

QuickBooks for Mac Conversion Instructions

Direct Connect to Direct Connect

Introduction

As **Customers Bank** completes its system conversion, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. Please reference the dates next to each task as this information is time sensitive.

To complete these instructions, you will need your login credentials for Direct Connect.

NOTE: Direct Connect may require registration. Please contact your financial institution to verify your Direct Connect login information.

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your service may stop functioning properly. This conversion should take 15–30 minutes.

Thank you for making these important changes!

Documentation and Procedures

Task 1: Conversion Preparation

1. Backup your data file. Go to **File**, then select **Back Up** and choose a location to save your QuickBooks file.
2. Download the latest QuickBooks Update. Go to **QuickBooks** (left of **File** on top bar) and select **Check for QuickBooks Updates**.

Task 2: *Optional task* - Complete a final download no later than **3/22/2020**

1. Choose **Banking** menu > **Downloaded Transactions**.
2. Choose *Customers Bank BB – New* from the **Financial Institution** drop-down menu.
3. Click **Download**.
4. Enter credentials (if required) and click **OK**.
5. Repeat steps for each account.

Task 3: Match Downloaded Transactions

If new transactions were received from your connection, accept all new transactions into the appropriate registers.

If you need assistance matching transactions, choose the **Help** menu and use the Search bar available at the top. Search for **Updating Your Register**, select the article with that name and follow the instructions.

Task 4: Disconnect Accounts in QuickBooks on or after **3/23/2020**

NOTE: All transactions must be matched or added to the register prior to the deactivating of your account(s).

1. Choose **Lists** menu > **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Choose **Edit** menu > **Edit Account**.
4. In the Edit Account window, click **Online Settings**.
5. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** list and click **Save**.
6. Click OK for any dialog boxes that may appear with the deactivation.
7. Repeat steps for each account to be disconnected.

Task 5: Reconnect Accounts to *Customers Bank Business* on or after **3/23/2020**

1. Choose **Banking** menu > **Online Banking Setup**.
2. Enter, then select *Customers Bank Business* from the **Financial Institution** list. Click **Next**.
3. Follow the instructions in the wizard. If prompted for connectivity type, select **Direct Connect**.
4. The Online Banking Assistant window displays during setup. Select **Yes, my account has been activated for QuickBooks online services**, then click **Next**.
5. Enter credentials and click **Sign In**.
6. For each account you wish to download into QuickBooks, click **Select an Account to connect to the appropriate existing account register**.

IMPORTANT: Do **NOT** select “**New**” under the action column.

7. Click **Next**, then **Done**.
8. Add or match all downloaded transactions in the Downloaded Transactions window.