

VOLUME 20 • ISSUE 4
Winter 2011

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In observance of Christmas PenSoft will close at noon on Friday, December 23rd and will be closed Monday, December 26th. In observance of the New Year PenSoft will be closed Monday, January 2, 2012.



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Employee Self-Service

Looking for a better way to serve your employees' needs and want to reduce your administrative costs? Employee Self-Service is the answer! Employees have access 24/7 worldwide to retrieve their own pay stubs and W-2s from any computer connected to the internet.

Doculivery

This online document service is an innovative, high-tech, high-touch alternative to outdated legacy storage and retrieval systems. Doculivery's robust design incorporates a unique set of adaptable modular components to be customized to meet the needs of any organization.

Through an arrangement with National Payment Corporation, PenSoft® Payroll now has the ability to provide Employee Self-Service for employees (including employees of companies processed by their accountant) giving them 24/7 worldwide access to paystubs, W-2 Forms, and change forms.

Why should you consider Doculivery?

Dramatically reduces costs by:

- Reducing paper waste.
- Reducing costs of manually creating, printing, and mailing employee pay stubs.

Improves efficiency by:

- Eliminating the paper element.
- Transmitting the file electronically.
- Streamlining the payroll process.
- Attaching informational message or announcements to employee pay stubs.

Enhances Security and Privacy with:

- SSL encryption.
- GeoTrust certificates.
- SQL server redundancy.
- Firewall protection.

Provides employees with options:

See **Doculivery**, page 3

PenSoft Registration is Here to Stay!

A Few Tips to Keep the Process Running Smoothly

PenSoft has always provided a simple installation process for our customers from beginning to end. Beginning in 2010, we included registration requirements to the setup for the protection of our customers and as a business decision for the company. Since this time, the majority of our users have encountered limited or no difficulty in registering each software year. We have experienced a small number of complications, mostly related to data input. At this time, PenSoft would like to inform our users of some small steps they can take to ensure a seamless and error free registration process for 2012.

Tips for registering your 2012 PenSoft Payroll:

- If you have wireless and wired internet available in your location, please make sure all workstations are connected to the same internet (either wired or wireless).
- Input the address where the software is actually installed. No P.O. Boxes should be entered here. If you have multiple workstations, register all the workstations on the same day at the same time.
- Check the date/time on each workstation to ensure the time zone, date, and time are accurate. Refer to a site such as NIST (National Institute of Standards and Technology) to confirm.

See **Registration**, page 4

2012 PenSoft Payroll
Preordered 2012 Software Ships
December 19. Order Your 2012
TODAY!



Leroy Newman
President & CEO

President's Corner

It's hard to believe 2011 is nearly over and 2012 is almost here. With only one month remaining there are always a lot of end of year activities (both professional and personal) requiring all our attention. During this rush period it is important to remember to order your 2012 PenSoft® Payroll software in time to have it installed and ready to use prior to your first pay period in 2012. Prepaid orders will ship on December 19, 2011.

We hope 2011 has been a productive and profitable year for you and your businesses. Even with all the market and business turbulence 2011 has been a good year for PenSoft. We have continued to grow and to expand our services.

May you and your family enjoy the holiday season and may your business enjoy success in the new year.

InsureLinx

An exciting addition to the PenSoft services is our connection with InsureLinx and the ability to offer pay-as-you-go workers' compensation insurance payments. Rather than pay for the entire year at the beginning of the policy year the costs are spread over the year based on actual payroll data.

Employee Self Service

One of the most customer requested services is now available through an arrangement with National Payment Corporation. PenSoft customers (including our accountant customers processing multiple company payrolls) are now able to offer employee self-service capabilities to their employees. Employees now have worldwide access to pay stubs, W-2s and deduction change capabilities from any internet connected computer. See the headline article in this newsletter for additional information.

Morningstar

I would like to take this opportunity to welcome Morningstar customers to the PenSoft family. We appreciate your business and will work to earn your trust by providing the best value in payroll software for your use. Please remember our Program Support is FREE so use our expertise to ensure you have all the tools to properly and efficiently process your payroll.

Employee

We are sad to announce the loss of Patty Guy a Program Consultant in the Support & Training Department. She passed away at home in September. Patty was not only a co-worker she was a friend and is greatly missed. Our thoughts and prayers go out to her family.

Q&A

Q. If I failed to setup job costing for an employee in the first quarter of the year, is there a way I can add it to the employee setup and apply the job breakdown to previous payroll records?

A. For the employee's payroll to be broken down by job code, it must be setup prior to processing payroll. Assigning a job code to the employee after the fact will only apply to new payroll records entered after the setup. To get a job costing break down for the first quarter would require deleting and reprocessing the payroll records. If you decide to reprocess the 1st quarter payrolls, please contact technical support for assistance in the completing the task in the proper sequence and for instructions on "resorting" the payroll records to ensure the accuracy of your reports.

Q. Will PenSoft provide an update for the Form 940 to include the updated list of credit reduction States?

A. PenSoft will send an update in the fourth quarter to include the update for the Form 940. Schedule A will be updated to include the states having credit reductions. It is imperative to install the fourth quarter update before filing your Annual Form 940.

Q. Why are my 941 deposits not listed on schedule B on the dates they were recorded?

A. The 941 schedule B records the tax liability of semi-weekly depositors and not the actual tax deposit dates. The amounts on schedule B are based on the tax liability for the payrolls entered during the quarter.

