GREATER COMMUNITY BANK

GCB Online Connectivity (Web Connect)

Discover new features with Web Connect
User Reference.

jack henry
& ASSOCIATES INC.®

Intuit® QuickBooks® and Quicken® Training Guide

SilverLake, CIF 20/20®, Core Director®, and Episys®

July 16, 2020

jack henry
& ASSOCIATES INC.®

Intuit® Product Guide for QuickBooks® and Quicken®

> **NOTE**
> Even if your institution already has a contract with your online banking provider, integrating with Intuit® requires a contract with Jack Henry.

Intuit® Support

Welcome to Intuit® Support

QuickBooks® and Quicken® are third-party support products used by financial institutions with online banking products. Financial institutions can access the full versions of the products by logging on to the *Intuit® financial institution website*. A financial institution that uses either of these products should ensure that its staff is familiar with the products.

Support assists with Web Connect and Direct Connect functionality. However, Support does not support Express Web Connect, imbedded browsers, and Intuit® mobile apps downloaded by a user. Users and financial institutions should contact Intuit® Support for assistance regarding those products.

> **NOTE**
> The content of this Intuit® product guide has been taken from multiple sources regarding third-party products. Support cannot be held responsible for functionality changes or complementary software that may be used with Intuit® products.

Intuit® Support Information

Technical support is available through Support. Onboarding institutions obtain login credentials to the Intuit® website by selecting **Contact Us** at *www.intuit.com/ofx*.
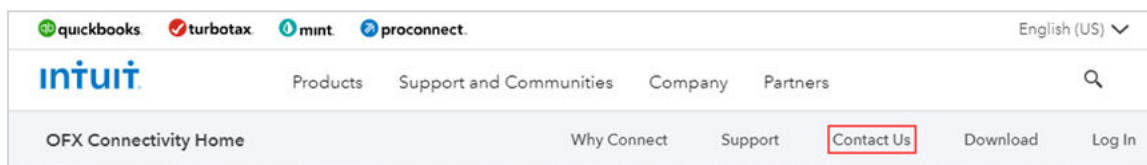
These credentials allow you to access monthly support calls led by Intuit® Support, access to download free desktop versions of Quicken® and QuickBooks®, and additional tools to assist and support your user. If a financial institution employee changes your credentials or if your credentials are unavailable, contact Intuit® Support. You are allowed access to *online Intuit® technical support* by subscribing to any Quicken® or QuickBooks® products through Jack Henry & Associates (JHA).

A list of Intuit®-supported products and versions is available on the Intuit® support site. To access this list, log on to the support site and enter *APPID and APPVER table* into the search bar at the top of the website. Once the list appears, select the correct product and version number that you are needing support for.

Connection Types for Intuit® Products

There are three connection types for Intuit® products: Web Connect, Direct Connect (banks only), and Express Web Connect (unsupported). Each of these connection types has unique features and functions attributed to them.

Web Connect

This connection type opens a one-way communication between users and online banking. This connection type allows Intuit® product users to log on to online banking and download their accounts' hard-posted transaction content. Users can download this content in several ranges, including since last downloaded, since last statement, or a specific date range. Intuit® software installed on the user's computer recognizes the downloaded file types.

> **NOTE**
> Web Connect is a purchased contract product.

Direct Connect (banks only)

Direct Connect is a two-way connection type which allows the Intuit® product to exchange instructions with the user's accounts set up on their NetTeller ID. Like Web Connect, this connection type allows users to synchronize account information, but it also allows transfer and bill pay capabilities.

> **NOTE**
> Direct Connect is an additional contract product in conjunction to Web Connect.

> **NOTE**
> The Direct Connect connection type is only available for banks, not credit unions.

Express Web Connect

This connection type is similar to Web Connect. Express Web Connect opens a one-way communication between users and their online banking product that allows the user to download transaction information. If the connection fails, users should log on to their online banking site, address any system prompts appearing, and then download their transaction files. They can then import the transactions files to their product. If the connection continues to fail, please direct the user to Intuit® support.

> **NOTE**
> Although Express Web Connect functionality exists, Jack Henry Support does not support this connection type. Express Web Connect users are recognized by a specific range of IP

addresses in the NetTeller audit trail (206.108.41.[XXX], 206.225.203.[XXX], or 206.225.219.[XXX]). Banno can contact Intuit® to have your institution's URL changed, but there is no other support provided.

Information to Collect when an Error is Reported

Customer support representatives collect the following information from users who contact them regarding an error with any Intuit® product.

Collect the following information from the user:

- The Intuit® product they are using
- The product version
- A description of the issue
- The error code/message displaying
- The NTID/CM user (if applicable)
- The connection type being used
- The number of users reporting this issue
- When the issue began
- Determine if there have been any recent conversions or mergers

Collect the following information from the end user:

> **NOTE**
>
> Instruct the end user to attempt the action that resulted in an error again immediately before collecting this information.

