Fanplan

Fanplan

Overview   The Fanplan facility is utilized by employers that sponsor SIMPLE IRA, 403B, SEP IRA and SARSEP accounts, for purposes of submitting contributions directly through the Transamerica funds website using the corporate bank account information of the employer.

Employers submitting purchases to SEP IRA accounts may use this facility to make employer contributions **<u>only</u>**. Employee contributions should be directed by personal check to Transamerica Investment Services.

Upon enrollment into the Fanplan program, employers will receive an operator ID and initial password to access the Fanplan facility. For security purposes, Transamerica Funds will not provide the access information within the same letter. Therefore, the information will be provided to the employer by means of two separate letters.

The first letter will contain the operator ID and the second letter will contain the initial password.

Employers enrolled in Fanplan may view existing participants, add new participants to a roster and make allocation changes on line. Prior to adding a new participant to a roster, Transamerica Funds must receive an application and the account must be established accordingly.

In this module   This module contains the following information:

Topic	See Page
Using Fanplan	3
Common Error Codes	23

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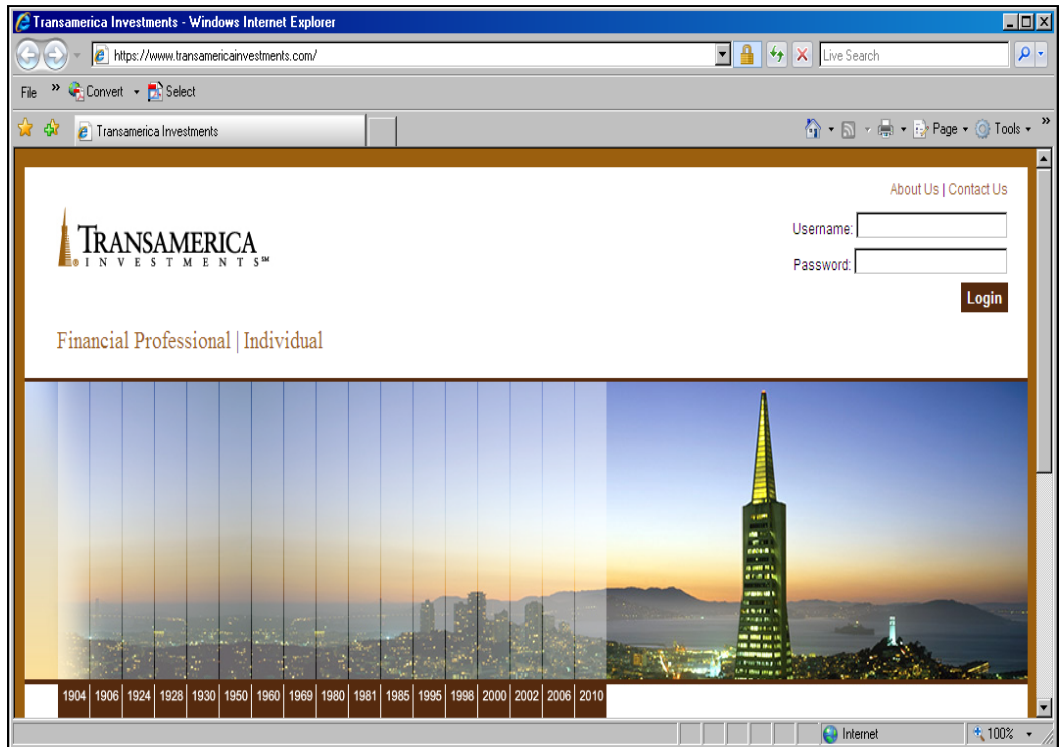For internal use only. Not intended for advertising or sales use.

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Using Fanplan

Introduction   The following section provides instructions on how an employer can log into the Fanplan facility.

