Today, 19:06

I've moved from QBD to QBO but some of my foreign currency AR/AP accounts in my balance sheet do not balance. When i extract a TB from QBO and QBD for that particular period, they're not the same.

Keshav at 7:06 pm said I've moved from QBD to QBO but some of my foreign currency AR/AP accounts in my balance sheet do not balance. When i extract a TB from QBO and QBD for that particular period, they're not the same.

Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.

SYSTEM_MESSAGE at 7:06 pm said Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.

-

SYSTEM_MESSAGE at 7:06 pm said -

Joshua Nino has joined the chat
19:06
System Event at 19:06: Joshua Nino has joined the chat

Hi! Thank you for messaging Intuit QuickBooks Online UK support, my name is Josh. Don't worry, I'll do my best to assist you with this.

Joshua Nino at 7:08 pm said Hi! Thank you for messaging Intuit QuickBooks Online UK support, my name is Josh. Don't worry, I'll do my best to assist you with this.

J

I see. Don't worry, we will do our best to resolve this as soon as possible. Before we proceed, would it be alright for you to answer a few questions just to make sure we're working with the right account as well as to ensure I give you the best resolution? This will only take a few moment of your time.

Joshua Nino at 7:08 pm said I see. Don't worry, we will do our best to resolve this as soon as possible. Before we proceed, would it be alright for you to answer a few questions just to make sure we're working with the right account as well as to ensure I give you the best resolution? This will only take a few moment of your time.

Sure please go ahead

Keshav at 7:10 pm said Sure please go ahead

J

Great! Then could you please provide me the name of your company or business in QuickBooks?

Joshua Nino at 7:10 pm said Great! Then could you please provide me the name of your company or business in QuickBooks?

Kapani Ltd

Keshav at 7:11 pm said Kapani Ltd

J

Perfect! Lastly, I just need the email address you are using that is associated with the company.

Joshua Nino at 7:12 pm said Perfect! Lastly, I just need the email address you are using that is associated with the company.

keshav@timeandtideafrica.com

Keshav at 7:12 pm said keshav@timeandtideafrica.com

Thank you! Please bear with me while I pull up your account, this will be quick.

Joshua Nino at 7:12 pm said Thank you! Please bear with me while I pull up your account, this will be quick.

Hi! Thank you for waiting, Keshav. I appreciate it.

Joshua Nino at 7:14 pm said Hi! Thank you for waiting, Keshav. I appreciate it.

Going back to the concern, I believe the reason why there are differences in the report is because QuickBooks Online has a default automatic foreign exchange rates that updates every single time.

Joshua Nino at 7:14 pm said Going back to the concern, I believe the reason why there are differences in the report is because QuickBooks Online has a default automatic foreign exchange rates that updates every single time.

Meaning, the rates on QuickBooks Online could've been different from the rates used originally from the report in your QuickBooks Desktop.

Joshua Nino at 7:14 pm said Meaning, the rates on QuickBooks Online could've been different from the rates used originally from the report in your QuickBooks Desktop.

J

This basically means that the report showing on your QuickBooks Online is inaccurate.

Joshua Nino at 7:15 pm said This basically means that the report showing on your QuickBooks Online is inaccurate.

Thank you I just want to put an example here. My Accounts Payables (USD) was valued at 351,425.02 in 2020 while i was using QBD when importing in QBO now it shows USD 865,168.58. The difference balace is also reflecting in my members equity account. How to correct this? I cannot pass those journals as this will impact my suppliers by showing an open item like: Dr AP 351,452.02 Cr Members equity (351,452.02) I need to have an option to process home currency adjustment in my opinion to sort this out

Keshav at 7:18 pm said Thank you I just want to put an example here. My Accounts Payables (USD) was valued at 351,425.02 in 2020 while i was using QBD when importing in QBO now it shows USD 865,168.58. The difference balace is also reflecting in my members equity account. How to correct this? I cannot pass those journals as this will impact my suppliers by showing an open item like: Dr AP 351,452.02 Cr Members equity (351,452.02) I need to have an option to process home currency adjustment in my opinion to sort this out

J

I see. Thank you for that details and information, Keshav. Let me check what we can do about it, one moment please.

Joshua Nino at 7:19 pm said I see. Thank you for that details and information, Keshav. Let me check what we can do about it, one moment please.

Thank you very much I'm available on WhatApp +23059752329 and my direct line is +260770762205. If you think we can have a call to sort this quicker.

Keshav at 7:21 pm said Thank you very much I'm available on WhatApp +23059752329 and my direct line is +260770762205. If you think we can have a call to sort this quicker.

