

Quick Reference - Resources for Year-End Assistance

	<p><u>v.5 Year-End Software Updates</u> - We recommend you download and install the latest updates to keep your v.5 software current. If you are not yet a member of the Shelby Community, you will need to <u>JOIN</u> before downloading the update. Click this link for more information.</p>
	<p><u>Knowledge Base - Year-End Assistance Forum</u> The Community is your source for Year End Assistance. You'll find topics such as <i>Working With Contribution Statements</i>, <i>Preparing Payroll For The New Year</i>, and <i>Changing The 1099 Status of an Invoice</i>. Find instruction and answers to year-end specific processes and questions.</p>
	<p>ShelbyPODCAST Listen to the following year-end related podcasts: <u>"Top Ten Year-End Tips Part 1"</u> <u>"Top Ten Year-End Tips Part 2"</u> <u>"1099s: Everything You Need to Know..."</u> <u>"Best Practices for a Successful Financial Year-End"</u></p> <p>Click here to open the Training Webinars page.</p>
	<p>Video Tutorials <u>W2 Correction Wizard</u> <u>Closing Procedures</u> These and other tutorials can be accessed from within the v5 Community Resource Center along with other helpful information.</p>
	<p><u>Live Online Support/Chat</u> Chat live with a Support Representative and quickly obtain the answers you need.</p>
	<p><u>E-mail Support</u> Have a quick question or need detailed instructions for a particular task? Send us an e-mail and you'll receive a response within 24 hours.</p>
	<p><u>Shelby Support</u> – Extended Support Hours In order to help better assist you during year-end, the Shelby Support Department will be open an additional hour (7am-7pm CST) January 3rd-January 13th. Support will also be available from 8am-12pm (CST) on Saturday January 7th and 14th. Call (888)MY-SHELBY (697-4352).</p>
	<p><u>NELCO</u> is the chosen provider of tax forms for Shelby Systems and has been in the tax and business forms industry for over 50 years. Contact Nelco for the latest available forms.</p>