

Shared: QuickBooks Integration Using Concur Financial Integration Service

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 <i>ERP Liability Account Code</i> section in the <i>Step: 1 Accounting</i> section. Updated the <i>Step 7: and updated the File Export Configuration (Invoice Only)</i> section. Minor edits throughout.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
December 15, 2021	Updated instructions for Product Settings page
October 22, 2021	Updated the ADP Payroll reimbursement method note
September 29, 2021	Added a note about mapping a user's data after connecting to the ERP.
September 22, 2021	Added text in section 4 step 1 that Items aren't supported in Concur Invoice.
May 13, 2021	Added support for QuickBooks integration in AU.
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February 20, 2021	The "Other Current Liabilities" QuickBooks account type is now supported.
November 25, 2020	Updated the list of included account types on page 20.
November 14, 2020	Updated the images on pages 15 and 33 to reflect the new "Connect to Quickbooks" button design.
August 19, 2020	Added information about the new feature to include receipts and images.
August 11, 2020	Fixed a typo; cover page not updated.
July 7, 2020	Updated pages 5, 6, and 18 to reflect changes to the Custom Fields page.
June 16, 2020	Added a note on page 20.
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.
November 26, 2019	Added a note to the overview and sync sections regarding 30-day purge of data.
October 31, 2019	Updated the "What the Invoice User Sees" section.
August 17, 2019	Updated to reflect changes to 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: <ul style="list-style-type: none"> • <i>What the Invoice User Sees > Process Invoices Page</i> • <i>Step 5: Employee Reimbursements (Expense Only)</i> • <i>Step 6: Company Card (Expense Only)</i> • <i>Step 9: Synchronize Vendors from QuickBooks (Invoice Only)</i>
February 26, 2019	Updated the <i>Step 2: Cost Tracking</i> section for changes to list management.
November 19, 2018	Added new section: <ul style="list-style-type: none"> • <i>Updating the QuickBooks Online Authorization</i>
September 22, 2018	Updated screenshot of <i>My QuickBooks Data</i> page. September 2018 release moved from September 15 to September 22.
September 4, 2018	Updated these sections: <ul style="list-style-type: none"> • <i>Supported QuickBooks Account Types</i> • <i>Step 4: Employee Reimbursements (Expense Only) > Entering Account Codes for Reimbursement Methods</i>
August 18, 2018	Added the following section: <ul style="list-style-type: none"> • <i>Important Timing Considerations > Connecting to/Disconnecting From QuickBooks</i> Updated the following sections: <ul style="list-style-type: none"> • <i>Configure QuickBooks Financial Integration > Step 1: Accounting > QuickBooks Online – Connect to QuickBooks</i> • <i>Managing the Integration > Disconnecting the Integration</i>
July 27, 2018	Updated the <i>Configure QuickBooks Financial Integration > Step 2: Cost Tracking > Data Entry Details</i> section with new list functionality.
May 23, 2018	Added information about Invoice tax codes in the <i>Step 4: Taxation</i> section
May 12, 2018	Added the <i>Supported QuickBooks Account Types</i> section and updated the <i>Step 2: Cost Tracking > Data Entry Details</i> section.
April 16, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
April 14, 2018	Added the <i>Step 9: Synchronize Vendors from QuickBooks (Invoice)</i> section.
February 10, 2018	Added step by step instructions for the Configuration tasks, and added several new sections, including: <ul style="list-style-type: none"> • <i>Important Timing Considerations</i> • <i>Prerequisites to Using Concur's Financial Integration with QuickBooks</i> • <i>Consolidated Vendor Handling</i> • <i>Managing the Integration</i>
January 25, 2018	Reformatted the Configuration information, divided What the User Sees into Expense and Invoice,

Date	Notes/Comments/Changes
November 4, 2017	Added the <i>Supported Editions of QuickBooks</i> and <i>Prerequisites to Using Concur's Financial Integration with QuickBooks Online</i> sections, and updated guide to include new Product Settings page, which replaces the Setup Wizard.
October 14, 2017	Updated <i>Overview</i> section, added <i>Taxation (Expense Only)</i> section.
February 10, 2017	New document.

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.

QuickBooks Integration Using Concur Financial Integration Service

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 (master data) into your Concur configuration. This data allows you to utilize your unique accounting data when entering expenses and/or invoices and is updated in Concur regularly. The master data export loads employee (vendor), class, location, and customer cost objects and invoice vendors from QuickBooks to Concur during the implementation.

NOTE: Data transmitted through QuickBooks integration during implementation and during subsequent synchronizations, is purged from Concur after 30-days. As a result, after 30 days, you can no longer view the details of successfully transmitted data by clicking the **View Details** link in Payment Manager.

The QuickBooks integration replaces the **send data** (Expense) and **Send to QuickBooks** (Invoice) links for batches in Payment Manager. The financial posting process sends expense reports and invoices that are ready to be posted from Concur to QuickBooks, utilizing APIs from the SAP Concur platform. Concur sends the expense data as a bill or credit card charge or sends the invoice data. The integration manages the transmission of expense and invoice data from Concur to QuickBooks, and the transmission of status information back to Concur. The financial posting happens as soon as the report or invoice is approved for payment, without waiting for a batch schedule. When the financial posting occurs, Concur also synchronizes the master data with the latest information in QuickBooks. The client will see financial posting status information in the audit trail of the expense report or invoice. The expense or invoice processor can view problems with the posting, allowing them to correct errors and re-send the information quickly.

! IMPORTANT: Account codes and vendor ID's will need to be mapped after connecting to the ERP. Any existing account code and vendor ID mappings will be deleted.

The QuickBooks Financial Integration with Concur solutions can synchronize the following types of information between Concur and QuickBooks:

- Expense Reports: Concur → QuickBooks
- Cost Object Data: QuickBooks → Concur
- Expense Report Posting Status: QuickBooks → Concur
- Employee (Vendor) Data: QuickBooks → Concur
- Vendor Master Data: QuickBooks → Concur
- (UK and AU only) Invoices with tax: Concur → QuickBooks

The following functionality is also supported by the integration:

- Expense Pay
- Invoice Pay (Only Check and ACH)
- Client Remittance of IBCP

The following functionality is not supported by the QuickBooks Financial Integration with Concur Solutions:

- Payment Types with Offsets: Company Paid, IBCP with Offsets, CBCP with Offsets

NOTE: If you would like to enable QuickBooks Financial Integration for your company, contact SAP Concur support for more information.

Important Timing Considerations

Connecting to/Disconnecting From QuickBooks

When connecting to or disconnecting from QuickBooks, you must first verify that your users have no in-flight expense reports or invoices. In-flight refers to reports or invoices that are:

- Created and unsubmitted
- Submitted but not fully through the approval workflow

If you attempt to connect or disconnect while you have reports or invoices in-flight, you will receive an error message and will not be able to connect/disconnect.

Sending Expense/Invoice Data to QuickBooks

The QuickBooks Connector sends the approved reports/invoices to QuickBooks when they are approved for payment. Once the data has been posted 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 whenever an approved report or invoice is sent to QuickBooks for payment.

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 change, 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 and Invoice Processor tools.



