Getting started with Superpay 4

Things to know before installing Superpay 4

Superpay 4 (SP4) is not an update to Superpay 3 (SP3). It is an entirely new Windows program which looks and feels like your SP3 DOS program. You do not need to re-enter your payroll data; you can export and convert a copy of your current SP3 data so that it will run in SP4. Though SP4 is a Windows program it is operated using the keyboard only; i.e. it is a console program.

If you have an IT department or IT company who normally set up your software programs we recommend that you involve them in the initial installation of SP4. This is especially important if you want to install SP4 on a network.

System Requirements

To run SP4 you need:

- Windows 7, Windows Vista or Windows XP Service Pack 2
- Microsoft .NET Framework version 3.5 SP1 (included in Windows 7)

If you need to upgrade your .NET Framework, you can download the latest version from www.microsoft.com/net.

Installation location

Do not install SP4 in the same folder as SP3. There are some file name clashes so you cannot successfully run both programs from the same folder.

SP4 can be run on the same machine or network as SP3 without interference as long as the programs are installed in different folders.

Importing companies

When you have installed SP4, you can import your 2011/12 payroll data from SP3. You can import one company, several companies or all your companies. You do not need to move all your companies to SP4 at the same time.

When a company is imported into SP4 you still have your original SP3 data. The files are completely independent and changes to one are not reflected in the other. In addition, it is possible to delete a company in SP4 and then re-import it from SP3. However, you cannot export a company back into SP3 from SP4.

Previous years' data

SP4 can import your 2011/12 SP3 payroll data. If you need to access data prior to 6th April 2011, you will need to go back to your SP3 program to view and process that data.

Passwords

SP4 has up to two passwords for each company. When you import your SP3 data, SP4 automatically sets up the Company and Monthly passwords from any corresponding level 4 and level 2 passwords in your original SP3 data.

Any level 1 or level 3 passwords in SP3 are **not** imported into SP4. This means that if a company **only** has a level 1 and/or a level 3 password the company will not be password protected when it is imported into SP4. In this case you will need to set up new password(s).

- **Company**

A Company password stops anyone getting into the company at all without the relevant password.

- **Monthly**

A Monthly password stops anyone accessing any data which includes monthly employees without the relevant password. Weekly employees' details are accessible without the monthly password.

- **Two passwords**

If a company has both a Company and a Monthly password then the Monthly password can be used in all cases where the Company password can be used. The Company password grants access to the company and to the weekly employees but **not** to the monthly employees.

- **Password check**

You can check your existing SP3 passwords by going to the Company record in SP3 and pressing F6. (If there is no F6 prompt, you do not have any passwords.) Enter your password at the bottom of the screen and your passwords are displayed up to the level that you have entered.

BACS and link files

- **Payment type**

The import program cannot transfer BACS link file details from SP3 to SP4 since they are set up in a different way. If you produce a payment link file or BACS disk, before you run your first payroll you will need to set up what type of BACS or payment link file you use in SP4.

- **9 and 10 digit employee bank account numbers**

SP4's import program transfers bank account details, SP4 only supports standard 8 digit bank account numbers. This differs from SP3 which accepts 6, 7, 8, 9 or 10 digit account numbers. Since non-standard numbers are now rarely issued most employees' accounts should have 8 digits. If non-standard accounts are encountered, the import program converts 6 and 7 digit numbers to standard 8 digit numbers but 9 and 10 digit account numbers have special rules that the import program does not handle.

If any of your employees have 9 or 10 digit bank account numbers in SP3 you need to ask them for 8 digit account numbers before you run your first payroll on SP4.

Custom Reports

SP3 has a User reports menu which contains standard reports such as *Multi Period Wages Book* and custom reports written specially by you or for you.

- **Standard reports**

In SP4 the SP3 standard user reports are on the *Payslip/reports* menu or *Employee reports* menu.

- **Custom reports**

SP4 currently has no facility for custom reports.

Additional details of the reports available within SP4 are described in the Reporting section below.

Attachment of Earnings

SP4 stores Attachments in a completely different way from SP3 and the import program makes a best estimate of what type of attachment each employee has. However, we can't guarantee the import program will convert all attachments correctly. So, **after** importing your data it is important that you check any Attachment of Earnings Orders and make any necessary amendments **before** running your first payrolls on SP4.

SSP qualifying days

SP4's SSP diary screen looks and feels like SP3's SSP diary. Any sickness and qualifying days you have already entered in SP3 are correctly imported, but any new sickness is given the default Monday to Friday working pattern which you may have to amend if your employees work different days. In addition, SP4 does not store global qualifying day patterns which can be applied to lots of employees.

Pension schemes

SP4 provides comprehensive reports for multiple pension schemes. If you have more than one pension scheme for a company, you should refer to the Pension section below.

Networks

SP4 can be run on a network but not in the same way as SP3. If you have not bought a Superpay network licence you will not have the option to store SP4 data on a network. If you have an IT department or an IT company who manage your software and network you should contact them to assist with the installation of SP4 on a network.

- **Program location**

Unlike SP3, SP4 always stores its data separately from the program. It is possible to store the data remotely or locally and have the program installed remotely or locally. For example, you can install the program locally on each machine in a network and have one networked database for use by all machines. We recommend you install the program on the network if you intend to store the data on the network. You will only need to update one program location whenever a Superpay update is released and everyone will always be on the same version.

- **Database**

The standard network installation keeps Superpay's data as one file containing all of the data for all your companies. This can be accessed remotely by entering the path to the folder containing the database file.

SP4 supports Microsoft SQL Server 2005, Microsoft SQL Server 2008 and Microsoft SQL Server Express 2008. If you have one of these available they are the best and fastest way to run SP4 on a network. It is not essential to use SQL server to run SP4 on a network but it is highly recommended if you have multiple operators.

The database can be moved at a later data. If you change between SQL server and non SQL server databases you will need to create a backup from within Superpay, connect to the new location and then restore your backup from within Superpay.

- **User and System Settings**

  SP4 stores its settings in two locations:

  1. System Settings - contains settings that are common to all your Superpay operators; e.g. payslip and P60 styles. These settings are stored in the database and a change by one user will change that setting for all users.
  2. User Settings - contains settings specific to the operator or the machine that they are running on, such as print offsets and report output destination. These settings are stored in the Windows user profile of the current user and a change by one user will not change that setting for any other user. The licence number is also stored in the User settings file.

