

QuickBooks Online

Addressing Bank Feed FAQs



What is the Bank Feeds Module?

- QBO Bank Feeds module allows you to automatically import bank & credit card transactions into your account.

Benefits:

- Saves you time.
- Prevents data entry errors that can occur with manual entry.

Connect Bank Feeds

- Search for your bank by name or URL.

The screenshot displays the Intuit QuickBooks Banking section. On the left is a dark sidebar with navigation links: Dashboard, Banking (selected), Sales, Cash flow, Expenses, Projects, Payroll, Reports, Taxes, and Mileage. The main content area shows the 'Banking' tab with sub-tabs for Banking, App transactions, Rules, Tags, and Receipts. Under the 'Banking' tab, there's a 'Checking' dropdown menu. Below this, three account cards are visible: 'Checking' with a balance of -\$3,621.93 and 25 transactions, 'Savings' with a balance of \$200.00 and 1 transaction, and 'Mastercard' with a balance of \$304.96 and 7 transactions. At the bottom, there are filters for 'For review (25)', 'Categorized', and 'Excluded', along with a search bar. In the top right corner, there are links for 'My Experts', 'Help', and a search icon. A red box highlights the 'Link account' button with a dropdown arrow, and an 'Update' button is next to it. A large blue arrow points from the 'Link account' button to an inset window. The inset window shows a search for 'wells' with 25 results. The results list includes: Wells Fargo Private Bank, Wells Federal Bank, Wells Bank of Platte City, Wells Fargo - Commercial Electronic Office, and Wells Fargo Financial Bank Credit Card.

Intuit quickbooks

+ New

Dashboard >

Banking >

Sales >

Cash flow >

Expenses >

Projects >

Payroll >

Reports >

Taxes >

Mileage >

Sample Company

Banking

Banking App transactions Rules Tags Receipts

Checking ▾

Checking

-\$3,621.93
BANK BALANCE Updated moments ago

\$1,201.00
IN QUICKBOOKS 25

Savings

\$200.00
BANK BALANCE Updated moments ago

\$800.00
IN QUICKBOOKS 1

Mastercard

\$304.96
BANK BALANCE Updated moments ago

\$157.72
IN QUICKBOOKS 7

For review (25) Categorized Excluded

All data > All transactions > Search by description or check number

Link account ▾ Update

Let's get a picture of your profits

Securely connect your bank or credit card to bring in your transactions.

wells

25 results for wells

Wells Fargo Private Bank
www.wellsfargo.com

Wells Federal Bank
www.wellsfederal.com

Wells Bank of Platte City
wells-bank.com

Wells Fargo - Commercial Electronic Office
www.wellsfargo.com

Wells Fargo Financial Bank Credit Card
financial.wellsfargo.com

Connect Bank Feeds

- Multiple bank and credit card accounts
- Bank/credit card login credentials required

The screenshot shows the Bank of America Online Banking login interface. At the top, the Bank of America logo and 'Log In' link are on the left, and 'Secure Area' and 'En español' are on the right. A prominent red banner reads 'Log In to Online Banking'. Below this, the login form is divided into two main sections. The left section contains a 'User ID' field with a blue border, a 'Save this User ID' checkbox with a blue icon, a 'Password' field with a grey border, a 'Forgot your Password?' link, and a blue 'Log In' button. The right section is titled 'Stay connected with our app' and features an image of a smartphone displaying the Bank of America app, the text 'Secure, convenient banking anytime', and a red 'Get the app' button. To the right of the app promotion is a 'Login help' section with links for 'Forgot ID/Password?', 'Problem logging in?', 'Not using Online Banking?', 'Enroll now', 'Learn more about Online Banking', and 'Service Agreement'. At the bottom, a light beige footer contains a 'Secure area' link, 'Privacy | Security' links, and copyright information: 'Bank of America, N.A. Member FDIC. Equal Housing Lender' and '© 2022 Bank of America Corporation.'

