

Name	Date Time	Message
Kerstin	1/2/2023 1:27 PM	my bank links don't work. an error code of 9999 flashes. Manual upload does not work either. Links are broke. See INV-35913 or case # 1592295378.
Assistant	1/2/2023 1:27 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	1/2/2023 1:28 PM	Alvin Jed has joined the chat
Alvin Jed	1/2/2023 1:28 PM	Hi! Thank you for messaging Intuit QuickBooks Online Support. This is Jed, your QuickBooks Online specialist. I hope you are doing well today. I can see that you are contacting about bank connection error?
Kerstin	1/2/2023 1:29 PM	I spent two hours with support plus went to support. Manual uploads do not work. Bank links are not working. I know all the tricks and nothing works . This is beyond normal support, this needs engineers. LINKS ARE NOT WORKING.
Alvin Jed	1/2/2023 1:30 PM	Oh I'm so sorry to hear that, can I ask if the previous support already escalated this case to the Engineering Team?
Kerstin	1/2/2023 1:31 PM	All I got was a case number which I provided above and no word back. Online support told me that the INV-35913 has been resolved and if I still have issues then to contact you.
Alvin Jed	1/2/2023 1:31 PM	Alright, I'd be more than glad to assist you on this! No worries, I'll do my best today to assist your concern accordingly. We would just need to authenticate your account first, so that I can resolve any issues you may be experiencing . Please provide me with the company name, email address associated with your QuickBooks and the company ID.
Kerstin	1/2/2023 1:32 PM	Simcon Concrete Inc
Kerstin	1/2/2023 1:33 PM	simconkerstin@gmail.com
Alvin Jed	1/2/2023 1:33 PM	To get company ID, just go to gear icon >> account and settings >> billing and subscription. Or you can try this shortcut keys on your keyboard, just type in CTRL+ALT+? all together
Kerstin	1/2/2023 1:34 PM	9130 3545 3005 4326
Alvin Jed	1/2/2023 1:35 PM	Thank you for the information! And by the way, while checking on your account how was your overall experience with QuickBooks so far?
Kerstin	1/2/2023 1:37 PM	Not good. I am not a negative person but QB is letting me down. I am looking at my account and nothing is working now. Everything is X'd. I'm really starting to worry. You should see what I see. It's not good.
Alvin Jed	1/2/2023 1:38 PM	I'm really sorry about this matter, but since I have you now rest assured that I will do my best to help you on this matter. Can we do a screen sharing please so I can see what's really happening on your end and to better assist you as well?
Kerstin	1/2/2023 1:39 PM	yes
Alvin Jed	1/2/2023 1:39 PM	Great! Thanks! Before we proceed please minimize or close out confidential information or documents that you have on your computer. I can only see your screen and can't touch anything. You may also disconnect the session whenever you feel uncomfortable.
Kerstin	1/2/2023 1:39 PM	447579
Alvin Jed	1/2/2023 1:40 PM	Seems like the code is not working.
Kerstin	1/2/2023 1:40 PM	sorry 44 579
Alvin Jed	1/2/2023 1:40 PM	Can I ask if this is smartlook?
Alvin Jed	1/2/2023 1:40 PM	Thank you
Kerstin	1/2/2023 1:40 PM	yes
Kerstin	1/2/2023 1:41 PM	are you looking

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Alvin Jed	1/2/2023 1:41 PM	I am now connected. Seems like it is loading for a moment.
Alvin Jed	1/2/2023 1:42 PM	Were you able to see my cursor?
Alvin Jed	1/2/2023 1:43 PM	Can I ask please the bank account institution?
Kerstin	1/2/2023 1:43 PM	Bank of America but look at this screen.
Alvin Jed	1/2/2023 1:44 PM	Got it! All of these account with error needs attention are under bank of America?
Kerstin	1/2/2023 1:45 PM	Yes, I have 24 accounts with Bank of America, only. They range from Checking, Savings, Payroll and credit cards, all under the same bank and they are not help when it comes to this.
Alvin Jed	1/2/2023 1:46 PM	Got it! Allow me to further investigate it here and I will also make escalation for this matter to our Engineering Team. Please stay on this page for me
Kerstin	1/2/2023 1:46 PM	I will and thank you.
Alvin Jed	1/2/2023 1:47 PM	Thank you for the patience.
