Shared: Microsoft Dynamics 365 Business Central Integration

Setup Guide

Last Revised: January 18, 2024

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
January 18, 2024	Updated FAQ and posting options.
March 22, 2023	Added a note to the *Connecting and Disconnection* section in the *Frequently Asked Questions*.
February 16, 2023	New document.

Microsoft Dynamics 365 Business Central Integration

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.

Section 1: Overview

SAP Concur and Pivot Payables have partnered to make sharing accounting information between Microsoft Dynamics 365 Business Central or "Business Central" and SAP Concur easier. This partnership includes an integration that delivers bidirectional data flows between SAP Concur and Business Central. This integration uses APIs from the SAP Concur Platform and from the Pivot Payables Business Central extension ensuring fully automatic, near real-time data sharing.

NOTE: The integration lets you load Business Central accounting data or "master data" into SAP Concur. This allows you to utilize this master data when entering expenses and/or invoices ensuing these include only valid, Business Central accounting data. SAP Concur regularly updates the master data to ensure SAP Concur always has the latest Business Central accounting data. Data transmitted through Microsoft Dynamics 365 Business Central Accounting during implementation and during subsequent synchronizations is purged from SAP 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.

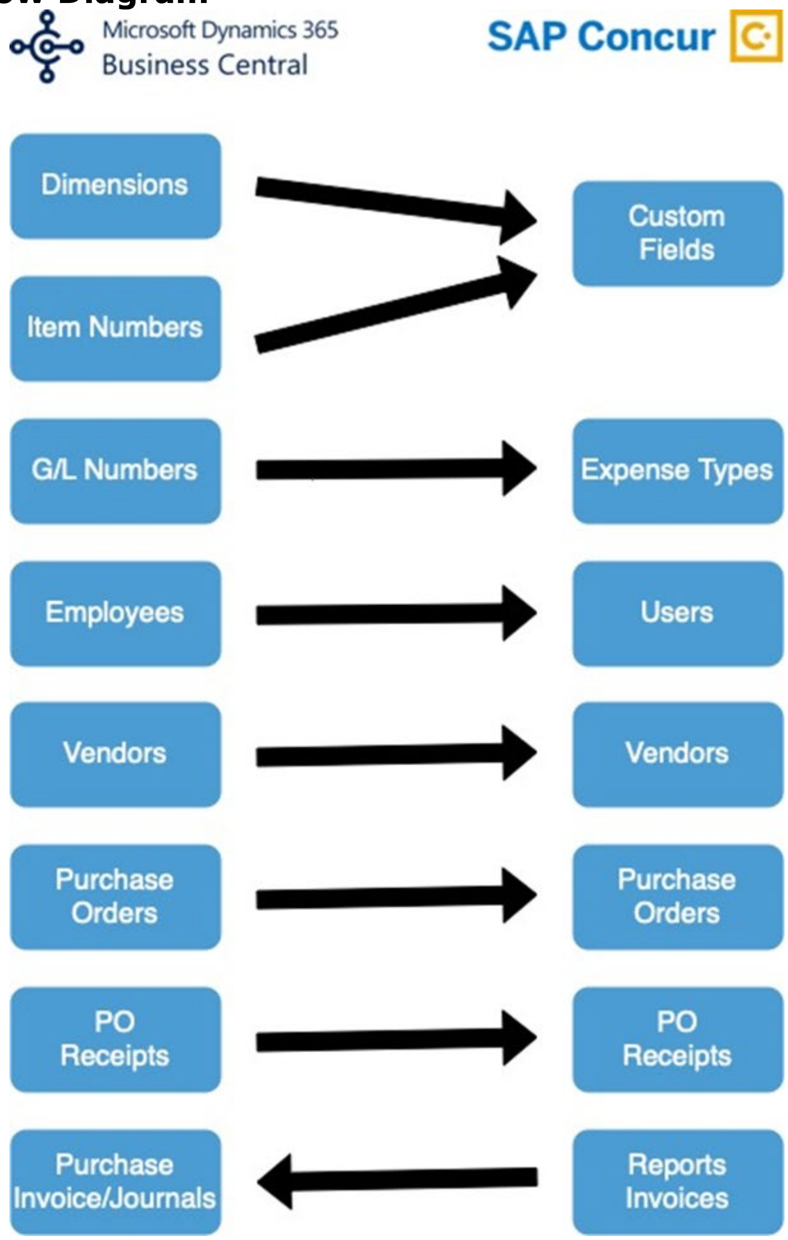
The integration lets you post financial documents in Business Central that record financial activity found in approved expense reports or vendor invoices. The financial posting process sends expense reports and invoices that are ready to be posted from SAP Concur to Business Central Accounting, utilizing APIs from the SAP Concur Platform. The integration manages the transmission of expense and invoice data from SAP Concur to Business Central, and the transmission of status information about these financial documents back to SAP Concur. The financial posting happens as soon as the expense or invoice processor or "processor" approves the report or invoice for payment. The processor will see financial posting status information in the audit trail of the expense report or invoice. The expense or invoice processor can confirm successful postings as well as view problems with a 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 and the contracted partner has sent the accounts to SAP Concur. Any existing account code and vendor ID mappings will be deleted.

The Business Central integration can synchronize the following types of information between SAP Concur and Business Central:

- Accounting Dimensions: Business Central → SAP Concur
- G/L Accounts: Business Central → SAP Concur
- Inventory Items: Business Central -> SAP Concur
- Employees/Users: Business Central → SAP Concur
- Vendors: Business Central → SAP Concur
- Purchase orders: Business Central → SAP Concur
- PO receipts: Business Central → SAP Concur
- Financial Documents for approved Expense Reports/Invoices: SAP Concur → Business Central
- Financial Documents Posting Status: Business Central → SAP Concur
- Purchase Orders: Business Central → SAP Concur
- Purchase Order Receipt: Business Central → SAP Concur
- Employee (Supplier) Data: Business Central → SAP Concur
- Supplier Master Data: Business Central → SAP Concur

Data Flow Diagram



The following functionality is also available while using the integration:

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

The following functionality is not supported by the Business Central Integration:

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

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

Important Timing Considerations

Connecting to and Disconnecting From Business Central

Please reach out to PivotNexus for more information on connecting/disconnecting from Business Central Accounting. 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

Sending Expense/Invoice Data to Posting Financial Documents to Business Central

When the integration successfully posts in Business Central financial documents, recording the financial activity in approved expense reports or invoices, SAP Concur locks these reports and invoices so that their data cannot change. This ensures the data in these posted financial documents aligns with the data in their associated reports or invoices.

Changing the Master Data in Business Central

Any of the master data from Business Central loaded into SAP Concur that someone enters in expense reports or invoices becomes locked when someone submits these reports or invoices for approval. Any changes made in Business Central to the master data that occur after these reports or invoices are submitted are not reflected in these submitted reports or invoices. This preserves the record of the master data as it was entered into these reports or invoices at the time of submission. New reports or invoices can include the updated master data.

Because of this, the following changes in Business Central should be managed carefully:

- Removing G/L Account Numbers
- Modifying G/L Account Numbers
- Removing Vendor Numbers
- Modifying Vendor Numbers
- Removing a list item for a dimension (a list item for a custom field list in SAP Concur)

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

NOTE: Changes will need to be updated/remapped in the SAP Concur set up pages.

If the integration sends financial documents to Business Central while it contains master data that is no longer valid, the processor will learn of the error. To correct this error, the processor must send the report or invoice back to the employee, who can re-submit it with the latest Business Central information.

The following changes in Microsoft Dynamics 365 Business Central Accounting should be managed carefully:

- Removing or modifying account codes
- Removing or modifying supplier records
- Removing or modifying dimensions (custom fields lists)

Prior to making these changes, the administrator should notify users to stop submitting expense reports and invoices and wait for all submitted reports to finish the approval/sync process. Then the administrator can make the change in Microsoft Dynamics 365 Business Central Accounting and update the synchronized data in SAP Concur.

The administrator can review which reports are submitted and not yet sent to Business Central using the Expense Processor and Invoice Processor tools.

For more information, refer to the *Concur Expense User Experience* and *Concur Invoice User Experience* sections 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 SAP 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 SAP Concur until posting is confirmed. Any problems with posting appear in SAP Concur, where they can be identified and corrected. Once the data is corrected, the reports and invoices can be posted successfully to Microsoft Dynamics 365 Business Central Accounting.

The integration works with Concur Expense and Concur Invoice.

The integration allows clients to (via partner integration):

- Send employee (supplier) data from Business Central Accounting to Concur Expense and/or Concur Invoice, keeping the system up to date with the latest employee information.
- Send expense reports and invoices using their Business Central Accounting financial system without needing to send a batch file to Business Central Accounting.

- Send data from Concur Expense and/or Concur Invoice to Business Central Accounting and receive feedback from Business Central Accounting.
- View Business Central Accounting posting status in Concur Expense and/or Concur Invoice, 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. Transactions will post as a Purchase Journal in Business Central.

Supported Versions of Business Central

- On-Premise: v14 or more recent version
- Cloud: most recent version

Supported Editions of Business Central Accounting

- US version only

Business Central Prerequisites

The following prerequisites will prepare you to successfully connect your existing Business Central service with your SAP Concur service.

Have the following prepared:

- **Employees set up as Vendors**: for creating Concur Expense users, Expense Business Central sends employee specific information to SAP Concur as "employee vendors". Employees must be set up as vendors in Business Central with first name, last name, and email address. Vendors without an email address will not be considered an employee vendor.
- **Deploy and Configure the PivotNexus for Microsoft Dynamics 365 Business Central Extension**:

  For more information, refer to *PivotNexus for Microsoft Dynamics 365 Business Central for the FIP -Extension Deployment and Configuration Guide*.

NOTE: To support new features and implement bug updates, from time to time the Business Central Extension must be updated to the newest version. For information, refer to the extension deployment and configuration guide.

NOTE: If you must roll back the updated version due to errors, your support ticket must be escalated to Pivot Payable,

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Business Central Exclusions

The following extensions are excluded:

- You might not have extensions that customize any of the master data that the Business Central integrations loads into SAP Concur.

