

Concur Invoice: Payment Manager QuickBooks IIF Extract

User Guide for Standard Edition

Last Revised: June 8, 2019

Applies to these SAP Concur solutions:

- Concur Expense
 - Professional/Premium edition
 - Standard edition

- Concur Travel
 - Professional/Premium edition
 - Standard edition

- Concur Invoice
 - Professional/Premium edition
 - Standard edition

- Concur Request
 - Professional/Premium edition
 - Standard edition

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Revision History

Date	Notes/Comments/Changes
August 31, 2022	Minor edits; cover date not updated
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
March 4, 2021	Updated the copyright year; no other changes; cover date not updated
May 27, 2020	Updated text throughout to reflect UI name change from "Manage Custom Fields" to "Custom Fields"
January 8, 2020	Updated the copyright; no other changes; cover date not updated
August 10, 2019	Updated screenshot and text on page two to reflect field name change to ERP Liability Account Code. Did not update cover date for this minor change.
June 8, 2019	Updated text and images throughout to reflect UI name change from "Cost Tracking" to "Custom Fields".
March 8, 2019	Replaced "payment request" with "invoice". Updated "Concur" to "SAP Concur".
January 30, 2019	Updated the copyright; no other changes; cover date not updated
April 11, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
November 4, 2017	Updated guide to include new Product Settings page, which replaces the Setup Wizard.
December 13, 2016	Changed copyright and cover; no other content changes.
June 24, 2016	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.

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. In addition, it includes information about how to import the IIF file into QuickBooks, and a troubleshooting section.

Section 2: QuickBooks Data

Clients use the QuickBooks extract file to exchange information between their company's QuickBooks account and Concur Invoice.

In the extract file from Concur Invoice, clients can view financial data and other information, such as transaction type, vendor name, and the date when the file was created. In the Excel spreadsheet below, clients can view a sample of an extract file that contains information found in the **Example Value** column in *Table 1: Bill Transaction Record Type*:

	A	B	C	D	E	F	G	H	I
1	!TRNS	TRNSID	TRNSTYPE	DATE	ACCNT	NAME	AMOUNT	DOCNUM	MEMO
2	!SPL	SPLID	TRNSTYPE	ACCNT	AMOUNT	MEMO	NAME	CLASS	
3	!ENDTRNS								
4	TRNS		BILL	5/13/2016	Accounts	Dunder Mifflin	-1000	1298312983	Paper Products
5	SPL		BILL	Office Supplies	1000	Office Supplies: Mail:Ground	Consulting		
6	ENDTRNS								
7									

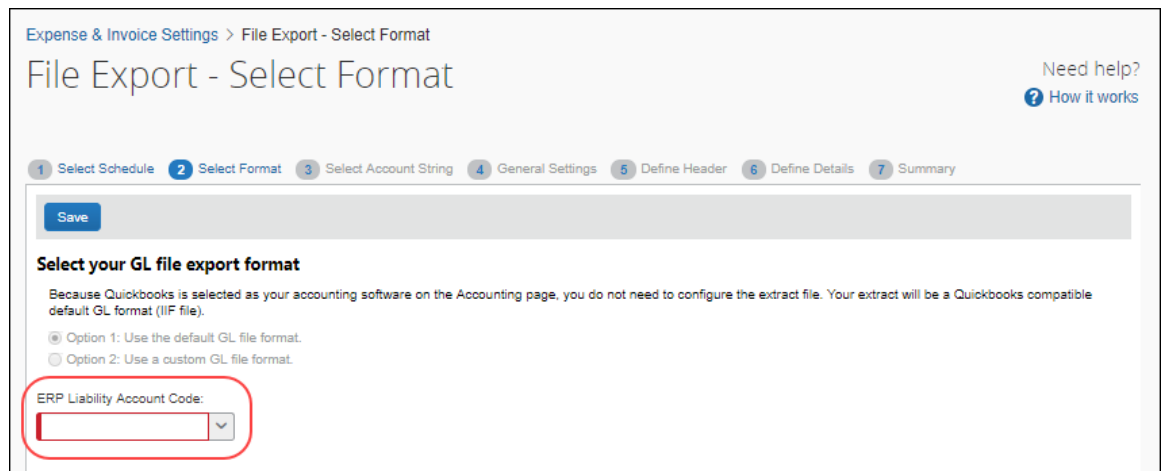
Table 1: Bill Transaction Record Type

IIF File Field	QuickBooks Field	Example Value	Description
TRNS	N/A	N/A	This indicates the row in 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 <i>BILL</i> or <i>BILL REFUND</i> .
DATE	Date	5/13/2016	The date the invoice completed final processing approval.

