

Important -

READ THIS FIRST

before installing or upgrading
your software



Quicken 2010
Installation and Upgrade
Guide

brought to you by

Reckon

In this booklet you will find everything you need to know to get you up and running with Quicken 2010, 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 Quicken, pay special attention to the notes describing features that have been changed or added to Quicken since your last upgrade. You may need to perform additional steps in the upgrade process, depending on how old your current version is. The headings in each section provide a guide to finding the instructions relevant to you.

Contents

System Requirements	4
Existing Quicken users	5
Changes for 2010	6
Determine your upgrade path	14
Prepare your company data file for upgrade	17
Upgrading your Quicken software	19
After you upgrade	22
New Quicken users	25
Prepare to install Quicken 2010	26
Install Quicken 2010	26
Activate Quicken	27
End User Licence Agreement	29
Product updates available online	46
Store your Quicken products safely	46
Your important reference numbers	47
Contacting Reckon Technical Support	48

System Requirements

To install and use Quicken 2010 you need:

- IBM® or compatible Pentium® II 300 (Pentium III 450 recommended) with 128MB RAM
- Microsoft® Windows® XP/Vista/7 operating system
- Microsoft Excel® XP or higher required to start the FIDO Calculators (Personal Plus and Home & Business only)
- 185MB of disk space for Quicken installation
- Microsoft Internet Explorer® 6.0 (provided on installation CD-ROM, requires 55MB)
- 800 x 600 resolution (SVGA 1024 x 768 display with 16-bit colour recommended)
- Works with any printer supported by Windows® XP/Vista/7 operating systems
- Double speed CD-ROM (6x or higher recommended)
- All online features/services (such as online investment tracking) require Internet access with at least a 56 Kbps modem (high speed Internet access recommended)

Latest service packs for Windows and Internet Explorer recommended.

Existing Quicken users

Changes for 2010

Quicken includes many changes and new features in this release. An overview of changes and features you should note is provided below.

Your Installed Quicken Products

In most cases, Quicken 2010 will uninstall any Quicken product previously installed on your PC. The data files will remain in the same location they were in before the installation of Quicken 2010.

To ensure a smooth upgrade process, we recommend that you uninstall all previous versions of Quicken before installing Quicken 2010. It is important you make a backup of your Quicken files before doing so.

Changes to Cash Flow Forecasts

After upgrading, Quicken may not be able to recognise cash flow scenarios that you have saved in a previous version. If this occurs, you will need to re-create the forecast after the upgrade.

To re-create the forecast after the upgrade:

1. Choose **Planning** menu > **Cash Flow Forecast**.
2. Choose **Options** > **Select Accounts** to customise the accounts for the scenario. Click **OK**.
3. Choose **Options** > **Manage Scenarios**.
4. Click **New** and enter a **Scenario Name**, then click **OK** to save the new scenario.

Updating your stocks from Quicken Version 8 or earlier

Quicken includes new features for tracking your investments, such as the ability to download stock prices from different exchanges (Australia, NZ, US). If you have upgraded from Version 8, the exchange and asset class for each security will be set to your default country. You must

specify the asset class and exchange for each security after you have upgraded to Quicken 2010.

To specify the asset class and exchange for a security:

1. Choose **Investing** menu > **Security List**.
2. Highlight the individual security and then click **Edit**. You can assign an exchange and asset class from the relevant drop-down lists. If a '**Symbol Change Affects Price History**' message appears, click **OK** to copy the quotes.

Integration with Reckon Elite Rental

In Quicken Personal Plus 2010 and Quicken Home & Business 2010 (Australian versions only), we include a new feature for you to analyse the performance of your property purchases by introducing a special edition of Reckon Elite Rental.

The analysis will be performed based on the data that you have entered in Quicken. You will be able to quickly modify financial details such as financing, expense, income and uplift factors to identify various ways of improving the financial viability of a property investment.

Before you may start using Reckon Elite Rental, you will need to install the Elite Rental program manually.

To install the Elite Rental on your computer, browse the CD and run **EliteRentSetup.exe** then follow the on-screen instructions.

To access the Elite Rental Wizard:

1. Choose **Tools** menu and click **Elite Rental**.
2. Follow the on-screen instructions.

Credit Card Calculator

With Quicken Personal Plus 2010 and Quicken Home & Business 2010, you can check how long it may take you to pay off your credit card debt with FIDO Credit Card Calculator.

To access the FIDO Credit Card Calculator:

1. Choose **Planning** menu and choose **Financial Calculators**.
2. Choose **Credit Card Calculator** and then click **Start Credit Card Calculator**.

Managed Funds Calculator

With Quicken Personal Plus 2010 and Quicken Home & Business 2010, you will be able to work out the future value of your investment. Compare funds including fees, regular contributions, changing funds and different investment options with Quicken's FIDO Managed funds Calculator.

To access the FIDO Managed Funds Calculator:

1. Choose **Planning** menu and choose **Financial Calculators**.
2. Choose **Managed Funds Calculator** and click **Guide to Managed Funds Card Calculator**.

It is recommended that you to read the guide before you use the calculator for the first time.

3. Choose **Managed Funds Calculator** and then click **Start Managed Funds Calculator**.

First Home Saver Account Calculator

With Quicken Personal Plus 2010 and Quicken Home & Business 2010, you will be able to find out the effect on the account balance of your First Home Saver Account depending on how long you save, how much you contribute and the associated fees and costs.

To access the First Home Saver Account Calculator:

1. Choose **Planning** menu and choose **Financial Calculators**.
2. Choose **First Home Saver Account Calculator** and then click **Guide to First Home Saver Account Calculator**.

