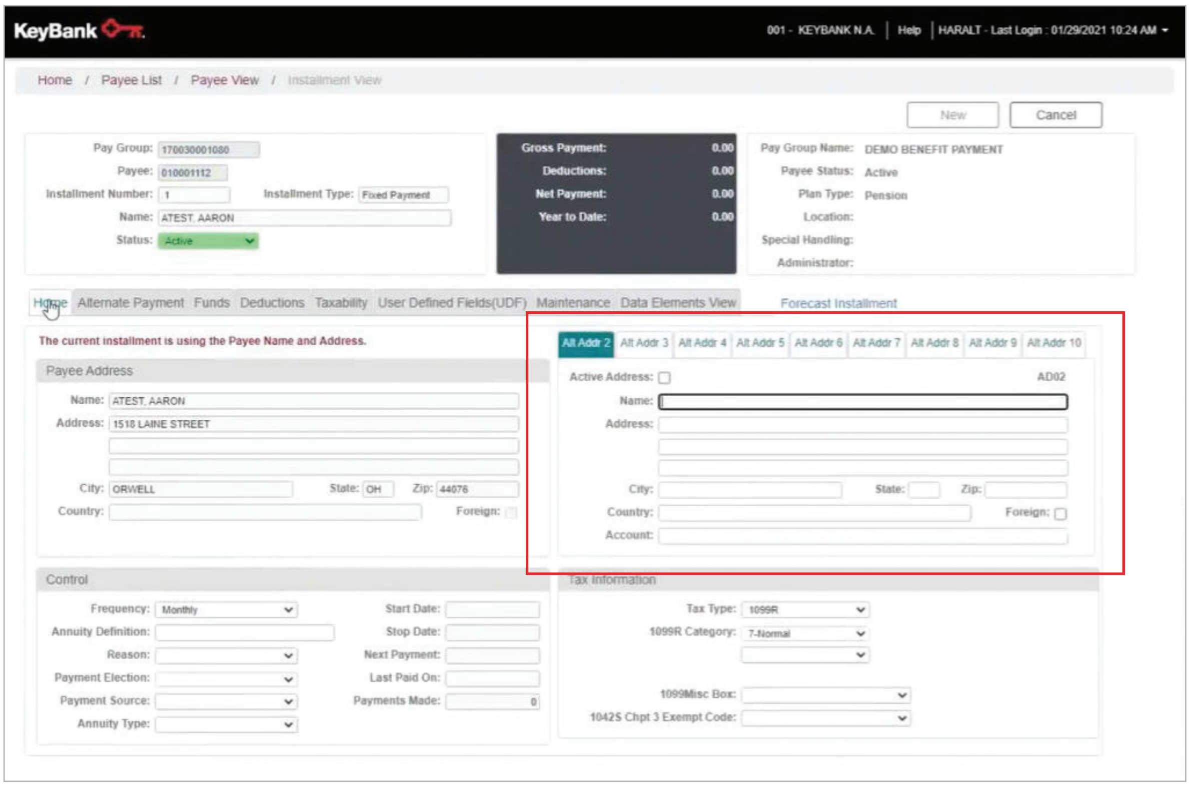
> Note: This information is prepopulated if accessed within a payee contact record.



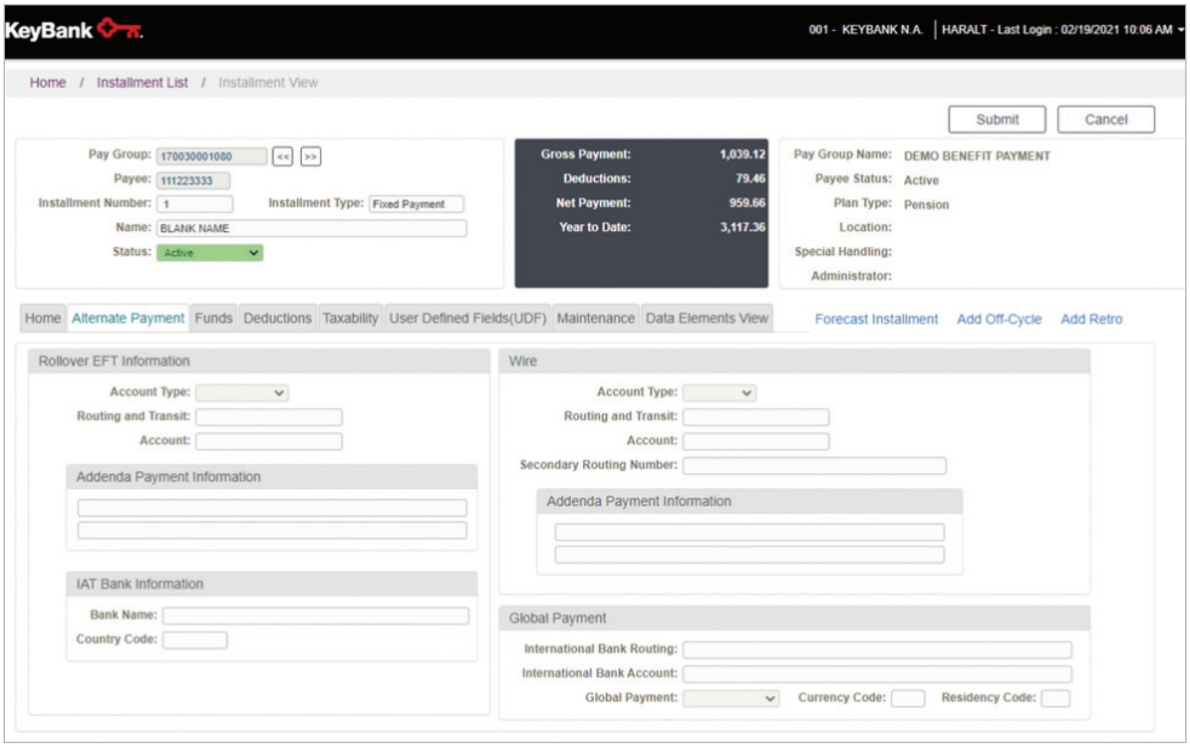
6. **Home Tab** – Complete the relevant fields for the payment. The address field is prepopulated based on the payees' address information in the **Home** tab on the **Payee View** screen. It should be reviewed and updated if changes are needed.

   The **Tax Information** panel is already populated with defaults and should be reviewed and updated if changes are needed.

   An option to enter **alternate addresses for the mailing of a check or payment advice** is also available. The alternate addresses are used in a situation when a payee temporarily resides in alternate locations, such as an Ohio resident who goes to Florida for few months every year.



7. **Alternate Payment Tab**: **Note that for an installment payment setup, you DO NOT update data in this tab.** If the payee has elected to receive the installments via **Electronic Funds Transfer (EFT)**, the installment will always pull from the EFT data entered into the EFT tab on the **Payee View** screen.

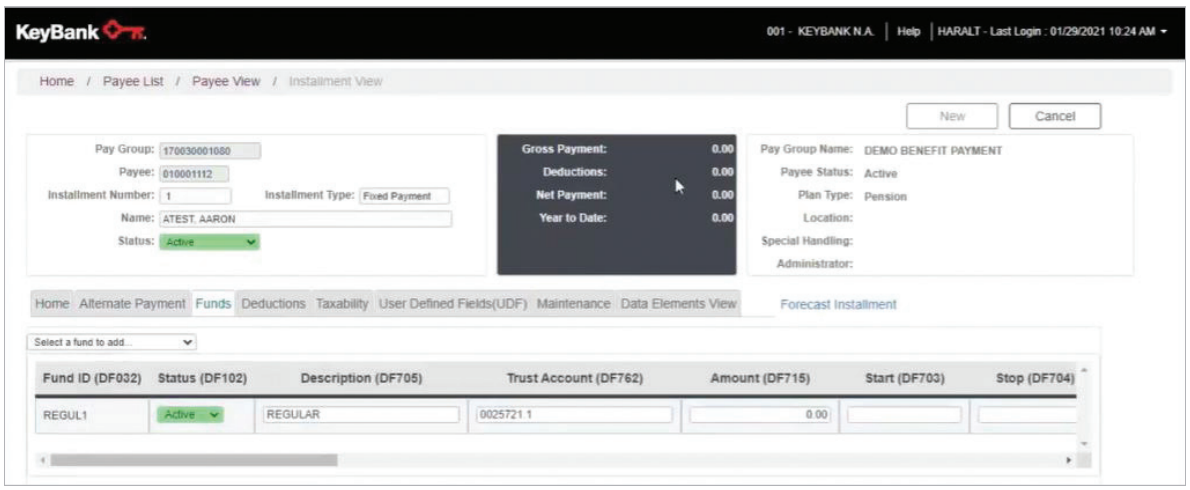


8. In the **Funds** tab, use the **Select a fund to add** dropdown to select the fund to be used. Upon selecting the fund to use, it will appear, and you can update the remaining fields.

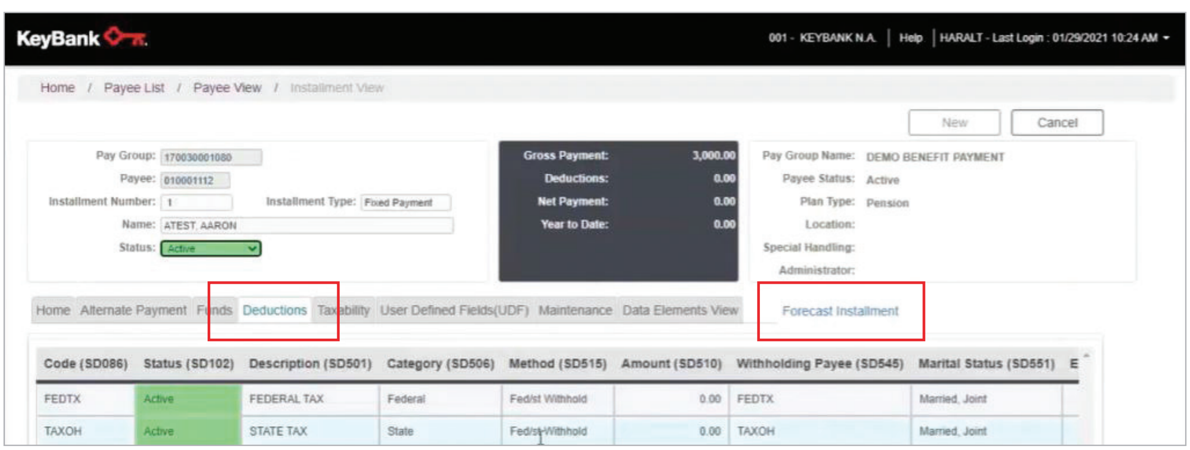
   Important fields to complete:

   - **Amount** – The amount per check that the payee will be receiving.
   - **Start** – The date that payments were submitted into the system. Always list today's date as the start date.
   - **Stop** – The date when the payee should stop receiving payments. If the retiree or pensioner receives a lifetime benefit, simply list 12/31/9999 in the field to indicate this method.
   - **Next Paid** – This is the first regular installment which should be sent to the payee as part of the upcoming payment run (typically the first or last day of the month).

