Connecticut Paid Leave

How to "File & Pay" with the CTPL on Behalf of Clients

> Third Party Administrators & Tax Accountants

Last Updated: 8/18/22

Disclaimer: All references within this document to the red box are solely for the use of this document and do not reference the website.

Connecticut Paid Leave

When & how do you need to File & Pay?

Third Party Administrators (TPAs) and Tax Accountants who are filing on behalf of their clients should submit all CT Paid Leave (CTPL) contributions for the quarter no later than the **last day of the month following quarter end**.

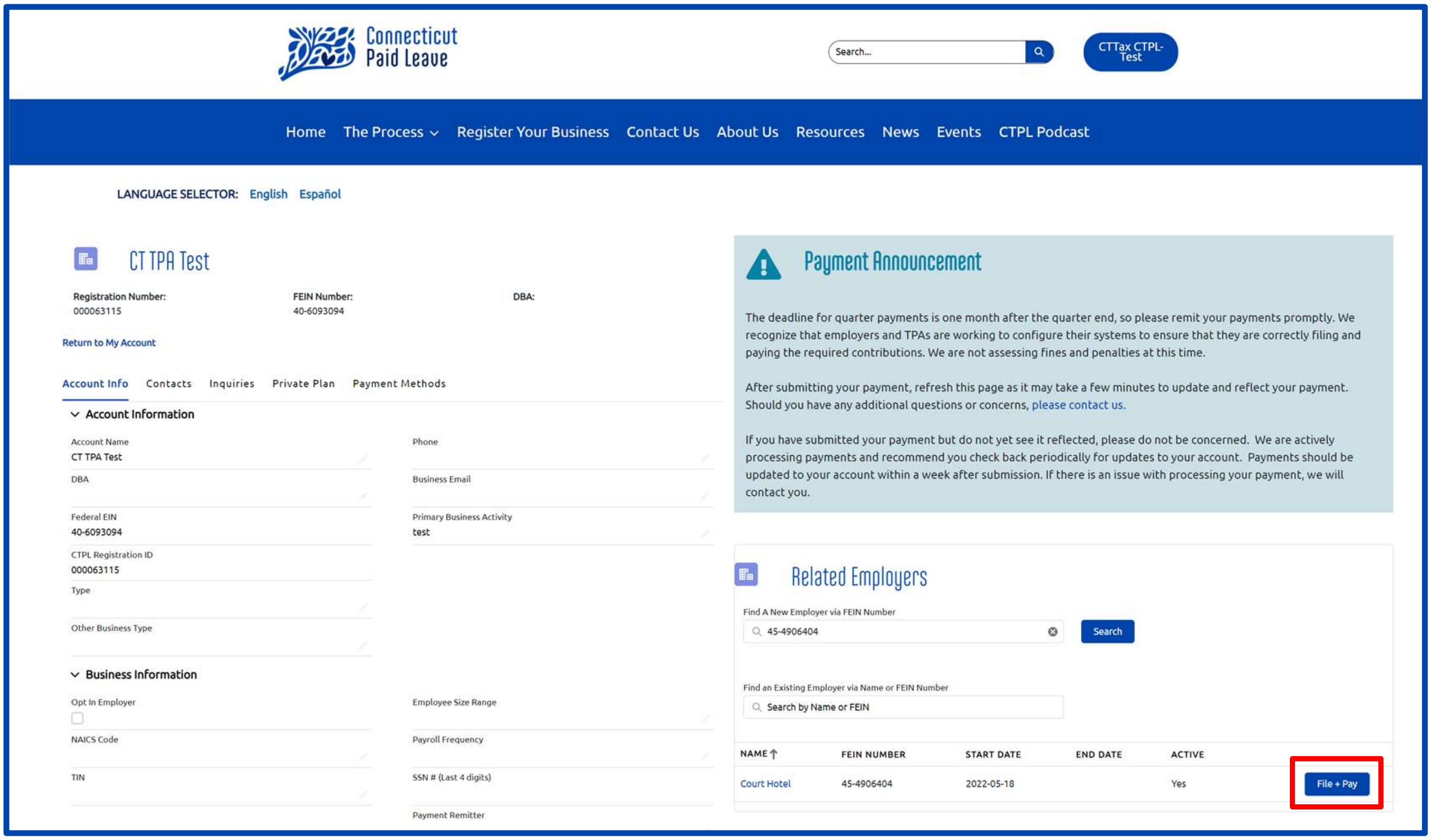
TPAs and Tax Accountants can submit the employee-paid contributions in multiple ways. Either by utilizing:

1. The secure online payment portal accessed from ctpaidleave.org (use this job aide for guidance), or by
2. Bulk format through a server to server secured transfer connection.

The CT Paid Leave Authority will not accept or process paper file submissions.

Accessing the Online Payment Portal for Your Client's Account

1. Sign into the ctpaidleave.org website.
2. Once signed in, click on your name in the top right-hand corner of the screen.
3. Select "My Account" from the drop-down menu. (You will come to your My Account page).
4. Select your TPA business account. If a **File + Pay** button appears to the right, do not select it—that will have you pay for your own account rather than your client's.
5. In the Related Employer's box, select the File + Pay button that appears next to the name of the client that you are paying on behalf of.



To "File & Pay" on behalf of a client, the TPA/Tax Accountant must:

- Select the specific business (**click on the business name or search by the business's name or FEIN**) from the Related Employers table.

