Hello,

UAN has discovered a very rare wage processing issue in the UAN payroll software. This memo covers four points: the Cause and Effects of the issue, How to Check whether or not you have encountered it, and the Next Steps to take if you have been affected. Even though we are certain that this will only occur in very rare instances we are urging you to complete the steps below. UAN Support will assist those impacted in correcting the affected records.

If you are an accounting-only user, please disregard this memo as you are not affected.
If you prefer not to read the details of the issue, skip to section **III – How to Check**.

I – Cause

This wage processing issue only affects particular payroll users who have posted a wage with employee withholdings set up to charge employer accounts in the following specific (*and very unusual*) manner in the **Employee Withholdings** maintenance area with:

A) **Fringe benefit credits** or B) **Employer share withholdings**:
   1) Charged to **multiple** appropriation account codes,
   2) Distributed using the **Percentage** account split method,
   3) With one or more of the accounts set to **0.000%**

Important: All of these criteria apply to *individual* withholdings charged on *individual* wages. The only users who would have encountered this rare issue are users who have *manually* added or edited an employee withholding (*in Payroll > Maintenance > Employees*) with a fringe benefit or employer share, then **1)** selected to charge the fringe benefit or employer share to multiple appropriation accounts, **2)** distributed the accounts using the Percentage split method, and **3)** set one or more of the accounts to 0.000%.

You would *not* have encountered the issue if you have never added or edited your employee withholdings in any 2013.x version of UAN, or if you have but did *not* set any fringe benefits or employer shares to the Percentage account split method with an account set to 0.000%.

While the particular withholding setup described above is unusual, it *is* valid and acceptable. The wage issue is *not* a result of the withholding setup itself, but rather of the payroll software incorrectly handling that setup while processing wages.

Please Note: You do *not* have to make any changes to your employee setup to correct the issue detailed in this memo. Simply follow the instructions in section III – How to Check. The issue will also be corrected in UAN Version 2013.4 (*tentatively scheduled for late October*).

II – Effects

Fortunately, all wage totals (gross and net) are being calculated correctly, and all of the withholding amounts are also being calculated and withheld correctly. In other words, the wages and withholding payments *are* being paid for the correct amounts.

However, fringe benefit credits or employer share withholdings may be incorrectly charged to the appropriation account(s) that are set to 0.000% (*which should not be charged at all*). As a result of that incorrect charge distribution, encumbrances and expenditures for the employer appropriation accounts on the affected withholdings may also be recorded incorrectly.

III – How to Check

It is very important to determine whether or not you have encountered this wage processing issue if there is *any* chance that you may have manually set up an employee withholding in the unusual manner described above (*using any 2013.x version of UAN*). However, it could require significant time and effort for you to *manually* check for the issue.

Therefore UAN has developed an *online-only* download that will quickly scan your data to check for the issue, and also modify your software to prevent the issue from happening in the future. This file is available on the UANLink website as described below. **It is *not* available on disc**.

This file may be loaded regardless of whether or not you have already installed the 2013 State Tax Table Update. The file may be loaded on the old UAN hardware, or on the new hardware after the hardware transfer is complete. If you use UAN on two or more networked computers, the file may be loaded on *any* of the computers using UAN.

If your UAN computer does not have internet access, follow the steps below using any computer with internet access, but in step **5** choose to [Save] the file to a flash drive or CD. Transfer the file to your UAN computer, open the file there, and resume from step **7**.

Instructions
1) Perform a UAN Backup in: General > Maintenance > Backups > UAN Backup. Label the disc and/or name the backup file: 'Before Employer Withholding Percentage Split Patch'. Note: In multi-user environments, only one computer must perform the UAN Backup.

2) Using **Internet Explorer**, click *Profile Login* on the top right of the UANLink website (http://uanlink.auditor.state.oh.us). Your username is your 4-digit **UAN Entity ID**, and your password is your 5-character Auditor of State invoice **customer number**.

3) Click *Software Patches.*

4) Click *Employer Withholding Percentage Split Patch.*

5) On the *File Download – Security Warning* window, click **[Run]**.

6) On the *Internet Explorer – Security Warning* window, click **[Run]**.

7) If you see a *Symantec* window, choose to **Allow** the file, then click **[OK]**.

8) *'Install the Employer Withholding Percentage Split Patch?'* will be displayed. Click **[Yes]**. The scanning process should take less than 1 minute.

9) If the scan **does not** detect any errors, you will receive a message stating, 'The Employer Withholding Percentage Split Patch has been completed successfully.' No further action is required.

<div align="center">-or-</div>

If the scan **does** detect errors, you will receive a message stating, 'The Employer Withholding Percent Split issue been detected. It is important that you contact the UAN Support Line 1-800-833-8261 immediately for assistance in resolving this matter.'

Important: Only wages created *after* loading the file will reflect the processing correction. If wages are already in batch (saved but not posted) during the scan, those wages will **not** be changed. Any existing batch wages should be deleted and then added again after the scan.

Please note: This scan does *not* change the UAN software version number. If you wish to double-check that the wage processing issue was corrected, view the Transaction Log Report in the software in General > Reports & Statements. This report is ordered from oldest transaction (*at the top*) to newest (*at the bottom*). You will find a transaction labeled either:

A) ***Software Update Complete*** –
　　　Name: Employer Withholding Percentage Split Patch – ***Data Validated***

<div align="center">-or-</div>

B) ***Software Update Complete*** –
　　　Name: Employer Withholding Percentage Split Patch – ***Errors Detected***

IV – Next Steps

If the scan does not detect any errors, no further action is required concerning this memo.

However, if the scan informs you that it *has* detected errors, contact UAN Support **by phone** as soon as possible at 1-800-833-8261. A support technician will retrieve your data and correct the appropriation records.

Respectfully,
UAN Support