



## Article # 1325

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### Technical Note: Payroll Tax Subscription Program Frequently Asked Questions and Technical Tips

**Difficulty Level:** Intermediate Level AccountMate User

**Version(s) Affected:** AccountMate 11 for SQL and Express  
AccountMate 10 for SQL, Express, and LAN  
AccountMate 9 for SQL, Express, and LAN  
AccountMate 8 for LAN

**Module(s) Affected:** PR

**Posting Date:** 12/20/2019

#### DESCRIPTION

The Payroll Tax Subscription includes a comprehensive update program that encompasses the latest federal and state tax withholding tables. The withholding tax tables provided by the program are in compliance with the federal and state mandated requirements for the tax year. The Payroll Tax Subscription must be installed prior to processing payroll transactions for the applicable tax year.

This article is a compilation of frequently asked questions (FAQ) and technical tips pertaining to the Payroll Tax Subscription. The purpose is to help you resolve, without delay, some issues that you may encounter before, during and after installation of the Payroll Tax Subscription program.

#### SOLUTION

Listed below are some of the most commonly asked questions and technical tips about the Payroll Tax Subscription program:

**TIP:** *The **PR Tax Subscription Key** is not version specific. If AccountMate has recently been installed, upgraded or updated, you can use the same **PR Tax Subscription Key**. A new PR Tax Subscription Key is required only for a new tax year or when there are changes to the list of states included in your current payroll tax subscription.*

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**TIP:** The latest Payroll Tax Subscription Program supports the following versions and builds:

- AccountMate 11 for SQL and Express
- AccountMate 10 for SQL, Express, and LAN
- AccountMate 9 for SQL, Express, and LAN
- AccountMate 8 for LAN

**Note:** We strongly discourage attempting to apply the Payroll Tax Subscription Program to any version or build other than the ones listed above.

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**TIP:** It is recommended that you perform W-2/1099 closing for the tax year 2019 prior to recording payroll transactions for the tax year 2020. If you are using AccountMate 9.2 for SQL and Express (or higher) or AccountMate 9.1 for LAN (or higher), you may record payroll transactions for the tax year 2020 though the tax year 2019 is yet to be closed.

*Note:* To ensure that the taxes are calculated and reported in the correct tax year, be sure to take note of the following:

**Payroll transactions that should belong to 2019 Tax Year**

Be sure to verify that the transaction's **Last Date of Pay Period, Post Date and Check Date** fall within the 2019 tax year.

**Payroll transactions that should belong to 2020 Tax Year**

Be sure to verify that the transaction's **Last Date of Pay Period, Post Date and Check Date** fall within the 2020 tax year.

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**Q:** Why must I install the latest Payroll Tax Subscription Program?

**A:** You must install the latest Payroll Tax Subscription program to update the federal and state tax withholding tables and with the latest federal and state mandated requirements. Refer to the [Summary of Payroll Tax Changes](#) for the complete list of the federal and state tax changes that are included in each release of the Payroll Tax Subscription program.

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**Q:** What are the steps that I must perform prior to installing the Payroll Tax Subscription Program?

**A:** If you are installing the Payroll Tax Subscription program for the first time in the tax year, refer to the [Payroll Tax Subscription Program Installation Instructions](#) document, specifically the **Pre-Installation Steps** section for information about the prerequisite procedures.

You must also generate some Payroll reports. You may refer to [Article # 1255](#) to verify the list of reports that you must generate prior to performing W-2/1099 Year-End Closing.

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**Q:** *Must I install the Payroll Tax Subscription Program on each workstation that uses the Payroll module?*

**A:** Installing the Payroll Tax Subscription Program from any workstation is sufficient if workstations are launching AccountMate from a drive letter that is mapped to a folder on the file server; however, it is recommended that you install the Payroll Tax Subscription Program by sitting or remotely accessing the server.

If workstations are launching AccountMate using executables that are housed on the workstation and the SQL database is on a different computer, the Payroll Tax Subscription Program must be installed on each workstation so that the Payroll Tax Subscription's front-end files are updated. Applying payroll using outdated Payroll Tax Subscription front-end files will result in incorrect tax calculation.

