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*A quarterly newsletter for Datatech customers
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DATATECH



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F.A.Q./Year End Reminders

- Install the Year End Update before entering Batch Payroll Checks or before Creating Checks from Daily Payroll in order for 2010 tax deductions to be calculated correctly.
- Payroll Checks cannot be printed for 2010 until the quarter and year have been archived and closed. (See pg. 3)
- After you have updated your 2010 tax rates, verify your SUI rate for 2010. To enter your SUI rate, go to Payroll, Setup, State Tax Rate Table, Other Taxes.
- California employers are required to annually notify their employees of the federal Earned Income Tax Credit (EITC). A sample notice can be printed from:
www.edd.ca.gov/Payroll_Taxes/pdf/EarnedIncomeTaxCredit.pdf
- If you upload W2's to SSA's website, login now to make sure you have the correct login information. Also, confirm you have access to the service "Report Wages to Social Security." Verify this early to avoid delays in submission of W2's.
- If you need to re-open a closed quarter and/or year to make adjustments after closing, instructions are located in the 2009 Year End Help file. This will automatically update totals, so the Fix Employee Totals will not have to be run manually.

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Datatech Expanding / New Address

We are happy to welcome a record number of new customers this year. In expectation of higher support volume, Datatech welcomed three new employees this last quarter. We added Jeff & Raquel to our customer support staff and Max to our clerical staff. Raquel will be able to assist with Spanish support and translation. We are working hard to train our new employees for your year-end questions.

We've also moved across the hall to a larger office. We now have better space for seminars, so look for seminar announcements in your spring newsletter. Please update your records to reflect our new suite #124.

Office Closed

Datatech's Office will be closed on the following days:
Friday, December 25th
Friday, January 1st
Monday February 15th

New Product Debut

We are excited to announce that we are in the final testing stages of a Document Management application. The document management application integrates with Datatech's payroll and accounting software to provide you with an easy way of e-filing employee documents (I-9, W-4 Forms, etc), Vendor Invoices, Customer Statements and other documents.

We are inviting all of our customers to visit us at the World Ag Expo (see below) for a live demonstration of this new and exciting product.

World Ag Expo

Datatech will be exhibiting at the World Ag Expo in Tulare, California February 9th - 11th, 9am to 5pm Tuesday and Wednesday, and 9am to 4pm Thursday. Hannah, Brittany, Isaac and Matt will be staffing our usual booth in Pavilion A #1103.

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EXTENDED SUPPORT HOURS



For Extended Hours Support:

- Call extension 110
- Leave message with name, phone number, and question or problem you have.
- Include in your message that you would like a call during extended hours.
- We will attempt to return your call at the number you leave for us, if you have a payroll related issue.

Extended support hours for *Payroll and Payroll Closing/Tax Reporting Questions* will be available Wednesday, December 30th through Saturday January 30th. (Closed Friday, January 1st)

Customer support during this period will be available *Monday through Friday until 6:00 p.m. Support will also be available on Saturdays between the hours of 1:00 p.m. and 3:00 p.m.* You may leave a message at any time and calls will be returned during these hours. Remember, the extended hours are for payroll and payroll closing questions only.

If you know you will need assistance after normal business hours, you may call us ahead of time to *schedule a specific time for us to call you*. Every effort will be made to answer your call as soon as possible. We ask for your patience, especially in the first few weeks of January, when there is an increased volume of calls.

Please follow these simple steps for customer support in January and throughout the year:

- 1) *Consult the provided workflows and frequently asked questions before calling us.* This will save you time.
- 2) *When calling, enter extension 110 to go directly to the support department.* This is the fastest way to get help. The support extension is monitored by multiple people and calls are returned in the order received. If you call a personal extension and that person is on an extended call, you may have to wait longer for a return call.
- 3) YES, we provide software support by email! *Send your email questions to Support@DatatechAg.com.* This will ensure that all support personnel see the message and it can be answered as soon as possible. *Emails can be sent anytime, but will be answered during business hours only.*
- 4) If all support personnel are busy, *please leave a detailed message including your name, company, phone number, and your question.* If you have an error message, please provide the entire error message. Also, please provide details on the program option you were using and the prompt you received the error on. If you have left one message for support there is no need to leave a second message. This will help us reduce time spent listening to messages.
- 5) If your question is regarding items on reports, report totals or discrepancies, you can *fax the reports to us at (559) 226-5418 at any time.* This will help us answer your question more quickly and effectively. *Faxes can be sent at any time, but are only checked during business hours.*

(Datatech News—Continued from page 1)

As mentioned on page 1 we will also be debuting our new Document Management software. Jake will be manning booth #1003 (right across the aisle from our regular booth). We hope you will stop by.

For more information on the farm show visit: www.worldagexpo.com. An electronic registration will be required of all attendees this year. You may purchase tickets & register in advance on-line.

