

**Goldman
Sachs**

Goldman Sachs

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1. Getting Started

1.1. Welcome

The Goldman Sachs Product Guides are where you will find step-by-step walkthroughs, support documentation, and other helpful resources. Use the quickstart links below, or try the search function and navigation menu on the left.

Getting Started

ERP	Quickstart Links	Release Notes
Oracle NetSuite (NetSuite)	Pre-Onboarding Checklist (NetSuite)	Release Notes (NetSuite)
Sage Intacct (Intacct)	Pre-Onboarding Checklist (Intacct)	Release Notes (Intacct)

Product Features

The Goldman Sachs plugin supports the following features:

Bank Feeds

Feature	NetSuite	Intacct
Bank Feeds	✓	✓

Cash Management

Product	NetSuite	Intacct
Book Transfers (A2A)	✓	✓
Bank Accounts	✓	✓
Reconciliation Manual Export	✓	✓

Accounts Payable

Product	NetSuite	Intacct
Vendor Payments	✓	✓
Credit Memos	✓	✓
Discounts	✓	✓

Payment Rails

Payment Rail	NetSuite	Intacct
ACH - <i>US/USD</i>	✓	✓
Checkprint - <i>US/USD</i>	✓	✓
Domestic Wires - <i>US/USD</i>	✓	✓

Still Have Questions?

Support

[Contact Us](#)

2. NetSuite

2.1. Plugin Setup

2.1.1. Pre-Onboarding Checklist (NetSuite)

Use this checklist to get ready for your onboarding call. Having everything on hand will also help you if you decide to start the installation on your own.

If you're moving your plugin to a live environment, make sure you've already completed the [Sandbox Checklist \(NetSuite\)](#) in a sandbox environment. Testing in a sandbox with all of your custom workflows, scripts, and third-party apps is the best way to ensure everything works smoothly before going live.

Bring a NetSuite Administrator

The installation process requires a NetSuite Administrator (or someone with sufficient permissions) to be present. The user is required to have the following permissions:

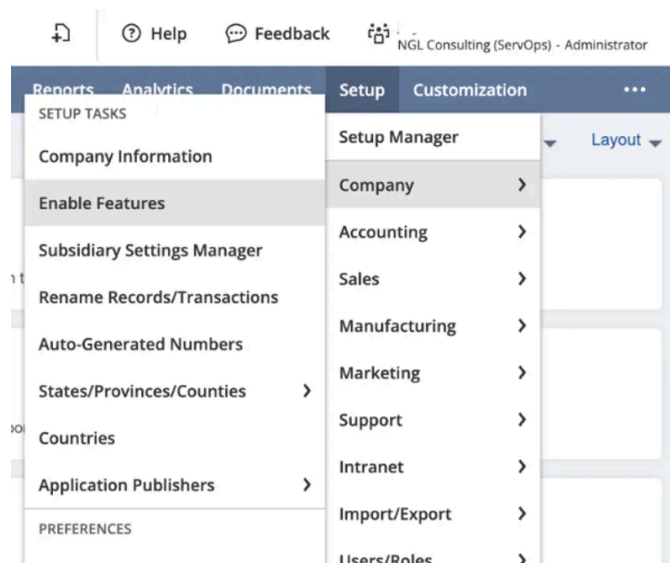
- Install plugin
 - Create access tokens
 - Configure features for the NetSuite company
 - Define permissions on scripts
 - Manage users/roles
-

Review Multiple Currencies Setup

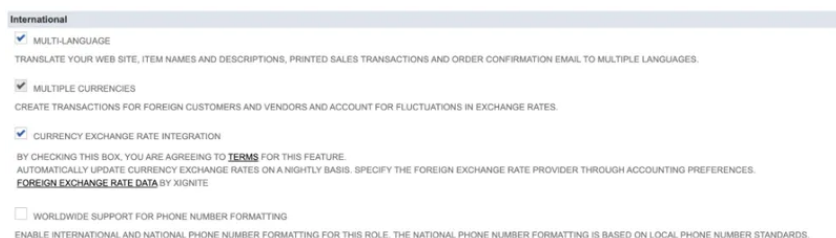
The plugin is built with multi-currency to support growing businesses that scale beyond single-currency operations. In NetSuite, it is **mandatory** to enable the Multiple Currencies feature. Attempting to use the plugin without this feature enabled will result in a SuiteScript error on every page.

You can verify your Multiple Currencies setup by navigating to **Setup → Company → Enable Features**.

The Multiple Currencies feature can be found within the Company tab.



The Multiple Currencies feature can be found within the **Company** tab in the International section.



Note Your NetSuite Edition

NetSuite offers OneWorld and non-OneWorld editions. Please check if Subsidiaries are present in your NetSuite environment by navigating to **Setup → Company → Subsidiaries**. If Subsidiaries are present, you are subscribed to a OneWorld edition.

Book Transfers and other features in your bank plugin may be incompatible with non-OneWorld editions of NetSuite, as they require Subsidiaries to be enabled.

Disable Payment Approvals Inside NetSuite

Applicable if using the Accounts Payable product.

The plugin does not support the Payment Approval workflow inside NetSuite. If you leverage NetSuite's payment approval currently, we strongly recommend moving that process inside the other payment approval options available to you.

Continuing to use that process blocks the plugin from creating a bill payment record in NetSuite, resulting in a failed bill payment.

Confirm Sandbox Testing

If you use the Accounts Payable product, custom workflows, scripts, or any third-party applications or plugins, we recommend testing in a NetSuite Sandbox environment before moving to Production. This essential step ensures a smoother transition onto the plugin and helps prevent disruption to your service.

Note Any Custom Workflows or Scripts

The plugin works best in NetSuite environments that do not have any customized workflows or scripts that block or alter standard Accounts Payable workflows, such as bill payment creation or the vendor record. Common examples include approval workflows.

Please check with your TxB representative for what payment approval steps are available to you.

Prior to installing to Production, it is recommended that you test the plugin thoroughly in a NetSuite Sandbox environment that contains custom workflows or scripts that pertain to Accounts Payable.

Note Any Third-Party Plugins or Applications

Other third-party plugins, applications, or integrations within NetSuite may not work perfectly with your new bank plugin.

Prior to installing to Production, it is recommended that you test the plugin thoroughly in a NetSuite Sandbox environment containing relevant third-party applications to avoid any future disruption to service.

Note Where Banking Details Are Stored

NOTE: If you are not an Accounts Payable user, please skip this step.

Make a note of where your payee's bank details are currently stored. Our supplementary Entity Bank Details currently allows users to migrate data from NetSuite's Electronic Bank Payments bundle, while also providing import templates for banking data that may be stored elsewhere.

We strongly recommend using our Entity Bank Details for greater support of additional payment types and for a smoother user experience.

Review Limitations

The NetSuite bank plugin and the supplementary Entity Bank Details are currently not able to support the following:

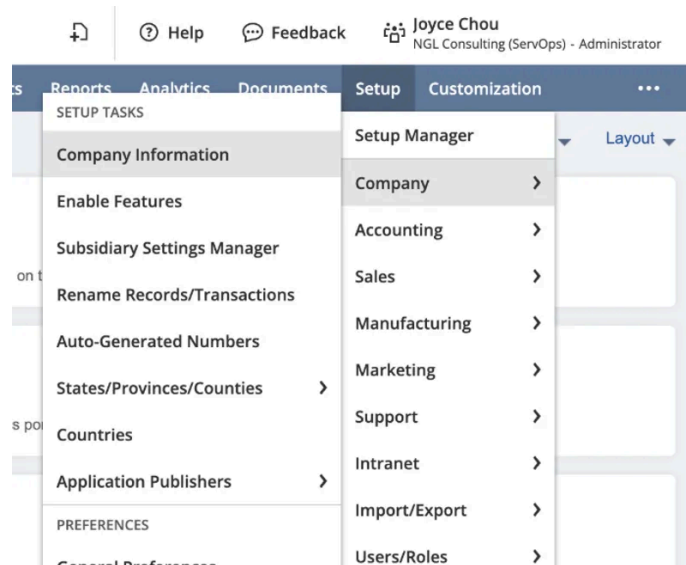
- Environments without NetSuite's Multiple Currencies feature enabled
- Non-OneWorld NetSuite editions (no Subsidiaries)
- Partial Payments
- Automated reconciliation Transaction data directly into the NetSuite reconciliation module(s)
- Handling of payroll or employee commissions
- User-specific approvals within NetSuite for payments submitted through the bank plugin
- Read from the payee bank data stored outside of our supplementary Entity Bank Details
- Conduct saved searches or run reports on bank information stored in the Entity Bank Details

Have the Invitation Email Handy

You should have received an invitation email from your bank with links to install the Plugin in NetSuite. Ensure that at least one person attending the call has access to this email, whether they were the original recipient, or it was forwarded to them.

Have Your NetSuite Account ID Handy

This can be found by navigating to **Setup → Company → Company Information**.



Within the Company Information page, you can find your **Account ID**. Copy this Account ID somewhere and save it, as we will need this information during the installation process.

Confirm Hardware & Software Requirements

Browser support (minimum versions):

- Chrome: 65
- Firefox: 66

- Safari: 12
- Edge: 79

Operating systems (minimum versions):

- Windows 7
- macOS - El Capitan

Minimum screen resolution:

- 1200x800px

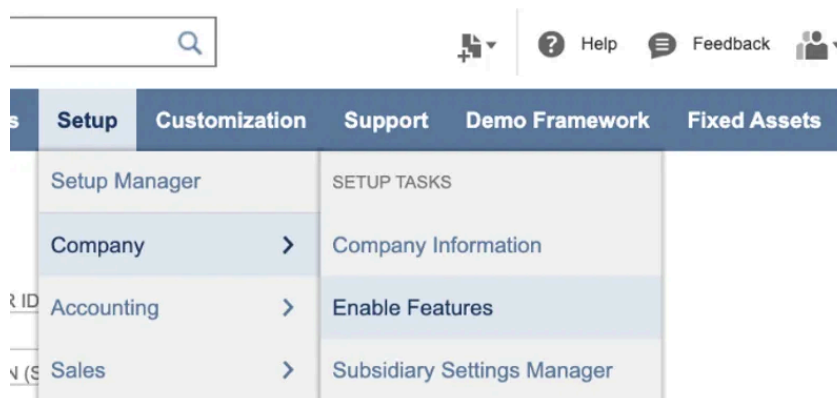
Configure NetSuite Features

While not a mandatory step, configuring your company's NetSuite features ahead of time will speed up the onboarding process significantly.

Please follow the steps below to enable the **required** features.

1 Navigate to Enable Features

In NetSuite, go to **Setup → Company → Enable Features**.



2 Enable Multiple Currencies

Under the Company tab, select **Multiple Currencies**.

3 Enable Expense Reports

Under the Employees tab, enable **Expense Reports** (This is required for Apply Bill Credits functionality).

Enable Features

[Save](#) [Cancel](#)

Subsidiary Feature: After enabling this feature, you must enable and set preferences for individual subsidiaries using the [Subsidiary Settings Manager](#).

Company Accounting Tax Transactions Items & Inventory **Employees** CRM Analytics Web Presence SuiteCloud

Payroll

☐ PAYCHECK JOURNAL
ALLOWS YOU TO INTEGRATE WITH EXTERNAL PAYROLL SYSTEMS AND BUILD CUSTOM PAYROLL SOLUTIONS WITH SUITESCRIPT AND WEB SERVICES, AND TO TRACK YOUR EMPLOYEES' PAYROLL DATA THROUGH NETSUITE.

Time & Expenses

☒ EXPENSE REPORTS
USE FORMS TO TRACK EMPLOYEE EXPENSES. EMPLOYEES CAN ENTER EXPENSE REPORTS ONLINE ANYTIME, ANYWHERE.

☒ APPROVAL ROUTING
ROUTE PURCHASE REQUESTS AND EXPENSE REPORTS FOR APPROVAL BASED ON APPROVAL LIMITS.

☐ PER-EMPLOYEE BILLING RATES
ALLOWS YOU TO SET UP BILLING CLASSES FOR DIFFERENT BILLING RATES BY EMPLOYEE.

Enable Expense Reports

4 Enable SuiteCloud

Under the SuiteCloud tab, select the following items:

- Custom Records
- Client SuiteScript
- Server SuiteScript
- Token-Based Authentication
- REST Web Services

Click **Save**.

Enable Features

[Save](#) [Cancel](#) [More](#)

Subsidiary Feature: After enabling this feature, you must enable and set preferences for individual subsidiaries using the [Subsidiary Settings Manager](#).

Company Accounting Tax Transactions Items & Inventory Employees CRM Analytics Web Presence **SuiteCloud**

VIEW SUITECLOUD [TERMS OF SERVICE](#). TRANSLATIONS OF THE SUITECLOUD TERMS OF SERVICE ARE ALSO AVAILABLE ON THE ORACLE NETSUITE [WEBSITE](#).

SuiteBuilder

☒ CUSTOM RECORDS
COLLECT INFORMATION SPECIFIC TO YOUR BUSINESS THAT CAN BE INTEGRATED WITH STANDARD NETSUITE RECORDS. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#).

SuiteScript

☒ CLIENT SUITESCRIPT
USE INDUSTRY-STANDARD JAVASCRIPT TO DO ADVANCED CLIENT-SIDE CUSTOMIZATION OF YOUR FORMS. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#).

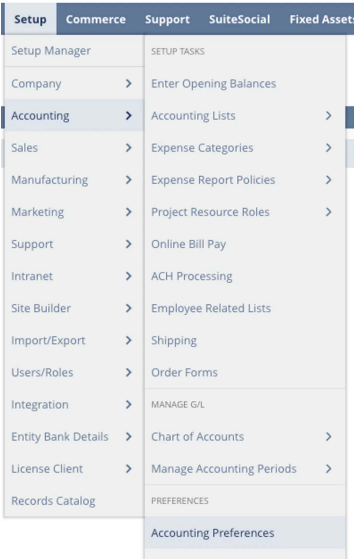
☒ SERVER SUITESCRIPT
USE INDUSTRY-STANDARD JAVASCRIPT TO DO ADVANCED SERVER-SIDE CUSTOMIZATION OF YOUR BUSINESS PROCESSES. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#).

Manage Authentication

☒ TOKEN-BASED AUTHENTICATION
ENABLE TOKEN-BASED AUTHENTICATION AS AN ADDITIONAL AUTHENTICATION MECHANISM FOR YOUR USERS. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#).

5 Set Up Accounting Preferences

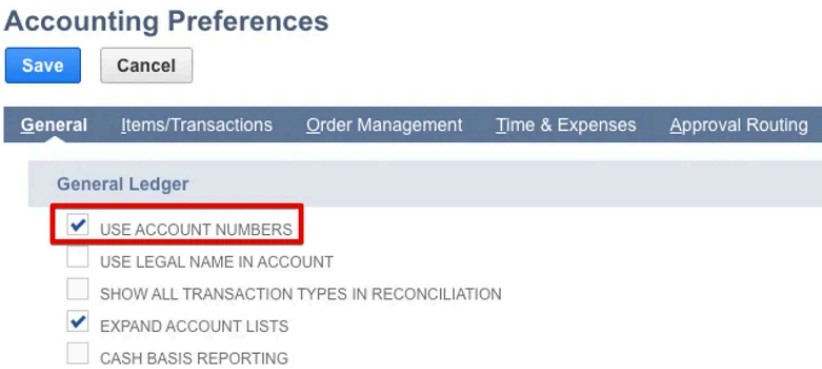
Go to **Setup** → **Accounting** → **Accounting Preferences**.



Navigate to Accounting Preferences

6 Enable Account Numbers

Under the General tab, select the **Use Account Numbers** checkbox.



Enable "Use Account Numbers"

Click **Save**.

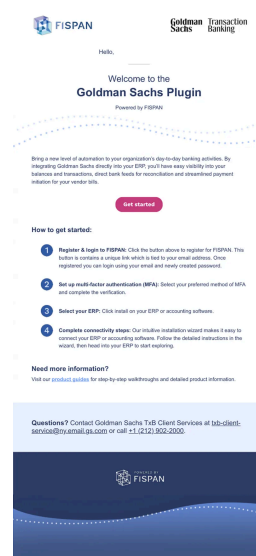
2.1.2. Installation

2.1.2.1. Step 1: Invitation Email

You should have received an invitation email from Goldman Sachs with links to install the Goldman Sachs and easy-to-follow instructions for installation.

The invitation email will arrive with the following subject line:

Welcome to Goldman Sachs - Powered by FISPAN [Production] - [your-name]



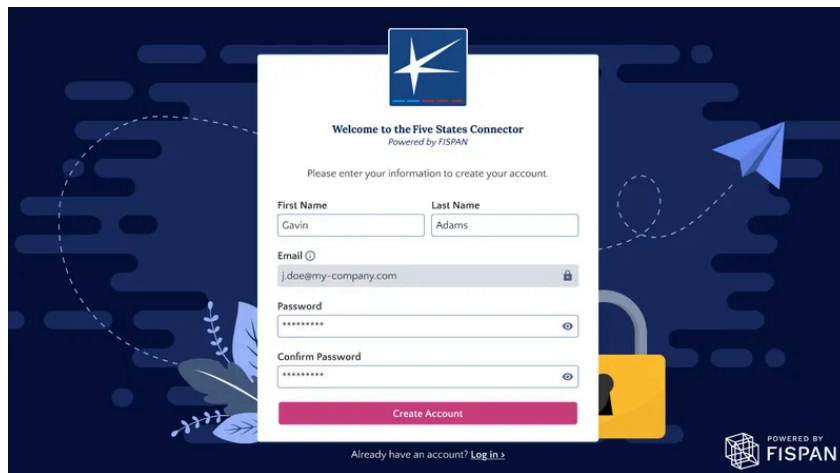
Invitation Email

2.1.2.2. Step 2: Register & Login

Register & Login

1 Create an Account

In your invitation email, select the **Get Started** button. You will be brought to the FISPAN Portal. Create your login credentials and select **Create Account**.

The screenshot shows a registration form titled "Welcome to the Five States Connector" with the subtitle "Powered by FISPAN". The form asks the user to "Please enter your information to create your account." It includes fields for "First Name" (pre-filled with "Gavin"), "Last Name" (pre-filled with "Adams"), "Email" (pre-filled with "j.doe@my-company.com"), "Password", and "Confirm Password". Each password field has a strength indicator (a series of dots) and a toggle icon. A pink "Create Account" button is at the bottom. Below the button is a link: "Already have an account? [Log in >](#)". The background is dark blue with a stylized white star logo at the top, a paper airplane on the right, and some foliage on the left. The FISPAN logo is in the bottom right corner.

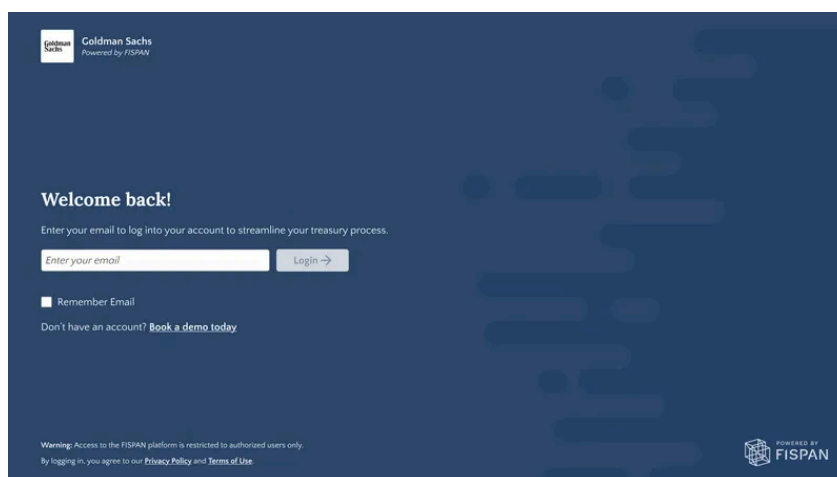
Passwords are required to be 8 characters and contain at least one uppercase, lowercase, number and special character

NOTE: The password you create here will be used every time you want to access the FISPAN Portal. If you need to update it later on, you have the option to use the **Forgot Password** option.

2 Login to Your Account

Once registered, you will be redirected to the login page. Your username and password are unique per environment, and you will have separate logins between [Sandbox](#) and [Production](#).

NOTE: The Sandbox environment is used as a testing or UAT environment. For Sandbox users, please refer to the Sandbox Checklist for test scenarios.



Welcome Page for Sandbox

From the welcome page, you'll be taken to the login page. Enter your username and password to proceed.

Setting Up SMS MFA

NOTE: Multi-factor Authentication (MFA) is only required if you are a user in the Production environment. If accessing the Sandbox environment, you may skip this step.

The first time you log in to the Production environment, you will be prompted to establish your Multi-factor Authentication (MFA) setup. You have the option to select various methods of MFA.

1 Enroll Phone Number

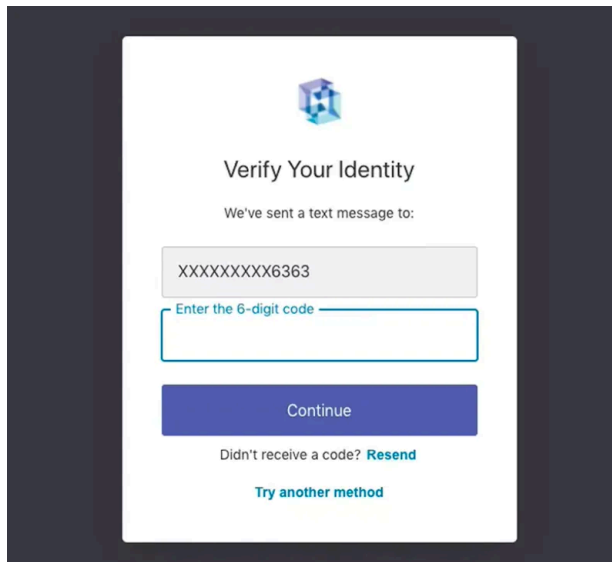
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

If you are unable to receive a text message to this number, or you prefer a different multi-factor authentication method, click **Try Another Method**.

2 Enter Code

Enter the 6-digit code you received in the applicable field.

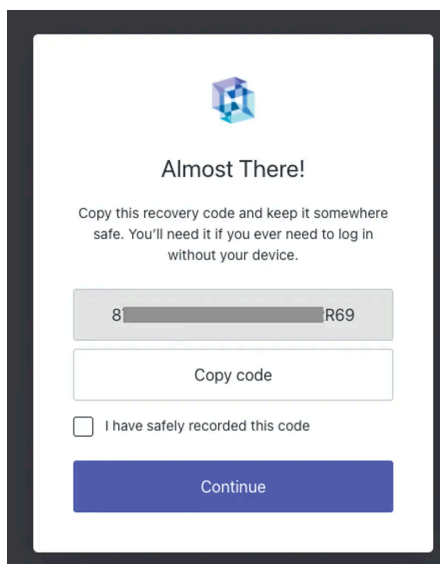
Select **Continue**.

The screenshot shows a mobile app interface for identity verification. At the top is a blue cube icon. Below it, the text 'Verify Your Identity' is centered. Underneath, it says 'We've sent a text message to:'. There is a grey input field containing 'XXXXXXXX6363'. Below that is a blue-outlined input field with the placeholder text 'Enter the 6-digit code'. A blue 'Continue' button is positioned below the input fields. At the bottom, there are two links: 'Didn't receive a code? Resend' and 'Try another method'.

6-digit Verification

3 Save Recovery Code

After setting up SMS and inputting the first one-time code, you will be presented with a recovery code that should be stored in a safe location. This code is for resetting the MFA, to switch the MFA type (i.e., Authenticator), or to use a different phone number.

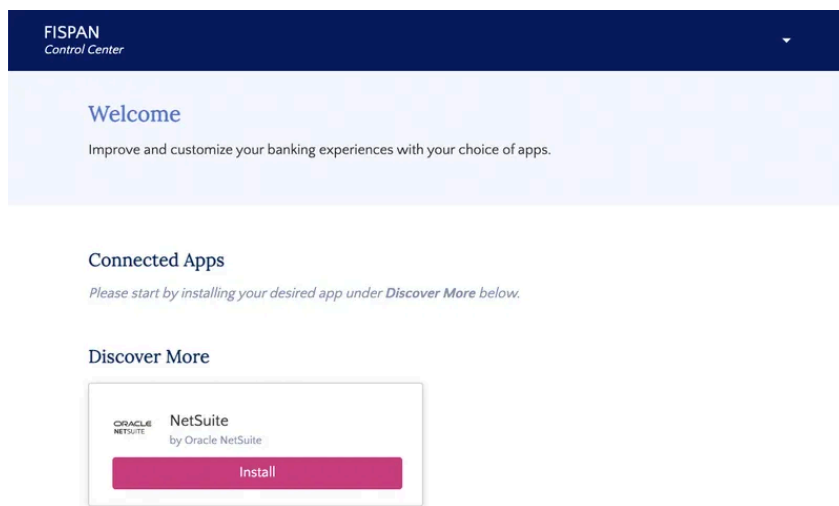
The screenshot shows a mobile app interface for saving a recovery code. At the top is a blue cube icon. Below it, the text 'Almost There!' is centered. Underneath, it says 'Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device.' There is a grey input field containing '8' followed by a grey bar and 'R69'. Below that is a white 'Copy code' button. Underneath is a checkbox with the text 'I have safely recorded this code'. At the bottom is a blue 'Continue' button.

Recovery Code

If you would like to utilize another method for MFA (SMS, Authenticator, or Email) instructions are available here: [Setting Up Multi-Factor Authentication](#)

2.1.2.3. Step 3: Select ERP

Select **Install** under the NetSuite ERP box and the installation wizard will appear on your screen.

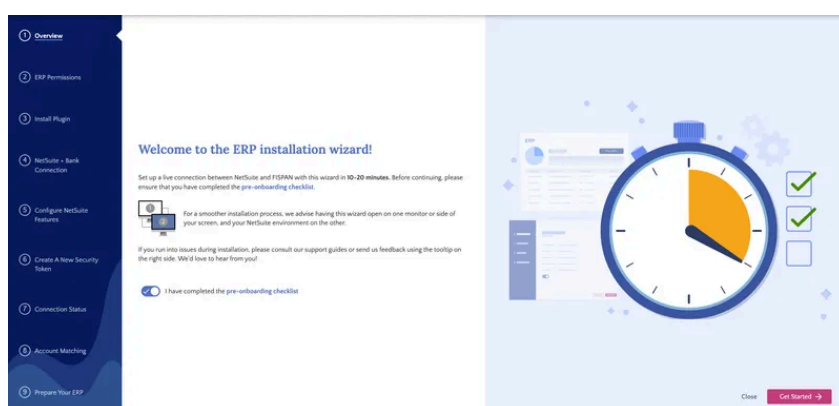


Select Install

The first page of the installation wizard contains a brief summary, along with prompts to review and complete the pre-onboarding checklist.

Once you have finished the pre-onboarding checklist, use the **I have completed the pre-onboarding checklist** toggle to unlock the **Get Started** button.

Click **Get Started**.

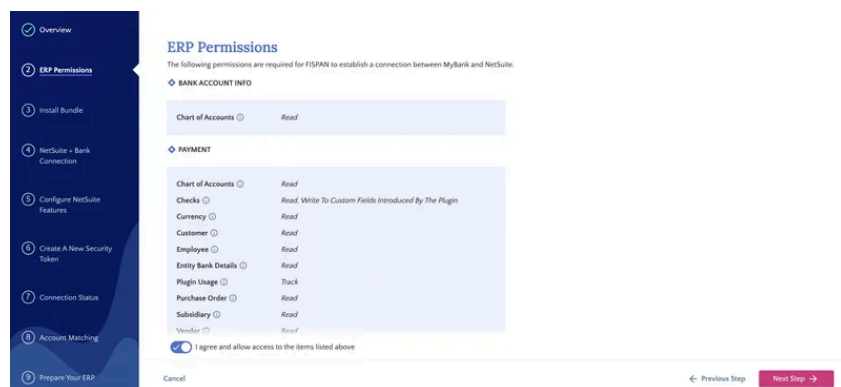


Select "Get Started" on the Welcome to the plugin Installation wizard

2.1.2.4. Step 4: Permissions

To establish a connection between your bank and NetSuite, you must agree and grant access by clicking the toggle. Once completed, click **Next**.

The plugin requires this NetSuite financial data to display account balances and transaction information. The plugin will only write to custom fields introduced by the plugin.



Review the Permissions and then click the "I agree" toggle

NOTE: Your permission list, found in your ERP, may contain more or less fields than the example shown above.

2.1.2.5. Step 5: Let NetSuite Talk to Your Bank

About NetSuite Account ID

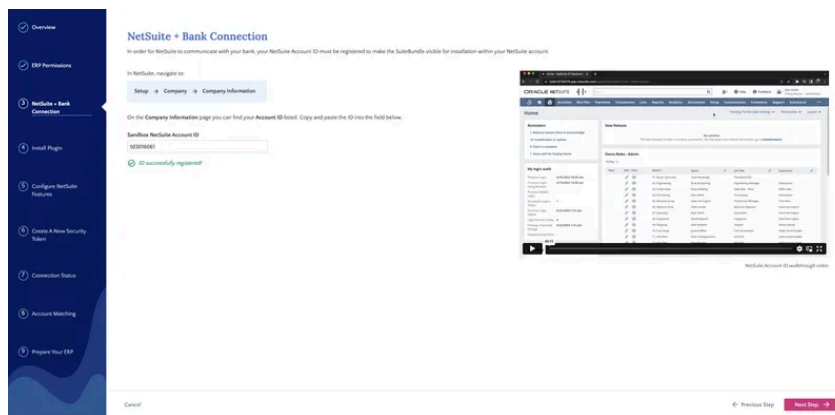
Your NetSuite Account ID is required to connect Goldman Sachs to your NetSuite environment.

If you have already shared your NetSuite Account ID with your bank representative during the onboarding setup, you will see this field pre-populated in the installation wizard.

Register Your Account ID

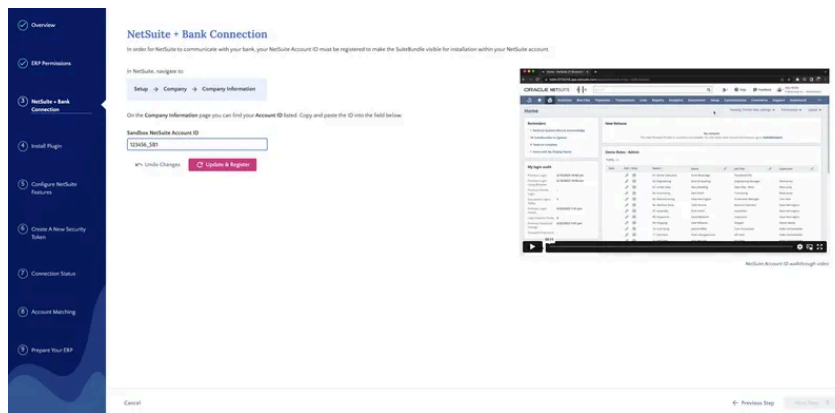
If the **Account ID** is pre-populated:

- 1 Review the pre-filled **Account ID** to ensure it matches your NetSuite environment.
- 2 If correct, continue to **Next Step**.



Already Pre-Filled

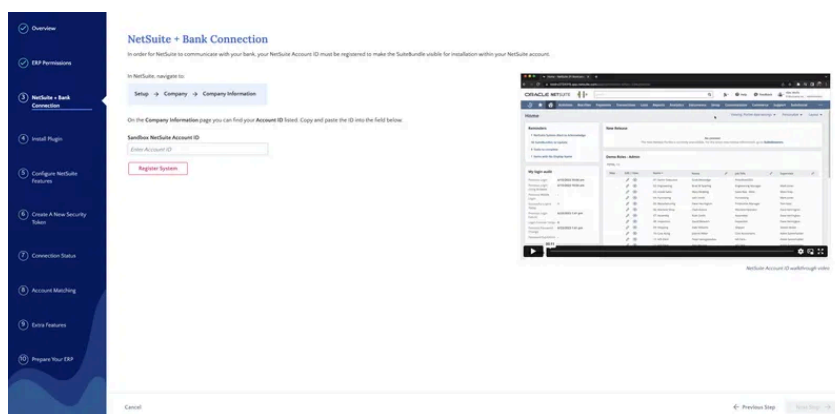
- If incorrect, update the **Account ID** field with the correct value, then click **Register System**.



Update & Register

If the **Account ID** field is empty:

- Locate your **Account ID** in NetSuite (see instructions below).
- Enter the **Account ID** in the field.
- Click **Register System**.



Click Register System

Locate Your Account ID in NetSuite

- In NetSuite, navigate to **Setup → Company → Company Information**.

- 2 Locate your **Account ID** within the Company Information page.
- 3 Copy the **Account ID**.

IMPORTANT: NetSuite Account IDs on Sandbox environments will end with _SB#(e.g., _SB1, _SB2). If you are a Production user, please ensure you are copying the **Account ID** from your Production environment, not a Sandbox environment.

Troubleshooting Registration Issues

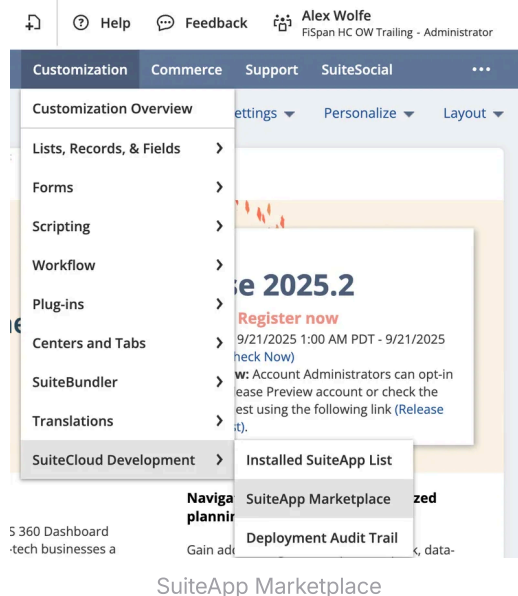
If registration fails:

- 1 Verify that you have entered the **Account ID** correctly.
- 2 Ensure there are no extra spaces or characters.
- 3 Confirm you are using the **Account ID** from the correct environment (Production vs. Sandbox).
- 4 Click **Retry**.

If the issue persists after verifying the **Account ID**, please contact Support for further assistance.

2.1.2.6. Step 6: Install Bank SuiteApp

From NetSuite, start by navigating to **Customization** → **SuiteCloud Development** → **SuiteApp Marketplace**



1 Search for the SuiteApp

To search for the bundle, type "Goldman Sachs" in the Keywords box and select **Search**.

2 Install the SuiteApp

Select **Install** to review the SuiteApp, then select **Install** again to confirm.

Select **Ok** when the pop-up box appears and wait for the bundle to install (this may take a few moments). Once the bundle has been installed, the Goldman Sachs tab will appear on your NetSuite menu.

Then, head back to the installation wizard and select **Next Step**.

NOTE: If you will be using Accounts Payable, you will also need to install and configure the **Entity Bank Details** SuiteApp. Refer to this article to install the bundle:

[Entity Bank Details SuiteApp Installation & Setup \(NetSuite\)](#)

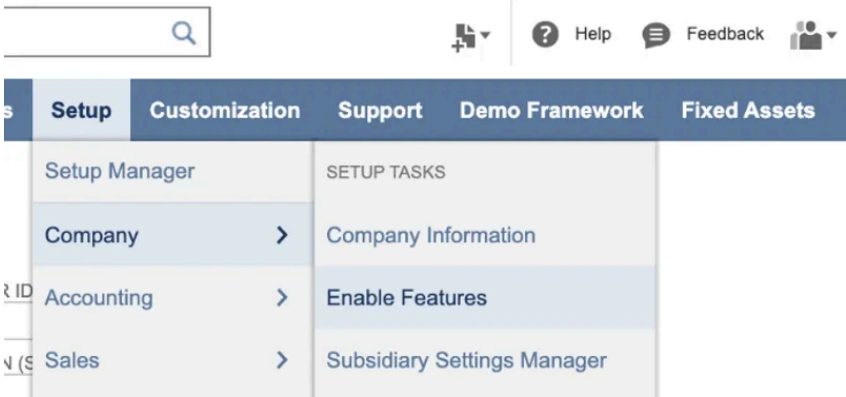
Or you can wait to install and configure the Entity Bank Details SuiteApp later, as described in: [Step 14: Install Entity Bank Details SuiteApp](#)

2.1.2.7. Step 7: Configure NetSuite Features

Please follow the steps below to enable the **required** features.

1 Navigate to Enable Features

In NetSuite, go to **Setup** → **Company** → **Enable Features**.

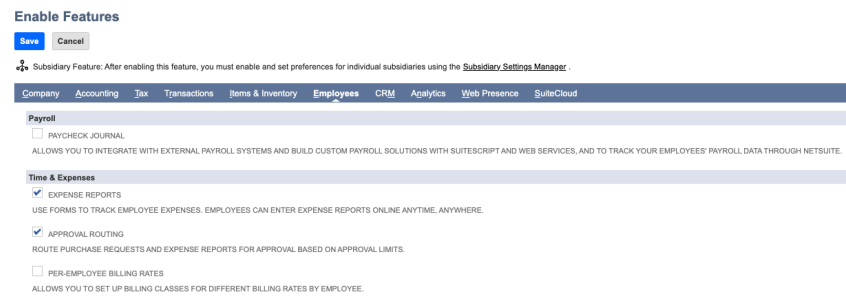


2 Enable Multiple Currencies

Under the Company tab, select **Multiple Currencies**.

3 Enable Expense Reports

Under the Employees tab, enable **Expense Reports** (This is required for Apply Bill Credits functionality).



Enable Expense Reports

4 Enable SuiteCloud

Under the SuiteCloud tab, select the following items:

- Custom Records
- Client SuiteScript
- Server SuiteScript
- Token-Based Authentication
- REST Web Services

Click **Save**.

Enable Features

More

SaveCancel

Subsidiary Feature: After enabling this feature, you must enable and set preferences for individual subsidiaries using the [Subsidiary Settings Manager](#).

CompanyAccountingTaxTransactionsItems & InventoryEmployeesCRMAnalyticsWeb PresenceSuiteCloud

VIEW SUITECLOUD [TERMS OF SERVICE](#). TRANSLATIONS OF THE SUITECLOUD TERMS OF SERVICE ARE ALSO AVAILABLE ON THE ORACLE NETSUITE [WEBSITE](#).

SuiteBuilder

☒ CUSTOM RECORDS

COLLECT INFORMATION SPECIFIC TO YOUR BUSINESS THAT CAN BE INTEGRATED WITH STANDARD NETSUITE RECORDS. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#).

SuiteScript

☒ CLIENT SUITESCRIPT

USE INDUSTRY-STANDARD JAVASCRIPT TO DO ADVANCED CLIENT-SIDE CUSTOMIZATION OF YOUR FORMS. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#).

☒ SERVER SUITESCRIPT

USE INDUSTRY-STANDARD JAVASCRIPT TO DO ADVANCED SERVER-SIDE CUSTOMIZATION OF YOUR BUSINESS PROCESSES. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#).

Manage Authentication

☒ TOKEN-BASED AUTHENTICATION

ENABLE TOKEN-BASED AUTHENTICATION AS AN ADDITIONAL AUTHENTICATION MECHANISM FOR YOUR USERS. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#).

5 Set Up Accounting Preferences

Go to **Setup → Accounting → Accounting Preferences**.

Setup	Commerce	Support	SuiteSocial	Fixed Asset
Setup Manager	SETUP TASKS			
Company	Enter Opening Balances			
Accounting	Accounting Lists			
Sales	Expense Categories			
Manufacturing	Expense Report Policies			
Marketing	Project Resource Roles			
Support	Online Bill Pay			
Intranet	ACH Processing			
Site Builder	Employee Related Lists			
Import/Export	Shipping			
Users/Roles	Order Forms			
Integration	MANAGE G/L			
Entity Bank Details	Chart of Accounts			
License Client	Manage Accounting Periods			
Records Catalog	PREFERENCES			
	Accounting Preferences			

Navigate to Accounting Preferences

6 Enable Account Numbers

Under the General tab, select the **Use Account Numbers** checkbox.

Accounting Preferences

Save Cancel

General Items/Transactions Order Management Time & Expenses Approval Routing

General Ledger

☒ USE ACCOUNT NUMBERS

☐ USE LEGAL NAME IN ACCOUNT

☐ SHOW ALL TRANSACTION TYPES IN RECONCILIATION

☒ EXPAND ACCOUNT LISTS

☐ CASH BASIS REPORTING

Enable "Use Account Numbers"

Click **Save**.

2.1.2.8. Step 8: Create a New Security Token

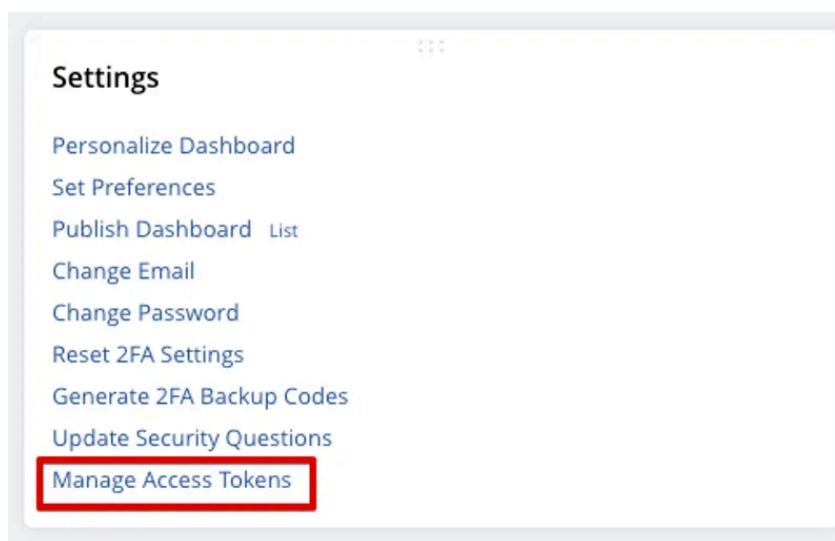
An access token from NetSuite is needed to proceed with the installation. Follow these steps to create a new security token in NetSuite and add it to the installation wizard.

Create a New Security Token

1 Navigate to Manage Access Tokens

In NetSuite, navigate to the homepage.

Find **Settings** and select **Manage Access Tokens**.



Select Manage Access Tokens on Settings

Where the **Settings** are located differs depending on how you have arranged content on your homepage. By default, it is found on the bottom left of the page.

2 Add New My Access Token

On the **My Access Tokens** page, select the **New My Access Token** button.



Access Tokens

On the **Access Tokens** page, the application must be defined using the **Application Name** dropdown. The application for your bank plugin was created automatically when the plugin was installed.

Access Token

Primary Information

APPLICATION NAME ^{*}

TOKEN NAME ^{*}

☐ INACTIVE

Use Application Name Drop-down

3 Generate Token

Select Goldman Sachs Integration in the **Application Name** box and click **Save**.

Once you click **Save**, the loaded page will show a **Token Key** and a **Token Secret**. Copy and paste the Token ID and Token Secret to the appropriate box in the installation wizard.

Once complete, select **Next Step**.

IMPORTANT: The access token created during this step is tied to the NetSuite Administrator who generated it. If this user's Administrator credentials are ever revoked (i.e. either by losing administrator access or leaving the company), the token will become VOID, and the plugin will stop working.

To avoid any service disruption, you must create a new token:

1. Log in to <https://sys.fispan.live/>
2. Deactivate the existing NetSuite connection.
3. Reactivate the connection and go through the installation wizard again.

This will generate a new access token that will replace the voided Token ID and Token Secret.

If you encounter any issues with this process or if you do not have a login for the link provided above, please reach out to TxB Representative for assistance.

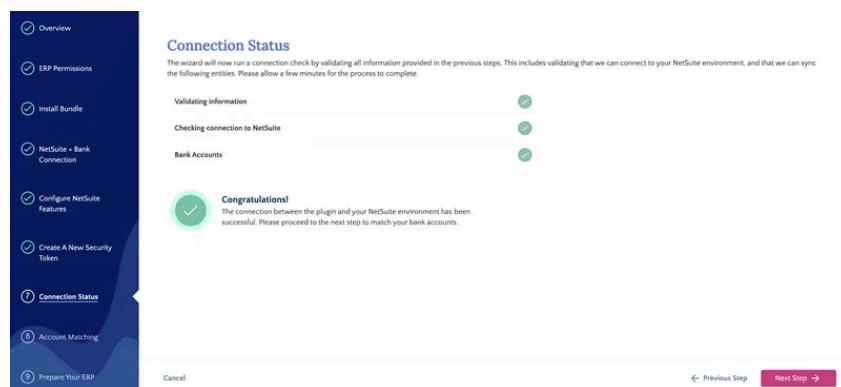
IMPORTANT: To ensure your bank plugin is set up correctly, you need to understand the minimum required permissions and user roles. Following the recommended method for managing access tokens is crucial to preventing service disruptions.

Please refer to [Minimum Permissions \(NetSuite\)](#) for the full list of required permissions and step-by-step guidance.

2.1.2.9. Step 9: Connection Status

After entering the Token ID and Token Secret in the previous step, the installation wizard will begin to run a connection check to validate all details entered in the previous steps.

If there are no issues, a large green checkmark will appear to confirm that the connection has been established. Click on **Next Step** to begin matching bank accounts.

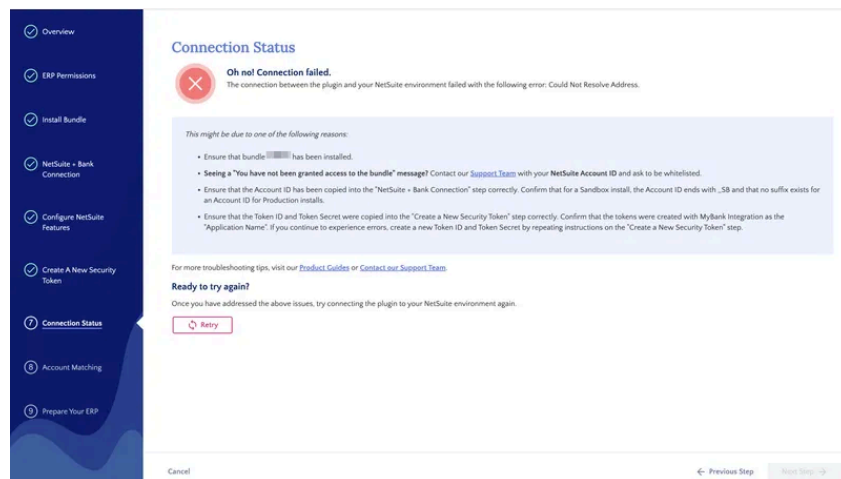


Successful Connection Message

Failed Connection Checks

If the connection check fails, a large red **X** icon will appear. A list of possible reasons for failure will appear, such as:

- Validation errors from the data you entered in the previous steps
- Incorrectly configured NetSuite features
- The plugin is not being properly installed in NetSuite



Failed Connection Check

After reviewing and making changes in NetSuite, click **Retry** to rerun the Connection Check.

Otherwise, you can click **Previous Step** to go back and reenter any potentially incorrect data. Continuing to the next step in the installation wizard will also retrigger the check.

When the check is successful, click **Next Step**.

2.1.2.10. Step 10: Account Matching

Each ERP account should have a matching bank account. Only the matched accounts will be used in your plugin.

Follow these steps to learn how to match your ERP accounts with the corresponding bank accounts.

IMPORTANT: The **Use Account Numbers** preference must be enabled in NetSuite to match your bank accounts.

To do this:

- In NetSuite, go to **Setup → Accounting → Accounting Preferences**.
- On the General Ledger tab, check the box next to **Use Account Numbers**.
- After enabling this, click the **X** in the error banner on this page to reload your accounts.

If you receive an error during account matching after the feature is enabled, please contact TxB Representative for further assistance.

NOTE: When installing the plugin in Sandbox, bank accounts are for testing only. They are not connected to your live bank accounts. When installing in Production, the listed bank accounts reflect your actual accounts.

Account Matching Setup

Match your ERP Accounts with the corresponding Bank Accounts by dragging an ERP Account from the left and dropping it onto the desired Bank Account.

Once you've successfully matched your accounts, click **Next Step**.

Account Matching View as: **Drag & Drop** Dropdown

Drag and drop the ERP accounts on the left to the appropriate bank accounts on the right. Only the matched accounts will be used within your plugin. To unmatch an account, simply hover on each matched account and click the Unmatch button.

ERP ACCOUNTS

Search by account name or ID

- 1000 Checking Type: Checking | ID: 1
- 1002 Savings Type: Checking | ID: 2
- 1004 Payroll Type: Checking | ID: 3
- 1006 Petty Cash Type: Checking | ID: 4
- 1008 Cash on Hand Type: Checking | ID: 5

BANK ACCOUNTS

Search by account name or number

- Account 1 (*****0001) Drag and drop an ERP account to match
- Account 2 (*****0002) Drag and drop an ERP account to match

Cancel Previous Step Next Step

Account Matching Step

For virtual card payments (if applicable), you will need to map the bank account to a **Credit Card** type NetSuite account, not a NetSuite bank account.

IMPORTANT: It might take a few moments for your accounts to appear, depending on the number of accounts you have and how quickly NetSuite is processing them.

Please do not refresh or leave the page until everything has loaded.

NOTE: If you would like to add new accounts or functionalities after your initial installation and set-up, please submit a request to your TxB Representative.

TIP: Would you like to set a default account for Account Payables? Let us know which account you'd like by contacting TxB Representative. Please specify the last 4 digits of the bank account number in your request. Each company can have only one default source account across all subsidiaries.

Account Matching Error Troubleshooting

NetSuite will load your ERP accounts from the Chart of Accounts. Depending on the number of accounts you have or your device's security settings, you might see the following error:

"There was an error loading the bank accounts: Close this to retry!"

If this error appears, click the **X** to retry loading the accounts.

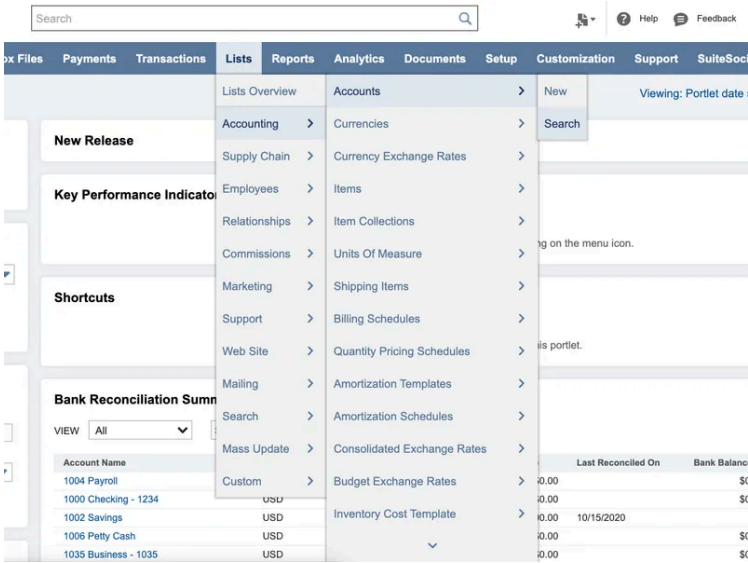
If you see the error again, click **Next Step** and finish the rest of the installation wizard.

If you are still unable to load the accounts, our support team can manually map them for you. To do this, please provide us with the **Internal ID** from NetSuite.

Provide NetSuite Internal ID

1 Search Accounts

In NetSuite, go to **Lists → Accounting → Accounts → Search**



Go to Search

Select **Use Advanced Search**.

Account Search

☐ USE ADVANCED SEARCH

NUMBER
Any

NAME
Any

DISPLAY NAME
Any

TYPE
any of

Bank
Accounts Receivable

1099-MISC CATEGORY
any of

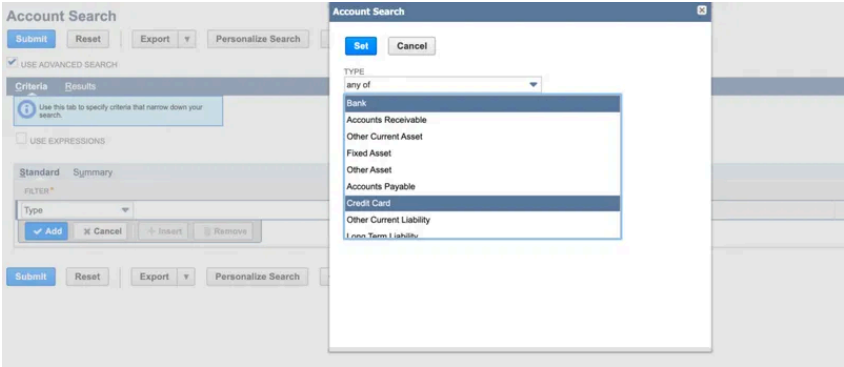
- None -
Box 1. Rents
Box 10. Crop Insurance Proceeds
Box 13. Excess Golden Parachute Payments
Box 14. Gross Proceeds Paid to an Attorney

SUMMARY ☒ EITHER ☐ YES ☐ NO

INACTIVE ☒ EITHER ☐ YES ☐ NO

Select Use Advanced Search

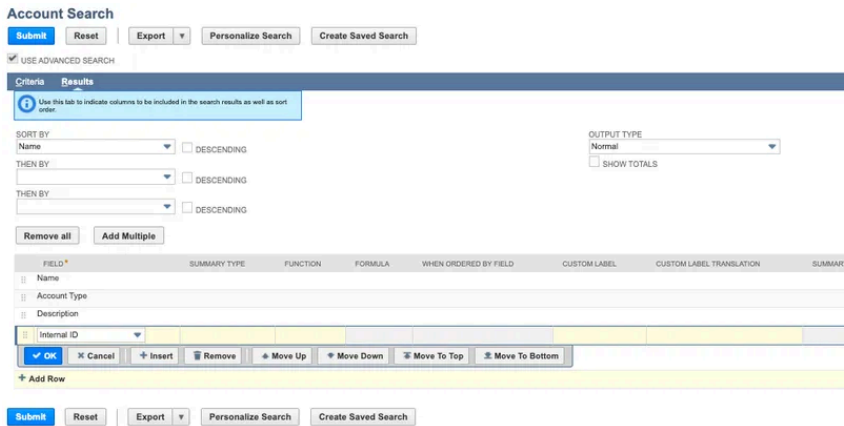
Under the Criteria tab, in the filter box, select **Type** and choose **Bank** (and/or **Credit Card** if matching for SUA payments). Then select **Set**.



Select Bank and Credit Card from Type Drop-down

2 Filter Results with Internal ID

Under the Results tab, remove all but the **Name**, **Account Type**, and **Description** fields, then add the field **Internal ID**.



Add Internal ID

Once complete, select **Submit**.

3 Download XLS Format

On the Account Search: Results page, please select the Microsoft Excel icon to download this list in an XLS format.

Account Search: Results

[Return To Criteria](#) [Save This Search](#)

☐ FILTERS

EDIT VIEW	NAME *	ACCOUNT TYPE	DESCRIPTION	INTERNAL ID	TOTAL: 13
Edit View	1000 Checking - 1234	Bank		1	
Edit View	1002 Savings	Bank		2	
Edit View	1004 Payroll	Bank		3	
Edit View	1006 Petty Cash	Bank		4	
Edit View	1008 Cash on Hand	Bank		5	
Edit View	1035 Business - 1035	Bank		188	
Edit View	1050 Credit Union Credit Card VISA	Credit Card		129	
Edit View	1052 Savings - 1052	Bank		190	
Edit View	1060 Virtual Card Program	Credit Card		193	
Edit View	1221 Checking - 1221	Bank		189	
Edit View	2031 Virtual Card	Credit Card		192	
Edit View	2536 Savings-2536	Bank		187	
Edit View	9999-1 DO NOT USE	Bank		191	

Download XLS

Once the download is complete, please open the XLS file and add a column with the last 4 digits of the Account the Internal ID should be mapped to.

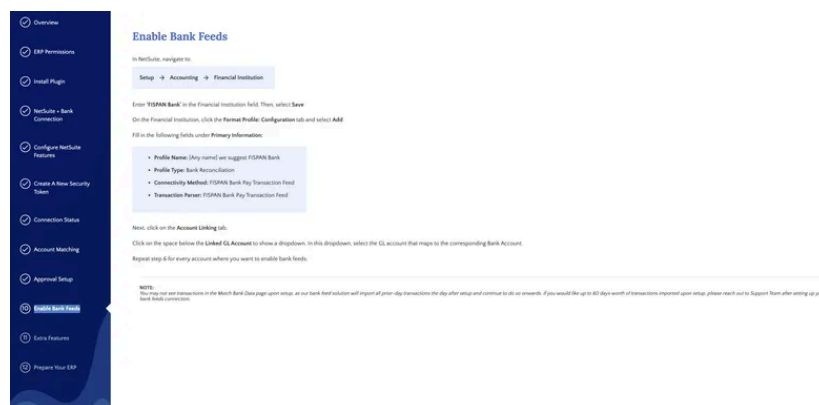
Save this XLS file, and you can contact TxB Representative to help you troubleshoot.

txb-client-service@gs.com

2.1.2.11. Step 11: Enable Bank Feeds

Bank feeds let your settled bank transactions flow automatically into your ERP for reconciliation, removing the need to export and import bank statements manually.

Follow the instructions below to connect your bank for automatic transaction syncing.



Enable Bank Feeds Step

Enabling bank feeds gives you a reliable, secure flow of transactions from your bank into your ERP, so you can say goodbye to manual imports and statement formatting.

On the Enable Bank Feeds page

In-ERP setup instructions

The page provides a step list, a link to the relevant ERP page, and a short how-to video. Complete the steps in your ERP, then return to the wizard.

[Bank Feeds \(NetSuite\)](#)

NOTE: Bank feed setup steps vary by bank and ERP. If you don't see an option described here or need help, please contact your FISPAN support team.

2.1.2.12. Step 12: Plugin Access Management

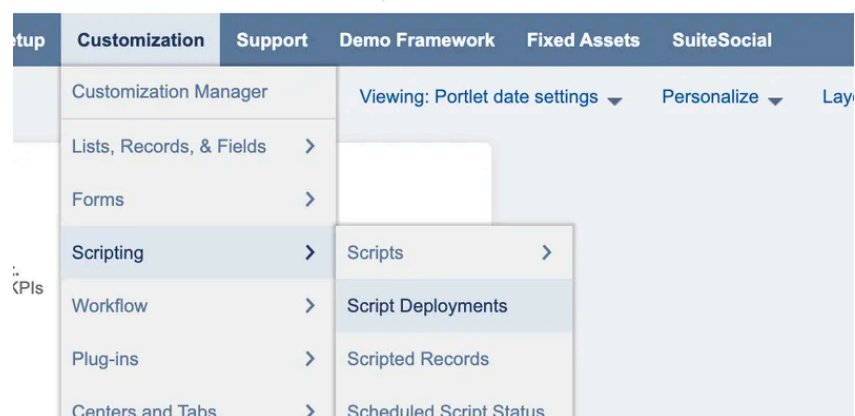
To give users access to the plugin and its features, follow this guide to NetSuite Script Deployments and Suitelets.

NetSuite Script Deployments

The Administrator has full access to view all plugin pages. In order to allow access to other users and departments, follow these steps:

Select **Customization** → **Scripting** → **Script Deployments**. Use the following filters:

- On the **Type** dropdown select **Suitelet**
- On the **API Version** dropdown select **2.1**.



[Go to Script Deployments](#)

Goldman Sachs NetSuite Suitelets

Each of the Suitelets listed corresponds to a subtab under the Goldman Sachs tab. Click **Edit** on each of the following script deployment Suitelets you wish to edit:

- Goldman Sachs **Bank Accounts**
- Goldman Sachs **Pay Vendor Bills**
- Goldman Sachs **Payments History**
- Goldman Sachs **Trans Feed Config** (Connectivity Method field used in Bank Feeds setup)
- Goldman Sachs **User Customization**

Add employee roles by selecting the appropriate employee, department, and role you would like to assign. Then, click **Save**.

✓	Edit View	customdeploy_gs_bank_accounts_s	Goldman Sachs Bank Accounts	Released	Goldman Sachs Bank Accounts	7/20/2026 10:35 am
✓	Edit View	customdeploy_gs_exp_reimb_updt_s	Goldman Sachs Expense Reimbursements	Released	Goldman Sachs Expense Reimbursements	7/20/2026 10:35 am
✓	Edit View	customdeploy_gs_pay_bill_s	Goldman Sachs Pay Vendor Bills	Released	Goldman Sachs Pay Vendor Bills	5/13/2026 3:06 pm
✓	Edit View	customdeploy_gs_pymt_appr_s	Goldman Sachs Payment Approvals	Released	Goldman Sachs Payment Approvals	5/13/2026 3:06 pm
✓	Edit View	customdeploy_gs_bill_history_s	Goldman Sachs Payments History	Released	Goldman Sachs Payments History	5/13/2026 3:06 pm
✓	Edit View	customdeploy_gs_sched_pymts_s	Goldman Sachs Scheduled Payments	Released	Goldman Sachs Scheduled Payments	5/13/2026 3:06 pm
✓	Edit View	customdeploy_gs_rpt_feed_s	Goldman Sachs Trans Feed Config	Released	Goldman Sachs Transaction Feed Config	5/13/2026 3:06 pm
✓	Edit View	customdeploy_gs_transfer_s	Goldman Sachs Transfer Funds	Released	Goldman Sachs Transfer Funds	5/13/2026 3:06 pm
✓	Edit View	customdeploy_gs_transfer_history_s	Goldman Sachs Transfer History	Released	Goldman Sachs Transfer History	5/13/2026 3:06 pm
✓	Edit View	customdeploy_gs_user_cstm_s	Goldman Sachs User Customization	Released	Goldman Sachs User Customization	5/13/2026 3:06 pm

List of Script Deployment scripts

NOTE: If you're using **Accounts Payable** and adding new users, confirm they have the correct permissions to access the **Entity Bank Details** tab and its information.

If this is your first time installing the plugin and you've already installed the **Entity Bank Details** bundle, or if you're adding new users, use the following link to edit role permissions for the associated **Entity Bank Details** Suitelet, RESTlet, and User Event script deployments:

- [Entity Bank Details SuiteApp Installation & Setup \(NetSuite\)](#)

2.1.2.13. Step 13: NetSuite Role Permission Setup

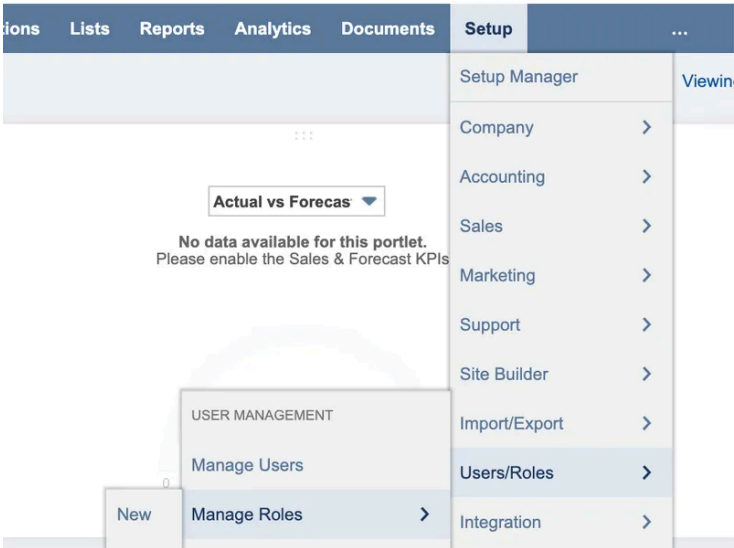
If you receive an "INSUFFICIENT_PERMISSION" error or can't see all the accounts, it's because your NetSuite user role does not have the correct permissions. You'll need to update your permissions following these steps.

Update Role Permissions

The Administrator has full access to the plugin features. To set permissions for user roles, follow these steps.

1 Go to Manage Roles

Go to **Setup** → **Users/Roles** → **Manage Roles**.



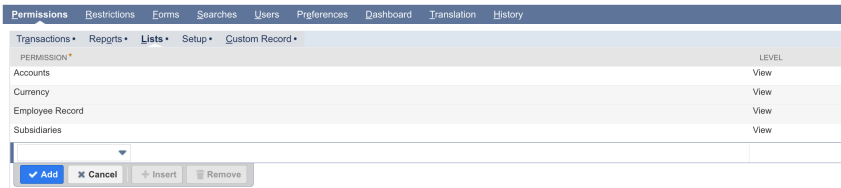
Go to Manage Roles

On the Manage Roles page, click **Edit** beside the role of choice.

2 Add List Permissions

After selecting **Edit**, go to **Permissions → List**.

Click the dropdown in the last row of the Permissions table.



"Lists" Permissions

Scroll through the list, or begin typing to find and select the following permissions:

- **Accounts (Level: View):** Required to access the chart of accounts to fulfill the payment request.
- **Currency (Level: View):** Required to load the table of open bills on the Bill Payments page.
- **Customers (Level: View):** Required to load the Positive Pay page of the plugin.
- **Documents and Files (Level: View):** Required to access plugin pages and scripts to run and display the plugin.
- **Vendors (Level: View):** Required to load vendor bills on the plugin pay page.
- **Employee Record (Level: View):** Required to view transactions on the Bill History page and to load employee expense reports on the Expense Reports page.
- **Subsidiaries (Level: View):** Required to add and view subsidiaries as a column option when customizing the Pay Vendor Bills page.

3 Add Setup Permissions

Next, click **Permissions** → **Setup**.

Click the dropdown in the last row of the Permissions table.

Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History
Transactions •	Repgrts •	Lists •	Setup •	Custom Record •				
PERMISSION *								LEVEL
Accounting Lists								Edit
Custom Fields								View
Custom Lists								Full
Custom Record Types								Full
Deleted Records								Full
Log in using Access Tokens								Full
Mobile Device Access								Full
Other Lists								Edit
SOAP Web Services								Full
SuiteScript								View
SuiteScript Scheduling								Full

"Setup" Permissions

Scroll through the list, or begin typing to find and select the following permissions:

- **Accounting Lists (Level: View):** Required to be able to use the Pay Bills page.
- **Custom Fields (Level: View):** Required to pull in custom fields from the Bill record, which are then used for customizable columns on the Pay Vendor Bills page. This is necessary for the Pay Vendor Bills page to load if a user has any customizations.
- **Custom Lists (Level: Full):** Required to load the available payment methods from your bank on the Pay page.
- **SuiteScript (Level: View):** Required to check if there are currently payments being processed.
- **SuiteScript Scheduling (Level: Full):** Required to schedule payments for processing.

Select **Save**.

NOTE: If you are using Accounts Payable, you will also need to install and configure the Entity Bank Details bundle and set the NetSuite permissions required to allow selected roles to view and interact with the Entity Bank Details tab.

If you are adding new users, make sure they have suitable permissions to access the Entity Bank Details tab and information.

If you have already installed the Entity Bank Details bundle and assigned the role permissions enabling the associated Entity Bank Details Suitelet, RESTlet, and User Event Script Deployments, refer to the following link to grant role-based access to the Entity Bank Details tab.

- [Step 14: Install Entity Bank Details SuiteApp](#)

2.1.2.14. Step 14: Install Entity Bank Details SuiteApp

NOTE: If you do not have Accounts Payable installed, please skip this step.

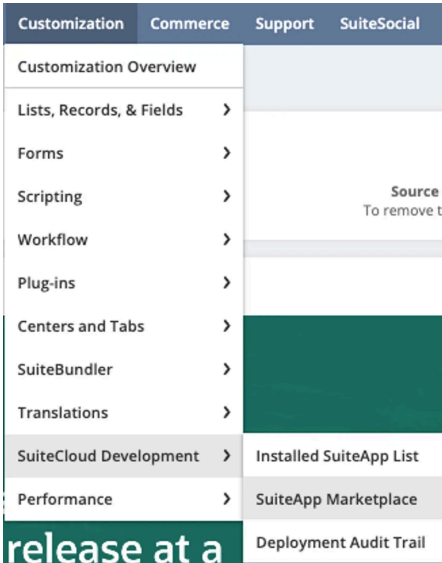
The Entity Bank Details (EBD) SuiteApp, combined with the standard NetSuite vendor and employee records, will store all the information needed to submit payments.

You can add or view this vendor payment information after installation by going to **Setup → Entity Bank Details → Overview**.

Entity Bank Details (EBD) Installation Instructions

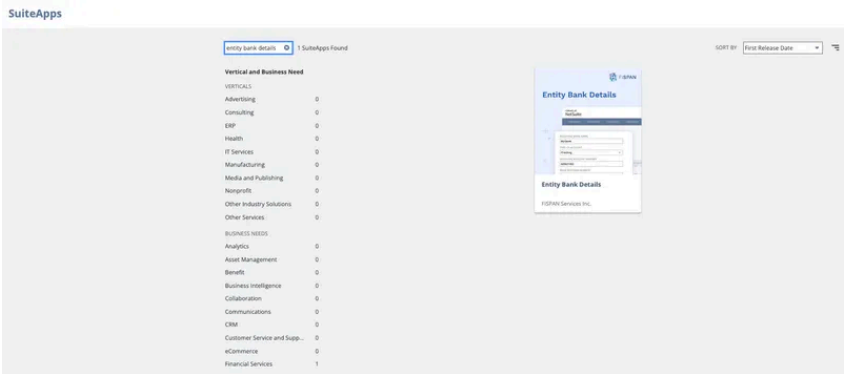
1 Install Entity Bank Details SuiteApp

From the homepage, go to **Customization** → **SuiteCloud Development** → **SuiteApp Marketplace**.



Go to SuiteApp Marketplace

Search for **Entity Bank Details**. Select the SuiteApp tile named, **Entity Bank Details**.



Click on Entity Bank Details Tile

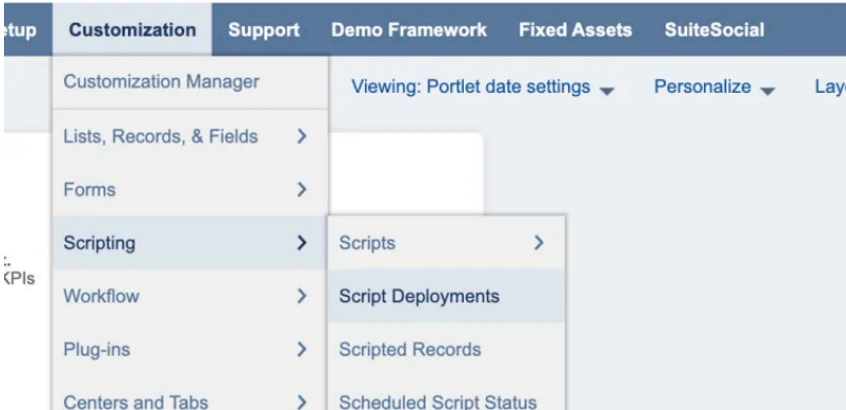
Click **Install** to review the SuiteApp, then select **Install** again to confirm.



2 Manage SuiteApp Access - Suitelets

The administrator has full access to the Entity Bank Details SuiteApp. To allow access to other users and departments, follow these steps:

Go to **Customization** → **Scripting** → **Script Deployments**.

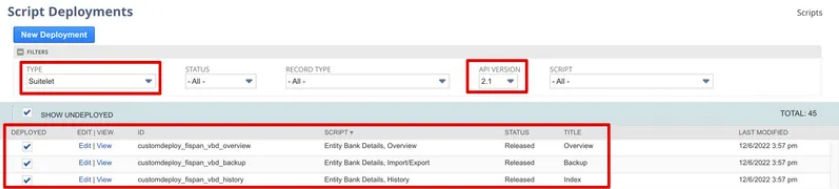


Go to Script Deployments

On the Script Deployments page, apply the following filters:

- In the **Type** dropdown, select **Suitelet**
- In the **API Version** dropdown, select **2.1**

A Suitelet is a custom front-end NetSuite page. Each of the Suitelets listed corresponds to a page in the Entity Bank Details SuiteApp.



Filter for Suitelets on API Version 2.1

Select **Edit** on each of the following Suitelets you wish to edit:

Suitelet	Description
Entity Bank Details, Overview	Granting users access to this script allows them to view the Overview page. This permission, along with the Entity Bank Details, Settings RESTlet , is required to access the Overview page.
Entity Bank Details, Import/Export	Granting users access to this script will allow them to view the Import/Export page.
Entity Bank Details, History	Granting users access to this script will allow them to view the History page.
Entity Bank Details, Settings	Granting users access to this script will allow them to view the Settings page to enable and disable approvals.
Entity Bank Details, Approvals	Granting users access to this script will allow them to view the Approvals page to approve record changes.

Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Then, select **Save**.

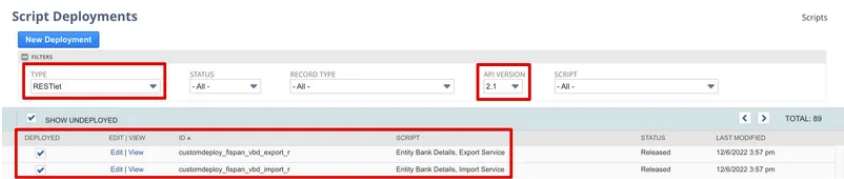
Stay on this page for the next steps.

3 Manage SuiteApp Access - RESTlets

On the Script Deployments page, apply the following filters:

- In the **Type** dropdown, select **RESTlet**.
- In the **API Version** dropdown, select **2.1**.

A RESTlet is used to define custom RESTful integrations to NetSuite, and in the context of the Entity Bank Details SuiteApp, is mainly used for handling the import and export processes.



Select Edit on the the Script Deployment

Select **Edit** on each of the following script deployment RESTlets you wish to edit:

RESTlet	Description
Entity Bank Details, Import Service	Granting users access to this script will allow them to import a CSV of bank account information into the Entity Bank Details SuiteApp.
Entity Bank Details, Export Service	Granting users access to this script will allow them to export a CSV of bank account information from the Entity Bank Details SuiteApp.
Entity Bank Details, History Log Export	Granting users access to this script will allow them to export a CSV History Log of all changes made to any records stored within the Entity Bank Details SuiteApp. This history log tracks any edits, additions, or deletions, as well as who initiated the change and when.
Entity Bank Details, Settings	This RESTlet should come with pre-enabled access for all roles. Granting users access to this script will allow them to view the Overview page. This permission, alongside the Entity Bank Details, Overview Suitelet, is required to access the Overview page.
Entity Bank Details, Analytics	This RESTlet should also come with pre-enabled access for all roles.

Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Then, select **Save**.

4 Manage SuiteApp Access - User Events

On the Script Deployments page, apply the following filters:

- On the **Type** dropdown, select **User Event**.
- On the **API Version** dropdown, select **2.1**.

A **User Event** is a type of script that is executed when someone performs certain actions on records, such as create, load, update, copy, delete, or submit.

Script Deployments

New Deployment

FILTERS

TYPE: User Event

STATUS: -All-

RECORD TYPE: -All-

API VERSION: 2.1

SCRIPT: -All-

SHOW UNDEPLOYED

DEPLOYED	EDIT VIEW	ID	SCRIPT	STATUS	RECORD TYPE	LAST MODIFIED
✓	Edit View	customdeploy_fsgan_vdt_event	Entity Bank Details, Event	Released	Vendor	12/6/2022 3:57 pm
✓	Edit View	customdeploy_fsgan_vdt_event_emp	Entity Bank Details, Event	Released	Employee	12/6/2022 3:57 pm

TOTAL: 44

Filtering for User Events on API Version 2.1

Select **Edit** next to the Script Deployment **User Event**:

User Event	Description
Entity Bank Details, Event (Record Type = Vendor)	This User Event script allows users/roles to add or update Vendor Bank Account information.
Entity Bank Details, Event (Record Type = Employee)	This User Event script allows users/roles to add or update Employee Bank Account information.

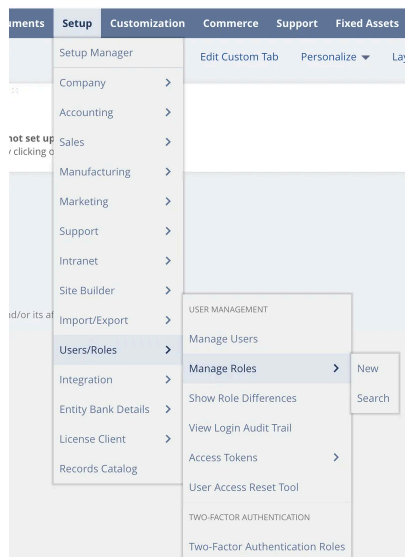
Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Then, select **Save**.

5 Manage SuiteApp Access - Custom Records

Go to **Setup → Users/Roles → Manage Roles**.

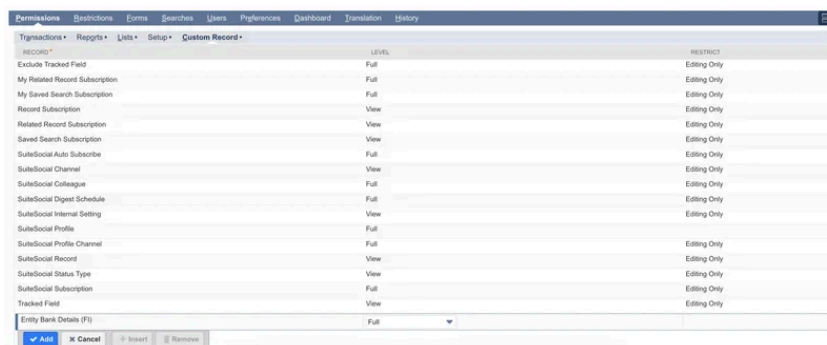
Then, select **Edit** for the role for which you would like to grant access to the Entity Bank Details SuiteApp records.



Go to Manage Roles

NOTE: The owner of the custom record, which defaults to the user who installed the Entity Bank Details SuiteApp, will always have full access to the record regardless of the Entity Bank Details permission level assigned to the role being used.

After selecting **Edit**, go to the **Permissions tab → Custom Record** → Locate the search box in the bottom row.



Search and Select Entity Bank Details

Use the search box to find and set the correct permission level for **Entity Bank Details (FI) (Level: View)**:

- **View:** Allows a user to view records.
- **Create:** Allows a user to view and create records.
- **Edit:** Allows a user to view, create, and edit records.

- **Full:** Allows a user to view, create, edit, approve, and delete records. This permission level is required to approve any changes made to vendor or employee records.

Next, navigate to the **Permissions tab → Setup →** Locate the search box in the bottom row.

Use the search box to find and set the permission:

- **Set Up Company (Level: View):** Required for the Overview page and is used for the EBD Settings RESTlet to access the Company Information page.

Within the Permissions tab, select **Lists →** Locate the search box in the bottom row.

Use the search box to find the following permission:

- **Employees (Level: View):** Required to approve or view the History page for employee records.

Then, select **Save**.

6 Storing Bank Information

Using the main navigation, go to **Setup → Entity Bank Details → Overview**.

Select between viewing Vendors or Employees by selecting the tabs above the table. By default, this page opens up to show Vendors first.

Select **View** for the desired Vendor or Employee.

Entity Bank Details Overview

Vendors Employees

Refresh QUICK FILTER: 1.40 PAGE 13 TOTAL: 113

#	VIEW	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
1	View	AAA Corporation		1552	0
2	View	AL Systems Ltd		1305	0
3	View	Alexander Valley Vineyards		944	0
4	View	Alibaba		992	0
5	View	Amazon Inc.		1552	0

Select View for the desired Vendor or Employee

Select **Add**.

Entity Bank Details Overview

Vendors Employees

AL Systems Ltd - Bank Details

Back Add

ACTIONS	LABEL	CURRENCY	COUNTRY	METHOD	PRIMARY
Edit Delete	US-DOMESTIC-USD	USD	US	DOMESTIC	YES

Back Add

Select Add

Create an optional label and select the appropriate payment method, country, and currency. Then, fill out the required fields for the specified payment method and mark the record as **Primary**.

Editing: US-DOMESTIC-USD bank details, for: MC Company

Back

Save Vendor Bank Details

LABEL

US-DOMESTIC-USD

METHOD

Domestic

COUNTRY

United States

CURRENCY

USD

☒ PRIMARY

RECEIVING BANK NAME

CREDITOR AGENT BIC/SWIFT CODE

TYPE OF ACCOUNT

Checking

RECEIVING ACCOUNT NUMBER

Required Field

BANK ROUTING NUMBER

Required Field

Select Save

Then, select **Save**.

NOTE: The fields that appear on this page are dependent on the method, country, and currency selected.

WARNING: All vendor and employee bank details, along with all history logs, are stored within the Entity Bank Details SuiteApp in your NetSuite environment. If this SuiteApp is uninstalled, all of this data will be permanently deleted.

To prevent data loss, you must export your data before uninstalling. Please use the Export feature on the Import/Export page to save all your records and history logs. This is outlined in the Entity Bank Details SuiteApp Import/Export (NetSuite) page.

2.1.2.15. Step 15: Configure SuiteApps Reports Balances

1 Access Reports Balance Portlet

Navigate to the **Homepage**.

Select **Personalize** in the top right → **SuiteApps** → Goldman Sachs **Reports Balance** to view balances.



Personalize - Goldman Sachs Reports Balance

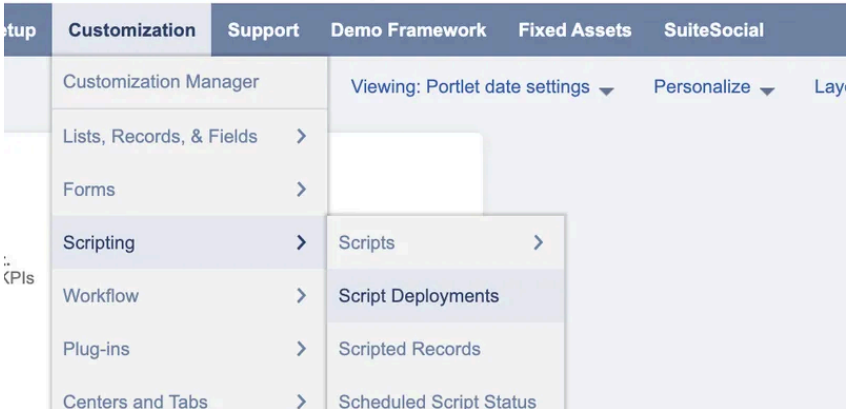
2 Add User Roles to Portlet

Non-admin roles need to be added to the Goldman Sachs **Reports Balance Portlet**. The administrator has full access to view all plugin pages.

To allow access to other users and departments, select **Customization → Scripting → Script Deployment**.

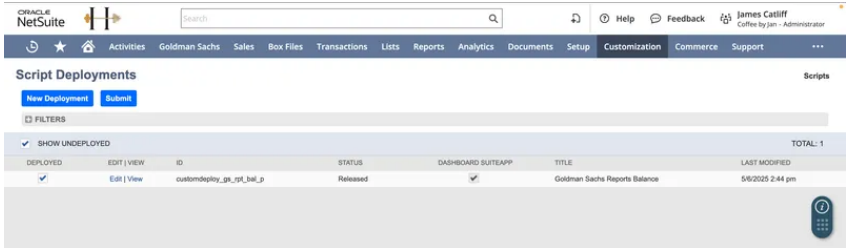
Use the following filters:

- In the **Type** dropdown, select **Portlet**
- In the **API Version** dropdown, select **2.1**.



Go to Script Deployments

Search for and select **Edit** on the Reports Balance Portlet.



Select Edit

Add employee roles by selecting the appropriate employee, department, and role you would like to assign. Then, select **Save**.

2.1.3. Post-Onboarding Checklist (NetSuite)

You are almost ready to use the plugin. There are a few additional steps that are required in order to use the product to its full potential. Review all items in this guide to ensure you are not missing anything.

NOTE: For Sandbox users, feel free to skip the steps that may not apply to your use case. We strongly recommend following the [Sandbox Checklist \(NetSuite\)](#).

Grant Permissions

To ensure users can view and utilize the plugin, a NetSuite administrator must grant them permission. You can follow [Step 12: Plugin Access Management](#) and [Step 13: NetSuite Role Permission Setup](#) to enable permissions.

Install the Entity Bank Details Bundle

NOTE: If you are not an Accounts Payable user, please skip this step.

The Entity Bank Details bundle, in combination with the standard NetSuite vendor and employee record, will store all information required to submit payments via the bundle. This bundle stores payment details for ACH and other more complex payment methods. This is a mandatory install if you wish to make payments through more complex methods outside of ACH.

You can follow [Entity Bank Details SuiteApp Installation & Setup \(NetSuite\)](#) or [Step 14: Install Entity Bank Details SuiteApp](#) for instructions on how to install this bundle.

Enter Bank Details Into the Bundle

NOTE: If you are not an Accounts Payable user, please skip this step.

There are a few ways to enter your vendor or employee bank details into the Entity Bank Details bundle. They are as follows:

Option 1: Manual Entry

Refer to **Storing Bank Account Information** on [Step 14: Install Entity Bank Details SuiteApp](#) for instructions on how to manually add Entity Bank Details to a payee.

Option 2: Import via CSV Template

Refer to [Entity Bank Details Bundle Import/Export \(NetSuite\)](#) for instructions on how to bulk import bank details using our pre-formatted CSV template.

If you are a current user of NetSuite's Electronic Bank Payments bundle, you may migrate ACH and CHECK information using our Electronic Bank Payments export feature. Refer to the **Transferring Bank Details from Electronic Bank Payments Bundle** section of [Entity Bank Details Bundle Import/Export \(NetSuite\)](#).

Enable Bank Feeds

NOTE: For Sandbox users, please skip this step.

The plugin adds support for Bank Feeds through a custom Connectivity Method, which allows transactions from your bank accounts to flow automatically into NetSuite's Match Bank Data module.

Please follow instructions on [Enabling Bank Feeds](#) for instructions on how to set up your bank feeds.

Set Default Payment Methods

Users are able to set a default payment method for their payees to speed up their day-to-day payment workflow.

Follow the instructions on [Setting Default Payment Information \(NetSuite\)](#) for how you can do this manually on a per-payee basis, or through a mass update via CSV import.

If you do not have a default payment set for a payee, you may choose one at the time of payment.

2.1.4. Sandbox Checklist (NetSuite)

If you're testing the plugin in a Sandbox environment, it's recommended to test a variety of scenarios. This will help you confirm that your setup is properly supported and functioning as expected.

Scenarios to Test

Below is a list of scenarios you may wish to test.

Vendor Setup

Modify or create two vendors for testing by following the Viewing Entity Bank Details (NetSuite) page: one as a company and one as an individual. Be sure to include bank details and an address for each.

Expected Outcome: These vendors will be used to test bill payment transmissions.

ACH Bill Setup and Payment

Confirm that each vendor you're testing has a U.S. address and that their ACH CCD/PPD details are entered.

Create a bill and fill in all mandatory fields. On the Billing tab, verify that the correct vendor address has been automatically selected.

Expected Outcome: After the payment is successfully sent, the bill should no longer appear on the Open Bills tab of the Pay Bills screen. If the bill is still there, check the Failed Bills tab on the same screen. You can also view the payment status on the History screen within the plugin.

Check Bill Setup and Payment

Confirm that a U.S. address has been entered for each vendor you test.

Create a bill, populating all fields that are mandatory. Open the Billing tab to confirm that the correct vendor address has been selected.

On the Pay Bills page of the plugin, select the bill that was created, select **Check** (not required if a default was set), and click **Pay**.

Expected Outcome: Once the payment is successfully sent, it should disappear from the Open Bills tab on the Pay Bills screen. If the payment remains on the page, go to the Failed Bills tab on the same screen. You can also view payment status in the History screen of the plugin.

Credit Memo Setup and Payment

NetSuite allows bill credits to be applied to a bill. To do this, go to **Bill Credits → New Transaction →** input all asterisked fields under the Expenses tab. Go to the Apply tab and select the bill that the credit should be applied to.

On the Pay Bills page, the remaining amount (the balance after applying credits) should appear under the **Amount Due** column. Pay this bill using any payment method.

Expected Outcome: The confirmation screen should show the credited amount.

Failed Bills

All bills will automatically show as successful after clicking **Pay** unless there is a customized NetSuite workflow applied.

To test the process for a failed bill, create a bill for \$1991.00. Pay this bill on the Pay Bills screen.

Expected Outcome: The bill should automatically fail and remain on the Open Bills page. An error message should also appear on the Failed Bills screen.

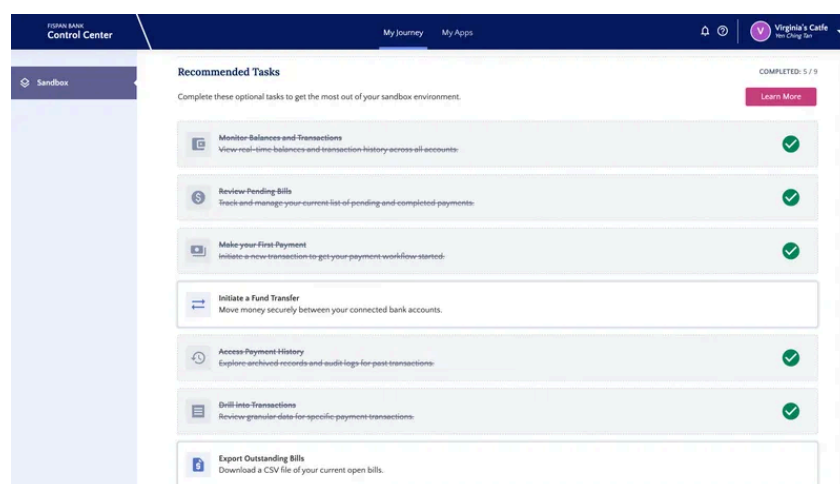
2.1.4.1. Sandbox Checklist via the Portal

The Sandbox Checklist is a structured list of post-onboarding sandbox checklist that guides you through the plugin. This allows you to gain immediate clarity on the next steps once you complete the onboarding wizard. It eliminates the guesswork by giving you a clear, prioritized path through FISPAN's core capabilities, at your own pace.

Overview

Instead of relying on guided walkthroughs or back-and-forth emails to help you explore Goldman Sachs, we now provide a structured, automated, and product-aware path to follow along. This allows you to arrive at production conversations better prepared, with higher confidence, and having already experienced the key workflows firsthand!

NOTE: This is only available on the Sandbox environment.



Sandbox Checklist on the Portal

Key Features Breakdown

1 My Journey Tab

A new **My Journey tab** now appears in the Goldman Sachs Portal once the onboarding wizard has been completed. This allows for tracking progress through your Sandbox. It remains up to date as you explore the plugin.

2 Automated Task Completion

As you perform actions in their ERP, such as loading bills, viewing transactions, or confirming a payment, the sandbox checklist will mark those tasks as complete upon the next refresh.

3 Tailored to Your Bank's Products

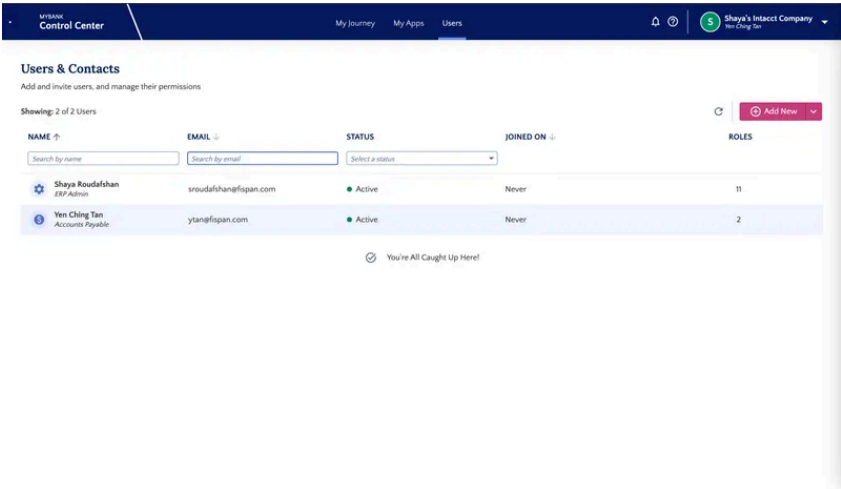
The checklist only displays tasks relevant to the products enabled for you.

4 Learn More Redirect

The Sandbox Checklist includes a Learn More link that takes you directly to the relevant section of our Product Guide or Interactive Demo, providing step-by-step guidance exactly when and where it's needed.

2.1.5. User Management via the Portal

The **Users Tab** provides a comprehensive view of individuals within your organization who are registered in the FISPAN Platform. This feature allows users to view, manage, and update user information and access settings.



Users tab

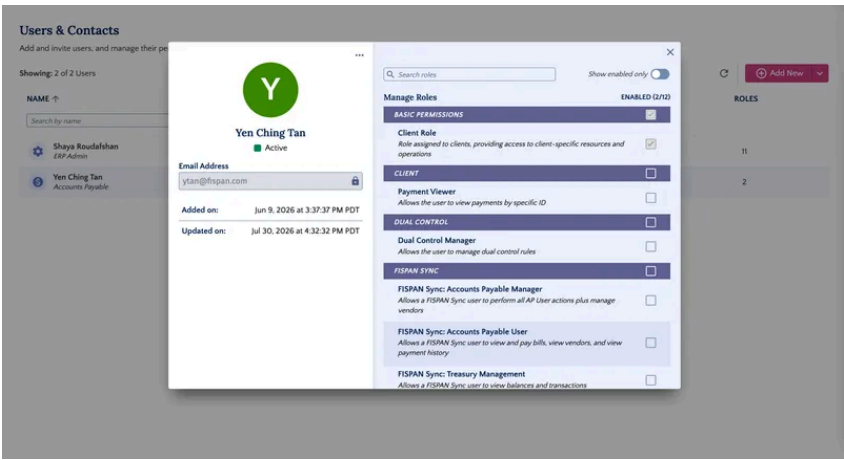
Viewing Registered Users

The Users tab displays a list of individuals associated who are registered in the FISPAN System. Each entry includes essential information about the user and their roles within the organization.

To view detailed information about a specific user:

1. Locate the desired user in the list.

- 2 Select the *user's name* to open a pop-up window.

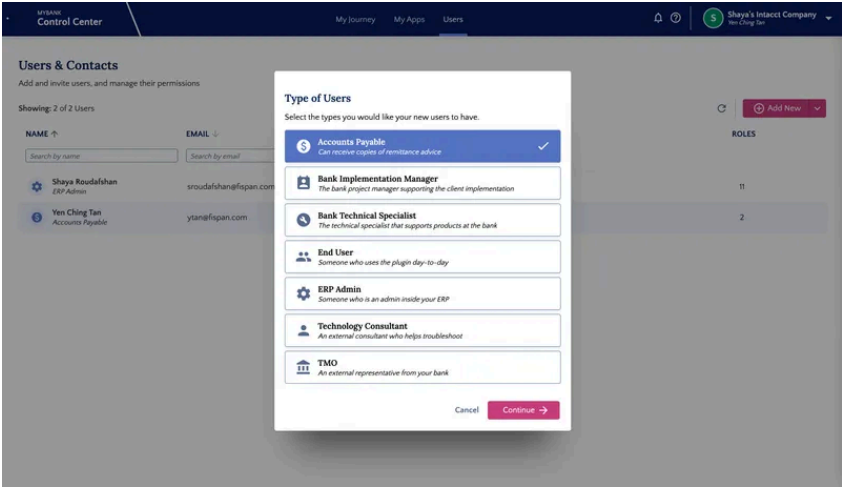


Registered Users

User Details

The pop-up window provides detailed information about the selected user, including:

- **Contact Information:** Email address and other relevant contact details.
- **Type of Users:** The user type within the client's organization.



Type of users

- **Roles and Permissions:** These details can be updated depending on the access rights required by the user. Changes made to a user's role(s) or contact information are reflected immediately within the system across all transactions.

Y

Yen Ching Tan

Active

Email Address

ytan@fispan.com

Added on:

Jun 9, 2026 at 3:37:37 PM PDT

Updated on:

Jul 30, 2026 at 4:32:32 PM PDT

Search roles

Show enabled only

Manage Roles

ENABLED (2/12)

BASIC PERMISSIONS

Client Role

Role assigned to clients, providing access to client-specific resources and operations

CLIENT

Payment Viewer

Allows the user to view payments by specific ID

DUAL CONTROL

Dual Control Manager

Allows the user to manage dual control rules

FISPAN SYNC

FISPAN Sync: Accounts Payable Manager

Allows a FISPAN Sync user to perform all AP User actions plus manage vendors

FISPAN Sync: Accounts Payable User

Allows a FISPAN Sync user to view and pay bills, view vendors, and view payment history

FISPAN Sync: Treasury Management

Allows a FISPAN Sync user to view balances and transactions

User Permissions

IMPORTANT: Some permissions may not be relevant to your Bank's Product Set (e.g., "User Can Approve Payments," which refers to the FISPAN Approval Portal).

Adding New Users or Contacts

To add a new individual to the system, follow these steps.

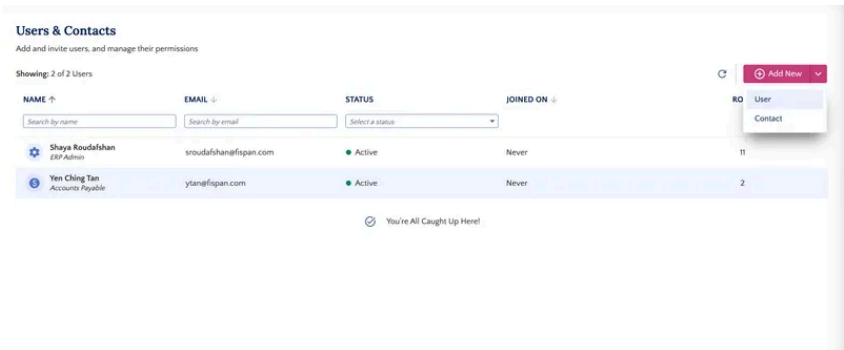
- 1

Click **Add New**.
- 2

Choose one of the following options:
 - User:** A User is an individual registered with the Client, assigned specific roles and access rights in the FISPAN Portal. They will receive an invitation email to log in and manage the ERP Wizard Settings.
 - Contact:** A contact from the Bank or the Client's Organization used for communication. No invitation email or login access is provided to a Contact.
- 3

Fill in the required details for the selected option.

4 Save entry.



How to add new users

IMPORTANT: Users who are already registered for FISPAN Portal (even if for a different Client profile) will not receive a second invitation email. Instead, they will automatically gain access to the new profile the next time they sign in.