BANK OF AMERICA Log In Secure Area En español

Log In to Online Banking

User ID

☐ Save this User ID

Password

[Forgot your Password?](#)

Log In

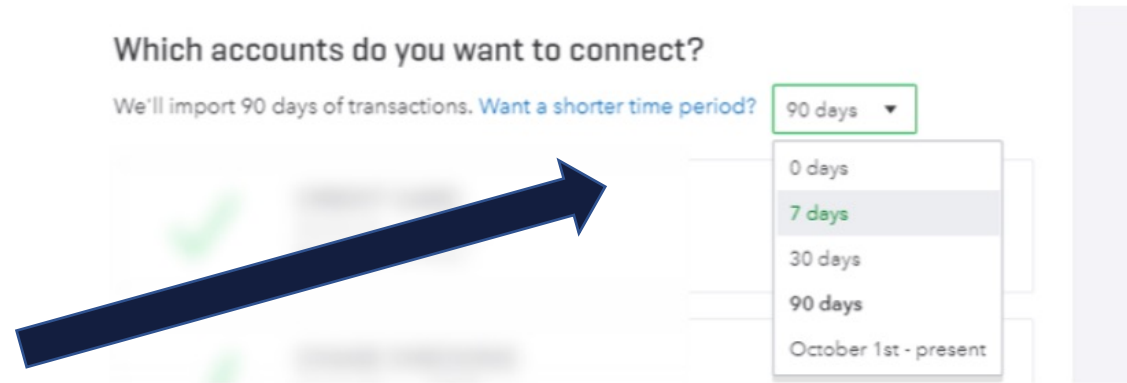
Stay connected with our app

Secure, convenient banking anytime
Get the app

Login help
[Forgot ID/Password?](#)
[Problem logging in?](#)
Not using Online Banking?
[Enroll now](#)
[Learn more about Online Banking](#)
[Service Agreement](#)

Secure area
[Privacy](#) | [Security](#)
Bank of America, N.A. Member FDIC. [Equal Housing Lender](#)
© 2022 Bank of America Corporation.

Connect Bank Feeds



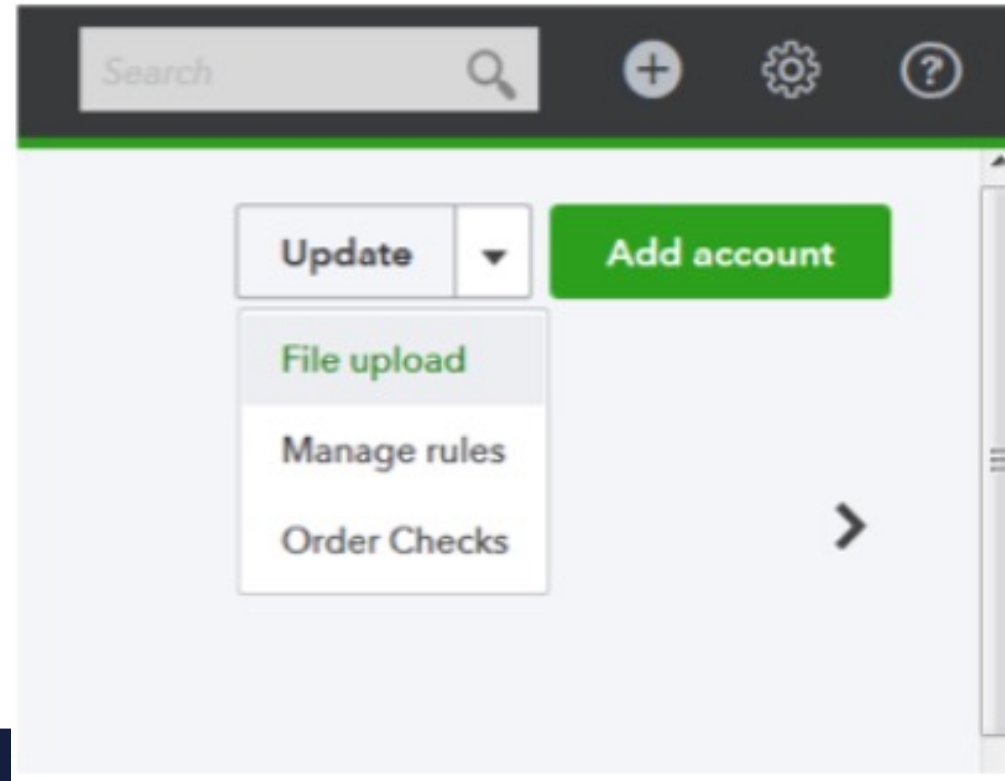
- Choose the accounts you wish to connect, and map to the appropriate QBO account that is setup in your Chart of Accounts.
- Choose the time period you wish to import.
 - NOTE: There is an option for a Custom time frame. This will depend on how far back your bank will allow QBO to access your transactions.

