SmoothPay

Holiday Pay...done

We would like to wish everyone a very Merry Christmas and an even better summer festive break.

Payroll gone Novo?

The recent Education payroll debacle shows just how difficult it is to bring a new project online and have it working - and whilst no change is ever going to be trouble-free, and we feel for the development team, the incident has brought payroll and software development into disrepute.

Grand schemes and huge costs seem to be the norm for budget-minded Government departments, and we're at a loss as to why an existing New Zealand product wasn't selected.

What waste! We wonder what's next?

Wow! Another fantastic year is done and dusted.

Thanks to our very loyal customers and welcome to all our new ones. We look forward to working with you all in 2013.

This newsletter re-iterates the importance of processing your annual leave and public holidays correctly - and we've loads of handy guides for all types of leave on our website too - just click Help..Documentation.

Remember, if you're stuck, just call the HelpDesk and we'll be pleased to assist.

Online or Desktop?

Payroll and accounting online, accessible from anywhere, anytime - sounds great doesn't it?

BUT (my English teacher would have a fit - who starts sentences with "but"?), there are a few things to consider that really take the shine off "going online":
- What happens when the internet isn't available (we're currently working around three days of XTRA outages...)
- Can you move your online data to a desktop application and continue processing?
- What if you no longer require the service, but need to retain your records for the following (mandatory) 7 years?
- Can you "off-load" the data from the online provider to re-use as you wish?
- Are the online systems compliant with the Holidays Act?

Unfortunately, the answer to most of these questions is No.

However, the norm for the software industry is to follow trends (regardless of how sensible they might be...Twitter and Facebook with your payroll anyone?), so we are also in the midst of preparing our online payroll portal - except we've given a great deal of thought to the questions we've posed above, and we have solutions.

The big-boys of the industry really don't have all this sewn up, nor even have your best interests or data security at heart.

Our new payroll editions, as well as being native, multi-platform desktop applications (both Mac and PC) also permit use of a cloud-based database (we think one proven step at a time is best) and our online edition is shaping up to provide the best of all worlds - stay tuned!

SmoothPay HelpDesk will be closing on 21 December, re-opening 7 January.

If you need us urgently, please call and leave a message - we'll return your call as soon as we can.

Our website is chock-full of documentation covering leave processing, and everything from ANZ to Xero - just click the Help icon in SmoothPay's toolbar.

In this issue:

Christmas and New Year 2012/13

Employees are entitled to up to four public holidays over the festive season, depending on their work or shift pattern.

Monday to Friday workers

Christmas Day and New Year's Day will be observed on the days they fall (Tuesday 25th Dec and Tuesday 1st Jan). Boxing Day and the day after New Year's Day will be observed on the days they fall (Wednesday 26th Dec and Wednesday 2nd Jan).

Transferring public holidays

Following the Holidays Amendment Act 2010 an employer and employee can now agree to transfer a public holiday from the day listed in the Holidays Act 2003 to another day. This must be with the agreement of both the employee and the employer and must be made in writing.

For more information on transferring public holidays, or on employee entitlements during Christmas and New Year please contact the Ministry of Business, Innovation & Employment..(aka Dept of Labour) on 0800 20 90 20.

