



First Citizens Bank

1. Getting Started

1.1. Welcome

2. NetSuite

2.1. Plugin Setup

2.1.1. Pre-Onboarding Checklist (NetSuite)

2.1.2. Installation

2.1.2.1. Step 1: Invitation Email

2.1.2.2. Step 2: Register & Login

2.1.2.3. Step 3: Select ERP

2.1.2.4. Step 4: Permissions

2.1.2.5. Step 5: Let NetSuite Talk to Your Bank

2.1.2.6. Step 6: Install Bank SuiteApp

2.1.2.7. Step 7: Configure NetSuite Features

2.1.2.8. Step 8: Create a New Security Token

2.1.2.9. Step 9: Connection Status

2.1.2.10. Step 10: Account Matching

2.1.2.11. Step 11: Plugin Access Management

2.1.2.12. Step 12: NetSuite Role Permission Setup

2.1.2.13. Step 13: Install Entity Bank Details Bundle

2.1.2.14. Step 14: Configure SuiteApps Reports Balances

2.1.3. Post-Onboarding Checklist (NetSuite)

2.1.4. Sandbox Checklist (NetSuite)

2.2. Configuration

2.2.1. Plugin Management

2.2.1.1. Mapping Bank Accounts (NetSuite)

2.2.1.2. Updating the SuiteApp (NetSuite)

2.2.1.3. Enabling French Canadian Support (NetSuite)

2.2.1.4. Uninstalling the Plugin (NetSuite)

2.2.1.5. Managing Security Tokens (NetSuite)

2.2.2. User Management

2.2.2.1. Setting Up Multi-Factor Authentication (NetSuite)

2.2.2.2. Minimum Permissions (NetSuite)

2.2.3. Vendor Management

2.2.3.1. Storing Vendor Payment Information (NetSuite)

2.2.3.2. Setting Default Payment Information (NetSuite)

2.2.4. Entity Bank Details

2.2.4.1. Entity Bank Details Installation & Setup (NetSuite)

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

2.2.4.3. Viewing Entity Bank Details (NetSuite)

2.2.4.4. Entity Bank Details Approvals (NetSuite)

2.2.4.5. Update Entity Bank Details Bundle (NetSuite)

2.3. Product Features

2.3.1. Cash Management

2.3.1.1. Reporting

2.3.1.1.1. Managing Bank Accounts (NetSuite)

2.3.2. Bank Feeds

2.3.2.1. Enabling Bank Feeds (NetSuite)

2.3.2.2. Setting Up Permissions (NetSuite)

2.3.2.3. Adding Accounts to Bank Feeds (NetSuite)

2.3.2.4. Excluding Duplicate Transactions (NetSuite)

2.3.2.5. Disabling Bank Feeds (NetSuite)

2.4. Troubleshooting

2.4.1. FAQs (NetSuite)

2.4.2. NACHA 2021 FAQs

2.4.3. Failed Bills (NetSuite)

2.4.4. NetSuite Approval Limitations (Informational)

2.5. Release Notes

2.5.1. Release Notes (NetSuite)

2.5.2. Entity Bank Detail Release Notes

3. Intacct

3.1. Plugin Setup

3.1.1. Pre-Onboarding Checklist (Intacct)

3.1.2. Installation

3.1.2.1. Step 1: Enable Web Services

3.1.2.2. Step 2: Invitation Email

3.1.2.3. Step 3: Registration & Login

3.1.2.4. Step 4: Select ERP

3.1.2.5. Step 5: Overview

3.1.2.6. Step 6: Permissions

3.1.2.7. Step 7: Web Services Authorization

3.1.2.8. Step 8: Create Web Service User

3.1.2.9. Step 9: Enter Web Service User Credentials

3.1.2.10. Step 10: Install Plugin

3.1.2.11. Step 11: Set Permissions for a Role

3.1.2.12. Step 12: Assign Role to Web Service User

3.1.2.13. Step 13: Assign Role to User

3.1.2.14. Step 14: Connection Status

3.1.2.15. Step 15: Account Matching

3.1.2.16. Step 16: Set Default Payment Information

3.1.2.17. Step 17: Store Vendor ACH Information

3.1.2.18. Step 18: Store Other Vendor Payment Information

3.1.2.19. Step 19: Enable Bank Feeds

3.1.3. Post-Onboarding Checklist (Intacct)

3.1.4. Sandbox Checklist (Intacct)

3.2. Configuration

3.2.1. Plugin Management

3.2.1.1. Mapping Bank Accounts (Intacct)

3.2.1.2. Updating the Plugin (Intacct)

3.2.1.3. Uninstalling the Plugin (Intacct)

3.2.1.4. Intacct Approval Process (Informational)

3.2.2. User Management

3.2.2.1. Setting up Multi-Factor Authentication

3.2.3. Vendor Management

3.2.3.1. Updating Vendors via CSV (Intacct)

3.2.3.2. Supporting Multiple Entities (Intacct)

3.2.3.3. Vendor Approvals (Intacct)

3.3. Product Features

3.3.1. Accounts Payable

3.3.1.1. Vendor Payments

3.3.1.1.1. Bill Payments

3.3.1.1.1.1. Paying Bills (Intacct)

3.3.1.1.1.2. Voiding & Repaying Bills (Intacct)

3.3.1.1.1.3. Making Adjustments (Intacct)

3.3.1.1.1.4. Applying Discounts (Intacct)

3.3.1.1.2. Payment Methods (Intacct)

3.3.1.1.2.1. Enabling Grouped Bills (Intacct)

**3.3.1.1.2.2. Making Partial Payments
(Intacct)**

**3.3.1.1.2.3. Check Number Limitations
(Intacct)**

3.3.1.1.3. Bill Payment History

3.3.1.1.3.1. Viewing Bill History (Intacct)

3.3.1.2. Positive Pay (Intacct)

3.3.2. Cash Management

3.3.2.1. Reporting

3.3.2.1.1. Managing Balances & Transactions (Intacct)

3.3.3. Bank Feeds

3.3.3.1. Bank Feed Requirements (Intacct)

3.3.3.2. Reconciliation Rule & Rule Set (Intacct)

3.3.3.3. Enabling Bank Feeds (Intacct)

3.3.3.4. Adding Accounts to Bank Feeds (Intacct)

3.3.3.5. Disabling Bank Feeds (Intacct)

3.4. Troubleshooting

3.4.1. FAQs (Intacct)

3.5. Release Notes (Intacct)

4. Business Central

4.1. Plugin Setup

4.1.1. Pre-Onboarding Checklist (Business Central)

4.1.2. Installation

4.1.2.1. Step 1: Invitation Email

4.1.2.2. Step 2: Register & Login

4.1.2.3. Step 3: Select ERP

4.1.2.4. Step 4: Overview

4.1.2.5. Step 5: Permissions

4.1.2.6. Step 6: Download Plugin

4.1.2.7. Step 7: Install .app

4.1.2.8. Step 8: Allow HttpClient Requests

4.1.2.9. Step 9: Authentication

4.1.2.10. Step 10: Select Environment and Company

4.1.2.11. Step 11: Connection Check

4.1.2.12. Step 12: Account Matching

4.1.2.13. Step 13: Add User Permissions

4.1.3. Post-Onboarding Checklist (Business Central)

4.1.4. Sandbox Checklist (Business Central)

4.2. Configuration

4.2.1. Plugin Management

4.2.1.1. Mapping Bank Accounts (BC365)

4.2.1.2. Setting Up Multi-Entity Management (BC365)

4.2.1.3. Updating the Plugin (BC365)

4.2.1.4. Reauthentication (BC365)

4.2.1.5. Uninstalling the Plugin (BC365)

4.2.2. User Management

4.2.2.1. Setting Up Multi-Factor Authentication (BC365)

4.2.2.2. Supported Roles (BC365)

4.2.3. Vendor Management

4.2.3.1. Updating Vendor Payment Methods Via CSV (Business Central)

4.2.3.2. Vendor Approvals (Business Central)

4.3. Product Features

4.3.1. Accounts Payable

4.3.1.1. Vendor Payments

4.3.1.1.1. Bill Payments

4.3.1.1.1.1. Paying Invoices (Business Central)

4.3.1.1.1.2. Creating Purchase Invoices (Business Central)

4.3.1.1.1.3. Applying Credit Memos (Business Central)

4.3.1.1.1.4. Applying Discounts (Business Central)

4.3.1.1.1.5. Batching Ledger Entries (Business Central)

4.3.1.1.1.6. Voiding & Repaying Bills (Business Central)

4.3.1.1.2. Payment Methods (Business Central)

4.3.1.1.2.1. Grouping Payments & Enabling Remittance (Business Central)

4.3.1.1.2.2. Writing Check Numbers to General Ledger (Business Central)

4.3.2. Cash Management

4.3.2.1. Reporting

4.3.2.1.1. Viewing Bank Accounts (Business Central)

4.3.3. Bank Feeds

4.3.3.1. Enabling Bank Feeds (Business Central)

4.3.3.2. Adding Accounts to Bank Feeds (Business Central)

4.3.3.3. Using Bank Feeds (Business Central)

4.4. Troubleshooting

4.4.1. FAQs (Business Central)

4.4.2. Approval Limitations (BC365)

4.5. Release Notes (Business Central)

5. Payment Requirements

5.1. ACH Requirements

6. Support

6.1. Contact Us

6.2. Feature Requests

1. Getting Started

1.1. Welcome

Welcome to the First Citizens Bank Product Guides. Here you'll find links to start installation, a list and quicklinks to supported products, and helpful resources to get the most out of your experience.

Getting Started

Access the links below to begin installation and review the latest updates in our release notes. Explore our other content using the search bar or the navigation menu on the left.

ERP	Quickstart Links	Release Notes
Sage Intacct	Pre-Onboarding Checklist (Intacct)	Release Notes (Intacct)
Business Central 365	Pre-Onboarding Checklist (Business Central)	Release Notes (Business Central)
NetSuite	Pre-Onboarding Checklist (NetSuite)	Release Notes (NetSuite)

Product Features

Explore the features and products First Citizens Bank supports. Click the checkmark ✓ under your ERP per product to jump directly to its documentation for setup guides and

usage instructions.

Accounts Payable

Product	NetSuite	Sage Intacct	Business Central
Positive Pay	✓	✓	-
ACH	-	✓	✓

Cash Management

Product	NetSuite	Sage Intacct	Business Central
Balances & Transactions	✓	✓	✓
Reconciliation Manual Export	✓	✓	✓

Bank Feeds

Feature	NetSuite	Intacct	Business Central
Bank Feeds	✓	✓	✓

Product Support

Support

We're here to help you get started and use the plugin. If something goes wrong, reach out to us directly or check the Status Page for updates.

[Contact Us](#)

[Click To Edit Button Label](#)

Have a Feature Request?

Feature requests help us drive the roadmap of future developments on the integrations. Use the section above to vote on previous ideas, or submit ideas of your own to FISPAN.

NOTE: If you have a question about a feature listed under "LAUNCHED, Subject to Bank Availability," please reach out to our Support team, or your bank representative.

Click this link to the [FISPAN Feature Request Portal](#) website to see a list of feature requests under consideration.

***Please note:** We are always thrilled to receive feedback and feature requests for our integrations. We work closely with our various partners to make decisions on what to develop next. We may reach out to you directly for additional information about a feature you've previously voted on or suggested. Lastly, due to the complexity of developing the integrations, we are generally unable to provide timelines on features listed below.

FISPAN is a vendor of your bank. To submit inquiries or complaints to your bank, please do so directly with them.

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.

TIP: Looking for a self-serve installation experience? Check out our guides, starting at Step 1 here: [Step 1: Invitation Email](#)

Bring a NetSuite Administrator

The installation process requires a NetSuite Administrator (or someone with sufficient permissions) to be present. The below is what we require this user to have access to:

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

If no attendees have permissions to do the above, the call may be rescheduled.

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.

Note Your NetSuite Edition

NetSuite offers OneWorld and non-OneWorld editions. Please check if Subsidiaries are present in your NetSuite environment. 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.

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 bank representative or with a member of our onboarding or support team 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 writing of Balance or 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:

- 1200×800px
-

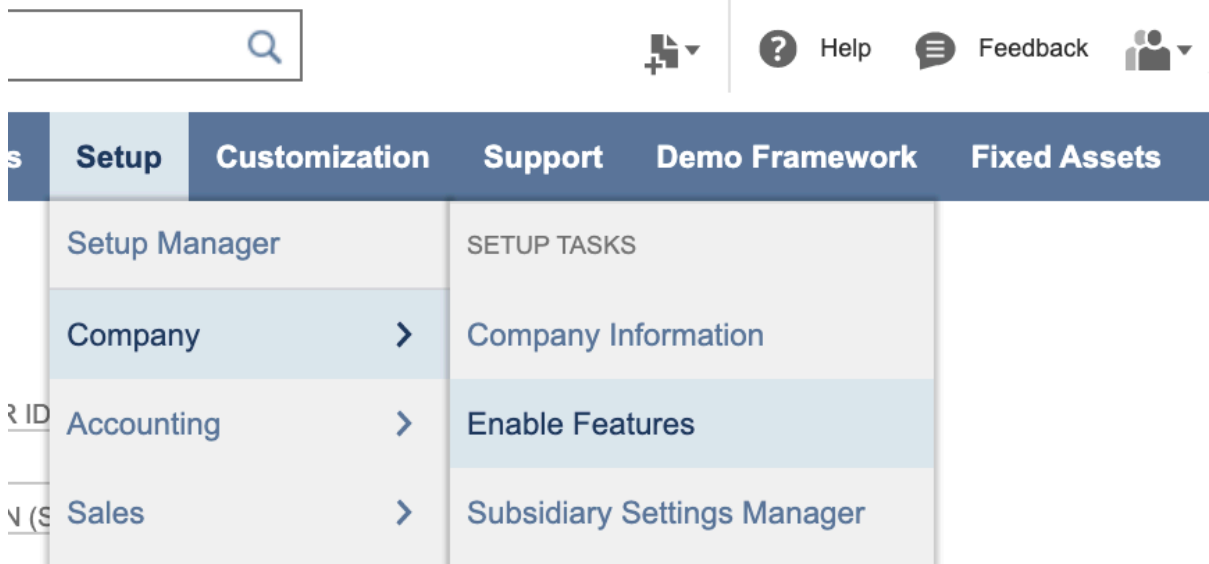
Configure NetSuite Features

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**.




Go to Enable Features

2 Enable Multiple Currencies

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

Enable Features

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

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

[Company](#) [Accounting](#) [Tax](#) [Transactions](#) [Items & Inventory](#) [Employees](#) [CRM](#) [Analytics](#) [Web Presenc](#)

International

MULTIPLE CURRENCIES

CREATE TRANSACTIONS FOR FOREIGN CUSTOMERS AND VENDORS AND ACCOUNT FOR FLUCTUATIONS IN EXCHANGE RATES.


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									
<input type="checkbox"/> 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									
<input checked="" type="checkbox"/> EXPENSE REPORTS USE FORMS TO TRACK EMPLOYEE EXPENSES. EMPLOYEES CAN ENTER EXPENSE REPORTS ONLINE ANYTIME, ANYWHERE.									
<input checked="" type="checkbox"/> APPROVAL ROUTING ROUTE PURCHASE REQUESTS AND EXPENSE REPORTS FOR APPROVAL BASED ON APPROVAL LIMITS.									
<input type="checkbox"/> 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

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](#).

Enable Sub Items

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**.

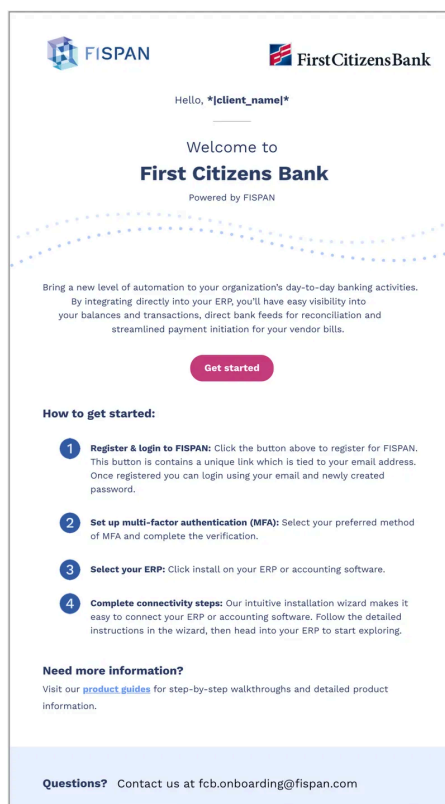
2.1.2. Installation

2.1.2.1. Step 1: Invitation Email

You should have received an invitation email from First Citizens Bank with links to install the First Citizens Link and easy-to-follow instructions for installation.

The invitation email will arrive with the following subject line:

Welcome to First Citizens Link - Powered by FISPAN [Production] - [your-name]



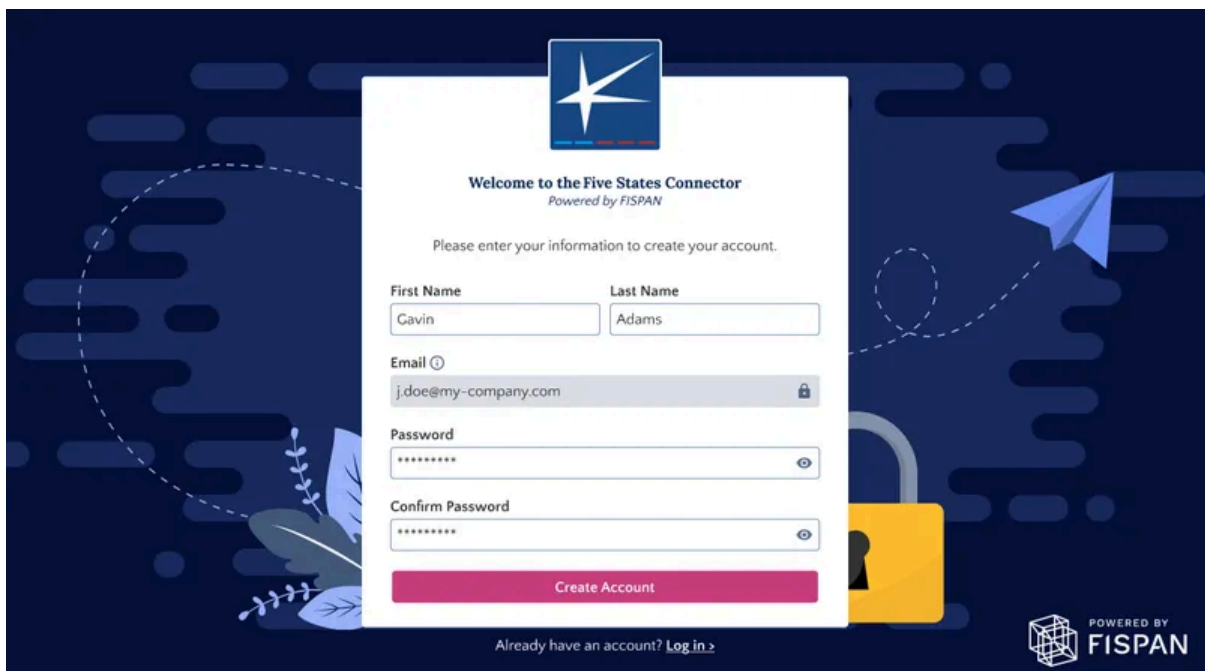
Invitation Email

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 subtext "Powered by FISPAN". The form asks the user to "Please enter your information to create your account." and includes the following fields: "First Name" (filled with "Cavin"), "Last Name" (filled with "Adams"), "Email" (filled with "j.doe@my-company.com"), "Password" (masked with "*****"), and "Confirm Password" (masked with "*****"). A pink "Create Account" button is at the bottom. Below the button, it says "Already have an account? [Log in >](#)". The background is dark blue with a white star logo, a paper airplane, and a yellow padlock. The FISPAN logo is in the bottom right corner.

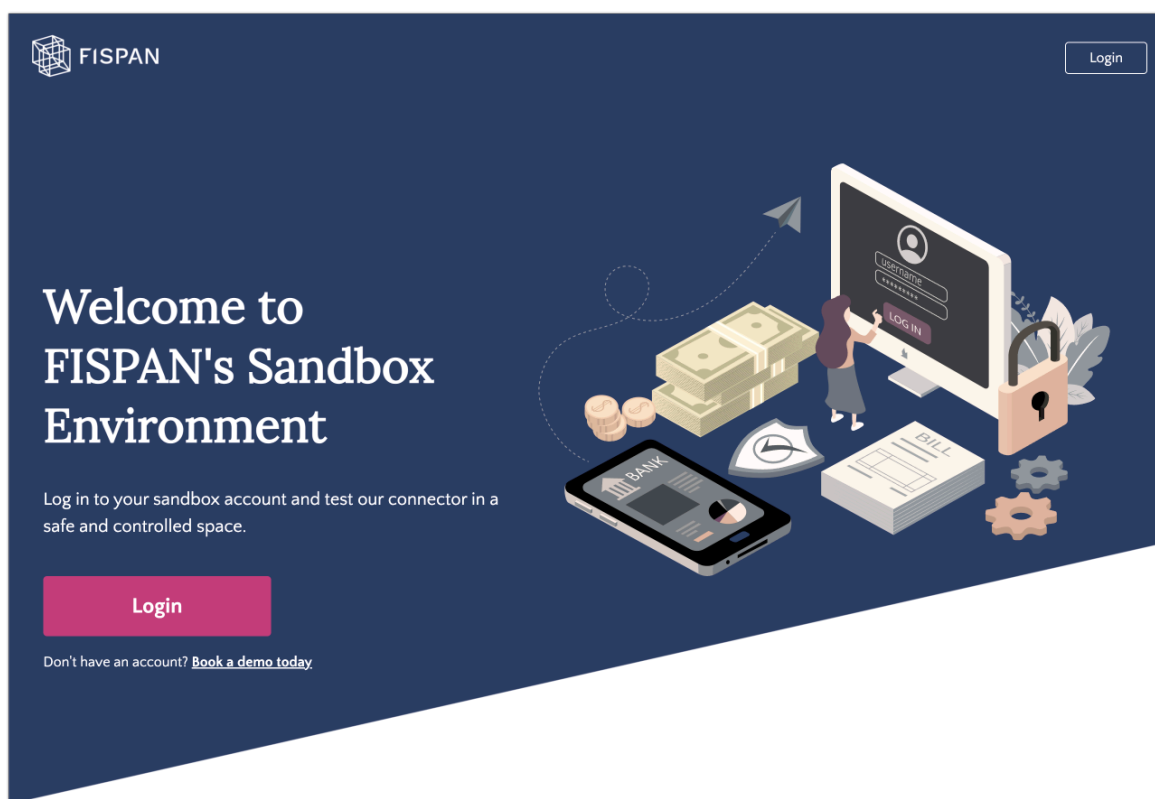
Passwords are required to be 8 characters and contain at least one uppercase, lowercase, number and special character

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.



The 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

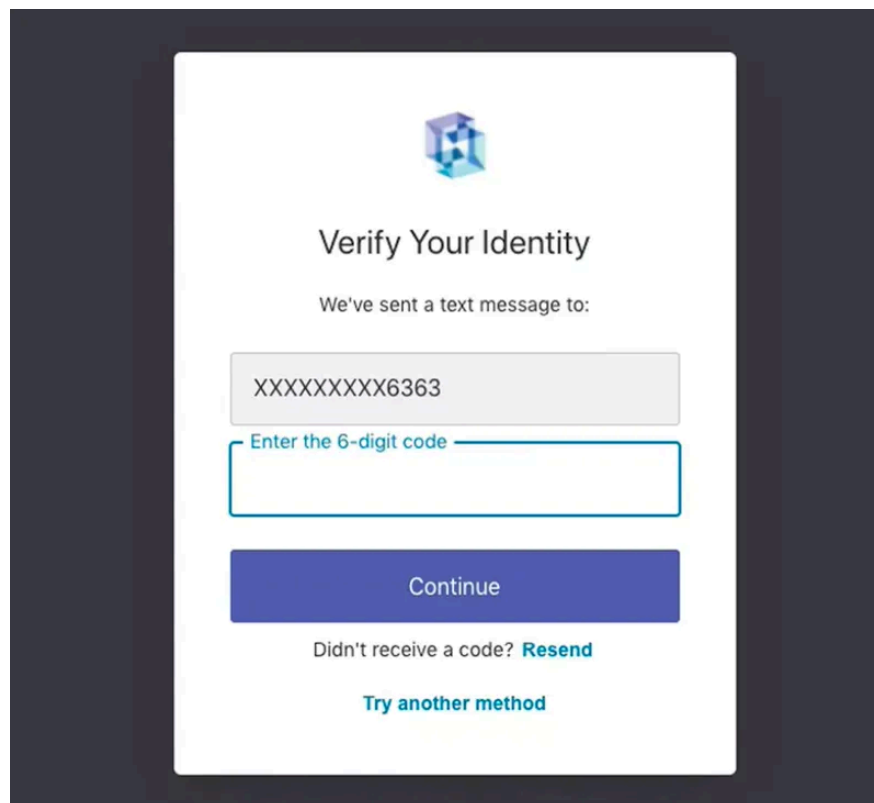
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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**.



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.



Almost There!

Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device.

8 [REDACTED] R69

Copy code

I have safely recorded this code

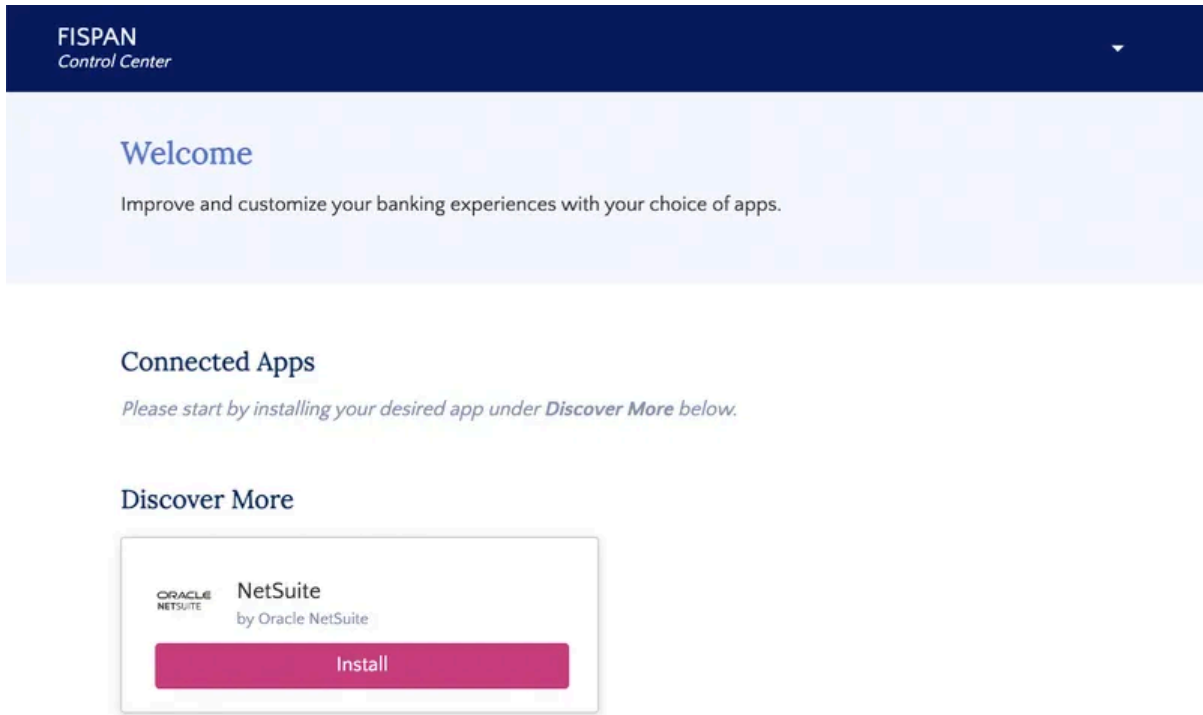
Continue

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 \(NetSuite\)](#)

2.1.2.3. Step 3: Select ERP

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

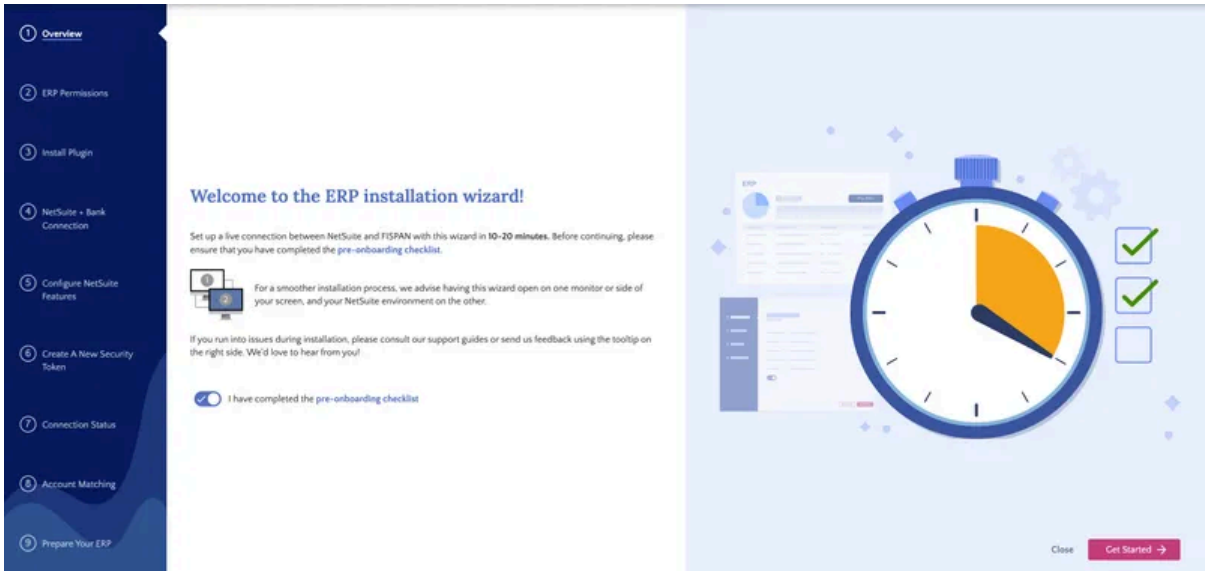


Select Install

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

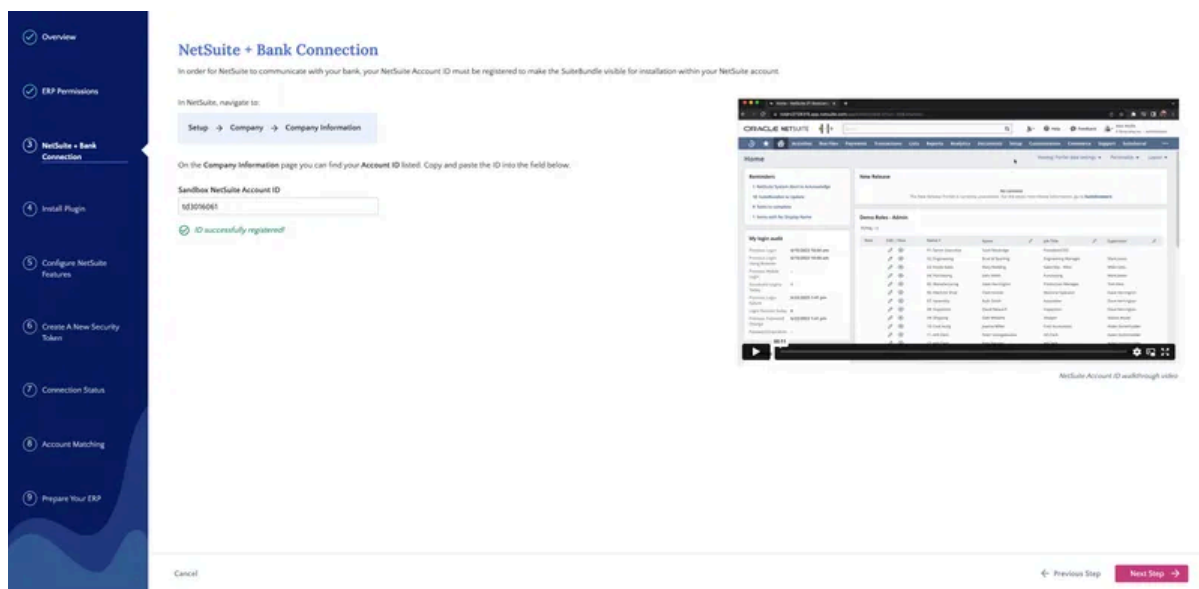
Your NetSuite Account ID is required to connect First Citizens Link to your NetSuite environment.

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

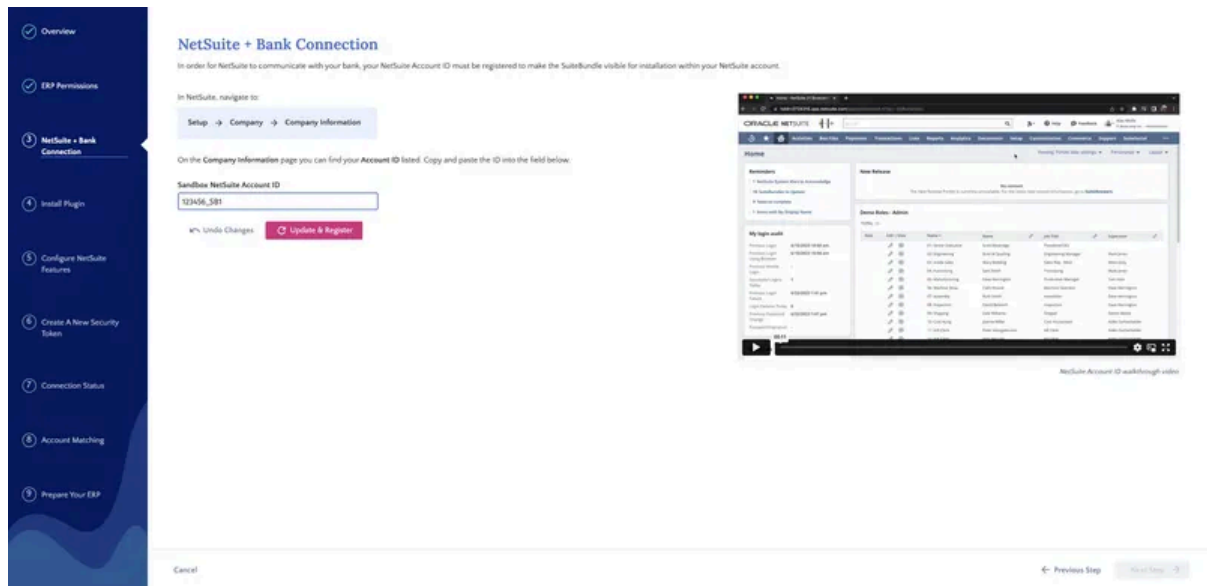
If the **Account ID** is pre-populated:

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



Already Pre-Filled

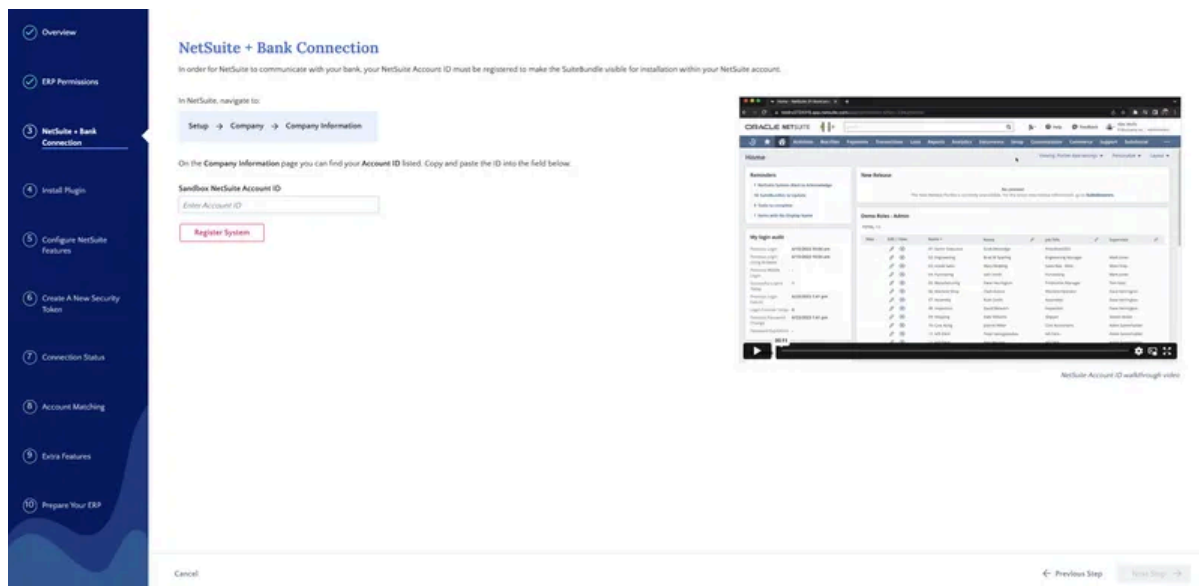
- 3 If incorrect, update the **Account ID** field with the correct value, then click **Register System**.



Update & Register

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

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



Click Register System

Locate Your Account ID in NetSuite

- 1 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:

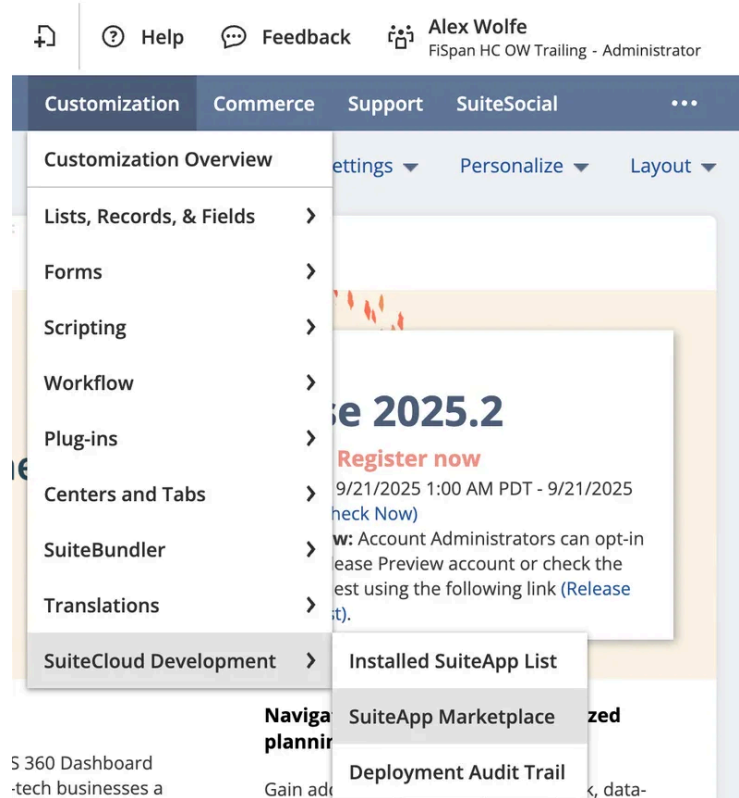
- 1 Verify that you have entered the **Account ID** correctly.
- 2 Ensure there are no extra spaces or characters.

- 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**



SuiteApp Marketplace

1 Search for the SuiteApp

To search for the SuiteApp, type "First Citizens Link" in the Keywords box and select **Search**.