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

Features

The integration resolves a common issue with the payment batch files- the inability to change reports or invoices once the batch has been closed. The payment batch process locks reports and invoices when it extracts them, making it impossible to make corrections in Concur after the batch closes. The integration provides a more responsive system, adding the financial posting to the report and invoice workflow. The report or invoice is posted to the financial system but remains open in Concur until posting is confirmed. Any problems with posting appear in Concur, where they can be identified and corrected. Once the data is corrected, the reports and invoices can be posted successfully to QuickBooks.

The integration works with Concur Expense (Standard Edition) and Concur Invoice (Standard Edition). The integration allows clients to:

- Send employee data from QuickBooks to Concur, keeping Concur up to date with the latest employee information.
- Send cost object data (Customer, Class, and Location) from QuickBooks to Concur, keeping Concur up to date with the latest information.
- Pay expense reports and invoices using their QuickBooks financial system, without needing to send a batch file to QuickBooks.
- Send data from Concur to QuickBooks and receive feedback from QuickBooks.
- View QuickBooks posting status in Concur, including posting document numbers and, if a posting failed, a description of why that posting failed. This information appears in the audit trail of the expense report or invoice.

Supported Editions of QuickBooks

- **Plus** (online) – Full transaction and list (class, customer, and location) integration
- **Essentials** (online) – Transaction integration only

Prerequisites to Using the Concur Financial Integration with QuickBooks

QuickBooks Online

The following prerequisites will prepare you to successfully connect your existing QuickBooks online service with your Concur service.

- **QuickBooks credentials:** Providing an administrative-level Intuit User ID and Password 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.

Definitions

Financial Documents: Concur expense reports and invoices are converted into financial documents, which are then posted to the QuickBooks financial system. A financial document corresponds to an Accounts Payable (AP) entry, a voucher, or a transaction. Each financial document is assigned a Document Identifier (ID), which is used to identify the document in the QuickBooks financial system and returned in the QuickBooks feedback to Concur.

One expense report or invoice generally is represented by one financial document. Some circumstances may cause the integration to create multiple financial documents for a single report or invoice (new GL, intercompany process).

Master Data: The Master Data includes employee, cost object and vendor information. The employee master data includes user and employee information stored in QuickBooks, combined with the employee information stored in Concur.

Master Data

The master data export using the QuickBooks Integration with Concur Solutions sends the Employee (vendor) and Cost Object data from QuickBooks to Concur.

Employee

During the implementation of the integration, the QuickBooks employee (vendor) data is sent to Concur. After the implementation, the employee data is updated continuously. The employee data is always sent from QuickBooks to Concur. New users should always be added in QuickBooks with first name, last name, and email.

Cost Object

The QuickBooks Financial Integration with Concur solutions automatically creates and integrates Concur fields with the Customer, Class, and Location cost objects in QuickBooks, using the **Custom Fields** page in Product Settings. The integration creates the following cost object fields in Concur:

- The **Department** cost object, mapped to the QuickBooks **Class** field.
- The **Customer:Job** cost object, mapped to the QuickBooks **Customer** field.
- (QuickBooks Online Only) The **Location** cost object, mapped to the QuickBooks **Location** field.

Financial Posting

Once the financial posting is enabled, expense and invoice information is sent from Concur to QuickBooks, then posting feedback is sent from QuickBooks to Concur.

When expense reports or invoices reach the status of *Approved for Payment*, they are converted to financial documents and added to the processing queue. This initiates the financial posting process and Concur sends all the financial documents in the processing queue. QuickBooks returns an acknowledgement if the documents were all received successfully.

After receiving the successful receipt of documents message, Concur marks the documents as sent and will not send them again. QuickBooks processes the financial postings and returns confirmations for each document. The confirmation includes success information or error codes for any financial documents that failed to post.

If the financial document failed to post, the expense report/invoice is updated with the error message and can be recalled by the processor. Failed reports can be found in processor using the failed report query. The processor can then modify the report/invoice to fix the issues, and mark it as *Approved for Payment* again. This allows the report/invoice to be sent to QuickBooks again.

All expense reports and invoices that posted successfully are updated in Concur with the success message and are set to the approval status of *Paid* (reports) or *Posted to Financial ERP* (invoices). The expense reports/invoices are not allowed to be recalled by the processor once they have been successfully posted by QuickBooks.

Supported QuickBooks Account Types

The QuickBooks Integration using Concur Financial Integration Service 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** 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: End-User Experience

In Concur, the integration functionality will appear to the end user in multiple places:

- Expense report audit trail
- **Process Reports** page

Expense Report Audit Trail

The report audit trail includes the posting status once the posting feedback has been returned from QuickBooks. The user clicks **Details > Audit Trail** to view the audit trail.

Report Level			
Date/Time	Updated By	Action	Description
02/15/2016 08:22 AM	FI Service	Posting Feedback Received	Posting Successful. Company ID: comp 1 Document Number: Doc1 Posting Date: 2015-12-31
02/15/2016 08:22 AM	FI Service	Posting Feedback Received	Posting Successful. Company ID: comp 2 Document Number: Doc2 Posting Date: 2015-12-31
02/15/2016 08:22 AM	System, Concur	Payment Status Change	Status changed from Processing Payment to Paid

Entry Level			
Date/Time	Updated By	Action	Description

Process Reports Page

The Expense Processor approves the report for payment as usual. After approval, the expense report is placed in a financial posting queue for processing. The processing happens after the processor approves the report.

NOTE: The financial integration does not put reports into batches- it sends them to QuickBooks immediately once they are approved by the processor. Make sure the reports are ready to be sent before approving them in **Process Reports**.

Once the financial posting is complete, the processor will see the posting feedback on the **Process Reports** page.

Section 2: End-User Experience

Reports that posted successfully will show the payment status *Paid* and show the details of the financial posting in the audit trail. The audit trail message includes the Company ID, the Document ID, and the Posting Date.

The screenshot shows the 'Feedback Demo 2' report interface. On the left, there's a sidebar with 'Expenses' and a table with columns 'Date', 'Expense Type', and 'Review'. The main area displays the 'Audit Trail' modal. The modal has a 'Report Level' section with a table containing columns 'Date/Time', 'Updated By', 'Action', and 'Description'. The 'Description' column is highlighted with a red circle. Below this is an 'Entry Level' section with a similar table structure. A 'Close' button is at the bottom right of the modal.

Date/Time	Updated By	Action	Description
02/15/2016 08:22 AM	FI Service	Posting Feedback Received	Posting Successful. Company ID: comp 1 Document Number: Doc1 Posting Date: 2015-12-31
02/15/2016 08:22 AM	FI Service	Posting Feedback Received	Posting Successful. Company ID: comp 2 Document Number: Doc2 Posting Date: 2015-12-31
02/15/2016 08:22 AM	System, Concur	Payment Status Change	Status changed from Processing Payment to Paid

Reports that failed to post will show an exception and the payment status *Financial Posting Failed*.

The screenshot shows the 'Search Results' page. At the top, there are buttons for 'Delete Report', 'Mark Receipt Status', and 'Close'. Below these are buttons for 'Run Query', 'Group', 'List Settings', and 'Create/Manage Queries'. A search filter section allows finding reports by name, begin date, and other criteria. The main table displays search results with columns: 'Report Name', 'Submit Date', 'Employee Name', 'Approval Status', 'Report Total', 'Receipt Status', 'Payment Status', and 'Report Key'. The 'Payment Status' column is highlighted with a red circle. Below the table, a red circle highlights an error message: 'Code: POSTFAIL, Level: 1; Posting Failed: Check audit trail for detailed posting messages.'

