

Paymate Software Products Knowledge Base

Welcome!



This is the Paymate online help desk. You can use this knowledge base to capture best practices and address common problems instantly.

1. **Find your knowledge base article** - Enter your text in the search box below.
2. **Still have a question** - Login to support desk [here](#) and get direct contact with support team.
3. **How to use the knowledge base and online help desk** - Follow the presentation below:

Enter some text here so we could look up solution(s):



Still not finding what you are looking for?



In order to get direct contact with the Paymate support team please create an account and login [here](#) .

1. A

- a
- aatrix
- able
- aborted
- absence
- aca
- accalim
- access
- acclaim
- account
- accountek
- accounting
- accounts
- accpac
- accrual
- accruals
- ach
- act
- adagio
- add
- adding
- additional
- address
- adjust
- adjustment
- administrator
- adp
- advance
- advanced
- advances
- affordable
- after
- agre
- akm
- akm_sa
- akmnewcompanydesktop
- alberta
- all
- alliance
- allocate
- allocation
- allowed
- although
- amend
- amended
- america
- amount
- amounts
- an
- and
- annual
- another
- api
- appear
- appearing
- appears
- application
- apply
- appraisal
- are
- argument
- assigning

Sage 100

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- assignment
- attendance
- authentication
- auto-growth
- automatically
- autoupdate
- available
- average
- averaging
- avoid

2. B

- b1
- backup
- backups
- balance
- balanced
- bambora
- bank
- bankfile
- base
- based
- basic
- batch
- be
- beanstream
- before
- benefit
- benefits
- bi-conditional
- birth
- biweekly
- blank
- blue
- bond
- bonus
- box
- boxes
- break
- browser
- builder
- business
- by
- byd
- bydesign

3. C

- ca
- cache
- calculate
- calculated
- calculates
- calculating
- calculation
- calculations
- calendar
- calendars
- california
- call
- can
- canada
- canadian
- cancel
- cannot
- cant
- can't
- card
- care
- carry
- cata
- catastrophic
- categories
- category
- ccleaner
- cdk
- central
- century
- cerb
- cesb
- cews
- change

- [changing](#)
- [character](#)
- [charge](#)
- [check](#)
- [checker](#)
- [checklist](#)
- [checks](#)
- [cheque](#)
- [cheques](#)
- [chrome](#)
- [clarity](#)
- [clarityexe](#)
- [clarityusexe](#)
- [class](#)
- [classification](#)
- [clock](#)
- [close](#)
- [closing](#)
- [code](#)
- [column](#)
- [columns](#)
- [comment](#)
- [commission](#)
- [commissioned](#)
- [communications](#)
- [comp](#)
- [company](#)
- [compensation](#)
- [competency](#)
- [complete](#)
- [computer](#)
- [configuration](#)
- [conflicted](#)
- [connect](#)
- [connected](#)
- [connection](#)
- [connectionopen](#)
- [connections](#)
- [constant](#)
- [constraint](#)
- [contribution](#)
- [contributions](#)
- [control](#)
- [core](#)
- [cost](#)
- [costing](#)
- [could](#)
- [count](#)
- [county](#)
- [cpa](#)
- [cpp](#)
- [cpy](#)
- [cra](#)
- [cramped](#)
- [crashes](#)
- [create](#)
- [created](#)
- [creating](#)
- [creation](#)
- [credentials](#)
- [credit](#)
- [credits](#)
- [crystal](#)
- [csst](#)
- [csv](#)
- [cumulative](#)
- [current](#)
- [currently](#)
- [custom](#)
- [customers](#)
- [customized](#)

4. D

- [daily](#)
- [data](#)
- [database](#)
- [date](#)
- [dbf](#)
- [dbnetlib](#)
- [de](#)

- dealertrack
- dealervu
- declining
- deduction
- deductions
- default
- define
- delete
- deleting
- delivery
- deltek
- demo
- demos
- denied
- dental
- department
- departments
- deposit
- dept
- des
- design
- designed
- desktop
- detail
- detailed
- details
- device
- devices
- di
- diapi
- di-api
- did
- different
- dir
- direct
- directdeposit
- directory
- disability
- displaying
- district
- div
- division
- dll
- do
- dob
- document
- does
- doing
- dollar
- domdocument
- double
- doubling
- down
- drive
- during
- dynamic
- dynamics

