

Name	Date Time	Message
Candi	5/24/2023 8:11 AM	Please add me to the list of users that cannot access bill.com thru QBO
Assistant	5/24/2023 8:11 AM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks. This chat will be recorded and monitored.
Assistant	5/24/2023 8:11 AM	-
Assistant	5/24/2023 8:11 AM	Stephanie has joined the chat
Stephanie	5/24/2023 8:11 AM	Thank you for contacting Intuit! I'm Stephanie from Intuit QuickBooks Online Support and I'm here to help you today. May I have your first and last name please?
Candi	5/24/2023 8:12 AM	Candi Gay
Stephanie	5/24/2023 8:12 AM	Hi Candi! Nice to meet you.
Candi	5/24/2023 8:12 AM	Like wise!
Stephanie	5/24/2023 8:12 AM	How's your day going, Candi?
Candi	5/24/2023 8:13 AM	Pretty good, and yours?
Stephanie	5/24/2023 8:14 AM	I'm feeling great today because I receive a good news. Thanks for asking by the way.
Candi	5/24/2023 8:14 AM	Good to hear
Stephanie	5/24/2023 8:14 AM	Yeah. By the way may I know more about your concern for today?
Candi	5/24/2023 8:15 AM	I would like to be added to the list of users that cannot access bill.com thru QBO. I contacted help and they said your engineers are working on a fix.
Stephanie	5/24/2023 8:17 AM	May I know if you have case number on that case?
Candi	5/24/2023 8:17 AM	let me see if I can find it
Stephanie	5/24/2023 8:18 AM	Sure please
Candi	5/24/2023 8:22 AM	There is no case number on this. I can send you a screen shot of it if that's helpful.
Stephanie	5/24/2023 8:24 AM	Thank you so much for the effort looking on it, Candi. As I would love to see the screen shot however we don't have the option. By the way may I know when they tell you that there's an on going investigation here?
Candi	5/24/2023 8:26 AM	The reply I received was May 16th, the original post was February 9th. I found the number on the original post it's INV-80704
Stephanie	5/24/2023 8:28 AM	Alright! By the way may I know our end goal for today?
Stephanie	5/24/2023 8:28 AM	Thank you so much for that, Candi.
Candi	5/24/2023 8:28 AM	To be added to the list of users that are affected by this issue.
Stephanie	5/24/2023 8:29 AM	Oh thank you for clarifying on it, Candi. By the way are you having an issue on this now?
Candi	5/24/2023 8:30 AM	Yes, I cannot access bill.com
Stephanie	5/24/2023 8:30 AM	May I know is this the first time you encounter this?
Candi	5/24/2023 8:30 AM	It started on May 15th and I haven't been able to get in since
Stephanie	5/24/2023 8:32 AM	Alright! May I know what steps you've done when you are accessing the bill.com?
Candi	5/24/2023 8:33 AM	I've already been thru all this with someone else. Please add me to the list of users. It's a known issue with bill.com.
Candi	5/24/2023 8:36 AM	Can you see the ticket number on your end?
Stephanie	5/24/2023 8:38 AM	By the way, May I know what are you trying to do with bill.com?
Candi	5/24/2023 8:40 AM	Pay bills, isn't that what it's for? Is that investigation number still open?
Stephanie	5/24/2023 8:41 AM	Alright! Can you please help me pull up your account by providing your email address or phonenumber?
Candi	5/24/2023 8:41 AM	
Candi	5/24/2023 8:42 AM	
Candi	5/24/2023 8:42 AM	Is the investigation number still open?
Candi	5/24/2023 8:45 AM	Please tell me if the investigation number is still open
Stephanie	5/24/2023 8:47 AM	As I would love to assist you on this. Kindly contact the bill.com here is the phone number 646-568-9735 so that they can assist you further.
Stephanie	5/24/2023 8:47 AM	Thank you for being part of Intuit QuickBooks Online Community. Again, this is Stephanie. Stay safe and have a good day!
Assistant	5/24/2023 8:47 AM	Stephanie has left the chat