It is recommended that you to read the guide before you use the calculator for the first time.

3. Choose **First Home Saver Account Calculator** and then click **Start First Home Saver Account Calculator**.

BAS Report Enhancement

Quicken Home & Business releases include the feature of Business Activity Statement (BAS) Report, which helps users calculate the GST on sales and give businesses an idea on the amount of tax payable.

In Quicken Home & Business 2010 we've improved on this report to provide a summary section at the bottom as well as account for additional amounts for Fuel Tax Credits and PAYG Withheld amounts.

To access the BAS report:

1. Choose **Reports** menu and choose **Business**.
2. Click **BAS Report**.

Note: not all fields are supported in the BAS Report. For example, Quicken does not support PAYG income tax instalment – 5A and Credit from PAYG income tax instalment variation - 5B.

File name on reports

If you run more than one business at the same time or the Quicken application is used for multiple files, the Quicken file name will be printed on business reports.

This new feature prints the Quicken file name on reports before and inline with the name of the report.

Tax Planner

In Quicken Personal Plus and Home & Business releases we include the Tax Planner feature which allows you to estimate your taxable income for a particular financial year.

The Tax Planner in 2010 has been updated to reflect the updated Federal budget and taxation figures.

Billminder is no longer available in Quicken

If you have upgraded from Quicken 2004 or earlier, you will notice that the **Billminder** feature has been removed. This was done in response to customer feedback, which advised us that **Billminder** was not a valued feature.

Upgrading a data file from Quicken 2004 or earlier versions

If you are upgrading from Quicken 2004 or earlier versions to Quicken 2010 and have passwords associated with your data files, you should remove passwords from your data files before upgrading.

Savings accounts created in Quicken 2004 or earlier versions do not include an **Account Location** field. However, in Quicken 2010 the **Account Location** field cannot be empty. Thus, after upgrading from Quicken 2004 or earlier versions to Quicken 2010, savings accounts will display “**Spending**” in the **Account Location** field.

The new **In / Out / What’s left** feature allows users to immediately see where their money is going using various charts and tables. This feature displays information using the savings accounts that show **Spending** in the **Account Location** field.

If you are upgrading from Quicken 2004 or an earlier version to Quicken 2010 and have savings accounts set up, you should change the value in the **Account Location** field from **Spending** to **Saving**. This ensures the **In / Out / What’s left** feature displays the correct information.

To change the value in the Account Location field:

1. Place the cursor over the account name in the **at-a-glance** bar.
2. Right-click on the account name and select **Edit Account**.
The **Account details** window opens.
3. Change the **Account Location** field from **Spending** to

Saving.

If you upgrade a data file that contains a linked account

The Quicken 2010 **Investment Activity Report** reports on all transactions from linked accounts. New transactions entered in the linked accounts in Quicken 2010 will continue to appear in the **Investment Activity Report**.

Upgrading from CashBook 2003 or CashBook 2004

The **Itemised Category Report** in Quicken 2010 does not include account balances forward by default.

To include account balances forward:

1. Open the **Itemised Category Report**.
2. Click **Customise**.
3. Click the **Advanced** tab.
4. Select **Include All** from the **Transfers** drop-down list.

If you have at any stage had 'return of capital' transactions entered in an investment account that has a linked bank account, the **Itemised Category Report** will not add the return of capital transactions to the total.

Opening your original data file after upgrading to Quicken 2010 from any earlier version of Quicken or CashBook

When you upgrade to Quicken 2010, a backup copy of your original data file is automatically placed in a folder called **OldFiles**, which is located in the same folder as the data file you are upgrading. Use this backup copy if you need to view your original file in your previous version. You can choose **File menu > Restore** or **File menu > Open** to open the file.

Opening Quicken 2009 data files

Quicken 2009 data files will not go through the upgrade process and they should open without any changes. However it is strongly recommended that you do not attempt to open a Quicken 2010 file in Quicken 2009 as it could lead to data corruption due to new features not being available in the 2009 release. You should manually create a backup prior to opening a 2009 file in Quicken 2010.

Deleting Categories

In Quicken, categories are labels that track how much you're spending on particular types of items. If you try to delete an existing category, make sure that no transactions have been assigned to that category. This is to ensure that the reports you run display figures correctly as there will be no uncategorised income or expenses as a result of deleting a category which has previously been used.

Reckon Tools Backup Installation

To use the Quicken 2010 online backup feature, you will need to install the Reckon Tools Backup Desktop application. If you choose not to install Reckon Tools Backup during the initial Quicken installation, you may choose to install it at a later time by finding the installation file on the Quicken 2010 CD.

Insert the Quicken 2010 CD into the CD-ROM drive and navigate to `d:\HAB\DISK1\Backup` folder (where d: is your CD-ROM drive) and run the `setup.exe`.

Other installation problems

If you experience any other problems during installation, consider whether any of the following may be the source of your problems:

- Are you logged onto your PC as the Administrator?
- Have you shut down all applications?
- Is your anti-virus software blocking your installation of

Quicken?

If none of the above appear to be causing your problem, try installing Quicken in Safe Mode. For instructions on restarting your PC in Safe Mode, refer to your Windows Help. After you have installed Quicken in Safe Mode, do not try to open it immediately. First, restart your PC in normal mode and make sure you are connected to the Internet. Open Quicken and enter your Installation Key Code to Activate. If you do not have an Internet connection, click **Cancel** to close any activation messages and call Reckon Customer Service to Activate over the telephone.

Still having problems? Check the Quicken online knowledge browser at <http://www.quicken.com.au/Support/FAQs.aspx> and search the database for "error message".

