

Post-Conversion Issue Help Guide

Issue 1:

Duplicate transactions after completing reactivation

What you will hear from the customer:

The most common remark will be that there are duplicate transactions. Some customers may say their register is out of balance or that they are being asked to add an adjustment during reconciliation.

Specific steps/recommendations based on products are below:

Quicken

Note: There is a preference that is available in Quicken for Windows, "Automatically add downloaded transactions to register". If this preference is enabled, then customers will have to delete the transactions in the register.

- If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting.
- If the transactions have already been accepted to the register, they can be deleted one by one, or **multiple transactions** can be deleted at one time. If there are too many transactions to delete, or the steps to delete multiple transactions is difficult for the customer; restore a backup file. (Important: If the backup was not made right before following the conversion instructions, do not restore one and manually delete the transactions.)

Instructions:

1. **How To Edit and Delete Downloaded Investment Transactions**

What if you've entered some transactions manually, and now you've downloaded your broker's record for the same transaction? What if your broker has a Buy transaction for a security that you haven't entered in your Quicken Security List yet? Quicken gives you a chance to match downloaded transactions to the ones in your investment transaction list, or even to delete them. You can double-check for errors, but in most cases all you need to do is click Accept.

- **Fix a near match transaction**

The fastest way to fix a near match is simply to accept it into the investment transaction list. Quicken then overwrites the list transaction with the downloaded transaction and marks it as cleared. In most cases, the downloaded transaction will be the most accurate. If you want to find the difference between the near match and your list transaction yourself, do this:

1. In the Downloaded Transactions list, select the near match transaction.
2. Compare the downloaded transaction to the highlighted transaction in the transaction list above to find the difference between the two.

- Why is this happening?

The most likely reason for a near match is a difference in the commission amount or the share price.

3. Edit the list transaction to match the downloaded transaction.

- How will I know if my edit succeeded?

The status of the downloaded transaction should now say Match.

4. With the downloaded transaction selected, click **Accept**.

- What happens now?

Quicken changes the status of the matched transaction to Accepted.

- **Fix a new transaction that should match**

1. In the Downloaded Transactions list, select the new transaction.
2. In the transaction list, click the transaction that you know should be a match.
3. Edit the list transaction to match the information for the downloaded transaction.

- How will I know if my edit succeeded?

The status of the downloaded transaction should now say Match.

4. With the downloaded transaction selected, click **Accept**.

- What happens now?

Quicken changes the status of the matched transaction to Accepted.

- **Fix a new cash transaction in a Single Mutual Fund account**

1. In the Downloaded Transactions list, accept the new cash transaction.
2. Then, in the Add New Cash Transaction dialog, select one of the following:
 - Select **Create a transfer from another account** to identify the transaction as a transfer from another account. Select an account from the drop-down list.
 - Select **Neither** to identify the transaction as a transfer from within this account. No cash balances will be changed.
3. Click **OK**.

- **Delete a transaction I shouldn't have accepted**

1. In the investment account transaction list, select the transaction you want to delete.
2. Click **Delete**.

- Where is the Delete button?

The Delete button is found below and to the right of the selected transaction.

- **Match securities**

The Match Securities dialog appears only if you've downloaded a security that Quicken is unable to match to one of your existing Quicken securities. (Quicken automatically matches a downloaded security if it has the exact same name or ticker symbol as one of your Quicken securities.)

All downloaded securities must be matched before Quicken can compare downloaded transactions to your transaction list and identify new and matched transactions.

1. Compare the security listed at the top of the Match Securities dialog to the securities listed in the field and look for the same security. (For example, the downloaded security labeled Intuit Inc. might be the same as Intuit.)

2. If you find the same security (with a slightly different name) in the field:

- Click **Yes**.

- Click **Next**.

If you don't have a security in your Quicken list that's the same as the downloaded security, click **No**.

- What happens now?

Quicken creates a security for you with the same name as the downloaded security. You can change the name if you want. (Quicken accepts security names of up to 30 characters.)

3. If there are no more securities to match, click **Done**.

- **Fix an incorrect security match**

If you think that you've matched a downloaded security incorrectly, you can undo the match:

1. Click the **Investing** tab.
2. Click the Tools button, and choose **Security List**.
3. Click the name of the security that's been incorrectly matched.
4. Click **Edit Security Details**.
5. In the Edit Security Details dialog, clear the **Matched with online security** check box.
6. Click **OK**.

Notes

You should unmatch a security only if you think the security has been matched incorrectly. (For example, you downloaded a new security, ABC Corporation, and in the Match Securities dialog, you indicated that ABC Corporation is the same as My ABB Stock.) After following the above procedure, you'll be able to match this security correctly the next time you compare downloaded transactions.

2. **How do I void or delete a transaction in my account register?**

- When you delete a transaction, Quicken removes the transaction from the register and recalculates all subsequent balances. You can't get the transaction back unless you have a backup copy or unless you immediately undo the delete (and undo delete is not available for all account types). Delete transactions with caution; voiding a transaction is often a better option. Voiding leaves the transaction in the register (so you can maintain a record of it) but ignores the amount when calculating balances.

