

Concur Expense: Payment Manager QBs IIF Extract

User Guide for Standard Edition

Last Revised: January 8, 2020

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

Table of Contents

Section 1: Overview	1
Section 2: QuickBooks Data.....	1
Example #1.....	1
Example #2.....	3
Section 3: Importing a Transaction File into QuickBooks	5
Important Setup Information	6
Transaction File and Bill Transaction Details.....	8
Section 4: QuickBooks Import Troubleshooting.....	9

Revision History

Date	Notes / Comments / Changes
January 27, 2021	Updated the copyright year; added Concur to the cover page title; cover date not updated
May 27, 2020	Updated text throughout to reflect UI name change from "Manage Custom Fields" to "Custom Fields"
April 17, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 8, 2020	Added a note to the Overview section regarding CSV import files and updated images.
January 3, 2020	Updated the copyright; no other changes; cover date not updated
August 10, 2019	Minor edits.
June 8, 2019	Updated text and images throughout to reflect UI name change from "Cost Tracking" to "Custom Fields".
January 15, 2019	Updated the copyright; no other changes; cover date not updated
April 6, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
March 15 2018	Updated the copyright; no other changes; cover date not updated
December 15 2016	Changed copyright and cover; no other content changes.
November 20 2015	Changed all mentions of Introduction page to Accounting page.
August 14 2015	Added clarification regarding the use of the Is Billable field. The Is Billable field requires a <i>customer</i> field mapping.
July 10 2015	Added a second example in the QuickBooks Data section.
March 13 2015	Removed information about two user interfaces; no other content changes
September 16 2014	Added information about two user interfaces; no other content changes
July 11 2014	New document. (This content originated in the Concur Administration User Guide for Concur Standard and is now a separate guide.)

Payment Manager QuickBooks IIF Extract

Section 1: Overview

This guide details the relationship between the fields in the IIF extract file and the fields in QuickBooks. It also includes information about importing the IIF file into QuickBooks.

NOTE: Clients who use QuickBooks Online and who require a CSV import file must select **Other** from the **Select your accounting software** menu on the **Accounting** page in Product settings and then enter QuickBooks Online in the free form text box that appears.



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

Section 2: QuickBooks Data

Example #1

The **Example Value** column contains the data for the field in the following example file:

	A	B	C	D	E	F	G	H	I
1	ITRNS	TRNSID	TRNSTYPE	DATE	ACCT	NAME	AMOUNT	DOCNUM	MEMO
2	ISPL	SPLID	TRNSTYPE	ACCT	AMOUNT	MEMO	NAME		
3	IENDTRNS								
4	TRNS		BILL	1/6/2010	Pam 0106 Account 1	Pam 0106 Vendor	-378	534335AB282E4A1C99E0	Expense Report 01/06/2010
5	SPL		BILL	lunch account 1111		323 My Lunch	test		
6	SPL		BILL	lunch account 1111		55 Breakfast			
7	ENDTRNS								
8									

Bill Transaction Record Type			
IIF file field	QuickBooks field	Example Value	Description
TRNS	N/A	N/A	This indicates the row is a Transaction record type.
TRNSID	N/A	N/A	This field will be blank.

Section 2: QuickBooks Data

Bill Transaction Record Type			
IIF file field	QuickBooks field	Example Value	Description
TRNSTYPE	N/A	BILL	This indicates the type of transaction. Possible values are BILL, BILL REFUND, or CREDIT CARD.
DATE	Date	1/6/2010	The date the file was created.
ACCNT	Accounts Payable Account	Pam 0106 Account 1	The value in this field is set on the Payments page of SAP Concur and is the liability account set up in QuickBooks. It should appear in QuickBooks under Lists > Chart of Accounts.
NAME	Vendor Name	Pam 0106 Vendor	The name of the payee, usually the employee who filed the report. It could also be the vendor name for your corporate card.
AMOUNT	Amount Due	378	The amount due the payee.
DOCNUM	Ref. No.	534335AB282E4A1C99E0	The Report ID of the expense report.
MEMO	Memo	Dinner: Client Discussion Or Dinner: Chris Miller	The Expense Type and the Business Purpose for the entry in this format: Expense Type: Business Purpose. For credit card transactions, the Business Purpose is replaced by the employee name.