- You might not have extensions that customize any of the financial documents the integrations post into Business Central.

NOTE: The Business Central integration does not support multicurrency transactions. At this time, the integration also does not support VAT/GST.

Definitions

Dimension: Business Central uses "dimension" to refer to what SAP Concur calls a "cost object".

Financial Documents: The integration converts SAP Concur expense reports and invoices into financial documents, which are then posted to Business Central. A financial document corresponds to purchase invoice or a purchase journal. The integration assigns a Reference Number to a financial document so that this Reference Number can appear in SAP Concur for its associated report or invoice.

One expense report or invoice generally is represented by one financial document, while one expense report generally is represented by multiple financial documents, one for each payee on the report.

Master Data: The master data includes one or more dimensions, G/L Account, Employee, and Vendor objects. The employee master data is the Vendor object that includes employee vendor information stored in Business Central, combined with the employee information stored in SAP Concur.

Employee Master Data

SAP Concur uses employee master data to create users for Concur Expense. During Concur Expense implementation, the integration sends Business Central employee master data to SAP Concur. After loading the employee master data, whenever the administrator begins a user import using the **Add Users from ERP** button on the **Users** page of Expense Settings, using the employee master data, SAP Concur displays a list of employees. The administrator selects from this list the employees the administrator wants to add as a user in SAP Concur.

The employee master data is always sent from Business Central to SAP Concur. New Concur Expense users should always be added in Business Central.

For more information, refer to the *Configuration > Step 9: Add Users from ERP* section of this guide.

Financial Posting

Once the financial posting is enabled, financial documents for approved expense reports and invoices are sent from SAP Concur to Business Central. Next, posting feedback is sent from Business Central to SAP 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. Business Central requests the queued documents, and SAP Concur sends all the financial documents in the processing queue. Business Central returns an acknowledgement if the documents were all received successfully.

After receiving the successful receipt of documents message, SAP Concur marks the documents as paid for expense reports and marks as extracted for invoices and will not send them again. Business Central 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 by running the **Failing Financial Posting** query on the **Processor** page. 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 Business Central again.

📖 For more information, refer to the Concur *Expense User Experience* and *Concur Invoice User Experience* sections of this guide.

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

Supported Business Central Account Types

The integration supports the following Business Central account types:

- For mapping expense types in Concur Expense and/or Concur Invoice:
  - All accounts
  - Overheads
  - Direct Costs
  - Current Assets
  - Other Current Assets
  - Fixed Assets Cost of Goods Sold
  - Expense
- For mapping credit card accounts:
  - This integration does not support credit card bank accounts
- Current For mapping clearing account codes
  - Assets
  - Accounts Receivables
- For mapping Journal Entry account codes:

- ♦ This integration does not support posting as a Journal Entry

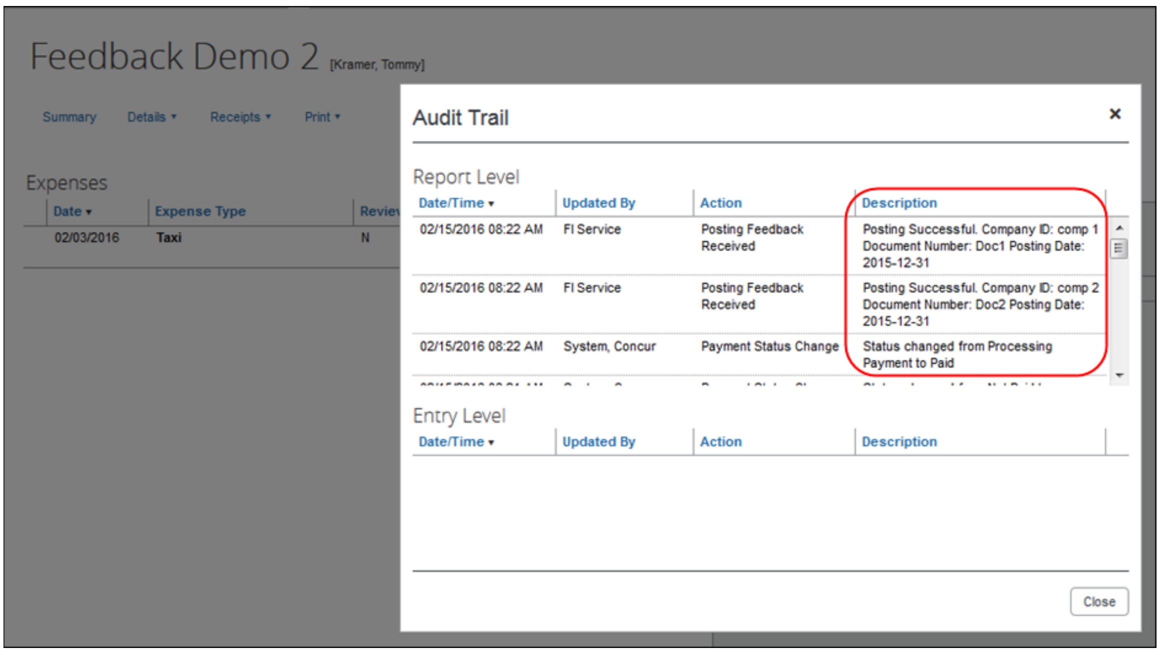
Section 2: Concur Expense End-User Experience

The integration functionality appears to the Concur Expense 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 Business Central. The user clicks **Details** > **Audit Trail** to view the audit trail.



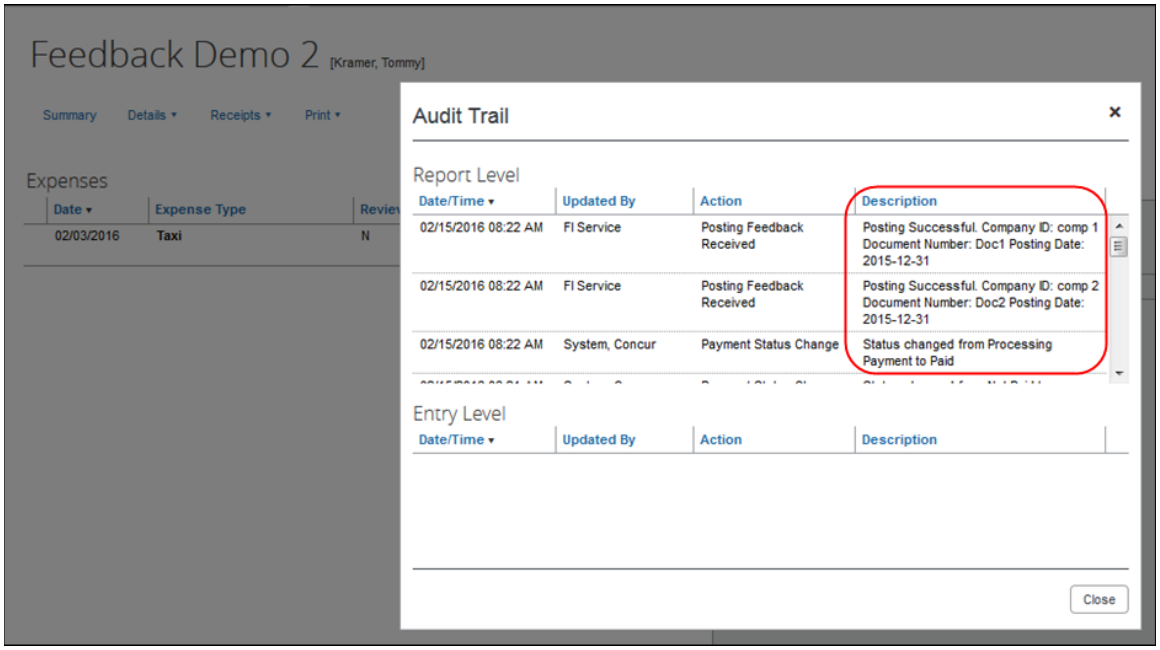
Process Reports Page

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.

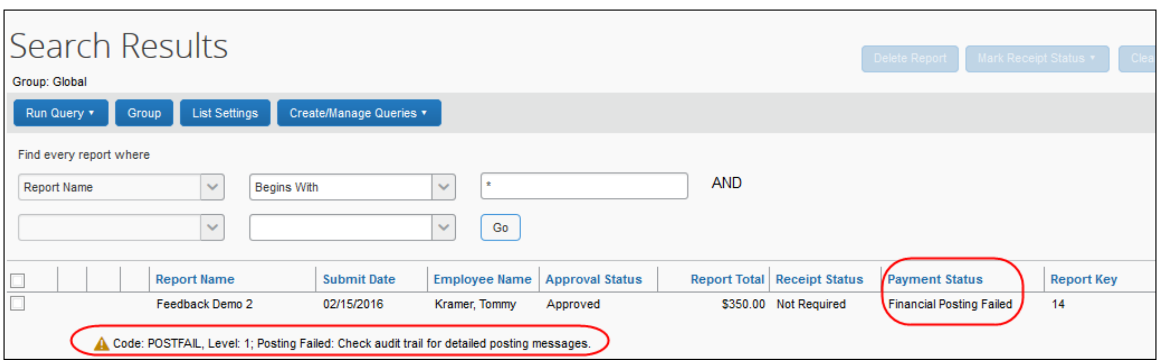
NOTE: The financial integration marks expense reports for transfer to Business Central immediately once they are approved by the processor. Make sure the reports are ready to be sent before approving them in **Process Reports**.

