Important -

READ THIS FIRST

before installing or upgrading your software

QuickBooks® 2010/11

Installation and Upgrade Guide

brought to you by
Reckon

In this booklet you will find everything you need to know to get you up and running with QuickBooks 2010/11, whether you are a new or existing user. We strongly recommend that you read this booklet carefully and follow the steps outlined to ensure your installation process is as smooth as possible.

If you are upgrading from an older version of QuickBooks, pay special attention to the notes describing features that have been changed or added to QuickBooks since your last upgrade. You may need to perform additional steps in the upgrade process, depending on how old your current version is. The headings in each section provide a guide to finding the instructions relevant to you.

Contents

System Requirements

Recommended system configuration

- At least 1.8 GHz Intel® Pentium® IV (or equivalent)
- 512 MB RAM for Microsoft® Windows® XP users
- 1 GB RAM for Microsoft Windows Vista™ and Windows 7 users

Minimum system configuration

- 500 MHZ Intel Pentium II (or equivalent)
- At least 256 MB of RAM for a single user and at least 512 MB of RAM for multiple, concurrent users
- For Windows Vista and Windows 7 users: 1.2 GHz Intel Pentium III (or equivalent) and 1GB RAM
- WindowsXP/Vista operating system
- 1 GB of disk space (additional space required for company files)
- Microsoft® Internet Explorer 6.0 or later required (Internet Explorer can be downloaded at http: //www.microsoft.com/ie.)
- Microsoft® .NET Framework Common Language Runtime 1.1 (provided on QuickBooks Installation CD. Requires an additional 150 MB.)
- Microsoft .Net Framework Common Language Runtime 2.0 (provided on QuickBooks Installation CD. Requires an additional 250MB.)
- Requires 9 MB for QuickBooks Pro Timer
- At least 256-colour SVGA video
- Optimised for 1024x768 pixel screen resolution. Supports 800x600 with small fonts
- 24X CD-ROM
- All online features and services require Internet access with at least a 56 Kbps modem (ADSL or Cable Modem recommended)

Note: *For best results, we recommend that Windows operating system software be updated as follows: Windows XP to Service Pack 3; and Windows Vista to Service Pack 1.*

Integration/compatibility requirements

- Microsoft® Word and Excel integration requires Microsoft Word and Excel 2002, 2003 or 2007
- If you want to synchronise with contact management software, you need Microsoft® Outlook® 2002, 2003 or 2007. Contact synchronisation with Outlook requires QuickBooks Contact Sync for Outlook (to download this software, go to the **File** menu, click **Utilities**, and then click **Synchronise Contacts**)
- Compatible with Reckon Retail Point of Sale Enterprise 2010/11, Reckon Retail Point of Sale Professional 2010/11 and Reckon Retail Point of Sale Lite 2010/11 upon release
- (QuickBooks Enterprise ONLY) Business Planner functionality requires Adobe® Acrobat® Reader® 5.0 or later *

Multi-user requirements

Multi-user mode is optimised for Microsoft Windows 2003 Server, Windows Server 2008 operating systems, and for Windows XP Pro, Windows Vista and Windows 7**.

Terminal Services are supported for QuickBooks Premier and Enterprise.

*Adobe® Acrobat® Reader® 9.0 is not currently supported. You may experience an issue when creating PDF files from QuickBooks if you are using Adobe® Acrobat® Reader® 9.0. Please refer to KB article Q12315 located at http://www.quicken.com.au/support/FAQs.aspx for more information.

**Not all versions of Windows Vista or Windows 7 are supported. Support is provided for Windows Vista Business, Windows Vista Ultimate, Windows 7 Professional and Windows 7 Ultimate only.

Notes

New QuickBooks users

New QuickBooks users

Before you install QuickBooks:

Take a few moments to read through all of these installation instructions. Then:

- Log on to your PC as an Administrator
- Close all programs
- Disconnect from the Internet
- Disable your anti-virus software and firewall

After you have installed QuickBooks:

- Enable your anti-virus software and firewall
- Connect to the Internet
- Activate QuickBooks, as described on page 10

To install QuickBooks 2010/11:

1. Insert the QuickBooks 2010/11 CD into the CD-ROM drive.

   If the Installation Wizard does not start automatically, click **Start** in the Windows taskbar, then click **Run**. Type `D:\autorun.exe` (where D: is the CD-ROM drive letter). Click **OK**.

2. Select your region, i.e., Australia, Asia or New Zealand.

3. Click **Begin**.

4. Click **Install** to install the QuickBooks 2010/11 application.

   or

   Click **Trial** to install the QuickBooks 2010/11 trial version.

   Note: *If you want to upgrade an existing QuickBooks company file using the QuickBooks 2010/11 Trial version, read the instructions for existing users in this booklet and see page 12 to check your upgrade path and edition compatibility.*

5. Click **Begin**.
6. Read the Licence Agreement, click **I accept the terms in the licence agreement** and then click **Next**.
7. Enter your QuickBooks Installation Key Code and then click **Next**.

   You will find your Installation Key Code on the cover of the QuickBooks CD-ROM or in the letter you received with your CD-ROM.
8. Select the installation type you want to use and then click **Install**. (For more information on this, refer to the QuickBooks Startup Guide.)
9. If you don't have Microsoft .NET Runtime installed you will be prompted to install it. Click **Next**.
10. Click **Next**.
11. Select your installation folder and then click **Next**.
12. Select if you want to use Google Desktop in QuickBooks and click **Next**.
13. Click **Install**.
14. Click **Finish**.
15. Depending on your PC configuration and your edition of QuickBooks, you may be prompted to reboot your PC to complete the QuickBooks installation. If you receive a prompt, you should reboot your system now.
16. Double-click the icon on your desktop to open QuickBooks 2010/11.
17. Create a new company file, or browse the features of QuickBooks 2010/11 using the sample company file.

Activate QuickBooks

After the installation process is complete, you should activate your copy of QuickBooks. You need an Internet connection in order to activate online. If you have not already done so, establish a connection to the Internet now.

To activate your copy of QuickBooks:

1. In QuickBooks, create a new company file, or open the sample company file.
2. Go to the **File** menu, click **Activate QuickBooks**, then follow the on-screen instructions.

For more information about activating QuickBooks, refer to the in-product Help.

If you do not have an Internet connection, press **Ctrl+3** on your keyboard (not numeric keypad), or press **Ctrl+F12** to open the QuickBooks Activation window. You will be prompted to call the Reckon Customer Service Centre to activate QuickBooks over the phone. Refer to the QuickBooks Startup Guide for the Reckon Customer Service phone number.

Windows Terminal Services

QuickBooks Premier 2010/11 and Enterprise 2010/11 Multi-user versions run on Windows Terminal Services with certain configurations. For more information, please refer to FAQ ID Q9789 on our Knowledge Browser at http://www.quicken.com.au/Support/FAQs.aspx.

Existing QuickBooks users

Existing QuickBooks users

Check the upgrade path for your current version of QuickBooks

You can only upgrade to QuickBooks 2010/11 directly from QuickBooks 2007/08, 2008/09 or 2009/10.

If you are using an earlier version of QuickBooks, you will need to first upgrade to QuickBooks 2007/08, and then upgrade to QuickBooks 2010/11.

Note that some very early versions of QuickBooks do not upgrade directly to QuickBooks 2007/08. You must first upgrade to an interim version of QuickBooks, and then upgrade to QuickBooks 2007/08.

Determine your upgrade path

After you have determined your upgrade path and are ready to install the new version, you must:

- Log on to your PC as an Administrator
- Close all programs
- Disconnect from the Internet
- Disable your anti-virus software and firewall

After you have installed QuickBooks:

- Enable your anti-virus software and firewall
- Connect to the Internet
- Activate QuickBooks, as described on page 10

If you are currently using QuickBooks 2007/08, 2008/09 or 2009/10, follow the upgrade instructions starting on page 15.

If you are using an earlier version of QuickBooks, find your current version in the following table, then check the upgrade path. If there is a tick for your version, you can upgrade to QuickBooks 2007/08 directly.

Otherwise, you must first upgrade to the interim version specified (trial versions are used for this step), and then upgrade to QuickBooks 2007/08. Turn to page 35 and follow the upgrade instructions for your version.

Trial versions of previous releases of QuickBooks are included on the QuickBooks 2010/11 Upgrade Resources CD. If you do not have a copy of the Upgrade Resource CD, contact Reckon Customer Service.

Note: *This booklet does not contain instructions for converting Quicken CashBook data to QuickBooks. Refer to the conversion instructions that came with QuickBooks 2005/06. These instructions can be obtained from. If converting from http://www.quicken.com.au/Support/UpgradeNotes/default.aspx. CashBook, you can only convert data entered in CashBook 2003 or 2004.*

Your current version	Upgrade path to QuickBooks 2007/08
QuickBooks 2006/07 or QuickBooks Enterprise 2006/07	✓
QuickBooks 2005/06 or QuickBooks Enterprise 2005/06	✓
QuickBooks 2004 or QuickBooks Enterprise 4.0	✓
QuickBooks 2003 or QuickBooks Enterprise 2.0	✓
QuickBooks 2002	✓
QuickBooks v8	via QuickBooks 2002
QuickBooks v7.4	via QuickBooks 2002
QuickBooks v7.3 and earlier	via QuickBooks v7.4 and then QuickBooks 2002
Quicken CashBook 2004	via QuickBooks 2005/06
Quicken CashBook 2003	via QuickBooks 2005/06

QuickBooks can only be upgraded to a compatible QuickBooks product. Check the following table for compatible QuickBooks products for your current version.

