KeyBank

Institutional Advisors

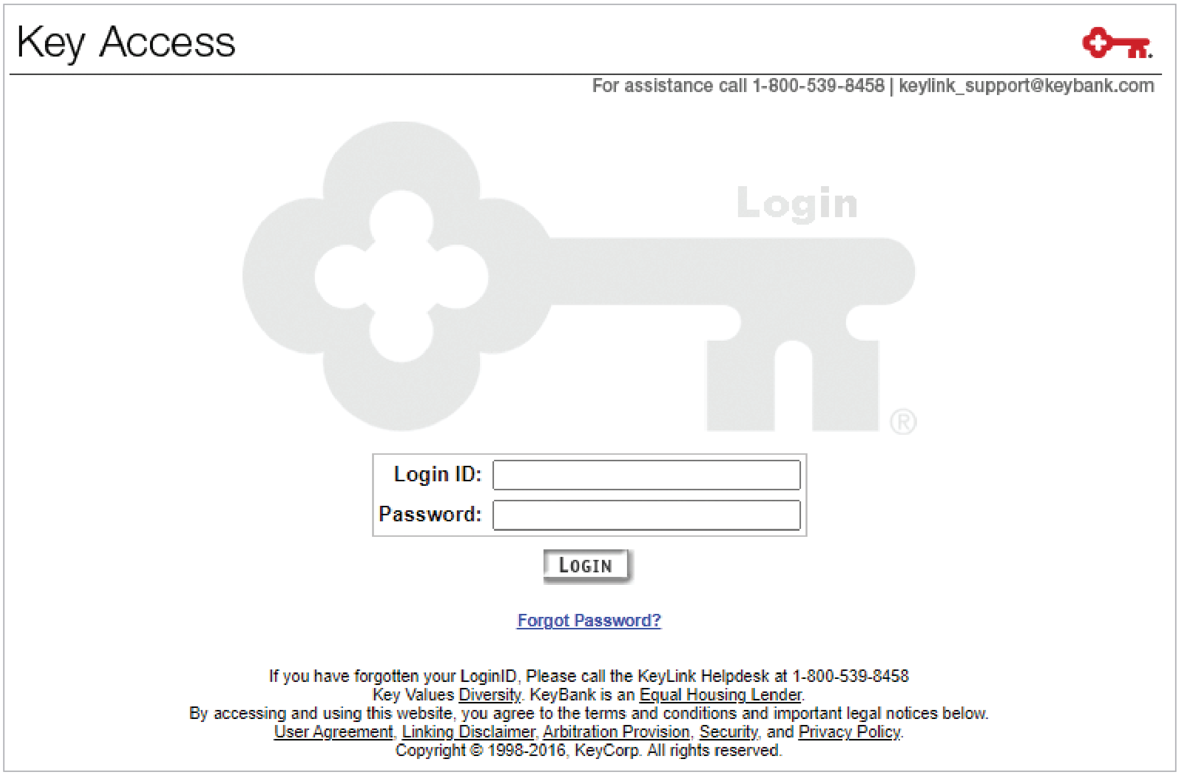
PayWeb User Guide General Navigation

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.

Contents

1. PayWeb Login Screen

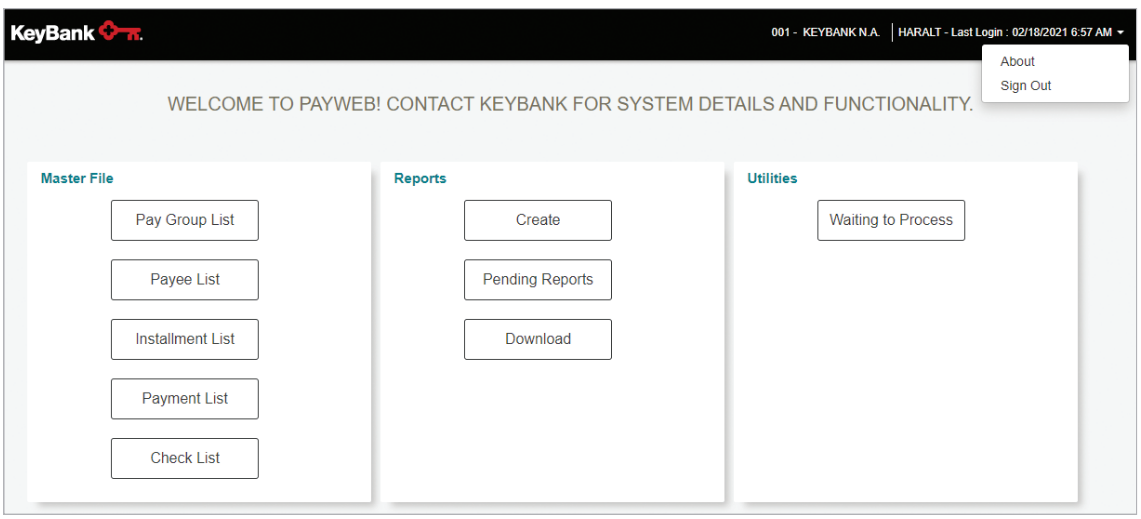
On this login screen, you will enter your login information, including your user name and password.



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.

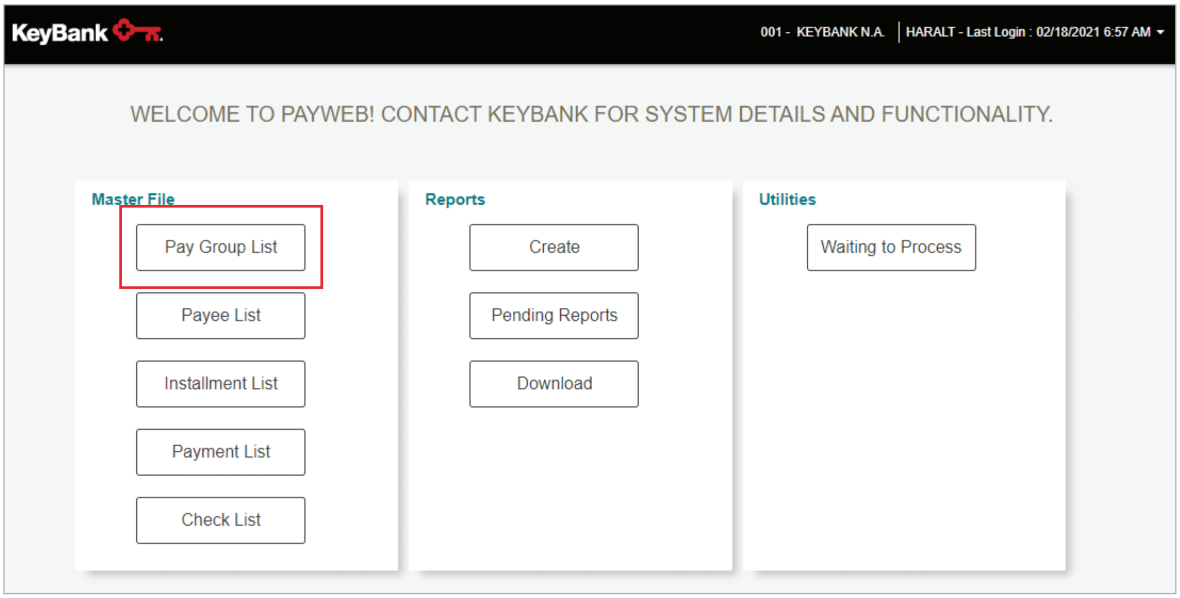
Top Status Bar reflects current environment:

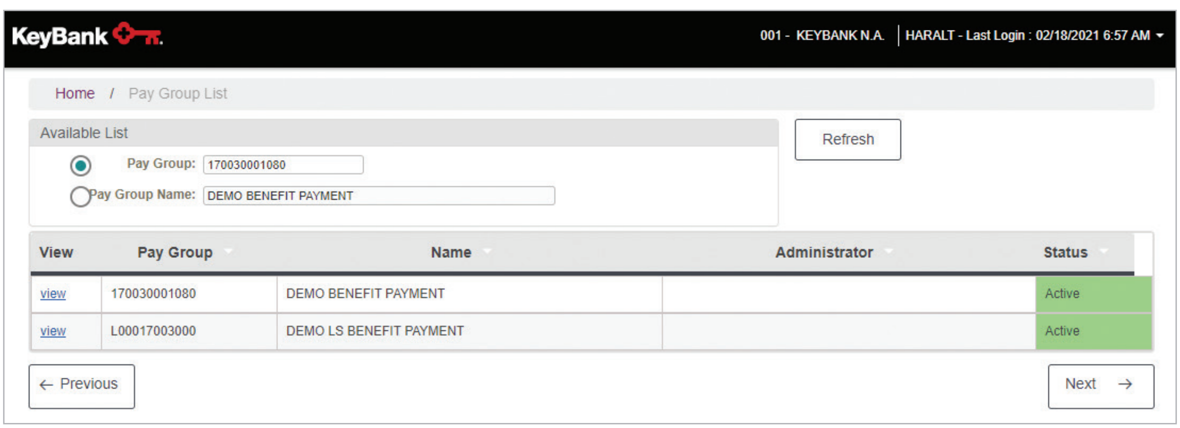
- Current Company (always 001-KEYBANK N.A.)
- User ID
  - Last login date and time are now displayed alongside the User ID for added security
- Sign Out

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.





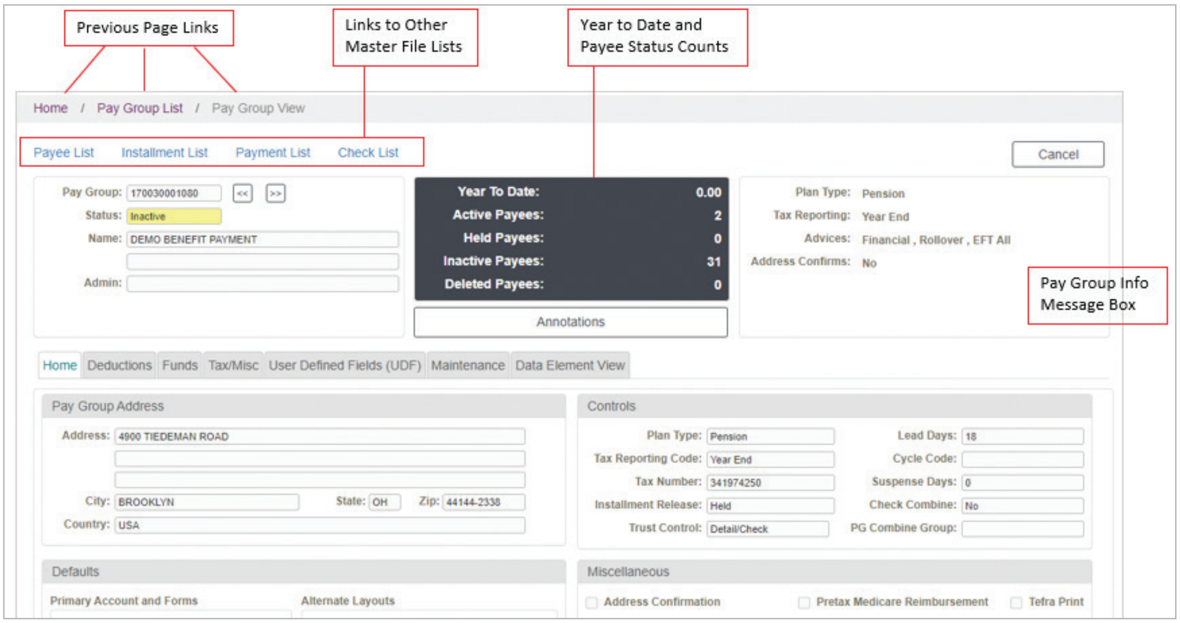
- Clicking on **View** in the leftmost column of any record will open that record.
  - Double clicking anywhere on a row will open the record as well.

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.

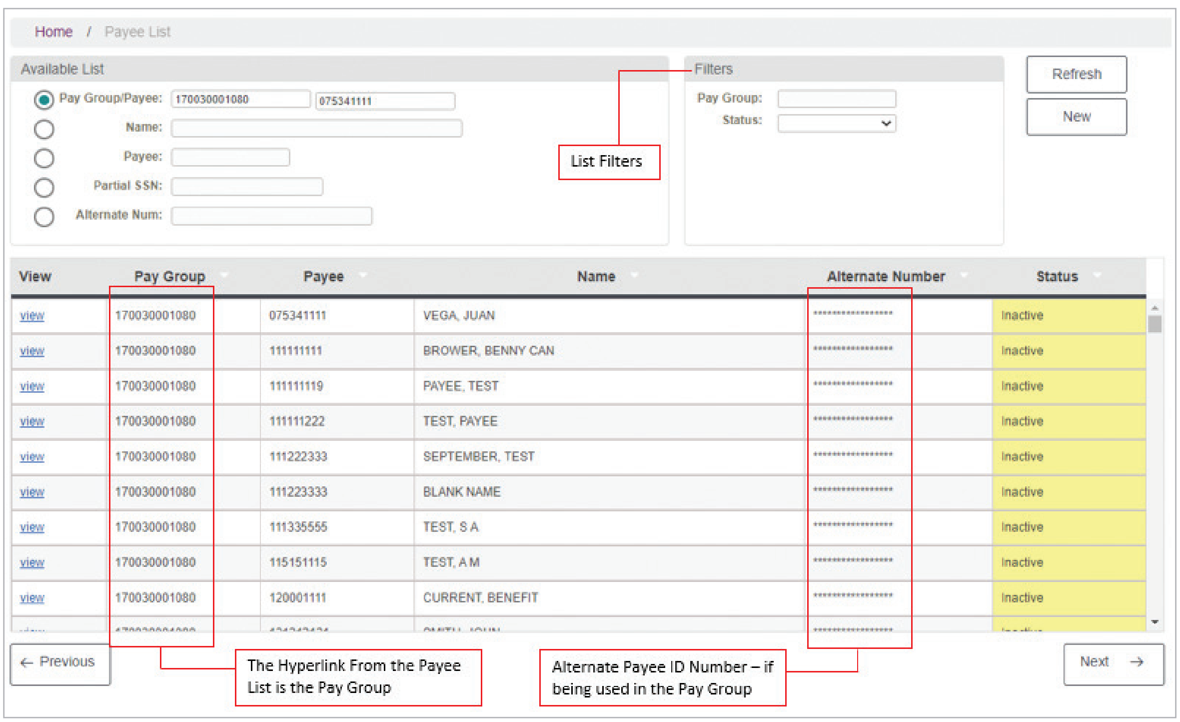
4. Pay Group View – Home

- 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.