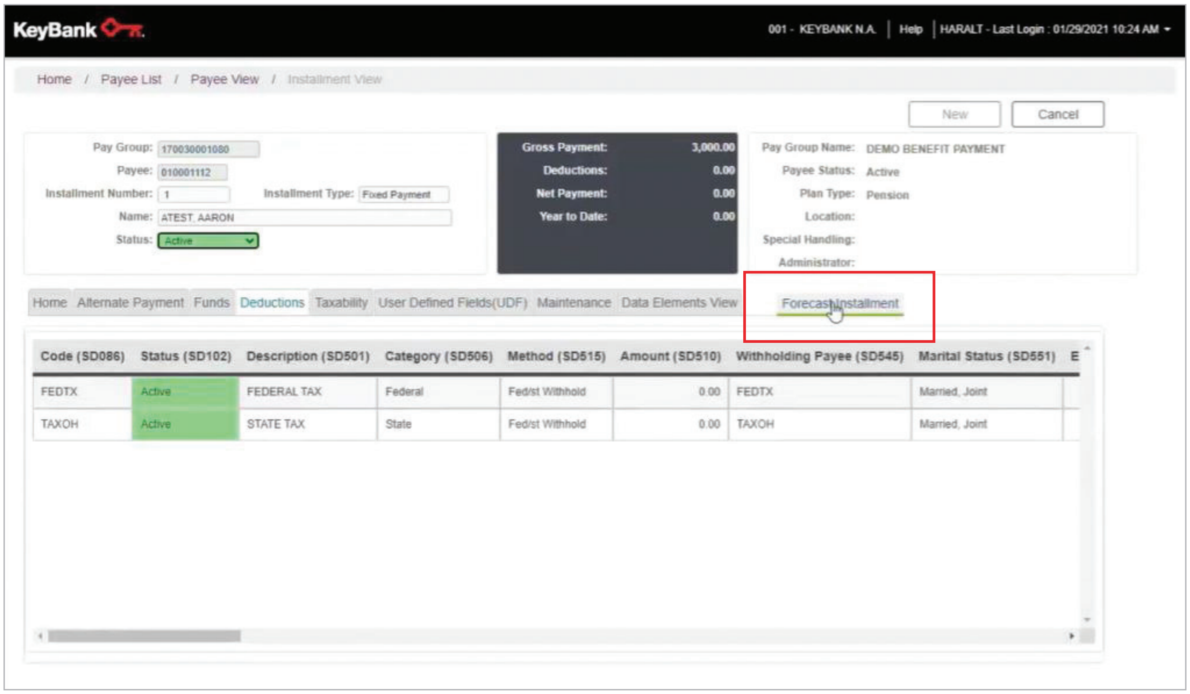
> Note: If a retro or off-cycle payment is due to the payee, it will be handled separately.



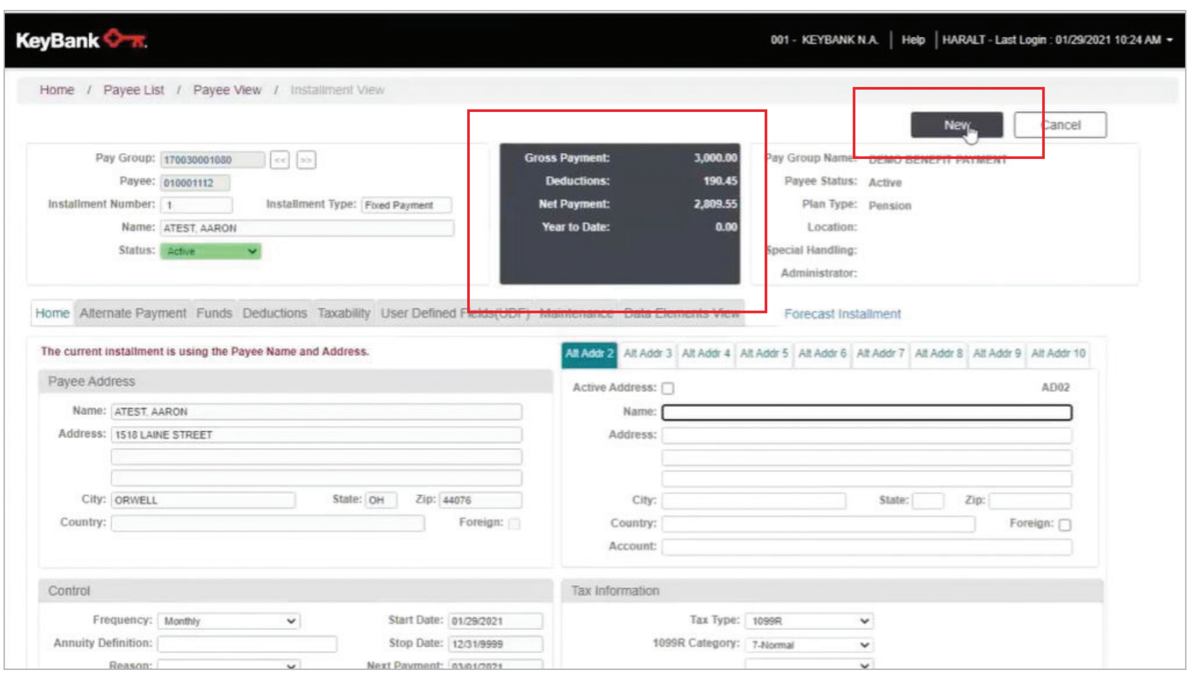
9. In the **Deductions** tab, information prepopulates, pulling data from the **Deductions** tab in the **Payee View** screen. The deduction amounts will calculate when you click the **Forecast Installment** button.



10. Now that you have entered all the information for your payment, click the **Forecast Installment** link.

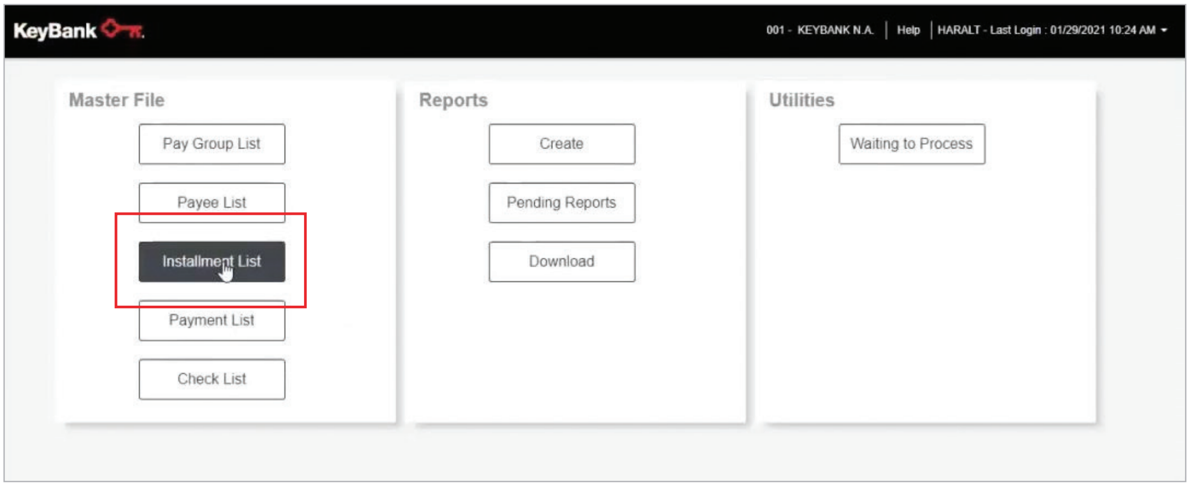


11. All information is then reset within the forms and the grey box holding **Gross Payment**, **Deductions**, **Net Payment**, and **Year-to-Date** numbers is updated accordingly. You then click **New** to finalize the installment setup.

