



End-of-Year Frequently Asked Questions

Document #:	3142	Product:	CenterPoint® Payroll
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The following topics provide instructions on how to update tax tables, print tax forms and covers the most common questions the Red Wing Software support team receives during year-end.

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Red Wing Software Website

Q. I'm attempting to log into the Red Wing Software website, but it does not recognize my Email and/or Password?

A. Follow the instructions below for information about the Red Wing Software website.

To Log in to the Red Wing Software Website:

1. In your web browser, enter **www.redwingsoftware.com**, and press Enter.
2. In the upper-right of the Red Wing Software home page, click **Log in**.
3. Enter your **Email Address** and your **Password**.
4. Click **Login**.

To Register on the Red Wing Software Website:

If you have not previously registered or logged in on the Red Wing Software website, please follow the steps below:

1. In your web browser, enter **www.redwingsoftware.com**, and press Enter.
2. In the upper-right of the Red Wing Software home page, click **Log in**.
3. Click **Register**.
4. In the **Account Number** box, enter your company Account Number. Your Account Number can be located in a few different places:
 - a. From within CenterPoint by selecting **Help > About**.
 - b. On the Support Certificate that you receive upon renewing Customer Care Membership.
 - c. Red Wing Software sends customers a renewal form for Customer Care Membership. This renewal form contains your account number.
 - d. Invoices you've received from Red Wing Software contain your account number.
 - e. If others at your company have already registered, they can sign in to their account and find your company's account number at www.redwingsoftware.com/home/myaccount.
5. Continue entering your **Title**, **First and Last Name**, **Email Address** (which is your login) and a **Password**.
6. Enter the displayed **Security Verification** code, and then click **Submit**.

To Retrieve a Forgotten Password:

1. In your web browser, enter **www.redwingsoftware.com**, and press Enter.
2. In the upper-right of the Red Wing Software home page, click **Log in**.
3. Click the  **Forgot** link.

4. Enter/verify your **Email Address**.
5. Enter the **Security Verification** code, and then click **Send**. Click **Close**.
6. Wait until you receive an email that includes instructions to reset your password.
7. Click the link in the email that you received from Red Wing Software.
8. Enter the **Validation Code** which was included in the email. If you enter the code and it is not recognized, copy and paste the code from the email. The Validation Code expires in 24 hours.
9. Enter a **New Password** and then **Re-enter the New Password**.
10. Click **Submit**.
11. Click **OK**.

To Log Out of the Red Wing Software Website:

1. At the top of the Red Wing Software home page, click **Welcome, (Your Name)**.
2. In the displayed menu, select **Logout**.

Tax Tables

Q. When will the new payroll tax table updates be available for 2021?

A. All Federal and State tax table changes will be available prior to the end of 2020. Typically, we receive and distribute the first tax table updates in the December 21st time frame. We will notify you via e-mail and/or fax when the Federal tables are available to download.

Q. How do I install the 2021 tax table updates?

A. While in CenterPoint Payroll, select **Help > Online Support Services > Check for CenterPoint Updates**. Click **Install Current Updates**. The update(s) will automatically download and install. When the download and installation are complete, click **Launch CenterPoint**.

 **Note:** If you also have a CenterPoint Accounting program installed this menu may be named slightly different but the available option will also update your tax tables.

Q. How can I get the 2021 tax tables if I don't have internet access on the computer that has CenterPoint Payroll installed?

A. Following the instructions below, the tax tables can be downloaded from any computer that has internet access. This process does require the use of a removable drive (CD, thumb, zip or flash drive, USB Drive, etc.).

1. Log into the Red Wing Software website at **www.redwingsoftware.com**. From the **Welcome (Your Name)** menu, select **My Account Home**, select the **Downloads** tab, under CenterPoint Payroll select **Downloads**, and then select **Download Now** under the **2021 Payroll Tax Update**.
2. When the download is complete, exit the website. Copy the **CenterPointPayrollTaxUpdate.exe** file from your Downloads folder to the removable drive (CD, thumb drive, etc.) you'll be using to move the downloaded file.
3. Take the removable media source to the computer with CenterPoint Payroll and install by double-clicking on the **CenterPointPayrollTaxUpdate.exe**.

