

Shared: QuickBooks Connector

Setup Guide for Concur Standard Edition

Last Revised: October 22, 2021

Applies to these SAP Concur solutions:

- Expense
 - Professional/Premium edition
 - Standard edition

 - Travel
 - Professional/Premium edition
 - Standard edition

 - Invoice
 - Professional/Premium edition
 - Standard edition

 - Request
 - Professional/Premium edition
 - Standard edition
-

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Revision History

Date	Notes/Comments/Changes
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
October 22, 2021	Updated the ADP Payroll reimbursement method note
April 15, 2021	Updated the copyright year; no other changes; cover date not updated
March 22, 2021	Replaced "Company Card" with "Payment Types" to reflect the new module name.
February 20, 2021	The "Other Current Liabilities" QuickBooks account type is now supported.
November 14, 2020	Updated the images on page 5 and 10 to reflect the new "Connect to QuickBooks" button design.
September 23, 2020	Updated the Sync Account Codes section.
September 10, 2020	Updated the information about setting default account codes for Invoice.
July 27, 2020	Updated the screenshot in step 2 of the second procedure (Step 7) on page 23; cover date note updated.
July 7, 2020	Updated pages 4, 12, and 13 to reflect changes to the Custom Fields page.
April 27, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 15, 2020	Updated the copyright; no other changes; cover date not updated
August 17, 2019	Updated to reflect changes to the UI on the File Export > Select Format page.
June 8, 2019	Updated text and images throughout to reflect UI name change from "Cost Tracking" to "Custom Fields".
May 17, 2019	Updated these sections: <ul style="list-style-type: none"> • <i>Supported Editions of QuickBooks</i> • <i>QuickBooks Online Prerequisites</i> • <i>QuickBooks Desktop Prerequisites</i> • <i>Step 1: Accounting > Connecting QuickBooks Desktop with SAP Concur</i> • <i>Step 1: Accounting > Connecting QuickBooks Online with SAP Concur</i> • <i>Step 3: Expense Types > Mapping Expense Types to List Items/Products & Services</i> • <i>Step 4: Employee Reimbursements (Expense Only) > Entering Account Codes for Reimbursement Methods</i> • <i>Step 5: Company Card (Expense Only)</i> • <i>Disconnecting the Integration</i>
February 26, 2019	Updated the <i>Step 2: Cost Tracking</i> section with changes to list management.

Date	Notes/Comments/Changes
November 28, 2018	Updated the supported version number for the Intuit QuickBooks Connector to 2.3.0.20.
September 4, 2018	Updated these sections: <ul style="list-style-type: none"> • <i>Supported QuickBooks Account Types</i> • <i>Step 4: Employee Reimbursements (Expense Only) > Entering Account Codes for Reimbursement Methods</i>
July 27, 2018	Updated the <i>Configure the Intuit QuickBooks Connector in Concur > Step 2: Cost Tracking > Data Entry Details</i> section with new list functionality.
May 12, 2018	Added the <i>Supported QuickBooks Account Types</i> section and updated the <i>Step 2: Cost Tracking > Data Entry Details</i> section.
April 25, 2018	Added version information for QuickBooks Desktop to <i>Supported Editions of QuickBooks</i> section.
April 16, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
April 14, 2018	Added the <i>Step 8: Synchronize Vendors from QuickBooks (Invoice)</i> section.
February 10, 2018	Updated guide to include step by step instructions for configuration, added several sections, including: <ul style="list-style-type: none"> • Important Timing Considerations • QuickBooks Online Prerequisites • QuickBooks Desktop Prerequisites • Consolidated Vendor Handling • Managing the Integration
November 4, 2017	Updated guide to include new Product Settings page, which replaces the Setup Wizard.
October 4, 2017	Minor edit; no change to Last Revised date on cover or footers.
December 15, 2016	Changed copyright and cover; no other content changes.
June 17, 2016	Added Invoice specific information, so this guide is now a shared guide between Invoice and Expense.
March 18, 2016	Removed references to Sync Manager and Concur QuickBooks Connector Added information about Intuit QuickBooks Web Connector
November 20, 2015	Updated references to the Introduction step of setup because it has been renamed to Accounting.
March 13, 2015	Clarified how clicking Connect to QuickBooks impacts the Setup Wizard Removed information about two user interfaces
October 17, 2014	Updated GL Account Code information.
September 16, 2014	Added information about two user interfaces; no other content changes
May 16, 2014	New document. (This content originated from the <i>Expense Setup Guide for Concur Standard.</i>)

Intuit QuickBooks Connector

Section 1: Overview

SAP Concur and Intuit have partnered to make accounting for expenses in QuickBooks easier. SAP Concur Standard Edition lets you import QuickBooks accounting data into your SAP Concur configuration. This data allows you to utilize your unique accounting data when entering expenses and/or invoices. When you choose to send the data to QuickBooks, SAP Concur sends the expense data as a bill, or credit card charge, or the invoice data.

NOTE: If you would like to enable QuickBooks Connector for your company, contact Concur Client Services for more information.

Important Timing Considerations

Sending Expense/Invoice Data to QuickBooks

The QuickBooks Connector sends the approved reports/invoices to QuickBooks when the administrator clicks **send data** (Expense) or **Send to QuickBooks** (Invoice) in Payment Manager. Once the data has been sent to QuickBooks, the reports/invoices cannot be modified in SAP Concur.

Changing Accounting Information in QuickBooks

The QuickBooks Connector synchronizes accounting data from QuickBooks to SAP Concur at multiple times.

QuickBooks Online:

- Whenever the administrator views the Product Settings pages.
- Whenever the administrator clicks **My Intuit QuickBooks Online Data > Refresh** from the Accounting page of Product Settings.

QuickBooks Desktop:

- Whenever the Intuit administrator runs the QuickBooks Web Connector.



For more information, refer to the *Updating the Synchronized Data in SAP Concur* section of this guide.

In SAP Concur, the QuickBooks related data for expenses and invoices is stored in the report or invoice when it is submitted for approval. Any changes to the QuickBooks related data that happen in SAP Concur after the report or invoice is submitted are not reflected in the submitted reports or invoices. This preserves the record of the data as it was at the time of submission.

Because of this, you should manage the timing of changes in QuickBooks carefully. When making changes to any data in QuickBooks that would impact SAP Concur, you should verify that there are no submitted and unpaid reports or invoices. If the report/invoice is sent to QuickBooks while it contains data that is no longer valid, it will cause an error and fail to post. To correct this error, the processor must send the report or invoice back to the employee, who can re-submit it with the latest QuickBooks information.

The following changes in QuickBooks should be managed carefully:

- Removing a list item from a customer or class list
- Removing or renaming a cost object
- Removing or modifying account codes

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 QuickBooks and update the synchronized data in SAP Concur.

The administrator can review which reports are submitted and not yet sent to QuickBooks using the Expense Processor, Invoice Processor, and Payment Manager tools.



For more information, refer to the *Managing the Integration* section of this guide.

Supported Editions of QuickBooks

- **Plus (online)**: Full transaction and list (class, client, and location) integration (Expense only)
- **Essentials (online)**: Transaction integration only (Expense only)
- **Desktop (2018 or later)** Full transaction and list (class and client) integration. SAP Concur mirrors Intuit's policy for supporting only the most recent 3 years of products. Meaning, Intuit discontinues support for QBD versions older than 3 years. As of May 31, 2021 Intuit will discontinue support for QBD 2018.

QuickBooks Online Prerequisites

- **QuickBooks credentials**—Providing an administrative-level Intuit User ID and Password easily enables your SAP Concur system to access your QuickBooks data from the Intuit cloud.
- **Employees set up as vendors**—By design, QuickBooks sends employee specific expense information to SAP Concur using vendor settings. Employees must be set up as vendors in QuickBooks with a first name, last name, and email – all three of these fields are required by SAP Concur.
- **Company file**—This single QuickBooks company file connects to your SAP Concur system.

NOTE: The QuickBooks Online Connector only supports US & UK versions of QuickBooks. The connector does not support multicurrency transactions. All transactions from SAP Concur will post to QuickBooks in the home currency.

NOTE: If your QuickBooks company is managed by an accountant or a QuickBooks Pro Advisor, please seek advice from your accountant or Advisor.

QuickBooks Desktop Prerequisites

The Intuit QuickBooks Web Connector is compatible with SAP Concur and can be used with the following U.S. editions of QuickBooks Financial Software products:

- QuickBooks Enterprise Solutions
- QuickBooks Premier (2018 or later)
- QuickBooks Pro (2018 or later)
- QuickBooks Simple Start (2018 or later)

NOTE: The QuickBooks Desktop Connector only supports the US version of QuickBooks. The connector does not support multicurrency transactions. All transactions from SAP Concur will post to QuickBooks in USD (United States Dollar).

NOTE: SAP Concur certifies versions of the QuickBooks desktop web connector (QBWC) that come with the supported version of QuickBooks desktop. Intuit might release newer versions of the QBWC throughout the year. These versions work with the SAP Concur integration; however, not every version of QBWC is certified.

NOTE: If your QuickBooks company is managed by an accountant or a QuickBooks Pro Advisor, please seek advice from your accountant or Advisor.

Supported QuickBooks Account Types

The Concur QuickBooks Connector supports the following account types in QuickBooks:

- Expense
- Fixed Assets
- Cost of Goods Sold
- Other Current Assets
- Credit Card
- Accounts Payable
- Current Assets
- Other Current Liabilities

The connector does not support integrating the following account types with the **Is Billable** Cost field in Custom Fields:

- Fixed Assets
- Accounts Payable
- Credit Card



For more information, refer to the *Step 2: Custom Fields* section of this guide.

Section 2: Configure the Intuit QuickBooks Connector in SAP Concur

SAP Concur brings select QuickBooks configuration data into your SAP Concur company. As a QuickBooks user, SAP Concur will prompt you for QuickBooks-specific configuration information on these pages of Product Settings:

1. Accounting
2. Custom Fields
3. Expense Types
4. Employee Reimbursements (Expense only)
5. Payment Types (Expense only)
6. File Export Configuration (Invoice only)
7. Users
8. Vendor Manager (Invoice only)

NOTE: Once you have finished configuring QuickBooks using Product Settings and begin using Expense and/or Invoice, you will find that QuickBooks-specific information is also found in the *Expense: Payment Manager User Guide for Concur Standard Edition* and its corresponding QuickBooks-specific extract document, *Expense: Payment Manager QuickBooks IIF Extract User Guide for Concur Standard Edition*.

