

| Name        | Date Time          | Message   |
|-------------|--------------------|---|
| Karen       | 6/29/2022 10:12 AM | Hi..I would like to get some feedback on an issue with duplication of Item receipts please  |
| Assistant   | 6/29/2022 10:12 AM | Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.<br><br>Good day can an update be given on the following case# 1577700683. Please find details below as updated. We have ran the verify/rebuild data as requested via case #1577700683 and also the Toolbox to attempt to fix the problem. Unfortunately, it still persists. We've reached out to QuickBooks community and realize other users have similar problems with the accurate recording of Purchase Orders. A QuickBooks team member has advised other members of the community (on 14 Jan 2022 at 7.48am) that the engineering team is working diligently to fix it. Please add Desalcott to the "listing of affected users" so we can be notified when a fix is found of issue where converting an item receipt to a bill is duplicating. To date, the problem remains unresolved. |
| Karen       | 6/29/2022 10:14 AM |   |
| Assistant   | 6/29/2022 10:14 AM | Help is on the way. You've got a spot in line.  |
| Assistant   | 6/29/2022 10:14 AM | Maylyn Jane has joined the chat   |
| Maylyn Jane | 6/29/2022 10:15 AM | Hello. Thank you for contacting Intuit QuickBooks Support! My name is Jane and I hope you are doing well today. I can see here that you need help about ".issue with duplication of Item receipts <br><br>  |
| Karen       | 6/29/2022 10:15 AM | Hi. Yes I do. We've reached out to QB several time and the above contains the case number   |
| Karen       | 6/29/2022 10:16 AM | WE are using QB Enterprise Solutions -Manufacturing and Wholesale 22.0  |
| Maylyn Jane | 6/29/2022 10:17 AM | I see. No worries. Let me help you with that  |
| Maylyn Jane | 6/29/2022 10:17 AM | May I have your license number please?  |
| Karen       | 6/29/2022 10:17 AM | 769042862938857   |
| Karen       | 6/29/2022 10:19 AM | Please note we have already utilized the Toolbox and Rebuild Data options. But it appears to be an Engineering problem based on what was stated in the QB community.  |
| Maylyn Jane | 6/29/2022 10:19 AM | Thank you for the details .Let me check on your account.<br><br>While checking, kindly answer the following questions for   |
| Maylyn Jane | 6/29/2022 10:19 AM | may ask how was your QuickBooks experience so far? Have you been having difficulty contacting us ?"   |
| Karen       | 6/29/2022 10:21 AM | The chat option is very quick. However calls are very lengthy and problems don't seem to get addressed.   |
| Maylyn Jane | 6/29/2022 10:22 AM | Thank you for that. Your feedback really matters to us. Rest assured that we will continue to give the best service we have.  |
| Maylyn Jane | 6/29/2022 10:24 AM | I had your account pulled up. What's the name of the business? first and last name? email address?<br><br>  |
| Karen       | 6/29/2022 10:25 AM | Desalination company of Trinidad and Tobago Ltd   |
| Karen       | 6/29/2022 10:25 AM | Karen Ali Omardeen  |
| Karen       | 6/29/2022 10:25 AM | Karen.ali-omardeen@desalcott.com  |
| Maylyn Jane | 6/29/2022 10:27 AM | Thank you Karen for helping me verify the account.  |
| Karen       | 6/29/2022 10:27 AM | Product code is 869347781   |
| Maylyn Jane | 6/29/2022 10:27 AM | So when you create a PO it duplicates the entry   |
| Maylyn Jane | 6/29/2022 10:27 AM | right ?   |
| Karen       | 6/29/2022 10:29 AM | If I do a blanket PO, and receive items partially, the Item receipts are duplicating or triplicating at items so the PO appears fulfilled when it actually isn't  |
| Karen       | 6/29/2022 10:30 AM | This appears on the PO history only. If I select find "bills", it doesnt appear duplicated.   |
