What if Quicken won't let me delete an online payment or payee?

In some cases, Quicken will give you an error when you try to delete online payees or payments within the software. This can happen if the payment or payee you want to delete has already been deleted from your financial institution's server. It is important to contact your financial institution to verify the payment information in Quicken matches what is on the financial institution server. If the information doesn't agree, you're likely to miss payments or send duplicate payments.

Deleting One Time Online Payments

1. Open the account register the payment is in.
2. Click to select the payment you want to delete.
3. At the top of the register, click **Delete**.
4. At the **Delete Current Transaction** prompt, click **Yes**.
5. Quicken displays a message, "This is an online payment that is due on [payment date]. To delete it, choose **Edit** menu > **Transaction** > **Cancel Payment**, then send it from the **Online Center**. (The exact wording of this message may vary).
6. When you see the message described above, press and hold the **CTRL** key and click **OK**.
7. Quicken displays a message, "**Do you want to delete the transaction anyway?**" (The exact wording of this message may vary). Click **Yes**.

Notes

You should contact your financial institution to verify that the payment information on the financial institution server matches what is in Quicken. If the payment information doesn't match, you may miss payments or make duplicate payments.

Deleting Recurring or Repeating Online Payments

1. Choose **Tools** menu > **Manage Bill & Income Reminders** and then select the **Repeating Online** tab.
2. Click to select the repeating payment you want to delete.
3. Press and hold the **CTRL** key and click **Delete** at the top of the **Bill & Income Reminders List**.
4. Quicken displays a message, "This will delete your payment instructions from Quicken. It won't send instructions to the payment center to stop making the payments. You should only use this on the advice of Quicken Technical Support." (The exact wording of this message may vary). Click **OK**.

Notes

You should contact your financial institution to verify that the payment information on the financial institution server matches what is in Quicken. If the payment information doesn't match, you may miss payments or make duplicate payments.

Deleting Online Payees

1. Open the **Online Payee** list in Quicken.
2. Select the payee you want to delete and press the **CTRL+DELETE** keys.
3. Click **Yes** or click **OK** to the confirmation prompt.

> ⓘ **Note for our Canadian Customers**
>
> The following terms will be different in the Canadian releases of Quicken.
>
> Canada: "Cheque" / United States: "Check"
> Canada: "Colour" / United States: "Color"
> Canada: "Centre" / United States: "Center"
> Canada: "Realise" / United States: "Realize"
> Canada: "Behaviour" / United States: "Behavior"
> Canada: "Analyse" / United States: "Analyze"