

# **FREQUENTLY ASKED QUESTIONS**

## **Expense: Concur QuickBooks Connector**

### **Last Revised: March 13 2015**

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

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## 1. What versions of QuickBooks does the Concur Connector support?

Concur supports the United States (US) versions of QBDesktop (QBD) and QBOonline (QBO).

## 2. Can both Company Cards and Employees be paid via QuickBooks?

Yes, it is best practice to set up both company card and employee batches for QuickBooks.

## 3. What data does QuickBooks import?

QuickBooks imports data based on Expense and Payment type. For example:

Expense Report 08/20/2012

Expenses	Date	Expense	Amount	Requested
<input checked="" type="checkbox"/>	07/23/2012	Gas COSTCO WHSE #01	\$70.31	\$70.31

TOTAL AMOUNT: \$70.31, TOTAL REQUESTED: \$70.31

Expense Type: Gas, Transaction Date: 07/23/2012, Amount: 70.31, USD, Customer Job: Customer 2:Muhaney Pr, Department: Sales, Payment Type: Cash = reimburseable expense, Payment Type: AMEX (for example) = company paid corporate card expense

## 4. What terminology is helpful for me to understand?

- **QuickBooks (QB)** is an accounting package used to manage the financial end of a business. It has several centers: Vendor Center, Employee Center, Invoice Center, Credit Card Center, and Online Banking are the most frequently used ones. You may or may not use all of them.
- **Intuit Sync Manager** is an Intuit utility that allows you as a QuickBooks customer to sync your QuickBooks Desktop data to the Intuit cloud. This makes the data available for download into Intuit-approved third party applications, including Concur Expense Small Business edition and Concur Expense Standard edition. To use the Intuit Sync Manager, you must have an Intuit online account.
- **Intuit Anywhere** is the Intuit multi-client cloud environment where your QuickBooks data is stored once it is uploaded by the Sync Manager. This term describes the Intuit technology that Concur employs for the Concur

QuickBooks Connector. The term is used more often by developers, than by day-to-day QuickBooks users.

- **Concur QuickBooks Connector** is an option for QBDesktop and QBOOnline clients. It links Concur Expense to Intuit's cloud, providing a bi-directional data exchange between your Concur Expense database and the Intuit cloud. As a QBDesktop user, you upload your QuickBooks data to the cloud using the Intuit Sync Manager. QBOOnline data already resides in the cloud so Intuit Sync Manager is not necessary.
- **QB Admin** is someone with administrator permissions in both QuickBooks the Sync Manager.

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**NOTE:** The Sync Manager access to and from Concur *must* be via QuickBooks credentials that have full administrator permissions.

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- **Web Connector** is an older synchronization utility used by some companies. Concur Expense does not support Web Connector synchronizations. Concur Expense requires the Intuit Sync Manager utility.

## 5. Who should administer QuickBooks?

Intuit requires you, as their QBDesktop customer, to use Intuit Sync Manager to upload your data to the Intuit cloud. Once the data is available in the cloud, the Concur QuickBooks Connector can facilitate bi-directional data exchange for purposes of importing list values, employees and vendors, and sending approved expense transactions between Concur Expense and QuickBooks data.

The Intuit cloud requires login credentials belonging to a person who has access to the QuickBooks company file they would like to connect to Concur Expense. When initiating Intuit Sync Manager for the first time, you will be prompted for these Intuit credentials. Subsequently in Concur, you will be prompted for these same Intuit credentials.

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**!** Entering the same set of credentials facilitates the required authorization process to ensure that your QuickBooks data is safe and secure.

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You should have at least one Intuit online account (for the QuickBooks administrator) since Intuit Sync Manager must be run by the QuickBooks administrator.

If the QuickBooks administrator will not be the Concur administrator, a *second* Intuit online account should be set up for the Concur administrator. If an account specifically for the Concur administrator is necessary, the name and email address should be provided to your Concur Implementation Consultant (IC) at your earliest opportunity.

## 6. What is the purpose of Sync Manager?

Concur uses the Intuit Sync Manager and the Intuit cloud to retrieve your data. If you are unable to connect to the Intuit Sync Manager or experience Intuit Sync Manager issues, bring these issues to the attention of Intuit Client Support.

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! As a Concur QuickBooks Connector client, you must run Intuit Sync Manager via a QuickBooks account that has full administrative privileges.

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You may contact Intuit Client Support by calling: **(800) 450-8475** or visiting <http://support.QuickBooks.intuit.com/support>.

## 7. How does the Intuit Sync Manager application work with Concur?

You will use the Intuit Sync Manager utility to put your Desktop data into the Intuit cloud. The Concur QuickBooks Connector receives your data from the Intuit cloud – not from your Desktop.