Use File Upload Option

- Miss the step that asks you for the time frame to import?
- Have a bank without a supported connection?
- Need more transactions than QBO can access?

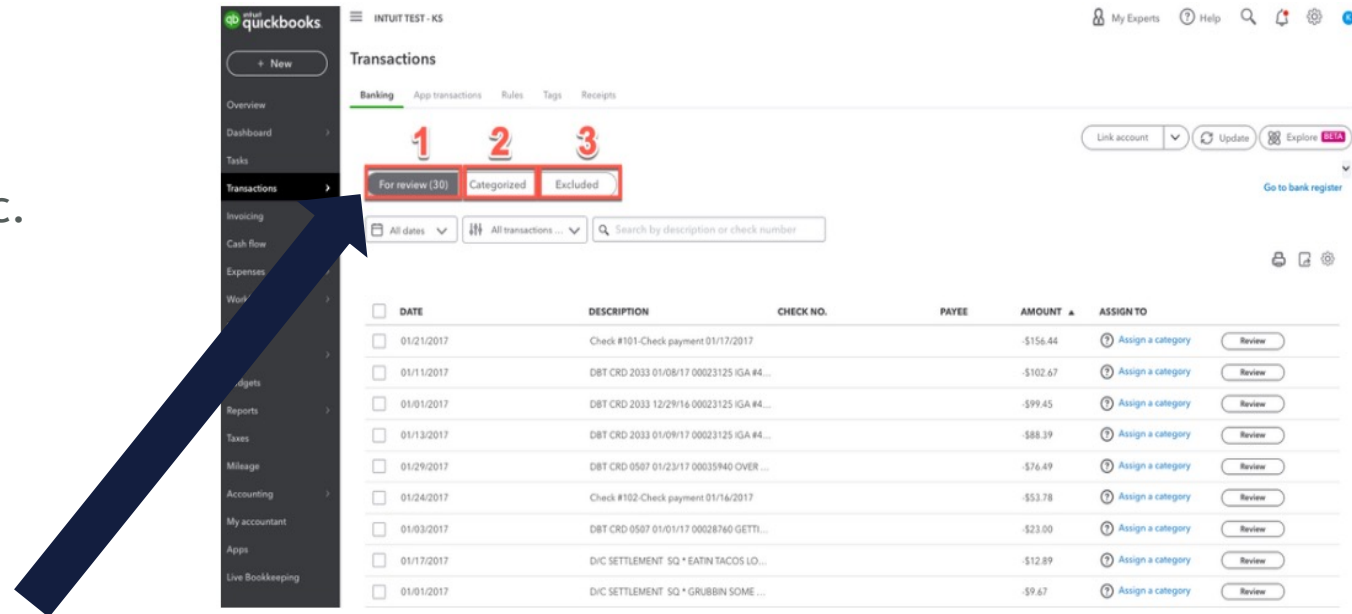
Use File Upload Option

- Login to your bank's website and download your transactions in one of the following file types: .csv, .qbo, .qfx, or .ofx.
- Upload file to QBO.



