

Name	Date Time	Message
Andrew	3/3/2023 11:49 AM	I dont Understand charges that I am being billed for
Assistant	3/3/2023 11:49 AM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	3/3/2023 11:49 AM	-
Assistant	3/3/2023 11:49 AM	Merlinda has joined the chat
Merlinda	3/3/2023 11:49 AM	Hi! Thank you for contacting Intuit QuickBooks Accountant Care, this is Lin. I hope you are having a blissful day!
Andrew	3/3/2023 11:50 AM	I wish I was as well
Andrew	3/3/2023 11:50 AM	I recently noticed that I am getting charged for things at Intuit that I dont understand
Andrew	3/3/2023 11:51 AM	For example, I just got billed for something called monthly PAP Enterprise bundle. I have no idea what that is or why I am being charged for it
Andrew	3/3/2023 11:52 AM	To make things tougher, there is no where onlin that I could find to review these charges
Merlinda	3/3/2023 11:52 AM	got it. I understand that this is important for your business. To be better assisted, I will transfer you over to our Quickbooks Desktop Enterprise Support . I can promise you that this is the best department to resolve your concern about the charge you are currently seeing on your account that has the description for PAP Enterprise bundle.
Andrew	3/3/2023 11:53 AM	why desktop? that does not sound correct
Andrew	3/3/2023 11:53 AM	I have no desktop products
Merlinda	3/3/2023 11:53 AM	Based on the description you mention above, that is for desktop.
Andrew	3/3/2023 11:53 AM	I would like to be transfered to a billing specialist
Merlinda	3/3/2023 11:54 AM	our quickbooks desktop enterprise can definitely answer your question about this charge.
Andrew	3/3/2023 11:54 AM	I am an elite proadvisor I am not supposed to be charged for any software
Merlinda	3/3/2023 11:54 AM	I understand. Let me transfer you now. Please bear with me.
Andrew	3/3/2023 11:55 AM	I want to speak to someone who can go through all the charges agains my username and figure out what is going on
Assistant	3/3/2023 11:55 AM	Processing transfer request.
Assistant	3/3/2023 11:55 AM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Andrew	3/3/2023 11:55 AM	i dont think you understand at all
Assistant	3/3/2023 11:55 AM	-
Assistant	3/3/2023 11:55 AM	Merlinda has left the chat
Assistant	3/3/2023 11:55 AM	Unknown system event
Assistant	3/3/2023 11:55 AM	Mary Rose has joined the chat
Andrew	3/3/2023 11:55 AM	I have no questions about quickbooks
Andrew	3/3/2023 11:56 AM	merlinda, I need to speak an INTUIT billing specialist who can review my proadvisor elite a ccount and tell me what I am being billed for?
Mary Rose	3/3/2023 11:56 AM	Hello Andrew! Thank you for contacting Intuit! This is Rose from Desktop Premium Support. I hope you're doing well. I'll be happy to assist you with your concern. I see that you have questions about the charges being billed to your account. Please allow me to review your previous conversation so you don't have to start over.
Andrew	3/3/2023 11:57 AM	thanks
Mary Rose	3/3/2023 11:57 AM	Sure. I can definitely help you with this.
Mary Rose	3/3/2023 11:58 AM	May I know the amount being charged to your account?
Andrew	3/3/2023 11:58 AM	I have many charges ever month and I want to go through them with someone to understand what they are.

