PivotNexus

QuickBooks

User Guide

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help@pivotpayables.com

PIVOTNEXUS FOR QUICKBOOKS USER GUIDE

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Contents

About this User Guide

In this User Guide you will find helpful information on using PivotNexus, troubleshooting, and how to contact our Support team.

Please save this User Guide for future reference or access via the Get Help link in PivotNexus.

Please note that you can contact our Help team any time with questions. That email address is in the footer of this document. Also please see the Getting Help section at the end of this document.

Prerequisites and PivotNexus Access

You will need to meet the following requirements to get the most out of this reference guide. In the case you do not have all prerequisites met, please reach out to our Help team.

- PivotNexus for QuickBooks project is completed
- Appropriate members of your team have been set up with PivotNexus user accounts and are able to login under Company Integration Administrator role
- For QuickBooks Desktop, your Web Connector application(s) are installed successfully
- Appropriate members of your team have attended a PivotNexus for QuickBooks training session

End-to-End Workflow

The end-to-end workflow indicates all the steps that must take place from when a Expense Report or Invoice is processed in SAP Concur, through PivotNexus, and into QuickBooks. Workflows can vary due to your specific configuration and settings. As part of the process, the Concur workflow indicates all steps that an Expense Report or Invoice goes through within SAP Concur.

Concur Workflow

1. Expense Report/Payment Request (Invoice) flows through Concur workflow
    - The Concur workflow refers to all of the steps that must take place in Concur before transactions flow into PivotNexus. This includes:
        - **End User** prepares and **Submits** Report/Payment Request
        - **Approver (Manager)** reviews and **Approves** Report/Payment Request
        - **Processor (Accounting Review) Approves** Report/Payment Request ensuring policy and coding are correct
        - **Admin Extracts** Expense Reports

NOTE - this step releases your data forward for PivotNexus – for this reason, it is essential it is completed in order to allow your records to flow into PivotNexus and load into QuickBooks

2. Allow time for transactions to be Extracted in Concur and then flow into PivotNexus
    - Transactions will typically be available for posting within one hour of the Concur extract
    - No data after 24 hours? Contact Help so we can manually pull your data forward and confirm there are no issues that may be holding your data from flowing into your books.

PivotNexus Workflow Steps

Question: **Automatically** Reprocessing Transactions?
If so, skip to Step 4.
If manually

3. To **Manually** Reprocess Transactions in PivotNexus:
    - Go to **PivotApplications.com** and Sign in using your credentials

- Choose the **Company Integration Administrator** role, then **Go**
- Go to **Manage Transactions**
    i. Use an appropriate Filter to pull up transactions ready for loading into your QuickBooks, such as:
        - **Header** – **Standard Field** – **Pivot Nexus Status** – **Contains** – <**Status**>
        - AND/OR,
        - **Header** – **Standard Field** – **Extract Date** – **After** – **<Date>** – **Seconds**
- Visually check to ensure you have the correct transactions, then click **Select All** for your transactions, and click **Reprocess**

4. **QuickBooks Desktop Only**: **Run the Web Connector** application(s) to load your records
    - *Note you will need to run the Web Connector for each company file in order to load all records*
5. CONFIRM RECORDS HAVE LOADED SUCCESSFULLY:
    - Filter for **Header** – **Standard Field** – **Pivot Nexus Status** – **Contains** – "**Failed**"
        - Validate all records were successfully imported by verifying no records are at Failed status
        - If any records Failed, view the details by right-clicking and selecting the **Show Error Message** or viewing the **Error Message** column in the Transactions pane.

          NOTES
            - The Error Message will clear when you move your cursor – so, be sure to read the error message, then move the cursor to clear the message.
            - Read the **QuickBooks Error Message** of affected transactions and proceed to **Troubleshooting Steps** below.
6. **DONE!!**

Troubleshooting

The majority of Failures you experience will be due to a simple data mismatch between the data in PivotNexus from SAP Concur, and the data in your QuickBooks file(s). Most errors can be resolved by correcting the issue in PivotNexus and/or QuickBooks and reloading the record(s). Due to the nature that Failures can be a result of different types of Errors, how to approach any one Error will be nuanced. To diagnose Errors and learn how to resolve, review the Error Message returned from QuickBooks to understand why the record failed to post, then proceed with correcting the issue(s) related to the record.

As a best practice, be sure to address the source of the Error once you've successfully loaded the record(s) in your books. This ensures that you don't encounter the same error in future batches.

Some Errors can only be resolved by Pivot team. In the case you cannot identify how to clear an Error, or encounter repeated Failures, please reach out to our Help team.

Steps to Troubleshoot Common Issues

1. If one or more records failed, you can troubleshoot by **manually correcting data** in **Manage Transactions** (if necessary) and/or **Reprocessing** the transaction
    - Review the Error Message per step 5 in the previous section.
    - **Right-Click** the appropriate Transaction, or Transaction Detail, then click **Edit**
        - Correct the data that was rejected by QuickBooks, then **Save**.
            - **Check the box** on the far left in the Transactions pane, then click **Reprocess**.

