Downloading American Express Charges into QuickBooks

One big advantage to using QuickBooks is that if you have a "typical" credit card instead of typing into QuickBooks what you charged you can ask the credit card companies to place the data for you right into your American Express register inside of QuickBooks.

It has one HUGE advantage and that is **it saves tons of time and is easily more accurate than the way most people pay their credit cards**.

This instruction sheet is specific to American Express because they have changed their method for downloading. If you can't download from Americanexpress.com this will show you how to fix it (90% of the time) and if you want to **START** this will show you as well**.**

The Way

There are two ways to get any credit card company to place what you charged last week into QuickBooks. **Below is a picture of WHAT WAS American Express's preferred method to download into QuickBooks. Go to their website, click on accounts and download.**

American Express has a security breach a few weeks ago and they have ceased allowing people to download this way for 1-2 months which is below Picture "A".

(I spoke to the department in charge of this).

They for the moment want you to do it directly inside of QuickBooks alone by clicking on "Bank Feeds, bring up picture #2 below and click "Send/Receive". **Picture way below #B.**

This instruction sheet today, August 6, 2019 is to show you how to "undo" the old way and download the new way.

They told me today in a month they should have it fixed and we all will be able to download *either way-from website into QuickBooks or directly from QuickBooks!*

IMPORTANT: I have helped many jewelers last week and this new way worked PERFECTLY, I tried it myself this morning, worked but said "You have no new transactions". Not true-I have 12. I called them back and was told:

"Sorry sir, we found some people won't be able to do it either way until we fix it. So, some people can download into QuickBooks and some will have to wait until we fix the whole thing. Sir, you are soooo special!"

Oh well. But here's the instructions. When I find out it works for everyone, I'll email out, try it and if it works, wonderful. If not, welcome to my very special club.

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1. It used to be that you'd go to their website, log in, open your account activity and click on a button **DOWNLOAD**, pick a date range and the card company will send a "packet" of your charges and payments that gets downloaded and opened into QuickBooks.
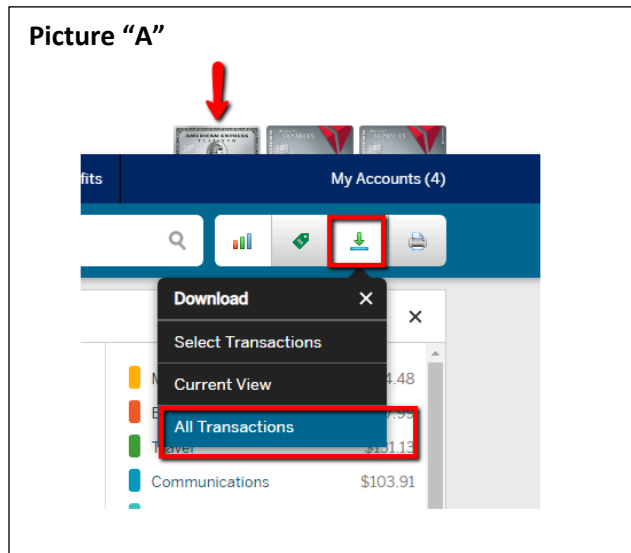
2. Once that was done everyone got this screen and click on "View" and you start.
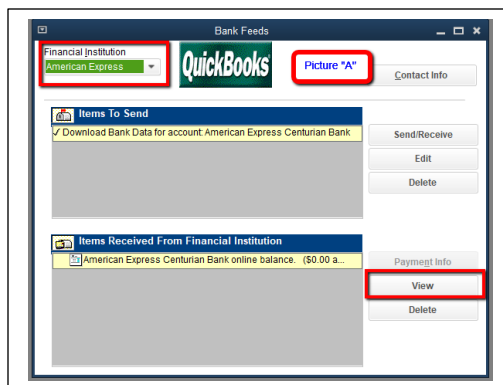
3. Now they require you to **NOT** go to their website but to just open in QuickBooks on the icon bar (Or "banking" top menu) **Bank Feed** and download from inside of QuickBooks and never go to the internet. This is actually easier.

