



Peachtree 2010 Launch Frequently Asked Questions

Peachtree Upgrade FAQs

General Questions:

What is the database that will be included with Peachtree 2010?

Peachtree 2010 includes the Pervasive® 10.12 database

Will I experience any issues is moving my data from Pervasive 9.1 to 10.12?

No, for all current supported Peachtree products, the transition will be seamless.

When I moved to my current version of Peachtree from Peachtree 2006 or earlier, the conversion wasn't necessarily seamless. Has this improved?

Yes, with Peachtree 2007 and higher, the database has been built on Pervasive. Peachtree 2010 continues to use Pervasive so your conversion will be virtually pain-free.

What are the differences between the Peachtree 2010 products?

To compare the features found in each product side-by-side, use our Comparison Chart Tool at www.peachtree.com.

Once I have Peachtree 2010, how do I know what features are available and how to use them?

Located in the Help file of Peachtree 2010 is a new feature called 'What's new in Peachtree.' This feature will walk you through all the new features in Peachtree 2010, plus also tell you how to use the new features.

Why should I choose Peachtree over QuickBooks®?

Peachtree products provide robust functionality in inventory, job costing, time and billing, fixed assets, and Internet tools. In addition, Peachtree products are strong and flexible in system accounting functions, such as Double Entry Accounting, Import/Export, Fiscal Year Structure, Security and Posting Options. Peachtree products also provide advanced analysis tools to help small businesses make informed decisions on a daily basis.

What is the advantage of joining Peachtree Business Care?

Peachtree Business Care* is an automatically renewing support plan that allows you to always be current and supported. As long as you are subscribed to the plan, you will continue to receive product updates/upgrades and on-going support. Additionally, Peachtree Business Care provides customers access to online training sessions, Peachtree training guides, and participation in the Freedom Support Extra plan at no additional cost.

*The Peachtree Business Care Plan (which includes product upgrades, updates, and customer support) will be renewed automatically each year on the anniversary date of your purchase unless you terminate your agreement prior to that date. Renewal is not required to continued access to product updates for supported versions.

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Peachtree 2010 Features:

Does either Peachtree or my computer need to be on to run an Automatic Backup?

No, your computer and/or Peachtree does not need to be on in order to run a backup.

Are there any fees associated with using Peachtree Business Analytics*?

No, you will have access to all the analysis and industry trending information as part of your purchase of Peachtree 2010.

* Internet access required. Service is embedded within Peachtree 2010, however is also available for Peachtree 2008 and 2009 products via a separate application download from www.peachtree.com.

With Peachtree Business Analytics*, am I required to pass my company information over to conduct the analysis?

Yes, your company information will be passed over to a secure database in order to run the analysis of your data as well as compare it against other companies in your specific industry.

* Internet access required. Service is embedded within Peachtree 2010, however is also available for Peachtree 2008 and 2009 products via a separate application download from www.peachtree.com.

Are there any functional limitations in opening Multiple Companies?

Yes, the core functions within Peachtree will still function in each of the companies opened, however, certain items such as "What's New in Peachtree", credit card processing, Aatrix payroll and Online Backup will not function in companies opened after the first one.

* When opening more than one company, you will experience reduced product functionality in those companies opened after the first one.

Is there a limit to the number of tabs I can create with My Dashboard?

No, you can create a virtually unlimited number of tabs.

Can I restrict users to certain information in My Dashboard?

Yes, My Dashboard utilizes the role-based security in Peachtree Quantum, so users only have access to the information set-up by the Administrator.

Are there templates available for setting up Order Process Workflow?

No, Order Process Workflow is intended to be flexible enough to allow you to set-up the process based on how your company currently operates. However, Peachtree Quantum does provide helpful tips in order to get you started.

How many contacts can I add as part of Multiple Contacts*?

You can add virtually an unlimited amount of contacts per Customer ID, however, there is a maximum of 20 ship to addresses and 1 billing address per customer.

* There is a maximum of 20 ship to addresses and 1 billing address per customer.

Will the ship-to address be virtually unlimited as well in Multiple Contacts?

No, your ship-to addresses will continue to be limited at 20.

* There is a maximum of 20 ship to addresses and 1 billing address per customer.

Can I turn my In-Product Advisor messages off?

