

UAN Support

From: UAN_Support
Sent: Friday, January 06, 2012 3:03 PM
Subject: UAN User Notes for Accounting & Payroll Clients

Friday, January 6, 2012

The UAN Support Line would like to provide resolutions to our most frequently asked questions for Accounting & Payroll clients from the past week.

W-3 Form:

Employers are now required to indicate the 'Kind of Employer' on the W-3 form. According to representatives from our Local Government Services (LGS) and Legal divisions, local governments should select 'State/local non-501c' with the exception of association libraries. Association libraries and local governments who require additional guidance on this topic should contact the Internal Revenue Service or their local legal counsel.

2011 Year End Procedures:

There is a correction for page 47 of the 2011 Year End Procedures. Step 4 Print Annual Financial Reports: GASB Statements or Regulatory Reports should state that all clients must follow step 4. Previous version of the year end procedures incorrectly stated that all clients must follow step 3.

Version 16.0 Documentation:

If you did not print the 16.0 document during the software installation and will be printing the documentation from the My Documents\UAN Install Documentation\Version 16.0 folder, we recommend you should use the first 2011 Year End Procedures and first 2012 OPERS, OP&FPF, ODJFS and Medicare Rates documents listed in the folder. Draft copies of the documents were mistakenly included in the release. The draft copy of the 2011 Year End Procedures has a different format and flow than previous year end procedures documents. Though complete, the draft was not thoroughly reviewed. The draft copy of the 2012 OPERS, OP&FPF, ODJFS and Medicare Rates memo includes information on Social Security rates. We request that you do not use the draft copy of these documents. We apologize for the confusion.

Quarterly Backups:

As clients have rolled to year 2012 and perform a quarterly backup, there have been a handful of clients whose quarterly backup has exceeded the capacity of a new/unused CD. If your quarterly backup exceeds the capacity of CD, please follow the following procedures. Later this year when you convert to the new accounting & payroll software, you will have the option to backup directly to a DVD. A DVD has more than five times the capacity of a CD.

Option #1: Backup to a USB device:

The UAN Version 16.0 Software (and previous versions) already has the capability to backup to a USB drive. To complete a backup on a flash or other removable media, simply have the drive connected to your UAN PC before you open the backup application. You will then be able to select another drive other than E: to store the backup.

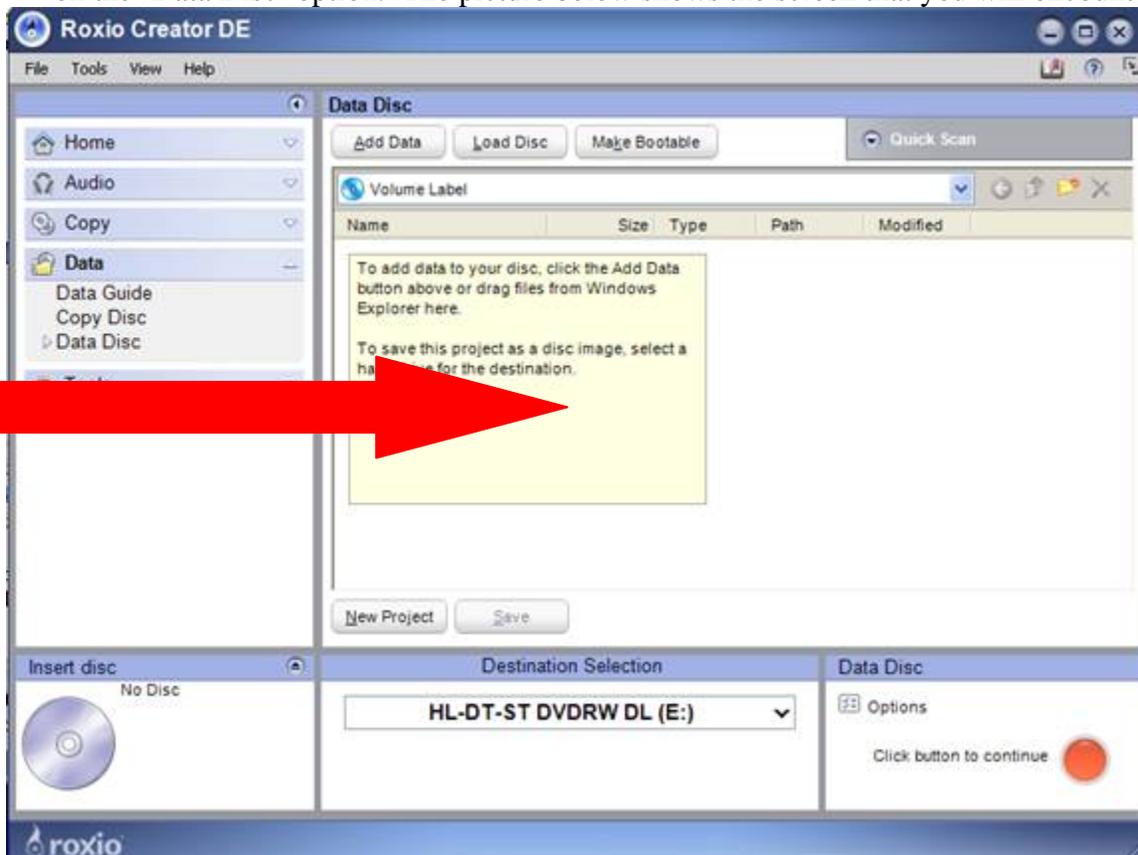
Option #2: Backup to a Blank DVDR disk:

To backup to a blank DVDR disk, you will need to install DVD Writing Software that originally came shipped with your PC. The black and white disk and is labeled 'Roxio Creator 9.0 DE'. If you do not have this disk, please contact UAN at (800)833-8261 and a copy will be mailed to you. The install instructions for this software are as follows:

1. Insert the Roxio Creator CD into the drive.
2. On the 'Roxio Creator DE Setup' window, click 'Next'
3. Choose the 'I accept the terms in the License Agreement' option and click 'Next'.
4. The next window will have a Username, Organization, and Serial Number already filled in. Please leave this information the same and click on 'Next'.
5. You will then have a 'Choose Setup Type' window. Click on the 'Typical' option and click 'Install'.
6. The installation will now begin and should take about 2-3 minutes to complete.
7. Once finished, you will get a 'Setup Wizard Completed' message. Click 'Finish' then a prompt will display asking you if you want to restart your PC. Click on 'Yes' to restart.

Once the software has been installed, your PC will now have the ability to write to a blank DVDR disk for data, video, and audio. It is important to note that the UAN Version 16.0 will still **NOT** automatically backup to a DVD using the UAN backup Utility. The following steps will detail how to create a backup on a USB drive and move that backup to a blank DVD using Roxio Creator 9.0.

1. Create a backup on a USB removable drive.
2. Go to Start → All Programs → Roxio Creator DE → Projects → Data
 - a. If you are connected to the Internet, you may receive a Symantec Client Firewall Security Alert now and at other times when using this software for the first time. Make sure you choose 'Always allow connections from this program on all ports' and click 'Ok'.
3. A 'Product Registration' window may appear as well, you may register at this time or you may click 'Cancel'. If you click 'Cancel', you will be prompted to be reminded later to register or never again. Make the appropriate choice and click 'Ok'.
4. You should now be on the Roxio Creator DE Data Screen. To start the DVD burning process, click on the 'Data Disc' option. The picture below shows the screen that you will encounter.



5. You will now need to drag and drop the UAN Backup file from the USB drive to this Window. To accomplish this, open the folder on the USB drive that the UAN backup was saved to. In UAN Version 16.0, the folder will be named based on the date it was done. For example, a backup completed on January 5, 2012 will be in the '20120105' folder on the root of your USB drive. This folder will contain all the backups completed on that day. (My Documents, Daily, Monthly, etc. will all be in that folder.)
6. Select that folder and drag it to the portion of the Roxio Creator DE window that the red arrow is pointing to. The folder should then appear in that window.
7. To begin the writing process, click on the Red Button located in the bottom right hand portion of the window.
8. You will see a 'Project Running' with a Progress Bar. When the writing is complete, you may click 'Done' and the DVD will eject.
9. At this point, you have the backup stored on two different places. You may choose to delete the backup folder from your USB drive as a more permanent copy is stored to a DVD. Please remember to label the DVDR Disc with a marker only.

If you have any further questions, please contact us through the UAN Support Line at uan_support@auditor.state.oh.us or 1-800-833-8261.

Respectfully,

UAN Support