Managing Downloaded Transactions

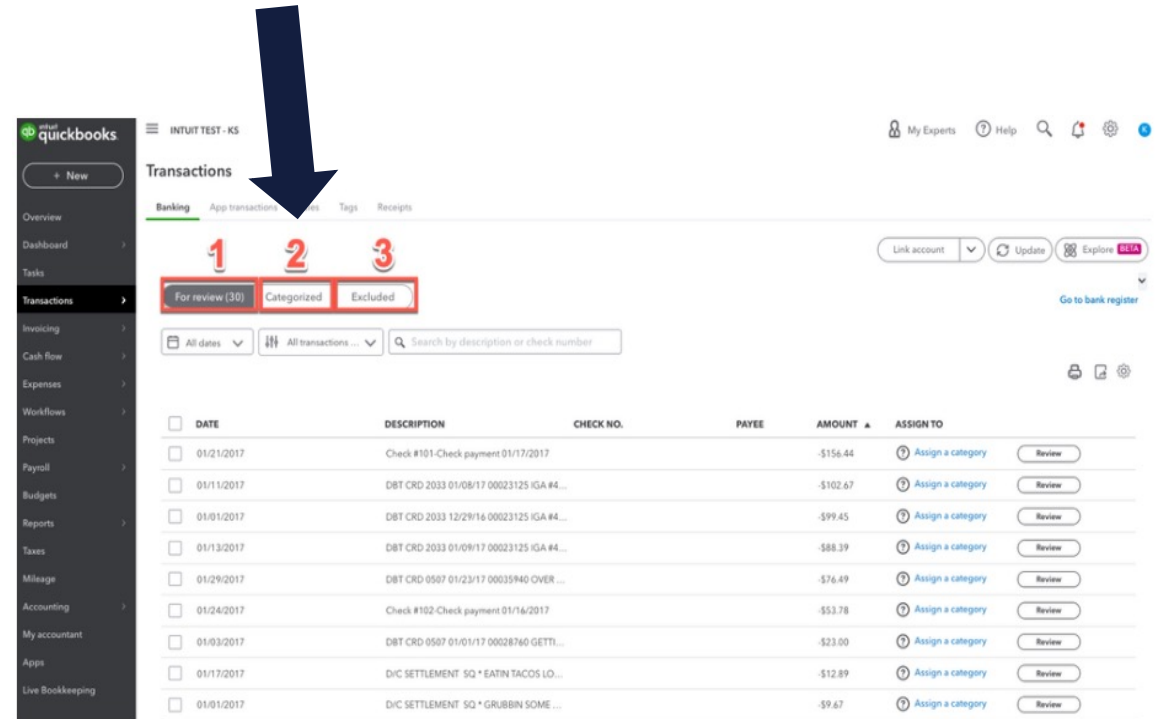
- For Review
 - First stop for imported transactions.
 - Categorize your transactions here.
 - Also, assign a Vendor, Customer, Class, etc.
 - Choose Confirm when finished, and this will add the transaction to the QBO bank register.