No, but you can set the In-Product messages based on your experience level with Peachtree which will help determine the frequency you see messages. As well, you can set the length of time you will see messages as they come up.

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Support Questions:

Does Peachtree Support Windows® 2000?

No, with the release of Peachtree 2009, we no longer support Windows 2000.

Does Peachtree Support Windows Server 2008?

Yes, we support Windows Server 2008.

What type of support do I get when I purchase Peachtree 2010?

All first time Peachtree customers will receive 30 days free support* upon registration. Upgrading customers will receive one free support call* within 30 days of registration. As a Peachtree customer, you'll also get access to the Peachtree Knowledge Center, which puts answers at your fingertips. You can search our extensive knowledgebase for commonly asked questions, or ask a question specific to your support needs, allowing you to get accurate online answers quickly.

* Free support provided for currently supported products. Additional support is available for a fee. Support specialists reserve the right to limit a call to one hour or one incident.

Does Peachtree Support Windows Vista® 64-bit systems?

Yes, Peachtree 2010 does support 64-bit systems.

I work a lot with Microsoft® Excel®. Does Sage Software offer any support for this?

Yes, with the Peachtree Freedom Care Extra plan*, you can not only get support for your Peachtree product, but also for Microsoft Excel.

* Sage Software will assist with the management of Peachtree data in Microsoft Excel 2002, 2003 and 2007. We reserve the right to limit calls to one hour or one incident

Will Peachtree 2010 work with Windows Vista?

Yes, all products in the Peachtree 2010 line will work with Windows Vista.

How many years back will the Multi-Year* Reporting feature go back?

With an upgrade to Peachtree 2010, you will be able to see 'real-time' information from your current open 2 years plus 1 closed year, all within Peachtree. Once you upgrade to Peachtree 2010, you historical information will begin to build year over year

* Upon upgrading to Peachtree 2010, 3 years of converted Peachtree Financial Statement data and account balance data on General Ledger reports will be readily accessible, as well as data for any future closed years will be available.

Within the Multi-Year* reporting feature, will the data being viewed in my closed year be altered?

No, one of the advantages of Peachtree is that we lock-down all closed year information. This feature will allow you to see the information without concern of changes occurring.

* Upon upgrading to Peachtree 2010, 3 years of converted Peachtree Financial Statement data and account balance data on General Ledger reports will be readily accessible, as well as data for any future closed years will be available.

What is SmartPosting technology?

Specific to our Peachtree Quantum product, SmartPosting is a proprietary technology that improves product performance allowing you to access information quicker and work within the product with fewer errors and multi-user locking issues. With speeds up to 90% faster on saving transactions, SmartPosting will exceed the performance you have come to expect from Peachtree Quantum.

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Peachtree Add-on Services:

How do I sign up for Peachtree Bill Pay*?

You can sign up for Peachtree Bill pay right from within the product*. Go to the Services menu and click on "Bill Pay".

* Subject to approval and to Sage terms of service. Additional fees, internet access and checking account required.

Does Peachtree offer the ability to access my data remotely?

Yes, with Peachtree Remote Access* powered by GoToMyPC®, you will be able to access your Peachtree data from any location.

* Additional fees, internet access and credit card required. Subject to third party terms and conditions. Price is subject to change.

How can I download my bank statement to Peachtree?

You now have two options in which you can download your bank statement*. You may automatically connect to your bank and import transactions by choosing your financial institution from the list of supported banks that allow statement transfer to Peachtree ([click here for an updated list](#)), or if your bank is not listed you can still manually import your banking transactions in to Peachtree so long as they are stored in standard Open Financial Exchange (OFX), QuickBooks QFX, or Microsoft Money format. If you use the automatic import option, you will enter the ID and password issued to you by your bank for access to online bank reconciliation.

* Internet access required. See www.peachtree.com/banks for a current list of supported banks, which is subject to change. Your bank may charge a fee to download statements.

How do I activate UPS® shipping?

If you have an existing account with UPS*, you can provide the information during the registration process. All of your negotiated rates and discounts will be honored when you access UPS Online functionality through the Peachtree application.

* UPS functionality is subject to UPS terms and conditions. Internet access required.

What if I already have an existing UPS® account?

If you have an existing account with UPS*, you can provide the information during the registration process. All of your negotiated rates and discounts will be honored when you access UPS Online functionality through the Peachtree application.

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