



Payroll Tax Support: Frequently Asked Questions

Why do my payroll liability payments show up as overdue?

Scheduled payments that are displayed in red font are considered overdue; that is, the payment wasn't paid before the Send By date and (if applicable) time listed in the Payroll Center.

✓	Send By	Status	Payment	Method	Period	Amoun...
	10/01/07 9PM	Overdue	Federal 94...	E-pay	9/29-9/30/07	68.08
	10/29/07 9PM	Overdue	FL Unempl...	E-pay	Q3 2007	8.31
	10/29/07 9PM	Overdue	Federal 940	E-pay	Q3 2007	2.46
	12/05/07 9PM	Upco...	Federal 94...	E-pay	12/1-12/4/07	136.14
	01/29/08 9PM	Upco...	FL Unempl...	E-pay	Q4 2007	8.31
	01/29/08 9PM	Upco...	Federal 940	E-pay	Q4 2007	19.72
	01/30/08 9PM	Upco...	WA UI an...	E-pay	Q4 2007	27.23

Total Selected Items: 0.00

Related Payment Activities [Check E-payment Status](#) [View/Pay](#)

Examples of why a scheduled payment shows up as overdue:

- The company file was **upgraded to QuickBooks 2008 from an earlier release** that didn't have the scheduled payment feature, so prior payments that have already been paid appear as unpaid and overdue in the Payroll Center.
- A method other than the QuickBooks Pay Liabilities feature was used to create payments to the agency (for example, the **Write Checks** feature).
- The amount paid to the agency was a **rounded amount** and not the exact amount. The discrepancy now appears on the Payroll Center as unpaid and overdue.
- The scheduled payment is set up in QuickBooks with the **wrong deposit frequency**, resulting in an incorrect Send By date.
- The payment is actually **overdue**.

To resolve overdue payments in the Payroll Center:

1. Determine if the payment is **still due to the agency** or if it's **already been paid**.
 - Review your Payroll Liability Balances report.
 - Review the Liability Checks transactions on the Payroll Center.
 - Find the transaction in the QuickBooks chart of accounts.
 - Contact the agency directly to verify if the payment was settled.

2. After you determine whether or not the payment has been paid, do the following:

a. If the payment has **not been paid** and **is overdue**, then make the payment.

Important: Contact the agency or consult with your professional tax advisor to find out the best way to make the payment without incurring any penalties or interest.

b. If the payment has **not been paid** and **is not overdue**, then follow these steps to resolve and record the payment in QuickBooks:

http://www.payroll.com/support/ngh/Overdue_Payments_1.html

c. If the payment **has been paid**, but is still showing up as overdue in the Payroll Center, follow these steps to record the payment correctly in QuickBooks and remove the payment from the Payroll Center:

http://www.payroll.com/support/ngh/Overdue_Payments_2.html

Other Resources

Ask the User Community

(<http://quickbooksgroup.com/.ef98590>)

Connect with other users and experts to ask questions and find answers.

Find a Local Expert

(<http://intuitmarket.intuit.com/QBA/ReferralDB/ReferralDataBaseMemberSearch.asp>)

Local Certified QuickBooks ProAdvisors™ can get you set up and provide accounting advice tailored to your business needs. (Fees may apply)

Contact Support

(<http://support.quickbooks.intuit.com/Support/ContactSupport.aspx>)

Get personalized assistance from a QuickBooks support expert. Learn about free and paid support options.