| Maylyn Jane | 6/29/2022 10:33 AM | Thank you for all the details. Let me check further is there  |
| Maylyn Jane | 6/29/2022 10:33 AM | ***if there is an ongoing issue about this  |
| Maylyn Jane | 6/29/2022 10:33 AM | One moment please   |

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| Maylyn Jane | 6/29/2022 10:38 AM | I can see that we have an ongoing issue about this. Our engineering team are already working on it.   |
| Maylyn Jane | 6/29/2022 10:39 AM | Can you View all item receipts linked to PO   |
| Karen       | 6/29/2022 10:39 AM | Yes I can   |
| Maylyn Jane | 6/29/2022 10:39 AM | Great!  |
| Maylyn Jane | 6/29/2022 10:39 AM | Mark all Item Receipts as 'Bill Received' in top right corner <br><br>  |
| Maylyn Jane | 6/29/2022 10:39 AM | Once the Item Receipts are a Bill, just toggle the date on related PO. PO will then auto-correct itself to reflect the correct status and quantities received.  |
| Karen       | 6/29/2022 10:39 AM | How long does it take for Engineering to correct this problem?  |
| Maylyn Jane | 6/29/2022 10:40 AM | We have a workaround provided   |
| Maylyn Jane | 6/29/2022 10:40 AM | Can you open View all item receipts linked to PO  |
| Maylyn Jane | 6/29/2022 10:40 AM | Let me know how does it go  |
| Karen       | 6/29/2022 10:41 AM | Where do I get this option to View all items receipts linked to PO?   |
| Maylyn Jane | 6/29/2022 10:42 AM | open the PO   |
| Karen       | 6/29/2022 10:43 AM | It's open   |
| Maylyn Jane | 6/29/2022 10:44 AM | Mark all Item Receipts as 'Bill Received' in top right corner<br><br>   |
| Maylyn Jane | 6/29/2022 10:44 AM | Once the Item Receipts are a Bill, just toggle the date on related PO. PO will then auto-correct itself to reflect the correct status and quantities received.<br>  |
| Karen       | 6/29/2022 10:44 AM | But can it be reverted to just an Item receipt after?   |
| Karen       | 6/29/2022 10:45 AM | Because we normally await physical invoice before we convert to a bill  |
| Maylyn Jane | 6/29/2022 10:47 AM | Workaround 1 - If quantity on Item Receipt needs to be edited and is linked to a Purchase Order, Item Receipt needs to be deleted then re-created. Otherwise, quantity received on Purchase Order will be incorrect.<br><br><br>  |
| Maylyn Jane | 6/29/2022 10:48 AM | Workaround 2 - Do NOT use item receipts until fix is implemented. Create bill for vendor and select open PO. User can edit qty on bill afterwards and qty on PO will always show correctly. PO will not show 'Received in Full' erroneously which item receipts is currently causing (bug/defect will cause POs to be Received in Full after X number of edits to quantity on related item receipt)<br><br><br> |
| Karen       | 6/29/2022 10:50 AM | this is very tedious. We have different employees entering Item Receipts for segregation of duties so it's not possible to simply enter a bill first.   |
| Karen       | 6/29/2022 10:50 AM | Can QB say when this problem will be fixed as I'm sure its very frustrating for all companies   |
| Maylyn Jane | 6/29/2022 10:51 AM | I really do apologize for the inconvenience. I understand that this is very frustrating.No worries, Our engineering team has been working on this issue for a while already.  |
| Maylyn Jane | 6/29/2022 10:52 AM | Those are the workaround provided.  |
| Maylyn Jane | 6/29/2022 10:52 AM | I will be tagging your case1584432075 to the investigation so that you will be notified once it has been fixed.   |
| Karen       | 6/29/2022 10:54 AM | I mean come on...it's over 5 months to fix a bug?   |
| Maylyn Jane | 6/29/2022 10:55 AM | As of now the case is still on going and we are still working on the fix.   |
| Karen       | 6/29/2022 10:56 AM | Can you email this chat to me please?   |
| Maylyn Jane | 6/29/2022 10:57 AM | You can click the print icon on the chat box.   |