

2023 Year-end Tips for Sage BusinessWorks

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Important Changes and Notes

Supported Versions:

- You must have Sage BusinessWorks 2021 or 2023 installed to print all tax forms successfully in Enhanced Tax Reporting
- 2024 Tax updates will only be released for Sage BusinessWorks 2021 and 2023
- Sage and Aatrix no longer support Windows 7, Windows 8.1 or Server 2012

Enhanced Tax Reporting:

- [Aatrix filing deadlines](#)
- Form requirements: The Federal 1096, 1099, W-2, W-3, 1094/1095 B&C can now all be printed on plain paper through Aatrix. Aatrix no longer supports printing on the Red official paper for 1099s
- When processing 1099s, if social security number is used on a vendor, then you must enter the Recipient First and Last name
- If you are trying to process tax forms and nothing happens, close out of Sage BusinessWorks and launch Sage BusinessWorks as an administrator. Right click on your Sage BusinessWorks icon and select '**Run as Administrator**'. For more information see, [I am trying to print my tax form but it won't process](#)
- 1099, W-2 and 940 tax form updates should be available around December 20th, 2023. To see if an update is available, select the desired form and continue processing. If you are prompted for an update, choose **Automatic** and continue processing.

Tax Changes:

- The new OASDI limit for 2024 is **\$168,600**
- W-2 e-filing requirements for 10 or more returns. See [IRS.gov](#) for more information. Federal eFiling of the W-2s is free of charge
- Form W-2 has been redesigned. See [IRS.gov](#) for more information

Important program information:

- Sage BusinessWorks allows you to retain up to five years of payroll history. It is recommended that you [create a copy of your company](#) prior to closing the year for historical purposes. Since you cannot post back to a previous year to make corrections, it is essential that you verify W-2 figures **before** closing December.
- To verify your months to keep history **select PR, Utilities, Maintain Payroll Parameters, Years to keep history**
- Your Payroll Tax forms such as W-2s, 940s and 941s can be printed after you close the year
- Many tasks (such as correcting payroll checks and fringe benefits) must be done **before or in conjunction with the last payroll**, take the time now to read through any topics that may affect you
- When closing a module, if the close does not complete you will need to restore a backup. For further instructions see [How to determine if an end of month close failed](#) and [Month-end close or data rebuild does not finish successfully](#)
- Make sure you are reaching out to the official Sage BusinessWorks support. Our support is initiated via [live chat](#) or by creating a support ticket on the [Sage Customer Portal](#). For more information on how to contact official Sage Support to avoid Third-Party scams see our posting on [Sage City](#)

Section 1: General Information

Web Assistance

Sage City – Select [Sage City for Sage BusinessWorks](#). The following options display:

- **Community** – Ask the Sage City Community, Read Product News & Alerts, Browse the Support Insights blog
- **Knowledgebase** – Search the Knowledgebase, Download Software and Updates, Serial numbers, and activation codes
- **Contact** – Chat with Sage, Submit Online Case
- **Learning** – Explore Sage University, Watch Support and Training videos
- **Services** – Update payment information, Purchase Checks and forms

Year-end – Select [Sage BusinessWorks Year-end Center](#). This provides links for payroll year-end processing. Keep up with the latest year-end tips, updates, and information.

Help

Having problems with your internet and can't reach the Sage Knowledge Base? Help is just a click away. On the main Sage BusinessWorks menu, click **Help**. Then point to **Module Help** and view **[Module] Contents**. Click the **Index** tab and type the text you wish to search.

For example, if you want more information on processing bonuses, here are the steps to follow:

- On the main Sage BusinessWorks menu, click **Help**.
- Point to **Module Help** and click **Payroll**. Click the **Index** tab.
- Type **bonuses**.
- Click **bonuses** on the list displayed.

If you receive the message “No topic-based help system installed” when accessing help [click here](#) for further instructions.

Back Up Data

Before you close any Sage BusinessWorks module, it is essential that you perform a complete backup of company data. You should retain this backup indefinitely, as it provides critical data for audit purposes. To **backup** follow steps below:

- Select **File, Backup** to open the **Database Backup Wizard**. Click **Next**.
- Click the company ID to back up, and then click **Next**.
- In the **Select Backup File Name** window:
 - Select a folder or drive from the list on the left. (To store the backup in a new folder, use the 'Create Folder' option.)
 - Use the **Backup File Name** automatically created or type a **Backup File Name** at the bottom and click **Next**. Be careful not to overwrite an existing backup that you want to keep. By default, the file name will be CompanyID_Date_Time.zip.
 - Click **Start** to begin the backup. When the backup is complete, a message appears allowing you to back up another company. If you have multiple companies, click **Yes**, and repeat the steps above.

