Shared: QuickBooks Connector

Setup Guide for Concur Standard Edition

Last Revised: August 19, 2023

Applies to these SAP Concur solutions:

- ☒ Expense
  - ☐ Professional/Premium edition
  - ☒ Standard edition

- ☐ Travel
  - ☐ Professional/Premium edition
  - ☐ Standard edition

- ☒ Invoice
  - ☐ Professional/Premium edition
  - ☒ Standard edition

- ☐ Request
  - ☐ Professional/Premium edition
  - ☐ Standard edition

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Revision History

Date	Notes/Comments/Changes
August 19, 2023	Added an *ERP Liability Account Code* section and updated the *File Export Configuration (QuickBooks Desktop Invoice Only)* section in the *Step: 1 Accounting* section. Minor edits throughout.
June 27, 2023	Updated screenshots throughout. Added notes about web connector best practices. Added note about running web connector in multiuser mode and on a schedule.
April 22, 2023	Removed QuickBooks Desktop from the *Invoice Account Codes > Sync Account* section. The Sync Account Codes button was removed from the QuickBooks UI for feature parity with Concur Expense.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
October 22, 2021	Updated the **ADP Payroll** reimbursement method note
April 15, 2021	Updated the copyright year; no other changes; cover date not updated
March 22, 2021	Replaced "Company Card" with "Payment Types" to reflect the new module name.
February 20, 2021	The "Other Current Liabilities" QuickBooks account type is now supported.
November 14, 2020	Updated the images on page 5 and 10 to reflect the new "Connect to QuickBooks" button design.
September 23, 2020	Updated the Sync Account Codes section.
September 10, 2020	Updated the information about setting default account codes for Invoice.
July 27, 2020	Updated the screenshot in step 2 of the second procedure (Step 7) on page 23; cover date note updated.
July 7, 2020	Updated pages 4, 12, and 13 to reflect changes to the Custom Fields page.
April 27, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 15, 2020	Updated the copyright; no other changes; cover date not updated
August 17, 2019	Updated to reflect changes to the UI on the File Export > Select Format page.
June 8, 2019	Updated text and images throughout to reflect UI name change from "Cost Tracking" to "Custom Fields".

Date	Notes/Comments/Changes
May 17, 2019	Updated these sections: • *Supported Editions of QuickBooks* • *QuickBooks Online Prerequisites* • *QuickBooks Desktop Prerequisites* • *Step 1: Accounting > Connecting QuickBooks Desktop with SAP Concur* • *Step 1: Accounting > Connecting QuickBooks Online with SAP Concur* • *Step 3: Expense Types > Mapping Expense Types to List Items/Products & Services* • *Step 4: Employee Reimbursements (Expense Only) > Entering Account Codes for Reimbursement Methods* • *Step 5: Company Card (Expense Only)* • *Disconnecting the Integration*
February 26, 2019	Updated the *Step 2: Cost Tracking* section with changes to list management.
November 28, 2018	Updated the supported version number for the Intuit QuickBooks Connector to 2.3.0.20.
September 4, 2018	Updated these sections: • *Supported QuickBooks Account Types* • *Step 4: Employee Reimbursements (Expense Only) > Entering Account Codes for Reimbursement Methods*
July 27, 2018	Updated the *Configure the Intuit QuickBooks Connector in Concur > Step 2: Cost Tracking > Data Entry Details* section with new list functionality.
May 12, 2018	Added the *Supported QuickBooks Account Types* section and updated the *Step 2: Cost Tracking > Data Entry Details* section.
April 25, 2018	Added version information for QuickBooks Desktop to *Supported Editions of QuickBooks* section.
April 16, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
April 14, 2018	Added the *Step 8: Synchronize Vendors from QuickBooks (Invoice)* section.
February 10, 2018	Updated guide to include step by step instructions for configuration, added several sections, including: • Important Timing Considerations • QuickBooks Online Prerequisites • QuickBooks Desktop Prerequisites • Consolidated Vendor Handling • Managing the Integration
November 4, 2017	Updated guide to include new **Product Settings** page, which replaces the Setup Wizard.
October 4, 2017	Minor edit; no change to Last Revised date on cover or footers.

Date	Notes/Comments/Changes
December 15, 2016	Changed copyright and cover; no other content changes.
June 17, 2016	Added Invoice specific information, so this guide is now a shared guide between Invoice and Expense.
March 18, 2016	Removed references to Sync Manager and Concur QuickBooks Connector Added information about Intuit QuickBooks Web Connector
November 20, 2015	Updated references to the Introduction step of setup because it has been renamed to Accounting.
March 13, 2015	Clarified how clicking **Connect to QuickBooks** impacts the Setup Wizard Removed information about two user interfaces
October 17, 2014	Updated GL Account Code information.
September 16, 2014	Added information about two user interfaces; no other content changes
May 16, 2014	New document. (This content originated from the *Expense Setup Guide for Concur Standard*.)

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

Intuit QuickBooks Connector

Section 1: Overview

SAP Concur and Intuit have partnered to make accounting for expenses in QuickBooks easier. The Standard Edition of Concur lets you import QuickBooks accounting data into your Concur configuration. This data allows you to utilize your unique accounting data when entering expenses and/or invoices. When you choose to send the data to QuickBooks, Concur sends the expense data as a bill, or credit card charge, or the invoice data.

NOTE: If you would like to enable QuickBooks Connector for your company, contact SAP Concur client services for more information.

Important Timing Considerations

Sending Expense/Invoice Data to QuickBooks

The QuickBooks Connector sends the approved reports/invoices to QuickBooks when the administrator clicks **send data** (Expense) or **Send to QuickBooks** (Invoice) in Payment Manager. Once the data has been sent to QuickBooks, the reports/invoices cannot be modified in Concur.

Changing Accounting Information in QuickBooks

The QuickBooks Connector synchronizes accounting data from QuickBooks to Concur at multiple times.

QuickBooks Online:

- Whenever the administrator views the Product Settings pages.

- Whenever the administrator clicks **My ERP Data** > **Refresh** from the Accounting page of Product Settings.

QuickBooks Desktop:

- Whenever the Intuit administrator runs the QuickBooks Web Connector.

📖 For more information, refer to the *Updating the Synchronized Data in Concur* section of this guide.

In Concur, the QuickBooks related data for expenses and invoices is stored in the report or invoice when it is submitted for approval. Any changes to the QuickBooks related data that happen in Concur after the report or invoice is submitted are not reflected in the submitted reports or invoices. This preserves the record of the data as it was at the time of submission.

Because of this, you should manage the timing of changes in QuickBooks carefully. When making changes to any data in QuickBooks that would impact Concur, you should verify that there are no submitted and unpaid reports or invoices. If the report/invoice is sent to QuickBooks while it contains data that is no longer valid, it will cause an error and fail to post. To correct this error, the processor must send the report or invoice back to the employee, who can re-submit it with the latest QuickBooks information.

The following changes in QuickBooks should be managed carefully:

- Removing a list item from a customer or class list

- Removing or renaming a cost object

- Removing or modifying account codes

Prior to making these changes, the administrator should notify users to stop submitting expense reports and invoices and wait for all submitted reports to finish the approval/sync process. Then the administrator can make the change in QuickBooks and update the synchronized data in Concur.

The administrator can review which reports are submitted and not yet sent to QuickBooks using the Expense Processor, Invoice Processor, and Payment Manager tools.

  For more information, refer to the *Managing the Integration* section of this guide.

