

Admin

From: Schulze, Michael <Michael_Schulze@intuit.com>
Sent: Thursday, November 01, 2018 9:32 AM
To: Admin
Subject: QB data damage repair options

Categories: Red Category

Hi Jessica,

There are a few options available to the company when it comes to potential data file damage in QB. Due to your current file size and age, you are to the point where you may start to see issues with QB like your balance sheet out of balance, people getting booted out of QB randomly, etc. There are some things that can be done to fix these issues and help with the stability of the QB program:

- You have the option of sending your QB data file to our data services team however that means you will be locked out of your QB program for 3-5 business days while our team works to resolve the issue. This is almost never an option for most companies as you rely on QB daily.
- You can create a new company file in QB. Our care team can walk you thru exporting all of your lists from your current file and importing them into a new company file in QB. The only thing that will not come over via export/import are your financial transactions. But if you do this at the start of your fiscal year, the beginning balances are the only thing that would need to be manually entered.
- We do work with some 3rd party companies/partners who can do the same thing as our data services team, however they do the work outside of your business hours so you can still work in QB with no interruption. The companies do charge for their services, but I have found a 3rd party partner called DL & Associates out of Chicago, IL who do FANTASTIC work! If you would like to speak with my contact there, Yezenia, I would be happy to get you connected. The initial consultation is free of charge and she will be able to go over the process, time frame, etc.

Doing a verify and rebuild will continue to fix some issues within QB, but the mere file size indicates this is more of a band aid fix that will at some point not fix the issues you are encountering.

Let me know if you would like to discuss these options further.

Thanks!

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