

*ePayslips* provides for fast and efficient delivery of your Employee's Payslips by e-mail, saving paper and the cost of other delivery methods.

You can provide staff with PDF Payslips in one of two ways:

1. **SmoothPay** provides the ability to generate PDF files from any Report (and email that Report), thus it can produce Payslips as PDF files and email them to your Employees. This must be done individually using the *Pay Input...Print This Payslip* option, then using the *Report Destination Options Dialog* you can export to PDF etc and email if you wish.
2. *ePayslips* is an add-on program (operates independently) that allows you to email all Payslips in the current pay or any historical batch to your Staff (as long as they have email addresses stored in their Employee record), without having to do so individually per Employee. You can trial *ePayslips* for 30 days to see if it meets your requirements, and it's available direct from our website (either click the *ePayslips* link on the front page, or go to Products and download and install from there).

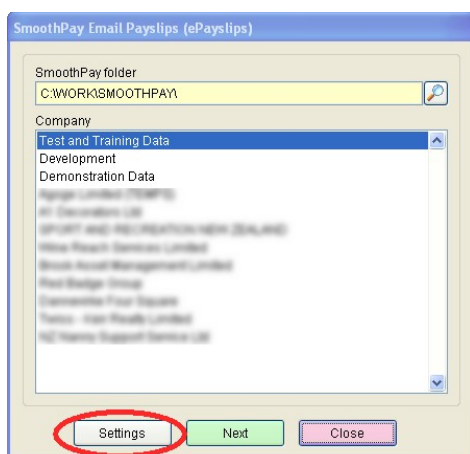
## Prerequisites

- SmoothPay Payroll v8.4.419 or later
- *ePayslips* program installed
- ability to send email via Outlook (or Express) or direct via SMTP (firewall must permit SMTP)

## SmoothPay Setup

- For each employee who wishes to be sent payslips by e-mail, enter their email address in the *Edit Employee* screen
- You can suppress the Standard Reports printing of payslips for employee's who have email addresses by selecting that option in *Company Setup..Options*
- Individual payslips can still be produced from *Pay Input* and *Pay History* at any time.

## ePayslips Settings



The settings screen in *ePayslips* provides for the various options supported by the program and is accessed from the opening screen in the *ePayslips* program.

### Site name

- This is used by the registration process and must be the name of a registered **SmoothPay** company

### Email address

- Make sure your correct email address (for sending emails) is entered here

### Email mode

- This option lets you specify two test delivery modes (send to self or send to **SmoothPay's** HelpDesk for examination) and a live delivery mode where emails are sent to your Employees.

- We **RECOMMEND** that you test your installation works correctly by initially trialling the software using one or both of the test modes **BEFORE** sending out live *Payslips* by email.

### Send Email Using...

- SMTP** (the recommended option) sends each email immediately using your current internet connection via the SMTP server defined in the *Settings Screen* (this option is usually set automatically when *ePayslips* is installed)
- PC email client** option places email directly in your Outbox for sending (you can view or delete those you do not wish to send if necessary from the Outbox). **Note:** some email clients may be configured to send email from the Outbox automatically. This option is not recommended, as PC email clients vary greatly in their reliability and the ability to actually accept emails generated by external programs.

### SMTP Server

- This is normally set automatically when *ePayslips* is installed, however if you need to you can set the SMTP server address here. XTRA is normally smtp.xtra.co.nz and TelstraClear is normally smtp.clear.net.nz. Contact your Internet Service Provider or system support person for your SMTP Server name if you are not sure.

### Email Message

- This area lets you customise the email message sent with each Payslip, or set it back to the default message using the "Default" button.
- The email message may contain one "macro" item: <PE> will be replaced with the selected period ending date when the message is generated.

