ATTENTION QUICKEN and QUICKBOOKS, Users

Palmetto State Bank is migrating to a new online and mobile banking system on November 15th, 2021. This upgrade will require that you make changes to your QuickBooks or Quicken software, so please take action to ensure a smooth transition. Conversion instruction are available below.

The conversion instructions reference two Action Dates. Please use the dates provided below:

1st Action Date: November 12th, 2021

A data file backup and a final transaction download should be completed by this date. Please make sure to complete the final download before this date since transaction history might not be available after the upgrade.

2nd Action Date: November 15th, 2021

This is the action date for the remaining steps on the conversion instructions. You will complete the deactivate/reactivate of your online banking connection to ensure that you get your current Quicken or QuickBooks accounts set up with the new connection.

Intuit aggregation services may be interrupted for up to 3-5 business days. Manual downloads of QFX/QBO files from your online banking page may be performed during this outage.

If you have any questions, please contact us at (803)943-2671

Conversion instructions for Quicken and QuickBooks are listed on next page

Quicken Windows Web Connect instructions

On the November 12, 2021:

1. Backup Quicken Windows Data File and Update.

    a. Choose **File > Backup and Restore > Backup Quicken File**.

    b. Download the latest Quicken Update. Choose **Help > Check for Updates**.

2. Complete a final transaction download.

    a. Complete last transaction update before the change to get all of your transaction history up to date.

    b. Repeat this step for each account you need to update.

    c. Accept all new transactions into the appropriate registers.

On or after November 15, 2021:

1. Deactivate online banking connection for accounts connected to Palmetto State Bank

    a. Choose **Tools > Account List**.

    b. Click **Edit** on the account to deactivate.

    c. In Account Details, click **Online Services**.

    d. Click **Deactivate**. Follow prompts to confirm deactivation.

    e. Click the **General** tab.

    f. Delete Financial Institution and Account Number information.

    g. Click **OK** to close window.

    h. Repeat steps for any additional accounts.

2. Reconnect online banking connection for accounts that apply.

    a. Download a Quicken Web Connect file from Palmetto State Bank's online banking site.

    b. In Quicken, choose **File > File Import > Web Connect (.QFX) File**.

    c. Use the import dialog to select the Web Connect file you downloaded. An "Import Downloaded Transactions" window opens.

    d. Choose **Link to an existing account**. Select the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.

    e. Repeat this step for each account you have connected to Quicken.

QuickBooks Windows Web Connect instructions

Before November 12, 2021:

1. Backup QuickBooks Windows Data File & Update.

    a. Choose File > Back Up Company > Create Local Backup

    b. Download the latest QuickBooks Update. Choose **Help > Update QuickBooks Desktop**.

2. Complete a final transaction download and match downloaded transactions.

    a. Complete one last transaction update before the change to get all of your transaction history up to date.

    b. Accept all new transactions into the appropriate registers. (required)

On or After November 15, 2021:

1. Deactivate online banking connection for accounts connected to Palmetto State Bank that is requesting this change.

    a. Choose **Lists** menu > **Chart of Accounts**.

    b. Right-click the first account you want to deactivate and choose **Edit Account**.

    c. Click the **Bank Feeds Settings** tab in the Edit Account window.

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

    e. Click **OK** for any alerts or messages that may appear with the deactivation.

    f. Repeat steps for any additional accounts that you need to deactivate.

2. Reconnect online banking connection for accounts that you deactivated.

    a. Log in to PSB's online banking site and download your transactions to a QuickBooks (.qbo) file.

    Note: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.

    b. In QuickBooks, choose **File > Utilities > Import > Web Connect Files**. Locate your saved Web Connect file and select to import.

    c. In the Select Bank Account dialog select **Use an existing QuickBooks account**.

Important: Do NOT select "Create a new QuickBooks account" unless you intend to add a new account to QuickBooks.

    d. In the drop-down list, choose your QuickBooks account(s) and click **Continue**. Confirm by selecting **OK**.