Supported Editions of QuickBooks

- **Plus (online)**: Full transaction and list (class, client, and location) integration (Expense only)

- **Essentials (online)**: Transaction integration only (Expense only)

- **Desktop (2020 or later** Full transaction and list (class and client) integration. Concur mirrors Intuit's policy for supporting only the most recent 3 years of products. Meaning, Intuit discontinues support for QBD versions older than 3 years. As of May 31, 2023, Intuit will discontinue support for QBD 2020.

QuickBooks Online Prerequisites

- **QuickBooks credentials**—Providing an administrative-level Intuit User ID and Password easily enables your Concur system to access your QuickBooks data from the Intuit cloud.

- **Employees set up as vendors**—By design, QuickBooks sends employee specific expense information to Concur using vendor settings. Employees must be set up as vendors in QuickBooks with a first name, last name, and email – all three of these fields are required by Concur.

- **Company file**—This single QuickBooks company file connects to your Concur system.

NOTE: The QuickBooks Online Connector only supports US, UK, and AUZ versions of QuickBooks. The connector does not support multicurrency transactions. All transactions from Concur will post to QuickBooks in the home currency.

NOTE: If your QuickBooks company is managed by an accountant or a QuickBooks Pro Advisor, please seek advice from your accountant or advisor.

QuickBooks Desktop Prerequisites

The Intuit QuickBooks Web Connector is compatible with SAP Concur and can be used with the following U.S. editions of QuickBooks Financial Software products:

- QuickBooks Enterprise Solutions
- QuickBooks Premier (2020 or later)
- QuickBooks Pro (2020 or later)
- QuickBooks Simple Start (2020 or later)

NOTE: The QuickBooks Desktop Connector only supports the US version of QuickBooks. The connector does not support multicurrency transactions. All transactions from Concur will post to QuickBooks in USD (United States Dollar).

NOTE: SAP Concur certifies versions of the QuickBooks desktop web connector (QBWC) that come with the supported version of QuickBooks desktop. Intuit might release newer versions of the QBWC throughout the year. These versions work with the Concur integration; however, not every version of QBWC is certified.

NOTE: If your QuickBooks company is managed by an accountant or a QuickBooks Pro Advisor, please seek advice from your accountant or Advisor.

Supported QuickBooks Account Types

The Concur QuickBooks Connector supports the following account types in QuickBooks:

- Expense
- Fixed Assets
- Cost of Goods Sold
- Other Current Assets
- Credit Card
- Accounts Payable
- Current Assets
- Other Current Liabilities

The connector does not support integrating the following account types with the **Is Billable Cost** field on the **Custom Fields** page:

- Fixed Assets

- Accounts Payable

- Credit Card

     For more information, refer to the *Step 2: Custom Fields* section of this guide.

Section 2: Configure the Intuit QuickBooks Connector in SAP Concur

SAP Concur brings select QuickBooks configuration data into your Concur company. As a QuickBooks user, Concur will prompt you for QuickBooks-specific configuration information on these pages of Product Settings:

1. Accounting

2. Custom Fields

3. Expense Types

4. Employee Reimbursements (Expense only)

5. Payment Types (Expense only)

6. File Export Configuration (Invoice only)

7. Users

8. Vendor Manager (Invoice only)

NOTE: Once you have finished configuring QuickBooks using Product Settings and begin using Concur Expense and/or Concur Invoice, you will find that QuickBooks-specific information is also found in the *Concur Expense: Payment Manager User Guide for Concur Standard Edition* and its corresponding QuickBooks-specific extract document, *Concur Expense: Payment Manager QuickBooks IIF Extract User Guide for Concur Standard Edition*.

Step 1: Accounting

On the **Accounting** page of Product Settings, you will click **Connect to QuickBooks** and link your QuickBooks account to your Concur company. The process to connect varies depending on whether you use QuickBooks Desktop or QuickBooks Online.

When connecting Concur to a QuickBooks company, the process of entering your accounting data is automated. This ensures that your users are accounting for their

expenses correctly. This eliminates data entry and ensures the data is correct because we use what you have in QuickBooks.

Connecting QuickBooks Desktop with Concur

In **Administration** > **Expense Settings** or **Expense & Invoice Settings** or **Invoice Settings** > **Accounting**, clicking the **Connect to QuickBooks** button displays your access token and a link to download your SAP Concur Web Connector file.

Select your accounting software

Intuit QuickBooks Online

Before you connect, check the integration requirements and complete any prerequisites.

Connect to ERP:

Connect to QuickBooks

To connect Concur to your QuickBooks Desktop company file, perform the following steps:

1. Log in to QuickBooks Desktop as an administrator and open the company file that you want Concur to use. Do not close this file.

2. Copy this number to your clipboard by clicking the Copy button below or selecting it and clicking **CTRL+C.**

p00965496qw_72958714-0c60-44f6-a80d-0b9a9cb6809d

Copy

(Later you will paste this number into a field in the QuickBooks Web Connector.)

3. Download the **QuickBooks Web Connector file** and follow the prompts to complete your installation:

Note: If your QuickBooks file is hosted you will need to download the SAP Concur QuickBooks Web Connector (QWC) file from the same location that QuickBooks Desktop is accessed from. The Web Connector file must be downloaded and installed to where the main company file is located.

Download Quickbooks Web Connector file

4. Once QuickBooks Web Connector has been run, click Refresh:

Refresh

▶ *To download the Intuit QuickBooks Web Connector and your Concur Web Connector file:*

1. Log in as the admin in single user mode. Make sure that the QuickBooks company file that you want to connect to Concur is open.

   NOTE: You **must** be in the correct QuickBooks file that you want to connect to Concur and you **must** be logged in as an admin in single user mode.

2. Copy the access token id shown in the window; you will paste this into the password area of your Intuit QuickBooks Web Connector. You will only need to do this one time.

3. Click **Download your Concur Web Connector file**.

4. On the **Authorize New Web Service** window, click **OK** to grant Concur access to your QuickBooks company.
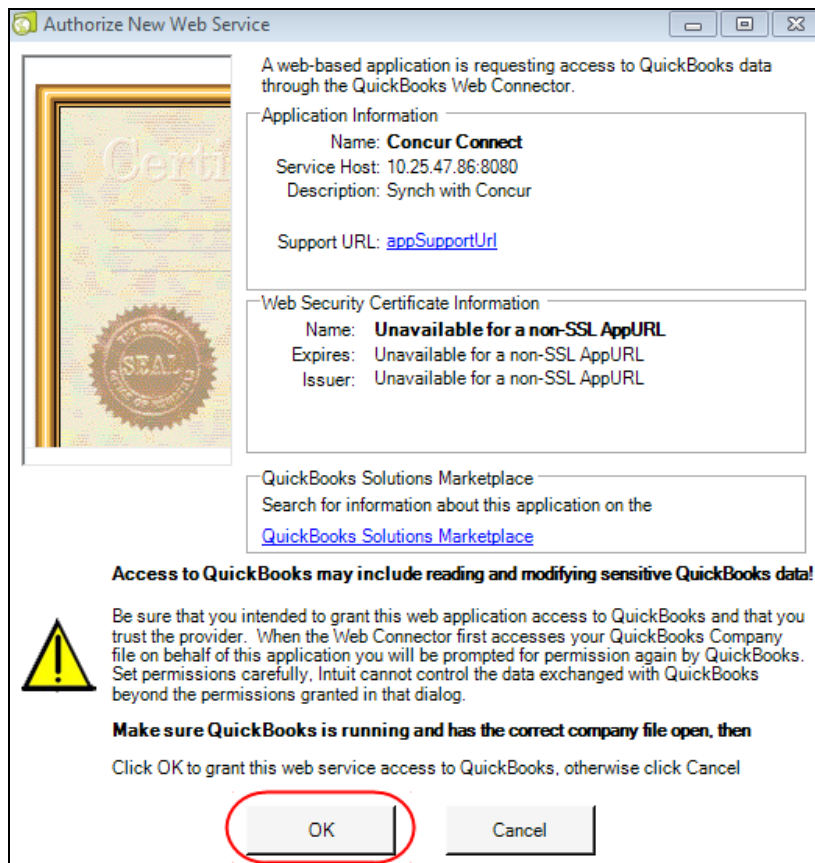
5. On the **QuickBooks – Application Certificate** window, select **Yes, always allow access even if QuickBooks is not running**.

