Launching Nexonia Expenses

Administrator Guide to Nexonia Expenses (Intacct Integration)

NEXONIA RESOURCES – AN OVERVIEW

Once you've successfully integrated your Nexonia Expenses account with your Intacct environment, you can use this guide to assist launching Nexonia with your users, as well as options for further configuring your account.

TRAINING YOUR NEXONIA USERS

Nexonia provides several live and pre-recorded options for training your users on how to use Nexonia expenses.

TRAINING WEBINARS

Nexonia hosts free recurring webinars for training new users, approvers and administrators on Nexonia Expenses. Each webinar will be led by a Nexonia Product Education Specialist who will guide the class through using the product and also allow time for live Q&A. Recordings of each webinar will be sent to registrants the next business day after the session.

Our registration pages are available to you and your trainees at help.nexonia.com under Nexonia Training Webinars. We'll be keeping the schedule up to date 5-6 weeks in advance.

TRAINING GUIDES AND VIDEOS

Training guides and videos can be found at help.nexonia.com under Getting Started: Expenses 101. These resources will help users get started on using Nexonia effectively on the web and mobile applications.

GO LIVE – LAUNCHING NEXONIA

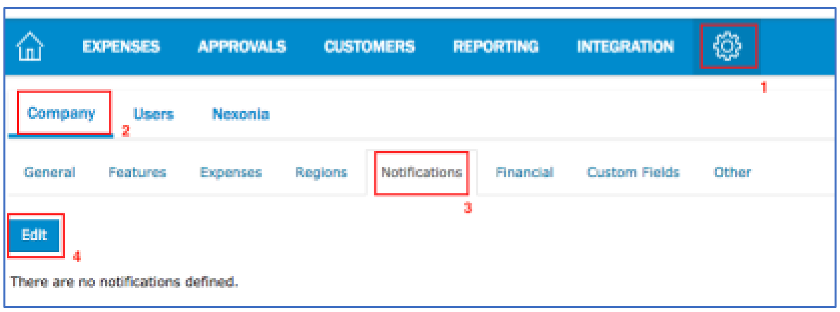
When you're ready to launch Nexonia with your organization, you'll want to enable notification emails and then grant your users access to Nexonia.

ENABLE NOTIFICATION EMAILS

As you Go Live, you'll want to turn on the Nexonia notification emails. These let your users know when expenses are submitted to them for approval, and when expense reports have been rejected or approved.

To enable the notification emails:

Navigate to **Settings** (1) > **Company** (2) > **Notifications** (3), and click the **Edit** (4) button.



You'll now see the notification settings. We recommend enabling the following basic notifications:

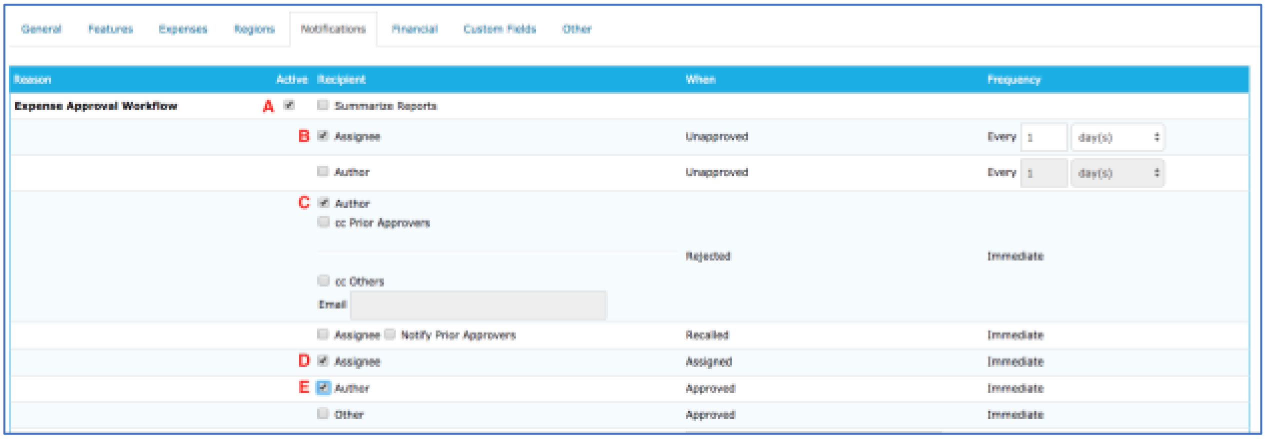
A. Expense Approval Workflow – check the Active box