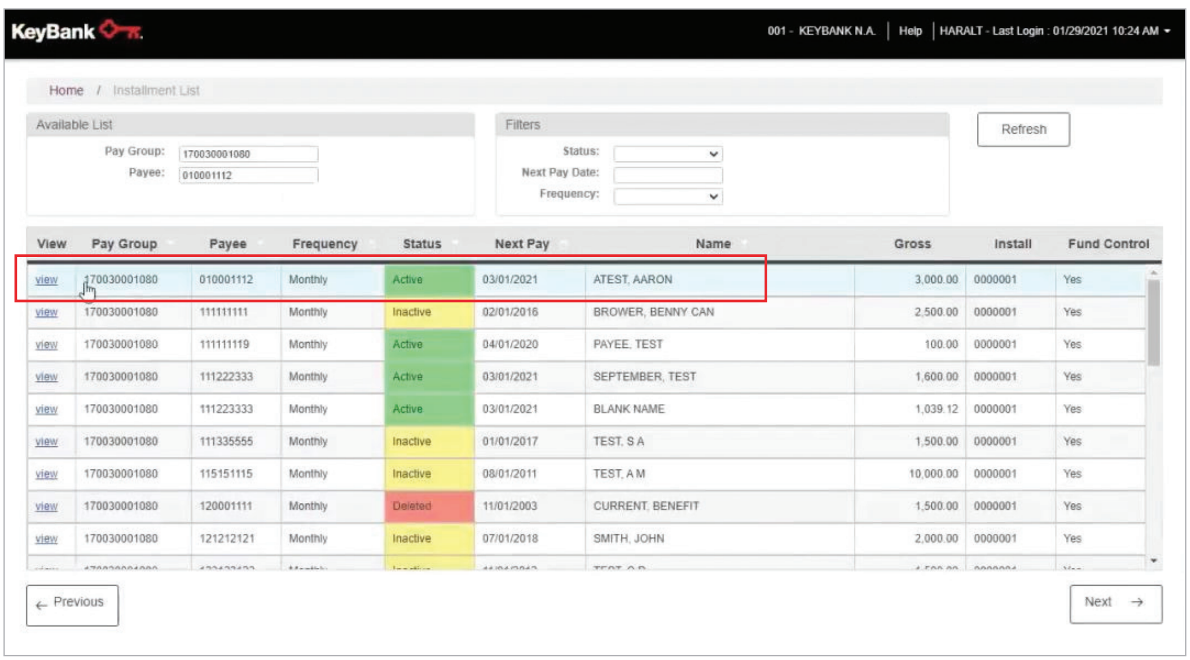


New Installment Setup: Retro Payments

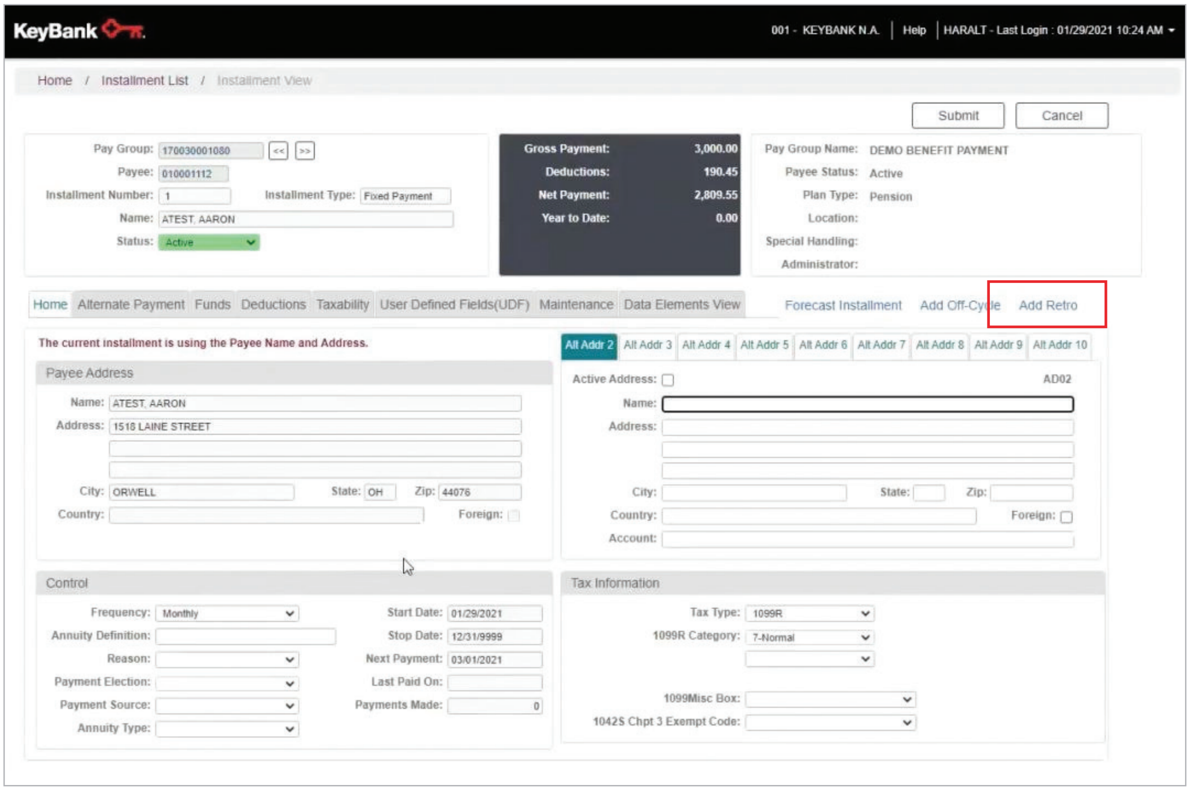
1. Click **Installment List** from the **Home** screen.



2. Find the payee and installment payment recipient you need to add a Retro Payment for and select **View.**

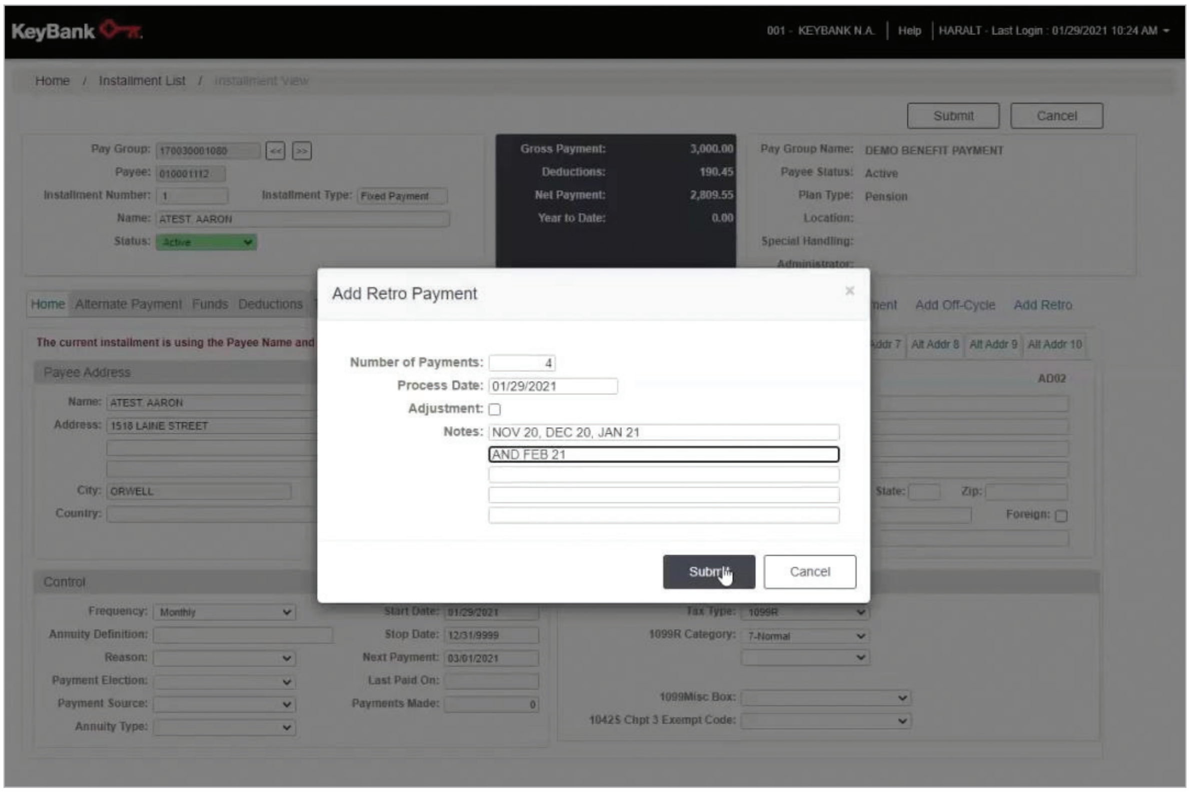


3. In the **Installment View** screen, select **Add Retro**.



4. Complete the appropriate fields, including number of installment payments and any notes you want associated with the payment. Click **Submit** and the Retro Payment will be added for processing.

> Notes: If you want to **Add Off-Cycle** payment instead of a **Retro payment**, select the **Add Off-Cycle** button and you will be able to add the required information.
>
> Use **ALL UPPER CASE** when entering information into the system.



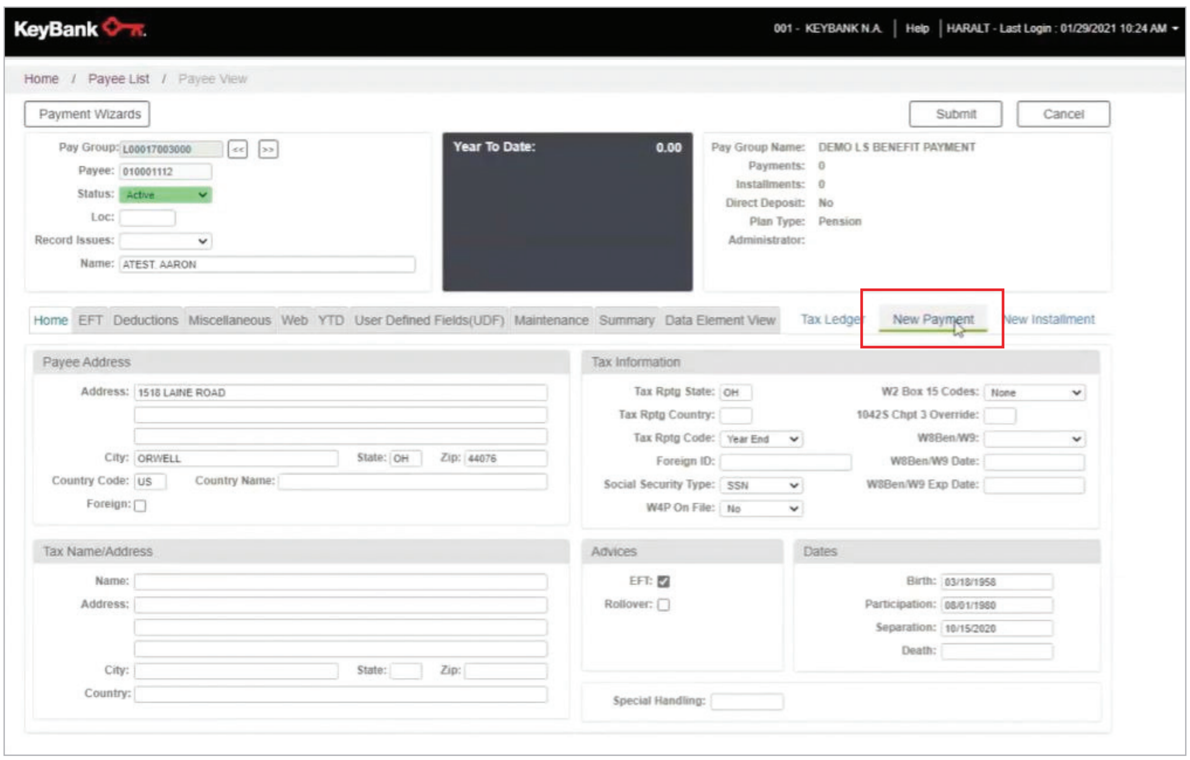
New Payment Setup – Lump Sum Payments (non-rollover)

Set up a new payee within the **Lump Sum** Pay Group. Refer to the **Setting Up a New Payee** quick reference guide for instructions on how to do this.

