

Help for Intuit Marketplace

To search for a Help topic, click the Search button above.

About Intuit Marketplace

Introduces Intuit Marketplace, describes the Intuit check guarantee, tells you how to send your order to Intuit, and tells you how to check on your order.

Product list

Describes Intuit products and gives you product-specific ordering instructions.

Reference and tips

Describes the Intuit Marketplace window, buttons, and panels.

Catalog

Provides detailed descriptions of the products you can order through Intuit Marketplace.

Attention Help Writer - Modem Information

Include either qmodem.doc or nomodem.doc in the Intuit Marketplace help, depending on whether or not your application supports sending in orders via modem. You do not need to make changes in any of the documents for the purpose of including or excluding modem information,.

If you include both files (qmodem and nomodem), you will get duplicate-topic error messages.

Questions and answers about Intuit checks

Why should I use Quicken to print checks?

Are Intuit checks accepted everywhere?

Is having two sets of check numbers a problem?

Why must I have check numbers printed on my Intuit checks?

What are check logos?

How can I get another Intuit catalog?

How do I prevent wasted checks?

Intuit's check guarantee

All Intuit checks are triple guaranteed. We guarantee that:

- Your checks will be accepted by your bank.
- Your checks will work with your Windows-compatible printer.
- Your check order will be printed as you submitted it.



Why should I use Quicken to print checks?

- Printing checks with Quicken saves you time. Once you've entered your data into Quicken, you can press a button to print checks in just seconds.
- Checks printed with Quicken are legible and attractive, which helps you look more organized and professional.



Are Intuit checks accepted everywhere?

- Intuit checks are printed to the exacting standards of the American Banking Association and are approved by all banks, savings and loans, credit unions, and brokers across the United States and Canada.
- Intuit checks are guaranteed to be accepted EVERYWHERE your checks are accepted now.



Is having two sets of check numbers a problem?

It isn't a problem to have two sets of check numbers, because:

- Quicken can easily manage two sets of check numbers in one account.
- The bank isn't concerned about which numbers you use on your checks, because check numbers are for your own records.

Tip: It may be an advantage to have two sets of check numbers if you want to be able to tell immediately if a check in question is one you printed directly from Quicken or wrote by hand. If you are going to have a separate set of checks for writing checks by hand, when you order your Intuit checks, specify the starting number to be considerably greater than your other check numbers. For example, if your other check numbers are in the 1000 range, begin your Intuit checks at 4001.



Why must I have check numbers printed on my Intuit checks?

The check number printed on the upper right corner of each check helps you and Quicken to keep track of your checks and provides a handy way to reference them.

The check number printed with magnetic ink along the bottom of each check enables the bank's automated equipment to read the check number electronically.



What are check logos?

Check logos are small graphics printed on your checks. A logo can represent your company's business.

Intuit offers a selection of Free Logos to use as logos, or we can print a custom logo from your own artwork for a slight extra charge.

See also...

[How to order a check logo](#)



Order a check logo

To order a logo on your checks:

1. In the main Intuit Marketplace window, click the Checks button to begin your check order.
2. In the [Logo \[Optional\]](#) section of the Your Name and Address window, specify whether you want a free graphic or your own custom artwork printed on your checks.
3. If you decide to use a free logo, select one from the pull-down list.

See also...

[**Sending your camera-ready artwork to Intuit**](#)



How can I get another Intuit catalog?

- Click the Catalog button in the Intuit Marketplace window to see the onscreen catalog.
OR
- Call Intuit Supplies Customer Service for another paper catalog. See [Intuit Marketplace address and phone numbers](#).

Quick steps to order a product

Follow these quick steps to order any Intuit product:

1. **Select a product to order.**
2. **Specify product options.**
3. **Review and verify your check order.**
4. **Modify your order by changing or deleting items.**
5. **Specify payment and delivery methods.**
6. **Preview and print your order.**

If you're ordering checks or deposit slips by mail, enclose a sample marked "void."

If you're ordering by FAX, make a photocopy of your check or deposit slip to ensure legibility, and then FAX the copy to us. We need the samples to insure accurate reproduction of your account number and your bank's code numbers.

Selecting a product to order

Click the appropriate product button at the top of the Intuit Marketplace window. For example, if you want to order checks, click the Checks button.



For information about the types of products available, click the Catalog button in the Intuit Marketplace window.

Specifying product options

Each product has options for you to specify, such as check size, style, and quantity.

When you click a product button, a series of windows appears where you can enter options specific to the product.

For assistance while selecting options:

- Follow the instructions in the advisor panel on windows where the panel appears.
- Press F1 or click the Help button in the window to get information about the options in that window.
- Click the Catalog button for a product description.

See also...

Using the advisor panel

Reviewing and verifying your check order

When you finish entering information for a check order, the Verify Check Order window appears. From this window, you can go back and make changes to your check order, if necessary. This window appears only for check orders.

Modifying your order by changing or deleting items

Review your entire order in the order summary panel of the main Intuit Marketplace window. The order summary shows all the items in your current order.

If you want to modify your order:

- Use the Change Item button.

OR

- Use the Delete Item button.

Specifying payment and delivery methods

1. Click the Order button in the Intuit Marketplace main window.
2. Enter payment and delivery information, such as where and how you'd like your products delivered, how you want to pay for them, and the sales tax for your county. If you don't know your sales tax, guess.



Start Intuit Marketplace

To start Intuit Marketplace from Quicken:

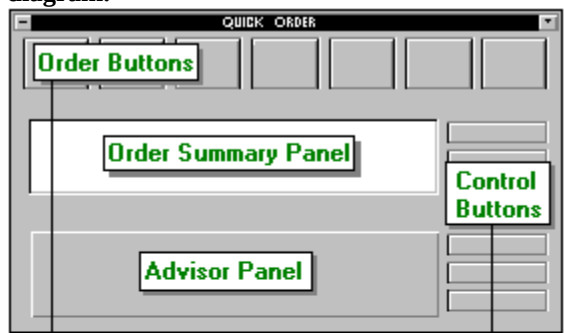
- From the Activities menu, choose Order Software/Supplies.

To start Intuit Marketplace from Windows, if Quicken isn't open:

- Open the program group where you installed Quicken, and then double-click the Intuit Marketplace icon.

About the Intuit Marketplace main window

To learn about a specific part of the Intuit Marketplace main window, click on that part in the following diagram.



Checks
Business Forms
Window Envelopes
Deposit Slips
Stationery
Other Products
Stamps
Software

Change Item
Delete Item
Pay/Deliver
Exit
Help
Catalog
About



Order checks

You can order checks on [continuous or single sheet paper](#).

To order checks, you need to provide the following information:

- [Voided check](#)
- [Account number](#)
- [Bank fractional number](#)
- [Printer information](#)

To start your check order:

- In the Intuit Marketplace window, click the Checks button.

Use the Continue or Back buttons to move through the windows.

When you've completed the check order process, you can review your order in the Verify Check Order window.

See also...

[Quick steps to order a product](#)



Reorder checks

To reorder checks:

1. Click the Checks button.
2. Choose to reorder checks with or without changes.
3. Select the account for which to reorder checks.
4. Click Continue.



Order window envelopes

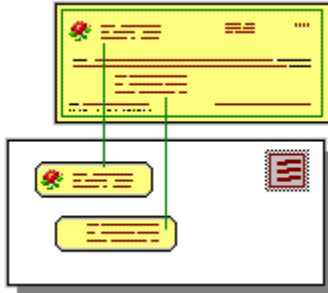
Double-window envelopes come in three sizes:

Standard: 8 11/16" x 3 5/8" to fit Intuit's standard and voucher checks

Wallet: 6 1/4" x 3 1/2" to fit Intuit's wallet size checks

Invoice: 9 1/16" x 4 1/8" to fit Intuit's invoices and statements.

The envelopes have windows in the precise locations where your return address and your recipient's address appear.



