QUICKBOOKS and QUICKEN CONVERSION

City National Business Suite® and Business Essentials
User Guide

February 2021

Table of Contents

Introduction

As City National Bank completes its system conversion from Treasury Net to Business Suite and Business Online to Business Essentials, QuickBooks and Quicken settings must be updated to ensure a smooth transition of your data. This User Guide presents the procedures for updating your settings for both QuickBooks and Quicken, both for desktop and online scenarios.

QuickBooks Online Setup

It is important that you perform the following instructions exactly as described and in the order presented. This setup should take approximately 15–30 minutes.

1. To complete these instructions, use your **login credentials** for online banking.

2. QuickBooks Online data is stored on Intuit servers in the cloud. Since we update your records with every change, we cannot restore your file to a previous point in time.

3. QuickBooks Online automatically updates your selected version so you are always on the latest release.

Procedures

> **NOTE:** QuickBooks Online connectivity services may be interrupted up to 5 business days after the conversion is complete.

Task 1: *Recommended task* - Complete a final download Friday before Migration Weekend

> **NOTE:** Please skip to Page 6 if you manually Import Transactions.

4. Sign in to QuickBooks Online.

5. Click **Banking**.

6. In the top-right area, click **Update**.

7. After your download finishes, click the **For Review** tab to confirm items downloaded.

Task 2:   Match Downloaded Transactions

1. Accept all new transactions on the **Banking** page. Simply check off all the New/Matched transactions and click **Batch Action** to "**Accept Selected**".

2. Assistance on matching transactions is available in the **Help menu** > Search for **Matching Transactions** and follow the instructions in the appropriate article.

Task 3:   Disconnect Accounts in QuickBooks Online after **Migration Weekend**

1. Select **Banking** on the left column.

2. Click on the account you would like to disconnect, then click the **Pencil Icon**.

3. Click on Edit Account Info.

4. Check the box next to Disconnect this account on save.

5. Click Save and Close.

6. Repeat steps 2-5 to deactivate additional accounts.

Task 4:   Reconnect Accounts – NOTE – There is a maximum download of 15 days for any account that is being converted or had previously been connected. All brand new account connections will download up to 90 days.

1. Click **Connect Account** (lower left).

2. Enter City National.

3. Click **City National - Business Suite** (or **City National - Business Essentials**) in the search results below.

4. Type your **login credentials**. Click Continue.

5. Provide any additional information requested, to proceed.

6. Ensure you associate the account for **City National - Business Suite** (or **City National - Business Essentials**) to the appropriate account already listed under **Which accounts do you want to connect?** Select the matching accounts in the drop-down menu.

> **NOTE:** Do **not** select **+Add new**. If you are presented with accounts you do not want to track in this data file, **Un-check** the box next to the **Account name**.

7. After all accounts have been matched, click **Connect**.

8. When the download is finished, you will return to the **Banking** page.

9. **NOTE**: There is a maximum download of 15 days for any account that is being converted or had previously been connected. All brand new account connections will download up to 90 days.

Task 5: Excluding Duplicate Transactions

1. Choose **Banking**.

2. In the **For Review** section, click the checkboxes for the transactions you want to exclude.

3. Click Batch Actions > Exclude Selected.

> **NOTE:** If you accidentally exclude a transaction, you can include it again as described below.

Task 6: Undo Excluded Transactions

1. Choose **Banking**.

2. Click the **Excluded** tab.

3. Click the checkboxes for the transactions you want to include.

4. Click Batch Actions > Undo.

5. Transactions will appear again in the **New Transactions** tab for you to work with.

Manual Option for Importing Transactions

1. Log in to https://cno.cnb.com/login/.

2. Download one of the following Web Connect file types. (Maximum file size to import is 350 MB. If your file is too big, shorten the date range and download your transactions in smaller batches.)

    a. .qbo (QuickBooks)

    b. .qfx (Quicken)

3. In QuickBooks Online, choose Banking.

4. In the upper-right corner, click **File Upload**.

5. Click Browse and select the Web Connect file from your computer. Click **Next**.

6. Select the appropriate account from the drop-down menu. Click **Next**.

7. When the import is completed, click **Let's go!**

8. After your download finishes, click the **For Review** tab to see what was downloaded.

QuickBooks Web Connect Desktop

You should perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This setup should take approximately 15–30 minutes.