Transamerica Investments Website   The Fanplan facility is accessed from the home page of the Transamerica Investments website:

Step	Action
1	Access the Transamerica Funds Website at www.transamericainvestments.com
2	Click on "Individual"

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Using Fanplan, Continued

Employer Login Link

The Fanplan facility is accessed by clicking on "Employer Login" on the Transamerica Investments homepage:

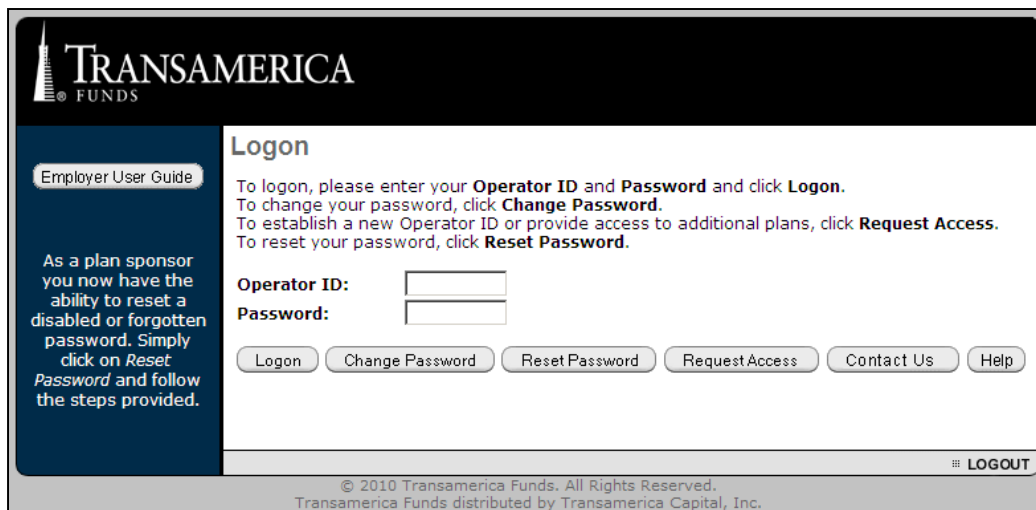| Step	Action
3	New and/or existing Fanplan Participants (Employers) should click on "Employer Login" on the Transamerica Investments home page to access the Fanplan Facility

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Using Fanplan, Continued

Logon   The next screen the employers will access is the Logon screen:

Step	Field	Action
4		Employers that would like to enroll in the Fanplan program should click on the Request Access button to proceed to the Access Request Form. This form must be completed, printed and faxed or mailed to Transamerica Funds (see Page 6). They may also utilize the Group Investment Remittance & Access Request form located on the website.
5		Click on "1st time users click here" to access a help sheet for submitting allocations **Note:** This link is intended for employers that have already established access to the Fanplan Facility.

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Logon (continued)

Step	Field	Action
6	Operator ID	Enter first 8 digits of the Group number
7	Password	Enter Password (see section below) **Note:** For first time users, the system will prompt for a password change.
8		Upon establishment of the new password and to return to the logon page: • Select Return to Logon • Enter Operator ID • Enter New Password • Select the Logon button

Passwords

There are some additional facts to remember when establishing or resetting a password:
• The initial password will be the first 8 digits of the Group number
• The last 6-7 passwords will be stored in the system, therefore, passwords too similar to the previous one will not be accepted

Password resets do not require technical support, as they can be reset by a Manager in the Eoper facility in Session.

To change the initial password, follow the steps below:

Step	Action
1	Enter the password provided by Transamerica Funds in the Old Password box
2	Enter the new password in the New Password box
3	Enter the new password again, in the Verify New Password box
4	Press Confirm

Note: Passwords must be alpha-numeric and contain at least 7 characters.

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Using Fanplan, Continued

Plan Details

The Plan Details screen will be displayed upon logon completion. The Plan Detail information such as company name, bank information and participant information can be verified on this screen.

Contributions may be submitted using either the Import option or the Access Roster Option.

The import can be executed from the Plan Details page or the Roster Selection page:

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Step	Action
9	The next step will depend on whether this is the employers first time accessing the system:

If	Then
This is the first time the employer is accessing the Fanplan facility	The employer should click the Import button
This is not the first time the employer is accessing the Fanplan facility or the contributions change per pay period	The employer should click the Access Roster button

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Using Fanplan, Continued

Select Import File

When import option is selected the default CSV file must be used. FanPlan employers do not have the ability to create their own import file:

Note: Microsoft Excel is required to use the Import option.

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Using Fanplan, Continued

Default CSV File Link

The import process is started by selecting the Default CSV link.