To... / From...	QuickBooks EasyStart	QuickBooks Accounting	QuickBooks Plus	QuickBooks Pro	QuickBooks Premier	QuickBooks Enterprise
QuickBooks EasyStart*	✓	✓	✓	✓	✓	✓
QuickBooks Accounting		✓	✓	✓	✓	✓
QuickBooks Plus			✓	✓	✓	✓
QuickBooks Pro				✓	✓	✓
QuickBooks Premier					✓	✓
QuickBooks Enterprise						✓

*Only QuickBooks EasyStart 2007/08, 2008/09 and 2009/10 can be upgraded to QuickBooks EasyStart 2010/11.

Importing Accountant's changes

If your accountant changes a tax code on a general journal entry from Sales to Purchase (or vice-versa) on the Accountant's Copy, those changes cannot be imported back to your QuickBooks working file. This can be avoided if the accountant performs the following:

1. Deletes the tax code on the transactions.
2. Saves the transactions.
3. Applies alternative tax codes on the transactions.

Upgrading from QuickBooks 2009/10

The notes below are intended to provide a brief overview of major changes to QuickBooks that are relevant to the upgrade and installation process, and to highlight potential upgrade issues you should be aware of.

For more detailed information about any topic, please refer to the QuickBooks 2010/11 Startup Guide (available on the QuickBooks 2010/11 Installation CD).

For technical assistance, support contact details are provided on the back of this guide.

Before you begin - changes in QuickBooks you should note

Adobe Acrobat 9.0.0 and the Previous Reconciliation PDF report

If you have Adobe Acrobat 9.0.0 installed and create a Previous Reconciliation PDF report; Detail, Summary or Both, QuickBooks may crash with an unrecoverable error.

The latest version of Adobe Acrobat, version 9.3 does not cause this error. You can download this version from http://get.adobe.com/reader/.

Emailing forms

If you have **To be emailed** unticked and click **Email** on a form, you are not informed that the email has been sent.

Therefore, you must make sure that you do the following:

1. Go to the **Edit** menu, click **Preferences**.
2. Click **Online**.
3. Click the **Company preferences** tab.
4. Click to select **Display each email when sending more than one.**

QuickBooks 2010/11 installation - File in Use

If you are upgrading from QuickBooks 2009/10, you may receive a message stating **QuickBooks Installation Files in Use**. If you do get this message, click **Ignore**. The installation will continue.

Cheque transactions and the Clean Up Data Utility

When you use the Clean Up Data Utility, any cheques that have a Tax Code will not be removed during this process.

Error not enough memory when importing a QuickBooks 2007/08 IIF in to QuickBooks 2010/11

If you import an IIF file that was exported from QuickBooks 2007/08 in to QuickBooks 2010/11 you may receive an import error stating **Not Enough Memory**.

If you want to import a QuickBooks 2007/08 list in to QuickBooks 2010/11, do the following:

1. Upgrade the QuickBooks 2007/08 data file to QuickBooks 2010/11.
2. Export the list to an IIF from QuickBooks 2010/11.
3. Import the IIF in to the QuickBooks 2010/11 data file.

Upgrading from QuickBooks 2008/09

The notes below are intended to provide a brief overview of major changes to QuickBooks that are relevant to the upgrade and installation process, and to highlight potential upgrade issues you should be aware of.

For more detailed information about any topic, please refer to the QuickBooks 2010/11 Startup Guide, (available on the QuickBooks 2010/11 Installation CD).

For technical assistance, support contact details are provided on the back of this guide.

Before you begin - changes in QuickBooks you should note

Employee payments

Before upgrading to QuickBooks 2010/11, make sure that no transaction type of “bank payment” exist in any employee transactions. If they do exist please contact Reckon Customer Service for information about how to upgrade your file.

Reckon Tools SuperLink Preference

In QuickBooks, a preference has been added to the Payroll & Employees preferences to enable Reckon Tools SuperLink. All Reckon Tools SuperLink users must set this preference in order to enable and use the SuperLink service.

Reckon Tools SuperLink

The implementation of Reckon Tools SuperLink has been enhanced in QuickBooks 2010/11. After upgrading, the existing users of Reckon Tools SuperLink will need to edit employees and select the Super Fund Product ID from the table which uniquely identifies the Super fund to which the employee belongs. To do this, open the **Super Details** section of each employee and click the **Product ID** button.

Note: *Prior to upgrade, ensure that you’ve submitted all your superannuation payments to SuperLink, as information from pay runs (prior to the upgrade) will not be available in the* *new SuperLink Export Report. The report is now capturing the Superfund Product ID and Product Name as opposed to the Fund Scheme in the previous versions.*

Multicurrency

If you are on a version of QuickBooks 2008/09 prior to R8, Multicurrency will be added to your data file for those on QuickBooks Pro and above.

To verify which QuickBooks version you currently have installed, press **Control +1** or **F2** on your keyboard to display the product information and then look for the **R** number. For example R8.

To turn on the Multicurrency feature, go to the **Accounting** section of preferences.

Please note that once Multicurrency is turned on you cannot switch it off.

Edit Tax on Transactions Preference

If you are on a version of QuickBooks 2008/09 prior to R8 then a new preference will be added to your data file in the Tax Section of preferences to turn the editing of tax amounts on transactions on or off.

To verify which QuickBooks version you currently have installed, press **Control +1** or **F2** on your keyboard to display the product information and then look for the **R** number. For example R8.

Employee Organiser

In QuickBooks Plus and above, a new Employee Organiser has been added which works hand in hand with the Payroll section of the product. Due to this change, while using the Payroll section you may encounter new dialog boxes which asks you questions such as if you would like help when hiring staff.

W1 on the BAS

The W1 field on the BAS now calculates amounts based on Tax Tracking type and not expense accounts as in previous versions of the software. This is a response to the issue where pre-tax Superannuation contributions (e.g. Super Salary Sacrifice) would not be deducted from the Gross Pay amount reportable on W1.

If any workrounds have been applied in the previous version, they are no longer needed in QuickBooks 2010/11.

If you use another system to pay your employees (e.g. Payroll Premier) you will need to manually enter the gross wages amount into the W1 field. This is because QuickBooks now taps into the actual employee payments for the BAS W1 instead of the expense accounts.

W2 on the BAS

In QuickBooks 2010/11, the W2 field on the BAS has been enhanced so that you can now pay a tax liability for a previous quarter in the current BAS quarter without affecting the BAS amounts for the current quarter.

If any workrounds have been applied in the previous version, they are no longer needed in QuickBooks 2010/11.

Tax Codes on Equity Accounts

Default Tax Codes can now be selected for Equity type accounts.

Reckon Tools Backup

Users of Reckon Tools Backup can now back their data files up from directly within the product. To do this:

1. Go to **File** menu and select **Save Copy or Backup.**
2. Select **Backup Copy** and click **Next**.
3. Select **Online backup** and click **Next.**
4. Follow the on screen instructions.

The program will automatically do a local backup on the system before loading the Reckon Tools Backup software for you to upload the file.

Note: *QuickBooks will automatically back up your QB file to your online Reckon Tools Backup account. Users will need to have installed the latest Reckon Tools Desktop Application. If the desktop application has already been installed, simply uninstall and re-install it.*

Home Page Colours

You can now change the default colour of the QuickBooks homepage. To do this:

1. Go to **Edit** menu and select **Preferences...**
2. Select **Desktop View** from the list on the left.
3. From the **Colour Scheme** drop-down list select one that you want to apply to your homepage.
4. Click **OK.**

Account Balances

In QuickBooks 2008/09, account balances were always displayed on the Home page, top-right position. This has been changed in QuickBooks 2010/11. By default the account balances are switched off and don't appear on the Home page. To turn it back on:

1. Go to **Edit** menu and select **Preferences...**
2. Select **Desktop View** from the list on the left.
3. Click **Company Preferences** tab.
4. Click to select the **Show Account Balances on the Home Page** option.
5. Click **OK.**

The preference is a global, company wide preference which means that it is applicable to all users in a multi-user environment.

Payroll Item

When creating a **Wage (Hourly Wages, Annual Salary, Other, Bonus)** type of payroll item, you will notice that the **Taxes** dialog has been introduced in the wizard in

QuickBooks 2010/11. This allows the user to specify the PAYG Tax and State Payroll Tax settings.

This means that the user now has two ways to configure the Taxes settings. The first can be found when creating or maintaining the Wage based payroll items. The other method is to access the PAYG Tax or State Payroll Tax wizards and maintain all the payroll items in the one window.

In addtion, when creating a **Contribution** type of payroll item, the **Include payments in contribution** dialog has been introduced in the wizard.

