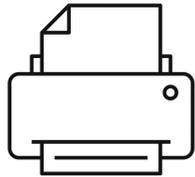


Heartland Payroll

Client Printback Guide

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How To
Print Checks



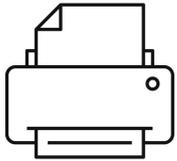
Troubleshooting



Pricing

Heartland Payroll

Printing Checks



Printing Checks

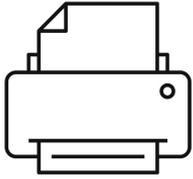
1. Login to account

2. Go to Reports → Check Print Back

3. Select the appropriate run number (if multiples show) →
Select the Printer icon → Print

The screenshot shows the Heartland Payroll + HR interface. The left sidebar contains a navigation menu with the following items: Dashboard, Client, Employees, Payroll, Reports, ACH Fix File History, Archived Reports, Check Print Back (highlighted with a red box), Custom Reports, and On Demand Reports. The main content area is titled 'Training Reports' and shows a 'Check Print Back' report for a 'Pay Group: Weekly'. The report table has the following data:

Check Date	Run Date	Run Number	Pages	Status	Actions
07/07/2023	07/05/2023	163	2	GENERATED	



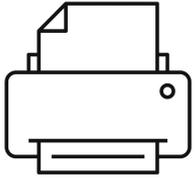
Printing Checks

Print button is only enabled one time per file for security; please ensure you're ready before selecting.

Need print file reset? If you closed the file before successfully printing, please contact your Payroll Support Team.

The screenshot displays the Heartland Payroll + HR interface. On the left is a dark sidebar with navigation options: Dashboard, Client, Employees, Payroll, and Reports. The Reports section is expanded, showing options like ACH Fix File History, Archived Reports, Check Print Back (highlighted in a blue button), Custom Reports, and On Demand Reports. The main content area shows the 'Training' client page with a 'Check Print Back' button at the top. Below it is a table for 'Pay Group: Weekly' with columns for Check Date, Run Date, Run Number, Pages, Status, and Actions. A red box highlights the 'Actions' column, which contains a printer icon.

Check Date	Run Date	Run Number	Pages	Status	Actions
07/07	07/05	163	2	GENERATED	



Printing Checks

A new window will appear after selecting the printer icon. Select **Print** to continue.

The screenshot shows a software interface with a dark sidebar on the left and a main content area. The sidebar contains navigation options: Dashboard, Client, Employees, Payroll, and Reports. Under Reports, there are links for ACH Fix File History, Archived Reports, Check Print Back (highlighted), Custom Reports, and On Demand Reports. The main content area shows a 'Check Print Back' section with a 'Pay Group: Weekly' dropdown. Below this is a table with columns: Check Date, Run Date, Run Number, Pages, and Status. A single row is visible with values: 07/07, 07/05, 163, 2, and GENERATED. A 'Print Checks' dialog box is overlaid on the table, displaying the following information: Run number: 163, Run Date: 7/05, Check Date: 7/07, Pages: 2. A warning message states: 'WARNING: Checks can only be printed once and will be considered printed once the "Print" button is clicked.' At the bottom of the dialog are 'Print' and 'Cancel' buttons.

Check Date	Run Date	Run Number	Pages	Status
07/07,	07/05		2	GENERATED

Print Checks

Run number: **163**

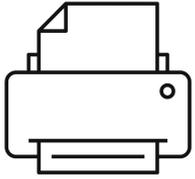
Run Date: **7/05**

Check Date: **7/07**

Pages: **2**

WARNING: Checks can only be printed once and will be considered printed once the "Print" button is clicked.

Print Cancel



Printing Checks - Adobe

1. A pop up Print window will appear

2. Under Page Sizing & Handling → Actual size

3. Select Print

Print

Printer: \\HALNDFSUSRp01.hps.com\OKC-7 Properties Advanced Help ?

Copies: 1 Print in grayscale (black and white) Save ink/toner ⓘ

Pages to Print
 All Current Pages 1 - 2
More Options

Page Sizing & Handling ⓘ
Size Poster Multiple Booklet
 Fit Actual size
 Shrink oversized pages Custom Scale: 100 %
 Choose paper source by PDF page size
 Print on both sides of paper

Orientation:
 Auto Portrait Landscape

Comments & Forms
Document and Markups Summarize Comments

Page Setup...

