

Name	Date Time	Message
Guy	8/15/2021 4:57 PM	Hi Just had a chat with an agent who sent me nowhere. In quickbooks self employed I am getting travel expenses categorised as both allowable and disallowable. This cannot be right.
Assistant	8/15/2021 4:58 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	8/15/2021 4:58 PM	We will route you to the next available expert
Assistant	8/15/2021 4:58 PM	Joey has joined the chat
Joey	8/15/2021 4:58 PM	Hi Guy, hope you are well. Thank you for messaging Intuit QuickBooks Online UK Chat Support. This is Joey Kert. I'll be more than happy to help you and we'll also look into how you use QuickBooks to see if we can help you use it in the most effective way.
Joey	8/15/2021 4:58 PM	And to make sure I am documenting on the right account, may ask for your QuickBooks account Company ID? 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.
Guy	8/15/2021 5:04 PM	Hi None of those options come up when I select the gear icon Under 'about you' I get intuit account and billing info. neither of those gives me an account company ID. I am self employed
Joey	8/15/2021 5:06 PM	I see. No worries, use these shortcut keys instead, press Ctrl + Alt + ?
Guy	8/15/2021 5:07 PM	I'm on a Mac ctrl option ? does nothing I'm afraid
Joey	8/15/2021 5:07 PM	No worries, may I ask for your email address that is associated to that account please?
Guy	8/15/2021 5:08 PM	Sure guy.cooper@coopermitchell.co.uk
Joey	8/15/2021 5:09 PM	Thank you for the information. Please bear with me whilst I pull up your account. And whilst pulling up your account, I just wanted to ask these business related questions as well. How was your QuickBooks experience so far? Do you find the software effective towards your business?
Guy	8/15/2021 5:10 PM	It has been so far, but it's not great to find expenses categorised by the software as both allowable and disallowable. That makes using a paid software process somewhat pointless and reduced confidence.
Joey	8/15/2021 5:13 PM	I see. Thank you so much for your feedback, Guy. I now have here your account pulled up. Going back to your query, I just wanted to confirm if you wanted the travel expenses to be under allowable transactions?
Guy	8/15/2021 5:15 PM	That's what I would like. I use the mileage tracker and other Car expenses I categorise under car and van expenses as well as rail travel, accommodation working away from home and meals working away from home overnight. Last year this worked fine. This tax year I have noticed that a lot of transactions are being categorised as both allowable and non allowable.
Joey	8/15/2021 5:16 PM	I see. Thank you so much for confirming, Guy. If I may ask what category did you use?
Guy	8/15/2021 5:16 PM	Travel expenses
Joey	8/15/2021 5:18 PM	I see. And yet it showing disallowable yes?
Guy	8/15/2021 5:18 PM	Showing as allowable AND disallowable
Joey	8/15/2021 5:19 PM	Okay. And all of them was categorise under Travel expenses?

Guy 8/15/2021 5:20 PM Yes

Joey 8/15/2021 5:22 PM I see. Thank you for confirming, Guy. Let me double check and verify this first. One moment please.

Guy 8/15/2021 5:22 PM OK thanks

Joey 8/15/2021 5:22 PM Your welcome.

Joey 8/15/2021 5:24 PM And by the way, Gary. Would it be okay that you can send a screenshot of those travel expenses?

Joey 8/15/2021 5:25 PM That are showing, disallowable.

Guy 8/15/2021 5:25 PM Yes. Where do I attach the images?

Joey 8/15/2021 5:26 PM I will be sending you an email and please attached the screenshots.

Joey 8/15/2021 5:27 PM I have successfully sent the email. Please check.

Guy 8/15/2021 5:27 PM OK. I'll attach the summary and both lists showing expenses categorised as both allowable and disallowable.

Joey 8/15/2021 5:28 PM Sure, no problem.

Joey 8/15/2021 5:33 PM Let me know if you have sent the screenshots, Guy.