- The CONNLOG
- The OFXLOG
- Any relevant screenshots
- The steps the end user takes to receive the error code/message

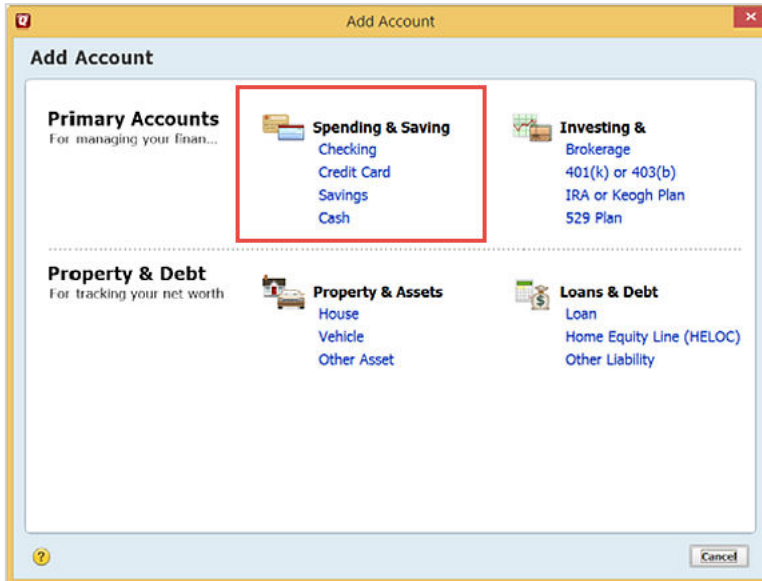# Getting Started with Quicken®

Getting Started with Quicken® in Windows®

Setting Up an Account for Online Banking

This procedure allows a Quicken® user in Windows® to set up an account for online banking.

1. Open Quicken®, open the **Tools** menu, and then select **Add Accounts**.

   The *Add Account* window opens.

2. Select the type of account you want to set up for online banking.

After selecting the account type, the *Add [account type selected] Account* window opens.

3. Enter the name of your financial institution into the field at the top of the window and select it from the list that appears.

Select **Advanced Setup** to choose your connection type if needed.
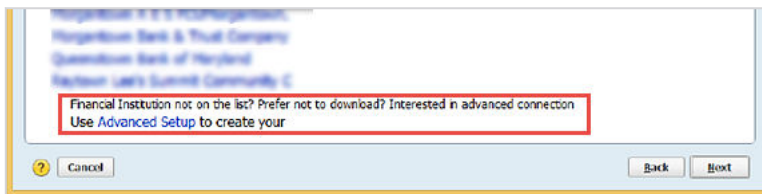
4. Select **Next** to complete the procedure.

Setting Up Bill Pay Functionality

This procedure allows a Quicken® user in Windows® to set up bill pay functionality for an account.

Before completing this procedure, you must be enabled for the bill pay product.

1. Open Quicken®, open the **Tools** menu, and then select **Account List**.

   The account list opens.

2. Select your account from the list and select **Edit**.

   The *Account Details* window opens.

3. Select the **Online Services** tab, locate and open the *Online Bill Payment* section, and select **Set Up Now**.
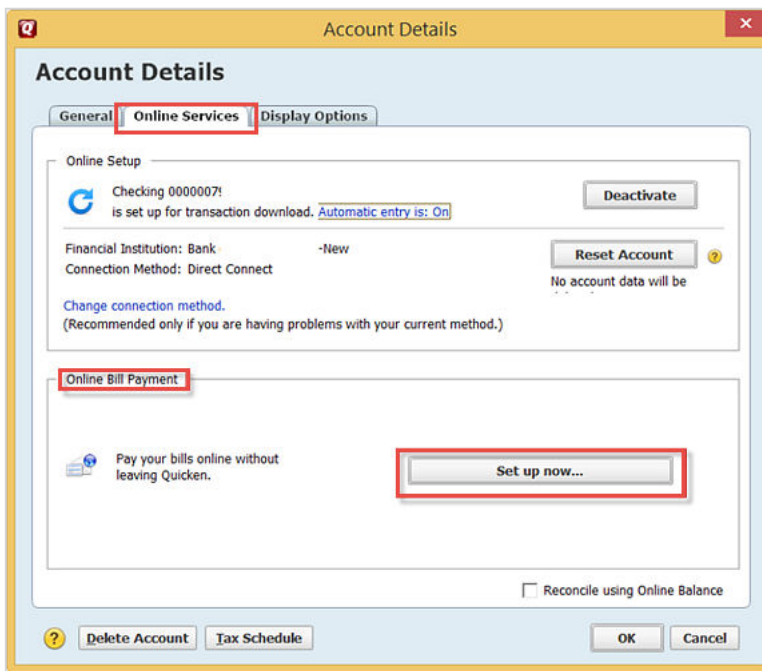
The *Activate Online Bill Pay* window opens.

4. Locate **Option 2: Bank** and select **Activate Now**.

NOTE

If the account is not already enabled for bill pay, an error message appears. Additionally, an error appears if you attempt to use any bill pay functionality during Direct Connect synchronization.
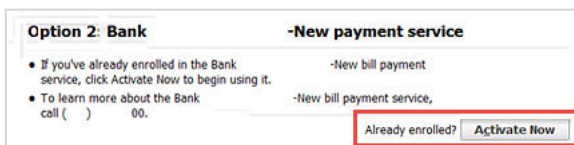
Creating a Payee

This procedure allows a Quicken® user in Windows® to create a payee for an account.

Before completing this procedure, you must:

- Use the Direct Connect connection type.
- Be enabled for the bill pay product.
- Complete the *Setting Up Bill Pay Functionality* procedure for Quicken® in Windows®.