6. From the **Login as** dropdown, select *Admin*.
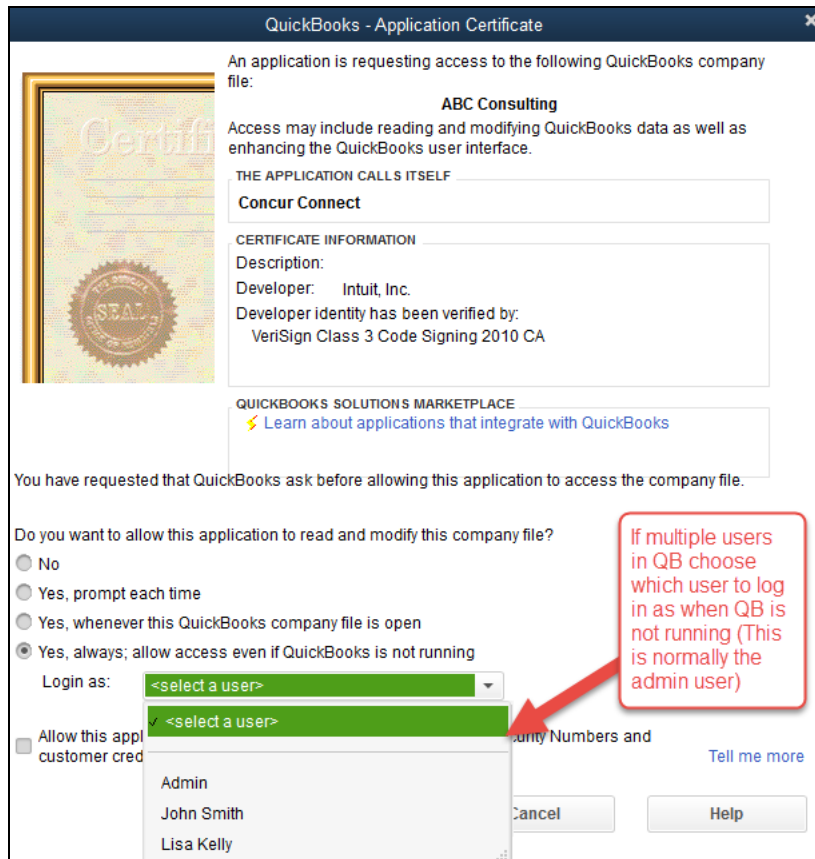
7. Click **OK**.

8. On the **Access Confirmation** window, click **Done**.
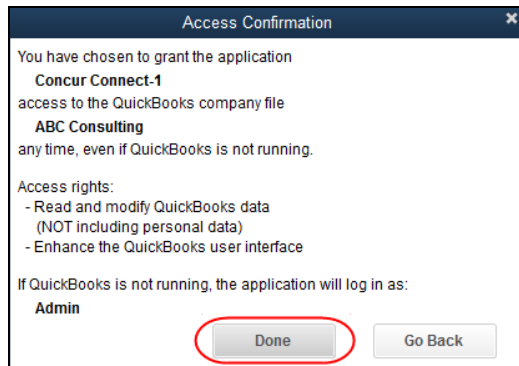
▸ *To connect your Concur company to your QuickBooks company:*

1. Paste your access token from SAP Concur into the password field in your **Intuit QuickBooks Web Connector**.
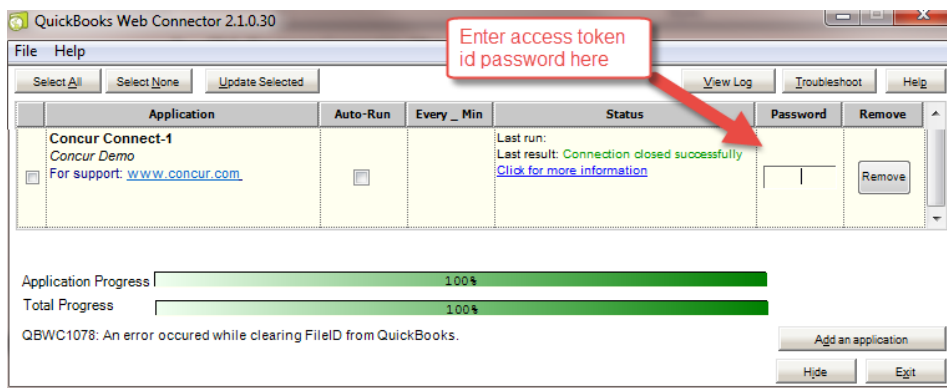
2. Click **Update Selected**.
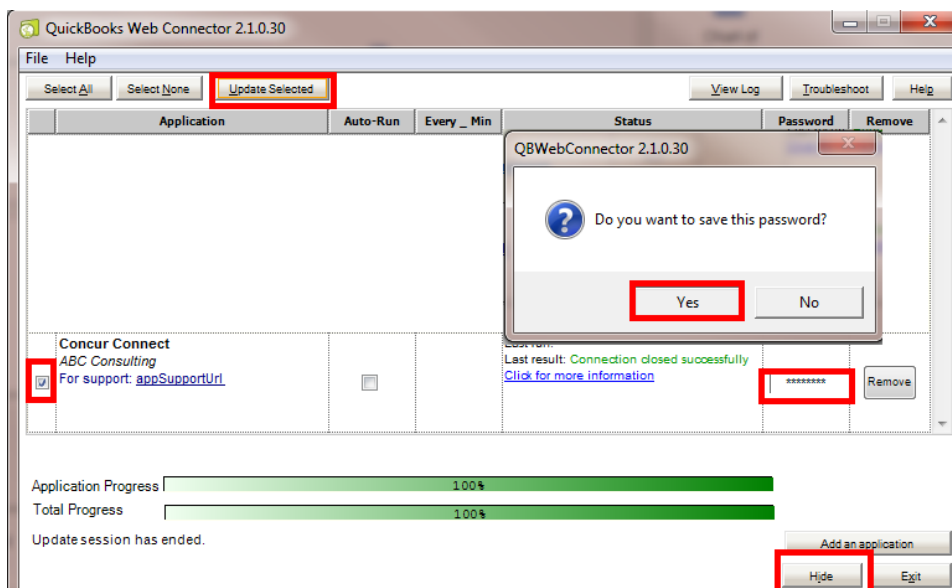
3. Click **Yes**.

4. Select the row and click **Hide** to minimize the Connector, instead of exiting the Connector.

5. In Concur refresh your browser and click **Sign Out**.

Once the web connector is successfully installed and updated, Concur will show a status that you are connected to your QB file via QuickBooks Web Connector.

