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## A Message From the Top

### Software License and Registration

Historically PenSoft has been too lenient with PenSoft® Payroll software licenses. Consequently we are having a real problem with “hackers” distributing the software, and customers reselling or giving the software to their friends or clients. All of this represents a huge loss in revenues for PenSoft. We are working hard not to make the registration process difficult for our good customers who are only using the software at one location but because of the extent of the problem we have to make changes.

PenSoft began collecting customer registration information and has determined the magnitude of the problem and cannot allow it to continue. Therefore the installation and registration processes are being rewritten to ensure compliance with the license agreement acknowledged when installing the software.

### Registration Violations

The agreement states the software license is valid for one location. It may be installed on multiple computers at that one location but may not be installed at any other location. To do so is in violation of the agreement and copyright law. If the software is needed in more than one location an additional license or licenses must be purchased to register each location where it is used.

Please review the software license and your installations to ensure you are in compliance. If you are in violation it is time to contact our Administration Department, 757-873-2976, to purchase additional licenses. You will be allowed to purchase these new licenses for 2010 PenSoft Payroll at the renewal prices rather than the new customer prices.

Starting immediately all new customers are only allowed to install and register the software in one location and renewal customers will not be allowed to register their software in more than one location when they renew their software for 2011.

## Go Green with Pensoft

### Reduce, Reuse, & Recycle

Reduce paper waste by using PenSoft Payroll in an eco-friendly manner!

Implement direct deposit to electronically pay your employees. This will reduce the number of paper checks you print. Direct deposit is available in the Professional Edition and higher.

PenSoft has partnered with Intercept to make direct deposit seamless for our users. For more information and to download the application visit [www.pensoft.com/services/services.aspx](http://www.pensoft.com/services/services.aspx). To receive a copy of Intercept's fees call 888-PENSOFT (888-736-7638) or e-mail [info@pensoft.com](mailto:info@pensoft.com).

For all employees who take advantage of direct deposit you can send their pay summaries by

e-mail! No need to print additional paper for plain paper summaries and stuff them in envelopes.

Preview your reports before they are printed to help save in paper waste. By previewing them you can verify there are no errors before printing. When the reports are correct and complete, print them.

### Online Services

PenSoft offers electronic filing of Federal Payroll Forms (940, 941, and 944) to replace the current paper forms you produce and mail

to the IRS.

PenSoft TimeOnline is a web-based application for customizable time and attendance input, tracking and reporting. It is available from any computer with internet access.

See [Recycle](#), page 3

In observance of Memorial Day, PenSoft will be closed Monday, May 31st.



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Leroy Newman  
President & CEO

## President's Corner

As we begin 2010 we wish you, your family and your business a safe, healthy and successful New

Year. We are pleased to celebrate having completed 20 years and going into our 21st year as your payroll software company. We are proud to have served thousands of businesses throughout the country – literally in every State and in every industry.

### Payroll Changes

Over the last several years there have been many major changes in Federal and State payroll laws. With the new Administration we expect to see even more Federal changes and many States are looking for ways to help balance their budgets. Be assured PenSoft will continue to monitor all changes and will promptly update the payroll software so you can properly process your payroll.

### Successful 2009

PenSoft completed another successful year in 2009. The introduction of 2010 PenSoft® Payroll has gone very smoothly but already we have received changes from several States for a variety of reasons. All known changes have been programmed in the software and distributed.

### Renewal Notice Change

We listened to you so to avoid any future confusion we changed our Renewal Notice. The “Renewal” section only lists the currently registered product(s) to be renewed for the New Year. The next section identifies products other customers have purchased for you to consider. These two sections are completely separate and there is no grand total listed. If more than one product is to be purchased using this notice, the customer must add the costs of each to get a total amount due. Hopefully this reduces any confusion you had with our notices.

### Licenses and Registrations

Unfortunately PenSoft is the victim of many license and registration violations. We must improve our registration process to ensure those customers who properly use our software will continue to have access while violations are stopped. Those of you who are using the software in accordance with the license agreement will not be unduly put out with these new procedures. Please read the opening article in this newsletter for more information.

### Congratulations!

Reshaud Anthony reached the five-year milestone with PenSoft. A professional and dedicated consultant, he is responsible for answering customer questions about our software. In the past year he has become a Certified Payroll Professional and achieved Level II Program Consultant. Thanks Reshaud! We look forward to many more years.

Wendy Suiter joined our Sales & Marketing Department as an Administrative Assistant. Welcome Wendy.

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## Merchant Services

### Accept Credit Cards and Electronic Payments

PenSoft® has partnered with Maxx Merchants to provide our clients with merchant services. Through this partnership, our clients will be able to accept credit cards and utilize other merchant services as a PenSoft customer at a discounted rate.

When reviewing the merchant program at Maxx Merchants, we discovered they are committed to providing their clients with the highest quality product at the lowest rate, and their services standards are unmatched in their industry.

Available services include:

- Credit card
- Wireless processing
- ACH
- eCheck
- Cash advance services

The services can be packaged together to save you money on your processing costs.

Max Merchant requires no application fee; rates are as low as 1.75%, free online reporting, quick approvals and no contracts. As a Maxx Merchant customer you can expect 24/7 U.S. based multi-lingual support, acceptance of all major credit cards, availability of virtual terminals as well as an internet gateway.

