

**IMPORTANT READ THIS FIRST**  
before installing or upgrading your software

**Business Range 2017**  
Installation and Upgrade Guide

**ReckonAccounts** 

In this booklet you will find everything you need to know to get you up and running with Reckon Accounts 2017, 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 have anti-virus software installed on your PC, it is recommended that you disconnect your Internet connection and then disable your anti-virus software, as it may interfere with software installation.

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

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# System Requirements

- 2.0 GHz Intel® Pentium® IV (or equivalent)
- At least 512MB of RAM for a single user and at least 1GB of RAM for multiple, concurrent users
- 1GB of RAM for Windows® 7, 8 and 10 users (Windows 8 & 10 require 1GB for 32-bit & 2GB for 64-bit)
- 1GB RAM for Windows Server 2003/2008/2012/2016\*
- Windows 7/8/10 operating system
- 1 GB of disk space (additional space required for company files)
- Microsoft® Internet Explorer 7.0 or later required (Internet Explorer can be downloaded at <http://www.microsoft.com/ie>.)
- Microsoft® .NET Framework Common Language Runtime 2.0 & 3.5 (provided on Reckon Accounts Installation DVD, requires an additional 150MB)
- (New Zealand only) Microsoft® .NET Framework 4.0 for the Reckon NZ Payroll E-File Checker (provided on Reckon Accounts Installation DVD, requires an additional 150 MB)
- Requires 9 MB for Pro Timer
- At least 256-colour SVGA video
- 1024x768 pixel screen resolution
- DVD drive
- All online features and services require Internet access with at least a 56 Kbps modem (ADSL or Cable Modem recommended)

\*Windows Small Business Server 2008 requires 4GB RAM. Windows Small Business Server 2003 is not supported.

## **Integration/compatibility requirements**

- Microsoft®Word and Excel integration requires Microsoft Word and Excel 2007, 2010, 2013 or 2016.
- Compatible with Reckon Point of Sale Professional 2017 or Lite 2017

## **Multi-user requirements**

Multi-user mode is optimised for Microsoft Windows 2003 Server, Windows Server 2008, Windows Server 2012 and Windows Server 2016 operating systems, and for Windows 7, Windows 8 and Windows 10\*\*.

Terminal Services are supported for Reckon Accounts Premier and Enterprise.

\*\* Not all versions of Windows 7/8/10 are supported. Support is provided for Windows 7/8/10 Pro and above.

## New users

## New users

*Before* you install Reckon Accounts:

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

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

*After* you have installed Reckon Accounts:

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

### To install Reckon Accounts 2017:

1. Insert the Reckon Accounts 2017 DVD into the DVD drive.

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

2. Select your region, i.e., Australia or New Zealand.
3. Click **New User**.
4. Click **Install** menu on the left-hand side.
5. Click **here** to install the Reckon Accounts 2017 application.

or

Click **Trial** to install the Reckon Accounts 2017 trial version.

**Note:** *If you want to upgrade an existing company file using the Reckon Accounts 2017 Trial version, read the instructions for existing users in this booklet and*



*see page 12 to check your upgrade path and edition compatibility.*

6. Click **My Virus scan has been disabled** and then click **Begin**.
7. Read the Licence Agreement, click **I accept the terms in the licence agreement** and then click **Next**.
8. Enter your Reckon Accounts Installation Key Code and then click **Next**.

You will find your Installation Key Code on the cover of the Reckon Accounts DVD or in the letter you received with your DVD.

9. Select the installation type you want to use and then click **Install**. (For more information on this, refer to the Reckon Accounts Startup Guide.)
10. If you don't have Microsoft .NET Runtime installed you will be prompted to install it. Click **Next**.
11. Click **Next**.
12. Select your installation folder and then click **Next**.
13. Click **Install**.
14. Click **Finish**.
15. Depending on your PC configuration and your edition of Reckon Accounts, you may be prompted to reboot your PC to complete the Reckon Accounts installation. If you receive a prompt, you should reboot your system now.
16. Double-click the icon on your desktop to open Reckon Accounts 2017.
17. Create a new company file, or browse the features of Reckon Accounts 2017 using the sample company file.

## Activate Reckon Accounts

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

### To activate your copy of Reckon Accounts:

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

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

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

## Windows Terminal Services

Reckon Accounts Premier 2017 and Enterprise 2017 Multi-user versions run on Windows Terminal Services with certain configurations. For more information, please refer to FAQ ID 4494 on our Knowledge Browser at:

<http://kb.reckon.com.au/search.asp>

# Existing users

## Existing users

### Check the upgrade path for your current version

You can only upgrade to Reckon Accounts 2017 directly from QuickBooks 2007/08 or higher.

If you are using an earlier version of the software, you will need to first upgrade to QuickBooks 2007/08, and then upgrade to Reckon Accounts 2017.

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

### If you are using Reckon Point of Sale

If you use our Reckon Point of Sale application with Reckon Accounts, please do not upgrade until you receive your Reckon Point of Sale 2017 DVD. If you do upgrade to Reckon Accounts 2017, you will not be able to use Reckon Point of Sale.

### Determine your upgrade path

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

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

After you have installed Reckon Accounts:

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

If you are currently using QuickBooks 2007/08 or later, follow the upgrade instructions starting on page 18.

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

Otherwise, you must first upgrade to the interim version specified (trial versions are used for this step), and then upgrade to QuickBooks 2007/08. Go to page 39 and follow the upgrade instructions for your version.

Trial versions of previous releases of the software are included on the Reckon Accounts 2017 Installation DVD.

**Important Note:** *For installing older trial versions on Windows Vista, Windows 7, Windows 8 and Windows 10:*

*After installing older trial versions you will need to do the following:*

- Locate the icon on your desktop
- Right click the icon and select **Properties**
- Click on the **Compatibility** tab
- Tick **Run this program in compatibility mode for:** and select **Windows XP (Service Pack 2)**
- Click **Apply** and **OK**

**Note:** *This booklet does not contain instructions for converting Quicken CashBook data. Refer to the conversion instructions on page 77 through 86 that came with QuickBooks 2005/06 User Guide. QuickBooks 2005/06 User Guide can be found in the **Resources** folder of your Reckon Accounts 2017 Installation DVD. If converting from CashBook, you can only convert data entered in CashBook 2003 or 2004.*

<b>Your current version</b>	<b>Upgrade path to QuickBooks 2007/08</b>
QuickBooks 2006/07 or QuickBooks Enterprise 2006/07	✓
QuickBooks 2005/06 or QuickBooks Enterprise 2005/06	✓
QuickBooks 2004 or QuickBooks Enterprise 4.0	✓

<b>Your current version</b>	<b>Upgrade path to QuickBooks 2007/08</b>
QuickBooks 2003 or QuickBooks Enterprise 2.0	✓
QuickBooks 2002	✓
QuickBooks v8 (Australia only)	via QuickBooks 2002
QuickBooks v7.4 (AUS) / v7.5 (NZ)	via QuickBooks 2002
QuickBooks v7.3 and earlier	via QuickBooks v7.4/v7.5 and then QuickBooks 2002
Quicken CashBook 2004	via QuickBooks 2005/06
Quicken CashBook 2003	via QuickBooks 2005/06

Earlier versions can only be upgraded to a compatible Reckon Accounts product. Check the following table for compatible Reckon Accounts products for your current version.

