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## Overview

This document is intended to provide the responses to frequently asked support questions we get at the end of the calendar year regarding the Ascente & Traverse. Every company is a little different and all final accounting decisions should be made by their accounting department.

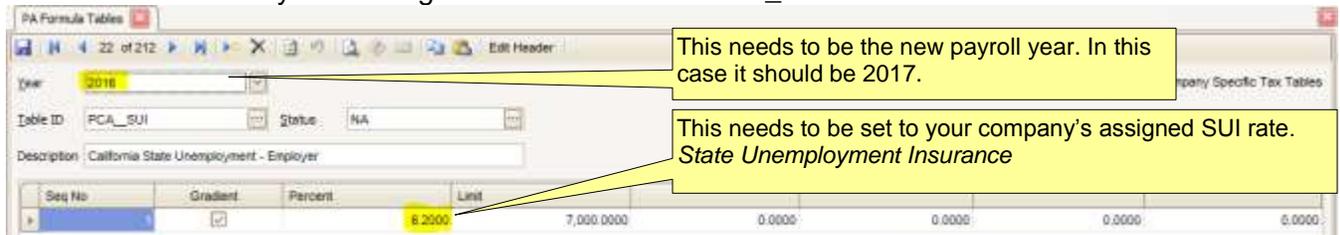
When does the fiscal year start? If it starts in January, is so, we refer to that as a calendar fiscal year. The General Ledger section assumes you are on a calendar fiscal year. You do not need to do the GL Year End processing in January if your fiscal year does not start in January. Do it at the end of your fiscal year.

Payroll year end processing is always done on a calendar year basis.

Many of the reports that you may want to print and archive for fiscal year 2016 may be very long. All reports can be saved to a pdf file and then viewed and optionally printed at a later time.

## Payroll

1. When can we start processing payroll in 2017?
  - After you have completed all payroll processing in 2016
  - After Compusource has installed the year end updates and created the payroll year 2017
  - You have set your companies SUI rate in the [Traverse / Payroll / Setup & Maintenance / Formula Tables](#).
  - Select Payroll Year 2017. If payroll year 2017 does not exist, then the 2017 payroll tables have not been installed and need to be before you can proceed with payroll processing for 2017. Contact Ascente Support to get this done.
  - Find your payroll state P??\_SUI and enter your companies assigned rate. This will not default from the 2016 rate. '??' is your two digit state abbreviation. **PCA\_SUI** would be for California.

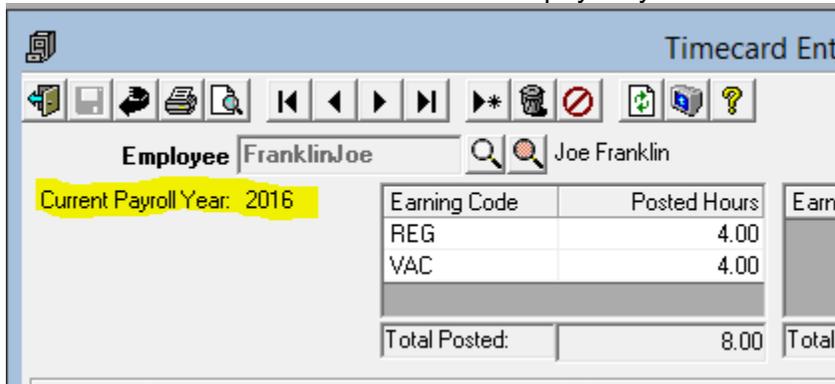


2. Were our 2017 payroll tax updates installed?
  - Run the [Traverse / Payroll / Setup & Maintenance / Formula Tables](#) program and see if the payroll year 2017 records are there. If they are, you have had the 2017 payroll tax update installed.
3. What do I need to do before entering payroll timecards in Ascente for 2017?
  - Post all unposted timecard records for 2016.
  - Run the [Ascente File / Change Payroll Year](#). Set it to 2017. You can now enter timecards for payroll year 2017. If payroll year 2017 does not exist, then the 2017 payroll tables have not been installed and need to be before you can proceed with payroll processing for 2017. Contact Ascente Support to get this done.
4. How do I set my payroll year in Traverse?
 

