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# CONVERSION GUIDE

## ProPay to Payroll CS

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### Introduction

The ProPay to Payroll CS<sup>®</sup> conversion program and the **Utilities > Data Conversion > ProPay Import** command in Creative Solutions Accounting<sup>™</sup> (CSA) are provided to convert your client data from ProPay 2004 to 2014 into Payroll CS within CSA or into the Payroll Compliance module within Write-Up CS<sup>®</sup> and the CS Professional Suite<sup>®</sup> Accounting Products.

This conversion guide explains the necessary steps to convert your data, to identify the fields that will not be converted, and to document exceptions that you may encounter during the conversion process. There's also a section near the end of this guide that explains the steps you should take to verify that the converted information is correct.

**Please read this entire document prior to starting the conversion of client data.**

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**Important!** Before running the conversion, please be sure that you have installed your CS Professional Suite Accounting Products applications on the computer where the conversion program will be run.

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### Conversion program overview

The overall objective of the conversion program is to provide a comprehensive conversion of your ProPay data to CSA and Payroll CS. However, due to differences in processing calculations and data structures between ProPay and CSA, some ProPay data cannot be converted.

Therefore, you should not expect to exactly duplicate results from ProPay using the converted data without adding or modifying the appropriate data in CSA. The specific items that cannot be converted and conversion exceptions are listed in "Conversion notes and exceptions" on page 10.

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## Processing steps required for each client prior to running the conversion program

- We strongly recommend that you make a backup of the ProPay client before beginning the conversion process. The conversion program will not change any of your ProPay data. However, if you need to modify the data in ProPay as part of the conversion process, making a backup will enable you to restore the original data.
- You will need to know the data path of the ProPay client data, which is displayed in the *Current Data Path* field in the ProPay client selection screen.
- You will need to know both the client ID and the current payroll period end date in ProPay. It may be useful to print a list of clients from ProPay. It is recommended that you complete the conversion at the end of a quarter.
- Prior to importing the converted data into CSA, download and apply all available CSA updates from CS Connect.™ We continually update the data import features of CSA and using the current version will help to ensure the accuracy of the conversion.
- The conversion program generates a report in PDF that is saved in the ProPay client data folder. This report contains notes and information on changes you may need to make to the client data in CSA. We recommend that you print these reports after finishing the conversion process but before importing the client into CSA. You need to have Adobe® Reader® version 7.0 or higher installed to view and print these reports. If the Adobe Reader is not already installed on your computer, choose **Help > On the Web > Adobe Reader** from the CSA main window; this takes you to the [Adobe website](#) from which you can download and install the Reader.

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## Installing the conversion from the CS Professional Suite Accounting Products Conversions CD

1. Uninstall any previously installed versions of the CS Professional Suite Accounting Products Conversions CD.
  - a) From the Windows® Start menu, choose **Control Panel**. (On some Windows systems, you may need to choose **Settings > Control Panel**.)
  - b) Double-click **Add or Remove Programs**.
  - c) Scroll to CS Accounting Conversions (or to CSI Accounting Conversions) and highlight that item.
  - d) Click the **Change/Remove** button.
  - e) At the prompt, click **Yes** to uninstall the program.
2. Place the Conversions CD in the CD drive on your computer.
3. The setup program will open automatically, or you can do the following to open it.
  - a) Using either My Computer or Windows Explorer, navigate to your CD drive.
  - b) Double-click **SETUP.EXE**.

4. Follow the prompts on the screen to install the CSA conversion program.
5. After the conversion program has been successfully installed, store the CD in a secure place.

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### Notes

- The conversion programs are installed only on the local computer. You need to install the conversion program on **each** computer from which you will run the conversion program.
  - Once you have converted all of your accounting client data, you can remove the Accounting Conversions program from your computer by repeating step 1 above.
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## Creating the ProPay export file

Complete these steps to create the ProPay export files that CSA can use to import your data. The conversion program does not change your original ProPay data in any way.

