

Name	Date Time	Message
Nadejda	9/1/2021 2:54 PM	State Fee
Assistant	9/1/2021 2:54 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Nadejda	9/1/2021 2:55 PM	Hi. A month ago I asked to delete Alabama state Fee from my payments, because my employee lives there, but does not work.
Assistant	9/1/2021 2:55 PM	Help is on the way. You've got a spot in line.
Nadejda	9/1/2021 2:56 PM	It was deleted, but now it appeared again
Assistant	9/1/2021 2:56 PM	Thank you for your patience. Please continue to wait for the next available expert.
Nadejda	9/1/2021 2:57 PM	I have to pay an additional \$12 for Alabama, but all my Alabama account was closed
Assistant	9/1/2021 2:57 PM	Don't worry, we haven't forgotten about you. You're still in line to talk to one of our experts.
Nadejda	9/1/2021 3:00 PM	Company ID 9130 3505 2929 8326
Assistant	9/1/2021 3:00 PM	It's a busy time and we appreciate your patience. We've still got your place in line.
Assistant	9/1/2021 3:01 PM	Jean Jia has joined the chat
Jean Jia	9/1/2021 3:01 PM	Hi there! Thank you for messaging Intuit QuickBooks Online Support. This is Jean Jia, your QBO specialist for today. Can I have your first and last name please?
Nadejda	9/1/2021 3:01 PM	Nadejda Grosu
Jean Jia	9/1/2021 3:02 PM	Hello Nadeja, how are you today?
Nadejda	9/1/2021 3:04 PM	I called to Alabama IRS, they answered I don't need to send reports in Alabama, because my employee works in Illinois, but QB tries to send, and take Fees
Nadejda	9/1/2021 3:04 PM	Alabama departments closed my account
Nadejda	9/1/2021 3:05 PM	But QB keep going to make reports
Nadejda	9/1/2021 3:05 PM	And I wrote last time, and issue was fixed
Nadejda	9/1/2021 3:06 PM	But now it's not
Jean Jia	9/1/2021 3:06 PM	You mean that your employee is working in Illinois and she's residing in Alabama, is that correct?
Nadejda	9/1/2021 3:06 PM	Yes
Nadejda	9/1/2021 3:06 PM	Alabama doesn't accept reports
Nadejda	9/1/2021 3:06 PM	Alabama*
Nadejda	9/1/2021 3:07 PM	I asked: don't make reports and don't take fees
Nadejda	9/1/2021 3:07 PM	And it was stopped
Nadejda	9/1/2021 3:07 PM	but now it changed again
Nadejda	9/1/2021 3:07 PM	I have letters for Alabama departments
Nadejda	9/1/2021 3:08 PM	Why?
Jean Jia	9/1/2021 3:10 PM	I see. No worries. I will do my best to help you out and fix your issue at the soonest possible. To get started please provide me with the company id, email address associated with your QuickBooks. To get the company id press &gt;&gt;ctrl&gt;&gt;alt&gt;&gt;question mark  
Nadejda	9/1/2021 3:10 PM	9130 3505 2929 8326
Nadejda	9/1/2021 3:10 PM	nadneiny@gmail.com
Nadejda	9/1/2021 3:11 PM	Also I wrote in the Community: <a href="https://quickbooks.intuit.com/learn-support/en-us/employees-and-payroll/re-employee-works-in-one-state-but-lives-in-another-why-is-it/01/915190#M77515">https://quickbooks.intuit.com/learn-support/en-us/employees-and-payroll/re-employee-works-in-one-state-but-lives-in-another-why-is-it/01/915190#M77515</a>
Jean Jia	9/1/2021 3:11 PM	Thank you for the information. Please give me one or two minutes while I'm checking your account. And by the way, while checking on your account how was your over all experience with QuickBooks so far?  
Nadejda	9/1/2021 3:18 PM	Overall it is very easy for working. I used to work in Russia with accounting program 1C, and I have all rights to send reports which I want and make all corrections by myself, in QB for any issue I have to write in help chat. My rights are limited and my problems were never solved by the first time.