Distribution Split Record Type			
IIF file field	QuickBooks field	Example Value	Description
SPL	N/A	N/A	This indicates the row is a distribution split record type.
SPLID	N/A	N/A	This field will be blank.

Distribution Split Record Type			
IIF file field	QuickBooks field	Example Value	Description
TRNSTYPE	N/A	BILL	This indicates the type of transaction. Possible values are BILL or BILL REFUND.
ACCNT	Journal Account Code	Lunch account 1111	This value comes from the Account value entered for the Expense Type on the Expense Types page.
NAME	Customer	N/A	This is the value of the field that has been mapped to the Customer field on the Custom Fields > Custom Fields page.
AMOUNT	Journal Amount	\$323 for lunch and \$55 for breakfast	The amount of expense incurred.
MEMO	Memo	Dinner	The Expense Type chosen by the employee when creating the expense entry.

Example #2

The **Example Value** column contains the data for the field in the following example file:

1	ITRNS	TRNSID	TRNSTYPE	DATE	ACCNT	NAME	AMOUNT	DOCNUM	MEMO
2	ISPL	SPLID	TRNSTYPE	DATE	ACCNT	MEMO		NAME	CLASS
3	ENDTRNS								
4	TRNS		BILL	7/9/2015	Accounts Payable	Chelle Metzger-V	-500	987HU1876PL	Expense Report 07/09/2015
5	SPL		BILL	Travel	500	Airfare::Alaska Airlines		ABC Company	Sales
6	ENDTRNS								
7									

Section 2: QuickBooks Data

Bill Transaction Record Type			
IIF file field	QuickBooks field	Example Value	Description
TRNS	N/A	N/A	This indicates the row is a Transaction record type.
TRNSID	N/A	N/A	This field will be blank.
TRNSTYPE	N/A	BILL	This indicates the type of transaction. Possible values are BILL, BILL REFUND, or CREDIT CARD.
DATE	Date	7/9/2015	The date the file was created.
ACCNT	Accounts Payable Account	Accounts Payable	The value in this field is set on the Payments page of SAP Concur and is the liability account set up in QuickBooks. It should appear in QuickBooks under Lists > Chart of Accounts.
NAME	Vendor Name	Chelle Metzger-V	The name of the payee, usually the employee who filed the report. It could also be the vendor name for your corporate card.
AMOUNT	Amount Due	-500	The amount due the payee.
DOCNUM	Ref. No.	987HUI876PL	The Report ID of the expense report.
MEMO	Memo	Expense Report 07/09/2015	The Expense Type and the Business Purpose for the entry in this format: Expense Type: Business Purpose. For credit card transactions, the Business Purpose is replaced by the employee name.

Section 3: Importing a Transaction File into QuickBooks

Distribution Split Record Type			
IIF file field	QuickBooks field	Example Value	Description
SPL	N/A	N/A	This indicates the row is a distribution split record type.
SPLID	N/A	N/A	This field will be blank.
TRNSTYPE	N/A	BILL	This indicates the type of transaction. Possible values are BILL or BILL REFUND.
ACCNT	Journal Account Code	Travel	This value comes from the Account value entered for the Expense Type on the Expense Types page.
AMOUNT	Journal Amount	500	The amount of expense incurred.
MEMO	Memo	Airfare::Alaska Airlines	The Expense Type chosen by the employee when creating the expense entry.
NAME	Customer	ABC Company	This is the value of the field that has been mapped to the Customer field on the Custom Fields > Custom Fields page.
CLASS	Class	Sales	This is the value of the field that has been mapped to the Class field on the Custom Fields > Custom Fields page.

NOTE: For Concur QuickBooks Connector clients only, in addition to *Customer* and *Class*, *Location* may also be mapped on the **Custom Fields > Custom Fields** page in Setup.

Section 3: Importing a Transaction File into QuickBooks

This section (applicable for QuickBooks clients only) details the process of importing a transaction file (.IIF format) from SAP Concur into QuickBooks. Using QuickBooks, you import this file and QuickBooks creates a Bill or General Journal transaction for each payee that requires reimbursement.

