

BRETT BURGESS & ELIZABETH HUDSPETH

Think Like Payroll Support





Elizabeth Hudspeth
Implementation Specialist



Brett Burgess
Support Team Specialist

Payroll Puzzler

Can you find all the errors?

There are 9 things in this picture that are just not right.
Can you find them all in 30 seconds?



1

Gather the Facts

2

Verify the Setup

3

Follow the Calculation

4

Use the Right Tools

5

Solve Real Problems

1

Gather the Facts



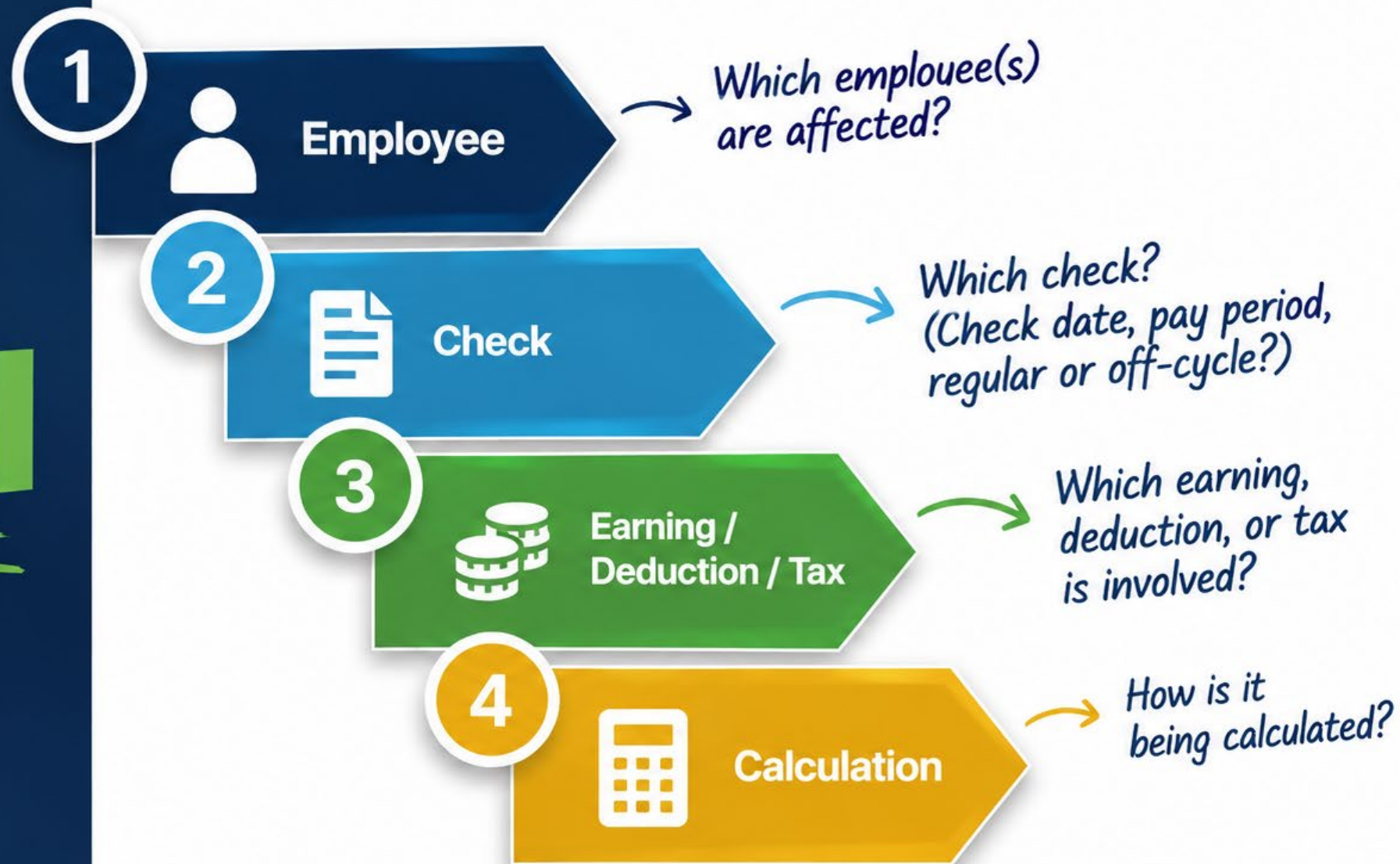


Support Call

“My Payroll is WRONG”

Start Small

Narrow the focus to find the answer.



