WIPFLi LLP
CPAs and Consultants

InvoiceConnect FAQ

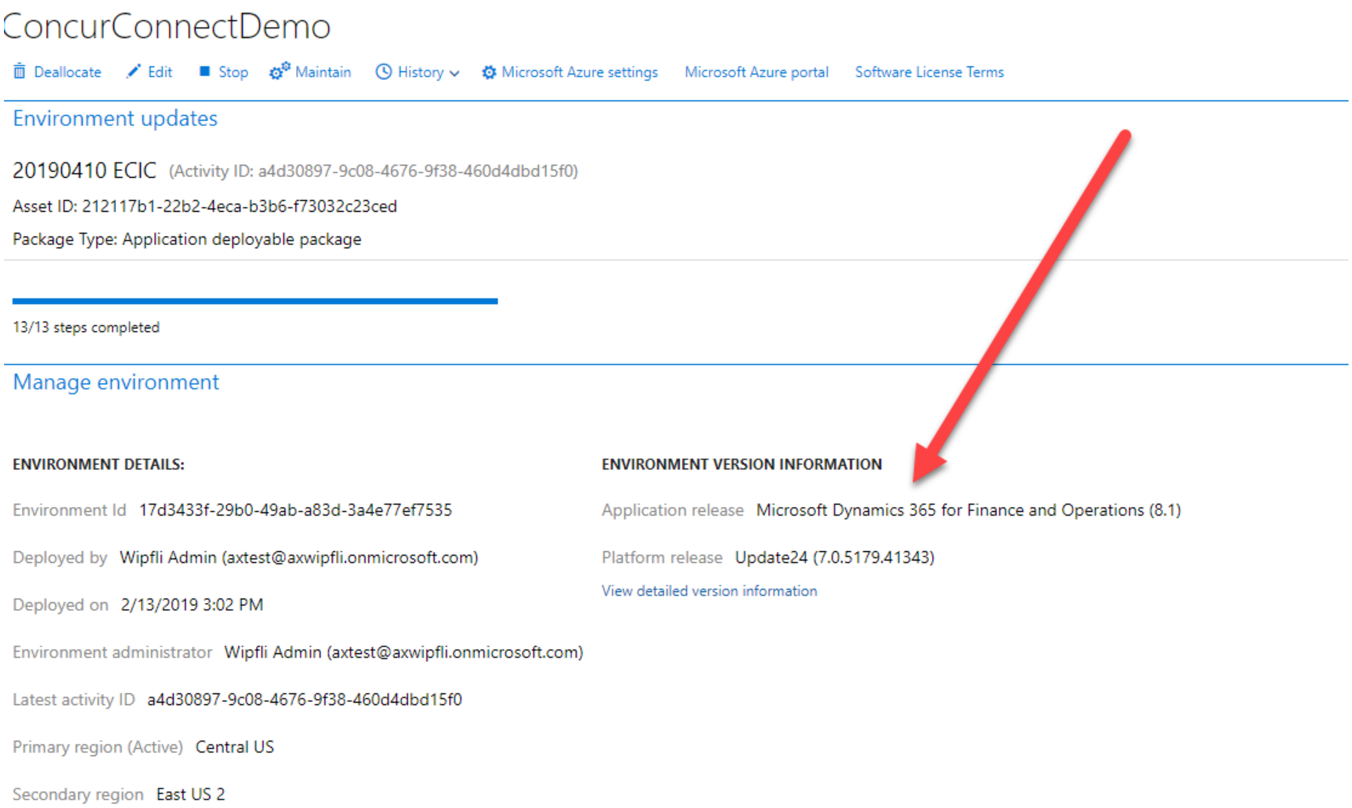
Wipfli has compiled answers to some frequently asked questions potential clients have before choosing InvoiceConnect for Dynamics 365 Finance & Operations (FO).

Which FO versions does InvoiceConnect 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.



What are the IT requirements for installing InvoiceConnect for FO?

Admin access to LCS.

Can InvoiceConnect work with multiple instances of Concur?

No, InvoiceConnect 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.

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

Which sub-ledger does InvoiceConnect integrate into?

PurchaseOrder payment requests integrate into the Vendor Invoice section in FO. Non-PO payment requests integrate into the Ledger Journal in the sub-ledger we have configured in our mappings. Most likely, it will be the AP invoice journal.

How did companies do this integration before InvoiceConnect?

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 FO 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 AX template file. InvoiceConnect improves upon this situation several ways.

1. There are no files to manipulate. InvoiceConnect is a direct bridge between Concur and FO.
2. InvoiceConnect 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. InvoiceConnect keeps track of what you have imported and therefore prevents importing duplicates.

What do I need to do to install and use InvoiceConnect?

In Concur you will need:

- A user who can view all company payment requests and vendors
- If you have Concur Professional or Enterprise, 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 InvoiceConnect interface with ADP or any other 3rd party payroll system?

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

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

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

How does InvoiceConnect handle failures / rejected requests?

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 use the Value Transformations feature and create a Value Transformation like this example: when you see Account # 1234 change it to #4567.

Can InvoiceConnect import requests paid by Concur?

Yes, it can. In that case, we would configure your implementation to import the initial payment requests first. Then, you will post those requests in FO. Later, our connector will import the payment confirmations into the payment journal and will apply those payments to the initial, posted requests.

Can InvoiceConnect credit different GL accounts?

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

How does InvoiceConnect handle multiple account segments?

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

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

Does InvoiceConnect 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 InvoiceConnect so that different users cause transactions to be created in different databases.

Can custom Concur fields defined in a user record or on a request 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 InvoiceConnect only pull requests from Concur or will it also affect reports in Concur?

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

InvoiceConnect can also synchronize some data from FO into Concur (see below).

How can I synchronize my FO master data into Concur?

InvoiceConnect can synchronize the following from AX into Concur:

- Vendors (built-in)
- Purchase Orders and PO receipts (built-in)
- Master data such as Projects, Financial Dimensions, etc (Separate Bi-Directional module)
- Employees (Separate Bi-Directional module)

As a separate module from the base InvoiceConnect product, Wipfli can provide you with what we call the Bi-Directional module. This can take master data from FO (e.g. Projects, Financial Dimensions, 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 InvoiceConnect.

Generally, the Bi-Directional sync is scheduled as once-a-day process. Clients who purchase the Bi-Directional module, go 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 FO 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.

What Authentication / Security does InvoiceConnect use?

- Concur uses OAuth 2.0 which is an industry standard. Wipfli has implemented InvoiceConnect 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 on the FO server. All connections to the FO SQL Server come from the FO server.

Assurances:

- InvoiceConnect only moves your invoice 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.
- InvoiceConnect does not store username / password credentials for Concur.
- Wipfli cannot run InvoiceConnect remotely for clients.

What outside domains (urls) does InvoiceConnect call?

https://*.herokuapp.com
https://*.concursolutions.com
https://*.akamai.com (Concur uses this as a CDN, so it needs to be available)

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 AX versions?

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

Where does InvoiceConnect install to and what is installed?

InvoiceConnect installs via a model layer import into the ISV layer.

How often is InvoiceConnect 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 InvoiceConnect 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