Notes: If you have already setup a payee in the installment Pay Group and you need to also issue a lump sum payment to this payee, you will need to repeat **payee setup** in the lump sum Pay Group. The pension and lump sum Pay Groups operate independently in our benefit payment system.

You **DO NOT** need to complete the **START ccyymmdd** field on the UDF tab on the PayeeWeb screen when you setup a new payee in a lump sum Pay Group, given that they are receiving a single payment and will not need access to the PayeeWeb pensioner portal.

1. Click **New Payment** within the **Payee View** screen.



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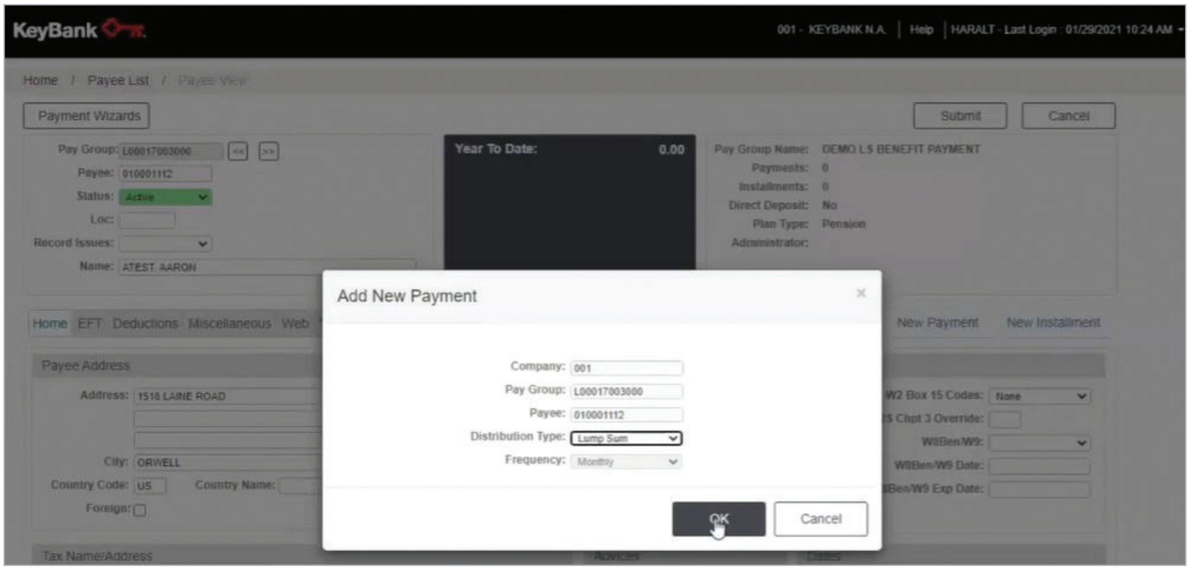
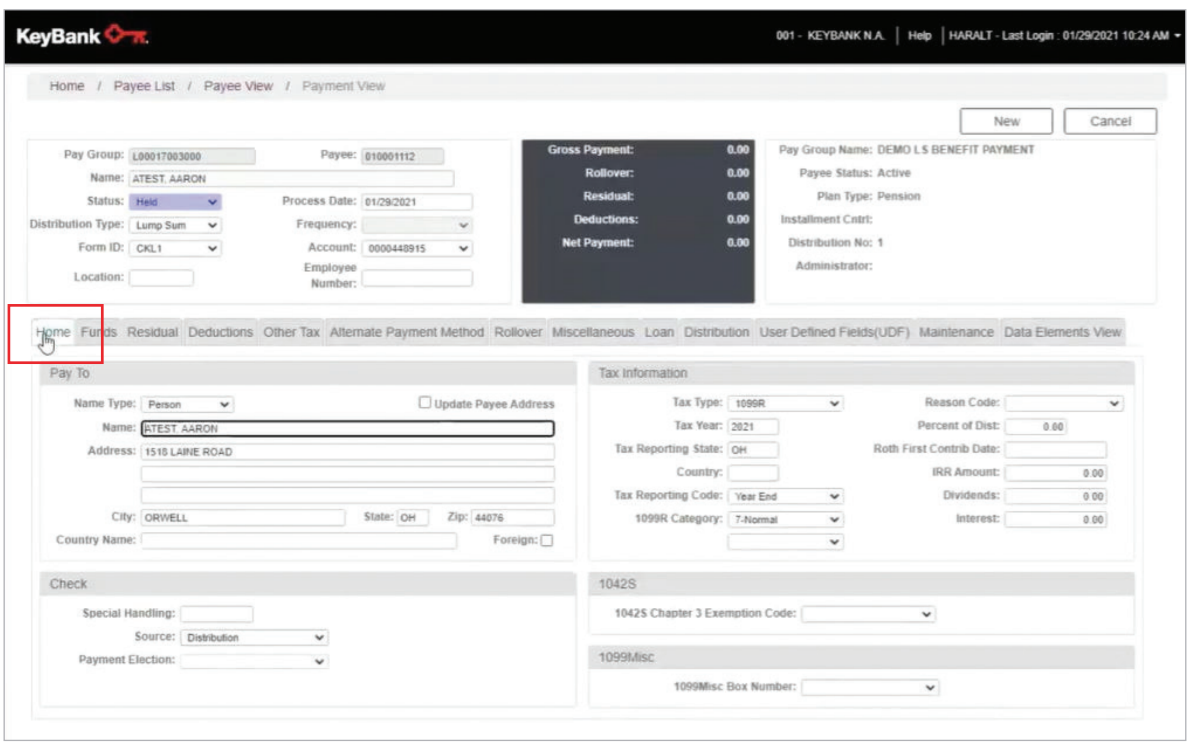
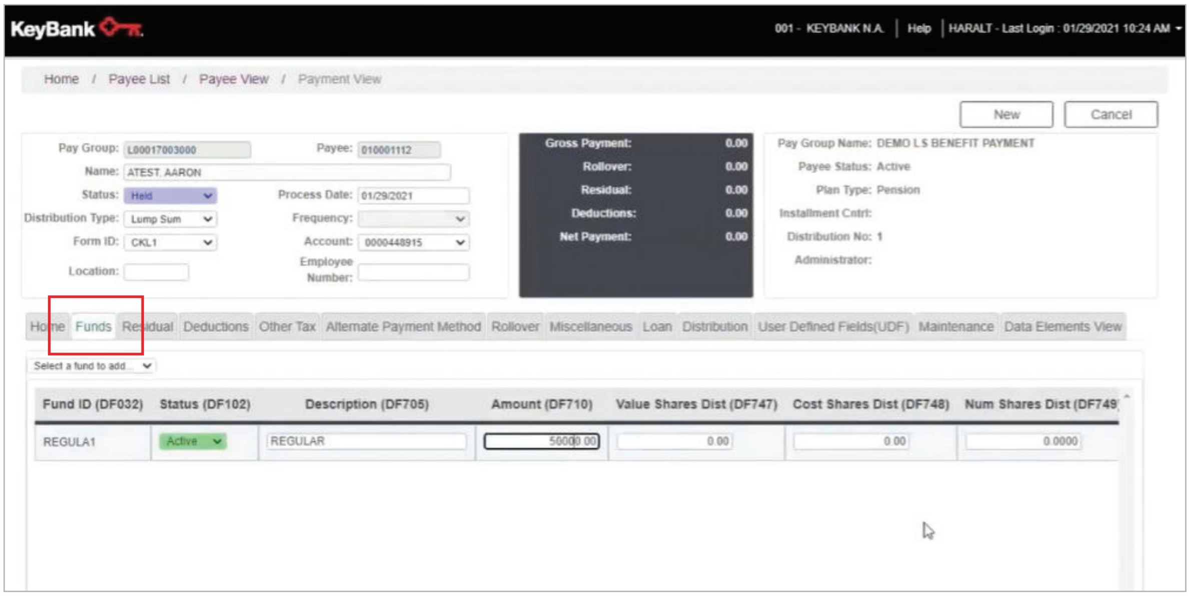
2. Ensure the field information listed in the pop-up is correct for the payee, including the Pay Group number, payee Social Security number, and that this is a lump sum, then click the **OK** button.



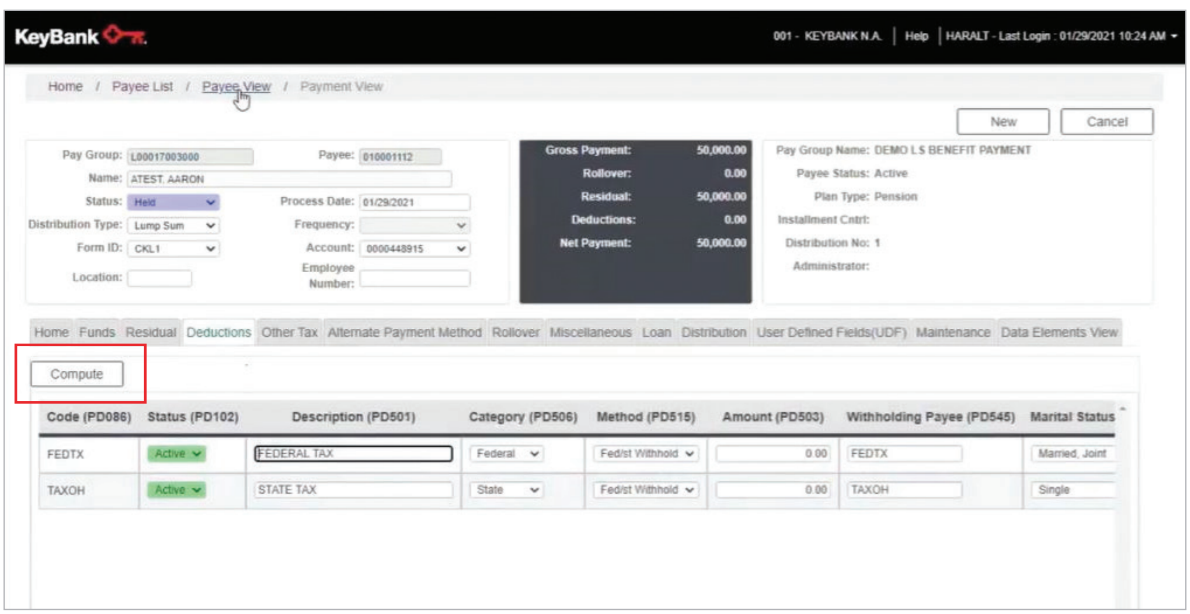
3. Double check that the payee information listed on the **Home** tab is correct. The address and tax information panels prepopulate based on the **Home** tab on the **Payee View** screen and should be reviewed and updated if changes are needed.