2 Verify the Setup





EMPLOYEE SETUP



- Attributes
 - Type
 - Department
 - FLSA Status
 - Union
- Positions
 - Payrate
- Automatics
 - Salary
 - Benefits
 - Taxes



PAY RULE SETUP



- Overtime rules
 - 1.5 or 2.0
 - Holiday rules
- Deduction setup
 - Parameters
- Union setup
- Meal penalties/Waivers



CALENDAR & SCHEDULE



- Run Types & Rules
 - Standard
 - Extra
 - Bonus
- Payroll Runs
 - Pay schedule
 - Deduction Calculation

Employee Setup issues = Paycheck issues

- Null Net pay
 - Missing parameters
 - Effective Date



Activity System (CustAct2)

Administration

Authorized Users

Change Logs

Security

Reports

Setup

Companies

Payroll Demo

Administration

General Ledger

Bank Reconciliation

Accounts Payable

Accounts Receivable

Customers

Notes

Invoices

Receipts

Deposits

Statements

Reports

Setup

Fixed Assets

Payroll / Human Resources

Employees

Statuses

Attributes

Automatics

Parameters

Parameter Values

Disbursement Accounts

Disbursement Rules

Position Pay Rates

Leave Plans

Records

1095-Cs

ACA

Garnishments

W-2s

W-4s

State W-4s

I-9s

Insurance Coverage

Contacts

Locations

Notes

Time Sheets

Payroll Runs

Accounts Receivable for Payroll Demo

Customers

Notes

Invoices

Receipts

Deposits

Statements

Reports

Setup

Check - "test - 66" for Payroll Demo - ACW - Elizabeth Hudspeth

New Read Save Report Previous Next Merge Print Deposit Void

Check for Payroll Demo

Batch: test Employee: Demi Moore Check Date: 9/14/2026 Separation
Entry #: 66 Description: Net Pay: Correction

Type: All

Line	Work Date	PRCode	Description	Source	Rate	Result	Memo	Record	AP Control
1	9/13/2026	Pay.Salary	Salary Pay	2,037.45	394.7500	1,642.70			
2	5/25/2026	Pay.Hol	Holiday Pay	8.00	25.4681	203.74			
3	5/27/2026	Pay.Vac	Vacation		4681	191.01			
4	9/13/2026	Ded.403bPct	403b Percent						403b
5	5/31/2026	Tax.MedEE	Medicare EE		4500	29.54			941
6	5/31/2026	Tax.MedER	Medicare ER		4500	29.54			941
7	5/31/2026	Tax.SocSecEE	Social Security		2000	126.32			941
8	5/31/2026	Tax.SocSecER	Social Security		2000	126.32			941
9	5/31/2026	Tax.USA	USA W/H						941
10	5/31/2026	Tax.USAx	USA Extra W/H			0.00			941

Distributions Method:

Line	GL Date	Account	Description	DeptAttr	Event	Source	Result	Debit Journal D
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Check Payroll Run Lines Disbursement Notes AP Invoices Attachments Change Logs Other

Edit

Employee Setup issues = Paycheck issues

- Null Net pay
 - Missing parameters
 - Effective Date
- Invalid Accounts
 - Attributes are wrong or missing
 - Effective Dates

Employee for Payroll Demo

Code: DemiM **Full Name:** Demi Moore **SSN:**
Goes By: Demi **Pronouns:** ▼

Demographics

Birth Date: 7/7/1981

Gender: ▼

Marital Status: ▼

W-2 Settings

☐ Retirement Plan

☐ Statutory Employee

☐ Third Party Sick Pay

Phone Numbers

Work:

Mobile:

Home:

Fax:

Other:

HR Classifications

Ethnic Origin: ▼

Job Category: ▼

Locations

Primary: ▼

Disbursement: ▼

Government: ▼

Email

Work: dadams@testcompany.com

Home:

Distrib: ▼

Statuses

◀ ▶ ⏪ ⏩ + - ✓

Date	Status	Memo
9/13/2026	Hired	

Attributes

◀ ▶ ⏪ ⏩ + - ✓

Date	DeptAttr	Description	Memo
▶	▼	◀	

Employee Setup issues = Paycheck issues

- Null Net pay
 - Missing parameters
 - Effective Date
- Invalid Accounts
 - Attributes are wrong or missing
 - Effective Dates
- Paycheck doesn't have PRCodes
 - Automatics missing
 - Effective Dates

Attributes for Payroll Demo

Filters: Lookup: ☐ Include Obsolete

☐ Name
 ☐ Description
 ☐ Active
 ☐ Type
 ☐ Usage

DeptAttr

EmpType

Event

FA Location

Schedule

Supervisor

Check - "test - 66" for Payroll Demo - ACW - Elizabeth Hudspeth

Check for Payroll Demo

Batch: test Employee: DemiM Demi Moore Check Date: 9/14/2026 ☐ Separation
 Entry #: 66 Description: Net Pay: 1,727.93 ☐ Correction

Type: All

Line	Work Date	PRCode	Description	Source	Rate	Result	Memo	Record	AP Control
1	9/13/2026	Pay.Salary	Salary Pay		94.7500	1,642.70			
2	5/25/2026	Pay.Hol	Holiday Pa		25.4681	203.74			
3	5/27/2026	Pay.Vac	Vacation		25.4681	191.01			
4	5/31/2026	Tax.MedEE	Medicare B		1.4500	29.54			941
5	5/31/2026	Tax.MedER	Medicare B		1.4500	29.54			941
6	5/31/2026	Tax.SocSecEE	Social Sec		6.2000	126.32			941
7	5/31/2026	Tax.SocSecER	Social Sec		6.2000	126.32			941
8	5/31/2026	Tax.USA	USA W/H			153.66			941
9	5/31/2026	Tax.USAx	USA Extr			0.00			941

Distributions Method:

Line	GL Date	Account	Description	DeptAttr	Event	Source	Result	Debit Journal D

Employee Setup issues = Paycheck issues

- Null Net pay
 - Missing parameters
 - Effective Date
- Invalid Accounts
 - Attributes are wrong or missing
 - Effective Dates
- Paycheck doesn't have PRCodes
 - Automatics missing
 - Effective Dates
- Incorrect Payrates
 - Effective Date
 - Primary Positions

Attributes for Payroll Demo

Filters: Lookup: ☐ Include Obsolete

☐ Name
 ☐ Description
 ☐ Active
 ☐ Type
 ☐ Usage

DeptAttr
 EmpType
 Event
 FA Location
 Schedule
 Supervisor

Check - "test - 66" for Payroll Demo - ACW - Elizabeth Hudspeth

Check for Payroll Demo

Batch: test Employee: DemiM Demi Moore Check Date: 9/14/2026 ☐ Separation
 Entry #: 66 Description: Net Pay: 1,674.14 ☐ Correction

Type: All

Line	Work Date	PRCode	Description	Source	Rate	Result	Memo	Record	AP Control
1	9/13/2026	Pay.Salary	Salary Pay	2,037.45	0.0000	2,037.45			
2	9/13/2026	Ded.403bPct			3.0000	61.12			403b
3	5/31/2026	Tax.MedEE			1.4500	29.54			941
4	5/31/2026	Tax.MedER			1.4500	29.54			941
5	5/31/2026	Tax.SocSecEE			6.2000	126.32			941
6	5/31/2026	Tax.SocSecER			6.2000	126.32			941
7	5/31/2026	Tax.USA				146.33			941
8	5/31/2026	Tax.USAx				0.00			941

Distributions Method:

Line	GL Date	Account	Description	DeptAttr	Event	Source	Result	Debit Journal

Check Payroll Run Lines Disbursement Notes AP Invoices Attachments Change Logs Other
 Edit