Guy 8/15/2021 5:36 PM Working on it. Will have to send the allowable and disallowable expenses as Ecel exports. Page is too long to get a shot of all transactions.

Joey 8/15/2021 5:36 PM No problem.

Guy 8/15/2021 5:41 PM Just sent in a reply to the email sent to me.

Joey 8/15/2021 5:41 PM Checking. Thank you.

Joey 8/15/2021 5:49 PM Still currently checking this, Guy. One moment please.

Guy 8/15/2021 5:50 PM No problem. Thank you.

Joey 8/15/2021 5:50 PM Your welcome.

Joey 8/15/2021 5:55 PM I just wanted to confirm as well, Guy if these are manually added transactions or no?

Guy 8/15/2021 6:00 PM Imported automatically from the bank then reviewed and categorised by me unless a rule is set.

Joey 8/15/2021 6:01 PM I see. Thank you for confirming.

Joey 8/15/2021 6:13 PM And was your mileage was auto track as well, Guy?

Guy 8/15/2021 6:13 PM Yes it was and still is

Joey 8/15/2021 6:21 PM Can we please try to turn off the mileage tracking, Guy? Then re-categorise expenses to other business expense.

Guy 8/15/2021 6:27 PM You want me to turn off auto mileage tracking and then go through all my transactions since April 6th and recategorise all travel expense as the business expense?

Joey 8/15/2021 6:27 PM Yes, that is correct.

Joey 8/15/2021 6:27 PM When you track miles, this will consolidate your travel expenses in the Disallowable column. However, if you just enter expenses without using miles and directly categorise them as Car/van expenses, this will add them to the Disallowable column.

But these expenses are allowable under HMRC rules. Why does your package require me to

Guy 8/15/2021 6:30 PM categorise them as something that they are not to make them allowable?

Joey 8/15/2021 6:33 PM Yes. If you are using the mileage tracker (or have turned this on), you will need to use the Travel category to ensure the transactions aren't posted to disallowable. If you do not turn on the mileage tracker, you can use the Car/van expenses category which will post as allowable.

Guy 8/15/2021 6:39 PM You're not making any sense now. I was using the mileage tracker and the travel category (as per the first line of your last reply) and the transactions were posted to allowable and disallowable. And that can't be right. I've turned the mileage tracker off. That hasn't changed anything. It will take me hours to reclassify all my travel expenses since 6th April this year. It would be easier just to cancel my subscription and use a spreadsheet.

Joey 8/15/2021 6:45 PM I do apologise, Guy. However, by that option we can correct the disallowable transaction that was generated from the system.

Guy 8/15/2021 6:48 PM I don't accept that I pay for an accounts package to auto download transactions from banks that I then categorise in accordance with HMRC rules that you now need me to recategorise so they are allowable but my categorisation will then not be honest. Bottom line is your package hasn't worked. I'm just going to check previous years for the same error now.

Guy 8/15/2021 6:54 PM Yep. Same for all previous tax years which means I will have overpaid tax because your software and app doesn't allow the correct categorisation of transactions and mileage tracking. Scandalous. Utterly Scandalous. I will not be renewing my subscription and will now want a supervisor or manager to make contact with me. If when I had subscribed to QBSE the line had been "Auto tracks your mileage and syncs with bank accounts for expenses, but we won't be able to categorise them correctly under HMRC rules and will show them as allowable and disallowable at the same time impacting o your tax calculations making our software essentially irrelevant" I wouldn't have subscribed.

Guy 8/15/2021 6:56 PM And look at your last response. It isn't a transaction. Its every travel expense since I began using QBSE and this year since 6th April. Ridiculous.

Joey 8/15/2021 6:57 PM <https://quickbooks.intuit.com/learn-support/en-uk/transactions/why-are-my-travel-expenses-marked-as-disallowable/01/673646#M8585>

Guy 8/15/2021 6:59 PM What's that? A link to a help page? Not good enough.

Assistant 8/15/2021 7:00 PM Joey has left the chat