Premier Business Connect

Quickbooks Guide

Contents

Contact Commercial Services Support by calling 866-764-8638 Option 3 → Option 3 or email commercialservices@cbna.com for further assistance.

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With your conversion to our Premier Business Connect system, 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 QuickBooks Desktop and QuickBooks Online, and both connectivity types (Manual Upload or Automatic Upload).

QuickBooks Online (Automatic Upload)

If your CBNA Accounts were linked in QuickBooks through your Online Banking profile, you will need to disconnect all previously linked accounts in order to connect to your Premier Business Connect profile. Below are the instructions how to do so:

To Disconnect (if necessary):

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

To Connect to PBC:

1. On the Banking page, click **Add Account** in the upper-right side of the screen.
2. Type your financial institution's name and choose the correct option from the results.
    a. You will search for either Community Bank NA (NY) - Premier Business Connect
    b. OR you could also search with the URL: business.cbna.com/dbiqp
3. You will then enter your **Customer ID**, your **User ID**, and then the **Password** that you previously updated. ***You cannot link with QuickBooks until you have completed the initial login through Premier Business Connect.**
4. Choose the accounts that you want to connect from the list of options.

Important: Do NOT select "+Add New" unless you intend to add a new account to QuickBooks Online.

5. To prevent duplicate transactions from being imported, ensure that you adjust the **Date** to the day following the disconnect from your Online Banking profile.
6. Click **Connect** and then click **Finish**.

QuickBooks Online (Manual Upload)

To Disconnect (if necessary):

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

To Download a QBO file from Premier Business Connect:

1. Sign in to Premier Business Connect and open the Menu from the top left corner of the page.
2. Go to **Reporting → Balance and Transactions → Custom Reporting**
3. In the Date options, you can choose Custom Range and select your dates.
   a. ***Take note of your last successful upload.** Duplicate transactions can occur if you have overlapping transaction dates in your QBO file.
4. You then can choose which account you want to export Transactions from.
5. Include Transactions only. QBO files do NOT support Status Balances or Daily Transaction Totals.
6. Next to the Export option at the bottom of the page is a drop-down menu. You can then choose your QuickBooks (QBO) file.
7. Save your file to your preferred destination.

To Upload into QuickBooks:

1. Select **Banking** from the left column.
2. Click **File Upload** in the upper-right side of the screen and use the upload dialog to locate the QBO file you downloaded from Premier Business Connect.
3. Choose the appropriate account from the drop-down menu under **QuickBooks Account** and then click **Next**.

Important: Do NOT select "+Add New" unless you intend to add a new account to QuickBooks Online.

4. When the import is finished, click **Let's Go!**
5. Review the **For-Review** tab on the **Banking** page to view what was downloaded.
6. Click **Next** and then click **Done**.
7. Repeat steps 1-6 for each account you downloaded a QBO file for.

QuickBooks Desktop (Automatic Upload)

For Windows:

To Disconnect (if necessary):

1. Choose **Lists** menu → **Chart of Accounts**
2. Right-click on the first account you want to disconnect and choose **Edit Account**.
3. Click the **Bank Feeds Settings** tab.
4. Select **Deactivate All Online Services** and then click **Save & Close**.
5. Click **OK** for any alerts and/or messages that may appear.
6. Repeat steps 1-5 for any additional accounts that apply.

To Connect to PBC:

1. Choose **Lists** menu → **Chart of Accounts**
2. Right-click on the first account you want to connect and choose **Edit Account**.
3. Select **Set Up Bank Feeds** on the bottom of the popup screen and select **Yes** in the dialog box that appears.
4. Type your financial institution's name and choose the correct option from the results.
    a. You will search for Community Bank Bus DC.
5. You will enter your **Customer ID** and your **User ID** together, with no spaces and a MAX of 22 characters. For Ex: Customer ID = CommunityBK and User ID = BankingHappy becomes CommunityBKBankingHap because it will cut off at 22 characters.
6. You will then enter the **Password** that you previously updated. ***You cannot link with QuickBooks until you have completed the initial login through Premier Business Connect.**
7. Choose the accounts that you want to connect from the list of options labeled **Select Existing**.

Important: Do NOT select "+Add New" unless you intend to add a new account to QuickBooks Online.

8. After all accounts have been matched, click **Next** and then **Done**.

For Mac:

To Disconnect (if necessary):

1. Choose **Lists** menu → **Chart of Accounts**
2. Click the first account you would like to deactivate and choose **Edit → Edit Account.**
3. Choose **Online Settings** in the Edit Account window.
4. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** list and click **Save.**
5. Click **OK** for any alerts or messages that may appear with the deactivation.
6. Repeat steps 1-5 for any additional accounts that apply.

