

VOLUME 19 • ISSUE 4
Winter 2010

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2011 PenSoft Payroll and 2011 PenSoft Employee Tracker™

As PenSoft evolves we must make changes to our business practices as well as to our products and services to remain competitive and to provide the best products and services for our customers. After serious consideration there are two major changes for 2011. We apologize for any inconvenience caused by these changes.

where payroll will be processed. Download only users must download the software at this same location. You will not be able to register or use it at additional locations. It is not to be shared, sold, given or otherwise offered for use at any physical location other than the one where it is registered.

2011
Preordered 2011 PenSoft Payroll
and PenSoft Employee Tracker
Ship December 13, 2010

Software License

PenSoft Payroll and PenSoft Employee Tracker license agreements authorize use at only one physical location – multiple computers at the one location are allowed. This policy is not changing for 2011, however, due to ongoing flagrant violations of the license agreement, PenSoft will strictly enforce this policy for 2011. Therefore, the software must be installed and registered at the physical location

If the software is needed at more than one physical location, a software license must be purchased for each additional location. We will offer the renewal price (versus new customer price) for these

additional locations.

Offsite backups of the payroll data are highly recommended however this does not extend to installing the software at another physical location. In case of a disaster PenSoft can replace the software (download or CD) and assist in restoring your data as long as you have a saved backup.

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Small Changes Make Big Differences in 2011 PenSoft Payroll

Dedicated to bringing our customers the best value in payroll software, PenSoft announces changes in the 2011 product geared toward ease of use and visual improvement. Slight differences in the toolbar now allow the user to determine how it can be viewed and customize it accordingly.

display directly instead of using the drop down options from the menu bar.

In select editions, 1099 functions and the invoicing program are also available for display directly to

2011 PenSoft Payroll
Check out the new customizable
toolbar in 2011 PenSoft Payroll!

the toolbar as well. The ability to toggle between the 1099 and Payroll mode can be added for ease in transition from

Click Setup on the menu to access a new drop down option called Toolbar. This feature allows the user to add and remove items to display across the main toolbar, along with the ability to show text, image, or both. Items such as import, reconciliation, report stacks, worksheets and more are now available to

one function to the other. PenSoft has taken the best value in payroll software and enhanced it even more to bring our users one touch access, ensuring ease of use and the confidence in payroll processing our customers have come to expect. Purchase the 2011 software today, and see firsthand how these little changes are making big differences!

In observance of Christmas PenSoft will close at noon on Thursday, December 23rd and will be closed Friday, December 24th. In observance of the New Year PenSoft will be closed Friday, December 31, 2010.



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Leroy Newman
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President's Corner

As 2011 rapidly approaches PenSoft is working diligently to prepare 2011 PenSoft Payroll and PenSoft Employee Tracker. The software will be released December 13th, however, due to Administration and Congressional delays in finalizing the 2011 payroll tax law, we

anticipate the requirement for an out-of-cycle tax update after the initial release. As always we will keep you posted and will distribute the updates whenever necessary.

Critical for 2011

Please review the critical information regarding software registrations and Windows 2000 in the lead article of this newsletter. We have previously discussed both of these changes in newsletters, letters, and email in preparation for the 2011 product release. We appreciate your business and hope we have properly prepared you for 2011.

PenSoft TimeOnline™

PenSoft TimeOnline is now operational. It replaces our 3rd party time and attendance system with a new one totally designed and developed by our in-house programming staff. It is a robust but easy to use **online** time and attendance system and it communicates with PenSoft Payroll. If you could use such a system check it out on our website. For more information please see the article below.

PenSoft TimeOnline

PenSoft TimeOnline™ is an online time clock solution for your time and attendance needs. Since 1990 PenSoft has been dedicated to being the best value in payroll software. Now we have expanded our services to become the best value in online employee time tracking and labor management solutions.

Benefits

- Eliminates time cards
- Eliminates time clocks
- Clock in from anywhere there is an internet connection
- Simplifies multiple location workforce
- Employee data is available in a multitude of informative reports
- Assists in development of employee schedules
- Breaks down employee time into multiple job codes
- Pay-as-you-go monthly fee

PenSoft TimeOnline time and attendance is a labor management solution for small to mid-sized businesses. PenSoft TimeOnline allows supervisors to manage employees' time and attendance with accuracy, calculate job and labor data to control expenses, and prepare timely payrolls with reliability.

PenSoft offers demonstrations for customers to see first-hand how PenSoft TimeOnline works with a question and answer session at the end. To sign up for a demonstration, call Program Support at 757-873-1199 or e-mail them at support@pensoft.com. For those interested in the hands-on approach, contact Program Support at support@pensoft.com for a limited period trial to put PenSoft TimeOnline through its paces and experience all the benefits of our web-based time and attendance solution for yourself.

Happy Holidays

From the PenSoft family to your family we wish you the very best holiday season. May it be joyous and may the New Year be a successful one.

Congratulations!

Stephanie Salavejus, our Vice President and Chief Operations Officer, was honored at the Virginia Statewide American Payroll Association Conference with the "**2010 Statewide Payroll Professional of the Year**" award. This is a testament to Stephanie's payroll knowledge and her dedication to the payroll profession. A true leader in a very complex industry we are extremely fortunate to have her on our team. Thanks Stephanie and congratulations!