After the Default CSV link has been selected, a file download box will appear. Click on Open to access spreadsheet.

A sample of the spreadsheet is attached below:

Step	Field	Action
10	Plan ID	Enter Group ID number
11	SSN	Enter employee social security number
12	ER Amount	Enter employer amount **Note:** The system will recognize this figure as dollars and cents and formatting the cells will not allow the information to be imported.
13	SR Amount	Enter Salary Reduction amount **Note:** The system will recognize this figure as dollars and cents and formatting the cells will not allow the information to be imported.

Using Fanplan, Continued

Using the Import File	Once all the information has been entered on the spreadsheet, click on the "X" located in the upper right corner of the spreadsheet to close the document.

The system will then prompt with three options:
- Yes – To save the changes/additions
- No – Changes/Additions will not be saved
- Cancel – To return to the spreadsheet if additional changes are necessary.

Once this file has been created, the employers may save this information under their own file. If Save is selected, a save dialogue box will appear on the next screen at which point the file must be named. The system will automatically select the CSV format and the document will be saved as a Microsoft Excel document.

If there are any errors on the spreadsheet, the file may be reopened to make the necessary corrections.

If the plan ID and Social Security Number fields are filled in, then there must be a figure in the ER/SR fields. These cannot be left blank. If the employer is not going to allocate anything for an employee, then they should omit that information on the spreadsheet entirely.

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Using Fanplan, Continued

Participant Import Financial List

Once the information has been saved, the Import-Participant Import Financial List will appear displaying the detail information if an error has been reported.

If there are no errors reported, the Employer will select the Confirm button.

Confirming the Participant Import Financial List will reappear with an option to continue to the Roster Details page (see below):

Step	Action
14	Click on Confirm button

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Using Fanplan, Continued

Confirming Transactions

After confirming the entered information, the Participant Import Financial Confirmation screen will change to the following:

Step	Action
14	Click on appropriate button:
	• Continue to Roster Details to begin processing
	• Download to download all records for the imported file

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Using Fanplan, Continued

Plan Details   Employers may now use the Import file to process contributions. The Import option may be selected on the Plan Details page or the Roster Selection page.

Follow the steps below to import from either location :

Step	Action
16	Select Import, the system will present the Import Select File and Template page
17	Select Browse, a dialogue box will be presented in order to locate the saved CSV file
18	Select the file once the file has been located. The file will now be highlighted
19	Select Open. The file path will populate in the field next to Browse

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Using Fanplan, Continued

Plan Details (continued)

Step	Action
20	Select Import, the system will present the Roster Details page. All information from the CSV file will be pre-populated on the screen
21	Select Submit Roster, the system will present the Submit Roster Verification page
22	Select Confirm to complete the process. The system will present a confirmation
23	Click on Access Roster button

Roster Selection

To submit the information through the Access Roster option, simply select Access Roster at the lower right corner of the Plan Details page.
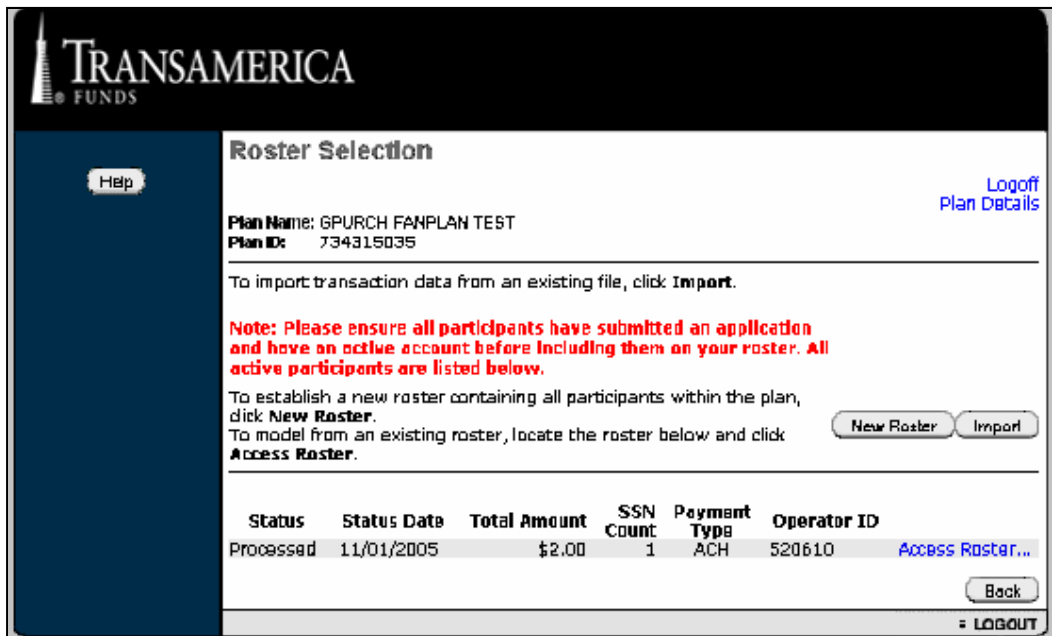
Roster Selection Options

