## ELIZABETH HUDSPETH \& STEVESIKES

## Tips \& Tricks to Help Troubleshoot your Payroll

## - InterActiv <br> CONFERENCE

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A FEW THINGS FIRST
This presentation is for information only.
Evaluate risks before acting based on ideas from this presentation.

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## ACTiVPR <br> payroll



Ever wonder why payroll checks won't calculate or why taxes are \$0?

Learn some quick troubleshooting tips and tricks to help make your payroll run smoothly.

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## Common Questions and Problems

PAYROLLTIPSAND TRICKS

- Received errors when processing checks
-Why are no taxes calculating?
- Should I void or delete checks?
- Where did my check lines go when I posted them to AP?


## Common Questions and Problems

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PAYROLL TIPS AND TRICKS

- Received errors when processing checks Scenario 1
- Employee Barnfield just signed up for 401 k contributions starting with this paycheck
- The check gets errors during processing
- What do I do?


## WHO SAID THE QUOTE?

## "If knowledge is good, then more knowledge must be more good."

## WHO SAID THE QUOTE?

## "If knowledge is good, then more knowledge must be more good- better."

Steve Sikes
4/25/2023

## Common Questions and Problems

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## TIP: When evaluating check errors, evaluate from the top down

Message
A Result amount is required on Check line \#2: PRCode - Ded. 401 kPct A Result amount is required on Check line \#3: PRCode - Tax.MedEE A Result amount is required on Check line \#4: PRCode - Tax.MedER A Result amount is required on Check line \#5: PRCode - Tax.SocSecEE A Result amount is required on Check line \#6: PRCode - Tax.SocSecER A Result amount is required on Check line \#7: PRCode - Tax.USA

| Item | Message |  |
| :--- | :--- | :--- |
| BR - 2023-04-15 - Barnfield | AResult amount is required on Check line \#2: PRCode - Ded.401kPct |  |
|  | AResult amount is required on Check line \#3: PRCode - Tax.MedEE |  |
|  | AResult amount is required on Check line \#4: PRCode - Tax.MedER |  |
|  | A Result amount is required on Check line \#5: PRCode - Tax.SocSecEE |  |
|  | AResult amount is required on Check line \#6: PRCode - Tax.SocSecER |  |
|  | A Result amount is required on Check line \#7: PRCode - Tax.USA |  |
|  |  |  |



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## Process Payroll

## Enter Time Proof-Process Time Proof Checks|Merge Checks Process Leave

## Review New Checks

- 31 New Payroll Checks


## Brief Detour

## Proof New Checks

- Preview Proof Checks Report
- 5 New Checks with Zero, Negative, or Null Net Pay


## Tax Review

- 0 New Checks with Medicare Wage problems (employee)
- 0 New Checks with Medicare Wage problems (employer)
- 0 New Checks with Medicare Additional Withhholding problems
- 0 New Checks with Social Security Wage problems (employee)
- 0 New Checks with Social Security Wage problems (employer)
- 0 New Checks with USA Taxable Wage problems
- 0 New Checks with CA State Taxable Wage problems

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- 0 New Checks with CA SDI Taxable Wage problems

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## Common Questions and Problems

PAYROLL TIPS AND TRICKS

- Received errors when processing checks

Scenario 2

- Employee Chase logged 8-hours of sick pay on their TimeWorksPlus timecard - and the supervisor approved
- My Pay.Sick calculation on the check errored out because Chase only has 5 sick hours available in their Sick Ledger balance
- What do I do?