For additional information on safeguarding your Sage BusinessWorks data, see [How to backup system and company files](#),

Notes:

- Perform a backup within Sage BusinessWorks even if another backup utility is used
- If you are unable to backup due to an error message or message indicating you cannot achieve an exclusive lock, see [How to release or disconnect stranded users or tasks](#)

Section 1: General Information

Adjusting Entries

After closing the fiscal year, you can post prior year adjusting entries to all modules **except Payroll**. See [How to post prior and future transactions](#) for further details.

- If a prior-year transaction affects G/L revenue or expense accounts, Sage BusinessWorks automatically rolls the values into retained earnings. No additional action is needed
- Be sure to make the adjusting entry in the correct module
 - Example: You need to make an adjustment to the cash account; you will normally make it through the Cash Management module. Making the adjustment directly in the G/L may affect the bank reconciliation
- **Important:** Do not perform a month-end (or year-end) close or rebuild in the Inventory Control Module during any phase of the Physical Inventory process. Sage BusinessWorks cannot retain book quantity information for a relative inventory update after the close or rebuild. For more information about the physical inventory process see [How to process a Physical Inventory](#)

Prior or Future Transactions	G/L	P/R	A/R, A/P, C/M, I/C, and O/E
Prior month postings	Post 24 months back	Post current quarter only	Post 12 months back
Future month postings	Post 12 months ahead	No future month postings	Post 1 month ahead
Example: Current month = December 2023	Post Dec 2021 through Dec 2024	Post Oct 2023 through Dec 2023	Post Dec 2022 through Jan 2024
Module's current month?	On the main Sage BusinessWorks menu, go to File, System Status Report . On the window displayed, click the Module Information button.		

Required parameter settings

To post transactions to future or prior months set the parameters below:

- On the **A/R** menu, go to **Utilities, Maintain A/R Parameters**. In the **Allow future postings** list, select either **Yes** or **Warning**
- On the main Sage BusinessWorks menu, go to **Utilities, System Preferences**. Verify **Allow prior month postings** is set to **Yes**

For further information see [How to prevent or allow prior period postings](#)

Section 2: Payroll Tips

Yearly Close Checklist

Sage BusinessWorks provides an **End of Year Checklist** for Payroll. After you have completed the last Payroll, review the **Payroll – End of Year Checklist**. To access the Checklist for a module:

- Go to the Sage BusinessWorks Launcher and select **View** and verify **Viewer** and **Modules** are selected
- On the left side of the screen under Modules, select **Payroll**
- In the viewer, the **Common Tasks** for the module appear. At the bottom, there are three tabs: **Common Tasks, All Tasks, and Checklists**.
- Select the tab for **Checklists**
- You will see **End of Month, End of Quarter** and **End of Year** checklists

Section 2: Payroll Tips

2024 Tax Table Update

The Tax Table Update (TTU) for version 2023 and version 2021 will be available late December. **Because the update includes tax tables for 2024, install the update only after you have printed W-2s (and all other tax reports) and closed Payroll for December.**

To receive email notification as soon as the service pack is available [sign up for product News and Alerts](#). You can also check the [download page](#) in late December for the Tax Table Update (TTU) service pack. See [How and when to install Service Packs and Tax Table updates](#) for further instructions.

Note:

- If you have not printed your W-2s, but you need to print January 2024 payroll checks, process your January 2024 payroll using the 2023 tax tables
- After printing your 2023 W-2s and tax reports, verify and update your SUI and SDI rates for the new year in **PR, Taxes, Activate States** and install the 2024 tax tables
- When you run a payroll after installing the update, Sage BusinessWorks automatically adjusts FICA, FUTA, SUI and SDI
- Although table-driven taxes do not self-adjust, the difference is generally minimal
- If you have any questions regarding your current year tax rates, consult your tax advisor
- For additional information see [How percentage-based taxes are calculated](#)

Affordable Care Act (ACA)

Effective 2015, employers with 50 or more full time employees (or a combination of part time and full-time employees equivalent to 50 full time employees) will be subject to the Employer Shared Responsibility provisions. For more information see [How to process Affordable Care Act \(ACA\) forms for Sage BusinessWorks Accounting](#).