  Each location has its own screen so that you can see what is global and what is user specific.

- **SQL Server requirements**

SP4 uses Windows authentication with SQL server. That means that each operator's Windows user account or the domain group they belong to will need appropriate permissions on SQL server to connect.

Adding permissions is a two-step process. First, you give each user account an SQL account. Then you need to give each SQL account permission to access the SP4 database.

The SQL accounts can be managed by opening the Security tab in SQL server management studio and looking at the login section. Either each user or their domain group must have an entry here. If they do not, create a new login. The first account to run SP4 needs permissions to create databases but the others only need the standard public permissions.

When the program has been run at least once by the database creator the other permissions can then be set up. Expand the view of the database in SQL server management studio, expand the security list within and then expand the users section. Add a new user and tie it to the matching login from SQL server. Standard operators will need read and write permissions on the database (db_datareader, db_datawriter).

Some SP4 updates will update the structure of the database. These conversions will require higher permission than the standard operation of Superpay. To run these updates the first account to run Superpay after installing the update must either be the owner account (first created it) or be made a ddl admin. Once the conversion is completed other accounts can log on normally.

Run Superpay 4 for the first time

Set up

When you run SP4 for the first time you will be asked several questions.

- **Licence agreement**

To proceed you need to accept the SP4 licence agreement.

- **Licence number**

You need to enter your SP4 licence number and company name.

- **Network licence**

If you have entered a network licence you will also be asked where you want to store the data. You can store your data in any of the following locations:

1. on the local machine
2. on a network share. (If you choose this option, enter the path where you want your Superpay database to be created.)
3. in a Microsoft SQL Server database.

- **No network licence**

If you do not have a network licence, the data is stored locally.

- **Create database**

If the database doesn't exist in the location you have chosen, Superpay asks if you want to create it. Press *Y* to proceed.

Enter date

Enter a date in the current tax year. If you have a multi-company licence, enter any company number. It does not matter what number you use at this point as you will be able to import any company number(s).

Import your data

On the Main Menu choose option 8, *Utilities*. Then choose option 7*, Import from Superpay 3* and enter the name of the folder where your SP3 data is stored. (SP4 prompts *C:\superpay* which is the default location for SP3.)

SP4 then displays a list of companies with SP3 data in the current tax year in that location. Next to each is a yes/no choice. You can either enter *Y* or *N* next to each company, or use the *F2* option to turn all the selections on or off.

If a company is not on this list there are four common reasons:

1. the company is currently open in SP3
2. the company has been left locked by SP3
3. the company has no data for the current tax year
4. the company has already been imported.

To begin the import, press *F2* and press enter to select import.

Each company is then imported in sequence. This can take some time if there are many companies or you have a large number of employees.

Key differences between Superpay 3 and Superpay 4

General

- **Navigation**

The look and feel of SP4 is similar to SP3. You use the cursor and number keys to select items in the menus while the cursor keys and page up/down are used to move between screens.

- **Function keys**

Instead of a range of function keys across the bottom of the screen (F9 Store, F8 Screen, etc. in SP3) an *F2 Actions* prompt is displayed. When you press *F2* a list of options is displayed for you to choose. Some of the common SP3 prompts such as *F9* to store still work in SP4 (though they are not displayed) but many options are only available through the *F2 Actions* menu.

- **Field sizes**

SP4 allows individual pay item amounts up to 99,999,999.99. The employee code and employee name fields are also longer. Company numbers up to 99999 are now supported.

- **Dates**

You now enter dates in a dd/mm/yyyy format instead of dd/mm/yy (i.e. 4 digit years are now required).

- **F7 prompt**

When you can enter a field by selecting from a list of options, an *F7* prompt is displayed in addition to the *F2 Actions* prompt. Sometimes you can only enter a field by choosing from the *F7* list (e.g. Pay method, Attachment, Payslip style). At other times, you can press *F7* to choose from the list or type the value directly (e.g. NI code).

- **On-line HMRC filing**

SP4 does in-year and end-of-year filing from within the program. You do not need any additional filing modules.

- **Search for an employee or company**

On any field where an employee or company number is required you can either press *Ctrl F* on the keyboard or enter *?* in the field and press Enter. A list of either employees or companies is then displayed for you to select from. The field at the top of the list allows you to type partial or full names to filter the list.

- **Agents**

There is an *Agents* option on SP4's *Main menu* for you set up your agent details and perform actions for multiple clients; e.g. filing year end for multiple clients in one operation.

- **Passwords**

To set up or change a password, when the highlight is on the password field, press F7. Then enter the password twice in the pop-up box. The number of stars displayed in the field containing a password is not indicative of the length of your password. SP4 hides the length of passwords by filling the field completely.

- **Full screen mode**

Unlike SP3, SP4 can not be run in full screen mode. If you find the display too small you can increase the font size, which also increases the overall window size.

1. Go into SP4.
2. Right click on the bar across the top of the window to display a list of options.
3. Left click on *Properties* and select the *Font* tab.
4. Change the font to *Lucida Console* (instead of Raster fonts).
5. Then select a font *Size*. The only limit is that SP4 should fit onto the screen; if you pick a size that overflows the screen size it will work now but won't work the next time you start SP4. You can see the proportion of the screen occupied by SP4 in the Window Preview.
6. When you're happy with the size of the window, click *OK*.

The change to the display was made because full screen console programs are not supported properly on Windows Vista and Windows 7. Full screen mode restricts the size of the window (i.e. number of visible characters) and by using windowed mode SP4 fits more information on screen. Since the more recent versions of Windows won't support full screen anyway the size of the window has been increased to show more information, which has a side effect of stopping full screen mode from working on Windows XP.

Payslips

You do not need new payslip stationery when you move from SP3 to SP4. Any pre-printed payslips that we have provided for SP3 will work on SP4. You may need to set up your payslip choices again and adjust the print alignment.

Choosing the correct style

- **Default style**

The standard Superpay laser payslip (reference PL) is the default style on SP4. If you only use this payslip style skip now to the *Laser payslip alignment* section below.

- **Changing the default style**

You can set your payslip style in *System settings* or in the *Company record*. If you use the same payslip stationery for all your companies, enter that style in the *Default payslip style* field in *System settings* (*Utilities*, option 6).

If you use different payslip stationery for different clients, enter the style used by the majority of your companies in *System settings.* Then enter a different style in the O*ptions* box in the *Company record* for those companies who use different stationery. This is exactly the same as SP3; i.e. any *Company record* payslip style overrides *System settings* for that company.

