Name	Date Time	Message
Keshav	Invalid Date Invalid Date	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
Assistant	Invalid Date Invalid Date	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	Invalid Date Invalid Date	-
Assistant	Invalid Date Invalid Date	Folyn has joined the chat
Folyn	Invalid Date Invalid Date	Welcome to Intuit, you've reached our UK support for QuickBooks Online. This is Fol, how are you doing today?
Keshav	Invalid Date Invalid Date	Hi Folyn I'm good thank you and hope you're well. I raised this issue yesterday, Joshua Nino assisted me but couldn't come with a solution. Hence, he said that he would send an email and callback but nothing so far. Can you please check?
Folyn	Invalid Date Invalid Date	Do you have a case number?
Keshav	Invalid Date Invalid Date	Unfortunately this was not provided to me
Folyn	Invalid Date Invalid Date	Okay i see. Can you please verify to me your company ID so I can pull up your account? Kindly go to the Gear Icon on the Top right > Account and Settings > Billing and Subscriptions tab then at the top you will see the Company ID. Or you may use this short cut keys for Windows press Ctrl + Alt + ? and for Mac press Ctrl + Option Key + ?
Keshav	Invalid Date Invalid Date	Here you go 9130 3515 3573 0416
Keshav	Invalid Date Invalid Date	Here you go 9130 3515 3573 0416
Keshav	Invalid Date Invalid Date	Here you go 9130 3515 3573 0416
Keshav	Invalid Date Invalid Date	sorry for the delay, i've got poor network conneciton
Folyn	Invalid Date Invalid Date	Thank you. Please bear with me whilst I pull up your account.
Keshav	Invalid Date Invalid Date	Thank you
Keshav	Invalid Date Invalid Date	Thank you
Keshav	Invalid Date Invalid Date	Thank you
Keshav	Invalid Date Invalid Date	Thank you
Keshav	Invalid Date Invalid Date	Thank you
Keshav	Invalid Date Invalid Date	Thank you
Folyn	Invalid Date Invalid Date	One moment please
Folyn	Invalid Date Invalid Date	What is the currency of the account showing in your quicibooks online? in the chart of accounts?
Keshav	Invalid Date Invalid Date	Zambian Kwacha
Folyn	Invalid Date Invalid Date	Make sure that the starting month of the financial year in QBO from the gear icon>account and settings>Advanced>Accounting section
Folyn	Invalid Date Invalid Date	And then rerun your TB/
Keshav	Invalid Date Invalid Date	It's starts on Jan and accrual accounting, my TB results are same. 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	Invalid Date Invalid Date	It's starts on Jan and accrual accounting, my TB results are same. 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	Invalid Date Invalid Date	Note that those are 2020 balances, i moved to QBO in 2021
Folyn	Invalid Date Invalid Date	I see.
Folyn	Invalid Date Invalid Date	Bear with me, let me replicate this issue first
Folyn	Invalid Date Invalid Date	Hi Keshav
Keshav	Invalid Date Invalid Date	Hi Folyn
Folyn	Invalid Date Invalid Date	with this what you can do is to create a journal entry to correct, or you can contact the Desktop team to ask why the migrated figures were incorrect.
Folyn	Invalid Date Invalid Date	The're might something they have missed.
Keshav	Invalid Date Invalid Date	I can create a journal entry. But i need to allocate this to a supplier which will show an open balance and also impact my profit for the year as i need to impact an expense account. Do you have any contact you can provide me?
Folyn	Invalid Date Invalid Date	Yes,
Folyn	Invalid Date Invalid Date	one moment
Folyn	Invalid Date Invalid Date	Desktop Standard: 0808 168 9535 Desktop Pro-Advisor: 0808 168 9537
Folyn	Invalid Date Invalid Date	That is the contact details.
Keshav	Invalid Date Invalid Date	or anyone can help me via teamviewer etc to sort this? Please kindly put a callback for me if possible and communicate to Josh if he has been able to find a solution on his side?
Keshav	Invalid Date Invalid Date	My contact number is +260770762205 WhatsApp +23059752329

Name	Date Time	Message
Folyn	Invalid Date Invalid Date	I dont have the option to setup callback as of the moment but i can provide you the phone support
Folyn	Invalid Date Invalid Date	As even if we do screenshare, what we can do is to create a jpurnal entry
Folyn	Invalid Date Invalid Date	But anyways, i can ping joshua and asked for any updates
Keshav	Invalid Date Invalid Date	Thank you. With my number i cannot register for callback Ok let's try creating the journal entry but i'm pretty sure this will create an open balance in by suppliers account as in the journal entry it'll prompt me to include a supplier
Keshav	Invalid Date Invalid Date	80839 is my smartlook code
Folyn	Invalid Date Invalid Date	Connecting
Folyn	Invalid Date Invalid Date	Wha are the accounts related to this?