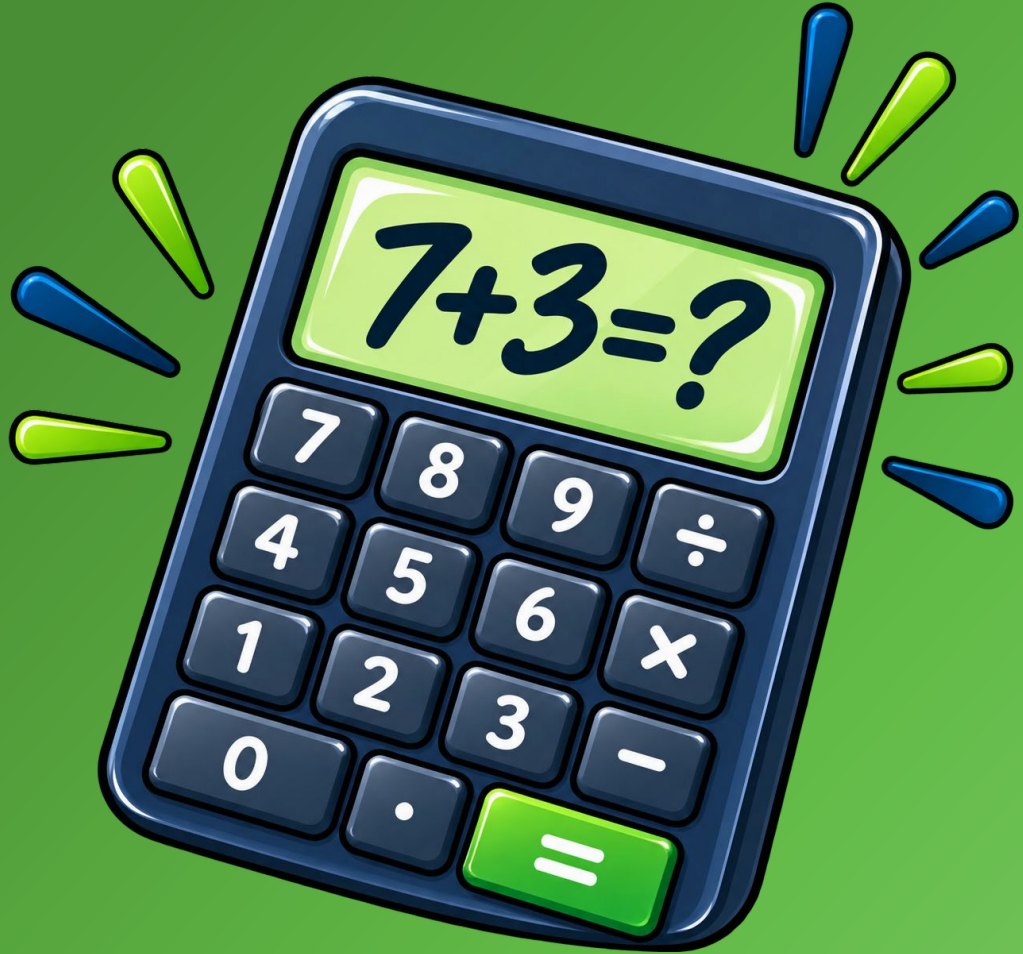
KEY TAKEAWAY

If the employee setup is wrong, the calculation will be wrong every time — fix the setup, not just the paycheck.

3

Follow the Calculation





A calculation expression describes how to calculate an amount on a payroll check.

- Source expression
- Rate expression
- Result expression

Don't be afraid to ask for help!

