

Sage Intacct Integration with SAP Concur

Frequently Asked Questions

EXTERNAL

Updated March 2021

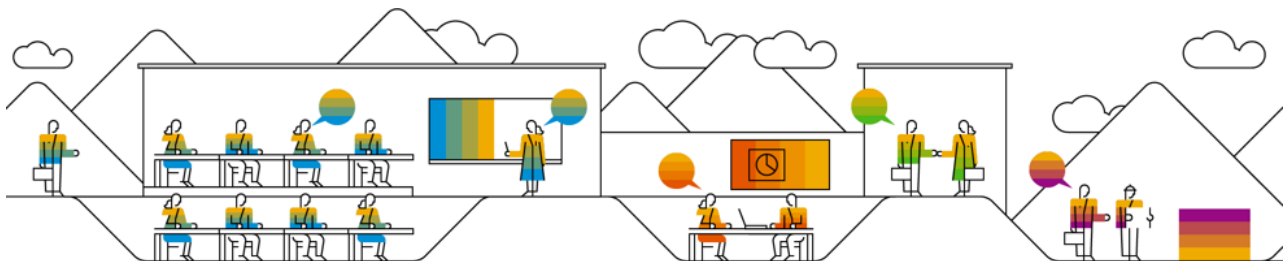
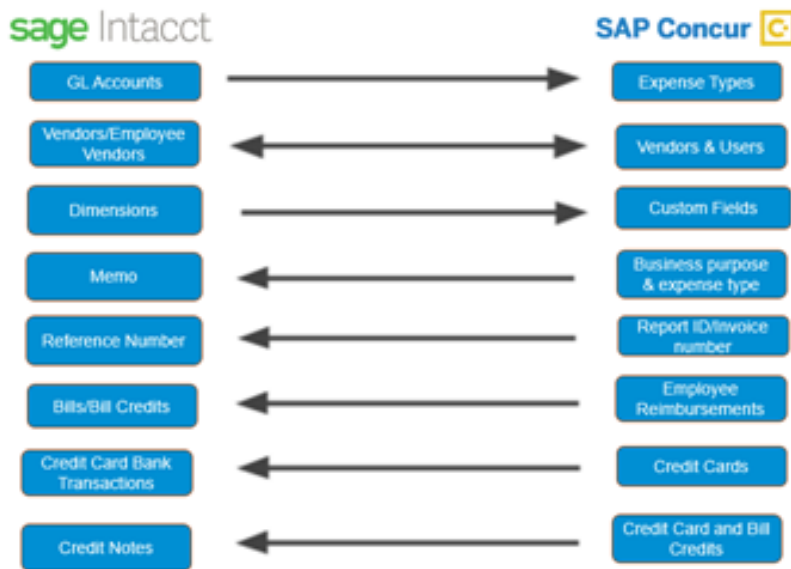


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SAGE INTACCT WORKFLOW



ABOUT SAGE INTACCT

Primary market where the Sage Intacct Accounting will work?

- US

What versions of Sage Intacct does the Sage Intacct accounting connector support?

- US

How will out of pocket expense transactions post to Sage Intacct?

- Bill

How credit card transactions post to Sage Intacct?

- Can I post a credit card transaction as a bill or to my credit card bank account?
 - Yes, customers have the option to post transactions a bill to the credit card vendor name or post the transactions to the credit card bank account
- When posting credit card transactions to the credit card bank account, If the February claim contains January transactions & January Month End has been closed in Sage Intacct then will these transactions post to Sage Intacct?
 - No, for Credit card transactions posting to the credit card bank account we post the credit card transaction date so if the transaction date is from January and January is closed then yes this is true. Sage Intacct will not allow adding transactions once the month is closed, this will cause the transaction to fail to post.
- When a credit card transaction as a bill, what date will post?
 - The transaction date that will post is based on bill posting preferences that is selected in the Concur set up

How will AP invoices post to Sage Intacct?

- Bill

What if I need to make changes to master data in Sage Intacct (like deleting an account), how should they handle that?

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

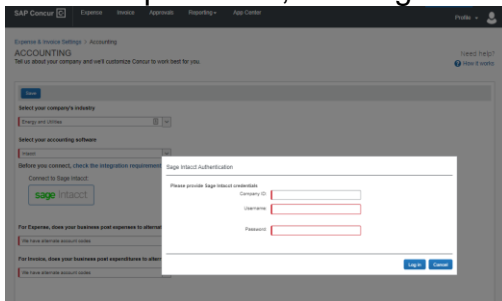
Can I connect multiple Sage Intacct entities to one Concur account?

- Yes, Once Connected to Sage Intacct, SAP Concur will pull in all entities from Sage Intacct. You can only connect one Sage Intacct company file to one Concur account, however all entities in that one Sage Intacct company will pull into SAP Concur.