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**Q:** *I just installed the Payroll Tax Subscription Program. When I accessed the AccountMate main program, I encountered the message "The FUTA Credit Reduction Rate of all states will be reset to zero. If you want to accrue and deposit the anticipated extra FUTA liability throughout the year, manually update the state's FUTA Credit Reduction Rate using the Federal Tax Tables Maintenance function." What does this mean?*

**A:** This message is displayed the first time you launch AccountMate after installing the Payroll Tax Subscription Program for the tax year. The program will reset the FUTA Credit Reduction Rate for all states to zero. If you want to accrue and deposit the anticipated extra FUTA liability throughout the tax year, you must manually update the state's FUTA Credit Reduction Rate in the **Federal Tax Tables Maintenance > FUTA Credit Reduction State(s)** grid; otherwise, AccountMate will calculate the FUTA tax based only on the standard FUTA rate which is 0.60%.

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**Q:** *I just installed the Payroll Tax Subscription program. When I accessed the AccountMate main program, I encountered the message "The tax tables were manually amended. Do you want to overwrite the amended tax tables with the most recent updates to the AccountMate tax tables?" What does this mean?*

**A:** AccountMate obtains the tax table information using the following hierarchy:

1. The tax tables found in the **amwsys.prtable** for AccountMate for SQL and Express versions or in the **amwsys\_pr.prtable** for AccountMate for LAN.
2. The tax tables that are embedded in the **amsqlts.exe** file.

Initially, the **amwsys.prtable** or **amwsys\_pr.prtable** is blank. This table is populated when you manually amended the values in the **Federal** and/or **State Tax Tables Maintenance** functions; then, saved the changes. If you do not want your amendments to be overwritten by the values that are in the newly installed Payroll Tax Subscription program, you must click **No**. If you want to update the tax tables with the new values, click **Yes**.

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**TIP:** The message "Cannot proceed. PR Tax Subscription Year does not match the Tax Table's Current Tax Year." is displayed when you access some Payroll functions (i.e., Apply Payroll/Payment, Tax Tables) if any of the following conditions exist:

- The current tax year's Payroll Tax Subscription program is installed and the tax year in the **PR Module Setup ► General (1) ► Current Tax Year** field is the current tax year (e.g., 2020); however, the current tax year's **PR Tax Subscription Key** has not been entered.
- The tax year in the **PR Module Setup ► General (1) ► Current Tax Year** field is the current tax year (e.g., 2020) and the current tax year's **PR Tax Subscription Key** is supplied; however, the current tax year's Payroll Tax Subscription program has not been installed.

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**Q:** I attempted to apply payroll for the current tax year (e.g., 2020) and the message "There are no tax tables for the future tax year [Year]. AccountMate will use the available tax tables. Do you want to continue?" What does this message mean? What will be the repercussion if I click **Yes** in the dialog box?

**A:** The message indicates that you have not installed the current tax year's (e.g., 2020) Payroll Tax Subscription program and the **PR Tax Subscription Key**. If you click **Yes** and continue to apply payroll, AccountMate will post the applied payroll as a transaction for the current tax year; however, it will use the previous year's tax tables as basis when calculating taxes.

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**Q:** I attempted to apply payroll for the previous tax year (e.g., 2019) and encountered the message "Processing of payroll transactions for a closed, prior tax year is not supported. This transaction will be included in the current tax year's payroll. Do you want to continue? [Yes/No]?" Why? I thought I can still process payroll transactions for the previous year after installing the current tax year's Payroll Tax Subscription program.

**A:** You can process payroll transactions for the previous year (e.g., 2019) after installing the current tax year's (e.g., 2020) Payroll Tax Subscription program only if you did not perform **W-2/1099 Year-End Closing** for the previous year. Verify that the year that is in the **PR Module Setup ► General (1) ► Current Tax Year** is still the previous year.