Determine your upgrade path

Find your current Quicken version in the list below and check the upgrade path. If there is a tick in the row for your current version, then you can upgrade directly to Quicken 2010.

For example, if 'CashBook 2004' appears in the row for your current version, then you must first upgrade your data file to CashBook 2004. Follow the upgrade instructions on the following pages carefully.

Your current version	Home & Business 2010	Personal Plus 2010	Personal 2010
Home & Business 2009	✓		
Personal Plus 2009	✓	✓	
Personal 2009	✓	✓	✓
Home & Business 2008	✓		
Personal Plus 2008	✓	✓	
Personal 2008	✓	✓	✓
Home & Business 2007	✓		
Personal Plus 2007	✓	✓	
Personal 2007	✓	✓	✓
Home & Business 2005/2006	✓		
Personal Plus 2006	✓	✓	
Personal 2006	✓	✓	✓
Personal Plus 2005	✓	✓	
Personal 2005	✓	✓	✓
CashBook 2004 ⁺ @	✓		
Personal Plus 2004 [@]	✓	✓	
Personal 2004 [@]	✓	✓	✓ **
CashBook 2003 ⁺ @	✓		
Personal Plus SE 2002 [@]	✓	✓	
Personal 2002 [@]	✓	✓	✓ **
CashBook v8 [@]	CashBook 2004*		

Your current version	Home & Business 2010	Personal Plus 2010	Personal 2010
Personal Plus v8®	CashBook 2004*	CashBook 2004*	
Personal v8®	CashBook 2004*	CashBook 2004*	CashBook 2004*

+Some CashBook features do not exist in Home & Business 2010.

*CashBook 2004 Trial is provided on your Quicken 2010 CD. Browse the CD, find the CV folder and then locate the CBTrial folder then run the CashBook2004Trial.exe.

**If you have an investment account, you cannot upgrade directly to Personal 2010, you must purchase Personal Plus 2010 or Home & Business 2010.

@If you are upgrading a file to Quicken 2010 directly from Quicken 2004 (or earlier) and receive the following data conversion error:

Unable to load DLL: C:\Program Files\Quicken\convert03\qd3.dll

Required dlls for converting your data file is missing

Then you will need to upgrade your file through an intermediate version of Quicken (either Home & Business 2005/06 or Personal Plus 2006 or Personal 2006).

Note:

- If you upgrading from CashBook V8, CashBook 2002, CashBook 2003 or CashBook 2004 then you will need to upgrade to the Home & Business 2005/06 trial before upgrading to Home & Business 2010
- If you upgrading from Personal Plus V8, Personal Plus 2002 or Personal Plus 2004 then you need to upgrade to the Personal Plus 2006 trial before upgrading to Personal Plus 2010.
- If your upgrading from Personal V8 or Personal 2002 or Personal 2004 then you will need to upgrade to the Personal 2006 trial before upgrading to Personal 2010.

Upgrade Software	Located on CD	IKC
CashBook 2004	\\CV\CBTrial\	
Home and Business 2005/06	\\CV\HBTrial\	KNZY62XJL6HR
Personal Plus 2006	\\CV\2006Trial\	GCTZTRBXQJ3B
Personal 2006	\\CV\2006Trial\	GAY69KLCSJCK

Internet connection is required to use the Quicken trials (Home & Business 2005/06, Personal Plus 2006 & Personal 2006) due to an activation process.

If you need to upgrade through one of the Quicken trials (Home & Business 2005/06, Personal Plus 2006 or Personal 2006) but don't have internet access then you will need to contact Quicken support to get assistance with upgrading your file.

Note: This doesn't apply to the CashBook 2004 trial version.

Prepare your company data file for upgrade

We strongly recommend that you follow the steps below to protect your company data and ensure its accuracy.

1. Back up your data file

1. In Quicken, open the data file you want to back up.
2. Choose **File menu > Backup**.
3. In the **Select the disk drive and path to backup folder** field, identify the drive that contains the backup media.
4. Click **OK** to start the backup.

For more information on how to back up, please refer to the User Guide (available on the Quicken CD) or in-product Help for "Backing up your data".

5. Validate your data file

Ensure the data file you are using is validated before upgrading your software. Validating a data file allows Quicken to verify its integrity. Choose **File menu > File Operations > Validate**. Find the data file you want to validate and click OK. You will need to repeat this process for every data file you want to upgrade.

6. Remove any passwords associated with your data file.

To remove your password from your data file, choose **File menu > Passwords > File or Transaction**.

7. Print a selection of Reports from the data file in your currently installed version

Print a record of all business Tax reports for previous periods (e.g. Tax Detail, BAS). You can use these Reports after upgrading to confirm the data which appears in the upgraded version is correct.

Note: Some reports in Quicken 2010 have different default settings to previous Quicken versions. In some

cases, these reports may require you to customise the report to obtain the same figures.

8. **Ensure ALL unapplied Adjustments/Credits are applied to an Invoice or deleted.**
9. **Delete all Scheduled Invoices and Payments (taking note of details).**
10. **Take note of your Quicken Settings / Preferences**

Some of the settings within your company file revert to the default settings of Quicken 2010. Make a note of your personal settings and preferences so you can apply these to your upgraded data file.

11. **Saved Reports may not be available after the conversion**

We recommend that you print any Saved Reports from your current version beforehand, for your reference.

12. **ABN and Branch number may need to be re-entered in your data file after conversion**

13. **If you have customised templates**

Customised Invoice and Estimate templates from your previous version only convert directly to Quicken Home & Business if you install Home & Business in the same installation directory as your previous version of Quicken, once the previous version has been uninstalled.