If you do not have internet access available at any computer to download the tax table updates, please call the Red Wing Software Sales department at 800-732-9464.

Q. When installing my tax table update on a network, do I need to install it at every computer?

A. Yes, all workstations and the server should be updated to the same version.

Q. How do I verify that the 2021 tax tables were installed correctly?

A. You can verify that the tax tables were properly installed by selecting **File > Payroll Administration > Taxes**. Select **Soc Sec** and then click **Edit**. Click the **Detail** tab and verify that the **Limit** under the Employee Tax Detail is **142,800**.

Q: Do I need to update any of my tax rates or amounts manually?

A. All of the State and Federal taxes are updated when you install the tax table update, except for your State Unemployment rate. This rate needs to be entered before the first payroll in 2021 or as soon as you receive it from your State Unemployment Agency. Select **Setup > Payroll Details > Employers**, double-click on your employer, and then click the **Taxes** tab. Select the **State Unemployment Tax** on the left side of the screen to display the **Tax Details** on the right. Enter the new **Rate** and click **Save**.

Q: I am signed up for the service that automatically sends me an updated Aatrix CD each quarter because I don't have internet access. Will the 2021 tax tables be included on that CD also?

A: Yes, the 2021 Federal tax table changes will be included on the 4th quarter CD.

COVID-19 Paid Leave and Reporting

Q: Where can I locate guidelines determined by the IRS related to the Coronavirus?

A: The following guidelines have been released by the IRS:

- » **IRS Coronavirus Tax Relief** - <https://www.irs.gov/coronavirus>
- » **IRS Frequently Asked Questions** - <https://www.irs.gov/newsroom/covid-19-related-tax-credits-for-required-paid-leave-provided-by-small-and-midsized-businesses-faqs>
- » **Government Response to Coronavirus, COVID-19** - <https://www.usa.gov/coronavirus>
- » **Families First Coronavirus Response Act: Questions and Answers** - <https://www.dol.gov/agencies/whd/pandemic/ffcra-questions>
- » **How the Treasury Department is Taking Action** - <https://home.treasury.gov/cares>
- » **Form 941 Instructions** - <https://www.irs.gov/pub/irs-pdf/i941.pdf>
- » **Form 7200 Instructions** - <https://www.irs.gov/pub/irs-pdf/i7200.pdf>



The Red Wing Software Technical Support department will not be able to advise you about which health plans qualify for a credit for accurate reporting on Form 941. If necessary, please either contact your tax adviser or tax accountant or use the links above provided by the IRS. For specific instructions from the IRS regarding the lines on the 941, please visit the IRS website at <https://www.irs.gov/pub/irs-pdf/i941.pdf>

Q: How do I set up COVID-19 Paid Leave in CenterPoint Payroll?

A: To set up COVID-19 Paid Leave in CenterPoint Payroll, please refer to the [COVID-19 Paid Leave Setup and Reporting](#) document for specific information or [View a COVID-19 Paid Leave Setup and Reporting Video - 29 Minutes](#).

Q: Form 941 Schedule B is not balancing, it appears that the Liabilities are overstated for Employer Social Security Taxes, why?

A: For Form 941 Schedule B to be reduced by the Employer Social Security tax, CenterPoint Payroll version 15.12 or later must be installed. To verify the CenterPoint Payroll version number, select **Help > About**. If the version number is 15.12 or later, see the following questions in this section.

Q: Why is there a dollar amount in Line 7 Current quarter's adjustment for fractions of cents on Form 941?

A: The dollar amount in Line 7 is calculated based on liability amounts in either Page 2 - Line 16 if you are a monthly depositor or Schedule B if you are a weekly or semi-monthly depositor. To adjust the amount, enter the correct liability amount in Line 16 or on the Schedule B. To locate the correct liability amounts:

- » **If you followed the COVID-19 Leave Setup information above and processed COVID-19 wage pay runs separately from regular wage pay runs:**
 - » Schedule B/Page 2 -Line 16 liabilities must be reduced by any qualified health expenses, COVID wages, and Employer Share of Medicare tax.
 - » Any dollar amount in Line 11-B Nonrefundable Portion of Credit for Qualified Sick and Family Leave Wages and Employer Share of Medicare tax from worksheet 1 – Part 2 must be manually reduced on the Schedule B or page 2 for monthly depositors.
 - » Any dollar amount in Line 11-C Nonrefundable Portion of Employee Retention Credit From Worksheet 1– Part 3 must be manually reduced on the Schedule B or page 2 for monthly depositors.