2.2. Configuration

2.2.1. Setting Up Multi-Factor Authentication

Multi-Factor Authentication (MFA) Overview

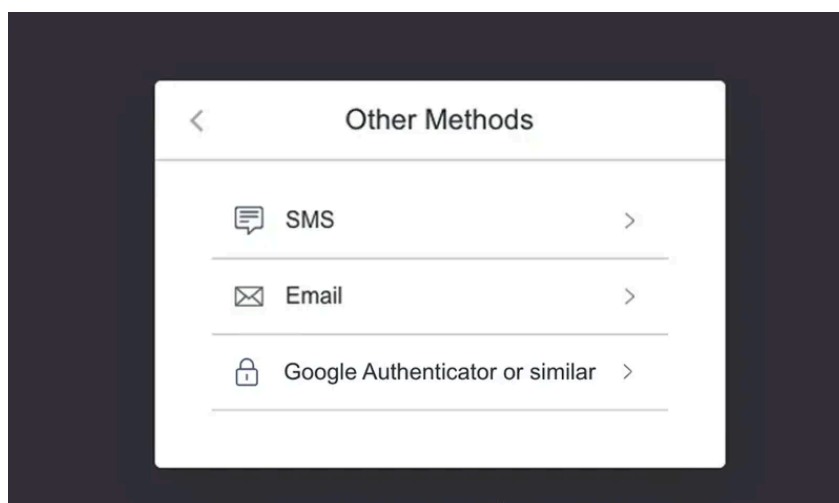
Multi-factor authentication (MFA) adds another level of security for all users when using the FISSPAN Portal to [login](#). With MFA, your data is protected against account breaches and is accessed by authorized users.

NOTE: MFA does not apply to the Sandbox environment.

When registering, all new users must set up Multi-Factor Authentication (MFA) by choosing an authentication method (the default option will be shown first).

If you prefer a different method, select **Try Another Method** to choose one of the following options:

- SMS (preferred)
- Authenticator (or similar)
- Email



Authentication Methods

Setting Up SMS MFA

NOTE: Multi-factor Authentication (MFA) is only required if you are a user in the Production environment. If accessing the Sandbox environment, you may skip this step.

The first time you log in to the Production environment, you will be prompted to establish your Multi-factor Authentication (MFA) setup. You have the option to select various methods of MFA.

1 Enroll Phone Number

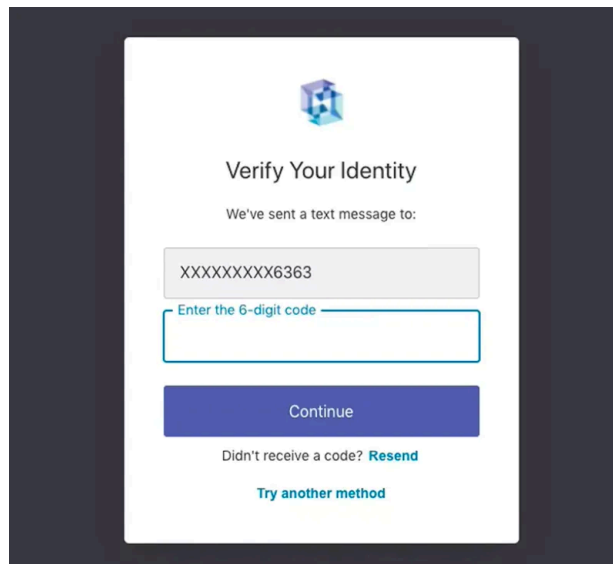
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

If you are unable to receive a text message to this number, or you prefer a different multi-factor authentication method, click **Try Another Method**.

2 Enter Code

Enter the 6-digit code you received in the applicable field.

Select **Continue**.

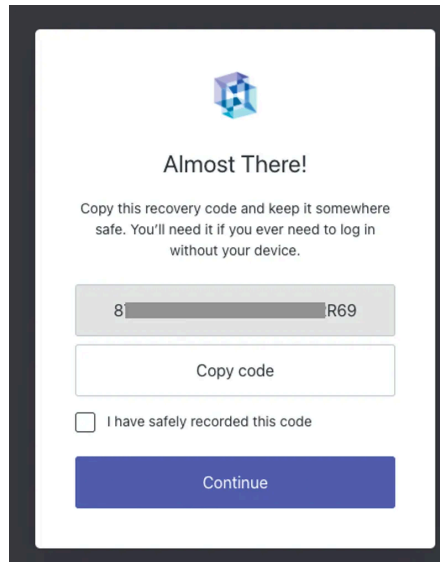


The screenshot displays a mobile application interface for identity verification. At the top, there is a blue cube icon. Below it, the title 'Verify Your Identity' is centered. Underneath the title, the text 'We've sent a text message to:' is displayed. A text input field contains the placeholder 'XXXXXXXX6363'. Below this field is a blue-bordered box with the text 'Enter the 6-digit code' and a cursor. A blue 'Continue' button is positioned below the input field. At the bottom, there is a link 'Didn't receive a code? Resend' and a link 'Try another method'.

6-digit Verification

3 Save Recovery Code

After setting up SMS and inputting the first one-time code, you will be presented with a recovery code that should be stored in a safe location. This code is for resetting the MFA, to switch the MFA type (i.e., Authenticator), or to use a different phone number.



Recovery Code

Setting Up Authenticator MFA

If you would like to use an authenticator application for MFA, follow these steps.

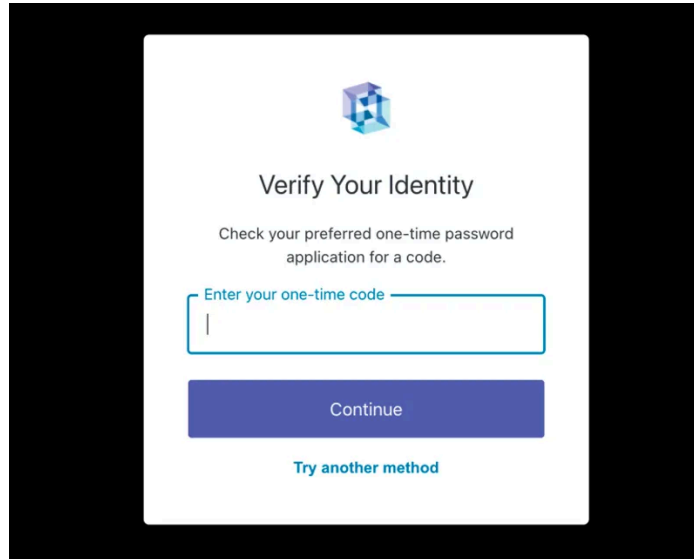
1 Set Up Authentication App

Download and install a compatible app, such as Auth0 Guardian App ([iOS](#), [Android](#)) or [Google Authenticator](#), on your mobile device and complete setup.

2 Verify Your Identity

Go into the Auth0 or Google Authenticator app to view your temporary verification code.

Enter the code from the app into the field on your screen and select **Continue**.



Authenticator

Setting Up Email MFA

Follow these steps to set up Email MFA and verify your identity.

1 Enter Email

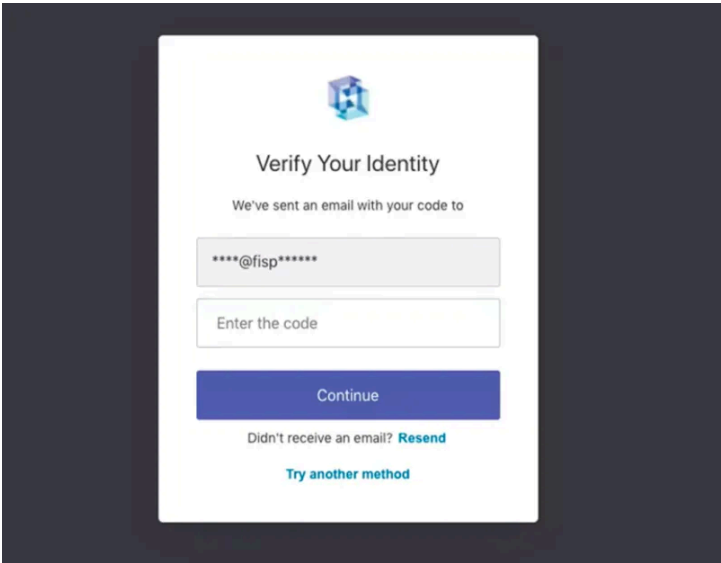
Add the email address where you would like to receive your authentication code.

2 Check Inbox

Navigate to your email inbox to retrieve the 6-digit verification code sent to you.

3 Verify Your Identity

Return to this screen, enter the code, and select **Continue**.



Email Authentication

2.2.2. Mapping Bank Accounts (NetSuite)

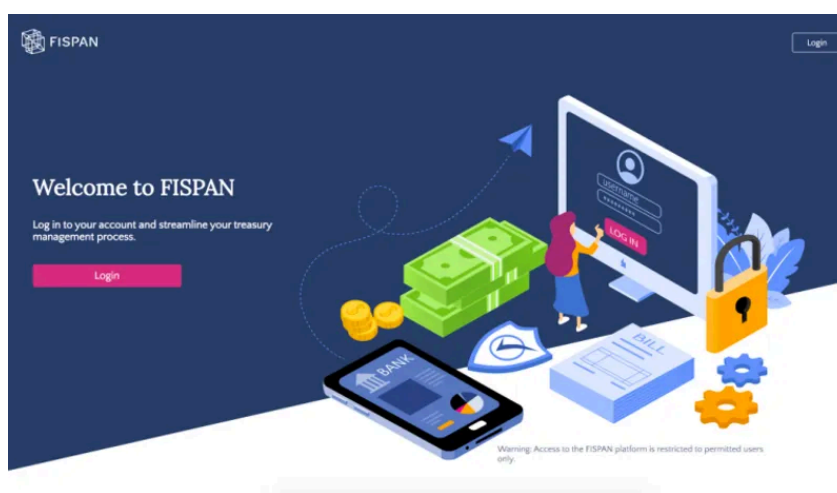
Navigating to the Account Matching Page

Once you've completed the plugin installation and setup, you'll need to map any new accounts that are added to the plugin. If you're setting up the plugin for the first time, you will have completed this during **Step 11: Plugin Access Management**.

1 Log in to the FISPAN Portal

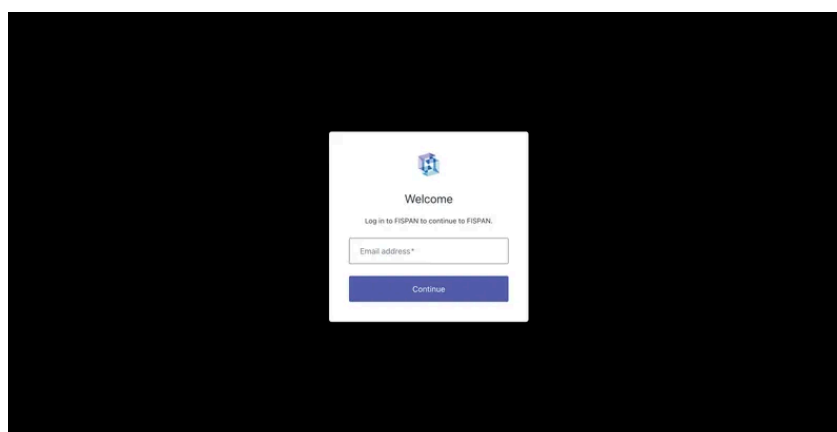
Head to the [Production Portal](#) you used to register for an account with FISPAN when you installed the plugin.

NOTE: Setting up in Sandbox? Use this alternative link instead: [Sandbox Portal](#)



Welcome Page

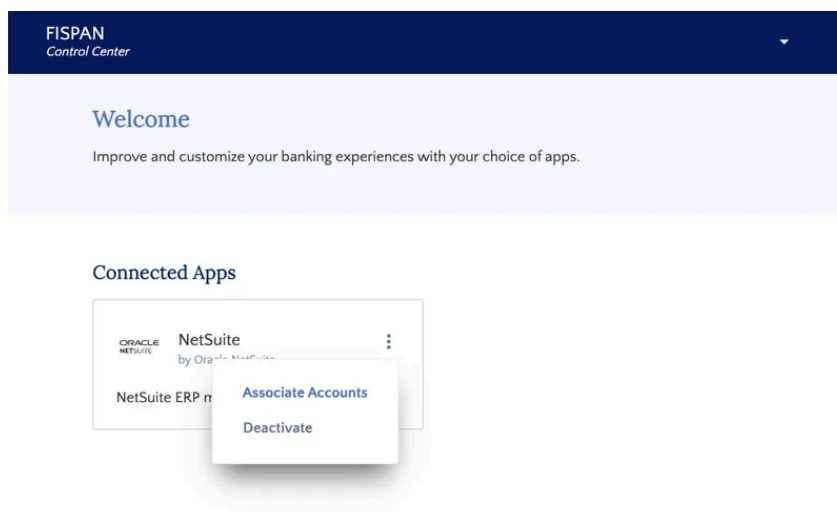
Log in to the Portal with the email and password you used to register. Multi-Factor Authentication (MFA) will be required for login.



FISPAN Login

2 Navigate to Associate Accounts

Select the three dots in the top right corner of your ERP module and select **Associate Accounts**.



Select Associate Accounts

Each ERP account should have a matching bank account. Only the matched accounts will be used in your plugin.

Follow these steps to learn how to match your ERP accounts with the corresponding bank accounts.

IMPORTANT: The **Use Account Numbers** preference must be enabled in NetSuite to match your bank accounts.

To do this:

- In NetSuite, go to **Setup → Accounting → Accounting Preferences**.
- On the General Ledger tab, check the box next to **Use Account Numbers**.
- After enabling this, click the **X** in the error banner on this page to reload your accounts.

If you receive an error during account matching after the feature is enabled, please contact TxB Representative for further assistance.

NOTE: When installing the plugin in Sandbox, bank accounts are for testing only. They are not connected to your live bank accounts. When installing in Production, the listed bank accounts reflect your actual accounts.

Account Matching Setup

Match your ERP Accounts with the corresponding Bank Accounts by dragging an ERP Account from the left and dropping it onto the desired Bank Account.

Once you've successfully matched your accounts, click **Next Step**.

Account Matching

Drag and drop the ERP accounts on the left to the appropriate bank accounts on the right. Only the matched accounts will be used within your plugin. To unmatch an account, simply hover on each matched account and click the **Unmatch** button.

View as: **Drag & Drop** Dropdown

ERP ACCOUNTS

- 1000 Checking
Type: Checking | ID: 1
- 1002 Savings
Type: Checking | ID: 2
- 1004 Payroll
Type: Checking | ID: 3
- 1005 Petty Cash
Type: Checking | ID: 4
- 1008 Cash on Hand
Type: Checking | ID: 5

→

BANK ACCOUNTS

- Account 1 (****0001)
Drag and drop an ERP account to match
- Account 2 (****0002)
Drag and drop an ERP account to match

Cancel ← Previous Step Next Step →

Account Matching Step

For virtual card payments (if applicable), you will need to map the bank account to a **Credit Card** type NetSuite account, not a NetSuite bank account.

IMPORTANT: It might take a few moments for your accounts to appear, depending on the number of accounts you have and how quickly NetSuite is processing them.

Please do not refresh or leave the page until everything has loaded.

NOTE: If you would like to add new accounts or functionalities after your initial installation and set-up, please submit a request to your TxB Representative.

TIP: Would you like to set a default account for Account Payables? Let us know which account you'd like by contacting TxB Representative. Please specify the last 4 digits of the bank account number in your request. Each company can have only one default source account across all subsidiaries.

Account Matching Error Troubleshooting

NetSuite will load your ERP accounts from the Chart of Accounts. Depending on the number of accounts you have or your device's security settings, you might see the following error:

"There was an error loading the bank accounts: Close this to retry!"

If this error appears, click the **X** to retry loading the accounts.

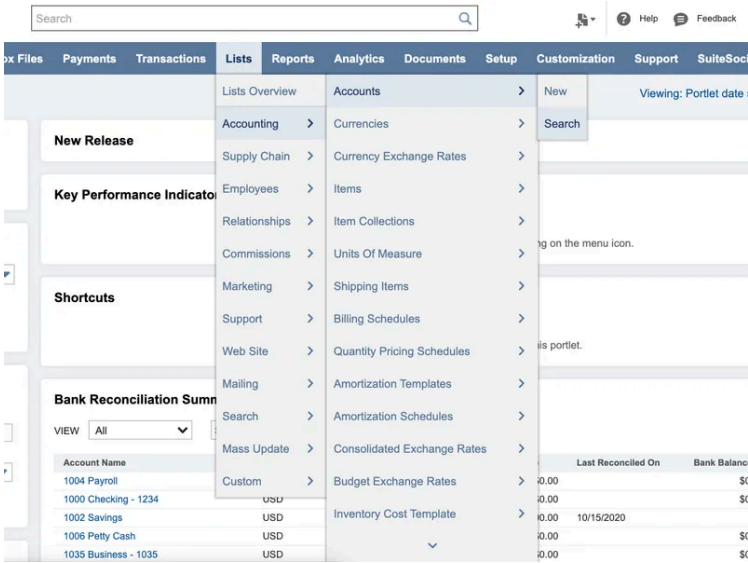
If you see the error again, click **Next Step** and finish the rest of the installation wizard.

If you are still unable to load the accounts, our support team can manually map them for you. To do this, please provide us with the **Internal ID** from NetSuite.

Provide NetSuite Internal ID

1 Search Accounts

In NetSuite, go to **Lists → Accounting → Accounts → Search**



Go to Search

Select **Use Advanced Search**.

Account Search

☐ USE ADVANCED SEARCH

NUMBER
Any

NAME
Any

DISPLAY NAME
Any

TYPE
any of

Bank
Accounts Receivable

1099-MISC CATEGORY
any of

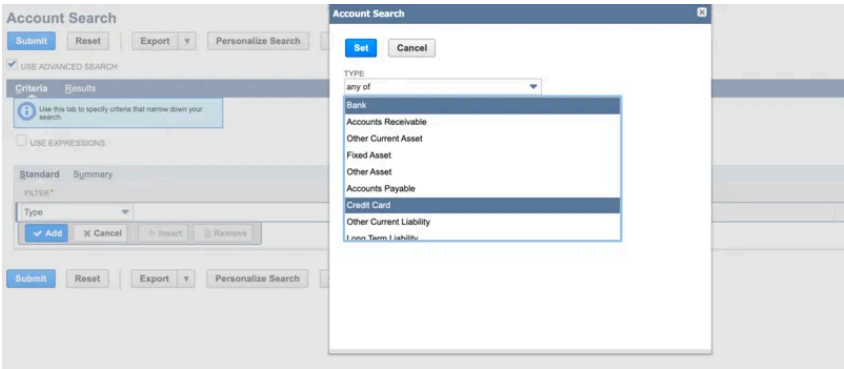
- None -
Box 1. Rents
Box 10. Crop Insurance Proceeds
Box 13. Excess Golden Parachute Payments
Box 14. Gross Proceeds Paid to an Attorney

SUMMARY ☒ EITHER ☐ YES ☐ NO

INACTIVE ☒ EITHER ☐ YES ☐ NO

Select Use Advanced Search

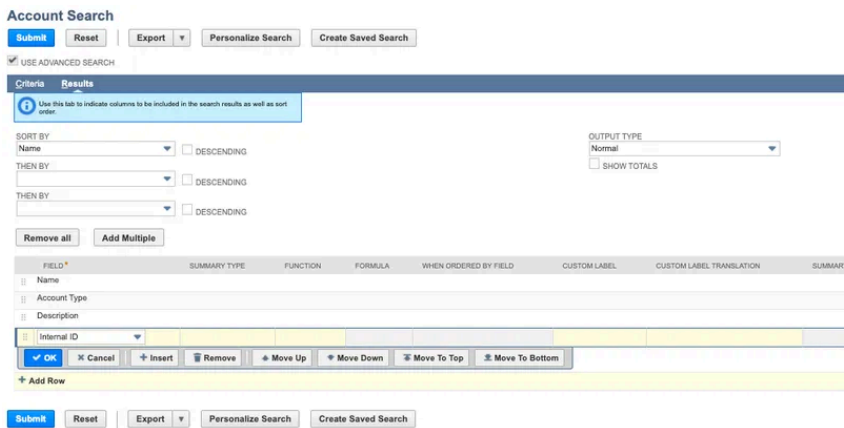
Under the Criteria tab, in the filter box, select **Type** and choose **Bank** (and/or **Credit Card** if matching for SUA payments). Then select **Set**.



Select Bank and Credit Card from Type Drop-down

2 Filter Results with Internal ID

Under the Results tab, remove all but the **Name**, **Account Type**, and **Description** fields, then add the field **Internal ID**.



Add Internal ID

Once complete, select **Submit**.

3 Download XLS Format

On the Account Search: Results page, please select the Microsoft Excel icon to download this list in an XLS format.

Account Search: Results

[Return To Criteria](#) [Save This Search](#)

☐ FILTERS

EDIT VIEW	NAME *	ACCOUNT TYPE	DESCRIPTION	INTERNAL ID
Edit View	1000 Checking - 1234	Bank		1
Edit View	1002 Savings	Bank		2
Edit View	1004 Payroll	Bank		3
Edit View	1006 Petty Cash	Bank		4
Edit View	1008 Cash on Hand	Bank		5
Edit View	1035 Business - 1035	Bank		188
Edit View	1050 Credit Union Credit Card VISA	Credit Card		129
Edit View	1052 Savings - 1052	Bank		190
Edit View	1060 Virtual Card Program	Credit Card		193
Edit View	1221 Checking - 1221	Bank		189
Edit View	2031 Virtual Card	Credit Card		192
Edit View	2536 Savings-2536	Bank		187
Edit View	9999-1 DO NOT USE	Bank		191

Download XLS

Once the download is complete, please open the XLS file and add a column with the last 4 digits of the Account the Internal ID should be mapped to.

Save this XLS file, and you can contact TxB Representative to help you troubleshoot.

Once you've added this information, please email this updated XLS file to the below TxB Client Services email address: txb-client-service@gs.com

The FISPAN Support Team will then map the accounts on your behalf and will follow-up by email once complete.

2.2.3. Minimum Permissions (NetSuite)

To use the plugin, you'll need to set up two types of users: a Web Service User and an A/P (Accounts Payable) and/or Accounting User.

Web Service User

This is a generic role designed for accessing and interacting with web services, including your bank plugin in NetSuite. It requires assigning the Bank Integration Web Service Role, to which access tokens are attached for both the Web Service User and the role itself.

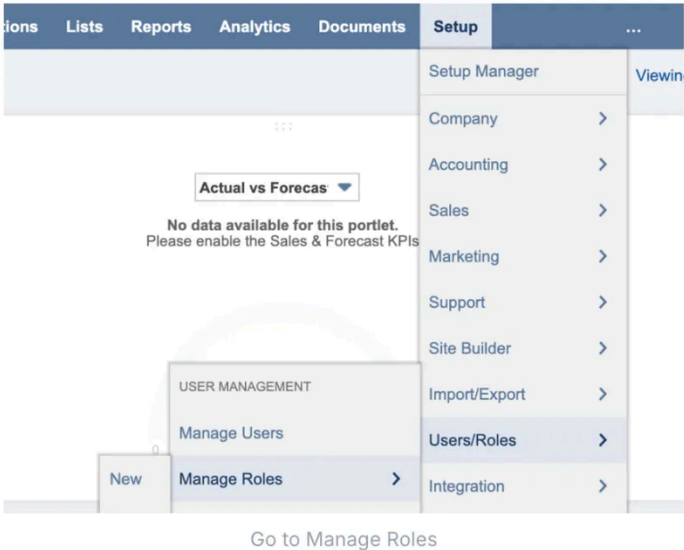
While some users choose to assign the Bank Integration Web Service Role directly to a specific person, this creates a risk: if that user loses their NetSuite access or leaves the company, the access tokens will become void. To avoid this, we recommend creating a dedicated Web Services User and assigning the Bank Integration Web Service Role and tokens to them. This significantly reduces the risk of service disruption.

A/P (Accounts Payable) and/or Accounting User Role

This is the role for users who will be performing various plugin functions, such as Vendor Payments, Positive Pay, Cash Management, and Book Transfers.

Configure User Role

To configure the appropriate role, navigate to **Setup → Users/Roles → Manage Roles**.



Then, click **Edit** for the existing role you would like to set up, or click **New Role** to create a new one.

See the section below for the minimum permissions required for each role.

Bank Integration Web Service Role

Permission Sub-tab	Permission	Level	Detail
Transactions	Find Transaction	View (or higher)	Required to void erroneous payments
Transactions	Make Journal Entry	Create (or higher)	Required to void erroneous payments
Transactions	Pay Bills	Full	Required to void erroneous payments
Lists	Accounts	View (or higher)	Required to load accounts in the installation wizard for matching
Lists	Documents and Files	View (or higher)	Required to access plugin pages
Setup	Access Token Management	Full	Required to create and manage access tokens
Setup	Log in Using Access Tokens	Full	Required to generate an Access Token
Setup	SuiteScript	View (or higher)	Required to access custom scripts
Setup	SuiteScript Scheduling	Full	Required to schedule payments

A/P and/or Accountant User Role

Permission Type	Permission	Level	Detail
Custom Record	Entity Bank Details (FI)	View (or higher)	Required to view vendor banking information on the Vendor record and within the Entity Bank Details Overview page
Lists	Documents and Files	View (or higher)	Required to access plugin pages
Lists	Accounts	View (or higher)	Required to view accounts for various plugin functions
Lists	Currency	View (or higher)	Required to view currencies for various plugin functions
Lists	Vendors	View (or higher)	Required to load vendors' bills on the plugin Account Payables pages
Lists	Employee Record	View (or higher)	Required to access Vendor Bill Payments history/Expense Reimbursement reports pages
Lists	Customers	View (or higher)	Required to load the Positive Pay page of the plugin
Lists	Subsidiaries	View (or higher)	Required to load Subsidiary-related data on the plugin Account Payables pages to be used as a customizable column or filter option
Setup	SuiteScript	View (or higher)	Required to load plugin pages
Setup	SuiteScript Scheduling	Full	Required to schedule payments
Setup	Accounting Lists	View (or higher)	Required to load <code>vendorcategory</code> data on the plugin Account Payables pages
Setup	Custom Fields	View (or higher)	Required to load custom fields on plugin Account Payables pages to be used as a customizable column or filter option
Setup	Custom Lists	View (or higher)	Required to load the available payment methods from your bank on the plugin's Account Payables pages
Setup	Set Up Company	Full	Required for the Entity Bank Details bundle users. Used for the EBD Settings RESTlet to access the Company Information page. Optional, but ideal for certain filter options when Customizing Filters on Pay Vendor Bills page.
Transactions	Bills	View (or higher)	Required to load bills on plugin Account Payables pages
Transactions	Find Transaction	View (or higher)	Required to load bills on plugin Account Payables pages

Permiss ion Type	Permissio n	Level	Detail
Transac tions	Expense Reports	View (or higher)	Required to load expense reports on plugin Account Payables pages
Transac tions	Pay Bills	Full	Required to load bill payments in Positive Pay page of plugin
Transac tions	Check	View (or higher)	Required to load checks in Positive Pay page of plugin
Transac tions	Make Journal Entry	Create (or higher)	Required to transfer funds
Transac tions	Transfer Funds	View (or higher)	Required to transfer funds

2.2.4. Storing Vendor Payment Information (NetSuite)

Our bank plugin works best when paired with the Entity Bank Details (EBD). This allows you to securely store and manage vendor and employee banking information directly within NetSuite, supporting a wider range of complex payment types than the native system.

With this feature, you'll be able to:

- Store and manage vendor bank details for various payment methods.
- Import vendor bank details from a CSV file, making it easy to migrate your existing data.
- Export vendor bank details to a CSV, which is useful for backups or external use.
- Migrate any previously stored vendor bank details from NetSuite's Electronic Bank Payments bundle into the new system via CSV export.

Refer to the following pages for install, setup, and usage guides for the Entity Bank Details bundle:

- [Entity Bank Details SuiteApp Installation & Setup \(NetSuite\)](#)
- [Viewing Entity Bank Details \(NetSuite\)](#)
- [Entity Bank Details Bundle Import/Export \(NetSuite\)](#)
- [Update Entity Bank Details Bundle](#)

2.2.5. Setting Default Payment Information (NetSuite)

Save time paying bills by setting Vendor Default Payment methods, and choose to group bills into one lump sum payment for vendors. Follow the steps in this guide to get started.

Method 1: Vendor Record

Go to a Vendor Record and select **Edit**. Then, select the bank plugin tab in the sub-menu.



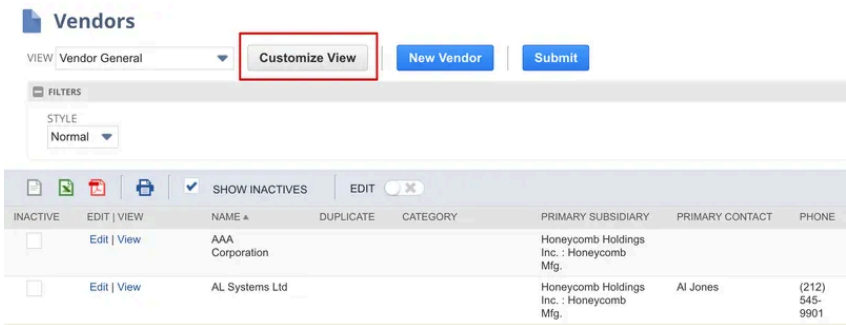
Vendor Record

Here you will be able to set the Default Payment Method and enable the option to **Group Bills for Payment**.

Method 2: Vendor List

1 Go to Customize View

Select **Lists** → **Relationships** → **Vendors**.

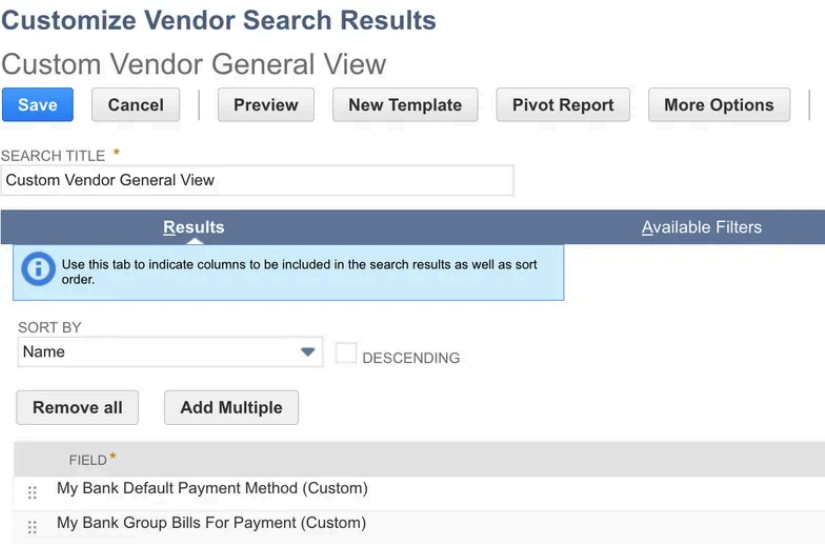


Customize View

Then, select **Customize/Edit View**.

2 Add Custom Fields

Add the **Default Payment Method (Custom)** and **Group Bills for Payment (Custom)** fields for your bank to the list.

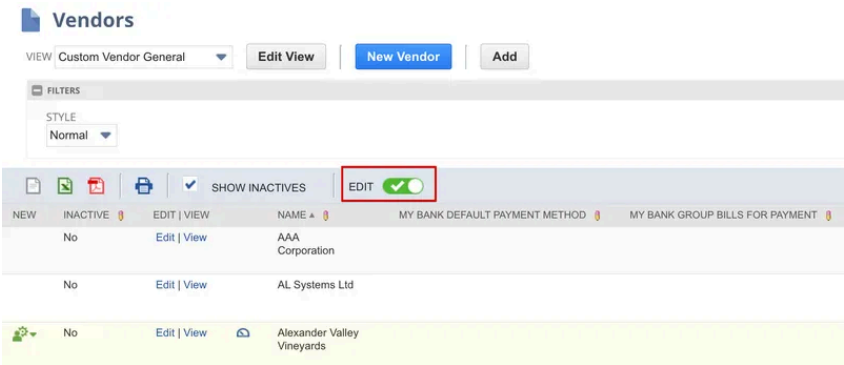


Vendor Search Results

Then, select **Save**.

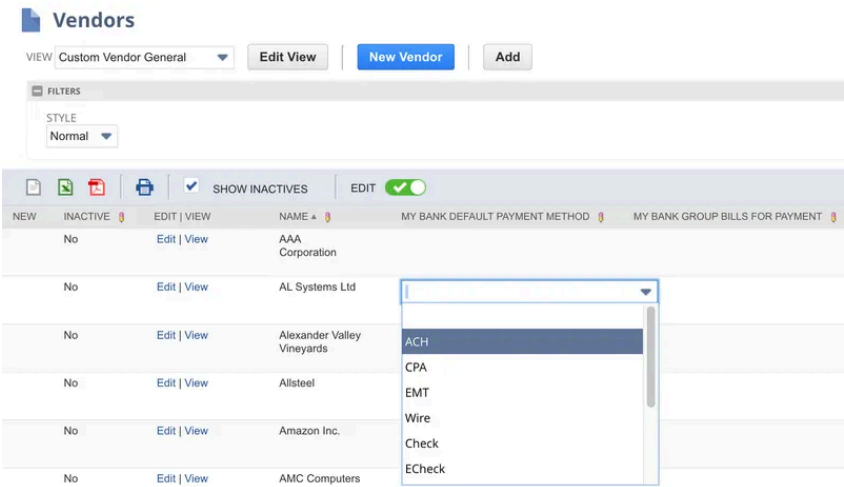
3 Set Default Payment Method and Group Bills

Toggle the **Edit** option.



Edit Vendors

Select the blank area under the appropriate columns and select the Default Payment Method or Bill Grouping option for each vendor. Only the payment methods you have enabled for plugin will be available in the dropdown.



Set Payment Method

Method 3: CSV Import

This method uses NetSuite's Import CSV functionality to set up default payment information.

1 Create CSV File

To begin, first manually create a CSV file using any external spreadsheet software with the following column headers:

- Vendor ID
- Default Payment Method
- Group Bills for Payment
- Payables Email Address [OPTIONAL]

	A	B	C	D
1	Vendor ID	Default Payment Method	Group Bills for Payment	Payables Email Address
2	AL Systems Ltd	ACH	YES	accounts-payable@company.com
3	Cray Inc	ACH	YES	
4	AVI Consulting	ACH	NO	ap-team@corporation.com
5	Federal Express	ACH	YES	

Sample "default_payment_information" CSV file

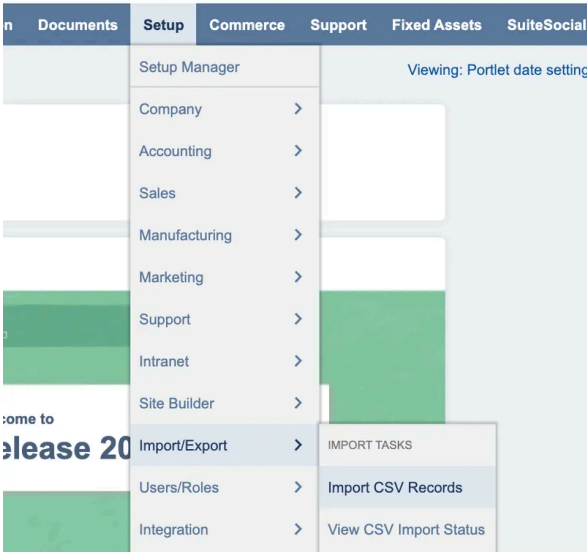
NOTE: The **Vendor ID** is the field on the vendor record itself, not the internal NetSuite ID.

Populate the CSV file with the relevant Vendor IDs, the desired Default Payment Methods [YES or NO], and an indication of whether or not you wish to Group Bills for Payment [YES or NO].

Once complete, save the file and name it—we suggest using "default_payment_information."

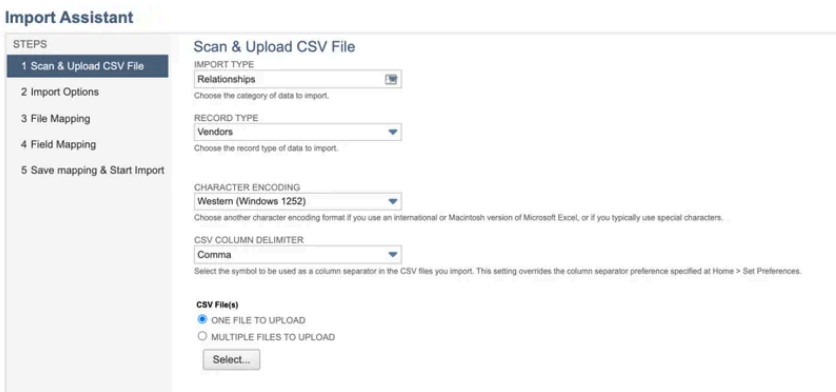
2 Upload CSV File

Then, head into NetSuite and navigate to **Setup → Import/Export → Import CSV Records**.



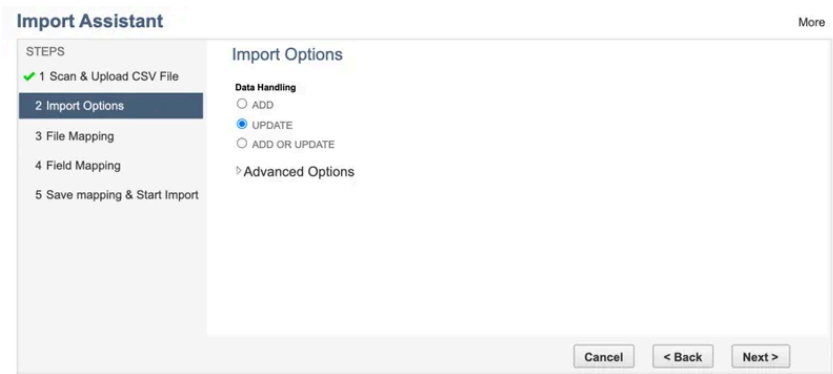
Navigate to Import CSV

Set the **Import Type** to **Relationships** and the **Record Type** to **Vendors**.



Import CSV

Then select the CSV file you have created and select **Next**.

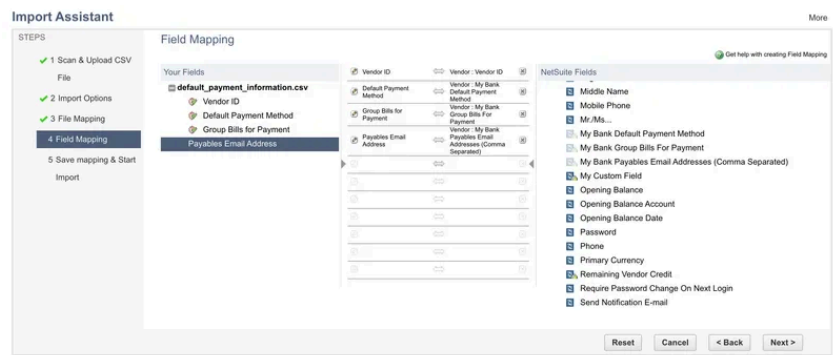


Select Import Options

Select **Update** as the Import Option, then select **Next**.

3 Map Fields

Map the fields as per the example below.



Sample field mapping

Select **Next**.

4 Import

Select **Save & Run** or **Run** to initiate the import.

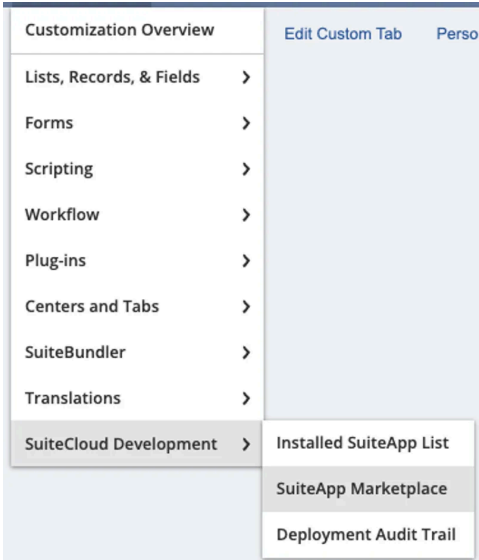
2.2.6. Updating the SuiteApp (NetSuite)

Keeping your NetSuite SuiteApp up to date with the latest version is crucial for ensuring you have access to all the newest features, important bug fixes, and updates. To update your bundle, please follow these steps.

TIP: To read more about the latest release, navigate to: [Release Notes \(NetSuite\)](#)

Locate the SuiteApp

Go to **Customization** → **SuiteCloud Development** → **SuiteApp Marketplace**.



Go to Customization → SuiteCloud Development → SuiteApp Marketplace

Update the SuiteApp

Find the Goldman Sachs SuiteApp from the list. Then, hover over the green icon and select **Update**.

Select **OK** on the confirmation pop-up.

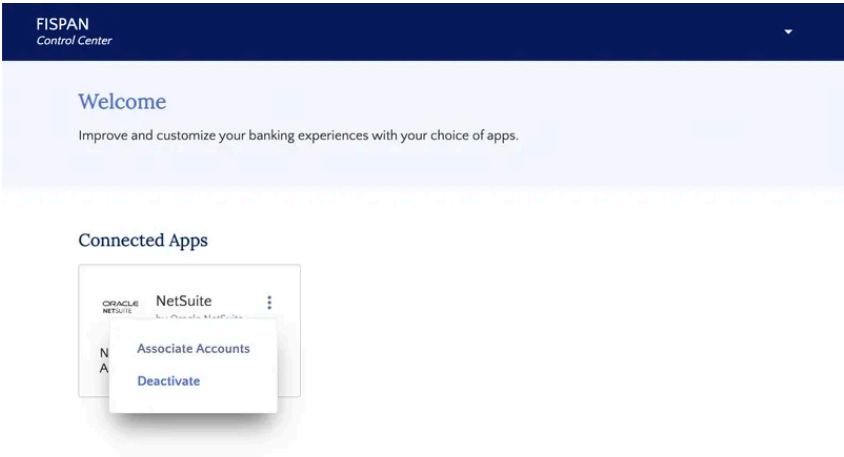
The SuiteApp will take a few moments to update – it will appear as **Pending** and then show the progress of the update. Once complete, the status column on the Installed SuiteApp page will show a checkmark.

2.2.7. Uninstalling the Plugin (NetSuite)

To uninstall the plugin from your NetSuite ERP, follow these steps.

1 Deactivate the Plugin

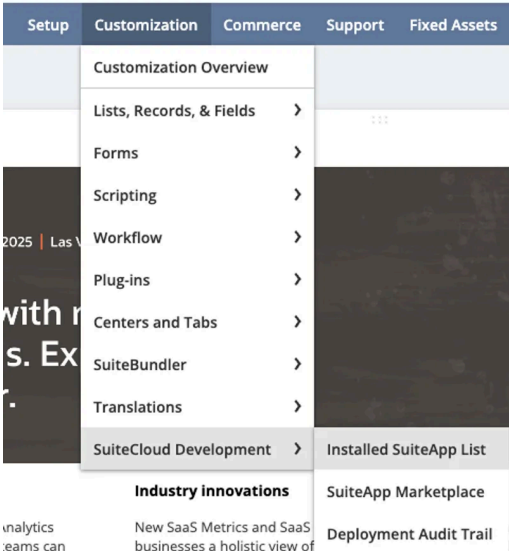
Select the three dots in the top right corner and then select Deactivate to disconnect your plugin from NetSuite through the [Portal](#).



Select "Deactivate"

2 Search Installed SuiteApp

In NetSuite, go to **Customization → SuiteCloud Development → Installed SuiteApp List**



Installed SuiteApp List

3 Locate Installed SuiteApp

Select the green dropdown button and select **Uninstall** to uninstall the My Bank SuiteApp SuiteApp. Then, select **OK** on the pop-up to confirm.

Installed SuiteApps

Refresh

ACTION	PUBLISHER ID	APP ID	NAME ▲	VERSION	DESCRIPTION
			SuiteApp	2025.9.1	
	com.fispan	com.fispan.vbd	Entity Bank Details	2025.5.0	

Click Uninstall

4 Finalize Uninstalling the SuiteApp

NetSuite will begin uninstalling the SuiteApp. Once uninstalled, it will no longer appear on the page and menu bar.

You've successfully disconnected your NetSuite environment and completely removed the plugin.

2.2.8. Managing Security Tokens (NetSuite)

The Access Token is essential for pushing payment status messages (processing, successful, or failed) back into NetSuite. This token is created during the initial installation wizard and is linked to the NetSuite administrator who performed the setup.

If the original NetSuite administrator leaves the company or has their account or privileges revoked, the associated Access Token immediately becomes **VOID**. When this happens, you will lose all automatic payment status updates from the payment plugin, which can lead to confusion and operational issues.

This guide provides the steps to generate a new Access Token to replace the voided one, ensuring that payment statuses flow correctly back into your NetSuite environment.

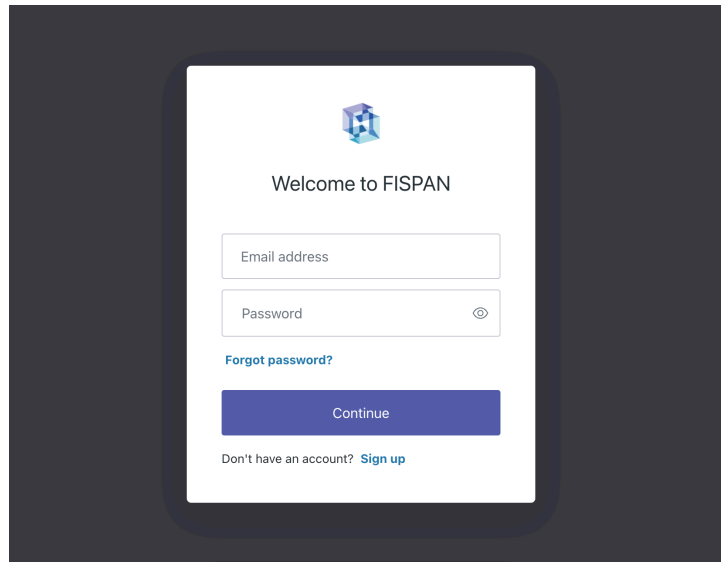
If you run into trouble, you can schedule a troubleshooting call or reach out to our support team using the **Contact Us** link in the library on the left.

Reactivate the NetSuite Connection

1 Log in to FISPAN Portal

Log in to FISPAN Portal using one of these links:

- **Production:** <https://sys.fispan.live/login>
- **Sandbox:** <https://sandbox.fispan.cloud/login>



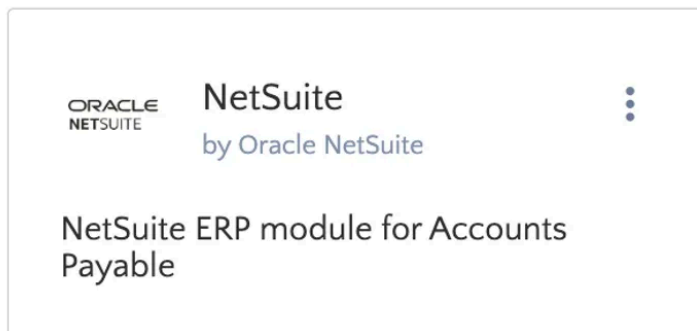
Portal Login Page

If you do not have a login, please contact the bank's Support team. We will issue you an invitation to enable you to configure the NetSuite connection.

2 Deactivate the NetSuite Connection

Upon successful login, you should see a welcome message and NetSuite under the Connected Apps section.

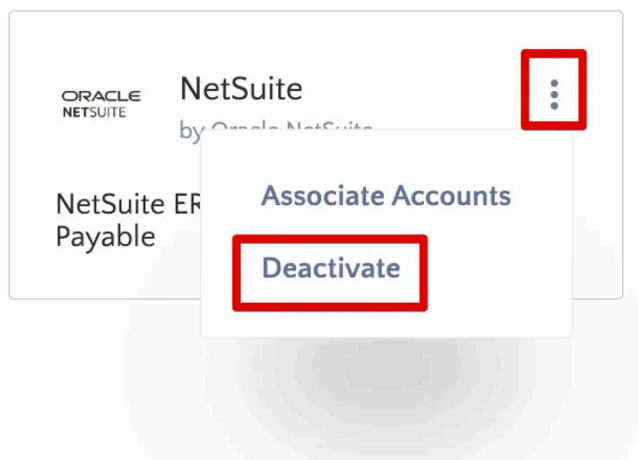
Connected Apps



NetSuite message box with Icons listing the Connected Apps

Click on the three dots on the top right corner of the NetSuite box to open a small submenu, and then click on **Deactivate**.

Connected Apps



Click "Deactivate" on NetSuite

After clicking **Deactivate**, a pop-up will appear onscreen prompting you to confirm the action. Click **Yes, Uninstall App** to proceed.



Uninstall App

This may cause technical issues and disrupt ongoing processes.

No, Keep App

Yes, Uninstall App

Click "Yes, Uninstall App"

After clicking **Yes, Uninstall App**, NetSuite will disappear from the Connected Apps section of the page and appear in the Discover More section.

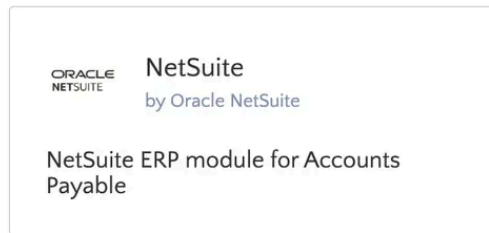
3 Reactivate the NetSuite Connection

Hover your cursor over the NetSuite box and click on the **Install** button.

Connected Apps

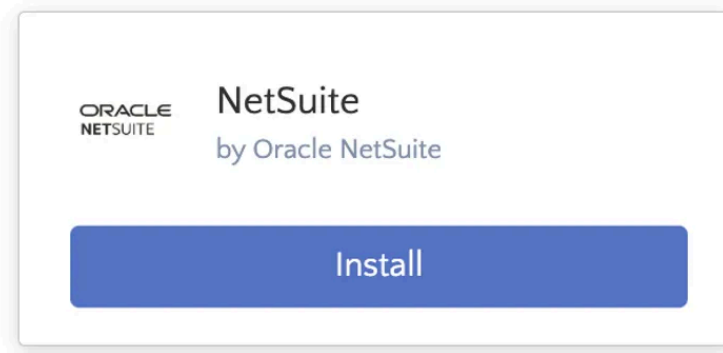
*Please start by installing your desired app under **Discover More** below.*

Discover More



NetSuite message box with Icons listing connected apps and others grouped under Discover More

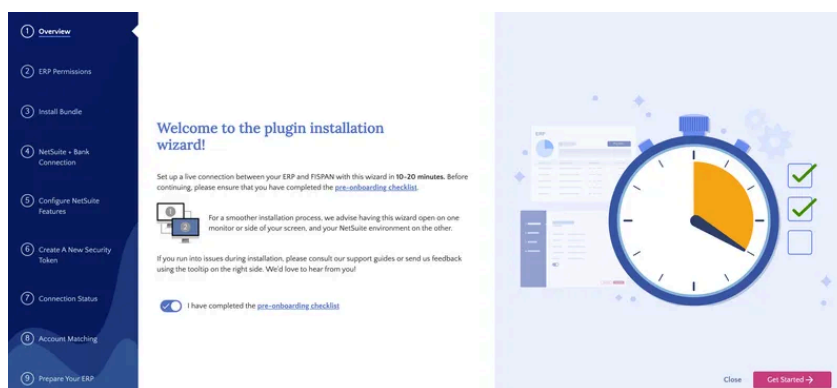
Discover More



Click "Install"

4 Proceed through the Installation Wizard steps

After clicking **Install**, you will be taken to the installation wizard.

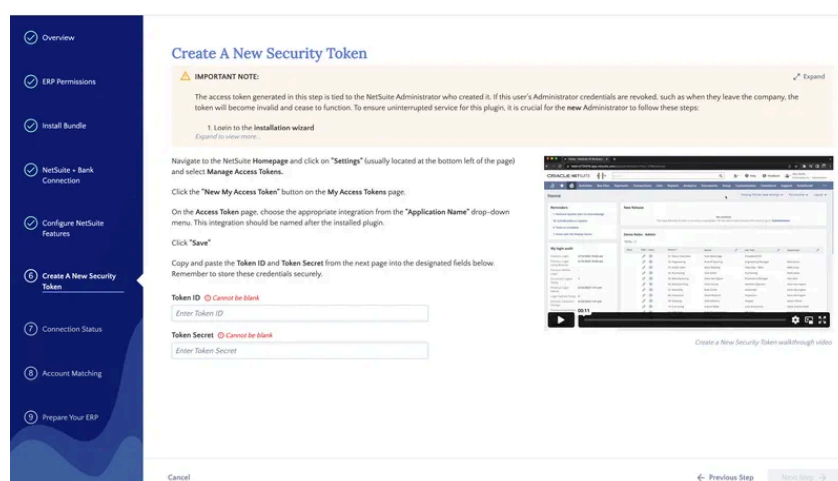


Welcome to the plugin installation wizard!

The installation wizard has retained all information from the last time the setup was completed. As a result, you may skip to the **Creating a New Security Token** step by clicking the **Next Step** button.

Create a New Security Token

On the **Creating a New Security Token** step, the old Token ID and Token Secret created by the last NetSuite Administrator have been retained. These two fields must be replaced as they have become void.



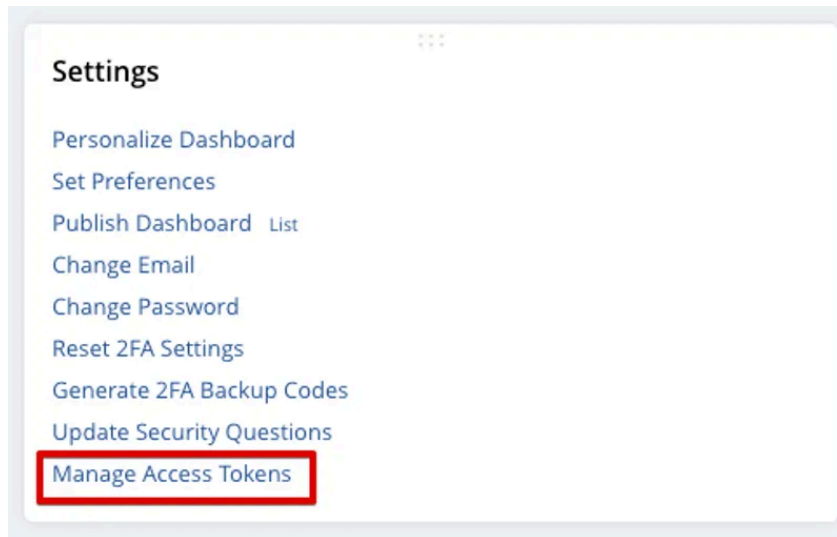
"Creating a New Security Token" page

Create a New Security Token

1 Navigate to Manage Access Tokens

In NetSuite, navigate to the homepage. Find **Settings** and select **Manage Access Tokens**.

Where the **Settings** are located differs depending on how you have arranged content on your homepage. By default, it is found on the bottom left of the page.



Select Manage Access Tokens on Settings

2 Add New My Access Token

On the **My Access Tokens** page, select the **New My Access Token** button.



Access Tokens

On the **Access Tokens** page, the application must be defined using the **Application Name** dropdown. The application for your bank plugin was created automatically when the plugin was installed.

Access Token

Save

Cancel

Primary Information

APPLICATION NAME *

TOKEN NAME *

☐ INACTIVE

Use Application Name Drop-down

Select **New My Access Token**, then select **Goldman Sachs Integration** in the Application Name box and click **Save**. Once you click Save, the loaded page will show a **Token Key** and a **Token Secret**. Copy and paste the Token ID and Token Secret to the appropriate box in the wizard.

Once complete, select **Next Step** in the Wizard.

Access Token

[Save](#)[Cancel](#)

Primary Information

APPLICATION NAME *

Goldman Sachs Integration

TOKEN NAME *

Goldman Sachs Integration - James Catliff, Administrator

☐

INACTIVE

[Save Access Token](#)

Verify the Connection Status

The next step in the installation is a Connection Status check. If the Token ID and Token Secret entered in the installation wizard are correct, the status will show a green checkmark icon and a success message indicating the connection is now active.



Green circle with white check mark

Click **Next Step** to complete the remainder of the installation wizard.

Save and Finish the Installation Wizard

The next page is the Account Matching page. All matching has remained unchanged since the last time a NetSuite Administrator or someone from your organization has edited it. You can make any changes, if required.

Account Matching

View as:

Drag & Drop

Dropdown

Drag and drop the ERP accounts on the left to the appropriate bank accounts on the right. Only the matched accounts will be used within your plugin. To unmatch an account, simply hover on each matched account and click the **Unmatch** button.

ERP ACCOUNTS

Search by account name or ID

1000 Checking

Type: Checking | ID: 1

1002 Savings

Type: Checking | ID: 2

1004 Payroll

Type: Checking | ID: 3

1005 Petty Cash

Type: Checking | ID: 4

1008 Cash on Hand

Type: Checking | ID: 5

BANK ACCOUNTS

Search by account name or number

Account 1 [****0001]

Drag and drop an ERP account to match

Account 2 [****0002]

Drag and drop an ERP account to match

Cancel

Previous Step

Next Step

Account Matching Step

Click **Save and Finish** to save all changes made in this installation wizard and to exit.

Your security tokens have now been updated.

100 / 520

Created at Sep 22, 2026

2.2.9. Entity Bank Details

2.2.9.1. Entity Bank Details for NetSuite

The Entity Bank Details (EBD) SuiteApp is designed to securely store and manage detailed banking information for both vendors and employees directly within NetSuite, supporting a wider range of complex payment types.

After you install the SuiteApp, you can add or view vendor payment information by going to **Setup → Entity Bank Details → Overview**.

To get started, follow the instructions in this article: [Entity Bank Details SuiteApp Installation & Setup \(NetSuite\)](#)

IMPORTANT: All vendor and employee bank details and history logs are stored in your NetSuite environment. Be sure to regularly export your Entity Bank Detail records and history logs to prevent data loss, such as what would happen if the SuiteApp were uninstalled.

Uninstalling the Entity Bank Details SuiteApp will permanently delete all data. Always use the export feature on the Import/Export page to back up your data before uninstalling.

2.2.9.2. Entity Bank Details SuiteApp Installation & Setup (NetSuite)

NOTE: If you do not have Accounts Payable installed, please skip this step.

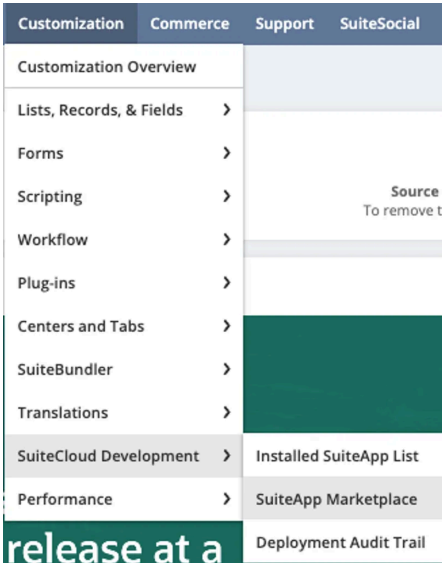
The Entity Bank Details (EBD) SuiteApp, combined with the standard NetSuite vendor and employee records, will store all the information needed to submit payments.

You can add or view this vendor payment information after installation by going to **Setup → Entity Bank Details → Overview**.

Entity Bank Details (EBD) Installation Instructions

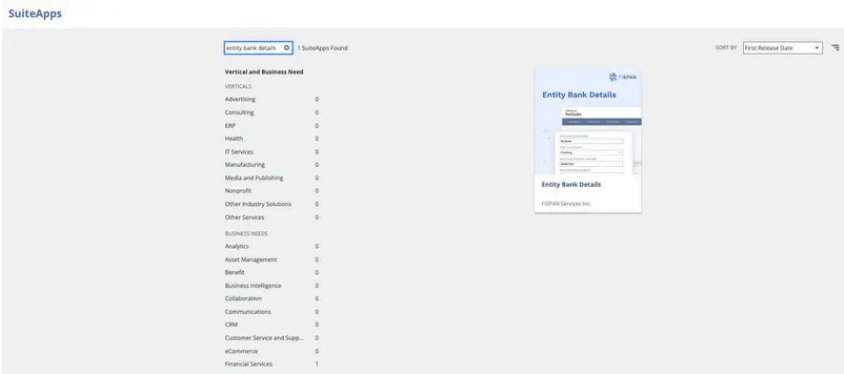
1 Install Entity Bank Details SuiteApp

From the homepage, go to **Customization** → **SuiteCloud Development** → **SuiteApp Marketplace**.



Go to SuiteApp Marketplace

Search for **Entity Bank Details**. Select the SuiteApp tile named, **Entity Bank Details**.



Click on Entity Bank Details Tile

Click **Install** to review the SuiteApp, then select **Install** again to confirm.

Entity Bank Details



Entity Bank Details seamlessly integrates with your bank's Embedded Banking SuiteApp in NetSuite to provide robust, secure storage and management of vendor and employee payment information.

Overview Features Publisher

Centralized and Global Payment Information

Integrated with FSPAN's Embedded Banking SuiteApp, Entity Bank Details provides a secure, centralized repository in NetSuite for managing all your vendor and employee bank details, supporting all your domestic, international, and intermediary payment requirements.

Key Benefits

The Entity Bank Details SuiteApp offers efficient ways to manage your vendor and employee bank data, including user-friendly CSV imports with a pre-formatted template for easy bulk additions/updates and a tool to easily transfer data from NetSuite's Electronic Bank Payments bundle.

Boost Control with Built-in Approvals

Enhance control and security over sensitive banking data with Entity Bank Details. Define granular permission levels for user access and includes a configurable approval feature for bank detail changes, preventing payments until approvals are complete.

Install

PUBLISHER

ESPA Service Inc.

FIRST RELEASE DATE

1/1/2025

INSTALLED VERSION

2024.1.0

UPDATES

Manual

Built for

ORACLE

NETSUITE

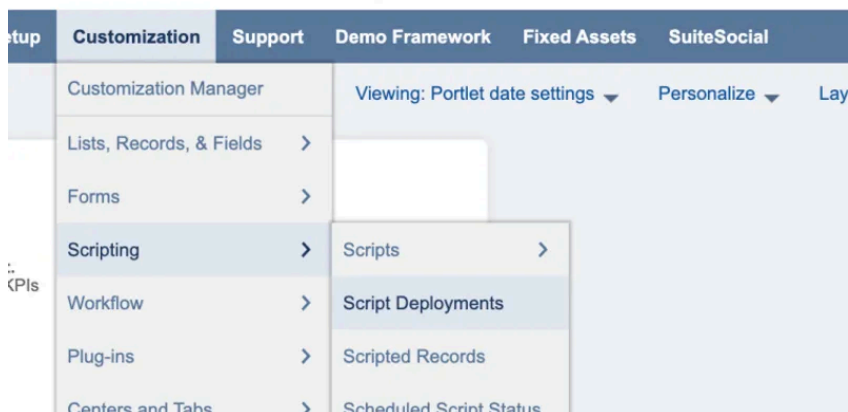
Native SuiteApp

Click Install

2 Manage SuiteApp Access - Suitelets

The administrator has full access to the Entity Bank Details SuiteApp. To allow access to other users and departments, follow these steps:

Go to **Customization → Scripting → Script Deployments**.



Go to Script Deployments

On the Script Deployments page, apply the following filters:

- In the **Type** dropdown, select **Suitelet**
- In the **API Version** dropdown, select **2.1**

A Suitelet is a custom front-end NetSuite page. Each of the Suitelets listed corresponds to a page in the Entity Bank Details SuiteApp.

Script Deployments

New Deployment

Filters

TYPE: Suitelet STATUS: -All- RECORD TYPE: -All- API VERSION: 2.1 SCRIPT: -All-

SHOW UNDEPLOYED

DEPLOYED	EDIT VIEW	ID	SCRIPT	STATUS	TITLE	LAST MODIFIED
✓	Edit View	customdeploy_sapan_vbdt_overview	Entity Bank Details, Overview	Released	Overview	12/6/2022 3:57 pm
✓	Edit View	customdeploy_sapan_vbdt_backup	Entity Bank Details, Import/Export	Released	Backup	12/6/2022 3:57 pm
✓	Edit View	customdeploy_sapan_vbdt_history	Entity Bank Details, History	Released	Index	12/6/2022 3:57 pm

TOTAL: 45

Filter for Suitelets on API Version 2.1

Select **Edit** on each of the following Suitelets you wish to edit:

Suitelet	Description
Entity Bank Details, Overview	Granting users access to this script allows them to view the Overview page. This permission, along with the Entity Bank Details, Settings RESTlet , is required to access the Overview page.
Entity Bank Details, Import/Export	Granting users access to this script will allow them to view the Import/Export page.
Entity Bank Details, History	Granting users access to this script will allow them to view the History page.
Entity Bank Details, Settings	Granting users access to this script will allow them to view the Settings page to enable and disable approvals.
Entity Bank Details, Approvals	Granting users access to this script will allow them to view the Approvals page to approve record changes.

Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Then, select **Save**.

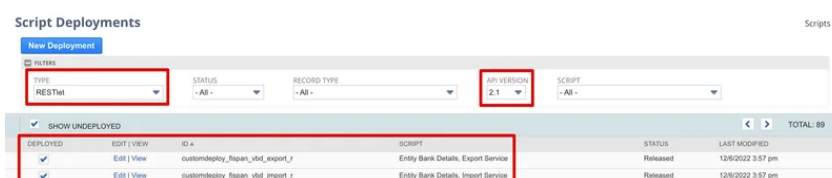
Stay on this page for the next steps.

3 Manage SuiteApp Access - RESTlets

On the Script Deployments page, apply the following filters:

- In the **Type** dropdown, select **RESTlet**.
- In the **API Version** dropdown, select **2.1**.

A RESTlet is used to define custom RESTful integrations to NetSuite, and in the context of the Entity Bank Details SuiteApp, is mainly used for handling the import and export processes.



Select Edit on the the Script Deployment

Select **Edit** on each of the following script deployment RESTlets you wish to edit:

RESTlet	Description
Entity Bank Details, Import Service	Granting users access to this script will allow them to import a CSV of bank account information into the Entity Bank Details SuiteApp.
Entity Bank Details, Export Service	Granting users access to this script will allow them to export a CSV of bank account information from the Entity Bank Details SuiteApp.
Entity Bank Details, History Log Export	Granting users access to this script will allow them to export a CSV History Log of all changes made to any records stored within the Entity Bank Details SuiteApp. This history log tracks any edits, additions, or deletions, as well as who initiated the change and when.
Entity Bank Details, Settings	This RESTlet should come with pre-enabled access for all roles. Granting users access to this script will allow them to view the Overview page. This permission, alongside the Entity Bank Details, Overview Suitelet, is required to access the Overview page.
Entity Bank Details, Analytics	This RESTlet should also come with pre-enabled access for all roles.

Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

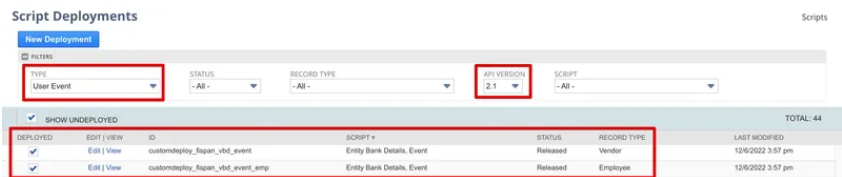
Then, select **Save**.

4 Manage SuiteApp Access - User Events

On the Script Deployments page, apply the following filters:

- On the **Type** dropdown, select **User Event**.
- On the **API Version** dropdown, select **2.1**.

A **User Event** is a type of script that is executed when someone performs certain actions on records, such as create, load, update, copy, delete, or submit.



Filtering for User Events on API Version 2.1

Select **Edit** next to the Script Deployment **User Event**:

User Event	Description
Entity Bank Details, Event (Record Type = Vendor)	This User Event script allows users/roles to add or update Vendor Bank Account information.
Entity Bank Details, Event (Record Type = Employee)	This User Event script allows users/roles to add or update Employee Bank Account information.

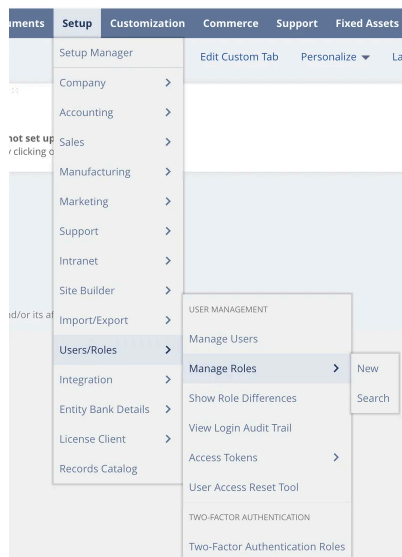
Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Then, select **Save**.

5 Manage SuiteApp Access - Custom Records

Go to **Setup → Users/Roles → Manage Roles**.

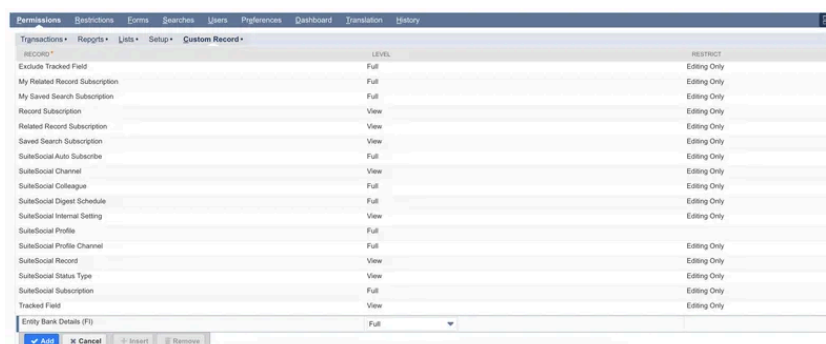
Then, select **Edit** for the role for which you would like to grant access to the Entity Bank Details SuiteApp records.



Go to Manage Roles

NOTE: The owner of the custom record, which defaults to the user who installed the Entity Bank Details SuiteApp, will always have full access to the record regardless of the Entity Bank Details permission level assigned to the role being used.

After selecting **Edit**, go to the **Permissions tab → Custom Record** → Locate the search box in the bottom row.



Search and Select Entity Bank Details

Use the search box to find and set the correct permission level for **Entity Bank Details (FI) (Level: View)**:

- **View:** Allows a user to view records.
- **Create:** Allows a user to view and create records.
- **Edit:** Allows a user to view, create, and edit records.

- **Full:** Allows a user to view, create, edit, approve, and delete records. This permission level is required to approve any changes made to vendor or employee records.

Next, navigate to the **Permissions tab → Setup →** Locate the search box in the bottom row.

Use the search box to find and set the permission:

- **Set Up Company (Level: View):** Required for the Overview page and is used for the EBD Settings RESTlet to access the Company Information page.

Within the Permissions tab, select **Lists →** Locate the search box in the bottom row.

Use the search box to find the following permission:

- **Employees (Level: View):** Required to approve or view the History page for employee records.

Then, select **Save**.

6 Storing Bank Information

Using the main navigation, go to **Setup → Entity Bank Details → Overview**.

Select between viewing Vendors or Employees by selecting the tabs above the table. By default, this page opens up to show Vendors first.

Select **View** for the desired Vendor or Employee.

Entity Bank Details Overview

Vendors Employees

Refresh QUICK FILTER: 1.40 PAGE 13 TOTAL: 113

#	VIEW	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
1	View	AAA Corporation		1852	0
2	View	AL Systems Ltd		1305	0
3	View	Alexander Valley Vineyards		944	0
4	View	Alibaba		992	0
5	View	Amazon Inc.		1852	0

Select View for the desired Vendor or Employee

Select **Add**.

Entity Bank Details Overview

Vendors Employees

AL Systems Ltd - Bank Details

Back Add

ACTIONS	LABEL	CURRENCY	COUNTRY	METHOD	PRIMARY
Edit Delete	US-DOMESTIC-USD	USD	US	DOMESTIC	YES

Back Add

Select Add

Create an optional label and select the appropriate payment method, country, and currency. Then, fill out the required fields for the specified payment method and mark the record as **Primary**.

Editing: US-DOMESTIC-USD bank details, for: MC Company

Back

Save Vendor Bank Details

LABEL

US-DOMESTIC-USD

METHOD

Domestic

COUNTRY

United States

CURRENCY

USD

☒ PRIMARY

RECEIVING BANK NAME

CREDITOR AGENT BIC/SWIFT CODE

TYPE OF ACCOUNT

Checking

RECEIVING ACCOUNT NUMBER

Required Field

BANK ROUTING NUMBER

Required Field

Select Save

Then, select **Save**.

NOTE: The fields that appear on this page are dependent on the method, country, and currency selected.

WARNING: All vendor and employee bank details, along with all history logs, are stored within the Entity Bank Details SuiteApp in your NetSuite environment. If this SuiteApp is uninstalled, all of this data will be permanently deleted.

To prevent data loss, you must export your data before uninstalling. Please use the Export feature on the Import/Export page to save all your records and history logs. This is outlined in the Entity Bank Details SuiteApp Import/Export (NetSuite) page.

NOTE: If you do not have Accounts Payable installed, please skip this step.

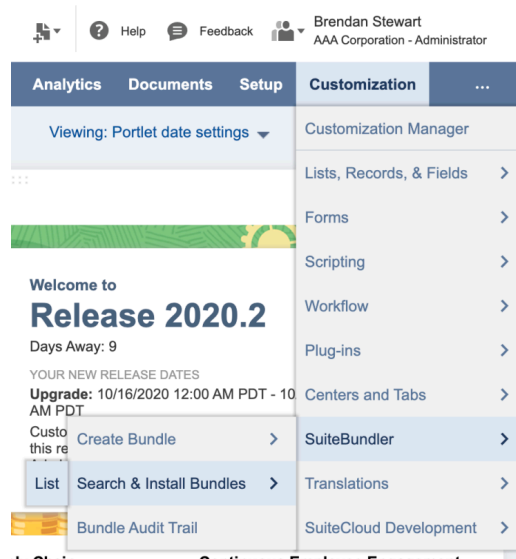
The Entity Bank Details (EBD) bundle, combined with the standard NetSuite vendor and employee records, will store all the information needed to submit payments.

You can add or view this vendor payment information after installation by going to **Setup → Entity Bank Details → Overview**.

Entity Bank Details (EBD) Installation Instructions

1 Install Entity Bank Details Bundle

From the homepage, go to **Customization** → **SuiteBundler** → **Search and Install Bundles**.



Go to Search & Install Bundles

Search for **Entity Bank Details** or by Bundle ID **323878**. Select the hyperlinked bundle name, **Entity Bank Details**.

Search & Install Bundles

Search								
Basic Advanced								
LEAVE THE KEYWORDS BOX BLANK AND CLICK SEARCH TO VIEW THE MOST POPULAR SUITEAPPS								
KEYWORDS								
323878								
Installation Terms of Service								
NAME	BUNDLE ID	VERSION	MANAGED	COMPANY NAME	PUBLISHER ID	CREATED ON	AVAILABILITY	NO. INSTALLS
Entity Bank Details	323878	2022.12.0		FISFAN - Deployment (Trailing)	com.fspan	18-MAR-20	Shared	394

Entity Bank Details bundle

Select **Install** to review the bundle, then select **Install** again to confirm.

Bundle Details

Entity Bank Details

Back

Install

NAME

Entity Bank Details

ID

323878

APP ID

com.fispan.vbd

COPIED FROM

VERSION

2022.12.0

COMPANY

FISPAN – Deployment (Trailing)

☐ MANAGED

AVAILABLE SINCE

3/18/2020

NO. INSTALLS

394

PRODUCT

NetSuite OneWorld

VERTICAL

LANGUAGES

English (U.S.)

AVAILABILITY

Shared

ADMIN DOCUMENTATION

Install Bundle page

Select **OK** when the dialog appears and wait for the bundle to install (this may take a few moments).

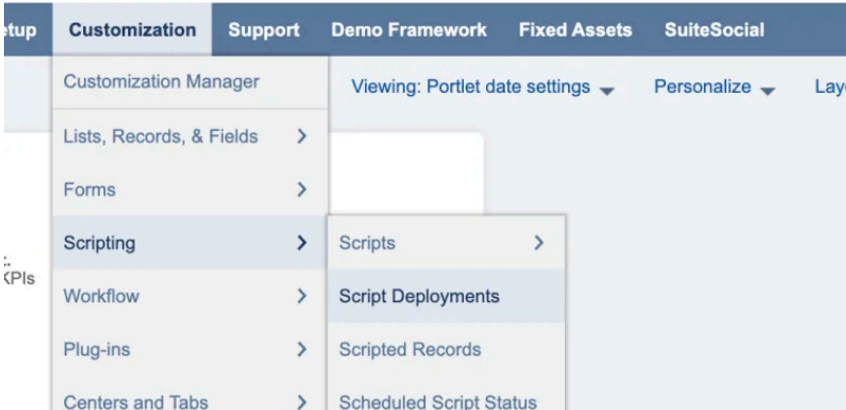
IMPORTANT: If you receive an error stating "You have not been granted access to the bundle" upon attempting installation, please reach out to TxB Representative.

Our team may need to whitelist your NetSuite Account ID before you are able to install the Entity Bank Details bundle. Your Account ID can be found by navigating to **Setup → Company → Company Information**.

2 Manage Bundle Access - Suitelets

The administrator has full access to the Entity Bank Details bundle. To allow access to other users and departments, follow these steps:

Go to **Customization** → **Scripting** → **Script Deployments**.



Go to Script Deployments

On the Script Deployments page, apply the following filters:

- In the **Type** dropdown, select **Suitelet**
- In the **API Version** dropdown, select **2.1**

A Suitelet is a custom front-end NetSuite page. Each of the Suitelets listed corresponds to a page in the Entity Bank Details bundle.

Select **Edit** on each of the following Suitelets you wish to edit:

Suitelet	Description
Entity Bank Details, Overview	Granting users access to this script allows them to view the Overview page. This permission, along with the Entity Bank Details, Settings RESTlet , is required to access the Overview page.
Entity Bank Details, Import/Export	Granting users access to this script will allow them to view the Import/Export page.
Entity Bank Details, History	Granting users access to this script will allow them to view the History page.
Entity Bank Details, Settings	Granting users access to this script will allow them to view the Settings page to enable and disable approvals.
Entity Bank Details, Approvals	Granting users access to this script will allow them to view the Approvals page to approve record changes.

Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Script Deployments

Scripts

New Deployment

Filter

TYPE

Suitelet

STATUS

All

RECORD TYPE

All

API VERSION

2.1

SCRIPT

All

☒ SHOW UNDEPLOYED

TOTAL: 45

DEPLOYED	EDIT VIEW	ID	SCRIPT	STATUS	TITLE	LAST MODIFIED
☒	Edit View	customdeploy_sapan_vbdt_overview	Entity Bank Details, Overview	Released	Overview	12/6/2022 3:57 pm
☒	Edit View	customdeploy_sapan_vbdt_backup	Entity Bank Details, Import/Export	Released	Backup	12/6/2022 3:57 pm
☒	Edit View	customdeploy_sapan_vbdt_history	Entity Bank Details, History	Released	Index	12/6/2022 3:57 pm

Filter for Suitelets on API Version 2.1

Then, select **Save**.

Stay on this page for the next steps.

3 Manage Bundle Access - RESTlets

On the Script Deployments page, apply the following filters:

- In the **Type** dropdown, select **RESTlet**.
- In the **API Version** dropdown, select **2.1**.

A RESTlet is used to define custom RESTful integrations to NetSuite, and in the context of the Entity Bank Details bundle, is mainly used for handling the import and export processes.

Select **Edit** on each of the following script deployment RESTlets you wish to edit:

RESTlet	Description
Entity Bank Details, Import Service	Granting users access to this script will allow them to import a CSV of bank account information into the Entity Bank Details bundle.
Entity Bank Details, Export Service	Granting users access to this script will allow them to export a CSV of bank account information from the Entity Bank Details bundle.
Entity Bank Details, History Log Export	Granting users access to this script will allow them to export a CSV History Log of all changes made to any records stored within the Entity Bank Details bundle. This history log tracks any edits, additions, or deletions, as well as who initiated the change and when.
Entity Bank Details, Settings	This RESTlet should come with pre-enabled access for all roles. Granting users access to this script will allow them to view the Overview page. This permission, alongside the Entity Bank Details, Overview Suitelet, is required to access the Overview page.
Entity Bank Details, Analytics	This RESTlet should also come with pre-enabled access for all roles.

Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Script Deployments

New Deployment

Filter: TYPE: RESTlet STATUS: -All- RECORD TYPE: -All- API VERSION: 2.1 SCRIPT: -All-

SHOW UNDEPLOYED

DEPLOYED	EDIT VIEW	ID #	SCRIPT	STATUS	LAST MODIFIED	TOTAL: 89
✓	Edit View	customdeploy_repan_rdt_export_v	Entity Bank Details, Export Service	Released	12/6/2022 3:57 pm	
✓	Edit View	customdeploy_repan_rdt_import_v	Entity Bank Details, Import Service	Released	12/6/2022 3:57 pm	

Select Edit on the the Script Deployment

Then, select **Save**.

4 Manage Bundle Access - User Events

On the Script Deployments page, apply the following filters:

- On the **Type** dropdown, select **User Event**.
- On the **API Version** dropdown, select **2.1**.

A **User Event** is a type of script that is executed when someone performs certain actions on records, such as create, load, update, copy, delete, or submit.

Select **Edit** next to the Script Deployment **User Event**:

User Event	Description
Entity Bank Details, Event (Record Type = Vendor)	This User Event script allows users/roles to add or update Vendor Bank Account information.
Entity Bank Details, Event (Record Type = Employee)	This User Event script allows users/roles to add or update Employee Bank Account information.

Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Script Deployments Scripts

[New Deployment](#)

FILTERS

TYPE User Event	STATUS --All--	RECORD TYPE --All--	API VERSION 2.1	SCRIPT --All--
--------------------	-------------------	------------------------	--------------------	-------------------

☒ SHOW UNDEPLOYED

DEPLOYED	EDIT VIEW	ID	SCRIPT	STATUS	RECORD TYPE	LAST MODIFIED
☒	Edit View	customdeploy_sapan_vbt_event	Entity Bank Details, Event	Released	Vendor	12/6/2022 3:57 pm
☒	Edit View	customdeploy_sapan_vbt_event_emp	Entity Bank Details, Event	Released	Employee	12/6/2022 3:57 pm

TOTAL: 44

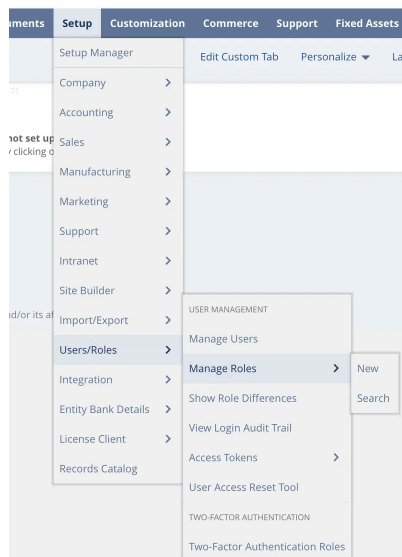
Filtering for User Events on API Version 2.1

Then, select **Save**.

5 Manage Bundle Access - Custom Records

Go to **Setup** → **Users/Roles** → **Manage Roles**.

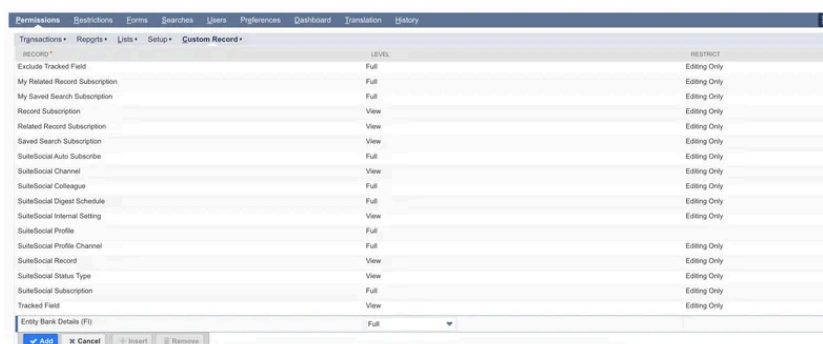
Then, select **Edit** for the role for which you would like to grant access to the Entity Bank Details bundle records.



Go to Manage Roles

NOTE: The owner of the custom record, which defaults to the user who installed the Entity Bank Details bundle, will always have full access to the record regardless of the Entity Bank Details permission level assigned to the role being used.

After selecting **Edit**, go to the **Permissions tab** → **Custom Record** → Locate the search box in the bottom row.



Search and Select Entity Bank Details

Use the search box to find and set the correct permission level for **Entity Bank Details (FI) (Level: View)**:

- **View:** Allows a user to view records.
- **Create:** Allows a user to view and create records.
- **Edit:** Allows a user to view, create, and edit records.

- **Full:** Allows a user to view, create, edit, approve, and delete records. This permission level is required to approve any changes made to vendor or employee records.

Next, navigate to the **Permissions tab → Setup →** Locate the search box in the bottom row.

Use the search box to find and set the permission:

- **Set Up Company (Level: View):** Required for the Overview page and is used for the EBD Settings RESTlet to access the Company Information page.

Within the Permissions tab, select **Lists →** Locate the search box in the bottom row.

Use the search box to find the following permission:

- **Employees (Level: View):** Required to approve or view the History page for employee records.

Then, select **Save**.

6 Storing Bank Information

Using the main navigation, go to **Setup → Entity Bank Details → Overview**.

Select between viewing Vendors or Employees by selecting the tabs above the table. By default, this page opens up to show Vendors first.

Select **View** for the desired Vendor or Employee.

Entity Bank Details Overview

Vendors Employees

Refresh QUICK FILTER: 1.40 PAGE 13 TOTAL: 113

#	VIEW	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
1	View	AAA Corporation		1852	0
2	View	AL Systems Ltd		1305	0
3	View	Alexander Valley Vineyards		944	0
4	View	Alibaba		992	0
5	View	Amazon Inc.		1852	0

Select View for the desired Vendor or Employee

Select **Add**.

Entity Bank Details Overview

Vendors Employees

AL Systems Ltd - Bank Details

Back Add

ACTIONS	LABEL	CURRENCY	COUNTRY	METHOD	PRIMARY
Edit Delete	US-DOMESTIC-USD	USD	US	DOMESTIC	YES

Back Add

Select Add

Create an optional label and select the appropriate payment method, country, and currency. Then, fill out the required fields for the specified payment method and mark the record as **Primary**.

Editing: US-DOMESTIC-USD bank details, for: MC Company

[Back](#) [Save Vendor Bank Details](#)

LABEL US-DOMESTIC-USD	RECEIVING BANK NAME
METHOD Domestic	CREDITOR AGENT BIC/SWIFT CODE
COUNTRY United States	TYPE OF ACCOUNT Checking
CURRENCY USD	RECEIVING ACCOUNT NUMBER
☒ PRIMARY	Required Field
	BANK ROUTING NUMBER
	Required Field

Select Save

Then, select **Save**.

NOTE: The fields that appear on this page are dependent on the method, country, and currency selected.

WARNING: All vendor and employee bank details, along with all history logs, are stored within the Entity Bank Details bundle in your NetSuite environment. If this bundle is uninstalled, all of this data will be permanently deleted.

To prevent data loss, you must export your data before uninstalling. Please use the Export feature on the Import/Export page to save all your records and history logs.

Defining View-only Access to EBD

Following the steps below will provide users with view-only access to Entity Bank Detail records with no ability to add, edit, or delete.

1 User Permissions Setup

Go to **Setup → Users/Roles → Manage Roles**.

Select **Edit** for the role for which you would like to grant access to the Entity Bank Details SuiteApp records.

Go to the **Permissions tab → Setup** → Locate the **search box** in the bottom row. Use the search box to find the following permission:

- **Set Up Company (Level: View):** Required for the **Overview** page and is used for the EBD Settings RESTlet to access the **Company Information** page.

Select **Save**.

2 Assign EBD Record Type

Navigate to **Customization** → **Lists, Records, & Fields** → **Record Types**

Under the EDIT column, select **Entity Bank Details (FI)** (`custom_record_vendor_bank_details`)

Record Types					
New Type FILTERS					
SHOW INACTIVES Allowed — Fam ◀ ▶ TOTAL: 108					
EDIT	FROM BUNDLE	ID	OWNER	LIST	NEW RECORD
Entity Bank Details (F)		customerrecord_fegan_vendor_bank_details	Jenna Bains		
Entity Bank Details (F) - Leo		customerrecord_fegan_vot_loo	Jenna Bains		

Custom Record Types

On the Custom Record Type page that opens up, select the **Permissions** tab. Here, you can define which roles can have **Full** or **View** access.

Select the role of your choice, and then assign **View** as the access level on the Level column.

Custom Record Type

Entity Bank Details (FI)

[Save](#) [Cancel](#) [Change ID](#) [Actions](#)

NAME *
Entity Bank Details (FI)

OWNER
James Barnes

DESCRIPTION
Entity Bank Details, store vendor related bank details

☒ ALLOW NAME FIELD [SHOW ID](#)

SHOW CREATION DATE ☒ ON RECORD ☒ ON LIST

SHOW LAST MODIFIED ☒ ON RECORD ☒ ON LIST

SHOW OWNER ☒ ON RECORD ☒ ON LIST ☒ ALLOW CHANGE

ACCESS TYPE
Use Permission List

☒ ALLOW GRACES
☒ ALLOW MOBILE ACCESS
☒ ALLOW ATTACHMENTS
☒ SHOW NOTES
☒ ENABLE MAIL MERGE
☒ RECORDS ARE ORDERED
☒ SHOW REMOVE LINK ☐ ALLOW CHILD RECORD EDITING ☐ ALLOW DELETE
☒ ALLOW QUICK SEARCH

☐ ALLOW QUICK ADD
☐ ENABLE SYSTEM NOTES
☐ INCLUDE IN GLOBAL SEARCH
☐ INCLUDE IN SEARCH MENU
☒ ENABLE OPTIMISTIC LOCKING
☐ ENABLE IN-LINE EDITING
☐ ENABLE NAME TRANSLATION
☐ HIERARCHY
NATIVE

Permissions **Links** **Managers** **Translation** **Child Records** **Parent Records** **History** **System Notes**

Entity **Subtabs** **Sublists** **Icon** **Numbering** **Firms** **Origine Forms** **Restrict** **Default Form** **Restrict Form** **Search Form** **Search Results** **List View** **Restricted** **Dashboard View** **Restricted** **Sublist View** **Restricted**

Administrator **Full** **View**

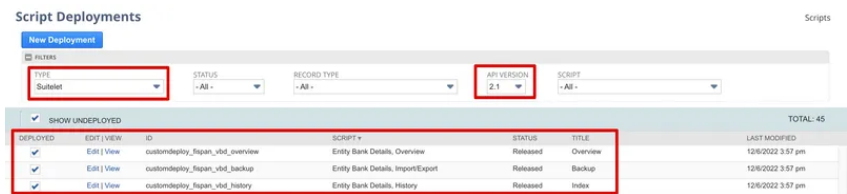
[Add](#) [Cancel](#) [Insert](#) [Refresh](#)

Define "View" level permissions on a Role of your choice

Select **Save**.

3 Assign EBD Overview Script

Next, navigate to Customization → Scripting → Script Deployments.



Filter for Suitelets on API Version 2.1

Apply the following filters and parameters:

- On the **Type** drop-down, select **Suitelet**
- On the **API Version** drop-down, select **2.1**.

Select **Edit** beside **Entity Bank Details, Overview** (`customdeploy_fispan_vbd_overview`)

Under the **Audience** tab, select any number of roles, subsidiaries, employees, departments, groups, or partners that require access

Select **Save**, and return to the Script Deployments page.

4 Locate EBD Event Scripts

Navigate to **Customization → Scripting → Script Deployments**

Apply the following filters and parameters:

- On the **Type** drop-down, select **User Event**
- On the **API Version** drop-down, select **2.1**.

Script Deployments

New Deployment

1/3/2023

TYPE: User Event STATUS: -All- RECORD TYPE: -All- API VERSION: 2.1 SCRIPT: -All-

SHOW UNDEPLOYED TOTAL: 44

DEPLOYED	EDIT VIEW	ID	SCRIPT *	STATUS	RECORD TYPE	LAST MODIFIED
☒	Edit View	customdeploy_fispan_vbd_event	Entity Bank Details, Event	Released	Vendor	12/9/2022 3:57 pm
☒	Edit View	customdeploy_fispan_vbd_event_emp	Entity Bank Details, Event	Released	Employee	12/9/2022 3:57 pm

Filtering for User Events on API Version 2.1

5 Assign Access to Vendor Bank Details

Limit a user's access to only view the Vendor's bank details with the **Entity Bank Details, Event** (`customdeploy_fispan_vbd_event`) script.

Select **Edit** beside **Entity Bank Details, Event** (`customdeploy_fispan_vbd_event`).

Under the **Audience** tab, select any number of roles, subsidiaries, employees, departments, groups, or partners that require access.

Select **Save**.

6 Assign Access to Employee Bank Details

Limit a user's access to only view an Employee's bank details with the **Entity Bank Details, Event** (`customdeploy_fispan_vbd_event_emp`) script.

Select "Edit" beside **Entity Bank Details, Event** (`customdeploy_fispan_vbd_event_emp`).

Under the **Audience** tab, select any number of roles, subsidiaries, employees, departments, groups, or partners that require access.

Select **Save**.

IMPORTANT: View-only access is not available for NetSuite users who have more than one role defined, like a user with both the Administrator and AP Clerk roles.

This is a limitation within NetSuite itself.

2.2.9.3. Viewing Entity Bank Details (NetSuite)

View the Vendor or Employee bank detail records in the Entity Bank Details (EBD) SuiteApp on the Overview page. Additionally, you can view or export all the changes taken on the Entity Bank Details SuiteApp in the History page.

Overview Page

The Overview page is your central hub for all vendor and employee bank detail records stored in the EBD SuiteApp. To see a list of all vendors or employees on your NetSuite account, simply navigate between the Vendors and Employees tabs. The page will default to the Vendors tab when you first open it.

For both Vendor and Employee tabs, the page displays all vendors/employees on this NetSuite company with the following columns:

- # (ID assigned by EBD)
- View (Links to vendor or employee record)
- Vendor or Employee Name
- Email (Primary email on vendor or employee record)
- Internal ID (Native NetSuite’s vendor or employee ID)
- Total Records (Number of EBD records stored by this vendor or employee)

1 Navigate to the Overview Page

Go to **Setup** → **Entity Bank Details** → **Overview**

Documents	Setup	Commerce
Set Up Custom Ta	Setup Manager	
	Company	>
	Accounting	>
	Sales	>
	Manufacturing	>
	Marketing	>
	Support	>
	Intranet	>
	Site Builder	>
	Import/Export	>
	Users/Roles	>
	Integration	>
Overview	Entity Bank Details	>
History	License Client	>
Import/Export	Records Catalog	

Go to Entity Bank Details Overview

2 View Vendor Bank Details

Click into **Vendors** to view an overview of Vendor Bank Details.

Entity Bank Details Overview

More

VendorsEmployees

Refresh

QUICK FILTER:

1..40

<>

PAGE: 1/3 TOTAL: 110

#	VIEW	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
1	View	AL Systems Ltd	mychal@avedra.com	1305	3
2	View	Aliteel	aliteel@furniture.com	992	0
3	View	Amazon		1552	1
4	View	American Computers	americancomp@christyscatering.com	38	0
5	View	American Express	amex@amex.com	938	0
6	View	Apparel Co Inc.		1495	0
7	View	AVI Consulting	customerservice@aviconsulting.com	1471	0
8	View	AZ Company	plockhart@fspan.com	1655	2
9	View	Bausch & Lomb		949	0
10	View	Bayer Health Care	bayer@bayerglobal.com	960	0

Entity Bank Details Overview page - Vendors tab

3 View Employee Bank Details

Click into **Employees** to view an overview of Vendor Bank Details.

Entity Bank Details Overview

More

VendorsEmployees

Refresh

QUICK FILTER:

41..80

<>

PAGE: 2/3 TOTAL: 102

#	VIEW	EMPLOYEE NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
41	View	Inger M Wymann	wymann@ramsey.com	30	0
42	View	Ivan Eugenio	ieugenio2@netsuite.com	1643	0
43	View	Ivan Smith	ismth@pagarin.com	1469	0
44	View	Jan Bucny	jbucny@netsuite.com	1640	0
45	View	Janson Lin	jlin@fspan.com	1649	0
46	View	Jennifer Beattie	jbeattie@ramsey.com	216	0
47	View	Jessica L Sikes	jsikes@ramsey.com	26	0
48	View	Jill Muscat	jmuscat@ramsey.com	1032	0
49	View	Joanna L Hammack	jhammack@ramsey.com	20	0

Entity Bank Details Overview - Employees tab

Adding Vendor Bank Account Information

From the Vendor tab in the Overview page, you will be able to view and edit a Vendor's bank account information.

1 Select Vendor

Click on a Vendor you would like to add information for.

9	American Express	American Express	ames@amex.com	938	1	View EBD Record
10	Apparel Co Inc.	Apparel Co Inc.		1495	0	View EBD Record
11	ATI Consulting	ATI Consulting	customerservice@aticonsulting.com	1471	0	View EBD Record
12	Bausch & Lomb	Bausch & Lomb		949	0	View EBD Record
13	Bayer AU	Bayer AU	bayer@span.com	1707	0	View EBD Record
14	Bayer CA	Bayer CA		1711	0	View EBD Record
15	Bayer DE	Bayer DE		1701	1	View EBD Record
16	Bayer Health Care	Bayer Health Care	bayer@bayerglobal.com	960	0	View EBD Record
17	BBB CORP	BBB Corporation		1719	0	View EBD Record
18	Best Future, Inc.			12	0	View EBD Record
19	Bob Ford, CPA	Bob Ford, CPA	bobford@christyestering.com	36	0	View EBD Record
20	Boston Ophthalmology	Boston Ophthalmology, LLC	sales@bostonopt.com	1078	0	View EBD Record
21	Bravo TV	Bravo TV		1573	3	View EBD Record

Click View EBD Record

2 Add Vendor Bank Details

You can fill in the required fields for your desired payment rail. By default, the payment method is set to **Domestic** and the **United States**.

Entity Bank Details Overview

Vendors

Employees

Adding new bank details for: Bausch & Lomb

Back

Save Vendor Bank Details

LABEL

METHOD

Domestic

COUNTRY

United States

CURRENCY

USD

PRIMARY

ON

RECEIVING BANK NAME

CREDITOR AGENT BIC/SWIFT CODE

TYPE OF ACCOUNT

Checking

RECEIVING ACCOUNT NUMBER

BANK ROUTING NUMBER

Required Field

Need an intermediary bank?