Here is a handy chart you can use to check an employee's Public Holiday entitlement
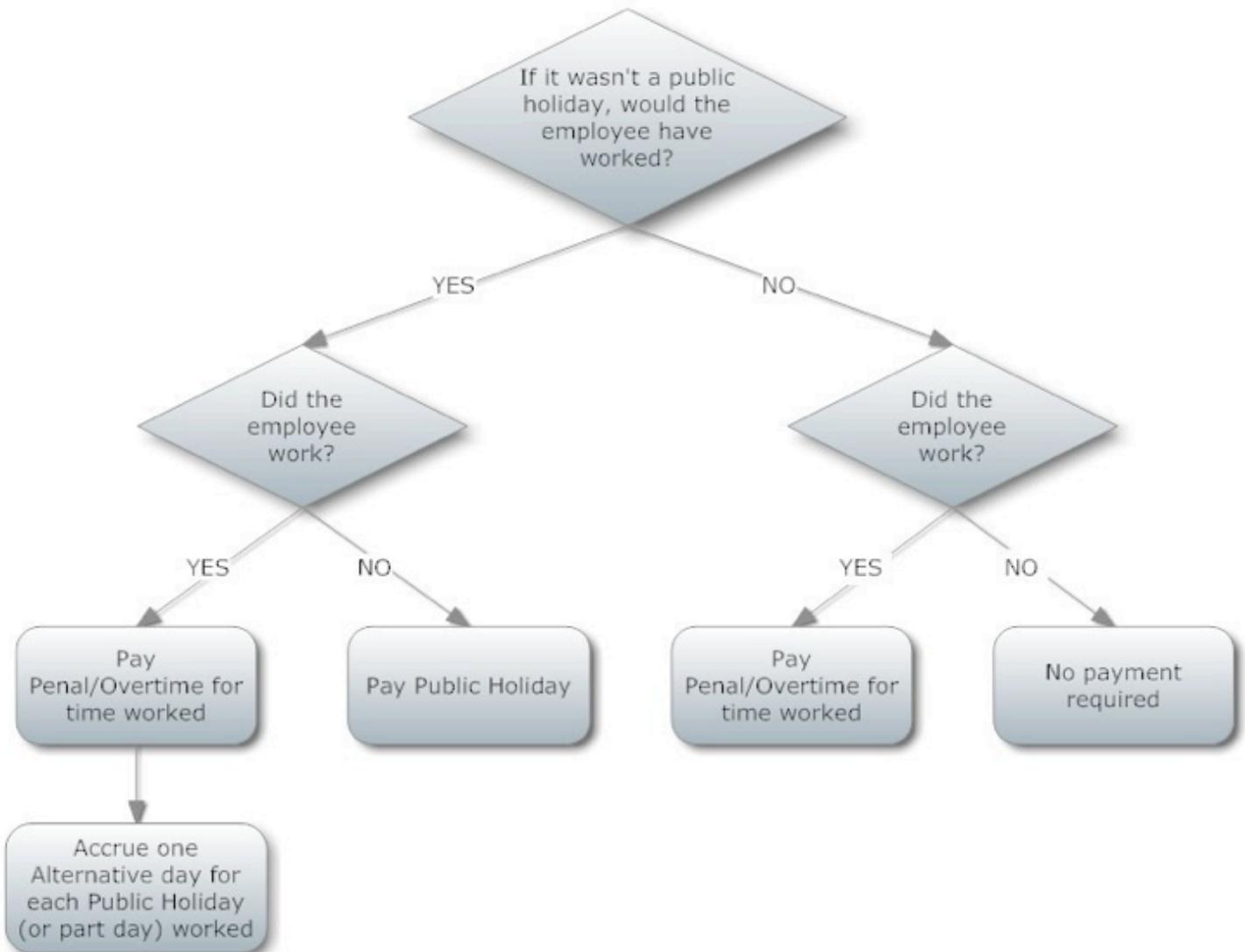
This Factsheet outlines the procedure required to move SmoothPay to a *new computer*. If you are not sure of any aspect of the process then please call the HelpDesk for advice and assistance.

> **NOTE!** If your old computer only had the free *SmoothPay Multi-User Network Client* installed or SmoothPay is located on a shared resource and you access SmoothPay data stored on a Network Drive (like a Server) then you need only <u>install the free Network Client software</u> on the new computer.
>
> Refer to the *Multi-User Network Client* Factsheet on the website for more information about this option.

The EASY way...

- The SmoothPay helpdesk can assist with this – it takes about 10 minutes and it'll all work properly, or

- If you're just installing a new network-connected workstation, and SmoothPay is located on a server, then you only need to install the multi-user network client – DO NOT INSTALL SMOOTHPAY on network worstations!

- If your site uses Citrix or Terminal Services then you don't need to install anything – your desktop should have all your applications already there and ready to use.

- Otherwise, MOVE the entire SmoothPay folder from the old computer to the new computer and create a new desktop shortcut to the SmoothPay program (Winpay.exe) – simply use a USB stick to effect the copy process.