To complete these instructions, you will need your login credentials for online banking.

Procedures

Task 1: Conversion Preparation

1. Backup your data file. Go to **File**, then select **Back Up Company** > **Create Local Backup** and choose a location to save your QuickBooks file.

2. Download the latest QuickBooks Update. Go to **Help** > **Update QuickBooks Desktop**

> **NOTE:** 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 if you are currently in Multi-user mode. Go to **File**> **Switch to Single-user mode**

> **NOTE:** If you are not using Classic Mode (Register Mode), enable it for the conversion. You can change it back after the conversion is complete.

4. Enable Classic Mode (Register Mode) if you are currently in Express Mode. Go to **Edit** > **Preferences** > Checking > **Company Preferences** > select **Classic Mode**

Task 2: Recommended task - Complete a final download Friday before *Migration Weekend*

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1. Log in to *Treasury Net at* https://cityntl.webcashmgmt.com/wcmfd/wcmpw/CustomerLogin *or Business Online at* https://cityntl.webcashmgmt.com/wcmfd/wcmpw/BusinessLogin and download your QuickBooks Web Connect file.

2. Click File > Utilities > Import > Web Connect Files.

3. Link your bank account with the existing QuickBooks account and click **Continue**.

4. Repeat steps 1-3 for each account.

Task 3: 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.

> **NOTE:** All transactions must be matched or added to the register prior to disconnecting your accounts.

Task 4:   Disconnect Accounts in QuickBooks on or after *Migration Weekend*

1. Choose the **Lists** menu > **Chart of Accounts**.

2. Select the account you want to deactivate.

3. Click **Edit** menu > **Edit Account**.

4. Click on the **Bank Feed Settings** tab in the **Edit Account** window.

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 1-6 for each account to be disconnected*.*

Task 5:   Reconnect Accounts to City National Business Suite (or City National Business Essentials) after *Migration Weekend*

1. Log in to *City National Online at* https://cno.cnb.com/login/ *and download your QuickBooks Web Connect file.*

2. Click File > Utilities > Import > Web Connect Files.

> **NOTE:**   Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

3. If prompted for connectivity type, select **Web Connect**.

4. Click the **Import new transactions now** radio button, then click **OK**.

> **NOTE:**   If you previously removed the check from the "Always give me the option of saving to a file..." option, then this dialog will not display.

5. In the **Select Bank Account** dialog, click **Use an existing QuickBooks** account.

6. In the corresponding drop-down list, select your QuickBooks account, and click **Continue**.

7. Confirm the prompt by clicking **OK**.

8. Repeat steps 1-7 for each account to be reconnected.

> **IMPORTANT:** Verify that all transactions downloaded successfully into your account registers.

Task 6: Re-enable Express Mode (if necessary)

> **NOTE:** If you prefer Classic Mode (Register Mode), you are finished with your conversion. If you use Express Mode for online banking, you may now re-enable the mode.

1. To re-enable Express Mode (Optional) Go to **Edit** > **Preferences** > Checking > **Company Preferences** > select **Express Mode**

QuickBooks for Mac

You should perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This setup should take 15–30 minutes.

To complete these instructions, you will need your login credentials for online banking.

Procedures

Task 1: Conversion Preparation

1. Backup your data file. Go to **File**, then select **Back Up** and choose a location to save your QuickBooks file.

2. Download the latest QuickBooks Update. Go to **QuickBooks** (left of **File** on top bar) and select **Check for QuickBooks Updates**.

Task 2: *Optional task* - Complete a final download before no later than the Friday before your GO LIVE date

2. Log in to **Treasury Net** or **Business Online** and download your QuickBooks Web Connect File.

3. Click File > Import > From Web Connect.

4. Link your bank account with the existing QuickBooks account and click **Continue**.

5. Repeat steps 1-4 for each account*.*

Task 3: 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 the **Help** menu and use the Search bar available at the top. Search for *Updating Your Register, select the article with that name* and follow the instructions.