[Traverse / Payroll / Periodic Processing / Change Payroll Year](#)

  - This needs to be done by every individual operator so that all payroll reports and processing is being done in the correct payroll year.

5. Does the [File / Change Payroll Year](#) set the payroll year for every user?
  - No, every user must change their payroll year themselves before entering any timecard records for payroll year 2017.
6. We forgot to change to payroll year 2017 and entered and posted all of our timecards to payroll year 2016. What do we do?
  - This is a two-step process:
  - While in payroll year 2016, enter all of the same timecard entries that you posted, but make the hours be negative to back out the original entries that were posted in error. Register and update that time using the same GL Posting Date that was previously used.
  - Now change to payroll year 2017. Enter all of the timecard records again as originally entered. Register and update the timecard records. That should be all you need to do.
7. How do I know what payroll year I am in when doing Timecard Entry?
  - When you select an employee, the current payroll year will be displayed under the employee code. Note that below indicates that the current payroll year is 2016.



Earning Code	Posted Hours	Earn
REG	4.00	
VAC	4.00	
Total Posted:		8.00

8. If my pay period spans years, such as 12/28/2016 through 1/3/2017, what payroll year do I need to be in?
  - If the payroll check is dated in 2017, you need to be in payroll year 2017 when you enter the timecard records.
9. Do I have to process my W-2's and all payroll yearend processing for 2016 payroll year before doing payroll processing in 2017?
  - No, you can do W-2's and all other reporting at a later time in 2017. Just make sure that you set your payroll year to 2017 before entering the timecard records.
10. Are there any special considerations regarding printing W-2's?
  - Use the 'Output' option at the top to select how you want to process the W-2's
    - We recommend doing the 'Work Sheet' first and verifying the numbers before proceeding to print the forms.
    - Print all forms to blank paper to verify the form alignment



11. When entering timecards, how can I tell what Payroll Year I am entering time in?
- After you select an employee, the payroll year will display below the employee code. This is important that in January, time is entered in the correct payroll year.

Earning Code	Posted Hours	Earning Code	Unposted Hours	Earning Code	Total Hours
REG	4.00			REG	4.00
VAC	4.00			VAC	4.00
Total Posted:		8.00	Total Unposted:		0.00
			Total Hours:		8.00

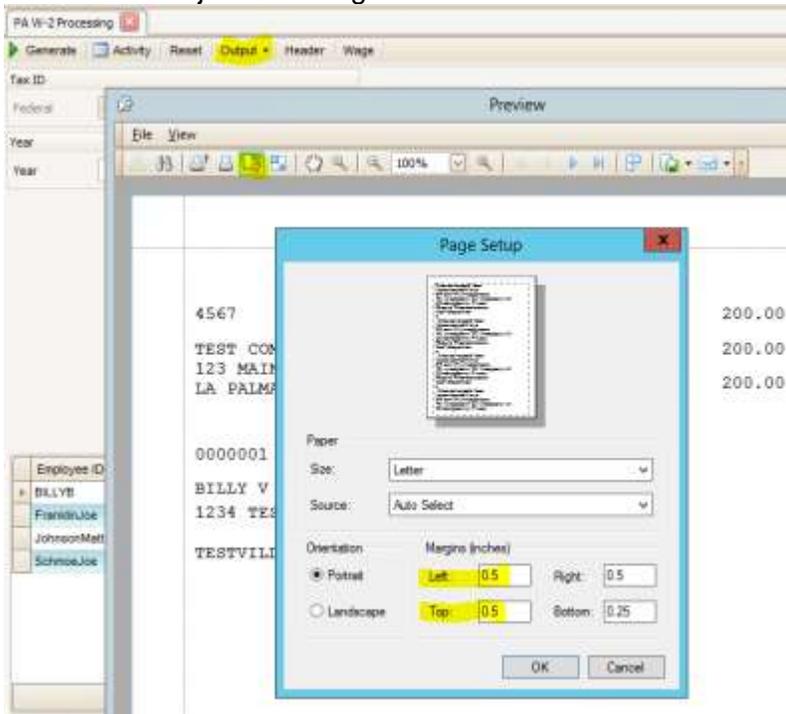
Work Date	Union	Skill Level	Earning Code	Pay Rate	Hours Worked	Dollars Charged
12/9/2016	[None]		REG Regular	0.000	0.00	0.00

