

## **App Updates - Apps tab returning to QBOA**

Q: Can you add apps to multiple client at the same time?

A: You would need to add the apps one at a time.

Q: What is the best source for explanations of App features & uses?

A: You can go to our website: [Apps.Intuit.com](https://Apps.Intuit.com), or click Apps in QBOA/QBO to go to the same site.

Q: Will we still be able to take advantage of app discounts we may have through Hubdoc, TSheets, etc. and, when connecting apps through QBOA, who is billed- the client or my firm?

A: You would still have the discounts, the only change would be the integration in QBO. The current billing structure of the app will stay the same.

## **PTO updates - collect and import data.**

Q: Will Intuit offer free tax returns to ProAdvisors for Tax year 2017?

A: Yes, we offer 5 free 1040 Tax returns, and 5 free Business Tax Returns, to our ProAdvisors.

Q: Where can I find more information on PTO pricing?

A: Our best offers can be found here: [ProConnect pricing](#) or in QuickBooks Accountant, by going to the ProAdvisor tab on the left side Navigation menu, and selecting Discounts.

Q: Can a Client e-sign the engagement letter?

A: Clients can electronically sign the engagement letter by typing their name and entering their initials. We time stamp this on the PDF for you.

Q: Can we transfer data from another tax program?

A: Yes, information on what programs we can convert data from can be found at our site.  
<https://proconnect.intuit.com/tax-online/conversion/>

Q: Why should we choose ProConnect over Lacerte?

A: This is a personal decision. I recommend you try Proconnect Tax Online to see if it works for you. For more information on ProConnect tax please visit our site <https://proconnect.intuit.com/tax-online/>

### **New Paypal Intetration - beta**

Q: Is there a fee to integrate paypal transactions with Quickbooks?

A: There are no fees for integrating PayPal with QBO.

Q: Can you use PayPal sync and PayPal bankfeed in one account or will this duplicate entries?

A: Today, if you connect both PayPal sync and PayPal bank feed, PayPal sync will not run in order to prevent duplicates. When our new integration is available, we will be decommissioning both existing implementations and migrating over to the single new experience.

Q: Is this new integration for Canada as well?

A: Yes we are planning to roll out this new integration out to US, CA, AU and UK.

Q: My biggest issues with PayPal is the pending or hold transactions are in the download section but the money actually did not leave my bank account. Is this going to be fixed?

A: Yes, transactions that do not affect your PayPal balance (such as temporary holds and pends) in your PayPal account will not be shown in the feed.

Q: Will this improvement with sync with Pay Pal ever be available with Square?

A: Yes, we are planning to work on a similar solution for Square once PayPal is completed.

Q: The apps section is for certain members?

A: Any admin of a QuickBooks company can access the apps section and add/remove apps.

Q: Will the PayPal fee (example: \$1.80) be a separate transaction journal or combined with the Invoice (example: \$50)?

A: The invoice and invoice payment will reflect the transaction between you and the customer (e.g. \$50). Separately, a 1.80 fee expense will be recorded that credits the PayPal register account and debits a fee account of your choosing (PayPal Fees by default).

Q: Will Paypal integration work only with QuickBooks online? Will it work with the QuickBooks Desktop?

A: This new integration is for QuickBooks Online only.