Allow to explain the difference between *just downloading from inside of QuickBooks or going to a website*.

I'm a QuickBooks Pro adviser and afternoons I spend my time helping jewelers work with QuickBooks and 90% of the time every has The Edge POS and I help stores link them together.

Years ago, almost all credit card companies made it easy to stay in QuickBooks, open Bank Feeds and just hit the "Send/Receive button and Voilà, the download is there while you drink coffee.

Downloading American Express Charges into QuickBooks
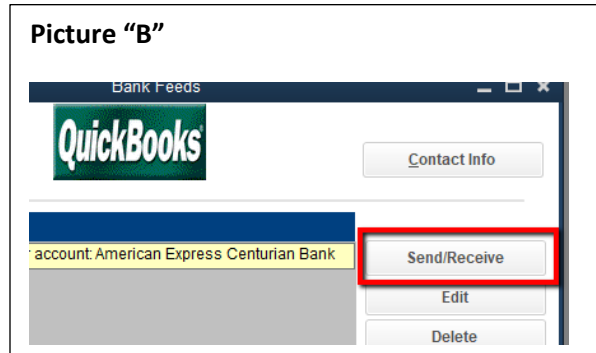
Then almost all of them changed and said you have to go to our website and download that way, "we won't allow you to do the download **inside of QuickBooks". Why?**

I asked one of the card companies years ago. If you request QuickBooks to download for YOU and never go to the web QuickBooks is **actually going into the card company's SERVER to get the info**. That's what hackers do! You could hack if had enough knowledge.

By going to the website and downloading that's really nothing more than **request a report that I can push into QuickBooks**. Along the line of just asking to download your pdf file statement.

Last week American Express changed to doing the download inside of QuickBooks. I called them and they had a data breach last week and changed the rules (nothing was taken-thankfully).

I'm surprised they went this route rather than just fixing the problem but sè la vie.

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If I helped you setup American Express download or would like to start, here's how.

First, I will start with assuming you have been going to the AmericanExpress.com site and downloading. It saves a file at the bottom of the browser, you click and open it **and then you see the box just Picture "B" above** and you did your work. Now you just **START with that box above, don't go to the website anymore.**

To start we must do these procedures, which I will give you detailed pictures:

1. If your QuickBooks at the very top says "Multi-User" you must make it Single User. If it doesn't say now "Multi User" then you are already in Single User Mode. Great!
2. To make Single User, others must be out of QuickBooks if you have multiple copies. Go to very top left **FILE**. Half way down choose **"Switch To Single User Mode". Will take a moment and will say "you're in Single User Mode.**
3. Now go to chart of accounts in QuickBooks, edit the account and on the "Bank Feed Settings" tab and bottom left click on "Deactivate All Online Services". You'll get a box warning you of something, just click **OK**. Click OK and close this screen.
4. You must now exit QuickBooks.

5. Then open QuickBooks again.
6. Go to very top menu , choose **Banking** and 9th down choose "Bank Feeds", to the right choose "Bank Feed for an account."
7. In the new window type "American Express". In blue below will say "American Express", click on it. A moment later another window pops up with two boxes.
8. There will be a place to type your American Express username (how to log in on the web to your account) and your password for the site. Enter both and click OK.
9. A new window will show your American Express account(s) and last 4 digits. To the right will be a down arrow.
10. Here you will have a list of **debt**, your credit cards should be listed near the top of this list. Click on the appropriate account and this **joins your American Express account on the web to your accounts in QuickBooks. Click "CLOSE".**
11. Now go to your icon bar or top Banking menu, choose "Bank Feeds', upper left chose your American Express account and on right click "Send/Receive". You'll now stay inside of QuickBooks, see a window with a green bar downloading and then **BAM!** There's the box you've seen for years. Click "View" and start adding your charges into QuickBooks as you have been doing.

It's really pretty simple to get this done.