Follow the Calculation

Activity System (CustAct2)

- Administration
 - Authorized Users
 - Change Logs
 - Security
 - Reports
 - Setup
- Companies
- Payroll Demo
 - Administration
 - General Ledger
 - Chart of Accounts
 - Journal Entries
 - Financial Designs
 - Financial Views
 - Reports
 - Setup
 - Account Indexes
 - Account Rules
 - Attributes
 - FA Locations
 - EmpTypes
 - DeptAttr
 - Supervisors
 - Schedules
 - Events
 - Calendars
 - Rollups
 - Segments
 - Units
 - Unit Conversion Tables
 - Bank Reconciliation
 - Accounts Payable
 - Accounts Receivable
 - Customers
 - Notes
 - Invoices
 - Receipts
 - Deposits
 - Statements
 - Reports
 - Setup
- Fixed Assets
- Payroll / Human Resources
 - Employees
 - Statuses
 - Attributes
 - Automatics

Attributes for Payroll Demo

Filters: Lookup: ☐ Include Obsolete

Name Description Active Type Usage

DeptAttr
EmpType
Event
FA Location
Schedule
Supervisor

Check - "test - 66" for Payroll Demo - ACW - Elizabeth Hudspeth

Batch: test Employee: DemiM Demi Moore Check Date: 9/14/2026 ☐ Separation
Entry #: 66 Description: Net Pay: 2,510.23 ☐ Correction

Type: All

Line	Work Date	PRCode	Description	Source	Rate	Result	Memo	Record	AP Control
1	9/13/2026	Pay.Salary	Salary Pay	3,150.00	630.0000	2,520.00			
2	9/13/2026	Pay.Vac	Vacation	12.00	39.3750	472.50			
3	9/13/2026	Pay.Sick	Sick	4.00	39.3750	157.50			
4	9/13/2026	Ded.403bPct	403b Perce		3.0000	94.50			403b
5	5/31/2026	Tax.MedEE	Medicare EE		1.4500	45.68			941
6	5/31/2026	Tax.MedER	Medicare ER		1.4500	45.68			941
7	5/31/2026	Tax.SocSecEE	Social Secur		6.2000	195.30			941
8	5/31/2026	Tax.SocSecER	Social Secur		6.2000	195.30			941
9	5/31/2026	Tax.USA	USA W/H			304.29			941
10	5/31/2026	Tax.USAx	USA Extra V			0.00			941

Distributions Method: By Source

Check Payroll Run Lines Disbursement Notes AP Invoices Attachments Change Logs Other

Edit

KEY TAKEAWAY

When the numbers don't make sense, follow the math.

