



DataLine

5150 N. Sixth #125
Fresno CA 93710
phone (800) 833-8824
fax (559) 226-5418
www.Datatechag.com

*A quarterly newsletter for Datatech Customers
Volume 11, Issue 1 Spring 2008*



INSIDE THIS ISSUE:

NEW PROGRAM FEATURES & ENHANCEMENTS 2

ARIZONA MANDATES EMPLOYERS USE E-VERIFY 2

SPECIAL SUPPORT BULLETIN:
★BROKEN CD'S
★PRINTING W-2'S & ENTERING CHECKS BEFORE INSTALLING THE UPDATE 3
★ORDERING THE WRONG W-2 FORMAT & EDITING DEDUCTIONS 4
★IMPORTANT INFORMATION IF RUNNING REAL/ULTRA VNC
★CHECK YOUR BACKUP

DEATH OF THE DOT MATRIX PRINTER 5

SPRING SEMINARS
TIME SAVING TIPS
"PAYROLL TO BILLING" SEMINAR FOR LABOR CONTRACTOR'S 5

DATATECH IT SOLUTIONS NEWS
NEW PHONE SYSTEMS 6
SALES OF WINDOWS XP EXTENDED

DATATECH NEWS

Customer Support Department Bulletin

As many of you experienced during the month of January our customer support department received a high volume of calls and the wait for assistance was longer than usual. There were several factors contributing to the backlog.

We have added a special "Customer Support Bulletin" in this edition of DataLine to inform you of some of the issues our support department encountered this year. We hope that this information, in addition to future articles in DataLine Newsletters, will eliminate some of the avoidable problems some customers had, and provide faster and more efficient support for all of our customers in the future.

The DataLine newsletter is our primary means of communication with all of our customers. We include important information customers need to know regarding program changes & enhancements (see page 2 for new features), payroll tax reporting, new program updates, as well as changes to labor codes or issues in the agricultural industry. We **urge** all customers to take just a few minutes and read each Newsletter when it comes in the mail.

California State Corrects Withholding Calculation Tables

California employers received a letter from the EDD regarding mistakes in the calculated withholding tables in the California Employers handbook. These corrections do not affect the tax tables within Datatech's accounting software programs.

New Form 941 for 2008

Each year the Form 941 is changed, but the new form is not available when the year end update is sent out. The program will automatically attempt to download the new form from our server when you print the Form 941. Some years, in addition to the new form, a program update is required as well, because the position of certain items changes. This year, adjustments were made to Part 4 on page 2 of the form. A program update will be needed unless you complete this section by hand.

You can use the Check for Updates option on the Tools menu to download the latest program. If you need an update on CD, please call Cherrie at ext. 109.

NEW FEATURES

All of the following program enhancements have been made since the Year End Update. They are available by using the “Check for Updates” on your Tools menu. If you would like an update on CD, please call Cherrie at extension 109.

Misc Payables Transaction

A new option/button has been added to the Checkbook to pay an Accounts Payables Invoice as a “Miscellaneous” Transaction.

In the past a “dummy” check would have to be entered to pay off an Accounts Payable Invoice. With the increase in on-line bill paying, many customers requested a way to enter these transactions without having to assign a check number.

The Misc. Payables entry screen is similar to the Payables Check Entry, but the program will not require a check number. Just as on the Miscellaneous Charge window, there is a Transaction #. You can use this entry for a reference number (e.g. for a wire transfer) or leave this field blank.

Export Check Register to Excel

A new option has been added to the Check Register to export all of the entries to Excel. To create the file, press the CTRL key and X while in the Checkbook. Enter a file name and the program will automatically export all of the information.

Tax Deposit Entry

If you use the Tax Deposit window and pay your Tax Liability in full each entry, you can now press CTRL + A and the program will fill in the amounts to pay. After you click on Print Checks, you will be able to enter the transaction information for each payment (943, 941, 940, State Deposit).

Sales Analysis Reports (The Farmer’s Office)

The Sales Analysis Report will now print the Average Price on the Sub-Total lines. This information only prints if you update invoices using the Sales Journal or Automatic-Detail methods.