2 Install the SuiteApp

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

< Back **First Citizens Link | Powered by FISPAN**



First Citizens Link empowers businesses to seamlessly integrate their banking directly within NetSuite, modernizing accounting workflows and driving operational efficiency. First Citizens Link delivers a simple, reliable, and robust solution to optimize day-to-day banking activities. Take advantage of a direct bank connection, providing reliable bank feeds for reconciliation, visibility into account balances and transactions, and streamlined accounts payable (AP) automation. With an easy setup process that requires no technical resources and an intuitive interface that lives within NetSuite, First Citizens Link allows you to quickly implement and realize the value of embedded banking.

[Overview](#) [Features](#) [Publisher](#)

First Citizens Bank's official NetSuite integration.

First Citizens Link leverages FISPAN's direct connectivity to power a full suite of banking capabilities within NetSuite. This means no more third-party platforms or extra logins – just seamless, integrated banking within your existing workflow.

Key Benefits

Streamlined AP: Initiate payments, automate cash application

Install

PUBLISHER
First Citizens Bank

FIRST RELEASE DATE
12/22/2025

INSTALLED VERSION
-

LATEST VERSION
2026.2.0

UPGRADES
Manual



Install SuiteApp

Once the SuiteApp has been installed, the First Citizens Link tab will appear on your NetSuite menu.

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

Note: If you will be using **Payables**, you will also need to install and configure the **Entity Bank Details** bundle ID **323878**. Refer to this link to install the bundle.

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

Or you can wait to install and configure the Entity Bank Details bundle later as described in:

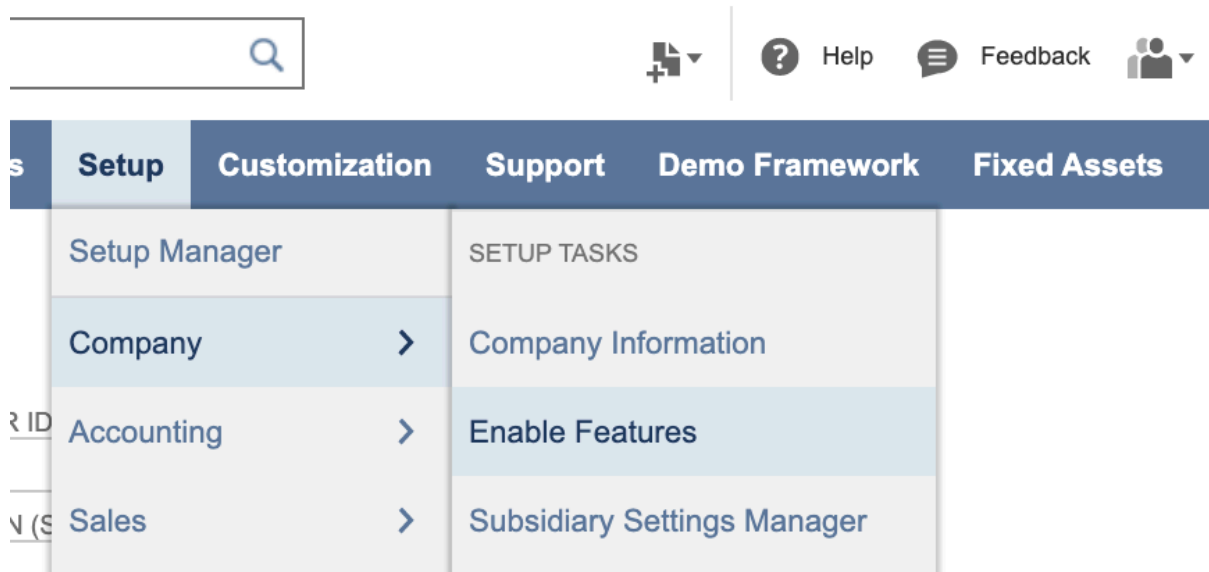
- [Step 13: Install Entity Bank Details Bundle](#)

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**.




[Go to Enable Features](#)

2 Enable Multiple Currencies

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

Enable Features

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

 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](#)

International

MULTIPLE CURRENCIES

CREATE TRANSACTIONS FOR FOREIGN CUSTOMERS AND VENDORS AND ACCOUNT FOR FLUCTUATIONS IN EXCHANGE RATES.

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

More

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](#) 

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

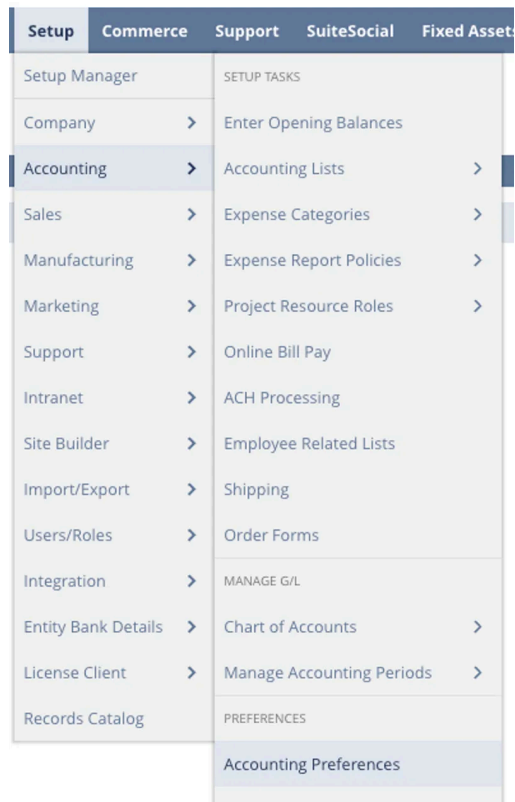
TOKEN-BASED AUTHENTICATION

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

Enable Sub Items

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.

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

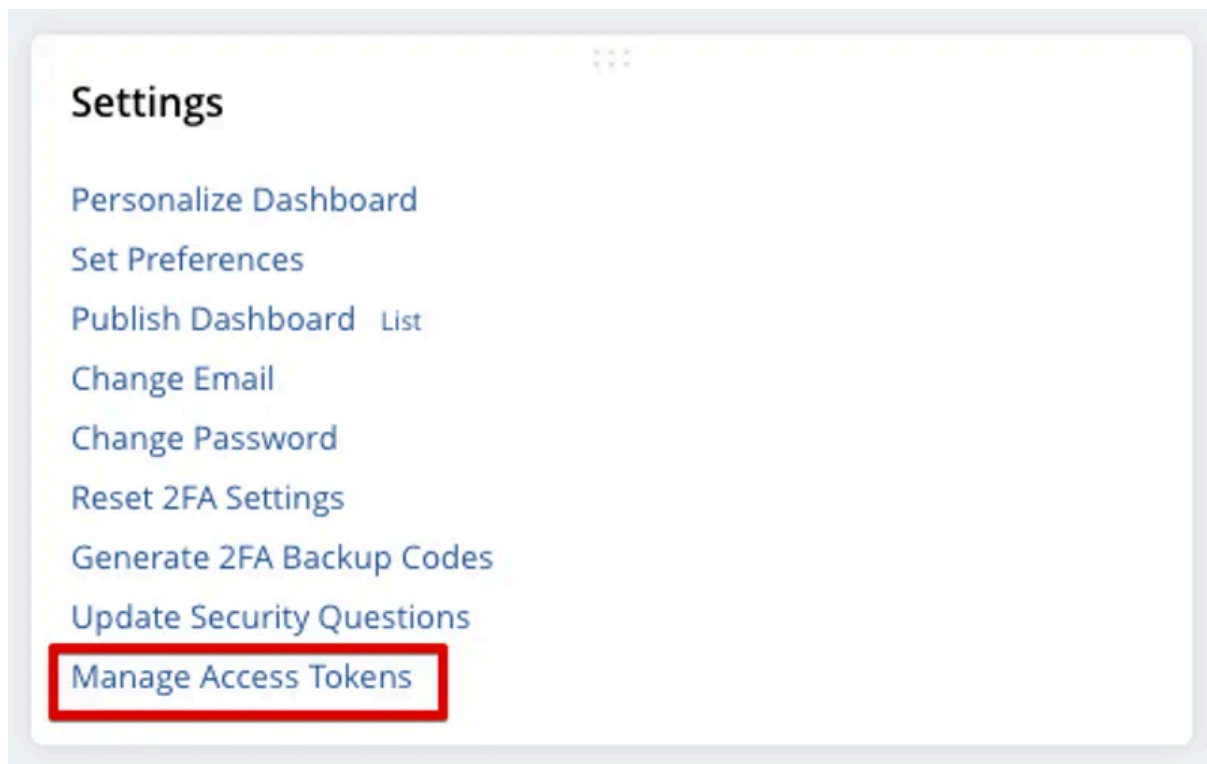
An access token from NetSuite is needed to proceed with the installation. Follow these steps to create a new security token in NetSuite and add it to the installation wizard.

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

Save

Cancel

Primary Information

APPLICATION NAME *

TOKEN NAME *

INACTIVE

Use Application Name Drop-down

Select **New My Access Token**, then select **First Citizens Link 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.

The screenshot shows the Oracle NetSuite interface. At the top, there is a navigation bar with the Oracle NetSuite logo, a search bar, and user information for 'Test User' (Coffee by Jan - Administrator). Below the navigation bar, there is a menu with options like 'Activities', 'First Citizens', 'Sales', 'Box Files', 'Transactions', 'Lists', 'Reports', 'Analytics', 'Documents', 'Setup', and 'Customization'. The main content area is titled 'Access Token' and contains a 'Save' button and a 'Cancel' button. Below these buttons is a section titled 'Primary Information' with the following fields:

- APPLICATION NAME ***: A dropdown menu with 'First Citizens Link Integration' selected.
- TOKEN NAME ***: A text input field containing 'First Citizens Link Integration - Test User, Administrator'.
- INACTIVE**: A checkbox that is currently unchecked.

Save Access Token

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 FISPAN Support for assistance.

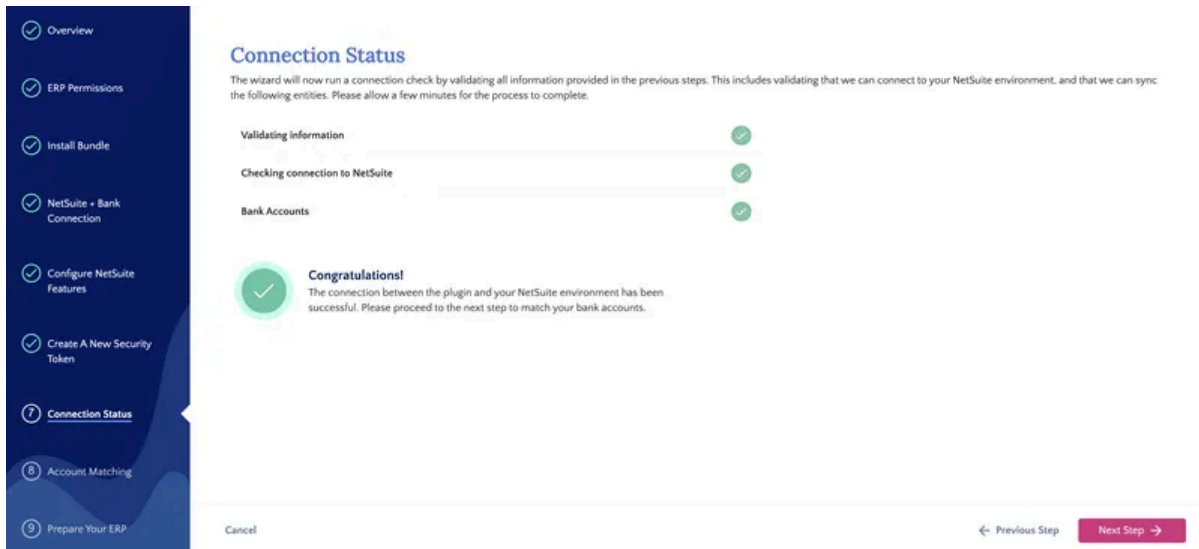
IMPORTANT: To ensure your bank plugin is set up correctly, you need to understand the minimum required permissions and user roles. Following the recommended method for managing access tokens is crucial to preventing service disruptions.

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 last 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.

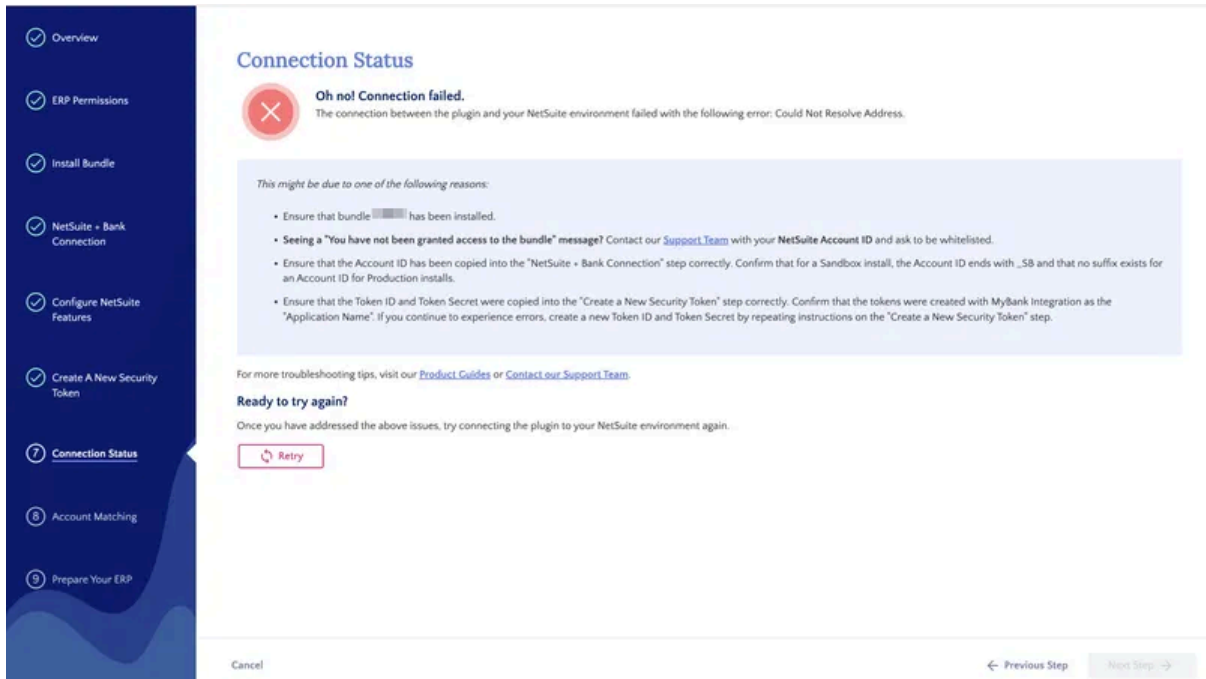


Successful Connection Message

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 support 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

- 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

- 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 bank representative.

TIP: Would you like to set a default account for Account Payables? Let us know which account you'd like by contacting FISPAN Support. 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.

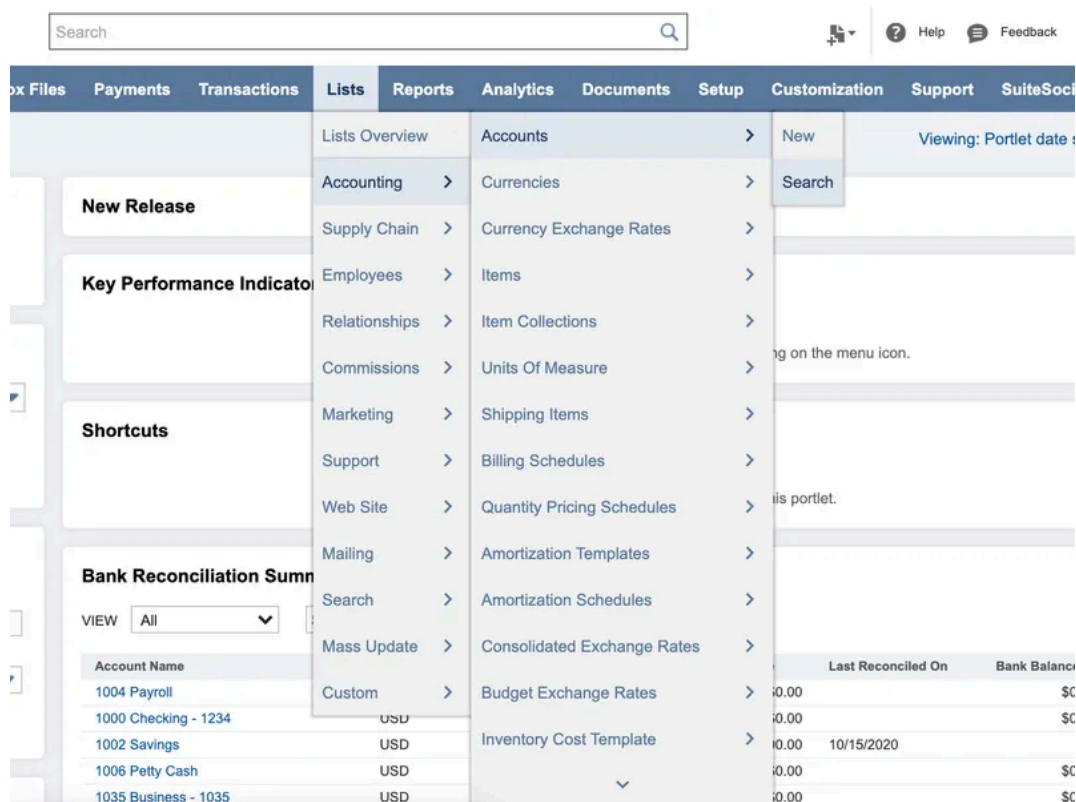
If you see the error again, click **Next Step** and finish the rest of the installation wizard.

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

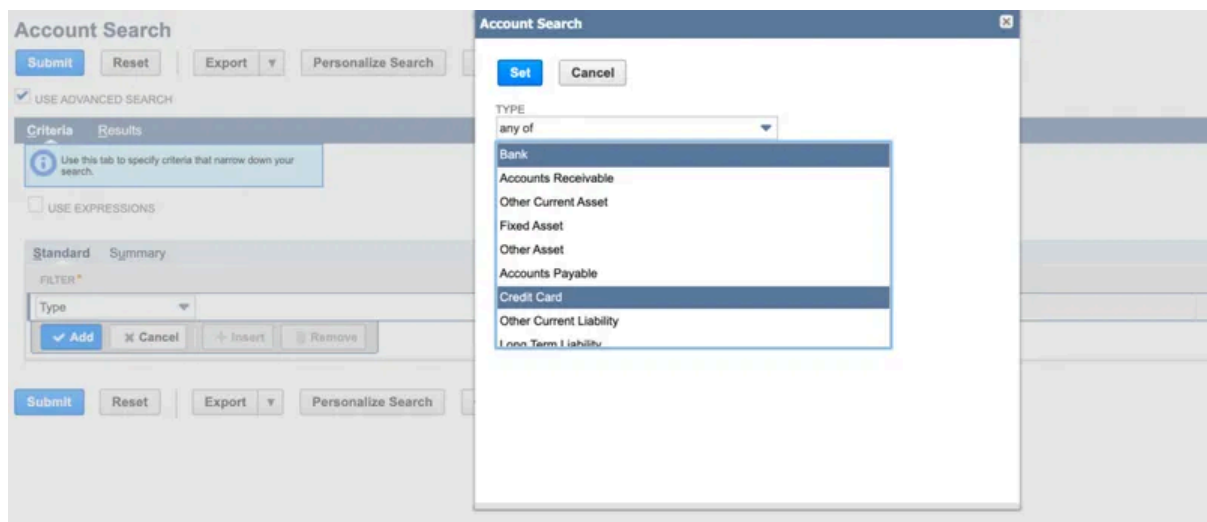
- None -
Box 1. Rents
Box 10. Crop Insurance Proceeds
Box 13. Excess Golden Parachute Payments
Box 14. Gross Proceeds Paid to an Attorney

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

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

The screenshot shows the 'Account Search' interface with the 'Results' tab selected. At the top, there are buttons for 'Submit', 'Reset', 'Export', 'Personalize Search', and 'Create Saved Search'. Below these is a checkbox for 'USE ADVANCED SEARCH'. The main area is divided into 'Criteria' and 'Results' sections. The 'Results' section contains a blue information box with a question mark icon and the text: 'Use this tab to indicate columns to be included in the search results as well as sort order.' Below this, there are three 'SORT BY' sections, each with a dropdown menu and a 'DESCENDING' checkbox. The first dropdown is set to 'Name'. To the right, there is an 'OUTPUT TYPE' dropdown set to 'Normal' and a 'SHOW TOTALS' checkbox. Below the sorting options are 'Remove all' and 'Add Multiple' buttons. A table-like interface follows with columns: 'FIELD*', 'SUMMARY TYPE', 'FUNCTION', 'FORMULA', 'WHEN ORDERED BY FIELD', 'CUSTOM LABEL', 'CUSTOM LABEL TRANSLATION', and 'SUMMARY'. The table contains three rows: 'Name', 'Account Type', and 'Description'. A fourth row is highlighted in yellow and contains 'Internal ID'. Below the table are buttons for 'OK', 'Cancel', 'Insert', 'Remove', 'Move Up', 'Move Down', 'Move To Top', and 'Move To Bottom'. At the bottom left of the table area is a '+ Add Row' link. At the bottom of the interface, there are buttons for 'Submit', 'Reset', 'Export', 'Personalize Search', and 'Create Saved Search'.

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

     TOTAL: 13				
EDIT VIEW	NAME A	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 FISPAN Support to help you troubleshoot.

fcb.support@fispan.com

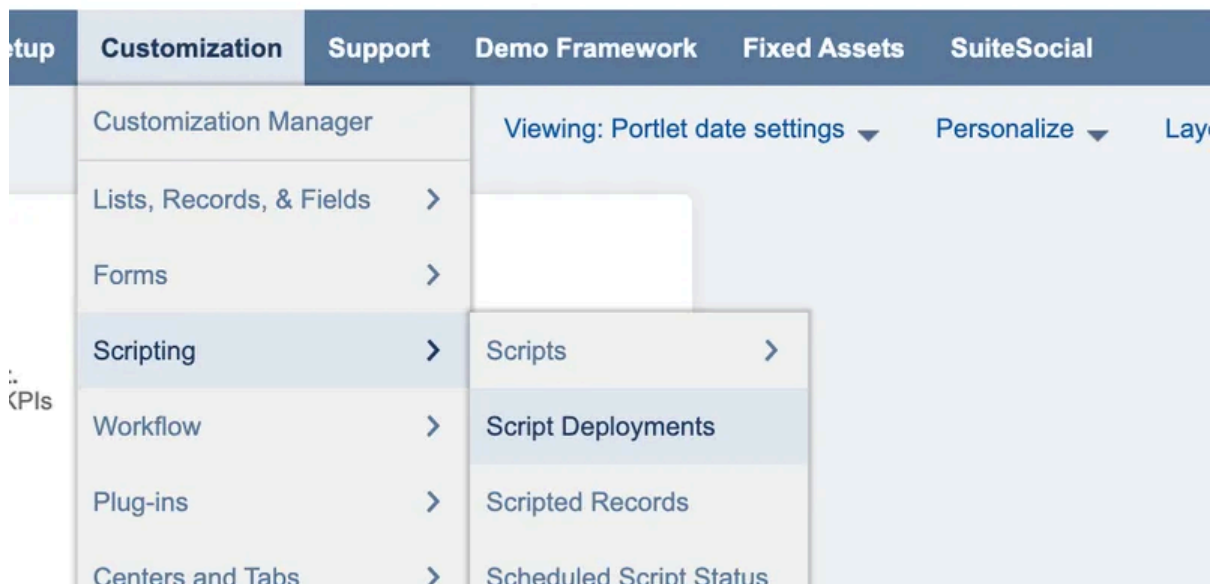
2.1.2.11. Step 11: Plugin Access Management

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](#)

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

- First Citizens Bank **Payments History**
- First Citizens Bank **Pay Vendor Bills**
- First Citizens Bank **Payment Approvals**

- First Citizens Bank **Balances & Transactions**
- First Citizens Bank **Transaction Feed Config**
(Connectivity Method field used in Bank Feeds setup)
- First Citizens Bank **Trans Checks History**
- First Citizens Bank **Trans Checks**
- First Citizens Bank **User Customization**

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

The screenshot shows the NetSuite interface for 'Script Deployments'. The page title is 'Script Deployments' and it shows a list of 21 scripts. The filters are set to 'Suitelet', '- All -', '- All -', '2.1', and '- All -'. The table below lists the scripts with their IDs, titles, statuses, and last modified dates.

Script Deployments						Scripts
FILTERS						
TYPE	STATUS	RECORD TYPE	API VERSION	SCRIPT		
Suitelet	- All -	- All -	2.1	- All -		
SHOW UNDEPLOYED						TOTAL: 21
EDIT VIEW	ID #	SCRIPT	STATUS	TITLE	LAST MODIFIED	
Edit View	customdeploy_fcb_bills_history_s	First Citizens Payments History	Released	First Citizens Payments History	5/23/2025 10:20 am	
Edit View	customdeploy_fcb_pay_bills_s	First Citizens Pay Vendor Bills	Released	First Citizens Pay Vendor Bills	5/23/2025 10:20 am	
Edit View	customdeploy_fcb_pymt_appr_s	First Citizens Payment Approvals	Released	First Citizens Payment Approvals	5/23/2025 10:20 am	
Edit View	customdeploy_fcb_bal_tr_s	First Citizens Bal & Trans	Released	First Citizens Balances & Transactions	5/23/2025 10:20 am	
Edit View	customdeploy_fcb_rpt_feed_s	First Citizens Trans Feed Config	Released	First Citizens Transaction Feed Config	5/23/2025 10:20 am	
Edit View	customdeploy_fcb_tran_ck_hs_s	First Citizens Trans Checks History	Released	First Citizens Trans Checks History	5/23/2025 10:20 am	
Edit View	customdeploy_fcb_tran_ck_s	First Citizens Trans Checks	Released	First Citizens Trans Checks	5/23/2025 10:20 am	
Edit View	customdeploy_fcb_user_cstm_s	First Citizens User Customization	Released	First Citizens User Customization	5/23/2025 10:20 am	

List of Script Deployment scripts

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

If this is the initial installation and you have already installed the **Entity Bank Details bundle** or if you are adding new users, refer to the following link to edit the role permissions for the associated Entity Bank Details Suitelet, RESTlet and User Event script deployments:

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

2.1.2.12. Step 12: NetSuite Role Permission Setup

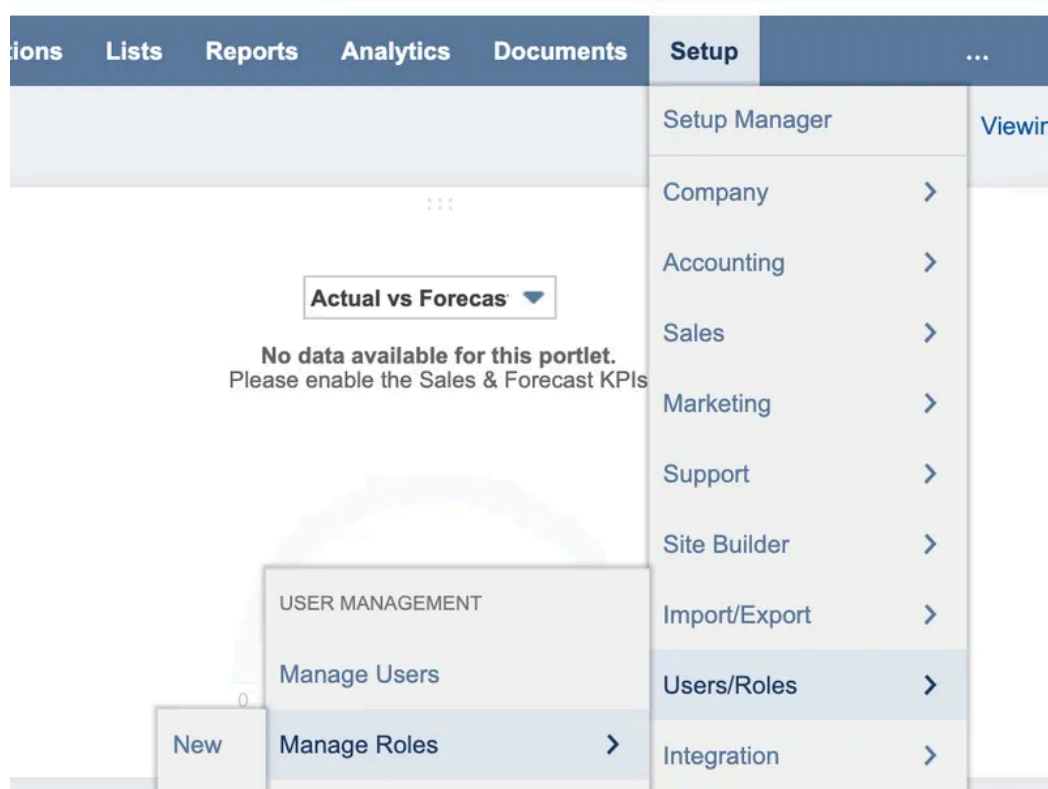
If you receive an "INSUFFICIENT_PERMISSION" error or can't see all the accounts, it's because your NetSuite user role does not have the correct permissions. You'll need to update your permissions following these steps.

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.

Add List Permissions

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

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

PERMISSION*	LEVEL
Accounts	View
Currency	View
Employee Record	View
Subsidiaries	View

Buttons: Add, Cancel, Insert, Remove

"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	
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 **Payables**, 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 13: Install Entity Bank Details Bundle](#)

2.1.2.13. Step 13: Install Entity Bank Details Bundle

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

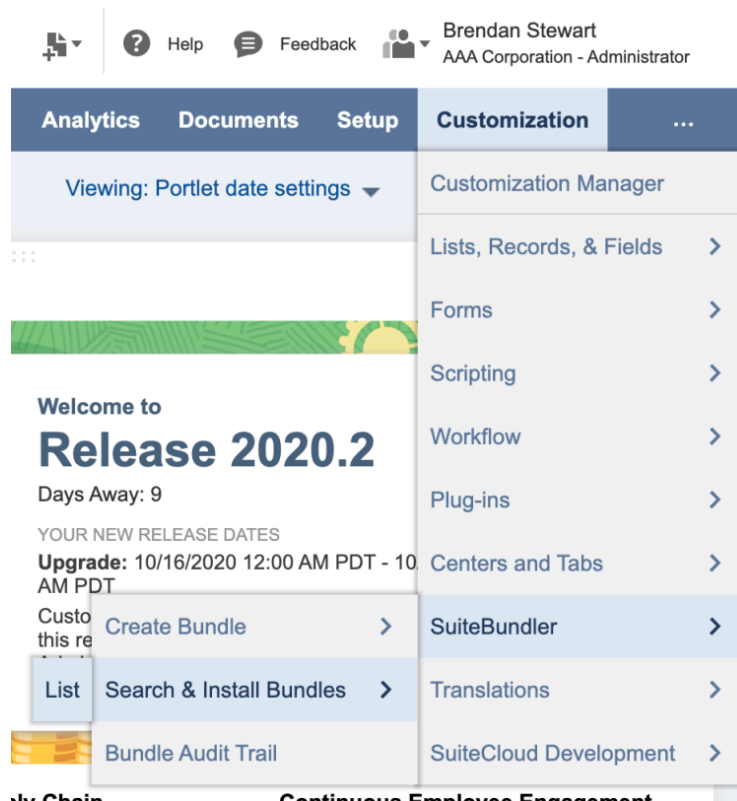
The Entity Bank Details (EBD) bundle, combined with the standard NetSuite vendor and employee records, will store all the information needed to submit payments.

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		FISPAN – Deployment (Trailing)	com.fispan	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).

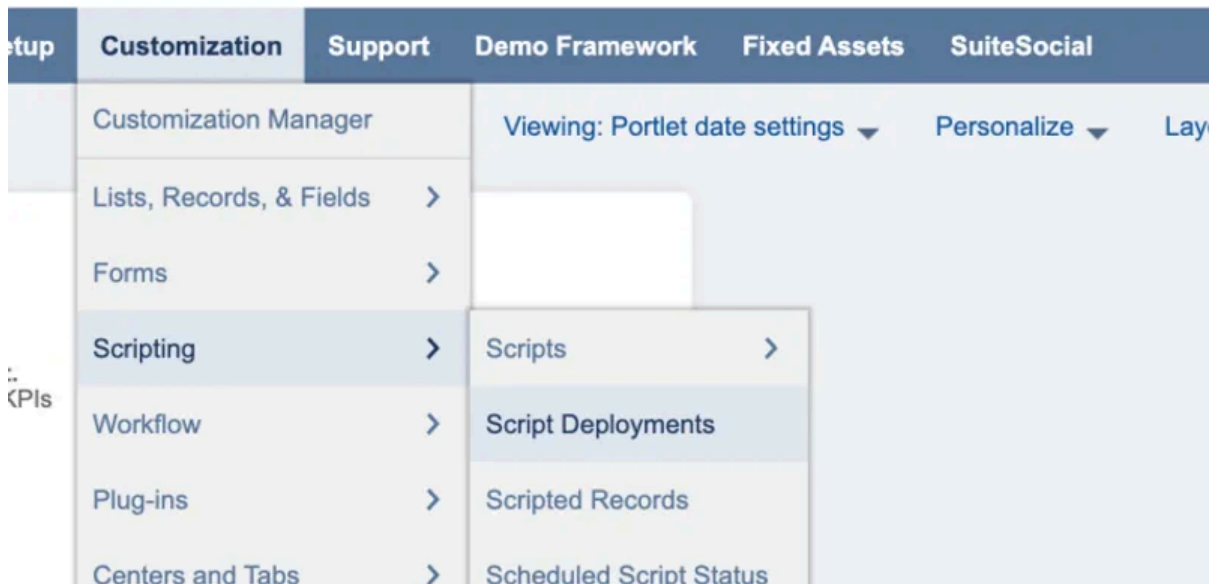
IMPORTANT: If you receive an error stating "You have not been granted access to the bundle" upon attempting installation, please reach out to FISPA Support

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](#)

FILTERS

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
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_overview	Entity Bank Details, Overview	Released	Overview	12/6/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_backup	Entity Bank Details, Import/Export	Released	Backup	12/6/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_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

Scripts

[New Deployment](#)

FILTERS

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

SHOW UNDEPLOYED TOTAL: 89

DEPLOYED	EDIT VIEW	ID *	SCRIPT	STATUS	LAST MODIFIED
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_export_r	Entity Bank Details, Export Service	Released	12/8/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_import_r	Entity Bank Details, Import Service	Released	12/8/2022 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

SHOW UNDEPLOYED TOTAL: 44

DEPLOYED	EDIT VIEW	ID	SCRIPT *	STATUS	RECORD TYPE	LAST MODIFIED
<input checked="" type="checkbox"/>	Edit View	customdeploy_fspan_vbd_event	Entity Bank Details, Event	Released	Vendor	12/6/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fspan_vbd_event_emp	Entity Bank Details, Event	Released	Employee	12/6/2022 3:57 pm

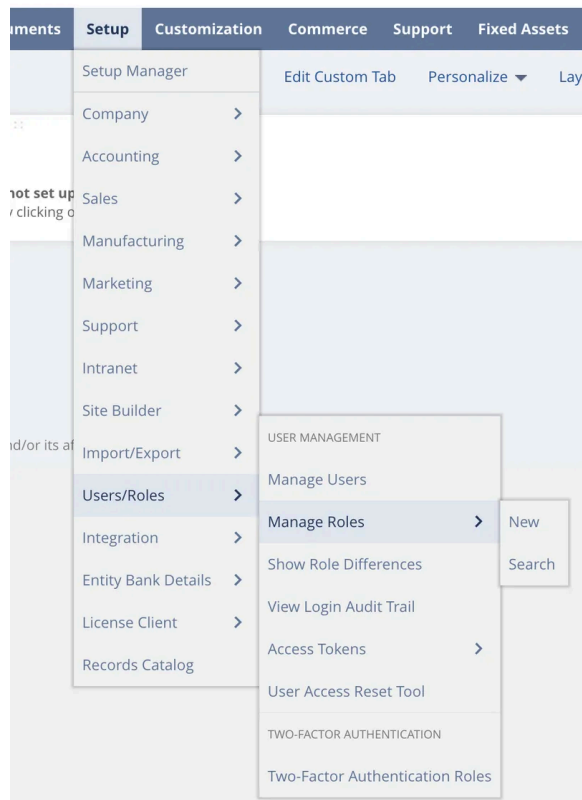
Filtering for User Events on API Version 2.1

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.

RECORD *	LEVEL	RESTRICT
Exclude Tracked Field	Full	Editing Only
My Related Record Subscription	Full	Editing Only
My Saved Search Subscription	Full	Editing Only
Record Subscription	View	Editing Only
Related Record Subscription	View	Editing Only
Saved Search Subscription	View	Editing Only
SuiteSocial Auto Subscribe	Full	Editing Only
SuiteSocial Channel	View	Editing Only
SuiteSocial Colleague	Full	Editing Only
SuiteSocial Digest Schedule	Full	Editing Only
SuiteSocial Internal Setting	View	Editing Only
SuiteSocial Profile	Full	
SuiteSocial Profile Channel	Full	Editing Only
SuiteSocial Record	View	Editing Only
SuiteSocial Status Type	View	Editing Only
SuiteSocial Subscription	Full	Editing Only
Tracked Field	View	Editing Only
Entity Bank Details (FI)	Full	

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 More

Vendors Employees

Refresh QUICK FILTER: 1..40 < > PAGE: 1/3 TOTAL: 113

#	VIEW	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
1	View	AAA Corporation		1652	0
2	View	AI Systems Ltd		1305	0
3	View	Alexander Valley Vineyards		944	0
4	View	Alhsteel		992	0
5	View	Amazon Inc.		1552	0

Select View for the desired Vendor or Employee

Select **Add**.

Entity Bank Details Overview

More

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 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.

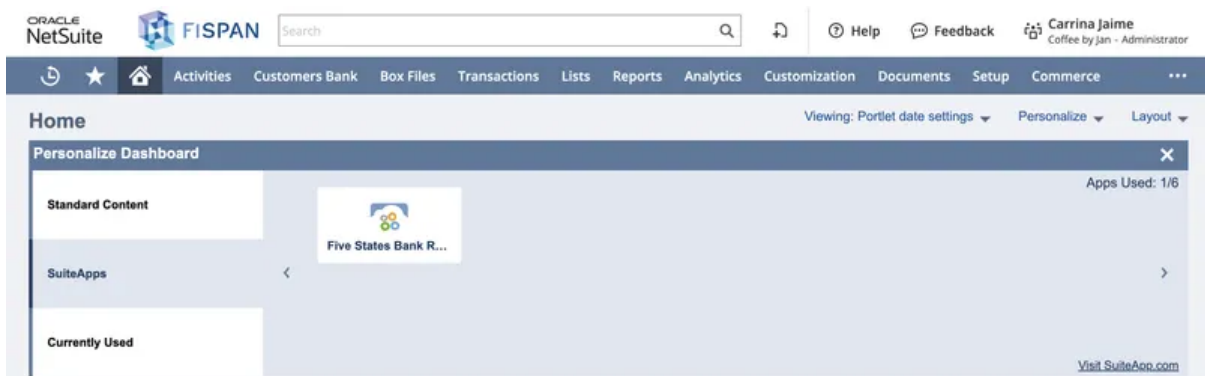
2.1.2.14. Step 14: Configure SuiteApps Reports Balances

To give users access to the Reports Balance Portlet, they will need a Script Deployment. Once they have access, they can view their balances by accessing the Portlet.

1 Access Reports Balance Portlet

Navigate to the **Homepage**.

Select **Personalize** in the top right → **SuiteApps** → First Citizens Bank **Reports Balance** to view balances.



