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Key Changes

In observance of Christmas, PenSoft will be closed December 23-26. In observance of the New Year, PenSoft will be closed January 2, 2017.



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## Why Are Customers Converting to PenSoft Payroll Hosted Solution?

*"Our business is growing, and we needed access 24/7/365 regardless of where we are working at the time payroll needs to be done."*

*"Let someone else keep our software current. We no longer have to chase down updates or our IT geek to get them installed before processing payroll."*

*"Data security, a recent burglary resulted in the theft of the computer we used to process payroll!"*

PenSoft Payroll Hosted Solution allows users to continue enjoying all the features and capabilities they are currently familiar with in the desktop version of PenSoft Payroll, so there is no worry about a learning curve.

After migrating to the hosted solution, users are amazed at the freedom gained in having access to their payroll any time or anywhere they have an internet connection. Lose the ball and chain of processing payroll at your office.

Eliminate a technology migraine by no longer having to worry about installing, registering, and keeping track of updates. Reduce the

stress of worrying whether or not you are using the most current version of the payroll software.

The host data center is a state of the art Tier III data center including redundant power and network capabilities as well as physical security elements such as key card access, biometric scanning, mantrap entries, cameras and access logs to ensure your data is secure. Business owners can rest easy knowing only authorized personnel can access your online payroll data.

Interested in learning more about how the PenSoft Payroll Hosted Solution can help streamline your payroll process?

See **Hosted Solution**, page 4

## Phishing E-Mail Scam

Cyber security professionals are warning consumers and business owners of evolving phishing e-mail scams pretending to be from your software providers in an attempt to deceive users into clicking on a false link to install software updates.

E-mail phishing scams are evolving at a fast rate and the latest in a series of attempts by fraudsters to use the name of software companies in an

attempt to get users into providing sensitive account information such as passwords, user account numbers, and even to make unnecessary payments.

Once recipients click on the embedded link, they are directed to a website prompting them to download a file appearing to be an update of their software package. The file has a naming convention that uses the actual name of their software followed by an ".exe extension."

Upon completion, users think they have downloaded a software update when in fact they have loaded a program designed to track the user's keystrokes, which is a common tactic used by cyber thieves to steal login information, passwords and other sensitive data.

### E-mail Scams

Be aware of a new phishing e-mail scam directed at software providers.

PenSoft knows of no instances to date of phishing e-mails being sent to customers, but customers are encouraged to be on the lookout for these scams and never to

click on unexpected links in e-mails. PenSoft customers can contact Program Support to inquire if e-mail notice to update has been sent. Program Support can be reached at support@pensoft.com or call 757-873-1199.

### Secure Downloads

PenSoft does not distribute software updates by using e-mail attachments. Update notification e-mail messages from support encourages users

See **Phishing**, page 3



Leroy Newman  
President & CEO

## President's Corner

As we approach the end of 2016 our staff is working diligently to ensure a smooth software transition to 2017. We continue to develop our software testing plan and have added diagnostic tools such as Bomgar to reduce Program Support time and to help us identify how external systems such as new hardware, printers, drivers, etc. are affecting our customers.

### ACA Reporting

A few customers have asked if PenSoft will offer ACA reporting capabilities. Due to all the problems businesses nationwide experienced last year we are taking a cautious approach. After talking with several vendors we have identified one with a similar business culture and customer service philosophy as PenSoft. We are in discussions with this vendor to determine how to best proceed to tie their application to PenSoft Payroll for our customers. We are confident we will have an outstanding solution for 2017 reporting and will keep you informed of our progress.

### PenSoft Events

PenSoft was a gold sponsor at the 16th Annual Virginia Statewide Payroll Conference on October 6th. Our breakout session "Storm Riders, Surviving a DOL Audit" was a great success and provided the opportunity to discuss challenges facing payroll professionals as they strive to stay compliant with the Department of Labor. Heidi Heretick, PenSoft's Director

## Virtual Training

Statistics report 80 percent of software users only use 20 percent of the products' features! We want our customers to get a high return on their investment, so we have launched a new virtual training program for PenSoft Payroll users.

PenSoft virtual training delivers PenSoft Payroll training at your desktop with a member of our experienced training team. Eliminate the expense and time associated with travel while working privately and freely with your instructor online. Ask questions as you go along and learn about the processes and procedures most important to your success in processing your company's payroll using PenSoft Payroll.

