

Ron Boehly63 Sicklerville Road  
Williamstown NJ 08094  
Phone: 610-633-3245  
Email: ronboehly@comcast.net

5/9/2020

To Whom It May Concern,

Quick Books Desktop support issue Case #547347941

1. This was my original question to help desk automated response cannot save files to PDF. I even ask the question a different way how to save files as PDF same window comes up.
2. Solution #1 was download Quick Books Tool Hub ran it 3 Times did not solve problem.
3. Contacted support chat they had me check all kinds of things which I checked even as far as trying to update my Adobe program which I gave them the version #20.006.20042 and they said it was the most current version but they said try updating anyway absolutely a waste of time. I tried anyway and of course Adobe responds I am already running most current version. Please read the chat log and listen to the voice recordings the 1<sup>st</sup> person I talked to hung up on me, called back and got Jackie Millana jm130603 finally she explained to me how to save to PDF
4. This is what should be listed as Solution One in your automated response also every Chat or Phone support person should tell the person calling in for support for any question like cannot save to PDF file, or how do you save a PDF file. The #1 Solution should be an explanation of how to save a file to PDF Not download your Quick Books Tool Hub or all the other stuff I was told to try.
5. Trouble shooting sequence on page #2



- Go to chart of accounts pick any account like checking, credit card, or almost any account.
- Highlight any account
- Select Reports from drop down list bottom of page, select quick report, select print button drop down list at top of page it will give you the option of either printing report or save to PDF from drop down list select Save To PDF.
- Name the file and save it to desktop or any destination file you wish.
- Go to the destination file and it will be there.

My problem with this is, the 1<sup>st</sup> three support people I talked to assumed I already knew what I listed above if I already knew I would not be contacting support. The first thing that should be listed in automated response to question is what I listed above that should be the first thing all your live support people should do also.

Summary of May 7/2020 Chat 9:44 to 10:56 Duration 1:12 Min Trixia Marie R.

- 9:52 Me: From file drop down list cannot save to PDF it is listed in drop down but not available.
- 9:54 You are you trying to save a payroll form?
- Me: It is just a register for credit card.
- 9:59 You: Is the PDF option also greyed out when trying to print other reports?
- Me: Yes.
- You: Ok, we are going to check if you will have the same problem on a sample file, close your company and open a sample company file.
- 10:06 Me: I have the same problem on three desktops but ok.
- **10:12 You: Just to clarify you want to save credit card register to PDF?**
- Me: Yes.
- 10:12 to 10:33 You: Waiting for agent to get transcript of support chat last night.
- Me: I am in the sample company printer prints out register correctly.

At this point if I knew what I know now and certainly all support people should know is you cannot save an account register to PDF. You must go to reports and run a quick report, from that you can either print or save as PDF.



- 10:34 You: You cannot just save it as PDF. What is your PDF Provider? The answer here should have been you cannot save register to PDF you must run a quick report and then you can save as PDF from print dropdown list.
- 10:35 Me: I do not understand the question.
- 10:35 to 10:50 Me doing stuff agent told me to get information on ADOBE gave version running on my desktops she said it was the latest version.
- 10:50 You: Thank you for waiting, I am going to provide a link to ADOBE so you can update.
- Me: I thought you just said that was the latest version. Answered some more questions which were already answered.
- 10:56 You: In case we get disconnected I will give you case # as reference.

### Summary of support 5/8/2020

Contacted chat support tried to resume chat from the email all that happens when I select that option is goes to site and your site says we are having trouble opening this page but it will be back soon. Signed in from your page took me to support but could not find an option to open previous chat.

Started a new chat entered my case # I was told in previous chat if I entered the case # the support person would have all the information I already supplied. The first question they asked me what the issue is and what did previous support already check. At that point I requested a call from support. In that request I explained the problem, provided Lic.#, Case# and specified please before you call me have all the chat transcripts so I do not have to repeat myself again.

This is what happened when support called me back he asked me what the issue was and what did previous support do, I asked him don't you have the question I asked in support request and the chat transcript he said he will get it. While he was getting it I was disconnected.

Called support back requested a call filled out all the questions again Jackie Millana called back after a few minutes she gave me the answer was you cannot save a register to PDF you must do it out of Quick Report. Why is that not the first question asked.

Even better when someone asks a question why can't I save a file as PDF your first answer should be you must be in quick report to save to PDF.



Warm regards,  
63 Sicklerville Road  
Williamstown NJ 08094  
Phone: 610-633-3245  
Email: [ronboehly@comcast.net](mailto:ronboehly@comcast.net)

