User Guide

How to Transfer Claims
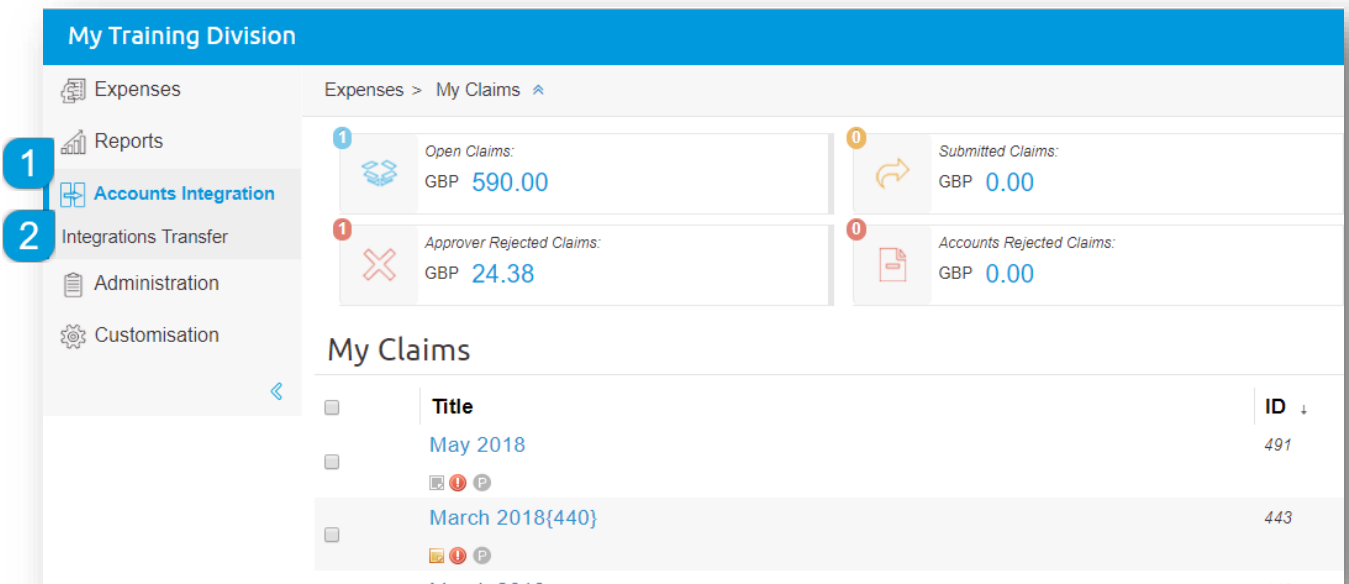into NetSuite

Contents

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**

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**

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

**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

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
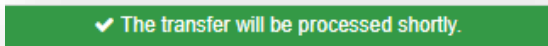
12 Click on **Filter** at the top right of the screen to reveal the header