4. Click on the **Funds** tab, then click the **Select a fund to add** dropdown to select the fund to be used. Upon selecting the fund to use, it will appear, and you can update the **Amount** field. The remaining fields do not need to be updated unless you are distributing securities.

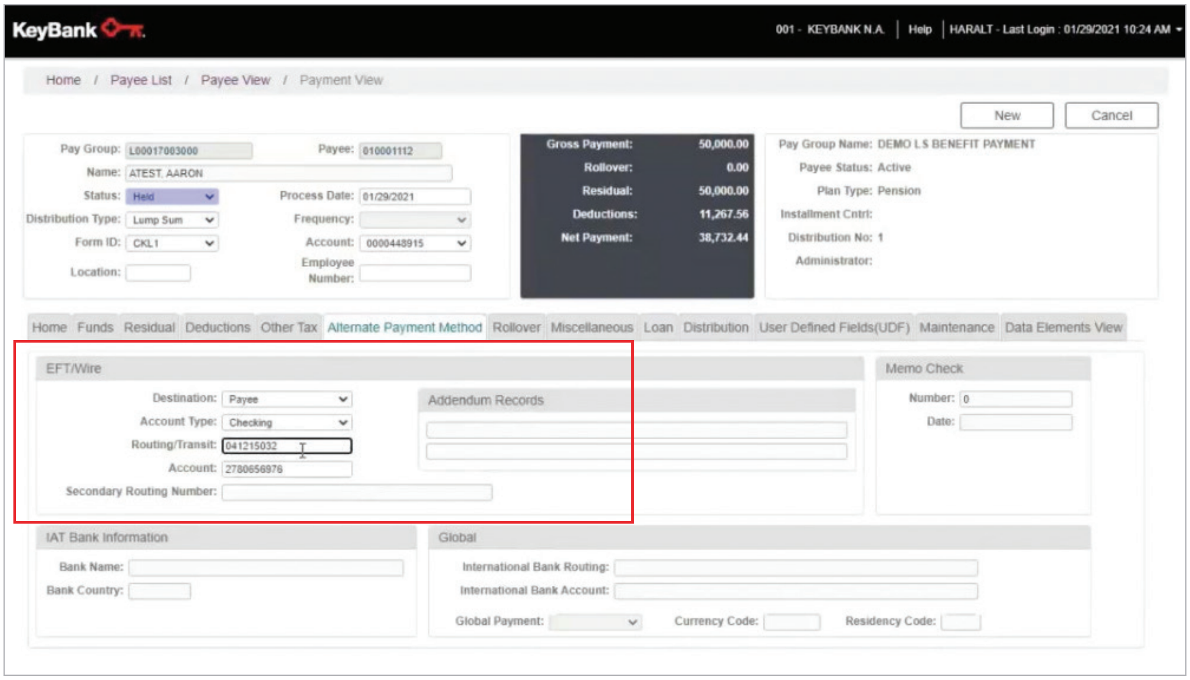


5. Click on the **Deductions** tab which prepopulates with data from the **Deductions** tab on the **Payee View** screen. If needed, make sure that the marital status and number of exemptions align with the tax forms received from the payee. You can then select the **Compute** button to automatically populate the state and federal tax information associated with the payee.

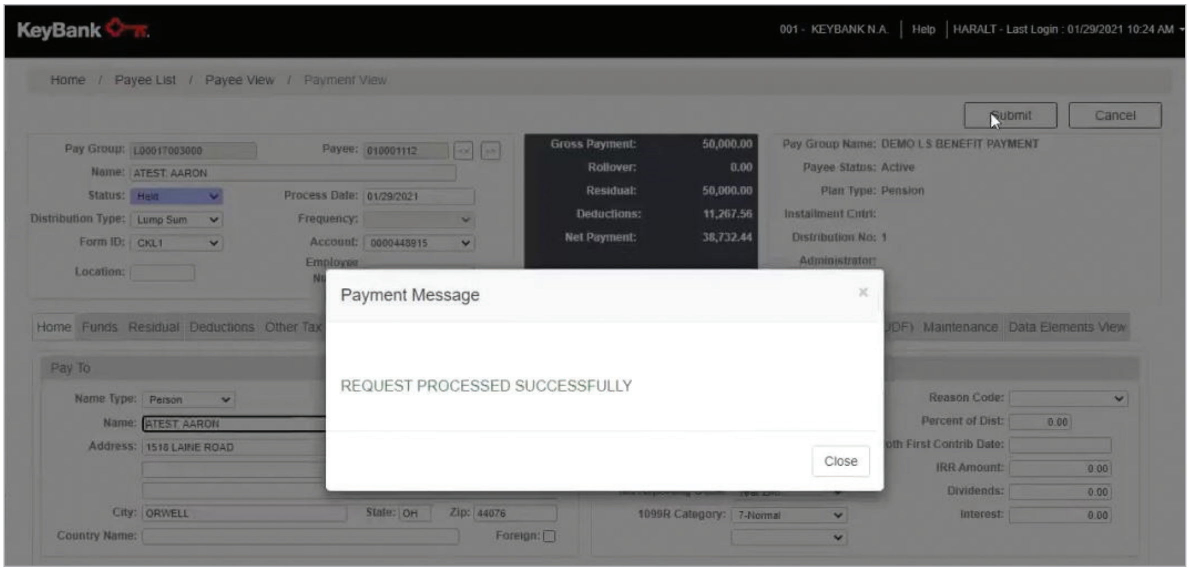


6. Click the **Alternative Payment Method** tab if the payee has requested the payment to be processed through an Electronic Funds Transfer (EFT). Enter the appropriate information as needed (**destination** must be changed to **direct deposit**, enter the routing number and account number, etc.).

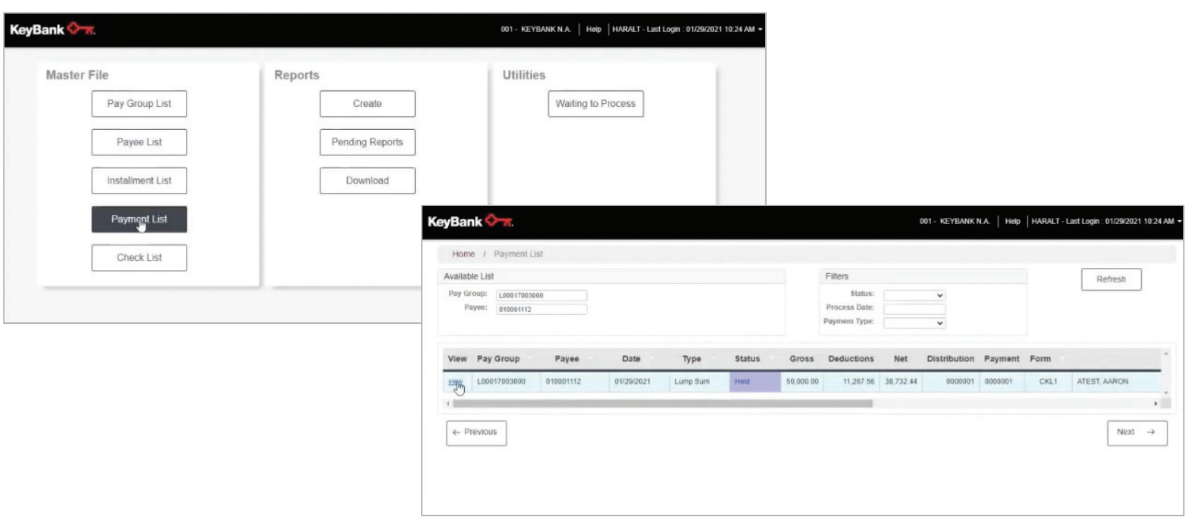
Note: The routing number is cross-referenced against a list of valid routing numbers and will automatically return an error message if the routing number does not exist.



7. Click **New** to submit the new payment. You will receive a confirmation message confirming the payment request has been entered.



> Note: You can double check and see pending lump sum payments by navigating back to the PayWeb Home menu and selecting **Payment List**. This pulls up a full list of pending lump sum payments and allows you to select individual payments if needed. Payments in **Held** status can be updated as well, by selecting an individual payment, changing any of the details within the payment, and reclicking **Submit** to update.



New Payment Setup – Lump Sum Payments (rollover)

8. Set up a new payee within the **Lump Sum** Pay Group. Refer to the **Setting Up a New Payee** quick reference guide for instructions on how to do this.