Season's Greetings and Best Wishes for the New Year.

Doculivery, continued from page 1

- Customizable user entitlements ensure exclusive access to only authorized personnel.
- Receive pay stub information options:
 - Within the body of an e-mail message.
 - As a password-protected PDF attachment.
 - By accessing a secure website after receiving e-mail notification of availability.
- Retrieve posted history up to seven years.

PenSoft Connection

PenSoft has made the process easy by programming the connection requirements in PenSoft Payroll. After completing the agreement with PenSoft the company account will be established as well as individual login capabilities for each employee. The data is transmitted securely and is password protected.

Contractors

Contractors can also use this system to post subcontractor payment information and 1099 Forms.

Sign Up Today!

Contact PenSoft for signup instructions and agreement. PenSoft has done all the work by programming this capability in PenSoft Payroll and the signup process is painless. This low cost capability will save the company money by eliminating many steps in the payroll/subcontract payment cycles and reducing the HR/Administrative time required in meeting with employees/subcontractors to make record changes or to reissue lost pay stubs and W-2s.

Download the contract online at www.pensoft.com/services/onlinedocuments.aspx or call PenSoft at (757) 873-2976! You will be glad you did.

2011 Tax Forms

Preordered tax forms have shipped! Did you receive your order? 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 2011 tax form order.

NOTE: Copy C and Copy 2 are on a combined sheet for 2011. Copy C is for Employee's Records and Copy 2 is to be filed with State, City, or Local Income Tax Return. Included in your package are separate sheets to file for both Copy C and Copy 2.

Haven't ordered your 2011 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. Purchasing tax forms from PenSoft guarantees compatible with your PenSoft Payroll.

Tips

Employer Paid Health Insurance

If employer paid health insurance has not been recorded throughout with the regular payroll records, the total value can be entered on the last payroll of the year. Recording the value on the last payroll will ensure the value will be reported on the employees form W-2. The employer paid health insurance value does not impact the employee's payroll taxes or net pay amount.

Suffixes & Form W-2

Employees with a suffix on their social security card should have this information included in their employee setup. It must be included in the employee's setup to properly appear on the form W-2.

Small Business Jobs Act of 2010

Small Business Jobs Act of 2010 includes the doubling of penalties for late or incorrect W-2 and/or 1099 reporting filed in 2011 and thereafter. Be sure to perform your year-end reconciliation early to avoid the late filing of employee and contractor tax reports.

Registration, continued from page 1

Registration failures can occur for a number of reasons. A rejection is noted when the user receives a message to "Call For Registration Key". This is indicative of a problem with the initial attempt but does not mean registration will not be successful. The following are some of the most common reasons for a rejection and can be most easily corrected:

- Firewall or antivirus software preventing connection to the host server can be corrected by temporarily disabling both features during the registration process. Enlist the aid of an IT professional if additional assistance is required.
- Date/Time stamp problems can be corrected by comparing the accurate time to the time currently displaying on the operating system and making changes as necessary in the Control Panel.
- Addresses entered incorrectly on multiple workstations can be corrected by ensuring all computers are registered at the same time with the same information. Obtain a print screen on the first computer of the registration window and use it as a guideline for the remaining operating systems.
- Weak or non-existent connection to the internet can exist and may need to be diagnosed by a professional computer repair or IT professional.

In some instances, a registration issue will require multiple steps to resolve. Customers who have moved their business to another location will need to contact our Sales and Administration Department immediately, prior to relocation if possible. A new internet service provider, or a change from wired to wireless internet connection requires the customer to contact sales and administration for personal assistance.

In general, the new registration process has been received with little resistance and become part of the normal process for a new year installation. In the event a user experiences a problem however, we encourage an immediate call to our Sales and Administration Department at (757) 873-2976 to straighten out the situation well in advance of the first payroll of 2012. Together we can continue to make PenSoft the best value in Payroll Software.

2012 Payroll Training Available

Training dates at PenSoft for 2012 have just been announced!! Sign up early for any of the available dates below:

- March 12-13
- June 11-12
- September 10-11
- December 10-11

Visit www.pensoft.com/training/payrolltraining_registration.aspx or call our sales department at 888-PENSOFT (888-736-7638) to register.

Reconciliation Webinar

Due to popular demand, the PenSoft Reconciliation webinar is being offered for the first quarter of 2012. The Reconciliation webinar will cover the steps and procedures required to reconcile your tax liability, payroll expense and payroll liability accounts. Each 120 minute live webinar is streamed to the registered user at a specific time using Inter-Tel technology. The webinar consists of the speaker presentation and a Power Point,

PDF or other displays from the speaker's computer. During the live webinar the user can ask questions by typing their questions into the Inter-tel chat screen on their computer.

This is a great opportunity to earn two Continuing Professional Education (CPE) credits and to ensure early in the year company and employee setup are correct. Early detection of problems can save excessive work later in the year. The webinar is \$99 per phone connection. The two hour webinar will be held at 2:00 pm Eastern time on the following dates:

- March 20
- March 22
- March 27
- March 29
- April 3
- April 5

Don't delay! Seats fill up quickly so call our sales department at 888-PENSOFT (888-736-7638) to register.

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