You have successfully installed your new QB integration for QuickBooks desktop. Your **Token ID/Password for QB Web Connector** is displayed on the **Accounting** page.

> **NOTE:** Once the Concur file is added to the Intuit web connector, you can run the web connector on a schedule. You can also be logged in as the admin user or in multiuser mode. The QuickBooks file must be open for the web connector to run even if it is running on a schedule.

(QUICKBOOKS DESKTOP ONLY) DEFINE QUICKBOOKS ITEMS SETTINGS

In QuickBooks, items are used for tracking anything that a company buys, sells, or resells (billable and non-billable items) and these items are tied to an expense account and/or an income account.

In Concur Expense and Concur Invoice, if your company uses QuickBooks Desktop with the QuickBooks Connector, you can map expense types to QuickBooks accounts or QuickBooks items.

The **Does your company use items list in ERP?** list on the **Accounting** page determines whether expense types can be mapped to QuickBooks items.

The **Does your company use items list in ERP?** list is only available on the **Accounting** page if the company is connected to a QuickBooks company using the QuickBooks Connector, and *Intuit QuickBooks Desktop: Pro, Premier and Enterprise* is selected from the **Select your accounting software** list on the **Accounting** page.

▶ ***To define your QuickBooks item settings:***

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Accounting**.

2. On the **Accounting** page, select whether you want to map QuickBooks items to expense types.

3. Choose from the following options:

   ♦ **Yes, we use items:** This option enables the **QuickBooks Item Name** column on the **Expense – Account Codes** and **Invoice – Account Codes** pages so that you can map Concur expense types to QuickBooks items.

   ♦ **No, we do not use items:** The system will not display the **QuickBooks Item Name** column on the **Expense – Account Codes** or **Invoice – Account Codes** page.

4. Click **Save**.

If you choose *Yes, we use items*, expense types can be mapped to QuickBooks accounts or QuickBooks items on the **Expense - Account Codes** and **Invoice – Account Codes** pages.

Connecting QuickBooks Online With SAP Concur

▶ **To connect SAP Concur to your QuickBooks:**

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Accounting.**

2. Click **Connect to QuickBooks**. This button only appears if Intuit Integration is enabled for your company. The process of connecting the Concur account to your QuickBooks application starts.

3. Enter your Intuit credentials when prompted to confirm your permissions and enable the QuickBooks data transfer.

4. Select the relevant QuickBooks company file. If you administer more than one company in QuickBooks, select the company you want to connect to Concur.

5. Authorize SAP Concur to give Concur permission to use select QuickBooks data. Once you are connected to QuickBooks, you can start to take advantage of easier transaction data transfer between Concur and QuickBooks.

6. Once you are connected, the screen displays the **My ERP Data** link, which provides a summary view (up to 100) of the QuickBooks data that is now integrated with Concur, including GL Expense accounts, employee and vendor records, and customer and class list names.

ERP Liability Account Code (Invoice Only)

For Concur Invoice clients, use the **Invoice ERP Liability Account Code** list on the **Accounting** page to map your company's ERP liability account code to ensure invoices post directly to it. This required field ensures that the systems are mapped to avoid failures in invoice postings.
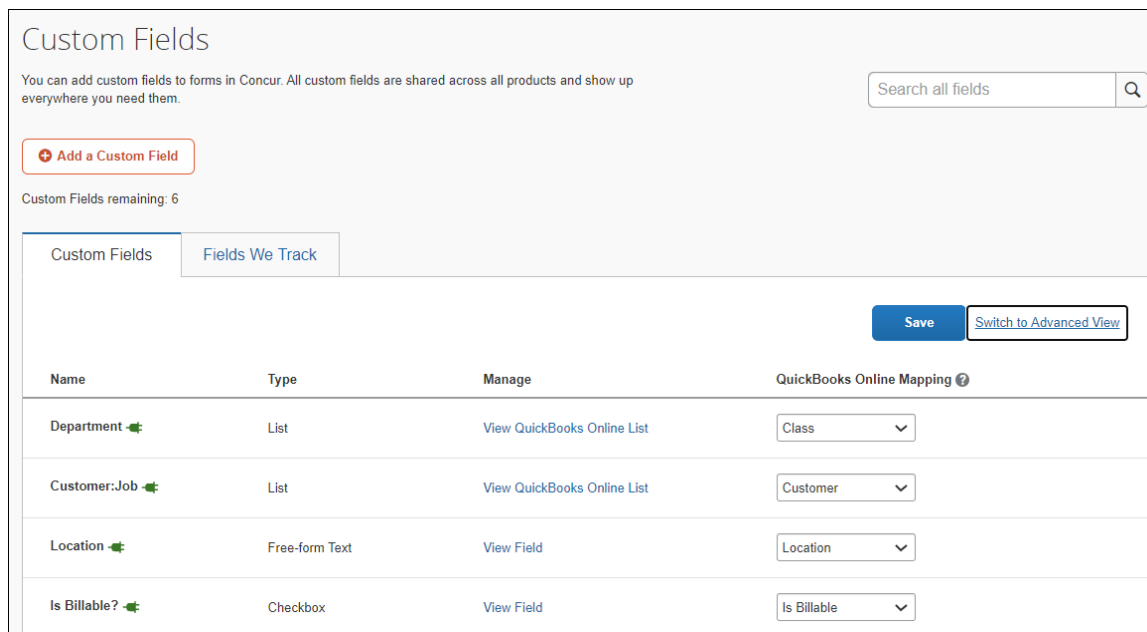

▶ *To enter your liability account code:*

1. On the **Accounting** page, in the **ERP Liability Account Code** list, enter your company's ERP account code.

2. Click **Save**.

Step 2: Custom Fields

On the **Custom Fields** page in Product Settings, clients with QuickBooks Desktop can add custom fields to integrate with QuickBooks. Concur automatically adds the integrated fields for QuickBooks Online clients.
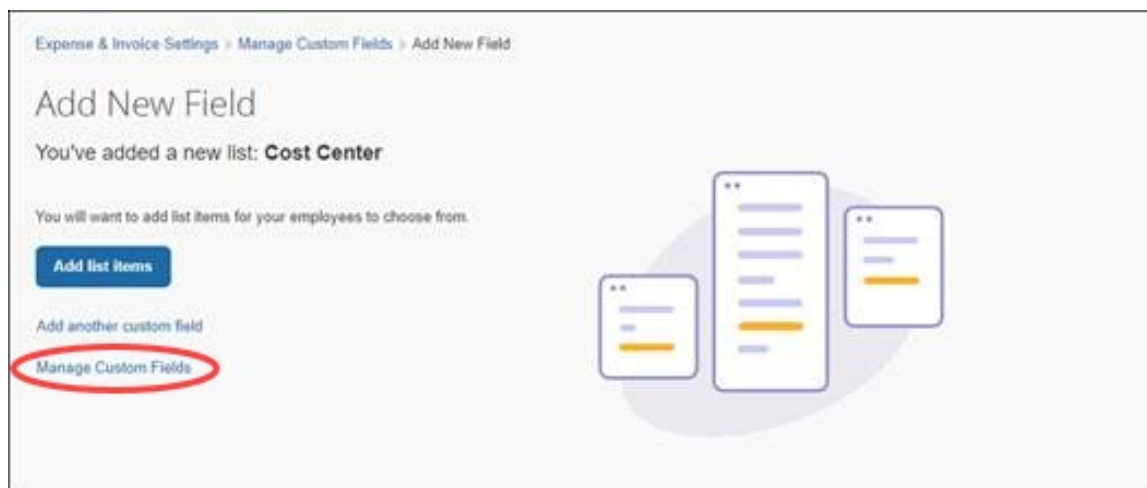
Custom Fields - QuickBooks Desktop

On the **Custom Fields** page, you can create custom fields to integrate with QuickBooks Desktop. After you create a list field, you will be prompted to enter list items. Instead, click **Custom Fields** to return to the field list.