Step 1: Accounting

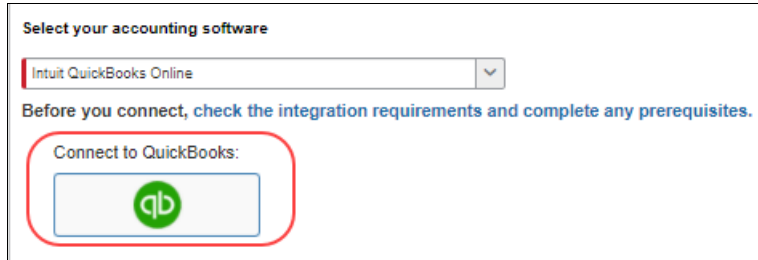
On the **Accounting** page of Product Settings, you will click **Connect to QuickBooks** and link your QuickBooks account to your SAP Concur company. The process to connect varies depending on whether you use QuickBooks Desktop or QuickBooks Online.

When connecting SAP Concur to a QuickBooks company, the process of entering your accounting data is automated. This ensures that your users are accounting for their

expenses correctly. This eliminates data entry and ensures the data is correct because we use what you have in QuickBooks.

Connecting QuickBooks Desktop With SAP Concur

In **Administration > Expense Settings** or **Expense & Invoice Settings** or **Invoice Settings > Accounting**, clicking the **Connect to QuickBooks** button displays your access token and a link to download your SAP Concur Web Connector file.



To connect Concur to your QuickBooks Desktop company file, perform the following steps:

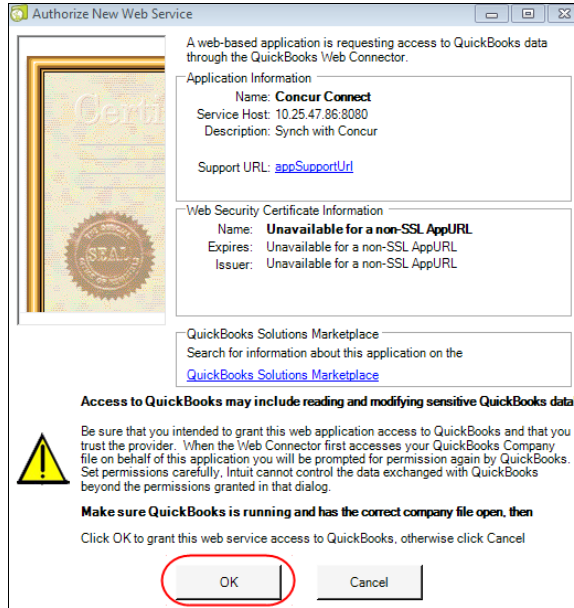
1. Log in to QuickBooks Desktop as an administrator and open the company file that you want Concur to use. Do not close this file.
2. Copy this number to your Windows Clipboard by selecting it and clicking CTRL+C.
998815ba-cfa2-401a-8736-1133629c0f63
(Later you will paste this number into a field in the QuickBooks Web Connector.)
3. Download the **QuickBooks Web Connector** and follow the prompts to complete your installation:

[Download QuickBooks Web Connector](#)

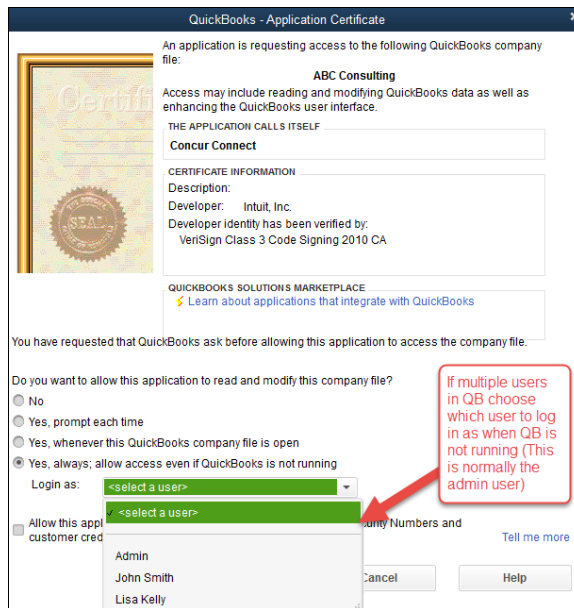
▶ **To download the Intuit QuickBooks Web Connector and your Concur Web Connector file:**

1. Make sure that your QuickBooks company file is open that you would like to connect to SAP Concur. You **MUST** be in the correct QuickBooks file that you would like to connect to SAP Concur.
2. Copy the access token id shown in the window; you will paste this into the password area of your Intuit QuickBooks Web Connector. You will only need to do this one time.
3. Click **Download your Concur Web Connector file**.
4. On the **Authorize New Web Service** window, click **OK** to grant SAP Concur access to your QuickBooks company.

Section 2: Configure the Intuit QuickBooks Connector in SAP Concur

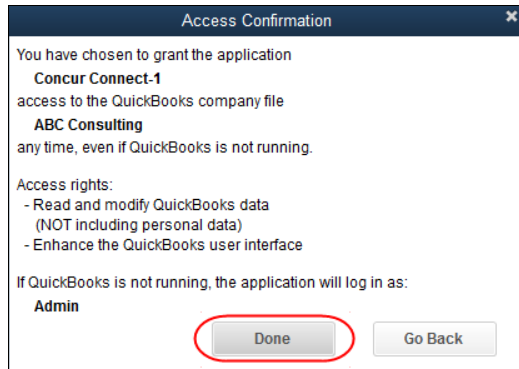


5. On the **QuickBooks – Application Certificate** window, select **Yes, always allow access even if QuickBooks is not running**.
6. From the **Login as** dropdown, select *Admin*.



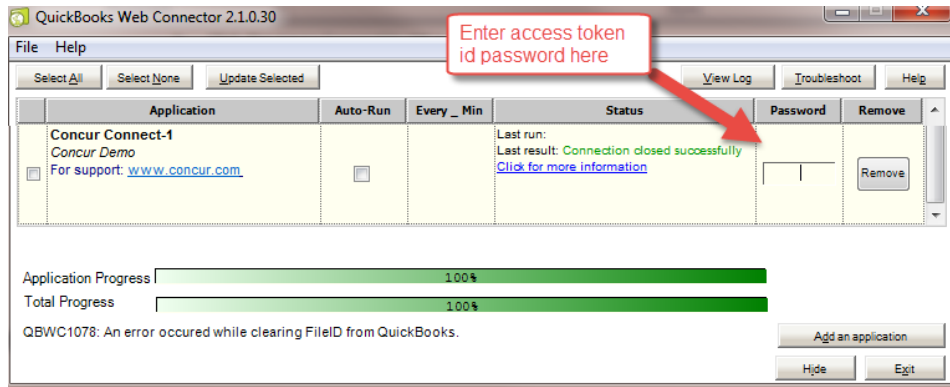
7. Click **OK**.
8. On the **Access Confirmation** window, click **Done**.

Section 2: Configure the Intuit QuickBooks Connector in SAP Concur

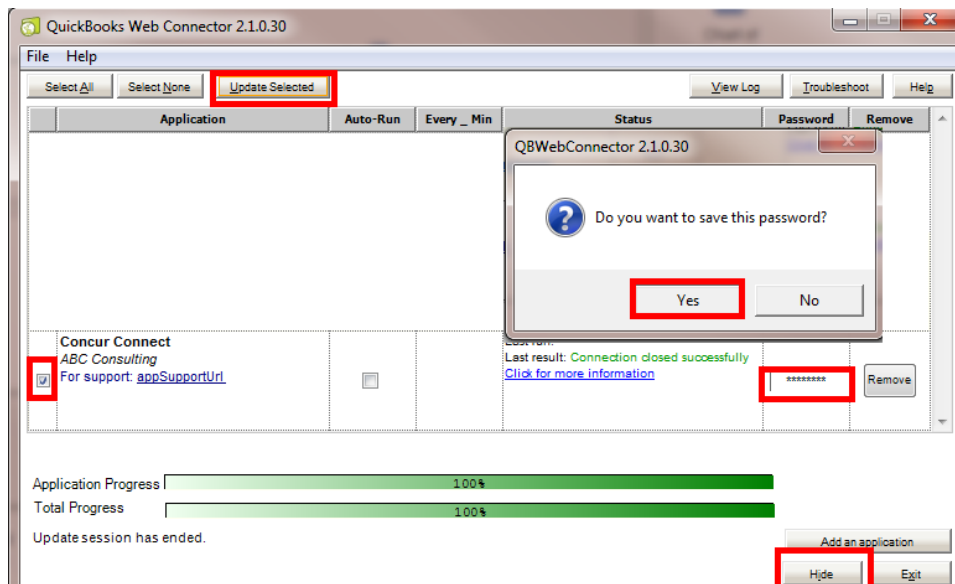


► To connect your SAP Concur company to your QuickBooks company:

1. Paste your access token from SAP Concur into the password field in your **Intuit QuickBooks Web Connector**.



2. Click **Update Selected**.



3. Click **Yes**.

4. Select the row and click **Hide** to minimize the Connector, instead of exiting the Connector.
5. In SAP Concur refresh your browser and click **Sign Out**.

Once the web connector is successfully installed and updated, SAP Concur will show a status that you are connected to your QB file via QuickBooks Web Connector.

The screenshot shows the 'Accounting' page in SAP Concur. At the top, it says 'Expense Settings > Accounting' and 'Accounting'. Below that, it says 'Tell us about your company and we'll customize Concur to work best for you.' There are two dropdown menus: 'Select your company's industry' with 'Financial Service or Professional Consulting' selected, and 'Select your accounting software' with 'Intuit QuickBooks Desktop: Pro, Premier and Enterprise' selected. A red circle highlights the text: 'You are currently connected via the QuickBooks Web Connector. QuickBooks last synced on: 2016-03-03T21:22:15Z. Your QuickBooks admin is: [redacted] QuickBooks connected on: 2016-03-02T17:31:08Z'. Below this, there are links for 'Token ID/password for QB Web Connector' and 'Download Qwc file'. At the bottom, there is a link for 'My QuickBooks Data' and a 'Refresh QuickBooks Accounts' button.

You have successfully installed your new QB integration for QuickBooks desktop. Your **Token ID/Password for QB Web Connector** is displayed on the **Accounting** page.

(QUICKBOOKS DESKTOP ONLY) DEFINE QUICKBOOKS ITEMS SETTINGS

In QuickBooks, items are used for tracking anything that a company buys, sells, or resells (billable and non-billable items) and these items are tied to an expense account and/or an income account.

In Expense and Invoice, if your company uses QuickBooks Desktop with the QuickBooks Connector, you can map expense types to QuickBooks accounts or QuickBooks items.

The **Does your company use items list in QuickBooks?** list on the **Accounting** page determines whether expense types can be mapped to QuickBooks items.

The **Does your company use items list in QuickBooks?** list is only available on the **Accounting** page if the company is connected to a QuickBooks company using the QuickBooks Connector, and *Intuit QuickBooks Desktop: Pro, Premier and Enterprise* is selected from the **Select your accounting software** list on the **Accounting** page.

