

QuickBooks 2009 - 2012 for Windows®

Account Conversion Instructions – Direct Connect to Direct Connect



When the PNC Financial Services Group completes the acquisition of your RBC Bank USA accounts, you will need to modify your QuickBooks settings to ensure the smooth transition of your data. You will need your QuickBooks customer ID and PIN for RBC Bank USA and PNC Bank. **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 30 minutes.

Conversion Instructions Summary:

Prior to 4:00 PM ET on
Friday, March 2, 2012

- 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 Friday, March 2, 2012. Account information must be manually entered into account registers after that time.**

On or after
Monday, March 5, 2012

- B. Back up your current data – *all customers*
- 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: The QuickBooks Windows Online Banking module has not changed. The product interface may look different; however the steps that follow will work for all versions of QuickBooks 2009-2011. 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 FROM 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.

The screenshot shows the Online Banking Center interface. At the top, there are links for Contact Info, Video Tutorial, and Renaming Rules. Below that, there are sections for Financial Institution (Anytown Bank), Online Accounts (Checking), and Online Balance (\$19,801.81). A red circle with the number 2 highlights the 'Send/Receive Transactions' button. Below this, there are sections for 'Items To Be Sent (0)' and 'Items Received (4)'. The 'Items Received' section contains a table with columns for Item, No. To Review, QuickBooks Balance, and Online Balance. The 'Checkings' item is highlighted with a red box and the number 4. At the bottom, there is a button labeled 'Add Transactions to QuickBooks' with a red circle and the number 3.

Transaction Type	No. To Send	Total
Online Checks	0	\$0.00
Transfers	0	\$0.00
Bill Payments	0	\$0.00
Messages	0	\$0.00

Item	No. To Review	QuickBooks Balance	Online Balance
Checkings	4	\$20,001.81	\$19,801.81
Messages Received	0	\$0.00	\$0.00
Payment Inquiry Re...	0	\$0.00	\$0.00

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 (Bill Pay Customers only)



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 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)



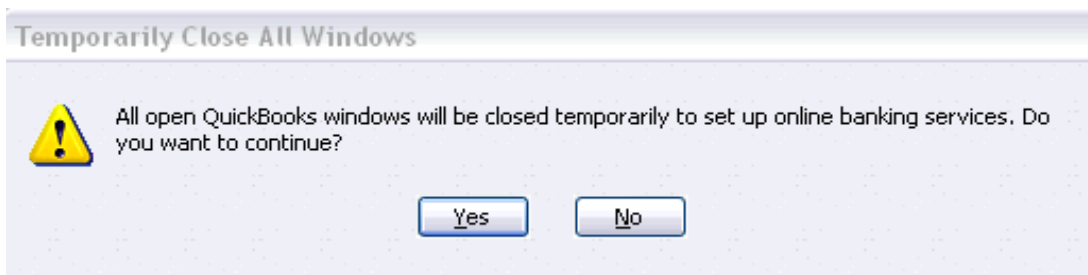
Important: All transactions must be matched or added to the register prior to the deactivating of your account(s).

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.

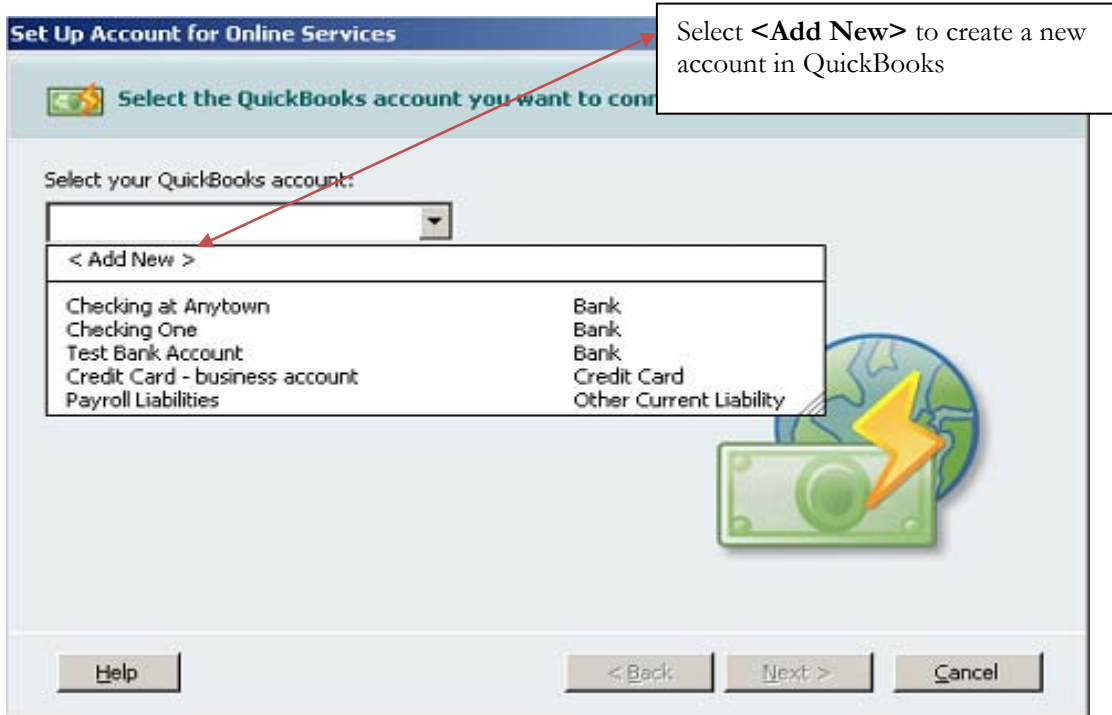
E. ENABLE PNC BANK ACCOUNTS (All Customers)

IMPORTANT: Complete section E *on or after* Monday, March 5, 2012 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.