Section 2: Payroll Tips



Before Closing Payroll for December: Make a Copy of your Company

Create a Sage BusinessWorks backup before performing the December close. If you have not printed **and verified** W-2s and you need to process January's payroll, follow the steps below to create a copy/archive of the company data prior to performing a December close.

Important: Do not copy the folder in which the company resides to a new folder. Sage BusinessWorks does not recognize data in the newly created folder as a company.

Have all other users exit the company prior to making a copy of the company.

How to use the Copy Company option.

1. On the main Sage BusinessWorks menu, go to **Utilities, Maintain Companies**.
2. Click **OK** at the exclusive option message.
3. Click the **Lookup** button  to select the Company ID; click **Accept**.
4. Click the **Copy** button .
5. Enter a new **Company ID** (for example, PAY2023 to represent Payroll for the 2023 year), and click **OK**. Also click '**Copy User security**' to grant same user security as in the original company.

For more information see [How to create an archive or copy of a company](#)

Notes:

- Do not close Payroll for December in the copy/archive company. Use the archive company for printing W-2s or 1099s only. The copy company is the archive company and is used for printing purposes only
- The OASDI limit for 2024 is **\$168,600**. If the Tax Table Update (TTU) is installed prior to printing W2s, you will need to change the OASDI limit back to \$160,200 limit to print the 2023 W2s
 - To change the limit, go to the **PR, Taxes, Maintain Tax Tables**
 - Click the **Lookup** button and select **US** for US Federal
 - Click the **Allowances, Limits and Rates** button
 - For further instructions see [Process to correct the program when Payroll Tax Table Update is installed too early](#)
- After closing in the current company, verify beginning balances for vacation and sick accruals. See [How is vacation time and sick pay calculated?](#) for further instructions

Verify and manually change the SDI and SUI Rates for the new year

Because the SDI and SUI rates vary from one company to another, the Tax Table Update (TTU) revises these fields in **Maintain Tax Tables** only. Sage BusinessWorks uses the values stored in **Activate States** (on the **Taxes** menu) to calculate the SDI and SUI for your company. After installing the 2023 TTU, verify that the rates in **PR, Taxes, Activate States** for SDI and SUI are set to the proper values for each company. For additional information see [How do I change my SDI or SUI rates](#).

Section 2: Payroll Tips

Processing Fringe Benefits as a Lump Sum

IMPORTANT: Fringe benefits must be processed, and a check printed prior to closing December.

Tip: If you created a fringe benefit deduction in a prior year, you can simply change the active dates. Go to **PR, Utilities**, and click **Maintain Deductions**.

Employees must pay taxes on the monetary value of fringe benefits such as personal use of a company vehicle or the premium for life insurance in excess of \$50,000. Some employers record fringe benefits on each payroll throughout the year; others record a lump sum at the end of the year.

If you record a lump sum, you must include the fringe benefit as a company-paid deduction on the employee's last paycheck for the year. Here's how:

- Set up a company-paid deduction that is taxable for the employee. Go to **PR, Utilities**, and click **Maintain Deductions**. Set the following parameters:
 - **Calculation method:** Variable, entered on timecard
 - **Category:** Company-Individual
 - **Taxable check boxes:** Consult a tax advisor for assistance
 - **Active:** Select the **From** option button and set **To** and **From** to the date you plan to use on the last paycheck
- Click the **W-2** button and specify the W-2 box for the fringe benefit.
- Go to **PR, Employees**, and click **Maintain Employees**. Select the employee and click the **Deductions...** button. Add this deduction for each employee who received the fringe benefit.

For additional information regarding processing fringe benefits see [How to process Fringe Benefits \(Frequently Asked Questions\)](#).

Allocated Tips

Have you already processed your last payroll for the year?

Process a pay check with just allocated tips. Be certain to deactivate all deductions and all other pays except the other pay for allocated tips. Remember to reactivate them when finished.

Allocated tips are the difference between tips reported by an employee and the employee's allocation of 8% of the employer establishment's gross receipts for a calendar year. They are not included in the employee's income, nor does the employer withhold taxes from allocated tips. They are reported in Box 8 of the W-2 only. An Other Pay is used to record allocated tips:

- On the **PR** menu, go to **Utilities, Maintain Other Pays**. Set the following parameters:
 - **Calculation method:** Variable, entered on time card
 - **Category:** Individual
 - **Taxable check boxes:** Clear check boxes for all taxable fields, including Add to Gross
 - **Active:** Select the **From** option button and set **To** and **From** to the date you plan to use on the last paycheck
- Click the **W-2** button and specify Box 8.
- Go to **PR, Employees**, and click **Maintain Employees**. Select the employee and click the **Other pays...** button. Add this other pay for each employee for whom you must report allocated tips.
- In **Time Card Entry**, select the employee who is receiving the allocated tips. In **Earnings** select the **other pay create for Allocated Tips** and in **Gross pay** enter the amount for the Allocated Tips.

