2011 YEAR END FAQ'S

For Payroll and Electronic Reporting

To help you get a jump start on closing the year out smoothly, here are some of the most Frequently Asked Questions and answers related to Payroll Processing and Electronic Reporting.

When will the year end Payroll Tax Update (PUP) be available?

The January 1, 2012 Payroll Tax Update (PUP) is expected to be available December 20, 2011 and can be downloaded from the Sage Customer Portal. A user name and password is required in order to download the update.

What's included in the download?

It ensures that you have the most up-to-date tax rates for the new year. The download also provides an enhancement to support new rules in states that require multiple local tax rates to be assessed for employees.

Sage will update the PUP with any late-breaking legislative and tax rate changes, as necessary, throughout January 2012. Therefore, a second update will be provided on January 31, 2012 so be sure to check back if you download your first update prior to the end of January.

What's New in the Year End Payroll Update?

In accordance with the Social Security Administration's 2011 specifications for electronic W-2 filing (EFW2), Codes DD (Cost of employer-sponsored health coverage - not mandatory for 2011) and EE (Designated Roth contributions under a Section 475(b) plan) for Box 12 have been added.

A new field has also been added to identify the Type of Employer as required by the SSA.

Lastly, U.S. Federal withholding changes have been increased to accommodate changes to the Social Security wage base for 2012 to $110,000.

How do I get a logon to access the Sage Customer Portal?

If you don't have a current logon to the Sage Customer Portal, go to https://customers.sagenorthamerica.com, click the "Logon (Sign Up)" link, and follow the on-screen instructions. If you're having trouble or need assistance, please contact (877) 828-6372.

Note: You must have an active Sage Business Care plan along with a current membership agreement in order to access the Sage Customer Portal. You must also have a current PUP subscription in effect in order to download the update.

Please contact us for assistance if your support plan or agreement has expired or if you have any other questions related to year end processing.

Additional Year End Processing Resources

- Installing and Activating a Tax Update

- Comprehensive Checklist for Payroll Year End

- Backing Up and Restoring a Database

- Year End Training and Self-Study Guides Online