To order double-window envelopes:

- In the main Intuit Marketplace window, click the Window Envelopes button.

See also...

[Quick steps to order a product](#)

Specifying the size and quantity of double-window envelopes

1. Select an envelope size.

Standard: 8 11/16" x 3 5/8" to fit Intuit's standard and voucher checks

Wallet: 6 1/4" x 3 1/2" to fit Intuit's wallet size checks

Invoice: 9 1/16" x 4 1/8" to fit Intuit's invoices and statements.

2. Select a quantity of envelopes to order.

The price display changes to reflect the size and quantity of envelopes you select.

3. Click OK to return to the Intuit Marketplace main window.



Order forms leaders

Forms leaders are reusable paper products that you use with your [continuous-feed or InkJet printer](#) to prevent wasted checks.

Continuous: Choose continuous forms leaders for printers equipped with a continuous paper feeder. Some continuous-feed printers cannot print the first check, because the continuous paper tractor feed is above the print head. When you use continuous forms leaders, you can print all the checks.

InkJet: Choose InkJet forms leaders if you're using three-to-a-page checks with your InkJet printer. Using a forms leader, you can print just one or two checks without wasting the other checks on the page.

Note: You DO NOT need to use forms leaders with a laser printer that has an envelope feeder. If your laser printer does not have an envelope feeder, you may want to use InkJet forms leaders.

To order forms leaders:

1. Click the Other Products button.
2. Select Forms Leaders, and click OK.
3. Select the type and quantity of forms leaders you'd like to order.
4. Click OK.

See also...

[Quick steps to order a product](#)

Specifying the type and quantity of forms leaders

1. Select either continuous or InkJet forms leaders.

Order continuous forms leaders if your printer has a tractor feed above the print head. Continuous forms leaders have strips on the sides that contain pin-holes.

Order InkJet forms leaders if your printer accepts single sheets of paper.

Note: You DO NOT need to use forms leaders with a laser printer that has an envelope feeder. If your laser printer does not have an envelope feeder, you may want to use InkJet forms leaders.

2. Select the number of forms leaders to order. The price display changes to reflect the quantity selected.
3. Click OK.

You can use each forms leader up to 50 times.

See also...

[Printer types](#)



Order deposit slips

You can order deposit slips for checking, savings, or other accounts. If you mail or FAX your order, please include a sample deposit slip.

To order deposit slips:

1. Click the Deposit Slips button in the main Intuit Marketplace window.
2. Enter your name and address.
3. Enter your bank's name and address.
4. Enter your **bank account number**.
5. Enter your **bank fractional number**.
6. Select the quantity of deposit slips to order. The price display changes to reflect the quantity you select.
7. Click OK to return to the Intuit Marketplace main window.

See also...

[Quick steps to order a product](#)



Enter your deposit slip information

To order deposit slips imprinted with your bank account information:

1. Enter your name and address.
2. Enter your bank name and address.
3. Enter your **bank account number**.
4. Enter your **bank fractional number**.
5. Select the quantity of deposit slips to order. The price display changes to reflect the quantity you've selected.
6. Click OK to return to the Intuit Marketplace main window.



Order stamps

To order stamps:

1. In the main Intuit Marketplace window, click the Stamps button.
2. Select the type of stamp you'd like to order.

[Endorsement Stamp](#)

[Return Address Stamp](#)

[Message Stamp](#)

3. Click OK. In the window that appears, enter information for your stamp.
Be sure to type names, addresses, and messages exactly as you want them to appear.
4. Click OK to return to the Intuit Marketplace main window.

See also...

[Quick steps to order a product](#)

Selecting a stamp

Select the type of stamp you'd like to order and click OK.

Your stamp choices are:

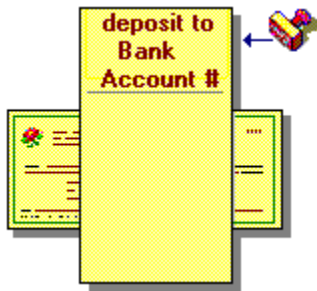
Endorsement Stamp

Return Address Stamp

Message Stamp

Endorsement stamp

Use endorsement stamps to endorse the back of your checks with your deposit information. The stamps are pre-inked with black ink and make over 25,000 impressions.



To enter information for your endorsement stamp:

1. Enter your bank name, your name (or the name on the account), and your account number.
2. Check all entries for accuracy.
3. Click OK to return to the Intuit Marketplace main window.

Return Address stamp

Use return address stamps to quickly place your address on items such as envelopes, stationery, or business cards. The stamps are pre-inked with black ink and make over 25,000 impressions.

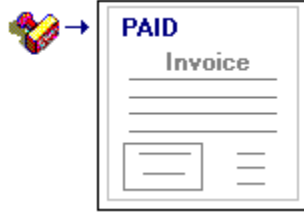


To enter your return address:

1. Enter from one to five lines of text. When you've completed a line, press Enter to begin the next line.
The price changes if you enter more than three lines.
2. Check all entries for accuracy.
3. Click OK to return to the Intuit Marketplace main window.

Message stamp

Use message stamps to stamp a message on items such as invoices, envelopes, or notes. The stamps are pre-inked with blue or red ink and make over 25,000 impressions.



To select a message for your stamp:

1. Select the message you want to appear on your stamp. Note that the ink color depends on the message you select.
2. Click OK to return to the Intuit Marketplace main window.



Order stationery and envelopes

You can order stationery sheets and matching envelopes with or without your personal imprint.



To order stationery and envelopes:

1. In the main Intuit Marketplace window, click the Stationery button to display the Stationery and Envelopes window.
2. Select Stationery or Envelopes under Item. (If you want to order both stationery and envelopes, you must go through this process twice and order them separately.)
3. Enter your name and address, your telephone number, or any other message you want printed on your stationery sheets. (You may want to put your phone number only on the stationery and not on the envelopes.)
4. Select white, ivory, or gray paper.
5. Select the quantity of stationery or envelopes you want to order.
6. Click OK to return to the Intuit Marketplace main window.

See also...

[Quick steps to order a product](#)

Stationery

To order stationery and envelopes:

1. Select Stationery or Envelopes under Item. You need to perform a separate order for each.
2. Under Imprint, enter your name and address, your telephone number, or any other message you want printed on your stationery sheets. You can enter different information for your stationery and envelopes. For example, you may want to include your phone number on your stationery, but not on your envelopes.
You can enter as many as five lines of text. When you've completed a line, press Enter to begin the next line.
3. Select white, ivory, or gray stationery.
4. Select the quantity of stationery or envelopes you want to order. The price display changes to reflect the quantity you select.
5. Click OK to return to the Intuit Marketplace main window.



Change an item in the order summary

To edit the information for an item in the **order summary**:

1. Click the item in the order summary to select it.
2. Click the Change Item button.
3. Make your changes in the window, and then click OK.

See also...

[Deleting an item from the order summary](#)



Delete an item from the order summary

To delete an item from the **order summary**:

1. Click the item in the order summary to select it.
2. Click the Delete Item button.
A message appears, asking "Are you sure you want to delete this [name of item]?"
3. Click Yes to delete the item, or click No to cancel the deletion.

See also...

[Changing an item in the order summary](#)

Entering your delivery address

To enter a delivery address:

- Under Ship To, enter the name, address, phone number, and FAX number, if applicable, of the location where you want to receive your order. This does not need to be the same address as the one that appears on your checks.



Exit Intuit Marketplace

- Click the Exit button to close Intuit Marketplace.

OR

- Close the Intuit Marketplace window.



Get Help for Intuit Marketplace

Most Intuit Marketplace windows have an [advisor panel](#) that gives you important instructions and information about your order as you fill it out.

Read the text in the panel and follow the easy steps to successfully complete your order. For additional information, you can always click the Help button.

To get help from the Intuit Marketplace main window:

- Click the Help button or press F1.

To get help for a specific window:

- Click the Help button inside the window.

To learn how to use Help:

- Choose How to Use Help from the Help menu on this window.