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**TIP:** The message "Cannot proceed. Current Year [Year] PR Tax Subscription Key cannot be found." is displayed when you accessed any **W-2 Information Update** functions for the current tax year and the following conditions exist:

1. The tax year in the **PR Module Setup ► General (1) ► Current Tax Year** field is the current tax year (e.g., 2020).
2. The current tax year's **PR Tax Subscription Key** is not supplied.

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**TIP:** The message "Cannot proceed. PR Tax Subscription Key is invalid." is displayed when you enter a **PR Tax Subscription Key** that does not match your AccountMate Support ID or Product Key. Contact AccountMate Customer Service at 1-707-774-7500 ext. 520 for assistance.

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**Q:** The current tax year's (e.g., 2020) Payroll Tax Subscription program is already installed in my current AccountMate installation. I want to update/upgrade to the latest version of AccountMate. Must I reinstall the current tax year's Payroll Tax Subscription Program after the update/upgrade?

**A:** Verify whether Payroll Tax Subscription updates have been issued since the release of the latest AccountMate version by comparing the AccountMate's build date (**Help ► About AccountMate ► System Information ► Build Date**) with the latest Payroll Tax Subscription program's release date (**AccountMate root directory ► amsqlts.exe ► Date Modified**). If new Payroll Tax Subscription updates have been issued, you must download and install the latest Payroll Tax Subscription program.

If you are performing a side-by-side update/upgrade, you must also enter the **PR tax Subscription Key**.

For more information about post update/upgrade process, read the applicable Conversion Instructions that you will find in this link:  
[https://www.accountmate.com/businesspartner/info/downloads/conversion\\_upgrades.asp](https://www.accountmate.com/businesspartner/info/downloads/conversion_upgrades.asp).

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**TIP:** Use the **Tax Forms** function to generate federal and state reports such as:

- Print W-2 Form
- Print 1099 Form
- Form 941 Quarterly Return
- Form 940 Annual Return
- Reports of Wages (e.g., California's DE-9 and DE-9C)

In addition, users now have the option to pay an additional fee to take advantage of single-step federal and state W-2 filing, mailing of employees copies, or posting them to a secured website for instant access. They can also obtain the federal and state payroll forms, have the option for quarterly and annual new hire reports, and have the option to pay the employee eFiling requirements (940, 941, wage withholding, state and federal payments).

Read the **Printing and eFiling of Payroll Forms and Tax Returns** document that is included in the Payroll Tax Subscription Program zip file for the complete instructions.

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**TIP: THIS IS A ONE-TIME SET UP.** If you need to access the new **Tax Forms** function from workstations that launch AccountMate from a drive letter mapped to a folder on the file server, you must install the AccountMate Tax Forms Runtime Files on each workstation.

Perform the following steps to install the AccountMate Tax Forms Runtime Files:

1. Click the AccountMate Tax Forms Runtime Files Download button from the [AccountMate Payroll Tax Subscription Center](#).
2. Click the link, **Click here to download payroll report updates**, to download the AccountMate.exe file.
3. Right click on the AccountMate.exe file; then, run the program using the Administrator account.
4. Perform this step in all workstations that use the **Tax Forms** function.

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**TIP:** The **Tax Forms** function requires you to enter the tax account number for all the states and localities that are activated in AccountMate. The **Tax Forms** function obtains the tax account number information from the **PR Module Setup ► State ► State ID** field. If a state ID is entered for the state, the **Tax Forms** function will not require you to re-enter the tax account number for that state or locality unless the state ID is incorrectly formatted.

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**TIP:** The latest **Payroll Tax Subscription** program supports printing of the following tax forms:

- **W-2**
  - 2 up on plain paper only for federal filing
  - 4 up perforated blank paper for the Employer, Employee and State copies (The Employee copy can have the instructions printed on the back, but it is not required.)
- **W-3** (on plain paper only) for federal filing
- **1099-MISC**
  - 2 up on RED pre-printed form for federal filing
  - 4 up perforated blank paper for the Payer, Recipient, and State copies (The Recipient copy can have the instructions printed on the back, but it is not required.)
  - 1096 on RED pre-printed form for federal filing

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**Q:** The W-2 Forms are printing with lines. How can I set AccountMate to print only the data on the W-2 Forms?