- **Void a transaction**

1. From the account register, click any place in the transaction that you want to void. You can use CTRL + click to select several transactions at once.
2. Choose **Edit menu > Void Transaction**.
3. Click **Save**.

Notes

When you void a transaction, Quicken removes the dollar amount of the transaction and inserts the word *****VOID***** before the payee name. Quicken also adds a c to the Clr field so that the transaction won't interfere with reconciling. If the transaction contains split amounts, Quicken changes each amount to zero. The check number is retained.

Don't void an online payment instruction. If you do, Quicken can't get the confirmation number it needs to stop the payment. **Cancel the online payment instruction instead.**

In addition, you can't void an investment transaction.

- **Delete a transaction**

1. From the account register or an investment transaction list, select the transaction that you want to delete.
2. For investment transactions, click **Delete** directly under the transaction.
3. For all other transaction types, click the gear icon (Gear icon) in the transaction toolbar and then choose **Delete**.
4. Click Yes to confirm that you want to delete the transaction.

Notes

- When you delete a transaction, Quicken removes the transaction from the register and recalculates all subsequent balances. If you need to retain a record of the transaction, consider voiding it instead.
- You can restore your most recently deleted transaction for any non-investment account by choosing Edit menu > Transaction > Undo Delete. You must perform the undo within the same Quicken session and from the same account from which the transaction was deleted. If several transactions were selected and deleted in one operation, Undo Delete restores all of them.
- Use CTRL+click or SHIFT+click to select multiple transactions in an account register (does not work in an investment transaction list).
- If you delete a transaction that includes a transfer, Quicken deletes the transfer from both the source and destination accounts.
- You can protect transactions from being deleted accidentally by requiring a password before opening a file or before changing transactions entered on or before a certain date.

3. I have duplicate transactions in my account register

QuickBooks

- If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting
- If the transactions have already been accepted to the register, restore a backup file and repeat the reactivation steps

Instructions:

1. Remove/delete downloaded transactions that do not match the register in the Online Banking Center

Issue 2:

Duplicate accounts after completing reactivation

What you will hear from the customer:

The most common remark will be that the customer was unable to link to their existing account and was only given the choice to add a new account.

Specific steps/recommendations based on products are below:

Quicken

- First, confirm all accounts have been deactivated including hidden (Quicken)
- If they are, delete the duplicate account from the account list, and then repeat the reactivation steps

Instructions:

1. Prompted to Create New Account Instead of Using Existing Account for Online

Services Note: if you have not added the account, follow this article

If the account you want to update already exists in Quicken but you can't select it when importing, Quicken does not recognize the account you are updating. The most common symptoms of this problem are that the Use an Existing Quicken account option is grayed out or the account you want to use does not appear in the drop down list. The procedure below shows how to resolve this issue.

1. Deactivate the online functions of the account for the account you want to update.
2. Visit your financial institution's Web site, and then click the link on that site to download your Web Connect data into Quicken.
3. Re-activate the account.
4. Click **Use an existing Quicken account**, and then choose the account from the list provided.
5. Click the **Continue** button. your recent account history will be transmitted from your financial institution to your Quicken software.
6. Once the transmission is complete, Quicken will open the Online Center or Online Update Summary. Click **Compare to Register** or **Go to Register**. At this window, you can accept your recently downloaded transactions into your Quicken register.

2. How To Hide an Account Note: Follow steps to unhide

There many reasons, personal and practical, why you might want to change the way an account is displayed in Quicken. The good news is, we provide a great set of options and a lot of flexibility to set things up just the way you want.

- **To hide or close an account**

1. Choose **Tools menu > Manage Hidden Accounts**.
2. Find the account that you want to hide or close in the list, and then select one or more of its Hiding Options.

- Tell me more about the options

For each account in Quicken, you can choose to:

Keep the account separate: This excludes the account from Quicken reports and features only. The account remains in your transaction entry lists and in the Account Bar. In the Account Bar, it is placed within the *Separate* heading for quick access. If you've also selected the option *Hide the account in the Account Bar and Account List* for the account, click *More Accounts* to access it.

- **When would I use this?**

This is a good choice for accounts that are not yours (they are excluded from your net worth), but you nevertheless make transfers in and out of. For example, the accounts of dependent college-aged children.

Hide the account in transaction entry lists:

This excludes the account from transaction entry lists only. The account remains in all reports and features and in the Account Bar.

- **When would I use this?**

This is a good choice for accounts that you seldom make transfers in and out of, but still need quick access to.

Hide the account in Account Bar and Account List: This excludes the account from the Account Bar and Account List only. The account is included in your net worth total, and it remains in all reports, features, and transactions entry lists.

- **When would I use this?**

This is a good choice for accounts that you need to make transfers in and out of, but don't need quick access to.