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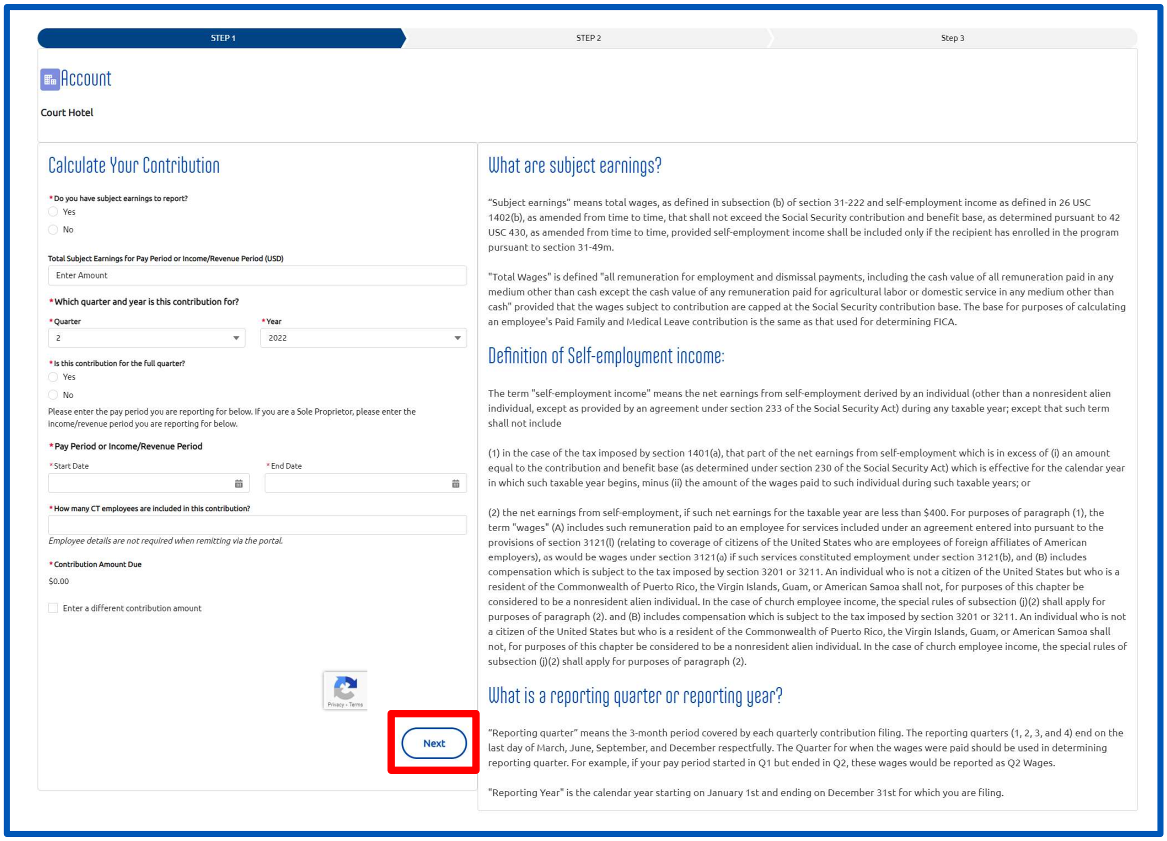
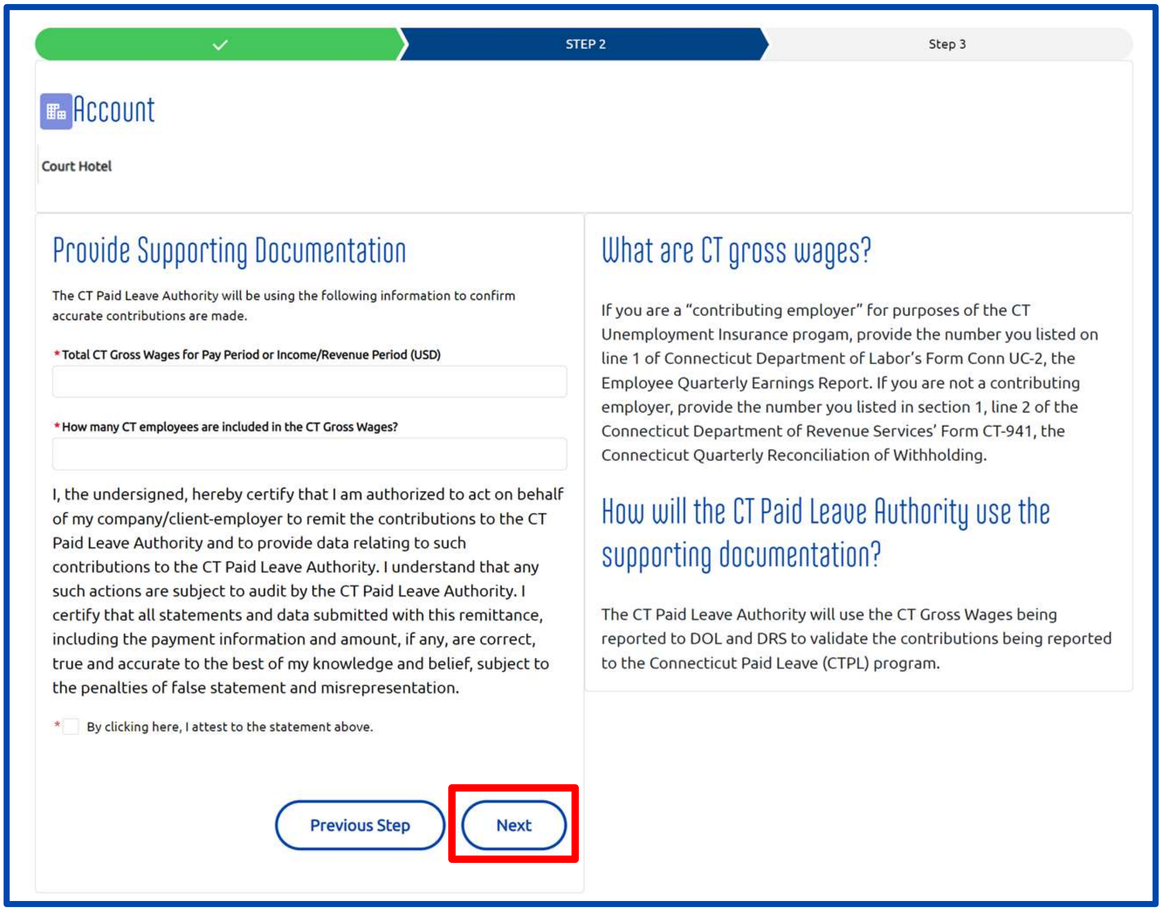


Step 1 of the File & Pay Process:

- Ensure that your client's name appears beneath the word "Account" at the top of the page.
- Indicate "**Yes**" or "**No**" to the question: "Do you have subject earnings to report?"
- If "**No**":
  - The Total Subject Earnings will be set to $0.00.
  - Select the quarter and year that you are reporting for.
  - Indicate whether you are reporting for the entire quarter. If you are not, select the pay period or income/revenue period start and end dates.
  - Enter the number of CT employees included in the contribution.
  - The Contribution Amount will be set to $0.00.
  - Click **Next**.

- If "**Yes**":
  - Enter the total subject earnings for the pay period that you are reporting for.
  - Select the quarter and year that you are reporting for.
  - Indicate whether you are reporting for the entire quarter. If you are not, select the pay period or income/revenue period start and end dates.
  - Enter the number of CT employees included in the contribution.
  - If the amount shown under **Contribution Amount Due** is not what you expect to pay, select **Enter a different contribution amount** and complete the fields that appear. Note that you can only enter a value within +/- $5.00 of the original contribution amount.

  - Click **Next**.



Step 2 of the File & Pay Process:

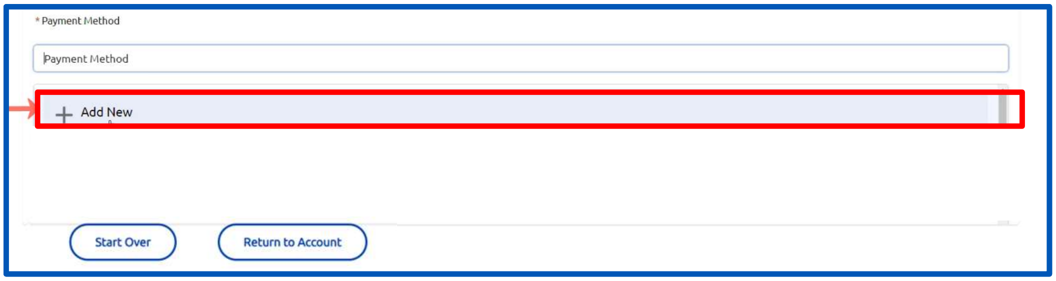
If no subject earnings are being reported:

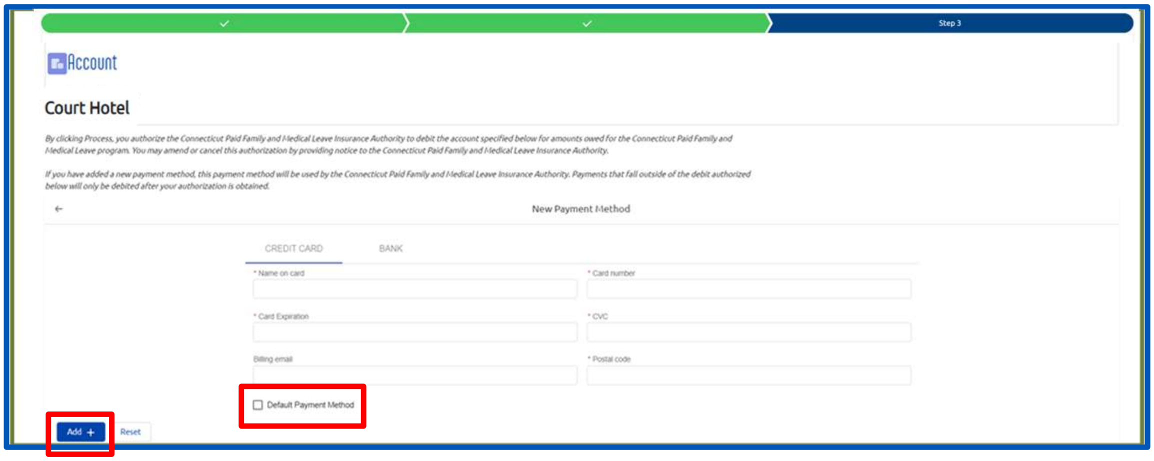
- Enter the Total CT Gross Wages (must be greater than or equal to the Total Subject Earnings entered on Step 1).
- Enter the number of CT employees included in the CT Gross Wages.
- Attest to the statement by checking the box.
- Click **Next**.
- Upon receiving the confirmation message below, click the **Return to Account** button.

If subject earnings are being reported:

- Enter the Total CT Gross Wages (must be greater than or equal to the Total Subject Earnings entered on Step 1).
- Enter the number of CT employees included in the CT Gross Wages.
- Attest to the statement by checking the box.
- Click **Next** to proceed to Step 3.

File & Pay: Step 3 – Setting up New Payment Method



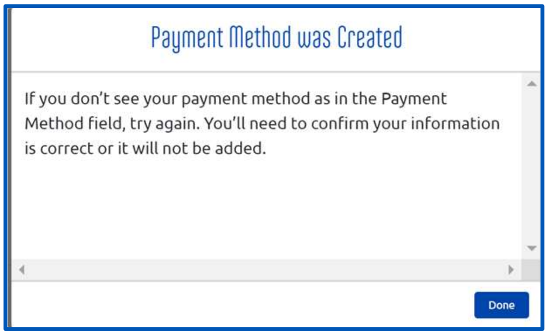


A payment method must be set up **prior** to having the ability to submit a payment for the corresponding pay period entered in Step 1. If a payment method has already been established, continue to the next page. If not, continue with the instructions below. Payment methods can also be set up in the Payment Methods tab in My Account, outlined here.