► **To define your QuickBooks item settings:**

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Accounting**.
2. On the **Accounting** page, select whether you want to map QuickBooks items to expense types.

3. Choose from the following options:
 - ◆ **Yes, we use items:** This option enables the **QuickBooks Item Name** column on the **Expense – Account Codes** and **Invoice – Account Codes** pages so that you can map SAP Concur expense types to QuickBooks items.
 - ◆ **No, we do not use items:** The system will not display the **QuickBooks Item Name** column on the **Expense – Account Codes** or **Invoice – Account Codes** page.
4. Click **Save**.

If you choose *Yes, we use items*, expense types can be mapped to QuickBooks accounts or QuickBooks items on the **Expense - Account Codes** and **Invoice – Account Codes** pages.

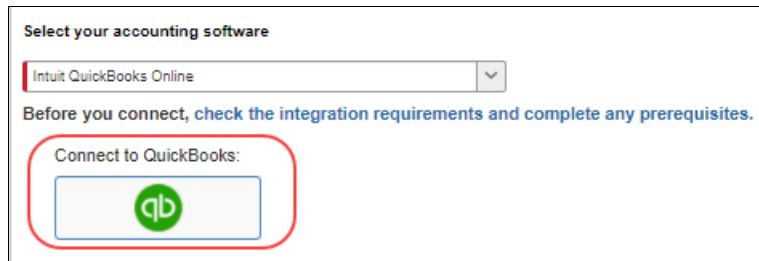
Connecting QuickBooks Online With SAP Concur

► **To connect SAP Concur to your QuickBooks:**

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Accounting**.

Section 2: Configure the Intuit QuickBooks Connector in SAP Concur

2. Click **Connect to QuickBooks**. This button only appears if Intuit Integration is enabled for your company. The process of connecting the SAP Concur account to your QuickBooks application starts.



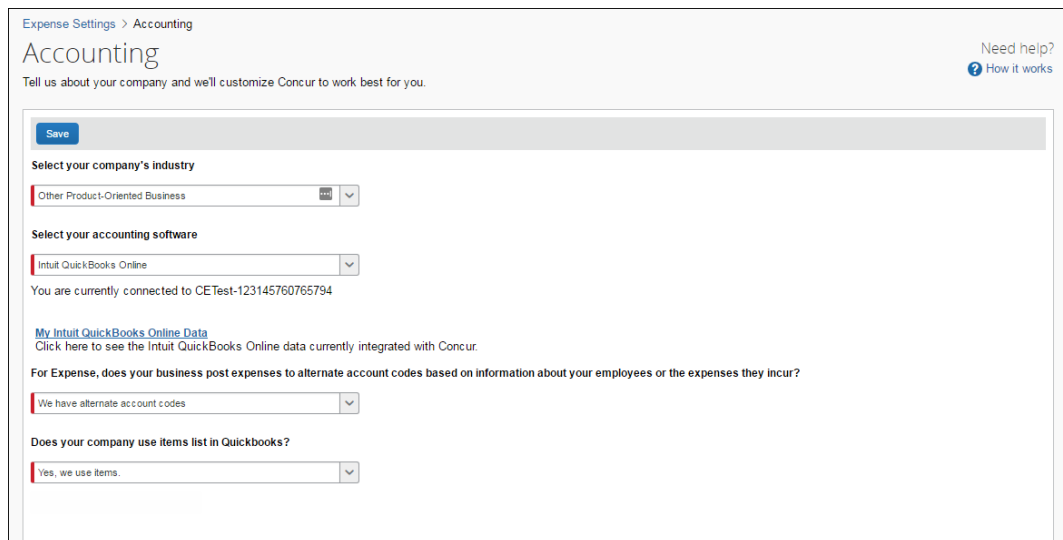
Select your accounting software

Intuit QuickBooks Online

Before you connect, [check the integration requirements and complete any prerequisites.](#)

Connect to QuickBooks:

3. Enter your Intuit credentials when prompted to confirm your permissions and enable the QuickBooks data transfer.
4. Select the relevant QuickBooks company file. If you administer more than one company in QuickBooks, select the company you want to connect to SAP Concur.
5. Authorize SAP Concur to give SAP Concur permission to use select QuickBooks data. Once you are connected to QuickBooks, you can start to take advantage of easier transaction data transfer between SAP Concur and QuickBooks.
6. Once you are connected, the screen displays the **My Intuit QuickBooks Online Data** link, which provides a summary view of the QuickBooks data that is now integrated with SAP Concur, including GL Expense accounts, employee and vendor records, and customer and class list values.



Expense Settings > Accounting

Accounting

Tell us about your company and we'll customize Concur to work best for you. [Need help? How it works](#)

[Save](#)

Select your company's industry

Other Product-Oriented Business

Select your accounting software

Intuit QuickBooks Online

You are currently connected to CETest-123145760765794

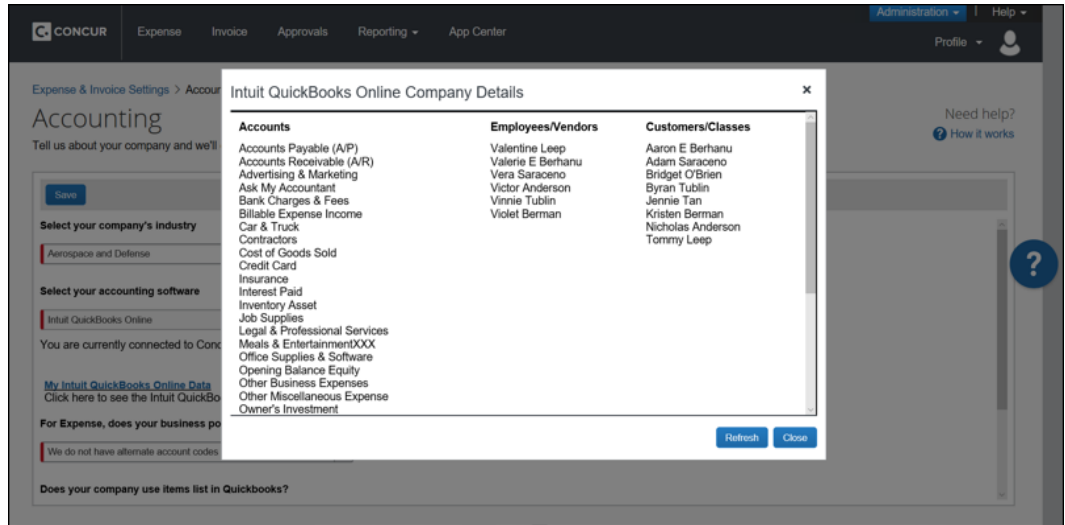
[My Intuit QuickBooks Online Data](#)
Click here to see the Intuit QuickBooks Online data currently integrated with Concur.

For Expense, does your business post expenses to alternate account codes based on information about your employees or the expenses they incur?

We have alternate account codes

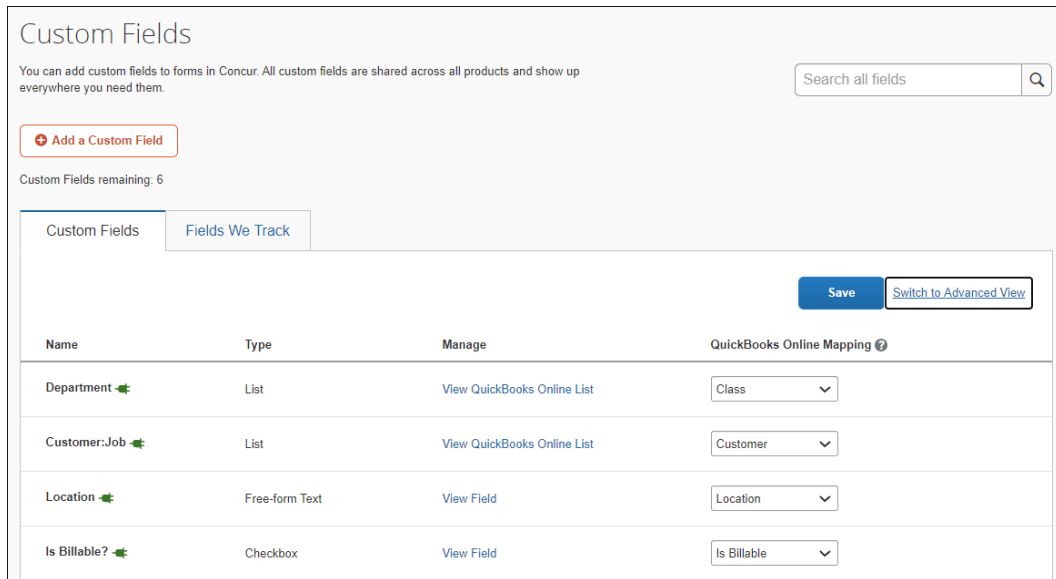
Does your company use items list in Quickbooks?

Yes, we use items.



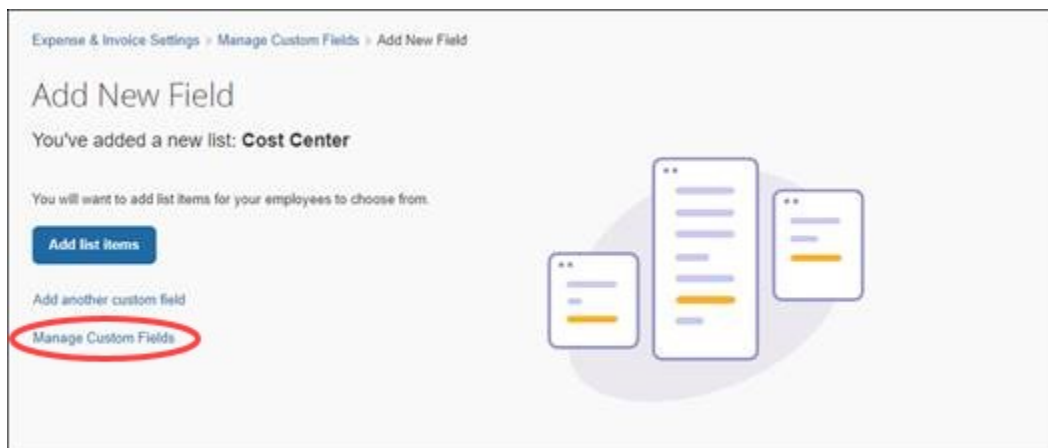
Step 2: Custom Fields

On the **Custom Fields** page in Product Settings, clients with QuickBooks Desktop can add custom fields to integrate with QuickBooks. SAP Concur automatically adds the integrated fields for QuickBooks Online clients.



