

**FREQUENTLY ASKED QUESTIONS - CLIENT**  
**QuickBooks Financial Integration**  
**Initial Publication: January 18, 2024**

**Questions** (Click to see the answers)

**About QuickBooks**..... 1

    1. Which markets support the QuickBooks Financial integration? ..... 1

    2. Which version of QuickBooks does the QuickBooks Financial integration connector support? ..... 1

    3. How will out-of-pocket expense transactions be posted to QuickBooks?..... 1

    4. Can I post a credit card transaction as a bill or to my credit card bank account? .... 1

    5. When posting credit card transactions to the credit card bank account, If the February claim contains January transactions & January Month End has been closed in QuickBooks, will these transactions post to QuickBooks? ..... 1

    6. When a credit card transaction is posted as a bill, what date will post? ..... 1

    7. How will AP Invoices post to QuickBooks? ..... 2

    8. How should I handle making changes to master data in QuickBooks—for example, deleting or making an account inactive?..... 2

    9. Can I connect multiple QuickBooks files/accounts to one SAP Concur account?..... 2

    10. How many levels of GL accounts are supported? ..... 2

    11. I have connected to SAP Concur, however I am not seeing all of my data, like accounts, lists, & vendors? ..... 2

**Connection to QuickBooks** ..... 2

    12. How do I connect my SAP Concur account to QuickBooks?..... 2

**Accounts** ..... 3

    13. What account types are supported by the integration?..... 3

**Cost Tracking**..... 4

    14. Can I map my Class, Customer, and Location to my custom fields? ..... 4

15. How do I refresh cost tracking objects from QuickBooks to Concur Expense and Concur Invoice? .....	4
16. Can I post billable transactions to QuickBooks? .....	4
<b>Vendors .....</b>	<b>4</b>
17. How do I add users from Sage Intact to SAP Concur solutions? .....	4
18. How do clients distinguish employee vendors from account vendors in QuickBooks Accounting? .....	4
19. How do I refresh employee vendor data from QuickBooks Accounting? .....	4
20. How do I refresh account vendor data from QuickBooks Accounting? .....	4
21. Is ACH information included as part of the vendor master record when sending vendor master data via the QuickBooks connector? .....	5
22. Why am I getting an error when I try to add large numbers of vendors? .....	5
23. Will vendors created in SAP concur sync back to QuickBooks? .....	5
24. I only want to post transactions to my credit card bank account or credit card vendor. Do I still need to set up all users as a vendor in QuickBooks Accounting? ..	5
<b>Tax Codes .....</b>	<b>5</b>
25. Does the QuickBooks integration support VAT/GST? .....	5
<b>Posting Bills and Credit Card Transactions to QuickBooks .....</b>	<b>5</b>
26. Can I post a credit card transaction as a bill or to my credit card bank account? ....	5
27. I am using Concur pay to reimburse my employees, will the integration close out the employee vendor bills? .....	5
28. If the February claim contains January transactions, and January month end has been closed in QuickBooks, will the January transactions post to QuickBooks? .....	6
29. On the Payment Types page, what is consolidated vendor handling used for? .....	6
30. Can I map my credit card to my bank account? .....	6
31. When I import my accounting vendors into SAP Concur the vendor payment method defaults to Client. After I change the vendor payment method to ACH, it seems to revert back to client. ....	6
32. Posting failed with the following error: .....	7
“No transaction type mapping was found. Transaction posting as CARD” .....	7
33. I get the following posting error when trying to add my employee vendors:.....	7

**"The Employee ID is already assigned to a different employee." .....7**

**Connecting and Disconnecting .....7**

**34. How can I confirm that I have connected QuickBooks to SAP Concur solutions?.....7**

**35. What if I need to disconnect from QuickBooks Accounting? .....7**

**Troubleshooting/Errors .....7**

**36. When trying to connect to QuickBooks Desktop, I receive one of the below errors.  
How do I fix this? .....7**

---

## About QuickBooks

### 1. Which markets support the QuickBooks Financial integration?

- QuickBooks Desktop & QuickBooks Online Legacy US
- QuickBooks Online FI US, UK, AUZ

