

# OFX online financial exchange Direct Connect

Discover new features with this OFX - Direct Connect User Reference.



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# Intuit<sup>®</sup> Product Guide for QuickBooks<sup>®</sup> and Quicken<sup>®</sup>

# Intuit<sup>®</sup> Support

# Welcome to Intuit® Support

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

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

#### NOTE

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

### Intuit<sup>®</sup> Support Information

Technical support is available through NetTeller Support. Onboarding institutions obtain login credentials to the Intuit<sup>®</sup> website by selecting **Contact Us** at *www.intuit.com/ofx*.

💿 quickbooks. 🔗 turbotax.	0 mint.	proconnect.			Englisi	h (US) 🗸
Intuit	Products	Support and Communities Co	mpany Partr	ners		۹
OFX Connectivity Home		Why Connect	Support	Contact Us	Download	Log In

These credentials allow you to access monthly support calls led by Intuit<sup>®</sup> Support, access to download free desktop versions of Quicken<sup>®</sup> and QuickBooks<sup>®</sup>, 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<sup>®</sup> Support. You are allowed access to *online Intuit<sup>®</sup> technical support* by subscribing to any Quicken<sup>®</sup> or QuickBooks<sup>®</sup> products through Jack Henry & Associates (JHA).

A list of Intuit<sup>®</sup>-supported products and versions is available on the Intuit<sup>®</sup> 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.

#### NOTE

Products supported by Intuit<sup>®</sup> currently include the Quicken<sup>®</sup> and QuickBooks<sup>®</sup> current version and two prior versions for PC and Mac.

# Connection Types for Intuit® Products

There are three connection types for Intuit<sup>®</sup> products: Web Connect, Direct Connect, and Express Web Connect. 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 the NetTeller product. This connection type allows Intuit<sup>®</sup> product users to log on to NetTeller 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<sup>®</sup> software installed on the user's computer recognizes the downloaded file types.

#### NOTE

This is a purchased contract product.

#### **Direct Connect**

This is a two-way connection type which allows the Intuit<sup>®</sup> product to exchange instructions with the user's accounts setup 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

This is an additional contract product in conjunction to Web Connect.

### **Express Web Connect**

This connection type is similar to Web Connect. Express Web Connect opens a one-way communication between users and the NetTeller product that allows the user to download transaction information. If the connection fails, users should log on to the NetTeller 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

NetTeller 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]).

### Passwords

The parameters for Intuit<sup>®</sup> products' passwords and other password information.

#### **Password Changes**

Password changes are made in the NetTeller product and updated in the Intuit<sup>®</sup> product (if applicable). Third-party password retention software is not supported by NetTeller and can negatively affect a user's logging on process.

#### NOTE

If a user's password does not comply with the institution's password requirements, the user needs to change their password on the NetTeller site. Users should begin using the new password during Direct Connect synchronization.

#### Password Parameters

- Passwords are not case-sensitive.
- Passwords must be a minimum of 4 and maximum of 19 characters long.
- Alpha, numeric, and most special characters are allowed in a password.

### The Quicken<sup>®</sup> Password Vault

The Quicken<sup>®</sup> product includes the password vault. The password vault is a convenient and secure way to store the passwords of up to three financial institutions. The password vault stores these passwords in one location that can be accessed by a single master password.

# 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<sup>®</sup> product.

Collect the following information from the user:

- The Intuit<sup>®</sup> 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<sup>®</sup> user in Windows<sup>®</sup> to set up an account for online banking.

- 1. Open Quicken<sup>®</sup>, 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.

Primary Accounts For managing your finan	Spending & Saving Checking Credit Card Savings	Investing & Brokerage 401(k) or 403(b) IRA or Keogh Plan
Property & Debt For tracking your net worth	Cash Property & Assets House Vehicle	529 Plan
	Other Asset	Other Liability

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  $\text{Quicken}^{\text{(B)}}$  user in  $\text{Windows}^{\text{(B)}}$  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<sup>®</sup>, 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**.

	Account Deta	ils
Account Detai	s	
General Online Ser	vices Display Options	
Online Setup		
Checking 000000 is set up for tran	7! saction download. Automatic entry is: C	Deactivate
Financial Institution: Ban		Reset Account
Connection Method: Dire	ect Connect	No account data will be
Change connection meth	od. W are having problems with your curren	t mathead V
Online Bill Payment		Set up now
		Reconcile using Online Balance
	Tax Schedule	

The Activate Online Bill Pay window opens.