Three Notes:

1. These instructions from very first are for those people who have been downloading Amex charges directly from the web.
2. If you have been downloading inside of QuickBooks like I have now shown you and gotten error messages anyway (helped someone today with that) fixing it is to follow these instructions which is to do **number 1 above** and *reset it up* and it will now work.
3. If you have NEVER downloaded from American Express and want to start just start with instructions #4 above and you're off and running.

People who have been downloading know what to do once you have downloaded. If you've never downloaded your American Express Card EVER, once setup way down below I will give a "mini course" on how to get and teach QuickBooks to enter what you have downloaded.

Here are pictures of how to do numbers 1 thru 9 above.

Downloading American Express Charges into QuickBooks

#1 If in multi user, change to Single User

JewelerProfit, Inc. - QuickBooks Accountant Desktop 2019(multi-user)(Admin)

ployees Banking Reports Window Help
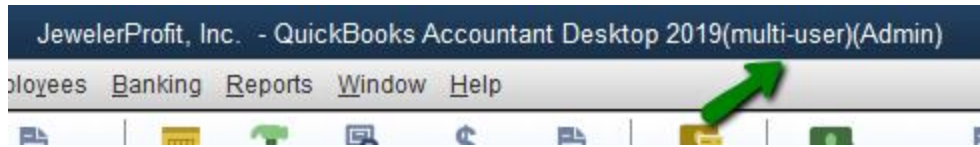
#2 Go to chart of Accounts (shortcut=Control+A)

◇ 2030 · Business Platinum AMX Card 07	Credit Card	0.00
◇ 2035 · American Express Centurian Bank	⚡ Credit Card	3,500.98
◇ 2040 · Citi Card	...it Card	1,400.00
◇ 2045 · Micro Center-Wells Fargo	Credit Card	0.00

Lightening bolt shows that this Amex card is connected to AmericanExpress.com
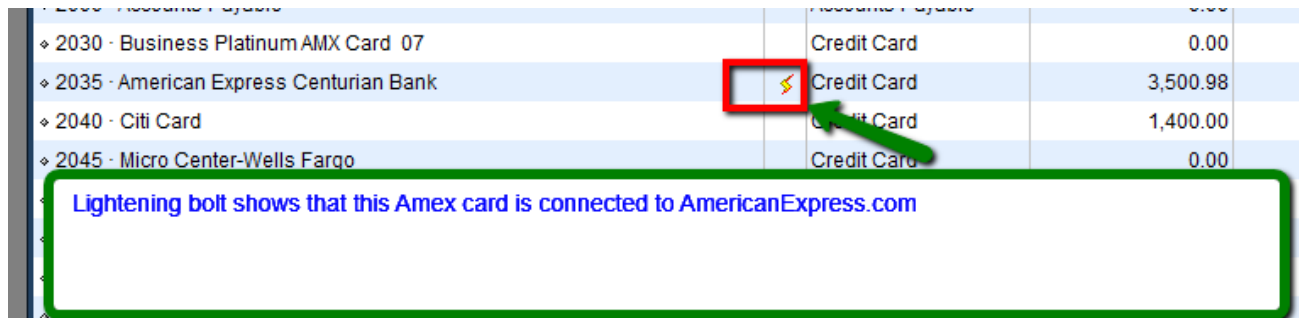
Right click and choose EDIT Account. Click on the **Bank Feed Settings** tab. At the bottom left click round dot "Deactivate all online services".