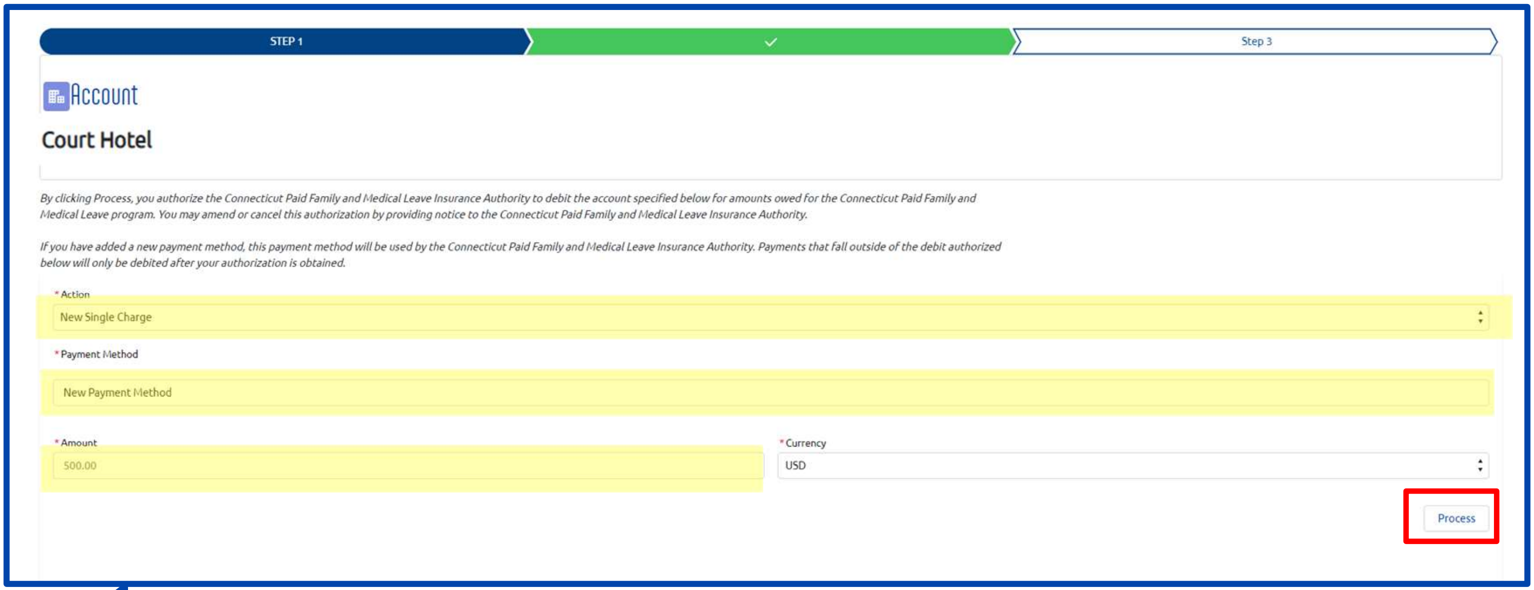
- From the "Payment Method" dropdown menu, select **+Add New** (highlighted in a red box).
- Select the method of payment by clicking on either "**CREDIT CARD**" or "**BANK**". This should be the client's payment information.
- Complete the fields for the payment method you selected.

Credit Card Fields (* = required)	Bank Fields (* = required)
*Name on card	*Name on the Account
*Card Number	*Account Type (select either individual (personal acct) or company (business acct)
*Card Expiry Date	*Routing Number
*CVC Number (from the back of the card)	*Account Number
Billing email	Billing email
*Postal Code	

- Select the **check box** for the field "Default Payment Method" (highlighted in red box) to save the payment method as the default for future payments.
- Click the "**Add +**" button to add the payment method. (Note: the "Reset" button clears all fields in the form.)
- Click the "**Done**" button on the "Payment Method Was Created" on-screen message.

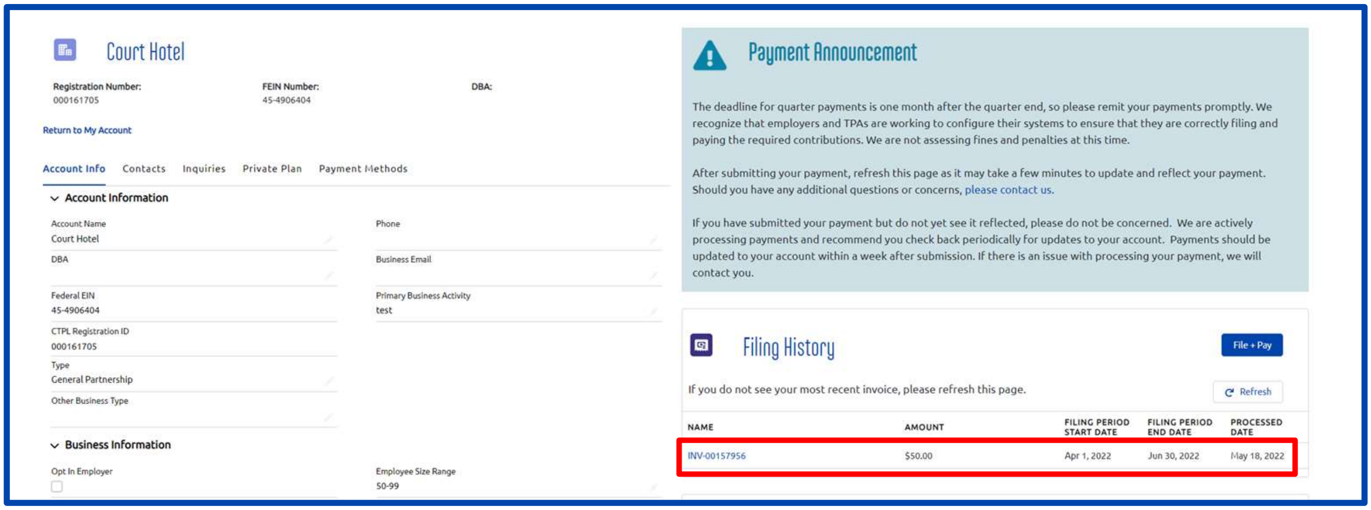


File & Pay: Step 3 – Submitting New Payment



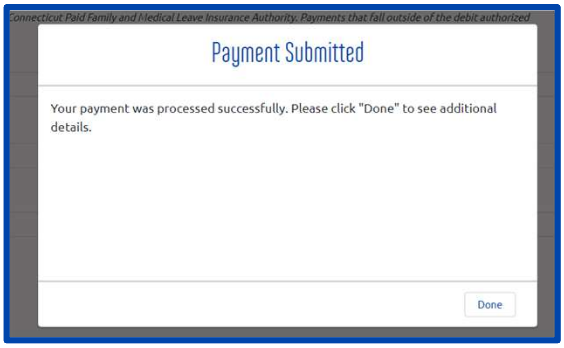
Once a payment method is set up in the payment portal, you can submit the contribution payment for the pay period that was indicated in Step 1.

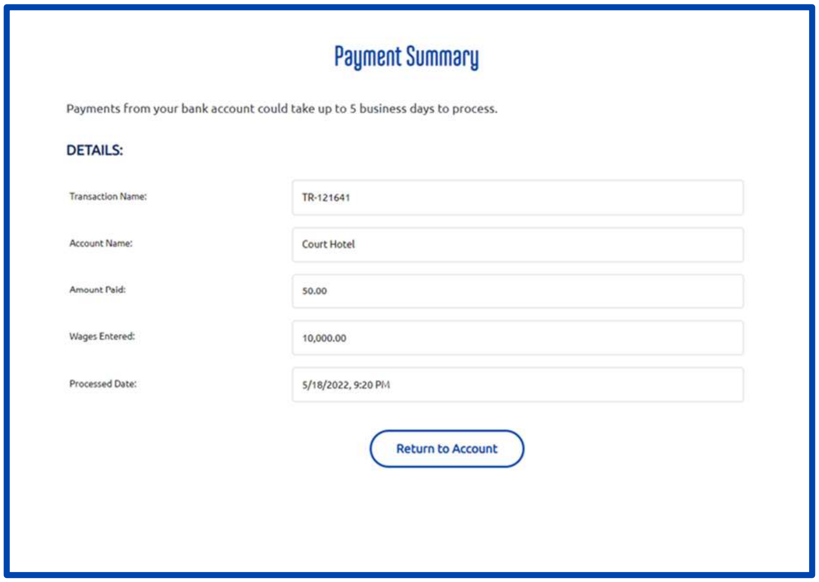
- From the “Action” dropdown menu, verify that “**New Single Charge**” is the option displayed.
- Verify that in the “Related To” field the correct business/account name is displayed. If it is not, you will need to navigate back to your “My Account” landing page and select the correct business/account to file and pay for.
- The “Parent Object” field will pre-populate and will reflect the invoice name.
- Click in the “Payment Method” field and **select the payment method** that was saved.
- The “Amount” field will pre-populated based on the information entered in Step 1.
- The “Currency” field will default to “USD”.
- Click the **Process** button. (Highlighted with a **red box**.)
- If the payment was successful, you will be redirected to your account. The new invoice will appear in the top row of the Filing History box (See here for Transaction Failed Messaging.)