The level of training depends on your needs. Whether a basic, intermediate or advanced user, you can increase your knowledge, skills level, and improve your productivity. PenSoft virtual training is an extremely cost-effective option. You can schedule classes at your convenience\*, in one-hour sessions (minimum 2-hour session). Virtual sessions are powered by a web meeting application, allowing you to save the time and expense involved in traveling to our corporate location for classroom training. \*Based on availability

of Marketing, spent the day networking and engaging with 190 payroll professionals from the seven local APA chapters.

Bloomberg BNA invited Stephanie Salavejus, CPP, PenSoft's COO, as a special guest at their "Preparing for Year-End" event on November 3rd. She was excited to share insight as to how this year-end will be different from all others and how to meet the challenges of staying on top of reporting requirements. One key highlight impacting payroll reporting this year is the accelerated filing date for submitting Form W-2s to the Social Security Administration.

### Employees

Kenneth Rockett in the PenSoft Information Systems Department has been promoted to Lead Programmer. Since the retirement of the previous Senior Programmer Ken has stepped up to the challenge of leading the development team on our primary product, PenSoft Payroll. Ken is dedicated to providing the best possible software to serve our customers and readily accepts this responsibility. Thanks Ken for your outstanding work. Congratulations!

Anika Davis, Program Support Consultant, and Brandi Hines, Program Support Consultant, recently accepted full-time positions with PenSoft after serving three months as temporary employees learning PenSoft products and services. They come to us with extensive customer service experience and are valuable additions to our Program Support Staff. Welcome Anika and Brandi!

## Why PenSoft Virtual Training?

- Private – Individual company training.
- Scalable – Training events are set blocks of time and depending on your level of skill, you can select the basic 2-hour session or expand the training for intermediate or advanced levels.
- Customized – Curriculum tailored to your specific needs based on pre-training interview. No need to spend time covering information you know or not relevant.
- Interactive – Hands-on training with your data, learning how to set up and process your company's payroll.
- Convenient – Schedule virtual training when you are available\* and where you want, as long as you have internet and access to PenSoft Payroll.

*Are you ready to connect to our training environment and participate remotely via the Internet, complete hands-on activities, and engage one-on-one with a dedicated instructor?*

Call 757-873-1199 or e-mail [training@pensoft.com](mailto:training@pensoft.com) to take advantage of a highly productive and valuable training program. PenSoft instructors are available to answer questions and set an appointment to design your personal training program.

Warm greetings for the upcoming holiday season. May you get to enjoy moments of togetherness and joy with your friends and family members.

**Happy Holidays from PenSoft!**

## The Best Time of the Year!

*It's the best time to prepare for year-end and 2017!* It's not too late to order 2016 tax forms. Simply use the tax form order form on the back of your renewal notice or call **888-PENSOFT** (888-736-7638). Order your checks TODAY and be ready for your first 2017 payroll! **Repeat Order?** Simply fax your reorder form with credit card payment to 757-873-1733. **New Order?** Complete the enclosed check brochure and fax to 757-873-1733 with credit card payment.

Need to pay with a check? Mail to: 151 Enterprise Dr., Newport News, VA 23603

## Q&A

**Q.** I need a different address on my Form 941 than all my other tax forms. How can I change the address?

**A.** The company's address is printed from the company setup and it flows to all forms. There is not an option to override the address on the Form 941.

**Q.** I am trying to print reports but the print button is cut off at the bottom.

**A.** It sounds like the screen resolution is set too low. Adjust the screen resolution and you should be able to see the print button.

**Q.** I entered an incorrect paydate. Can I correct this without having to delete and reenter my payroll?

**A.** Yes! To change the paydate:

- Click Utilities.
- Click Manage Data.
- Click Change Paydate.
- Highlight the incorrect paydate in the "Select a Paydate" column and then select the correct paydate from the calendar.
- Click OK.

**Q.** I ordered tax forms in June. When should I receive them?

**A.** All preordered tax forms shipped on or before November 14th. If you have not yet received your forms call 757-873-2976 and the Sales Department will track your package. Once you receive your package please open it immediately to ensure you received all the forms ordered.

