QuickBooks 2009 - 2012 for Windows®

Account Conversion Instructions – Direct Connect to Web Connect

As RBC Bank USA completes its system conversion to The PNC Financial Services Group, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. You will need your QuickBooks customer ID and password for RBC Bank USA and to be able to log into the PNC Bank Web site. **This update must be completed prior to accessing your PNC Bank accounts via QuickBooks.**

It is important that you perform the following instructions exactly as described and in the order presented. If you do not, your online banking service may stop functioning properly. This conversion should take about 20 minutes.

Conversion Instructions Summary:

Prior to 4:00 PM ET on the Friday before conversion weekend

A. Get your latest transactions from RBC Bank USA – *all customers*
- **Customers must download their RBC Bank USA transactions for the final time prior to 4:00 PM ET on the Friday before conversion weekend. Account information must be manually entered into account registers after that time.**

B. Back up your current data – *all customers*

On or after the Monday following conversion weekend

C. Delete pending online payments – *bill pay customers only*

D. Disable your accounts with RBC Bank USA – *all customers*

E. Enable PNC Bank accounts – *all customers*

Note: All bank and register information is fictitious and for illustration only.

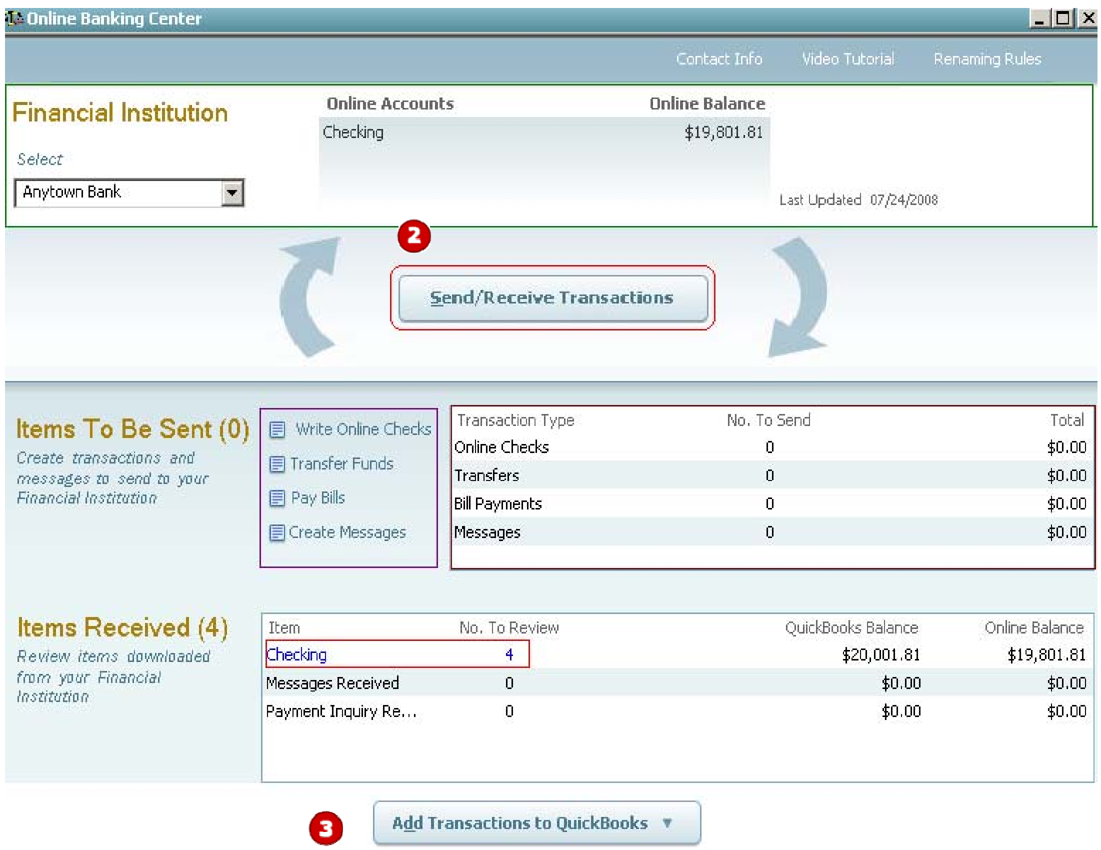
This detour symbol indicates section instructions that are for bill pay customers only. If you are not a bill pay customer, you can skip these sections or steps.

Within this guide, this symbol displays to indicate that there are optional instructions.

A. GET YOUR LATEST TRANSACTIONS FOM RBC BANK USA
(All Customers)

1. Choose Banking menu → Online Banking → Online Banking Center.

2. In the Online Banking Center, click Send/Receive Transactions to download your latest transactions. Enter your password when prompted, and click OK.



3. Once the transactions are downloaded, add them to QuickBooks by clicking the Add Transactions to QuickBooks button.

4. The Add Transactions to QuickBooks window will appear, with a summary of transactions that you downloaded.

5. Click on the transaction(s) you wish to add to QuickBooks → follow the prompts to insure accuracy → click Add to QuickBooks

6. In the Online Banking Center, click Delete in the Items Received from Financial Institution section to remove each item from the list.