Custom Fields - QuickBooks Desktop

On the **Custom Fields** page, you can create custom fields to integrate with QuickBooks Desktop. After you create a list field, you will be prompted to enter list items. Instead, click **Custom Fields** to return to the field list.



After you have added a list field, you can configure it to be integrated with QuickBooks by selecting either **Class** or **Custom** from the list in the **QuickBooks Desktop Mapping** column. The list items for the field will be imported from QuickBooks when you click the **View List** link.

If you use QuickBooks Connector with QuickBooks Desktop, the following applies:

- You can select whether the list field should be part of the accounting synchronization, by selecting **Class** or **Custom** from the list in the **QuickBooks Desktop Mapping** column.
- The **Is Billable** field is intended to work with a customer mapping. Ensure that if the **Is Billable** field is configured to integrate with QuickBooks, that a customer field is also configured to integrate with QuickBooks. The connector does not support integrating the following QuickBooks account types with the **Is Billable** field: Fixed Assets, Bank, Account Receivable, Accounts Payable, Credit Card, Other Current Liability, Long Term Liability, Equity, and Income.
- The import of the list values for the fields is automated, you do not need to enter them manually after creating the list field.
- You cannot use the fields integrated with QuickBooks as the account code driver field.

Custom Fields - QuickBooks Online

If you use QuickBooks Connector with QuickBooks Online, the following applies:

- The connector creates the cost object fields when you connect your SAP Concur company with QuickBooks. The default mapping it creates is:
 - ◆ The **Department** cost object, mapped to the QuickBooks **Class** field.
 - ◆ The **Customer:Job** cost object, mapped to the QuickBooks **Customer** field.
 - ◆ The **Location** cost object, mapped to the QuickBooks **Location** field.
- The import of the list values for the fields is automated.
- You cannot use the fields integrated with QuickBooks as the account code driver field.

- If you use the **Is Billable** field, you must also configure a field to map to the Customer list in QuickBooks. The customer selected on a billable expense on the expense report will be correctly billed in QuickBooks.

View List Items

The admin can click the **View List** link on the **Custom Fields** page to view the list item details for a field. The list items for fields that are mapped to the QuickBooks Class, Customer, and Location (QuickBooks Online Only) fields will be read-only and display on the **View List** page.

- Moving from **Custom Fields** to **View List** will automatically populate the list values for the QuickBooks Customer, QuickBooks Class, and QuickBooks Location (QuickBooks Online Only) fields.
- The **Import List**, **Add**, **Edit**, and **Delete** options are not visible.
- Multi-level lists are not compatible with QuickBooks Connector. Multi-level lists cannot be used with fields that are configured to integrate with QuickBooks by being set to **Class**, **Customer**, or **Location** on the **Custom Fields** page.



For more information, refer to the *Shared: Custom Fields Setup Guide for Concur Standard Edition*.

Step 3: Expense Types

Your users select expense types when they create expenses or invoices in SAP Concur solutions. Users can only choose from the configured list. When the approved expense or invoice data is sent to QuickBooks, SAP Concur automatically knows where to post those transactions. You can configure your GL account codes on the **Account Codes** tab of the **Expense Types** page in Product Settings.

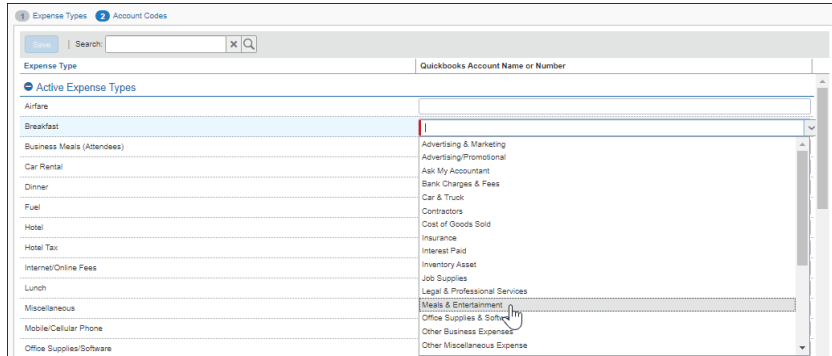
Expense Account Codes

On the **Account Codes** page, you can map your expense types to your QuickBooks chart of account names or numbers. If you are using QuickBooks Desktop with the QuickBooks Web Connector, you can map expense types to QuickBooks items. If you are using alternate account codes, you can also map them on the **Account Codes** page. The following account types are included:

- Expense
- Fixed Assets
- Cost of Goods Sold
- Other Current Assets
- Credit Card
- Accounts Payable
- Other Current Liabilities

▶ **To enter your default account codes:**

1. Click **Administration > Expense Settings or Expense & Invoice Settings**. Choose **Expense** from the **Product** menu and then click **Expense Types for Expenses**.
2. On the **Account Codes** tab, select the desired account code in the **QuickBooks Account Name or Number** field.



3. Repeat for each expense type.
4. Click **Save**.



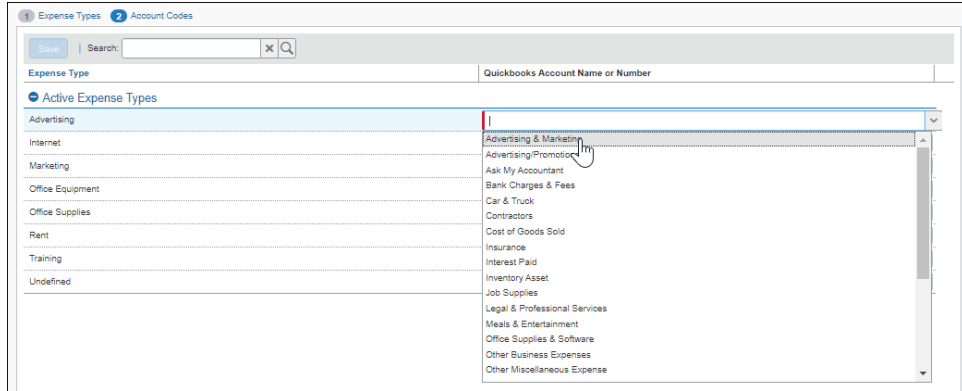
For information about entering alternate account codes, refer to the *Expense: Expense Types Setup Guide for Concur Standard Edition*.

Invoice Account Codes

On the **Account Codes** page, you can map your expense types to your QuickBooks chart of account names or numbers. If you are using alternate account codes, you can also map them on the **Account Codes** page.

▶ **To enter your default account codes:**

1. Click **Administration > Invoice Settings or Expense & Invoice Settings**. Choose **Invoice** from the **Product** menu and then click **Expense Types for Invoices**.
2. On the **Account Codes** tab, select the desired account code in the **QuickBooks Account Name or Number** field.



3. Repeat for each expense type.
4. Click **Save**.

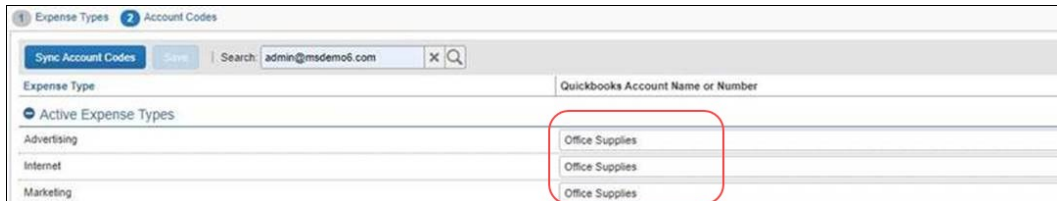


For information about entering alternate account codes, refer to the *Invoice: Expense Types Setup Guide for Concur Standard Edition*.

SYNC ACCOUNT CODES

If account numbers are enabled in QuickBooks Desktop or QuickBooks Online, and if the **Show QuickBooks Account Numbers** setting is enabled by SAP Concur, clients can synchronize Concur Invoice expense types with QuickBooks account codes by clicking **Sync Account Codes** on the **Invoice - Account Codes** page in Product Settings.

Before Syncing Account Codes



After Syncing Account Codes



Mapping Expense Types to List Items/Products & Services

If you are using QuickBooks Desktop with the QuickBooks Connector, and selected *Yes, we use items* from the **Does your company use items list in QuickBooks?** list on the **Accounting** page, the **QuickBooks Item Name** column is displayed next to the **QuickBooks Account Name or Number** column.

This step allows you to select a QuickBooks account or QuickBooks item to associate with each expense type in SAP Concur. The accounting and items information is used when SAP Concur sends the expense data to QuickBooks.

NOTE:An expense type can only be associated with either a QuickBooks account or a QuickBooks item, not both.

NOTE:QuickBooks items can be mapped to expense types for alternate groups and alternate account codes.

NOTE:(Invoice Only) The Vendor Name and Vendor Code in SAP Concur and Vendor Display Name' and Company Name in QBD has to be the same and must be 32 characters or less. The Invoice Expense Type Account Code must be 48 characters or less.

If you have created policy groups, you may configure different expense type to QuickBooks item mappings for the individual policy groups.

► To map your expense types to items:

1. For Expense, click **Administration > Expense Settings** or **Expense & Invoice Settings > Expense Types for Expenses > Account Codes**.

For Invoice, click **Administration > Invoice Settings** or **Expense & Invoice Settings > Expense Types for Invoices > Account Codes**.

2. In the **QuickBooks Item Name** field, enter the QuickBooks item name.

Expense & Invoice Settings > Expense - Account Codes

Expense - Account Codes

Enter the account code for each expense type you want to use. You can change a value by clicking on it. An expense type may be mapped to an item (if enabled) but not to both an account and an item at the same time.

1 Expense Types 2 Account Codes 3 Expense Forms 4 Attendee Forms

Save | Search: [] x Q

Expense Type	QuickBooks Account Name or Number	QuickBooks Item Name
Active Expense Types		
Airfare	68200 - Travel	
Airfare (Items)		Airfare Fees
Breakfast	64300 - Meals and Entertainment	
Business Meals (Attendees)	64303 - Meals and Entertainment:Meals Corporate	
Car Rental	68200 - Travel	
Consulting		Consulting

3. Click **Save**.

When the user creates an expense entry in Expense, expense types for the entry will automatically be associated with the QuickBooks account or QuickBooks item.