Upgrading from QuickBooks 2007/08

The notes below are intended to provide a brief overview of major changes to QuickBooks that are relevant to the upgrade and installation process, and to highlight potential upgrade issues you should be aware of.

For more detailed information about any topic, please refer to the QuickBooks 2010/11 Startup Guide, (available on the QuickBooks 2010/11 Installation CD).

For technical assistance, support contact details are provided on the back cover of this guide.

Before you begin – changes in QuickBooks you should note

Autorun and Networks

In QuickBooks 2010/11, the Autorun system works only if you install from the CD. To start the installation from any other location, such as a network server, go to the directory where your QuickBooks 2010/11 installation files are located and run setup.exe.

Server only install

QuickBooks 2010/11 allows you to install a Database Server with QuickBooks Pro, Premier, and Enterprise editions. Although the Database Server uses the same installation sequence and IKC code as QuickBooks 2010/11, it does not count as one of your licensed installations. For example, with QuickBooks Premier you can install QuickBooks on three computers (up to a maximum of five, depending on the number of licences you have purchased), and install the Database Server without violating the End User Licence Agreement.

Installing QuickBooks 2010/11 on Windows Vista

To install QuickBooks 2010/11 on Windows Vista, you must have Administrator rights under the Windows Vista operating system. Once installed, however, users need only to have Power User rights in order to use QuickBooks.

Multi-user mode on Windows Vista

Please note that Multi-user mode is supported only on Windows Vista Business, Windows Vista Enterprise, and Windows Vista Ultimate platforms.

Using QuickBooks 2007/08 after upgrading to QuickBooks 2010/11

After QuickBooks 2010/11 is installed on a PC, you cannot use a previously installed version of QuickBooks 2007/08, as the Navigators in QuickBooks 2007/08 will produce an error. After installing QuickBooks 2010/11, if you need to use QuickBooks 2007/08, you will need to uninstall the 2007/08 software, then reinstall it.

Unregistered earlier versions of QuickBooks become trial versions

Following the installation of QuickBooks 2010/11, any previously installed versions of QuickBooks software (in a different folder) which have not been activated will become trial versions. If you plan to use the earlier software versions after installing QuickBooks 2010/11, please ensure that the software is activated before installing QuickBooks 2010/11.

Change in EasyStep Interview availability

In QuickBooks 2010/11, after the EasyStep Interview has been completed, it cannot be accessed again. This is different from earlier versions, in which the EasyStep Interview was always accessible.

Audit Trail

During the upgrade process, the Audit Trail will be automatically switched on, even if it was not switched on in your QuickBooks 2007/08 data file. In QuickBooks 2010/11, with significant enhancements in performance over earlier versions, the Audit Trail is always on. This ensures that an accurate record of your data is maintained.

Printing preferences

Any printing preferences you may have set up in QuickBooks 2007/08 are cleared during the upgrade process. You will need to set your printing preferences after the company file has been upgraded.

Customised templates

If you had customised templates in QuickBooks 2007/08, after you upgrade to QuickBooks 2010/11 the layout of the templates may have changed. Therefore, after you upgrade you should check the layout of your templates.

Memorised reports

Any memorised reports you may have set up in QuickBooks 2007/08 or earlier will not be available after upgrading to QuickBooks 2010/11, and cannot be imported. New memorised reports can be created using the default reports available in QuickBooks 2010/11.

Stock items are called *Inventory items*

Stock items in QuickBooks 2007/08 are referred to as ***Inventory items*** in QuickBooks 2010/11. For example, ***Stock Assembly items*** in QuickBooks 2007/08 are referred to as ***Inventory Assembly items*** in QuickBooks 2010/11.

Units of Measure

During the upgrade process, any Units of Measure you may have set up in your company file will change. In QuickBooks 2010/11, Units of Measure sets are introduced. Therefore, if your items with Units of Measure enabled have multiple Units of Measure assigned, QuickBooks will determine the smallest unit, then use that as the ***base unit*** for stocking that item in QuickBooks 2010/11.

All other units will be linked to this base unit as ***related units***.

For additional information about Units of Measure, refer to the QuickBooks Upgrade Guide.

Change in Payroll Setup

The **Payroll Setup** wizard is no longer part of the EasyStep Interview. It can be accessed via the Employees menu.

Bonus payroll item is carried over in upgrade to QuickBooks 2010/11

If you have set up a Bonus payroll item in QuickBooks 2007/08, after upgrading it retains the **Addition** payroll item type. The item will function in the same way as it did in the 2007/08 software, and will not take on the new functionality offered by the specific Bonus payroll item introduced in QuickBooks 2010/11.

Addition and Deduction payroll items (Annual Limit)

Both Addition and Deduction payroll items now have an **Annual Limit** checkbox. Unlike the limit appearing in the Deduction payroll item in previous versions, this checkbox works on an annual rather than a pay period basis.

Payroll Reports only option

The **Payroll Reports only** preference has been removed from QuickBooks 2010/11. If this preference is set to "on" when you upgrade from QuickBooks 2007/08, the **Full Payroll** preference will be enabled automatically. If you do not wish this to happen, change the preference to **No Payroll** before upgrading in QuickBooks 2007/08.

Note that data from Payroll Premier can only be imported into QuickBooks 2010/11 if **Full Payroll** is enabled.

Changes to terms used for Payroll (Start Date and Left Date)

In the QuickBooks 2010/11 payroll system, there have been changes to some of the terminology. The ***Start Date*** is now known as the ***Hire Date***, and the ***Left Date*** is now known as the ***Release Date***. These dates are still found in the employees' profiles.

Fringe Benefits Tax

Previous versions of QuickBooks required the reportable Fringe Benefits Tax (FBT) amount for the year ending March 31 to be entered in QuickBooks before June 30. QuickBooks would then display an amount for the financial year, July 1 to June 30, in the payment summary.

QuickBooks 2010/11, however, refers to the payment date when determining the amount to show in the payment summary. Thus, the date range of April 1 to March 31 is used instead of the financial year, July 1 to June 30.

New Payroll item type: Overtime Pay

QuickBooks 2010/11 has a new payroll item type, called **Overtime Pay**. After you have defined the overtime pay factor, (e.g., 1.75), QuickBooks will determine the overtime hourly rate for each employee. More importantly, QuickBooks will automatically update these rates in line with any increase for each employee.

The **Overtime Pay** payroll item type can also be used for non-overtime payments, such as penalty rates. For example, an afternoon shift may attract a shift penalty of 12.5%. In this case, an Overtime Pay payroll item can be configured to multiply the current regular hourly rate by 1.125 to arrive at the amount due for the afternoon shift work. The employee pay slip and other payroll reports will display the name you assign to this payroll item. Thus, the automation found in the new **Overtime Pay** payroll item type can be used for other purposes.

For more information about how to configure overtime payments, refer to the in-product Help.

Multiple Tax Agencies

The Tax Agency (such as the Australian Taxation Office) is no longer set in preferences. In QuickBooks 2010/11, you can have multiple tax agencies in one QuickBooks data file. Tax agencies have become suppliers, included in the Suppliers list.

Tax Items and Tax Codes

QuickBooks 2010/11 introduces a new tax system incorporating Tax Codes and Tax Items. During the upgrade process, all existing Tax Codes in your QuickBooks 2007/08 data file will be associated with Tax Items, the Sales Tax Item and the Purchase Tax Item. For a detailed explanation of the new tax system in QuickBooks 2010/11, refer to the QuickBooks Upgrade Guide, available on the QuickBooks 2010/11 Upgrade Resource CD.

Exporting Tax Codes

To export custom Tax Codes from QuickBooks 2010/11, and import them into a new data file, you must also export the Item list. Tax Codes are now linked to Tax Items as a new feature of QuickBooks 2010/11. If the Item list is not exported, Tax Items are not exported, and the Tax Codes will not function in the new company file.

Industry-Specific Editions and QuickBooks Enterprise 2010/11

QuickBooks Enterprise users can enable industry-specific editions. After installing QuickBooks, you will be asked which edition you would like to use. If you prefer not to use an industry-specific edition, select **General** as the industry type.

Multi-user licences with QuickBooks Enterprise

QuickBooks Enterprise 2010/11 can have up to thirty users connected into the one company data file, depending on the number of licences you have purchased. If you purchase additional licences, e.g., you are moving from a ten-user to a fifteen-user licence, you do not need to re-install the product on the original ten PCs.

QuickBooks Enterprise User Rights

QuickBooks Enterprise 2010/11 has a revised user rights system, allowing you to set user access rights to over 100 areas of the program.

Upon upgrading from QuickBooks Enterprise 2007/08 or earlier, you should check the user rights for each user to ensure they still have access to the areas they require.

Prepare your company file for upgrade

Before you begin the upgrade process, we strongly recommend that you complete the following steps to protect your company file and ensure its accuracy.

1. Cancel Accountant's Copy

***Note**: If you proceed with cancellation, your accountants changes will not be imported.*

If you have **Accountant's Copy** switched on, you need to cancel it before you proceed.

To cancel Accountant's Copy:

- Go to the **File** menu, click **Accountant's Copy**, then click **Cancel Accountant's Changes**.