This screen is the Roster Selection screen. The options on this screen are:
- New Roster-displays the Roster Details page with a list of existing participants where changes can be made
- Import-will submit contributions from an existing roster for processing
- Access Roster-used to view a list of active participants or model an existing roster

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Using Fanplan, Continued

Roster Details   Selecting Access Roster will display the Roster Details page.

This page will present two options:
- Model Roster
- Return to Roster Selection

Step	Action
23	Click on Model Roster button

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Using Fanplan, Continued

Roster Details   Clicking on Model Roster will access the Roster Details screen:

Continued on next page

Roster Detail Options

There are several options to select on the Roster Details screen:
- Remove Participants- removes a participant from a roster. This must be done from the Plan Details page
- Add Participants- adds a participant to a roster. This must be done from the Plan Details page
- Model Roster- if processing contribution information that is identical to a previous roster, select Model Roster. This screen will be displayed twice during the process
- Save Roster- saves a roster
- Submit Roster- submits the roster and proceeds to the confirmation page
- Delete Roster- deletes a roster. Can only be utilized when the roster status indicates "Work in Progress"
- Return to Roster Selection- returns to Roster Selection screen
- Release Date- if payment is not going to be processed immediately, a specific date may be entered in this field. If payment is going to be processed immediately, this field will be left blank

Removing Funds from Fanplan

To remove a fund from the participants' current allocation selections, enter the dollar amount as 00.00 in the box under Amount Allocated and follow the steps below:

Step	Action
25	Enter dollar/percentage amount in the box for Amount Allocated click on NEXT
26	The system will advance to the Participant Allocation Verification page
27	Select Confirm

Upon confirmation of the change the system will display the following message: "The following allocations were modified successfully".

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# Using Fanplan, Continued

Adding a Fund   To add a fund to the participants' current allocation selections, enter the dollar amount as 00.00 in the box under Amount Allocated and follow the steps below:

Step	Action
28	Click on Add Fund button. A list of available funds will show on the following screen (see next page)
29	Select the fund and click on the circle in front of either percentage or dollar
30	Enter the amount under Amount Allocated **Note:** Allocations must always equal 100 percent.

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Using Fanplan, Continued

Step	Action
31	Click on Next button, the system will advance to the Participant Allocation Verification screen
32	Select Confirm

Upon confirmation of the change the system will display the following message: "The following allocations were modified successfully".

