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## Support Tips & Tricks

[Adam Best](#)  
[Dean Eldridge](#)  
[Mike Emmerich](#)  
[John Milleck](#)

## 2012 User Conference

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## Archived Newsletters

Click here to see previous issues of our newsletters

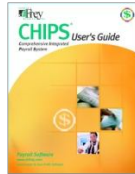
- BUCS®
- CHIPS®
- CUBIC®

## Contact Us

[sales@drfrey.com](mailto:sales@drfrey.com)

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[www.drfrey.com](http://www.drfrey.com)



## Hot Off the Press! CHIPS® 10.5 Release

CHIPS® 10.5 was released via e-mail to all our customers in December 2011. It contained over 20 enhancements and improvements from display changes to specific changes that were geared toward certain customers.

CHIPS® 10.5 now allows you to access all prior year information without creating a prior year. This means that you will be able to print W2s, Magnetic Media, prior year reports, etc. from CHIPS® without concern for what year the software is currently in. This change allows you to always be able to access information for any year.

CHIPS® 10.5 adds the ability to track "Cost of Group Health Insurance" for W2 purposes. The deductions will need to be coded with Box 12 of "DD". The ability to track the employer's portion is also there in order to get the correct total for the "Cost of Group Health Insurance." Since this is soon to be a Federal government requirement, it will help you to be able to be in compliance with the new payroll regulations.

Employee Skills has also had numerous enhancements for version 10.5. The comment section has been increased to 1000 characters and several new fields have been added. Some of the additions are Training Level, Certification Date, Certification Renewal Date, and Image Path.

Take the time and read over the New Release Letter which details all the enhancements and improvements for CHIPS® 10.5! Remember, we take your comments and suggestions seriously in order provide you with the best possible payroll software. 🖨

CHIPS® is an easy to use fully integrated payroll module designed to mate perfectly with the BUCS® Fund Accounting System. Allocating your payroll expenses has never been so easy!



## CHIPS® Module Spotlight! WEB SERVICES

Currently, the most sought after feature for CHIPS® is Web Services. This module allows employers to give employees 24/7 access to 2 years of pay stubs and W-2s

via the web. Secure SES-256 bit encrypted data transfer technology is utilized and remote data hosting services are provided by Frey and Company.

This module allows your company to go 'green' by not having to print out checks or stubs for your employees. Each employee creates a user name and password to login to the CHIPS® Payroll Online Services to gain access to their records.

If this feature sounds like something you would like to add to your CHIPS® system, contact us and we will be glad to get the ball rolling! 📧

## Frey Becomes a Greener Company!

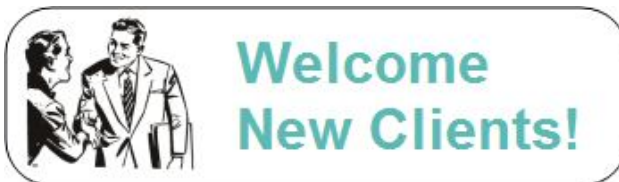
In recent years, it has become popular for companies to go 'green'. By going 'green', a company tries to reduce its carbon footprint and improve the ecological system for our planet.



When Frey first started thinking about how to become a 'green' company, someone suggested e-mailing our bi-annual newsletter. Once that idea germinated and became a reality, we expanded the number of newsletters produced in a year to match each of our software packages. E-mailing gave us the ability to add more content and allowed us to concentrate on specifics within each software system.

From e-mailing our newsletters came the idea of making our annual releases available for download via a secured website. This allowed us to do away with bulky shipping packages and enabled us to become even more 'green'. You benefited by getting your annual release more quickly which in turn, allowed you to be able to take advantage of the improvements sooner.

All three of our software annual releases have now been e-mailed to our customers. The switch went very smoothly. All the minor snafus have been ironed out and Frey can honestly say it is a 'green' company and doing our part to preserve the environment for the future. 📧



Frey & Company was pleased to welcome the following new customers to our fold in 2011:

Alpine Lake Public Utilities Company, WV  
City of Bluffton, IN  
Hoosier Hills Regional Water District, IN  
Village of Lore City, OH  
Okaloosa County Tax Collector, FL  
Town of Whitestown, IN 📧

## 22<sup>nd</sup> Annual User Conference in Planning Stage

Plans are underway for the 22<sup>nd</sup> Annual User Conference at the Embassy Suites RiverCenter in Covington, KY. The dates are August 5<sup>th</sup> - 7<sup>th</sup>, 2012.

Take advantage of our earlybird rate...**Save \$100** off the registration price (we must receive payment of \$495 per person before April 30<sup>th</sup>).



This year's evening event will include a riverboat dinner cruise on the mighty Ohio River, so mark those calendars now!