Name	Date Time	Message
Andrew	3/3/2023 11:59 AM	I understand the payroll wholesale billing,
Andrew	3/3/2023 11:59 AM	I understand the proadvisor fee which was \$49 dollars
Andrew	3/3/2023 11:59 AM	I understand the QBO wholesale billing
Andrew	3/3/2023 12:00 PM	What I cant understand is all the other charges and there is no where for me to see them all in one place so i can tell which is correct and which is not
Andrew	3/3/2023 12:00 PM	for example the PAP enterprise cost that I do not understand at all
Mary Rose	3/3/2023 12:01 PM	Sorry about the confusion about this, Andrew. No worries. I'm here to help you with this.
Mary Rose	3/3/2023 12:01 PM	Just to make sure I understand your concern correctly, you just wanted to know what you're being charged for and if there's a place where you can see them correct?
Andrew	3/3/2023 12:02 PM	and then why I am being charged for certain things
Mary Rose	3/3/2023 12:02 PM	Sure. I'll be happy to help you with that.
Mary Rose	3/3/2023 12:03 PM	By the way, after we're able to resolve your concern, do you have anything else you need to accomplish in Quickbooks?
Andrew	3/3/2023 12:03 PM	i dont know how to answer that
Andrew	3/3/2023 12:03 PM	so I am not going to
Andrew	3/3/2023 12:04 PM	so far I have wasted 20 minutes not getting any answers
Andrew	3/3/2023 12:04 PM	plus all the time I spent trying to figure this out online
Mary Rose	3/3/2023 12:06 PM	Sorry about the convenience this has caused you, Andrew. I know how important your time is. Let me take care of this for you.
Andrew	3/3/2023 12:06 PM	25 minutes
Mary Rose	3/3/2023 12:06 PM	Before we get started, can I have your phone number and email address for verification please?
Andrew	3/3/2023 12:06 PM	you said you reviewed the prior chat. It is in there
Andrew	3/3/2023 12:07 PM	anewman@na-cpa.com
Andrew	3/3/2023 12:07 PM	<u>530-7577402</u>
Mary Rose	3/3/2023 12:08 PM	My apologies but we didn't receive that information. Let me pull up your account here using that information.
Mary Rose	3/3/2023 12:11 PM	By the way, you mentioned that you billed for monthly PAP Enterprise bundle. May I know the amount and the date it was charged so we can verify which account it was associated to?
Andrew	3/3/2023 12:12 PM	I am trying very hard to be patient here, but it is clear to me that you are working with more than one person and are not tracking the conversation
Mary Rose	3/3/2023 12:12 PM	Cause currently I'm seeing here multiple accounts associated to your email, just wanted to make sure we're looking at the correct account.
Andrew	3/3/2023 12:13 PM	I woul like to look at all the accounts and all the charges and figure out what I am being charged for
Mary Rose	3/3/2023 12:13 PM	No, you're the only one I'm assisting right now. Sorry if you feel that way.
Mary Rose	3/3/2023 12:14 PM	I think to make this easier, you may try to login using your email address on https://camps.intuit.com/
Mary Rose	3/3/2023 12:14 PM	Just select QB Desktop and you should see all the accounts associated with your email.
Mary Rose	3/3/2023 12:15 PM	This would just take about 5-10 minutes of your time. Let me know if that works.
Andrew	3/3/2023 12:15 PM	I cant login under my email
Andrew	3/3/2023 12:15 PM	I never could
Mary Rose	3/3/2023 12:17 PM	Let me check if there's other username tied to your email. Let me just verify your Intuit account credentials real quick.
Andrew	3/3/2023 12:17 PM	as a proadvisor, why am I being charged for software? since when?
Andrew	3/3/2023 12:18 PM	why was my proadvisor account cancelled? by whom?

Name	Date Time	Message
Mary Rose	3/3/2023 12:19 PM	My apologies but we need to get an additional information before we can answer that question for you.
Mary Rose	3/3/2023 12:19 PM	May I know the amount and the date of the charge please?
Andrew	3/3/2023 12:20 PM	you say you are only working with me but you cant keep track of the conversation
Andrew	3/3/2023 12:20 PM	I would like to speak to a manager
Andrew	3/3/2023 12:20 PM	Now
Mary Rose	3/3/2023 12:21 PM	Let me check if there's available manager. One moment please.
Andrew	3/3/2023 12:22 PM	or I can reach out to the office of the president
Andrew	3/3/2023 12:22 PM	I do not appreciate being lied to
Mary Rose	3/3/2023 12:25 PM	Sorry if you feel that way. Let me get one of our manager here.
Andrew	3/3/2023 12:26 PM	and you are sill only helping me....
Andrew	3/3/2023 12:26 PM	I would like to speak with someone in US support. How do I contact them?
Andrew	3/3/2023 12:29 PM	40 minutes now
Mary Rose	3/3/2023 12:32 PM	Sorry for the long wait. Let me get the phone number to contact our US support.
Mary Rose	3/3/2023 12:33 PM	Here's the phone number <u>888-333-3451</u> .
Andrew	3/3/2023 12:33 PM	that is a general number.
Mary Rose	3/3/2023 12:35 PM	You may try this phone number <u>877-300-7345</u> .