Report Name	Submit Date	Employee Name	Approval Status	Report Total	Receipt Status	Payment Status	Report Key
Feedback Demo 2	02/15/2016	Kramer, Tommy	Approved	\$350.00	Not Required	Financial Posting Failed	14

Code: POSTFAIL, Level: 1; Posting Failed: Check audit trail for detailed posting messages.

The processor can view the audit trail for the report to see the details of the posting failure. In this example, the report failed to post for two reasons. The audit trail message includes the Company ID, the Document ID, and the details of the failure.

Feedback Demo 2 [Kramer, Tommy]

Summary Details Receipts Print

Exceptions

Expense Type	Date	Amount	Exception
N/A			Code: POST

Expenses

Expense Type	Date	Expense Type	Reviewed
	02/03/2016	Taxi	N

Audit Trail

Report Level

Date/Time	Updated By	Action	Description
02/15/2016 08:08 AM	FI Service	Posting Feedback Received	Posting Failed.
02/15/2016 08:08 AM	FI Service	Posting Feedback Received	Posting Failed. 1872: Employee ID Not Found ID 11942 does not exist.
02/15/2016 08:08 AM	FI Service	Posting Feedback Received	Posting Failed. 1822: Cost Center 80142 Closed
02/15/2016 08:06 AM	System, Concur	Payment Status Change	Status changed from Not Paid to Processing Payment

Entry Level

Date/Time	Updated By	Action	Description
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Close

The processor recalls the report, in order to make changes to it.

Feedback Demo 2 [Kramer, Tommy]

Summary Details Receipts Print

Exceptions

Expense Type	Date	Amount	Exception
N/A			Code: POSTFAIL. Level: 1: Posting Failed: Check audit trail for detailed posting messages.

Expenses

Expense Type	Date	Expense Type	Reviewed	Amount	Approved
	02/03/2016	Taxi	N	\$350.00	\$350.00

Report Summary

Report Totals	Amount Due Company	Amount Due Employee
	\$0.00	\$350.00

Recall to Processor

Then the processor works with the Concur and QuickBooks administrators to resolve the issues. In this example, the Concur administrator would update the user's employee ID, while the QuickBooks administrator would confirm the correct cost center to select. Then the processor would select the correct Cost Center on the expense entry or report header. Once the processor has updated the report, they approve it for payment again.

When the report is successfully posted, the integration sets the report's payment status to *Paid*.

Search Results

Group: Global

Run Query Group List Settings Create/Manage Queries

Find every report where

Report Name Begins With * AND

Go

	Report Name	Submit Date	Employee Name	Approval Status	Report Total	Receipt Status	Payment Status	Report Key
<input type="checkbox"/>	Feedback Demo 2	02/15/2016	Kramer, Tommy	Approved	\$350.00	Not Required	Paid	14

Financial Posting Failed Query

SAP Concur has added a query, *Reports Financial Posting Failed*, to the **Process Reports** page for clients with the integration. This query can be used by the processor to quickly locate all reports with the payment status of *Financial Posting Failed*.

CONCUR Expense Invoice Approvals App Center

Manage Expenses Processor

Reports Ready for Processing

Group: All Groups I Can Access

Run Query Starting Group Group List Settings Create/Manage Queries

- Reports Ready for Processing
- Reports Review In Progress
- Reports Review In Progress By Me
- Reports Financial Posting Failed

With AND

Go

Section 3: Invoice User Experience

In Concur, the integration functionality will appear to the end user in multiple places:

- Invoice audit trail
- **Process Invoices** pages

Invoice Audit Trail

The invoice audit trail includes the posting status once the posting feedback has been returned from QuickBooks. The user clicks **Details > Audit Trail** to view the audit trail.

Audit Trail			
Date/Time	Updated By	Action	Description
06/14/2016 02:03 AM	FI Service	Posting Feedback Received	Posting Successful. Company ID: Concur NA Document Number: SAP_DOC_12345 Posting Date: 01-29-2016
06/14/2016 02:03 AM	System, Concur	Payment Status Change	Status changed from Pending Payment to Extracted Comment:
06/06/2016 11:03 PM	System, Concur	Approval Status Change	Status changed from Vendor Approval to Auto Approved Comment: Skipping Step
06/06/2016 11:03 PM	System, Concur	Approval Status Change	Status changed from Accounting Review to Auto Approved Comment: Skipping because CUSTOM6 in CUSTOM6
06/06/2016 11:03 PM	System, Concur	Approval Status Change	Status changed from Pending Approval to Auto Approved Comment: Custom 6 is not CUSTOM6

Process Invoices Page

The Invoice Processor approves the invoice for payment as usual. After approval, the invoice is placed in a financial posting queue for processing. The processing happens every time an invoice receives final processor approval.

NOTE: The financial integration does not put invoices into batches—it sends them to QuickBooks immediately after they are approved by the processor. Make sure the invoices are ready to be sent before approving them in **Process Invoices**.

Once the financial posting is complete, the processor will see the posting feedback on the **Process Invoices** page.

If the process is successful, the invoice will show an Approval status of *Extracted*.

Invoice Name	Employee Name	Vendor Name	Invoice Received	Origin Source	Approval Status	Payment Status	Request Total	PO Number
ABC widget company	Admin, Admin	ABC widget comp...	N	User Added Request	Approved	Extracted	\$125.00	

When the invoice is being sent to QuickBooks, it may show a status of *Sent to Financial ERP*. This status appears briefly.

If the posting fails, the invoice will show a status of *Financial Posting Failed*.

Invoice Name	Employee Name	Vendor Name	Invoice Received	Origin Source	Approval Status	Payment Status	Request Total	PO Number
ABC Company	Admin, Admin	ABC Company	N	User Added Request	Approved	Financial Posting Failed	\$100.00	

⚠️ Code: INVPIERR, Level: 1, Financial Integration Posting failed. Check audit trail for detailed error messages.

Section 3: Invoice User Experience

The invoice processor can recall the invoice by clicking **Recall Invoice to Processor**.

Search Results

Group: Global Group

Showing invoices created within last 3 months(Change)

Query Actions Group Preferences

Search: Invoice Name Begins with

Go To

Invoice Name	Employee Name	Vendor Name	Invoice Received	Origin Source	Approval Status	Payment Status	Request Total
<input checked="" type="checkbox"/> removed can submit...	Common, Susan		Y	User Added Request	Approved	Pending Payment	\$1.00

The invoice audit trail details the issue.

Date/Time	Updated By	Action	Description
03/15/2017 04:02 PM	FI Service	Posting Feedback Received	Posting Failed.
03/15/2017 04:02 PM	FI Service	Posting Feedback Received	Posting Failed. 704(F5): Inconsistent amounts
03/15/2017 04:02 PM	FI Service	Posting Feedback Received	Posting Failed. 010(CTE_FIN_POSTING): Payment Request (Invoice) 1033...
03/15/2017 03:58 AM	Carbol, Gunilla Christine	Approval Status Change	Status changed from Submitted to Pending Validation Comment:
03/15/2017 03:58 AM	Carbol, Gunilla Christine	Approval Status Change	Status changed from Not Submitted to Submitted Comment:

Close

Once the invoice processor has corrected the information, the processor can re-send the invoice to QuickBooks by clearing the exception, and then clicking **Approve** again.