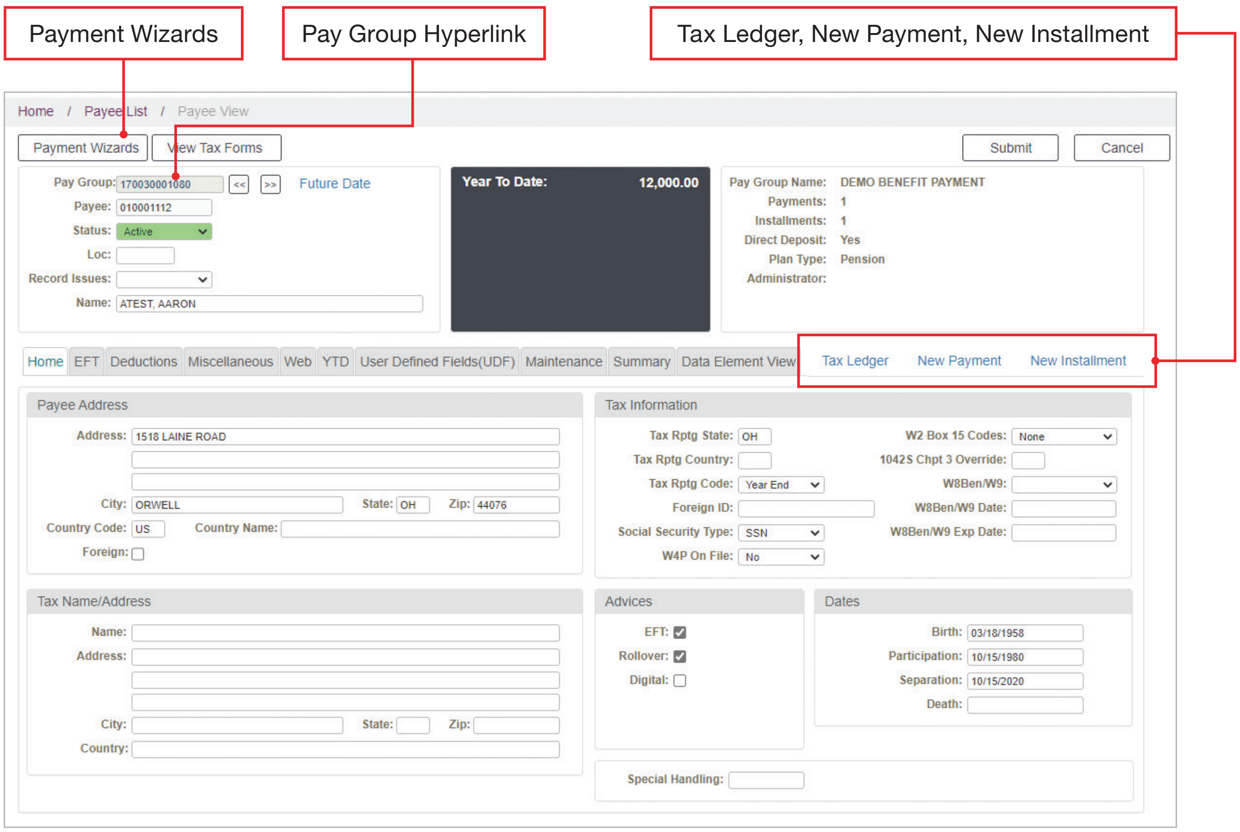
5. PayWeb Payee List

- 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

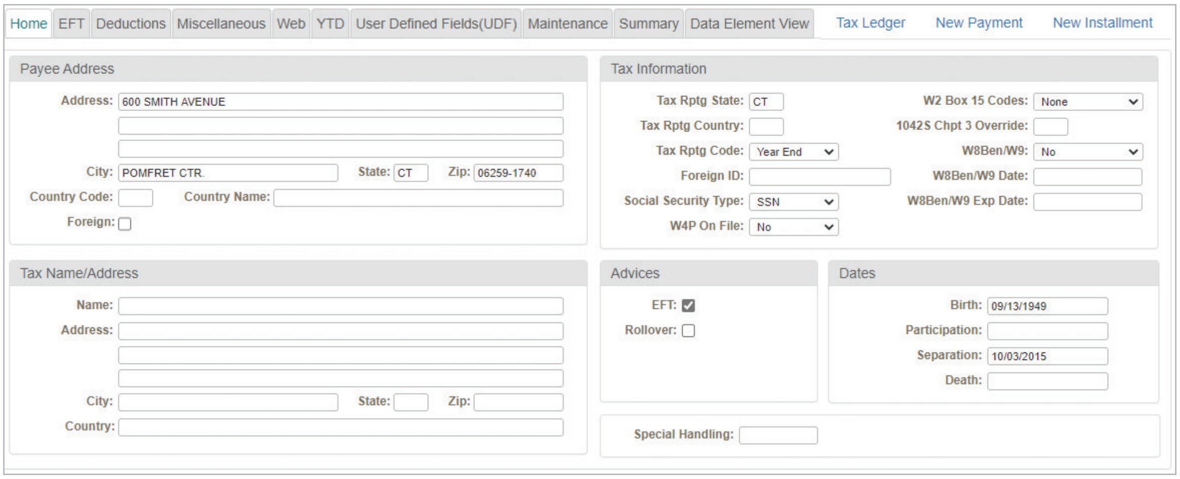
- The Payee View screen is a hub to access every record associated with a Payee.
- The Summary tab from the Payee view offers hyperlinks to the Installment, Payment, and Check files.
- Payee View features:
  – Payment Wizard button (KeyBank instance of PayWeb does not use this function)
  – Tax Ledger, 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.



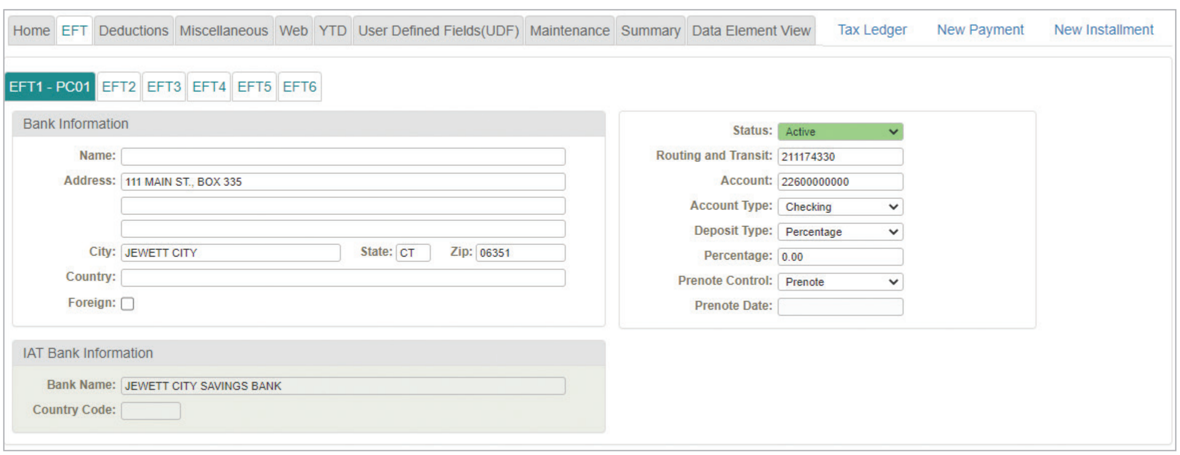
- The tabs provide access to specific payee details.

  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.

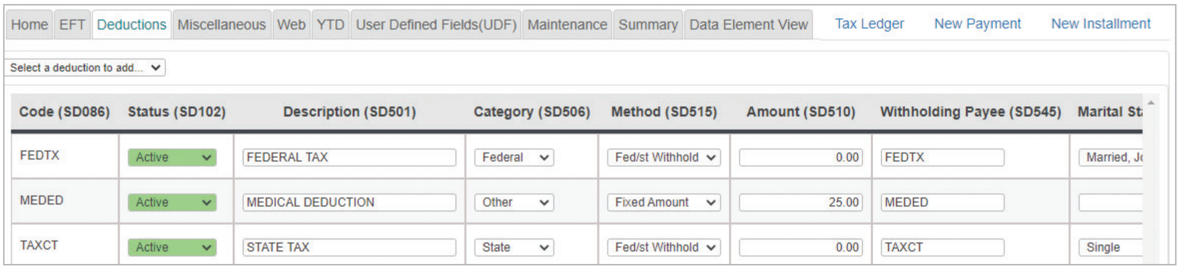
- The **Home** tab: Shows payee address and tax address, tax information, and dates: birth, participation, separation, and death. If the payee address change involves a move to another state, make sure the Tax Rptg State field is updated for the state abbreviation.



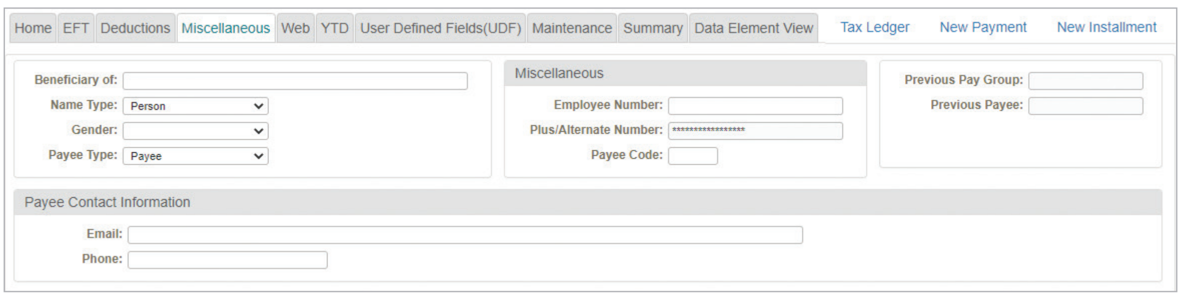
- The **EFT** tab: Shows EFT instructions to be used for installment payments – if applicable. Note that to change EFT instructions, you "inactivate" the current instructions and open a new EFT tab (such as EFT2) and update for the new instructions. Make sure to "activate" the new instructions.



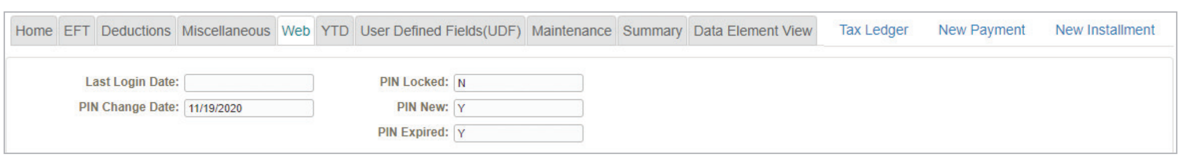
- The **Deductions** tab: Shows the deductions used for this payee. Note that if you have a payee address change where the payee is moving to another state and a new state withholding is needed to be setup, you should select the new state withholding via the drop down menu (once you have updated the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



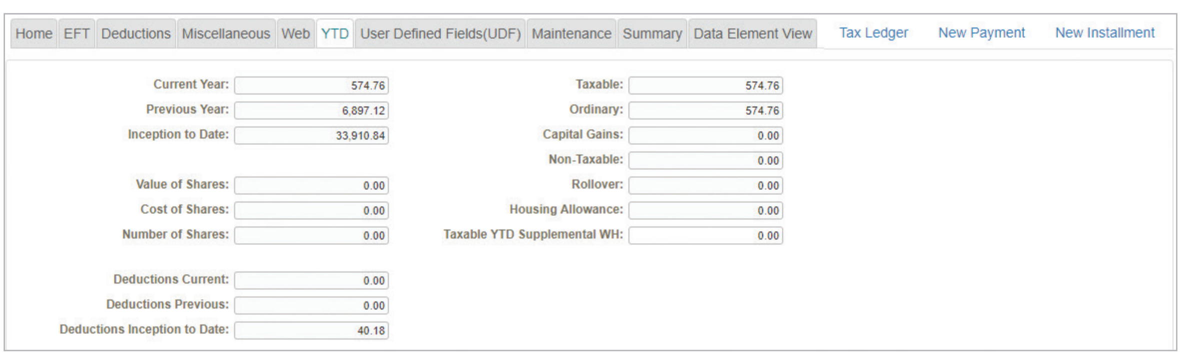
- The **Miscellaneous** tab: Use this tab to update the payees phone number and email address.



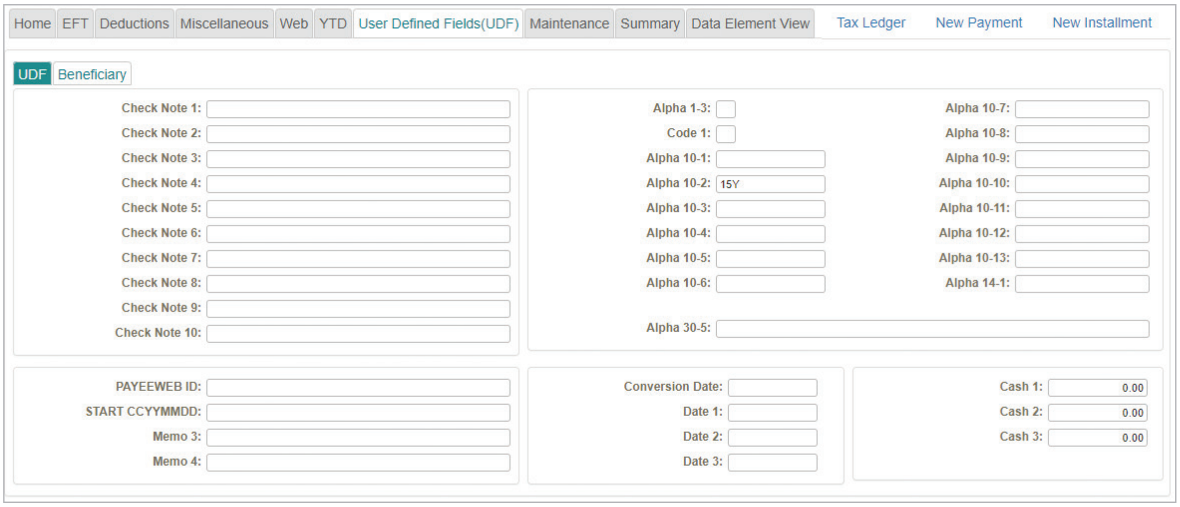
- The **Web** tab: Shows login information for the payee's PayeeWeb portal access.