When you are on the payslip field in either *System Settings* or *Company Record* an *F7 Payslip style* prompt is displayed at the bottom of the screen. Press *F7* and a list of payslip styles is displayed. The list includes the names of Superpay's pre-printed payslip stationery and two plain paper options if you have purchased the *Plain paper payslip* add-on. From the list, select the style that matches the payslips that you use.

Laser payslip alignment
If your payslip printout does not line up on your pre-printed forms you can use *Payslip offsets* to move the print around the page. Go to *User Settings* (*Utilities*, option 5). The offsets are measured in millimetres and can be set for standard laser (PL) and secure laser (PLSS + PLPS) payslips. Getting the alignment exactly right often involves trial and error.

- **Vertical offset**

A positive number moves the print down the page and a negative number moves the print up the page. For example, a vertical offset of 5.5 moves the print 5.5mm down the page while a negative offset of -10 moves the print 10mm up the page. (A line is about 5mm.)

- **Horizontal offset**

A positive number moves the print to the right across the page and a negative number moves the print left across the page. For example, a horizontal offset of 5.5 moves the print 5.5mm to the right across the page while a negative offset of -10 moves the print 10mm left across the page. (A character is about 5mm.)

Plain paper/email payslip
SP4's *Plain paper payslip* add-on supports plain paper payslips as well as outputting them as PDF or XPS documents. There is an extra charge for this. Please call the support line on 0161 832 4761 if you are interested in this add-on.

SP4 can output plain paper payslips as a single PDF containing many payslips or as individual PDFs where each PDF contains one payslip. It does not email these directly from the program; if you want to email them you will need to email them yourself.

If you have this add-on, the list of payslip styles has additional plain paper payslip styles. The *1-up plain paper payslip* produces one payslip per A4 page; the *2-up plain paper payslip* produces two different payslips for two employees per A4 page.

You have two choices for outputting PDF and XPS documents with plain paper payslips. *PDF document* or *XPS document* creates one file containing all the payslips selected. *Individual PDF's* or *Individual XPS's* creates one file per payslip. Files are created in the *Report folder* named in *User settings*. For more information on this refer to *Saving a file* in the Reporting section below.

Printers
- **Laser/inkjet printers**

SP4 supports any laser or inkjet printer that has a suitable Windows print driver installed. If you only use one printer you shouldn't need to set up any printer options as SP4 will default to your Windows default printer. If you have access to more than one printer (e.g. across a network) you can select a different default printer in Printer Control and you can always select a different printer whenever you print something.

- **Dot matrix/continuous printers**

SP4 can print payslips and P60's on a dot matrix printer. However, SP4's reports are formatted for A4 paper and do not print on a dot matrix printer.

If your dot matrix printer works with SP3 then it should work with SP4 on the same machine. If you are using different hardware, SP4 outputs continuous forms to LPT1, LPT2 or LPT3; i.e. your dot matrix printer needs to be connected on a parallel port. SP4 outputs to LPT1 unless you specify LPT2 or LPT3 in *Printer control* (*Utilities*, option 2) or you change the destination just before printing.

SP4 does not work with continuous printers connected via USB.

- **More than one printer**

If you use multiple printers you can change destination in *Printer control* (*Utilities,* option 2). There is a hierarchy of destinations. For example, the *Plain paper* setting applies to all reports that use plain paper at that destination. You only need to set individual reports if you want to send different reports to different printers. Similarly, if you set the destination for *Laser payslips default* you do not need to set the individual laser payslip styles unless you want to send each style of payslip to a different printer.

To set a default printer press *F2* on any option and select the destination. To save this screen, press *F2* on any item and select *Store*.

Reporting

- **Print destination**

SP4 reports can be output to a printer, to the screen, to an Excel spreadsheet, or as a PDF document, XPS document or CSV file. You choose the destination from the menu that pops up after you finish entering the report details. To print to the highlighted default printer, press *Enter*. If you want to output to a different destination, choose a different printer from the *Select printer* option.

- **Saving a file**

When outputting a PDF, spreadsheet or CSV the default setup places them in your *Documents* or *My Documents* folder. SP4 creates a folder called Superpay and then a folder for each company. Within these folders you will find the reports that you have created. (Note: SP4 does not display the report(s).)

If you want to change the location for your files, go to *User settings* (*Utilities,* option 5). The *Folder* field in the *Report file options* box is where your reports will be saved. If you do not enter a rooted path (i.e. the path doesn't start with a drive letter or computer name) the folder will be created in your *Documents* or *My Documents* folder.

If you enter a rooted path then your reports will be created in the location specified. For example, *J:\Data\Payroll\Reports* will create a subfolder within the Reports folder at the location specified.

- **Enter report details**

You enter the range of weeks and choice of employees in the same way as SP3. In particular, you can enter a range a tax periods for multi-period reports. For example: *M1-12* outputs months 1 to 12 inclusive and *11W40-12W39* outputs 2010/11 Week 40 to 2011/12 Week 39 inclusive.

- **Report format**

1. Anything that SP3 printed should be available in the printed version of the equivalent SP4 report. SP3 and SP4 reports use similar formats but some SP4 spreadsheet and CSV reports have extra fields which cannot fit onto a printed page.
2. Some printed reports use slightly smaller fonts than their SP3 equivalents. This is because SP4 supports longer employee codes and names and larger values. This means that the reports have to be resized to fit larger field sizes.
3. Also, SP4 supports landscape reports whenever the number of columns and increase in values means that the report no longer fits a portrait format.

- **User reports**

At present, there are no SP4 User reports. Standard SP3 *User reports* such as the *Multi Period Wages book* and *Amounts paid* and *Hours worked* reports are now available as standard reports. Any reports which are based on payslips are in SP4's *Payslips/reports* menu and any reports based on employees' records are in SP4's *Employee reports* menu.