To Connect to PBC:

1. Choose the **Banking** menu → **Online Banking Setup.**
2. Type your financial institution's name and choose the correct option from the results.
   a. You will search for Community Bank Bus DC.
3. You will enter your **Customer ID** and your **User ID** together, with no spaces and a MAX of 22 characters. For Ex: Customer ID = CommunityBK and User ID = BankingHappy becomes CommunityBKBankingHap because it will cut off at 22 characters.
4. You will then enter the **Password** that you previously updated. ***You cannot link with QuickBooks until you have completed the initial login through Premier Business Connect.**
5. For each account you wish to download into QuickBooks, click **Select** and **Account** to connect to your existing account's registers

Important: Do NOT select "+Add New" unless you intend to add a new account to QuickBooks Online.

6. Click **Next**, and then click **Done**.
7. Repeat this step for each account that you have connected to this institution.

QuickBooks Desktop (Manual Upload)

For Windows:

To Disconnect (if necessary):

1. Choose **Lists** menu → **Chart of Accounts**
2. Right-click on the first account you want to disconnect and choose **Edit Account**.
3. Click the **Bank Feeds Settings** tab.
4. Select **Deactivate All Online Services** and then click **Save & Close**.
5. Click **OK** for any alerts and/or messages that may appear.
6. Repeat steps 1-5 for any additional accounts that apply.

To Download a QBO file from Premier Business Connect:

1. Sign in to Premier Business Connect and open the Menu from the top left corner of the page.
2. Go to **Reporting** → **Balance and Transactions** → **Custom Reporting**
3. In the Date options, you can choose Custom Range and select your dates.
    a. ***Take note of your last successful upload.** Duplicate transactions can occur if you have overlapping transaction dates in your QBO file.
4. You then can choose which account you want to export Transactions from.
5. Include Transactions only. QBO files do NOT support Status Balances or Daily Transaction Totals.
6. Next to the Export option at the bottom of the page is a drop-down menu. You can then choose your QuickBooks (QBO) file.
7. Save your file to your preferred destination.

To Upload into QuickBooks:

1. Choose **File** → **Utilities** → **Import** → **Web Connect Files.**
2. In the **Select Bank Account** dialog, select **Use an Existing QuickBooks Account**.

Important: Do NOT select "+Add New" unless you intend to add a new account to QuickBooks Online.

3. In the drop-down list, choose the account you need to upload the QBO for, and click **Continue**.
4. Confirm by selecting **OK**.
5. Repeat steps 1-4 for every account you downloaded a QBO file for.

For Mac:

To Disconnect (if necessary):

1. Choose **Lists** menu → **Chart of Accounts**
2. Click the first account you would like to deactivate and choose **Edit → Edit Account.**
3. Choose **Online Settings** in the Edit Account window.
4. In the Online Account Information window, choose **Not Enabled** from the **Download Transactions** list and click **Save.**
5. Click **OK** for any alerts or messages that may appear with the deactivation.
6. Repeat steps 1-5 for any additional accounts that apply.

To Download a QBO file from Premier Business Connect:

1. Sign in to Premier Business Connect and open the Menu from the top left corner of the page.
2. Go to **Reporting → Balance and Transactions → Custom Reporting**
3. In the Date options, you can choose Custom Range and select your dates.
   a. ***Take note of your last successful upload.** Duplicate transactions can occur if you have overlapping transaction dates in your QBO file.
4. You then can choose which account you want to export Transactions from.
5. Include Transactions only. QBO files do NOT support Status Balances or Daily Transaction Totals.
6. Next to the Export option at the bottom of the page is a drop-down menu. You can then choose your QuickBooks (QBO) file.
7. Save your file to your preferred destination.

To Upload into QuickBooks:

1. Choose **File → Import → From Web Connect**
2. Use Import Dialog to import the downloaded QBO file.
3. In the **Account Association** window, click **Select an Account** to choose the appropriate existing account register.

Important: Do NOT select “+Add New” unless you intend to add a new account to QuickBooks Online.

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

PBC Password Recommendations

Premier Business Connect does require that you update your Password every **120 days**. The passwords do need to contain at least 1 letter, 1 number, and 1 special character, and be a minimum of 8 characters long. Whenever you change your password in Premier Business Connect, you will also need to re-sign in through QuickBooks.

However, only certain special characters are accepted by QuickBooks. If your password contains a special character that is not listed below, you will receive an error when attempting to reconnect. Please ensure that you are checking this list prior to updating your password on Premier Business Connect.

Here is a list of accepted characters:

- Alpha-numeric: A-Z, a-z, 0-9
- Comma: ,
- Dot or period: .
- Question mark: ?
- At symbol: @
- Ampersand: &
- Exclamation point: !
- Number/pound sign: #
- Single quote: '
- Tilde: ~
- Asterisk: *
- Space: ( )
- Underscore: _
- Minus sign/hyphen: -
- Semi-colon: ;
- Plus sign: +