Source → Rate → Result

4

Use the Right Tools

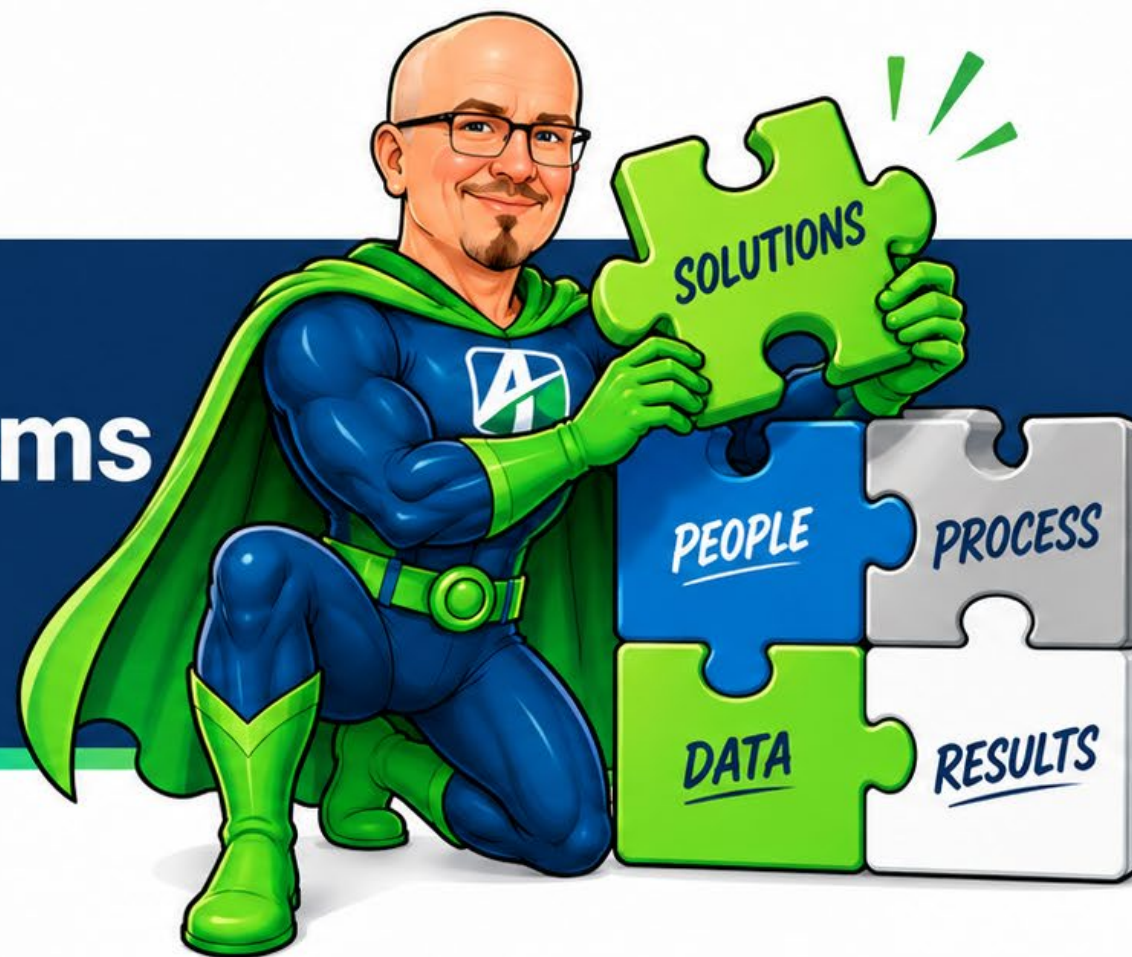


- Bots
 - New/Rehire Workbooks
 - Time Import Bots
 - Employee Sync Bots
- Reports
 - Proof Checks Report
 - Payroll Run Comparison Report
 - Verify Taxable Wages Filter
 - Run Qtrly before 941's
- Payroll Dashboard
 - Create customizable workflow
 - Helps identify issues DURING payroll processing



5

Solve Real Problems



Q: Why can't I merge my payroll journal entry?

A:

 Proof for Merge Journal Entries for American Office Products - Brett Burgess

Steps

Proof Entries



Progress: Valid for Merge 0 of 1 Journal Entries

Status: Process Complete

Report

Item	Message
PR - 145	Error: GL Entry Line 1 - Payroll distribution account not valid (Merge #: 262 Line: 1/1 PRCODE: Pay.Reg.01 Account: 5210-0-0-??-000000-A)
	Error: GL Entry Line 1 - Payroll distribution account not valid (Merge #: 263 Line: 1/1 PRCODE: Pay.Reg.01 Account: 5210-0-0-??-000000-A)

Checks for American Office Products

Options:  

Filters:  

Lookup:

Batch - #	Employee	Employee Name	▼ Chec...	Attachments	Void	Voided By	Merged	Modified	Attachment
 513584 - 28	1202	Jones, Steve	1/31/2026				3/26/2026	9/11/2026	
 513584 - 29	1202	Jones, Steve	1/31/2026				3/26/2026	9/14/2026	

Check for American Office Products

Batch - #: 513584 - 28 Employee: 1202 ▶ Steve Jones

Check Date: 1/31/2026 ¹²

☐ Separation

Merge #: 262

Description:

Net Pay: 1,011.06

☐ Correction

Type: All

	Line	Work Date	PRCode	Description	Source	Rate	Result	Memo	Record
▶	1	1/31/2026	Pay.Reg.01	Regular, Local	150.00	8.0000	1,500.00		
	2	1/31/2026	Ded.403bPctTest	403bPct	1,500.00	15.0000	50.00		
	3	1/31/2026	Ded.403bPctCU	403bPctCU	1,500.00	15.0000	175.00		
	4	1/31/2026	Tax.USA	USA W/H	1,450.00		149.19		
	5	1/31/2026	Tax.SocSecEE	Social Security	1,500.00	6.2000	93.00		
	6	1/31/2026	Tax.SocSecER	Social Security	1,500.00	6.2000	93.00		
	7	1/31/2026	Tax.MedEE	Medicare EE	1,500.00	1.4500	21.75		
	8	1/31/2026	Tax.MedER	Medicare ER	1,500.00	1.4500	21.75		

