



**2024 Year End Webinar 11.15.2024**

# Thank you for joining us!

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- All participants will be muted during the webinar.
- We are now utilizing Teams for our webinar.
- Feel to type your questions in Teams—use the Q&A button! We have CTR team members monitoring it and will address as time permits.
- We will be providing a Q&A sheet for all answers, this will be sent you to along with the presentation and recording.
- Reach out to your Support Representative if you have any additional questions after the webinar.



# CTR Holiday Schedule



## **Thanksgiving – Thursday, November 28, 2024 and Friday, November 29, 2024**

CTR Offices Closed.

If you normally process on Thursday or Friday, please submit your payroll by Wednesday, November 27, 2024.

ACH Files will be transmitted as normal on Friday.

## **Christmas – Tuesday December 24, 2024 and Wednesday, December 25, 2024**

CTR Offices will be closing early on Tuesday December 24, 2024.

CTR Offices Closed on Wednesday December 25, 2024.

If you normally process on Tuesday or Wednesday, please submit your payroll by Tuesday, December 24, 2025, 11:00am EST. If you can not meet this 11am deadline, then please notify your customer support representative by Friday December 13, 2024 so that we may accommodate you.

ACH Files will be transmitted as normal on Tuesday.

## **New Year – Wednesday, January 1, 2025**

CTR Offices Closed.

If you normally process on Wednesday, please submit your payroll by Tuesday, December 31, 2024.

ACH Files will be transmitted as normal on Tuesday.

# How is my payroll affected due to holiday schedule?



If your processing/check date falls on Christmas/New Year's Day:

- Refer to your payroll run schedule to see **specific impact** to your company.
- Contact your Payroll Support Representative if you want to use a different pay date **PRIOR** to entering payroll data.
- If you attempt to process your payroll after your scheduled Processing Date the system may prohibit you from processing your payroll and the payroll must be pushed through. As such, please make arrangements with your Payroll Support Representative prior to the holiday so that we can be sure your payroll is timely processed.
- Failure to process by the established deadlines may result in additional processing fees



# Go Paperless!



We ask our clients that receive a payroll package to consider the following options as we navigate the holiday season and flip the calendar to 2025.

- **Go Paperless!** Sign up for Employee Self Service. This will allow employees to access their direct deposit vouchers online. This is a **WIN** for everyone and shipping fees are reduced or in some cases eliminated.
- **Encourage employees to sign up for Direct Deposit.** This is another **WIN** for the employee as it is convenient. No need to make that trip to the bank putting more time back in the employee's day. It also guarantees that employees are paid on time. If the employee does not have a traditional bank account, no problem! Ask your Customer Support Representative for information on our pay card option.

These options are easy to implement. If you would like to hear more about these options, please contact your Customer Support Representative.

# Federal Unemployment Credit Reductions (FUTA)



- States normally receive a 'credit' reduction to the FUTA tax rate, where employers only need to pay a 0.6% rate on employee wages up to a \$7,000 wage base.
- Many states borrowed Federal funds to pay for unemployment benefits, and since they did not repay their loans to the government, their FUTA tax rate credit is being reduced.
- States affected by FUTA Credit reduction for the year 2024: California, New York, and US Virgin Islands.
  - If you have employees who work in these states (i.e. they are subject to the states' SUI taxes), your company will need to pay additional FUTA taxes due to the credit reduction.
- Employers will need to pay an additional 0.9% in tax on each employee who worked in these states, except for US Virgin Islands. This is up to the \$7,000.00 wage base. Therefore, employers could pay up to an additional \$63.00 for each employee. The US VI employers will pay an additional 4.2%
- The additional FUTA taxes will be collected sometime in December. We will keep you posted on scheduling.
- Be advised that this could cause a significant increase in your payroll tax collection due to the additional tax liability.
- The Payroll Summary report will have a separate line item showing the additional FUTA tax being collected.
- This credit reduction could potentially happen again in coming years if the states do not repay their loans to the government.

# Important to Remember!

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All adjustments made after **Friday, December 27, 2024** may result in penalties from tax agencies and CTR may charge additional fees for correcting or revising returns.

CTR will begin processing quarterly returns and printing W-2s on **Thursday, January 9, 2025**. All payroll runs/adjustments/changes must be processed by **Wednesday, January 8, 2025, 5:00pm EST**. Please reach out to your CTR Customer Support Representative for assistance.