B. BACK UP YOUR CURRENT DATA
(All Customers)

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.

C. DELETE PENDING ONLINE PAYMENTS
(All Customers)

BILL PAY ONLY: *If you do not use online bill payment, then skip to section D.*

Attention bill pay customers: Repeating and pending bill payments **will not be** converted to PNC. In order to maintain these payments in Quicken, they must be re-entered in your Quicken software payable from an eligible PNC checking account once you have activated your PNC accounts.

1. Choose **Reports** menu → **Banking** → **Check Detail**.
2. Click **Modify or Customize Report**.
3. Under the **Display** tab, enter March 2, 2012 for the **From** date and 1/1/2020 for the **To** date.
4. Click the **Filters** tab.
5. Select the dropdown menu for **Account** → select **Multiple Accounts**.
6. Select each account at RBC Bank USA and click OK.
7. Select the Filter: **Online Status**.
8. Select the dropdown menu for **Online Status** → select **Any Online**.
9. Click **OK**.

Click **Print** to save your list of pending payments. You can use this when you recreate and send these payments later.

10. Double click on the first item in the report.
11. Choose **Edit** menu → **Cancel Payment**. Select **Yes** to cancel.
12. Repeat steps 10 & 11 for each item listed in the report.
13. Choose **Banking** menu → **Online Banking** → **Online Banking Center**.
14. From the **Financial Institution** dropdown, choose RBC Bank USA.

15. Go to the **Items to Send** list and make sure all items have checkmarks.

16. Click the **Send/Receive** button.

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.

D. DISABLE YOUR ACCOUNTS WITH RBC BANK USA
(All Customers)

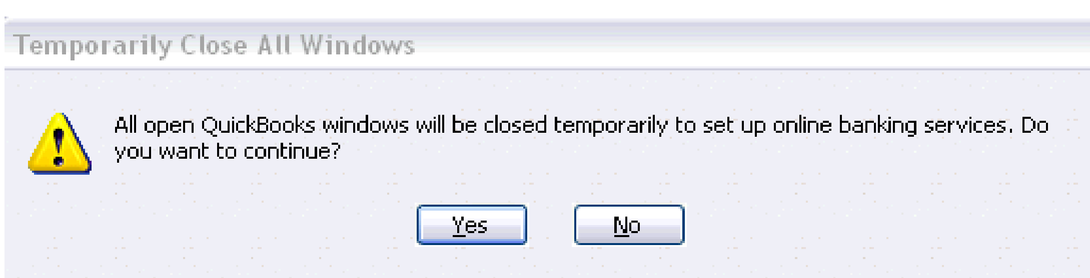
Important: All transactions must be matched or added to the register prior to the deactivating of your account(s).

1. Choose **Lists** menu → **Chart of Accounts**.
2. Select the account you want to deactivate.
3. Click **Edit** on the menu → **Edit Account**.
4. In the **Edit Account** window, click the **Online Services** tab.
5. Select **Deactivate All Online Services** → click **Save & Close**.
6. Click **OK** for any dialogue boxes that may appear with the deactivation.
7. Repeat steps 2 – 6 for each account at RBC Bank USA.

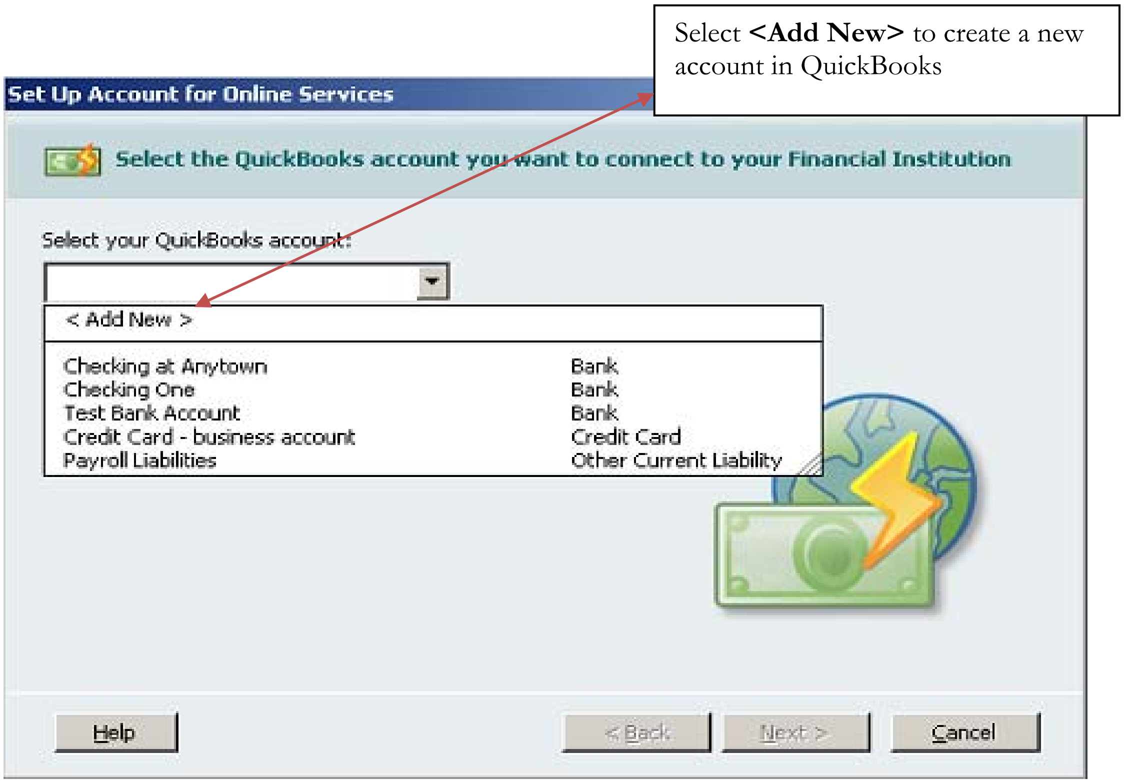
E. ENABLE PNC BANK ACCOUNTS
(All Customers)