Section 2: QuickBooks Data

IIF File Field	QuickBooks Field	Example Value	Description
ACCNT	Accounts Payable Account	Accounts Payable	The value in this field is set on the File Export Configuration page in Product Settings in Concur Invoice and is the liability account set up in QuickBooks. It should appear in QuickBooks under Lists > Chart of Accounts . See the following screenshot for this table for a visual location of this field in Concur Invoice.
NAME	Vendor Name	Dunder Mifflin	The name of the payee, the vendor who was tied to the invoice.
AMOUNT	Amount Due	-1000	The amount due to the vendor.
DOCNUM	Invoice Number	1298312983	The Invoice Number of the invoice.
MEMO	Memo	Paper products	The invoice name value.

The following image shows the **ERP Liability Account Code** field on the **File Export Configuration** page of Product Settings in Concur Invoice.



Section 3: Import a Transaction File into QuickBooks

Table 2: 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 <i>BILL</i> or <i>BILL REFUND</i> .
ACCNT	Journal Account Code	Office Supplies	The Account Code/Name tied to the invoice expense type.
AMOUNT	Journal Amount	1000	The amount that offsets the payment amount so that the journal account codes balance.
MEMO	Memo	Office Supplies: Paper products	The expense type and request name of the invoice.
NAME	Customer	80000024-1456869367	This is the value of the field that has been mapped to the Customer field on the Custom Fields > Custom Fields page.
Class	Class	80000001-1461598903	This is the value of the field that has been mapped to the Class field on the Custom Fields > Custom Fields page. This field is not required to use and only available if turned on in QuickBooks.

Section 3: Import a Transaction File into QuickBooks

This section (applicable for QuickBooks desktop clients only) details the process of importing a transaction file (.IIF format) from Concur Invoice into QuickBooks. By using QuickBooks, clients import the transaction file and QuickBooks creates a Bill or General Journal transaction for each vendor that needs to be paid.