Intuit charges Concur for each instance of connecting to their cloud, but they do not charge you. If you are a Concur Expense Standard edition customer, you pay uplift for the Concur QuickBooks Connector. If you are a Concur Expense Small Business edition customer, you receive uplift bundled automatically at no additional charge.

## 8. What is Cost Tracking and how does it relate to QuickBooks?

Data that is to be tracked can be selected on Concur's (Setup wizard) **Cost Tracking** page and then integrated with your QuickBooks account.

Your employees can either choose the cost center from a list or type it when creating their expense reports.

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**NOTE:** Your existing **customer:job** field data will be integrated with QuickBooks. Or, you may clear this check box on Concur's (Setup wizard) **Cost Tracking** page. If you clear (uncheck) this cost object, you will be prompted to allow the loss of all historical data associated with this field.

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## 9. Is using Intuit Sync Manager required?

If you use QBDesktop, then yes. QBOnline customers' data resides in the Intuit cloud by default.

## 10. How do I contact QuickBooks for help with Intuit Sync Manager error messages?

You may contact Intuit Client Support by calling: **(800) 450-8475** or visiting <http://support.QuickBooks.intuit.com/support>.

## 11. How do I verify that the Credit Card account from QuickBooks is selected in Concur Expense?

Verify your configuration on Concur's (Setup wizard) **Company Card** page (**Accounting** tab). For example:

The screenshot shows the 'Company Card' setup page in Concur, specifically the 'Accounting' tab. The page title is 'Company Card' with a subtitle 'This is where you set up company card information to import and configure how the transactions are paid.' Navigation buttons 'Skip', 'Previous', and 'Next' are in the top right. A sidebar on the left lists setup steps: 1) Introduction, 2) Expense Types, 3) Cost Tracking, 4) Settings, 5) American Express, 6) Employee Reimbursements, 7) Company Card (highlighted), and 8) Users. The main form has 'Save' and 'Cancel' buttons at the top left. A text field 'What do you want to name this card program?' contains 'Company Paid Credit Card'. A yellow callout box says 'Select how your company card transactions appear in QBs, for example Credit Card or Bill.' pointing to the 'How do you want your transactions to appear in QuickBooks?' dropdown, which is set to 'Credit Card'. Another yellow callout box says 'Manage pre-existing company card transactions.' pointing to the 'How do you want us to handle charges that have already been entered in QuickBooks?' dropdown, which is set to 'Match expense data to the existing credit card charge in QuickBooks'. At the bottom, a dropdown for 'QuickBooks Credit Card Account' is set to 'Company Paid Credit Card 1', with a yellow callout box saying 'Select where (in QuickBooks) your company card transaction will go.' pointing to it. A 'Cash Account Code' field is empty, and a note says 'We use this information to populate field values in your accounting file.'

If this data is missing, verify that the credit card account exists in QuickBooks.

**NOTE:** The majority of Concur Expense clients post their corporate card transactions using the Credit Card QuickBooks transaction type, making this is a best practices configuration.

## 12. How do I select how the vendor and credit card accounts will appear in QuickBooks?

Use Concur's (Setup wizard) **Employee Reimbursements** page to choose how the transactions will appear in QuickBooks. For example:

The screenshot shows the 'Employee Reimbursements' setup page. On the left is a navigation menu with items 1) Introduction, 2) Expense Types, 3) Cost Tracking, 4) Settings, 5) American Express, 6) Employee Reimbursements (highlighted), 7) Company Card, and 8) Users. The main content area has a title 'Employee Reimbursements' and a subtitle 'This is where you specify how you will pay your users for their expenses.' There are 'Skip', 'Previous', and 'Next' buttons at the top right. Below the title are 'Save' and 'Cancel' buttons. The form contains several dropdown menus: 'Which country are you setting the employee payment method for?' (UNITED STATES), 'Which currency do you plan to reimburse these employees with?' (US, Dollar), and 'Which payment method will you use to reimburse these employees?' (Company Check (via Accounts Payable)). Below these are 'Schedule' and 'Accounting' tabs. The 'Accounting' tab is active, showing a section 'How do you want your transactions to appear in QuickBooks?' with a dropdown menu set to 'Bill'. A red arrow points to this dropdown with a yellow callout box saying 'Select how your Cash reimbursements will appear in QuickBooks'. Below this is a section 'QuickBooks Liability Account Code: Cash Account Code' with a dropdown menu set to 'Accounts Payable'. A red arrow points to this dropdown with a yellow callout box saying 'Select where (in QuickBooks) your expenses will go.' There are also fields for 'Bill Posting Date' and 'Batch Close Date'.

