In observance of Memorial Day, PenSoft will be closed Monday, May 30th.

Personnel Information Management

The payroll department is responsible for a wide array of records created, received, and used within the company for conducting the day-to-day activities of business. These include employment-related records from hiring to benefits to retirement.

Typically, organizations divide the duties of personnel information management between the Human Resource and Payroll Department but there are challenges for organizations that do not have a separate Human Resource Department. Many mid-sized businesses prefer to keep information on their personnel in a single application for ease of access and to help keep costs down.

Legislative changes in employment law have employers concerned and in light of the most recent announcements by the Equal Employment Opportunity Commission (EEOC) and the Department of Labor (DOL) it is vital employers keep organized records for reporting purposes and in the event of an audit.

2016 PenSoft Payroll provides the ability to manage the information on your workforce from application to retirement. The features include maintaining a history of benefits eligibility, employee training and education, compliance reporting, compensation, attendance, performance reviews, disciplinary actions, employee assigned property, and electronic documents such as the Forms W-4, I-9, and EEOC.

Has Your Company Had an EEOC or DOL Audit?

Where to Start?

Getting started can be the hardest part. Data migration correctly handled minimizes risks, and expectations can be kept in check resulting in success for the entire company.

Take inventory of data currently converted to this year's PenSoft Payroll and from areas outside of the payroll program. The use of data fields for a purpose other than intended or appended information in

Payroll Reconciliation

Enjoy a faster and easier method to file your 940, 941, and 944 within PenSoft Payroll using the 94x E-Filing Service. After you reconcile your returns simply log into the e-file service within PenSoft Payroll and submit the returns to PenSoft. PenSoft Payroll automatically checks for errors that could cause the form to be returned before the transmission is complete, reducing the likelihood for rejected files.

Are You Still Printing & Mailing Your Quarterly Returns?

PenSoft then takes all the transmitted returns submitted daily and formats them. We send the electronic files directly to the IRS for acknowledgment on a daily basis.

With the 94x E-Filing Service track the status of each return and receive notifications every step of the way. You will receive notifications when the return leaves PenSoft Payroll, when PenSoft has submitted the return to the IRS, and the last notification includes an acknowledgement from the IRS stating if your form has been accepted or rejected. Rejected returns include an explanation for the rejection making it easy to make corrections and resubmit the file. Program Support is available to help you understand the process from start to finish.

Easily keep track of all companies who have a submitted electronic return for any period in 2016 with the system-wide 94x submission report. This report will display a list of all electronically filed 94x returns submitted using PenSoft Payroll and the status of the return. Also included on the report is the reporting period, company name, and status of the submission.

Interested in Signing Up?

Visit **www.pensoft.com/services/efile_94x.aspx** for more information and complete pricing structure.

President's Corner

Leroy Newman
President & CEO

2016 is well underway. We hope the New Year has gotten off to a good start for you and your company. This has been an exciting time for PenSoft with the introduction of our Hosted Solution and full release of our new generation of PenSoft Payroll.

PenSoft Payroll Hosted Solution

In December 2015 we announced to our customers the new PenSoft Payroll Hosted Solution option. This service (1) allows for access worldwide from any device with internet access, (2) is billed after the fact monthly based on actual useage, and (3) doesn't restrict Windows XP users from accessing the program. Operations began on January 1, 2016 with several customers currently using this service. Check out the details at **www.pensoft.com/ hostedpayroll.benefits.aspx**

2016 PenSoft Payroll

After a limited release for 2015, on December 14, 2015 we released the new generation of PenSoft Payroll to our customers nationwide for 2016. This new software includes many features and capabilities requested by our customers, but it required a major redesign to accomodate these improvements. We know the new layout caused concerns and having to learn where items were moved. This along with questions about the additional capabilities resulted in very high call volume causing longer than normal customer hold times. We apologize for this inconvenience and appreciated your patience during this extreme call volume season.

We hope you are past the learning curve and are beginning to see the value of the additional functionality. We always work to provide the best payroll solution and expertise possible.

