P4F FAQs

Q: I cannot see my Un-posted payroll in PR Explorer.

A: In PR Explorer, click on Unposted, click the down arrow on the Current Period option, highlight ALL Transactions, press enter. You will now see all unposted transactions.

Q: I made a change to the Employee's Withholding record or Employee Payroll Specifics file, i.e. change W4 information or pay rate or deduction amount and the change is not reflected in the Payroll Check Entry.

A: New changes will not pull into an existing Payroll batch, user will need to do 1 of the following:

1) Delete Payroll Check Entry batch
2) Delete the employee check within existing payroll batch by double clicking on "Employee (click on the name to select)" option, select the employee from the drop down window, highlight the employee's name, click the option "Delete Check."

Q: System indicated employee does not have Department assigned.

A: Click Payroll, Employee Setup, Employee, highlight the employee, click on the Department tab across the top of the screen, click the New button on the top of the screen, select department from window, click OK, then click the Accept button on the top of the screen. Click the Master tab, to go back to the employee listing.

Q: Cannot void my payroll check.

A: If the payroll batch is displayed in red, the check has not been printed. The check must be printed out before you can void the check.

Q: My employee is not showing in the payroll batch.

A: Make sure the employee has a withholding record setup in the Employee Withholding file. If new employee, make the Start Date the same as hire date. Setup employee record in the Employee Payroll Specifics file, double click on red X to activate codes, make the Start Date the same as hire date. Assign employee a department.

Q: The system will not allow me to update Employee Withholding record, get message "Some of the items are not setup completely: empty allowances found."

A: Any Allowance or Other Allowance column that does not have a "-" in the box, requires an answer, if the answer if 0.

Q: I have employees on different pay cycles/frequency, how do I run payroll.

A: You will need to run separate payroll batches. Setup payroll batch in PR Explorer, change the "Pay Period" to the pay cycle/frequency you want to run the payroll for. I.e. Weekly, Bi-Weekly, Semi-Monthly, Monthly. Only the employees with the selected Pay Period frequency will pull into Payroll batch. Employee pay period is setup in Employee Withholding record.

Q: How do I enter in my YTD balances?

A: You will go into the system like you are creating a payroll batch and enter in the historical pay dates.
If you have QTD figures you can enter one payroll batch in for the first quarter ex: FROM DATE 01/01/2017 - TO DATE (whatever the date is for the last check in the 1st quarter) CHECK DATE - the date of the last check paid in the 1st quarter. Everything in P4F goes off Check date. It will be the last payroll in March with a March check date. You may have paid March period in April, but by using an April check date, those earnings are considered 2nd quarter earnings, due to the April check date. Go into PR Explorer, click New, over-type the default dates in the FROM DATE, TO DATE AND CHECK DATE to coincide with your prior payroll dates. Click ACCEPT BATCH. Enter the hours and/or dollar amounts into the system for each employee. The system allows the user to over-type any of the default amounts, just type in the required amount in the AMOUNT column, press the TAB key on your keypad. The over-typed figures will be displayed in Red, indicating the user over-rode the system calculated amounts. You can over-ride figures on ALL screens. Click the Accept and go to next Employee button to proceed to next employee. Once all employee information has been entered, click the Accept and Exit button. OR you can enter in check pay cycle one at a time, check enter in correct FROM/TO and Check Date.

Q: I am a Payroll Tax Service client and I'm trying to post a payroll for a check date in the prior month but I'm getting an error.

A: As a Payroll Tax Service (PTS) client **all payrolls must be posted by the last day of the month the check date reflects** in order to be included in the tax payment files.