

Info: ..... Salesforce Case Number (Type): 547170426 Customers Question (Role): Payroll online posting incorrect journals to QB Accounts. Advised known system error\_Foxhall Centre Customer Email (Social ID): [gorilla.q@btinternet.com](mailto:gorilla.q@btinternet.com) Customer Name (UserName): Peter\_Dodd All values (Store Number): workgroup:careagukpayrollsec;

Info: Welcome! We're excited to offer you messaging, allowing you to reply to us in your own time. An agent should reply within 5 minutes

Info: You are now connected to Mark Wilfred M.

11:33, May 3

Mark Wilfred M: Hi, Peter. Thank you for contacting Intuit QuickBooks Online Support for UK. My name is Mark. I'll be glad to help you with your concern.

11:33, May 3

11:35, May 3

You: I have been advised by the communit moderator to contact you re know system errors in posting journals from Payroll to QB

11:35, May 3

11:37, May 3

You: Any news on when it is going to be fixed? Are ther any other errors I need to know about? are my returns to HMRC correct? have my stasff been paid the right amounts?

11:37, May 3

11:39, May 3

Mark Wilfred M: I see. So the journals are posted on a different Account, am I right?

11:39, May 3

11:41, May 3

You: no - SMP compensation and EMP allowance were correctly calculated and entered on the P32 but they were not included in the journal to QB. I only noticed when the balance sheet showd an obviously incorrect liability to HMRC

11:41, May 3

11:43, May 3

Mark Wilfred M: But is there a journal created when you run the payrun, Peter?

11:43, May 3

11:46, May 3

You: Yes an incorrect on as it misses the NI deductions. This is a known error on the system and very dangerous if not noticed. I have manually corrected the journal but if I cannot trust this aspect what other problems are there. Also when will your product engineers correct it?

11:46, May 3

11:46, May 3

Mark Wilfred M: I see. Please bear with me as I check it here for you.

11:46, May 3

11:49, May 3

Mark Wilfred M: Thank you for waiting. May I know what is your payroll subscription, please?

11:49, May 3

11:49, May 3

Mark Wilfred M: Is it Standard payroll or Advanced payroll?

11:49, May 3

11:49, May 3

You: Advanced

11:49, May 3

11:51, May 3

Mark Wilfred M: I see. Thank you for hat.

11:51, May 3

11:51, May 3

Mark Wilfred M: that\*

11:51, May 3

11:53, May 3

Mark Wilfred M: Thank you for patiently waiting.

11:53, May 3

11:53, May 3

Mark Wilfred M: I have checked it here and there is no ongoing issue with this, Peter.

11:53, May 3

11:55, May 3

You: So your moderator is lying? he said 'Currently, we have an on-going issue where users, like you, have the missing journals for your payroll transactions. Rest assured that we've already informed our product engineers about this and they're in all hands working to fix this as soon as possible'

11:55, May 3

11:55, May 3

Mark Wilfred M: Oh, we have that issue with missing Journals.

11:55, May 3

11:55, May 3

You: Would you like a copy of his email?

11:55, May 3

11:55, May 3

Mark Wilfred M: But the Journal was created when you run the payrun, am I right?

11:55, May 3

11:56, May 3

You: He also says'I'd recommend contacting our Customer Care Support so you'll be added to the list of affected users.

11:56, May 3

11:56, May 3

You: Of course the journal was created but it was WRONG!

11:56, May 3

11:59, May 3

Mark Wilfred M: So the Journal was published, am I right? Our ongoing issue is with the journals that are not able to be published.

11:59, May 3

12:00, May 3

Mark Wilfred M: Can you go to the Payroll Settings > Chart of Account > Check your default accounts, please?

12:00, May 3

12:01, May 3

You: It was posted - not published although this conversation may be. It was posted but it was WRONG! My default accounts are correct and the rest of the entries were posted to the correct accounts. it was just the missing lines that were WRONG

12:01, May 3

12:03, May 3

Mark Wilfred M: I apologise for the inconvenience this is causing you.

12:03, May 3

12:03, May 3

Mark Wilfred M: I am doing my best to help you out.

12:03, May 3

12:03, May 3

Mark Wilfred M: Can we do screen sharing for this so that I can check your set up, please?

12:03, May 3

12:04, May 3

You: Yes

12:04, May 3

12:05, May 3

Mark Wilfred M: Before we begin, please close any confidential or sensitive information that you might have opened on your screen. I want you to know that if you feel uncomfortable, you can disconnect by selecting the 'X' icon that will appear once we are connected. Stay in front of your computer so that we can work together and so you are able to keep track of everything that we are doing. I will end the remote access once we resolve your query. When you are ready, please go to this website using another browser:

<https://glance.net/visitor/start/DownloadGlance.aspx?groupid=20113> Once you're there, it will give you a session key. Please let me know the key so I can proceed on joining the session.

12:05, May 3

12:11, May 3

You: Sorry - this is ridiculous. The only reason I contacted you was to go on the list of affected users as recommended by your Community Moderator. If you cannot do this can you please give me an email address to send correspondence to, or refer me to someone who knows about this. You are clearly are not aware of the error so I can see no point in you fiddling with my setup

12:11, May 3

12:15, May 3

Mark Wilfred M: As I have mentioned, I have checked it here with my Senior Support too, there is no ongoing issue with this, Peter.

12:15, May 3

12:17, May 3

You: Please provide me with an email were I may send a copy of the email I received from you. If you cannot find a problem, I shall have to assume that your product is unfit for use and advise my clients accordingly

12:17, May 3

12:18, May 3

Mark Wilfred M: The reason why I wanted to do screen sharing is to check your set up.

12:18, May 3

12:18, May 3

Mark Wilfred M: I have mentioned that there are some ongoing issues with Payroll journals not being published.

12:18, May 3

12:19, May 3

Mark Wilfred M: But since yours was published this is not part of the ongoing issue, Peter.

12:19, May 3

12:21, May 3

You: Only PART of the correct journal was 'published' Lines were missed so they were not 'published' so it is the same issue Now can you put me on the list?

12:21, May 3

12:26, May 3

Mark Wilfred M: The ongoing investigation is for account who doesn't have any Journals created. Since yours has a journal created, it is then published Journal.

12:26, May 3

12:29, May 3

You: I am sorry your information is inconsistent with the advice received from another part of your organisation. Can you please put me on the list anyway for the other issue as I fear when I have advised my other clients of this issue they will find that they too have been affected

12:29, May 3

12:30, May 3

You: I also need an email address to send my complaint

12:30, May 3

12:34, May 3

Mark Wilfred M: I apologise but I could not add you to the investigation. What I can do is to send you an email and then you can reply to it for your complaint, Peter.

12:34, May 3

12:35, May 3

You: That will be fine, thank you. I am afraid I have no more time to waste on this.

12:35, May 3

12:37, May 3

Mark Wilfred M: I have sent you an email, you can reply to it, Peter.

12:37, May 3