      Repeat for all affected transactions.
    - QuickBooks Desktop Only**: Run the Web Connector** application(s) to load your records

    NOTE - You will need to run the Web Connector for each company file in order to load all records
    - Click **Search** to refresh the Filter for **Header** – **Standard Field** – **Pivot Nexus Status** – **Contains** – "**Failed**"
        - Validate all records were successfully imported by verifying no records at Failed status

- If any records failed, view the details by right-clicking the **Show Error Message** or viewing the **Error Message** column in the Transactions pane

  NOTE – Read the **QuickBooks Error Message** of affected transactions.

Repeat Troubleshooting Steps until all errors are resolved.

2. **Address the Source of the Error**: Resolving the source of the problem will change based on the error you encounter.
   - You may need to correct the data in Concur – this way, you won't encounter the problem again when new reports flow through
     - For example, if a Vendor Name contains a typo in Concur, you will need to correct the typo to prevent future failures
   - You may need to correct/add an entry in QuickBooks – this way, the record will not be rejected for failing to find a match in your QuickBooks

   For example, if you added a User in Concur, you may need to update QuickBooks to prevent future failures

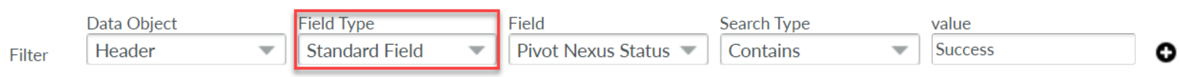
   Contact Help should the Basic Troubleshooting Steps not resolve the errors.

Filters

Filters are used to effectively narrow your results in Manage Transactions section of PivotNexus. Filters can be used to narrow searches based any available field in PivotNexus and will return only records which meet the filter specifications.

Field Type

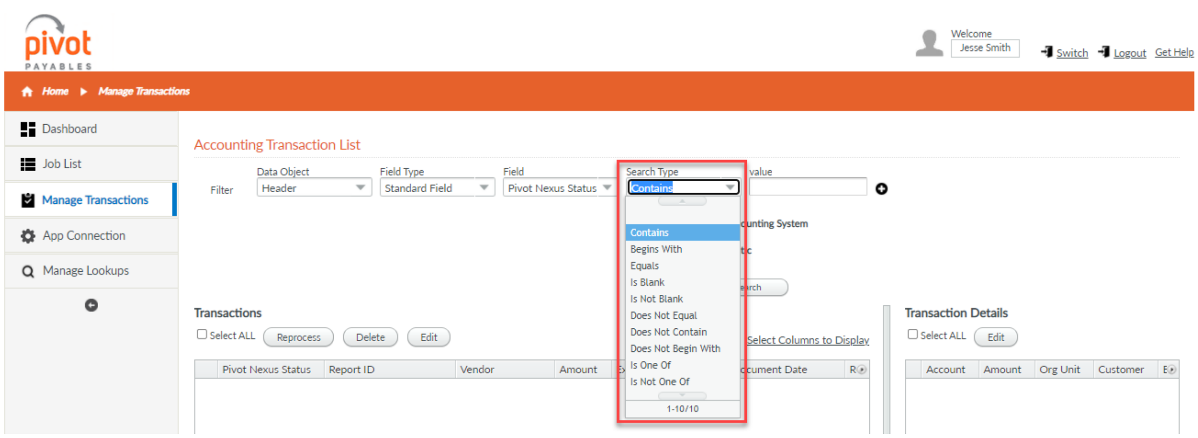
There is an additional parameter known as **Field Type** when setting a Filter in PivotNexus. For QuickBooks customers, this field should always be set to "Standard Field" when creating a Filter.



Search Type

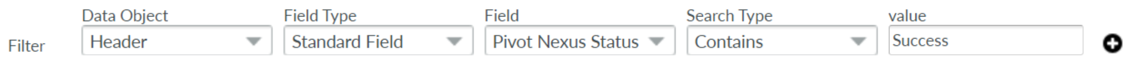
Filters allow for a greater flexibility of parameters in your Searches by leveraging the different **Search Types** in order to appropriately narrow your data in Manage Transactions as needed.

When setting a Filter, select a **Search Type** that appropriately narrows your data.



