

FREQUENTLY ASKED QUESTIONS

Expense: Concur QuickBooks Connector

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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:

The screenshot displays the Concur Expense Report interface for 08/20/2012. The main table shows an expense for 'Gas' at 'COSTCO WHSE #01' for \$70.31. The detailed form below includes fields for Expense Type (Gas), Transaction Date (07/23/2012), Business Purpose (Customer:Job), Payment Type (Company Paid Credit Card), Cost Center, Department (Sales), and Amount (70.31). Red boxes and arrows highlight specific fields: 'Customer:Job' (Business Purpose), 'Company Paid Credit Card' (Payment Type), 'Sales' (Department), 'Payment Type: Cash = reimburseable expense', and 'Payment Type: AMEX (for example) = company paid corporate card expense'. The bottom of the form shows 'TOTAL AMOUNT \$70.31' and 'TOTAL REQUESTED \$70.31'.

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 QBOnline 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. QBOnline 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.

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

- **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.

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

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.

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

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.

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.

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 the Accounting tab. The page title is 'Company Card' and the subtitle is 'This is where you set up company card information to import and configure how the transactions are paid.' The page has a navigation bar with 'Skip', 'Previous', and 'Next' buttons. A sidebar on the left lists steps from 1) Introduction to 8) Users, with '7) Company Card' selected. The main content area has a 'Save' and 'Cancel' button at the top. Below that, there's a text input field for 'What do you want to name this card program?' with the value 'Company Paid Credit Card'. A callout box points to this field with the text 'Select how your company card transactions appear in QBs, for example Credit Card or Bill.' Below this is a dropdown menu for 'How do you want your transactions to appear in QuickBooks?' with 'Credit Card' selected. A red arrow points to this dropdown. Next is a dropdown for 'Use consolidated vendor handling?' with 'Yes' selected. Below that is a text input for 'New credit card merchants will be consolidated under this vendor record in QuickBooks:'. Then a dropdown for 'Use the data sync to send approved expense transactions to QuickBooks?' with 'No' selected. A callout box points to this dropdown with the text 'Manage pre-existing company card transactions.' Below that is a dropdown for 'How do you want us to handle charges that have already been entered in QuickBooks?' with 'Match expense data to the existing credit card charge in QuickBooks' selected. A red arrow points to this dropdown. At the bottom, there's a 'QuickBooks Credit Card Account:' dropdown with 'Company Paid Credit Card' selected. A callout box points to this dropdown with the text 'Select where (in QuickBooks) your company card transaction will go.' To the right of this dropdown is a 'Cash Account Code' input field and the text '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 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:

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

Employee Reimbursements

This is where you specify how you will pay your users for their expenses.

Save Cancel

Which country are you setting the employee payment method for? UNITED STATES

Which currency do you plan to reimburse these employees with? US, Dollar

Which payment method will you use to reimburse these employees?
We will use this information to help you export payment data from Concur. Company Check (via Accounts Payable)

Schedule Accounting

How do you want your transactions to appear in QuickBooks? Bill

QuickBooks Liability Account Code: Cash Account Code
Accounts Payable

We use this information to populate field values in your accounting file.

Bill Posting Date Batch Close Date

Select how your Cash reimbursements will appear in QuickBooks

Select where (in QuickBooks) your expenses will go.

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

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

Company Card

This is where you set up company card information to import and configure how the transactions are paid.

Save Cancel

What do you want to name this card program?
(This name will also be the payment type name that end users see in the payment type drop-down) Company Paid Credit Card

Schedule Accounting

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:

Use the data sync to send approved expense transactions to QuickBooks? No

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

QuickBooks Credit Card Account: Cash Account Code
Company Paid Credit Card

We use this information to populate field values in your accounting file.