IMPORTANT: Complete section E *on or after* the Monday following conversion weekend.

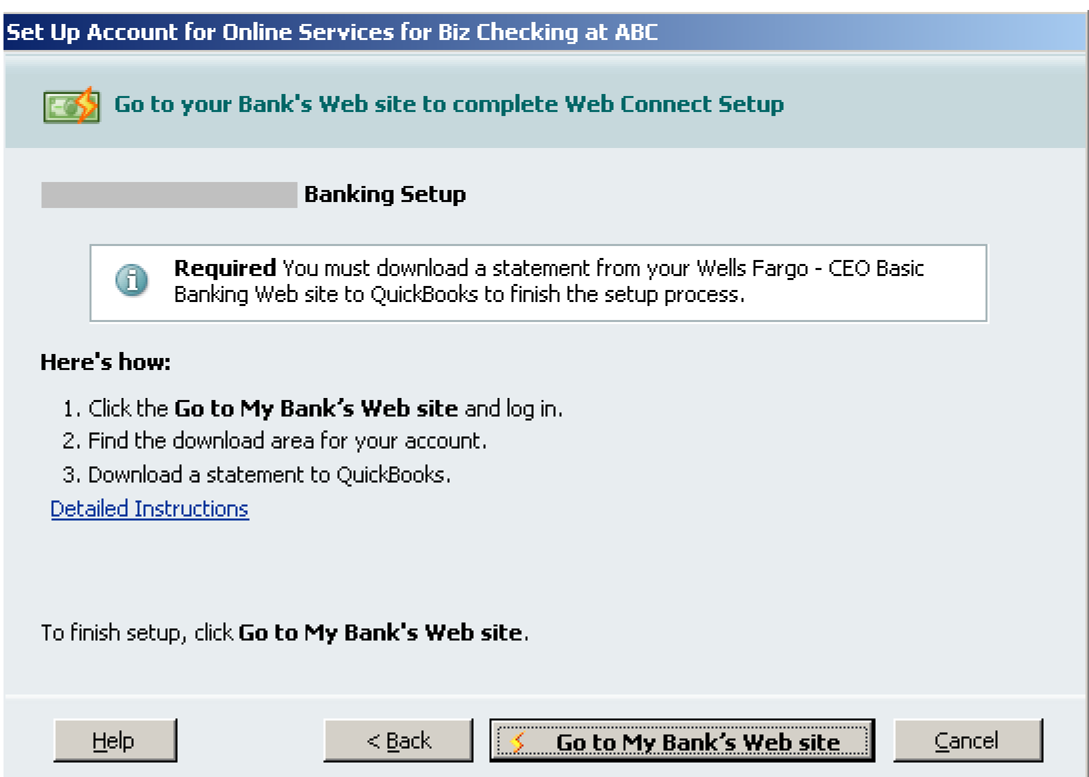
1. Go to the Banking drop down menu → Online Banking → Setup Account for Online Access.
2. You will be prompted to close all QuickBooks windows, click YES to continue.



3. The Set Up Account for Online Services window will appear →click the drop down arrow for options and choose <Add New> → click next to continue.



4. Enter Account Name and Optional Information →click Save & Close
5. Select PNC Bank – Web Connect →click next.
6. Click on Go to My Bank's Web site →QuickBooks will launch a web browser directly to your financial institution's website.



7. When the PNC Bank website appears, log into Online Banking and download transactions into QuickBooks.

8. Once the transactions are downloaded, add them to QuickBooks by clicking the Add Transactions to QuickBooks button.

9. The Add Transactions to QuickBooks window will appear, with a summary of transactions that you downloaded.

10. Click on the transaction(s) you wish to add to QuickBooks → follow the prompts to insure accuracy → click Add to QuickBooks

THANK YOU FOR MAKING THESE IMPORTANT CHANGES

Should you need additional assistance with updating your settings, you can find PNC Bank contact information at www.welcometopnc.com/pfm.

If you have any questions regarding your QuickBooks software, you may refer to: http://www.quickbooks.com/support/.