

IMPORTANT READ THIS FIRST

before installing or upgrading your software

Payroll Premier 2016/17

Installation and upgrade guide

Reckon 

This booklet explains what you need to know to set up and run **Payroll Premier 2016/17**.

We strongly recommend that you read this booklet carefully and follow the steps outlined to ensure your installation process is as smooth as possible.

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System Requirements

Recommended

- At least 1.8 GHz Intel® Pentium® IV (or equivalent)
- 1 GB RAM for Microsoft® Windows Vista™ and Windows 7 users
- 2 GB RAM for Microsoft® Windows 8 & Windows 10 users

Minimum

- 500 MHZ Intel Pentium II (or equivalent)
- At least 256 MB of RAM for a single user and at least 512 MB of RAM for multiple, concurrent users
- For Windows Vista™ users: 1.2 GHz Intel® Pentium® III (or equivalent) and 1GB RAM
- Microsoft® Windows Vista™, Windows 7, Windows 8 or Windows 10 operating system
- 1 GB of disk space (additional space required for company files)
- At least 256-colour SVGA video
- Optimised for 1024x768 pixel screen resolution
- Supports 800x600 with small fonts
- 24X CD-ROM
- All online features and services require Internet access with at least a 56 Kbps modem (ADSL or Cable Modem recommended)

Additional notes

About Windows Vista, Windows 7, Windows 8, Windows 10 and Payroll Premier

- Windows Vista, Windows 7, Windows 8, or Windows 10 must be logged in as Administrator to install and run Payroll Premier 2016/17.
- The default folder for installations of Payroll Premier 2016/17 is “C:\QPRollv25”. However if you choose to install Payroll Premier 2016/17 other than the default location, it must be installed in a folder **other than** “\Program Files”, due to internal requirements of the Windows Vista, Windows 7, Windows 8 and Windows 10 operating systems.
- While Payroll Premier 2016/17 works on the Windows Vista, Windows 7, Windows 8, and Windows 10 operating systems, users should be aware that the system requirements for Windows Vista, Windows 7, Windows 8 and Windows 10 are far higher than those listed. These system requirements are for Payroll Premier 2016/17 only and do not reflect any hardware/peripherals requirements that may be required to successfully install any compatible operating system.
- Payroll Premier uses WinHelp for its in-product Help system, which is not supported by Windows Vista, Windows 7, Windows 8 or Windows 10. However, you can download a WinHelp tool from Microsoft that enables you to view WinHelp files on Windows Vista, Windows 7, Windows 8 or Windows 10. For more information about the WinHelp tool, refer to <http://support.microsoft.com/kb/917607>.
- Payroll Premier allows pay slips and payment summaries to be emailed to employees. Windows Vista, Windows 7, Windows 8 or Windows 10 users need to have Microsoft Outlook* open in the

*Microsoft Outlook 2002, 2003, 2007, 2010 and 2013 are supported

background in order to generate emails from Payroll Premier.

If you need assistance

For help with installation, upgrading or configuring Payroll Premier for your business, you can contact a Reckon Accredited Professional Partner. To find a Professional Partner in your area, visit www.reckon.com, click **Find an Accredited Partner** from the **Resources** menu at the bottom left.

Get the most from this guide

This booklet explains what you need to know to set up and run Payroll Premier 2016/17.

It includes important information for both new and existing users.

- If you are new to Payroll Premier, start reading from page 20.
- If you are an existing user, you will need to upgrade your data file. You will also need to make sure you have covered all the basics before the upgrade. Start reading from page 9.

Notes

Information for Existing Users of Payroll Premier

Changes for 2016/17

Payroll Premier includes a number of changes and new features in this release. An overview of changes and features you should be aware of is provided below.

PAYG Tax Tables

Payroll Premier 2016/17 contains the new Tax Tables for the 2016/17 financial year.

EmpDupe File

The EmpDupe file is an electronic file which is sent by the employer to the ATO at the end of each financial year. Empdupe files generated using Payroll Premier 2014/15 will still be accepted.

