Post-Conversion Issue Help Guide

Issue 1: Duplicate transactions after completing reactivation, register is out of balance, or system is asking you to add an adjustment during reconciliation.

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 you will have to delete the transactions in the register.

• If the transactions have not been accepted to the register, they can be deleted one be 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
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?
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
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 be 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 http://support.quickbooks.intuit.com/support/Articles/HOW12494I

Issue 2: Duplicate accounts after completing activation or unable to link existing account (only given option to add a new account.)

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
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)
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 Wakefield Co-operative Bank. (Instructions at www.wakefieldcoop.com/ibankingupgrade)

4. How to Delete an Account

Note: If you have added the account, follow this article
http://quicken.intuit.com/support/help/account-transaction-issues/how-to-delete-an-account/GEN82281.html

5. Follow through the reactivation steps provided by Wakefield Co-operative Bank. (Instructions at www.wakefieldcoop.com/ibankingupgrade)

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
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.
http://support.quickbooks.intuit.com/support/Articles/HOW12494l

3. Follow the deactivation steps to deactivate the mistakenly added account and any active account held with Wakefield Co-operative Bank. (Instructions at www.wakefieldcoop.com/ibankingupgrade)

4. Hide an account (or subaccount)
Note: this should be done for the account that was mistakenly added.
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 Wakefield Co-operative Bank. (Instructions at www.wakefieldcoop.com/ibankingupgrade)

Issue 3: Activated the incorrect account during reactivation process or your transactions are downloading into the incorrect account.

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 you've selected 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:
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 you've selected 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 http://support.quickbooks.intuit.com/support/Articles/HOW12494l

2. Follow through the deactivation/reactivate instructions provided by Wakefield Co-operative Bank (available at www.wakefieldcoop.com/ibankingupgrade)