For additional information see [How to process allocated tips](#).

Section 2: Payroll Tips

Bonuses

Bonuses are taxable. Be sure to mark the Other Pay as taxable and select the **Add to Gross** check box.

If you create a time card for an employee receiving a bonus, that time card automatically overrides the standard time card you may have on file for them.

By law, bonuses are taxable. The employee is responsible for paying FWT. However, as an employer, you normally remit both employer and employee FICA for all bonuses paid. (Regulations vary by state. Consult a tax advisor for specific state requirements.)

What if I want to hand an employee \$500 in cash?

If you want the employee's bonus to be a flat amount, rather than the bonus amount less taxes use this formula to figure the gross bonus amount:

Formula: Net bonus amount / [1 – (Total tax rate ÷ 100)] = Gross bonus amount

Example: \$500 / [1 – (**7.65 ÷ 100)] = \$541.42

**7.65 is only an example rate. See [How to gross up a net value check](#) for additional information for calculating the rate for your bonus check.

To set up and pay bonuses in Sage BusinessWorks, follow these steps and see [How to process bonus checks](#) for more information:

- Go to **PR, Utilities**, and click **Maintain Other Pays**. Select **New** and create a new ID, for example "BONUS". Set the following parameters:
 - **Calculation method:** Variable, entered on time card
 - **Category:** Individual
 - **Taxable check boxes:** All taxable boxes should be marked. Be sure to select the **Add to Gross** check box. Even though you may not withhold FWT from the bonus, it is normally taxable, so the **FWT Taxable** check box should be selected. Consult a tax advisor for clarification on SWT
 - **Active:** Select the **From** option button and set **To** and **From** to the date you plan to use on the bonus paycheck (**Note:** Dates can be modified to use in future years.)
 - Select **Save**
- Go to **PR, Employees**, and click **Maintain Employees**. Select the employee and click the **Other Pays...** button. Add this other pay for each employee who receives the bonus
- Review Other Pays. Set any Other Pays to inactive that should not be included in the bonus check. Double-click the other pay and click the **Inactive** option button. Close the Other Pays window. **Note:** These will need to be reactivated after processing the bonus check
- In **Maintain Employees**, click the **Deductions** button. Set any deductions to inactive that should not be included in the bonus. **Note:** These will need to be reactivated after processing the bonus check
- In **Time Card Entry**, select the employee that is receiving the bonus. In the **Earnings** window select the **Other Pay "BONUS"** and in **Gross pay** enter the grossed-up earnings (example from above: \$541.42). **Accept**, and **Save** the time card
- Run **PR, Processing, Automatic Payroll Calculation** for the employee. Review the **Payroll Register**. The payroll calculation will be adjusted in the next step
- Open **PR, Processing, Manual Payroll Calculation**, and select the employee from step 5. You will receive notice that there is a calculated check on file. Select **Yes**, to use the calculated check information
- Select the **Federal/State taxes...** button. In the Employee column, zero out the **FWT**, **SWT**, and **SDI** withholding amounts. Click **OK** and **Save**. Verify the payroll check indicates the correct net \$500.00 amount, and OASDI and Medicare have been correctly withheld
- Print the employee's bonus check using **PR, Processing, Print Payroll Checks**

Section 2: Payroll Tips

Payroll Periods vs Check Date

According to IRS regulations, the employee's tax liability is based on the check payment date, not the time period the employee worked. Therefore, employees pay taxes in 2023 on any paycheck that has a date in 2023, even though the pay period may have 2022 dates.

Deleting Terminated Employees

During the month-end December close, you will see the option to delete terminated employees. You can delete them as a group now or later on an individual basis through **Maintain Employees**. Payroll history is kept a minimum of two calendar years but can be increased up to five years. To review the parameters, go to **PR, Utilities**, and click **Maintain Payroll Parameters**. In the **Years to keep history** select the number of years desired.

Note: You cannot delete an employee who has had activity within the last two calendar years or within the **Years to keep history** setting.

