



# **Sage 300 Canadian Payroll**

## **January 31, 2024 Release Notes**

January 2024

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# Product update release notes

**Important!** All customers who update, maintain, and use Sage 300 Canadian Payroll should read these release notes to obtain valuable information about changes to the software program and payroll legislative database.

**Important!** If you are using Sage 300 Web Screens AND you install Sage 300 version 2024 Product Update 1 after the US or Canadian Q4 2023 Payroll Tax Update, make sure you apply the recent hotfix. For more information about this hotfix, see Sage Knowledgebase article: [Hot Fix Q4 tax update \(Solution ID 231213165156483\)](#).

**Important!** Before activating this Tax Update, make sure you have no blank GL accounts in the Income Taxes for CPP setup; otherwise, activation will be stopped. For more information about this issue, see Sage Knowledgebase article [When Canadian Pension Plan fails to activate, returns Invalid Input \(Solution ID 231221180831960\)](#).

## Product update information

**Product:** Sage 300 Canadian Payroll

**Version:** Product Update January 31, 2024

If we receive additional payroll tax changes for this period and/or this year, a new update will be made available.

## Software requirements

To use this product update, you must have Sage 300 Canadian Payroll 7.3 or 8.0, which is supported in Sage 300 2024, 2023, 2022, and 2021.

## Payroll 8.0

As of Sage 300 2024 in September 2023, there is a new version of Payroll, 8.0. The tax tables for Payroll 7.3 will be available until March 2024. After this date, tax tables and support will only be available for Payroll 8.0.

**Important!** If you are upgrading from Payroll 7.3 to Payroll 8.0, make sure you have the latest Payroll 8.0 Tax Update. There might be an activation issue if not using the latest Payroll 8.0 Tax Update.

**Note:** If you are using an older version of Sage 300, please reach out to your Business Partner for your upgrade options.

	Sage 300 2024	Sage 300 2023	Sage 300 2022	Sage 300 2021
Payroll versions supported <b>up to</b> March 2024	7.3 & 8.0	7.3 & 8.0	7.3 & 8.0	7.3 & 8.0
Payroll versions supported <b>after</b> March 2024	8.0	8.0	8.0	8.0

## Support and resources

Sage strives to provide you with the best help and support in the industry. If you have a question, we're here to help!

- **Help and documentation:** Many answers to common questions can be found in the help and documentation included with Sage 300. Visit the [Sage 300 Product Documents website](#) for access to more documents.
- **Sage University:** Learn pro tips for year-end processing in online or classroom courses. Visit <https://SageU.com> and log on or create an account to register for training.
- **Community Hub Year-End Center:** Visit <https://communityhub.sage.com/p/yearend> for help, guidance, documents, and downloads specific to Sage 300 Payroll and Year End 2023.
- **Customer Support:** For additional articles and resources, visit the Sage Knowledgebase at <https://us-kb.sage.com/portal/ss/> or contact Customer Support at

## Support and resources

800-253-1372 (U.S. and Canada). Please have your Sage Customer Number handy when contacting Support.

# Payroll Tax Updates

There are no federal legislative updates with this release.

## Provincial and Territorial Legislative Updates

There are no provincial or territorial legislative updates with this release.

# Product updates

## Payroll product updates

The following new features and improvements to payroll are included with this update.

### Temporary Relevé 1 for 2024

You can now print version 2024-01 of the temporary RL-1 slip for employers who cease to operate their business or make payments of source deductions and employer contributions during the year 2024.

To do this, specify **2024** in the **Payment Year** field in the **Relevé 1** window.

### Fix for Non-Periodic Payments

Fixed a problem that caused the incorrect amount of the additional Canada Pension Plan to be deducted for the non-periodic payments.

### Fix for Data Activation

Fixed a problem that may prevent Data Activation from completing successfully when there are missing G/L Accounts or required optional fields.

For more information, see Sage Knowledgebase article: [Optional Field COSTTYPE is missing when activating Payroll 8.0 \(Solution ID: 240108203543370\)](#).

### Fix for Calculate Payroll

Fixed a problem that caused the error "Could Not Load String" when processing payroll in the **Calculate Payroll** window.



# Preparing for Year-End Processing

Before you start processing your 2024 payroll, visit the Sage Year-End Center, where you can get fast answers from Sage support, peers, and product experts at the busiest time of year. You'll find helpful articles, discussion forums, and other links and resources to help your year-end processing go smoothly.

To get started, visit <https://communityhub.sage.com/p/yearend> and select Sage 300.

The Year-End Center provides you with information on the following topics:

- Using the Update TD1 Claim function
- Printing and filing T4s and Relevé 1s
- Frequently asked questions for year-end processes
- Preparing for your first payroll of 2024

# Product update installation instructions

Follow the instructions in this section to install, apply, and verify this Product Update.

## Before you start:

- Back up your data.
- Make sure all users have exited the program.
- Verify your service pack or product update level. To verify what service pack or product update you have installed, click the **System Information** option on the **Help** menu in Sage 300.

## Installing the product update

### To install the product update:

1. Right-click the Product Update file to Run as Administrator (or make sure you have administrator rights to run the installation) and launch the installation program.
2. On the Welcome window, click **Next** to continue to the Software License Agreement window.
3. Select the features to install. Click **Next**, then **Install**.
4. On the Setup Complete window, click **Finish** to finish the installation.

## Activating the tax update

### To activate the tax update:

1. Start Sage 300.
2. In the **Administrative Services** folder, select **Data Activation**.
3. Select the current tax update, and then click **Activate**.
4. If you are prompted to convert a previous payroll tax update to the current version, click **Proceed**.

After you complete installation and activation, and after you have made any adjustments described in this document, you can resume processing payroll.

Verifying the product update

## Verifying the product update

After the update is complete, you can confirm that the update was installed successfully by selecting **Help > System Information**.