## Heartland Payroll Client Printback Guide

Heartland Payroll Solutions: Rev. 07/17/2023



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How To Print Checks Troubleshooting

Pricing



# Heartland Payroll Printing Checks





**1**. Login to account **2**. Go to Reports  $\rightarrow$  Check Print Back

3. Select the appropriate run number (if multiples show)  $\rightarrow$ Select the Printer icon  $\rightarrow$  Print

He Pay	eartland	3	Training • Active Reports	ID: 0311TINK Change Client				88 DD V
<b>^</b>	Dashboard		Check Print Back					
:	Client	~	∧ Pay Group: Weekly					
			Check Date 🗸	Run Date	Run Number	Pages	Status	Actions
*	Employees	~	07/07/2023	07/05/2023	163	2	GENERATED	8
\$	Payroll	~						
ê	Reports	^						
	ACH Fix File History							
	Archived Repor	ts						
	Check Print Bac	sk						
	Custom Report	s						
	On Demand Reports							



**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.

He Pay	eartland	3	Training • Active Reports	ID: 0311TINK Change Client				88 🛛 🗸
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A new window will appear after selecting the printer icon. Select **Print** to continue.

*	Dashboard		Check Print Back				
	Client	~	▲ Pay Group: Weekly				
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•)	Employees	~	07/07,	07/05		2	GENERATED
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Ô	Reports	^			Run number: 163		
	ACH Fix File History				Check Date: 7/07		
	Archived Repor	rts			Pages: 2		
	Check Print Bac	ck			WARNING: Checks can only be printed once and will be considered printed once the "Print" button is clicked.		
	Custom Report	s					
	On Demand Reports				Print Cancel		



1. Check file should open in a PDF view. We recommend Adobe or Chrome.

2. Select the Printer icon option located top right

Sont:         XXXXXXX999         Problema range: Single Compare tide: 0011TMK         Exemptions: 1         Additional Tax: Additional Tax:         Court-user/release           Check Number         Check Amount         Gross Pay         Net Pay         Check Message           Exemption:         Net included in Totals         TAXES         DEDUCTIONS           Description         Rate         Hours         Dollars         YTD Dollars         Description         Current         YTD         Description	YTD
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Atlanta, GA 51100 888-888-8888 CHECK DATE CHECK N	UMBER
	24

# Printing Checks - Adobe

**1**. A pop up Print window will appear

2. Under Page Sizing & Handling  $\rightarrow$  Actual size

**3**. Select Print

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# Printing Checks - Chrome

**1**. A pop up Print window will appear

2. Under More settings, select Paper size  $\rightarrow$  Letter and then Scale  $\rightarrow$  Default

**3**. Select Print

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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.

<b>^</b>	Dashboard		Check Print Back						
	Client		A Pay Group: Weekly						
100			Check Date 🗸	Run Date	Run Num!	per	Pages	Status	Actions
	Employees		07/07/2023	07/05/2023	Drint Cho	aka u	2	GENERATED	0
\$	Payroll				Print Che	CKS X			
÷	Reports				Run number: Run Date:	163 7/05			
	ACH Fix File History				Check Date:	7/07			
	Archived Repor	rts			The checks for the	his payroll have been			
	Check Print Bac	ck			flagged as printe your customer se	ed. Please contact ervice representative			
	Custom Report				to reset the chec				
	On Demand Reports					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.



O THE ORDER O		
	3.0	
	JUSTIN LOST	
	CLINTON, NJ 08809	
HE BUCKHEAD COM	MUNITY BANK, 3325 PADDOCKS PARKWAY, SUWANEE, GA 30024	Authorized Signature



#### 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  $\rightarrow$  Adobe Reader  $\rightarrow$  download

	Dashboard		Welcome Ryder Rep	presentative 📞 555-800-5	11 📓 derek.daniel@e-hps.com	
2	Client	~	Processing Info	ormation	Announcements (1)	Bank Holidays
*	Employees	~	Pay Group	WEEKLY	Keep an eye out here for announcements!	0 bank holidays in next 30 days more
\$	Payroll	~	Frequency Due In Date	Weekly A	cess Payroll External Sites	Anniversaries
â	Reports	~	Check Date Period Begin	07/07/2023 06/26/2023	S.gov feGuard - Employee Screening	2 employees are celebrating their anniversary in next of days more
8	HR Solutions	~	Period End	07/02/2023	aws Employment Laws Assistance Verify Jobe Reader	
			View Schedule Run Type	Regular Payroll	ne Clock Login deral and State Labor Posters st Tango	Birthdays 1 employees are celebrating their birthdays in next 30 days more
			Notes		Close	Ø Links
			Forward your Texa	s Unemployment ID once re	eived. Sales: Ursula Behiel	The following Link will help you to: Order Check Stock/Envelopes
					WEEKLY Rep: Derek Daniel	View Payroll Related Forms     Access Payroll Related External Sites



#### Adobe Google Chrome



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

**3**. Disable the Chrome PDF Viewer

Chrome PDF Viewer (Disabled)



Adobe Reader - Version: 11.0.05.3 Adobe PDF Plug-In For Firefox and Netscape 11.0.05







#### Adobe Firefox

**1**. Go to Preferences  $\rightarrow$  Applications

2. Locate Portable Document Format (PDF)

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

pplications		?)
Search		
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	
Video Podcast	Preview in Firefox	
Web Feed	<ul> <li>Always ask</li> <li>Save File</li> </ul>	
webcal	<ul> <li>Use Adobe Acrobat Reader DC (default)</li> <li>Use Adobe Acrobat NPAPI Plug-in, Version 20.013.20</li> <li>Use other</li> </ul>	



### Printer Hardware Realigning Ink Cartridges

1. Open main menu on the printer

**2**. Go to Settings  $\rightarrow$  Print  $\rightarrow$  Settings  $\rightarrow$  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  $\rightarrow$ System Setup  $\rightarrow$  Print Quality  $\rightarrow$  Adjust Alignment  $\rightarrow$  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**

<ul> <li>Checks</li> </ul>	\$10.00	Qty 100
Checks	\$40.00	Qty 500
<ul> <li>Envelopes</li> </ul>	\$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