14. **If you have a linked investment account**

If you upgrade a Quicken company file that contains a linked investment account, the Investment Activity Report in Quicken 2010 will always report on all transactions from both accounts. To avoid this, you should un-link the accounts in your previous version prior to upgrading.

Upgrading your Quicken software

Reminder: before upgrading, have you:

- Printed a selection of reports from your original Quicken program.
- Created a backup of your original company file and validated it.

To upgrade from Quicken Personal v8 or Personal Plus v8 or CashBook v8, start on this page.

To upgrade from a different version, start on page 21.

Upgrading from Quicken Personal v8 or Personal Plus v8 or CashBook v8

In order to convert your data file to Quicken 2010, you need to step your data file up through CashBook 2004. The CashBook 2004 trial is available on the Quicken 2010 CD.

Install CashBook 2004 Trial

1. Make sure that your current version of Quicken (Personal v8 or Personal Plus v8 or CashBook v8) data file is backed up on disk then close Quicken.
2. Insert your Quicken 2010 CD into your CD-ROM drive. The installation screen automatically appears. If this does not happen, click the **Start** button and choose **Run**, then type `d:\autorun.exe` (where d is your CD-ROM drive) and click **OK**.
3. Browse CD. Then Browse to **CV** folder and then to **CBTrial** folder, then run **CashBook2004Trial.exe**
4. Click **Yes** when prompted to install CashBook 2004.
5. Click **Next** when the Welcome screen appears.
6. Select where you would like to install CashBook 2004 and click **Next**.

Note: You should install CashBook 2004 in the same installation directory as your previous version (default location is C:\Program Files\quickenw).

7. Click **Yes** to uninstall your previous version of Quicken. This will not affect your existing Quicken data.
8. Follow the prompts to uninstall your previous version of Quicken.

Note: Click **No to All** when prompted to remove all shared files.

9. When the uninstall process is complete, click **OK**.
10. The program starts to install CashBook 2004 trial on your computer.
11. Restart your computer to complete the installation of CashBook 2004.
12. Launch CashBook 2004 and upgrade your company file. If you have more than one company file, each must be upgraded by choosing **File menu > Open** and selecting the company file.
13. Once you have completed upgrading your file(s) to CashBook 2004, follow the instructions on page 21 – Upgrading from Quicken Personal 2002, Personal Plus 2002, CashBook 2003, Personal 2004, Personal Plus 2004, CashBook 2004, Personal 2005, Personal Plus 2005, Home & Business 2005/06, Personal 2006, Personal Plus 2006, Personal 2007, Personal Plus 2007, Home & Business 2007, Personal 2008, Personal Plus 2008, Home & Business 2008, Personal 2009, Personal Plus 2009, Home & Business 2009.

Note: If you encounter the message “The file contains one or more accounts that require access to features not currently activated in this copy of Quicken”, you will need to read Knowledge Browser article Q10227.

To access the Knowledge Browser, visit the Reckon website at: <http://www.quicken.com.au/Support/FAQs.aspx>. In the Knowledge Browser application, enter **Q10227** in the **FAQ ID#** field to read about this issue.

Upgrading from Quicken Personal 2002, Personal Plus 2002, CashBook 2003, Personal 2004, Personal Plus 2004, CashBook 2004, Personal 2005, Personal Plus 2005, Home & Business 2005/06, Personal 2006, Personal Plus 2006, Personal 2007, Personal Plus 2007, Home & Business 2007, Personal 2008, Personal Plus 2008, Home & Business 2008, Personal 2009, Personal Plus 2009, Home & Business 2009

You may directly upgrade your data file to Quicken 2010.

Note: When you upgrade to Quicken 2010, a backup of your original file is automatically placed in a folder called **Oldfiles** in your Quicken directory. See Other issues for instructions.

Follow the instructions below to upgrade your data file to Quicken 2010.

1. Ensure you have completed the instructions in section "Prepare your data file for upgrade" on page 17. Make sure your current version of Quicken is closed.
2. Insert the Quicken 2010 CD into the CD-ROM drive. The installation screen automatically appears. If this does not happen, click the **Start** button and choose **Run**, then type `d:\autorun.exe` (where d is your CD-ROM drive) and click OK.
3. Select your region.
4. Click **Begin**.
5. Follow the onscreen instructions.

Note: You may receive a message requesting that you exit and uninstall before installing Quicken 2010. When you return to install Quicken 2010, you may be asked to Remove Shared Files? Select **Yes to all**.

6. You may be requested to restart your PC to complete the installation. Select **Yes** to restart your computer, and click **Finish**.
7. The first time you open Quicken 2010, you will be required to Activate by entering your Quicken Installation Key Code (IKC). The activation process will

take place automatically over the Internet. If you do not have an Internet connection, click **Cancel** on the messages that appear and call Customer Service to complete the process over the telephone.

8. The first time you open your company file in Quicken 2010, the upgrade process begins. Read the upgrade message and click **OK** if you want to continue. If you have a large data file, or if you have investment data, the upgrade may take several minutes.

Note: If you upgrade from Quicken 2009, your Quicken 2009 company files will not go through the upgrade process and they should open without changes.

9. Follow the prompts to set up your company file in Quicken 2010. Click **Done** when you have finished.

After you upgrade

- Check your data in the upgraded version. Run the same reports you ran before upgrading and compare them to confirm that the data matches. If your data does not match the previous version, try to identify where the problem is. For example, it may relate specifically to categories or transactions.
- Check the Quicken settings and preferences against the settings you noted before upgrading your company file.
- Explore Quicken's many new features in What's new in Quicken under the Help menu.
- Back up your data file.

DO NOT OVERWRITE YOUR PREVIOUS BACKUP!

