

User Guide

How to Transfer Claims into NetSuite



Contents

1.0	Introduction	1
2.0	How to Transfer Processed Claims	1
3.0	Viewing Successfully Transferred Claims	4
4.0	Viewing Claims That Have Failed to Transfer	6
5.0	Troubleshooting	7
5.1	Table of Failed Transfer Messages	.8

1.0 Introduction

Your Webexpenses system has now been configured to integrate with your NetSuite account, enabling you to transfer claims that have been processed ready for payment, directly into your NetSuite account for payment.

2.0 How to Transfer Processed Claims

- 1 Log into Webexpenses at division level with an accounts user profile
- 2 Navigate to **Accounts Integration** 1 in the main menu
- 3 Click Integrations Transfer 2

A Reports	_				
	0 53	Open Claims:	Submitted Claims:		
Accounts Integration		GBP 590.00	Ŕ	GBP 0.00	
ntegrations Transfer	0	Approver Rejected Claims:	0	Accounts Rejected Claims:	
Administration		GBP 24.38		GBP 0.00	
🔅 Customisation	My C	laims			
«		Title			ID +
		May 2018			491
		e 🕕 🕒			
		March 2018{440}			443

- 4 Ensure that **NetSuite Connection** is selected from the **Integration** drop down menu
- 5 Select Not Transferred from the Transfer Status drop-down menu
- 6 Enter the **Start Date** and the **End Date** of the period you wish to retrieve processed claims for
- 7 Click View Claims

My Training Division		
圍 Expenses	Accounts Integration > Integrations > Transfer	
Reports	Transfer	
Accounts Integration	Integration	
Administration	NetSuite Connection	↓ Iranster
্ট্যে Customisation	Transfer Status	
«	Not Transferred	
	Start Date End Da	ate
	01-Apr-2019 🕮 20-Ma	ıy-2019 🗊
	View Claims	

Claims that have been approved for payment between these dates will now be listed.

My Training Division									I are logged in as a Proxy I		
 (罰 Expenses) 	Accounts Integration > Integrations > Transfer										
Reports	Transfer										
Accounts Integration	Integration NetSuite Conn	ection		•	Transfer						
Administration	Date	Claimant Name	Payroll ID	Expense ID	Expense Header	Description	Category	GL Code	FX Currency		
, es ousionisation	20-05-2019	9 Baker, Theo		540	May 2019	Overnight stay	Hotel Expenses	68685	GBP		
«	20-05-201	9 Baker, Theo		540	May 2019	Registered parcel	Mailing Costs	68422	GBP		
	20-05-201	9 Baker, Theo		540	May 2019	Subsistence	Subsistence	68683	GBP		
	20-05-201	9 Baker, Theo		540	May 2019	Flights	Travel - Airfare	68681	GBP		

8 Select the claims that you want to transfer to NetSuite, by ticking the box next to the claim or tick the first box in the header row to select all

My Training Division										
Expenses	Acc	counts Integrati	on > Integrations > Transfer							
Reports	Transfer									
Accounts Integration										
Integrations Transfer	Inte	egration			_	Tropofor				
Administration	Ne	etSuite Connecti	n		v					
ැමි Customisation	•	Date	Claimant Name	Payroll ID	Claim ID	Claim Header	Description			
	1	25-04-2019	Baker, Theo		539	April 2019	Posters			
×		25-04-2019	Baker, Theo		539	April 2019	Overnight stay			
	1	25-04-2019	Baker, Theo		539	April 2019	Registration			
	_									

- 9 Once the claims have been selected, the **Transfer** button will change to green
- 10 Click Transfer to transfer the claims into NetSuite
- 11 You will see a green bar at the top of the screen confirming that the transfer is in progress

	↓ 5 ▼ <u></u> <u></u> <u></u> <u></u> <u></u> <u></u> <u></u> <u></u> The Traine	er 🔻
	Sur	oport
ne screen to reveal the	<u>१ि</u> र्थ Fi	ilter
	१८१ Filter	
	ount	V.
	8.33	}
NetSuite Connection	58.33	3
Last transfer completed on 14-05-2019 0	9:42	
Successfully transferred items: 3		
Failed to transfer items: 0		
Total items processed: 3		
	Net Scite connection Last transfer completed on 14-05-2019 0 • Successfully transferred items: 3 • Failed to transfer items: 0 • Total items processed: 3	Image: Section 14-05-2019 09:42 Successfully transferred items: Successfully transferred items: 1 Total items processed: 3



Note: If the claim owner doesn't have an employee record in NetSuite at the point of transfer, this will automatically be created in NetSuite when the claims are transferred.