Reprint a Batch of Payables Checks

In the past, if a problem occurred while printing a batch of Accounts Payable Checks, you had to reprint each one individually. Now, you can re-print an entire batch. To do this, go into the Checkbook and open the first check in the batch to reprint. Press the CTRL key + R. Then, right click and select Batch Print Checks. Enter the Starting and Ending numbers, checkmark ‘Reprint’ and then click on the Print button.

ARIZONA REQUIRES E-VERIFY

Beginning January 1st employers in Arizona are required to use the E-Verify system to verify employment eligibility for all employees. The E-Verify system is an internet based system that compares Social Security Number data and information in the Department of Homeland Security database to the employee’s name and information submitted on the I-9 form.

Employers are to follow these procedures:

- A notice must be posted in a visible area to prospective employees that it participates in E-Verify. You also must post an anti-discrimination notice issued by the Office of Special Counsel for Immigration Related Unfair Employment Practices, Department of Justice.
- The employer may submit the employee information to the E-Verify website after a job applicant accepts employment or after they complete an I-9 form. The information must be submitted within 3 business days of the employee starting work.
- The E-Verify system may not be used to pre-screen employees and an employer may not delay training or a start date based on a tentative non-confirmation notice. An employer should be consistent in the timing of its queries to avoid discrimination.
- If the E-Verify system shows the result is “Employment Authorized” the employer should record the Verification number on the employee’s Form I-9.
- If the result is “SSA Tentative Non-Confirmation” the employer should print the notice provided through the system that includes information on how the employee may contest the finding. If the employer made a data-entry mistake he may resubmit the information. After 10 business days, the employer will re-submit the information to E-Verify and get a confirmation or final non-confirmation.
- If the result is “DHS Verification in Progress” you will receive a response within 24 hours on whether or not the employee is authorized to work. If the result is a DHS Tentative Non-Confirmation, you will also receive a notice to allow the employee to contest the findings.
- The system also allows for photographic verification to allow employers to detect document fraud. In cases of photographic non-confirmation the employer will submit copies of the employee’s I-551 residency card or I-766 employment authorization card to the DHS for verification.
- If an employee does not have a Social Security card they may begin work and be permitted to work until they have

(Continued on page 5)

SPECIAL SUPPORT DEPARTMENT BULLETIN

The 2007-2008 season recorded one of the highest volume of software support calls Datatech has ever had. Some of the issues that generated so many calls and created long wait times for everyone could have been prevented by users following Datatech suggestions and recommendations. Following are some of these issues and how you can help us to reduce the number of problems in the future.

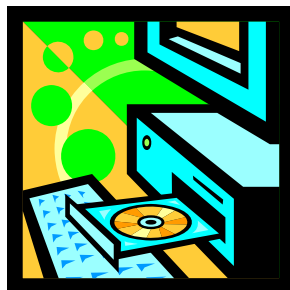
Broken Update CD's

We have been packaging our software support updates in similar packaging since we started sending updates on CD in 2000. This year we had approximately 30% of CD's broken in the mail. Beth went down to the post office to find out what happened and was taken on a little tour of the sorting facilities. The zip code sorters seem to have caused the problem and next year we will be packaging the updates differently to prevent such a high number of broken CD's.

However, customers who opened the CD immediately upon receipt, **AS PRINTED ON THE OUTSIDE OF THE ENVELOPE**, were able to call, request a replacement CD and received it before the first of the year.

One reason the support department got back logged with calls is because many customers waited until their first payroll in January to open the package. This means that office staff who could have been assisting customers with program questions were busy filling requests for replacement CD's, talking some through downloading the update from our website, and for others, having to email the tax rate files and talk them through manually copying the files from the email.

In the future PLEASE, PLEASE, PLEASE open and install your updates immediately upon receipt. Even though we plan on modifying the package material, we can't guarantee all CD's will arrive without damage. By opening and installing the update immediately, you will have plenty of time to receive a replacement, if necessary.