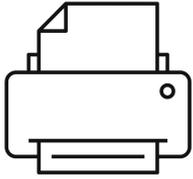
Document: 8.5 x 11.0in
8.5 x 11 Inches

Page 1 of 2

Print Cancel

PAY: Two Hundred Eleven and 02/100 Cents *****
TO THE ORDER OF:
2 1 300
Sally Garcia
569 South Addison
Atlanta, GA 31106

PAY THIS AMOUNT
*****\$211.02



Printing Checks - Chrome

1. A pop up Print window will appear

2. Under More settings, select Paper size → Letter and then Scale → Default

3. Select Print

Statement of Earnings For: Sally Garcia				Training By Tinker (0311TINK)			
Employee #: 2	Division: 1	Period Begin: 6/26/2023	Check Date: 7/7/2023	1234 Main Street Atlanta, GA 31106 888-888-8888			
Check Number: 1334	Department: 300	Period End: 7/7/2023	Additional Tax:				
SSN: XXX-XX-9999	Federal Filing: Single	Exemptions: 1	Additional Tax:				
Company ID: 0311786	State Filing: Single	Exemptions: 1	Additional Tax:				

Check Number	Check Amount	Gross Pay	Net Pay	Check Message			
1334	\$211.02	\$250.00	\$211.02				
EARNINGS		Net Pay		DEDUCTIONS			
Description	Rate	Hours	YTD Hours	YTD Dollars	Description	Rate	YTD
Bonus	56,988.00	0.00	250.00	0.00	17,250.00	SSN	0.00
YTD Match	0.00	0.00	0.00	3,060.00	FEDERAL WH	0.00	1,370.25
Salary	0.00	0.00	1,000.00	56,988.00	STATE WH	0.00	174.72
Vacation	0.00	0.00	40.00	2,279.52	GEORGIA WH	12.50	3,825.96
YTD GR Handled	0.00	0.00	0.00	865.35			

TAXES				DEDUCTIONS			
Description	Rate	YTD Dollars	YTD Dollars	Description	Rate	YTD Dollars	YTD Dollars
SSN	15.50	4,356.01	15.50	SSN	0.00	1,488.50	0.00
SOC SEC EE	3.63	1,065.52	3.63	FED PRE TAX	0.00	1,370.25	0.00
FEDERAL WH	5.38	9,632.51	5.38	STATE WH	0.00	174.72	0.00
GEORGIA WH	1.97	3,370.59	1.97	GEORGIA WH	12.50	3,825.96	12.50

CURRENT PERIOD LEAVE ACCRUAL				DISTRIBUTION OF NET PAY			
Vacation	Accrued	Taken	Balance	Vacation	Accrued	Taken	Balance
Vacation	3,046.34	0.00000	3,046.34	Vacation	181.00000	0.00000	181.00000
Sick	1,133.00	0.00000	1,133.00	Sick	58.67360	0.00000	58.67360

Training By Tinker (0311TINK)
1234 Main Street
Atlanta, GA 31106
888-888-8888

BANK OF AMERICA, N.A.
PO BOX 27025, VAZ-430-81-01
RICHMOND, VA 23261-7025

CHECK DATE	CHECK NUMBER
7/7/2023	1334

PAY THIS AMOUNT
*****\$211.02

PAY: Two Hundred Eleven and 02/100 Cents *****

TO THE ORDER OF: 21 300
Sally Garcia
569 South Addison
Atlanta, GA 31106

Authorized Signature

0000 1334 :06 100005 2: 234 56 789*

Print 2 sheets of paper

Destination OKC-7 on HALNDFSUS

Pages All

Copies 1

Color Color

More settings

Paper size Letter (8.5" x 11")

Pages per sheet 1

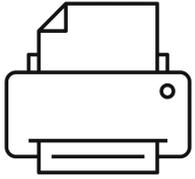
Quality 600 dpi

Scale Default

Two-sided Print on both sides

Print using system dialog... (Ctrl+Shift+P)

Print Cancel



Printing Checks

We recommend you **save a copy** of the Checks file to your computer in case of reprinting. If you do not save the file and need to reprint, contact your Payroll Support Team to **reset your file**.

Once the Print button has been selected and the Print Checks window is closed, the file will disappear from your Check Print Back screen.

The screenshot shows the 'Check Print Back' interface. On the left is a dark sidebar with navigation options: Dashboard, Client, Employees, Payroll, and Reports. Under Reports, there are links for ACH Fix File History, Archived Reports, Check Print Back (highlighted), Custom Reports, and On Demand Reports. The main content area is titled 'Check Print Back' and shows a 'Pay Group: Weekly' filter. Below is a table with columns: Check Date, Run Date, Run Number, Pages, Status, and Actions. A modal window titled 'Print Checks' is open, displaying the following information:

Check Date	Run Date	Run Number	Pages	Status	Actions
07/07/2023	07/05/2023	163	2	GENERATED	

The modal window contains the following text:

Print Checks x

Run number: 163
Run Date: 7/05
Check Date: 7/07
Pages: 2

The checks for this payroll have been flagged as printed. Please contact your customer service representative to reset the checks.