Alvin Jed	1/2/2023 1:48 PM	By the way, can I ask when did you received the email that the investigation case has been resolved already?
Kerstin	1/2/2023 1:50 PM	It was not an email. I had a case out and heard nothing so I went to online support. I am now sharing the note on the screen from ZackE moderator
Alvin Jed	1/2/2023 1:51 PM	Thank you for confirming. Please allow me to proceed it here
Kerstin	1/2/2023 1:52 PM	Do you want me to move the note now so you can see the QB screen again?
Alvin Jed	1/2/2023 1:52 PM	No worries, I can still see the Quickbooks page.
Alvin Jed	1/2/2023 1:57 PM	While waiting Kerstin, can we try to do some trouble shooting steps for this matter? I just want to make sure that we can fix it to make sure accounts is updated.
Kerstin	1/2/2023 1:57 PM	yes, I'm all yours. Ready when you are.
Alvin Jed	1/2/2023 1:58 PM	Thank you so much! But before we proceed, can we use glance this time for our screen sharing? Seems like in smartlook I cannot see clearly your end.
Alvin Jed	1/2/2023 2:00 PM	Kindly please go to this website using another browser/tab: <a href="https://glance.intuit.com">glance.intuit.com</a>
Alvin Jed	1/2/2023 2:00 PM	Once you have the code, please provide it to me so that I can join the session. Thank you!
Alvin Jed	1/2/2023 2:00 PM	I am now disconnected with our smartlook.
Kerstin	1/2/2023 2:01 PM	09103
Alvin Jed	1/2/2023 2:01 PM	Thank you.
Alvin Jed	1/2/2023 2:02 PM	Can we go back to your Quickbooks page for me please?
Alvin Jed	1/2/2023 2:02 PM	I can only see your email address as of the moment.
Kerstin	1/2/2023 2:03 PM	sorry! I have 3 screens.
Alvin Jed	1/2/2023 2:03 PM	No worries, it's all fine :)
Alvin Jed	1/2/2023 2:03 PM	Please follow my lead.
Alvin Jed	1/2/2023 2:04 PM	Can I ask if you can access the bank website without any error?
Kerstin	1/2/2023 2:04 PM	Been through all this. If I try to manually upload it won't let me.

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Alvin Jed	1/2/2023 2:04 PM	Thank you for the detailed, no worries I am here to help you on this
Kerstin	1/2/2023 2:07 PM	Even if it would let me manually upload it I am still not updated with the correct bank balance but here's the kicker... See this page that I am clicking on that says, "manage connections?" Those are the correct bank balances. Watch this...
Alvin Jed	1/2/2023 2:07 PM	Please click this for me.
Alvin Jed	1/2/2023 2:09 PM	Seems like the last update was 12/22/2022 but still the transactions is not updating. What we need now while I'm with you is to reconnect the bank account and disconnect. Once done let see if the system trigger the transaction to be updated.
Kerstin	1/2/2023 2:10 PM	Nope. Not with the checking. I did it with the credit cards and now I am at zero and my checking is far too heavy to "try" things with. See Vance's credit card? I disconnected, reconnected, tried manual upload, believe me when I tell you that this is not my first go around with this. Look at Vance's Card now....
Kerstin	1/2/2023 2:11 PM	See, it's at ZERO. The disconnect, reconnect did not work.
Kerstin	1/2/2023 2:12 PM	Look at the bank balance of Vance's card.
Kerstin	1/2/2023 2:12 PM	See how it's 884.48 in the bank and it's zero on the home page. Now, here's a twister for you....Look at the amount in, "manage connections" It matches the bank.
Alvin Jed	1/2/2023 2:13 PM	Got it! Our back end team need me to document everything so we can investigate and escalate it to our higher tier. We need to make sure we have the details the exact behavior of the error so we can create a ticket for this. Can we redo please the process of troubleshooting?
Kerstin	1/2/2023 2:14 PM	Every amount you see on this page matches the bank 100% but it's not feeding my front page or downloading transactions and I can show you what happens when I try to manually upload, it won't.
Alvin Jed	1/2/2023 2:14 PM	Yes, seems like there's a glitch in the system as to why it shows like this.
Alvin Jed	1/2/2023 2:14 PM	Let's try first to disconnect them and reconnect.
