

You **MUST** read this
before installing
your software

**QuickBooks
Enterprise
2007/08**

**Important Information
for Installers**

In this booklet you will find everything you need to know to get you up and running with QuickBooks Enterprise 2007/08, 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.

This product contains the new ETP payment summary format that takes effect from 1st July 2007.

You must process employee pays and payment summaries for the 2006/07 financial year prior to installing this product. Otherwise your 2006/07 pay calculations will not be correct and your employees will receive the wrong payment summary forms.

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System Requirements

To install and use QuickBooks Enterprise 2007/08 you need:

- 500 MHz Intel Pentium or equivalent with 128 MB of RAM (1.0 GHz Intel Pentium IV or equivalent with 256 MB of RAM recommended)
- Windows 2000/XP/Vista™
- 450 MB of disk space for the QuickBooks installation
- At least Internet Explorer 6.0 (provided on CD-ROM; requires 70 MB)
- At least 256 colour SVGA video
- 800 x 600 resolution with small fonts (1024 x 768 resolution recommended)
- Any printer supported by Windows 2000/XP/Vista™
- 24x CD-ROM
- At least a 56 Kbps modem (high speed recommended) if using an online service
- Latest service packs for Windows and Internet Explorer recommended

Note: Make sure all your hardware is compatible with Microsoft Windows Vista™ before upgrading to a Vista™ environment.

Integration requirements

Microsoft® Word and Excel integration requires Microsoft® Word and Excel, 2000, 2002 or 2003.

Microsoft® Outlook synchronisation requires Microsoft® Outlook 2000 or 2002.

Multi-user requirements

Multi-user mode is optimised for Microsoft® Windows 2000 Server or Microsoft Windows Server 2003 client-server networks, and Microsoft Windows 2000/XP/Vista™* peer-to-peer networks. Novell® NetWare is supported but not recommended.

* Vista™ Business and Vista™ Ultimate only

Existing QuickBooks users

Before you begin - changes in QuickBooks you should note

Upgrading from 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 Enterprise 2007/08 to differ from the *Trial Balance Report* in your previous version. For more information, please refer to FAQ ID# Q494 on our Knowledge Browser at 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.

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 populate 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*.

Reporting of deposits

If you entered deposits with tax in Version 8 or prior, 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 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 and click *Edit*.
2. Clear the *Online Bank Pmt* check box and press *Ctrl-D* to delete.
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 2002

Changes to memorised transactions

There have been changes to the way QuickBooks handles gross memorised transactions. We recommend that you print a list of your memorised transactions before upgrading your company file. Compare the printed list with the memorised transactions in your company file after you have upgraded. Amend your memorised transactions where necessary.

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. Choose *List menu > Templates > Import*. Browse to the template you require and click *OK*.

Company and legal information

Choose *Company menu > Company Information*. Make a note of your company and legal information exactly as it appears in QuickBooks 2002. You need to re-enter this information in QuickBooks Enterprise 2007/08.

Upgrading from 2003 or QuickBooks Enterprise 2.0

Changes to memorised reports

If you memorised reports in QuickBooks 2003 or QuickBooks Enterprise 2.0, you may need to reconfigure these memorised reports after upgrading. Before you upgrade, we recommend that you print a sample of the report so that you can compare the reports after the upgrade and make any necessary modifications. The following reports are affected: *Tax Liability, Tax Detail, Tax Summary, Balance Sheet, Leave Liability, Superannuation and Bank (Online)*.

Please note that 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.

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 or QuickBooks Enterprise 2.0 will no longer be available after the upgrade.

To create online banking files:

1. Choose *Banking menu > 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 Enterprise 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.

Windows Terminal Services

QuickBooks Enterprise 2007/08 runs on Windows Terminal Services with certain configurations. Refer to the online Knowledge Browser for details.

Upgrading from 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.

If you memorised these reports in QuickBooks 2004 or QuickBooks Enterprise 4.0, you will need to recreate these memorised reports after upgrading. Before you upgrade, we recommend that you print samples of these reports so that you can compare the reports after the upgrade and make any necessary modifications.

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. Choose *Banking menu* > *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 Enterprise 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.

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

QuickBooks Enterprise 2007/08 does not allow payments to Customer or Other Name using the Bank (Online) method. A Customer or Other Name can only be paid using the Cheque-to-print or Cash/Cheque method.