Managing Downloaded Transactions

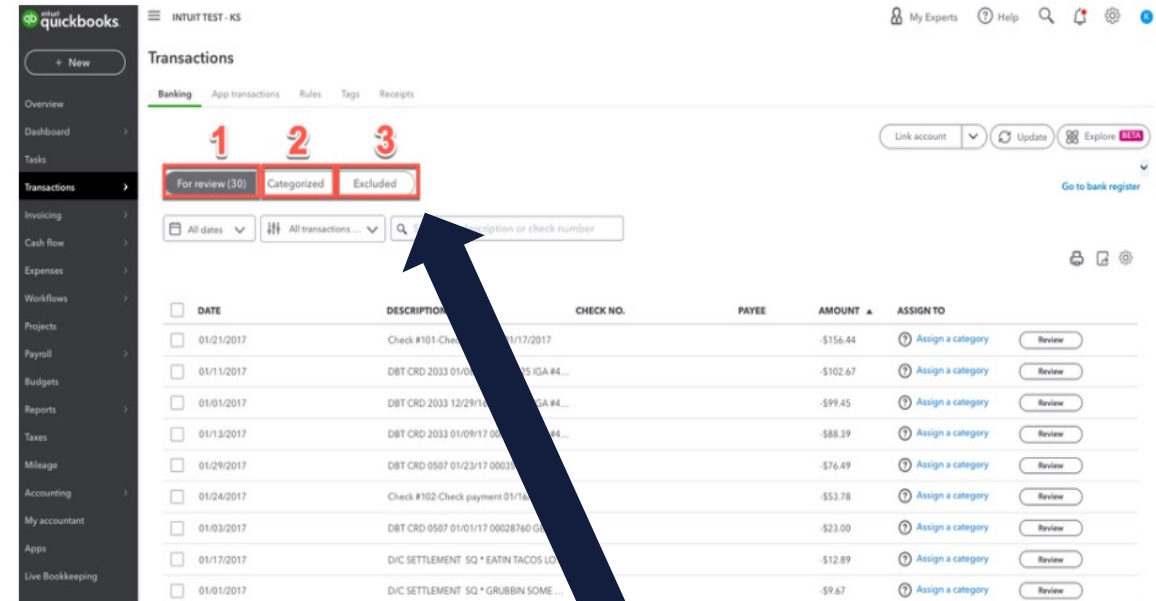
- Categorized

- This is where you can locate transactions you have already confirmed.
- You can go here to Undo the transaction if you need to make an edit.
- Once it's undone, the transaction goes back to the For Review Tab.



Managing Downloaded Transactions

- Excluded
 - This tab is for transactions you don't need in your QBO account.
 - You are always able to access these transactions & move them back to the For Review Tab by clicking Undo.



How to record a Transfer

- There will be two transactions under the For Review tab for any transfer you make: one transaction for money moving in and another for money moving out.

Transactions

Banking	App transactions	Rules	Tags	Receipts
<input type="checkbox"/>	01/13/2017	DBT CRD 2033 01/09/17 00023125 IGA #4...	-\$88.39	Cash on hand Confirm
<input type="checkbox"/>	01/29/2017	DBT CRD 0507 01/23/17 00035940 OVER ...	-\$76.49	Transfer to Intuit Confirm
<input type="checkbox"/>	01/24/2017	Check #102-Check payment 01/16/2017	-\$53.78	Select transfer acc Review
<input type="checkbox"/>	01/03/2017	DBT CRD 0507 01/01/17 00028760 GETTI...	-\$23.00	Intuit Confirm
<input type="checkbox"/>	01/17/2017	D/C SETTLEMENT SQ * EATIN TACOS LO...	-\$12.89	Select transfer acc Review

☐ Categorize

☐ Find match

☒ Record as transfer

☐ Record as credit card payment

Transferred to *

Select an account

Memo

D/C SETTLEMENT SQ * EATIN TACOS LOC: WISE VA

BANK DETAIL D/C SETTLEMENT SQ * EATIN TACOS LOC: WISE VA

Add attachment Create a rule Exclude

Confirm

How to record a Transfer

- Record both transactions as part of the transfer to keep your books accurate.

Transactions

Banking App transactions Rules Tags Receipts

<input type="checkbox"/>	01/13/2017	DBT CRD 2033 01/09/17 00023125 IGA #4...	-\$88.39	Cash on hand	Confirm
<input type="checkbox"/>	01/29/2017	DBT CRD 0507 01/23/17 00035940 OVER ...	-\$76.49	Transfer to Intuit	Confirm
<input type="checkbox"/>	01/24/2017	Check #102-Check payment 01/16/2017	-\$53.78	Select transfer acc	Review
<input type="checkbox"/>	01/03/2017	DBT CRD 0507 01/01/17 00028760 GETTI...	-\$23.00	Intuit	Confirm
<input type="checkbox"/>	01/17/2017	D/C SETTLEMENT SQ * EATIN TACOS LO...	-\$12.89	Select transfer acc	Review