For descriptions of the available products, click the Catalog button.

Using the advisor panel

The advisor panel appears in the Intuit Marketplace main window and on several order windows.



The advisor panel provides information and instructions as you enter your order.

Read the text in the panel and follow the steps to successfully complete your order. For additional information, click the Help button in the window.



Access the onscreen catalog

To see the Intuit Marketplace catalog onscreen:

- Click the Catalog button.
The catalog contains detailed illustrations and descriptions of the Intuit products you can order online.

If the onscreen catalog does not contain the information you need:

- Refer to the paper catalog that came in your Quicken box.

If you need another paper catalog:

- Call Intuit Supplies Customer Service. See [Intuit Marketplace address and phone numbers](#).

About Intuit Marketplace

To see the version number of the Intuit Marketplace program:

- In the Intuit Marketplace main window, click the About button.

Tip: If you're calling Intuit Technical Support to ask a question about Intuit Marketplace, click the About button before you call. The Technical Support representative may ask which version of Intuit Marketplace you're using.

Using the order summary

The order summary gives you an opportunity to review your order and make any necessary changes before you print it.



The order summary shows the item number, description, and price of each item you order. It also shows an order subtotal.

See also...

[Changing an item in the order summary](#)

[Deleting an item from the order summary](#)

Printer information

To correctly guide you through your order, Intuit Marketplace needs to know what type of printer you are using.

If you are using an InkJet, BubbleJet, or any printer that doesn't have an envelope feeder:

- Click Yes and then click OK.

If you are using a printer that has an envelope feeder, such as most laser printers:

- Click No and then click OK.

See also...

Printer types

Sending your check marked "void"

We may need one of your current checks for accurate reproduction of your account number and your bank's code numbers.

- If you transmit your order via modem, we can tell you if you need to send a voided check.
- If you're mailing your order, be sure to include a sample check or deposit slip marked "void."
- If you're FAXing your order, include a copy of your check with your FAX. (Please photocopy the check before FAXing it, as this improves legibility.)



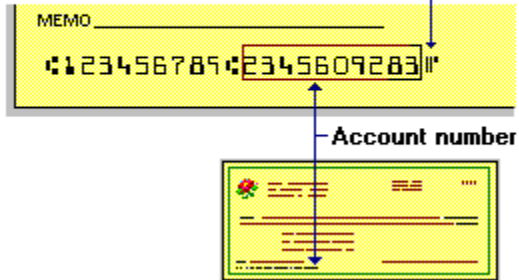
About the bank MICR specification sheet

If you don't have any checks, get a MICR (magnetic ink character recognition) specification sheet from your bank, and send it to Intuit with your order.

Account Number

- Enter your account number as it appears on your current checks, deposit slips, passbook, or monthly statement.
The location of account numbers within the "number line" may vary from bank to bank.

Your account number is usually (but not always) located in this part of your check and includes this symbol



Selecting check size, style, and quantity

To see examples of the different sizes and styles of checks available:

- Click the Catalog button.

To select the size, style, and quantity of checks to order:

1. Click the [Standard](#), [Voucher](#), or [Wallet](#) button.
The choices in the Style field change based on your size selection.
2. Select a style.
3. Select the quantity of checks to order.
The price display changes to reflect the style and quantity you've selected.
4. Click Continue to go on.

Name, address, and logo

To enter your name and address:

1. Click the text entry box, then enter the text exactly as you want it to appear on your checks. Press Tab or click in the box to move to the next line.
2. Check the Bold boxes beside the lines you want to appear in **bold** typeface on your checks. (You can only make a line bold if the lines above it are also bold.)

Since you can enter up to five lines under Name and Address, you may want to include your phone number.

Don't worry if your name and address is truncated on the sample check. As long as the information is correct in the Verify Check Order window, it will print correctly on your checks.

If you notice that any area of the sample check contains a mistake, you can double-click on that area to go back to that part of the check order process.

See also...

[Logo options \(free graphics and custom artwork\)](#)

Logo options (free graphics and custom artwork)

If you don't want a logo on your checks:

- Click None.

To order a free logo printed on your checks:

1. Click Free Logo.
2. Select the name of the logo you want to use from the Logo Description drop-down list.

To order a free monogram printed on your checks:

1. Click Monogram.
2. Enter a letter in the box next to Monogram.

To order custom artwork printed on your checks:

1. Click Your Artwork.

When you click Your Artwork, Intuit Marketplace automatically checks the \$35 One-Time Setup Charge box. You must pay the setup fee if:

This is the *first time* you are ordering custom artwork. (You can order the same artwork in the future without incurring additional charges.)

OR

You are sending us new camera-ready art to replace your existing artwork.

Note: We will call you for approval if additional charges are required for touchup, typesetting, or rearrangement. Your custom logo will be sized to fit our double-window check envelope.

2. Type a brief description of your artwork in the entry box.

See also...

[Sending your camera-ready artwork to Intuit](#)

Bank Name and Address

To enter your bank's name and address:

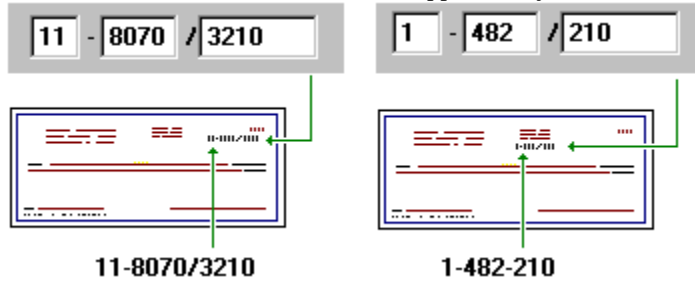
- Click the text entry box, then enter the bank's name, city, state, and zip code exactly as you want them to appear on your checks. Press Tab or click in the box to move to the next line.

Don't worry if the bank name and address is truncated on the sample check. As long as the information is correct in the Verify Check Order window, it will print correctly on your checks.

If you notice that any area of the sample check contains a mistake, you can double-click on that area to go back to that part of the check order process.

Bank Fractional Number

Enter the bank fractional number as it appears on your current checks or deposit slips.



Bank fractional numbers may appear in a variety of formats, as shown below.

$\frac{11-24}{1210 (8)}$ $\frac{1-8}{210}$ 46-9/1131-0 10-2/220

Don't worry if the numbers don't exactly fit the entry boxes. As long as we have all of the numbers, we'll be sure they appear correctly on your checks.

Exception:

$\frac{11-24/22}{1210}$ — When the top number contains a slash, omit the numbers following the slash.

If your bank does not use fractional numbers, enter an "X" in each entry box.

Starting Check Number

Enter the number you want to use as the starting number for your new checks. For example, if your current ending check number is 1000, you probably want to start your new checks with a starting number of 1001.

Starting check number requirements:

- The number must be from three to five digits; for example, 101, 2001, and 10001 are all valid starting check numbers.
- The lowest number you can use for a starting check number is 101.
- The starting check number plus the quantity ordered must not exceed five digits. For example, the number 90001 is allowed if you order 500 checks. It is not allowed if you order 1000 checks.

Tip: If you have a current stock of checks and want to use them up, or if you write checks away from home, you can order a greater starting number for your Intuit checks. That way, you avoid any confusion or possible duplication of numbers. For example, if your personal check numbers are in the 1000 range, begin your Intuit checks at 4001.

See also...

[Is having two sets of check numbers a problem?](#)

Signature lines

Click One Signature or Two Signatures to specify the number of signature lines you want printed on your checks.

Typically, two signature lines are used for a business or dual account where two signatures are required for checks written on that account.

Verifying your check order

Look carefully at each piece of information in the verification window. After you've reviewed your check order, do one of the following:

If your check order is correct:

- Click OK to verify your order and return to the Intuit Marketplace main window.

If your check order is not correct:

1. Make your changes, click Continue, and then make more changes if required.
2. Review your check order in the Verify Check Order window again, and then click OK if it's correct.