Reshaud Anthony, Program Consultant Level III, sat for and passed our very rigorous Level III Support exam. He is an expert in the PenSoft products and services and is only the second Consultant to pass this exam advancing to the highest program support level. Reshaud is a dedicated payroll professional. Congratulations and keep up the good work.

Jasmine Cody joined the Sales and Marketing Department as an Administrative Assistant. She comes to PenSoft with administrative and customer service experience. Welcome Jasmine.

Pamela Boswell joined the Support and Training Department as a Program Consultant. She has extensive payroll experience and is a welcome addition to her department.

Valuing Your Employees

While the economy is showing signs of improvement, unemployment statistics remain unusually high and this causes many employees to worry if their company may still have to reduce its workforce. The high number of layoffs is affecting many employees' sense of being valued.

To survive companies have had to cut back on raises, reduce benefits and increase employee workload. This can cause employees to have a sense their contributions are of less value today than a year ago.

When employees feel they are not valued it can affect their productivity and attitude about the company. Companies can overcome this issue by communicating with their employees and understanding their emotions during these economically challenging times.

Money is not the only tool to show your employees their value to the company. In fact many are reporting their employees cited their concerns have less to do with the decrease in their raises than it does with the attitude and behavior of upper management. Employees understand management is under a

lot of stress but at the same time they still expect management to communicate with them about the company's position.

Communication

- Communicate on a regular basis and be honest about the company's current position.
- Give employees the opportunity to voice their concerns and listen respectfully.
- Give regular feedback on their performance. Personally tell them "Thank you", write a thank-you note, and award them with buttons of appreciation or certificates when they've done a great job.

Your employees know times are tough, so it is unlikely they will be demanding bonuses. But when the tough times are over, you don't want your employees looking back and thinking "I really worked hard for this company when they needed me and not once did anyone say thank you." Your employees want to do a great job for you. They want you to care. So show them! It's that simple.

Wishing you a festive holiday season and new year!

2011 Payroll Training Available

Are you looking to process your payroll more efficiently on payday? Need tips and tricks? Come to 2-day training at PenSoft in Newport News, VA! Training dates for 2011 have just been announced! Sign up for any of these available dates:

- March 7-8
- June 6-7
- September 12-13
- December 5-6

To sign up call 888-PENSOFT (888-736-7638).

Quarterly Reconciliation

PenSoft customers can sign up for one of our Quarterly reconciliation webinars. This comprehensive webinar is geared towards the basics of reconciliation. Trainers will explain step by step, the purpose, value, and effectiveness of reconciling. Follow along in PenSoft Payroll as various taxability scenarios are explained, examples are provided, and demonstrations are executed. PenSoft Payroll takes most of the work out of a good reconciliation process with pre-defined reports, along with the ability to send many reports to file, allowing users to open them as spreadsheets for greater flexibility.

The PenSoft Quarterly Reconciliation webinar hosted via the internet is an approved course for 2 CPE credits for Enrolled Agents.

The two hour webinar will be held at 2:00 pm Eastern time on the following dates:

- March 15
- March 17
- March 22
- March 24
- March 29
- March 31
- April 5
- April 7
- April 12

Space is limited, and seats fill up quickly. Visit the www.pensoft.com/training/payrolltraining_webinar.aspx or give our sales department a call at 888-PENSOFT (888-736-7638) to register. The best value in payroll software also provides the best value in reconciliation for a complete, comprehensive payroll package!

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Windows® 2000

Microsoft® released its newest generation of development tools earlier this year eliminating support for the Windows 2000 operating system. Since all PenSoft software is developed using these tools our 2011 products will not support this operating system.

2011 PenSoft Payroll and PenSoft Time Online **will not operate in the Windows 2000** environment. If you are still using Windows 2000 either upgrade to a newer operating system (Windows XP, Windows Vista or Windows 7) or install the 2011 software on a different computer with one of these newer operating systems installed.

2010 Tax Forms

Have you placed your order for 2010 tax forms? Order TODAY to ensure you are ready to print your year-end forms! Visit www.pensoft.com/taxforms/taxforms.aspx to place your order. If you are located outside the 48 states please call 888-PENSOFT (888-736-7638) to place your order.

All tax form orders placed prior to November 15, 2010 have shipped via UPS Ground. If you have not yet received your order please e-mail info@pensoft.com to check the status of your order. Please include your customer number in your correspondence. Or...call 757-873-2976 to check the status of your 2010 tax form order.

Q&A

Q. Why does Form 940 in PenSoft Payroll contain a watermark for Preliminary on the top of the form?

A. The Form 940 is an annual form and updates from the IRS are generally released later in the year. To ensure our customers are preparing forms using the latest updates, PenSoft places a watermark on the Form 940 until the last update has been released.

Q. How do I void a check for a Deposit type payment such as a 941 tax deposit entered in PenSoft Payroll?

A. To void Deposit Type Payment:

- Click Deposits on the toolbar.
- Select the Form 941 deposit from the list.
- Select Delete
- Click Void on the Delete/Void Tax deposits screen

The check is now voided.

Tips

Plain Paper Summaries

Protect employees sensitive account data when sending direct deposit summaries by displaying only the last four digits of the bank account number. Located in the Checks Window, users can click on Options for Plain Paper Summaries to activate.

Inactive Employees

Reduce errors and confusion by removing inactive employees from the Active list. Employees with current year data can be marked as inactive, and employees with no data for the current year can be archived. While displaying an employee setup, use the Status drop down option to make changes.

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