FAQ

Q: will the 24 hour turn-around also be on intuit online payroll for accountants
A: It should be available at some point in 2018

Q: Are you saying we no longer need to request a W-9?
A: Correct, the contractor will fill it out themselves with this new option.

Q: Will we be able to pay 1099 contractors via ACH?
A: Not currently, be we are exploring this feature for later.

Q: Can you e-pay a contractor?
A: Not at this time

Q: Is there notification if direct deposit fail?
A: Yes the primary on the account will receive an email.

Q: Is this 5:00 pm cut off MY time or some different time zone?
A: This will always be 5pm PST, our bank is in CA. The cut off will always be 5pm CA time.

Q: Do you have to process the day before? Or can you schedule it to process two or three days later?
A: You can schedule it to process two or three days before.

Q: Is there an additional cost for 24 Hour direct deposit?
A: No sir

Q: Will the customer type show in the lists report?
A: Currently Customer type displays on the Customer Contact List report, and we are considering adding it to new reports, such as Sales reports.

Q: Will "workers" be a new tab automatically on all QBO files?
A: Yes

Q: Is inventory Class on the same list as the previous transaction class?
A: Yes, it's the same class. The benefit of the Class field being added to the Item is that if you want an item to have a default Class assigned you can now do it (in Feb). It's basically a time saver when filling out Sales transactions.

Q: Will you be able to update the classes on existing transactions once this feature is available?
A: The Class field already displays on transactions, the change we are making allows you to designate a default class at the item level. So, if you always want to use the same class each time the item is used, you will have that ability now.

Q: How do you know Quantity already "committed" - Sales Order?
A: Currently, QBO can track, Quantity on hand, Reorder Point, and Quantity on PO (Feb). We don't currently offer Sales Orders, or committed quantities, however this is a feature we are considering.

Q: However, it doesn't highlight a warning for out of stock.

A: Currently, the inventory feature displays an indicator letting you know when you are low or out of stock, however it will still allow sales to be created. We've found that some users don't want the capability of including out of stock items on sales locked down and some do. A warning at the transaction level is being considered in the future.

Q: Does it automate the reorder process or when will it be possible to reorder completely automatically if that would be a preferred workflow?
A: No, we currently don't support order automation. The features presented today aid in seeing what is currently on order, previously a user would have to go locate the Purchase order manually to see which items were included.

Q: I am not able to see quantity on PO on my products tab...How do we get that to show?
A: Quantity on PO, Class on items, and preferred vendor are all coming out in February. If you are using QBO Plus you'll see these features in the February release.

Q: Is Item Class same as Transaction Class?
A: Yes, it's the same class. The benefit of the Class field being added to the Item is that if you want an item to have a default Class assigned you can now do it (in Feb). It's basically a time saver when filling out Sales transactions.

Q: What if you create a PO and forget to send it? Is there any trigger on this to let you know that you didn't email it?
A: Thanks for the feedback. We currently don't have a way to warn if a PO hasn't been sent. You would have to pull up the PO itself or view the audit log to see if it shows the date/time of being emailed.

Q: when will manage users be changed? What's the timeline?
A: We will be starting with a Beta release (smaller test release) in late January and it is scheduled to roll out more broadly in late February. You can find out more about participating in the Beta release during January's webinar.

Q: will inventory "kitting" be available anytime soon? ie. Several items that make up one component?
A: We currently offer Inventory Bundles which is a grouping that allows you to create a Bundle item for those individual components that are often sold together. We don't offer assemblies or builds at this time.

Q: The manage users update will roll out in Feb 2018?
A: Yes, we will start with a Beta release which you can learn more about during January's webinar.

Q: When does this refresh of Manage User page take place? Time frame, now? Or in January?
A: We will be starting with a Beta release (smaller test release) in late January and it is scheduled to roll out more broadly in late February. You can find out more about participating in the Beta release during January's webinar.

Q: when are these changes going to take effect?
A: We will be starting with a Beta release (smaller test release) in late January and it is scheduled to roll out more broadly in late February. You can find out more about participating in the Beta release during January's webinar.

Q: So where is the invite your accountant now?
A: Invite accountant is currently a button that displays on a table just below your current Users list. With the refresh, it will be moved to its own tab.

Q: Will the Accountant be able to move the Master Admin user now for clients who have fired their original Admin user and can't always access the account. This has been a real problem.
A: No, we haven't changed this functionality with this release. They would still need to follow the master admin dispute process to legally change the master admin on the account. Thank you for your feedback.

Q: Above the answer to 24 hours DD said only for full service payroll. I thought for sure the webinar said QBO online payroll and QB Intuit Full Service payroll. Which is information is correct?
A: It is only available for QuickBooks Full service Payroll