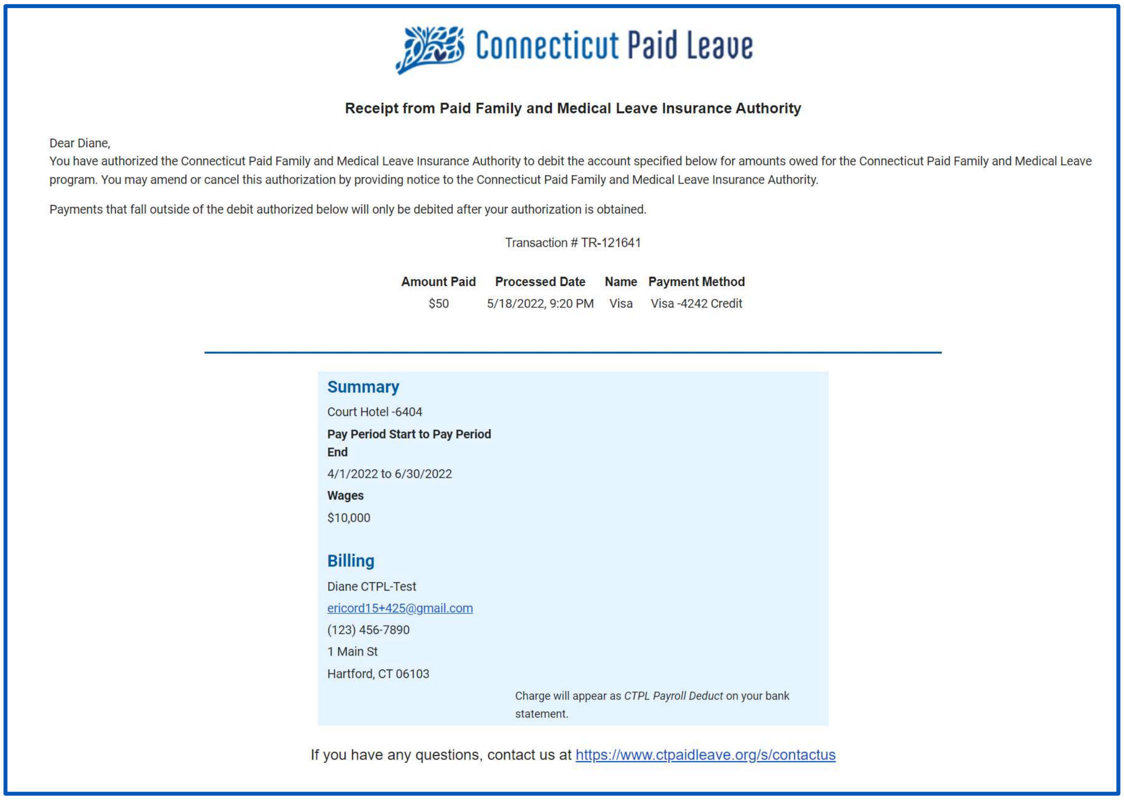
Transaction Successful Notice: On-screen Summary & Email

Once a transaction is submitted, you will receive two confirmation pop-ups indicating that the payment was submitted. Note that this does not guarantee that the payment (especially a bank payment) won't fail later on.





You will also receive a confirmation of submission via email. The email address connected to the payment method will receive a receipt from the CTPL summarizing the transaction submitted. Note that this does not necessarily guarantee that they payment (especially a bank payment) won't fail later on.



Connecticut Paid Leave

Receipt from Paid Family and Medical Leave Insurance Authority

Dear Diane,
You have authorized the Connecticut Paid Family and Medical Leave Insurance Authority to debit the account specified below for amounts owed for the Connecticut Paid Family and Medical Leave program. You may amend or cancel this authorization by providing notice to the Connecticut Paid Family and Medical Leave Insurance Authority.

Payments that fall outside of the debit authorized below will only be debited after your authorization is obtained.

Transaction # TR-121641

Amount Paid	Processed Date	Name	Payment Method
$50	5/18/2022, 9:20 PM	Visa	Visa -4242 Credit

Summary

Court Hotel -6404

Pay Period Start to Pay Period End

4/1/2022 to 6/30/2022

Wages

$10,000

Billing

Diane CTPL-Test
ericord15+425@gmail.com
(123) 456-7890
1 Main St
Hartford, CT 06103

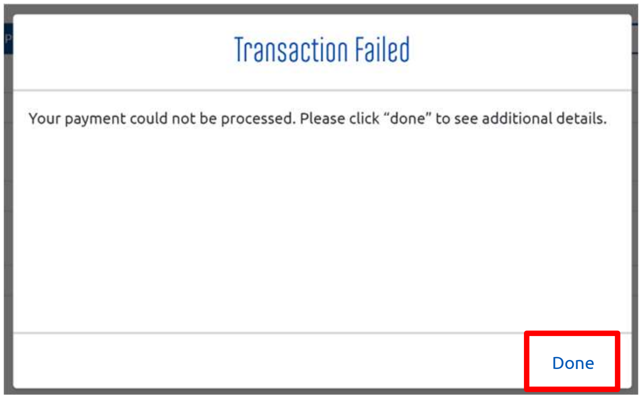
Charge will appear as *CTPL Payroll Deduct* on your bank statement.

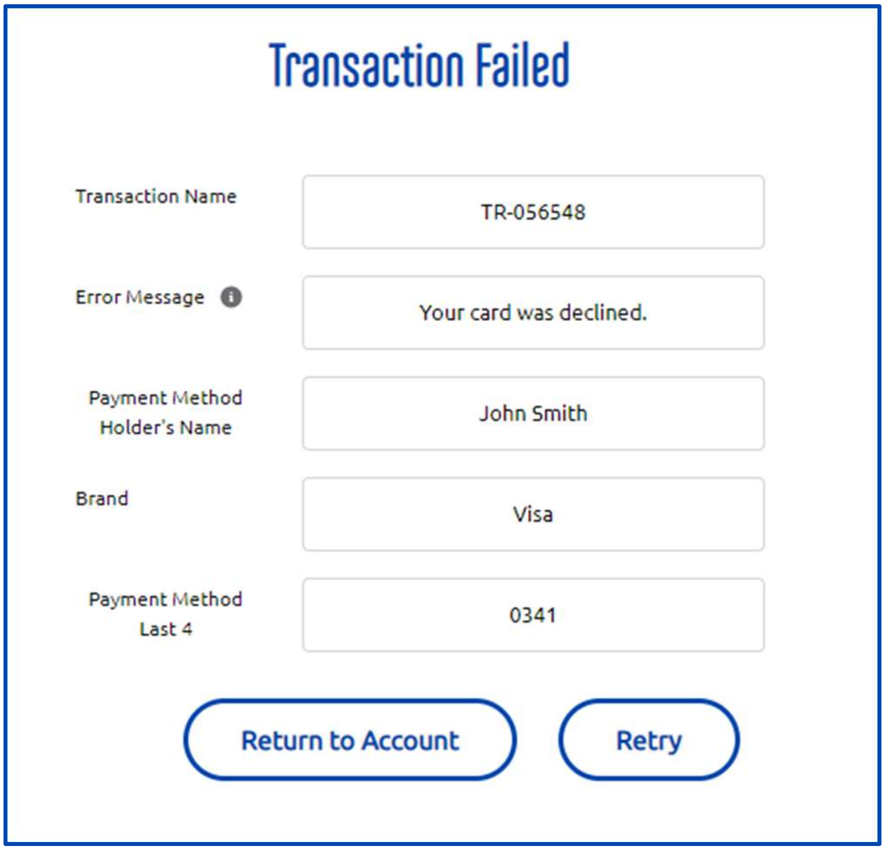
If you have any questions, contact us at https://www.ctpaidleave.org/s/contactus

Transaction Failed Notice: On-screen Summary

Regarding Failed Transactions:

- If the transaction fails, you will see a “Transaction Has Failed” message.
- Click on “**Done**” button (highlighted with a **red box**) in the in the “Transaction Failed” message to view a summary of the failed transaction.