You can print payment summaries for 2014-15 financial year in either Payroll Premier 2014/15 or Payroll Premier 2016/17.

Note: *You must upgrade to Payroll Premier 2016/17 before you pay your first pay in July 2015.*

Last Minute Release Notes

When installing Payroll Premier 2016/17, you will see the last-minute release notes in the 2nd screen in the Installation Wizard. These notes are also contained on the Payroll Premier 2016/17 CD for future reference. We strongly recommend that you read the notes before you start running the program.

Note: *Make sure you do not uninstall your existing versions of Payroll Premier before installing Payroll Premier 2016/17. You need the existing version on your PC so that the new version can recognise your existing data file for upgrade purposes.*

Before you upgrade

Complete all tasks for 2015/16

Before upgrading your data file, you need to open your existing Payroll Premier version and:

- Process all pays where the **Date Paid** falls before 1 July 2016.
- Make at least one backup of your company file(s).

If you have used the **Setup Network Data Path** function to move your company file from the default location, you may have memorised reports that you want to keep. Before upgrading, you must move your company file back to the default Data folder.

1. Go to the **File** menu and click **Setup Network Data Path**.
2. Browse to the default Data folder on the local machine (e.g. C:\QPRollv24\Data).
3. Clear **Use Existing Files located At The Server Path** and click **Save**. You can save the company file back to the network data path after upgrading.

Note: *If you have moved your company file to a network location by following Knowledge Browser article 4738, you must read Knowledge Browser article 4757 before upgrading.*

*To access the Knowledge Browser, visit the Reckon website at: <http://kb.reckon.com.au//search.asp>. In the Knowledge Browser application, enter **4757** in the **Search** field to read about this issue.*

Determine your upgrade path

Find your current Payroll Premier 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 Payroll Premier 2016/17.

Follow the upgrade instructions on the following pages carefully.

Your current version	Payroll Premier 2016/17
Payroll Premier 2015/16	✓
Payroll Premier 2014/15	Payroll Premier 2015/16*
Payroll Premier 2013/14	Payroll Premier 2014/15*
Payroll Premier 2012/13	Payroll Premier 2013/14*
Payroll Premier 2011/12	Payroll Premier 2012/13*
Payroll Premier 2010/11	Payroll Premier 2011/12*
Payroll Premier 2009/10	Payroll Premier 2010/11*
Payroll Premier 2008/09	Payroll Premier 2009/10*
Payroll Premier 2007/08	Payroll Premier 2009/10*
Any earlier versions to Payroll Premier 2007/08	Payroll Premier 2007/08*

* You will need to perform a step upgrade through an intermediate version of Payroll Premier to upgrade your data file. For example:

If you are upgrading from Payroll Premier 2014/15 you will need to upgrade to the 2015/16 trial and use its Upgrade wizard to upgrade your data file to 2015/16.

After your data file is upgrade to 2015/16, you can install Payroll Premier 2016/17 and use its Upgrade wizard to complete the upgrade process.

Payroll Premier 2015/16, 2014/15, 2013/14, 2012/13, 2011/12, 2010/11, 2009/10 and 2007/08 Trials are provided on your Payroll Premier 2016/17 CD. Refer to the information below for trial locations on the Payroll Premier CD.

Upgrade Software	Located on CD	IKC
Payroll Premier 2015/16	\\PP_2015-16_Trial\ Payroll_Premier_2015-16_Trial.EXE	\\PP_2015-16_Trial\ PP2015-16_Trial_Licence_Key.txt