Payment Request Subbu Ext Connector

Status: Financial Posting Failed

Approve

Actions Details

Clear Exceptions Hide Exceptions

Exceptions

Payment Request Code: 400, Financial Posting Failed

Edit

Vendor Information

Best Buy
VENADDR40
Kathmandu

Vendor Code: BBY
Address Code: VENADDR40
Currency: USD-US, Dollar

View

Invoice Details

Policy Name: Default Invoice Policy

Request Name: Subbu Ext Connector

VAT Amount One: 0.00

VAT Amount Two: 0.00

Line Item VAT Amount: 0.00

Vendor Invoice Number: 4534534

PO Number:

Invoice Date: 10/14/2015

Invoice Amount: 44.00

Net Payment Terms: 30

Payment Due Date: 11/13/2015

Description:

Origin Source: 44444

Shipping: 0.00

Tax: 0.00

Request Total: 44.00

Itemization Summary

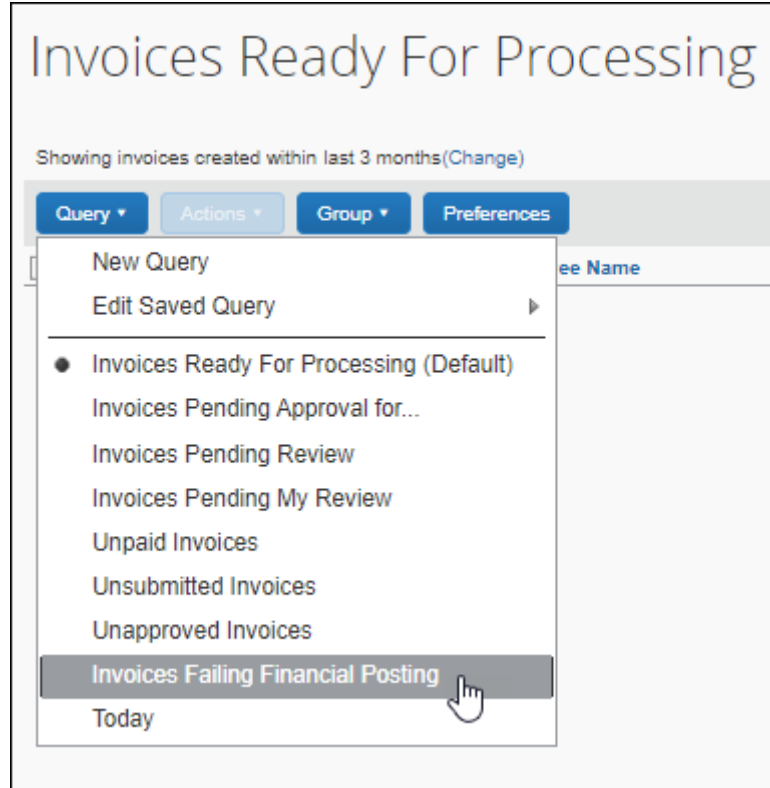
View Show Distributions

Amount Remaining to be Itemized: \$11.00

No.	Expense Type	Line Description	Purchase Order Nu...	VAT Amount	Quantity	Unit Price	Total
1	Catering (Attendees)	dvsdf		\$0.00	1	33	\$33.00

Invoices Failing Financial Posting Query

The processor can use the *Invoices Failing Financial Posting* query on the **Process Invoices** page to quickly locate all invoices with the *Financial Posting Failed* payment status.



Section 4: Configure the QuickBooks Financial Integration

SAP Concur Implementation must enable the QuickBooks Financial Integration for your company. Once it is enabled, you use the Product Settings pages to configure your QuickBooks integration.

SAP Concur Implementation brings select QuickBooks configuration data into your Concur company. You will configure QuickBooks-specific information on these pages of Product Settings:

1. Accounting
2. Custom Fields
3. Expense Types
4. Taxation
5. Employee Reimbursements (Expense only)

6. Payment Types (Expense only)
7. File Export Configuration (Invoice only)
8. Payment Manager (Invoice only)
9. Vendor Manager (Invoice only)

This setup guide provides a high-level view of the QuickBooks-specific portions of Product Settings. For each page of Product Settings, detailed guides are provided. This document introduces those guides.

NOTE: Once you have finished configuring QuickBooks using Product Settings and begin using Expense and/or Invoice, you will find QuickBooks-specific information in the *Concur Expense: Payment Manager User Guide for Concur Standard Edition* and the *Concur Invoice Administration User Guide for Concur Standard Edition*.

Step 1: Accounting

The QuickBooks Integration using Concur Financial Integration Service allows companies that use QuickBooks to integrate their Concur Expense and Concur Invoice company with QuickBooks. The integration manages the transmission of expense and invoice data from Concur to QuickBooks, and the transmission of status information back to Concur.

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.

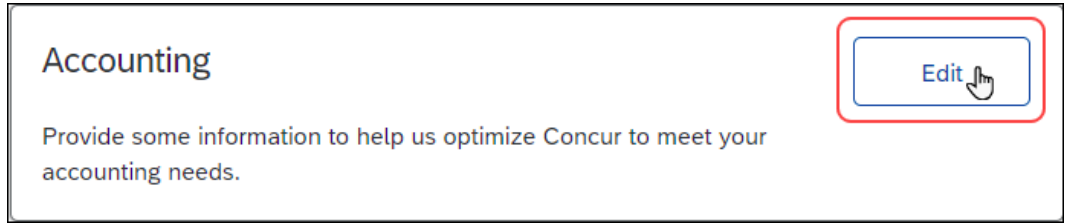
QuickBooks Online - Connect to QuickBooks

You will not be able to connect to QuickBooks if you have any expense reports or invoices in-flight. Make sure your users complete any in-flight reports or invoices before attempting to connect your company to QuickBooks.

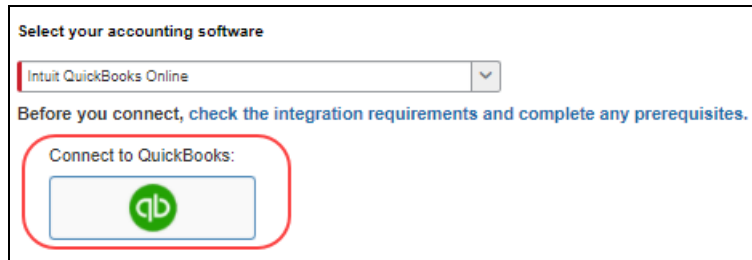
► **To connect Concur to your QuickBooks Online company:**

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings** or **Invoice Settings**. The **Product Settings** page appears.
2. In the **Product** list, select *Invoice* or *Expense*.

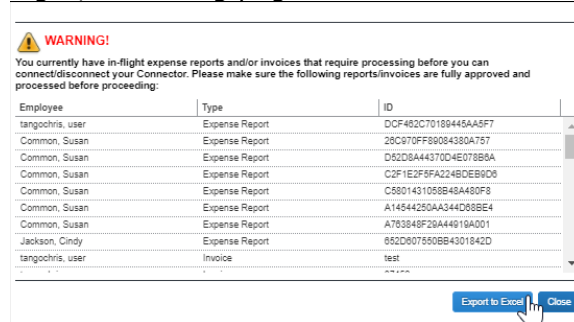
3. In the **Connections** section, on the **Accounting** tab, click **Edit**.