Before enabling this feature, confirm with your bank that intermediary banks are supported.

ADD INTERMEDIARY BANK DETAILS

Back

Save Vendor Bank Details

Add Vendor Bank Information

For international payments, change the **Method** to **International**.

Entity Bank Details Overview

Vendors

Employees

Adding new bank details for: Bausch & Lomb

Back

Save Vendor Bank Details

LABEL

METHOD

International

COUNTRY

Barbados

CURRENCY

USD

PRIMARY

ON

RECEIVING BANK NAME

RECEIVING BANK STREET ADDRESS

RECEIVING BANK CITY

RECEIVING STATE/PROVINCE

POSTAL CODE

CREDITOR AGENT BIC/SWIFT CODE

TYPE OF ACCOUNT

Checking

RECEIVING ACCOUNT NUMBER

Change the Method to International

To include information for an intermediary bank, simply toggle on **Intermediary Bank Information**. An intermediary bank is used for international payments to countries where your bank doesn't have a direct relationship.

Need an intermediary bank? ⓘ

Before enabling this feature, confirm with your bank that intermediary banks are supported.

☐ ADD INTERMEDIARY BANK DETAILS

Once enabled, you can now add Intermediary Bank Account information.

Intermediary Bank Account Details

BANK NAME

BANK ACCOUNT NUMBER

IBAN

BANK INSTITUTION NUMBER

BANK TRANSIT NUMBER

BANK ACCOUNT LABEL

BANK BIC / SWIFT CODE

ROUTING NUMBER

LOCAL BRANCH CODE

Intermediary Bank Address

BANK ADDRESS LINE 1

BANK CITY

COUNTRY

BANK ADDRESS LINE 2

BANK PROVINCE / STATE

BANK POSTAL CODE

Enter Intermediary Bank Account Information

After you have added all required information, please click **Save Vendor Bank Details**.

History Page

The History page shows a table of all actions taken on the EBD SuiteApp for every vendor and employee. It allows you to filter logs by date and export them based on a defined date range. By default, the page displays vendor history, but you can switch to the Employees tab to see updates to employee records.

The table contains the following columns:

- Modified
- # (ID assigned by EBD, refer to Overview page)
- Vendor

- ## 1 Navigate to the History Page

Documents	Setup	Commerce
	Setup Manager	
	Company	>
	Accounting	>
41...80	Sales	>
	Manufacturing	>
	Marketing	>
	Support	>
	Intranet	>
	Site Builder	>
	Import/Export	>
	Users/Roles	>
	Integration	>
Overview	Entity Bank Details	>
History	License Client	>
Import/Export	Records Catalog	

2 View Vendor History

Entity Bank Details History																	
Vendors		Employees															
History Updates																	
FILTERS																	
FROM DATE				TO DATE													
Refresh	Export					1:40		PAGE: 1/101 TOTAL: 4016									
MODIFIED ON	#	VENDOR ID	VENDOR	TYPE OF CHANGE	USER	REVIEWED BY	SOURCE	STATUS	ACTIONS								
5/15/2024 3:24 pm	4210	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	Approvals Users	UI	✓ Approved	View Details View EBD Record								
5/13/2024 11:29 am	4209	AAA Corporation	AAA Corporation (test)	Added	LD123	Approvals Users	UI	✗ Rejected	View Details View EBD Record								
5/6/2024 2:12 pm	4205	Bravo TV	Bravo TV	Added	LD123	NetSuite Prod	UI	✓ Approved	View Details View EBD Record								
5/6/2024 2:07 pm	4204	AL Systems Ltd	AL Systems Ltd	Updated	LD123	NetSuite Prod	UI	✗ Rejected	View Details View EBD Record								
11/29/2023 11:56 am	4150	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record								
11/29/2023 11:56 am	4151	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record								
11/29/2023 11:56 am	4146	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record								
11/29/2023 11:56 am	4147	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record								
11/29/2023 11:56 am	4148	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record								

Created at Sep 22, 2026

3 View Employee History

Click into **Employees** to view all history logs for changes made to Employees' Bank Details.

Entity Bank Details History

More

Vendors

Employees

History Updates

FILTERS

FROM DATE

TO DATE

Refresh

Export

MODIFIED ON	#	EMPLOYEE ID	EMPLOYEE	TYPE OF CHANGE	USER	REVIEWED BY	SOURCE	STATUS	ACTIONS
5/27/2024 11:09 am	4517	Juanna Tong	Juanna Tong	Added	Nitish Gupta	-	UR	Pending	View Details View EBD Record
5/8/2024 2:34 pm	4207	Graham McLean	Graham McLean	Added	NatGuite Prod	-	UR	Pending	View Details View EBD Record

1, 2 > PAGE: 1/1 TOTAL: 2

Employee View

4 View Changes

Click **View Details** on any of the logs to see the changes in detail.

Columns for **Attribute**, **Before Changes**, and **After Changes** appear in the **View Details** pop-up for both vendors and employees.

Entity Bank Details: Changes

AL Systems Ltd

Vendor ID: AL Systems Ltd

Approval Status
✓ Approved

User: LD123

Modified On: 5/17/2024 4:51 pm

Source: Import

Type of Change: Updated

Reviewer: Nitish Gupta

Reviewed On: 5/27/2024 11:03:47 am

ATTRIBUTE	BEFORE CHANGE	APPROVED CHANGE
Label	RECORD 1977	RECORD 1977
Country	US	US
Currency	USD	USD
Method	DOMESTIC	DOMESTIC
Primary	NO	NO
Receiving Bank Name	-	-
Creditor Agent BIC/Swift Code	-	-
Type of Account	CHECKING	CHECKING
Receiving Account Number	9988771977	9988771977
** Bank Routing Number **	021001977	21001977

Close

no TV Added LD123 Approvals Users UI

View Changes Made

Text in red with a strikethrough under **Before Changes** shows the field's previous value, while text in green under **After Changes** shows the new value. The specific fields displayed depend on the Country, Currency, and Method defined, as well as the type of change made to the EBD record.

Exporting History Logs

Users are also able to export history logs on the EBD History page for audit purposes.

IMPORTANT: All Entity Bank Details for both Vendors and Employees, alongside all History logs, are stored in your NetSuite environment. To prevent potential data loss, such as from uninstalling the SuiteApp, make sure you regularly export your Entity Bank Detail records and History logs.

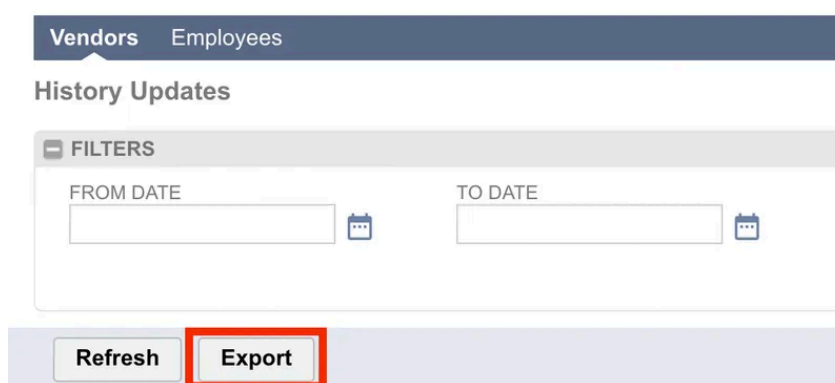
1 Navigate to the History Page

Go to **Setup** → **Entity Bank Details** → **History**

2 Export History Logs

Select the **Export** button to trigger a CSV download.

Entity Bank Details History



The screenshot shows the 'Entity Bank Details History' interface. At the top, there are two tabs: 'Vendors' and 'Employees'. Below these is the 'History Updates' section. Under 'History Updates', there is a 'FILTERS' section. This section contains two input fields: 'FROM DATE' and 'TO DATE', each with a calendar icon to its right. Below the filters, there are two buttons: 'Refresh' and 'Export'. The 'Export' button is highlighted with a red rectangle.

Export button highlighted in RED

The CSV export feature will only export logs that fall within the defined date range in the date filter. If no date range is filtered, the export will pull all logs from when EBD was first installed.

3 History CSV Export Columns

The exported History CSV file includes the following columns:

- Log ID: The unique ID for the history log entry.
- EBD ID: The ID of the Entity Bank Details record.
- Modified On: The date and time the change was made.
- Vendor ID: The ID of the vendor associated with the change.
- Vendor: The name of the vendor.
- Type of Change: The action that was taken (Updated, Added, or Deleted).
- User: The name of the user who initiated the change.
- User ID: The user ID of the person who initiated the change.
- Reviewed By: The name of the user who approved or rejected the change.
- Reviewed On: The time the change was approved or rejected.
- Status: The final status of the change (Approved or Rejected).
- Previous Entry: The state of the record before the change. This column is empty if a new record was added. Intermediary bank account information is also included.
- Proposed Entry: The proposed change. If the entry was approved, this is the change that was accepted. If the entry was rejected, this is the change that was proposed. Intermediary bank account information is also included.
- Reason for Rejection: The reason the change was rejected. This column is empty if the record was approved.

NOTE: These columns will appear in the report whether or not Vendor Payment Approvals are enabled.

2.2.9.4. Entity Bank Details Bundle Import/Export (NetSuite)

The Entity Bank Details (EBD) SuiteApp integrates with the standard NetSuite Vendor Record to securely house all necessary information for submitting payments. Once installed, imported vendor and employee data are accessible via **Setup → Entity Bank Details → Overview**. Learn how to import, export, and update EBD for both vendors and employees in this guide.

The process for importing and exporting records on the Vendor and Employee tabs is the same. The only difference is on the Vendor tab, which offers a specialized export utility for users with NetSuite's Electronic Bank Payments bundle, allowing them to conveniently transfer and re-upload data into EBD.

Import Entity Bank Data

The process for importing EBD data is the same for both Vendor Records and Employee Records.

1 Go to the Import/Export Tab

Go to **Setup → Entity Bank Details → Import/Export**

Documents	Setup	Commerce
	Setup Manager	
	Company	>
	Accounting	>
	Sales	>
	Manufacturing	>
	Marketing	>
	Support	>
	Intranet	>
	Site Builder	>
	Import/Export	>
	Users/Roles	>
	Integration	>
Overview	Entity Bank Details	>
History	License Client	>
Import/Export	Records Catalog	

Go to Import/Export

2 Import CSV template

Select **Template** to download a blank CSV template. Use this CSV to fill out Bank Details for bulk upload.

Entity Bank Details Import/Export

Vendors Employees

IMPORT DATA

Select a CSV file...

Or drag and drop your CSV file here

Import Reset Template

You can check for [Import Logs](#)

Import Data section. Click on the Download Template button to get a blank CSV

NOTE: Use this feature only to create new records. To update existing records, you must use the Export CSV feature, as it includes the necessary ID column, which is missing from the blank CSV template.

3 Format and Fill Out CSV

Please see the **Field Requirements for CSV** section of this page for a table containing all formatting requirements for the CSV file.

NOTE: Confirm that you use the IBAN country code (e.g., CA).

TIP: Have leading zeroes in your data? Apostrophes [''] in front of any leading zeroes or formatting cells as "plain text" will keep leading zeroes in Microsoft Excel or Google Sheets, but NOT Apple Numbers.

4 Upload the Formatted CSV

In the same Import/Export screen, upload the formatted CSV document.

Confirm successful upload by checking the **Import Logs** to ensure all records were uploaded successfully.

Entity Bank Details Import/Export

Entity Bank Details Import/Export

Vendors Employees

IMPORT DATA

Select a CSV file...

Or drag and drop your CSV file here

Import Reset Template

You can check for Import Logs

Import Data section

Select **Import logs** → **Execution logs** to confirm import completion.

Script Deployment

Script Deployment

Edit Back Actions

SCRIPT
Entity Bank Details, Import Process

TITLE
Vendor Bank Details, Import Process

ID
customdeploy_fispan_vbd_import_mr

DEPLOYED

STATUS
Not Scheduled

SEE INSTANCES
Status Page

LOG LEVEL
Debug

EXECUTE AS ROLE
Administrator

PRIORITY
Standard

CONCURRENCY LIMIT
1

SUBMIT ALL STAGES AT ONCE

YIELD AFTER MINUTES
60

BUFFER SIZE
1

Schedule Parameters Execution Log System Notes

VIEW
Default Script Notes View

TYPE
- All -

Customize View Remove all Refresh

#	VIEW	TYPE	TITLE	DATE	TIME	USER	DETAILS
---	------	------	-------	------	------	------	---------

Execution Logs

5 Check Information

Prior to sending payments, check the **Entity Bank Details** tab of the Vendor Record to ensure all information is correctly updated.

IMPORTANT: All Entity Bank Details for both vendors and employees, alongside all history logs, are stored in your NetSuite environment. Please ensure you are regularly exporting your Entity Bank Detail records and your history logs to prevent any potential loss, such as through uninstallation of the SuiteApp.

Export Entity Bank Data

The process for exporting EBD data is the same for both Vendor Records and Employee Records.

1 Go to the Import/Export Tab

Go to **Setup** → **Entity Bank Details** → **Import/Export**

Documents	Setup	Commerce
	Setup Manager	
	Company	>
	Accounting	>
	Sales	>
	Manufacturing	>
	Marketing	>
	Support	>
	Intranet	>
	Site Builder	>
	Import/Export	>
	Users/Roles	>
	Integration	>
Overview	Entity Bank Details	>
History	License Client	>
Import/Export	Records Catalog	

Go to Import/Export

2 Export CSV template

Click on the **Generate Export File** button to trigger a CSV download of all records kept in EBD.

EXPORT DATA		
CREATED	NAME	DOWNLOAD
12/28/2022 9:52 am	ebd-ven-export_1672249960972.csv	
11/29/2022 12:40 am	ebd-ven-export_1669711253343.csv	
10/31/2022 5:22 pm	ebd-ven-export_1667262148158.csv	
10/31/2022 5:20 pm	ebd-ven-export_1667262028497.csv	

Generate Export File

Refresh

You can check for [Export Logs](#)

Export Data section of the Import/Export page

The table will display a history of all exports created, alongside timestamps and buttons to download each of these files.

Export Logs contains more information about the export files generated. This can be found under the Execution Log tab. For each line item, it will report who initiated the export, the number of records exported in the one file, as well as the file name for that particular export.

Update Existing EBD Records

Use the Import/Export feature to bulk edit existing Entity Bank Details (EBD) for multiple Employee and Vendor Records at once.

1 Export CSV File

To update existing Entity Bank Details (EBD) records, you must first export a CSV file of those records.

The exported CSV file is crucial because it contains a unique ID column. This ID column is not present in the blank CSV import template and is necessary for the system to identify and update existing data.

2 Make edits to the CSV

Using your preferred application (such as Microsoft Excel or Google Sheets), open the exported CSV file to make your edits.

	A	B	C	D	E	F	G	H	I	J	K
	ebd-ven-export_										
1	id	vendor	label	primary	country	currency	method	bic	accountType	accountNumber	routingNumber
2	1	1305	US-DOMESTIC-USD	T	US	USD	DOMESTIC		CHECKING		

EBD Vendor Export CSV opened in Numbers. Note the ID column on the far left

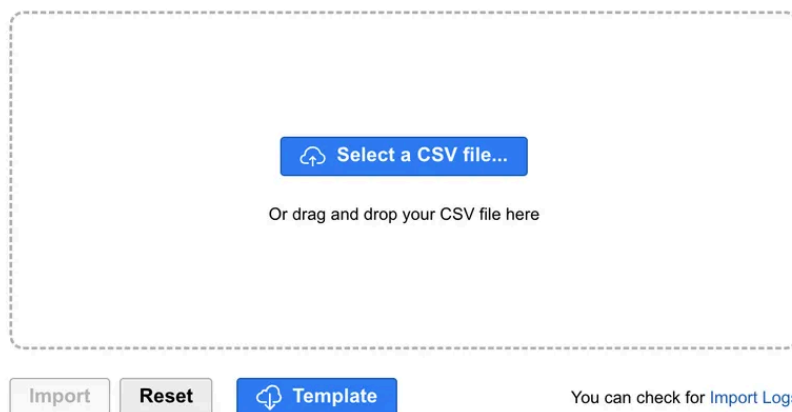
Ensure the **ID** column on the far left remains untouched.

You can also add new records to the list; simply enter them as a new row at the bottom of the CSV file. The system will assign an ID to these new records upon import.

3 Import the edited Export file

After making edits to the previously exported file, you may now import the CSV file back into the Entity Bank Details SuiteApp.

IMPORT DATA



Import Data section. Click "Select a CSV file" or drag-and-drop a CSV file in this section to import your CSV file

Either **Select a CSV file** to upload, or drag and drop one into the **Import Data** section of the Import/Export page.

Troubleshooting Common Import Issues

Issue	Resolution
No success message appears in NetSuite after importing Entity Bank Data.	Check the import logs directly to verify the import status.
Records were successfully created, but appear incomplete or inaccurate.	Records can be created even if they are missing required fields or have incorrect formatting. Validate the imported records for accuracy after every upload.
Duplicate bank records are created for a vendor/employee.	This happens if the same records are imported more than once. Ensure you are importing unique vendor or employee bank accounts with each import file.
The international payment method is incorrectly set or missing.	When importing, the payment method for all international wire accounts must be entered as INTERNATIONAL_WIRE in the EBD template. Additionally, ensure bank accounts for international wire countries are not set to the DOMESTIC payment method in the vendor's NetSuite profile.

FAQs

✓ Is it possible to add additional fields?

No. NetSuite does not currently allow the addition of fields to the EBD record.

✓ **Why are the Bank Balance and Balance As Of fields in the Match Bank Data page blank after a successful import?**

This is a NetSuite limitation. The system does not populate bank balance information because it relies on the usage of a Bank Feed, which is not integrated here.

Field Requirements for CSV

Make sure your CSV Import file follows these requirements.

IMPORTANT: Ensure any data with leading zeroes is preceded by an apostrophe ' or formatted as plain text in Microsoft Excel or Google Sheets.

NOTE: If you are using payment methods that require mandatory country codes for Entity Bank Details, there may be additional columns that must be included in the import.

To ensure a successful import, we recommend first manually adding the Entity Bank Details to the ERP system. Then, download the template; it will already display the correct columns needed for entering any remaining details.

Name	Values	Description
id	Numeric	This is the ID number for this specific record. This column is not available on the import template as it is system-generated.
vendor (or employee)	NetSuite Vendor ID or Employee ID	Required. The Vendor or Employee ID can be found in the URL of the Entity Record or on the EBD Overview page.
label	Anything	Required. This can be entity or bank details. This field is used to differentiate the records when doing mass uploads.
primary	YES/NO, Y/N, TRUE/FALSE, T/F	Required. T = True, F = False. If there are multiple bank details for a single payment method on a single vendor being imported, mark one as T and all others F.
country	2-letter ISO country code (e.g., US, CA, UK)	Required. Field accepts upper, lower, and mixed case values.
currency	3-letter currency code required (e.g., USD, CAD, GBP)	Required. Field accepts upper, lower, and mixed case values.
method	DOMESTIC, INTERNATIONAL_WIRE	Required. Has to be in the same format as it is case sensitive. Please use INTERNATIONAL_WIRE for bank accounts set up for international wire payments (if enabled for you). Please use DOMESTIC for local-based accounts.
bankName	Anything	-
address.line1	Anything	-
address.city	Anything	-
address.stateProvince	Anything	-
address.postalCode	Anything	-
bic	Valid BIC or SWIFT code for the country and bank	-
accountType	CHECKING, SAVINGS	Field accepts upper, lower, and mixed case values.
accountNumber	Valid account number for this bank	-
localBranchCode	Valid branch code for this bank. Use this field for BSB codes if the country requires it.	-
paymentDefaults.purposeMessage	Anything	-
paymentDefaults.purposeCode	Valid purpose code	-

Name	Values	Description
paymentDefault s.paymentIsoCode	Valid ISO code	-
paymentDefault s.paymentCode word	Valid payment code	-
paymentDefault s.paymentParty Type	Valid party type	P = Parent, T = Subsidiary, G = Group, N = Non-related
paymentDefault s.residentialStatus	Valid residential status	-
bankCode	Valid bank code for this bank	-
iban	2-letter country code, followed by two check digits, and up to 35 alphanumeric characters	-
sortCode	Valid sort code for this bank	-
institutionNumber	Valid institution number for this bank	-
transitNumber	Valid transit number for this bank	-
routingNumber	Valid routing number for this bank	-

Transferring Electronic Bank Payments Data

Before the Entity Bank Details (EBD) SuiteApp is installed, you are limited to making only ACH and CPA payments. This is done through the bank plugin, using vendor information stored in NetSuite's Electronic Bank Payments (EBP) bundle.

Once EBD is installed, the EBP bundle is no longer used to pull vendor banking data for bill payments. Instead, EBD becomes the new source of payment information.

The EBD SuiteApp provides the ability to transfer ACH and CPA vendor banking information from the EBP bundle via CSV.

ACH and CPA banking information stored in the following default Payment File Formats are supported:

- ACH - CCD/PPD
- ACH - CTX (Free Text)
- CPA-005

Transferring ACH and CPA banking information that is stored in custom Payment File Formats is unsupported.

To quickly transfer your supported data across EBP bundle and EBD SuiteApp, follow the steps below.

1 Go to the Import/Export Tab

Go to **Set Up** → **Entity Bank Details** → **Import/Export**

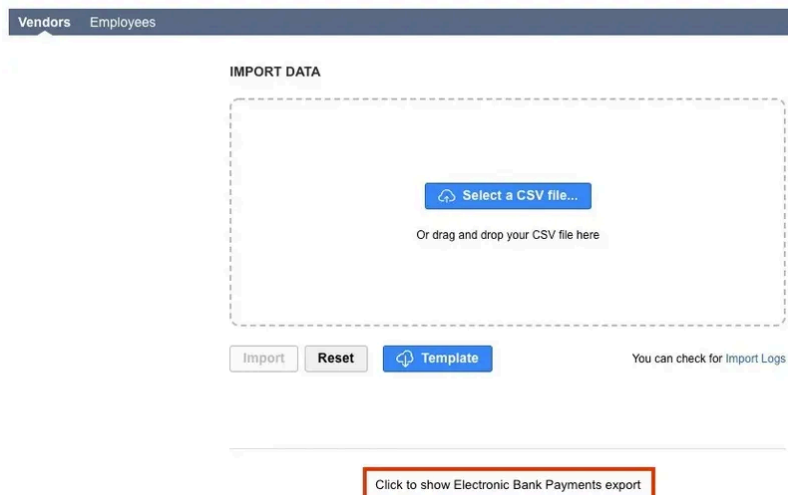
Documents	Setup	Commerce
	Setup Manager	
	Company	>
	Accounting	>
	Sales	>
	Manufacturing	>
	Marketing	>
	Support	>
	Intranet	>
	Site Builder	>
	Import/Export	>
	Users/Roles	>
	Integration	>
Overview	Entity Bank Details	>
History	License Client	>
Import/Export	Records Catalog	

Go to Import/Export

2 Generate CSV(s)

Select **Click to show Electronic Bank Payments export**

Entity Bank Details Import/Export

The screenshot shows the 'Entity Bank Details Import/Export' interface. At the top, there are tabs for 'Vendors' and 'Employees'. Below this is a section titled 'IMPORT DATA'. Inside this section, there is a large dashed box containing a blue button labeled 'Select a CSV file...' and the text 'Or drag and drop your CSV file here'. Below the dashed box are three buttons: 'Import', 'Reset', and 'Template'. To the right of these buttons is a link that says 'You can check for Import Logs'. Below the 'IMPORT DATA' section, there is a red-bordered button labeled 'Click to show Electronic Bank Payments export'.

Click to show Electronic Bank Payments export

Select **Generate CSV File**.

This will generate a CSV file(s) dependent on the **Number of Entries for Each File**, set below.

NetSuite limits the number of records that can be pulled per file. For example, if you have 1100 records and set the number of entries to 200, the SuiteApp will generate five CSVs containing 200 records and one CSV containing 100 records.

GENERATE DATA FROM ELECTRONIC BANK PAYMENTS BUNDLE

These CSV files can be edited and imported into Entity Bank Details using the Import feature above. There are a total of 6 records that can be exported as an Entity Bank Details record.

NUMBER OF ENTRIES FOR EACH FILE

200

Bulk data from Electronic Bank Payments Bundle will be split into multiple files, each containing 200 entries.

Do not leave this page while files are generating.

Generate CSV File

Refresh

Generate CSV file

NOTE: The **Generate Data from Electronic Bank Payments Bundle** can only extract ACH and CPA payment details. Any additional payment details must be transferred into the Entity Bank Details SuiteApp either via manual entry or using the Import feature.

3 Import CSV(s)

Select a CSV file... or drag and drop the CSV file(s) into the **Import Data** box.

The screenshot shows the 'Entity Bank Details Import/Export' interface. At the top, there are two tabs: 'Vendors' and 'Employees'. Below the tabs is a section titled 'IMPORT DATA'. Inside this section is a large dashed box containing a blue button labeled 'Select a CSV file...' and the text 'Or drag and drop your CSV file here'. Below the dashed box are three buttons: 'Import', 'Reset', and 'Template'. To the right of these buttons is a link that says 'You can check for Import Logs'.

Import Data section

Then, select **Import**.

Wait a few moments for the import to complete.

4 Confirm Import Completion

Once complete, select **Import logs** → **Execution logs** to confirm import completion.

The screenshot shows the 'Entity Bank Details Import/Export' interface after a successful import. The 'IMPORT DATA' section now displays a large green checkmark icon and the text 'FILE PROCESSED - CHECK LOGS FOR STATUS'. Below this message are the same three buttons: 'Import', 'Reset', and 'Template'. To the right of these buttons is the same link: 'You can check for Import Logs'.

Confirm Status

You can also check the following places to confirm bank details have been saved:

- Entity Bank Details tab on the Vendor or Employee Record
- Entity Bank Details Overview page
- Entity Bank Details History page

2.2.9.5. Entity Bank Details Approvals (NetSuite)

Before getting started with using the Approvals feature, ensure you have all Entity Bank Details (EBD) permissions. You can confirm the required permissions in the **Entity Bank Installation Details & Setup** guide.

Overview

Enabling Approvals enhances security and compliance by requiring a secondary approver for every change made in the Entity Bank Details (EBD). This approver can be anyone who has access to the Approvals page, but it cannot be the person who made the initial change. A change is defined as adding a new record, updating an existing record, or deleting an existing record.

While a change is pending, payments cannot be made to that entity, and the respective payment page will block payments for the entity until the change has been approved.

For example, Jenna changed Company X's bank account information in Entity Bank Details. Jenna can access the Approvals page, but she will be blocked from approving the change. Bibek, however, has access to the Approvals page and can either approve or reject this change.

NOTE: Entity Bank Details Approvals works best if your NetSuite environment has no customizations surrounding vendor or employee creation, deletion, or modification.

Approval Requirements

For Approvals, there are two additional pages and permission sets. You must add these permissions to any users who require access to the Settings and Approvals pages.

Suitelets

- **Entity Bank Details, Settings (customdeploy_fispan_vbd_settings):** Access to the Settings page allows users to enable or disable approvals or manage the settings of approvals for imported records.
- **Entity Bank Details, Approvals (customdeploy_fispan_vbd_approvals):** Access to the Approvals page allows users to approve record changes.

RESTlets

- **Entity Bank Details, Settings RESTlet:** This RESTlet should come with access pre-enabled for all roles. Granting users access to this script will allow them to access the Overview page. This permission, alongside the **Entity Bank Details, Overview** Suitelet, is required to access the Overview page.

Permissions

- **Lists → Employees (Level: View):** To view the list of employee records that have pending approvals, the history of changes made to employee records, or to make changes to employee records.

- **Custom Record → Entity Bank Details (FI) (Level: Full):** To approve EDB changes, the role needs Level: Full permission on the Permissions tab.

User Events

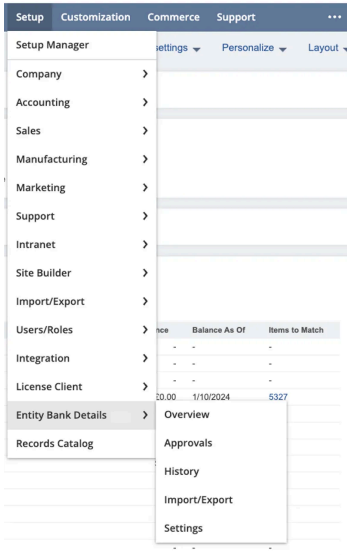
- No new User Events required.

NOTE: For the Settings page to work properly, you must also have access to all Subsidiaries.

Enabling Approvals

1 Navigate to Settings

To enable Approvals, navigate to **Setup → Entity Bank Details → Settings**.

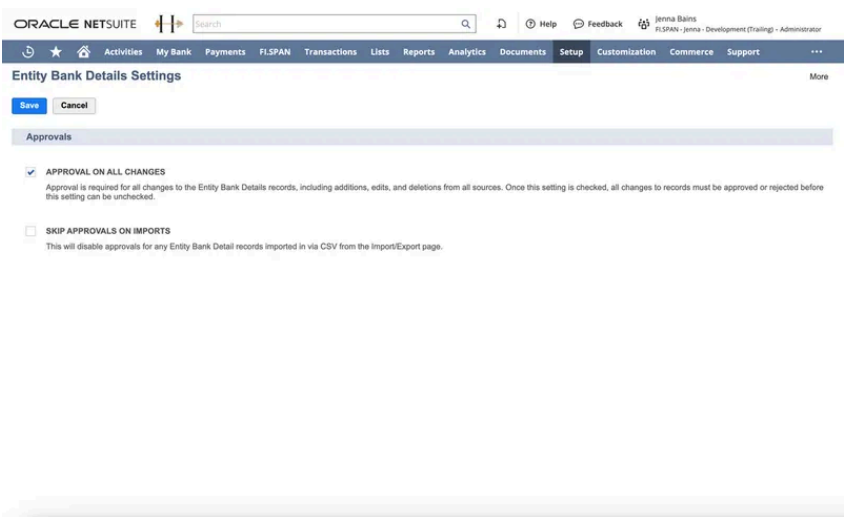


Click on Settings

Settings is where you can decide to enable or disable Approvals.

2 Enable Approvals on All Changes

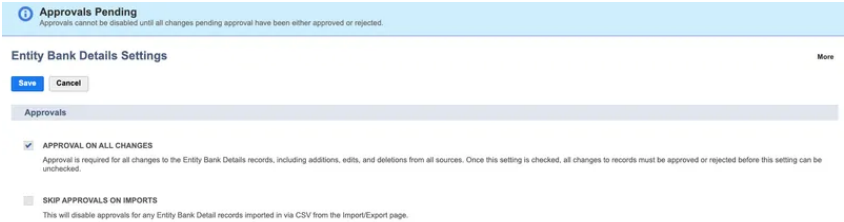
You can also enable and disable approvals for changes made via the Import page.



Enable Approvals

To enable these settings, select the APPROVAL ON ALL CHANGES checkbox and click **Save**.

Now, all changes must be approved before you can disable Approvals.



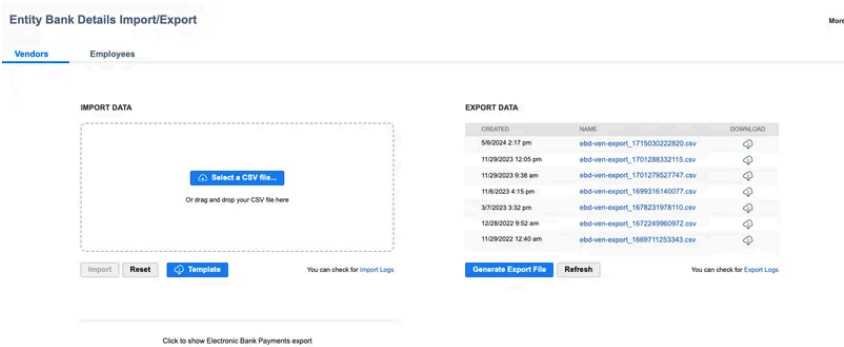
Approve Pending Changes Before Disabling

By enabling Approvals, every change, including those made via Import on the Import/Export page, will now require approval.

3 Enable Skip Approval on Imports

Alternatively, in **Settings**, you can select the SKIP APPROVALS ON IMPORTS option, which will disable approvals on any changes made via CSV import. These changes pass through without the advantage of enhanced security and compliance controls.

This setting cannot be selected if there are pending approvals.

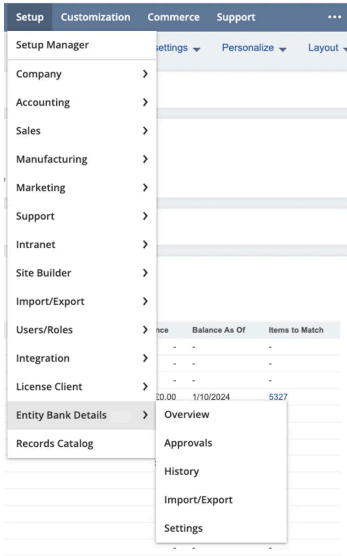


Configure Approvals for the Import/Export Page

Making EBD Changes

1 Overview Page

To make a change to a Vendor or Employee record, navigate to **Setup → Entity Bank Details → Overview**.



Click on Overview

2 Make Changes to Entity

Select the entity you want to change.

Entity Bank Details Overview

Vendors

Employees

Refresh

QUICK FILTER:

1-40

PAGE: 1/3 TOTAL: 116

#	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS	ACTIONS
1	AAA Corporation		1662	1	View EBD Record
2	AL Systems Ltd	myrha@avecta.com	1305	4012	View EBD Record
3	Alexander Valley Vineyards	avv@avvma.com	964	0	View EBD Record
4	Alstae	alstae@furniture.com	992	0	View EBD Record
5	Amazon Inc.		1662	0	View EBD Record
6	AMC Computers	davis@officepoint.com	945	0	View EBD Record
7	American Computers	americancomp@christyscatering.com	38	0	View EBD Record
8	American Express	amex@amex.com	958	0	View EBD Record
9	Apparel Co Inc.		1495	0	View EBD Record
10	Arit Consulting	customerservice@aviconsulting.com	1471	0	View EBD Record
11	Bausch & Lomb		949	0	View EBD Record
12	Bayer AG	bayer@bayer.com	1707	0	View EBD Record
13	Bayer CA		1711	0	View EBD Record
14	Bayer DE		1701	1	View EBD Record
15	Bayer Health Care	bayer@bayerglobal.com	960	0	View EBD Record
16	BBB-CORP		1719	0	View EBD Record
17	Best Future, Inc.		12	0	View EBD Record
18	Bob Ford, CPA	bobford@christyscatering.com	36	0	View EBD Record
19	Boston Ophthalmology	saw@bostonopt.com	1078	0	View EBD Record
20	Bravo TV		1573	2	View EBD Record
21	Bridgepoint Industries	support@bridgepointindustries.com.de	1473	0	View EBD Record
22	California ESD		121	0	View EBD Record
23	Canon, Inc.		1056	0	View EBD Record
24	Carbay Insurance Agency		15	0	View EBD Record

Select a Vendor or Employee

Three types of changes trigger approvals:

- Update
- Add
- Delete

Make the desired changes to the entity's record and **Save**.

Entity Bank Details Overview

Vendors

Employees

Adding new bank details for: Alexander Valley Vineyards

Back

Save Vendor Bank Details

LABEL

Five States Bank USD Account

METHOD

Domestic

COUNTRY

United States

CURRENCY

USD

PRIMARY

ON

RECEIVING BANK NAME

CREDITOR AGENT BIC/SWIFT CODE

TYPE OF ACCOUNT

Checking

RECEIVING ACCOUNT NUMBER

123456789

BANK ROUTING NUMBER

123456789

Back

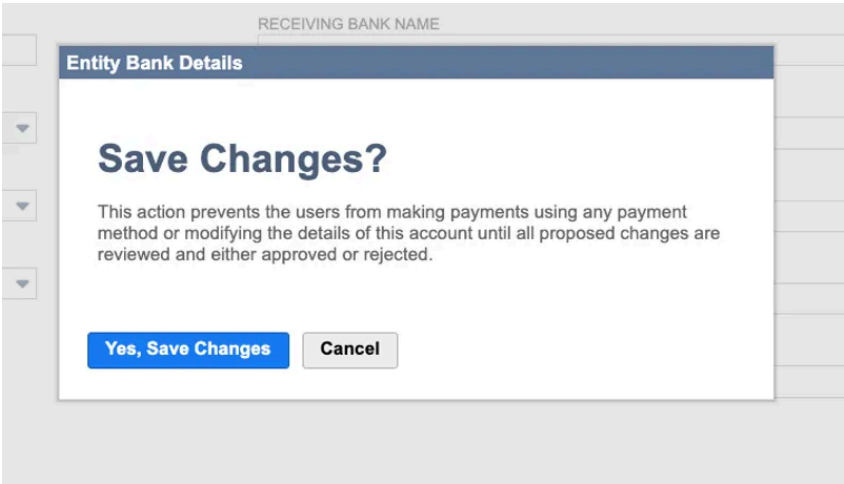
Save Vendor Bank Details

Click Save Vendor Bank Details

IMPORTANT: Turn off the **PRIMARY** toggle if you do not want this newly created account to be a primary record. If a vendor or employee does not have a primary record enabled, payments will fail.

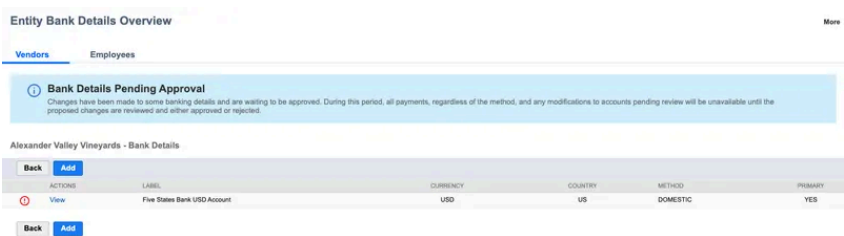
3 Confirm the Change

When asked to confirm the change, be aware that no payments can be made to this vendor or employee until the changes have been approved.



Click Yes, Save Changes

A blue banner will be displayed on vendor records indicating that changes are pending, while a red alert icon will appear on the relevant bank details record.



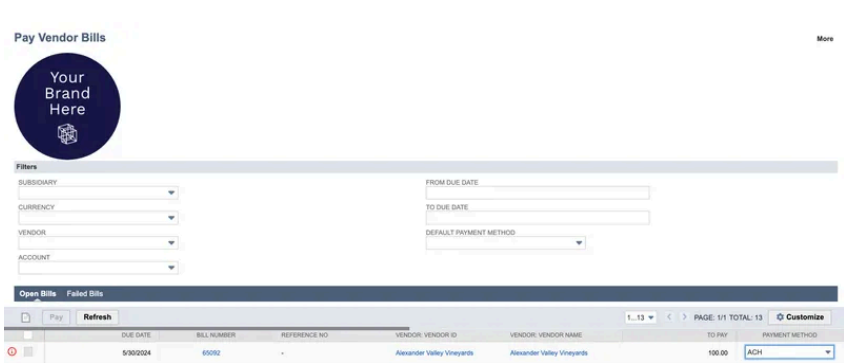
Warning for Pending Changes

The blue banner serves as a reminder that the completion of payments is contingent upon the approval of the change. The alert icon signifies that the record has changed.

4 Records With Pending Changes

Should a record have a pending change, it cannot be edited again until such a change receives either approval or rejection.

If a vendor's record currently has a pending change, you can edit, create, or delete other records; however, the record with the pending change cannot be modified.



Bills Will Be Blocked For Payment

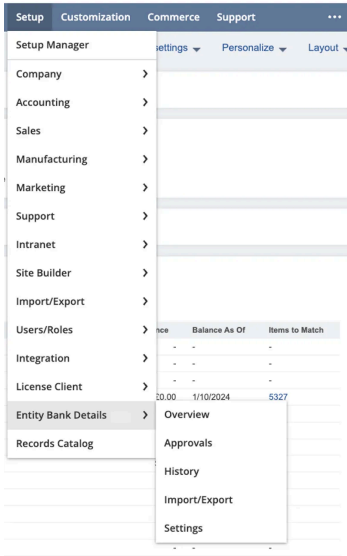
As a result, the payment page will display bills accompanied by a red alert icon, indicating that payment processing is not possible, and their associated checkboxes will be disabled.

Making EBD Changes With Import/Export

Changes to Entity Bank Details can be made via a CSV import of records, and these changes will require approval.

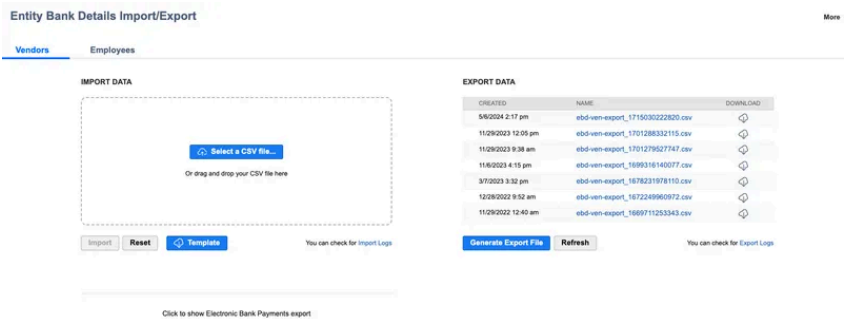
1 Export EBD Data

Navigate to **Setup** → **Entity Bank Details** → **Import/Export**.



Click on Import/Export

Import/Export, you have the option to either download a blank template or use the **Generate Export File** option to create an existing export file.



Entity Bank Details - Import/Export page

2 Update Exported EBD Data

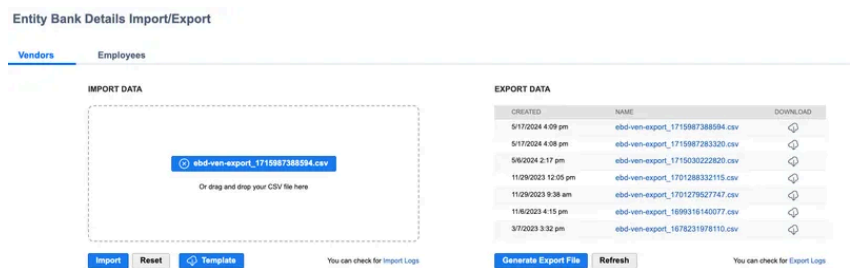
Then, make changes or add data to the export file.

ebd-ven-export_1715987388594											
id	vendor	label	primary	country	currency	method	accountType	accountNumber	routingNumber	bic	iban
1	1305	ORIGINAL US DOMESTIC USD	T	US	USD	DOMESTIC	CHECKING	9988776655	21000021		
10	1305	RECORD 1005	F	US	USD	DOMESTIC	CHECKING	9988771005	21001005		
100	1305	RECORD 1087	F	US	USD	DOMESTIC	CHECKING	9988771087	21001087		
1000	1305	RECORD 1898	F	US	USD	DOMESTIC	CHECKING	9988771898	21001898		
1001	1305	RECORD 1899	F	US	USD	DOMESTIC	CHECKING	9988771899	21001899		
1002	1305	RECORD 19	F	US	USD	DOMESTIC	CHECKING	9988770019	21000019		
1003	1305	RECORD 190	F	US	USD	DOMESTIC	CHECKING	9988770190	21000190		
1004	1305	RECORD 1900	F	US	USD	DOMESTIC	CHECKING	9988771900	21001900		
1005	1305	RECORD 1901	F	US	USD	DOMESTIC	CHECKING	9988771901	21001901		
1006	1305	RECORD 1902	F	US	USD	DOMESTIC	CHECKING	9988771902	21001902		
1007	1305	RECORD 1903	F	US	USD	DOMESTIC	CHECKING	9988771903	21001903		

Make Changes to Data Export

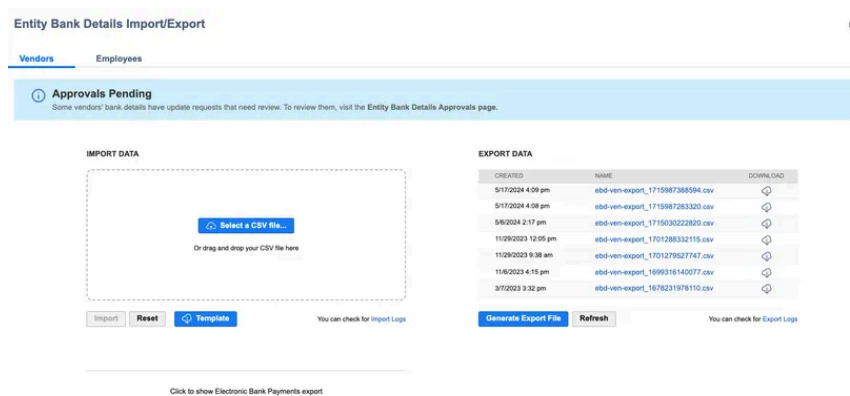
3 Reimport EBD Data

Now add the updated file to the **IMPORT DATA** box and select **Import**.



Click Import

The plugin will process the imported data and notify you if there are pending changes for a record.



Approvals Pending

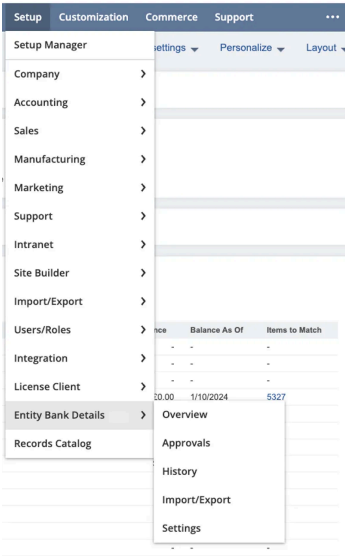
Payments are blocked for any entity with outstanding changes until the changes are approved or rejected.

Approving Changes

To approve changes, you must have access to the Approvals page, and you cannot be the user who changed the entity's record.

1 Locate Pending Approvals

Navigate to **Setup** → **Entity Bank Details** → **Approvals**.



Click on Approvals

The page will now display any records that have outstanding changes. Click **View Details** to see the change and to begin approving or rejecting changes.

Entity Bank Details Approvals							More
Vendors							
#	MODIFIED ON	VENDOR ID	VENDOR	USER	TYPE OF CHANGE	SOURCE	
4210	5/15/2024 3:24 pm	Alexander Valley Vineyards	Alexander Valley Vineyards	LD123	Added	UI	View Details
4209	5/13/2024 11:29 am	AAA Corporation	AAA Corporation (test)	LD123	Added	UI	View Details
4208	5/9/2024 2:45 pm	Bayer DE	Bayer DE	NetSuite Prod	Added	UI	View Details
4206	5/8/2024 9:55 am	Bravo TV	Bravo TV	LD123	Added	UI	View Details
4203	5/6/2024 2:07 pm	AL Systems Ltd	AL Systems Ltd	LD123	Deleted	UI	View Details
4202	5/6/2024 2:06 pm	AL Systems Ltd	AL Systems Ltd	LD123	Added	UI	View Details

Click on View Details

2 View Changes

When you click **View Details**, a pop-up appears and outlines the changes.

If the record you are approving is classified as a Primary Account, you will have the option to either confirm this designation or revoke the account's status as a Primary Account.

This option will only appear if a record's Primary setting is being updated or if a new bank account is being added.

Entity Bank Details: Changes

Alexander Valley Vineyards

Vendor ID: Alexander Valley Vineyards

Type of Change

Added

Setup

Cancel

User: LD123

Modified On: 5/15/2024 3:24 pm

Source: UI

ATTRIBUTE	VALUE
Label	Five States Bank USD Account
Country	US
Currency	USD
Method	DOMESTIC
Primary	YES
Receiving Bank Name	-
Creditor Agent BIC/Swift Code	-
Type of Account	CHECKING
Receiving Account Number	123456789
Bank Routing Number	123456789

ALLOW

Set As Primary?

The user wishes to designate this record as primary, which will replace the current primary setting on another record with the same combination of method, country, and currency (DOMESTIC/US/USD). Other proposed changes can still be approved separately from this action.

Approve

Reject

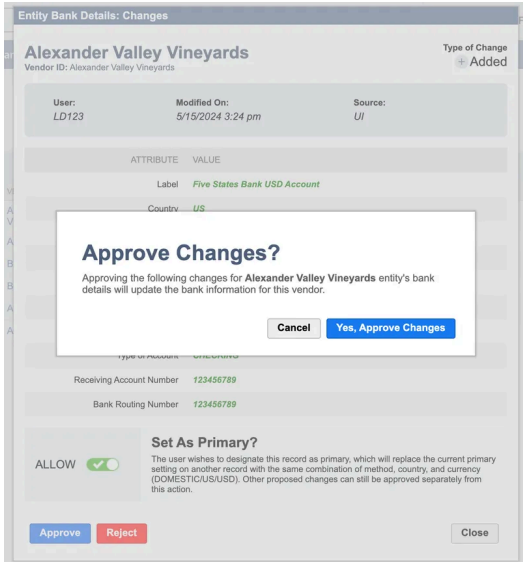
Close

Review Proposed Changes

3 Approve Changes

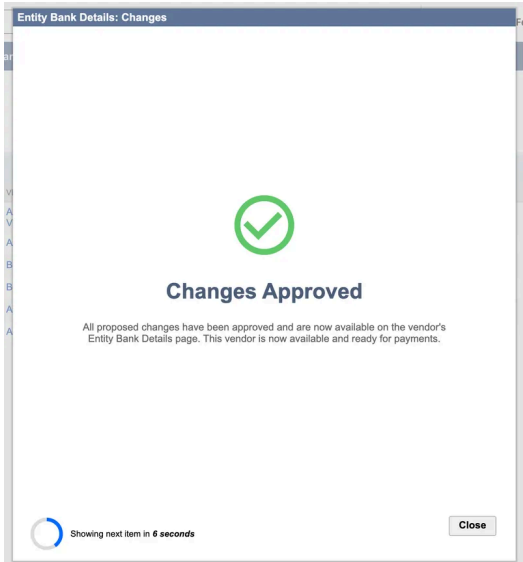
After reviewing the changes, you can **Approve** or **Reject**. If unsure about a change, select the arrow beside the pop-up to move to the next record and return to this change later.

When you approve a record, a pop-up window will ask you for final confirmation.



Click Yes, Approve Changes

After approval of the change, a confirmation window will display a checkmark, indicating that the change has been successfully approved and saved.



Navigate to the Next Record

After 10 seconds, the pop-up moves to the next record so you can continue reviewing changes. You can also click forward using the arrow icons.

If there are no further changes, click **Close** to exit the pop-up window.

The updated entity records can be viewed on the Overview page. Payments for this vendor or employee are no longer blocked, allowing for the processing of any outstanding payments.

4 Reject Changes

To reject a change, select **Reject**.

When prompted to provide a **Reason for Rejection**, provide an explanation up to a maximum of 250 characters.

Entity Bank Details: Changes

AAA Corporation (test)
Vendor ID: AAA Corporation

Type of Change: Added

User: LD123 Modified On: 5/13/2024 11:29 am Source: UI

ATTRIBUTE VALUE

Reject Changes?

Rejecting the following changes for AAA Corporation (test) entity's bank details will discard the proposed modifications and revert them to their previous state for this vendor.

REASON FOR REJECTION 20/250 characters

Wrong routing number

Cancel Yes, Reject Changes

Set As Primary?

ALLOW ☒ The user wishes to designate this record as primary, which will replace the current primary setting on another record with the same combination of method, country, and currency (DOMESTIC/USD). Other proposed changes can still be approved separately from this action.

Approve Reject Close

Click Yes, Reject Changes

After entering the reason, select **Yes, Reject Changes**.

An X icon window indicates the change was rejected, and the vendor's record was not updated.

Entity Bank Details: Changes

Feedback Setup

Changes Rejected

Reason for rejection: Wrong routing number

All requested changes have been rejected, and all proposed modifications have been discarded. The record has been reverted to its previous state.

Showing next item in 5 seconds

Close

Navigate to the Next Record

You can now successfully make payments for this vendor or employee.

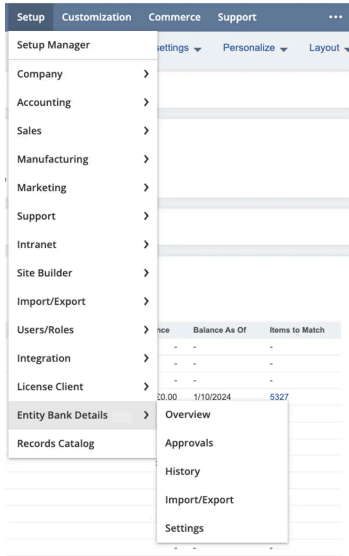
Navigate to the next record using the arrow icon or by waiting 10 seconds.

Approvals History

All approvals are logged in the Entity Bank Details History, serving as a valuable resource for audits and reviews of approval histories.

1 Locate Approval History

To view a history log of all changes, navigate to the **History** page: **Setup → Entity Bank Details → History**.



Click on History

History displays a record of all changes made and approved. If the approvals feature was not enabled for some historical changes, some details like **Reviewed By** or **Status** will be missing.

2 View Approved Changes

Select **View Details** to see more information about a change.

Entity Bank Details History

More

VendorsEmployees

History Updates

FILTERS

FROM DATE TO DATE

RefreshExport

1..40PAGE: 1/101 TOTAL: 4016

MODIFIED ON	#	VENDOR ID	VENDOR	TYPE OF CHANGE	USER	REVIEWED BY	SOURCE	STATUS	ACTIONS
5/15/2024 3:24 pm	4210	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	Approvals Users	UI	✓ Approved	View Details View EBD Record
5/13/2024 11:29 am	4209	AAA Corporation	AAA Corporation (test)	Added	LD123	Approvals Users	UI	X Rejected	View Details
5/6/2024 2:12 pm	4205	Bravo TV	Bravo TV	Added	LD123	NetSuite Prod	UI	✓ Approved	View Details View EBD Record
5/6/2024 2:07 pm	4204	AL Systems Ltd	AL Systems Ltd	Updated	LD123	NetSuite Prod	UI	X Rejected	View Details View EBD Record
11/29/2023 11:56 am	4150	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record
11/29/2023 11:56 am	4151	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record
11/29/2023 11:56 am	4146	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record
11/29/2023 11:56 am	4147	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record
11/29/2023 11:56 am	4148	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record

View Log of Changes

For approved changes, a pop-up confirms that it has been **Approved**. It outlines key information such as who initiated the change, who approved it, and what attributes were modified.

Entity Bank Details: Changes

Alexander Valley Vineyards

Type of Change
✓ Approved

User: LD123Modified On: 5/15/2024 3:24 pmSource: UIType of Change: Added

Reviewer: Approvals UsersReviewed On: 5/16/2024 1:42:06 pm

ATTRIBUTE	APPROVED ADDITIONS
Label	Five States Bank USD Account
Country	US
Currency	USD
Method	DOMESTIC
Primary	YES
Receiving Bank Name	-
Creditor Agent BIC/Swift Code	-
Type of Account	CHECKING
Receiving Account Number	123456789
Bank Routing Number	123456789

Close

View Approved Change Details

Once finished looking at the pop-up, click **Close**.

For changes that have been approved and involve additions or updates, you have the option to access the EBD Record. Simply click on the EBD Record link located next to the corresponding record.

Entity Bank Details History

More

VendorsEmployees

History Updates

FILTERS

FROM DATE TO DATE

RefreshExport

1..40PAGE: 1/101 TOTAL: 4016

MODIFIED ON	#	VENDOR ID	VENDOR	TYPE OF CHANGE	USER	REVIEWED BY	SOURCE	STATUS	ACTIONS
5/15/2024 3:24 pm	4210	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	Approvals Users	UI	Approved	View Details View EBD Record
5/13/2024 11:29 am	4209	AAA Corporation	AAA Corporation (test)	Added	LD123	Approvals Users	UI	Rejected	View Details
5/6/2024 2:12 pm	4205	Bravo TV	Bravo TV	Added	LD123	NetSuite Prod	UI	Approved	View Details View EBD Record
5/6/2024 2:07 pm	4204	AL Systems Ltd	AL Systems Ltd	Updated	LD123	NetSuite Prod	UI	Rejected	View Details View EBD Record
11/29/2023 11:56 am	4150	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record
11/29/2023 11:56 am	4151	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record
11/29/2023 11:56 am	4146	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record
11/29/2023 11:56 am	4147	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record
11/29/2023 11:56 am	4148	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details View EBD Record

Click on View EBD Record

This link will take you to the record on the EBD Overview page.

Entity Bank Details Overview

VendorsEmployees

Editing: Five States Bank USD Account bank details, for: Alexander Valley Vineyards

BackSave Vendor Bank Details

LABELFive States Bank USD Account

METHODDomestic

COUNTRYUnited States

CURRENCYUSD

☒ PRIMARY

RECEIVING BANK NAME

CREDITOR AGENT BIC/SWIFT CODE

TYPE OF ACCOUNTChecking

RECEIVING ACCOUNT NUMBER123456789

BANK ROUTING NUMBER123456789

BackSave Vendor Bank Details

View Changes

3 View Rejected Changes

Rejected changes will display similar information; except, it will indicate that it has been **Rejected** and include the **Reason for Rejection** as well.

Entity Bank Details: Changes

AL Systems Ltd

Vendor ID: AL Systems Ltd

Type of Change
X Rejected

Reason for rejection:
Missing BIC

User: LD123

Modified On: 5/6/2024 2:07 pm

Source: UI

Type of Change: Updated

Reviewer: NetSuite Prod

Reviewed On: 5/6/2024 3:40:38 pm

ATTRIBUTE	BEFORE CHANGE	REJECTED CHANGE
Label	RECORD 100	RECORD 100
Country	US	US
Currency	USD	USD
Method	DOMESTIC	DOMESTIC
Primary	NO	NO
Receiving Bank Name	-	-
Creditor Agent BIC/Swift Code	-	-
Type of Account	CHECKING	CHECKING
** Receiving Account Number **	9988770100	9988770101

Close

View Rejected Changes Details

4 Export Approvals History

To export these changes for your records, go to the History page and select **Export**.

Add a date range filter to limit the amount of data to include.

Entity Bank Details History More

[Vendors](#) [Employees](#)

History Updates

FILTERS

FROM DATE TO DATE

Refresh	Export							1..40		PAGE: 1/101 TOTAL: 4016
MODIFIED ON	#	VENDOR ID	VENDOR	TYPE OF CHANGE	USER	REVIEWED BY	SOURCE	STATUS	ACTIONS	
5/15/2024 3:24 pm	4210	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	Approvals Users	UI	✓ Approved	View Details	View EBD Record
5/13/2024 11:29 am	4209	AAA Corporation	AAA Corporation (test)	Added	LD123	Approvals Users	UI	X Rejected	View Details	
5/6/2024 2:12 pm	4205	Bravo TV	Bravo TV	Added	LD123	NetSuite Prod	UI	✓ Approved	View Details	View EBD Record
5/6/2024 2:07 pm	4204	AL Systems Ltd	AL Systems Ltd	Updated	LD123	NetSuite Prod	UI	X Rejected	View Details	View EBD Record
11/29/2023 11:56 am	4150	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details	View EBD Record
11/29/2023 11:56 am	4151	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details	View EBD Record
11/29/2023 11:56 am	4146	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details	View EBD Record
11/29/2023 11:56 am	4147	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details	View EBD Record
11/29/2023 11:56 am	4148	AL Systems Ltd	AL Systems Ltd	Added	Joanne Tong	-	-	-	View Details	View EBD Record

Click on View EBD Record

The History Export will display the following data:

- Log ID
- EBD ID
- Modified On (Date and Time)
- Vendor ID
- Vendor
- Type of Change: Updated, Added, or Deleted
- User: The user who initiated the change
- User ID: The user ID of the user who initiated the change
- Reviewed By: The user who approved or rejected the change
- Reviewed On: The time when the change was approved or rejected
- Status: Approved or Rejected
- Previous Entry: This shows the data that the record contained before the change. This will be empty if the history log item is for a net new record being added.
- Proposed Entry: If the entry was rejected, this is the change that was proposed. If the entry was approved, this is the change that was accepted.
- Reason for Rejection: This will be empty if the record is approved

Log ID	ESD ID	Modified On	Vendor ID	Vendor	Type of Change	User	User ID	Reviewed By	Reviewed On	Status	Previous Entry
4210	4208	5/17/2024 11:43 am	Alexander Valley Vineyards	Alexander Valley Vineyards	Deleted	LD123	1710	Approvals Users	5/17/2024 11:41:11 am	Approved	["id":"4208","security":"US","currency":"USD","method":"DOMESTIC","label":"US-DOMESTIC-USD","primary":"true","payment":
4211	4208	5/17/2024 11:38 am	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	1710	Approvals Users	5/17/2024 11:40:20 am	Approved	
4210	4208	5/15/2024 3:24 pm	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	1710	Approvals Users	5/16/2024 1:42:08 pm	Approved	
4209	4207	5/15/2024 11:29 am	AAA Corporation	AAA Corporation (Bef)	Added	LD123	1710	Approvals Users	5/16/2024 1:42:08 pm	Rejected	
4208	4206	5/9/2024 2:45 pm	Boyer DE	Boyer DE	Added	NetSuite Prod	1700	Approvals Users	5/17/2024 11:05:18 am	Approved	
4208	4204	5/9/2024 9:55 am	Bravo TV	Bravo TV	Added	LD123	1710	Approvals Users	5/17/2024 11:05:08 am	Approved	
4208	4203	5/9/2024 2:12 pm	Bravo TV	Bravo TV	Added	LD123	1710	NetSuite Prod	5/9/2024 3:40:29 pm	Approved	
4201	4	5/9/2024 2:57 pm	AL Systems Ltd	AL Systems Ltd	Updated	LD123	1710	NetSuite Prod	5/9/2024 3:40:38 pm	Rejected	["id":"4","security":"US","currency":"USD","method":"DOMESTIC","label":"RECORD 100","primary":"false","paymentData":{"a
4203	5	5/9/2024 2:57 pm	AL Systems Ltd	AL Systems Ltd	Deleted	LD123	1710	Approvals Users	5/17/2024 11:05:34 am	Approved	["id":"5","security":"US","currency":"USD","method":"DOMESTIC","label":"RECORD 1000","primary":"false","paymentData":{"a
4202	4202	5/9/2024 2:08 pm	AL Systems Ltd	AL Systems Ltd	Added	LD123	1710	Approvals Users	5/17/2024 11:05:40 am	Approved	

View History Export

NOTE: The same columns will appear in the report regardless of whether the Approvals feature is enabled or disabled.

FAQs

Is there any way to disable the Approvals feature after it is enabled?

To disable Approvals, please navigate to **Setup > Entity Bank Details > Settings**. Approvals can only be disabled if there are no pending approvals. When Approvals are disabled all vendor record changes will process without enhanced security and compliance controls.

Can I set more than one approver set up for a change?

Currently, Entity Bank Details is only able to support a single approver for a change.

Why am I unable to pay my vendors/employees despite all pending changes being approved?

Please have your NetSuite Administrator using the Administrator Role complete the following steps:

- 1. Navigate to **Customization** → **Scripting** → **Script Deployments**.
- 2. Locate the EBD, Log Event Update script, **Script ID: customdeploy_fispan_vbd_log_update_ue**, and click Edit.
- 3. On the **Execute as Role** field, change the value from **Current User** to **Administrator**.

Script Deployment

Save

Cancel

Change ID

Actions

SCRIPT

EBD, Log Event Update

APPLIES TO *

EBD (FI) Log

ID

customdeploy_fispan_vbd_log_update_ue

DEPLOYED

Audience

Scripts

Context Filtering

Execution Log

System Notes

ROLES

Select All

01: Senior Executive

02: Engineering

03: Inside Sales

03: VP Sales

04: Purchasing

SUBSIDIARIES

Honeycomb Holdings Inc.

Honeycomb Holdings Inc. : Honeycomb Mkt

Honeycomb Holdings Inc. : test sub

STATUS *

Released

EVENT TYPE

LOG LEVEL

Debug

EXECUTE AS ROLE

Current Role

1:3: Controller

A/P Clerk

A/R Clerk

Accountant

Accountant (Reviewer)

Administrator

Adv. Partner Center

Advanced Partner Center

Graham

Change from Current Role to Administrator

- 4. Click **Save**.

2.2.9.6. Update Entity Bank Details Bundle

Stay up to date with the latest improvements by regularly updating your Entity Bank Details bundle. This guide will walk you through the process.

1 Locate SuiteApp

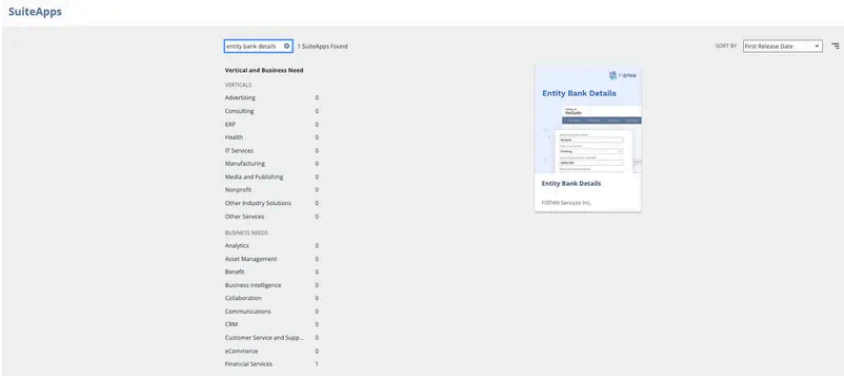
Go to **Customization** → **SuiteCloud Development** → **SuiteApp Marketplace**.

Customization	Commerce	Support	SuiteSocial
Customization Overview			
Lists, Records, & Fields	>		
Forms	>		
Scripting	>		Source To remove t
Workflow	>		
Plug-ins	>		
Centers and Tabs	>		
SuiteBundler	>		
Translations	>		
SuiteCloud Development	>	Installed SuiteApp List	
Performance	>	SuiteApp Marketplace	
release at a		Deployment Audit Trail	

Go to SuiteApp Marketplace

2 Find Entity Bank Details SuiteApp

Search and open the **Entity Bank Details** SuiteApp tile.



Open SuiteApp Tile

Select **Update**

The SuiteApp will take a few moments to update.

2.3. Features

2.3.1. Bank Feeds (NetSuite)

2.3.1.1. Enabling Bank Feeds

 NetSuite 2026.1 Compatibility Update

NetSuite version 2026.1 introduced new functionalities for the Bank Feeds module, including custom automated import scheduling and the ability to choose an exact start date for historical transaction imports.

Our Bank Feeds service has been fully updated and is completely compatible with these new features, giving you greater control over your reconciliation process from day one!

Bank Feeds allow for your settled bank transactions to automatically flow into NetSuite's Match Bank Data module for reconciliation, removing the need to export and import bank statements manually. To enable Bank Feeds, follow the instructions below.

Please take note of the following field mappings for data received from your bank within the Match Bank Data page in NetSuite.

NetSuite (Match Bank Data)	Transaction Data
Transaction Date	Settled Date
Type	Transaction Type
Transaction Number	Check Number* (if non-null) or Customer Reference*
Name	Counter-Party Name*
Memo	Description
Amount	Amount

* Information denoted with a star will only be displayed if the transaction includes it.

- NOTE:** Aside from the custom Connectivity Method and Transaction Parser that is named after your bank, everything else discussed in this guide is owned and managed by NetSuite. This includes, but is not limited to, the following:
- Match Bank Data module
 - Financial Institution configuration
 - Format Profile configuration
 - Banking Import History page

As this process is managed by NetSuite, the timing and execution of the daily imports are controlled within their system. If you are on NetSuite version 2026.1 or later, you can customize the frequency and timing of your automated imports using the Import Schedule subtab within your format profile. (If you do not set a custom schedule, NetSuite will default to a randomized time between 4 AM to 7 AM PT).

Historical Transactions at Setup: You now have control over your historical data sync at setup without needing to contact Support.

- **For NetSuite 2026.1 or later:** During the account linking process, you can select an **Earliest Transaction Date for Import**. This allows you to automatically import up to 60 days of historical transactions upon setup, or pick a future date to delay your initial import.
- **For NetSuite 2025.2:** Upon initial setup, the system will automatically import up to your last 60 days of historical transactions by default.

If you have any questions regarding transaction import, please reach out to TxB Representative after setting up your bank feeds connection.

Locate the SuiteApp

Go to **Customization** → **SuiteCloud Development** → **SuiteApp Marketplace**.

Customization Overview	Edit Custom Tab	Perso
Lists, Records, & Fields >		
Forms >		
Scripting >		
Workflow >		
Plug-ins >		
Centers and Tabs >		
SuiteBundler >		
Translations >		
SuiteCloud Development >	Installed SuiteApp List	
	SuiteApp Marketplace	
	Deployment Audit Trail	

Go to Customization → SuiteCloud Development → SuiteApp Marketplace

Note: **Non-administrator** users who will be setting up and managing Bank Feeds must have the following permission:

- **Setup** → **Financial Institution Records** – **Level: Full**

They must also be added as an audience for the following Script Deployment (can be found under Customization → Scripting → Script Deployments):

- Goldman Sachs **Transaction Feed Config** (ID: customdeploy_Goldman Sachs_rpt_feed_s)

Update the SuiteApp

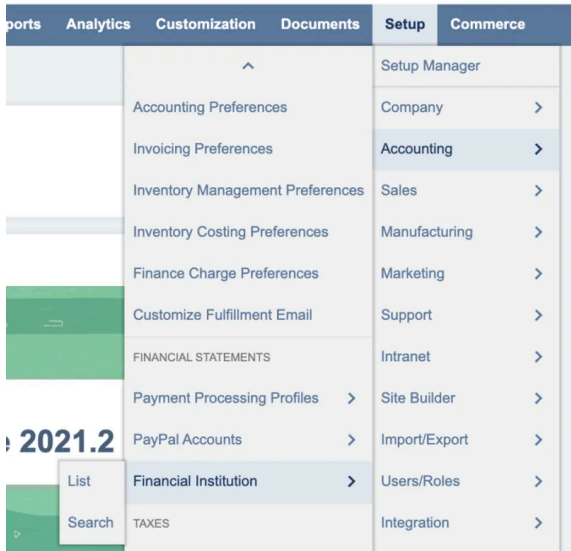
Find the Goldman Sachs SuiteApp from the list. Then, hover over the green icon and select **Update**.

Select **OK** on the confirmation pop-up.

The SuiteApp will take a few moments to update – it will appear as **Pending** and then show the progress of the update. Once complete, the status column on the Installed SuiteApp page will show a checkmark.

Create a New Financial Institution

Navigate to **Setup → Accounting → Financial Institution**.



Go to Financial Institution

Enter the name of your bank the **Financial Institution** field. Then, select **Save**.

Financial Institution

Save

▼

Cancel

Actions ▼

Primary Information

FINANCIAL INSTITUTION *

MyBank

DESCRIPTION

Enter your bank's name as the Financial Institution

Create a New Format Profile

On the Financial Institution, click the **Format Profile: Configuration** tab and select **Add**.

Financial Institution

Edit

Back

Actions

Primary Information

FINANCIAL INSTITUTION

MyBank

DESCRIPTION

CREATED DATE

5/22/2024

CREATED BY

NetSuite Prod

Workflow

Format Profile: Configuration

System Notes

Box Files

Add

EDIT

NAME

PROFILE TYPE

DESCRIPTION

No records to show.

Edit

Back

Actions

Configure Format Profile

Fill in the following fields under **Primary Information**:

- **Profile Name:** Any name, we suggest Goldman Sachs Profile
- **Profile Type:** Bank Reconciliation
- **Connectivity Method:** Goldman Sachs Transaction Feed
- **Transaction Parser:** Goldman Sachs Transaction Feed

Format Profile

Save

Cancel

Primary Information

PROFILE NAME *

MyBank Profile

DESCRIPTION

PROFILE TYPE *

Bank Reconciliation

CONNECTIVITY METHOD

My Bank Transaction ...

TRANSACTION PARSER *

My Bank Transaction ...

INACTIVE

FINANCIAL INSTITUTION

MyBank

Fill in the required fields under Primary Information

Next, click on the **Account Linking** tab.

176 / 520

Created at Sep 22, 2026

Format Profile → Account Linking tab

Previously, each Format Profile was only able to support one linked bank account. With this new edition of Bank Feeds, a Format Profile can have multiple bank accounts and linked GL accounts.

Based on the account seen under the **Bank Account** column, click on the space below the **Linked GL Account** to show a dropdown. In this dropdown, select the GL account that maps to the Bank Account.

Repeat this step for all accounts you wish to enable Bank Feeds.

Once all bank accounts have been linked, click **Save**.

IMPORTANT: Please ensure you link all of your bank accounts on the same day to avoid missing transactions for any unlinked bank accounts.

Monitor Bank Import Process

NOTE: You may not see transactions in the Match Bank Data page upon setup, as our Bank Feed solution will import all prior-day transactions the day after setup and continue to do so onwards.

As soon as the Format Profile is saved, a blue banner will appear to notify you that NetSuite is beginning the bank import process.

Select **Track your status** in the blue banner that appears, or go to **Transactions → Goldman Sachs → Banking Import History**.

**Bank data importing**
NetSuite is importing your bank data from your financial institution. [Track your status.](#)

Click [Track your status](#)

If the import is successful, you will see **Completed** under the **Import Status** column.

Banking Import HistoryUpload File

Filters

Last Refresh 1/15/2024 5:36 pm

Go to: 1 of 29 < > Total: 1423

IMPORT STATUS	INTERNAL ID	DATA SOURCE	FORMAT PROFILE	PROFILE TYPE	DATE SUBMITTED	IMPORTED BY
Completed	136139	My Bank Transaction Feed	MyBank Format Profile	Bank Reconciliation	1/15/2024 10:54 am	-System-

Banking Import History page with a Completed import

If the import fails, you will see **Failed** in the **Import Status** column. Select the plus (+) sign to expand the failure reason details.

Please take a screenshot of the error message and download the CSV provided from the link in the error message. Then, email this information to TxB Representative.

txb-client-service@gs.com

Troubleshooting

Identifying Errors

In the situation where a bank data import fails, the failure reason can be found on the Banking Import History page.

- 1
- Navigate to **Transactions** → **Goldman Sachs** → **Banking Import History**.
- 2
- Find the line item that shows the Import Status as **FAILED**, accompanied by a red caution icon.

On that line item, click on the small plus icon on the far left to expand the row.

Failed	141240	My Bank Transaction Feed	My Bank Format Profile	Bank Reconciliation	3/8/2024 4:08 am	-System-
FAILURE REASON The file could not be imported, because 389 is not one of the recognized bank transaction codes. 389 must be mapped to a bank data type in NetSuite. For details, contact your administrator. For a list of custom bank transaction codes, your administrator must contact your financial institution.						

Failure Reason

- 3
- After expanding the row, the Failure Reason is provided.

Unrecognized Bank Transaction Codes



Bank data import failed

The bank import for one or more accounts failed due to the following error: The file could not be imported, because 389 is not one of the recognized bank transaction codes. 389 must be mapped to a bank data type in NetSuite. For details, contact your administrator. For a list of custom bank transaction codes, your administrator must contact your financial institution. Please contact your administrator for assistance and refer to the failed imported statement: Internal ID 205413.



Sample import failed error on the Match Bank Data page

In the event that a bank data import fails due to an unrecognized bank transaction code, you will need to do the following:

- Map any missing BAI2 codes

- Retrieve Statement IDs from Connectivity Method / Parser Execution logs
- Contact a TxB Representative with the following:
 - Statement IDs from impacted accounts
 - The date the import failed
 - The date of the transactions that are missing

Please refer to the sections below for instructions on how to proceed.

Mapping Bank Transaction Codes

1 Locate the Financial Institution

Navigate to **Setup → Accounting → Financial Institution**.

Click **Edit** on the Financial Institution that you have created previously.

Select the **Format Profile: Configuration** tab and select **Edit** on the Format Profile that you have also created previously.

2 Fill in the Bank Transaction Code Details

Fill in the following fields for the bank transaction code that was unrecognized:

- **Bank Transaction Code:** The three-digit code from the error message seen on the Banking Import History page, or on the Match Bank Data page.
- **Description:** Fill in with the code's description, which can be found here: [BAI.org Cash Management Balance Reporting Specifications, page 10](#)
- **Bank Data Type**
- **Credit / Debit**

Bank Data Type and **Credit / Debit** values will be the same. They both must be either **Credit**, **Debit**, or **N/A**. This can also be found on [BAI.org Cash Management Balance Reporting Specifications, page 10](#), or by referring to the table below:

Type Codes	Description
001-099	Account status type codes
100	Total Credits summary type codes
101-399	Credit summary and detail type codes
400	Total Debits summary type codes
401-699	Debits summary and detail type codes
700-799	Loan Summary and detail type codes
900-999	Customized Type Codes

Source: [BAI.org Cash Management Balance Reporting Specifications, page 10](#)

Customized type codes should fall within the following ranges:

Type Codes	Description
900-919	Account Status Codes
920-959	Credit Summary and Detail
960-999	Debit Summary and Detail

Source: [BAI.org Cash Management Balance Reporting Specifications, page 11](#)

For any codes between the 900-999 range that are continuing to fail, please reach out to Goldman Sachs support.

Workflow Connectivity Configuration Account Linking Code Type Mapping Parser Configuration System Notes Box Files					
BANK TRANSACTION CODE *	DESCRIPTION	BANK DATA TYPE *	CREDIT / DEBIT *	EXCLUDE	INACTIVE
389	Total Freight Payment Credits	Credit	Credit	☐	☐
+ Add New Row ☐ Remove					
Save Cancel Delete					

Sample data for BAI2 code 389

3 Save the Code Details

Once you have entered the missing BAI2 code information, click **Save** on the Format Profile.

IMPORTANT: NetSuite will attempt to re-import bank transactions, but they will not yet appear on the Match Bank Data page. You will still need to retrieve the Statement IDs and contact Goldman Sachs Support with affected dates to request a re-sync.

Retrieving Statement IDs from Execution Logs

In the case of a failed import, you will need to retrieve Statement IDs from the Execution Logs from either the Connectivity Method or the Transaction Parser prior to reaching out to our Support Team to resync transactions.

NOTE: NetSuite will only store 30 days' worth of Execution Logs and, by default, will only display the past 24 hours' worth of logs.

1 Locate the Financial Institution

Navigate to **Setup → Accounting → Financial Institution → List**

Click **Edit** on the Financial Institution that you have created previously.

Select the **Format Profile: Configuration** tab and click on the **Name of the Format Profile** you have created previously.

2 Open Transaction Feed

On the Format Profile, under **Connectivity Method**, click the hyperlinked Bank Transaction Feed, and open it in a new browser tab.

Under **Transaction Parser**, also click the hyperlinked Bank Transaction Feed and open it in a new browser tab.

Format Profile

EditBack

Primary Information

PROFILE NAME	DESCRIPTION	☐ INACTIVE
My Bank Profile		FINANCIAL INSTITUTION
PROFILE TYPE		My Bank
Bank Reconciliation		LAST MODIFIED DATE
CONNECTIVITY METHOD		1/16/2024
My Bank Transaction Feed		MODIFIED BY
TRANSACTION PARSER		Joanne Tong
My Bank Transaction Feed		
CREATED DATE		
1/16/2024		
CREATED BY		
Joanne Tong		

Hyperlinked Connectivity Method and Transaction parser

3 Locate Execution Logs

In both of the new tabs that were opened for the **Connectivity Method** and **Transaction Parser**, click the **Execution Logs** tab in the sub-menu.

Plug-In Implementation

TYPE
Financial Institution Connectivity

NAME
My Bank Transaction Feed

ID
customscript_mybank_rpt_feed_gen2_ip

API VERSION
2.0

STATUS
Released

LOG LEVEL
Debug

EXECUTE AS ROLE
Current Role

DESCRIPTION

OWNER
Joanne Tong

INACTIVE

Scripts

Unhandled Errors

Execution Log

History

System Notes

VIEW

Default Script Notes View

ALL

Customize View

Remove all

Refresh

#	VIEW	TYPE	TITLE	DATE	TIME	USER	DETAILS	REMOVE
1	View	Debug	getTransactionData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 13]	Remove
2	View	Debug	getTransactionData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 6]	Remove
3	View	Debug	getTransactionData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 9]	Remove

Connectivity Method (Financial Institution Connectivity) Execution Logs

Plug-In Implementation

TYPE
Financial Institution Parser

NAME
My Bank Transaction Feed

ID
customscript_mybank_rpt_feed_gen2_ip

API VERSION
2.0

STATUS
Released

LOG LEVEL
Debug

EXECUTE AS ROLE
Current Role

DESCRIPTION

OWNER
Joanne Tong

INACTIVE

Scripts

Unhandled Errors

Execution Log

History

System Notes

VIEW

Default Script Notes View

ALL

Customize View

Remove all

Refresh

#	VIEW	TYPE	TITLE	DATE	TIME	USER	DETAILS	REMOVE
1	View	System	getTransactionCodes	1/31/2024	5:32 am	Joanne Tong	ended	
2	View	System	getTransactionCodes	1/31/2024	5:32 am	Joanne Tong	started	
3	View	System	parseData	1/31/2024	5:32 am	Joanne Tong	ended	
4	View	Debug	parseData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 13]	Remove
5	View	Debug	parseData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 6]	Remove
6	View	Debug	parseData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 9]	Remove
7	View	System	parseData	1/31/2024	5:32 am	Joanne Tong	started	

Transaction Parser (Financial Institution Parser) Execution Logs

The Statement IDs, Account IDs, and Number of Transactions should be identical between both the **Connectivity Method** and **Transaction Parser**. Each row corresponds to a bank account linked with the new bank feeds service.

NOTE: The **Connectivity Method** (Financial Institution Connectivity) downloads bank transactions from FISPAN. The Execution Logs here will display any errors relating to connectivity issues with FISPAN.

The **Transaction Parser** (Financial Institution Parser) pushes the downloaded bank transactions from FISPAN into the Match Bank Data page in NetSuite. The Execution Logs here will display any errors relating to missing BAI2 codes or other formatting issues in the bank transaction data.

Unable to see Execution Logs?

If you are unable to see any Execution Logs from the past 24 hours, you will need to add a Date filter as a Custom View. Please note that any logs that are older than 30 days are not stored by NetSuite.

1 Customize View

From the Plug-In Implementation page that you were on for either the Financial Institution Connectivity or Financial Institution Parser, click on the **Customize View** button.



Click on Customize View

2 Create Custom View

On the Customize Script Server Script Log Search Results page that just opened, rename the **Search Title** to **[BANK] Bank Feeds - Execution Log Dates**.

Next, click on the **Available Filters** sub-tab.

Rename the Search Title, then click on Available Filters

Click the dropdown in the last row of the table. Select a **Date** from the options.

Custom Default Script Notes View - filter by Date

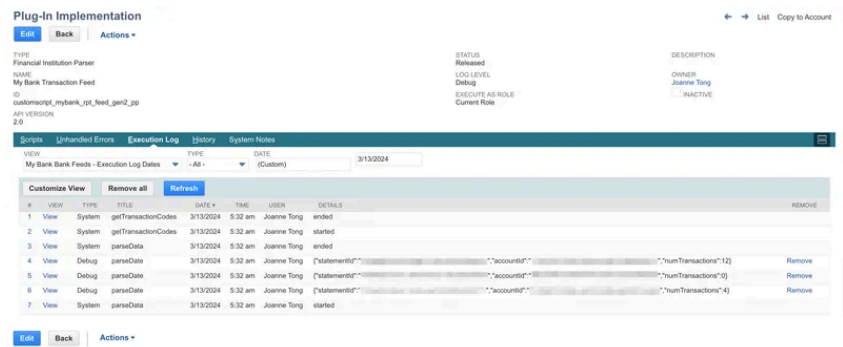
Once you have added the **Date**, click **Save**.

This Custom View will now be available on both the **Financial Institution Parser** and **Connectivity Method** logs.

3 Access the Custom View

Clicking **Save** will take you back to the Plug-In Implementation page.

From here, click on the **Execution Log** tab.



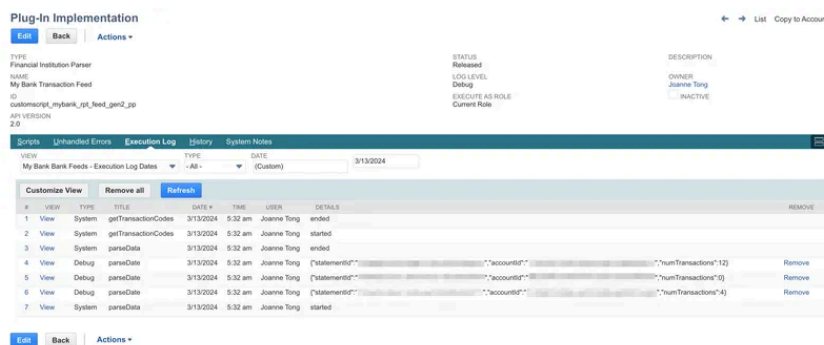
Date filter applied

There will be a new option under the **View** dropdown, which is the **Custom View** you have just created. When the new **Custom View** is selected, a **Date** filter will now appear.

4 Locate Execution Log

Using the new **Date** filter, find the date the error occurred on. This should be the same date you are missing transactions for.

Once a date within the past 30 days has been selected, the table will populate with several rows containing Statement IDs, Account IDs, and the Number of Transactions for every bank account linked with the bank feeds service for the selected date.



ID	VIEW	TYPE	TITLE	DATE	TIME	USER	DETAILS
1	View	System	getTransactionCodes	3/13/2024	5:32 am	Joanne Tong	ended
2	View	System	getTransactionCodes	3/13/2024	5:32 am	Joanne Tong	started
3	View	System	parseData	3/13/2024	5:32 am	Joanne Tong	ended
4	View	Debug	parseData	3/13/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 12]
5	View	Debug	parseData	3/13/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 0]
6	View	Debug	parseData	3/13/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 4]
7	View	System	parseData	3/13/2024	5:32 am	Joanne Tong	started

Execution Log tab

Copy the contents of the whole table and paste into an email addressed to TxB Representative. Ensure the following is included in your message

- Execution Log table contents (containing Statement IDs from impacted accounts)
- The date the import failed
- The date of the transactions that are missing

With this information, our TxB Representative will be able to retrieve your missing transactions and resync them as part of your next morning's automatic import.

FAQs

✓ I want to change the time of day my transactions sync. How do I do that?

If you are on NetSuite 2026.1, navigate to the format profile of your financial institution record and look for the **Import Schedules** subtab. There, you can adjust the frequency, start time, and preferred time zone for your automated imports.

✓ How many days' worth of data does Bank Feeds import upon initial setup?

You can choose exactly how many days of historical data to import (up to 60 days prior) by setting the **Earliest Transaction Date for Import** during the setup process. If you don't set a date, NetSuite will automatically import up to your last 60 days of historical transactions by default.

✓ **Can I change my "Earliest Transaction Date" after I set it up?**

Once your format profile is saved and the first import runs, the date you selected is locked in. If you made an error, you will need to unlink and re-link the bank account to select a new date.

✓ **I set a future start date during setup, but I don't see any transactions yet. Why?**

If you set a future date for your initial import, NetSuite will pause your data sync and wait until that exact date arrives to pull the data. You will not see any transactions flow into the Match Bank Data page until that scheduled date occurs.

✓ **Do I still need to download NetSuite's Bank Statement Parsers bundle to use Bank Feeds?**

No, this solution does not require NetSuite's Bank Statement Parsers bundle. We recommend users keep this bundle installed so the option to revert your bank feeds solution to the old one is still available in case.

✓ **Since all bank accounts are now matched under one Format Profile on the Financial Institution, what happens if an import fails on one bank account?**

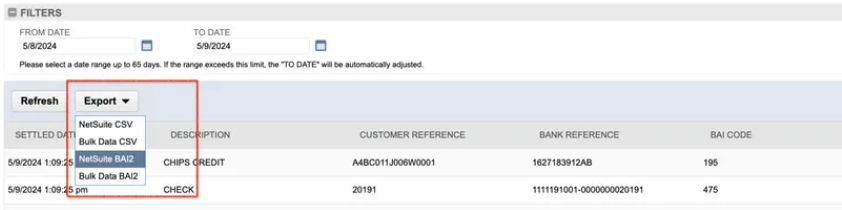
Import failures with Bank Feeds are rare. In the case of failures, NetSuite will not successfully sync transactions for all linked bank accounts until any errors, such as missing BAI2 codes, have been resolved, and FISPLAN has re-triggered a re-import. Refer to the Troubleshooting section of this guide for more details.

✓ **What are the differences in the data in Bank Feeds compared to the legacy Bank Feeds?**

The new bank feeds use BAI codes, which provide more details for the transaction types. For example, previously, you would only see debits and credits as transaction types. In the new bank feeds, you will see more detailed transaction types such as debits, credits, ACH, transfers, fees, deposits, interest, payments, and checks.

✓ If I need to do a manual import, what statement type can I use?

If you are utilizing Bank Feeds, you will only be able to use the BAI2 formatting option. Otherwise, your manual import will fail with the error: "The file could not be imported because the date is not in the correct format."



Select NetSuite BAI2

2.3.1.2. Adding Accounts to Bank Feeds (NetSuite)

Use this guide to add and configure Bank Feeds for new accounts. Bank Feeds must be enabled by following the **Enabling Bank Feeds (NetSuite)** guide before completing the following steps to add new accounts. For example, you might have recently opened a new bank account with the bank and recently added the accounts to the plugin.

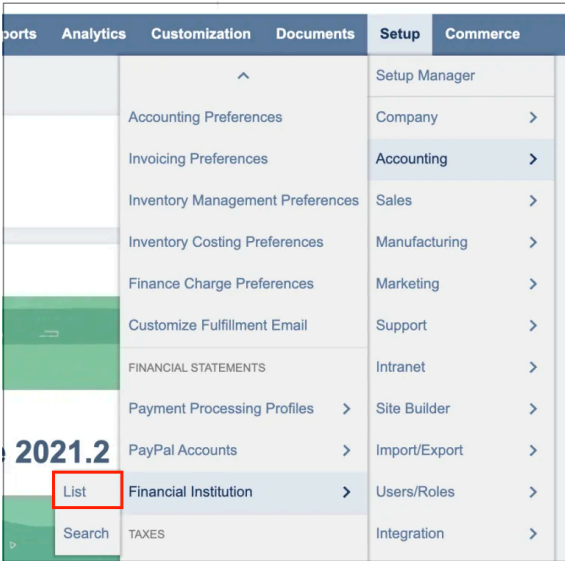
NOTE: If your bank requires re-authentication to add new accounts, review the steps in **Plugin Setup → Installation → Bank Authentication**.

Add Accounts to Bank Feeds

Once the bank representative confirms that the new accounts are added to the plugin and ready for bank feeds, please follow the following steps:

1 Locate the Financial Institution

Navigate to **Setup → Accounting → Financial Institution → List (or Search)**.



List Financial Institutions

2 Edit Financial Institution

Click on the **Edit** button next to the existing Bank Feed's financial institution.



Edit Financial Institution

3 Edit Format Profile

Select the **Format Profile: Configuration** tab and click the **Edit** button.



Edit Format Profile

4 Go to the Account Linking

Select the **Account Linking** tab.

Format Profile

Save

Cancel

Primary Information

PROFILE NAME *

MyBank Profile

DESCRIPTION

☐ INACTIVE

FINANCIAL INSTITUTION

MyBank

PROFILE TYPE *

Bank Reconciliation

CONNECTIVITY METHOD

My Bank Transaction ...

TRANSACTION PARSER *

My Bank Transaction ...

Connectivity Configuration

Account Linking

Code Type Mapping

Parser Configuration

BANK ACCOUNT	CURRENCY	ACCOUNT TYPE	LINKED GL ACCOUNT
My Bank			
MyBank Account 1	USD	BANK	1000 Checking
MyBank Account 2	USD	BANK	

Go to Account Linking tab

You will notice newly added account(s) are visible in the table. Now, click on the space below the existing Linked GL Account(s) to show a dropdown.

In this dropdown, select the GL account that maps to this newly added Bank Account.

Repeat this step for all accounts you wish to enable bank feeds for.

Once all bank accounts have been linked, click **Save**.

5 Monitor Bank Import Process

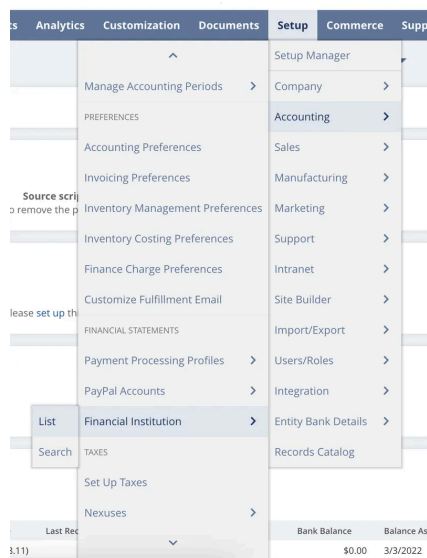
From here, the next step is the same as what is described in the **Enabling Bank Feeds** procedure.

2.3.1.3. Disabling Bank Feeds

To disable Bank Feeds for your banking institution, please follow these steps:

1 Go to the Financial Institution

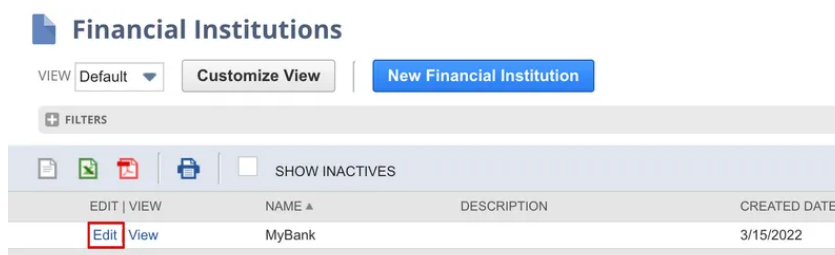
Go to **Setup** → **Accounting** → **Financial Institution** → **List**.



Go to Financial Institution

2 Select the Financial Institution

On the Financial Institution you would like to deactivate, select **Edit**.



Select Edit on the Financial Institution

3 Deactivate the Financial Institution

Select the box next to **Inactive** and select **Save**.

Bank Feeds have now been disabled, and NetSuite will not automatically import transactions.

Financial Institution

Save

Cancel

Actions

Primary Information

FINANCIAL INSTITUTION *

MyBank

DESCRIPTION

☐ INACTIVE

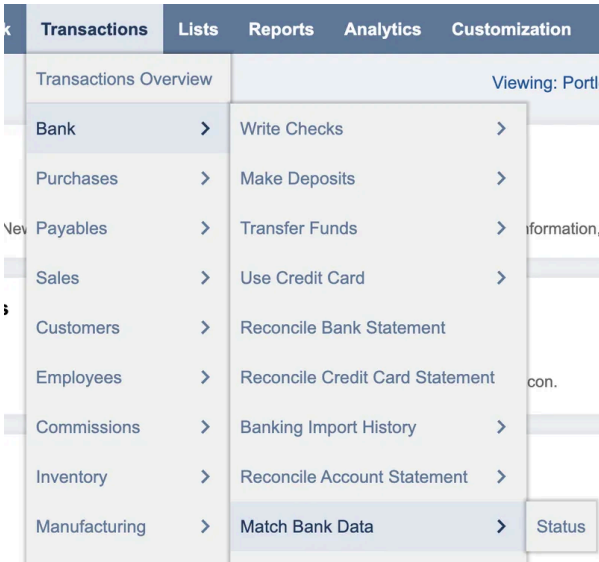
Select Inactive Checkbox

2.3.1.4. Excluding Duplicate Transactions (NetSuite)

Keep your imported bank data clean and accurate by excluding duplicated or unwanted transactions directly within NetSuite's Match Bank Data page.

1 **Go to the Match Bank Data**

Go to **Transactions → Bank → Match Bank Data**.



Go to Match Bank Data

2 Match the Bank Data

Select the appropriate account from the dropdown menu.

Review the transactions under **Imported Bank Data** for any duplicated transactions and use the checkmark to select the transaction.

Match Bank Data Automated Cash Application Reconcile Account Statement ...

[Customize](#) [Update Imported Bank Data](#) [Run Reconciliation Rules](#)

ACCOUNT * 1000 Checking - 1234 CURRENCY USD SUBSIDIARY Honeycomb Holdings Inc. : Honeycomb Mfg. BANK BALANCE BALANCE AS OF 3/3/2022

To Be Matched [Review](#) [Excluded](#)

Imported Bank Data From 1 to 2 of 14909 Total: 14909

DATE	TYPE	TRAN NO.	NAME	MEMO	AMOUNT
☐ 11/4/2019	Credit	62fb8a83-b...		ACH payment	-8,706.64
☐ 11/4/2019	Debit	3d54c081-2...		Wire payment	6,202.29
☐ 11/4/2019	Credit	d421f224-d...		ACH payment	-6,630.30
☐ 11/4/2019	Credit	fbcf7b849-1...		ACH payment	-2,740.12
☐ 11/4/2019	Debit	da75e91a-c...		ACH payment	6,887.59
☐ 11/4/2019	Debit	5craed23-9...		ACH payment	2,246.76
☐ 11/4/2019	Debit	a53f9baa-b...		ACH payment	256.02
☐ 11/4/2019	Debit	92228e66-1...		Wire payment	7,949.60

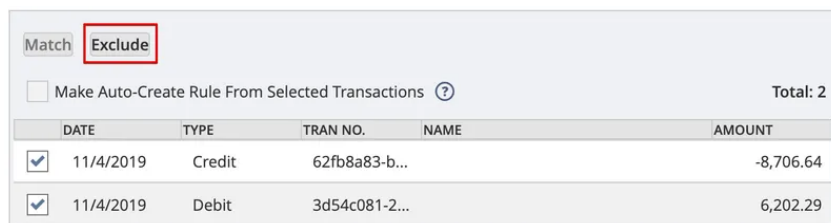
Account Transactions From 1 to 93 of 93 Total: 4601

DATE	TYPE	TRAN NO.	NAME	MEMO	AMOUNT
☐ 3/1/2017	Journal	1			150,000.00
☐ 3/11/2017	Check	2002	Koka Office Suppl...	4509	-139.05
☐ 3/14/2017	Check	2003	Safety Net Security	451-9935	-199.00
☐ 3/16/2017	Payroll Liab...	2004	Carbray Insuranc...	48006391	-567.00
☐ 3/16/2017	Payroll Liab...	2005	Stein Investments		-2,945.31
☐ 3/16/2017	Payroll Liab...	2006	California EDO		-1,478.04
☐ 3/16/2017	Payroll Liab...	2008	Internal Revenue...	467859624	-151.36
☐ 3/16/2017	Payroll Liab...	2007	Internal Revenue...	467859624	-4,876.05

Match the Bank Data

3 Exclude Transactions

At the bottom of the Match Bank Data page, you can review all transactions you have selected. After reviewing the selected transactions, select **Exclude**.



