



Company file deactivation request

About company file activation

Each time you activate an MYOB company file (data file) an ID is allocated to the file. This ID is stored in the company file and in MYOB's own activation database. Your MYOB product licence allows a limited number of company files to be "active" at any point in time.

Only company files into which you enter new information should be activated. Unless you request to have the file deactivated, it will be considered "active" and will have an active company file ID.

When is deactivation required?

If you have company files into which you no longer enter data, you can choose to deactivate them. This may be appropriate when you reach the maximum number of files allowed by your licence, but you need to activate an additional company file.

Examples of company files that you could deactivate:

- A company file that has been upgraded and activated, but does not require new information to be added.
- A company file that has been activated multiple times (this causes multiple company file IDs to be allocated to the company file).
- A company file for which multiple confirmation codes have been generated (when using the Phone activation method).

Important: The deactivation process is permanent. When a company file is deactivated, it will be permanently set to read-only mode. In read-only mode you can view, print and export transactions and reports; however you cannot enter new records or transactions.

If you have any queries regarding the deactivation process, please contact MYOB Customer Service on **1300 555 151**.

The deactivation process

To request that a company file be deactivated, please complete the following steps.

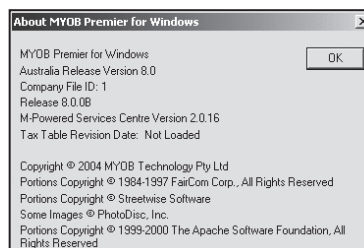
Step 1 Identify all company files that need to remain ACTIVE

To update our systems with the correct number of active company file IDs, you will need to identify the company files into which you need to continue entering transactions and records. Please check all computers as you may have different company files on different computers.

Step 2 Locate the company file ID of each ACTIVE file

For each ACTIVE company file identified in step 1, identify its company file ID:

1. Open each company file, go to the **Help** menu and choose **About MYOB**. (If you are using Mac OS 8.6/9.x, go to the **Apple** menu and choose **About MYOB**. If you are using Mac OS X, go to the **AccountEdge** menu and choose **About AccountEdge**).
2. Note the company file ID that appears below the product's version information.
In this example, the company file ID number is 1.





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Step 3 List all ACTIVE company file ID's

List the IDs identified in Step 2. **Please note:** Any company file IDs NOT listed below will be deactivated.

ID #	ID #	ID #
ID #	ID #	ID #
ID #	ID #	ID #
ID #	ID #	ID #
ID #	ID #	ID #
ID #	ID #	ID #
ID #	ID #	ID #
ID #	ID #	ID #

Tick this box if you have additional active company files. Please attach a list of the additional company file IDs.

Step 4 Reason for deactivation request

Please indicate the reasons why you require the unlisted company file IDs to be deactivated:

- A company file has been upgraded and activated, but does not require new information to be added.
- A company file has been activated multiple times.
- A company file has had multiple confirmation codes generated (when using the Phone activation method).
- Other (please provide details)

Step 5 Serial number

Write your serial number here _____

If under any circumstance you require reactivation, please note there will be a charge of \$39 to reactivate a company file.

Step 6 Agreement

The company file deactivation process will permanently set the deactivated company file(s) into read-only mode. In read-only mode you can view information, print reports and export data. You will NOT be able to enter any new data. This request for company file deactivation must be completed and signed by the owner or director of the company.

I, _____ (owner/director) of _____ (company name)

have read and agree to the above information and authorise the deactivation of any company file IDs NOT listed above.

Signed _____ Date _____

Step 7

Return this page by fax or mail to MYOB Customer Service.

Fax **03 9222 9888**
Mail **MYOB Australia Pty Ltd PO Box 371, Blackburn, VIC, 3130**

You will receive a confirmation fax or email from MYOB once the deactivation request has been processed, with further information about accessing your deactivated company files.