**Reserve those dates** (August 5<sup>th</sup>-7<sup>th</sup>) – contact Shelley at 800-659-3739 to make your reservations. We look forward to seeing you there! Stay tuned for more details... 📧



**Spotlight on:** Regina Norris,  
County Clerk/Office Manager for  
Chambers County Commission,  
LaFayette, AL

**Population:** 36,000

**Frey Software:** BUCS® & CHIPS®

**Years:** 9 ½

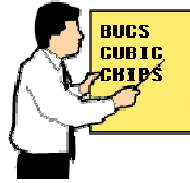
Chambers County Commission is a government agency that serves as the head for other county departments such as Probate Office, Revenue Commission Office, Sheriff's Department, Detention Facility, Reappraisal & Mapping Department and the Engineering Department. In other words, the Chambers County Commission serves the entire county and all of its constituents. Chambers County is located in Alabama and employs approximately 155 people. Chambers County Clerk/Office Manager is Regina Norris who is our spotlight for CHIPS®.

Regina told us that prior to choosing and purchasing CHIPS® for their payroll system, their payroll had been outsourced. CHIPS® was chosen because of its user friendly set-up and because CHIPS® "consisted of everything that we required to process our payroll."

When asked to describe what she likes best about CHIPS®, Regina replied, "I wish I could name one specific detail to express what I like best about CHIPS® but I can't! I love the entire CHIPS® program as a whole and each feature we utilize."

To wind up the interview, Regina was asked what she liked best about Frey & Company. Her reply, "The overall courteous behavior of all the employees. The technical staff is superb in assisting in a very efficient manner. The company is always implementing new techniques to improve the software for the convenience of its customers."

Thanks for the kind comments, Regina! Frey & Company loves to please its customers. 📧



## **CHIPS®** by Frey Software **Tips & Tricks From Support**

By Adam Best

**941 Form:** In CHIPS® 10.5, there is an option to set the default options on the 941 forms. When printing the 941 forms, if you always select the option Monthly Schedule Depositor or Semiweekly Schedule Depositor (Schedule-B), you can set this as a preference to always be selected. To set this preference, go to System Controls and on the General tab at the bottom left side, check Monthly Schedule Depositor or Semiweekly Schedule Depositor (Schedule-B). Then when you print the form, the option will always be selected.

**Check Void Comments:** CHIPS® 10.5 allows for Check Void Comments. When voiding a check in Check Reconciliation, the system allows for up to 265 characters in the Comment Field. The Check Void Comment Field are viewable in Check Reconciliation by right clicking on the voided check and going down to Void Comment. The void comments are also available when viewing the voided check in Employee History and on the Check Report.

By Dean Eldridge

**Direct Deposit:** If a Direct Deposit employee continues to print during the Check Print process (instead of Direct Deposit print) for \$0, the employee's last Direct Deposit amount could be setup incorrectly. The last Direct Deposit account for the employee must have 9999999.99 in the amount field to designate it as a 100% Direct Deposit employee. For example, if the last account has 9999.99 entered in, the employee will still receive a check for the amount over 9999.99. To change this, blank out the amount in the last Direct Deposit Amount field and hit enter. A zero amount in this field will reflect the Full Amount being for Direct Deposit. CHIPS® will enter all 9's in the field automatically.

**Withholding Invoices:** Last year, the Withholding Invoice options were enhanced to allow for the creation of Bulk Withholding Invoices. This allows for multiple invoices to be generated at the same

time. In CHIPS® 10.5, through the Bulk Withholding Invoice option, the user can now select which invoices to generate. This will allow the user to select all or a group of invoices to send to BUCS®.

By Mike Emmerich

**Deduction/Earning Codes:** The field size for the code increased from 5 characters to 15 characters to enable you to better define your codes across various departments. An example of this is a Dental Deduction, where the employer pays all or part of the expense and the expense account numbers vary by department. This change enables you to have deduction codes set up that are more meaningful, such as:

Code: DEN-ADMIN

Description: Dental – Administration

Code: DEN-POLICE

Description: Dental – Police Dept.


Code: DEN-FIRE

Description: Dental-Fire.

**Automatic Backups:** An option has been added in System Controls – Preferences – Backup Locations where you can allow default locations to be overridden before the Check, Direct Deposit and Year End Reset functions are performed. This is especially nice for people that want to add the date in the name of folder, such as  
C:\frey\backups\chips\AutomaticCheck011712.

By John Milleck

**Payroll Register:** In the new 10.5 version, a Consolidated Payroll Register has been added. This new register groups all of the information for an employee from the Payroll Time Register, Payroll Register, Deductions Register, and Distributions Register into just one register. Since it groups all of these together, the printing amounts are reduced. The system can be set to use either the Separated Payroll Register or the Consolidated Payroll Register. This default setting can be set in the System Controls under the Controls tab. During Calculate Payroll, the user does have the option to override the default Payroll Register setting.

**Deduction Codes:** There is an option on Before Tax Deductions and Retirement Deductions to “Include in Disposable Earnings”. When this new option is selected in the 10.5 version, the amount of the deduction will be included as part of the disposable earnings that can be used during calculations of Garnishments and Declining Balance Deductions. During the 10.5 conversion, this option is automatically selected for all Before Tax Deductions and Retirement Deductions. For those users who don’t want disposable earnings included in existing Before Tax Deductions or Retirement Deductions, they will need to edit those deductions and uncheck the checkbox. 

## Plan to Attend!

Budget to be the best! Don’t forget to include next year’s User Conference in your 2012 budget.



2011 User Conference