Form 941 uses the terms "nonrefundable" and "refundable" when discussing credits. The term "nonrefundable" means the portion of the credit which is limited by law to the amount of the employer share of Social Security tax and when applicable must be used, it is not saved for future use. The term "refundable" means the portion of the credit which is in excess of the employer share of Social Security tax, it can be saved for future use.

- » The Employer Social Security tax is automatically reduced.
- » **If you did not follow the COVID-19 Leave Setup information above and processed COVID-19 wages combined with regular wages in a pay run(s):**
 - » Regular earnings and COVID earnings must be determined and Employer Social Security tax must manually be calculated for the COVID wages by:
 - » Select **Reports > Reports > Payroll Data Reports > Earnings > Earnings Detail**.
 - » Under Report Selections, select the appropriate **Pay Date** range.
 - » Click **Preview**.
 - » On the left side of the screen, select the Group & Sort tab, verify that the **Grp** and **Sort** check boxes are selected for **Earning Name** only.
 - » Click **Refresh**.
 - » For the **COVID-19 earning**, calculate the **Earning Amount Total** multiplied by 6.2% to determine the Employer Social Security tax that is overstated in the liability amount on Schedule B for COVID-19 wages.
 - » Reduce the liability amount on Schedule B by the calculated Employer Social Security from the step above.
 - » Any dollar amount in Line 11-B Nonrefundable Portion of Credit for Qualified Sick and Family Leave Wages and Employer Share of Medicare tax from worksheet 1 – Part 2 must be manually reduced on the Schedule B or page 2 for monthly depositors.
 - » Any dollar amount in Line 11-C Nonrefundable Portion of Employee Retention Credit From Worksheet 1– Part 3 must be manually reduced on the Schedule B or page 2 for monthly depositors.



Form 941 uses the terms "nonrefundable" and "refundable" when discussing credits. The term "nonrefundable" means the portion of the credit which is limited by law to the amount of the employer share of Social Security tax and when applicable must be used, it is not saved for future use. The term "refundable" means the portion of the credit which is in excess of the employer share of Social Security tax, it can be saved for future use.

Q: Where do I enter the Payroll Holiday Tax Deferral for the Employer Social Security tax on Form 941?

A: For specific instructions on where to enter the deferred amount of Social Security tax, see the [IRS Form 941 Instructions](#). CenterPoint Payroll does not track the tax deferral amounts. If you have been manually tracking tax deferral amounts, they will need to be manually entered directly on the 941 form in Red Wing Tax Forms (Aatrix).

Affordable Care Act (ACA) Reporting

Q: What is the Affordable Care Act (ACA)?

A: The Affordable Care Act (ACA) created new reporting requirements mandatory for calendar years 2015 - 2020 and is the responsibility of the employer. Under these new reporting requirements, applicable large employers (ALE) must provide information to the IRS about the health plan coverage they offer (or do not offer) to their employees. The reporting requirement consists of two types of forms and their related transmittals. Any applicable large employer (ALE) with 50+ employees must file ACA 1095 information, including those that do not offer healthcare insurance.

Q: What are the filing deadlines for the ACA 1094/1095 Forms?

A: The Internal Revenue Service deadline for the ACA 1094/1095 for the 2020 calendar year can be located by using the Search feature on the Internal Revenue Service website at www.irs.gov.

Q: How do I determine if I am an applicable large employer (ALE) and if I need to track and report Affordable Care Act information?

A: To determine if you are an applicable large employer (ALE), please either contact your tax preparer or accountant or use the links below provided by the IRS.

- » [Publication 5208 Affordable Care Act: Are you an applicable large employer?](http://www.irs.gov/pub/irs-pdf/p5208.pdf) - <http://www.irs.gov/pub/irs-pdf/p5208.pdf>
- » [Affordable Care Act Mandates for Employers](http://www.irs.gov/Affordable-Care-Act/Employers) - <http://www.irs.gov/Affordable-Care-Act/Employers>

Q: I've determined I am an applicable large employer (ALE), what are my reporting requirements for the Affordable Care Act?