B. Assignee, Unapproved – reminder for approvers if they haven't actioned submitted expenses after 1 day.

C. Author, Rejected – notifies expense submitter if an expense has been rejected.

D. Assignee, Approved – notifies approver when an expense report has been assigned to them.

E. Author, Approved – notifies expense submitter if an expense has been approved.



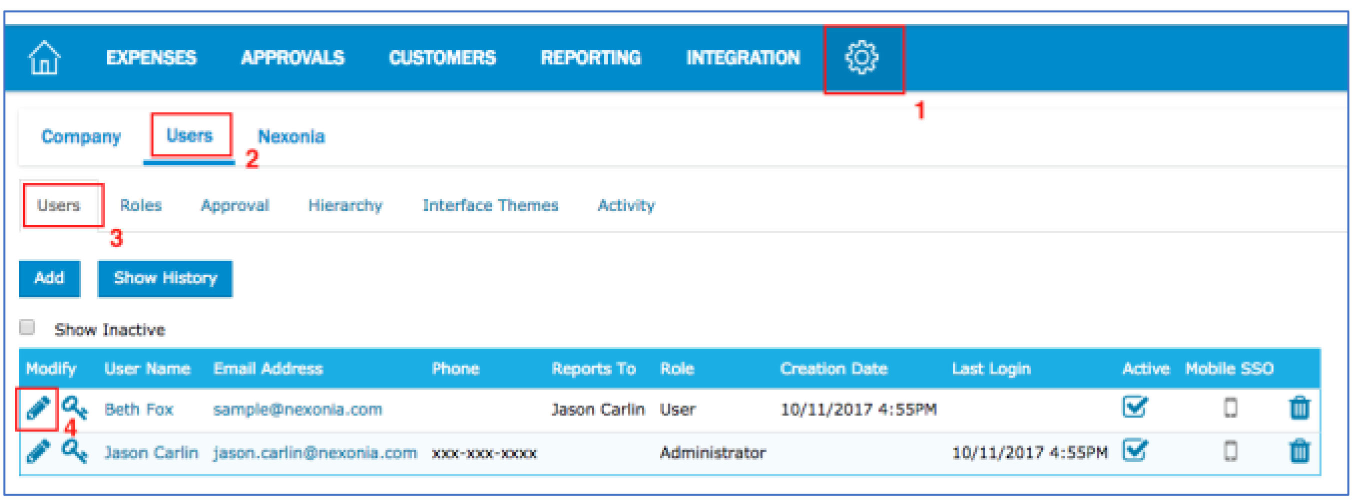
Once you've made your selections, scroll to the bottom and click the **Apply** button.

SENDING PASSWORD RESET EMAIL TO NEXONIA USERS

To notify your users they have access to Nexonia, you can send them a password reset email.

Users with Administrator access can trigger a password reset email notification to be sent to specific users, or all users that have yet to login to Nexonia.

To send a password reset email notification to **specific users**, regardless of whether they have logged-in previously or not, go to **Settings**⚙ (1) > **Users** (2) > **Users** (3), locate the user on the page > click the **Key** (4) "Reset Password" icon.



To send a password reset email notification to **all new users** all at once, go to **Settings**⚙ **> Company > Other > Maintenance >** click the **"Reset password for never logged-in users"** link.

This article walks users through accessing Nexonia: [How to Log in to Nexonia for the First Time](#).

APPENDIX

APPENDIX: INTEGRATING CREDIT CARDS WITH NEXONIA EXPENSES

Business (Company Paid) Credit Cards can be integrated with Nexonia by administrators, providing daily automated credit card feeds directly to your users. Automatically capturing credit card transactions in Nexonia allows you to conveniently link credit card transactions directly into your expense reports.

Once the expense report is approved, Nexonia can export these charges to the Cash Management or Intacct Accounts Payable module.

Detailed instructions on integrating a company paid card are available on help.nexonia.com:

[Integrating Business Credit Cards to Nexonia Expenses]

These instructions apply to integrating a business credit card issued by your financial institution with Nexonia. These instructions will assist with integrating your Business Credit Cards with Nexonia:

1. Configuring the Credit Card Transaction Source
2. Entering Your Credit Card Credentials
3. Initiate the First Transfer
4. Assigning the Credit Card Feed to a Nexonia User Profile
5. Administration for Company Paid Credit Cards: Filtering Out Old Transactions

For a true Corporate Credit Card program, issued by a credit card provider, please contact help@nexonia.com for assistance with the initial integration.