# Taxes Can Be So Taxing



- CTR is happy to assist our clients whenever possible, but CTR cannot advise you on tax matters.
- Tax decisions should be made in consultation with your company accountant, CPA, or Tax Attorney
- When a special item is presented to us that requires special taxation, we will configure the pay item according to your direction within the bounds of the software.



# Employee Information



Did you hire a new employee in 2024? If so, you should verify:

- ✓ Social Security Number
- ✓ Employee's (Full) Legal Name—Does it match the Social Security Card?
- ✓ Employee's Address – This should be a physical address. Some Tax Agencies do not allow PO Box Addresses. PO Box Addresses can be reported in the employee's Override Address section:  
**Employee Management > Employee Maintenance > Override Address**
- ✓ ITINs (i.e. SSNs beginning with a 9) should not be accepted.

## Employee Summary

A screenshot of an 'Employee Summary' page. At the top right is a small chat icon. Below it is a large pink oval containing the initials 'JD'. Underneath the oval is the name 'John Doe'. Further down, there are two rows of information: 'Home Phone' with the value '555-555-5555' and 'Address' with the value '123 Main Street Anywhere, PA 55555'.

Home Phone	555-555-5555
Address	123 Main Street Anywhere, PA 55555

## Override Address

A screenshot of an 'Employee Override Address' form. At the top is a black bar with three buttons: 'Save', 'Cancel', and 'Delete'. Below this is the title 'Employee Override Address'. The form contains several fields: '\* Country:' with a dropdown arrow, '\* Address:' with a text input field, '\* City:' with a text input field, '\* State:' with a dropdown arrow, and '\* Zip Code:' with a text input field. At the bottom are two checkboxes: 'Use for tax forms: W-2, 1099, ACA form 1095' and 'Use for paychecks'.

Employee Override Address

\* Country:

\* Address:

\* City:

\* State:

\* Zip Code:

Use for tax forms: W-2, 1099, ACA form 1095

Use for paychecks

**Note:** If this information is inaccurate following the 01/08/2025 W2 review deadline, you may be required to pay for a W2-C and amended returns fees.

# Employee Information

After each payroll the following report will identify employee tax items that need attention:

## Reporting > Reports Archive > Exceptions > View/Download Report

Search the menu

- Employee Management
- Employee Admin Tools
- Employee Self-Service
- Client Management
- Payroll Processing
- Reporting**
- Report Archive**
- Report Writer
- Report Writer (From Template)
- Quarterly Reports On-Demand
- Client Reports
- My Reports
- My Reports Queue
- Check Print Back
- Continuous Reports Archive

isolved University Help

### Report Archive

\* Pay Date Year: 2024 Filter

Expand All Groups Collapse All Groups Clear Grouping/Filters Refresh

Drag a column header here to group by that column

Payroll Status	Payroll Type	Status	Run #	Period Begin	Period End	Run Date	Pay Date	Last of Month	Last Of Quart...	Last of Year	New Fiscal Y...	Actions
Complete	Regular Payroll		290	10/13/2024	10/26/2024	10/28/2024	11/1/2024					+
<a href="#">Payroll Summary</a>		GENERATED										
<a href="#">Payroll Register</a>		GENERATED										
<a href="#">Payroll Register</a>		GENERATED										
<a href="#">Payroll Register by Check Type</a>		GENERATED										
<a href="#">New Employee and Change Audit</a>		GENERATED										
<a href="#">Exceptions</a>		GENERATED										

**All Tax Exceptions/Variations must be reviewed and resolved prior the last payroll run.**



# State Unemployment Rate Changes

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- ✓ When you receive a rate notice from any state, please send it to us promptly.
- ✓ Notices can be sent by email or fax to your support representative.  
To expedite the handling of notices sent by email, please use a subject line such as:  
  
2025 (State Abbreviation), ex: PA SUI Rate for – Company ID
- ✓ The rate on file for your company determines the amount impounded for this tax. If the rate is not provided until some time after its effective date this will have a large impact since the first dollars earned in the year will all be subject to the SUI tax.
- ✓ Our secure fax number is 866.748.1412

# Bonus and Special Pay Runs



These payrolls MUST be processed before December 27, 2024

Please request and process as early as possible, especially if this will be done as a separate payroll run and not part of your regular payroll.