Helpful Filters

1. Pivot Nexus Status Filters:



   - **Header – Standard Field – Pivot Nexus Status – Contains – <Status>**
     - Pivot Nexus Status options:
       - **Not Processed**
       - **Pending Processing**
       - **Success**
       - **Failed**
2. Show transactions from last closed Batch in Concur:
   - **Header – Standard Field – Extract Date – After – <ExtractDate>** - **Seconds**
3. Show transactions for a specific Report:
   - **Header – Standard Field – Report ID – Contains** - **<ExpenseReportID>**
4. Show transactions for a specific Vendor:
   - **Header – Standard Field – Vendor – Contains** - **<Vendor>**
5. Show transactions filtered by Type:
   - **Header – Standard Field – Type – <TransactionType>**
     - **AP** (Bill transactions)
     - **PMT** (Bill Payment transactions)
     - **CARD** (Credit Card Charge transactions)

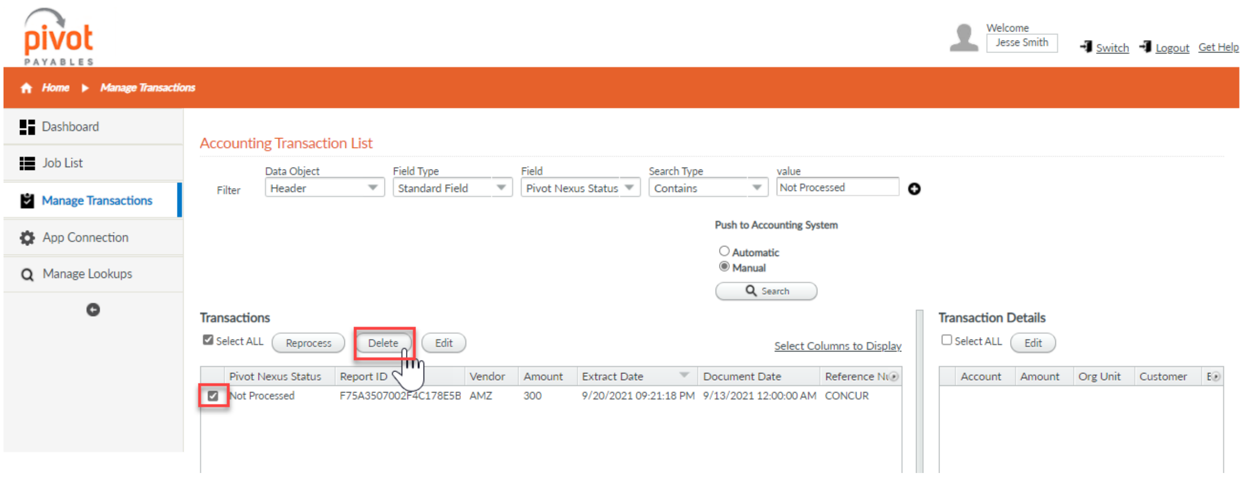
Tips

- Use the 'Contains' option
  In most cases, you will want to set the Search Type field to 'Contains' for text Filters. This ensures you don't accidentally exclude results in which you are filtering
- Setting Conditions
  You can add conditions to a Filter to further narrow results based on two or more factors by clicking the + (AND) button.
  You may add as many conditions as necessary to narrow your results.

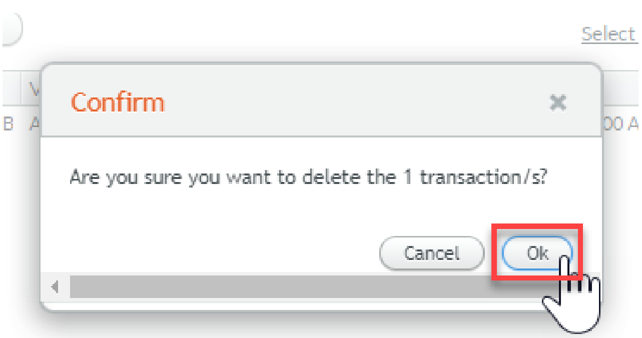
Delete Transactions

There may be some circumstances in which you wish to Delete transaction(s) in PivotNexus.

To Delete transactions from Manage Transactions, you may use a Filter to appropriately narrow your data, then Select the Checkbox for appropriate transactions and click **Delete**.



To prevent accidentally deleting transactions you wish to keep, you will need to Confirm that you would like to delete the transaction(s) by clicking **Ok** in the Confirm dialog box.



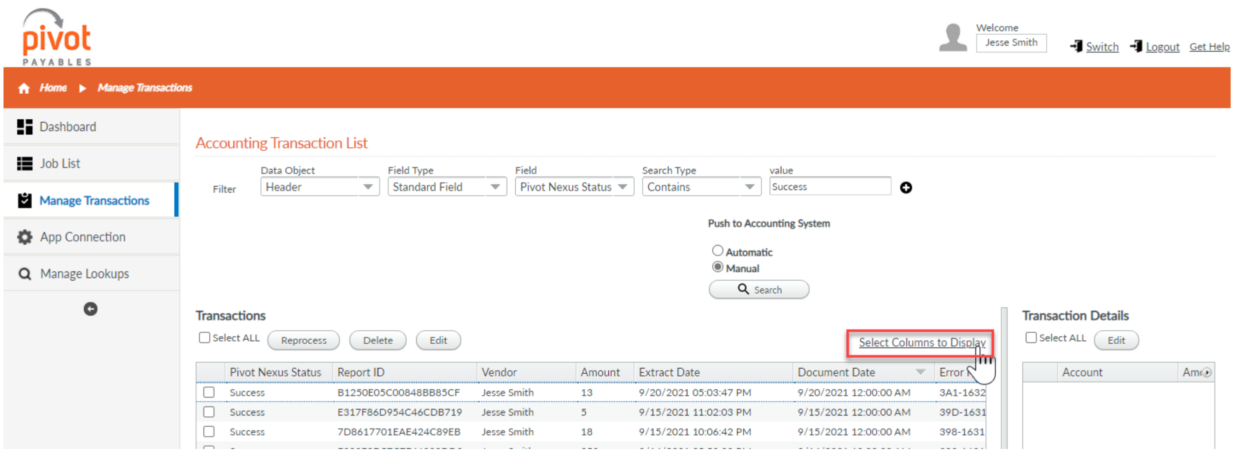
Once deleted, the transaction(s) will no longer be available in Manage Transactions.