The screenshot shows the 'Match Bank Data' interface. At the top, there are two buttons: 'Match' and 'Exclude'. The 'Exclude' button is highlighted with a red rectangle. Below the buttons, there is a checkbox labeled 'Make Auto-Create Rule From Selected Transactions' with a help icon. To the right, it says 'Total: 2'. Below this is a table with the following columns: DATE, TYPE, TRAN NO., NAME, and AMOUNT. There are two rows of data, both with a checkmark in the first column.

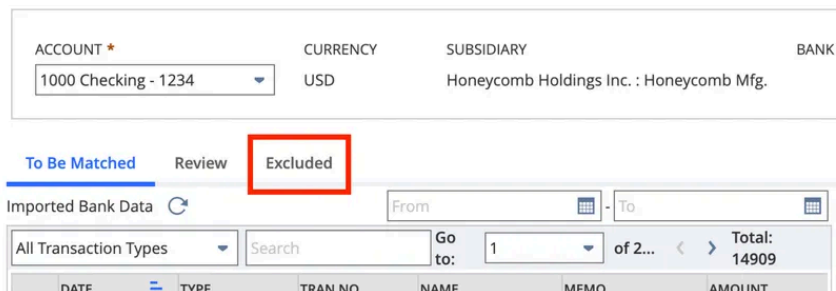
DATE	TYPE	TRAN NO.	NAME	AMOUNT
11/4/2019	Credit	62fb8a83-b...		-8,706.64
11/4/2019	Debit	3d54c081-2...		6,202.29

Exclude Duplicate Transaction

Once excluded, all excluded transactions can be found in the **Excluded** tab of the Match Bank Data page, if required.

Match Bank Data

Submit Update Imported Bank Data Run Reconciliation Rules



The screenshot shows the 'Match Bank Data' interface. At the top, there are three buttons: 'Submit', 'Update Imported Bank Data', and 'Run Reconciliation Rules'. Below these is a form with the following fields: ACCOUNT (1000 Checking - 1234), CURRENCY (USD), SUBSIDIARY (Honeycomb Holdings Inc. : Honeycomb Mfg.), and BANK. Below the form, there are three tabs: 'To Be Matched', 'Review', and 'Excluded'. The 'Excluded' tab is highlighted with a red rectangle. Below the tabs, there is a section for 'Imported Bank Data' with a refresh icon, a date range selector (From - To), and a search bar. Below the search bar, there is a table with the following columns: DATE, TYPE, TRAN NO., NAME, MEMO, and AMOUNT. The table shows 14909 total transactions.

DATE	TYPE	TRAN NO.	NAME	MEMO	AMOUNT
Total: 14909					

2.3.2. Cash Management

2.3.2.1. Book Transfers (NetSuite)

Forget the hassle of toggling between your bank portal and your ERP or accounting software for a simple book transfer. With the Goldman Sachs, you can initiate transfers between your company's accounts directly from within your financial management software.

Book Transfers Requirements

Book Transfers (Account Transfers) are subject to the following limitations:

1 Currency and Location

Transfers are only eligible in USD between bank accounts located in the United States.

2 Account Setup

Both bank accounts must be at the same financial institution and must be linked via the installation wizard.

3 Journal Entry Fields

Mandatory fields on your NetSuite Journal Entry forms must not exceed the following list:

- Date
- Currency
- Exchange Rate
- Subsidiary
- Account

4 Additional Mandatory Fields

Any additional mandatory fields beyond those listed above will prevent the bank plugin from creating and saving journal entries for funds transfers.

IMPORTANT: Users on bundle version **2022.23 and older** must grant access to non-admin roles for the following RESTlets:

- customdeploy_Goldman Sachs_transfer_r
- customdeploy_Goldman Sachs_transfer_chart_r

These RESTlets can be located by navigating to **Customization → Scripting → Script Deployments**.

Once here, set the **TYPE filter** to **RESTlet**, search the page for **transfer** as seen in the RESTlets above, click **Edit**, and select the appropriate roles to apply to the RESTlet within the Audience section of the page.

Users on bundle version **2023.1.0 and newer** do not need to complete this step, as the RESTlet is applied to all roles by default. Please update to the latest version.

Overview

The Book Transfer (Account Transfer) feature allows users to transfer funds between their bank accounts, whether it is an intercompany or an intracompany transfer. The Book Transfers create journal entries and reflect them in the General Ledger.

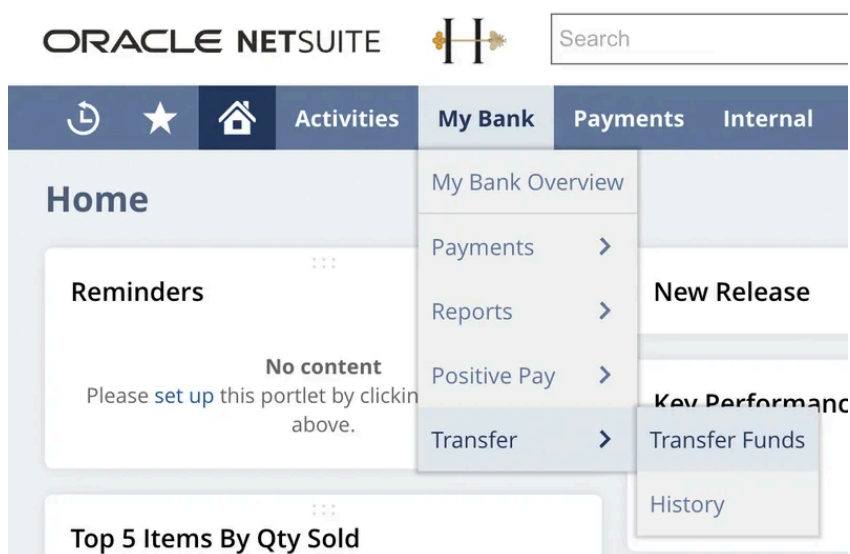
The Book Transfers product does not support the use of Accounts Receivable and Accounts Payable account types as a balancing account.

Intracompany Transfers

To initiate transfers between bank accounts under the same subsidiary, follow these steps.

1 Go to Transfer Funds

Go to **Your Bank → Transfer → Transfer Funds**.



Go to Transfer Funds Page

2 Initiate a Transfer

Enter the following information:

- **FROM** (select a **Source Bank Account**)
- **TO** (select a **Receiving Bank Account**)
- **Transfer Amount**
- **Memo** (optional)

Then, select **Transfer** and **Confirm** the transfer details in the pop-up to initiate the transfer.

Account Transfers

Transfer Funds Between Bank Accounts

FROM Select a Bank Account	TO Select a Bank Account
BALANCING ACCOUNT (SENDING) Select a Balancing Account	BALANCING ACCOUNT (RECEIVING) Select a Balancing Account
TRANSFER AMOUNT	
MEMO	
Transfer	Reset

Initiate Transfer

When selecting the source and destination accounts for the transfer, users can view the book and bank balances for each account to support their decision-making. Balancing accounts are only required for intercompany transfers.

Intercompany Transfers

An Intercompany Transfer involves moving funds or assets between two separate entities that share common ownership. These transfers are typically completed in NetSuite using an Advanced Intercompany Journal Entry, which requires the user to specify the source and destination accounts along with any balancing accounts needed to ensure the entries are balanced on both entities' books.

From an accounting perspective, the final journal entry consists of four parts:

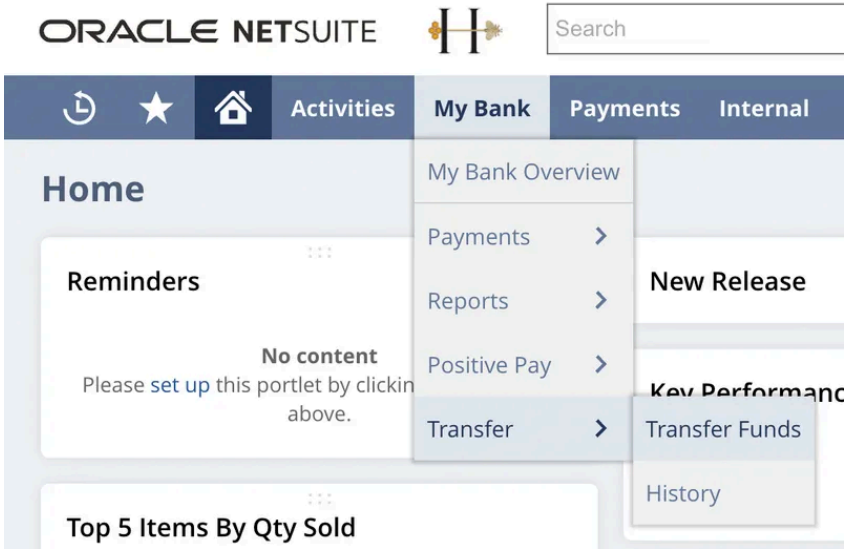
- Two parts for the SOURCE entity:
 - a CREDIT from the source bank account.
 - a DEBIT to a balancing account, such as a "Due from" asset account.
- Two parts for the DESTINATION entity:
 - A DEBIT for the receiving bank account.
 - A CREDIT to a balancing account, such as a "Due to" liability account.

The NetSuite plugin can automatically detect when a transfer is an intercompany transfer based on the subsidiaries of the accounts involved and propose the necessary balancing accounts for you.

To initiate transfers between bank accounts under different subsidiaries, follow these steps.

1 Go to Transfer Funds

Go to **Your Bank** → **Transfer** → **Transfer Funds**.



Go to Transfer Funds Page

2 Initiate a Transfer

Enter the following information:

- **FROM** (select a **Source Bank Account**)
- **TO** (select a **Receiving Bank Account**)
- Select the **Sending Balancing Account** and **Receiving Balancing Account**
- **Transfer Amount**
- **Memo** (optional)

Then, select **Transfer** and **Confirm** the transfer details in the pop-up to initiate the transfer.

Account Transfers

Transfer Funds Between Bank Accounts

FROM

Select a Bank Account

TO

Select a Bank Account

BALANCING ACCOUNT (SENDING)

Select a Balancing Account

BALANCING ACCOUNT (RECEIVING)

Select a Balancing Account

TRANSFER AMOUNT

MEMO

Transfer

Reset

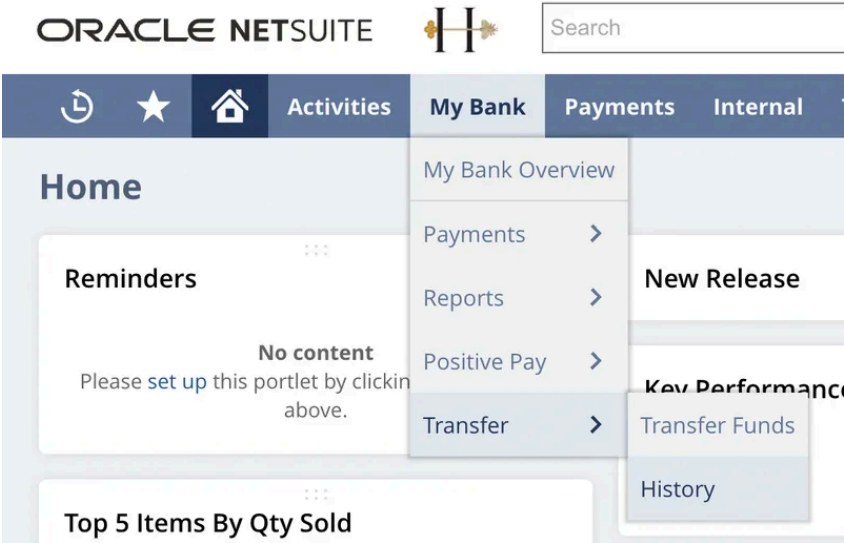
Initiate Transfer

Transfer History

The plugin allows you to easily access the Transfer history by following these steps.

1 Go to History

Go to **Your Bank** → **Transfer** → **History**



Go to History Page

Here you can view the past transfers and their status: **Completed** or **Failed**

Transfer History More

ID	DATE	FROM	TO	AMOUNT	CURRENC	MEMO	PAYMENT STATUS	STATUS
19114	2/24/2022	1000 - Checking Checking (*****6789)	1005 - Business Business (*****4756)	135.00	USD		Request fulfilled successfully	COMPLETED
19113	2/18/2022	1000 - Checking Checking (*****6789)	1006 - Operating Operating (****3981)	50.00	USD		Request fulfilled successfully	COMPLETED
19009	2/14/2022	1000 - Checking Checking (*****6789)	1005 - Business Business (*****4756)	500.00	USD		Request fulfilled successfully	COMPLETED
18804	2/8/2022	1000 - Checking Checking (*****6789)	1005 - Business Business (*****4756)	5,000.00	USD		Request fulfilled successfully	COMPLETED
18602	1/5/2022	1000 - Checking Checking (*****6789)	1005 - Business Business (*****4756)	5,000.00	USD		Request fulfilled successfully	COMPLETED
18601	12/27/2021	1000 - Checking Checking (*****6789)	1005 - Business Business (*****4756)	5,000.00	USD		Request fulfilled successfully	COMPLETED
18599	12/16/2021	1000 - Checking Checking (*****6789)	1005 - Business Business (*****4756)	5,000.00	USD		Request fulfilled successfully	COMPLETED
18598	12/15/2021	1000 - Checking Checking (*****6789)	1005 - Business Business (*****4756)	5,000.00	USD		Request fulfilled successfully	COMPLETED

Transfer History Page

2 View Transfer Details

Click an ID number to view the transfer details. This action takes you to the History page, which links to the corresponding Journal Entry record:

- A **Journal Entry** is recorded for basic transfers.
- An **Advanced Intercompany Journal Entry** is created for intercompany transfers.

Journal

JOU00000389

Edit

Back

Actions

Primary Information

ENTRY NO.
JOU00000389

CURRENCY
USA

EXCHANGE RATE
1.00

DATE
9/12/2022

MEMO
Supplies

POSTING PERIOD
Sep 2022

REVERSAL #

REVERSAL DATE

SUBSIDIARY
Honeycomb Mfg.

Lines

Communication

Related Records

System Information

Custom

EFT

Configuration Details

MyBank

2,500.00

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	DEPARTMENT	CL
1000 Checking - 1234		2,500.00				
1002 Savings	2,500.00					

Journal Entry Record

Advanced Intercompany Journal

JOU00000491

Edit

Back

Actions

Primary Information

ENTRY NO.
JOU00000491

CURRENCY
USA

DATE
12/16/2022

MEMO
expenses

POSTING PERIOD
Dec 2022

REVERSAL #

REVERSAL DATE

SUBSIDIARY
Honeycomb Mfg.

Lines

Communication

Related Records

System Information

Custom

EFT

Configuration Details

MyBank

5,998.00

SUBSIDIARY	ACCOUNT	DEBIT	CREDIT	TAX CODE	TAX RATE	MEMO	NAME	DEPARTMENT	CLAS
Honeycomb Mfg.	1000 Checking - 1234		2,999.00						
Honeycomb Mfg.	2090 Due to/from HH	2,999.00							
Honeycomb Holdings Inc.	1003 Checking HH		2,999.00						
Honeycomb Holdings Inc.	2090 Due to/from Mfg		2,999.00						

Advanced Intercompany Journal Entry

2.3.2.2. Reporting

2.3.2.2.1. Managing Bank Accounts (NetSuite)

Access your bank account balances directly within your financial management software, using the Cash Management Reporting features. Drill down into the details of every deposit, withdrawal, and transfer.

Follow this guide to learn how to view balances and transactions, and use bank data for reconciliation.

Viewing Bank Accounts

View account balances and transaction details across all of your accounts, all within NetSuite.

1. Navigate to the Bank Accounts page.

Go to Goldman Sachs → **Reports** → **Bank Accounts**.

Here, you can view all of the bank accounts that you have connected with the plugin. The bank accounts that are shown to a user depend on their level of permissions.

For instance, if a user is restricted to a subsidiary, they can only view accounts that are associated with that specific subsidiary and not accounts belonging to other subsidiaries.

2. Select Account

Click on any account's name to view the Intraday and Previous Day Balances.

CTY		ACCOUNT	PREV. DAY LEDGER BALANCE	PREV. DAY AVAIL. BALANCE	INTRADAY LEDGER BALANCE	INTRADAY AVAIL. BALANCE
US		Business Checking (****1029) Currency: USD Type: Checking	\$53,636.10	\$51,348.10	\$52,636.50	\$53,123.40
CA		Checking (****1234) Currency: CAD Type: Checking	\$90,208.28	\$89,582.25	\$89,498.00	\$91,310.60
CA		Payroll (****6777) Currency: USD Type: Business	\$12,163.60	\$10,563.60	\$11,399.10	\$13,120.35
US		Personal Checking (****5763) Currency: CAD Type: Checking	\$72,055.40	\$71,565.90	\$71,955.60	\$72,010.20
GB		Savings (****5678) Currency: GBP Type: Savings	£135,598.02	£134,350.00	£134,495.10	£135,515.25

Accounts Overview

- Intraday Balances (updated time bank dependent)
- Previous Day Balances (updated time bank dependent)

3 View Balances & Transactions

Bank Account Balances are displayed at the top of the page.

Bank Transactions that have been posted to your account are presented in the table further below. Use the date filters to help narrow your search.

[illegible]

Account Balances and Transactions

You can see all settled transactions, debits and credits for the account.

To see additional details about a specific transaction, click **View** under the **Details** column.

Match Transactions for Reconciliation

Follow these steps to start matching bank data and reconcile your accounts.

1 Enable Transaction Matching

Go to **Setup** → **Accounting** → **Chart of Accounts** (Click on the title).

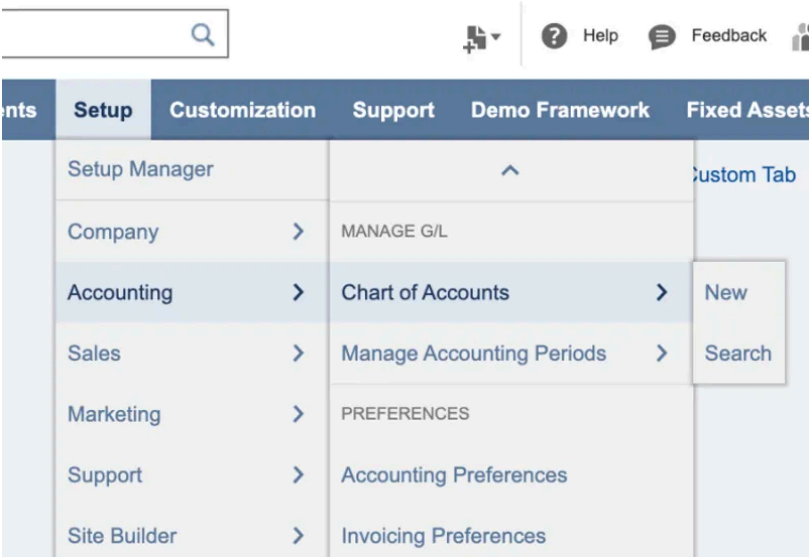


Chart of Accounts

Select **Edit** on the bank account for which you would like to use the reconciliation feature.

Edit View	No	118	Unapproved Expense Reports	Non Posting	
Edit View	No	134	Uncategorized Income	Income	
Edit View	No	158	Unrealized Gain/Loss	Other Expense	
Edit View	No	142	Vendor Return Authorizations	Non Posting	
Edit View	No	145	Work Orders	Non Posting	
Edit View	No	1	1001 Bank Account 1	Bank	USD
Edit View	No	2	1002 Saving	Bank	USD

Click 'Edit' to Open the Bank Account

Select the **Use Match Bank Data and Reconcile Account Statement Pages** box to enable this feature for the account.

Account

1001 Bank Account 1

Save

Cancel

Actions

NUMBER

1001

NAME

Bank Account 1

SUBACCOUNT OF

TYPE

Bank

CURRENCY

USA

GENERAL RATE TYPE

Current

CASH FLOW RATE TYPE

Average

INVENTORY

REVALUE OPEN BALANCE FOR FOREIGN CURRENCY TRANSACTIONS

DESCRIPTION

NEXT CHECK NUMBER

10,001

SUMMARY

INACTIVE

USE MATCH BANK DATA AND RECONCILE ACCOUNT STATEMENT PAGES

LANGUAGE

USE ACH

BANK NAME

ACH MESSAGE

BANK ROUTING NUMBER

BANK ACCOUNT NUMBER

Use Match Bank Data and Reconcile Account Statement Pages

Then, select **Save**.

2 Enable Bank Feeds

Ensure that Bank Feeds have been properly enabled for your account. Once Bank Feeds have been enabled, you should be able to see transactions coming into the Match Bank Data page daily. Transactions that settled the day before will be imported early in the morning. If you do not set a custom schedule, NetSuite will default to a randomized time between 4 AM to 7 AM PST.

3 Confirm Transaction Matches

Go to **Transactions → Bank → Match Bank Data**.

?

 Help

Feedback

Payments

Transactions

Lists

Reports

Analytics

Documents

Transactions Overview

Bank

Purchases

Payables

Sales

Customers

Employees

Commissions

Inventory

Manufacturing

Write Checks

Make Deposits

Transfer Funds

Use Credit Card

Reconcile Bank Statement

Reconcile Credit Card Statement

Upload File

Reconcile Account Statement

Match Bank Data

Go to Match Bank Data

Select the appropriate account from the dropdown, and your transactions will appear in the left column for matching.

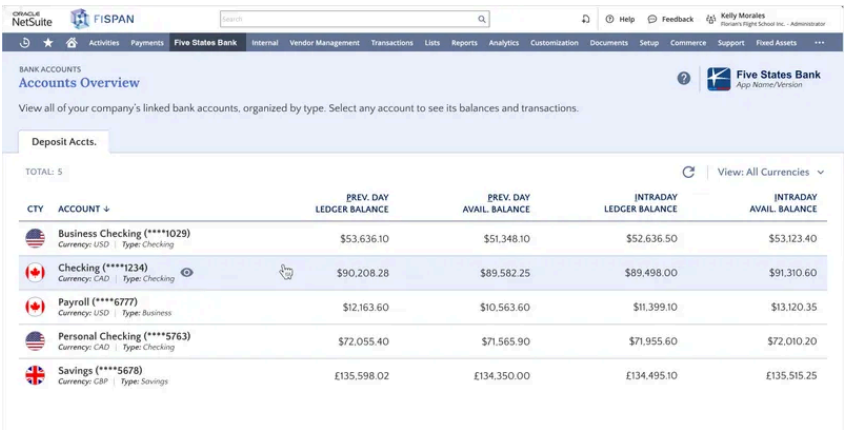
Importing Bank Transactions inside NetSuite

If you need to manually import transactions into NetSuite's Match Bank Data page, follow the instructions below. This process works even if your bank feeds are already enabled.

1 **Navigate to Bank Accounts**

Go to Goldman Sachs → **Reports** → **Bank Accounts**

Select the account you would like to access.

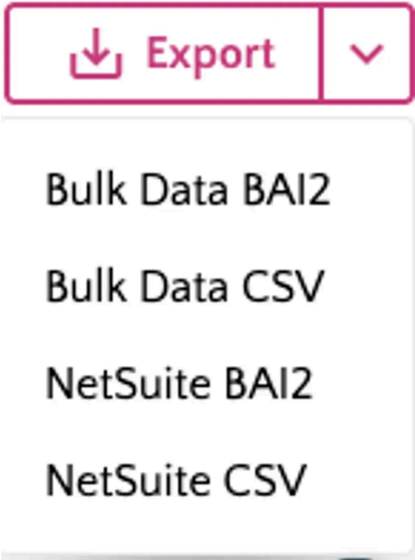


CTY	ACCOUNT	PREV. DAY LEDGER BALANCE	PREV. DAY AVAIL. BALANCE	INTRADAY LEDGER BALANCE	INTRADAY AVAIL. BALANCE
US	Business Checking (****1029) Currency: USD Type: Checking	\$53,636.10	\$51,348.10	\$52,636.50	\$53,123.40
CA	Checking (****1234) Currency: CAD Type: Checking	\$90,208.28	\$89,582.25	\$89,498.00	\$91,310.60
CA	Payroll (****6777) Currency: USD Type: Business	\$12,163.60	\$10,563.60	\$11,399.10	\$13,120.35
US	Personal Checking (****5763) Currency: CAD Type: Checking	\$72,055.40	\$71,565.90	\$71,955.60	\$72,010.20
GB	Savings (****5678) Currency: GBP Type: Savings	£135,598.02	£134,350.00	£134,495.10	£135,515.25

Bank Accounts

2 **Export BAI2 or CSV File**

Apply the appropriate filters, select **Export**, and select the appropriate export type. You should select BAI2 or CSV.

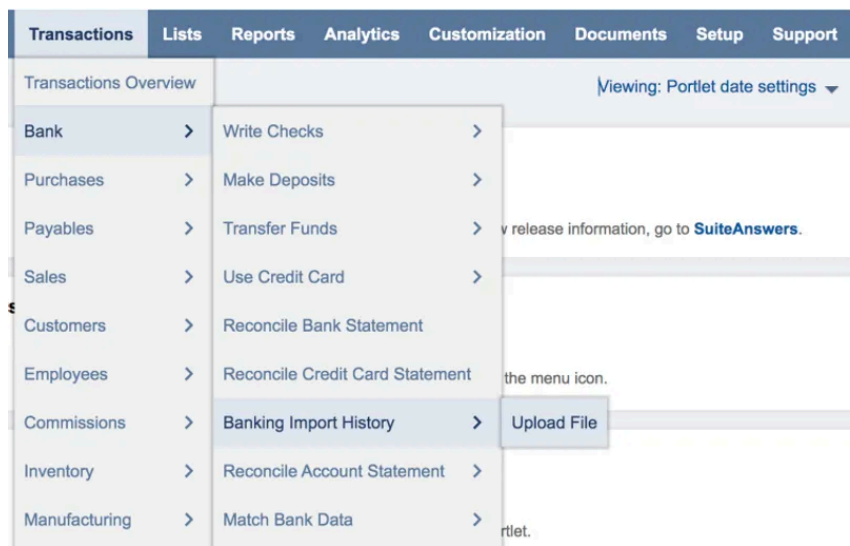


Export Options

NOTE: If the file does not download, make sure your pop-up blocker is disabled.

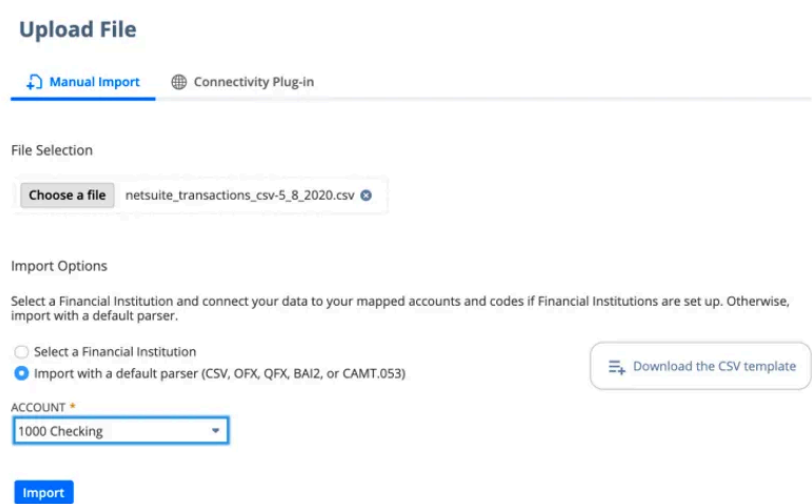
3 Upload BAI2 or CSV File

Go to Transactions → Bank → Banking Import History → Upload File.



Upload File

Select **Choose a file** and select the file you just downloaded in the previous step.

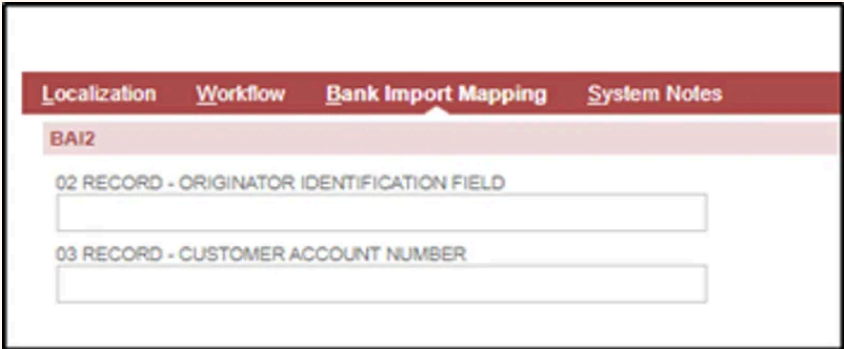


Upload File

Then, select **Import with a default parser**, choose the appropriate account, and select **Import**.

NOTE: If you have selected a BAI2 file, you will not need to select your account, as the bank account information is already present in the BAI2 file itself.

IMPORTANT: For the BAI2 import to succeed, the routing and bank account numbers in the BAI2 file's first three rows must match the corresponding data in the Chart of Accounts.

A screenshot of a software interface titled "Bank Import Mapping". It features a red header bar with four tabs: "Localization", "Workflow", "Bank Import Mapping" (which is selected), and "System Notes". Below the header, the word "BAI2" is displayed in a red box. Underneath, there are two sections: "02 RECORD - ORIGINATOR IDENTIFICATION FIELD" with a text input box, and "03 RECORD - CUSTOMER ACCOUNT NUMBER" with a text input box.

Bank Import Mapping tab

To update the Chart of Accounts records:

- Navigate to the **Chart of Accounts**.
- Click **Edit** on the relevant bank account.
- Go to the **Bank Import Mapping** tab.
- Ensure that Record 02 contains the routing number and Record 03 contains the full account number. This information must be an exact match for what is in the BAI2 file.

2.3.3. Accounts Payable

2.3.3.1. Vendor Payments

2.3.3.1.1. Bill Payments

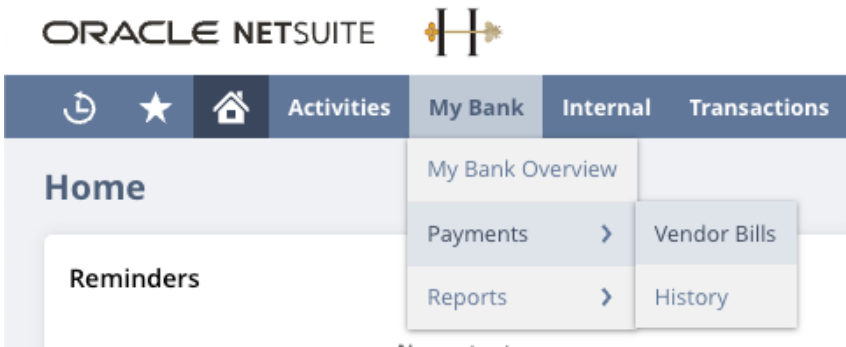
2.3.3.1.1.1. Paying Bills (NetSuite)

You can pay a vendor bill individually or improve efficiency by processing them in groups. Follow this guide to learn how to do both.

Pay a Vendor Bill

1 Go to Vendor Bills

Go to Goldman Sachs → Payments → Vendor Bills.



Navigate to the Vendor Bills page

2 Select a Bill to Pay

Use the filters to find the bill you would like to pay.

If a default payment method hasn't been set for this vendor, select a method from the respective column.

Select the checkbox next to the payment you want to make and select **Pay**.

Pay Vendor Bills

Filters

SUBSIDIARY

CURRENCY

VENDOR

ACCOUNT

FROM DUE DATE

TO DUE DATE

DEFAULT PAYMENT METHOD

Open Bills

Failed Bills

	DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORIG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURR.	PAYMENT METHOD
☐	9/24/2022	339494	-	AL Systems Ltd	AL Systems Ltd	235.00	235.00	0.00	235.00	USA	ACH
☐	8/25/2022	339495	-	Joanne's Padilla Company	Joanne's Padilla Company	927.00	927.00	0.00	927.00	USA	Check
☐	9/22/2022	339292	-	AL Systems Ltd	AL Systems Ltd	200.00	200.00	0.00	200.00	USA	ACH
☐	7/20/2022	338885	-	Ushika Ltd.	Ushika Ltd.	100.00	100.00	0.00	100.00	USA	Check
☐	8/5/2022	338782	-	AL Systems Ltd	AL Systems Ltd	1 991.00	1 991.00	0.00	1 991.00	USA	ACH
☐	8/5/2022	338783	-	AL Systems Ltd	AL Systems Ltd	1 000.00	1 000.00	0.00	1 000.00	USA	ACH
☐	5/31/2022	337378	101	Ushika Ltd.	Ushika Ltd.	1 991.00	1 991.00	0.00	1 991.00	USA	Check

Select Pay

NOTE: Only bills that are **Open/Approved** and do not have a Payment Hold on them will appear on the Pay Vendor Bills page.

This includes **Open/Approved** bills that are **On Hold** (with no **Payment Hold** on them).

3 Confirm Payment

Select the account from the dropdown and confirm that the number of bills, payments, and amounts are correct.

Confirm Payments

SOURCE ACCOUNT

1001 - Bank Account 1 (1039570000)

PAYMENTS

BILLS	PAYMENTS	AMOUNT	CURRENCY
4	4	1,484.75	USA

OKCancel

Confirm Payment

Then, select **OK**.

NOTE: The source account will only appear in the Confirm Payment pop-up if the associated bank account has a number input in the Number field.

4 Monitor Bill Processing

**Receiving Payments**
We are currently receiving 4 payments for processing. You can leave this page and check back at anytime. Currently 60% completed!

Receiving Payments

Once the payment request is successfully sent, the status bar will turn green.

**Payments Successfully Received!**
We successfully received all payments and they are being processed. Please review the list for possible validation errors!

Payments Successfully Received

5 Check the Status of Payment

Go to **Your Bank** → **Payments** → **History**.



Go to Payments History Page

We recommend checking the Failed Bills tab after sending a payment to confirm the payment was successful.

Payments History

More

Filter

PAYMENT TYPE

8/31/2022

FROM PAID DATE

SUBSIDIARY

9/14/2022

TO PAID DATE

All Transactions (5) • Pending Transactions (3) • Failed Transactions (2) • Processed Transactions (0)

Export

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PRVSE	PRVSE ID	PRVSE NAME	AMOUNT	CURRENCY	MEMO	PRVSE	PAYMENT METHOD	CREATED DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	339494		View	AL Systems Ltd	AL Systems Ltd	235.00	USA		Royce Sin	ACH	8/25/2022	9/13/2022	Succeeded	Request fulfilled successfully
Vendor Bill	View	339495		View	Joanne's Puddle Company	Joanne's Puddle Company	927.00	USA		Royce Sin	ACH	8/25/2022	9/13/2022	Succeeded	Request fulfilled successfully
Expense Report	View	340399	EXP00002030	View	Dorian Simon	Dorian Simon	26.00	USA		Joanne Tong	ACH	9/6/2022	9/6/2022	Sent For Processing	Payment is scheduled for batching and has not yet been sent to the bank
Expense Report	View	339696	EXP00002027	View	Liv D'Agostini	Liv D'Agostini	300.00	USA		Joanne Tong	CHECK	9/1/2022	9/2/2022	Sent For Processing	Payment is scheduled for batching and has not yet been sent to the bank

Payments History Page

Paying Grouped Bills

Grouping bills for payment will make it easier to manage your vendor bills within the ERP system. There are a few prerequisites you need to address to get started.

If you would like to make grouped bill payments, please ensure you have the **GROUP BILLS FOR PAYMENT** checkbox selected on the Vendor record. This can be done by navigating to the Vendor record and selecting the sub-tab for your bank.

Vendor

AL Systems Ltd

Save

Cancel

Make Payment

Actions

VENDOR ID

AL Systems Ltd

TYPEDROPDOWN

COMPANY

INDIVIDUAL

ADDRESS

Map

VENDOR IS INACTIVE

CUSTOM FORM

GB Vendor Form

ENABLE ONLINE BILL PAY

DATE CREATED

2/15/2017 11:16 am

REPRESENTS SUBSIDIARY

Subsidiaries

Information

Info

Address

Financial

Access

Custom

Commission

Bank Payment Details

Purchase History

Scopecard

Time Tracking

My Bank

Entity Bank Details

MY BANK DEFAULT PAYMENT METHOD

ACH

MY BANK GROUP BILLS FOR PAYMENT

MY BANK PAYABLES (EMAIL ADDRESSES (COMMA SEPARATED))

Save

Cancel

Make Payment

Actions

Select Group Bills for Payment

1 Go to Vendor Bills

To make a grouped bill payment, navigate to **Your Bank → Payments → Vendor Bills**.

2 Select Bills to Pay

Select more than one bill for at least one Vendor with Grouped Bills enabled, and then select **Pay**.

Pay Vendor Bills

More

Filters

SUBSIDIARY

OR

FROM DUE DATE

CURRENCY

TO DUE DATE

VENDOR

DEFAULT PAYMENT METHOD

ACCOUNT

Open Bills

Folded Bills

Pay

Refresh

1,500

PAGE: 1/4 TOTAL: 1742

BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORIG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURRENCY	PAYMENT METHOD
342326	-	AL Systems Ltd	AL Systems Ltd	1,737.90	1,737.90	0.00	1,737.90	USA	ACH
342327	-	AL Systems Ltd	AL Systems Ltd	392.36	392.36	0.00	392.36	USA	ACH
342019	-	Joanne's Paddle Company	Joanne's Paddle Company	100.00	100.00	0.00	100.00	USA	ACH
342020	-	Joanne's Paddle Company	Joanne's Paddle Company	181.00	181.00	0.00	181.00	USA	Please Select...

Select Bills to Pay as Grouped

3 Confirm Payment

The Confirm Payment window appears, where you can select the Source Account and verify the number of bills compared to the payments.

Confirm Payments

SOURCE ACCOUNT

1001 - Bank Account 1 (1039570000)

PAYMENTS

BILLS	PAYMENTS	AMOUNT	CURRENCY
4	4	1,484.75	USA

OK

Cancel

Confirm Payment

With Grouped Payments enabled for a Vendor to whom you are paying more than one bill, the number of payments will always be less than the number of bills.

If everything looks good, select **OK** to transmit the payment.

2.3.3.1.1.2. Applying Discounts (NetSuite)

Learn how to apply discounts to payments in NetSuite with the Goldman Sachs helping you manage your payment discounts and processing.

Apply Discounts to Payments

Follow these steps to learn how to apply discounts to vendor payments.

1 Confirm Purchase Discount Account

Go to **Setup → Accounting → Accounting Preferences → Items/Transactions → Purchase Discount Account**.

Confirm the appropriate account is selected. The account selected here can be any account; choose one that works best with your business.

Accounting Preferences

[Save](#)[Cancel](#)[General](#) [Items/Transactions](#) [Order Management](#) [Time & Expense](#)

Accounts

PURCHASE DISCOUNT ACCOUNT

SALES DISCOUNT ACCOUNT

DEFAULT EXPENSE ACCOUNT

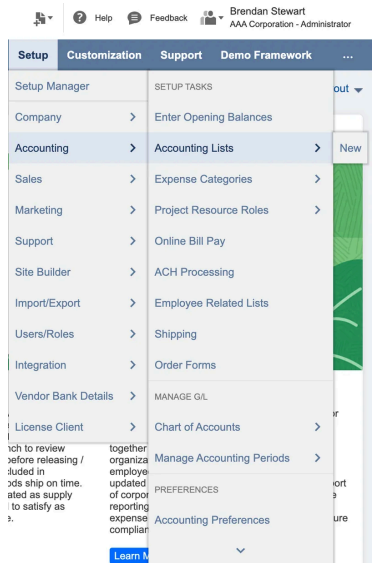
DEFAULT INCOME ACCOUNT

Select an Account to be the Purchase Discount Account

Click **Save**.

2 Creating Payment Terms

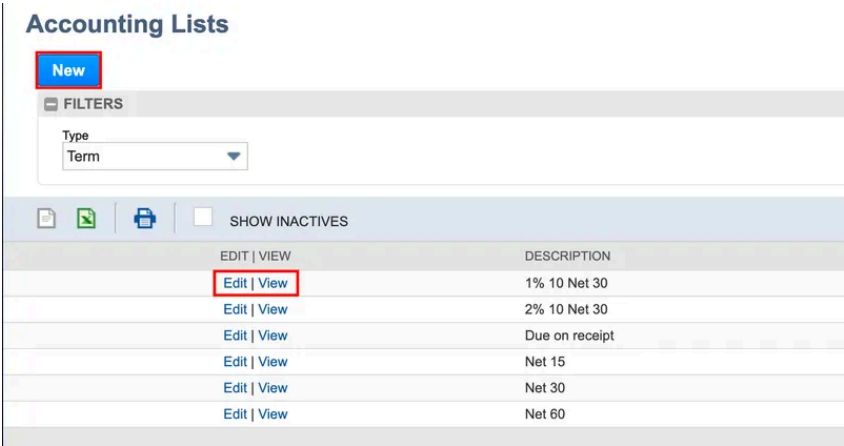
Terms can be created or modified in the Payment Terms page. Go to **Setup → Accounting → Accounting Lists**.



Go to Accounting Lists

Select **Filter → Type → Term**.

From here, you can view and edit Terms that already exist, or you can select **New** and create a new Term.



Select Edit | View Term

Enter the details for your new Term. Once you are done, select **Save**.

Term

Save

Cancel

Reset

TERMS *

STANDARD

DAYS TILL NET DUE

% DISCOUNT

DAYS TILL DISCOUNT EXPIRES

☐ PREFERRED

☐ INACTIVE

☐ DATE DRIVEN

DUE NEXT MONTH IF WITHIN DAYS

% DISCOUNT

DAY DISCOUNT EXPIRES

Creating a Term

3 Setting Payment Terms

Terms can be set at the Vendor level or the Bill level.

Vendor

DK Company

Save

Cancel

Reset

Make Payment

VENDOR ID

DK Company

☒ AUTO

TYPE

☒ COMPANY

☐ INDIVIDUAL

Subsidiaries

Information

Info

Address

Financial

LEGAL NAME

DK Company

DEFAULT EXPENSE ACCOUNT

5002 Purchases : Merchandise

DEFAULT PAYABLES ACCOUNT

TERMS

2% 10 Net 30

CREDIT LIMIT

(USD)

INCOTERM

Set Payment Term at Vendor Level

Bill

117610 DK Company

OPEN

Save

Cancel

Reset

Recalc

Actions

VENDOR

DK Company

DATE

10/6/2020

TERMS

2% 10 Net 30

INCOTERM

Set Payment Term at Bill Level

4 Paying Discounts

Using the main navigation bar, go to the **Pay Vendor Bills** page via Goldman Sachs → **Payments** → **Vendor Bills**.

Filters

SUBSIDIARY

CURRENCY

VENDOR

ACCOUNT

FROM DUE DATE

TO DUE DATE

DEFAULT PAYMENT METHOD

Open Bills

Failed Bills

Pay

Refresh

	DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORIG. AMT.	DISC. AMT.	TO PAY	PAYMENT METHOD
☐	11/9/2020	226526	117610	DK Company	DK Company	1,575.00	31.50	1,543.50	ACH
☐	10/6/2020	226527	117611	DK Company	DK Company	875.00	0.00	875.00	ACH
☐	10/6/2020	226528	117612	DK Company	DK Company	520,000.00	0.00	520,000.00	ACH
☐	10/6/2020	226529	117613	DK Company	DK Company	455,000.00	0.00	455,000.00	ACH
☐	10/6/2020	226530	117614	DK Company	DK Company	1,750.00	0.00	1,750.00	ACH

Select Payment Method

Use the filters to find the bills you would like to pay. If a default payment method has not yet been set for the vendor, choose a payment method from the respective column.

Discount Amount is automatically calculated on the **Original Amount** of the bill based on the terms and dates set on the bill. If a discount is calculated to be available (based on the terms), the **Discount Amount** box will be automatically populated. Users can modify the discount amount by editing the value in the **Discount Amount** field.

VENDOR ID	VENDOR NAME	ORIG. AMT.	DISC. AMT.	TO PAY	PAYMENT METHOD
DK Company	DK Company	1,575.00	31.50	1,543.50	ACH

Apply Discount

If the discount looks correct, select the bill and select **Pay**.

A confirmation page will appear with the To Pay amount. Select the account from the dropdown and confirm that the number of bills, payments, and amounts are correct.

Confirm Payment

SOURCE ACCOUNT

1001 - Bank Account 1

BILLS	PAYMENTS	AMOUNT	CURRENCY
1	1	1,543.50	USD

OK

Cancel

Confirm Payment

Then, select **OK**.

After selecting **OK**, a blue payment status bar will appear at the top of the page to show the progress of your payment.



Receiving Payments
We are currently receiving 4 payments for processing. You can leave this page and check back at anytime. Currently 60% completed!

Receiving Payments

Once the payment request is successfully sent, the status bar will turn green.

 **Payments Successfully Received!**
We successfully received all payments and they are being processed. Please review the list for possible validation errors!

Payments Successfully Received

5 Check Status of Payment

Using the main navigation bar, go to Goldman Sachs → Payments → History.

The status will appear as **Processing** until the payment has been cleared. Once the payment is complete, the status will display as **Completed**.

Payments History

More

Filter

PAYMENT TYPE

FROM PAID DATE

2/26/2026

SUBSIDIARY

TO PAID DATE

3/12/2026

All Transactions (10) • Pending Transactions (0) Failed Transactions (3) • Processed Transactions (7) •

Export

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20852	111193	View	American Express	American Express	1,925.00	USA		Kimia Nalchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20853	111194	View	Eric Givens	Eric Givens	\$25.00	USA		Kimia Nalchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20855	111196	View	The Office Shop Inc	The Office Shop Inc	1,750.00	USA		Kimia Nalchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20856	111197	View	Digital Supply, LLC	Digital Supply, LLC	1,575.00	USA		Kimia Nalchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ

Payments History page

Payments take four business days to appear as **Completed** in the plugin since there is no positive acknowledgement from the receiving bank.

The bank plugin will only transmit the amount paid in NetSuite, which will be the remaining bill amount after any discounts or vendor credits are applied. For users who view payments made in the NetSuite bank plugin later in their bank portal, the amount shown will be the same remaining bill amount that was paid in NetSuite.

Partial Payments

Partial payments are not supported. The plugin will consistently submit the full **To Pay** amount, regardless of any discounts entered or credit memos applied, and will record the remaining balance as a discount when processing a payment in the ledger.

Confirm Payment

SOURCE ACCOUNT

1902 - business-fispan-usd

BILLS	PAYMENTS	AMOUNT	CURRENCY
1	1	7,009.56	USD

Partial Payment Not Supported

DISC. AVAIL.	DISC. TAKEN	PAYMENT
60.00	77.00	5,923.00

Discount

2.3.3.1.1.3. Applying Bill Credits During Payment (NetSuite)

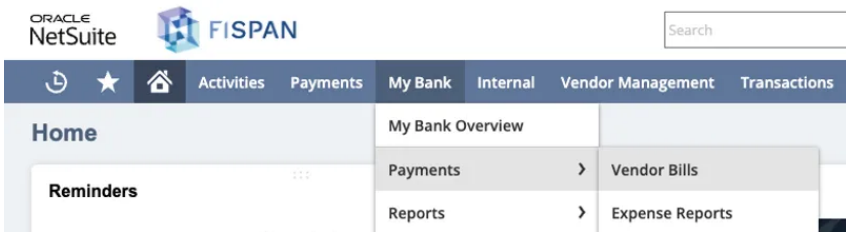
You can easily apply bill credits directly on the Pay Vendor Bills page in NetSuite. This guide will help you understand the steps required.

Before starting, please ensure that the **Expense Reports** checkbox is selected in the **Setup → Company → Enable Features → Employee Expenses** tab. This step is required for the Apply Bill Credits functionality.

Applying Bill Credits

1 Go to Vendor Bills Page

To apply bill credits, navigate to Goldman Sachs → **Payments** → **Vendor Bills**.



Navigate to the Vendor Bills page

2 Select Bills to Apply Bill Credits

Identify the bill you would like to apply bill credits to and make a payment. If a default payment method has not been set up for a vendor, please select an appropriate option from the Payment Method dropdown list.

Select the checkboxes next to the bills you want to apply credits to, and click **Apply Credits**.

Pay Vendor Bills

Your Brand Here

Filters

BILL DATE

CATEGORY

SUBSIDIARY

CURRENCY

VENDOR

ACCOUNT

FROM DUE DATE

TO DUE DATE

DEFAULT PAYMENT METHOD

Open Bills

Failed Bills

Pay

Apply Credits

Refresh

	DUE DATE	BILL NUMBER	ACCOUNT	SUBSIDIARY	CURRENCY	VENDOR VENDOR ID	VENDOR VENDOR NAME	QTY	TO PAY	PAYMENT METHOD
☒	11/23/2024	72302	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Mfg.	USD	Harman Miller Inc.	Harman Miller	4.80	4,800.00	ACH
☒	11/23/2024	72301	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Mfg.	USD	Harman Miller Inc.	Harman Miller	5.40	5,400.00	ACH
☒	10/19/2024	72306	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Mfg.	USD	SDP	Superior SDP	175.1	148.50	ACH
☒	11/23/2024	72303	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Mfg.	USD	Harman Miller Inc.	Harman Miller	300.1	300.00	ACH
☒	11/23/2024	72371	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Mfg.	USD	Harman Miller Inc.	Harman Miller	450.1	298.00	ACH
☒	10/23/2024	71802	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Mfg.	USD	AL Systems Ltd	AL Systems Ltd	380.1	175.08	ACH

1,27

PAGE 1/1 TOTAL 27

Customize

Select Bills to Apply Bill Credits

3 Select Vendor

Bills and bill credits are grouped by vendor and currency. Use the **A/P Account** drop-down to filter bills and bill credits by different accounts.

Find the vendor you want to apply the bill credits to and click **View Bills Credits**.

Bill Credits

Select an A/P account to see which vendors have available bill credits that can be applied to the selected bills.

A/P Account

2000 Accounts Payable

Total: 3

VENDOR NAME	TOTAL BILLS	TOTAL AMOUNT DUE	AVAIL. BILL CREDITS	CREDIT AMOUNT	AVAIL. CREDIT AMOUNT	ACTION
AL Systems Ltd	9	\$29,336.08 USD	4	\$13,950.00 USD	\$12,241.00 USD	<button>View Bill Credits</button>
Herman Miller Inc.	9	\$20,340.00 USD	5	\$7,050.00 USD	\$6,850.00 USD	<button>View Bill Credits</button>
Herman Miller Inc.	1	\$1,500.00 CAD	1	\$500.00 CAD	\$500.00 CAD	<button>View Bill Credits</button>

Close

Select Vendor to Apply Bill Credits

NOTE: The dialog will only show vendors who have bill credits available.

There are two methods for applying bill credits:

- **Auto-Apply**
- **Manual Apply**

4 Auto-Apply Bill Credits

The Auto-Apply function simplifies the process by automatically applying the available bill credits to the bills. With the Auto-Apply function, bill credits are applied to bills in order from the oldest to the newest due dates.

Select Bill Credits to Apply

The left panel contains a list of all available bill credits, including their original amounts and available balances. This panel also displays the total number of bills and bill credits, and how many are currently applied. Select the checkboxes for the bill credits you wish to apply.

Bill Credits

Herman Miller Inc.

33

2

2

TOTAL BILLS

BILL CREDITS

CREDITS APPLIED

☐ BILL CREDITS

Total Available: \$3,610.00

Auto Apply

☒ #75627

Fully Applied

Avail. Balance (USD): \$0.00

Original Amt: \$5,000.00 Prev. Used: \$1,800.00 Curr. Applied: \$3,110.00

☒ #76247

Fully Applied

Avail. Balance (USD): \$0.00

Original Amt: \$500.00 Prev. Used: \$0.00 Curr. Applied: \$500.00

Save Changes

Cancel

BILLS

Reset

BILL NUMBER	DUE DATE	CURRENCY	ORIG. AMOUNT	AMOUNT DUE	DISCOUNT	BILL CREDITS	TO PAY
#72047	11/22/2024	USD	\$450.00	\$400.00	\$0.00	1 Added	\$400.00
✖ #75627 Credit Amount to Use: 400.00							
+ Add New Bill Credit		Net To Pay Amount: \$0.00					
#75520	12/10/2024	USD	\$10,000.00	\$5,500.00	\$0.00	2 Added	\$5,500.00
✖ #75627 Credit Amount to Use: 2710.00							
✖ #76247 Credit Amount to Use: 500.00							
+ Add New Bill Credit		Net To Pay Amount: \$2,290.00					
#73510	12/12/2024	USD	\$503.00	\$503.00	\$0.00	+ Add Credit	\$503.00
#73511	12/12/2024	USD	\$504.00	\$504.00	\$0.00	+ Add Credit	\$504.00
To Pay Amount: \$34,975.00							
Bill Credits Applied: -\$3,610.00							
Total To Pay Amount (USD):							\$31,365.00

Auto-Applying Bill Credits

Once selected, click the **Auto-Apply** button. Upon clicking **Auto-Apply**, you'll notice that bill credits are applied to bills starting from the oldest to the newest due dates. The **Total Amount Due** will update to reflect the applied bill credits.

You can manually adjust the amount of the bill credit if needed or remove bill credits from respective bills by clicking a red cross icon.

After confirming the bill credits application, click **Save Changes**.

5 Manual Apply Bill Credits

The Manual Apply function allows you to select specific bill credits and determine the amount to apply to particular bills, giving you precise control over the allocation of bill credits.

Click **+Add New Bill Credit** and select the desired bill credit from the drop-down menu. You can customize the amount of each bill credit to apply to a particular bill.

Bill Credits

Herman Miller Inc.

33

2

2

TOTAL BILLS

BILL CREDITS

CREDITS APPLIED

☐ BILL CREDITS

Total Available: \$3,610.00

Auto Apply

☐ #75627

Partially Applied

Avail. Balance (USD): \$1,400.00

Original Amt: \$5,000.00

Prev. Used: \$1,890.00

Curr. Applied: \$1,710.00

☐ #76247

Fully Applied

Avail. Balance (USD): \$0.00

Original Amt: \$500.00

Prev. Used: \$0.00

Curr. Applied: \$500.00

Save Changes

Cancel

RESET

BILL NUMBER	DUE DATE	CURRENCY	ORIG. AMOUNT	AMOUNT DUE	DISCOUNT	BILL CREDITS	TO PAY
#72047	11/22/2024	USD	\$450.00	\$400.00	\$0.00	2 Added	\$400.00
#75627 Credit Amount to Use: 210.00 #76247 Credit Amount to Use: 190.00 + Add New Bill Credit Net To Pay Amount: \$0.00							
#75520	12/10/2024	USD	\$10,000.00	\$5,500.00	\$0.00	2 Added	\$5,500.00
#75627 Credit Amount to Use: 1500.00 #76247 Credit Amount to Use: 310.00 + Add New Bill Credit Net To Pay Amount: \$3,690.00							
To Pay Amount: \$34,975.00 Bill Credits Applied: - \$2,210.00 Total To Pay Amount (USD): \$32,765.00							

Manual Apply Bill Credits

If you wish to remove the applied credits, click the **Reset** button. This will clear all bill credits currently applied.

After confirming the bill credits application, click **Save Changes**.

NOTE: Once you manually apply bill credits, the Auto-Apply function will be disabled. To restore the Auto-Apply function, click the **Reset** button.

6 Processing Bill Credits

The plugin will begin applying bill credits to the selected bills.

Bill Credits

Please wait until we finish applying bill credits

We are applying bill credits to **Herman Miller Inc.** bills (USD). This action might take some time depending on the number of bill credits selected and NetSuite's processing limits.

⚠ Please do not close your tab or window, and do not use the refresh or back button of your browser.

Note: Bills paid in full with bill credits will be marked as paid within NetSuite. These payments **will not be processed** through the bank plugin, and thus will not appear on the Pay Bills page or History page of this plugin.

BILL NUMBER	DUE DATE	CURRENCY	AMOUNT DUE	DISCOUNT	APPLIED CREDITS	TO PAY	STATUS
#72047	11/22/2024	USD	\$400.00	\$0.00	\$400.00	\$0.00	⌛
#75520	12/10/2024	USD	\$5,500.00	\$0.00	\$1,810.00	\$3,690.00	⌛

Processing Bill Credits

The status column will indicate whether each bill credit has been successfully applied. A green checkmark signifies a successful application, while a red caution icon shows that the bill credit could not be applied.

Hover over the icon to see a detailed message explaining why the credit application failed.

Bill Credits

Process Completed!

The bill credits application process for **Herman Miller Inc.** bills (USD) has been successfully completed.

Note: Bills paid in full with bill credits will be marked as paid within NetSuite. These payments **will not be processed** through the bank plugin, and thus will not appear on the Pay Bills page or History page of this plugin.

BILL NUMBER	DUE DATE	CURRENCY	AMOUNT DUE	DISCOUNT	APPLIED CREDITS	TO PAY	STATUS
#72047	11/22/2024	USD	\$400.00	\$0.00	\$400.00	\$0.00	✓
#75520	12/10/2024	USD	\$5,500.00	\$0.00	\$1,810.00	\$3,690.00	✓

Back to Vendor CreditsView More Bill CreditsDone

Credit Processing Completed

To reapply the failed bill credits, click **Back to Vendor Credits**. If you need to apply bill credits to another vendor, click **View More Bill Credits**.

Once you have finished applying bill credits, click **Done**.

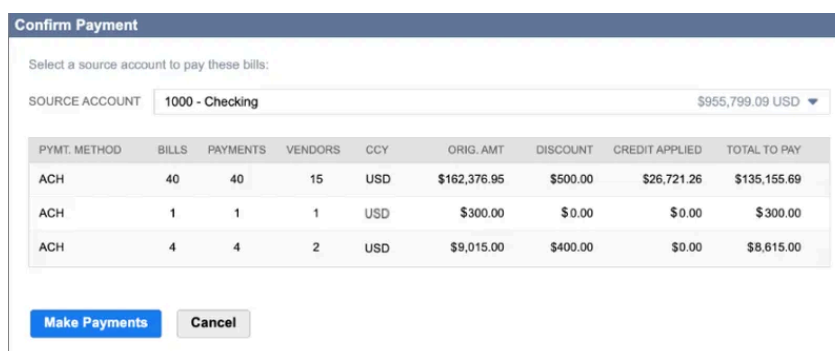
NOTE: Bills with a net amount due of zero after applying bill credits will not appear on the plugin's Pay Bills or Payment History pages. These bills will be paid directly within NetSuite.

TIP: Bill Credits works best if your NetSuite environment has no customizations surrounding bill, bill payment, and/or bill credits creation, deletion, or modification.

7 Make Payment

Select the bills to pay and click **Pay** on the Pay Vendors Bill page to proceed with payment.

The source account will only appear in the Confirm Payment pop-up if the associated bank account has a number input in the Number field.



The 'Confirm Payment' window displays a table of bills to be paid. The table has columns for Payment Method, Bills, Payments, Vendors, Currency, Original Amount, Discount, Credit Applied, and Total to Pay. There are three rows of bills listed.

PYMT. METHOD	BILLS	PAYMENTS	VENDORS	CCY	ORIG. AMT	DISCOUNT	CREDIT APPLIED	TOTAL TO PAY
ACH	40	40	15	USD	\$162,376.95	\$500.00	\$26,721.26	\$135,155.69
ACH	1	1	1	USD	\$300.00	\$0.00	\$0.00	\$300.00
ACH	4	4	2	USD	\$9,015.00	\$400.00	\$0.00	\$8,615.00

Below the table are two buttons: 'Make Payments' (blue) and 'Cancel' (grey).

Confirm and Make Payments

FAQs

✓ Do I need new permissions to access this feature?

Please ensure the role is granted the following permission under **Manage Roles → Permissions tab → Transactions tab: Enter Vendor Credits (Level: Edit)**

✓ Can I apply bill credits from A/P Account X against bills from A/P Account Y?

Currently, NetSuite does not allow bill credits to be applied across different A/P Accounts. You can only use bill credits against bills within the same A/P Account.

✓ I paid my bill using bill credits, but I can't see it under the Payment History tab. Why?

Since the bill was fully settled using bill credits, it will not appear on the plugin's Payment History page. Instead, it will be processed directly within NetSuite.

✓ Does it work with discounts and credits natively applied within NetSuite?

Yes, this feature is fully compatible with both discounts and bill credits applied directly within NetSuite.

✓ I have a restricted view for class, location, and department, but I don't see any available credits in the pop-up. Why?

Please ensure that **Include Unassigned** is selected for each of these entities in your restricted view settings.

✓ How can I unapply bill credits?

To unapply bill credits, perform the following steps:

1 Navigate to Bill Credit

Navigate to the specific Bill Credit you want to unapply and click **Edit**.

Go to the **Expenses & Items** tab and click the **Apply** sub-tab.

2 Unapply Bill Credit

Clear the checkboxes for the bill(s) you no longer want the credit applied to and click **Save**.

Unapply Bill Credits from a Bill

3 Confirm Changes

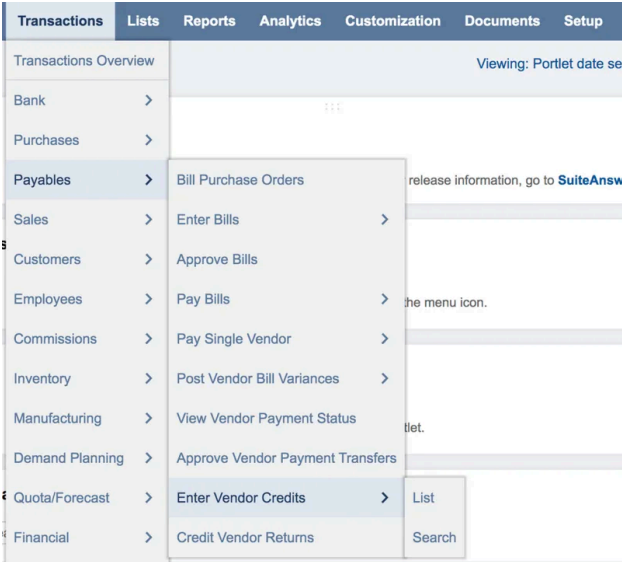
Open the Pay Bills page or the bill to confirm that the changes have been reflected.

2.3.3.1.1.4. Applying Bill Credits (Natively in NetSuite)

You can leverage bill credits through NetSuite's native platform, by following these steps:

1 Navigate to Vendor Credits

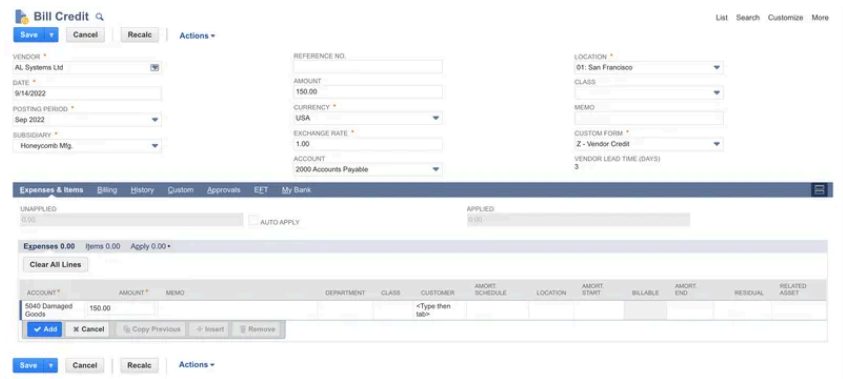
Go to **Transactions → Payables → Enter Vendor Credits**.



Go to Enter Vendor Credits Page

2 Enter Credit Details

Select the vendor you would like to credit and fill in all other required fields.



Enter Credit Details

Under the **Expenses & Items** tab, enter the **Account** and **Amount** details, then select **Save**.

3 Apply Credit to Bill(s)

Select **Edit** on the Vendor's Bill Credit page that appears after saving the credit details.

Select **Apply** and select the bill you would like to apply the credit to, then select **Save**.

The screenshot shows the 'Bill Credit' form for 'AL Systems Ltd'. The form is divided into several sections. At the top, there are buttons for 'Save', 'Cancel', 'Recalc', and 'Actions'. Below these are input fields for 'VENDOR *' (AL Systems Ltd), 'DATE *' (9/14/2022), 'POSTING PERIOD *' (Sep 2022), 'SUBSIDIARY' (Honeycomb Mfg), 'REFERENCE NO.', 'AMOUNT' (150.00), 'CURRENCY' (USA), 'EXCHANGE RATE' (1.00), 'ACCOUNT' (2000 Accounts Payable), 'LOCATION *' (01: San Francisco), 'CLASS', 'MEMO', 'CUSTOM FORM *' (Z - Vendor Credit), and 'VENDOR LEAD TIME (DAYS)' (3). Below these fields is a navigation bar with tabs for 'Expenses & Items', 'Billing', 'History', 'Workflow', 'Custom', 'Approvals', 'Configuration Details', 'EET', 'My Bank', and 'Buy Files'. The 'Expenses & Items' tab is active, showing a summary of 'UNAPPLIED' (150.00) and 'APPLIED' (150.00) amounts. Below this is a table of bills with columns for 'APPLY', 'DATE DUE', 'TYPE', 'REF NO.', 'ORIG AMT', 'AMT DUE', 'CURRENCY', and 'PAYMENT'. The first row shows a bill due on 9/10/2022 for 490.00, and the second row shows a bill due on 9/17/2022 for 1,000.00. The 'Auto Apply' checkbox is selected.

Apply Credit to Bill(s)

If the **Auto Apply** checkbox is selected, it will automatically select a bill from the list. If you do not wish to apply the credit to that bill, you may select another one.

4 View and Pay Reduced Bill(s)

In the navigation bar, select **Payments → Vendor Bills**. The credit bill should now display the Original Amount and a reduced Amount Due.

Pay Vendor Bills

More

Filters

SUBSIDIARY

CURRENCY

VENDOR

ACCOUNT

FROM DUE DATE

TO DUE DATE

DEFAULT PAYMENT METHOD

Open Bills

Failed Bills

Pay

Refresh

1-4

PAGE: 1/1 TOTAL: 4

	DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORIG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURRE.	PAYMENT METHOD
☐	9/17/2022	51129	-	AL Systems Ltd	AL Systems Ltd	1,000.00	1,000.00	0.00	1,000.00	USA	ACH
☐	9/19/2022	49523	-	AL Systems Ltd	AL Systems Ltd	495.00	340.00	0.00	340.00	USA	ACH
☐	4/29/2022	39083	-	Herman Miller Inc.	Herman Miller	3,325.00	3,325.00	0.00	3,325.00	USA	ACH
☐	12/16/2021	33713	-	Tax Agency AK		200.00	200.00	0.00	200.00	USA	ACH

View and Pay Reduced Bill(s)

NOTE: The plugin will only transmit the amount paid in NetSuite, which will be the remaining bill amount after any vendor credits or discounts are applied.

For users who view payments made in the NetSuite bank plugin later in their bank portal, the amount shown will be the same remaining bill amount that was paid in NetSuite.

2.3.3.1.1.5. Customizing Filters (NetSuite)

Customizable filters give you more flexibility to personalize the vendor bill payment experience. You can easily add, rearrange, and remove the filters you see on the Pay Vendor Bills page. You can select standard fields from the Bill and Vendor records, as well as any custom entity fields on the Bill record, to use as a filter.

Just like with columns, any filter customizations you make are saved only for you (user level). Your personalized filter setup won't affect the Pay Vendor Bills page for any other user.

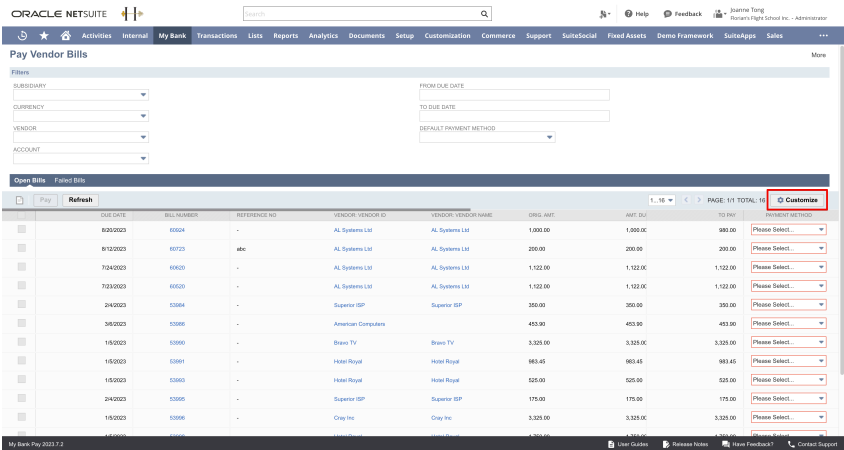
Enabling Customizable Filters requires additional permissions for user roles. Please check the **Required Permissions** section on this page for the details.

Accessing the Customization Page

Follow these steps to access the Customization feature on the Pay Vendor Bills Page.

1 Locate Customize Option

The customization page is accessible from the **Pay Vendor Bills** page by clicking on the **Customize** button.

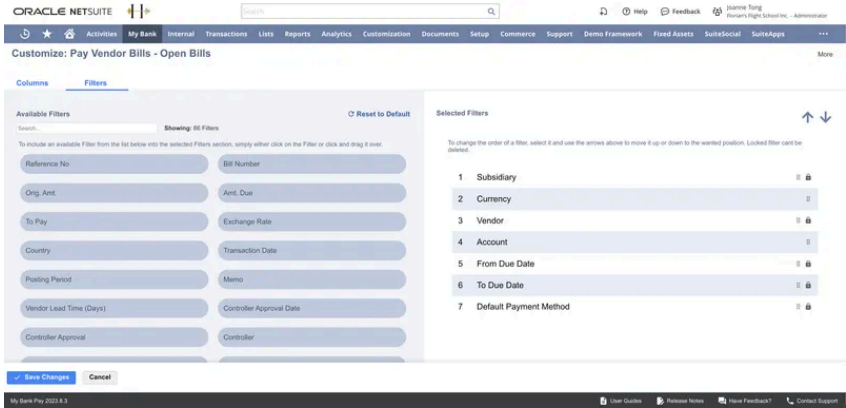


Customize Button Located on the Right of the Pay Vendor Bills Screen

When you click the **Customize** button, it will take you to the **Customize: Pay Vendor Bills - Open Bills** page.

2 Customize Pay Vendor Bills Page

Here, you can add, rearrange, or remove filters that are displayed on the Pay Vendor Bills page.

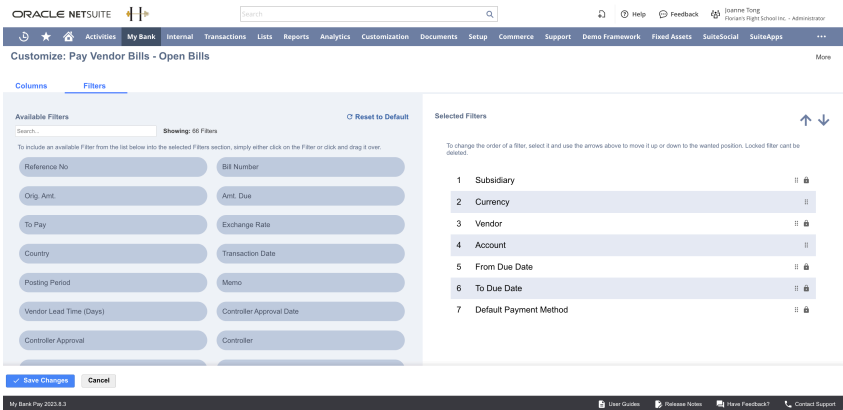


Customize: Pay Vendor Bills page on the Filters sub-tab

By default, the **Columns** sub-tab appears first. Click the **Filters** sub-tab to view **Available Filters** and **Selected Filters**.

Available and Selected Filters

On the Filters tab of either **Customize: Pay Vendor Bills - Open Bills** or **Customize: Pay Vendor Bills - Failed Bills** pages, users can see two main sections: **Available Filters**, **Selected Filters**.



Customize: Pay Vendor Bills page on the Filters sub-tab

NOTE: Any filter customizations made to the **Customize: Pay Vendor Bills - Open Bills** page will also be applied to the **Customize: Pay Vendor Bills - Failed Bills** page. It does not matter which of these pages the user makes filter customizations from, as customizations are shared between the two Customize pages.

Available Filters

The **Available Filters** section, located on the left half of the screen, allows the user to do the following:

- Search for available filters by typing into the search bar.
- See the total number of available filters to be selected.
- Click, or click and drag, available filters to be added to the **Selected Filters** section of the page.
- Reset columns back to default.

This feature allows users to choose from the standard fields available on both the Bill and Vendor records to display and rearrange as filters on the Pay Vendor Bills page. Additionally, users are also able to choose any custom entity fields available on the Bill record, but not any custom fields available on the Vendor record.

Selected Filters

The **Selected Filters** section is located on the right half of the screen. Here, users can do the following:

- View all selected filters on the Pay Vendor Bills page.
- Move filters (denoted by the dotted icon):
 - Users can rearrange filters by dragging the dotted icon or by using the up and down arrows at the top right of the page after clicking a filter.
 - All filters can be moved/reordered, unlike columns.
- Remove certain filters (denoted by NO lock icon):
 - Filters that can be deleted will show a **Remove** button on hover. Clicking **Remove** will prompt the user to confirm the action.
 - Filters that display a lock icon cannot be removed.

There are a number of filters that cannot be removed. They are all denoted with a lock icon.

Cannot be removed or rearranged	
Can be removed or rearranged	

Selected Filters behavior

Making Changes to Filters

To create a personalized view of your vendor bills, use the Customization feature by following these steps.

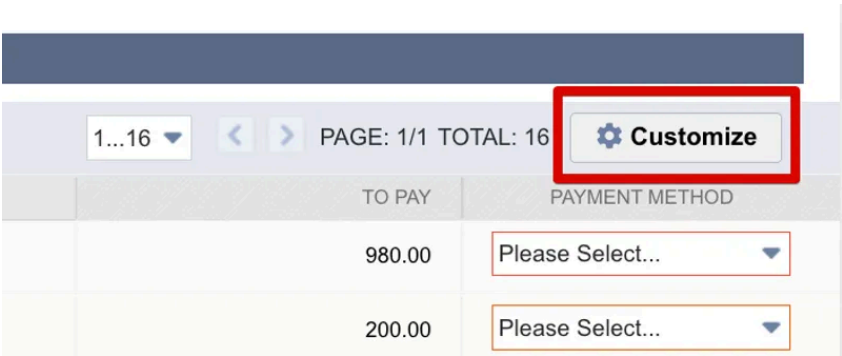
1 Locate Customize Option

Navigate to Goldman Sachs → Payments → Vendor Bills.



Navigate to the Vendor Bills page

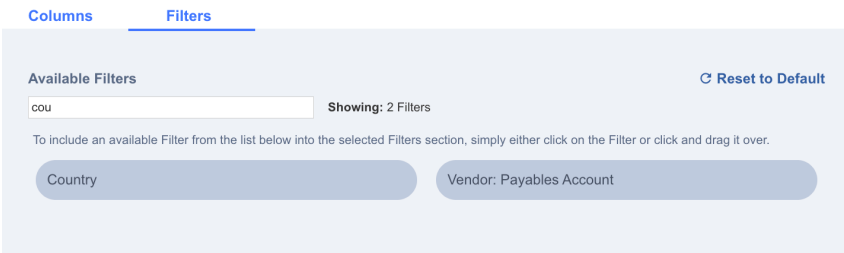
To make customizations to filters on the **Pay Vendor Bills** page, click on the **Customize** button.



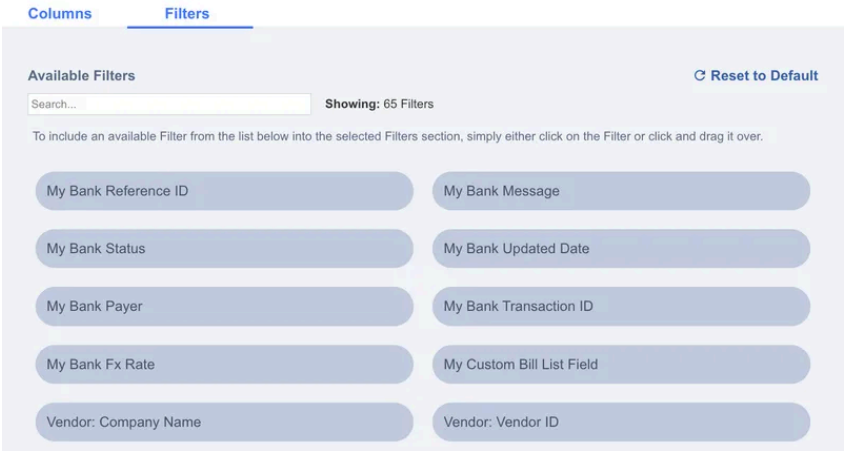
"Customize" button on the Pay Vendor Bills page

2 Finding Available Filters

In the **Available Filters** section of the page, begin typing in the search bar to find the filter of your choice, or scroll through the full list to see what filter options are available.



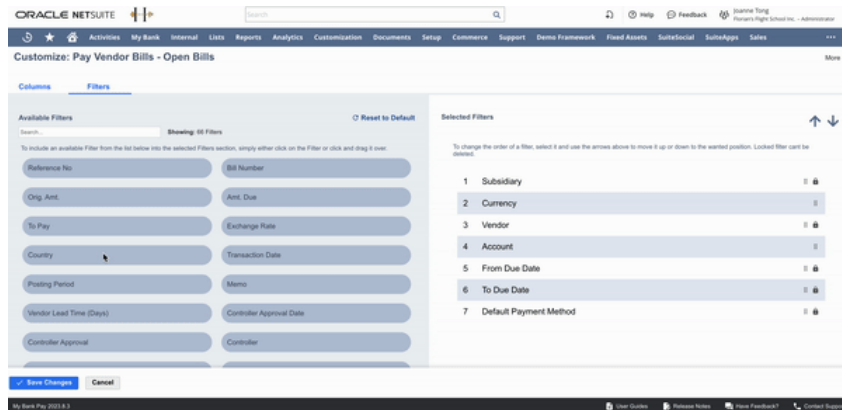
Option 1: Using the Search bar to find a filter



Option 2: Scrolling through the Available Filters list to find a filter

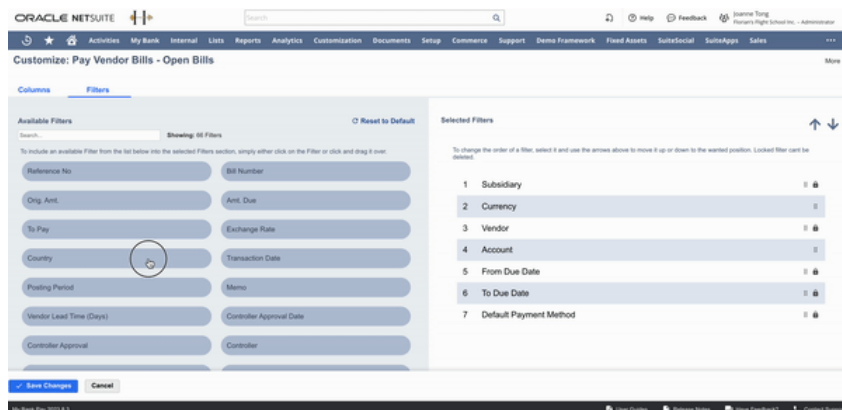
3 Adding and Rearranging Filters

Click on a filter in the **Available Filters** section to add it to the **Selected Filters** section. This will add it to the top of the **Selected Filters** section.



Option 1: Click to add a filter and re-arrange using arrows

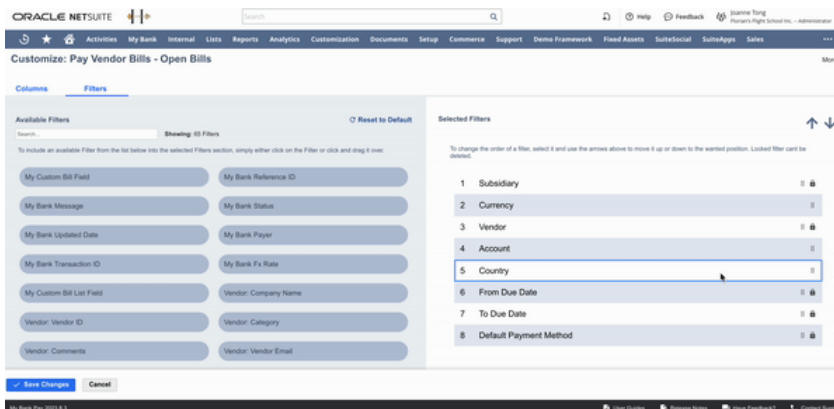
Alternatively, you may click and drag a filter from the **Available Filters** section to the desired position in the **Selected Filters** section.



Option 2: Click and drag a filter to the desired position

4 Removing Selected Filters

To remove a filter, simply click on the filter in the **Selected Filters** section of the page. It will prompt you to confirm that you wish to remove this filter. Upon clicking **Yes, Remove Item**, the filter will reappear within the **Available Filters** section.

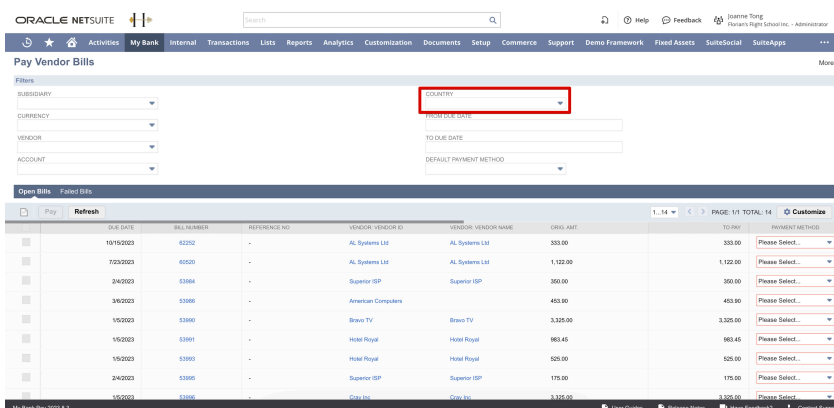


Click "Remove" and confirm removal by clicking "Yes, Remove Item"

5 Saving Customizations

When you are happy with your changes, click **Save Changes** at the bottom of the screen to save your customizations. A dialog will appear to confirm that changes were made successfully. You may either return to the **Pay Vendor Bills** page by clicking on the **Go Back to Pay Bills Page** button, or you may remain on the current page by clicking the **Close** button.

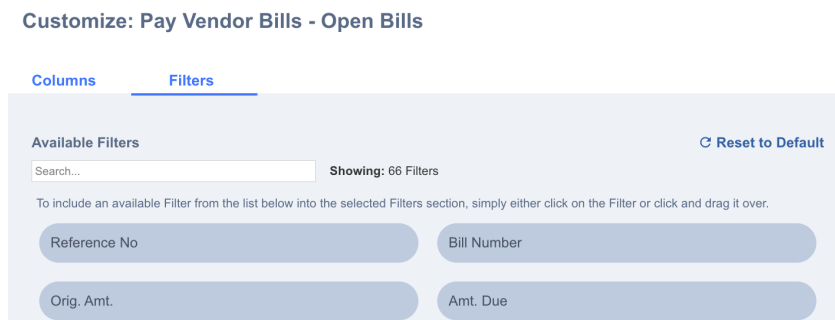
The **Pay Vendor Bills** page will now reflect filter customizations.



"Country" now appears as a filter in the specified order

6 Resetting Filters to Default

To reset your filters back to default, click on the **Customize** button, then the **Filters** tab, and finally click on the **Reset to Default** button.



Click Reset to Default

A dialog box will appear, prompting you to confirm whether you really want to reset your filter customizations back to default. Click on **Yes, Reset to Default** to continue.

After clicking **Yes, Reset to Default**, all filter customizations, including any additions, rearrangements, and removals, have been reset to the default selection and position of filters. You may continue to make more changes from here, or click **Save Changes** to proceed with the default filters.

Required Permissions

Several permissions are required for a user to fully access and make customizations to columns and filters:

- Access to the following Suitelet scripts:
 - Goldman Sachs Pay Vendor Bills
 - Goldman Sachs User Customization
- Access to the following NetSuite User/Role Permission:
 - Custom Fields (Level: View)
 - Subsidiaries (Level: View)
 - Accounting Lists (Level: View)
 - Set Up Company (Level: View): Optional, but ideal for customizable filters
 - Manage Accounting Periods (Level: View): Optional, but ideal for customizable filters

Assign Suitelet Scripts

1 Locate Suitelets

Use the following filters:

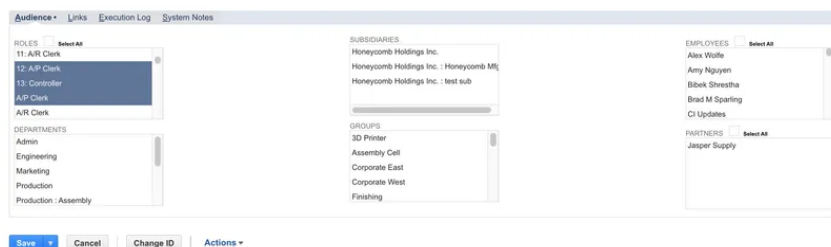
- [illegible]

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2 Assign Permissions

Click **Edit** beside both Goldman Sachs **Pay Vendor Bills** and Goldman Sachs **User Customization**.

Under the **Audience** sub-tab, select the appropriate employees, departments, and roles to which you would like to assign permissions.



Select the appropriate roles, employees, etc. In this example, AP Clerks and Controllers have permissions

Then, click **Save**.

NOTE: Without assigning the Goldman Sachs **User Customization** script to a user's permissions, a user who clicks the **Customize** button on the Pay Vendor Bills page will be directed to an error page, stating "You do not have privileges to view this page."

NetSuite User/Role Permissions

A NetSuite Administrator will also need to grant users permissions to **Subsidiaries (Level: View)** and **Custom Fields (Level: View)** so the Customize page can pull in Subsidiaries and any custom fields available on the Bill record.

1 Locate User/Role Permissions

Navigate to **Setup → User/Roles → Manage Roles**.

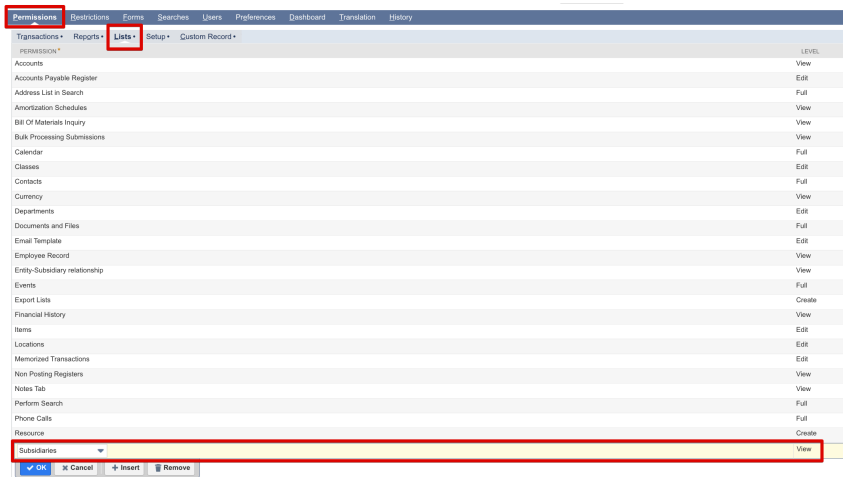
Click **Edit** beside the role of choice.

After selecting **Edit**, go to the **Permissions tab → List tab**.

2 Assign Subsidiaries Permission

Click on the dropdown in the last row of the **Permissions** table. Scroll through the list, or begin typing to find the following permission:

- **Subsidiaries (Level: View):** Required to add and view subsidiaries as a column option when customizing the Pay Vendor Bills page.

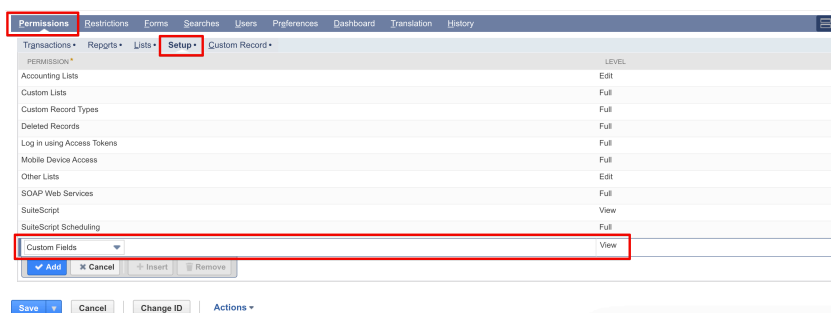


Subsidiaries (Level: View) found on the Permissions tab → List tab

3 Assign Setup Permissions

Next, click on the **Permissions tab** → **Setup** tab. Click on the dropdown in the last row of the **Permissions** table. Scroll through the list, or begin typing to find the following permissions:

- **Custom Fields (Level: View):** Required to pull in custom fields on the Bill record to be used as a part of customizable columns on the Pay Vendor Bills page.
- **Set Up Company (Level: View):** Ideal, but not required for Customizable Filters to function. It is only required for a user to see the dropdown options on the Country filter.
- **Manage Accounting Periods (Level: View):** Ideal, but not required for Customizable Filters to function. It is only required for a user to see the dropdown options on the Accounting Periods filter.



Custom Fields (Level: View) found on Permissions tab → Setup tab

Click **Save** to save your changes.

NOTE: If a Role is not granted **Custom Fields (Level: View)** permissions, the **Customize: Pay Vendor Bills** page will be stuck on loading. The NetSuite Administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights the location, affected user(s), and cause of the error.

A similar email notification will be sent to the Administrator when a user without **Subsidiaries (Level: View)** permissions adds and saves the **Subsidiary** column to their list. In this case, the user will also experience the Pay Vendor Bills page becoming stuck on loading.

NOTE: If a Role lacks **Set Up Company (Level: View)** permissions, users in that role won't see the drop-down options for the Country filter on the Pay Vendor Bills page. This only applies if the Country has been added as a Selected Filter on the Customize: Pay Vendor Bills page.

NOTE: If a Role lacks **Manage Accounting Periods (Level: View)** permissions, users in that role won't see drop-down options for the Accounting Periods filter on the Pay Vendor Bills page. This only applies if Accounting Periods have been added as a Selected Filter on the Customize: Pay Vendor Bills page.

FAQs

✓ What column or filter options do I have?

Users can choose from standard fields available on the Bill and Vendor records, alongside any custom Transaction Body fields on the Bill record.

✓ Why can't I choose from Custom Entity Fields on the Vendor record?

This is currently out of scope for our first release of Customizable Columns and Filters. If this is something that interests you, please send along any feedback you have to TxB Representative.

✓ Can I make customizations to columns or filters on any of these pages: Payments History, Positive Pay, Positive Pay History, Balances & Transactions?

No, only the Pay Vendor Bills page is in scope for this feature.

✓ Do the customizations I make to the Pay Vendor Bills page impact anyone else?

No, all customizations are saved on the user level.

✓ Do any customizations I make on the Open Bills tab of the Pay Vendor Bills page impact what I see on the Failed Bills tab?

This depends on whether customizations were made to filters or columns.

For columns, all customizations are isolated to the specific tab. The Customize: Pay Vendor Bills page title will indicate whether you are customizing columns on the Open Bills tab or the Failed Bills tab.

For filters, there's no impact on the distinction between Open Bills and Failed Bills. Any changes made to filters on one tab are automatically copied over to the other.

✓ Why is the Pay Vendor Bills page stuck loading?

This can be caused by various reasons and is typically related to a SuiteScript error that the NetSuite Administrator will receive an email for when a user encounters this problem. There are currently two known causes:

Cause #1: The user is missing a NetSuite Permission on their role for **Custom Field (Level: View)**

- **Fix:** Grant **Custom Field (Level: View)** NetSuite Permissions for the user's role

Cause #2: The user is missing a NetSuite Permission on their role for **Subsidiaries (Level: View)**

- **Fix:** Grant **Subsidiaries (Level: View)** NetSuite Permissions for the user's role

If neither of the above fixes work, please reach out to TxB Representative with any recent SuiteScript errors corresponding to your bank bundle that may have been sent to the NetSuite Administrator's email inbox, or are visible from the Script Execution Logs page (**Customization** → **Scripting** → **Script Execution Logs**).

✓ **Why do I need to grant or be granted access to the User Customization Suitelet script?**

A Suitelet is a page, in NetSuite terms. Without access to this Suitelet script, a user cannot access the Customize: Pay Vendor Bills page. The **Customize** button will still appear on the Pay Vendor Bills page, but clicking it will result in an error page, stating "You do not have privileges to view this page."

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Custom Fields (Level: View)?**

If **Custom Fields (Level: View)** permissions are not granted to a Role, the Customize: Pay Vendor Bills page will be stuck on loading, and the NetSuite Administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Subsidiaries (Level: View)?**

This is a required NetSuite User/Role Permission if a user wishes to add a column for **Subsidiary** on the Pay Vendor Bills page. If this permission is not granted, the Customizable Columns feature will remain usable, except that the role/user will not be able to add **Subsidiary** to their Selected Columns list and save their changes.

If **Subsidiaries (Level: View)** permissions are not granted to a Role, if a user in that role adds the **Subsidiary** column to their Selected Columns and saves their changes, the Pay Vendor Bills page will be stuck on loading. The NetSuite Administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Set Up Company (Level: View)?**

This User/Role Permission is optional and only required if a user wishes to add **Country** as a customizable filter to the Pay Vendor Bills page.

If **Set Up Company (Level: View)** permissions are not granted to a Role, the Pay Vendor Bills page and Customize page will remain accessible, and users are still able to process payments or make customizations. The user will just be unable to see drop-down options for **Country** if added and saved as a customizable filter.

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Manage Accounting Periods (Level: View)?**

This User/Role Permission is optional, and only required if a user wishes to add **Account Period** as a customizable filter to the Pay Vendor Bills page.

If **Manage Accounting Periods (Level: View)** permissions are not granted to a Role, the Pay Vendor Bills page and Customize page will remain accessible, and users are still able to process payments or make customizations. The user will just be unable to see drop-down options for **Account Period** if added and saved as a customizable filter.

2.3.3.1.1.6. Customizing Columns (NetSuite)

Customizable Columns give you more flexibility to personalize the vendor bill payment experience. You can easily add, rearrange, and remove the columns you see on the Open Bills and Failed Bills tabs of the Pay Vendor Bills page.

You can select standard fields from the Bill and Vendor records, as well as any custom transaction body fields on the Bill record, to display as a column.

All customizations you make are saved at the user level. This means your personalized column layout won't affect the Pay Vendor Bills page for any other user.

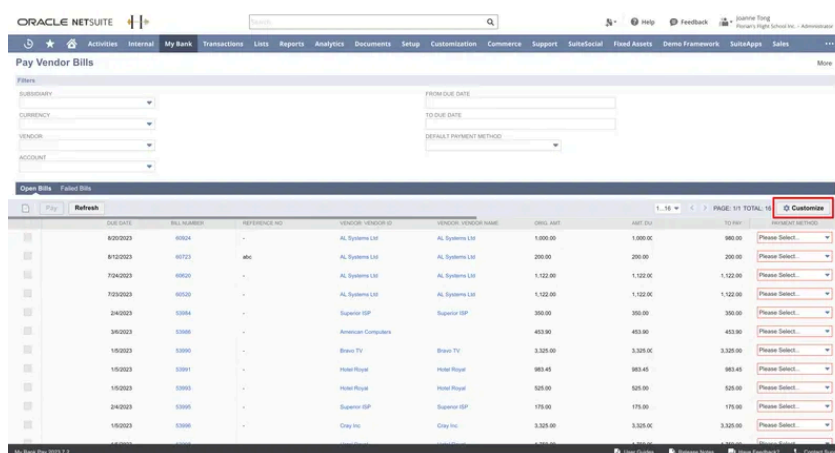
Keep in mind that enabling Customizable Columns requires additional permissions for user roles. Please check the **Required Permissions** section on this page for details.

Accessing the Customization Feature

Follow these steps to access the Customization feature on the Pay Vendor Bills Page.

1 Locate Customize Option

The customization page is accessible from the Pay Vendor Bills page by clicking on the **Customize** button.

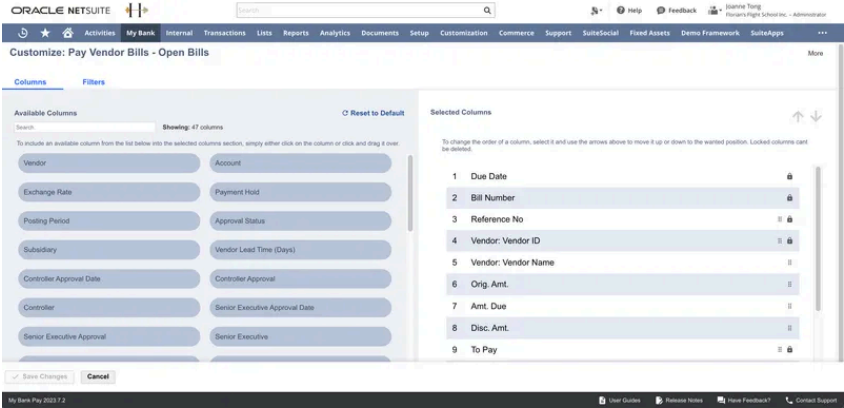


Customize Button Located on the Right of the Pay Vendor Bills Screen

When you click the **Customize** button while viewing the Open Bills tab, it will take you to the Customize: Pay Vendor Bills - Open Bills page.

2 Customize Pay Vendor Bills Page

Here, you can add, rearrange, or remove columns that are displayed on the **Open Bills** tab of the Pay Vendor Bills page.

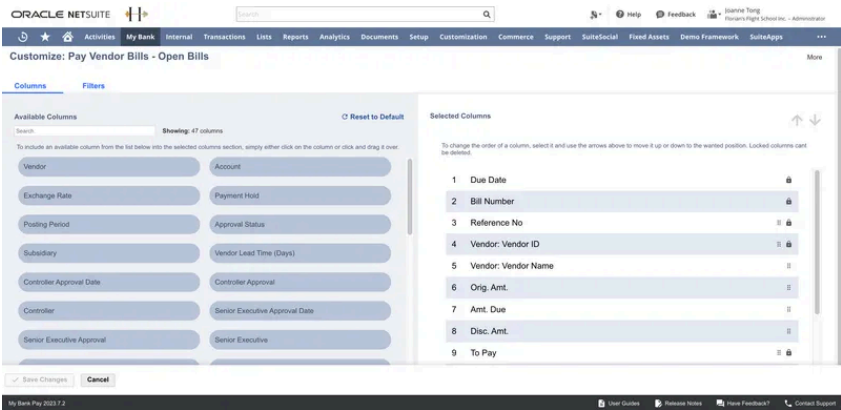


The Customize page for the Open Bills tab of the Pay Vendor Bills page

By default, the Columns sub-tab appears first.