To... From...	Reckon Accounts EasyStart	Reckon Accounts Accounting	Reckon Accounts Plus	Reckon Accounts Premier	Reckon Accounts Enterprise
EasyStart*	✓	✓	✓	✓	✓
Accounting		✓	✓	✓	✓
Plus			✓	✓	✓
Pro				✓	✓
Premier				✓	✓
Enterprise					✓

\*Only QuickBooks EasyStart 2007/08 or later can be upgraded to Reckon Accounts EasyStart 2017.

## Upgrading from Reckon Accounts 2016, 2015, 2014 or 2013

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

For more detailed information about any topic, please refer to the Reckon Accounts 2017 Startup Guide (available on the Reckon Accounts 2017 Installation DVD).

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

### Before you begin - changes you should note

#### Leave balance on the paycheques for periods prior to upgrading the file (if upgrading from 2013)

If you would like to view the leave balance for an employee in the paycheque details screen but has selected a paycheque which was finalised prior to the upgrade and prior to the leave and accrual balances being written into the transaction, the current *Personal*, *Holiday*, *Other 1* and *Other 2* leave hours would show as blank. The payment won't appear on the Leave Accrual Summary and Detail report either.

#### Editing paycheques

Editing paycheques should always be carried out with care as updating the available leave will also affect the company's leave liability and payroll accounts. This is even more important if the payroll officer updates a paycheque which has been finalised in the previous financial year or in the locked off period. A warning message currently appears every time a user unlocks a pay.

The payroll officer needs to ensure that when a previous paycheque is edited, they follow good record keeping principles and re-issue the payslip which has been amended to the employee and be mindful that all subsequent

paycheques will also be updated and may need to be re-issued.

For example where more leave should have been taken in a previous pay or a leave form for taken holiday had not been processed, at the time it was lodged. It is highly recommended that the payroll officer process the holiday leave in the next pay period.

### **Customised letter templates**

Earlier versions used to store all the Letter Templates in the 'QuickBooks Letter Templates' folder.

In Reckon Accounts 2017, the Letter Templates now locate in the 'Reckon Accounts Letter Templates' folder.

If you have previously edited or created any templates, after upgrading you won't be able to find your customised templates in Reckon Accounts 2017.

You should manually copy the templates from the 'QuickBooks Letter Templates' folder and replace the ones in the 'Reckon Accounts Letter Templates' folder.



## Upgrading from QuickBooks 2012/13 or QuickBooks 2011/12

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

For more detailed information about any topic, please refer to the Reckon Accounts 2017 Startup Guide (available on the Reckon Accounts 2017 Installation DVD).

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

### Before you begin - changes you should note

#### Opening New Zealand data files in Reckon Accounts Australia or vice versa

Due to introduction of the New Zealand Payroll feature, you may experience issues if you upgrade any data files from your previous New Zealand versions of the software in Reckon Accounts Australia 2017 or vice versa.

Once you have upgraded to Reckon Accounts Australia 2017 your file will not be able to be opened in New Zealand and vice versa.

#### Export/Import Payroll Item List and Employee List

Due to introduction of the New Zealand Payroll feature, you may experience issues if you export or import the Payroll Item List or Employee List between the Australian version and the New Zealand version of Reckon Accounts.

It's highly recommended that you do not export or import the Payroll Item List and the Employee List between Australian version and New Zealand version of Reckon Accounts.

#### Print Sick leave on payslips (New Zealand)

As required by the New Zealand payroll system, "Sick Leave" isn't normally printed on payslips.

After you upgrade to Reckon Accounts New Zealand 2017, the "Print Sick Leave used and sick available" option in the Preference settings will default to be de-selected.

To turn the option back on:

1. Go to **Edit** menu and click **Preferences...**
2. Select **Payroll & Employees** item on the left-hand panel.
3. Click the **Company Preferences** tab.
4. Click **Printing Preferences** in the **Pay Slip and Voucher Printing** area.
5. Click to select the **Print sick leave used and sick available** option.
6. Click **OK**.

### **Tax amounts on INB & ETP Payment Summaries**

Due to an enhancement in Reckon Accounts to the way ETP Tax Amounts are calculated, the PAYG amounts on the INB & ETP Payment Summaries in Reckon Accounts 2017 may not match the pre-upgrade Payment Summaries.

If you need to re-print the Payment Summaries please note that the PAYG amounts may be different, however they still add up to the same Total.

### **ETP item tax tracking type changes during upgrade**

Due to the new ETP laws in place from the Federal Government, any ETP item you currently have set up before upgrading to Reckon Accounts 2017 will automatically have its tax tracking type change to the 'R' variant of the ETP item. In the new ETP laws you must split payments between 'Included' and 'Excluded' payments. By default these items will upgrade to the 'Excluded' payment type. For more information on the ETP changes please consult the Australian Taxation Office website or your accountant.

# Upgrading from QuickBooks 2010/11

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

For more detailed information about any topic, please refer to the Reckon Accounts 2017 Startup Guide (available on the Reckon Accounts 2017 Installation DVD).

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

## Before you begin - changes you should note

### MAPI error when denying access to email

When you have the **Display each email when sending more than one** preference disabled in your preferences and you send emails you will see a message asking you to allow or deny access. If you click **Deny**, a MAPI error will appear.

### Email preview shows BCC address in the To and CC fields

If you have enabled BCC email addresses for supplier remittance advices and entered a BCC email address. And have set up a Supplier with an email address and a CC email address, when you email a remittance advice to the Supplier, the remittance preview shows the BCC email address in the To and CC fields in the preview. However, the sent email shows the correct email addresses.

### Google Marketing Tools (Australia Only)

The Google Marketing Tools options are no longer available in Reckon Accounts 2017.

# Upgrading from QuickBooks 2009/10

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

For more detailed information about any topic, please refer to the Reckon Accounts 2017 Startup Guide (available on the Reckon Accounts 2017 Installation DVD).

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

## Before you begin - changes you should note

### Adobe Acrobat 9.0.0 and the Previous Reconciliation PDF report

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

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

### Emailing forms

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

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

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

### Installation - File in Use

If you are upgrading from QuickBooks 2009/10, you may receive a message stating **QuickBooks Installation Files in**

**Use.** If you do get this message, click **Ignore**. The installation will continue.

## Cheque transactions and the Clean Up Data Utility

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

## Error not enough memory when importing a 2007/08 IIF

If you import an IIF file that was exported from QuickBooks 2007/08 in to Reckon Accounts 2017 you may receive an import error stating **Not Enough Memory**.

If you want to import a QuickBooks 2007/08 list in to Reckon Accounts 2017, do the following:

1. Upgrade the QuickBooks 2007/08 data file to Reckon Accounts 2017.
2. Export the list to an IIF from Reckon Accounts 2017.
3. Import the IIF in to the Reckon Accounts 2017 data file.

# Upgrading from QuickBooks 2008/09

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

For more detailed information about any topic, please refer to the Reckon Accounts 2017 Startup Guide, (available on the Reckon Accounts 2017 Installation DVD).

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

## Before you begin - changes you should note

### Employee payments

Before upgrading to Reckon Accounts 2017, make sure that no transaction type of "bank payment" exist in any employee transactions. If they do exist please contact Reckon Customer Service for information about how to upgrade your file.

### Multicurrency

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

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

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

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

### Edit Tax on Transactions Preference

If you are on a version of QuickBooks 2008/09 prior to R8 then a new preference will be added to your data file in the

Tax Section of preferences to turn the editing of tax amounts on transactions on or off.

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

## **Employee Organiser**

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

## **W1 on the BAS (Australia Only)**

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

If any workarounds have been applied in the previous version, they are no longer needed in Reckon Accounts 2017.

