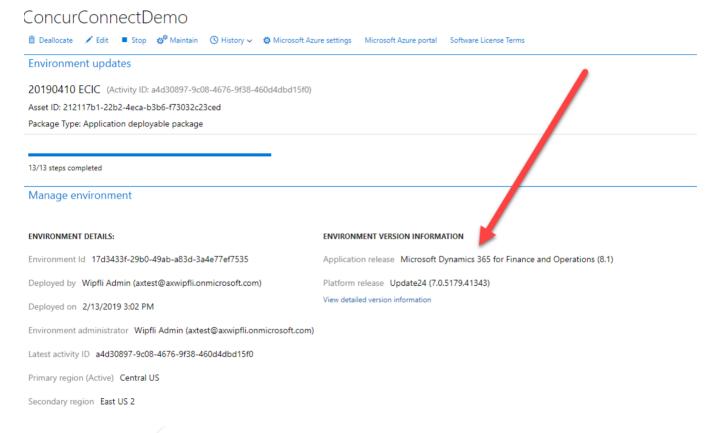![WIPFLi LLP CPAs and Consultants logo]

Wipfli has compiled answers to some frequently asked questions potential clients have before choosing ExpenseConnect for D365 Finance and Operations (FO).

Which FO versions does ExpenseConnect work with?

Versions 8.1+

How can I tell which FO Version I have?

You can find the version in Lifecycle Services (LCS) under the Manage Environment section in a field called Application release.

ConcurConnectDemo

🗑 Deallocate ✏ Edit ◼ Stop ⚙ Maintain 🕐 History ⌄ ⚙ Microsoft Azure settings   Microsoft Azure portal   Software License Terms

Environment updates

20190410 ECIC (Activity ID: a4d30897-9c08-4676-9f38-460d4dbd15f0)

Asset ID: 212117b1-22b2-4eca-b3b6-f73032c23ced

Package Type: Application deployable package

13/13 steps completed

Manage environment

ENVIRONMENT DETAILS:

Environment Id 17d3433f-29b0-49ab-a83d-3a4e77ef7535

Deployed by Wipfli Admin (axtest@axwipfli.onmicrosoft.com)

Deployed on 2/13/2019 3:02 PM

Environment administrator Wipfli Admin (axtest@axwipfli.onmicrosoft.com)

Latest activity ID a4d30897-9c08-4676-9f38-460d4dbd15f0

Primary region (Active) Central US

Secondary region East US 2

ENVIRONMENT VERSION INFORMATION

Application release Microsoft Dynamics 365 for Finance and Operations (8.1)

Platform release Update24 (7.0.5179.41343)

View detailed version information

What are the IT requirements for installing ExpenseConnect for FO?

Admin access to LCS.

Can ExpenseConnect work with multiple instances of Concur?

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

ExpenseConnect can be setup in an FO test company or test environment first and then transitioned to a production company or environment. That is not a problem.

Which sub-ledger does ExpenseConnect integrate into?

It all depends on the field mappings we setup together. The sub-ledger is chosen by the journal we configure your field mappings to map to.

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 an AX template and then import that. 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 FO template file. ExpenseConnect improves upon this situation several ways.

1. There are no files to manipulate. ExpenseConnect is a direct bridge between Concur and FO.
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?

In Concur you will need:
- A user who can view all company reports
- If you have Concur Professional or Enterprises, this user must be in the role "Web Services Admin".
- If you have Concur Standard, this user must have the "Can Administer" role.

In FO you will need:
- Administrator access to LCS

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 Concur Professional / 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 AX. Concur does have a direct integration with ADP which can be setup by your Concur implementer (not Wipfli).

Can ExpenseConnect do Intercompany (Due to / Due from) transactions?

Yes, it can. That can be configured via our field mappings.

How does ExpenseConnect handle failures / rejected reports?

If a report is not brought in successfully then the error in the error log will tell you why it failed. You may need to change an account code or something like that. You can either change the info in Concur or FO, or if the error is in Concur and you don't want to go back and change it and reapprove it, you can use the Value Transformations feature and create a Value Transformation like this example: when you see Account # 1234 change it to #4567.

Can ExpenseConnect import reports already paid by Concur?

Yes, it can. In that case, we would configure your implementation to import reports only when they reach the "Payment Confirmed" status in the Concur payment workflow.

Can ExpenseConnect credit different GL accounts?

Yes, ExpenseConnect can credit different GL accounts. Which accounts are credited for which scenarios are configured in the ExpenseConnect field mappings form.