If you have Deleted transactions by mistake, please reach out to our Help team and include the affected Report ID/Invoice ID(s) for assistance. Deleted transactions may be recovered through filing a ticket with our Help team.

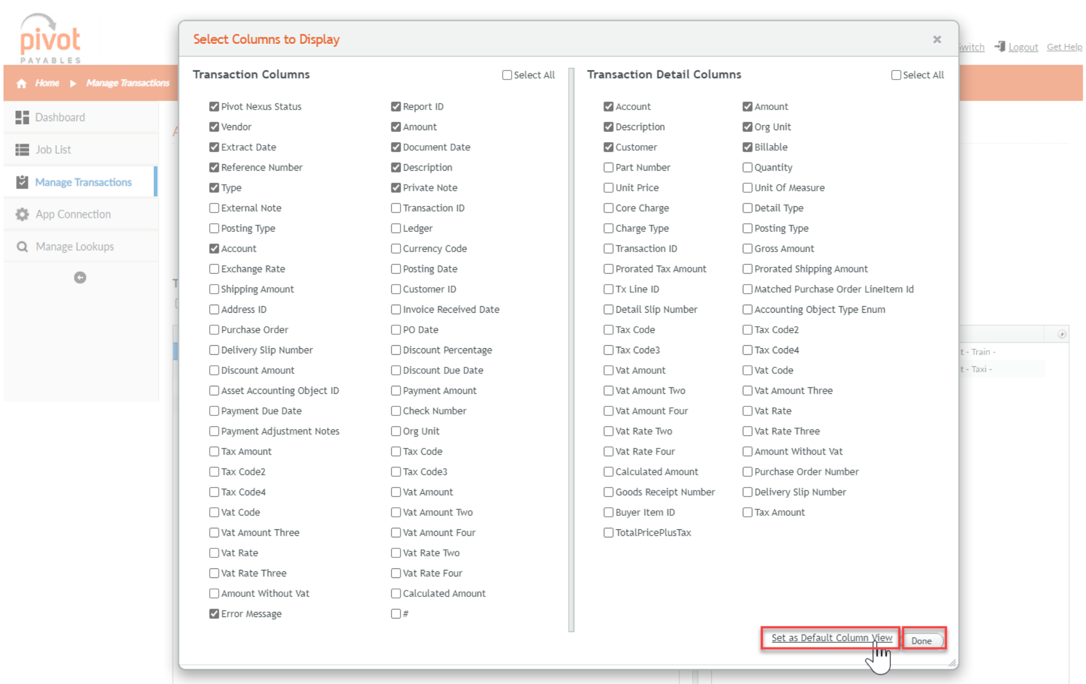
Column Display

There may be times where you'd like to Add or Remove fields from display in Manage Transactions. We've streamlined this process so all fields can be selected or deselected in the same screen, as well as allowed for a Default Column View to be saved to your PivotNexus profile.

In Manage Transactions, click **Select Columns to Display**.



Select any Fields you'd like to display, deselect any Fields you'd like to remove. If you'd like to set as your Default Column View, click **Set as Default Column View**, then click **Done**. If not, simply click **Done**.