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**Important!** The conversion program cannot create export files for a client that is locked by ProPay. Ensure that the client is not in use and exit ProPay before continuing.

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1. Close the client in ProPay.
2. Start the ProPay to CSA conversion program: From the Windows Taskbar, choose **Start > Programs > CS Professional Suite > CS Data Conversions**. If you chose to create a CS Conversions icon on your Windows desktop, you could click that icon instead to start the conversion program.
3. Select **Payroll** from the drop-down list in the *Conversion Type* field.
4. Select **ProPay** from the drop-down list in the *Competitor* field.
5. In the *Input Data Folder* field, specify the data path to the ProPay client data you want to convert. The *Data Directory* field defaults to **C:\PAYSOFT\PROPAY13**. If your data is in a different location, click the Browse button and navigate to the appropriate drive and folder.
6. Click the **Start** button to begin the conversion.
7. The conversion program lists all of the clients found in the specified data folder. Select a client by highlighting the client name and then clicking the **Continue** button.
8. When the conversion is complete, click **OK**.
9. After creating the export files, you should print the conversion report prior to importing the converted clients into CSA. To print this report, choose Start > Run on the Windows taskbar and enter the same ProPay client data path you entered in step 5 above, then a backslash, then <ClientID>.PDF, and click OK. For example, if the ProPay data directory you specified in step 5 was **C:\PAYSOFT\PROPAY13** and the client you converted had an ID of **ABC**, to access the report you would enter **C:\PAYSOFT\PROPAY13\abc\_\_R.PDF** and click OK.
10. To convert data for another client, repeat steps 7-9 above. To begin importing the converted data into CSA, click the Close button and follow the steps outlined in "Importing the converted files into CSA" on page 4.

## Importing the converted files into CSA

Use the following steps to import the converted ProPay data into CSA.

1. Open CSA.
2. Create a new client in CSA by choosing **File > New Client**. The Add/Remove Modules dialog opens automatically and, after you select the desired modules, the New Client dialog opens.

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### Notes

- If the client will also be a write-up client, you may select the General Ledger module at this time.
  - To use the full-featured payroll functions in CSA, select both Payroll CS and the Payroll Compliance module in the Add/Remove Modules dialog.
  - For more information on creating a new client, choose Help > Help & How-To and enter [New Client \[File menu\]](#) in the search field.
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3. In the Payroll tab of the New Client dialog, specify the current payroll period end date exactly as it appears in ProPay. Also, in the State Tax Information grid, enter the state withholding and SUI (SUTA) ID numbers for each applicable state. You may want to use the CTRL+C and CTRL+V shortcut keys to copy and paste the appropriate information.
4. In the Calculating Payroll tab of the New Client dialog, specify the default payroll frequency as it appears in ProPay.
5. To begin the import of converted data, choose **Utilities > Data Conversion > ProPay Import**.
6. In the first field of the ProPay Payroll dialog, specify the location of the converted ProPay data files to be imported into CSA. This will match the path specified in step 5 of "Creating the ProPay export file" on page 3. The default data folder is C:\PAYSOFT\PROPAY12.
7. In the *Client to Import* field, choose the ProPay client by selecting it from the drop-down list.
8. Mark the *Convert Employee Earnings* checkbox.
9. Click the Import button.

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## Items transferred during conversion of data from ProPay

The following tables are provided to identify fields in ProPay that will be converted to CSA. The tables are organized by screens in ProPay and CSA and denote the necessary CSA screen navigation.