Upgrade Software	Located on CD	IKC
Payroll Premier 2014/15	\\PP_2014-15_Trial\ Payroll_Premier_2014-15_Trial.EXE	\\PP_2014-15_Trial\ PP2014-15_Trial_Licence_Key.txt
Payroll Premier 2013/14	\\PP_2013-14_Trial\ Payroll_Premier_2013-14_Trial.EXE	\\PP_2013-14_Trial\ PP2013-14_Trial_Licence_Key.txt
Payroll Premier 2012/13	\\PP_2012-13_Trial\ Payroll_Premier_2012-13_Trial.EXE	\\PP_2012-13_Trial\ PP2012-13_Trial_Licence_Key.txt
Payroll Premier 2011/12	\\PP_2011-12_Trial\ Payroll_Premier_2011-12_Trial.EXE	\\PP_2011-12_Trial\ PP2011-12_Trial_Licence_Key.txt
Payroll Premier 2010/11	\\PP_2010-11_Trial\ Payroll_Premier_2010-11_Trial.EXE	\\PP_2010-11_Trial\ PP2010-11_Trial_Licence_Key.txt
Payroll Premier 2009/10	\\PP_2009-10_Trial\ Payroll_Premier_2009-10_Trial.EXE	\\PP_2009-10_Trial\ PP2009-10_Trial_Licence_Key.txt
Payroll Premier 2007/08	\\PP_2007-08_Trial\ Payroll_Premier_2007-08_Trial.EXE	\\PP_2007-08_Trial\ PP2007-08_Trial_Licence_Key.txt

Upgrading from earlier versions to Payroll Premier 2007/08

1. Make a backup of your data file.

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.

2. Close any applications currently running on your PC, including any virus protection programs and disconnect from the Internet.

Virus protection programs may interfere with the installation. (Refer to your antivirus software documentation for instructions.) Once you have

installed Payroll Premier you can re-enable your antivirus program and re-connect to the Internet.

3. Insert the Payroll Premier 2016/17 Installation CD into your CD-ROM drive, then click **Quit** to exit from the Installation window.

If running Windows Vista, Windows 7, Windows 8 or Windows 10 operating system:

- Press the windows key  + the R key to display the run dialogue box,
- Type **D:** and click **OK** (where D: is your CD-ROM drive letter), then navigate to D:\PP_2007-08_Trial.

The D:\PP_2007-08_Trial folder includes two files:

- **Payroll_Premier_2007-08_Trial.exe** is a trial version of Payroll Premier 2007/08.
- **PP2007-08_Trial_Licence_Key.txt**, contains a licence key for you to use when installing the trial version.

4. Double-click **Payroll_Premier_2007-08_Trial.exe**.

The Payroll Premier 2007/08 Installer window opens.

5. Follow the onscreen instructions to install the Payroll Premier 2007/08 trial software.

- Use the licence key from the **PP2007-08_Trial_Licence_Key.txt** file when requested in the installer.
- Upgrade your data file using the Upgrade wizard.

6. Repeat step 3 through 6 (similar) to upgrade to Payroll Premier 2009/10, Payroll Premier 2010/11, Payroll Premier 2011/12, 2012/13, 2013/14, 2014/15, and then upgrade to Payroll Premier 2015/16.

7. Follow the steps in the next section to upgrade to Payroll Premier 2016/17.

Upgrading from Payroll Premier 2015/16 to Payroll Premier 2016/17

1. Make a backup of your data file.

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.

2. Close any applications currently running on your PC, including any virus protection programs and disconnect from the Internet.

Virus protection programs may interfere with the installation. (Refer to your antivirus software documentation for instructions.) Once you have installed Payroll Premier you can re-enable your antivirus program and re-connect to the Internet.

3. Insert the Payroll Premier 2016/17 Installation CD into your CD-ROM drive.

If the installation does not run automatically, then:

- For Windows Vista, Windows 7, Windows 8 or Windows 10 operating system, press the windows key  + the **R** key to display the run dialogue box,
- Type **D:** (where D: is your CD-ROM drive letter), then double-click **autorun.exe**.

Payroll Premier 2016/17 displays the installation options window, with an important message about the new tax scales and payment summaries.

4. Click **Install Payroll Premier 2016/17** to begin the installation.

Note – When installing on Windows Vista or Windows 7: The default directory for installation of Payroll Premier 2016/17 is **C:\QPRollv25**.

You can choose to install Payroll Premier in any folder you like. However, in the case of Windows Vista, Windows 7, Windows 8 or Windows 10, you should avoid installing Payroll Premier in the “Program Files” folder and the “Program Files (x86)” folder.