- **Main differences between SP3 and SP4 reports**

1. The *Multi Period Wages book* is now known as the *Wages summary* and can now group by employee as well as by period.
2. *Department totals* can now output one line per employee as well as the department totals.
3. The *Wages book* now includes student loans in place of taxable gross. If you want to see the taxable gross figure, it is still available on the spreadsheet and CSV output of the *Wages book*.
4. The *Wages book* now outputs in landscape by default. This is due to the small font size of the portrait report. If you prefer a portrait *Wages book* you can choose this in *System settings* (*Utilities,* option 6).
5. The *Pension scheme totals* report is what was previously known as *Stakeholder pension summary*. The SP4 report is for all types of pension and splits the report based on scheme number (see below for more information on pension differences).
6. The *Payslip heading* reports output details of payslip headings for a period or range of periods. *Payslip heading amounts* lists the amount paid for each heading. *Payslip heading hours* lists the number of units for each heading. The printed, PDF and XPS versions of these reports only show a few headings and summarise the rest as *Misc Gross* due to the limits of a printed page. The spreadsheet and CSV versions include an individual column for all your headings.
7. The *List a BACS disk* report is now the *BACS report* in the *Payments* menu.
8. The employee record can no longer be printed. *List all employees* (*Employee reports*, option 5) can export employee records to a spreadsheet or CSV file. There is currently no plan to support printing employee records.

Backup and restore

SP4 produces a backup that is a single file containing all the companies you backed up. The backup can be created anywhere you want with any name you want. A file could contain one company or all your companies. You can *Restore* a single company from a backup containing multiple companies.

- **Choose option**

Go to *File Maintenance* (*Utilities,* option 1) and select *Backup*.

- **Select companies**

Enter a company number or enter *ALL* for all your companies.

- **File name**

Enter a file name for your backup and press *Enter* to begin. The first time you create a backup you will need to choose a file name. For all subsequent backups the program will prompt you with the file name you used previously. The file can be called anything you want. You do not need to enter *.bak* at the end of the file name as SP4 will automatically add it to the file name if it is missing. If you enter a file name that is not rooted (i.e. it does not have a drive letter or network share at the beginning) the backup file is created in your Documents folder.

- **Example**

You want to backup all your companies to a USB memory stick in a file named *Superpay backup*.

1. Before you start, you need to know what drive letter Windows has assigned your memory stick. (You can check this by going to *My Computer* and looking at your list of available drives.) In this example, it is drive *G*.
2. When prompted for a company number, enter ALL for all SP4 companies.
3. In the *File name* field, enter *G:\Superpay backup.* When you press *Enter* the backup process begins and a file called *Superpay backup.bak* which contains all your companies is created on your memory stick.

Employee Records

In SP4 the employee record is displayed on two screens. The information is displayed in the same way as SP3 although some fields have been moved and extra fields have been added in SP4. The most important differences between SP3 and SP4 employee records are listed below.

- **Week 1/Month 1 tax codes**

You now enter week 1 or month 1 tax codes with an X instead of W1 or M1; e.g. enter 747LX instead of 747LW1 or 747LM1. There is no distinction between weekly and monthly employees' tax codes.

- **Pay Interval**

The pay interval is now in *Constants*. In the same way as SP3, you enter *M* for monthly, *W* for weekly, *2* for 2 weekly and *4* for 4 weekly. The default is *W* for weekly.

- **Student loans**

Student loans are set up with a *Y* in the *Student loan* field in *Constants;* i.e. there is no **S* in *After tax items.*

- **Loans**

Enter the loan amount and repayment in *Constants*; i.e. there is no *L feature.

- **Parental pay**

On the second screen of the employee record, you can enter two periods of parental pay within the same tax year. There are also fields to allow for part weeks and *ASPP*. The *KIT days* field is for you to record the number of KIT days, if any; SP4 does not monitor or use this field. See the next section for details about the implication of employment start dates on SP4's parental pay calculation.

- **Attachments**

SP4 supports up to 3 attachments running concurrently. Do not enter *a in *After tax items*. Instead enter the Attachment(s) on the 2nd screen. There are three new fields for each attachment.

1. When on the *Type* field, press F7 to choose the attachment type from a list of options.
2. The *Start date* field allows you to set up attachments as soon as you receive the order; in SP3 you had to wait until the start date before setting them up on the employee's record.
3. Enter the *Text* that you want to appear on the payslip; e.g. *CSA order* for Child Support. If you leave the *Text* field blank, on the payslip SP4 will use the text *Attachment*. This *Text* field is especially important when an employee has more than one attachment.

- **Pensions**

In SP4, you enter the pension *Type* and *Scheme* fields in a different way from SP3. Read the *Pensions* section below for more information.

Parental pay and employment start dates

When the *Parental leave* box is completed and the employee's earnings are above the Lower Earnings Limit SP3 always pays Parental Pay; i.e. SP3 leaves you to check an employee's start date to determine if the employee is eligible for Statutory Parental Pay. Unlike SP3, SP4 checks the employment start date as well as earnings to determine if an employee is eligible for Statutory Parental Pay.

- **Missing start date**

If the employment start date is missing in SP4, SP4 processes any Parental Pay entered on Screen 2.

- **Ineligible start date**

If the employment start date is **not** at least 26 weeks before the employee's qualifying week (15 weeks before the baby is due), SP4 will **not** pay Statutory Parental Pay even if the employee's average earnings are above the Lower Earnings Limit.

This has the effect that if an ineligible start date has already been entered in SP3 (i.e. you did not check the employment start date in SP3) SP4 will take back any ineligible Parental Pay on the employee's first SP4 payslip. If negative Parental Pay is displayed on the payslip screen, you should check that the employment start date is correct. If the employee transferred under a TUPE agreement, then you need to enter the original employment start date on Screen 1 of the Employee's Record rather than the TUPE start date (which was needed for P45 filing).

You do not need to check all your employees' start dates before running payrolls on SP4. However, it is important to be aware before you start SP4 that if negative Parental Pay is displayed it will almost certainly be because of an incorrect start date.

BACS disk or Payment Link File

If you use a payment link file or BACS payment you need to set up those details up again; i.e. SP4's import program does not carry your SP3 settings over to SP4.

If you produce a single file per company

- **Company record**

For each company that produces a payment link file, go to the *Company Record* and enter the *Bank link file* and *Name* fields at the bottom of the *Bank details* box.

1. On the *Bank link file* field press F7 and choose the relevant file from the list.
2. In the *Name* field, enter the name of the file that will be produced by Superpay. Typically this ends with a .txt extension; e.g. bacs.txt or payments.txt.

- **Payments menu**

Choose *Payments link file* (option 1) and enter your payment details. By default, the file is created in the same location as your other reports; i.e. My Documents/Superpay/Company Name. SP4 then asks if you would like a report of the link file you have just created. Whether you produce a report or not has no impact on the link file produced.