☐ Categorize ☐ Find match ☒ Record as transfer ☐ Record as credit card payment

Transferred to *

Select an account

Memo

D/C SETTLEMENT SQ * EATIN TACOS LOC: WISE VA

BANK DETAIL D/C SETTLEMENT SQ * EATIN TACOS LOC: WISE VA

Add attachment Create a rule Exclude

Confirm

How to record a Transfer

- Find the transaction under the For Review tab.
- Select Record transfer, then select the account the money was transferred to (or from).
- Select the Confirm button to add it to your books.
- Immediately switch over to the other account, locate the transfer, and ensure that this transfer transaction is matching the one you just entered.
- If it is not automatically finding the match, select the Find Match button to locate the Transfer you just entered.

Transactions

Banking	App transactions	Rules	Tags	Receipts
<input type="checkbox"/>	01/13/2017	DBT CRD 2033 01/09/17 00023125 IGA #4...		
<input type="checkbox"/>	01/29/2017	DBT CRD 0507 01/23/17 00035940 OVER ...		
<input type="checkbox"/>	01/24/2017	Check #102-Check payment 01/16/2017		
<input type="checkbox"/>	01/03/2017	DBT CRD 0507 01/01/17 00028760 GETTL...		
<input type="checkbox"/>	01/17/2017	D/C SETTLEMENT SQ * EATIN TACOS LO...		

☐ Categorize ☐ Find match ☒ Record as transfer ☐ Record as credit card payment

Transferred to *

Select an account

Memo

D/C SETTLEMENT SQ * EATIN TACOS LOC: WISE VA

BANK DETAIL D/C SETTLEMENT SQ * EATIN TACOS LOC: WISE VA

Split Transactions

You can also split a transaction between multiple accounts or categories. For example, a car loan is split between the principal (liability) amount and the interest expense amount.

☐

03/15/2022

A Rental

Uncategorized Expense

\$1,200.00

Add

☒ Categorize

☐ Find match

☐ Record as transfer

☐ Record as credit card payment

Vendor/Customer ⓘ

Category * ⓘ

Customer/project ⓘ

☐ Billable

Tag ⓘ

Manage tags

Memo

BANK DETAIL A1 RENTAL BACKHOE RENTAL

Add attachment

Create a rule

Exclude

Split

Add

Split transaction

\$1,200.00

Downloaded transaction

A Rental

Payee

Select payee

CATEGORY	DESCRIPTION	CUSTOMER	BILLABLE	AMOUNT	
Uncategorized Expense		Select Customer (optional)	<input type="checkbox"/>		
Select category		Select Customer (optional)	<input type="checkbox"/>		

Add lines

Reset

Split amount

Original amount

Difference

\$0.00

\$1,200.00

-\$1,200.00

Memo

Add attachment

Cancel

Apply and accept

Credit Card Payments

☐ 02/20/2022 A Rental

☐ Categorize ☐ Find match ☐ Record as transfer ☒ Record as credit card payment




Select credit card * ⓘ Vendor ⓘ

Select Account Choose a vendor

Memo

Memo

BANK DETAIL A1 RENTAL

 Add attachment  Create a rule  Exclude

- Select the Record as credit card payment option.
- Choose the Credit Card & Vendor (optional).
- Select Add or Confirm.

Credit Card Payments

- Switch to the Credit Card account
- Locate the payment on the For Review Tab.
- Make sure to Match to the payment you just entered.

<input type="checkbox"/>	02/20/2022	A Rental
--------------------------	------------	----------

☐ Categorize ☐ Find match ☐ Record as transfer ☒ Record as credit card payment

Select credit card * ⓘ Vendor ⓘ

Memo

BANK DETAIL A1 RENTAL

Add attachment Create a rule Exclude

Credit Card Payments

- NOTE: Another option would be to enter the credit card payment as a Transfer. Both ways are acceptable.