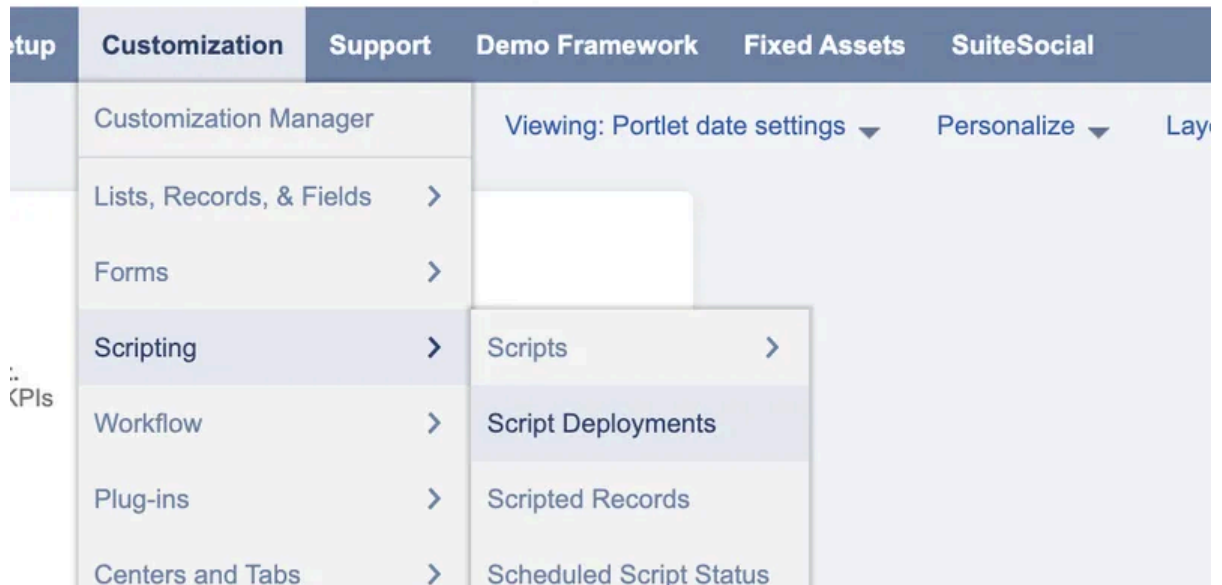
2 Add User Roles to Portlet

Non-admin roles need to be added to the First Citizens Bank **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 11: Plugin Access Management](#) and [Step 12: NetSuite Role Permission Setup](#) to enable permissions.

Install the Entity Bank Details SuiteApp

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

The Entity Bank Details SuiteApp, in combination with the standard NetSuite vendor and employee record, will store all information required to submit payments via the SuiteApp. This SuiteApp 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 Installation & Setup \(NetSuite\)](#) or [Step 13: Install Entity Bank Details Bundle](#) for instructions on how to install this bundle.

Enter Bank Details Into the SuiteApp

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 Information** on [Step 13: Install Entity Bank Details Bundle](#) for instructions on how to manually add Entity Bank Details to a payee.

Option 2: Import bank details 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 \(NetSuite\)](#) 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. Some of these scenarios may not apply to your plugin depending on the products it supports.

1 Vendor Setup

Modify or create two vendors for testing: 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 payments and positive pay transmissions.

2 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.

3 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. Check 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.

4 **SUA Bill Setup and Payment**

Confirm that a US address has been entered for each vendor you test. Create a bill, populating all fields that are mandatory.

Check 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 **SUA** (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.

5 **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.

6 **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.

2.2. Configuration

2.2.1. Plugin Management

2.2.1.1. Mapping Bank Accounts (NetSuite)

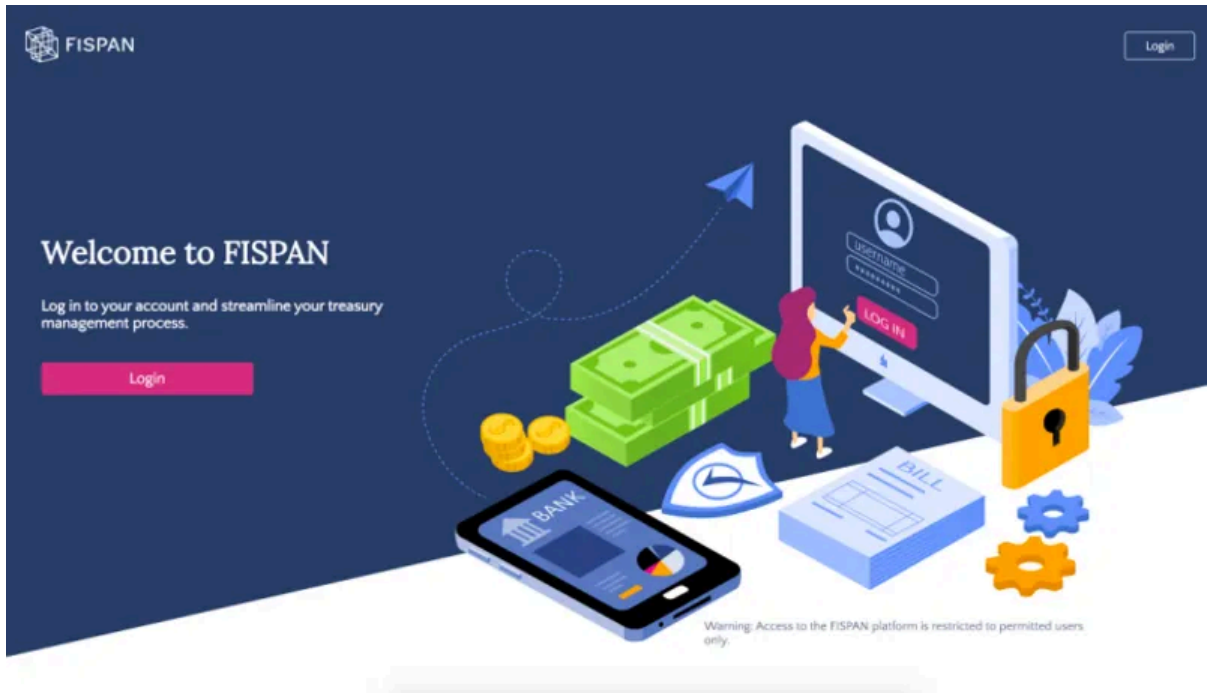
Navigating to the Account Matching Page

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

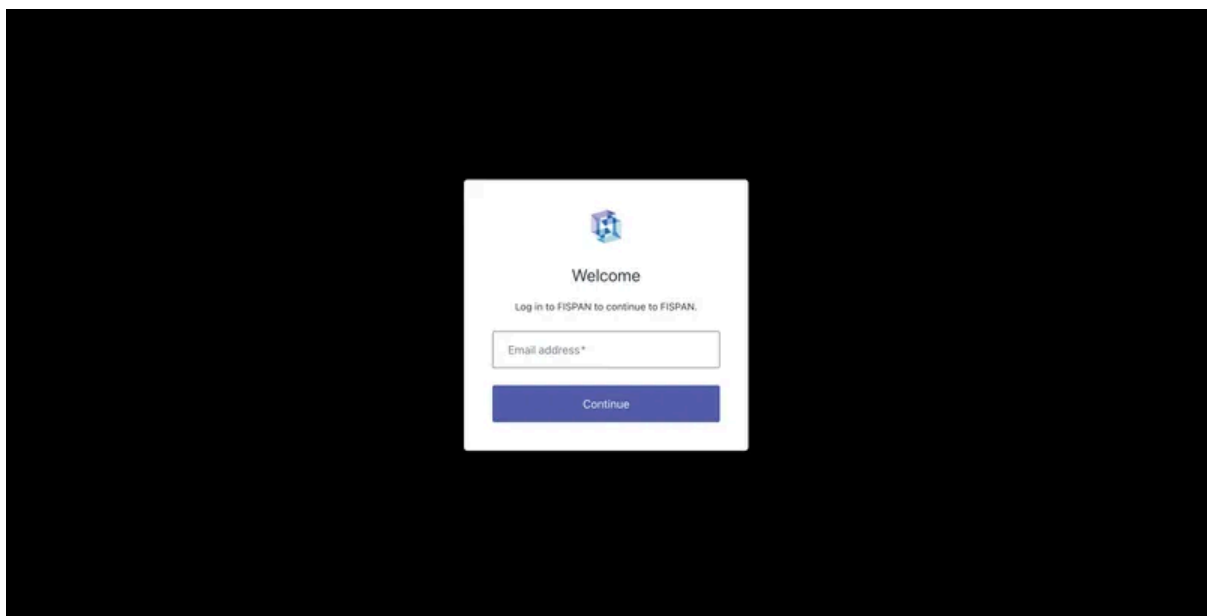
Head to the [Production Portal](#) you used to register for an account with FISPAN when you installed the plugin.

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



Welcome Page

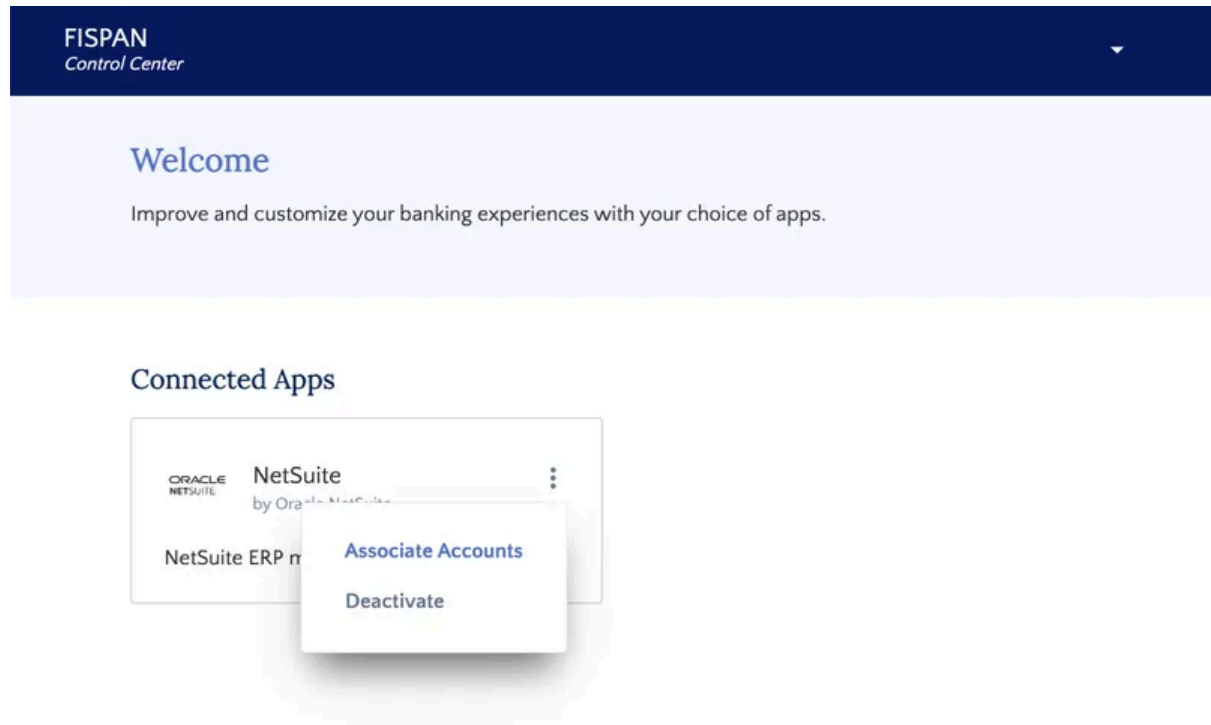
Log in to the Portal with the email and password you used to register. Multi-Factor Authentication (MFA) will be required for login.



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 support 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

- 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

- 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 bank representative.

TIP: Would you like to set a default account for Account Payables? Let us know which account you'd like by contacting FISPAN Support. 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.

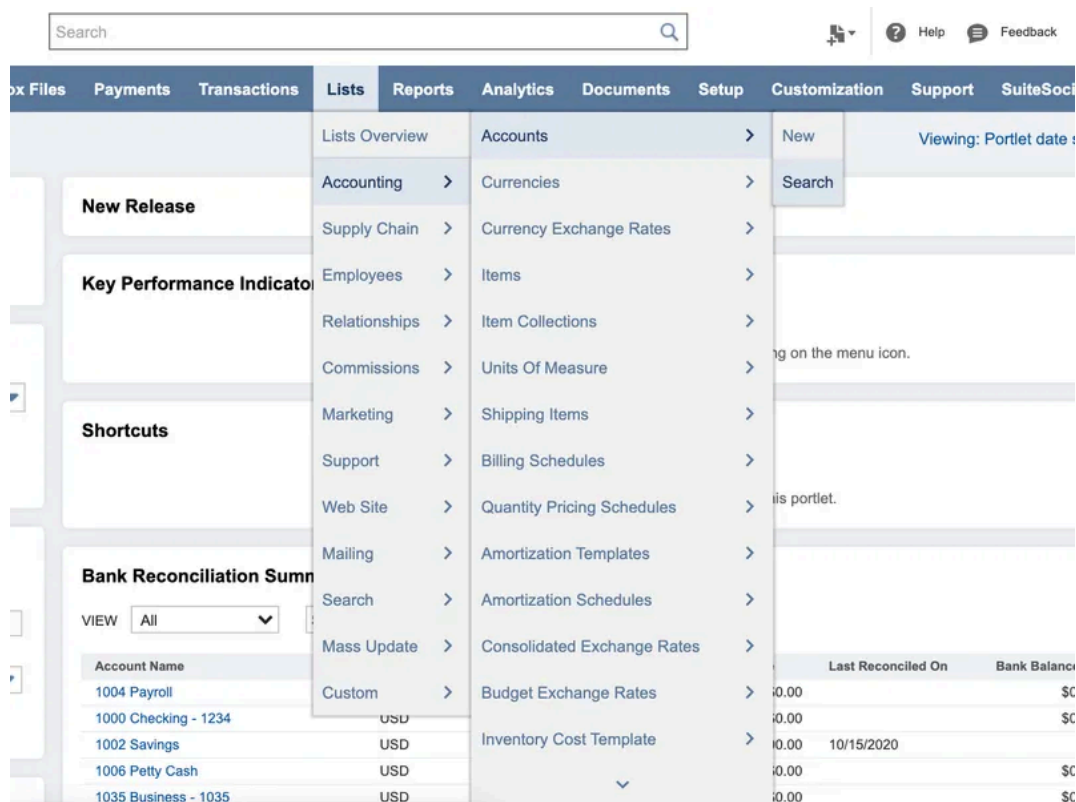
If you see the error again, click **Next Step** and finish the rest of the installation wizard.

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

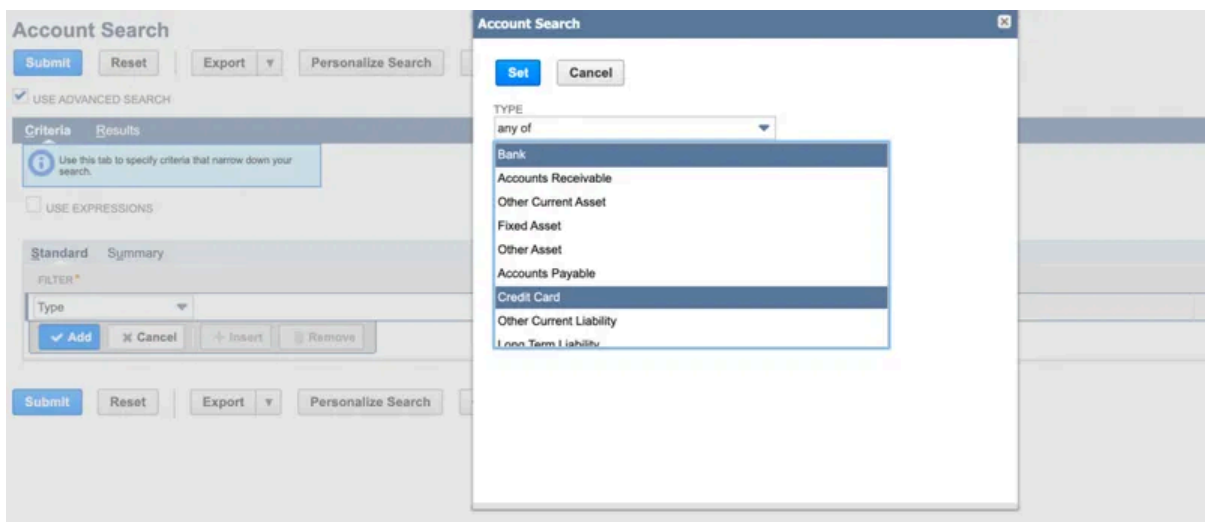
- None -
Box 1. Rents
Box 10. Crop Insurance Proceeds
Box 13. Excess Golden Parachute Payments
Box 14. Gross Proceeds Paid to an Attorney

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

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

The screenshot shows the 'Account Search' interface with the 'Results' tab selected. At the top, there are buttons for 'Submit', 'Reset', 'Export', 'Personalize Search', and 'Create Saved Search'. Below these is a checkbox for 'USE ADVANCED SEARCH' which is checked. The 'Criteria' tab is active, displaying a message: 'Use this tab to indicate columns to be included in the search results as well as sort order.' There are three 'SORT BY' sections, each with a dropdown menu and a 'DESCENDING' checkbox. The first dropdown is set to 'Name'. To the right, there is an 'OUTPUT TYPE' dropdown set to 'Normal' and a 'SHOW TOTALS' checkbox. Below the sorting options are 'Remove all' and 'Add Multiple' buttons. A table lists the selected fields: 'Name', 'Account Type', 'Description', and 'Internal ID'. The table has columns for 'FIELD*', 'SUMMARY TYPE', 'FUNCTION', 'FORMULA', 'WHEN ORDERED BY FIELD', 'CUSTOM LABEL', 'CUSTOM LABEL TRANSLATION', and 'SUMMARY'. At the bottom of the table are buttons for 'OK', 'Cancel', 'Insert', 'Remove', 'Move Up', 'Move Down', 'Move To Top', and 'Move To Bottom'. Below the table is an 'Add Row' button. At the very bottom, there are buttons for 'Submit', 'Reset', 'Export', 'Personalize Search', and 'Create Saved Search'.

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 A	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 FISPAN Support to help you troubleshoot.

Once you've added this information, please email this updated XLS file to the below FISPAN Support email address: firstcitizens.support@fispan.com

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

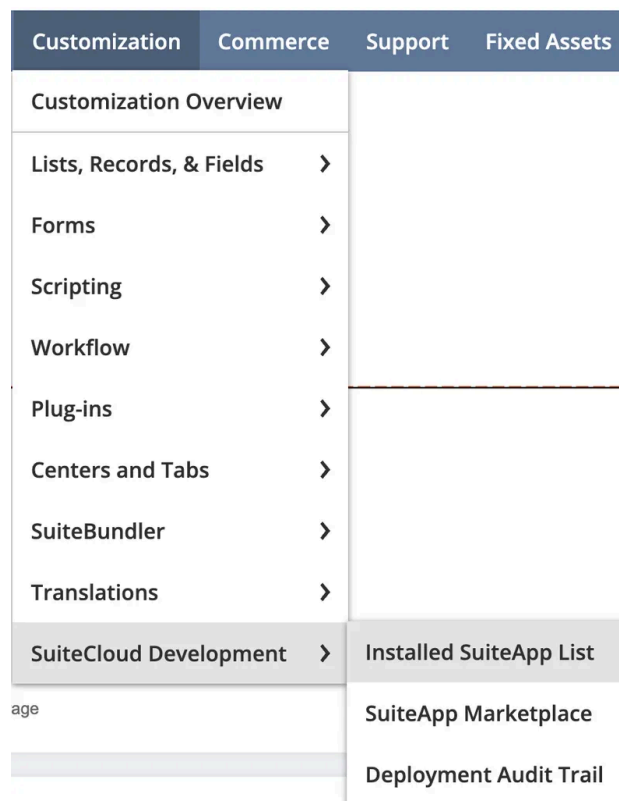
2.2.1.2. Updating the SuiteApp (NetSuite)

Keeping your NetSuite Bundle 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.

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

Locate the SuiteApp

Go to **Customization** → **SuiteCloud Development** → **Installed SuiteApp List**.



Go to Customization → SuiteCloud Development → Installed SuiteApp List

Update the SuiteApp

Find the First Citizens Bank 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.

Installed SuiteApps

Refresh

ACTION	PUBLISHER ID	APP ID	NAME	VERSION	DESCRIPTION	INSTALL STATUS	INSTALLED BY	DATE INSTALLED	DATE LAST UPDAT
	com.firstcitizens	com.firstcitizens.fcbpay	First Citizens Bank SuiteApp	2026.2.0		COMPLETE	Carina Jaime	2/17/2026 1:41 pm	2/17/2026 1:42 pm

Update Installed SuiteApp

2.2.1.3. Enabling French Canadian Support (NetSuite)

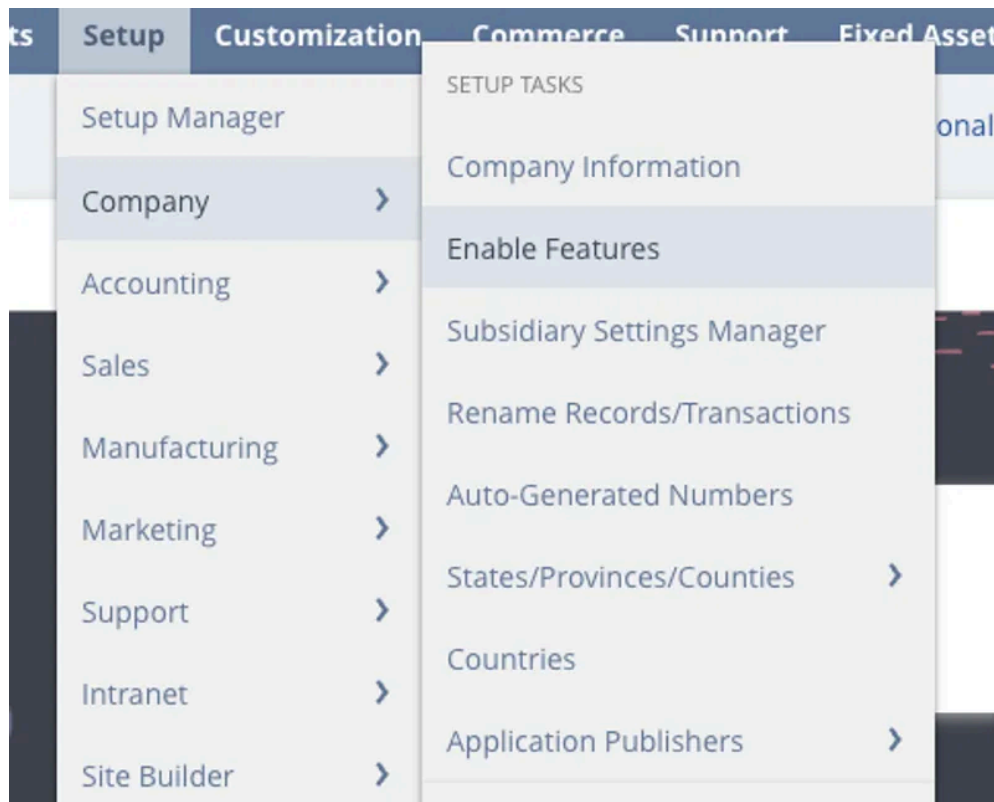
To use the plugin in French Canadian, you must first enable the French language within your NetSuite's features. Follow the guide below for instructions on how to complete the setup process.

NOTE: This feature is in *open beta*, and we are open to any feedback or suggestions about this new language option. Please send any feedback to **translation-feedback@fispan.com**

Enabling French Canadian

1 Navigate to Enable Features

A NetSuite Administrator must navigate to **Setup → Company → Enable Features**.



Select Enable Features

2 Enable Multilanguage

Scroll down to the International tab and ensure the **Multilanguage** checkbox is checked off.

CREATE AND APPLY MULTIPLE NUMBERING RULES FOR TRANSACTIONS

International

MULTI-LANGUAGE
TRANSLATE YOUR WEB SITE, ITEM NAMES AND DESCRIPTIONS, PRINTED SALES TRANSACTIONS AND ORDER CONFIRMATION EMAIL TO MULTIPLE LANGUAGES.

MULTIPLE CURRENCIES
CREATE TRANSACTIONS FOR FOREIGN CUSTOMERS AND VENDORS AND ACCOUNT FOR FLUCTUATIONS IN EXCHANGE RATES.

CURRENCY EXCHANGE RATE INTEGRATION
BY CHECKING THIS BOX, YOU ARE AGREEING TO [TERMS](#) FOR THIS FEATURE.
AUTOMATICALLY UPDATE CURRENCY EXCHANGE RATES ON A NIGHTLY BASIS. SPECIFY THE FOREIGN EXCHANGE RATE PROVIDER THROUGH ACCOUNTING PREFERENCES.
[FOREIGN EXCHANGE RATE DATA](#) BY XIGNITE

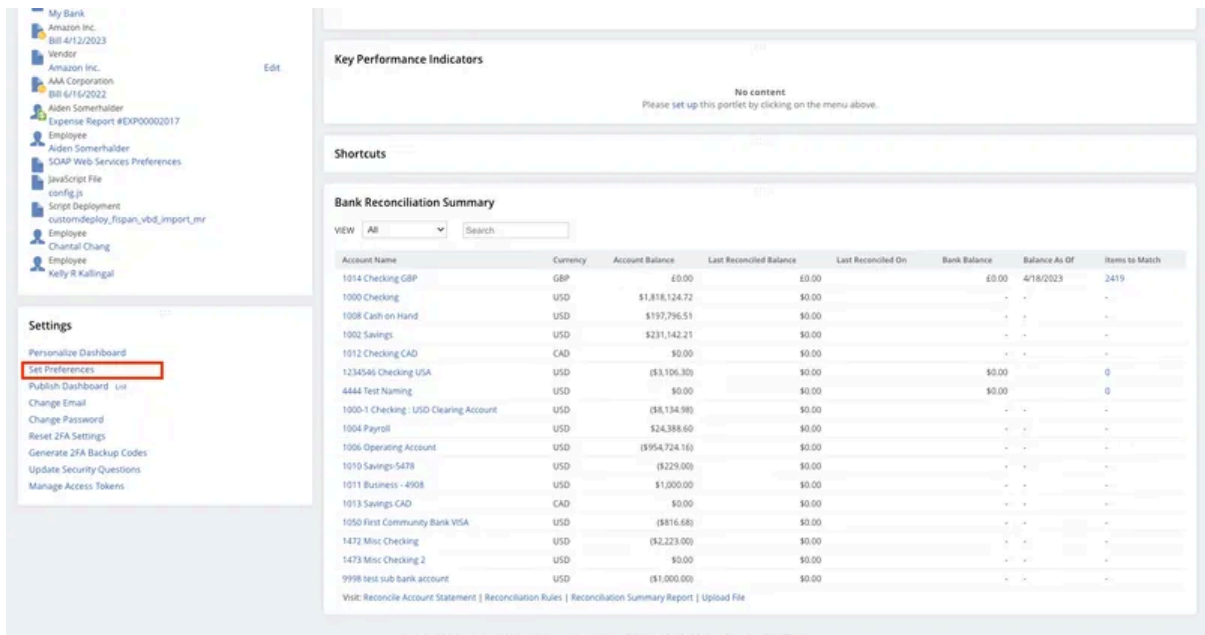
WORLDWIDE SUPPORT FOR PHONE NUMBER FORMATTING
ENABLE INTERNATIONAL AND NATIONAL PHONE NUMBER FORMATTING FOR THIS ROLE. THE NATIONAL PHONE NUMBER FORMATTING IS BASED ON LOCAL PHONE NUMBER STANDARDS.

Check Off Multilanguage

3 Navigate to Set Preferences

Navigate back to the dashboard by clicking the **Home** button.

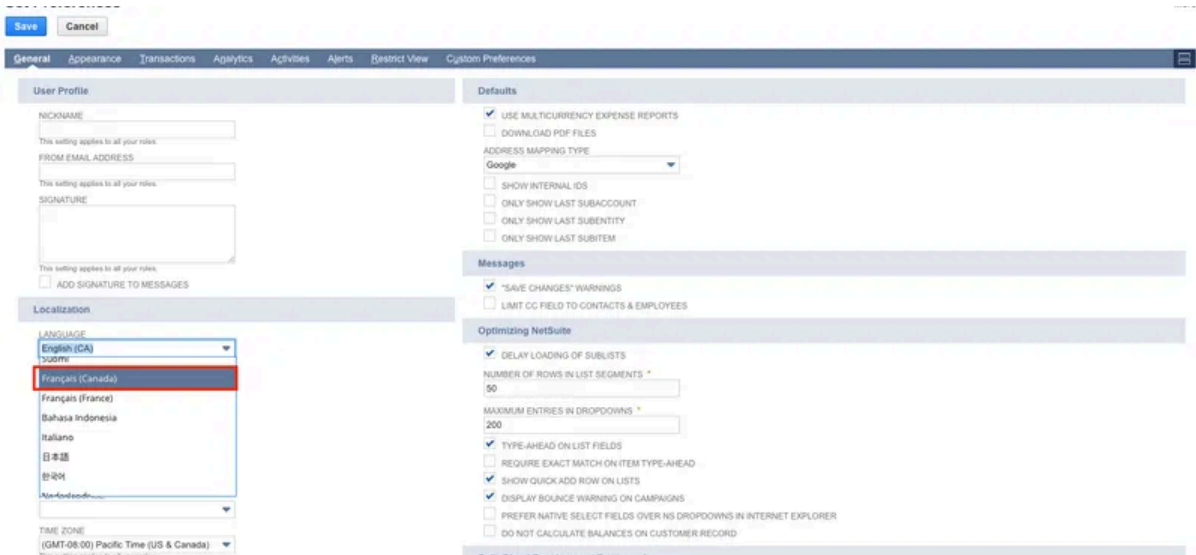
Scroll down to the **Settings** sub-section and select **Set Preferences**.



Select Set Preferences

4 Select French (CA) Language

Under the localization sub-section, select your language as **French (CA)**.



Select French (CA)

After clicking **Save**, your environment and plugin will be displayed in French Canadian.

Unsupported Elements

Due to some limitations, a few elements of the plugin will remain in English:

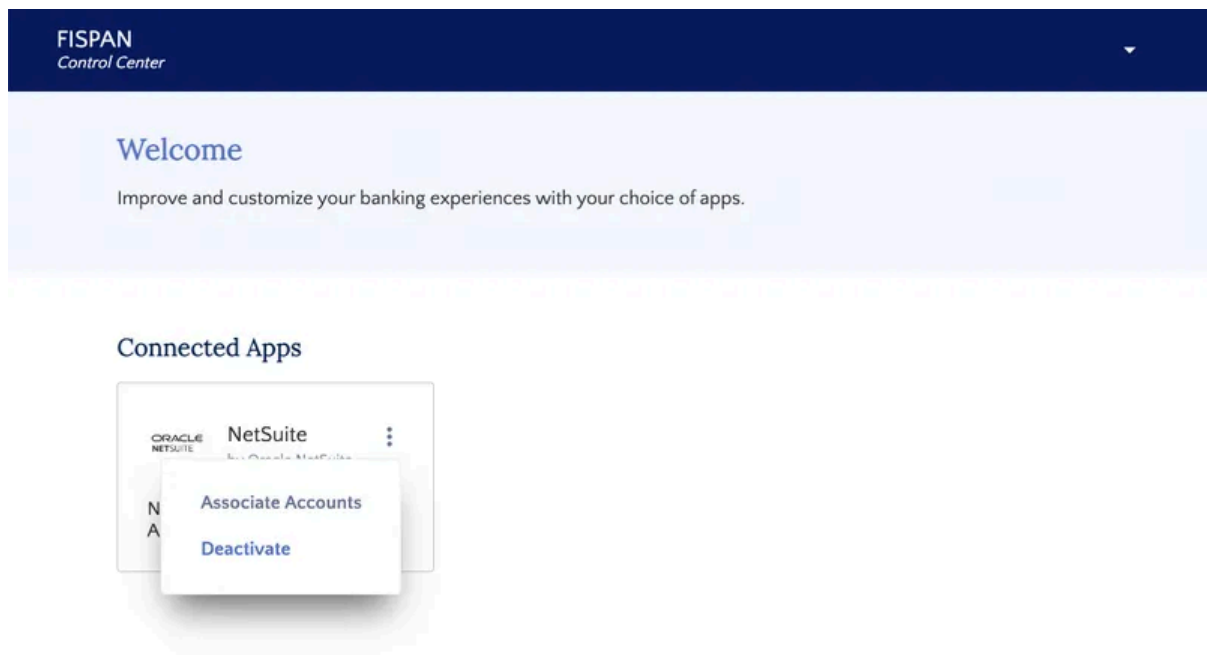
- Bank Feeds & Transactions
- Banking, ERP, and Platform Error Messages (e.g., payment statuses, connection errors)
- Vendors, Bills, and Bank Accounts (these will display in the language they were originally created in)

2.2.1.4. Uninstalling the Plugin (NetSuite)

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

1 Deactivate the Plugin

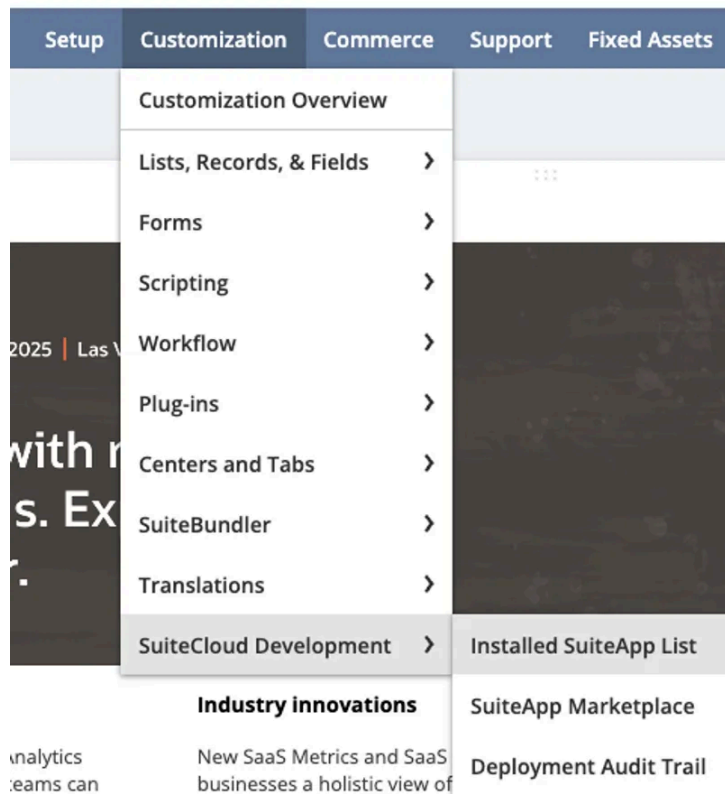
Select the three dots in the top right corner and then select Deactivate to disconnect your plugin from NetSuite through the [Portal](#).



Select "Deactivate"

2 Search Installed SuiteApp

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




Installed SuiteApp List

3 Located 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
	[Redacted]	[Redacted]	SuiteApp	2025.9.1	
Uninstall	com.fispan	com.fispan.vbd	Entity Bank Details	2025.5.0	

Click Uninstall

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.

2.2.1.5. 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.

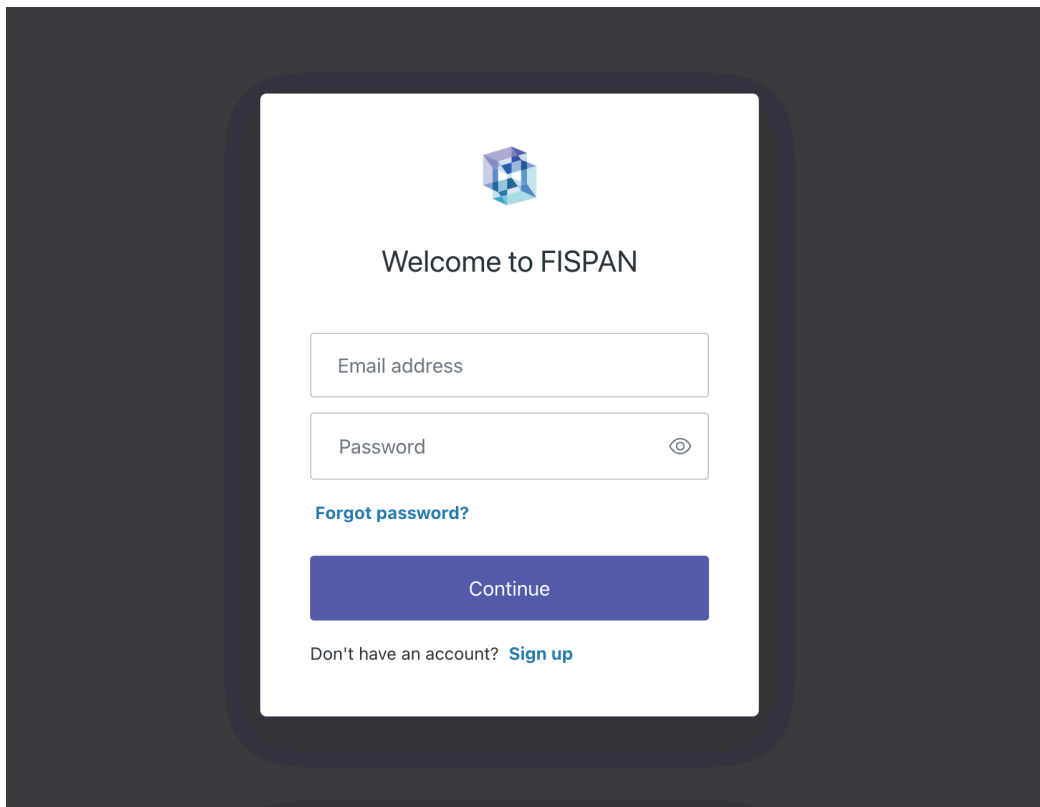
If you run into trouble, you can schedule a troubleshooting call or reach out to our support team using the **Contact Us** link in the library on the left.

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 HSBC Support. 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.

