

# Quicken/QuickBooks Downloads

Resource Guide

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Offer members the ability to download their account transactions directly from It's Me 247 online banking to the latest versions of Quicken and QuickBooks financial-management software programs! Whether targeting individual or business accounts, you can offer this download capability to these financial management products and provide a valuable service to your members

# Contents

**Frequently Asked Questions—3**

**Contacting QuickBooks Online Support—4**

*Overview—4*

*Contacting Intuit for QuickBooks Online Support—4*

**Technical Details—6**

**It's Me 247 Downloads Page—7**

**Pricing—8**

**More to Know—10**

# Frequently Asked Questions

## From the Answer Book

Below are some frequently asked questions that are in the Answer Book.

- ▷ [Can online banking download to current versions of Quicken?](#)
- ▷ [A member is setting up the connection between Quicken or QuickBooks and online banking. During the setup the member receives an "unknown BID number" error. What should the credit union do?](#)
- ▷ [Can I charge a fee to my members using the new Quicken/QuickBooks download feature?](#)
- ▷ [My members are having trouble with downloading to Quicken/QuickBooks. What steps should I take to troubleshoot?](#)
- ▷ [Members have reported not being able to see transactions automatically in their QuickBooks Online account. Can you help?](#)

# Contacting QuickBooks Online Support

## Procedure for Contact

### Overview

Members have the option to download their transactions from online banking and upload them to their QuickBooks Online account. This download is supported by CU\*Answers Online Banking.

CU\*Answers does not support the direct integration of Intuit's QuickBooks Online with online banking. For some credit unions, Intuit has implemented custom scripting that will allow QuickBooks Online to log in on behalf of the member and automatically download transactions. This generally works but is not supported by CU\*Answers. Periodic updates to online banking can cause this process to fail, requiring Intuit to modify their processes to accommodate. Any changes necessary to make this automatic download will require changes from Intuit. Since each institution they set up is done differently, these changes must be done by Intuit and cannot be done by CU\*Answers.

### Contacting Intuit for QuickBooks Online Support

You may contact Intuit directly for support. You will need to register as a partner using the link below. Once registered, you should have options to view their resources and tools. Intuit refers to the direct download of transactions through QuickBooks online as a "Web Connect Implementation". In the support pages for those resources, they have a link to contact them.

<https://www.intuit.com/partners/fdp/implementation-support/ofx/signup-help/>

<https://ofx-partner.intuit.com/app/fi/ContactUs>

Intuit support will need to know the following:

- ▷ The QuickBooks "Company ID" of the member
- ▷ The name of your credit union as listed in the QuickBooks search, as selected by the member (i.e., "My Credit Union" or "My Credit Union - Business")
- ▷ A recent time frame where the member has experienced issues.

## Additional Needed Information

A member will have to get this Company ID for you. Intuit will use this to review their log files for errors. Intuit has documented the process for obtaining the member's QuickBooks Company ID as follows:

The user's QBOE CompanyID when they are logged in QBO. To obtain the Company ID:

1. Click on the gear in the upper right corner
2. Click on Company Settings (Account and Settings)
3. Click on Billing Info, above the Company Name you will see the Company ID

# Technical Details

## Additional Information

Your members must be able to log in to **It's Me 247** online banking and must own and have a currently supported version\* of Quicken or QuickBooks software installed on their computer.

Your participation fee covers downloads to both PC and Macintosh computers using the \*.QFX format. Downloads are secure; members initiate the login process to their online banking accounts and the process uses 128-bit encryption security protocol.

If you or your members have technical questions about Quicken or Intuit's QuickBooks financial software programs, please visit their website at: [www.intuit.com](http://www.intuit.com) If members have inquiries regarding QuickBooks and its use in **It's Me 247** online banking, refer them to:

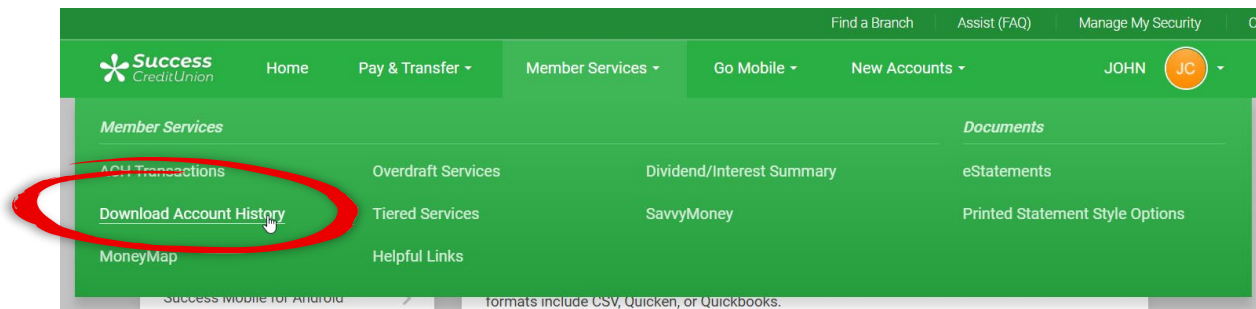
<https://www.itsme247.com/Help/Downloads.htm>

*\*Intuit supports their current version plus two previous versions only, and upgrades are generally released every year. So be sure to remind your members that they'll need to keep their Intuit software updated in order to continue downloading.*

# Downloads Page

## What the Member Sees in **It's Me 247** Online Banking

Members can also download data in a Quicken format (.qfx) file or Quickbooks (.qbo) from the Downloads page. To do so they select the Downloads page from the location your credit union has placed it, for example on the Mega Menu as shown below.