Upgrading from 2005/06 or QuickBooks Enterprise 2005/06

Import Web Connect File

If you use this feature in QuickBooks 2005/06 or QuickBooks Enterprise 2005/06 for a Westpac Bank account, after you upgrade your company file to QuickBooks Enterprise 2007/08 you will need to edit the 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 www.quicken.com.au/Support/FAQs.aspx.

Upgrading from 2006/07 or QuickBooks Enterprise 2006/07

Tax Code Exception Report

If your company file originated in QuickBooks version 5 or lower, you may experience a small error in the *Tax Code Exception Report* after you upgrade to QuickBooks Enterprise 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*, choose *Lists menu > Payroll Item List*.

Customer Manager 06/07 and Vista™

Customer Manager 06/07 runs under the Microsoft Windows Vista™ operating system and integrates with QuickBooks Enterprise 07/08. However, in order to ensure that all of the integration functionality between QuickBooks Enterprise 07/08 and Customer Manager 06/07 works without incident under Vista™, you need to ensure that you are running Customer Manager 06/07 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. XP users may continue to use your Customer Manager software as per normal after you upgrade to QuickBooks Enterprise 07/08.

Check the upgrade path for your current version of QuickBooks

Some older versions of QuickBooks do not upgrade to QuickBooks Enterprise 2007/08. You must first upgrade to a later version of QuickBooks and then upgrade to QuickBooks Enterprise 2007/08.

Find your current version of QuickBooks from the list below and check the upgrade path. If there is a tick for your version, you can upgrade directly. If not, you must first upgrade to the interim version specified (trial versions are used for this purpose), and then upgrade to QuickBooks Enterprise 2007/08.

Trial versions of previous QuickBooks versions are available on your QuickBooks Enterprise 2007/08 CD-ROM for upgrade purposes.

Your current version	Upgrade path to QuickBooks Enterprise2007/08
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 v6 & below	via QuickBooks v7.4 and then QuickBooks 2002
Quicken CashBook 2004	via QuickBooks 2005/06
Quicken CashBook 2003	via QuickBooks 2005/06

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 Technical Support. If converting from CashBook, you can only convert data entered in CashBook 2003 or 2004.

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 Accounting	QuickBooks Plus	QuickBooks Pro	QuickBooks Premier	QuickBooks Enterprise
QuickBooks EasyStart	✓	✓	✓	✓	✓
QuickBooks Accounting	✓	✓	✓	✓	✓
QuickBooks Lite		✓	✓	✓	✓
QuickBooks Plus		✓	✓	✓	✓
QuickBooks Pro			✓	✓	✓
QuickBooks Premier				✓	✓
QuickBooks Enterprise					✓

Prepare your company file for upgrade

We strongly recommend that you do the following to protect your company file and ensure its accuracy.

1. Cancel Accountant's Copy

If you have Accountant's Copy switched on, choose *File menu > Accountant's Review > Cancel Accountant's Changes*. The main title bar shows you if you have Accountant's Copy 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 each disk correctly and store them in a safe place in case you need them later. Do not overwrite this backup. You can find instructions on backing up your data from your QuickBooks Enterprise user guide (the user guide is available on the QuickBooks Enterprise CD-ROM).

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 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, choose *File menu > Utilities > 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 you have read *Before you begin - changes in QuickBooks you should note* starting on page 6 for the QuickBooks version you are upgrading from.
- 7. Upgrade at a time to minimise any disruption to your business**
We recommend that you choose your time to upgrade carefully to minimise any disruption to your business. The most appropriate times are often in the evening, on weekends or at the end of tax time.

Upgrading 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 a later version—go to page 18.

Upgrading from Version 8 or earlier

Quicken has sunsetted QuickBooks versions 8 and earlier. To convert your company file to QuickBooks Enterprise 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 table below explains how to upgrade your company file up to QuickBooks Enterprise 2007/08 from each version.

Current version	Upgrade path
7.3 and below	<ol style="list-style-type: none">1. Install QuickBooks V 7.5 Trial.2. Install QuickBooks 2002 Trial (Version 9).3. Install QuickBooks Enterprise 2007/08.
v7.4 to v8	<ol style="list-style-type: none">1. Install QuickBooks 2002 Trial (Version 9).2. Install QuickBooks Enterprise 2007/08 .

These are all available on the CD.

Install QuickBooks V7.5 Trial

1. Insert your QuickBooks Enterprise 2007/08 CD-ROM and exit from the Installation window.
2. Choose from the Windows Start menu, *Run*.
3. Type `d:\Convert7\disk1\setup.exe`, where *d* is the drive letter associated with your CD-ROM drive. Click *OK*.
4. Click *OK* on any QuickBooks Trial messages that appear.
5. Open QuickBooks 7.5 Trial and open your company file.
6. Follow the onscreen instructions to upgrade your company file.
Click *OK* to the warning about having in excess of 200 transactions.
7. Close the company file and QuickBooks.

