

QuickBooks

Conversion Instructions



If your bank is not delivering more than you expect, we need to talk.

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FDIC

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QuickBooks for Mac Direct Connect

As Southcoast Community Bank completes its system conversion to BNC Bank, 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 User ID and Password for the Southcoast Community Bank and BNC Bank websites.

DOCUMENTATION AND PROCEDURES

STEP 1 Conversion Preparation

1. **Backup your data file.** For instructions to back up your data file, choose **Help menu** and use the Search bar available at the top. Search for **Back Up** and follow the instructions on the screen. The first time you do a backup, QuickBooks will guide you through setting backup preferences.
2. **Download the latest QuickBooks Update.** For instructions to download an update, choose **Help menu** and use the Search bar available at the top. Search for **Update QuickBooks**, then select **Check for QuickBooks Updates** and follow the instructions

STEP 2 Connect to Southcoast Community Bank for a final download by **June 24, 2016**

1. Choose **Banking menu > Downloaded Transactions**
2. Choose **Southcoast Community Bank** from the **Financial Institution** drop-down
3. Click **Download**
4. Enter credentials (if required) and click **OK**

Repeat steps 1 – 4 for each account with Southcoast Community Bank

STEP 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 **Help menu** and use the Search bar available at the top. Search for and **select the article named: Updating Your Register** and follow the instructions.

QUICKBOOKS FOR MAC 2013-2016

NOTE: Direct Connect may require registration. Please contact BNC Bank 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!

STEP 4 Deactivate Your Account(s) at Southcoast Community Bank on or after **June 27, 2016**

Important: All transactions must be matched or added to the register prior to deactivating 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 the **Online Services** button.
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

Repeat steps 2 – 6 for each account at Southcoast Community Bank

STEP 5 Re-activate Your Account(s) at BNC Bank on or after **June 27, 2016**

1. Choose **Banking menu > Online Banking Setup**
2. Select **Bank of North Carolina-BP-NEW** from the **Financial Institution** list and 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. Do **Not** select **New** under the action column
7. Click **Next** then click **Done**

QuickBooks for Mac Web Connect

As Southcoast Community Bank completes its system conversion to BNC Bank, 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 User ID and Password for the Southcoast Community Bank and BNC Bank websites.

DOCUMENTATION AND PROCEDURES

STEP 1 Conversion Preparation

1. **Backup your data file.** For instructions to back up your data file, choose **Help menu** and use the Search bar available at the top. Search for **Back Up** and follow the instructions on the screen. The first time you do a backup, QuickBooks will guide you through setting backup preferences.
2. **Download the latest QuickBooks Update.** For instructions to download an update, choose **Help menu** and use the Search bar available at the top. Search for **Update QuickBooks**, then select **Check for QuickBooks Updates** and follow the instructions

STEP 2 Connect to Southcoast Community Bank for a final download by **June 24, 2016**

1. Log in to Southcoast Community Bank and download your QuickBooks Web Connect file
2. Click **File > Import > From Web Connect**
3. Link your bank account with the existing QuickBooks account and click **Continue**

Repeat steps 1 – 3 for each account with Southcoast Community Bank

STEP 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 **Help menu** and use the Search bar available at the top. Search for and **select the article named: Updating Your Register** and follow the instructions.

QUICKBOOKS FOR MAC 2013-2016

NOTE: This update is time sensitive. Important dates are highlighted in red.

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!

STEP 4 Deactivate Your Account(s) at Southcoast Community Bank on or after **June 27, 2016**

Important: All transactions must be matched or added to the register prior to deactivating 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 the **Online Services** button.
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

Repeat steps 2 – 6 for each account at Southcoast Community Bank

STEP 5 Re-activate Your Account(s) at BNC Bank on or after **June 27, 2016**

1. Log in to BNC Bank and download your QuickBooks Web Connect file

Important: Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

2. Click **File > Import > From Web Connect**
3. If prompted for connectivity type, select **Web Connect**
4. The **Account Association** window displays during setup. For each account you wish to download into QuickBooks, click **Select an Account** to connect to the appropriate existing account register. Do **Not** select **New** under the action column
5. Click **Continue** then click **OK** to any informational prompts
6. Add or match all downloaded transactions in the **Downloaded Transactions** window

Repeat steps 1 – 3 for each account at BNC Bank

QuickBooks Online Edition Express Web Connect

As Southcoast Community Bank completes its system conversion to BNC Bank, 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 User ID and Password for the Southcoast Community Bank and BNC Bank websites.

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

STEP 1 Connect to Southcoast Community Bank for a final download by **June 24, 2016**



Please skip to Step 6 if you **Manually Import Transactions**

1. Choose Transactions > Banking
2. In the upper right corner, click **Add Account**
3. Enter **Southcoast Community Bank** and click **Find**
4. Click the link for **Southcoast Community Bank**
5. Type your **User ID** 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

STEP 2 Match Downloaded Transactions

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**.

If you need assistance matching transactions, choose **Help menu > Search for Matching Transactions** and follow the instructions.

QUICKBOOKS ONLINE EDITION (QBO V78)

NOTE: This update is time sensitive. Important dates are highlighted in red.