Keshav	Invalid Date Invalid Date	100095 Accounts Receivable USD 200002 Accounts Payable USD 200006 Accounts Payable GBP 200008 Accounts Payable ZAR 800020 Exchange Gains or Losses
Keshav	Invalid Date Invalid Date	100095 Accounts Receivable USD 200002 Accounts Payable USD 200006 Accounts Payable GBP 200008 Accounts Payable ZAR 800020 Exchange Gains or Losses
Folyn	Invalid Date Invalid Date	Alright
Keshav	Invalid Date Invalid Date	You see it right?
Keshav	Invalid Date Invalid Date	You see it right?
Folyn	Invalid Date Invalid Date	Yes,
Keshav	Invalid Date Invalid Date	So i need an option to process it as home currency adjustment which is not available here. Maybe your programmers can work out something in the background?
Folyn	Invalid Date Invalid Date	I understand that having this feature available in the system would make your QuickBooks experience better. For us to make this possible, I would like to ask for your help to submit a product suggestion by going to Gear icon > Feedback. Submitting a product suggestion in that link will help our Product Development/Engineering/Marketing/Customer Care Group to know what's the most requested/useful feature from our customers.
Keshav	Invalid Date Invalid Date	I've worked out all the differences as well. Do you have someone's email address who can help me?
Keshav	Invalid Date Invalid Date	I've worked out all the differences as well. Do you have someone's email address who can help me?
Folyn	Invalid Date Invalid Date	If we create a feedback>. that notify the developers directly
Keshav	Invalid Date Invalid Date	I'll submit this query but for now i need this to be sorted because i'll be sending my financials for auditing
Folyn	Invalid Date Invalid Date	Can we just create a proxy suppliers?
Folyn	Invalid Date Invalid Date	So to not affect specific supplier balance?
Keshav	Invalid Date Invalid Date	I did that, but this amount will be carried forward in the next financial year as an open item. How will i reverse this in next financial year without impacting any of my accounts?
Folyn	Invalid Date Invalid Date	So i believe you will just reverse the entries then by next year
Folyn	Invalid Date Invalid Date	Reverse the JE's.
Keshav	Invalid Date Invalid Date	But this will impact my the business performance. For example am I going to reverse it again by impacting my members equity? If i understand correctly, my members equity = previous year balance + current year profit for the year. If i reverser by Cr AP and Dr members equity, it'll affect the above formula
Folyn	Invalid Date Invalid Date	yes, but still it will reflect in the reports
Keshav	Invalid Date Invalid Date	So if i got it right, this difference will never be sorted out. It'll help balancing 2020 reports with QBD and the difference will be carried forward. Sorry but i'm just a bit confused here
Folyn	Invalid Date Invalid Date	Unless we can fix the amounts migrated
Folyn	Invalid Date Invalid Date	To avoid any differences.
Keshav	Invalid Date Invalid Date	Yes - This would be great and kindly let me have the solution for this.
Folyn	Invalid Date Invalid Date	For that, only the desktop can have access to the data
Keshav	Invalid Date Invalid Date	I've worked all the differences, i can send you a copy by email
Folyn	Invalid Date Invalid Date	As it is coming from their system
Folyn	Invalid Date Invalid Date	In quickbooks we are just the receiving party.
Keshav	Invalid Date Invalid Date	Ok but can they fix it in QBO as i already posted transactions in 2021. If they do the migration again, won't i lose my 2021 and 2022 data?
Folyn	Invalid Date Invalid Date	That's I dont have idea, how the migration works
Folyn	Invalid Date Invalid Date	I mean how the desktop team process migration
Keshav	Invalid Date Invalid Date	Okay - Can i request a call back from those numbers? Desktop Standard: 0808 168 9535 Desktop Pro-Advisor: 0808 168 9537
Folyn	Invalid Date Invalid Date	You can just ring them though
Keshav	Invalid Date Invalid Date	Ok thank you very much. I'll do so.
Folyn	Invalid Date Invalid Date	If you need assistance, please don't hesitate to message us again. Thank you again for contacting Intuit QuickBooks Online UK support, have a great day.