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## TIP: Add Warnings and Errors to your calculations

BR - 2023-04-15 - Chase
Line \#1 Result: Sick usage exceeds available balance of 5.0000
A Result amount is required on Check line \#1: PRCode - Pay. Sick
A Result amount is required on Check line \#2: PRCode - Pay.U.Ovt.Rest3BO
A Result amount is required on Check line \#3: PRCode - Pay.U.Reg.Rest3BO
A Result amount is required on Check line \#4: PRCode - Pay.U.Reg.Rest4BO
A Result amount is required on Check line \#5: PRCode - Tax.FUTA
A Result amount is required on Check line \#6: PRCode - Tax.USA
A Result amount is required on Check line \#7: PRCode - Tax.MedEE A Result amount is required on Check line \#9: PRCode - Tax.SocSecEE A Result amount is required on Check line \#10: PRCode - Tax.SocSecER



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## Places to store a rate

Employee for Demo Casa Blanca LLL
Sode: Chase

| Positions $14 \leqslant \rightarrow 1+-\checkmark$ Include Historical |  |  |  |  |  | Pay Rate 14 ¢ $>+-\checkmark$ |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Start Date | End Date | Position | Description | Primar ${ }^{\wedge}$ |  | Date | Unit of Pay | Description | Amount | $\uparrow$ |
|  | 1/1/2023 畨 |  | Rest4BO | Restaurant 4/Box Office | $\bar{V}$ |  | 4/1/2023 | Hourly | Hourly | 15.00 |  |
|  | 10/22/2014 | 12/31/2022 | Rest4BO | Restaurant 4/Box Office | $\Gamma$ |  | 4/1/2023 | Hr | Hourly Rate | 25.00 |  |
|  |  |  |  |  | $\checkmark$ |  | 4/1/2023 | Perf | Performance | 50.00 |  |
|  | $<$ |  |  |  | , |  |  |  |  |  |  |



## Position <br> Unit of Pay

Example: Hr

## Parameter

## Examples:

Type:Ded:401kPct
Type:Pay:YrSalary





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## Common Questions and Problems

PAYROLL TIPS AND TRICKS

## - Received errors when processing checks

## Scenario 3

- Employee Edwards' check calculated with a Warning
- The Warning says "W4 Not Found"
- It's only a Warning. Do I need to correct the check?





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## Common Questions and Problems

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## Common Questions and Problems

PAYROLL TIPS AND TRICKS
$\checkmark$ Received errors when processing checks
-Why are no taxes calculating?
Which taxes are you talking about?


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## Payroll Tips and Tricks

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## Don't forgot to add Tax.USAx

## W-4 for Demo Casa Blanca LIL



Employee for Demo Casa Blanca LIL


Full Name: Samantha D. Chase


| Automatics: All |  |  | - $144 \gg+-\checkmark$ |  | $\checkmark$ Indude Historical |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Line | PRCode | Description | Begin Date | End Date | Origin | $\wedge$ |
|  | 1 Pay.Salary |  | Salary |  | 1/1/2023 |  |  |
|  | 2 | Tax.FUTA | Federal Unemployment | 10/20/2014 |  |  |  |
|  | 3 | Tax.SUTA_Old | SUTA | 10/20/2014 | 1/1/2023 |  |  |
|  |  | Tax.USA | USA W/H | 10/20/2014 |  |  |  |
|  | 5 | Tax.MedEE | Medicare EE | 10/20/2014 |  |  |  |
|  | 6 | Tax.MedER | Medicare ER | 10/20/2014 |  |  |  |
|  |  | Tax.SocSecEE | Social Security EE | 10/20/2014 |  |  |  |
|  | 8 | Tax.SocSecER | Social Security ER | 10/20/2014 |  |  |  |
| - |  | Tax.USAx | USA Extra W/H | 1/1/2023 | 圏 |  |  |
|  |  |  |  |  |  |  | $\checkmark$ |

Employee Calculations Disbursement Positions Seniority \& Leave Custom Data Links Locations


Edit

## Is Employee Exempt from Social Security?




## Common Questions and Problems

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 $\checkmark$ Why are no taxes calculating?-Should I void or delete checks?
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PAYROLL TIPS AND TRICKS

$\checkmark$ Received errors when processing checks $\checkmark$ Why are no taxes calculating?
-Should I void or delete? ANSWER: Delete
-Where did my check lines go when I posted them to AP?



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## Common Questions and Problems

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## WHO SAID THE QUOTE?

## "Knowledge is Power."

Francis Bacon
1597

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THANKS FOR JOINING!

## Tips \& Tricks to Help Troubleshoot <br> Your Payroll

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https://accountingware.com/help