Printing W-2's & running 2008 payroll without installing the update

Here are just two examples of situations our support department had to assist customers with:

- A customer printed all their W-2's (about 1,000) before installing the year end update. They did not look at the format until all the W-2's were completed and realized the format was not right. Unfortunately the only solution for this customer was to purchase more W-2's and reprint them after the update was installed. (A waste of time and money.)
- A customer thought the year end update was installed by their hardware technician, but did not verify it (and it wasn't installed). Their first payroll batch withheld no taxes because the rates were not there. They tried to put the rates in themselves, but did not enter the SDI rate correctly, so the next check withheld 10 times the correct amount. Needless to say the employees complained about the large deduction and it caused the customer a great deal of time and frustration trying to get the situation fixed (as well as time from our support staff to assist them).

Both of the above situations could have been prevented by taking notice of the information provided by Datatech. In the Fall & Winter DataLine newsletters we informed everyone that the W-2 format had changed and that you must install the update before printing W-2's and must install the update before entering Batch Payroll Checks or taking the Create Payroll Checks option. The Year End Update Instructions enclosed with the CD included verifying the version number to ensure the update installed correctly.

The DataLine Newsletter is our form of notification. As much as we try to provide personal support and know each customer well, we are not able to personally telephone each customer every time a form changes or to verify each customer has installed the update. If you need an alternate mailing address for the newsletter to ensure you receive it, please let Hannah know. We will also be creating a list of customers that would prefer the Newsletter be send by email.

(Special Support Bulletin - Continued from page 3)

Ordering the wrong W-2 format



The W-2 format options were printed in the Fall Dataline Newsletter. The format for 4 W-2's on a page is L4UP.

There are other 4 per page formats available that do match this

format. A customer that purchased a 4 per page format at an office supply store received the wrong format and did not realize it until they opened the package and started printing.

Datatech's support staff did some research and found that the office supply store did have the correct format available. *BUT*, the item #'s don't specify the format as L4UP. It was only determined by viewing the items online and looking for the right format. There is no way for customers to know they are ordering the correct format.

It may cost you a little more money to order from a forms supplier, such as Advance Forms. However, in this case, the customer spent more money because they had to purchase another set of W-2 forms. If you choose to purchase W-2's from another supplier, make sure the form #L4UP is printed in the lower right corner. Datatech can't take responsibility for customers ordering the wrong format, nor can we include programming for every available format.

Editing Deductions

The support department received calls because the Total Taxes due and the Liability amounts did not match on the 940,941 and 943 forms. There are a few reasons that we found that caused this and here is how you can prevent them from happening in the future:

- **Editing Deductions on Checks.** A few customers had zeroed out the deductions for FICA, Medicare and SDI on "bonuses" throughout the year. This caused the Tax Liability to be incorrect because the Tax Liability is based on what was deducted. The ability to edit these amounts on the checks has already been disabled.

If you, as an employer, want to cover the deductions for the employee, you must adjust the gross earnings

to include the taxes you want to pay. Consult your accountant for more information on IRS rules.

- **Moving Check to New Employee:** In cases where the Move Check to New Employee option is used and the two accounts combined equal more than \$7,000 the amounts for the Total FUTA Taxes Due and Tax Liability for the Year on the 940 would not match. The Tax Liability amounts could simply be edited or you can run the Payroll Audit to correct the amounts.

UltraVNC Installation

UltraVNC has made our support department more efficient and improved our ability to provide quality support. However, we have noticed that some customers did not follow our instructions for installing UltraVNC. If the UltraVNC server is installed as a *system service*, it will be running at all times in the background. **This leaves a port open that could potentially allow someone into your computer system. Although your firewall may block incoming VNC connections already and a password is required to access a computer using UltraVNC, the best practice is to only run UltraVNC when working with Datatech support personnel and close it when you are finished.**

If you notice a VNC icon in the system tray at all times **you need to Un-Install UltraVNC.** You can then re-install it, making sure "Register UltraVNC Server as a system service" is not enabled. **During installation, this option is un-checked by default. Our installation instructions recommend leaving it un-checked.** (This is also one of the reasons we switched from RealVNC to UltraVNC. By default, RealVNC installed as a system server; UltraVNC does not.)

If you have any questions about doing this, please call Hannah at ext. 101

Backups

Time and time again we have reminded customers to make sure they are backing up their files. Last month another customer had a hard drive crash and lost their data. Their most recent backup was from 2004.

