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## REFERENCE GUIDE

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## **MINIMUM SYSTEM REQUIREMENTS**

- PC with a Pentium® class or faster processor
- 64 megabytes of RAM
- 40 megabytes of free space on the system's hard drive
- CD-ROM drive
- Monitor and video card capable of 800x600, 16-bit color resolution
- Mouse or other pointing device
- Either: 9-pin serial port *or* USB port (via an optional adapter)
- Windows® ME, 98, 2000, XP, Windows NT®
- Printer (if hard copy reports are desired)

#### INTRODUCTION

*Congratulations* on your purchase of the Pyramid TimeTrax PC Time and Attendance System.

TimeTrax PC is a software-only solution utilizing the powerful TimeTrax software with your existing computer hardware, rendering a low-cost solution for your Time & Attendance needs.

#### **Features**

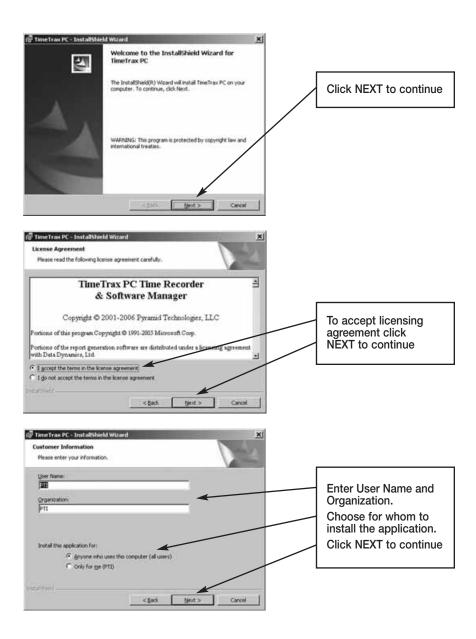
- Standard 50 Employees, upgradeable to 100
- Weekly, Bi-weekly, Semi-monthly, or Monthly Pay Period
- Automatic overtime calculation
- Pay Interval rounding to 5, 6, 10, or 15 minutes
- Option to automatically deduct unpaid lunches
- Exports out of the box to ADP, PAYCHEX, QuickBooks, and Excel
- Produces a variety of useful reports

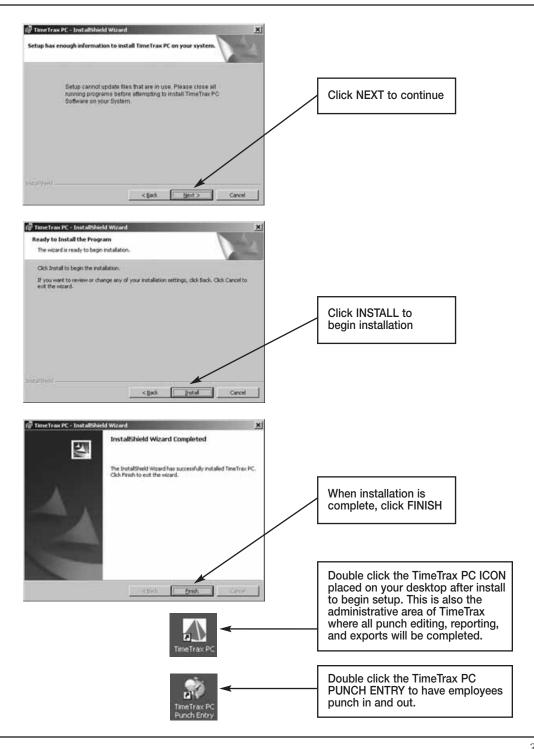
## **NEED TO PLACE AN ORDER?**

For additional cards, cable extensions, and other supplies, call Pyramid Technologies, LLC at:

(888) 479-7264

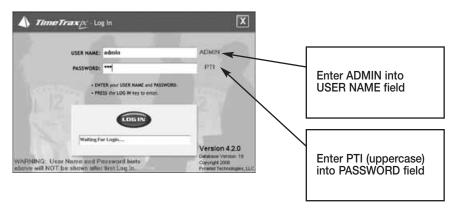
#### **INSTALLING THE SOFTWARE**





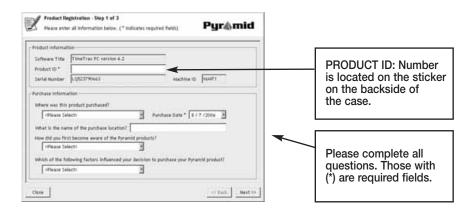
#### LOG IN WINDOW

When the program is launched, you are presented with the Log In Form.

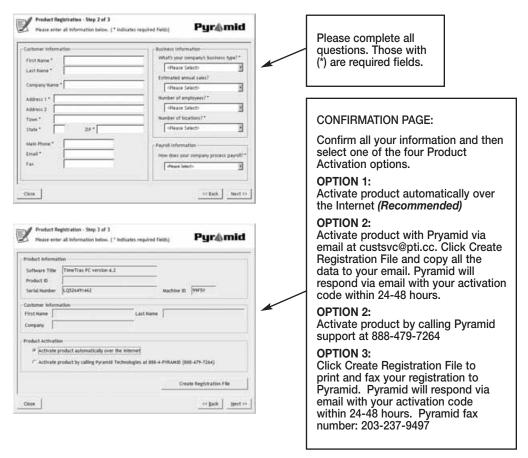


### PRODUCT REGISTRATION

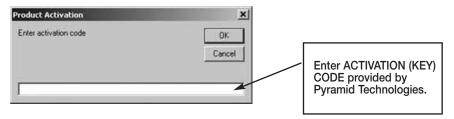




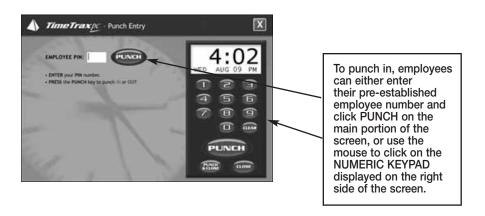
4



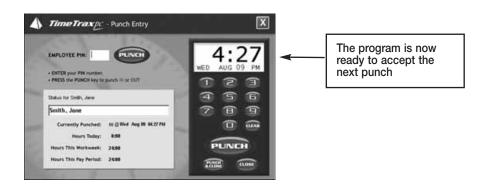
To complete a registration already in progress, open TimeTrax PC, go to HELP on the Menu Bar and select PRODUCT REGISTRATION, which will take you to the place that you left off.



