

FREQUENTLY ASKED QUESTIONS - CLIENT
Sage Intacct Financial Integration
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About Sage Intacct

1. Which markets support the Sage Intacct Financial integration?

- US

2. Which version of Sage Intacct does the Sage Intacct Financial integration connector support?

- US

NOTE: The Sage Intacct connector does not support multicurrency transactions. All transactions from SAP Concur will post to Sage Intacct in the home currency of Sage Intacct.

3. How will out-of-pocket expense transactions be posted to Sage Intacct?

- Out-of-pocket expense transactions post to Sage Intacct as bills.

4. Can I post a credit card transaction as a bill or to my credit card bank account?

- Yes, clients have the option to post transactions as a bill to the credit card vendor name or post the transactions to the credit card bank account.

5. 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, 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.

6. When a credit card transaction is posted as a bill, what date will post?

- The transaction date that will post is based on bill posting preferences that is selected in the SAP Concur set up.

7. How will AP Invoices post to Sage Intacct?

- AP invoices will post to Sage Intacct as bills.

8. How should I handle making changes to master data in Sage Intacct—for example, deleting an account?

- Prior to making changes, the administrator should notify users to stop submitting expense reports/invoices and then wait for all submitted reports/invoices to finish the approval/sync process. Then the

administrator can make changes in Sage Intacct and update the synchronized data in Concur Expense and/or Concur Invoice. Once all the changes have been synchronized, the users can start creating and submitted reports/invoices again.

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

- Yes, once connected to Sage Intacct, Concur Expense and/or Concur Invoice will pull in all entities from Sage Intacct. You can only connect one Sage Intacct company file to one SAP Concur account; however, all entities in that one Sage Intacct company will pull into Concur Expense and/or Concur Invoice.

10. Can I post to top-level entity only?

- Yes, once connected to Sage Intacct, select the top-level entity, and then click **Save**.

NOTE: If you are an existing connected Sage Intacct customer and would like to post at the top level, you must disable (uncheck) **Drives Alternate Expense/Invoice Account Codes** on the **Custom Fields** page for the relevant custom field, click **Save**, then reenable (check) **Drives Alternate Expense/Invoice Account Codes** and click **Save**.

11. How many entities can I post to with the Sage Intacct Integration?

- The maximum number of entities you can post to is ten.

NOTE: If you only need to post to the top-level entity or less than 10 entities you can still use the SAP Concur integration. You can add the entities (including the top level) to the web services user who is connecting SAP Concur to Sage Intacct.

12. I have connected to SAP Concur, however I am not seeing all of my data, like child entities, accounts & vendors?

1. You can check the permissions in the user profile SAP Concur has full permissions to ALL modules, Company (which will pull in the entities), AP module, etc. There are 2 types of user permission
 - Users, Grant permissions in User-based instance...
 - Company > (Admin) > Web Service User
 - Find your user and click SUBSCRIPTIONS towards the right side
 - This opens a page that lists all the modules. From here, you can click 'Permissions' for each module.
 - Roles- Ensure the "role" has access to ALL Sage Intacct modules

13. I only want to bring in certain entities, how do I ensure only the entities I want are brought into Concur upon connection?

You will need to add the entities to the web services user who connects to SAP Concur

- Go to: Company → (admin) → Web Service User
- Find the user and click EDIT
- There will be a tab labeled “User entities”
- Click on that tab and include the specific entities
- Click SAVE

14. What happens if I have duplicate ID numbers in Sage Intacct?

2. ID numbers must be unique. Duplicate ID numbers will cause issues when data is imported into SAP Concur.

! IMPORTANT: Sage Intacct treats ID numbers as case sensitive. As such, two ID numbers with the same alphanumeric characters but different use of upper and lower case is considered unique in Sage Intacct. SAP Concur does not treat ID numbers as case sensitive, so two ID numbers with the same alphanumeric characters are considered duplicates even if upper and lower case is applied differently to each ID.

NOTE: Sage Intacct has a regular maintenance window every Friday from 7:30 PM to 11:30 PM PST:

<https://www.sageintacct.com/system-status>

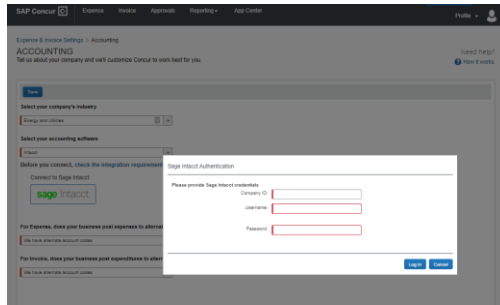
Connection to Sage Intacct

15. How do I connect my SAP Concur account to Sage Intacct?

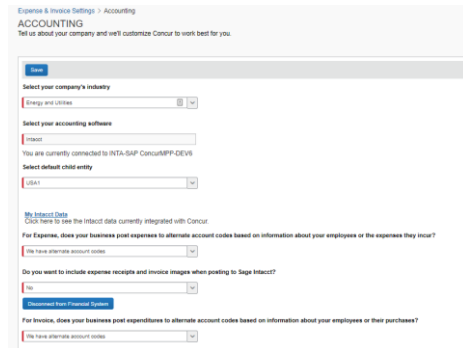
- Select Intacct as your accounting software in the accounting setup, click the **Sage Intacct** button, enter your **Company ID**, **Username**, and **Password**, and then click **Log in**.

NOTE: If the admin who connect Sage Intacct to SAP Concur changes their password, they must disconnect and then reconnect.

NOTE: For existing customers, all existing expense reports or invoices, including reports and invoices that have not yet been submitted, must be approved and processed and payment batches must be closed before establishing the integration connection.