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

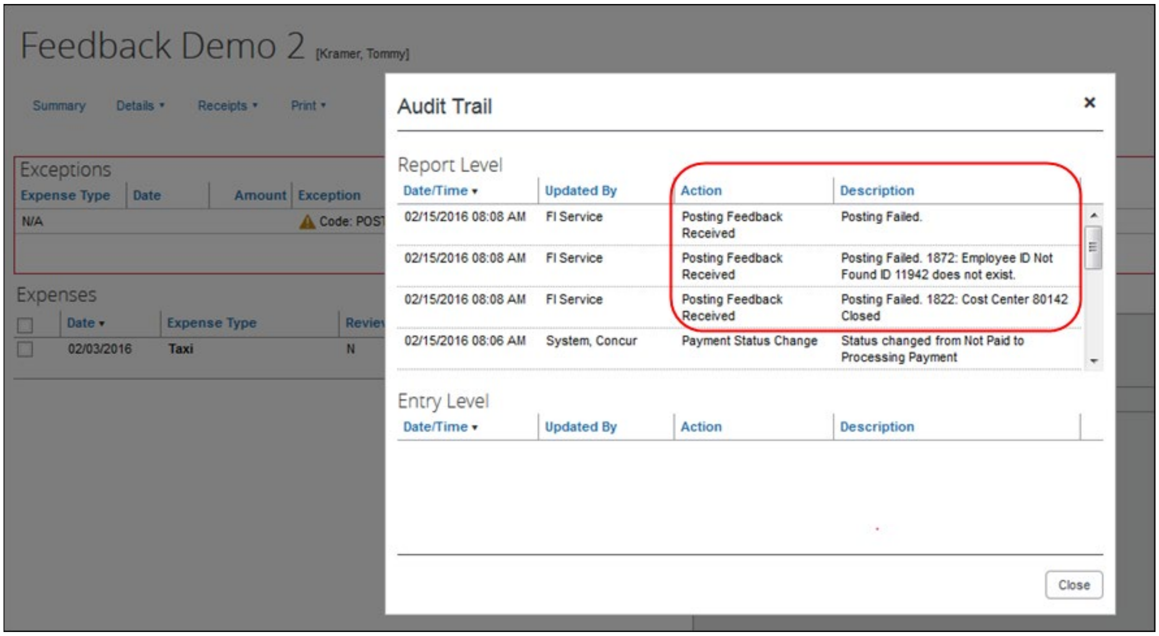
Reports that posted successfully will show the payment status *Paid* and show the details of the financial posting in the audit trail. The audit trail message includes the Company ID, the Document ID, and the Posting Date.



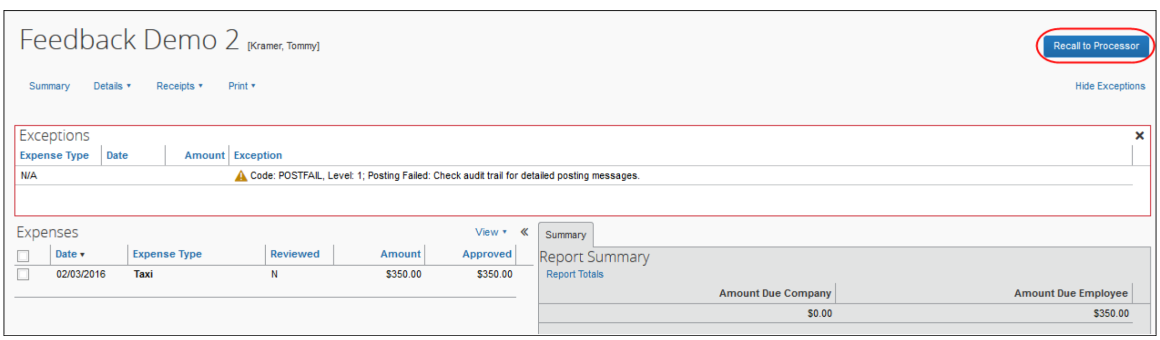
Reports that failed to post will show an exception and the payment status *Financial Posting Failed*.



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.

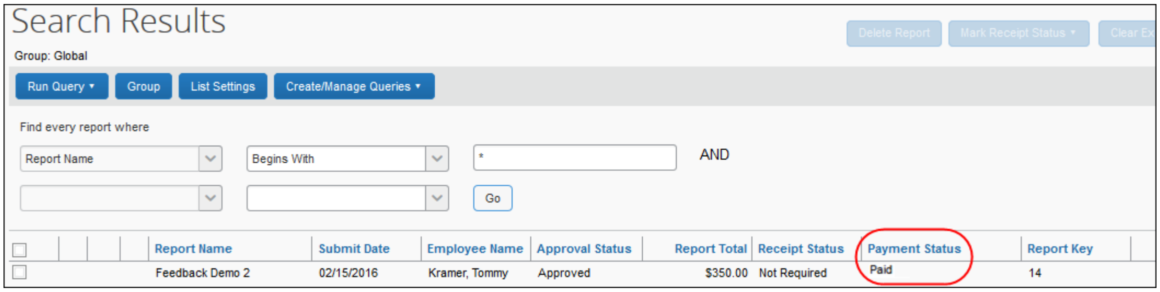


The processor recalls the report in order to make changes to it.



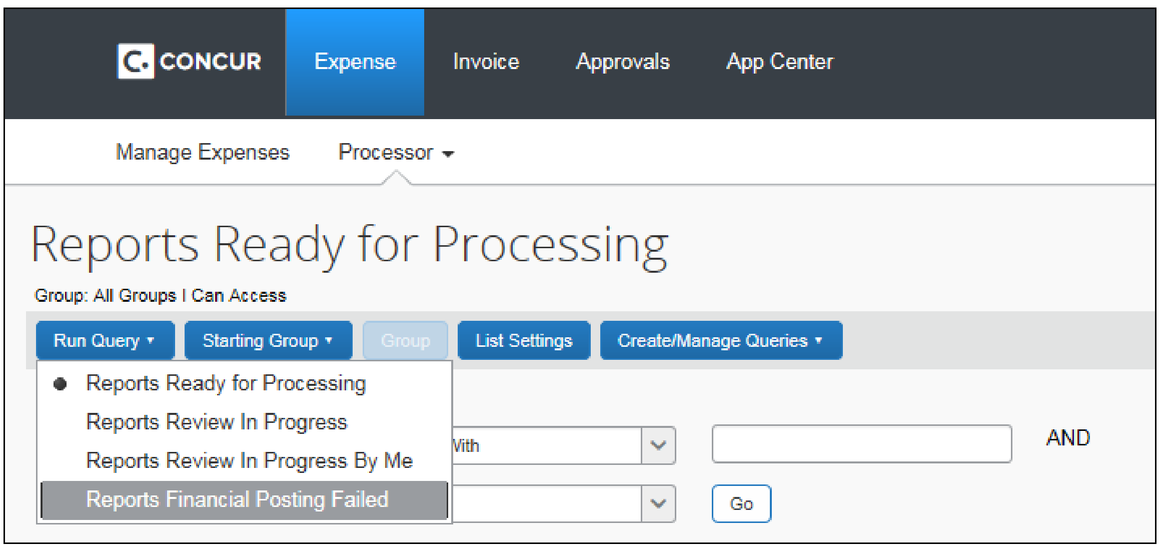
Then the processor works with the SAP Concur and Business Central administrators to resolve the issues. In this example, the SAP Concur administrator would update the user's employee ID, while the Business Central administrator would confirm the correct cost center to select. Then the processor would 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*.



Financial Posting Failed Query

The processor can use the *Reports Financial Posting Failed* query on the **Process Reports** page to quickly locate all reports with the payment status of *Financial Posting Failed*.



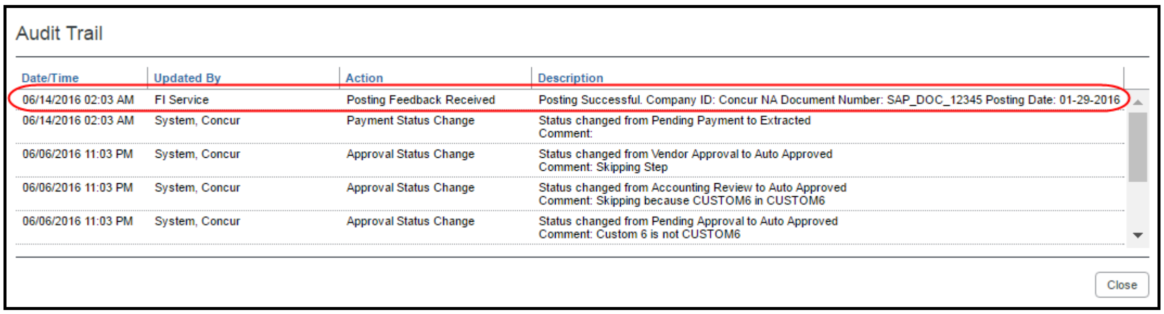
Section 3: Concur Invoice End-User Experience

The integration functionality will appear to the Concur Invoice 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 Business Central. 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

Close

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 marks them for transfer to Business Central immediately once they are approved by the processor. Make sure the invoices are ready to be sent before approving them on the **Process Invoices** page.

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

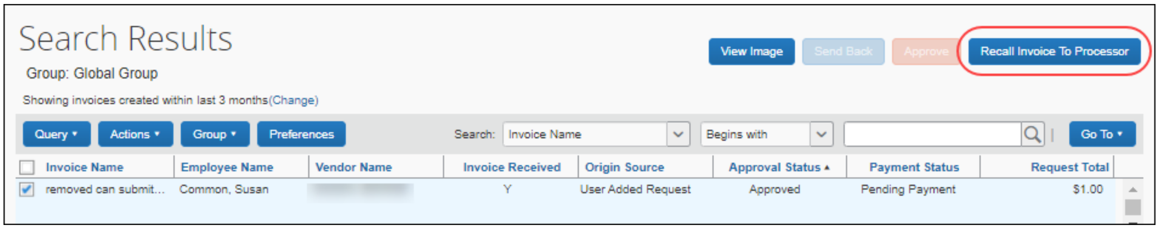
If the process is successful, the invoice will show an Approval status of *Extracted*.