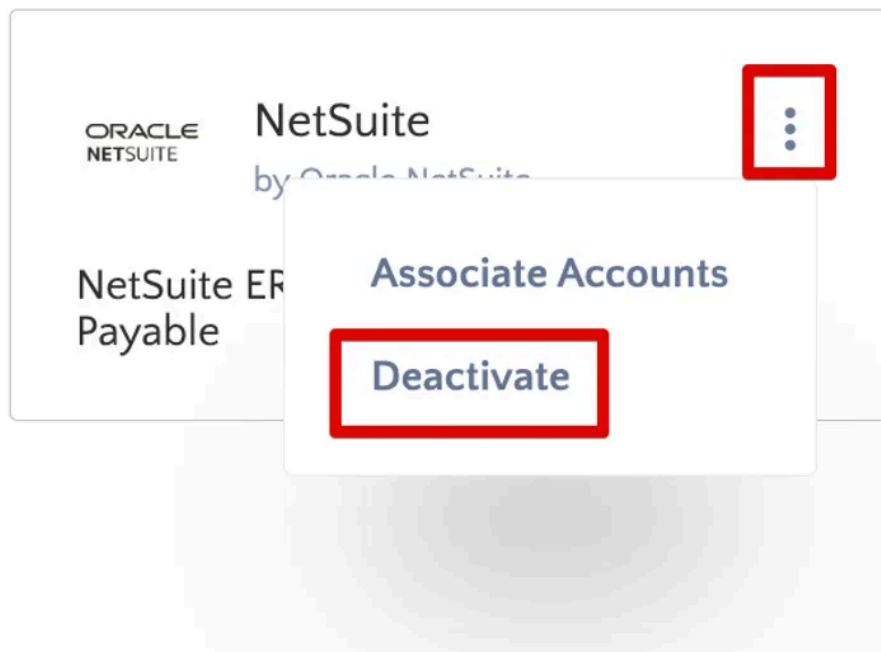
Connected Apps



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

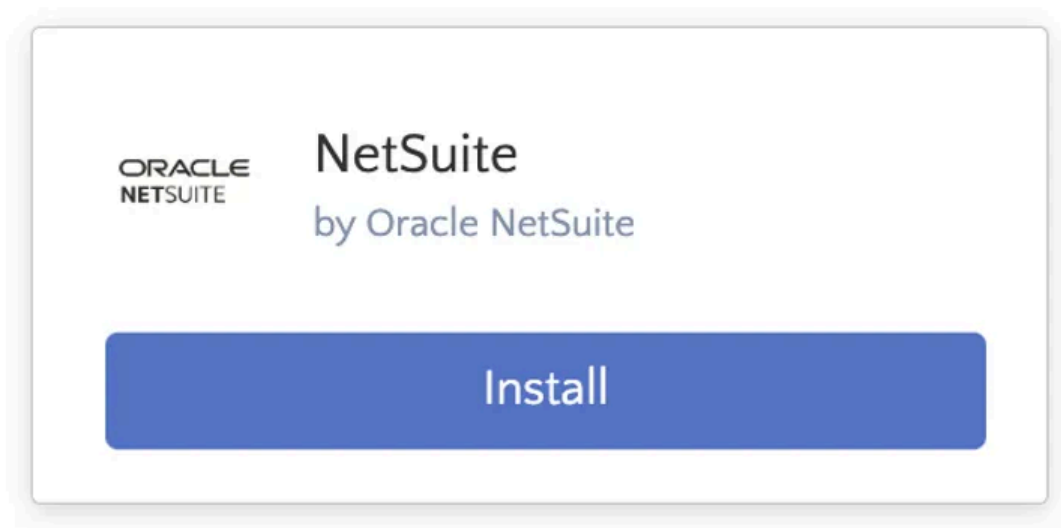
Please start by installing your desired app under **Discover More** below.

Discover More



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

Discover More

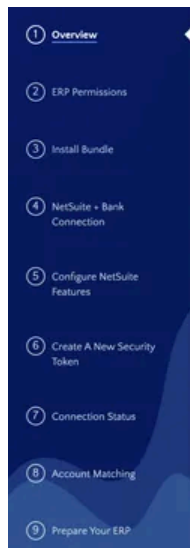


Click "Install"

4

Proceed through the Installation Wizard steps

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



Welcome to the plugin installation wizard!

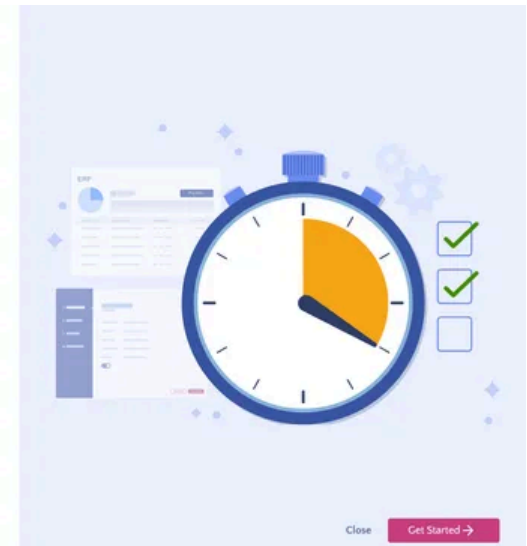
Set up a live connection between your ERP and FIS/PAN with this wizard in 10-20 minutes. Before continuing, please ensure that you have completed the [pre-onboarding checklist](#).



For a smoother installation process, we advise having this wizard open on one monitor or side of your screen, and your NetSuite 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](#)



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.

- ✓ Overview
- ✓ ERP Permissions
- ✓ Install Bundle
- ✓ NetSuite + Bank Connection
- ✓ Configure NetSuite Features
- 6 Create A New Security Token
- 7 Connection Status
- 8 Account Matching
- 9 Prepare Your ERP

Create A New Security Token

IMPORTANT NOTE: ✕ Expand

The access token generated in this step is tied to the NetSuite Administrator who created it. If this user's Administrator credentials are revoked, such as when they leave the company, the token will become invalid and cease to function. To ensure uninterrupted service for this plugin, it is crucial for the **new Administrator** to follow these steps:

1. Login to the **Installation wizard**
Expand to view more...

Navigate to the NetSuite Homepage and click on "Settings" (usually located at the bottom left of the page) and select **Manage Access Tokens**.

Click the "New My Access Token" button on the My Access Tokens page.

On the Access Token page, choose the appropriate integration from the "Application Name" drop-down menu. This integration should be named after the installed plugin.

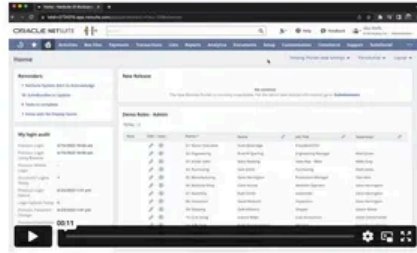
Click "Save"

Copy and paste the **Token ID** and **Token Secret** from the next page into the designated fields below. Remember to store these credentials securely.

Token ID ⊗ Cannot be blank

Token Secret ⊗ Cannot be blank

Cancel
← Previous Step
Next Step →



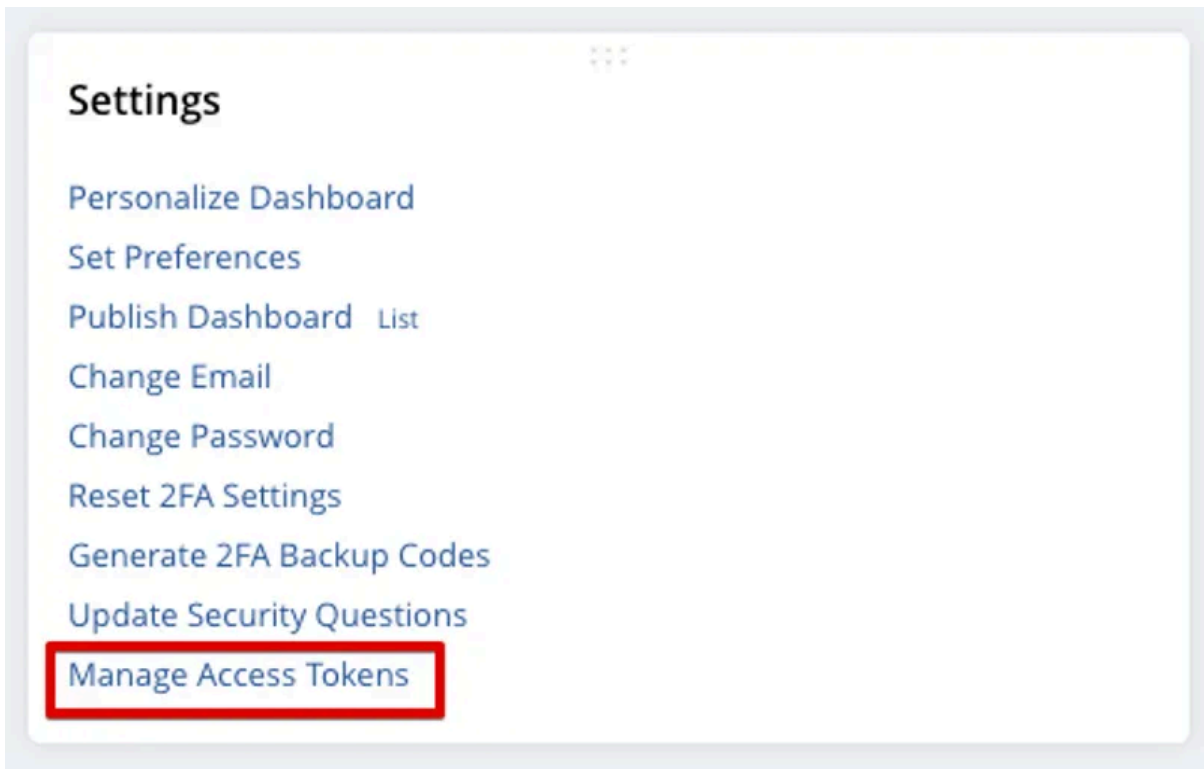
"Creating a New Security Token" page

Create a New Security Token

1 Navigate to Manage Access Tokens

In NetSuite, navigate to the homepage.

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



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

Save

Cancel

Primary Information

APPLICATION NAME *

TOKEN NAME *

INACTIVE

Use Application Name Drop-down

Select **New My Access Token**, then select **Vantage Connect 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 *

Vantage Connect Integration

TOKEN NAME *

Vantage Connect Integration - Joanne Tong, 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

- 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

- 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.

2.2.2. **User Management**

2.2.2.1. Setting Up Multi-Factor Authentication (NetSuite)

Multi-Factor Authentication (MFA) Overview

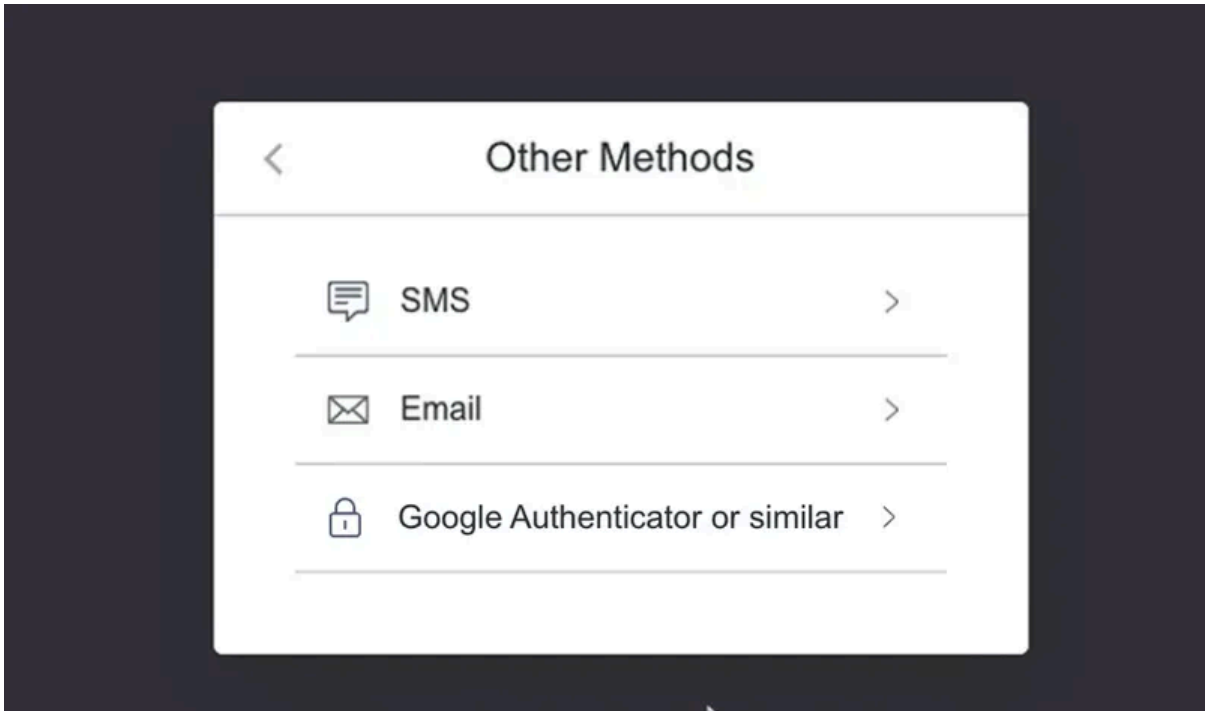
Multi-factor authentication (MFA) adds another level of security for all users when using the FISSPAN Portal to [login](#). With MFA, your data is protected against account breaches and is accessed by authorized users.

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

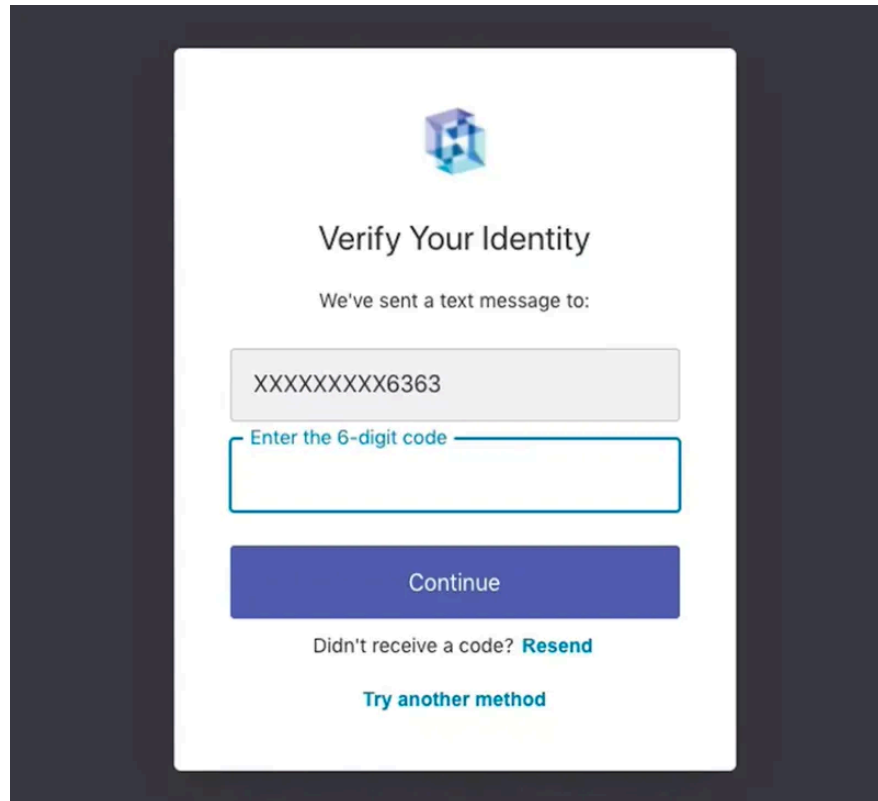
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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**.



XXXXXXXXXX6363

Enter the 6-digit code

Continue

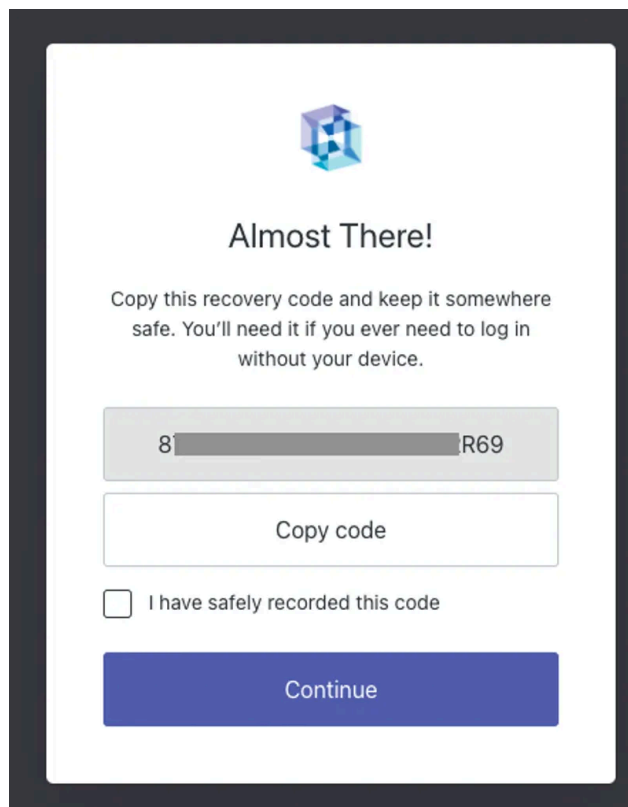
Didn't receive a code? [Resend](#)

[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.

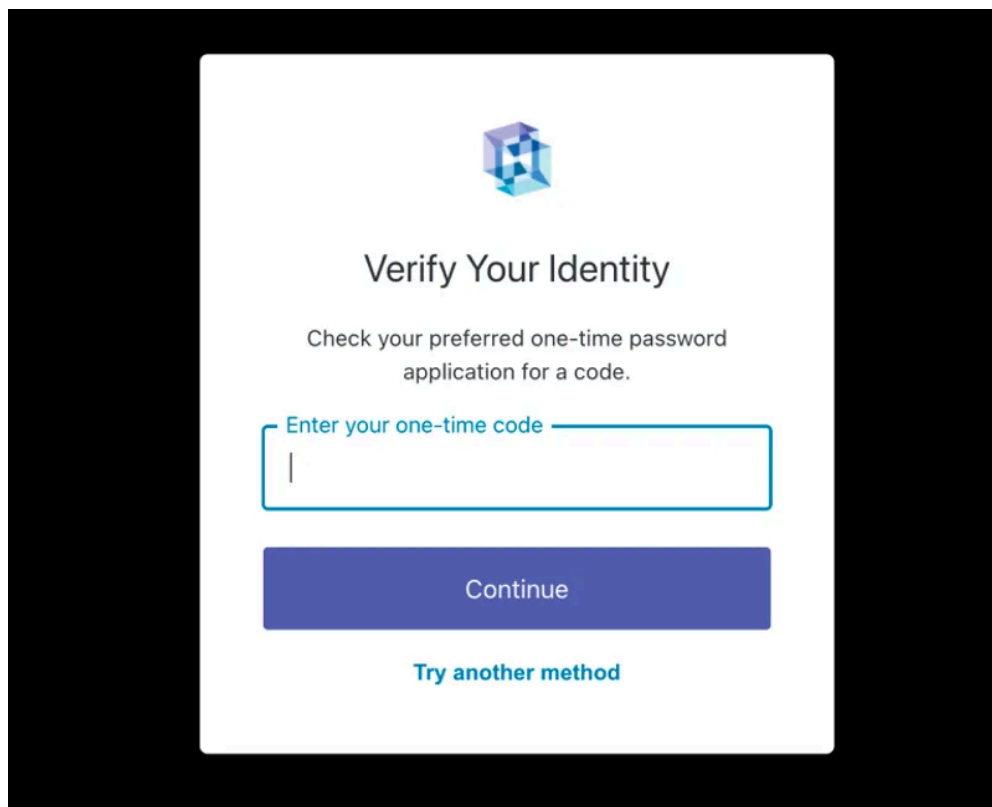
1 Set Up Authentication App

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**.



Verify Your Identity

We've sent an email with your code to

****@fisp*****

Enter the code

Continue

Didn't receive an email? [Resend](#)

[Try another method](#)

Email Authentication

2.2.2.2. 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 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 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	View (or higher)	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

2.2.3. Vendor Management

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

2.2.3.2. 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.



The screenshot shows the NetSuite interface for a Vendor Record. The vendor name is "AL Systems Ltd". The "My Bank" tab is selected in the sub-menu. The "MY BANK DEFAULT PAYMENT METHOD" dropdown is set to "MY BANK GROUP BILLS FOR PAYMENT". The "MY BANK PAYABLES EMAIL ADDRESSES (COMMA SEPARATED)" field is empty. The "Save" button is highlighted in blue.

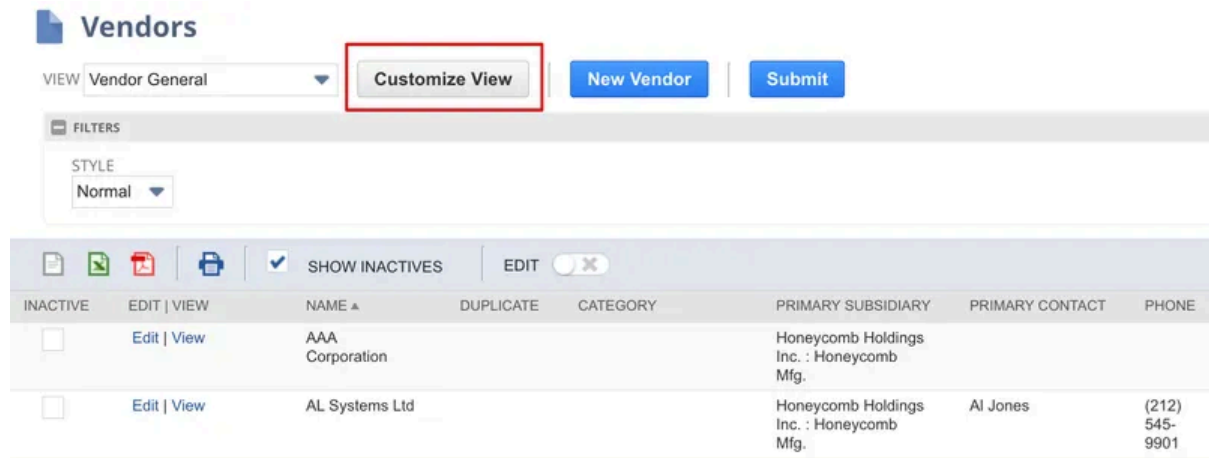
Vendor Record

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**.



The screenshot shows the 'Vendors' interface. At the top, there is a 'VIEW' dropdown set to 'Vendor General' and a 'Customize View' button highlighted with a red box. To the right are 'New Vendor' and 'Submit' buttons. Below this is a 'FILTERS' section with a 'STYLE' dropdown set to 'Normal'. A toolbar contains icons for document, download, delete, print, and a 'SHOW INACTIVES' checkbox which is checked, along with an 'EDIT' toggle switch. Below the toolbar is a table with the following columns: INACTIVE, EDIT | VIEW, NAME ▲, DUPLICATE, CATEGORY, PRIMARY SUBSIDIARY, PRIMARY CONTACT, and PHONE. The table contains two rows of vendor data.

INACTIVE	EDIT VIEW	NAME ▲	DUPLICATE	CATEGORY	PRIMARY SUBSIDIARY	PRIMARY CONTACT	PHONE
<input type="checkbox"/>	Edit View	AAA Corporation			Honeycomb Holdings Inc. : Honeycomb Mfg.		
<input type="checkbox"/>	Edit View	AL Systems Ltd			Honeycomb Holdings Inc. : Honeycomb Mfg.	Al Jones	(212) 545-9901

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.

Customize Vendor Search Results


Custom Vendor General View

[Save](#) [Cancel](#) | [Preview](#) [New Template](#) [Pivot Report](#) [More Options](#) |

SEARCH TITLE *

Custom Vendor General View

[Results](#) [Available Filters](#)

 Use this tab to indicate columns to be included in the search results as well as sort order.

SORT BY

Name DESCENDING

[Remove all](#) [Add Multiple](#)

FIELD *
My Bank Default Payment Method (Custom)
My Bank Group Bills For Payment (Custom)

Vendor Search Results

Then, select **Save**.

3 Set Default Payment Method and Group Bills





Toggle the **Edit** option.


Vendors

VIEW [Custom Vendor General](#) [Edit View](#) [New Vendor](#) [Add](#)

FILTERS

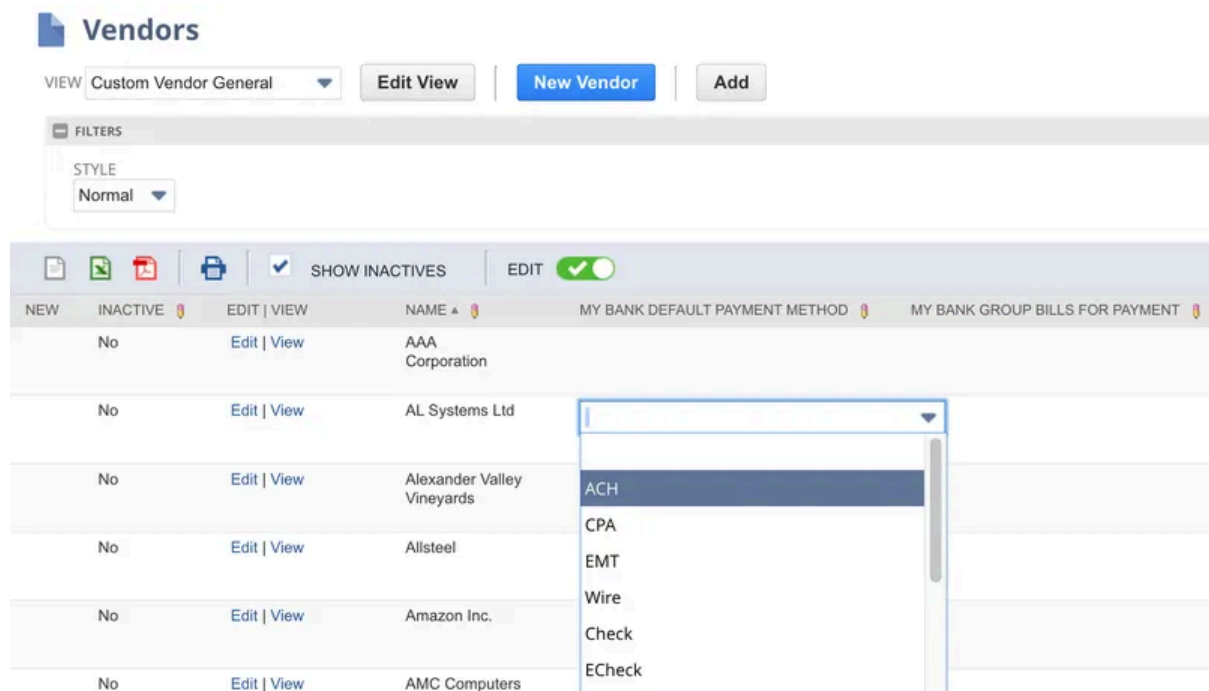
STYLE [Normal](#)

    SHOW INACTIVES **EDIT**

NEW	INACTIVE	EDIT VIEW	NAME	MY BANK DEFAULT PAYMENT METHOD	MY BANK GROUP BILLS FOR PAYMENT
No		Edit View	AAA Corporation		
No		Edit View	AL Systems Ltd		
	No	Edit View	Alexander Valley Vineyards		

Edit Vendors

Select the blank area under the appropriate columns and select the Default Payment Method or Bill Grouping option for each vendor.



The screenshot shows the NetSuite Vendors interface. At the top, there is a 'Vendors' header with a 'VIEW' dropdown set to 'Custom Vendor General', and buttons for 'Edit View', 'New Vendor', and 'Add'. Below this is a 'FILTERS' section with a 'STYLE' dropdown set to 'Normal'. The main area contains a table with columns: 'NEW', 'INACTIVE', 'EDIT | VIEW', 'NAME', 'MY BANK DEFAULT PAYMENT METHOD', and 'MY BANK GROUP BILLS FOR PAYMENT'. The table lists several vendors, including AAA Corporation, AL Systems Ltd, Alexander Valley Vineyards, Allsteel, Amazon Inc., and AMC Computers. A dropdown menu is open over the 'MY BANK DEFAULT PAYMENT METHOD' column for Alexander Valley Vineyards, showing options: ACH, CPA, EMT, Wire, Check, and ECheck.

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 create a CSV file 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

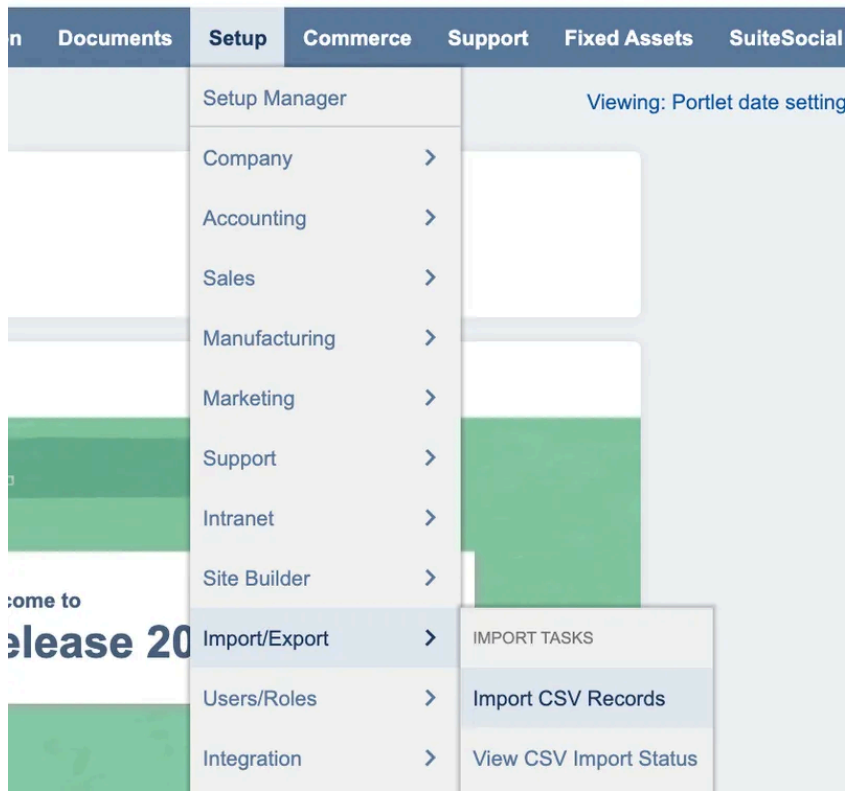
NOTE: The **Vendor ID** is the field on the vendor record itself, not the internal NetSuite ID.

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."

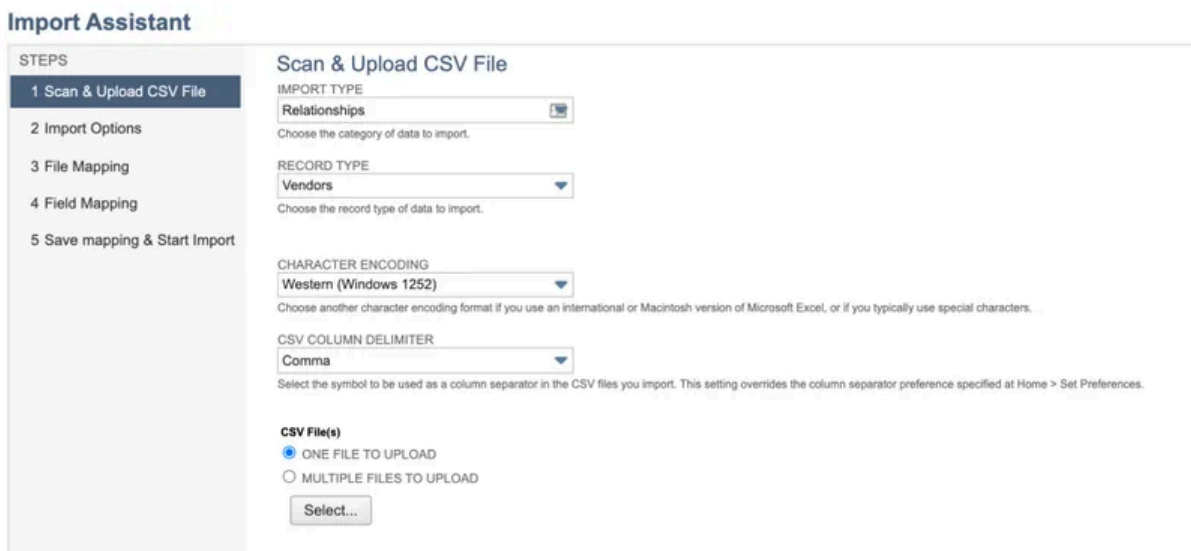
2 Upload CSV File

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



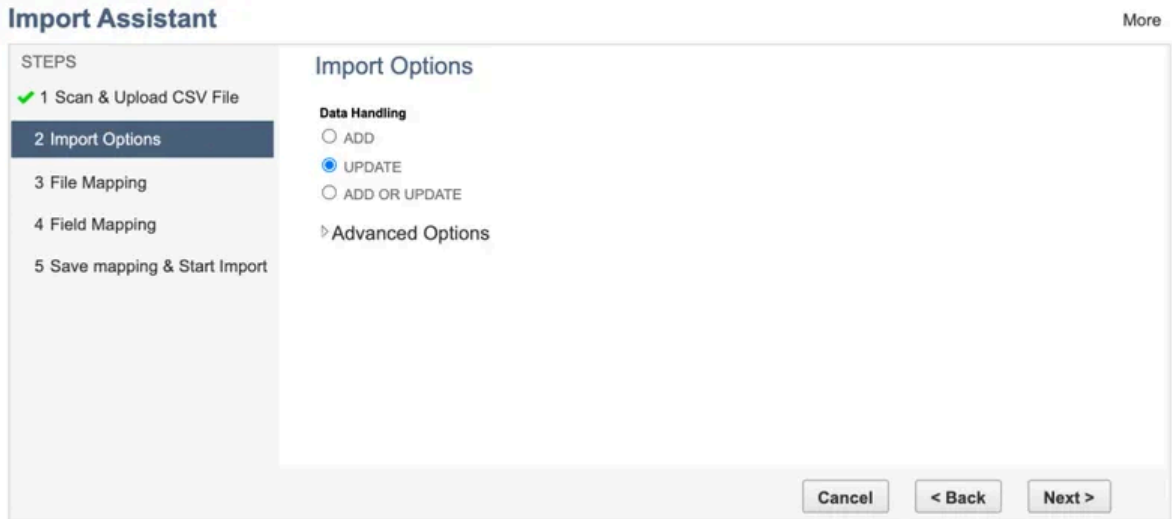
Navigate to Import CSV

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**.

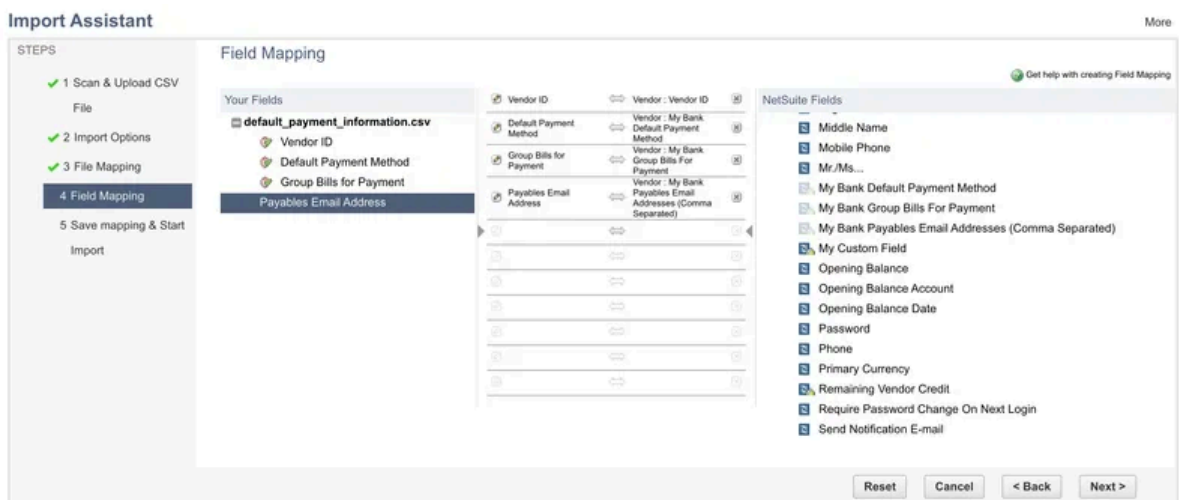


Select Import Options

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.

2.2.4. Entity Bank Details

2.2.4.1. Entity Bank Details Installation & Setup (NetSuite)

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

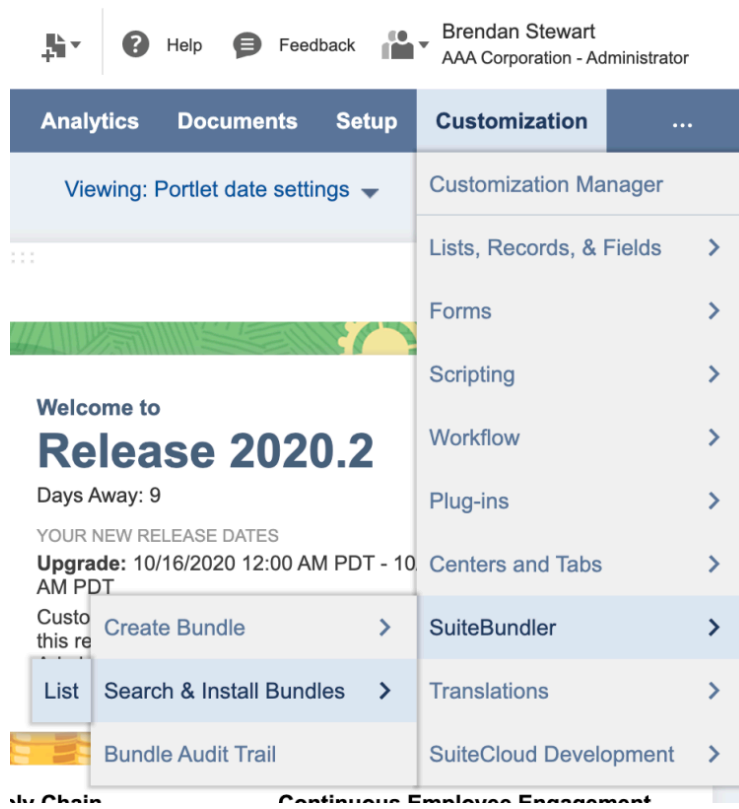
The Entity Bank Details (EBD) bundle, combined with the standard NetSuite vendor and employee records, will store all the information needed to submit payments.

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

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		FISPAN – 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 FISPAN Support

.

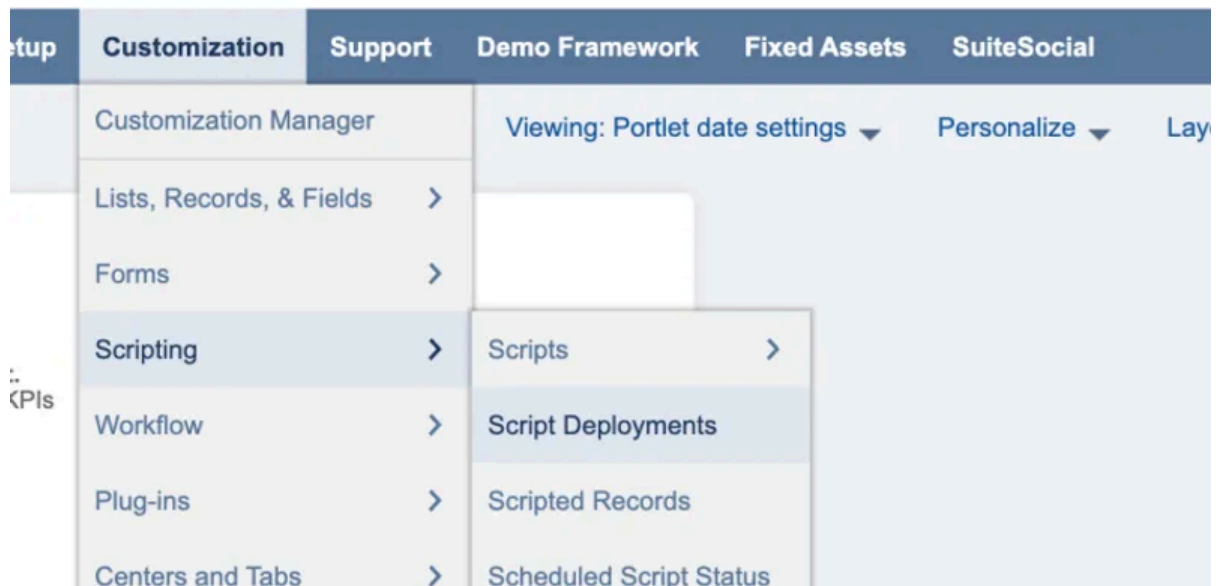
Our team may need to whitelist your NetSuite Account ID before you are able to install the Entity Bank Details bundle. Your Account ID can be found by navigating to **Setup → Company → Company Information**.