> **NOTE:** All transactions must be matched or added to the register prior to disconnecting your accounts.

Task 4: Disconnect Accounts in QuickBooks on or after *your GO LIVE date*

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

2. Select the account you want to deactivate.

3. Choose **Edit** menu > **Edit Account**.

4. In the **Edit Account** window, click the **Online Settings** button.

5. In the **Online Account Information** window, choose **Not Enabled** from the **Download Transaction** list and click **Save**.

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

7. Repeat steps 1-6 for each account to be disconnected*.*

Task 5: Reconnect Accounts to *Business Suite or Business Essentials* on or after *your GO LIVE date*

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1. Log in to https://cno.cnb.com/login/ and download your QuickBooks Web Connect File.

> **NOTE:** Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

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2. Click File > Import > From Web Connect.

3. If prompted for connectivity type, select Web Connect.

4. The **Account Association** window displays during setup. For each account you wish to download into QuickBooks, click **Select an Account** to choose the appropriate existing account register.

> **NOTE:** Do not select "New" under the action column.

5. Click **Continue**.

6. Click **OK** to any informational prompts.

7. Add or match all downloaded transactions in the **Downloaded Transactions** window.

8. Repeat steps 1-7 for each account to be reconnected*.*

Quicken Desktop Setup Procedures

You should perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This setup should take approximately 15–30 minutes.

To complete these instructions, you will need your login credentials for online banking with City National Business Suite or Business Essentials.

Procedures

Task 1: Conversion Preparation

1. Backup your data file. Go to **File** > **Save a Backup.**
2. Download the latest Quicken Update. Go to **Quicken** > **Check for Updates.**

Task 2: *Recommended task* - Complete a final download before no later than the Friday before your GO LIVE date.

1. Select your account under the **Accounts** list on the left side.
2. Choose Accounts menu > Update Selected Online Account.

3. Sign in to online banking and download transactions for an account.

4. Import the transactions.

5. Repeat steps 1-4 for each account (such as checking, savings, credit cards, and brokerage) that you use for online banking or investing.

Task 3: Connect Accounts at City National-Business Suite or Business Essentials on or after *your GO LIVE date*

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1. Select your account under the **Accounts** list on the left side.

2. Choose Accounts menu > Settings.

3. Select Set up transaction download.

4. Enter **City National Business Suite** (or **City National Business Essentials**) in the **Search** field, select the name in the **Results** list and click **Continue**.

5. Log in to https://cno.cnb.com/login/. **Download** a file of your transactions to your computer.

NOTE:	Select "Web Connect" for the "Connection Type" if prompted.
	Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

6. Drag and drop the downloaded file into the box **Drop download file**.

7. In the "**Accounts Found**" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the **Action** column, select "**Link**" to pick your existing account.

NOTE:	Do **not** select "**ADD**" under the action column unless you intend to add a new account to Quicken.

8. Click **Finish**.

9. Repeat steps 1-8 for each account to be connected.

Quicken for Windows Web Connect

You should perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This conversion should take 15–30 minutes.

Quicken for Windows Web Connect

You should perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This setup should take approximately 15–30 minutes.

To complete these instructions, you will need your login credentials for online banking (City National Business Suite or Business Essentials).

Procedures

Task 1: Conversion Preparation

1. Backup your data file. Go to File > Backup and Restore > Backup Quicken File.

2. Download the latest Quicken Update. Go to **Help** > **Check for Updates.**

Task 2: *Recommended task* - Complete a final download before no later than the Friday before your GO LIVE date.

1. Download your Quicken Web Connect file from **Treasury Net** or **Business Online**.

3. Click **File** > **File Import** > **Web Connect File**. Locate and select the Web Connect file to import.

4. Repeat this step for each account (such as checking, savings, credit cards, and brokerage) that you use for online banking or investing.