4. On the **Accounting** page, click the **Connect to QuickBooks** button. This button only appears if Intuit Integration is enabled for your company.



NOTE: All inflight reports or invoices must be processed before the connection can be established. If there are any expense reports or invoice in-flight, a warning page similar to the following appears:



The warning page lists the inflight reports. The list can be exported to an Excel file by clicking the **Export to Excel** button.

5. When prompted, enter your Intuit credentials to confirm your permissions and enable the QuickBooks data transfer.
6. Select the relevant QuickBooks company file. If you administer more than one company in QuickBooks, select the company you want to connect to Concur.
7. 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.

Section 4: Configure the QuickBooks Financial Integration

- Once you are connected, the screen displays the **My Intuit QuickBooks Online Data** link.

Expense Settings > Accounting

Accounting

Tell us about your company and we'll customize Concur to work best for you.

[Need help?](#)
[How it works](#)

[Save](#)

Select your company's industry

Other Product-Oriented Business

Select your accounting software

Intuit QuickBooks Online

You are currently connected to CETest-123145760765794

[My Intuit QuickBooks Online Data](#)
Click here to see the Intuit QuickBooks Online data currently integrated with Concur.

For Expense, does your business post expenses to alternate account codes based on information about your employees or the expenses they incur?

We have alternate account codes

Does your company use items list in Quickbooks?

Yes, we use items.

- Click on the **My Intuit QuickBooks Online Data**. The **Intuit QuickBooks Online Company Details** page appears. This page provides a summary view of the QuickBooks data that is now integrated with Concur, including GL Expense accounts, employee and vendor records, and customer and class list values.

Name	Code
HMRC VAT	00000001-1521568329
My Vendor	00000002-1521831299
Vendor 1	00002455-1522691703
Vendor 10	0000244C-1522691703
Vendor 100	000023F2-1522691699
Vendor 1000	0000206E-1522691055
Vendor 1001	0000206D-1522691655
Vendor 1002	0000206C-1522691055
Vendor 1003	0000206B-1522691655
Vendor 1004	0000206A-1522691655
Vendor 1005	00002059-1522691654
Vendor 1006	00002058-1522691654
Vendor 1007	00002057-1522691654
Vendor 1008	00002056-1522691654
Vendor 1009	00002055-1522691654

Financial Integration Items

NOTE: Currently, Items is not supported for Concur Invoice. While you can map the item names to your Concur Invoice expense types, when approving invoices, you will receive an error "At least one expense type is missing an account code".

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, if your company uses QuickBooks Online Financial Integration, you can map expense types to QuickBooks accounts or QuickBooks items.

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

The **Does your company use items list in QuickBooks?** list is only available on the **Accounting** page if the company is connected to a QuickBooks company using QuickBooks Online Financial Integration, and *Intuit QuickBooks Online* is selected from the **Select your accounting software** list on the **Accounting** page.

► To define your QuickBooks item settings:

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

2. In the **Does your company use items list in QuickBooks** list, choose one of 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.
3. Click **Save** to save your choices.

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

Including Receipt or Invoice Images When Posting to QuickBooks Online

You can include expense receipts and invoice images when posting from Concur Expense or Concur Invoice to QuickBooks Online.

NOTE: There is no limit to the number of images that can be attached when posting to QuickBooks Online, however the size of the upload cannot exceed 100 MB.

► ***To include or exclude receipt or invoice images when posting to QuickBooks Online***

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings** or **Invoice Settings**.
2. In the **Product** list, select *Invoice* or *Expense*.
3. In the **Connections** section, on the **Accounting** tab, click **Edit**. The **Accounting** page appears.

Expense & Invoice Settings > Accounting

ACCOUNTING

Tell us about your company and we'll customize Concur to work best for you.

Need help? [How it works](#)

Save

Select your company's industry

Information Technology

Select your accounting software

Intuit QuickBooks Online

You are currently connected to JYQ-193514525156459

[My Intuit QuickBooks Online Data](#)

Click here to see the Intuit QuickBooks Online data currently integrated with Concur.

For Expense, does your business post expenses to alternate account codes based on information about your employees or the expenses they incur?

We have alternate account codes

Does your company use items list in Quickbooks?

Yes, we use items.

Do you want to include expense receipts and invoice images when posting to Quickbooks?

No

Disconnect from Financial System

For Invoice, does your business post expenditures to alternate account codes based on information about your employees or their purchases?

We do not have alternate account codes

4. In the **Do you want to include expense receipts and invoice images when posting to QuickBooks** list, click **Yes** to include receipts and images or click **No** to exclude receipts and images.

For Expense, does your business post expenses to alternate account codes based on information about your employees or the expenses they incur?

We have alternate account codes

Does your company use items list in Quickbooks?

No, we do not use items.

Do you want to include expense receipts and invoice images when posting to Quickbooks?

Yes

No

We have alternate account codes

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.

The screenshot shows the 'Accounting' settings page in Concur. At the top, there are tabs for 'Expense & Invoice Settings' and 'Company'. Below the 'Accounting' header, there is a 'Save' button. The main section contains several configuration options:

- Select your company's industry:** A dropdown menu with 'Energy and Utilities' selected.
- Select your accounting software:** A dropdown menu with 'Intuit QuickBooks Online' selected.
- You are currently connected to SAP Testing CO-123146376969944**
- My ERP Data:** A link to view integrated ERP data.
- Do you want to refresh your connection to your financial system?** A button labeled 'Reconnect to Financial System'.
- Do you want to disconnect from your financial system?** A button labeled 'Disconnect from Financial System'.
- For Expense, does your business post expenses to alternate account codes based on information about your employees or the expenses they incur?** A dropdown menu with 'We do not have alternate account codes' selected.
- Does your company use items list in your ERP?** A dropdown menu with 'Yes, we use items' selected.
- Do you want to include expense receipts and invoice images when posting to your ERP?** A dropdown menu with 'Yes' selected.
- For Invoice, does your business post expenditures to alternate account codes based on information about your employees or their purchases?** A dropdown menu with 'We do not have alternate account codes' selected.
- Invoice ERP Liability Account Code:** A dropdown menu with 'Accounts Payable(A/P - G)' selected. This field is highlighted with a red box.

► 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

Custom Fields

On the **Custom Fields** page in Product Settings, you will see your QuickBooks information in Concur. After you connect to QuickBooks, the integration adds the following fields to Concur:

- **Department:** This field is mapped to the QuickBooks **Class** field.
- **Customer:Job:** This field is mapped to the QuickBooks **Customer** field.
- **Location:** This field is mapped to the QuickBooks **Location** field.

Custom Fields

You can add custom fields to forms in Concur. All custom fields are shared across all products and show up everywhere you need them.

[Add a Custom Field](#)

Custom Fields remaining: 8

[Custom Fields](#) [Fields We Track](#)

[Save](#) [Switch to Advanced View](#)

Name	Type	Manage	QuickBooks Online Mapping
Department	List	View QuickBooks Online List	Class
Customer:Job	List	View QuickBooks Online List	Customer
Location	List	View QuickBooks Online List	Location
Is Billable?	Checkbox	View Field	Is Billable

NOTE: 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 integration 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.