- **SP3 settings**

If you don't know which type of *Bank link file* to select in SP4, you will need to go back to SP3 and check what you set up there.

1. If, in SP3, you used to select *Payments link file (Payments,* option 7), you will need to be in the correct company and go to *Layout usage* (*Utilities,* option 4). On the right there is a line for *Payments link* with an ID next to it. Make a note of the ID number, press ESC and go to *Report design (Utilities,* option 3). Find the entry for the ID that you noted in *Layout usage* and read the name next to the number. Then go back to SP4 and select that name from the list which is displayed when you press F7 on the *Bank link file* field.
2. If you used to select Create a BACS disk (Payments, option 8), go into any company in SP3 and go to System Details (Utilities, option 6). In the *Links* section make a note of the letter (***A, B*** or ***C***) in the *Payment file type* field. Then go back to SP4 and select *BACS disk type **A**, BACS disk type **B*** or *BACS disk type **C*** from the list which is displayed when you press F7 on the *Bank link file* field.

If you produce one file for many companies

- **Agent record**

Choose *Agent enquiry/update* (*Agents*, option 1) and complete the *Agent payments* box. (If you have not yet set up an Agent account, you will need to enter your agent name before you can move down to the *Agent payments* box.)

1. Enter your normal bureau number in the *BACS bureau number* field.
2. The *File type* should match the setting you used in SP3. If you don't know what that is, go back to any company in SP3. Go to *System Details* (*Utilities,* option 6). In the *Links* section make a note of the letter in the *Payment file type* field (***A, B*** or ***C***). Then go back to SP4 and select *BACS disk type **A**, BACS disk type **B*** or *BACS disk type **C*** from the list which is displayed when you press F7 on the *File type* field.
3. Enter the name of the file that will be produced by Superpay in the *File name* field.
4. *Store* the revised Agent record.

- **Agent payments**

Choose *Payments (Agents,* option 2). In the same way as SP3 enter the details of the companies you want to produce a link file for. When you have completed the screen, press *F2* to write the link file.

Other payment methods

- **Autopay**

Unlike SP3, SP4 does not decide which type of Autopay report to produce based on your company's sort code. Instead, you need to enter which type of report you want in the *Payment details* box.

- **Cheques**

SP4 does not print cheques. C*heque summary* (*Payments*, option 5) lists all payments made to employees paid by cheque.

New employees

You enter new employees' codes and names in exactly the same way as in SP3.

- **No P45 or P46**

If you do not have a P45 or P46 then you can set up the employee record in the same way as in SP3. However, there is no default tax code. If you enter a tax code here, *Run payroll* will use that code. If you leave the tax code field blank, *Run payroll* will apply *0T* tax code in accordance with Inland Revenue regulations.

- **Enter P45 or P46**

If you have a starter P45 or P46, at this point press *F2* and select *Add starter P45* or *Add starter P46*. Complete the P45 or P46 form, press *F2* and then *Store* the completed form.

- **Store P45/P46**

SP4 saves the form for later filing and updates the NI number, start date, gender, date of birth and address on the *Employee record* .

- **P45/P46 automatic update**

The tax code and previous pay and tax are not updated at this point. These fields are updated **only** when you run the next payroll for the employee. If a P45/P46 is about to be applied, *Run payroll* displays a message at the bottom of the screen showing that P45/P46 details have been applied to the displayed payslip.

- **P45/P46 not automatically applied**

If two or more payrolls have already been run for this employee **before** you enter his P45 or P46*, Run payroll* does not automatically apply the tax code and previous pay and tax. In this case you need to enter these details manually on his *Employee record* before you run the payroll.

- **File P45/P46**

You will need to file the P45 or P46 later but you do not need to file the form before you can run a payroll. See Internet In-year filing section below for more details.

Leavers

- **Set as leaver**

To set an employee as a leaver go to their employee record and press *F2*. Select *Set as leaver* and then enter the employee's leave date. (In SP3, you enter the leave date on the employee record and then *Delete* them.)

- **Leaver tag**

The leave date is displayed next to the employee's name when you next view the employee's record. When a message such as *** Left on 31/12/2011 *** is displayed at the top of the screen you know that SP4 has set the employee as a leaver. This is the same as being *Deleted* in SP3.

- **Leaver P45 forms**

You do not need any special HMRC P45 stationery. Instead, SP4 prints a HMRC form P45 (Online) with all the relevant headings and boxes etc. onto blank A4 paper.

- **Print individual P45's**

Go to a leaver's employee record. Press *F2* and select *Print leaver P45.*

- **Print multiple P45's**

Choose *Print P45's (Employee records,* option 7). Enter the range of employees and start point for selecting leave dates. SP4 then prints a P45 for each employee in the range selected who left on or after the date.

- **Your record of printed P45's**

If you want a P45 report for your records, go to *User Settings* (*Utilities,* option 5) and enter *Y* in the *Print leaver P45 summary* field. This makes SP4 print a summary Part 1 before the P45 form is printed.

SSP

SP4's SSP diary screen looks and feels like SP3's diary and any sick days and qualifying days you have already entered in SP3 are correctly imported.

- **Sick days**

In SP3 you can enter sick days with individual S's or enter a range of dates. In SP4, on the SSP diary press *F2* and select *Enter sick days to* enter a range of dates. SP4 then inserts S's on the screen. Similarly, you press *F2* and select *Clear sick days* to remove sick days from the diary.

- **Qualifying days**

The default work days are Monday to Friday. If an employee has a different work pattern, the first time you pay sick pay in SP4 for an employee you need to press *F2* and select *Enter qualifying days* to enter the work days and date to apply. This work pattern will also be applied in any subsequent week the employee is sick (unless you enter a new pattern). Unlike SP3, SP4 only shows Q's (for qualifying days) for those weeks where there are some sick days. In addition, SP4 does not store global work patterns which can be applied to lots of employees.

- **Before diary + Last SSP(1)L**

There are fewer fields in the *Before diary* section and there is no *Last SSP(1)L* section.

Directors

SP4 has a separate *Director* section. For all directors, enter *Y* in the *Director* field.

- **Start date in director box**

If an existing employee becomes a director you need to enter the date of his appointment here.

Leave this field blank if:

1. an employee has been a director since the start of the tax year.
2. a director joins the company during the tax year as a new employee; SP4 will then use the *Start date* in the *Constants* section (which you need to enter for starter P45/P46 filing).