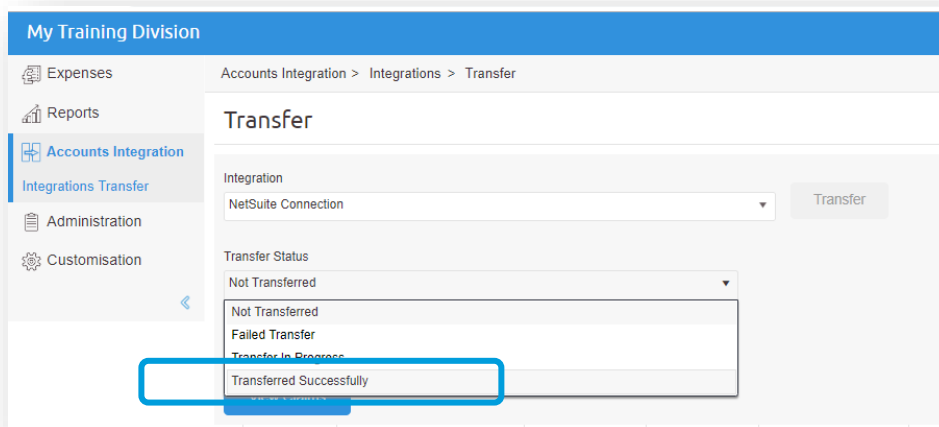**13** Here you will find a summary of the transfer status
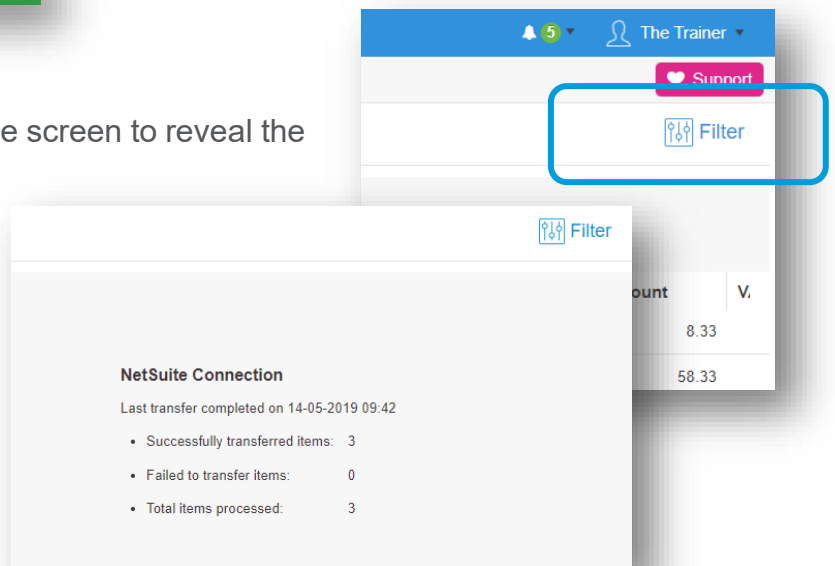
Note: If the claim owner doesn't have an employee record in NetSuite at the point of transfer, this will automatically be created in NetSuite when the claims are transferred.
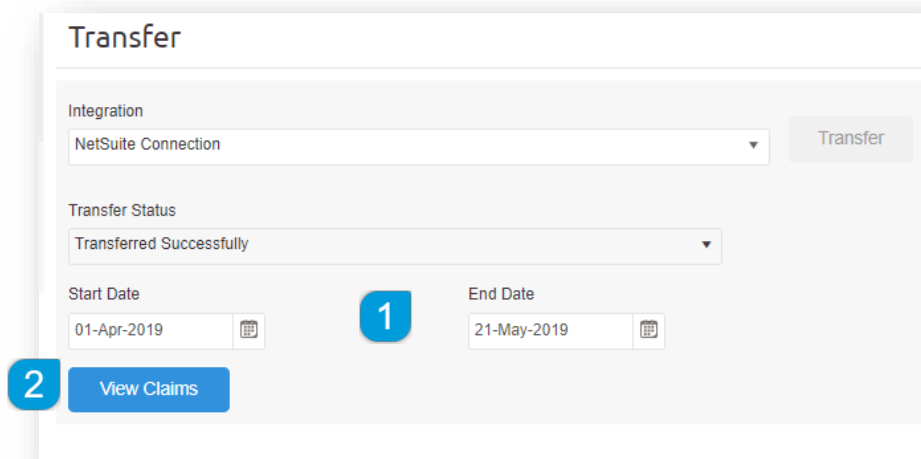
3.0   Viewing Successfully Transferred Claims

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
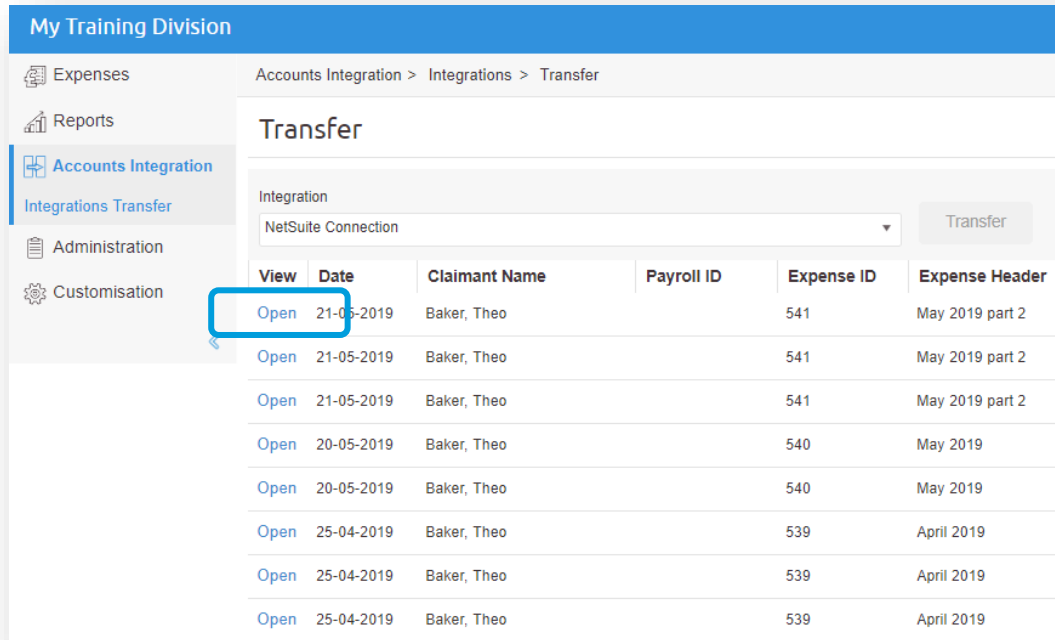