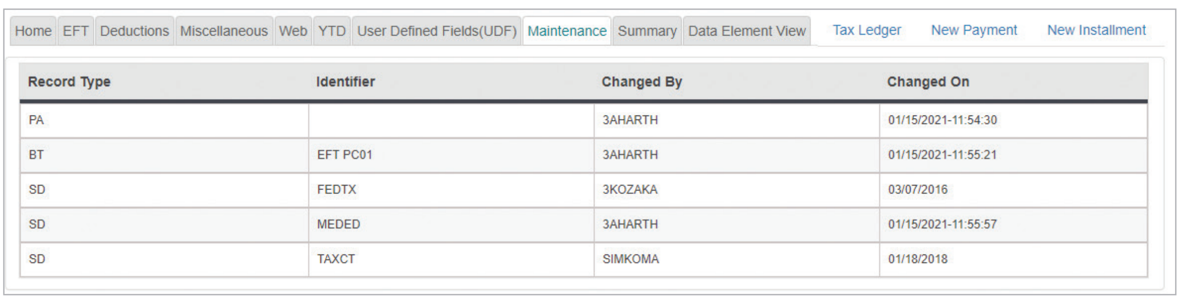
- The **YTD** tab: This tab shows the user's year-to-date gross totals and tax information.



- 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.

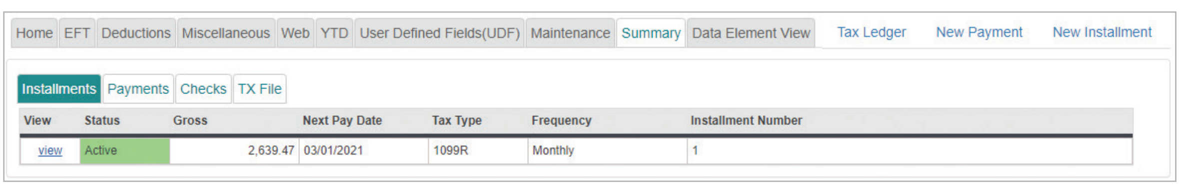


- The **Maintenance** tab: Shows when the installment record was created or edited by which user.

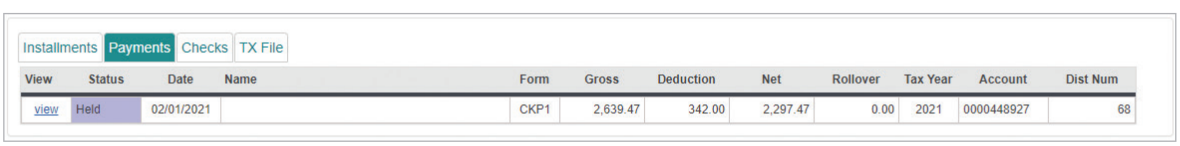


Record Type	Identifier	Changed By	Changed On
PA		3AHARTH	01/15/2021-11:54:30
BT	EFT PC01	3AHARTH	01/15/2021-11:55:21
SD	FEDTX	3KOZAKA	03/07/2016
SD	MEDED	3AHARTH	01/15/2021-11:55:57
SD	TAXCT	SIMKOMA	01/18/2018

- 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.



View	Status	Gross	Next Pay Date	Tax Type	Frequency	Installment Number
view	Active	2,639.47	03/01/2021	1099R	Monthly	1



View	Status	Date	Name	Form	Gross	Deduction	Net	Rollover	Tax Year	Account	Dist Num
view	Held	02/01/2021		CKP1	2,639.47	342.00	2,297.47	0.00	2021	0000448927	68

Installments | Payments | Checks | TX File

Check Ledger

View	Status	Check Date	Name	Check Number	Form	Gross	Net	Tax Year	Account Number
view	Cleared	02/01/2020		9309969	EFP1	2,639.47	2,480.51	2020	0000448927
view	Cleared	03/01/2020		9344990	EFP1	2,639.47	2,481.35	2020	0000448927
view	Cleared	04/01/2020		9379716	EFP1	2,639.47	2,481.35	2020	0000448927
view	Cleared	05/01/2020		9414297	EFP1	2,639.47	2,481.35	2020	0000448927
view	Cleared	06/01/2020		9448174	EFP1	2,639.47	2,297.47	2020	0000448927
view	Cleared	07/01/2020		9483526	EFP1	2,639.47	2,297.47	2020	0000448927
view	Cleared	08/01/2020		9518944	EFP1	2,639.47	2,297.47	2020	0000448927
view	Cleared	09/01/2020		9554429	EFP1	2,639.47	2,297.47	2020	0000448927
view	Cleared	10/01/2020		9590189	EFP1	2,639.47	2,297.47	2020	0000448927
view	Cleared	11/01/2020		9625649	EFP1	2,639.47	2,297.47	2020	0000448927
view	Cleared	12/01/2020		9661252	EFP1	2,639.47	2,297.47	2020	0000448927
view	Cleared	12/17/2020		9696815	EFP1	2,639.47	2,297.47	2021	0000448927

Installments | Payments | Checks | TX File

View	Tax Year	Tax Type	Distribution Amount	Account
view	2015	1099R	13,197.35	2016011118490000 2571
view	2016	1099R	31,673.64	20170110184300002875
view	2017	1099R	31,673.64	20180110184500002835
view	2018	1099R	31,673.64	20190111185000003064
view	2019	1099R	31,673.64	20200109185400003849

Check Ledger ×

Totals by Tax Year

Tax Year	Totals
2015	13,197.35
2016	31,673.64
2017	31,673.64
2018	31,673.64
2019	31,673.64
2020	31,673.64
2021	2,639.47

Totals by Check Year

Check Year	Totals
2015	13,197.35
2016	31,673.64
2017	31,673.64
2018	31,673.64
2019	31,673.64
2020	34,313.11

Cancel

Home / Payee List / Payee View / Tax File View

1099R Record

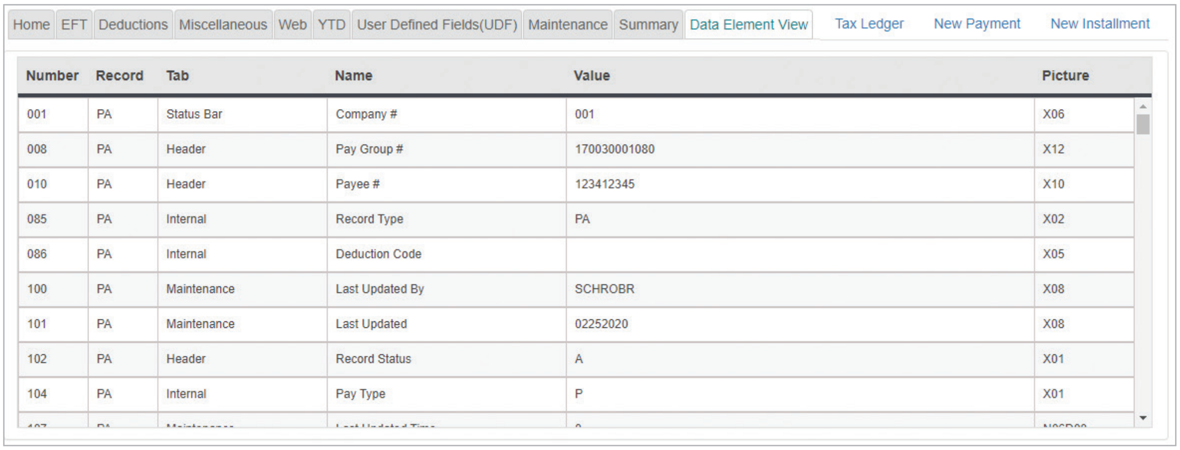
Cancel

Social Security Number:
Created:
Pay Group:
Account:
Tax Year:
Last Updated:
Company:
Payer EIN:
Form Type:

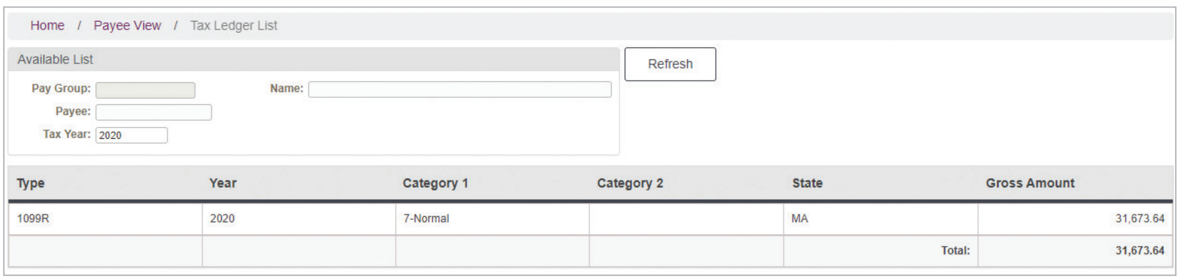
View	Gross	Fed	State	Cat
View	31,673.64	1,915.14	MA	7

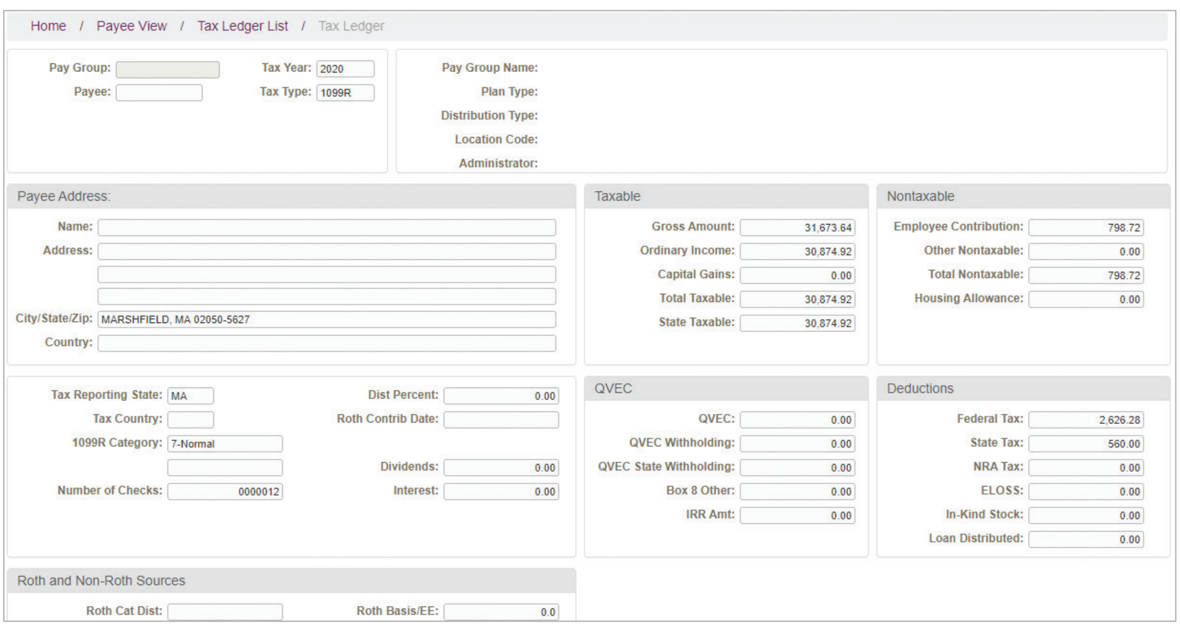
Field Name	Field Value	Corrected
TX109 - Name Control		
TX143 - TIN Type	2	
TX010 - Payee No		
TX220 - Gross Distribution	31673.64	
TX221 - Taxable Amount	30874.92	
TX222 - Capital Gain	0.00	
TX223 - Federal Tax Withheld	1915.14	
TX224 - Employee Contribution	798.72	
TX225 - Net Unrealized Apprec	0.00	

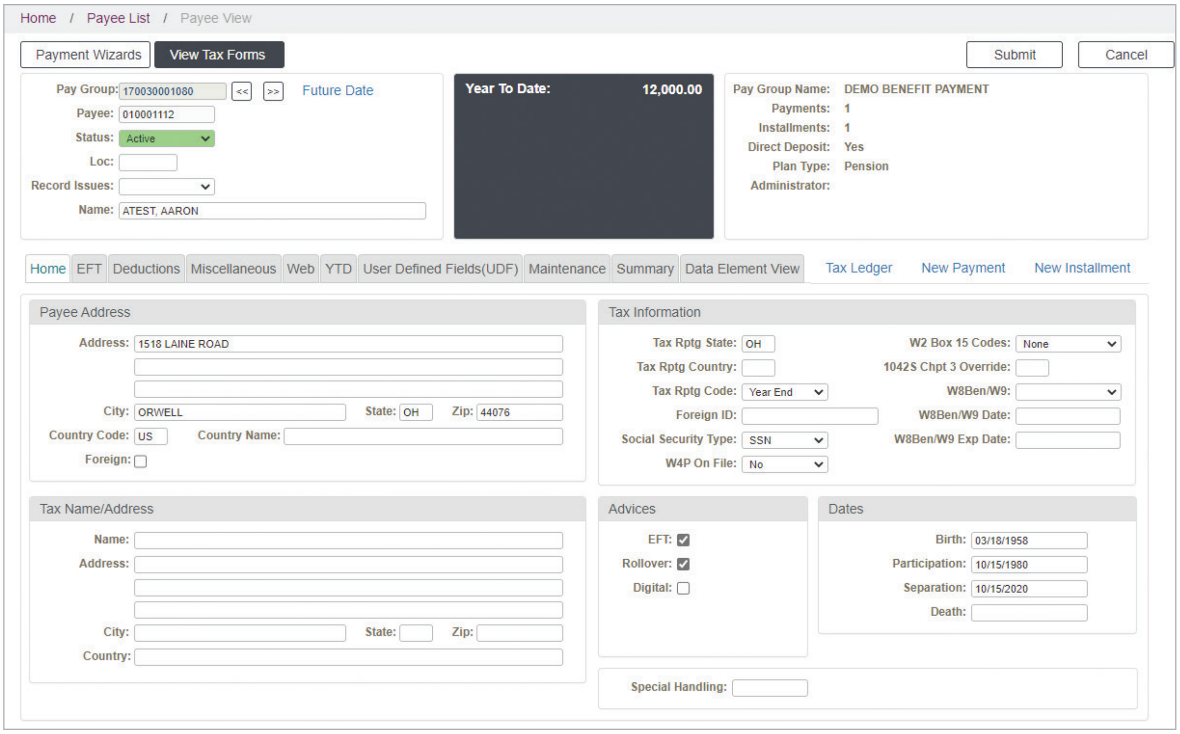
- The **Data Element** tab: Shows a listing of all the data elements for the payee.



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.

