FREQUENTLY ASKED QUESTIONS
Expense: Concur QuickBooks Connector
Last Revised: March 13 2015

Questions (Click to see the answers)

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

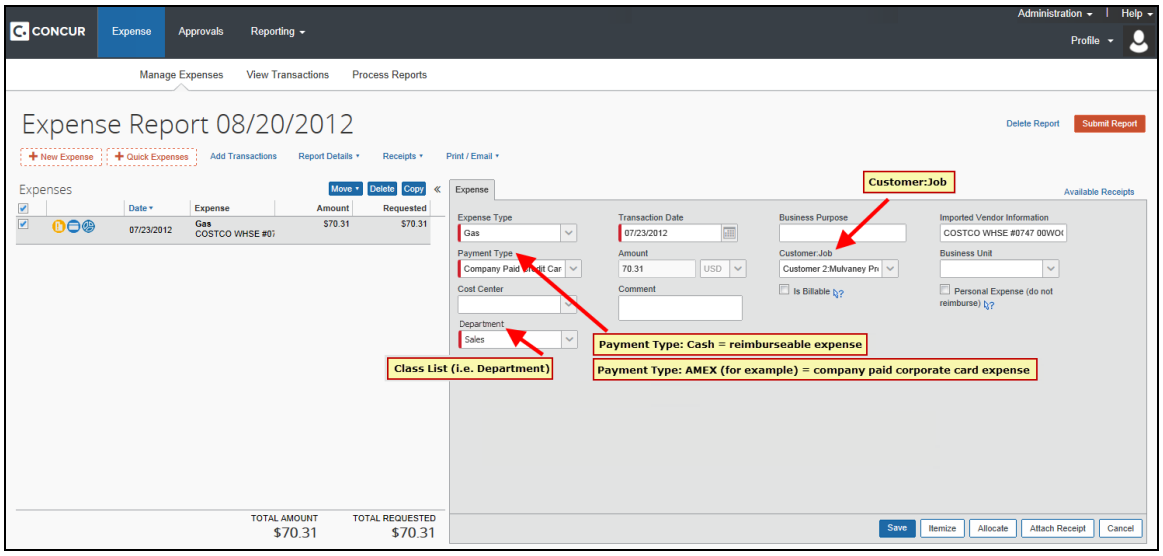
   Concur supports the United States (US) versions of QBDesktop (QBD) and QBOnline (QBO).

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:



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.

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9. Is using Intuit Sync Manager required?

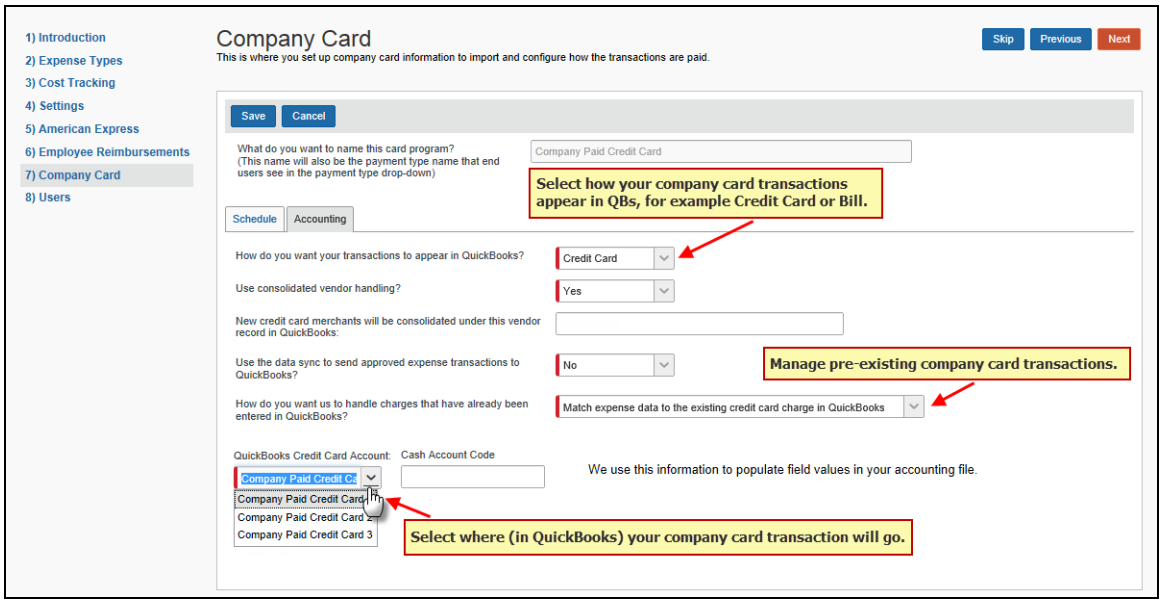
If you use QBDesktop, then yes. QBOnline customers' data resides in the Intuit cloud by default.