#3 Deactivate your previous online service. This will not delete anything if you have not already entered previous downloads

Edit Account

Account Type Credit Card   Number 2035

General   **Bank Feed Settings**

Account Name American Express Centurian Bank

◉ Activate Online Services

CONNECTION INFORMATION

Financial Institution   American Express

Account Customer ID   ▭▭▭▭▭▭▭

Last Download: 07/29/2019 (0 transactions)

This is your user name for AmericanExpress.com. Leave it

☑ Statement Downloads

☐ Online Bill Payments

◉ Deactivate All Online Services
If you deactivate all services, you will have to set then

Click Deactivate, then clcik "Save & Close"

☐ Account is inactive   **Save & Close**   Cancel

#6   On very top list of things you can open, click on BANKING and 9th down the list choose "Bank Feeds" and next choose "Bank Feed For An Account". Will then take about 15 seconds for the new window to come up, see #7 below this.
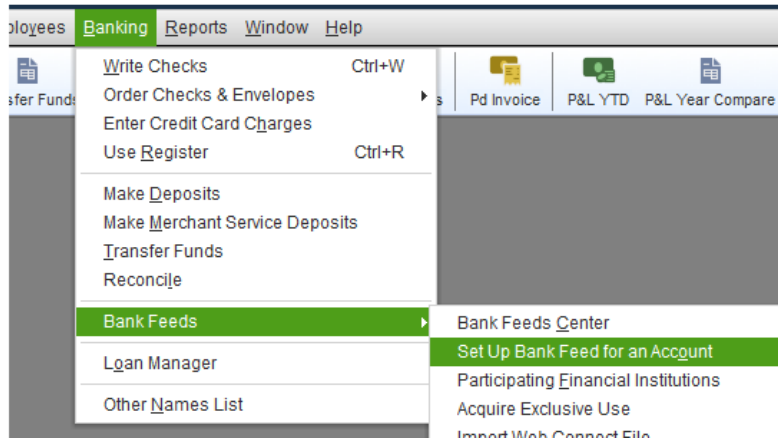
#7 Type American express and click on the blue line that came up
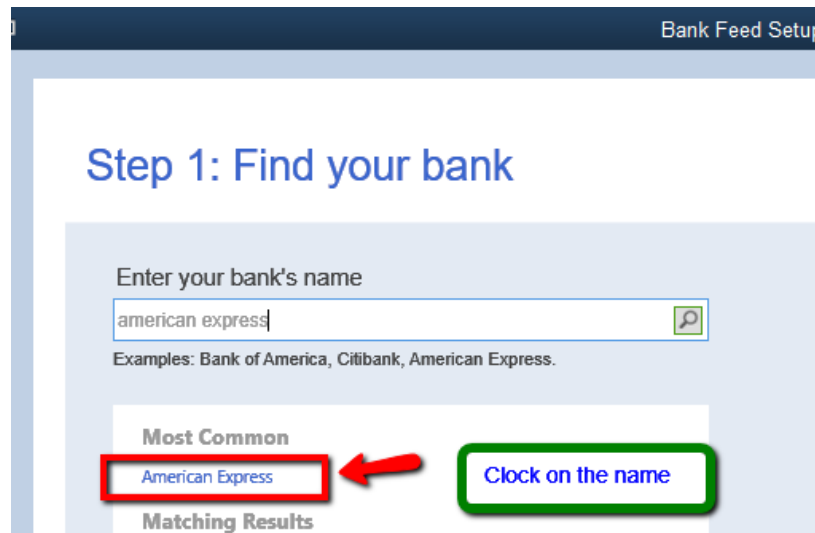
#8   Then this box comes up, type in the user ID and Passowrd you use to goto AmericanExpress.com and click "Connect"

#9 & 10 this window opens up showing you ALL of the American Express cards online for you. I personally have two for business (I placed red arrows next to them0 and two personal. We are not mapping the personal ones; they are not for business.

Click the down arrow next to the account to map and you'll see a list of credit card accounts and other liability accounts. Click and chose the appropriate American express account that is in QuickBooks.

#10   Once you've chosen the Amex accounts click "Connect". We are 95% done for downloading.