## POINTS TO CONSIDER:

- ✓ If the total taxes for your special or bonus payroll run will be larger than your normal tax amount, we may need to make special arrangements to fund those taxes.
- ✓ Will you use the regular tax calculation for these pays or will the supplemental Federal and/or state rates be used?
- ✓ Will these pays be separated from regularly scheduled pay checks?
- ✓ Will you allow these to be paid via direct deposit or do you want only paper checks to be used?
- ✓ What about deductions, like your 401k/403b/retirement deferrals? Will they be allowed? If so, remember that varying the withholding just for this pay is difficult.
- ✓ Will there be special delivery instructions for any paper checks in particular?
- ✓ If your bonus amount exceeds your approved ACH Limit Amount, you may be asked to wire the funds or provide proof of funds.

# Third Party Sick Pay

## TIMING:

Submit BEFORE the last payroll of the year!



Adding sick pay amounts after January 1 could delay the production of all of your W-2 forms and your tax reporting.

## POINTS TO CONSIDER:

- ✓ Who is responsible for reporting this on a W-2 to the employee—You or your provider?
- ✓ Did the employee pay any portion of the cost/premium either as a deduction or as a tax?
- ✓ Has the employee been receiving sick pay for more than 6 months?



# Special Pay Items – Group Term Life



If you provide Group Term Life insurance coverage in excess of \$50,000 for any employee this should be processed in the employee's pay, on a live payroll.

Group Term Life should be added either with or before the last pay of the year to allow the employee to cover the taxes due. This can be setup to run automatically with your live payrolls. Please contact your Customer Support Representative for more details on how to set this up.

## TIMING

- The employees need Earnings to be processed for tax calculations.
- Doing this on a live payroll will avoid you having to pay for a special adjustment run, and avoids additional work on your and CTR's end.
- If your employees are terminated with no live pay to process, please reach out to your Customer Support Representative for instructions.
- Remember to review your Payroll Register reports with each payroll, in case you are automatically and accidentally adding GTL to employees who have not been terminated in the system.

# Special Pay Items - S-Corp Owners Health Insurance



Is your company a Subchapter S-Corporation?

Do you pay the cost of health insurance for anyone who owns 2% or more of the corporation?

## IF YOU ANSWERED YES TO THE ABOVE:

- ✓ Consult with your company accountant or tax advisor.
- ✓ Provide to us any amounts that need to be added and which taxes apply BEFORE the final payroll of the year. There are differences among states regarding the taxability of these items.
- ✓ Reporting these items after January 1 can delay production of your W-2 forms for all employees and your tax reporting.



# Special Pay Items – PUC and Other Fringe Benefits



Personal Use of Company Car (PUC) is when an employee uses a company vehicle for personal reasons and it is a taxable fringe benefit. Examples include using the vehicle for personal errands, commuting to/from work, weekend use, etc. If an employee uses a company car for those purposes you will need to determine its value and include it in the employee's compensation for tax purposes.

There are other taxable fringe benefits as well. In general, these are monetary benefits in addition to an employee's wages (i.e. separate from their salary).

## POINTS FOR CONSIDERATION

- ✓ If the employee is not receiving any more pays and this needs to be added, how will you cover the employee's taxes?
- ✓ Are you giving out gift cards or other items that have more than a "[de minimis](#)" value?
- ✓ Do the owners/managers/key employees need to be taxed on special earnings received?

**Note:** For any of the above, consult your company accountant or tax advisor and provide us specific directions on what taxes apply. Sufficient advance notice needs to be given to us to make sure we are complying with those directions.



## Special Pay Items – Automation



- Many fringe benefits, such as GTL and S-Corp Health insurance, can be automated in the system. You can arrange to have the items automatically applied with each payroll, so that the amounts are accumulating and taxed during the course of the year. As mentioned, this will avoid the additional work of having to total these values up by the end of the year and potentially miss collecting employee taxes if your employees have already received their final pay.
- Please reach out to your Customer Support Representative if you have any questions on setting these up.

# Help! My W-2 does not match my final pay stub

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It probably should not match.

