



End-of-Year Frequently Asked Questions

Document #:	3142	Product:	Red Wing Windows Payroll
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The following topic provides instructions on how to update tax tables, print tax forms and covers the most common questions the Red Wing Software support team receives during year-end.

Red Wing Software Website

Q. I'm attempting to log into the Red Wing Software website, but it does not recognize my Email and/or Password?

A. Follow the instructions below for information about the Red Wing Software website.

To Log in to the Red Wing Software Website:


1. In your web browser, enter **www.redwingsoftware.com**, and press Enter.
2. In the upper-right of the Red Wing Software home page, click **Log in**.
3. Enter your **Email Address** and your **Password**.
4. Click **Login**.

To Register on the Red Wing Software Website:

If you have not previously registered or logged in on the Red Wing Software website, please follow the steps below:

1. In your web browser, enter **www.redwingsoftware.com**, and press Enter.
2. In the upper-right of the Red Wing Software home page, click **Log in**.
3. Click **Register**.
4. In the **Account Number** box, enter your company Account Number. Your Account Number can be located in a few different places:
 - a. On the Support Certificate that you receive upon renewing Customer Care Membership.
 - b. Red Wing Software sends customers a renewal form for Customer Care Membership. This renewal form contains your account number.
 - c. Invoices you've received from Red Wing Software contain your account number.
 - d. If others at your company have already registered, they can sign in to their account and find your company's account number at www.redwingsoftware.com/home/myaccount.
5. Continue entering your **Title, First and Last Name, Email Address** (which is your login) and a **Password**.
6. Enter the displayed **Security Verification** code, and then click **Submit**.

To Retrieve a Forgotten Password:

1. In your web browser, enter **www.redwingsoftware.com**, and press Enter.
2. In the upper-right of the Red Wing Software home page, click **Log in**.
3. Click the  **Forgot** link.
4. Enter/verify your **Email Address**.
5. Enter the **Security Verification** code, and then click **Send**. Click **Close**.
6. Wait until you receive an email that includes instructions to reset your password.
7. Click the link in the email that you received from Red Wing Software.
8. Enter the **Validation Code** which was included in the email. If you enter the code and it is not recognized, copy and paste the code from the email. The Validation Code expires in 24 hours.
9. Enter a **New Password** and then **Re-enter the New Password**.
10. Click **Submit**.
11. Click **OK**.

To Log Out of the Red Wing Software Website:

1. At the top of the Red Wing Software home page, click **Welcome, (Your Name)**.
2. In the displayed menu, select **Logout**.

Tax Tables

Q. When will the new payroll tax table updates be available for 2020?

A. All Federal and State tax table changes will be available prior to the end of 2019. Typically, we receive and distribute the first tax table updates in the December 20 time frame. We will notify you via e-mail and/or fax when the Federal tables are available to download. In an effort to get the tax table changes to our customers as quickly as possible and make the process as easy as possible for you, the tax table changes will be downloaded this year instead of being installed from a CD. We will not be sending out Federal tax tables on CDs. We have provided instructions below on how to download the tax table updates.

Q: Does the 2020 tax table update support the new 2020 Form W-4?

A: The IRS recently released a new Form W-4 for 2020 with significant changes from the previous Form W-4. Rather than specifying withholding allowances, employees provide employers with amounts to increase or reduce taxes and amounts to increase or decrease wages subject to income tax withholding. Submitting a 2020 Form W-4 is optional. By default, Red Wing Payroll will continue to use the marital status and allowances that are setup for your employees in 2019 to calculate taxes based on the 2020 tax tables. However, due to technology limitations, Red Wing Payroll cannot be updated to perform the new required calculations to support the 2020 Form W-4.

For additional information regarding details for the 2020 Form W-4 from the IRS on withholding amounts, allowances, deductions, etc. please see the following links:

- » [About Publication 15-T, Federal Income Tax Withholding Methods](#)
- » [About Form W-4, Employee's Withholding Certificate](#)

Important Options for Red Wing Payroll and the 2020 Form W-4:

- » At your discretion, continue to use the 2019 Form W-4 with the 2020 tax table update you recently received for Red Wing Payroll. The 2020 tax update does NOT include support for the 2020 Form W-4. By default, Red Wing Payroll will continue to use the marital status and allowances that are setup for your employees in 2019 to calculate taxes based on the 2020 tax tables.
- » For employees that submit a 2020 Form W-4, use the [IRS ncome Tax Withholding Assistant for Employers](#) to manually calculate the amount of Federal income tax to withhold from the employee wages. [Click here](#) for additional information.
- » Transition to CenterPoint Payroll which automatically supports the new 2020 Form W-4. Please contact the Red Wing Software Sales department or e-mail sales@redwingsoftware.com for additional information.