Step 3: Link your accounts

FIND   CONNECT   LINK   DONE

YOUR BANK ACCOUNTS	QUICKBOOKS ACCOUNTS
Credit Card-372827592481010 (XXXXXXXXXX 1010)	Select existing or create new
Credit Card-371274385401007 (XXXXXXXXXX 1007)	2030 - Business Platinum AMX Card 07 -
Credit Card-372528945531002 (XXXXXXXXXX 1002)	2035 - American Express Centurian Bank
Credit Card-373754639611012 (XXXXXXXXXX 1012)	Select existing or create new

Service provided by
https://www.americanexpress.com
1-800-297-7500

Back   Connect

If you go back to your chart of accounts and look at the Amex cards you'll see lightening bolts.

That means they are now connected to Amex and you are ready to ask American express to download for you into QuickBooks

◇ 1610 · Leasehold Improvements	Fixed Asset	4,248.32
◇ 2000 · Accounts Payable	Accounts Payable	0.00
◇ 2030 · Business Platinum AMX Card 07	Credit Card	0.00
◇ 2035 · American Express Centurian Bank	Credit Card	3,500.98
◇ 2040 · Citi Card	Credit Card	1,400.00

#11   Now go to your icon bar or top Banking menu, choose "Bank Feeds', upper left chose your American Express account and on right click "Send/Receive". You'll now stay inside of QuickBooks,, see a window with a green bar downloading and then **BAM!** There's the box you've seen for years. Click "View" and start adding your charges into QuickBooks as you have been doing.

You'll start here. Click "Send/Receive" and it will start downloading without going to the internet.

#11 continued

Bank Feeds

Financial Institution
American Express

QuickBooks

Click here and...

Items To Send
✓ Download Bank Data for account: American Express Centurian Bank
✓ Download Bank Data for account: Business Platinum AMX Card 07

Send/Receive

Edit

Access to American Express

QuickBooks

This password box pops up. Type in your American Express password (the one for their website) and click OK