Print Cancel

Heartland Payroll

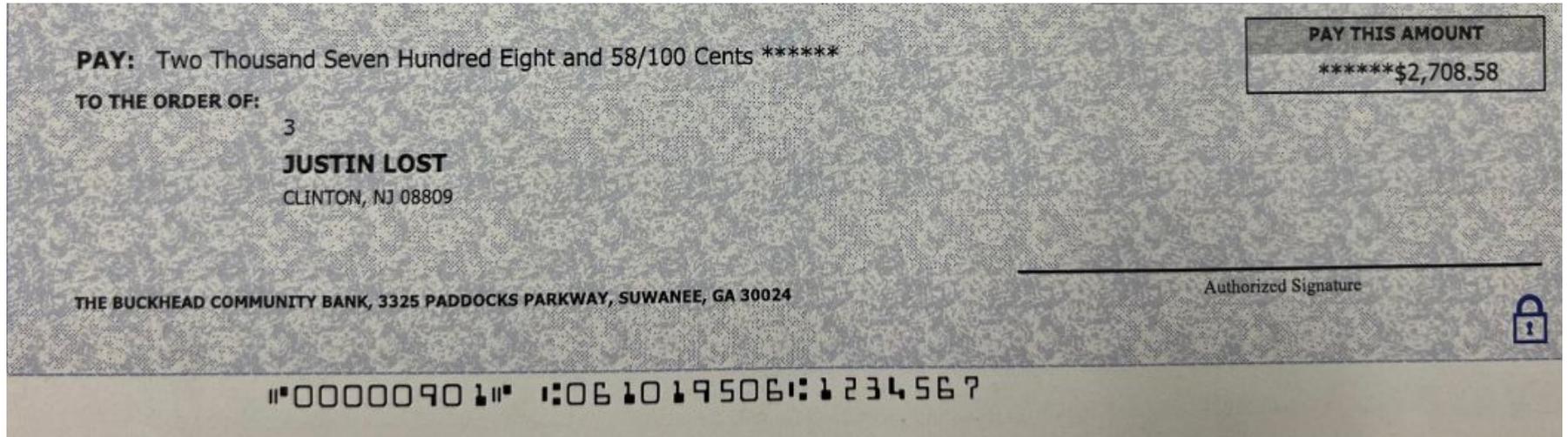
Printing Troubleshooting



Check troubleshooting | Properly printed check

1. Banking & routing information (commonly referred to as the MICR line) are fully printed in the bottom most white section

2. MICR line is completely legible, which is necessary for banks to fully process



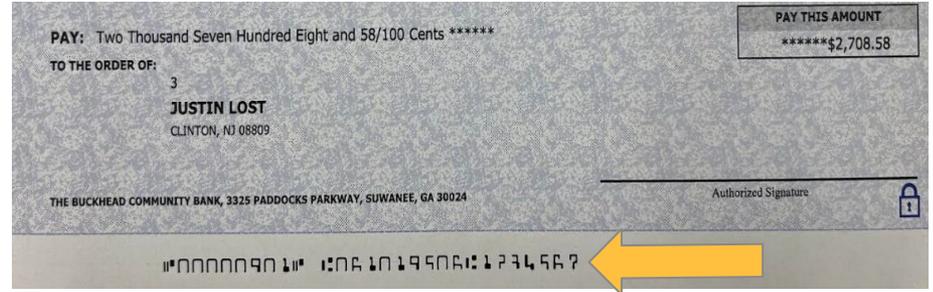


Check troubleshooting | Improperly printed checks

1. Left image: MICR line is too high and in the blue section

2. Right image: MICR line is too low and cut off

Banks may not accept checks that have the banking information printed like the images below.





Adobe | Installation

If Adobe is installed, plugin may need to be enabled in the browser (see next page)

1. If Adobe is not installed (or if unsure) it must be downloaded

2. A link is available on the Client Dashboard under Links on the bottom right

3. Select Access Payroll Related External Sites → Adobe Reader → download

The screenshot displays the Client Dashboard for a Ryder Representative. A modal window titled "Access Payroll External Sites" is open, listing various external links. The "Adobe Reader" link is highlighted with a red box. In the background, the "Links" section at the bottom right also has a red box around the "Access Payroll Related External Sites" link.