A: To determine what your reporting requirements are, please either contact your tax preparer or accountant or use the links below provided by the IRS.

- » [1094-C and 1095-C Instructions](http://www.irs.gov/instructions/i109495c) - <http://www.irs.gov/instructions/i109495c>
- » [Questions and Answers about Information Reporting by Employers on Form 1094-C and 1095-C](https://www.irs.gov/Affordable-Care-Act/Employers/Questions-and-Answers-about-Information-Reporting-by-Employers-on-Form-1094-C-and-Form-1095-C) - <https://www.irs.gov/Affordable-Care-Act/Employers/Questions-and-Answers-about-Information-Reporting-by-Employers-on-Form-1094-C-and-Form-1095-C>

Q: How do I set up the Affordable Care Act Information in CenterPoint Payroll?

A: To set up ACA employer and employee information in CenterPoint Payroll, please refer to the [Affordable Care Act \(ACA\) and CenterPoint Payroll](#) document for specific information or [View an Affordable Care Act \(ACA\) Setup Video - 7 Minutes](#).

Q: I've already set up the Affordable Care Act Information in a previous year, are there any changes for 2020?

A: No changes were made to the Affordable Care Act setup information in CenterPoint Payroll in 2020.

Q: How do I file my ACA forms with CenterPoint Payroll?

A: Select **Reports > Federal & State Payroll Forms & Reports > Federal Tax Forms**. Choose the **2020 1095/1094-C** or **2020 1095/1094-B** and click **OK**.

Follow the onscreen wizard to complete the form. Please refer to the [Affordable Care Act \(ACA\) and CenterPoint Payroll](#) document for specific information or [View an ACA Forms Prepare & Print Video - Duration: 50 min 01 sec](#).

Q: After I enter all of the applicable information needed for the ACA requirements, when can I begin processing and printing the ACA forms in CenterPoint Payroll and Aatrix?

A: The final version of the ACA forms will not be available until the end of the week of December 21, 2020 when Red Wing Software releases the end-of-year tax forms. You will automatically be prompted to perform an update for Aatrix during this week.

Q. What are the steps for printing the ACA forms?

A. Step-by-step instructions (documents and videos) for printing the ACA forms are available in the Help on our website. At www.redwingsoftware.com, select **Menu > Payroll Software - CenterPoint Payroll > Help**. Within the Help, in the **Search** bar, enter **ACA** and then click  to display the documents and videos. There are three general steps to printing the tax forms:

- » Transferring information from CenterPoint Payroll to Federal/State Tax Forms (Select Reports > Federal & State Payroll Forms and Reports > Federal Tax Forms).
- » Review the transferred information using the Federal/State Tax Forms viewer and make any needed changes.
- » Print or eFile the forms.

Q: If I choose to eFile my ACA forms, is there a charge per form/employee?

A: Yes, please [click here](#) to view the eFile pricing for ACA and other tax forms.

Q: I've decided to eFile my ACA forms and want more information about signing up to eFile and the eFile process, where can I get more information about eFiling?

A: You can obtain additional information about eFiling at <https://customer.aatrix.com/redwingsoftware>.

Q: Do I need to order ACA forms or can I print them on plain paper?

A.: You are able to print all of your ACA copies on plain paper; you do not need to print the transmittal on preprinted forms.



Note: There is special perforated blank paper available that is recommended for use when printing employee copies of the ACA forms. This paper comes with the ACA instructions printed on the back of the paper (for the employee copy). This paper is available from Computer Forms, Inc. at https://redwing.computerforms.biz/shop_category.aspx?cid=131&vid=72 or by calling 800-458-0158.

Q: What are the available Affordable Care Act reporting forms and what are the differences between the forms?

A: The Affordable Care Act reporting forms are:

- » **Form 1095-C** must be issued by employers with 50+ full time employees (including full-time equivalent employees) or who are a member of an applicable large employer (ALE) group to employees and to the IRS. Filers may submit multiple 1095-C batches to the IRS.
- » **Form 1094-C** is the transmittal form that must be filed with form 1095-C. This transmittal may have up to three pages which must also be included when e-filing each batch to the IRS.
- » **Form 1095-B** must be issued by a self-insured employer with less than 50 full-time employees (including full-time equivalent employees), or by the insurer to employees and to the IRS as proof of healthcare coverage.
- » **Form 1094-B** is the transmittal form that must be filed with form 1095-B.