Q: How can I tell what type of card we use?

A: Corporate credit card programs are typically issued directly by credit card providers and will say "Corporate" somewhere on the card's branding. "Commercial" or "Purchasing" card programs would be treated as corporate cards. These are common to medium to enterprise level businesses.

Business credit cards are common for small to medium-sized businesses, typically issued by a financial institution. They'll usually say "Business" somewhere on the branding.

EXPORTING CREDIT CARD CHARGES TO INTACCT

Instructions are available on help.nexonia.com on how to update your configuration to export the credit card transactions to Intacct either to Accounts Payable or Cash Management

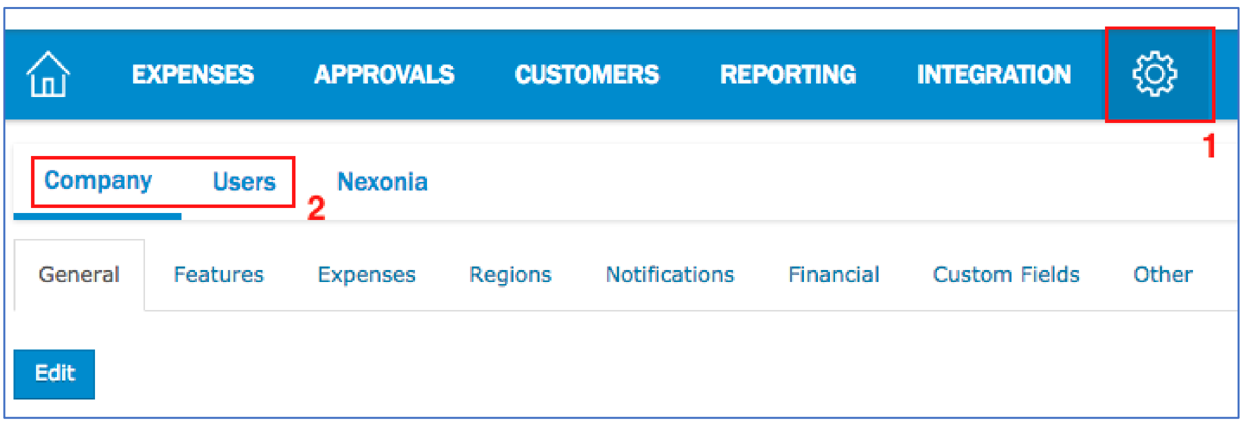
Cash Management: [Mapping Company Paid Credit Cards to Cash Management (Intacct)]

Accounts Payable: [Mapping Company Paid Credit Cards to Accounts Payable (Intacct)]

APPENDIX: ADDITIONAL NEXONIA CONFIGURATION

Nexonia's online Knowledge Base help.nexonia.com has articles and guides to assist you with any further configuration and training users on Nexonia. We'll cover a few tips and resources to consider as you launch Nexonia with your organization.

Your Nexonia account settings can be found under **Settings** (1). Here are the main sections where you'll find information – Company and Users (2).



COMPANY SETTINGS

Company – these are settings for your Nexonia Expenses module:

- **Features** – these are the Nexonia features we've enabled on your account. We don't recommend turning things on without knowing what they do, as this may cause unexpected configuration behavior or incur billing. If there are features you're interested in, consult help.nexonia.com for more details and instructions.
- **Expenses** - this is where you'll find your **Expense Categories**, as well as **Credit Card** administration would be managed.
    - **Link:** Creating Expense Categories and Configuring Rules and Policies
    - **Link:** Assigning New Company Credit Cards to Users
- **Regions** – this is where your Intacct Entities are created in Nexonia.
- **Notifications** – this is where you'll manage the email notifications for your users.
    - **Link**: How to Enable Email Notifications for Expense Approval
    - **Link**: How to Enable Email Notifications for Credit Card Transactions
- **Financial** – this is where a copy of the Chart of Accounts will be populated from your Intacct environment. Please note this is only for viewing all changes for this must take place in your Intacct

account. You can also add any foreign currencies for your expense users to use in currency conversions.