### Employee information

ProPay field name	CSA menu navigation CSA field name	Comments and additional information
<b>Employee</b>	<b>Setup &gt; Employees &gt; General tab</b>	
Emp No	ID	
First name	First name	

ProPay field name	CSA menu navigation CSA field name	Comments and additional information
Last name	Last name	
Address	Street	
City	City	
State	State	
Zip	Zip code	
SSN	Social security number	
Phone	Telephone number	
Department	Department	See "Conversion notes and exceptions" starting on page 10.
<b>Setup &gt; Employees &gt; Other tab</b>		
SUI State	SUTA State	
<b>Setup &gt; Employees &gt; Personal/W-2 tab</b>		
Birth Date	Date of birth	
Date hire	Date of hire	
Last Raise date	Last raise date	
Marital status	Marital status	
Gender	Gender	

## Employee pay information

ProPay field name	CSA menu navigation CSA field name	Comments and additional information
<b>Employee Pay Information</b>	<b>Setup &gt; Employees &gt; Earnings tab</b>	
Income Item description	Description	See "Conversion notes and exceptions" starting on page 10.
Pay rate, Rate (2-7), Other Rate	Rate	
<b>Setup &gt; Employees &gt; Edit &gt; Earnings History</b>		
Month (1-12) Total Regular Hours	Reg. Hrs	See "Conversion notes and exceptions" starting on page 10.
Month (1-12) Total Overtime Hrs	O/T Hrs	See "Conversion notes and exceptions" starting on page 10.
Month (1-12) Total Doubletime Hrs	D/T Hrs	See "Conversion notes and exceptions" starting on page 10.

<b>ProPay field name</b>	<b>CSA menu navigation CSA field name</b>	<b>Comments and additional information</b>
<b>Setup &gt; Employees &gt; Edit &gt; Earnings History</b>		
Month (1-12) Total Pay	Reg. Amt	See "Conversion notes and exceptions" starting on page 10.
Month (1-12) Total Overtime Pay	O/T Amt	See "Conversion notes and exceptions" starting on page 100.
Monthly (1-12) Doubletime Pay	D/T Amt	See "Conversion notes and exceptions" starting on page 10.
<b>Setup &gt; Employees &gt; Earnings tab &gt; Pay Item Properties &gt; Pay Info tab</b>		
Paytype	Wage type	Hourly or Salary Hours Sensitive.
Payperiod	Frequency	Weekly, Biweekly, Twice monthly, or Monthly.
<b>Setup &gt; Employees &gt; Earnings tab &gt; Pay Item Properties &gt; Pay Info tab</b>		
Sick / Vacation		Sick and Vacation only.
Allowance hours (Per paycheck)	Allowance hours	See "Conversion notes and exceptions" starting on page 10.
PriorYearAccrued	Beginning balance hours	
YTD Used hours	YTD Used hours	
YTD Accrued hours	YTD Accrued hours	
<b>Setup &gt; Employees &gt; Earnings tab &gt; Pay Item Properties &gt; Other tab</b>		
W/C State	Workers Comp State	Converts for all pay items except tipped items.
W/C Rate	Workers Comp Rate	See "Conversion notes and exceptions" starting on page 10.
W/C Description	Workers Comp Class	See "Conversion notes and exceptions" starting on page 10.

## Employee deduction information

<b>ProPay field name</b>	<b>CSA menu navigation CSA field name</b>	<b>Comments and additional information</b>
<b>Employee Deduction Information</b>	<b>Setup &gt; Employees &gt; Tax Withholdings and Deductions tab</b>	
Deduction description	Description	
Month (1-12) Total Deduction	Reg. Amt.	Gives month-to-date, quarter-to-date, and year-to-date totals for deductions.
<b>Setup &gt; Employees &gt; Tax Withholdings and Deductions tab &gt; Deduction Item Properties &gt; Deduction Info tab</b>		
Percentage	Percentage	See "Conversion notes and exceptions" starting on page 10 (deduction calculation method section).