Section 3: Importing a Transaction File into QuickBooks

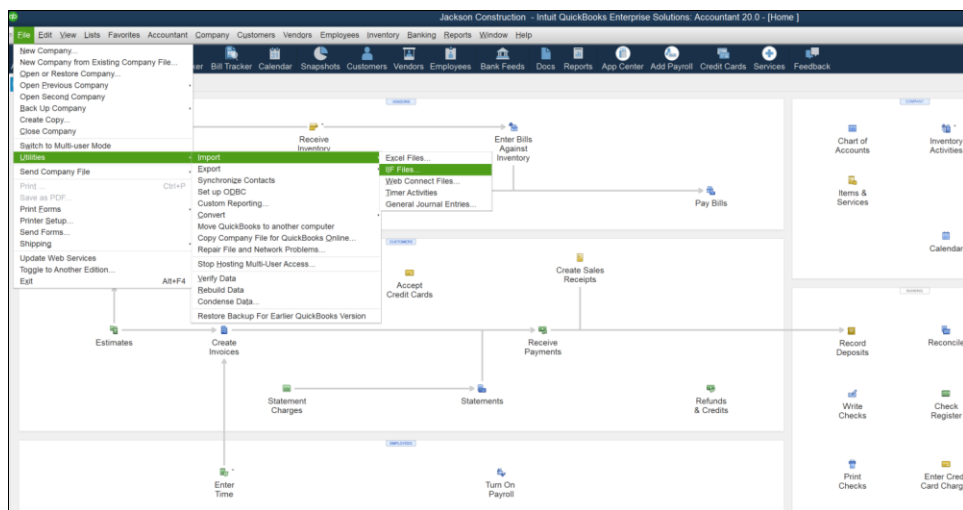
Important Setup Information

Certain information must be configured in SAP Concur and QuickBooks before your users begin entering expense reports in order for the import to QuickBooks to succeed. Please make sure the following information is correctly configured:

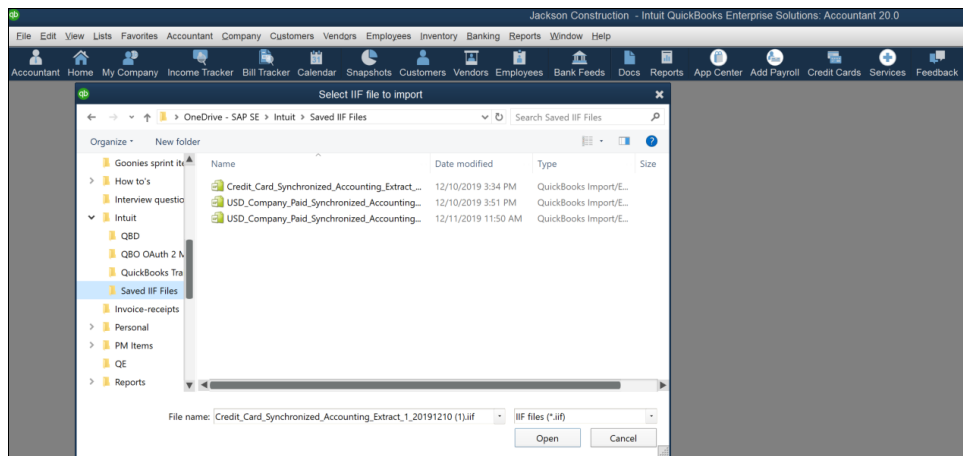
- QuickBooks vendor information must be identical in QuickBooks and Concur. Employees must be configured as vendors in QuickBooks, and their vendor name must be configured on the **User Details** page in SAP Concur.
- The Account Name for the Accounts Payable account type in QuickBooks that will be used for the bills QuickBooks will create to pay SAP Concur payees must be entered on the **Settings** page of SAP Concur. This Account Name must be an Accounts Payable account type.