#### TIMETRAX PC PUNCH ENTRY





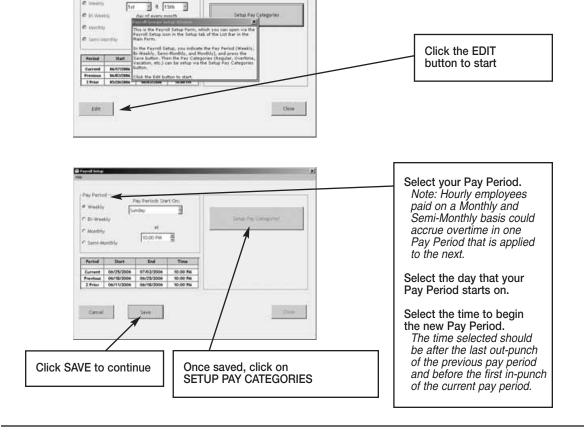


#### TIMETRAX PC SETUP WIZARD

Current Pay Period Starts On:

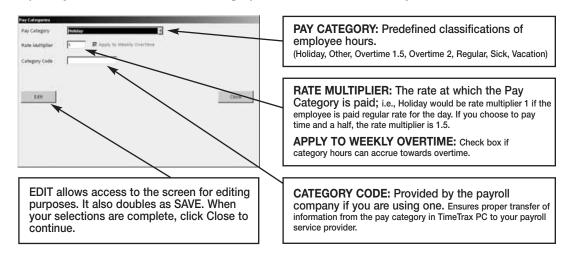


#### **PAYROLL SETUP**

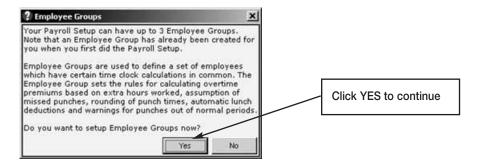


#### PAY CATEGORIES SETUP

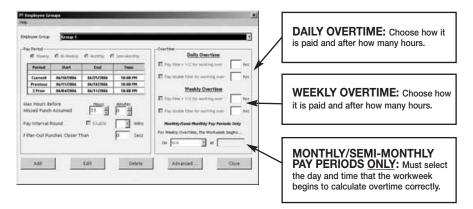
Pay categories are classifications of employee hours. Click EDIT to begin.



#### **EMPLOYEE GROUPS SETUP**



#### Click EDIT to start.



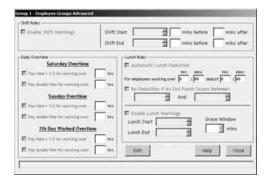
**Max Hours Before Missed Punch Assumed:** The maximum number of hours an employee can work without punching before the system assumes the employee forgot to punch out.

**Pay Interval Round:** Click Enable if you wish to use Pay Interval Rounding. Divides each clock hour into intervals of 5, 6, 10, or 15 minutes. The software automatically edits the punch time so that it is set to the start of the interval that contains the actual time. For example, at 5-minute intervals, 7:02 am becomes 7:00 AM and 7:07 AM becomes 7:05 AM. Leave box unchecked for no Pay Interval Rounding.

**Filter-Out Punches Closer Than:** This will eliminate duplicate punches within a user definable time; i.e., If an employee goes to the time clock and punches their badge, forgets that they punched it, and punches again, this filter will automatically eliminate the second punch if it is within the filter time defined. Pyramid recommends using 90-seconds.

#### ADVANCED EMPLOYEE GROUPS SETUP

Employee Groups Advanced can be used when the standard Employee Groups is not sufficient for an organization.



**Shift Warnings:** Allows the employee to punch at any time, but will generate a warning when an employee punches outside of the defined shift. The user can define the warning based on minutes before or after the shift starts or ends.

**Saturday Overtime:** Allows the employer to specify whether or not Saturday is automatically overtime regardless of the number of hours worked during the regular pay period.

**Sunday Overtime:** Allows the employer to specify whether or not Sunday is automatically overtime regardless of the number of hours worked during the regular pay period.

**7th Day Worked Overtime:** Allows the employer to specify whether or not an employee who works 7 consecutive days is eligible for overtime regardless of hours worked during the regular pay period.

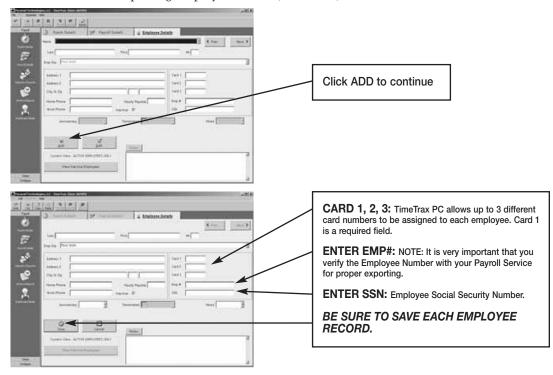
**Lunch Rules:** Allows the employer to specify whether an employee must punch out or have lunches automatically deducted or any combination of both. You can choose both *Automatic Lunch Deductions* and *No Deductions*, if the employees within your Employee Group will perform multiple activities where they may not be able to consistently punch.

**Enable Lunch Warnings:** Allows the employee to punch at any time, but will generate a warning when an employee punches outside of the defined lunch. The user can define the warning based on minutes before or after the lunch starts or ends.