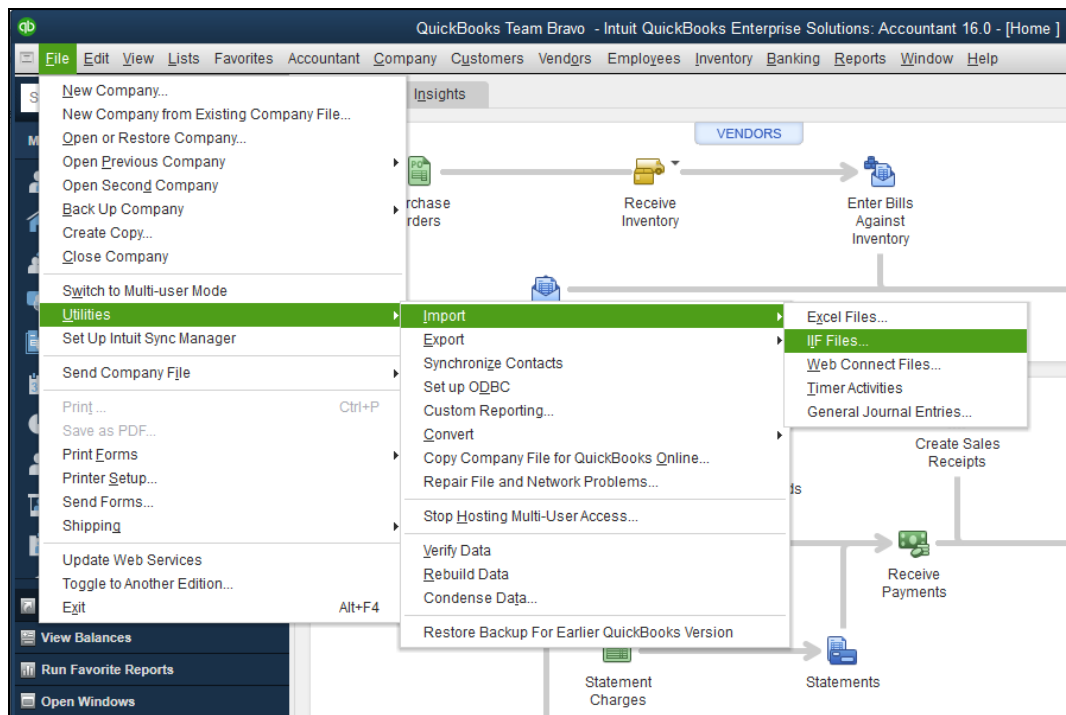
Important Setup Information

Certain information must be configured in Concur Invoice and QuickBooks before your users begin to enter invoices 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 Invoice. Employees must be configured as vendors in QuickBooks, and their vendor name must be configured on the **User** page in Product Settings in Concur Invoice.
- The account name for the Accounts Payable account type in QuickBooks, which will be used for the bills QuickBooks will create to pay Concur Invoice payees, must be entered on the **Select Format** page in the **File Export Configuration** page of Product Settings in Concur Invoice. This account name must be an Accounts Payable account type.

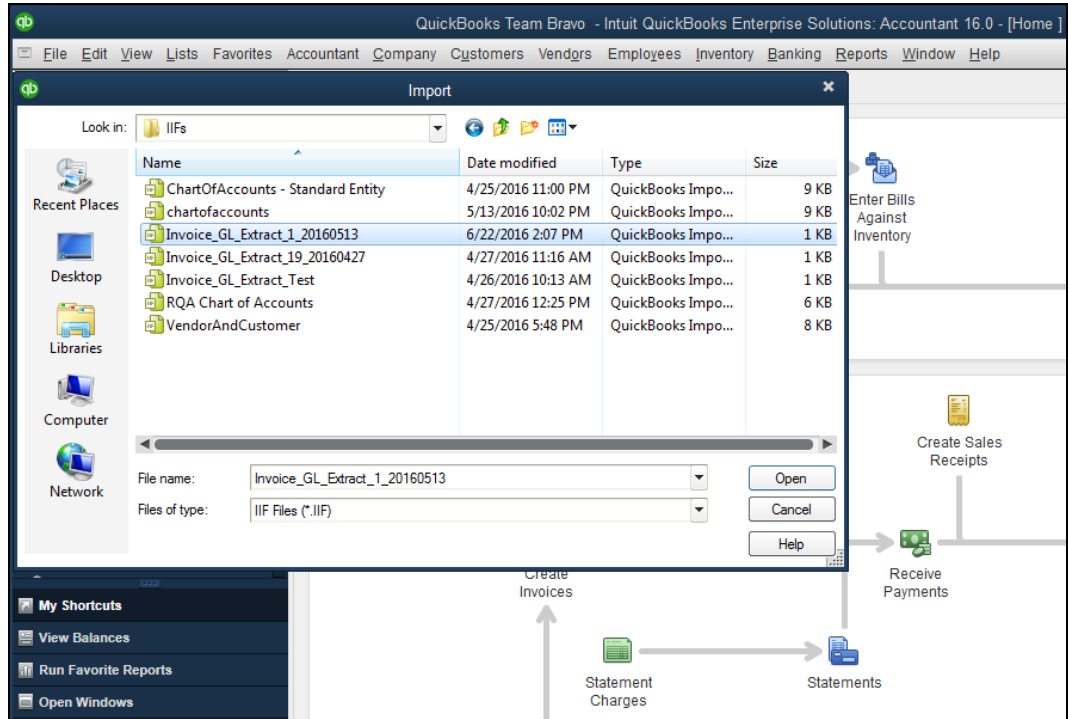
► **To import QuickBooks transaction files:**

