WELLS FARGO

*For QuickBooks® for Windows 2009 and later users –
Direct Connect with Bill Pay*

Wells Fargo post system migration software set-up guide

Together we'll go far

What you need to do

We have upgraded our system for QuickBooks customers who manage their accounts through their software. Since the former system supporting QuickBooks users was discontinued on November 30, 2011, your former QuickBooks service has been discontinued. Please note that **all bill payments scheduled for December 7, 2011, or later have been canceled**.

This guide will take you through the steps to re-activate your service:

The process should take **approximately 15 minutes**, plus time to enter bill payments and any missing transactions.

⚠ **Important Note:** The Steps in this guide pertain only to accounts where the Financial Institution is shown in the Edit Account screen in QuickBooks as zWells Fargo – Direct Connect or Wells Fargo – Direct Connect. If the Financial Institution is shown as **Wells Fargo Bank** or **Wells Fargo Advisors**, that account is already on the new system and no changes are needed.

You will only be able to download transactions that occurred **during the past 90 days or since November 30, 2011, whichever is later.** If your most recent download was more than 90 days ago, you will need to enter transactions manually that occurred during that gap. For example, if today is March 15, 2012 you will need to enter transactions that occurred before November 30 that are not already in your QuickBooks register. If you have a gap of more than 6 months of transactions, you may prefer to set up a new register.

If you have questions during this process, please call us at 1-800-956-4442. We're available 24 hours a day 7 days a week.

We hope you will enjoy the new features of this system:

- Your monthly service now includes:
  - An **unlimited** number of connections
  - An **unlimited** number of Bill Payments for Bill Pay subscribers
- The same user name and password is used to access Online Banking through QuickBooks and *Wells Fargo Business Online* banking.

- Transfers made Monday through Friday before 8 p.m. (6:30 p.m. in Ohio and Indiana) Pacific Time are processed the same evening.

Step 1: Obtain a *Wells Fargo Business Online®* username and password

To link your QuickBooks accounts going forward, you'll use your current username and password (**not** customer ID and PIN) for *Wells Fargo Business Online* banking. The Wells Fargo security requirements for passwords are:

- Must be between 6 and 14 characters long

- Must contain at least one letter and at least one number

- May contain special characters such as @, %, &, and #

If you **already have a username and password for *Wells Fargo Business Online* that meets these criteria**, please skip this Step and go to Step 2 below (Remove all payments from your Quicken registers). Otherwise, please perform one of the following:

1. If you **already have a username and password for *Wells Fargo Business Online*** but it **does not meet these criteria**, you need to reset your password to conform to the security standard above.

    a. Sign on to *Wells Fargo Business Online* with your current username and password.

    b. Click the **Account Services** tab.

    c. Click **Change Password**.

    d. Complete the remaining prompts to create your new *Wells Fargo Business Online* password.

2. If you **do not have a username and password**, you will need to create them.

    a. In your browser, go to wellsfargo.com and make sure the Small Business tab is selected.

    b. Click **Enroll Now!** under the Online Solutions heading.

    c. Complete the remaining prompts to create your *Wells Fargo Business Online* username and password.

Step 2: Remove all payments from your QuickBooks register

Please back up your QuickBooks registers before beginning this process.

> ⚠ **Important Note:** Performing this backup assures that you will have a pre-conversion snapshot of your accounts in case there are unexpected issues during your software set-up process.

Your pending payments have been canceled and will not be paid. The following steps will remove these transactions from your QuickBooks register.

1. Print all future-dated bill payments for use in Step 5.

2. Right-click a pending payment transaction in your QuickBooks register and select **Delete payment**.

3. In the screen similar to the one shown, click **Yes**.

Delete Transaction

You have already sent instructions for your financial institution to carry out this transaction. Deleting it in QuickBooks will not cancel the transaction at your financial institution. Are you sure you want to delete this online transaction?

[Yes] [No]

4. In the screen similar to the one shown, click **OK**.

Delete Transaction

This payment has been used to pay some bills. Deleting it may cause some bills to have unpaid balances. Do you want to delete it anyway?