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

Option 2: Bank	-New payment service
<ul> <li>If you've already enrolled in the Bank service, click Activate Now to begin using it.</li> </ul>	-New bill payment
To learn more about the Bank call ( ) 00.	-New bill payment service,
call ( ) 00.	Already enrolled? Activate No

#### 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<sup>®</sup> user in Windows<sup>®</sup> 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<sup>®</sup> in Windows<sup>®</sup>.
- 1. Open Quicken<sup>®</sup>, 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.

TOP HERE	Unavailable*		
Spree .	Unavailable*		
Card Services	Unavailable*		
Type limits	Unavailable*		
-			
? 🚔 New Ed	fit Use Report	Delete	Done

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<sup>®</sup> user in Windows<sup>®</sup> 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<sup>®</sup> in Windows<sup>®</sup>.
- 1. Open Quicken<sup>®</sup>, 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.

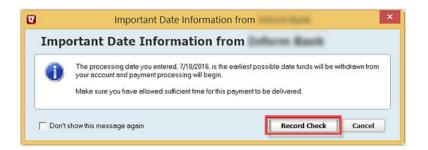
l,			Online Center		- • ×
elete Payee:	Repeatin	ig ⊆ontact Info			🖶 Print Option
inancial Institu Bank	ition:	•			Update/Send
ransactions			loaded on 7/11/2016.		Compare to Register
			lloaded on 7/11/2016. Online Balance		Compare to Register
Cleared transa	ctions and o	online balances dowr			Compare to Register
Cleared transa	ctions and o	online balances dowr Transactions	Online Balance	Payment	Compare to Register Deposit
Cleared transa Account Checking 00	ctions and o	Transactions	Online Balance		1.900000

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**.

Account: Checking 000000000	Register Balance: 84.65		
	Processing date 7/18/2016	Delivery date	
Payee		± \$ 12.35	

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 NetTeller ID password into the **Password** field and select **Update Now**.

🕽 One Step Update Se	ttings		
Download Transactions and Balances (M	lanage Passwords)		
Process payment of \$12.35 to	on 7/18/2016 from Checkin	password	
> C Show password characters		C Update Now	Cano

When the update is complete 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<sup>®</sup> 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<sup>®</sup> Mac<sup>®</sup> user to set up an account for online banking.

1. Open Quicken<sup>®</sup> 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**.

0.0	Add Checking Account	
Add Checking Ad Select your bank. Use the search	field or select from the list below.	
Q, anyto	0	(i)
Best Results _Anytown Bank Anytown Bank Anytown Bank - WC <u>Anytown Bank</u> Anytown Broker Anytown Financial Institution	Phone: 80	vn Bank_ 00-900-1000 ww.intuit.com
? My bank is not in the list		Options 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<sup>®</sup>.

### Setting Up Bill Pay Functionality

This procedure allows a Quicken<sup>®</sup> Mac<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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.

Downloads Troubleshooting
Financial Institution:
Connection Type: Direct Connect Bill Pay: 🙆 On
Customer ID: Routing Number:
Account Number:

4. Select Save.

### Creating an Online Payment

This procedure allows a Quicken<sup>®</sup> Mac<sup>®</sup> 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<sup>®</sup> Mac<sup>®</sup>.
- 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<sup>®</sup> user in Windows<sup>®</sup> to set up an account for online banking.

1. Open QuickBooks<sup>®</sup>, 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:

Service provided by http://www.com
Use your Bank user ID and
password to sign in here.
parsword to s

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

1. Go to your bank's webs	site and log in.
Go to	and log in using your credentials.
2. Find the statement or tr	ransaction you want to bring into QuickBooks.
From your account details, select y	our statement or a group of transactions.
3. Download the transaction	on to your desktop.
The transactions will be downloade downloads folder	d as a .gbo file. You can find this file on your desktop or in your
	rt your transaction into QuickBooks LidBooks will automatically open to import your transactions.
	WHAT'S NEXT?
Service provided by	Add accounts from another bank
	Download your transactions from Bank Feeds

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<sup>®</sup> 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<sup>®</sup> Mac<sup>®</sup> user to set up an account for online banking.

- 1. Open QuickBooks<sup>®</sup>, 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<sup>®</sup>.
- 7. Select Next, and then select Done.

# Enabling Log Retention for QuickBooks® Mac®

This procedure allows a QuickBooks<sup>®</sup> Mac<sup>®</sup> user to enable log retention.

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

1. Open QuickBooks<sup>®</sup>, 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<sup>®</sup> 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<sup>®</sup>, 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<sup>®</sup>.