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](#)

FILTERS

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
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_overview	Entity Bank Details, Overview	Released	Overview	12/6/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_backup	Entity Bank Details, Import/Export	Released	Backup	12/6/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_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

Scripts

[New Deployment](#)

FILTERS

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

SHOW UNDEPLOYED TOTAL: 89

DEPLOYED	EDIT VIEW	ID *	SCRIPT	STATUS	LAST MODIFIED
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_export_r	Entity Bank Details, Export Service	Released	12/8/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_import_r	Entity Bank Details, Import Service	Released	12/8/2022 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

SHOW UNDEPLOYED TOTAL: 44

DEPLOYED	EDIT VIEW	ID	SCRIPT *	STATUS	RECORD TYPE	LAST MODIFIED
<input checked="" type="checkbox"/>	Edit View	customdeploy_fspan_vbd_event	Entity Bank Details, Event	Released	Vendor	12/6/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fspan_vbd_event_emp	Entity Bank Details, Event	Released	Employee	12/6/2022 3:57 pm

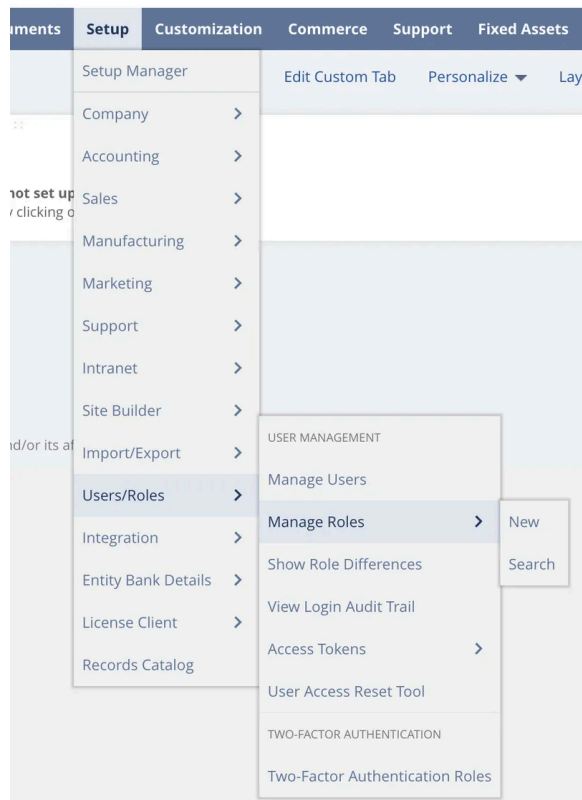
Filtering for User Events on API Version 2.1

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.

RECORD *	LEVEL	RESTRICT
Exclude Tracked Field	Full	Editing Only
My Related Record Subscription	Full	Editing Only
My Saved Search Subscription	Full	Editing Only
Record Subscription	View	Editing Only
Related Record Subscription	View	Editing Only
Saved Search Subscription	View	Editing Only
SuiteSocial Auto Subscribe	Full	Editing Only
SuiteSocial Channel	View	Editing Only
SuiteSocial Colleague	Full	Editing Only
SuiteSocial Digest Schedule	Full	Editing Only
SuiteSocial Internal Setting	View	Editing Only
SuiteSocial Profile	Full	
SuiteSocial Profile Channel	Full	Editing Only
SuiteSocial Record	View	Editing Only
SuiteSocial Status Type	View	Editing Only
SuiteSocial Subscription	Full	Editing Only
Tracked Field	View	Editing Only
Entity Bank Details (FI)	Full	

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 More

Vendors Employees

Refresh QUICK FILTER: 1..40 < > PAGE: 1/3 TOTAL: 113

#	VIEW	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
1	View	AAA Corporation		1652	0
2	View	AI Systems Ltd		1305	0
3	View	Alexander Valley Vineyards		944	0
4	View	Alhsteel		992	0
5	View	Amazon Inc.		1552	0

Select View for the desired Vendor or Employee

Select **Add**.

Entity Bank Details Overview

More

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 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.

Visit [ACH Requirements](#) for the corresponding payment requirements

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 bundle 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	SEARCH
		customrecord_fispan_vendor_bank_details	Jenna Bains			
		customrecord_fispan_vbd_log	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)

ID
customrecord_fispan_vendor_bank_details

OWNER
Jenna Bains

DESCRIPTION
Entity Bank Details, store vendor related bank details.

INCLUDE 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 UI ACCESS
 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 INLINE EDITING
 ENABLE NAME TRANSLATION
 HIERARCHY
 INACTIVE

Fields Subtabs Sublists Icon Numbering Forms Onjine Forms **Permissions** Links Managers Translation Child Records Parent Records History System Notes

ROLE *	LEVEL	RESTRICT	DEFAULT FORM	RESTRICT FORM	SEARCH FORM	SEARCH RESULTS	LIST VIEW	RESTRICTED	DASHBOARD VIEW	RESTRICTED	SUBLIST VIEW	RESTRICTED
Accountant	Full											
Administrator	Full											
	View											

Add Cancel Insert Remove

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

Select **Save**.

3 Assign EBD Overview Script

Next, navigate to **Customization → Scripting → Script Deployments**.

Script Deployments

Scripts

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
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_overview	Entity Bank Details, Overview	Released	Overview	12/6/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_backup	Entity Bank Details, Import/Export	Released	Backup	12/6/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fispan_vbd_history	Entity Bank Details, History	Released	Index	12/6/2022 3:57 pm

TOTAL: 45

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**.

The screenshot shows the 'Script Deployments' interface. At the top, there is a 'New Deployment' button and a 'Scripts' label. Below that is a 'FILTERS' section with several dropdown menus: 'TYPE' (set to 'User Event'), 'STATUS' (set to '- All -'), 'RECORD TYPE' (set to '- All -'), 'API VERSION' (set to '2.1'), and 'SCRIPT' (set to '- All -'). Below the filters is a 'SHOW UNDEPLOYED' checkbox (checked) and a 'TOTAL: 44' indicator. The main table has columns: 'DEPLOYED', 'EDIT | VIEW', 'ID', 'SCRIPT', 'STATUS', 'RECORD TYPE', and 'LAST MODIFIED'. Two rows are visible, both with 'DEPLOYED' checked. The first row has ID 'customdeploy_fspan_vbd_event', SCRIPT 'Entity Bank Details, Event', STATUS 'Released', and RECORD TYPE 'Vendor'. The second row has ID 'customdeploy_fspan_vbd_event_emp', SCRIPT 'Entity Bank Details, Event', STATUS 'Released', and RECORD TYPE 'Employee'.

DEPLOYED	EDIT VIEW	ID	SCRIPT	STATUS	RECORD TYPE	LAST MODIFIED
<input checked="" type="checkbox"/>	Edit View	customdeploy_fspan_vbd_event	Entity Bank Details, Event	Released	Vendor	12/6/2022 3:57 pm
<input checked="" type="checkbox"/>	Edit View	customdeploy_fspan_vbd_event_emp	Entity Bank Details, Event	Released	Employee	12/6/2022 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.

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

The Entity Bank Details (EBD) bundle 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

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

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

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 bundle.

Export Entity Bank Data

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

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

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_ [redacted]										
1	id	vendor	label	primary	country	currency	method	bic	accountType	accountNumber	routingNumber
2	1	1305	US-DOMESTIC-USD	T	US	USD	DOMESTIC	[redacted]	CHECKING	[redacted]	[redacted]

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 bundle.

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 "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)	Required. Field accepts upper, lower, and mixed case values.
method	DOMESTIC, INTERNATIONAL_WIRE	<p>Required. Has to be in the same format as it is case sensitive.</p> <p>Please use INTERNATIONAL_WIRE for bank accounts set up for international wire payments.</p> <p>Please use DOMESTIC for US/Canada-based accounts.</p>
bankName	Anything	
address.line1	Anything	-
address.city	Anything	-

Name	Values	Description
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	
paymentDefaults.paymentIsoCode	Valid ISO code	
paymentDefaults.paymentCodeWord	Valid payment code	
paymentDefaults.paymentPartyType	Valid party type	P = Parent, T = Subsidiary, G = Group, N = Non-related

Name	Values	Description
mentParty Type		
paymentD efaults.resi dentialStat us	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	
institutionN umber	Valid institution number for this bank	
transitNum ber	Valid transit number for this bank	
routingNu mber	Valid routing number for this bank	

Transferring Electronic Bank Payments Data

Before the Entity Bank Details (EBD) bundle 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 bundle 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 bundles, follow the steps below.

1 Go to the Import/Export Tab

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

The screenshot shows a navigation menu with three main tabs: Documents, Setup, and Commerce. The Setup tab is selected. A list of options is displayed under Setup, including Setup Manager, Company, Accounting, Sales, Manufacturing, Marketing, Support, Intranet, Site Builder, Import/Export, Users/Roles, and Integration. The Import/Export option is highlighted. Below the menu, the text 'Go to Import/Export' is displayed.

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

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

[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 bundle 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

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 bundle 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.

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

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.


IMPORT DATA



FILE PROCESSED - CHECK LOGS FOR STATUS

Import

Reset

 Template

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

2.2.4.3. Viewing Entity Bank Details (NetSuite)

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

Vendors Employees

Refresh QUICK FILTER: 1..40 < > PAGE: 1/3 TOTAL: 110

#	VIEW	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
1	View	AL Systems Ltd	myohai@avectra.com	1305	3
2	View	Allsteel	allsteel@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@fispan.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

Vendors		Employees			
Refresh		QUICK FILTER:		41..80	PAGE: 2/3 TOTAL: 102
#	VIEW	EMPLOYEE NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
41	View	Inger H Wyman	iwyman@ramsey.com	30	0
42	View	Ivan Eugenio	ieugenio2@netsuite.com	1643	0
43	View	Ivan Smith	ismith@gagarin.com	1469	0
44	View	Jan Bucoy	jbucoy@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	amex@amex.com	938	1	View EBD Record
10	Apparel Co Inc.	Apparel Co Inc.		1495	0	View EBD Record
11	AVI Consulting	AVI Consulting	customerservice@aviconsulting.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 Fixture, Inc.			12	0	View EBD Record
19	Bob Ford, CPA	Bob Ford, CPA	bobford@christystcatering.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 <input type="text"/>	RECEIVING BANK NAME <input type="text"/>
METHOD Domestic	CREDITOR AGENT BIC/SWIFT CODE <input type="text"/>
COUNTRY United States	TYPE OF ACCOUNT Checking
CURRENCY USD	RECEIVING ACCOUNT NUMBER <input type="text"/>
<input checked="" type="checkbox"/> PRIMARY	BANK ROUTING NUMBER <input type="text"/>

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	RECEIVING BANK NAME
<input type="text"/>	<input type="text"/>
METHOD	RECEIVING BANK STREET ADDRESS
<input checked="" type="checkbox"/> International <input type="checkbox"/> Domestic	<input type="text"/>
COUNTRY	RECEIVING BANK CITY
Barbados	<input type="text"/>
CURRENCY	RECEIVING STATE/PROVINCE
USD	<input type="text"/>
<input checked="" type="checkbox"/> PRIMARY	POSTAL CODE
	<input type="text"/>
	CREDITOR AGENT BIC/SWIFT CODE
	<input type="text"/>
	TYPE OF ACCOUNT
	Checking
	RECEIVING ACCOUNT NUMBER
	<input type="text"/>

Change the Method to International

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 bundle 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
- Type of Change (Added, Updated, or Deleted)
- User

- Reviewed By
- Source (UI or Import)
- Status (Approved or Rejected)
- Actions

1 Navigate to the History Page

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

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	

Navigate to Entity Bank Details History

2 View Vendor History

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

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	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

Vendor View

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

1..2

PAGE: 1/1 TOTAL: 2

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

Employee View

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 **	624004977	21001977

Close

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 bundle, 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

Vendors Employees

History Updates

FILTERS

FROM DATE 

TO DATE 

Refresh **Export**

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 Approvals are enabled.

2.2.4.4. 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

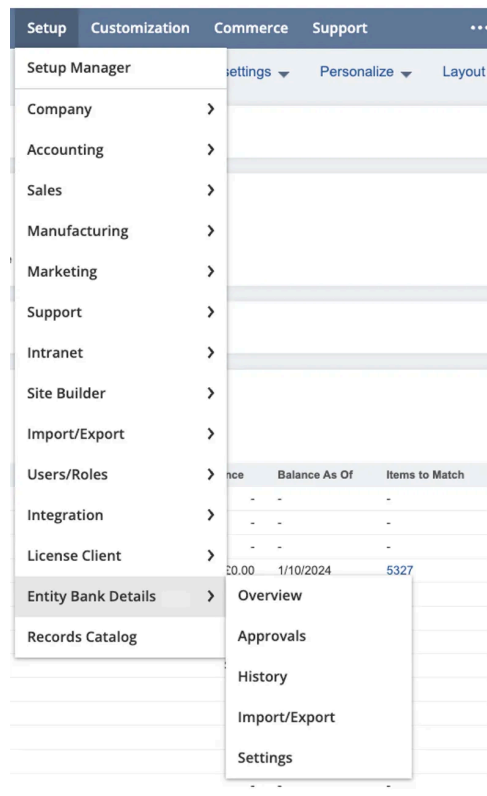
- No new User Events required.

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**.

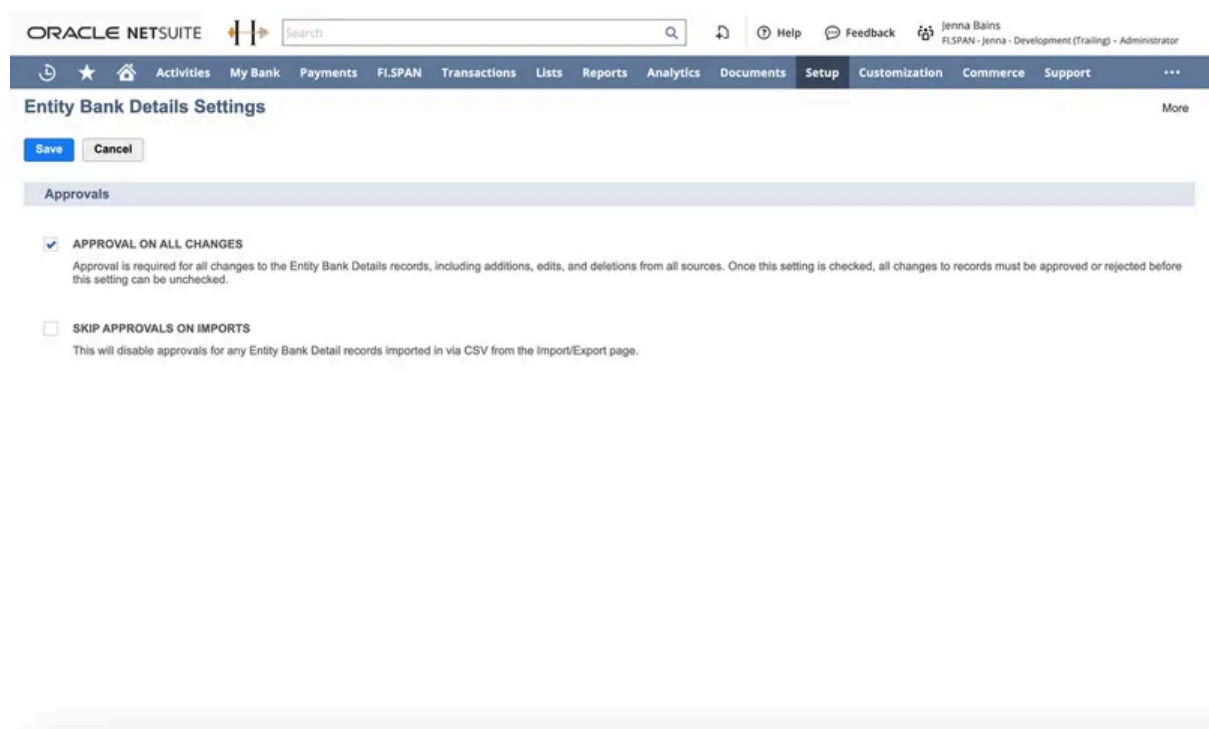


Click on Settings

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.

Approvals Pending
Approvals cannot be disabled until all changes pending approval have been either approved or rejected.

Entity Bank Details Settings More

Save **Cancel**

Approvals

- APPROVAL ON ALL CHANGES**
Approval is required for all changes to the Entity Bank Details records, including additions, edits, and deletions from all sources. Once this setting is checked, all changes to records must be approved or rejected before this setting can be unchecked.
- SKIP APPROVALS ON IMPORTS**
This will disable approvals for any Entity Bank Detail records imported in via CSV from the Import/Export page.

Approve Pending Changes Before Disabling

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

3 Enable Skip Approval on Imports

In **Settings**, you can enable the **Skip Approvals on Imports** option.

This setting cannot be enabled if there are pending approvals.

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

EXPORT DATA

CREATED	NAME	DOWNLOAD
5/6/2024 2:17 pm	ebd-ven-export_1715030222820.csv	Download
11/29/2023 12:05 pm	ebd-ven-export_1701288332115.csv	Download
11/29/2023 9:38 am	ebd-ven-export_1701279527747.csv	Download
11/8/2023 4:15 pm	ebd-ven-export_1699316140077.csv	Download
3/7/2023 3:32 pm	ebd-ven-export_1678231978110.csv	Download
12/28/2022 9:52 am	ebd-ven-export_1672249960972.csv	Download
11/29/2022 12:40 am	ebd-ven-export_1669711253343.csv	Download

Generate Export File

Refresh

You can check for Export Logs

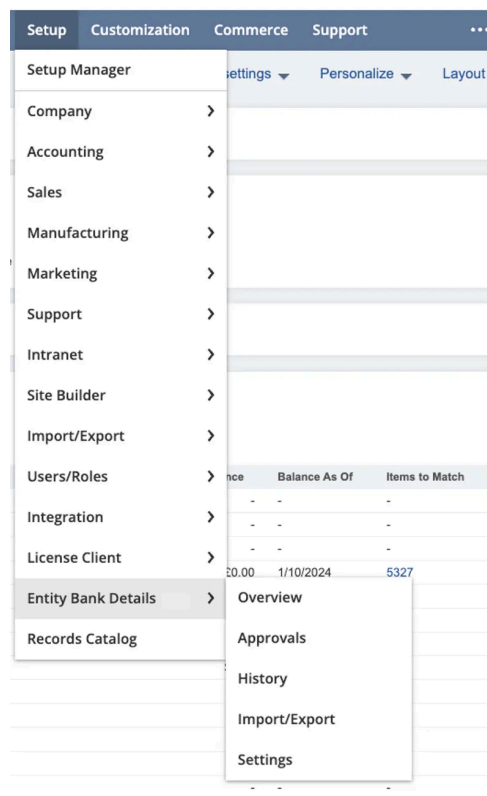
Click to show Electronic Bank Payments export

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 More

Vendors Employees

Refresh QUICK FILTER: 1...40 < > PAGE: 1/3 TOTAL: 116

#	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS	ACTIONS
1	AAA Corporation		1652	1	View EBD Record
2	AL Systems Ltd	myohai@avectra.com	1305	4012	View EBD Record
3	Alexander Valley Vineyards	avv@avvwine.com	944	0	View EBD Record
4	Alsteel	alsteel@lumire.com	992	0	View EBD Record
5	Amazon Inc.		1552	0	View EBD Record
6	AMC Computers	davis@office depot.com	945	0	View EBD Record
7	American Computers	americancomp@christyscatering.com	38	0	View EBD Record
8	American Express	amex@amex.com	938	0	View EBD Record
9	Apparel Co Inc.		1495	0	View EBD Record
10	AVI Consulting	customerservice@aviconsulting.com	1471	0	View EBD Record
11	Bausch & Lomb		949	0	View EBD Record
12	Bayer AU	bayer@fspan.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 Fixture, Inc.		12	0	View EBD Record
18	Bob Ford, CPA	bobford@christyscatering.com	36	0	View EBD Record
19	Boston Ophthalmology	sales@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 EDD		121	0	View EBD Record
23	Canon, Inc.		1056	0	View EBD Record
24	Carbray 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	RECEIVING BANK NAME
METHOD Domestic	CREDITOR AGENT BIC/SWIFT CODE
COUNTRY United States	TYPE OF ACCOUNT Checking
CURRENCY USD	RECEIVING ACCOUNT NUMBER 123456789
<input checked="" type="checkbox"/> PRIMARY	BANK ROUTING NUMBER 123456789

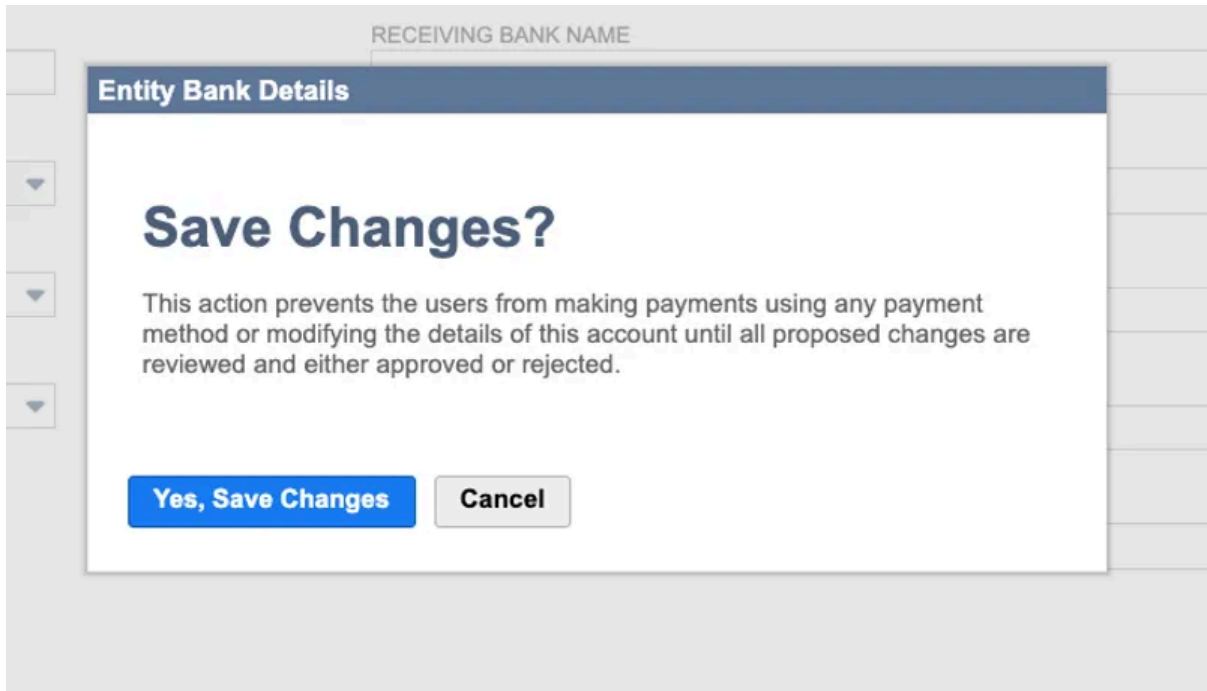
[Back](#) [Save Vendor Bank Details](#)

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.

The screenshot shows the 'Pay Vendor Bills' interface. At the top left, there is a blue banner with the text 'Your Brand Here' and a small icon. Below this is a 'Filters' section with dropdown menus for 'SUBSIDIARY', 'CURRENCY', 'VENDOR', and 'ACCOUNT'. To the right of these are input fields for 'FROM DUE DATE', 'TO DUE DATE', and a 'DEFAULT PAYMENT METHOD' dropdown. Below the filters is a table with columns for 'DUE DATE', 'BILL NUMBER', 'REFERENCE NO', 'VENDOR: VENDOR ID', 'VENDOR: VENDOR NAME', 'TO PAY', and 'PAYMENT METHOD'. The table contains one row with a red alert icon in the first column, a due date of '5/30/2024', a bill number of 'E5092', a reference number of '-', a vendor name of 'Alexander Valley Vineyards', and a payment amount of '100.00'. The payment method is 'ACH'. The interface also includes a 'More' link in the top right, a 'Refresh' button, and a 'Customize' button.

Bills Will Be Blocked For Payment

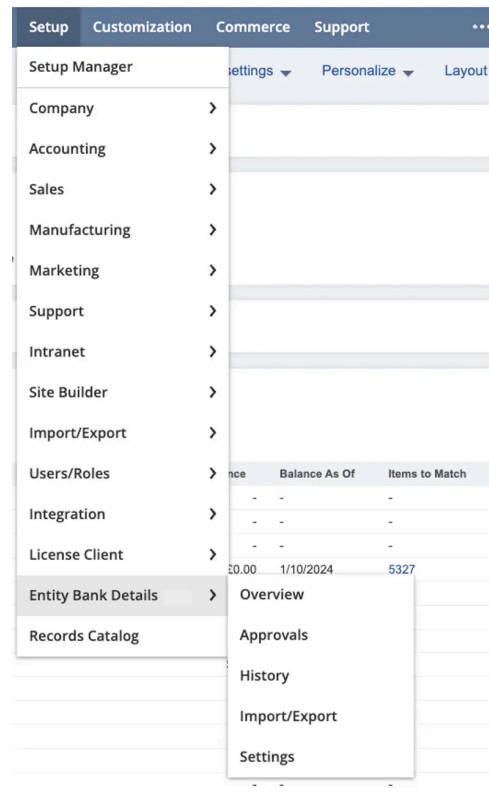
As a result, the payment page will display bills accompanied by a red alert icon, indicating that payment processing is not possible, and their associated checkboxes will be disabled.

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.

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.

IMPORT DATA

[Select a CSV file...](#)

Or drag and drop your CSV file here

You can check for [Import Logs](#)

[Click to show Electronic Bank Payments export](#)

EXPORT DATA

CREATED	NAME	DOWNLOAD
5/6/2024 2:17 pm	ebd-ven-export_1715030222820.csv	
11/29/2023 12:05 pm	ebd-ven-export_1701288332115.csv	
11/29/2023 9:38 am	ebd-ven-export_1701279527747.csv	
11/6/2023 4:15 pm	ebd-ven-export_1699316140077.csv	
3/7/2023 3:32 pm	ebd-ven-export_1678231978110.csv	
12/28/2022 9:52 am	ebd-ven-export_1672249960972.csv	
11/29/2022 12:40 am	ebd-ven-export_1669711253343.csv	

You can check for [Export Logs](#)

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

Reimport EBD Data

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

Entity Bank Details Import/Export

Vendors

Employees

IMPORT DATA

 ebd-ven-export_1715987388594.csv

Or drag and drop your CSV file here








Import

Reset

Template

You can check for Import Logs

EXPORT DATA

CREATED	NAME	DOWNLOAD
5/17/2024 4:09 pm	ebd-ven-export_1715987388594.csv	
5/17/2024 4:08 pm	ebd-ven-export_1715987283320.csv	
5/8/2024 2:17 pm	ebd-ven-export_1715030222820.csv	
11/29/2023 12:05 pm	ebd-ven-export_1701288332115.csv	
11/29/2023 9:38 am	ebd-ven-export_1701279527747.csv	
11/6/2023 4:15 pm	ebd-ven-export_1699316140077.csv	
3/7/2023 3:32 pm	ebd-ven-export_1678231978110.csv	

Generate Export File

Refresh

You can check for Export Logs

Click Import

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

Entity Bank Details Import/Export

Vendors Employees

Approvals Pending
Some vendors' bank details have update requests that need review. To review them, visit the Entity Bank Details Approvals page.

IMPORT DATA

Select a CSV file...

Or drag and drop your CSV file here

Import Reset Template You can check for Import Logs

EXPORT DATA

CREATED	NAME	DOWNLOAD
5/17/2024 4:09 pm	ebd-ven-export_1715987388594.csv	Download
5/17/2024 4:08 pm	ebd-ven-export_1715987283320.csv	Download
5/6/2024 2:17 pm	ebd-ven-export_1715030222820.csv	Download
11/29/2023 12:05 pm	ebd-ven-export_1701288332115.csv	Download
11/29/2023 9:38 am	ebd-ven-export_1701279527747.csv	Download
11/6/2023 4:15 pm	ebd-ven-export_1699316140077.csv	Download
3/7/2023 3:32 pm	ebd-ven-export_1678231978110.csv	Download

Generate Export File Refresh You can check for Export Logs

Click to show Electronic Bank Payments export

Approvals Pending

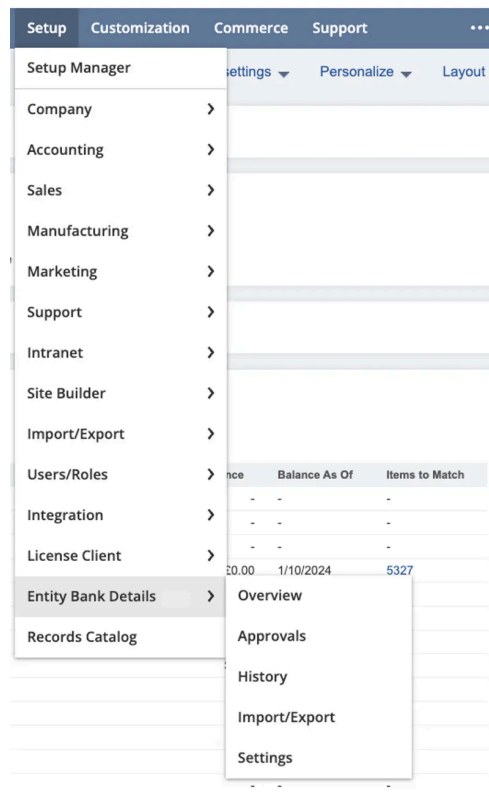
Payments are blocked for any entity with outstanding changes until the changes are approved or rejected.

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 Employees

Refresh 1...6 < > PAGE: 1/1 TOTAL: 6

#	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	5/8/2024 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		View Details
4202	5/6/2024 2:06 pm	AL Systems Ltd	AL Systems Ltd	LD123	+ Added	UI	View Details

Click on View Details

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.

The screenshot shows a pop-up window titled "Entity Bank Details: Changes" for "Alexander Valley Vineyards". The window displays the following information:

- Vendor ID:** Alexander Valley Vineyards
- Type of Change:** + Added
- 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

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.

ALLOW

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.

Entity Bank Details: Changes

Alexander Valley Vineyards Type of Change: + Added
 Vendor ID: Alexander Valley Vineyards

User: LD123 Modified On: 5/15/2024 3:24 pm Source: UI

ATTRIBUTE	VALUE
Label	Five States Bank USD Account
Country	US

Approve Changes?

Approving the following changes for **Alexander Valley Vineyards** entity's bank details will update the bank information for this vendor.

Receiving Account Number: 123456789
 Bank Routing Number: 123456789


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/US/USD). Other proposed changes can still be approved separately from this action.

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.

Entity Bank Details: Changes



Changes Approved

All proposed changes have been approved and are now available on the vendor's Entity Bank Details page. This vendor is now available and ready for payments.

Showing next item in 6 seconds

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**.

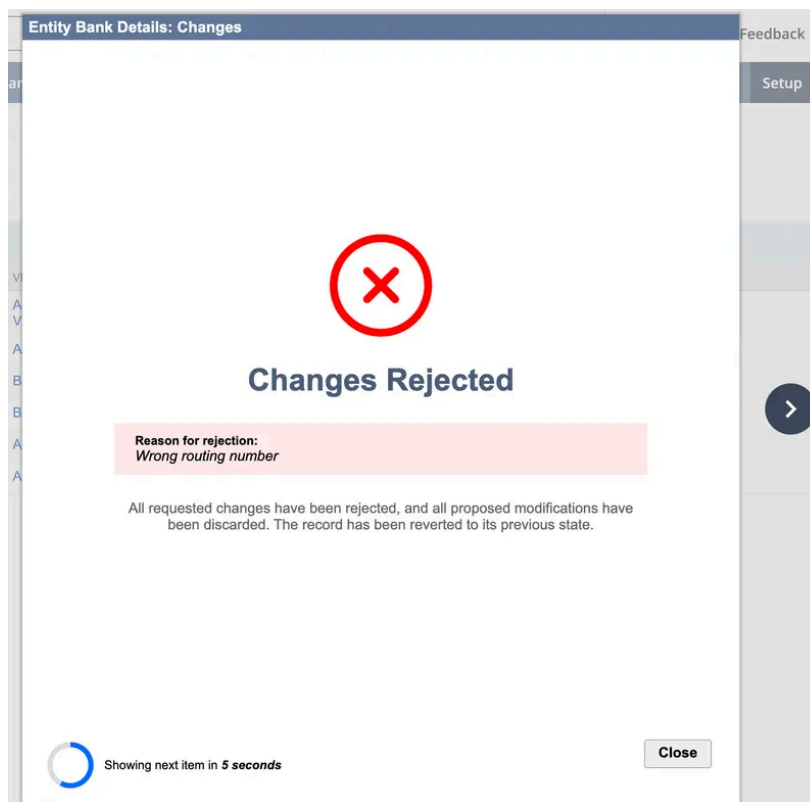
When prompted to provide a **Reason for Rejection**, provide an explanation up to a maximum of 250 characters.

The screenshot displays a software interface for managing bank details. A modal dialog titled "Reject Changes?" is centered on the screen. The dialog contains the following text: "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." Below this is a text input field labeled "REASON FOR REJECTION" with a character count of "20/250 characters". The input field contains the text "Wrong routing number|". At the bottom of the dialog are two buttons: "Cancel" and "Yes, Reject Changes". The background window, titled "Entity Bank Details: Changes", shows the details for "AAA Corporation (test)" with a "Type of Change" of "Added". It also displays metadata: "User: LD123", "Modified On: 5/13/2024 11:29 am", and "Source: UI". At the bottom of the background window, there is a "Set As Primary?" section with an "ALLOW" toggle (checked) and "Approve" and "Reject" buttons. A "Close" button is also visible in the bottom right corner of the background window.

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.



Navigate to the Next Record

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

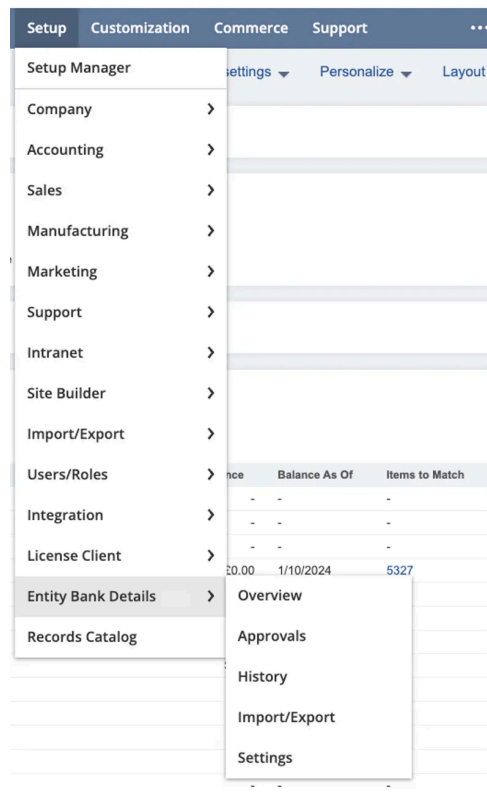
Navigate to the next record using the arrow icon or by waiting 10 seconds.

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

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
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

View Log of Changes

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

Entity Bank Details: Changes

Alexander Valley Vineyards Type of Change
✓ Approved

Vendor ID: Alexander Valley Vineyards

User: LD123 **Modified On:** 5/15/2024 3:24 pm **Source:** UI **Type of Change:** Added

Reviewer: Approvals Users **Reviewed 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

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
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

Vendors Employees

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

Back **Save Vendor Bank Details**

LABEL Five States Bank USD Account	RECEIVING BANK NAME
METHOD Domestic	CREDITOR AGENT BIC/SWIFT CODE
COUNTRY United States	TYPE OF ACCOUNT Checking
CURRENCY USD	RECEIVING ACCOUNT NUMBER 123456789
<input checked="" type="checkbox"/> PRIMARY	BANK ROUTING NUMBER 123456789

Back **Save 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 Type of Change: **X Rejected**
Vendor ID: AL Systems Ltd

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	✗ Rejected	View Details
5/8/2024 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

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	EBD ID	Modified On	Vendor ID	Vendor	Type of Change	User	User ID	Reviewed By	Reviewed On	Status	Previous Entry
4212	4209	5/17/2024 11:40 am	Alexander Valley Vineyards	Alexander Valley Vineyards	Deleted	LD123	1710	Approvals Users	5/17/2024 11:41:11 am	Approved	["id":"4209","country":"US","currency":"USD","method":"DOMESTIC","label":"US-DOMESTIC-USD","primary":true,"paymentData":{}]
4211	4209	5/17/2024 11:39 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 1:42:06 pm	Approved	
4209	4207	5/13/2024 11:29 am	AAA Corporation	AAA Corporation (best)	Added	LD123	1710	Approvals Users	5/16/2024 1:43:26 pm	Rejected	
4208	4206	5/8/2024 2:45 pm	Bayer DE	Bayer DE	Added	NetSuite Prod	1730	Approvals Users	5/17/2024 11:05:18 am	Approved	
4206	4204	5/8/2024 9:55 am	Bravo TV	Bravo TV	Added	LD123	1710	Approvals Users	5/17/2024 11:05:28 am	Approved	
4205	4203	5/8/2024 2:12 pm	Bravo TV	Bravo TV	Added	LD123	1710	NetSuite Prod	5/8/2024 3:40:29 pm	Approved	
4204	4	5/8/2024 2:07 pm	AL Systems Ltd	AL Systems Ltd	Updated	LD123	1710	NetSuite Prod	5/8/2024 3:40:38 pm	Rejected	["id":"4","country":"US","currency":"USD","method":"DOMESTIC","label":"RECORD 100","primary":false,"paymentData":{}]
4203	5	5/8/2024 2:07 pm	AL Systems Ltd	AL Systems Ltd	Deleted	LD123	1710	Approvals Users	5/17/2024 11:05:34 am	Approved	["id":"5","country":"US","currency":"USD","method":"DOMESTIC","label":"RECORD 1000","primary":false,"paymentData":{}]
4202	4202	5/8/2024 2:06 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.

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

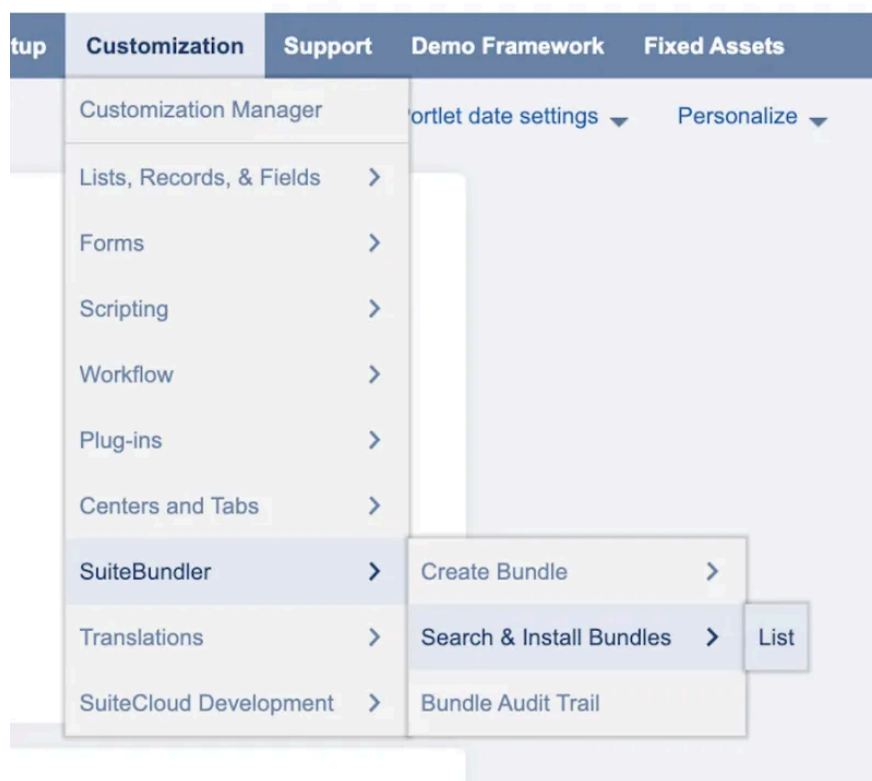
Currently, Entity Bank Details is only able to support a single approver for a change.