<b>ProPay field name</b>	<b>CSA menu navigation CSA field name</b>	<b>Comments and additional information</b>
Amount	Amount	
	<b>Setup &gt; Employees &gt; Tax Withholdings and Deductions tab &gt; Deduction Item Properties &gt; Deduction Limits tab</b>	
(Maximum amount per check) Std Amount	Maximum amount per check	For deductions with a type 'G' or 'D' with value in Std. Amount.
Minimum amount per check	Minimum amount per check	For deductions with a type 'A' or 'H' with value in Std. Amount.
Limit	Calendar year maximum amount/Perpetual maximum amount	See "Conversion notes and exceptions" starting on page 10.
Cumulative deducted	Cumulative deducted	Cumulative deductions to date. Includes prior-year amounts.

## Employee withholding information

<b>ProPay field name</b>	<b>CSA menu navigation CSA field name</b>	<b>Comments and additional information</b>
<b>Employee Withholding Information</b>	<b>Setup &gt; Employees &gt; Tax Withholdings and Deductions tab</b>	
Tax Description	Tax type	Localities transfer a code for the city. See "Conversion notes and exceptions" starting on page 10.
	<b>Setup &gt; Employees &gt; Tax Withholdings and Deductions tab &gt; Withholding Item Properties &gt; General tab</b>	
TaxState	State	
	<b>Setup &gt; Employees &gt; Tax Withholdings and Deductions tab &gt; Local W/H Properties button</b>	
Local1	Locality	See "Conversion notes and exceptions" starting on page 10.
	<b>Setup &gt; Employees &gt; Tax Withholdings and Deductions tab &gt; Edit &gt; Earnings History</b>	
Month (1-12) withholding totals	Reg. Amt by month	Gives month-to-date, quarter-to-date, and year-to-date totals.
	<b>Setup &gt; Employees &gt; Tax Withholdings and Deductions tab &gt; Withholding Item Properties &gt; General tab</b>	
Status	Marital Status and	See "Conversion notes and exceptions" starting on page 10.
Status	Withholding table	

ProPay field name	CSA menu navigation CSA field name	Comments and additional information
Exemptions	Allowances (Personal)	
Add'l Tax Federal	Additional amount	
Add'l Tax State	Additional amount	

## Employee direct deposit information

ProPay field name	CSA menu navigation CSA field name	Comments and additional information
<b>Employee Direct Deposit</b>	<b>Setup &gt; Employees &gt; Direct Deposit tab</b>	
Bank RTN	Bank ID	
Account Number	Account Number	
C/S	Account Type	
Amount	Amount	
%	Percent	

## Vendor record import file layout

In ProPay, an employee with all of the tax-exempt checkboxes marked is considered to be a 1099-subcontractor. All 1099-subcontractors convert to CSA as vendors.

ProPay field name	CSA menu navigation CSA field name	Comments and additional information
<b>Employee</b>	<b>Setup &gt; Vendors &gt; General tab</b>	
Emp_No.	Vendor ID	
FirstName, Last Name	Name	
Street	Street #1	
City	City	
State	State	
Zip code	Zip code	
Telephone number	Telephone number	
SSN	EIN	
	<b>Setup &gt; Vendors &gt; Distributions tab</b>	
(Year to date checks amount)	Year to date checks amount	



## Payroll global bank list information

ProPay field name	CSA menu navigation CSA field name	Comments and additional information
<b>Payroll Global Bank List Information</b>	<b>Utilities &gt; Direct Deposit &gt; Setup &gt; Bank Information</b>	
Bank routing transit number	Bank routing transit number (RTN)	
	Bank ID	
Bank Name	Bank Name	Company bank account only.