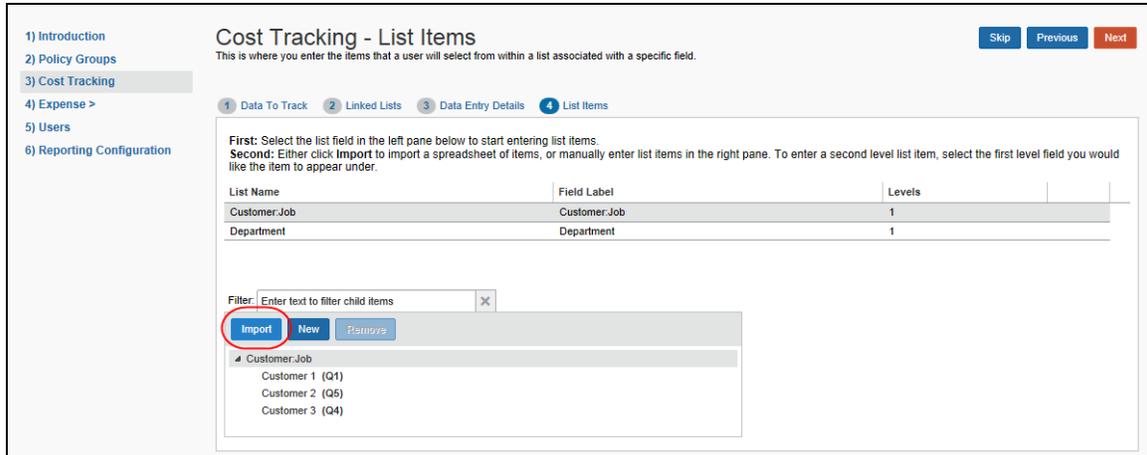
Select how your company card transactions appear in QBs, for example Credit Card or Bill.

Manage pre-existing company card transactions.

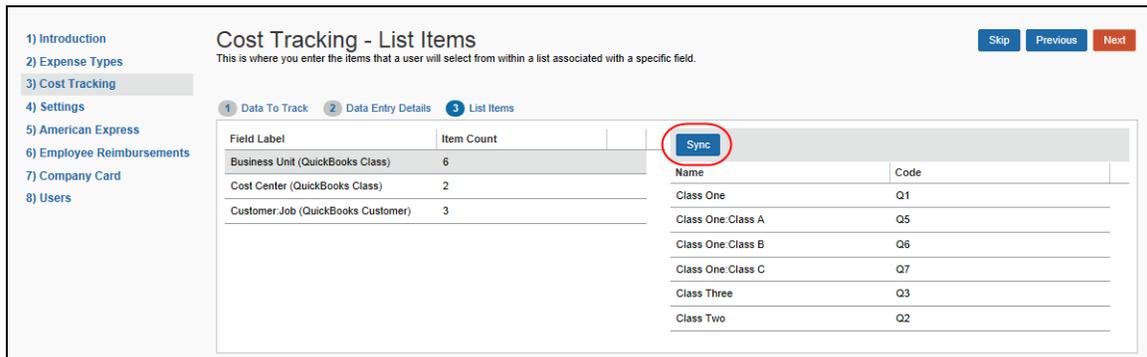
Select where (in QuickBooks) your company card transaction will go.

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**.