2.2.4.5. Update Entity Bank Details Bundle (NetSuite)

Stay up to date with the latest improvements by regularly updating your Entity Bank Details bundle for NetSuite.

1 Locate Bundle

Go to **Customization** → **SuiteBundler** → **Search & Install Bundles** → **List**.









Go to Search & Install Bundles List

2 Update Bundle

Find the **Entity Bank Details** bundle from the list. Then, hover over the green icon and select **Update**.

Installed Bundles

|

ACTION	NAME ▲	BUNDLE ID	VERSION	MANAGED	ABSTRACT	ADMIN DOCUMENTATION	STATUS
	Entity Bank Details	323878	2022.13.0 	No			✓
<input type="button" value="Update"/> <input type="button" value="Uninstall"/>							✓

Select "Update"

Select **Update Bundle**, and select **OK** on the confirmation pop-up.

Preview Bundle Update

Name: Entity Bank Details **Current Version:** 2022.13.0 **New Version:** 2022.14.0

BUNDLE CONTENTS	SCRIPT ID
Custom Lists/Records	
Records	

Click "Update Bundle"

The bundle will take a few moments to update. Its status will first show as **Pending**, then display the progress of the update. When the update is complete, a checkmark

will appear in the **Status** column on the **Installed Bundles** page.

2.3. Product Features

2.3.1. Cash Management

2.3.1.1. Reporting

2.3.1.1.1. 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 First Citizens Link → **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.

BANK ACCOUNTS
Accounts Overview

View all of your company's linked bank accounts, organized by type. Select any account to see its balances and transactions.

Deposit Accts.

TOTAL: 5 View: All Currencies

CTY	ACCOUNT ↓	PREV. DAY LEDGER BALANCE	PREV. DAY AVAIL. BALANCE	INTRADAY LEDGER BALANCE	INTRADAY AVAIL. BALANCE
US	Business Checking (****1029) <small>Currency: USD Type: Checking</small>	\$53,636.10	\$51,348.10	\$52,636.50	\$53,123.40
CA	Checking (****1234) <small>Currency: CAD Type: Checking</small>	\$90,208.28	\$89,582.25	\$89,498.00	\$91,310.60
CA	Payroll (****6777) <small>Currency: USD Type: Business</small>	\$12,163.60	\$10,563.60	\$11,399.10	\$13,120.35
US	Personal Checking (****5763) <small>Currency: CAD Type: Checking</small>	\$72,055.40	\$71,565.90	\$71,955.60	\$72,010.20
GB	Savings (****5678) <small>Currency: GBP Type: Savings</small>	£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.

Bank Accounts My Bank Pay
version 2024.41

← Back To Accounts

1 - FS-Test Bank Account | New Bank Account(****123456789) CAD

LAST UPDATED: Balance about 1 hour ago Transactions 1 minute ago

PREVIOUS DAY BALANCE
Ledger Balance: \$42,873,348.48 Available Balance: \$43,543,334.22

CURRENT DAY BALANCE
Ledger Balance: \$12,034,511.07 Available Balance: \$37,393,024.72

Showing 1 - 200 of 508

POST DATE	DESCRIPTION	BAI CODE	CUSTOMER REFERENCE	COUNTERPARTY NAME	BANK REFERENCE	ITEMS	DEBIT/CREDIT	AMOUNT	SETTLE DATE
May 6, 2026	FEDWARD DEBIT	495	NO REF	-	2103030630	-	Debit	\$18,000.00 CAD	May 6, 2026
May 6, 2026	DEBIT ACH SETTLEMENT	456	137657829426	-	073873399326	-	Debit	\$19,456.11 CAD	May 6, 2026
May 6, 2026	INCOMING MONEY XFR	955	#123456789	-	12345	-	Credit	\$10,000.00 CAD	May 6, 2026
May 6, 2026	CHECK	475	2099	-	8898001-0000000002099	-	Debit	\$1,000.00 CAD	May 6, 2026

Account Balances and Transactions

You'll 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).

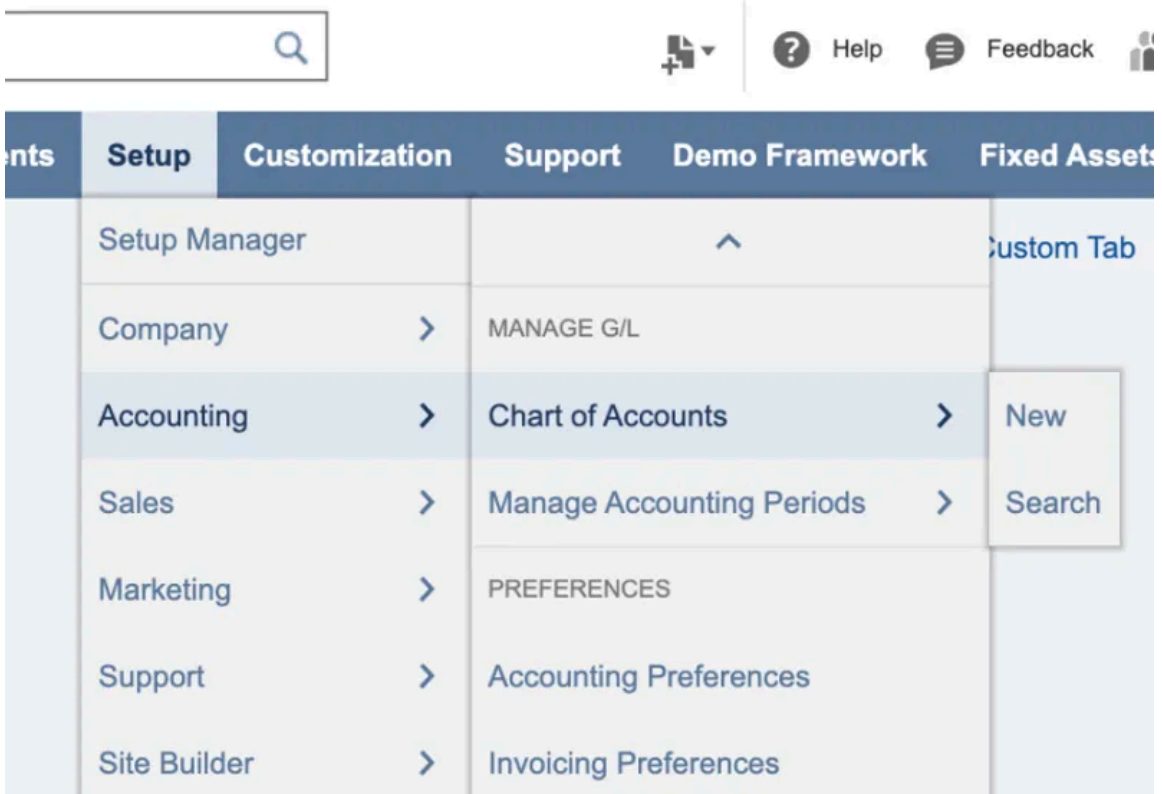


Chart of Accounts

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.

The screenshot shows the 'Account' settings for '1001 Bank Account 1'. The interface includes a 'Save' button, a 'Cancel' button, and an 'Actions' dropdown menu. The form is divided into two columns. The left column contains fields for 'NUMBER' (1001), 'NAME' (Bank Account 1), 'SUBACCOUNT OF', 'TYPE' (Bank), 'CURRENCY' (USA), 'GENERAL RATE TYPE' (Current), 'CASH FLOW RATE TYPE' (Average), and checkboxes for 'INVENTORY' and 'REVALUE OPEN BALANCE FOR FOREIGN CURRENCY TRANSACTIONS'. The right column contains fields for 'DESCRIPTION', 'NEXT CHECK NUMBER' (10,001), 'SUMMARY', 'INACTIVE', 'LANGUAGE', 'USE ACH' (checked), 'BANK NAME', 'ACH MESSAGE', 'BANK ROUTING NUMBER', and 'BANK ACCOUNT NUMBER'. The checkbox for 'USE MATCH BANK DATA AND RECONCILE ACCOUNT STATEMENT PAGES' is checked and highlighted with a red rectangular box.

Use Match Bank Data and Reconcile Account Statement Pages

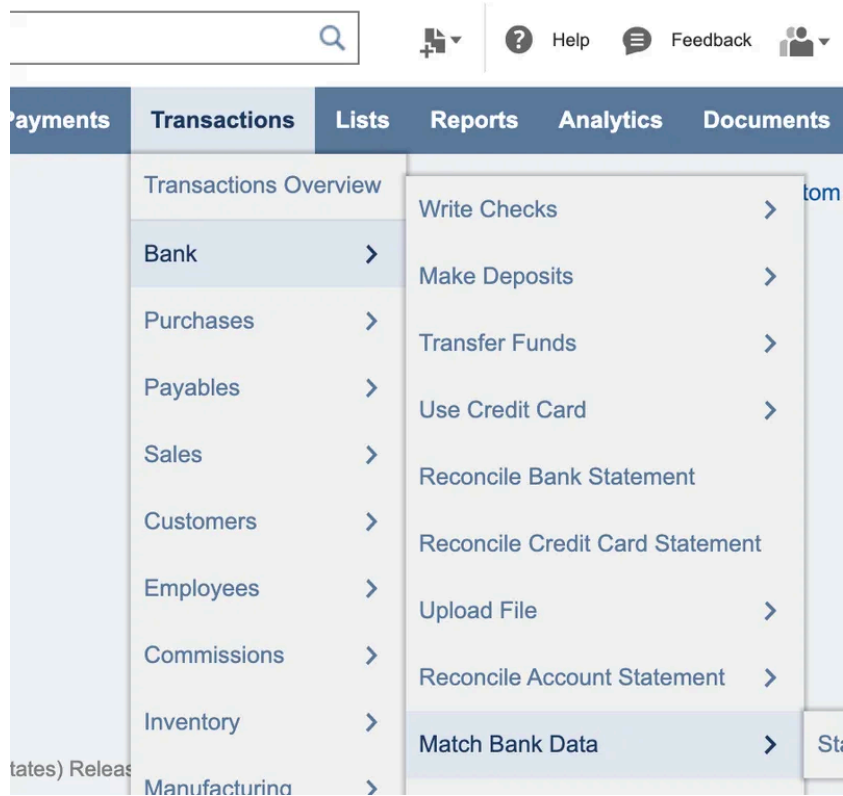
Then, select **Save**.

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.

3 Confirm Transaction Matches

Go to **Transactions → Bank → 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.

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 First Citizens Link → **Reports** → **Bank Accounts**

Select the account you would like to access.

ORACLE NetSuite FISPAN

Activities Payments Five States Bank Internal Vendor Management Transactions Lists Reports Analytics Customization Documents Setup Commerce Support Fixed Assets

BANK ACCOUNTS Accounts Overview

View all of your company's linked bank accounts, organized by type. Select any account to see its balances and transactions.

Deposit Accts.

TOTAL: 5 View: All Currencies

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.

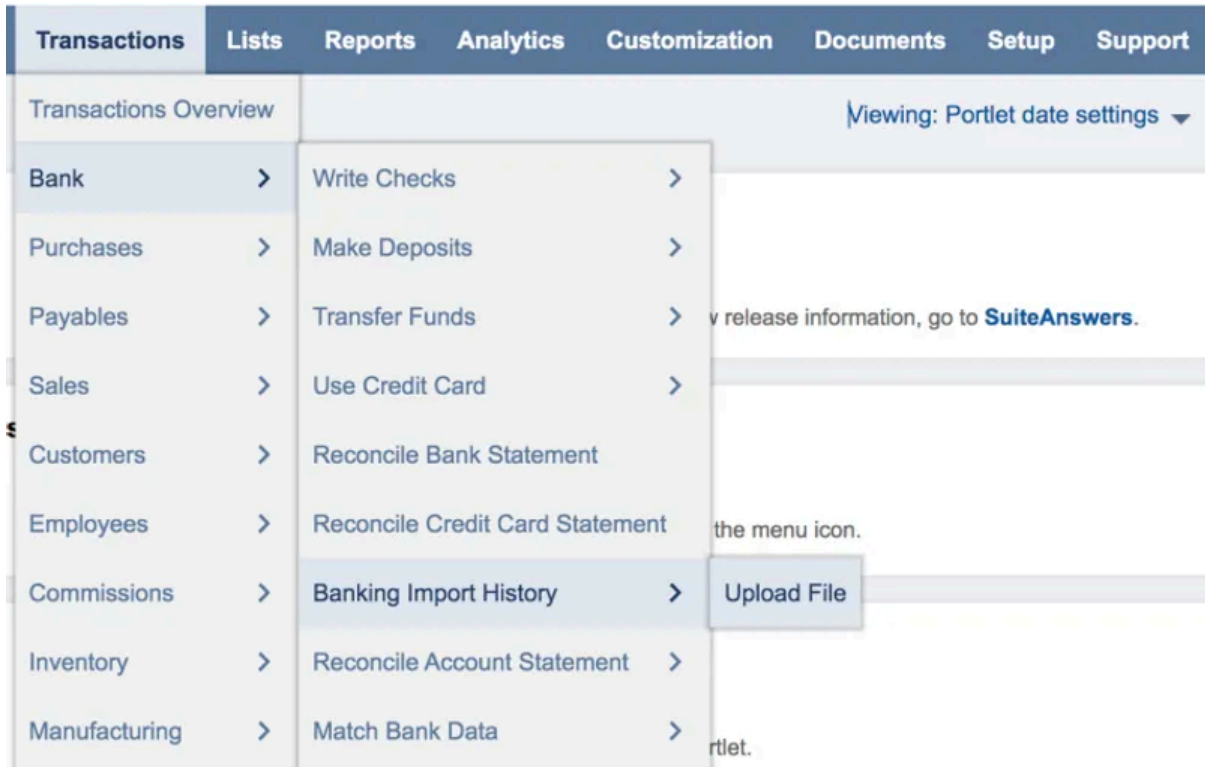


Export Options

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

[Manual Import](#)

[Connectivity Plug-in](#)

File Selection

[Choose a file](#) netsuite_transactions_csv-5_8_2020.csv

Import Options

Select a Financial Institution and connect your data to your mapped accounts and codes if Financial Institutions are set up. Otherwise, import with a default parser.

- Select a Financial Institution
- Import with a default parser (CSV, OFX, QFX, BAI2, or CAMT.053)

[Download the CSV template](#)

ACCOUNT *

1000 Checking

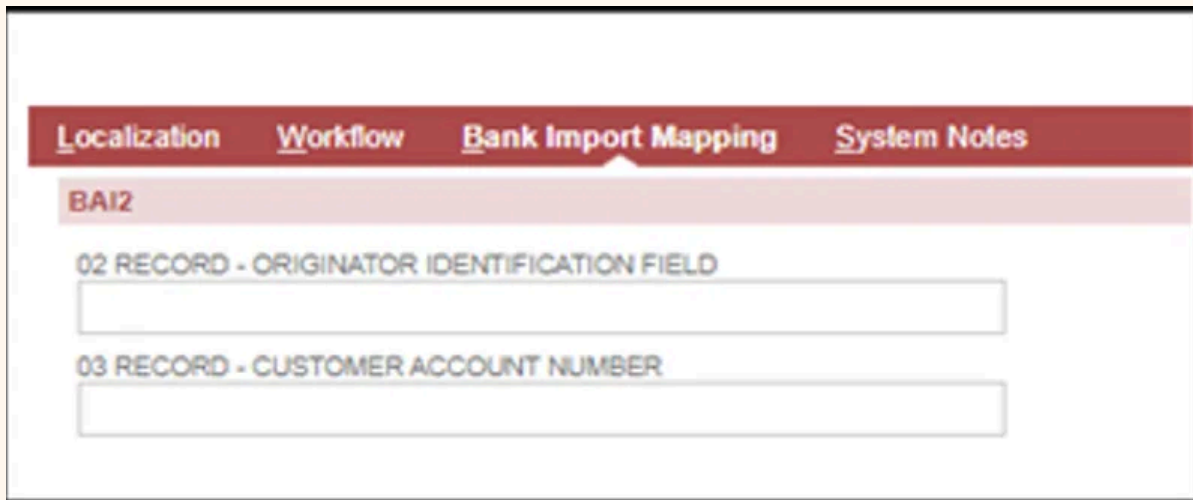
[Import](#)

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.



The screenshot displays the 'Bank Import Mapping' tab within a software application. The navigation bar at the top includes 'Localization', 'Workflow', 'Bank Import Mapping' (which is the active tab), and 'System Notes'. Below this, the 'BAI2' section is visible, containing two input fields. The first field is labeled '02 RECORD - ORIGINATOR IDENTIFICATION FIELD' and the second is labeled '03 RECORD - CUSTOMER ACCOUNT NUMBER'.

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.

2.3.2. Bank Feeds

2.3.2.1. Enabling Bank Feeds (NetSuite)

□ 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 First Citizens Bank Client Services after setting up your bank feeds connection.

Permissions

Note: **Non-administrator** users who will be setting up and managing Bank Feeds must have the following permission:

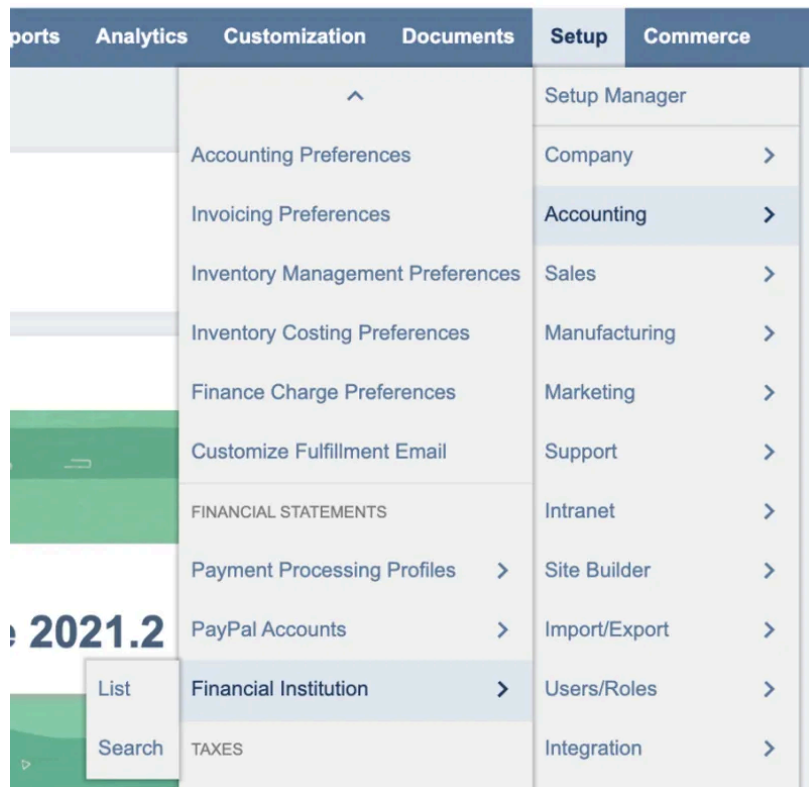
- **Setup → Financial Institution Records – Level: Full**

They must also be added as an audience for the following Script Deployment (can be found under Customization → Scripting → Script Deployments):

- First Citizens Bank **Transaction Feed Config** (ID: customdeploy_First Citizens Bank _rpt_feed_s)

Step 1: 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

Step 2: Create a New Format Profile

On the Financial Institution, click the **Format Profile: Configuration** tab and select **Add**.

The screenshot shows a web interface for configuring a financial institution. At the top, there's a header 'Financial Institution' with 'Edit' and 'Back' buttons and an 'Actions' menu. Below this is a 'Primary Information' section containing fields for 'FINANCIAL INSTITUTION' (MyBank), 'DESCRIPTION', 'CREATED DATE' (5/22/2024), and 'CREATED BY' (NetSuite Prod). There's an 'INACTIVE' checkbox. A navigation bar below has tabs for 'Workflow', 'Format Profile: Configuration', 'System Notes', and 'Box Files'. Under the 'Format Profile: Configuration' tab, an 'Add' button is highlighted with a red box. Below the navigation bar is a table with columns 'EDIT', 'NAME', 'PROFILE TYPE', and 'DESCRIPTION', containing the text 'No records to show.'. At the bottom, there are 'Edit', 'Back', and 'Actions' buttons.

Configure Format Profile

Fill in the following fields under **Primary Information**:

- **Profile Name:** Any name, we suggest First Citizens Link Profile
- **Profile Type:** Bank Reconciliation
- **Connectivity Method:** First Citizens Link Transaction Feed
- **Transaction Parser:** First Citizens Link Transaction Feed

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 ...

Fill in the required fields under Primary Information

Next, click on 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	

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.

Step 3: 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** → **First Citizens Link** → **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 History

[Upload File](#)

> Filters

Last Refresh 1/15/2024 5:36 pm Go to: 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 FISPAN Support.

TreasuryManagementSupport@firstcitizens.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** → First Citizens Link → **Banking Import History**.
- 2 Find the line item that shows the Import Status as **FAILED**, accompanied by a red caution icon.

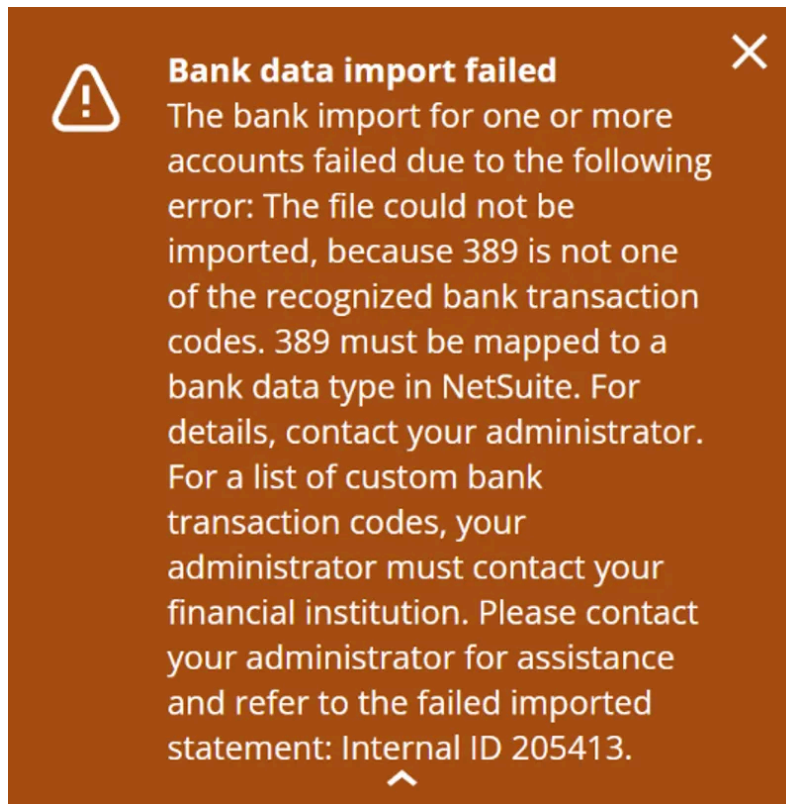
On that line item, click on the small plus icon on the far left to expand the row.

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



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 our Support Team 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

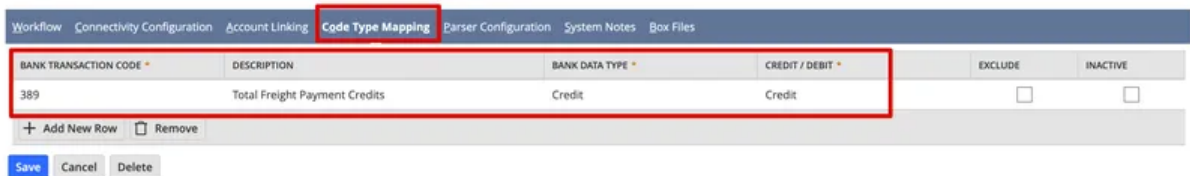
Source: [BAI.org Cash Management Balance Reporting Specifications, page 10](#)

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 FISPAN support.



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 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**.

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

[Edit](#) [Back](#)

Primary Information

PROFILE NAME	DESCRIPTION	<input type="checkbox"/> 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
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

[Edit](#) [Back](#) [Actions](#)

[←](#) [→](#) [List](#) [Copy to Account](#)

TYPE	STATUS	DESCRIPTION
Financial Institution Connectivity	Released	
NAME	LOG LEVEL	OWNER
My Bank Transaction Feed	Debug	Joanne Tong
ID	EXECUTE AS ROLE	<input type="checkbox"/> INACTIVE
customscript_mybank_rpt_feed_gen2_cp	Current Role	
API VERSION		
2.0		

[Scripts](#) [Unhandled Errors](#) [Execution Log](#) [History](#) [System Notes](#)

VIEW TYPE

Default Script Notes View - All

#	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": 0)	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 ← → List Copy to Account

[Edit](#) [Back](#) [Actions](#)

TYPE Financial Institution Parser	STATUS Released	DESCRIPTION
NAME My Bank Transaction Feed	LOG LEVEL Debug	OWNER Joanne Tong
ID customscript_mybank_rpt_feed_gen2_pp	EXECUTE AS ROLE Current Role	<input type="checkbox"/> INACTIVE
API VERSION 2.0		

[Scripts](#) [Unhandled Errors](#) **Execution Log** [History](#) [System Notes](#)

VIEW: Default Script Notes View | TYPE: 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	parseDate	1/31/2024	5:32 am	Joanne Tong	ended	
4	View	Debug	parseDate	1/31/2024	5:32 am	Joanne Tong	{"statementId": "", "accountId": "", "numTransactions": 13}	Remove
5	View	Debug	parseDate	1/31/2024	5:32 am	Joanne Tong	{"statementId": "", "accountId": "", "numTransactions": 0}	Remove
6	View	Debug	parseDate	1/31/2024	5:32 am	Joanne Tong	{"statementId": "", "accountId": "", "numTransactions": 9}	Remove
7	View	System	parseDate	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.

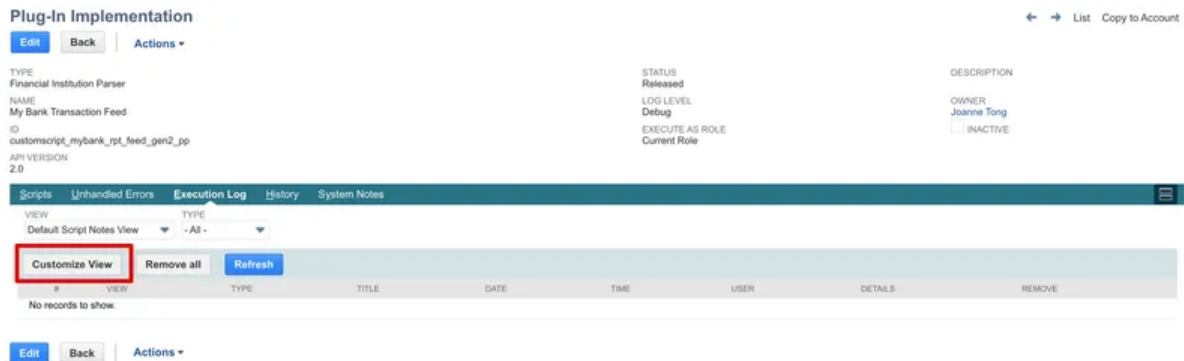
The **Transaction Parser** (Financial Institution Parser) pushes the downloaded bank transactions from FISPAN into the Match Bank Data page in NetSuite. The Execution Logs here will display any errors relating to missing BAI2 codes or other formatting issues in the bank transaction data.

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.

Customize Server Script Log Search Results

List Search Copy to Account More

Custom Default Script Notes View

Save Cancel Preview New Template Pivot Report More Options Actions

SEARCH TITLE *
My Bank Bank Feeds - Execution Log Dates

Criteria Results Available Filters Search Title Translation

Use this tab to specify what filters you would like in the filter region of the search results page.

Remove all Add Multiple

FILTER*	SHOW IN FILTER REGION	SHOW AS MULTI-SELECT	LABEL	TRANSLATION
Type	Yes			
Date	Yes			

✓ Add ✕ Cancel + Insert Remove ↕ Move Up ↕ Move Down ⚡ Move To Top ⚡ Move To Bottom

Save Cancel Preview New Template Pivot Report More Options Actions

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.

Customize Server Script Log Search Results

List Search Copy to Account More

Custom Default Script Notes View

Save Cancel Preview New Template Pivot Report More Options Actions

SEARCH TITLE *
My Bank Bank Feeds - Execution Log Dates

Criteria Results Available Filters Search Title Translation

Use this tab to specify what filters you would like in the filter region of the search results page.

Remove all Add Multiple

FILTER*	SHOW IN FILTER REGION	SHOW AS MULTI-SELECT	LABEL	TRANSLATION
Type	Yes			
Date	Yes			

✓ Add ✕ Cancel + Insert Remove ↕ Move Up ↕ Move Down ⚡ Move To Top ⚡ Move To Bottom

Save Cancel Preview New Template Pivot Report More Options Actions

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.

The screenshot shows the 'Plug-In Implementation' page for 'Financial Institution Parser'. The 'Execution Log' tab is active. The table below shows the execution log entries:

#	VIEW	TYPE	TITLE	DATE	TIME	USER	DETAILS	REMOVE
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	parseDate	3/13/2024	5:32 am	Joanne Tong	{"statementId": "...", "accountId": "...", "numTransactions": 12}	Remove
5	View	Debug	parseDate	3/13/2024	5:32 am	Joanne Tong	{"statementId": "...", "accountId": "...", "numTransactions": 0}	Remove
6	View	Debug	parseDate	3/13/2024	5:32 am	Joanne Tong	{"statementId": "...", "accountId": "...", "numTransactions": 4}	Remove
7	View	System	parseData	3/13/2024	5:32 am	Joanne Tong	started	

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.

Plug-In Implementation ← → List Copy to Account

[Edit](#) [Back](#) [Actions](#) ▾

TYPE Financial Institution Parser	STATUS Released	DESCRIPTION
NAME My Bank Transaction Feed	LOG LEVEL Debug	OWNER Joanne Tong
ID customscript_mybank_rpt_feed_gen2_pp	EXECUTE AS ROLE Current Role	<input type="checkbox"/> INACTIVE
API VERSION 2.0		

Scripts | Unhandled Errors | **Execution Log** | History | System Notes

VIEW: My Bank Bank Feeds - Execution Log Dates | TYPE: -All- | DATE: (Custom) 3/13/2024

#	VIEW	TYPE	TITLE	DATE	TIME	USER	DETAILS	
1	View	System	getTransactionCodes	3/13/2024	5:32 am	Joanne Tong	ended	REMOVE
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	parseDate	3/13/2024	5:32 am	Joanne Tong	{"statementId": "", "accountId": "", "numTransactions": 12}	Remove
5	View	Debug	parseDate	3/13/2024	5:32 am	Joanne Tong	{"statementId": "", "accountId": "", "numTransactions": 0}	Remove
6	View	Debug	parseDate	3/13/2024	5:32 am	Joanne Tong	{"statementId": "", "accountId": "", "numTransactions": 4}	Remove
7	View	System	parseData	3/13/2024	5:32 am	Joanne Tong	started	

[Edit](#) [Back](#) [Actions](#) ▾

Execution Log tab

Copy the contents of the whole table and paste into an email addressed to FISPAN Support. 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 FISPAN Support 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?**

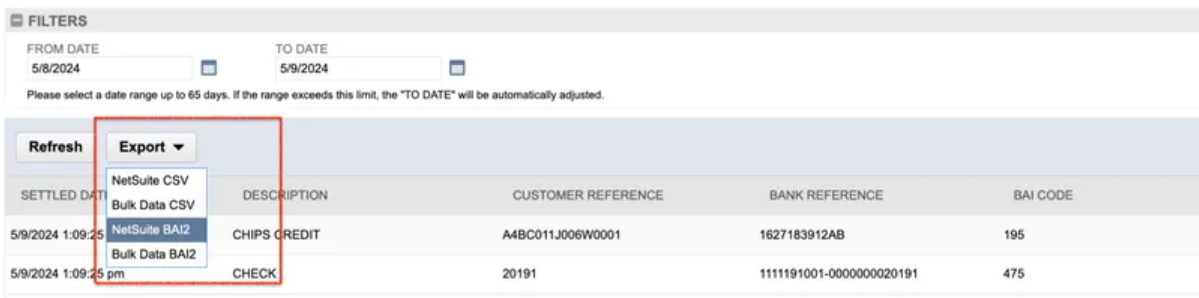
Import failures with Bank Feeds are rare. In the case of failures, NetSuite will not successfully sync transactions for all linked bank accounts until any errors, such as missing BAI2 codes, have been resolved, and FISSPAN has re-triggered a re-import. Refer to the Troubleshooting section of this guide 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."



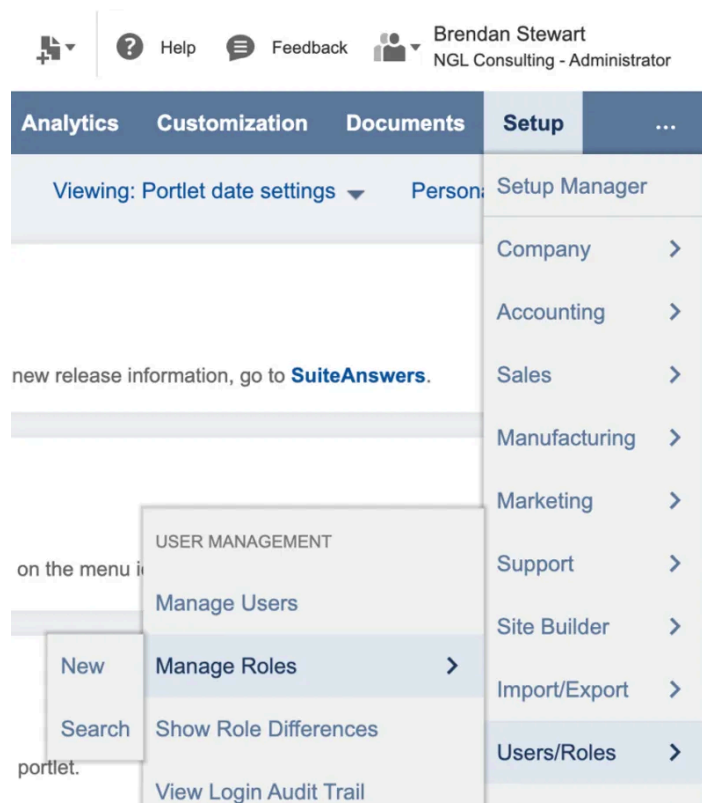
Select NetSuite BAI2

2.3.2.2. Setting Up Permissions (NetSuite)

Ensure your users have the correct permissions to access Bank Feeds and are part of the appropriate audience for the relevant scripts by following this guide.

Confirm User(s) Permissions

Go to **Setup** → **User/Roles** → **Manage Roles**



Go to **Manage Roles**

Under **Manage Roles**, select **Edit** on the role you would like to edit.

After selecting **Edit**, go to the **Permissions** tab → **Setup** tab.

Ensure the **Permission Financial Institution Records** at the level **Full**.

PERMISSION *	LEVEL
Accounting Lists	Edit
Custom Lists	View
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
Financial Institution Records	Full

Financial Institution Records Check

Confirm User(s) Scripts

Navigate to **Customization** → **Scripting** → **Script Deployment**.

Use the following filters:

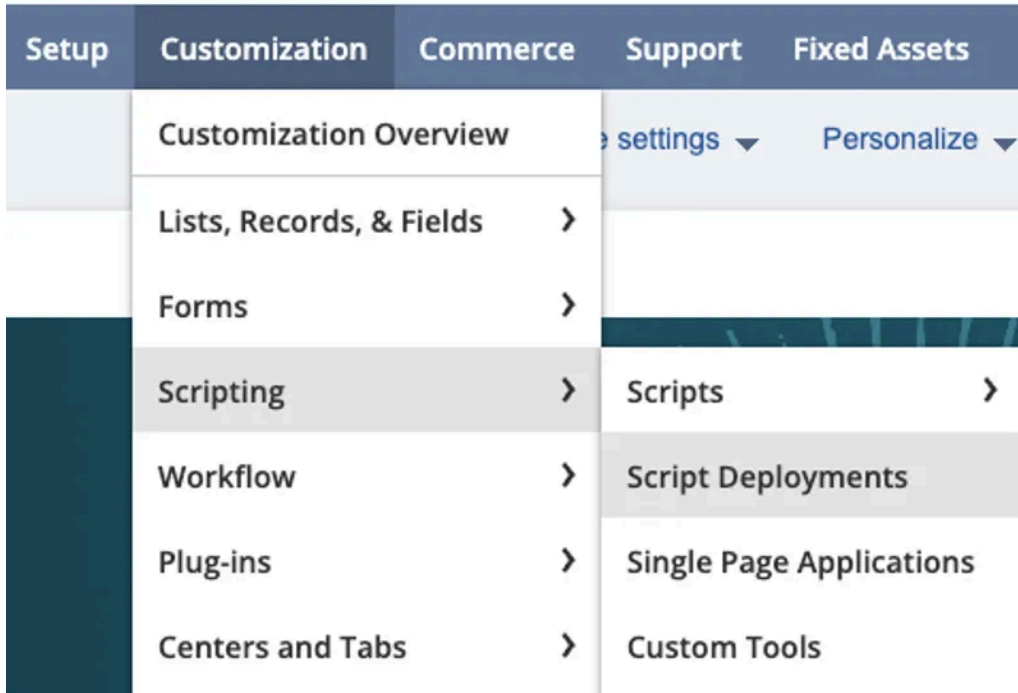
- On the **Type** dropdown, select **Suitelet**
- On the **API Version** dropdown, select **2.1**.



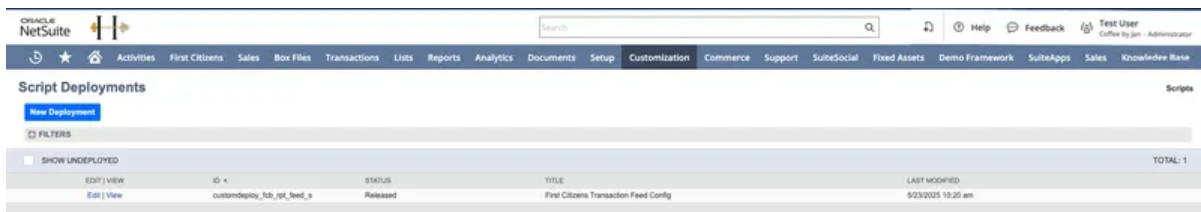
Help

Feedback

Joyce Chou
NGL Consulting (ServOps)



Script Deployment



Select Edit

Click Edit on **customdeploy_fcb_rpt_feed_s**, First Citizens Bank Transaction Feed Config

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

2.3.2.3. Adding Accounts to Bank Feeds (NetSuite)

Use this guide to add and configure Bank Feeds for new accounts. Bank Feeds must be enabled before completing the following steps. For example, you might have recently opened a new bank account with the bank and recently added the accounts to the plugin.

