

Info: Salesforce Case Number (Type): unknown Customers Question (Role): unknown Customer Email (Social ID): unknown Customer Name (UserName): unknown All values (Store Number): unknown

Info: We are connecting you to the expert you asked for. While you wait, check out QuickBooks Help, <https://quickbooks.intuit.com/learn-support/> , where you can find articles, tutorials, videos, and more.

Info: Kevin Mikhail M. joined the conversation.

15:08, Jan 14

Kevin Mikhail M.: Hi Mark! Thank you for messaging Intuit QuickBooks Online Support. This is Kevin, how can I make your day brighter?

15:10, Jan 14

You: I'm preparing 1099s. Only one contractor is showing up even though several others should be. They show up in the report 1099 contractor below threshold but thier direct sales is over \$600.

15:10, Jan 14

You: Also none of their sales are excluded.

15:11, Jan 14

You: Can I send you a screenshot?

15:11, Jan 14

Kevin Mikhail M.: Thank you for giving me a heads up on what you've been through, rest assured, I will find the cause of this and provide you with the best options we have to have this addressed immediately.

15:11, Jan 14

Kevin Mikhail M.: In order for me to make sure that we are on the same page, can we screen share for me to provide the correct resolution as well?

15:11, Jan 14

You: yes

15:12, Jan 14

Kevin Mikhail M.: Great! Thanks! Before we proceed please minimize or close out confidential information or documents that you have on your computer. I can only see your screen and can't touch anything. You may also disconnect the session whenever you feel uncomfortable.

15:12, Jan 14

Kevin Mikhail M.: Kindly please go to this website using another browser/tab: glance.intuit.com

15:12, Jan 14

Kevin Mikhail M.: Please go ahead on the process and follow the instructions. Basically, the last thing it will ask you is "QuickBooks Expert would like to view your screen" and kindly please click allow. Once the code generated, can you please send it to me? Thank you.

15:15, Jan 14

You: I'm using CHrome OS so I added the Glance extension but I'm still having trouble...

15:16, Jan 14

Kevin Mikhail M.: The other option here, please log in your QBO account, clear the gear icon and select smartlook.

15:16, Jan 14

Kevin Mikhail M.: The other option here, please log in your QBO account, clickthe gear icon and select smartlook.

15:17, Jan 14

You: 139 05

15:18, Jan 14

Kevin Mikhail M.: Thank you, I will be starting our screen sharing right now.

15:18, Jan 14

Kevin Mikhail M.: Can you please show me how you do it for me to verify and figure out the error message?

15:19, Jan 14

You: Do you see my screen? See that there are three contractors considered below threshold but their direct sales are over \$600?

15:20, Jan 14

Kevin Mikhail M.: I see here 'Welcome to QuickBooks Help

15:20, Jan 14

You: Actually 6

15:20, Jan 14

Kevin Mikhail M.: Yes, I can now see your screen.

15:20, Jan 14

You: OK I'll do it on that screen

15:21, Jan 14

You: I see your pointer

15:22, Jan 14

You: Only one contract is shown that meets the threshold but there should be more

15:22, Jan 14

Kevin Mikhail M.: Alright, let us review your contractors first.

15:23, Jan 14

You: Not sure what you want me to do...

15:23, Jan 14

Kevin Mikhail M.: Please minimize the chat box.

15:24, Jan 14

You: I have the 1099 box checked for Lopez Gardening

15:25, Jan 14

Kevin Mikhail M.: I need to check the payment for each contractors.

15:25, Jan 14

Kevin Mikhail M.: There should be a minimum \$600.

15:26, Jan 14

You: This is just one payment. The total 2020 payments are over \$1,000

15:26, Jan 14

Kevin Mikhail M.: Lopez Gardening is not reflecting in Threshold?

15:27, Jan 14

You: Yes. QBO thinks it is below the threshold but it is not.

15:27, Jan 14

Kevin Mikhail M.: There should be at least one transaction for a minimum \$600.

