

Upgrade QuickBooks

Upgrading from QuickBooks 2008 or later?

1. Install QuickBooks 2011
2. Open your old company file
3. You're ready to go!

If you're upgrading from QuickBooks Multicurrency edition or QuickBooks 2007 or earlier, this version of QuickBooks contains many new features and changes. The Upgrader's Guide section contains important information to get you working with your company file as quickly as possible.



Tip: For a video introduction on what to expect when upgrading, visit quickbooks.ca/videos.

What company files can be upgraded to QuickBooks 2011?

You can upgrade company files from all earlier versions of QuickBooks, **except for: QuickBooks Enterprise Solutions.**

If you're upgrading from version 2003 or earlier, you cannot upgrade directly to QuickBooks 2011. Instead you must upgrade in two steps. Go to our support site at quickbooks.ca/support and search "2003" for more details.

What should I do with my old version of QuickBooks?

If you have QuickBooks Multicurrency edition, QuickBooks 2007 or earlier, please **do NOT uninstall** your old version of QuickBooks, or more importantly, do not delete your old company file. You need it to create sales tax reports or to review transactions that took place before you upgraded your company file, as well as for audit or tax inspection purposes. During the upgrade process, QuickBooks knows the location of your old company file and prevents you from overwriting it.

Before you upgrade your company file

Find your last sales tax return(s): Locate the paper copies of the last GST/HST/QST and PST sales tax returns that you filed and have them with you when you start the upgrade process. You will need information from these returns to upgrade your company data.

Your payment details: Locate the payment or refund information for your last sales tax payment including how much was paid or received and the date for which it was paid. You might need to find this information from a GST slip or a cheque receipt.

Make a backup of your old company file(s): QuickBooks prevents you from overwriting your original company file during the upgrade process. However, for added safety, make a backup before you start. Set the backup process to perform a complete verification.

Starting the upgrade process

1. In **QuickBooks 2011**, open your old company file.
2. Verify you want to upgrade your file by clicking to select the checkbox, and then click **Update Now**.
3. Start going through the **Upgrade Wizard**.

The Upgrade Wizard takes you through the steps necessary to upgrade your company file.

To save time, before starting the upgrade process, the wizard asks for key information about your data file. We describe the most important questions in the sections below.



Tip: At any time in the Upgrade Wizard, click the blue links if you want more information.

Home currency

As you go through the Upgrade Wizard, you'll be asked if you use foreign currencies (the Multicurrency feature). If you do use foreign currencies, you'll also be asked to confirm your home currency. Make sure you choose the currency that corresponds to the home currency in your old company file.

Why isn't my home currency brought forward from the previous version?

The Multicurrency feature in previous versions allowed you to customize the name of the currency. QuickBooks needs to know which currency corresponds to your old home currency so it can download the correct exchange rates from the Internet.

Date of the last Sales Tax period

If you file sales tax (GST, HST, QST, or PST), you will be asked for the **end dates** of the periods for the last **GST/HST/QST** and **PST** sales tax returns that you sent to the government.



Important: It is vital that you enter the correct dates. Otherwise, the sales tax totals in your upgraded file will be incorrect!

Why do I need this information?

During the upgrade, QuickBooks reassesses your sales tax to the end date of your last return, to catch possible sales tax entry errors that might be present in your old company file.

We do this now because QuickBooks has a completely new sales tax system. The new sales tax system ensures that common user mistakes do not affect the accuracy of sales tax reports.

For example,

- Transactions that were entered or modified after sales tax was filed
- Transactions that contained sales tax, but didn't have a sales tax code associated with them



Important: If QuickBooks finds sales tax entry errors in your old company file, you might have a sales tax overpayment or underpayment. When the upgrade completes, resolve the overpayment or underpayment by downloading a new tool from the Upgrade Centre.

Business forms and reports in the new version

Near the end of the Upgrade Wizard, QuickBooks asks you to manually recreate your business forms and reports in the new version.

You don't have to do this right now. After the upgrade is finished, the Upgrade Centre lists the items you need to recreate and gives you the tools to do so.

Why do I have to recreate my business forms?

The way that sales tax is reported on business forms (like bills and invoices) is different in the new sales tax system. Sales tax is now reported only as a total on each form, instead of separate amounts for each line, resulting in a more accurate sales tax calculation. However, this change prevents us from upgrading your customized forms.



Tip: We've improved the Layout Designer (sometimes referred to as the Customization Feature) so it's even easier to recreate your business forms, and we have hundreds of templates you can download from the web. For more details, see quickbooks.ca/templates

Finishing the upgrade

When QuickBooks has enough information, it begins updating your company file. QuickBooks estimates how much time it will take based on the size of your file and displays a countdown timer.

After you upgrade your company file, QuickBooks displays the **Upgrade Centre**. From here, you can complete the remaining tasks necessary to finish upgrading your company file. Some are more critical than others to complete, such as Adjust for sales tax overpayment or underpayment. You can complete them at your convenience, just click **Add Reminder**.

Should you require additional upgrading support, take advantage of your one free technical support call. **Call 1-877-772-9158** (weekdays 8:00 a.m. to 8:00 p.m. EST). A QuickBooks expert will be happy to assist you.

Also visit our support site for extensive self help information that is available 24 hours a day. quickbooks.ca/support