Line	Work Date	Union	Skill Level	Earning Code	Pay Rate	Hours Worked	Dollars Charged	Pay Type	Work Ord
1									

12. Do I need to file electronically?
- Check with your accountant regarding the IRS requirements.
13. W-2 & 1099 Forms, will they print on any vendors forms?
- They are designed for a specific form that is pretty standard, but we can't say they will print on any form. Open Systems recommends this vendor <http://www.nelcosolutions.com/>. Be sure to look for Traverse 11 or 10.5 forms. Whichever is appropriate.
  - PR - W-2 Form
  - They can order '2 - Per Page' or '4 - Per Page' forms.
  - FYI: The Traverse EPTR (Enhanced Payroll Tax Reporting) module will print the completed forms on plain paper.
  - AP – 1099 MISC Form
14. What can I do to verify that my forms will work?
- Other than printing on the forms, we always print on plain paper and overlay the forms to be sure they will align correctly. This will prevent wasting forms during the alignment process.

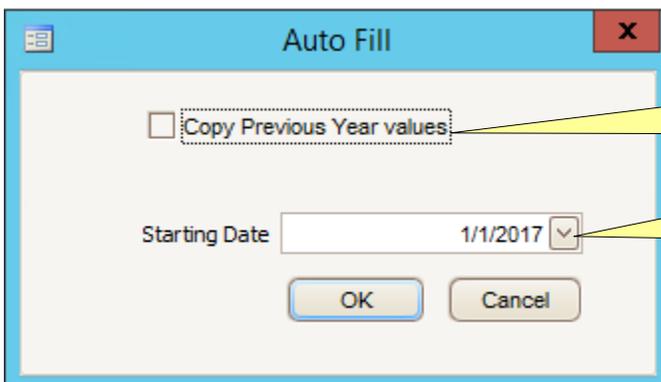
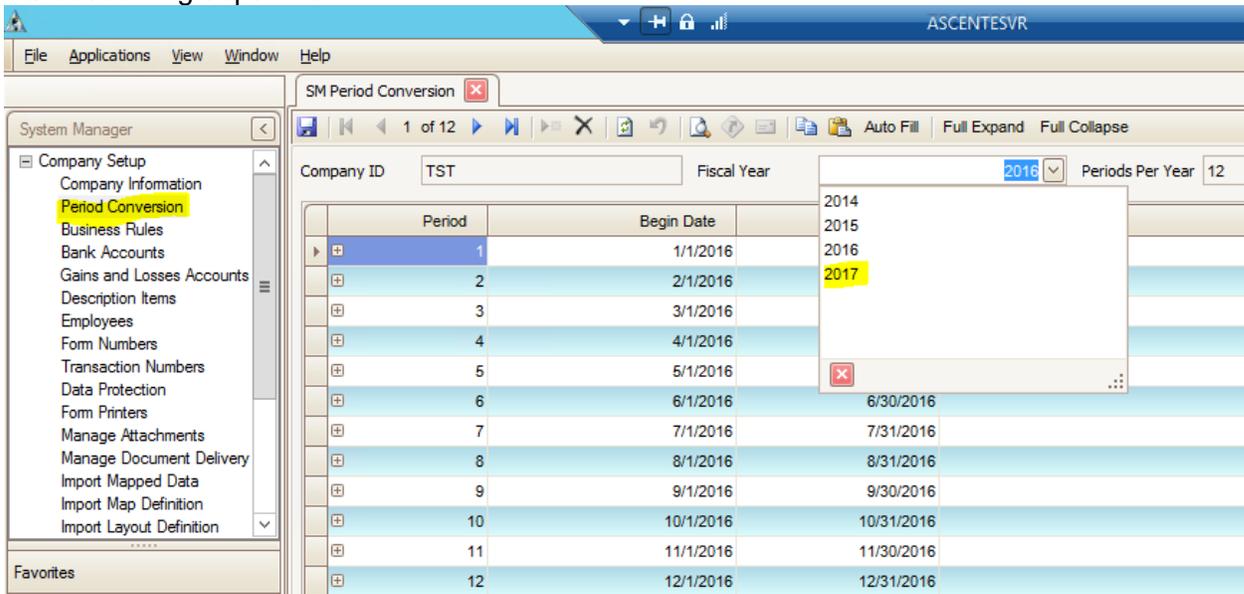
15. The forms do not align with the data, what do I do?
- Assuming that forms being used are compatible and the data just needs to be adjusted slightly horizontally or vertically a little bit, they can preview the forms and then click on the Page Setup button  to adjust the margins.