## REASONS IT WOULDN'T MATCH:

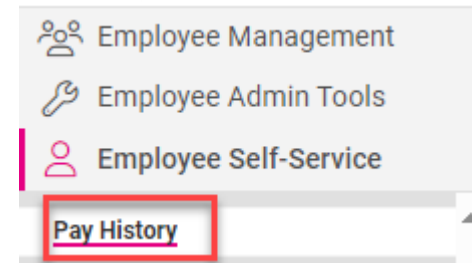
- ✓ You probably have pre-tax deductions that reduce taxable wages.
- ✓ You may have earnings codes, like reimbursements, that are not taxable.
- ✓ The tax treatment of earnings or deductions may not be the same for your state or local taxes as Federal.

# Help! My W-2 does not match my final pay stub



## HOW TO RECONCILE

Use the employee Pay History screen and select the final pay of the year.



In the Taxes section of the Paystub you will see the year-to-date wages that are used to create the W-2 form

### Employee Taxes

	Curr \$	Curr Wages	YTD \$	YTD Wages
SOC SEC EE	43.64	704.00	1079.25	17407.33
MED EE	10.21	704.00	252.41	17407.33
FEDERAL WH	34.25	704.00	872.75	17407.33
PA WH	21.61	704.00	534.40	17407.33
SCRANTON	7.04	704.00	174.10	17407.33
PA SUI EE	0.50	704.00	12.19	17407.33
SCRANTON LST	6.00	704.00	126.00	17407.33





# Reconciling All Employee W-2's



## W-2 RECONCILIATION REPORT

- This report can be run at any time but is most useful after the final payroll of the year
- Navigate to **Reporting > Year End Reports on Demand**
- Choose W-2 Reconciliation Summary

Year End Reports On Demand

Reports to CD

**SYSTEM MANAGEMENT**

**SECURITY**

W-2 Copy B and C VI

W-2 Copy D Employer

W-2 Packing List

W-2 Pressure Seal

**W-2 Reconciliation Summary**

# Paperless Forms



CTR has a feature that offers your employees the ability to “opt-out” of receiving all paper year-end tax forms W2/ACA/1099.

When this feature is turned on for your company, employees will be presented the option to opt-out of paper year-end forms the next time they log in to their employee self-service.

Employees who “opt-out” will be able to retrieve an electronic copy of their year-end forms under **Employee Self-Service > W2/ACA/1099 Forms**. We will post the Electronic Copies on approximately 1/15/2025 (This is subject to change).

# Paperless Forms



## Verifying if this Feature is Active for your Company

- If you would like this feature turned on you must notify us before your last payroll of 2024.
- Many employers have already chosen to activate this feature within their iSolved setting and have notified CTR.
- If you are unsure of whether you currently have this feature activated in your iSolved setting and whether employees have already opted out of receiving a paper W2s for 2024, you can navigate to [Reporting > Client Report > Electronic Tax Form Delivery Status](#).
  - If the date field is empty for all employees, then you are not offering this service, or no employees have opted out of receiving paper copies.
  - If you do see a date field next to the name of some employees that means that the employees have opted out of receiving paper forms. **Employees MUST accept before the last payroll of the year is processed.** Terminated employees will always receive a paper W2 form.



# Paperless Forms



## Remind employees who have opted out of paper forms

- You may have employees who forget that they have opted out of receiving paper forms. We recommend that it is good practice to send a quick email notifying employees where they may retrieve their electronic year-end forms in their employee portal.
  - The employer can do this under [Employee Self-Service > W2/ACA/1099 Forms](#) (to reprint individual forms).
  - To get a PDF of employer copies, see under [Reporting > Year End Report Archive > 1099-MISC Copy C Employer/ACA 1094-C and 1095-C Employer/W-2 Copy D Employer](#). This will provide a PDF version of all employer copies of tax forms for your employer records.

## See our Year End Resource page for more information on paperless W-2s

- The page contains a guide on what you need to do, and a quick employee guide you can share with your employees.

2024 Go Paperless with Electronic  
W-2s!

# Year End Tax Forms Electronic Delivery



## Year End Report Archive

- Employees that are not receiving a printed W2 will not appear in the W2 Pressure Sealed report in the Year End Report Archive. The client will only see W2s for the employees that received a printed W2.
- The employer W2 Copy D will include all W2s. However, the employees that are using the electronic version, will have a watermark identifying ESS Copy.