The main title bar indicates whether the Accountant's Copy is switched on. Refer to the in-product Help for more information about Accountant's Copy.

2. Back up your company file to your usual backup media

Make sure you label your backup media correctly and store it in a safe place in case you need it later. Do not overwrite this backup copy. For additional information about backing up your data, refer to the QuickBooks 2010/11 Startup Guide.

3. Create and print a Trial Balance report for your company

Print a **Trial Balance** report from your current version of QuickBooks before you upgrade. (Your current version will have specific instructions for doing this). Set the printed **Trial Balance** report aside for reference after you have upgraded your company file.

4. Complete the processing of any online banking (ABA) files

You will need to complete the processing of all online banking files before upgrading. Any unprocessed online payments created in QuickBooks will no longer be available after the upgrade. These unprocessed payments may also cause problems when creating ABA files in the new version. Make sure the ABA supplier is not inactive in QuickBooks 2007/08, or in earlier versions, before you upgrade.

5. **Verify your company file in your current version of QuickBooks**

   To verify data in earlier versions of QuickBooks:

   - Go to the **File** menu, click **Utilities**, then click **Verify Data**.

     If, during the verification process, QuickBooks recommends that you rebuild your data file, click **Yes** to do so.

   For instructions on how to verify data in earlier versions of QuickBooks, refer to the documentation provided with the product.

6. **Read Changes to QuickBooks you should note**

   Ensure that you have read ***Before you begin -- changes to QuickBooks you should note***.

7. **Schedule your upgrade to minimise disruption to your business**

   We recommend that you schedule your upgrade carefully in order to minimise any disruption to your business. The most appropriate times are often in the evenings, weekends, or after tax time.

Upgrading your company file

To upgrade your company file:

1. Double-click the QuickBooks 2010/11 icon on your desktop.

   The **No company open** window opens.

2. Click **Open or restore an existing company**. Select Open a company file (.QBW) if you want to open a company file. Select Restore a backup copy (.QBB) if you want to open a backup file.

3. Browse to your company (.QBW) or backup (.QBB) file, select it, then click **OK**.

   Follow the on-screen instructions to back up the current data file and upgrade it to QuickBooks 2010/11.

This process may take several minutes to complete, especially if you have a large data file. Do not interrupt the process, exit from QuickBooks 2010/11, or shutdown your computer until the upgrade has been completed.

If you experience problems during the upgrade of your data file, please step through the upgrade procedures at least one more time before contacting Technical Support. *Charges may apply for this service*.

After you upgrade

After upgrading your company file to QuickBooks 2010/11, you need to check that the upgrade was successful so that you can start using your company file in the new version.

1. Create and print a Trial Balance report for your company file

To create a Trial Balance report:

- Go to the **Reports** menu, click **Accountant**, then click **Trial Balance**.

  Compare the printed Trial Balance against the Trial Balance you created from your previous version.

2. Verify your company file

To verify your company file:

1. Close all open windows within QuickBooks.
2. Go to the **File** menu, click **Utilities**, then click **Verify Data**.

   If, during the verification process, QuickBooks recommends that you rebuild your data file, click **Yes** to do so.

3. Back up your company file to your usual backup media

DO NOT OVERWRITE YOUR PREVIOUS BACKUP! You may choose to back up your company file to a CD-ROM or other storage media. Ensure that you label each disk correctly and store them in a safe place in case you need them later. Do not overwrite this backup.

(For more information on backing up your data, see your QuickBooks Startup Guide, which is available on the QuickBooks 2010/11 Installation CD.)

4. Check your Tax Codes and Tax Items

Check that your Tax Codes have correctly had Tax Items associated with them. Refer to the QuickBooks 2010/11 Startup Guide, available on the QuickBooks 2010/11 Installation CD, for details about how Tax Codes are modified by the upgrade process.

5. Check your Units of Measure items

Check that any Units of Measure items you may have been using have also been upgraded, with the smallest unit of the item in QuickBooks 2007/08 defined as the Base Unit in QuickBooks 2010/11. See the QuickBooks 2010/11 Startup Guide, available on the QuickBooks 2010/11 Installation CD, for details about how Units of Measure are modified by the upgrade process.

6. Rebuild your company data file

To ensure your company data file performs optimally, we recommend that you rebuild your company data file three times before using QuickBooks 2010/11.

To rebuild your company data file:

1. Close all open windows within QuickBooks
2. Go to the **File** menu, click **Utilities**, then click **Rebuild Data**.

Activate QuickBooks

After the installation process is complete, you should activate your copy of QuickBooks. You need an Internet connection to activate online.

To activate your copy of QuickBooks:

1. In QuickBooks, create a new company file, or open the sample company file.
2. Go to the **File** menu, click **Activate QuickBooks**, then follow the on-screen instructions.

For more information about activating QuickBooks, refer to the in-product Help.

If you do not have an Internet connection, press **Ctrl+3** on your keyboard (not numeric keypad), or press **Ctrl+F12** to open the **QuickBooks Activation** window. You will be prompted to call the Reckon Customer Service Centre to activate QuickBooks over the phone. Refer to the QuickBooks Startup Guide for the Reckon Customer Service phone number.

Notes

Upgrading to QuickBooks 2007/08 from earlier versions

Before you begin – changes in QuickBooks you should note

Upgrading from QuickBooks Version 8 or earlier

Changes to QuickBooks Tax Payable account structure

Your GST and WET Tax Liability account will be consolidated to the Tax Payable parent account as of QuickBooks 2002. This is to improve the accuracy and efficiency of tax reporting. Please note that this will cause the Trial Balance report in QuickBooks 2007/08 to differ from the Trial Balance report in your previous version. For more information about this, refer to FAQ ID# Q494 on our Knowledge Browser at http://www.quicken.com.au/Support/FAQs.aspx.

Before updating your company file, you must ensure that all the sub-accounts of the **Tax Payable** account are either GST- or WET-related. If you have any other sub-accounts which are related to other items, such as PAYG, you need to move them outside the **Tax Payable** account.

Reporting of deposits

If you entered deposits with tax in Version 8 or earlier versions, these transactions were reported as negative inputs. These will now be reported as positive outputs on the **Tax Detail** report in QuickBooks. This will not affect your **Tax Payable** control account.

Online banking transactions from Versions 7 and 8

If you used the online banking functionality in QuickBooks Versions 7 or 8, you may have online banking transactions that are marked as **To Send** in your company file. You need to complete the processing of these transactions before you upgrade your company file.

From the Online Banking Centre, either send these transactions to your bank, or remove them from the **Items to Send** area.

To remove the transactions:

1. Highlight the transaction, then click **Edit**.
2. Clear the **Online Bank Pmt** checkbox.
3. Click **OK**.

Ensure that you have no unsent online transactions or statements in the Online Banking Centre before upgrading your company file.

Upgrading from QuickBooks 2002

Changes to Item Wholesale Price and Price Levels

The **Wholesale Price** field has been phased out since QuickBooks 2002. We have replaced this feature with price levels. You can assign default price levels to specific customers so that the appropriate price levels automatically fill on invoices and other sales forms, saving time and reducing data entry errors. If you have previously used the **Wholesale Price** field, we recommend that you make a record of your wholesale prices to assign to the new Price Level list.

Changes to templates

QuickBooks now offers greater flexibility and functionality for customising your templates. You can add new fields to templates and customise them to your requirements. QuickBooks may not recognise some templates created in older versions of QuickBooks Pro. For example estimates, progress invoices or remittance advices. QuickBooks uses the default set if it cannot find a template after upgrading. We have provided some templates to replace these defaults.

To view the new default templates:

1. Go to the **List** menu, click **Templates**, then click **Import**.
2. Browse to the template you require and click **OK**.

Company and legal information

You need to make a note of your company and legal information exactly as it appears in QuickBooks 2002. You will re-enter this information in QuickBooks 2007/08.

To view your company and legal information:

1. Go to the **Company** menu and click **Company Information**.
2. Make a note of your company and legal information.

Upgrading from QuickBooks 2003 or QuickBooks Enterprise 2.0

Employee titles

Employee title data (Mr, Mrs, Ms or Dr) that you recorded in QuickBooks 2003 may need to be updated in the employee record once you have upgraded your company file. For each employee, open the employee record and choose the appropriate title from the drop-down list.

Complete online banking (ABA) files

You need to complete all online banking files before upgrading. Any unprocessed online payments created in QuickBooks 2003 will no longer be available after the upgrade.

To create online banking files:

1. Go to the **Banking** menu and click **Online Banking Centre**.
2. Select the payees to include in the online banking file.
3. Click **Create ABA File**.
4. Enter a name and save the file.

Pay a Customer or Other Name using the Bank (Online) method

QuickBooks 2007/08 does not allow payments to a customer or other name using the Bank (Online) method. You can only pay a customer or other name using the **Cheque-to-print** or **Cash/Cheque** method.

Upgrading from QuickBooks 2004 or QuickBooks Enterprise 4.0

Changes to reports

We have improved and renamed several reports within QuickBooks. The **Superannuation**, **Employee Super Contribution** and **Super Contribution Paid** reports have been renamed **Super Report by Fund**, **Super Report by Employee** and **Employer SGA Contributions** report, respectively. The **Leave Liability** report has also been customised.