1. Open Quicken®, open the **Tools** menu, and then select **Online Payee List**.

The *Online Payee List* window opens.

2. Select **New** from the bottom of the window.

3. Complete the required fields for the new payee, select **Ok**, and then select **Accept**.

Creating a Bill Payment Using the Bill Pay Institution Product

This procedure allows a Quicken® user in Windows® to create a bill payment using the bill pay institution product.
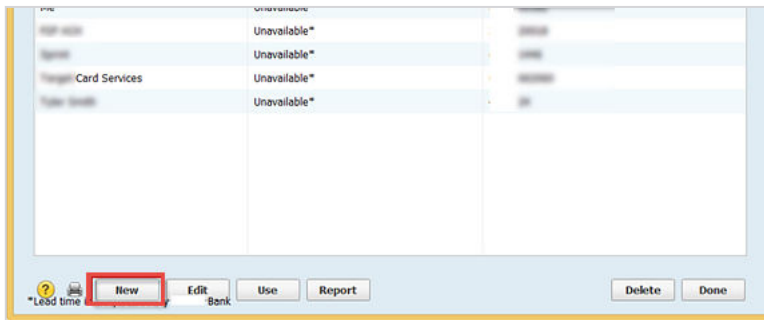
Before completing this procedure, you must:

- Use the Direct Connect connection type.
- Be enabled for the bill pay product.
- Complete the *Setting Up Bill Pay Functionality* procedure for Quicken® in Windows®.

1. Open Quicken®, open the **Tools** menu, and then select **Online Center**.
   The *Online Center* window appears.

2. Select your financial institution from the **Financial Institution** drop-down list and select the **Payments** tab.
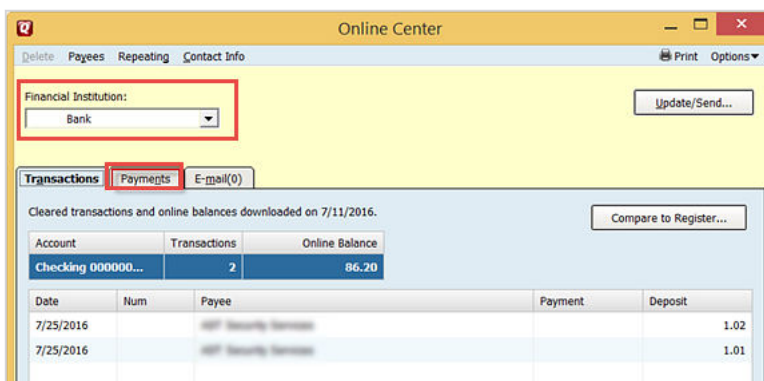
3. Select the established payee from the **Payee** drop-down list, enter the details of the payment into the appropriate fields, and then select **Enter**.

The *Important Date Information from [your financial institution]* window appears.

4. Select **Record Check**.

5. Select **Update/Send** from the top of the *Online Center* window.
   The *Online Update for this Account* window appears.

6. Enter your online banking password into the **Password** field and select **Update Now**.

When the update is completed, a confirmation message appears. If the update cannot be completed, details of errors appear. The following causes prevent payments from being made successfully:

- You are not set up for bill pay services.
- The payee has been disabled or their account status has been changed.
- The payee added to Quicken® may not match the bill pay product's expected information for the payee.
- The payment's details are incorrect.

- The selected payment processing date has already passed.
- You are not using the Direct Connect connection type.

Getting Started with Quicken® Mac®

Setting Up an Account for Online Banking

This procedure allows a Quicken® Mac® user to set up an account for online banking.

1. Open Quicken® and select **Add Account** in the sidebar.
   A list of account types appears.
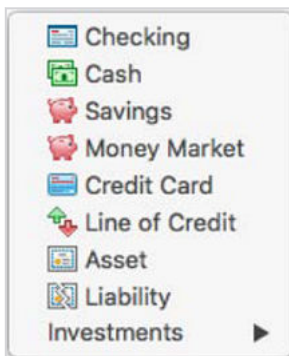
2. Select the type of account you are setting up from the list.

   The *Add [account type] Account* screen appears.

3. Enter your financial institution in the search bar, select it from the list of financial institutions that appears, and then select **Continue**.
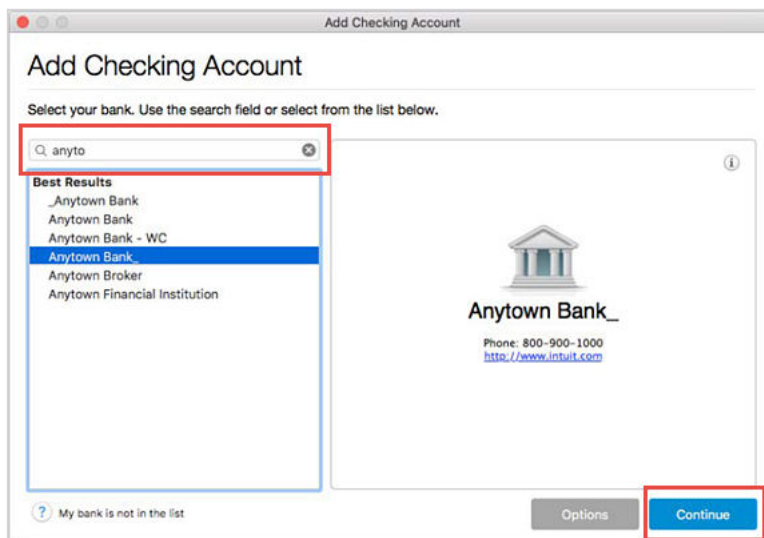
A logon screen appears.