W-2, 941, 943 and Other Tax Forms

Q: When is the filing deadline for 2020 tax forms?

A: The Internal Revenue Service deadline for W-2, 941, 943 and other tax forms for the 2020 calendar year can be located by using the Search feature on the Internal Revenue Service website at www.irs.gov.

Q. Do I need to order W-2, 941 or 943 forms or can I print them on plain paper?

A. You are able to print all of your W-2, 941 and 943 copies on plain paper; you no longer need to print any on preprinted forms. Even the Social Security Copy A (often called the “red copy”) can be printed on plain paper.



Note: There is special perforated blank paper available that is recommended for use when printing employee copies of the W-2s. This paper comes with employee W-2 information printed on the back of the paper (for the employee copy) and blank for the State / Local copies. This paper is available from Computer Forms, Inc. at https://redwing.computerforms.biz/shop_category.aspx?cid=131 or by calling 800-458-0158.

Q. Do I need to print my W-2 forms before I close the 2020 year and print January checks?

A. There is no closing process in CenterPoint Payroll, so W-2 forms can be printed anytime.

Q. Does Red Wing Payroll support the printing of the new Form 2020 1099-NEC and other 1099 forms that changed?

A. No, Red Wing Payroll does not support the printing of the new Form 2020 1099-NEC and other 2020 1099 form changes. Users who need to print Form 2020 1099-NEC have two software options: Migrate to CenterPoint Payroll where all 1099 formats are fully supported, or manually enter Form 2020 1099-NEC and other 1099 form information into our standalone Red Wing Tax Forms product. All current Red Wing Payroll users will be given access to the Red Wing Tax Forms product in early December, along with instructions for manually entering and printing 2020 1099s. (Note: Form filing will not be available to file until the 4th Quarter forms update is released the week of December 21, 2020.) To receive more information about upgrading to CenterPoint Payroll, please call 800-732-9464, or email sales@redwingsoftware.com.

Q. Do I need to order 1099 forms or can I print them on plain paper?

A. The majority of your 1099 copies will be printed on plain paper; but the Federal government does require that the Copy A (often called the “red copy”) be printed on a preprinted form. These forms are available from Computer Forms, Inc. at https://redwing.computerforms.biz/shop_category.aspx?cid=131 or by calling 800-458-0158. The IRS does require that you also print your 1096 information on a preprinted red copy.

Q. What are the steps for printing the tax forms (W-2, 940, 941, 943 and 1099s)?

A. Step-by-step instructions (documents and videos) for printing various tax forms are available in the Help on our website. From within CenterPoint Payroll, select **Help > CenterPoint Help**. Within the Help, select **Menu > Tax Reporting & End of Year** to view all tax forms printing topics. There are three general steps to printing the tax forms:

1. Transferring information from CenterPoint Payroll to Federal/State Tax Forms (Select **Federal & State Payroll Forms and Reports > Federal Tax Forms**).
2. Review the transferred information using the Federal/State Tax Forms viewer and make any needed changes.
3. Print or eFile the forms.

Q. Why is the 2020 W-2 not available in the list when I select Reports > Federal & State Payroll Tax Forms & Reports?

A. You need to install the latest update of Aatrix Federal and State Tax Forms. Select **Help > Online Support Services > Check for Fed/State Tax Forms Updates**. Your system will be updated with the latest Aatrix Federal and State tax forms. The Aatrix update should be available in the December 21, 2020 time frame.

Q. I'm trying to process my Federal forms (W-2, 1099, etc.), but I keep getting the message "Would you like to register now, or evaluate?"

A. You'll need to register your Federal/State Tax Forms (Aatrix) software. If you have an internet connection, choose **Help > Product Registration > Federal/State Tax Forms Registration**. Your login is your Red Wing Software Email Address and will be recognized from the Red Wing Software website, follow the prompts to create your registration code. If you have not registered on the Red Wing Software website or forgot your password, please see the *Red Wing Software website* section in this document. If you don't have an internet connection, call 800-732-9464 and request an Aatrix registration code. If a registration code is faxed to you, do not enter the hyphen included in the number. Enter just the letters and numbers.