Kerstin	1/2/2023 2:15 PM	I am only going to do Vance's. Here I go. Are you ready?
Alvin Jed	1/2/2023 2:15 PM	Yes please, follow my lead.
Alvin Jed	1/2/2023 2:16 PM	Please copy the URL of the bank website for me first.
Alvin Jed	1/2/2023 2:21 PM	Seems like it is updating now
Alvin Jed	1/2/2023 2:21 PM	Awesome!
Kerstin	1/2/2023 2:22 PM	It did this at 10 times earlier today and it did not work. Can you hold on while I try to do the checking account?
Alvin Jed	1/2/2023 2:22 PM	Yes please, I will stay here for you to make sure you are all set-up before I let you go.
Kerstin	1/2/2023 2:22 PM	Actually, look at all the ones needing attention.
Alvin Jed	1/2/2023 2:23 PM	Alright, let's do it one by one to make sure we can trouble shoot it. I am here to help you
Alvin Jed	1/2/2023 2:23 PM	Let's do the same process as we did earlier with the vance 1586.
Kerstin	1/2/2023 2:25 PM	Well, with Vance you told me to select, "connect" but there were transactions that were not in there that needed to come over so I am missing some. Let me look at the register in QB and register in the bank and then I can show you what happens when I try to manually upload.
Alvin Jed	1/2/2023 2:25 PM	Yes please. Thank you, let's double check everything.
Kerstin	1/2/2023 2:27 PM	Okay! I need from 12-18 to 12-30 to come over, it's only 3 transactions.

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Alvin Jed	1/2/2023 2:27 PM	Got it! Can we try to go to the for review please?
Alvin Jed	1/2/2023 2:28 PM	Let's try to manually upload now.
Kerstin	1/2/2023 2:28 PM	Sorry! I went there first.
Alvin Jed	1/2/2023 2:29 PM	It's fine :)
Kerstin	1/2/2023 2:29 PM	I know how to do it. You are jumping ahead,
Alvin Jed	1/2/2023 2:29 PM	Do you already downloaded the bank statment?
Alvin Jed	1/2/2023 2:29 PM	I'm sorry, please take your time.
Kerstin	1/2/2023 2:30 PM	I put in my time frame and now I will select what I should and then it will download and I will try to upload.
Alvin Jed	1/2/2023 2:31 PM	Yes please, thank you so much for the effort.
Alvin Jed	1/2/2023 2:32 PM	Seems like we need to have an csv file for this.
Kerstin	1/2/2023 2:32 PM	See the note. The uploaded file isn't valid....I used to be able to upload like this all the time and now it won't let me.
Kerstin	1/2/2023 2:33 PM	I have changed nothing. I have spent hours and hours and hours on this and this is just one account.
Alvin Jed	1/2/2023 2:33 PM	I see, can I ask if do you have an option on your end to download the file as CSV?
Alvin Jed	1/2/2023 2:34 PM	I'm really sorry for the inconvenience this has caused you, rest assured this will be escalated accordingly.
Kerstin	1/2/2023 2:34 PM	Which one do I choose?
Alvin Jed	1/2/2023 2:35 PM	This one please
Alvin Jed	1/2/2023 2:35 PM	Let's try the comma
Alvin Jed	1/2/2023 2:36 PM	Thank you
Kerstin	1/2/2023 2:36 PM	I tried that too and it's confusing.
Alvin Jed	1/2/2023 2:36 PM	Let see if this time it works.
Alvin Jed	1/2/2023 2:38 PM	Can we open the file for me first please? I just want to check the correct format of it.
Alvin Jed	1/2/2023 2:39 PM	Seems like we need to remove the cardholders and replace it with date of the transactions.
Alvin Jed	1/2/2023 2:40 PM	Let's edit the file please. The format should be date, description, and amount
Alvin Jed	1/2/2023 2:40 PM	As you can see it shows broke here. We need to update first the file.
Alvin Jed	1/2/2023 2:45 PM	Perfect!
Kerstin	1/2/2023 2:45 PM	Nice! That was cool
Alvin Jed	1/2/2023 2:45 PM	Now let's do the same with the other account.
Alvin Jed	1/2/2023 2:45 PM	You did great!
Alvin Jed	1/2/2023 2:45 PM	Fast Learner, I really appreciate your cooperation with me.