You may choose to back up your company file to a CD-ROM or other storage media. Make sure that you label each disk correctly and store it in a safe place in case you need them later. Do not overwrite this backup. (You can find instructions for backing up your data in the user guide, which is available on the Quicken 2010 CD-ROM.)

Notes

Notes

New Quicken users

Prepare to install Quicken 2010

Before you install Quicken, you need to:

- Log on to your PC as the Administrator or have Administrator rights.
- Close any programs running on your PC.
- Disconnect from the Internet.
- Disable your anti-virus and firewall applications.

After you have installed Quicken, be sure to re-enable your anti-virus and firewall applications. Then, reconnect to the Internet so that you can activate your Quicken product online.

Install Quicken 2010

To install Quicken:

1. Insert the Quicken 2010 CD into the CD-ROM drive.
If the installation window does not open automatically, click the **Start** button in the Windows taskbar and choose **Run**, then type `d:\autorun.exe`, where `d` is your CD-ROM drive, and then click **OK**.
2. Select your region.
3. Click **Begin**.
4. Follow the onscreen instructions to install Quicken.
Note: You will find your Installation Key Code (IKC) on your CD case or in the letter you received with your CD-ROM.
5. You may be requested to reboot your PC to complete the Quicken installation. Select **Yes**.
6. Double-click the Quicken icon on your desktop to open Quicken 2010.

Start a new file, or browse the features of Quicken 2010 using the sample file.

Activate Quicken

After you have installed and opened your software, you are prompted to activate Quicken 2010.

You will find your Installation Key Code (IKC) on your CD case or in the letter you received with your CD-ROM. You need an Internet connection to activate online.

If you can't activate your product over the Internet, call 1300 650 061 (Australian customers only).

Notes

Quicken 2010 End User Licence Agreement

Quicken 2010

End User Licence Agreement

THIS IS AN IMPORTANT DOCUMENT. PLEASE READ IT CAREFULLY.

This is a contract between Reckon Limited (ACN 003 348 730) (*Reckon*) and you. By using the Quicken 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. 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 12.

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

- you are purchasing the right to use the Software, not to own it;
- if you have been provided with a Trial Version, you may only use the Software on a temporary basis to evaluate the Software's functionality and suitability for your requirements;
- the Software contains registration and activation processes to guard against illegal copying;
- to continue using the Software, those processes require you to verify your compliance with the terms under which you are licensed to use the software (for example: the number of computers on which the software is installed) and to permit continued reactivation of the Software from time to time. This involves, in all versions, periodically verifying your licence details, and in the subscription version, renewing your subscription when it falls due. Reckon may also verify subscription customers during a subscription period and not only at renewal. You will also need to reactivate your Software if you want to reinstall it (for example, if you upgrade your computer or if you have a hard drive failure, and you may incur a technical support cost for this);
- when you purchase the Software or during the course of your subscription you will be provided with an installation key code. Please keep the installation key code in a safe place. You may need it when you first install or re-install

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

- you also need a licence key to reactivate your Software. In addition, with some older versions of the Software, you will not be able to re-install or reactivate the Software if you do not have your installation key code - see details below on Reckon's sunset policy;
- there will be no charge to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription. Reckon may charge you a fee for technical support if it needs to reissue a licence key provided also that the version of the Software you are using has not been 'sunsetted' as explained below. Reckon may also charge a fee if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software if you upgrade your computer or due to a hard drive failure);
- if you do not verify your licence details or renew your subscription (as applicable) within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records); and
- Reckon has a 'sunset policy' which means that technical support is not available for some older versions of the Software. This includes the ability to install or re-install that Software for any reason if you have lost your installation key code for those old versions. If you wish to continue using the Software in those circumstances, you will need to purchase a new copy of the current version of that Software.

1. LICENCE

- Evaluation licence:* If Reckon has provided a Trial Version of the Software to you, your rights to use the Trial Version are solely as set out in clause 10.
- 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 8.
- 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.

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

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

(d) *Accountant Edition*

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

(e) *Enterprise Version*

- (i) If you have purchased the QuickBooks 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.
- (ii) If you have purchased the QuickBooks Enterprise Accountants version of the Software, this Licence entitles you to load the Software onto one computer (for use by a single processing unit). You may not load the Software onto any further computers.

(f) *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 or otherwise dispose of or distribute the Software or use the Software to provide a bureau service.

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

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

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

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

- (h) *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. 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 3(a)(v), you will be required to provide your installation key code to Reckon when you reactivate your Software.
- (c) *Manner of verification:* You must verify your licence details in the manner required by Reckon from time to time (which may include email or on-line registration via the Internet). The Software may prompt you as to the required manner of verification.
- (d) *Charges for reactivation:* Reckon will not charge you to activate the Software initially or to reactivate your Software when you verify your licence details or renew a subscription, unless you have lost your installation or licence key code. You need both your installation code and your licence key to be able to reactivate the Software. Reckon may charge you a fee for technical support to reissue a licence key code. Reckon may also charge a fee for technical support if you need to reactivate the Software in other circumstances (for example, if you need to reinstall the Software because you have a new computer or need to reload the Software due to a hard drive failure). For the current fees go to <http://www.quicken.com.au>. If you have lost your installation key code, Reckon will not replace that code, and you may be required to purchase new Software.
- (e) *Consequences of non-renewal and failure to verify details:* This Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the Software if a subscription is not renewed or in the case of a full licence version, you have not verified your licence details when periodically prompted to do so by Reckon or by the Software. If the Software is not reactivated within the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).
- (f) *Statutory declaration:* In certain circumstances, before permitting a re-activation, Reckon may require you to provide it with a Statutory Declaration stating the reasons for re-activation in a form required by Reckon.
- (g) *Older versions:* Reckon has a sunset policy (covered in more detail in clause 4(a)) which means that technical support is not available for certain older versions of the Software. If technical support is not available for your version, you will not be able to reactivate or reinstall your Software if you do not have your installation key code. Reckon will not be obliged to provide you with a replacement key code and in

those circumstances you will need to purchase a new version or Upgrade in order to continue using the Software. Please go to <http://www.quicken.com.au> to see the sunset policy.