**A:** The following copies of the W-2 Forms and W-3 Form must be printed using blank paper:

- **W-2**
  - 2 up on blank paper only for federal filing
  - 4 up perforated blank paper for the Employer, Employee and State copies

- **W-3** (on plain paper only) for federal filing

The Social Security Administration has approved these forms to be printed on blank paper.

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**Q:** *I printed the employees' W-2 form through the **Tax Forms** function; however, the printed form for the Federal W-2/W-3 and the State W-2 have the **Record Copy Do Not File** watermark. Why?*

**A:** The printed copy for the Federal W-2/W-3 and the State W-2 will have the **Record Copy Do Not File** watermark if, at the same time, you are also e-filing the forms (i.e., you selected the **Complete W-2 eFiling Service** option or you selected the **Other Options** option but also marked the **eFile Federal W-2s and W-3** and **eFile State W-2s and Reconciliation Forms** checkboxes in the **Tax Forms ► W-2/1099 Preparer ► W-2 Printing and Filing Options** window). If you want to print the official W-2 forms (without the watermark), be sure to select the **Other Options** option and that the **eFile Federal W-2s and W-3** and **eFile State W-2s and Reconciliation Forms** checkboxes are unmarked in the **Tax Forms ► W-2/1099 Preparer ► W-2 Printing and Filing Options** window.

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**Q:** *I've already printed the official copy of my employee's Federal and State W-2s through the **Tax Forms** function. Now, I want to e-file the W-2s. Can I still do that through the **Tax Forms** function?*

**A:** Yes you can. After you have printed the official W-2 forms, the **W-2/1099 Preparer ► W-2 History File Options** window will be displayed the next time you generate W-2s though the **Tax Forms** function. One of the options available in this window is the **eFile or Print Incomplete W-2s** option. Select this option to e-file W-2s.

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**Q:** *I will be printing my employee W-2s; however, when I previewed the W-2 forms I noticed that there is a strange symbol (like a small circle with an A in the middle) on the W-2 forms. Are my W-2 print-outs acceptable even with the strange symbol?*

**A:** The symbol is not printed when you print the employee W-2. All the federal and state forms that are generated using the **Tax Forms** function are approved by the appropriate governing body and they are guaranteed by Aatrix Software.

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**Q:** *I need to report the total cost of employer sponsored health coverage on the employee current year W-2 form. How do I do this in AccountMate?*

**A:** The employer sponsored health care plan cost goes into **Box 12** in the **W-2 Form**. You must manually update the employee W-2 information by performing either of the following:

### **Using the W-2 Information Batch Update function**

Read [Article # 1324](#) (How to Use the W-2 Information Batch Update Function) for a detailed discussion about this function.

### **Using the W-2 Information Update function**

1. In the Payroll module access **Maintenance ► W-2 Information Update ► Current-year W-2 Information Update**.
2. Enter in the **Employee #** field the employee number.
3. Go to the **Box 12 to Box 20** tab.
4. In the **Box 12** area click the List box beside the first Code field
5. Select the "**DD - Cost of Employer-sponsored health coverage**" code; then, enter the amount in the field next to the List box.
6. Click **Update** to save your changes.
7. Access the **Tax Forms** function; then, preview the [Year] W-2 form and verify that the employer sponsored health care plan cost that you entered earlier is displayed correctly in the W-2 form.