On the **Company Card** page, charges must be matched to existing card charges in QuickBooks. For example:

The screenshot shows the 'Company Card' setup page. On the left is a navigation menu with items 1) Introduction, 2) Expense Types, 3) Cost Tracking, 4) Settings, 5) American Express, 6) Employee Reimbursements, 7) Company Card (highlighted), and 8) Users. The main content area has a title 'Company Card' and a subtitle 'This is where you set up company card information to import and configure how the transactions are paid.' There are 'Skip', 'Previous', and 'Next' buttons at the top right. Below the title are 'Save' and 'Cancel' buttons. The form contains several dropdown menus: 'What do you want to name this card program?' (Company Paid Credit Card), 'How do you want your transactions to appear in QuickBooks?' (Credit Card), 'Use consolidated vendor handling?' (Yes), 'New credit card merchants will be consolidated under this vendor record in QuickBooks:' (empty), 'Use the data sync to send approved expense transactions to QuickBooks?' (No), and 'How do you want us to handle charges that have already been entered in QuickBooks?' (Match expense data to the existing credit card charge in QuickBooks). A red arrow points to the 'Credit Card' dropdown with a yellow callout box saying 'Select how your company card transactions appear in QBs, for example Credit Card or Bill.' Below this is a section 'QuickBooks Credit Card Account: Cash Account Code' with a dropdown menu set to 'Company Paid Credit Card'. A red arrow points to this dropdown with a yellow callout box saying 'Select where (in QuickBooks) your company card transaction will go.' There are also fields for 'Batch Close Date' and 'Batch Close Date'.

### 13. How do I get my QuickBooks cost tracking list items (such as customers and classes) into Concur?

For Concur Expense Standard Edition, on the **Cost Tracking – List Item** page (**List Items** tab) click **Import**.

**Cost Tracking - List Items**  
This is where you enter the items that a user will select from within a list associated with a specific field.

1) Introduction 2) Policy Groups 3) Cost Tracking 4) Expense > 5) Users 6) Reporting Configuration

1 Data To Track 2 Linked Lists 3 Data Entry Details 4 List Items

First: Select the list field in the left pane below to start entering list items.  
Second: Either click **Import** to import a spreadsheet of items, or manually enter list items in the right pane. To enter a second level list item, select the first level field you would like the item to appear under.

List Name	Field Label	Levels
Customer:Job	Customer:Job	1
Department	Department	1

Filter: Enter text to filter child items

**Import** New Remove

- Customer:Job
  - Customer 1 (Q1)
  - Customer 2 (Q6)
  - Customer 3 (Q4)

For Concur Expense Small Business Edition, on the **Cost Tracking – List Item** page (**List Items** tab) click **Sync**.

**Cost Tracking - List Items**  
This is where you enter the items that a user will select from within a list associated with a specific field.

1) Introduction 2) Expense Types 3) Cost Tracking 4) Settings 5) American Express 6) Employee Reimbursements 7) Company Card 8) Users

1 Data To Track 2 Data Entry Details 3 List Items

Field Label	Item Count
Business Unit (QuickBooks Class)	6
Cost Center (QuickBooks Class)	2
Customer:Job (QuickBooks Customer)	3

**Sync**

Name	Code
Class One	Q1
Class One:Class A	Q5
Class One:Class B	Q6
Class One:Class C	Q7
Class Three	Q3
Class Two	Q2

## 14. How do I map the QuickBooks Account Codes?

On the **Manage Expense Types** page, for each Concur expense type, select from the drop-down list in the **QuickBooks Account Name or Number** column.

The screenshot shows the 'Manage Account Codes' page in Concur. The page has a sidebar with navigation links: 1) Introduction, 2) Policy Groups, 3) Cost Tracking, 4) Expense <, 5) Users, and 6) Reporting Configuration. Under 'Expense <', there are links for Expense Types, Approval Routing, Compliance Controls, Car Configuration, Employee Reimbursements, Company Card, and File Export Configuration. The main content area is titled 'Manage Account Codes' and includes a sub-header: 'Here's where you set up your expense types and account codes, and define the fields on expense and attendee forms. If you need other expense types, add new ones rather than repurposing the existing expense types.' Below this, there are tabs for 1) Expense Types, 2) Account Codes, 3) Expense Forms, and 4) Attendee Forms. The 'Expense Types' tab is active. It shows a table with columns for 'Expense Type' and 'QuickBooks Account Name or Number'. A dropdown menu is open for the 'Advertising and Promotion' expense type, showing a list of QuickBooks account codes. The 'QuickBooks Account Name or Number' column is highlighted with a red circle.