After you have added a list field, you can configure it to be integrated with QuickBooks by selecting either **Class** or **Custom** from the list in the **QuickBooks**

Desktop Mapping column. The list items for the field will be imported from QuickBooks when you click the **View List** link.

If you use QuickBooks Connector with QuickBooks Desktop, the following applies:

- You can select whether the list field should be part of the accounting synchronization, by selecting **Class** or **Custom** from the list in the **QuickBooks Desktop Mapping** column.

- The **Is Billable** field is intended to work with a customer mapping. Ensure that if the **Is Billable** field is configured to integrate with QuickBooks, that a customer field is also configured to integrate with QuickBooks. The connector does not support integrating the following QuickBooks account types with the **Is Billable** field: Fixed Assets, Bank, Account Receivable, Accounts Payable, Credit Card, Other Current Liability, Long Term Liability, Equity, and Income.

- The import of the list values for the fields is automated, you do not need to enter them manually after creating the list field.

- You cannot use the fields integrated with QuickBooks as the account code driver field.

Custom Fields - QuickBooks Online

If you use QuickBooks Connector with QuickBooks Online, the following applies:

- The connector creates the cost object fields when you connect your Concur company with QuickBooks. The default mapping it creates is:

  ♦ The **Department** cost object, mapped to the QuickBooks **Class** field.

  ♦ The **Customer:Job** cost object, mapped to the QuickBooks **Customer** field.

  ♦ The **Location** cost object, mapped to the QuickBooks **Location** field.

- The import of the list values for the fields is automated.

- You cannot use the fields integrated with QuickBooks as the account code driver field.

- If you use the **Is Billable** field, you must also configure a field to map to the Customer list in QuickBooks. The customer selected on a billable expense on the expense report will be correctly billed in QuickBooks.

View List Items

The admin can click the **View List** link on the **Custom Fields** page to view the list item details for a field. The list items for fields that are mapped to the QuickBooks Class, Customer, and Location (QuickBooks Online Only) fields will be read-only and display on the **View List** page.

- Moving from **Custom Fields** to **View List** will automatically populate the list values for the QuickBooks Customer, QuickBooks Class, and QuickBooks Location (QuickBooks Online Only) fields.

- The **Import List**, **Add**, **Edit**, and **Delete** options are not visible.

- Multi-level lists are not compatible with QuickBooks Connector. Multi-level lists cannot be used with fields that are configured to integrate with QuickBooks by being set to **Class**, **Customer,** or **Location** on the **Custom Fields** page.

     For more information, refer to the *Shared: Custom Fields Setup Guide for Concur Standard Edition*.

Step 3: Expense Types

Your users select expense types when they create expenses or invoices in SAP Concur products. Users can only choose from the configured list. When the approved expense or invoice data is sent to QuickBooks, Concur automatically knows where to post those transactions. You can configure your GL account codes on the **Account Codes** tab of the **Expense Types** page in Product Settings.

Expense Account Codes

On the **Account Codes** page, you can map your expense types to your QuickBooks chart of account names or numbers. If you are using QuickBooks Desktop with the QuickBooks Web Connector, you can map expense types to QuickBooks items. If you are using alternate account codes, you can also map them on the **Account Codes** page. The following account types are included:

- Expense
- Fixed Assets
- Cost of Goods Sold
- Other Current Assets
- Credit Card
- Accounts Payable
- Other Current Liabilities

▶ *To enter your default account codes:*

1. Click **Administration > Expense Settings or Expense & Invoice Settings**. Choose **Expense** from the **Product** menu and then click **Expense Types for Expenses**.

2. On the **Account Codes** tab, select the desired account code in the **ERP Account Name or Number** field.

3. Repeat for each expense type.

4. Click **Save**.

📖 For information about entering alternate account codes, refer to the *Concur Expense: Expense Types Setup Guide for Concur Standard Edition*.

Invoice Account Codes

On the **Account Codes** page, you can map your expense types to your QuickBooks chart of account names or numbers. If you are using alternate account codes, you can also map them on the **Account Codes** page.

▶ *To enter your default account codes:*

1. Click **Administration > Invoice Settings or Expense & Invoice Settings**. Choose **Invoice** from the **Product** menu and then click **Expense Types for Invoices**.

2. On the **Account Codes** tab, select the desired account code in the **ERP Account Name or Number** field.

3. Repeat for each expense type.

4. Click **Save**.

    📖   For information about entering alternate account codes, refer to the *Concur Invoice: Expense Types Setup Guide for Concur Standard Edition*.

Mapping Expense Types to List Items/Products & Services

If you are using QuickBooks Desktop with the QuickBooks Connector, and selected *Yes, we use items* from the **Does your company use items list in your ERP?** list on the **Accounting** page, the **ERP Item Name** column is displayed next to the **ERP Account Name or Number** column.

This step allows you to select a QuickBooks account or QuickBooks item to associate with each expense type in Concur. The accounting and items information is used when Concur sends the expense data to QuickBooks.

NOTE: An expense type can only be associated with either a QuickBooks account or a QuickBooks item, not both.

NOTE: QuickBooks items can be mapped to expense types for alternate groups and alternate account codes.

If you have created policy groups, you may configure different expense type to QuickBooks item mappings for the individual policy groups.

▶ *To map your expense types to items:*

1. For Concur Expense, click **Administration** > **Expense Settings** or **Expense & Invoice Settings** > **Expense Types for Expenses** > **Account Codes.**

   For Concur Invoice, click **Administration** > **Invoice Settings** or **Expense & Invoice Settings** > **Expense Types for Invoices** > **Account Codes**.

2. In the **ERP Item Name** field, enter the QuickBooks item name.

3. Click **Save**.

When the user creates an expense entry in Expense, expense types for the entry will automatically be associated with the QuickBooks account or QuickBooks item.

When the user creates an invoice entry in Invoice, expense types for the entry will automatically be associated with the QuickBooks account or QuickBooks item.

NOTE: An expense type can only be associated with either a QuickBooks account or a QuickBooks item, not both.

QuickBooks items can be mapped to expense types for alternate groups and alternate account codes.