5. If new transactions were received from your connection, accept all new transactions into the appropriate registers.

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

Task 3: Disconnect Accounts in Quicken on or after your *GO LIVE* date.

1. Choose **Tools** menu > **Account List**.

2. Click the **Edit** button of the account you want to deactivate.

3. In the **Account Details** dialog, click on the **Online Services** tab.

4. Click **Deactivate**. Follow the prompts to confirm the deactivation.

5. Click on the **General** tab.

6. Remove the financial institution name and account number. Click **OK** to close the window.

7. Repeat steps 1-6 for each account to be disconnected.

Task 4: Reconnect Accounts to City National Business Suite or Business Essentials on or after your *GO LIVE* date.

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1. Download your Quicken Web Connect file from https://cno.cnb.com/login/.

> **NOTE:** Take note of the date you last had a successful connection in your Quicken account. If you have overlapping dates in the Web Connect download, you may end up with duplicate transactions.

2. Click **File** > **File Import** > **Web Connect File**. Locate and select the Web Connect file to import.

3. **Import Downloaded Transactions** window opens: Select **Link to an existing account** and choose the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.

> **IMPORTANT:** Do **NOT** select **Create a new account** unless you intend to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, select **Ignore – Don't Download into Quicken** or click the **Cancel** button.

4. Repeat steps 1-3 for each account to be reconnected.

Quicken for Windows – Express Web Connect

You should perform the following instructions exactly as described and in the order presented. If you do not, your online banking connectivity may stop functioning properly. This setup should take approximately 15–30 minutes.

Express Web Connect uses the same User ID and Password as City National Business Suite or Business Essentials.

Procedures

Task 1: Conversion Preparation

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1. Backup your data file. Go to **File** > **Backup and Restore** > **Backup Quicken File.**

2. Download the latest Quicken Update. Go to **Help** > **Check for Updates**

Task 2: *Recommended task* - Complete a final download before no later than the Friday before your GO LIVE date as provided in the emails you receive from City National Bank.

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1. Choose **Tools** menu > **One Step Update**.

2. Depending on how you manage financial institution passwords, you may be prompted to enter your Vault password at this time or to enter individual passwords in the One Step Update dialog.

3. In the **One Step Update Settings** dialog, make sure all items are checked and click **Update Now**.

4. If new transactions were received from your connection, accept all new transactions into the appropriate registers.

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

Task 3: Disconnect Accounts in Quicken on or after your *GO LIVE* date.

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1. Choose **Tools** menu > **Account List**.

2. Click the **Edit** button of the account you want to deactivate.

3. In the **Account Details** dialog, click on the **Online Services** tab.

4. Click **Deactivate.** Follow the prompts to confirm the deactivation.

5. Click on the **General** tab.

6. Remove the financial institution name and account number. Click **OK** to close the window.

7. Repeat steps 1-6 for each account to be disconnected.

Task 4:   Reconnect Accounts to **City National - Business Suite** (or **City National - Business Essentials**) on or after your *GO LIVE* date.

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1. Choose **Tools** menu > **Account List**.

2. Click the **Edit** button of the account you want to activate.

3. In the **Account Details** dialog, click the **Online Services** tab.

4. Click **Set up Now**.

5. Use **Advanced Setup** to activate your account.

6. Enter **City National - Business Suite** (or **City National - Business Essentials**) in the search field, select the name in the list and click **Next**.

7. If presented with the Select Connection Method screen, select **Express Web Connect**.

8. Enter your **User ID** and **Password**. Click **Connect**.

> **NOTE:**   You may be presented with a security question from your Financial Institutions prior to receiving your accounts.

9. Ensure you associate the account to the appropriate account already listed in Quicken. You will want to select **Link to an existing account** and select the matching accounts in the drop-down menu.

> **NOTE:**   Do **not** select **Add to Quicken** unless you intend to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, select **Ignore – Don't Download into Quicken**.

10. After all accounts have been matched, click **Next**. You will receive confirmation that your accounts have been added.

11. Click **Done** or **Finish**.