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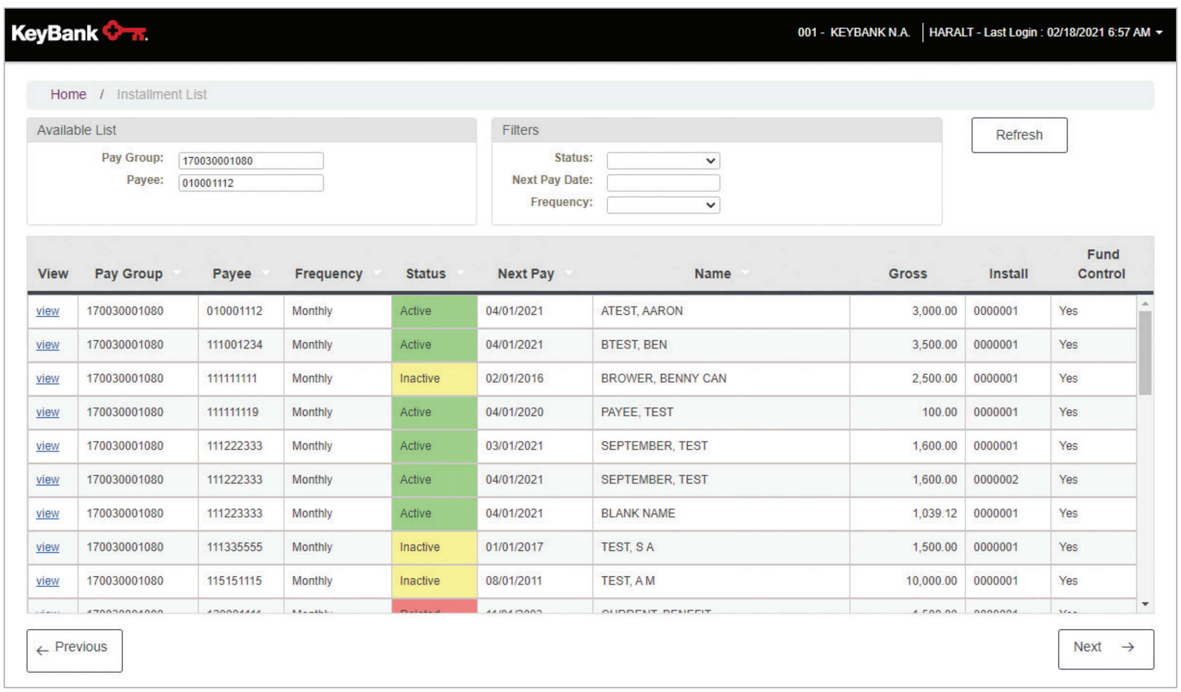
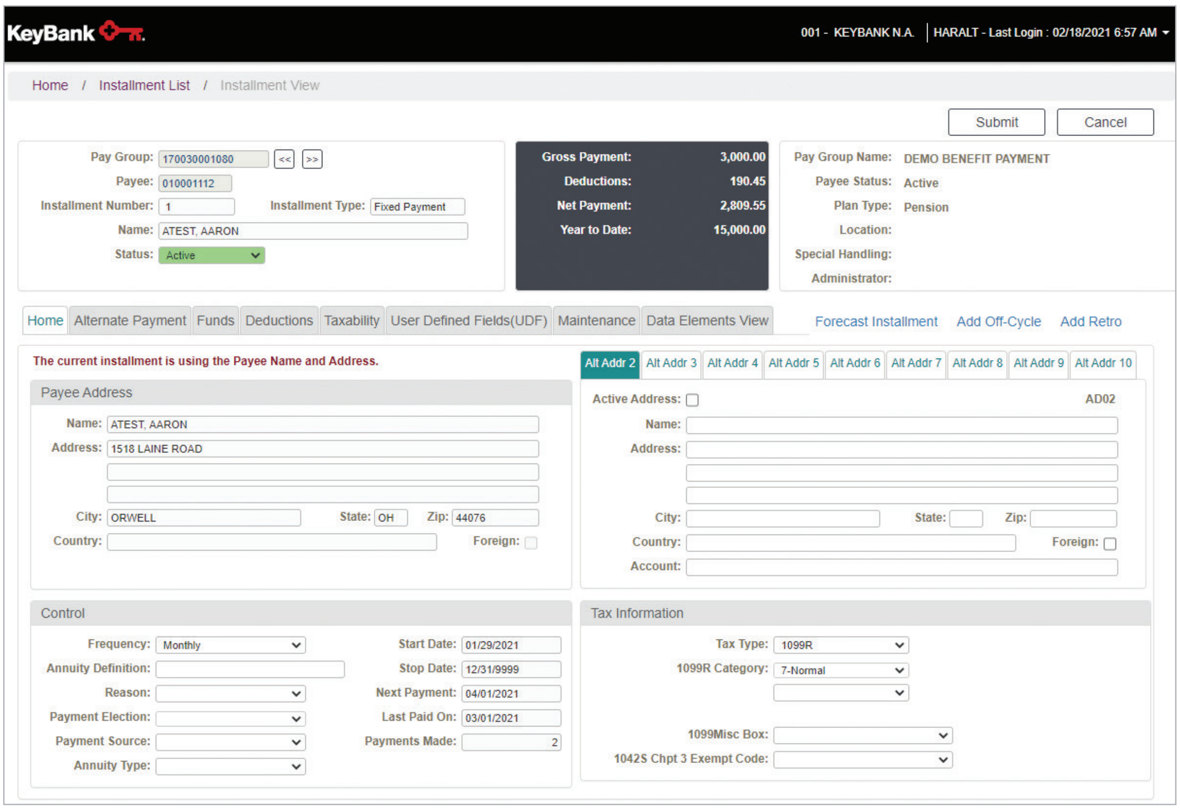
7. PayWeb Installment List

- 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.



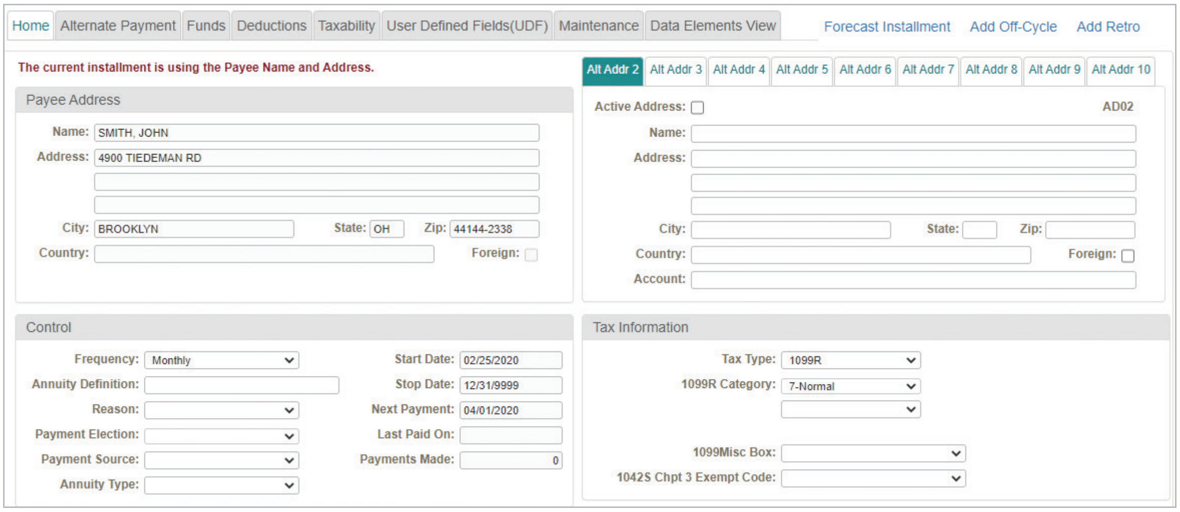
8. PayWeb Installment View

- 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.

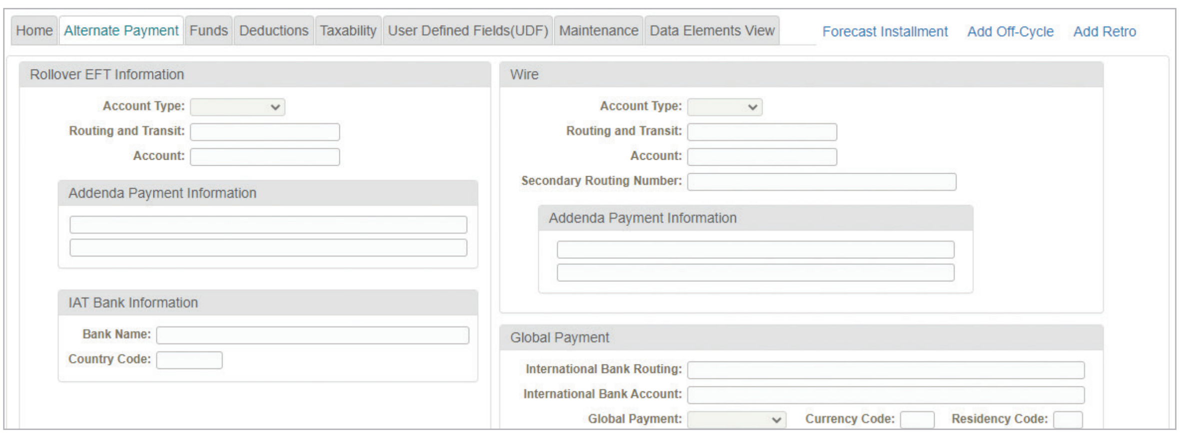


The tabs provide access to specific installment details:

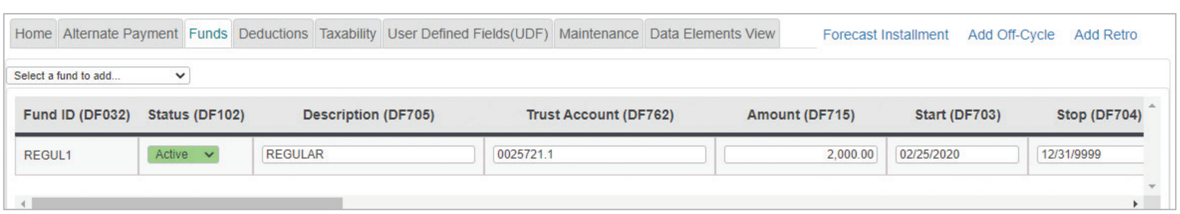
- The **Home** tab: Shows Payee Address including alternate addresses and tax information as well as control information such as payment frequency, start and stop dates, and annuity type.



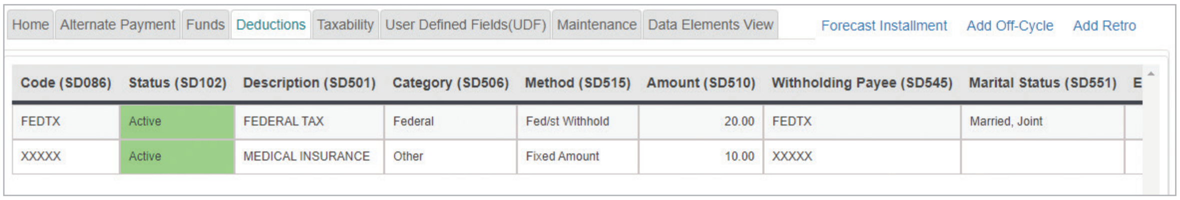
- The **Alternate Payment** tab: Shows EFT or wire instructions – if applicable.



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

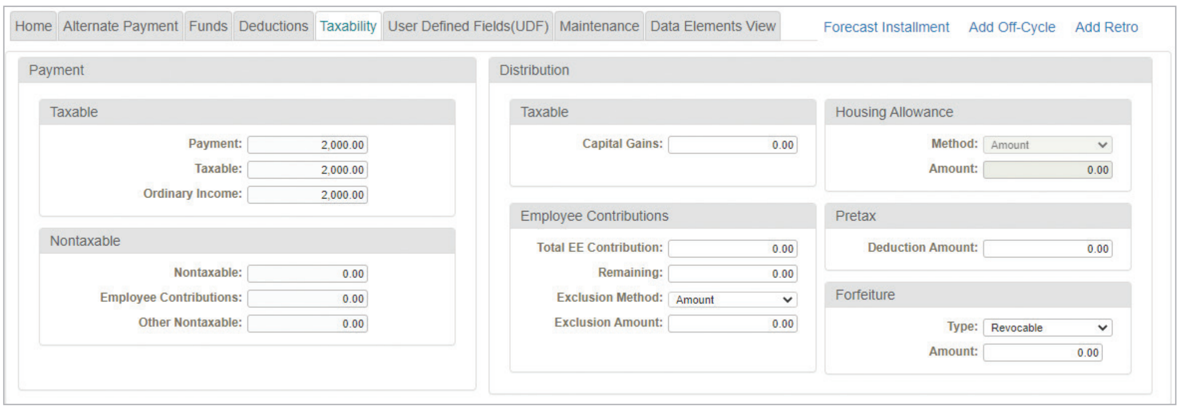


- The **Deductions** tab: Shows the deductions, such as medical insurance and Federal and State tax withheld.

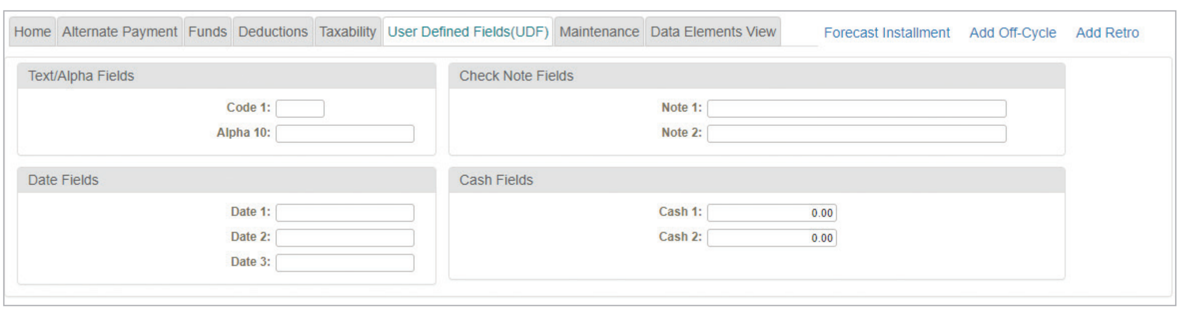


Code (SD086)	Status (SD102)	Description (SD501)	Category (SD506)	Method (SD515)	Amount (SD510)	Withholding Payee (SD545)	Marital Status (SD551)	E
FEDTX	Active	FEDERAL TAX	Federal	Fed/st Withhold	20.00	FEDTX	Married, Joint	
XXXXX	Active	MEDICAL INSURANCE	Other	Fixed Amount	10.00	XXXXX		

- 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.