## Payroll global pay / deduction item information

ProPay field name	CSA menu navigation CSA field name	Comments and additional information
<b>Global Pay Item Information</b>	<b>Setup &gt; System Configuration &gt; Pay or Deduction Items &gt; Description and W-2 Info tab</b>	
Payroll item description	Pay description	See "Conversion notes and exceptions" starting on page 10 for information regarding CSA global payroll items.
Payroll item description	Report description	
	<b>Setup &gt; System Configuration &gt; Pay or Deduction Items &gt; Tax Treatment tab</b>	
No FITW	Federal W/H, FICA SS and FICA Med checkboxes	
No FICA		
No FUTA	FUTA checkbox	
No State	Taxable All States / Taxable All Locations	
No Local	Taxable All States / Taxable All Locations	
	<b>Setup &gt; System Configuration &gt; Pay or Deduction Items &gt; Description and W-2 Info tab</b>	
W2 Checkboxes (1-19)	W2 Selections	
W2 Box 12 Code	W2 Box 12 Code	
W2 Box 14 Desc	W2 Box 14 Desc	

## Client checkbook information

ProPay field name	CSA menu navigation CSA field name	Comments and additional information
<b>Client Checkbook Information</b>	<b>Setup &gt; Checkbook &gt; General tab</b>	
Bank Name	Bank Name	
Address Line	Address Line 1	
9 Digit Bank No	RTN	
Client Acct	Acct Number	
Last Payroll Check (+1)	Next Check	

## Conversion notes and exceptions

The following section details all known conversion exceptions between data from ProPay and the converted data in CSA. Conversion exceptions may include differences in field lengths between ProPay and CSA, required parsing of information from one field in ProPay to multiple fields in CSA, manipulation of ProPay data to conform with CSA requirements, and so on.

### Terminated employees

Employees marked as terminated are converted. After the conversion is complete, you may either mark these employees as inactive or delete the employees from the employee listing in CSA.

### Employee departments

In CSA, each employee must be assigned to at least one department. An employee not assigned to any department in ProPay is automatically assigned to Department 01 in CSA.

### Earning and deduction totals

Converted earning and deduction totals are calculated based on the checks that have been entered into the Paycheck portion of ProPay. Overrides in the employee *To-Date Amounts* fields can not be converted.

### Pay items

The following descriptions for employee pay items transfer when an equivalent pay item exists in the ProPay client.

Vacation	Wages
Sick	Salary
Holiday	Non Cash Fringe
Meals	Other Pay

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## Notes

- Regular Pay converts to CSA with a description of Wages or Salary based on the employee's pay type in ProPay.
  - The pay rate for salary is calculated during the conversion process as an amount per year.
  - Vacation, Sick, and Holiday all transfer as Linked to the employee's Wage or Salary, with the method of Per Paycheck.
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## Withholding items

The following withholding item descriptions transfer when their equivalent employee tax item exists.

Federal W/H	State W/H	Local
FICA-SS	SUI	
FICA-MED	SDI	

## Tipped employees

Employees marked as tipped automatically convert with the following payroll items.

Payroll item description	Values transferred to pay items
Tipped Wages	Regular Pay
Reported Tips	Year to Date Tips
Allocated Tips	Amount of shortfall wages allocated in the ProPay Tip Allocation Report

YTD amounts convert for allocated tips if the Tip Allocation Report has been calculated and printed in ProPay prior to the conversion. For more information regarding tipped employees in CSA, choose Help > Help & How-To and enter [Tip pay setup and calculations](#) in the search field.

## Overtime information

Overtime information is often included with regular pay in earnings history. Overtime is converted as a separate pay item, and the monthly totals are considered to be regular pay. This information may be modified in CSA after the conversion process has been completed.

## State tax

For employees with the tax state of AR, CA, DE, IA, KY, LA, OR, or WI, the number of exemptions converts to the *Tax Credit* field in the General tab of the Withholding Item Properties dialog in CSA. Also, ProPay includes only the state tax designation of married or single, but a state may have withholding tables other than married or single. For states without a married/single withholding table designation, the withholding table will be blank after importing and should be modified in CSA after the conversion process has been completed.

## Hours

Hours are transferred for the Wages, Sick, Vacation, Holiday, Overtime, Doubletime, Tipped Wages, and other pay items. Hours for User Defined Income Items (in the Deduction / Income Setup tab of ProPay) do not convert.