Note: The Verify Check Order window contains information for check orders only.

Selecting a printer and printing your order

To use the default printer to print your order:

- Click OK .

To select a different printer if other printers are available:

1. Click Specific Printer, and use the drop-down to list
2. Click OK to print your order.

Order buttons

Click one of the order buttons to order that type of product.

For example, click the Deposit Slips button to begin the ordering process for deposit slips. Intuit Marketplace then displays a series of windows in which you specify information for your deposit slips, such as your name and address, your bank's name and address, and your account number.

For information about ordering specific products, see:

[Checks](#)

[Business Forms](#)

[Window Envelopes](#)

[Deposit Slips](#)

[Stationery](#)

[Other Products](#)

[Stamps](#)

[Software and Manuals](#)

Control buttons

Use these buttons to edit and send your order:

[Change Item](#)

[Delete Item](#)

[Order](#)

Use this button to close Intuit Marketplace:

[Exit](#)

Use these buttons to get information about Intuit Marketplace and Intuit products:

[Help](#)

[Catalog](#)

[About Intuit Marketplace](#)

Shipping costs

If you have ordered over \$250 worth of supplies (not including software and manuals), and you have selected Priority Shipping, you are asked to:

1. Call Intuit Supplies Customer Service to have them calculate the shipping charges for you. [Click here for the phone number.](#)
2. Enter the shipping charge Intuit calculates for you.
3. Click OK to clear the shipping charge message. The shipping charge you enter is automatically calculated in your total.

About Intuit Marketplace

[Overview of Intuit Marketplace](#)

[Quick steps to order any product](#)

[Intuit's check guarantee](#)

[Questions and answers about Intuit checks](#)

[Verifying, printing, and mailing your order](#)

[Checking up on your order](#)

Product list

Checks

Invoices

Statements

Window envelopes

Deposit slips

Stationery

Forms leaders

Rolodex cards

Mailing labels

Stamps

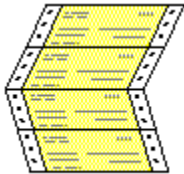
Software and manuals

Comparing paper types



single-sheet paper

InkJet and laser printers use single-sheet paper. Each sheet can be fed through the printer individually.



continuous paper

Printers with tractor feeds use continuous paper. Continuous paper has removable strips on the sides that contain pin holes, which the printer uses to push the paper through.

See also...

[Printer types](#)

Printer types



Printers with tractor feeds use continuous paper. Continuous paper has removable strips on the sides that contain pin holes that the printer uses to push the paper through.

InkJet and laser printers use single-sheet paper. Each sheet can be fed through the printer individually. These types of printers are sometimes called page-oriented printers.



Order software and manuals from Intuit

You can order a variety of software products and manuals from Intuit to help you with your personal or business finances, including tax preparation and payroll.

To order software or manuals from Intuit:

1. Click the Software button in the main Intuit Marketplace window.
2. Select a Windows software product or a manual to order.
3. If you are ordering software and your computer cannot read 3.5" diskettes, click the Send 5.25" diskettes checkbox.
4. Click OK to return to the Intuit Marketplace main window.

For product descriptions, see:

[Software available from Intuit Marketplace](#)

[Manuals available from Intuit Marketplace](#)

Ordering QuickPay Tables

To order QuickPay Tables:

- Click the checkbox to the left of the appropriate state.

OR

If you don't have a mouse, use the Tab key to move through the checkboxes and press the spacebar to add or remove a check.

You can receive tables for two states plus any necessary jurisdictions free of charge. Additional tables cost \$10.00 for one year or \$20.00 for two years.

Ordering TurboTax - State

To order TurboTax for your state (if available for Windows):

- Click the checkbox to the left of the appropriate state.

If you don't have a mouse, use the Tab key to move through the checkboxes and press the spacebar to add or remove a check.

Note: DOS versions of TurboTax are available for all states. To order, call [Intuit Direct Sales](#).



How do I prevent wasted checks?

If you are using a continuous-feed or InkJet printer, use forms leaders to prevent wasted checks. Each forms leader can be used up to 50 times.

Note: You DO NOT need to use forms leaders with a laser printer that has an envelope feeder. If your laser printer does not have an envelope feeder, you may want to use InkJet forms leaders.

Intuit Marketplace address and phone numbers

Mail your order to us at:

Intuit Supplies
P.O. Box 34328
Seattle, WA 98124-1328

FAX your order to us at:

U.S. 206-925-9301
Canada 416-752-1140

For questions, call Intuit Supplies Customer Service:

U.S. 800-433-8810, Monday-Friday, 6am-5pm, Pacific time

Canada 800-268-5779, Monday-Friday, 8am-8pm, Eastern time (calling from Canada)

Canada 416-752-6470, Monday-Friday, 8am-8pm, Eastern time (calling from U.S.)

Note: We cannot take supplies orders over the phone.

To order software, see [Intuit software sales phone numbers](#)

Shipping charges

Ground shipping in the continental U.S. is free for supplies (not software). There is an additional charge for shipments outside the continental United States.

The charge for priority shipping varies depending on the dollar total of your order.

Starting check number requirements

- The number must be from three to five digits; for example, 101, 2001, and 10001 are all valid starting check numbers.
- The lowest number you can use for a starting check number is 101.
- The starting check number plus the quantity ordered must not exceed five digits. For example, the number 90001 is allowed if you order 500 checks. It is not allowed if you order 1000 checks.

Forms leaders don't match checks

The selected forms leaders don't match the checks you are ordering. They are for a different type of printer.
See also...

Printer types

Comparing paper types

Forms Leaders

The checks you are ordering work best with forms leaders. Forms leaders are reusable paper products you can use to prevent wasted checks. Forms leaders can be used up to 50 times each. Usage instructions are clearly printed on the forms leaders.

Sales Tax Rate

Intuit is required by law to collect local sales tax in states where it does business.

How to enter your sales tax rate:

- Enter your tax rate in percentage format. For example, if your tax rate is seven percent, enter 7, not .07.

To find out what your local sales tax is:

- Look on any receipt from a local retail merchant.

If you don't know your exact sales tax rate, it's alright to guess. If you enter an incorrect sales tax rate, Intuit will process your order by debiting your credit card for the correct amount or, if you paid by check, by sending you an invoice for the difference.

Intuit software sales phone numbers

To order software over the phone, call Intuit Direct Sales at:

800-224-0948

To order supplies, see [Intuit Marketplace address and phone numbers.](#)

Business Form Style

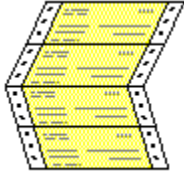
To see examples of the different forms:

- Click the Catalog button.

To select the type, style, and quantity of forms to order:

1. Choose a type of form to order.
The choices in the Style field change based on the type of form you select.
2. Select a style.
3. Select the quantity of forms to order.
The price display changes to reflect the style and quantity you've selected.
4. Click Continue to go on.

Business Form Paper Type



continuous paper

Printers with tractor feeds use continuous paper. Continuous paper has removable strips on the sides that contain pin holes, which the printer uses to push the paper through.



InkJet and laser printers use single-sheet paper. Each sheet can be fed through the printer individually.

See also...

[Printer types](#)

Business Forms Imprint

To enter your name and address:

1. Click the text entry box, then enter the text exactly as you want it to appear on your business forms. Press Tab or click in the box to move to the next line.
2. Check the Bold boxes beside the lines you want to appear in **bold** typeface on your forms. (You can only make a line bold if the lines above it are also bold.)

Since you can enter up to five lines under Name and Address, you may want to include your phone number.

If you don't want a logo on your forms:

- Click None.

To order a free logo printed on your forms:

1. Click Free Logo to order a standard logo.
2. Select the name of the graphic you want to use from the Logo Description drop-down list.

