

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

# **QuickBooks 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 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.

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

If you are new to QuickBooks, you can skip directly to page 23.

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## System Requirements

To install and use QuickBooks 2007/08 you need:

- 350 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™
- 425 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.

*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 peer-to-peer networks. Novell® NetWare is supported but not recommended.

# 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 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](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.

#### 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*.

### 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 2007/08.

## Upgrading from 2003

### Changes to memorised reports

If you memorised reports in QuickBooks 2003, 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 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 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 2004

### 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, 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 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 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 [www.quicken.com.au/Support/FAQs.aspx](http://www.quicken.com.au/Support/FAQs.aspx).

## Upgrading from 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 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 07/08. However, in order to ensure that all of the integration functionality between QuickBooks 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 QuickBook 07/08.

## Check the upgrade path for your current version of QuickBooks

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

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

Your current version	Upgrade path to QuickBooks 2007/08
QuickBooks 2006/07	✓
QuickBooks 2005/06	✓
QuickBooks 2004	✓
QuickBooks 2003	✓
QuickBooks 2002	✓
QuickBooks v8	via QuickBooks 2002
QuickBooks v7.4	via QuickBooks 2002
QuickBooks v7.3 & below	via QuickBooks v7.5 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 EasyStart	✓	✓	✓	✓
QuickBooks Accounting	✓	✓	✓	✓
QuickBooks Lite		✓	✓	✓
QuickBooks Plus		✓	✓	✓
QuickBooks Pro			✓	✓
QuickBooks Premier				✓

## 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 Copy*. 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 user guide (the user guide is available on the QuickBooks 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 QuickBooks 2002, 2003, 2004, 2005/06 or 2006/07—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 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 2007/08 from each version.

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

These are all available on the CD.

### Install QuickBooks V7.5 Trial

1. Insert your QuickBooks 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 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 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, 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 2007/08

1. Insert the QuickBooks 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. Choose one of the following:
  1. Click *Installing QuickBooks* and then *Install QuickBooks*.
  2. If you want to install the QuickBooks 2007/08 Trial version, click *QuickBooks Trial Version*.  
Note: If you want to upgrade an existing QuickBooks company file using the QuickBooks 2007/08 Trial version, read the instructions for existing users in this booklet and see page 12 to check your upgrade path and edition compatibility.
4. Follow the onscreen instructions to install QuickBooks.
5. Enter your QuickBooks 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 2007/08.
8. Create a new company, or browse the features of QuickBooks 2007/08 using the sample company.

## 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.

## 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, and click *Open*.
3. Follow the onscreen instructions to back up the current company file and upgrade it to QuickBooks 2007/08.

This process may take some time if you have a large company file. Do not interrupt QuickBooks 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](http://www.quicken.com.au/Support/FAQs.aspx) for instructions.

## After you upgrade

After upgrading your company file to QuickBooks 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* from *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 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 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 user guide* which is available on the QuickBooks 2007/08 CD-ROM.)

- 5. 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.

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 QuickBooks 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 2007/08:

1. Insert the QuickBooks 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. Choose one of the following:
  - Click *Installing QuickBooks* and then *Install QuickBooks*.
  - If you want to install the QuickBooks 2007/08 Trial version, click *QuickBooks Trial Version*.

Note: If you want to upgrade an existing QuickBooks company file using the QuickBooks 2007/08 Trial version, read the instructions for existing users in this booklet and see page 12 to check your upgrade path and edition compatibility.
4. Follow the onscreen instructions to install QuickBooks.
5. Enter your QuickBooks 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 2007/08.

8. Create a new company, or browse the features of QuickBooks 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 Premier 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](http://www.quicken.com.au/Support/FAQs.aspx).

# Licence Agreement

## THIS IS AN IMPORTANT DOCUMENT. PLEASE READ THIS CAREFULLY.

This is a contract between Reckon Limited (ACN 003 348 730) (Reckon) and you. By using the QuickBooks® software supplied with this document, and the related user guides and materials (together with the Software), you agree to be bound by the terms of this Licence. This Licence covers copies of the Software provided for evaluation or trial purposes, subscription versions and non-subscription or full versions of the Software. Some Licence provisions may not be applicable to you, depending on the particular version of the Software you have purchased or if you are using the Software for evaluation purposes. The defined terms and the rules of interpretation in this Licence are set out in clause 11.

*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 'sunsetting' 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.