## Standard hours

For all employees, the values for standard hours per week and for standard weeks per year are set during the conversion to 40 and 52, respectively.

## Hours Accrued Per Paycheck

Allowance hours are converted by dividing the Maximum Vacation/Sick hours allowed by the total Pay Periods in a year. The conversion is unable to reduce the total Pay Periods in the year by the Vacation Periods per year. This information may be modified in CSA after the conversion process has been completed.

## Worker's Compensation

Due to differences in processing calculations and data structures between ProPay and CSA, worker's compensation information is only converted for departmental clients.

## Deduction limits

When a deduction item is marked with information in the Box 12, 14, 11 or 10 checkbox in ProPay, the Limit amount converts as a calendar-year maximum amount. If no information was contained in Box 12, 14, 11 or 10 for the deduction item, the Limit amount converts as a perpetual maximum amount.

## Global pay and deduction items

Existing CSA global pay and global deduction items are not duplicated during the import of the converted data. Furthermore, options such as W-2 selections are not altered in CSA if the global pay or deduction item already exists in CSA.

**Example:** Assume that Client ABC in ProPay has a deduction item called Medical Insurance that is pretax for all federal, state, and local taxes and that this client's ProPay data has already been converted and then imported into CSA. Also assume that ProPay Client DEF has a deduction item also called Medical Insurance that is pretax only for FICA Social Security and FICA Medicare. When Client DEF is converted (after the data for Client ABC has already been converted and imported into CSA), the global payroll item Medical Insurance cannot be added to CSA because a deduction item of that same name already exists in the CSA global data file, and none of the pretax options for the now-existing Medical Insurance deduction item in CSA changed by the import of converted data from Client DEF.

## Deduction calculation method

Depending on the calculation method for a deduction item, the percent and/or amount may not appear for the deduction item following the conversion and import into CSA. An amount (rate) does not transfer if the calculation type is a percent for a global deduction item. In this circumstance, you would need to add a new global deduction item in CSA with an appropriate calculation method. Regardless of calculation method, the earnings history does convert for these deduction items.

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## Items not converted during data conversion

This section provides detailed information on items not converted. The following items cannot be converted due to reasons such as differences in data file structures between ProPay and CSA. Some of these items (such as payroll checks) may not be needed following the conversion. However, other items will require manual data entry either prior to or following the import of converted data into CSA.

### Payroll checks

While earnings history converts for each employee, live payroll checks cannot be converted. Therefore, check-based reports are not available immediately after the conversion. Earnings-based reports such as the Earnings History Report, Payroll Tax Summary, and W-2s are available to print following the conversion.

### Employer information

Company name, address, city/state/zip, phone number, federal and state reporting IDs, SUTA information, check setup information, special payroll report formats, and so forth cannot be converted.

Some of the items listed above, such as the company demographic information, need to be entered for the CSA client prior to the import of the converted data.

### Checkbook information

General information for the company checkbook is converted. However, the following items are not transferred during the conversion: check layouts, MICR information, and direct deposit information.

### Automatic deduction information

Automatic deduction items act as paycheck entry options for ProPay employees and are not converted.

### Pay Items without current-year balances

Payroll items without current-year balances are not converted.

### Payroll tax rates

CSA includes updated payroll tax rates, tables, and other information from the appropriate federal and state taxing authorities. Federal, state, and local withholding/tax items are global items in CSA and not modified in CSA by the import of converted data.

Default local descriptions in ProPay are converted and imported into the Setup > System Configuration > Payroll Tax Information > Local dialog. Any other local information cannot be converted and must be entered in CSA following the import of the converted data. To add the local tax setup information in CSA, complete the following steps.

1. From the CSA main window, choose **Setup > System Configuration > Payroll Tax Information > Local**.
2. Select the appropriate locality name and click the **Edit** button.
3. If the local tax is calculated using tables, click the **Tables** button and enter the applicable information.

