PACIFIC PREMIER BANK

QuickBooks for Windows Conversion Instructions

QuickBooks for Windows 2012–2015

Direct Connect

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Introduction

As *Independence Bank* completes its system conversion to *Pacific Premier Bank,* you will need to modify your QuickBooks settings to ensure the smooth transition of your data. To complete these instructions, you will need your *[User ID and Password]* for the *Independence Bank* and *Pacific Premier Bank* websites.

NOTE:	For QuickBooks Web Connect/Express Web Connect accounts, use the same User ID and PIN/Password as your financial institution website. For Direct Connect, the login credentials may be different. Please contact your financial institution 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.

IMPORTANT:	These instructions are divided into **2 PHASES**.

- **PHASE 1 must** be completed **before** *[5:00 pm PT, 4/09/2015]*.
- **PHASE 2 must** be completed **on or after** *[4/13/2015]*.

PHASE 1: This Phase is time sensitive and **must** be completed **before** *[5:00 pm PT, 4/09/2015]*.

This detour symbol indicates section instructions that are using bill pay within QuickBooks only. If you do **not** use QuickBooks to make online bill payments, you can skip these sections or steps.

Documentation and Procedures

Task 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).

5. For instructions to enable register mode, choose **Help menu > QuickBooks Help**. Search for **Banking Feed Modes**, then select **Bank Feed Modes overview**, and follow the instructions.

Task 2:   Connect to Independence Bank

1. If **QuickBooks 2013** or older choose **Banking** menu > **Online Banking Center**.

   If **QuickBooks 2014** or newer choose **Banking** menu > **Bank Feeds** > **Bank Feeds Center**.

2. Choose *Independence Bank* from the **Financial Institution** dropdown.

3. Click **Send/Receive**.

4. Enter credentials (if required) and click **OK**.

5. Repeat steps 1 – 4 for each account with *Independence Bank.*

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

Task 3:   Cancel Outstanding Payments

⚠ If you are **not** a bill pay user within QuickBooks, please skip this section.

IMPORTANT:	This step must be completed by *[4/09/2015]* to avoid possible duplicate payment. If you do not cancel payments scheduled to be paid after *[4/09/2015],* then it is possible that these payments will still be processed.

1. Open the **Register** of the account you made the payment from.
   a. Click **Company** > **Chart of Accounts**.
   b. **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.

Task 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.

Task 5: Deactivate Your Account(s) At Independence Bank

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 and newer.

5. Select **Deactivate All Online Services** and click **Save & Close**.

6. Click **OK** for any dialog boxes that may appear with the deactivation.

7. Repeat steps 2 – 6 for each account at *Independence Bank.*

8. Backup your data file.

PHASE 2: The Phase below is time sensitive and can be completed on or after *[4/13/2015]*.

Task 6: Re-activate Your Account(s) at Pacific Premier Bank

1. If **QuickBooks 2013** or older choose **Banking** menu > **Online Banking Center**.

   If **QuickBooks 2014** or newer choose **Banking** menu > **Bank Feeds** > **Bank Feeds Center**.

2. Choose *Pacific Premier Bank* 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**.

5. Repeat steps 1 – 5 for all accounts at *Pacific Premier Bank.*

Task 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.

1. 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!