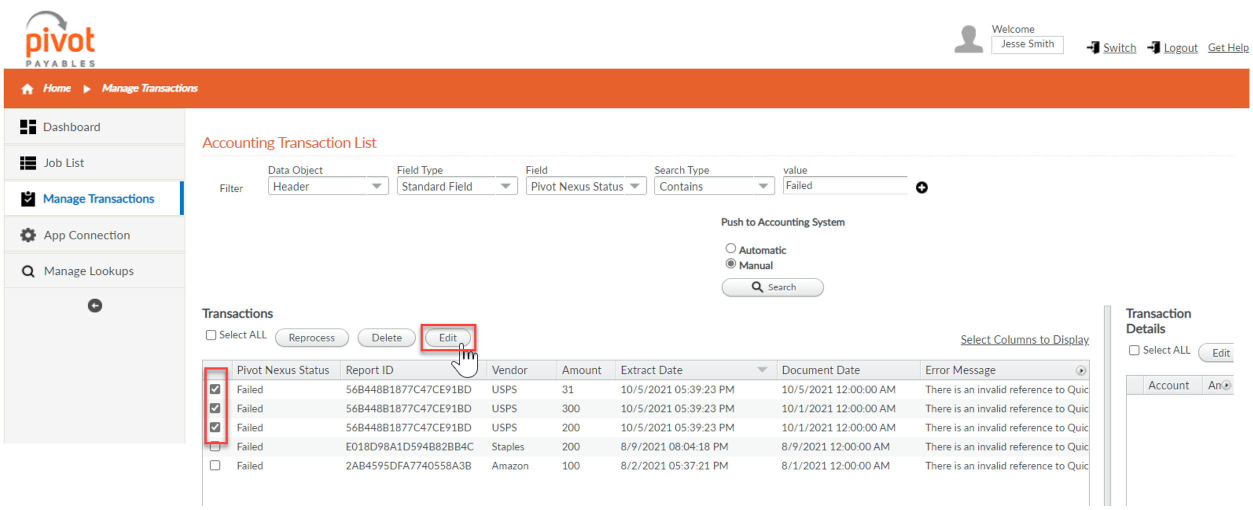


Multi Edit

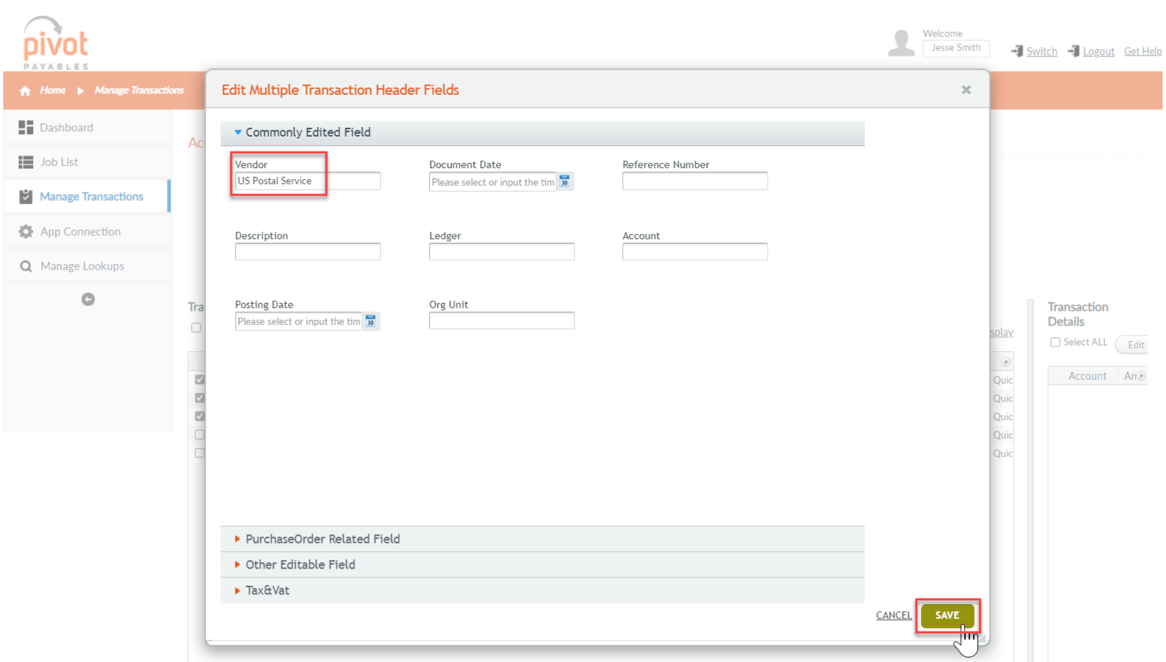
There may be circumstances in which you wish to Edit multiple Transactions or Transaction Details in PivotNexus.

Editing Transactions (Header information):

To Multi-Edit Transactions, you may use a Filter to appropriately narrow your data, then Select the Checkbox for appropriate transactions and click **Edit**.