- **Custom Fields** – custom fields can be used in Nexonia to capture additional details from expense reports or expense items, or add details to user records or projects. There are two types of custom fields:
    - Custom Fields created via the Intacct integration such as Department, Class and Location. The values for these are non-editable in Nexonia and are populated from Intacct via the configuration sync.
    - Custom Fields created by the administrator directly in Nexonia. These fields are non-integrated and can capture additional details on expenses. Details on this can be found here: Creating Custom Fields in Nexonia Expenses

USER SETTINGS

Users – these are settings that manage users, including role permissions and user workflows:

- **Users** – list of Nexonia users.
    - **Link:** Adding a User in Nexonia Integrated from Intacct Vendor Records
    - **Link:** Deactivating a User in Nexonia with Intacct Integration
- **Roles** – roles for your users. Every Nexonia account is created with the standard roles for both Administrator and User. Additional roles can be added or configured.
    - **Link:** Configuration Guide to Roles and User Permissions
- **Approvals –** this is where the approval workflow(s) are configured. By default, a new Nexonia environment uses a manager hierarchy-based approval workflow. You can modify this existing workflow or add new ones if needed.
    - **Link:** Configuration Guide to Nexonia Approvals
- **Hierarchy** – this is where you can see the manager hierarchy as defined by the user records.
- **Interface Themes** – this is where the Nexonia profile interface is configured with branding, color scheme and field labels for your users. You can modify the interface theme to reflect your organizations branding as needed.
    - **Link:** Managing Your Interface Theme - Logo, Color Scheme and Labels

APPENDIX: CONFIGURING INTACCT DIMENSIONS IN NEXONIA

To modify how Nexonia integrates Intacct dimensions:

Click on the **Integration** tab on the far right of the menu bar, to the left of the Settings ⚙.

Go to **Integration Setup** > **Configuration Data** > click the **Edit Parameters** link.

You should see a pop-up window with the Configuration Sync settings below. We'll walk you through which tabs in the settings control each dimension – any changes you make will save while you move from tab to tab. When you're finished, make sure to click the OK button to save all the changes. Any changes will be applied the next time the configuration sync is run.

DEPARTMENTS

To integrate Departments:

1. Navigate to General tab.
2. Switch **Synchronize Department to "Yes".**
3. You should now see a new tab called "Departments" appear in the Configuration Sync Parameters.

To make Departments required:

1. Navigate to the **Department** tab.
2. Switch **Synchronize Department** to **"Required".**

To remove Departments:

1. Navigate to the **Department** tab.
2. Switch **Synchronize Department** to **"No".**

LOCATIONS

To integrate Locations:

1. Navigate to General tab.
2. Switch **Synchronize Locations to "Yes".**
3. You should now see a new tab called "Locations" appear in the Configuration Sync Parameters.

To make Locations required:

1. Navigate to the **Locations** tab.
2. Switch **Synchronize Locations** to **"Required".**

To remove Locations:

1. Navigate to the **Locations** tab.
2. Switch **Synchronize Locations** to **"No".**

CLASS

To integrate Class:

1. Navigate to General tab.
2. Switch **Synchronize Class to "Yes".**
3. You should now see a new tab called "Class" appear in the Configuration Sync Parameters.

To make Class required:

1. Navigate to the **Class** tab.
2. Switch **Synchronize Classes** to **"Required".**

To remove Class:

1. Navigate to the **Class** tab.
2. Switch **Synchronize Class** to **"No".**

ITEMS

To make Item required:

1. Navigate to the **Expenses** tab.
2. Switch **Items** to **"Required".**

To remove Item:

1. Navigate to the **Expenses** tab.
2. Switch **Synchronize Expense Charge Items** to **"No".**

VENDORS (EXPENSE ITEM VALUE)

To make Item Vendors required:

1. Navigate to the **Expenses** tab.
2. Switch **Synchronize Item Vendors** to **"Required".**

To remove Item Vendors:

1. Navigate to the **Expenses** tab.
2. Switch **Synchronize Item Vendors** to **"No".**

CUSTOMERS

To synchronize Customers dimension:

1. Navigate to the **Expenses** tab.
2. Switch **Synchronize Customers** to **"Optional"** or **"Required".**

To remove Customers:

1. Navigate to the **Expenses** tab.
2. Switch **Synchronize Customers** to **"No".**

PROJECTS

To synchronize Projects dimension:

1. Navigate to the **Expenses** tab.
2. Switch **Synchronize Projects** to **"Optional"** or **"Required".**

To remove Projects:

1. Navigate to the **Expenses** tab.
2. Switch **Synchronize Projects** to **"No".**

PROJECTS MODULE

If you've subscribed to the Intacct Project module, Nexonia can integrate the Customers and Projects directly from the module. This allows Nexonia to import the Customers and Projects dimensions from the module with the accompanying hierarchy, as well as several other options including Project Resourcing.