4. Enter your credentials into the **Customer ID:** and **Password/PIN:** fields, and then select **Continue**.

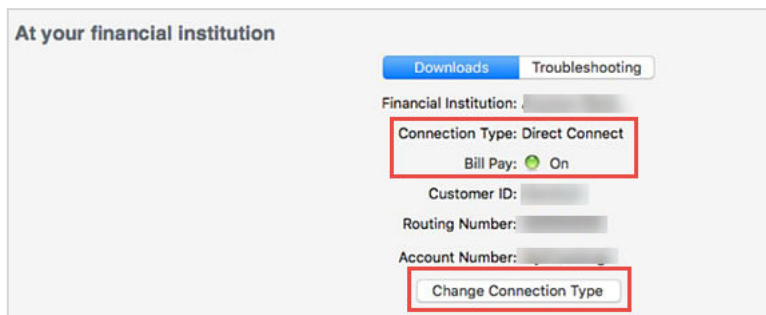5. Follow any additional prompts given by Quicken®.

Setting Up Bill Pay Functionality

This procedure allows a Quicken® Mac® user to set up bill pay functionality for an account.

Before completing this procedure, you must be enabled for the bill pay product.

1. Open Quicken® and select the checking account that is linked to bill pay at your financial institution from the sidebar.

2. Select **Settings** in the bottom right of the Quicken® screen.
   The *Connection Settings* screen appears.

3. Ensure that the **Connection Type** is set to *Direct Connect* and that **Bill Pay** is turned on.

   If the connection type is not Direct Connect, then select **Change Connection Type** and then *Direct Connect*. If bill pay is turned off, then you must enable it before continuing.

4. Select **Save**.

Creating an Online Payment

This procedure allows a Quicken® Mac® user to create an online payment.

Before completing this procedure, you must:

- Be enabled for the bill pay product.
- Complete the *Setting Up Bill Pay Functionality* procedure for Quicken® Mac®.

1. Open the account register for your bill pay-enabled account.

2. Select **Online Payment**.

3. Select the **Pay This Online** check box.

4. Enter the payee's name into the appropriate field.

5. Select the date that you want the payment to be received.

This date is normally five days before the pay date, but it can vary according to payees' preferences.

6. Enter the payment amount into the appropriate field.

7. Select one of the following:

   - If you want to send the payment immediately, then select **Send Now**.
   - If you want to send the payment the next time you update the account, then select **Save**.

Getting Started with QuickBooks®

Setting Up an Account for Online Banking in Windows®

This procedure allows a QuickBooks® user in Windows® to set up an account for online banking.

1. Open QuickBooks®, open the **Banking** menu, and then select **Bank Feeds** > **Set Up Bank Feeds for an Account**.
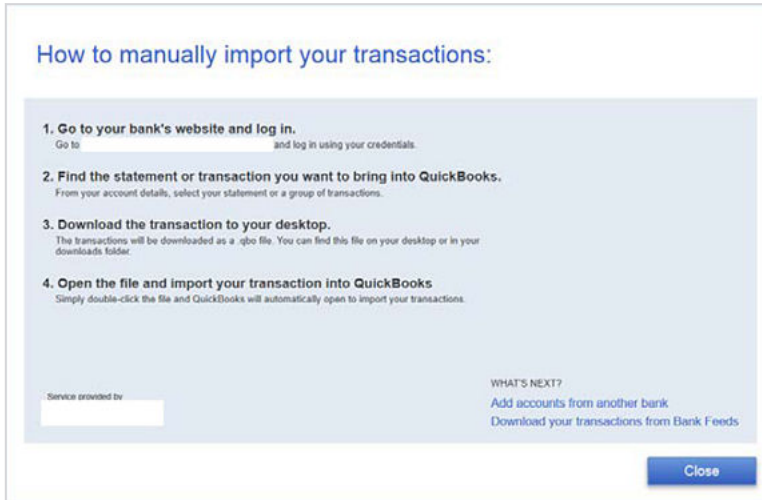   The *Bank Feed Setup* window appears.

2. Enter your financial institution's name into the search bar and select the search button.
   If your financial institution uses Direct Connect, then the following logon window appears:

If your financial institution uses Web Connect, then the following logon window appears:

3. Follow the steps provided in the two logon windows, and enter requested information into required fields to complete the procedure.

> **NOTE**
>
> There are two common errors that prevent setting up an account with online banking:
>
> - *OLSU-1015*: QuickBooks® is already connected with all your accounts.
> - *OLSU-1013* or *OLSU-1011*: modify your bank feed mode.

Setting Up an Account for Online Banking in QuickBooks® Mac®

This procedure allows a QuickBooks® Mac® user to set up an account for online banking.

1. Open QuickBooks®, open the **Banking** menu, and then select **Online Banking Setup...**
   The *Online Banking Assistant* screen appears.

2. Enter your financial institution in the search bar, select it from the list, and then select **Next**.
   The *Online Banking Setup Wizard* screen appears.