Q. How do I install the 2020 tax table updates?

A. This process requires internet access. While in Red Wing Payroll:

1. Before beginning, be sure you've installed version 12.00036 or newer. There have been no program changes since version 12.00036, all versions after 12.00036 were tax table updates which you receive when you download the tax table. If you have at least version 12.00036, there is no required program installation, any version 12.00036 or newer will accommodate the new tax table update.
2. Before beginning, be sure to close the year in at least one company. Follow the instructions below on how to close a year. Then click the **Download/Review Tax Tables** button on the main screen.
3. Click **Download Tax Tables** and verify that the "**Review Current Tax Information for**" year is **2020** (if it isn't you will need to change your payroll program to 2020 first).
4. Then click **OK**.

Q. How can I get the 2020 tax tables if I don't have internet access on the computer that has Red Wing Payroll installed?

A. Following the instructions below, the tax tables can be downloaded from any computer that has internet access. This process does require the use of a removable drive (CD, thumb, zip or flash drive, USB Drive, etc.).

1. Log into the Red Wing Software website at www.redwingsoftware.com. From the **Welcome (Your Name)** menu, select **My Account Home**, select the **Downloads** tab, under Red Wing Windows Payroll select **Downloads**, and then select **Download Now** under the **2020 Payroll Tax Update**.
2. When the download is complete, exit the website. Copy the **TaxTableUpdate.exe** file from your Downloads folder to the removable drive (CD, thumb drive, etc.) you'll be using to move the downloaded file.
3. Take the removable media source to the computer with Red Wing Payroll and install by double-clicking on the **TaxTableUpdate.exe**.

If you do not have internet access available at any computer to download the tax table updates, please call the Red Wing Software Sales department at 800-732-9464.

Q. When installing my tax table update on a network, do I need to install it at every computer?

A. No, you only need to install the tax table update on one computer. The tax tables are shared by all of the networked computers.

Q. How do I verify that the 2020 tax tables were installed correctly?

A. You can verify that the tax tables were properly installed by selecting **Download/Review Tax Tables**. Make sure that the **Review Current Tax Information** for box displays 2020. Verify that the **FICA Limit** is **137,700**.

Q: Do I need to update any of my tax rates or amounts manually?

A. All of the State and Federal taxes are updated when you install the tax table update, except for your State Unemployment Rate. This rate needs to be entered before the first payroll in 2020 or as soon as you receive it from your State Unemployment Agency. Select **Payroll > Setup > Taxes** and double-click the **SUTA** tax to change the rate. If you have any local taxes setup, those will also need to be updated manually. Select **Payroll > Utilities > Maintain System Taxes**. All local taxes will be at the bottom of that list.

Q: I am signed up for the service that automatically sends me an updated Aatrix CD each quarter because I don't have internet access. Will the 2020 tax tables be included on that CD also?

A: Yes, the 2020 Federal tax table changes will be included on the 4th quarter CD.

W-2, 941, 943 and Other Tax Forms

Q: When is the filing deadline for 2019 tax forms?

A: The Internal Revenue Service deadline for W-2, 941, 943 and other tax forms for the 2019 calendar year can be located by using the Search feature on the Internal Revenue Service website at www.irs.gov.

Q: Does Red Wing Windows Payroll allow me to track the information necessary for reporting applicable employer-sponsored coverage for the Affordable Care Act (ACA)?

A: No, Red Wing Windows Payroll users who need to handle ACA Reporting are encouraged to migrate to CenterPoint Payroll, as ACA Reporting will not be available within Red Wing Windows Payroll. CenterPoint Payroll will allow you to track all the information you need to complete the 1095-C and 1094-C forms for your organization, as well as the reporting requirements for the employee W-2 form. To receive more information about upgrading to CenterPoint Payroll, please call 800-732-9464, or email sales@redwingsoftware.com.