2   Enter the **Start Date** and the **End Date** of the claim period
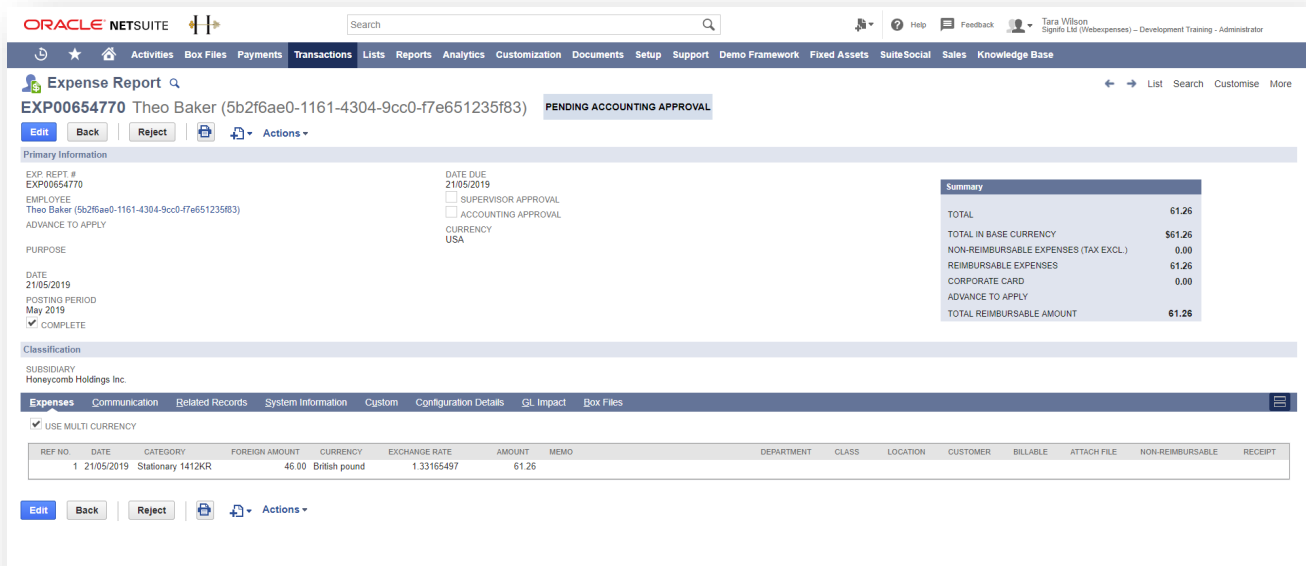
3   Click **View Claims**

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

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

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
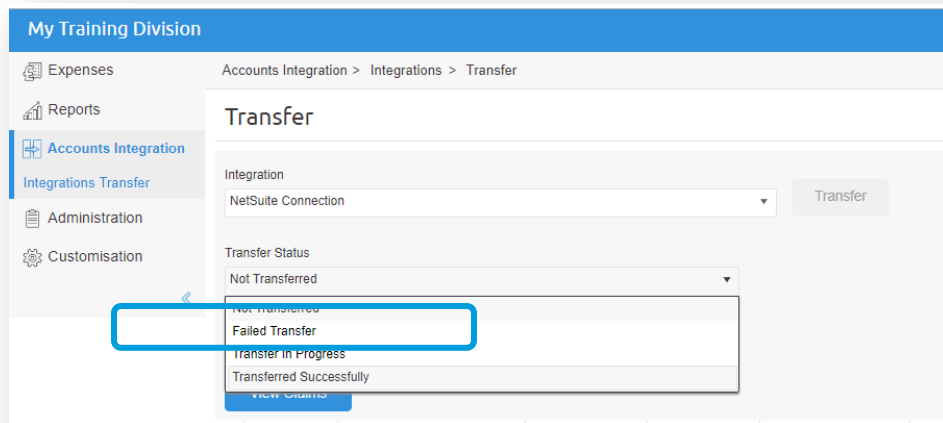
2   Enter the **Start Date** and the **End Date** 1 of the claim period

