

Name	Date Time	Message
LAURA	6/7/2023 11:21 AM	Problem with save and new option
Assistant	6/7/2023 11:21 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	6/7/2023 11:21 AM	Thank you for contacting Intuit We are aware some customers are encountering a message stating that there is not enough space on drive C to extract this package. We are actively working to resolve the issue. We apologize for any inconvenience, please visit https //intuit me/cdrive for steps to help resolve this issue
Assistant	6/7/2023 11:21 AM	Richelle Anne has joined the chat
Richelle Anne	6/7/2023 11:21 AM	Hi Laura! Thank you for contacting Intuit QuickBooks Accountant are support My name is Richelle, your QuickBooks expert and it's nice to meet you today :) I hope you are doing well.
LAURA	6/7/2023 11 21 AM	fine thanks You?
Richelle Anne	6/7/2023 11:23 AM	I'm glad to hear that :) I'm doing well, thanks.
Richelle Anne	6/7/2023 11 23 AM	As I can see here you have issue with save and new option could you tell me more about it please?
LAURA	6/7/2023 11 24 AM	Can you tell me why when I open or save to a new form (invoice, vendor bill, etc.) the cursor is not active in the first field (customer, Vendor, etc)? I have to take my hand off the keyboard and navigate the mouse to the field to activate it.
LAURA	6/7/2023 11:25 AM	This happened earlier this year and was corrected in March Then in May it started happening gain and nobody is responding in the user support community forums.
Richelle Anne	6/7/2023 11:26 AM	I see I can definitely check this for you Let me to pull up your accounting firm account first May I know the firm ID, firm business name and well as your email address please? In order you to get the firm ID, you should log in to the QBOA account and click Pro Advisor tab then Benefits You can also pull it up by pressing "CTRL + Alt +? (Windows) or CTRL + Option +? (Mac)" while you're on the dashboard.
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Richelle Anne	6/7/2023 11 33 AM	Thank you so much One moment please
Richelle Anne	6/7/2023 11:35 AM	Kindly confirm if it happens the same thing when signing in to QBO under Incognito window. In your Google Chrome browser, we can start Incognito with these steps 1 Click on the Triple dots on the upper right of your browser 2. Select New Incognito Window 3. Log into QuickBooks Online using this window 4. See if you can complete the task, you were doing
LAURA	6/7/2023 11:36 AM	I (and many other users) have already tried this. The problem is not the browsers, cache, cookies or any other user dependent variable
LAURA	6/7/2023 11:37 AM	Intuit has done something to deactivate the feature and they've already fixed it once, that I'm aware of, in March
LAURA	6/7/2023 11:37 AM	It started happening again in May and there are several threads of very frustrated users in the community forum who are not getting any response from QBO
LAURA	6/7/2023 11:39 AM	The time and productivity lost in data entry functions as well as the hours spent reading and agreeing with other angry bookkeepers is costing me more than the last savings analysis on using this program!
Richelle Anne	6/7/2023 11:40 AM	Thank you for confirming. I do understand that you wanted the cursor to land in the first field and this feature helps you work efficiently We are already aware of this behavior in our end and it is due system update that this option is not consistent. You have to manually select the cursor for now as we look further into it As another option they can do it by pressing tab I highly encourage you to send us feedback directly in our Product engineers in regards with this by clicking the gear icon>> Feedback.
LAURA	6/7/2023 11:42 AM	Pressing tab doesn't work either in some clients' QBO accounts I have left feedback several times but this issue doesn't seem to be getting any response.

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LAURA	6/7/2023 11:43 AM	Is it possible to have the community forums monitored and get someone from Intuit to tell the users that this is being worked on and when they can expect to see the result?
LAURA	6/7/2023 11 43 AM	It sure would be nice to stop bitching about the program and get back to work
LAURA	6/7/2023 11:44 AM	The only reply I've seen in the thread I am active in was when someone told us that was how the program was supposed to work now and we'd just need to get used to it
LAURA	6/7/2023 11:44 AM	Then a week later it was fixed!
Richelle Anne	6/7/2023 11:46 AM	I understand where you're coming from Please give me few minutes to consult this further in our back end on what we can do.
Richelle Anne	6/7/2023 12:05 PM	Thank you for waiting My apologies for the delay As per confirming our back end team, they are still looking into this feature in our engineering team and for the mean time you have to manually select the first field when entering the transaction Due to system update we had, the cursor automation is still not a default feature in the system. We do recognize how helpful it is for business owners and we do apologize for the inconvenience I'll ensure to take note of all the information you've shared in this chat I'll pass them to our developers. This way, your suggestion might be given a chance to be added in the next product updates.
Richelle Anne	6/7/2023 12 06 PM	Just checking in, we haven't heard from you in awhile Are you still doing okay?
LAURA	6/7/2023 12:06 PM	OK
LAURA	6/7/2023 12:07 PM	It's sort of scary that this time saving feature was lost due to an update and we need to wait for some future update to have it "possibly" restored. I appreciate you taking the time to explain where the powers that be stand with it right now