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

## **W2 on the BAS (Australia Only)**

The W2 field on the BAS has been enhanced so that you can now pay a tax liability for a previous quarter in the current BAS quarter without affecting the BAS amounts for the current quarter.

If any workarounds have been applied in the previous version, they are no longer needed in Reckon Accounts 2017.

## Tax Codes on Equity Accounts

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

## Online Backup

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

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

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

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

## Home Page Colours

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

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

## Account Balances

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



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

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

### **Payroll Item (Australia Only)**

When creating a **Wage (Hourly Wages, Annual Salary, Other, Bonus)** type of payroll item, you will notice that the **Taxes** dialog has been introduced. This allows the user to specify the PAYG Tax and State Payroll Tax settings.

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

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



# Upgrading from QuickBooks 2007/08

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

For more detailed information about any topic, please refer to the Reckon Accounts 2017 Startup Guide, (available on the Reckon Accounts 2017 Installation DVD).

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

## Before you begin – changes you should note

### Autorun and Networks

In Reckon Accounts 2017, the Autorun system works only if you install from the DVD. To start the installation from any other location, such as a network server, go to the directory where your Reckon Accounts 2017 installation files are located and run setup.exe.

### Server only install

Reckon Accounts 2017 allows you to install a Database Server with Reckon Accounts Premier, and Enterprise editions. Although the Database Server uses the same installation sequence and IKC code as Reckon Accounts 2017, it does not count as one of your licensed installations. For example, with Reckon Accounts Premier you can install Reckon Accounts on up to five computers, and install the Database Server without violating the End User Licence Agreement.

## **Installing Reckon Accounts on Windows Vista, Windows 7, Windows 8 and Windows 10**

To install Reckon Accounts on Windows Vista, Windows 7, Windows 8 and Windows 10, you must have Administrator rights under the Windows operating system. Once installed, however, users need only to have Power User rights in order to use Reckon Accounts.

## **Multi-user mode on Windows Vista, Windows 7, Windows 8 and Windows 10**

Please note that Multi-user mode is supported only on Windows Vista Business and above, Windows 7 Pro and above, Windows 8 Pro and above, Windows 10 Pro and above.

## **Using QuickBooks 2007/08 after upgrading to Reckon Accounts 2017**

After Reckon Accounts 2017 is installed on a PC, you cannot use a previously installed version of QuickBooks 2007/08, as the Navigators in QuickBooks 2007/08 will produce an error. After installing Reckon Accounts 2017, if you need to use QuickBooks 2007/08, you will need to uninstall the 2007/08 software, then reinstall it.

## **Unregistered earlier versions of the software become trial versions**

Following the installation of Reckon Accounts 2017, any previously installed versions of the software (in a different folder) which have not been activated will become trial versions. If you plan to use the earlier software versions after installing Reckon Accounts 2017, please ensure that the software is activated before installing Reckon Accounts 2017.

## **Change in EasyStep Interview availability**

In Reckon Accounts 2017, after the EasyStep Interview has been completed, it cannot be accessed again. This is different from earlier versions, in which the EasyStep Interview was always accessible.

## Audit Trail

During the upgrade process, the Audit Trail will be automatically switched on, even if it was not switched on in your QuickBooks 2007/08 data file. In Reckon Accounts 2017, with significant enhancements in performance over earlier versions, the Audit Trail is always on. This ensures that an accurate record of your data is maintained.

## Printing preferences

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

## Customised templates

If you had customised templates in QuickBooks 2007/08, after you upgrade to Reckon Accounts 2017 the layout of the templates may have changed. Therefore, after you upgrade you should check the layout of your templates.

## Memorised reports

Any memorised reports you may have set up in QuickBooks 2007/08 or earlier will not be available after upgrading to Reckon Accounts 2017, and cannot be imported. New memorised reports can be created using the default reports available in Reckon Accounts 2017.

## Stock items are called Inventory items

**Stock items** in QuickBooks 2007/08 are referred to as **Inventory items** in Reckon Accounts 2017. For example, **Stock Assembly items** in QuickBooks 2007/08 are referred to as **Inventory Assembly items** in Reckon Accounts 2017.

## Units of Measure

During the upgrade process, any Units of Measure you may have set up in your company file will change. In Reckon Accounts 2017, Units of Measure sets are introduced. Therefore, if your items with Units of Measure enabled have multiple Units of Measure assigned, Reckon Accounts will

determine the smallest unit, then use that as the **base unit** for stocking that item in Reckon Accounts 2017.

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

### **Change in Payroll Setup (Australia only)**

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

### **Bonus payroll item is carried over in upgrade to Reckon Accounts 2017 (Australia Only)**

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

### **Addition and Deduction payroll items (Annual Limit) (Australia Only)**

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

### **Payroll Reports only option (Australia Only)**

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

Note that data from Payroll Premier can only be imported into Reckon Accounts 2017 if **Full Payroll** is enabled.

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

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

## Fringe Benefits Tax (Australia Only)

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

Reckon Accounts 2017, however, refers to the payment date when determining the amount to show in the payment summary. Thus, the date range of April 1 to March 31 is used instead of the financial year, July 1 to June 30.

## New Payroll item type: Overtime Pay (Australia Only)

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

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

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

## Multiple Tax Agencies

The Tax Agency (such as the Australian Taxation Office or Inland Revenue Department) is no longer set in preferences. In Reckon Accounts 2017, you can have multiple tax agencies in one data file. Tax agencies have become suppliers, included in the Suppliers list.

## Tax Items and Tax Codes

There is a new tax system incorporating Tax Codes and Tax Items. During the upgrade process, all existing Tax Codes in your QuickBooks 2007/08 data file will be associated with Tax Items, the Sales Tax Item and the Purchase Tax Item.

Note if you are using a New Zealand version, please refer to the additional GST Upgrade notes found at [www.reckon.co.nz/support](http://www.reckon.co.nz/support).

## Exporting Tax Codes

To export custom Tax Codes from Reckon Accounts 2017, and import them into a new data file, you must also export the Item list. Tax Codes are now linked to Tax Items. If the Item list is not exported, Tax Items are not exported, and the Tax Codes will not function in the new company file.

## Industry-Specific Editions and Reckon Accounts Enterprise

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

## Multi-user licences with Reckon Accounts Enterprise

Reckon Accounts Enterprise 2017 can have up to thirty users connected into the one company data file, depending on the number of licences you have purchased. If you purchase additional licences, e.g., you are moving from a ten-user to a fifteen-user licence, you do not need to re-install the product on the original ten PCs.



## Reckon Accounts Enterprise User Rights

Reckon Accounts Enterprise 2017 has a revised user rights system, allowing you to set user access rights to over 100 areas of the program.

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

## Prepare your company file for upgrade

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

### 1. Cancel Accountant's Copy

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

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

To cancel **Accountant's Copy**:

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

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

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

Make sure you label your backup media correctly and store it in a safe place in case you need it later. Do not overwrite this backup copy. For additional information about backing up your data, refer to the Reckon Accounts 2017 Startup Guide.

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

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

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

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

payments may also cause problems when creating ABA files in the new version. Make sure the ABA supplier is not inactive in QuickBooks 2007/08, or in earlier versions, before you upgrade.

## 5. Verify your company file in your current version of the software

To verify data in earlier versions of the software:

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

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

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

## 6. Read Changes you should note

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

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

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

# Upgrading your company file

To upgrade your company file:

1. Double-click the Reckon Accounts 2017 icon on your desktop.

The **No company open** window opens.

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

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

Follow the on-screen instructions to back up the current data file and upgrade it to Reckon Accounts 2017.

