

QuickBooks Online New Pricing FAQs

What are the new prices for QuickBooks Online?

The new everyday pricing for QuickBooks Online is:

Product	New Price	Previous Price
QuickBooks Online Simple Start	\$9.99/month	\$12.95/month
QuickBooks Online Essentials	\$19.99/month	\$26.95/month
QuickBooks Online Essentials with Payroll	\$58.99/month	\$65.95/month
QuickBooks Online Plus	\$29.99/month	\$39.95/month
QuickBooks Online Plus with Payroll	\$68.99/month	\$78.95/month

Why are we lowering prices on QuickBooks Online?

Our mission is to profoundly improve the financial lives of our customers. One way to do that is to make QuickBooks Online more affordable for your clients.

When is this new pricing available?

The lowered pricing will be available to any NEW QuickBooks Online clients starting December 4th. We will automatically lower the prices for existing customers in early 2015.

Important Note: the new lower prices will not be available through your QuickBooks Online Accountant product until you have been moved to the new version. To learn more about moving to the new QuickBooks Online Accountant, please visit www.intuitaccountants.com/QBOAMigrationFAQs.

But there are other ways you can setup new clients at the lower price. Below are details.

How do I get a new QuickBooks Online client onto this lower price?

As an accounting professional, you have access to exclusive offers on QuickBooks Online—whether you want to pay or have your clients pay. Here are the 3 options:

- 1) Call us at (888) 666-7917. We're happy to help you find the best product for your clients.
- 2) Visit our Quickopedia resource center and discover accountant-exclusive savings that you can pass along to your clients at <u>intuitaccountants.com/quickopedia</u>.
- 3) Once you've been moved to the new version of QuickBooks Online Accountant, you can create client accounts at the new low price or through wholesale billing. Wholesale billing allows you to sign up and pay for your clients' QuickBooks Online subscriptions at the lowest price—50% off for the life of the subscription (special offer, regularly 30% off) and receive consolidated billing for all of your clients. Wholesale billing is only available through QuickBooks Online Accountant.

When will the new pricing take effect for existing clients?

We will start moving existing QuickBooks Online customers to the new, lower pricing starting in January. If your client is taking advantage of a promotional discount, they will be moved to the new, lower price after their promotional discount ends.

Will my clients' add-on services, such as Payments, Supplies, or Apps, change in any way?

No, this is simply a lower price on QuickBooks Online. Other add-on services, such as Payments, Supplies or Apps, are not impacted

Is wholesale pricing available on the lower prices of QuickBooks Online?

Yes, wholesale pricing is available on the new lower pricing of QuickBooks Online, exclusively inside QuickBooks Online Accountant. Wholesale pricing allows you to purchase QuickBooks Online at a 50% discount (special offer, regularly 30%) for the life of the subscription. If you are using wholesale pricing for your clients, the new price will apply on your usual bill date as soon as you are on the new version of QuickBooks Online Accountant.

When will the new pricing take effect for existing wholesale customers?

If you are using wholesale pricing for your clients, the new price will apply on your usual bill date as soon as you are on the new version of QuickBooks Online Accountant.

Can you I get discounts on Payroll through wholesale pricing?

Yes, you can get this exclusive pricing when you purchase QuickBooks Online as a standalone offering or when bundled with QuickBooks Online Payroll. To learn more about our wholesale pricing, including how to sign up, please visit <u>intuitaccountants.com/quickopedia</u>

Will I be able to take advantage of the lower pricing if I sign up new clients on QuickBooks Online through wholesale billing?

Once you are on the new version of QuickBooks Online Accountant, you will be able to sign up any new QuickBooks Online clients with the new lower pricing. The move to the new version of QuickBooks Online Accountant could take between a few days and a few months.

I'm enrolled in the wholesale pricing through QuickBooks Online Accountant. How can I review the price I am currently being billed?

To see what you pay now, simply log in to QuickBooks Online Accountant, click on the **Settings** icon in the top right corner, and select **Your Billing Profile**.

For my wholesale clients who already have QuickBooks Online, can I add wholesale payroll?

Yes. Your clients will receive 50% off (special offer, regularly 30%) of both QuickBooks Online and QuickBooks Online Payroll for the life their subscriptions.

From QuickBooks Accountant, you can click the "Add" under the Payroll Status column. It will take you to the Employees tab in your client's QuickBooks Online account. From there, click the "Turn on Payroll" button and follow the prompts to add Wholesale QuickBooks Online Payroll. *Please note:* as previously mentioned, the new lower, wholesale price for QuickBooks Online Payroll will be available after you are moved to the new version of QuickBooks Online Accountant.

Can I put my clients who pay for their own QuickBooks Online or QuickBooks Online with Payroll subscriptions on wholesale?

Yes, you can migrate your clients to wholesale pricing. Through wholesale pricing, you will receive 50% off (special offer, regularly 30%) for the life of that client's subscription. As long as you have Master Administrator privileges for your client, you will be able to switch them to wholesale billing. Under your QuickBooks Accountant account, click the gear icon in the top right corner of the screen and then select "Your Account." Click "Move clients to wholesale"

and on the following screen, you'll be able to switch your client to wholesale billing. *Please note:* while you can move any of your clients now to wholesale pricing, the new lower, pricing for QuickBooks Online and QuickBooks Online Payroll effective December 4th will be available after you are migrated to the new version of QuickBooks Online Accountant.

What happens if I need to move my wholesale client to client billing?

When an account is migrated to client billing, the price reverts to list price. Under your QuickBooks Accountant account, click the gear icon in the top right corner of the screen and then select "Your Account." You'll see your wholesale client listed at the bottom of this page. Click the "Actions" section to the right of your client's business name and then select "Remove from wholesale billing."

What happens to QuickBooks Online wholesale pricing if wholesale payroll is cancelled?

The QuickBooks Online wholesale pricing stays the same (e.g. 50% off for the life of the subscription, regularly 30% off).

Is there a free trial with wholesale billing?

No, there is no free trial with wholesale billing. Only the first client you add will get 30 days free. Subsequent clients will get between one and thirty days free depending on when they signed up during the billing cycle.

Is billing in advance or arrears?

All billing is done in advance. For payroll, we charge for the current number of active clients and any add-ons (active employees, additional states, etc.) at the time of billing. We do not charge additional amounts if new employees are added after the time of billing (nor do we refund if employees are terminated shortly after the time of billing). To count active employees, we use the flag in the payroll system for each employee.

Do you have annual wholesale billing plans for QuickBooks Online?

No, we currently do not have annual billing plans for QuickBooks Online under wholesale billing. QuickBooks Online annual plans are available with client billing.

Do wholesale discounts apply to other payroll fees (e.g. employee, extra state fees, etc.)?

No. The wholesale discount only applies to the monthly base fee.

When will I be billed for my wholesale clients?

You will receive two bills. One consolidated bill for all QuickBooks Online clients and one consolidated bill for all QuickBooks Online Payroll clients.

Your first wholesale client signup: QuickBooks Online billing will happen 30 days after signup. Payroll billing will happen anywhere from 30 to 60 days after signup, depending on what day of the month the signup occurred.

Subsequent Clients/Billing: You will receive two separate bills. One will be sent on the same day each month for *all* your QuickBooks Online wholesale pricing clients. The other bill will be for *all* Payroll clients on the 5th day of the month (or the next business day if the 5th falls on a Saturday or Sunday).

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