3. Follow the instructions of the setup wizard.
   After the setup wizard is complete, the *Online Banking Assistant* screen appears.

> **NOTE**
>
> If you are prompted to select a connectivity type, select **Direct Connect**.

4. Select **Yes, My Account Has Been Activated for QuickBooks Online Services**, and then select **Next**.

5. Enter your credentials into the appropriate fields and select **Sign In**.

6. Select **Select an Account** for each account you want to download into Quickbooks®.

7. Select **Next**, and then select **Done**.

Enabling Log Retention for QuickBooks® Mac®

This procedure allows a QuickBooks® Mac® user to enable log retention.

The QuickBooks® log details user activity, displays errors, and provides additional information. QuickBooks® for Windows® log retention is not automatically enabled.

1. Open QuickBooks®, open the **Help** menu, and then hold the **Option** key and select **Product Information**.

    The *Product Information* screen appears.

2. Select **Enable OFX Logging** at the bottom of the screen.

3. Close the *Product Information* screen and update your online banking data.

4. Navigate back to the *Product Information* screen and select **Show OFX Log** to view the OFX and CONN logs.
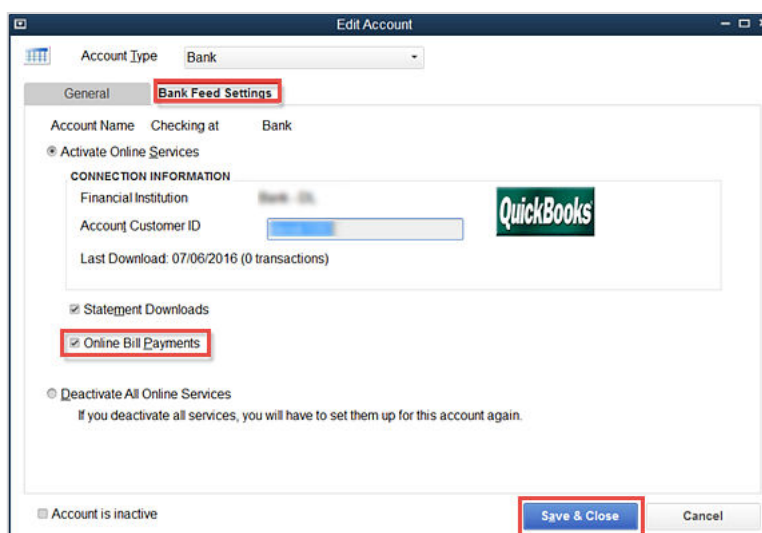
Setting Up Bill Pay Functionality

This procedure allows a QuickBooks® user to set up bill pay functionality for an account.

Before completing this procedure, you must be enabled for the bill pay product.

1. Open QuickBooks®, open the **Lists** menu, and then select **Chart of Accounts**.
    A chart of accounts appears.

2. Right-click the appropriate account and select **Edit Account**.
    The *Edit Account* window appears.

3. Select the **Bank Feed Settings** tab, select the **Online Bill Payments** check box, and then select **Save & Close**.

    If you cannot select the **Online Bill Payments** check box, then disable all online services and re-enable the account for online banking in QuickBooks®.

> **NOTE**
>
> Attempting to use the payee may cause an error if the payee information does not meet the expected bill pay information for that payee.

Creating a Vendor

This procedure allows a QuickBooks® user to create a vendor.

Before completing this procedure, you must:

- Use the Direct Connect connection type.
- Be enabled for the bill pay product
- Complete the *Setting Up Bill Pay Functionality* procedure for QuickBooks®.

1. Open QuickBooks®, open the **Vendor** menu, and then select **Vendor Center**. The *Vender Center* window appears.
2. Select **New Vendor**.
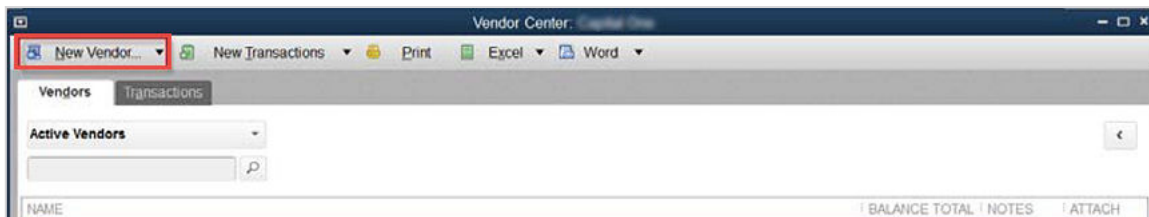
The *New Vendor* window appears, opened to the *Address Info* tab.

3. Complete the fields shown in the *Address Info* tab, select **Ok**, and then open the **Payment Settings** tab.

4. Complete the fields shown in the *Payment Settings* tab, select **Ok**, and then open the **Tax Settings** tab.

5. Complete the fields shown in the *Account Settings* tab, select **Ok**, and then open the **Additional Info** tab.

6. Complete the fields shown in the *Additional Info* tab and select **Ok** to complete the procedure.

Creating a Bill Payment Using the Bill Pay Institution Product

This procedure allows a QuickBooks® user to create a bill payment using the bill pay institution product.

Before completing this procedure, you must:

- Use the Direct Connect connection type.
- Be enabled for the bill pay product.