		Edit Account		- 🗆 י
Account Type	Bank	•		
General	nk Feed Se	tings		
Account Name Che	cking at	Bank		
Activate Online Ser	rices			
CONNECTION INF	ORMATION			
Financial Institut	on	Bark-DL	QuickBooks	
Account Custon	er ID		QUICADOUAS	
Last Download:	07/06/2016	(0 transactions)		
Statement Dow	nloads			
Online Bill Payr	nents			
O Deactivate All Onlin	e Services			
If you deactivate	all services,	you will have to set them up for thi	is account again.	
Account is inactive			Save & Clos	cancel

### 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<sup>®</sup> 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<sup>®</sup>.
- 1. Open QuickBooks<sup>®</sup>, open the **Vendor** menu, and then select **Vendor Center**. The *Vender Center* window appears.
- 2. Select New Vendor.

				v	endor (	Center	Capital	-			• *
🐻 New Vendor 🔻	New Transactions	• =	Print		Excel	• [	Word	•			
Vendors Transact	ons	10									
Active Vendors	•										¢
	Q										
NAME									BALANCE 1	OTAL   NOTES   ATTAC	н

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<sup>®</sup> 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<sup>®</sup>.
- Complete the *Creating a Vendor* procedure for QuickBooks<sup>®</sup>
- 1. Open QuickBooks<sup>®</sup>, 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.

Main Reports		36
Find New Save Dette Memorize Print	Attach Enter Clear Recalculate Pay Bill	
8 Bil O Cregit	2 Bil Received	> ABC company
Bill	- DATE 12/22/2010 B	Vendor Transaction
ADDRESS ADC Company ADDRESS ABC company 123 Main St Your City, Kansas 12345	REF. NO ABOUNT OUE 125	Phone 888-123-456 Open balance 0.0
TERUS + INTINO Expenses \$1.25 Items \$0.00		RECENT TRANSACTION
ACCOUNT AMOUNT MEMO	CUSTOMER JOB BILLABL	
1.25		
		NOTES
	Save & Close Save & New Clear	

- 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**.

	Sho	w all bills			Filter By Sort By	Vendo	r					
R	DATE DUE	VENDOR		REF. NO.	DISC. DATE	1 AI	IT. DUE		DISC. USED		CREDITS USED	AMT T
	02/18/2016	ABC company						1.25	N	0.00	0.00	1.25
	02/05/2016	Tapenet .						1.10		0.00	0.00	0.00
	02/05/2016	Ser.						1.60		0.00	0.00	0.00
					Te	als		3.95		0.00	0.00	1.25
0	Inna Calentian											
sco		T INFORMATION F	OR HIGHLIG	HTED BILL Terms Sugg. D	iscount		0.00		Number of Cre Total Credits A		ole	0
isco lend	OUNT& CREDI	T INFORMATION F	OR HIGHLIG	Terms Sugg. D	iscount Discount		0.00			wailat	ole	0.
end ill R	OUNT & CREDI IOF ABC e ef. No. Go to Bill	T INFORMATION F	OR HIGHLIG	Terms Sugg. D Set (			0.00		Total Credits A Set Credi	wailat ts	ole	a,
end ill R AYM	OUNT & CREDI for ABC e ef. No. Go to Bill ENT e	T INFORMATION F	OR HIGHLIG	Terms Sugg. D Set I Method	Discount	-	0.00		Total Credits A Set Credi	wailat ts unt		0.
end ill R AYM	OUNT & CREDI IOF ABC e ef. No. Go to Bill	T INFORMATION F	OR HIGHLIG	Terms Sugg. D Set (	Discount	<b>\$</b>		0	Total Credits A Set Credi	wailat ts ant king a		0. - -

The Payment Summary appears.

- 6. Select Done.
- 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 NetTeller password or single sign-on (SSO) password into the **Enter your PIN**/ **Password** field, and then select **Ok**.

# Manage Intuit® Products

### 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<sup>®</sup> product is used.

#### **User Activity**

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

### **OFX** Information

OFX information is collected for Intuit<sup>®</sup> products using OFX DirectLine<sup>™</sup> and OFX Gateway<sup>™</sup>.

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

The OFX information is unavailable to financial institutions. However, financial institutions can still view the NetTeller download types by navigating to **Manage Products > OFX/Directline > Edit OFX Information** in back office.

ntuit Registration Information		
QFX BID Tag	(0	
QFX FI ID	(0)	
QBO BID Tag		
QFX Org Tag	(In Alternative Statement State	
letTeller Download Types		
Open Financial Exchange (.ofx)	2	
Intuit® Quicken (.qfx)	×.	
Intuit® QuickBooks (.qbo)	<ul> <li>.</li> </ul>	
Standard Personal Finance (.gif)		
Spreadsheet (.csv)		
Word Processing (.txt)	2	
* Requires annual Intuit fee for activation. Please		

A limited view of OFX information is available through Back Office. When viewed through Back Office, the OFX information only contains information about OFX Gateway<sup>™</sup> users.