To order custom artwork printed on your forms:

1. Click Your Artwork.

When you click Your Artwork, Intuit Marketplace automatically checks the \$35 One-Time Setup Charge for Your Artwork box. You must pay the setup fee if:

- This is the *first time* you are ordering custom artwork. (You can order the same artwork in the future without incurring additional charges.)

OR

- You are sending us new camera-ready art to replace your existing artwork.

Note: We will call you for approval if additional charges are required for touchup, typesetting, or rearrangement.

2. Type a brief description of your artwork in the entry box.
3. Check the Size Logo for Double-Window Envelopes box if you use Intuit's double-window envelopes.

See also...

[Sending camera-ready artwork to Intuit](#)

Other Products

1. Select the type of product to order.
2. Click OK to continue.

If you want to order more than one item, you must go through this window multiple times.

Mailing Labels

1. Select either continuous or single-sheet mailing labels.

Order continuous mailing labels if your printer has a tractor feed above the print head. Continuous mailing labels have strips on the sides that contain pin-holes.

Order single-sheet mailing labels if you have an InkJet or laser printer.

2. Click OK.

See also...

[Printer types](#)

Check Order

1. Choose a type of check order.

Check Reorder with No Changes Except Starting Number: You must select an account number from the list. When you click Continue, the Verify Check Order window appears. Use the Back button to make other changes to your check order if necessary.

Check Reorder with Changes: You must select an account number from the list. When you click Continue, a series of windows guides you through the check order process. You can keep clicking Continue until you get to the window where you want to make a change from your previous order.

New Check Order: You do not choose an account number from the list. When you click Continue, a series of windows guides you through a new check order.

2. Select an account number if you are doing a reorder.
3. Click Continue.

Rolodex Cards

1. Select either continuous or single-sheet Rolodex® cards.

Order continuous Rolodex cards if your printer has a tractor feed above the print head. Continuous Rolodex cards have strips on the sides that contain pin-holes.

Order single-sheet Rolodex cards if you have an InkJet or laser printer.

2. Select the size of the cards you want.
3. Click OK.

See also...

[Printer types](#)

Sending camera-ready artwork to Intuit

If you order custom artwork for your checks or business forms, follow these guidelines to make sure you get the best results possible.

- Camera-ready artwork must be a black and white illustration, without half-tones, printed on good quality paper, and ready to be photographed.
- You must send your artwork by mail. We cannot accept FAXed artwork because of the inadequate quality of FAXed reproductions. Be sure to protect your artwork with a cover sheet or cardboard to prevent bending, tearing, or smudging.
- There is a one-time setup fee for custom logos. Touchups, typesetting, or alterations may require additional charges.



Order invoices and statements

You can order invoices and statements on [continuous or single-sheet paper](#).

To order invoices or statements:

1. In the Intuit Marketplace window, click the Business Forms button.
2. Specify the type of paper your printer uses, and click Continue.
3. Select the invoice or statement to order.
4. Select a style and quantity.
The price changes to reflect the style and quantity.
5. Click Continue.
6. Enter the information you want imprinted on your invoice or statement.
7. Specify a logo or choose to have no logo printed on your invoice or statement.
8. Click OK.

See also...

[Quick steps to order a product](#)



Order Rolodex cards

To order Rolodex® cards:

1. Click the Other Products button.
2. Select Rolodex Cards, and click OK.
3. Select the type and size of cards you'd like to order.
4. Click OK.

See also...

[Quick steps to order a product](#)



Order mailing labels

To order mailing labels:

1. Click the Other Products button.
2. Select Mailing Labels, and click OK.
3. Select the type of mailing labels you'd like to order.
4. Click OK.

See also...

[Quick steps to order a product](#)

Other products (forms leaders, mailing labels, and Rolodex cards)

To order forms leaders, mailing labels, or Rolodex cards:

1. Click the Other Products button.
2. Select the type of product to order, and click OK.

See also...

[Quick steps to order a product](#)

Please mail your order

You will have to send in your order via mail or FAX this time. Be sure to send a check marked VOID if you mail your order, or a photocopy of your check if you FAX your order.

Your bank data will be added to the Intuit database, so next time you order, you will be able to send your order via modem.

Order Difficulty

- Click Continue to review and adjust your information.

OR

- Click Cancel if you are going to print your order and mail it, or if you want to review and adjust the information later.

Verify Bank Account Number

If the account number shown matches what's on your check:

- Choose the first option, and then click OK.

If the account number shown does not match what is on your check:

1. Choose the second option.
2. Type in your account number.
3. Click OK.

See also...

Account numbers

Verify Fractional Number

If the fractional number shown matches what's on your check:

- Choose the first option, and then click OK.

If the fractional number shown does not match what is on your check:

1. Choose the second option.
2. Enter your fractional number.
3. Click OK.

See also...

Bank Fractional Numbers

Verify Bank Name

If the bank name shown matches what's on your check:

- Choose the first option, and then click OK.

If the bank name shown does not match what is on your check:

1. Click the second option.
2. Enter your correct bank name.
3. Click OK.

Select Bank Name

If your bank name appears in the list:

- Click on your bank's name to select it, and then click OK.

If your bank name does not appear in the list:

1. Click the box next to My bank does NOT appear in the above list.
2. Click OK.

You will have to send in your order via mail or FAX this time. Be sure to send a check marked VOID if you mail your order, or a photocopy of your check if you FAX your order.

Your bank data will be added to the Intuit database, so next time you order, you will be able to send your order via modem.

Transmit order again

- Click Connect to send your order again.

Select Bank Fractional Number

If your fractional number appears in the list:

- Click on your fractional number to select it, and then click OK.

If your fractional number does not appear in the list:

1. Click the box next to My fractional number does NOT appear in the above list.
2. Click OK.

You will have to send in your order via mail or FAX this time. Be sure to send a check marked VOID if you mail your order, or a photocopy of your check if you FAX your order.

Your bank data will be added to the Intuit database, so next time you order, you will be able to send your order via modem.

Account Number Verification

1. Enter your account number a second time to verify it.
2. Click OK.

Checking up on your order

If your order does not arrive in a timely fashion and you want to check on it, you can call [Intuit Supplies Customer Service](#).

If you order via modem, find your confirmation number before you call:

1. From the Intuit Marketplace main window, click the About button.
2. Write down the confirmation number you see there.
3. When you call, tell the service representative your confirmation number. This will help you to get your answer quickly.

Expired Price File

The price file that you received with Intuit Marketplace has expired. If you have a modem, you can download a new price file.

If you choose not to download your price file, you can order anyway, but you will be billed or refunded the difference for your order.

Using Expired Prices

To use the expired prices and be billed or refunded the difference for your order:

- Click Continue.

If you do not want to download the price file or use the expired prices:

- Click Quit.



Intuit Marketplace Catalog Contents

Welcome to the Intuit Marketplace onscreen catalog of Intuit checks and products.

This onscreen catalog contains representational drawings of Intuit products. To see product photographs, refer to your paper catalog. To receive additional paper catalogs, [call Intuit Supplies Customer Service](#).

For information about the products available from Intuit, click one of the topics below:

[Checks](#)

[Statements](#)

[Invoices](#)

[Double-window envelopes](#)

[Deposit slips](#)

[Stationery](#)

[Forms leaders](#)

[Mailing Labels](#)

[Rolodex Cards](#)

[Stamps](#)

[Software](#)

[Manuals](#)

See also...

[Quick steps to order a product](#)



Checks

Intuit checks are available in a variety of sizes, styles, and formats.



Standard size checks are available in Classic, Prestige, and Antique styles.



Wallet size checks are available in Classic and Antique styles.



Voucher size checks are available in Classic and Prestige styles.

For descriptions of the check styles and formats, see:

Classic style

Prestige style

Antique style

One-part, duplicate, or triplicate checks

See also...