<input type="checkbox"/> Void		a Employee's social security number 321-13-2321		OMB No. 1545-0008	
b Employer identification number (EIN) 47-1787654		1 Wages, tips, other compensation 1515.50		2 Federal income tax withheld 156.15	
c Employer's name, address, and ZIP code Measurements, INC 100 S Main Winston Salem, NC 27104		3 Social security wages 765.70		4 Social security tax withheld 93.96	
		5 Medicare wages and tips 1515.50		6 Medicare tax withheld 21.97	
		7 Social security tips 749.80		8 Allocated tips	
d Control number aeVMP - 55		9		13 Dependent care benefits	
e Employee's first name and initial Abbie  123 Elm CHICAGO, IL 60615		Last name Aastor		11 Nonqualified plans	
		13a See instructions for box 12 DD		435.00	
		13 Statutory employee Retirement plan Thorough party sick pay		12b 12c 12d	
f Employee's address and ZIP code		14 Other			
18 State IL	Employer's state ID number	16 State wages, tips, etc. 1515.50	17 State income tax 62.11	19 Local wages, tips, etc.	20 Local income tax
21 Locality name					

Form **W-2** Wage and Tax Statement **2017** Department of the Treasury - Internal Revenue Service  
Copy D - For Employer For Privacy Act and Paperwork Reduction Act Notice, see separate instructions.

# Masking SSNs on Year-End Forms



- In order to protect employee Personal Information, the IRS allows employers to mask the Social Security Number on employee year-end forms including W2s, 1099s, and 1095-C forms.
- If you would like to add the masking feature to your year-end forms, please contact your Customer Support Representative before you process your last regular payroll/pay date of 2024.
- Employer copies of the reports will not be masked. This is an all or nothing feature for all EE Copies of W2/1099/ACA Forms for employees.

Copy B--To Be Filed With Employee's FEDERAL Tax Return		<b>W-2</b> Wage and Tax Statement	<b>2020</b>	OMB No. 1545-0008
a. Employee's soc. sec. no. XXX-XX-7410I	1. Wages, tips, other comp 5800.00	2. Fed. income tax withheld 570.35		
b. Employer ID number (EIN) 34-1233322	3. Social security wages 5800.00	4. Soc. sec. tax withheld 359.60		
d. Control number dmbrp4-99154	5. Medicare wages and tips 5800.00	6. Medicare tax withheld 84.10		





# iSolved - TurboTax Employee W-2 Integration



- Free service—no cost for it.
- There is nothing you need to do for this integration, except make your employees aware that they can do the import if they choose. This service will be available and on for all clients, by default. We do have the opportunity to turn this off, if requested.
- Employees that utilize Turbo Tax will be able to easily import their W-2 during the tax filing process. When employees go to self-service, the first page of their W-2 will show like below. No employee information is shared with TurboTax until the employee requests to import their W-2 information from iSolved.



You'll find your official IRS Form W-2 on the next page.

If you wish to prepare and file your income tax return electronically, you now have the option to import your official IRS Form W-2 into TurboTax via the QR Code below.

Otherwise, simply scroll to the next page to view your official IRS Form W-2.



Automatically import your W-2 to TurboTax for tax filing made easy.

Scan the QR Code to begin.

Alternatively, you can visit [isolved.co/turbotax](https://isolved.co/turbotax) to access TurboTax directly.

# Approving ACA Forms




Once you have finished previewing your ACA Forms (scroll through all pages to end to make sure no error report log), you must then “Approve” your forms in iSolved. You may preview/approve your forms on the ACA Forms Approval Screen displayed below. Approving the forms will commit the forms to the Year End Batch Print for Service Bureau printing and filing. If you fail to approve your forms in iSolved, CTR will not be able to produce or file your ACA Forms so it is crucial that you complete this final step. **Note: ACA forms will be printed and shipped separately from W-2s!**

## ACA Forms Approval


**Report Information**

\* Reporting Year:


Report Type for Selected Year: **ACA 1094-C and 1095-C Employer**




Preview Export with Audit




Run Alerts



Preview Forms



Approve Forms



Show History

**ALL ACA FORMS MUST BE APPROVED January 9, 2025. Do not Approve your ACA form before 12/31/2024.**



# Year End Checklist



To help you please use the checklist below. This is included in CTR's Year End Planning Guide:

## CLIENT YEAR END CHECK LIST

THIS IS FOR THE CLIENT'S USE ONLY, DO NOT RETURN THIS SHEET TO CTR

DUE DATE	DESCRIPTION	DATE COMPLETED
<b>As Soon As Possible</b>	I have verified whether I will have Group Term Life (GTL) and/or Fringe Benefits. If I have Fringe Benefits and/or GTL, I have verified the appropriate taxation and W-2 box designation. I understand this must be entered into a live payroll on actively paid employees before the last payroll of the year. Do not enter Fringe Benefits/GTL on terminated employees. Contact your Payroll Support Representative for review/instructions before processing, if needed.	
<b>Right Now!</b>	I have reviewed my processing calendar to determine how upcoming holidays affect my process and pay dates.	
<b>Right Now!</b>	I have reviewed my holiday schedule to ensure payrolls will be delivered on time.	
<b>Right Now!</b>	I have previewed my ACA Forms (if applicable)	
<b>12/2/2024</b>	I have verified whether any employees have opted out of paper Year End Forms (these include W2, 1099, ACA) and have reminded them if necessary. This report can be found in iSolved <a href="#">under Reporting &gt; Client Reports &gt; Electronic Tax Form Delivery Status</a> .	
<b>12/23/2024</b>	Bonus Payroll has been processed if needed.	
<b>12/27/2024</b>	I have verified that all manual and voided checks have been posted. This is the final day for all 2024 payrolls to be processed	
<b>12/31/2024</b>	I contacted my insurance carrier regarding 3 <sup>rd</sup> party sick <a href="#">pay</a> and I will send the required information to CTR to record in the payroll system.	
<b>1/8/2025</b>	I reviewed my W-2s and 1099s by 11:00 a.m. EST on January 8, 2025, and made all corrections in the payroll system, or we notified our CTR Customer Support Representative of the changes.	
<b>1/9/2025</b>	I have approved my ACA Forms, if applicable. Remember all updates/changes must be entered into iSolved prior to approval. <b>Note: Do not approve your ACA Forms before 12/31/2024.</b>	
<b>2/1/2025</b>	I have notified CTR of my state(s) SUI rate changes for 2024 by February 1, 2025. If you have not received one, contact the state for your new rate and send it to CTR.	

# CTR Year End Resources



- We also have a [Year End Resource](https://ctrhcm.com/year-end-resources/) webpage, which can be found at: <https://ctrhcm.com/year-end-resources/>
- This page covers a variety of year end deadlines, as well as providing guides (including YE Planning Guide), checklists and recorded webinars.

The screenshot shows the top portion of the CTR website. At the top is a navigation bar with the CTR logo and links for 'About Us', 'Services', 'Resources', 'Careers', and 'Contact'. A 'LET'S CHAT' button is also visible. Below the navigation bar is a large banner with a background of fireworks and the text 'CTR YEAR-END RESOURCES'. Underneath the banner is a section titled 'Year-End Deadlines' featuring a graphic of wooden blocks spelling '2024' and a small alarm clock. Below this graphic are four key dates and their corresponding tasks: 'Due By 12-6-24: Fringe Benefits or Other Items Needed for Year-End Payroll AND (1/1) Accrual Plan Changes', 'By 12-11-24: Review the Year-End Planning Guide & Audit EE Records to Prepare for W-2s', '1-8-25: Last Day to Process Payrolls for 2024', and '1-9-25: Deadline to Approve 2024 ACA Forms'. At the bottom of the page, there is a section titled 'YEAR-END-RESOURCES' with four blue buttons: '2024 ACA Webinar Presentation', '2024 ACA Webinar Recording', '2024 ACA Form Preview Guide', and '2024 ACA Preparation Checklist'.

2024 ACA Webinar Presentation

2024 ACA Webinar Recording

2024 ACA Form Preview Guide

2024 ACA Preparation Checklist

# Questions?

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## **CUSTOMER SUPPORT INFORMATION**

**Refer to the Client Landing Page for your Dedicated Customer Support Representative and their Contact Info!**

**Phone: 1-800-468-2794**

**Fax: 1-866-748-1412**

**Email: (See Your Client Landing Page)**

### **MY ACCOUNT REPS**



**My Customer Support Representative**

**Customer Support Representative  
800.468.2794 ext**