PenSoft customers can visit [www.maxxmerchants.com/pensoft.html](http://www.maxxmerchants.com/pensoft.html) or call 877 – MAXXNOW (877-629-9669) to get more information. *This is an exclusive offer for PenSoft customers.*

## Tips

### Change a Pay Date

The Change a Pay Date feature found in Utilities on the menu bar enables users to move payroll records from one check date to another. As a safety precaution existing payroll dates can not be appended to. Additionally, the payroll date can only be changed to a date staying between a prior existing payroll date and the next existing payroll date. This feature is designed to make only minor changes in a payroll date.

### Auxiliary Tax Reports

The Auxiliary Tax Reports are great tools to help reconcile quarterly payroll data. Users can generate reports to include wages subject to specific taxes, along with tax withholding amounts and deductions. To access the Auxiliary Reports:

- Click Reports on the toolbar.
- Click Tax Reports on the Select Report window.

### Reconcile Checking Account

All editions of PenSoft Payroll include the Reconcile a Checking Account feature. Users can easily manage and track checks written in PenSoft as well as entering the beginning and ending balance of the payroll checking account for an accurate reconciliation.

### Default Employee

Using the default employee feature in PenSoft Payroll allows users to set specific fields in advance to minimize manual entries when adding new employees. This is especially beneficial for employers paying a set wage amount or requiring standard deductions such as uniforms or dues.

### Direct Deposit

Direct Deposit is both economically and environmentally friendly when coupled with electronic pay statement delivery. Customers with the Professional edition and above have the ability to create an NACHA approved file for use with direct deposit, along with the ability to e-mail plain paper summaries to employees.

## Q&A

**Q.** I renewed my software and chose to receive my package via the new “download only” method. If my computer crashes, can I download the initial software again?

**A.** Yes, the full version of the software is available online for all PenSoft customers. Log into [www.pensoft.com/customers/login.aspx](http://www.pensoft.com/customers/login.aspx) and click Download Updates.

**Q.** I displayed my 2010 Form 940 and there is a notice across the employer information indicating it is a preliminary form. How do I remove this?

**A.** This notice will stay in place until the final update for 2010 is released to confirm all users are preparing year-end tax returns using the latest version of the software. This will ensure compliance with all government forms provided by PenSoft.

**Q.** I printed my Form 941 to be filed, and have a balance due on Line 14. How can I change this to show zero?

**A.** PenSoft provides a convenient place to record tax deposits as they are made to the IRS as well as other appropriate agencies. As Form 941 federal tax deposits are recorded, line 14 will be reduced by the amount of the payment.

To record Form 941 deposits:

- Click Deposits on the toolbar.
- Click Add to record the deposit.

**Q.** Where can I add an account number to my export file?

**A.** To add an account number:

- Click Export on the toolbar.
- Highlight the desired export format.
- Click Setup.
- Enter the desired information.

### Recycle, continued from page 1

If you are a payroll processor or have a multi-location company consider implementing Remote Client. With Remote Client employee lists can be modified and time or leave information entered and then submitted online using a downloadable application.

### Reduce Carbon Emissions

Select the \$0 shipping and handling option on your renewal next year. Help us to save on packaging and delivery gas usage by selecting the download only shipping option. With this option we will not ship a package; therefore saving on packaging materials. It also helps to reduce the carbon emissions emitted by trucks and planes used to transport packages.

# Q&A *PenSoft Employee Tracker*

**Q.** I am trying to assign a job title in the Employment area of the Employee window, but the drop down list is empty. How do I add a title?

**A.** When adding an Employment Event, the Job Titles list will be empty until a user creates a new title. To create a job title, click in the box and type a new name. Once this title is saved in an employee setup, it will be available in the drop down list.

**Q.** Does PenSoft Employee Tracker™ offer OSHA regulated forms?

**A.** Yes, PenSoft Employee Tracker software provides users with the ability to generate and print both Forms 300/300A and Form 301. To generate:

- Click Employees on the toolbar.
- Highlight the desired employee.
- Click View/Modify.
- Click OSHA on the Employee window.

**Q.** Do the Personnel Groups in PenSoft Employee Tracker contain similar functionality as the groups on PenSoft® Payroll?

**A.** Yes, both software programs allow the users to select employees to print or generate reports by group. In addition, when using an Edition of either software containing user defined permission capability, permissions can be granted or restricted by groups as well.

**Q.** How can I set all my reports generated out of Employee Tracker to print using the same report layout?

**A.** PenSoft Employee Tracker contains a Common Report Layout accessible for all reports. To set the report layout:

- Click Utilities on the menu.
- Click Common Report Layout.
- Make the desired changes.

## Tips *PenSoft Employee Tracker*

### Document Templates

PenSoft Employee Tracker provides the ability to choose from a variety of document templates to use when corresponding with employees. In addition, custom templates can be created or imported. Visit Documents on the toolbar to view the existing templates or create a company specific document.

### Payroll Link

Data discrepancies between PenSoft Employee Tracker and PenSoft® Payroll can be resolved with the use of the Payroll Link. Located in the Utilities menu, the Link enables users to choose either software as the basis for the change or to decide as each discrepancy is presented.

### Backup

To backup Employee Tracker data, click Backup on the toolbar and direct the path to the desired location. Click OK to complete the backup the data. PenSoft recommends performing routine backups. A minimum of three backup discs is recommended and the discs should be rotated between each backup.

### Employment Verification

Employment verification information can be maintained within PenSoft Employee Tracker. Citizenship status, along with a checklist of the items presented as proof can be recorded within the Employee tab.

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