[OK] [Cancel]

Repeat this process for all pending payments to remove them from your register.

Step 3: Deactivate your accounts in QuickBooks

1. Click **Company** (or **Lists**) > **Chart of Accounts.**

2. In the Chart of Accounts window, select an account. Click on the **Account** dropdown button and choose **Edit Account**.

Chart of Accounts

Name	§	Type	Balance Total
◇Checking	⚡	Bank	98,834.79
◇Cash Expenditures		Bank	225.23
◇Savings	⚡	Bank	5,987.50
◇Barter Account		Bank	0.00
◇Accounts Receivable		Accounts Receivable	35,810.02
◇Prepaid Insurance		Other Current Asset	500.00
◇Employee advances		Other Current Asset	100.00
◇Inventory Asset		Other Current Asset	6,937.08
◇Undeposited Funds		Other Current Asset	110.00

Account ▾   **Activities** ▾   **Reports** ▾   ☐ Include inactive

New	Ctrl+N
Edit Account	Ctrl+E
Delete Account	Ctrl+D

3. In the Edit Account window, select the **Online Services** tab. Confirm that the Financial Institution is zWells Fargo – Direct Connect or Wells Fargo – Direct Connect.

4. Choose **Deactivate All Online Services** or deselect both **Online Account Access** and **Online Payment**.

5. Click **Save & Close** or **OK**.

6. A popup window will appear advising you that deactivation does not terminate online services with the bank. Please disregard this message. Click **OK**.

Edit Account

Account Type [Bank]

General | **Online Services**

Account Name Checking
◉ Activate Online Services
Connection Information
Financial Institution ANYTIME Financial
Account Customer ID 567-55-1234
Last Download: 11/30/2003 (17 transactions)

☑ Statement Downloads
☑ Online Bill Payments

○ Deactivate All Online Services
If you deactivate all services, you will have to set them up for this account again.

☐ Account is inactive   [Save & Close] [Cancel]

Complete the process above for all accounts with a Financial Institution listed as zWells Fargo - Direct Connect or Wells Fargo – Direct Connect.

Step 4: Set up your accounts in QuickBooks

1. Choose **Banking** > **Online Banking** > **Set Up Account for Online Services**.

2. In the Set Up Account for Online Services window, select the first converted account from the dropdown list. Click **Next >.**

3. In the Enter the name of your Financial Institution: dropdown, choose **Wells Fargo Bank.**

4. You may get a screen confirming which listing you want for Wells Fargo. Choose **Wells Fargo Bank**. There may be other items listed that include the words "Wells Fargo;" please be sure to choose *only* **Wells Fargo Bank**. If it is not found, follow the steps in Appendix II to update your Financial Institutions list, and then return to this step. Click **OK**.

5. You may get a screen asking how you want to connect with Wells Fargo Bank. Click **Direct Connect** and **Next >.**

6. Enter the username and password you chose for *Wells Fargo Business Online* earlier, and click **Sign In**. If you get error 392, 393, or 1016, click **OK** or **<Back.** Then click **Receive Transactions** a second time.
   If problems persist, please perform the steps in Appendix III.
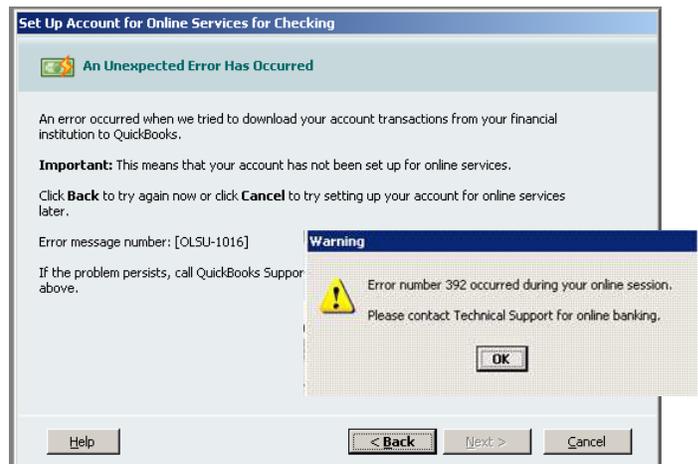
7. In the list of accounts that appears, click the account you are activating for connection to Wells Fargo. Click **Next >**.