## Phishing, continued from page 1

to go the website for the update. The update notice contains a link to PenSoft Registered Users Resource Site: [www.pensoft.com/customers/softwareupdates.aspx](http://www.pensoft.com/customers/softwareupdates.aspx)

To help customers avoid becoming a victim of this type of phishing scam, here are a few ways you can ensure you are downloading/installing an authentic update from PenSoft:

- Check for updates from within PenSoft Payroll. Under Utilities, click Check for Update. The system notifies users if they need to update. If you need to update, click the Update button and you will automatically begin the process of installing the update. The installation application clearly states what you are installing.
- Go to the PenSoft website directly from your browser versus clicking on a link. From the home page go to Customers and select Software Updates. Access to the PenSoft update through the website requires registered users to log in using their unique customer number and password.
- PenSoft's naming convention for updates are different for each update and the files never contain the company name "PenSoft."
- Technology provides convenience through the option to download updates, but PenSoft registered users can subscribe to receive updates via CD. There is a cost for selecting updates via CD. Contact Sales and Administration for pricing at 888-736-7638.

PenSoft users are no strangers to cyber criminals' attempts to obtain access to sensitive information through targeted phishing attacks and it is our goal to help ensure you do not become a victim.

The best protection against phishing attacks is a combination of awareness and training to limit the success of the attacks and the implementation of strong technical controls designed to identify/prevent your systems from being compromised.

Visit <https://attendee.gotowebinar.com/register/226330442689583106> to sign in and watch a video!

Are you ready to calculate what your monthly costs will be using PenSoft Payroll Hosted Solution?

Visit [www.pensoft.com/hostedpayroll/calculator.aspx](http://www.pensoft.com/hostedpayroll/calculator.aspx) to run the numbers.

Already know PenSoft Payroll Hosted Solution is your choice for processing payroll in 2017? Download the contract at [www.pensoft.com/documents/PenSoft\\_Hosting\\_Agreement.pdf](http://www.pensoft.com/documents/PenSoft_Hosting_Agreement.pdf)

## Do You Need To Update Your Customer Record? Here are 3 Options!

1. Fax to 757-873-1733 the correct information on letterhead signed by the main contact or by an officer of the company. Or...scan and e-mail the form to [info@pensoft.com](mailto:info@pensoft.com)
2. Login to the registered users site with your user name and password at [www.pensoft.com/customers/editaccount.aspx](http://www.pensoft.com/customers/editaccount.aspx) and update the information online.
3. Make any necessary corrections on your enclosed renewal notice and sign on the authorized signature line. Fax it to 757-873-1733 or scan and e-mail it to [info@pensoft.com](mailto:info@pensoft.com)

## Downloading PenSoft Payroll to Multiple Machines on a Network?

Do you have multiple machines using PenSoft Payroll? Would you like to save time by updating all your machines with one download?

Save time with one download! Downloading once to update all your machines also keeps all instances of PenSoft Payroll running on the same version! No longer worry about version conflicts within your office!

Visit [www.pensoft.com/customers/softwareupdates.aspx](http://www.pensoft.com/customers/softwareupdates.aspx) and download the update to a location ALL your computers have access to. Then update each computer from that one download. To make sure all your computers are running the same version disable the system option to check for program updates at startup.

## Highlights of Key Changes Impacting Payroll Year-End

- Social Security (OASDI) Wage Base for 2017 is \$127,200
- Overtime Rule Implementation December 1st
  - Payroll's role in ensuring compliance
  - Impacts salary requirement test only, no changes to duties' tests
- W-2 Form due date for filing with Social Security Administration accelerated to January 31, 2017
  - Objective is to help combat refund fraud
  - Form 1099-MISC due date for filing with IRS also moved up (Box 7 amounts only) to January 31, 2017
- Affordable Care Act Reporting for 2016!
  - NO extended due dates for Forms 1094/1095
  - Stricter criteria for determining penalties due to incorrect reports
  - Failure to file accurately and timely—penalties increased
  - Paid Leave-Federal, state and local ordinances

### Things to Watch For in 2017

- Increased DOL enforcement and compliance efforts regarding misclassifications of worker status
- Increased security protocols for State and fed tax agencies – multi-factor authentication

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