**Grace Window:** The number of minutes that the employer will allow before a warning is generated for lunch punches.

#### **EMPLOYEE DETAILS SETUP**

This section is where individual employee information is stored. (For QuickBooks users, please see the section on Importing Employees from QuickBooks)



**Last:** Enter Last Name (required field) **First:** Enter First Name (required field)

MI: Enter Middle Initial

**Employee Group:** Assign the employee to the Employee Group he/she belongs to

**Address 1:** Enter Street Address

Address 2: Enter Alternate Street Address City/St/Zip: Enter City, State and Zip Code

Home Phone:
Work Phone:
Hourly Pay Rate:
Enter Home Phone
Enter Work Phone
Enter Hourly Pay Rate

**Inactive:** Check box if employee terminates employment. (To view inactive

employees, click VIEW INACTIVE EMPLOYEES on the bottom left

side of the screen.)

**Department:** Optional Feature -Enter an employees default department number. Pyramid

recommends completing the setup wizard prior to establishing department/job codes. See Department codes section of this manual for more information

**Anniversary:** The date that benefits commence

**Terminated:** The date the employee terminates employment

**Hired:** The date the employee was hired

**Notes:** Enter any pertinent employee data. To show/hide Employee Notes,

select FILE – Show Employee Notes from the top menu bar.

## **VERTICAL ICON BAR**







SETUP TAB: Operational setup handled initially through the wizard.

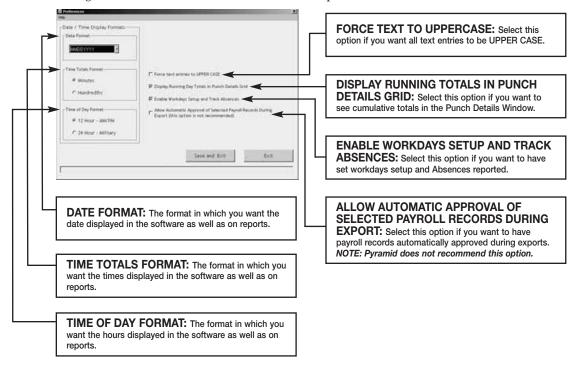


CONFIGURE TAB: Normal one time setup for systems administration.

These Icons can also be seen on the top menu bar by selecting FILE – *Show More Menus*.

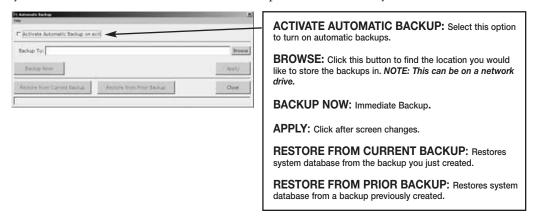
#### **CONFIGURE TAB**

**Preferences:** This is the screen in which you will define the preferences for your system settings. Click SAVE and EXIT button when completed.



#### **AUTOMATIC BACKUP**

This is the screen in which you will enable automatic backups for use when you exit the system. This will create a file and save it to a specified location of your choice.

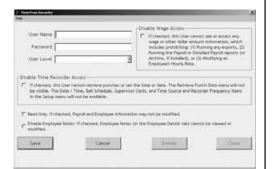


#### TIMETRAX SECURITY

This is the screen in which you will set User Names and Passwords, as well as security for anyone that logs into the TimeTrax PC Software. The number of users is unlimited.

NOTE: Pyramid strongly recommends you create a user name and password

immediately for data security.



USER NAME: Enter the desired login name.

PASSWORD: Enter the desired password for this user.

**USER LEVEL:** Enter the desired User Level. (Levels are explained below.)

**DISABLE WAGE ACCESS:** Select this option if you do not want this user to be able to view or change any wage information.

**READ ONLY:** Select this option if you only want to give this user READ ONLY access to the database.

**DISABLE EMPLOYEE NOTES:** Select this option if you do not want this user to have access to the notes information in the Employee Details Screen.

#### **USER LEVELS**

**Restricted:** These users can only access the following: Punch Details, Payroll Details, Employee Details, Assert Global Pay, Viewing Options, Date Time Setup Form, Reports/Exports, and Retrieve Punch Data.

**Regular:** These users can access all of the Restricted Users areas and the following: Supervisor Functions, Preferences, Backups, and Archive Reports.

**Super:** These users can access all of the Restricted and Regular Users areas and the following: Payroll Groups, Employee Groups, and Time Source and Sync Standards.

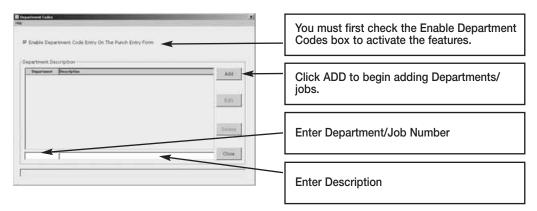
NOTE: Please remember to save each user record.

#### **SETUP TAB**

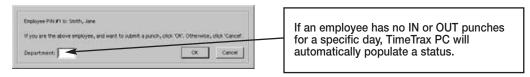
Employee Groups & Payroll Setup is addressed in initial TimeTrax PC Setup Wizard.

#### **DEPARTMENT TRANSFERS**

This function allows employees to change Departments or Jobs throughout the course of a workday. Department transfers could be used when an employer wants to capture time by job and employee vs. employee alone. This is an optional feature and is not required to run TimeTrax PC.



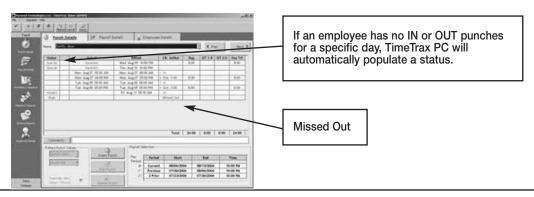
Note: You must click on SAVE to save any changes to the department code screen.