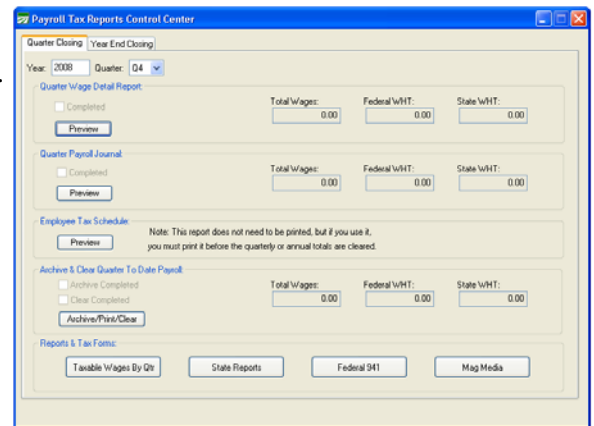
Datatech will not have any complimentary tickets available this year.

PAYROLL QUARTER CLOSING

Prior to printing your first 2010 payroll, you will need to go through a process that puts payroll totals into an “archive file” and clears the totals in the employee file. This process enables the program to run quicker when accessing this information for reports in the future. (This process does not clear the check history.)

The Payroll Tax Reports Control Center incorporates all of the Quarterly and Year End Payroll Closing steps on one screen. This window is designed to take you step by step through the closing process, marking each step Completed once it is done. Following is a brief workflow for using the Payroll Tax Reports Control Center, which is located on the Payroll menu. When you choose this option, you will see a window similar to the one below.

- 1) On the Quarter Closing Tab, type in the year, 2009. Click on the “Quarter” down arrow, choose the quarter to be closed.
- 2) Click on the “Preview” button under Quarter Wage Detail Report.
- 3) Click on the “Preview” button under Quarter Payroll Journal.
- 4) Optional: Print the Employee Tax Schedule if you use this report.
- 5) Click on the Archive/Print/Clear button. If the above reports are in agreement, the program will let you know it has archived, then it will proceed with the clearing process. The program will let you know when this is complete.
- 6) During the Archive process, the program creates an Archive File Report, and minimizes it to your program tray. If you would like to view or print this report, you should click on the “Print Preview” button in your program tray at the bottom of your monitor.
- 7) Proceed with Payroll Year Closing.
- 8) You can come back to this screen at any time to print your quarterly reports or generate mag. media files.



FOR MORE HELP:

The Help within your Datatech software contains detailed workflows and information to assist you with closing your payroll quarters & year end totals and generating your reports. To access specific information on these topics, click on the Help menu, then Year End Help. You may also press F1 on any window for help on that topic.

Consulting the Help topics may result in a quick answer to your question, but if you can't find the answer you need, Datatech Software Support is here to help.

To contact our Software Support department, dial extension 110. However, please be aware that support personnel can't stay on the line through your entire closing process. If you would like someone to assist you with your closing and/or printing reports, an appointment must be scheduled and is billable at our current hourly rates for data entry and book-keeping assistance.

WHEN THE TOTALS DON'T AGREE

If the Wage Detail Report and Payroll Journal totals do not agree when using the Control Center, the program will let you know that totals may need to be corrected.

If the program prompts you with a message that totals may need to be corrected, answer “Yes” to proceed. The program will then re-calculate the Employee Wage Totals in the Employee file from the payroll check records. Depending on your check volume this process may take a few minutes.

The program may then prompt you that “Totals will now be corrected.” Click OK. Once the fix has been performed, go back to step 2 and continue through the workflow again.

PAYROLL YEAR CLOSING

Once the Quarter Totals have been Archived and Cleared, you can proceed with the year end closing. If you are still in the Payroll Tax Reports Control Center, and have just completed the quarter closing, you can simply click on the Year End Closing Tab.

If you closed the window after your quarter was archived and cleared, you will need to again go to the Payroll menu, select the Payroll Tax Report Control Center, enter the year and choose the quarter from the drop down list. Then you can click on the Year End Closing Tab.

When you are on the Year End Closing Tab, the window will look similar to the one at right.

- 1) Click on the “Preview” button under Year To Date Wage Detail Report.
- 2) Click on the “Preview” button under Year To Date Payroll Journal.
- 3) Optional: Print the Employee Tax Schedule if you use this report.
- 4) Click on the Archive/Print/Clear button. If the above reports are in agreement, the program will let you know it has archived, then it will proceed with the clearing process. The program will let you know when this is complete. If you get a message that the totals of the two reports do not agree, you can say “Yes” to have the program run the automatic fix. See box on page 3 for more information on fixing totals.
- 5) During the Archive process, the program creates an Archive File Report, and minimizes it to your program tray. If you would like to view or print this report, you can click on the “Print Preview” button in your program tray at the bottom of your monitor.
- 6) You can come back to this window at any time to generate your year end reports. Year End Reports are also accessible from the Year End Tax Reporting menu.

For help with payroll tax reports, you can hit F1 from any of the report windows to access help for that report.

(Year End FAQ's - Continued from page 1)

- Please be aware that if you re-open a closed quarter and/or year after submitting tax reports or W-2's you will have to manually file amendments.
- No general ledger closing is needed at this time. Manual journal entries and automatic closing entries can be run when you are ready.
- To enter closing dates for any of the accounting modules so that no entries can be back-dated or edited, use the Close Accounting Modules option on the General Ledger menu. You may also want to edit Operator Permissions, so that other users can't edit these dates.
- If you would like to create a new set of books for 2010 please call the support department to set them up now.
- If you need to change a S.S.N. for an employee after you have Archived, you must edit the Archive file and Employee file for the change to be updated on W-2's. Or, if you have fixed multiple employees, you may change the Employee files and then Fix Totals to the Archive.