4. TECHNICAL SUPPORT

- (a) *Period when technical support is available:* Reckon will provide technical support for the Software only (and for the avoidance of doubt this does not include support for third party hardware or software, which remains the responsibility of the relevant third party), during the following periods:
- (i) in the case of a subscription version of the Software, during the period for which you have paid the relevant subscription fees (unless further releases of the Software in question are discontinued); and
 - (ii) in the case of a full version of the Software, there is a 'sunset period' during which technical support may not be available for that version. The sunset period for a version will commence on the earlier of:
 - (A) 2 years after the date on which you first installed the version on your computer; or
 - (B) the date Reckon releases the second successive Upgrade to that version.

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

- (b) *What is included as part of technical support:* Reckon will provide technical support in accordance with its then current technical support policy, which may include:
- (i) as contemplated by clause 3, the technical support required to reactivate the Software or to issue a replacement registration key code (for example, when you verify your licence details, renew a subscription or if you need to reinstall the Software);
 - (ii) provision of telephone help desk support services;
 - (iii) access to technical information about the software contained on Reckon's website; and
 - (iv) the ability for you to download Updates, but it does not include provision of Upgrades of the Software. For further explanation of Reckon's technical support policy please go to <http://www.quicken.com.au>.
- (c) *Fees:* Clause 3(d) sets out the circumstances when you will (and when you will not) be required to pay charges for the technical support to reactivate your Software (including when you wish to reinstall the Software) or for Reckon to issue a replacement registration key code.

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

5. ONLINE SERVICES

- (a) *Interaction with Online Services:* The Software may contain access to, or features that interface with, online services ("**Online Services**"). Examples of Online Services that may be applicable to the Software are EFTPOS, an online share price download facility, a statement download facility, bill and other payment services, a superannuation choice facility, online backup facility, payroll services and a debt recovery facility which are provided at an additional charge on a subscription basis measured for one year from the date of registration.
- (b) *Terms for Online Services:* Certain Online Services are not available for all versions of the Software. For example, in the case of bank statement download services, not all banks provide services that connect to the Software. Online Services are only available for 12-month periods for subscription versions and 24-month periods for full versions. In the case of a full version, access to Online Services in the second 12-month period may be subject to payment of the applicable charges. In order to renew access to Online Services at the end of the 24-month period in the case of a full version, you will be required to have purchased or upgraded to the latest version of the Software. In the case of a subscription version, you must have renewed your subscription. Internet access is required for all Online Services. Charges may apply for the use of Online Services (in addition to the cost of Internet access levied by your ISP). Where Online Services are available, separate terms and conditions with the provider of the Online Services may apply. In some cases Reckon may be the provider. You should check with the relevant third party provider as to the terms and conditions of use. Access to Online Services may be withdrawn by Reckon at any time. Reckon will not be liable for the withdrawal of access to any Online Services. Where access is to be withdrawn, Reckon may choose to notify you in advance provided that you have supplied Reckon with a valid and up to date email address.
- (c) *Other third party services and applications:* In some cases you may download other third party applications, for example Google Desktop supplied by Google Inc. In such cases your agreement to be bound by the terms of this Licence will also bind you to the terms of use or other similar agreements required by such third parties for use of their products.

6. LIMITED WARRANTY

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

authorised distributors regarding the use, performance, or results of the use of the Software.

- (b) *Defects in media*: Reckon warrants that the media on which the Software is recorded is free from defects in manufacture for a period of 90 days from the date of delivery. During this period, if you return the Software to your place of purchase, Reckon will replace any defective media on which the Software was supplied and any Software on that media, free of charge, unless you caused damage to the media due to poor handling.
- (c) *No guarantee that Software will be error free or that its use will be uninterrupted*: While Reckon has endeavoured to make sure that the Software works substantially as per the specifications published by Reckon from time to time, Reckon does not guarantee that the Software will work on all computer hardware platforms or configurations and makes no warranty that the Software will be error free, that its use will be uninterrupted or that it will be fit for your purpose.
- (d) *Internet access, telecommunications networks, firewalls and security*: Reckon does not guarantee connections to its online activation server as these may be dependent upon third party networks and security measures over which Reckon has no control.

7. LIABILITY

- (a) *Certain rights cannot be excluded*: The Trade Practices Act, 1974, and other laws may imply certain conditions and warranties into this Licence and give you certain rights and remedies that cannot be excluded or modified. This clause 7, and the limited warranties provided in clause 6, do not exclude or modify any of those rights if to do so would contravene that law or make any part of this Licence void.
- (b) *Exclusion of warranties*: To the full extent permitted by law, Reckon excludes all conditions, warranties and rights that may be implied into this Licence. If conditions, warranties or other rights for your benefit are implied in this Licence or otherwise conferred by law and it is not lawful to exclude, restrict or modify them, then those conditions, warranties and other rights will (but only to the extent required by law) apply to this Licence.
- (c) *Limitation of implied terms*: Reckon's (and its distributors') liability for breach of any implied conditions or warranties that cannot be excluded is limited, to the extent permitted by law and at the option of Reckon, to replacing or re-supplying the goods or services or their equivalent again or the payment of the cost of having the goods or services or their equivalent replaced or supplied again.