- Complete the *Setting Up Bill Pay Functionality* procedure for QuickBooks®.
- Complete the *Creating a Vendor* procedure for QuickBooks®.

1. Open QuickBooks®, open the **Vendors** menu, and then select **Enter Bills**.
   The *Enter Bills* window opens.

2. Select the appropriate vendor from the **Vendor** drop-down menu and enter requested information into the fields.

3. Select one of the following:

   - Select **Save & Close** to make one payment.
   - Select **Save & New** to make additional payments.

   CAUTION
   Selecting **Save & New** clears the information you have already entered.

4. Select **Pay Bills** from the **Vendors** menu.
   The *Pay Bills* window appears.

5. Choose a processing date, select *Online Bank PMT* from the **Methods** field, and then select **Pay Selected Bills**.

The *Payment Summary* appears.

6. Select **Done**.

7. Open the **Banking** menu, select **Bank Feeds**, and then select **Bank Feeds Center**.
   The *Bank Feeds Center* window appears. Your payment shows in the *Send Items to Your Bank* section.

8. Select **Send Items**.

   The *Access to [financial institution]* window appears.

9. Enter your online banking password or single sign-on (SSO) password into the **Enter your PIN/Password** field, and then select **Ok**.

Intuit® Integration Process

Contract

The process for all institutions to integrate with Intuit® begins with a contract with Jack Henry. Even if your institution has a contract with your online banking provider, you need a separate contract with Jack Henry.

NetTeller Back Office (banks only)

If your institution is a bank, information from the **Name**, **FID**, and **BID** fields on the Intuit® branding site are placed into NetTeller Back Office.

> **CAUTION**
> Banno requires a BID number for both Quicken® and QuickBooks® to appear in the Intuit® branding site, even if your institution is not contracted for both products. The person assisting with setup should only use the BID number for the product that your institution is contracted for, even if additional BID numbers appear.

If your institution is a credit union, your institution does not need to complete this step in NetTeller Back Office.

Banno Table

To complete the setup process, Banno must write a script for your institution that takes information from Intuit® and places it into a Banno table that your implementation coordinator or support representative has access to.

> **NOTE**
>
> For banks only, the **Select download types** field in NetTeller Back Office must be populated to complete this process.

Timing

To complete these integration steps, established Jack Henry institutions will want to plan for at least 5–10 business days of setup time after starting the process. Keep this estimate in mind when determining when you expect to go live with an Intuit® integration. If your institution is new to Jack Henry, allow for at least one month of setup time before planning to go live with an Intuit® integration.

Manage Intuit® Products - Banks Only

> **CAUTION**
>
> The following topics are only applicable to Banno SilverLake, CIF 20/20, and Core Director financial institutions.

The Back Office Reports Menu

The **Reports** menu of the Internet Solutions Back Office application allows users to view user information. There are four different reports available in the **Reports** menu.

Active Users

This report contains a user's NetTeller ID and an account's last updated date.

> **NOTE**
>
> A NetTeller ID appears if the user has successfully connected using Direct Connect.

Payees by User

Enter the NetTeller ID to view this report. This report contains a list of payees set up by the user as well as detailed information for each payee.

Payments by User

This report contains payment information gathered when an Intuit® product is used.

User Activity

This report shows the user audit trail information for OFX activity.

OFX Information

OFX information is collected for Intuit® products using OFX DirectLine™ and OFX Gateway™.

OFX information contains financial institution ID (FIID) and bank ID (BID) information associated with your financial institution. OFX Information also includes online banking download types, which are shown as valid download types from online banking for each account.

Financial institutions can view download types at **Back Office** > **Manage Products** > **NetTeller** > **Select Download Types**.

OFX Gateway Users

OFX Gateway user information can be viewed from **NetTeller Back Office** > **Manage Products** > **OFX** > **OFX Gateway Customers**.

If a financial institution has restricted OFX Gateway enrollment, then the **OFX Gateway Customers** option contains a list of users and shows if they are enabled for OFX connectivity. Currently, the **Enabled** option is visible for all users even if the financial institution is not restricting enrollment.

FX Gateway Enabled Customers

FX Gateway Customers

Show 10 entries				Search:
Customer Name ▲	NetTeller ID ⇕	Alias ⇕		Enabled
John Doe	000000000000	000000000000		☐

OFX Transaction Mapping - SilverLake and CIF 20/20

Financial institutions complete and maintain OFX transaction mapping. Financial institutions complete the *Mapping OFX Transactions* procedure to categorize and track transactions.

Mapping OFX Transactions

This procedure allows a member of a financial institution to map OFX transactions through Intuit® products.

OFX transaction mapping is completed and updated by financial institutions. OFX transaction mapping is completed to categorize and track transactions.

1. Go to **NetTeller Parameter Menu (NETPAR)** option **Update OFX Transaction Codes**.
   A list of options that you can maintenance appears.

NetTeller OFX Transaction Code Parameter Maintenance Items

🖨 Print ▾ | ← Previous Records | Change | Display

Application	Description
▶ DD	Demand Deposits
CD	Time Deposits
LN	Loans
SD	Safe Deposit Box

2. Select the option that you want to maintenance.
   A list of your institution's transaction codes appears.

3. Enter one of the following values into the **OFX Description** column in the same row as the transaction code you want to maintenance:

- Enter *Credit* for credit transactions.
- Enter *Debit* for debit transactions.
- Enter *Check* for checking transactions.