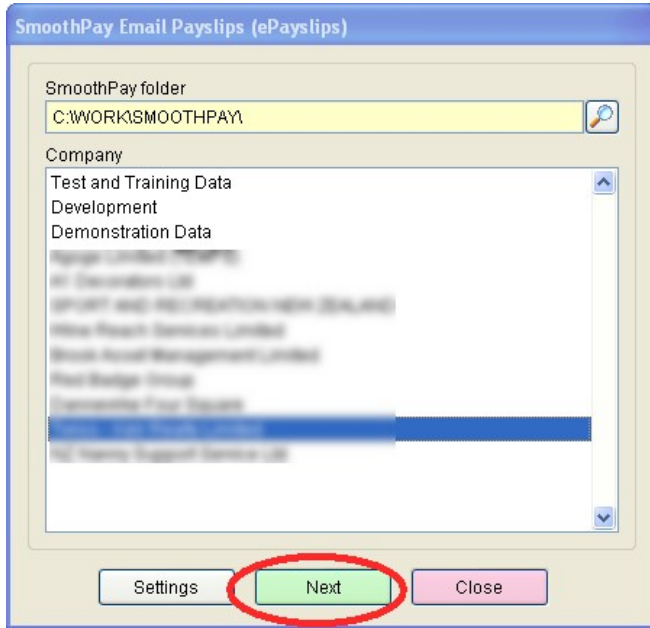
### Workstation Settings

- SmoothPay folder** identifies where **SmoothPay** is in relation to your Workstation – normally set by default if you have used **SmoothPay** from the Workstation, otherwise use the lookup to navigate to the **SmoothPay** folder on your computer or Network.
- Station** displays your Workstation's name (used for Registration and unique station settings)
- Serial number** is applied automatically when your *ePayslips* is registered – typically the same as your **SmoothPay** serial number.
- Activation** – this is where the Activation Code is entered to continue beyond the free 30-day trial period.

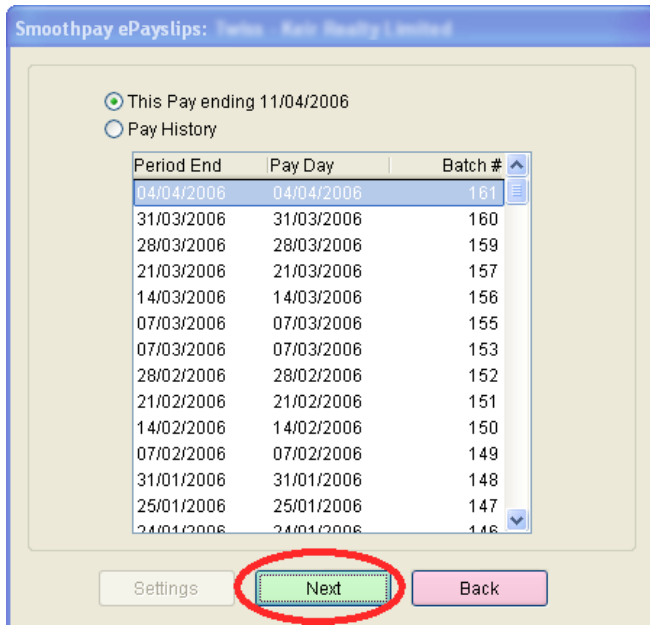
### Register

- This button prints the Registration Request Form – it contains information required in order to produce the correct Activation Code for your Workstation.
- An Activation cannot be produced without this Form.

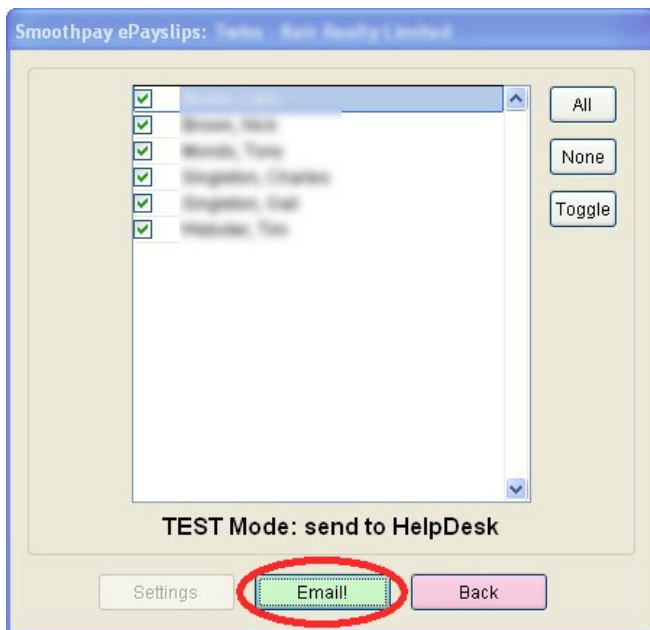
## Sending ePayslips



- Choose the Company you wish to process from the list, then choose next.
- **Note:** When setting up and testing, we suggest that you specify one of the test email delivery modes in **Settings** before emailing live Payslips.