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

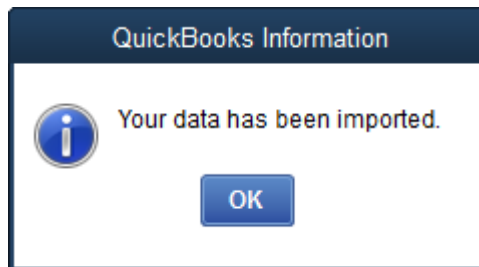



Section 3: Import a Transaction File into QuickBooks

3. Browse to the location of the transaction file.



4. Click **Open**. You will see a message that the data has been imported successfully.

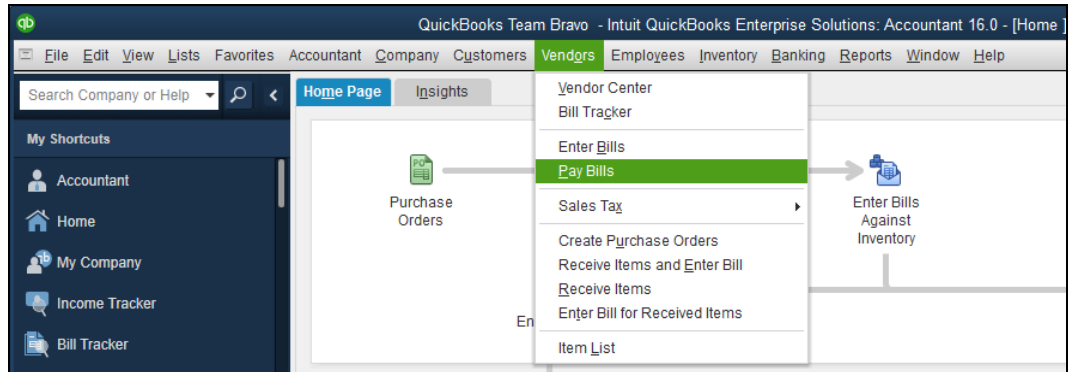


 For information on potential errors, refer to the *QuickBooks Import Troubleshooting* section of this guide.

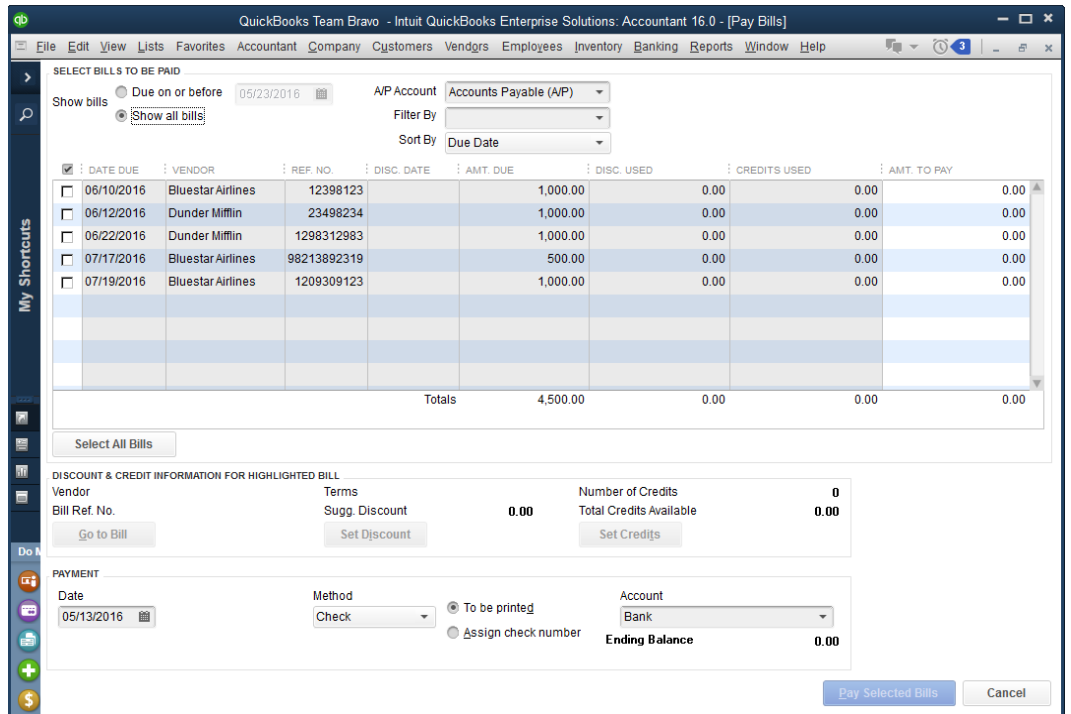
Section 3: Import a Transaction File into QuickBooks