Complete online banking (ABA files)

You will need to complete all online banking files before upgrading. Any unprocessed online payments created in QuickBooks 2004 will no longer be available after the upgrade.

To create online banking files:

1. Go to the **Banking** menu and click **Online Banking Centre**.
2. Select the payees to include in the online banking file.
3. Click **Create ABA File**.
4. Enter a name and save the file.

Business Activity Statement configurations

QuickBooks 2007/08 retains your BAS configurations after you have upgraded your company file. QuickBooks will look for the BAS configurations from the last detected version of QuickBooks installed. However, we recommend that you verify the BAS configurations following the upgrade.

Industry-specific configurations

If you are installing an industry-specific edition for the first time, or changing from an industry-specific edition, your personal settings and feature set will change after the upgrade. Your personal settings will now reflect the features specific to the edition that you are installing.

Upgrading from QuickBooks 2005/06

Import Web Connect File

If you use the **Import Web Connect File** feature in QuickBooks 2005/06 for a Westpac Bank account, after you upgrade your company file to QuickBooks 2007/08 you will need to edit the Westpac Bank account by changing the branch code. In the **Branch Code** field the number will appear in the format **XXX-XXX**. Simply remove the dash (-) so that the format is **XXXXXX**. Click **OK**. For more information, please see FAQ ID# Q9268 on our Knowledge Browser at http://www.quicken.com.au/Support/FAQs.aspx.

Upgrading from QuickBooks 2006/07

Tax Code Exception report

If your company file originated in QuickBooks Version 5 or earlier, you may experience a small error in the **Tax Code Exception** report after you upgrade to QuickBooks 2007/08. This is due to an upgrade issue that occurs with General Journal entries created in early versions of QuickBooks. If your company file is from a later version of QuickBooks, or you do not use General Journal entries, this error will not occur.

Commissions payroll item type

In the Payroll Item list, the **Commissions** payroll item type is now displayed as **Other**. This enhanced payroll item type can now be used for other purposes, such as time in lieu payments, as well as for tracking commissions.

To view the Payroll Item list:

- Go to the **Lists** menu and click **Payroll Item List**.

QuickBooks 2007/08, QuickBooks Customer Manager 2006/07 and Windows Vista

QuickBooks Customer Manager 2006/07 runs under the Windows Vista operating system and integrates with QuickBooks 2007/08. However, in order to ensure that all of the integration functionality between QuickBooks 2007/08 and Customer Manager 2006/07 works without incident under Windows Vista, you need to ensure that you are running Customer Manager 2006/07 as the Administrator. If you do not, you may experience unexpected results when you attempt to integrate your QuickBooks customer data with Customer Manager.

This requirement does not exist under Windows XP. Windows XP users may continue to use the QuickBooks software as per normal after upgrading to QuickBooks 2007/08.

QuickBooks Customer Manager 2006/07 is not compatible with QuickBooks 2010/11

Note that after you upgrade to QuickBooks 2010/11, you can no longer use QuickBooks Customer Manager 2006/07. Due to substantial product changes in QuickBooks 2010/11, these products are not compatible. However, there is a version of Customer Manager that is compatible for QuickBooks QB[i] Series, please contact Reckon for more information.

Prepare your company file for upgrade

Before you begin the upgrade process, we strongly recommend that you complete the following steps to protect your company file and ensure its accuracy.

1. **Cancel Accountant's Copy**

   If you have **Accountant's Copy** switched on, go to the **File** menu, click **Accountant's Copy**, then click **Cancel Accountant's Changes**. The main title bar indicates whether the Accountant's Copy is switched on. Refer to the in-product Help for more information about Accountant's Copy.

2. **Back up your company file to your usual backup Media**

   Make sure that you label your backup file correctly and store it in a safe place in case you need it later. Do not overwrite this backup. For information on backing up, refer to the in-product Help.

3. **Create and print a Trial Balance report for your company**

   Print a **Trial Balance** report from your current version of QuickBooks before you upgrade. (Your current version will have specific instructions for doing this). Put the printed **Trial Balance** report aside for reference after you have upgraded your company file.

4. **Complete any online banking (ABA) files**

   You will need to complete the processing of all online banking files before upgrading. Any unprocessed online payments created in QuickBooks will no longer be available after the upgrade. These unprocessed payments may also cause problems when creating ABA files in the new version.

5. **Verify your company file in your current version of QuickBooks**

   To verify data in recent versions of QuickBooks:

   - Go to the **File** menu, click **Utilities**, then click **Verify Data**.

   For instructions on how to verify in earlier versions of QuickBooks, refer to the documentation provided with the product.

6. **Read Changes to QuickBooks you should note**

   Ensure that you have read ***Before you begin -- changes to QuickBooks you should note.***

7. Schedule your upgrade to minimise disruption to your business

We recommend that you schedule your upgrade carefully to minimise any disruption to your business. The most appropriate times are often in the evenings, weekends, or after tax time.

Upgrade your company file

Reminder: Before upgrading, have you:

- Printed a Trial Balance report from your original QuickBooks program?
- Created a backup of your original company file and verified it?
- Cancelled the Accountant's Copy?
- Completed all online banking transactions?

To upgrade from QuickBooks Version 8 or earlier, continue reading this page.

To upgrade from QuickBooks 2002, 2003, 2004, 2005/06 or 2006/07, go to page 44.

Upgrading from Version 8 or earlier

Reckon has sunsetted QuickBooks Versions 8 and earlier. To convert your company file to QuickBooks 2007/08, you need to step your company file up through more recent versions of QuickBooks (we use the trial version of previous QuickBooks releases to do this). This involves installing and upgrading to an interim version of QuickBooks, then moving up to the next version.

The following table explains how to upgrade your company file up to QuickBooks 2007/08 from each version.

Current version	Upgrade path
v 7.3 or earlier	1. Install QuickBooks V7.4 Trial. 2. Install QuickBooks 2002 Trial (version 9). 3. Install QuickBooks 2007/08. 4. Install QuickBooks 2010/11.
v7.4 to v8	1. Install QuickBooks 2002 Trial (version 9). 2. Install QuickBooks 2007/08. 3. Install QuickBooks 2010/11.

These trial versions are all available on the QuickBooks 2010/11 Upgrade Resources CD.

Install QuickBooks V7.4 Trial

To install the QuickBooks V7.4 Trial:

1. Insert your QuickBooks 2010/11 Upgrade Resources CD and exit from the installation window.
2. Click **Start** in the Windows taskbar, then click **Run**.
3. Type `D:\Convert7\disk1\setup.exe` (where D: is the CD-ROM drive letter). Click **OK**.
4. Click **OK** on any QuickBooks Trial messages that appear.
5. Open QuickBooks 7.4 Trial and open your company file.
6. Follow the on-screen instructions to upgrade your company file.
7. Click **OK** to the warning about having in excess of 200 transactions.
8. Close the company file and QuickBooks.

Install QuickBooks 2002 Trial

To install the QuickBooks 2002 Trial:

1. Insert your QuickBooks 2010/11 Upgrade Resources CD and exit from the installation window.
2. Click **Start** in the Windows taskbar, then click **Run**.
3. Type `D:\Convert9\qbooks\setup.exe` (where D: is the CD-ROM drive letter). Click **OK**.
4. Click **Yes** to the Important Message for Upgraders message about upgrading your company file.
5. Follow the on-screen instructions to complete the installation.
6. Open QuickBooks 2002 (Version 9) Trial and open your company file.
7. Follow the automatic instructions to upgrade your company file.
8. Click **OK** to the warning about having in excess of 500 transactions.
9. Close the company file and QuickBooks.

Upgrading from QuickBooks 2002, 2003, 2004, 2005/06 or 2006/07

QuickBooks 2007/08 upgrades files from QuickBooks 2002, QuickBooks 2003, QuickBooks 2004, QuickBooks 2005/06 and QuickBooks 2006/07 directly.

Install QuickBooks 2007/08

Before you install QuickBooks 2007/08:

Take a few moments to read through all of the installation instructions. Then:

- Log on to your PC as an Administrator
- Close all programs
- Disconnect from the Internet
- Disable your anti-virus software and firewall

After you have installed QuickBooks:

- Enable your anti-virus software and firewall

To install QuickBooks 2007/08:

1. Insert the QuickBooks 2010/11 Upgrade Resources CD into the CD-ROM drive.

   If the installation does not start automatically, click **Start** in the Windows taskbar, then click **Run**. Type `D:\Convert16\QBooks\setup.exe` (where D: is the CD-ROM drive letter). Click **OK**.