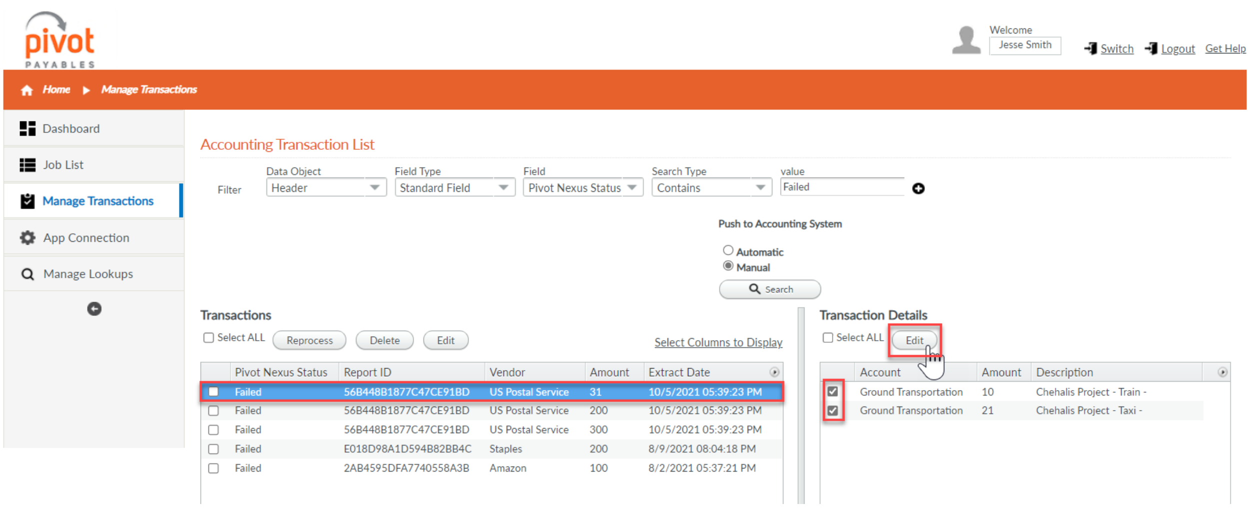
Update the necessary Field(s) in the Edit menu, then **Save**. Only the Field(s) you make changes to will be updated in the records.



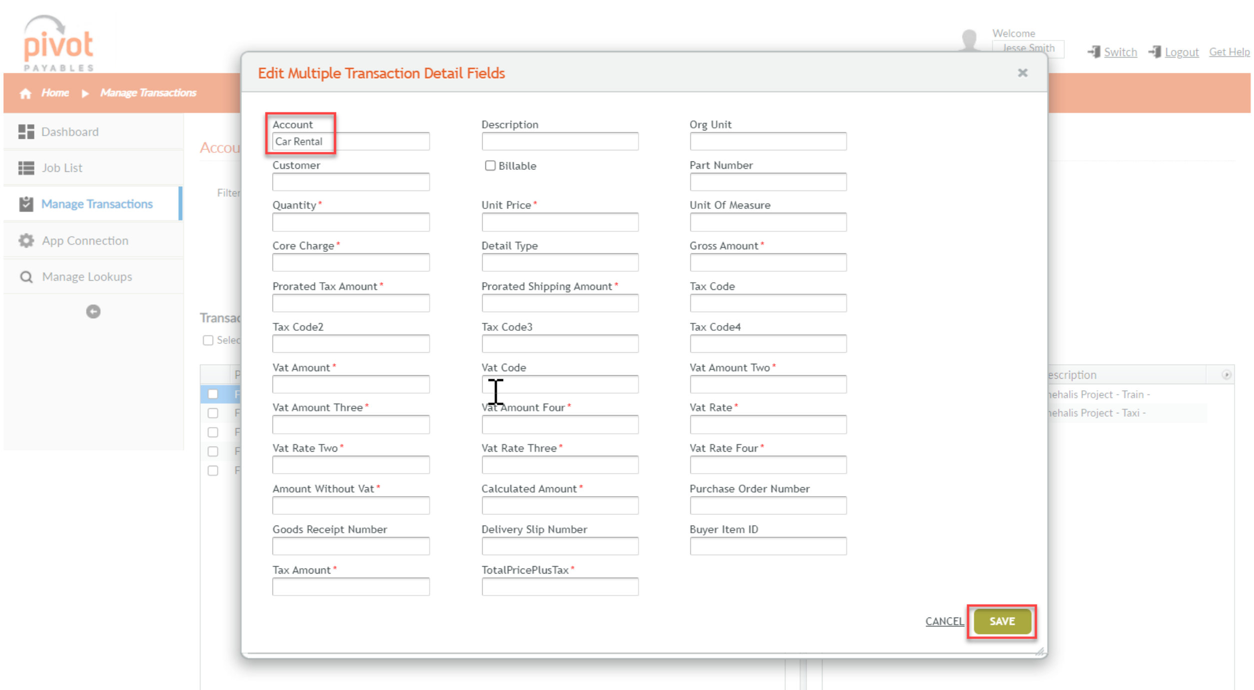
Once updated, you may continue with Troubleshooting or other appropriate steps.

Editing Transaction Details (Line Item information):

To Multi-Edit Transaction Details (Line Item information), you may use a Filter to appropriately narrow your data, then Select the row for appropriate Transaction to show the Transaction Details in the right-hand pane. Then, Select the Checkbox for appropriate Transaction Details and click **Edit**.



Update the necessary Field(s) in the Edit menu, then **Save**. Only the Field(s) you make changes to will be updated in the records.