3.0 Viewing Successfully Transferred Claims

When you can see from the status summary that claims have been successfully transferred to NetSuite, the claims can be viewed in Webexpenses and in NetSuite.

1 From the **Transfer** screen, navigate to **Transfer Status** and select **Transferred Successfully** from the drop-down menu

Expenses	Accounts Integration > Integrations > Transfer
Reports	Transfer
Accounts Integration	
Integrations Transfer	Integration
Administration	NetSuite Connection
Security Customisation	Transfer Status
7.40	Not Transferred 🔹
8	Not Transferred
	Failed Transfer
	Transfer In Programs
	Transferred Successfully

- 2 Enter the **Start Date** and the **End Date 1** of the claim period
- 3 Click View Claims

	•	
Ē		
		•

All claim items that have been transferred to **NetSuite** are now listed

4 Click **Open** next to a claim item that you would like to view

Expenses	Accour	Accounts Integration > Integrations > Transfer							
Reports	Trar	nsfer							
Accounts Integration	Integra	tion				Transfer			
Administration	View	Data	Claimant Name	Baurell ID	Expense ID	Expense Header			
ৰ্জ্ৰ্য Customisation	Open	21-05-2019	Baker, Theo	Payroli ID	541	May 2019 part 2			
	Open	21-05-2019	Baker, Theo		541	May 2019 part 2			
	Open	21-05-2019	Baker, Theo		541	May 2019 part 2			
	Open	20-05-2019	Baker, Theo		540	May 2019			
	Open	20-05-2019	Baker, Theo		540	May 2019			
	Open	25-04-2019	Baker, Theo		539	April 2019			
	Open	25-04-2019	Baker, Theo		539	April 2019			
	Open	25-04-2019	Baker, Theo		539	April 2019			

5 The claim will now open in **NetSuite**

	rch	۵,	• 🕜 Help	🗐 Feedback 👥 - Tara Wils Signifo Ltd	50N I (Webexpenses) – Development Training - Ad	Iministrator
🕒 ★ 🛣 Activities Box Files Payments Transactions	Lists Reports Analytics Customization Documents Setup	Support Demo Framework Fixed Assets	SuiteSocial	Sales Knowledge Base		
🦺 Expense Report 🔍					🗲 🔶 List Search Cu	stomise More
EXP00654770 Theo Baker (5b2f6ae0-1161-430	4-9cc0-f7e651235f83) PENDING ACCOUNTING A	PPROVAL				
Edit Back Reject 🖶 🖓 - Actions -						
Primary Information						
EXP Rept # EXP0054770 EMPLOYEE The Bake (52/56#0-1161-4304-9cc0-f7#65123583) ADVANCE TO APPLY PURPOSE OATE 21/05/2019 POSTING FERIOD May 2019 COMPLETE	DATE DUE 2105/2019 USERNSOR APPROVAL ACCOUNTING APPROVAL CURRENCY USA			Summary TOTAL TOTAL IN BASE CURRENCY NON-REINBURGABLE EXPENSES CORPORATE CARD ADVANCE TO APPLY TOTAL REINBURGABLE AMOUNT	61.26 \$61.26 (TAX EXCL) 0.00 61.26 0.00	
Classification						
SUBSIDIARY Honeycomb Holdings Inc.						
Expenses Communication Related Records System Information	C <u>u</u> stom C <u>o</u> nfiguration Details <u>GL</u> Impact <u>B</u> ox Files					
REF NO. DATE CATEGORY FOREIGN AMOUNT CURRENCY 1 21/05/2019 Stationary 1412KR 46.00 British pound	EXCHANGE RATE AMOUNT MEMO 1.33165497 61.26	DEPARTMENT CLASS	LOCATION	CUSTOMER BILLABLE AT	TTACH FILE NON-REIMBURSABLE	RECEIPT
Edit Back Reject D T Actions -			_			

4.0 Viewing Claims That Have Failed to Transfer

When you can see from the status summary that claims have been failed to transfer to NetSuite, the claims can be viewed in Webexpenses and in NetSuite.

