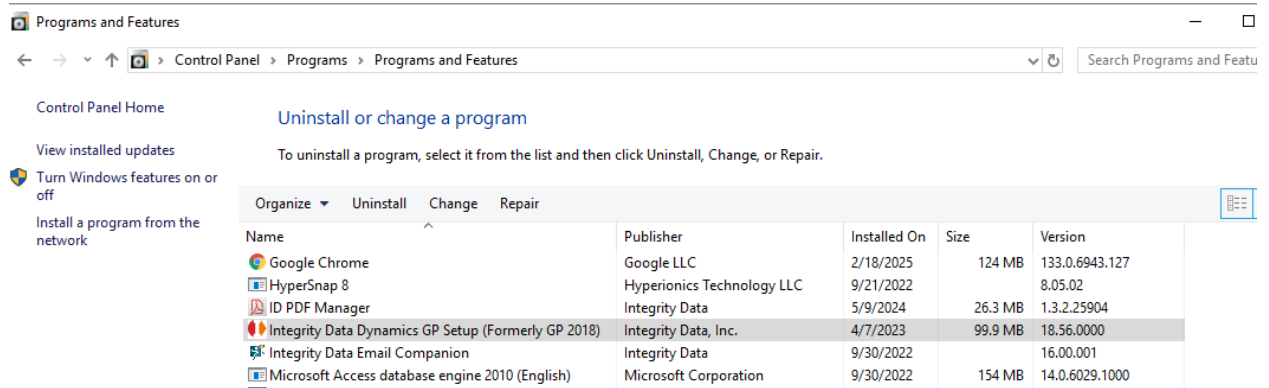


Employee Earnings Statements/W-2's are not sending

Customers who have upgraded to Dynamics GP Year end version 18.7.1765 are randomly experiencing issues when sending earnings statement or W2's. We are aware of this and are actively working on a resolution that will be available in the near future.

Below is a checklist that can be reviewed and identified work arounds that will resolve this in the interim:

1. Ensure that you are on the latest version of our installer as there have been some updates since the first one was released in mid December. Link to this download can be accessed here: [Download Software Solutions - Integrity Data](#). .exe file version is 18.68.0000 – you can check this in your installed apps in windows to confirm.



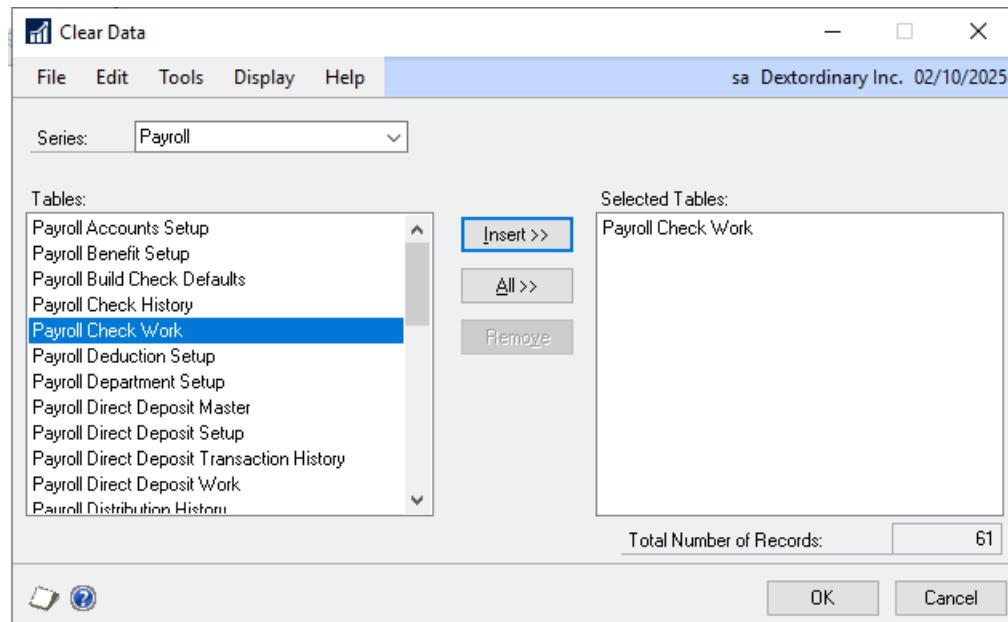
- 2.
3. We **highly recommend** that you convert the Print Method to the new Integrity Data Print Driver (applies to customers on GP version 18.5.1635 or higher. See link for setup instructions here: [PDF Print Manager Setup - Integrity Data](#)
4. Are there any error messages?
5. What method of delivery is being used: Outlook or SMTP ?
6. Does the EES exception report print?
7. Are the files being created in the PDF file location?
8. If using outlook - is the Integrity Data outlook add in installed? in outlook check the Add Ins and confirm that it's installed and enabled
9. If using SMTP - do you see the progress window that shows the # of emails sent and likely with 0 errors

10. Check the ES10100 table for data - this is a work table and should be empty when processing the next group of statements or W2's:

- a) In SQL Server Management studio open a new query
- b) Select the company database
- c) Select * from ES10100
- d) If there are records then run: delete ES10100
- e) Run the process again from the Email Earnings statements window

11. Clear the payroll work tables

- a) Tools>Maintenance>Clear Data, Series = Payroll, Insert Payroll Check Work tables



12. For W-2's

- a) Email delivery method is set up the same as the earnings statements – taking into consideration any updates that have happened throughout the year.
- b) Employees have been marked to receive a W2 (Setup>Payroll>Employee Email Suite Setup>Email W2's>Manage W2 Recipients
- c) Reminder – to add the PDF instruction page in the Data/EES folder
- d) Link to instructions download page [IRS W-2 Instructions for Employee E-Mail Suite - Integrity Data](#)