Q. Do I need to order W-2, 941 or 943 forms or can I print them on plain paper?

A. You are able to print all of your W-2, 941 and 943 copies on plain paper; you no longer need to print any on preprinted forms. Even the Social Security Copy A (often called the "red copy") can be printed on plain paper.



Note: There is special perforated blank paper available that is recommended for use when printing employee copies of the W-2s. This paper comes with employee W-2 information printed on the back of the paper (for the employee copy) and blank for the State / Local copies. This paper is available from Computer Forms, Inc. at https://redwing.computerforms.biz/shop_category.aspx?cid=131 or by calling 800-458-0158.

Q. Do I need to order 1099 forms or can I print them on plain paper?

A. The majority of your 1099 copies will be printed on plain paper; but the Federal government does require that the Copy A (often called the "red copy") be printed on a preprinted form. These forms are available from Computer Forms, Inc. at https://redwing.computerforms.biz/shop_category.aspx?cid=131 or by calling 800-458-0158. The IRS does require that you also print your 1096 information on a preprinted red copy.

Q. Do I need to print my W-2 forms before I close the 2019 year and print January checks?

A. No, you can print your 2019 W-2 forms at any time, go ahead and close your year and print your January checks before printing your W-2 forms. When you are ready to print the W-2 forms, you can select **Payroll > End of Period > Change Tax Year** and switch back to your **2019** year. Once you are finished printing your W-2 forms, use the **Change Tax Year** selection again to switch back to your **2020** year. Do not go through another year-end close.

Q. What are the steps for printing the tax forms (W-2, 940, 941, 943 and 1099s)?

A. Step-by-step instructions (documents and videos) for printing various tax forms are available in the Help on our website. At www.redwingsoftware.com, select **Menu > Legacy Products > Red Wing Payroll > How2 Documentation**. Within the Help, select **Tax Reporting** to view all tax forms printing topics. There are three general steps to printing the tax forms:

1. Transferring information from Red Wing Payroll to Federal/State Tax Forms (Select **Forms and Reports > Federal Tax Forms**).
2. Review the transferred information using the Federal/State Tax Forms viewer and make any needed changes.
3. Print or eFile the forms.

Q. I am trying to transfer my W-2 information, but a message appears “The Federal or State Tax Forms could not be found. Did you install the Federal/State Tax Forms (Aatrix) option?”

A. Normally, this message is displayed if you have a 64-bit operating system on your computer. In that case, click **Yes** to manually locate the files. Then browse to **c:\program files x86\Aatrix Software\Aatrix Forms\ Aatrixforms.exe**. If you do not have a 64-bit operating system and you are receiving this message, we recommend you reinstall the Federal/State Tax Forms software. Log into the Red Wing Software website (www.redwingsoftware.com), from the **Welcome (Your Name)** menu, select **My Account Home**, select the **Downloads** tab, under **Red Wing Windows Payroll**, select **Downloads**, and then select **Federal/State Tax Forms (Aatrix)** and follow the on-screen instructions.

Q. I’m trying to process my Federal forms (W-2, 1099, etc.), but I keep getting the message “Would you like to register now, or evaluate?”

A. You’ll need to register your Federal/State Tax Forms (Aatrix) software. If you have an internet connection, choose **Payroll > Reports > Tax forms Registration (Aatrix)**. Your login is your Red Wing Software Email Address and will be recognized from the Red Wing Software website, follow the prompts to create your registration code. If you have not registered on the Red Wing Software website or forgot your password, please see the *Red Wing Software website* section in this document. If you don’t have an internet connection, call 800-732-9464 and request an Aatrix registration code. If a registration code is faxed to you, do not enter the hyphen included in the number. Enter just the letters and numbers.

Q. Why am I getting a “forms update” or “mandatory update” message when I try to process my Federal forms (W-2, 1099, etc.) and what do I need to do?

A. At least once a quarter, including at year end, updates are created for the Federal/State Tax Forms (Aatrix) software. When you receive either of those messages, it means that Aatrix has an update available that you should install prior to continuing. If you have internet access at this machine, you can simply select **Automatic Update** and follow the prompts to do the update through the program. Note: If you have signed up for the service that automatically sends an Aatrix CD at the end of each quarter, please follow the instructions that will be included with the CD. Those CDs will begin shipping before January 1, 2020.

