

NAME	DATE TIME	MESSAGE
Michaela	06/20/2025, 09:23 AM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks. This chat will be recorded and monitored.
Conni joy	06/20/2025, 09:24 AM	Conni joy has joined the chat
Conni joy	06/20/2025, 09:25 AM	Hi! Thank you for messaging Intuit QuickBooks Desktop Accountant's Care. Pleased to meet you online. My name is Conni. How are you doing?
Michaela	06/20/2025, 09:25 AM	I am doing fine.
Conni joy	06/20/2025, 09:25 AM	Wonderful! Can you tell me more about the issue that you're experiencing?
Michaela	06/20/2025, 09:27 AM	I don't think there is anything that Quickbooks can do at this point. But I am upset because our payroll was late due to Quickbooks' Juneteenth direct deposit notice being wrong. It said that if we wanted employees to be paid on Friday, 6/20 we should send payroll by 5:00pm on Wednesday 6/18, which we did. But our employees did not get paid today.
Conni joy	06/20/2025, 09:28 AM	I do apologize for the inconvenience. Let me pull up your account first. On your QuickBooks can you press F2 or CTRL 1. Please provide me the license number.
Michaela	06/20/2025, 09:28 AM	[REDACTED]
Conni joy	06/20/2025, 09:31 AM	Thank you. Allow me 2-3 minutes to pull up the account.
Conni joy	06/20/2025, 09:35 AM	To verify, can I have your full name, email address and business name?
Michaela	06/20/2025, 09:36 AM	[REDACTED]
Conni joy	06/20/2025, 09:36 AM	Thank you for verifying the account.
Conni joy	06/20/2025, 09:36 AM	ein Request
Conni joy	06/20/2025, 09:36 AM	Can I have the EIN on the file? You can get it by pressing CTRL + K on your keyboard. Please provide it to me via secure send link above.
Michaela	06/20/2025, 09:37 AM	EIN Data
Conni joy	06/20/2025, 09:39 AM	Thank you. Allow me 2-3 minutes to pull up the account.
Conni joy	06/20/2025, 09:42 AM	Lastly, can I have your timezone, Michaela.
Conni joy	06/20/2025, 09:42 AM	Thank you.
Michaela	06/20/2025, 09:42 AM	MST

NAME	DATE TIME	MESSAGE
Conni joy	06/20/2025, 09:45 AM	Thank you for patiently waiting on the line.
Conni joy	06/20/2025, 09:47 AM	Enhance Payroll adheres to a consistent direct deposit processing timeline with a standard lead time of two business days. In the event of a holiday, such as Juneteenth falling on a Thursday, employers must process payroll by Tuesday no later than 5:00 PM Pacific Time to ensure employees receive their paychecks on Friday without delays.
Michaela	06/20/2025, 09:48 AM	That is not what the schedule says that QuickBooks sent out for Juneteenth, I have it printed out and am looking at it right now.
Conni joy	06/20/2025, 09:52 AM	I do apologize however, the advisory is for companies who are running Assisted payroll.
Michaela	06/20/2025, 09:54 AM	Why would that matter? And why do I get that notice when I go to send payroll data if it doesn't apply to us?
Conni joy	06/20/2025, 09:58 AM	May I ask if have you had used Assisted payroll on your company before since that may have been the case. Also, Enhance Payroll always adheres to a consistent direct deposit processing timeline with a standard lead time of two business days.
Michaela	06/20/2025, 10:00 AM	No we have never used Assisted Payroll. I also did not get the usual warning pop up when I set the direct deposit date that it was too late for the checks to be sent for direct deposit for that day.
Conni joy	06/20/2025, 10:01 AM	I do apologize for the inconvenience. Since direct deposit was sent on Wednesday, this will be received by the employees on Monday June 23.
Michaela	06/20/2025, 10:04 AM	I want QuickBooks to take responsibility for this mistake. You seem to think that their was no issue on your end. But you did issue incorrect information and did not set the dates correctly in your system otherwise I would've been warned that is was too late to make my direct deposit for the payroll date I selected.
Conni joy	06/20/2025, 10:09 AM	Please note that direct deposit transactions are managed and processed automatically by the system, and as such, we are unable to manually expedite or alter these transactions once they've been initiated. Also, Enhance Payroll always adheres to a consistent direct deposit processing timeline with a standard lead time of two business days. Lastly, Juneteenth is a Federal Holiday and will always affect Direct Deposit process time.
Michaela	06/20/2025, 10:10 AM	I understand but the information you gave your customers was inconsistent with that and caused a significant problem for us.
Michaela	06/20/2025, 10:11 AM	I am seeing post on QuickBooks support from other customers that had the exact same issue today.
Conni joy	06/20/2025, 10:12 AM	I do apologize but no worries, this issue has already been noted. You can also, send a Feedback Online by Going to Help tab    Send Feedback Online.