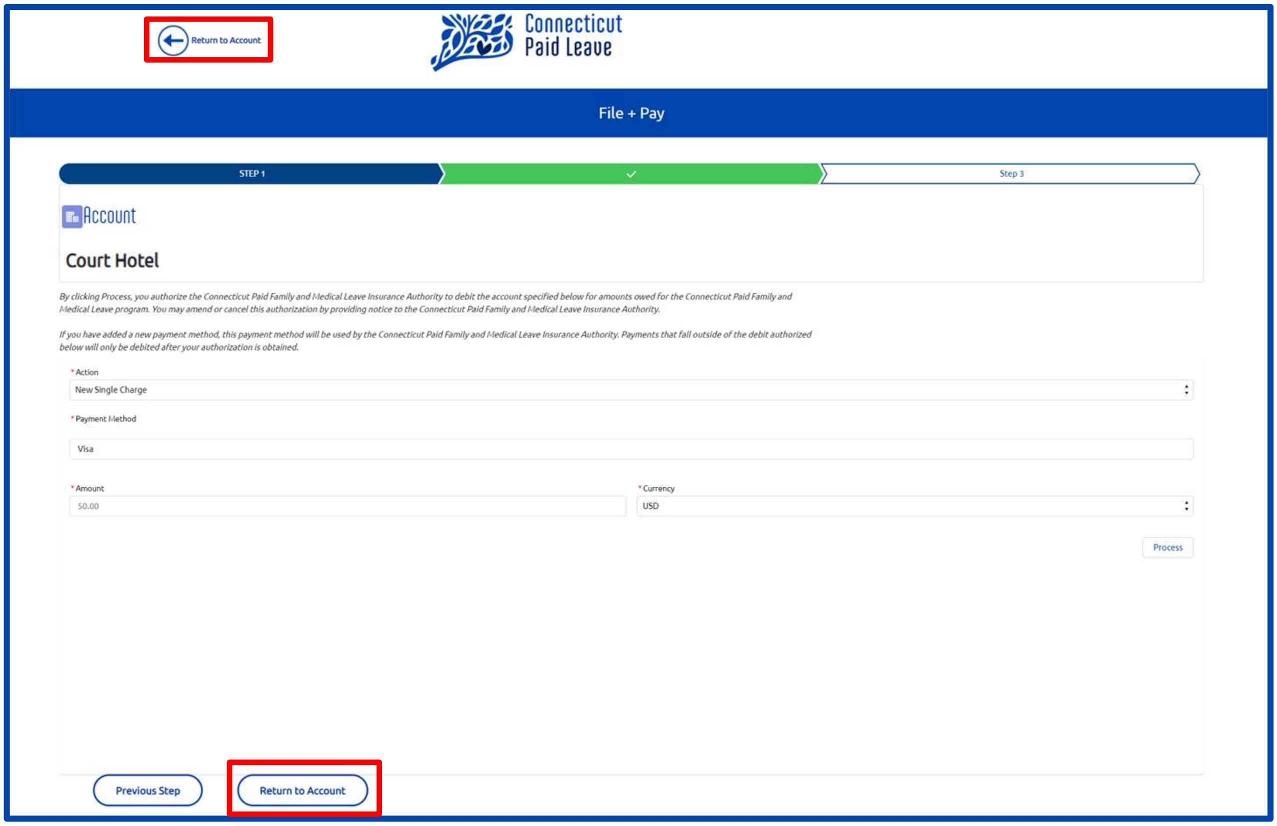
To retry submitting the transaction:

- Click the “**Retry**” button to return to Step 1 of the payment process.

Or

- Click the “**Return to Account**” button to return to the account details page.

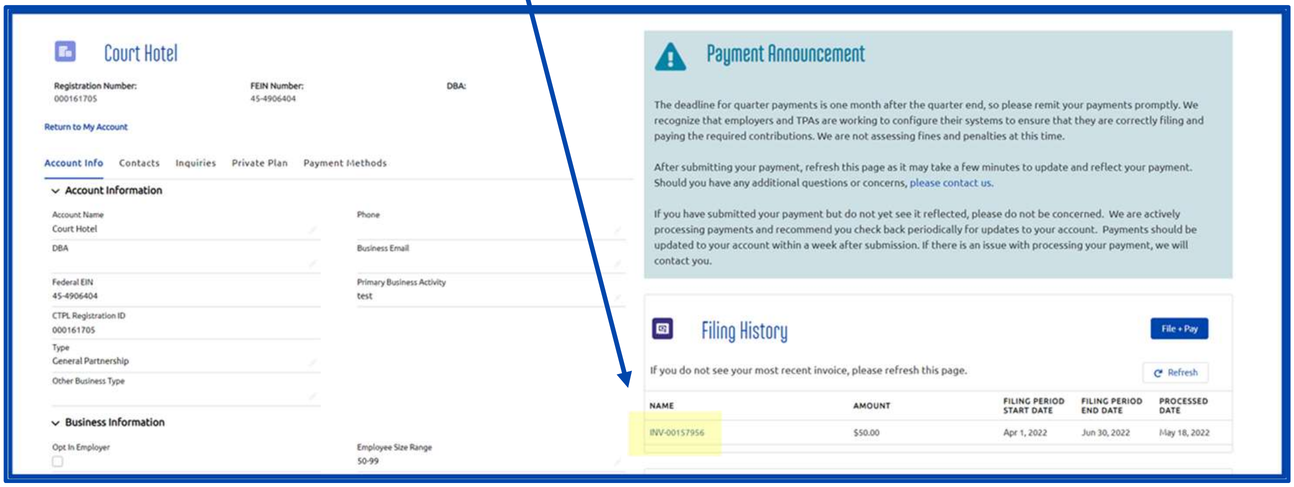
Returning to My Account



If you are in the payment terminal and want to return to your client's account, follow the steps below:

- Click the either of the **Return to Account** buttons. (Highlighted with red boxes.)
- Once you return to the business' account page, REFRESH your browser screen to update the Filing History table if you do not see your payment listed.

To view the payment details, click on the invoice name from the **Filing History** table.