4. If the local tax is calculated based on a percentage of wages, enter the information on the Special Calculations tab.

## Employees with multiple localities

Multiple locality withholding items assigned to a single employee cannot be converted. Only the **first** locality assigned to the employee is converted. Additional local withholding items can be added to the relevant employee records in CSA following the conversion.

## Memo income and deduction items

Payroll items set up in ProPay as Memo Accounts in Other Income and Deductions are not converted.

## Job costing

Job numbers, units, job-costing setup information, and similar information relating to job costing cannot be converted.

## Training tax

ProPay allows for the setup and production of Training Tax reports for certain states, but this information cannot be converted. After the client data has been converted and imported into CSA, you can manually set up a withholding item for training tax.

## Non-default tax items

Information cannot be converted for custom state withholding items. Custom items include any code that does not match the defined ProPay default state codes. States with custom codes can be set up only for employees for whom the values are stored as withholding items.

## Employee prior-year information

Only current-year payroll information is converted. Prior-year information for employees cannot be converted.

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## Suggestions for reviewing converted data

To verify converted data, careful examination of client data with the following Payroll CS reports is recommended.

- For employee basic setup information, print the **Employee Listing Report**.
- For employee detailed setup information, print the **Employee Payroll Item Configuration Report**.
- For detailed month-to-date, quarter-to-date, and year-to-date earnings, print the **Earnings Report**. This report may be compared to the ProPay Monthly Summary, Quarterly Summary, and Y-T-D Summary to verify converted values.
- For vendor information, print the **Vendor Listing Report**.
- For additional client data information, print the **Client Data Transfer Reports** (described in “Client data transfer report” on page 15).

Before you begin processing payroll tax forms in CSA, you may need to modify global payroll items (for their W-2 selections, tax treatments, and special information). Some personal W-2 information that could not be converted may now be added in CSA.

If you use the Payroll CS Direct Deposit module, be sure to review the direct deposit information for each employee and verify the values for RTN and Status. Also verify the bank information by choosing Utilities > Direct Deposit > Setup Bank information, and so forth.

## Client data transfer report

The conversion program automatically creates a Client Data Transfer Report for each client for which it identifies special differences in the data that result during the conversion process. In most instances, no action is required.

It is recommended that you print the Client Data Transfer Report to store it with the client files in your office. These reports are saved in PDF format and can be viewed and printed using the Adobe Reader.


1. Using My Computer or Windows Explorer, navigate to the folder where the client's original ProPay data and conversion files are stored.
2. Double-click the **xxx\_R.PDF** file, where the **xxx** represents the three-digit ProPay client ID.

Most items noted on the report are strictly informational, although you may need to manually modify certain items in CSA (such as abbreviations, truncations, and so forth).

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## Help and Support

### Help & How-To Center

For answers to questions on using CSA, access the Help & How-To Center by choosing Help > Help & How-To, by clicking the  button on the toolbar, or by pressing CTRL+Y. For more information, including sample searches, see [Finding answers in the Help & How-To Center](#).

### Product support

From the [Support Contact Information](#) page on our website, you can complete a form to send a question to our Support team. To speak directly with a Support Representative, call (800) 968-0600, press **2** for Product Support, and listen to the available options. Normal weekday support is available from 9:00 a.m. to 8:00 p.m. eastern time. For additional details (including extended support hours for tax season and hours for other applications), visit the [Support section of our website](#). You can also access the Support section from within CSA by choosing **Help > Additional Resources > General Support Information**.

### Website resources and email subscriptions

Visit [our website](#) to access the ARNE Community (an online user forum), to learn about training courses, to view blogs and articles, and more. You can access the website from within CSA by choosing **Help > On the Web > CS Professional Suite Home Page**.

We issue application update notices via email. You can sign up to receive these notices by visiting the [My Account section of our website](#). You'll need to create a web account (if you don't already have one) and then sign up for the Email Subscription service where you can indicate which notices you want to receive.