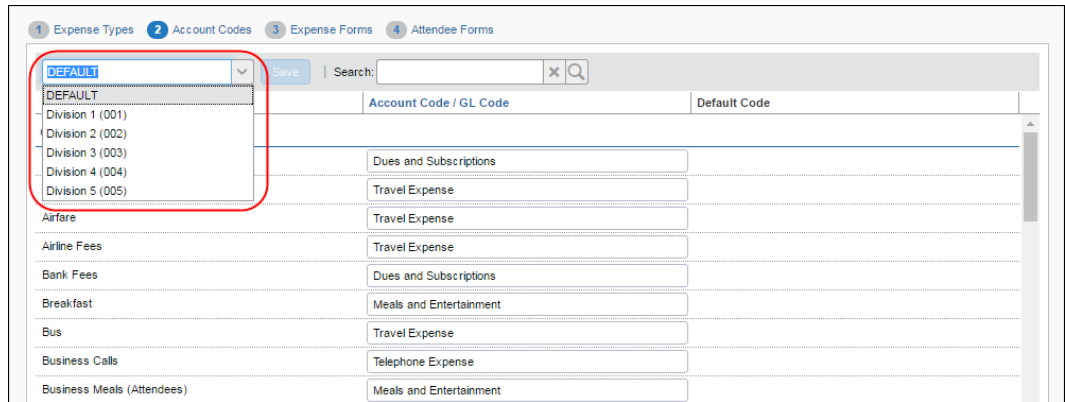
When the user creates an invoice entry in Invoice, expense types for the entry will automatically be associated with the QuickBooks account or QuickBooks item.

NOTE: An expense type can only be associated with either a QuickBooks account or a QuickBooks item, not both.

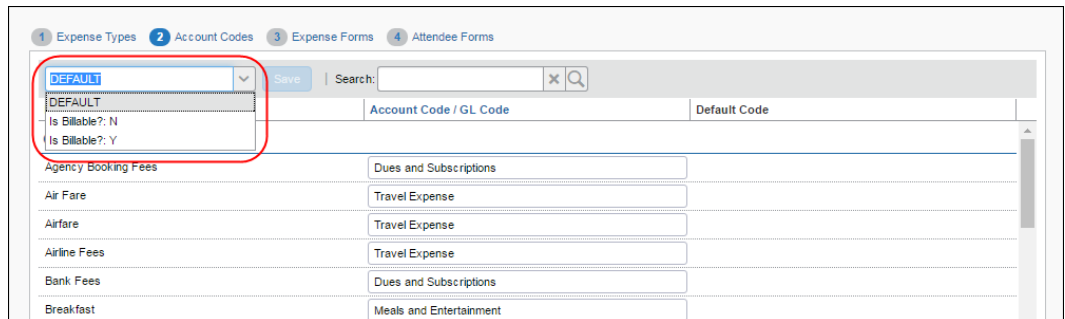
QuickBooks items can be mapped to expense types for alternate groups and alternate account codes.

► **To enter alternate account codes:**

1. Select the list item from your account code driver list.



If you are using a check box as your alternate account code driver, the <fieldname>:Y and <fieldname>:N options appear:



2. Click in the **QuickBooks Account Name or Number** field.

3. Enter your account code for the expense type. The default codes appear in the **Default Code** column. If you leave the **QuickBooks Account Name or Number** column empty for a list item, SAP Concur will use the default code when the user selects that list item/expense type combo.

Expense Type	Account Code / GL Code	Default Code
Active Expense Types		
Agency Booking Fees	<input type="text"/>	Dues and Subscriptions
Air Fare	<input type="text"/>	Travel Expense
Airfare	<input type="text"/>	Travel Expense
Airline Fees	<input type="text"/>	Travel Expense
Bank Fees	<input type="text"/>	Dues and Subscriptions
Breakfast	<input type="text"/>	Meals and Entertainment

4. Repeat for each expense type.
5. Click **Save**.



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



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

Step 4: Employee Reimbursements (Expense Only)

On the **Employee Reimbursements** page of Product Settings, you will configure the **QuickBooks Liability Account Code**. You configure it on the **Accounting** tab from a read-only list and populate it with the relevant liability accounts from your General Ledger.

NOTE: If you use the **ADP Payroll** reimbursement method, a .CSV file is not generated because the transaction information is sent directly to QuickBooks.

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

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

▶ **To enter your account codes:**

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Employee Reimbursements**.

2. Create or modify the desired employee reimbursement method.
3. On the **Accounting** tab, enter the codes in the fields:

Field	Description
How do you want your transactions to appear in QuickBooks?	This field defaults to <i>Bill</i> .
QuickBooks Liability Account Code	This is the accounting code that appears in the accounting file "Payment Demand Company Liability Account Code" field for payments made with this reimbursement method. The Liability Account field may be used to record when expenses are incurred. Clients may use this field to capture a code that represents an offset account in the GL extract. This account code commonly represents the credit in the expense accounting entry. NOTE: The QuickBooks Liability Account Code defaults to Accounts Payable, select a different Accounts Payable account if applicable.
Cash Account Code NOTE: This field is only used for ADP and Expense Pay reimbursement methods.	This is the accounting code that appears in the accounting file Payment Demand Company Cash Account Code field for payments made with this reimbursement method. The Cash Account Code field may be used to record when expenses settle. Clients may use this field to capture offsets against transactions that directly impact the bank accounts. This account code commonly represents the credit in the payment accounting entry.

4. Click **Save**.



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

Step 5: Payment Types (Expense Only)

The SAP Concur client administrator configures the company card programs on the **Payment Types** page of 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 your program settings:**

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Credit Cards**.
2. On the **Payment Types** page, create or edit the desired card program.
3. On the **Accounting** tab, fill in the fields:

Field	Description
How do you want your transactions to appear in QuickBooks?	Select the desired setting. If you select <i>Credit Card</i> , the QuickBooks Credit Card Account field will auto-populate with a list of your card accounts in QuickBooks.
Use consolidated vendor handling?	Refer to the <i>Consolidated Vendor Handling</i> section below.
New credit card merchants will be consolidated in this Vendor record in QuickBooks	NOTE: This field only appears if you enable Consolidated Vendor Handling. Enter the vendor record you would like to use in QuickBooks for the credit card transactions that don't match an existing vendor.

Field	Description
How do you want us to handle charges that have already been entered in QuickBooks?	<p>Select the desired option:</p> <ol style="list-style-type: none"> 1. Match expense data to the existing credit card charge in QuickBooks (Recommended Best Practice: If we detect that the transaction already exists in QuickBooks we will add the following information provided by the end user on the expense report to the existing entry in QuickBooks: <ul style="list-style-type: none"> ◆ Business Purpose ◆ Customer/Class value ◆ Billable/Non-Billable ◆ Concur Expense report ID ◆ Employee’s Last Name/First Name in the memo field for alpha sorting on the QuickBooks Reconcile Credit Card screen 2. Use the expense data to create a new credit card charge in QuickBooks. Select this if you prefer that we post a new credit card charge and during reconciliation process you will determine which entry to keep and which entry you need to delete. 3. Ignore the expense data if the transaction already appears in QuickBooks. Select this if you have what you need already and prefer that we do not create a new entry in QuickBooks if we see that it already exists in QuickBooks.
QuickBooks Credit Card Account	Select or enter the desired card account.
Clearing Account Code	Select the relevant clearing account codes. SAP Concur imports the clearing account codes (Other current asset accounts) you use in QuickBooks to account for your card transactions that are marked as a “personal expense”.

4. Click **Save**.



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

Consolidated Vendor Handling

The **Use consolidated vendor handling?** setting allows you to configure how SAP Concur handles credit card transactions from vendors that don't match existing vendors. Once you have enabled the setting, you can define a single vendor record to use for credit card transactions when an exact match is not found. This allows you to retain control over your vendor lists in QuickBooks and provides you with the capability to reduce the number of infrequent and/or one-time vendors that are added to your list during the posting process of the credit card transactions.

If you do not use Consolidated Vendor Handling, the transactions are posted to the vendor value contained in the expense report.

QuickBooks Online and QuickBooks Desktop handle the vendors slightly differently. Refer to the table below for the full details.

Using Consolidated Vendor Handling:

Vendor information in transaction	QuickBooks Online	QuickBooks Desktop
No Vendor	Applies to the vendor defined in the Consolidated Vendor Handling setting.	Applies to the vendor defined in the Consolidated Vendor Handling setting.
Existing Vendor	Applies to the existing vendor.	Applies to the existing vendor.
New Vendor	Applies to the vendor defined in the Consolidated Vendor Handling setting.	Applies to the vendor defined in the Consolidated Vendor Handling setting.
Inactive Vendor	Applies to the vendor defined in the Consolidated Vendor Handling setting.	Applies to the inactive vendor.

Not Using Consolidated Vendor Handling:

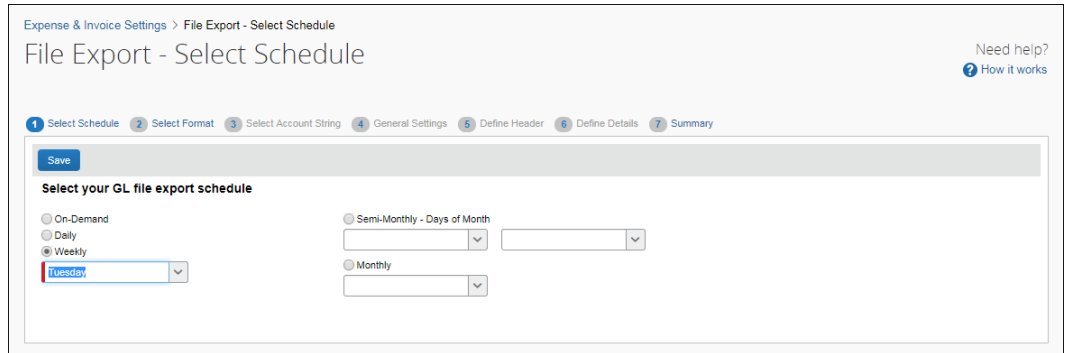
Vendor information in transaction	QuickBooks Online	QuickBooks Desktop
No Vendor	Applies to "Unknown Vendor."	Applies to "Unknown Vendor."
Existing Vendor	Applies to the existing vendor.	Applies to the existing vendor.
New Vendor	The vendor is created in QuickBooks Online.	The vendor is created in QuickBooks Desktop.
Inactive Vendor	Duplicate vendor is created in QuickBooks Online.	Applies to the inactive vendor.

Step 6: File Export Configuration (Invoice Only)

The **File Export Configuration** page of Product Settings is reduced to options in two tabs, the others preset to generate the .IIF file by your QuickBooks selection.