Invoice Name	Employee Name	Vendor Name	Invoice Received	Origin Source	Approval Status	Payment Status	Request Total	Invoice ID
Boston Inv 123	Admin, Admin	Boston Properties	N	User Added Request	Approved	Extracted	$1,000.00	2C412FEBF83749FBB6A5

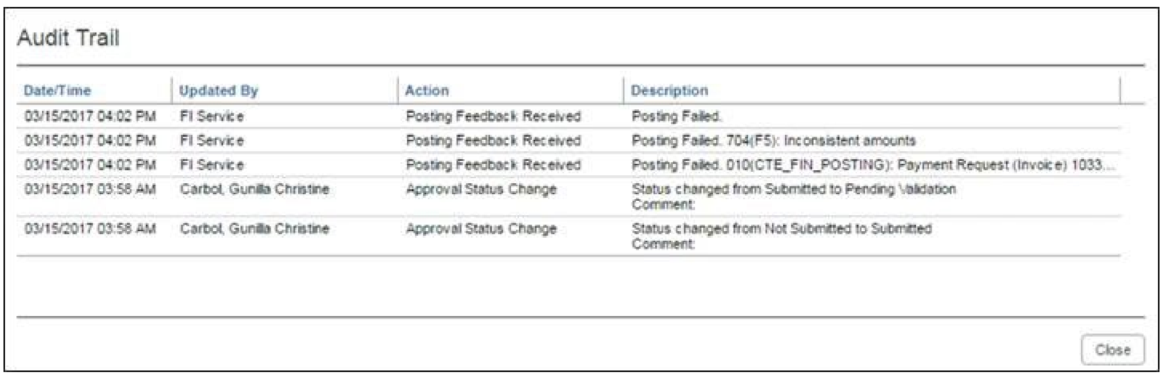
When the invoice is in transit to Business Central, it might show a status of *Sent to Financial ERP*. This status appears briefly.

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

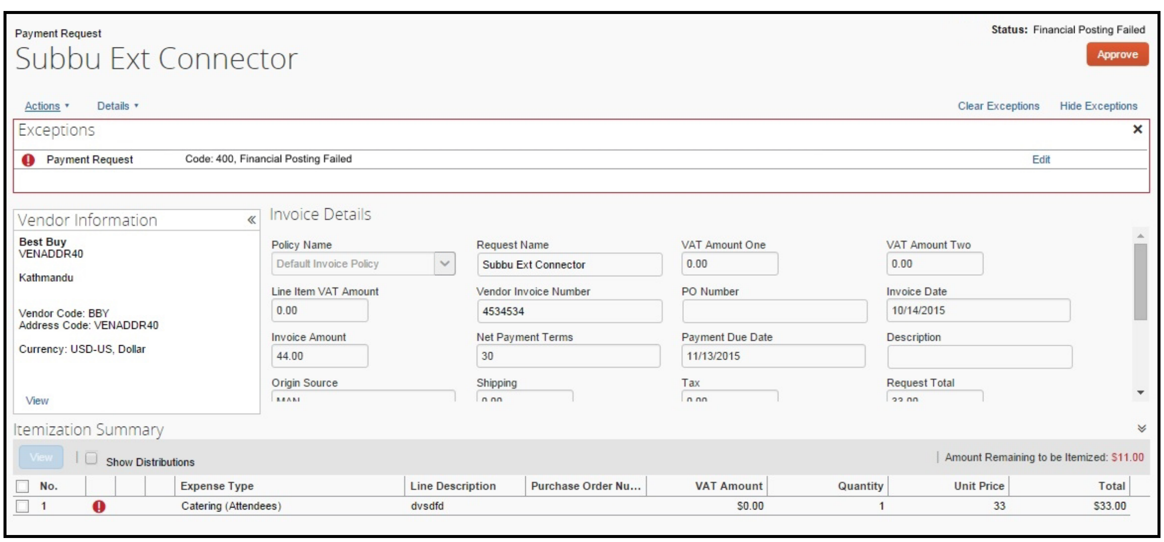
The invoice processor can recall the invoice by clicking **Recall Invoice to Processor**.



The Concur Invoice audit trail details the issue.

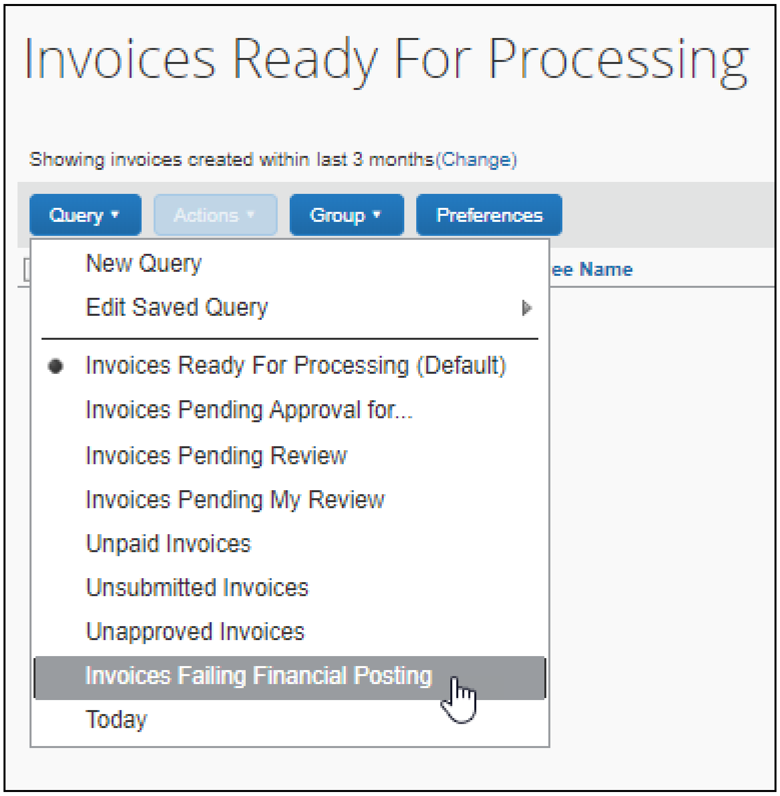


Once the invoice processor has corrected the information, the processor can mark the invoice for transfer to Business Central by clearing the exception, and then clicking **Approve** again.



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 Business Central Integration in SAP Concur

SAP Concur loads Business Central master data into your SAP Concur company. You will configure SAP Concur using this master data on the following administration pages.

Standard Edition

Administration pages for Standard Edition are in Product Settings.

1. Accounting
2. Expense Types
3. Custom Fields
4. Payment Types (Concur Expense only)
5. Vendor Manager (Concur Invoice only)

6. Users (Concur Expense only)

Professional Edition

1. Accounting Integration Settings (Image Settings and View Imported Data)
2. Accounting Administration
3. List Management
4. Payment Types (Concur Expense only)
5. Vendor Manager (Concur Invoice only)
6. Users/User Administration (Concur Expense only)

This setup guide provides a high-level view of the Business Central-specific portions of administration settings. For general information about these administration pages, refer to the detailed set up and user guides for each product edition.

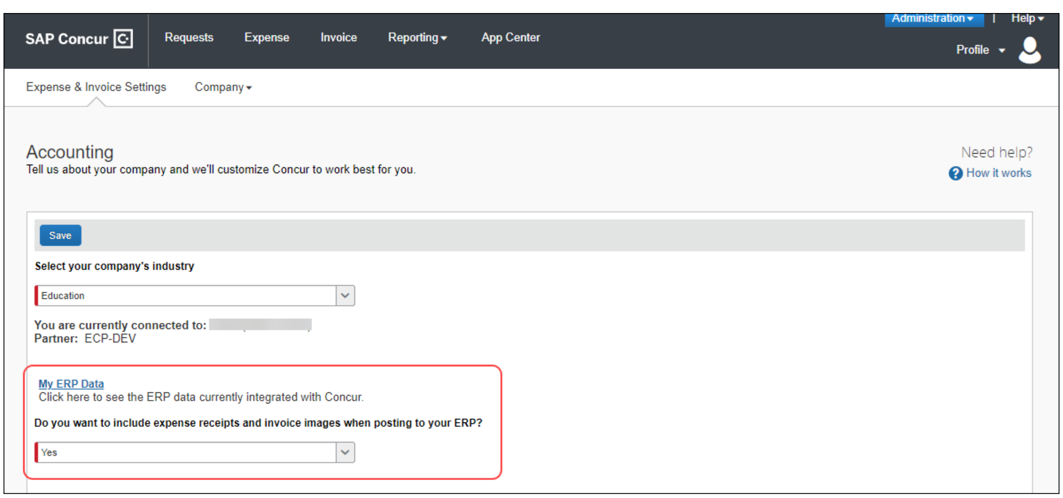
Step 1: Accounting

To ensure the integration will include financial documents in posts to Business Central, perform the following accounting integration configuration.

Standard Edition

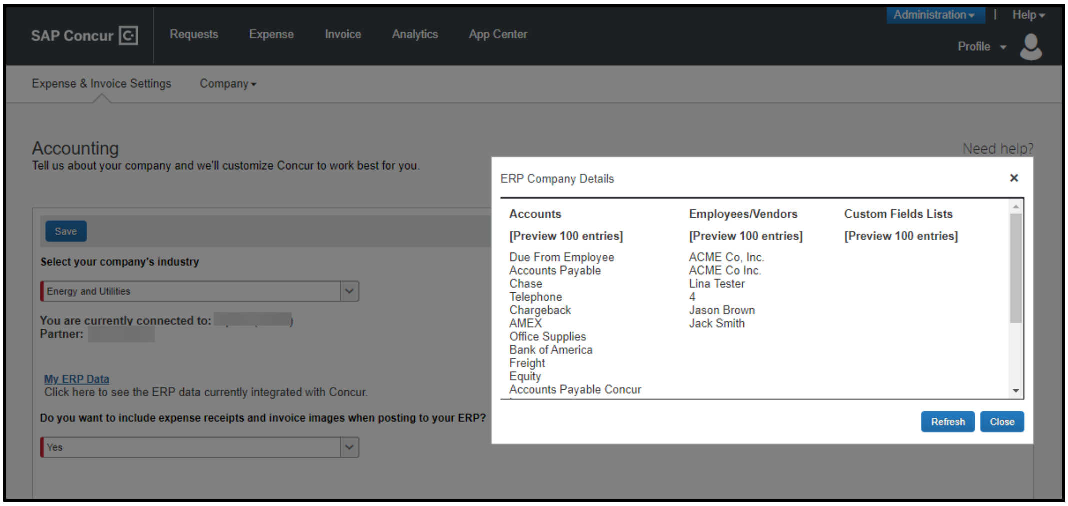
To configure accounting integration settings:

1. In Product Settings, click the **Accounting** tile to access the **Accounting** page.
2. In the **Do you want to include expense receipts and invoice images when post to your ERP?** list, select whether the integration will include financial documents in posts to Business Central.