If you have department transfers activated - when your employees clock IN and OUT – they will be presented with this screen – if the employee is clocking IN or OUT for the day or from lunch or does not participate in specific departments or jobs, the employee will simply click "OK". However, if the employee does participate in specific departments or jobs, the employee will have to enter the appropriate department or job number before clicking ok. *Note: See employee details for setup of default departments.* 

#### PAYROLL TAB

**Punch Details:** The PUNCH DETAILS screen displays all IN and OUT punches. This screen allows you to view, insert, edit, and delete punches, as well as assign comments to punches. You can also view Current, Previous and 2 Prior pay periods. This screen categorizes the type of pay category, and notifies you of possible errors.



#### **PAYROLL TAB Cont.**

#### PUNCH EDITING

**Insert Punch:** To insert a punch, click the INSERT PUNCH button. Select the date of the punch and then select the time of the punch and choose SAVE.

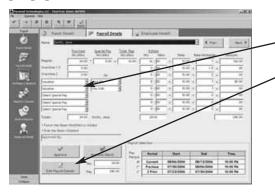
**Edit Punch:** Highlight the punch in question, click the EDIT PUNCH button, change the date and/or time of the punch, and choose SAVE.

**Delete Punch:** Highlight the punch in question, click the DELETE PUNCH button, and choose YES on the verification screen, if you are sure you want to delete this punch.

An audit trail is automatically produced for any modifications made to the original punch that will show up on screen as well as the timecard report.

#### PAYROLL DETAILS

Is the location in the program that allows you to enter exceptions to the employee payroll record as well as approving and un-approving employee payroll records. Most fields are pre-populated from both the Punch Detail and Employee Detail screens.

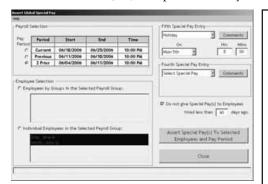


To enter exceptions click the EDIT PAYROLL DETAILS button and select which special pay you wish to add (the date will only pre-populate if special pay accrues towards overtime as selected in payroll groups). Enter the hours associated with the special pay in the edited hours field. Click SAVE.

**Approve, Un-Approve, and Approve (Next):** Once you approve the payroll you can only edit the payroll if you click the UN-APPROVE button first. Once you make your change you must click APPROVE again. The APPROVE (NEXT) button will approve the current employee, place the data into archive and bring you to the next employee record.

#### **ASSERT GLOBAL SPECIAL PAY**

In the circumstances where you wish to pay all employees or a group of employees the same number of hours (i.e., Independence Day @ 8 hours) go to FILE – *Assert Global Special Pay*.



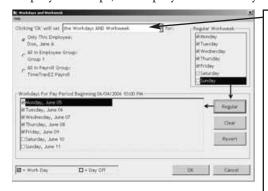
EMPLOYEE SELECTION: Choose either EMPLOYEE BY GROUPS in the Selected Payroll Group or INDIVIDUAL EMPLOYEES in the Selected Payroll Groups. If you choose EMPLOYEE BY GROUPS you are selecting every employee within the selected employee group. If you click on INDIVIDUAL you must click on each individual that you wish to assert the global special pay.

FOURTH/FIFTH SPECIAL PAY ENTRY: Choose the special pay category, the date (if the pay category accrues towards overtime you will be required to enter the date). If the pay category does not accrue towards overtime, you will be required to choose either the PAY BY AMOUNT (Dollar Value) or PAY IN HOURS.

You can exclude special pay for employees who were hired less than a user definable number of days.

#### **WORKDAYS AND WORKWEEK**

This is where you will setup the days that Individual Employees, Employees within Employee Groups, or Employees within Payroll Groups normally work.



ONLY THE REGULAR WORKWEEK: This will set ONLY the workweek template for a specified individual or group. You will enter what days make up your regular workweek.

ONLY THE PAY PERIOD WORKDAYS: This will set ONLY the workdays for a specified individual or group. You will enter the actual workweek; i.e., Jane could not work Monday but worked Saturday instead, you would uncheck Monday and check Saturday

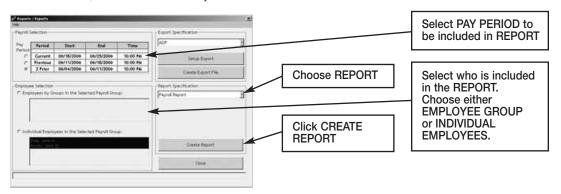
THE WORKDAYS AND WORKWEEKS: This will set template for the normally worked days (Workweek) for a specified individual or group AND the Workdays for a specified individual or group.

Click OK to save changes.

#### REPORTS/EXPORTS

#### REPORTS

When generating REPORTS you must select the PAY PERIOD you want included in the report, as well as the EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES you want included in the REPORT. Then, select the REPORT you want to run.



**Payroll Report:** Shows total regular/overtime/special hours worked including wage information for the selected PAY PERIOD.

**Time Card Report:** Shows individual punches, special pay and running totals of regular and overtime hours worked for the selected pay period. Comments input by user on PUNCH DETAIL screen will appear on this report if selected.

**Attendance Report:** Shows absenteeism and missed punches for the selected pay period for TODAY, YESTERDAY, or the SELECTED PAY PERIOD.

**Punch Report:** Shows the first IN and last OUT punch for a selected pay period for TODAY, YESTERDAY, or the SELECTED PAY PERIOD.

**Detailed Payroll Report:** Combines the PAYROLL REPORT and TIME CARD REPORT. Comments input by user on PUNCH DETAIL screen will appear on this report if selected.

**Card Report:** Shows CARD NUMBER and the EMPLOYEE NAME the card is assigned to.

**Card Report/Comprehensive:** Shows CARD NUMBER and the EMPLOYEE NAME the card is assigned to, as well as the employee status.