Close the account: You should close an account in Quicken when its real-world counterpart is closed at your financial institution, or you no longer have, or don't care to track, the asset or liability that the account represents.

- **When would I use this?**

To learn more, see *When to close an account*.

- **Show me a Table Describing the options.**

	Hide in Account Bar & Account List	Hide in Transaction Entry Lists	Keep this Account Separate	Close Account
The account is not displayed in the Account Bar and Account List	X			
The account is not included in net worth calculations			X	
The account is not included in features using historical data			X	
The account is not included by default in reports and graphs			X	
The account is not available as a selection in transaction entry lists (transfers, Reminders setup, etc.)		X		X
The account is not enabled for transaction download				X
The account balance is set to zero				X

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3. Click **OK**.

- **To view previously hidden accounts in the Account List**

1. Choose **Tools menu > Accounts List**.
2. At the bottom of the Account List, select **View hidden accounts**.

- **To unhide an account**

1. Choose **Tools menu > Accounts List**.
2. In the Account List, click **Edit** next to the account you want to hide.
3. Click the **Display Options** tab.
4. Click to clear one or all of the Account Display check boxes.
5. Click **OK**.

Notes

- To exclude an account from a Portfolio view, customize the current view.
- To exclude an account from a report or graph, customize the report or graph.

3. **Follow the deactivation steps to deactivate the mistakenly added account and any active account held with this financial institution (Instructions provided by your Financial Institution)**
4. **Follow through the reactivation steps provided by the financial institution**

QuickBooks:

- First, confirm all accounts have been deactivated including inactive (QuickBooks) accounts
- If they are remove/delete downloaded transactions that do not match the register in the Online Banking Center from the incorrect account
- Repeat the reactivation steps

Instructions:

1. **Show hidden (inactive) entries in list.**

- Display the list that contains the hidden entry.
- Do one of the following:
 - **For a Center list** (Customers & Jobs, Vendor, or Employee), click the View down arrow (at the top of the list) and then click All.
- For example, in the Customer Center, click View and then click All Customers.
- **For all other lists**, click Include inactive at the bottom of the list.
- If the checkbox is dimmed, there are no inactive entries in the list.
- Click the X symbol to the left of the inactive list entry. If the list has subentries, you'll be prompted to show those entries as well.
- Click Yes or No to indicate whether you want the subentries to be shown again.

To make an entry active again

- Double-click the entry in the list.
- In the Edit window, click the is inactive checkbox to clear it.
 - For example, if you double-click a customer name, you'll open the Edit Customer window, where you can click the Customer is inactive checkbox to clear it.
- Click OK.

The entry will appear as active in the list (with the X removed).

2. **Remove/delete downloaded transactions that do not match the register in the Online Banking Center**

Note:

- This should be done for the account that was mistakenly added
 - This step must be followed to attempt to delete the account or ensure that these transactions are not included in any reporting
3. **Follow the deactivation steps to deactivate the mistakenly added account and any active account held with this financial institution (Instructions provided by your Financial Institution)**

 4. **Hide an account (or subaccount)**
Note: this should be done for the account that was mistakenly added.
To do this task
 1. Click the Lists menu, and then click Chart of Accounts.
 2. Click the account you want to hide.
 3. Click Account at the bottom of the list, and then click Make Account Inactive.

 5. **Follow through the reactivation steps provided by the financial institution**

Issue 3

Activated the incorrect account during reactivation process

What you will hear from the customer:

The most common remark will be that the customer states the transactions are downloading into the incorrect account.

Specific steps/recommendations based on products are below:

Quicken

- Open the account register for the account that was linked incorrectly.
 - o If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting. After deleting the downloaded transactions, deactivate the account then repeat the reactivation steps.
 - o If the transactions have already been accepted to the register, restore a backup file. Ensure the

customer selects the correct account to link to, when reactivating the account within the restored backup.

Instructions:

1. Transactions Go Into the Wrong Account after Downloading Them

This occurs if the wrong Quicken account has been activated for online services with your financial institution. To remove the downloaded transactions from the wrong account either restore a backup or manually delete the transactions.

To resolve this issue:

1. Delete or cancel any repeating or scheduled payments.
2. Deactivate online services for the account.
3. Edit your account information in Quicken. You may need to change the financial institution name, account number, or both. Even if you do not plan to use online services with the account that received the downloaded transactions, you need to edit the account number so you can activate the correct account.
4. Activate the correct account for online services.
5. Re-create any payment instructions you canceled or deleted.

QuickBooks

- Open the account register for the account that was linked incorrectly.
 - If the transactions have not been accepted to the register, they can be deleted one by one prior to accepting. After deleting the downloaded transactions, deactivate the account then repeat the reactivation steps.
 - If the transactions have already been accepted to the register, restore a backup file. Ensure the customer selects the correct account to link to, when reactivating the account within the restored backup.

Instructions:

1. Remove/delete downloaded transactions that do not match the register in the Online Banking Center
2. Follow through the deactivation/reactivate instructions provided by your financial institution.