► **To configure your file export options:**

1. Click **Administration > Invoice Settings** or **Expense & Invoice Settings > Invoice File Export**.
2. On the **Select Schedule** tab, select the schedule on which your extract will be generated:



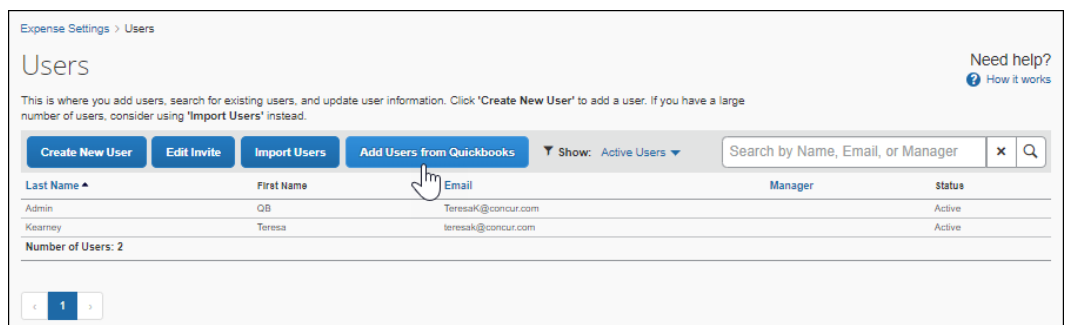
3. Click the **Select Format** tab.
4. Type or select the required code provided by QuickBooks into the **ERP Liability Account Code** field.
5. Click **Save**.

Step 7: Users

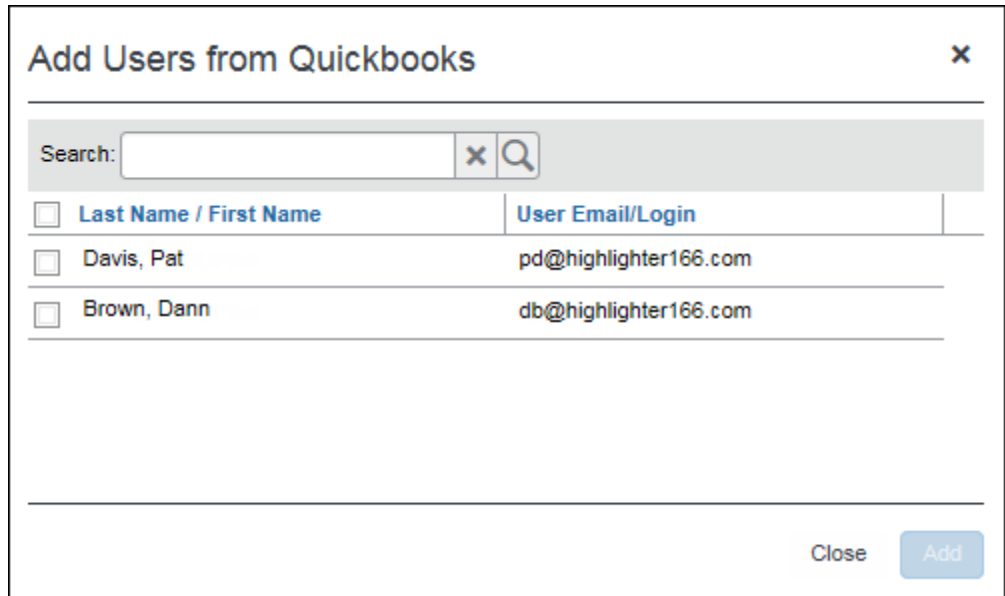
On the **Users** page of Product Settings, SAP Concur can import your employees from QuickBooks. The users are granted access to SAP Concur and associated with their vendor record in QuickBooks. You should always add new employees in QuickBooks.

► **To import users from QuickBooks:**

1. Click **Administration > Expense Settings** or **Expense & Invoice Settings or Invoice Settings > User Accounts**.
2. To add users, click **Add Users from QuickBooks**.



3. The **Add Users from Quickbooks** window appears. Select the check box next to the user(s) you want to add and then click **Add**.



NOTE: Each employee is required to have an associated vendor record. QuickBooks requires this if you create bills for the amounts due your employees.



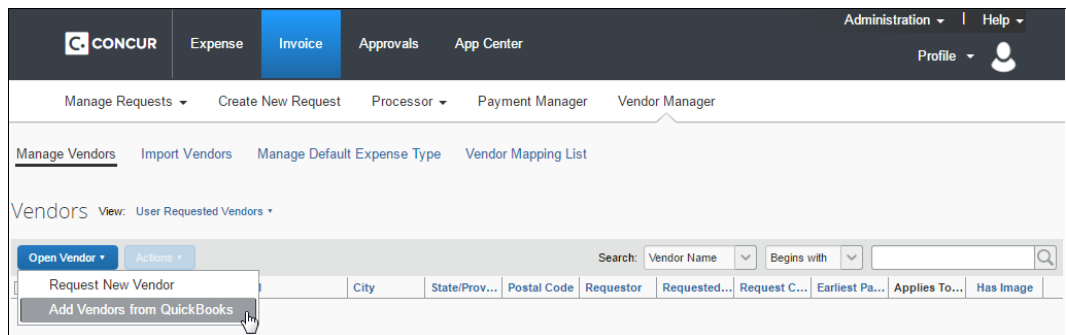
For more information, refer to the *Shared: Users Setup Guide for Concur Standard Edition*.

Step 8: Synchronize Vendors from QuickBooks (Invoice Only)

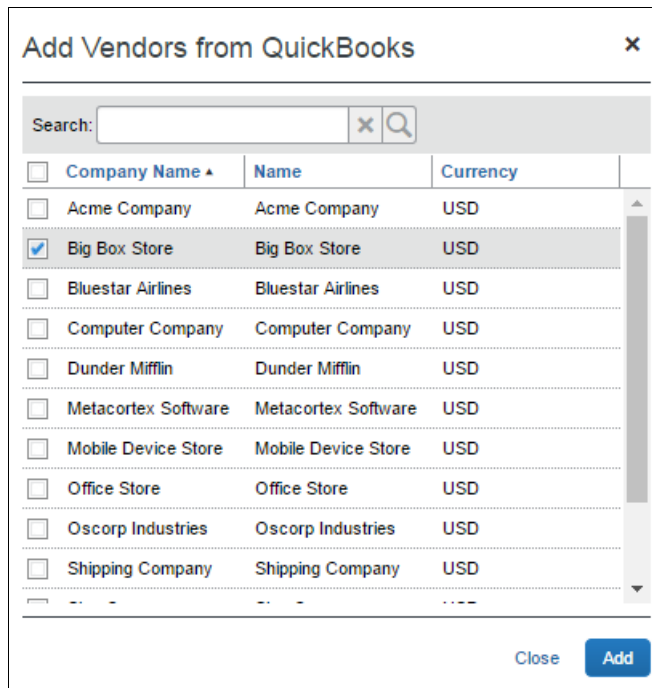
QuickBooks Desktop and Online clients will be able to create vendors in QuickBooks and then synchronize this data with Invoice without having to use the vendor import functionality.

▶ To synchronize QuickBooks vendors with Invoice:

1. On the **Vendor Manager** page, select **Open Vendor > Add Vendors from QuickBooks**.



The **Add Vendors from QuickBooks** window appears.



2. Select the vendors to add from QuickBooks.
3. Click **Add**. The vendors are added to Invoice.

Section 3: Sending Expense or Invoice Data to QuickBooks

The SAP Concur administrator uses **Payment Manager** to view and manage batches of:

- Expense reports that are ready for reimbursement
- Payment requests that are ready to be paid to vendors

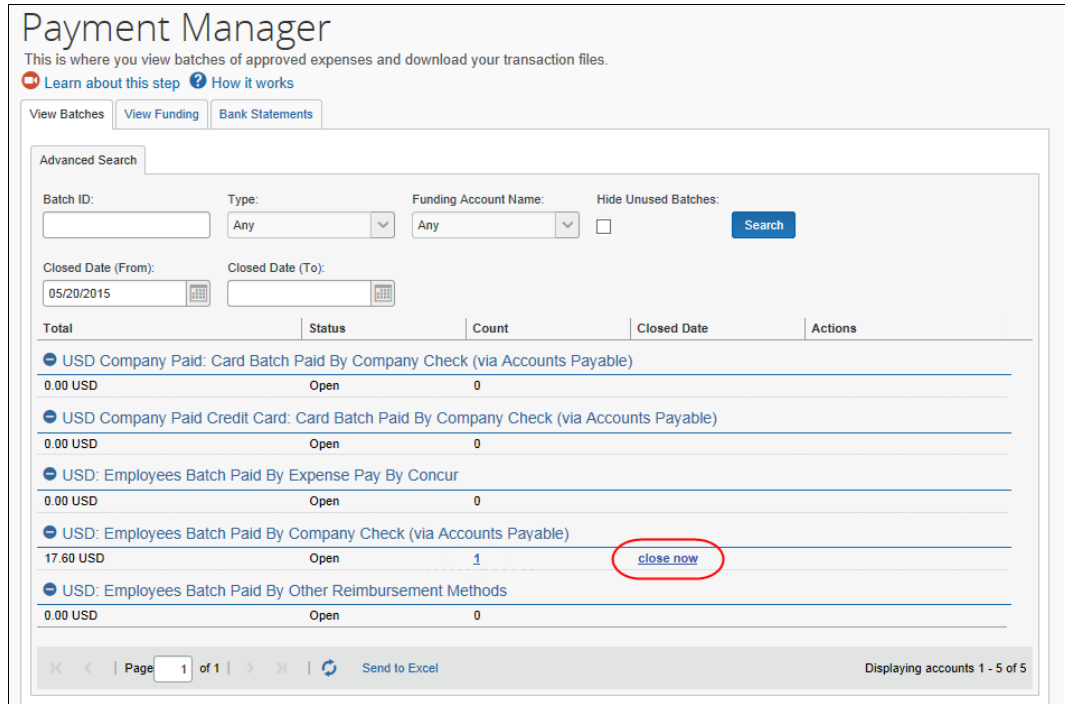
You can click **send data** (in Expense) or **Send to QuickBooks** (in Invoice) to prompt the Concur QuickBooks Connector to perform the data exchange between your QuickBooks account and your SAP Concur company.

NOTE: If you have connected your QuickBooks company to SAP Concur, but do not see a **send data** or **Send to QuickBooks** link, you are using the QuickBooks Financial Integration instead of the QuickBooks Connector. Refer to the *Shared: QuickBooks Online Integration Using Concur Financial Integration Service Setup Guide*.