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.



QuickBooks Online edition connectivity services may be interrupted up to 3-5 business days after the conversion is complete.

STEP 3 Deactivate Your Account(s) at Southcoast Community Bank on or after **June 27, 2016**

1. Choose Transactions > Banking
2. Click on the account you would like to disconnect, then click on the **Pencil Icon**
3. Click on **Edit Account Info**
4. Check the box next to **Disconnect this account on save**
5. Click **Save**

Repeat steps 2 – 6 for each account at Southcoast Community Bank

STEP 4 Re-activate Your Account(s) at BNC Bank on or after **June 27, 2016**

1. Choose Transactions > Banking
2. In the upper right corner, click **Add Account**
3. Enter **Bank of North Carolina-New** and click **Find**
4. Click the link for **BNC Bank**
5. Type your **User ID** and **Password** and click **Log In**
6. Ensure you associate the account for **BNC Bank** to the appropriate account already listed under **QuickBooks Accounts**. You will want to select the matching accounts in the drop-down menu.
7. After all accounts have been matched, click **Connect**
8. When the download is finished click **I'm done. Let's go!**

STEP 5 Excluding Duplicate Transactions

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.

STEP 6 Undo Excluded Transactions

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



Additional Instructions: Manually Import Transactions

6. Log in to Southcoast Community Bank website
7. Download one of the following Web Connect files (.qbo for QuickBooks, .qfx for Quicken)
8. In **QuickBooks Online**, choose **Transactions > Banking**
9. In the upper right corner, click **File Upload**
10. Click **Browse** and select **Southcoast Community Bank Web Connect** file from your computer
11. Click **Next**
12. In the drop-down menu, select the account where you would like to upload the transactions
13. When the download is finished click **I'm done. Let's go!**
14. After your download finishes, click the **New Transactions** tab to see what was downloaded

Thank you for making these important changes!

QuickBooks for Windows® Direct Connect

As Southcoast Community Bank completes its system conversion to BNC Bank, 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 User ID and Password for the Southcoast Community Bank and BNC Bank websites.

DOCUMENTATION AND PROCEDURES

STEP 1 Conversion Preparation

1. **Backup your data file.** For instructions to back up your data file, choose **Help menu > QuickBooks Help**. Search for **Back Up** and follow the instructions
2. **Download the latest QuickBooks Update.** For instructions to download an update, choose **Help menu > QuickBooks Help**. Search for **Update QuickBooks**, then select **Update QuickBooks** and follow the instructions

Important: If multiple computers do not use the same QuickBooks data file, skip step 3; QuickBooks activities such as Online Banking cannot be performed in multi-user mode because of the way the activities interact with a company data file

3. **Switch to single user mode.** For instructions to switch to single user mode, choose **Help menu > QuickBooks Help**. Search for **Switch to Single User Mode** and follow the instructions

Important: If you are not using Register Mode, enable it for the conversion. You can change it back after the conversion is complete

4. **Enable Register Mode.** (Classic Mode in QuickBooks 2014 and newer). For instructions to enable Register Mode, choose **Help menu > QuickBooks Help**. Search for **Banking Feed Modes**, select **Banking Feed Modes overview** and follow the instructions

STEP 2 Connect to Southcoast Community Bank for a final download by **June 24, 2016**

1. If QuickBooks 2013, choose the **Banking menu > Online Banking Center**. If QuickBooks 2014 or newer, choose **Banking menu > Bank Feeds > Bank Feeds Center**
2. Choose **Southcoast Community Bank** from the Financial Institution drop-down
3. Click **Send/Receive**
4. Enter credentials (if required) and click **OK**

Repeat steps 1 – 4 for each account with Southcoast Community Bank

QUICKBOOKS FOR WINDOWS 2013-2016

NOTE: Direct Connect may require registration. Please contact BNC Bank 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.

STEP 3 Cancel Outstanding Payments by **June 24, 2016**



If you are not a bill pay user within QuickBooks, please skip this section. Otherwise, this step must be completed to avoid duplicate payment.

1. Open the **Register** of the account you made the payment from. Click **Company > Chart of Accounts**. Double-click the account to use
2. In the register, locate the transaction you want to cancel
3. Click the transaction to select it
4. Go to **Edit menu** and then click **Cancel Payment**
5. The cancellation appears in the **Items to Send** list of the **Online Banking Center (Bank Feeds Center)**. When you send and receive transactions, it is sent to the financial institution

STEP 4 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 **Help menu > QuickBooks Help**. Search for **Matching Transactions** and follow the instructions.