> **NOTE**
> Check numbers appear within the Intuit® product when *Check* is selected.

OFX Transaction Mapping - Core Director

Financial institutions complete and maintain OFX transaction mapping. Financial institutions complete the *Mapping OFX Transactions* procedure to categorize and track transactions.

Mapping OFX Transactions

This procedure allows a member of a financial institution to map OFX transactions through Intuit® products.

The Core Director OFX transaction code mapping is done through the *Transaction Code Maintenance (MNTTRD)* program.

1. Open the *Transaction Code Maintenance (MNTTRD)* program in Core Director.
2. Select the desired module.

   > **NOTE**
   > The modules used with Intuit® products are Demand Deposits, Savings, Certificates of Deposits, and Loans.
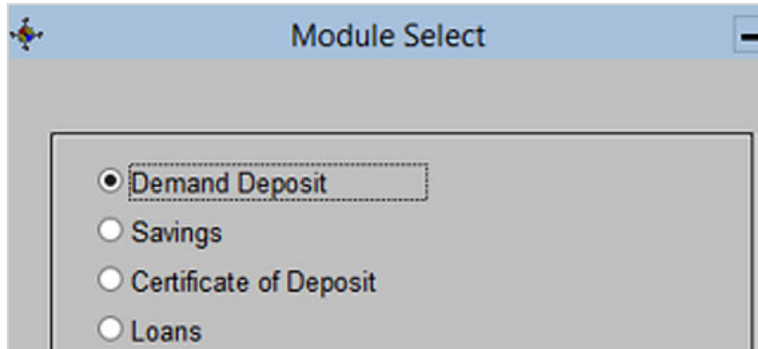
3. Select **OK**.

   The selected module's tran codes are listed.

Tran...	Short ...	Description	D...	DR...
101	WTI	Wire Transfer In	C	0
102	DC	Returned Item	C	0
103	CM	Credit Memo	C	0
104	CB	Charge Back	D	1
105	ACR	Auto Cash Reserve Loan	C	0
106	CDI	System Generated Deposit	C	0
107	INT	Interest Deposit	C	2
108	ATM	ATM Deposit	C	0

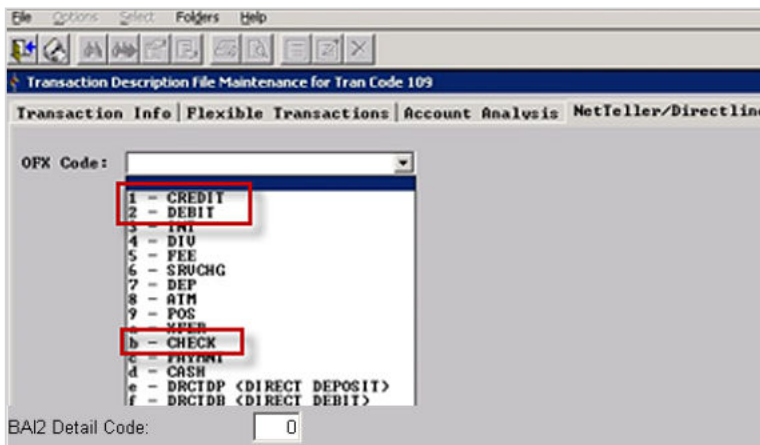4. Double-click a tran code to access the transaction's details.
5. Open the **NetTeller/Directline OFX** tab.
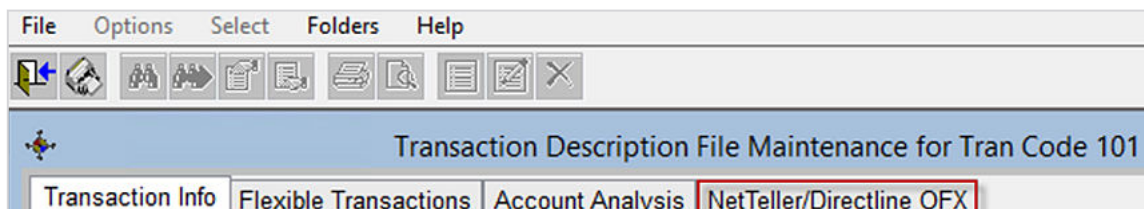
6. Select an OFX code from the **OFX Code** drop-down list.

> **NOTE**
>
> When working with Intuit® products, only select either *Debit*, *Credit*, or *Check*.

7. Enter a **BAI2 Detail Code** for the transaction, if necessary.

BAI2 Detail Code

The BAI2 detail code for this transaction code. If you do not want to report this transaction, enter *0*. Refer to pages 46–64 of the *Cash Management Balance Reporting Specification Version 2* document on the BAI website for more information on BAI2 detail codes.