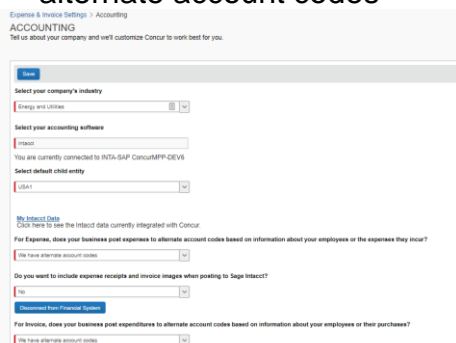
CONNECTION TO SAGE INTACCT

How do I connect my Concur account to Sage Intacct?

- Select Intacct as your accounting software in the accounting setup, click connect to Sage Intacct button, enter in your Admin company id, Admin username, and Admin password, click login



- Once connected to Sage Intacct for both expense and invoice you must enable alternate account codes



Optional: You can select to have receipt images and invoice images post back to Sage Intacct, you will need to select yes as the current default option is set to No.

ACCOUNTS

How do I refresh Accounts from Sage Intacct in Concur?

- Account data is cached and will update every hour. If a user searches for a new or updated account during the time the cache is still stale, they will not find the account in the Concur system. The Concur administrator can manually invoke a refresh by clicking the “refresh” button on the My Sage Intacct Data window.

What account types are supported in the integration?

- For mapping expense types in Expense and/or Invoice:
 - You must select the child entity in the Accounting set up screen to map data in Concur
 - We do not filter any accounts; all accounts are brought into Concur
- For mapping liability accounts:
 - You must select the child entity in the Accounting set up screen to map data in Concur
 - You do not need to map any liability account for employee reimbursements
 - For credit card – We will pull in the credit card bank account for the entity that was selected in the accounting set up screen
- For mapping clearing account codes:
 - You must select the child entity in the Accounting set up screen to map data in Concur
 - We do not filter any accounts; all accounts are brought into Concur

COST TRACKING

Does Concur support dimensions?

- Yes, you have the ability to select and map your Sage Intacct dimensions (Cost tracking objects). Concur will only pull in active tracking categories

How do I refresh dimensions/Cost Objects from Sage Intacct in Concur?

- Once dimension options are added into Sage Intacct, they will populate in SAP Concur when navigating back to the Cost Tracking page (you can refresh by logging into the home page and/or waiting one hour to refresh)

Can I post billable transaction to Sage Intacct?

- Yes, when posting billable transactions, you must select a customer AND an Item or the transaction will fail to post

VENDORS

How do I add users from Sage Intacct into Concur?

- Customers typically set up their employees as vendors in Sage Intacct Accounting. Vendors must be entered into Sage Intacct with first name, last name, and email.

How do customers distinguish “employee vendors” from “account vendors” in Sage Intacct Accounting?

- Concur’s purposes, we will filter based on the presence of a first name, last name, and email address.

How do I refresh Employee Vendor Data from Sage Intacct Accounting?

- Employee contact (Vendor) data refreshes simply by clicking the “Add Users from Sage Intacct Accounting” button on the Users screen.
- Does not have the 1hr limitation; will refresh right away.

How do I refresh Account Vendor Data from Sage Intacct Accounting?

- Account vendor data refreshes simply by clicking the “Add Vendors from ERP” button on the Manage Vendors page.
- Does not have the 1hr limitation; will refresh right away.

TAX CODES

Does the integration support VAT/GST tax?

- No

POSTING BILLS AND CREDIT CARD TRANSACTIONS TO SAGE INTACCT

- Can I post a credit card transaction as a bill or to my credit card bank account?
 - Yes, customers have the option to post transactions a bill to the credit card vendor name or post the transactions to the credit card bank account
- If the **February** Claim contains **January** transactions & **January Month End** has been closed in **Sage Intacct** then these transactions won't post to **Sage Intacct** - correct?

For Credit card transactions posting to the credit card bank account we post the credit card transaction date so if the transaction date is from January and January is closed then yes this is true. You do have the ability to post credit card transactions to the credit card bank account OR as a bill to the credit card vendor name. When posting bills, we post (based on bill posting preferences)

CONNECTING AND DISCONNECTING

How can I confirm that I have connected Sage Intacct to Concur?

- In SAP Concur under the accounting set up customers will have the accounting package as Sage Intacct and under the accounting package, it will display as “You are currently connected to [customers Sage Intacct account name]-123146376969944”

What happens if I need to disconnect from Sage Intacct Accounting?

- Customers will not be permitted to disconnect from Sage Intacct if they have in-flight reports or invoices. This even includes reports or invoices that have been created, but not submitted yet.
- Upon clicking the disconnect button, the admin will be presented with a pop-up screen listing all in-flight reports/invoices (if there are any).
- The admin must either process, or recall and delete, and in-flight reports/invoices.
- If there are no in-flight reports/invoices, the admin may successfully disconnect.

What happens if I delete an entity in Sage Intacct?

- If an entity is deleted in Sage Intacct all reports that are tied to that entity will fail to post and data will no longer pull into Concur from Sage Intacct
- Should you need to delete an entity, please ensure all expense reports/invoices are posted to Sage Intacct before deleting an entity.
- Go into the Concur set up and delete the existing mappings that are completed for that entity. This will help to ensure all reports successfully post to Sage Intacct.