Access Payroll External Sites

- ▶ IRS.gov
- ▶ SafeGuard - Employee Screening
- ▶ Elaws Employment Laws Assistance
- ▶ E-Verify
- ▶ **Adobe Reader**
- ▶ Time Clock Login
- ▶ Federal and State Labor Posters
- ▶ Test Tango

Links

The following Link will help you to:

- [Order Check Stock/Envelopes](#)
- ▶ View Payroll Related Forms
- ▶ **Access Payroll Related External Sites**



Adobe | Google Chrome

1. Type **about:plugins** into the address bar and hit enter

2. Select **Always allowed** for Adobe Reader

3. Disable the Chrome PDF Viewer

Chrome PDF Viewer (Disabled)

[Enable](#)

3

Always allowed

Adobe Reader - Version: 11.0.05.3

Adobe PDF Plug-In For Firefox and Netscape 11.0.05

[Disable](#)

2

Always allowed



Adobe | Firefox

1. Go to Preferences → Applications

2. Locate Portable Document Format (PDF)

3. In the drop down, select Adobe Acrobat Reader DC

The screenshot shows the 'Applications' window in Firefox. The 'Content Type' column lists various file types, and the 'Action' column shows the default handling for each. The 'Portable Document Format (PDF)' row is highlighted in red, and its dropdown menu is open, showing the following options:

Content Type	Action
Adobe Form Client Data File	Use Adobe Acrobat NPAPI Plug-in, Version 20.013.20074 (...)
irc	Always ask
ircs	Always ask
mailto	Use Mail (default)
Podcast	Preview in Firefox
Portable Document Format (PDF)	Preview in Firefox (dropdown menu open)
Video Podcast	Always ask
Web Feed	Save File
webcal	Use Adobe Acrobat Reader DC (default)
	Use Adobe Acrobat NPAPI Plug-in, Version 20.013.20...
	Use other...



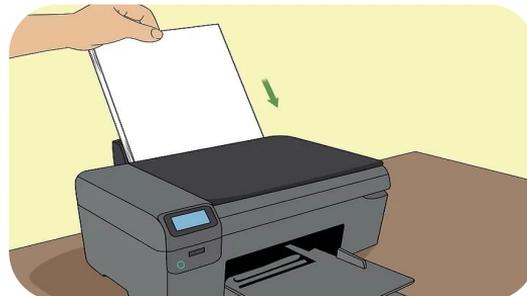
Printer Hardware | Realigning Ink Cartridges

1. Open main menu on the printer

2. Go to Settings → Print → Settings → Print Toolbox

3. Select Align the Print Cartridges and follow the on screen instructions

- An alignment page will print
- The cartridges will realign
- Printer will then recalibrate





Printer Hardware | Adjusting the Print Axis

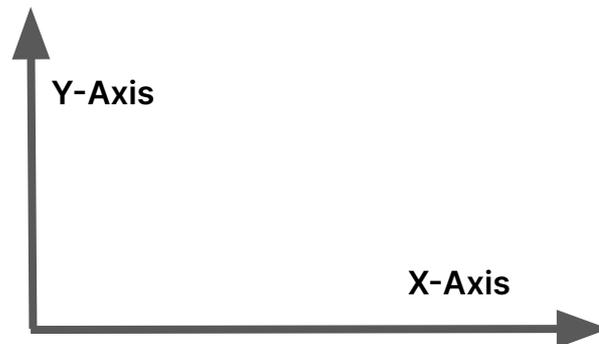
1. Open main menu on the printer

- Not an available option for all printers

2. Go to Settings → System Setup → Print Quality → Adjust Alignment → Print Test Page

3. An alignment page will print

- Follow instructions on printout
- Adjust Y-Axis up and down as needed
- May require additional troubleshooting / trial & error



Heartland Payroll

Printing Supply Pricing



Printing Supply Pricing

Stock Pricing

- | | | |
|-------------|---------|---------|
| • Checks | \$10.00 | Qty 100 |
| • Checks | \$40.00 | Qty 500 |
| • Envelopes | \$25.00 | Qty 500 |

Shipping Cost

- | | | |
|------------------|---------|----------------------|
| • Fedex Ground | \$16.00 | Delivery in 2-5 days |
| • Fedex Standard | \$26.00 | Next Day by 4 PM |
| • Fedex Priority | \$32.00 | Next Day by 11 AM |

**Stock Pricing subject to change; pricing effective as of date - 07/17/2023*

***Shipping cost subject to change based on supply quantity*