## 1. LICENCE

- Evaluation licence:** If Reckon has provided a Trial Version of the Software to you, your rights to use the Trial Version are solely as set out in clause 10.
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## 2. YOUR PERMITTED USE OF THE SOFTWARE

- Single use licence:** If you have purchased a single user licence, you:
  - may install the Software once, on one computer only. However, if you wish to reinstall the Software (for example, if you need to install the Software on a replacement computer), then clause 3 will apply; and
  - must ensure that the Software is used by one person only at any one time.
- Additional licences:** If:
  - more than one person is to use the Software at the same time; or
  - the Software is to be installed on more than one computer then you must, for example in the Pro version, purchase another full version or a subscription version of that software, for use by up to a maximum of five users.
- Premier Version**  
 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.

### d) *Enterprise Solutions Version*

- If you have purchased the QuickBooks Enterprise Solutions version of the Software, this Licence entitles you to load the Software on up to ten computers (for use by a single processing unit only on each computer) for use by up to ten individuals simultaneously. You may not load the Software onto any further computers.
- If you have purchased the QuickBooks Enterprise Solutions Accountants version of the Software, this Licence entitles you to load the Software onto one computer (for use by a single processing unit). You may not load the Software onto any further computers.

### e) *General restrictions:* You must not:

- use or rely upon the Software for any purpose or in any manner for which the Software is not warranted;
- copy, reproduce, translate, adapt, vary, merge or modify or create any derivative work based on the Software;
- reverse engineer, decompile, disassemble, reconfigure or otherwise attempt to discover the source code of the Software; or
- 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.

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

- verifying that the Software is being used fully in accordance with this Licence, including user and machine limitations, and
- 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.

- Audit rights:** Reckon may also audit the number of copies of the Software in use or possession by you, the equipment on which the Software is installed or used and the number of users using the Software. Audits will be conducted in your normal business hours, or upon reasonable prior written notice, at Reckon's expense. If the audit reveals underpaid or unpaid fees due to Reckon, Reckon may require you to uninstall any unauthorised versions of the Software and may deny you access to the Software or you will be invoiced for them based on Reckon's then current price list, and if these exceed 5% of the license fees you have already paid, you will also be invoiced for the cost of the audit.

## 3. PRODUCT ACTIVATION AND VERIFICATION

- 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:
  - 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));
  - 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 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. 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 it will not be replaced by Reckon and you will not be able to install or reactivate the 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 installation 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, 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 our 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 an online share price download facility, a statement download facility, bill and other payment services, a superannuation choice facility, online backup facility, 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. 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.

## 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 error free or uninterrupted use:* 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 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 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 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: imposing the Goods and Services Tax (the "GST") or the equivalent in the user's home country. These features in the Software have been developed with regard to the GST laws and regulations and guidelines provided by the Australian Taxation Office (the "GST Laws") as at the date of development of the Software (or the user's home country tax office) (the "GST Laws"). The GST Laws are subject to change and the Software may not be correct at the date upon which you make use of the Software. While the features will assist in GST calculations, Reckon does not warrant that the Australian Taxation Office or the user's home country tax office will agree with such calculations. The help contained in this Software is not a substitute for professional advice. The GST, Tax and other Laws are extremely complex in nature and legal and accounting advice should be obtained before taking any action in reliance on this Software. The software is also not financial product advice. If the Software contains features to assist with 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. In addition any tax tables (which are included with certain versions of the Software, eg: QuickBooks and Payroll) 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.
- g) *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.

- h) *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 any Online Services.
- i) *On-line services:* Reckon makes no warranty or representation in connection with the Online Services, the responsibility for which rests with the relevant provider of such Online Services.

## 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 bought 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;
  - (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); and
  - (iv) is for up to 6 uses of the Software, upon the sixth attempt you will be required to activate the Software, and then for ninety days after activation. (Evaluation Period).
- 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 clause 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. 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.
  - 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 website regularly.
- f) *Headings*: Clause headings are for ease of reference only and do not affect the meaning of this Licence.

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# Your important reference numbers

Customer ID:

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Customer PIN:

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Installation Key Code:

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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.

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](http://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](http://www.quicken.co.nz)

## Asia

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



Singapore +63(2) 533-1529 or +63(2) 533-4095

Philippines +63(2) 533-1529 or +63(2) 533-4095



[www.quicken-asia.com](http://www.quicken-asia.com)