1 From the **Transfer** screen, navigate to **Transfer Status** and select **Failed Transfer** from the drop-down menu

, can expense	recounterintegration - integratione - rianotor	
Reports	Transfer	
Accounts Integration		
Integrations Transfer	Integration	Transf
Administration	NetSuite Connection	
Scustomisation	Transfer Status	
202 Customisation	Not Transferred	•
	Not Hallstellea	
	Failed Transfer	
	Transfer in Progress	
	Transferred Successfully	

- 2 Enter the **Start Date** and the **End Date 1** of the claim period
- 3 Click View Claims 2
- 4 All claim items that have failed to transfer to **NetSuite** are now listed

									4 5 -	<u> </u> The Trainer •
Expenses	Accounts Integration > Integrations > Transfer									V Support
Reports	Transfer									१३१ Filter
Accounts Integration	Integration NetSuite Connection		▼ Transfer							
Customisation	Transfer Message	Date	Claimant Name	Payroll ID	Claim ID	Claim Header	Description	Category	GL Code	FX Currency
	There was a problem with the transfer. Please try again.	25-04-2019	Baker, Theo		539	April 2019	Posters	Printing Costs	68423	GBP
`	There was a problem with the transfer. Please try again.	25-04-2019	Baker, Theo		539	April 2019	Overnight stay	Hotel Expenses	68685	GBP
1	There was a problem with the transfer. Please try again.	25-04-2019	Baker, Theo		539	April 2019	Registration	Focus Group	68429	GBP

5.0 Troubleshooting

Q. What does the exclamation mark mean next to the transfer button?

Expenses	Accounts Integration > Integrations > Transfer			
Reports	Transfer			
Accounts Integration	Integration			Transfer
Administration				
ی Customisation	Transfer Status			
	Not Transferred		*	
0	Start Date	End Date		
	01-Apr-2019	23-May-2019	Ē	
	View Claims			

A. This means that there is incomplete information on the Properties tab, ranging from Chart of Accounts mapping being incomplete, to the selected Vendor being inactive in NetSuite. (Hover over the exclamation mark for the details.) A Webexpenses Administrator will need to log into the relevant Webexpenses division and go to the Administration menu.

Accounts Integration > Integrations > Transfer Transfer		
Transfer		
Integration NetSuite Connection Trz	ansfer 🕕	Transfer is disabled because of the following: • Journal Entry Chart of Accounts are incomplete These can be corrected under Administration - Integrations



From here, select **Integrations** and then click on the **NetSuite integration**.

Categories for My Company Ltd			
Category	Chart of Accounts		
intertainment	Please select	*	0
lym Membership	Gym Membership (0003)	•	
rcidentals	Please select .	*	0
tileage	Miscellaneous Expense (6130)	÷	

For example, if the **Chart of Accounts** mapping is incomplete, map the missing categories to the **Chart of Accounts/Expense categories.**

5.1 Table of Failed Transfer Messages

Failed Transfer Message	Explanation
The total of the claim must be positive.	The claim has a negative total for vendor bill.
There is a problem accessing NetSuite. Please try again later.	If you see this message, please contact Webexpenses support (refer to final page for contact information).
One or more category mappings are invalid.	The Chart of Accounts or Expense category is inactive.
The currency is incorrect for subsidiary.	The base currency is not in NetSuite for Journal Entry.
The currency is incorrect for Vendor Bill.	Invalid vendor set-up, check that the base currency of the Webexpenses division matches the Vendor base currency.

Once the errors have been corrected, return to the **Transfer** screen and follow the steps below.

- 1 Select Not Transferred from the Transfer Status drop down menu
- 2 Enter the **Start Date** and the **End Date** of the period you wish to retrieve processed claims for
- 3 Click View Claims
- 4 Claims that have been approved and processed for payment between these dates will now be listed.

- 5 Select the claims that you want to transfer to NetSuite, by ticking the box next to the claim or tick the first box in the header row to select all
- 6 Once the claims have been selected, the **Transfer** button will change to green
- 7 Click **Transfer** to transfer the claims into **NetSuite**.

Support

Claims

If you experience difficulties in processing your claim or need to enquire about a submitted claim, please contact your finance team.

Technical

If you experience a technical difficulty with the Webexpenses system, please email your administrator or visit **www.webexpenses.com/support**

Live-chat is available Monday to Friday between 09:00 - 5:30pm

If you call outside of office hours please leave a message with:

- Your name and email address
- Your company name
- A contact telephone number
- A brief explanation of the problem.



support@webexpenses.com



UK +44 (0)800 711 7138 Australia +61 1800 316 911 USA +1 888 927 2658