

## Frequently asked questions

### 1. I received a termination notice email from myBusiness. Why did I receive it?

You received this email because your subscription to QuickBooks Online via Sing Tel myBusiness has expired or is about to expire. Effective November 1<sup>st</sup>, customers will no longer be able to renew QuickBooks Online subscriptions through SingTel. In order to continue your use of QuickBooks Online, you must agree to migrate your account billing data from SingTel to Intuit and follow the requirements provided by SingTel and Intuit to transition your account. If you do not migrate your account billing data to Intuit, you will no longer be able to access your QuickBooks Online Account or any data in your QuickBooks Online account at the end of your subscription, and your QuickBooks Online service will be terminated.

### 2. What changes will there be to my QuickBooks Online subscription if I migrate my account to Intuit?

You will still have access to all of your account billing data and to the QuickBooks Online you know and love, but you will also have access to a few additional features. For example, you will be able to:

- Access QuickBooks Online directly by logging in at qbo.intuit.com
- Manage user access to your QuickBooks Company within QuickBooks and set specific user permissions
- Access your account billing data on smartphones and tablets using the QuickBooks Online mobile apps available for iOS and Android
- Enhance QuickBooks' functionality by integrating Quickbooks with other user-friendly business applications specialized to your business needs, such as payroll, e-commerce, or POS.. For a full list of approved applications, click here.
- Obtain monthly billing with no penalty for cancellation at any time

### 3. If I choose the migration option in my termination notice email, will all my account billing data from SingTel's myBusiness portal migrate to Intuit?

Yes, all your account billing data will be migrated and remain accessible in your Quickbooks Online subscription

### 4. If I initiate migration by clicking on the link in my termination notice email, will I still able to use QuickBooks Online from myBusiness Portal?

Yes, you can still use QuickBooks Online from myBusiness Portal until you receive an email from Intuit that the migration process has been completed.

### 5. Why do I need to provide a SaaS ID and email address to proceed with the migration?

This information is needed to correctly identify your QuickBooks Online subscription in the myBusiness portal in order to allow Intuit to conduct the migration properly.

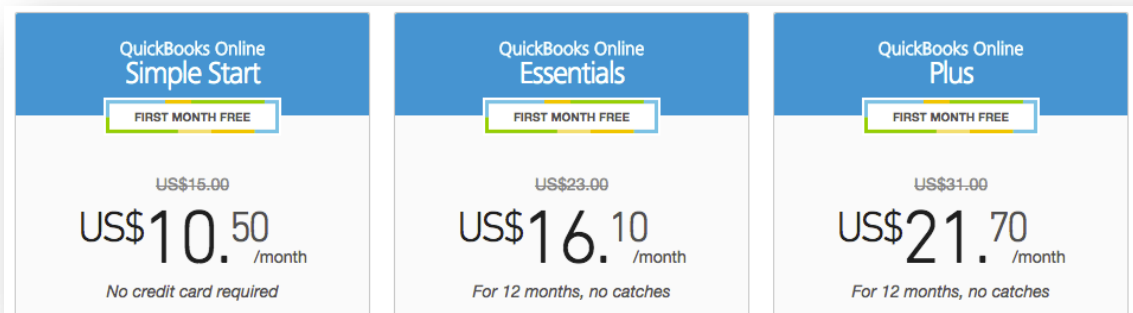
### 6. Where can I find my SaaS ID and email address to proceed with the migration?

You can find your SaaS ID in the termination notice email; your email address is the same email address to which the thetermination notice email was sent.

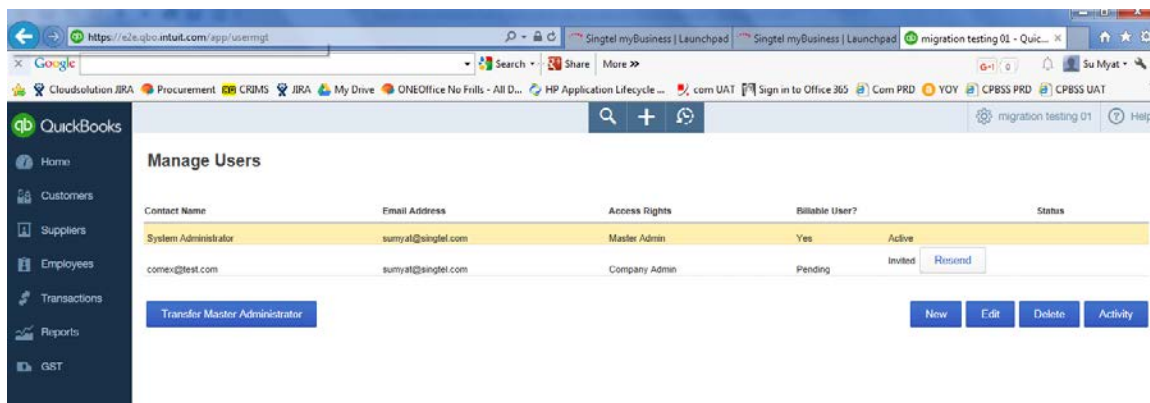
### 7. Will I be charged for migrating from Sing Tel to Intuit?