### 2. Which version of QuickBooks does the QuickBooks Financial integration connector support?

- QuickBooks Desktop Pro, Premier, Enterprise, Accounting
- QuickBooks Online Essentials, Plus, Advanced

---

**NOTE:** The QuickBooks connector does not support multicurrency transactions. All transactions from SAP Concur will post to QuickBooks in the home currency of QuickBooks.

---

### 3. How will out-of-pocket expense transactions be posted to QuickBooks?

- Out-of-pocket expense transactions post to QuickBooks as bills.

### 4. Can I post a credit card transaction as a bill or to my credit card bank account?

- Yes, clients have the option to post transactions as a bill to the credit card vendor name or post the transactions to the credit card bank account.

### 5. When posting credit card transactions to the credit card bank account, If the February claim contains January transactions & January Month End has been closed in QuickBooks, will these transactions post to QuickBooks?

- No, for credit card transactions posting to the credit card bank account we post the credit card transaction date so if the transaction date is from January and January is closed then yes this is true. QuickBooks will not allow adding transactions once the month is closed. This will cause the transaction to fail to post.

### 6. When a credit card transaction is posted as a bill, what date will post?

- The transaction date that will post is based on bill posting preferences that is selected in the SAP Concur set up (Report create date, Report submit date, or Processor approval date).

## 7. How will AP Invoices post to QuickBooks?

- AP invoices will post to QuickBooks as bills.

---

**NOTE:** While the integration can be used with Concur pay, invoices will still post as a bill to QuickBooks and must be closed out manually.

---

## 8. How should I handle making changes to master data in QuickBooks—for example, deleting or making an account inactive?

- Prior to making changes, the administrator should notify users to stop submitting expense reports/invoices and then wait for all submitted reports/invoices to finish the approval/sync process. Then the administrator can make changes in QuickBooks and update the synchronized data in Concur Expense and/or Concur Invoice. Once all the changes have been synchronized, the users can start creating and submitted reports/invoices again.

## 9. Can I connect multiple QuickBooks files/accounts to one SAP Concur account?

- No, the QuickBooks integration is a 1:1 connection. One QuickBooks file to one SAP Concur account.

## 10. How many levels of GL accounts are supported?

- Your chart of accounts can only have 5 levels.

## 11. I have connected to SAP Concur, however I am not seeing all of my data, like accounts, lists, & vendors?

- QuickBooks Desktop – Please check the Intuit Web Connector to ensure there are no errors while the Web Connector was running. You can also check the Accounting page in the expense/invoice setup to ensure you are still connected to QuickBooks
- QuickBooks Online – Check the connection on the accounting page

---

## Connection to QuickBooks

### 12. How do I connect my SAP Concur account to QuickBooks?

- Select QuickBooks as your accounting software in the accounting setup, click the connect to **QuickBooks** button, enter your **Username**, and **Password**, and then click **connect**

---

**NOTE:** For existing customers, all existing expense reports or invoices, including reports and invoices that have not yet been submitted, should be approved and processed and payment batches must be closed before establishing the integration connection.

---

- **Optional:** You can choose to post receipt images and invoice images back to QuickBooks Online. Image posting feature is not supported for QuickBooks Desktop

---

## Accounts

### 13.What account types are supported by the integration?

- For mapping expense types in Concur Expense and/or Concur Invoice:
  - ◆ You must select the top level or child entity in the **Accounting** set up screen to map data in Concur Expense and/or Concur Invoice.
  - ◆ Sap Concur solutions filters accounts that can be mapped to expense types.
  - ◆ The following account types can be mapped on the expense type page:
    - Other Current
    - Assets
    - Fixed Assets
    - Expense
    - Other Expense
    - Cost of Goods Sold
    - Other Current Liabilities.
- For mapping liability accounts:
  - ◆ You need to map the Accounts Payable liability accounts for employee reimbursements.
  - ◆ For credit cards: SAP Concur solutions pulls in the credit card bank accounts and these can be mapped in the Payment Types set up page. Credit card transactions can post as a bill to the credit card vendor name or to the credit card bank account.
- For mapping clearing account codes:
  - ◆ Sap Concur solutions brings in asset accounts to map the clearing account codes to.