This process may take several minutes to complete, especially if you have a large data file. Do not interrupt the process, exit from Reckon Accounts 2017, or shutdown your computer until the upgrade has been completed.

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

## After you upgrade

After upgrading your company file to Reckon Accounts 2017, you need to check that the upgrade was successful so that you can start using your company file in the new version.

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

**To create a Trial Balance report:**

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

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

### 2. Verify your company file

**To verify your company file:**

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

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

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

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

(For more information on backing up your data, see your Reckon Accounts Startup Guide, which is available on the Reckon Accounts 2017 Installation DVD.)

### 4. **Check your Tax Codes and Tax Items**

Check that your Tax Codes have correctly had Tax Items associated with them.

Note if you are using a New Zealand version, please refer to the additional GST Upgrade notes found at [www.reckon.co.nz/support](http://www.reckon.co.nz/support).

### 5. **Check your Units of Measure items**

Check that any Units of Measure items you may have been using have also been upgraded, with the smallest unit of the item in QuickBooks 2007/08 defined as the Base Unit in Reckon Accounts 2017. See the Reckon Accounts 2017 Startup Guide, available on the Reckon Accounts 2017 Installation DVD, for details about how Units of Measure are modified by the upgrade process.

### 6. **Rebuild your company data file**

To ensure your company data file performs optimally, we recommend that you rebuild your company data file three times before using Reckon Accounts 2017.

**To rebuild your company data file:**

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

## Activate Reckon Accounts

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

### To activate your copy of Reckon Accounts:

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

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

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

# Upgrading to QuickBooks 2007/08 from earlier versions

## Before you begin – changes you should note

### Upgrading from QuickBooks Version 8 or earlier

#### Changes to QuickBooks Tax Payable account structure

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

<http://kb.reckon.com.au/search.asp>

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

#### Reporting of deposits (Australia Only)

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

## Online banking transactions from Versions 7 and 8

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

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

### To remove the transactions:

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

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



## Upgrading from QuickBooks 2002

### Changes to Item Wholesale Price and Price Levels

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

### Changes to templates

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

#### To view the new default templates:

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

### Company and legal information

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

#### To view your company and legal information:

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

## Upgrading from QuickBooks 2003 or QuickBooks Enterprise 2.0

If you are upgrading from QuickBooks 2003 New Zealand version, please contact Customer services on 0800 447 292 to receive a NZ Install Code to guide you through the New Zealand upgrade process.

### Employee titles

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

### Complete online banking (ABA) files

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

#### To create online banking files:

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

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

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

## Upgrading from QuickBooks 2004 or QuickBooks Enterprise 4.0

### Changes to reports

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

### Complete online banking (ABA files)

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

#### To create online banking files:

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

### Business Activity Statement configurations (Australia Only)

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

### Industry-specific configurations

If you are installing an industry-specific edition for the first time, or changing from an industry-specific edition, your personal settings and feature set will change after the

upgrade. Your personal settings will now reflect the features specific to the edition that you are installing.

## Upgrading from QuickBooks 2005/06

### Import Web Connect File

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

<http://kb.reckon.com.au/search.asp>

## Upgrading from QuickBooks 2006/07

### Tax Code Exception report

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

### Commissions payroll item type (Australia Only)

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

#### To view the Payroll Item list:

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

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

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

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

### QuickBooks Customer Manager 2006/07 is not compatible with QuickBooks 2007/08

Note that after you upgrade to QuickBooks 2007/08, you can no longer use QuickBooks Customer Manager 2006/07. Due to substantial product changes in QuickBooks 2007/08, these products are not compatible. However, there is a version of Customer Manager that is compatible for QuickBooks, please contact Reckon for more information.

## Prepare your company file for upgrade

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

### 1. Cancel Accountant's Copy

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

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

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

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

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

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

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

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

**To verify data in recent versions of QuickBooks:**

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

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

## 6. **Read Changes you should note**

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

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

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

## Upgrade your company file

### Reminder: Before upgrading, have you:

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

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

To upgrade from QuickBooks 2002, 2003, 2004, 2005/06 or 2006/07, go to page 50.

### Upgrading from Version 8 or earlier

If using a New Zealand version prior to 2002, follow the steps outlined in the additional upgrade notes, available at [www.reckon.co.nz](http://www.reckon.co.nz).

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

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

<b>Current version</b>	<b>Upgrade path</b>
v7.3 (AUS) v7.5 (NZ) or earlier	<ol style="list-style-type: none"> <li>1. Install QuickBooks V7.4 or v7.5 Trial.</li> <li>2. Install QuickBooks 2002 Trial (version 9).</li> <li>3. Install QuickBooks 2007/08.</li> <li>4. Install Reckon Accounts 2017.</li> </ol>
v7.4 (AUS) to v8 v7.5 (NZ) to v8	<ol style="list-style-type: none"> <li>1. Install QuickBooks 2002 Trial (version 9).</li> <li>2. Install QuickBooks 2007/08.</li> <li>3. Install Reckon Accounts 2017.</li> </ol>

These trial versions are all available on the Reckon Accounts 2017 Installation DVD.

**Important Note:** *For installing older trial versions on Windows Vista, Windows 7, Windows 8 and Windows 10:*

*After installing older trial versions of QuickBooks you will need to do the following:*

- Locate the QuickBooks icon on your desktop
- Right click the icon and select **Properties**
- Click on the **Compatibility** tab
- Tick **Run this program in compatibility mode for:** and select **Windows XP (Service Pack 2)**
- Click **Apply** and **OK**



## Install QuickBooks V7.4

### To install the QuickBooks V7.4 Trial:

1. Insert your Reckon Accounts 2017 Installation DVD and exit from the installation window.
2. Click **Start** in the Windows taskbar, then click **Run**.
3. Type `D:\Resources\Convert7\disk1\setup.exe` (where D: is the DVD-ROM drive letter). Click **OK**.
4. Click **OK** on any QuickBooks Trial messages that appear.
5. Open QuickBooks 7.4/7.5 Trial and open your company file.
6. Follow the on-screen instructions to upgrade your company file.
7. Click **OK** to the warning about having in excess of 200 transactions.
8. Close the company file and QuickBooks.

## Install QuickBooks 2002 Trial

### To install the QuickBooks 2002 Trial:

1. Insert your Reckon Accounts 2017 Installation DVD and exit from the installation window.
2. Click **Start** in the Windows taskbar, then click **Run**.
3. Type `D:\Resources\Convert9\qbooks\setup.exe` (where D: is the DVD-ROM drive letter). Click **OK**.
4. Click **Yes** to the Important Message for Upgraders message about upgrading your company file.
5. Follow the on-screen instructions to complete the installation.
6. Open QuickBooks 2002 (Version 9) Trial and open your company file.
7. Follow the automatic instructions to upgrade your company file.
8. Click **OK** to the warning about having in excess of 500 transactions.
9. Close the company file and QuickBooks.

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

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

## Install QuickBooks 2007/08

*Before* you install QuickBooks 2007/08:

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

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

After you have installed QuickBooks:

- Enable your anti-virus software and firewall

### To install QuickBooks 2007/08:

1. Insert the Reckon Accounts 2017 Installation DVD into the DVD-ROM drive.

Click **Start** in the Windows taskbar, then click **Run**. Type `D:\Resources\Convert16\QBooks\setup.exe` (where D: is the DVD-ROM drive letter). Click **OK**.