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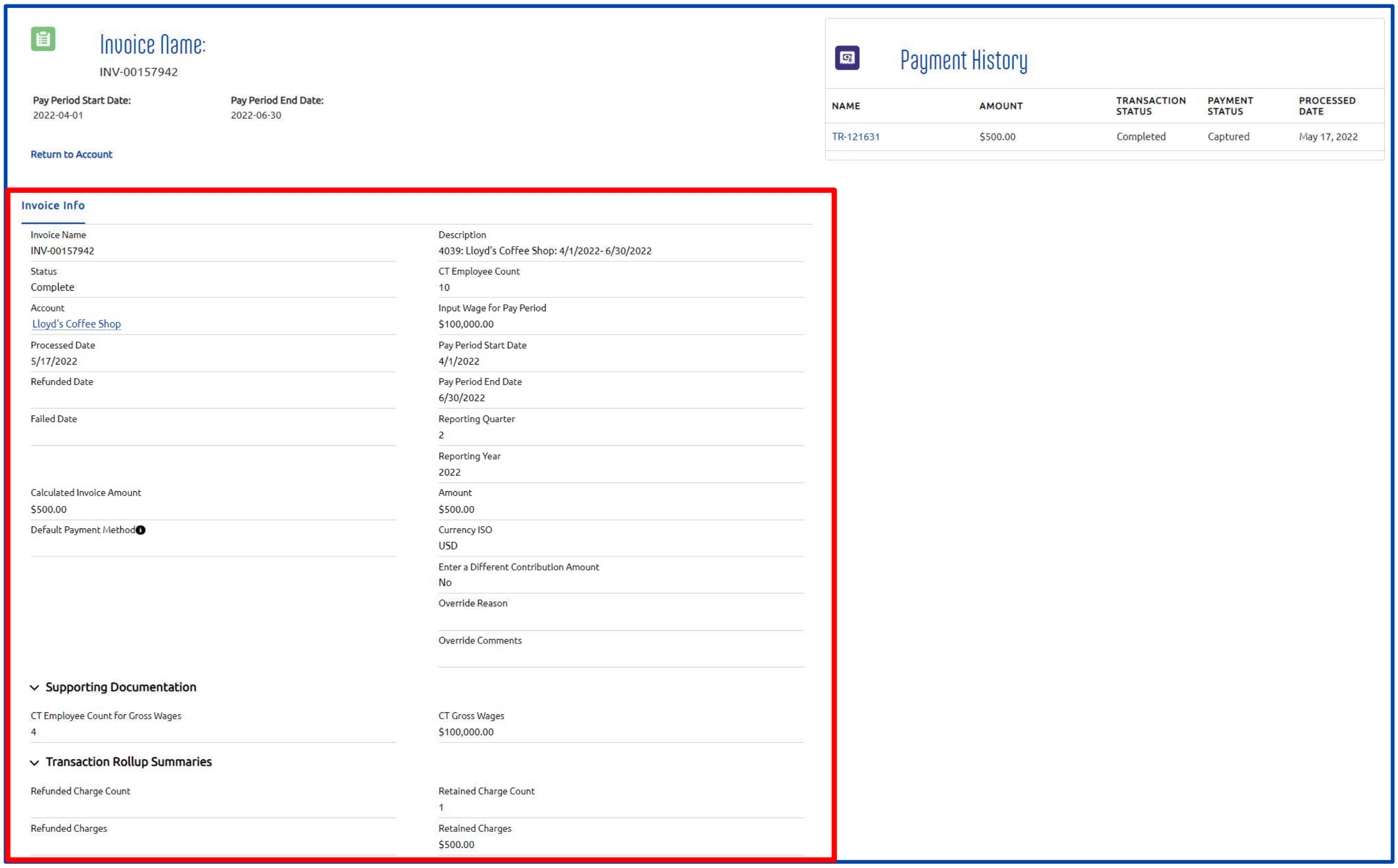
Viewing the Invoice Record

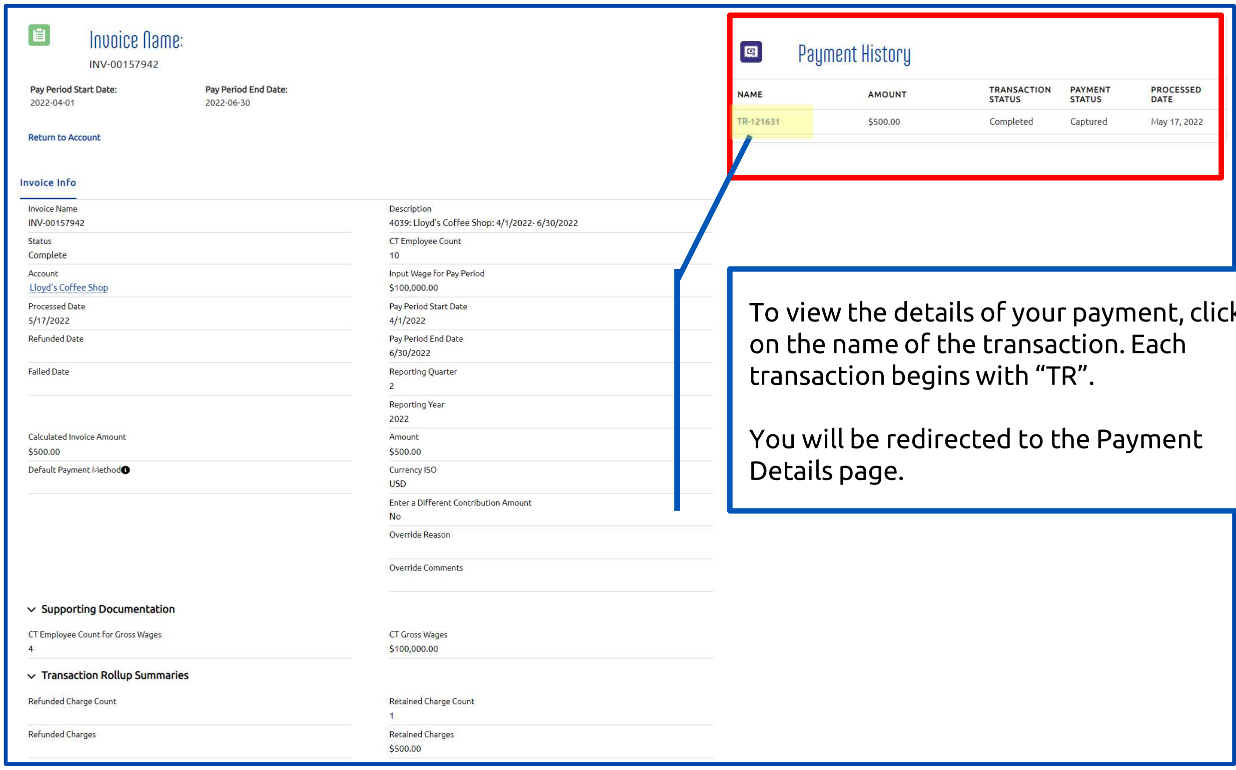


Fields are described in further detail on the next page.

Viewing the Invoice Record, cont.

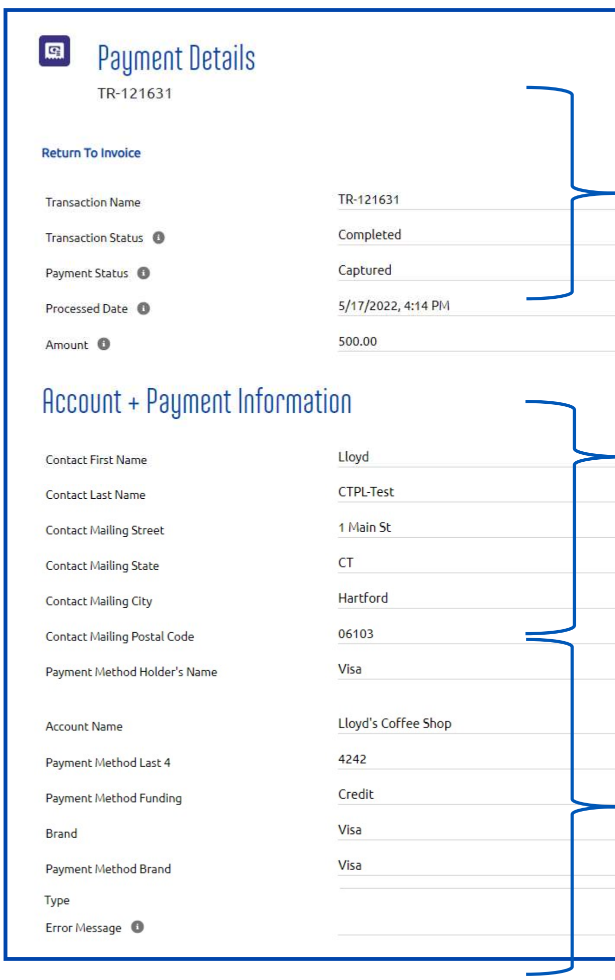
Field Name	Explanation of Value
Invoice Name	System generated number tagged to the invoice.
Status	The status of the invoice (Note: This is not the status of the payment, which is the Transaction Status).
Account	CT Paid Leave account the invoice is connected to.
Description	Combination field comprised of - the last 4 digits of the Account FEIN, the name of the Account, and the pay period the invoice represents.
Processed Date	The date on which the invoice was processed.
Refunded Date	The date on which the invoice was refunded (if applicable).
Failed Date	The date on which the invoice failed to process (if applicable).
Calculated Invoice Amount	The amount that was calculated automatically when the “Input Wage for Pay Period” was entered.
Default Payment Method	The default payment method on the account (not necessarily the payment method used here).
CT Employee Count	The number of employees included in the contribution.
Input Wage for Pay Period	Subject earnings amount entered for the specific pay period included in this report.
Pay Period Start Date	Start date for the pay period you are filing for.
Pay Period End Date	End date for the pay period you are filing for.
Reporting Quarter	The quarter for which you are reporting your earnings.
Reporting Year	The year for which you are reporting your earnings.
Amount	Contribution amount the system automatically calculated based on the amount entered for Subject Earnings. This is the amount sent to the CT Paid Leave Authority.
Currency ISO	Always USD
Enter a Different Contribution Amount	Either “Yes” or “No”; indicates whether the user entered a contribution amount that is different than the one calculated from their entered wages.
Override Reason	Either “Rounding” or “Other”; indicates the reason for the user’s choice to enter a different contribution amount.
Override Comments	Comments entered by the user to describe their reason for entering a different contribution amount.
CT Employee Count for Gross Wages	The number of employees included in the CT Gross Wages.
CT Gross Wages	CT gross wages amount entered for the specific pay period included in this report.
Refunded Charge Count	Only applicable if a refund is processed against this invoice. Indicates the number of refund transaction(s) processed.
Refunded Charges	Only applicable if a refund is processed against this invoice. Indicates the amount of the refunded transaction(s).
Retained Charge Count	Indicates the number of transaction(s) processed.
Retained Charges	Indicates the amount of the transaction(s) processed.

