

name	time	message
ummy	8/17/2021 4:58 PM	I want to settle the outstanding quickbook bill
.ssistant	8/17/2021 4:58 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
.ssistant	8/17/2021 4:58 PM	-
.ssistant	8/17/2021 4:58 PM	Apple Kaye has joined the chat
ummy	8/17/2021 4:59 PM	Hi Apple
ummy	8/17/2021 4:59 PM	Can u open an remote session to support?
ummy	8/17/2021 4:59 PM	I cant settle my quickbook outstanding bill and it impacting the service now
ummy	8/17/2021 5:00 PM	I understand that foreign credit card wont accept, we are from Hong Kong
ummy	8/17/2021 5:01 PM	and the bank transfer method will require a routing number which we cant provide
ummy	8/17/2021 5:01 PM	Or can we TT ?
ummy	8/17/2021 5:02 PM	Hellooo?
.pple Kaye	8/17/2021 5:04 PM	Hello. Thank you for contacting Intuit QuickBooks Support! My name is Apple. How can I help you today?
ummy	8/17/2021 5:05 PM	Hi Apple Summy at 4:59 PM said Hi Apple Can u open an remote session to support? Summy at 4:59 PM said Can u open an remote session to support? I cant settle my quickbook outstanding bill and it impacting the service now Summy at 4:59 PM said I cant settle my quickbook outstanding bill and it impacting the service now I understand that foreign credit card wont accept, we are from Hong Kong Summy at 5:00 PM said I understand that foreign credit card wont accept, we are from Hong Kong and the bank transfer method will require a routing number which we cant provide Summy at 5:01 PM said and the bank transfer method will require a routing number which we cant provide Or can we TT ?
.pple Kaye	8/17/2021 5:05 PM	May I know what is this quickbooks outstanding bill? Is this for the renewal charge?
ummy	8/17/2021 5:06 PM	I dont know , as my service being suspended , i dont know what bill is it
ummy	8/17/2021 5:06 PM	can do a remote session now?
ummy	8/17/2021 5:06 PM	Using the glance guest remote support
ummy	8/17/2021 5:07 PM	Im ready now
.pple Kaye	8/17/2021 5:07 PM	Yes we can do that I just need to verify the account and know what is going on.. Can I have your license number for me to check your account?
ummy	8/17/2021 5:07 PM	54636
ummy	8/17/2021 5:07 PM	Our company ID [REDACTED]
ummy	8/17/2021 5:08 PM	The glance Guest code : 54636
.pple Kaye	8/17/2021 5:08 PM	Can you verify the name of the business and your email address?
ummy	8/17/2021 5:08 PM	yes admin : [REDACTED]
ummy	8/17/2021 5:09 PM	Company name : [REDACTED]
ummy	8/17/2021 5:10 PM	Can u do the remote support now??
ummy	8/17/2021 5:10 PM	As tthe other side in UK our accountant are waiting
.pple Kaye	8/17/2021 5:11 PM	I can already see on the account that your qbo was cancelled due to payment failure. Let me just go ahea and consult this to the backend team. Please bear with me
ummy	8/17/2021 5:12 PM	Sure, thanks a lot
ummy	8/17/2021 5:13 PM	As the point is : all the payment method show online within the portal seem not workable for us (company in Hong Kong with Hong Kong bank credit card only, we can do TT if really need to, we just need to ensure no data were lost
.pple Kaye	8/17/2021 5:16 PM	Do you have any alternative credit card issued in US?
ummy	8/17/2021 5:16 PM	Sorry we don't have
ummy	8/17/2021 5:17 PM	we only have credit card that issued by HK bank
ummy	8/17/2021 5:17 PM	We cant do a TT?

name	date time	message
ummy	8/17/2021 5:37 PM	My boss have stated that any loss of data because of Quickbook online cant provide any workable payment method we wil I start an legal action for this..
ummy	8/17/2021 5:38 PM	Sorry...we are willing to pay but the point is quickbook cannot provide any method
ummy	8/17/2021 5:39 PM	Or is that a way to extend ?
ummy	8/17/2021 5:39 PM	How about TT ??
ummy	8/17/2021 5:39 PM	telegraphic transfer
.pple Kaye	8/17/2021 5:40 PM	It looks like the previous CFO was the one who setup your qbo since it is US version.. If you want you can reach out to him temporarily.. Make arrangement to temporarily use the old address and CC issued by USA
.pple Kaye	8/17/2021 5:40 PM	internal agreement maybe
ummy	8/17/2021 5:40 PM	As told , we won't and we can't make contact to the Ex CFO anymore
ummy	8/17/2021 5:41 PM	telegraphic transfer not workable?
.pple Kaye	8/17/2021 5:41 PM	we do have a qbo HK version however since your data is from US version you will start over in HK qbo version
ummy	8/17/2021 5:41 PM	We just need to have quickbook US bank account info only
ummy	8/17/2021 5:42 PM	The nbank account no then we can do a telegraphic transfer
.pple Kaye	8/17/2021 5:42 PM	The TT is not workable as of the moment..