STEP 5 Deactivate Your Account(s) at Southcoast Community Bank on or after **June 27, 2016**

Important: All transactions must be matched or added to the register prior to deactivating 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. Click on the **Online Services** tab in the Edit Account window. The tab is named **Bank Feed Settings** in QuickBooks 2014 or newer
5. Select **Deactivate All Online Services** and click **Save and Close**
6. Click **OK** for any dialog boxes that may appear with the deactivation

Repeat steps 2 – 6 for each account at Southcoast Community Bank

6. Backup your data file

STEP 6 Re-activate Your Account(s) at BNC Bank on or after **June 27, 2016**

1. If QuickBooks 2013, choose **Banking menu > Online Banking Center**.
If QuickBooks 2014 or 2015, choose **Banking menu > Bank Feeds > Bank Feeds Center**.
If QuickBooks 2016, choose **Banking menu > Bank Feeds > Set up Bank Feed for an Account**.
2. Choose **Bank of North Carolina-BP-NEW** and click **Next**
3. If prompted for connectivity type, select **Direct Connect**
4. Link your bank account with the existing QuickBooks account and click **Connect**

Repeat steps 1 – 5 for all accounts at BNC Bank

STEP 7 Re-enable Side by Side mode (if necessary)

Note: If you prefer register mode, you are finished with your conversion. If you use the Side by Side mode (Express Mode in QuickBooks 2014 and newer) for online banking, you may now re-enable the mode.

For instructions to enable Side by Side mode (Express Mode), choose **Help > QuickBooks Help**. Search for **Banking Feed Modes**, then select **Bank Feed Modes overview**, and follow the instructions.

STEP 8 Recreate Online Payments

Note: If you do not use bill pay within QuickBooks, your conversion is complete. If you use online bill payments from within QuickBooks, you will now want to recreate your online bill payments.

1. For assistance in recreating payments, choose **Help menu > QuickBooks Help**. Search for **Pay A Vendor Online** and follow the instructions.

Thank you for making these important changes!

QuickBooks for Windows® Web Connect

As Southcoast Community Bank completes its system conversion to BNC Bank, 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 User ID and Password for the Southcoast Community Bank and BNC Bank websites.

DOCUMENTATION AND PROCEDURES

STEP 1 Conversion Preparation

1. **Backup your data file.** For instructions to back up your data file, choose **Help menu > QuickBooks Help**. Search for **Back Up** and follow the instructions
2. **Download the latest QuickBooks Update.** For instructions to download an update, choose **Help menu > QuickBooks Help**. Search for **Update QuickBooks**, then select **Update QuickBooks** and follow the instructions

Important: If multiple computers do not use the same QuickBooks data file, skip step 3; QuickBooks activities such as Online Banking cannot be performed in multi-user mode because of the way the activities interact with a company data file

3. **Switch to single user mode.** For instructions to switch to single user mode, choose **Help menu > QuickBooks Help**. Search for **Switch to Single User Mode** and follow the instructions

Important: If you are not using Register Mode, enable it for the conversion; you can change it back after the conversion is complete

4. **Enable Register Mode.** (Classic Mode in QuickBooks 2014 and newer). For instructions to enable Register Mode, choose **Help menu > QuickBooks Help**. Search for **Banking Feed Modes**, select **Banking Feed Modes overview** and follow the instructions

STEP 2 Connect to Southcoast Community Bank for a final download by **June 24, 2016**

1. Log in to Southcoast Community Bank and download your QuickBooks Web Connect file
2. Click **File > Utilities > Import > Web Connect Files**
3. Link your bank account with the existing QuickBooks account and click **Continue**

Repeat steps 1 – 3 for each account with Southcoast Community Bank

QUICKBOOKS FOR WINDOWS 2013-2016

NOTE: This update is time sensitive. Important dates are highlighted in red.

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.

STEP 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 **Help menu > QuickBooks Help**. Search for **Matching Transactions** and follow the instructions.

STEP 4 Deactivate Your Account(s) at Southcoast Community Bank on or after **June 27, 2016**

Important: All transactions must be matched or added to the register prior to deactivating 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. Click on the **Online Services** tab in the Edit Account window. The tab is named **Bank Feed Settings** in QuickBooks 2014 or newer
5. Select **Deactivate All Online Services** and click **Save and Close**
6. Click **OK** for any dialog boxes that may appear with the deactivation

Repeat steps 2 – 6 for each account at Southcoast Community Bank

STEP 5 Re-activate Your Account(s) at BNC Bank on or after **June 27, 2016**

1. Log in to BNC Bank and download your QuickBooks Web Connect file
2. Click File > Utilities > Import > Web Connect Files

Important: Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

3. If prompted for connectivity type, select **Web Connect**
4. Click the **Import new transactions now** radio button, then click **OK**. If you previously removed the check from the *Always give me the option of saving to a file...* option, then this dialog will not display
5. In the **Select Bank Account** dialog, click **Use an existing QuickBooks account**
6. In the corresponding drop-down list, select your QuickBooks account, and click **Continue**
7. Confirm the prompt by clicking **OK**

Repeat steps 1 – 7 for each account that you previously disabled.

STEP 6 Re-enable Side by Side mode (if necessary)

Note: If you prefer register mode, you are finished with your conversion. If you use the Side by Side mode (Express Mode in QuickBooks 2014 and newer) for online banking, you may now re-enable the mode.

For instructions to enable Side by Side mode (Express Mode), choose **Help > QuickBooks Help**. Search for **Banking Feed Modes**, then select **Bank Feed Modes overview**, and follow the instructions.

Thank you for making these important changes!