Available and Selected Columns

On the **Columns** tab of either Customize: Pay Vendor Bills - Open Bills or Customize: Pay Vendor Bills - Failed Bills pages, users can see two main sections: **Available Columns**, **Selected Columns**.



The Customize page for the Open Bills tab of the Pay Vendor Bills page

Available Columns

The **Available Columns** section, located on the left half of the screen, allows the user to do the following:

- Search for available columns by typing into the search bar.
- See the total number of available columns to be selected.
- Click, or click and drag, available columns to be added to the **Selected Columns** section of the page.
- Reset columns back to default.

This feature allows users to choose from the standard fields available on both the Bill and Vendor records to display and rearrange columns on the Pay Vendor Bills page.

Additionally, users can choose any custom fields available on the Bill Record, but not any custom fields available on the Vendor Record.

Selected Columns

The **Selected Columns** section is on the right side of your screen. Here you can do the following with the columns selected:

- View all the columns currently visible on the Pay Vendor Bills page.
- Rearrange columns:
 - Look for the dotted icon. If a column has this, you can drag and drop it, or select it and use the up/down arrows to change its order.
 - Columns *without* the dotted icon cannot be rearranged.
- Remove columns:
 - Columns that do not have a lock icon can be removed.
 - Hover over the column and click the **Remove** button that appears. You'll be asked to confirm the removal.
 - Columns with a lock icon cannot be deleted.

Cannot be removed or rearranged	
Cannot be removed but can be rearranged	 
Can be removed or rearranged	

Selected Columns behavior

Making Changes to Columns

To create a personalized view of your vendor bills, use the Customization feature by following these steps.

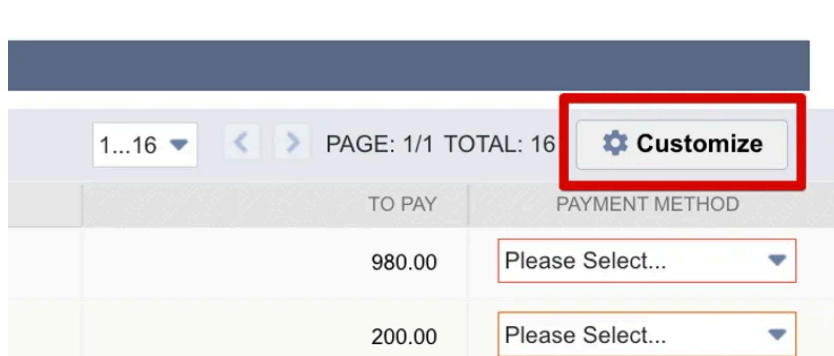
1 Locate Customize Option

Navigate to Goldman Sachs → **Payments** → **Vendor Bills**.



Navigate to the Vendor Bills page

To make customizations to columns on the Open Bills tab of the Pay Vendor Bills, click on the **Customize** button.



Customize Button on the Pay Vendor Bills Page

To make customizations to columns on the Failed Bills or Open Bills tab of the Pay Vendor Bills page, click first on the Failed Bills or Open Bills tab, then the **Customize** button.

Open BillsFailed Bills		
	Pay	Refresh
☐	DUE DATE	BILL NUMBER
☐	9/9/2023	60925

The Failed Bills Tab of the Pay Vendor Bills Page

2 Finding Available Columns

In the **Available Columns** section of the page, begin typing in the search bar to find the column of your choice, or scroll through the full list to see what column options are available.

Customize: Pay Vendor Bills - Open Bills

Columns

Filters

Available Columns

cat

Showing: 1 columns

Reset to Default

To include an available column from the list below into the selected columns section, simply either click on the column or click and drag it over.

Vendor: Category

Option 1: Using the Search Bar to Find a Column

Customize: Pay Vendor Bills - Open Bills

Columns

Filters

Available Columns

Search

Showing: 47 columns

Reset to Default

To include an available column from the list below into the selected columns section, simply either click on the column or click and drag it over.

My Bank Reference ID

My Bank Message

My Bank Status

My Bank Updated Date

My Bank Payer

My Bank Transaction

My Bank Transaction ID

My Bank Fx Rate

Vendor: Company Name

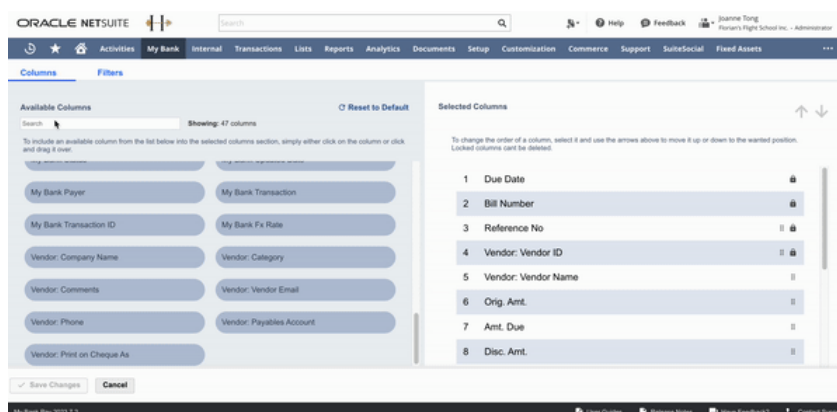
Vendor: Category

Option 2: Scrolling Through the Available Columns List to Find a Column

3 Adding and Rearranging Columns

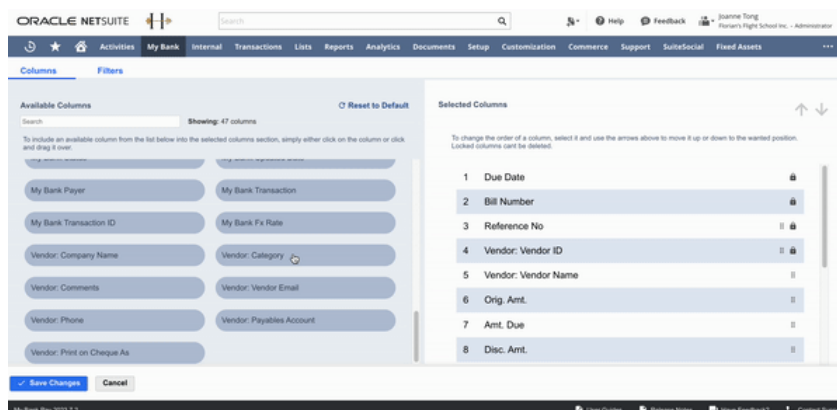
To add a column, click on a column in the **Available Columns** section to move it to the **Selected Columns** section.

This will place it in the highest possible position within the **Selected Columns** section, which is third, just below the columns for **Due Date** and **Bill Number**, as these two columns cannot be repositioned. You can utilize the arrows at the top right to further adjust the column's placement.



Option 1: Click to add a column and re-arrange using arrows

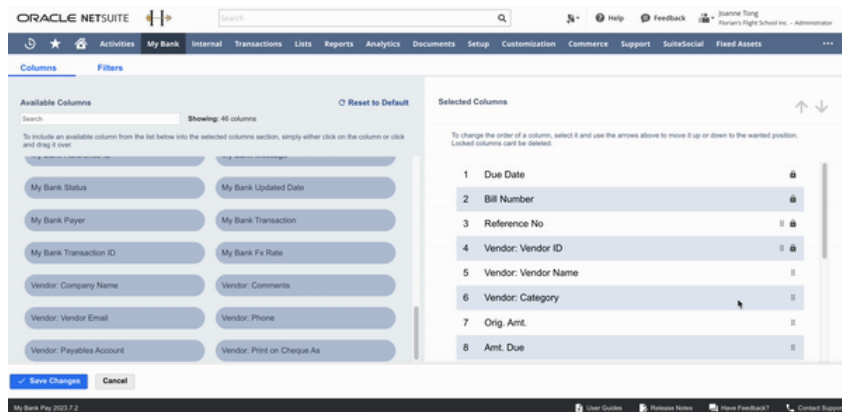
Alternatively, you can click and drag a column from the **Available Columns** section to the desired position in the **Selected Columns** section.



Option 2: Click and drag a column to the desired position

4 Removing Selected Columns

To remove a column, simply click on the column in the **Selected Columns** section of the page to bring up the **Remove** button. It will prompt you to confirm that you wish to remove this column.



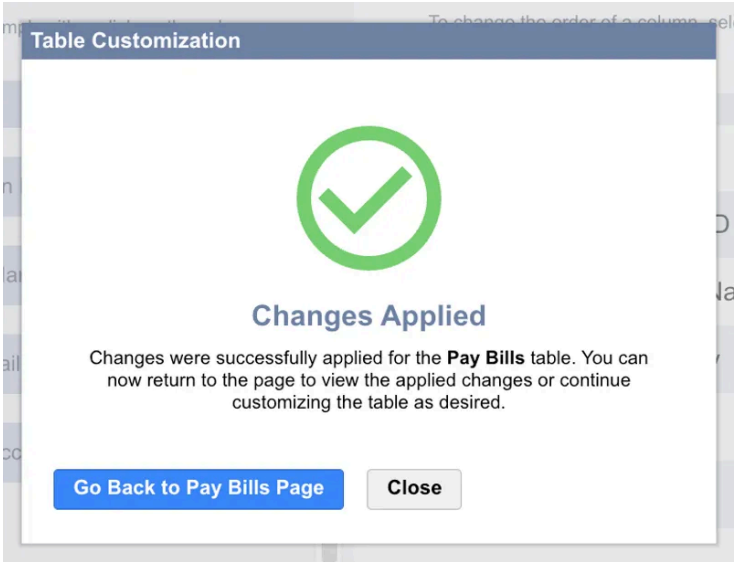
Click "Remove" and confirm removal by clicking "Yes, Remove Item"

Upon clicking **Yes, Remove Item**, the column will reappear within the **Available Columns** section.

5 Saving Customizations

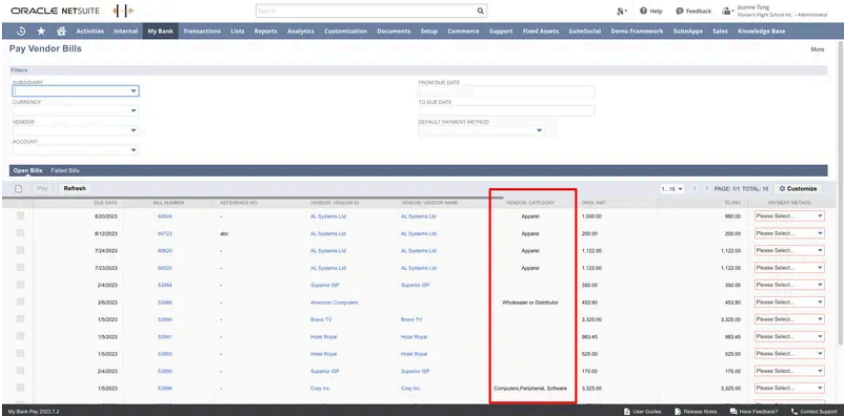
When you are happy with your changes, click **Save Changes** at the bottom of the screen to save your customizations.

You may either return to the Pay Vendor Bills page by clicking on **Go Back to Pay Bills Page**, or you may remain on the current page by clicking **Close**.



Changes Applied confirmation window

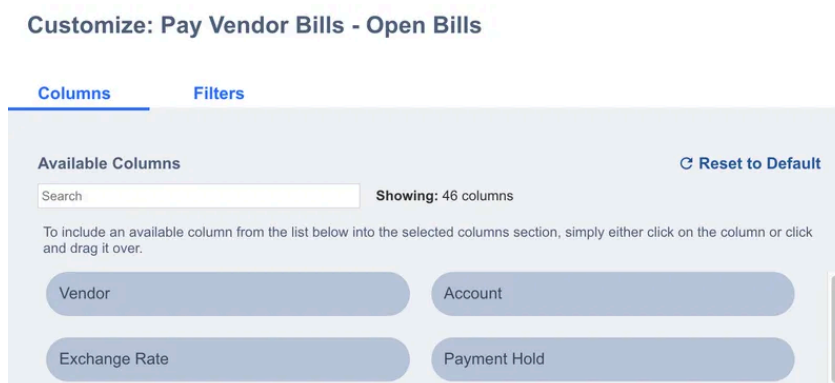
The Open Bills tab of the **Pay Vendor Bills** page will now reflect column customizations.



“Vendor: Category” now appears as a column in the specified position

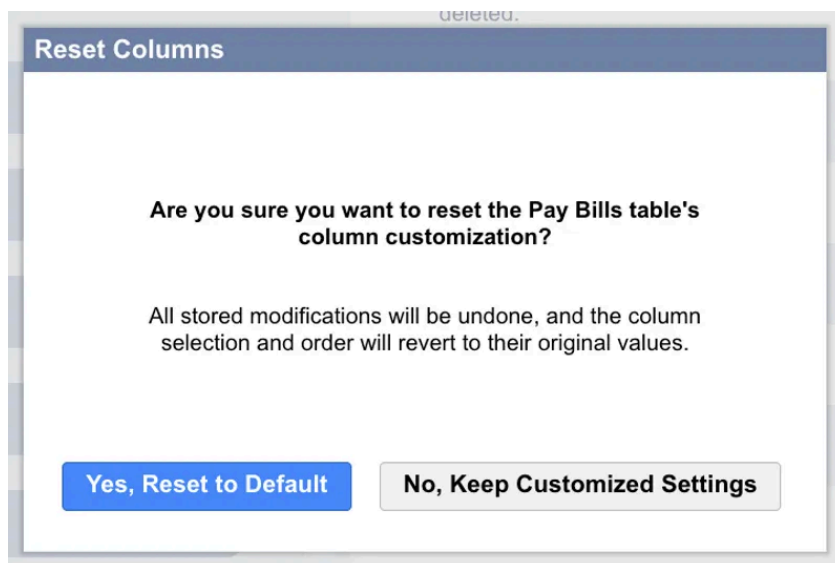
6 Resetting Columns to Default

To reset your columns back to default, click on the **Customize: Pay Vendor Bills** page, and click on the **Reset to Default** button.



Click "Reset to Default"

A dialog box will appear, prompting you to confirm whether you really want to reset your column customizations back to default. Click on **Yes, Reset to Default** to continue.



Click "Yes, Reset to Default" to confirm the reset

After clicking **Yes, Reset to Default**, all column customizations, including any additions, rearrangements, and removals, have been reset to the default selection and position of columns.

You may continue to make more changes from here, or click **Save Changes** to proceed with the default columns.

Required Permissions

Several permissions are required for a user to fully access and make customizations to columns and filters:

- ## Assign Suitelet Scripts

1 Locate Suitelets

Use the following filters:

- | DEPLOYED | EDIT VIEW | ID | SCRIPT * | API VERSION | STATUS | TITLE | LAST MODIFIED |
|----------|-------------|----------------------------------|--------------------------------------|-------------|----------|---------------------------------------|--------------------|
| | | customdeploy_gs_bank_accounts_s | Goldman Sachs Bank Accounts | 2.1 | Released | Goldman Sachs Bank Accounts | 7/20/2028 10:35 am |
| | | customdeploy_gs_exp_reimb_sps_s | Goldman Sachs Expense Reimbursements | 2.1 | Released | Goldman Sachs Expense Reimbursements | 7/20/2028 10:35 am |
| | | customdeploy_gs_pay_vendor_sps_s | Goldman Sachs Pay Vendor Bills | 2.1 | Released | Goldman Sachs Pay Vendor Bills | 5/13/2028 3:08 pm |
| | | customdeploy_gs_paym_approv_s | Goldman Sachs Payment Approvals | 2.1 | Released | Goldman Sachs Payments Approvals | 5/13/2028 3:08 pm |
| | | customdeploy_gs_paym_histroy_s | Goldman Sachs Payments History | 2.1 | Released | Goldman Sachs Payments History | 5/13/2028 3:08 pm |
| | | customdeploy_gs_sched_paymts_s | Goldman Sachs Scheduled Payments | 2.1 | Released | Goldman Sachs Scheduled Payments | 5/13/2028 3:08 pm |
| | | customdeploy_gs_trf_feed_s | Goldman Sachs Trans Feed Config | 2.1 | Released | Goldman Sachs Transaction Feed Config | 5/13/2028 3:08 pm |
| | | customdeploy_gs_transfer_s | Goldman Sachs Transfer Funds | 2.1 | Released | Goldman Sachs Transfer Funds | 5/13/2028 3:08 pm |
| | | customdeploy_gs_transf_histroy_s | Goldman Sachs Transfer History | 2.1 | Released | Goldman Sachs Transfer History | 5/13/2028 3:08 pm |
| | | customdeploy_gs_user_custm_s | Goldman Sachs User Customization | 2.1 | Released | Goldman Sachs User Customization | 5/13/2028 3:08 pm |

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2 Assign Permissions

Click **Edit** beside both Goldman Sachs **Pay Vendor Bills** and Goldman Sachs **User Customization**.

Under the **Audience** sub-tab, select the appropriate employees, departments, and roles to which you would like to assign permissions.

The screenshot shows the 'Audience' sub-tab in a NetSuite interface. It features four main selection areas: ROLES, SUBSIDIARIES, EMPLOYEES, and PARTNERS. In the ROLES section, '11: A/R Clerk', '12: A/P Clerk', and '13: Controller' are selected. In the EMPLOYEES section, 'Alex Wolfe', 'Amy Nguyen', 'Bibek Shrestha', 'Brad M Spaulding', and 'CI Updates' are selected. The SUBSIDIARIES and PARTNERS sections are currently empty. At the bottom, there are buttons for 'Save', 'Cancel', 'Change ID', and 'Actions'.

Select the appropriate roles, employees, etc. In this example, AP Clerks and Controllers have permissions

Then, click **Save**.

NOTE: Without assigning the Goldman Sachs **User Customization** script to a user's permissions, a user who clicks the **Customize** button on the Pay Vendor Bills page will be directed to an error page, stating "You do not have privileges to view this page."

Assign User/Role Permissions

A NetSuite Administrator will also need to grant users permissions to **Subsidiaries (Level: View)** and **Custom Fields (Level: View)** so the Customize page can pull in Subsidiaries and any custom fields available on the Bill record.

1 Locate User/Role Permissions

Navigate to **Setup → User/Roles → Manage Roles**.

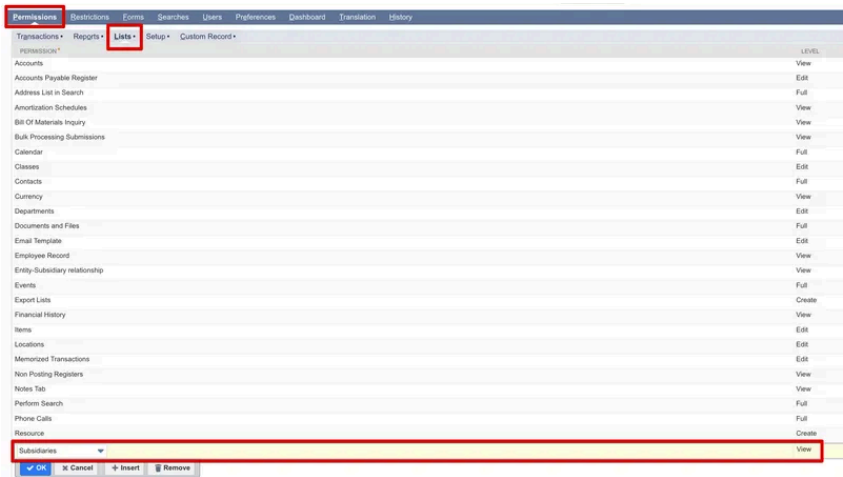
Click **Edit** beside the role of choice.

After selecting **Edit**, go to the **Permissions tab → List tab**.

2 Assign Subsidiaries Permissions

Click on the dropdown in the last row of the **Permissions** table. Scroll through the list or begin typing to find the following permission:

- **Subsidiaries (Level: View):** Required to add and view subsidiaries as a column option when customizing the Pay Vendor Bills page.

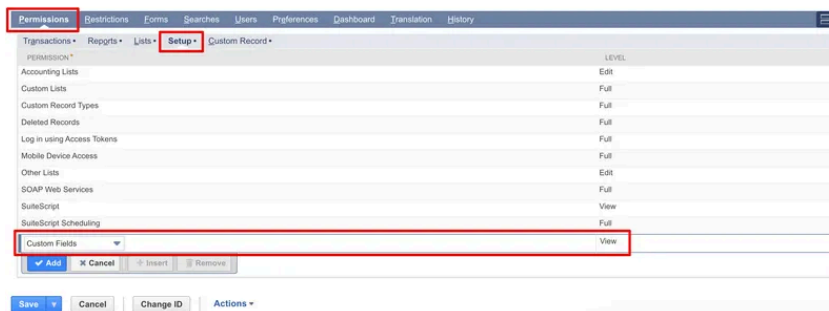


Subsidiaries (Level: View) found on the Permissions tab → List tab

3 Assign Custom Fields Permissions

Next, click on the **Permissions tab → Setup tab**. Click on the dropdown in the last row of the Permissions table. Scroll through the list, or begin typing to find the following permission:

- **Custom Fields (Level: View)**: Required to pull in custom fields on the Bill record to be used as a part of customizable columns on the Pay Vendor Bills page.



Custom Fields (Level: View) found on Permissions tab → Setup tab

Click **Save** to save your changes.

NOTE: If **Custom Fields (Level: View)** permissions are not granted to a Role, the **Customize: Pay Vendor Bills** page will be stuck on loading and the NetSuite administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

The NetSuite administrator will also receive a similar email notification when a user who is not granted permissions for **Subsidiaries (Level: View)** adds and saves the **Subsidiary** column to their Selected Columns list. The user will see that their Pay Vendor Bills page will be stuck loading.

FAQs

✓ What column options do I have?

Users can choose from standard fields available on the Bill and Vendor records, alongside any custom Transaction Body fields on the Bill record.

✓ Why can't I choose from Custom Entity Fields on the Vendor record?

This is currently out of scope for our first release of Customizable Columns. If this is something that interests you, please send along any feedback you have to TxB Representative.

✓ **Can I make customizations to columns on any of these pages: Payments History, Positive Pay, Positive Pay History, Balances & Transactions?**

No, only the Pay Vendor Bills page is in scope for this feature.

✓ **Do the customizations I make to the Pay Vendor Bills page impact anyone else?**

No, all customizations are saved on the user level.

✓ **Do any customizations I make on the Open Bills tab of the Pay Vendor Bills page impact what I see on the Failed Bills tab?**

No, all customizations are isolated to the specific tab. The Customize: Pay Vendor Bills page will also say whether you are customizing columns on the Open Bills tab or on the Failed Bills tab in the page title.

✓ **Why am I not able to remove or rearrange certain columns from my Selected Columns list?**

These columns are considered essential information for a bill payment and cannot be removed. Some cannot be rearranged as they are fixed left or right upon horizontal scroll for a better user experience.

✓ **Why is the Pay Vendor Bills page stuck loading?**

This can be caused by various reasons and is typically related to a SuiteScript error, that which the NetSuite administrator will receive an email when a user encounters this problem. There are currently two known causes:

Cause #1: The user is missing a NetSuite Permission on their role for Custom Field (Level: View)

- **Fix:** Grant Custom Field (Level: View) NetSuite Permissions for the user's role

Cause #2: The user is missing a NetSuite Permission on their role for Subsidiaries (Level: View)

- **Fix:** Grant Subsidiaries (Level: View) NetSuite Permissions for the user's role

If neither of the above fixes works, please reach out to TxB Representative with any recent SuiteScript errors corresponding to your bank bundle that may have been sent to the NetSuite Administrator's email inbox, or are visible from the Script Execution Logs page (**Customization** → **Scripting** → **Script Execution Logs**).

✓ **Why do I need to grant or be granted access to the User Customization Suitelet script?**

A Suitelet is a page, in NetSuite terms. Without access to this Suitelet script, a user cannot access the Customize: Pay Vendor Bills page. The **Customize** button will still appear on the Pay Vendor Bills page, but clicking it will result in an error page, stating "You do not have privileges to view this page."

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Custom Fields (Level: View)?**

If Custom Fields (Level: View) permissions are not granted to a Role, the Customize: Pay Vendor Bills page will be stuck on loading, and the NetSuite administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Subsidiaries (Level: View)?**

This is a required NetSuite User/Role Permission if a user wishes to add a column for **Subsidiary** on the Pay Vendor Bills page. If this permission is not granted, the Customizable Columns feature will remain usable, except that the role/user will not be able to add **Subsidiary** to their Selected Columns list and save their changes.

If Subsidiaries (Level: View) permissions are not granted to a Role, if a user in that role adds the **Subsidiary** column to their Selected Columns and saves their changes, the Pay Vendor Bills page will be stuck on loading. The NetSuite administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

2.3.3.1.1.7. Voiding and Repaying Bills (NetSuite)

Bills that are voided in native NetSuite can be repaid through the bank plugin, allowing for multiple repayments if necessary.

Previously paid payments with a duplicate bill ID cannot be voided and repaid directly. Instead, you'll need to create a new copy of the bill and apply payment to the copy or submit a ticket to TxB Representative for resolution.

How to Void Bills

Use this simple process to void a bill using the plugin.

1 Locate the Bill

Find a bill that has already been paid via the plugin on the History page by going to Goldman Sachs → **Payments** → **History**.

Payments History More

Filter

PAYMENT TYPE

SUBSIDIARY

FROM PAID DATE

TO PAID DATE

All Transactions (4) Pending Transactions (0) Failed Transactions (1) Processed Transactions (3)

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	VIEW	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	PAYMENT METHOD	CREATED DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	39080		View	Hotel Royal	Hotel Royal	2,800.00	USA		Joanne Teng	ACH	2/25/2022	7/13/2022	Succeeded	Request fulfilled successfully
Vendor Bill	View	39077		View	Superior ISP	Superior ISP	3,900.00	USA	S402-1476	Joanne Teng	ACH	2/25/2022	7/12/2022	Succeeded	Request fulfilled successfully

Payment History age showing paid bills

2 Check Bill Status

Open the Bill Record and confirm the bill has been **PAID IN FULL**. You can select Your Bank's tab in the submenu to confirm that the bill payment has hit the plugin.

Bill

Hotel Royal

PAID IN FULL

Actions

VENDOR

Hotel Royal

DATE

3/25/2022

POSTING PERIOD

Feb 2022

SUBSIDIARY

Honeycomb Mfg.

REFERENCE NO.

AMOUNT

2,800.00

TERMS

INCOTERM

DUE DATE

2/25/2022

DISC. DATE

☐ PAYMENT HOLD

DISC. AMT.

CURRENCY

USA

ACCOUNT

2000 Accounts Payable

EXCHANGE RATE

1.00

LOCATION

01: San Francisco

APPROVAL STATUS

Approved

CLASS

MEMO

Expenses & Items

Billing

History

Workflow

Custom

Landed Cost

Approvals

Configuration Details

EET

My Bank

FLSPAN

Box Files

Expense 0.00

Items 2,800.00

ITEM	VENDOR NAME	DESCRIPTION	OPTIONS	INVENTORY DETAIL	QUANTITY	RATE	LANDED COST	AMOUNT	CUSTOMER	DEPARTMENT	LANDED COST CATEGORY	AMORT. SCHEDULE
AC000004		Marlin 4412D. The most powerful features avail in a 12 button display phone			16	175.00		2,800.00				

Check Bill is marked as "PAID IN FULL"

Expenses & Items

Billing

History

Workflow

Custom

Landed Cost

Approvals

Configuration Details

EET

My Bank

FLSPAN

Box Files

MY BANK REFERENCE ID
0a17955a-a13b-4736-9e16-11201842059

MY BANK MESSAGE
Request fulfilled successfully

MY BANK STATUS
Succeeded

MY BANK UPDATED DATE
7/13/2022

MY BANK PAYER
Joanne Tong

MY BANK TRANSACTION ID
e27c568b-a0b6-4653-ac5a-d983709a29c

MY BANK FX RATE

Confirm Bill Payment

3 Go to Bill Payment Record

Go to **Bill record** → **History (or Related Records)** → **Payments** and find the Bill Payment record associated with this Bill.

Bill		PAID IN FULL		
Hotel Royal		Edit	Back	Credit Authorize Return Actions +
VENDOR Hotel Royal	TERMS	LOCATION 01: San Francisco		
DATE 2/25/2022	INCO TERM	APPROVAL STATUS Approved		
POSTING PERIOD Feb 2022	DUE DATE 2/25/2022	CLASS		
SUBSIDIARY Honeycomb Mfg.	DISC. DATE	MEMO		
REFERENCE NO.	☐ PAYMENT HOLD			
	DISC. AMT.			
AMOUNT 2,800.00	CURRENCY USA			
	ACCOUNT 2000 Accounts Payable			
	EXCHANGE RATE 1.00			

Expenses & Items	Billing	History	Workflow	Custom	Landed Cost	Approvals	Configuration Details	EET	My Bank	FJ SPAN	Box Files
Contacto	Activities	User Notes	System Notes +	Messages	File	Payments -	Purchase Orders	Reimbursements			

[Print](#)

DATE	TYPE	NUMBER	STATUS	AMOUNT
7/13/2022	Bill Payment	#468410 via ACH		2,800.00
	Total			2,800.00

Open Bill Payment Record

4 Void the Bill

Void the Bill Payment by selecting the **Void** button.

Bill Payment

[←](#)
[→](#)
[List](#)
[Search](#)
[Customize](#)

#48410 via ACH Hotel Royal

[Edit](#)
[Back](#)
[Void](#)
[Fax](#)

[Actions](#)

☐ TO ACH

PAYEE
 Hotel Royal

BALANCE
 271.521.30

DATE
 7/13/2022

POSTING PERIOD
 Jul 2022

AMOUNT
 2,800.00

CURRENCY
 USA

EXCHANGE RATE
 1.00

CHECK #
 #48410 via ACH

☐ TO BE PRINTED
 ☐ VOUCHER

ACCOUNT
 1002 Savings

LOCATION
 01: San Francisco

CLASS

SUBSIDIARY
 Honeycomb Mfg.

MEMO

DEPARTMENT

[Apply](#)
[History](#)
[Workflow](#)
[Custom](#)
[Configuration Details](#)
[EFT](#)
[My Bank](#)
[E1 SPAN](#)
[Box Files](#)

Applied To **2,800.00** • Credits Applied 0.00

DATE DUE	TYPE	REF NO.	ORIG. AMT	AMT. DUE	CURRENCY	DISC. DATE	DISC. AVAIL	DISC. TAKEN	PAYMENT
2/25/2022	BR		2,800.00	2,800.00	USA				2,800.00

[Edit](#)
[Back](#)
[Void](#)
[Fax](#)

[Actions](#)

Void the Bill

5 Save the Bill

Select **Save** on the Voiding Journal Entry that NetSuite creates in response to the voiding of the Bill Payment.

The screenshot shows the 'Voiding Journal' form in NetSuite. At the top left, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box. Below the buttons is the 'Primary Information' section, which includes fields for 'CUSTOM FORM' (set to 'HM Journal Entry'), 'ENTRY NO.' (JOU00000218), 'OUT OF BALANCE BY', 'CURRENCY' (USA), 'MEMO', 'SUBSIDIARY' (Honeycomb Mfg.), 'EXCHANGE RATE' (1.00), 'DATE' (7/13/2022), 'POSTING PERIOD' (Jul 2022), and 'VOID OF' (Bill Payment #848410 via ACH). Below this is a table with columns: ACCOUNT, DEBIT, CREDIT, MEMO, NAME, DEPARTMENT, CLASS, LOCATION, RELATED ASSET, SCHEDULE, START DATE, END DATE, RESIDUAL, and H. The table contains two rows: one for '1002 Savings' with a debit of 2,800.00, and another for '2000 Accounts Payable' with a credit of 2,800.00. Both rows have a memo of 'Void Of Bill Payment #848410 via ACH' and a location of '01: San Francisco'. At the bottom, there are 'Save' and 'Cancel' buttons.

Save the Bill

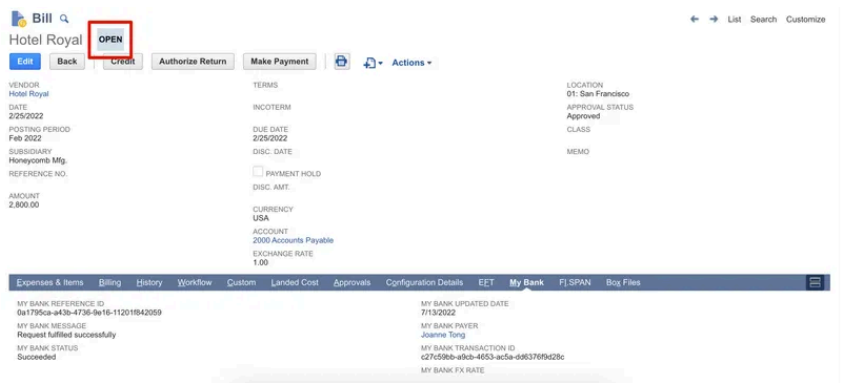
The next page will show a Confirmation banner, and the Voiding Journal Entry will be marked with **REVERSAL PAYMENTS APPLIED**.

The screenshot shows the 'Confirmation' banner at the top, which states 'Transaction successfully Saved'. Below the banner is the 'Voiding Journal' form. The 'ENTRY NO.' is JOU00000218, and the 'REVERSAL PAYMENTS APPLIED' status is shown. The 'Primary Information' section includes fields for 'POSTING PERIOD' (Jul 2022), 'REVERSAL #', 'REVERSAL DATE' (7/13/2022), and 'VOID OF' (Bill Payment #848410 via ACH). Below this is a table with columns: ACCOUNT, DEBIT, CREDIT, MEMO, NAME, DEPARTMENT, CLASS, LOCATION, RELATED ASSET, SCHEDULE, START DATE, END DATE, RESIDUAL, and H. The table contains two rows: one for '1002 Savings' with a debit of 2,800.00, and another for '2000 Accounts Payable' with a credit of 2,800.00. Both rows have a memo of 'Void Of Bill Payment #848410 via ACH' and a location of '01: San Francisco'. At the bottom, there are 'Edit', 'Back', and 'Actions' buttons.

View Confirmation Banner

6 Check the Bill

Confirm the Bill has been reopened. Fields under Your Bank's subtab are still populated with details from the first payment that was voided. The associated Bill Payment will also appear as **Voided**.



Check the Bill

Expenses & Items										Billing										History										Workflow										Custom										Landed Cost										Approvals										Configuration Details										EET										My Bank										FI SPAN										Box Files																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			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Bill Payment status appearing as "Voided"

Repaying a Previously Voided Bill

Follow these steps to repay your voided bills.

1 Find the Voided Bill

Find the previously voided bill on the Pay Vendor Bills page by going to Goldman Sachs → Payments → Vendor Bills.

Pay Vendor Bills

More

Filters

SUBSIDIARY

CURRENCY

VENDOR

ACCOUNT

FROM DUE DATE

TO DUE DATE

DEFAULT PAYMENT METHOD

Open Bills

Failed Bills

Pay

Refresh

1, 4

PAGE: 1/1 TOTAL: 4

	DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURR.	PAYMENT METHOD
☐	2/25/2022	39080	-	Hotel Royal	Hotel Royal	2,800.00	2,800.00	0.00	2,800.00	USA	ACH
☐	4/26/2022	39081	-	Herman Miller Inc.	Herman Miller	2,100.00	2,100.00	0.00	2,100.00	USA	Please Select...
☐	4/26/2022	39083	-	Herman Miller Inc.	Herman Miller	3,325.00	3,325.00	0.00	3,325.00	USA	Please Select...

Find the Voided Bill

2 Pay the Bill

Pay the bill as normal.

Receiving Payments

We are currently receiving payments for processing. You can leave this page and check back at anytime. Currently 66.6% completed!

Pay Vendor Bills

More

Filters

SUBSIDIARY

CURRENCY

VENDOR

ACCOUNT

FROM DUE DATE

TO DUE DATE

DEFAULT PAYMENT METHOD

Open Bills

Failed Bills

Pay

Refresh

1, 4

PAGE: 1/1 TOTAL: 4

	DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURR.	PAYMENT METHOD
☒	2/25/2022	39080	-	Hotel Royal	Hotel Royal	2,800.00	2,800.00	0.00	2,800.00	USA	ACH

Pay the Bill

3 Check the Bill Status

Confirm the bill has been paid and appears in the History page. Go to Goldman Sachs → Payments → History.

Payments History

More

Filter

PAYMENT TYPE

FROM PAID DATE

6/29/2022

SUBSIDIARY

TO PAID DATE

7/13/2022

All Transactions (4) Pending Transactions (0) Failed Transactions (1) Processed Transactions (3)

Export

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PRINTER	PRVSE ID	PRVSE NAME	AMOUNT	CURRENCY	MEMO	PRVTR	PAYMENT METHOD	CREATED DATE	PAID DATE	PAYMENT STATUS	MESSAGE x
Vendor Bill	View	39080		View	Hotel Royal	Hotel Royal	2,800.00	USA		Joanne Tong	ACH	2/25/2022	7/13/2022	Successful	Request fulfilled successfully
Vendor Bill	View	39077		View	Superior ISP	Superior ISP	3,900.00	USA	5402-1476	Joanne Tong	ACH	2/25/2022	7/13/2022	Successful	Request fulfilled successfully

Check the Bill Status

Open the Bill record and confirm the bill has been **PAID IN FULL**. You can select the tab for the Goldman Sachs in the submenu to confirm that the bill payment has hit the plugin and that the reference IDs and transaction IDs are now different, as seen in Step 2 of **How to Void a Bill**.

Bill

PAID IN FULL

List Search Customize

Hotel Royal

PAID IN FULL

View Back Credits Authorize Return Actions

VENDOR

Hotel Royal

DATE

2/25/2022

INVOICING PERIOD

Feb 2022

SUBSIDIARY

Hongkong Mfg.

REFERENCE NO.

AMOUNT

2,800.00

TERMS

INCOTERM

DUE DATE

2/25/2022

DISC DATE

PAYMENT HOLD

DISC AMT

CURRENCY

USA

ACCOUNT

2000 Accounts Payable

EXCHANGE RATE

1.00

LOCATION

St. San Francisco

APPROVAL STATUS

Approved

CLASS

MEMO

Expenses & Items Billing History Workflow Custom Landed Cost Approvals Configuration Details EET My Bank F1 SPAN Box Files

MY BANK REFERENCE ID

4498080-403-403-8135-609685738d

MY BANK MESSAGE

Request fulfilled successfully

MY BANK STATUS

Successful

MY BANK UPDATED DATE

7/13/2022

MY BANK PAYER

Joanne Tong

MY BANK TRANSACTION ID

4095986-0b64-4347-9352-93959376726

MY BANK FX RATE

Ensure Bill is marked as "PAID IN FULL"

A new Bill Payment now appears as an associated record to this Bill, alongside the previously voided payment.

Expenses & Items				
Billing History Workflow Custom Landed Cost Approvals Configuration Details EET My Bank P1 SPAN Big File				
Contacts Activities User Notes System Notes Messages Files Payments Purchase Orders Reimbursements				
Print				
DATE	TYPE	NUMBER	STATUS	AMOUNT
7/13/2022	Bill Payment	#48410 via ACH	Voided	0.00
7/13/2022	Bill Payment	#48511 via ACH		2,800.00
	Total			2,800.00

New Bill Payment on Bill

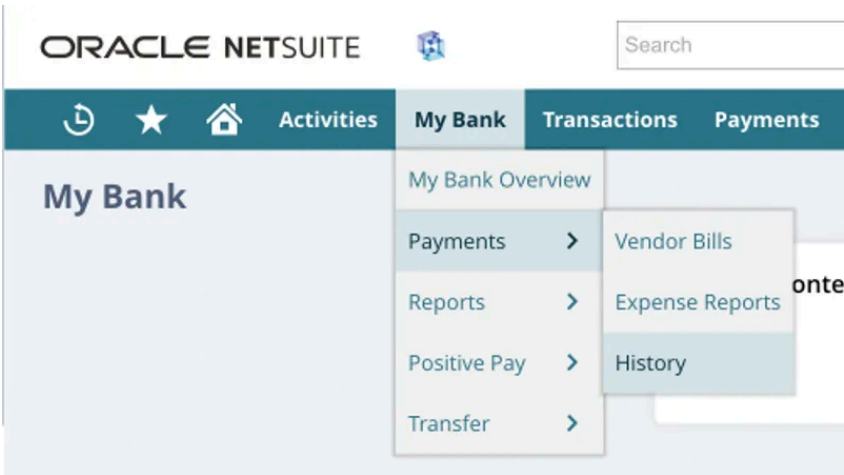
2.3.3.1.2. Bill Payment History

2.3.3.1.2.1. Viewing Bill History (NetSuite)

The Goldman Sachs maintains a log of all successful and failed payments made since its installation. This page will guide you on how to view your Vendor Bill Payment History and explain the different payment statuses you may encounter during regular use.

1 **Go to History**

Navigate to Goldman Sachs → **Payments** → **History**.



Go to Payments History page

2 View Payments History

On the **Payments** → **History** page, payments will be grouped into 4 different categories:

- All Transactions
- Pending Transactions
- Failed Transactions
- Processed Transactions

Use the filters for **Payment Type**, **Subsidiary**, and **Dates** to help narrow down the number of payments shown on screen.

Payments History More

▼ Filter

PAYMENT TYPE

▼

FROM PAID DATE

2/26/2026

SUBSIDIARY

▼

TO PAID DATE

3/12/2026

All Transactions (10) • Pending Transactions (0) Failed Transactions (3) • Processed Transactions (7) •

Export

PAYMENT TYPE	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20852	111193	View	American Express	1,925.00	USA		Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20853	111194	View	Eric Givens	525.00	USA		Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20855	111196	View	The Office Shop Inc	1,750.00	USA		Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20856	111197	View	Digital Supply, LLC	1,575.00	USA		Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ

View Payment History

3 View Payments History – Pending

Payments that are processed through the plugin will first appear under the **Pending** tab, and can remain here for up to several business days, depending on the payment method, before appearing under the **Processed** tab.

Payments History

More

Filter

PAYMENT TYPE

FROM PAID DATE

2/26/2026

SUBSIDIARY

TO PAID DATE

3/12/2026

All Transactions (12)

Pending Transactions (3)

Failed Transactions (2)

Processed Transactions (7)

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20824	111165	View	Hilleman Inc.	Hilleman Inc.	791.55	Canadian dollar		Carina Jaime	Check	8/28/2025	3/12/2026	Sent for Processing	Payment is scheduled for batching and has not yet been sent to the bank.
Vendor Bill	View	20829	111170	View	Hilleman Inc.	Hilleman Inc.	2,975.52	Canadian dollar		Carina Jaime	Check	8/28/2025	3/12/2026	Sent for Processing	Payment is scheduled for batching and has not yet been sent to the bank.
Vendor Bill	View	20838	111179	View	Hilleman Inc.	Hilleman Inc.	1,373.32	Canadian dollar		Carina Jaime	Int. Wire	8/28/2025	3/12/2026	Sent for Processing	Payment is scheduled for batching and has not yet been sent to the bank.

View Payment History - Pending

There are two **Pending** statuses:

- **Sent for Processing:** This status indicates that the payment has been processed through the bank plugin but has not yet reached your bank.
- **Processing:** This payment has reached your bank and is processing.

4 View Payments History – Completed

All successful payments made through the plugin will appear under the Processed tab after several business days. Some payments may make it here sooner, depending on the payment method selected at the time of payment.

Payments History

More

Filter

PAYMENT TYPE

FROM PAID DATE

2/26/2026

SUBSIDIARY

TO PAID DATE

3/12/2026

All Transactions (12) • Pending Transactions (3) • Failed Transactions (2) • Processed Transactions (7)														
PAYMENT TYPE	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20852	111193	View	American Express	1,925.00	USA		Kimia Naichi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled successfully
Vendor Bill	View	20853	111194	View	Eric Givens	525.00	USA		Kimia Naichi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled successfully
Vendor Bill	View	20855	111196	View	The Office Shop Inc	1,750.00	USA		Kimia Naichi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled successfully
Vendor Bill	View	20856	111197	View	Digital Supply	1,575.00	USA		Kimia Naichi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled successfully
Vendor Bill	View	20847	111188	View	Digital Supply, LLC	875.00	USA		Wilson Lee	ACH	8/28/2025	3/5/2026	Completed	Request fulfilled successfully

View Payment History - Succeeded

There is only one status for **Completed** payments:

- Completed:** This payment has been successful and requires no further action. A payment's status may update to **Completed** within several business days after approval (if using payment approval workflows) or sooner, depending on the payment method.

5 View Payments History – Failed

A payment will appear under the Failed tab if it has failed to be processed. A payment will only remain under the Failed tab until it has been successfully paid.

Payments History

More

Filter

PAYMENT TYPE

SUBSIDIARY

FROM PAID DATE

TO PAID DATE

All Transactions (12) • Pending Transactions (3) • Failed Transactions (2) • Processed Transactions (7) •

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20844	111185	View	Hilerman Inc.	Hilerman Inc.	1,286.27	Canadian dollar		Carina Jaime	ACH	8/28/2025	3/12/2026	Failed	Vendor attribute "subjectOfPayment.ac routingNumber must t Vendor attribute "subj Subject Of Payment v
Vendor Bill	View	20849	111190	View	Hilerman Inc.	Hilerman Inc.	228.89	Canadian dollar		Josh Desrosiers	ACH	8/28/2025	3/12/2026	Failed	Vendor attribute "subjectOfPayment.ac routingNumber must t Vendor attribute "subj Subject Of Payment v

View Payment History - Failed

Failed payments have the following statuses:

- **Validation Issue:** This status describes payments that fail to be processed as a result of missing or invalid information required for a successful payment. Common examples include missing Country and/or State/Province on a Payee, missing Payee bank account information, or Invoice IDs/Reference Numbers exceeding the maximum of 35 characters.
- **Cancelled:** This status will indicate that the payment was cancelled in the plugin.
- **Failed:** This status indicates an error on the payment that has prevented it from leaving NetSuite. Common examples include subsidiary mismatches between the payee and source account.

2.4. Troubleshooting

2.4.1. FAQ (NetSuite)

This page is your go-to resource for quick troubleshooting. We've compiled a list of the most common errors and frequently asked questions you might encounter when using the Goldman Sachs in NetSuite, providing you with immediate answers and resolutions.

Installation & Setup

Common Errors

Below is a list of common errors encountered during installation and plugin setup in NetSuite. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

▼ "Setup required"

This error appears in a banner. You can see the banner on the bill payments or any of the plugin pages.

Reasons for error and what to do:

- This error occurs if the plugin has not been fully connected by completing the connection wizard
- Go through the wizard again and make sure the token IDs are present.
- This error can also happen if you don't have currencies or the manage authentication field enabled.

✓ "You do not have privileges to view plugin."

This can show up on various pages in the plugin where the current user does not have permission to access it.

To fix this issue, you must have a NetSuite Administrator or someone with permissions to configure scripts to assist you with the following steps.

1 Navigate to Script Deployments

Go to **Customization** → **Scripting** → **Script Deployments**

2 Give Access to Suitelets

Use the following filters:

- Select **Suitelet** in the **Type** dropdown
- Select **2.1**, in the **API Version** dropdown

3 Click **Edit** on each of the following script deployment Suitelets you wish to edit:

- Goldman Sachs Pay Bills
- Goldman Sachs Paid Bills History
- Goldman Sachs Transfer Funds
- Goldman Sachs Transfer History
- Goldman Sachs Trans Checks (Positive Pay)
- Goldman Sachs Trans Checks History (Positive Pay)
- Goldman Sachs Balances & Transactions

4 Select the appropriate role, subsidiary, employee, or department you wish to give access to.

5 Click **Save**

✓ "Cannot find the SuiteApp on Search and says Limited Access on the SuiteApp"

If you encounter this, you will need to get in touch with a support agent. It is likely that your account either:

- Hasn't been whitelisted
- Has an incorrect Account ID
- Has a SuiteApp from a different environment

Common Questions

This list provides answers to common questions that arise during the installation process, to help ensure a smoother setup in NetSuite.

▼ Do we need to update the plugin or will it auto-update?

The plugin will not auto-update, therefore you must update the plugin manually.

- 1 Navigate to **Customization → SuiteCloud Development → SuiteApp Marketplace**.
- 2 Find the Bank SuiteApp and click on the tile.
- 3 Click the **Upgrade** button in the top-right corner to begin the update.

▼ I've installed the bank plugin, but my colleagues can't see the plugin?

Permissions must be granted to non administrators.

Please refer to Plugin Access Management step in the Plugin Setup > Installation section of this Support Website.

▼ My NetSuite had a Sandbox Refresh and now I can't use the plugin. What do I do?

When a Sandbox Refresh occurs, you will need to complete the onboarding process again. Start by logging into sandbox.fispan.cloud and completing the onboarding steps again.

Cash Management (Information Reporting)

Common Errors

Below is a list of common errors encountered when using the Cash Management (Information Reporting) products in NetSuite. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

▼ "Bank accounts not mapping"

The error is likely due to one of these reasons:

- The system can't access or map the bank account because the information has not been entered into the NetSuite Chart of Accounts.
 - To fix this, first update the plugin.
 - Then, check your login information before retrying the process.
- Bank account information entered does not match the backend setup.
- Different IDs and environments that we don't have access to.

▼ "Account Matching page doesn't load bank account information"

The error is likely due to one of these reasons:

- The connecting user in NetSuite lacks the required permissions (e.g., is not an administrator).
- The Consumer Key and Secret were generated incorrectly.
- There are no bank accounts currently configured in your NetSuite environment.

▼ ".csv file is not downloading from the Balances and Transactions page"

You may have a pop-up blocker enabled on your browser. Please check if the pop-up blocker is preventing the download from appearing, and then try again.

▼ "Account doesn't appear when using NetSuite's reconciliation feature (Match Bank Data)"

It looks like the account you're trying to use isn't appearing when you use NetSuite's native bank reconciliation feature, Match Bank Data.

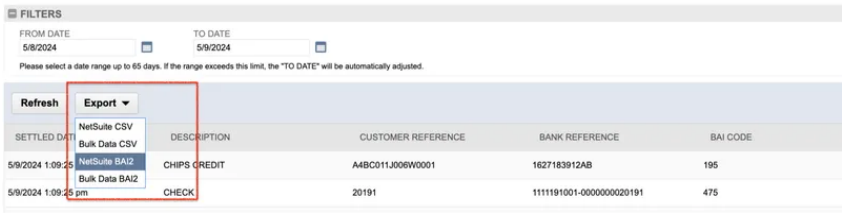
This usually means the account isn't configured for reconciliation in your Chart of Accounts. You'll need to edit the account settings to enable the reconciliation feature.

- 1 Go to **Setup → Accounting → Chart of Accounts**
- 2 For the account you need to reconcile, select **Edit**.
- 3 Check the box labeled **Use Match Bank Data and Reconcile Account Statement pages**.
- 4 Click **Save**.

After following these steps, the account should now be available when you use the Match Bank Data feature.

▼ "Manual Match Bank Data Import Failing: The file could not be imported because the date is not in the correct format."

If you are running into this error message when completing a manual import, select NetSuite BAI2 as your Export Format instead.



Select NetSuite BAI2

Common Questions

This list provides answers to common questions that arise when using the Cash Management (Information Reporting) features in NetSuite.

✓ **Why is my plugin no longer connected in the Production environment?**

If you are logged in and the plugin is no longer connected, the NetSuite Production may have been refreshed. You will need to re-establish this connection.

1 Log in to Production

Log in to sys.fispan.live and run through the wizard again.

2 Deactivate Plugin

If the plugin is still showing as **Active** or **Connected**, click on the three dots and select **Deactivate**.

If you have updated from a Bank plugin version that is older than 2022.2.0, the updated plugin SuiteApp will come with a premade Integration Record.

3 Define New Token

On the Creating a New Security Token step, you will need to define a new **Token ID** and **Token Secret**.

Please refer to '**Create a New Security Token** in the **NetSuite → Plugin Setup → Installation** section of this support site for instructions on how to do this.

4 Revoke Old Tokens [OPTIONAL]

After creating the new Access Token, you may revoke the old ones associated with this Bank SuiteApp.

You can do this by following the steps below:

- Navigate to the homepage.
- Find the **Settings** box on the homepage. By default, this is located on the bottom left.
- Click on **Manage Access Tokens**.
- Click **Edit** beside the Token you wish to revoke.
- Click **Revoke**.

✓ Why is my plugin no longer connected in the Sandbox environment?

If you are logged in and the plugin is no longer connected, the NetSuite Sandbox may have been refreshed. You will need to re-establish this connection.

1 Log in to Sandbox

Log in to sandbox.fispan.cloud and run through the wizard again.

2 Deactivate Plugin

If the plugin is still showing as **Active** or **Connected**, click on the three dots and select **Deactivate**.

If you have updated from a Bank plugin version that is older than 2022.2.0, the updated plugin SuiteApp will come with a premade Integration Record.

3 Define New Token

On the Creating a New Security Token step, you will need to define a new **Token ID** and **Token Secret**.

Please refer to **Create a New Security Token** of the **NetSuite → Plugin Setup → Installation** section of this Support Site for instructions on how to do this.

4 Revoke Old Tokens [OPTIONAL]

After creating the new Access Token, you may revoke the old ones associated with this Bank SuiteApp.

You can do this by following the steps below:

- Navigate to the homepage.
- Find the **Settings** box on the homepage. By default, this is located on the bottom left.
- Click on **Manage Access Tokens**.
- Click **Edit** beside the Token you wish to revoke.
- Click **Revoke**.

✓ Why is the Manage Access Tokens link not visible in the Settings box on the Home Page?

This is likely the result of **Token-Based Authentication** not being enabled on this NetSuite Company.

Please refer to **Configure NetSuite Feature** of the **NetSuite → Plugin Setup → Installation** section of this Support Site for instructions on how to enable.

✓ Will I receive an error message if the bank feeds do not import?

No, the plugin itself does not send email notifications or support push notification messaging. However, the NetSuite admin who set up the bank feeds for clients in NetSuite can receive email notifications from the native NetSuite account regarding successful import or failure. Please contact your NetSuite administrator to resolve the issue.

✓ For multi-entities, can the company name be unique per bank account?

Yes. Contact your bank and ask them to enter a unique **Account Holder Name** for each Bank Account using the details you provide. If there is an entry in the **Account Details → Account Holder Name** field, this name will appear on Vendor Payments; otherwise, it will default to the **Account Label** (i.e., Company Name).

For example, if the umbrella company is ACME Holdings, the name on the payments would appear as coming from ACME North or ACME South, etc., based on the bank account used for the payment.

Accounts Payable

Common Errors

Below is a list of common errors encountered when using the Accounts Payable features in NetSuite. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

✓ "You have entered an Invalid Field Value [###] for the following field: [account]."

This is an error generated by NetSuite when the subsidiary on the payee (i.e. Vendor) does not match the subsidiary the bill is associated with.

Users are recommended to use the **Subsidiary** filter on the Pay Vendor Bills page when paying bills to a specific subsidiary.

Using the **Subsidiary** filter will also filter out Source Accounts that users want to use for bill payments in the Confirm Payment window during the final step of making a payment.

✓ "There seems to be a communication error with the Bank API."

This error can be seen on various pages in the bank SuiteApp, such as the Pay Vendor Bills page.

This error is likely caused by Multiple Currencies not being enabled on this NetSuite Company. To confirm whether this is the case, please refer to **Step 7** of the **NetSuite → Plugin Configuration → Installation and Set-up** section of this Support Site for how to enable this.

If Multiple Currencies is already enabled, please check the NetSuite Execution Logs by following the steps below:

- 1 Navigate to **Customizations → Scripting → Script Execution Logs**
- 2 Select **All** in the **Log Level** filter
- 3 Click the **Date/Time** column to reorder the table so that the most recent logs appear at the top.
- 4 Check the **Script** and **Detail** columns to see whether the error is related to the bank SuiteApp and where specifically the error occurred.

If the error appears to be related to the bank SuiteApp, please reach out to TxB Representative with a screenshot of the above Script Execution Logs.

✓ **Payments not batching**

If you see this error, batching may not be enabled. Get in touch with TxB Representative for assistance.

✓ **Address/Location errors when making payments**

The Address must appear on both the Bill and the Vendor. If you have updated the Address on the Vendor already, NetSuite does not automatically update the address on any open Bills for that same vendor.

You must go into the open bill(s) and update the address:

- 1 Go to the Bill record
- 2 Click the **Billing** subtab
- 3 Select the Vendor address in the **Vendor Select** dropdown field
- 4 Click **Edit**
- 5 Click **Save**

✓ **"Payment request rejected because it failed uniqueness check. We suspect this is a duplicate payment."**

You're seeing this error because you're attempting to process a payment for a bill that has already been paid using the plugin. Essentially, there is already a payment recorded against that bill's NetSuite Internal Bill ID. The system is preventing a duplicate payment.

If you need to void the existing payment and then resubmit it, you must follow a specific process through the bank plugin. Please refer to the **Voiding and Repaying Bills** page within the **NetSuite → Vendor Payables** section of this support site for detailed instructions on how to properly void and repay the bill.

✓ **Custom records are not enabled**

The bank payment plugin relies on Custom Records to function correctly. We use a custom record to create and track the bill payment record for you.

If this feature isn't enabled, the plugin cannot create that necessary custom record. This prevents us from correctly marking bills as paid, which ultimately stops you from using the plugin altogether.

Enable this feature by following these steps:

- 1 Hover over **Setup**
- 2 Hover over **Company**
- 3 Click **Enable Features**
- 4 Click the **Suitecloud** tab
- 5 Go to the **SuiteBuilder** section
- 6 Check the **Custom Records** box

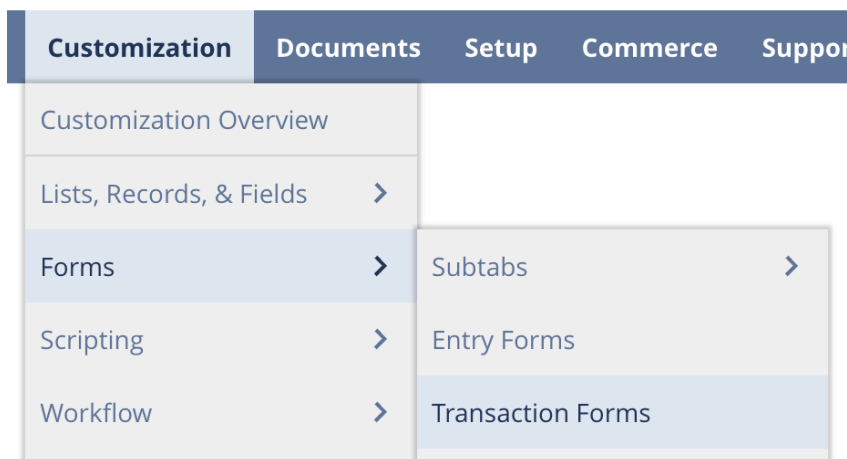
✓ "Please enter value(s) for: Department, Location."

This is an error generated by NetSuite when there is a mismatch between the mandatory fields required for a Bill in comparison to a Payment. The error may appear if you try to pay a bill under a different subsidiary than your source (disbursement) account.

To resolve this, follow these steps:

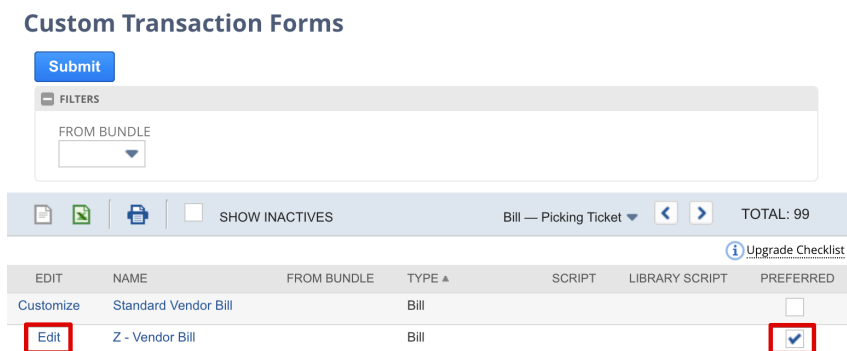
1 Go to Transaction Forms

Navigate to **Customization → Forms → Transaction Forms**.



Navigate to Transaction Forms

Click **Edit** beside the Bill form you typically use and that is marked as **Preferred**.



Click "Edit" for a Preferred Bill form

2 Locate Department and Location

On the Custom Transaction Form page for the selected Bill form, click on the **Screen Fields** → **Main** sub-tabs.

Custom Transaction Form

NAME *
Z - Vendor Bill

ID
custom_101_11440478_270

TYPE
Bill

PRINT TEMPLATE
Standard Vendor Bill PDF/HTML Template

EMAIL MESSAGE TEMPLATE
Default Email Template

ALLOW ADD MULTIPLE
☒

INACTIVE
☐

STORE FORM WITH RECORD
☒

FORM IS PREFERRED
☒

Screen Fields

Main Expenses & Items Billing Custom Lapped Cost Quality Control Approvals Quote Approvals SO Approval Schedule EET My Bank FLSPAN Expenses

Move To Top Move To Bottom New Field

LABEL	SHOW	MANDATORY	DISPLAY TYPE	CHECK BOX DEFAULT	DESCRIPTION	COLUMN BREAK	SPACE BEFORE	SAME ROW AS PREVIOUS
Vendor	☒	☒	Normal		Entity	☐		☐
Department	☒	☒	Normal		Department	☐		☐
Location	☒	☐	Normal		Location	☒		☐

Department and Location fields on Bill form

Find the **Department** and **Location** fields and make note of whether they have **Show** and/or **Mandatory** enabled.

If **Department** and **Location** cannot be found under the **Screen Fields** list, check the **Sublists** sub-tab.

3 Match Bill Form and Bill Payment

Navigate back to the Transaction Forms page, and click **Edit** beside the Bill Payment form you typically use and that is **Preferred**.

Custom Transaction Forms

Submit

FILTERS

FROM BUNDLE

Bill — Picking Ticket TOTAL: 99

EDIT	NAME	FROM BUNDLE	TYPE	SCRIPT	LIBRARY SCRIPT	PREFERRED
Customize	Standard Bill Payment		Bill Payment			☐
Edit	Z - Bill Payment		Bill Payment			☒

Click "Edit" on a "Preferred" Bill Payment form

On the Custom Transaction Form page for the selected Bill Payment form, click on the **Screen Fields** → **Main** sub-tabs.

Like with the Bill form previously, find the **Department** and **Location** fields. Check if **Show** and/or **Mandatory** is enabled and whether they match the **Show** and **Mandatory** selections on the Bill form.

Custom Transaction Form

Save Cancel Move Elements Between Subtabs Change ID Actions

NAME * Z - Bill Payment

ID custform_136_11440478_270

TYPE Bill Payment

PRINTING TYPE ADVANCED BASIC

PDF LAYOUT Standard Payment Voucher Layout

HTML LAYOUT Standard HTML Payment Voucher Layout

DISCLAIMER

ADDRESS

LOGO

COLUMNS WIDTH 7.5 LAYOUT 7.5

INACTIVE

FORM IS PREFERRED

Tabs Screen Fields Actions Sublists Printing Fields Custom Code Roles History

Main Custom Quality Control Approvals Quote Approvals SO Approval Schedule EET My Bank F.LSPAN

Move To Top Move To Bottom New Field

LABEL	SHOW	MANDATORY	DISPLAY TYPE	CHECK BOX DEFAULT	DESCRIPTION
Payee	☒	☒	Normal		Entity
Department	☒	☐	Normal		Department
Location	☒	☐	Normal		Location

Department and Location fields on Bill Payment form

Make the appropriate changes on the **Show** and **Mandatory** fields on **Department** and **Location** on the Bill Payment form to match the same field selections for **Show** and **Mandatory** fields on **Department** and **Location** on the Bill form.

Common Questions

This list provides answers to common questions that arise when using the Accounts Payable features in NetSuite.

✓ Can I pay multiple invoices in one payment rather than making a payment for each invoice?

Yes, you can enable this feature by going into the Vendor, selecting **Edit**, and ticking the box for **Group Bills for Payment** under the Bank tab. This feature will group all selected bills for a single vendor into one lump sum payment.

✓ Why does the Payment Status of a failed bill stay as Processing?

This **Processing** status can take between 3 to 4 business days to clear, even if the bill payment has failed. If the bill appears again on the Open Bills tab on the Pay Vendor Bills page, you may safely retry this bill payment.

✓ Why is my bill still open in NetSuite even though I processed the payment and received no error message?

If your bill remains open after payment, check these potential causes:

- The required SuiteApps, either the Entity Bank Details SuiteApp or NetSuite's Electronic Bank Payments SuiteApp, may not be installed. Verify their installation status.
- Your current role might lack the permissions needed for the bank plugin or associated scripts. See the **Plugin Access Management** and **NetSuite Role Permission** steps in the **NetSuite → Plugin Setup → Installation** section of our website.
- You may be attempting to pay a bill that is locked because the relevant Accounting Period has already been closed.

To find out if the bill/account is locked:

- 1 Open the bill in question
- 2 Click the Open Bills tab
- 3 The bill will have a lock symbol on the top left corner if the bill is locked,

If the relevant Accounting Period is closed, you should reopen the Accounting Period by following these steps:

- 1 Go to **Setup → Accounting → Manage Accounting Periods**
- 2 Click **Edit** on the Accounting Period and enable the **Allow Non-GL Changes** option.

Your AP team might have some internal controls over the above Accounting Period steps.

Please refer to the **Failed Bills** page on the **NetSuite → Troubleshooting** section of this support site for more details.

✓ How do I store my vendor payment information?

Download our free NetSuite SuiteApp, Entity Bank Details. If you cannot find it on the SuiteApp Marketplace, please reach out to TxB Representative as your NetSuite ID may need to be whitelisted for access to download this SuiteApp.

✓ Why doesn't my account appear in the Source Account drop-down menu on the Pay Vendor Bills page?

Applying this **Subsidiary** filter on the Pay Vendor Bills page impacts what Source Accounts are available, as the Source Accounts must be tied to the selected subsidiary. If no Source Accounts are linked to this subsidiary, no Source Account will be displayed.

2.4.2. Failed Bills (NetSuite)

This article serves as a resource to assist you in resolving error messages or issues that may arise with failed bills.

Error Messages

✓ Why does my Vendor Bill remain open after payment with no error message?

This usually happens when the bill is tied to an Accounting Period that was locked before your payment plugin was installed. The plugin is designed to respect pre-existing locks.

Solution:

- 1 Go to **Setup → Accounting → Manage Accounting Periods**.
- 2 Click the closed period associated with the bill.
- 3 Check the **Allow Non G/L changes** box and save. This action permits the payment execution without opening the period for general ledger changes.

Vendor Bills that are associated with an Accounting Period that is locked after the plugin has been installed will not be impacted.

✓ "Payment request rejected because it failed the uniqueness check. We suspect this is a duplicate payment."

This occurs when a Bill Payment was previously applied and then manually voided in NetSuite. NetSuite will allow you to change the data fields on the Vendor Bill, but will not allow you to change the system-generated Bill ID.

Solution: You must create a brand-new Vendor Bill to process the payment through the plugin.

✓ "Please enter value(s) for: Department, Class, Location,"

There is a discrepancy between the mandatory fields required on your Vendor Bill form and the fields required on your Bill Payment form. NetSuite needs them to match.

Solution:

- 1 Go to both the Vendor Bill and Bill Payment forms and click **Customize** (top right).
- 2 Ensure that the mandatory requirements for all fields (under **Screen Fields** and **Sublist Fields**), like **Department** and **Class**, are identical on both forms.

Alternatively, remove the mandatory requirement for these fields entirely on both forms.

- ✓ **"Payment with overridden address cannot be processed. Please update the billing address fields while the override checkbox is unchecked in all the bills to be processed for this vendor."**

The vendor's address has the **Override** checkbox enabled on the Vendor record.

Solution:

- 1 Navigate to the affected Vendor record.
- 2 Find the **Address** sub-tab and click the pencil icon next to the address.
- 3 Uncheck the **Override** checkbox in the pop-up and **Save**.
- 4 If the payment still fails, open the affected Bill, click **Edit**, and re-select the newly saved address under the **Billing** sub-tab to refresh the bill's reference. Save the **Bill** and retry the payment.

- ✓ **"Last attempt failed to deliver with error: FuseException: Failed to send payment status update to Netsuite with a 400 Response: ... "FAILED_BILL_PAYMENT_VOID", "message" ... Please enter value(s) for: field "**

The payment failed, and the plugin couldn't successfully void the transaction because a **field** (usually the Memo) is marked as mandatory on the underlying Journal Entry form.

Solution (Modify Journal Form):

- 1 Go to **Customization → Forms → Transaction Forms**.
- 2 Find and **Edit** your preferred Journal form.
- 3 Click the **Screen Fields** sub-tab.
- 4 Find the **field** listed in the error (e.g., Memo). Uncheck the **Mandatory** box and click **Save**.

- ✓ **"The bills you submitted have already been paid through the system. Please contact support if you need to resubmit these bills for payment."**

The system recognizes the bill(s) as previously paid and already having a status of pending or completed. The system will reject the new request to prevent accidental duplicate payments.

Solution Options:

- Submit a detailed ticket (reference the vendor, bill ID, amount, and time of the blocked payment) to the support team. The support team can correct the status of the previous payment, allowing you to resubmit.
- If you need an immediate solution, create a copy of the blocked bill and submit the new copy for payment.

✓ **"You have entered an Invalid Field Value XX for the following field: Account."**

This error occurs when the bill(s) selected for payment are linked to a subsidiary that differs from the subsidiary linked to the NetSuite account used for the payment attempt.

Solution: To resolve this error, you will need to ensure that the subsidiaries for both the bills and the NetSuite account match during their payment run.

✓ **"You have entered an Invalid Field Value XX for the following field: XXX"**

In other cases, where the **Account** is not mentioned, the error is typically linked to a specific field on the bill (e.g. you have entered an invalid field value for: **Class, Location, Department**, etc). In such cases, the **Class, Location**, and **Department** inputted on the bill is currently marked as **Inactive** in NetSuite. NetSuite will prevent the successful payment of a bill where something inactive has been entered on the bill.

Solution: To resolve this issue, you will navigate to the **Class, Department** or **Location** pages (depending on the error) in NetSuite, click **Show Inactive**, and temporarily mark the **Class, Department**, or **Location** listed on the bill active (by unchecking the **Inactive** box). Upon saving the changes, the customer can re-process their payments and then reset the information as **Inactive** again afterwards. There is no way around this error, even if the customer opts to no longer show the **Class, Location**, or **Department** field on their bill, as NetSuite will still store this information on the bill, producing the same error again.

✓ **"You have entered an Invalid Field Value XX for the following field: Vendor."**

In this case, NetSuite is preventing payment because the vendor is currently marked as **Inactive**.

Solution: To resolve this, simply uncheck the **Vendor is Inactive** box on the vendor record to make the vendor active again and retry the payments.

2.4.3. NetSuite Approval Limitations (Informational)

NetSuite has a workflow system for creating approvals that may cause issues with the plugin. Approvals can occur at different stages in the lifecycle of a bill and payment.

Generally, the **Bill Approval** workflow is supported by FISPAN, while the **Payment Approval** workflow is NOT supported. Having a Payment Approval workflow will result in a failed bill payment. Additionally, support for **Vendor/Employee Change Approval** workflow depends on your specific configuration. Typically, this workflow might block the Entity Bank Details Approval functionality.

NOTE: This page is for informational purposes only and should not be used as a guide to make changes to the configuration of your NetSuite environment. For support with your NetSuite native approval flows, please reach out to your NetSuite consultant directly.

Unsupported Approvals

Payment Approval Workflow

This approval workflow is NOT supported by FISPAN and will result in failed bill payments. This payment approval flow requires someone to approve each payment, based on rules or configuration set up in NetSuite.

Why? Without a payment approval workflow, two things happen behind the scenes when a payment is submitted:

- The payment request is sent from NetSuite to the bank for processing.
- A Bill Payment is created, marking the bill as Closed. Custom fields on the bill are updated with the latest payment status information.

However, if the payment approval is set up, the plugin is blocked from creating a bill payment record in NetSuite, resulting in a failed bill payment.

Vendor/Employee Change Approval Workflow

Some clients may have customizations or workflows related to vendor/employee creation, deletion, or modification. These customizations/workflows may conflict with our Entity Bank Details Approval functionality, preventing approvers from approving or rejecting changes made to Entity Bank Details records.

TIP: To identify if your workflow is impacting the plugin, we recommend testing our plugin functionality in your up-to-date Sandbox environment. This will help determine if your current vendor/employee change approval workflow affects the plugin.

2.5. Release Notes

2.5.1. Release Notes (NetSuite)

The NetSuite plugin releases updates to the ERP bundle with new fixes, features, and improvements. To learn how to update your bundle visit: [Updating the SuiteApp \(NetSuite\)](#)

Coming Soon!

2.5.2. Entity Bank Detail Release Notes

To learn how to update the Entity Bank Details bundle visit: [Update Entity Bank Details Bundle](#)

Coming Soon!

3. Intacct

3.1. Plugin Setup

3.1.1. Pre-Onboarding Checklist (Intacct)

Prior to joining an onboarding call, please follow the steps below to ensure that the installation process runs smoothly. Any missed steps may result in the onboarding call being cancelled and rescheduled to a later time.

Bring a Sage Intacct Administrator

Our onboarding calls require a Sage Intacct Administrator to be present, as they will need to enable a number of settings, create a web service user, install the plugin, and assign various permissions.

Enable Platform Services

Ensure that the Platform Services module has been enabled on your Sage Intacct environment. This module allows third-party applications, such as the Goldman Sachs to be installed in your Sage Intacct environment.

The administrator of the ERP should see **Platform Services** on the menu bar.

Dashboards	>
Company	>
Order Entry	>
General Ledger	>
Accounts Payable	>
Accounts Receivable	>
Cash Management	>
Reports	>
Additional Dimension	>
Platform Services	>
Allocation Management	>
Fixed Assets	>
Purchasing	>
Time & Expenses	>
Projects or Grants	>
Inventory Control	>

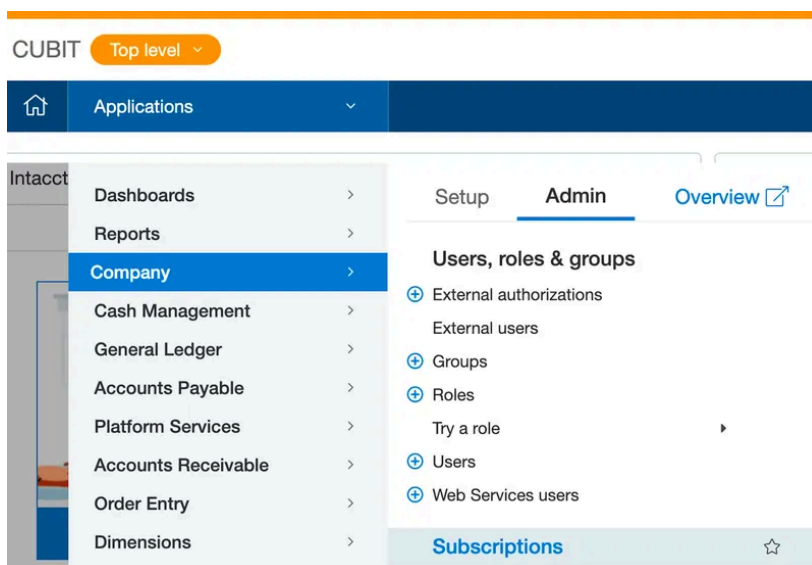
Platform Services enabled

If an administrator is not able to see **Platform Services**, please contact your Sage Intacct Account Manager to enable Platform Services on your account. You will not be able to onboard on the plugin without the Platform Services module.

Enable Web Services Users

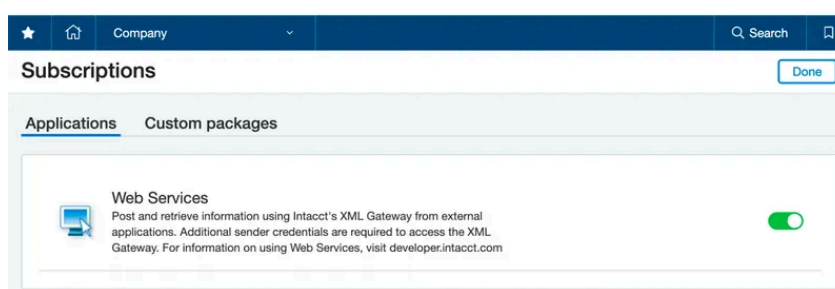
Enabling the Web Services feature on your Sage Intacct account is required to allow the plugin to communicate with your Sage Intacct environment.

- 1 Go to **Company** → **Admin** tab → **Subscriptions**.



Go to subscriptions

- 2 Confirm that **Web Services** is enabled, then select **Done**.
- 3 If they are not, select the toggle to enable **Web Services**.



Green toggle indicating that Web Services is enabled

Enable Banking Cloud

To utilize the Bank Feeds product, the Banking Cloud will also need to be enabled.

- 1 Go to **Company → Admin → Subscriptions**.
- 2 Confirm that **Sage Cloud Services** are enabled. If they are not, select the toggle to enable **Sage Cloud Services**.
- 3 After enabling Sage Cloud Services, hit **Configure**, and confirm that the **Enable Bank Feeds** functionality is checked.

Configure Sage Cloud Services

Company information

Company ID
FI.SPAN MPP-Green Apple

Company name
Intacct MES

Contact for notifications
mho@fspan.com

Status
Subscribed

Enable functionality

About subscribing entities to Sage Cloud Services ⓘ

☒ Enable bank feeds

☐ Enable bank file payment

	Entity ID	Entity name	Status
1	10	Texas #10	Subscribed
2	20	Maine #20	Subscribed
3	40	Florida #40	Subscribed
4	30	California #30	Subscribed
5	Elim	Entity 5/786	Subscribed

Enable Bank Feeds

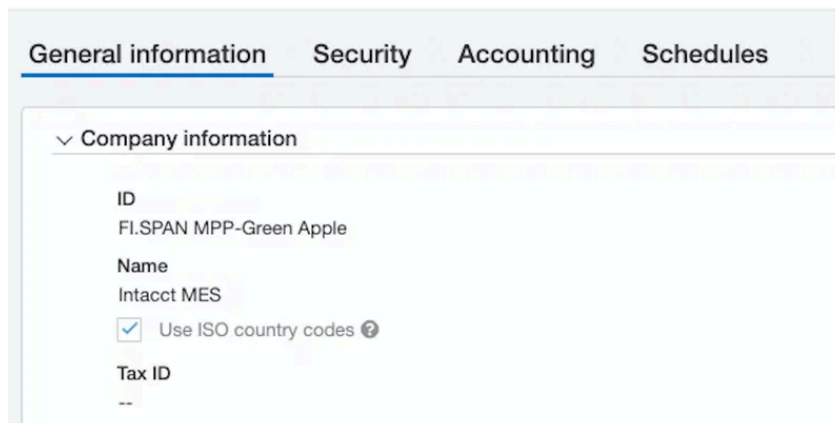
- 4 Then select **Save**.

Enable ISO Country Codes

- 1 Go to **Company**.

- 2 Under the **General Information** section, confirm that **ISO Country Codes** is checked.

Company information



The screenshot shows a web interface for 'Company information'. It has four tabs: 'General information', 'Security', 'Accounting', and 'Schedules'. The 'General information' tab is active. Below the tabs, there is a section titled 'Company information' with a dropdown arrow. Inside this section, there are fields for 'ID' (FI.SPAN MPP-Green Apple), 'Name' (Intacct MES), 'Use ISO country codes' (checked with a blue checkbox and a help icon), and 'Tax ID' (two dashes).

Enable ISO Country Codes

- 3 Select **Save**.

Disable Payment Approvals Inside Intacct

The plugin does not support Payment Approvals inside Intacct. If you leverage Intacct's payment approval currently, we strongly recommend moving that process inside the bank approval portal.

Continuing to use that process increases the chances that a bill stays open inside Intacct even though it has been paid already. Navigate to the **Intacct Approval Process (Informational)** section of the product guides for more information.

Confirm Sandbox Testing

TIP: Speak with a TxB Representative if you do not wish to enable a Sage Intacct Sandbox environment.

All users moving into Production can test the bank plugin in a Sage Intacct Sandbox environment alongside any customizations or third-party plugins, or applications. This will ensure a smoother transition onto the bank plugin and help avoid any future disruption to service.

Please refer to the **Sandbox Checklist (Intacct)** page for a number of suggested scenarios to test.

NOTE: After completing the prerequisites, proceed to Step 1 in the installation guide to begin installing the plugin.

Review Custom Fields

The plugin requires at least 14 custom fields to be available to install within Intacct. Please ensure you have at least 14 available custom fields to successfully install the plugin.

This requirement is due to Intacct's limit of 100 custom fields. If further support is needed in identifying which custom fields can be removed, clients should reach out directly to their Sage Consultant. Their consultant can provide guidance on the purpose of each field and whether it can be deleted.

To review your current custom fields:

- 1 Navigate to **Platform Services → Custom Fields**
 - 2 Check the existing fields under **Object: AP Bill**.
 - 3 Identify any unused or redundant fields that can be deleted.
-

Support for Console Environments

The plugin's full functionality is not currently guaranteed for clients operating within a Multi-Entity Distributed Console or any form of console environment.

Confirm Hardware & Software Requirements

Browser support (minimum versions):

- Chrome: 65
- Firefox: 66
- Safari: 12
- Edge: 79

Operating systems (minimum versions):

- Windows 7
- macOS - El Capitan

Minimum screen resolution:

- 1200x800px

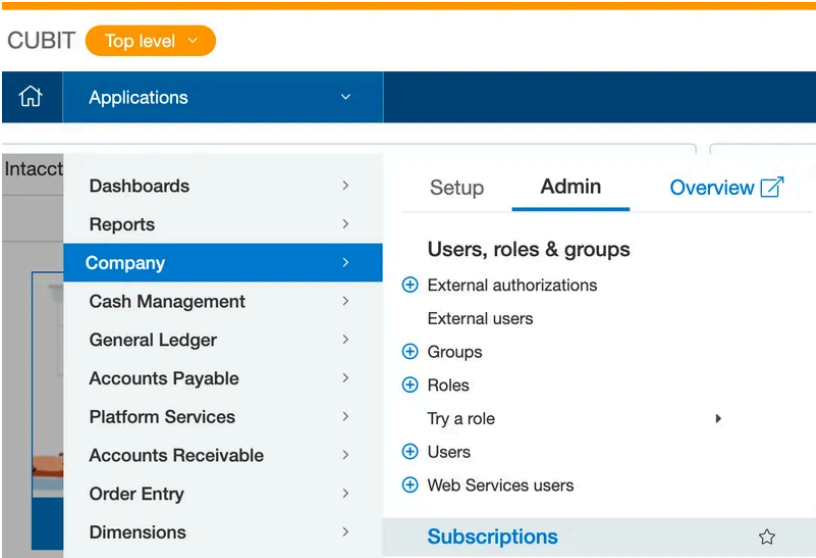
3.1.2. Installation

3.1.2.1. Step 1: Enable Web Services

To get started, please contact your Sage Intacct Account Manager to enable Platform Services on your account.

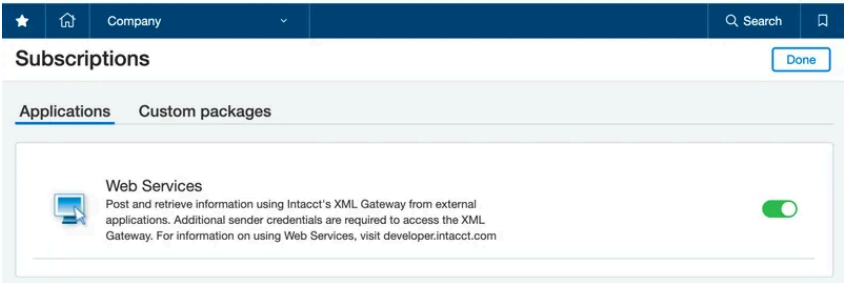
Once you have done so, follow the steps below to enable the Web Services feature on your Sage Intacct account. This is required by Intacct to install a third-party application.

- 1
- Go to **Company** → **Admin tab** → **Subscriptions**.



Go to Subscriptions

- 2
- Confirm that **Web Services** is enabled, then select **Done**.



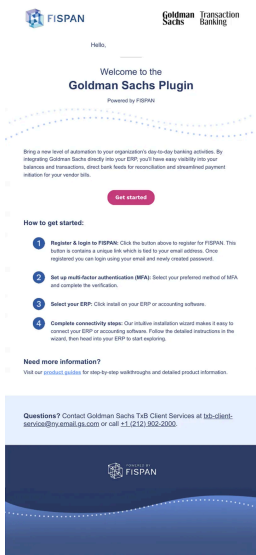
Select Web Services

3.1.2.2. Step 2: Invitation Email

You should have received an invitation email from Goldman Sachs with links to install the Goldman Sachs and easy-to-follow instructions for installation.

The invitation email will arrive with the following subject line:

Welcome to Goldman Sachs - Powered by FISPAN [Production] - [your-name]



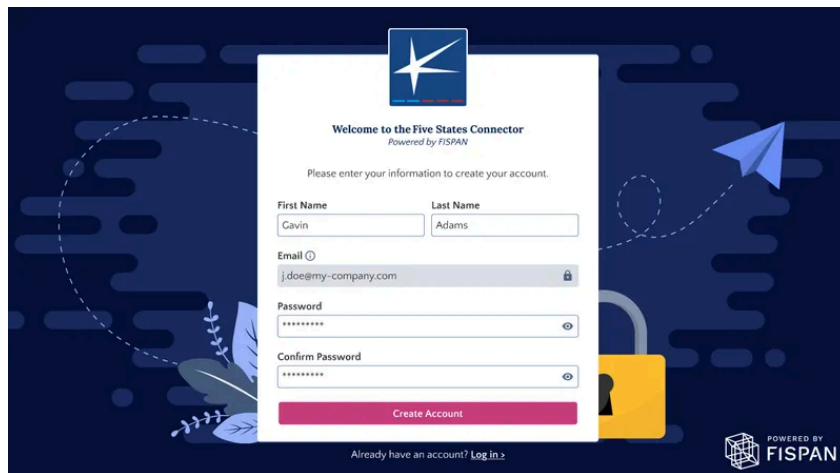
Invitation Email

3.1.2.3. Step 3: Registration & Login

Register & Login

1 Create an Account

In your invitation email, select the **Get Started** button. You will be brought to the FISPAN Portal. Create your login credentials and select **Create Account**.

The screenshot shows a registration form titled "Welcome to the Five States Connector" with the subtitle "Powered by FISPAN". The form asks the user to "Please enter your information to create your account." It includes input fields for "First Name" (containing "Gavin"), "Last Name" (containing "Adams"), "Email" (containing "j.doe@my-company.com"), "Password", and "Confirm Password". Each password field has a strength indicator (a series of asterisks) and a toggle icon. A pink "Create Account" button is at the bottom. Below the button is a link: "Already have an account? [Log in >](#)". The background is dark blue with a stylized white star logo at the top, a paper airplane on the right, and some foliage on the left. The bottom right corner says "POWERED BY FISPAN" with a small logo.

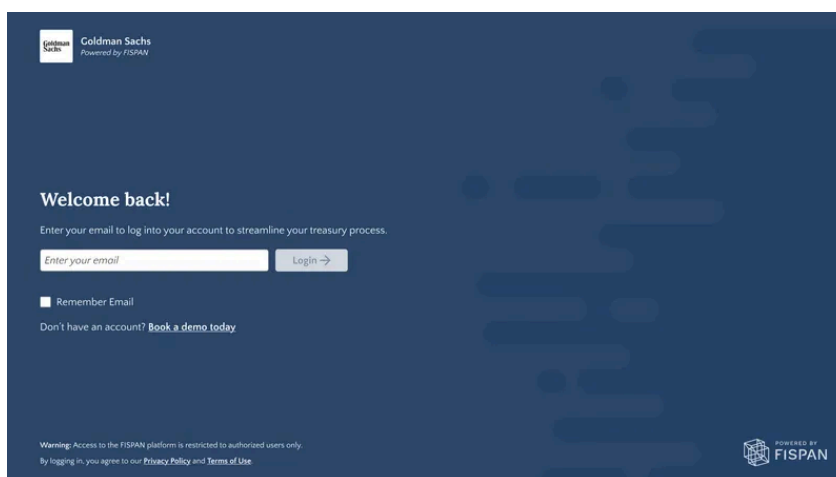
Passwords are required to be 8 characters and contain at least one uppercase, lowercase, number and special character

NOTE: The password you create here will be used every time you want to access the FISPAN Portal. If you need to update it later on, you have the option to use the **Forgot Password** option.

2 Login to Your Account

Once registered, you will be redirected to the login page. Your username and password are unique per environment, and you will have separate logins between [Sandbox](#) and [Production](#).

NOTE: The Sandbox environment is used as a testing or UAT environment. For Sandbox users, please refer to the Sandbox Checklist for test scenarios.



Welcome Page for Sandbox

From the welcome page, you'll be taken to the login page. Enter your username and password to proceed.

Setting Up SMS MFA

NOTE: Multi-factor Authentication (MFA) is only required if you are a user in the Production environment. If accessing the Sandbox environment, you may skip this step.

The first time you log in to the Production environment, you will be prompted to establish your Multi-factor Authentication (MFA) setup. You have the option to select various methods of MFA.

1 Enroll Phone Number

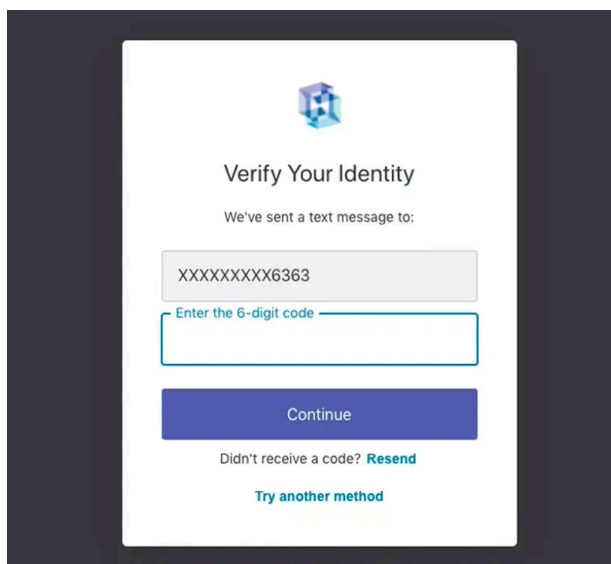
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

If you are unable to receive a text message to this number, or you prefer a different multi-factor authentication method, click **Try Another Method**.

2 Enter Code

Enter the 6-digit code you received in the applicable field.

Select **Continue**.

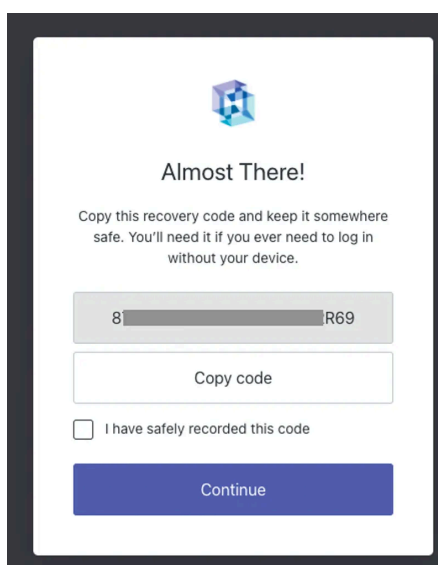


The screenshot shows a mobile app interface for identity verification. At the top is a blue cube icon. Below it, the text 'Verify Your Identity' is centered. Underneath, it says 'We've sent a text message to:'. A grey input field contains 'XXXXXXXX6363'. Below that is a blue-outlined input field with the placeholder text 'Enter the 6-digit code'. A blue 'Continue' button is at the bottom. Below the button, there are two links: 'Didn't receive a code? Resend' and 'Try another method'.

6-digit Verification

3 Save Recovery Code

After setting up SMS and inputting the first one-time code, you will be presented with a recovery code that should be stored in a safe location. This code is for resetting the MFA, to switch the MFA type (i.e., Authenticator), or to use a different phone number.



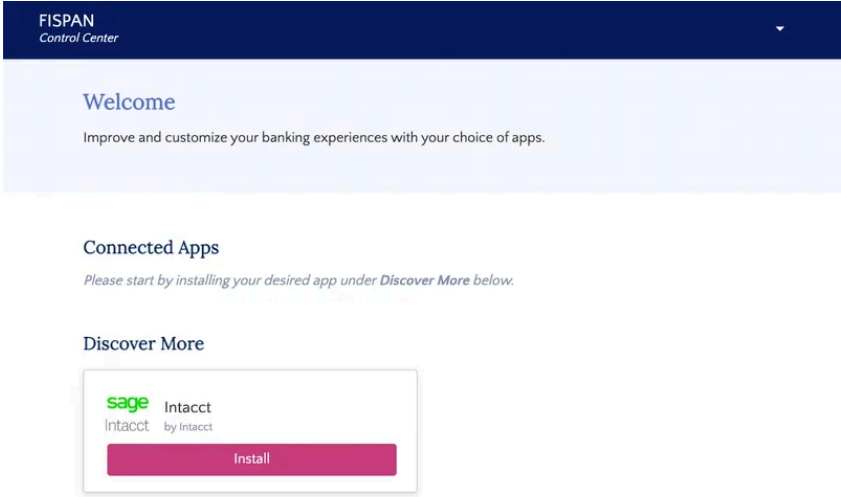
The screenshot shows a mobile app interface for saving a recovery code. At the top is a blue cube icon. Below it, the text 'Almost There!' is centered. Underneath, it says 'Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device.' A grey input field contains '8' and 'R69'. Below that is a white 'Copy code' button. Below the button is a checkbox labeled 'I have safely recorded this code'. At the bottom is a blue 'Continue' button.

Recovery Code

If you would like to utilize another method for MFA (SMS, Authenticator, or Email) instructions are available here: [Setting up Multi-Factor Authentication](#).

3.1.2.4. Step 4: Select ERP

Select **Install** on the Intacct ERP box and the installation wizard will appear on your screen.



Select Install

3.1.2.5. Step 5: Overview

The first page of the installation wizard provides a brief summary. Before you continue, you must review and complete the pre-onboarding checklist.

When you're finished, click the toggle next to "I have completed the pre-onboarding checklist." This will activate the **Get Started** button.

To proceed to the next step, click **Get Started**.

Welcome to the plugin installation wizard!

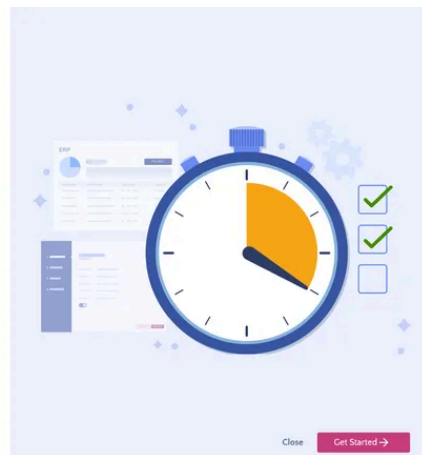
Set up a live connection between your ERP and FISPLAN with this wizard in **10-20 minutes**. Before continuing, please ensure that you have completed the [pre-onboarding checklist](#).



For a smoother installation process, we advise having this wizard open on one monitor or side of your screen, and your ERP environment on the other.

If you run into issues during installation, please consult our support guides or send us feedback using the tooltip on the right side. We'd love to hear from you!

☒ I have completed the [pre-onboarding checklist](#)



Select Get Started

3.1.2.6. Step 6: Permissions

To establish a connection between your bank and Sage Intacct, you must agree and grant access by toggling the slider.

The screenshot shows the 'ERP Permissions' screen in the Sage Intacct installation wizard. On the left is a dark blue sidebar with a list of steps: Overview, ERP Permissions (highlighted), Web Services, Authentication, Install the Plugin, Permissions, Connection Status, Account Matching, and Prepare Your ERP. The main content area is titled 'ERP Permissions' and includes a sub-header: 'The following permissions are required for FISMAN to establish a connection between MyBank and Intacct.' Below this, there are two sections: 'PAYMENT' and 'BANK ACCOUNT INFO'. The 'PAYMENT' section contains a table of permissions:

Adjustments	Read
Bill Payment	Create
Bills	Read
Chart of Accounts	Read
Checks	Read
Vendors	Read

The 'BANK ACCOUNT INFO' section contains a table:

Chart of Accounts	Read
-------------------	------

At the bottom of the main content area, there is a toggle switch labeled 'I agree and allow access to the items listed above'. Below the toggle are 'Cancel' and 'Next Step' buttons. The 'Next Step' button is highlighted in blue.

Review the Permissions and then click the "I agree" toggle

Once completed, click **Next**.

To display account balances and transaction information, the plugin requires read access to Intacct financial data but only modifies its own designated custom fields.

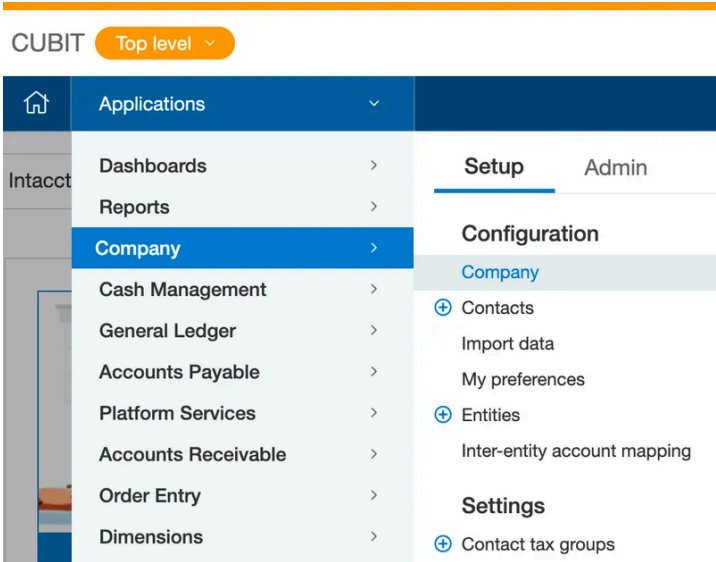
NOTE: Your permission list, found in your ERP, may contain more fields than the example shown.