- (d) *General exclusion and limitation:* Other than as set out in clauses 7(b) and 7(c), and to the full extent permitted by law:
- (i) Reckon (and its authorised distributors) will not be liable to you or any other person for any direct or indirect loss, damages, liability, costs or expenses suffered by you or any other person relating to the performance or non-performance of the Software or any breach of this Licence or the supply of the Software or in connection with, but not limited to, the Online Services, use of tax tables, use of third party hardware (for example but not limited to Postec services) or provision of technical support (whether by telephone or remote access or other means); and
 - (ii) Reckon's maximum liability for damages arising in connection with this Licence or the supply of the Software is limited to the amount paid by you for the Software.
- (e) *Your liability to Reckon:* You agree that Reckon (and its authorised distributors) will not be liable, other than as expressly set out in this Licence, and that you will indemnify Reckon (and its authorised distributors) from any liability, loss, damage, costs or expenses which you may suffer or incur as a result of your use of the Software (including any claims made against you by third parties).
- (f) *Use of Software is not provision of professional advice:* The information contained in this Software may include features designed to assist you in complying with the requirements of the relevant legislation; e.g., superannuation. If the Software contains features to assist with superannuation, e.g., superannuation guarantee requirements, then Reckon does not warrant that the relevant reports will be compliant with legal requirements, as these change from time to time. You agree it is your obligation to ensure that deductions and rates used for deductions for superannuation, taxation (of any nature) and any other deductions/contributions calculated using the software are correct from time to time and at the applicable time and that nothing in the software constitutes professional advice in relation to these matters. The help contained in this Software is not a substitute for professional advice. Legal and accounting advice should be obtained before taking any action in reliance on this Software. The software is also not financial product advice. In addition any tax tables (which are included with certain versions of the Software, e.g., QuickBooks and Payroll Premier) that might be supplied with this Software are also changed from time to time and you should consult with your professional adviser before relying on the tax tables. Reckon does not warrant that the tax tables are up to date at your date of purchase. In providing you with the tax tables,

Reckon is not engaged in rendering legal, accounting or other professional services. If legal advice or other expert assistance is required, you should seek the service of a competent professional.

- (g) *Reckon has no responsibility for recommendations:* Reckon, its employees, agents, contractors and the authors disclaim any and all liability and responsibility to any person, whether a user of this Software or not, in respect of anything (including, without limitation, any error in or omission from this Software) and of the consequences of any actions taken or omitted to be taken in reliance, whether wholly or partially, upon all or any part of the content, recommendations or help contained in this Software.
- (h) *Corruption of data and on-line access:* To the full extent permitted by law, Reckon and its authorised distributors disclaim all liability for any corruption of data, inability to access data, loss of data, breach of privacy, or downtime as a result of or arising from the use of any online link available between the Software and another server including without limitation in connection with any Online Services.
- (i) *On-line services:* Reckon makes no warranty or representation in connection with the Online Services, the responsibility for which rests with the relevant provider of such Online Services.

8. TERM AND TERMINATION OF LICENCE

- (a) *Licence Term:* Unless this Licence is terminated earlier in accordance with its terms, your right to use the Software in accordance with this Licence continues:
 - (i) in the case of a subscription version of the Software, for an initial period of 12 months from the date of registration of the Software. This Licence will automatically renew for a further 12 month period upon the payment of Reckon's annual subscription fee. If the annual subscription fee is not paid on or before the termination of the current 12 month period, this Licence will automatically terminate; and
 - (ii) in the full version of the Software, indefinitely, however:
 - (A) you may be required to periodically verify your licence details and have the Software reactivated as per clause 3 in order to keep using the Software; and
 - (B) if you need to reinstall the Software, you will need a copy of your original CD (or other media on which the Software was provided) and the installation key code. If you do not have the CD, you will need to purchase or upgrade to a new full version and pay for the postage associated with sending the CD to you. Clauses 3(d) and 3(g) outline when

Reckon may charge you a fee for the provision of a replacement key code and, more importantly, when a replacement key code will not be provided by Reckon due to the operation of Reckon's sunset policy.

- (b) *Termination by Reckon for breach:* Reckon may terminate this Licence if you are in breach of its terms or as otherwise set out in this Licence.
- (c) *Survival:* Clauses 2, 4, 6, 7 and this clause 8 will survive the termination of this Licence. Termination of this Licence will not prejudice any right which Reckon may have, or but for the termination may have had, against you for a breach of this Licence.
- (d) *Things you must do upon termination:* Upon the termination of this Licence, you or your representative must promptly uninstall the Software from your computer, destroy the CD, User Guide and related materials and any copies of them in your possession or control or return or dispose of them in the manner directed by Reckon. Upon written request from Reckon you agree to provide a Statutory Declaration to Reckon that you have complied with your obligations under this clause 8(d).

9. SUBSCRIPTION TERMS

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

- (a) *Entitlement to Upgrades and Updates:* During the period for which you have paid subscription fees you will receive, included in the cost of the subscription, all Upgrades and/or Updates of the Software, via Internet download.
- (b) *No extension of Licence term:* Your right and entitlement to use the Software, as enhanced by any Upgrades and/or Updates, concludes at the end of the term of the Licence (subject to payment of an annual subscription fee) and is not linked to the dates of release, registration or provision by Reckon of any Upgrades and/or Updates.
- (c) *This Licence prevails:* If you have purchased this Software as an Upgrade to an earlier version of the Software, this Licence shall supersede any previous licence agreement.
- (d) *Not all Upgrades included:* Your subscription to the Software and any Upgrades and/or Updates under this Licence does not grant you the right to receive special versions of the Software created for certain customers or market segments, even though they may contain similar features or functions. Versions of the Software which may from time to time be offered in retail or other channels in different configurations as special promotions are not included as part of the subscription.