▶ **To import QuickBooks transaction files:**

1. Launch QuickBooks.
2. Click **File > Utilities > Import > IIF Files**.

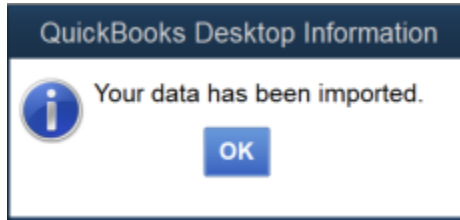



3. Browse to the location of the transaction file.



Section 3: Importing a Transaction File into QuickBooks

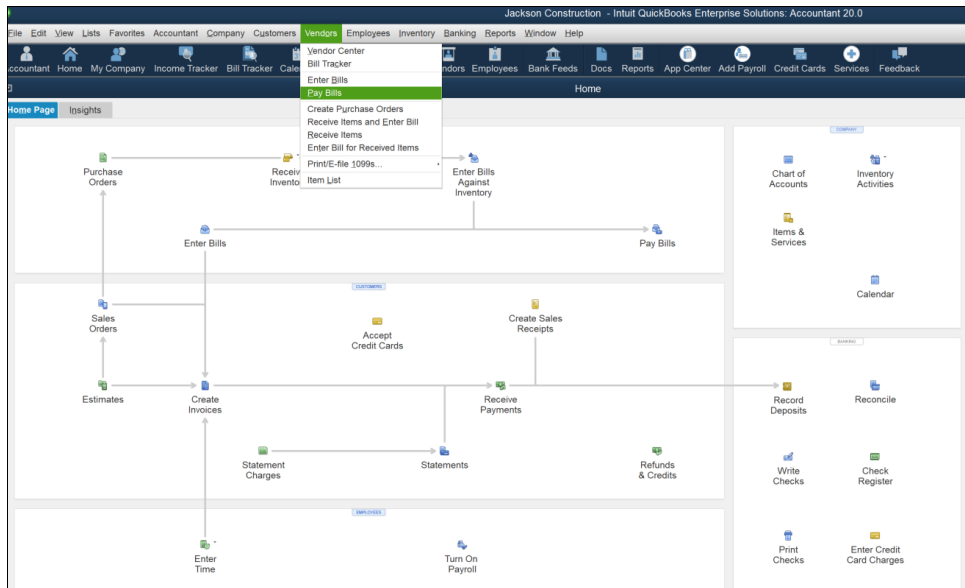
4. Click **Open**. You will see a success message.



 Refer to the *QuickBooks Import Troubleshooting* section of this guide for information on potential errors.

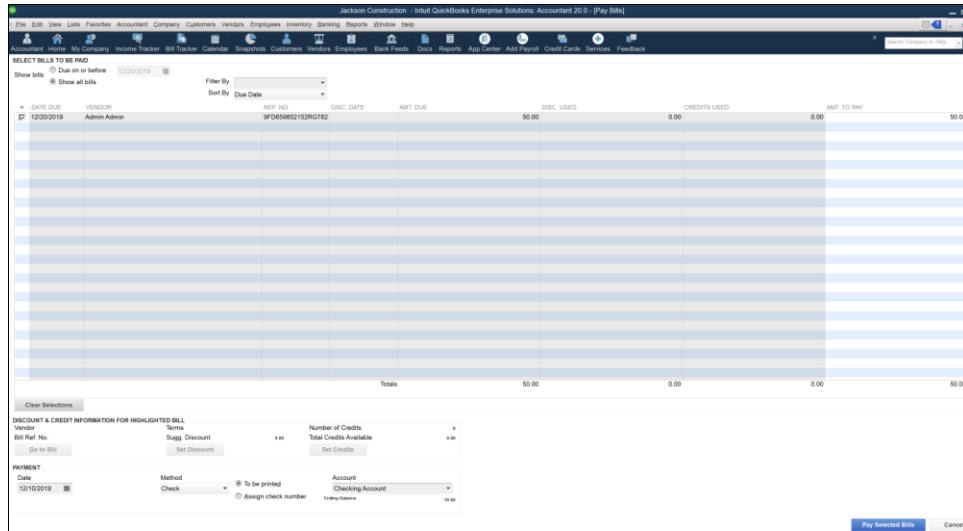
► **To view the imported transactions:**

1. In QuickBooks, click **Vendors > Pay Bills**.

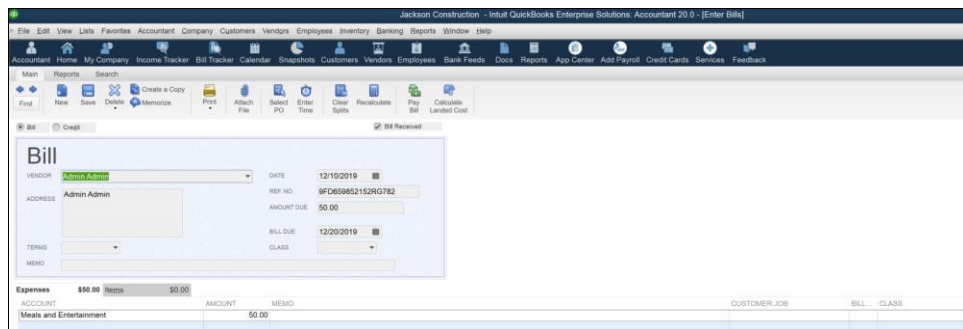


Section 3: Importing a Transaction File into QuickBooks

The list of bill transactions appears.