Educational Opportunities

PenSoft has embarked on a number of initiatives to better inform our customers about our software and services. The planned release of the next generation of software presented an opportunity to provide an up-close and personal tour of the 2016 software with the "Sneak Peek Into the Next Generation" seminars beginning in June of last year. The response was overwhelming with the majority of the sessions filling within hours of the announcement, so to meet customers' requests the seminar is available as an on-demand video. *See* Are You Having Trouble Locating Something? *on page four.*

During 2015, PenSoft hosted a no-cost series of seminars titled "An Insider's Secrets on PenSoft Payroll - Who Knew PenSoft Payroll Could Do That!" Topics included: Retirement Plan Reporting, Tag Teaming PenSoft Payroll with Excel, Securing Payroll Data - Passwords, Firewalls, and More, Backing Up Payroll Data to the Cloud, and Integrating with Sage 50. The informal format provided customers with the opportunity to learn what they wanted where they wanted and follow along in the payroll program while they watched and listened. Your support and feedback have been instrumental as we introduced these new offerings.

We are excited to let you know PenSoft's instructional design team is busy planning this year's seminars. The announcement will be coming soon so be sure to watch the PenSoft blog, our website, and newsletters for information on how and when to register. These seminars are sure to fill up fast so sign up early to ensure your seat.

Upcoming Reconciliation Webinars

Start 2016 off right by reconciling your first quarter. PenSoft recommends you reconcile after each quarter in April, July, October, and January.

Why reconcile? Reconciliation verifies employees are paid properly, expenses are applied to the correct accounts, and taxes are paid and reported. Some payroll processors reconcile every payday and then perform a quarterly reconciliation.

Need a refresher on reconciliation? Or are you looking for training on the best way to reconcile your payroll? Sign up for our $99 quarterly reconciliation webinar available on:

- March 24
- March 31
- April 7

These sessions will explain step by step the purposes, value, and effectiveness of reconciling. Follow along in PenSoft Payroll as various taxability scenarios are explained, examples are provided, and demonstrations are executed.

Call **888-PENSOFT** (888-736-7638) to reserve your spot!

This webinar has been approved by the American Payroll Association for 1 Recertification Credit Hour (RCH) for one year from the broadcast date. To earn the credit, you must listen to the entire 90 minute webinar.

Q&A

Q. Our company rewards employees for outstanding work and this period we awarded iPad minis. I have the information from the seller and need to enter in this "no money" payroll to update the employee gross wages for tax purposes. How do I "gross up" the amount because the company covers the taxes?

A. Create a payroll record for each employee awarded the iPad minis. When you process the payroll, enter in the net value of the item by clicking the "set net pay" button on the enter payroll data window and select the income to adjust.

Q. I attempted to update the software using the "Check for Updates" option located under Utilities, but got the message "The update process could not be complete". What caused this to occur?

A. The error message is usually a result of the update service being temporarily unavailable or your internet connection has failed. If you get the message "The update service is not available" troubleshoot your internet connection. We recommend you consult with your network administrator prior to making any changes to your system configurations.

See Insider Secrets *below on how you can automate this!*

Q. We didn't complete all the personnel setup information for some new employees because we needed to pay them quickly. Now we have employees with hire dates listed as "unknown". Can I go back and correct this information?

A. Yes! To modify/add the new hire date:

- Click Personnel on the toolbar.
- Highlight the desired employee.
- Click Setup.
- Click Events under Basic Setup.

The personnel events window will display a list of all events for the employee. To edit these events, highlight the desired event and click "Corrections" in the bottom right corner. Click "Edit the Selected Event". Click "Yes" on the warning message. Enter the correct hire date and click OK to save. Complete the above steps for any additional employees.

Q. Where can I locate contact information for technical support?

A. Access Program Support's contact information quickly by right clicking on the Help button on the system tray and click Technical Support.

Insider Secrets

Automatic System Updates

Did you know you can download the latest version of the software without ever visiting the website? All customers using version 4.16.1.04 or higher can check to see if there is a new version available without ever leaving the software. Click Utilities on the toolbar. Click the "Check for Update" button. If there is a newer version available click Update.

Interested in an even better way to make sure your PenSoft Payroll is always up-to-date? Have it check for updates every time you open it! To set this up click Setup on the System Tray. Click System Options in the Program area. Check "Always check for program updates at startup". The next time you open the software and there is an update available the software will automatically let you know! Simply click the Update button on the window to download the latest version.

NOTE: You must have an active internet connection for either of the above options to work.

Did You See?

Did you see all the sources of available information within this newsletter?

Don't miss out on the upcoming free informational seminar series and $99 reconciliation webinar!

open text fields requires users to scrub the data to ensure proper placement of the information in the payroll program. While this will take time, it is a task completed once, and as new events occur, they are automatically included in the history of events in the personnel's records.

Why is This Important?

A visit from the DOL or EEOC can occur at any time and they provide little advanced notice of an audit.