▶ *To enter alternate account codes:*
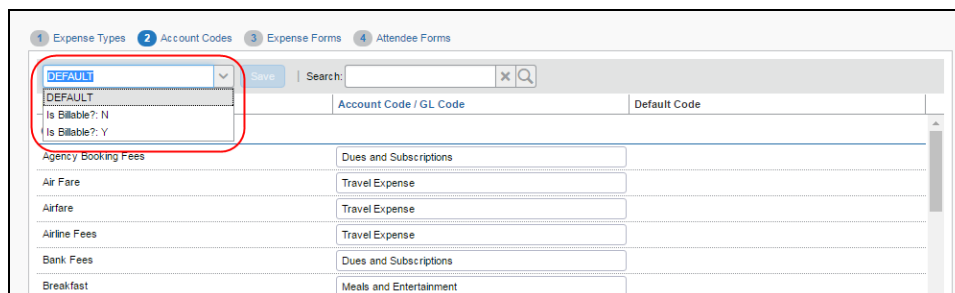
1. Select the list item from your account code driver list.
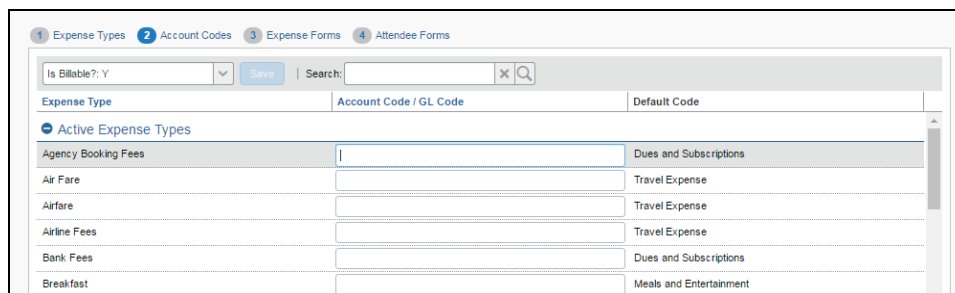
If you are using a check box as your alternate account code driver, the
<fieldname>:Y and <fieldname>:N options appear:

2. Click in the **QuickBooks Account Name or Number** field.

3. Enter your account code for the expense type. The default codes appear in
   the **Default Code** column. If you leave the **ERP Account Name or Number**
   column empty for a list item, Concur will use the default code when the user
   selects that list item/expense type combo.

4. Repeat for each expense type.

5. Click **Save**.

    For more information about mapping expense types for Concur Expense, refer
to the *Concur Expense: Expense Types Setup Guide for Concur Standard
Edition*.

    For more information about mapping expense types for Concur Invoice, refer
to the *Concur Invoice: Expense Types Setup Guide for Concur Standard
Edition*.

Step 4: Employee Reimbursements (Expense Only)

On the **Employee Reimbursements** page of Product Settings, you will configure the **ERP Liability Account Code.** You configure it on the **Accounting** tab from a read-only list and populate it with the relevant liability accounts from your General Ledger.

NOTE: If you use the **ADP Payroll** reimbursement method, a .CSV file is not generated because the transaction information is sent directly to QuickBooks.

If **ADP file with Financial Integration** is enabled, payment batches generate an ADP EPIP file. **ADP file with Financial Integration** is enabled by SAP Concur internal staff. If you require an EPIP file, contact SAP Concur support for assistance.

Entering Account Codes for Reimbursement Methods

Once you have saved the employee reimbursement method, the **Accounting** tab appears.

▶ *To enter your account codes:*

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Employee Reimbursements**.

2. Create or modify the desired employee reimbursement method.

3. On the **Accounting** tab, enter the codes in the fields:

Field	Description
How do you want your transactions to appear in your ERP?	This field defaults to *Bill*.
ERP Liability Account Code	This is the accounting code that appears in the accounting file "Payment Demand Company Liability Account Code" field for payments made with this reimbursement method. The Liability Account field may be used to record when expenses are incurred. Clients may use this field to capture a code that represents an offset account in the GL extract. This account code commonly represents the credit in the expense accounting entry. **NOTE**: The **ERP Liability Account Code** defaults to Accounts Payable, select a different Accounts Payable account if applicable.

Field	Description
Cash Account Code **NOTE**: This field is only used for ADP and Expense Pay reimbursement methods.	This is the accounting code that appears in the accounting file **Payment Demand Company Cash Account Code** field for payments made with this reimbursement method. The **Cash Account Code** field may be used to record when expenses settle. Clients may use this field to capture offsets against transactions that directly impact the bank accounts. This account code commonly represents the credit in the payment accounting entry.

4. Click **Save**.

    📖   For more information, refer to the *Concur Expense: Employee Reimbursement Setup Guide for Concur Standard Edition*.

Step 5: Payment Types (Expense Only)

The Concur administrator configures the company card programs on the **Payment Types** page of Product Settings. For each card program, the **Accounting** tab allows you to configure your accounting code and transaction settings for each card program.

▶ *To enter your program settings:*

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Credit Cards**.

2. On the **Payment Types** page, create or edit the desired card program.

3. On the **Accounting** tab, fill in the fields:

Field	Description
How do you want your transactions to appear in your ERP?	Select the desired setting. If you select *Credit Card*, the **ERP Credit Card Account** field will auto-populate with a list of your card accounts in QuickBooks.
Do you want to use consolidated vendor handling?	Refer to the *Consolidated Vendor Handling* section below.
New credit card merchants will be consolidated in this Vendor record in QuickBooks	**NOTE**: This field defaults to yes and only appears if you enable Consolidated Vendor Handling. The default vendor record will be Concur Vendor. You can change this to a different vendor name that you would like to use in QuickBooks for the credit card transactions that don't exactly match an existing vendor.

Field	Description
How do you want us to handle charges that have already been entered in your ERP?	Select the desired option: 1. Match expense data to the existing credit card charge in QuickBooks (Recommended Best Practice: If we detect that the transaction already exists in QuickBooks we will add the following information provided by the end user on the expense report to the existing entry in QuickBooks: ♦ Business Purpose ♦ Customer/Class value ♦ Billable/Non-Billable ♦ Concur Expense report ID ♦ Employee's Last Name/First Name in the memo field for alpha sorting on the QuickBooks Reconcile Credit Card screen 2. Use the expense data to create a new credit card charge in QuickBooks. Select this if you prefer that we post a new credit card charge and during reconciliation process you will determine which entry to keep and which entry you need to delete. 3. Ignore the expense data if the transaction already appears in QuickBooks. Select this if you have what you need already and prefer that we do not create a new entry in QuickBooks if we see that it already exists in QuickBooks.
ERP Credit Card Account	Select or enter the desired card account.
Clearing Account Code	Select the relevant clearing account codes. Concur imports the clearing account codes (Other current asset accounts) you use in QuickBooks to account for your card transactions that are marked as a "personal expense".

4. Click **Save**.

     For more information, refer to the *Concur Expense: Payment Types Setup Guide for Concur Standard Edition*.

Consolidated Vendor Handling

The **Use consolidated vendor handling?** setting allows you to configure how Concur manages credit card transactions from vendors that don't match existing vendors. This setting defaults to yes. (You can change it to no.) The default record used is "Concur Vendor" to use for credit card transactions when an exact match is not found. This allows you to retain control over your vendor lists in QuickBooks and provides you with the capability to reduce the number of infrequent and/or one-time vendors that are added to your list during the posting process of the credit card transactions. The vendor record name must be an exact match.

If you do not use Consolidated Vendor Handling, the transactions are posted to the vendor value contained in the expense report.

QuickBooks Online and QuickBooks Desktop handle the vendors slightly differently. Refer to the table below for the full details.

Using Consolidated Vendor Handling (default):

Vendor information in transaction	QuickBooks Online	QuickBooks Desktop
No Vendor	Applies to the vendor defined in the Consolidated Vendor Handling setting.	Applies to the vendor defined in the Consolidated Vendor Handling setting.
Existing Vendor	Applies to the existing vendor.	Applies to the existing vendor.
New Vendor	Applies to the vendor defined in the Consolidated Vendor Handling setting.	Applies to the vendor defined in the Consolidated Vendor Handling setting.
Inactive Vendor	Applies to the vendor defined in the Consolidated Vendor Handling setting.	Applies to the inactive vendor.