Fund Selection   The screen attached below is the list of funds that can be added using Fanplan:
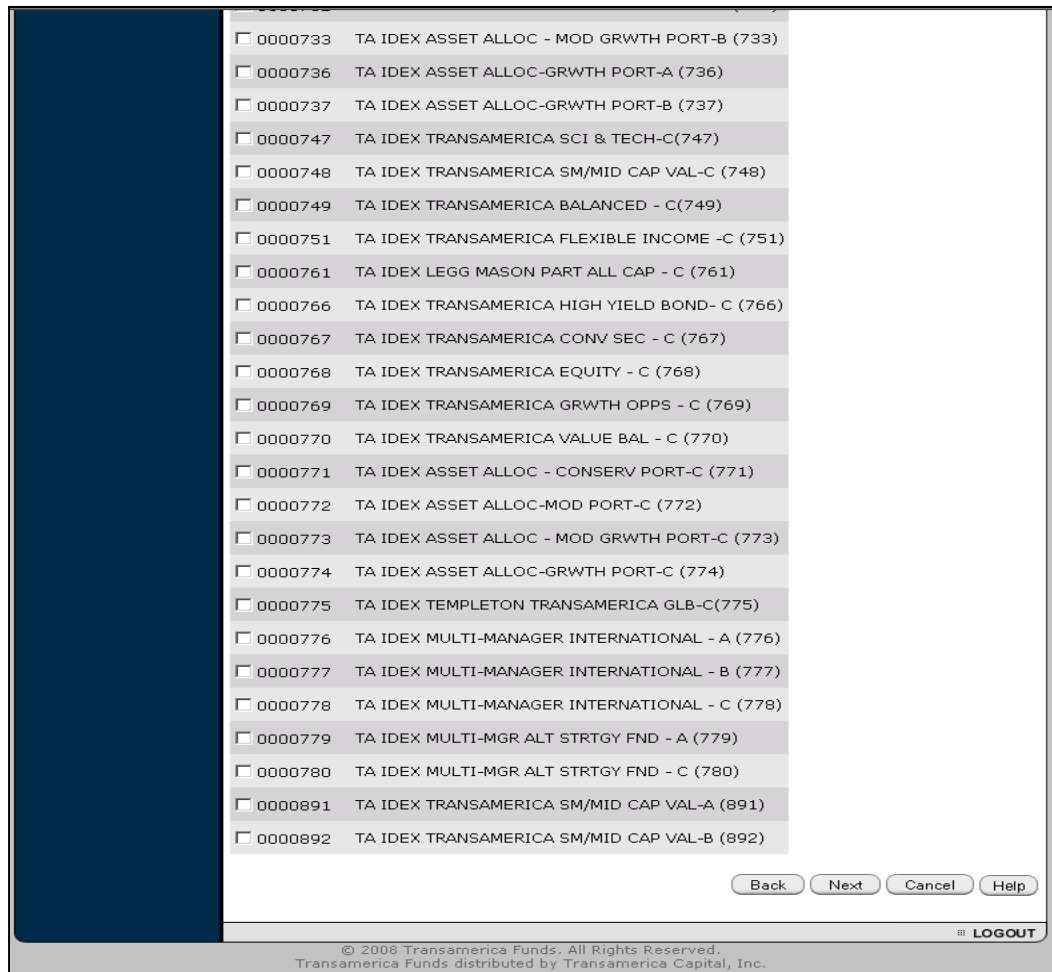
Once the transaction has been completed, click on the Return to Plan Details button to access the Plan Details screen.

Using Fanplan, Continued

Submitting Roster

Once the Roster Details screen is completed, the roster may be submitted:

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Submit Roster Verification

The information entered can be confirmed from the Submit Roster Verification screen:

Step	Action
33	Click on Confirm button after all information on this page has been verified for accuracy. **Note:** Once the confirm button has been selected, the roster has successfully been submitted. The system will display the Roster Confirmation page and provide an option to print or return to the Roster Selection Page

Status Definitions

The status of the roster submission may show as one of several options:
- Work in Progress – This status indicates that a roster was created but was not submitted
- Expired – If a submission remains at a Work in Progress status for a number of days, the system will change the status to Expired. The roster will then need to be resubmitted
- Held – This status indicates that a contribution has been submitted
- Released – This status will appear when the submission has been confirmed and the payment is in the processing stage

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Common Error Codes

Introduction   The following section lists some of the common error codes that may appear and prevent entered information from being accepted.

Error Codes   The list below contains common error codes that will be helpful in troubleshooting.

Highlighted areas would be considered "technical" issues.

All other error codes will be entry errors by the Plan Administrator.