Questions and answers about Intuit checks

Ordering checks

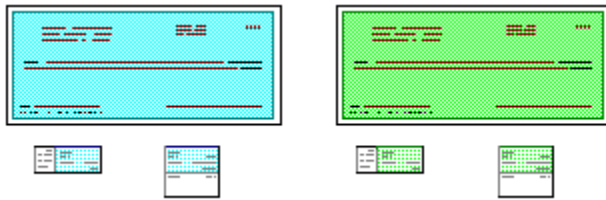
Standard checks

Standard checks are 8.5" x 3.5" and come three to a page.

Order [double-window envelopes](#) in check size for use with your standard checks.

Classic check style

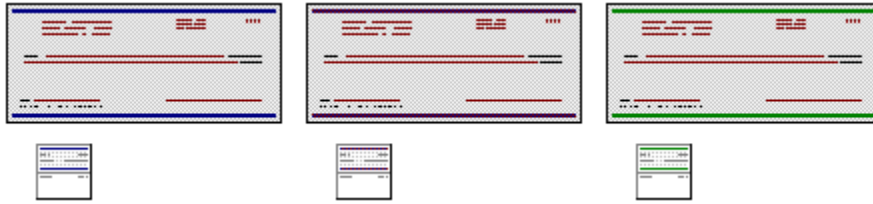
The economical Classic check comes in blue or green. Classic checks are available in standard, wallet, and voucher sizes.



Note: The illustration above is an example and does not accurately represent the beauty or quality of the Classic check. Refer to your paper catalog for a photograph of the Classic style.

Prestige check style

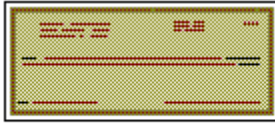
The attractive, professional Prestige check comes in gray with accent stripes of blue, maroon, or green. Prestige checks are available in standard and voucher sizes.



Note: The illustration above is an example and does not accurately represent the beauty or quality of the Prestige check. Refer to your paper catalog for a photograph of the Prestige style.

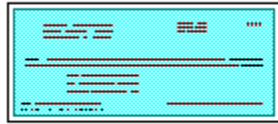
Antique check style

The Antique check has a subtle parchment background and an elegant border. Antique checks are available in standard and wallet sizes.

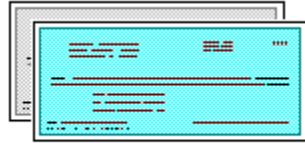


Note: The illustration above is an example and does not accurately represent the beauty or quality of the Antique check. Refer to your paper catalog for a photograph of the Antique style.

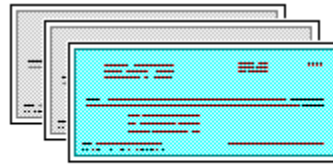
One-part, duplicate, or triplicate checks



One-part consists of the check only



Duplicate consists of the check and one copy



Triplicate consists of the check and two copies

Check copies help you keep good records. You can attach copies of checks to paid bills, file them by type of purchase, and verify them against the checks you receive in your bank statement.

The number of parts available depends on the check type and style. The window where you specify check style while ordering shows you which checks are available with multiple parts. [Multiple-part checks](#) are available on continuous and single-sheet paper.

Multiple-part checks



continuous
copies are
attached



single-sheet
copies are
pre-collated

Wallet checks

Wallet checks are 6" x 2.8" with a 2.5" side stub and come three to a page.

Because wallet checks are the size of most personal checks, they fit most bill-payment envelopes without folding. They come with their own stub, so you can record your transactions when you are away from your computer.

You can also purchase Intuit's [double-window envelopes](#) in wallet size.

Voucher checks

Voucher checks are 8.5" x 3.5" and come one to a page.

Our voucher checks for both accounts payable and payroll are our most economical business checks. These checks have a versatile bottom stub.

Order [double-window envelopes](#) in check size for use with your voucher checks.



Deposit slips

Intuit deposit slips come preprinted with your name, address, and bank account number to save you time. There's plenty of space for up to 27 separate deposit entries.



Double-window envelopes

No more tedious envelope addressing! Our double-window envelopes work perfectly with Intuit checks, invoices, and statements because the windows are in the precise locations where your return address and the recipient's address appear.



Standard: 8 11/16" x 3 5/8" to fit Intuit's standard and voucher checks

Wallet: 6 1/4" x 3 1/2" to fit Intuit's wallet size checks

Invoice: 9 1/16" x 4 1/8" to fit Intuit's invoices and statements.



Forms leaders

Forms leaders are reusable paper products that you can use with your [continuous-feed or InkJet printer](#) to prevent wasted checks. Forms leaders can be used up to 50 times each. Usage instructions are clearly printed on the forms leaders.

- **Continuous:** Choose continuous forms leaders for continuous-feed printers. On some continuous-feed printers, the first check cannot be printed because the tractor feed is above the print head. When you use continuous forms leaders you can print all the checks.
- **InkJet:** Choose InkJet forms leaders if you're using standard three-to-a-page checks with your InkJet printer. Using a forms leader, you can print just one or two checks without wasting the other checks on the page.

Note: You DO NOT need to use forms leaders with a laser printer that has an envelope feeder. If your laser printer does not have an envelope feeder, you may want to use InkJet forms leaders.

See also...

[Ordering forms leaders](#)



Stamps

You can order 3 types of rubber stamps from Intuit.

Endorsement stamps

Return Address stamps

Message stamps

Endorsement stamp

Use endorsement stamps to endorse the back of your checks with your deposit information. The stamps are pre-inked with black ink and make over 25,000 impressions.



Return Address stamp

Use return address stamps to quickly place your address on items such as envelopes, stationery, or business cards. The stamps are pre-inked with black ink and make over 25,000 impressions.



Message stamp

Use message stamps to stamp a message on items such as invoices, envelopes, or notes. The stamps are pre-inked with blue or red ink, depending on the message, and make over 25,000 impressions.





Stationery

Use Intuit's stationery to add a distinguished look to your correspondence. Our quality bond is available in traditional white, gray, or formal ivory. The 25% cotton content adds a rich, lustrous finish.

Stationery comes on continuous paper, which is microperforated for a professional look and trouble-free printing.

The stationery envelopes match the stationery sheets in quality and style.

You can personalize your stationery sheets and envelopes by ordering them imprinted with your name and address.





Statements

Use a statement for clear account summaries.

Do you send account statements to your clients? Save time with our preprinted statements. This crisp, straightforward design clearly displays the account summary and amount due. Your customers will quickly see their account balances and avoid payment delays.

Single-sheet or continuous paper: Statements are available in one-part or duplicate.

See also...

[Ordering invoices and statements](#)



Invoices

All of our invoices are designed to work perfectly with QuickBooks to give you an easy-to-read, sharp looking invoice that enhances your company's image. What's more, we will print your logo in the upper left corner for a professional appearance.

Select from three different invoice styles:

Service invoices

Professional invoices

Product invoices

See also...

[Ordering invoices and statements](#)



Mailing labels

Make customer mailings a snap!

Save time on your customer mailings -- use customer addresses already in QuickBooks and these mailing labels for easy addressing of sales pieces or information to your customers.

Mailing labels are available in quantities of 2000.

Continuous paper: 4" x 15/16"

Single-sheet paper: 4" x 1"

See also...

[Ordering mailing labels](#)



Rolodex cards

Up-to-date customer data at your fingertips.

Printing your Rolodex® cards with QuickBooks is the easiest way to keep your customer data current. Just use the customer data already in QuickBooks and these Rolodex cards to instantly find legible information about your customers.

Rolodex cards are available in quantities of 500.

Continuous paper: Cards are available in two sizes, 4" x 2.125" or 5" x 3".

Single-sheet paper: Cards are available in 4" x 2.125".

See also...

[Ordering Rolodex cards](#)

Service invoices

Ideal for hourly billing!

Is your business like a design firm or caterer? Do you invoice your customers by the hour or by item? If so, then the service invoice is for you. It clearly details description of services and total due, encouraging prompt payment. What's more, our multipart forms eliminate the need to photocopy invoices for record keeping.

Continuous paper: Service invoices are available in duplicate and triplicate.