- **Has APP**

This field refers to an appropriate personal pension. Enter *Y* if relevant.

- **Director NI code changes**

SP3 does not automatically handle director NI code changes. On SP4, if the director flag has been set to *Y* in the *Director* box for the whole tax year, you simply change the NI code on a director's record in exactly the same way as any other employee. SP4 will then calculate the director's NI correctly.

If the employee has been a director since the start of the tax year but the flag has been set to N so that NI deductions on a regular salary are evened out during the year, when the NI code changes you need to:

1. *Undo last run.*
2. Change the *Director* flag to *Y.*
3. Re-run the last payslip on the old code, this time as a director. If necessary, enter an after-tax adjustment to either increase or decrease the Net pay so that the Net pay on this new payslip agrees with what was actually paid. Reprint the payslip and your payroll reports if a different amount of NI has been deducted from the director's pay.
4. Now change the NI code in the *Constants* box.
5. On the director's next payslip, add or deduct the adjustment made in step 3. above (if any).

Only when you have re-run the last payslip as a director should you change the director's NI code. If you wait until the last payslip of the tax year to change the Director flag to *Y*, SP4 will not be able to make any necessary director NI adjustments on the pay on the old code.

Pensions

- **Type**

The pension *Type* is now set as a selection from a menu instead of a number. In the *Pensions* section press *F7* on the Type field and then select the appropriate type.

1. *After tax gross (SP3 type 3)*
   The e'ee contribution is deducted **after** tax and NI have been calculated. *Run payroll* deducts the amount entered here less Basic rate tax; e.g. an entry of £10 gives rise to an after tax pension deduction of £8 (i.e. after 20% Basic rate tax relief).
2. *After tax net (SP3 type 2)*
   The e'ee contribution is deducted **after** tax and NI have been calculated. *Run payroll* deducts the amount entered here and the pension company will claim back the tax relief and add it to the employee's pension pot.
3. *Before tax (SP3 type 1)*
   The e'ee contribution is deducted **before** tax and **after** NI has been calculated. *Run payroll* deducts the amount entered here. The pension thus reduces the employee's taxable pay by the amount of the deduction.
4. *Before tax & NI (SP4 type 4)*

The e'ee contribution is deducted **before** tax and **before** NI have been calculated. *Run payroll* deducts the amount entered and the employee's taxable and NI'able pay is reduced.

SP4's import program converts your existing pension types to the new descriptions.

- **Employer pension**

Unlike SP3, SP4's *Run payroll* calculates any employer's pension which has been set up even if the e'ee deduction is Nil because of low (or Nil) pay. This is a required for employees on parental leave.

- **Scheme**

If you run multiple pension schemes for a company, you can set up multiple schemes and produce reports which show the contributions for each employee to that scheme.

1. *Pension schemes* (*Employee records*, option 8) - Set up the names of your pension schemes on this screen. The names are used for reporting and have no bearing on the calculation of any pension deductions.
2. *Employee record* - Enter the scheme number (in the range 1 to 62) in the *Scheme* field. If you only have one pension scheme, you do not have to set up this field.

- **Pension reports**

1. *Payslips/reports* menu.
   Pensions (option 8) lists all deductions by employee in the order that they have been entered. A deduction that is in line 1 will always show up as pension 1 on this report, regardless of the scheme associated with it. This means that the pension 1 deductions may not all be to the same scheme across a company. The report is designed to show employee information and not scheme information.

   Pension scheme totals (option 9) lists all deductions by pension scheme. One employee may appear in many schemes with this report. It is the equivalent of the *Stakeholder pension summary* from SP3 but it works with all types of pension. Any pensions that are not assigned a scheme will show up under a miscellaneous heading. Note that any pension deductions from SP3 show up under this heading.

2. Employee reports menu
   Pension totals to date (option 4) is the same format as *Pensions* (*Payslips/reports*, option 8) but as a year to date figure.

Internet Filing

Overview

SP4 files in-year forms and end-of-year returns directly from the program; i.e. there are no Internet Filing modules. SP4 does not any import any data from SP3's filing modules. You should keep your in-year and end of year SP3 filing modules so that you can view/retrieve this filing data in case of later queries or HMRC inspections.

Agent status

An Agent runs payroll for multiple companies and an agent's Gateway ID for the HMRC PAYE website is not for their own company's payroll but allows them to act on behalf of other companies. SP4's filing process for Agents differs from an individual company filing its own returns.

Outline

- **Set up**

Before you file any returns:

1. You need to set up your HMRC PAYE ID.
2. You need to set up your email address for HMRC responses.
3. You set up whether you want to send your forms and returns as *Test* or *Live* submissions.

- **Prepare your data for filing**

1. In-year forms. You enter starter P45's and P46's on your employees' records. Similarly you flag employees as leavers on their records so that leaver P45's are produced.
2. End of year returns – You prepare a P35 (*Year end*, option 1) for each company that you will file.

- **Send your data**

1. In-year forms. For individual companies, you go to the *Employee records* menu to file your P45's and P46's. For Agents, you can file forms for individual companies from the *E'ee records* menu **or** go to the *Agents* menu to file your forms for all your companies.
2. End of year returns. Your employees' P14's are automatically filed with your P35. For individual companies, you file from the *Year end* menu. For Agents, you file individual companies from the *Year end* menu or go to the *Agents* menu to file all or batches of companies.

- **Check your data has been successfully received**

You have to then go to the relevant *Filing history* screen to check that your forms/returns have been sent *Live* and have been successfully received by HMRC.

- **Receive email from HMRC**

HMRC sends you an email for each successful submission. These emails are exactly the same for successful test and live submissions.

Set up

Before you can file a return or receive notifications, you need to set up your HMRC ID in either your *Company Record* or *Agent* screen.

- **Agent**
  1. Select *Agent enquiry/update (Agents* menu, option 1) to create an Agent record.
  2. Enter your company name. You can leave the remaining contact details blank.
  3. The *Default agent* field is only relevant if you are registered as multiple agents with HMRC and you have a different Gateway ID and password for each agent. (It is unusual to have multiple agents.) If you have more than one agent ID, this default agent will be selected by default when you come to perform agent actions in SP4.
  4. *Default to P35 fully paid* is a year end P35 setting. This has exactly the same function as SP3. A *Y* here saves time if most or all of your clients will have fully paid their PAYE by the time the P35 is processed by HMRC. If you change the setting to *N*, you will need to enter the amount paid on each individual P35.
  5. The *Revenue details* box is where you enter your HMRC Gateway details. These are the user ID and password supplied by HMRC and should match the details you use to log into the PAYE section of the HMRC website.
  6. *Agent payments* box – leave this box blank unless you are a BACS bureau. (BACS payments are described in an earlier section of these notes.)
- **Individual company**

If you are filing your own return, you need to go your *Company record* and go to the *On-line filing* section. If you run payroll for more than one company you need to repeat the following steps for each company.