3.1.2.7. Step 7: Web Services Authorization

Authorization to the Web Services feature should be done in Intacct using the following steps.

1 Go to Company

Company → Setup → Company.



Go to Company tab

2 Authorize Web Services

Under the **Security** in the **Web Services Authorizations** section, click **Edit** at the top right and then click **Add** to add each of the following **Sender IDs**:

- **ajax**
- **FI.SPAN MPP**

★

🏠

Company

⌵

Q Search

Company information

SaveCancelMore actions

General informationSecurityAccountingSchedules

Web Services authorizations

Add

	Sender ID	Description	Status
1	ajax	--	Active
2	FI.SPAN MPP	--	Active

Add Sender IDs

Then, click **Save**.

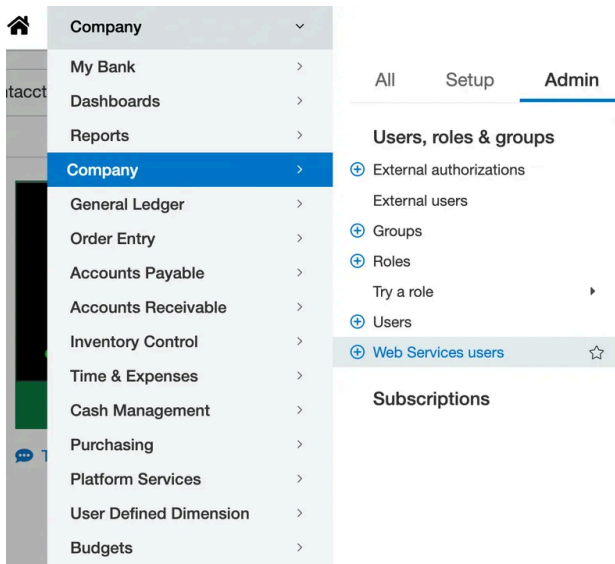
NOTE: The **Sender IDs** are case-sensitive.

3.1.2.8. Step 8: Create Web Service User

To ensure that the plugin is able to communicate with Sage Intacct, a Web Service User needs to be created in Intacct before continuing with the next step.

1 Go to Web Service Users

Go to **Company** → **Admin tab** → **Web Service Users**.



Go to Web Service Users

2 Add New Web Service User

Select **Add** to create a new Web Service User, then fill in the required fields:

- **User ID:** Anything that will help you easily identify your users.
- **User type:** Business
- **Admin Privileges:** Full
- **Contact Name:** Associate this Web Services User with a Contact of your choosing

Create Web Service User

NOTE: An alert will appear, stating: "Check license availability before adding users."

It is recommended to validate this with your Sage Intacct representative.

Please note that the Contact selected within the **Contact Name** field must have a First and Last Name.

If you do not already have a Contact to choose from, you may create one by clicking on the drop-down, then **Add**.

Add a Contact, if one is not available

After clicking **Add**, fill in the following fields on the Contact Information tab of the Contact Information window:

- **Last name**
- **First name**
- **Primary email address**
- **Suggested contact name**
- **Print as**

Contact information
Mailing information
Additional information

Last name

First name

Middle name

Prefix

Primary email address

Primary phone

Company name

Suggested contact name *

Print as *

Status

Active

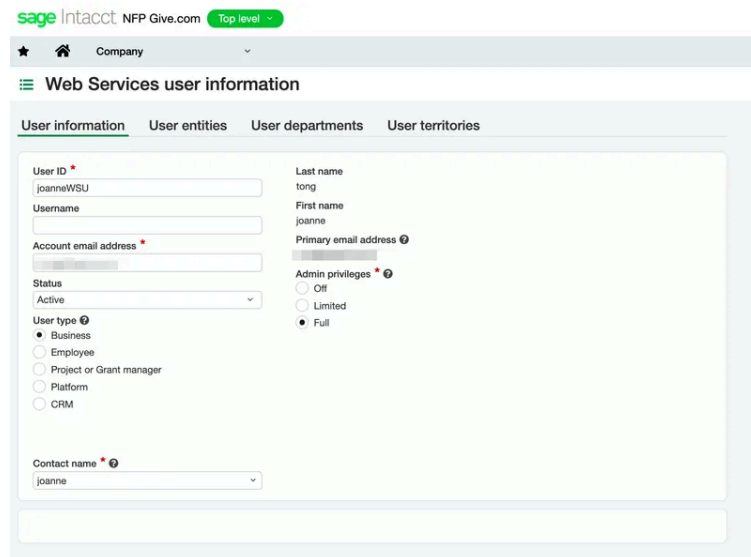
Contact Information window

Then, click **Save**.

3 Complete Web Service User Form

On the Web Services user information page, the following fields will be auto-populated from the chosen or newly created Contact.

- **Last Name**
- **First Name**
- **Email Address**

The screenshot shows the Sage Intacct web interface for creating a user. The header includes the Sage Intacct logo, 'NFP Give.com', and a 'Top level' button. The main title is 'Web Services user information'. Below this are four tabs: 'User information', 'User entities', 'User departments', and 'User territories'. The 'User information' tab is active, displaying a form with the following fields: 'User ID' (text input, value: joanneWSU), 'Username' (text input), 'Account email address' (text input, value: joanneWSU@nfpgive.com), 'Status' (dropdown menu, value: Active), 'User type' (radio buttons: Business (selected), Employee, Project or Grant manager, Platform, CRM), 'Contact name' (dropdown menu, value: joanne), 'Last name' (text input, value: tong), 'First name' (text input, value: joanne), 'Primary email address' (text input, value: joanneWSU@nfpgive.com), and 'Admin privileges' (radio buttons: Off, Limited, Full (selected)).

Completed Web Services User form

Then, select **Save**.

NOTE: You will receive an email from Sage Intacct with the credentials. We recommend saving the Web Service User credentials as they are required in the installation wizard.

3.1.2.9. Step 9: Enter Web Service User Credentials

Return to the installation wizard and type in the credentials you received in the previous step.

The screenshot shows the 'Authentication' step of the Sage Intacct installation wizard. On the left is a vertical sidebar with steps 1 through 9, with 'Authentication' (step 4) highlighted. The main area has the title 'Authentication' and the instruction 'Time to configure your plugin!'. Below this, it says 'Please enter the Web Service User credentials that were sent to your email address from no-reply@intacct.com'. A yellow warning box contains the text: 'NOTE: Remember to use the Web Service User credentials and NOT your Sage Intacct login credentials for this step'. There are three input fields: 'User Password' (with an 'Invalid value' error), 'Sage Intacct Company ID' (with an 'Invalid value' error), and 'User ID' (with an 'Invalid value' error). Each field has a placeholder text 'Enter User Password', 'Enter Company ID', and 'Enter User ID' respectively. A 'Validate Credentials' button is below the 'User ID' field. To the right of the form is a video player showing a 'Web Service user credentials walkthrough video'. At the bottom of the wizard are 'Cancel', 'Previous Step', and 'Next Step' buttons.

Enter Credentials

Then, select **Next Step**.

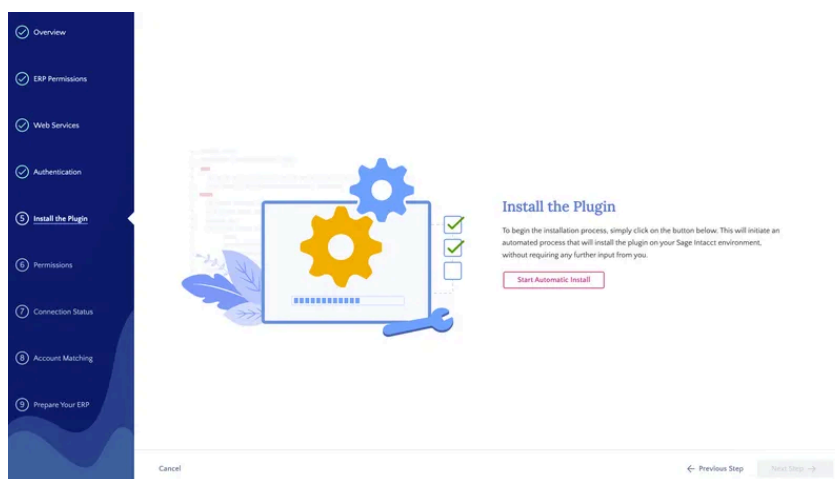
IMPORTANT: Please make sure you use the Web Service User credentials and not the Sage Intacct login (normal user) credentials.

3.1.2.10. Step 10: Install Plugin

This next step guides you through installing the plugin with the installation wizard.

1 Install the Plugin

Select the **Start Automatic Install** button.



Install the Plugin

This will automatically install the plugin for you.

If the installation fails, a clear reason for the failure will be provided.

Occasionally, the application may fail to install due to the unavailability of Sage Intacct servers.

In such cases, we recommend a manual installation by downloading the XML file from the error page and then placing it inside Intacct's **Platform Services → Applications → New Application**.

2 Successful Install

After the application has been successfully installed, click on **Next Step**.

Manual Install

If automatic installation fails, you can manually install the plugin by downloading the plugin XML file using the link in the installation wizard.

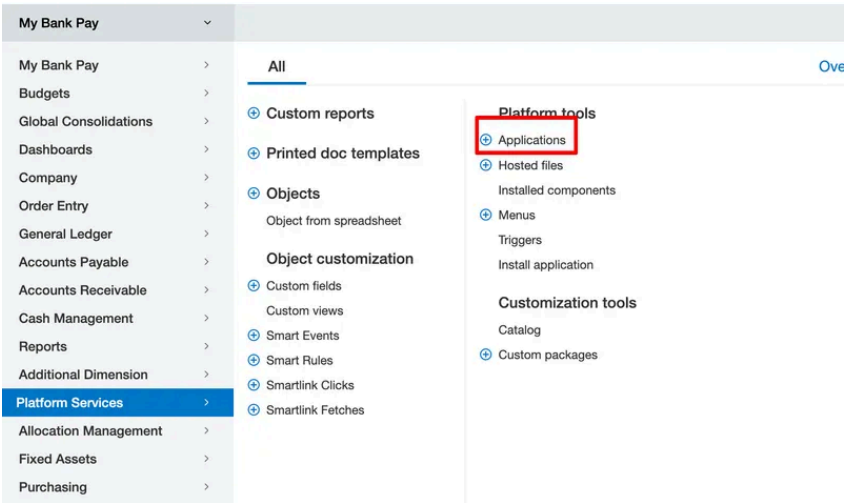
1 Download XML File

From the error page displayed in the installation wizard, select **here** to download the XML file.

Once the XML file pops up, save it to your computer.

2 Go to Applications

In Intacct, go to **Platform Services → Applications**.



Go to Applications

3 Install From XML

Then, select **Install from XML**.



The screenshot shows the 'Applications' page in a web interface. It features a table with columns: Action, Application, Version, Deployed, Installed, and Created at. The table lists several applications, including 'User Dashboard', 'My Back Page', and four 'Sample' applications. Each application has an 'Edit' link in the 'Action' column. The 'Deployed' and 'Installed' columns contain checkmarks, indicating the status of each application.

Action	Application	Version	Deployed	Installed	Created at
Edit	User Dashboard	1	✓	✓	10/08/13
Edit	My Back Page	2020.15	✓	✓	21/11/20
Edit	Sample_1	2020.2	✓	✓	15/11/20
Edit	Sample_2	2020.1	✓	✓	12/09/20
Edit	Sample_3	2020.1	✓	✓	29/10/20
Edit	Sample_4	2020.2	✓	✓	05/11/20

Select **Install from XML**

Upload the application XML file by selecting **Choose File**.

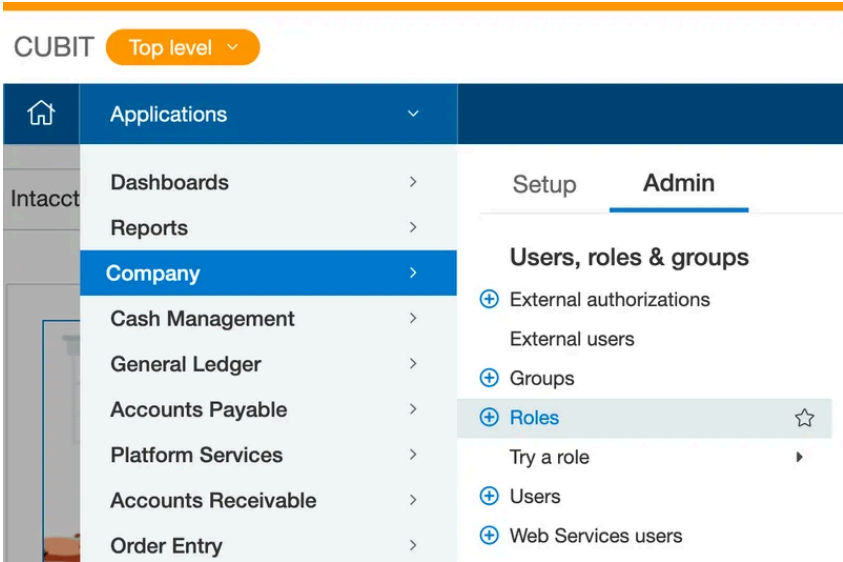


The screenshot shows a dialog box titled 'Install or update application'. It has two tabs: 'Install' (selected) and 'Cancel'. Under the 'Install' tab, there is a section for 'Upload application XML file'. It includes a text area for the XML file and a 'Choose File' button. Below the text area, there is a red error message: 'Red = Required information'. At the bottom of the dialog, there are 'Install' and 'Cancel' buttons.

Select the XML you just downloaded from the installation wizard, and click **Install**.

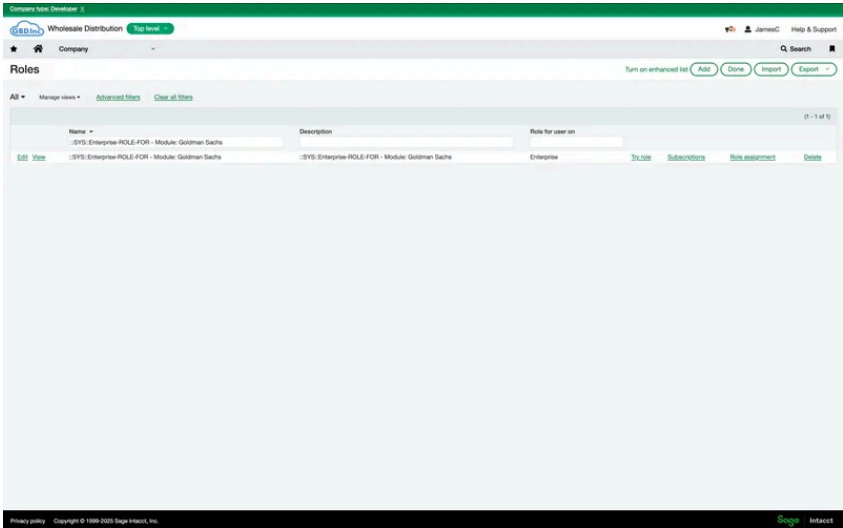
3.1.2.11. Step 11: Set Permissions for a Role

In Intacct:
Go to **Company** → **Admin** tab → **Roles**.



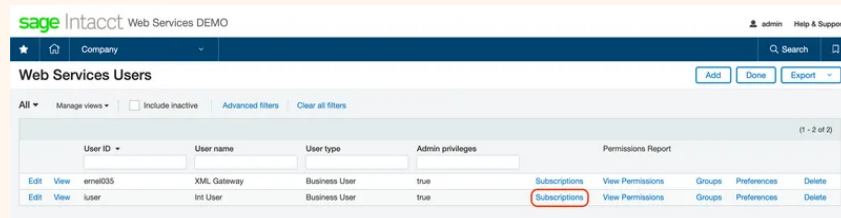
Go to Roles

On the Goldman Sachsrole, Select **Subscriptions**



Select Goldman Sachs

If you do not use roles inside Intacct, simply head over to **the users and web service user**, click Subscriptions, and grant them the following permissions:



User ID	User name	User type	Admin privileges	Permissions Report
Edit View emell035	XML Gateway	Business User	true	Subscriptions View Permissions Groups Preferences Delete
Edit View luser	Int User	Business User	true	Subscriptions View Permissions Groups Preferences Delete

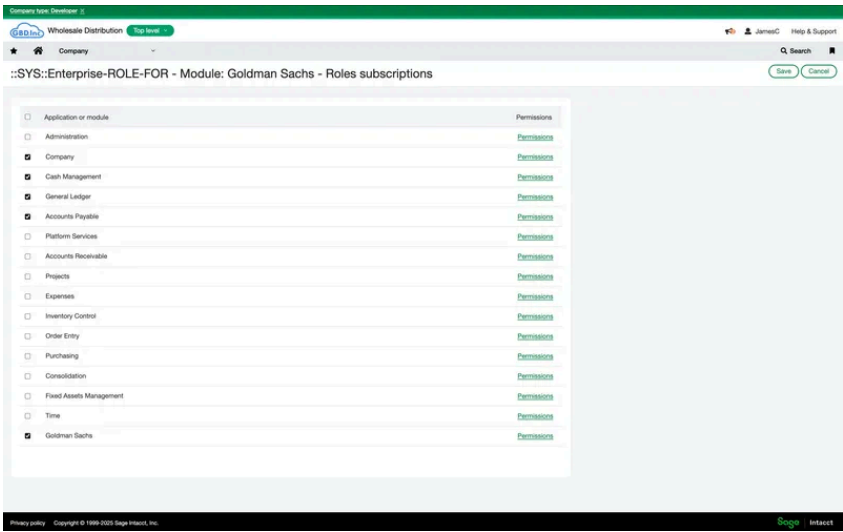
List of web services users

- **Cash Management:** Checking Accounts (List, View), Savings Accounts (List, View), Credit Card Accounts (List, View)
- **Accounts Payable:** All Permissions
- **Company:** Transaction Currencies (List, View), Entities (View), Funds/Locations (View)
- **General Ledger:** All Permissions
- Goldman Sachs: All Permissions

Select **Permissions** to enable permissions accordingly for each of the following:

- **Cash Management:** Checking Accounts (List, View), Savings Accounts (List, View), Credit Card Accounts (List, View)
- **Accounts Payable:** All Permissions
- **Company:** Transaction Currencies (List, View), Entities (View), Funds/Locations (View)
- **General Ledger:** All Permissions
- Goldman Sachs: All Permissions

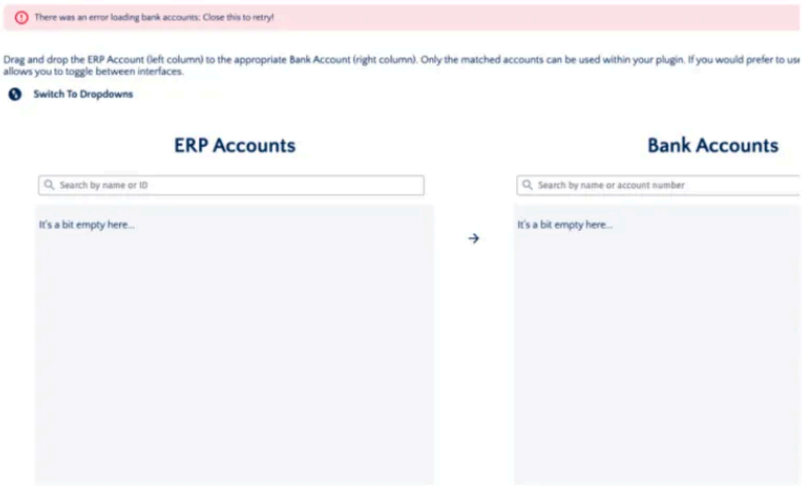
Then, select **Save**.



Select Permissions

If you receive an error message, please confirm that you have granted the appropriate **Cash Management permissions** to the **Web Service User's** role subscription.

Account Matching



Account Matching - "Error loading bank accounts" error message

You may receive an error like the following: "You do not have permission for the API operation READ_BY_QUERY on objects of type trxcurrencies."

www-p02.intacct.com says

Error: You do not have permission for API operation READ_BY_QUERY on objects of type trxcurrencies [Support ID: JXpV7EB037%7EY2ptPP0h2xm-A1FWLVYxdwAAAAQ]

OK

You do not have permission for the API operation READ_BY_QUERY on objects of type trxcurrencies.

This error means you need to adjust the role permissions for the user who encountered the issue. This affects the user role/permissions and NOT the Web Service User.

For the affected user, please navigate to their role permissions and add the following: **Company → Transaction Currencies (List, View)**.

Company permissions for alissa

Save

Cancel

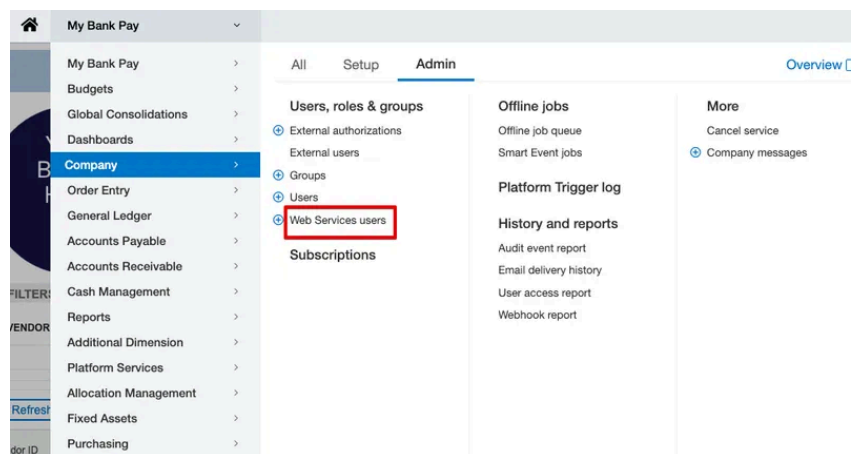
Help

Contact tax group	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Attachment folders	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Attachments	☐ List	☐ View	☐ Edit	☐ Delete	
Memorized reports	☐ List	☐ Add	☐ Edit	☐ Delete	
Report groups	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Transaction allocations	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Dashboard	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Transaction currencies	☒ List	☒ View	☐ Add	☐ Edit	☐ Delete
Exchange rate types	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Exchange rate	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Cover letters	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Cloud storage	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete

Adding Transaction Currencies permissions

3.1.2.12. Step 12: Assign Role to Web Service User

In Intacct, go to **Company** → **Admin tab** → **Web Service Users**.



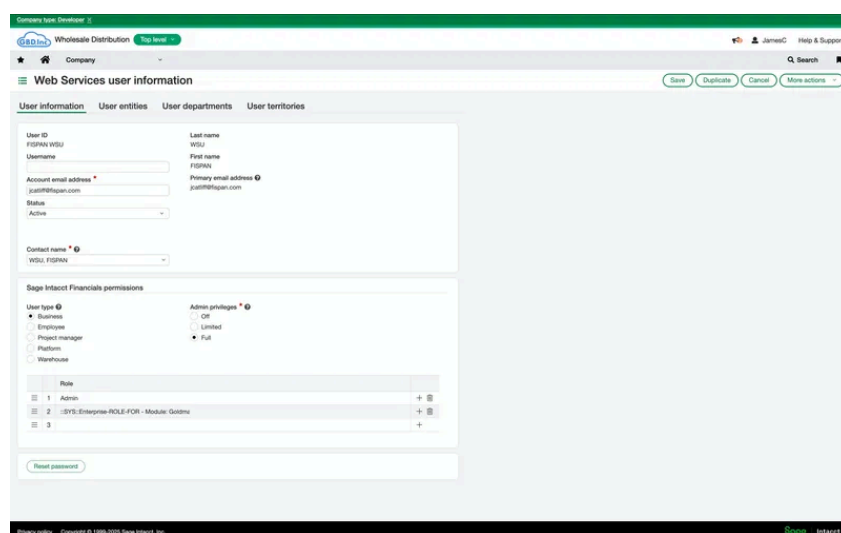
Go to Web Service Users

Then, select **Edit** on the Web Service User you would like to edit.

Under the **Roles Information tab**, add the following roles:

- **::SYS::Enterprise-ROLE-FOR – Module:** Goldman Sachs

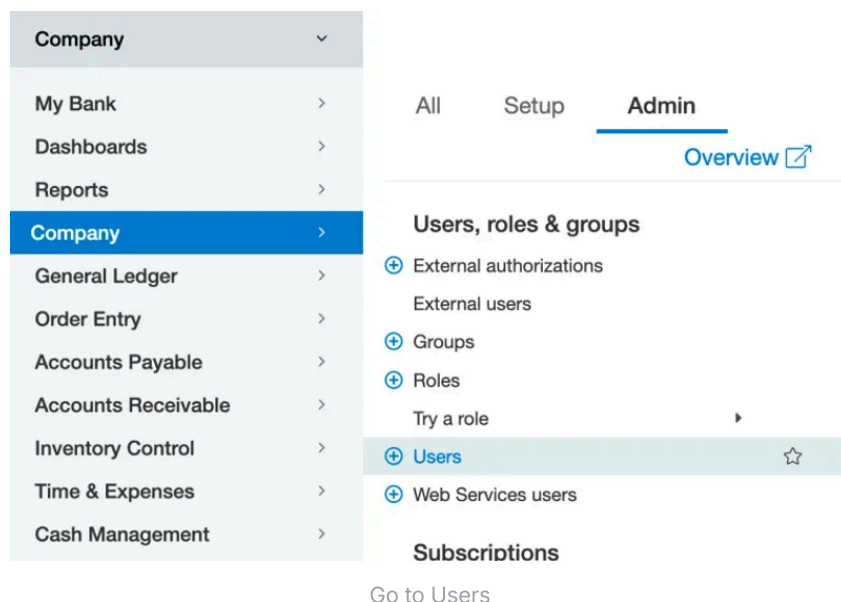
Then, select **Save** and enter your account password.



Add Role to Web Service User

3.1.2.13. Step 13: Assign Role to User

In Intacct, go to **Company** → **Admin tab** → **Users**.

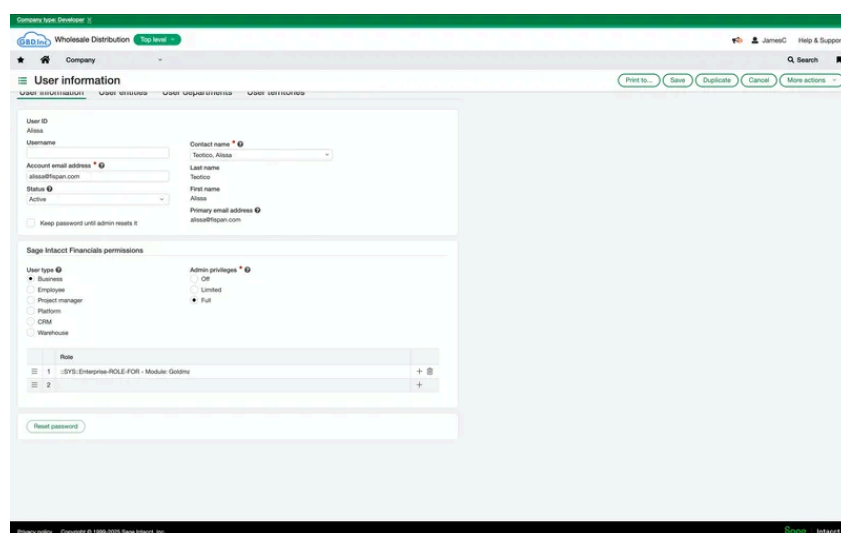


Then, click **Edit** on the User you would like to edit.

Under the **Roles Information tab**, add the following roles:

- **::SYS::Enterprise-ROLE-FOR – Module: Goldman Sachs**

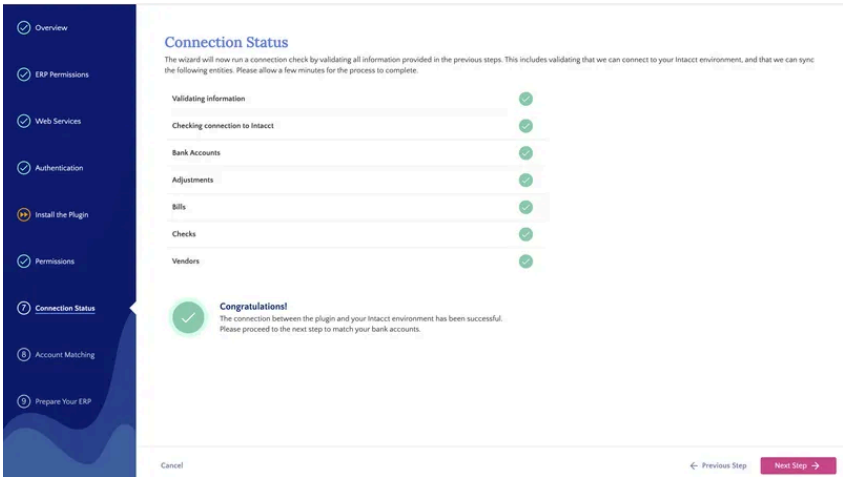
Then, select **Save** and enter your account password.



3.1.2.14. Step 14: Connection Status

Here, the installation wizard will begin to run a connection check to validate all details entered in the previous steps and ensure that all permissions are correctly set up.

If there are no issues, a large green checkmark will appear to confirm that the connection has been established.

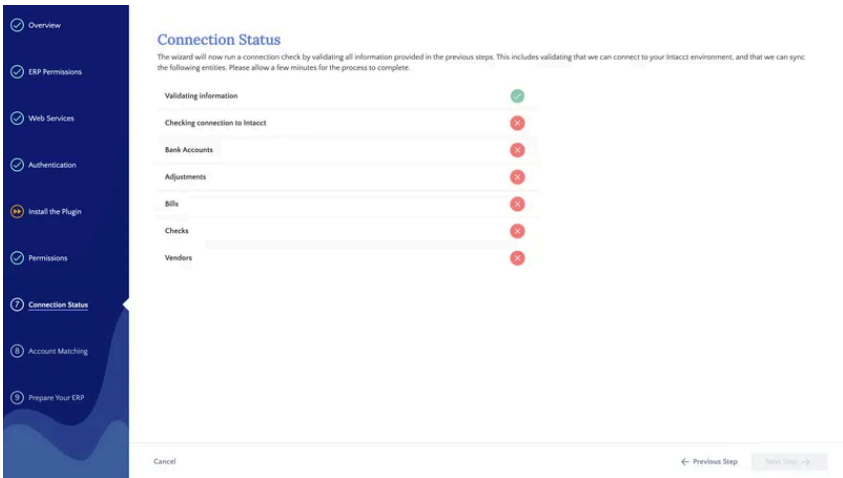


Connection Status

Click on **Next Step** to begin matching bank accounts.

Failed Connection Checks

If any permissions are missing, a red X will be displayed, as shown in the screenshot below, along with a clear explanation of the failure.



Failed Connection Check

3.1.2.15. Step 15: Account Matching

Matching Accounts

The next step in the installation wizard is to match your ERP Accounts to the corresponding Bank Accounts.

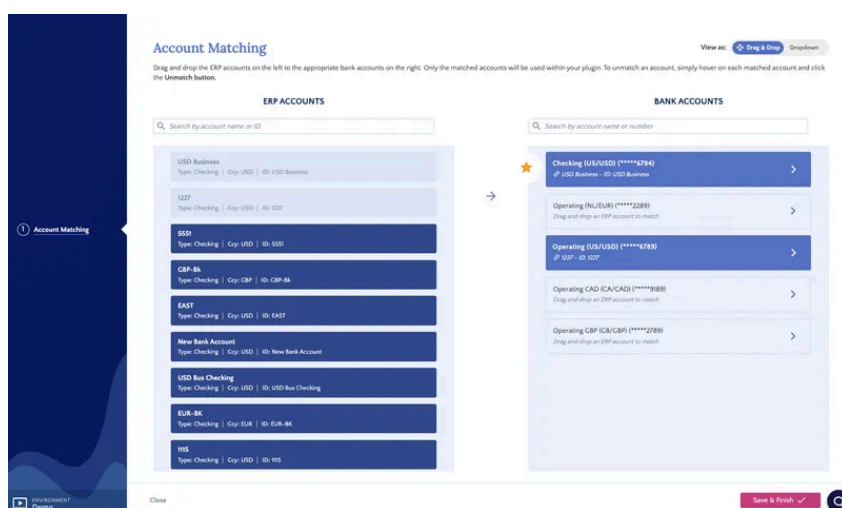
1 Match Accounts

Drag an ERP Account from the left column and drop it onto the desired Bank Account.

Continue until all accounts are matched.

2 Select Default Account

To select your preferred default account, hover over the desired source account and click the star icon. This sets the default selection in the source account dropdown (you can change it anytime in the Account Matching screen here).



Account Matching - ERP Accounts and Bank Accounts

Once you've successfully matched your accounts, click **Next Step**.

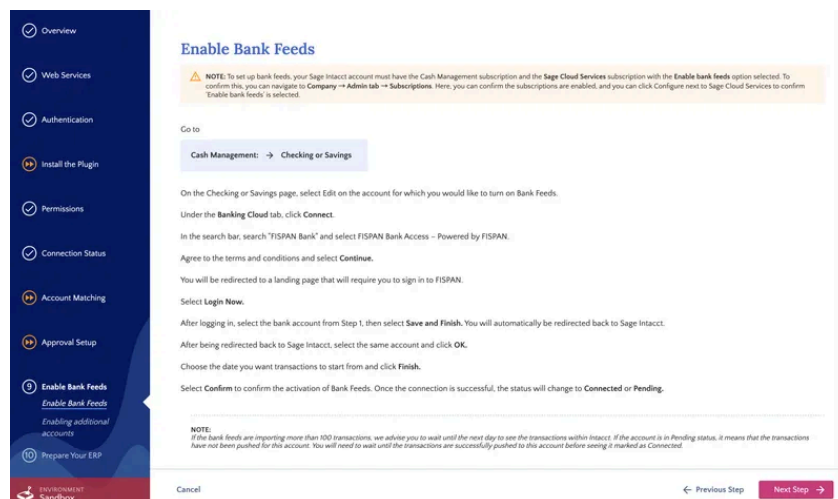
NOTE: When installing the plugin in Sandbox, the Bank Account ending in 1133 is used for testing purposes ONLY. This account is not linked to any of your live accounts with your bank.

When installing in Production, the Bank Accounts listed will reflect your accounts set up for use with the plugin.

3.1.2.16. Step 16: Enable Bank Feeds

Bank feeds let your settled bank transactions flow automatically into your ERP for reconciliation, removing the need to export and import bank statements manually.

Follow the instructions below to connect your bank for automatic transaction syncing.



Enable Bank Feeds Step

Enabling bank feeds gives you a reliable, secure flow of transactions from your bank into your ERP, so you can say goodbye to manual imports and statement formatting.

On the Enable Bank Feeds page

In-ERP setup instructions

The page provides a step list, a link to the relevant ERP page, and a short how-to video. Complete the steps in your ERP, then return to the wizard.

Bank Feeds (Intacct)

NOTE: Bank feed setup steps vary by bank and ERP. If you don't see an option described here or need help, please contact your FISPLAN support team.

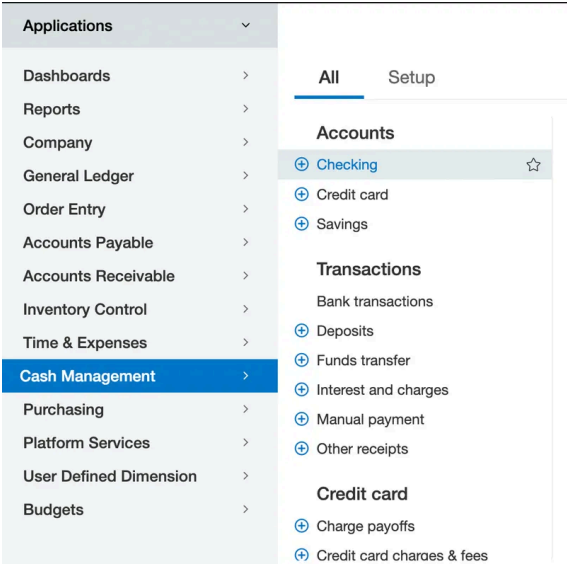
3.1.2.17. Step 17: Bank Feeds Setup

By enabling Bank Feeds for the plugin, your bank establishes a reliable and secure flow of transactions from your bank into Sage Intacct’s Reconciliation module.

Bank transactions that settled the previous day are imported each morning. For example, transactions that are settled on Tuesday will be pushed into Sage Intacct early on Wednesday morning. The exact timing can vary depending on when your bank sends the first transaction file (PDR).

Step 1: Locate the Account

Go to **Cash Management** → **Checking**.



[Go to Checking](#)

On the Checking page, select **Edit** on the account you wish to turn on Bank Feeds for.

Checking Accounts

AddDoneExport

AllManage viewsInclude inactiveInclude privateAdvanced filtersClear all filters

Account ID	Account number	Bank name	Currency	
Edit View	1041	GBP Bank	GBP	Reconcile Reconciliation History Delete
Edit View	1042	EUR Bank	EUR	Reconcile Reconciliation History Delete
Edit View	1043	CAD Bank	CAD	Reconcile Reconciliation History Delete

Select Edit

Step 2: Activate Bank Feeds

Under the **Banking Cloud** tab, click **Connect**.

Intacct MES

Top level

★Cash Management

Checking Account Information

DetailsCheck printingBank fileBanking cloudPayment providers

Connect

Connect Banking Cloud

In the search bar, search Goldman Sachs - **Powered by FISPAN**.

Connect your bank

Reduce labor-intensive data entry by connecting Sage to your online bank. We'll automatically check for new transactions on a daily schedule and download them as soon as possible.

Find your bank

United States of America

Or choose from these banks

Chase

Bank of America

Bank of America CashPro (US)

Wells Fargo

Citibank Online

U.S. Bank

PNC PINACLE - Powered by FISPLAN

Capital One

TD Bank

Charles Schwab

J.P. Morgan Access - Powered by FISPLAN

Wells Fargo Vantage - Powered by FISPLAN

Search for Goldman Sachs

Note: The beta code is 559415.

Agree to conditions and select **Continue**.

We will connect directly to your bank, or through our secure partner. We can then download your bank transactions.

What's needed to connect?

- Have your sign-in credentials on hand for when you're asked to sign into your bank.
Note: For security reasons, you'll be periodically prompted to sign into your bank account.
- Be prepared to enter the start date for downloading transactions. Some banks limit this start date to the last 90 days.

Review our Terms and Conditions

☒ For and on behalf of the Business that I represent, I have read and agree to the [Sage Bank Feeds Terms and Conditions](#) (as amended from time to time) and use of data in accordance with [Sage's privacy policy](#) (as amended from time to time).

Back

Continue

Agree to Conditions

You will be redirected to a landing page that will require you to sign in to the FISPLAN Wizard.

Select **Login Now**.

344 / 520

Created at Sep 22, 2026



Connect to Sage bank feeds

FISPAN & Sage have partnered to offer a reliable bank feeds product, bringing your bank transactions straight into your ERP.

If you have an existing FISPAN account, you can log in below. Otherwise, you can create an account by submitting a request.



Login with FISPAN and activate bank feeds

Login now

Not eligible today? Contact us now!

Sign up

Select Login Now

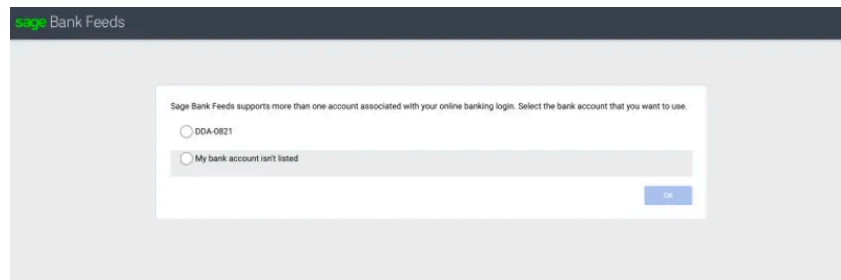
Step 3: Match Account for Bank Feeds

After logging in, select the account from Step 1, then select **Save and Finish**. You will automatically be redirected back to Sage.



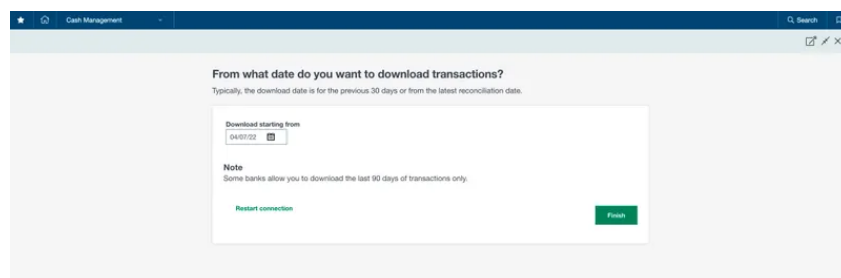
Select Account

After being redirected back to Sage, select the same account and click **OK**.



Click Ok

Choose the date you want transactions to start from.



Choose Date

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.

Step 4: Confirm Bank Feeds

Select **Confirm** to confirm the activation of Bank Feeds. Once the connection is successful, the status will change to **Connected**.

☰

Checking Account Information

Save

Duplicate

Cancel

More actions ▾

Details

Check printing

Bank file

Banking cloud

Payment providers

Intacct 1234 Checking—bank 556741133	Banking cloud Powered by FISPLAN (Beta) Test Account 2 (6789)	Last bank feed ---	Last transaction date ---	Last reconciliation ---	Last reconciliation type ---	Status ⓘ Pending confirmation	Confirm
---	--	-----------------------	------------------------------	----------------------------	---------------------------------	-------------------------------------	--------------------

Confirm Bank Feeds

NOTE: If the account is in **Pending** status, it means that the transactions have not been pushed for this account. You will need to wait until the transactions are successfully pushed to this account before seeing it marked as **Connected**.

Once the account is **Connected**, go to **Cash Management → Reconciliation → Bank** and follow your native reconciliation process.

Set Up Multi-Account Bank Feeds

Bank Feeds allows you to connect multiple accounts to the plugin. Once one bank account has been connected to Bank Feeds by following the **Enabling Bank Feeds** page, other accounts can be connected simultaneously through a financial institution connection.

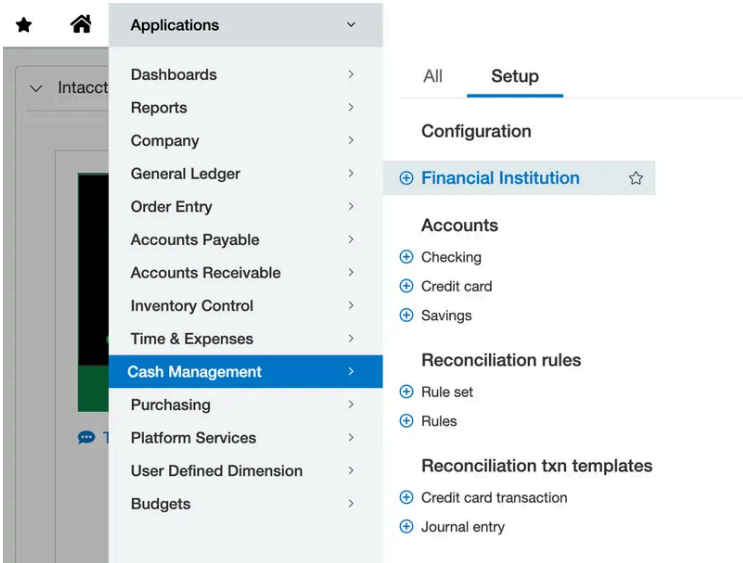
NOTE: Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.

If this does not work, please contact Sage support and ask to get access to the Financial Institution.

Follow the steps below to set up multiple accounts for Bank Feeds.

1 Set up a Financial Institution

Go to **Cash Management** → **Set up** → **Financial Institution** and create a new Financial Institution.



Set-up Financial Institution

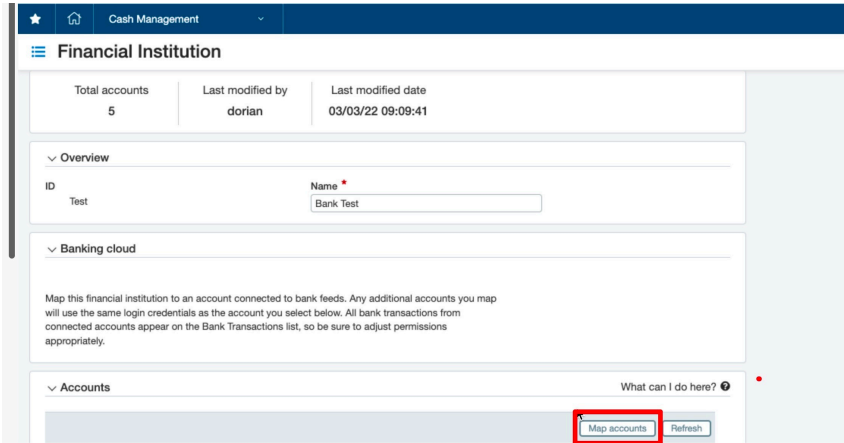
This allows you to create a connection to the bank. Create the ID and Name as desired.

A screenshot of a web form titled 'Financial Institution'. At the top right are buttons for 'Save and continue', 'Cancel', and 'More actions'. The form has two main sections: 'Overview' and 'Banking cloud'. The 'Overview' section contains two input fields: 'ID' with the value 'Test Bank' and 'Name' with the value 'Test Bank'. The 'Banking cloud' section contains a text block explaining that the financial institution must be mapped to a connected bank account. Below this is a dropdown menu labeled 'Connected account' with the selected value '1071 -- Bank Feeds Account B'.

Create Financial Institution

2 Map Accounts for Bank Feeds

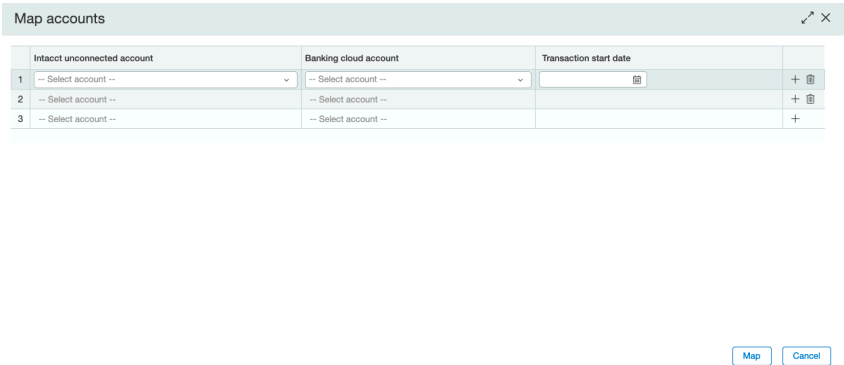
Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.



Map Accounts

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.



Map Accounts

After mapping the accounts, the Banking cloud statuses can be seen in the Accounts tab.

Account Status

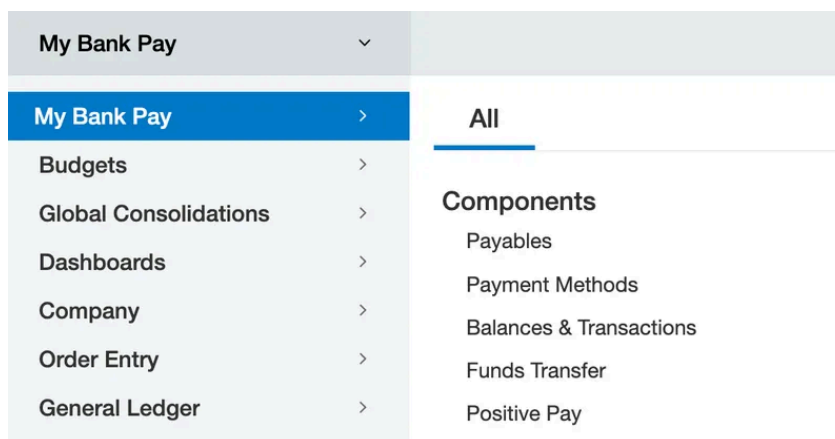
Observe Bank Transactions

3.1.2.18. Step 18: Set Default Payment Information

Setting a default payment method per vendor will save you significant time by automatically pre-filling the payment type for all future transactions.

Use the steps below to select a default payment method for each vendor.

- 1 In Intacct, go to Goldman Sachs → **Payment Methods**.



Go to Payment Methods

- 2 Select the appropriate payment method from the **Default Payment Method** dropdown menu.

The screenshot shows the 'Payment Methods' table in Intacct. The table has columns: NAME, RECORD EMAIL, LOCATION, EXCLUDE BILLS, COMBINED BILLS, PYMT. METHODS, and DEFAULT PAYMENT METHOD. The 'DEFAULT PAYMENT METHOD' column has a dropdown menu for each vendor. The table shows 8 vendors, with the first 7 having a default payment method selected. The 8th vendor, 'CordIT', has a dropdown menu with the option 'Add Payment Method'.

NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PYMT. METHODS	DEFAULT PAYMENT METHOD
AEC Company 20033	acord@aec.com	Seattle, WA US	☐	☒	ACH	Select Payment Method
Agraria Farm Technology 20007	bjames@agraria.com	Campos Mágicos, Paraná BR	☐	☒	ACH	ACH - Agraria Checking Acco
AEC Consulting 20009	-	Shanghai, Shanghai CN	☒	☒	ACH	Select Payment Method
Beli's Burgers 20008	-	Sacramento, CA US	☐	☒	ACH	ACH - US Account (****2553)
CCWEST 20004	-	Seattle, WA US	☐	☐	ACH	ACH - Checking Account
CordIT 20002	hshah@cordit.com	Jaffer Ali Bagh, Sonawgaon, IN	☐	☒	-	Add Payment Method
CordIT New York 20006	-	Long Island City, NY US	☐	☒	ACH	ACH - US Account (****4326)

Select a Default Payment Method

NOTE: You will only see the payment methods currently configured for both your plugin and the specific vendor. If a payment method is missing from the list, you must either add it to the vendor record or contact your TxB Representative to have it added to the plugin setup.

3.1.2.19. Step 19: Store Vendor ACH Information

The plugin uses the Bank File fields when submitting ACH payments to vendors. The instructions below show you how to enter this required information for your existing vendors.

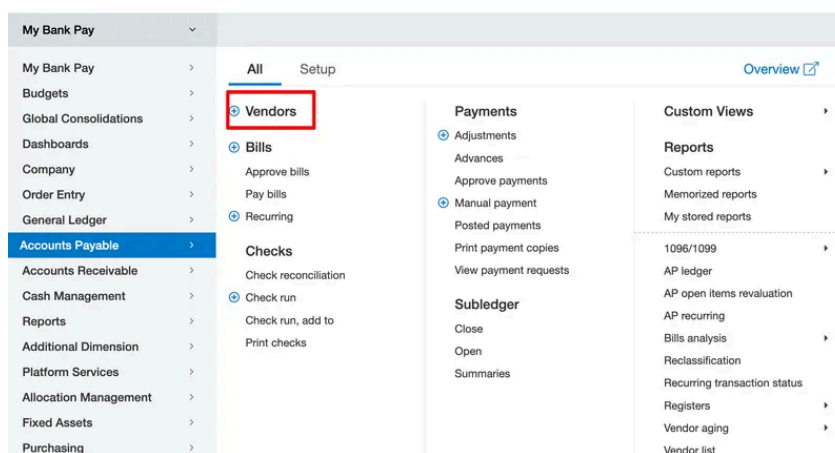
Before you begin, ensure you have permission to edit vendor bank details:

- 1 Go to **Company** → **Admin tab** → **Roles**.
- 2 Then, select **Subscriptions** on the role you would like to edit.
- 3 Select **Permissions** on the **Accounts Payable** Module, and check all the boxes for **Vendors** (This includes **List**, **View**, **Add**, **Edit**, **Delete**, and **Bank Details**).
- 4 Then, select **Save**.

Enter Vendor ACH Information

- 1 **Go to Vendors**

Navigate to **Accounts Payable** → **Vendors** and select **Edit** for the desired vendor.



Go to Vendors

2 Enter Vendor Details

Under the **Vendor** tab, enter the Vendor's **Address, City, State, Zip Code**, and **Country**.

★  Accounts Payable ▾

☰ Vendor Information

Vendor

Additional information

Contact list

Payment information

Restrictions

Primary contact

Last name

First name

Middle name

Print as *

AAA Corporation

Address 1

940 Locust View Drive

Address 2

City

San Francisco

State

California

Zip code/Post code

94108

Country

United States ▾

Primary phone

Mobile

Pager

Fax

Email address

Secondary email address

URL

☐ Exclude from the company contact list

Enter Vendor Details

3 Enable ACH Payments

Select the **Bank file tab** to access the vendor ACH information.

Scroll down to the **Enable Setup** section and select **Enable ACH Payments**.

4 Add ACH Information

The **ACH Payments** section will appear. Enter the **Routing Number**, **Account Number**, **Account Type**, and **Account Classification**.

The screenshot shows the 'Accounts Payable' interface. At the top, there's a header with a star icon, a home icon, and the text 'Accounts Payable'. Below this, the vendor name 'VEN-000016 -- AB Company' is displayed, followed by buttons for 'Save', 'Duplicate', 'Print to...', and 'Cancel'. A tabbed interface is shown with 'Vendor', 'Additional information', 'Contact list', 'Payment information', 'Bank file', and 'Pa'. The 'Bank file' tab is selected. Under 'Item cross references', there's a section 'Enable setup' with a dropdown arrow. Below it, the text 'Select an option to enable service.' is followed by two radio buttons: 'Enable ACH payments' (selected) and 'None'. Below this is another section 'ACH payments' with a dropdown arrow. It contains four fields: 'Routing number' (123456789), 'Account number' (098765432), 'Account type' (Checking Account), and 'Account classification' (Business(CTX)).

Enter ACH Payment Information

Then, select **Save**. ACH will now be an available payment method for that vendor.

IMPORTANT: When you first begin using the plugin, it automatically syncs the vendor's default payment method from the native Intacct record, but only if the method is set to ACH or CHECK. The plugin also ensures this default is synced when you create a new vendor.

In all other cases, the plugin will NOT be syncing the default payment method. If you would like to change the default, follow the previous step, "Set default payment information." This default can also be updated via CSV in a single upload for all your vendors.

3.1.2.20. Step 20: Store Other Vendor Payment Information

If applicable, you can add additional payment information within the plugin's Payment Methods page by following the steps in this guide.

Only payment methods set up in your plugin and assigned to the specific vendor will be visible. If a method is missing, please add it to the vendor or reach out to your TxB Representative to have it added to the plugin.

IMPORTANT: Before adding, updating or deleting any vendor bank account or other payment details, you should independently verify the requested change using a trusted contact and communication channel already known to you. Do not rely solely on contact details, instructions or links contained in the change request. The plugin may validate the format of payment details, but it does not independently verify that the details are accurate, authorized or free from fraud risk. You remain responsible for ensuring that any payment details are correct and properly authorized before making or approving changes.

Enable the **Vendor Approvals** feature to set approval workflows for any vendor record changes. This approval process ensures data accuracy, enhances security and enables an audit trail of all changes.

Store Vendor Payment Information

Follow these steps to start storing any additional vendor payment information.

1 Go to Payment Methods

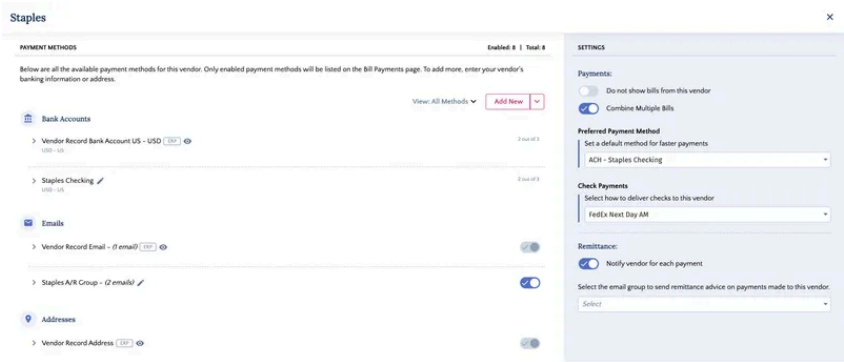
In Intacct, go to Goldman Sachs → **Payment Methods** tab

My Bank Pay	▼	
My Bank Pay	>	All
Budgets	>	
Global Consolidations	>	Components
Dashboards	>	Payables
Company	>	Payment Methods
Order Entry	>	Balances & Transactions
General Ledger	>	Funds Transfer
Accounts Payable	>	Positive Pay
Accounts Receivable	>	

Go to the Payment Methods Tab

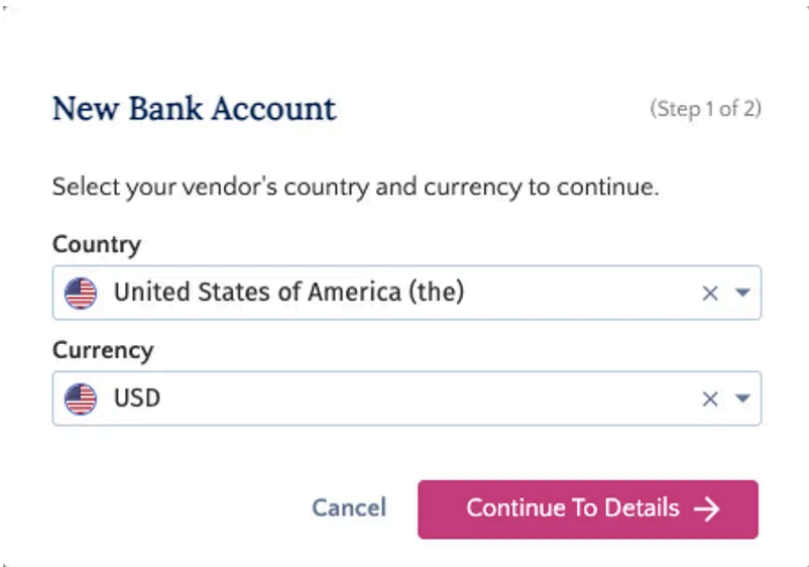
2 Add Bank Account

Select **Edit** on the vendor for which you would like to add payment information. Here, you can choose to **Add Bank Account**, **Add Address**, or **Add Email Group**.



Vendor Details Panel

Click **Add New** and select **Bank Account**.
Here, you will see another pop-up window that will prompt you to enter a Country and Currency.



Select Country and Currency

Enter the **Country** and **Currency** for this vendor, and click **Continue to Details**.

3 Add Account Details

On the Account Details pop-up, you will be prompted to fill in several fields. Please refer to the **Payment Requirements** section of this Product Guide for required fields, depending on the payment method you wish to use to pay your vendor.

Account Details

(Step 2 of 2)

USD - United States of America

Enter your vendor's account details to enable additional payment methods

General

Account Label (Optional)

Staples Checking

Type

Checking

Receiving Account Number

64778513

Creditor Agent BIC/Swift Code

Enter creditor agent bic/swift code

Bank Routing Number

050353001

IBAN

Enter iban

Receiving Bank Details

Bank Name

My Bank Corp.

Cancel

Back To Prev. Step

Validate Payment Rail Eligibility

Enter Bank account details

NOTE: Depending on the country and currency selected, as well as the number of fields completed on the Account Details screen, you may be eligible to pay the vendor using various payment methods.

4 Validate Payment Rail Eligibility

After filling in the required fields or additional fields provided by your vendor, click **Validate Payment Rail Eligibility**.

The system may take a minute or two to validate your inputs.

The system will verify that the information is formatted correctly for the available payment types.

Once validation is successful, click **Save Account**. The new account will then appear in the Bank Accounts list.

Rail Validation Complete

Payment rail eligibility validation for your vendor's account *Staples Checking* is complete. The following payment methods are available for paying Staples to this account.

ACH

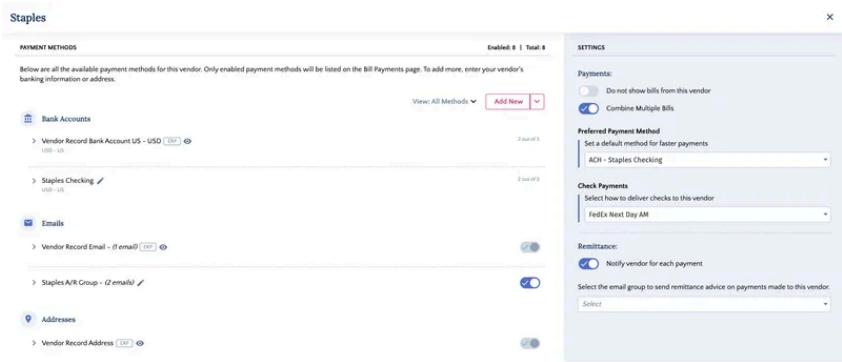
Wire

Save Account

Payment Rail Validated

5 Select Default Payment Method

Here, you can define a default payment method for this Vendor by clicking on the dropdown for the **Preferred Payment Method** field.



Vendor Details Panel

Any changes to toggles (i.e., **Combine Multiple Invoices**) or the **Default Payment Method** dropdown on the Payment Methods page are saved automatically.

Payment Methods

Showing 1 - 10 of 10

NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	REMITTANCE	PYMT. METHODS	DEFAULT PAYMENT METHOD
AEC Company 20033	acorn@aec.com	Seattle, WA US	☐	☒	☒	ACH ✓ Check ✓ Wire	Check - Vendor Record Add
Agrius Farm Technology 20007	agrius@agrius.com	Campo Magni, Paraná BR	☐	☒	☒	ACH ✓ Check ✓ Wire	Wire - A Farm Account
AEC Consulting 20003	-	Shanghai, Shanghai CN	☐	☒	☒	ACH ✓ Check ✓ Wire	Check - Vendor Record Add
B&B's Burgers 20008	-	Sacramento, CA US	☐	☒	☒	ACH ✓ Check	ACH - US Account (****2315)
CCWESTT 20004	-	Seattle, WA US	☐	☒	☒	ACH ✓ Check ✓ Wire	ACH - Checking Account
Codet1 20002	hulu@codet1.com	Jeffrey All Bugh-Somigliana, IL IL	☐	☒	☒	ACH ✓ Check	Check - Vendor Record Add
ConEd New York 20006	-	Long Island City, NY US	☐	☒	☒	ACH ✓ Check ✓ Wire	Wire - US Account (****1212)
McGrawHill 20001	-	- US	☐	☒	☒	ACH ✓ Wire	ACH - Vendor Record Bank A

Payment Methods Page

TIP: The plugin supports importing vendor payment information via CSV, allowing for immediate mass updates across all vendors. Use the **Updating Vendors via CSV** guide for more information.

3.1.3. Post-Onboarding Checklist (Intacct)

You are almost ready to use the plugin. There are a few additional steps that are required in order to use the product at its full potential. Follow this flow to make sure you are not missing anything!

For Sandbox users, feel free to skip the steps that may not apply to your use case. We strongly recommend following the [Sandbox Checklist \(Intacct\)](#).

1. Did you grant the right permissions to the other users of the plugin?

If you want to give access to the plugin to someone else in your organization, follow [Step 11: Set Permissions for a Role](#), [Step 12: Assign Role to Web Service User](#) and [Step 13: Assign Role to User](#). This will ensure everyone who needs access is set up properly.

2. Do you have enabled all the payment methods that you regularly use?

If you need more payment methods than what you see on the Pay Page, contact your bank relationship manager. They are able to kick off the process of adding other payment methods. That process is usually fast and painless. Do not hesitate to contact our support team should you encounter any issues.

Once set up, you will be able to add that information to the Payment Method's Page for each of the vendors you wish to pay with that new payment method. This is explained in more detail in the following steps.

3. Did you make sure the Check & ACH information stored inside Intacct is accurate?

Sage Intacct native stores ACH and CHECK information. You are able to modify this information by going into the vendor record.

CHECK: you need a valid address on the vendor record.

ACH: you need valid information inside Bank File on the vendor record.

You are also able to mass import this information natively: [Updating Vendors via CSV \(Intacct\)](#).

The plugin will offer ACH and CHECK options in the payment method dropdown if:

- Both methods have been enabled by the bank (see step 2)
- There is sufficient information inside Intacct's vendor record (see Step 3).

4. Do you need to add additional payment information?

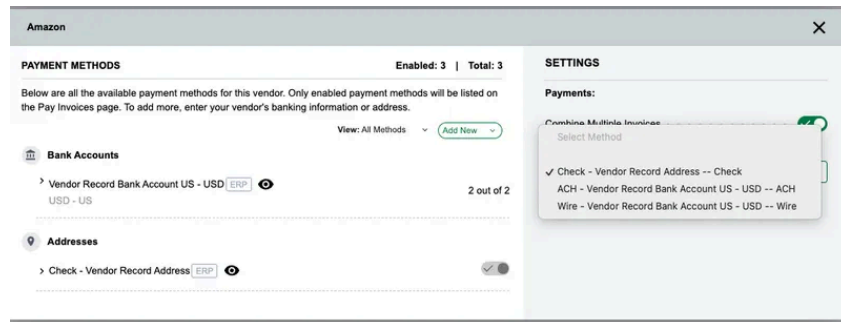
Are you looking to add other payment methods than CHECK & ACH? The plugin offers a reliable way to store that information.

Navigate to [Step 18: Store Other Vendor Payment Information](#) to find out how to add this information. You are also able to add it via a simple CSV import ([Updating Vendors via CSV \(Intacct\)](#)). This takes minutes and updates all the records at once.

5. Did you set up your vendor's default payment method?

The last step in setting up your vendors is making sure they have a default payment method enabled. You can do this manually by going into Plugin > Payment Methods > Hit 'Edit' on the right and select a default from the list of available payment methods.

If you are looking at doing this via a CSV import, this is also possible. Follow similar steps to what is explained in step 4 to make sure your vendors have default payment methods set up in no time.



Select Default Payment Method

6. Did you add all your bank accounts to bank feeds?

If you would like to receive a daily push of bank transactions inside the reconciliation module of Sage Intacct, we recommend setting up bank feeds. The setup process takes minutes and allows you to set up all your accounts at once.

Follow [Step 17: Bank Feeds Setup](#) for more information.

3.1.4. Sandbox Checklist (Intacct)

If you're testing the plugin in a Sandbox environment, it's recommended to test a variety of scenarios. This will help you confirm that your setup is properly supported and functioning as expected.

Scenarios to Test

Below is a list of scenarios you may wish to test.

1 Vendor Setup

Modify or create two vendors: one listed as a company and the other as an individual. The vendors should have bank details (under 'bank file') and a complete address set up. Additionally, a default payment method can be configured within Intacct.

Expected Outcome: These two vendors will be used when testing bill payments and positive pay transmissions. Both vendors should appear in the Payment Methods tab of the plugin. If any ACH information has been populated in Intacct, it will be visible in this Payment Methods section (click **Edit** to view it).

If a default payment method has been set, it will also appear on the vendor record within the plugin.

2 ACH Bill Setup and Payment

Verify that each vendor you test has a US address and ACH payment details entered.

Create a bill, ensuring all mandatory fields are populated.

1. Go to the **Pay Bills** page in the plugin.
2. Select the bill you just created.
3. Select **ACH** as the payment method (skip if ACH is set as the default).
4. Click **Pay**.

Expected Outcome: Once the payment is successfully sent, it should disappear from the Open Bills tab on the Pay Bills page.

If the payment remains on the page, go to the Failed Bills tab on the same screen, or view the payment status in the History page of the plugin.

3 Check Bill Setup and Payment

Verify that each vendor you test has an address and payment details entered.

Create a bill, ensuring all mandatory fields are populated.

1. Go to the **Pay Bills** page in the plugin.
2. Select the bill you just created.
3. Select **Check** as the payment method (skip if Check is set as the default).
4. Click **Pay**.

Expected Outcome: Once the payment is successfully sent, it should disappear from the Open Bills tab on the Pay Bills page.

If the payment remains on the page, go to the Failed Bills tab on the same screen, or view the payment status in the History page of the plugin.

4 Discount Setup and Payment

Verify that the plugin correctly applies a vendor discount during the bill payment process.

First, in Intacct, create a bill, filling in all mandatory fields and ensuring a valid payment term (with a discount) is selected. If a suitable term doesn't exist, create one under **Accounts Payable → Setup → More → Terms**.

Then, on the plugin's Pay Bills page:

1. Select the bill that was created and choose the payment method (if no default).
2. Confirm the discount amount is populated (adjust the discount date by clicking the amount if necessary).
3. Click **Pay**.

Expected Outcome: Once the payment is successful, the bill should disappear from the Open Bills tab. If the payment remains on the page, go to the Failed Bills tab to find if the bill failed.

Navigate to the plugin's History Page and verify that the **Paid Amount** correctly reflects the discount term deduction.

5 Adjustments Setup and Payment

Verify that the plugin correctly applies a debit adjustment (credit memo) during the bill payment process.

In Intacct, go to the Bill page and create a new bill, filling in all mandatory fields.

Create an Adjustment (credit memo):

1. Navigate to **Accounts Payable → Adjustment**.
2. Create a new Adjustment, ensuring the type is **Debit Memo**.
3. Complete all required fields.

Go back to the Adjustments page and confirm that the new debit memo appears in the list.

Expected Outcome: The bill should disappear from the Open Bills tab upon successful payment. If the payment remains on the page, go to the Failed Bills tab to find if the bill failed. You can also view payment status in the History screen of the plugin.

To complete the test, verify the following:

- From the History page, verify that the bill's **Paid Amount** correctly accounts for the adjustment.
- Return to the plugin's Pay screen (or vendor detail). Verify that the **Credits Available** balance has been correctly reduced by the amount you applied to the paid bill.

6 Failed Bills

All bills will automatically show as successful after clicking **Pay**. To test the process for a failed bill, create a bill of \$1991.00. Pay this bill on the Pay Bills screen.

Expected Outcome: The bill should automatically fail and remain on the Open Bills page. An error message should also appear on the Failed Bills screen.

The bill's status should remain **Posted**.

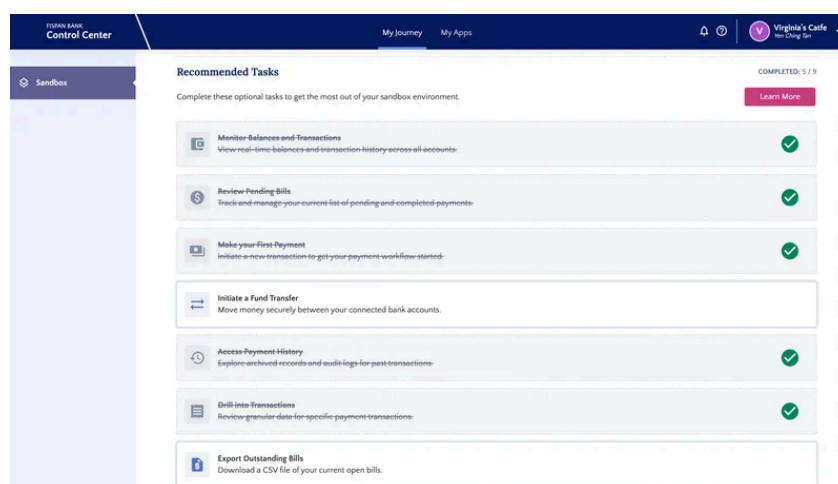
3.1.4.1. Sandbox Checklist via the Portal

The Sandbox Checklist is a structured list of post-onboarding sandbox checklist that guides you through the plugin. This allows you to gain immediate clarity on the next steps once you complete the onboarding wizard. It eliminates the guesswork by giving you a clear, prioritized path through FISPAN's core capabilities, at your own pace.

Overview

Instead of relying on guided walkthroughs or back-and-forth emails to help you explore Goldman Sachs, we now provide a structured, automated, and product-aware path to follow along. This allows you to arrive at production conversations better prepared, with higher confidence, and having already experienced the key workflows firsthand!

NOTE: This is only available on the Sandbox environment.



Sandbox Checklist on the Portal

Key Features Breakdown

1 My Journey Tab

A new **My Journey tab** now appears in the Goldman Sachs Portal once the onboarding wizard has been completed. This allows for tracking progress through your Sandbox. It remains up to date as you explore the plugin.

2 Automated Task Completion

As you perform actions in their ERP, such as loading bills, viewing transactions, or confirming a payment, the sandbox checklist will mark those tasks as complete upon the next refresh.

3 Tailored to Your Bank's Products

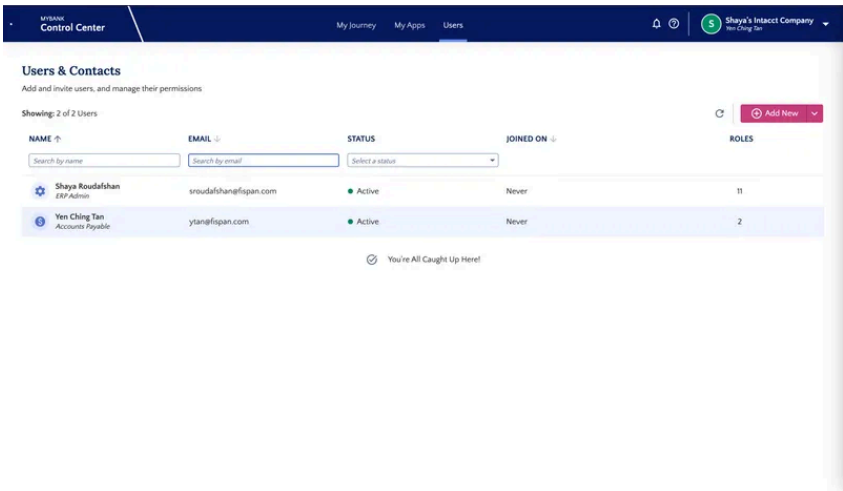
The checklist only displays tasks relevant to the products enabled for you.

4 Learn More Redirect

The Sandbox Checklist includes a Learn More link that takes you directly to the relevant section of our Product Guide or Interactive Demo, providing step-by-step guidance exactly when and where it's needed.

3.1.5. User Management via the Portal

The **Users Tab** provides a comprehensive view of individuals within your organization who are registered in the FISPAN Platform. This feature allows users to view, manage, and update user information and access settings.



Users tab

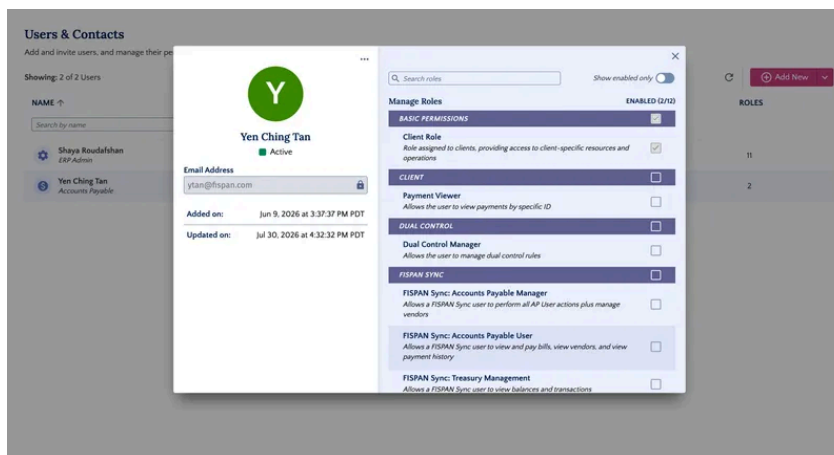
Viewing Registered Users

The Users tab displays a list of individuals associated who are registered in the FISPAN System. Each entry includes essential information about the user and their roles within the organization.

To view detailed information about a specific user:

- 1. Locate the desired user in the list.

- 2 Select the *user's name* to open a pop-up window.

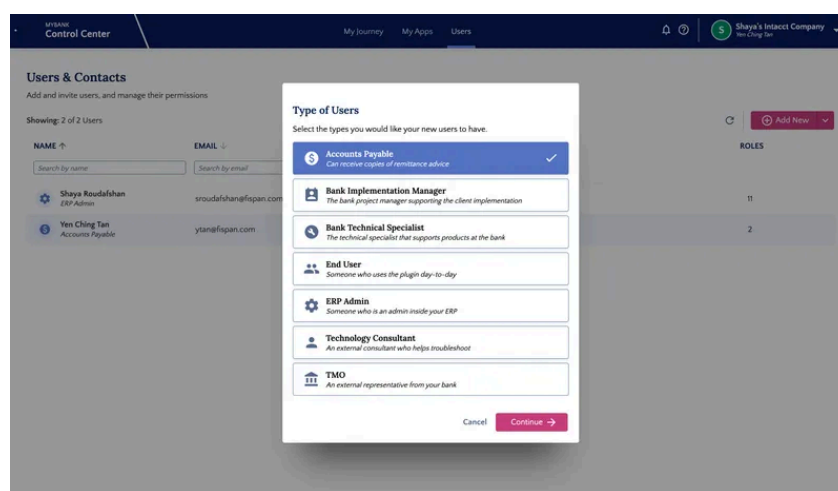


Registered Users

User Details

The pop-up window provides detailed information about the selected user, including:

- **Contact Information:** Email address and other relevant contact details.
- **Type of Users:** The user type within the client's organization.



Type of users

- **Roles and Permissions:** These details can be updated depending on the access rights required by the user. Changes made to a user's role(s) or contact information are reflected immediately within the system across all transactions.

Y

Yen Ching Tan

Active

Email Address

ytan@fispan.com

Added on:

Jun 9, 2026 at 3:37:37 PM PDT

Updated on:

Jul 30, 2026 at 4:32:32 PM PDT

Search roles

Show enabled only

Manage Roles

ENABLED (2/12)

BASIC PERMISSIONS

Client Role

Role assigned to clients, providing access to client-specific resources and operations

CLIENT

Payment Viewer

Allows the user to view payments by specific ID

DUAL CONTROL

Dual Control Manager

Allows the user to manage dual control rules

FISPAN SYNC

FISPAN Sync: Accounts Payable Manager

Allows a FISPAN Sync user to perform all AP User actions plus manage vendors

FISPAN Sync: Accounts Payable User

Allows a FISPAN Sync user to view and pay bills, view vendors, and view payment history

FISPAN Sync: Treasury Management

Allows a FISPAN Sync user to view balances and transactions

User Permissions

IMPORTANT: Some permissions may not be relevant to your Bank's Product Set (e.g., "User Can Approve Payments," which refers to the FISPAN Approval Portal).

Adding New Users or Contacts

To add a new individual to the system, follow these steps.

1

Click **Add New**.

2

Choose one of the following options:

- User:** A User is an individual registered with the Client, assigned specific roles and access rights in the FISPAN Portal. They will receive an invitation email to log in and manage the ERP Wizard Settings.
- Contact:** A contact from the Bank or the Client's Organization used for communication. No invitation email or login access is provided to a Contact.

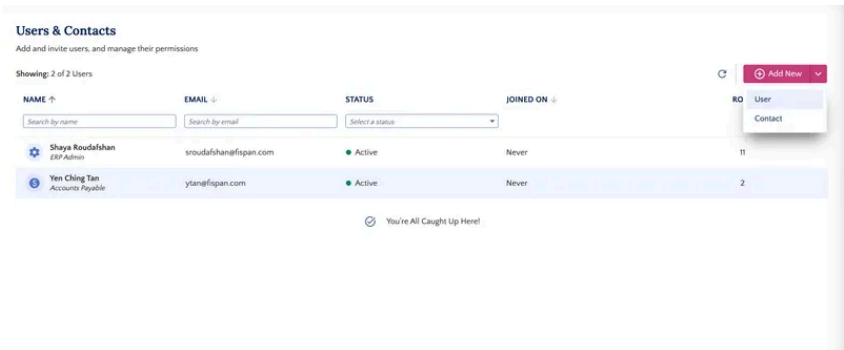
3

Fill in the required details for the selected option.

369 / 520

Created at Sep 22, 2026

4 Save entry.



How to add new users

IMPORTANT: Users who are already registered for FISPAN Portal (even if for a different Client profile) will not receive a second invitation email. Instead, they will automatically gain access to the new profile the next time they sign in.

3.2. Configuration

3.2.1. Updating Vendors via CSV (Intacct)

The plugin allows you to update their vendor payment information in bulk through CSV files, eliminating the need for manual changes to each individual record.

You can use this process to edit existing vendor records, to add additional line items to existing vendors, and to create new vendor records.

Keep in mind that information stored inside native Intacct cannot be updated in the plugin.

Export and Import Functionality

This functionality allows you to manage your vendor records through a two-part process: Export and Import.

- Export creates a file containing all your current vendor records.
- Import allows you to update existing records by applying changes to your vendor data.

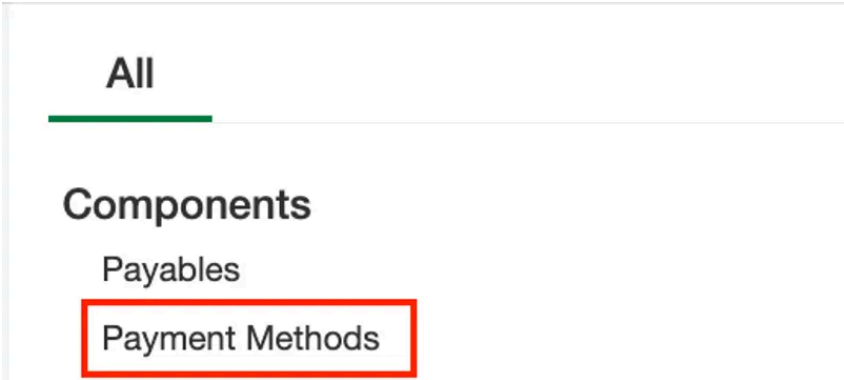
Always export first before you begin an import. This is the best way to ensure the CSV file is structured correctly, as the row format changes depending on the type of data you are working with.

You can re-import the same data multiple times to update existing rows, provided the ID fields in the file have not been modified or changed.

Follow these steps to begin the export and import process.

1 **Navigate to Payment Methods**

From anywhere in Intacct, you can navigate to the Payment Methods page. Click on the Goldman Sachs button and then **Payment Methods**.



Select Payment Methods

2 Export CSV

Click **Export CSV**. A CSV file containing all previously saved vendors is generated.

🔔 **LAST UPDATED:** Vendors: 32 minutes ago

🔄 Refresh

📄 Export CSV

📄 Import CSV

Select Export

IMPORTANT: The CSV is pre-structured for import functionality; do not modify the column structures.

The import from Intacct triggers a minimum of one row of data. There are three different data types:

- **BANK ACCOUNT:** Each vendor with a bank account creates a row with a data_type of **BANK ACCOUNT**, allowing you to modify the vendor's bank account.
- **ADDRESS:** Each vendor with an address record creates a row with a data_type of **ADDRESS**, allowing you to modify the vendor's address.
- **EMAIL:** Each vendor with an address record creates a row with a data_type of **EMAIL**, allowing you to modify the vendor's email.

NOTE: Save a copy of this file for your records so you can easily re-import the original if necessary.

3 Prepare the File for Import

Once you have exported the existing vendor information, create the import file containing your revised vendor information by editing the data and adding new rows if you are incorporating new vendors.

Do not remove any of the column headers or add additional columns; otherwise, the import will fail.

Each of the three data types requires specific data fields. Use the existing records as a guide to which columns require data, and be sure to follow the general rules to avoid errors that prevent a successful import.

- **BANK ACCOUNT:** To add a new bank account, add a row and enter **BANK ACCOUNT** in the data_type column.
- **ADDRESS:** To add a new address, add a row and enter **ADDRESS** in the data_type column.
- **EMAIL:** To add a new email, add a row and enter **EMAIL** in the data_type column.

Please do not fill in the email or address fields for these columns, and ensure that the other columns are completed according to the guidance provided in the table below.

NOTE: Only one line entry per vendor can have the is_default_account set to **Y**. Enter the default_payment_method for the default account address record.

	A	B	C	D	E	F	G
1	data_type	id	erp_vendor_id	vendor_name	label	is_default_account	default_payment_method
2	EMAIL	caeeddf6-dd71-485f006f3-519e-e	Raw material su	Vendor Record Email		Y	VCC
3	EMAIL	b277b3a2-3efa-4a73ed18a-519e-	Wide World Imp	Vendor Record Email		N	
4	ADDRESS	ed055396-7630-a73ed18a-519e-	Wide World Imp	Vendor Record Address		Y	CHECK
5	BANK ACCOUNT	021a9fcb-ecaa-4a73ed18a-519e-	Wide World Imp	Vendor Record Bank Ac		N	
6	EMAIL	9e366818-f06c-4a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Email		N	
7	ADDRESS	7dfa218e-16a5-4a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Address		Y	CHECK
8	BANK ACCOUNT	d92a7d2c-7e7f-4a43ed18a-519e-	Fabrikam, Inc.	Five States		N	
9	BANK ACCOUNT	72fd4057-084a-4a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Bank Ac		N	
10	BANK ACCOUNT	8f6b54e6-f689-4a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Bank Ac		N	
11	BANK ACCOUNT	eb05aff7-5fa2-4t4a43ed18a-519e-	Fabrikam, Inc.	USD/US		N	
12	EMAIL	4ce9fb44-e482-4a63ed18a-519e-	Graphic Design	Vendor Record Email		N	
13	ADDRESS	7c54067d-4546-a63ed18a-519e-	Graphic Design	Vendor Record Address		N	
14	BANK ACCOUNT	bc0831ba-1208-a63ed18a-519e-	Graphic Design	Jessica Green		N	
15	BANK ACCOUNT	e949942e-09a4-a63ed18a-519e-	Graphic Design	Five States		Y	WIRE
16	BANK ACCOUNT	c3f41f00-1cbf-4c4a63ed18a-519e-	Graphic Design	Vendor Record Bank Ac		N	
17	BANK ACCOUNT	700db5bb-6215-a63ed18a-519e-	Graphic Design	Vendor Record Bank Ac		N	
18	EMAIL	dadaac77-22d2-a53ed18a-519e-	First Up Consult	Vendor Record Email		N	

Only one line entry per vendor can have the "is_default_account" set to "Y"

4 Fill the CSV Table

You need to use specific `default_payment_method` code values that correspond to your payment rail types.

Since a vendor can only have one default account with a `default_payment_method`, you must ensure the payment method you choose is compatible with the corresponding data type.

Navigate to **Payment Methods** and check in the table which payment methods are listed for a vendor.

Here is a complete list showing which payment rail types are supported by each data type. Use only the payment rails supported by your plugin for this specific vendor.

CSV file - table rows

data_type	Compatible default payment_method(s) for this data type	Other rules
BANK ACCOUNT	ACH ACH_NEXT_DAY CPA BACS SEPA WIRE EFT_AU WIRE_AU EFT_SG WIRE_SG WIRE_NZ EFT_NZ WIRE_ZA EFT_ZA INTERNATIONAL_WIRE INTERNATIONAL_ACH UK_FPS	Leave the email and address fields empty.
ADDRESS	CHECK	Leave the bank account and email fields empty.
EMAIL	VCC	Leave the bank account and address fields empty

CSV file - table columns

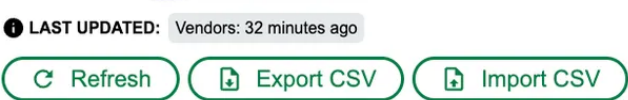
Column Name	Allowable Values (CASE SENSITIVE)	Notes
data_type	Either: ADDRESS, BANK ACCOUNT, EMAIL	Required Field For BANK ACCOUNT , leave the email and address fields empty. For ADDRESS , leave the bank account and email fields empty. For EMAIL , leave the email and address fields empty.
id	Internal ID	Leave empty if adding a new payment method. Do not modify the value if modifying existing payment information.
erp_vendor_id	Intacct vendor ID	Required Field Do not modify. This field protects against duplicate records.
vendor_name	Intacct vendor name	
is_default_account	Y/N	Required Field Can only have one default Y per vendor. All others must be N.
default_payment_method	Please confirm that they are in capital letters (e.g., ACH, ACH NEXT DAY, CHECK, INTERNATIONAL ACH, INTERNATIONAL WIRE, SEPA, VCC)	Anything from the list of available payment methods. To see what is enabled on the vendor, navigate to Plugin → Payment Methods and check in the table which payment methods are listed for that vendor. Any unsupported payment type will result in the line failing to import. If you would like to add some payment methods to the plugin, please contact your bank.
is_editable	Y/N	Required Field For any new lines, please enter "Y". Do not modify an "N" and change it to a "Y"; doing this may break the import.
email_addresses	Any email addresses, up to 5	Separate each email address with ","
country	ISO alpha-2 country codes	Required Field For Bank Accounts This field accepts upper, lower, and mixed case values. Please enter the ISO alpha-2 country codes format. The import will error if the user enters the full country name (i.e., New Zealand).
currency	Currency codes	Required Field For Bank Accounts Please enter the currency following the currency code list. This field accepts upper, lower, and mixed case values.
account_type	CHECKING or SAVINGS	Required Field For Bank Accounts This field accepts upper, lower, and mixed case values
account_number	Vendor's account number	
institution_number	Vendor's institution number	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
transit_number	Vendor's transit number	
routing_number	Vendor's routing number	
bank_code		
iban	Two letter country code, followed by two check digits, and up to 35 alphanumeric characters	
bic	Vendor's BIC or SWIFT code for the country and bank	
bank_name	Anything	
address_line	Anything	
address_line_2	Anything	
address_city	Anything	
address_state_province	Anything	
address_postal_Code	Anything	
local_branch_code	Valid branch code for this bank	Use this field for BSB codes if the country requires it
payment_purpose_message	Anything	
payment_purpose_code	Valid purpose code	
payment_payment_iso_code	Valid sender country code	
payment_payment_	Valid receiving entity codeword	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
codeword		
payment_ payment_ party_type	P, T, G, N	P = Parent, T = Subsidiary, G = Group, N = Non-related
payment_ residential _status	resident, nonresident	
sort_code	Valid sort code for this bank	

5 Import CSV

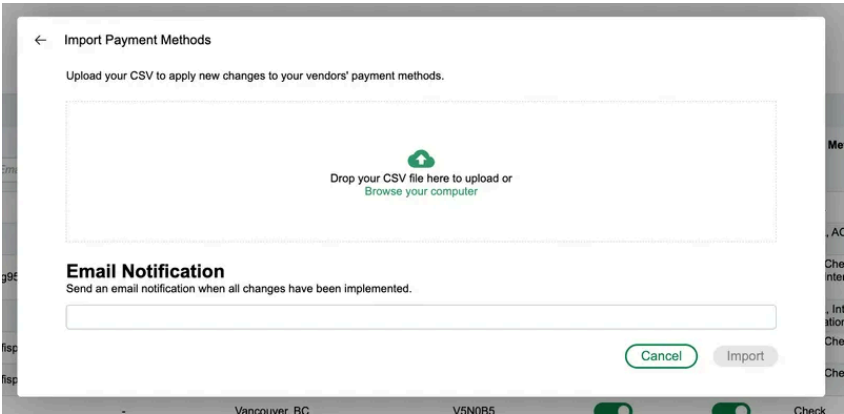
Once the file is ready, select the **Import CSV** button.



Select Import

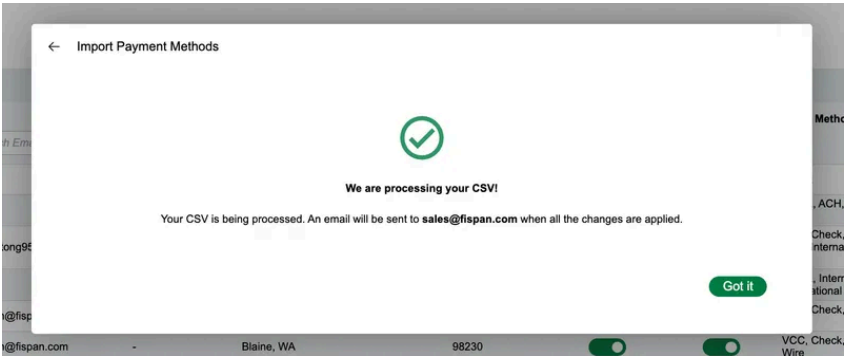
Attach the file that is ready to import and enter one valid email address to receive a status update.

NOTE: You are not able to modify this email address after clicking **Import**. If the email is incorrect, you will not get the status email, but the import will complete.



Add Import CSV

Once the file has been uploaded, a checkmark will appear. You can expect an email with a status update within a few minutes.



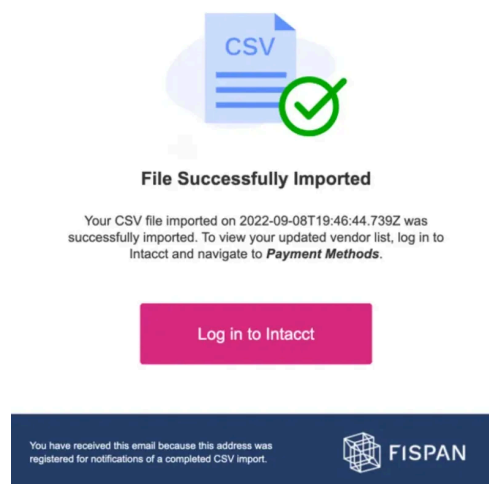
Processing Begins

6 Import Confirmation Email

Once the import status changes, you will receive an email notification.

This email notification will let you know if the import has been successful. There are 3 options:

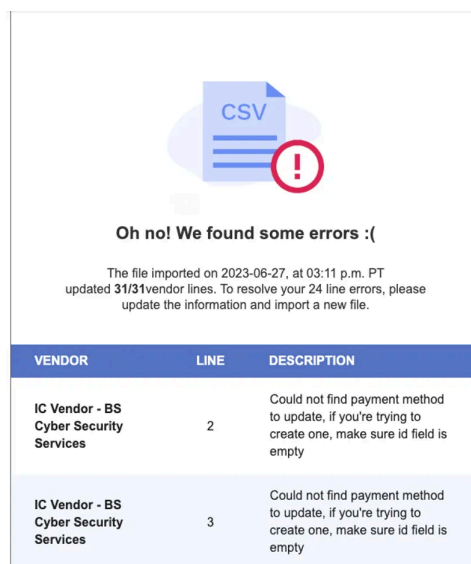
File Successfully Imported



File Successfully Imported

Import is successful, but there are line errors.

- In that case, please download the CSV attached to the email that lists those errors and submit the file again. You may leave the error column in the newly uploaded CSV. Please note that if an error is found in one of the rows, none of the information present in that row will be updated.



File Was Not Imported

Import was not successful.

- This issue may be caused by internet connectivity problems or unsupported file formats. Please verify your internet connection, refresh the page to attempt again, or contact support if the problem persists.

Import CSV Example

This file shows an example of what the import file can look like for one hypothetical vendor.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	data_type	id	exp_vendor_id	vendor_name	label	is_default	payment_method	is_active	email_address	country	currency	account_type	institution	branch	routing_number	bank_code	iban	bic	bank_name	ac
18	EMAIL	dataref12345	433e1fa-51fa	First Up Consultant Vendor Record Email		N		N	john.smith@33.com	USA	USD	CHECKING	12345678	12345678	12345678					
19	ADDRESS	dataref12345	433e1fa-51fa	First Up Consultant Vendor Record Address		N		N		CA										
20	BANK ACCOUNT	dataref12345	433e1fa-51fa	First Up Consultant Main Account		N		Y		US	USD	CHECKING	12345678	12345678	12345678					
21	BANK ACCOUNT	dataref12345	433e1fa-51fa	First Up Consultant ACH Account		N		Y		US	USD	CHECKING	12345678	12345678	12345678					
22	ADDRESS	dataref12345	433e1fa-51fa	First Up Consultant Office Address		Y	CHECK	Y		CA										
23	EMAIL	dataref12345	433e1fa-51fa	First Up Consultant Office Email		N		N	john.smith@33.com											

	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG
1	bank_name	address_line	address_line_2	address_line_3	city	state	zip	local_branch_code	payment_purpose_message	payment_purpose_code	payment_payment_method_code	payment_payment_party_type	payment_residential_status	sort_order
18		10155 - 102 Street, Suite 2100		Edmonton	AB		T5J 4G8							
20														
21														
22					123 BC		123							
23		10000 1st Ave, Suite 400		Montreal	QC		H3A 2K4							

Example Vendor CSV Import file

On the Payment Methods page, when you select the vendor, it shows that the bank account has been added.

Payment Methods

Total: 4 |

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Invoice add more, enter your vendor's banking information or address.

+ Add Bank Account

+ Add Address

+ Add Email Group

> Check - Vendor Record Address

ERP

> User Created Bank Account US - USD

USD - US

Click on Bank Account

When you open up the bank account, you can see the values match the import.

FI.SPAN.MPP:Cube Payment Methods

← Payment Information: Connor

User Created Bank Account US - USD

Available Payment Methods

✓ ACH

Account Label: User Created Bank Account US - USD

Receiving Bank Name:

Creditor Agent BIC/Swift Code:

Type Of Account: Checking

Receiving Account Number: 99999991

Bank Routing Number: 122105155

Close Validate Account Info

Confirm Values

Potential Errors

Potential errors	Explanation	Steps to fix the error
<code>data_type</code> must be: DEFAULT PAYMENT METHOD or DOMESTIC BANK ACCOUNT or INTERNATIONAL BANK ACCOUNT	<code>data_type</code> was not filled in.	Always include a <code>data_type</code> , this is a mandatory field.
<code>vendor_id</code> must be filled in.	<code>vendor_id</code> was not filled in.	Always include a <code>vendor_id</code> , this is a mandatory field.
<code>default_payment_method</code> must be of a valid Payment Type.	<code>default_payment_method</code> was not correctly filled in.	Ensure your account has this payment method enabled.
<code>email_addresses</code> contains email(s) with an invalid email format.	Email address format was not respected.	Follow the following format: something@email.com If you would like to add multiple email addresses, ensure they are comma-separated as below: email1@email.com , email2@email.com
Both country and currency must be filled in.	Country and currency both need to be filled in.	
country contains invalid country code	Country code is not valid.	Select a valid country code from this list: ISO alpha-2 country codes
currency contains an invalid currency code.	Currency code is not valid.	Select a valid currency code from this list: Currency codes

3.2.2. Intacct Approval Process (Informational)

Sage Intacct has two known base approval processes: Bill Approval and Payment Approval. It is crucial to understand how each interacts with the Goldman Sachs.

The plugin provides support for Sage Intacct native configurations regarding Bill Approvals; however, Sage Intacct's Payment Approvals are not supported, which may lead to unforeseen issues in payment processing. Other payment approvals processes may be available to you or the payment request is immediately sent to the bank for any applicable approvals in the bank's systems.