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

#### **2007/08 Australia installation keys:**

QuickBooks Accounting 82500-12693-32946-720042

QuickBooks Plus 83011-93664-25001-510143

QuickBooks Pro 84911-62689-21002-210142

QuickBooks Premier 85210-55686-74244-920042

#### **2007/08 New Zealand installation keys:**

QuickBooks Accounting 82103-00616-38646-220063

QuickBooks Plus 83603-67677-24001-410162

QuickBooks Pro 84404-16681-25002-010163

QuickBooks Premier 85503-18605-08449-20062

3. Follow the on-screen instructions to install QuickBooks 2007/08.
4. Reboot your PC to complete the QuickBooks installation.

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

### **Upgrade your company file**

Double-click the QuickBooks 2007/08 icon on your desktop. QuickBooks 2007/08 automatically detects your company file and opens the Update Utility. This utility updates the

format of your company file so that it can be opened in QuickBooks 2007/08.

### **If QuickBooks does not detect your existing company file:**

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

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

**Note:** *If you receive error message C=44, refer to FAQ ID#2161 on our Knowledge Browser:*

*<http://kb.reckon.com.au/search.asp> for instructions. This error occurs as a result of corrupt transactions detected in QuickBooks that need to be deleted and re-entered.*

## **After you upgrade**

After upgrading your company file to QuickBooks 2007/08, you need to check that the upgrade was successful so that you can continue upgrading to Reckon Accounts 2017.

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

#### **To create a Trial Balance report:**

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

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

**Note:** *If upgrading from QuickBooks Version 8 or earlier, you will notice a change in your **Trial Balance** report. For more information, see **Changes to QuickBooks Tax Payable account structure** on page 39.*

## 2. Verify your company file

To verify your company file:

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

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

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

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

## 4. Set preferences for State Payroll Tax (Australia Only)

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

To edit Wage and Addition Payroll Items:

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

The Payroll Item wizard opens.

3. Select the **State Payroll Tax** option in the **Taxes** window.

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

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

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

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

## **Next step: upgrade to Reckon Accounts 2017**

To complete the upgrade process, go to page 27 and follow the instructions to upgrade from QuickBooks 2007/08 to Reckon Accounts 2017.

# End User 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 Software supplied with this document, and the related user guides and materials (together the Software), you agree to be bound by the terms of this Licence and the application of Reckon's Privacy Policy to information collected from you. The Privacy Policy can also be viewed on the website. 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 14.

**Important:** Please refer to the website for details of the Software, minimum requirements and functionality . Please also refer to Reckon's Privacy Policy at [www.reckon.com](http://www.reckon.com).

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 ("IKC"). 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 renew your subscription, which also requires you to install and use the updated Software or if you do not verify your licence details (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.

- **Data Collection and Privacy**

You acknowledge that Reckon collects information from you when registering, activating and validating the Software and when you use the Software. For details on how we collect, use, disclose and store your personal information and how you can contact us if you want to access or correct personal information, please refer to Reckon's Privacy Policy on our website [www.reckon.com](http://www.reckon.com). By activating and using the Software you consent to Reckon's collection and use of the information collected from you in accordance with Reckon's Privacy Policy.

- **Reckon BankData**

You must have a current subscription to Reckon Accounts software (excluding EasyStart) or as specified on the Website, which may be updated from time to time. You will require internet access. Your access to the bank data feeds are subject to your bank's terms and conditions and their acceptance of your application to supply the bank data feeds. This Licence will entitle you to the number of bank data feed import transactions for you which you have subscribed and paid. This licence is not

transferable between other Reckon products (eg. Reckon One). You must purchase a separate licence for each other Reckon product in which you want to import bank data feeds.

- Use of Software is not provision of tax, accounting or other professional advice:
  - (a) The information contained in the Software may contain features designed to assist you in complying with the requirements of relevant legislation.
  - (b) In providing you with information which may relate to relevant legislation, Reckon is not engaged in rendering legal, accounting or other professional services and that nothing in the Software constitutes taxation, financial, wealth management, superannuation or other professional advice. Legal, accounting or other relevant professional advice should be obtained before taking any action in reliance on this Software.
  - (c) While relevant reports produced using the Software will be compliant with legal requirements at time of release, as these requirements may change from time to time, you should confirm compliance with your tax, accountant or professional adviser before relying on any such reports.
  - (d) The help contained in this Software is not a substitute for obtaining the appropriate independent professional advice. If legal advice or other expert assistance is required, you should seek the service of the appropriate competent professional.
- Third Party Online Services: The Services may contain access to, or features that interface with, third party online services ("Third Party Online Services"), such as bank data feeds. Where Third Party Online Services are available, separate terms and conditions with the provider of the Third Party Online Services may apply and access to the Third Party Online Services may be terminated if you do not pay the required charges. Charges may apply for the use of Third Party Online Services including the cost of internet access. Except as required by the Consumer Guarantees, access to Third Party Online Services may be withdrawn by Reckon at any time. Reckon does not make any recommendations in relation to the Third Party Online Services or accept any liability or responsibility for any loss or damage relating to the Third Party Online Services except as required by the Consumer Guarantees.
- Back up & Data Retention: You should ensure you conduct regular backups of your data. Except as required by the Consumer Guarantees, Reckon on behalf of itself and/or any of its distributors and associates, does not assume any liability with regard to your use of the Software, including but not limited to, loss of data. In addition, you should confirm your data retention

requirements for tax and compliance purposes with your professional adviser.

- **Liability:** To the maximum extent permitted by any law, including the Competition and Consumer Act 2010 (Cth) Consumer Guarantees, Reckon will not be liable responsible for delays, non-performance, failure to perform, processing errors nor will the liability of Reckon include or extend to any special or consequential loss or damage suffered by you, except where required by the Consumer Guarantees.
- **Disclaimer:** To the maximum extent permitted by any law, including the Consumer Guarantees, neither Reckon or any provider of Third Party Services ("TPS Providers"), including but not limited to any Third Party Online Services including any bank, will be responsible for any data submitted, entered or created using the Services or any Third Party Services (for example, including but not limited to bank data feeds), delays, non-performance, failure to perform, processing errors or any other matter or thing which may be required from any TPS Providers, such as an authority or approval, or any agreement with Reckon or any TPS Providers, as the case may be. You are responsible for the accuracy of all data entered; all output created by you relying on the data entered; and where relevant, that any data or document lodged is accurate, timely and is compliant with all relevant laws and regulations, including keeping the required documentation and records needed to be kept to meet regulatory requirements in relation to the information or material lodged and any other data retention or compliance requirements. Nor will the liability of Reckon, or any TPS Providers, including but not limited to any bank (whether jointly, severally or jointly and severally) include or extend to any special or consequential loss or damage suffered by you, except where required by the Consumer Guarantees.
- **Limitation of implied terms:** In relation to goods or services not ordinarily acquired for personal, domestic or household use, Reckon's (and its distributors') liability for breach of any guarantees, implied conditions or warranties that cannot be excluded is limited, to the extent permitted by law and at the option of Reckon, to repair the goods, or the cost of repairing the goods, 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. You acknowledge that this clause, and any reliance on it by Reckon, is fair and reasonable.
- **Reckon's Contact details:**

Business address: Level 12, 65 Berry Street, North Sydney, NSW 2060

Contact number: 1800 784 253

Contact email: [customerservice@reckon.com](mailto:customerservice@reckon.com)