5. E

- earning
- earnings
- edelivery
- e-delivery
- edge
- edit
- ee
- eeo1
- eeo-1
- efile
- e-filing
- eft
- eht
- ei
- ein
- electronic
- email
- e-mail
- emailing
- employee
- employees

- employee's
- employer
- employment
- empty
- end
- english
- enough
- enter
- enterprise
- entitlements
- entries
- entry
- environment
- eolesyserror
- epayslip
- e-payslip
- epayslips
- e-payslips
- er
- erp
- error
- error10
- error-10
- errors
- ess
- excel
- exempt
- exemption
- exemptions
- existing
- exists
- export
- exported
- exporting
- extra

6. F

- failed
- fails
- failure
- family
- faq
- farmer
- federal
- file
- file-based
- filing
- filter
- finance
- financial
- financials
- firefox
- first
- firsttimerun
- fix
- floating
- folder
- font
- for
- foreign
- forgot
- form
- format
- forms
- formula
- formulas
- found
- french
- frequency
- frequently-asked
- from
- front
- fss-fond
- fund
- funds

7. G-H

- g/l
- garnishee
- garnishment
- general

- generated
- give
- giving
- gl
- gmail
- goal
- going
- google
- government
- grid
- gross
- group
- groups
- guide
- guideline
- handling
- harmony
- has
- have
- health
- help
- high
- higher
- hire
- history
- holiday
- holidays
- hosted
- hourly
- hours
- how
- how-to
- hr
- hsf
- http
- human

8. I-J

- i
- i/o
- ilo
- id
- implementing
- import
- importing
- in
- inactive
- include
- income
- incompatibility
- incorrect
- incorrectly
- index
- information
- initialization
- insert
- install
- installation
- installed
- installing
- instance
- instructions
- insurable
- insurance
- intacct
- interface
- integration
- integrations
- integrity
- interface
- interfaces
- interfacing
- internal
- internet
- into
- invalid
- io
- is
- isrt.dll
- items

- job
- journal

9. K-L

- key
- labor
- labour
- language
- larger
- last
- layer
- layout
- layouts
- leave
- lecm
- ledger
- ledgers
- library
- licence
- license
- limit
- line
- link
- list
- listed
- local
- localization
- locate
- located
- location
- locations
- lock
- lockout
- login
- low
- lump

10. M

- machine
- magnetic
- manage
- manager
- manual
- many
- map
- mapping
- mas
- mass
- masterpaycard
- max
- maximum
- maximums
- media
- medical
- medicare
- memory
- message
- mfa
- micr
- microsoft
- migrate
- migration
- minimum
- missing
- mm/dd/yy
- mm/dd/yyyy
- modern
- modification
- monthly
- more
- move
- moving
- mozilla
- msd
- msd365
- msd365bc
- msde
- mss
- msxml2
- multi-factor
- multiple

11. N

- municipality
- my
- myob
- name
- nan
- nav
- navision
- net
- netpay
- netsuite
- network
- new
- no
- non
- non-taxable
- northwest
- not
- notes
- nothing
- notifications
- number
- numbers

12. O

- obama
- occur
- odbc
- of
- off
- offboarding
- office
- ohio
- on
- onboarding
- one
- online
- only
- ontario
- operating
- operation
- operations
- option
- options
- or
- order
- ot
- out
- outlook
- over
- overpaid
- overpayment
- overtime
- overwrite
- own

13. P

- package
- page
- paid
- paper
- password
- pay
- paycard
- paycards
- paycode
- paycrd
- paygroup
- paying
- paymate
- payment
- payout
- payperiod
- payroll
- payrun
- payslip
- paystub
- paystubs
- pension
- pensionable
- percentage

- percentagee
- performance
- period
- periods
- permissions
- pfml
- pier
- plan
- platinum
- point
- pointer
- pointing
- points
- policy
- pop-ups
- port
- portions
- post
- posting
- power
- preferences
- premium
- preview
- previous
- print
- printed
- printer
- printing
- procedure
- process
- processing
- program
- project
- projectline
- protractor
- puerto