2. Select a bill transaction, then click **Go to Bill**. The transaction details appear.



Transaction File and Bill Transaction Details

The transaction file includes one bill transaction for each payee on an expense report that needs to be reimbursed through QuickBooks. Any expenses reimbursed through a payment service such as Expense Pay will appear as general journal entries, allowing you to maintain records in QuickBooks of all expenses. Each bill transaction begins with one bill transaction record type followed by one or more distribution split record types. At the beginning of the transaction file there are header records for the bill transaction and distribution split transaction record types. These explain to QuickBooks how the transaction file will provide it data for these record types.

The bill transaction record represents the liability, often an employee payable account for the credit in the journal entry.

The distribution split record represents the expense accounts to which the expense transaction should be booked – the debit in the journal entry.

NOTE: The sum of the bill transaction amount and the distribution split amounts must equal zero.

In the following example file, the bill transaction amount is \$378 due the employee and there are two distribution split amounts of \$323 for Lunch and \$55 for Breakfast posting to the respective Expense accounts.

	A	B	C	D	E	F	G	H	I
1	ITRNS	TRNSID	TRNSTYPE	DATE	ACCNT	NAME	AMOUNT	DOCNUM	MEMO
2	ISPL	SPLID	TRNSTYPE	ACCNT	AMOUNT	MEMO	NAME		
3	IENDTRNS								
4	TRNS		BILL	1/6/2010	Parm 0106 Account 1	Parm 0106 Vendor	-378	534335AB282E4A1C99E0	Expense Report 01/06/2010
5	SPL		BILL	lunch account 1111		323 My Lunch	test		
6	SPL		BILL	lunch account 1111		55 Breakfast			
7	ENDTRNS								
8									

When using QuickBooks to manage payables there are 2 steps:

1. Entering bills
2. Paying bills

The SAP Concur transaction file allows you to automatically enter/create the bill transactions by importing the data.

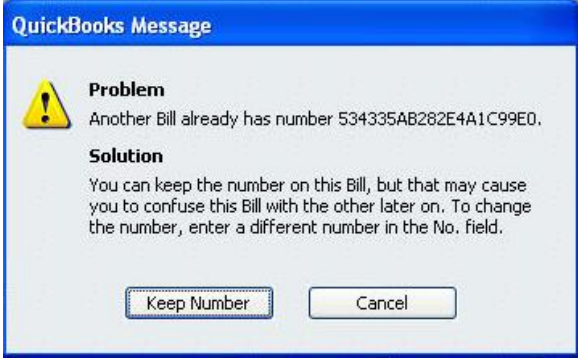

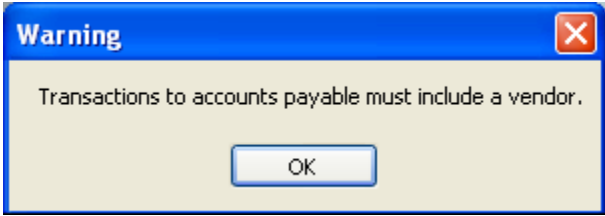
When you pay the bill in QuickBooks, you provide the cash account from which you want to write the check and the offset to the liability account that was in the SAP Concur transaction file.

Section 4: QuickBooks Import Troubleshooting

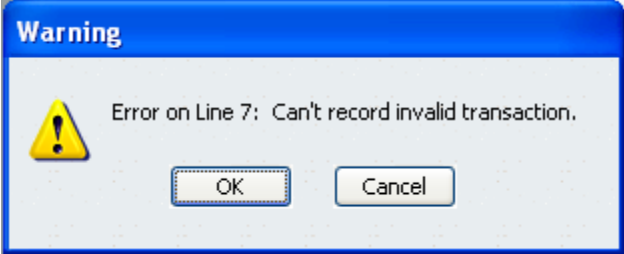
This section contains information on common problems encountered when importing the file. Issues not documented here may require contacting QuickBooks for support.