16. If you only do timecard entry in Ascente and do not process payroll in Traverse, do I need to have the 2017 payroll update and 2017 tax tables installed?
- Yes, you still need the payroll year and tax tables for 2017 installed.
17. If an account does Timecard processing in Ascente, but does not do payroll processing in Traverse, can the 2016 Year End Update be installed at any time?
- There is an important consideration depending if Ascente Mobile Pro is being used.
    - If they do not use Ascente Mobile Pro, the Traverse 2016 Year End Update can be installed at any time.
    - If they do use Ascente Mobile Pro, the Traverse 2016 Year End Update can be installed, but we can't switch the year in the .config file *to reference payroll year 2017* until they have finished their processing for 2016.
      - *It may be easier to wait and do the Traverse 2016 Year End Update and then edit the .config file to reference payroll year 2017 at the same time after they have completed the last payroll of 2016 and before the first payroll of 2017.*

## General Ledger

18. What do I need to do to start processing in fiscal year 2017 in Traverse?
- o Does your fiscal year start in January? If not, you can skip this step until you do reach the end of your current fiscal year.
  - o You need to create fiscal year 2017 in Traverse first. To do this run the [Traverse / System Manager / Company Setup / Period Conversion](#) and add the record for 2017 has not been setup. If it is not on the dropdown list, just type it in and it will prompt you to add it. This should be done by someone in the accounting department.