3. Click the **My ERP Data** link to view Business Central master data the integration loaded into SAP Concur.

   The **ERP Company Details** page provides a summary view of the Business Central data for the selected entity that is now integrated with SAP Concur, including GL Expense accounts and vendor/supplier information.

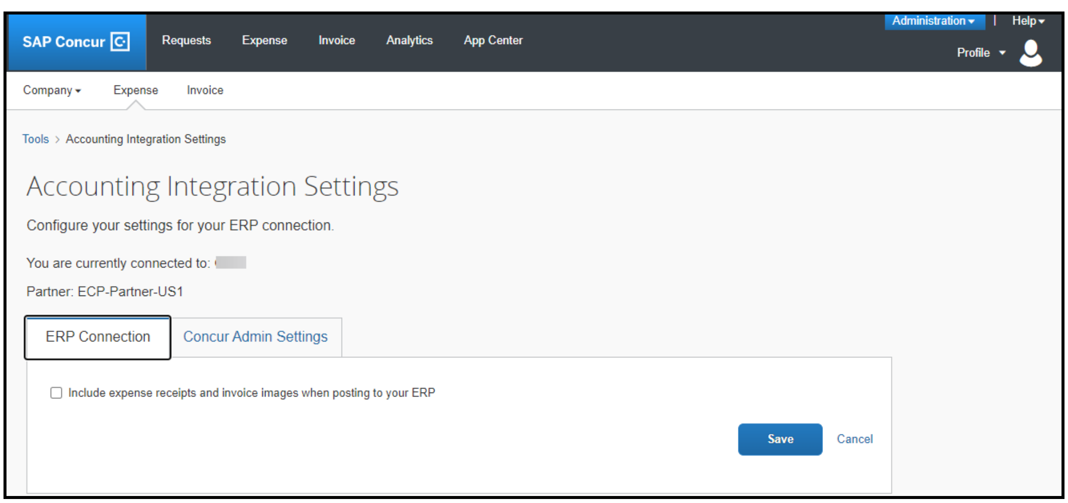


Professional Edition

To configure accounting integration settings:

1. Click **Administration > Company > Tools > Accounting Integration Settings**. The **Account Integration Settings** page appears.

2. On the **ERP Connection** tab, select the **Include expense receipts and invoice when post to ERP?** check box.



3. Click **Save**.

Step 2: Expense Types

Users select expense types when they create expenses or invoices in SAP Concur and can only choose from the configured list. Client administrators configure expense types on the following pages:

- **Standard Edition:** On the **Account Codes** tab of the **Expense Types** page in Product Settings.
- **Professional Edition:** On the **Account Codes** tab of the **Accounting Administration** page in Expense Admin.

You will configure the Business Central G/L Account Number to associate to each expense type. When the approved expense or invoice data is sent to Business Central, the Business Central integration will convert the expense types in this data into G/L Account Numbers and include these in the financial documents it posts.

Account Codes

You will map the accounts to expense types for Concur Expense and/or Concur Invoice. The integration loads into SAP Concur the G/L Account Numbers for you to use when accounting for expenses and invoices.

For more information, refer to the *Supported Business Central Account Types* section of this guide.

NOTE: G/L Account Numbers are imported from Business Central. You may not use the SAP Concur import template.

If you have created policy groups, you can configure different expense types to Business Central product mappings for the individual policy groups.

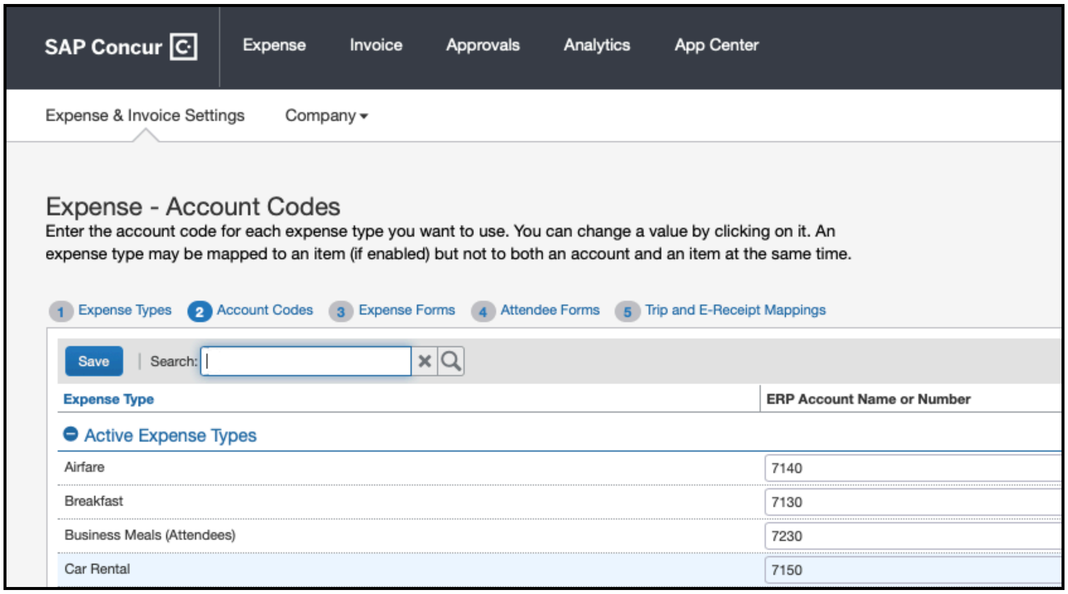
STANDARD EDITION

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

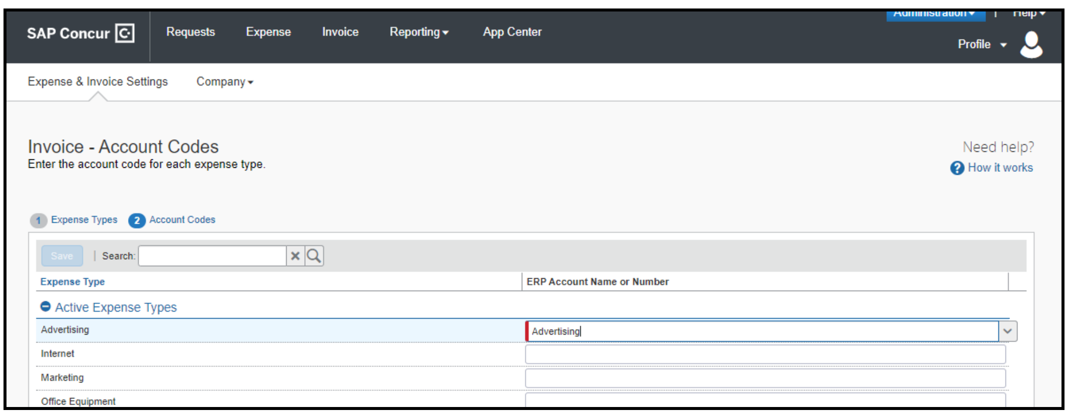
To enter account codes:

1. In Product Settings, navigate to the **Account Codes** page:
   - For Concur Expense, click **Administration > Expense Settings > Expense Types for Expenses > Account Codes**.
   - For Concur Invoice, click **Administration > Invoice Settings > Expense Types for Invoices > Account Codes**.

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



3. Select the desired G/L Account Number in the **ERP Account Name or Number** field.



4. Click **Save**.

Professional Edition

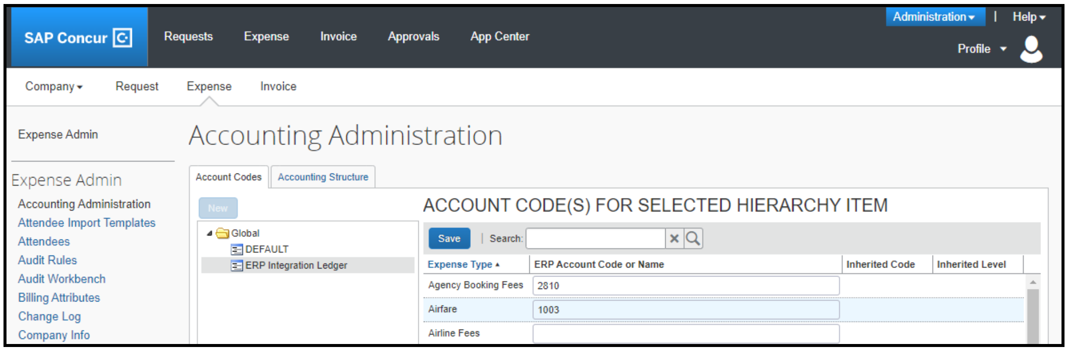
For more information about mapping expense types, refer to the *Concur Expense: Account Codes Setup Guide*.

