

Processing Payroll 1010 – Part I: Open Payroll

Questions and Answers

July 20, 2020

Question: If I am just paying one employee, do I still need to run open payroll?

Answer: You could run the open payroll process for that one employee if needed. Technically, if there wasn't any changes to the employee's data you wouldn't have to, but running Open Payroll each time before a payroll is a best practice and a good way to make sure your data is correct.

Question: What if I add a pay change today with effective date in March, do I need to change the period start date?

Answer: If March is the latest pay effective date, this would be your current pay rate. You do not need to change the period start date as this is your current pay rate. The system will see that there is a pay difference and update it accordingly if it is linked in Employee Configuration.

July 9, 2020

Question: How often are the Sage City questions reviewed?

Answer: Sage City is open to everyone. You do not need to have a Sage product to be able to access and post questions and answers. The posts are immediately available and can be viewed by other customers, channel partners, Sage employees, and people that do not have any Sage products. You can choose to have posts sent to you immediately, daily, weekly and so on.

Question: We have been working with Sage on Employee Distributions not working for the past month.

Answer: I would suggest continuing working with Sage Support for a resolution.