Typically the first order of business is the request of employment records. Employers will be required to provide documentation related to the company compensation polices and procedures. While employers are provided with time to gather the information, this does not include extra time to locate missing information or correct inconsistencies between multiple systems.

Preparation is extremely important with the DOL and EEOC's announcement of their new strategic enforcement plans.

No Cost Webinar

PenSoft understands identifying and learning how to use the new features in PenSoft Payroll takes time, so we invite you to join us March 9th at 2pm Eastern time for the first in our 2016 series: Let's Chat!
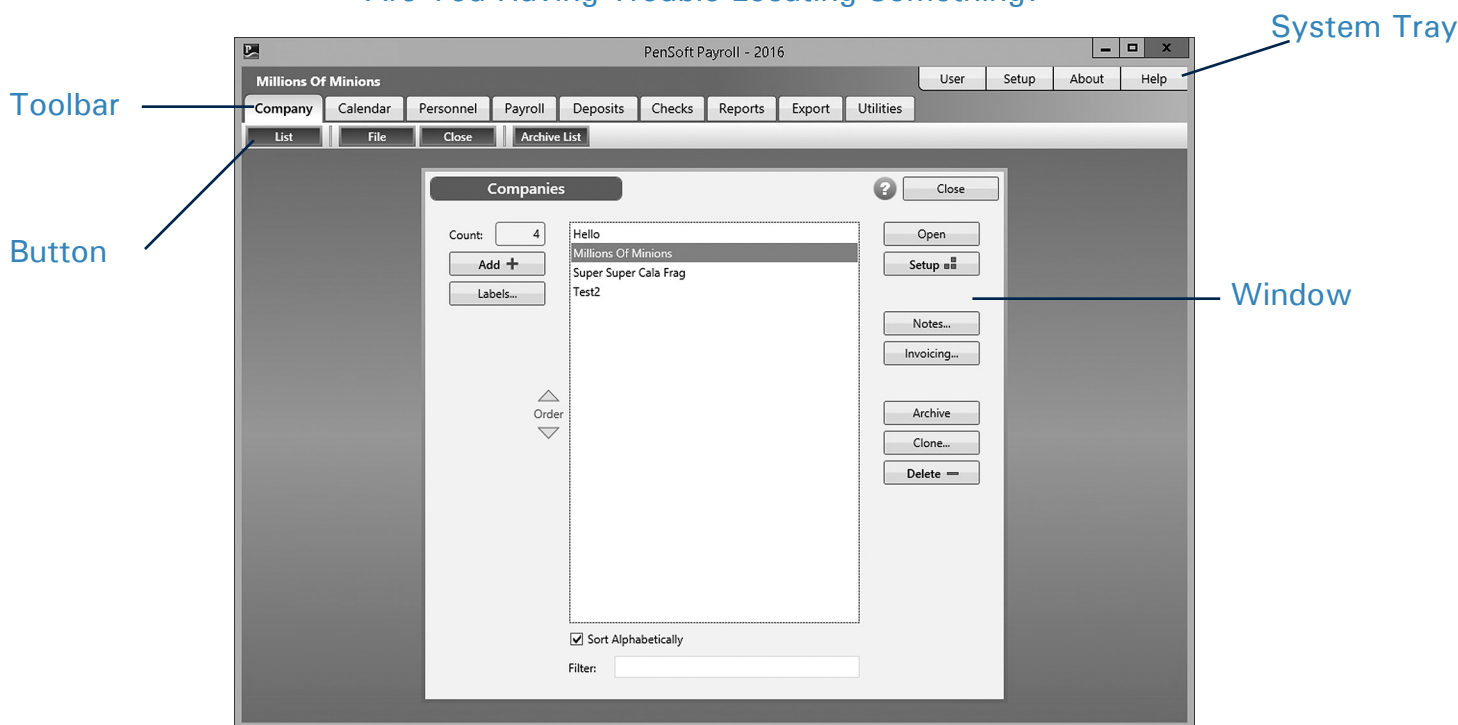
We will cover a review of the personnel section within PenSoft Payroll, a discussion of the proposed legislative changes in reporting information to the DOL and EEOC and how it impacts reports in PenSoft.

There is no charge for the 60-minute webinar but register early! Registration is limited to the first 50 attendees.

Register TODAY!

https://attendee.gotowebinar.com/register/2816326839429594883

Are You Having Trouble Locating Something?

View the **Sneak Peek** Into The Next Generation of PenSoft Payroll video!

Register to watch the video at **https://attendee.gotowebinar.com/register/4634439678066815745** and view immediately!