> Notes: If you have already set up a payee in the **Installment** Pay Group and you need to also issue a lump sum payment to this payee, you will need to repeat payee setup in the lump sum pay group. The pension and lump sum pay groups operate independently in our benefit payment system.
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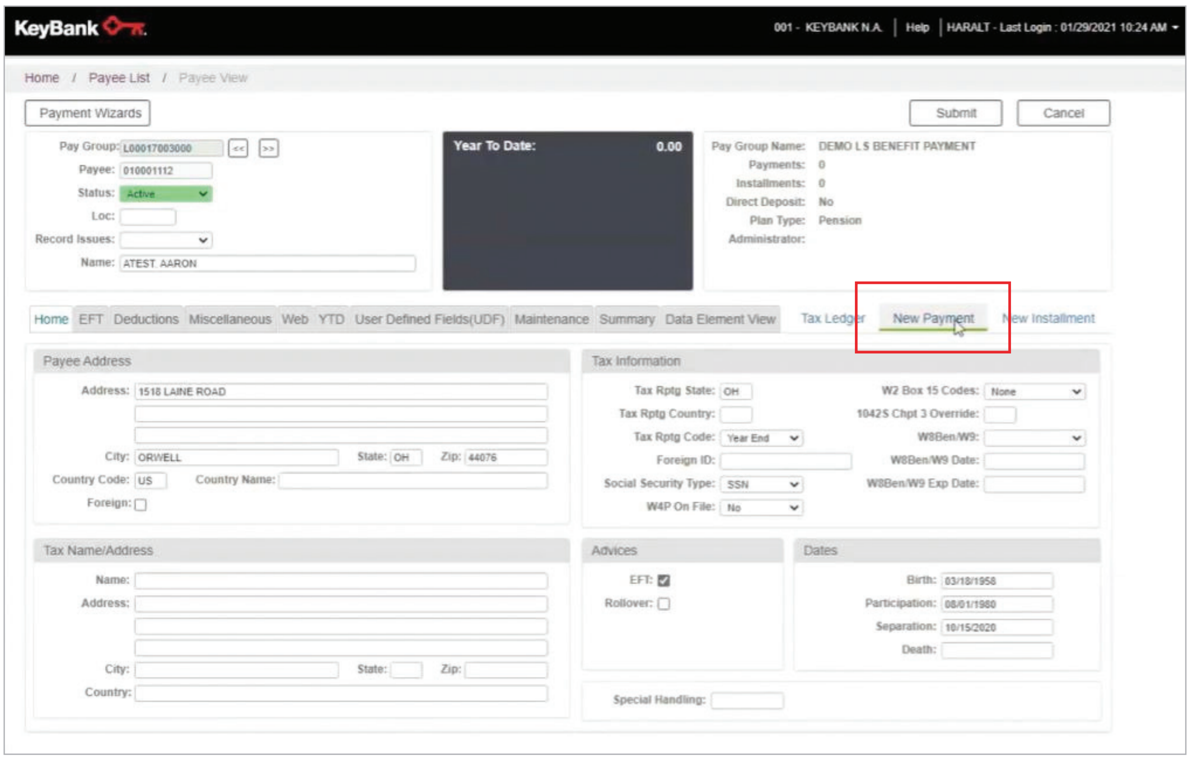
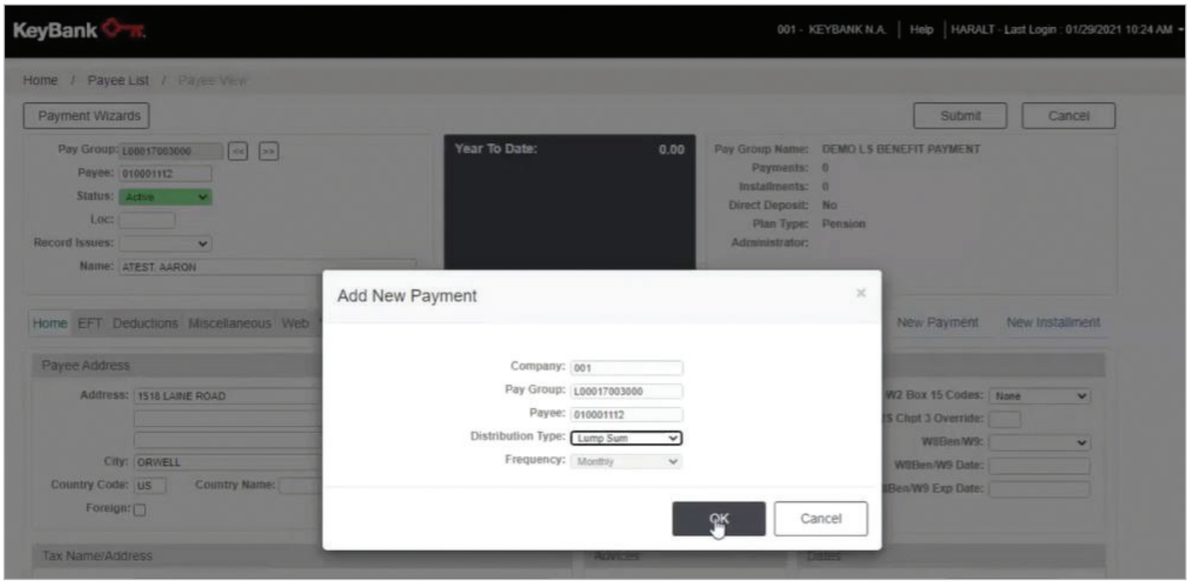
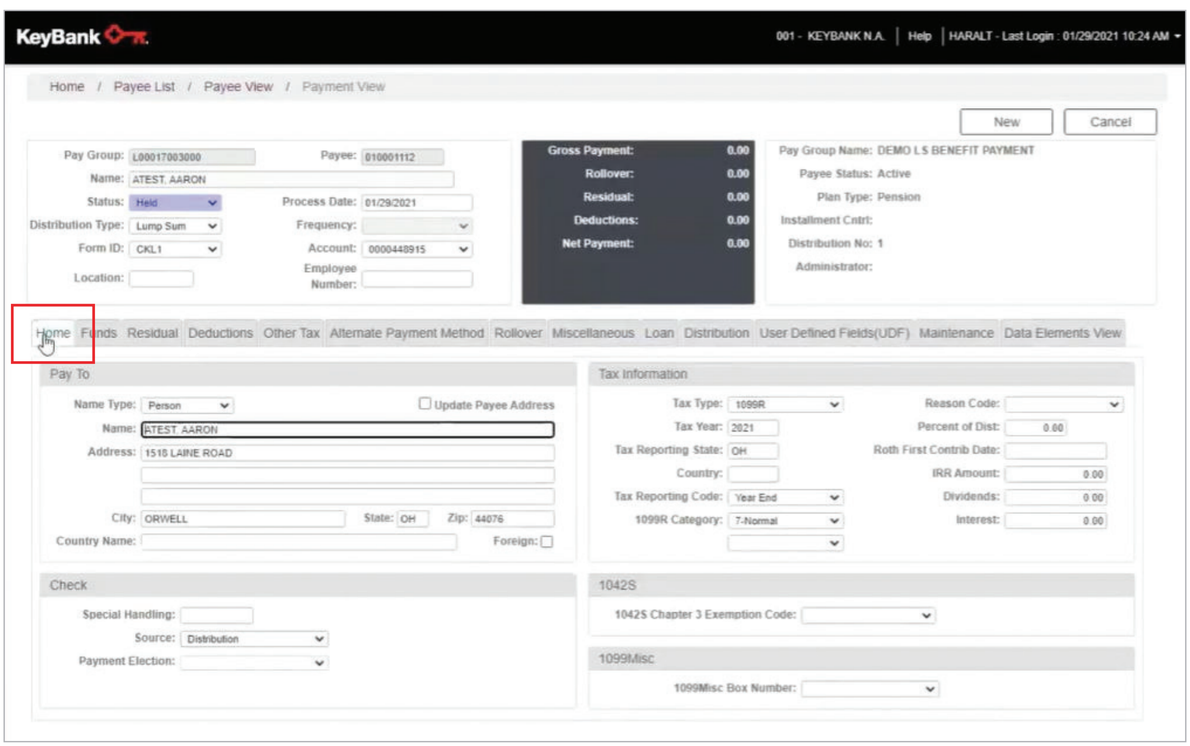
9. Click **New Payment** within the **Payee View** screen.



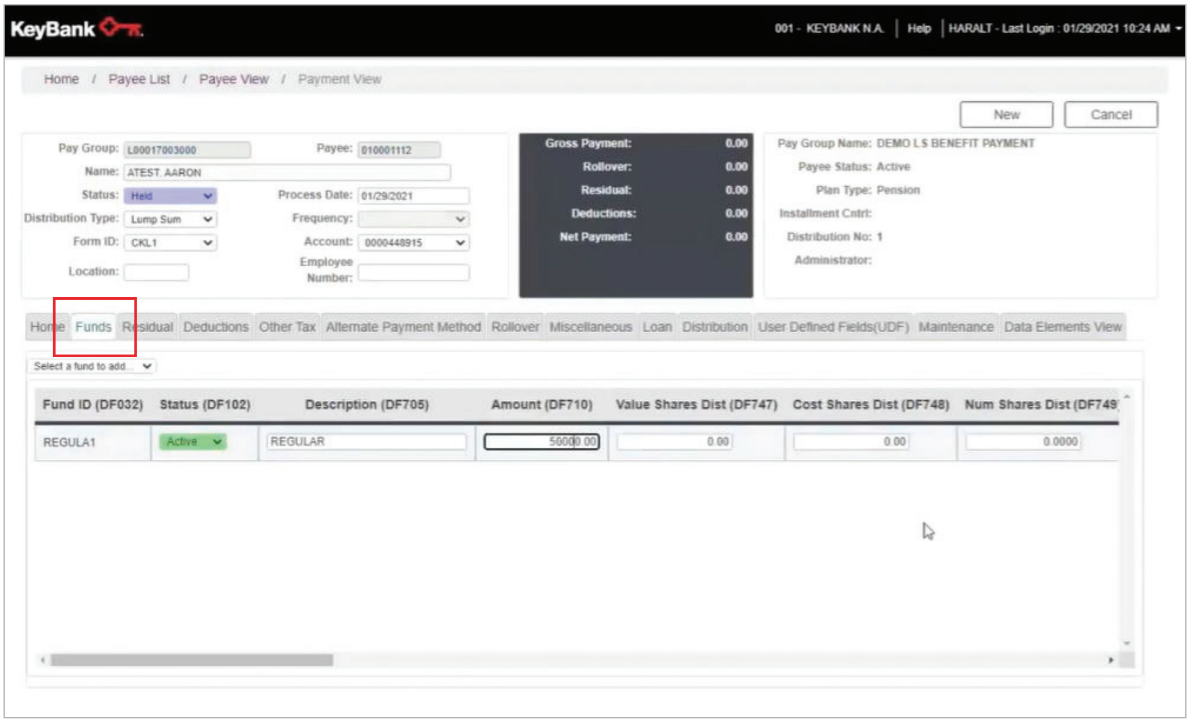
10. Ensure the field information listed in the pop-up is correct for the payee, including the Pay Group number, payee Social Security number, and that this is a lump sum. Click the **OK** button.