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 the **Customer: Job** (QuickBooks Customer), **Department** (QuickBooks Class) and **Location** (QuickBooks Location) fields are read-only.

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

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



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 Concur and 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. On the **Account Codes** tab of the **Expense Types** page of the Product Settings, you will configure your GL account codes.

Account Codes

You will map the accounts to expense types and invoices. Concur imports the GL account code names for you to use when accounting for expenses and invoices. The following account types are included:

- Expense
- Other Expense
- Fixed Assets
- Cost of Goods Sold
- Other Current Assets
- Other Current Liabilities

► **To enter your default account codes:**

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. Click **Account Codes** (tab).

Section 4: Configure the QuickBooks Financial Integration

3. Select the desired account code name in the **QuickBooks Account Name or Number** field.

Expense Type	QuickBooks Account Name or Number
Agency Booking Fees	68200 - Travel
Air Fare	63400 - Interest Expense
Airfare	64300 - Meals and Entertainment
Airfare Ticket Tax	64303 - Meals and Entertainment:Meals Corporate
Airline Fees	64302 - Meals and Entertainment:Meals Marketing
Bank Fees	64301 - Meals and Entertainment:Meals Sales
Breakfast	64900 - Office Supplies
Bus	51900 - Other Construction Costs
Business Calls	66000 - Payroll Expenses
Business Meals (Attendees)	66700 - Professional Fees
Car Maintenance/Repairs	60000 - Rent
Car Rental	67100 - Rent Expense
Car Rental - Insurance	67200 - Repairs and Maintenance
Cash Advance Return	13400 - Retainage Receivable
Courier/Shipping/Freight	53600 - Subcontractors Expense
Currency Exchange Fees	68100 - Telephone Expense
Currency Gain/Loss	53800 - Tools and Small Equipment
	68200 - Travel
	68200 - Travel

4. Repeat for each expense type.
5. Click **Save**.



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

NOTE: Account names are pulled in from QuickBooks Online. Concur does not pull in account numbers.

Mapping Expense Types to QuickBooks Items

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

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

NOTE: (Invoice Only) The **Vendor Name** and **Vendor Code** in Concur Invoice and **Vendor Display Name** and **Company Name** in QuickBooks Desktop must be the same and must be 32 characters or less. The **Invoice Expense Type Account Code** must be 48 characters or less.

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 **QuickBooks Item Name** field, enter the QuickBooks item name.

Expense & Invoice Settings > Expense - Account Codes

Expense - Account Codes

Enter the account code for each expense type you want to use. You can change a value by clicking on it. An expense type may be mapped to an item (if enabled) but not to both an account and an item at the same time.

1 Expense Types 2 Account Codes 3 Expense Forms 4 Attendee Forms

Save | Search: [] x Q

Expense Type	QuickBooks Account Name or Number	QuickBooks Item Name
Active Expense Types		
Airfare	68200 - Travel	
Airfare (Items)		Airfare Fees
Breakfast	64300 - Meals and Entertainment	
Business Meals (Attendees)	64303 - Meals and Entertainment:Meals Corporate	
Car Rental	68200 - Travel	
Consulting		Consulting

3. Click **Save**.



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

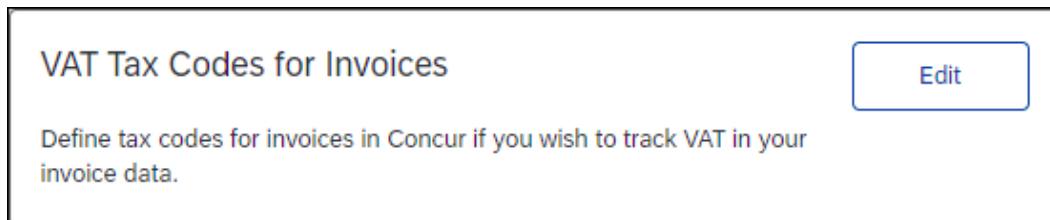
Step 4: Taxation

Invoice

VAT/GST Tax rate mapping is only available to Concur Invoice clients using the Concur Invoice UK or AU country packs. The administrator imports the VAT/GST code mapping from QuickBooks Online Accounting once the Concur Invoice UK or AU country packs are enabled by SAP Concur staff.

► **To import the VAT code mapping:**

1. Click **Administration > Invoice Settings** or **Expense & Invoice Settings**.
2. In the **Product** list, select *Invoice*.
3. In the **Capturing Spend** section, on the **VAT Tax Codes for Invoices** tab, click **Edit**.



The **Taxation** page opens, triggering the import of the tax codes from QuickBooks Online Accounting.

4. Click **Save**.

Expense

QuickBooks clients using Tax Authorities (for value-added tax) use the **Taxation** page of Product Settings to configure their **ERP Tax Codes**.

Once VAT tracking for a tax authority is activated, you can map VAT/GST tax codes for tax groups between QuickBooks and Concur.



For information on activating VAT tracking, refer to the *Concur Expense: Taxation Setup Guide for Concur Standard Edition*.

When the QuickBooks tax codes are mapped, QuickBooks will calculate the tax amount based on the QuickBooks tax code, ensuring the correct transaction amounts are posted.

NOTE: The VAT/GST tax rate mapping only accommodates VAT/GST that is collected at a single level, such as at the country level.

► **To map VAT/GST tax codes for tax groups (after activation):**

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > VAT**.
2. On the **Taxation** tab, click **View** in the **Tax Groups** column for the activated tax authority. The **Tax Groups** page appears, showing the full configuration for the various expense type groups.
3. Select the tax group and then click **Modify**. The **Expense Types for Tax Group** window appears.
4. Click the **Modify Reclaim Codes** tab. The **Tax Code** column is displayed next to the **Reclaim Tax Code** column.

Tax Authority: United Kingdom - Tax Group: Car Rental Tax Group

1 Modify Expense Types 2 Modify Reclaim Codes

Tax Condition	Effective Date	End Date	Reclaim Condition	Receipt Required	Reclaim Rate	Reclaim Type	Proportional Con...	Reclaim Tax Code	Tax Code
Always	01/01/2010								
			UK 100%	Tax Receipt	100%	Standard	Always	UK1	
			UK 50%	Tax Receipt	50%	Standard	Otherwise	UK2	
			Otherwise	No Receipt	0%	Standard	Otherwise	UK0	

Cancel <<Previous Done

5. In the **Tax Code** column, click the corresponding QuickBooks tax rate for the Concur reclaim tax code. The list in the **Tax Code** column is populated with the tax rates from QuickBooks.

Tax Authority: United Kingdom - Tax Group: Car Rental Tax Group

1 Modify Expense Types 2 Modify Reclaim Codes

Tax Condition	Effective Date	End Date	Reclaim Condition	Receipt Required	Reclaim Rate	Reclaim Type	Proportional Condition	Reclaim Tax Code	Tax Code
Always	01/01/2010								
			UK 100%	Tax Receipt	100%	Standard	Always	UK1	
			UK 50%	Tax Receipt	50%	Standard	Otherwise	UK2	
			Otherwise	No Receipt	0%	Standard	Otherwise	UK0	

Cancel <<Previous Done

6. When you are done mapping tax codes, click **Done**.

When a QuickBooks tax rate is mapped to a Concur reclaim tax code, on the **Tax Groups for Tax Authority: [country name]** page, **[2-digit QuickBooks tax code]** is appended to the mapped Concur reclaim tax code in the **Reclaim Code** column.

