



McLain, Calhoun, McCullough, Clark & Co., P.C.

**Certified Public Accountants
Business Consultants**

QUICKBOOKS INFORMATION

We at McLain, Calhoun, McCullough, Clark & Co. P.C. want to ensure that you continue receiving full access to business services offered by QuickBooks. Each year we let you know what versions of QuickBooks will no longer have access to live technical support or payroll services. We recommend that you upgrade to QuickBooks 2012. By upgrading you will receive all the latest product benefits and access to technical support and business services.

Each year, we strive to deliver the best products to our customers by investing in technology that makes QuickBooks better and easier to use. One of the ways we are able to do that is to manage the costs associated with supporting older releases. We believe this enables us to provide you with the right level of service, while still providing leading-edge business solutions to our customers at the lowest cost.

Our practice is to support the latest QuickBooks product (QuickBooks 2012) and the two previous versions (QuickBooks 2011 and QuickBooks 2010). If you are currently using an older version of QuickBooks and do not need live support or do not use certain business services (such as payroll), you can continue to use the software as you have been. However, if you would like to continue receiving live technical support or use other services, including payroll you will need to install and register a supported version of QuickBooks software.

As services to older versions are scheduled to be discontinued, McLain, Calhoun, McCullough, Clark & Co. P.C. provides affected customers with advance notice in a variety of ways, including phone calls, email notifications, in-product notifications, and through our website at <http://www.mclaincalhoun.com>

Discontinuation Plan FAQs

What happens if I don't upgrade my QuickBooks by May 31, 2012?

If you choose not to upgrade to QuickBooks 2012, your product will continue to work as it does today. However, after May 31, 2012, you will no longer have access to live technical support and some business services.

Which services will be discontinued on May 31, of 2012?

The chart below shows which products and services will be discontinued.

Products	Services
QuickBooks 2009 and earlier for Windows	Assisted Payroll Basic Payroll Enhanced Payroll Standard Payroll Employee Organizer Merchant Service Billing Solution (formerly QuickBooks Online Billing) QuickBooks Email Credit Card Processing Online Banking Technical Download Technical Support Plans and Services (and free online Backup)
QuickBooks 2006 for Windows	QuickBooks Email
QuickBooks Pro 2007 for Mac	Online Banking (Web Connect) Support Plans and Services
QuickBooks Point of Sale 6.0	Technical Support Plans and Services
QuickBooks Enterprise Solutions Version 8.0	Technical Support Plans and Services (and free Online Backup) Assisted Payroll Basic Payroll Enhanced Payroll Standard Payroll Employee Organizer Merchant Service Billing Solution (formerly QuickBooks Online Billing) QuickBooks Email Bill Pay Online Banking Terminal Download
Credit Card Processing Kit version 3	Billing Solution Online Banking Technical Support Plans and Service
Invoice Manager 2008	Billing Solution Merchant Service Technical Support Plans and Service

Additional Support Information

If you decide to continue using QuickBooks 2009 instead of upgrading, you can still access the QuickBooks knowledge base archive to get answers to frequently asked questions 24 hours a day, 7 days a week.

If you have any additional questions, please contact **Becky Gillis**, Advanced QuickBooks Pro-Advisor at **912-537-3017**.