11. Double check that the payee information listed on the **Home** tab is correct. The address and tax information panels prepopulate based on the Home tab on the **Payee View** screen and should be reviewed and updated if changes are needed.



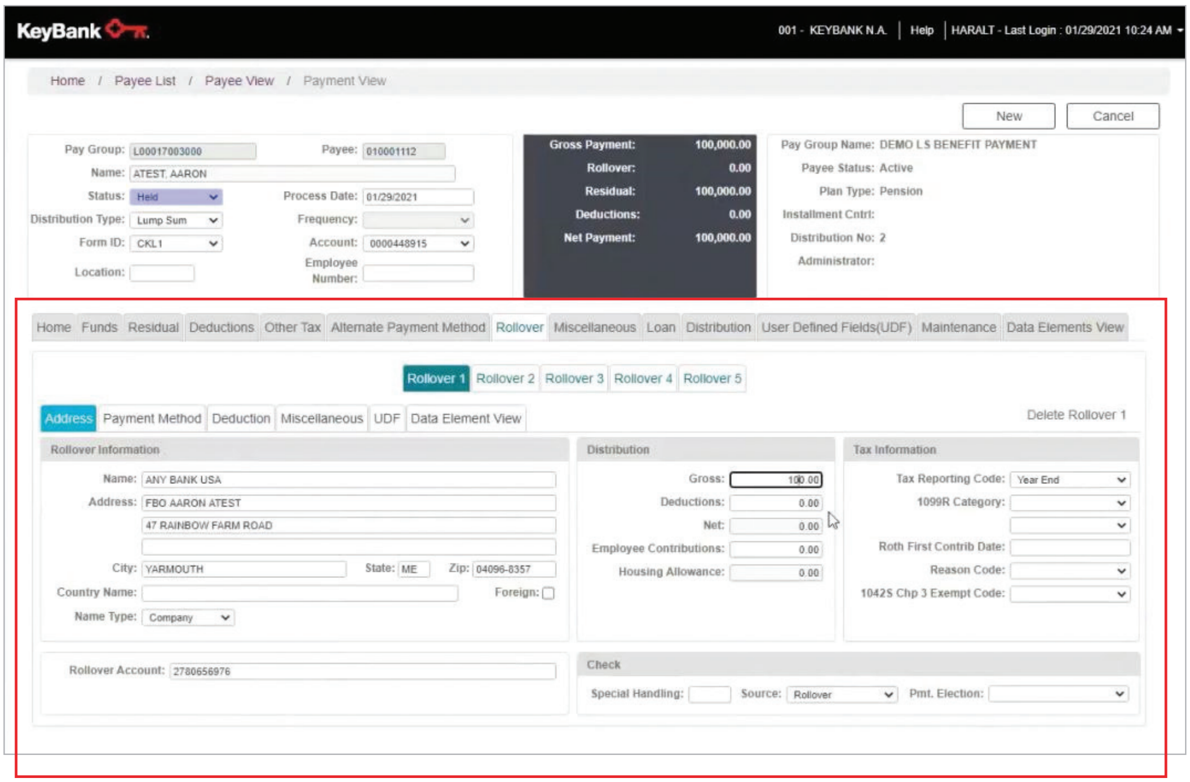
12. Click on the **Funds** tab, then click the **Select a fund to add** dropdown to select the fund to be used. Upon selecting the fund to use, it will appear, and then you can update the **Amount** field. The remaining fields do not need to be updated unless you are distributing securities.



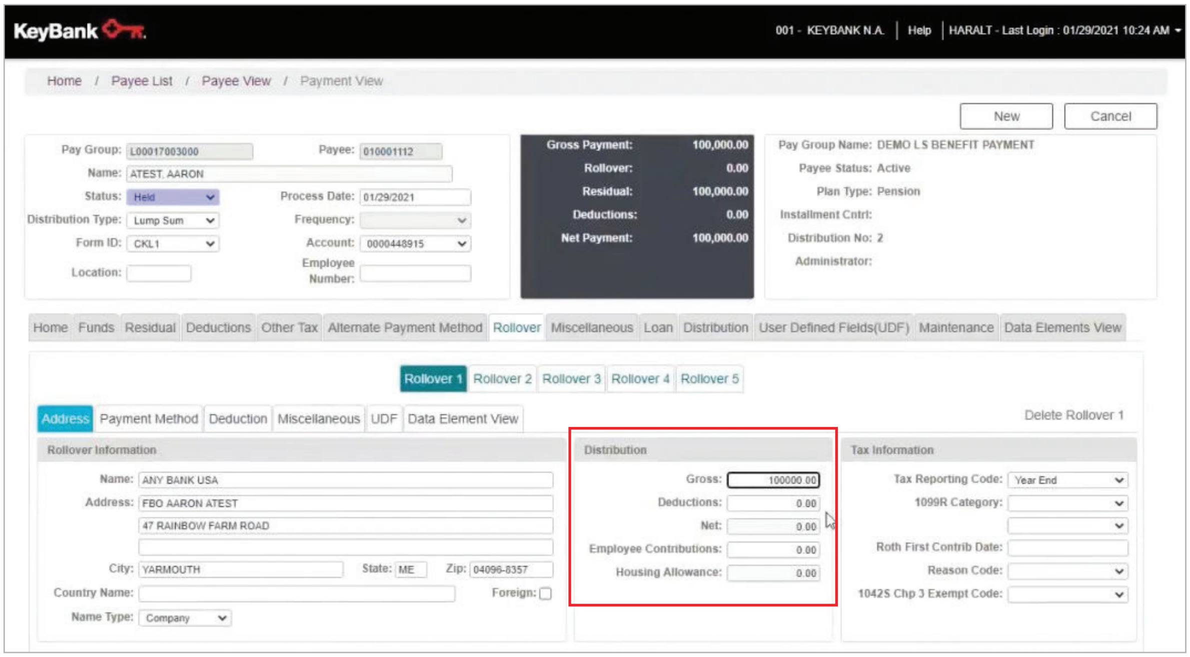
13. Since you are doing a Rollover distribution, there is nothing for you to do in the **Deductions** tab.

14. In the **Rollover** tab, **Address-Rollover** panel, enter the rollover institution name. The first line of the address should be populated with, **FBO Payee Name**, then the mailing address below.

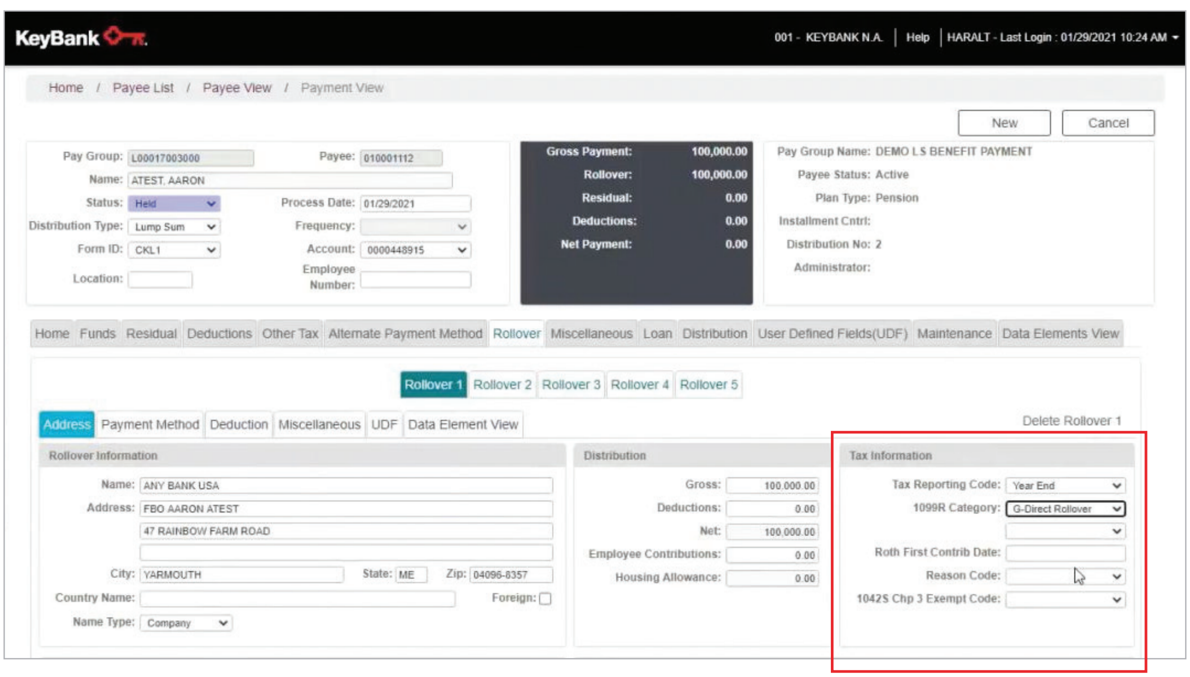
> Note: The rollover account number must be updated at the bottom of the panel. If we don't have the rollover account number, the rollover institution will not know what account the check should be deposited into, and we will have to send the rollover check to the payee. It would then be the payee's responsibility to forward the rollover check to the correct institution.