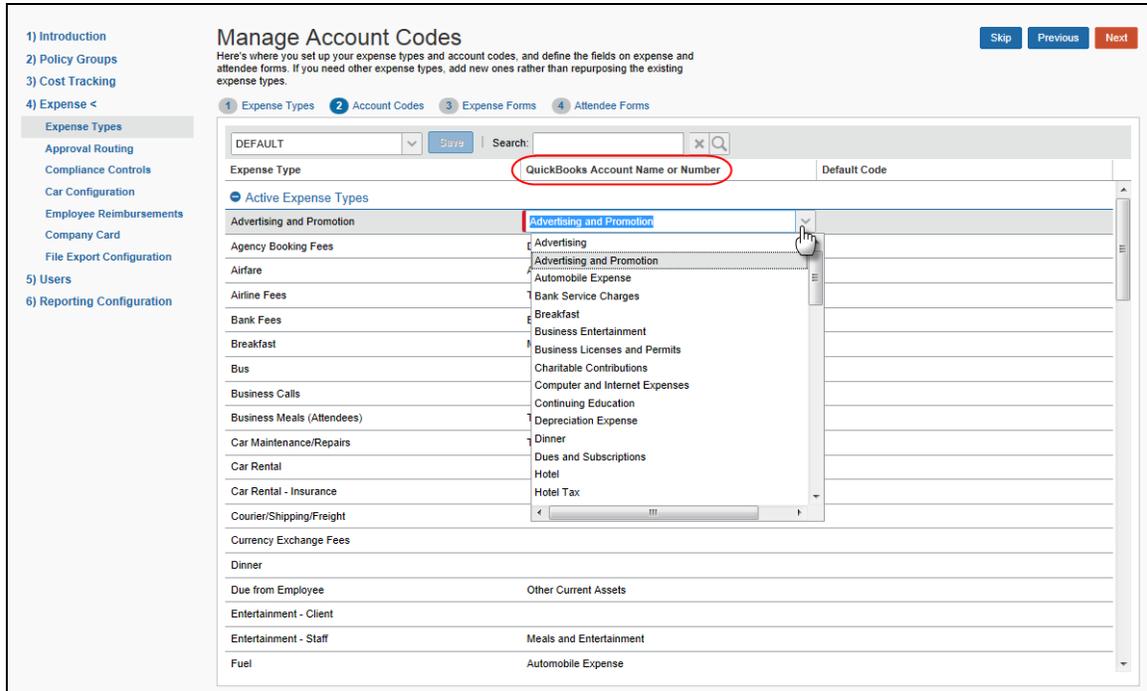


For Concur Expense Small Business Edition, on the **Cost Tracking – List Item** page (**List Items** tab) click **Sync**.



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.



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**.

Advanced Search

Batch ID: Type: Funding Account Name: Hide Unused Batches:

Closed Date (From): Closed Date (To):

Total

- 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
USD Company Paid: Card Batch Paid By Company Check (via Accounts Payable) - Retired				
USD Company Paid Credit Card: Card Batch Paid By Company Check (via Accounts Payable) - Retired				
USD: Employees Batch Paid By Company Check (via Accounts Payable)				
Chase MasterCard: Card Batch Paid By Company Check (via Accounts Payable)				
0.00 USD	Open	0		
1,801.96 USD	Completed	4	06/20/2014	send data sync details
1,345.34 USD	Completed	1	06/19/2014	send data sync details
5,545.64 USD	Completed	15	06/18/2014	send data sync details
477.59 USD	Completed	1	06/07/2014	send data sync details
26,512.14 USD	Completed	26	06/02/2014	send data sync details
75.22 USD	Completed	1	05/28/2014	send data sync details
American Express - Credit Card: Card Batch Paid By Company Check (via Accounts Payable) - Retired				
0.00 USD	Open	0		

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

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

Advanced Search | Payment Demands For Batch Total: 1,801.96 USD | [Sync Details For Batch Total: 1,801.96 USD](#)

Chase MasterCard: Card Batch Paid By Company Check (via Accounts Payable)

Report Name	Report ID	Employee Name	Amount	Type	Status	Sync Date
Statement Endi...	90903998D4D6...	David Gutierrez	12.54	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	90903998D4D6...	David Gutierrez	1.94	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	90903998D4D6...	David Gutierrez	4.99	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	90903998D4D6...	David Gutierrez	6.9	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	8882D2D39793...	David Gutierrez	0.01	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	8882D2D39793...	David Gutierrez	5.9	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	8882D2D39793...	David Gutierrez	24.02	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	57808CF5DD18...	David Gutierrez	12.18	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	57808CF5DD18...	David Gutierrez	35.89	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	57808CF5DD18...	David Gutierrez	207.15	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	57808CF5DD18...	David Gutierrez	31.93	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	57808CF5DD18...	David Gutierrez	8.98	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	57808CF5DD18...	David Gutierrez	7.48	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	57808CF5DD18...	David Gutierrez	17.53	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement endi...	18544DDE88A0...	Justin Rodwell	14.01	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement endi...	18544DDE88A0...	Justin Rodwell	6.99	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement endi...	18544DDE88A0...	Justin Rodwell	24	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement endi...	18544DDE88A0...	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?)