Install QuickBooks 2002 Trial

1. Insert your QuickBooks Enterprise 2007/08 CD and exit from the installation window.
2. Choose from the Windows Start menu, *Run*.
3. Type `d:\Convert9\qbooks\setup.exe`, where *d* is the drive letter associated with your CD-ROM drive. Click *OK*.
4. Click *Yes* to the *Important Message for Upgraders* message about upgrading your company file.
5. Follow the onscreen 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.
Click *OK* to the warning about having in excess of 500 transactions.
8. Close the company file and QuickBooks.

Upgrading from QuickBooks Enterprise 2.0, 4.0, 2005/06 or 2006/07 and QuickBooks 2002, 2003, 2004, 2005/06 or 2006/07

QuickBooks Enterprise 2007/08 upgrades files from QuickBooks Enterprise 2.0, QuickBooks Enterprise 4.0, QuickBooks Enterprise 2005/06, QuickBooks Enterprise 2006/07, QuickBooks 2002, QuickBooks 2003, QuickBooks 2004, QuickBooks 2005/06 and QuickBooks 2006/07 directly.

Install QuickBooks Enterprise 2007/08

Before you install QuickBooks Enterprise, you need to:

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

Once you have installed QuickBooks Enterprise, you need to re-enable your anti-virus software and firewall, then reconnect to the Internet so that you can activate QuickBooks Enterprise online.

To install QuickBooks Enterprise 2007/08

1. Insert the QuickBooks Enterprise 2007/08 CD into the CD-ROM drive.
If the installation does not start automatically, choose *Start menu > Run* from the Windows desktop. Type *d:\autorun.exe*, where *d* is your CD-ROM drive, and click *OK*.
2. Choose your region.
3. Click *Installing QuickBooks* and then *Install QuickBooks*.
4. Follow the onscreen instructions to install QuickBooks.
5. Enter your QuickBooks Enterprise 2007/08 *Installation Key Code* when prompted.
You will find your Installation Key Code (IKC) on the cover of the QuickBooks Enterprise CD-ROM or in the letter you received with your CD-ROM.

6. Reboot your PC to complete the QuickBooks installation.
7. Double-click the icon on your desktop to open QuickBooks Enterprise 2007/08.
8. Create a new company, or browse the features of QuickBooks Enterprise 2007/08 using the sample company.

Upgrade your company file

Double-click the QuickBooks Enterprise 2007/08 icon on your desktop. QuickBooks Enterprise 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 Enterprise 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, and click *Open*.
3. Follow the onscreen instructions to back up the current company file and upgrade it to QuickBooks Enterprise 2007/08.

This process may take some time if you have a large company file. Do not interrupt QuickBooks Enterprise 2007/08 or shut down your computer until the process is complete. If you cannot open your company file, try this upgrade process again or contact Technical Support. *Charges may apply for this service.*

Note: If you receive error message C=44, please see FAQ ID# Q7410 on our Knowledge Browser at www.quicken.com.au/Support/FAQs.aspx for instructions.

Activate QuickBooks

Once you have installed your software, you should activate your copy of QuickBooks. You need an Internet connection to activate online.

In QuickBooks, create a new company or open the sample company. Choose *File menu > Activate QuickBooks* and follow the onscreen instructions.

For more information, type *activating QuickBooks* in the in-product Help index. If you do not have an Internet connection, press *Ctrl+3* on your keyboard (not numeric keypad) simultaneously (or press *F12*) to display the *QuickBooks Activation* window. You will be prompted to call our customer service centre to activate over the phone.

After you upgrade

After upgrading your company file to QuickBooks Enterprise 2007/08, you need to check that the upgrade is 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**

Print a *Trial Balance Report* by choosing *Reports menu > Accountant > Trial Balance*. Compare the printed *Trial Balance* against the *Trial Balance* you created in your prior version.

Note: If upgrading from QuickBooks Version 8 or below you will notice a change in your *Trial Balance* report. For more information, see *Tax Payable Account Structure* on page 6.

- 2. Verify your company file**

Close all windows within QuickBooks Enterprise and choose *File menu > Utilities > Verify Data*.

