

Post-Conversion Issue Help Guide

This document is intended as a resource for the Financial Institutions support representatives to better assist customers with the 3 most common issues seen post conversion.

Issue 1:

Duplicate transactions after completing reactivation

What you will hear from the customer:

The most common remark will be that there are duplicate transactions. Some customers may say their register is out of balance or that they are being asked to add an adjustment during reconciliation.

Specific steps/recommendations based on products are below:

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 customers will have to delete the transactions in the register.

- If the transactions have not been accepted to the register, they can be deleted one by 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
 - a. [Click Here for Detailed Instructions](#)
2. How do I void or delete a transaction in my account register?
 - a. [Click Here for Detailed Instructions](#)
3. I have duplicate transactions in my account register
 - a. [Click Here for Detailed Instructions](#)

QuickBooks

- If the transactions have not been accepted to the register, they can be deleted one by 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
 - a. [Click Here for Detailed Instructions](#)

Issue 2:

Duplicate accounts after completing reactivation

What you will hear from the customer:

The most common remark will be that the customer was unable to link to their existing account and was only given the choice to add a new account.

Specific steps/recommendations based on products are below:

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
 - a. [Click Here for Detailed Instructions](#)
2. How To Hide an Account
Note: Follow steps to unhide
 - a. [Click Here for Detailed Instructions](#)
3. Follow the deactivation steps to deactivate the mistakenly added account and any active account held with this financial institution (Instructions provided by your Financial Institution)
4. How To Delete an Account
Note: If you have added the account, follow this article
 - a. [Click Here for Detailed Instructions](#)
5. Follow through the reactivation steps provided by the financial institution

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
 - a. [Click Here for Detailed Instructions](#)
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
 - a. [Click Here for Detailed Instructions](#)
3. Follow the deactivation steps to deactivate the mistakenly added account and any active account held with this financial institution (Instructions provided by your Financial Institution)
 4. Hide an account (or subaccount)

Note: this should be done for the account that was mistakenly added.

 - a. [Click Here for Detailed Instructions](#)
 5. Follow through the reactivation steps provided by the financial institution

Issue 3

Activated the incorrect account during reactivation process

What you will hear from the customer:

The most common remark will be that the customer states the transactions are downloading into the incorrect account.

Specific steps/recommendations based on products are below:

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 the customer selects 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
 - a. [Click Here for Detailed Instructions](#)

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 the customer selects 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
 - a. [Click Here for Detailed Instructions](#)
2. Follow through the deactivation/reactivate instructions provided by your financial institution.