## 1. LICENCE

- (a) *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 12.
- (b) *Licence to use:* Reckon grants you a personal, non-exclusive, non-transferable, limited licence to use the Software on the terms of this Licence for the period determined in accordance with clause 10.
- (c) *No transfer of copyright:* The Software is licensed not sold, despite any reference to “purchase” or “sale” in this Licence or in any invoice or purchase order for the supply of the Software. Reckon reserves all rights not expressly granted to you. Reckon Limited is the owner of copyright in the Software and retains ownership of the copyright and all other intellectual property rights in the Software and is protected by copyright law and international copyright treaty.
- (d) All access to the Software is solely verified by user Login and password;
- (e) You are entirely responsible for maintaining the confidentiality of all your licence and access details (eg user name and password) and every user of your Software including Third Party Online Services, such as bank data feeds;
- (f) You agree only to grant access to the Software for use by you or on your behalf;
- (g) You are entirely responsible for the access rights that are granted to any person or other users using your Software, including Third Party Online Services.
- (h) You are entirely responsible for any and all activities using the Software by any person or persons, including Third Party Online Services, such as bank data feeds;
- (i) You are responsible for the accuracy of all information and authorisations provided to Reckon or any third party service providers, relating to the Software or access to any of the Third Party Online Services, for example bank data feeds;
- (j) Reckon will not be liable for any loss that you may incur as a result of unauthorised use of your Software or any Third Party Online Services, by any person or persons;
- (k) You may be held responsible for losses incurred by Reckon or any third party due to any unauthorised use of your Software or any Third Party Online Services, by any person or persons; and
- (l) Access to your Account may be restricted by user login and passwords.

## 2. YOUR PERMITTED USE OF THE SOFTWARE

- (a) *Single use licence*: If you have purchased a single user licence, you:
- (i) 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
  - (ii) must ensure that the Software is used by one person only at any one time.
- (b) *Additional licences*: Subject to any multi-user licence that you have obtained, if:
- (i) more than one person is to use the Software at the same time; or
  - (ii) the Software is to be installed on more than one computer

then you must obtain an additional licence for each additional person or computer.

(c) *Premier Version*

If you have purchased a full version of Accounts Premier, this Licence entitles you to load the Software on up to two computers (for use by a single processing unit only on each computer) for use by up to two individuals simultaneously. If you wish to install the Software on more than two computers you must purchase additional licences that will permit up to five users to simultaneously access a data file. If Reckon releases the next release of Accounts Premier while you are a member of the Reckon 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 Accounts 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) *Accountant Edition*

If you are an eligible Professional Partner who has purchased a full version of Accounts Accountant Edition, this Licence entitles you to load the Software on up to five computers (for use by a single processing unit only on each computer) for use by up to five individuals simultaneously. In some special cases with written approval of Reckon only, certain

Professional Partners may be allowed to load the Software on up to 25 computers. However, only 5 simultaneous users can have access to any single data file.

(e) *Enterprise Version*

If you have purchased the Accounts Enterprise version of the Software, this Licence entitles you to load the Software on up to ten computers with the option to load up to another 20 computers at the applicable charge (for use by a single processing unit only on each computer) for use by up to ten or more individuals up to a maximum of 30 (as permitted by the Licence purchased) simultaneously. You may not load the Software onto any further computers.

(f) *BankData*

You may only subscribe to Reckon BankData if you have a current subscription of Reckon Accounts business software (excluding EasyStart) or as specified on the Website, which may be updated from time to time. You will require internet access. Your access to the bank data feeds are subject to your bank's terms and conditions and their acceptance of your application to supply the bank data feeds. This Licence will entitle you to the number of bank data feed import transactions for you which you have subscribed and paid. This licence is not transferable between other Reckon products (eg Reckon One). You must purchase a separate licence for each other Reckon product in which you want to import bank data feeds

(g) *General restrictions:* You must not:

- (i) use or rely upon the Software for any purpose or in any manner for which the Software is not warranted;
- (ii) copy, reproduce, translate, adapt, vary, merge or modify or create any derivative work based on the Software;
- (iii) reverse engineer, decompile, disassemble, reconfigure or otherwise attempt to discover the source code of the Software; or
- (iv) sell, market, network, transfer, lease, license, sub-license, rent, lend, share or otherwise dispose of or distribute the Software and/or the relevant unique installation key code ("IKC"); or
- (v) use the Software to provide bureau, hosting or other services by internet or by any other means

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

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

- (ii) listing locations, types and serial numbers of equipment on which the Software is run.
- (i) *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, 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. BACK-UP & DATA RETENTION**

- (a) *Back up:* You should also ensure you conduct regular backups of your data. Except as required by the Consumer Guarantees, Reckon on behalf of itself and/or any of its distributors and associates does not assume any liability for loss of data.
- (b) *Data retention:* You are responsible for ensuring you meet all your data retention requirements for tax and any other compliance purposes. You should confirm these requirements with your professional adviser, as some legislation requires you to keep copies of certain data for later reference, for example, for the ATO or ASIC

### **4. PRODUCT ACTIVATION AND VERIFICATION**

- (a) *Initial registration and verifying licence details:* This Software may contain technology that protects Reckon against illegal copying. As a consequence, you may be required to:
  - (i) register your details during the initial installation (including your name, contact details and details of the hardware on which the Software will be installed (if this is not done automatically by the Software));
  - (ii) if you have a full version, have the Software reactivated periodically thereafter by verifying your licence details to confirm you are using the Software in accordance with these Licence terms;
  - (iii) if you have a subscription version, have the Software reactivated (on payment of Reckon's renewal fee and verification of your licence details) if you wish to renew the subscription;
  - (iv) have the Software reactivated by Reckon if you wish to re-install the Software (for example, if you would like to install the Software on a new computer or if you have a hard drive failure and need to reload your Software); and

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

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

- (b) *Key codes:* Each copy of the Software is provided with a unique installation key code (which may appear on the packaging or the cover of the media on which the Software is contained). You should keep the installation key code safe. As per clause 4(a)(v), you will be required to provide your installation key code to Reckon when you reactivate your Software.
- (c) *Manner of verification:* You must verify your licence details in the manner required by Reckon from time to time (which may include email or on-line registration via the Internet). The Software may prompt you as to the required manner of verification.
- (d) *Charges for reactivation:* Reckon will not charge you to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, unless you have lost your installation or licence key code. You need both your installation code and your licence key to be able to reactivate the Software. Reckon may charge you a fee for technical support to reissue a licence key code. Reckon may also charge a fee for technical support if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software because you have a new computer or need to reload the Software due to a hard drive failure). For the current fees go to <http://www.reckon.com>. If you have lost your installation key code, Reckon will not replace that code, and you may be required to purchase new software.
- (e) *Consequences of non-renewal and failure to verify details:* This Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the Software if a subscription is not renewed or in the case of a full licence version, you have not verified your licence details when periodically prompted to do so by Reckon or by the Software. If the Software is not reactivated within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).
- (f) *Statutory declaration:* In certain circumstances, before permitting a re-activation, Reckon may require you to provide it with a Statutory Declaration stating the reasons for re-activation in a form required by Reckon.



- (g) *Older versions:* Reckon has a sunset policy (covered in more detail in clause 6(a)) which means that technical support is not available for certain older versions of the Software. If technical support is not available for your version, you will not be able to reactivate or reinstall your Software if you do not have your registration key code. Reckon will not be obliged to provide you with a replacement key code and in those circumstances you will need to purchase a new version or Upgrade in order to continue using the Software. Please go to <http://www.reckon.com> to see the sunset policy.

