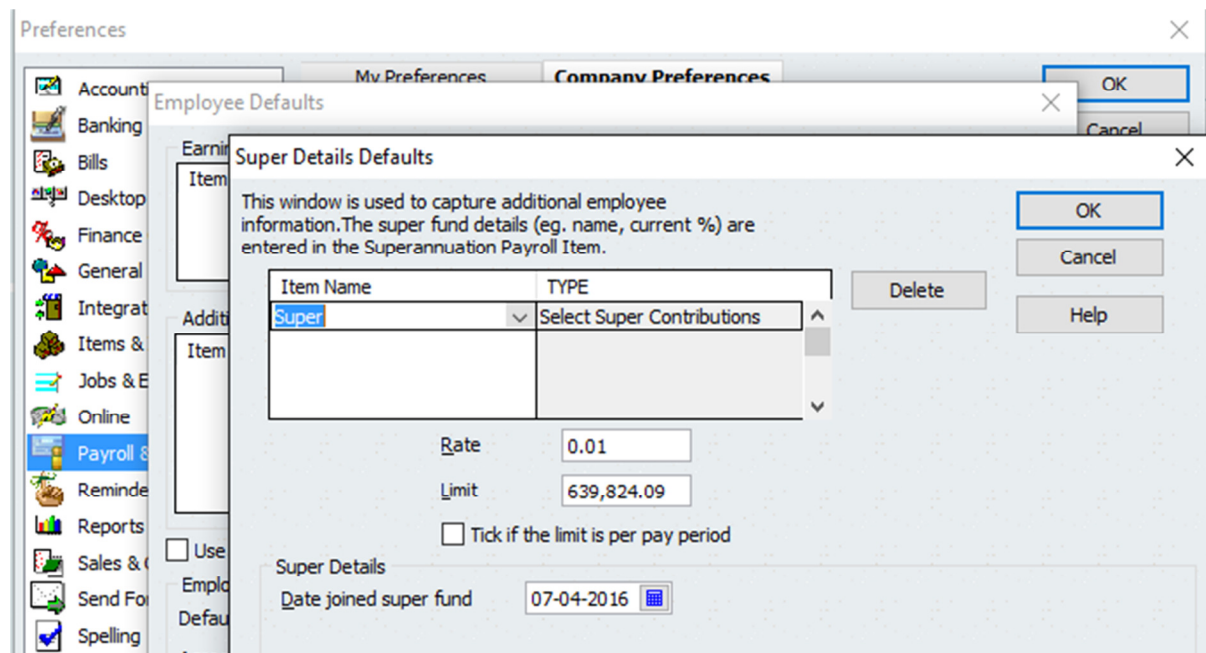


## IMPORTANT INFORMATION REGARDING RECKON ACCOUNTS 2016

It has come to our attention recently that there is an issue within the Reckon Accounts 2016 software (Plus and above) that occurs when the user has default Super details in Australia and default KiwiSaver details in New Zealand in the preferences of the file during the upgrade procedure and after upgrading the user creates an Employee.

If you do not have any Super entries in the Employee Defaults during the upgrade then your file is not affected by this issue.

The screen that is affected is below.



If the above window contains Super details during the upgrade, there is the potential to corrupt a data file when adding a new employee in Reckon Accounts 2016.

To ensure that this corruption does not occur, follow these steps: -

- 1) Go to *Edit > Preferences > Payroll & Employees > Company Preferences > Employee Defaults > Super Details*
- 2) Using the Delete button remove any Super (KiwiSaver) entries within this window
- 3) Click OK to save changes

These steps can be performed either prior to upgrading or after upgrading, prior to adding any Employees.

**I have not upgraded to 2016 what do I need to do?**

Ensure that the default super details in the preferences have entries removed before the upgrade. If you wish you can add these back after the upgrade is completed

**I have upgraded to 2016 and have not added any employees?**

It is vitally important that you delete the setup in the default super details preferences before trying to add an employee to the file. Once you have deleted the setup, and closed preferences. It is ok for you to go back and add the data back into the default super details preferences of the file.

**I had Super Details set up in Preferences prior to upgrade and have added an employee in Reckon Accounts 2016?**

Unfortunately your data file now may have a corruption issue that at this stage cannot be fixed without data recovery. You will need to restore a backup from prior to creating the Employee and remove the default super details.

**Our Development Team is currently working on this issue.**