Single-sheet paper: Service invoices are available in one-part or triplicate.

Product invoices

When detailed billing is needed.

Our product invoice is designed for wholesalers, retailers, and other businesses that need clear, well-organized information so customers can easily verify that a shipment is complete and billing is correct.

Need a packing slip?

Order quadruplicate product invoices. The last part is a goldenrod packing slip with the price information blocked out.

Continuous paper: Product invoices are available in duplicate, triplicate, and quadruplicate.

Single-sheet paper: Product invoices are available in one-part, triplicate, and quadruplicate.

Professional invoices

Our most flexible invoice design.

Ideal for lawyers, consultants, and other professionals. The large open area is flexible enough to describe any range of services. These invoices project a sharp, businesslike image -- just like you. What's more, we will print your logo in the upper left corner for added impact.

Continuous paper: Professional invoices are available in triplicate.

Single-sheet paper: Professional invoices are available in one-part or triplicate.



Business forms

QuickBooks offers four types of business forms:

Service invoices

Professional invoices

Product invoices

Statements

Manuals

All Intuit products come with full documentation, but additional books are available.

If you have Quicken or Quicken Deluxe on floppy disk, you may want to order:

Quicken 5 for Windows Business User's Guide

If you have Quicken Deluxe on CD-ROM, you may want to order:

Quicken 5 for Windows Deluxe User's Guide

Quicken 5 for Windows Tips

Quicken 5 for Windows Business User's Guide

See also...

[Ordering software and manuals from Intuit](#)



Software from Intuit Marketplace

In addition to Quicken, QuickBooks, and TurboTax, Intuit is offering a variety of new software products:

- **Quicken Parents' Guide to Money** makes it fast and easy to take control of the financial challenges of parenting: from child care to insurance to college planning.
- **Your Mutual Fund Selector** makes it fast and easy to find the mutual funds that fit your investment criteria...and gives you detailed information from Morningstar, so you can instantly evaluate each fund.
- **Quicken Financial Planner** guides you step-by-step to make retirement planning simple. In just one session, you get a plan that tells you how much you need to retire and ways to save and invest to get there.
- **Quicken ExpensAble** is the fast and easy solution for effortless expense reports! ExpensAble prints dozens of different expense reports, sorts your receipts, and handles all your expenses - from meals to mileage-automatically.
- **Pocket Quicken** is the financial software for handheld computing devices that makes it a breeze to stay on top of your finances - especially when you're on the go.

This file contains all the references to the modem.

Include either qmodem.doc or nomodem.doc in the Intuit Marketplace help, depending on whether or not your application supports sending in orders via modem.

If you include both files, you will get duplicate topic error messages.

Previewing, printing, and sending your order

After you've specified shipping and payment information, a preview of your total order appears.

To mail or FAX your order to Intuit, see:

[Intuit Marketplace address and phone numbers](#)

To send your order via modem, see:

[Letting Intuit Marketplace set up your modem for you](#)



Complete your order

After you enter information about an item you want to order, that item appears in the [order summary](#). When the order summary contains all the items you want to order, use the Order button to:

[Specify order payment and delivery methods](#)

[Preview, print, and send your order](#)

See also...

[Letting Intuit Marketplace set up your modem](#)

Specifying payment and delivery methods

To specify how you want your order shipped:

- In the Ordering By section, select an order/delivery combination.
If you have a FAX/Modem, set it to modem and choose Modem in the Ordering By section.
The Order Subtotal box shows the total amount of your order before sales tax and [shipping charges](#).

To specify how you're going to pay for your order and the sales tax rate for your state:

1. Select your payment method under Payment Information:
 - Click Check or Money Order if you're mailing your order.
 - Click Credit Card if you're sending your order via FAX or modem, and enter your credit card information.
Intuit accepts the MasterCard, Visa, American Express, and Discover cards.
2. Enter the [sales tax rate](#) for your state, if applicable.
The Total Due box shows the total amount of your order, including sales tax and shipping charges.
3. Review the payment and delivery information, and then click OK to preview your order.

Previewing your order

The print preview shows you how your entire order will look when printed or sent via modem. Review it carefully, using the scroll bar to see parts of the order that may not be visible in the window.

If you want to make any changes:

- Click Back.

If your order is ready to send:

- Click Print or Transmit.

See also...

[How to print your order form](#)

[Letting Quicken set up your modem](#)

Reference and tips

[Starting Intuit Marketplace](#)

[Intuit Marketplace main window - parts and features](#)

[Letting Intuit Marketplace set up your modem](#)

Overview of Intuit Marketplace

Use Intuit Marketplace to order supplies or software directly from Intuit.

Intuit Marketplace guides you through the ordering process and then prints your order form so you can mail it. Or, if you have a modem, you can use Intuit Marketplace to transmit your order form electronically.

To open Intuit Marketplace:

- From the Online menu, choose Intuit Marketplace.
OR
- In the Quicken program group, double-click the Intuit Marketplace icon.

See also...

[Quick steps to order a product](#)

[Questions and answers about Intuit checks](#)

Set Up Modem

To change your modem settings to work with Intuit Marketplace:

1. Check each setting in the window.
2. Change any setting that is incorrect. For some settings, you choose an option from the drop-down list. For others, you can type in a setting.

What you see

Port

Speed

Access number

Dialing prefix

Dial type

Autoconfigure button

International Access

To connect to Intuit Marketplace while you are traveling outside the United States, you must enter a special phone number in the Access number box. See [International access](#).

See also...

Solving communications problems

Port

The port is a connection or socket used to connect your modem to your computer.

From the Port drop-down list, select the serial port your modem is connected to. If you are unsure which port to select, try COM2 first. If you have a mouse connected to COM2, try COM1 for your modem. You can also ask your computer dealer which port your modem is attached to.

Speed

From the Speed drop-down list, select the baud rate required by your modem. This setting represents the speed used between your computer and your modem, which may be faster than the speed used between your modem and the remote modem. For this reason, the appropriate setting for a 9600 or 14,400 baud modem is 19,200. If Intuit Marketplace sets your modem speed to 19,200, see if it works before you reset it to a lower speed.

Access number

A free local phone number is already set in the software. This number works everywhere in the United States, Alaska, Hawaii, and Puerto Rico. The number is represented by the text **U.S. number (free call)**.

If you inadvertently type over any part of this text, restore it by selecting it again from the drop-down list.

Dialing prefix

A dialing prefix is any combination of numbers and characters sent to your modem before it dials the phone number. Whether or not a dialing prefix is required depends on where you call from.

You can either type a dialing prefix or select it from the drop-down list.

Dialing prefix	What it does
9,	Often used to obtain an outside line.
*70,	Disables "call waiting" service for a touch-tone phone. Prevents an incoming call from disrupting your modem session.
1170,	Disables "call waiting" service for a rotary (pulse) phone.

The comma after the dialing prefix is a pause character. It tells the modem to pause for 2 seconds after the dialing prefix and before dialing the phone number.

Note: The prefix to disable call waiting may be different in your area. Call your phone company to confirm the correct code.

Dial type

Select Tone if you have a touch-tone (push-button) phone line. Most telephone lines are touch-tone. Select Pulse if you have a rotary-dial phone line.

Advanced Modem Setup

In this window, you can enter advanced options for your modem. Automatic modem setup sets these options for you, but you can adjust them if necessary.

Caution: Do not change the advanced modem settings unless you understand the changes you are making.

To enter or change advanced modem settings:

- Enter the desired characters into the appropriate box. Or edit any existing characters.

What you see

Reset string

Initialization string

To restore the automatic settings that Intuit Marketplace made for you:

1. Click Cancel to return to the Modem Setup window.
2. Click Autoconfigure.

See also...

[Solving communications problems](#)

Reset string

The reset string can reset your modem to its factory settings or to the "power on" settings (settings that take effect when your modem is turned on). The reset string is set before the initialization string.