Web	FWEB3000	An invalid SSN was entered.
Web	FWEB3001	Date of Birth must be entered in MM/DD/YYYY format.
Web	FWEB3002	A Plan Name must be entered.
Web	FWEB3003	A Plan ID must be entered.
Web	FWEB3004	An existing account number within the plan must be entered.
Web	FWEB3005	A Plan Sponsor Name must be entered.
Web	FWEB3006	A Plan Sponsor Phone Number must be entered.
Web	FWEB3007	A Plan Sponsor E-Mail Address must be entered.
Web	FWEB3008	The Plan ID for an existing plan that you administer must be entered.
Web	FWEB3009	The Operator ID for an existing plan that you administer must be entered.
Web	FWEB3010	A Bank Account Type must be entered.
Web	FWEB3011	The first line of the name on the plan bank account must be entered.
Web	FWEB3012	The second line of the name on the plan bank account must be entered.
Web	FWEB3013	A bank routing number account must be entered.
Web	FWEB3014	A bank account number must be entered.
Web	FWEB3015	Authorization must be provided.
Web	FWEB3016	A Plan ID must be all numeric digits.
Web	FWEB3017	An Account Number must be all numeric digits.
Web	FWEB3018	An existing Plan ID must be all numeric digits.
Web	FWEB3019	An Operator ID can be up to 8 alphanumeric characters.
Web	FWEB3020	The provided E-Mail Address is invalid.
Web	FWEB3021	A Routing Number must be 9 numeric digits.
Web	FWEB3022	An account number can contain only numeric digits.
Web	FWEB3023	A valid bank account type (Checking or Savings)
Web	FWEB3024	An invalid bank account number has been entered.
Web	FWEB3025	Invalid date range.
Web	FWEB3026	Invalid From date.
Web	FWEB3027	Invalid To date.
Web	FWEB3028	Invalid template name.

Common Error Codes, Continued

Web	FWEB3029	Invalid file name.
Web	FWEB3030	No template was selected.
Web	FWEB3031	An operator ID is required to logon.
Web	FWEB3032	A valid operator ID is required to logon.
Web	FWEB3000	An invalid SSN was entered.
Web	FWEB3033	A password is required to logon.
Web	FWEB3034	Agreement must be provided.
Web	FWEB3035	Agreement must be provided.
Web	FWEB3036	You have selected the checkbox agreeing to the fund company terms and condition while also clicking the I Do Not Accept button.
Web	FWEB3037	The Operator ID must be provided.
Web	FWEB3038	An Operator ID can be up to 8 alphanumeric characters.
Web	FWEB3039	The old (existing)
Web	FWEB3040	The new password must be provided.
Web	FWEB3041	The new (verified)
Web	FWEB3042	The new password and new (verified)
Web	FWEB3043	The old password and new password must be different.
Web	FWEB3044	The type of data to search by must be specified.
Web	FWEB3045	The type of data to search by is invalid.
Web	FWEB3045	The value to search by must be specified.
Web	FWEB3046	The value to search by must be a valid plan id.
Web	FWEB3047	Invalid record layout identifier.
Web	FWEB3048	Invalid record layout type.
Web	FWEB3049	Invalid column delimeter.
Web	FWEB3050	Invalid row data start.
Web	FWEB3051	Invalid row heading start.
Web	FWEB3052	Invalid roster list request field.
Web	FWEB3053	An Import Exception has occurred.
Web	FWEB3054	Invalid number of fields.
Web	FWEB3055	Invalid field mapping.
Web	FWEB3056	Please select at least one shareholder to remove.
Web	FWEB3057	Invalid field translation.
Web	FWEB3058	The template already exists.
Web	FWEB3059	The user name or password entered is invalid.
Web	FWEB3061	The data mapping value is invalid.
Web	FWEB3062	There are no translations defined.
Web	FWEB3063	The translation mapped is not valid.
Web	FWEB3064	All dependant fields must be mapped.
Web	FWEB3065	No excluded fields can be mapped.
Web	FWEB3066	No excluded fields can be mapped.
Web	FWEB3067	An invalid plan id was entered.
Web	FWEB3068	An invalid roster id was entered.
Web	FWEB3072	The value to search by must be a valid SSN.