Group Name	Expense Types	Tax Condition	Tax Rate	Effective Date	End Date	Reclaim Conditi...	Receipt Regul...	Reclaim Rate	Reclaim Code
Car Rental Tax Group	Car Rental	Always	Standard - 20%	01/01/2010	12/31/9999	UK 100% UK 50%	Tax Receipt No Receipt	100% 50%	UK1_2 UK2_5 UK3_13
Individual Meals	Breakfast, Dinner, Individual Meals, Lunch	UK VAT UK Partial	Standard - 20% Partial - 0%	01/01/2010	12/31/9999	Tax Receipt No Receipt	Tax Receipt No Receipt	100% 0%	UK0
Internet/Online	Internet/Online Fees	UK 100% UK 0%	Standard - 20% Exempt/Zero - 0%	01/01/2010	12/31/9999	Tax Receipt No Receipt	Tax Receipt No Receipt	100% 0%	UK1 UK0
Mileage	Company Car Mileage - Personal Car Mileage	Petrol - Over 20, Petrol - 1421cc, Petrol - 1420cc, Diesel - Over 20, Diesel - 1601cc, Diesel - 1600cc, GB Petrol - Ove, GB Petrol - 140, GB Petrol - 140, GB Diesel - Ove, GB Diesel - 160, GB Diesel - 160	Standard - 20%	12/15/2013	12/31/9999	No Receipt No Receipt No Receipt No Receipt No Receipt No Receipt	No Receipt No Receipt No Receipt No Receipt No Receipt No Receipt	100% 100% 100% 100% 100% 100%	UK1 UK1 UK1 UK1 UK1 UK1
Non-Reclaimable	Entertainment - Client, Gifts - Clients, Gifts - Staff, Laundry	UK	Standard - 20%	01/01/2010	12/31/9999	No Receipt	No Receipt	0%	UK0
Parking	Parking	UK On Street UK Off Street	Exempt/Zero - 0% Standard - 20%	01/01/2010	12/31/9999	No Receipt Tax Receipt No Receipt	No Receipt Tax Receipt No Receipt	0% 100% 0%	UK0_13 UK1_2 UK3_13
Standard	Car Maintenance/Re... Courier/Shipping... Entertainment... Staff Fuel, Fuel For Mileage, Hotel, Marketing Prom... Costs, Office Equipment/Mark... Office Supplies/Softwa... Printing/Photo... Relocation Expenses, Seminar/Course Fees, Taxi, Tolls/Road Charges, Tuition/Training	UK	Standard - 20%	01/01/2010	12/31/9999	Tax Receipt Tax Receipt	Tax Receipt Tax Receipt	100% 100%	UK0

7. If you are finished, click **Done**. You are taken back to the **Taxation** page.



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

Step 5: Employee Reimbursements (Expense Only)

On the **Employee Reimbursements** page of Product Settings, you will configure the **QuickBooks 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. Depending on the selection, the **Cash Account Code** field may display.

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 edit the desired reimbursement method.
3. On the **Accounting** tab, enter the codes in the fields:

Field	Description
How do you want our transactions to appear in QuickBooks?	This field defaults to <i>Bill</i> , which is the only option for posting employee reimbursements in QuickBooks.
QuickBooks Liability Account Code	<p>This is the accounting code that appears in the accounting file "Payment Demand Company Liability Account Code" field for payment 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.</p> <p>NOTE: The QuickBooks Liability Account Code defaults to Accounts Payable, select a different Accounts Payable account if applicable.</p>
Cash Account Code	<p>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.</p> <p>NOTE: This field is only used by customers who use an extract and not the QuickBooks integration.</p>

4. Click **Save**.



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

Step 6: Payment Types (Expense Only)

The Concur client 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 QuickBooks?	Select the desired setting. If you select <i>Credit Card</i> , the QuickBooks Credit Card Account field will auto-populate with a list of your card accounts in QuickBooks.
Use consolidated vendor handling?	Refer to the <i>Consolidated Vendor Handling</i> section below.
New credit card merchants will be consolidated in this Vendor record in QuickBooks	NOTE: This field only appears if you enable Consolidated Vendor Handling. Enter the vendor record you would like to use in QuickBooks for the credit card transactions that don't match an existing vendor.

Field	Description
How do you want us to handle charges that have already been entered in QuickBooks?	<p>Select the desired option:</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> ♦ 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.
QuickBooks 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 handles credit card transactions from vendors that don't match existing vendors. Once you have enabled the setting, you can define a single vendor record 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.

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:

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 7: File Export Configuration (Invoice Only)

The **File Export Configuration** page of Product Settings is reduced to options in one tab, the others preset to generate the correct information for QuickBooks.



For more information, refer to the *Concur Invoice: File Export Configuration Setup Guide for Concur Standard Edition*.

Step 8: Payment Manager (Invoice Pay Only)

(Optional) Configure Liability Accounts

Clients can pay invoices in Concur Invoice by using the Invoice Pay ACH or Check payment types and have the transaction data sent to QuickBooks. The invoice posts as a bill in QuickBooks, which the client manually closes out. Clients enter the liability account code in the **Liability Account** field of the **Funding Account** page in Payment Manager.

► **To update the Liability Account code:**

1. Click **Invoice > Services > Payment Manager**. The **Monitor Payments** page appears.
2. Click **Funding Accounts**.
3. Select the desired account and:
 - Click **Actions > Open Funding Account**
 - Double-click the funding account directly

4. In the **Liability Account** field, enter the QuickBooks liability account code.

The screenshot shows the 'Funding Account' configuration form. The 'Liability Account' field is highlighted with a red circle. The form includes sections for Account Information, Banking Information, Primary Contact Information, and Secondary Contact Information. The 'Liability Account' field is located in the 'Account Information' section, next to the 'Cash Account' field.

5. Click **Save**.



For more information, refer to the *Concur Invoice: Invoice Pay User Guide*.

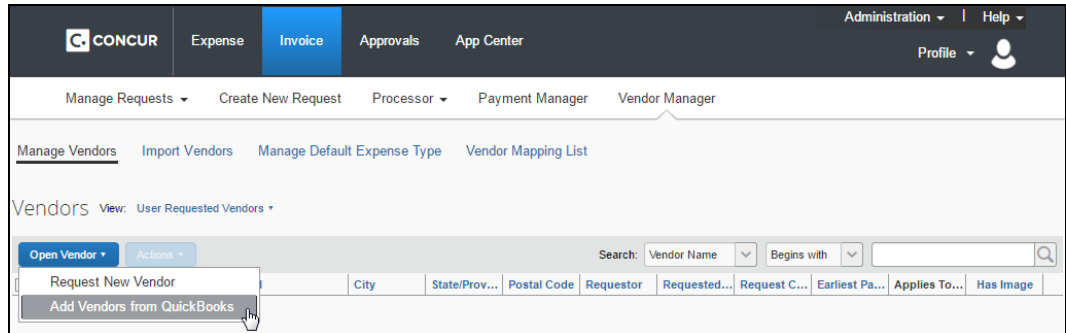
Step 9: Synchronize Vendors From QuickBooks (Invoice Only)

QuickBooks Desktop and Online clients will be able to create vendors in QuickBooks and then synchronize this data with Invoice from the **Vendor Manager** page of Product Settings without having to use the vendor import functionality.