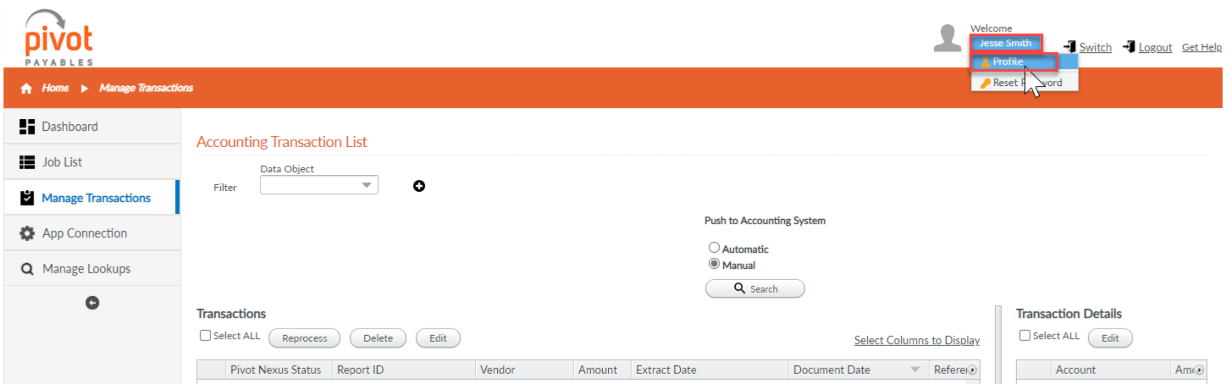
Once updated, you may continue with Troubleshooting or other appropriate steps.

NOTE- If you only need to update a single Transaction or Transaction Detail, simply right-click on the record, then click **Edit** to bring up the Edit menu. Make changes as necessary, then **Save**.

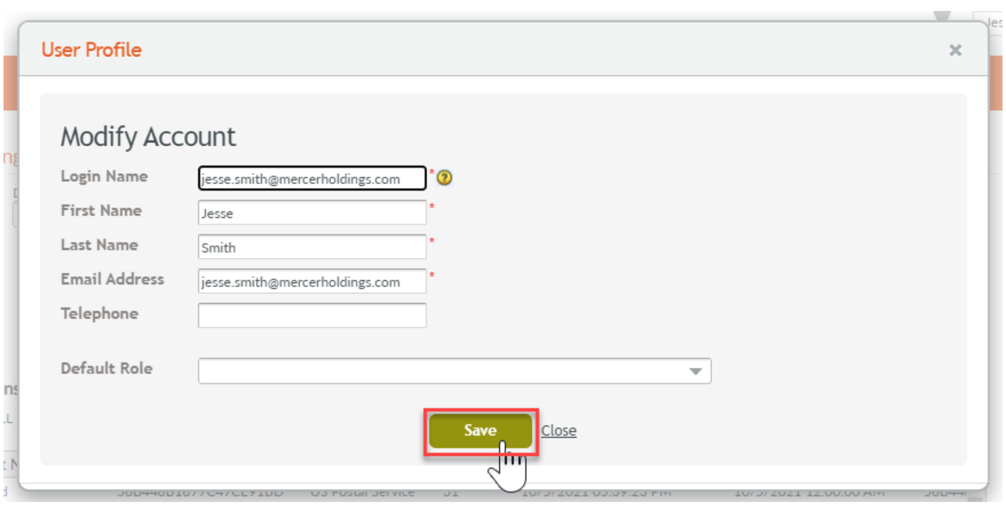
User Profile Updates

There may be times you need to make changes to your PivotNexus Profile.

To update your Login Name, First Name, Last Name, Email Address, and/or Telephone, click your own name in the top-right corner of PivotNexus, then click **Profile**.



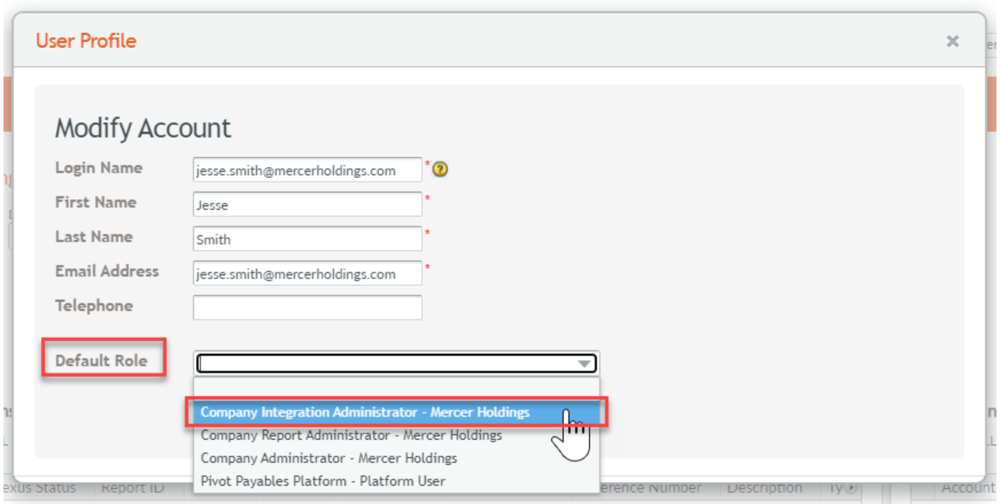
Make updates to your information as needed, then click **Save**.