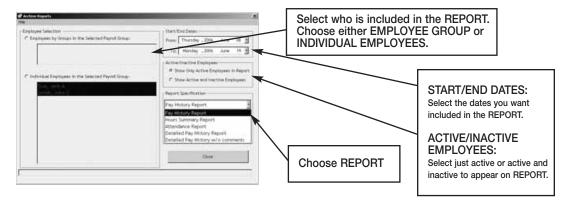
**Employee Card Report:** Shows the EMPLOYEE GROUP NAME, EMPLOYEE NAME, EMPLOYEE ID, and all cards assigned.

**Employee Contact Information:** Shows NAME, ADDRESS, HOME PHONE, and WORK PHONE.

**Employee Seniority Report:** Shows EMPLOYEE NAME, ID NUMBER, HIRE DATE, and DAYS EMPLOYED. You can sort by either 30/60/90 or 410-DAY BANDS or BY NAME or BY DATE HIRED.

#### ARCHIVE REPORTS

Once a payroll record is approved, it is placed in Archive. Archive Reports allow you to run reports from the date TimeTrax PC was installed up to and including the current date.



**Pay History Report:** Shows a history of total regular/overtime/special hours worked including wage information for the selected PAY PERIOD.

**Hours Summary Report:** Shows a history of total PAY CATEGORY hours.

**Attendance Report:** Shows a history of absenteeism and missing punches.

**Detail Pay History Report:** Shows a history of the combined PAYROLL REPORT and TIME CARD REPORT. Comments input by user on PUNCH DETAIL screen will appear on this report.

**Detail Pay History Report w/o Comments:** Shows a history of the combined PAYROLL REPORT and TIME CARD REPORT. Comments input by user on PUNCH DETAIL screen will **not** appear on this report.

#### **EMPLOYEE DETAILS**

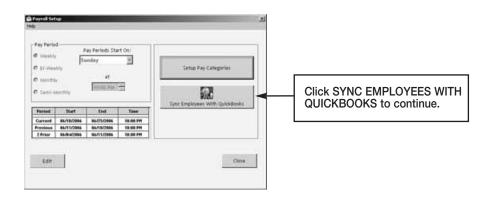
Click the Employee Details Icon to bring you to the EMPLOYEE DETAILS SCREEN covered in the initial TIMETRAX PC SETUP WIZARD.

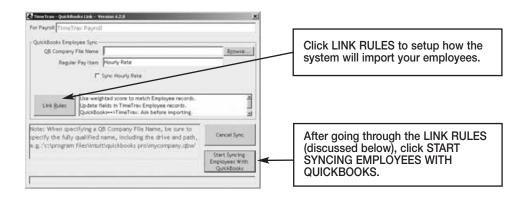
#### **IMPORTING EMPLOYEES FROM QUICKBOOKS**

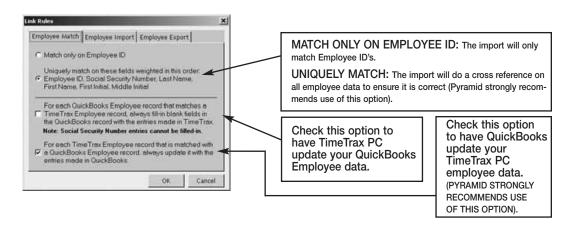
This section discusses how to import employees from your QuickBooks system to TimeTrax PC to eliminate the double entry of employee information.

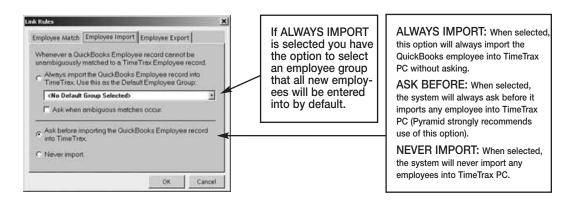
After you complete the setup of EMPLOYEE GROUPS, you will be presented with the following screen:

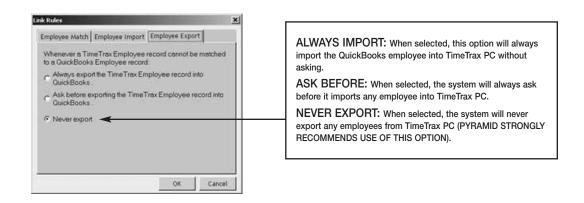






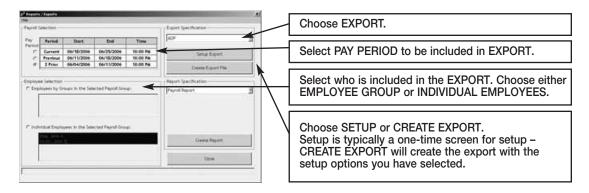




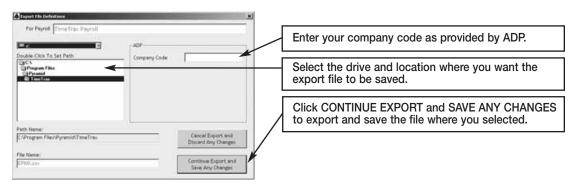


#### **ADP**

The following are instructions for setting up and using the ADP EXPORT contained in the TimeTrax PC. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



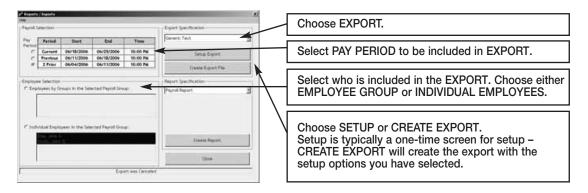
#### Setup/Create Export:



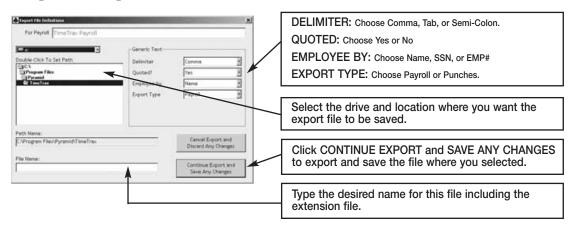
Congratulations, you have successfully created and saved an ADP EXPORT FILE. You will need to contact ADP to obtain steps on how to import the file you created and saved into ADP software.