The reset string should probably be one of the following:

Setting	Description
AT&F	Factory default. Autoconfigure sets AT&F as a default for all modems that support it.
ATZ	Power on. There are two reasons to use this setting: <ul style="list-style-type: none">• You have an older modem (1200 baud) that does not support AT&F.• You have stored settings in your modem's permanent memory that you want left unchanged. (These must be settings that do not affect Intuit Marketplace.)
none (leave field blank)	You have set up your modem outside of Intuit Marketplace, and you want those settings left unchanged.

Initialization string

During Autoconfigure, Intuit Marketplace creates an initialization string that sets up your modem. You should not delete any characters from the initialization string unless you have problems going online. However, you can add characters to the initialization string to customize your modem for your preferences and your system.

In this box, enter any special letters, digits, and other characters to be sent to the modem. (Most modem commands begin with the prefix AT.)

Refer to your modem documentation for codes specific to your modem.

If your modem can accept a maximum of 40 characters and you enter more than 40, Intuit Marketplace sends the string to the modem as two or more commands, each beginning with AT.



Solve communications problems

If you have problems with your modem or problems connecting, click the problem description below. Also check your modem user's guide for troubleshooting suggestions particular to your modem.

Problems

[No response from the modem](#)

[Modem responds but you can't connect](#)

[Modem doesn't initialize using COM4](#)

Problem: No response from the modem

If your modem is not responding, try these solutions.

Check the modem itself.

- If you have an external modem, make sure it is turned on and securely plugged in to your computer.
- If you have an older modem that has switches, check the switch settings. Your modem manual describes the function of each switch. With the modem turned off, set the switches to originate a call (not to answer), to respond to DTR (data terminal ready), and to recognize commands.

Close other communications programs.

- If you have other programs that use your modem (such as FAX software, other online services such as CompuServe and America Online, or other communications software), close those programs.

Change settings in the Modem Setup window.

- Change the serial port from its current setting (typically COM2) to COM1.

Problem: Modem responds, but you can't connect

If your modem responds, but you are unable to connect to Intuit, try these solutions.

Check the modem itself.

- Check to see that the phone cable is securely connected to your modem and to the wall outlet. Be sure that the cable is connected to the **line** outlet on the back of your modem, not the **phone** outlet.

Change settings in the Modem Setup window.

- Change the **Speed** setting to match the baud rate of your modem.
- Put in the appropriate **dialing prefix**, if necessary.
- Change the Dial type settings for tone or pulse dialing.

Change settings in the Advanced Modem Setup window.

- In the **Initialization String** box, you may need to include a different sequence of commands for Intuit Marketplace to send to the modem before dialing the access number. Enter any special letters, digits, and other characters to be sent to the modem.

To find out what codes you need, look in the modem user's manual. Most commands must begin with the prefix AT.

Caution: Do not change this setting unless you understand the change you are making.

Try again in a few minutes.

- It could be a phone service problem and not a modem problem.

Problem: Modem doesn't initialize using COM4

If you have your modem set up for COM4 and Intuit Marketplace freezes when it tries to initialize the modem, your settings may be incorrect.

If there is no device connected to COM2:

- Switch your modem to COM2.

If you have devices connected to both COM1 and COM2, and you have no COM3:

You can leave your modem connected to COM4, but you need to edit your Windows SYSTEM.INI file.

1. Add the following items to the [386Enh] section of the SYSTEM.INI file.

COM3IRQ=-1

COM4Base=02E8

COM4IRQ=3

2. Reboot Windows.
3. Start Intuit Marketplace.

Your modem should initialize. If the modem still does not initialize, check the installation section of your modem user's guide for additional troubleshooting ideas.



Let Intuit Marketplace set up your modem

Intuit Marketplace sets up your modem automatically. If you are able to go online with the automatic settings, you don't have to change your modem setup manually.

To let Intuit Marketplace set up your modem:

1. Be sure your modem is turned on.
2. Open Intuit Marketplace.

Intuit Marketplace automatically sets up your modem the first time you click Transmit or Set Up Modem.

To set up your modem, Intuit Marketplace then does the following:

- Scans your communications ports to find your modem.
- Asks your modem some questions and, based on the answers, sets up Intuit Marketplace to communicate with your modem.
- Displays a status message while modem setup is going on. (Setup typically takes about 20 seconds.)
- Displays a window in which you can enter a [dialing prefix](#), if you need one.

Autoconfigure

If you change the automatic modem settings and then wish to restore them, you can do so by using the Autoconfigure feature. You should also use Autoconfigure if you install a new modem.

To use Autoconfigure:

1. Click the Set Up Modem button in the Preview Order window.
2. In the Set Up Modem window, click Autoconfigure.

See also...

[Solving communications problems](#)



Change basic modem settings

If the automatic modem settings are not correct and you are unable to go online, you must change one or more of the settings yourself. Check each setting, following the instructions below, and change any that is incorrect.

To change your modem settings:

1. Click the Set Up Modem button in the Preview Order window.
2. From the Port drop-down list, select your modem **port**.
3. From the **Speed** drop-down list, select the baud rate of your modem.
4. You can skip the **access number**. A toll-free, local number has already been set for use within the United States (including Alaska, Hawaii, and Puerto Rico).

If you need to connect to an Intuit online service while you are traveling outside the United States, you will need to enter a special phone number in the Access Number box. See [International access](#).

5. In the Dialing Prefix box, enter any **prefix** (such as 9, or *70,) required to reach an outside line or turn off call waiting (optional). Or select a prefix from the drop-down list.
6. Select the correct **dial type**: Tone if you have a touch-tone phone line or Pulse if your phone line works only with rotary-dial phones.
7. Click OK.

See also...

[Solving communications problems](#)

International access

To connect to Intuit Marketplace from outside the United States, you must enter a series of numbers in the Access Number box: Any (or all) of the following may be required:

- country code or other numbers required to dial the United States
- numbers required to dial out from a hotel
- the Intuit international access number (415-328-1725)
This phone number is a toll call to Intuit.
- your credit card number (if you are charging the phone call to a credit card)

To enter the international numbers:

1. Delete all the text in the Access Number box.
2. In the Access number box, enter the numbers you need in the required order.
Enter a comma wherever you need a "pause character." (A comma tells the modem to pause for 2 seconds before sending the next number.)

To restore the U.S. local number:

1. Click the down arrow to the right of the Access number box.
2. Select U.S. number (free call).

Using a FAX/Modem to order from Intuit Marketplace

To use a FAX/Modem to order from Intuit Marketplace:

1. Set the FAX/Modem to its modem setting.
2. In the Payment and Delivery window, choose Modem in the Ordering By section.

Modem not responding

When Quicken sent commands to your modem, it did not respond.

Try the following in the order suggested. After each step, try your online activity again.

1. Your modem may be turned off, or the modem cable may be loose.

If you have an external modem, check to be sure it is turned on. If it is already turned on, turn it off, wait a few seconds, and then turn it on again.

Check your modem cable to be certain it is securely connected at both ends.

If you have an internal modem, exit Windows and then restart your computer.

2. Another communications program could have left your modem in a state that is incompatible with Quicken.

Close both Quicken and the other program, exit Windows, and then restart your computer.

3. With Quicken not running, try using the Windows Terminal program to see whether your modem responds.

For instructions, [click here](#).

Getting technical support

For Intuit Marketplace technical support, call:

Online Services Technical Support

708-585-8500

Monday - Friday 7 am to 11 pm

Saturday and Sunday 8 am to 5 pm

Central time

Testing your modem with Windows Terminal

Follow these steps:

1. From the Windows Accessories group, choose Terminal.
2. From the Settings menu, choose Communications.
3. In the Communications window, select the COM port and baud rate you are using for Quicken and then click OK.
4. In the Terminal window, type **AT** and then press Enter.

If **OK** appears on the next line, your modem is communicating with Terminal and is set up correctly. If **OK** does not appear or if you get an error message, your modem or system settings are not set up correctly to communicate with Windows.