Third-Party Sick Pay

Third-party sick pay reporting requirements vary significantly from one plan to the next. For this reason, no option is available within Sage BusinessWorks to handle this function. Review IRS Publication 15-A for information on the requirements that pertain to you. For additional information see [How to process Third-Party Sick Pay when employer pays employer portion of FICA](#) and [How to process Third Party Sick Pay when FICA paid by Third Party and employer pays FUTA and SUI](#).

How Sage BusinessWorks Calculates Percentage-based Taxes

Sage BusinessWorks calculates percentage-based taxes (OASDI, Medicare, FUTA, SDI, and SUI) on year-to-date taxable pays, rather than the taxable pay for the current pay period. For more information see [How percentage-based taxes are calculated](#) and [How to troubleshoot percentage-based tax calculations](#).

Percentage-based tax calculation formula:

$$[(\text{YTD taxable pay} + \text{Current period taxable pay}) * \text{Percentage rate}] - \text{YTD tax withheld or accrued} = \text{Tax to withhold or accrue for this payroll}$$

Source for figures in the formula above:

YTD taxable pay	Go to PR, Employees , and click Maintain Employees . Click the Totals button.
Current period taxable pay	Calculated from time card entries
Percentage rate	Go to PR, Taxes , and click Maintain Tax Tables (OASDI, Medicare, FUTA) or Activate States (SDI, SUI).
YTD tax withheld or accrued	Go to PR, Employees , and click Maintain Employees . Click the Totals button.

Limitations: Sage BusinessWorks automatically self-adjusts over- or under-withheld taxes when you calculate payroll for an employee within the following limitations:

- Sage BusinessWorks adjusts taxes only when you process payroll. Therefore, Sage BusinessWorks makes no adjustments for a terminated employee
- If you have over-withheld a tax, Sage BusinessWorks does not reduce the tax already withheld. The program calculates \$0.00 until the difference is made up
- If an employee has met the taxable limit for the year, Sage BusinessWorks does not self-adjust. Contact Customer Support for further instructions

Section 3: Processing W-2s

General W-2 information

The SSA encourages all employers to *e-file*. E-filing can save you time and effort and helps ensure accuracy. You must *e-file* if you are required to by the IRS. To see if you qualify for required eFiling view the [What's New page for the IRS](#).

Section 3: Processing W-2s

How to process W-2s

We recommend that you first print W-2s on plain paper to verify the figures. Print W2s through the **Enhanced Tax Reporting** by going to **PR, Taxes, Print W-2 Forms**.

For additional information on processing W2's in Enhanced Tax Reporting see [Processing and printing W-2 forms](#)

Verifying W-2 figures

For information on W2 calculations see [How the W-2 figures are calculated](#) and [How to reconcile your W-2 figures](#)

W-2 Forms

Enhanced Tax Reporting form requirements:

- The employee copy of the W-2 is printed on the blank 4-up perforated paper with the instructions on the back
- All other copies are printed on plain paper. No other forms will need to be ordered. For more information see [Does the IRS/SSA require that I print my W-2s and W-3s on red official ink forms?](#)
 - Federal copies are printed on blank paper and print in a 2-up format. This form generated out of Enhanced Tax Reporting on plain paper is accepted by the Social Security Administration. Preprinted red ink form is not required
 - Employer copies are recommended by Aatrix, to be printed on plain 4-up perforated paper as they need to have the ability to be easily separated
 - State copies print on plain paper and will print in the 4-up format

All forms may be purchased from Sage Checks & Forms website:

<http://www.sagechecks.com> Phone: 1-800-617-3224, the IRS, or any office supply store.

Notes:

- Printing an alignment test first is recommended when using the Print W-2 Forms option
- Selecting Print W-2 Forms in **PR, Taxes** menu will automatically launch Enhanced Tax Reporting to process W-2s
- The updated forms are available around December 20th. If a prior year form displays, for example 2022, select it and continue processing. When prompted, select the **Automatic Update**. This downloads the new tax forms

For additional information on forms see [What W-2 W-3 and 1099 forms do I order to work with my Sage BusinessWorks?](#)

W-3

The option to print the W-3 form displays only after printing the Federal copy of the W-2s. The W-3 form print on plain paper using Enhanced Tax Reporting. The red ink form is not required. No forms need to be purchased for the W-3. For additional information see [How to print W-3](#) and [Does the IRS/SSA require that I print my W-2s and W-3s on red official ink forms?](#)

Section 3: Processing W-2s

Special Cases: Local Tax and Box 12 Entries

W-2 forms have space for only two local taxes and four entries in Box 12. If an employee's W-2 exceeds this limit, the IRS requires that a second W-2 be created. Use the **Enhanced Tax Reporting** option in Sage BusinessWorks to produce the required second W-2.