8. Select **OK**.

9. Repeat this procedure for each OFX tran code within the applicable module.

Intuit® Logs
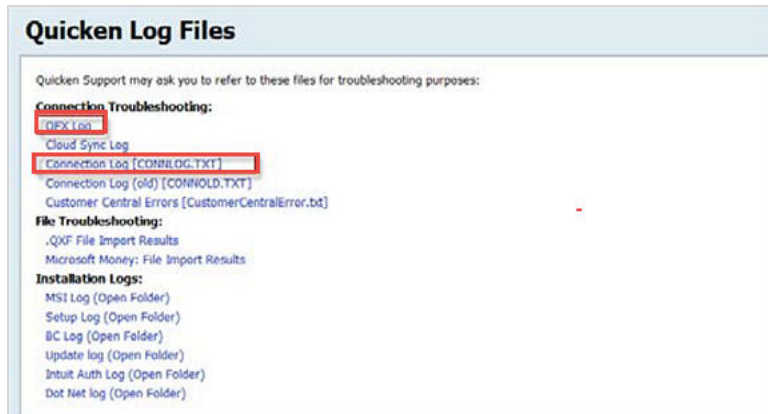
Quicken® Logs

Quicken® produces software logs which are viewable by users. These logs contain user activity, errors, and additional information. The logs that help with troubleshooting issues are the CONN log and OFX log.

Quicken® Logs in Windows®

These logs are found under the **Help** menu in Windows®. Open the **Help** menu, and then select **Log Files**.

Quicken® Mac® Logs

These logs are found at *Home\Library\Containers\com.intuit.Quicken.2015\Data\Library \Application Support\Quicken 2015\Logs*.

QuickBooks® Logs

QuickBooks® produces software logs which are viewable by users. These logs contain user activity, errors, and additional information. The logs that help with troubleshooting issues are the CONN log and OFX log.

QuickBooks® Logs in Windows®

These logs are found in two different locations depending on which Windows® operating system you use.

- Users with Windows® 7 or newer can find their QuickBooks® logs at *C:\Users\Public\Public Documents\Intuit\QuickBooks\Company Files*.
- Users with a version of Windows® prior to Windows® 7 can find their QuickBooks® logs at *C: \Documents and Settings\All\Users\Documents\Intuit\QuickBooks\Company Files*.

> **NOTE**
> The QuickBooks® OFX log file appears as ~qbofx32 in Windows®.

QuickBooks® Mac® Logs

These logs are found at *Home\Library\Application Support\QuickBooks\Logs*.

> **NOTE**
> Log retention for QuickBooks® Mac® is not automatically enabled. Complete the *Enabling Log Retention for QuickBooks® Mac®* procedure to retain these logs.

Transfers and Bill Pay Payments

Transfers

Transfers can be made within Intuit® products. Transfers must be made with a Direct Connect connection. Intuit® products support immediate or scheduled transfers. However, recurring transfers and transfers processed on Saturday or Sunday are not supported. The daily transfer cutoff time is 2:00 p.m.

iPay Bill Pay

If you use iPay bill pay, use the online banking tab's bill pay feature to add payees. Running an update through Direct Connect synchronizes payee information contained in online banking and in an Intuit® product.

Payees can be added and deleted. New payees must contain information about the account affiliated with them. By default, checks are sent to new payees, but you can change the payment method to electronic delivery in online banking. Payees can also be edited, however only edits made after the last synchronization between online banking and an Intuit® product update. Payee information is not updated during synchronization if the payee has any pending payments. You cannot edit a payee's name or account number.

New payments can be scheduled and pending payments can be edited or stopped. The payment synchronization process keeps your Intuit® product current with the latest pay status in the iPay system. You can use checks as payment. iPay mails check payments according to the financial institution's processing model. The processing date is the date the check is mailed, and the due date is the delivery date for the check. iPay calculates processing.

> **NOTE**
> Recurring payments are not supported.

Cash Management Specific Functionality

Single Sign-On and Cash Management IDs

Single sign-on (SSO) is a supported functionality used with Intuit® products. During a product's installation, a financial institution using Direct Connect can determine whether users are able to use SSO during the logon process. If SSO is enabled for users, but not for the Intuit® logon process, then users must structure their own logon credentials during the log on process:

- In Quicken®, enter the following into the **PIN** field: *(NTID^CMID)+(NTPin^CMPin)*
- In QuickBooks®, enter the following into the **PIN** field: *(NTID+CMID)+(NTPin+CMPin)*

> **NOTE**
> The **PIN** field in QuickBooks® displays only 12 character spaces, but it accepts up to 22 characters.

Token Functionality

Users with a Web Connect connection type are prompted when logging on to online banking to use the token functionality. If an Express Web Connect user attempts to use the token functionality, they receive an error message. Additionally, the Direct Connect connection type bypasses the token functionality.

ACH and Positive Pay Functionality

All cash management functionality must be completed through online banking. ACH and Positive Pay files can be created in Intuit® products. However, those files are treated as third-party vendors, and the end user must modify the file creation settings. NetTeller Support does not assist with third-party file creation.
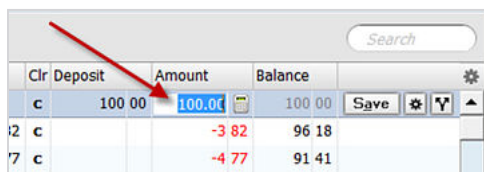
> **NOTE**
>
> For assistance with specific Cash Management products, go to the *For Clients* portal to access the Cash Management product guides.

Starting Balances in Quicken® and QuickBooks®

Starting Balance in Quicken®

Modify your starting balance by accessing your account register and changing the oldest register entry.

Starting Balance in QuickBooks®

Modify your starting balance by navigating to **Lists** > **Charts of Accounts** > **Edit Account** > **General Tab**, and then selecting **Change Opening Balance**.