- 3. Check that your preferences, templates and memorised transactions are correct**

During the install and upgrade process certain settings in QuickBooks Enterprise may have been enhanced and may now operate in a different way. It is good practice to familiarise yourself with these changes.

4. 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 Enterprise user guide* which is available on the QuickBooks Enterprise 2007/08 CD-ROM.)

5. Set preferences for State Payroll Tax

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

1. Choose *Lists menu > Payroll Item List*.
2. Double-click a payroll item. The *Payroll Item* wizard displays.
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 Enterprise 2007/08 as an IIF file.

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

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

New QuickBooks users

Before you install QuickBooks, you need to:

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

Once you have installed QuickBooks, you need to re-enable your anti-virus software and firewall, then reconnect to the Internet so that you can activate QuickBooks online.

To install QuickBooks Enterprise 2007/08:

1. Insert the QuickBooks Enterprise 2007/08 CD into the CD-ROM drive.
If the installation does not start automatically, choose *from the Windows Start menu, Run*. Type *d:\autorun.exe*, where *d* is your CD-ROM drive, and click *OK*.
2. Choose your region.
3. Click *Installing QuickBooks* and then *Install QuickBooks*.
4. Follow the onscreen instructions to install QuickBooks Enterprise.
5. Enter your QuickBooks Enterprise 2007/08 *Installation Key Code* when prompted. You will find your IKC on the cover of the QuickBooks CD-ROM or in the letter you received with your CD-ROM.
6. Reboot your PC to complete the QuickBooks installation.
7. Double-click the icon on your desktop to open QuickBooks Enterprise 2007/08.
8. Create a new company, or browse the features of QuickBooks Enterprise 2007/08 using the sample company.

Activate QuickBooks

After installing QuickBooks, you should activate your copy of QuickBooks. You need an Internet connection to activate online.

In QuickBooks, create a new company or open the sample company. Choose *File menu > Activate QuickBooks* and follow the onscreen instructions.

For more information, type *activating QuickBooks* in the in-product Help index.

If you do not have an Internet connection, press *Ctrl+3* on your keyboard (not numeric keypad) simultaneously (or *F12*) to display the *QuickBooks Activation* window. You will be prompted to call our customer service centre to activate over the phone.

Windows Terminal Services

QuickBooks Enterprise 2007/08 multi-user runs on Windows Terminal Services with certain configurations. For more information, please refer to FAQ ID #Q9789 on our Knowledge Browser at www.quicken.com.au/Support/FAQs.aspx.

Licence Agreement

The following is an excerpt from the Reckon Licence Agreement. To view a full version of the Licence Agreement, go to the *QuickBooks Enterprise user guide*.

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:

- you are purchasing the right to use the Software, not to own it;
- if you have been provided with a Trial Version, you may only use the Software on a temporary basis to evaluate the Software's functionality and suitability for your requirements;
- the Software contains registration and activation processes to guard against illegal copying;
- to continue using the Software, those processes require you to verify your compliance with the terms under which you are licensed to use the software (for example: the number of computers on which the software is installed) and to permit continued reactivation of the Software from time to time. This involves, in all versions, periodically verifying your licence details, and in the subscription version, renewing your subscription when it falls due. Reckon may also verify subscription customers during a subscription period and not only at renewal. You will also need to reactivate your Software if you want to reinstall it (for example, if you upgrade your computer or if you have a hard drive failure, and you may incur a technical support cost for this);
- 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 may 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;
- there will be no charge to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, Reckon may charge you a fee for technical support if it needs to reissue a licence key provided also that the version of the Software you are using has not been 'sunsetted' as explained below. Reckon may also charge a fee if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software if you upgrade your computer or due to a hard drive failure);
- if you do not verify your licence details or renew your subscription (as applicable) 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); and
- Reckon has a 'sunset policy' which means that technical support is not available for some older versions of the Software. This includes the ability to install or re-install that Software for any reason if you have lost your installation key code for those old versions. If you wish to continue using the Software in those circumstances, you will need to purchase a new copy of the current version of that Software.

Your unique Installation Key Code and QuickBooks CD are extremely valuable and may be required to reactivate or reinstall the software. Please keep the code in a safe place with your 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.

Notes

Notes

Notes

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-registration purposes. Please have these details on hand when contacting Quicken.

You can find these details in QuickBooks by going to *Help menu > My Licence Information*.

My original CD is safely stored here:

Contacting Quicken 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 Web site for opening hours. Extended hours are available to Quicken Advantage members.



1902 223 101

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 – \$4.95 /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.



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www.quicken-asia.com