

QuickBooks/Quicken Conversion Information

ATTENTION QUICKBOOKS AND QUICKEN USERS

You'll need to make changes to your QuickBooks or Quicken software to ensure a smooth transition to Eastern Bank. Conversion instructions are available below.

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

1st Action Date: [Friday, November 12, 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: [Monday, November 15, 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.

Below you will find the following documents to ensure a smooth transition to your QuickBooks or Quicken software:

- [Quicken - Overall Instructions](#)
- [QuickBooks - Desktop Instructions](#)
- [QuickBooks Online Instructions](#)

Quicken Conversion Instructions

As Eastern Bank and Century Bank complete its system conversion, you will need to modify your Quicken settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both Windows and Mac, for the Web Connect connectivity type.

There are key dates associated with each action. Be sure to take action by the dates provided to ensure a smooth transition.

Quicken Windows Web Connect

On Friday, November 12:

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 Monday, November 15:

1. Deactivate online banking connection for accounts connected to Century 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 your Eastern Bank 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 this institution.

Note: Transactions prior to November 15 are not available in Eastern Treasury™.

Quicken Mac Web Connect

On Friday, November 12:

1. Backup your Quicken Mac data file and update the application.
 - a. Choose **File > Save a Backup**.
 - b. Download the latest Quicken Update. Choose **Quicken > 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 Monday, November 15:

Activate online banking connection for accounts connected to financial institution that is requesting this change.

1. Select your account under the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter your financial institution name in the search field, select the correct option and click **Continue**.
5. Log into your financial institutions online banking site and download your transactions to your computer.

Important: 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 titled **Drop download file**. Choose **Web Connect** for the "Connection Type" if prompted
7. In the "Accounts Found" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the Action column, click **Link** to pick your existing account.

Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.

8. Click **Finish**.

Note: Transactions prior to November 15 are not available in Eastern Treasury™.

QuickBooks Desktop Conversion Instructions

As Eastern Bank and Century Bank complete its system conversion, you will need to modify your QuickBooks settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both Windows and Mac for the Web Connect connectivity type.

There are key dates associated with each action. Be sure to take action by the dates provided to ensure a smooth transition.

QuickBooks Windows Web Connect

Before Friday, November 12:

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 from Century Bank 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 Monday, November 15:

1. Deactivate online banking connection for accounts connected Century Bank.
 - 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 Eastern Bank's online banking site and download your transactions to a QuickBooks (.qbo or .qfx) file:

Eastern Mobile and Online Banking™ customers have a **Username** and **Password** and login at <https://www.easternbank.com/online-banking>

Eastern Treasury™ customers have a **Company ID**, **User ID** and **Password** and login at <https://business.easternbank.com/ui/>.

Note: You will not be able to download transactions prior to November 15 in Eastern Treasury™.

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**.

QuickBooks Mac Web Connect

Before Friday, November 12:

1. Backup your QuickBooks Mac data file & update the application.
 - a. Choose **File > Backup**.
 - b. Download the latest QuickBooks Update. Choose **QuickBooks > Check for QuickBooks 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. (required)

On or After Monday, November 15:

1. Deactivate online banking connection for accounts connected to the financial institution that is requesting this change.
 - a. Choose **Lists > Chart of Accounts**.
 - b. Select the first account you would like to deactivate and choose **Edit > Edit Account**.
 - c. Select **Online Settings** in the Edit Account window.
 - d. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** list and click **Save**.
 - e. Click **OK** for any dialog boxes that may appear with the deactivation.
 - f. Repeat steps for any additional accounts that apply.
2. Reconnect online banking connection for accounts that apply.
 - a. Log in to your financial institution’s online banking site and download your transactions into to a QuickBooks (.qbo) file.

Eastern Mobile and Online Banking™ customers have a **Username** and **Password** and login at <https://www.easternbank.com/online-banking>

Eastern Treasury™ customers have a **Company ID**, **User ID** and **Password** and login at <https://business.easternbank.com/ui/>.

Note: You will not be able to download transactions prior to November 15 in Eastern Treasury™.