2. Enter your relevant QuickBooks 2007/08 Installation Key Code:

   2007/08 Australia installation keys:

   QuickBooks Accounting 82500-12693-32946-720042

   QuickBooks Plus 83011-93664-25001-510143

   QuickBooks Pro 84911-62689-21002-210142

   QuickBooks Premier 85210-55686-74244-920042

   2007/08 New Zealand installation keys:

   QuickBooks Accounting 82103-00616-38646-220063

   QuickBooks Plus 83603-67677-24001-410162

   QuickBooks Pro 84404-16681-25002-010163

   QuickBooks Premier 85503-186051-08449-20062

3. Follow the on-screen instructions to install QuickBooks 2007/08.

4. Reboot your PC to complete the QuickBooks installation.

Note: *QuickBooks 2007/08 does not need to be activated, simply upgrade your file and continue the upgrade process.*

Upgrade your company file

Double-click the QuickBooks 2007/08 icon on your desktop. QuickBooks 2007/08 automatically detects your company file and opens the Update Utility. This utility updates the format of your company file so that it can be opened in QuickBooks 2007/08.

If QuickBooks does not detect your existing company file:

1. Click **Open an existing company** in the **No company open** window.
2. Browse to your company file, select it, then click **Open**.
3. Follow the on-screen instructions to back up the current company file and upgrade it to QuickBooks 2007/08.

This process may take several minutes to complete, especially if you have a large data file. Do not interrupt the process, exit from QuickBooks 2007/08, or shutdown your computer until the upgrade has been completed. If you experience problems during the upgrade of your data file, please step through the upgrade procedures at least one more time before contacting Technical Support. *Charges may apply for this service*.

Note: *If you receive error message C=44, refer to FAQ ID#Q7410 on our Knowledge Browser at http://www.quicken.com.au/Support/FAQs.aspx for instructions. This error occurs as a result of corrupt transactions detected in QuickBooks that need to be deleted and re-entered.*

After you upgrade

After upgrading your company file to QuickBooks 2007/08, you need to check that the upgrade was successful so that you can continue upgrading to QuickBooks 2010/11.

1. Create and print a Trial Balance report for your company file

To create a Trial Balance report:

- Go to the **Reports** menu, click **Accountant**, then click **Trial Balance**.

  Compare the printed Trial Balance against the Trial Balance you created from your previous version.

Note: *If upgrading from QuickBooks Version 8 or earlier, you will notice a change in your* **Trial**

Balance *report. For more information, see Changes to QuickBooks Tax Payable account structure on page 35.*

2. Verify your company file

To verify your company file:

1. Close all open windows within QuickBooks.
2. Go to the **File** menu, click **Utilities**, then click **Verify Data.**

3. Back up your company file to your usual backup media

DO NOT OVERWRITE YOUR PREVIOUS BACKUP! You may choose to back up your company file to a CD-ROM or other storage media. Ensure that you label each disk correctly and store them in a safe place in case you need them later. Do not overwrite this backup.

(For more information on backing up your data, see the QuickBooks in-product Help.)

4. Set preferences for State Payroll Tax

If you use the integrated payroll feature in QuickBooks, you need to edit each Wage and Addition payroll item to turn on the **State Payroll Tax** option in the **Taxes** window.

To edit Wage and Addition Payroll Items:

1. Go to the **Lists** menu and click **Payroll Item List**.
2. Double-click a payroll item.

   The Payroll Item wizard opens.
3. Select the **State Payroll Tax** option in the **Taxes** window.

This change also applies to a Payroll Item list that you import into QuickBooks 2007/08 as an IIF file.

You also need to edit each employee record that should be included in **State Payroll Tax** report.

To edit employee records to include them in the **State Payroll Tax** report:

1. Go to the **List** menu and click **Employee List**.
2. Double-click the employee record you want to edit.
3. In the **Edit Employee** window, select the **Payroll Info** tab, then click **Tax Details**.
4. Click the **State** tab and select the **Include in State Payroll Tax** checkbox.

Next step: upgrade to QuickBooks 2010/11

To complete the upgrade process, go to page 22 and follow the instructions to upgrade from QuickBooks 2007/08 to QuickBooks 2010/11.

QuickBooks 2010/11 End User Licence Agreement

QuickBooks 2010/11
End User Licence Agreement

THIS IS AN IMPORTANT DOCUMENT. PLEASE READ IT CAREFULLY.

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Important: There are a number of technical features within the Software that may affect your ability to continue to use the Software. These are outlined in more detail in the terms of the Licence, but in summary:

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- when you purchase the Software or during the course of your subscription you will be provided with an installation key code. Please keep the installation key code in a safe place. You will need it when you first install or re-install (if permitted) the

Software and to reactivate the Software. Please note if you lose your installation key code that it will not be replaced by Reckon and you will not be able to install or reactivate the Software;

- you also need a licence key to reactivate your Software. In addition, with some older versions of the Software, you will not be able to re-install or reactivate the Software if you do not have your installation key code - see details below on Reckon's sunset policy;
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(i) more than one person is to use the Software at the same time; or

(ii) the Software is to be installed on more than one computer

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If you have purchased a full version of QuickBooks Premier, this Licence entitles you to load the Software on up to three computers (for use by a single processing unit only on each computer) for use by up to three individuals simultaneously. If you wish to install the Software on more than three computers you must purchase additional licenses that will permit up to five users to simultaneously access a data file. If Reckon releases the next release of QuickBooks Premier while you are a member of the Advantage programme subject to its terms and conditions, you will be permitted to make a total of five installations.

If you have purchased a subscription version of QuickBooks Premier, this licence entitles you to load the Software on up to five computers (for use by a single processing unit only on each computer) for use by up to five individuals simultaneously. If you wish to install the Software on more than five computers you must purchase another full version or a subscription version of that software but for simultaneous access you will need to upgrade to an appropriate version that permits more than five users to simultaneously access a data file.

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If you are an eligible Professional Partner who has purchased a full version of QuickBooks Accountant Edition, this Licence entitles you to load the Software on up to five computers (for use by a single processing unit only on each computer) for use by up to five individuals simultaneously. In some special cases with written approval of Reckon only, certain Professional Partners may be allowed to load the Software on up to 25 computers. However, only 5 simultaneous users can have access to any single data file.

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(iv) sell, market, network, transfer, lease, license, sub-license, rent, lend or otherwise dispose of or distribute the Software or use the Software to provide a bureau service.

(g) *Licence verification*: Upon written request from Reckon, including by e-mail, you agree to provide Reckon with a signed certificate:

(i) verifying that the Software is being used fully in accordance with this Licence, including user and machine limitations; and

(ii) listing locations, types and serial numbers of equipment on which the Software is run.

You agree to allow Reckon to use and disclose any personal details provided to Reckon in connection with this Licence in accordance with Reckon's then current privacy policy displayed on Reckon's website.

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(a) *Initial registration and verifying licence details*: This Software may contain technology that protects Reckon against illegal copying. As a consequence, you may be required to:

(i) register your details during the initial installation (including your name, contact details and details of the hardware on which the Software will be installed (if this is not done automatically by the Software);

(ii) if you have a full version, have the Software reactivated periodically thereafter by verifying your licence details to confirm you are using the Software in accordance with these Licence terms;

(iii) if you have a subscription version, have the Software reactivated (on payment of Reckon's renewal fee and verification of your licence details) if you wish to renew the subscription;

(iv) have the Software reactivated by Reckon if you wish to re-install the Software (for example, if you would like to install the Software on a new computer or if you have a hard drive failure and need to reload your Software); and

(v) provide to Reckon the details of your installation key code and product key code for the Software as part of the reactivation process.

You agree to activate or reactivate the Software within a reasonable time or within such time as the Software prompts you to do so.

(b) *Key codes*: Each copy of the Software is provided with a unique installation key code (which may appear on the packaging or the cover of the media on which the Software is contained). You should keep the installation key code safe. As per clause 3(a)(v), you will be required to provide your installation key code to Reckon when you reactivate your Software.

(c) *Manner of verification*: You must verify your licence details in the manner required by Reckon from time to time (which may include email or on-line registration via the Internet). The Software may prompt you as to the required manner of verification.

(d) *Charges for reactivation*: Reckon will not charge you to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, unless you have lost your installation or licence key code. You need both your installation code and your licence key to be able to reactivate the Software. Reckon may charge you a fee for technical support to reissue a licence key code. Reckon may also charge a fee for technical support if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software because you have a new computer or need to reload the Software due to a hard drive failure). For the current fees go to http://www.quicken.com.au. If you have lost your installation key code, Reckon will not replace that code, and you may be required to purchase new Software.

(e) *Consequences of non-renewal and failure to verify details*: This Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the Software if a subscription is not renewed or in the case of a full licence version, you have not verified your licence details when periodically prompted to do so by Reckon or by the Software. If the Software is not reactivated within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).

(f) *Statutory declaration*: In certain circumstances, before permitting a re-activation, Reckon may require you to provide it with a Statutory Declaration stating the reasons for re-activation in a form required by Reckon.

(g) *Older versions*: Reckon has a sunset policy (covered in more detail in clause 4(a)) which means that technical support is not available for certain older versions of the Software. If technical support is not available for your version, you will not be able to reactivate or reinstall your Software if you do not have your registration key code. Reckon will not be obliged to provide you with a replacement key code and in those circumstances you will need to purchase a new version or Upgrade in order to continue using the Software. Please go to http://www.quicken.com.au to see the sunset policy.