## **5. DATA COLLECTION AND PRIVACY**

- (a) You acknowledge and agree that Reckon collects information from you when registering, activating and validating the Software. Additional information may also be collected in relation to your use of the Software. Reckon handles personal information in accordance with the Privacy Act 1988 (Cth) and the applicable Privacy Principles. For details on how we collect, use, disclose and store your personal information and how you can contact us if you want to access or correct personal information please refer to Reckon's Privacy Policy on our website [www.reckon.com](http://www.reckon.com).
- (b) By activating and using the Software, including technical support:
- (i) you agree to allow Reckon to use and disclose any personal information provided to Reckon in connection with this Licence in accordance with Reckon's then current privacy policy displayed on Reckon's website; and
  - (ii) you acknowledge and agree that you are solely responsible and liable for any personal information you collect, use or store using the Software.

## **6. TECHNICAL SUPPORT**

- (a) *Period when technical support is available:* Reckon will provide technical support for the Software only (and for the avoidance of doubt this does not include support for third party hardware or software, which remains the responsibility of the relevant third party), during the following periods:
- (i) in the case of a subscription version of the Software, during the period for which you have paid the relevant subscription fees (unless further releases of the Software in question are discontinued); and
  - (ii) in the case of a full version of the Software, there is a 'sunset period' during which technical support may not be available for that version. The sunset period for a version will commence on the earlier of:

- (A) 2 years after the date on which you first installed the version on your computer; or
- (B) the date Reckon releases the second successive Upgrade to that version.

For further explanation of Reckon's sunset policy please go to <http://www.reckon.com>.

- (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 4, 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.reckon.com>.
- (c) *Fees:* Clause 4(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.

## 7. ONLINE SERVICES

- (a) *Interaction with Online Services:* The Software may contain access to, or features that interface with, third party online services ("Third Party Online Services"). Examples of Third Party Online Services that may be applicable to the Software are ASIC, EFTPOS, SBR-enabled services, an online share price download facility, bank data feeds, statement download facility, bill and other payment services, a superannuation choice facility, online backup facility, payroll services and a debt recovery facility, technology, hardware or application, which may or may not be provided at an additional charge on a subscription basis measured for one year from the date of registration.
- (b) *Terms for Third Party Online Services:* Certain Third Party 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. Third Party 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 Third Party Online Services in the second 12-month period may be subject to payment of the applicable charges. In order to renew access to Third Party 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 Third Party Online Services. Charges may apply for the use of Third Party Online Services (in addition to the cost of Internet access levied by your ISP). Where Third Party Online Services are available, separate terms and conditions with the provider of the Third Party Online Services may apply. In some cases Reckon may be the provider. You should check with the relevant third party provider as to the terms and conditions of use. You are responsible for all information and authorisations provided to access and use any such Third Party Online Services and for any data, form or other output relying on the use of the Third Party Online Services and/or the Services. Except as may be required by the Consumer Guarantees, access to Third Party Online Services may be withdrawn by Reckon at any time. Reckon will not be liable for the withdrawal of access to any Third Party Online Services. Where access is to be withdrawn, Reckon may choose to notify you in advance provided that you have supplied Reckon with a valid and up to date email address.
- (c) (c) In some cases you may download other third party applications, for example Google Desktop supplied by Google Inc. In such cases your agreement to be bound by

the terms of this Licence will also bind you to the terms of use or other similar agreements required by such third parties for use of their products.

## 8. LIMITED WARRANTY

This clause 8 is subject to the consumer guarantees regime as set out in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (also referred to as the Australian Consumer Law), and the Consumer Guarantees Act 1993 (NZ), as amended from time to time, or other similar legislation of a state or territory of Australia or NZ respectively (“Consumer Guarantees”).

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. In New Zealand, these guarantees cannot be modified nor excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Consumer Guarantees Act.

- (a) *Software provided on an ‘as is’ basis:* Except as required by the Consumer Guarantees, 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:* In addition to any rights and remedies you have under the Consumer Guarantees, 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 (for on-line purchases) or 90 days from the date of purchase (for in-store purchases). During this period, subject to clause 8(c), 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) To make a claim under clause 8(b), you must:
  - (i) email [customerservice@reckon.com](mailto:customerservice@reckon.com) with the subject line ‘warranty claim’, and include the following:
    - (A) in the body of the email, provide the IKC, detail the fault and whether a workaround has been provided by a member of Reckon’s support team; and
    - (B) provide a copy of the receipt or proof of purchase and payment.

Once Reckon receives the information, Reckon will provide a preliminary assessment of the claim and contact you to

- (d) *No guarantee that Software will be error free or that its use will be uninterrupted:* While Reckon has endeavoured to make sure that the Software works substantially as per the specifications published by Reckon from time to time, except as required by the Consumer Guarantees, 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 or that its use will be uninterrupted.
- (e) *Internet access, telecommunications networks, firewalls and security:* Except as required by the Consumer Guarantees, 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.

## 9. LIABILITY

- (a) *Certain rights cannot be excluded:* Certain laws, including the Consumer Guarantees, may imply certain guarantees, conditions and warranties into this Licence or impose certain guarantees, conditions and warranties by law and give you certain rights and remedies that cannot be excluded or modified. This clause 9 and the limited warranties provided in clause 8, 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:* Except as required by the Consumer Guarantees, Reckon excludes all guarantees, conditions, warranties and rights that may be implied into this Licence or imposed by law. If guarantees, 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 guarantees, conditions, warranties and other rights will (but only to the extent required by law) apply to this Licence.
- (c) *Limitation of implied terms:* In relation to goods or services not ordinarily acquired for personal, domestic or household use, Reckon's (and its distributors') liability for breach of any guarantees, implied conditions or warranties that cannot be excluded is limited, to the extent permitted by law and at the option of Reckon, to repair the goods, or the cost of repairing the goods, 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. You acknowledge that this clause, and any reliance on it by Reckon, is fair and reasonable.
- (d) *General exclusion and limitation:* Other than as set out in clauses 9(b) and 9(c), and as required by the Consumer Guarantees:

- (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 Third Party Online Services, delays, non-performance, failure to perform, processing errors use of tax tables, use of third party hardware (for example but not limited to Postec services) or provision of technical support (whether by telephone or remote access or other means), nor will the liability of Reckon include or extend to any special or consequential loss or damage suffered by you, except where required by the Consumer Guarantees; 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 required by the Consumer Guarantees or as expressly set out in this Licence, and that you will indemnify the Reckon (and its authorised distributors) from any liability, loss, damage, costs or expenses which you may suffer or incur as a result of your use of the Software (including any claims made against you by third parties).
- (f) *Use of Software is not provision of professional advice:* The information contained in the Software may contain features designed to assist you in complying with the requirements of the relevant legislation at the time of the release of the Software, which includes for example, but not limited to superannuation guarantee requirements, tax tables, rates for contributions or deductions calculated using the Software. These compliance requirements may change from time to time. You agree it is your obligation to ensure the details, calculations, reports and any other data or documents produced using the Software, are correct and compliant when created or used by you. Legal, accounting or other relevant professional advice should be obtained before taking any action in reliance on the Software or what is produced by you using the Software. The Software is also not financial product advice. You acknowledge that Reckon is not engaged in rendering legal, accounting or other professional services and nothing in the Software constitutes taxation, financial, wealth management, superannuation or other professional advice in relation to these matters. The help contained in the Software is not a substitute for obtaining the appropriate independent professional

advice. If legal advice or other expert assistance is required, you should seek the service of the appropriate competent professional.