<input type="checkbox"/>	03/23/2022	A Rental		Transfer to Uncategorized Expense
--------------------------	------------	----------	--	-----------------------------------

☐ Categorize ☐ Find match ☒ Record as transfer ☐ Record as credit card payment

Transferred to *

Memo

BANK DETAIL A1 RENTAL BACKHOE RENTAL

 Add attachment  Create a rule  Exclude

Bank Feed Errors

- 103 -Bank's online sign in credentials you entered in QBO do not match the bank's website.



Fix connection

Something kept us from connecting to get transactions here. Let's fix that. (103)

Fix this now

Bank Feed Errors

- 102 & 105 - There may be a problem on your bank's end. Their website may be undergoing maintenance or having server issues. This can interrupt the online bank connection in QBO.


Can't connect now

Something kept us from getting any transactions here right now, and that's all we know. Try again in a few hours. (102)

Update

Bank Feed Errors

- 185 - Your bank requires more information after you enter your credentials. This may mean your bank has additional security requirements, such as a security question, or a one-time passcode for you to address.



Security info needed

Mind if we verify that you're you? We do this from time to time to protect your info. (185)

Verify your info

Bank Feed Errors

- 108 - There's a message from your bank waiting for you on the bank website. You will need to sign into the bank and acknowledge you saw & read the message (usually new terms of service, announcements, and new offers).

There's a message on your bank's website that needs your attention

Sign in to your bank's website and respond to any new messages. If this doesn't solve the problem, we have some more tips to help you. (108)

[More info](#)

Bank Feed Errors

- 324 - QBO cannot find the account you setup when it tries to connect to your bank's website.



We can't find this account at your bank

Let's make sure the right accounts are connected to QuickBooks. This may take a few minutes. (324)

Reconnect your account

Bank Feed Errors

- 101 - No Valid Account. No transactions for the last 12 months showing in this account. Unable to accept terms & agreement from your online banking website.



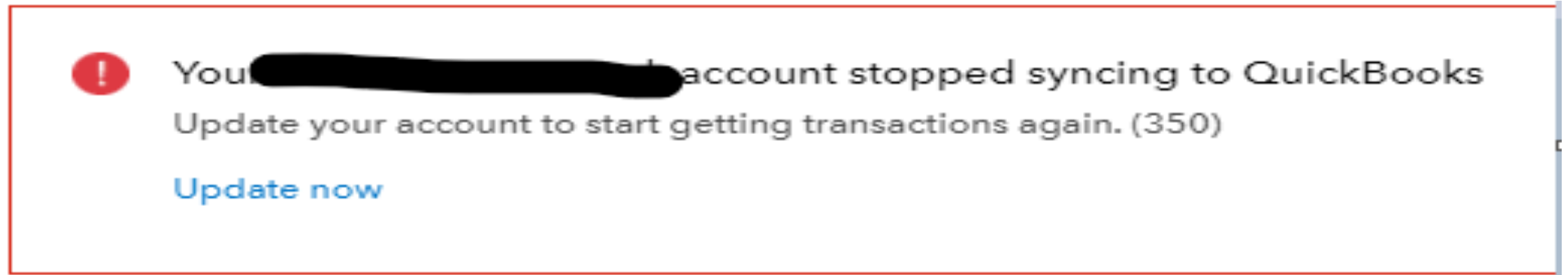
We can't get your transactions for you right now, but we're working on it.

We're fixing our connection to this bank as quickly as possible. Try updating again tomorrow. (101) Report this and get a message when it's fixed

Report this and get a message when it's fixed

Bank Feed Errors

- 350 - Some banks require you to reconnect every 90 days, others only need updates every 18 months. This error means the connection has expired, and your bank is requiring that you update the connection.



Questions??

Rebecca Wamsley
rwamsley@hwllp.cpa