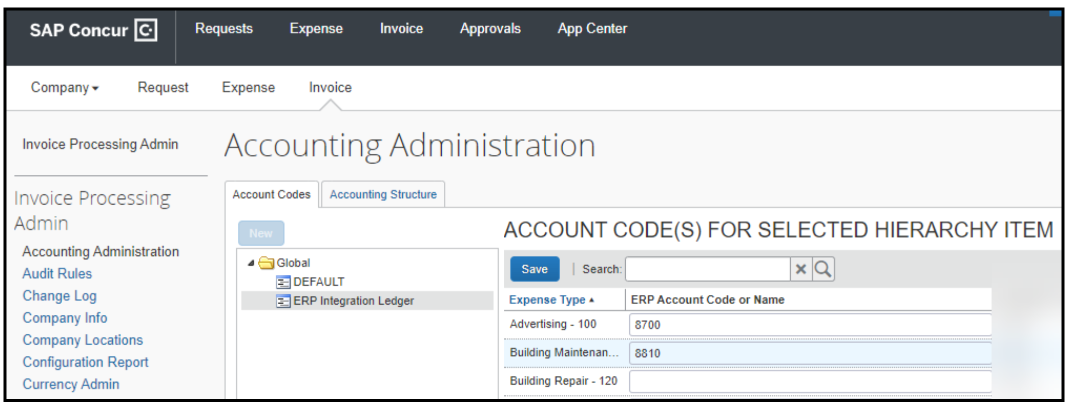
To enter account codes in Professional Edition:

1. Navigate to the **Account Codes** page:
   - For Concur Expense, click **Administration > Expense > Accounting Administration for Expenses > Account Codes**.
   - For Concur Invoice, click **Administration > Invoice > Accounting Administration for Invoices > Account Codes**.

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

3. Select the desired G/L Account Number in the **ERP Account Name or Number** field.





4. Click **Save**.

Step: 3: Employee Reimbursements (Standard Expense Only)

You do not need to configure the **Business Central Liability Account Code** on the **Employee Reimbursements** page in Product Settings.

You can select the date you would like a purchase invoice to post to Business Central on the **Employee Reimbursements** page.

You have three options to select a posting date:

- Processor Approval Date (Default)
- Report create date
- Report submit date

NOTE: 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

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

To enter account codes for reimbursement methods:

1. Click **Administration > Expense Settings > Employee Reimbursements**.
2. Create or edit the desired reimbursement method.
3. On the **Accounting** tab, enter the codes in the fields:

Field	Description
Select Posting Date that you would like to use to post to Microsoft Dynamics 365 Business Central?	Select the posting date you want to use to post back to Microsoft Dynamics 365 Business Central. This integration only supports posting as a purchase invoice. If no posting date is selected, the processor approval date or invoice date is used.
Cash Account Code	Cash account code is not used with Business Central integration. **NOTE**: This field only appears for ADP and Expense Pay reimbursement methods.

4. Click **Save**.

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

Step 4: Payment Types (Expense Only)

Standard Edition

Company card programs are configured on the **Payment Types** page in 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 card program settings:

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Payment Types**.
2. On the **Payment Types** page, create or edit the desired card program. You must create a card for credit card transactions.
3. On the **Accounting** tab, complete the fields.

Field	Description
Select posting date that you would like to use to post to Microsoft Dynamics 365 Business Central?	Select which posting date you want to use to post back to Microsoft Dynamics 365 Business Central. This integration only supports posting as a purchase invoice. If no posting date is selected, the processor approval date or invoice date is used.
Clearing Account Code	Select the desired Clearing Account Code from the dropdown. This is an asset account that will be used when users mark a credit card transaction as personal.
Vendor Name for Card Program	If you have your credit card program set up as a Vendor in your accounting system enter the Vendor Name for Bill posting here

4. Click **Save**.

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

Professional Edition

To enter card program settings:

1. Click **Administration > Expense > Payment Types**.
2. Click the **Payment Types** box, then complete the fields.

Field	Description
Select posting date that you would like to use to post to Microsoft Dynamics 365 Business Central?	Select which posting date you want to use to post back to Microsoft Dynamics 365 Business Central. This integration only supports posting as a purchase invoice. If no posting date is selected the processor approval date or invoice date is used.
Clearing Account Code	Select the desired Clearing Account Code from the dropdown. This is an asset account that will be used when users mark a credit card transaction as personal.
Vendor Name for Card Program	If you have your credit card program set up as a Supplier/Vendor in your accounting system enter the Supplier/Vendor Name for Bill posting here

Step 6: Synchronize Vendors From Business Central (Invoice Only)

Business Central administrators will be able to create vendors in Business Central and then synchronize this data with Concur Invoice from the **Vendor Manager** page.

For Standard Edition, administrators can synchronize this data without having to use the vendor import functionality.

To synchronize Business Central vendors:

1. On the **Vendor Manager** page, select **Open Vendor** > **Add Vendors from ERP**.
2. Select the vendors to add from Business Central.
3. Click **Add**. The vendors are added to Concur Invoice.

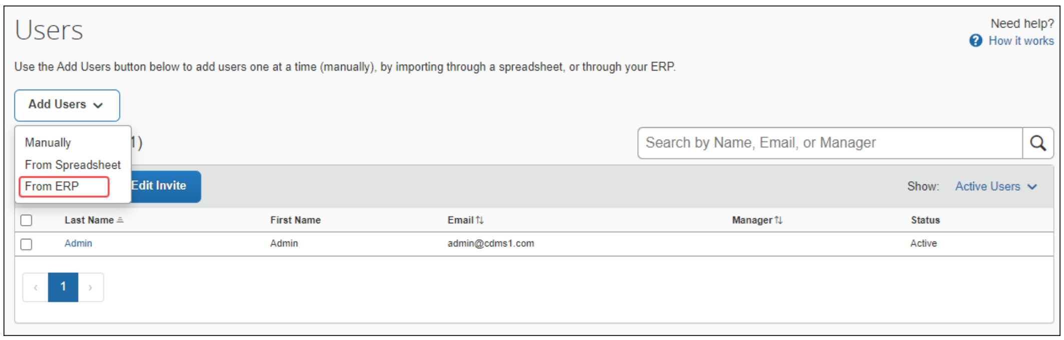
NOTE: If you change the payment type method for a specific vendor, and then use the “Add Vendor from ERP” again, the payment method type will default back to “Client”.

Step 7: Add Users From Business Central (Expense Only)

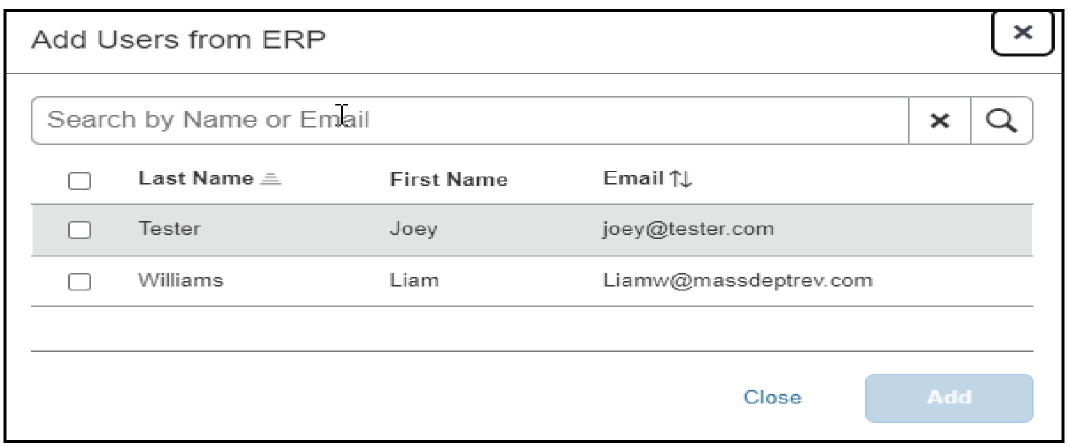
Standard Edition

To import Business Central employee vendors:

1. Click **Administration** > **Invoice Settings** or **Expense & Invoice Settings**.
2. In the **Product** list, select *Expense*.
3. Click **User Accounts**.
4. On the **Users** page, in the **Add Users** list, click **From ERP**.



5. In the **Add Users from ERP** window, select the desired users.

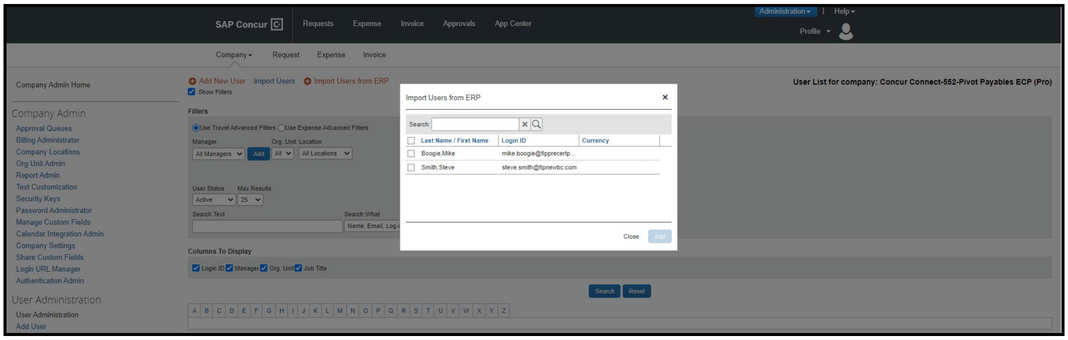


6. Click **Add**.

Professional Edition

▸ *To import Business Central employee vendors:*

1. Click **Administration > Company Admin > User Administration**.
2. Click **Import Users from ERP**.



3. In the **Add Users from ERP** window, select the desired users.
4. Click **Add**.

Section 5: Managing the Integration

Updating Employees (Vendor) Records

The integration will help add your Business Central employee vendors to SAP Concur. New Concur Expense users should always be added in Business Central. After you add new employee vendors, follow the steps in the *Configuration > Step 9 – Add Users from Business Central* section of this guide to add them to SAP Concur.

Updating the Synchronized Data

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

NOTE: Data transmitted through Business Central Accounting during implementation and during subsequent synchronization, is purged from SAP Concur after 30-days.

Disconnecting the Integration

Disconnecting results in unregistering Business Central. This disables most of the Business Central master data such as custom lists, account numbers, and users. Business Central will no longer be connected to SAP Concur.

Before disconnecting from Business Central, all in-flight expense reports and invoices must be processed.

To disconnect a Business Central company from SAP Concur:

1. Administrators log in to PivotNexus.
2. Navigate to the **Connection** dialog and select *Disconnect*.

Section 6: Frequently Asked Questions (FAQ)

About Business Central

Q: In what countries is Business Central integration with SAP Concur supported?