#### **GENERIC TEXT**

The following are instructions for setting up and using the GENERIC TEXT EXPORT contained in the TimeTrax PC. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



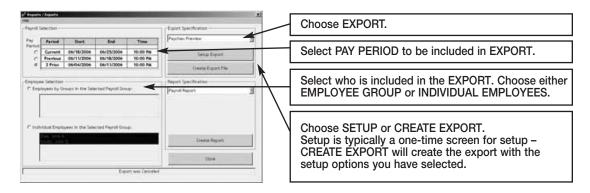
## Setup/Create Export:



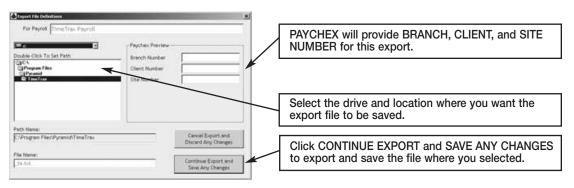
Congratulations, you have successfully created and saved a GENERIC TEXT EXPORT file. You will need to go to the location where you created and saved the file and import it into the software of your choosing.

#### **PAYCHEX PREVIEW**

The following are instructions for setting up and using the PAYCHEX PREVIEW EXPORT contained in the TimeTrax PC. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



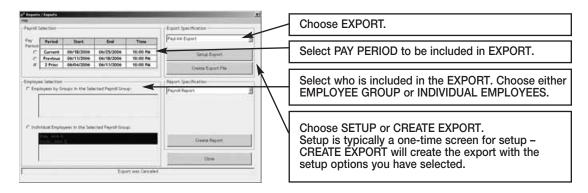
## Setup/Create Export:



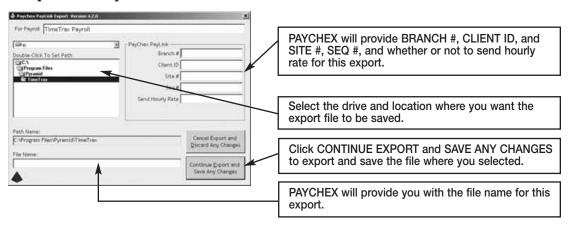
Congratulations, you have successfully created and saved a PAYCHEX PREVIEW export file. You will need to contact PAYCHEX to obtain steps on how to import the file you created and saved into PAYCHEX software.

#### **PAYCHEX PAYLINK**

The following are instructions for setting up and using the PAYCHEX PAYLINK EXPORT contained in the TimeTrax PC. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



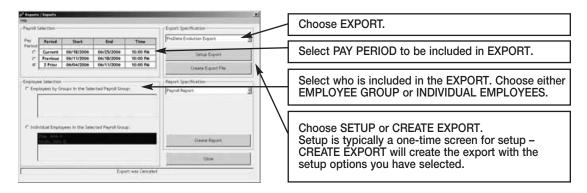
#### **Setup/Create Export:**



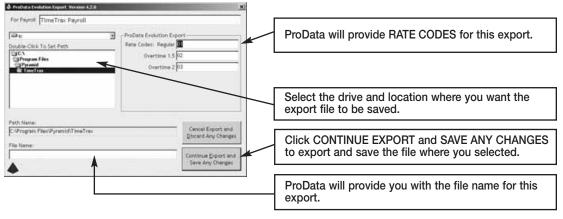
Congratulations, you have successfully created and saved a PAYCHEX PAYLINK EXPORT file. You will need to contact PAYCHEX to obtain steps on how to import the file you created and saved into PAYCHEX software.

#### PRODATA EVOLUTION

The following are instructions for setting up and using the PRODATA EVOLUTION EXPORT contained in the TimeTrax PC. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.



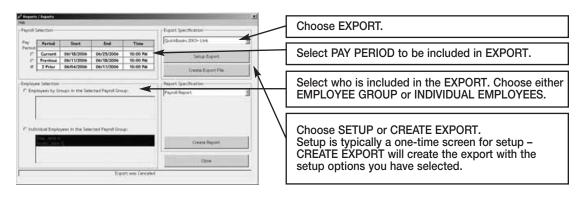
## Setup/Create Export:

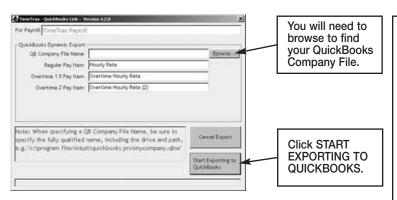


Congratulations, you have successfully created and saved a PRODATA EXPORT file. You will need to contact ProData to obtain steps on how to import the file you created and saved into ProData software.

#### QUICKBOOKS 2003+

The following are instructions for setting up and using the QUICKBOOKS 2003+ LINK EXPORT contained in the TimeTrax PC. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.





Congratulations, you have successfully created and saved a QuickBooks export file. At this point you can go into QuickBooks, and see that all of the hours will be assigned to the proper employees, and you can go about processing payroll as you normally would.

REGULAR PAY ITEM: This is what is referred to as Regular Time in QuickBooks.

## OVERTIME 1.5 PAY ITEM:

This is what is referred to as Overtime Rate in QuickBooks.

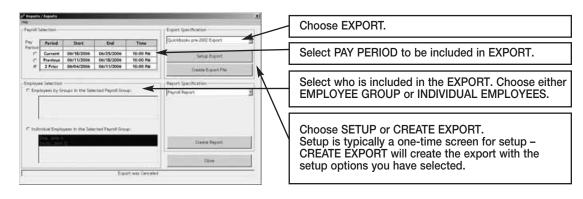
#### OVERTIME 2 PAY ITEM:

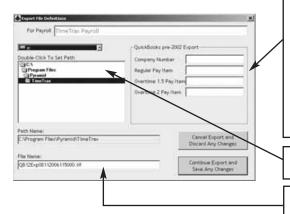
This is what is referred to as Overtime Rate (2) in QuickBooks.