Alvin Jed	1/2/2023 2:46 PM	Let see if we can update the remaining bank.

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Alvin Jed	1/2/2023 2:46 PM	Disconnect and reconnect it please.
Alvin Jed	1/2/2023 2:46 PM	Thank you!
Alvin Jed	1/2/2023 2:47 PM	Link it first.
Kerstin	1/2/2023 2:51 PM	It usually doesn't ask me three times for a code and it usually does not take this long.
Alvin Jed	1/2/2023 2:52 PM	Yes, seems like there's a odd behavior of this connections but rest assured this all documented and will do necessary further investigation and will create a ticket for the error.
Kerstin	1/2/2023 2:52 PM	This is different. Tuckers card is not in the list for me to tie it too which means that it will open up a whole new account and not be tied to the old account so I am not going to link this. It needs tied to his original. I have been here before and have to keep trying until his card shows up in the list.
Kerstin	1/2/2023 2:53 PM	I am going to show you another way. Hold on and watch, please.
Alvin Jed	1/2/2023 2:53 PM	I see, can you show me please the tucker that was already connected in your Quickbooks?
Alvin Jed	1/2/2023 2:53 PM	Sure, please take your time. I'll be here for you.
Alvin Jed	1/2/2023 2:54 PM	Please follow my lead
Kerstin	1/2/2023 2:55 PM	i want to relink by going to manage connections
Alvin Jed	1/2/2023 2:55 PM	This fixed asset is different account, right?
Kerstin	1/2/2023 2:55 PM	Yes, that is his truck. I filtered in on Tucker. I will filter on 9324
Alvin Jed	1/2/2023 2:56 PM	Got it! Let's proceed it now.
Alvin Jed	1/2/2023 2:58 PM	Can you confirm if the transactions are accurate?
Kerstin	1/2/2023 2:59 PM	Nope! It made a brand new account. This is not tied to his old. Watch. I am going back to the chart of accounts and now I will have two of these and I will show you what I will do to trick it.....It make me nervous but it works. Watch.
Alvin Jed	1/2/2023 3:00 PM	Yes please, thank you. I'll be here for you
Alvin Jed	1/2/2023 3:00 PM	I see
Alvin Jed	1/2/2023 3:00 PM	These two here are different?
Kerstin	1/2/2023 3:01 PM	See the top? That's his old with all the history and the bottom is his new with brand new information. I will merge them, (like I said, this makes me nervous) Here we go,
Alvin Jed	1/2/2023 3:01 PM	Yes let's merge it so to make sure one account is connected.
Kerstin	1/2/2023 3:02 PM	Oh wait....I think i have to include what is in review before I merge. Look at review, I am NOT going to include it and I am going to merge and let's see if it's in review in the merged one,.
Alvin Jed	1/2/2023 3:03 PM	Yes we can do either of the two options, we can still merge the account.
Alvin Jed	1/2/2023 3:04 PM	View register and after that go to banking page.
Alvin Jed	1/2/2023 3:04 PM	How about now?
Kerstin	1/2/2023 3:04 PM	Yes....They are in review. My God. I need to take notes for all these different case scenarios.
Alvin Jed	1/2/2023 3:05 PM	Yes please and after this as well I will send you the case reference for this matter and article that will help you to have a future reference.

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Alvin Jed	1/2/2023 3:05 PM	Let's proceed now with the remaining accounts.
Alvin Jed	1/2/2023 3:08 PM	By the way Kerstin, if may I ask do you have a bookkeeper who helps you manage your books and accounts?
Kerstin	1/2/2023 3:10 PM	I have to see where the registers stopped on all of these before I disconnect. I am a bookkeeper and we have an accountant and I am almost QB certified and would like to find out what it takes to be an engineer because this is an ongoing issue and I spend so many hours because I cannot get the bank or QB to fix the problems. I know what I know because I have no choice but to fix these on my own which is really, really sad.
Alvin Jed	1/2/2023 3:12 PM	I totally agree with you Kerstin on this matter and on behalf of the company I do really apologize for this inconvenienced and rest assured this will be escalated and further reported accordingly so to make sure it will not happen again in the future.