- (e) *No obligation on Reckon to upgrade:* Upgrades and/or Updates will be developed and released by Reckon in its sole discretion, and Reckon does not warrant or represent that it will develop or release any Upgrades and/or Updates during the term of the subscription period or Licence. Furthermore, Reckon does not warrant that the Upgrades and/or Updates will be provided to you or made available within any specified time period following the commercial release of such Upgrades and/or Updates.
- (f) *When payment is due:* If applicable to the Software licensed to you, you will be required to pay the monthly subscription fee in advance on the first business day of each month. You authorise Reckon to direct debit your monthly subscription fee from the bank account nominated by you.
- (g) *Deactivation at end of subscription period:* As per clause 3, the subscription version of the Software is provided to you on the understanding and acknowledgment that it may contain technology which deactivates and disables the software if your subscription is not renewed or you are found to be in breach of this license agreement. If the Software is not renewed by the end of the required period, the Software may continue to operate but with impaired functionality or you may not be able to access the Software at all (including printing out or viewing any of your data or records).
- (h) *You need a full version if you don't renew:* If you elect not to renew your subscription, the Software does not allow you to upgrade to a non-subscription version of the Software by way of the purchase of an Upgrade pack. In such circumstances, you are only able to upgrade to a later non-subscription version of the Software by purchasing a full (non-upgrade) version of the Software.
- (i) *Early termination:* If you wish to terminate your subscription early, you must do so by giving Reckon no less than one calendar month notice to that effect. Depending on the type of software you have subscribed to and the type of subscription you are signed up for, you may be required to pay a cancellation fee. See <http://www.quicken.com.au> for a schedule of fees. Reckon will direct debit your account, and you agree to pay, the applicable cancellation fee.

10. TRIAL LICENCE

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

- (a) *Licence:* Your licence to use the Trial Version:
 - (i) permits you to evaluate the Software's functionality and suitability for your requirements;

- (ii) is for the number of users set out in the material accompanying your copy of the Trial Version;
 - (iii) is subject to the general restrictions in clause 2(e) and the limited warranty in clause 6(a);
 - (iv) is for three months (***Evaluation Period***); and
 - (v) in the case of Reckon Retail Point of Sale, does not integrate with QuickBooks.
- (b) ***Duration:*** You acknowledge that your licence to use the Trial Version will only apply for the Evaluation Period. At the end of the Evaluation Period:
- (i) you must not and will not be able to continue to access the Trial Version, including any data that you have entered into the Trial Version; and
 - (ii) if you wish to use the Software you must purchase a full version or subscription version of the Software.
- (c) ***Entitlements:*** You:
- (i) are not entitled to Upgrades or Updates (or any other software other than the Trial Version); and
 - (ii) may be required to pay for any technical support that you may require in relation to the Trial Version in accordance with Reckon's then current charges.
- (d) ***Liability:*** You acknowledge that subject to clauses 7(b) and 7(c), and to the full extent permitted by law, Reckon excludes all liability to you for any loss, damage, liability, costs or expenses suffered by you relating to the performance or non-performance of the Trial Version or any breach of this clause 10.

11. STUDENT EDITION

- (a) If you are using a Student Edition, your Software may have limited licence rights as well as limited functionality, including:
- (i) a limit on the number of transactions that can be entered;
 - (ii) a limit on the number of company files that can be opened;
 - (iii) a limit on the number of QuickBooks features and services available.
- (b) Your Software may be deactivated at the end of three years from the 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 the Student Edition. Support requests must be directed to your educational institution.

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

12. GENERAL

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

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

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

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

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

- (b) *Applicable law:* This Licence is governed by the laws of the State of New South Wales, Australia.
- (c) *Entire Agreement:* This Licence contains the entire agreement between Reckon and you in relation to its subject matter and supersedes any prior agreements and understandings, whether written or oral.
- (d) *Waiver:* Any failure to enforce any rights under this Licence by Reckon is not to be taken as a waiver of those rights.
- (e) *Variation:* To the extent permitted by law, Reckon may vary any of the terms and conditions of this Licence upon providing you with thirty (30) days notice in writing and a copy of the replacement terms and conditions. In the case of subscription users no new terms will come into force until the commencement of your renewed subscription period. Reckon will display any new terms and conditions on Reckon's web site and you should check the QuickBooks website regularly. See <http://www.quicken.com.au>.
- (f) *Headings:* Clause headings are for ease of reference only and do not affect the meaning of this Licence.
- (g) *Third Party Applications and Technology:* in some versions of the Software, you may in the installation process also have installed third party applications and technology. The terms of this Licence apply to your use of all such third party applications and technology.

Quicken and QuickBooks are registered trademarks of Intuit Inc.
Software is © 2009-10, Reckon Limited.
All rights reserved.

Product updates available online

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

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

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

Store your Quicken products safely

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

Contacting Reckon Technical Support

Australia

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



1902 223 101 (Advantage members, please refer to your Welcome Pack for Advantage technical support contact details)

Call costs \$4.90/min (incl GST) Charges are higher from public and mobile phones. Call costs and operating hours are subject to change.



www.quicken.com.au/support

New Zealand

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



Per incident support 0800 933 666
\$35.00 plus GST

Per minute support 0900 33 609

Call cost – \$3.95 /min (incl GST)

Charges are higher from public and mobile phones. Call costs and operating hours are subject to change.



www.quicken.co.nz

Asia

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



Singapore +65 6254 2322



www.quicken-asia.com



RECYCLED