- (g) *Reckon has no responsibility for recommendations*: Except as required by the Consumer Guarantees, 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*: Except as required by the Consumer Guarantees, Reckon and its authorised distributors disclaim all liability for any corruption of data, inability to access data, loss of data, breach of privacy, or downtime as a result of or arising from the use of any online link available between the Software and another server including without limitation in connection with Online Services.
- (i) *Third Party Online services*: Except as required by the Consumer Guarantees, Reckon makes no warranty or representation in connection with the Third Party Online Services, or third party hardware (for example, but not limited to bank data feeds, Postec services) the responsibility for which rests with the relevant provider of such Third Party Online Services or such hardware.
- (j) *Third Party On-line Service Providers ("TPS Providers")*: Except as required by the Consumer Guarantees, neither Reckon or any TPS Providers, including but not limited to any bank, will be responsible for any data submitted, entered or created using the Services or any Third Party Services (for example, including but not limited to bank data feeds), delays, non-performance, failure to perform, processing errors or any other matter or thing which may be required from any TPS Providers, such as an authority or approval, or any agreement with Reckon or any TPS Providers, as the case may be. You are responsible for the accuracy of all data entered; all output created by you relying on the data entered; and where relevant, that any data or document lodged is accurate, timely and is compliant with all relevant laws and regulations, including keeping the required documentation and records needed to be kept to meet regulatory requirements in relation to the information or material lodged and any other data retention or compliance requirements. Nor will the liability of Reckon, or any TPS Providers, including but not limited to any bank (whether

jointly, severally or jointly and severally) include or extend to any special or consequential loss or damage suffered by you.

## 10. 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 4(d) and 4(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, 7, 8, 9 and this clause 10 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 10(d).



## 11. SUBSCRIPTION TERMS

If you have purchased a subscription version of the Software, this additional clause 11 will apply.

- (a) *Entitlement to Upgrades and Updates:* During the period for which you have paid subscription fees you will receive, included in the cost of the subscription, all Upgrades and/or Updates of the Software, via Internet download.
- (b) *No extension of Licence term:* Your right and entitlement to use the Software, as enhanced by any Upgrades and/or Updates, concludes at the end of the term of the Licence (subject to payment of an annual subscription fee) and is not linked to the dates of release, registration or provision by Reckon of any Upgrades and/or Updates.
- (c) *This Licence prevails:* If you have purchased this Software as an Upgrade to an earlier version of the Software, this Licence shall supersede any previous licence agreement.
- (d) *Not all Upgrades included:* Your subscription to the Software and any Upgrades and/or Updates under this Licence does not grant you the right to receive special versions of the Software created for certain customers or market segments, even though they may contain similar features or functions. Versions of the Software which may from time to time be offered in retail or other channels in different configurations as special promotions are not included as part of the subscription.
- (e) *No obligation on Reckon to upgrade:* Upgrades and/or Updates will be developed and released by Reckon in its sole discretion, and Reckon does not warrant or represent that it will develop or release any Upgrades and/or Updates during the term of the subscription period or Licence. Furthermore, Reckon does not warrant that the Upgrades and/or Updates will be provided to you or made available within any specified time period following the commercial release of such Upgrades and/or Updates.
- (f) *When payment is due:* If applicable to the Software licensed to you, you will be required to pay the monthly subscription fee in advance on the first business day of each month. You authorise Reckon to direct debit your monthly subscription fee from the bank account nominated by you.
- (g) *Deactivation at end of subscription period:* As per clause 4, 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 licence 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.reckon.com> for a schedule of fees. Reckon will direct debit your account, and you agree to pay, the applicable cancellation fee.

## 12. TRIAL LICENCE

If you have been provided with a Trial Version of the Software, this clause 12 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 8; and
  - (iv) is for three months (Trial Period) commencing on the first day of installation and activation of the Software or such other period as expressly agreed in writing by Reckon; and;
  - (v) does not integrate with Accounts.
- (b) *Duration:* You acknowledge that your licence to use the Trial Version will only apply for the Trial Period. At the end of the Trial Period:
  - (i) you must not and will not be able to continue to access the Trial Version, including any data that you have entered into the Trial Version; and
  - (ii) if you wish to use the Software you must purchase a full version or subscription version of the Software.
- (c) *Entitlements:* You:
  - (i) are not entitled to Upgrades or Updates (or any other software other than the Trial Version); and

- (ii) may be required to pay for any technical support that you may require in relation to the Trial Version in accordance with Reckon's then current charges.
- (d) **Liability:** You acknowledge that subject to clauses 8(b) and 8(c), and other than as required by the Consumer Guarantees, 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 12.

### 13. ACADEMIC EDITION

- (a) If you are using an ACADEMIC Edition, your Software may have limited licence rights and well as limited functionality, including:
  - (i) a limit on the number of transactions that can be entered;
  - (ii) a limit on the number of company files that can be opened;
  - (iii) a limit on the number of Accounts features and services available;
- (b) Your Software may be deactivated at the end of three years from date of installation and this may prevent access to the Software and data unless an appropriate upgrade is purchased.
- (c) There is no support available for an Academic Edition. Support must be directed to your educational institution.
- (d) Except as required by the Consumer Guarantees, Reckon does not warrant that any information in the Software is up to date, for example functionality required for certain lessons involving tax tables or payroll tax, and it is your sole responsibility to check with your educational institution whether any information is up to date.

### 14. 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.

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

***Upgrade*** means a new version of the Software which contains additional functionality or other enhancements.

Reckon will determine whether a new version constitutes an Upgrade or an Update.

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

- (b) *Accounts Enterprise*: The current version of Accounts Desktop software or Enterprise.
- (c) *Applicable law*: This Licence is governed by the laws of the State of New South Wales, Australia and by agreeing to be bound by the terms of this Agreement you irrevocably and unconditionally submit to the jurisdiction of the courts of that State.
- (d) *Consumer Guarantees*: Is the consumer guarantees regime as set out in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (also referred to as the Australian Consumer Law), or the Consumer Guarantees Act 1993 (NZ), as amended from time to time, or other similar legislation of a state or territory of Australia or NZ respectively.
- (e) *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.
- (f) *Evaluation Fee*: The fee set out on the pricing page of the Website at the relevant time to obtain an Trial Licence to use the Services for the Trial period.
- (g) *Headings*: Clause headings are for ease of reference only and do not affect the meaning of this Licence.
- (h) *Privacy Laws*: Privacy Act 1988 (Cth) and the Australian Privacy Principles ("the Privacy Principles"), as amended from time to time.
- (i) *Third Party Applications and Technology*: When using the Services, you may access third party applications and technology. The terms of the third party's Licence will apply to your use of all such third party applications and technology.
- (j) *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. No new terms will come into force until the commencement of your renewed Subscription Period. Reckon will display any new terms and conditions on the Website and you should check the website regularly.
- (k) *Waiver*: Any failure to enforce any rights under this Licence by Reckon is not to be taken as a waiver of those rights.
- (l) *Reckon's Contact details*:  
business address: Level 12, 65 Berry Street, North Sydney,

NSW 2060

postal address: Reckon Limited, Locked Bag 7522, McMahons Point, NSW, 2060

contact number: 1800 RECKON (Toll-free 1800 732 566)

contact email: [customerservice@reckon.com](mailto:customerservice@reckon.com)

website: [www.reckon.com](http://www.reckon.com)

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## Product updates available online

Reckon regularly posts product news, announcements, and other information of interest to Reckon Accounts users on our website, <http://www.reckon.com> or <http://www.reckon.co.nz>.

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

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

## Store your Reckon Accounts products safely

Your unique Installation Key Code and Reckon Accounts 2017 DVD are extremely valuable and are required to reinstall and reactivate the software. Please keep your code in a safe place with your Reckon Accounts 2017 DVD. If you lose your Installation Key Code or DVD, they will be replaced only while this version is supported and administrative charges may apply.

## Your important reference numbers

Customer ID: \_\_\_\_\_

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

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

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

My original DVD is safely stored here:

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