3   Click **View Claims** 2

4   All claim items that have failed to transfer to **NetSuite** are now listed
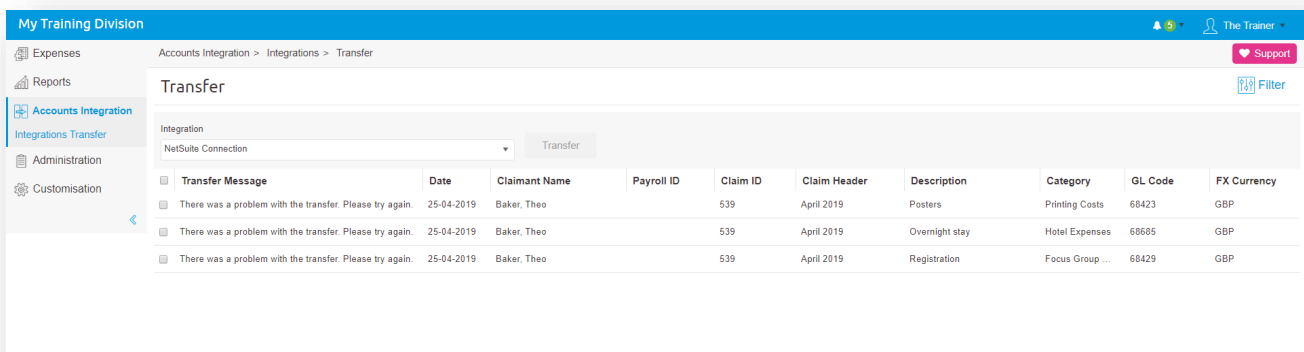
5.0 Troubleshooting

Q. What does the exclamation mark mean next to the transfer button?
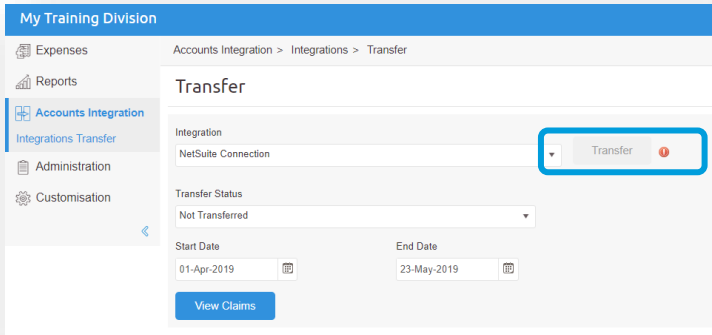
A. This means that there is incomplete information on the **Properties** tab, ranging from **Chart of Accounts** mapping being incomplete, to the selected **Vendor** being inactive in NetSuite. (Hover over the exclamation mark for the details.) A Webexpenses Administrator will need to log into the relevant Webexpenses division and go to the Administration menu.
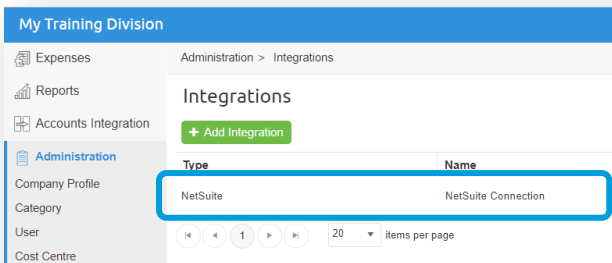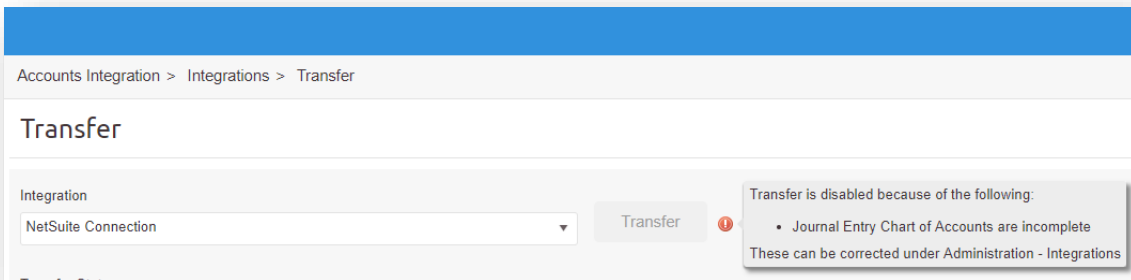
From here, select **Integrations** and then click on the **NetSuite integration**.
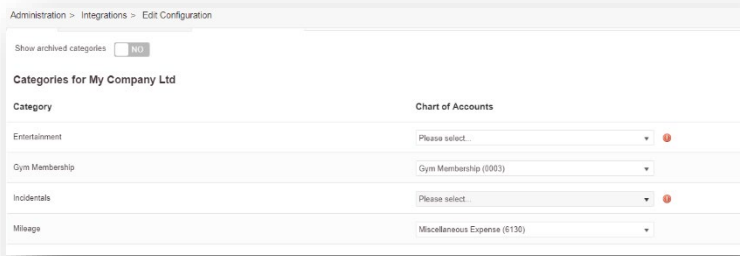
For example, if the **Chart of Accounts** mapping is incomplete, map the missing categories to the **Chart of Accounts/Expense categories.**

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.

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