► **To view the imported transactions:**

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

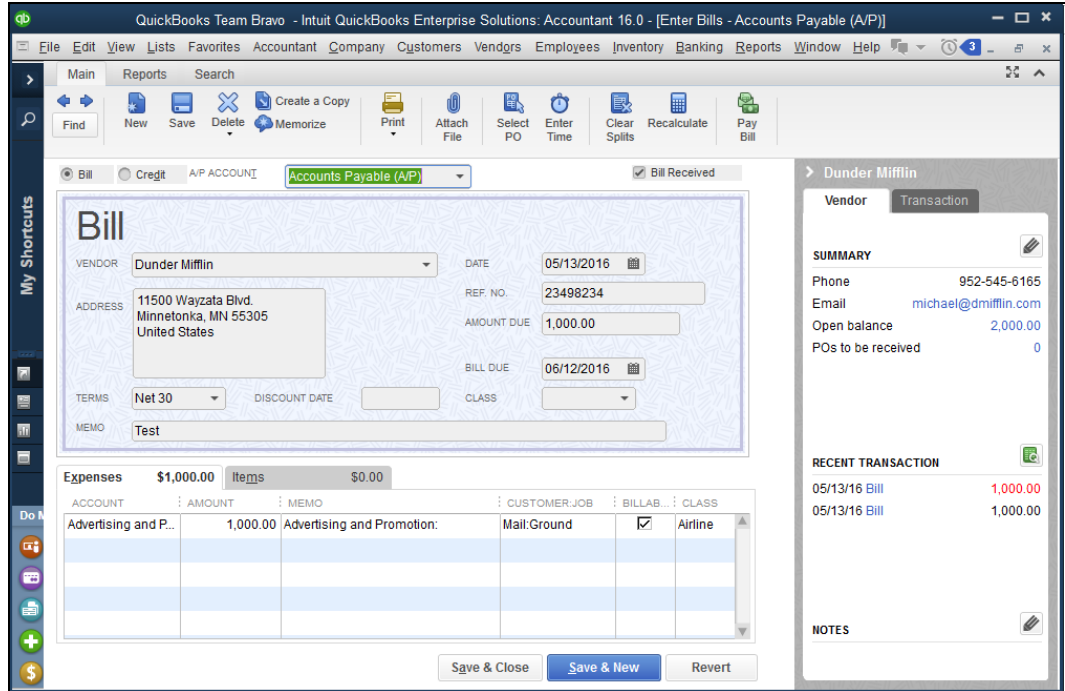


The list of bill transactions appears.



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

Section 3: Import a Transaction File into QuickBooks



Transaction File and Bill Transaction Details

The transaction file includes one bill transaction for each payee on an invoice that needs to be paid out to the vendor through QuickBooks. Any invoices that have been paid through a payment service such as Invoice 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 with 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 \$1000 for paper products being purchased from Dunder Mifflin and there are two distribution split amounts of \$600 for Office Supplies and \$400 for Marketing Material posting to the respective Ledger Accounts.

Section 4: QuickBooks Import Troubleshooting

	A	B	C	D	E	F	G	H	I
1	!TRNS	TRNSID	TRNSTYPE	DATE	ACCNT	NAME	AMOUNT	DOCNUM	MEMO
2	ISPL	SPLID	TRNSTYPE	ACCNT	AMOUNT	MEMO	NAME	CLASS	
3	!ENDTRNS								
4	TRNS		BILL	5/13/2016	Accounts	Dunder Mifflin	-1000	1298312983	Paper Products
5	SPL		BILL	Office Supplies	600	Office Supplies:Consulting	Mail:Ground	Consulting	
6	SPL		BILL	Marketing Material	400	Office Supplies:Marketing	Metro Transit:Rail	Marketing	
7	ENDTRNS								

When using QuickBooks to manage payables there are two steps:

1. Entering bills
2. Paying bills

The Concur Invoice 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 Concur Invoice transaction file.