15:28, Jan 14

You: See, it shows \$3,270 in Direct Sales

15:28, Jan 14

You: Nut then nothing in the 1099 total

15:28, Jan 14

You: Exactly

15:28, Jan 14

Kevin Mikhail M.: It's different name?

15:29, Jan 14

You: Yes. I'll show you the vendor detail. Display name is different.

15:30, Jan 14

You: Did you see it. I can show you another vendor with the same issue that has the same display name.

15:31, Jan 14

You: Looks at Charles J Bennett

15:31, Jan 14

You: \$1,300 is over the threshold but the 1099 total is nothing

15:32, Jan 14

Kevin Mikhail M.: Oh I see. Please bear with me for a moment.

15:34, Jan 14

You: It's a check so it should be included in the 1099 report.

15:36, Jan 14

You: I saw many other QBO users have a similar issue, but couldn't find any help online that helped.

15:39, Jan 14

Kevin Mikhail M.: Alright, please bear with me for a moment, while I am checking here with my back end team.

15:40, Jan 14

You: Thanks

15:43, Jan 14

Kevin Mikhail M.: Thanks, I appreciate your patience.

15:48, Jan 14

You: Are you still working on it?

15:49, Jan 14

Kevin Mikhail M.: Thank you for patiently waiting.

15:49, Jan 14

Kevin Mikhail M.: By the way, were you able to select the category correctly?

15:49, Jan 14

You: Yes, I checked that.

15:50, Jan 14

Kevin Mikhail M.: it should be the same while preparing for the 1099, can we do it again?

15:51, Jan 14

You: Yes. He it goes... Watch Charles Joseph.

15:51, Jan 14

You: \$1300 is over \$600

15:52, Jan 14

You: You are pointing at an expense in 2019. I'm doing the 2020 1099s.

15:53, Jan 14

You: 1099 box is checked

15:53, Jan 14

You: Transaction is a check and the category is checked in the 1099 report. I'll show you.

15:54, Jan 14

You: I'm not worried about those. Help me figure out why Charleses Joseph is not showing up

15:55, Jan 14

You: See. He it shows Charles Bennett is not meeting the threshold.

15:55, Jan 14

You: Nothing is excluded, but there is also nothing in the 1099 total column

15:56, Jan 14

You: If you cannot help me, I'm going to have to use another program for my 1099s.

15:57, Jan 14

You: I've already spent more time on help than I would have using my old 2099 program. I thought Quickbooks would be faster since you already have all of my data.

15:58, Jan 14

You: See, there are 5 contractors listed as below the threshold but they should not be!

Info: Just checking in, we haven't heard from you in awhile. Are you still doing okay?

15:58, Jan 14

You: Are you there?

16:00, Jan 14

You: Please reply...

16:01, Jan 14

Kevin Mikhail M.: I really apologize if you had to wait for a minute, I have now the resources for you to resolve your issue right now. Please follow my cursor.

16:01, Jan 14

You: OK

16:02, Jan 14

Kevin Mikhail M.: As per checking here, the locksmith central and dehart backflow did not meet the \$600 minimum amount.

16:02, Jan 14

You: Correct. That makes sense to me. I'm not worried about them.

16:03, Jan 14

You: Yes, those are the ones that have a problem.

16:04, Jan 14

Kevin Mikhail M.: Please each missing vendors.

16:04, Jan 14

Kevin Mikhail M.: Please search each missing vendors.

16:05, Jan 14

Kevin Mikhail M.: Please follow my cursor.

16:06, Jan 14

Kevin Mikhail M.: Please click edit on the top right.

16:06, Jan 14

Kevin Mikhail M.: Scroll up please.

16:07, Jan 14

Kevin Mikhail M.: Please remember all the categories.

16:08, Jan 14

You: It's only the one category that matters since it is the only one in 2020.

16:08, Jan 14

Kevin Mikhail M.: Yes, please follow my cursor

16:09, Jan 14

Kevin Mikhail M.: Please choose all the categories for the missing vendors.

16:10, Jan 14

You: They are already checked.

16:10, Jan 14

You: Same problem

16:12, Jan 14

You: I've had enough. You have a big problem with your software. I'm going to use someh=thing else.