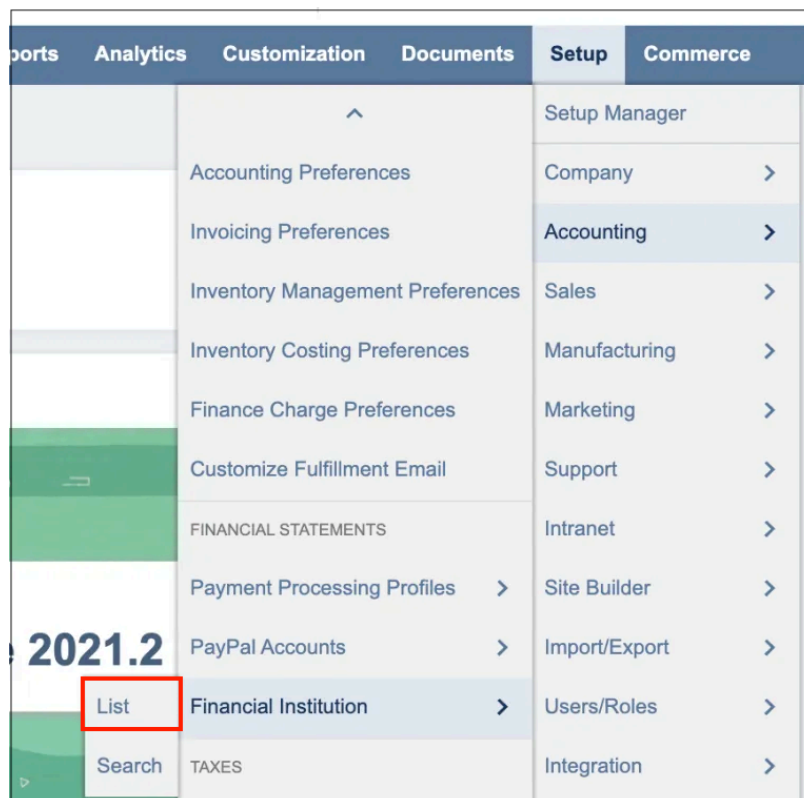
NOTE: If your bank requires re-authentication to add new accounts, review the steps in **Plugin Setup → Installation → Bank Authentication**.

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

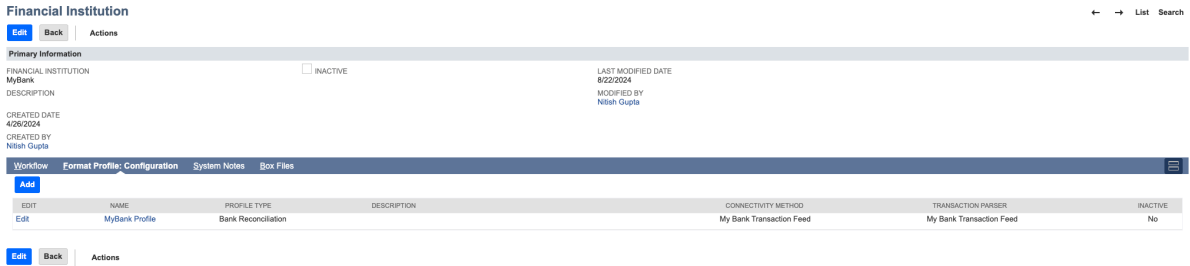
Click on the **Edit** button next to the existing Bank Feed's financial institution.



Edit Financial Institution

3 Edit Format Profile

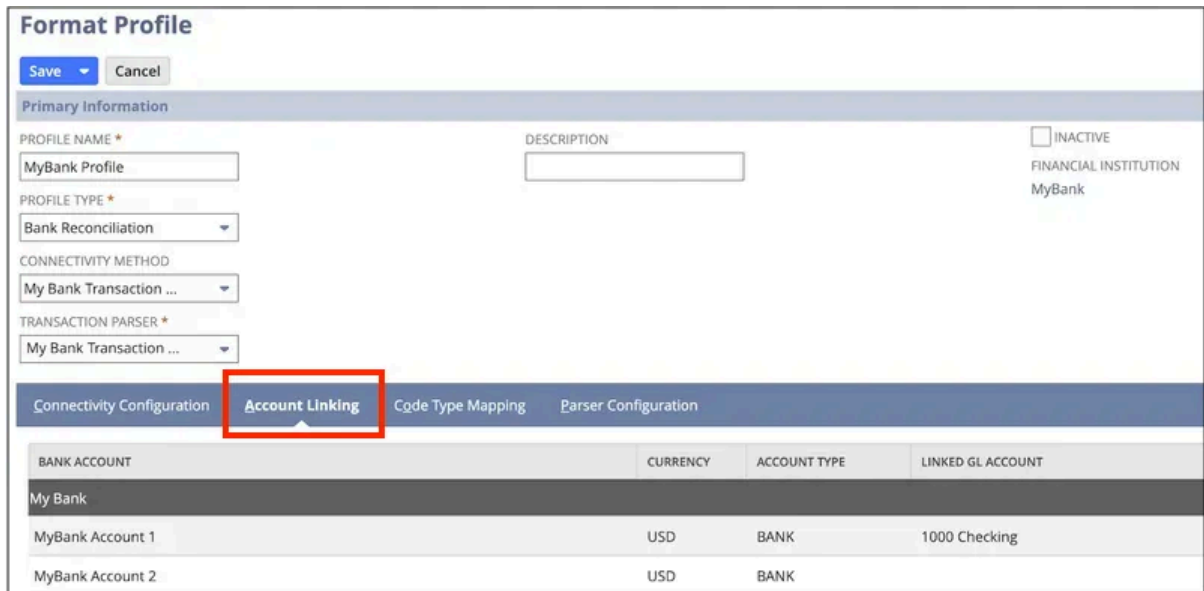
Select the **Format Profile: Configuration** tab and click the **Edit** button.



Edit Format Profile

4 Go to the Account Linking

Select the **Account Linking** tab.



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

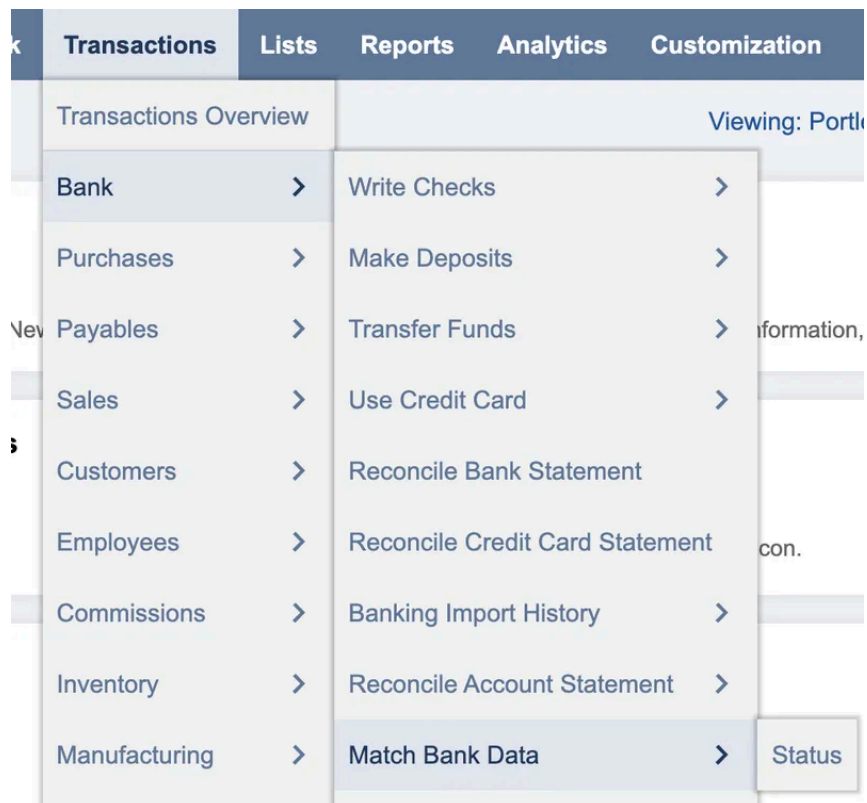
From here, the next step is the same as what is described in the **Enabling Bank Feeds** procedure.

2.3.2.4. 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 ***

[Submit](#) [Update Imported Bank Data](#) [Run Reconciliation Rules](#)

ACCOUNT *	CURRENCY	SUBSIDIARY	BANK BALANCE	BALANCE AS OF
1000 Checking - 1234	USD	Honeycomb Holdings Inc. : Honeycomb Mfg.		3/3/2022

[To Be Matched](#) [Review](#) [Excluded](#)

Imported Bank Data						Account Transactions					
DATE	TYPE	TRAN NO.	NAME	MEMO	AMOUNT	DATE	TYPE	TRAN NO.	NAME	MEMO	AMOUNT
<input type="checkbox"/>	11/4/2019	Credit	62fb8a83-b...	ACH payment	-8,706.64	<input type="checkbox"/>	3/1/2017	Journal	1		150,000.00
<input type="checkbox"/>	11/4/2019	Debit	3d54c081-2...	Wire payment	6,202.29	<input type="checkbox"/>	3/11/2017	Check	2002	Koka Office Suppl...	-139.05
<input type="checkbox"/>	11/4/2019	Credit	d421f224-d...	ACH payment	-6,630.30	<input type="checkbox"/>	3/14/2017	Check	2003	Safety Net Security	-199.00
<input type="checkbox"/>	11/4/2019	Credit	fb7b849-1...	ACH payment	-2,740.12	<input type="checkbox"/>	3/16/2017	Payroll Liab...	2004	Carbray Insuranc...	-567.00
<input type="checkbox"/>	11/4/2019	Debit	da75e91a-c...	ACH payment	6,887.59	<input type="checkbox"/>	3/16/2017	Payroll Liab...	2005	Stein Investments	-2,945.31
<input type="checkbox"/>	11/4/2019	Debit	5ccaed23-9...	ACH payment	2,246.76	<input type="checkbox"/>	3/16/2017	Payroll Liab...	2006	California EDD	-1,478.04
<input type="checkbox"/>	11/4/2019	Debit	a53fdbaa-b...	ACH payment	256.02	<input type="checkbox"/>	3/16/2017	Payroll Liab...	2008	Internal Revenue...	-151.36
<input type="checkbox"/>	11/4/2019	Debit	92228e66-1...	Wire payment	7,949.60	<input type="checkbox"/>	3/16/2017	Payroll Liab...	2007	Internal Revenue...	-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**.

Match	Exclude			
<input type="checkbox"/>	Make Auto-Create Rule From Selected Transactions ?	Total: 2		
DATE	TYPE	TRAN NO.	NAME	AMOUNT
<input checked="" type="checkbox"/>	11/4/2019	Credit	62fb8a83-b...	-8,706.64
<input checked="" type="checkbox"/>	11/4/2019	Debit	3d54c081-2...	6,202.29

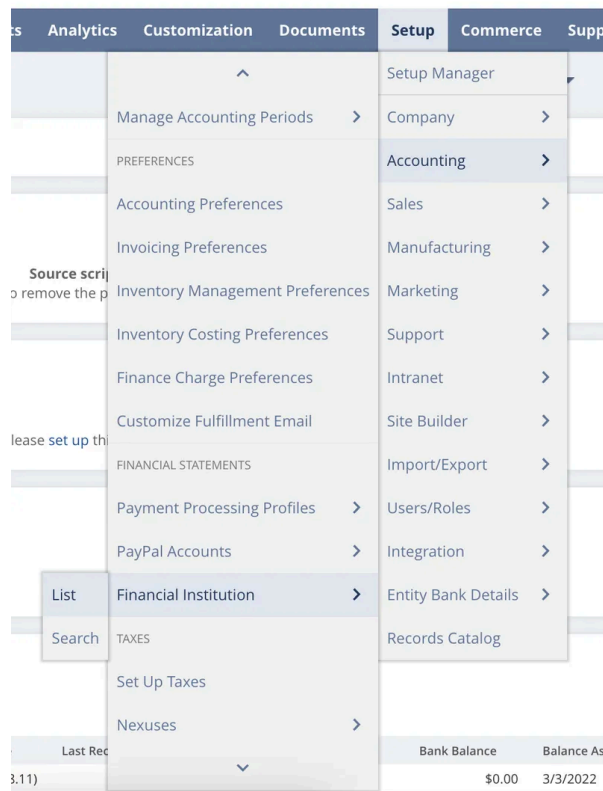
Exclude Duplicate Transaction

2.3.2.5. Disabling Bank Feeds (NetSuite)

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**.

Financial Institutions

VIEW Default ▾

Customize View

New Financial Institution

+ FILTERS



SHOW INACTIVES

EDIT | VIEW

NAME ▲

DESCRIPTION

CREATED DATE

Edit View

MyBank

3/15/2022

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

2.4. Troubleshooting

2.4.1. FAQs (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 First Citizens Link in NetSuite, providing you with immediate answers and resolutions.

Installation & Plugin 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.

This error occurs if the plugin has not been fully connected by completing the installation wizard. Go through the installation 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

Click **Edit** on each of the following script deployment Suitelets you wish to edit:

- First Citizens Bank Pay Bills
- First Citizens Bank Paid Bills History
- First Citizens Bank Transfer Funds
- First Citizens Bank Transfer History
- First Citizens Bank Trans Checks (Positive Pay)
- First Citizens Bank Trans Checks History (Positive Pay)
- First Citizens Bank Balances & Transactions

Select the appropriate role, subsidiary, employee, or department you wish to give access to.

Click **Save**.

✓ **"Cannot find the bundle/SuiteApp on Search & Install / Install button is not visible to install"**

If you see this error, 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 bundle/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?**

Since the plugin does not auto-update, you must update it manually. The update process depends on how the bank plugin was originally installed.

If the plugin is a SuiteApp:

- 1 Navigate to **Customization → SuiteCloud Development → SuiteApp Marketplace**.
- 2 Find and click on the bank SuiteApp tile.
- 3 Click the **Upgrade** button in the top-right corner to begin the update.

If the plugin is a bundle:

- 1 Navigate to **Customization → SuiteBundler → Search & Install Bundles → List**.
- 2 Find the bank bundle.
- 3 Hover over the green icon next to it and select **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 the 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.

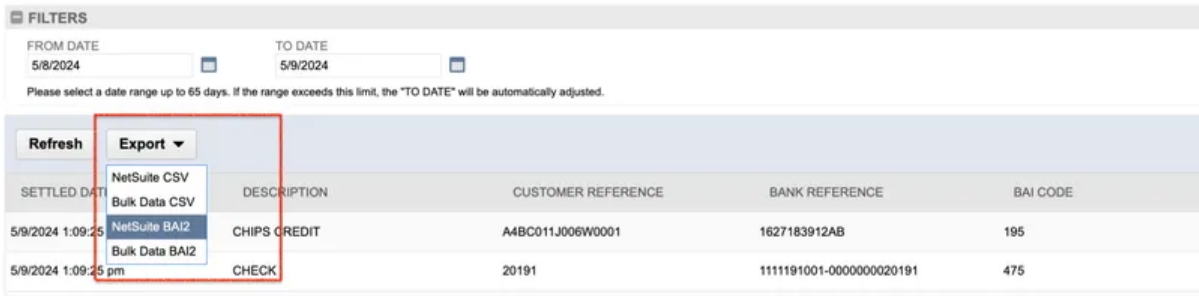
This usually means the account isn't configured for reconciliation in your Chart of Accounts. You'll need to edit the account settings to enable the reconciliation feature.

- 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 bundle 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 bundle.

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 bundle 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 bundle.

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 bundle, 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 bundle and where specifically the error occurred.

If the error appears to be related to the bank bundle, please reach out to support 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 a support agent to check this for you.

✓ **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

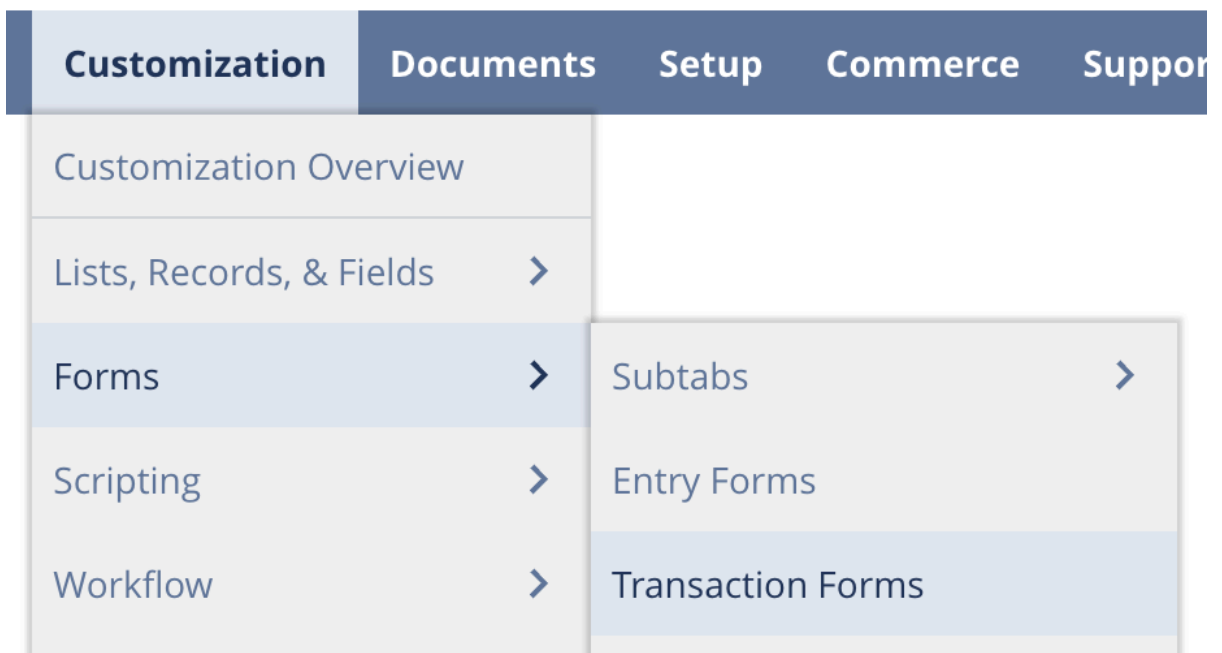
✓ **"Please enter value(s) for: Department, Location."**

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**.

Custom Transaction Forms

[Submit](#)

FILTERS

FROM BUNDLE

   SHOW INACTIVES Bill — Picking Ticket   TOTAL: 99

[Upgrade Checklist](#)

EDIT	NAME	FROM BUNDLE	TYPE ▲	SCRIPT	LIBRARY SCRIPT	PREFERRED
Customize	Standard Vendor Bill		Bill			<input type="checkbox"/>
Edit	Z - Vendor Bill		Bill			<input checked="" type="checkbox"/>

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

List

Save **Cancel** **Move Elements Between Subtabs** **Change ID** **Actions**

NAME *
Z - Vendor Bill

ID
custform_101_t1440478_270

TYPE
Bill

PRINT TEMPLATE
Standard Vendor Bill PDF/HTML Template

EMAIL MESSAGE TEMPLATE
Default Email Template

EMAIL TEMPLATE
Standard Vendor Bill PDF/HTML Template

ALLOW ADD MULTIPLE

INACTIVE

STORE FORM WITH RECORD

FORM IS PREFERRED

Screen Fields | Actions | Sublists | Sublist Fields | Custom Code | Roles | Linked Forms | History

Main | Expenses & Items | Billing | Custom | Lagged Cost | Quality Control | Approvals | Quote Approvals | SO Approval | Schedule | EET | My Bank | FI_SPAN | 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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Normal		Entity	<input type="checkbox"/>		<input type="checkbox"/>
Department	<input type="checkbox"/>	<input type="checkbox"/>	Normal		Department	<input type="checkbox"/>		<input type="checkbox"/>
Location	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Normal		Location	<input checked="" type="checkbox"/>		<input type="checkbox"/>

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

SHOW INACTIVES

Bill — Picking Ticket TOTAL: 99

Upgrade Checklist

EDIT	NAME	FROM BUNDLE	TYPE ▲	SCRIPT	LIBRARY SCRIPT	PREFERRED
Customize	Standard Bill Payment		Bill Payment			<input type="checkbox"/>
Edit	Z - Bill Payment		Bill Payment			<input checked="" type="checkbox"/>

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_t1440478_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 LAYOU
7.5 7.5

INACTIVE
 FORM IS PREFERRED

Screen Fields

Main • Custom • Quality Control • Approvals • Quote Approvals • SO_Approval • Schedule • EET • My Bank • F1.SPAN •

Move To Top Move To Bottom New Field

LABEL	SHOW	MANDATORY	DISPLAY TYPE	CHECK BOX DEFAULT	DESCRIPTION
Payee	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Normal		Entity
Department	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Normal		Department
Location	<input checked="" type="checkbox"/>	<input type="checkbox"/>	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 bundles, either the Entity Bank Details bundle (ID 323878) or NetSuite's Electronic Bank Payments bundle, 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 bundle, Entity Bank Details (ID 323878). If you cannot find it on the Search & Install Bundles page, please reach out to our support team as you may need to be whitelisted.

✓ **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. NACHA 2021 FAQs

✓ **Do these NACHA 2021 Data Security Rules apply to me?**

Likely not! It is important to note that Phase 1 of this new ruling applies to ACH Originators and Third-Parties with more than 6 million ACH payments annually. Should you make more than 6 million payments annually, NACHA will not enforce this rule for an additional period of one year from the effective date with respect to covered entities that are working in good faith toward compliance, but that will require additional time to implement solutions.

FISPAN is investigating potential workarounds with NetSuite to allow clients to proceed with enabling the NACHA data security changes in the future.

✓ **Is my Vendor's Account information still secure when making payments through my bank's plugin?**

Yes! FISPAN utilizes a secure HTTPS connection protocol and completes OAuth2 authentication with every request for data. This information is then sent from FISPAN to your bank via SSH File Transfer Protocol (SFTP).

✓ **I have already enabled NACHA Rules in NetSuite. What do I do now?**

If you've already enabled NACHA rules, you will likely experience an error message when trying to initiate ACH payments through the bank plugin. This is because enabling NACHA rules results in the encryption of your Vendor's bank account information. Without the encryption key, it is unable to decrypt this information, thus resulting in account numbers appearing as a ciphertext.

To workaround this, we have created a separate bundle called **Entity Bank Details** (Bundle ID 323878) that allows you to store your vendor's bank account information. Please let us know you have enabled NACHA Rules, and we can get you set up to begin using this bundle.

2.4.3. 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.

2.4.4. 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)

To learn how to update your bundle visit: [Updating the SuiteApp \(NetSuite\)](#)

Also see: [Entity Bank Detail Release Notes](#)

2026

May 2026

NOTE: These updates are part of our May 2026 release. While you may see these features documented in our guides earlier, please note that all changes will officially go live on **May 13, 2026**.

2026.5.0 - May 13, 2026

Added

Bank Accounts Page Enhancements.

Fixed

Enhance bank account name tooltips on the Pay Bills page.

New Products Added

We are excited to announce a streamlined UI refresh and enhanced data visibility for our clients. This update focuses on better organization for diverse account types and improved

transaction tracking.

The page you know as Balances and Transactions is evolving. To support our expanding ecosystem of account types, we have rebranded this space to Bank Accounts. This new UI provides a cleaner foundation for managing multiple financial streams in one place.

✓ Key Benefits and Highlights

1 New "Counterparty Name" Column

To help you identify partners and sources faster, we've added a **Counterparty Name** column to the Transactions model.

NOTE: This column will appear blank as we are working on extracting out this information.

2 Dedicated Deposit Account Tabs

Organization just got easier. Use the new **Deposit Account Type** tab to instantly access all information related to your checking and savings accounts, keeping them distinct from other account types.

3 Enhanced Filtering & Search

Stop digging through rows of data. You can now perform targeted searches and filter your views by:

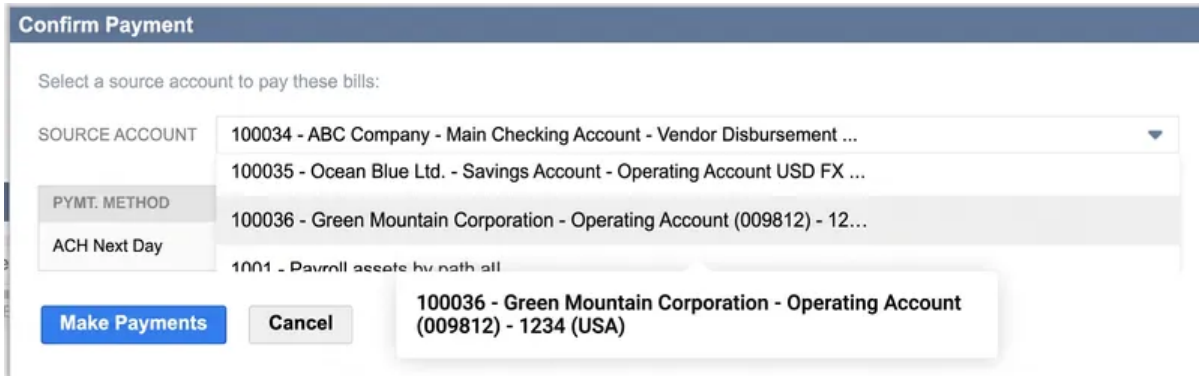
- **Bank Reference**
- **Customer Reference**
- **Amount**
- **Description**
- **Post Date**

4 Visual UI Refresh & Country Identifiers

We've added **Country Images** (flags/identifiers) to the account interface. This allows you to spot the geographic source of funds and account origins at a single glance, providing better global context for your Treasury team.

Improvements

We've fixed a display issue on the **Pay Bills** page where tooltips for bank accounts with long names weren't appearing correctly in the **Confirm Payment** pop-up. Now, when you hover over a truncated name, the full account title displays clearly, allowing you to verify your payment details with total confidence before submitting.



Confirm Payment Pop-up

April 2026

2026.4.0 - April 15, 2026

Improved

Bank Feeds Update for NetSuite 2026.1.

Updates

We have enhanced our Bank Feeds integration to fully support the new custom scheduling and transaction import features in NetSuite's 2026.1 release. During initial account setup, you can now independently select a custom start date to automatically sync up to 60 days of historical transactions. This update eliminates our previous "tomorrow onwards"

restriction, meaning you no longer need to contact Support to backfill past data. Additionally, our service seamlessly responds to NetSuite's new custom scheduling, ensuring your data imports exactly when you need it. For clients still operating on NetSuite 2025.2, our system will automatically sync up to the last 60 days of historical data by default upon connecting.

2.5.2. Entity Bank Detail Release Notes

To learn how to update the Entity Bank Details bundle visit: [Update Entity Bank Details Bundle \(NetSuite\)](#)

2026

NOTE: These updates are part of our May 2026 release. While you may see these features documented in our guides earlier, please note that all changes will officially go live on **May 13, 2026**.

May 2026

2026.2.0 - May 13, 2026

Improved

General improvements and bug fixes.

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 First Citizens Link 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	>

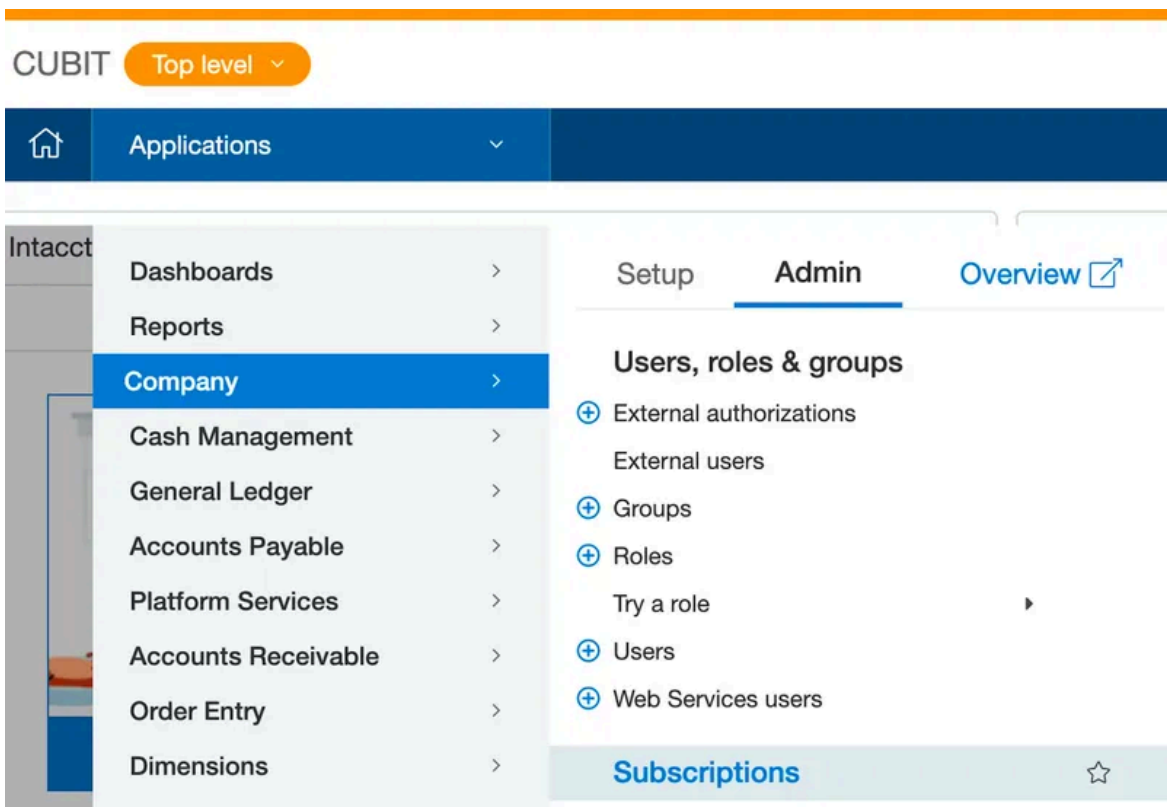
Platform Services enabled

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

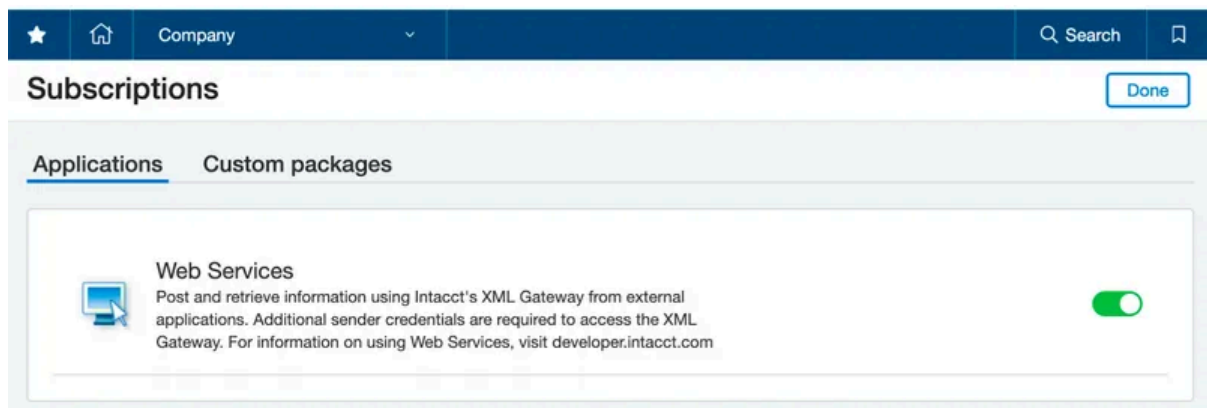
Enabling the Web Services feature on your Sage Intacct account is required to allow the plugin to communicate with your Sage Intacct environment.

- 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	Company name
FLSPAN MPP-Green Apple	Intacct MES
Contact for notifications	Status
mho@flspan.com	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

General information Security Accounting Schedules

Company information

ID
FI.SPAN MPP-Green Apple

Name
Intacct MES

Use ISO country codes ?

Tax ID
--

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 FISPAN 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:

- 1200×800px

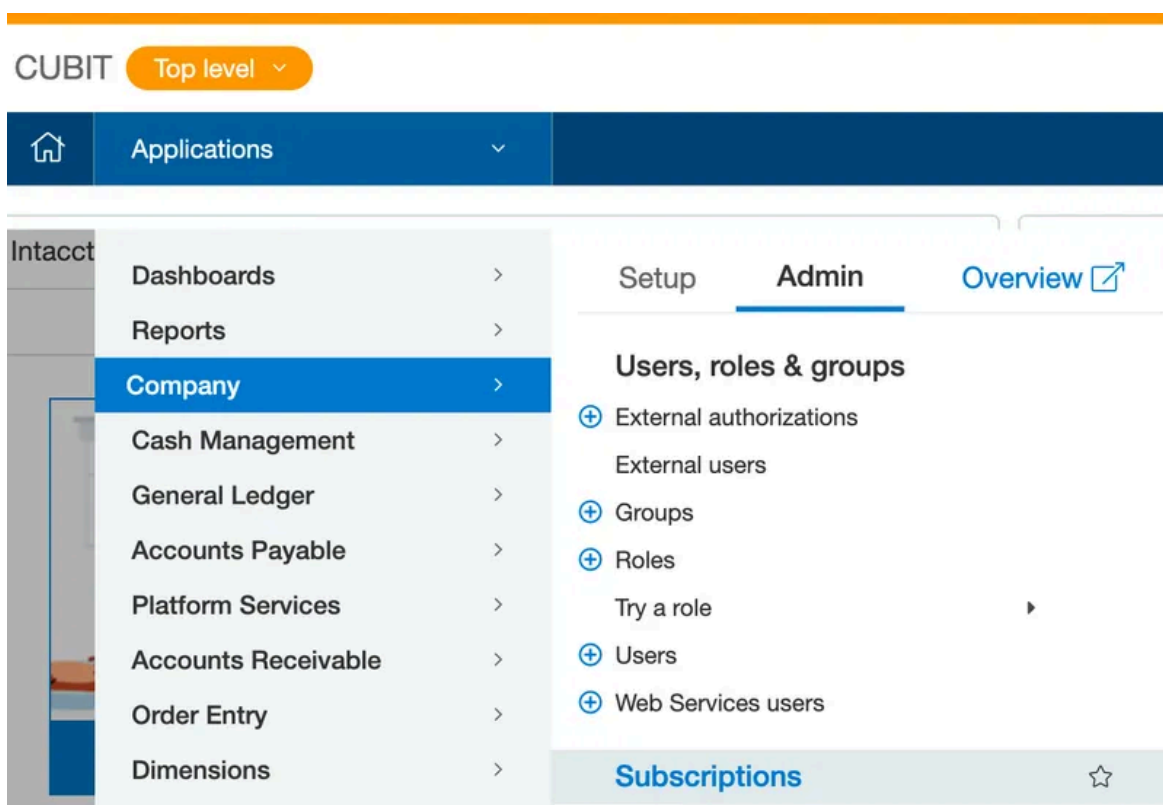
3.1.2. Installation

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.

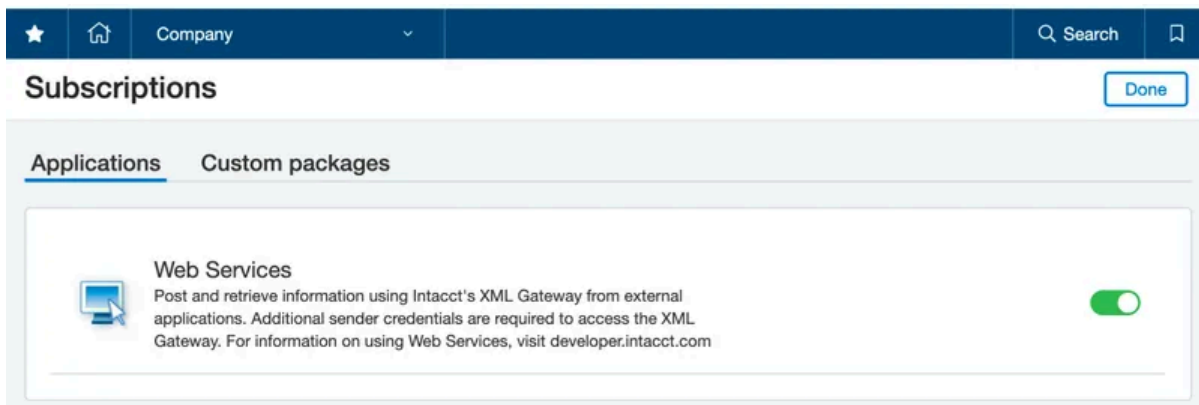
- 1 Go to **Company** → **Admin tab** → **Subscriptions**.



Go to Subscriptions

2

Confirm that **Web Services** is enabled, then select **Done**.



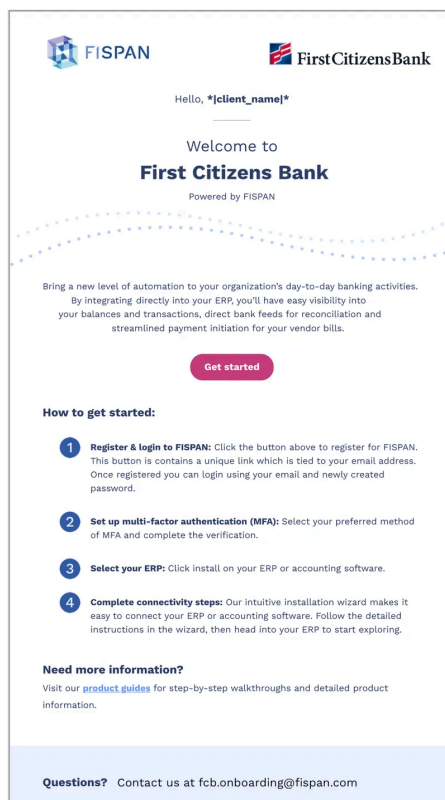
Select Web Services

3.1.2.2. Step 2: Invitation Email

You should have received an invitation email from First Citizens Bank with links to install the First Citizens Link and easy-to-follow instructions for installation.

The invitation email will arrive with the following subject line:

Welcome to First Citizens Link - Powered by FISPAN [Production] - [your-name]



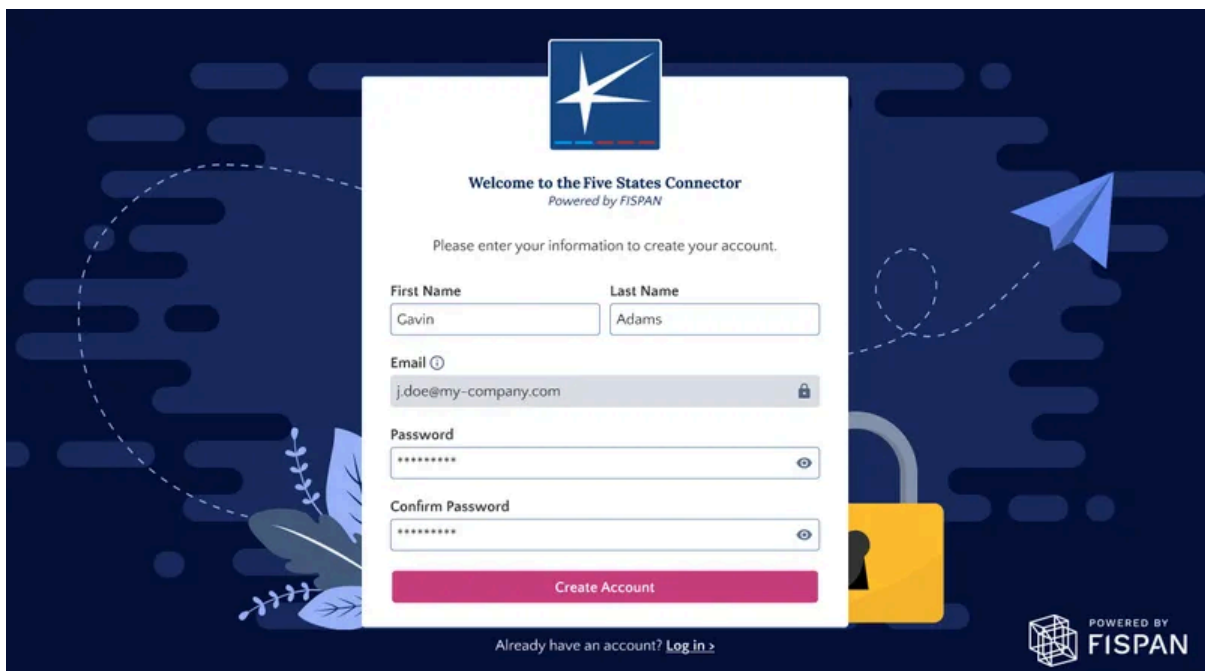
Invitation Email

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**.