- Choose *This Pay Ending*, or any previously processed pay period, then *Next* to begin processing the Payslips for all, or selected, Employees.



- Choose the Employees to have Payslips emailed (all are selected by default). **Note:** you can use the All/None/Toggle options to quickly alter the selected Employees
- Choose Email!
- If you are using the Outlook (MAPI) options (refer settings), an email will be placed in your Outbox (or Sent Items) for each Employee processed.
- If you have selected SMTP, the Payslips will be sent over your current Internet connection without any further action required.

## TROUBLESHOOTING

Sometimes things just don't work as planned, so **AFTER** checking that everything is set up correctly, check the following common issues, and if you're still stuck then please call the **HelpDesk** to advise on other possible solutions.

### Apple Mac User is receiving a "WINMAIL.DAT" attachment instead of a PDF

There are a number of ways you can solve this particular problem.

1. Use the SMTP option instead of the PC Client option to send your ePayslips. This is faster, more reliable, and the attachments will appear automatically in the Mac user's email message. SMTP is the preferred delivery method.
2. If you must use the PC Client option to send ePayslips, then you can do one of two things:
  - Turn off RTF settings in your email client, so that emails get sent as plain text instead. Refer Microsoft MSDN article ID:290809
  - Get your Employee to install one of the recommended TNEF decoders available for the Mac (we have used TNEF's Enough available from [www.joshjacob.com](http://www.joshjacob.com))

### Employee is not receiving ePayslips

Again, the solutions are numerous and depend on the actual cause of the problem:

1. If using SMTP to send ePayslips, it's possible that the SMTP port has been blocked by the Firewall on your PC, your Internet Gateway, or by your ISP. You'll need to have your IT Support check and test that SMTP is permitted from your PC.
2. If you're an XTRA customer, then you need to ensure your email settings in ePayslips/SmoothPay are as follows:
  - smtp server name: send.xtra.co.nz (was smtp.xtra.co.nz)
  - username: your\_email\_address@xtra.co.nz
  - password: your\_email\_account\_password

This will cause **SmoothPay** to use tXTRA's secure SSL email service instead of the older SMTP server it provided.
3. Is the Employee's email address current and correct? Can you verify it with a trial email message from your PC emailer and get a response?
4. Is your ISP trashing the message as spam? You'll need to talk to your ISP and ask them to track the message and any problems it might be having being delivered.
5. Is their ISP trashing the email as spam? You'll need to talk to or get your Employee or your ISP to talk to the receiving ISP and ask them to track the message and any problems it might be having being delivered.
6. Your Employee may have blacklisted the email from you previously, and will therefore not receive

any further emails - they'll be trashed automatically. Obviously, your Employee would need to check.

7. Did you actually send the email?
  - If not using SMTP, check your Outbox/Sent Items.
  - If using SMTP, try sending a BCC copy to your own email address in the **SmoothPay Payroll Company Setup...Email Setup** screen, so you can see if they arrive in your Inbox (meaning they did actually get sent)

### What the heck is an ISP?

An Internet Service Provider (eg XTRA, TelstraClear, Inspire, Ihug etc)

### Testing that your ePayslips actually sends emails...

ePayslips settings screen provides two test options - your Employee will not receive a copy of the email in either of these modes:

1. Send to Company email address, which causes all the ePayslips to be sent to the email address you have specified so you can make sure it's all working OK
2. Send to **SmoothPay** HelpDesk, so we can see that everything is working OK

In addition, the ePayslips *Settings screen* provides a special troubleshooting option to send additional copies of ePayslips to the HelpDesk for analysis and to ensure that all emails sent were received (your Employee and the HelpDesk will be sent emails). Requires **SmoothPay** build 428 or later.

This option should be used under the direction of the HelpDesk only.

Check for invalid email addresses

- **Smoothpay** warns automatically if the email address entered for an Employee is malformed - it does NOT check to see if the email address is a legitimate, current address.
- The **SmoothPay Issues & Setup Problems Report** can be used to identify any malformed email addresses.

Emails do not appear in Outbox/Sent Items

- If you are using SMTP, then that would be correct, as SMTP is bypassing your email client.
- If you are using the PC Email Client setting, then you must make sure that Outlook or Outlook Express (whichever one you use) is set as your default email tool. If this is not set correctly, then it's likely that the other email client is actually holding the messages. If this is the case you will probably need you IT Support to assist in sorting out your default email client correctly.

Feel free to contact our HelpDesk if you have any questions.

**\* END \***