Q. Why am I getting a "forms update" or "mandatory update" message when I try to process my Federal forms (W-2, 1099, etc.) and what do I need to do?

A. At least once a quarter, including at year end, updates are created for the Federal/State Tax Forms (Aatrix) software. When you receive either of those messages, it means that Aatrix has an update available that you should install prior to continuing. If you have internet access at this machine, you can simply select **Automatic Update** and follow the prompts to do the update through the program. Note: If you have signed up for the service that automatically sends an Aatrix CD at the end of each quarter, please follow the instructions that will be included with the CD. Those CDs will begin shipping before January 1, 2021.

If you don't have internet access at the computer that has CenterPoint Payroll installed, but you do have it available at another workstation, follow the instructions below. This process does require the use of a removable drive (CD, thumb, zip or flash drive, USB Drive, etc.).

1. Log into the Red Wing Software website at www.redwingsoftware.com, from the **Welcome (Your Name)** menu, select **My Account Home**, select the **Downloads** tab, under **CenterPoint Payroll** select **Downloads**, and then select **Federal/State Tax Forms (Aatrix)**. Click the download file and then follow the on-screen instructions.
2. When the download is complete, exit the website. Copy the **RedWingForms.exe** file from your desktop to the removable drive (CD, thumb drive, etc.) you'll be using to move the downloaded file.
3. Take the removable media source to the computer with CenterPoint Payroll and install by double-clicking on the **RedWingForms.exe**.

If you don't have an internet connection at any of the computers, you can call the Red Wing Software Sales department at 800-732-9464, and we'll send the Federal/State tax forms (Aatrix) updates to you on a CD once a quarter for a minimal annual fee.

Q. Can I change the figures on my Federal reports if they are incorrect?

A. Yes, once the data is in Aatrix Federal/State Tax Forms, you can change any figure on the reports that are highlighted blue. Any figure that is highlighted red must be changed before you can print the report. Any figure that is white cannot be changed, but it is a calculated number, so it can be changed by adjusting the fields around the white field.

Other Information

Q. Do I need to back up my data at the end of the year?

A. Yes, in fact you should perform regular backups throughout the year. We recommend that you make more than one backup of your database. Develop a backup rotation system. It is a good idea to store a year-end backup each year. Select **File > Backup Database** to easily backup your databases.



Aatrix history files are backed up by selecting **Reports > Federal & State Payroll Forms & Reports > Federal Tax Forms** and clicking the **Backup** button. Click **Yes** and then click **Save** to backup all history files.

Q. Is there a year-end closing process that needs to be done in CenterPoint Payroll?

A. There is no closing process for CenterPoint Payroll.

Q. Where do I enter the employer identification number (EIN) that is required when running Federal or State tax forms?

A. Select **Setup > Payroll Details > Employers**. Select your **Employer** and click **Edit**. Click on the **Taxes** tab. Under the **Taxes** in the upper left, select **Federal** to display the **Tax Details** on the right. Enter your **Federal Tax Id**.

Each state you calculate payroll taxes with is also listed under the **Taxes** in the upper left side of the **Taxes** tab. Under the **State**, select the **State tax** such as the **State withholding** or **State unemployment** to display the **Tax Details** on the right. Enter your **State Id #**. Click **Save** after completing each required **State tax number**.

Q: How can I get the Year-End Frequently Asked Questions document for another Red Wing Software program?

A. If you have Red Wing Software products that are not covered by this document, you may be able to find a document for your specific product by looking at our website. Log into www.redwingsoftware.com. From the **My Member Account** page displayed, select **End of Year**. Under your product, select the appropriate end of year document.

Q. What hours of the day will I be able to contact Red Wing Software support?

A. We will be open our normal hours of operation, 8am to 5pm CST, Monday through Friday. Red Wing Software will be closed Thursday, December 24, 2020, Friday, December 25, 2020, Friday, January 1, 2021, and will be closing at noon on Thursday, December 31, 2020.