From the Downloads page, they can select a sub account, date range and file format.

A screenshot of the 'Download Account Activity' form. At the top, a green information box states: 'Information for "000 BIG SAVINGS" is currently available between 08/01/2000 and 08/13/2021.' Below this, instructions read: 'Choose an account, then the range of dates and type of file you'd like to download. Available formats include CSV, Quicken, or Quickbooks.' The form has three main sections: 'Account' with a dropdown menu showing '000 BIG SAVINGS'; 'From Date' and 'To Date' with date pickers set to '07/01/2021' and '07/30/2021' respectively; and 'File Format' with a dropdown menu showing 'Quicken 2020 or Newer (.qfx)'. At the bottom right, a red 'Download Activity' button is circled in red.

Once the file is downloaded, it can be uploaded to the Quicken software.

# Pricing

## Launch Fee and Annual Participation Fee

What will it cost to provide a Quicken and/or QuickBooks QFX download to your members? Use the chart below to determine the fees you will be charged by Intuit.

1. Determine your pricing tier (below).
2. Add your one-time launch fee.
3. Add your annual participation fee.

### Field Descriptions

Pricing Tier	Financial Institution Assets	One (1) Time Launch Fee	Annual Participation Fee  Quicken or QuickBooks (Web Connect Only)	Annual Participation Fee  Quicken or QuickBooks (Both Direct Connect and Web Connect)	Annual Participation Fee  Both Quicken and QuickBooks, Using the Intuit Optimal Configuration
4a	2,000,000,001 to 3,000,000,000	\$8,403	\$8,964	\$11,204	\$17,928
4b	1,000,000,001 to 2,000,000,000	\$5,603	\$6,723	\$8,403	\$13,446
4c	750,000,001 to 1,000,000,000	\$2,802	\$4,482	\$5,603	\$8,964
4d	500,000,001 to 750,000,000	\$1,401	\$2,242	\$2,802	\$4,484
4e	250,000,001 to 500,000,000	\$1,051	\$1,121	\$1,401	\$2,242
4f	100,000,001 to 250,000,000	\$701	\$841	\$1,051	\$1,682



<i>Pricing Tier</i>	<i>Financial Institution Assets</i>	<i>One (1) Time Launch Fee</i>	<i>Annual Participation Fee</i>  Quicken or QuickBooks (Web Connect Only)	<i>Annual Participation Fee</i>  Quicken or QuickBooks (Both Direct Connect and Web Connect)	<i>Annual Participation Fee</i>  Both Quicken and QuickBooks, Using the Intuit Optimal Configuration
4g	50,000,001 to 100,000,000	\$421	\$561	\$701	\$1,122
4h	25,000,001 to 50,000,00	\$211	\$281	\$351	\$562
4i	Less than 25,000,000	\$141	\$176	\$211	\$352

Intuit's annual participation period is August 1 to July 31. The annual fee will be billed in advance every July. For example, you'll get a bill in July that covers August 1 of the current year through July 31 of the following year. Participating credit unions will be invoiced annually on their CU\*Answers statements.

Credit unions added as a mid-year launch will be invoiced for the full annual fee at the end of the quarter in which they launch, then annually thereafter starting in July. Intuit does not prorate the annual fee for a mid-year launch. Asset ranges may be re-evaluated each year during April or May and your tier may change according to the credit union's size at that time.

# More to Know

## Final Notes for Review

- ▷ Annual Participation Period: August 1 to July 31 – The annual fee will be billed in July to cover August 1 of the current year through July 31 of the following year.
- ▷ Billing Cycle: Participating credit unions will be billed on their CU\*Answers invoice (pass-through) annually for the coming year. Credit unions added to the Intuit Branding Server as a mid-year launch will be invoiced at the end of the quarter in which they launch, then annually thereafter starting in July.
- ▷ Branding: Each participating credit union is assigned an ID and is set up on the Intuit Branding Server as a member financial institution. • Credit Union Asset Size: This is determined by published NCUA data.
- ▷ Launch Fee: This is a one-time setup fee charged by Intuit to initiate participation in the products. There is a one fee per product unless launching Quicken and QuickBooks together. If both products are launched at the same time, both set up fees will be waived. Your launch fee is based on your credit union's asset size. • Member Financial Institution: A credit union defined on the Intuit Branding Server.
- ▷ Mid-Year Launch: Beginning participation in any month other than August is considered a mid-year launch.
- ▷ Participation Level: This depends on the number of products you want to offer your members: Quicken, QuickBooks, or both. Each product has a separate fee.
- ▷ Pricing Matrix: The fee schedule is based on your credit union's asset size and participation level.
- ▷ Prorating: There is no prorating or reduced fee for a mid-year launch. To become a member financial institution, the full annual participation fee will be billed to you at the time of branding.
- ▷ Provider Financial Institution: This is CU\*Answers