End-of-Year Frequently Asked Questions

Document #:	3142	Product:	Red Wing Payroll

The following topics provide 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.

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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 2021?

A. As you were previously notified, 2020 was the FINAL Year for Red Wing Payroll tax updates. There will be NO 2021 TAX TABLE UPDATES available for Red Wing Payroll. (Support service is being extended until January 31, 2021, so users may process forms for the prior year.) While Red Wing Payroll has been a solid and capable product for over 20 years, the underlying technology is out-of-date, and we cannot promise it will continue to run as operating systems change. There are also some new W-4 and 1099 requirements that cannot be handled by Red Wing Payroll, so it is imperative that we transition our customers to newer software. Red Wing Software will be discontinuing support services and product upgrades for the Red Wing Payroll software on January 31, 2021. If you are still using the Red Wing Payroll software for your business, it is important that you work with our staff to start the transition process to our flagship payroll product, CenterPoint® Payroll. A Red Wing Software consultant will help you through the transition process. Call us to get up and running on CenterPoint Payroll, To speak with a consultant, please call 800-732-9464 or email sales@redwingsoftware.com.

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 2021 tax tables be included on that CD also?

A: No, 2020 was the last year for Red Wing Payroll tax table changes and the 2021 tax table update will not be sent to you on the Aatrix CD and will not be sent on a separate CD.

Affordable Care Act (ACA) Reporting

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.

W-2, 941, 943 and Other Tax Forms

Q: When is the filing deadline for 2020 tax forms?

A: The Internal Revenue Service deadline for W-2, 941, 943 and other tax forms for the 2020 calendar year can be located by using the Search feature on the Internal Revenue Service website at www.irs.gov.

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 print my W-2 forms before I close the 2020 year and print January checks?

A. No, you can print your 2020 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 **2020** year. Once you are finished printing your W-2 forms, use the **Change Tax Year** selection again to switch back to your **2021** year. Do <u>not</u> go through another year-end close.

Q. Does Red Wing Payroll support the printing of the new Form 2020 1099-NEC and other 1099 forms that changed?

A. The process for printing/eFiling 1099 forms through Red Wing Payroll has changed for 2020 due to the addition of the new 1099-NEC (Non-Employee Compensation) form and other form changes. Red Wing Payroll does not support the printing/eFiling of the new Form 2020 1099-NEC and other 1099 form changes. However, Red Wing Payroll users that need to print/eFile 1099 forms can manually enter 1099 form information into our current tax forms product, Red Wing Tax Forms.

To download, install, register, manually enter 1099 information, and print/eFile your 1099 forms through Red Wing Tax Forms, click here for detailed instructions. (Note: Form filing will not be available to file until the 4th Quarter forms update is released the week of December 21, 2020.)

Alternatively, Red Wing Payroll customers can upgrade to CenterPoint Payroll, which fully supports printing all current Federal and State Tax Forms directly from the software. For information about the migration process, contact our Sales department at 800-732-9464, or email sales@redwingsoftware.com.

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. 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, 2021.

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 2021.

Q. How do I close my 2020 year?

A. Prior to closing your 2020 year for the first time, it is important to see if the 2021 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 **2021** 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 **2021** in the **Remove Year** field and click the **Remove Year** button.
4. After the year is removed, follow the instructions below to close 2020.

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 2020 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 Thursday, December 24, 2020, Friday, December 25, 2020, Friday, January 1, 2021, and will be closing at noon on Thursday, December 31, 2020.