Quicken Help file

Cash Flow | Downloading online account statements

Downloading online account statements

You can download your latest cleared transactions, online account balances, and e-mail to Quicken from a variety of financial institutions, including banks and credit card companies.

Quicken compares the downloaded transactions to those already in your account register. Downloaded transactions are either matched to existing register transactions, or flagged as new. In either case, you have the option to review all matched and new transactions for accuracy prior to accepting them into your register.

Click a link below to see a brief overview of the topics covered in this section.

- Downloading an online account statement

  Transaction download helps you save time and improve the accuracy of your record keeping. Typically, when a check clears the bank or when a credit card purchase is processed, you find out about it the next time you go online. Transaction download simplifies reconciling your monthly statements and allows you to transfer funds between accounts at the same financial institution.

- Comparing downloaded transactions and updating my register

  After you download transactions and balances for your account, Quicken uses a matching process called compare to register to determine whether a downloaded transaction is new or has already been entered into the register manually. This process is flexible and allows you to choose the degree of control that's right for your situation.

- Comparing online payments and transfers and updating my register

  When downloaded payment transactions match the payment instructions you entered in your register when you created the payment, you will not see a Downloaded Transactions list or be asked to compare and accept the downloaded information into your register. This is because the register information is already up to date. When there is a difference between the downloaded information and the original payment instruction, the matching process for online payments and transfers is similar to the one for other types of downloaded transactions, as described above.

  There may be times when you requested that a payment be processed on a certain date, but it was processed slightly earlier because the requested date did not fall on a business day for your bill pay service provider. During compare to register, Quicken now gives you the option to update your register to reflect the actual processing date. Note that to avoid penalties, funds must be available on the day the payment is actually processed.

- Changing statement download options (Web connect only)

  If you use the Web connect method to download transactions from your financial institution, you can change settings which determine whether the data is saved as a separate file or entered directly into Quicken, and whether Quicken should stay open or automatically close after receiving the downloaded data.

- Communicating with your financial institution

  If you have questions about your downloaded transactions or about any of your holdings and balances (for investment accounts) contact the financial institution directly. You can call your financial institution, or you can send e-mail from the Online Center (if your financial institution supports the e-mail feature).

How does downloading work for credit card transactions?

- Downloading credit or charge card transactions

  The steps you take to use transaction download for a credit card account are just like those for a checking or savings account, but note that you must be tracking your credit card as a Quicken account (versus a split transaction from a checking account) for statement download to work. You download the transactions, compare and accept them into your Quicken register, and then reconcile your Quicken account.

  Credit and charge card accounts provide you with two additional services:

  - Quicken reminds you to pay your credit card bill when it's due. At the end of each billing cycle, the financial institution calculates the minimum payment due and the due date. The next time you download transactions, this information becomes available in Quicken so that it can remind you to pay the bill. However, not all financial institutions provide payment information. If it is missing from your downloaded information, contact your financial institution and do not call Quicken Product Support.
  - Quicken saves you time by categorizing your downloaded credit card transactions.

- How does matching work for credit card transactions?

  When a downloaded transaction is compared to your register transactions for a possible match, Quicken uses the following guidelines:

  - Starting with the earliest downloaded transaction, Quicken looks for the earliest register transaction that has a date within the last 30 days. (Transactions that have been previously matched are not considered for matches again.)
  - Then Quicken looks for a register transaction that has the exact same amount as the downloaded transaction.

- Disputing an incorrect credit card charge

  If you believe that there is a mistake in a downloaded credit or charge card transaction, contact your financial institution directly. Instructions for contacting your financial institution are usually printed on the back of your paper statement.

  Do not call Quicken Product Support about a disputed transaction. Only your financial institution can help you with disputed transactions.