- After connecting to Sage Intacct for Concur Expense and/or Concur Invoice you must enable alternate account codes



- **Optional:** You can choose to post receipt images and invoice images back to Sage Intacct.

Accounts

16. How do I refresh accounts from Sage Intacct in Concur Expense and Concur Invoice?

- 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 SAP Concur system. The SAP Concur administrator can manually invoke a refresh by clicking the refresh button on the **My Sage Intacct Data** page.

17. What account types are supported by the integration?

- For mapping expense types in Concur Expense and/or Concur Invoice:
 - ◆ You must select the child entity in the **Accounting** set up screen to map data in Concur Expense and/or Concur Invoice.
 - ◆ Sap Concur solutions does not filter any accounts; all accounts are brought into Concur Expense and/or Concur Invoice.
- For mapping liability accounts:
 - ◆ You must select the child entity in the **Accounting** set up screen to map data in Concur Expense and/or Concur Invoice.

- ◆ You do not need to map liability accounts for employee reimbursements.
- ◆ For credit cards: SAP Concur solutions pulls 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 Expense and/or Concur Invoice.
 - ◆ Sap Concur solutions does not filter any accounts; all accounts are brought into Concur Expense and/or Concur Invoice.

Cost Tracking

18. Do Concur Expense and Concur Invoice support dimensions?

- Yes, you can select and map your Sage Intacct dimensions (cost tracking objects). Concur Expense and Concur Invoice will only pull in active tracking categories.

19. How do I refresh dimensions/cost tracking objects from Sage Intacct to Concur Expense and Concur Invoice?

- Once dimension options are added into Sage Intacct, they will populate in SAP Concur solutions when navigating back to the **Custom Fields** page in Product Settings.

NOTE: You can refresh by logging into the home page and/or waiting one hour to refresh.

20. Can I post billable transactions to Sage Intacct?

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

! IMPORTANT: When mapping Sage Intacct dimensions to SAP Concur custom fields, you must create a list, map the list, and then save the list before moving on to the next list. You must do this for each list. Do not attempt to map all of the lists at the same time or the lists will not be imported into SAP Concur.

Vendors

21. How do I add users from Sage Intacct to SAP Concur solutions?

- Clients 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 address.

22. How do clients distinguish employee vendors from account vendors in Sage Intacct Accounting?

- Sap Concur solutions filter based on the presence of a first name, last name, and email address.

23. How do I refresh employee vendor data from Sage Intacct Accounting?

- Employee contact (Vendor) data is refreshed by clicking the **Add Users from Sage Intacct Accounting** button on the **Users** page in Product Settings.
- Employee contact (Vendor) data is refreshed immediately; there is no delay.

24. How do I refresh account vendor data from Sage Intacct Accounting?

- Account vendor data is refreshed by clicking the **Add Vendors from ERP** button on the **Manage Vendors** page.
- Account vendor data is refreshed immediately; there is no delay.

25. I only want to post transactions to my credit card bank account or credit card vendor. Do I still need to set up all of my users as a vendor in Sage Intacct Accounting?

- Yes. All users in SAP Concur will need to be set up as a vendor with first name, last name, and email address in Sage Intacct. This is required to set a user up in SAP Concur.

Tax Codes

26. Does the Sage Intacct integration support VAT/GST?

- No.

Posting Bills and Credit Card Transactions to Sage Intacct

27. Can I post a credit card transaction as a bill or to my credit card bank account?

- Yes, clients can post transactions as a bill to the credit card vendor name or post the transactions to the credit card bank account.

28. If the February claim contains January transactions, and January month end has been closed in Sage Intacct, will the January transactions post to Sage Intacct?

- For Credit card transactions posting to the credit card bank account we post the credit card transaction date. If the transaction date is from January and January is closed then those transaction will NOT post to Sage Intacct; however, you can 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.

29. My expense report or invoice failed to post with an “Enter a Bill number and try again” error. How do I resolve this error?

- This error occurs when customers have enabled bill number as a mandatory field in their set up in their **Accounts Payable** module. SAP Concur does not post a bill number, customers must go to **Accounts Payable** module and disable the bill number option. This must be done at the top level and entity level if posting to specific entities.

30. We use the “Time and Expense” section of Sage Intacct to process our travel and expense transactions. Does SAP Concur support posting to “Time and Expense”?

- No. The SAP Concur integration posts as a bill or to the credit card bank account in Sage Intacct.

Connecting and Disconnecting

31. How can I confirm that I have connected Sage Intacct to SAP Concur solutions?

- In SAP Concur Product Settings, on the **Accounting** page, you will see Sage Intacct displayed as the selected accounting software. Under the selected accounting software, you will see a message similar to the following:

You are currently connected to [Sage Intacct account name]-
123146376969944

32. What if I need to disconnect from Sage Intacct Accounting?

- Clients cannot disconnect from Sage Intacct while reports or invoices are in-flight. This restriction includes reports and invoices that have been created but not yet submitted.
- After clicking the **Disconnect** button, if any reports or invoices are in-flight, the admin will see a screen listing all the in-flight reports and/or invoices. The list of in-flight reports and/or invoices can be exported to an excel file.
- If there are no in-flight reports or invoices, the admin can disconnect from Sage Intacct Accounting.

33. 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 be pulled into Concur Expense and/or Concur Invoice from Sage Intacct.

- If you need to delete an entity, please ensure all expense reports/invoices are posted to Sage Intacct before deleting an entity.
- To help to ensure all reports successfully post to Sage Intacct, delete the existing SAP Concur mappings that are completed for that entity.