4. TECHNICAL SUPPORT

(a) *Period when technical support is available*: Reckon will provide technical support for the Software only (and for the avoidance of doubt this does not include support for third party hardware or software, which remains the responsibility of the relevant third party), during the following periods:

(i) in the case of a subscription version of the Software, during the period for which you have paid the relevant subscription fees (unless further releases of the Software in question are discontinued); and

(ii) in the case of a full version of the Software, there is a 'sunset period' during which technical support may not be available for that version. The sunset period for a version will commence on the earlier of:

(A) 2 years after the date on which you first installed the version on your computer; or

(B) the date Reckon releases the second successive Upgrade to that version.

For further explanation of Reckon's sunset policy please go to http://www.quicken.com.au.

(b) *What is included as part of technical support*: Reckon will provide technical support in accordance with its then current technical support policy, which may include:

(i) as contemplated by clause 3, the technical support required to reactivate the Software or to issue a replacement registration key code (for example, when you verify your licence details, renew a subscription or if you need to reinstall the Software);

(ii) provision of telephone help desk support services;

(iii) access to technical information about the software contained on Reckon's website; and

(iv) the ability for you to download Updates,

but it does not include provision of Upgrades of the Software. For further explanation of Reckon's technical support policy please go to http://www.quicken.com.au.

(c) *Fees*: Clause 3(d) sets out the circumstances when you will (and when you will not) be required to pay charges for the technical support to reactivate your Software (including when you wish to reinstall the Software) or for Reckon to issue a replacement registration key code.

For all other technical support, Reckon may charge you a fee in accordance with its then current technical support policy.

5. ONLINE SERVICES

(a) *Interaction with Online Services*: The Software may contain access to, or features that interface with, online services ("***Online Services***"). Examples of Online Services that may be applicable to the Software are EFTPOS, an online share price download facility, a statement download facility, bill and other payment services, a superannuation choice facility, online backup facility, payroll services and a debt recovery facility which are provided at an additional charge on a subscription basis measured for one year from the date of registration.

(b) *Terms for Online Services*: Certain Online Services are not available for all versions of the Software. For example, in the case of bank statement download services, not all banks provide services that connect to the Software. Online Services are only available for 12-month periods for subscription versions and 24-month periods for full versions. In the case of a full version, access to Online Services in the second 12-month period may be subject to payment of the applicable charges. In order to renew access to Online Services at the end of the 24-month period in the case of a full version, you will be required to have purchased or upgraded to the latest version of the Software. In the case of a subscription version, you must have renewed your subscription. Internet access is required for all Online Services. Charges may apply for the use of Online Services (in addition to the cost of Internet access levied by your ISP). Where Online Services are available, separate terms and conditions with the provider of the Online Services may apply. In some cases Reckon may be the provider. You should check with the relevant third party provider as to the terms and conditions of use. Access to Online Services may be withdrawn by Reckon at any time. Reckon will not be liable for the withdrawal of access to any Online Services. Where access is to be withdrawn, Reckon may choose to notify you in advance provided that you have supplied Reckon with a valid and up to date email address.

(c) *Other third party services and applications*: In some cases you may download other third party applications, for example Google Desktop supplied by Google Inc. In such cases your agreement to be bound by the terms of this Licence will also bind you to the terms of use or other similar agreements required by such third parties for use of their products.

6. LIMITED WARRANTY

(a) *Software provided on an 'as is' basis*: Subject to clause 7(b), Reckon provides the Software to you on an "as is" basis and without any representations by Reckon or any of its authorised distributors regarding the use, performance, or results of the use of the Software.

(b) *Defects in media*: Reckon warrants that the media on which the Software is recorded is free from defects in manufacture for a period of 90 days from the date of delivery. During this period, if you return the Software to your place of purchase, Reckon will replace any defective media on which the Software was supplied and any Software on that media, free of charge, unless you caused damage to the media due to poor handling.

(c) *No guarantee that Software will be error free or that its use will be uninterrupted*: While Reckon has endeavoured to make sure that the Software works substantially as per the specifications published by Reckon from time to time, Reckon does not guarantee that the Software will work on all computer hardware platforms or configurations and makes no warranty that the Software will be error free, that its use will be uninterrupted or that it will be fit for your purpose.

(d) *Internet access, telecommunications networks, firewalls and security*: Reckon does not guarantee connections to its online activation server as these may be dependent upon third party networks and security measures over which Reckon has no control.

7. LIABILITY

(a) *Certain rights cannot be excluded*: The *Trade Practices Act*, 1974, and other laws may imply certain conditions and warranties into this Licence and give you certain rights and remedies that cannot be excluded or modified. This clause 7, and the limited warranties provided in clause 6, do not exclude or modify any of those rights if to do so would contravene that law or make any part of this Licence void.

(b) *Exclusion of warranties*: To the full extent permitted by law, Reckon excludes all conditions, warranties and rights that may be implied into this Licence. If conditions, warranties or other rights for your benefit are implied in this Licence or otherwise conferred by law and it is not lawful to exclude, restrict or modify them, then those conditions, warranties and other rights will (but only to the extent required by law) apply to this Licence.

(c) *Limitation of implied terms*: Reckon's (and its distributors') liability for breach of any implied conditions or warranties that cannot be excluded is limited, to the extent permitted by law and at the option of Reckon, to replacing or re-supplying the goods or services or their equivalent again or the payment of the cost of having the goods or services or their equivalent replaced or supplied again.

(d) *General exclusion and limitation*: Other than as set out in clauses 7(b) and 7(c), and to the full extent permitted by law:

  (i) Reckon (and its authorised distributors) will not be liable to you or any other person for any direct or indirect loss, damages, liability, costs or expenses suffered by you or any other person relating to the performance or non-performance of the Software or any breach of this Licence or the supply of the Software or in connection with, but not limited to, the Online Services, use of tax tables, use of third party hardware (for example but not limited to Postec services) or provision of technical support (whether by telephone or remote access or other means); and

  (ii) Reckon's maximum liability for damages arising in connection with this Licence or the supply of the Software is limited to the amount paid by you for the Software.

(e) *Your liability to Reckon*: You agree that Reckon (and its authorised distributors) will not be liable, other than as expressly set out in this Licence, and that you will indemnify the Reckon (and its authorised distributors) from any liability, loss, damage, costs or expenses which you may suffer or incur as a result of your use of the Software (including any claims made against you by third parties).

(f) *Use of Software is not provision of professional advice*: The information contained in this Software may contain features designed to assist you in complying with the requirements of the relevant legislation, eg: superannuation. If the Software contains features to assist with superannuation, eg: superannuation guarantee requirements, then Reckon does not warrant that the relevant reports will be compliant with legal requirements, as these change from time to time. You agree it is your obligation to ensure that deductions and rates used for deductions for superannuation, taxation (of any nature) and any other deductions/contributions calculated using the software are correct from time to time and at the applicable time and that nothing in the software constitutes professional advice in relation to these matters. The help contained in this Software is not a substitute for professional advice. Legal and accounting advice should be obtained before taking any action in reliance on this Software. The software is also not financial product advice.

(g) In addition any tax tables (which are included with certain versions of the Software, eg: QuickBooks and Payroll Premier) that might be supplied with this Software are also changed from time to time and you should consult with your professional adviser before relying on the tax tables. Reckon does not warrant that the tax tables are up to date at your date of purchase. In providing you with the tax tables, Reckon is not engaged in rendering legal, accounting or other professional services. If legal advice or other expert assistance is required, you should seek the service of a competent professional.

(h) *Reckon has no responsibility for recommendations*: Reckon, its employees, agents, contractors and the authors disclaim any and all liability and responsibility to any person, whether a user of this Software or not, in respect of anything (including, without limitation, any error in or omission from this Software) and of the consequences of any actions taken or omitted to be taken in reliance, whether wholly or partially, upon all or any part of the content, recommendations or help contained in this Software.

(i) *Corruption of data and on-line access*: To the full extent permitted by law, Reckon and its authorised distributors disclaim all liability for any corruption of data, inability to access data, loss of data, breach of privacy, or downtime as a result of or arising from the use of any online link available between the Software and another server including without limitation in connection with Online Services.

(j) *On-line services*: Reckon makes no warranty or representation in connection with the Online Services, or third party hardware (for example but not limited to Postec services) the responsibility for which rests with the relevant provider of such Online Services or such hardware.

8. TERM AND TERMINATION OF LICENCE

(a) *Licence Term*: Unless this Licence is terminated earlier in accordance with its terms, your right to use the Software in accordance with this Licence continues:

(i) in the case of a subscription version of the Software, for an initial period of 12 months from the date of registration of the Software. This Licence will automatically renew for a further 12 month period upon the payment of Reckon's annual subscription fee. If the annual subscription fee is not paid on or before the termination of the current 12 month period, this Licence will automatically terminate; and

(ii) in the full version of the Software, indefinitely, however:

(A) you may be required to periodically verify your licence details and have the Software reactivated as per clause 3 in order to keep using the Software; and

(B) if you need to reinstall the Software, you will need a copy of your original CD (or other media on which the Software was provided) and the installation key code. If you do not have the CD, you will need to purchase or upgrade to a new full version and pay for the postage associated with sending the CD to you. Clauses 3(d) and 3(g) outline when Reckon may charge you a fee for the provision of a replacement key code and, more importantly, when a replacement key code will not be provided by Reckon due to the operation of Reckon's sunset policy.