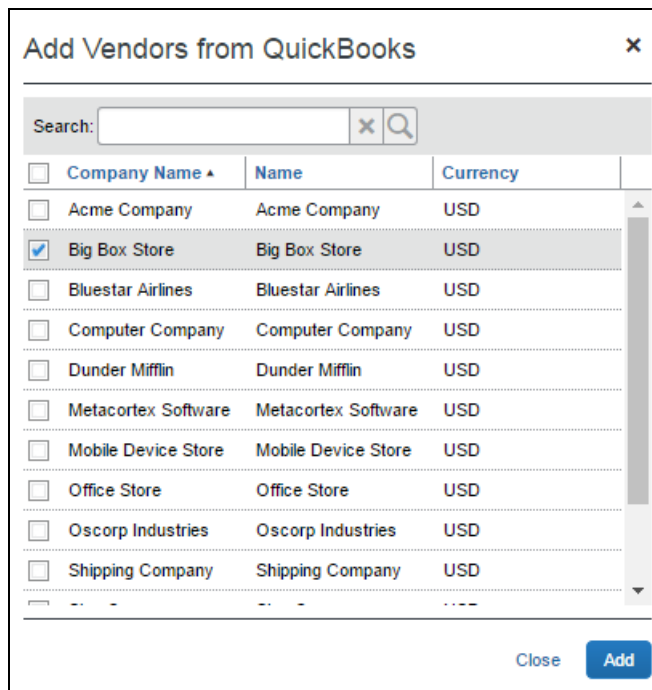
NOTE: The vendor name, vendor code, and vendor display name in QuickBooks must be the same and must not exceed 32 characters.

► **To synchronize QuickBooks vendors with Concur Invoice:**

1. On the **Vendor Manager** page, select **Open Vendor > Add Vendors from QuickBooks**.



The **Add Vendors from QuickBooks** window appears.



2. Select the vendors to add from QuickBooks.
3. Click **Add**. The vendors are added to Concur Invoice.

Section 5: Managing the Integration

Updating Employees (Vendor) Records

The integration will automatically add your QuickBooks users to Concur, during implementation. It will update the employee and cost object information in Concur continuously, so no steps are necessary to update user data in Concur. New users should always be added in QuickBooks.



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

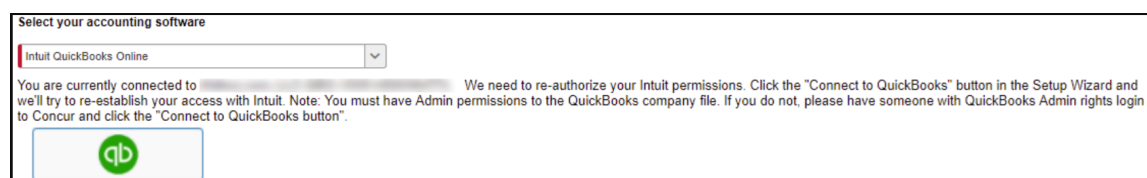
Updating the Synchronized Data

The accounting data in QuickBooks is synchronized with Concur continuously. You do not need to run a manual sync update.

NOTE: Data transmitted through QuickBooks integration during implementation and during subsequent synchronizations, is purged from Concur after 30-days. As a result, after 30 days, you can no longer view the details of successfully transmitted data by clicking the **View Details** link in Payment Manager.

Updating the QuickBooks Online Authorization

If the QuickBooks Online authorization process fails, SAP Concur will prompt the administrator to enter new QuickBooks Online credentials on the **Accounting** page of Product Settings.



If this message appears, click the **Connect to QuickBooks** button to enter new authorization credentials.

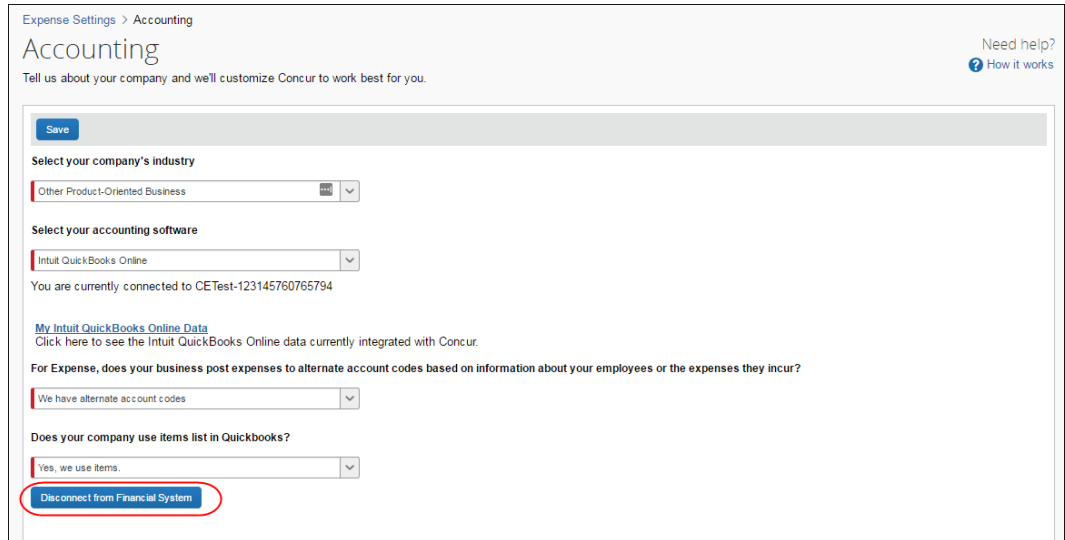
Disconnecting the Integration

Clients who are ready to disconnect QuickBooks Online from Concur can do so on the **Accounting** page of Product Settings. If there are in-flight expense reports or invoices, the administrator will not be able to disconnect from QuickBooks.

NOTE: SAP Concur has identified some situations where it is necessary to disconnect the integration despite in-flight reports or invoices. In those cases, clients should contact SAP Concur support for assistance.

► **To disconnect your QuickBooks company from Concur:**

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Accounting**.
2. Click **Disconnect from Financial System**.



The screenshot shows the 'Accounting' settings page in Concur. The breadcrumb trail is 'Expense Settings > Accounting'. The page title is 'Accounting' with a subtitle 'Tell us about your company and we'll customize Concur to work best for you.' There is a 'Need help?' link with a question mark icon and the text 'How it works'. A 'Save' button is at the top left of the form area. The form contains several dropdown menus: 'Select your company's industry' (set to 'Other Product-Oriented Business'), 'Select your accounting software' (set to 'Intuit QuickBooks Online'), and 'For Expense, does your business post expenses to alternate account codes based on information about your employees or the expenses they incur?' (set to 'We have alternate account codes'). Below these is a question 'Does your company use items list in Quickbooks?' with a dropdown set to 'Yes, we use items.' At the bottom of the form, the 'Disconnect from Financial System' button is highlighted with a red circle.

3. Click **Save**.