14. Q

- qb
- qc
- qpip
- qpp
- quebec
- query
- question
- questions
- quick
- quickbooks

15. R

- range
- rate
- rates
- re
- reached
- read
- reconcile
- reconciliation
- reconcilliation
- record
- records
- recoveries
- reduced
- reduction
- registered
- registration
- regular
- reimbursement
- reindex
- releve
- releve-1
- remittance
- remuneration
- renewal
- replace
- report
- reporting
- reports
- repprefs
- repprefsdbf
- reprefsdbf

- request
- requirements
- resolution
- resources
- restore
- restrict
- restricted
- restrictions
- retirement
- revenu
- reverse
- reversed
- review
- rico
- rights
- rl1
- rl-1
- rl-1s
- roe
- roes
- roeweb
- round
- rounding
- row
- rq
- rrsp
- rsp
- rtm
- rts
- rules
- run
- running

16. S

- sa
- safari
- sage
- sage50
- sage50cloud
- salary
- same
- sample
- santé
- sap
- sapb1
- saving
- savings
- school
- screen
- scripted
- scripting
- seamless
- section
- secure
- security
- see
- seem
- select
- selected
- selecting
- selection
- self
- self-service
- semimonthly
- send
- server
- service
- services
- set
- setting
- settings
- setup
- shared-links
- show
- showing
- shows
- sick
- simply
- simplyaccounting
- size

- slow
- smtp
- social
- solutions
- some
- sort
- source
- sp_adddumpdevice
- space
- specified
- specic
- split
- sprintfs
- sql
- standard
- start
- started
- startup
- stat
- state
- statement
- status
- statutory
- still
- stopped
- stopping
- stored
- string
- stub
- stubs
- sub-module
- subreport
- sum
- summary
- supervisor
- supplementary
- supports
- switch
- symmetry
- sysbackup_devices
- syspro
- system
- systems

17. T

- t2
- t4
- t-4
- t4a
- t4as
- t4s
- t4's
- t619
- tables
- task
- tax
- taxable
- taxation
- taxes
- tcp/ip
- td
- td1
- td-1
- telpay
- temporary
- terminal
- terminate
- terminated
- territories
- text
- the
- there
- through
- tier
- tiered
- time
- timeamerica
- timebank
- timeoff
- timesheet

- [timesheets](#)
- [tna](#)
- [tnasetup](#)
- [to](#)
- [together](#)
- [too](#)
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- [training](#)
- [transfer](#)
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- [tronia](#)
- [troubleshoot](#)
- [two](#)
- [twofactor](#)
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18. U-V

- [unable](#)
- [under](#)
- [underpaid](#)
- [unemployment](#)
- [unicode](#)
- [units](#)
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- [up](#)
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- [upgrading](#)
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- [us](#)
- [usa](#)
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- [user](#)
- [users](#)
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- [v9](#)
- [vacation](#)
- [valid](#)
- [value](#)
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- [virus](#)
- [vision](#)
- [vista](#)
- [void](#)
- [voucher](#)

19. W-Z

- [w4](#)
- [wa](#)
- [washington](#)
- [wcb](#)
- [we](#)
- [web](#)
- [webtna](#)
- [weekly](#)
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- [what](#)
- [when](#)
- [where](#)
- [which](#)
- [while](#)
- [win10](#)
- [windows](#)
- [with](#)
- [withholding](#)
- [wizard](#)
- [worked](#)
- [workers](#)
- [working](#)
- [workingdir](#)
- [workstation](#)
- [wrong](#)

- [wsib](#)
- [xp](#)
- [year](#)
- [yearend](#)
- [year-end](#)
- [year-to-date](#)
- [your](#)
- [zero](#)

20. 0-9

- [0](#)
- [1](#)
- [10](#)
- [100](#)
- [100000048](#)
- [103](#)
- [125](#)
- [131](#)
- [15c](#)
- [19](#)
- [2](#)
- [200](#)
- [2000](#)
- [2005](#)
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- [2009](#)
- [2010](#)
- [2020](#)
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- [26](#)
- [2fa](#)
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