

OFX Post-Conversion Troubleshooting Guide



Top 3 Post-Conversion Troubleshooting Issues

This resource document is designed to help Financial Institutions troubleshoot the three most common post-conversion issues. These materials include instructions for both QuickBooks and Quicken. All links are clickable in the PDF.

Issue 1: Duplicate Transactions After Reconnecting

Symptoms You Can Use to Identify the Issue

The most common report from customers is about duplicate transactions. Some customers may say their register is out of balance or that they are being asked to add an adjustment during reconciliation.

Fix the Issue

1. If the duplicate transactions have not been added to the register, they can be deleted individually prior to accepting.
2. If the transactions have already been added to the register, they can be deleted from the register individually or in groups.

Issue 2: Duplicate Accounts After Reconnecting

Symptoms You Can Use to Identify the Issue

Customers report that they are unable to link to an existing account, that they are prompted to create a new account, or that they are only given the choice to add a new account.

Fix the Issue

1. First, confirm that all accounts have been deactivated, including inactive (QuickBooks) or hidden (Quicken) accounts.
2. Then, if you're working in QuickBooks, delete any downloaded transactions that do not match the register in the Online Banking Center. If you're working in Quicken, delete the duplicate accounts.
3. Finally, repeat the reconnection steps.

Issue 3: Connected/Reconnected the Incorrect Account

Symptoms You Can Use to Identify the Issue

Customers report that their transactions are downloading into the wrong account.

Fix the Issue

1. First, open the account register for the incorrectly linked account.
2. If the transactions have not yet been accepted into the register in QuickBooks, delete them in the Online Banking Center. Then, deactivate the account. If the transactions have not yet been accepted into the register in Quicken, delete the transactions.
3. If the transactions have already been added to the register in Quicken or QuickBooks, restore a backup.
4. Finally, repeat the reconnection steps. Be sure the customer links to the correct account when reconnecting.

QuickBooks Knowledge Base Articles

Delete transactions from Online Banking Center; Remove Duplicate Transactions:

<https://quickbooks.intuit.com/community/Reports-and-accounting/Remove-duplicate-transactions/m-p/203298>

Add and match Bank Feed transactions:

<https://quickbooks.intuit.com/community/Banking-and-bank-feeds/Add-and-match-Bank-Feed-transactions/m-p/203759>

How to unmatch and delete downloaded transactions to incorrect accounts:

<https://quickbooks.intuit.com/community/Help-Articles/How-to-unmatch-and-delete-downloaded-transactions/m-p/207692>

Quicken Knowledge Base Articles

QUICKEN DETAILS: If there are too many transactions to delete individually, or the member finds it difficult to follow the instructions to delete multiple transactions, restore a backup file and download transactions again.

IMPORTANT: If the backup was not made right before following the conversion instructions, the customer must manually delete the transactions.

Edit and Delete Downloaded Investment Transactions:

<https://www.quicken.com/support/how-do-i-edit-and-delete-downloaded-investment-transactions>

Delete Transactions:

<https://www.quicken.com/support/how-do-i-void-or-delete-transaction>

Problem Description – Duplicate Transactions:

<https://www.quicken.com/support/quicken-downloads-transactions-which-are-duplicates-existing-register-entries>

Prompted to create a new account instead of using existing account for online services:

<https://www.quicken.com/support/prompted-create-new-account-instead-using-existing-account-online-services>

How to delete an account (duplicate accounts):

<https://www.quicken.com/support/how-delete-account>

How to hide or close an account:

<https://www.quicken.com/support/prompted-create-new-account-instead-using-existing-account-online-services>

Handling Transactions that go into the wrong account after downloading them:

<https://www.quicken.com/support/transactions-go-wrong-account-after-downloading-them>