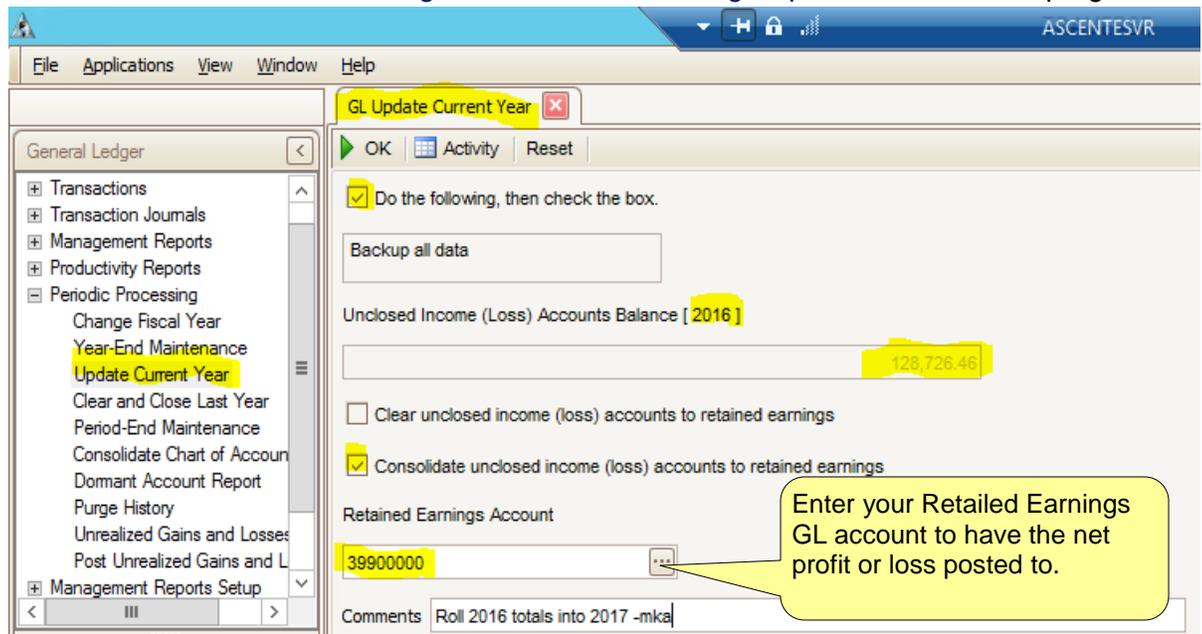


This is only typically used when your fiscal periods are not standard calendar months.

Enter the beginning date of your fiscal year here.

- If 2016 processing is completed, you should probably close all periods for 2016 that you are done processing in and all 2017 fiscal periods other than period one. This closing the periods is not a requirement. These can be reopened at any time.
  - Do I have to close fiscal year 2016 before creating fiscal year 2017?
19. What do we need to do in Traverse to close a fiscal year?
- Recommended
  - We recommend you complete all of your general ledger processing for the year, but know that this process can be run again at a later date if additional processing needs to be done in the year that is being closed.
  - Print or save to a pdf file a final copy of your yearend financial statements, trial balance and any other financial report you need.
  - [System Required](#)
  - [Traverse / System Manager / Company Setup / Period Conversion](#) needs to be run to create the new fiscal year.
  - .Before running the Update Current Year program, you should review your chart of accounts:
    - Print the Chart of Accounts list on the Master Lists menu. Check the box to print the clear and consolidate information. Once the list is printed verify the following information:
      - The income statement accounts have an account type between 500 and 890.
      - The balance sheet accounts have an account type between 005 and 465.
      - The step and clear to account information.
      - Use the Chart of Accounts program on the Setup and Maintenance menu to edit incorrect setup information found on the Chart of Accounts List if needed.
  - Change to the new fiscal year 2017 by running the [Traverse / General Ledger / Periodic Processing / Change Fiscal Year](#) program.
  - Run the [Traverse / General Ledger / Periodic Processing / Update Current Year](#) program to roll the 2016 balance sheet totals into the new year 2017 and also roll forward the retained earnings .
20. Do I have to close out fiscal year 2016 before processing in fiscal year 2017?
- No, you can close fiscal year 2016 any time in 2017.

- Run the Traverse / General Ledger / Periodic Processing / Update Current Year program.



21. When I go to enter Work Order in Ascente, we get a message saying that the fiscal periods are not setup?
- This is telling you that the Traverse / System Manager / Company Setup / Period Conversion record for 2017 has not been setup. See Step #15 above.

## Accounts Receivable

22. What is required in Traverse – Accounts Receivable at year end?
- Nothing is required by Traverse, but we recommend that you do the following:
  - Complete all AR sales and payment processing for the year.
  - Complete your normal month end processing.
  - Balance your AR sub ledger to your GL receivable accounts. Traverse / General Ledger / Interactive Views / Subsidiary Ledger Audit View.
  - Print or file a final Detailed AR Aged Trial Balance Report
  - Print or file any of the Management Reports that you may need for the year 2016.

## Accounts Payable

23. What is required in Traverse – Accounts Payable at year end?
- Complete all AP invoicing and payment processing for the month and year.
  - Complete all of your normal month end processing.
  - Process your 1099's for all of your 1099 vendors
  - Verify that all of the vendors for 1099's are setup to print a 1099
  - Verify their totals for the year using the Traverse / Accounts Payable / Periodic Processing / AP 1099 Processing program to edit the vendor totals as necessary.
  - Print and deliver the 1099 forms for 2016.
  - We recommend that you do the following:
  - Balance your AR sub ledger to your GL receivable accounts. [Traverse / General Ledger / Interactive Views / Subsidiary Ledger Audit View](#).
  - Print or file a final Detailed AP Aged Trial Balance Report for the year end date.
  - Print or file any of the Management Reports that you may need for the year 2016.