NOTE: It is imperative that you match EXACTLY what is in QuickBooks to these fields (they are case sensitive as well).

#### QUICKBOOKS - 2002

The following are instructions for setting up and using the QUICKBOOKS PRE-2002 LINK EXPORT contained in the TimeTrax PC. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.





REGULAR PAY ITEM: This is what is referred to as Regular Time in QuickBooks.

OVERTIME 1.5 PAY ITEM: This is what is referred to as Overtime Rate in QuickBooks.

OVERTIME 2 PAY ITEM: This is what is referred to as Overtime Rate (2) in QuickBooks.

NOTE: It is imperative that you match EXACTLY what is in QuickBooks to these fields (they are case sensitive as well).

Select the drive and location where you want the export file to be saved.

QuickBooks will provide you with the file name for this export.

## To obtain a COMPANY NUMBER, do the following:

1. In the QuickBooks Tool Bar go into:

FILE

TIMER

EXPORT LISTS FOR TIMER

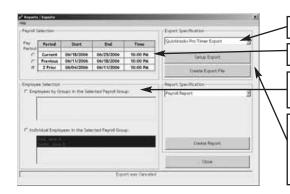
- 2. Click OK when the EXPORTS LISTS FOR TIMER SCREEN appears.
- 3. Save in whatever drive you choose to use.
- 4. Change the file name to something easily identifiable such as myqbcompany.if. The name does not matter as long as the ending is .if.
- 5. Click on SAVE. You will get a message showing that your data has been exported successfully.
- 6. Minimize your QuickBooks Screen.
- 7. **In either Microsoft Explorer or Notepad, open the file you just created:** Go into either Explorer or Notepad. Open the Drive you saved the file in. Change the File of Type to ALL FILES. Look for the .if with the name you assigned. Open the file.
- 8. In the export file you just opened, look on the top line for the field called COMPANYCREATETIME. Under that field name and slightly to its left is a 10-digit number. This is your QUICKBOOKS COMPANY NUMBER.
- 9. Record your QuickBooks Company Number. It will always be needed to perform the export.

Once this is complete, click CONTINUE EXPORT and save any changes.

Congratulations, you have successfully created and saved a QUICKBOOKS EXPORT file. At this point you can go into QuickBooks, and see that all of the hours will be assigned to the proper employees, and you can go about processing payroll as you normally would.

#### **QUICKBOOKS PRO TIMER EXPORT USERS**

The following are instructions for setting up and using the QUICKBOOKS PRO TIMER EXPORT contained in the TimeTrax PC. You will have to go into the REPORTS/EXPORTS tab to proceed with the export. It may also be necessary for you to setup the CATEGORY CODES within the SETUP – PAYROLL GROUPS – SETUP PAY CATEGORIES. (These codes will be provided to you from your payroll service provider). It is also required that individual payroll records are approved before export on the PAYROLL DETAILS SCREEN.

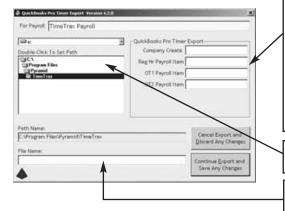


Choose EXPORT.

Select PAY PERIOD to be included in EXPORT.

Select who is included in the EXPORT. Choose either EMPLOYEE GROUP or INDIVIDUAL EMPLOYEES.

Choose SETUP or CREATE EXPORT. Setup is typically a one-time screen for setup – CREATE EXPORT will create the export with the setup options you have selected.



REGULAR PAY ITEM: This is what is referred to as Regular Time in QuickBooks.

OVERTIME 1.5 PAY ITEM: This is what is referred to as Overtime Rate in QuickBooks.

OVERTIME 2 PAY ITEM: This is what is referred to as Overtime Rate (2) in QuickBooks.

NOTE: It is imperative that you match EXACTLY what is in QuickBooks to these fields (they are case sensitive as well).

Select the drive and location where you want the export file to be saved.

Select a file name for this export.

## To obtain a CREATE TIME, do the following:

1. In the QuickBooks Tool Bar go into:

FILE

TIMER

EXPORT LISTS FOR TIMER

- 2. Click OK when the EXPORTS LISTS FOR TIMER SCREEN appears.
- 3. Save in whatever drive you choose to use.
- 4. Change the file name to something easily identifiable such as myqbcompany.if. The name does not matter as long as the ending is .if.
- 5. Click on SAVE. You will get a message showing that your data has been exported successfully.
- 6. Minimize your QuickBooks Screen.
- 7. **In either Microsoft Explorer or Notepad, open the file you just created:** Go into either Explorer or Notepad. Open the Drive you saved the file in. Change the File of Type to ALL FILES. Look for the .if with the name you assigned. Open the file.
- 8. In the export file you just opened, look on the top line for the field called COMPANYCREATETIME. Under that field name and slightly to its left is a 10-digit number. This is your QUICKBOOKS COMPANY NUMBER.
- 9. Record your QuickBooks Company Number. It will always be needed to perform the export.

Once this is complete click CONTINUE EXPORT and save any changes.

Congratulations, you have successfully created and saved a QUICKBOOKS EXPORT file. At this point you can go into QuickBooks, and see that all of the hours will be assigned to the proper employees, and you can go about processing payroll as you normally would.

#### TROUBLESHOOTING GUIDE

#### GENERAL TROUBLESHOOTING TIPS

## Software is acting in an unexpected manner:

- Restart TimeTrax and see if that corrects the problem.
- Reboot your computer and re-launch TimeTrax.
- Make sure you meet the minimum system requirements listed in the MINIMUM SYSTEM REQUIREMENTS section of this manual.

## Restoring Database From a Crashed Hard Drive

- Reload your TimeTrax PC Software as shown in the *Installing the Software* section of this manual. *Note: Please make sure that you are installing the same version that you are currently running.*
- If you have AUTOMATIC BACKUP activated, go to CONFIGURE TAB on the VERTICAL ICON BAR and Click on AUTOMATIC BACKUP.

