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SYSTEM DIDN'T CALCULATE C.P.P.:

- a. Make sure the birth date is filled in the employee master file
- b. Check to see if the C.P.P. exempt flag is set to "N"

HOLIDAY PAY WASN'T CALCULATED

Check to see if the percentage is filled in the employee master file. For example, if the employee is to receive 4% holiday pay, you would enter in "4" into the percentage field. To withhold the amount and accumulate the amount, you would enter in 4W

FEDERAL AND/OR PROVINCAL TAXIS NOT BEING CALCULATED

Check to see if you've entered in the TD1 Net amounts in the employee master file

I WOULD LIKE TO HAVE ADDITIONAL FEDERAL TAX DEDUCTED FROM MY PAY CHEQUE

You need to make sure a deduction has been setup for this in the deduction titles setup program. Once this has been done, go into the employee master file and their deductions setup screen. You need to then enter in an amount to deduct per pay cheque and set the type to a "V". If a maximum amount has been entered, the system will stop this deduction once the amount has been reached.

USER DEFINED DEDUCTIONS ARE NOT BEING CALCULATED

Make sure the deduction type code in the employee file is entered as capital letters.

HOW DO I ISSUE HOLIDAY PAY TO AN EMPLOYEE

Select "New Cheque". When the window comes up, Select Cheque type and change to holiday. The system will display a box to allow you enter in the

amount of holiday pay you wish to pay. This amount can be included with the regular pay cheque or a separate cheque can be created

HOW DO I BACKUP THE SYSTEM

Select the Close Outs button. On the bottom of this menu you will have a Backup Data button. Click on the button and the system will prompt you on the location of where you would like to create your backup files. Once you have selected the correct directory, the system will create the backup files.

HOW DO I RESTORE FROM A BACKUP

To restore from a backup, select the backup button and the "restore from" option. The system will ask to locate the back up files. Once you done this, the system will prompt you for a client number you would like to restore to.

HOW DO I FIND OUT THE AMOUNT TO REMIT AT THE END OF THE MONTH

From the report menu, select the "Summaries" report option. Print the monthly summary report to either the screen or printer. You will find the amounts at the bottom of the report

I WANT TO REVERSE A PAYROLL CHEQUE

To delete a cheque within the current month, select "Edit Monthly Input" from the "Cheques" button on the main screen. Select to correct employee and click on the delete button. This will reverse the cheque in the system.

THE BUSINESS NUMBER DOESN'T PRINT IN THE EMPLOYEE T-4

The business number is only to show on the T-4 which is submitted to the government. The employee copy does not require this number.

WHEN ENTERING A TIME SHEET FOR AN EMPLOYEE, I GET THE MESSAGE "EMPLOYEE ALREADY HAS A PAY CHEQUE FOR THIS PERIOD"

This message will come up if you have generated an employee cheque and have not done a pay period close-out. If you do a pay period close-out for the pay period, this messages will stop appearing.

WHEN CAN I PRINT T-4'S

T-4's need to be printed before you do a year end in the payroll system. However, you can make of copy of the data to another client number, do a year end in your main client number. Then you have the ability to print out T-4's at your leisure as well as retain the year's information for reference purposes.

The easiest way to copy or "duplicate" the client data is to select Close-Out → Backup Data → Duplicate Date. They system will now prompt you for the client number you wish to copy the data to.

DO I NEED TO GET LASER T-4 FORMS FROM THE GOVERNMENT

No, when printing T-4's you have an option for select "PDF". This option will print out the complete T-4 form along with all the data on a blank piece of paper thereby eliminating the need to get the government forms.

HOW DO I COPY CLIENT DATA

To copy or "duplicate" the client data, select Close-Out → Backup Data → Duplicate Date. They system will now prompt you for the client number you wish to copy the data to.

DO I NEED TO DO A YEAR END IN THE PAYROLL BEFORE ENTERING DATA FOR THE NEW YEAR

Yes, you will need to do a year end before you start to process any payroll for the new year. It's recommended you make a copy of your data before you do the year end.

MY PRINTER IS NOT PRINTING CORRECTLY

If your printing reports or cheques the complete report does not print, you can try changing the printer style in the system. To do this, select Client Config → Configure Client. Select Printer Style and change to "Specialized".