## Ascente – Service Dispatch

24. What do we need to do in Ascente at year end for Service Dispatch?
- Nothing special is required, but we recommend that you complete all of your normal monthly processing such as:
  - Complete all service billing
  - Optionally, some companies like to edit their branch records so that their service order or job numbers reference the year of the business. For example all of their service order numbers referenced year 2016, such as SO # 20160923. If that us something that you do, you should view all of your [Ascente / Service Dispatch / Maintenance / Branch](#) records edit the Next Numbers to reference 2017 instead of 2016.
  - Example:
  - Next Service Order: 20160924 could be changed to 20170000 to start over for 2017.
  - Be careful to use the same amount of digits as the previous Next Service Order #.

## Ascente – Job Cost

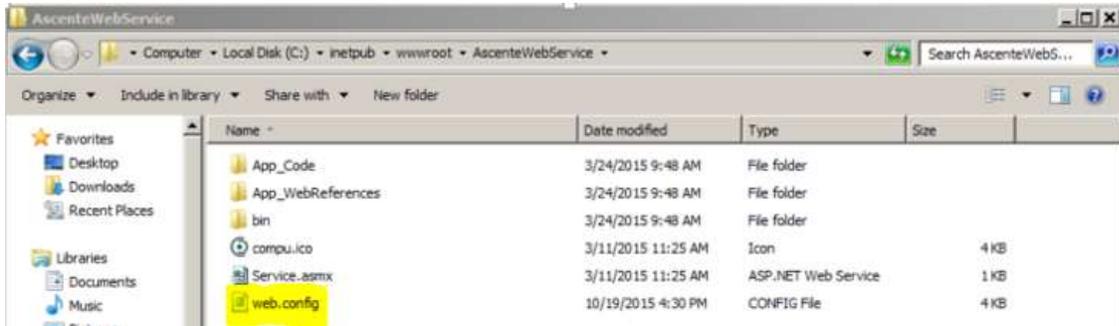
25. What do we need to do in Ascente at year end for Job Cost?
- Nothing special is required, but we recommend that you complete all of your normal monthly processing.
  - We recommend:
  - Complete all job cost billing for the year.
  - Print or file final year end job cost reports that could be needed in the future. This is important because some reports when printed; the billing to date totals can't be derived in the future by back dating the reports.

## Ascente - General

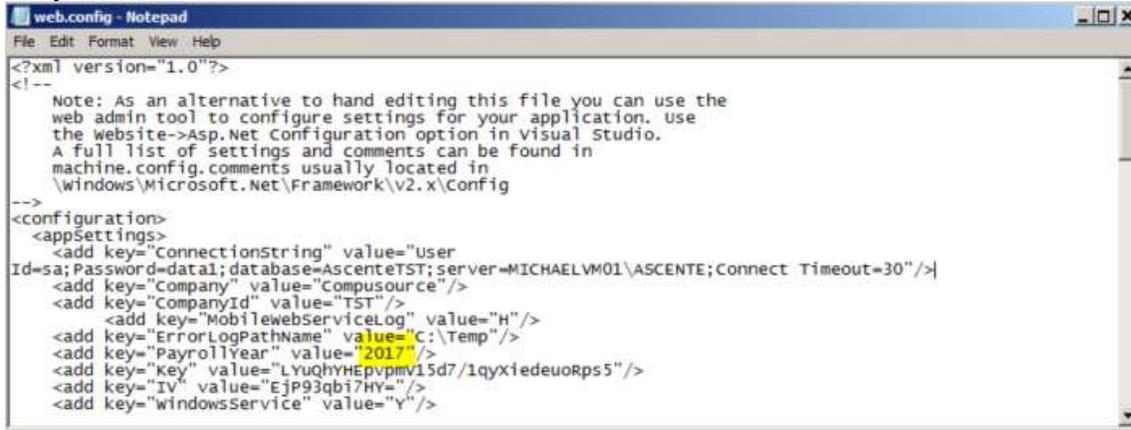
26. In Ascente, how do I know what fiscal year reports are being posted to?
- The G/L Posting Date entered, will determine the fiscal year and period based on the [Traverse / System Manager / Company Setup / Period Conversion](#) record.