If you need any recommendations for a backup system call Hannah. The easiest way to ensure your accounting files are backed up is with a flash drive. You can purchase a flash drive for as little as \$10 at local office supply stores. The backup option built into Datatech Accounting programs takes only a few minutes and the insurance of having this backup is worth the time.

Death of the DOT Matrix Printer R.I.P.S. (Silence)

As mentioned in prior editions of this newsletter, Datatech no longer maintains dot-matrix printers in our office, so we can't provide loaner printers or emergency printing services for dot matrix forms.

Yes, we still sell and repair Okidata dot-matrix printers. However, our recommendation for **all** printing needs is a laser printer. If you are wondering how to handle your needs for multiple copies of forms that are currently printed on the dot-matrix printer, here are your alternatives:

Checks

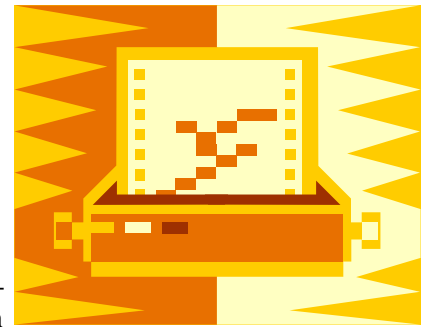
If you want to keep a printed record of the check, order checks with two stubs. The employer stub contains all of the information printed on the check. However, since all of this information is **also** stored in the accounting files, if you need such information, you can just look it up in the program. Many of our customers with high volume payrolls no longer keep a stub.

Bills of Lading

Blank paper bill of lading formats are available in Datatech's software. NCR paper is available for laser printers and is collated in 2, 3 or 4 colors. The document is printed on each piece of paper, but when stacked together signatures and other writing are transferred to all copies. Be sure to order Xero/Form or other brands specifically designed for laser printers. Datatech has been using this paper for our technician's work orders for several years.

Invoices & Statements

Datatech also has blank paper statement and invoice formats available. If you have your logo in a bitmap file (e.g. BMP, GIF, JPG, TIFF), we can also print this directly on the invoice. Multiple copies can be automatically printed, with descriptions on each (i.e. Office, File, Customer, etc)



W-2's

Our biggest complaint about laser W-2's is from customers who don't want to give up the self mailer format. However, the time it takes to separate and fold the mailer is about the same as putting the laser W-2 into an envelope. And, since the printing is about 10 times as fast, you'll be done with the job much faster than ever before and your ears won't hurt!

If you would like more information on purchasing a laser printer or replacing your dot-matrix forms with laser forms, please call Hannah or James.

(E-Verify Continued from page 2)

received the card and it has been verified through the system.

- If an employee does not contest the non-verification or if the employer has received a final non-confirmation, the employer may discharge the employee and resolve the case.

At this time you must individually submit employee information to the E-Verify system. Datatech will be researching the programming required to batch-load data to the E-Verify system and will update you with the progress in future DataLine Newsletters.

This article is provided for information purposes only. If you have any questions about immigration and/or labor law you should consult your attorney or the respective agency which the question involves.

Sources: FELS Newsletter, Vol. 37, No.2 IRCA, E-Verify and Immigration Compliance Laws.

Spring Seminars

Shortcuts & Time Saving Tips

This seminar is designed for all customers using Datatech software with Payroll, Accounts Payables and General Ledger modules. We'll cover new features and existing shortcuts for faster data entry and reporting. This seminar will benefit all companies, whether your payroll and payables volume is small or large.

Date: May 21st , 1:30 - 5:00 p.m.

"Payroll Entry to Billing" Seminar for Labor Contractor's

This seminar is designed to cover the entire Labor Contractor's workflow, including payroll entry methods, tax payments and report filing, labor reports, billing and tracking grower payments. This seminar is beneficial to those new to the labor contractor business and those who would like to learn new payroll entry methods and reporting options.

Date & Time: Thursday, May 22nd, 1:30 - 5:00 pm

Both seminars will include question and answer sessions and include an instruction booklet containing the items covered during the seminar and room for notes. The cost is \$90 per person. Please call Hannah at ext. 101 to register.



