

Name	Date Time	Message
Lyn	2/9/2024 11:06 AM	Contractors have not received 1099's and they were filed on January 27th. This is an issue many customers are having what is the status?
Assistant	2/9/2024 11:06 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	2/9/2024 11:06 AM	-
Assistant	2/9/2024 11:06 AM	Princes Mae has joined the chat
Princes Mae	2/9/2024 11:06 AM	Hi Lyn. Thank you for contacting Intuit QuickBooks Online Accountants Care Support. My name is Princes. How are you doing today?
Lyn	2/9/2024 11:07 AM	Contractors have not received 1099's and they were filed on January 27th. This is an issue many customers are having what is the status?
Princes Mae	2/9/2024 11:07 AM	I apologize for any inconvenience it has caused you Lyn. But no worries, since you have me on the line, I will be more than happy to answer you with this.
Princes Mae	2/9/2024 11:07 AM	By the way before anything else, let me pull up the account here. Can I have the company name and company I.D of the account. To do that kindly press CTRL+ALT+? on your keyboard. for MAC Ctrl + Cmmnd + ?
Lyn	2/9/2024 11:08 AM	[REDACTED]
Lyn	2/9/2024 11:08 AM	[REDACTED]
Princes Mae	2/9/2024 11:08 AM	Thank you. May I also have the email address associated on the account, please?
Lyn	2/9/2024 11:09 AM	[REDACTED]
Princes Mae	2/9/2024 11:09 AM	Alright! Thank you for the information. Allow me to pull up the account here for 2-3 minutes, okay?
Princes Mae	2/9/2024 11:09 AM	By the way, while I am checking on this, how was your experience with QuickBooks so far?
Lyn	2/9/2024 11:10 AM	It is the worst customer experience ever.
Princes Mae	2/9/2024 11:10 AM	It makes me really sad that this happened. On behalf of Intuit, I would like to apologize, that is not the experience we want you to have. Your feedback is invaluable to us. It's our goal to truly understand your needs, and we're here to listen and adapt to ensure every interaction with us is positive and satisfying for you. Here in Intuit, we value every thoughts and if you have any product suggestions in mind, you can send a feedback online by going to the Gear icon at the top, then click on Feedback. We would really appreciate it!
Lyn	2/9/2024 11:13 AM	Honestly your apology is not at all helpful. I have been calling for 10 days everyday to find out when contractors for my client will receive their 1099's that I filed on January 28. I have asked for a supervisor to call me back, no call back. I just want a solution. There are many customers having this issue on the community and no one will provide an answer or a solution. This s a really bad look for all of us using QBO.
Princes Mae	2/9/2024 11:14 AM	I truly understand how you feel right now Lyn. Rest assured your concern will be handled accordingly and I am here to answer well your issue today.
Princes Mae	2/9/2024 11:14 AM	Thank you for waiting on the line. I have here the account pulled up already.
Princes Mae	2/9/2024 11:18 AM	Going back to your concern Lyn, e-filings for contractors are moved in batches. After you submitted the 1099s, e-file the forms take three separate paths: 1) They are transmitted to the IRS, 2) Sent to printing to be mailed to contractors, and 3) Contracts with e-mail addresses in their profile are sent an e-mail or mail to view their 1099s. 1.8 million 1099 forms have not yet been mailed due to an issue with our third party printing vendor. The printing vendor is actively printing and preparing 1099 forms to be mailed out ASAP.
Princes Mae	2/9/2024 11:20 AM	We are aware that the printing and mailing of some contractor 1099 forms has been delayed. We are actively working with our partners to resolve this issue and get the forms printed and mailed as quickly as possible. We apologize for any inconvenience this has caused.
Lyn	2/9/2024 11:25 AM	When??
Princes Mae	2/9/2024 11:26 AM	As of this time, we do not have ye the estimated turnaround time as to when the contractors will receive the 1099s.
Lyn	2/9/2024 11:27 AM	You say when filing that as long as they are submitted by January 28 2024 they will be printed and postmarked by January 31. I have called everyday for 9 days. How do you still not know if or when contractors will get their 1099's??
Princes Mae	2/9/2024 11:29 AM	Just like what I mentioned Lyn, printing and mailing of contractor 1099 forms has been delayed. We are actively working with our partners to resolve this issue and get the forms printed and mailed as quickly as possible. Try us again later for an E.T.A. for them being sent.
Assistant	2/9/2024 11:29 AM	Chat has ended!