



YEAR-END INSTALLATION SERVICE REQUEST

What is it?

Year-end service is when the Paymate Support team installs the payroll software with new tax tables, close the year, and roll over the data to be ready for next year. This is done remotely via Internet access.

What's included?

- ✓ Downloading and installing the January release of the software (does not apply to Harmony)
- ✓ Closing the year and rolling the data to run the next year's payroll

What isn't included?

- ✗ SQL server upgrade
- ✗ Resolving issues unrelated to Paymate Software, such as denied access or login password issues
- ✗ Upgrading Microsoft operating and security systems

What are the pre-requisites?

- ✓ High-speed Internet connection on the computer running the software
- ✓ Our support team must receive security access to the system (all admin read/write permissions)
- ✓ Finished and posted all the payroll for the current year and prior to the first payroll of the new year
- ✓ If your software is hosted, please have your hosting environment provider upgrade the software for you before contacting us to close your year and update your tax tables. If you're not sure, please contact us.

How and when do I request this service?

Simply fill in the form at least one (1) week before the service date. The service is delivered on a first-come, first-served basis, so the earlier you submit your form, the better! Year-end installation fees are non-refundable once the service has commenced. A \$50 admin fee will be charged for orders that have already been processed. Please ensure you require this service prior to submitting this form.

User/Customer ID: _____ Company Name: _____
 Product: Acclaim Clarity CA Clarity US Harmony
 Contact Name: _____ Phone #: _____
 Email Address: _____

Preferred Dates & Times (please include your time zone)

Option 1: _____ Option 2: _____

First Installation and Year-End Process (1 computer, 1 company)	\$ 90.00
\$60.00 per subsequent company or computer	\$
Subtotal	\$
Taxes (Canada only): [13% ON]; [15% NB, NF, NS, PE]; [5% AB, BC, MB, NT, NU, QC, SK, YT]	\$
TOTAL	\$

* A \$50 admin fee will be charged for processed year-end service orders

PAYMENT METHOD – ALL ORDERS MUST BE PREPAID

Name on Card (Print): _____
 Visa/MasterCard Number: _____ Expiry: _____ CVD: _____
 Customer Signature: _____ Date: _____

Email to support@paymatesoftware.com OR fax to (905) 771-1344. Thank you.