A: US only

NOTE: The Business Central connector does not support multicurrency transactions with VAT/GST.

Q: Which Business Central versions does the Business Central connector support?

A:

- **On-Premise:** v14 or more recent version
- **Cloud:** Most recent version

Q: What if I need to make changes to master data in Business Central, for example, deleting an account?

A: Adding new master data is straightforward because no special planning is necessary.

Prior to making changes to existing master data, the administrator should notify users to stop submitting expense reports and/or invoices and wait for all the submitted reports and invoices to finish the approval process. Then the administrator can then make the change in Business Central and update the synchronized data in SAP Concur. Once all changes have been synchronized, the users can start creating and submitting reports and invoices again.

Q: Can I connect multiple Business Central company files to one SAP Concur account?

A: No. The SAP Concur integration is a 1:1 ratio. You can connect one Business Central entity to one SAP Concur account.

Q: Does the integration sync data automatically from Business Central over the SAP Concur?

A: Yes. Data will automatically sync over to SAP Concur. Jobs will run 1x per hour. If data needs to sync over sooner than 1x per hour, clients can manually run the job from the PivotNexus application.

Q: Do the items listed in the PO update the inventory items in Microsoft Dynamics 365 Business Central or do we just sync the expense amount?

A: Upon posting the purchase invoice or purchase journal the PO items will be updated as well. Type and number are sent in the invoice for purchase order.

PivotNexus/Business Central Prerequisites

Q: Is Pivot Payables expecting to put the application on the Dynamics Marketplace, so it automatically updates along with Microsoft updates?

A: Eventually Pivot Payables expects to put PivotNexus for Business Central extension into the Microsoft AppSource. Until then customers must manually upload the PivotNexus extension when there is a new version.

Q: What if I am upgrading Business Central Versions?

A: PivotNexus extension works with all versions of Business Central. This means when a customer upgrades their Business Central version, they will not need to upgrade the PivotNexus extension.

Q: What if I need to update my PivotNexus extension?

A: PivotNexus extension must be updated from time to time. Pivot will send an email to you telling you that there is a new version of the extension.

To download a new app fie and deploy it:

1) Go to Pivot.
2) Download the new app file.
3) Go to extension management in Business Central.
4) Click deploy extension.

NOTE: It can take up to 15 minutes to fully deploy.

It is considered a best practice to open a BC sandbox account and deploy the new app file in your sandbox.

If you don’t have a sandbox account, you can deploy to your production account.

If you must roll back the new version due to errors, your support ticket must be escalated to Pivot Payables.

Q: What If I connected to the wrong Business Central entity via PivotNexus?

A: It is common for Business Central customers to have multiple entities. There are Sandbox and Production entities. There can be multiple Sandbox entities used for purposes such as Training, Development, and Testing. So, it is critical to be certain that PivotNexus is connected to the correct Business Central entity.

To make this easy to manage, on the PivotNexus Integration Setup page in Business Central there is a unique identifier for the Business Central entity the PivotNexus is deployed.

For more information, refer to the *PivotNexus Business Central Extension Deployment and Setup Guide for SAP Concur Financial Integration Program*.

Q: In Business Central, on the **PivotNexus Integration Setup** page for the Global Dimension 1 and Global Dimension 2 drop list, there are no list items to select.

A: This means that either Global Dimension 1 and/or Global Dimension 2 is not set up properly. In Business Central, administrators need to navigate to the **General Ledger Setup** page and set up Global Dimension 1 and Global Dimension 2.

NOTE: Setting up at least Global Dimension 1 is a requirement to use Business Central, and virtually all Business Central customers will also set up Global Dimension 2.

Global Dimension 1 is central to how Business Central works. When this is not set up, this suggests this Business Central entity isn’t ready for use. The customer should contact their Business Central consultant or VAR to arrange to have this set up properly. Once Global Dimension 1 and 2 are set up, these should NOT be changed.

Accounts

Q: How do I refresh accounts from Business Central to SAP Concur?

A: All integrations happen automatically. These run on a schedule where each integration runs once every 60 minutes.

In addition, administrators may run integrations on-demand, where after adding an account in Business Central, administrators can run the Push Accounts integration. Within five (5) minutes the account will be available in SAP Concur.

When doing the initial load of ALL the accounts, be aware this may take about a half-hour (30 minutes).

Q: Are journal entry postings supported with the Business Central integration?

A: No. This integration can create either purchase invoices or purchase journals.

Q: When I try to post Credit Card transactions (purchase journal/invoices) to Business Central I receive the following error: "Posting Failed. How do I resolve this error?

A: When there is an error this means there is a problem with the master data that appears in the purchase invoice/journal.

Now, there should never be errors with the master data because all the master data that appears in a purchase invoice/journal is loaded by the integration. Yet, if there are errors, there needs to a process to troubleshoot.

If there are errors, using the PivotNexus Log in Business Central the process is to review the master data in the failed purchase invoice/journal. Here are the fields for master data.

- Vendor Number
- G/L Account Number
- Global Dimension 1
- Global Dimension 2
- PivotNexus Dim 3
- PivotNexus Dim 4
- PivotNexus Dim 5
- PivotNexus Dim 6

The best way to discover invalid data is to lookup the objects (records) for each of these. For example, in Vendors search for the specified Vendor Number and confirm there is a vendor for this number.

Custom Fields

Q: Does SAP Concur support Business Central dimensions?

A: Yes. You may select any of these dimensions to load into SAP Concur:

- Global Dimension 1
- Global Dimension 2
- PivotNexus Dim 3
- PivotNexus Dim 4
- PivotNexus Dim 5
- PivotNexus Dim 6

Q: How do I refresh dimensions between Business Central and SAP Concur?

A: All integrations happen automatically. These run a schedule, where each integration runs once every 60 minutes.

In addition, administrators may run integrations on-demand, where after adding a new list item for a dimension in Business Central, administrators can run the Push Dimensions integration. Within five (5) minutes the list items will be appear on the **Manage Custom Fields** page.

When doing the initial load of ALL the dimensions' line items, be aware this may take about a half-hour (30 minutes).

Q: Can I use one of my dimension custom fields/form fields to drive my alternate account codes?

A: No. You must create a new custom field in SAP Concur solutions to drive your alternate account codes. You cannot use an external list to define your alternate account code structure.

Q: What if I have a dimension in Business Central that is required?

A: Form Fields (or, Custom Fields in Standard Edition) associated with Business Central dimensions need to align with how Business Central is set up. Often dimensions, especially for Global Dimension 1 or Global Dimension 2, are set up to be Required fields. This means these fields must be set as Required fields in SAP Concur.

Vendors

Q: How do I add users from Business Central into SAP Concur?

A: Clients must set up their employees as vendors in Business Central. The Contacts section of the Vendor Card includes the first name, last name, and employee email address fields as well as a toggle switch for Employee, which must be switched on.

Q: How do I distinguish employee vendors from accounting vendors in Business Central?

A: The PivotNexus extension customizes the Vendor Card so that the Contacts section includes fields for first name, last name, and employee email address as well as a toggle switch for Employee.

Q: How do I refresh employee vendor data from Business Central?

A:

- Employee vendor data refreshes when you click the **Add Users from Business Central** button on the **Users** page.
- When you click the **Add Users from Business Central**, the information is refreshed immediately. There is no delay.

Q: How do I refresh accounting vendor data from Business Central?

A:

- When you click the **Add Vendors from ERP** button on the **Manage Vendors** page, the account vendor data is refreshed.
- When you click the **Add Vendors from ERP** button, the information is refreshed immediately. There is no delay.

Item Numbers

Q: Will Business Central item codes integrate into SAP Concur?

A: Yes. There is an integration for Push Items that sends items to SAP Concur. These appear in the Purchase Order and Invoice Line Item forms in the **Number** field, where the **Type** field that precedes it has the value Item.

Posting Purchase Invoices or Purchase Journal Transactions to Business Central

Q: Can I post a credit card transaction as a bill or to my credit card bank account?

A: No. Business Central doesn’t have a Credit Card transaction. Instead, it has purchase invoice or purchase journal transactions.

PivotNexus will create a purchase invoice/journal for all the credit card expenses on an expense report.

Further, there aren’t accounts in the Chart of Accounts for credit cards as is the case for QuickBooks, which has an Account Type for credit cards (these accounts are part of the Credit Card Charge transaction type).

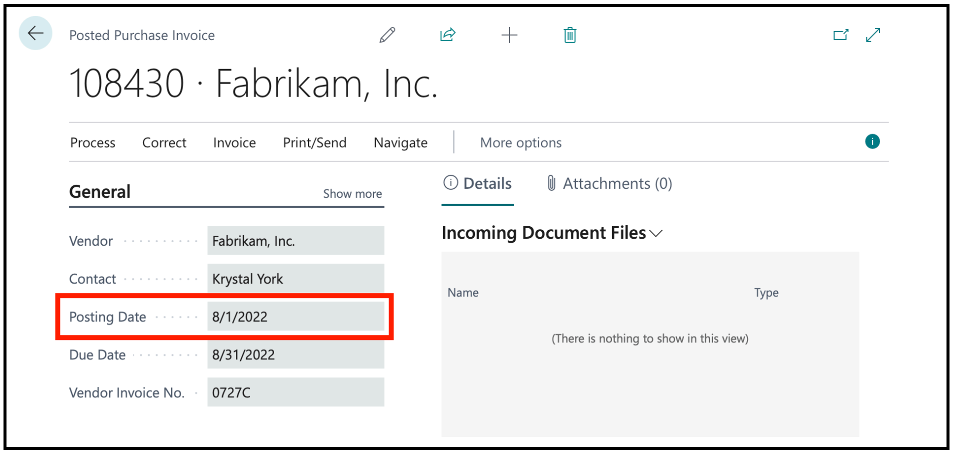
Q: What happens if an expense report or invoice for a month (for example, February) contains transactions from a previous month (for example, January) and the previous month end (January Month End) is closed in Business Central?