Expense Type	QuickBooks Account Name or Number	Default Code
Advertising and Promotion	Advertising and Promotion	
Agency Booking Fees	Advertising	
Airfare	Advertising and Promotion	
Airline Fees	Automobile Expense	
Bank Fees	Bank Service Charges	
Breakfast	Breakfast	
Bus	Business Entertainment	
Business Calls	Business Licenses and Permits	
Business Meals (Attendees)	Charitable Contributions	
Car Maintenance/Repairs	Computer and Internet Expenses	
Car Rental	Continuing Education	
Car Rental - Insurance	Depreciation Expense	
Courier/Shipping/Freight	Dinner	
Currency Exchange Fees	Dues and Subscriptions	
Dinner	Hotel	
Due from Employee	Hotel Tax	
Entertainment - Client		
Entertainment - Staff		
Fuel		

## 15. How do I close a batch, send data to QuickBooks, view the text file, and then view sync details?

To look at the batches, click **Administration > Company > Tools > Payment Manager**.

Batches are sorted by currency, payment method and payment type.

1. For the desired batch, click **close now**. Concur will create your transaction file.
2. Click **download file**.
3. Select a location on your computer to save the file.
4. Click **Save**.



5. (Optional) QBDesktop clients, click **sync details**.

When clicking on the count, the list of payment demands of each batch open.

When clicking on send data, the data gets sent to QuickBooks

When clicking on sync details, details of the synchronization between Concur and QuickBooks accounts can be viewed.

Total	Status	Count	Closed Date	Actions
0.00 USD	Open	0		
1,801.96 USD	Completed	4	06/20/2014	<a href="#">send data</a> <a href="#">sync details</a>
1,345.34 USD	Completed	1	06/19/2014	<a href="#">send data</a> <a href="#">sync details</a>
5,545.64 USD	Completed	15	06/18/2014	<a href="#">send data</a> <a href="#">sync details</a>
477.59 USD	Completed	1	06/07/2014	<a href="#">send data</a> <a href="#">sync details</a>
26,512.14 USD	Completed	26	06/02/2014	<a href="#">send data</a> <a href="#">sync details</a>
75.22 USD	Completed	1	05/28/2014	<a href="#">send data</a> <a href="#">sync details</a>
0.00 USD	Open	0		

**NOTE:** QBOnline clients do not need a **sync details** link.

6. (Optional) QBOnline clients, click **Sync Details for Batch Total** (tab).

Payment Demands For Batch Total: 1,801.96 USD

Sync Details For Batch Total: 1,801.96 USD

Report Name	Report ID	Employee Name	Amount	Type	Status	Sync Date
Statement End...	90903998D4D6...	David Gutierrez	12.54	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	90903998D4D6...	David Gutierrez	1.94	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	90903998D4D6...	David Gutierrez	4.99	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	90903998D4D6...	David Gutierrez	6.9	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	888202D39793...	David Gutierrez	0.01	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	888202D39793...	David Gutierrez	5.9	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	888202D39793...	David Gutierrez	24.02	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	57808CF5DD18...	David Gutierrez	12.18	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	57808CF5DD18...	David Gutierrez	35.89	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	57808CF5DD18...	David Gutierrez	207.15	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	57808CF5DD18...	David Gutierrez	31.93	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	57808CF5DD18...	David Gutierrez	8.98	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	57808CF5DD18...	David Gutierrez	7.48	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement End...	57808CF5DD18...	David Gutierrez	17.53	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement end...	18544DDE8B40...	Justin Rodwell	14.01	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement end...	18544DDE8B40...	Justin Rodwell	6.99	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement end...	18544DDE8B40...	Justin Rodwell	24	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement end...	18544DDE8B40...	Justin Rodwell	2.15	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014

## 16. How do I disable QuickBooks?

Contact Concur.

## **17.What information do I need to have ready before I call Concur?**

- Are you a QBOOnline or QBDesktop client?
- What is your QuickBooks version, including the year (must be 2007 or later)?
- Who is your QuickBooks Administrator?
- Did you use the Sync Manager today via QuickBooks?
- When was the last time you synchronized using the Sync Manager?
- Do you use other apps from the Intuit App Center?
- Do you have a login for IntuitApps.com?
- Do you use QuickBooks Payroll? (If so, you will first need to sync to QuickBooks from Concur, and then through Payroll.)
- Are you currently using another Concur product(s)?
- What is your transition plan? (Are you ready to disable sync to Concur Small Business?)