## Ascente Mobile Pro

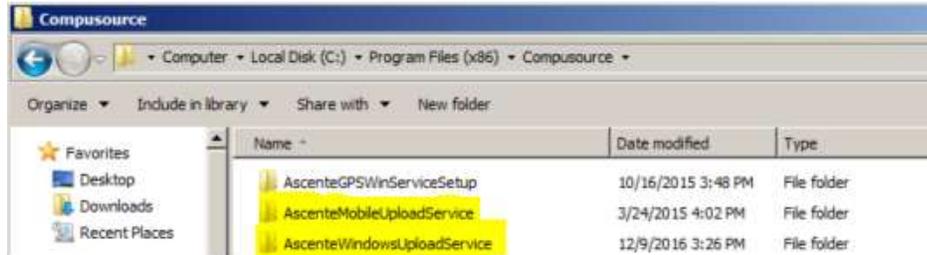
27. In Ascente Mobile Pro (AMP), is there anything that needs to be done before starting a new payroll year?
- The payroll year needs to be advanced to 2017 after all entries for 2016 are completed and before any for 2017 are entered on the mobile units.
  - This adjustment will need to be made in the configuration file of the Ascente Web Service and the Ascente Windows Service.
  - To adjust the Ascente Web Service,
  - browse to the AscenteWebService folder (usually found in the following directory: (C:\inetpub\wwwroot\AscenteWebService). *The name of the folder may vary, but will usually contain AscenteWeb*



- In the *web.config* file, you will need to adjust the Payroll Year line. This should be set to the new year



- After adjusting this, save the file and exit.
- To adjust the Ascente Windows Service,
- browse to the *AscenteMobileUploadService* folder (usually found in the following directory: (C:\Program Files (x86)\Compusource\AscenteMobileUploadService). The name of the folder may vary depending on the version of mobile being run, but will usually be one of the two. If both exists, it would be best to adjust both configuration files in case the old version of Ascente Mobile Pro is being run.



- In this folder open the *AscenteMobileUpload.exe.config* in notepad and change the PayrollYear to be the current year. Save the file and exit.



```

File Edit Format View Help
</sharedListeners>
</system.diagnostics>
<appSettings>
  <add key="ConnectionString" value="Server=MICHAELVM01\ASCENTE; DataBase=AscenteTST; User
Id=sa; Password=data1; Connect Timeout=5"/>
  <add key="Location" value="CA0001"/>
  <add key="windowsService" value="y"/>
  <add key="DelayBetweenCycles" value="30000"/>
  <add key="Company" value="Compusource (CPU)"/>
  <add key="CompanyId" value="CPU"/>
  <add key="LogFile" value=""/>
  <add key="PayrollYear" value="2017"/>
  <add key="ClientSettingsProvider.ServiceUri" value=""/>
</appSettings>
  
```

## Ascente – Purchasing

28. Are there any year end requirements for the Ascente – Purchasing module?
- There is no required processing required by Ascente.
  - We just recommend that you complete your entire daily and month end processing for the month.

## Ascente – Inventory

29. Are there any year end requirements for the Ascente – Inventory module?
- There are not any system requirements for inventory at the end of a year.
  - We recommend you complete your entire inventory processing for the year and all of your regular month end processes.
  - You may want to do the following:
  - Do a physical inventory and load the correct counts and do any year-end count and general ledger adjustments.
  - Print or file an Ascente / Inventory / Reports / Inventory Reports [Costed Inventory Report]