Wipfli has compiled answers to some frequently asked questions potential clients have before choosing ExpenseConnect for D365 Business Central (BC).

# Where does ExpenseConnect integrate expense reports?

It allows one of two mutually exclusive choices:

1. Purchasing Invoice vouchers
2. GL Transactions

Generally, a client would choose PI vouchers if they are going to need to pay the vouchers downstream in BC. They could choose the GL destination if the expense reports have already been paid in Concur.

# Does ExpenseConnect work in a multi-company environment?

Yes, EC works in multi-company environments. It is installed as a shared application and can be configured from Concur data as to which company expense reports are imported into.

# Does ExpenseConnect work with Intercompany Accounts?

Yes, for integrating expense reports as purchasing invoice vouchers. No, for direct GL transactions. The journalLine API endpoint in BC does not give us access to the “IC Partner G/L Acc. No.” field for mapping.

IC transactions would work just fine via our Purchase Invoice destination option assuming all standard BC intercompany configuration is in place for the vendor.

# What are the IT requirements for installing ExpenseConnect into BC?

There are no IT requirements. ExpenseConnect is a cloud-based application that installs directly into your BC environment from Microsoft App Source. New versions can be updated from App Source, too.

# Does ExpenseConnect also integrate with Concur Invoice?

Wipfli is building a separate product called InvoiceConnect which integrates with Concur Invoice. Talk to a Wipfli sales associate for more details about InvoiceConnect.

# Can ExpenseConnect work with multiple instances of Concur?

No, ExpenseConnect only works when there is one instance of Concur to one instance of BC. If you have multiple instances of Concur that you need integrated into a single instance of BC, you will need to work with Concur to consolidate them into a single instance of Concur first.

ExpenseConnect can be setup in a BC sandbox company first and then transitioned to a production company. That is not a problem.

# Can ExpenseConnect work with a Concur test site (implementation site)?

ExpenseConnect cannot be setup in a Concur test site because Concur no longer allows their test sites to access the App Center which is essential for ExpenseConnect to establish the connection between BC and Concur.

# How did companies do this integration before ExpenseConnect?

Concur can be configured to export all expense lines into a flat file they call the Standard Accounting Extract (SAE) file. Past integrators would take the data from this file and manipulate it to fit into a BC template and then import that file. This was a non-trivial endeavor as the SAE file is a 256 column, pipe-delimited, header-less file. So typically, a middleware solution would be needed to stream an SAE file into an BC template file. ExpenseConnect improves upon this situation several ways.

1. There are no files to manipulate. ExpenseConnect is a direct bridge between Concur and BC.
2. ExpenseConnect keeps records of when each integration took place. In the past, once you successfully imported a template file, you could forget which reports were on that file and potentially re-import them. ExpenseConnect keeps track of what you have imported and therefore prevents importing duplicates.

# What do I need to do to install and use ExpenseConnect?

ExpenseConnect installs into BC as an extension application from the MS App Source. So on the BC side you will need:

* An admin user who can administer BC extensions and install them from the App Source.
* An admin user who can create a web service token in BC assigned to an administrative user account

In Concur you will need:

* An admin user who can access to the Concur App Center

# How can I tell which Concur Version I have?

If you find a tab labeled “Setup” in your Concur administrative section, you are on Concur Standard. Otherwise, you are on Advanced Configuration by Concur / Enterprise. If you do not know, you probably are on Concur Standard. A potential customer should ask their Concur account rep if they are unsure.

# Does ExpenseConnect interface with ADP or any other 3rd party payroll system?

No, ExpenseConnect does not directly interface with any payroll system. It only interfaces directly with Concur and BC. Concur does have a direct integration with ADP which can be setup by your Concur implementer (not Wipfli).

# Can ExpenseConnect credit different GL accounts?

If you are integrating directly to the general ledger, often clients will need to credit cash transactions to a different account than credit card transactions. That type of configuration is possible with ExpenseConnect.

# How does ExpenseConnect handle company paid credit cards?

ExpenseConnect is flexible enough to handle credit card transactions from employee reimbursements in a variety of ways. From crediting a different GL Account to integrating credit card transactions into different a destination, ExpenseConnect can address your credit card integration needs. During the implementation phase, your ExpenseConnect implementer will recommend to you a best practice for handling your credit card transactions.

# Will ExpenseConnect split credit card transactions from cash transactions?

Short answer: it can. If you are integrating to accounts payable, some clients will want to only re-pay cash transactions (i.e. they have already paid the credit card company). In this case, ExpenseConnect can be configured to split off cash transactions from credit card transactions and skip importing the credit card transactions. It can actually be configured several ways:

* Import both cash and credit card transactions to the same voucher.
* Split cash and credit card transactions into separate vouchers
* Only import one type and skip the other

# Can custom Concur fields defined in a user record or on a report be integrated to BC?

Yes, custom fields can be mapped to either standard PI/GL fields or to custom BC dimension fields.

# How can I synchronize my BC master data into Concur?

Wipfli is working on building a BC dimension to Concur list sync. It will synchronize BC dimensions to Concur custom lists.

# Does ExpenseConnect only pull reports from Concur or will it also affect reports in Concur?

ExpenseConnect only pulls data from Concur. It does not act on, change, or modify expense reports in Concur in any way. In the future, that may change. Concur is currently working a feature where ExpenseConnect can modify an expense report’s status once that report has been integrated. This feature has not been completed, yet.

# Will ExpenseConnect pull receipt images?

It can be configured to pull a pdf of the all of the receipts on a report. It will attach that into a BC voucher using the BC attachment features.

# What Authentication / Security does ExpenseConnect use?

* Concur uses OAuth 2.0 which is an industry standard. Wipfli has implemented ExpenseConnect based on Concur API security guidelines as indicated here:

<https://developer.concur.com/api-documentation/oauth-20-0>

\*\* Here is general documentation on the OAuth standard:

<http://oauth.net/about/>

* The BC API calls use a secure token created on a user account record in BC. ExpenseConnect does not store these credentials outside of BC.
* All API communication between BC and Concur happens securely with HTTPS. The programming is done in accordance with both BC and Concur’s API guidelines.

Assurances:

* ExpenseConnect only moves your expense data between Concur and BC. It does not re-store or house your data.
* ExpenseConnect does not store username / password credentials. It uses existing API token-based systems created by Concur and BC for authentication and authorization.
* Wipfli cannot run ExpenseConnect remotely for clients. Only clients who have successfully authenticated into BC can run ExpenseConnect.