Home | Alternate Payment | Funds | Deductions | Taxability | User Defined Fields(UDF) | Maintenance | Data Elements View   Forecast Installment   Add Off-Cycle   Add Retro

Record Type	Identifier	Changed By	Changed On
DS		SCHROBR	02/25/2020
PA	ADDRESS 1	SCHROBR	02/25/2020
SD	FEDTX	SCHROBR	02/25/2020
SD	XXXXX	SCHROBR	02/25/2020

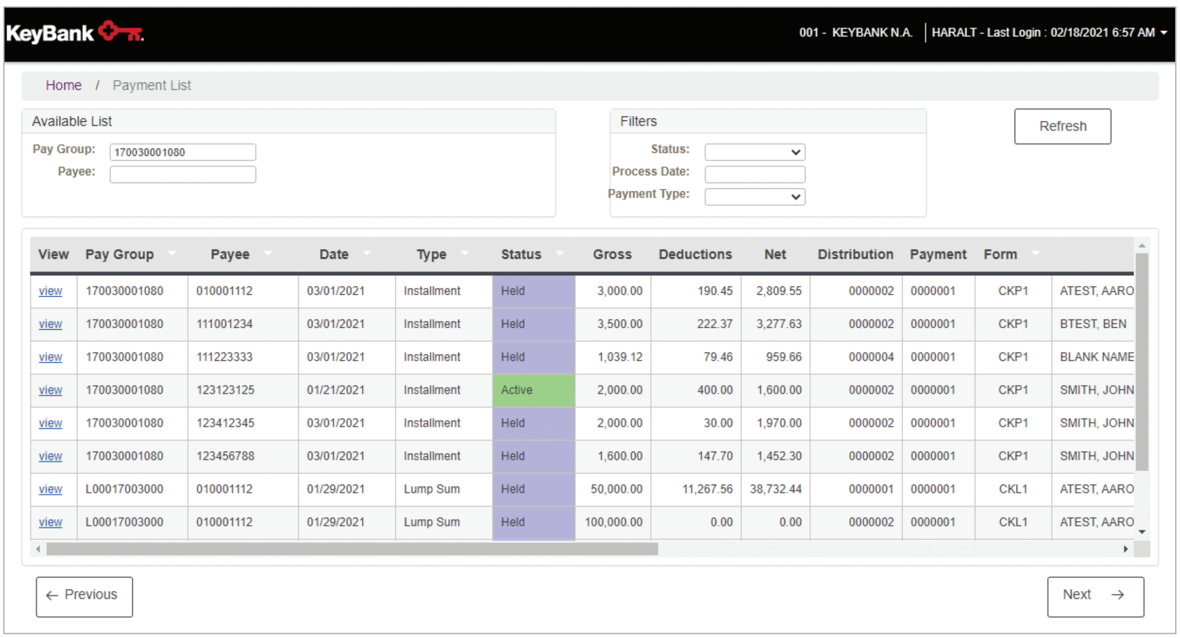
- The **Data Elements View** tab: Shows a listing of all the data elements for the installment.

Home | Alternate Payment | Funds | Deductions | Taxability | User Defined Fields(UDF) | Maintenance | Data Elements View   Forecast Installment   Add Off-Cycle   Add Retro

Number	Record	Tab	Name	Value	Picture
001	DS	Status Bar	Company #	001	X06
008	DS	Header	Pay Group #	170030001080	X12
010	DS	Header	Payee #	123412345	X10
028	DS	Header	Distribution #	1	N07D00
032	DS	Internal	Fund ID		X07
085	DS	Internal	Record Type	DS	X02
100	DS	Maintenance	Last Updated By	SCHROBR	X08
101	DS	Maintenance	Last Updated	02252020	X08
102	DS	Header	Record Status	A	X01

9. PayWeb Payment List

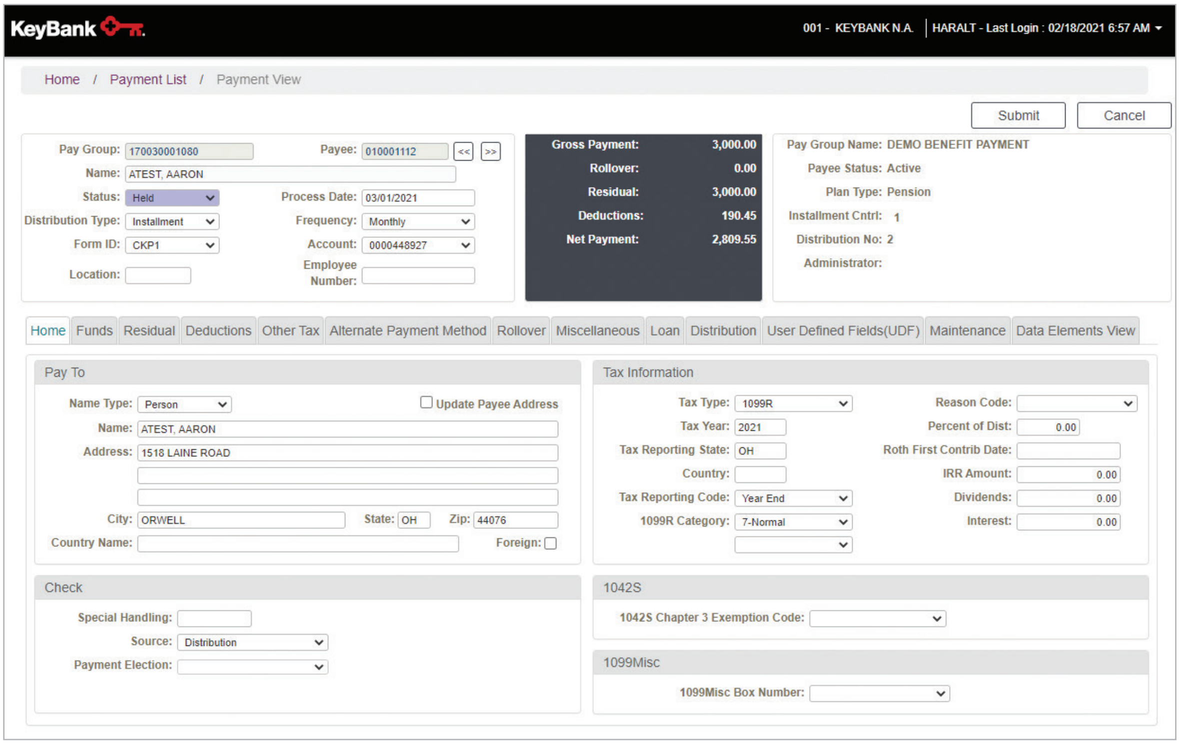
- The Payment List screen displays payments that are in process (i.e., that have not yet been released). This screen provides hyperlinks to jump to the payment record indicated by column header.
  - In the below example, the hyperlink jumps to the Pay Group and Payee.
- Clicking on **View** in the leftmost 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.



View	Pay Group	Payee	Date	Type	Status	Gross	Deductions	Net	Distribution	Payment	Form	
view	170030001080	010001112	03/01/2021	Installment	Held	3,000.00	190.45	2,809.55	0000002	0000001	CKP1	ATEST, AARO
view	170030001080	111001234	03/01/2021	Installment	Held	3,500.00	222.37	3,277.63	0000002	0000001	CKP1	BTEST, BEN
view	170030001080	111223333	03/01/2021	Installment	Held	1,039.12	79.46	959.66	0000004	0000001	CKP1	BLANK NAME
view	170030001080	123123125	01/21/2021	Installment	Active	2,000.00	400.00	1,600.00	0000002	0000001	CKP1	SMITH, JOHN
view	170030001080	123412345	03/01/2021	Installment	Held	2,000.00	30.00	1,970.00	0000002	0000001	CKP1	SMITH, JOHN
view	170030001080	123456788	03/01/2021	Installment	Held	1,600.00	147.70	1,452.30	0000002	0000001	CKP1	SMITH, JOHN
view	L00017003000	010001112	01/29/2021	Lump Sum	Held	50,000.00	11,267.56	38,732.44	0000001	0000001	CKL1	ATEST, AARO
view	L00017003000	010001112	01/29/2021	Lump Sum	Held	100,000.00	0.00	0.00	0000002	0000001	CKL1	ATEST, AARO

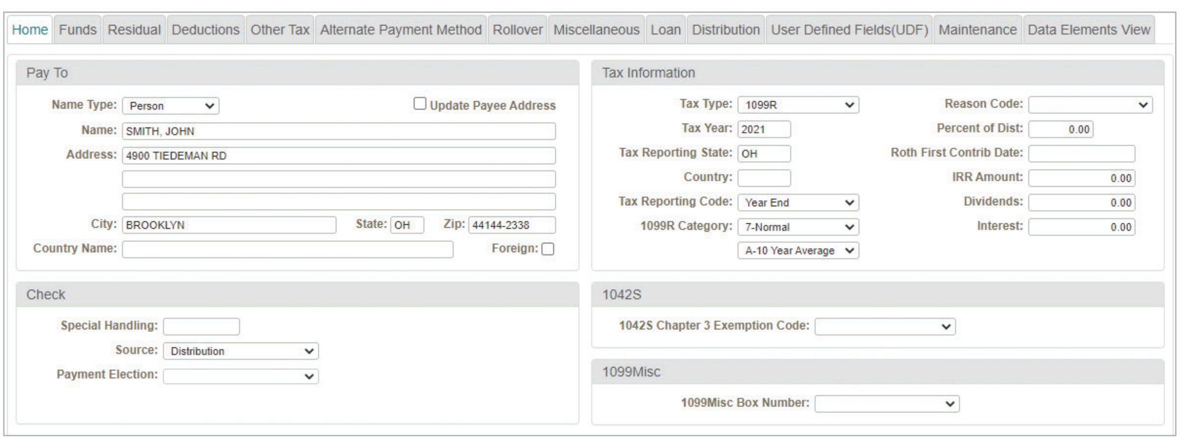
10. PayWeb Payment View

- 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.

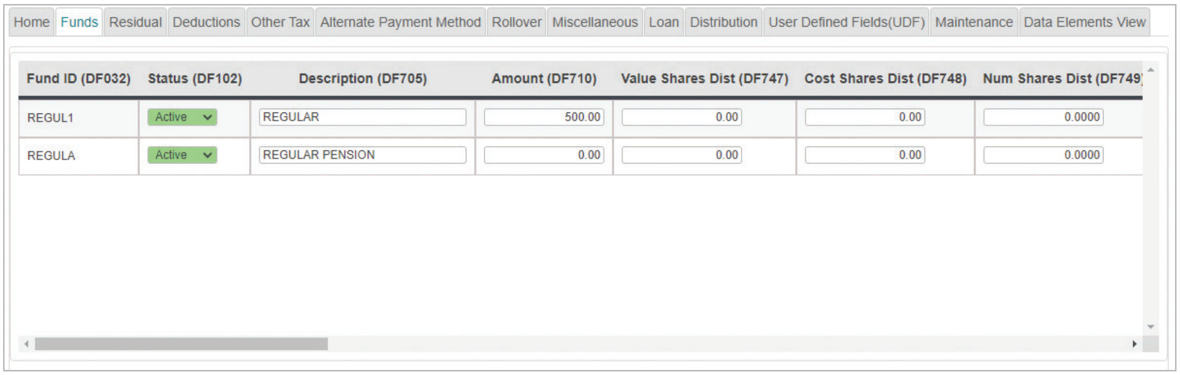


The tabs provide access to specific payment details:

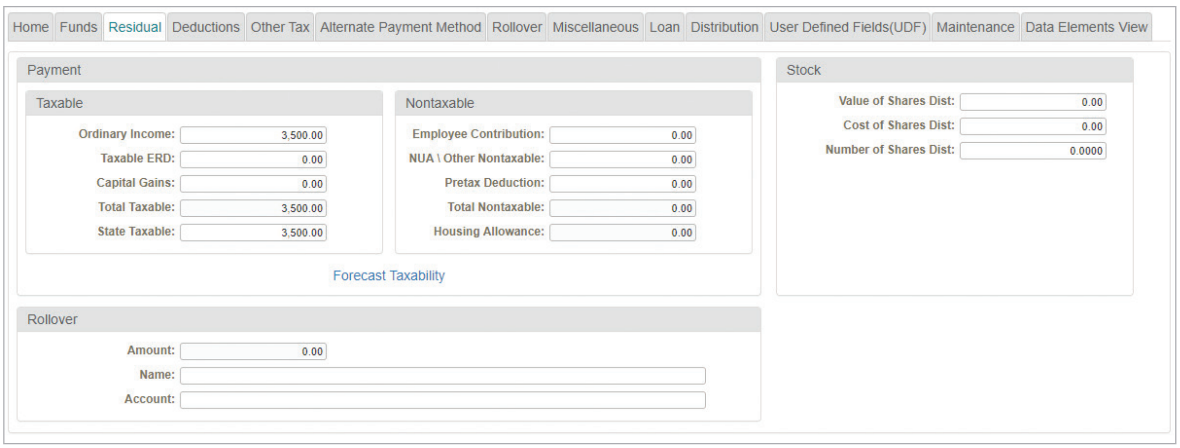
- The **Home** tab: Shows the installment payment address.



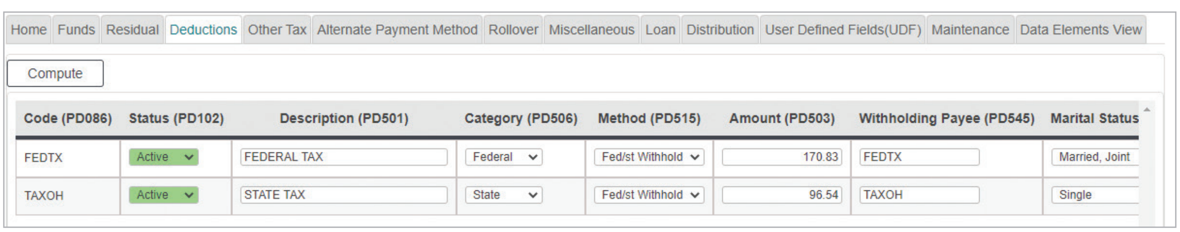
- The **Funds** tab: Shows the fund source within the Pay Group for the payment.



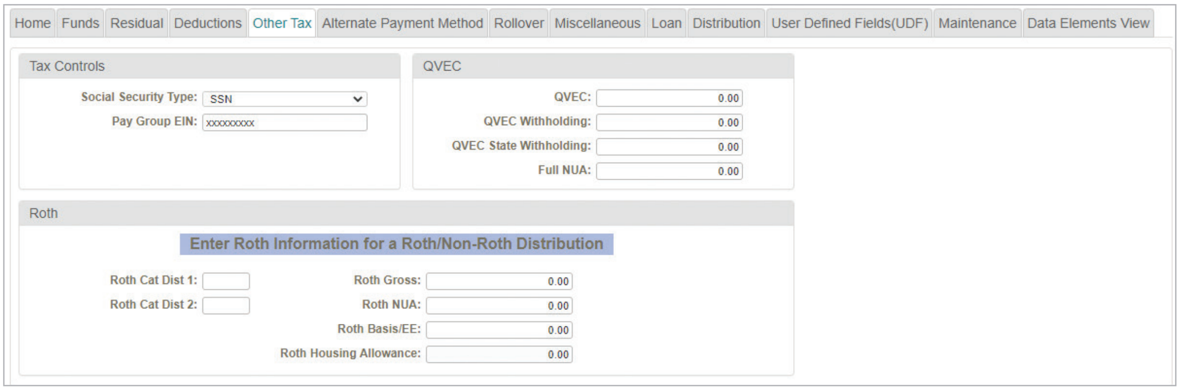
- The **Residual** tab: Shows details around the taxability of the payment.