Not Using Consolidated Vendor Handling:

Vendor information in transaction	QuickBooks Online	QuickBooks Desktop
No Vendor	Applies to "Unknown Vendor."	Applies to "Unknown Vendor."
Existing Vendor	Applies to the existing vendor.	Applies to the existing vendor.
New Vendor	The vendor is created in QuickBooks Online.	The vendor is created in QuickBooks Desktop.
Inactive Vendor	Duplicate vendor is created in QuickBooks Online.	Applies to the inactive vendor.

Step 6: File Export Configuration (QuickBooks Desktop Invoice Only)

The **File Export Configuration** page of Product Settings is reduced to options in two tabs, the others preset to generate the .IIF file by your QuickBooks selection.

▶ *To configure your file export options:*

1. Click **Administration > Invoice Settings** or **Expense & Invoice Settings > Invoice File Export**.

2. On the **Select Schedule** tab, select the schedule on which your extract will be generated:

3. Click the **Select Format** tab.

   You will see a message **Please map your Accounts Payable Liability account on the accounting set up page for invoices to post to your ERP**. Click the **Click to return to the Account set up page** link to return to the **Accounting** page to map the ERP Liability Account Code.

4. Click **Save**.

NOTE: QuickBooks Online does not use a schedule and will post directly to QBO upon processor approval. No extracts are created for QuickBooks Online.

Step 7: Users

On the **Users** page in Product Settings, Concur can import your employees from QuickBooks. The users are granted access to Concur and associated with their vendor record in QuickBooks. You should always add new employees in QuickBooks.

▶ *To import users from QuickBooks:*

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings** or **Invoice Settings > User Accounts**.

2. To add users, click **Add Users > From ERP**.

3. The **Add Users from ERP** window appears. Select the check box next to the user(s) you want to add and then click **Add**.

NOTE: Each employee is required to have an associated vendor record. QuickBooks requires this if you create bills for the amounts due your employees. All vendor records must have a first name, last name, and email to display on the **Add users from ERP** page.

📖 For more information, refer to the *Shared: Users Setup Guide for Concur Standard Edition*.

Step 8: Synchronize Vendors from QuickBooks (Invoice Only)

QuickBooks Desktop and Online clients will be able to create vendors in QuickBooks and then synchronize this data with Concur Invoice without having to use the vendor import functionality.

▶ *To synchronize QuickBooks vendors with Invoice:*

1. On the **Vendor Manager** page, select **Open Vendor** > **Add Vendors from ERP**.
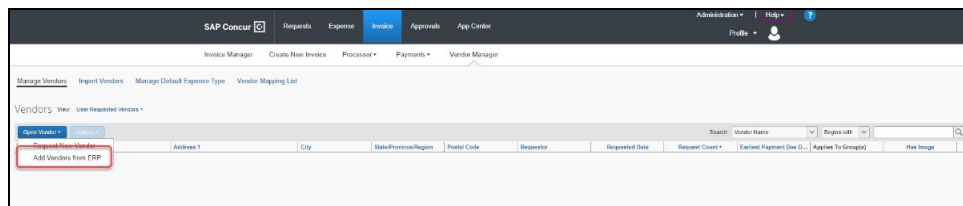
The **Add Vendors from ERP** window appears.

2. Select the vendors to add from QuickBooks.

3. Click **Add**.

NOTE: QuickBooks Desktop invoice vendors must have a Company Name to add to Concur.

Section 3: Sending Expense or Invoice Data to QuickBooks

The Concur administrator uses **Payment Manager** to view and manage batches of:

- Expense reports that are ready for reimbursement
- Payment requests that are ready to be paid to vendors

You can click **send data** (in Concur Expense) or **Send to QuickBooks** (in Concur Invoice) to prompt the Concur QuickBooks Connector to perform the data exchange between your QuickBooks account and your Concur company.

NOTE: If you have connected your QuickBooks company to Concur, but do not see a **send data** or **Send to QuickBooks** link, you are using the QuickBooks Online Financial Integration instead of the QuickBooks Online Connector. Refer to the *Shared: QuickBooks Online Integration Using Concur Financial Integration Service Setup Guide*.

Expense Data

▸ *To send expense data to QuickBooks:*

1. Click **Administration** > **Company** > **Tools** > **Payment Manager**.

2. For the desired batch, click **close now**.

Shared: QuickBooks Connector Setup Guide for Concur Standard Edition

3. Click **send data**.

For QuickBooks Online clients, once the **send data** button has been clicked there are no more steps to synchronize approved report data to QuickBooks.

For QuickBooks Desktop clients, there are a few additional steps to perform.

(QuickBooks Desktop Only) To finish the data synchronization:

1. Click **Run Web Connector**.

2. In QuickBooks, click **File > App Management.**

3. Click **Update Web Services**.
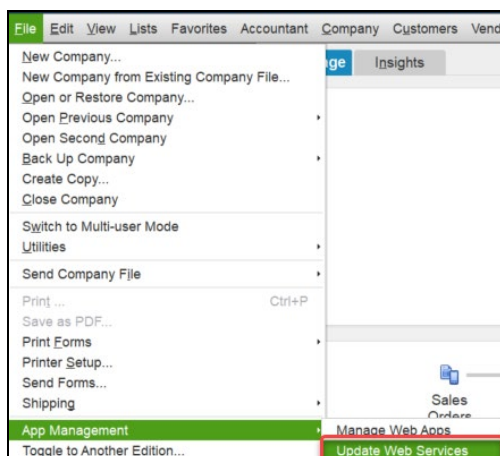
4. Check the box next to the application file. Click **Updated Selected**.
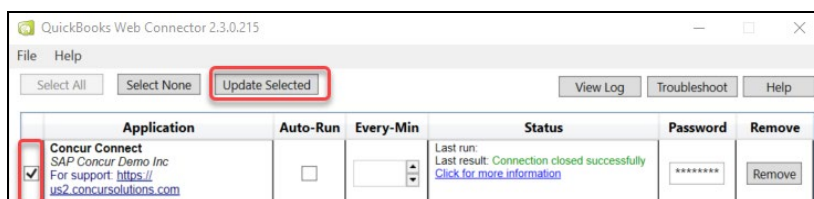
Transactions will post into QuickBooks.

📖 For more information about using the Payment Manager tool, refer to the *Concur Expense: Payment Manager User Guide for Concur Standard Edition.*

📖 For information about the relationship between the fields in the IIF extract file and the fields in QuickBooks, refer to the *Concur Expense: Payment Manager QuickBooks IIF Extract User Guide for Concur Standard Edition*.

Invoice Data

▶ *To send your invoice data to QuickBooks:*

1. Click **Invoice > Payments > Payment Manager**.

2. Click **Send to QuickBooks**.
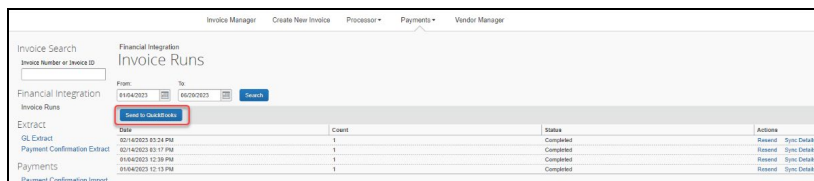
For QuickBooks Online clients, once the **Send to QuickBooks** button has been clicked there are no more steps to synchronize approved invoice data to QuickBooks.

For QuickBooks Desktop clients, there are a few additional steps to perform.