Distributions Method: By Source

	Line	GL Date	Account	Description	Employment Code	Project	QBT_Group
▶	1	5/2/2025	5210-0-0-??-000000-A ▶				

Check for American Office Products

Batch - #: 513584 - 28 Employee: 1202 ▶ Steve Jones

Check Date: 1/31/2026

Merge #: 262

Description:

Net Pay: 1,011.06

Type: All

Line	Work Date	PRCode	Description	Source
I 1	1/31/2026	Pay.Reg.01	Regular, Local	150.00
2	1/31/2026	Ded.403bPctTest	403bPct	1,500.00
3	1/31/2026	Ded.403bPctCU	403bPctCU	1,500.00
4	1/31/2026	Tax.USA	USA W/H	1,450.00
5	1/31/2026	Tax.SocSecEE	Social Security	1,500.00
6	1/31/2026	Tax.SocSecER	Social Security	1,500.00
7	1/31/2026	Tax.MedEE	Medicare EE	1,500.00
8	1/31/2026	Tax.MedER	Medicare ER	1,500.00

Account Expand

Account: 5210-0-0-??-000000-A

Setup: 5210-?-?-??-000000-A

Alias:

Description:

Distributions Method: By Source

Line	GL Date	Account	Description
I 1	5/2/2025	5210-0-0-??-000000-A	

Main: 5210 Salaries Expense

Dept: Corporate Office

Company: 0 Company 0

Dept: ??

Segment Item for American Office Products

Segment: Pay ▶ Pay Segment (built-in)

Item Code: Reg **Description:** Regular

Short Description: Regular

Run Types: ▶

Groups: 403bCalc, Compensation, DispPay, FollowPay, Hourly, RegAll ▶

Employee/Employer: ▼

Tax Entity: USA.TX ▶ Texas

Check Stub Item: Reg ▶ Regular pay

Follows Pay Group: ▶

Debit Account (Accrual): 5210-?-?-??-000000-A ▶

Employee for American Office Products

Code: 1202 **Full Name:** Steve Jones **SSN:**
Goes By: **Pronouns:**

Demographics

Birth Date: 1/1/1967

Gender:

Marital Status:

W-2 Settings

☐ Retirement Plan

☐ Statutory Employee

☐ Third Party Sick Pay

Phone Numbers

Work:

Mobile:

Home:

Fax:

Other:

HR Classifications

Ethnic Origin:

Job Category:

Locations

Primary: Home

Disbursement: Home

Government: Home

Steve Jones
, aadad

Email

Work:

Home:

Distrib:

Statuses

⏪ ⏩ + - ✓

Date	Status	Memo
8/13/2009	Part Time	

Attributes

MilitaryStatus
PRDept
Project
OPT

⏪ ⏩ + - ✓

Date	PRDept

Check for American Office Products

Batch - #: 513584 - 28

Employee: 1202

Steve Jones

Check Date: 1/31/2026



Merge #: 262

Description:

Net Pay:

1,011.06

Type: All



	Line	Work Date	PRCode	Description	Source	Rate	Result	Memo
I	1	1/31/2026	Pay.Reg.01	Regular, Local	150.00	8.0000	1,500.00	
	2	1/31/2026	Ded.403bPctTest	403bPct	1,500.00	15.0000	50.00	
	3	1/31/2026	Ded.403bPctCU	403bPctCU	1,500.00	15.0000	175.00	
	4	1/31/2026	Tax.USA	USA W/H	1,450.00		149.19	
	5	1/31/2026	Tax.SocSecEE	Social Security	1,500.00	6.2000	93.00	
	6	1/31/2026	Tax.SocSecER	Social Security	1,500.00	6.2000	93.00	
	7	1/31/2026	Tax.MedEE	Medicare EE	1,500.00	1.4500	21.75	
	8	1/31/2026	Tax.MedER	Medicare ER	1,500.00	1.4500	21.75	

