

# QuickBooks Online Edition Conversion Instructions

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**QuickBooks Online Edition (QBO V78)**

## Introduction

As **Heritage Bank of Commerce** completes its system conversion, you will need to modify your QuickBooks Online Edition 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 *User ID and Password* for the Heritage Bank of Commerce online banking website.

**IMPORTANT!** Effective 7/22/19, Express Web Connect will be interrupted for up to five business days. Please wait until 7/27/19 or later before performing a download of your transaction history in QuickBooks Online.

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.

## Documentation and Procedures

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### Conversion – Information only

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QuickBooks Online data is stored on Intuit servers in the cloud. Since we update your records with every change, we cannot restore your file to a previous point in time.

QuickBooks Online automatically updates your selected version so you are always on the latest release.

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**Task 1: Connect to *Heritage Bank of Commerce* for a final download by 7/19/2019**

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**NOTE:** Please skip to page 4 if you **Manually Import Transactions**.

1. Choose **Transactions > Banking**.
2. In the upper right corner, click **Add Account**.
3. Enter **Heritage Bank of Commerce** and click **Find**.
4. Click the link for **Heritage Bank of Commerce**

5. Type your **Username** and **Password** and click **Log In**.
6. If the bank requires extra information, enter it to continue.
7. Choose an **account type** for each account you are connecting.
8. Click **Connect** to download up to 90 days of transactions.

**NOTE:** If you need a shorter date range, click '**Need a shorter date range**' at the top and choose between **0**, **7**, or **30** days.

9. After your download finishes, click the **New Transactions** tab to see what was downloaded.

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#### **Task 2:** Match Downloaded Transactions

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1. If new transactions were received from your connection, accept all new transactions on the **Transactions > Banking** page. Simply check off all the New/Matched transactions and click **Batch Action** to "**Accept Selected**".
2. If you need assistance matching transactions, choose **Help menu > Search for Matching Transactions** and follow the instructions.

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#### **Task 3:** Deactivate Your Account(s) At *Heritage Bank of Commerce* on or after **7/22/2019**

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1. Choose **Transactions > Banking**.
2. Click on the account you would like to disconnect, and then click the **Pencil Icon**.
3. Click on **Edit Account Info**.
4. Check the box next to **Disconnect this account on save**.
5. Click **Save**.
6. Repeat steps 2—6 for each account at *Heritage Bank of Commerce*.

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#### **Task 4:** Re-activate Your Account(s) at *Heritage Bank of Commerce – Comm* on or after **7/27/2019**

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1. Choose **Transactions > Banking**.
2. In the upper right corner, click **Add Account**
3. Enter *Heritage Bank of Commerce - Comm* and click **Find**.
4. Click the link for *Heritage Bank of Commerce – Comm*

5. Type your **User ID** and **Password**. Click **Log In**.
6. Ensure you associate the account for **Heritage Bank of Commerce – Comm** to the appropriate account already listed under **QuickBooks Accounts**. You will want to select the matching accounts in the drop-down menu.

**IMPORTANT:** Do **NOT** select **+Add new**. If you are presented with accounts you do not want to track in this data file, **Uncheck** the box next to the **Account name**.

7. After all accounts have been matched, click **Connect**.
8. When the download is finished click, **I'm done. Let's go!**

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**Task 5:** Excluding Duplicate Transactions

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1. Choose **Transactions > Banking**.
2. In the **New Transactions** section, click the checkboxes for the transactions you want to exclude.
3. Click **Batch Actions > Exclude Selected**.

**NOTE:** If you accidentally exclude a transaction, you can include it again.

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**Task 6:** Undo Excluded Transactions

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1. Choose **Transactions > Banking**.
2. Click the **Excluded** tab.
3. Click the checkboxes for the transactions you want to include.
4. Click **Batch Actions > Undo**.
5. Transactions will appear again in the **New Transactions** tab for you to work with.

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**Additional Instructions:** Manually Import Transactions

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1. Log in to the Heritage Bank of Commerce website at <https://hbc.olbanking.com/smallbusiness>
2. Download one of the following Web Connect files.

- a. .qbo (QuickBooks)
- b. .qfx (Quicken)
3. In **QuickBooks Online**, choose **Transactions > Banking**.
4. In the upper right corner, click **File Upload**.
5. Click Browse and select **Heritage Bank of Commerce - Comm** Web Connect file from your computer.
6. Click **Next**.
7. In the drop-down menu, select the account where you'd like to upload the transactions.
8. When the download is finished click **I'm done. Let's go!**
9. After your download finishes, click the **New Transactions** tab to see what was downloaded.

*Thank you for making these important changes!*