New Vertical Telephone Systems

Datatech IT Solutions is pleased to be able to offer two new phone system products from Vertical Communications Inc. These two phone systems are the result of several years and millions of dollars of research & development. For more information on these systems, you can contact James at 559-256-7747 or sales@datatech-it.com.

SBX IP 320

The SBX IP 320 is primarily for small businesses. It is a full featured digital PBX with capacity to handle up to 12 phone lines and 32 extensions. In addition to the traditional digital features, the SBX has capabilities for VoIP such as SIP trunks and remote office integration. Also the SBX has some basic computer integration in the form of a program called ezPhone, which allows you to control certain phone functions from your computer. Best of all is the price. Systems start as low as \$1,299 for 3 line 8 extension capacity with 4 phones included.

Wave IP 2500

The Wave IP 2500 is the flagship of the Vertical product line and a truly state of the art product. This will be our primary product to replace Vertical TeleVantage which we have sold since 1999. Designed for small to medium sized businesses, Wave is suited for offices from 10 to 250 users. Datatech IT Solutions is pleased to be one of the few Wave authorized resellers in the Fresno area.

Released in October of 2007, Wave has already won several awards including product of the year awards from industry marketing publications. Wave IP 2500 is a truly flexible platform that can utilize any combination of standard phone lines, T1 trunks and VoIP trunks. There are also a variety of endpoints available including analog, digital and VoIP extensions. Included in the base system is advanced multi-level auto-attendant, voicemail and end user graphical management tools.

Key to the success of Wave IP 2500 is the Applications Inside™ architecture. One of these applications is Wave ViewPoint. Essentially a carry-over from TeleVantage, Wave ViewPoint is a computer program that works in tandem with the phone to provide quick and easy access to voicemail, contacts and call control. This allows point and click dialing, hold, transfer and conference operations (just to name a few). One of the "buzz" terms created by products such as Apple's iPhone, is visual voicemail. This is not a new concept. TeleVantage and now Wave, have used visual voicemail for about a decade now.

Other applications available, or available shortly are: Contact Center (call center functionality with advanced reporting), network faxing via Fax Manager and advanced meet-me call conferencing via Conference Manager. Other phone systems have these options as separate non-integrated features, with Wave's Applications Inside, these features are fully integrated into one system.

About Vertical Communications Inc.

Vertical Communications Inc. was started from the merger of Artisoft (TeleVantage product) and Vertical Networks (Instant Office product) in 2004. In 2005, Vertical Communications Inc. acquired Comdial Corporation followed in 2006 with the acquisition of Vodavi Technologies, Inc. Vertical Communications Inc. is now a top five PBX vendor in North America for Small-to-Medium sized Businesses.

The Datatech IT Solutions web site will be updated with these new products soon. In the meantime, if you would like more information on the systems, please visit www.vertical.com. Or for more information and/or price quotes, please contact James Davidian at 559-256-7747 or sales@datatech-it.com.

Windows XP Available through June 30, 2008

Microsoft has again extended the sales of Windows XP through June 30, 2008 (previously the deadline was slated for January 30, 2008). Smaller system builders will still be allowed to sell it through January 20, 2009.

A recent quote from Microsoft Corp. co-founder Bill Gates said the next operating system (Code named Windows 7) will be released sometime in the next year. Of course, the initial release is for testing, but it is speculated that the VISTA successor may be released sooner than expected.

Because of customer requests for XP systems, Dell and HP have continued to offer Windows XP on computers and laptops for consumers and businesses. Microsoft is also continuing work on a third service pack for Windows XP to be released later this year.

If you need to upgrade your computer system, Datatech recommends purchasing Windows XP systems. Please give James a call if you would like a quote for a new computer system or network upgrade.

Sources:

http://seattletimes.nwsource.com/html/business/technology/2003908782_webwindowsxp27.html, Microsoft extends retail-sales life of Windows XP, Benjamin Romano, 09/27/07; www.crn.com/software/202102410, Microsoft to Extend Windows XP Deadline for OEM's, Kevin McLaughlin, 09/27/07; www.infopackets.com, windows newsletter, Bill Lindner, 10/05/07