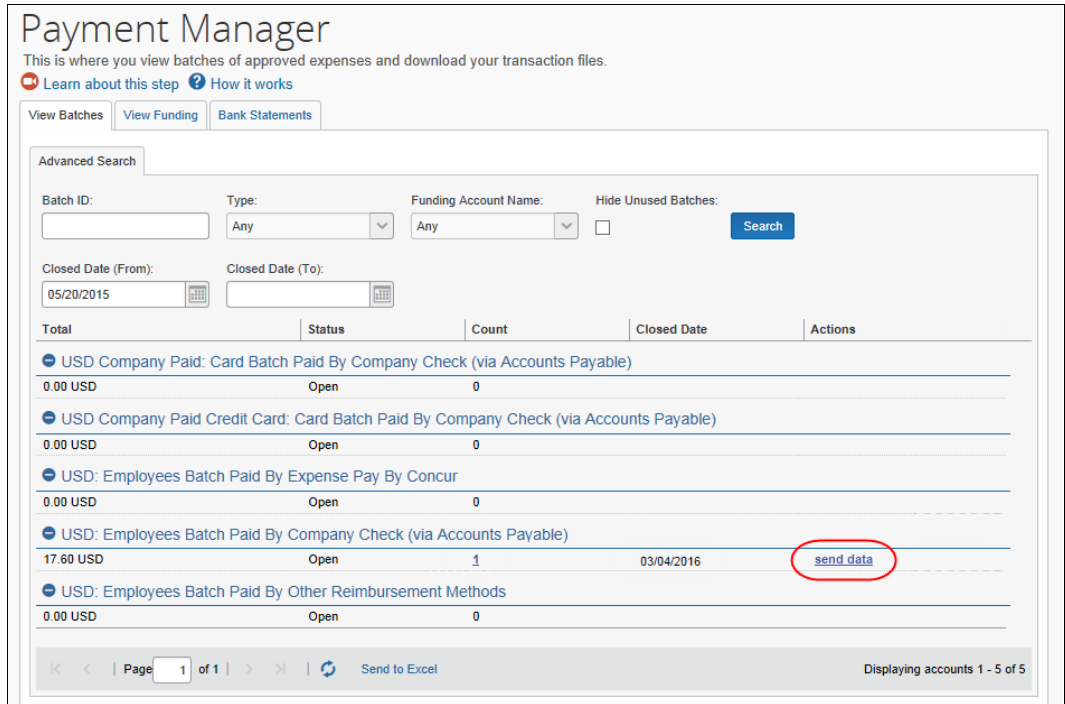
Expense Data

▶ **To send expense data to QuickBooks:**

1. Click **Administration > Company > Tools > Payment Manager**.
2. For the desired batch, click **close now**.



3. Click **send data**.

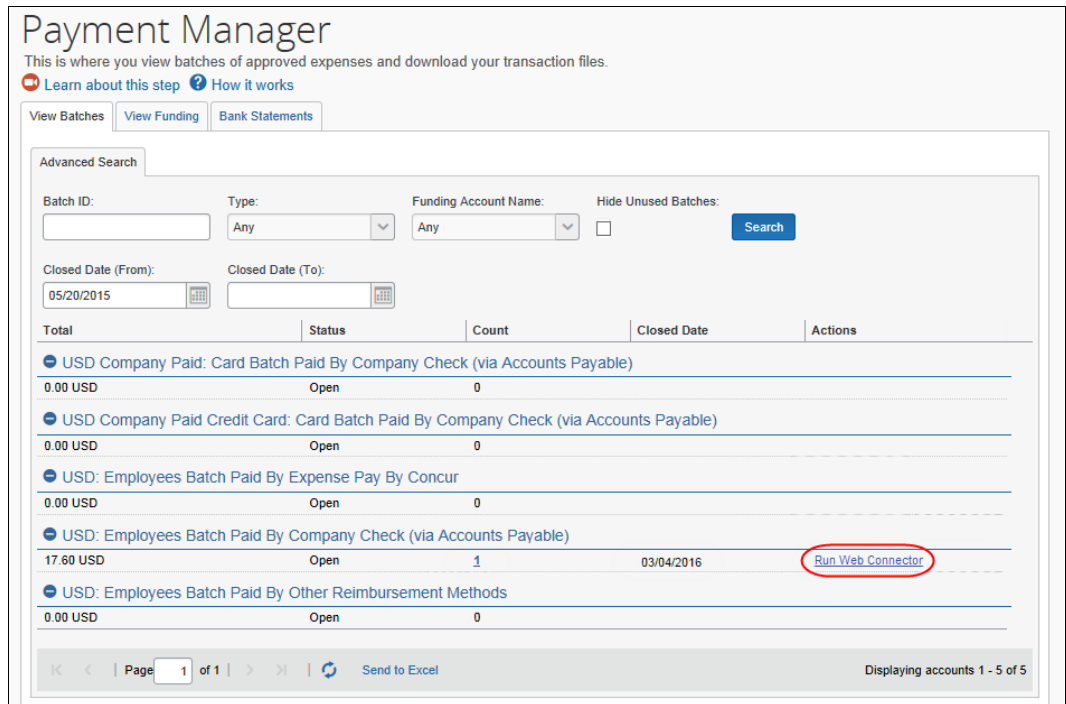


For QuickBooks Online clients, once the **send data** button has been clicked there are no more steps to synchronize approved report data to QuickBooks.

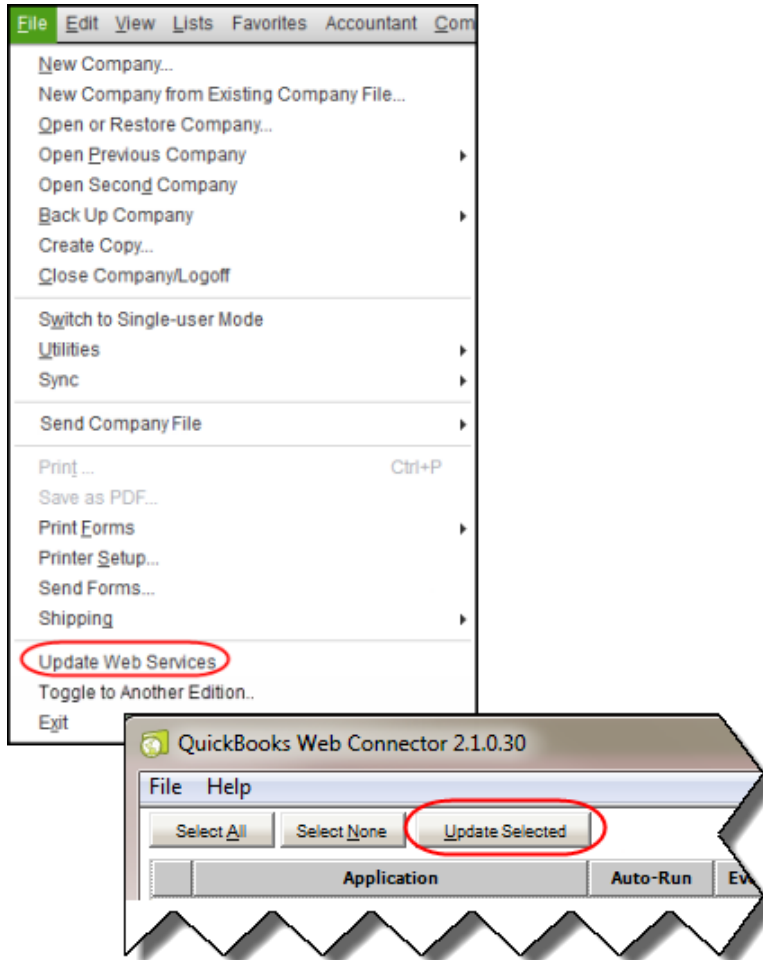
For QuickBooks Desktop clients, there are a few additional steps to perform.

(QuickBooks Desktop Only) To finish the data synchronization:

1. Click **Run Web Connector**.



2. In QuickBooks, click **File > Update Web Services**.
3. Click **Update Selected**.



Transactions will post into QuickBooks.



For more information about using the Payment Manager tool, refer to the *Expense: Payment Manager User Guide for Concur Standard Edition*.



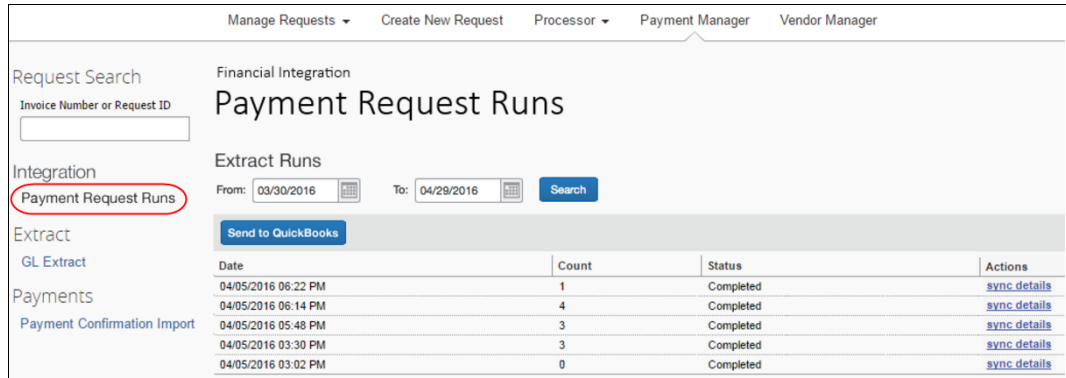
For information about the relationship between the fields in the IIF extract file and the fields in QuickBooks, refer to the *Expense: Payment Manager QuickBooks IIF Extract User Guide for Concur Standard Edition*.

Invoice Data

▶ **To send your invoice data to QuickBooks:**

1. Click **Invoice > Payment Manager**.

2. Click **Payment Request Runs**.



3. Click **Send to QuickBooks**.

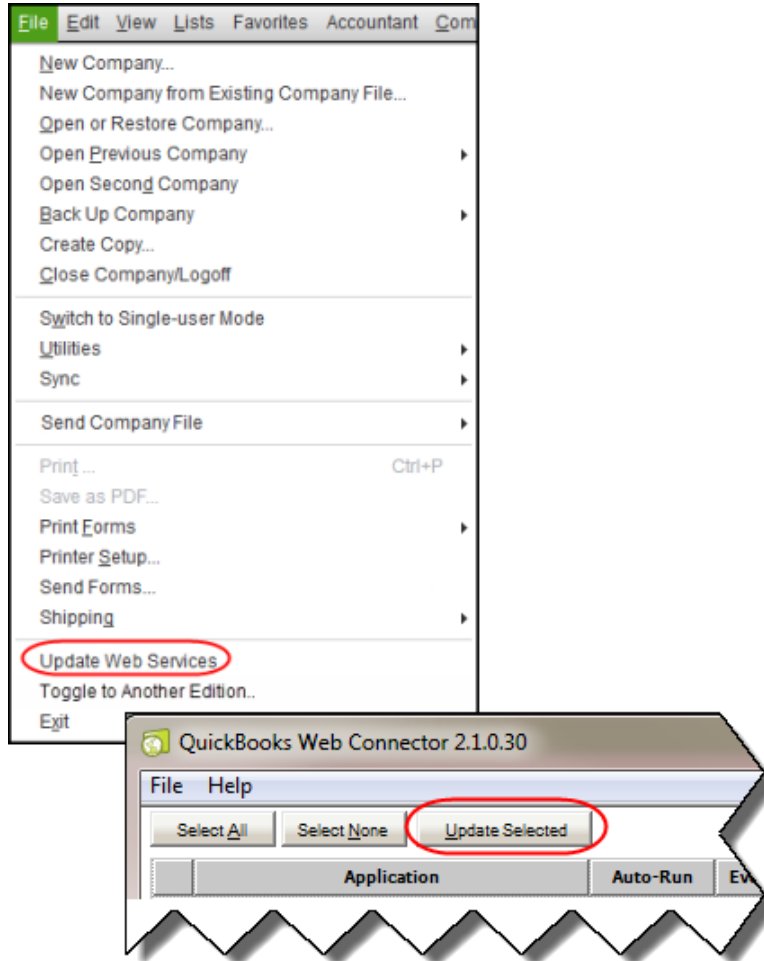
For QuickBooks Online clients, once the **Send to QuickBooks** button has been clicked there are no more steps to synchronize approved invoice data to QuickBooks.