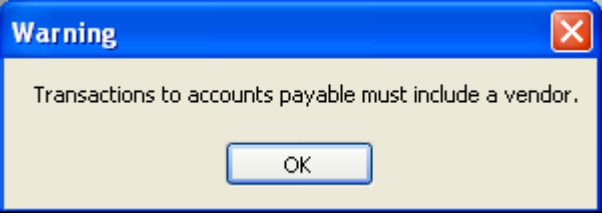
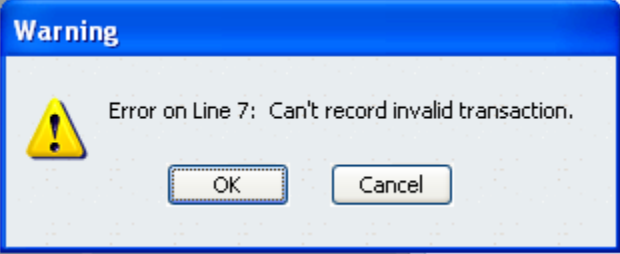
For more information on the fields in the transaction file, refer to the *QuickBooks Data Mapping* section of this guide.

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	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 Concur Invoice transaction file to create Bill transactions in QuickBooks, the Reference ID field in QuickBooks is populated with the Concur Invoice invoice ID.</p> <p>To import the transaction with the duplicate Request ID/Reference ID, click Keep Number. You can change the information from the bill detail.</p> <p>To stop the import, click Cancel.</p>

Section 4: QuickBooks Import Troubleshooting

Error	Description
 <p>A warning dialog box with a blue header and a red 'X' icon. The text reads: "You must assign an account for this transaction." Below the text is an "OK" button.</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. Make sure that the Account Codes are properly tied to the Expense Types in Product Settings area for Concur Invoice to ensure a correct file for future files.
 <p>A warning dialog box with a blue header and a red 'X' icon. The text reads: "Transactions to accounts payable must include a vendor." Below the text is an "OK" button.</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"> 3. Manually enter the value in the transaction file that you are trying to import. 4. For an employee payee, use the Concur Invoice Product Settings to fix this issue so the next invoice this employee creates includes the QuickBooks vendor name. On the User Information page find the employee in the list of users and select Create/Edit User. Enter the employee's QuickBooks vendor name in the field labeled for this purpose.
 <p>A warning dialog box with a blue header and a yellow warning triangle icon. The text reads: "Error on Line 7: Can't record invalid transaction." Below the text are "OK" and "Cancel" buttons.</p>	<p>This error can occur for two reasons:</p> <ul style="list-style-type: none"> • The payee's vendor name in file does not match a vendor name in the QuickBooks vendor list. This could be because the payee has not been added as a vendor or the QuickBooks <i>Vendor Name</i> value for this payee is different than the value in Concur Invoice. • The accounts payable account in the file does not match an account name that is an Accounts Payable account type in the QuickBooks account list. This could be because the account has not been added as

Error	Description
	<p>an accounts payable account in QuickBooks, or the QuickBooks <i>Account Name</i> value for this account is different than the value in Concur Invoice.</p> <p>To resolve this error:</p> <ol style="list-style-type: none"> 1. Click Cancel to end the data import. 2. For a missing payee's vendor name, add the payee as a vendor by using QuickBooks. For a mismatching vendor name, change the value in the file to match the QuickBooks value. In addition, use the Concur Invoice Product Settings to 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 Invoice Product Settings to enter the correct value. On the Introduction page, enter the QuickBooks AP account in the field labeled for this purpose. 3. Import the file again. <p>The values should be synchronized, 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 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 will not assign the correct liability account.</p>