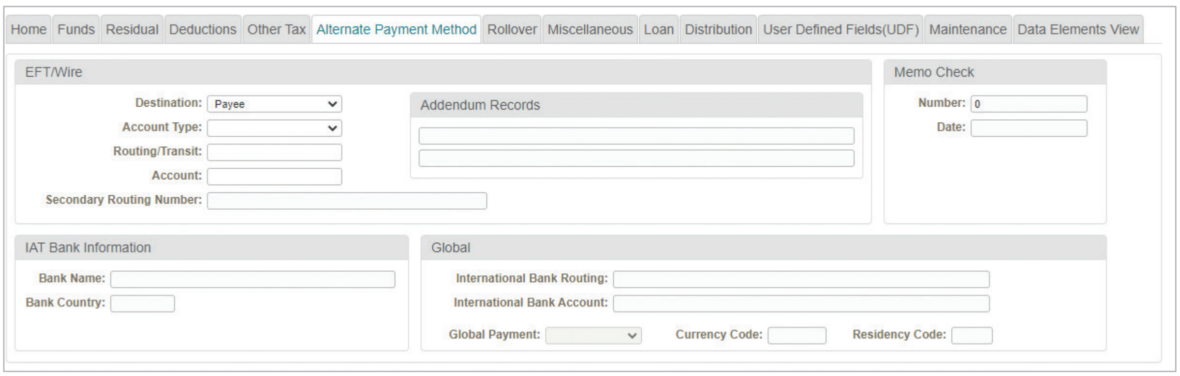
- The **Deductions** tab: Shows the deductions, such as medical insurance and Federal and State tax withheld. The Compute button will calculate and update the Federal and State withholding amounts based on the marital status and exemptions.



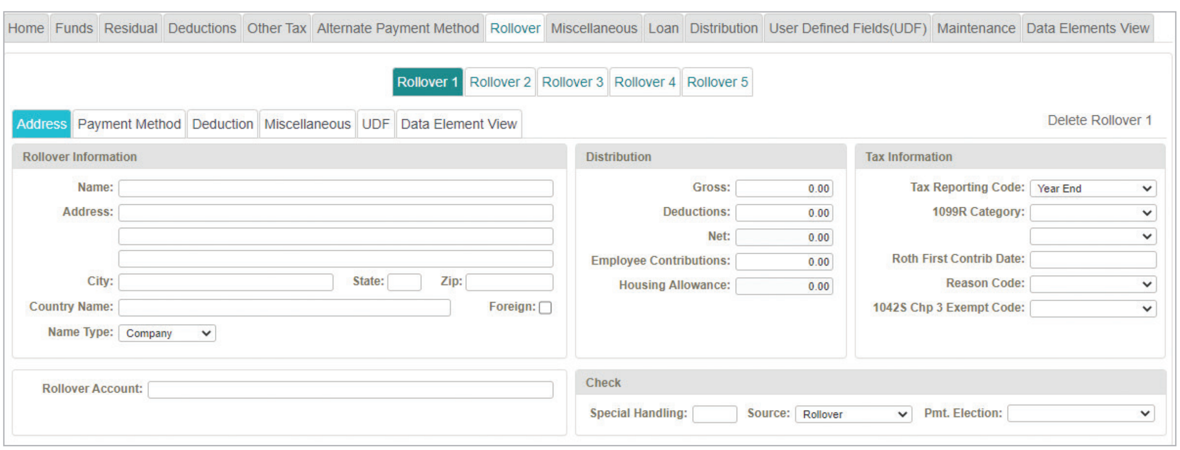
- The **Other Tax** tab: Additional information related to the taxability of the payment.



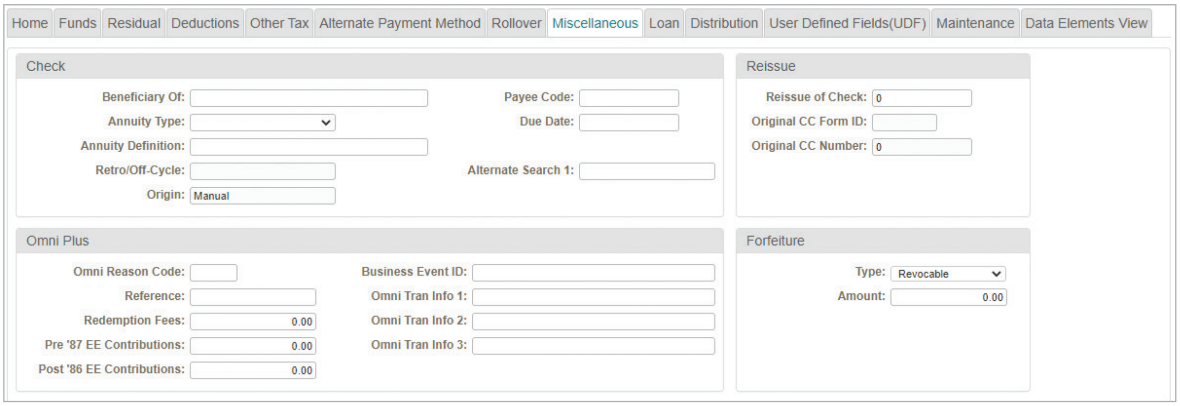
- The **Alternate Payment** tab: Shows EFT or wire instructions – if applicable.



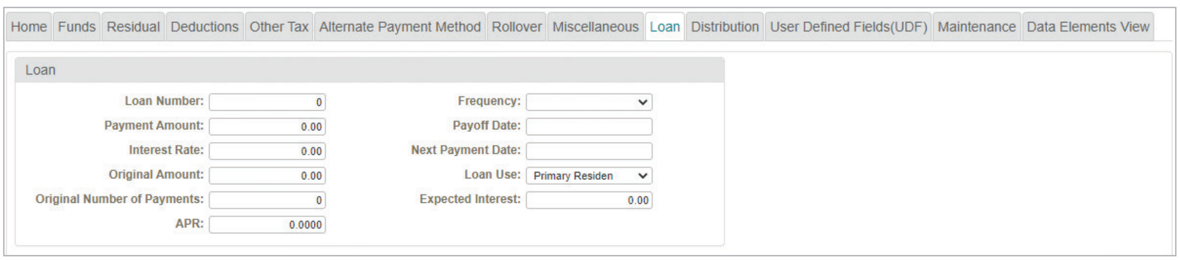
- The **Rollover** tab: **If the payment is a rollover…**
- The Rollover tab has sub-tabs covering address, payment method, deduction, miscellaneous, UDF, and Data Elements View.



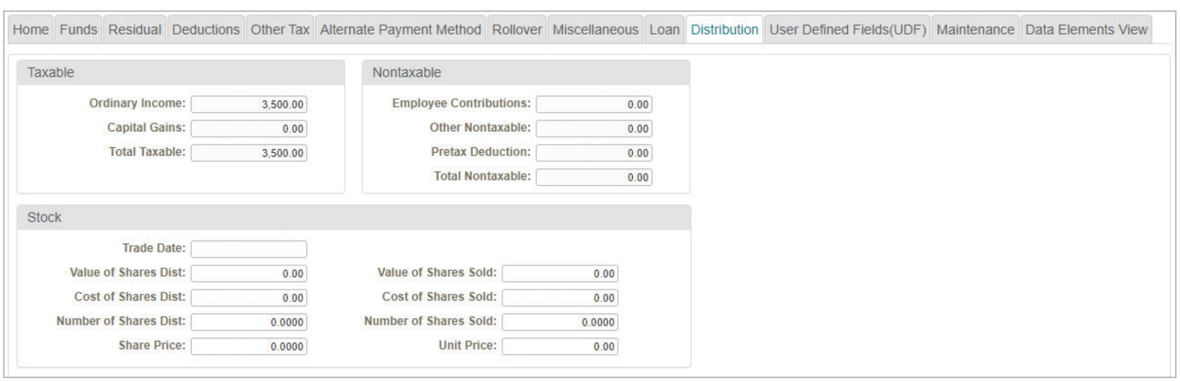
- The **Miscellaneous** tab: Additional details for this payment including information about retro, off-cycle, or reissue.



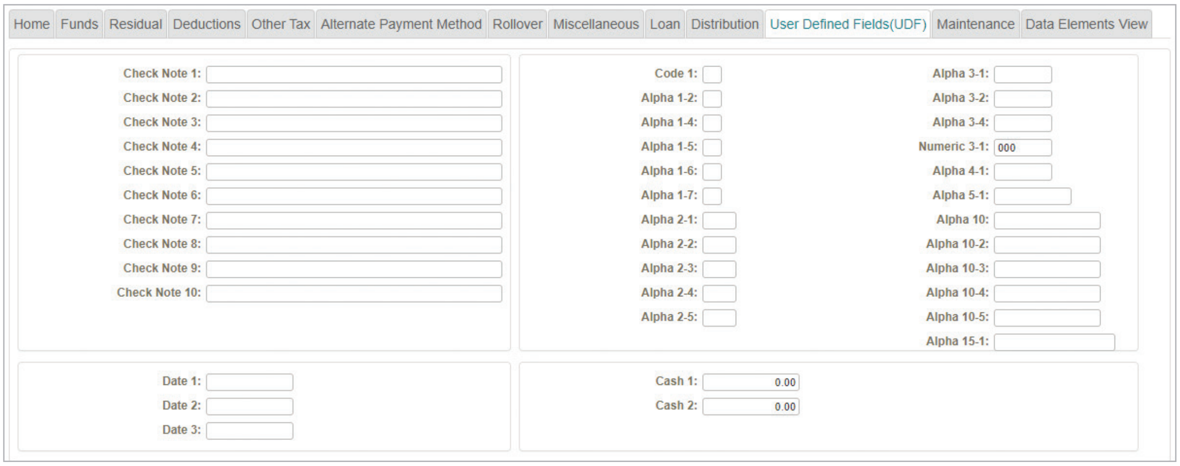
- The **Loan** tab: Only if the distribution includes a loan.



- 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.

Home | Funds | Residual | Deductions | Other Tax | Alternate Payment Method | Rollover | Miscellaneous | Loan | Distribution | User Defined Fields(UDF) | Maintenance | Data Elements View

Record Type	Identifier	Changed By	Changed On
PM		HARALT	01/14/2021 - 15:03:36
DS		HARALT	01/14/2021 - 15:03:34
PD	FEDTX	HARALT	01/14/2021 - 15:03:37
PD	TAXOH	HARALT	01/14/2021 - 15:03:38
DF	REGUL1	HARALT	01/14/2021 - 15:03:35

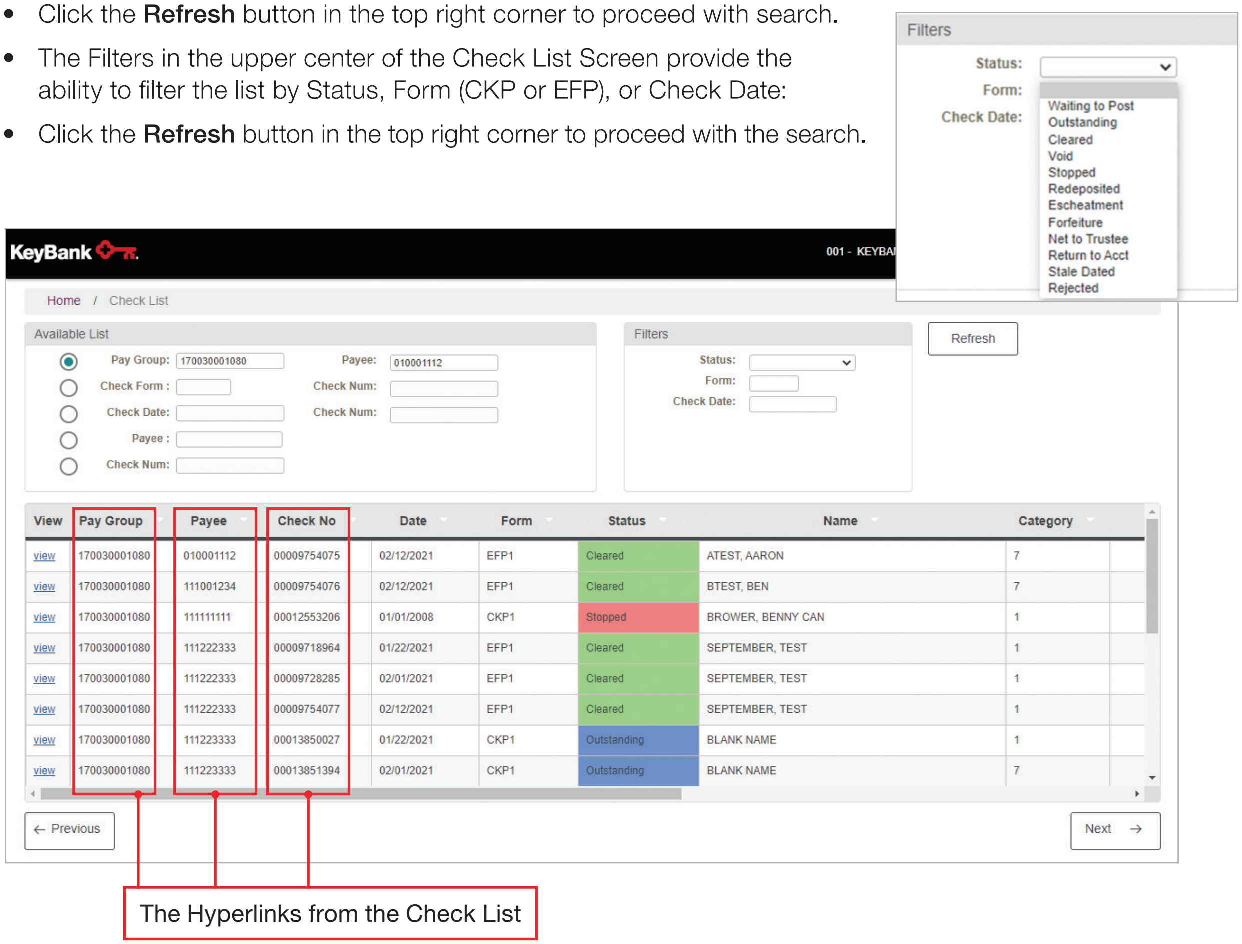
- The **Data Elements View** tab: Shows a listing of all the data elements for the payment.