Password ●●●●●●●●●●●●●●●●

OK   Cancel   Help
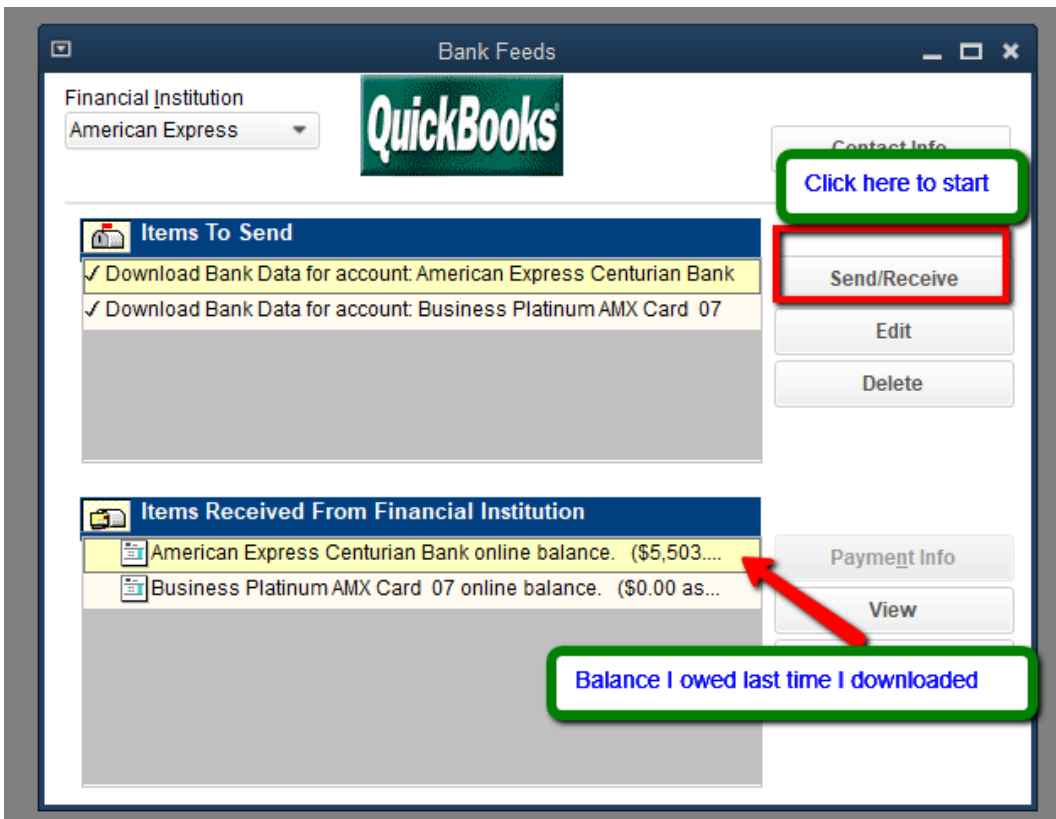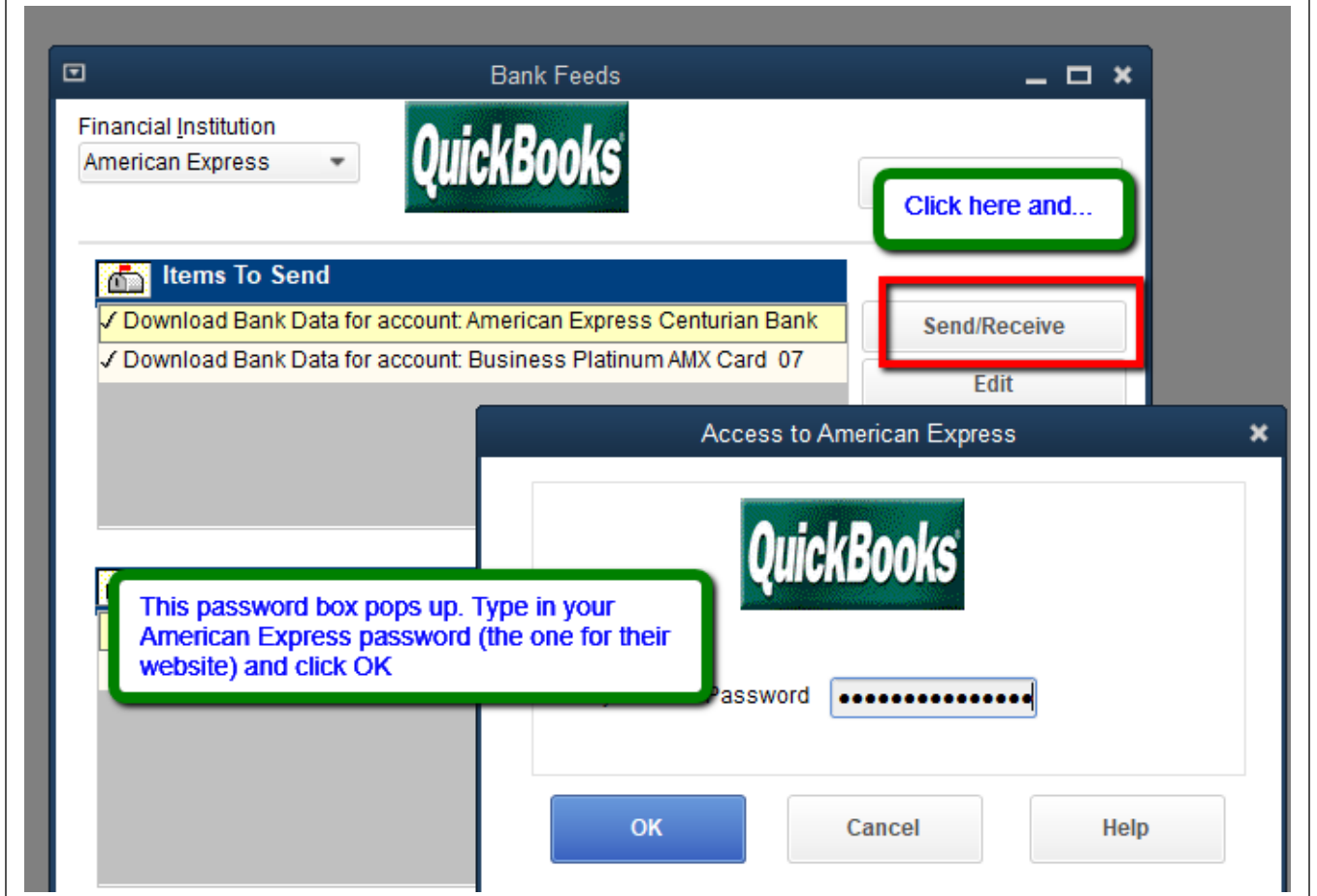
As you download this small window shows the progress.