6. After Payroll Premier is installed on your PC, open the program and follow the onscreen instructions to upgrade your data file.

If the Upgrade wizard does not start automatically, go to the **Wizard** menu and click **Upgrade from previous version**.

7. Follow the onscreen instructions.

Network data path

As part of the upgrade process, Payroll Premier 2016/17 places your new data file in the directory you chose, under \QPRollv25\Data.

You can copy this data file, along with the reports and tax scales, to a network data path (see the user guide for details).

You may wish to view your old data file in your previous Payroll Premier version for comparison purposes. If so, make sure you use a new folder at the network data path for 2016/17. That way you will not overwrite the contents of the old network data path folder.

After upgrading

Register Payroll Premier

To register Payroll Premier:

1. Go to the **Activities** menu and click **Register Payroll Premier**.

The Register Payroll Premier wizard opens.

2. Follow the onscreen instructions.

The wizard will guide you through the registration process. You can also press the **F1** key for in-product Help on the subject.

Review information in your data file

It is important to carefully review your data file after upgrading. In particular check your:

- Award setup
- Super Funds List
- Preferences/Super - Statutory Super Percentage
- Preferences/Tax - Low Rate threshold

Get the latest payroll tax files

Payroll Premier 2016/17 contains PAYG tax updates to reflect the 2016 Federal Budget.

You should regularly check for further state payroll tax updates by following the link to your state or territory in the **Online** menu in Payroll Premier 2016/17. If there has been an update for your state or territory, go to the **Lists** menu and click **Payroll Tax Scales** to manually update your State Payroll Tax scales.

EmpDupe File Update

The term “EmpDupe file” is the name given by the ATO for the Annual PAYG Report, which is to be submitted no later than 15th August each year. However a business is able to submit the file anytime after June 30.

Uninstalling your previous version

If you wish to uninstall your previous version of Payroll Premier, follow the steps below.

1. Go to the Windows **Start** menu and click **All Programs**, then click your previous version of Payroll Premier, and then click **Uninstall Payroll Premier**.

The Uninstall wizard opens.

2. Follow the onscreen instructions to complete the uninstall process.

If running Windows 8 or Windows 10 operating system:

1. Access the **Start Menu** by pressing the windows key  or by hovering the cursor in the bottom left of the screen.
2. Locate your previous version of **Payroll Premier** and right click on the icon. A check-mark will appear in the right corner to indicate it has been selected. Click **Uninstall** on the toolbar that appears at the bottom of the screen.
3. The **Programs and Features** window opens. Make sure your version of Payroll Premier is highlighted, then click **Uninstall/Change**.
4. Follow the onscreen instructions to complete the uninstall process.

Information for New Users of Payroll Premier

Installing your new Payroll Premier 2016/17 software

It's easy to install Payroll Premier 2016/17. Just follow the steps below and the onscreen instructions:

1. Close any applications currently running on your computer, including any virus protection programs and disconnect from the Internet.

Virus protection programs may interfere with the installation. (Refer to your anti-virus software documentation for instructions.) After you have installed Payroll Premier, you can re-enable your antivirus program and re-connect to the Internet.

2. Insert the Payroll Premier 2016/17 Installation CD into your CD-ROM drive.

If the installation does not run automatically, then:

- For Windows Vista, Windows 7, Windows 8, or Windows 10 operating system:
 - Press the windows key  + the R key to display the run dialogue box,
 - Type **D:** and click **OK** (where D: is your CD-ROM drive letter) then double-click **autorun.exe**.
3. Click **Install Payroll Premier 2016/17** to begin the installation and follow the onscreen instructions.

Running Payroll Premier for the first time

Note – When installing on Windows Vista, Windows 7, Windows 8 or Windows 10: *The default folder for installation of Payroll Premier 2016/17 is C:\QPRollv25. You can choose to install Payroll Premier in any folder you like. However, in the case of Windows Vista, Windows 7, Windows 8 or Windows 10, you should avoid installing Payroll Premier in the “Program Files” folder and the “Program Files (x86)” folder.*

To open Payroll Premier:

- Go to the Windows **Start** menu, click **All Programs**, select **Payroll Premier 2016-17** and then click **Payroll Premier 2016-17**.