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:



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.

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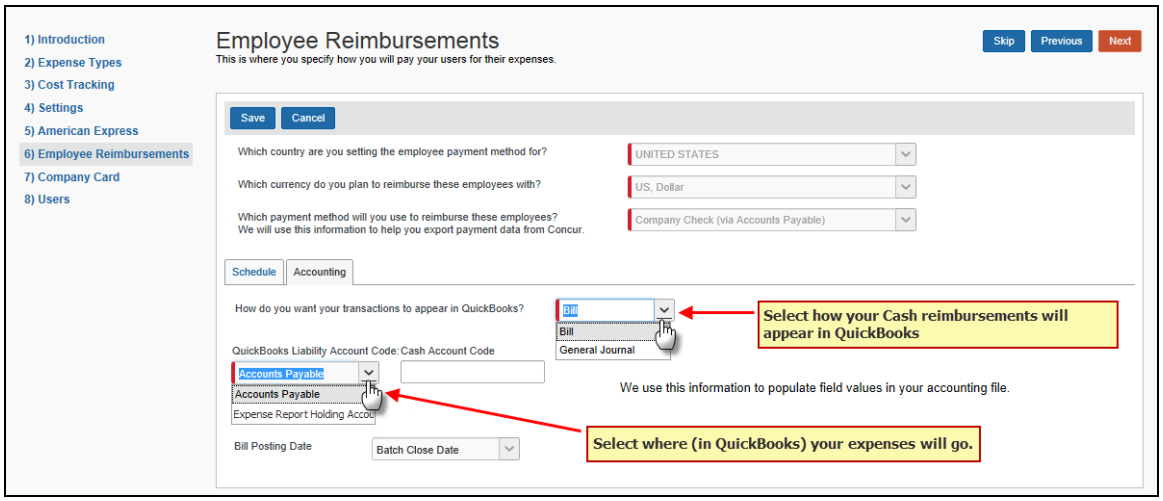
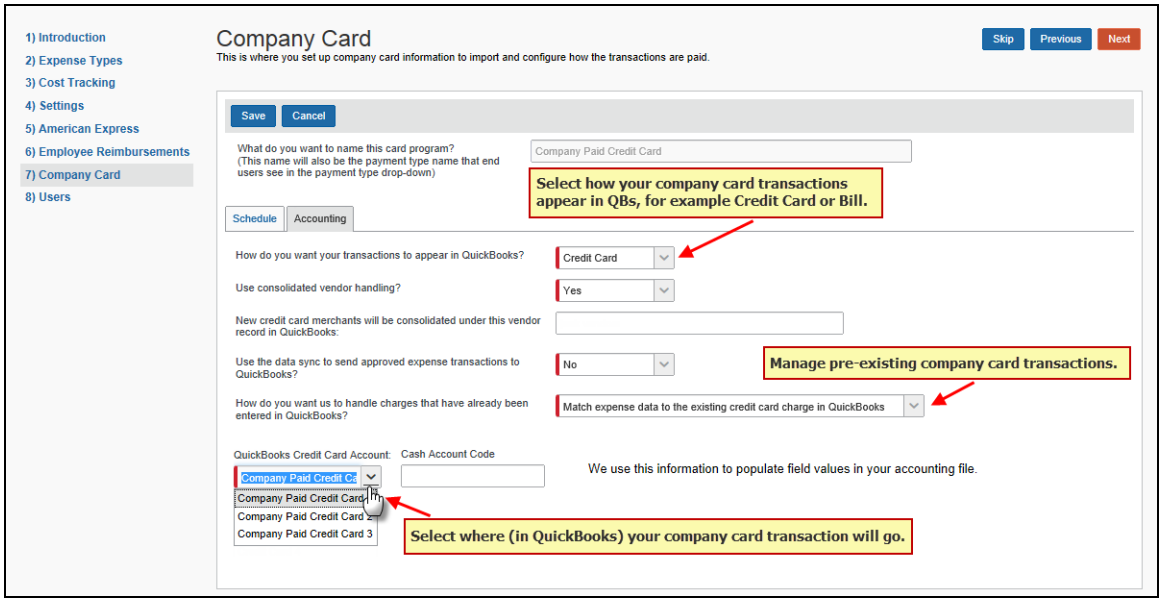
12. How do I select how the vendor and credit card accounts will appear in QuickBooks?