(b) *Termination by Reckon* for breach: Reckon may terminate this Licence if you are in breach of its terms or as otherwise set out in this Licence.

(c) *Survival*: Clauses 2, 4, 6, 7 and this clause 8 will survive the termination of this Licence. Termination of this Licence will not prejudice any right which Reckon may have, or but for the termination may have had, against you for a breach of this Licence.

(d) *Things you must do on termination*: Upon the termination of this Licence, you or your representative must promptly uninstall the Software from your computer, destroy the CD, User Guide and related materials and any copies of them in your possession or control or return or dispose of them in the manner directed by Reckon. Upon written request from Reckon you agree to provide a Statutory Declaration to Reckon that you have complied with your obligations under this clause 8(d).

9. SUBSCRIPTION TERMS

If you have purchased a subscription version of the Software, this additional clause 9 will apply.

(a) *Entitlement to Upgrades and Updates*: During the period for which you have paid subscription fees you will receive, included in the cost of the subscription, all Upgrades and/or Updates of the Software, via Internet download.

(b) *No extension of Licence term*: Your right and entitlement to use the Software, as enhanced by any Upgrades and/or Updates, concludes at the end of the term of the Licence (subject to payment of an annual subscription fee) and is not linked to the dates of release, registration or provision by Reckon of any Upgrades and/or Updates.

(c) *This Licence prevails*: If you have purchased this Software as an Upgrade to an earlier version of the Software, this Licence shall supersede any previous licence agreement.

(d) *Not all Upgrades included*: Your subscription to the Software and any Upgrades and/or Updates under this Licence does not grant you the right to receive special versions of the Software created for certain customers or market segments, even though they may contain similar features or functions. Versions of the Software which may from time to time be offered in retail or other channels in different configurations as special promotions are not included as part of the subscription.

(e) *No obligation on Reckon to upgrade*: Upgrades and/or Updates will be developed and released by Reckon in its sole discretion, and Reckon does not warrant or represent that it will develop or release any Upgrades and/or Updates during the term of the subscription period or Licence. Furthermore, Reckon does not warrant that the Upgrades and/or Updates will be provided to you or made available within any specified time period following the commercial release of such Upgrades and/or Updates.

(f) *When payment is due*: If applicable to the Software licensed to you, you will be required to pay the monthly subscription fee in advance on the first business day of each month. You authorise Reckon to direct debit your monthly subscription fee from the bank account nominated by you.

(g) *Deactivation at end of subscription period*: As per clause 3, the subscription version of the Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the software if your subscription is not renewed or you are found to be in breach of this license agreement If the Software is not renewed by the end of the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).

(h) *You need a full version if you don't renew*: If you elect not to renew your subscription, the Software does not allow you to upgrade to a non-subscription version of the Software by way of the purchase of an Upgrade pack. In such circumstances, you are only able to upgrade to a later non-subscription version of the Software by purchasing a full (non-upgrade) version of the Software.

(i) *Early termination*: If you wish to terminate your subscription early, you must do so by giving Reckon no less than one calendar month notice to that effect. Depending on the type of software you have subscribed to and the type of subscription you are signed up for, you may be required to pay a cancellation fee. See http://www.quicken.com.au for a schedule of fees. Reckon will direct debit your account, and you agree to pay, the applicable cancellation fee.

10. TRIAL LICENCE

If you have been provided with a Trial Version of the Software, this clause 10 sets out the terms that will apply to your use of the Trial Version.

(a) *Licence*: Your licence to use the Trial Version:

(i) permits you to evaluate the Software's functionality and suitability for your requirements; and

(ii) is for the number of users set out in the material accompanying your copy of the Trial Version;

(iii) is subject to the general restrictions in clause 2(e) and the limited warranty in clause 6(a);

(iv) is for three months (Evaluation Period); and

(v) in the case of Reckon Retail Point of Sale, does not integrate with QuickBooks.

(b) *Duration*: You acknowledge that your licence to use the Trial Version will only apply for the Evaluation Period. At the end of the Evaluation Period:

(i) you must not and will not be able to continue to access the Trial Version, including any data that you have entered into the Trial Version; and

(ii) if you wish to use the Software you must purchase a full version or subscription version of the Software.

(c) *Entitlements*: You:

(i) are not entitled to Upgrades or Updates (or any other software other than the Trial Version); and

(ii) may be required to pay for any technical support that you may require in relation to the Trial Version in accordance with Reckon's then current charges.

(d) *Liability*: You acknowledge that subject to clauses 7(b) and 7(c), and to the full extent permitted by law, Reckon excludes all liability to you for any loss, damage, liability, costs or expenses suffered by you relating to the performance or non-performance of the Trial Version or any breach of this clause 10.

11. STUDENT EDITION

(a) If you are using a Student Edition, your Software may have limited licence rights as well as limited functionality, including:

(i) a limit on the number of transactions that can be entered;

(ii) a limit on the number of company files that can be opened;

(iii) a limit on the number of QuickBooks features and services available.

(b) Your Software may be deactivated at the end of three years from date of installation and this may prevent access to the Software and data unless an appropriate upgrade is purchased.

(c) There is no support available for Student Edition. Support must be directed to your educational institution.

(d) Reckon does not warrant that any information in the Software is up to date, for example functionality required for certain lessons involving tax tables or payroll tax, and it is your sole responsibility to check with your educational institution whether any information is up to date.

12. GENERAL

(a) *Some defined terms: In this Licence*:

Trial Version means Software that has been provided to you on a temporary basis in order to carry out a trial of that Software to determine whether you wish to use the Software on an ongoing basis.

Student Version means Software that is licensed to you as part of your educational institution's arrangement with Reckon or Software that you have purchased that Reckon has determined is a Student Version.

Upgrade means a new version of the Software which contains additional functionality or other enhancements. Reckon will determine whether a new version constitutes an Upgrade or an Update.

Update means a new version of the Software which contains minor enhancements.

(b) *Applicable law*: This Licence is governed by the laws of the State of New South Wales, Australia.

(c) *Entire Agreement*: This Licence contains the entire agreement between Reckon and you in relation to its subject matter and supersedes any prior agreements and understandings, whether written or oral.

(d) *Waiver*: Any failure to enforce any rights under this Licence by Reckon is not to be taken as a waiver of those rights.

(e) *Variation*: To the extent permitted by law, Reckon may vary any of the terms and conditions of this Licence upon providing you with thirty (30) days notice in writing and a copy of the replacement terms and conditions. In the case of subscription users no new terms will come into force

until the commencement of your renewed subscription period. Reckon will display any new terms and conditions on Reckon's web site and you should check the QuickBooks website regularly. See http://www.quicken.com.au.

(f) *Headings*: Clause headings are for ease of reference only and do not affect the meaning of this Licence.

Product updates available online

Reckon regularly posts product news, announcements, and other information of interest to QuickBooks users on our website, *http://www.quicken.com.au*.

From the website, you can download product-related files, such as updated tax tables, software service packs and product updates. To keep your software secure and up-to-date, visit the website regularly.

You must be a current Advantage or Subscription customer, using the latest version of the software in order to access these files. This also applies to replacement updates if they are lost, for example by a hardware failure. To avoid potential problems, be sure to keep your Annual Membership up to date.

Store QuickBooks products safely

Your unique Installation Key Code and QuickBooks 2010/11 CD are extremely valuable and are required to reinstall and reactivate the software. Please keep your code in a safe place with your QuickBooks 2010/11 CD. If you lose your Installation Key Code or CD, they will be replaced only while this version is supported and administrative charges may apply.

Your important reference numbers

Customer ID: ____________________

Customer PIN: ____________________

Installation Key Code: ____________________

Installation	Computer/ User	Product Key	Licence Key
Example	Reception	10030-59821-00858-381	36934-42890-33878-21990
PC 1			
PC 2			
PC 3			
PC 4			
PC 5			

You will need these numbers for re-activation purposes. Please have these details on hand when contacting Reckon.

To find these details in QuickBooks, go to the **Help** menu and click **My Licence Information**.

My original CD is safely stored here:

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Contacting Reckon Technical Support

Australia
For installation and software support, Technical Support is available Monday to Friday, 9.00am – 5.00pm AEST. Weekend support is also available, check website for opening hours. Extended hours are available to Reckon Advantage members.

1902 223 101 (Advantage members, please refer to your Welcome Pack for Advantage technical support contact details)
Call costs $4.90/min (incl GST) Charges are higher from public and mobile phones. Call costs and operating hours are subject to change.

www.quicken.com.au/support

New Zealand
Technical support is available Monday to Friday, 9.00am – 5.00pm NZ.

Per incident support 0800 933 666
$35.00 plus GST
Per minute support 0900 33 609
Call cost – $3.95 /min (incl GST)
Charges are higher from public and mobile phones. Call costs and operating hours are subject to change.

www.quicken.co.nz

Asia
Technical support is available Monday to Friday, from 9.00am – 5.00pm at US$40 per incident support.

Singapore +65 6254 2322

www.quicken-asia.com

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