

## QuickBooks® Desktop Conversion Instructions

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As PNC and BBVA USA complete its system conversion, you'll need to modify your QuickBooks settings to ensure your data transfers smoothly to PNC Bank. This document contains instructions for both Windows and Mac, and both connectivity types (Direct Connect Service and Web Connect). There are key dates associated with each action. Be sure to take action by the dates provided to ensure a smooth transition.

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### QuickBooks Windows Direct Connect

**Action Date:** On or before 4 p.m. CT, October 8, 2021

1. Complete the last transaction update with BBVA USA before the change to PNC to bring your transaction history up to date. Accept all new transactions into the appropriate registers.
2. Backup QuickBooks Windows Data File and update the application.
  - a. Choose **File > Back Up Company > Create Local Backup**.
  - b. Download the latest QuickBooks Update. Go to **Help > Update QuickBooks Desktop**.

**Action Date:** After 8 a.m. local time October 12, 2021

1. Deactivate the online banking connection for accounts connected to BBVA USA.BB
  - a. Choose **Lists > Chart of Accounts**.
  - b. Select the first BBVA USA account you would like to deactivate and choose **Edit Account**.
  - c. Choose the **Bank Feeds Settings** tab in the Edit Account window.
  - d. Select **Deactivate All Online Services** and then **Save & Close**.
  - e. Choose **OK** for any alerts or messages that may appear with the deactivation.
  - f. Repeat these steps for any additional accounts at BBVA USA.
2. Reconnect online banking for your accounts now at PNC.
  - a. Choose **Lists > Chart of Accounts**.
  - b. Select an account you would like to activate and choose **Edit Account**.
  - c. Select **Set Up Bank Feeds** and then **Yes** in the dialog box that will appear.
  - d. Enter "PNC" in the search field and select **Continue**.
  - e. Enter your PNC QuickBooks credentials.

PNC Direct Connect Services use different sign-on information than your Web information. This Customer ID and PIN for QuickBooks will be sent to you during the week of October 12.

**Important:** If your credentials do not work, contact PNC Online Banking at 1-800-762-2035 and follow the prompts for Quicken/QuickBooks questions.

- f. Ensure you associate the accounts to the appropriate accounts already listed in QuickBooks. Link to your existing accounts in the drop-down options labeled **Select Existing** or **Create New**.

**Important: Do NOT select “Create New Account” unless you intend to add a new account to QuickBooks.** If you are presented with accounts you do not want to track in this data file, choose **Do Not Add to QuickBooks**.

- g. After all accounts have been matched, select **Next** and then **Done**.
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## QuickBooks Mac Direct Connect

**Action Date:** On or before 4 p.m. CT, October 8, 2021

1. Complete the last transaction update with BBVA USA before the change to PNC to bring your transaction history up to date. Accept all new transactions into the appropriate registers
2. Backup QuickBooks Mac Data File and update the application.
  - a. Choose **File > Backup**.
  - b. Download the latest QuickBooks Update. Choose **QuickBooks > Check for QuickBooks Updates**.

**Action Date:** After 8 a.m. local time on October 12, 2021

1. Deactivate the online banking connection for your BBVA USA accounts.
  - a. Choose **Lists > Chart of Accounts**.
  - b. Select the first BBVA USA account you would like to deactivate and choose **Edit > Edit Account**.
  - c. Choose **Online Settings** in the Edit Account window.
  - d. In the Online Account Information window, choose **Not Enabled** from the Download Transactions list and select **Save**.
  - e. Choose **OK** for any alerts or messages that may appear with the deactivation.
  - f. Repeat these steps for each BBVA USA account.
2. Reconnect online banking connection for your accounts now at PNC.
  - a. Choose **Banking > Online Banking Setup**.
  - b. Type “PNC” in the search field and then select **Next**.
  - c. Select **Yes, my account has been activated for QuickBooks Online Services** in the Online Banking Assistant window, and then **Next**.
  - d. Enter your PNC QuickBooks credentials.

PNC Direct Connect Services use different sign-on information than your Web information. This Customer ID and PIN for QuickBooks will be sent to you during the week of October 12.

**Important:** If your credentials do not work, contact PNC Online Banking at 1-800-762-2035 and follow the prompts for Quicken/QuickBooks questions.

- e. For each account you wish to download into QuickBooks, choose **Select** and **Account** to connect to your existing account's registers.
- f. Select **Next** and then **Done**.
- g. Repeat these steps for each account now with PNC.

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## QuickBooks Windows Bill Pay

Only complete these tasks if you currently initiate Bill Payments from within QuickBooks Windows.

PNC supports Bill Payment from QuickBooks, but this service is separate from PNC Bill Payment through Online Banking at PNC.com.

Only complete these tasks if you currently initiate Bill Payments from within QuickBooks Windows. PNC supports Bill Payment from QuickBooks Windows, but this service is separate from PNC Bill Payment through Online Banking at PNC.com.

**Important:** These tasks must be completed to avoid possible duplicate payments. If you do not cancel payments scheduled to be paid on or after October 8th, 2021 at 4pm, the payment status might not be accurately represented in QuickBooks.

The cancel Bill Payment tasks **must** be completed prior to October 8th, 2021 at 4pm CST. Do not recreate any Bill Payments from within QuickBooks.

- Cancel Existing Bill Payments.
  1. Open the Register of the account you made the payment from.
  2. Choose Company > Chart of Accounts.
  3. Double-click the proper account.
  4. In the register, locate the transaction to be canceled.
  5. Click the transaction to be deleted.
  6. Choose Edit > Cancel Payment.
  7. Repeat this step for each pending BBVA Bill Payment that is scheduled to be paid after October 8th, 2021.

**Action Date:** On or after October 12, 2021 and once you've received your new PNC QuickBooks Customer ID and PIN.

**IMPORTANT:** The re-create Bill Payment tasks should be completed on or after October 12th, 2021 using the PNC Online Banking web site. Using the PNC web site to re-create the canceled payments will ensure you keep your payee list, payments history, eBills and scheduled payments in sync. If you prefer to only send payments from within QuickBooks, please reach out to PNC Online Support after October 12, 2021 for assistance.