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

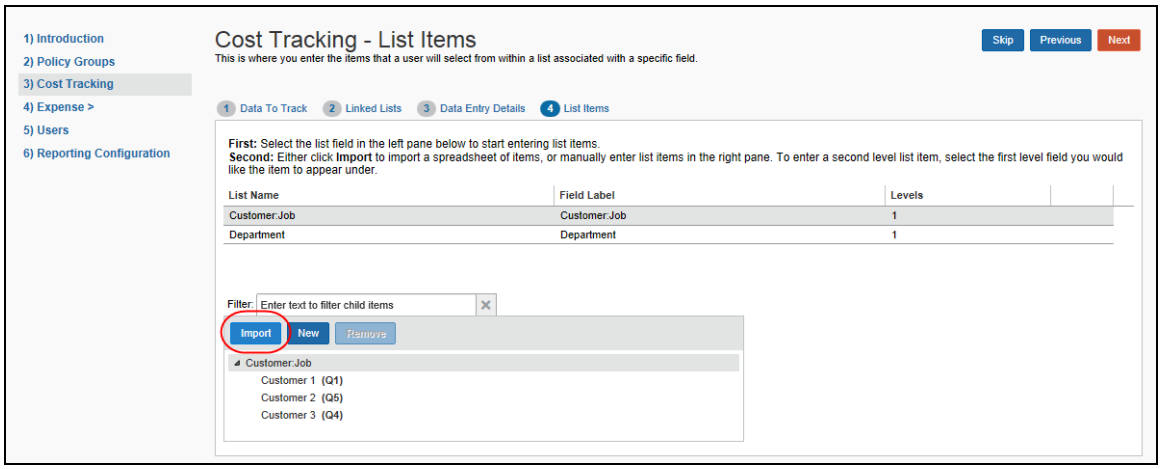


On the **Company Card** page, charges must be matched to existing card charges in QuickBooks. For example:

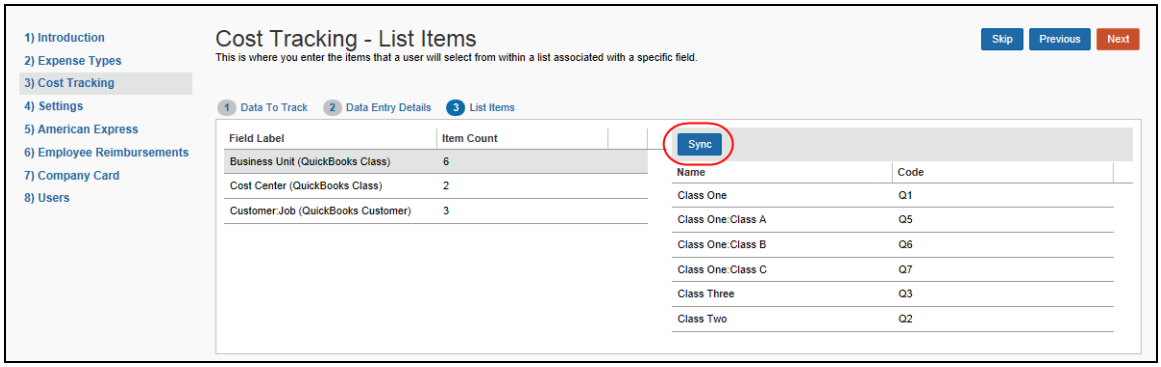


13. How do I get my QuickBooks cost tracking list items (such as customers and classes) into Concur?

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

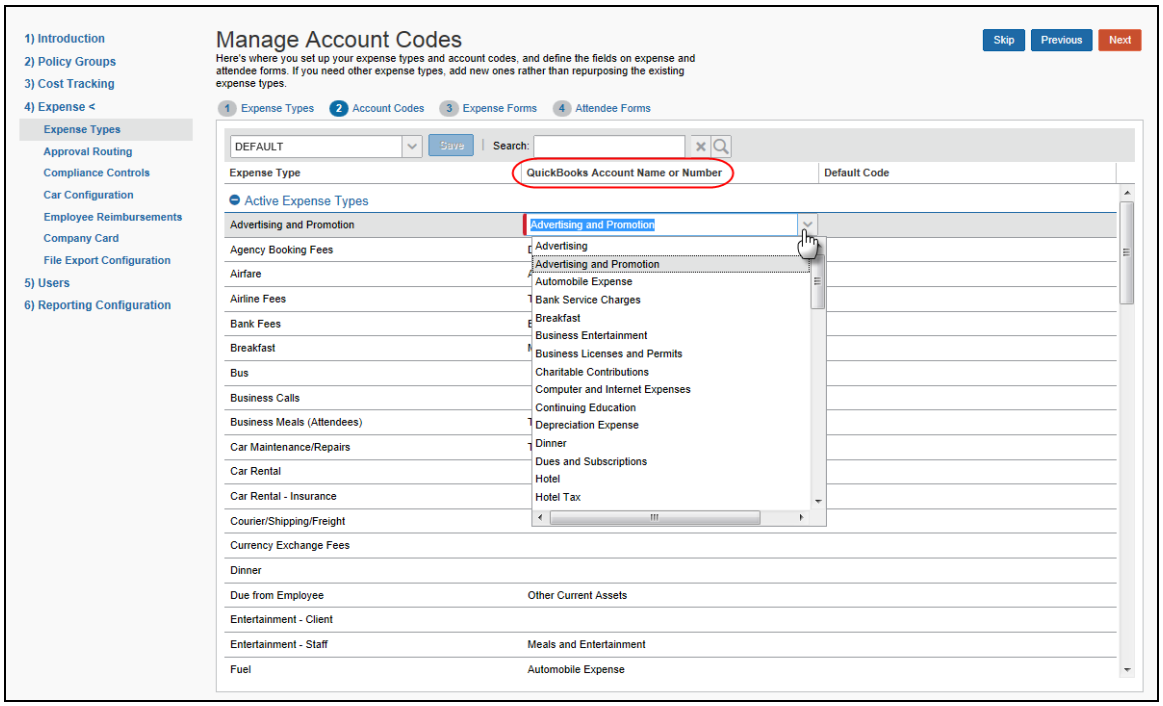


For Concur Expense Small Business Edition, on the **Cost Tracking – List Item** page (**List Items** tab) click **Sync**.



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.



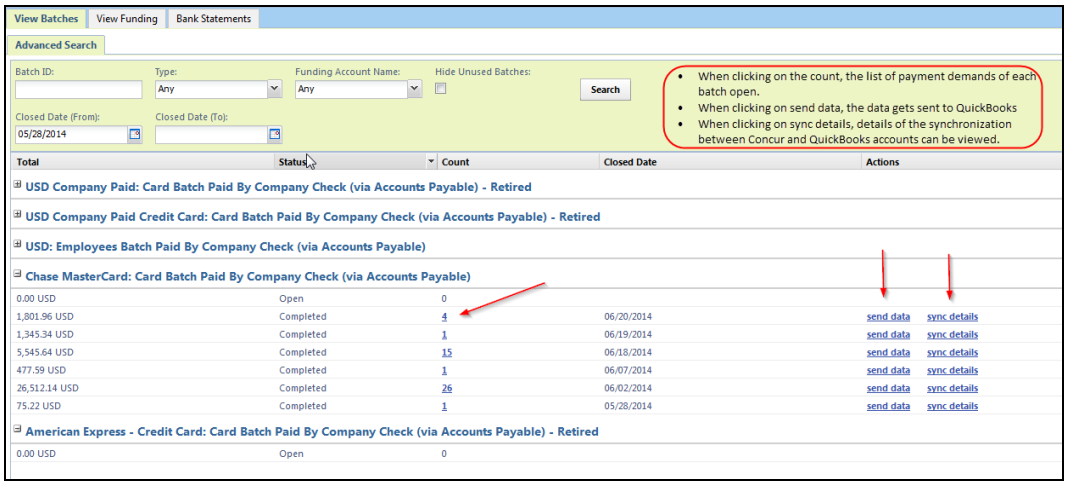
15. How do I close a batch, send data to QuickBooks, view the text file, and then view sync details?

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

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

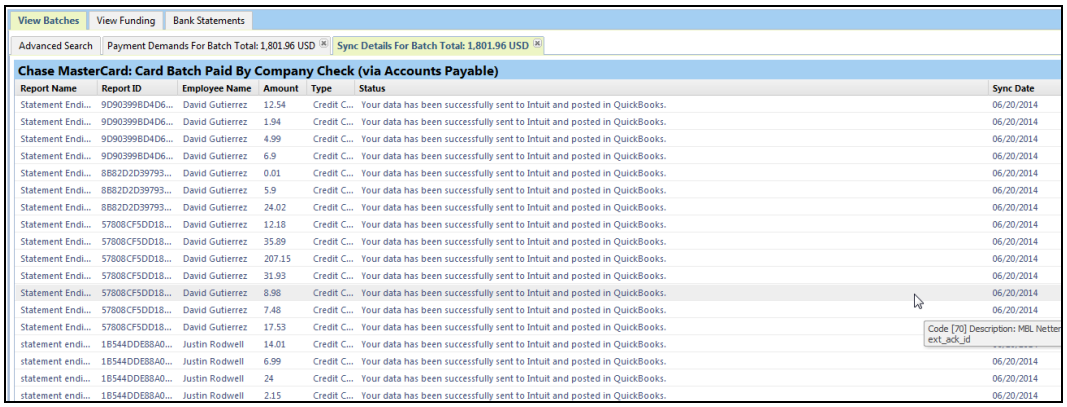
1. For the desired batch, click **close now**. Concur will create your transaction file.
2. Click **download file**.
3. Select a location on your computer to save the file.
4. Click **Save**.

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



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

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



16. How do I disable QuickBooks?

Contact Concur.

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

- Are you a QBOnline 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?)