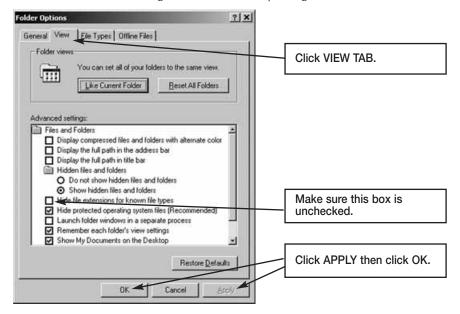


- This will restore all data from the last backup. If you have punches in the TimeTrax PC unit that have not been downloaded, download them as described in the PAYROLL TAB, GET PUNCHES SECTION of this manual.
- If you do not have a backup, you will need to reinstall your software and go through the entire setup process beginning with the TimeTrax PC Setup Wizard.
- Once this is completed, you must perform an EMERGENCY PUNCH DOWNLOAD as described in the following section.

## Moving TimeTrax PC From One Computer to Another:

- Reload your TimeTrax PC software as shown in the *Installing the Software* section of this manual. *Note: Please make sure that you are installing the same version that you are currently running.*
- You will need to copy the .mdb files and the pyramid.ini file from the TimeTrax folder located in C:\Program Files\Pyramid directory.
  - 1. Right click on the START button of your desktop and select EXPLORE.
  - 2. Navigate to C:\Program Files\Pyramid\TimeTrax.
  - 3. From VIEW TAB, click DETAILS.
  - 4. From TOOLS TAB, click FOLDER OPTIONS.
  - 5. Select TYPE TO SORT by type of file.
  - 6. Select pyramid.ini and all .mdb files.
  - 7. Right-click and copy files.

Note: This will require re-registration of your TimeTrax software. See Product Registration section of this guide.



#### For Non-Network PC users:

- 1. Right-click on your desktop.
- 2. Select NEW and FOLDER.
- 3. Open the folder, right-click and paste files.
- 4. Transfer files to the new computer.
- 5. Navigate to the TimeTrax directory and paste the files.

Examples of transfer methods are: email attachment (Pyramid does not recommend this method due to the size of the files), Zip Disk, or burn the files onto a CD or DVD.

## QuickBooks Does Not Display Punch Information After Export

## Time tracking data is missing for ALL employees:

From QuickBooks Program:

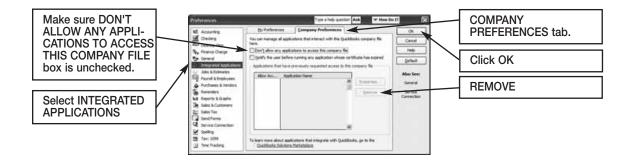
- 1. Choose EDIT.
- 2. PREFERENCES
- 3. TIME TRACKING
- 4. Tab to COMPANY PREFERENCES
- 5. DO YOU TRACK TIME? Check YES
- 6. Go to EMPLOYEES
- 7. Click on (any) 1 Employee
- 8. Change the Drop Down Box to PAYROLL AND COMPENSATION INFORMATION
- 9. Make sure all of the EARNINGS are set up
- 10. Make sure USE TIME DATA TO CREATE PAYCHECKS is checked

Do this for each employee and then export again.

If this does not work, you must reinstall the QuickBooks link in TimeTrax PC. In order to do this, you must be in single user mode and logged in as ADMIN in QuickBooks to complete this step.

## STEP 1: Remove the TimeTrax PC application from QuickBooks.

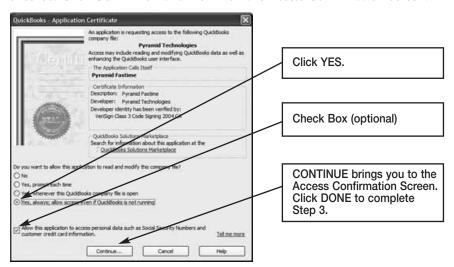
From the Edit Menu, select PREFERENCES (For 2004 edition and earlier, you reach PREFERENCES by accessing the FILE MENU) and click on COMPANY PREFERENCES tab and then INTEGRATED APPLICATIONS. Select PYRAMID TIMETRAX, Click REMOVE then Click OK.



# STEP 2: Copy new QuickBooks 2003+Link\_exe from the original CD provided in shipment to C:\Program Files\Pyramid\TimeTrax.

## STEP 3: Re-launch TimeTrax program.

The QuickBooks – Application Certificate Screen appears. Make sure *YES, always allow access even if QuickBooks is not running* is checked, and optionally ALLOW this application to access personal data such as Social Security Number and Customer Credit Card Information box is checked. Click CONTINUE and DONE on the Access Confirmation Screen.



## Time tracking data is missing for SOME employees:

From QuickBooks Program:

- Go to EMPLOYEES
- Click on an affected EMPLOYEE
- Change the Drop Down Box to PAYROLL AND COMPENSATION INFORMATION
- Make sure all of the EARNINGS are set up
- Make sure USE TIME DATA TO CREATE PAYCHECKS is checked.

Do this for each affected employee and then export again.

For further technical support, Pyramid recommends that you contact Intuit (QuickBooks).

#### **WARRANTY INFORMATION**

#### RETURNS

Returns on non-defective equipment can be made within 30-days of purchase for a full refund after inspection. Software can only be returned if it is in its original factory sealed condition.

#### DAMAGE REPLACEMENT

In the event of damaged/defective CD, same product exchanges will be made up to 30 days from date of purchase. Call Pyramid for details at 888-479-7264.

#### LIMITED SOFTWARE TECHNICAL SUPPORT

Pyramid warrants the software and provides technical support assistance for a period of 90-days from the date of purchase. Extended warranties/technical support contracts can be purchased separately through Pyramid. Call Customer Support at 888-479-7264 for more information.

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