

| Name      | Date Time          | Message  |
|-----------|--------------------|--|
| Byung     | 3/28/2022 12:08 PM | Need a retained earnings report to show the details of adjustments that went through the account. COA ran report does not match the balance of trial balance report.   |
| Assistant | 3/28/2022 12:08 PM | Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.   |
| Assistant | 3/28/2022 12:08 PM | Gretchen has joined the chat   |
| Assistant | 3/28/2022 12:08 PM | Gretchen has joined the chat   |
| Gretchen  | 3/28/2022 12:09 PM | Thanks for contacting Intuit QuickBooks Online Support! Pleased to meet you! My name is Chen, May I have your first and last name?   |
| Byung     | 3/28/2022 12:09 PM | Byung CHo  |
| Gretchen  | 3/28/2022 12:10 PM | Hello there. Would you mind asking you what do you want me to address you?   |
| Byung     | 3/28/2022 12:10 PM | Need a retained earnings report to show the details of adjustments that went through the account. COA ran report does not match the balance of trial balance report.   |
| Gretchen  | 3/28/2022 12:11 PM | I see that. No worries Byung, will get this straightened out for you, alright?   |
| Byung     | 3/28/2022 12:11 PM | ok   |
| Gretchen  | 3/28/2022 12:11 PM | Thanks! Can we start please with pulling up your account here? May I have the email address associated with your account as well as the company name?  |
| Byung     | 3/28/2022 12:12 PM | Tealbook Inc.  |
| Byung     | 3/28/2022 12:12 PM | accounting@tealbook.com  |
| Gretchen  | 3/28/2022 12:15 PM | Thank you. In a moment please.   |
| Byung     | 3/28/2022 12:18 PM | anything else that you need?   |
| Gretchen  | 3/28/2022 12:20 PM | Thank you for patiently waiting Byung. Going back to your concern, I see here that you wanted to have a detailed report so that you can match your COA to the trial balance report. Would you mind telling me what are these adjustments that we're looking for? |
| Byung     | 3/28/2022 12:20 PM | i basically want to be able to see the activity that has gone through the retained earnings account  |
| Byung     | 3/28/2022 12:20 PM | is there a report that will show me that?  |
| Byung     | 3/28/2022 12:21 PM | basically an account transaction report for the retained earnings  |
| Byung     | 3/28/2022 12:21 PM | it seems you can't click on retained earnings account from the trial balance   |
| Byung     | 3/28/2022 12:21 PM | but when i run the report throught COA, it doesn't show any transaction, just the opening balance, which doesn't even match to the TB  |
| Byung     | 3/28/2022 12:23 PM | hello?   |
| Gretchen  | 3/28/2022 12:24 PM | Aha, thanks for the extra details Byung. I may just clarify what report did you pull up for COA? So that I can replicate it here?  |
| Byung     | 3/28/2022 12:25 PM | Go to Settings ⚙, then select Chart of Accounts. Locate the Retained Earnings account. From the Action column drop-down menu, select Run Report. From the Report period drop-down list, select All Dates. Select Run report.                                     |
| Byung     | 3/28/2022 12:25 PM | those are instructions from your support page  |
| Byung     | 3/28/2022 12:25 PM | the dates i used was January 1, 2022 to February 28, 2022  |
| Byung     | 3/28/2022 12:25 PM | no activity is shown.  |
| Byung     | 3/28/2022 12:27 PM | is there a reason why this chat is so slow?  |
| Gretchen  | 3/28/2022 12:28 PM | I'm sorry about that I'm just trying to replicate your responses from my own account here. Also I'm researching on my resources right here.  |
| Byung     | 3/28/2022 12:28 PM | is there an issue with the report? or am i looking at the wrong report?  |

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| Gretchen    | 3/28/2022 12:31 PM | Looking on it Byung. Kindly just stay on the line please for 3-4 minutes, I'll further check on my resources right here. |
| Byung       | 3/28/2022 12:32 PM | i mean its been 3-4 minutes  |
| Byung       | 3/28/2022 12:32 PM | its been nearly 30 minutes haha  |
| Byung       | 3/28/2022 12:33 PM | were you able to replicate what im seeing or no?   |
| Gretchen    | 3/28/2022 12:33 PM | I apologize about that. I'm just making sure I got the correct data here.  |
| Byung       | 3/28/2022 12:33 PM | what does that even mean   |
| Byung       | 3/28/2022 12:33 PM | were you able to replicate my issue?   |
| Byung       | 3/28/2022 12:36 PM | hello?   |
| Byung       | 3/28/2022 12:38 PM | is anyone here?  |
| Byung       | 3/28/2022 12:44 PM | hello?   |
| Byung       | 3/28/2022 12:45 PM | can i talk to someone please?  |
| Byung       | 3/28/2022 12:47 PM | chen are you still there?  |