▶ *(QuickBooks Desktop Only) To finish the data synchronization:*

1. In QuickBooks, click **File > App Management > Update Web Services.**
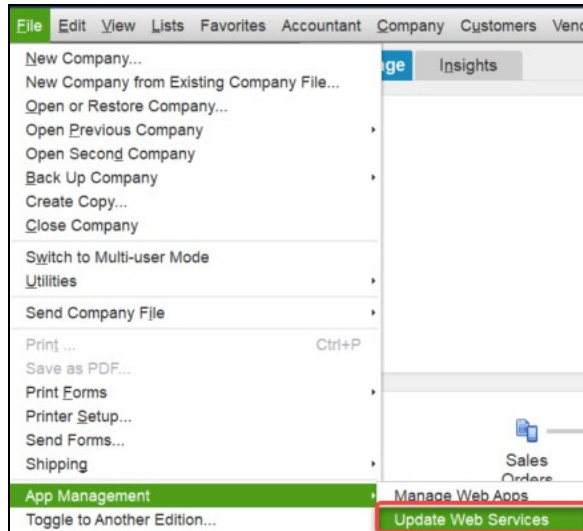
2. Click **Update Selected**.
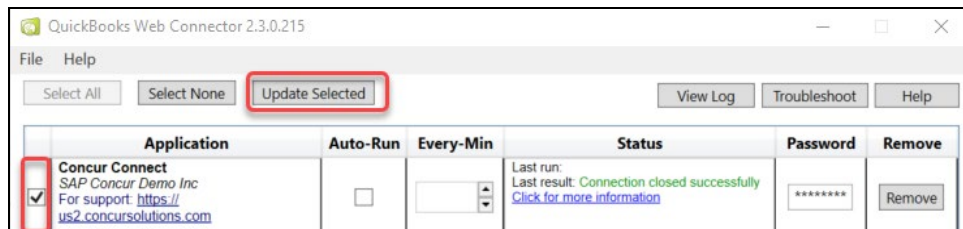
    Transactions will post into QuickBooks.

3. Once the Web Connector is run, in SAP Concur click **Refresh Batch Status**. The **sync details** link displays.
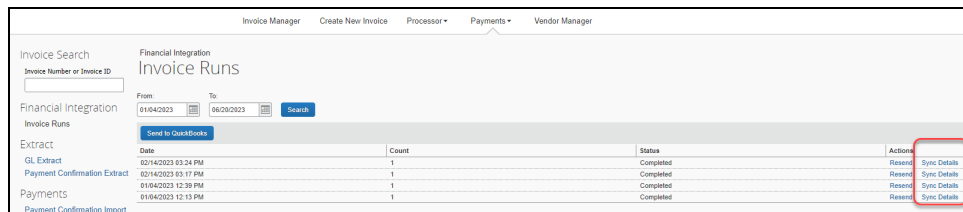
4.   (Optional) Click **sync details**.

Sync Details			✕
Sync Date	**Invoice Number**	**Status**	
02/13/2023	12345	Status OK	
			Close

5.   Log in to **QuickBooks** to see your posted transactions.

📖   For more information about using the Payment Manager tool, refer to the *Concur Invoice: Administration User Guide for Concur Standard Edition.*

📖   For information about the relationship between the fields in the IIF extract file and the fields in QuickBooks, refer to the *Concur Invoice: Payment Manager QuickBooks IIF Extract User Guide for Concur Standard Edition*.

Section 4: Managing the Integration

Updating the Synchronized Data in SAP Concur

QuickBooks Online

Once your company is connected to QuickBooks, opening the **Accounting** page of Product Settings will trigger the integration to synchronize the latest master data from QuickBooks to Concur. The Concur administrator can also manually run the integration synchronization by clicking **Administration > Expense Settings or Expense & Invoice Settings or Invoice Settings > Accounting > My ERP Data > Refresh**.

QuickBooks Desktop

The Intuit administrator runs the QuickBooks Web Connector, which causes the data to synchronize between QuickBooks and Concur.

Viewing Integration Issues with Expense

Administrators can review the sync details of each batch in **Payment Manager**.

QuickBooks Online

Click **Sync Details** for the desired batch.

QuickBooks Desktop

Once you have run the web connector, click **Refresh Batch Status** in Payment Manager. Then click **sync details** for the desired batch.

Viewing Integration Issues with Invoice

Payment managers can see previously run synchronization jobs (by selecting dates and clicking **Search**), the date the synchronization took place, how many invoices that were part of the invoice, the status of the synchronization, and synchronization details, such as comments or errors that might have occurred during the synchronization by clicking the **sync details** link in the **Actions** column.

In the example below, the **Sync Details** window shows an error.

The payment manager can resend the invoice by clicking the **Resend** link in the **Actions** column.
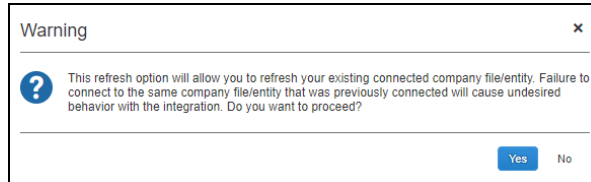

Refreshing the Integration

Clients who want to refresh the QuickBooks Desktop or QuickBooks Online integration with Concur can do so on the **Accounting** page in Product Settings.

▸ *To refresh your QuickBooks company to SAP Concur*

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Accounting**.

2. Click **Reconnect to Financial System**.

You will see a warning that you must reconnect to the same QuickBooks file.

3. Click **Yes**.

4. **QuickBooks Online:** Enter the admin credentials (user name and password) to log into QuickBooks Online.

   QuickBooks Desktop: Download a new file and password to enter into the QuickBooks Web Connector.

Disconnecting the Integration

Clients who are ready to disconnect QuickBooks Desktop or QuickBooks Online from Concur can do so on the **Accounting** page of Product Settings.

▶ *To disconnect your QuickBooks company from SAP Concur:*

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Accounting**.

2. Click **Disconnect from Financial System**.
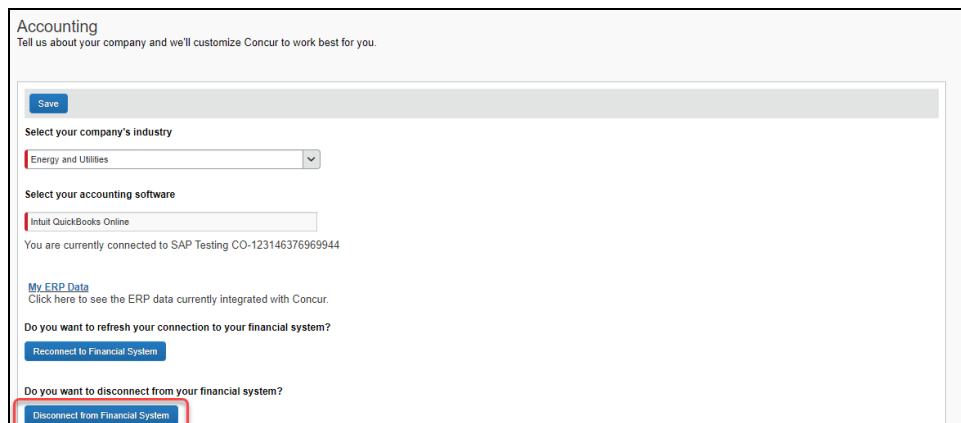
3. Click **Save**.

   NOTE: Before disconnecting Concur from QuickBooks, you must process and post all in flight reports.