



# 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 4 Winter 2008*

## DATATECH



## F.A.Q./Year End Reminders

- The year end update must be installed before entering Batch Payroll Checks or before Creating Checks from Daily Payroll in order for the tax deductions to be calculated correctly.
- Payroll Checks cannot be printed for 2009 until the quarter and year have been archived and closed.
- After you have updated your 2009 tax rates verify your SUI rate for 2009. This must be entered in the State Tax Rate file, located off the Payroll, Setup menu.
- Effective January 1, 2008 California employers are required to notify their employees of the federal Earned Income Tax Credit (EITC). A sample notice can be printed from: [www.edd.ca.gov/EarnedIncomeTaxCredit.pdf](http://www.edd.ca.gov/EarnedIncomeTaxCredit.pdf)
- Passwords for the S.S.A.'s BSO website must be changed every 365 days. Companies that file their W-2's electronically should verify their login information and change their password now to avoid delays in submitting your file.
- If you need to re-open a closed quarter and/or year to make adjustments after closing, instructions are located in the 2008 Year End Help file. This will automatically update totals, so the Fix Employee Totals will not have to be run manually.

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 ready.
- If you want to enter closing dates for any of the accounting modules, so that no entries can be back-dated or edited, there is a Closing 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 2009 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.

### Year End Info

There are so many enhancements to the software this year, we have decided to include a complete 2008 Year End Update document that includes the printed Help documents for new features and release notes for this update. Please take time to read this information so you can take advantage of all the new features added to the software.

In addition to the Year End Update document, you will find additional Help for the closing your Payroll year on the Help menu, under Year End Help.

The 943 form was not been released at the time of shipping the update. When you print the 943 form you will be prompted to download the current form from our server. If you don't have Internet access please call our support department to request the update on CD.

On the back you will find instructions for after hours support for year end and payroll questions.

### We Goofed!

We apologize to any customers who had to pay postage to receive their 2009 calendar. We forgot to add additional postage for the envelope size. We have limited supplies left, so if you did not receive the calendar, or if it was damaged, please call Cherrie at ext. 109 to request another.

### Office Closed

Datatech's Office will be closed on the following days:  
Thursday December 25th, Thursday January 1st,  
Monday February 16th

### World Ag Expo

Datatech will be exhibiting at the World Ag Expo in Tulare, California February 10th -12th. Hours of operation are back to 9 am to 5 pm Tuesday and Wednesday and 9 to 4 Thursday.

For more information on the farm show visit:  
[www.worldagexpo.com](http://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.

## EXTENDED SUPPORT HOURS

Once again Datatech will be providing extended support hours for *Payroll and Payroll Closing/Tax Reporting Questions*. To take advantage of this extended support please follow the directions below. At all times of the year we make every effort to answer calls as soon as possible. You can assist us by following these instructions when calling for software support at all times throughout the year.



The extended hours for customer support will begin on Monday December, 29th and end on Saturday January 31st. Datatech's office will be closed on Thursday, 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 12:00 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*. If you are calling for help between 5:00p.m. and 6:00p.m., or Saturday between 1:00p.m. and 3:00p.m., it is very important that you include your phone number in the message you leave, since personnel providing after hours support may not have access to our company database. Also, if you fail to leave the message on the support line, or do not leave complete information as instructed below, it may result in us not being able to return your call until the next business day.

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.* (See page 3 for instructions on printing detailed Year End Help documents.) 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.*