A: Like most accounting applications, Business Central will prevent loading transactions with a posting data for a closed accounting period. Specifically, if the **Document Date** field in a purchase invoice/journal is in a closed period, Business Central will not post it. Instead, it will provide an error message noting the problem.

Like all failed postings, the Expense/Invoice Processor will need to fix the date and then reprocess it.

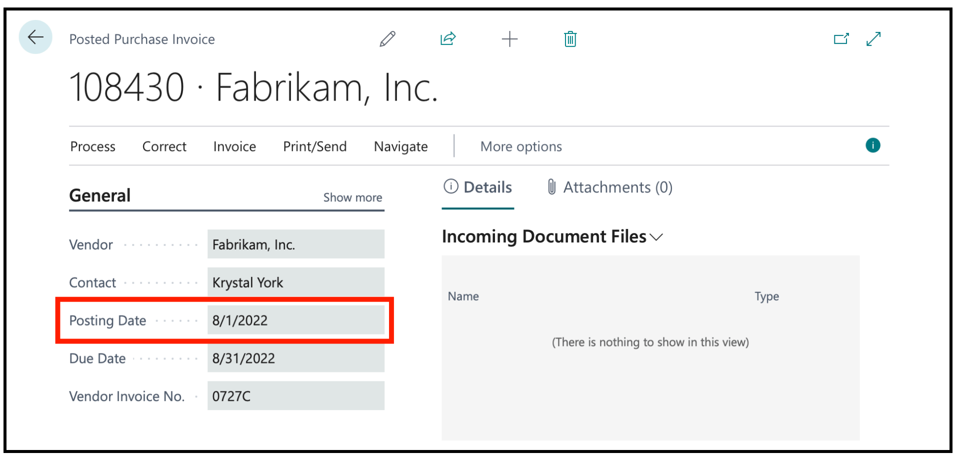
Q: How will out of pocket expense transactions post to Business Central?

A: PivotNexus will create a purchase invoice/journal for all the out-of-pocket expenses on an expense report.



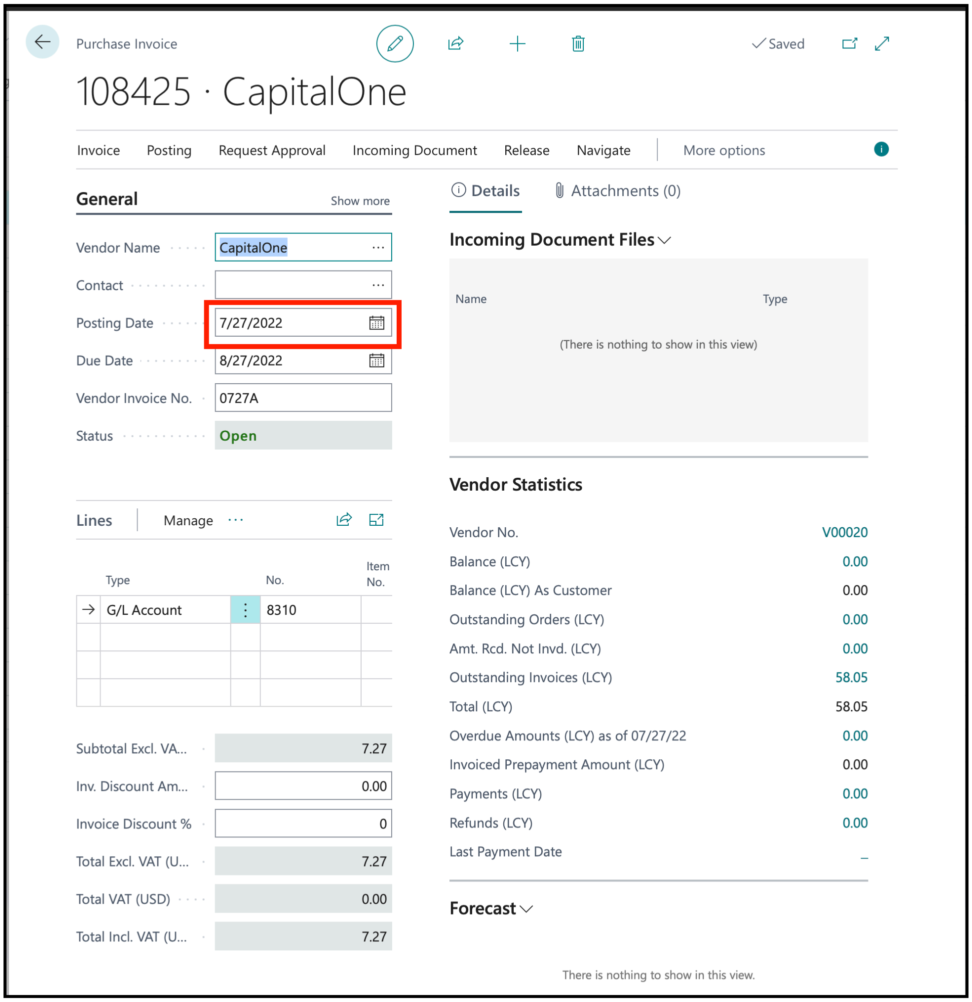
Q: How will AP invoices post to Business Central?

A: They will post as a purchase invoice/purchase journal. In the screenshot below notice there is a Posting Date.



Q: When a credit card transaction posts as a purchase invoice/journal, on what date will it post?

A: The transaction date that will post is based on the posting preferences that are configured in SAP Concur setup. In the screenshot below notice there is a Posting Date.



Q: If I am using Concur Pay to reimburse my employees, will SAP Concur close out the bills that are posted to Business Central?

A: No. When using Concur Pay, purchase invoices will still post to Business Central. These must be manually closed out.

Q: Does the Business Central integration support multi-currency posting?

A: Yes. When using the SAP Concur Business Central integration, however the integration does not support VAT/GST tax.

Q: I am getting an error when trying to post a purchase invoice/journal to Business Central?

A: Customization in Business Central can cause errors when trying to post, customers can customize any aspect of how Business Central works. While this provides flexibility in what Business Central can do, it can also create unintended consequences such as preventing SAP Concur/PivotNexus from posting purchase invoices/journals. Please check in Business Central to make sure that there is no customization on any aspect of a purchase invoice or purchase journal.

Q: I received an error "you do not have the following permissions on <table name and permission name> how do I resolve this posting error?

A: Whenever there is an error message that reads, "You do not have the following permissions…" this means the Business Central user that PivotNexus uses to authenticate is missing one or more necessary permissions. Resolving this requires the customer's Business Central expert (often their BC VAR) to add the necessary permissions for this user.

Q: When sending a purchase invoice/journal to Business Central there is an error that reads, "This shortcut Dimension is not defined in the General Ledger Setup."

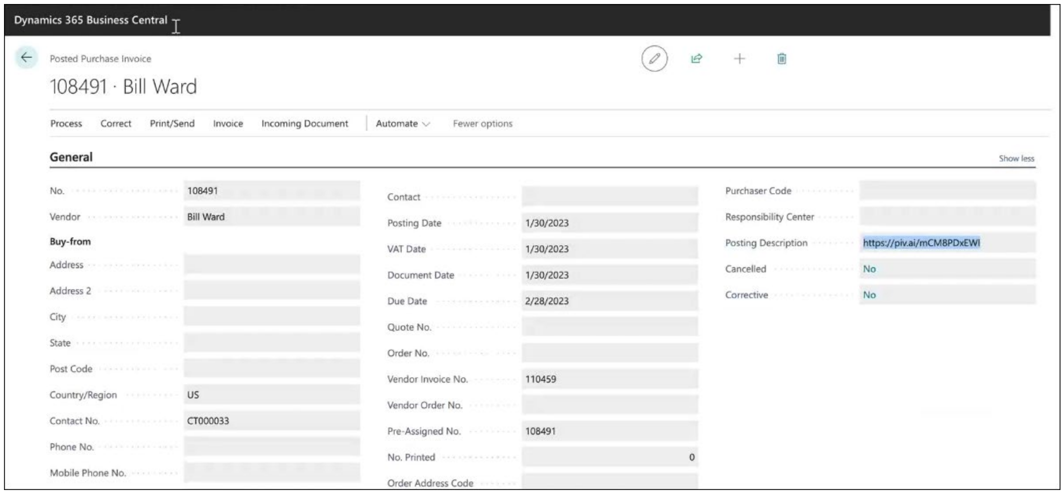
A: This error means that the purchase invoice/journal has a detail (line item) where one or more of the dimension fields hasn't been set up on the General Ledger Setup.

As part of configuring the PivotNexus extension, customers select what dimensions they want to PivotNexus to send to SAP Concur. PivotNexus creates lists for each of these dimensions and in turn assign these lists to custom fields.

If any of these custom fields are on the expense report or invoice line-item forms, these will appear in the details for purchase invoices/journals. When Business Central attempts to post these details, if the associated dimensions weren't set up using the General Ledger Setup, the posting will fail.

Q: Do images post back to Business Central?

A: Individual images will not post to Business Central; a URL will post back to Business Central where you can click on it to take you to images. Customers must right-click the URL and paste it in a browser to view the image. If you have the most recent updated extension, then you can click on the URL that will take you to a page to view the images.



Connecting and Disconnecting

Q: How can I confirm that I have connected Business Central to SAP Concur?

A: There are two ways.

- In PivotNexus on the **Manage PivotNexus** page, when customers connect PivotNexus to Business Central, there is a section on this page that shows the PivotNexus Setup information that Business Central sent to PivotNexus. So, moments after connecting to Business Central, administrators get confirmation data is flowing.
- In SAP Concur, you will see what ERP you are connected to and your partner name of Pivot:
  - Standard Edition: on the **Accounting** page in Product Settings
  - Professional Edition: on the **Administration > Company > Tools Accounting Integration Settings** page.

Q: What happens if I need to disconnect from Business Central?

A:

- Ensure there are no expense reports or invoices in-flight. This includes expense reports and invoices that have been created but have not yet been submitted.
- Contact PivotNexus to disconnect your Business Central from SAP Concur.

NOTE: PivotNexus requires 90 days written notice to cancel.