Distributions Method: Manual



	Line	GL Date	Account	Description	Employment Code	Project
	1	5/2/2025	5210-0-0-11-000000-A	Salaries Expense, Corp, Maintena		

 Proof for Merge Journal Entries for American Office Products - Brett Burgess

Steps

Proof Entries



Progress: Valid for Merge 0 of 1 Journal Entries

Status: Process Complete

Report

Item	Message
PR - 147	Error: GL Entry Line 2 - Payroll disbursement not printed, deposited, or marked with a reference (Merge #: 262)

Check for American Office Products

Batch - #: 513584 - 28

Employee: 1202

Steve Jones

Check Date: 1/31/2026

☐ Separation

Merge #: 262

Description:

Net Pay: 1,011.06

☐ Correction

Disbursements: << < > >> + - ✓

Line	Void?	Method	Reference	Amount	Direct Deposit Account	Nickname	Type	Date	Source	GL B
1	Void	Printed Check	47	1,011.06				1/31/2026	Net Pay	1001
2		Reversal	47	1,011.06-				9/17/2026	Net Pay	1001
3		Printed Check		1,011.06				9/17/2026	Net Pay	1001

Q: Why am I getting a garnishment error when I'm processing my timesheets?

A:

 Proof for Merge Checks for Gold Country Fair - Avasha Khapre

Steps

Proof Checks



Progress: Valid for Merge 0 of 1 Checks
Status: Process Complete

Report

Item	Message
S 09/04/2026 - 3	Error: A Result amount is required on Check line #6: PRCode - Ded.G.CACS1

Process Time Sheets for Del Norte - Avasha Khapre

Steps

- Specify Options
- Create Checks
- View Checks

Progress: Processed 1 of 2 Time Sheets
Status: Process Complete

Item	Message
S - 2026-07-31 ...	Error evaluating Ded.G.CACS2 Result: Divide by zero error. Error evaluating Ded.G.CACS2 Source: Error evaluating Ded.G.CACS2 Result: Divide by zero error.

Q: Employee lost their paycheck. How do I reissue a lost or stale dated check?

A:

Check for American Office Products

Batch - #: 513584 - 28

Employee: 1202

Steve Jones

Check Date: 1/31/2026

☐ Separation

Merge #: 262

Description:

Net Pay: 1,011.06

☐ Correction

Disbursements: |< < > >| + - ✓

Line	Void?	Method	Reference	Amount	Direct Deposit Account	Nickname	Type	Date	Source	GL B
▶ 1		Printed Check	47	1,011.06				1/31/2026	Net Pay	1001-

Check for American Office Products

Batch - #: 513584 - 28 Employee: 1202 ▶ Steve Jones

Check Date: 1/31/2026 

☐ Separation

Merge #: 262 

Description:

Net Pay: 1,011.06

☐ Correction

Disbursements:       

Line	Void?	Method	Reference	Amount	Direct Deposit Account	Nickname	Type	Date	Source	GL E
1	Void	Printed Check	47	1,011.06				1/31/2026	Net Pay	1001
2		Reversal	47	1,011.06-				9/17/2026	Net Pay	1001
★		Printed Check		1,011.06				9/17/2026	Net Pay ▼	1001

Checks for American Office Products

Options: 

Filters:  

Lookup:

Batch - #	Employee	Employee Name	Check Date	Attachments	Void	Voided By	Merged
 513584 - 28	1202	Jones, Steve	1/31/2026				3/26/2026

Q: An hourly employee's paycheck shows regular hours only — no overtime — despite 46 hours worked this week.

A: Review Exempt Status in WFH/TWP. This is scripted in your timekeeping system and imported directly from there.

Q:

I have an employee who used the Bereavement category in WorkforceHub but it's not importing into my timesheets?

A:



TRACK
1

NEXT SESSION:

AR: Features & Integrations

with Stefanie Rosales & Georgina Stroble

TRACK
2

NEXT SESSION:

AMA: Financial Designs

with Sarah Acosta

Thank You!

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