1. *Gateway ID*. Enter your user ID for the HMRC Gateway for PAYE. This ID will have been provided by HMRC when you registered for online filing.
2. *Password.* When the highlight is on the *Password* field, press *F7* to enter your password for the HMRC Gateway for PAYE.
3. *Year end* and *In year.* You shouldn't need to change these fields.
4. *Agent* – this should be set to 1 for *None*.
5. *Year end fully paid* - you shouldn't need to change this field.

Once you have completed these details store the company record.

Set up email address

To ensure that HMRC responses go to the correct email address, you should enter your email address in the *HMRC filing email* field in *System settings* (*Utilities*, option 6). If you leave this field blank HMRC will send their email responses to the email address that is currently registered with them.

Test or live setting

Go to *User settings* (*Utilities*, option 5) and check the *Revenue filing* field shows *1, Test*. When you have run a successful test submission, you can set this field to *2, Live*. Note: this setting applies to both in-year and end-of-year returns and you can change back from *Live* to *Test* at any time.

Prepare your forms for filing

- **In-year forms**
  1. You enter starter P45 and P46 details on each individual's Employee record.
  2. You set an employee as a leaver by pressing *F2* in the employee's record and choosing the *Set as leaver* option.

- **End of year returns**

For each company, check the year end totals and complete the declarations and checklist on the *P35* (*Year end*, option 1). Then check the *P35 continuation sheet*(s) (*Year end*, option 2) includes all your employees.

- **Correct date for year end returns**

SP4 is a multi-year program. If you are filing 2011/12 returns end on or after 6th April 2012, you need to have a system date (i.e. the date on the Main Menu screen) prior to 6th April. Only then will you have access to the previous year's data. This is exactly the same principle as SP3.

File your forms

You should only select *Filing* when you are sure your data is correct.

- **In-year forms – individual company**
  1. Go to *In-year filing (P45/P46)* (*E'ee records*, option 5) and choose *File P45/P46's* (option 1).
  2. The filing screen shows what forms will be sent and whether it is a *Live* or *Test* submission.
  3. If the screen displays a form that you do not want to submit to HMRC you must exit this option and set the form to not be filed – see below for how to omit forms.
  4. Press *F2* and *File* the displayed forms. When the forms have been sent, press *ESC* to go back to the *In-year filing* menu.

- **In-year forms – file multiple companies as an Agent**

  Agents can file forms for individual companies separately as described above or can send all their clients' in-year forms in one batch. This section describes batch filing.

  1. Go to the *Agents* menu and choose option 3, *In-year filing (P45/P46).* Then choose *File P45/P46's* (option 1).
  2. The filing screen shows for each company what forms will be sent and whether it is a *Live* or *Test* submission. You cannot send a subset of this list; i.e. all the forms for all your clients will be sent in one batch so you need to make sure that you are not sending forms that you didn't expect to send.
  3. If the screen displays a form that you do not want to submit to HMRC you must exit this option and set the form to not be filed – see below for how to omit forms.
  4. Press **F2** and *File* the displayed forms. When the forms have been sent, press *ESC* to go back to the *In-year filing* menu.

- **Omit P45/P46 forms from filing**

If you don't want to file any of the forms displayed on the filing screen, go back to the employees' record(s).

1. Starter P45/P46 – Press *F2* and select *View/change starter P45* or *P46*. Enter N in the File online field and store the record. The form will then be ignored for filing until you change the filing field back to y. Any coding or previous pay changes will still be applied as normal.
2. Leaver P45 – Press F2 and select *Don't file this P45*

- **Filing screen**

The list of forms which is displayed includes any forms which have been previously sent but are still at the *Acknowledged* stage or which had an *Error*.

1. Acknowledged forms
   There is little point in sending *Acknowledged* forms again since the original submission is waiting at the Gateway to be processed. Instead you should *Query* (see Status section below) the forms to see if the form(s) have now been processed. If you have lots of *Acknowledged* forms, the HMRC site is probably too busy to respond (e.g. around 6th April) and you should try filing later.
2. Error forms
   You need to correct any errors before trying to re-file a form. If you do not know what the error is, go back to the *Filing history* screen, go to the form with the error and press *Enter*. SP4 will then display the error message.

- **End of year returns – individual company**

For individual companies filing their own returns select *File P35/P14's(*option 3) in the *Year end* menu. A message at the top of the screen indicates whether you are about to file a *Test* or *Live* submission. Press *Space* to send the P35 and P14s for the current company.

Agents can also file individual companies from the *Year End* menu and the submission will be included in their *Filing history* on the *Agent* menu.

- **End of year forms – filing multiple companies as an Agent**

Go to the *Agents* menu and select *Year end filing* (option 5) and then select *File P35/P14's* (option 1) to view a list of all the companies which are eligible for filing in the currently selected tax year. A message at the bottom of the screen indicates whether you are about to file a *Test* or *Live* submission.

1. Select companies

   Enter *Y* next to each company you wish to file. If you want to file all the companies on the list, press *F2* and select *Set all to yes* . If you then want to omit one or two companies from this batch you can re-enter *N* next to their company number. If you change your mind you can choose *F2* again and select *Set all to no*.

   If you have a company which you know you don't want to file yet (or perhaps not at all), you can enter *N* in the *Year end* filing field in their *Company Record*. Then later, when you are ready to file the company, you can change the field back to *Y* and the company will be included in the list of companies on this Filing screen.

2. Send returns

When you have made your selection, press *F2* and select *Send to Revenue.* This option sends all the selected companies.

Check filing status

You cannot assume that because you have sent your forms or returns online that they have been accepted by HMRC. In particular, the emails received from the Revenue are exactly the same for successful *test* and *live* submissions so they give no confirmation that your successful submission was *live*. It is essential that you check your *Filing history* screen to ensure that your forms and returns have been successfully filed as live submissions.

There are four *Filing history* screens.