Error/Issue	Description
Billable expenses in SAP Concur are not showing as billable in QBs.	<p>The Is Billable field requires a <i>customer</i> field mapping.</p> <p>To resolve this error:</p> <ol style="list-style-type: none"> 1. In Setup, ensure that Is Billable is configured to integrate with QBs. 2. On the expense report, ensure that the expense is marked as billable. 3. On the expense report, ensure that a customer is designated for the expense.

Section 4: QuickBooks Import Troubleshooting

Error/Issue	Description
 <p>QuickBooks Message</p> <p>Problem Another Bill already has number 534335AB282E4A1C99E0.</p> <p>Solution You can keep the number on this Bill, but that may cause you to confuse this Bill with the other later on. To change the number, enter a different number in the No. field.</p> <p>Keep Number Cancel</p>	<p>Duplicate reference ID#</p> <p>When using the SAP Concur transaction file to create Bill transactions in QuickBooks, the reference ID field in QuickBooks is populated with the SAP Concur expense report ID.</p> <p>To import the transaction with the duplicate Report ID/Reference ID click Keep Number. You can change the information from the bill detail.</p> <p>To stop the import, click Cancel.</p>
 <p>Warning</p> <p>You must assign an account for this transaction.</p> <p>OK</p>	<p>No Account Code included in file</p> <p>This error occurs if the Account Code is in QuickBooks but not in the file as part of the distribution split.</p> <p>QuickBooks does not let you import without this information.</p> <p>To resolve this error:</p> <ol style="list-style-type: none"> 1. Manually enter the value in the transaction file that you are trying to import. 2. Enter the information on the Payments page in SAP Concur to ensure a correct file for future files.
 <p>Warning</p> <p>Transactions to accounts payable must include a vendor.</p> <p>OK</p>	<p>No Vendor Name included in file</p> <p>This error occurs if the payee's Vendor Name is in QuickBooks but not in the file as part of the bill transaction record.</p> <p>QuickBooks does not let you import without this information.</p> <p>To resolve this error:</p> <ol style="list-style-type: none"> 1. Manually enter the value in the transaction file that you are trying to import. 2. For an employee payee, use the Concur Setup Wizard to fix this issue so the next expense report this employee creates includes the QuickBooks Vendor Name. On the Users page find the employee in the User List and select Modify. Enter the employee's QuickBooks Vendor Name in the field labeled for this purpose. 3. For a card issuer payee, (for example, American Express) use the Concur Setup Wizard to fix this issue so the next expense report this employee creates includes the

Section 4: QuickBooks Import Troubleshooting

Error/Issue	Description
	<p>QuickBooks Vendor Name for card related expenses. On the Accounting page, enter the card issuer's QuickBooks Vendor Name in the field labeled for this purpose.</p> <p>This error can occur for two reasons:</p> <ul style="list-style-type: none"> • The payee's vendor name in file doesn't match a Vendor Name in the QuickBooks Vendor List. This could be because the payee hasn't been added as a vendor or the QuickBooks Vendor Name value for this payee is different than the value in SAP Concur. • The Accounts Payable Account in the file doesn't match an Account Name that is an Accounts Payable account type in the QuickBooks Account List. This could be because the account hasn't been added as an Accounts Payable account in QuickBooks, or the QuickBooks Account Name value for this account is different than the value in SAP Concur. <p>To resolve this error:</p> <ol style="list-style-type: none"> 4. Click Cancel to end the data import. 5. For a missing payee's Vendor Name, add the payee as a vendor using QuickBooks. For a mismatching Vendor Name change the value in the file to match the QuickBooks value. Also, using the Concur Setup Wizard, update the value to match the QuickBooks value. For a missing Accounts Payable account, in QuickBooks add an account that is an Accounts Payable account type. For a mismatching Account Name, change the value in the file to match the QuickBooks value. Also, use the Concur Setup Wizard to enter the correct value. On the Accounting page, enter the QuickBooks AP Account in the field labeled for this purpose. 6. Import the file again. <p>The values should be in sync and you should receive a success message.</p> <p>WARNING: If you click OK to acknowledge the error message, it will import your data incorrectly. When</p>

Section 4: QuickBooks Import Troubleshooting

Error/Issue	Description
	QuickBooks receives vendor or account data that is not in the system it will add it for you. The drawback is that it will add the account as a Bank account type when it should be an Accounts Payable account type. It may also add the Vendor but won't assign the correct liability account.