



# Serial Number Removal Request form

## Attention: Data File Repair Team

Bill to serial number (serial number you will use to activate the file):

Date (DD/MM/YY):

Company name:

Contact:

Email:

Phone:

Mobile:

Name of Company File(s) Submitted:

I have read and accepted the Terms and Conditions (below) and frequently asked questions outlined (page 3).

Signature:

Date:

## Please specify the service you require

**Standard Service: Up to 4 working days turnaround**

**Premium Service: 4 hour turnaround**

Customer with cover: \$25\* first file; \$10\* per additional file

Customer with cover: \$50\* first file; \$20\* per additional file

Customer without cover: \$50\* first file; \$20\* per additional file

Customer without cover: \$90\* first file; \$30\* per additional file

**Total Number of files for this request:**

**Total Number of files for this request:**

\* All pricing includes GST

## Your payment details

The only payment methods available for this service are Visa/Master/AMEX Credit Card or Cheque. We do not accept Diners card, B-Pay, bank transfer, cash or Post Bill pay etc.

I wish to pay using my:

Visa  MasterCard  AMEX

Credit Card:

Expiry Date:

Cardholder's Name:

I hereby authorise MYOB New Zealand Ltd to charge the credit card shown above as per the terms and conditions listed on this form, receipt of which is hereby acknowledged.

Your file will be returned only after this form has been received and payment has been authorised.

Cardholder's Signature:

Date:

or

I have enclosed a cheque for the minimum charge (payable to MYOB New Zealand Ltd).  
If you wish to pay by cheque, full payment must be received before your data file is returned.

## Terms and Conditions

These are the Terms and Conditions governing the data file services provided by MYOB New Zealand Ltd ('MYOB').

1. You represent that you have the legal right to the information contained on the data files and you authorize MYOB to recover and transfer the information to a new media.
2. MYOB will endeavor to satisfactorily provide the data file service for the charges shown above.
3. MYOB undertakes that the work will be performed in a competent and workmanlike manner and that it will exercise reasonable care to safeguard the confidentiality of the data contained in the files.
4. If any datafile should be damaged or lost while in MYOB'S custody, MYOB'S liability will be limited to the cost of repair or replacement of the blank datafile. Subject to the previous sentence, MYOB'S entire liability for your damages from any cause whatsoever with respect to the repair of your product, whether due to MYOB'S negligence or to any other reason, is limited to the amounts that you pay for repair services. MYOB has no liability whatsoever for indirect, special, exemplary, or consequential damages, such as lost profits or revenue. MYOB has no liability for loss of or damage to data.
5. These Terms and Conditions are governed by the laws of New Zealand.

## Step 1: Send the submission form

MYOB require this form to be completed and submitted to the MYOB Data File Repair team before we can complete your serial number removal request.

You can submit your completed request form by:

- **Fax to 0800 94 96 96**
- **Uploading to our secure File Transfer Protocol (FTP)** account along with your data file
- **Post, if you wish to pay by cheque**, send the cheque for the minimum amount along with this form to the address listed below.

**Please note that due to PCI-DSS Compliance reasons we are unable to accept your submission form via email communications.**

## Step 2: Send your corrupt data file

MYOB require you to send your data file to the MYOB Data File Repair team before we can complete your serial number removal. You can send your data file by FTP or by Post or Courier, please follow the instructions below.

Please note that MYOB does not provide technical support on use/connection difficulties of the FTP account.

### Sending your file by FTP

- You need to send an email to request that an FTP account be created for you, please note that without the following details we may not be able to create your FTP account.
  - > Email: [data@myob.co.nz](mailto:data@myob.co.nz)
  - > In the subject of your email please put the following details:
    - **FTP Account Request** for Premium or Standard Serial Number Removal
    - **Your company serial number** (serial number you will use to activate the file)
    - **Size of your MYOB data file** in a compressed ZIP/SIT format (total size if submitting multiple files)

An automated reply will be sent to you for every email you send to us. If you did not receive a confirmation, we did not receive your email.

- Once you receive details back regarding the FTP account created for you, follow the steps provided to upload your data file and submission form (please only upload backup/compressed ZIP/SIT files). Once the file has completely uploaded to the FTP account, you must send an email to [data@myob.co.nz](mailto:data@myob.co.nz) to notify the Data file repair team that the file has been uploaded and is ready for serial number removal.

This email will determine your place in the file repair queue, please include the below details in the subject:

- > Your company Serial Number
- > Serial Number Removal and whether you are requesting Standard or Premium service

Please note that if we do not receive this email, your request will not be placed in the queue.

### Sending your file by post or courier

#### Postal address

MYOB New Zealand Ltd  
Attention: Data File Repair  
PO Box 2864  
CHRISTCHURCH 8140

#### Courier drop-offs and pick-ups

MYOB New Zealand Ltd  
Attention: Data File Repair  
49 Sir William Pickering Drive  
CHRISTCHURCH 8053

- Place your data file on one of the media options listed below and send it to MYOB along with your completed form:
  - > Writable CD's – CD-R or CD-RW
  - > Writable DVD's – DVD±R or DVD±RW
  - > USB Flash Drive

Under no circumstances should any hardware be sent to MYOB. We will only accept your data file on one of the above-mentioned formats. Please note MYOB will not accept responsibility for lost or damaged storage devices.

- Please make sure that files can be successfully restored from the storage media you intend to use, to confirm this, you should attempt to restore the file from the medium you are sending to us.
- MYOB New Zealand will endeavour to return repaired data files using Express Post (next business day delivery). If you require urgent shipping, a courier must be arranged and paid for by you

## Checklists and frequently asked questions

### Register your product

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- If you have purchased a new product, please make sure you register your software before sending the file in to us. For help registering your product, please contact MYOB Customer Service on 0800 60 69 62 or register online by clicking on below web-link:  
<https://my.myob.co.nz/Pages/ProductRegistration.aspx>
- We are unable to complete the serial removal for un-registered serial number.

### Data files in older versions

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- Files previous to MYOB Accounting/Plus V14 & Premier V8 do not require serial removal service.
- Once you upgrade this file to the latest version, you will be asked to activate this file.

### Turnaround times

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**Premium Service:** 4 hour turnaround

**Standard Service:** Up to 4 working days turnaround

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- Once we've received your data file
- Only for files submitted via FTP before 4:00 PM
- Excludes weekends and public Holidays
- Files sent via Post/Courier will be returned via express post
- If your file is received after 4:00 PM it will be considered as next working day 9:00 AM request.

### Charges and payment methods

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**Credit Card:** Provide Visa/Mastercard/AMEX details on submission form and send it to us.

**Cheque:** Send the cheque for the amount with submission form prior to requesting the service to avoid delays.

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- Your file will be returned only after this Form has been received and payment has been authorised.
- Additional file rate is only valid if all the files are part of one request and received as a one request.
- Cover and non-cover charges will be determined by the Bill-To serial number provided on the submission form.

### How do I request the service?

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- Select the service you require.
- Complete the serial removal request form and send it to us using one of the methods listed on page 2.
- Submit your most recent data file to us using one of the methods listed on page 2.

### While your file is submitted

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- If you continue to enter transactions into your copy they will need to be re-entered into the file once it has been returned after serial removal. You will need to do this by either manually re-entering them or using the export import function..

### After your file is returned

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- We'll notify you via email once your serial removal is completed.
- Correctly restore the file on to your system.
- You will need to activate your data file using the correct serial number before it can be used. Please check the activation prompt in the program for more information.