15. In the **Distribution** panel, enter the gross amount of the rollover in the **Gross** field.

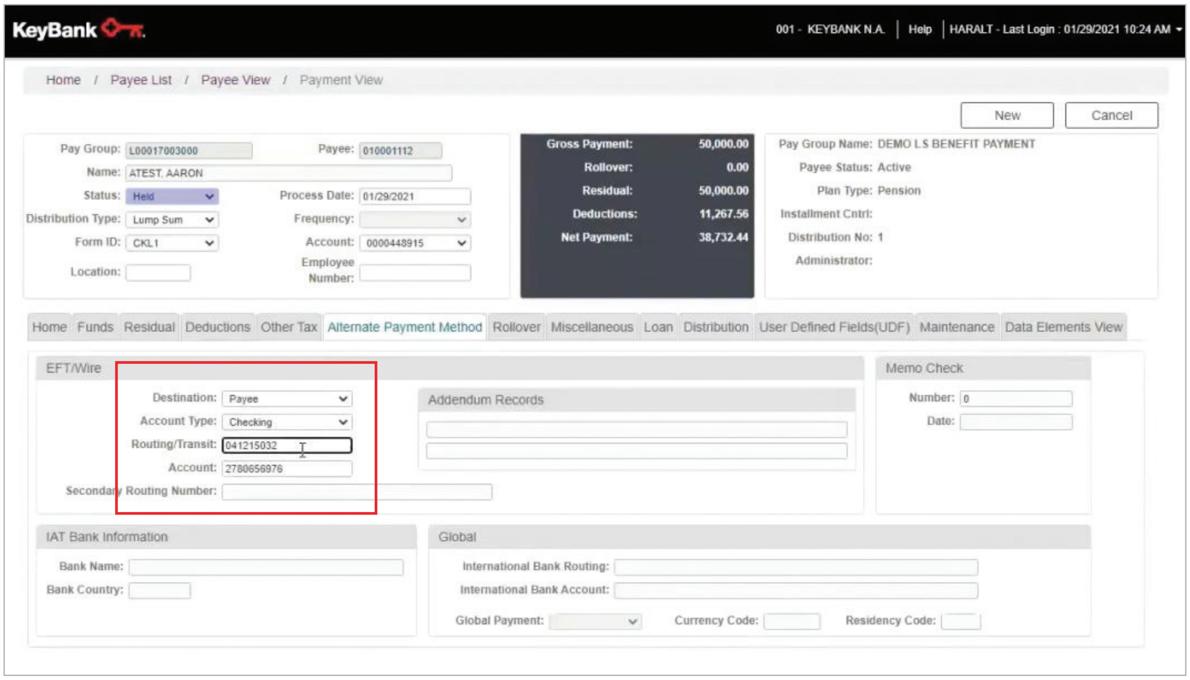


16. In the **Tax Information** panel, **enter and update the 1099R Category, using the dropdown.** Note that there are two categories available. You want to use **G-Direct Rollover** in most instances using the first dropdown. You can also process this as a Death Benefit, by selecting **Death** from the first dropdown and **G-Direct Rollover** from the second dropdown.



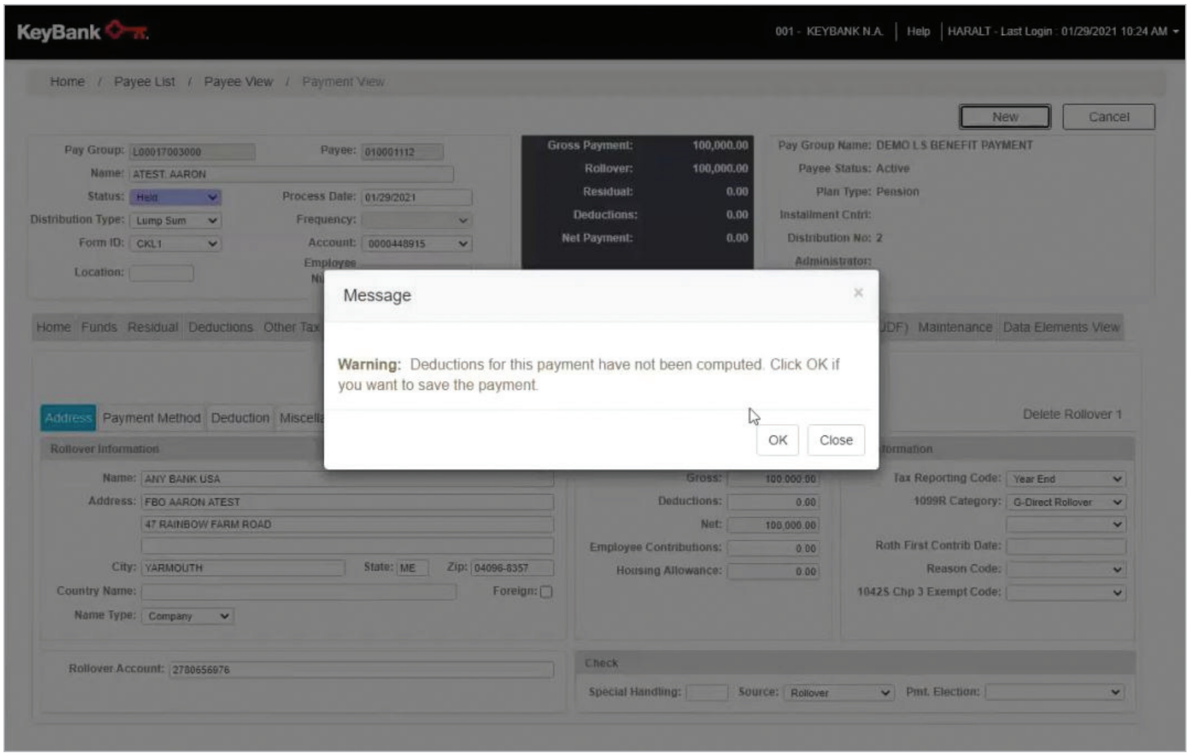
17. Click on the **Alternative Payment Method** tab in the case you want to process payment through an Electronic Funds Transfer (EFT). Enter the appropriate information as needed (**destination** must be changed to **direct deposit**, enter the routing number, account number, etc.). Note that if the EFT is going to the rollover institution, you will need the payee's account number at the rollover institution.

Note: The routing number is cross-referenced against a list of valid routing numbers and will automatically return an error message if the routing number does not exist.

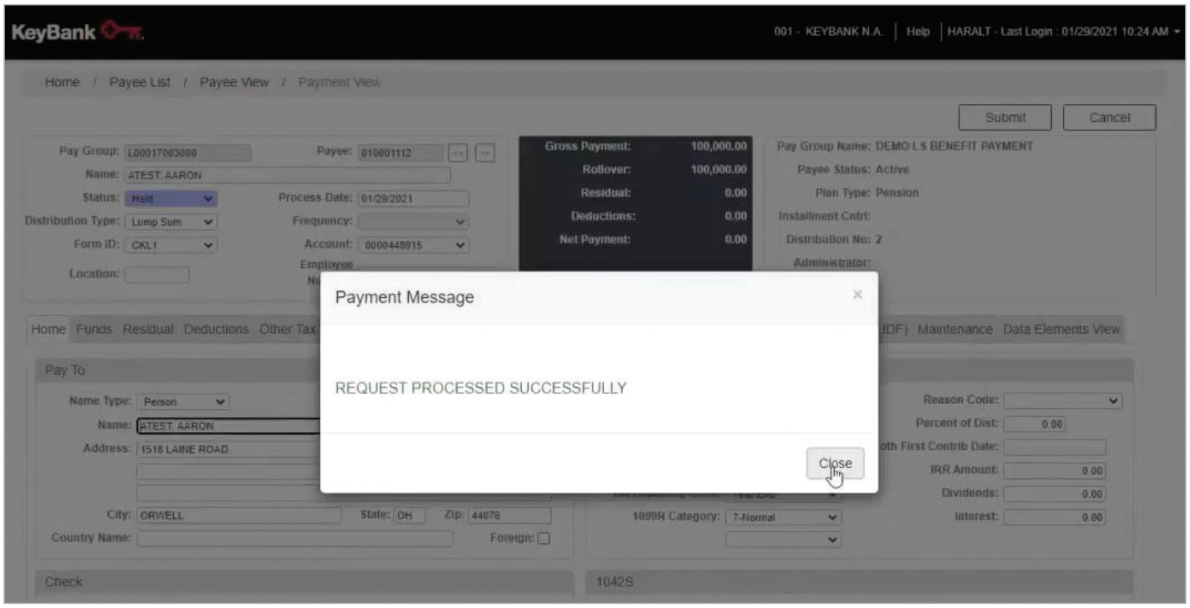


18. Now that you have entered all the information, click the **Submit** button and the payment will be processed.

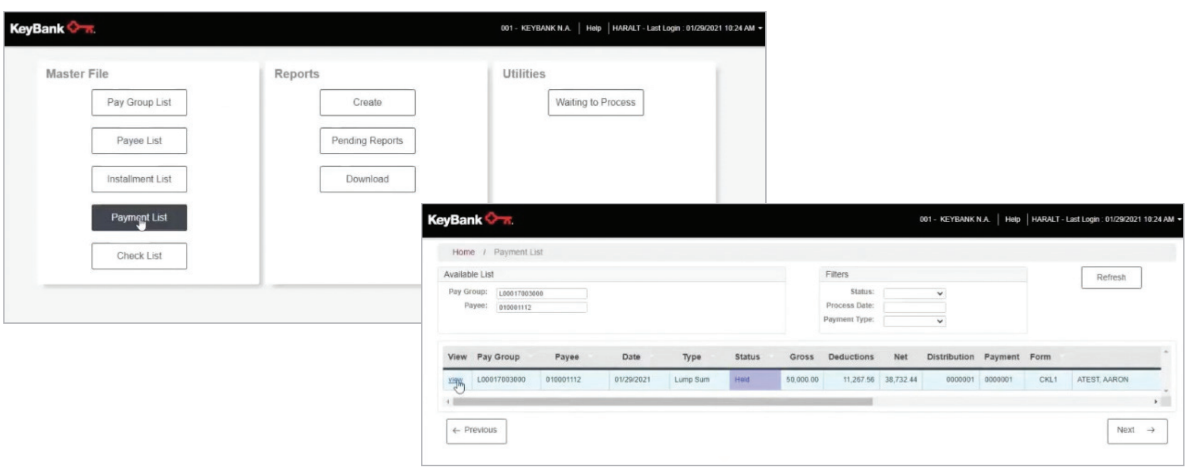
> Note: You may receive a pop-up regarding deductions not being computed. This can be ignored in the case of a rollover, as deductions are not needed in this case.



19. A confirmation message will appear that the payment was processed. The dark gray summary panel will update with the payment information as well.



Note: You can double check and see pending lump sum payments by navigating back to the main portal menu and selecting **Payment List.** This pulls up a full list of pending lump sum payments and allows you to select individual payments if needed. Payments in **Held** status can be updated as well **on the same day the payment was dropped** by selecting an individual payment, changing any of the details within the payment, and reclicking **Submit** to update.



For more assistance in navigating or using the PayWeb Portal, contact your KeyBank Institutional Advisors Relationship Management Team.

KeyBank Institutional Advisors collaboratively engages stakeholders to understand their organization's strategic mission, values, and goals. Our advisors are professionals supported by subject matter experts across client disciplines/market segments. Combining our expertise with an understanding of the client, we recommend and implement customized, coordinated financial solutions.

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