

## 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
  - a. <http://quicken.intuit.com/support/help/investing/how-to-edit-and-delete-downloaded-investment-transactions/GEN82428.html>
2. How do I void or delete a transaction in my account register?
  - a. <http://quicken.intuit.com/support/help/downloading-accounts-and-transactions-from-your-bank/how-do-i-void-or-delete-a-transaction-in-my-account-register-/GEN82288.html>
3. I have duplicate transactions in my account register
  - a. <http://quicken.intuit.com/support/help/downloading-accounts-and-transactions-from-your-bank/i-have-duplicate-transactions-in-my-account-register/GEN86089.html>

## **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
  - a. <http://support.quickbooks.intuit.com/support/Articles/HOW124941>

## 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

- b. <http://quicken.intuit.com/support/help/bank-download-issues/prompted-to-create-new-account-instead-of-using-existing-account-for-online-services/GEN82238.html>

2. How To Hide an Account (Note: follow steps to unhide)

- a. <http://quicken.intuit.com/support/help/account-transaction-issues/how-to-hide-an-account/GEN82284.html>

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. How To Delete an Account

**Note:** If you have added the account, follow this article

- a. <http://quicken.intuit.com/support/help/account-transaction-issues/how-to-delete-an-account/GEN82281.html>

5. 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 a list

a.

[http://support.quickbooks.intuit.com/support/pages/inproducthelp/core/qb2k12/contentpackage/core/lists/task\\_list\\_restore.html?family=pro](http://support.quickbooks.intuit.com/support/pages/inproducthelp/core/qb2k12/contentpackage/core/lists/task_list_restore.html?family=pro)

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

a. <http://support.quickbooks.intuit.com/support/Articles/HOW12494>

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.

a. [http://support.quickbooks.intuit.com/support/pages/inproducthelp/core/qb2k12/contentpackage/core/chart\\_of\\_accounts/task\\_account\\_inactive.html?family=pro](http://support.quickbooks.intuit.com/support/pages/inproducthelp/core/qb2k12/contentpackage/core/chart_of_accounts/task_account_inactive.html?family=pro)

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.
  - 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. Transactions Go Into the Wrong Account after Downloading Them
  - a. <http://quicken.intuit.com/support/help/downloading-accounts-and-transactions-from-your-bank/transactions-go-into-wrong-account-after-downloading-them/GEN82131.html>

#### 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

- a. <http://support.quickbooks.intuit.com/support/Articles/HOW12494>
2. Follow through the deactivation/reactivate instructions provided by your financial institution.