Viewing the Invoice & Transaction Record



To view the details of your payment, click on the name of the transaction. Each transaction begins with "TR".

You will be redirected to the Payment Details page.

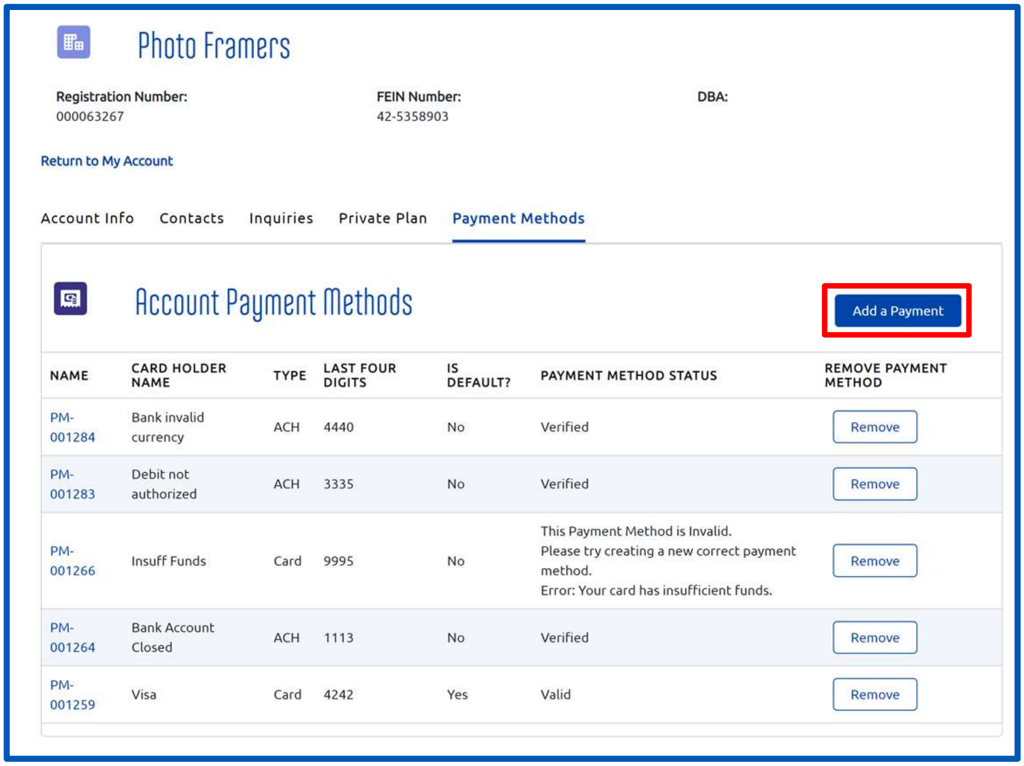


Field Name	Explanation of Value
Transaction Name	System generated number tagged to the transaction.
Transaction Status	Status of the transaction (either Pending, Completed, or Failed).
Payment Status	Status of the actual funds (either Authorized, Captured, Refunded, Partially Refunded, or Disputed).
Processed Date	Date and time payment was filed through the CTPL online payment portal.
Amount	The amount paid to the CT Paid Leave Authority.

Information taken from the contact record for the individual who submitted the payment.

Field Name	Explanation of Value
Payment Method Holder's Name	Either the name of the cardholder or the bank account owner
Account Name	CT Paid Leave account the invoice is connected to.
Payment Method Last 4	Last four digits of credit card or bank account used in the payment.
Payment Method Funding	Either Credit or Bank
Brand	Either Visa, Mastercard, ACH
Payment Method Brand	Name of the Banking Institution
Type	Either Charge or ACH
Error Message	If the transaction failed, an error message will appear here to indicate why it failed.

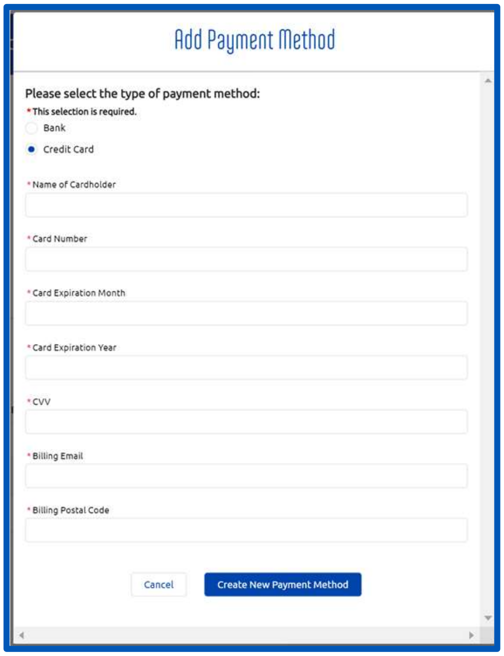
File & Pay: Setting up New Payment Method in My Account



NAME	CARD HOLDER NAME	TYPE	LAST FOUR DIGITS	IS DEFAULT?	PAYMENT METHOD STATUS	REMOVE PAYMENT METHOD
PM-001284	Bank invalid currency	ACH	4440	No	Verified	Remove
PM-001283	Debit not authorized	ACH	3335	No	Verified	Remove
PM-001266	Insuff Funds	Card	9995	No	This Payment Method is Invalid. Please try creating a new correct payment method. Error: Your card has insufficient funds.	Remove
PM-001264	Bank Account Closed	ACH	1113	No	Verified	Remove
PM-001259	Visa	Card	4242	Yes	Valid	Remove

You can add a payment method from your account's **Payment Methods** tab. When you add a payment method here, you will be able to select it and pay with it the next time you process a payment.

- From the Payment Methods tab, select "**Add a Payment Method**".
- Select the method of payment by clicking on either "**CREDIT CARD**" or "**BANK**".
- Complete the fields for the payment method you selected.



- Select the **checkbox** for the field "Default Payment Method" to save the payment method as the default for future payments.
- Click the "**Add +**" button to add the payment method. (Note: the "Reset" button clears all fields in the form.)
- Click the "**Done**" button on the "Payment Method Was Created" an on-screen message.

