Intuit Quicken & QuickBooks Users

Bank OZK is upgrading your business online banking experience on September 23rd, 2024. To ensure a smooth transition, it is necessary that you make changes within your Intuit software. Instructions and tips are provided below.

Questions beyond this information should be directed to the Customer Care Center (CCC) at 501-319-6139.

Conversion Instructions

- Quicken
- QuickBooks Desktop
- QuickBooks Online

Action Dates

The conversion instructions reference **two Action Dates**. Please note the following dates:

- **1st Action Date: Friday, September 20th (prior to 5pm ET)**
  - A data file backup and a final transaction download should be completed by this date. Please make sure to complete the final download before this date since transaction history might not be available after the upgrade.

- **2nd Action Date: Monday, September 23rd**
  - This is the action date for the remaining steps on the conversion instructions. You will complete the deactivate/reactivate of your online banking connection to ensure that you get your current Quicken or QuickBooks account/s set up and properly synch up with the new connection.

  - When asked to enter your banking credentials to reconnect to Quicken/QuickBooks, enter the business online banking **User ID** and **Password** setup during first-time login. When prompted, you will also need to enter your secure access/token code.
    - You no longer need separate login credentials for Intuit products (i.e., *qblogin*)
    - If you are a Treasury Management user, you will utilize the same Symantec token application used for business online banking login when accessing Intuit and prompted for a token code.

Important

Intuit aggregation services may be interrupted for up to 5 business days (until 9/30/2024). Users are encouraged to download a QFX/QBO file during this outage. The following services may not work during the outage:

- Quicken Win/Mac Express Web Connect
- QuickBooks Online Express Web Connect

Please carefully review your downloaded transactions after completing the migration instructions to ensure no transactions were duplicated or missed on the register.

Bank OZK