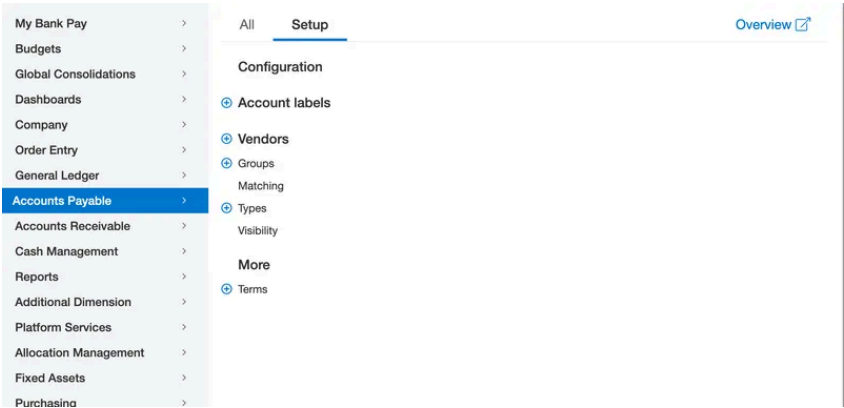
IMPORTANT: This page is for informational purposes only and should not be used as a guide to make changes to the configuration of your Sage Intacct environment. For support with your Sage Intacct native approval flows, please reach out to Sage or your Intacct implementation partner directly.

Viewing your Configuration

You must have sufficient permissions in Sage Intacct to view if you have approvals enabled.

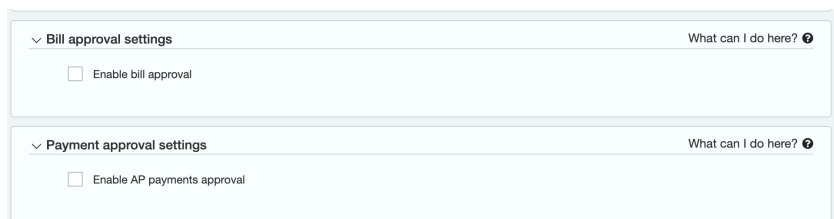
To check your current settings:

- 1 Go to **Accounts Payable → Setup → Configuration**.



View Approval Processes

- 2 Scroll down the page to find two sections: "Bill approval settings" and "Payment approval settings."



The screenshot shows two configuration sections. The first section, 'Bill approval settings', has a checkbox labeled 'Enable bill approval'. The second section, 'Payment approval settings', has a checkbox labeled 'Enable AP payments approval'. Both sections include a 'What can I do here?' link with a help icon.

Locate Bill approval and Payment approval settings

Bill Approval (*Supported*)

The Sage Intacct Bill Approval process is generally supported by your bank's Sage Intacct integration and does not interfere with the plugin payment flow.

How it Works

Bills that are created are required to be approved prior to being available for payment. In the plugin, bills that are created but not approved are not shown as available for payment.

Once a bill has been approved and is in the **Posted** status, it will be available for payment in the plugin.

Payment Approval (*Not Supported*)

Payment Approval is **NOT** supported.

The plugin requires users to disable the Sage Intacct Payment Approval flow before proceeding with Production payments. Failure to disable this process will impact any payments that are rejected within the native Intacct approval system.

IMPORTANT: The Intacct Payment Approval must be set to disabled for the below to take effect:

Payment Approval process in the plugin or the bank's systems: All payments initiated in the plugin are sent for any applicable approvals. The Bill Payment record is created in Sage Intacct, marking the original bill as closed and updating its status fields

IMPORTANT: If Intacct Payment Approval is set to enabled, the system cannot recall the payment if it has incidentally been transmitted to the bank. The bill is returned to the Posted status (unpaid/ready for payment), meaning Intacct shows an unpaid bill even though the bank has already processed the funds. This creates a considerable risk of duplicate payments.

3.2.3. Updating the Plugin (Intacct)

Keeping the Goldman Sachs up to date with the latest version is crucial for ensuring you have access to all the newest features, important bug fixes, and updates. To update, please follow these steps.

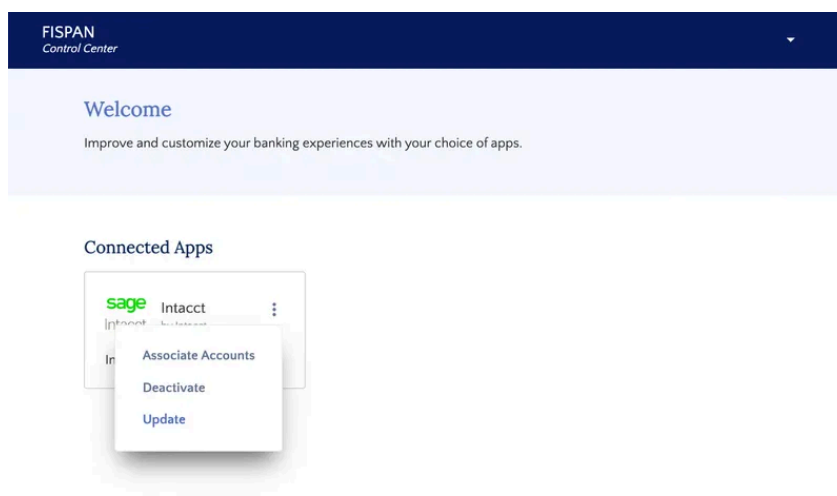
1 Log In to FISPAN Portal

To update the plugin in your Production environment, please go to sys.fispan.live and log in.

If you are updating the plugin in your Sandbox environment, please go to sandbox.fispan.cloud and log in.

2 Update Plugin

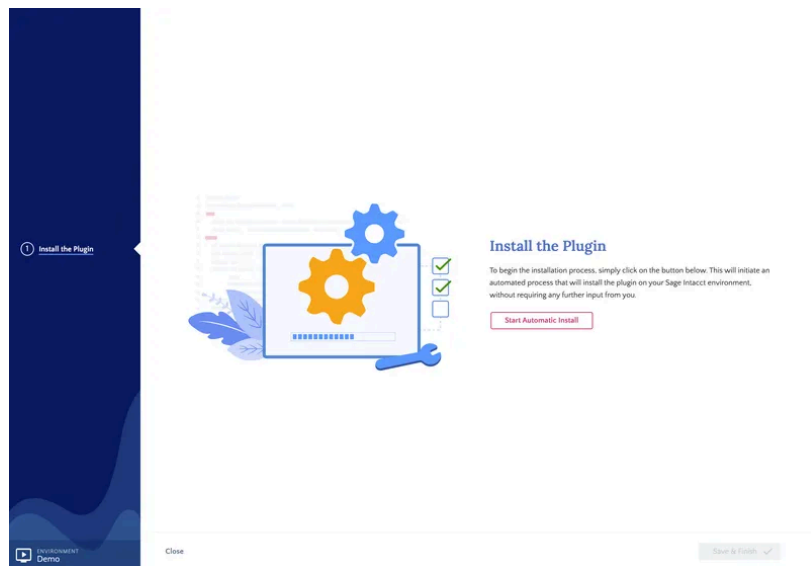
Select the 3-dot action button in the top right corner of Intacct. Then, select **Update** in order to update the plugin.



Select Update

3 Automatically Install

To install the updated plugin, select the **Automatic Install** button.



Select Automatic Install

You have now successfully updated the plugin!

Manual Install

If automatic installation fails, you can manually install the updated plugin by downloading the plugin XML file using the link in the installation wizard.

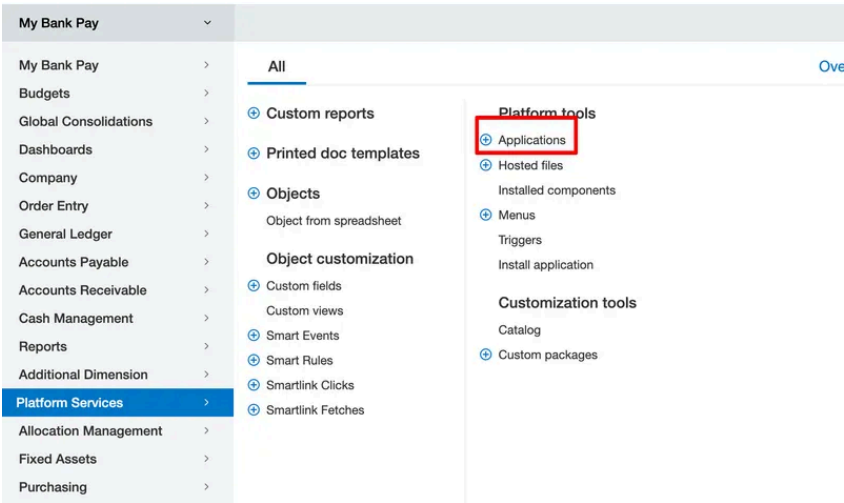
1 Download XML File

From the error page displayed in the installation wizard, select **here** to download the XML file.

Once the XML file pops up, save it to your computer.

2 Go to Applications

In Intacct, go to **Platform Services** → **Applications**.



Go to Applications

3 Install From XML

Then, select **Install from XML**.



The screenshot shows the 'Applications' page in a web interface. It features a table with columns: Action, Application, Version, Deployed, Installed, and Created at. The table lists several applications, including 'User Defined Dimension', 'My Back Page', and four 'Sample' applications. Each application has an 'Edit' link in the 'Action' column. The 'Deployed' and 'Installed' columns contain checkmarks, indicating their status.

Action	Application	Version	Deployed	Installed	Created at
Edit	User Defined Dimension	1	✓	✓	10/08/13
Edit	My Back Page	2020.15	✓	✓	21/11/20
Edit	Sample_1	2020.2	✓	✓	15/11/20
Edit	Sample_2	2020.1	✓	✓	12/09/20
Edit	Sample_3	2020.1	✓	✓	29/10/20
Edit	Sample_4	2020.2	✓	✓	05/11/20

Select **Install from XML**

Upload the application XML file by selecting **Choose File**.



The screenshot shows a dialog box titled 'Install or update application'. It has two tabs: 'Install' (selected) and 'Cancel'. Below the tabs, there is a section for 'Upload application XML file'. A red message states: 'Upload an XML file with application data. If this application has been installed already, it will be updated to the new version. Otherwise a new application will be installed.' Below this message, there is a red label 'Application XML file' followed by a 'Choose File' button and a 'No file chosen' text. At the bottom right, there are 'Install' and 'Cancel' buttons.

Select the XML you just downloaded from the installation wizard, and click **Install**.

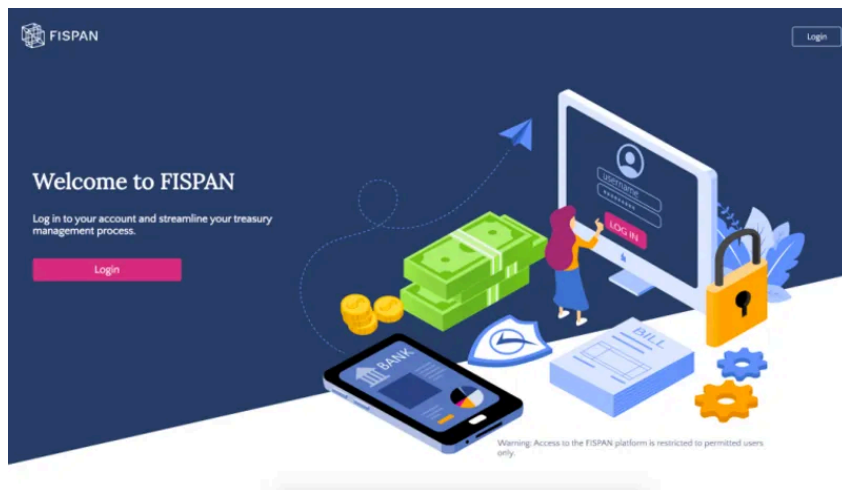
3.2.4. Mapping Bank Accounts (Intacct)

Once the Goldman Sachs installation and setup are completed, you are still able to map any new bank accounts that are added to the plugin.

Navigate to Accounts

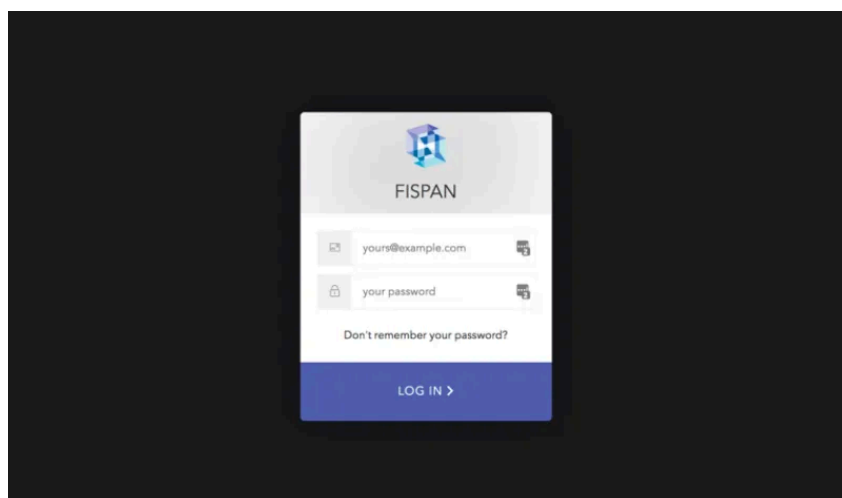
1 Log in to FISPAN Portal

Head to the [Production Portal](#) or the [Sandbox Portal](#) you used to register for an account with FISPAN when you installed the plugin.



Go to the Portal

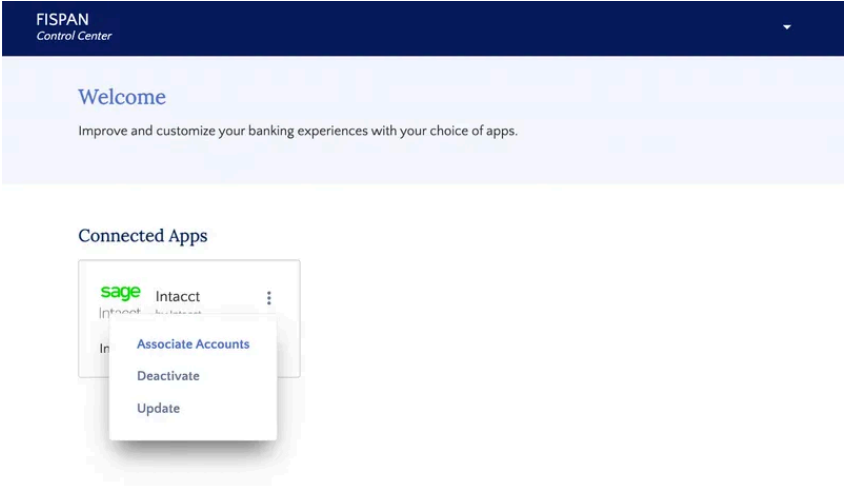
Log in to the portal with the email and password you used to register.



Log In

2 Go to Accounts

Select **Associate Accounts** and map the accounts you would like to map.



Select Associate Accounts

Matching Accounts

The next step in the installation wizard is to match your ERP Accounts to the corresponding Bank Accounts.

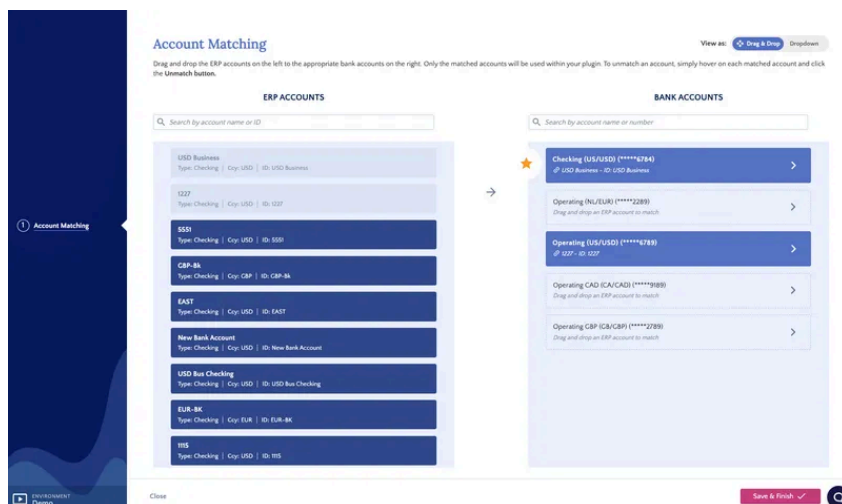
1 Match Accounts

Drag an ERP Account from the left column and drop it onto the desired Bank Account.

Continue until all accounts are matched.

2 Select Default Account

To select your preferred default account, hover over the desired source account and click the star icon. This sets the default selection in the source account dropdown (you can change it anytime in the Account Matching screen here).



Account Matching - ERP Accounts and Bank Accounts

Once you've successfully matched your accounts, click **Next Step**.

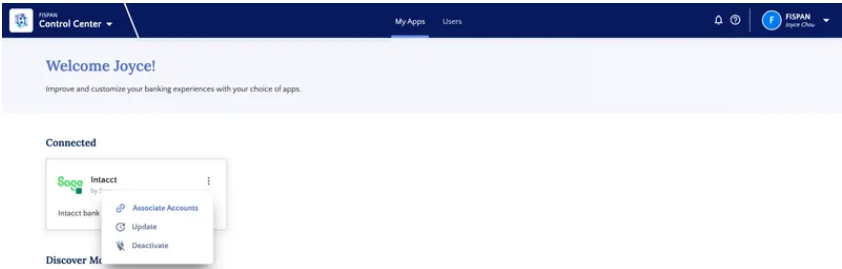
NOTE: When installing the plugin in Sandbox, the Bank Account ending in 1133 is used for testing purposes ONLY. This account is not linked to any of your live accounts with your bank.

When installing in Production, the Bank Accounts listed will reflect your accounts set up for use with the plugin.

Map Additional Accounts or Change Existing Mapping

To map any additional accounts or alter an existing mapping, you would need to go to sys.fispan.live and log in.

Once logged in, you can click on the three dots on the top right of the Sage Intacct® tile and click on **Associate Accounts**. This will open the Account Matching screen, where you can map any additional accounts or alter the existing mapping.



Select Associate Accounts

3.2.5. Supporting Multiple Entities

The Sage Intacct integration supports multiple entities. Pages within the integration behave similarly to the native pages of Sage Intacct, with respect to presentation of bills, vendors, and bank accounts. This is available for plugin versions 2021.4 and above.

Key Updates

Bills presented in the plugin will be reflective of the Entity level you are currently viewing. For example, bills selectable for payment at the Top Level will only be bills that can be paid at the Top Level through the traditional Pay Bills page in Sage Intacct.

At the Entity level, you will only be able to select bank accounts eligible for payment within that Entity. For example, when making payments in Entity A, you will not be able to select bank accounts owned by Entity B.

Limitation

When submitting payments at the Top Level, the Confirmation page may present all linked bank accounts, irrespective of the Entity they belong to. If an Entity-owned bank account is selected for payment, the payment will immediately fail, and the bills will automatically be reopened and available for repayment.

Intacct does not allow the use of an Entity-level bank account to make payments at the Top Level. Please confirm that when making payments from the Top Level, an appropriate Top Level bank account is selected as the Source Account.

3.2.6. Setting up Multi-Factor Authentication

Multi-Factor Authentication (MFA) Overview

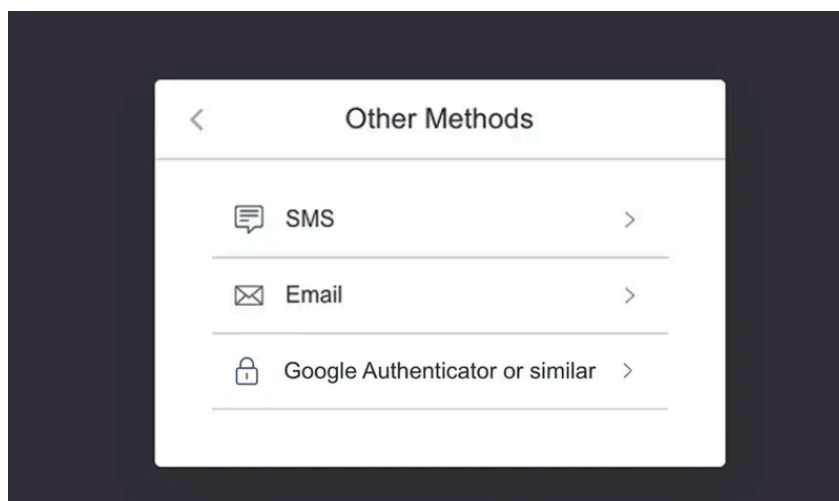
Multi-factor authentication (MFA) adds another level of security for all users when using the FISPAN Portal to [login](#). With MFA, your data is protected against account breaches and is accessed by authorized users.

NOTE: MFA does not apply to the Sandbox environment.

When registering, all new users must set up Multi-Factor Authentication (MFA) by choosing an authentication method (the default option will be shown first).

If you prefer a different method, select **Try Another Method** to choose one of the following options:

- SMS (preferred)
- Authenticator (or similar)
- Email



Authentication Methods

Setting Up SMS MFA

NOTE: Multi-factor Authentication (MFA) is only required if you are a user in the Production environment. If accessing the Sandbox environment, you may skip this step.

The first time you log in to the Production environment, you will be prompted to establish your Multi-factor Authentication (MFA) setup. You have the option to select various methods of MFA.

1 Enroll Phone Number

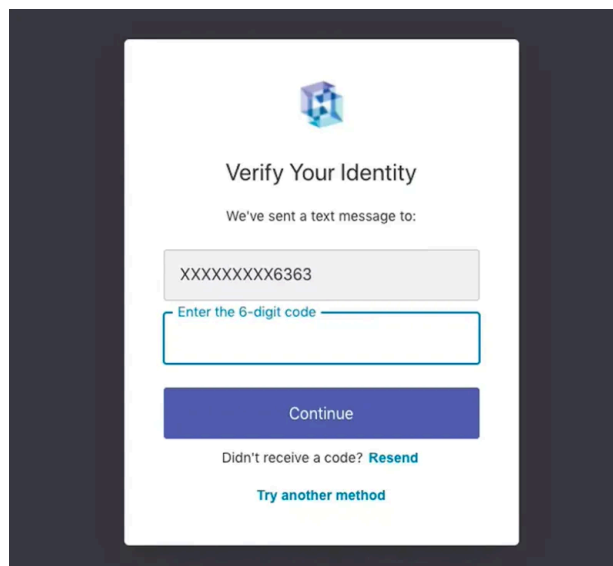
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

If you are unable to receive a text message to this number, or you prefer a different multi-factor authentication method, click **Try Another Method**.

2 Enter Code

Enter the 6-digit code you received in the applicable field.

Select **Continue**.

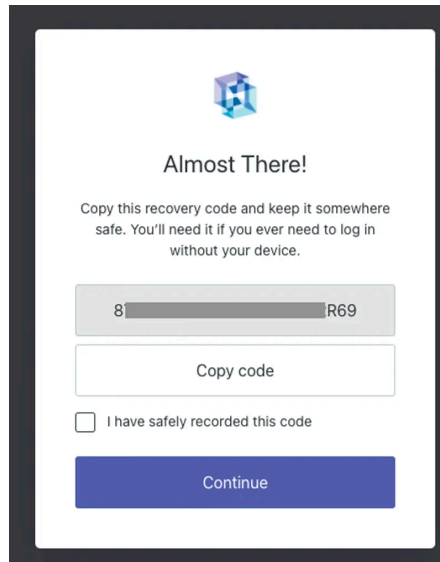


The screenshot displays a mobile app interface for identity verification. At the top is a blue cube icon. Below it, the text 'Verify Your Identity' is centered. Underneath, it says 'We've sent a text message to:'. A grey input field contains the text 'XXXXXXXX6363'. Below this is a blue-outlined input field with the placeholder text 'Enter the 6-digit code'. A blue 'Continue' button is positioned below the input fields. At the bottom, there is a link 'Didn't receive a code? Resend' and a link 'Try another method'.

6-digit Verification

3 Save Recovery Code

After setting up SMS and inputting the first one-time code, you will be presented with a recovery code that should be stored in a safe location. This code is for resetting the MFA, to switch the MFA type (i.e., Authenticator), or to use a different phone number.



Recovery Code

Setting Up Authenticator MFA

If you would like to use an authenticator application for MFA, follow these steps.

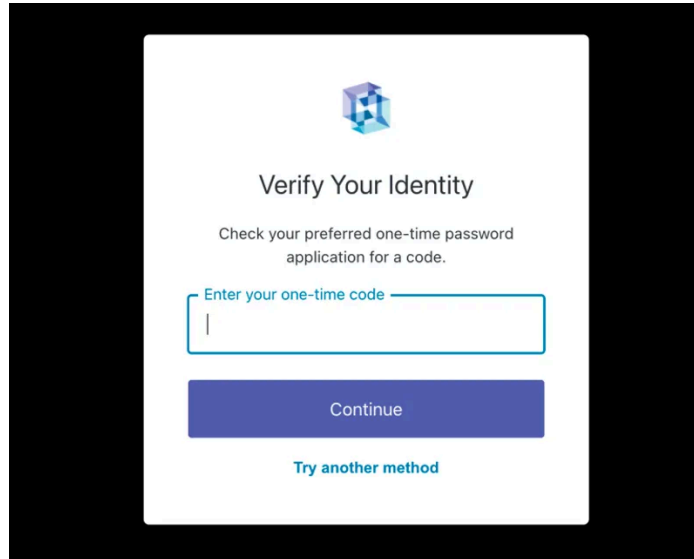
1 Set Up Authentication App

Download and install a compatible app, such as Auth0 Guardian App ([iOS](#), [Android](#)) or [Google Authenticator](#), on your mobile device and complete setup.

2 Verify Your Identity

Go into the Auth0 or Google Authenticator app to view your temporary verification code.

Enter the code from the app into the field on your screen and select **Continue**.



Authenticator

Setting Up Email MFA

Follow these steps to set up Email MFA and verify your identity.

1 Enter Email

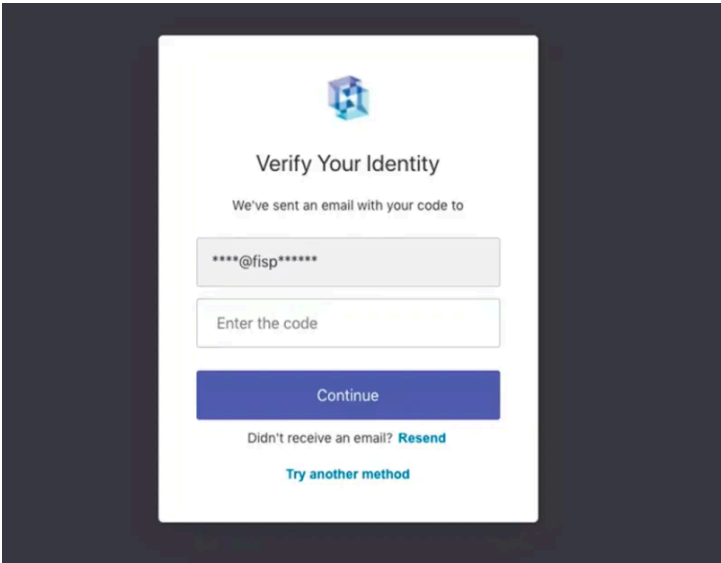
Add the email address where you would like to receive your authentication code.

2 Check Inbox

Navigate to your email inbox to retrieve the 6-digit verification code sent to you.

3 Verify Your Identity

Return to this screen, enter the code, and select **Continue**.



Email Authentication

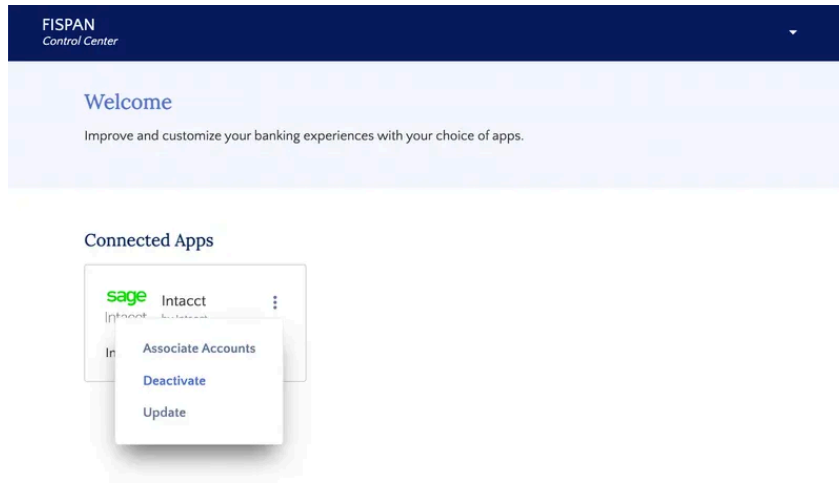
3.2.7. Uninstalling the Plugin (Intacct)

To disconnect from the plugin, follow the steps in this guide.

1 Disconnect Intacct from Plugin

Log in to <https://sys.fispan.live/login> using your FISPAN Portal credentials.

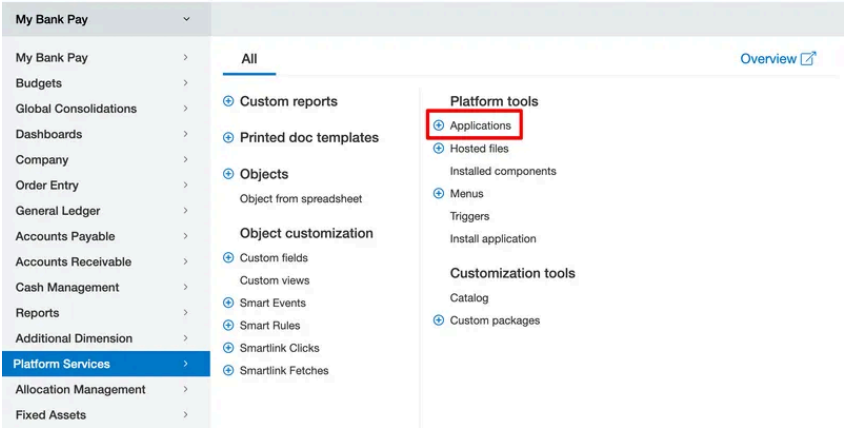
Click on the **three dots** on the top left of the box titled 'Intacct'. In the drop-down menu, click **Deactivate**.



Click "Deactivate" in the drop-down menu

2 Remove the Application from Intacct

Log in to Intacct and navigate to **Platform Services → Applications**.



Navigate to "Applications" in Intacct

Find your bank plugin in the **Custom Applications** list. Click **Edit** beside your bank plugin.

Custom Applications					
New Application Install From XML Reorder Applications					
Action	Application	Version	Deployed	Installed	Created At
Edit	Allocation Management	20140907	☒	☒	09/24/14
Edit	Additional Dimension	1	☒	☒	09/24/14
Edit	Fixed Assets	136.2	☒	☒	09/29/14
Edit	My Bank Pay	2022.19	☒	☒	07/06/22

Click "Edit" beside your bank plugin

Under Deployment Status, unselect the checkbox **This application is deployed**.

Platform Services > Applications > View > Edit

Application Properties: My Bank Pay Save Cancel

Deployment Status Red = Required Information

☒ This application is deployed It is deployed. To delete this application, you must first clear the "This application is deployed" check box. The system hides menus to applications that are not deployed.

Application Details

The Application Name is the name as you want it to appear in the Application menu bar. Setting the application version is helpful if you are creating a managed application you intend to deploy on multiple companies.

Application Name My Bank Pay

Application Version 2022.19

Description

Unselect "This application is deployed"

Select **Save** at the top right.

Platform Services > Applications > View > Edit

Application Properties: My Bank Pay Save Cancel

Deployment Status Red = Required Information

☐ This application is deployed You cannot delete an application while it is deployed. To delete this application, you must first clear the "This application is deployed" check box. The system hides menus to applications that are not deployed.

Application Details

The Application Name is the name as you want it to appear in the Application menu bar. Setting the application version is helpful if you are creating a managed application you intend to deploy on multiple companies.

Application Name My Bank Pay

Application Version 2022.19

Description

After unselecting "This application is deployed", click Save

Select **Del** beside the bank plugin and confirm the deletion.

Platform Services > Applications

Custom Applications

New Application

Install From XML

Reorder Applications

Action	Application	Version	Deployed	Installed	Created At
Edit	Allocation Management	20140607	☒	☒	09/24/14
Edit	Additional Dimension	1	☒	☒	09/24/14
Edit	Fixed Assets	136.2	☒	☒	09/29/14
Edit	My Bank Plug	2022.2	☐	☒	07/09/22

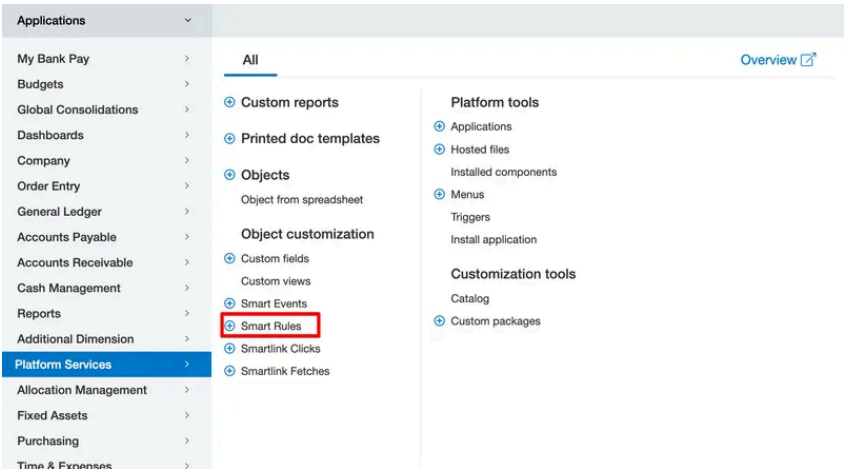
Requests for authorization

Click "Delete" beside the bank plugin

The plugin will disappear from the Intacct environment.

3 Remove Smart Rules

Navigate to Platform Services → Smart Rules



Navigate to "Smart Rules"

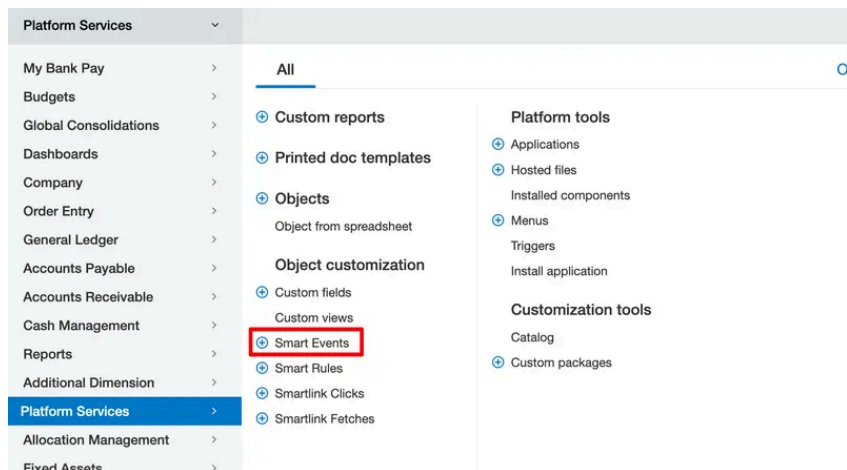
Remove any Smart Rules containing your bank plugin name by selecting **Delete**.

Edit	View	MYSBANK_BILL_PROTECTION	AP Bill	Delete
View		NO_DELETE_ASSET_IN_SERVICE	AP Bill	
Edit	View	PURCHASEFMDASSET	AP Bill	Delete
View		VALUATIONWDRTO	Purchase Order Transaction Detail	Vendor Invoice
View		VERIFY_FAI_ALLOWED	Purchase Order Transaction Detail	Vendor Invoice
View			AP Bill Detail	Fixed Asset Package

Click "Delete" beside bank plugin-related smart rules

4 Remove Smart Events

Navigate to **Platform Services → Smart Events**



Navigate to "Smart Events"

Look up any events containing your bank plugin name and select **Delete**.

The screenshot shows the 'Smart Events' table. The table has columns for 'Smart Link ID', 'Owner Object', 'Document Type', 'Package Name', and 'API Execution Type'. The 'Delete' button is visible for each row. The table contains several rows of data, including events related to 'MYBANK' and 'VENDOR'.

Smart Link ID	Owner Object	Document Type	Package Name	API Execution Type	
mybank					
MYBANK_ADJUSTMENT_WEBHOOK_ADD_OR_UPDATE	AP Adjustment				Delete
MYBANK_ADJUSTMENT_WEBHOOK_DELETE	AP Adjustment				Delete
MYBANK_BILL_WEBHOOK_ADD_OR_UPDATE	AP Bill				Delete
MYBANK_BILL_WEBHOOK_DELETE	AP Bill				Delete
MYBANK_CHECK_WEBHOOK_ADD_OR_UPDATE	AP Payables Payment				Delete
MYBANK_CHECK_WEBHOOK_DELETE	AP Payables Payment				Delete
MYBANK_VENDOR_WEBHOOK_ADD_OR_UPDATE	Vendor				Delete
MYBANK_VENDOR_WEBHOOK_DELETE	Vendor				Delete

Click "Delete" beside bank plugin-related smart events

You've successfully disconnected your Intacct environment and completely removed the plugin!

3.3. Features

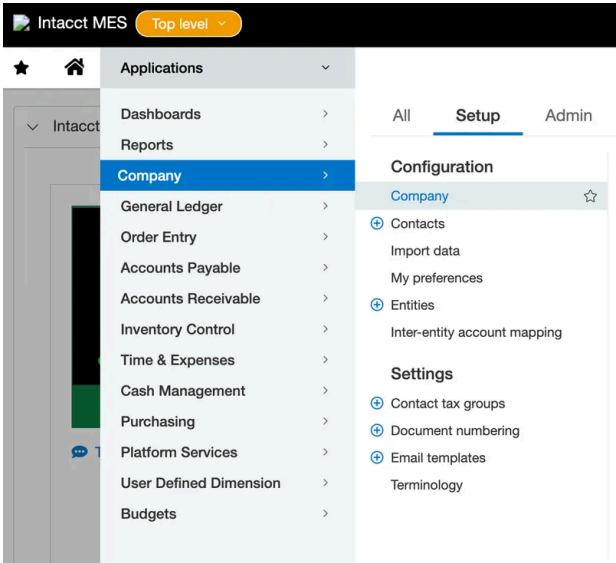
3.3.1. Bank Feeds (Intacct)

3.3.1.1. Bank Feed Requirements (Intacct)

To use Sage Bank Feeds, ensure you have enabled the subscription to Sage Cloud Services as outlined in the Pre-Onboarding Checklist, and have selected the correct permissions. Follow the steps below if there is no Banking Cloud tab available to enable Bank Feeds.

1 Confirm ISO Country Codes are Enabled

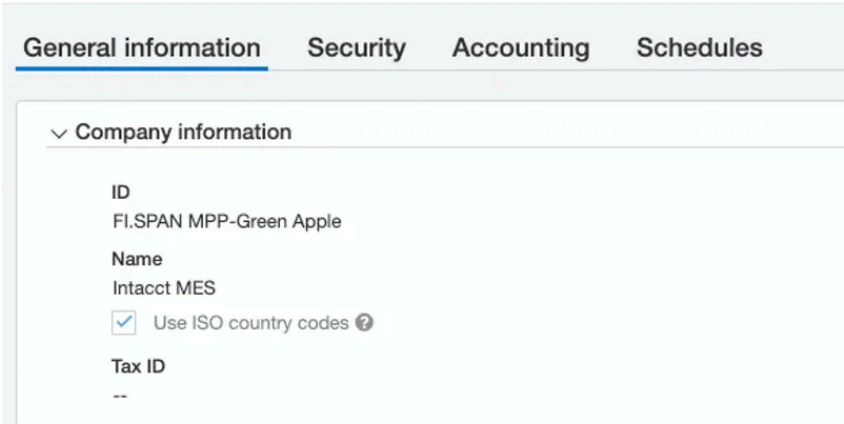
Go to the **Company**.



Go to Company

Under the **General Information** section, confirm that **ISO Country Codes** is checked, and then select **Save**.

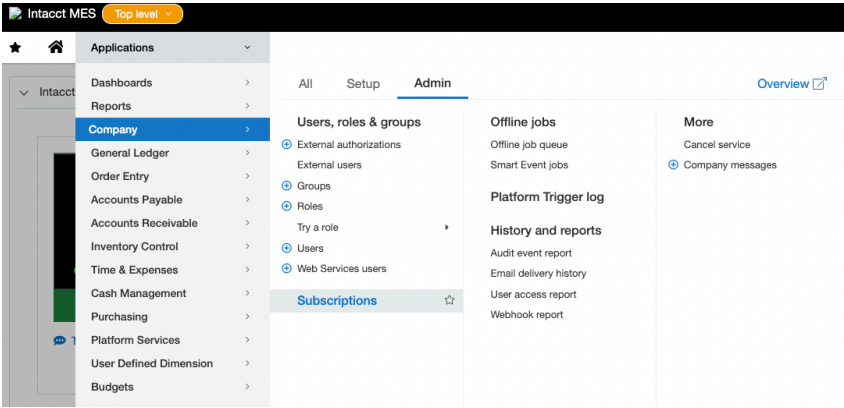
Company information



Enable ISO Country Codes

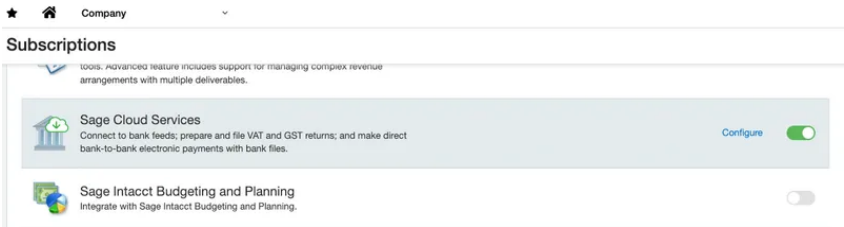
2 Enable Sage Cloud Services

Go to **Company** → **Admin** → **Subscriptions**.



Go to Subscriptions

Confirm that **Sage Cloud Services** are enabled. If they are not, toggle to enable **Sage Cloud Services**.



Enable Sage Cloud Services

After enabling **Sage Cloud Services**, please confirm that the **Enable Bank Feeds** functionality is checked in the configurations.

Configure Sage Cloud Services

Company information

Company ID
FI SPAN MPP-Green Apple
Contact for notifications
mho@fspan.com

Company name
Intacct MES
Status
Subscribed

Enable functionality

About subscribing entities to Sage Cloud Services ⓘ

☒ Enable bank feeds

☐ Enable bank file payment

	Entity ID	Entity name	Status
1	10	Texas #10	Subscribed
2	20	Maine #20	Subscribed
3	40	Florida #40	Subscribed
4	30	California #30	Subscribed
5	Elim	Entity 5(786)	Subscribed

Enable Bank Feeds

Then select **Save**.

3 Confirm Correct Permissions

To connect a bank account to bank feeds, you must have the following settings and the permissions below. This can be checked and updated under **Company → Users**.

Subscription

- Cash Management
- Sage Cloud Services

User type

- Business user with admin privileges

Permissions

- Checking accounts: Add, Edit, View, List
- Savings accounts: Add, Edit, View, List
- Credit card accounts: Add, Edit, View, List

Connect an account to a bank feed

Requirements

Subscription	Cash Management
	Sage Cloud Services
User type	Business user with admin privileges
Permissions	Checking accounts: Add, Edit, View, List
	Savings accounts: Add, Edit, View, List
	Credit card accounts: Add, Edit, View, List

Requirements to connect an account to a bank feed

If you want to find more information about this process, visit the Sage Website:

[Connect an account to a Bank Feed](#)

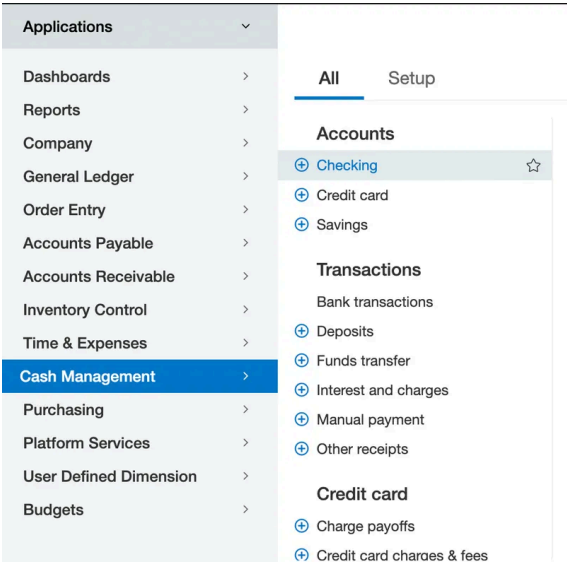
Once the account has been connected, the user with the permissions to perform the reconciliation will be able to view the incoming transactions. No special permissions are needed to view the transactions.

3.3.1.2. Enabling Bank Feeds (Intacct)

Enabling Bank Feeds

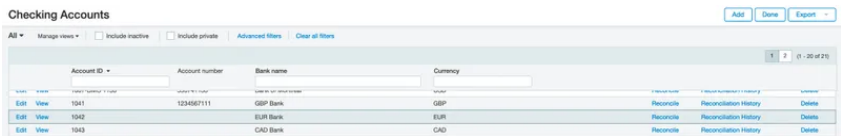
Step 1: Locate the Account

Go to **Cash Management** → **Checking**.



Go to [Checking](#)

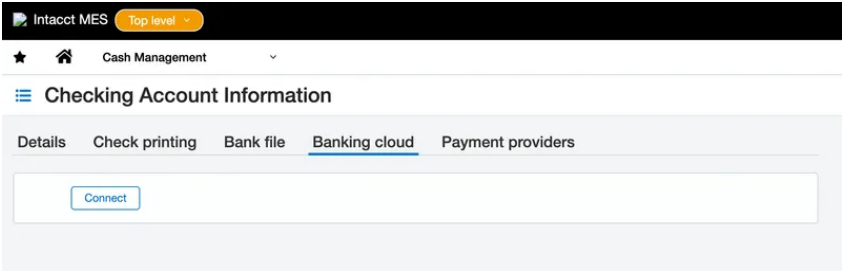
On the Checking page, select **Edit** on the account you wish to turn on Bank Feeds for.



Select [Edit](#)

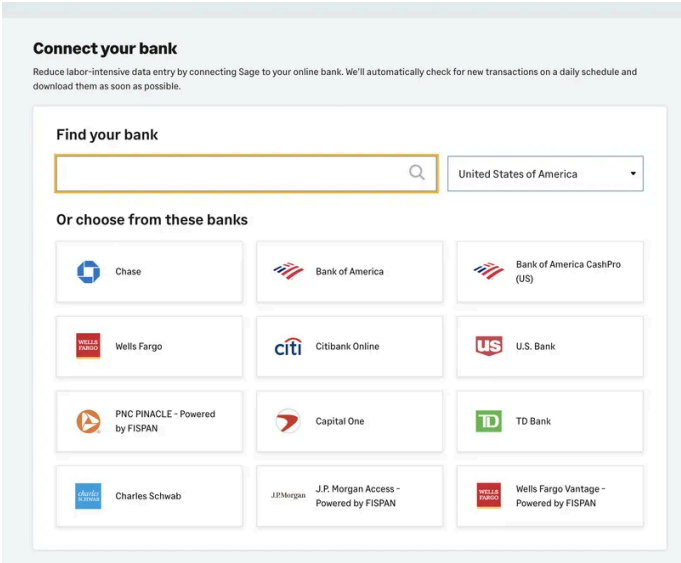
Step 2: Activate Bank Feeds

Under the **Banking Cloud** tab, click **Connect**.



Connect Banking Cloud

In the search bar, search Goldman Sachs - **Powered by FISPAN**.



Search for Goldman Sachs

Note: The beta code is 559415.

Agree to conditions and select **Continue**.

We will connect directly to your bank, or through our secure partner. We can then download your bank transactions.

What's needed to connect?

- Have your sign-in credentials on hand for when you're asked to sign into your bank.
Note: For security reasons, you'll be periodically prompted to sign into your bank account.
- Be prepared to enter the start date for downloading transactions. Some banks limit this start date to the last 90 days.

Review our Terms and Conditions

☒ For and on behalf of the Business that I represent, I have read and agree to the [Sage Bank Feeds Terms and Conditions](#) (as amended from time to time) and use of data in accordance with [Sage's privacy policy](#) (as amended from time to time).

[Back](#) [Continue](#)

Agree to Conditions

You will be redirected to a landing page that will require you to sign in to the FISPAN Wizard.

Select **Login Now**.



Connect to Sage bank feeds

FISPAN & Sage have partnered to offer a reliable bank feeds product, bringing your bank transactions straight into your ERP.

If you have an existing FISPAN account, you can log in below. Otherwise, you can create an account by submitting a request.



Login with FISPAN and activate
bank feeds

[Login now](#)

Not eligible today?
Contact us now!

[Sign up](#)

Select Login Now

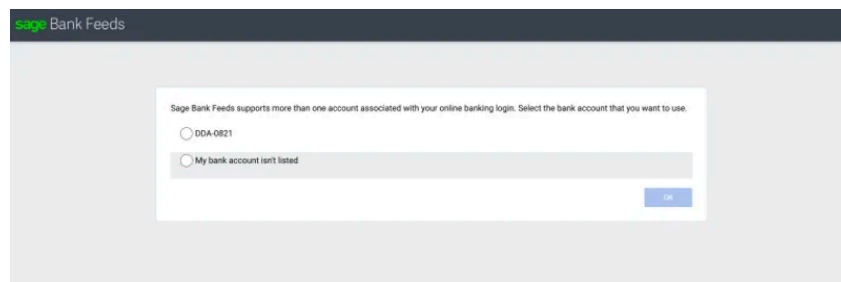
Step 3: Match Account for Bank Feeds

After logging in, select the account from Step 1, then select **Save and Finish**. You will automatically be redirected back to Sage.



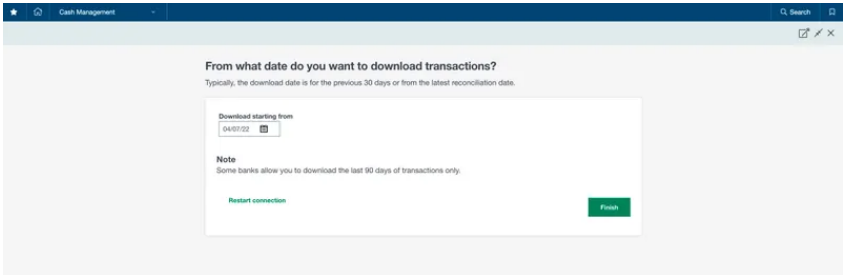
Select Account

After being redirected back to Sage, select the same account and click **OK**.



Click Ok

Choose the date you want transactions to start from.



Choose Date

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.

Step 4: Confirm Bank Feeds

Select **Confirm** to confirm the activation of Bank Feeds. Once the connection is successful, the status will change to **Connected**.

Checking Account Information							Save	Duplicate	Cancel	More actions
Details	Check printing	Bank file	Banking cloud	Payment providers						
Intacct 1234 Checking--bank 556741133		Banking cloud Powered by FISERV (Beta) Test Account 2 (6789)	Last bank feed --	Last transaction date --	Last reconciliation --	Last reconciliation type --	Status ⓘ Pending confirmation	Confirm		

Confirm Bank Feeds

NOTE: If the account is in **Pending** status, it means that the transactions have not been pushed for this account. You will need to wait until the transactions are successfully pushed to this account before seeing it marked as **Connected**.

Once the account is **Connected**, go to **Cash Management → Reconciliation → Bank** and follow your native reconciliation process.

By enabling Bank Feeds for the plugin, your bank establishes a reliable and secure flow of transactions from your bank into Sage Intacct's Reconciliation module.

Bank transactions that settled the previous day are imported each morning. For example, transactions that are settled on Tuesday will be pushed into Sage Intacct early on Wednesday morning. The exact timing can vary depending on when your bank sends the first transaction file (PDR).

Set Up Multi-Account Bank Feeds

Bank Feeds allows you to connect multiple accounts to the plugin. Once one bank account has been connected to Bank Feeds by following the **Enabling Bank Feeds** page, other accounts can be connected simultaneously through a financial institution connection.

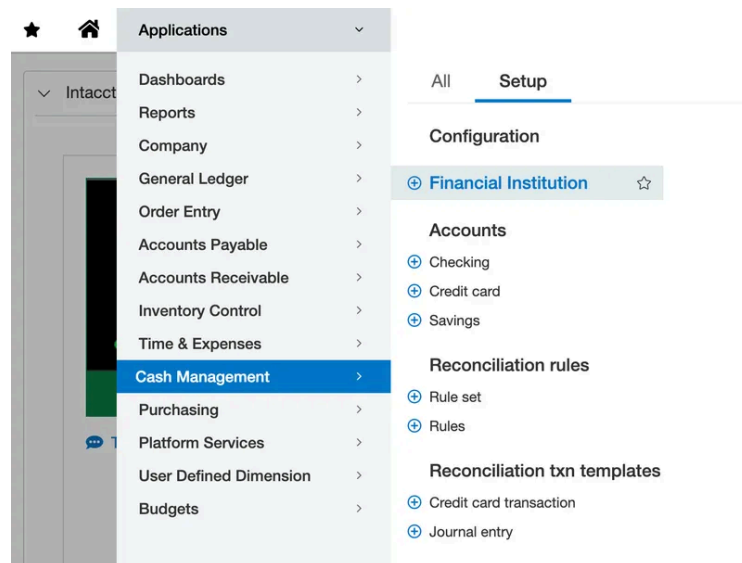
NOTE: Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.

If this does not work, please contact Sage support and ask to get access to the Financial Institution.

Follow the steps below to set up multiple accounts for Bank Feeds.

1 Set up a Financial Institution

Go to **Cash Management** → **Set up** → **Financial Institution** and create a new Financial Institution.



Set-up Financial Institution

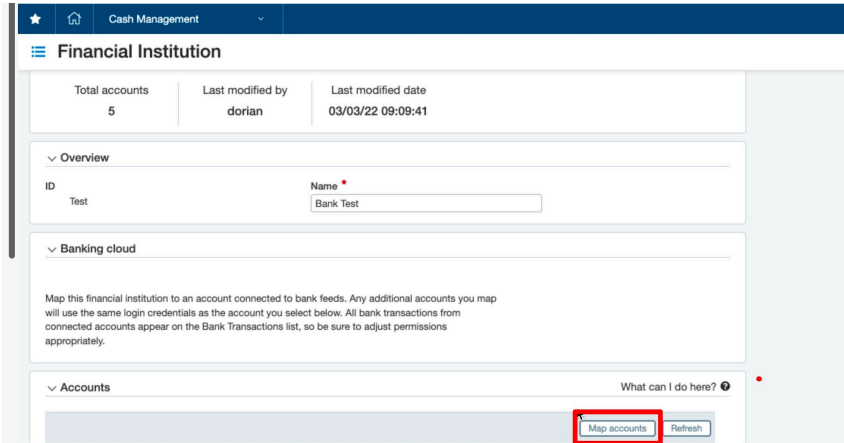
This allows you to create a connection to the bank. Create the ID and Name as desired.

A screenshot of the 'Financial Institution' setup form. The form has a title bar with 'Financial Institution' and buttons for 'Save and continue', 'Cancel', and 'More actions'. The form is divided into two main sections: 'Overview' and 'Banking cloud'. The 'Overview' section contains two input fields: 'ID' (with 'Test Bank' entered) and 'Name' (with 'Test Bank' entered). The 'Banking cloud' section contains a dropdown menu for 'Connected account' (with '1071 -- Bank Feeds Account B' selected). A note in the 'Banking cloud' section states: 'Map this financial institution to an account connected to bank feeds. Any additional accounts you map will use the same login credentials as the account you select below. All bank transactions from connected accounts appear on the Bank Transactions list, so be sure to adjust permissions appropriately.'

Create Financial Institution

2 Map Accounts for Bank Feeds

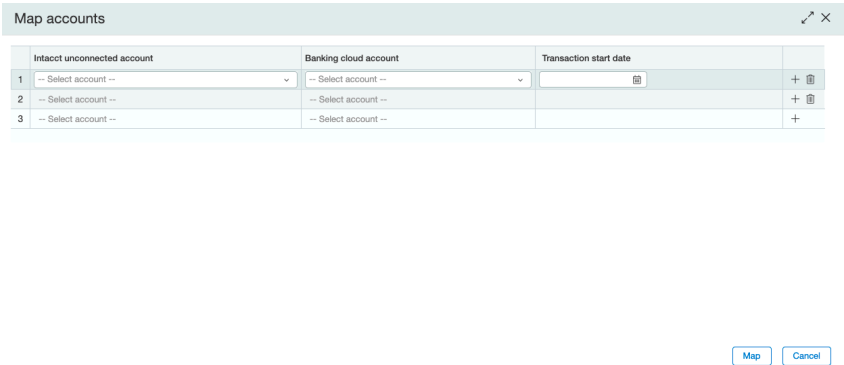
Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.



Map Accounts

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.



Map Accounts

After mapping the accounts, the Banking cloud statuses can be seen in the Accounts tab.

Account Status

Cash Management

Checking Account Information

Details Check printing Bank file **Banking cloud** Restrictions Payment providers

Intact 1008-Bank Feeds Account 1	Banking cloud FRB Payroll Account (1408)	Last bank feed 03/07/22	Last transaction date 03/07/22	Last reconciliation --	Last reconciliation type --	Status Connected
--	--	----------------------------	-----------------------------------	---------------------------	--------------------------------	----------------------------

State: Unreconciled Transaction type: Check/Debits Bank amount: Check no / Doc no range: More links

Apply filters Clear filters

Date	Last reconcile	Check no / Doc no	Bank amount	Amount to match	Payee	Description	Txn type
1 03/01/22	--	--	60.63	60.63	POS PURCHASE_TERMINAL 1896655_CURIO HOTELS,DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 3...	Checks/Debits Match Action +
2 03/01/22	--	--	9.73	9.73	POS PURCHASE_TERMINAL 9999999_FAZZIS - LOVERE 3,600 DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 3...	Checks/Debits Match Action +
3 03/01/22	--	--	24.50	24.50	POS PURCHASE_TERMINAL 7607171_M&M BUTTERFLYFINGERS,DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 7...	Checks/Debits Match Action +
4 03/01/22	--	--	16.26	16.26	POS PURCHASE_TERMINAL 7607171_M&M BUTTERFLYFINGERS,DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 7...	Checks/Debits Match Action +
5 03/01/22	--	--	10.00	10.00	TERMINAL CHIP TX_VENMO_VISA DIRE NY_X000000000000002	TERMINAL_CHIP_TX_VENMO_...	Checks/Debits Match Action +

<< Page 1 of 3 >>

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3.3.1.3. Adding Accounts to Bank Feeds (Intacct)

If you have already enabled bank feeds and are using this for some of your existing accounts already, use this procedure to add and set up additional accounts to use bank feeds.

Set Up Multi-Account Bank Feeds

Bank Feeds allows you to connect multiple accounts to the plugin. Once one bank account has been connected to Bank Feeds by following the **Enabling Bank Feeds** page, other accounts can be connected simultaneously through a financial institution connection.

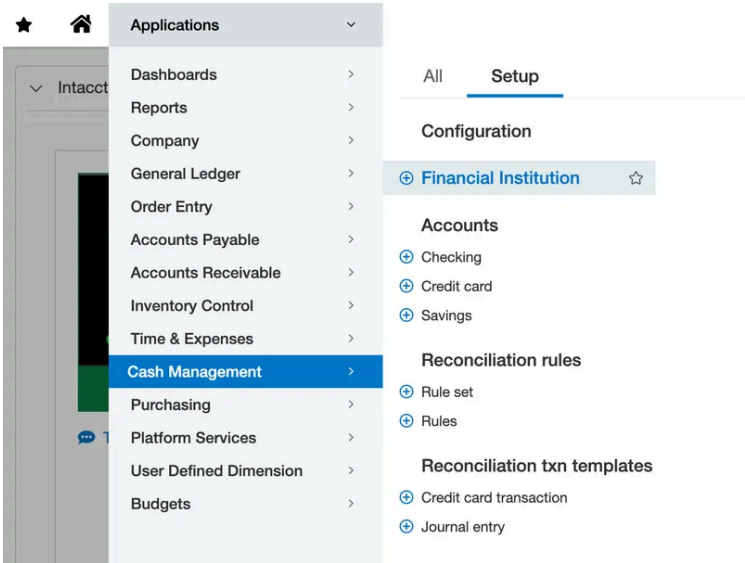
NOTE: Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.

If this does not work, please contact Sage support and ask to get access to the Financial Institution.

Follow the steps below to set up multiple accounts for Bank Feeds.

1 Set up a Financial Institution

Go to **Cash Management** → **Set up** → **Financial Institution** and create a new Financial Institution.



Set-up Financial Institution

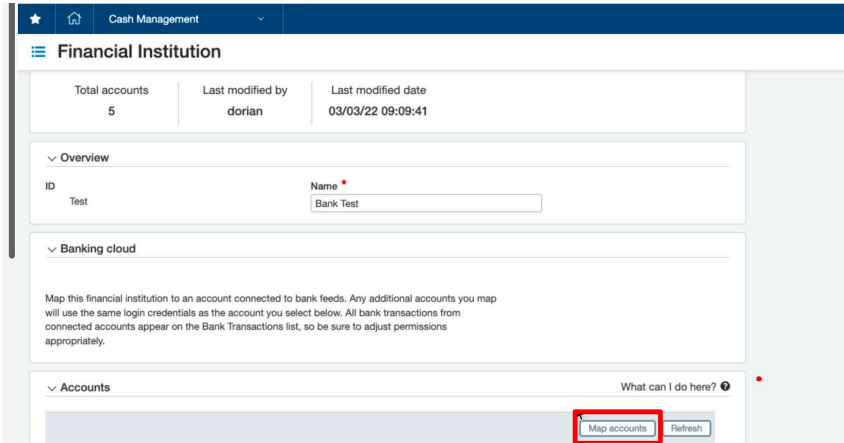
This allows you to create a connection to the bank. Create the ID and Name as desired.

A screenshot of the 'Financial Institution' setup form. The form has a title bar 'Financial Institution' with buttons for 'Save and continue', 'Cancel', and 'More actions'. The form is divided into two main sections: 'Overview' and 'Banking cloud'. The 'Overview' section contains two input fields: 'ID' with the value 'Test Bank' and 'Name' with the value 'Test Bank'. The 'Banking cloud' section contains a text block explaining that the financial institution should be mapped to an account connected to bank feeds, and a dropdown menu for 'Connected account' with the selected value '1071 -- Bank Feeds Account B'.

Create Financial Institution

2 Map Accounts for Bank Feeds

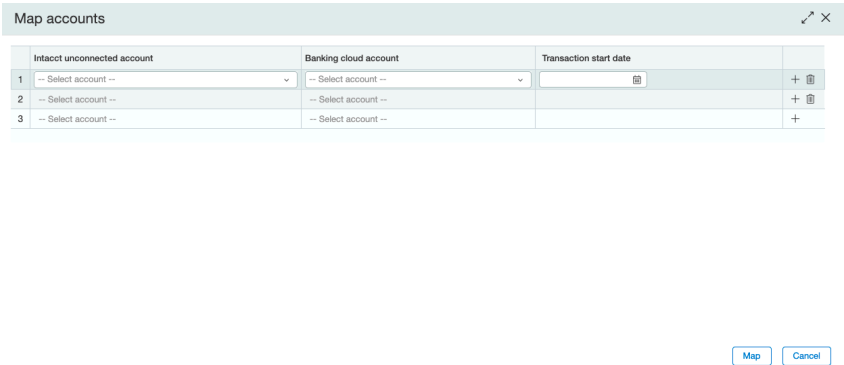
Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.



Map Accounts

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.



Map Accounts

After mapping the accounts, the Banking cloud statuses can be seen in the Accounts tab.

Banking cloud

Map this financial institution to an account connected to bank feeds. Any additional accounts you map will use the same login credentials as the account you select below. All bank transactions from connected accounts appear on the Bank Transactions list, so be sure to adjust permissions appropriately.

Accounts

What can I do here?

Map accounts						
--------------	--	--	--	--	--	--

Refresh

	Name	Type	Currency	Status	Banking cloud account	Banking cloud status
1	Belgium Cash Top	checking	USD	active	Aspen Holding Account (3753)	Connected
2	1072 -- Bank Feeds Account C (Aspen)	checking	USD	active	FRB Collateral Sweep Account (4613)	Connected
3	1008 -- Bank Feeds Account I	checking	USD	active	FRB Payroll Account (1468)	Connected

Account Status

To view your account information, click **Bank Transactions** in the Cash Management module. You can also view this information through the Reconciliation module.

Checking Account Information

Details Check printing Bank file **Banking cloud** Restrictions Payment providers

Intact 1008-Bank Feeds Account 1	Banking cloud FRB Payroll Accounts (1468)	Last bank feed 03/07/22	Last transaction date 03/07/22	Last reconciliation --	Last reconciliation type --	Status I Connected
--	---	----------------------------	-----------------------------------	---------------------------	--------------------------------	---------------------------------

State: Unmatched Transaction type: Checks/Debits Bank amount: Check no / Doc no range: More files

[Apply filters](#) [Clear filters](#)

Date	Last reconcile	Check no / Doc no	Bank amount	Amount to match	Payee	Description	Txn type
1 03/01/22	--	--	60.63	60.63	POS PURCHASE, TERMINAL 31896655_CURO HOTELS,DALLAS TX,X000000000000082	POS PURCHASE, TERMINAL 3...	Checks/Debits Match Action +
2 03/01/22	--	--	9.73	9.73	POS PURCHASE, TERMINAL 9999999_EATZ'N - LOVER'S 6,800 DALLAS TX,X00000000000082	POS PURCHASE, TERMINAL 9...	Checks/Debits Match Action +
3 03/01/22	--	--	24.90	24.90	POS PURCHASE, TERMINAL 7602715_MALO BUTTERPINEGRS,DALLAS TX,X00000000000082	POS PURCHASE, TERMINAL 7...	Checks/Debits Match Action +
4 03/01/22	--	--	16.36	16.36	POS PURCHASE, TERMINAL 7602715_MALO BUTTERPINEGRS,DALLAS TX,X00000000000082	POS PURCHASE, TERMINAL 7...	Checks/Debits Match Action +
5 03/01/22	--	--	10.00	10.00	TERMINAL_OPE TX_VENMO VISA DIRE NY,X00000000000082	TERMINAL_OPE TX_VENMO...	Checks/Debits Match Action +

<< Page 1 of 5 >>

Observe Bank Transactions

3.3.1.4. Reconciliation Rule & Rule Set (Intacct)

Creating a Reconciliation Rule is the best way to streamline the reconciliation process, as it allows you to automate it. These rules can either automatically map bank transactions to existing Intacct transactions or create new, appropriate Intacct transactions.

If you try to reconcile without setting up a Reconciliation Rule and an associated Rule Set, you'll likely see errors such as:

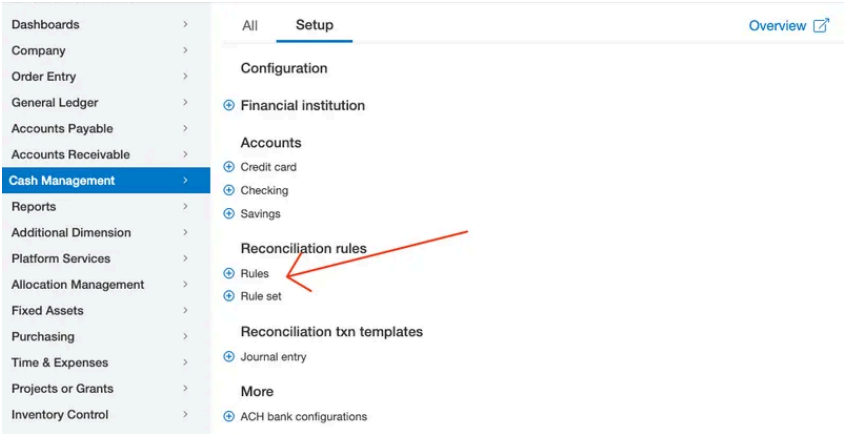
- "There are no rules associated with the rule set."
- "Could not create banktxnrulerun record!"
- "Apply a matching rule set to this account before reconciling with an import or bank feeds."

Follow this guide to learn how to create Reconciliation Rules and Rule Sets needed to prevent or resolve these issues.

Create Reconciliation Rules & Rule Set

1 Create a Rule

Navigate to **Cash Management → Setup → Reconciliation Rules → Rules.**



Reconciliation Rules

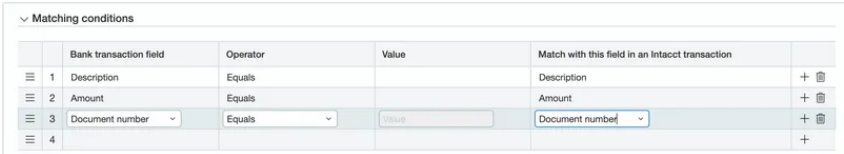
You are then able to create rules based on your preferences. You have two options:

- **Match Rule:** Automatically match banking transactions with existing Intacct transactions.
- **Create Rule:** Create Intacct transactions based on banking transactions.

Intacct requires you to create at least one rule.

As an example, you could create a rule based on the document number. This is particularly useful for any check payments made with the plugin, which will directly match based on the document number.

You can see an example below:



Creating a rule

Once you have created the rule, hit **Save**.

TIP: You may also add a **Filter Rule**, which allows you to filter your transactions before applying a matching/creation rule. For more information about the rules and their capabilities, visit:

[About rules and rule sets](#)

Please note that you cannot delete rules, but you can [set them to inactive](#) instead.

2 **Apply Rule to Rule Set**

Once you have created one or more rules, you need to apply them to a rule set.

Navigate to **Cash Management** → **Setup** → **Reconciliation Rules** → **Rule Set**. You should then add the rules to an existing rule set (if any) or create a new one.

You can create a new one by clicking **Add**, and then adding the rule to that new rule set.

Hit **Select Rules** to add the rule you created in Step 1. Once you have added all the rules that you want, navigate to Step 3 below.

★ Cash Management

☰ Rule set

Rule set Accounts

Details

ID *

Name *

Description

Status

Account type *

Rules

Items selected 0

About adding rules to a rule set ?

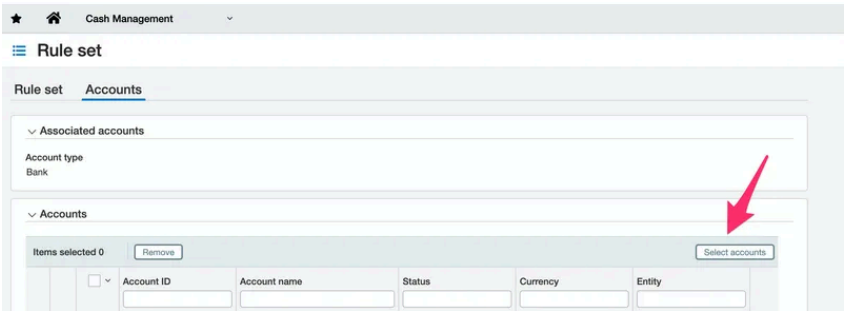
☐	Rule ID	Rule name	Rule type	Status	Description
No records to display					

Add rule to rule set

3 Add Rule Set to Bank Account

The final step is to make sure that the Rule Set is added to the bank account.

Still on the Rule Set page, where you create the new Rule Set (or add the rule to the existing one), navigate to the Account tab and select the accounts you want the Rule Set to apply to. You can select as many accounts as you wish.



Add Rule Set to Accounts

When you are done, click **Save** at the top right.

You can now easily reconcile your accounts without errors, as your bank transactions automatically match with the corresponding Intacct transactions.

3.3.1.5. Disabling Bank Feeds (Intacct)

To disconnect an account from Bank Feeds, follow these steps.

- 1

Navigate to Accounts

Navigate to **Cash Management** → **Accounts**.
- 2

Disconnect Account

Select the bank account you would like to disconnect.

Click **Edit** and navigate to **Banking Cloud**. From there, click **Disconnect**.

Details	Check printing	Bank file	Banking cloud	Restrictions	Payment providers			
Intacct 1070--Bank Feeds Account A (Solairus)		Banking cloud FISPM (Beta) Test Account 1 (4321)	Last bank feed 01/23/23	Last transaction date 03/22/22	Last reconciliation --	Last reconciliation type --	Status Connected	Refresh Disconnect

Disconnect Bank Feeds Account

3 Confirm Status

Once you have confirmed the disconnection, the status will update to **Disconnecting**. The status may stay like this for a couple of minutes.

Details	Check printing	Bank file	<u>Banking cloud</u>	Restrictions	Payment providers		
Intacct 1070--Bank Feeds Account A (Solarius)		Banking cloud FISPLAN (Beta) Test Account 1 (4321)	Last bank feed 01/23/23	Last transaction date 03/22/22	Last reconciliation --	Last reconciliation type --	Status  Disconnecting

Disconnecting Bank Feeds Account

Once the account has been fully disconnected, the status will revert to **Connect**. If desired, you are able to start the connection process again by following the **Enabling Bank Feeds** guide.

Details	Check printing	Bank file	Banking cloud	Restrictions	Payment providers
Connect					

Back to 'Connect' status

3.3.2. Cash Management

3.3.2.1. Account Transfers (Intacct)

IMPORTANT: Intacct does not allow the transferring of funds between two accounts from two separate entities. The Bank Accounts must be set up at the top level, with two different location IDs (or Fund IDs), or within the same entity (NOT at the top level). This is an Intacct limitation.

Requirements

The **Account Transfers** feature within your bank plugin supports transferring funds between two accounts within the same entity. To ensure a successful transfer, please verify that the following prerequisites are met:

- 1 Both the source and destination accounts must belong to the same entity.
- 2 The associated General Ledger (GL) accounts must not have Required Dimensions configured.
- 3 Ensure that either the Cash Disbursements (CD) or Cash Disbursements – Cash-basis (CDC) Journals are enabled.

Making a Transfer

When using Account Transfers, ensure your Intacct bank accounts are correctly mapped to the appropriate bank accounts.

To initiate transfers between bank accounts within the same subsidiary (Intracompany) or between accounts in different subsidiaries (Inter-company), follow these steps.

- 1 **Open the Account Transfers Page**

Go to Goldman Sachs and select **Account Transfer**.

2 Enter the Transfer Details

The transfer form has two sections: the **From** (source) account and the **To** (destination) account. When you select an account, you'll see both its **Book Balance** (from your accounting records) and **Bank Balance** (from your bank), along with the time each balance was last updated.

Complete the following fields:

- **From Account:** Select the source bank account from the dropdown.
- **To Account:** Select the receiving bank account from the dropdown. Only accounts in the same currency as your From account will appear.
- **Amount:** Enter the amount to transfer. If the amount exceeds your current balance, a warning appears, but the transfer is not blocked. Proceed only if this is intentional.
- **Memo** (optional): Add a note for your records. If you leave it blank, the system will automatically add: "From [Source Account] to [Destination Account]."

When all fields are complete, select **Transfer** to continue.

TIP: To start over, select **Clean Form**. This clears all entries while keeping the Account Transfer window open.

The screenshot shows the 'Account Transfer' window, Step 1 of 2. The window title is 'Account Transfer' with a close button. Below the title, it says 'Select the source and destination account. Transfers are only eligible for accounts in the same currency.'

There are two main sections: 'From' and 'To'. Each section has a dropdown menu for the bank and a text box for the account number. Below these, it shows the 'Bank Account' name, the 'Bank Balance', and the 'Last Updated' time.

The 'From' section shows 'FISPAN Bank' with account number '****6780' and a balance of '\$813,172.18' last updated '33 minutes ago'. The 'To' section shows 'Five States Bank' with account number '****5677' and a balance of '\$437,079.20' last updated '33 minutes ago'.

Below these sections is a text box for the 'Amount' set to '\$ 2,384.45' with a currency dropdown set to 'USD'. Below that is a 'Memo (Optional)' section with a text area containing the text: 'Reimbursement to Parent Co for Q4 shared marketing services and annual software license fees paid on behalf of Subsidiary B. (Per Agreement M-SVC-2025)'.

At the bottom of the window are three buttons: 'Cancel', 'Clear Form', and 'Transfer' (with a right arrow).

Initiate a Transfer

3 Review and Confirm

A summary of your transfer will display:

- From and To accounts
- Transfer amount and currency
- Your memo (or the auto-generated one)
- A warning banner, if the amount exceeds your balance

If everything looks correct, select **Confirm Transfer**.

4 Transfer Submitted

A brief loading screen appears while your transfer is submitted. If successful, a confirmation screen displays your unique **Transfer ID** for reference.

Transfer Id: 31Dc1A7C-B097-4D74-B8A5-655Cf343B9A8



We've received your transfer.

Your transfer was successfully sent for processing.
To check the status, please return to [Account Transfer >](#)

Close

Viewing Your Transfer History

You can track the status and details of every transfer on the **Account Transfers** page. Each record includes:

- **Status:** Whether the transfer completed, is still processing, or failed.
- **ID:** Your unique transfer reference number.
- **Date:** When the transfer was initiated.
- **From:** The sending account.
- **To:** The receiving account.
- **Amount:** The amount transferred
- **Memo:** Your note, if one was added (or the auto-generated one)
- **Status Message:** Additional details, particularly if something went wrong

Filtering and Exporting

- Use the filters at the top to narrow results by account, amount, date range, status, or Transfer ID.

Filters

Reset

Search...

Account (From)

Account (To)

Amount

Currency

Date

Status

Transfer ID

Select Show Filters

- Select the **download icon** to export your transfer history as a CSV file.

Export CSV

Show Filters

+

Account Transfer

Select Export CSV

Viewing Transfer Details

Select any row to open a detailed view, which includes:

- **Full transfer information:** Accounts, amount, memo, and who initiated the transfer.
- **Action Log:** A timeline showing every step of the transfer:
 - When the request was received
 - When the instruction was sent to your bank
 - When the transfer was completed (or why it failed)

Transfer ID: 0c86a709-e5f3-4a06-bb60-0e93f2daff51

Transfer Details

Initiated On: Jul 12, 2026 at 9:17:44 PM

User: Martha Mendoza

Transfer Date: Jul 12, 2026

AMOUNT:

\$2,384.45 USD

✓ Completed

FROM

New Bank Account
(*****3242)

TO

New Bank Account3
RBC1 (*****3123)

Memo:

Reimbursement to Parent Co for Q4 shared marketing services and annual software license fee paid on behalf of Subsidiary B. (Per Agreement M-SVC-2025).

[View Transfer Details](#)

Transfer Statuses

Status	What It Means
Completed	The bank processed the transfer and the transaction was recorded in your accounting software.
Processing	The transfer instruction has been sent to your bank. Waiting for confirmation.
Validation Failed	Something prevented the transfer from going through; for example, a configuration issue or missing account details. Check the Status Message or Action Log for specifics.

FAQs

✓ Why do I get the '[BL01001973] Invalid Journal CDJ selected – Pick a valid active Journal.' error message?

This error occurs because the required journal has not been configured. To resolve this, navigate to **General Ledger → Configuration → Journals** and create a new journal. Ensure the journal symbol is set to **CDJ**.

✓ What happens if the transfer is voided before it is processed at the bank?

In this case, the plugin changes the value of the original journal entries to 0 and marks it as: 'Voided {amount} Transfer – {original message}.'

You can always find the status of the transfer in the History tab.

✓ When doing a transfer between different location IDs, how do I know which accounts are debited/credited?

Intacct natively supports the balancing of such transactions. Check the inter-entity map, which summarizes the balancing of any transactions between different location IDs.

436 / 520

Created at Sep 22, 2026

✓ **Where can I change my inter-entity map?**

Navigate to **Company → Set up → Inter-Account Mapping**.

✓ **What happens if I do not include a memo in my transfer?**

In this case, the plugin will automatically add a memo following From bank account (sourceBankName) to bank account (destBankName). This is the same as Native Intacct.

✓ **Can I transfer money between two different currencies?**

No, both the 'to' and 'from' accounts need to have the same currency. The 'to' account will only show the accounts that have been matched and that have the same currency.

3.3.2.2. Reporting

3.3.2.2.1. Managing Bank Accounts (Intacct)

Access your bank account balances directly within your financial management software, using the Cash Management Reporting features.

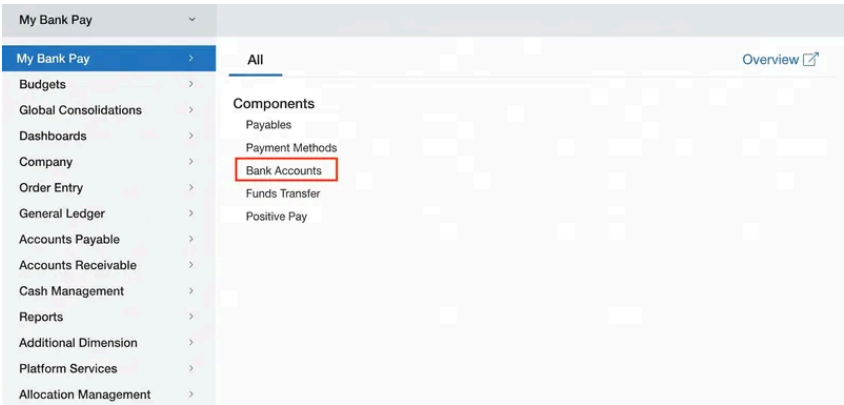
The Bank Accounts page allows you to see previous and intraday balances directly from your accounts in near real-time. You can also export this data in an Intacct CSV file to use for reconciliation.

The bank accounts that are shown to a user depend on their level of permission. For example, if a user is restricted to a specific entity, they will only see the accounts linked to that entity.

Viewing Bank Accounts

1 Go to Bank Accounts

Go to Goldman Sachs → **Bank Accounts**.



Bank Accounts Page

Here, you can view all of the bank accounts that you have connected with the plugin.

2 View Balances and Transactions

Select the account name or **view** to see the previous day and intraday balances for the chosen bank account along with transaction data.

CTY	ACCOUNT	PREVIOUS DAY LEISER BALANCE	PREVIOUS DAY FUND BALANCE	INTRADAY LEISER BALANCE	INTRADAY FUND BALANCE
	Demo Bank New Bank Account (****5678) (****5678) Demo Bank	\$0.00	\$0.00	\$0.00	\$0.00 

View Account Transactions

To see the **Bank Transactions**, scroll down. The screen displays the information as it appears on a bank statement. You'll see all of the settled transactions, debits, and credits for the account.

POST DATE	DESCRIPTION	BAL CODE	CUSTOMER REFERENCE	COUNTERPARTY NAME	BANK REFERENCE	AMOUNT	SETTLE DATE
May 7 2026	CHECK	475	2026	-	DEPOSIT-0000000000000000	\$0.00	May 7 2026 
May 7 2026	BOOK TRANSFER CREDIT	405	000-000-000000	-	0000000000000000	\$0.00	May 7 2026

View specific transaction

Go to the **Details column** → **Select View** to see more details about a transaction.

Transaction Details

Amount Paid:
\$1,000.00 USD

+ Debit

Post Date:
May 7, 2026
12:02 PM - PDT

Settle Date:
May 7, 2026
12:02 PM - PDT

Check Images:

Could not load check images: Error while trying to connect to the FIS/PAN API

Description:

CHECK

General

Customer Reference:20191

Bank Reference:1111191001-0000000020191

BAI Code:475

Additional Details

Available immediately:1000

Customer Reference:20191

BAI Type:475

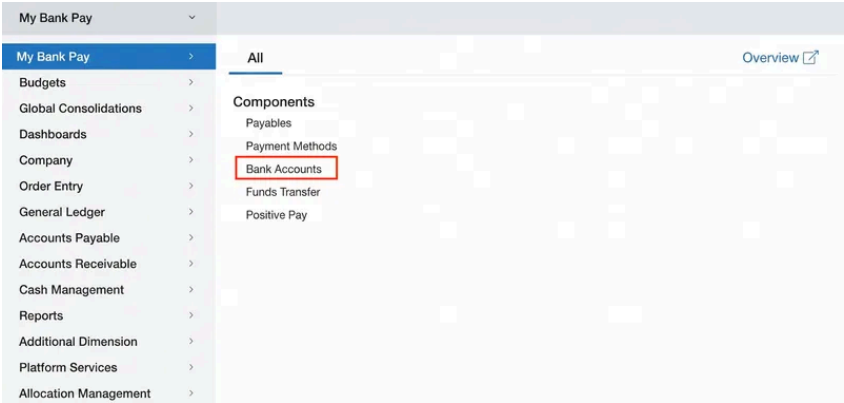
Narrative Text:CHECK NO: 0000000020191

Balances & Transactions Reconciliation

Follow these steps to reconcile your accounts. For a much more efficient and automated reconciliation process, we recommend leveraging the Bank Feeds product instead.

1 Export CSV File

Go to **My Bank Pay** → **Bank Accounts**.



Bank Accounts

Select the account that you would like to access by selecting the **Account Name** or by selecting **View**.



View Account

Select **Export** to export a CSV file of your transactions.

You will be given 3 export options. We recommend using the **Intacct CSV** if you plan to utilize Intacct's Reconciliation module.

FLSINK Pay

Bank Accounts

Back to Accounts

DEPOSIT ACCOUNT / BUSINESS

Demo Bank | New Bank Account (****5678)

USD

PREVIOUS DAY BALANCE

Current Balance: \$0.00

Available Balance: \$0.00

CURRENT DAY BALANCE

Current Balance: \$0.00

Available Balance: \$0.00

Showing 1 - 200 of 1022

1 of 6

Export

Switch to Account

Export CSV

Export CSV

POST DATE	DESCRIPTION	BAI CODE	CUSTOMER REFERENCE	COUNTERPARTY NAME	BANK REFERENCE	PHONE	AMOUNT	DATE
May 7, 2026	CHECK	475	20191	-	XXXXXXXXXXXXXXXXXXXX	-	\$0.00	May 7, 2026
May 7, 2026	BOOK TRANSFER DEBIT	495	OSI OF 18/05/91	-	XXXXXXXXXX	-	\$0.00	May 7, 2026
May 7, 2026	PREAUTHORIZED ACH CREDIT	165	AB	-	XXXXXXXXXX	-	\$0.00	May 7, 2026
May 7, 2026	CHECK	475	20191	-	XXXXXXXXXXXXXXXXXXXX	-	\$0.00	May 7, 2026

Export Options

If you would like to export a CSV from a different account, you can toggle between accounts by selecting the drop-down next to **Switch to Account**.

Bank Accounts

Back to Accounts

DEPOSIT ACCOUNT / BUSINESS

Demo Bank | New Bank Account (****5678)

USD

Demo Bank | New Bank Account (****5678) USD

Demo Bank | Checking Account (****1234) USD

Showing 1 - 200 of 1022

1 of 6

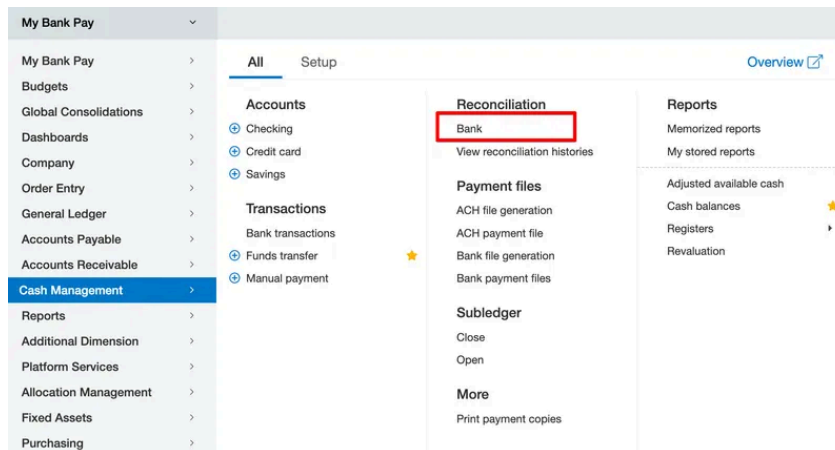
POST DATE	DESCRIPTION	BAI CODE	CUSTOMER REFERENCE	COUNT
May 7, 2026	CHECK	475	20191	-
May 7, 2026	BOOK TRANSFER DEBIT	495	OSI OF 18/05/91	-
May 7, 2026	PREAUTHORIZED ACH CREDIT	165	AB	-
May 7, 2026	CHECK	475	20191	-

Select another account

TIP: If the file does not download, make sure your pop-up blocker is disabled.

2 Import CSV File

Go to **Cash Management → Reconciliation → Bank**



Go To Bank

Choose the **Account to Reconcile**, then enter the **Beginning balance cutoff date**, the **Statement ending date**, and the **Statement ending balance**.

Reconciliation

Account to reconcile *

3000 - Checking--Bank (USD)

Beginning balance cutoff date *

02/09/2020

Statement ending date *

03/31/2020

Statement ending balance *

567.99

Attachment

BankRecon5--Bank_Reconcilia

More options

[Initial open items](#)
[Import](#)
[Matching attributes](#)

Reconciliation status

Initiated

Last saved

03/17/2020

Created by

Guest

Last saved by

Graham

Continue

Choose to Account to Reconcile

Select **Import** to add a CSV file.

Reconciliation

Account to reconcile *
3000 - Checking--Bank (USD)

Beginning balance cutoff date *
02/09/2020

Statement ending date *
03/31/2020

Statement ending balance *
567.99

Attachment
BankRecon5--Bank_Reconcilia

More options
[Initial open items](#)
[Import](#)
[Matching attributes](#)

Reconciliation status
Initiated

Last saved
03/17/2020

Created by
Guest

Last saved by
Graham

Continue

Import CSV File

To import your account transactions, select **Choose File** and upload the CSV you exported from Balances & Transactions.

Import files

[Bank reconciliation transaction template](#)

Bank transaction file

Choose Files

 No file chosen

	File name	Feed type	Uploaded on	Uploaded by	Status	
1	111 transactions_csv-12_17_2019-9.csv	csv	03/10/2020	Graham	Completed	

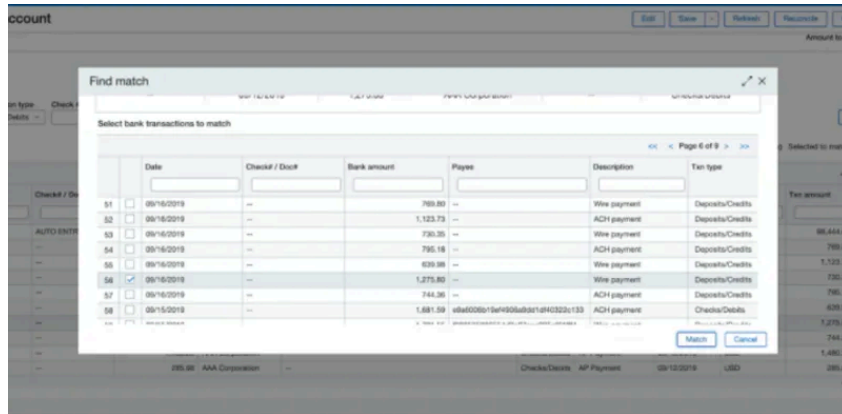
Done

Choose Files

Select **Done**.

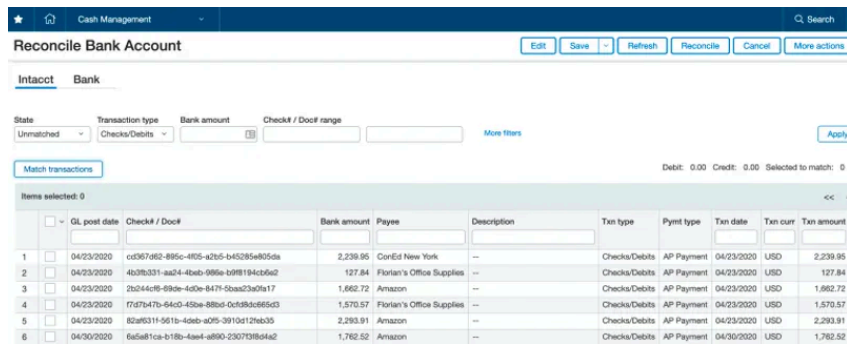
3 Select Transaction(s) to Match from Intacct

Select the transaction(s) you would like to match from Intacct and select **Match** to view the unmatched transaction(s) from the plugin.



Select Transaction to Match

Select the transaction(s) you would like to match from the plugin and select **Match**.



Match Transaction

These selected transaction(s) are now reconciled.

3.3.3. Accounts Payable

3.3.3.1. Vendor Payments

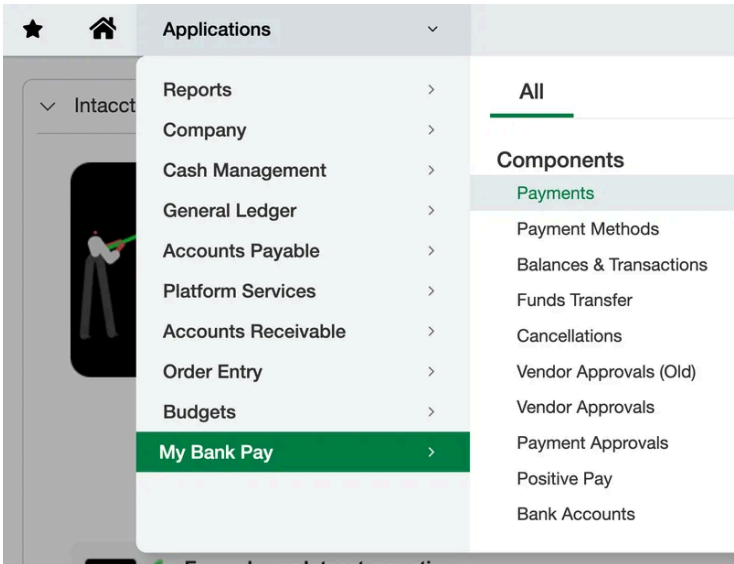
3.3.3.1.1. Bill Payments (Intacct)

Paying bills in Intacct allows you to remain within your ERP system without needing to access your bank account separately. You can pay a bill individually or improve efficiency by processing them in groups. Follow this guide to learn how to do both in the Payments page.

Pay a Bill

Follow these steps to pay your bills with the plugin.

1 Go To Payments



Go to Payments

Go to **Payments**.

2 Select Bills To Pay

The Pay Bills page will then load. This page will load every bill that is **Open** in your company.

NOTE: If your Payables page looks different than the screenshots below, you may be running an outdated version of the plugin. Please update your plugin to use the plugin's latest features by following the guidance on the **Updating the Plugin (Intacct)** page.

Use the filters to find the bills you would like to pay. If a default payment method has not yet been set for the vendor, choose your payment method from the respective column.

BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	TO PAY	PAYMENT METHOD
☒ 107196	Mar 31, 2024	d819a0c-5508-4011-9af	None	First Up Consultants 691b00a-3408-4011-9af-60	\$ 2214.13	VCC - Vendor Record E
☒ 107198	Mar 31, 2024	e4159dc-5508-4011-9af	None	Graphic Design Institute 711b00a-3408-4011-9af-604	\$ 1412.87	VCC - Vendor Record E
☐ 258966	Jul 15, 2022	4100	300 - London	Amazon 20008	€ 3294.92	Check - Vendor Record Ad

Select Bills to Pay

Then, select the bills you would like to pay using the boxes on the left.

TIP: Use these features in the Payments (Beta) page to locate and pay your invoices more easily.

- **Fixed Columns:** Fixed columns keep crucial information like Vendor Name visible as you scroll horizontally, ensuring you never lose track of what you are paying.
- **Quick Actions:** Use quick actions to set a vendor's default payment method directly from this list without navigating to vendor settings.
- **Sorting & Filtering:** Use the sorting and filtering available for every column to quickly find specific bills.

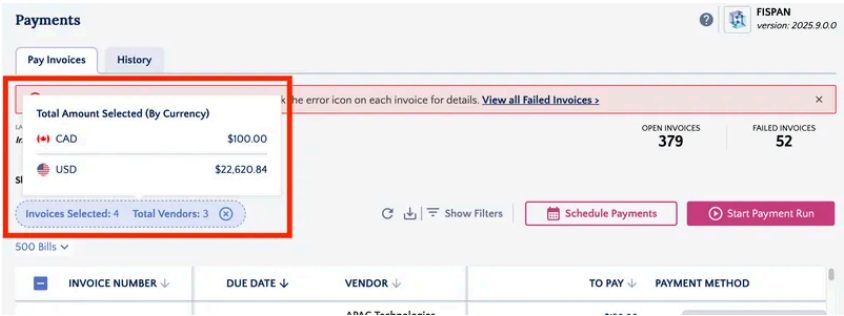
IMPORTANT: If you delete an open bill directly within the plugin by clicking the delete icon on the right side of the bill, it will be removed and will not automatically re-sync.

To make sure a removed open bill can be reprocessed, you must go into native Intacct (outside of the bank plugin). There, you need to make an edit to the invoice and then resubmit it for approval. This action forces the necessary update for the bill to be picked up and reprocessed.

NOTE: Ensure the bills you plan to pay are not duplicates of bills previously paid via the plugin.

3 Review Selection Summary

As you select bills, a **Selection Summary** appears at the top of the list. Hover over this panel to view the total and currency breakdown for your selected bills and vendors.



View Summary of Selected Invoices

IMPORTANT: If a bill has data issues preventing payment, an error icon will appear directly in the list. Click the icon to view the specific error message for immediate troubleshooting.

You now have two options for processing your selected bills: select **Start Payment Run** for immediate processing or **Schedule Payments** for a future date.

4 Start Payment Run

If you've decided to go with the immediate processing option, select **Start Payment Run** to initiate payments immediately.

With multi-source capability, you can include bills across various currencies and bank accounts within a single batch. The system intelligently bundles these payments, eliminating the need for multiple separate runs.

Payment Run

Complete these steps to prepare your payment run.

1 Account Selector

2 Summary & Confirmation

Account Selector

Review invoices grouped by currency and select a source account to pay.

NOTE: Group of invoices without a source account will be ignored from this run.

Payments batched processed by using the Pay-to, Buy-from or Ship-to address for check payments are not supported.

CAD (Canadian Dollar) - Invoices

Total Invoices: 1 | Vendors: 1

Total To Pay (CAD): \$348.00

Source Account x0001 (Demo Data) (0001) Avail: \$10,383,260.46 CAD

CHF (Swiss Franc) - Invoices

Total Invoices: 1 | Vendors: 1

Total To Pay (CHF): CHF622.35

Source Account x0000 (Demo Data) (0000) Avail: \$20,258,578.83 USD

BRL (Brazilian Real) - Invoices

Total Invoices: 1 | Vendors: 1

Total To Pay (BRL): R\$3,183.96

Source Account x0000 (Demo Data) (0000) Avail: \$20,258,578.83 USD

Cancel

Review Payment Summary

Review Payment Summary

Select the account from the dropdown menu. Before proceeding, confirm that the number of bills, payments, and amounts are correct, and ensure all applicable credits and discounts have been applied.