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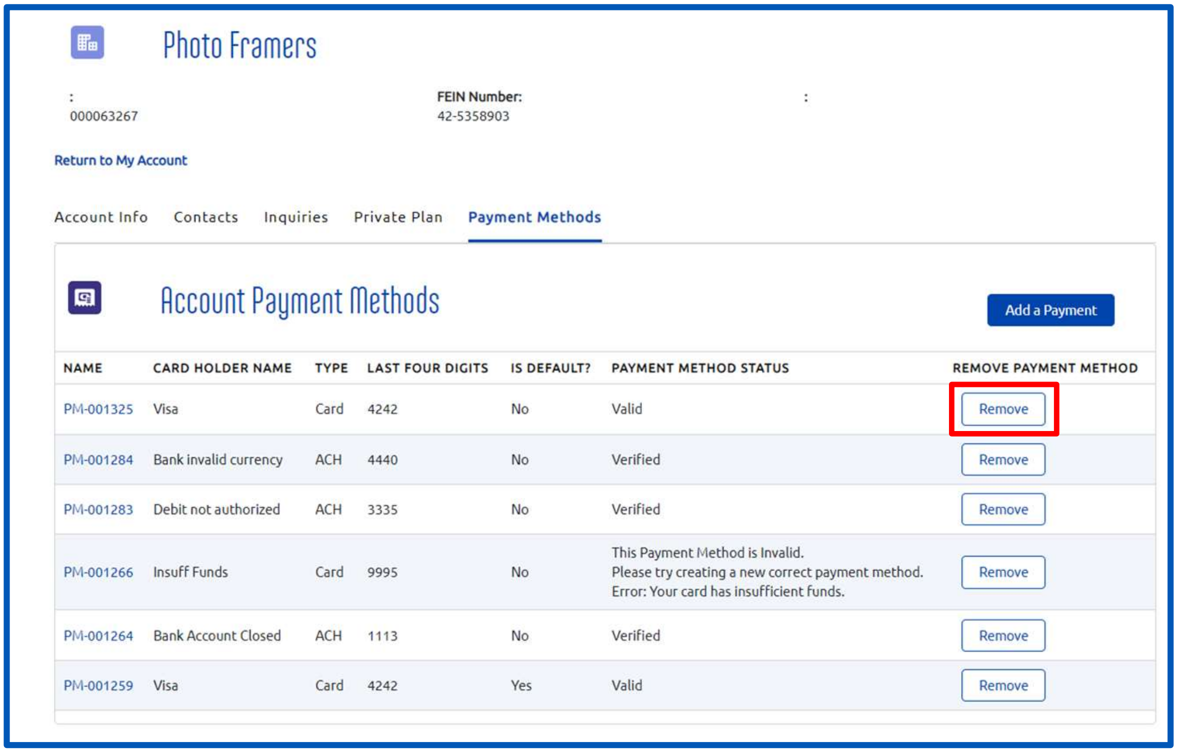
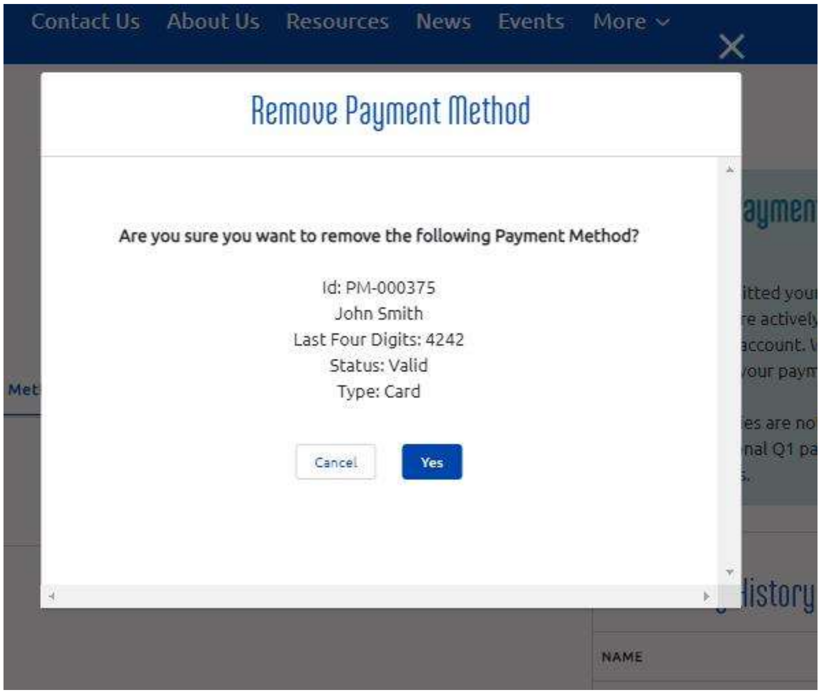
File & Pay: Removing a Payment Method in My Account



You can remove a payment method from your account's **Payment Methods** tab. When you remove a payment method here, you will be not able to see it in the payment terminal or process a payment with it.

- From the Payment Methods tab, select "**Remove**" next to the payment method you want to remove.
- In the popup, click "**Yes**" to remove the payment method. To keep the payment method, click "**Cancel**."



File & Pay: Editing a Payment Method in My Account

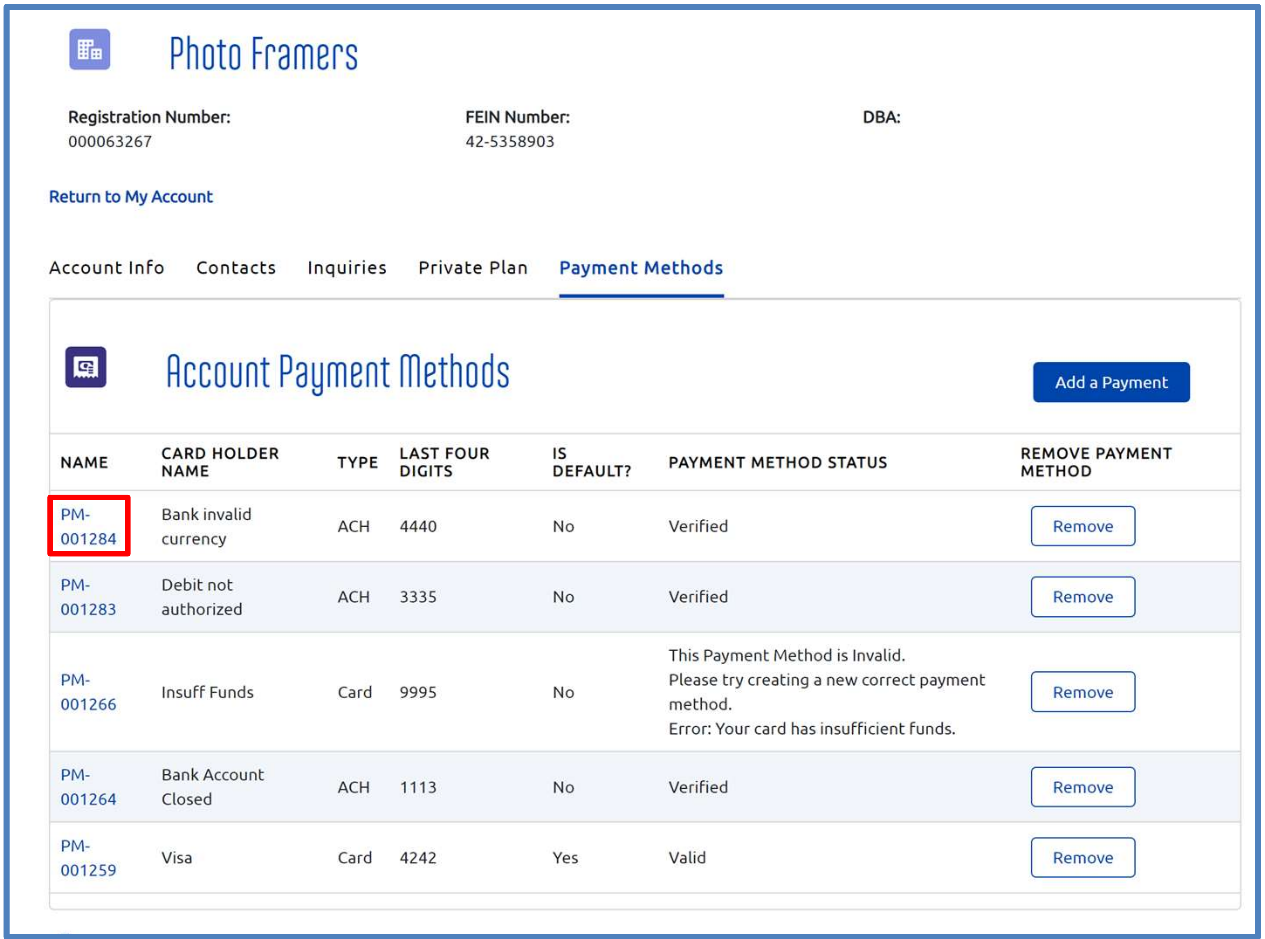


Photo Framers

Registration Number: 000063267 | FEIN Number: 42-5358903 | DBA:

Return to My Account

Account Info | Contacts | Inquiries | Private Plan | Payment Methods

Account Payment Methods

Add a Payment

NAME	CARD HOLDER NAME	TYPE	LAST FOUR DIGITS	IS DEFAULT?	PAYMENT METHOD STATUS	REMOVE PAYMENT METHOD
PM-001284	Bank invalid currency	ACH	4440	No	Verified	Remove
PM-001283	Debit not authorized	ACH	3335	No	Verified	Remove
PM-001266	Insuff Funds	Card	9995	No	This Payment Method is Invalid. Please try creating a new correct payment method. Error: Your card has insufficient funds.	Remove
PM-001264	Bank Account Closed	ACH	1113	No	Verified	Remove
PM-001259	Visa	Card	4242	Yes	Valid	Remove

You can edit a payment method from your account's **Payment Methods** tab.

- From the Payment Methods tab, select the payment method's name.
- Edit the desired fields and click "**Save**" to save the information or "**Cancel**" to leave it unchanged.
  You can only edit the following fields:
  - **Expiration Year**
  - **Expiration Month**
  - **Default Payment**
- If any other fields need to be changed, like the name or card/account number, you should remove the payment method (see instructions here) and add a new one (see instructions here).