1. In year forms: *E'ee Records*, *In year filing* menu option 2 for individual companies, *Agents*, *In year filing* menu option 2 for agents.
2. Year end returns: *Year end* option 4 for individual companies , *Agents, Year end filing* option 2 for agents.

Go to the appropriate *Filing history* screen and check the status of each form/return. There are four status messages.

- **Acknowledged**
  The form/return has been received by the Gateway and is currently being processed. *Acknowledged* is **not** the same as being successful and you should **not** assume that the form will eventually be accepted. You need to return to *Filing history* later and check whether the form has been accepted or failed; i.e. has a status of *Success* or *Error*.

  (You can see if there are more recent responses for any *Acknowledged* submissions by pressing F2 and selecting *Query* from the list. *Query* is not an option if there are no *Acknowledged* submissions.)

- **Error**
  The submission has failed. To see why, select the form/return in the list and press *Enter* to view the error message. Go back to your employee records etc, correct the error and re-file the form/return.

- **Success**
  HMRC has accepted your submission and there are no validation errors. If the submission was an in-year *Test,* you have to now change the filing type to *Live* in *User settings* (*Utilities*, option 6) and send the form/return again until you see *Success Live* on the *Filing history* screen.

- **Accepted Test**
  YHMRC has accepted your year end return as a test submission and there are no validation errors. This means that the return has not been officially submitted and you will need to send it again as a *Live* submission.

Notifications (P6/P9/SL1/SL2)

Overview

SP4 can download PAYE notifications and automatically apply them to your employees' records. The forms which SP4 can download are:

P6 – notification of employee's tax code and previous pay and tax
P9 – revised tax code
SL1 – Start student loan notice
SL2 – Stop student loan notice

Downloaded notifications are applied when the relevant employee's next payslip screen is displayed in *Run payroll*.

Set up

- **ID**

You need to set up your HMRC ID as described in the Internet filing section above. You cannot download notifications without a valid ID.

- **Electronic notifications**

Your notifications will only be available to SP4 if you are currently set to receive them electronically. Since HMRC sends notifications online as soon as you register for the *PAYE Online for employers' service* most companies currently receive their notifications online. If you receive notifications on paper then you should go to the hmrc.gov.uk website and register for electronic notifications.

- **Agents**

You can only download notifications for clients who have registered you as their agent with HMRC. This registration is not required for filing in-year and end of year forms (see previous section) so some clients' notifications may not be available to you directly. If a client receives their own PAYE notifications and has to forward them to you then it is likely that you are not registered as their agent and SP4 will not be able to retrieve their notifications.

How to download notifications

- **Agent**

1. If you are an agent acting on behalf of clients go to the *Agents* menu.
2. Select *PAYE notices online (option 4)* and then *Download notifications* (option 1).
3. Press *Space* to start the download.
4. SP4 then downloads notifications for **all** your registered clients for all dates since the date of the last download. This list may include notifications for companies run by other operators within your company or for clients who are not run on SP4. This is how HMRC provide notifications to agents. When the download is complete, SP4 tells you how many forms of each type have been downloaded.

- **Individual company**

1. Go to the *Employee records* menu and choose *PAYE notices online* (option 6) and then *Download Notifications* (option 1).
2. Press *Space* to download all notifications for your company.

- **Download time**

SP4 downloads all notifications issued since the date of the last notification downloaded. The first time you use SP4 to download your notifications, the download retrieves your entire notification archive. This may take much longer than usual; future downloads will only download new notifications and will be much faster.

- **Need to download frequently**

SP4 will not automatically download your notifications unless you run the download option. We recommend that you download notifications before each *Run payroll*. This will ensure that your notifications are always up to date and in most cases, should only take a moment.

View downloaded notifications

- **View company's notifications**

You can view the entire notification archive for the current year for the current company by selecting *PAYE notices online (Employee records, option 6)* and then *Notification history(option 2)*. This option lists all the notifications for this company. You can press *F2* to sort the list.

- **View employee's notifications**

To view the notifications for a single employee, go to their employee record screen, press *F2* and select *View Revenue notifications*. This option displays a list of all the current year's notifications (if any) for that employee.

- **View agent's notifications**

If you are an agent you have an extra option; you can view all the notifications you have downloaded for all your clients. Go to the *PAYE notices online* menu (*Agents menu*, option 4), and choose *Notification history* (option 2) to view the list. You can press *F2* to sort the entries. This list is probably too unwieldy for standard usage but it can be useful to see what notices you are receiving.

How notifications are applied

SP4 automatically applies any pending notifications during *Run payroll*. If a notice has been applied, a message is displayed at the bottom of the employee's payslip screen telling you what notice is being applied and what effect it has.

SP4 determines when to apply a notification by comparing the dates of the current and previous payrolls and the effective date of each notification. If a notification falls between the two payroll dates, then it is applied. If a notification pre-dates the last two payrolls for an employee, SP4 does not apply it automatically. Instead, you need to manually alter the tax code, previous pay and tax or student loan notice on the individual's *Employee record* screen. For this reason it is essential that you download your notifications before you run each week/month's payroll.

Interaction of notifications with P45/P46's

Starter P45/P46's are applied during *Run payroll* in the same way as notifications. SP4 applies whatever is most recent, the notification or the P45/P46.

> **Example:** A monthly employee completes a P46 when they join. You file the P46 immediately. Before the employee's first payroll, HMRC issues a P6 which you download before month end. *Run payroll* applies the P6 and ignores the employee's P46's tax code.

How to ignore a notification

If *Run payroll* applies a notification, this overrides any relevant fields already in the employee record, including any that you have entered manually. If you want to use different figures you must ignore the notification. You can do this by finding the notification in the *List of downloaded notifications* (see above) and enter *Y* in the *Ignore* column. This forces SP4 to ignore the notification during *Run payroll*.

Data Storage

Stored locally

If stored locally, the SP4 data can be found at the following location (assuming Windows is installed on drive C):

1. **Windows 7 or Vista:**

```
C:\Users\USERNAME\AppData\Roaming\Computastore Ltd\Superpay4\Superpay4.vdb
```

2. **Windows XP:**

```
C:\Documents and Settings\USERNAME\Application Data\Computastore Ltd\Superpay4\Superpay4.vdb
```

Stored remotely

If stored remotely the file Superpay4.vdb is created in the given location.

SQL server

On SQL server the database created is called ‘Superpay4’.

System information

At any time you can press *F2* on the *Main menu* of any company and check the *System information* to check where your database and program are stored.