Register Payroll Premier

You have 21 days after installing Payroll Premier to register the program.

To register Payroll Premier:

1. Go to the **Activities** menu and click **Register Payroll Premier**.

The **Register Payroll Premier** wizard opens.

2. Follow the onscreen instructions.

The wizard will guide you through the registration process. You can also press the **F1** key for in-product Help on the subject.

Getting Help

There are several ways you can learn about Payroll Premier 2016/17:

- Payroll Premier 2016/17 User Guide
This provides a conceptual overview of the program. It is enough to get you started with understanding how Payroll Premier can support your payroll needs.
- In-product Help
This provides detailed information about the program that you can access through a contents page, index and by pressing **F1** from an open window.
- Q-Card
This is a small yellow window of information that displays in the toolbar and helps you complete tasks in the window that is currently open. You can enable or disable Q-Cards from the **Help** menu.

Get the latest payroll tax files

Payroll Premier 2016/17 contains PAYG tax updates to reflect the 2016 Federal Budget.

You can check for the latest state payroll tax updates by following the link to your state or territory in the **Online** menu in Payroll Premier 2016/17. If there has been an update for your state or territory, go to the **Lists** menu and click **Payroll Tax Scales** to manually update your State Payroll Tax scales.

**Payroll Premier 2016/17
End User Licence
Agreement**

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 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 13.

Important: Please refer to the website for details of the Software, minimum requirements and functionality. 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") for your exclusive use in accordance with the terms of this licence. 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 & Privacy**

You acknowledge that Reckon collects information from you when registering, activating and validating the Software and when you use the Software including technical support. 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 Statement on our website. 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.

- **Use of Software is not provision of tax, accounting or other professional advice:**

- The information contained in the Software may contain features designed to assist you in complying with the requirements of relevant legislation.

- 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.

- 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 professional adviser before relying on any such reports.

- 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"). Where Third Party Online Services are available, separate terms and conditions with the provider of the Third Party Online Services may apply. 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.

- **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 RECKON (Toll-free 1800 732 566)

Contact email: 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 computerthen you must obtain an additional licence for each additional person or computer.
- (c) 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; or
 - (v) use the Software to provide bureau, hosting or other services by internet or by any other means.
- (d) 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.
- (e) 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 licence 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) (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 Statement on our website.
- (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, and a 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. 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 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 advise. Software assessed on a preliminary basis to be defective by Reckon will be replaced by Reckon and sent to you at Reckon’s cost.

- (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, including any breach of the Privacy Laws, as a result of your use of the Software (including any claims made against you by third parties).
- (f) *Use of the 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 On-line services:* Except as required by the Consumer Guarantees, Reckon makes no warranty or representation in connection with the Third Party Online Services, the responsibility for which rests with the relevant provider of such Third Party Online Services or such hardware.

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, 6, 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 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.
- (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 9(b) and 9(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. GENERAL

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

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

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

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

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

- (d) *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.
- (e) *Evaluation Fee*: The fee set out on the pricing page of the Website at the relevant time to obtain an Evaluation Licence to use the Services on trial.
- (f) *Headings*: Clause headings are for ease of reference only and do not affect the meaning of this Licence.
- (g) *Privacy Laws*: Privacy Act 1988 (Cth) and the Australian Privacy Principles (“the Privacy Principles”), as amended from time to time
- (h) *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.
- (i) *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.
- (j) *Waiver*: Any failure to enforce any rights under this Licence by Reckon is not to be taken as a waiver of those rights.
- (k) *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
website: www.reckon.com

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Notes

Product updates available online

Reckon regularly posts product news, announcements, and other information of interest to Payroll Premier users on our website, www.reckon.com.

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, due to a hardware failure. To avoid potential problems, be sure to keep your Annual Membership up to date.

Store your Payroll Premier products safely

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



Reckon™