Set Default Role

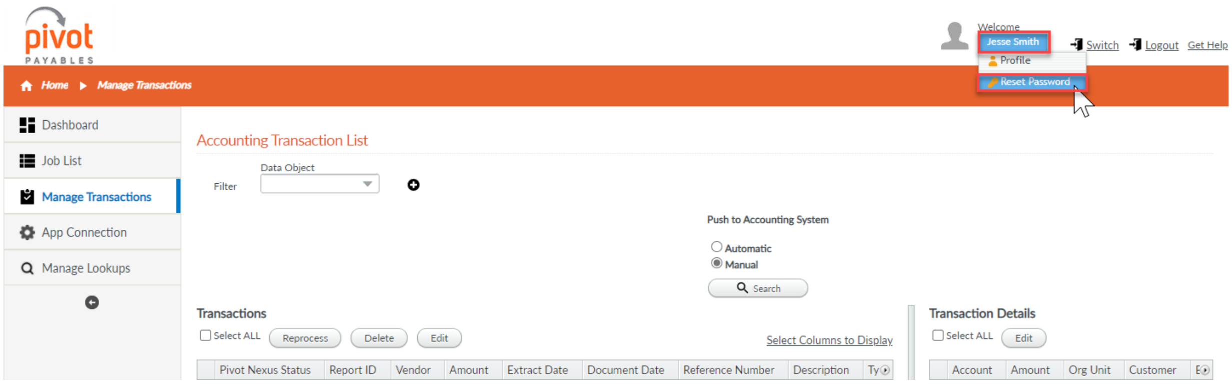
Pivot Payables supports setting a Default Login Role in your profile. This allows you to log in directly without choosing a Role.

To update your Default Role, click your own name in the top-right corner of PivotNexus, then click **Profile**. Click the **Default Role** drop down, select your preferred **Role**, then click **Save**.

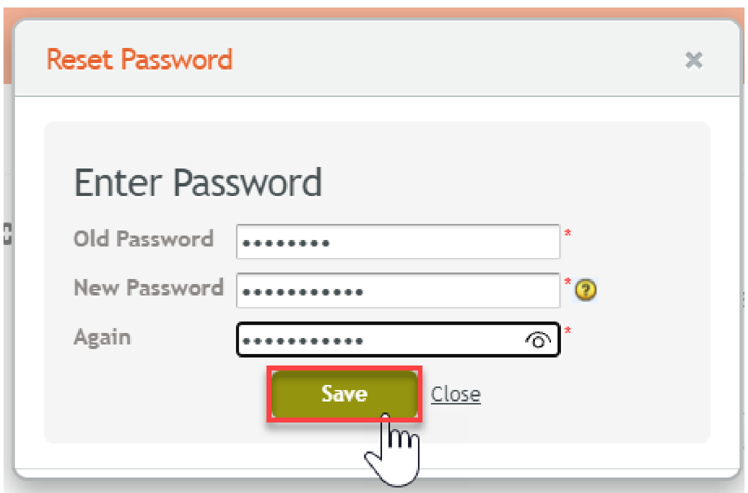


Reset Password

To change your Password, click your own name in the top-right corner of PivotNexus, then click **Reset Password**.



Update your Password, then click **Save**.



Getting Help

Pivot has a Customer Support team standing by to assist you. Here is the process:

1. Send an email to Help@pivotpaybles.com.
2. Our Customer Support Manager monitors this inbox and will send you an acknowledgement that we have received your request and then assigns to one of the team.
3. The assigned Pivot team member will get in contact with you directly from the Help@pivotpaybles.com email address. Please send all communications to this email so we can retain a history of your inquiry.
4. The assigned Pivot team member will assist you throughout the process to resolution. Sometimes issues can be resolved in emails and other times via an online meeting service.

Please Help Us to Help You

Most inquiries require detailed information and sometimes files from you. We will always ask for what we need but please – when requested – provide everything that is asked for.

Some commonly requested information includes:

- Expense Report or Invoice/Payment Request PDF
- The Expense Report ID or Invoice/Payment Request ID
- Specific expenses/transactions related to your inquiry
- Screen shots showing what you are experiencing

We know this takes time and really appreciate the information. It gets us to a resolution much faster!

Common Support Topics

Here are some reasons to give us shout.

- Repeated failures/difficulty moving records forward
- Missing transactions in PivotNexus
- Configuration updates
- Adding company files
- Add/modify PivotNexus users and their permissions