Home | Funds | Residual | Deductions | Other Tax | Alternate Payment Method | Rollover | Miscellaneous | Loan | Distribution | User Defined Fields(UDF) | Maintenance | Data Elements View

Number	Record	Tab	Name	Value	Picture
001	PM	Status Bar	Company #	001	X06
008	PM	Header	Pay Group #	170030001080	X12
010	PM	Header	Payee #	123456788	X10
024	PM	Header	Original Pay Group		X12
028	PM	Header	Distribution #	1	N07D00
029	PM	Internal	Payment #	1	N07D00
086	PM	Internal	Deduction Code		X05
087	PM	Internal	Record Type	PM	X02
100	PM	Maintenance	Last Updated By	HARALT	X08

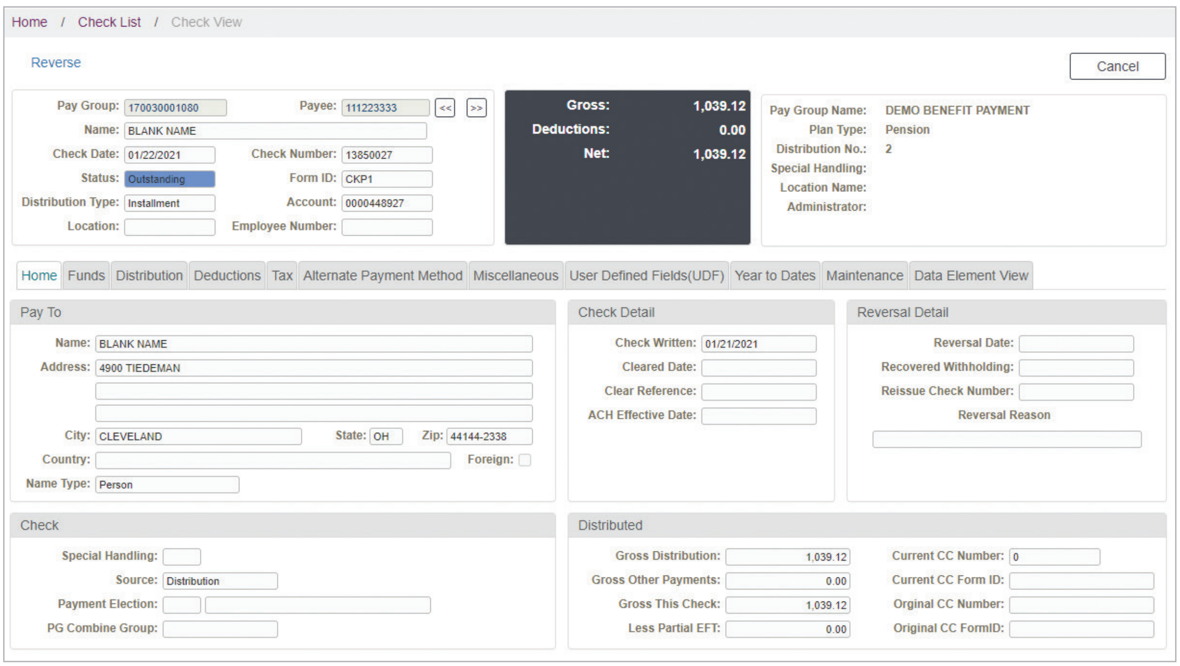
11. PayWeb Check List

- 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:
- Click the **Refresh** button in the top right corner to proceed with the search.

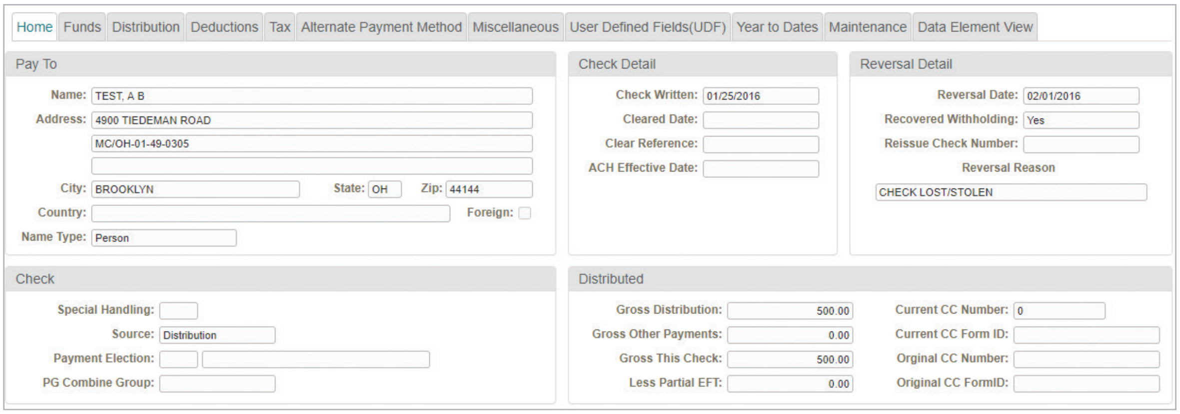


12. PayWeb Check View

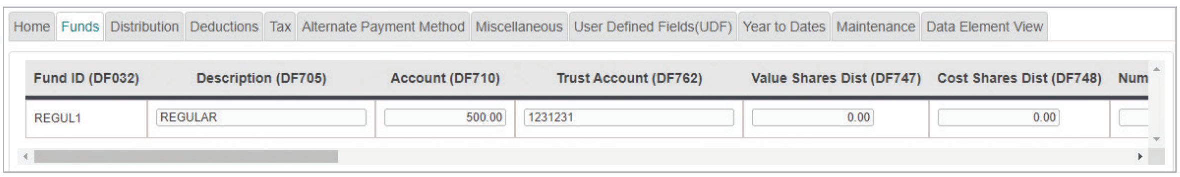
- The Check View home screen contains the address, distribution instructions, and check status of a check/EFT payment that has been made to the payee.
- The gray center panel shows the Check Header information: Gross check/EFT amounts, Deductions, and the Net check/EFT amount.
- The tabs provide access 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**.



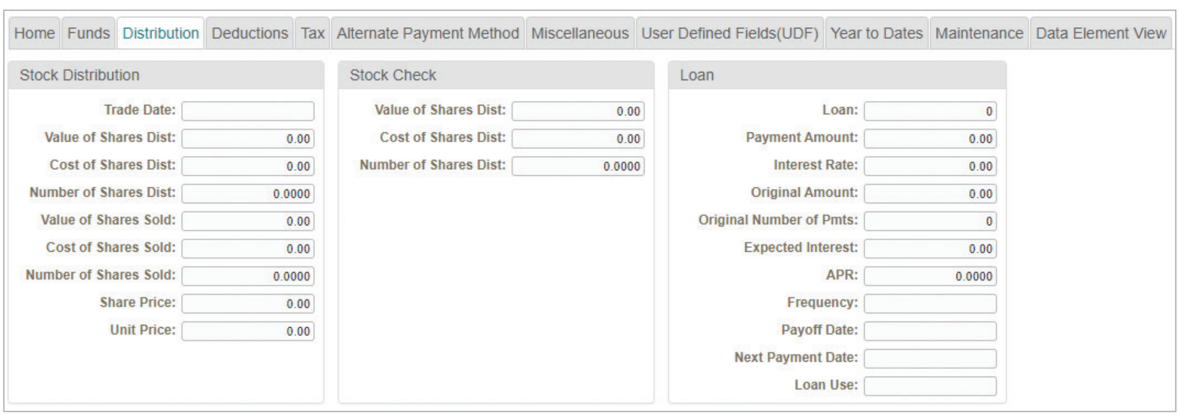
- The **Home** tab: Shows check address, check details, and reversal details – if applicable.



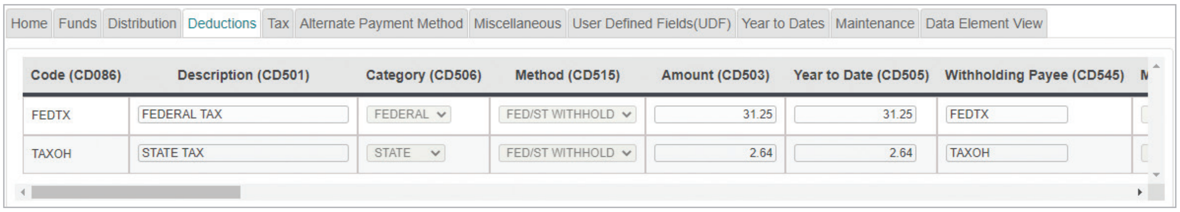
- The **Funds** tab: Shows the fund source within the Pay Group for the check including amount and start and stop dates.



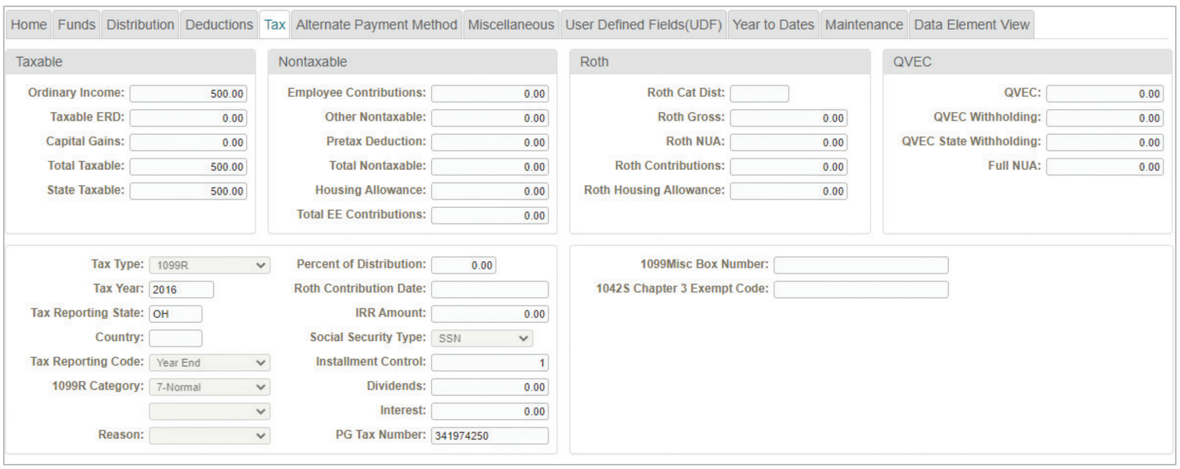
- The **Distribution** tab: Shows stock or loan information, if applicable, to this distribution.



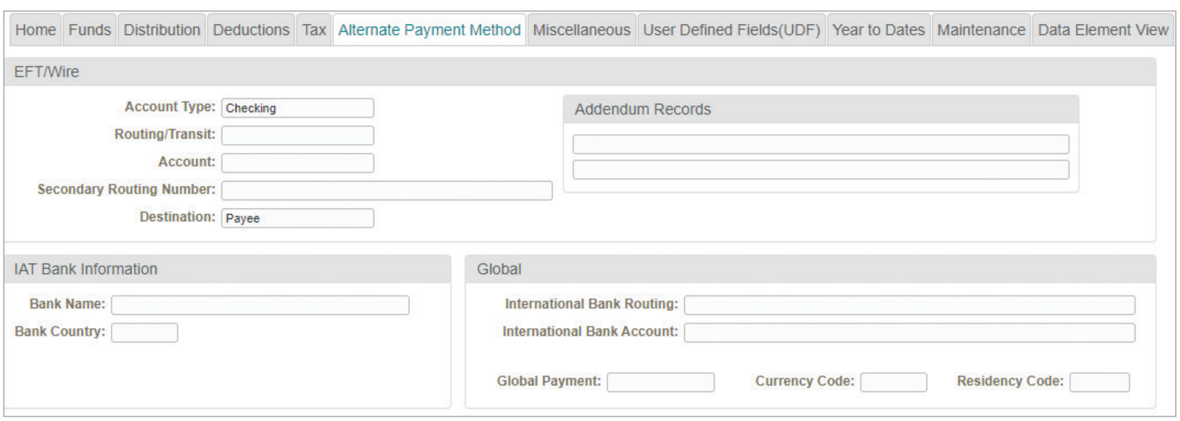
- The **Deductions** tab: Shows the deductions, such as medical insurance and Federal and State tax withheld.



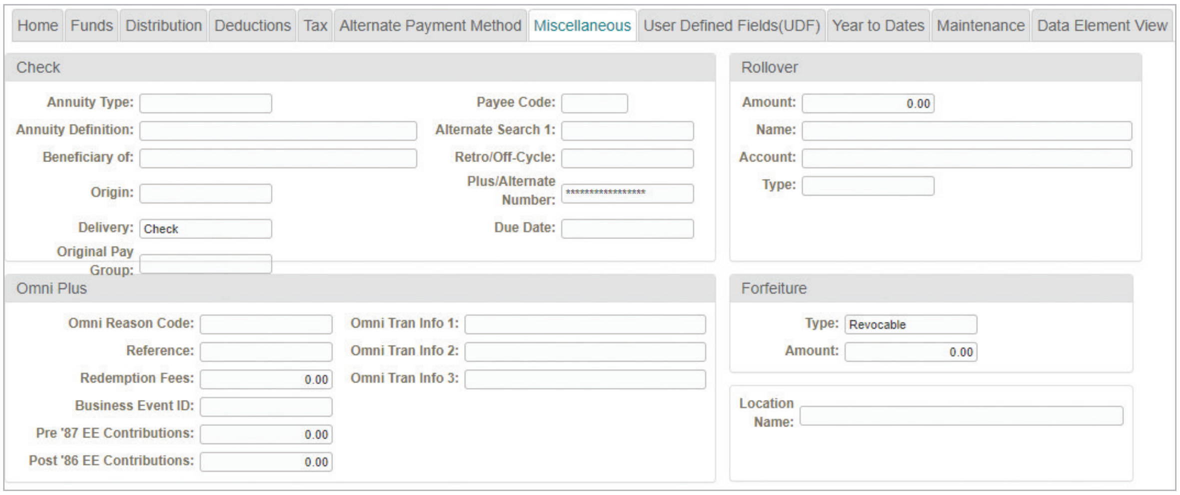
- The **Tax** tab: Shows details around the taxability of the check payment.