1. Navigate to **General** tab.
2. Switch **Synchronize Customers and Projects** to "**Yes**".
3. You should now see a new tab appear called **"Customers and Projects".**

Instructions on the Customers and Projects settings can be found here: Configuration Sync Parameters: Customers and Projects (Intacct)

Note: if using this method, turn off the Expense Item synching of Customers and Projects as it will be redundant.

1. Navigate to the **Expenses** tab.
2. Switch **Synchronize Customers** to **"No".**
3. Switch **Synchronize Projects** to **"No".**

APPENDIX: UNDERSTANDING INTACCT CONFIGURATION SYNC ERROR MESSAGES

Error Message: “Sign-in information is incorrect / "Invalid session..." (followed by a string of characters)”

These error messages mean that the Intacct credentials that Nexonia uses to connect to Intacct could not be validated, so Nexonia could not connect to Intacct to run the Configuration Sync.

In Nexonia, please navigate to *Integration > Integration Setup > Edit Parameters*, and ensure that the Company ID, User ID and User Password are correct and match the Intacct Administrator credentials as entered on the Intacct login form.

You can then initiate a configuration sync from *Integration > Configuration Sync > Synchronize Now*.

Error Message: “No permission for API operation 'READ' on objects of type <object name>”

Nexonia uses a set of Intacct login credentials to connect to Intacct. This error message usually means that the Intacct Administrator to whom those credentials belong does not have the necessary permissions in Intacct to access an object that is part of the configuration sync.

The object name will appear in the error message.

To resolve this, ensure that the Intacct administrator user has the necessary role permissions/subscriptions in Intacct to access the object referenced in the error message.

Error Message: “UnknownHostException: api.intacct.com”

The connection attempt to Intacct failed. In a nutshell, Nexonia called, but Intacct didn't answer. Usually this is a temporary issue and initiating the sync manually from *Integration > Configuration Sync > Synchronize Now* will result in a successful sync.

There is no harm in re-attempting the configuration sync when you see this error.

Error Message: “'<user name>' is the user running this synchronization and would be disabled as a result of running this integration. Please make sure that the integration is run manually by a user that's part of the integration.”

The synchronization to Intacct will align the Nexonia active user list with the Intacct vendors that qualify for integration. This error message means that the logged-in user who has initiated the synchronization was not synchronized from Intacct and/or does not have a matching employee or vendor record in Intacct.

To work around this particular error message, either ensure that the user running the integration accurately matches an Intacct employee or user that qualifies for the integration, or navigate to *Settings > Users > locate the user > Edit > set "Ignore for Integration: Yes" > Apply*. Note that the latter method will result in user account duplication if an Intacct employee or vendor is later created for this user.

Error Message: "Unexpected error"

The configuration sync failed due to a problem on the Nexonia side or received an error message from Intacct that couldn't be interpreted. Please contact help@nexonia.com or submit a request through this portal.

APPENDIX: UNDERSTANDING INTACCT EXPORT ERROR MESSAGES

Error Message: **"1004: Can't export report for '{User Name} as this user is not part of the integration".**

The user whose expense report this is non-integrated and isn't recognized in Intacct.

To resolve this error:

- Create the vendor for this user in Intacct, run the configuration sync in Nexonia to update the vendor list and integrate the new vendor record with the Nexonia user.

OR

- Delete the report and create it under a valid user.

Error Message: "**5678: Intacct Message: The account number '52525' requires a *Department*** [or other dimension]"

The Intacct account 52525 is involved in the transaction created by the export of expense report 5678 to Intacct. The account specified may be a GL account or liability account determined by Intacct configurations and requires a piece of missing information.

The dimension specified in the error message ("Department", in this example) is a requirement for transactions involving account 52525 as configured in Intacct to require "Department".

To resolve this error:

- In Intacct, navigate to *General Ledger* > *Accounts* > find and "Edit" the account > un-check the required dimension

OR

- In Nexonia, navigate to Expenses > open the expense report > ensure all items have the required dimension filled

Error Message: “UnknownHostException: api.intacct.com”

The connection attempt to Intacct failed. In a nutshell, Nexonia called, but Intacct didn't answer. Usually this is a temporary issue and initiating the sync manually from *Integration* > *Configuration Sync* > *Synchronize Now* will result in a successful sync.

There is no harm in re-attempting the configuration sync when you see this error.