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Common Error Codes, Continued

Web	FWEB3073	The column position entered is invalid.
Web	FWEB3074	The new password you have entered is too similar to the previous password. Please try again.
Web	FWEB3075	Your password cannot be the same as your User ID.
Web	FWEB3076	Allocations must total 100 percent.
Web	FWEB3077	Select a valid allocation method.
Web	FWEB3078	Enter a valid amount.
Web	FWEB3079	Enter an amount greater than zero.
Web	FWEB3080	Enter an amount in a standard numeric format.
Web	FWEB3081	Select at least one fund.
Web	FWEB3082	Select an account from which to model.
Web	FWEB3083	Excel imports are not allowed.
Web	FWEB3084	Plan ID must be mapped.
Web	FWEB3085	Shareholder could not be added to the roster.
Web	FWEB3086	Shareholder could not be removed from the roster.
Web	FWEB3087	The roster could not be updated.
Web	FWEB3088	An invalid trade date was entered.
Web	FWEB3089	An invalid payment type was entered.
Web	FWEB3090	An invalid contribution year was entered.
Web	FWEB3091	An invalid as-of reason code was entered.
Web	FWEB3092	An invalid contribution amount was entered.
Web	FWEB3093	Money type does not exist for vehicle.
Web	FWEB3094	Money type for vehicle not specified current/prior.
Web	FWEB3095	Account marked as stop purchase.
Web	FWEB3096	Account is fid and not specified current/prior.
Web	FWEB3097	Account is closed.
Web	FWEB3098	No allocations found for money type.
Web	FWEB3099	Money type allocations are both percent and dollar.
Web	FWEB3100	Allocation rate does not equal 100%.
Web	FWEB3101	Social code not allowed.
Web	FWEB3102	Shareholder has zero or more than one model id.
Web	FWEB3103	Shareholder does not have allocations for money type.
Web	FWEB3104	Shareholder has multiple allocations for money type.
Web	FWEB3105	Shareholder does not have allocations for money type.
Web	FWEB3106	Shareholder has multiple allocations for money type.
Web	FWEB3107	An undefined error was encountered while attempting to update roster.
Web	FWEB3108	At least one field must be mapped.
Web	FWEB3109	The column length must be a valid Integer.
Web	FWEB3110	The column length must be at least 9.
Web	FWEB3111	The column length must be at least 8.
Web	FWEB3112	The Shareholder Tax ID must be mapped.
Web	FWEB3113	Contribution year missing.
Web	FWEB3114	Payment type missing.
Web	FWEB3115	Invalid operator ID.

Common Error Codes, Continued

Web	FWEB3116	Invalid password.
Web	FWEB3117	Bank information could not be retrieved for the provided bank routing number.
Web	FWEB3118	The value to search by must be a valid name.
Web	FWEB3119	No allocation changes were made.
Web	FWEB3120	As of Reason and As of Trade Date must be entered together.
Web	FWEB3121	Phone number must be at least 10 characters.
Web	FWEB3122	Template name contains invalid characters.
Web	FWEB3123	There are too many rosters to display
Web	FWEB3124	Please select at least one shareholder to add to roster.
Web	FWEB3125	Operator ID not enabled for plan processing.
Web	FWEB3126	No allocations were made to the new funds.
Web	FWEB3127	The date entered is not a valid business date.
Web	FWEB3128	Fund/Account not located.
Web	FWEB3129	Shareholder allocation status is invalid.
Web	FWEB3130	Shareholder has external vehicle for ACH purchase.
Web	FWEB3131	No shareholder money types added for new roster.
Web	FWEB3132	This template may not be deleted.
Web	FWEB2000	An xmlConfigFile entry was not defined in the client configuration file.
Web	FWEB2001	The XML configuration type specified was not defined in the XML configuration file.
Web	FWEB2002	The XML configuration file has not been loaded into ConfigFileLoader.
Web	FWEB2003	AWD configuration data was not found in the XML configuration file.
Web	FWEB2004	Email configuration data was not found in the XML configuration file.
Web	FWEB2005	Import configuration data was not found in the XML configuration file.
Web	FWEB2006	Mainframe configuration data was not found in the XML configuration file.
Web	FWEB2007	Site configuration data was not found in the XML configuration file.
Web	FWEB2008	Template configuration data was not found in the XML configuration file.
Web	FWEB2009	Custom error text data was not found in the XML configuration file.
Web	FWEB2010	Error parsing EMail notification template.
Web	FWEB2011	Error parsing AWD work item template.
Web	FWEB2012	Error parsing HTML template.
Web	FWEB2013	An error has occurred while attempting to pass control to another transaction.
Web	FWEB2014	Template configuration has defined a non-existent class for the requested transaction.