   That's it! All done!

> However...for those who prefer to do it the old-fashioned way...

On the OLD COMPUTER...

- **PERFORM A FRESH BACKUP** to a USB data stick (or a shared network folder) from SmoothPay *Control Centre*.

- If the **old computer is lost/stolen/unusable**, obtain the most recent backup media used by SmoothPay – this *Backup* will be used to *Restore* your payroll data on to the new computer, or

- If your *Backup* media is lost (*or you don't know where it is...you really, really should know*) then contact the HelpDesk – if you have been using SmoothPay's *free internet backup* service successfully, then your data can be transferred back to you, or we may be able to help you locate it.

Moving to a new STAND-ALONE computer...

- **Install SmoothPay** from our website. **DO NOT USE OLD CD INSTALL MEDIA!**

> **Warning!** SmoothPay undergoes constant revision (up to 50 editions per year) and attempting to restore <u>current</u> data into an <u>older version</u> will most likely corrupt or destroy valuable data.

- **Start SmoothPay** on the new computer - ensure you choose the "*Reinstallation*" option.

- Navigate past the Welcome dialogs, then **choose *Your Company*** from the *Company Selection* field. The Usage Agreement will be displayed, which must be *accepted* in order to continue.

- **Choose *Restore*** from the *Control Centre* menu (*Your Company* must be selected), then *Restore* from the

Moving to a New Computer

Backup (USB data stick) taken from the old computer. If you have additional company archives to restore then repeat for each additional company (e.g. archive.001\data.zip should be restored to the first company slot, archive.002\data.zip should be restored to the second company slot and so on...)

> **Typically you will use the "*Restore from external media*" option, then *Run*, then navigate to the *Backup* file created by the old computer. The file will be tested for integrity, and if successful you will then be asked if you wish to perform a *Live Restore*. Respond *Yes*.**

- Once your data has been successfully Restored, you will see your Employees displayed in the Employee list, and the *Pay Day* and *Period Ending* will be set to whatever was set at the time the *Backup* was made on the old computer

> **NOTE: you may need to complete "Finish This Pay" if you Restored from an earlier *Backup***

Moving to a new shared server...

- Simply **MOVE** (not copy) the entire SmoothPay Program Folder to a Shared location on the new Server
- Install the free SmoothPay *Multi-User Network Client* on each Workstation that requires access (*refer to the Multi-User Network Client Factsheet*)
- When you start the SmoothPay *Multi-User Network Client*, it'll ask where SmoothPay is – just point to **WINPAY.EXE** in the new Server location and you're ready to go.
- **PLEASE MAKE SURE** that full access permissions are set on the shared SmoothPay Folder – this is required.

> **Administrators should never run SmoothPay on either the Server or any workstation – permissions will change to those of the Administrator and you'll get all kinds of permissions issues – *you have been warned.***

Moving to Citrix or Terminal Services server...

- Install **SmoothPay** from our website. This **MUST** be done using the *Administration Add/Remove Programs* facilities provided on your Server.
- Other than that, follow the instructions for "*Moving to a New Stand-Alone*" computer. Your terminal services clients will require the new application to be made available to their terminal desktop.
- It is not necessary to install the **SmoothPay** *Multi-User/Network Client* on Citrix or Terminal Services systems.

> **NOTE: Internet connected computers using recent versions of SmoothPay will self-register after your data has been Restored if your installation doesn't self-register then you need to locate or request your Activation information from the helpdesk.**

As always, if you need any assistance at all, please call the **HelpDesk**.

> **HOT TIP**! Move most or all of your programs, email, data, photos, music and documents in an hour or so!
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> Moving to a new computer is a fact of life - the average PC has a life-span of about 4 years, and most people dread the prospect (and we get to hear about it all the time...)
>
> If you've suffered the trials and expense of moving everything from an old computer, usually with help and advice from friends, family and "IT experts" (most fall fairly well short of expertise), then a solution that we use ourselves might save you a lot of the hassle.
>
> Check out PCMover (visit www.laplink.com) - we think it's a tip worth sharing.