8. When the Direct Connect Setup Complete window appears, click the **Activate Online Bill Payments** checkbox if you want to enable the account for bill payment. Click **Finish**.

Repeat this process to activate all the accounts you deactivated in Step 4.

9. If you use the Password Vault in QuickBooks, please be sure to update it with the *Wells Fargo Business Online* username and password for each migrating account.

Step 5: Set up bill payments in QuickBooks

1. Set up your desired payments in QuickBooks. Note that there is a **$50,000.00 maximum amount** for any one payment. You will not have to re-establish your payee list; however, please review the account and address information to ensure it is current for each payee.

2. Perform a One Step Update to send the payment instructions to Wells Fargo Bank.

3. Back up your QuickBooks files —being sure **not** to overwrite the backup you created in Step 2.

> ⚠ **Important Note:** This gives you a post-migration snapshot of your accounts in case of unexpected issues as you begin using your new settings.

Thank you!

Thank you for making these important changes and for your continued business with Wells Fargo. If you have questions about these instructions, please call us at 1-800-956-4442. We're available 24 hours a day 7 days a week.

> ⚠ **Important Note:** Now that you have completed your set-up for the new system, please be sure to perform all your account downloads from within QuickBooks. If you mix downloads from QuickBooks and from *Wells Fargo Business Online,* you may get duplicate transactions.

We hope you will enjoy the new features of this system:

- Your monthly service now includes:
    - An **unlimited** number of connections
    - An **unlimited** number of Bill Payments for Bill Pay subscribers
- The same user name and password is used to access Online Banking through QuickBooks and *Wells Fargo Business Online* banking.
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Appendix I: Updating the financial institutions directory in QuickBooks

1. Click **Banking** > **Online Banking > Set Up Account for Online Services**.

2. Click the **Select your QuickBooks account** dropdown arrow and choose your account.

3. Click **Next**.

4. Click the link **What if my Financial Institution is not listed?**.

5. In the QuickBooks Help section under QuickBooks can't find the name of your financial institution, scroll down and click **Update the financial institutions list**.

6. Once the sync has been completed, close QuickBooks Help and click **Cancel** to close the Set up Account for Online Services window.

7. Click **Banking** > **Online Banking > Participating Financial Institutions** to verify that Wells Fargo Bank now appears.

Appendix II: Updating the financial institutions directory in QuickBooks

1. Click **Banking** > **Online Banking > Set Up Account for Online Services**.

2. Click the **Select your QuickBooks account** dropdown arrow and choose your account.

3. Click **Next**.

4. Click the link **What if my Financial Institution is not listed?**.

5. In the QuickBooks Help section under QuickBooks can't find the name of your financial institution, scroll down and click **Update the financial institutions list**.

6. Once the sync has been completed, close QuickBooks Help and click **Cancel** to close the Set up Account for Online Services window.

7. Click **Banking** > **Online Banking > Participating Financial Institutions** to verify that Wells Fargo Bank now appears.

Appendix III. Activating Wells Fargo after OL-1016 error

If QuickBooks continues to give an error OL-1016 when you attempt to connect after setting the Financial Institution to Wells Fargo Bank, please do the following:

1. Click **Banking** > **Online Banking**

2. Click **Receive Transactions**

3. Enter the password while holding down the Control key then click **Okay**

4. Keep holding down the Control key until messaged that transactions have been downloaded.

Appendix IV: Deleting Duplicate Transactions

Your first download may contain transactions that duplicate items already in your register. Please correct this by deleting the duplicates before you reconcile your account.

1. Open the account register.

2. Review the list for line items with the same date, payee, and amount.

3. If you find duplicates, click on the duplicate that has not yet been reconciled. (If neither of the duplicate transactions has been reconciled, you may choose either one.)

4. Press **Ctl-D** (or click **Edit > Delete [transaction type]**) to delete the duplicate transaction.