Click **Review Payment Summary** to continue.

Once you have validated your bills to be paid, select **Confirm**.

Review summary and confirm payments

If this situation occurs, please contact TxB Representative immediately. We need to check if the payment has already been processed by the bank's systems before you attempt any voids and repayment.

6 Confirm Payment Run

Once submitted, you will receive a confirmation.

Navigate to the **History** tab to track the status. Scheduled payments will appear here with a distinct "Scheduled" status until they are processed.

Payments

Pay Bills

History

Showing 1 - 16 of 16

Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
	6aa40e1b-0da8-4adc-8a54-d7969f20a5c Last Updated: 2025-11-28 at 11:03:40 AM	Mod Publishers 8f1b6c1a-5408-1011-9a16-60482dd9c6b1	VCC Vendor Record Email	1	Nov 28, 2025	14,895.76 USD
Submitted By: pinghaifan@microsoft.com Submitted On: November 28, 2025 at 11:03:00 AM Status: Payment is waiting for client approval WAITING FOR APPROVAL View Action Log						
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
102202 Internal ID: 1f594dc-5024-1011-9a16-60482dd9c6b1 Payment ID: 531aaef-8cc-1011-8542-0005da8ff3a4	2024-03-30	\$14,895.76 USD	\$14,895.76 USD	\$0.00 USD	\$0.00 USD	\$14,895.76 USD
	b7a38e0b-b1a2-40ac-8a55-72e28306dfe	Subcontractor	Check			622.35

Go to History

The status will appear as **Received** until the payment has been **Sent for Processing**. Once the payment is complete, the status will display as **Completed**

Payments

Pay Bills

History

Showing 1 - 16 of 16

Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
	e902fc03-5da1-4a17-8416-fce19549fb6c Last Updated: 2025-11-20 at 6:22:06 PM	Graphic Design Institute 7f1b6c1a-5408-1011-9a16-60482dd9c6b1	VCC Vendor Record Email	1	Nov 20, 2025	1,741.73 USD
Transaction ID: 22aefc05-6803-492f-8ba0-10777a6959b3 Submitted By: pinghaifan@microsoft.com Submitted On: November 20, 2025 at 6:00:04 PM Status: Request fulfilled successfully COMPLETED View Action Log						
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
102-018 Internal ID: 3ba4749-1a55-1011-bb0f-60482dd9c6b1 Payment ID: 1f8cccd-716-1011-bb0f-0005da8ff3a4	2025-11-29	\$1,741.73 USD	\$1,741.73 USD	\$0.00 USD	\$0.00 USD	\$1,741.73 USD
	21843552-b892-4614-86cc-5640a9f186ea	Subcontractor	Check	1	Nov 20, 2025	16,910.00

View Completed Bills

If any payment fails during the run, a banner on the Payments page will alert you immediately.

A failed bill remains open on the Payments page and can be resubmitted for payment.

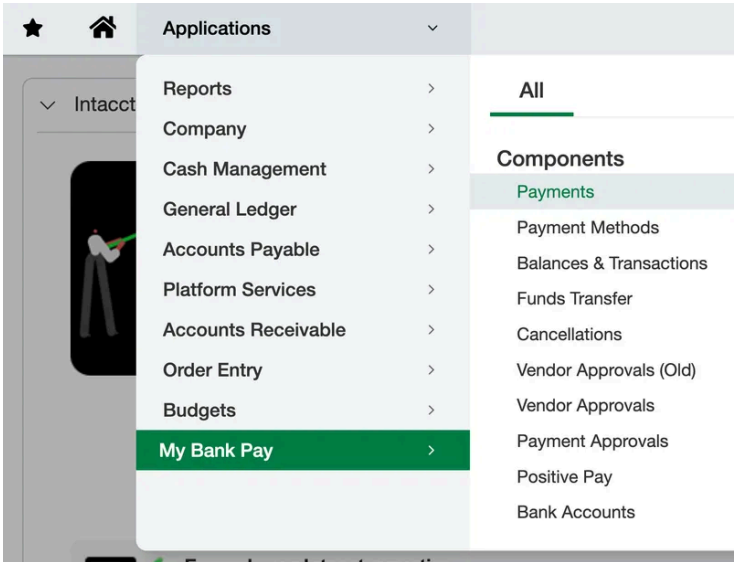
Paying Grouped Bills

If you would like to make grouped bill payments, ensure the **Combined Bills** setting is enabled for your vendors. You can decide to have this enabled for each vendor. If you haven't done this yet, please refer to our **Enabling Grouped Bills** guide.

Follow these steps to group bills into a single payment.

1

Go to Payments



Go to Payments

Go to **Payments**.

2 Pay Grouped Bills

On the Pay page, select all the bills you wish to pay, and click **Start Payment Run**.

Pay Bills

History

Last updated:
Bills: 2 minutes ago | Credit Memo: 1 minute ago

OPEN BILLS
144

PAID BILLS
0

Showing 1 - 144 of 144

1 of 1

Bills Selected: 5 / Total Vendors: 2

Start Payment Run

BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	ORIG. AMOUNT	TO PAY	PAYMENT METHOD
☒	Mar 30, 2024	6912	Multiple	Verizon Business Telecom VEV-000019	\$700.00 USD	\$ 700.00	★ ACH - Vendor Record Basi
☒	Mar 1, 2024	6084	Multiple	Verizon Business Telecom VEV-000019	\$700.00 USD	\$ 700.00	★ ACH - Vendor Record Basi
☒	Jan 31, 2024	6025	Multiple	Verizon Network Services VEV-000012	\$374.75 USD	\$ 374.00	★ ACH - Vendor Record Basi
☒	Oct 30, 2023	5952	Multiple	Verizon Business Telecom VEV-000019	\$700.00 USD	\$ 700.00	★ ACH - Vendor Record Basi
☒	Oct 1, 2023	5927	Multiple	Verizon Network Services VEV-000012	\$374.75 USD	\$ 374.75	★ ACH - Vendor Record Basi
☐	Sep 30, 2023	5924	Multiple	Verizon Business Telecom VEV-000019	\$700.00 USD	\$ 700.00	★ ACH - Vendor Record Basi

Click Send Start Payment Run

The Confirmation Payment window appears. You can select the Source Account and verify the number of bills against payments. Click **Send Payments** to send the payments.

Payment Run

Complete these steps to prepare your payment run.

✓ Account Selector

2 Summary & Confirmation

Payment Overview

Here's a summary of the bills and payments grouped by source account and currency. Please review all details carefully before confirming your payments.

JP (New Bank Account 1) - 6789

Avail: \$684,399.52 USD

Bills: 5

Vendors: 2

Payments: 2

USD (US Dollar) - Bills

Total Bills: 5 | Vendors: 2

Total To Pay (USD): \$2,548.75

Cancel

← Previous Step

✓ Send Payments

Click Send Payments

When grouped payments are enabled for a vendor with multiple bills, the total number of payments will be less than the number of bills being paid.

After clicking **Send Payments**, your payment will begin transmitting.

3 Confirm Payment Run

Once submitted, you will receive a confirmation. Navigate to the **History** tab to track the status.

Payments

Pay Bills

History

Showing 1 - 16 of 16 < < 1 of 1 > >

STATUS

PAYMENT ID

VENDOR

PYMT. METHOD

BILLS

PAYMENT DATE

AMOUNT

6aa40e1b-0dab-4adc-8a54-d7969f20a5c Last Updated: 2025-11-28 at 11:03:40 AM	Mod Publishers 87fb0fa-5408-f011-9a16-6043bde9cda1	VCC Vendor Record Email	1	Nov 28, 2025	14,895.76 USD	
Submitted By: poinghaffagan@omni.microsoft.com Submitted On: November 28, 2025 at 11:03:00 AM Status: Payment is waiting for client approval WAITING FOR APPROVAL View Action Log						
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
102702 Internal ID: 1f059a0c-5038-f011-9a16-6043bde9cda1 Payment ID: 531aaef1-8ccc-f011-8542-00060a8ffcc4	2024-03-30	\$14,895.76 USD	\$14,895.76 USD	\$0.00 USD	\$0.00 USD	\$14,895.76 USD
b7a38e0b-bfa2-40ac-8a55-72e28306dfe	Subcontractor	Check				622.35

Go to History

The status will appear as **Received** until the payment has been cleared. Once the payment is complete, the status will display as **Completed**.

Payments

Pay Bills

History

Showing 1 - 16 of 16 < < 1 of 1 > >

STATUS

PAYMENT ID

VENDOR

PYMT. METHOD

BILLS

PAYMENT DATE

AMOUNT

e902fc03-5da1-4a17-8416-fca19549fb6c Last Updated: 2025-11-20 at 6:22:06 PM	Graphic Design Institute 77fb0fa-5408-f011-9a16-6043bde9cda1	VCC Vendor Record Email	1	Nov 20, 2025	1,741.73 USD	
Transaction ID: 22a0c05c-6803-492f-bba4-10777a6595b3 Submitted By: poinghaffagan@omni.microsoft.com Submitted On: November 20, 2025 at 6:00:04 PM Status: Request fulfilled successfully COMPLETED View Action Log						
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
102702 Internal ID: 38e4f169-1a55-f011-8b01-6043bde9cda1 Payment ID: 1f86cc0c-7f6c-f011-8b01-00060a8ffcc4	2025-11-29	\$1,741.73 USD	\$1,741.73 USD	\$0.00 USD	\$0.00 USD	\$1,741.73 USD
21843552-b892-4614-86ec-5640a9f186ea	Subcontractor	Check				16,910.00

Confirm Completed Status

If any payment fails during the run, a banner on the Payments page will alert you immediately.

A failed bill remains open on the Payments page and can be resubmitted for payment.

FAQs

✓ How long do bills stay on the History Page?

Bills never leave the History page. As long as there is a working sync between Intacct and the plugin, you should be able to see your paid bills.

✓ Why do I see multiple instances of the same bill on the History Page?

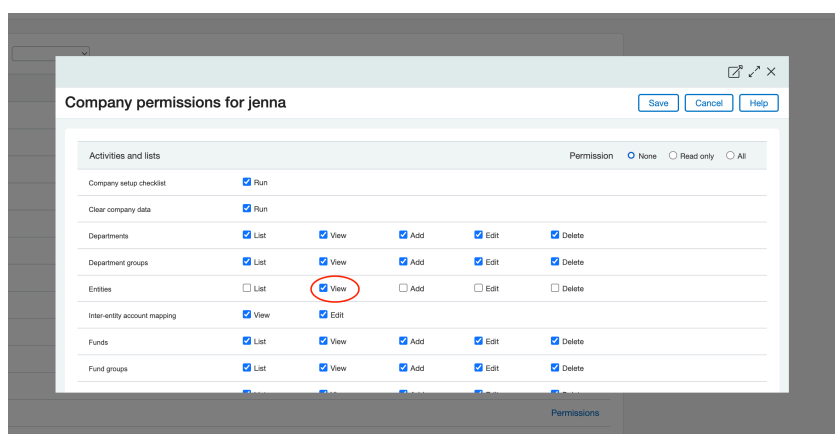
If you pay a bill with partial payments, the same bill will appear multiple times on the History page. Similarly, if a bill has failed and has been repaid, it will also appear in multiple payments on the History page.

✓ How many bills per page?

The plugin shows 200 bills per page. You are only able to pay one page at a time.

✓ Why do I receive an error 'You do not have the permissions for operation READ_BY_QUERY on object of type locationentity'?

This is because you are missing the **Entities** permissions on the role/user. Navigate to **Company → Role → Subscriptions** and add the **Entities** permissions **View**.



Location Error

✓ I deleted a bill in the plugin, and I want it to appear again. How can I do that?

If you modify anything on the bill record, it should be picked up again and appear on the Pay page of the plugin.

✓ Why am I not able to pay a bill that I created by duplicating an old bill I paid previously through the bank plugin?

When a bill is paid through our bank plugin, certain custom fields on the bill record, such as transaction IDs and statuses, are automatically filled in and are uneditable. Duplicating these bills will copy over the contents of those custom fields into the new bill, potentially causing payment failures.

3.3.3.1.1. Applying Discounts (Intacct)

The discount feature allows you to apply available discounts to payments processed through the Goldman Sachs, and the payment request sent to the bank will automatically reflect the discount amount.

Applying Discounts

When paying a bill, you can apply the discount terms set in native Sage Intacct. Discount terms cannot be applied to bills that are only partially paid.

To successfully apply a discount, you must meet one of the following two conditions:

1. You are paying the bill in full with a single payment (this payment can be part of a combined payment run).
2. You are making the final payment on the bill. The discount can be applied only if this final payment clears the remaining amount due on the bill.

Please refer to the "i" icon in the Discounts and To Pay columns for explanations of the expected behavior.

Follow these steps to apply discounts to a payment.

1 Set Payment Terms

Start by creating the discount terms for the payment within native Sage Intacct.

Go to **Accounts Payable** → **Bills** to create or edit a bill.

Company

Dashboards

Reports

Company

General Ledger

Order Entry

Accounts Payable

Accounts Receivable

Inventory Control

Time & Expenses

Cash Management

Purchasing

Platform Services

User Defined Dimension

Budgets

All

Setup

Vendors

Bills

Approve bills

Pay bills

Recurring

Checks

Check reconciliation

Check run

Check run, add to

Print checks

1099s

Export 1099 file

Print 1096 form

Go to Bills

Open a bill and select **Terms**. Enter the discount term you would like to use from the dropdown menu.

Bill

Post & new

Draft & new

Cancel

Transaction

SVB Go Link

J.P. Morgan Pay

Vantage Connect

FLSPAN Pay

TD Bank

PINACLE® | PNC

My Bank Pay

Date

02/12/2025

GL posting date

02/12/2025

Vendor

20000--STAPLES

Pay to

STAPLES(V20000)

Return to

STAPLES(V20000)

Populate from last bill

675 4th Ave
BUFFALO, NY 10017
email@bmail.com

675 4th Ave
BUFFALO, NY 10017
email@bmail.com

Bill number

RIV-104

Reference number

Description

Term

1% 10 Net 30

Due date

01/01/2026

Recommended to pay on

Attachment

Payment priority

Normal

Place this bill on hold

Currency

Transaction currency

USD

Base currency

USD

Exchange rate date

02/12/2025

Exchange rate

1

Exchange rate type

Intacct Daily Rate

Entries

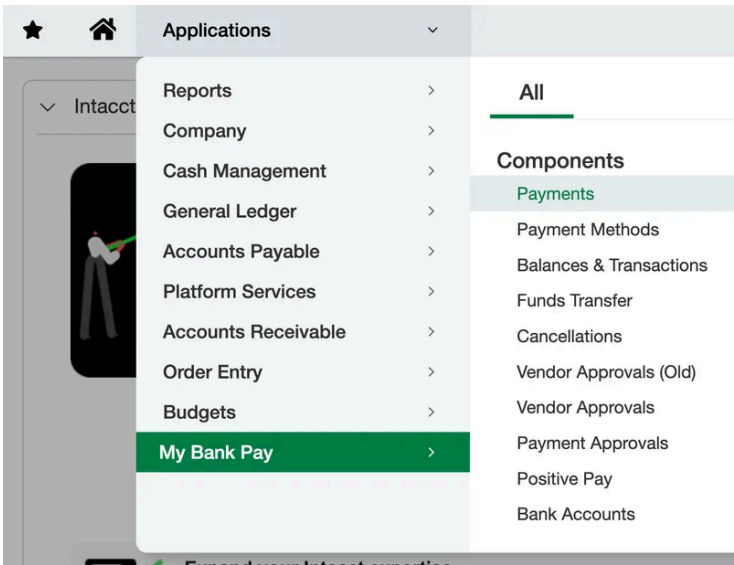
Show details

	Account	1099	Transaction amount	Base amount	Allocation	Department	Location
1	6220--Office Supplies		41.00	41.00		D100--Administrative	100--CUBT USA
2	6220--Office Supplies						

Update Discount Terms

2 Pay with Discounts

Go to **Payments**. Use the filters to find the bills you would like to pay.



Go to Payments

The discount associated with that bill will auto-populate in the Discounts column and apply to the bill by default.

Payments

Pay Bills History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all Failed Bills](#)

LAST UPDATED: Bills: 1 minute ago | Credit Memos: 1 minute ago

OPEN BILLS 31 FAILED BILLS 3

Showing 1 - 31 of 31 | 1 of 1

BILL NUMBER	AMT. DUE	CREDITS AVAIL.	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE	MEMO	BILL DATE	TO PAY
INV-107	€30.00 EUR	\$8,999.00 USD	0.00	€0.30 Apply	Dec 12, 2025	-	Dec 2, 2025	€ 29.70 Credits and/or discount app.
INV-106	\$21.00 CAD	\$8,999.00 USD	0.00	\$0.21 Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 20.79 Credits and/or discount app.
INV-104	\$17.00 USD	\$8,999.00 USD	0.00	\$0.17 Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 16.83 Credits and/or discount app.

View Discounts

The **To Pay** column is the Amount Due minus the Discounts (calculated based on the terms and dates set on the bill) minus any additional credits applied.

Select the payment method and pay your bill as usual.

Removing a Discount

If you want to pay a bill that has an applied discount term but choose not to use the discount, you have two options:

1 Remove the Discount from Intacct

Navigate to **Account Payables → Bills** in native Intacct.

Select the bill you wish to modify.

Term

▼

Due date *

11/30/22

Remove Discount Term

Ensure the term dropdown is left blank. This action effectively removes the discount term from the bill record.

2 Temporarily Ignore the Discount

In the plugin's Payments page, simply unselect the **Apply** button next to the bill.

An orange notification text will appear, explaining that the bill is eligible for a discount.

Payments

Pay Bills

History

ⓘ

My Bank Pay

version: 2025.15

ⓘ

Not all bills were processed successfully. Click the error icon on each bill for details. [View all failed bills.](#)

×

LAST UPDATED

Bills: 3 minutes ago / Credit Memos: 3 minutes ago

OPEN BILLS

31

PAID BILLS

3

Showing 1 - 31 of 31

<

>

1

>

>>

🔄

📄

🔍

Schedule Payments

Start Payment Run

☐	BILL NUMBER	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE	MEMO	BILL DATE	TO PAY	PAYMENT METHOD
☐	INV-107	0.00	€0.30 ☒ Apply	Dec 12, 2025	-	Dec 2, 2025	€ 29.70 Credits and/or discount applied	★ Same Day ACH - Vende
☐	INV-106	0.00	\$0.21 ☒ Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 20.79 Credits and/or discount applied	★ Same Day ACH - Vende
☐	INV-104	0.00	\$0.19 ☐ Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 17.00 is eligible for discounts and/or credits	★ Same Day ACH - Vende

NOTE: If you navigate away from or refresh the Payments page, the **Apply** checkbox will be automatically rechecked.

461 / 520

Created at Sep 22, 2026

Update Discount as of Date

Modify the **Discount as of** date before making the payment, to ensure discounts are applied appropriately.

To update the **Discount as of** date, follow these steps.

1 Locate Discount as of Date

Click on the Discount amount (in blue). This will open a pop-up where the discount as of the date will be modifiable.

2 Edit Discount as of Date

Now, edit the **Discount as of** date and **save**.

Make sure the **Apply** checkbox is checked and pay your bill as usual.

Please note that if a date after the discount cut-off date is selected, the discount will be \$0.

Apply discount

Bill #

were23432

Payment date

11/22/2022

Discount cut off

11/30/2022

Discount as of

11/17/22 

Discount available

\$20.00

Save

Cancel

Change discount as of date

FAQs

✓ What if the amount is not right?

If the amount auto-populated does not match what you would like to have as a discount, you can simply modify the corresponding Accounts Payable [AP] Term.

Simply head over to **Account Payables → Bills** and select the bill you would like to modify. Change the selected AP term, and the auto-populated discount in the plugin will be automatically updated. This will directly be reflected in the **To Pay** Column.

✓ How can I change the AP term settings?

Head over to **Payables → Set Up → More → Terms** to edit AP terms.

✓ **Are discounts supported in different currencies?**

Yes, discounts are supported in all currencies.

✓ **I changed the AP term in my bill, but it is not reflected in the plugin yet. What should I do?**

The plugin always reflects exactly what is in the bill on native Intacct. If you have updated the bill, and it is not yet updated in the Payments page, wait 30 seconds and refresh the plugin; the bill should then be updated.

✓ **Why can I not pay a partial payment with a discount?**

Discount terms **cannot** be applied to partially paid bills. To benefit from discounts, you have to either:

- Be paying the bill in full in one payment
- Be paying the last payment on the bill. If there is no amount due left on the bill (after that last payment), you can apply the discount.

Please refer to the hover "i" in the Discounts and To Pay columns explaining the expected behavior.

✓ **What is the discount as of date?**

The discount as of date is the date at which the discount is processed.

✓ **Why are Grace Days not taken into account?**

Grace Days are a native Sage Intacct field that define the number of days after an invoice's due date before late charges are applied to a vendor bill.

Grace Days are currently not supported.

✓ **I changed the bill, but it is not reflected in the plugin yet. What should I do?**

The plugin always reflects exactly what is on the bill in native Intacct. If you have updated the bill, and it is not yet updated in the plugin Payables page, wait 30 seconds and refresh the plugin; the bill should then be updated.

✓ **If I have multiple line items, where will the discount be applied?**

If the bill is paid in full, the plugin will apply the discount proportionally, split between each line item.

If the bill is paid in installments, the discount will be applied to the last line item of the last payment (the discount will not be used before the bill is paid in full).

✓ **How does the Plugin's discount application differ from Intacct?**

Intacct uses the payment date to determine discount eligibility. If the payment date is after the discount cut-off date, the discount will not be applied, regardless of the "discount as of date." The plugin does not follow this behavior.

Example: If a vendor bill has a discount deadline of March 10th and the payment is dated March 11th, Intacct will not apply the discount. However, the plugin would still apply the discount if the "discount as of date" was on or before March 10th.

Furthermore, when processing a partial payment via native Intacct, discounts cannot be utilized. In contrast, the plugin can send a partial payment with the discount applied.

3.3.3.1.1.2. Making Adjustments (Intacct)

Adjustments, such as credit notes, must be added at the vendor level. Once an adjustment is created for a specific vendor, for example, a \$20 credit, it will automatically appear on all future bills for that vendor.

If you have access to the Remittance Advice product, please process all credit notes and adjustments in **Account Payables → Adjustments** to ensure credit amounts and references are included.

When applying a credit amount to a bill, the system follows a rule: the oldest available credit value for that vendor will always be applied to the payment first.

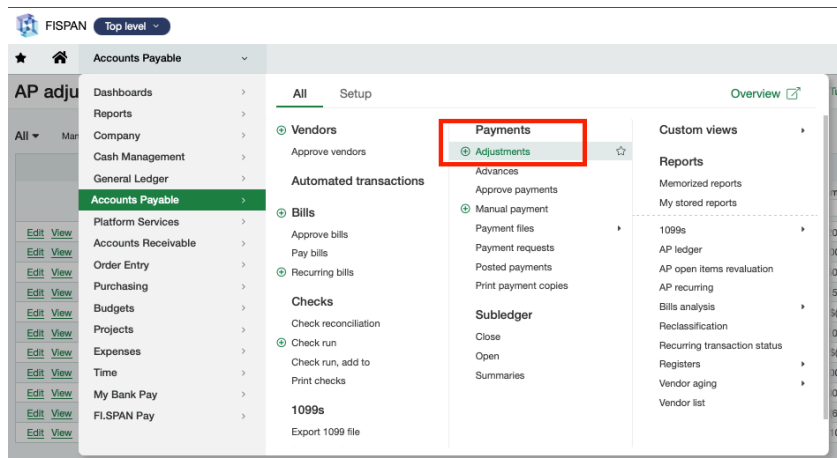
NOTE: Make sure that the adjustment type is a **Debit Memo**. The plugin does not currently support what native Intacct calls **Credit Memos**.

Make an Adjustment

To make an adjustment, follow these steps.

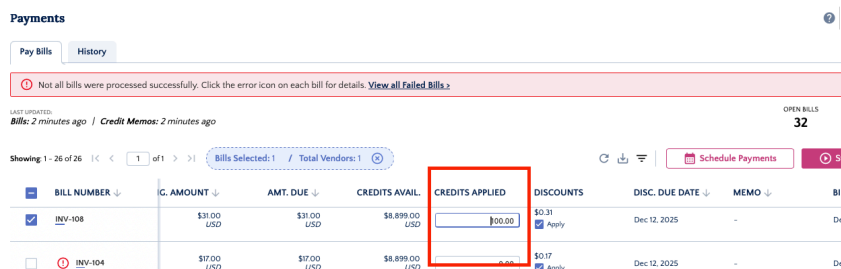
1 Go to Adjustments

Navigate to **Account Payables → Payments → Adjustments**.



2 Make Adjustments

Input the amount you would like to apply to the bill in the **Credits to Apply** field.



The screenshot shows the 'Payments' interface with a table of bills. A red box highlights the 'CREDITS APPLIED' column. The table has columns: BILL NUMBER, G. AMOUNT, AMT. DUE, CREDITS AVAIL., CREDITS APPLIED, DISCOUNTS, DISC. DUE DATE, MEMO, and BIL. The first row is for bill INV-108, showing a G. AMOUNT of \$31.00 USD, AMT. DUE of \$31.00 USD, CREDITS AVAIL. of \$8,899.00 USD, and CREDITS APPLIED of \$0.00. The second row is for bill INV-104, showing a G. AMOUNT of \$17.00 USD, AMT. DUE of \$17.00 USD, CREDITS AVAIL. of \$8,899.00 USD, and CREDITS APPLIED of \$0.00. The 'CREDITS APPLIED' column is highlighted with a red box.

BILL NUMBER	G. AMOUNT	AMT. DUE	CREDITS AVAIL.	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE	MEMO	BIL
INV-108	\$31.00 USD	\$31.00 USD	\$8,899.00 USD	\$0.00	\$0.31 Apply	Dec 12, 2025	-	De
INV-104	\$17.00 USD	\$17.00 USD	\$8,899.00 USD	\$0.00	\$0.17 Apply	Dec 12, 2025	-	De

The **Credits Available** column is updated every time the user modifies the adjustment in native Intacct or inputs an amount in **Credits to Apply**.

Please note that the applied credit cannot reduce the amount in the **To Pay** column to zero or a negative value.

Select and pay the bill as usual, and the credit will be applied.

IMPORTANT: Using bills with a negative amount (i.e., -\$10) as adjustments is currently **not supported** by the plugin. If you are using bills with negative amounts as part of your AP workflow to create credit memos, we recommend switching to adjustments. This is what Intacct recommends natively.

FAQs

✓ What if the amount is not right?

If the amount auto-populated does not match what you would like to have as an adjustment, you can simply modify the corresponding adjustment.

Navigate to **Account Payables → Payments → Adjustment** and select the adjustment you would like to modify. Change the AP term, and the auto-populated adjustment in the plugin will be automatically updated. This will directly be reflected in the **Credits Available** Column.

✓ What if there are no credits available?

It is not possible to add any adjustments within the plugin. Navigate to **Account Payables → Adjustment** to modify any adjustment.

✓ **What if there are multiple adjustments?**

If there is more than one adjustment for a single vendor, native Intacct is replicated, and these are added together. This is reflected in the **Credits Available** column.

On the accounting side, the adjustment with the smallest adjustment number (1 is first, taken over 2) is first used. The end-user does not notice any difference, but this has an impact on the way the adjustments are used and closed.

The **To Pay** column will change every time a new adjustment is added in the **Credits to Apply** column. After the payment is completed and the memo(s) applied, the journal entries are written, the adjustment is marked as partially paid or paid, and the **Credits Available** is updated.

✓ **Why do I get an error when paying two adjustments in a row?**

If you attempt to pay two adjustments consecutively for the same vendor, you may encounter the following error: "The credits available for Vendor A are less than what was applied to this payment."

This occurs because you tried to apply more credits than the amount currently listed as **Credits Available** in Intacct. The system may not have registered the depletion of credits from your first adjustment payment yet.

To resolve this, please resubmit the payment with an accurate credit amount. You must either:

1. Add more credits for the vendor in native Intacct.
2. Decrease the amount of credits you are attempting to apply for the payment.

Please note that when this error occurs, the bill will not be paid and will return to the **Bills to Pay** page. It will not appear on the history page.

3.3.3.1.1.3. Making Partial Payments

Initiate Partial Payments directly from Intacct. This feature gives you the flexibility to pay only a portion of an invoice, supporting various business needs and helping you better manage your cash flow.

Partial Payments are available to all Intacct users on plugin version 2022.23 or later.

Making Partial Payments

Follow these steps to make your first partial payment.

1 Modify the To Pay Amount

The **To Pay** column is now modifiable. You can enter any amount as long as:

- The **To Pay** amount is greater than 0.
- The **To Pay** amount is not more than the amount due - the discount applied - credits applied.
-

Payments

My Bank Pay version 2023.15

Pay BillsHistory

Not all bills were processed successfully. Click the error icon on each bill for details. [View all failed bills.](#)

LAST UPDATED: Bills: 1 minute ago / Credit Memos: 1 minute ago

OPEN BILLS: 29 FAILED BILLS: 3

Showing 1 - 29 of 29 1 of 1 Bills Selected: 1 / Total Vendors: 1

Schedule PaymentsStart Payment Run

BILL NUMBER	IS AVAIL.	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE	MEMO	BILL DATE	TO PAY	PAYMENT METHOD
☒ INV-013	\$8,999.00 USD	0.00	\$0.15 Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 14.85 Credits and/or discount applied	★ Same Day #
☐ INV-011	\$0.00 CAD	0.00	\$0.00 Apply	-	Order 106021	Dec 11, 2025	\$ 348.00	☆ Select Meth

2 Add Any Applicable Credits (Adjustments)

Partial Payments can be used in combination with adjustments. Refer to the **Making Adjustments** article for more information.

IMPORTANT: Discount terms cannot be applied to partially paid bills.

To take advantage of available discounts, your payment must meet one of the following criteria:

- Pay the bill in full with a single payment.
- Make the final payment on the bill. The discount can only be applied when this payment reduces the outstanding amount to zero.

In the **Credits to Apply** column, add any amount that you would like to add to this payment. This action does not reduce the **To Pay** amount; instead, it adds the specified credit amount to your payment request. As a result, the **Credits Available** balance will be reduced by the amount you enter here.

Payments

Pay Bills

History

ⓘ Not all bills were processed successfully. Click the error icon on each bill for details. [View all Failed Bills >](#)

LAST UPDATED:
Bills: 2 minutes ago / Credit Memos: 2 minutes ago

Showing 1 - 29 of 29 ⏪ < 1 > ⏩

☐	BILL NUMBER ↓		CREDITS AVAIL.	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE ↓
☐	INV-013	1.00 USD	\$8,899.00 USD	100.00	\$0.15 ☒ Apply	Dec 12, 2025

3 Select the Bills to Pay

Select the bills you would like to pay. You can add multiple bills (even with partial payments) to one payment run.

Payments

My Bank Pay

version: 2025.05

Pay Bills

History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all failed bills.](#)

LAST UPDATED: Bills: 8 minutes ago / Credit Memos: 8 minutes ago

OPEN BILLS29

FAILED BILLS3

Showing: 1 - 29 of 29

1 of 1

Bills Selected: 3 / Total Vendors: 2

Schedule Payments

Start Payment Run

☐	BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	ORIG. AMOUNT	AMT. DUE	CREDITS AVAIL.	CREDI
☒	INV-013	Jan 1, 2026	4519	100 - CUBIT USA	STAPLES 200000	\$15.00 USD	\$15.00 USD	\$8,899.00 USD	☐
☒	INV-011	Dec 11, 2025	41u18u6-Sdca-R011-854	None	Subcontractor ecf1b016-S4038-R011-3u16-6D	\$348.00 CAD	\$348.00 CAD	\$0.00 CAD	☐
☒	INV-012	Dec 11, 2025	78b90u3a-Sdca-R011-85	None	Subcontractor ecf1b016-S4038-R011-3u16-6D	CHF622.35 CHF	CHF622.35 CHF	\$0.00 CAD	☐
☐	INV-010	Dec 11, 2025	004c128b-Sdca-R011-85	None	Subcontractor ecf1b016-S4038-R011-3u16-6D	\$53,183.96 USD	\$53,183.96 USD	\$0.00 CAD	☐

4 Confirm Payments

Confirm the payments to complete your first partial payment.

The bill(s) you've partially paid will remain on the Pay page. They will show the updated outstanding amount due, allowing you to make future payments until the balance is fully settled.

IMPORTANT: The custom fields on the native bill record will be overwritten each time a partial payment is made. Only the latest payment information will be available in these fields.

For example, if a bill is partially paid five times, the custom fields will only show the details of the fifth (latest) payment.

If you need to search and view all payments made against a single bill, you have two options:

1. Navigate to the History page of the plugin.
2. Go to the Accounts Payable page within native Intacct.

You can search this page using the payment or bill IDs.

FAQs

✓ Do I need specific permissions to use partial payments?

No, users who already have the Goldman Sachs permissions will be able to make partial payments.

✓ Why can I not see the payment information on the bill record when I do multiple partial payments?

The plugin will overwrite the custom fields every time there is a new payment made against that bill. Only the payment information from the latest payment is made available. This is a technical limitation with how Sage Intacct stores the information on this record. We have improved the History page to accommodate this.

✓ Why can I not apply a discount to a partially paid bill?

Sage Intacct does not allow discount terms to be applied to partially paid bills. To benefit from discounts, you have to either:

- Pay the bill in full in one payment
- Pay the last partial payment on the bill. If there is no amount due left on the bill (after that last payment), you can apply a discount.

✓ Can I pay the same bill from two different entities?

This is currently not supported by the plugin, because the plugin does not read line details of bills. You are able to partially pay a bill, but you are not able to choose which line item gets paid and which one does not. It always follows the same logic, independent of which bill is chosen (see next question for my information).

✓ How do I know which line item gets paid first?

The logic of which line item is paid first when submitting a partial payment is the same as native Intacct. It uses the first line item first, and then the second, until there is nothing left to be paid.

Where does the 'View Details' at the top right bring?

Transaction ID: 0f4c8639-e478-4034-b467-a195ae567394
Status Message: Request fulfilled successfully

View Details

BILL NUMBER	DUE DATE	BILL AMT.	AMT. DUE	CREDITS USED	DISC. USED	AMT. PAID
45678 ⓘ Internal ID: 1336	-	\$5,000.00	-	-	\$0.00	\$21.84

View Details button

The **View Details** from the top right of the accordion opens up the FISPAN Portal, which shows more payment-related information than what is shown in the plugin. You will be prompted to log in. Use the FISPAN Portal password defined during the onboarding process to log in. Reach out to support if you did not get a login during onboarding.

← Back To Payment History

Next →

Payment Details

✓ Completed

Last Updated: Dec 22, 2022 at 6:27:36 PM CMT-1

Details

Payment Request ID:
11c5d790-40d7-4ac9-a414-27f958fad83f

Invoice Currency:
USD

External ID:
1872

Fulfilled By:
AlwaysSucceed

Payment Type:
CHECK

Payment Direction:
CREDIT

Recipient Bank Account Currency:
-

Source Destination Account:
Checking (US/USD)

Vendor External ID:
VH6

Email Status:
Not Sent

Remittance Error:

Invoice Amount:
500.00

Bill ID:
1869

Bill Payment ID:
1872

Fulfillment Start Date:
Dec 22, 2022 at 6:27:35 PM CMT-1

ERP:
Intacct

Recipient Country:
US

Recipient Type:
INDIVIDUAL

Vendor:
Dorian Burger Store

Check Number:
167730056

Timeline

Click any node to copy its status message.

Received

Sent to processing

Validation passed

Completed

Example Payment Details

✓ Where does the Eye Button next to the bill number bring?

The Eye Button next to the bill number opens the native Intacct bill record.

Transaction ID: 0f4c8639-e478-4034-b967-a195a567394 [View Details](#)

Status Message: Request fulfilled successfully

BILL NUMBER	DUE DATE	BILL AMT.	AMT. DUE	CREDITS USED	DISC. USED	AMT. PAID
45678  Internal ID: 1234	-	\$5,000.00	-	-	\$0.00	\$21.04

Eye button next to the bill number

3.3.3.1.1.4. Voiding & Repaying Bills (Intacct)

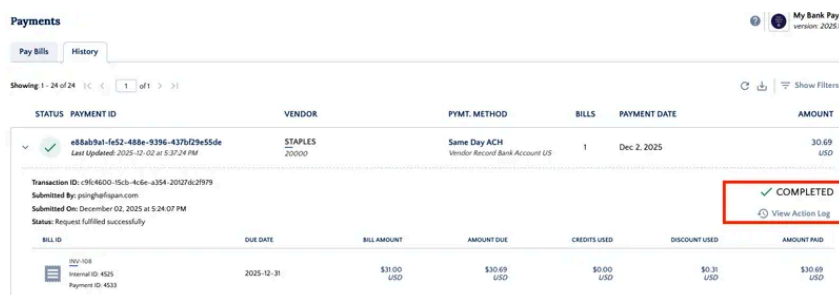
Voiding bills that were previously paid via the plugin is supported directly within the plugin. Voiding changes the status of the bill from paid to open but does not send a request to the bank systems to cancel a payment that is processing.

Voided bills can later be repaid by following the steps in this guide.

How to Void Bills

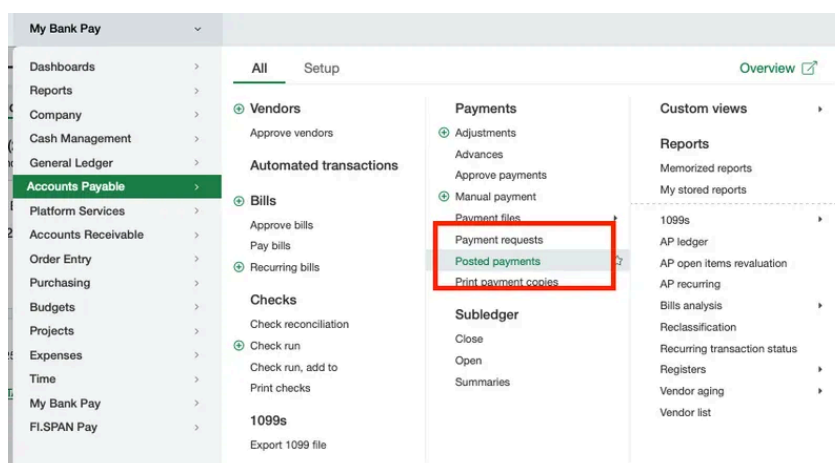
1 Find the Bill

Find a bill that has already been paid via the plugin on the History page, **Payments → History**.



STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
✓	e88ab9a1-fe52-488e-9396-4376f29e55de Last Updated: 2025-12-02 at 5:37:24 PM	STAPLES 20000	Same Day ACH Vendor Record Bank Account US	1	Dec 2, 2025	30.69 USD
Transaction ID: c9f64600-15cb-4c6e-a354-200276c2f979 Submitted By: pining@qnap.com Submitted On: December 02, 2025 at 5:24:07 PM Status: Request fulfilled successfully						
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
2001108 Internal ID: 4525 Payment ID: 4533	2025-12-31	\$31.00 USD	\$30.69 USD	\$0.00 USD	\$0.31 USD	\$30.69 USD

Or by navigating to **Accounts Payable → Posted Payments**



My Bank Pay	All	Setup	Overview
Dashboards	Vendors	Payments	Custom views
Reports	Approve vendors	Adjustments	Reports
Company	Automated transactions	Advances	Memorized reports
Cash Management	Bills	Approve payments	My stored reports
General Ledger	Approve bills	Manual payment	1099s
Accounts Payable	Pay bills	Payment files	AP ledger
Platform Services	Recurring bills	Payment requests	AP open items revaluation
Accounts Receivable	Checks	Posted payments	AP recurring
Order Entry	Check reconciliation	Print payment copies	Bills analysis
Purchasing	Check run	Subledger	Reclassification
Budgets	Check run, add to	Close	Recurring transaction status
Projects	Print checks	Open	Registers
Expenses	1099s	Summaries	Vendor aging
Time	Export 1099 file		Vendor list
My Bank Pay			
FL.SPAN Pay			

2 Check Bill Status

Open the bill record (internalID) and confirm the bill has been **PAID**.

You can select the tab in the submenu to confirm that the bill payment has reached the plugin.

Select the **Paid** to see the corresponding journal entries.

Bill INV-108 Post Print Edit Duplicate

Transaction Posting details History

STAPLES (20000)
Vendor balance: [View due](#)

Bill date 02/12/2025	Due date 01/01/2026	Bill total 31.00 USD	Amount paid 31.00 USD	Amount due 0.00 USD	PAID	Paid in full on 02/12/2025 EFT: 88686891- fe52-468e-9396- 437bf29e55de
-------------------------	------------------------	-------------------------	--------------------------	------------------------	-------------	--

Date: 02/12/2025 GL posting date: 02/12/2025
Vendor: 20000-STAPLES Pay to: STAPLES(20000) Return to: STAPLES(20000)
675 4th Ave BUFFALO, NY 10017 email@psnl.com 675 4th Ave BUFFALO, NY 10017 email@psnl.com
Bill number: INV-108 Reference number: -- Description: testing 2nd time

Term: 1% 10 Net 30 Recommended to pay on: -- Attachment: --
Due date: 01/01/2026 Payment priority: Normal ☐ Place this bill on hold

View Bill Status

3 Void the Payment

To void a bill in Sage Intacct **after it has been paid**, go to **Accounts Payable → Posted payments**.

Posted payments Turn on enhanced list Done Export

☐ Include private [Clear all filters](#)

Select	Vendor ID	Vendor name	Payment status	Payment method	Payment date	Payment currency	Payment tax amount	Base currency	Payment amount
☐	View 20000	STAPLES	Complete	Record transfer	12/12/2025	USD	\$49.50	USD	\$49.50 Print copy Void
☐	View 20000	STAPLES	Voided	Record transfer	03/12/2025	USD	\$505.00	USD	\$505.00 Print copy
☐	View 20000	STAPLES	Voided	Record transfer	03/12/2025	USD	\$505.00	USD	\$505.00 Print copy
☐	View 20000	STAPLES	Complete	Record transfer	02/12/2025	USD	\$505.00	USD	\$505.00 Print copy Void
☐	View 20000	STAPLES	Voided	Record transfer	02/12/2025	USD	\$14.85	USD	\$14.85 Print copy
☐	View 20000	STAPLES	Voided	Record transfer	02/12/2025	USD	\$44.55	USD	\$44.55 Print copy
☐	View 20000	STAPLES	Complete	Record transfer	02/12/2025	USD	\$297.00	CAD	\$297.00 Print copy
☐	View 20000	STAPLES	Complete	Record transfer	02/12/2025	USD	\$30.69	USD	\$30.69 Print copy Void
☐	View 20000	STAPLES	Voided	Record transfer	02/12/2025	USD	\$14.85	USD	\$14.85 Print copy
☐	View 20000	STAPLES	Voided	Record transfer	02/12/2025	USD	\$44.55	USD	\$44.55 Print copy
☐	View 20000	STAPLES	Complete	Record transfer	02/12/2025	USD	\$297.00	USD	\$297.00 Print copy Void

4 Void the Bill

Void the bill by clicking the **Void** button on any line item.

✕

Void payment date

Help

Date
02/12/2025

Document number
e88ab9a1-fe52-488e-9396-437bf29e55de

Vendor
20000--STAPLES

Amount
USD 30.69

Void the payment on date
03/12/2025

Enter the effective date for voiding the transaction. This is usually the original transaction date or a later date.

Memo

Cancel

Submit

★ Home Accounts Payable

Posted payment

Payment information

History

Credits applied

Posting details

Payment method	Vendor name	Payment status	Payment currency	Payment txn amo...
Record transfer	STAPLES	Voided	USD	(30.69)

Overview

Vendor ID
20000

Account
128918

Memo

Vendor name
STAPLES

Payment date
03/12/2025

Attachment
--

Total due vendor
499,983,618.87

Document or check no.
Voided - e88ab9a1-fe52-488e-9396-437bf29e55de

Bills

	Bill no.	Due date	Rec. pay date	Total billed	Total due	Discount applied	Credits and advances applied	Payment amount
1	-- INV-108	01/01/2026	--	31.00	31.00	-0.31	0.00	-30.69
Total				31.00	31.00	-0.31	0.00	-30.69

View Voided Payment Status

WARNING: When confirming the payment, do not reverse the bill. DO NOT check the **Reverse** checkbox. Instead, simply add a payment date and an optional memo.

If you choose to reverse the bill, it will enter a **Reversed** state that the plugin cannot read or process.

Void Payment Date

Help

Date
2/2/22

Document number
000000-100-4488-8500-040010725009

Vendor
VEN-000043--Vendor Extra Long Character Test

Account 2

Amount
USD 400.00

Void the payment on date

Enter the effective date for voiding the transaction. This is usually the original transaction date or a later date.

Memo

Select the items you want to reverse. Some items can't be reversed, such as a bill created from a purchasing transaction.

#	Reverse	Bill #	Date	Due date	Amount	Amount paid	Reverse as of
1	☐	3131355	09/11/22	09/12/22	400.00	400.00	

Cancel

Submit

Voiding, without reversing the bill

5 Check the Reopened Bill

Confirm the bill has been reopened. Fields under the subtab are still populated with details from the first payment that was voided.

Payments

Pay Bills

History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all Failed Bills](#)

My Bank Pay
version: 2025.05

OPEN BILLS
33

FAILED BILLS
7

Showing: 1 - 27 of 27

1

<

>

>>

Schedule Payments

Start Payment Run

BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	ORIG. AMOUNT	AMT. DUE	CREDITS AVAIL.	CRED.
☐ IBV-100	Jan 1, 2026	4525	100 - CUBIT USA	STAPLES 20000	\$31.00 USD	\$31.00 USD	\$6,999.00 USD	
☐ IBV-104	Jan 1, 2026	4522	100 - CUBIT USA	STAPLES 20000	\$17.00 USD	\$17.00 USD	\$6,999.00 USD	

Confirm the Open Bill

Repaying a Previously Voided Bill

478 / 520

Created at Sep 22, 2026

1 Find & Pay Bill

Find the previously voided bill on the Pay Vendor Bills page in **Payments → Pay**.

Pay the bill as normal.

Confirm the bill has been paid and appears on the History page. Go to **Payments → History**.

Payments

Pay Bills

History

Showing 1 - 25 of 25

<<1>>>

STATUS

PAYMENT ID

VENDOR

PYMT. METHOD

BILLS

PAYMENT DATE

AMOUNT

✓

cbdfbacd-cac7-4e5d-87fe-c82c5d899dfa

Last Updated: 2025-12-03 at 10:00:34 AM

STAPLES

20000

Same Day ACH

Vendor Record Bank Account US

1

Dec 3, 2025

30.69 USD

Transaction ID: a70c6f9-bbac-4cf1-bb37-229b69327b0d

Submitted By: psingh@gs.com

Submitted On: December 03, 2025 at 9:59:53 AM

Status: Request fulfilled successfully

✓ COMPLETED

View Action Log

BILL ID

DUE DATE

BILL AMOUNT

AMOUNT DUE

CREDITS USED

DISCOUNT USED

AMOUNT PAID

INV-108

2025-12-31

\$31.00 USD

\$30.69 USD

\$0.00 USD

\$0.31 USD

\$30.69 USD

INV-108

Internal ID: 4525

Payment ID: 4540

View Payment History

2 Check the Bill Status

Click on the **Bill ID** to open the bill record and confirm the bill has been **PAID**. You can select the submenu to confirm that the bill payment has hit the plugin and that the reference IDs and transaction IDs are now different.

Bill INV-108

Post

Print

Edit

Duplicate

Transaction

Posting details

History

STAPLES (20000)

Vendor balance: [View Due](#)

Bill date

Due date

Bill total

Amount paid

Amount due

PAID

Paid in full on 02/19/2025
EFT: #e88ab9a1-
fe52-488e-9396-
437bf29e55de

Date

GL posting date

Vendor

Pay to

Return to

02/12/2025

02/12/2025

20000-STAPLES

STAPLES(20000)

STAPLES(20000)

675 4th Ave
BUFFALO, NY 10017
email@gmail.com

675 4th Ave
BUFFALO, NY 10017
email@gmail.com

675 4th Ave
BUFFALO, NY 10017
email@gmail.com

Bill number

Reference number

Description

INV-108

--

testing 2nd time

Term

Recommended to pay on

Attachment

1% 10 Net 30

--

--

Due date

Payment priority

☐ Place this bill on hold

01/01/2026

Normal

Check Bill Status

3.3.3.1.2. Bill Payment History

3.3.3.1.2.1. Viewing Bill History (Intacct)

All Vendor Bill Payment History is readily available in the Payments page. Follow the steps below to view your Vendor Bill Payment History.

1 Go to Payments

In your ERP, go to Goldman Sachs → **Payments**

[Payment Methods](#)[Vendor Approvals](#)[Payments](#)[Settings](#)

Go to Payments

Click on the History tab.

2 View Payment History

The History tab provides a snapshot of all payments that have been made via the plugin.

Vendor payments that are processed through the plugin will first appear **Pending**. Depending on the payment method, payments may remain pending for up to several business days after submission, after which the payment will automatically be moved to a **Completed** state.

Payments My Bank Pay version: 2026.3

Pay Bills History

Showing 1 - 6 of 6 < > 1 of 1 >> Show Filters

	STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
>	✓	10240ab-883a-462b-9169-cd7b4c4c356d Last Updated: 2026-03-02 at 3:29:46 PM	Specialty Business Equipment 20025	Check Vendor Record Address	1	Mar 2, 2026	7,000.00 USD
>	✓	a0755b4-45d8-4b02-93a5-7355dcb4e584 Last Updated: 2026-03-02 at 3:29:31 PM	National Grid 20004	Check Vendor Record Address	1	Mar 2, 2026	2,400.00 USD
>	✓	7b4a1ba4-9b41-4296-b057-cad15af47de6 Last Updated: 2026-03-02 at 3:29:30 PM	Summit Motors 20004	Check Vendor Record Address	1	Mar 2, 2026	55,000.00 USD
>	✓	2306a139-219d-4d07-b47b-a13450ae8563 Last Updated: 2026-03-02 at 3:29:28 PM	Boston Properties 20002	Check Vendor Record Address	1	Mar 2, 2026	50,000.00 USD
>	✓	62e93bf8-1dce-491a-a3c8-07348d87890 Last Updated: 2026-03-02 at 3:29:31 PM	Neighborhood Printers 20009	Check Vendor Record Address	1	Mar 2, 2026	15,000.00 USD
	✓	00000000-0000-0000-0000-000000000000	Specialty Business Equipment	Check			8,400.00

View Payment History

NOTE: The Sage Intacct bill payment General Ledger entry will be created at the time of payment submission, not when the payment is marked as **Completed**. If your bank reports a payment failure, we will update the status in the History page to **Failed** and attempt to reverse the initial Vendor Bill Payment accounting entry.

Pending Statuses for payments:

- **SENT FOR PROCESSING:** This status indicates that the payment has been processed through the plugin but has not yet reached the bank.
- **PROCESSING:** This status indicates that the payment has been approved (if using the Payment Approval product) and has reached the bank.

A terminal payment status is a final status. In most scenarios, payments will not automatically change from this status without intervention. Contact TxB Representative if you need assistance.

Terminal Payment Statuses:

- **COMPLETED:** Some payments are marked as autocompleted, based on the way the payment network handles them. Completed is considered a terminal status and should not change.
- **FAILED:** Payments that fail to be processed will enter this status. Payments can fail for a variety of reasons: initial validation as a result of missing or inappropriate information, or if the payment fails in the payment network (e.g., the destination bank account is closed).
- **CANCELLED:** This status will indicate that the payment was rejected in the bank approval portal or cancelled in the platform.

3 View Bill Information

By default, the History page shows the payment-related information first.

Every row contains one payment request, with all the payment-related information: Payment Status, PaymentID (referenceID), Payment Date, Vendor Name, Number of Bills in the payment request, Total Amount, Currency, Payment Method, and Last Updated.

Payments

My Bank Pay
version: 2026.3

Pay BillsHistory

Showing 1 - 6 of 6

1 of 1

Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
> ✓	10c41ba8-883a-464b-9169-cd7b4c1c35d6 Last Updated: 2026-03-02 at 3:29:46 PM	Specialty Business Equipment 20028	Check Vendor Record Address	1	Mar 2, 2026	7,000.00 USD
> ✓	a1075b14-45d8-4b02-93a6-7355dcb6584 Last Updated: 2026-03-02 at 3:29:31 PM	National Grid 20004	Check Vendor Record Address	1	Mar 2, 2026	2,400.00 USD
> ✓	7b4a1ba8-9b41-4296-b05f-cad16af47de Last Updated: 2026-03-02 at 3:29:31 PM	Summit Motors 20004	Check Vendor Record Address	1	Mar 2, 2026	55,000.00 USD
> ✓	2306a239-219d-4a07-b47b-a13450ae8563 Last Updated: 2026-03-02 at 3:29:28 PM	Boston Properties 20002	Check Vendor Record Address	1	Mar 2, 2026	50,000.00 USD
> ✓	62e93bf8-1dce-491a-a3c8-07348d87890 Last Updated: 2026-03-02 at 3:29:31 PM	Neighborhood Printers 20009	Check Vendor Record Address	1	Mar 2, 2026	15,000.00 USD
✓	10c41ba8-883a-464b-9169-cd7b4c1c35d6 Last Updated: 2026-03-02 at 3:29:46 PM	Specialty Business Equipment 20028	Check Vendor Record Address	1	Mar 2, 2026	7,000.00 USD

Payment-related information

A payment request can contain multiple bills. To see that information, click the arrow on the left side. This brings down the bill-focused tab, which includes: Bill Number, Due Date, Bill Amount, Amount Due, Credit Used, Discount Used, and Amount Paid.

Payments

My Bank Pay
version: 2026.3

Pay BillsHistory

Showing 1 - 7 of 7

1 of 1

Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
✓	4893f816-23d1-49c2-9e45-075d6d8e04c Last Updated: 2026-03-02 at 3:35:42 PM	Kristofferson Consulting 20014	Check Vendor Record Address	2	Mar 2, 2026	75,000.00 USD
Transaction ID: 1772494542 Submitted By: ✓ COMPLETED Submitted On: March 02, 2026 at 3:35:37 PM Status: Request fulfilled successfully View Action Log						
BILL NUMBER	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
Internal ID: 1231 Payment ID: 1563	2026-08-22	\$50,000.00 USD	\$50,000.00 USD	\$0.00 USD	\$0.00 USD	\$50,000.00 USD
Internal ID: 1232 Payment ID: 1563	2026-02-28	\$25,000.00 USD	\$25,000.00 USD	\$0.00 USD	\$0.00 USD	\$25,000.00 USD

Bill-related information

At the top right of the listed bills, click the **View Action Log** button to view the progress of the payment and related actions.

Payment ID: 4893f816-23d1-49c2-9e45-07fda668e04c

Action Log

View the status progress for this payment:

VENDOR:
Kristofferson Consulting
20014

AMOUNT:
\$75,000.00
USD

Completed

Request fulfilled successfully

Mar 2, 2026 - 3:35:42 PM PST

Validation Passed

Payment Request passed internal validation

Mar 2, 2026 - 3:35:42 PM PST

Sent To Processing

Request being processed

Mar 2, 2026 - 3:35:42 PM PST

Received

Close

View Action Log

TIP: If you are looking for a specific bill, you can enter its Bill Number in the Payment ID/Bill Number filter. This will bring all the payments related to that specific bill.

3.3.3.1.3. Customizable Columns and Filters (Intacct)

Customizable Columns and Filters help you personalize the Pay Bills table to focus on the information most relevant to your workflow. Customize which bill fields display in your table and apply filters to narrow the list to specific bills. Your customizations save to your user profile and persist across sessions.

NOTE: If you can access Pay Bills, you can customize columns and filters. No additional permissions are required.

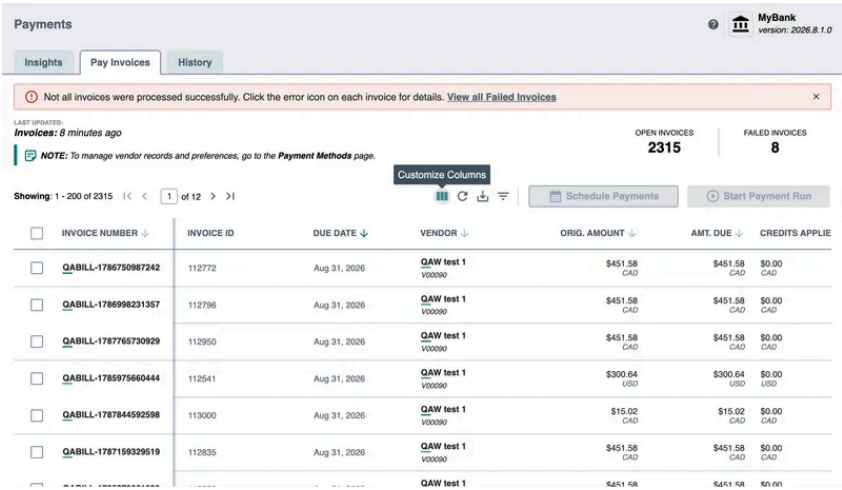
Customizing Columns

Use the column customization panel to control which bill fields display in your table and their order.

1 Opening the Column Panel

Navigate to **Payments** → **Pay Bills**

Click **Customize Columns** in the table toolbar

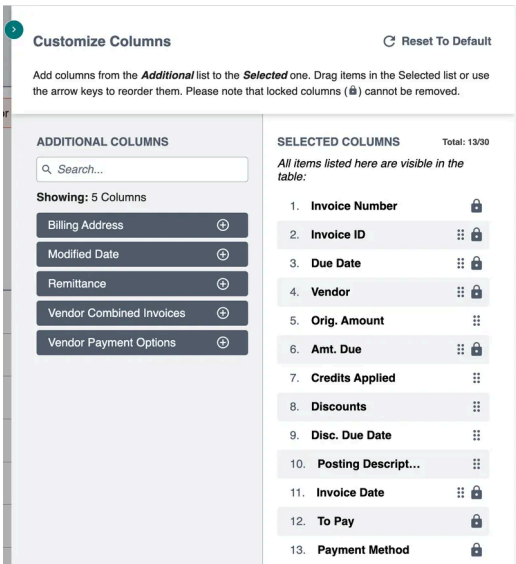


Accessing Customize Columns

Panel sections:

- **Additional Columns (left):** Fields available to add to your table
- **Selected Columns (right):** Currently displayed fields in display order
- **Total counter:** Shows selected columns out of 30 maximum

Columns marked with a lock icon (🔒) are required and cannot be removed or moved.



Customize Columns Panel

2 Adding Columns

1. **Locate the field** in Additional Columns
 - Use the search box to filter by name
 - Browse the complete list
2. Click the **+** icon next to the column name or **Drag and Drop** the column to your preferred order in the Selected list
3. **Repeat** to add multiple columns

Customize Columns [Reset To Default](#)

Add columns from the **Additional** list to the **Selected** one. Drag items in the Selected list or use the arrow keys to reorder them. Please note that locked columns (🔒) cannot be removed.

ADDITIONAL COLUMNS

Search...

Showing: 5 Columns

- Billing Address
- Discount Date
- Remittance **Add**
- Vendor Combined Invoices
- Vendor Payment Options

SELECTED COLUMNS Total: 16/30

All items listed here are visible in the table:

1. Bill Number 🔒
2. Due Date
3. Internal ID
4. Location
5. Vendor
6. Orig. Amount
7. Amt. Due
8. Modified Date
9. Credits Avail.
10. Credits Applied
11. Discounts

[Discard](#) [Save Changes](#)

Add Columns

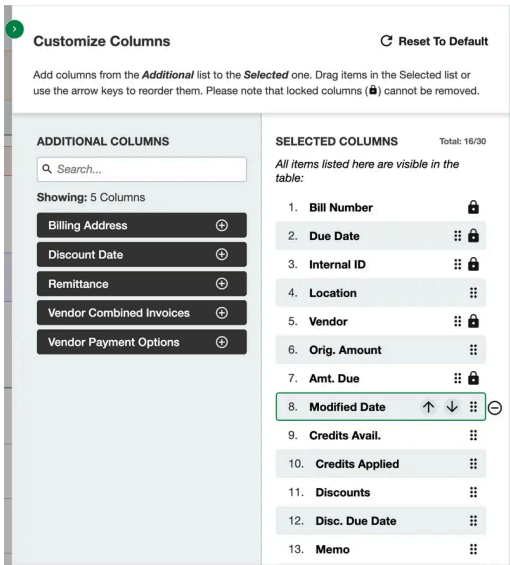
4. Click **Save Changes** to apply

NOTE: Only certain columns are supported to customize your Pay Bills table view. Custom fields and user-defined dimensions are not yet available.

3 Removing Columns

- 1. **Locate the column** in Selected Columns
- 2. **Hover** over the column name
- 3. Click the **(-) icon** that appears
- 4. **Click Save Changes** to apply

The field moves back to Additional Columns.



Remove Column

NOTE: Locked columns (marked with ) cannot be removed. Required columns include Bill Number, To Pay, and Payment Method.

4 Reordering Columns

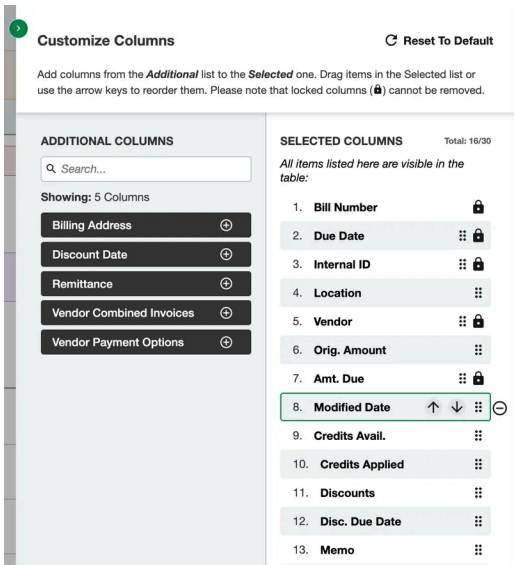
Change the display order of columns using either method:

Drag and Drop:

- 1. Hover over the field in Selected Columns
- 2. Click and hold the drag handle (: :)
- 3. Drag up or down to the desired position
- 4. Release when positioned correctly
- 5. Click **Save Changes**

Arrow Controls:

- 1. Hover over the field in Selected Columns
- 2. Click ↑ to move left in the table
- 3. Click ↓ to move right in the table
- 4. Click **Save Changes**



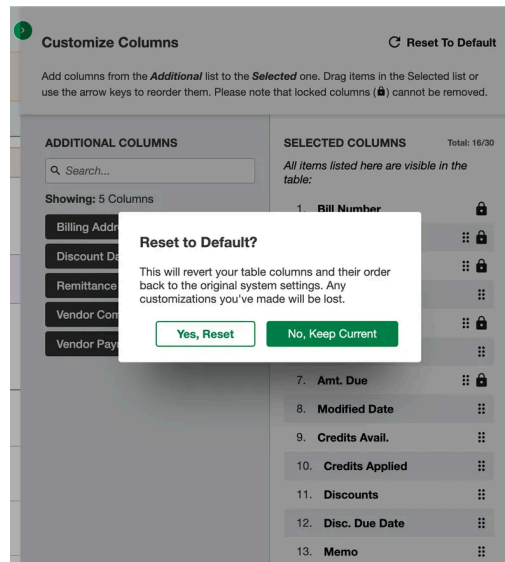
Reorder Columns

NOTE: Locked columns cannot be reordered.

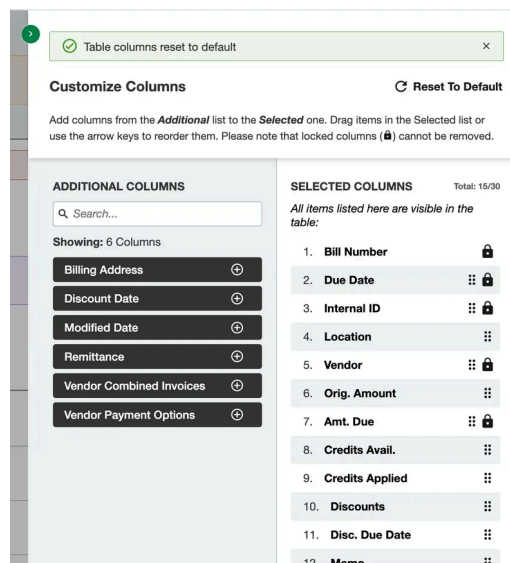
5 Resetting to Default

1. Click **Reset to Default** in the panel header
2. **Confirm** the reset

Your columns return to the standard Intacct layout and save automatically.



Reset to Default



Reset to Default Completed

Column Limitations

- **Maximum 30 columns** can be selected
- **Required columns** (🔒) cannot be removed or moved
- **Column width** is automatically determined and cannot be adjusted
- **User-specific** settings do not transfer to other users
- **Standard fields only** - custom fields and dimensions are not supported

- **Location visibility** - appears only with multi-entity enabled
-

Customizing Filters

Use filters to show only bills matching specific criteria. Filters apply immediately without requiring a save action.

1 Opening the Filter Panel

Navigate to **Payments** → **Pay Bills**

Click **Filters** in the toolbar (top right)

The filter panel opens from the right side of the screen.

Payments

Insights

Pay Bills

History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all Failed Bills](#)

LAST UPDATED:

Bills: about 1 hour ago

Credit Memos: about 1 hour ago

NOTE: To manage vendor records and preferences, go to the [Payment Methods](#) page.

Showing: 1 - 200 of 336

<

1

>

>>

OPEN BILLS

336

FAILED BILLS

28

Show Filters

Schedule Payments

Start Payment Plan

BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	TO PAY	PAYMENT METHOD
☐ QABICredit-1787520...	Aug 28, 2026	109807	200 - CUBIT Canada	STAPLES 20000	\$ 60.00 Eligible for discounts and/or credits	★ Check - Vendor Record Addr
☐ QABICredit-178794722...	Aug 28, 2026	109893	200 - CUBIT Canada	STAPLES 20000	\$ 57.60 Credits and/or discount applied	★ Check - Vendor Record Addr
☐ QABICredit-178794420...	Aug 28, 2026	109877	200 - CUBIT Canada	STAPLES 20000	\$ 59.40 Credits and/or discount applied	★ Check - Vendor Record Addr
☐ QABICredit-178794865...	Aug 28, 2026	109918	200 - CUBIT Canada	STAPLES 20000	\$ 60.00 Eligible for discounts and/or credits	★ Check - Vendor Record Addr
☐ QABICredit-178793195...	Aug 28, 2026	109813	200 - CUBIT Canada	STAPLES 20000	\$ 59.40 Credits and/or discount applied	★ Check - Vendor Record Addr

Show Filters

Panel sections:

- **Search dropdown:** Add new filters
- **Pinned section:** Saved filters that appear every session
- **Active section:** Temporary filters for current session
- **Clear All / Reset buttons:** Manage filter values

Filters

Clear All

Reset

Search Filter to add

▼ Pinned (1)

Vendor Name

▼ Active (1)

Currency

Select

Filters Panel

2 Adding Filters

- 1. Click the search dropdown (Search Filter to add)
- 2. Type to find a filter or scroll the list
- 3. Click the filter name to add it
- 4. The filter appears in Active section
- 5. Enter your criteria in the filter control

The table updates immediately as you enter values.

Filters

✕

Clear All

↺

Reset

🔍 Search Filter to add

▼

▼

Active (1) ⓘ

Vendor Name

✚

Staples

⊖

Adding Filters

3 Pinning Filters

Pin frequently-used filters to save their structure (not values) to your profile.

To pin a filter:

1. **Locate the filter** in Active section
2. **Hover** over the filter
3. **Click the pin icon** (📌)
4. Filter moves to **Pinned section**

The screenshot shows a 'Filters' panel with a search bar at the top. Below the search bar, there are two sections: 'Pinned (1)' and 'Active (1)'. The 'Pinned (1)' section contains a filter for 'Vendor Name' with a green pin icon. The 'Active (1)' section contains a filter for 'Currency' with a green pin icon and a dropdown menu set to 'Select'. The panel also includes 'Clear All' and 'Reset' buttons at the top.

Pinned Filter

IMPORTANT: Pinned filters save filter field only. Values are cleared when you close the panel and must be re-entered each session.

Maximum 15 pinned filters.

To unpin a filter:

1. **Locate the filter** in Pinned section
2. **Hover** over the filter
3. **Click the pin icon** (📌)
4. Filter moves to Active section and values clear

4 Clear All vs Reset

Clear All:

- Removes all filter values
- Keeps filters visible
- Use to apply different criteria with same filters

Reset:

- Removes all active filters
- Clears pinned filter values (structure remains)
- Use to return to baseline

FAQs

✓ Do my settings save when I log out?

Column layouts save completely. Pinned filter fields saves, but values are cleared.

✓ Can other users see my customizations?

No. Settings are user-specific.

✓ Why can't I remove certain columns?

Required columns (🔒) are essential for bill processing and cannot be removed.

✓ Can I add custom Intacct dimensions like Department or Project?

No. Only certain standard Intacct fields are supported.

✓ What's the difference between Clear All and Reset?

Clear All removes values but keeps filters. Reset removes active filters and clears pinned values.

✓ How do multiple filters work together?

All criteria must match (AND logic).

3.3.3.1.4. Payment Methods (Intacct)

The Payment Methods page is designed to help you gain immediate insights into missing vendor data and work more efficiently.

Simplify your vendor management with these key features.

✓ Vendor Health Alert

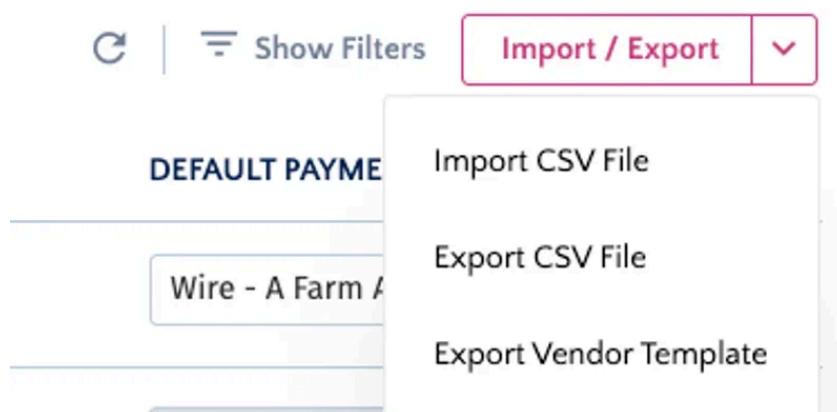
If any vendors are missing a default payment method, you will see an alert at the top of the page: "[x] vendors are missing a default payment method."

Addressing this ensures smoother payment runs.

✓ Vendor Template

You can easily add new vendor payment methods in bulk.

At the top right of the page, click the **Import/Export** dropdown and select **Export Vendor Template**. This downloads a blank, pre-formatted template.



Export Vendor Template

Fill out this template with the bank accounts, addresses, or email information for your vendors.

Return to the **Import/Export** menu and select **Import** to upload your completed file.

Quick Actions

You can manage the following settings for any vendor directly from the main list:

- **Exclude Bills:** Enable this toggle to prevent a vendor's bills from appearing on the Payments page in the Goldman Sachs.
- **Combined Bills:** Enable this to consolidate all approved bills for a vendor into a single payment.
- **Remittance:** Enable this to automatically send an email remittance advice to the vendor upon payment.

EXCLUDE BILLS	COMBINED BILLS ⚙	REMITTANCE ⚙

Quick Actions (Grid Toggles)

Accessing the Payment Methods Page

From anywhere in your ERP, navigate to the Goldman Sachs menu and select **Payment Methods** to open the page.

The main view provides a comprehensive overview of your vendors' payment information.

Payment Methods							
Showing 1 - 45 of 45							
NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	REMITTANCE	PAYMENT METHODS	DEFAULT PAYMENT METHOD
AEC Company	acorn@aec.com	Seattle, WA				ACH Check Wire	Check - Vendor Record Addr
Agraria Farm Technology	agraria@agraria.com	Campo Magno, Paraná				Check Wire	Wire - A Farm Account
AEC Consulting	-	Shanghai, Shanghai				ACH Check Wire	Check - Vendor Record Addr
B&B's Burgers	-	Sacramento, CA				ACH Check	ACH - US Account ****12345
CCWASST	-	Seattle, WA				ACH Check Wire	ACH - Checking Account
Codert	codert@codert.com	Jaffer Ali Bagh, Sonapatgaon				Check	Check - Vendor Record Addr
Condit New York	-	Long Island City, NY				ACH Check Wire	Wire - US Account ****12345
Hofstadter	-	US				ACH Wire	ACH - Vendor Record Bank A

Payment Methods Page

3.3.3.1.4.1. Managing Vendor Payment Methods (Intacct)

Manage vendor payment information more efficiently on the Payment Methods page. This guide covers how to update vendor bank accounts, addresses, settings, and email groups.

Accessing Vendor Payment Information

Navigate to the Goldman Sachs menu and select **Payment Methods** for an overview of your vendors and their payment information.

Click any vendor row to open the vendor details panel, where you can add payment information or configure specific settings.

The screenshot displays the 'Staples' Vendor Details Panel. It is divided into two main sections: 'PAYMENT METHODS' on the left and 'SETTINGS' on the right. The 'PAYMENT METHODS' section shows a list of enabled methods (2 of 8 total), including 'Bank Accounts' (Vendor Record Bank Account US - USD), 'Staples Checking', 'Emails' (Vendor Record Email and Staples A/R Group), and 'Addresses' (Vendor Record Address). Each method has an 'ERP' icon next to it. The 'SETTINGS' section includes 'Payments' (Do not show bills, Combine Multiple Bills), 'Preferred Payment Method' (Set a default method for faster payments, ACH - Staples Checking), 'Check Payments' (Select how to deliver checks to this vendor, FedEx Next Day AM), and 'Remittance' (Notify vendor for each payment, Select the email group to send remittance advice on payments made to this vendor).

Vendor Details Panel

The panel is organized into **Payment Methods** on the left (where you add information) and **Settings** on the right (where you configure preferences).

Natively Stored Payment Information

Any bank accounts, addresses, or emails stored natively in your ERP will be imported automatically. These records are identified by the **ERP** icon next to the label.

PAYMENT METHODS

Enabled: 4 | Total: 4

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Bill Payments page. To add more, enter your vendor's banking information or address.

View: All Methods

Add New

Bank Accounts

> Vendor Record Bank Account US - USD

ERP

USD - US

2 out of 3

Emails

> Vendor Record Email - (f email)

ERP

Addresses

> Vendor Record Address

ERP

Natively Stored Information Synced

These details are not editable within the plugin. To modify this information, you must make the changes directly within your ERP's vendor record. The updates will then sync to the plugin.

Staples: Address

Vendor Record Address

ERP

Country: Angola

NOTE: This information was added to the vendor within Intacct. To make changes to this record, please update your [vendor's information](#) in your accounting system.

Label*

Vendor Record Address

Address Line 1

675 3rd Avenue

Address Line 2 (Optional)

Enter address line 2

Country/Region Code

Angola

City

New York

State/Province

VC

Postal Code

10017

View Natively Stored Information

Managing Bank Accounts

Use the vendor details panel on the Payment Methods page to add, update, or delete vendor bank account information.

Adding a Bank Account

From the vendor details panel, follow these steps to add a new bank account for your vendor.

1 Add New Bank Account

Click on the **Add New** button in the **Payment Methods** pane and select **Bank Account**.
Select the **Country** and **Currency** of the bank account you would like to add next.

New Bank Account

(Step 1 of 2)

Select your vendor's country and currency to continue.

Country

 United States of America (the)

X

▼

Currency

 USD

X

▼

Cancel

Continue To Details →

Selet Country and Currency

2 Add Account Details

Fill in the required banking information (e.g., Routing Number, Account Number) and provide a unique **Label** for easy identification.

Account Details

(Step 2 of 2)

 USD - United States of America

Enter your vendor's account details to enable additional payment methods

General

Account Label (Optional)

Staples Checking

Type

Checking

X

▼

Receiving Account Number

64778513

Creditor Agent BIC/Swift Code

Enter creditor agent bic/swift code

Bank Routing Number

050353001

IBAN

Enter iban

Receiving Bank Details

Bank Name

My Bank Corp.

Cancel

← Back To Prev. Step

✓ Validate Payment Rail Eligibility

Enter Bank account details

3 Add Intermediary Bank Details

You can also add intermediary bank information. An intermediary bank account is used when making international payments to countries with which your bank may not have a direct relationship.

To add this information, click the **Intermediary Bank** toggle.

Need an intermediary bank? ⓘ

Before enabling this feature, confirm with your bank that intermediary banks are supported.

Enable Intermediary Bank

Once enabled, you can enter the intermediary bank account information.

Need an intermediary bank? ⓘ

✓

Enter the intermediary bank account details to enable payments to this account

BANK ACCOUNT DETAILS

Bank Name

Enter bank name

Account Label

Enter account label

Receiving Account Number

Enter receiving account number

Routing Number

Enter routing number

Account Number

Enter account number

BIC/SWIFT Code

Enter bic/swift code

Local Branch Code

Enter local branch code

Institution Number

Enter institution number

Intermediary Bank details

4 Validate Payment Rail Eligibility

After you have added all required information, click **Validate Payment Rail Eligibility**.

The system will verify that the information is formatted correctly for the available payment types.

Once validation is successful, click **Save Account**. The new account will then appear in the Bank Accounts list.

Rail Validation Complete

Payment rail eligibility validation for your vendor's account *Staples Checking* is complete. The following payment methods are available for paying Staples to this account.

ACH

Wire

✓ Save Account

Payment Rail Validated

IMPORTANT: This step validates the format of the data, not its accuracy. Please ensure all account numbers are entered correctly.

Edit a Bank Account

To edit a bank account for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Bank Account Details

In the **Payment Methods** pane, find the bank account you wish to edit and click on the pen icon next to it.

ConEd New York

PAYMENT METHODS Enabled: 2 | Total: 2

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Bill Payments page. To add more, enter your vendor's banking information or address.

View: All Methods Add New

Bank Accounts

> US Account (****4321)

USD - USD

1 out of 1

Edit a Bank Account

The bank account details will appear as a pop-up.

ConEd New York: Bank Account ✕

US Account (****4321)

Country: United States of America | Currency: USD

Delete Account

General

Account Label (Optional)

Type

US Account (****4321)

Checking

Receiving Account Number

Creditor Agent BIC/Swift Code

987654321

Enter creditor agent bic/swift code

Bank Routing Number

IBAN

643647575

Enter iban

Receiving Bank Details

Bank Name

My Bank Corp.

Cancel

Validate Payment Rail Eligibility

Vendor Bank Account Pop-Up

2 Update Bank Account Details

Make your required changes (e.g., update the Account Number, Routing Number, or Label).

3 Validate and Save

Click **Validate Payment Rail Eligibility** to re-verify the new details.

ConEd New York: Bank Account

 **US Account (****4321)**
Country: United States of America | Currency: USD

Delete Account

General

Account Label (Optional)
US Account (****4321)

Type
Checking

Receiving Account Number
587654321

Creditor Agent BIC/Swift Code
Enter creditor agent bic/swift code

Bank Routing Number
643647574

IBAN
Enter iban

Receiving Bank Details

Bank Name
My Bank Corp.

Cancel

Validate Payment Rail Eligibility

Re-Validate Payment Rail Eligibility

Once validated, click **Save Account**.

ConEd New York: Bank Account

 **US Account (****4321)**
Country: United States of America | Currency: USD

Delete Account

Rail Validation Complete

Payment rail eligibility validation for your vendor's account **US Account (****4321)** is complete. The following payment methods are available for paying ConEd New York to this account.

ACH

Save Account

Save Account

Delete a Bank Account

To delete a bank account for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Bank Account Details

In the **Payment Methods** pane, find the bank account you wish to edit and click on the pen icon next to it.

ConEd New York

PAYMENT METHODS

Enabled: 2 | Total: 2

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Bill Payments page. To add more, enter your vendor's banking information or address.

View: All Methods Add New

Bank Accounts

US Account (****4321)

USD - USD

1 out of 1

Edit a Bank Account

The bank account details will appear as a pop-up.

ConEd New York: Bank Account

US Account (****4321)

Country: United States of America | Currency: USD

Delete Account

General

Account Label (Optional)

US Account (****4321)

Type

Checking

Receiving Account Number

987654321

Creditor Agent BIC/Swift Code

Enter creditor agent bic/swift code

Bank Routing Number

643647575

IBAN

Enter iban

Receiving Bank Details

Bank Name

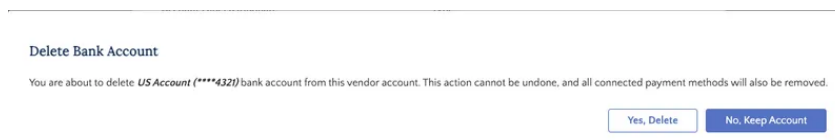
My Bank Corp.

Cancel Validate Payment Rail Eligibility

Bank Account Pop-Up

2 Delete Account

Click **Delete Account** on the top right of the pop-up. A prompt will appear. Click **Yes, Delete** to permanently remove the bank account from the Goldman Sachs.



Delete Bank Account Pop-Up

NOTE: Deleting the **Default Payment Method** will leave the vendor without a default. You must then set a new one. You can do this either:

- Directly in the **Default Payment Method** column on the main vendor list, **OR**
- By clicking the vendor and using the **Preferred Payment Method** dropdown on the right side of the details panel.

Managing Addresses

Use the vendor details panel on the Payment Methods page to add, update, or delete vendor address information.

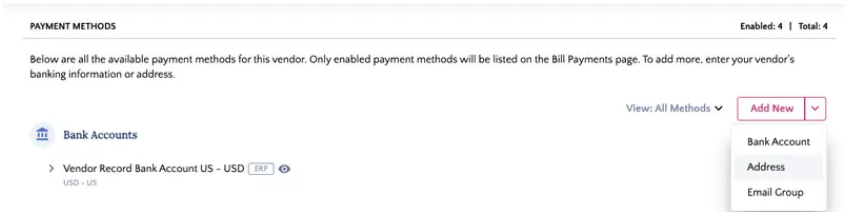
NOTE: If the Check payment method is not enabled in the plugin, the option to add an address will not be visible. Addresses are only required for Check payments.

Adding an Address

To add vendor mailing addresses, follow these steps.

1 Add New Address

Click the **Add New** button in the **Payment Methods** pane and select **Address**.



Click 'Address'

2 Add Address Details

Add your address details to the fields. After that, click **Add Address**.

Add New Address

Enter the following information to add an address for your vendor.

Label*

Staples HQ

Address Line 1

515 Clarke Blvd

Address Line 2 (Optional)

Enter address line 2

Country/Region Code

United States of America

×

▼

City

Seattle

State/Province

Washington

×

▼

Postal Code

98040

Cancel

Add New Address

Add Address Information

Edit an Address

To edit a bank account for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Address Details

In the **Payment Methods** pane, find the address you wish to edit and click on the pen icon next to it.

Staples

PAYMENT METHODS

Enabled: 4 | Total: 4

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Bill Payments page. To add more, enter your vendor's banking information or address.

View: All Methods Add New

Bank Accounts

Vendor Record Bank US - USD USD - US 0 out of 1

Addresses

Vendor Record Address

Staples HQ

Edit an Address

The address details will appear as a pop-up.

Staples: Address

Staples HQ

Country: United States of America

Delete Address

Label*

Staples HQ

Address Line 1

515 Clarke Street

Address Line 2 (Optional)

Enter address line 2

Country/Region Code

United States of America

City

Seattle

State/Province

Washington

Postal Code

98040

Cancel

Save Changes

Update and Save Changes

2 Update Address

Update the address fields as needed and click **Save Changes**.

Delete an Address

To delete an address for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Address Details

In the **Payment Methods** pane, find the bank account you wish to edit and click on the pen icon next to it.

Staples

PAYMENT METHODS

Enabled: 4 | Total: 4

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Bill Payments page. To add more, enter your vendor's banking information or address.

View: All Methods Add New

Bank Accounts

> Vendor Record Bank US - USD

USD - US

0 out of 1

Addresses

> Vendor Record Address

0 out of 1

> Staples HQ

Edit an Address

The bank account details will appear as a pop-up.

Staples: Address

Staples HQ

Country: United States of America

Delete Address

Label*

Staples HQ

Address Line 1

515 Clarke Blvd

Address Line 2 (Optional)

Enter address line 2

Country/Region Code

United States of America

City

Seattle

State/Province

Washington

Postal Code

98040

Cancel

Save Changes

Address Pop-Up

2 Delete Address

Click **Delete Address** on the top right of the pop-up. A prompt will appear. Click **Yes, Delete** to permanently remove the address from the Goldman Sachs.

Delete Address

You are about to delete *Staples HQ* address from this vendor account. This action cannot be undone, and all connected payment methods will also be removed.

Yes, Delete

No, Keep Address

Delete an Address Pop-Up

Configuring Vendor Settings

In the **Settings** pane on the right side of the vendor details panel, you can configure the vendor's payment preferences with the following toggles:

- **Do not show bills from this vendor:** Toggle this on to exclude all bills for this vendor from the Payments page in the plugin.
- **Combine Multiple Bills:** Toggle this on to consolidate multiple bills for the same payment method into a single payment.

Finally, select a **Preferred Payment Method** from the dropdown. This will populate as the default for every bill for this vendor on the **Pay Bills** page and can be updated at any time.

3.3.3.1.4.2. Enabling Combined Bills (Intacct)

Simplify your payments by using the Combined Bills option for vendors, which allows you to group multiple bills into a single payment.

Enable Combined Bills for Vendors

Follow these steps to learn how to enable Combined Bills for your vendors.

1 Navigate to Payment Methods

From anywhere in your ERP, navigate to the Goldman Sachs menu and select **Payment Methods** to open the page.

Payment Methods

about 1 hour ago

Showing 1 - 41 of 41

26 vendors are missing a default payment method

NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PYMT. METHODS	DEFAULT PAYMENT METHOD
AEC Company 20033	word@aec.com	Seattle, WA US	☐	☒	✓ ACH	Select Payment Method
Agraria Farm Technology 20007	bjames@afarm.com	Campo Magro, Paraná BR	☐	☒	✓ ACH	ACH - Agraria Checking Acco
ABC Consulting 20005	-	Shanghai, Shanghai CN	☒	☐	✓ ACH	Select Payment Method
Bob's Burgers 20008	-	Sacramento, CA US	☐	☒	✓ ACH	ACH - US Account (****2515)
CCWESTT 20004	-	Seattle, WA US	☐	☐	✓ ACH	ACH - Checking Account
CoderIT 20002	hahah@code.com	Jaffer Ali Bagh, Sonmarguda IN	☐	☒	-	Add Payment Methods
ConEd New York 20006	-	Long Island City, NY US	☐	☒	✓ ACH	ACH - US Account (****4320)

Payment Methods Page

2 Enable Combine Bills/Invoices

Once the Payment Methods page loads, click on the **gear icon** placed next to the **Combined Bills/Invoices**.

Payment Methods

LAST UPDATED: 19 minutes ago

Showing 1 - 41 of 41

26 vendors are missing a default payment method

Show Filters Import / Export

NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PYMT. METHODS	DEFAULT PAYMENT METHOD
ABC Company 20013	acord@abc.com	Seattle, WA US	☐	☒	ACH	Select Payment Method
Agria Farm Technology 20007	l.james@agria.com	Campos Magros, Paraná BR	☐	☒	ACH	ACH - Agria Checking Acct
ABC Consulting 20005	-	Shanghai, Shanghai CN	☒	☐	ACH	Select Payment Method
Bob's Burgers 20008	-	Sacramento, CA US	☐	☒	ACH	ACH - US Account (****2915)
COWESTT 20004	-	Seattle, WA US	☐	☒	ACH	ACH - Checking Account
Codent 20002	hahaj@codent.com	Jaffar Ali Bagh Somajiguda, ... IN	☐	☒	-	Add Payment Method
Cordell New York 20006	-	Long Island City, NY US	☐	☒	ACH	ACH - US Account (****4321)

Click on the Gear Icon

You will now be prompted to select the option you prefer.

 Mass Update Settings

Combine Bills

Enable or disable the Combine Bills feature for vendors and select the location where you would like these changes to be applied.

☒ Enable Combine Bills for All Vendors

Location:

☒ On this page only

☐ Across all pages

 Please note that all newly added vendors will have this combine bills option disabled by default. To enable it, you can either rerun this process or manually activate the option for each vendor.

Cancel Update Changes

Pick an Option

If you choose to enable this for all vendors, you will need to make updates for any new vendors that are created in the future.

Mass Update Settings

Combine Bills

Enable or disable the Combine Bills feature for vendors and select the location where you would like these changes to be applied.

☒ Enable Combine Bills for All Vendors

Location:

☐ On this page only

☒ Across all pages

i Please note that all newly added vendors will have this combine bills option disabled by default. To enable it, you can either rerun this process or manually activate the option for each vendor.

Cancel

Update Changes

Update Changes

Once the option has been selected, click **Update Changes**.

3 Disable Combine Bills/Invoices

The page will refresh, and all the toggles will be updated to match the status you selected. From this page, you can disable a specific vendor or do a bulk edit using the above step.

Payment Methods

LAST UPDATED: 19 minutes ago

26 vendors are missing a default payment method

Showing 1 - 6 of 41

NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PYMT. METHODS	DEFAULT PAYMENT METHOD
AEC Company 20033	acorn@aec.com	Seattle, WA US	☐	☒	✓ ACH	Select Payment Method
Agaria Farm Technology 20097	hgame@afarm.com	Campo Magro, Paraná BR	☐	☒	✓ ACH	ACH - Agaria Checking Accto
ABC Consulting 20005	-	Shanghai, Shanghai CN	☒	☐	✓ ACH	Select Payment Method
Bob's Burgers 20008	-	Sacramento, CA US	☐	☒	✓ ACH	ACH - US Account (****2915)
CCWESTT 20004	-	Seattle, WA US	☐	☒	✓ ACH	ACH - Checking Account
CoderIT 20002	hahajcode.com	Jaffer Ali Bagh, Somajiguda, ... IN	☐	☒	-	Add Payment Methods
ConEd New York 20006	-	Long Island City, NY US	☐	☒	✓ ACH	ACH - US Account (****4321)

Combined Bills/Invoices Enabled

Exclude Bills from Vendors

You can also exclude bills from certain vendors from being displayed on the Payments page.

1 Navigate to Payment Methods

From anywhere in your ERP, navigate to the Goldman Sachs menu and select **Payment Methods** to open the page.

Payment Methods

LAST UPDATED
about 1 hour ago

26 vendors are missing a default payment method

Showing 1 - 41 of 41

Show Filters

Import / Export

NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PYMT. METHODS	DEFAULT PAYMENT METHOD
ABC Company 20033	acord@abc.com	Seattle, WA US	☐	☒	ACH	Select Payment Method
Agraria Farm Technology 20007	bjames@agraria.com	Campo Magro, Paraná BR	☐	☒	ACH	ACH - Agraria Checking Acct
ABC Consulting 20005	-	Shanghai, Shanghai CN	☒	☒	ACH	Select Payment Method
Bob's Burgers 20008	-	Sacramento, CA US	☐	☒	ACH	ACH - US Account (****2515)
CCWESTT 20004	-	Seattle, WA US	☐	☐	ACH	ACH - Checking Account
CodeIT 20002	hahaj@code.com	Jaffer Ali Bagh Somajiguda ... IN	☐	☒	-	Add Payment Method
CodeIT New York 20006	-	Long Island City, NY US	☐	☒	ACH	ACH - US Account (****4321)

Payment Methods Page

2 Exclude Bills/Invoices

On the Payment Methods page, simply enable the 'Exclude Bills' toggle to prevent a vendor's bills/invoices from appearing on the Payments page.

EXCLUDE BILLS

☐

☐

☒

☒

Enable the toggle

Once the toggle is enabled, the bills/invoices for that respective period will not appear on the Payments page anymore.

Intacct Merge Payments Setting

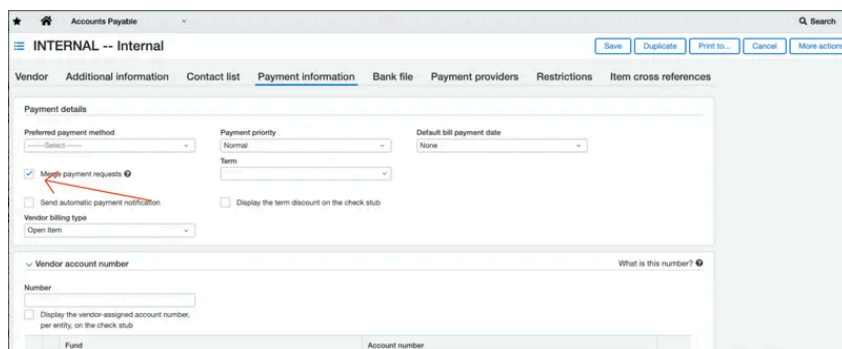
Alternatively, Sage Intacct offers a native setting for grouped bill payments. To utilize this feature, ensure the **Merge payment requests** checkbox is enabled on the relevant Vendor record. Follow these steps to configure this setting.

1 Go to Vendor Record

Navigate to the Vendor record and select the Payment Information tab.

2 Enable Grouped Payments

Click on the **Merge payment requests** checkbox.



The screenshot shows the 'Accounts Payable' section in Sage Intacct, specifically the 'INTERNAL -- Internal' vendor record. The 'Payment information' tab is selected. In the 'Payment details' section, the 'Merge payment requests' checkbox is checked, and a red arrow points to it. Other visible fields include 'Preferred payment method', 'Payment priority', 'Default bill payment date', 'Term', 'Send automatic payment notification', 'Display the term discount on the check stub', and 'Vendor billing type'. The 'Vendor account number' section is also visible at the bottom.

Enabling Grouped Payments

Once that is enabled, you are able to group bills when paying.

3.4. Troubleshooting

3.4.1. FAQ (Intacct)

This page is your go-to resource for quick troubleshooting. We've compiled a list of the most common errors and frequently asked questions you might encounter when using the Goldman Sachs in Intacct, providing you with immediate answers and resolutions.

Installation & Plugin Setup

Common Questions

This list provides answers to common questions that arise during the installation process, to help ensure a smoother setup in Intacct.

✓ **Why can't I see the accounts in the Account Matching page of the installation wizard?**

This happens when you are missing some permissions on your Web Service User. Please refer to the **Create Web Service User** step inside the Installation Guide.

✓ **Why am I failing to pass the Connection step in the installation wizard?**

This occurs when you have entered incorrect information in the previous step of the installation wizard. Ensure that you include the Web Service User information and not the user's native Intacct credentials. Additionally, you must verify that the Web Service User has been created with admin access.

Bank Feeds

Common Questions

This list provides answers to common questions that arise when using the Bank Feeds product in Intacct.

✓ **Why is my account stuck in Pending status when I connected my account to Bank Feeds?**

If the account is in **Pending** status, it means that there have not yet been any transactions processed for this account. You will need to wait until transactions occur on this account before it is marked as **Connected**.

✓ **How do I connect more than one account at a time to Bank Feeds?**

Bank Feeds allows you to connect multiple accounts to the plugin. Once one bank account is connected to bank feeds, other accounts can be connected simultaneously via a financial institution connection. Please refer to the guide on **Multi-Account Bank Feeds Setup**.

Accounts Payable

Common Questions

This list provides answers to common questions that arise when using the Accounts Payable product in Intacct.

✓ How long do bills stay on the History Page?

Bills never leave the history page. As long as there is a working sync between Intacct and the plugin, you should be able to see your paid bills.

✓ Why do my bills not appear inside the plugin?

There could be a few reasons that a bill created inside Intacct does not appear inside the plugin:

- The bill is not in **Posted** status. If you have a bill approval in place, the bill will only show in the plugin once it has been approved.
- The Web Service User does not have the appropriate permissions. Please refer to the **Create Web Service User** guide for more information.
- The bill is in a specific entity that the Web Service User does not have access to. You may need to grant the Web Service User access to that specific entity.
- The Vendor has been marked as **Don't Pay**. If that is the case, simply uncheck that box.

✓ Why do I see multiple instances of the same bill on the History Page?

If you pay a bill with partial payments, the same bill will appear multiple times on the History Page. Similarly, if a bill has failed and has been repaid, it will also appear in multiple payments on the History Page.

✓ How many bills load per page?

The plugin displays 200 bills per page, and you can only combine payments from bills on one page at a time.

✓ Why do the bills in a specific entity not show up?

This is likely because your Web Service User is missing some permissions. Please ensure it has access to any entities you would like to utilize. This situation should occur only when you add entities after having created the Web Service User earlier.

✓ For multi-entities, can the company name be unique per bank account?

Yes, please contact your bank and request that they enter a unique **Account Holder Name** for each bank account using the details you provide. If there is an entry in the **Account Details → Account Holder Name** field, this name will appear on vendor payments; otherwise, it will default to the **Account Label** (i.e., Company Name).

For example, if the umbrella company is ACME Holdings, the name on the payments would appear as coming from ACME North or ACME South, etc., based on the bank account used for the payment.

✓ **Experiencing delays and issues with data (bills, vendors, etc) syncing from the native ERP into the plugin.**

The plugin relies on the native ERP to inform us when updates, creations, or deletions occur to data within the plugin. Sometimes that delay can persist for up to 30 minutes.

If you have scheduled jobs that run in your ERP system or batch create or update data objects like bills, this can contribute to the delay in data sync to the plugin.

If you experience persistent sync issues with data, please reach out to the support team with information about the data impacted (i.e. bills) and details on the delays seen.

Common Errors

Below is a list of common errors encountered when using the Accounts Payable product in Intacct. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

✓ **"You do not have the permissions for operation READ_BY_QUERY on object of type trxcurrencies"**

This is because the multi-currency module has not been enabled. We recommend enabling this module to avoid this error. You may need to contact Sage Support to have it enabled. Please note that you are still able to make payments even if you do not have multi-currencies enabled.

✓ **"You do not have the permissions for operation READ_BY_QUERY on object of type locationentity"**

This is because you are missing the **Entities** permissions for the role/user. Please navigate to **Company → Subscriptions → Role** and add the **Entities** permissions for **View**.

3.5. Release Notes (Intacct)

To learn about how to update your plugin visit: [Updating the Plugin \(Intacct\)](#)

Coming Soon!

4. Support

4.1. Contact Us

Need help with a specific topic? Enter keywords in the search bar on the left panel to narrow your results. If you don't find what you need, our support team is ready to assist you.

Search for Keywords

Support

The Goldman Sachs can be reached via:

Email: txb-client-service@gs.com

Phone: +1 (212) 902-2000