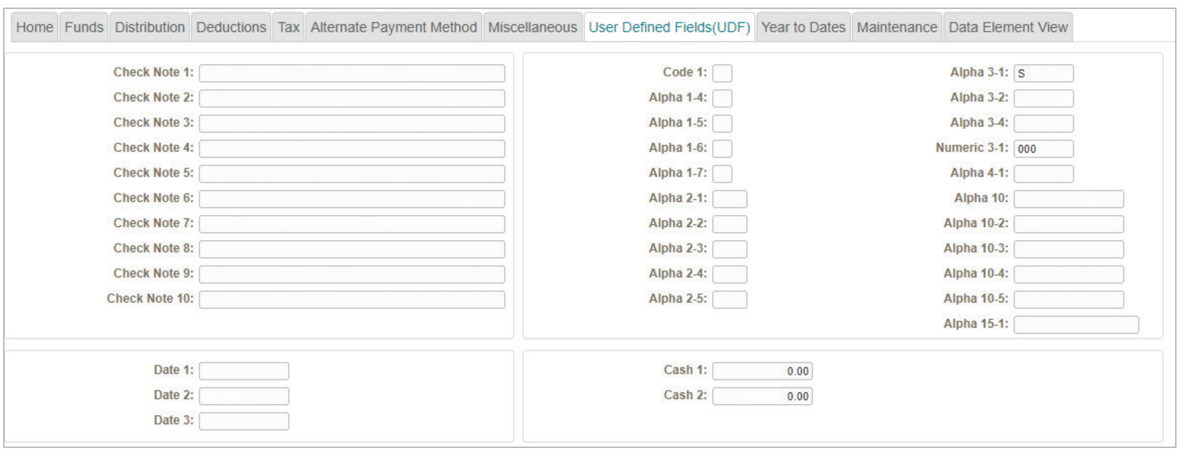
- The **Alternate Payment** tab: Shows EFT or wire instructions – if applicable.



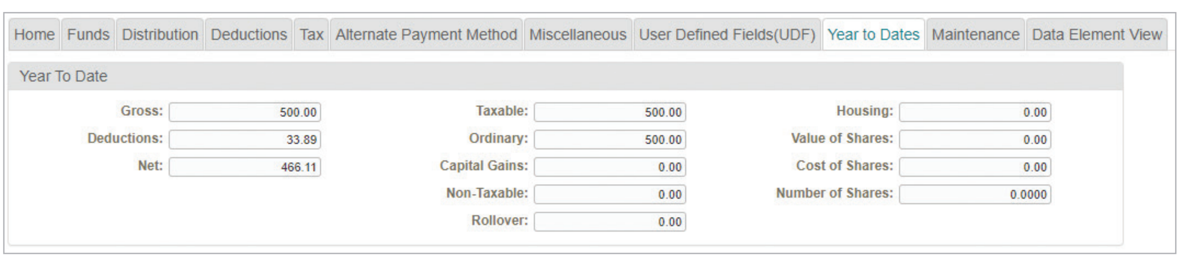
- The **Miscellaneous** tab: Shows additional details if applicable.



- 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.

Home | Funds | Distribution | Deductions | Tax | Alternate Payment Method | Miscellaneous | User Defined Fields(UDF) | Year to Dates | Maintenance | Data Element View

Record Type	Identifier	Changed By	Changed On
CK		simkoma	02/01/2016
DF	REGUL1	RECUR0	01/20/2016
CD	FEDTX	TIRPASH	01/25/2016
CD	TAXOH	TIRPASH	01/25/2016

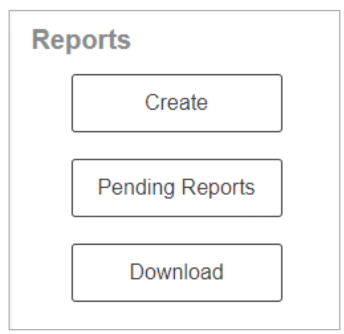
- The **Data Elements View** tab: Shows a listing of all the data elements for the check/EFT.

Home | Funds | Distribution | Deductions | Tax | Alternate Payment Method | Miscellaneous | User Defined Fields(UDF) | Year to Dates | Maintenance | Data Element View

Number	Record	Tab	Name	Value	Picture
001	CK	Status Bar	Company #	001	X06
008	CK	Header	Pay Group #	170030001080	X12
010	CK	Header	Payee #	888776666	X10
039	CK	Header	Form ID	CKP1	X04
040	CK	Header	Check #	13526684	N11D00
045	CK	Header	Check Date	02012016	X08
046	CK	Internal	Payment #	0	N03D00
086	CK	Internal	Deduction Code		X05
087	CK	Internal	Record Type	CK	X02

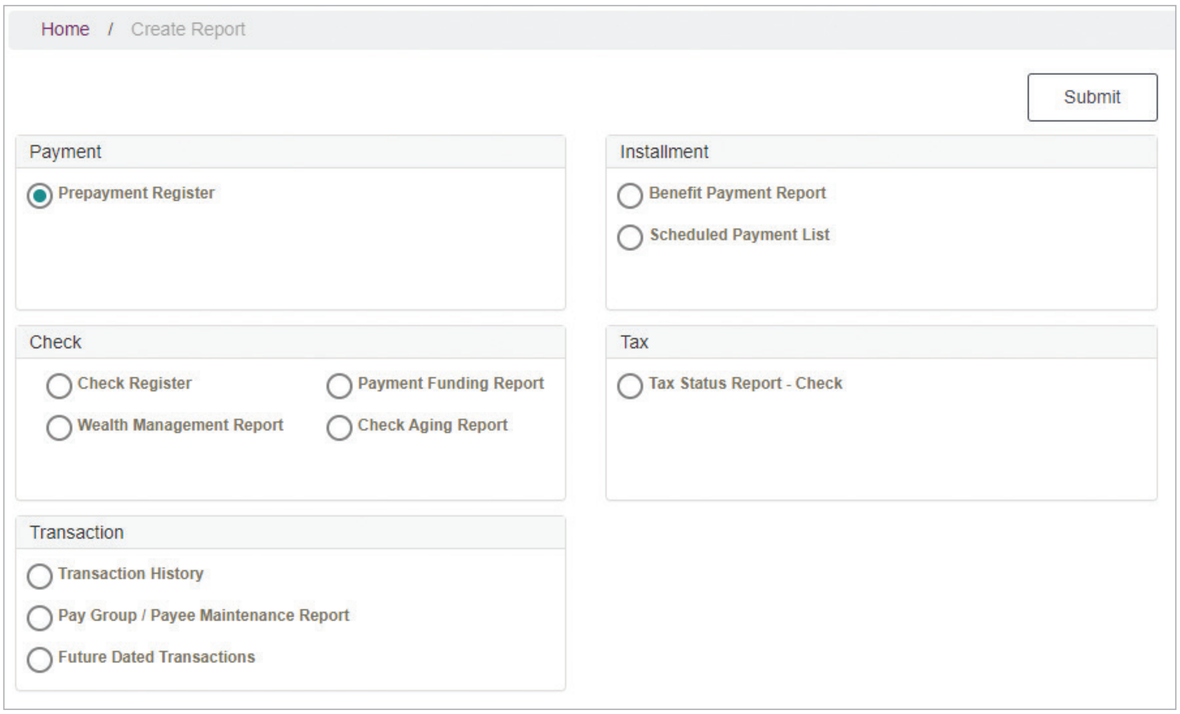
13. PayWeb Reports

- 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.



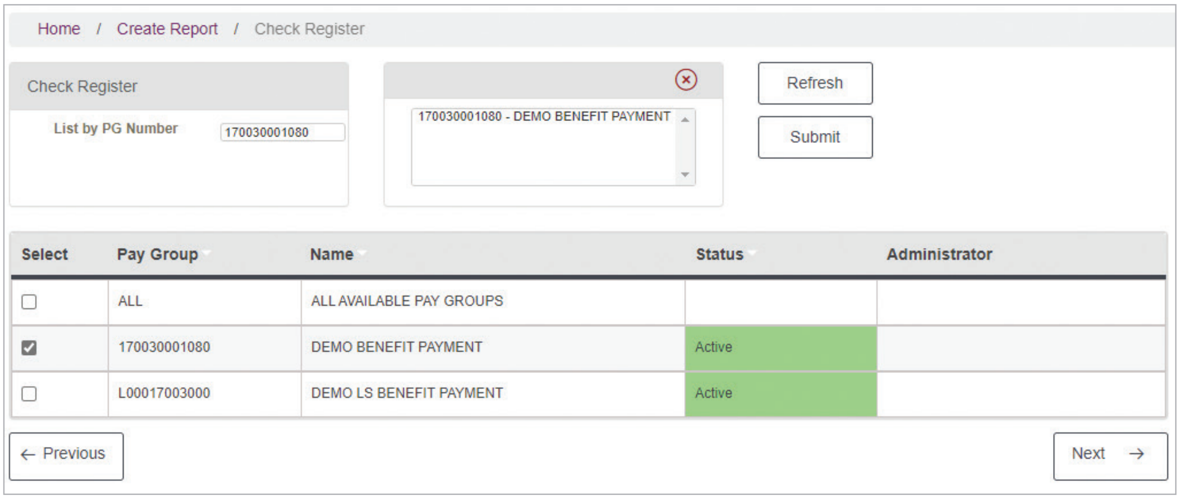
14. PayWeb Reports—Create

- 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.

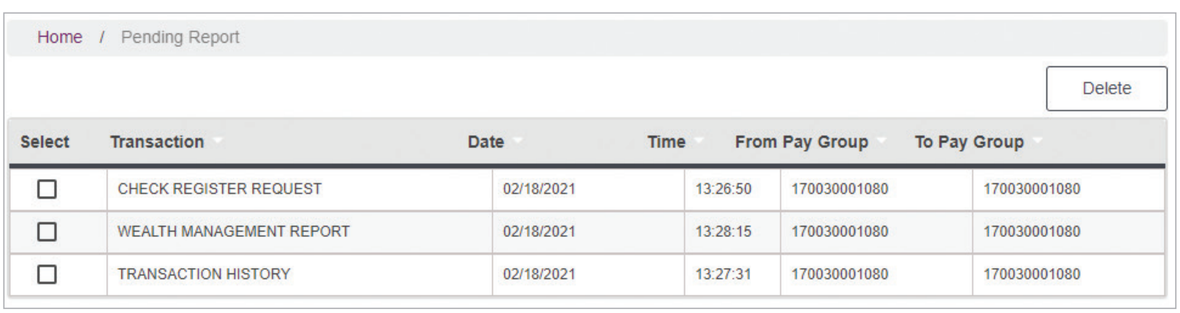


PayWeb Reports—Create—Report Options

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

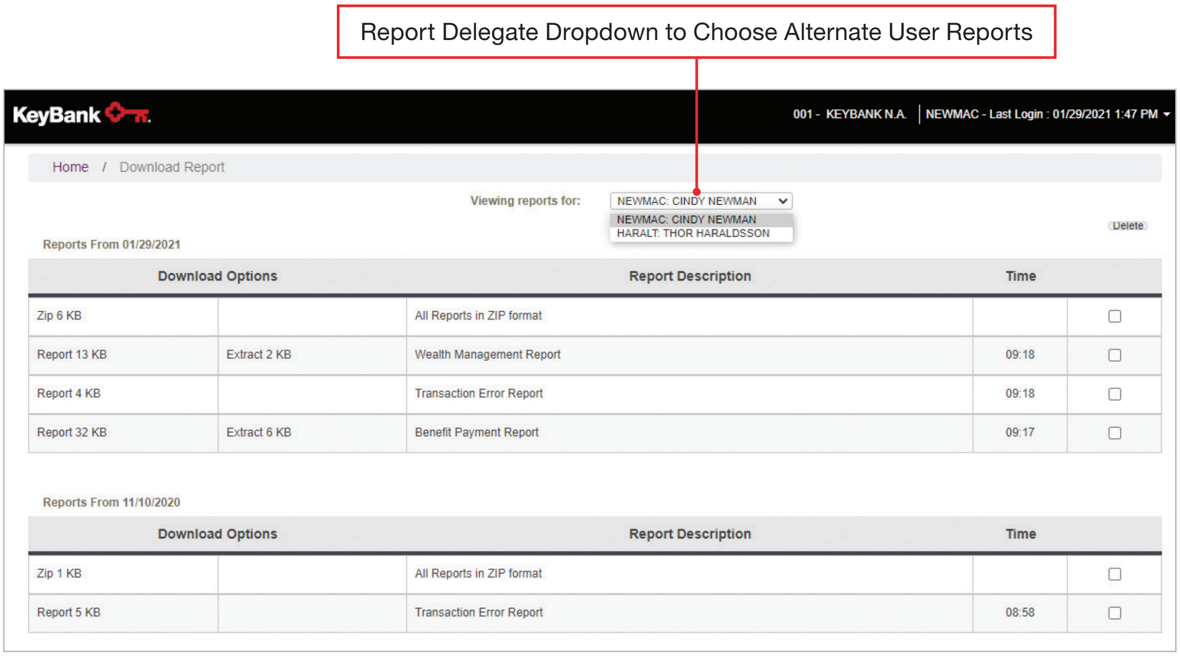
16. PayWeb Reports—Pending Reports

- 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.



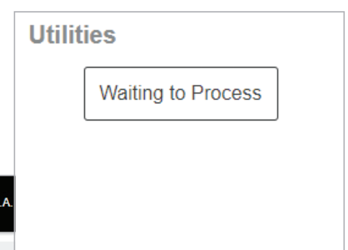
17. PayWeb Reports – Download Reports

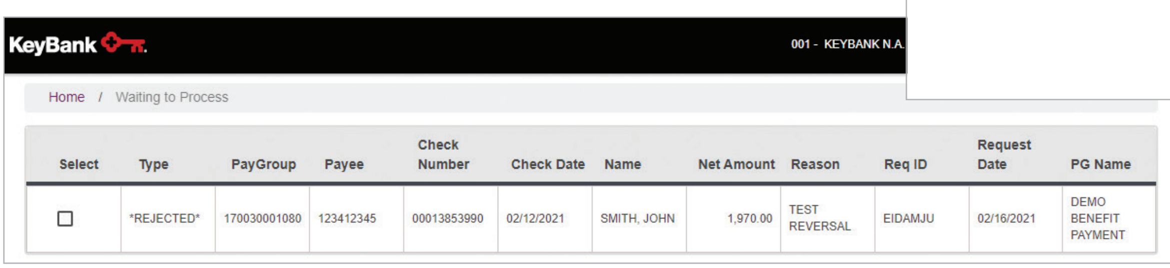
- Selecting **Download** will show all reports requested by the user or for the user, as well as monthly reporting package reports. Reports are available in Word and Excel formats.
- If the user is a Report Delegate, the dropdown will be at the top center of the screen to choose the alternate user's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



18. PayWeb Utilities – Waiting to Process

- The Utilities – Waiting To Process screen shows the status of Reverse Checks/Reissues.





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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