If you don’t have internet access at the computer that has Red Wing Payroll installed, but you do have it available at another workstation, follow the instructions below. This process does require the use of a removable drive (CD, thumb, zip or flash drive, USB Drive, etc.).

1. Log into the Red Wing Software website at www.redwingsoftware.com, from the **Welcome (Your Name)** menu, select **My Account Home**, select the **Downloads** tab, under **Red Wing Payroll** select **Downloads**, and then select **Federal/State Tax Forms (Aatrix)**. Click the download file and then follow the on-screen instructions.
2. When the download is complete, exit the website. Copy the **RedWingForms.exe** file from your desktop to the removable drive (CD, thumb drive, etc.) you’ll be using to move the downloaded file.
3. Take the removable media source to the computer with Red Wing Payroll and install by double-clicking on the **RedWingForms.exe**.

If you don’t have an internet connection at any of the computers, you can call the Red Wing Software Sales department at 800-732-9464, and we’ll send the Federal/State tax forms (Aatrix) updates to you on a CD once a quarter for a minimal annual fee.

Q. Can I change the figures on my Federal reports if they are incorrect?

A. Yes, once the data is in Aatrix Federal/State Tax Forms, you can change any figure on the reports that are highlighted blue. Any figure that is highlighted red must be changed before you can print the report. Any figure that is white cannot be changed, but it is a calculated number, so it can be changed by adjusting the fields around the white field.

Q. I received error 1628 – failed to complete installation during the installation of Federal/State Tax Forms (Aatrix)?

A. This error is caused by double-clicking on the Federal/State Tax Forms option to start the installation. The system is trying to start the installation twice. If you just ignore the error, your installation will continue and install successfully.

Other Information

Q. I need to print January checks, what do I need to do first?

A. You must complete the year-end process in Payroll before running your first payroll for 2020.

Q. How do I close my 2019 year?

A. Prior to closing your 2019 year for the first time, it is important to see if the 2020 year is already in the system. Go to **Payroll > End of Period > Change Tax Year**. Click on the down arrow by the current year to check if **2020** is in the list.

If it **IS** in the list, use the instructions below to close the year:

1. Close Red Wing Payroll and take a backup.
2. Open Payroll and select **Payroll > Processes > Remove Payroll Tax Year**.
3. Select **2020** in the **Remove Year** field and click the **Remove Year** button.
4. After the year is removed, follow the instructions below to close 2019.

If it **IS NOT** in the list and you haven't recently closed the year, do the following:

To close your year, use the selections **Payroll > End of Period > Month-End Processing**. The system will automatically select the **End-of-Year** processing option when your current month is December. If your current month is not December (your current month is indicated on the End-of-Month processing line), you will need to use the Month-End Processing selection multiple times (once for each month) until you reach the month of December.

Q. Do I need to back up my data at the end of the year?

A. Yes, in fact you should perform regular backups throughout the year. We recommend that you make more than one backup of your database. Develop a backup rotation system. It is a good idea to store a year-end backup each year. You can use the Red Wing Payroll Utility to make a backup. Either use the Desktop icon Red Wing Payroll Utility or use the selections **Start > Programs > Red Wing Windows > Red Wing Payroll Utility** to start the backup process.

Q. I closed the year by mistake. How can I get back into my 2019 year?

A. You can switch back and forth between payroll years at any time. To switch years, use the selection **Payroll > End of Period > Change Tax Year**.



When you use the **Change Tax Year** selection, the system retains the current month and quarter information and only switches the year. After you switch years, we recommend you also go to **Payroll > Setup > Customization > Posting tab** and change the current Quarter and Month entries.

Q: How can I get the Year-End Frequently Asked Questions document for another Red Wing Software program?

A. If you have Red Wing Software products that are not covered by this document, you may be able to find a document for your specific product by looking at our website. Log into www.redwingsoftware.com. From the My Member Account page displayed, select **End of Year**. Under your product, select the appropriate end of year document.

Q. What hours of the day will I be able to contact Red Wing Software support?

A. We will be open our normal hours of operation, 8am to 5pm CST, Monday through Friday. Red Wing Software will be closed Tuesday, December 24, 2019, Wednesday, December 25, 2019, Wednesday, January 1, 2020, and will be closing at noon on Tuesday, December 31, 2019.