*Note: If you want to automatically populate the employer sponsored health coverage cost in the Box 12 of the **W-2 Information Update** function and in the W-2 form, you can use the **Deduction Maintenance** function to setup a deduction code with a **DD** W-2 code. When this code is assigned to an employee record, the employer's contribution will be calculated when processing a payroll transaction (i.e. contribution is set to be calculated during Apply Payroll).*

### **Using the Tax Forms function**

1. Access the **Tax Forms** function; then, preview the [Year] W-2/W-3 report.
2. When the **W-2 Setup Wizard**, is displayed, enter the details requested by the wizard.
3. When the **[Company XXX] - W2/1099 Preparer** window/grid is displayed, right click on the W-2 box labels (e.g., Box 10 or Box 12 D); then, click **Insert**.
4. In the **Insert column**, enter in the **Enter the name of the column** field the column name (e.g., Employer sponsored health coverage).
5. Click **OK**. This will create a new column. The column name is the name entered in the previous step. The box label is "unassigned".
6. In the "unassigned" box label, click the drop down list box; then, select **Box 12 > Code DD** from the list.
7. When the message "Note that the values in this column will NOT be automatically added to boxes 1, 3 or 5..." is displayed, click **OK**. This step will amend the "unassigned" box label to "Box 12 DD".
8. Enter in the grid the employer sponsored health care plan cost for each employee; then, click the **Next Step** button in the **[Company XXX] - W2/1099 Preparer** window/grid.
9. In the **W-2/1099 Preparer** window, select **Other Options** and mark the W-2 copies that you want to print; then, click the **Next** button until the reports are displayed. Select the W-2/1099.
10. Verify that the employer sponsored health care plan cost that you entered earlier is displayed correctly in the W-2 form.

**Note:** Any information you enter using the **Tax Forms** function will not be saved in the AccountMate database.



**Q:** *The Form 1099-MISC and Form 1096 are printing on a preprinted form. How can I set the form alignment?*

**A:** You can set the report alignment using the Aatrix **Print Align** feature. To do this, perform the following:

1. Access the **Tax Forms** function; then, preview the [Year]1099-MISC reports
2. When the **1099 Setup Wizard** is displayed, enter the details requested by the wizard.
3. When the **[Company XXX] - W2/1099 Preparer** window is displayed, click the **Next Step** button.
4. In the **W-2/1099 Preparer** window, select **Other Options** and mark the necessary 1099 copies to print; then, click the **Next** button until the reports are displayed.
5. Click the **Print Final** button.
6. Click **OK** when a message reminding you to insert the official 1099 Federal paper is displayed.
7. In the **Print** window, click the **Print Align** button. This will display the **Page Align** window where the alignment instructions can be found by clicking the **Print Alignment Form** button.
8. Read the instructions; then, set the report alignment as desired.
9. Click **Done**; then, click **OK** in the **Print** window to print the report using a preprinted form.

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**Q:** *I attempted to generate the Form 1099-MISC through the **Tax Forms** function; however, the message "Your payer TIN is missing in your 1099 data file." is displayed. Why am I getting this message?*

**A:** The message is displayed when you do not have 1099 transactions recorded in the Payroll module (i.e., printed a check for a 1099 payment) for the selected year. If you have verified that you have 1099 transactions recorded in Payroll, the values in the **Employee Maintenance ► Info ► 1099 Info ► Current** or **Previous YTD Paid** field may have been inadvertently updated to have 0.00 values. In this case, you must perform the following:

- For current year transactions, recalculate the employee data through the **Data Manager** function to repopulate the fields with the current YTD paid value.
- For previous year transactions, manually enter the previous YTD paid value. You may use the **Check Register Report** to determine the total amount paid for the year.

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**Q:** *I installed the Payroll Tax Subscription Program that includes the updated FUTA tax rates for the current tax year (e.g., 2020) credit reduction states; however, when I checked the reports (e.g., **Employee Earnings and Tax Withholdings Listing** and **YTD Tax Withholdings Report**), the FUTA tax amounts were still based on the old FUTA tax rates. What did I miss?*

**A:** Installing the Payroll Tax Subscription program that includes the updated FUTA tax rates for the current tax year's (e.g., 2020) credit reduction states will not recalculate the FUTA

taxes that were calculated before the update. You must recalculate the FUTA taxes so that the FUTA tax amount will be based on the updated FUTA tax rates. Perform the following steps to recalculate the FUTA taxes:

1. Access the **Recalculate FUTA/SUTA Amount** function from the Maintenance menu; then, select the **FUTA** option.
2. Enter in the **Check Date Range** fields the beginning and ending check dates of the affected payroll checks that you issued to the employees.
3. Click the **Recalculate** button.