---

## Cost Tracking

### 14. Can I map my Class, Customer, and Location to my custom fields?

- Yes, you can select your custom field list name in Concur and map it to the corresponding QuickBooks list name. For new customers SAP Concur will automatically create a custom field for Class, Customer, and Location and automatically map the custom field list name to the QB name.

### 15. How do I refresh cost tracking objects from QuickBooks to Concur Expense and Concur Invoice?

- Once list data is added into QuickBooks, they will populate in SAP Concur solutions when navigating back to the **Custom Fields** page in the Product Settings.

---

**NOTE:** You can refresh by logging into the home page and/or waiting one hour to refresh.

---

### 16. Can I post billable transactions to QuickBooks?

- Yes

---

## Vendors

### 17. How do I add users from Sage Intact to SAP Concur solutions?

- Clients typically set up their employees as vendors in QuickBooks Accounting. Employee vendors must be entered into QuickBooks with first name, last name, and email address.

### 18. How do clients distinguish employee vendors from account vendors in QuickBooks Accounting?

- Sap Concur solutions filter based on the presence of a first name, last name, and email address.

### 19. How do I refresh employee vendor data from QuickBooks Accounting?

- Employee contact (Vendor) data is refreshed by clicking the **Add Users from QuickBooks Accounting** button on the **Users** page in Product Settings.
- Employee contact (Vendor) data is refreshed immediately; there is no delay.

### 20. How do I refresh account vendor data from QuickBooks Accounting?

- Account vendor data is refreshed by clicking the **Add Vendors from ERP** button on the **Manage Vendors** page.

- Account vendor data is refreshed immediately; there is no delay.

**21. Is ACH information included as part of the vendor master record when sending vendor master data via the QuickBooks connector?**

- No. ACH information is included when sending vendor master data.

**22. Why am I getting an error when I try to add large numbers of vendors?**

- Clients with large amounts of data might encounter timeout issues. SAP Concur makes live API calls when trying to fetch and post data. Try adding between 50 and 100 vendors/users at a time.

**23. Will vendors created in SAP concur sync back to QuickBooks?**

- No. SAP concur does not create a new vendor profile in QuickBooks. SAP Concur treats QuickBooks as the source of truth. All employee and AP vendors must be created in QuickBooks first, and then be pulled into SAP Concur.

**24. I only want to post transactions to my credit card bank account or credit card vendor. Do I still need to set up all users as a vendor in QuickBooks Accounting?**

- Yes. All users in SAP Concur must be set up as a vendor with first name, last name, and email address in QuickBooks. This is required to set up a user in SAP Concur.

---

## Tax Codes

**25. Does the QuickBooks integration support VAT/GST?**

- QuickBooks Desktop - No.
- QuickBooks Online - Yes.

---

## Posting Bills and Credit Card Transactions to QuickBooks

**26. Can I post a credit card transaction as a bill or to my credit card bank account?**

- Yes, clients can post transactions as a bill to the credit card vendor name or post the transactions to the credit card bank account.