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 as already paid, 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.

How does ExpenseConnect handle multiple account segments?

ExpenseConnect can handle multiple account segments. Typically, additional account segments are implemented in Concur as custom lists. ExpenseConnect can pull in Concur custom list values. Your ExpenseConnect implementer will set this up for you during the mapping phase.

ExpenseConnect can combine values from different Concur fields into a full GL account string.

Does ExpenseConnect integrate with multiple companies / multiple databases in FO?

Yes, it does. Typically, company IDs or database names will be associated with Concur user accounts. These can be mapped in ExpenseConnect so that different users cause transactions to be created in different databases.

Will ExpenseConnect split credit card transactions from cash transactions?

It can. Some clients will want to only re-pay cash transactions (i.e. they have already paid the company credit card transactions). 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 bill / expense report.
- Split cash and credit card transactions into separate bills / expense reports.
- Only import one type and skip the other.

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

Yes, they can be. You can setup custom lists in Concur which contain your FO master data and assign them to a user record or an expense entry.

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.

How can I synchronize my FO master data into Concur?

As a separate module from the base ExpenseConnect product, Wipfli can provide you with what we call the Bi-Directional module. This can take master data from AX (e.g. Vendors, Projects, etc) and synchronize it into Concur custom lists. This will allow your Concur users to choose the correct data values when they are creating expense report entries or setting up new users. It will also help to alleviate validation errors when integrating expense reports with ExpenseConnect.

Generally, through a short requirements gathering session to determine exact needs first.

What can and cannot be synchronized with the Bi-Directional sync module?

The Bi-Directional sync module can add/update/delete virtually any data from AX into one of the following areas of Concur:

- Concur custom lists
    - Found in the Cost Tracking section of Concur Standard
    - Found in the List Management section of Concur Professional
- Concur User accounts
- Cost Object Approvers (Only typical with Project accounting, this may cost extra, ask your Concur implementer if you need it)

What does the Bi-Directional sync **NOT** sync. Anything else. It only works on the three types of objects listed above.

Unfortunately GL Expense Types / Natural Accounts cannot be synchronized. Those will have to be manually managed in Concur. If you have Concur Standard, this means we **cannot** synchronize into the Expense Types section. If you have Concur Professional, this means we **cannot** synchronize into the Accounting Administration section.

What type of records specifically does the Bi-Directional sync *typically* affect in Concur?

Typically, the bi-directional sync affects custom list items in Concur. Custom list items are used in Concur to track domain specific things such as (but certainly not limited to) customers, projects, vendors, etc. So if you have a large list of items, which changes frequently, and where the master list resides in FO, you will probably also want to implement the Bi-Directional sync.Bi-Directional sync is scheduled as once-a-day process.

Does ExpenseConnect also integrate with Concur Invoice?

Wipfli has a separate product (currently in development) called InvoiceConnect which integrates with Concur Invoice. Talk to a Wipfli sales associate for more details about InvoiceConnect.

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-reference/authentication/authentication.html
  ** Here is general documentation on the OAuth standard:
  http://oauth.net/about/
- All API communication to Concur happens from the FO server to Concur via HTTPS (port 443). This is in accordance with the Concur API guidelines. This communicate is encrypted via SSL. This communication is similar to a web browser connection. So there are no additional ports to open up.
- There is no cloud middleware tier where the processing is done. All processing is done from the FO server.
Assurances:
- ExpenseConnect only moves your expense data between Concur and FO via the FO server. It only temporarily keeps this data in memory on the client machine while the program is running. It does not re-store or house your data.
- ExpenseConnect does not store username / password credentials for Concur.
- Wipfli cannot run ExpenseConnect remotely for clients.

What outside domains (urls) does ExpenseConnect call?

https://*.herokuapp.com
https://*.concursolutions.com

If necessary, each client will need to open their firewalls/proxies to allow GETs and POSTs to these domains.

What is necessary when you upgrade FO versions?

After upgrading FO to a newer version, you will need to re-install ExpenseConnect for that new version. All of your ExpenseConnect data will remain intact.

How often is ExpenseConnect updated and how does a client receive updates?

It is updated several times a month with small tweaks and bug fixes. Updates are given to clients on demand or on a need basis only. There is no charge for us performing an update. A bi-annual newsletter communicates which new major features have been added.

What are the top challenges to getting ExpenseConnect implemented

- Any delays with getting Concur implemented
- Any inconsistencies between Concur data and FO data (account codes, companies, segment codes, projects, etc)
- Not having the full cooperation of the client to help us help them