# **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.

Manage Products > OFX > OF	X Gateway Ci	ustomers			💙 Add to Fav	orites
FX Gateway Enabl	ed Cust	omers				
FX Gateway Customers						
Show 10 entries				Search:		
Customer Name		NetTeller ID	\$ Alias	\$	Enabled	
John Doe		00000000000	00000000000			

# **OFX Transaction Mapping**

OFX transaction mapping is completed and updated by financial institutions. 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<sup>®</sup> 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.

7/:	19/16 NetTe	ler OFX Tran Code Parameter Maintenance
	options, press	
2=01	hange 5=Displ	iy
Opt	Application	Description
	DD	Demand Deposits
_	CD	Time Deposits
		Lasna
	LN	Loans

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

7/19/	16 NetTe	ller OFX Tran Code Parameter Mai Display	ntenance	09:38:32
Type op	tions, press 5=Displ	Enter.	Position	to:
Demand D		ag	OFX	OFX
Opt	Tran Code	Description	Value	Description
	001	test no memo post	ratue	besser thereau
-	002	ARP CREDIT ADJ	1	CREDIT
-	003	DEBIT W/DLA = N	12	
2	004	closing debit		
_	005	do not use		
-	006	Reversal of dormant fee		
	007	Counter Paid Check		
2	008	Bank by Mail Deposit	7	DEP
_	009	Regular Deposit	7	DEP
	010	REVERSAL OF DEPOSIT TRAN CODE	2	DEBIT
_	011	NEW ACCOUNT DEPOSIT	1	CREDIT
-	012	Deposit Adjustment-Credit	1	CREDIT
_	013	Check		
-	014	DORMANT CLOSING FEE		
				More
F3=Exit	3	F12=Previous		

- 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<sup>®</sup> product when *Check* is selected.

_ 7/19/16 Demand Depos	NetTeller OFX Tran Code Disp its		09:38:43
	Tran Code Description OFX Value	Check	
	0FX V 1 = CREDIT 2 = DEBIT 3 = INI 4 = DIV 5 = FEE 6 = SRVCHG 7 = DEP 8 = ATM 9 = POS	b = CHECK c = PAYMENT d = CASH e = DIRECTDEP	
F3=Exit	F8=Maintenance	F12=Previous	

# Intuit<sup>®</sup> Logs

# Quicken® Logs

Quicken<sup>®</sup> 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<sup>®</sup> Logs in Windows<sup>®</sup>

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



### Quicken<sup>®</sup> Mac<sup>®</sup> Logs

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

### QuickBooks<sup>®</sup> Logs

QuickBooks<sup>®</sup> 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<sup>®</sup> Logs in Windows<sup>®</sup>

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

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

#### NOTE

The QuickBooks<sup>®</sup> OFX log file appears as ~qbofx32 in Windows<sup>®</sup>.

### QuickBooks<sup>®</sup> Mac<sup>®</sup> Logs

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

#### NOTE

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

### Transfers and Bill Pay Payments

#### Transfers

Transfers can be made within Intuit<sup>®</sup> products. Transfers must be made with a Direct Connect connection. Intuit<sup>®</sup> 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 *Bill Pay* tab on the NetTeller product to add payees. Running an update through Direct Connect synchronizes payee information contained in NetTeller and in an Intuit<sup>®</sup> 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 on the NetTeller product. Payees can also be edited, however only edits made after the last synchronization between the NetTeller product and an Intuit<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> logon process, then users must structure their own logon credentials during the log on process:

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

#### NOTE

The **PIN** field in QuickBooks<sup>®</sup> 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 the NetTeller product to use the token functionality. If a 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 the NetTeller product. ACH and Positive Pay files can be created in Intuit<sup>®</sup> products. However, those files are treated as third-party vendors, and the end user must modify the file creation settings. Neteller Support does not assist with third-party file creation.

#### NOTE

For assistance with specific Cash Management products, go to the Client 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.

	Search						$\supset$			
	Clr	Deposit	Amount		Balance					*
	с	100 00	100.00	8	100	00	Save	*	Y	•
2	с		-3	82	96	18				
7	с		-4	77	91	41				

### Starting Balance in QuickBooks<sup>®</sup>

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

Account Name	Intuit test checking			
	Subaccount of		*	
OPTIONAL				
Description				
Bank Acct. No.	02			
Routing Number				
Tax-Line Mapping	<unassigned></unassigned>	<ul> <li>How do I choose</li> </ul>	e the right tax line?	
	Change Opening Balance	You can change register.	the opening balance i	n the account
	Remind me to order checks when I	reach check number		
	Order checks I can print from Qu	ickBooks	Learn more	