**27. I am using Concur pay to reimburse my employees, will the integration close out the employee vendor bills?**

- QuickBooks Desktop - No.
- QuickBooks Online - No, you must manually close out the bills in QuickBooks. No. Clients must use only payment manager to close out the



Concur pay batch to trigger the payment demand. They will not get an extract to post into QuickBooks. At the processor level, upon approval, the expense reports will post as a bill into QuickBooks to the employee vendor name. Clients must then go into QuickBooks to close out those bills. Currently, there is not an API to post payment confirmations back to QuickBooks to close out the bills

**28.If the February claim contains January transactions, and January month end has been closed in QuickBooks, will the January transactions post to QuickBooks?**

- For Credit card transactions posting to the credit card bank account we post the credit card transaction date. If the transaction date is from January and January is closed then those transaction will NOT post to QuickBooks; however, you can post credit card transactions to the credit card bank account OR as a bill to the credit card vendor name. When posting bills, we post based on bill posting preferences.

**29. On the Payment Types page, what is consolidated vendor handling used for?**

- Consolidated vendor handling is used when clients have credit card feed transactions coming into SAP Concur. It is best practice to use consolidated vendor handling for credit card transactions. SAP Concur first looks for the vendor name (exact match) in the ERP. If the vendor name is not there, SAP Concur creates a new vendor. When using consolidated vendor handling, SAP Concur will look for the vendor name in QuickBooks. If an exact match for that specific vendor name is not found, SAP Concur will not create a new vendor but will post to the "dummy" vendor. This prevents multiple vendors from being created in QuickBooks.

Do you want to use Consolidated Vendor Handling? ⓘ

Yes  
 No

New credit card merchants will be consolidated under this vendor record in your ERP. \* ⓘ

0/41

**30. Can I map my credit card to my bank account?**

- Yes, however bank accounts will only post positive transactions. Any negative transaction in a report/invoice will fail to post

**31. When I import my accounting vendors into SAP Concur the vendor payment method defaults to Client. After I change the vendor payment method to ACH, it seems to revert back to client.**

- When you add vendors from the ERP we will default to client. Once changed in SAP Concur the value will hold. If you re-add the same vendor from using the "Add Vendors From ERP" then the value will default back to client.

### **32. Posting failed with the following error:**

#### **"No transaction type mapping was found. Transaction posting as CARD"**

- Check in the Payment Types page in the accounting set up to make sure that your credit card payment type is mapped to your QuickBooks credit card name.

### **33. I get the following posting error when trying to add my employee vendors:**

#### **"The Employee ID is already assigned to a different employee."**

- This error normally occurs when the employee travel profile shows an employee ID, instead of the employee expense name. These two values need to match.

---

## **Connecting and Disconnecting**

### **34. How can I confirm that I have connected QuickBooks to SAP Concur solutions?**

- In SAP Concur Product Settings, on the **Accounting** page, you will see QuickBooks displayed as the selected accounting software. Under the selected accounting software, you will see a message like the following:

You are currently connected to [QuickBooks account name]-  
123146376969944

### **35. What if I need to disconnect from QuickBooks Accounting?**

- We recommend that clients wait to disconnect from QuickBooks if they have any reports or invoices in-flight. This includes reports and invoices that have been created but not yet submitted.

---

## **Troubleshooting/Errors**

### **36. When trying to connect to QuickBooks Desktop, I receive one of the below errors. How do I fix this?**

- QBWC1040- Web connector user did not provide a valid user name and/or password
  - The person who is connecting to QBD must be the master admin and connect to SAP Concur in single user mode.
- QBWC1033- QuickBooks web connector failed to initialize QBWC log.txt file and will not run

- This could happen due to a few possible reasons including that the web connector does not have permission to open the log file or make changes to the log file, the log file does not exist, or the drive where the log file is stored is out of space. To fix common Web connectors errors please refer to the Intuit guide [https://quickbooks.intuit.com/learn-support/en-us/help-article/open-programs/fix-common-web-connector-errors-quickbooks-desktop/L9slolvg0\\_US\\_en\\_US](https://quickbooks.intuit.com/learn-support/en-us/help-article/open-programs/fix-common-web-connector-errors-quickbooks-desktop/L9slolvg0_US_en_US)