Kerstin	1/2/2023 3:14 PM	This is 11 account I have to fix, on my own. Is it normal to have to do this all the time? I was on QBO with my last company for 7 years and not one time did the bank links break. Why does this keep happening? I was without bank links from 11-7-22 tp 12-7-22 and finally someone fixed them, not sure if it was the bank or QB and I thought that would be the end of it and here I am again. Is this something that I am just going to have to do all the time?
Alvin Jed	1/2/2023 3:17 PM	No, it should be not be happening again, with the investigation since it has been resolved as what you provided to me the reference number it shows closed already and we really believed that all accounts affected has been fix, but since your account still experiencing this kind of error then it needs first to undergo troubleshooting steps as well did today so to make sure moving forward it wont happen again since we follow the steps on how to resolve it.
Alvin Jed	1/2/2023 3:18 PM	Rest assured this one won't happen in the future and we are accountable for this so that is why we will do our best to avoid this error from happening again.
Kerstin	1/2/2023 3:19 PM	Do you have enough information with the scenarios played out? I came in really early so I could leave early as I have an appointment and need to go. I could cancel but I think you have enough to know what the problems are.
Alvin Jed	1/2/2023 3:21 PM	Yes I have all of the details here and rest assured this will be further investigated and since we already have the workaround to trouble shoot this error the I would suggest to follow the steps we did today for the remaining account so you are all updated with the bank transactions. Rest assured this will not happen again and me, myself will do my best to get this reported accordingly.
Alvin Jed	1/2/2023 3:22 PM	Please let me know if you have further clarifications or concern? I am here to help, I just want to make sure that we have everything all covered up before I let you go.
Kerstin	1/2/2023 3:25 PM	Okay! So I DO need to fix the remaining 11 accounts on my own then? Can you please tell me one thing? Is this the bank or is it QB because I never know who to go to and I it would be nice to know what is making this happen because if it's the bank then I need to find another bank as I don't have the resources to keep doing this.
Alvin Jed	1/2/2023 3:27 PM	Yes please so to make sure the system will trigger to update the connections. As of now our back end team are communicating with the bank institution for this matter since this has been reported. I cannot give you the accurate information but maybe or most likely this error came from bank and this may resulted if they have some sort of bank system maintenance or they blocked the connection with Quickbooks for security purposes.
Alvin Jed	1/2/2023 3:29 PM	But still here in Quickbooks we do necessary action for this to make sure this will be avoided from happening moving forward and will work with the bank IT team to resolve this kind of error since we wanted that your business is on track all the time.
Kerstin	1/2/2023 3:35 PM	I need to remain positive and just hope and pray that it doesn't happen. I came on board with this company to move them into the future. I had to sell them on QB. The only reason I am chatting instead of calling is I cannot let them know that the system is failing. They wanted to abandon everything the first time so I have kept this time a secret and will work from home to do the repairs. I am supposed to build this thing then train the people I hire to take it over. I cannot in good faith walk away from this company thinking that I sent them down the wrong road so it's very critical that I treat them well and deliver as promised. I try hard to honor my word so if I do need to get a new bank then please, please let me know because this is not about me, it's about the future of this company. My whole role is to build, hand over and go. Thank you for all your help today. I truly appreciate it. Have a Happy New Year. I must go now. :)
Alvin Jed	1/2/2023 3:37 PM	Thank you as well for your trust with me and rest assured this will be further check and we will update you if you need to update or change your bank account ti be link in Quickbooks. This will be documented and make sure we tag as high priority for you.

<b>Name</b>	<b>Date Time</b>	<b>Message</b>
Alvin Jed	1/2/2023 3:37 PM	Alright! I'm glad I was able to answer all of your questions today. In order for us to improve our services, you will receive a survey with your time with me today :) If you would take a few minutes to fill that out, I would appreciate it! Thank you again for using and being part of Quickbooks Online!
Alvin Jed	1/2/2023 3:37 PM	My pleasure to help you on this matter, I really appreciate as well your time with me today.
Alvin Jed	1/2/2023 3:37 PM	You can now end our screen sharing to have your privacy back.
Alvin Jed	1/2/2023 3:38 PM	I am now disconnected with our glance session.
Alvin Jed	1/2/2023 3:38 PM	This is Jed once again. Have a great day ahead, keep safe and stay healthy!
Assistant	1/2/2023 3:38 PM	Chat has ended!