Important: 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 > Import > From Web Connect**. Use the import dialog to import your saved Web Connect file.
- c. In the Account Association window, click **Select an Account** to choose the appropriate existing account register.

Important: Do NOT select “NEW” under the action column unless you intend to add a new account to QuickBooks.

- d. Click **Continue** and **OK** for any dialog boxes that require action.

QuickBooks Online Conversion Instructions

As Eastern Bank and Century Bank complete its system conversion, you will need to modify your QuickBooks Online settings to ensure that your data connectivity transfers smoothly to the new system. This document contains instructions for both connectivity types (Express Web Connect 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.

QuickBooks Online Express Web Connect

Before Friday, November 12:

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all of your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

On or After Monday, November 15:

Disconnect online banking connection for accounts connected to Century Bank.

1. Select Banking from the left column.
2. Click the account you want to disconnect, then click the Pencil Icon on the corner of that account box.
3. Click Edit Account Info.
4. Check the box next to Disconnect this Account on Save.
5. Select Save and Close.
6. Repeat steps for any additional accounts that apply.

Reconnect online banking connection for accounts that apply.

1. On the Banking page, click **Add Account** in the upper-right side of the screen.
2. Type "**Eastern Bank**" in the search bar and choose the correct option from the results:

Eastern Mobile and Online Banking™
customers choose **Eastern Bank:**



Eastern Bank
www.easternbank.com

Eastern Treasury™ customers choose
Eastern Bank Business Online:



Eastern Bank Business Online
www.easternbank.com

3. Enter your financial institution credentials and click **Continue**. Express Web Connect uses the same credentials you use for your institution's online banking.
4. Provide additional information, if requested.

5. Ensure you associate the accounts for your financial institution to the appropriate account already listed under Which accounts do you want to connect? Choose the matching accounts in the drop-down menu.

Important: Do NOT select “+Add New” unless you intend to add a new account to QuickBooks Online. If you are presented with accounts you do not want to track in this QuickBooks Online Company, Uncheck the box next to the Account Name.

6. After all accounts have been matched, click **Connect** and then click **Finish**.

Exclude Duplicate Transactions

1. Select **Banking** from the left column.
2. In the For Review section, click the checkboxes for the transactions you want to exclude.
3. Choose **Batch Actions > Exclude Selected**.

Note: Transactions prior to November 15 are not available in Eastern Treasury™.

QuickBooks Online Web Connect

Before Friday, November 12:

1. Complete a final transaction download.
2. Complete last transaction update before the change to get all of your transaction history up to date.
3. Accept all new transactions into the appropriate registers.

On or After Monday, November 15:

1. Disconnect online banking connection for accounts connected to Century Bank.
 - a. Select **Banking** from the left column.
 - b. Click on the account you would like to disconnect, then click the **Pencil** icon on the corner of that account box.
 - c. Click **Edit Account Info**.
 - d. Check the box next to **Disconnect this Account on Save**.
 - e. Click **Save and Close**.
 - f. Repeat steps for any additional accounts that apply.

2. Reconnect online banking connection for accounts that apply.

- a. Log in to Eastern Bank’s online banking site and download your transactions to a QuickBooks (.qbo or .qfx) file:

Eastern Mobile and Online Banking™ customers have a **Username** and **Password** and login at <https://www.easternbank.com/online-banking>

Eastern Treasury™ customers have a **Company ID**, **User ID** and **Password** and login at <https://business.easternbank.com/ui/>. **Note: You will not be able to download transactions prior to November 15 in Eastern Treasury™.**

- b. In QuickBooks Online, choose **Banking** from the left column.

- c. Click **File Upload** in the upper-right side of the screen and use the upload dialog to locate the Web Connect file you downloaded in step a.
- d. Choose the appropriate account from the drop-down menu under **QuickBooks Account** and then click **Next**.

Important: Do NOT choose "+Add New" in the drop-down menu unless you intend to add a new account to QuickBooks Online.

- e. When the import is finished, click **Let's go!**
- f. Review the For Review tab on the Banking page to view what was downloaded.
- g. Click **Next**, and then click **Done**.
- h. Repeat this step for each account that you have connected to this institution.