For QuickBooks Desktop clients, there are a few additional steps to perform.

▶ **(QuickBooks Desktop Only) To finish the data synchronization:**

1. In QuickBooks, click **File > Update Web Services**.

2. Click **Update Selected**.



Transactions will post into QuickBooks.

Section 4: Managing the Integration

3. Once the Web Connector is run, in SAP Concur click **Refresh Batch Status**. The **sync details** link displays.

Total	Status	Count	Closed Date	Actions
0.00 USD	Open	0		
0.00 USD	Open	0		
0.00 USD	Open	0		
17.60 USD	Open	1	03/04/2016	send data sync details
0.00 USD	Open	0		

4. (Optional) Click **sync details**.

Status
Your data has been successfully sent to Intuit and posted in QuickBooks.

5. Log in to **QuickBooks** to see your posted transactions.



For more information about using the Payment Manager tool, refer to the *Invoice Administration User Guide for Concur Standard Edition*.



For information about the relationship between the fields in the IIF extract file and the fields in QuickBooks, refer to the *Invoice: Payment Manager QuickBooks IIF Extract User Guide for Concur Standard Edition*.

Section 4: Managing the Integration

Updating the Synchronized Data in SAP Concur

QuickBooks Online

Once your company is connected to QuickBooks, opening the **Accounting** page of Product Settings will trigger the integration to synchronize the latest master data from QuickBooks to SAP Concur. The SAP Concur administrator can also manually

run the integration synchronization by clicking **Administration > Expense Settings or Expense & Invoice Settings or Invoice Settings > Accounting > My QuickBooks Data > Refresh.**

QuickBooks Desktop

The Intuit administrator runs the QuickBooks Web Connector, which causes the data to synchronize between QuickBooks and SAP Concur.

Viewing Integration Issues with Expense

Administrators can review the sync details of each batch in **Payment Manager.**

QuickBooks Online

Click the number in the count column for the desired batch. The **Payment Demands For Batch Total** and **Sync Details for Batch Total** tabs appear.

Report Name	Report ID	Employee Name	Amount	Type	Status	Sync Date
Statement Endi...	9D903998D4D6...	David Gutierrez	12.54	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	9D903998D4D6...	David Gutierrez	1.94	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	9D903998D4D6...	David Gutierrez	4.99	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
Statement Endi...	9D903998D4D6...	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...	18544DE8840...	Justin Rodwell	14.01	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement endi...	18544DE8840...	Justin Rodwell	6.99	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement endi...	18544DE8840...	Justin Rodwell	24	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014
statement endi...	18544DE8840...	Justin Rodwell	2.15	Credit C...	Your data has been successfully sent to Intuit and posted in QuickBooks.	06/20/2014

QuickBooks Desktop

Once you have run the web connector, click **Refresh Batch Status** in Payment Manager. Then click **sync details** for the desired batch.

The screenshot shows the 'Payment Manager' interface. At the top, there's a header 'Payment Manager' and a sub-header 'This is where you view batches of approved expenses and download your transaction files.' Below this are tabs for 'View Batches', 'View Funding', and 'Bank Statements'. An 'Advanced Search' section contains fields for 'Batch ID', 'Type', 'Funding Account Name', and 'Hide Unused Batches', along with a 'Search' button. A 'Refresh Batch Status' button is circled in red. Below the search is a table with columns: Total, Status, Count, Closed Date, and Actions. The table lists several batches, including 'USD Company Paid: Card Batch Paid By Company Check (via Accounts Payable)' and 'USD: Employees Batch Paid By Expense Pay By Concur'. The 'sync details' link in the Actions column for the third batch is also circled in red.

Total	Status	Count	Closed Date	Actions
0.00 USD	Open	0		
0.00 USD	Open	0		
0.00 USD	Open	0		
17.60 USD	Open	1	03/04/2016	send data sync details
0.00 USD	Open	0		

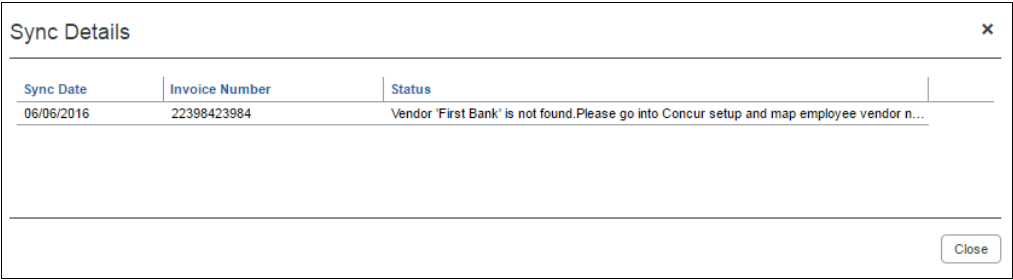
Viewing Integration Issues with Invoice

Payment managers can see previously run synchronization jobs (by selecting dates and clicking **Search**), the date the synchronization took place, how many invoices that were part of the invoice, the status of the synchronization, and synchronization details, such as comments or errors that might have occurred during the synchronization by clicking the **sync details** link in the **Actions** column.

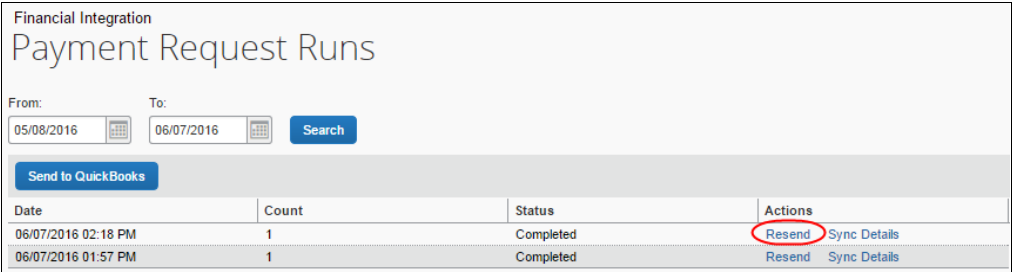
The screenshot shows the 'Financial Integration' interface with the title 'Payment Request Runs'. It includes a search section with 'From' and 'To' date pickers (05/08/2016 and 06/07/2016) and a 'Search' button. Below is a 'Send to QuickBooks' button and a table with columns: Date, Count, Status, and Actions. The table shows two rows of completed synchronization jobs. The 'Sync Details' link in the Actions column for the first row is circled in red.

Date	Count	Status	Actions
06/07/2016 02:18 PM	1	Completed	Resend Sync Details
06/07/2016 01:57 PM	1	Completed	Resend Sync Details

In the example below, the **Sync Details** window shows an error.



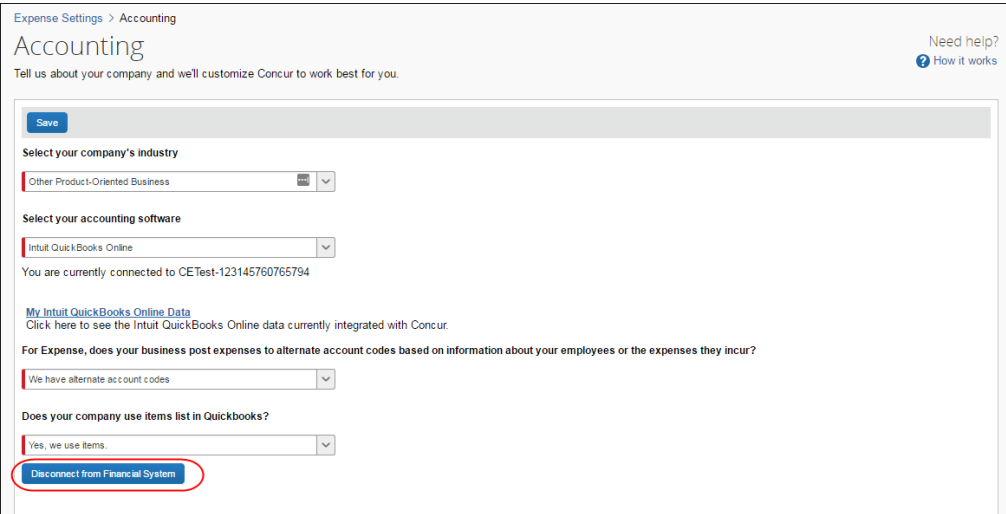
The payment manager can resend the invoice by clicking the **Resend** link in the **Actions** column.



Disconnecting the Integration

Clients who are ready to disconnect QuickBooks Desktop or QuickBooks Online from SAP Concur can do so on the **Accounting** page of Product Settings.

- ▶ **To disconnect your QuickBooks company from SAP Concur:**
 1. Click **Administration > Expense Settings** or **Expense & Invoice Settings > Accounting**.
 2. Click **Disconnect from Financial System**.



3. Click **Save**.

NOTE: Before disconnecting SAP Concur from QuickBooks, you must process and post all in flight reports.

The screenshot shows the Intuit Accounting interface. A central dialog box displays a warning: "WARNING! You currently have in-flight expense reports and/or invoices that require processing before you can connect/disconnect your Connector. Please make sure the following reports/invoices are fully approved and processed before proceeding:". Below the warning is a table with three columns: Employee, Type, and ID. The table lists several reports and invoices for Admin and Jackson Brown. A "Close" button is located at the bottom right of the dialog box. The background interface includes a sidebar with options like "Save", "Intuit QuickBooks Online", and "My Intuit QuickBooks Online Data".

Employee	Type	ID
Admin, Admin	Expense Report	C3501B1C014D41898CF7
Admin, Admin	Expense Report	7C14CA312D94419F81D5
Admin, Admin	Invoice	INV02081
Brown, Jackson	Invoice	156395
Admin, Admin	Invoice	8596545
Brown, Jackson	Invoice	5985
Admin, Admin	Invoice	110000000
Admin, Admin	Invoice	CR111000000
Admin, Admin	Invoice	11199887766
Admin, Admin	Invoice	20110000000