When running the Accounts Payable USD account report, did you also ensure that you set the date to 2020 financial year? This is to narrow down any potential unwanted transactions from affecting the overall figures of it

Joshua Nino at 7:22 pm said When running the Accounts Payable USD account report, did you also ensure that you set the date to 2020 financial year? This is to narrow down any potential unwanted transactions from affecting the overall figures of it

J

I apologise but I am exclusively for chat only but I can request a callback for you if things require just more than a chat.

Joshua Nino at 7:22 pm said I apologise but I am exclusively for chat only but I can request a callback for you if things require just more than a chat.

Yes - I did that. I extracted also a TB from QBD and QBO for comparision for 2020 on accrual basis. Still showing the difference. Ok noted on the callback

Keshav at 7:23 pm said Yes - I did that. I extracted also a TB from QBD and QBO for comparision for 2020 on accrual basis. Still showing the difference. Ok noted on the callback

I will attempt to replicate your issue on my end to try and figure out a possible solution for this

Joshua Nino at 7:25 pm said I will attempt to replicate your issue on my end to try and figure out a possible solution for this

J

It may take me up to 2-5 minutes at best, Keshav. Would that be alright?

Joshua Nino at 7:26 pm said It may take me up to 2-5 minutes at best, Keshav. Would that be alright?

Yes sure, i'll be waiting

Keshav at 7:26 pm said Yes sure, i'll be waiting

Thank you!

Joshua Nino at 7:26 pm said Thank you!

J

Hi! Thank you for waiting, Keshav. I appreciate your patience and understanding on this matter. I am still trying to figure out the best possible way to approach/resolve this matter.

Joshua Nino at 7:32 pm said Hi! Thank you for waiting, Keshav. I appreciate your patience and understanding on this matter. I am still trying to figure out the best possible way to approach/resolve this matter.

Noted. I'm on stand-by here

Not sent

Keshav failed to send message which said Noted. I'm on stand-by here

Today, 19:33
Today, 19:33

J

I'm stuck between directly editing the foreign rates to lessen the total of the figures or to view the reports to see if there's any duplicates.

Joshua Nino at 7:33 pm said I'm stuck between directly editing the foreign rates to lessen the total of the figures or to view the reports to see if there's any duplicates.

Noted. I'm on stand-by here

Not sent

Keshav failed to send message which said Noted. I'm on stand-by here

Today, 19:33
Today, 19:33

Noted. I'm on stand-by here

Keshav at 7:33 pm said Noted. I'm on stand-by here

May I know if it's alright to email you a possible solution for this? I've tried to replicate this to no avail, Keshav. I'm going to need to ask assistance from someone who knows very well with multi-currencies and rates about this.

Joshua Nino at 7:36 pm said May I know if it's alright to email you a possible solution for this? I've tried to replicate this to no avail, Keshav. I'm going to need to ask assistance from someone who knows very well with multi-currencies and rates about this.

J

I really do apologise about this.

Joshua Nino at 7:37 pm said I really do apologise about this.

Sure, thank you for your help. How much time can you estimate for someone to help with this? Please do not hesitate to put a callback for me

Keshav at 7:38 pm said Sure, thank you for your help. How much time can you estimate for someone to help with this? Please do not hesitate to put a callback for me

I will do put a callback for you right now. Expect my email within today or as early as tomorrow, Keshav.

Joshua Nino at 7:38 pm said I will do put a callback for you right now. Expect my email within today or as early as tomorrow, Keshav.

J

Which phone number would be best for a callback and what time?

Joshua Nino at 7:38 pm said Which phone number would be best for a callback and what time?

Thanks very much! +260770762205 should be better. i'm based in Zambia, so anytime between 9Zambian Time to 21. Today i'm available till late evening as well - let's say i'll knock off at 22:00

Keshav at 7:40 pm said Thanks very much! +260770762205 should be better. i'm based in Zambia, so anytime between 9Zambian Time to 21. Today i'm available till late evening as well - let's say i'll knock off at 22:00

FYI my email: keshav@timeandtideafrica.com

Keshav at 7:41 pm said FYI my email: keshav@timeandtideafrica.com

Great! That is duly noted, Keshav. It'll be either me or the next agent who'll hopefully resolve the issue. I guess it's a race of who can provide you the first possible resolution for this.

Joshua Nino at 7:41 pm said Great! That is duly noted, Keshav. It'll be either me or the next agent who'll hopefully resolve the issue. I guess it's a race of who can provide you the first possible resolution for this.

J

Thank you for all your time and understanding with me, Keshav. I really do appreciate it

Joshua Nino at 7:42 pm said Thank you for all your time and understanding with me, Keshav. I really do appreciate it

Fantastic - Chat soon! Cheers

Desktop Standard: 0808 168 9535 Desktop Pro-Advisor: 0808 168 9537