Migration is free of charge. Once your account billing data has been migrated, you will enter a 30 day free trial period to explore your new QuickBooks Online subscription. After 30 days, you will be required to pay Intuit for the use of Quickbooks Online services. The monthly service fees are detailed in the chart below. SingTel customers are eligible for 30% off the monthly subscription fee for the next 12 months following the conclusion of the free trial period.

SingTel customer special Offer: First month free + 30% off your monthly subscription for the next 12 months on your current QuickBooks Online version. Term and Conditions apply please see the Intuit website for details.



8. **How long will it take to migrate my account billing data from the myBusiness Portal to Intuit?**  
Migration may take up to 48 hours. You will receive a notification email from Intuit once the migration has been successfully completed.
9. **I received a notification email from Intuit that the migration was successful. What does it mean?**  
It means that all your account billing data from myBusiness Portal has been migrated to Intuit and you can access your account by logging into Intuit Quickbooks Online.
10. **I received an invitation email from Intuit to become System Administrator. What does it mean?**  
Upon accepting this invitation, you will become the system Administrator of your migrated QuickBooks Online subscription.



11. **I received a notification email from Intuit that the migration was successful. Can I still use QuickBooks Online from myBusiness Portal?**  
No, once the migration is complete you will no longer be able to use QuickBooks Online from myBusiness Portal  
Note: If you launch QuickBooks Online from myBusiness Portal, you will see a notification message confirming that migration is completed and directing you to launch QuickBooks from Intuit QuickBooks Online.
12. **Can I back up all my account billing data if I don't want to proceed with migration from myBusiness to Intuit?**  
A backup can be created by generating reports in your QuickBooks Online account which can then be saved as excel spreadsheets.
13. **I want to migrate before my subscription has expired. Will SingTel charge for the remainder of my subscription?**  
No, SingTel will waive remaining subscription fees if you migrate from myBusiness to Intuit early.
14. **When will Singtel stop charging for my QuickBooks Online subscription if I choose to migrate from myBusiness to Intuit?**  
SingTel will stop charging on the same day Intuit's notification email for a successful migration is received.

**15. I received a notice of termination email from myBusiness even though I didn't request termination of my subscription. Why?**

You may have received a notice of termination because:

- a) You chose to migrate from myBusiness to Intuit and the migration has been completed; or
- b) You didn't choose to migrate your account billing data to Intuit within the notice period and your account was automatically terminated at the expiration of your subscription.

**16. How do I know Intuit received my migration request?**

Intuit will send an acknowledgement email once the migration request is submitted. Note that migration can take up to 48 hours to complete. In the meantime, you can still proceed using QuickBooks online from myBusiness Portal.

**17. I never use QuickBooks Online from myBusiness Portal. Am I still eligible to migrate QuickBooks Online account billing data from myBusiness to Intuit?**

Yes, you can still proceed with a migration but no account billing data will be migrated since no account billing data has been created in myBusiness Platform.

**18. I am not sure if I used QuickBooks Online from myBusiness Portal prior to the migration. Just to be safe, can I still proceed with a migration to Intuit?**

Yes, you can still proceed with migration. If your account billing data is in myBusiness Portal, we will migrate all your account billing data to Intuit Platform. If there is no account billing data, no account billing data will be migrated but you can still use QuickBooks Online under the special SingTel offer.

**19. Are there any steps I need to take after the migration?**

Once the migration is complete, you will receive an email from QuickBooks inviting you to log in to your new Intuit QuickBooks Online account. Follow the link to create a User ID and password to log in to QuickBooks.

**20. I assigned all users to QuickBooks Online in myBusiness Portal. Upon migration to Intuit Portal, will Intuit inform all assigned users?**

Once you have accessed QuickBooks Online, you will need to manually invite other users to your account. Click on the Gear icon in the upper right corner and select Manage Users. Everyone who previously had access to your QuickBooks file will be listed. Simply click on Resend for each user you want to renew access to your QuickBooks account. These users will then receive an email from QuickBooks asking them to create a User ID and password.