Common Error Codes, Continued

Web	FWEB2015	An error has occurred while attempting to serve an HTML document.
Web	FWEB2103	Error creating AWD work item.
Web	FWEB2104	Error sending EMail notification.
Web	FWEB2105	Error parsing the import error XML.
Web	FWEB2106	Data dictionary database error has occurred.
Web	FWEB2107	Invalid data has been found. Please correct the data and try again.
Web	FWEB2108	The data dictionary has encountered an error connecting to the database.
Web	FWEB2109	The data dictionary application ID is missing.
Web	FWEB2110	A unique ID is required for custom data.
Web	FWEB2111	The index is out of range.
Web	FWEB2112	There has been an error reading the file.
Web	FWEB2113	There has been an error producing the file.
Web	FWEB2114	The layout identifier was not found.
Web	FWEB2115	The file was not found.
Web	FWEB2116	There has been an error initializing the data dictionary.
Web	FWEB2117	There has been an error producing the map.
Web	FWEB2118	Unable to locate the import file or the map file.
Web	FWEB2119	The data dictionary database is missing.
Web	FWEB2120	Unable to load XML map file.
Web	FWEB2121	Error getting the name of the database driver.
Web	FWEB2122	There has been an error with a sleeping thread.
Web	FWEB2123	There has been an error connecting to the data dictionary database.
Web	FWEB2123	There has been an error creating the initial statement in the data dictionary database.
Web	FWEB2124	There has been an error disconnecting from the data dictionary database.
Web	FWEB2125	There has been an creating the prepared statement.
Web	FWEB2126	There has been an error setting up the prepared statement.
Web	FWEB2127	There has been an setting the variables in the prepared statement.
Web	FWEB2128	There has been an error running the prepared statement.
Web	FWEB2129	There has been an error closing the prepared statement.
Web	FWEB2130	There are no attributes stored for the field.
Web	FWEB2131	There are no attributes stored for the dependant field.
Web	FWEB2132	There are no attributes stored for the exclusion field.
Web	FWEB2133	The application needs to be re-mapped.
Web	FWEB2133	There function group needs to be re-mapped.
Web	FWEB2134	An unrecoverable error has occurred within the Import Manager.
Web	FWEB2135	Invalid Plan ID.
Web	FWEB2136	The System is currently unable to log you on.

Common Error Codes, Continued

Web	FWEB2137	There has been an internal error
Web	FWEB2138	There has been an internal error
Web	FWEB2139	There has been an internal error
Web	FWEB2140	There has been an error retrieving the valid import templates.
Web	FWEB2141	Your user ID has been disabled. Please contact your Plan Sponsor support representative.
Web	FWEB2142	The user ID you have entered is already logged on to a system.
Web	FWEB2143	Too much data has been submitted for processing. Break the information into smaller chunks and re-try.
Web	FWEB2144	Unable to create internal import map file.
Web	FWEB2145	Unable to create internal import map.
Web	FWEB2146	Import data directory not defined.
Web	FWEB2147	Import unable to retrieve plan shareholder list.
Web	FWEB2148	Unable to save the import map file.
Web	FWEB2149	There has been an error with the mainframe import validation process.
Web	FWEB2150	There has been an error retrieving the import data from session.
Web	FWEB2151	There has been an error with the mainframe import update process.
Web	FWEB2152	There has been an error downloading the corrected import file.
Web	FWEB2153	Import unable to retrieve plan details.
Web	FWEB2154	Roster update failed.
Web	FWEB2155	Invalid data passed when changing password.
Web	FWEB2156	Record unavailable when changing password.
Web	FWEB2157	Potential duplicate detected when changing password.
Web	FWEB2158	Operator not signed on.
Web	FWEB2159	Operator not authorized.
Web	FWEB2160	Invalid pmode specified.
Web	FWEB2161	Roster delete failed.
Web	FWEB2162	Error retrieving bank information.
Web	FWEB2163	AWD Work Item billing error.
Web	FWEB2164	Import billing error.
Web	FWEB2166	EMail notification billing error.
Web	FWEB2167	Error retrieving mainframe submit size limit.
Web	FWEB2168	Block handler not available.
Web	FWEB2169	Cannot instantiate block handler.
Web	FWEB2170	Cannot access block handler.
Web	FWEB2171	Cannot invoke block handler.