

FINDEX

1. What software and package is right for my business?

With a wide range of options currently available, choosing the right software for your business can be challenging. Findex highly recommend discussing software package options with your personal accountant or bookkeeper, to receive professional advice according to your business structure.

All software options offer free trials, which may be beneficial if you want to get a feel for how it works before making the decision.

2. Who should I contact if I have a software related issue or question?

Software Issues/Questions - Each program has their own helpdesk and online training resources:

[Xero](#)

[MYOB](#)

[QuickBooks](#)

General Software Questions - If you are unable to resolve any software related issues via the helpdesk, Findex advise directing any non-subscription related questions to your accountant or bookkeeper. With an existing knowledge of your business, they will provide the best guidance e.g., how to utilise certain functions of the software to meet your business needs.

Software Subscription Questions - If the question is subscription related, please direct your enquiry to: mea@findex.com.au

3. Will my software, including integration with other apps and programs be affected if I move my subscription to Findex?

Existing Xero files are required to have the subscription transferred to Findex as the owner to enable access to the MEA discount, however the original software and integrations you have setup will be unaffected.

Existing MYOB and QuickBooks subscriptions can't be transferred. Findex will need to set up a new subscription and file, and you will need to reintegrate any connected apps or programs. Your accountant or bookkeeper can provide you with assistance to transfer any existing data. We advise speaking to your accountant or bookkeeper about this step before your new subscription is created.

4. Will my software access change and what will Findex have access to?

You will retain the same access. Findex requires access as the subscription holder to provide the discount, however they will only access your file for subscription maintenance if required. As a professional services firm and in agreement with MEA, Findex are bound by federal legislative law in relation to privacy of client data.

5. What happens if I want to cancel my software subscription through Findex and take this back over?

There will be a final bill for the usual monthly amount in the month you decide to cancel (no pro-rata). The subscription will be transferred back to you, and from the next billing period you will pay full price for the subscription. Your data will be unimpacted.