Online Status at American Express

QuickBooks

Sending Online Instructions...

99 %
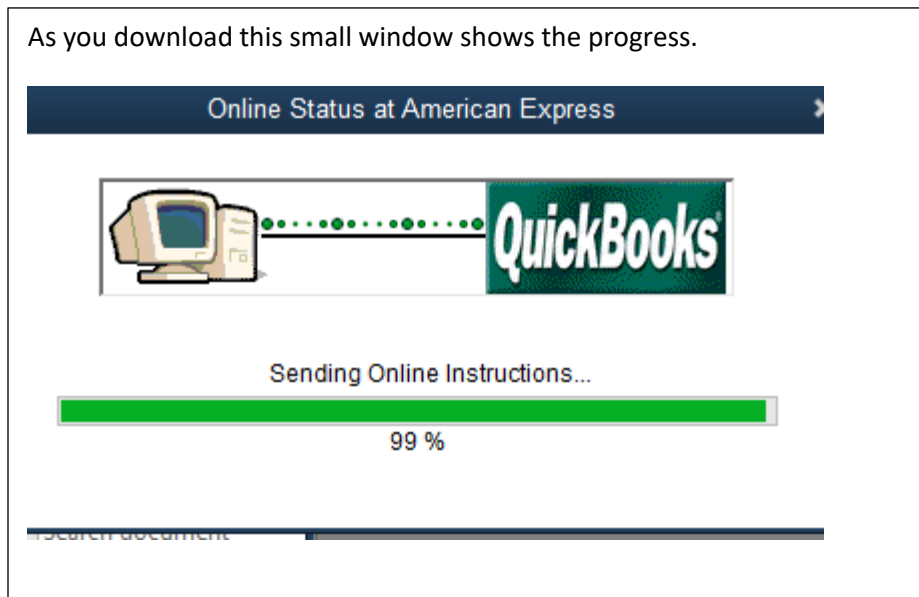
This is what we see when we first open up with View. The top green area is our Amex credit card register in QuickBooks and the bottom is what is presented to us by American express, The same data as on the statement when it arrives.

Notice some say "Matched". These are charges you entered by hand into the Amex account in QuickBooks. Your payments to American Express **have to be entered by you in advance on a timely basis. A MUST!**

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Then you start working on the "Unmatched" one. Click on one of them on bottom of screen and click "add one to register'.

> The bottom of the screen are charges you have not entered as of yet by hand. Click on ONE unmatched one in the bottom screen, very bottom click on "Add One To Regsiter" and if you have put it in before it will automatically add it to the top screen, which is your quickBooks Amex account. Then click "Record" on far left.

More than like it won't know the vendor name, which American express received from the credit card machine who charged you!

Notice that QuickBooks didn't recognize "Shell Oil" and I've bought lots of gas from them with my American Express card. Notice in the blue circle American Express sees a long name "Shell Oil 57430…."

The number is a transaction number making up **Their vendor Name**.

You don't want to Quick Add that, you'll have a gazillion of these names. Click on "Create Alias" and when THAT box comes up, choose from that list "Shell Oil" and if in there, choose it. If not "Quick Add" there

Looks like this:

This is your goal, to have all matched because they were entered. Saves time. Click DONE and you're finished.

If you need help just let me know. When Amex has the big fix done I'll email it out to everyone.

David Geller || david@Jewelerpropfit.com || (404) 255-9565