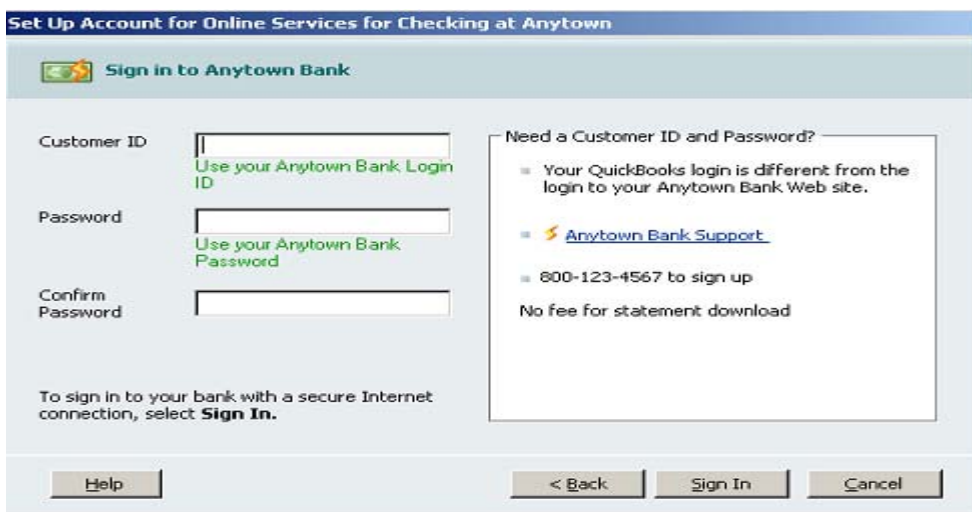


- The Set Up Account for Online Services window will appear →click the drop down arrow and create a new account → click next to continue.



- Enter Account Name and Optional Information →click Save & Close
- Select PNC Bank –Direct Connect →click next.
- Enter your QuickBooks Customer ID and Password (mailed to you by PNC Bank) →click Sign In to continue.

PNC requires that you change your QuickBooks PIN/password the first time you connect using the Direct Connect service. Quicken PINs/passwords must be 4 characters in length and must contain all numbers.



- QuickBooks will retrieve a list of accounts available for you to download →select the account you want to download and follow the remaining on-screen instructions.

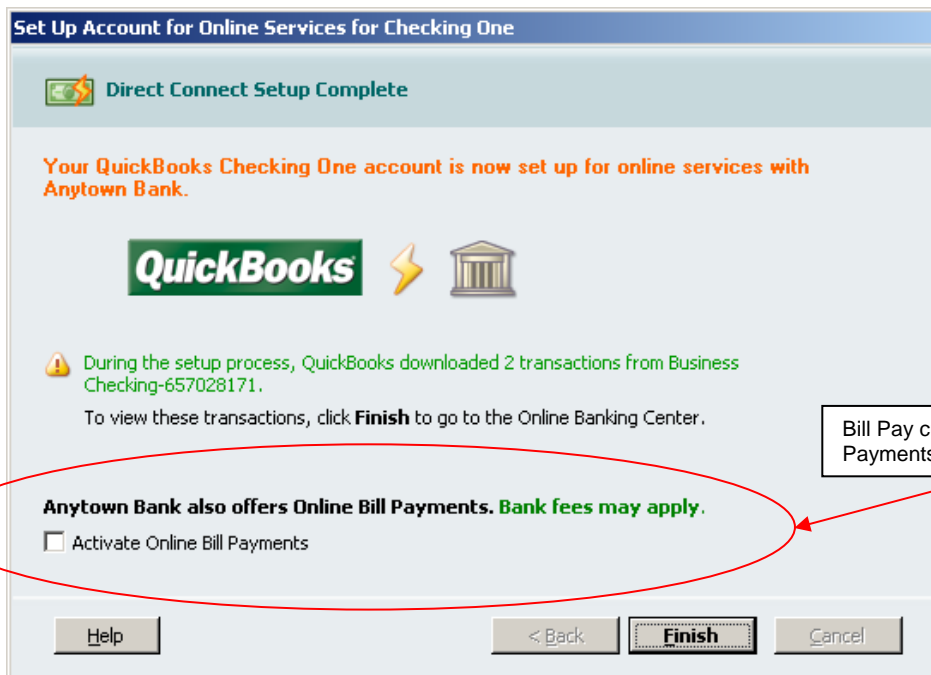
8. When the first download completes successfully your account setup is complete.



Bill customers: Select Activate Online Bill Payments →click Finish → QuickBooks will now launch the Online Banking Center.

Bill pay customers please note: You will not be able to use the same payees as you did prior to the conversion. You need to create new payees with unique names for your PNC accounts. It is recommended that you add the term “(old)” to the original payee names so it will be easier to identify the correct payee to use.

All other customers →click Finish → QuickBooks will now launch the Online Banking Center.



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

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

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

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 once you have activated your PNC accounts.

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/>.