

Introduction

As Pacific Premier Bank completes its system conversion, you will need to modify your QuickBooks Desktop settings to ensure that your data connectivity transfers smoothly to Columbia Bank's system. This document contains instructions for both Windows and Mac, and both connectivity types (Direct Connect and Web Connect).

IMPORTANT: As part of the bank transition, Direct Connect will be unavailable for an estimated 5 to 14 business days after January 26, 2026. Please utilize another connectivity type if you need transaction updates during this downtime. There is no delay for Web Connect. Once processing is complete, you will be provided with new Direct Connect login credentials.

To navigate this document, just click the link below that matches your product connectivity:

Instructions for One-Step Update initiated from within QuickBooks

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Instructions for Downloading a Web Connect file from Columbia's Commercial Online Banking Site

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QuickBooks Windows Direct Connect

Action Date: January 23, 2026 by 4:00 p.m. PT

Back Up QuickBooks Windows Data File.

1. Choose **File > Back Up Company > Create Local Backup**.
2. Download the latest QuickBooks Update. Go to **Help > Update QuickBooks Desktop**.

Deactivate online banking connection for accounts connected to Pacific Premier Bank.

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

Action Date: On or after January 26, 2026

Reconnect online banking connection for accounts that apply.

1. Choose **Lists** menu > **Chart of Accounts**.
2. Right-click on an account you would like to activate 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 will appear.
4. Enter Columbia Bank in the search field and select **Continue**.
5. Enter your Direct Connect credentials. Direct Connect requires credentials that do not match your Columbia Commercial Online Banking credentials. Contact Columbia Bank if your login information does not work.
6. Ensure you associate the accounts to the appropriate accounts already listed in QuickBooks. Link to your existing accounts in the drop-down options labeled **Select Existing or Create New**.
Important: Do NOT select "Create New Account" unless you intend to add a new account to QuickBooks. If you are presented with accounts you do not want to track in this data file, choose **Do Not Add to QuickBooks**.
7. After all accounts have been matched, click **Next** and then click **Done**.

QuickBooks Mac Direct Connect

Action Date: January 23, 2026 by 4:00 p.m. PT

Back Up QuickBooks Mac Data File.

1. Choose **File > Backup**.
2. Download the latest QuickBooks Update. Choose **QuickBooks > Check for QuickBooks Updates**.

Deactivate online banking connection for accounts connected to Pacific Premier Bank.

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 for any additional accounts that apply.

Action Date: On or after January 26, 2026

Reconnect online banking connection for accounts that apply.

1. Choose **Banking > Online Banking Setup**.
2. Type Columbia Bank in the search field, then click **Next** and follow the instructions in the setup screen.
3. Select **Yes, my account has been activated for QuickBooks Online Services** in the Online Banking Assistant window. Click **Next**.
4. Enter your Direct Connect credentials. Direct Connect requires credentials that do not match your Columbia Commercial Online Banking credentials. Contact Columbia Bank if your login information does not work.
5. For each account you wish to download into QuickBooks, click **Select** and **Account** to connect to your existing account's registers.
6. Click **Next**, and then click **Done**.
7. Repeat this step for each account that you have connected to Columbia Bank.

QuickBooks Windows Web Connect

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3. Click the **Bank Feeds Settings** tab in the **Edit Account** window.
4. Select **Deactivate All Online Services** and click **Save & Close**.
5. Click **OK** for any alerts or messages that may appear with the deactivation.
6. Repeat steps for any additional accounts that apply.

Action Date: On or after January 26, 2026

Reconnect online banking connection for accounts that apply.

1. Log in to Columbia Bank's Commercial Online Banking site and download your transactions to a QuickBooks (.qbo) file.

Note: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.

2. In QuickBooks, choose **File > Utilities > Import > Web Connect Files**. Locate your saved Web Connect file and select to import.
3. In the Select Bank Account dialog select **Use an existing QuickBooks account**.

Important: Do NOT select "Create a New QuickBooks Account" unless you intend to add a new account to QuickBooks.

4. In the drop-down list, choose your QuickBooks account(s) and click **Continue**. Confirm by selecting **OK**.

QuickBooks Mac Web Connect

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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 dialog boxes that may appear with the deactivation.
6. Repeat steps for any additional accounts that apply.

Action Date: On or after January 26, 2026

Reconnect online banking connection for accounts that apply.

1. Log in to Columbia Bank's Commercial Online Banking site and download your transactions into a QuickBooks (.qbo) file.

Important: Take note of your last successful upload. Duplicate transactions can occur if you have overlapping transaction dates in the new transaction download.

2. In QuickBooks, choose **File > Import > From Web Connect**. Use the import dialog to import your saved Web Connect file.
3. In the Account Association window, click **Select an Account** to choose the appropriate existing account register.

Important: Do NOT select "NEW" under the action column unless you intend to add a new account to QuickBooks.

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