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Jean Jia	9/1/2021 3:20 PM	Thank you for patiently waiting. I have your account pulled up already. Going back to your concern, as I checked here in my end there is no reciprocity agreement between the states of Alabama and Illinois that is why QuickBooks is initiating a fees.
Nadejda	9/1/2021 3:22 PM	States that do not withhold from residents who work in a state that has withholding Alabama Arkansas Colorado Georgia Idaho Illinois Louisiana Mississippi Missouri North Carolina North Dakota Ohio Pennsylvania South Carolina West Virginia
Nadejda	9/1/2021 3:22 PM	<a href="https://quickbooks.intuit.com/learn-support/en-us/payroll-taxes/about-multistate-employment-payroll-situations/00/370873">https://quickbooks.intuit.com/learn-support/en-us/payroll-taxes/about-multistate-employment-payroll-situations/00/370873</a>
Nadejda	9/1/2021 3:23 PM	This information from this link
Jean Jia	9/1/2021 3:23 PM	May I know the name of the employee?
Nadejda	9/1/2021 3:24 PM	I have only one: Roman Grosu
Jean Jia	9/1/2021 3:25 PM	So this employee should be tax exempt for Alabama, correct?
Nadejda	9/1/2021 3:25 PM	All taxes is 0
Nadejda	9/1/2021 3:26 PM	Alabama doesn't accept reports
Nadejda	9/1/2021 3:26 PM	I wrote twice last time
Nadejda	9/1/2021 3:27 PM	Alabama closed my withholding Account
Nadejda	9/1/2021 3:27 PM	and my Unemployment Account
Jean Jia	9/1/2021 3:27 PM	Can you tell me what is exactly your goal right now?
Nadejda	9/1/2021 3:29 PM	QB should not make and reports to AL, and don't take additional \$12 State Fee
Nadejda	9/1/2021 3:30 PM	I indicated in setting "Do not Withhold(exempt)"
Nadejda	9/1/2021 3:31 PM	And I dont want to write every month about it
Nadejda	9/1/2021 3:32 PM	Because all it was explained and fixed earlier
Jean Jia	9/1/2021 3:32 PM	I got you! Please bear with me as I check it here.
Jean Jia	9/1/2021 3:38 PM	Do you want to delete Alabama state so that you wont be paying for the state fee?
Nadejda	9/1/2021 3:38 PM	Yes
Nadejda	9/1/2021 3:39 PM	And it was deleted
Nadejda	9/1/2021 3:39 PM	But now its not
Jean Jia	9/1/2021 3:40 PM	Alright. We will work on that. I apologize for the convenience Nadejda.
Nadejda	9/1/2021 3:40 PM	Last time it was done in 2 days.
Nadejda	9/1/2021 3:41 PM	Should I wait 2 days?
Jean Jia	9/1/2021 3:41 PM	Hold on please.
Jean Jia	9/1/2021 3:50 PM	We are still escalating this case please be more patient. Thank you
Nadejda	9/1/2021 3:50 PM	ok
Jean Jia	9/1/2021 3:52 PM	Thank you for your patience. I really appreciate it.
Jean Jia	9/1/2021 3:55 PM	How's the weather today?
Nadejda	9/1/2021 3:56 PM	Nice
Nadejda	9/1/2021 3:59 PM	Sorry, I can see all is done
Nadejda	9/1/2021 4:00 PM	it's fixed
Jean Jia	9/1/2021 4:00 PM	Perfect! Rest assure that moving forward you won't be paying for the state fee of Alabama. I am really sorry for the inconvenience Nadejda.
Nadejda	9/1/2021 4:02 PM	It's ok. May be was some updates. Than you. I appreciate your help
Jean Jia	9/1/2021 4:02 PM	We were able to change it permanently. By the way, Have I resolved your concern for today?
Nadejda	9/1/2021 4:02 PM	Thank you
Nadejda	9/1/2021 4:02 PM	Yes

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Jean Jia	9/1/2021 4:03 PM	How likely would you recommend Intuit with your friends or family?
Nadejda	9/1/2021 4:04 PM	I think it is a very good online program for business like mine
Jean Jia	9/1/2021 4:04 PM	Appreciated! Can you be my savior for today? You will receive a short survey sent to your email right after this chat. Please know that the survey is just solely for me on how I assisted you today. If you would take a few minutes to fill that out, I would appreciate it!
Nadejda	9/1/2021 4:04 PM	ok