Note:

- A warning appears when a deduction or other pay is added to the employee's record that exceeds the number allowed on the W-2. However, no warning is issued at the time the W-2 is printed

Editing W-2's in Enhanced Tax Reporting

If employee totals were manually updated in setup mode, then the W-2 information will need to be edited in the **Enhanced Tax Reporting** grid. For processing W2's in Enhanced Tax Reporting see [Processing and Printing W-2 forms](#) and [How to print corrected W-2 forms \(W-2C\)](#).

Section 4: Electronic Filing

General Information: Electronic Filing

The Social Security Administration requires that you obtain a User ID and choose a password for electronic filing. Call 1-800-772-6270, 1-800-772-1213, or visit their website, <http://www.ssa.gov/bso/bsowelcome.htm> for more information.

The Enhanced Tax Reporting option includes the ability to file W-2 forms electronically.

2024 941 form

Aatrix releases tax form updates around the 20th of the month before the end of the quarter. The 2024 941 tax form should be released around March 20th, 2024.

940 Taxes

You will need to use Enhanced Tax Reporting to print the 2023 940 annual form. For additional information see [How to determine Quarterly 940 tax liability](#) and [How the Unemployment \(940\) figures are calculated](#).

Section 5: Accounts Payable

Before You Close A/P for December, Print your 1099s

You must print 1099 forms **before** closing December.

When you close the calendar year, all 1099 information for 2023 is removed. If you have 1099 vendors, print and review the **AP, Vendors, 1099 Worksheet**. When the figures have been verified, print 1099 forms prior to closing December. Even though your fiscal year may not coincide with the calendar year, be sure to print the 1099 forms at the end of the calendar year.

To use 1099-MISC boxes 13-18 you must be on the current service pack of Sage BusinessWorks 2021 or Sage BusinessWorks 2023.

1099 Form Types: 1099-MISC and 1099-NEC

Enhanced Tax Reporting is used to print 1099 forms and uses the blank 4-part pre-perforated 1099 forms for the Payer. You will no longer need to purchase the red forms. The Federal 1099 and 1096 forms should be printed to plain paper. For additional information see [What W-2 W-3 and 1099 forms do I order to work with my Sage BusinessWorks?](#)

Important!

Print 1099s **before** closing December. Closing December sets the Maintain Vendors 1099 payment information field to \$0.00 to start on the next year totals.

Notes:

- Forms may be purchased from Sage Checks & Forms website <http://www.sagechecks.com> Phone 1-800-617-3224, the IRS, or any office supply store. You must use the 1099-MISC or 1099-NEC forms; other forms are not compatible with Sage BusinessWorks. Be sure to order enough blank 4-part pre-perforated forms as both the vendor copy of the 1099-MISC and 1099-NEC forms will need to be printed on these forms
- In 2021, the 1099-NEC Federal changed to a 3-up form. State, Payer, and Recipient copies will print on the 4-up blank form
- For both dot matrix and laser printers, use a standard 8.5" x 11" printer driver for printing reports

For additional information on processing of 1099 forms see [Sage BusinessWorks 1099s FAQ.](#)

Electronic Filing 1099s

The **Enhanced Tax Reporting** option includes the ability to file 1099 forms electronically. To process 1099s, go to **AP, Vendors**, and click **1099 Processing**.

Contact us

If you have a Sage Business Care Plan or Partner Care Plan and have any questions about year-end processing, contact Sage BusinessWorks Customer Support by [Sage Live Chat](#). We are available from 6:00 a.m. to 5:00 p.m. Pacific time, Monday thru Friday. If you wish to purchase a support plan or upgrade your plan to include additional cases, call 1-800-447-5700 and select option 2.

We're always here to help! Join us 24/7 online:

- Visit our [year-end center](#)
- Browse help articles, videos, and download the latest updates to your software on [Sage Knowledgebase](#) (*Some resources require an active Sage Business Care plan.)
- Share product tips, find out what's new in our blogs, and view the latest Sage videos on [Sage City](#)
- Access an extensive library of on-demand learning topics and comprehensive classes on [Sage U](#)