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**Q:** Where can I find the **Schedule B (Form 941)** report? I generated the [Year] 941/Schedule B/941-V Report from the **Tax Forms** function; however, I can only preview the 1st and 2nd page of the Form 941.

**A:** The **Schedule B (Form 941)** report is for Semiweekly Schedule Depositors only. The report is generated only when you mark the **You were a semiweekly schedule depositor for any part of this quarter** checkbox in Line 16 of the Form 941.

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**TIP:** When you record in the **COBRA Credit** function a COBRA credit claim that is greater than the outstanding Federal 941 Tax Liability, be sure to unmark the **Reduce Federal 941 Tax Liability** checkbox before entering a value in the **COBRA Credit Amount** field. If the **Reduce Federal 941 Tax Liability** checkbox is marked, AccountMate will not allow you to enter a COBRA credit amount that is greater than the outstanding Federal 941 Tax Liability.

**Note:** It is recommended that you zero out your federal 941 tax liability before recording a receivable. If your claim is greater than your tax liability, record your claim by performing these steps:

1. Offset the first COBRA credit claim against the tax liability (or mark the **Reduce Federal 941 Tax Liability** checkbox)
2. Create another COBRA credit claim for the balance by recording it as an overpayment or receivable from the federal government (or unmark the **Reduce Federal 941 Tax Liability** checkbox).

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**TIP:** AccountMate does not generate General Ledger entries for COBRA credit claims within the Payroll module; however, the **COBRA Credit** function provides the option to create in the **General Ledger** module the journal entries for the COBRA credit claims. To take advantage of this feature, mark the **Use Auto Batch Numbering** checkbox in the **GL Module Setup ► General** tab. If you choose to create a journal entry, be sure to post it using the **Post JE Batch to GL** function in the **General Ledger** module.

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**Q:** Is there a report that provides the details of the claimed or voided COBRA credits?

**A:** Yes there is. You can view the summary of the claimed or voided COBRA credits in the **Tax Deposit Check Report**. The claimed COBRA credits that reduce your Federal 941 Tax Liability are treated in a manner similar to tax payments; thus, the **Tax Deposit Type** description is 941 Deposit.

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**Q:** *The tax withheld for employee's state disability insurance under the **Paid Family Leave (PFL)** policy must be reported in the W-2 form. How do I record this tax in the W-2 form?*

**A:** The employee's paid family leave contribution must be reported in **Box 14** of the W-2 form. To record the amount, you must manually enter the value using the **NYPFL** code in either of the following AccountMate functions:

- **W-2 Information Update > Current Year** (or **Previous Year** if you have closed Tax Year 2019) **W-2 Information Update** or **W-2 Information Batch Update** - Enter the code and the amount in **Box 14**.
- **Tax Forms > 2019 W-2/W-3** - Enter the amount in **Box 14 NYPFL** of the **W-2/1099 Preparer** window.

**Notes:**

- *Be sure to add the **Paid Family Leave Tax** name in the **W-2 Setup Wizard > State and Local Tax Items > State Tax Item** window when you process W-2s using the **Tax Forms** function.*
- *The **NYPFL** code determines the category (e.g., PFL) in which the amount will fall into in **Box 14**.*
- *The information directly entered in the **Tax Forms** function will not be saved in the AccountMate database.*

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**Q:** *I received the new SUTA rate and entered the new rate in the **PR Module Setup > State > SUTA Rate** field to ensure that the next payroll will use the new rate. How can I correct SUTA contributions on payroll checks that used the old rate?*

**A:** Run the **Recalculate FUTA/SUTA Amount** function from the **Maintenance** menu to correct SUTA contributions on payroll checks that used the old rate. We recommend that you enter a **Check Date Range** that spans from the first check through the last check for the current tax year to ensure that the correct SUTA YTD (Year-to-Date) contributions are calculated based on the new rate.

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