

Annual CD dispatch and the Importance of Backups

In This Issue

[Latest Update](#)[Tales from the trenches...](#)

Quick Links

[Holidays & Leave](#)[KiwiSaver](#)[irFiling](#)[Online Help](#)[SmoothPay Update](#)
Current ver: 9.0.512
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Greetings!

As mentioned in our January newsletter, the Annual CD's are now in production and will be dispatched over the next few days, along with our annual newsletter.

The CD contains training tutorials (screen videos) that cover most aspects of using SmoothPay effectively, so if you're hiring new payroll staff or think you could do with a payroll training course - use the CD.

There's also plenty of documentation (over 50 guides and manuals), as well as the latest update, and a full installer if you need to move to a new computer.

We expect to have all CDs in the post by next Tuesday 18 March. If you haven't received yours by the end of next week, please let us know.

SmoothPay is also proud to welcome our first "real" Australian and Papua New Guinea users. Full support for both countries is provided in SmoothPay and our "official" release of SmoothPay Gold will be held in Melbourne in June.

Please note that we're also part way through moving to new offices and this will hopefully be completed over the next four weeks. We look forward to better telecommunications facilities, access to couriers, airports etc as we enter a new growth phase. Exciting times ahead!

Cheers, *Matt & the SmoothPay support team.*

KiwiSaver (again)

The latest SmoothPay newsletter and CD, containing ALL the required KiwiSaver, IR345 employer tax credits, PAYE, child support and latest changes, will be dispatched over the next 7 days (we estimate completion of this task by Tuesday 18th March).

You do NOT need to manually add 1% for the compulsory employer contribution *for current KiwiSaver employees* - it happens automatically, as does the Employer Tax Credit calculation on the new IR345 form (starts in April).

If you'd like your update earlier than that, then it's available (as always) direct from our website or via the Planet icon in the SmoothPay toolbar.

[More about KiwiSaver...](#)

TALES FROM THE TRENCHES

Now, as horror stories go, losing a computer due to theft, fire, flood or hard drive crash might give you the willies, but you've got backups right?!

A tale of two backups

Every week we receive several calls from clients who for various reasons need to reinstall SmoothPay onto another computer.

The process is always the same, install a fresh updated copy of SmoothPay onto the new computer, Restore your data from a backup into the new program and then enter your Activation Code.

Sounds simple, it is, but if you don't have a viable copy of your data you can become unstuck very quickly.

The following two cases both happened within the same week:

Case 1: Client Z had her computer attacked by a virus and had sent it away to her nearest computer shop to be cleaned up. The technician reformatted the drive without retaining any existing data. On receiving her PC back from the computer shop, Z installed a fresh copy of SmoothPay and tried to Restore her data from a diskette. Unfortunately, the diskette was corrupted and the data was unable to be restored completely. The offending diskette was then posted to the HelpDesk and Matt spent several hours with different diskette drives trying to retrieve her data, and eventually had to write a program to repair the corrupted data. Because of the delay in getting her computer repaired, finding she couldn't restore her data, posting her backup diskette to the helpdesk and the time spent trying to repair the corrupted data she had to manually calculate the payroll for two weeks. These then had to be entered into SmoothPay before processing the next pay.

Case 2: Client X had no external backup facility so she backed up her data weekly via FTP to our secure offsite storage for safekeeping. When she had a complete hardware failure of her PC she was able to call the HelpDesk to ask for a copy of her data to be emailed to her. Once she had a replacement PC she installed a new copy of SmoothPay and restored her data from the copy we had stored for her. She then had a fully functioning payroll on her new PC ready for processing the next weekly pay.

And the moral of the story is, never, ever trust diskettes to be your sole backup media. They are notoriously unreliable, easily damaged and it is all too simple to accidentally overwrite the data. The difference in the integrity of your backup data can mean either minutes or weeks to be up and running again!

[Backup to USB key...](#)

[Moving to a new computer...](#)

Contact us if you have any questions or suggestions, and we'll do whatever we can to assist.

Regards,

Matthew Gardner
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Email Marketing by