A screenshot of the FISPAN registration form. The form is white and centered on a dark blue background with abstract patterns. At the top, there is a logo of a white star on a blue square. Below the logo, the text reads "Welcome to the Five States Connector" and "Powered by FISPAN". A prompt says "Please enter your information to create your account." The form has several input fields: "First Name" (containing "Cavin"), "Last Name" (containing "Adams"), "Email" (containing "j.doe@my-company.com"), "Password" (with a lock icon), and "Confirm Password" (with a lock icon). A pink "Create Account" button is at the bottom. Below the button, it says "Already have an account? [Log in >](#)". In the bottom right corner, there is a logo for "POWERED BY FISPAN" with a cube icon.

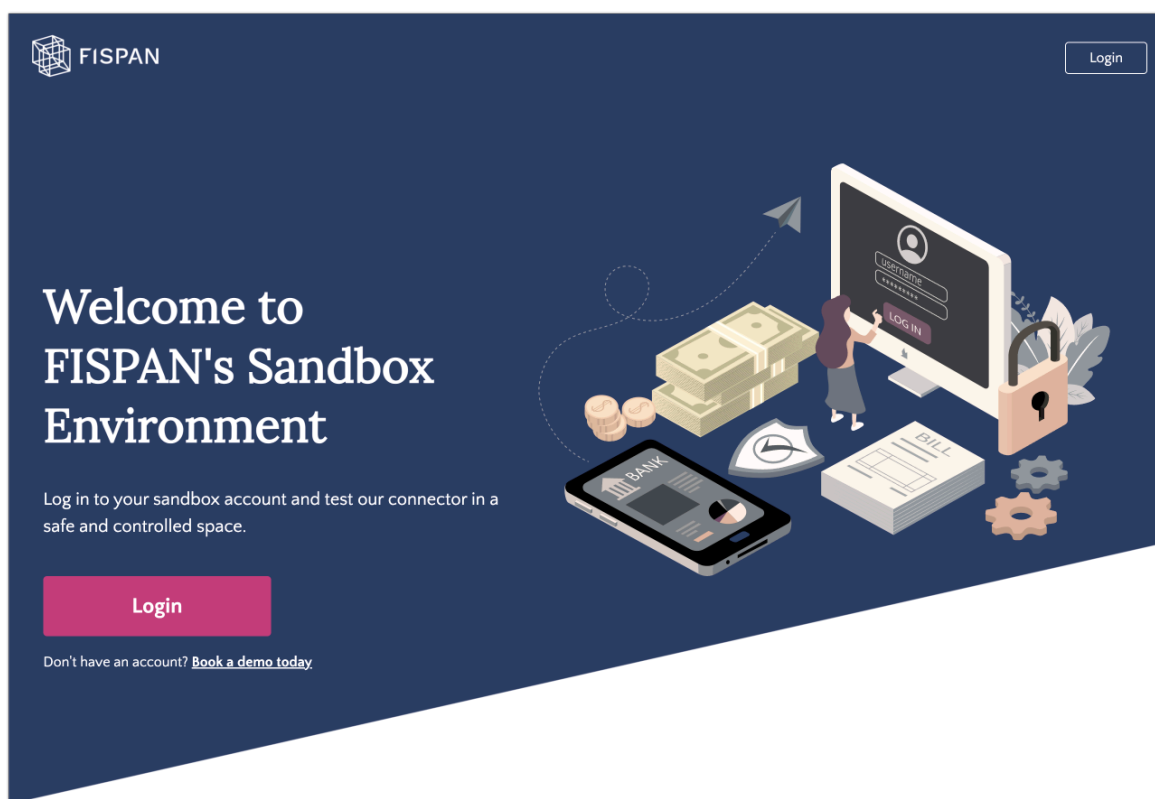
Passwords are required to be 8 characters and contain at least one uppercase, lowercase, number and special character

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.



The 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

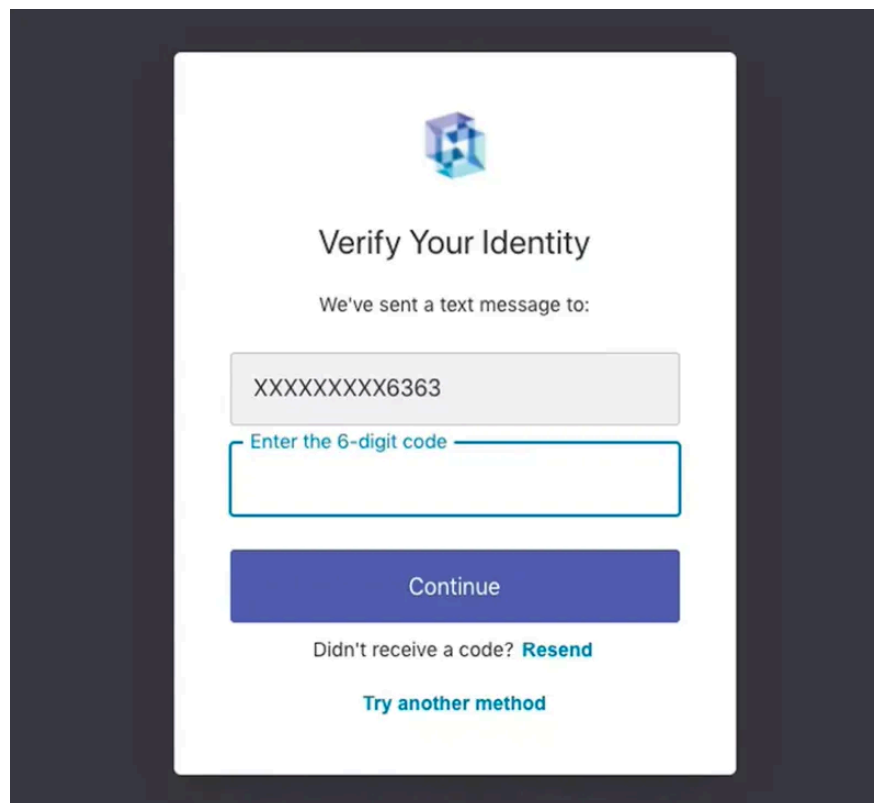
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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**.



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.



Almost There!

Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device.

8 [REDACTED] R69

Copy code

I have safely recorded this code

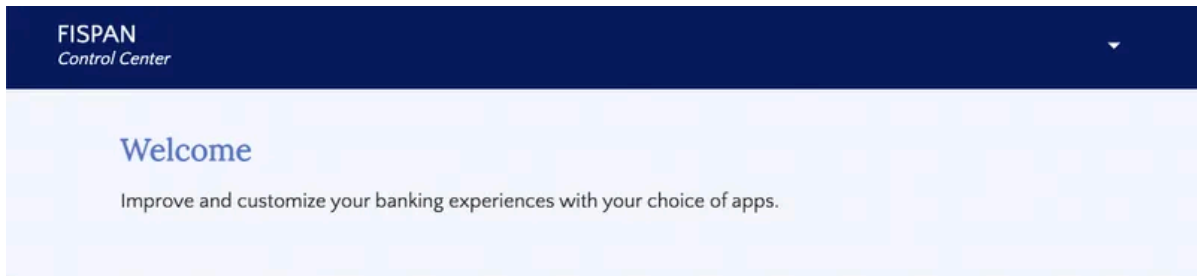
Continue

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

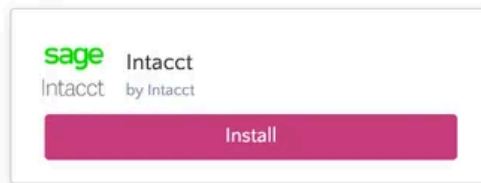
Select **Install** on the Intacct ERP box and the installation wizard will appear on your screen.



Connected Apps

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

Discover More



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!

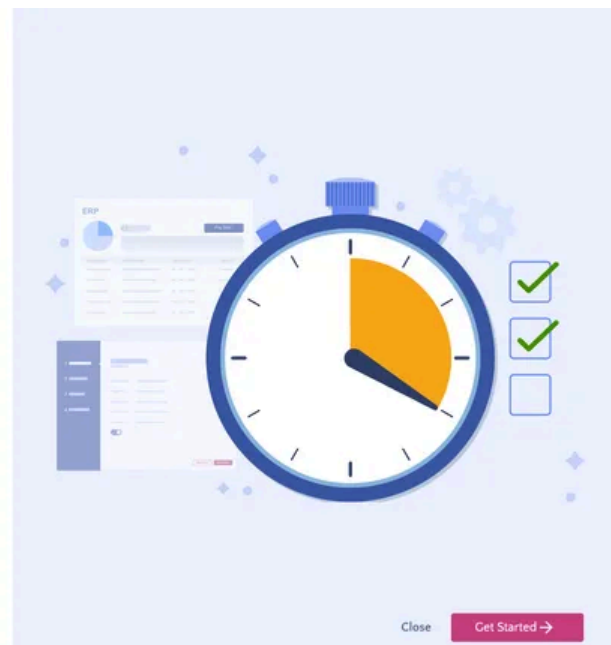
Set up a live connection between your ERP and FISPAN with this wizard in **10-20 minutes**. Before continuing, please ensure that you have completed the [pre-onboarding checklist](#).



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.

ERP Permissions

The following permissions are required for FISSPAN to establish a connection between MyBank and Intacct.

◊ PAYMENT

Adjustments ⓘ	Read
Bill Payment ⓘ	Create
Bills ⓘ	Read
Chart of Accounts ⓘ	Read
Checks ⓘ	Read
Vendors ⓘ	Read

◊ BANK ACCOUNT INFO

Chart of Accounts ⓘ	Read
---------------------	------

I agree and allow access to the items listed above

Cancel ← Previous Step Next Step →

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.

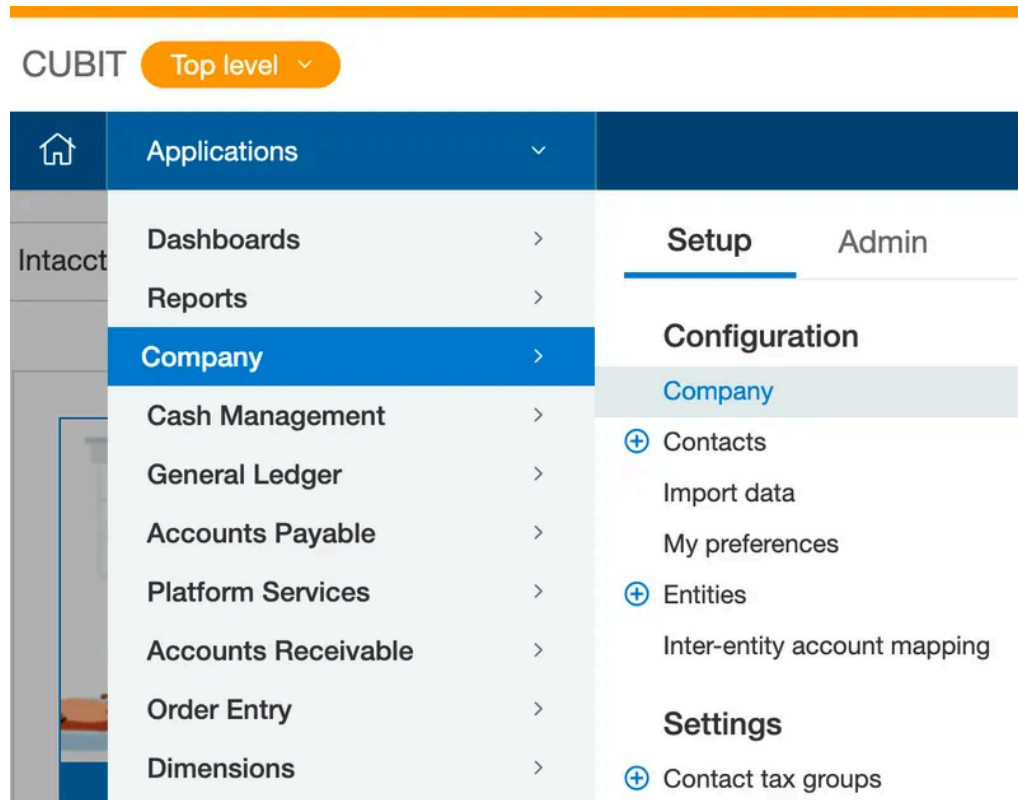
NOTE: Your permission list, found in your ERP, may contain more fields than the example shown.

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**

★ Home Company Company Search

Company information

Save Cancel More actions

General information **Security** Accounting Schedules

Web Services authorizations

Add

	Sender ID	Description	Status
1	ajax	--	Active
2	FI.SPAN MPP	--	Active

Add Sender IDs

Then, click **Save**.

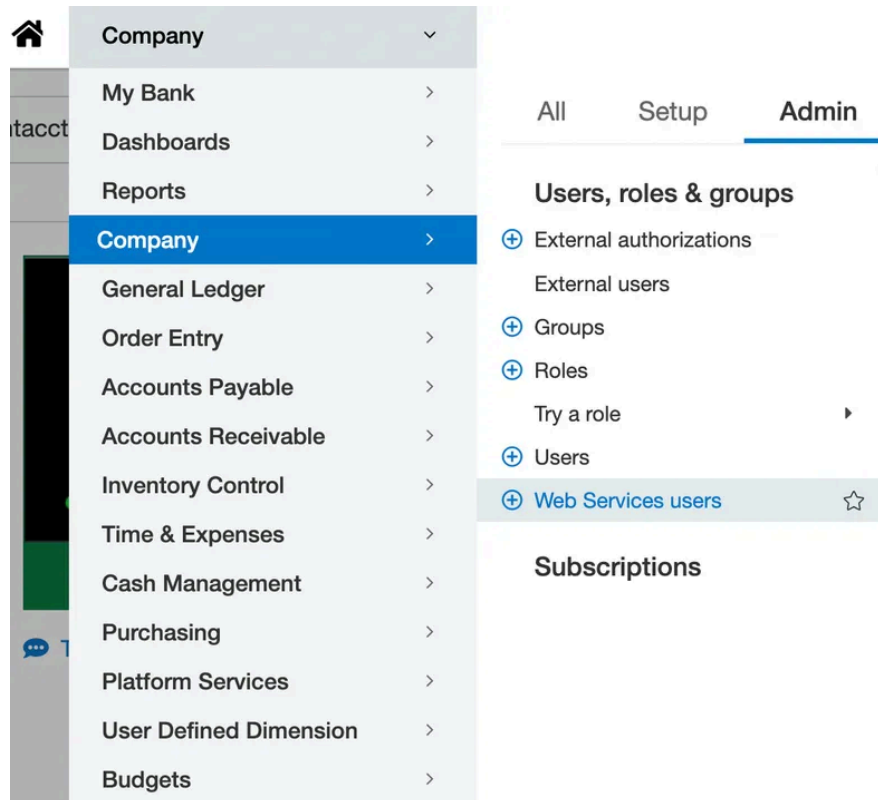
NOTE: The **Sender IDs** are case-sensitive.

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

★ Home Company

Web Services user information

User information User entities User departments User territories

User ID *	<input type="text"/>	Last name	--
Username	<input type="text"/>	First name	--
Account email address *	<input type="text"/>	Primary email address ?	--
Status	<input type="text" value="Active"/>	Admin privileges * ?	<input type="radio"/> Off
User type ?	<input checked="" type="radio"/> Business		<input type="radio"/> Limited
	<input type="radio"/> Employee		<input checked="" type="radio"/> Full
	<input type="radio"/> Project or Grant manager		
	<input type="radio"/> Platform		
	<input type="radio"/> CRM		
Contact name * ?	<input type="text"/>		

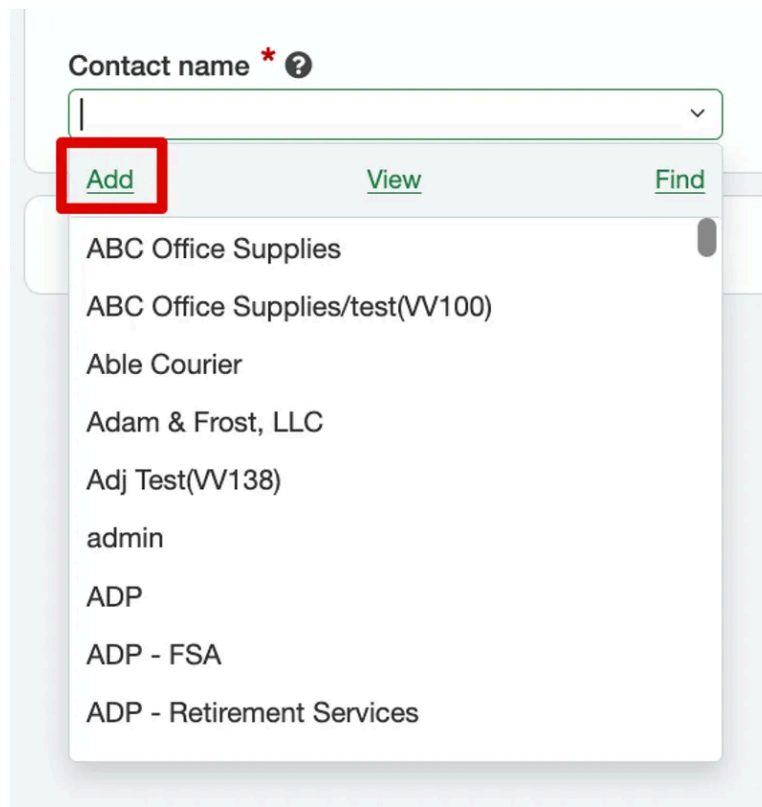
Create Web Service User

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

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**

 Web Services user informationUser information User entities User departments User territories

User ID *	joanneWSU	Last name	tong
Username		First name	joanne
Account email address *		Primary email address ?	
Status	Active	Admin privileges * ?	<input type="radio"/> Off <input type="radio"/> Limited <input checked="" type="radio"/> Full
User type ?	<input checked="" type="radio"/> Business <input type="radio"/> Employee <input type="radio"/> Project or Grant manager <input type="radio"/> Platform <input type="radio"/> CRM		
Contact name * ?	joanne		

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.

Authentication
Time to configure your plugin!
Please enter the Web Service User credentials that were sent to your email address from no-reply@intacct.com

NOTE: Remember to use the Web Service User credentials and NOT your Sage Intacct login credentials for this step

User Password **invalid value**
Enter User Password

Sage Intacct Company ID **invalid value**
Enter Company ID

User ID **invalid value**
Enter User ID

Validate Credentials

Web Service User credentials walkthrough video

Cancel Previous Step Next Step

Enter Credentials

Then, select **Next Step**.

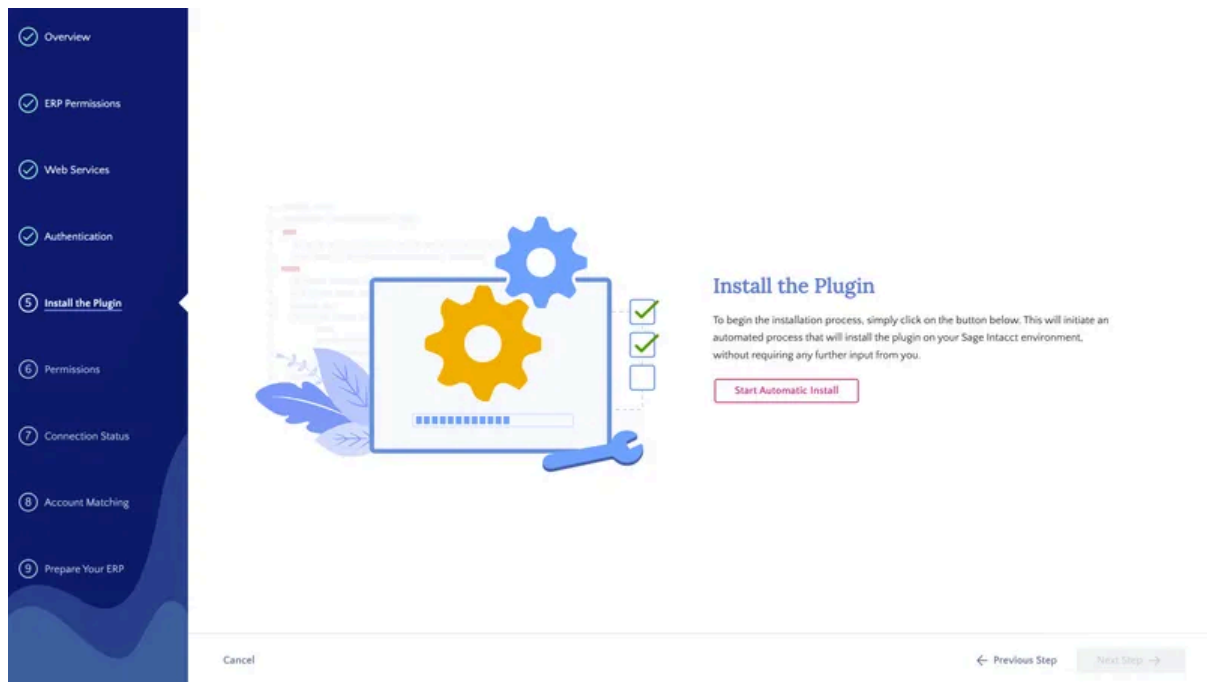
IMPORTANT: Please make sure you use the Web Service User credentials and not the Sage Intacct login (normal user) credentials.

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.

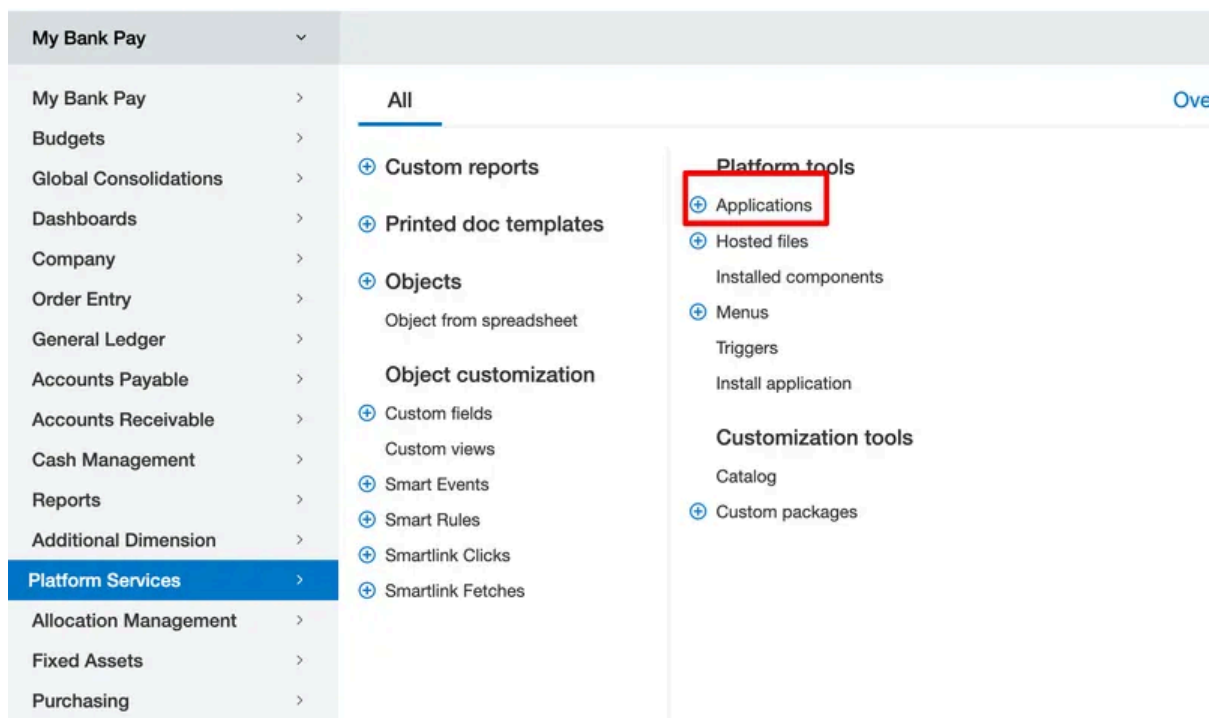
1 Download XML File

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' management page. At the top, there are navigation links: 'Platform Services > Applications', 'Custom applications', 'New application', 'Install from XML', 'Add subscription', and 'Reorder applications'. Below this is a table with the following columns: Action, Application, Version, Deployed, Installed, and Created at.

Action	Application	Version	Deployed	Installed	Created at
Edit	User Defined Dimension	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10/09/13
Edit	MV Bank Pay	2025.15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	21/11/25
Edit	Sample 1	2025.2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	13/11/25
Edit	Sample 2	2025.1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	12/08/25
Edit	Sample 3	2025.1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	29/10/25
Edit	Sample 4	2025.2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	05/11/25

Select Install from XML

Upload the application XML file by selecting **Choose File**.

The screenshot shows the 'Install or update application' dialog box. It has a title bar 'Applications' and a search icon. The main content area is titled 'Install or update application' and contains a section for 'Upload application XML file'. Below this, there is a text prompt: '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 the text, there is a file selection field showing 'Application XML file' and a 'Choose File' button. At the bottom right, there are 'Install' and 'Cancel' buttons. A red asterisk icon and the text 'Red = Required information' are visible in the top right corner of the dialog.

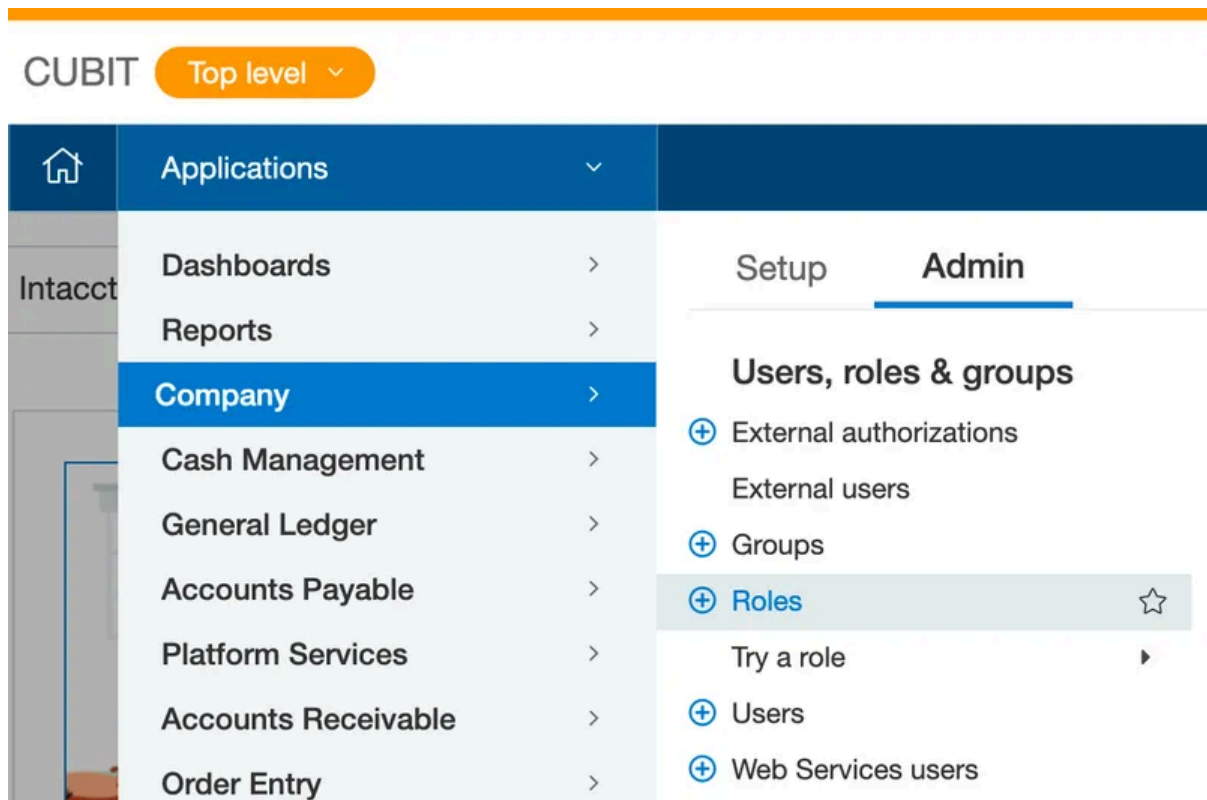
Select the XML you just downloaded from the installation wizard, and click **Install**.

3.1.2.11. Step 11: Set Permissions for a Role

Now that the plugin has been installed, you can start assigning permissions to your roles in Intacct by following these steps.

1 Go to Roles

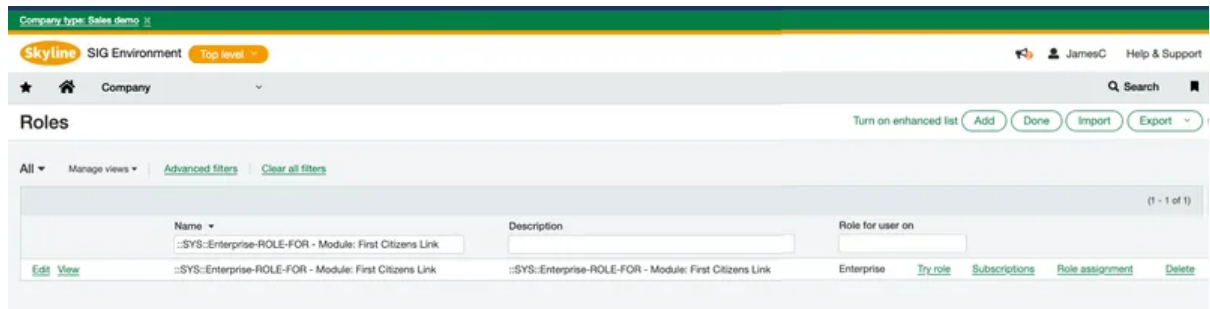
In Intacct, go to **Company** → **Admin tab** → **Roles**.



Go to Roles

2 Assign Permissions

On the First Citizens Bank role, select **Subscriptions**



Select Subscriptions

Select **Permissions** to enable permissions accordingly for each of the following:

- **Company:** Transaction Currencies (List, View), Entities (View), Funds/Locations (View)
- **Cash Management:** Checking Accounts (List, View), Savings Accounts (List, View), Credit Card Accounts (List, View)
- **Accounts Payable:** All Permissions
- **General Ledger:** All Permissions
- **First Citizens Bank:** All Permissions

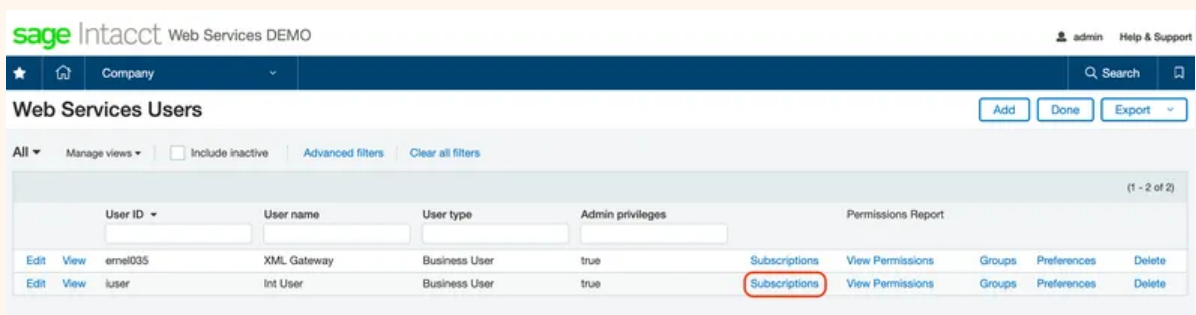
::SYS::Enterprise-ROLE-FOR - Module: First Citizens Link - Roles subscriptions

<input type="checkbox"/> Application or module	Permissions
<input type="checkbox"/> Administration	Permissions
<input checked="" type="checkbox"/> Company	Permissions
<input checked="" type="checkbox"/> Cash Management	Permissions
<input checked="" type="checkbox"/> General Ledger	Permissions
<input checked="" type="checkbox"/> Accounts Payable	Permissions
<input checked="" type="checkbox"/> First Citizens Link	Permissions

List of Sys Enterprise roles

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:

- **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
- First Citizens Bank: All Permissions



The screenshot shows the Sage Intacct Web Services Users interface. The page title is "Web Services Users" and it includes navigation buttons for "Add", "Done", and "Export". Below the title, there are filter options: "All", "Manage views", "Include inactive", "Advanced filters", and "Clear all filters". The main content is a table with columns for "User ID", "User name", "User type", "Admin privileges", and "Permissions Report". The table contains two rows of user data. The "Subscriptions" link in the "Permissions Report" column of the second row is highlighted with a red circle.

User ID	User name	User type	Admin privileges	Permissions Report
ernel035	XML Gateway	Business User	true	Subscriptions View Permissions Groups Preferences Delete
luser	Int User	Business User	true	Subscriptions View Permissions Groups Preferences Delete

List of web services users

Then, select **Save**.

Common Errors

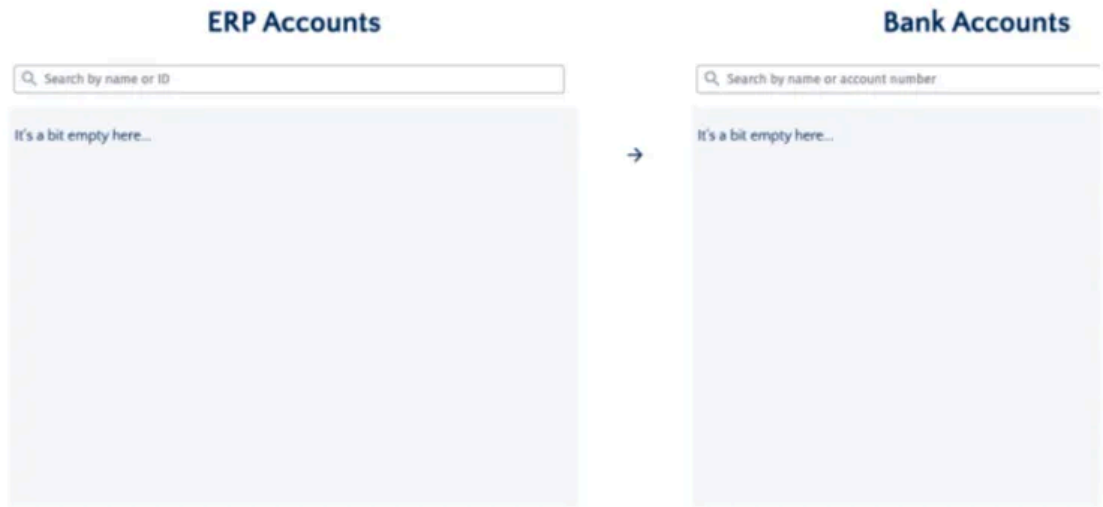
If you receive an error message, please confirm that you have granted the appropriate Cash Management permissions to the Web Service User's role subscription.

Account Matching

There was an error loading bank accounts. Close this to retry!

Drag and drop the ERP Account (left column) to the appropriate Bank Account (right column). Only the matched accounts can be used within your plugin. If you would prefer to use allows you to toggle between interfaces.

Switch To Dropdowns



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

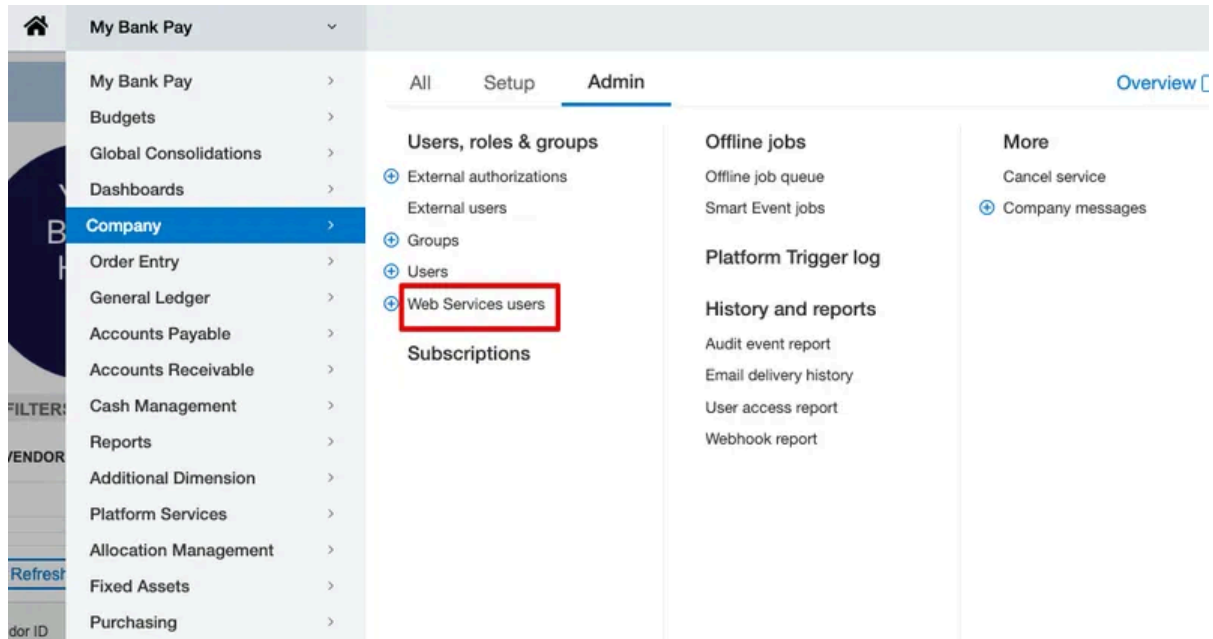
[Save](#) [Cancel](#) [Help](#)

Contact tax group	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Attachment folders	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Attachments	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete	
Memorized reports	<input type="checkbox"/> List	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete	
Report groups	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Transaction allocations	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Dashboard	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Transaction currencies	<input checked="" type="checkbox"/> List	<input checked="" type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Exchange rate types	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Exchange rate	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Cover letters	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> Delete
Cloud storage	<input type="checkbox"/> List	<input type="checkbox"/> View	<input type="checkbox"/> Add	<input type="checkbox"/> Edit	<input type="checkbox"/> 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:** First Citizens Bank

Then, select **Save** and enter your account password.

☰ Web Services user information

User information User entities User departments User territories

Contact name * ?

xmlgw-FA

Sage Intacct Financials permissions

User type ?

- Business
- Employee
- Project manager
- Platform
- Warehouse

Admin privileges * ?

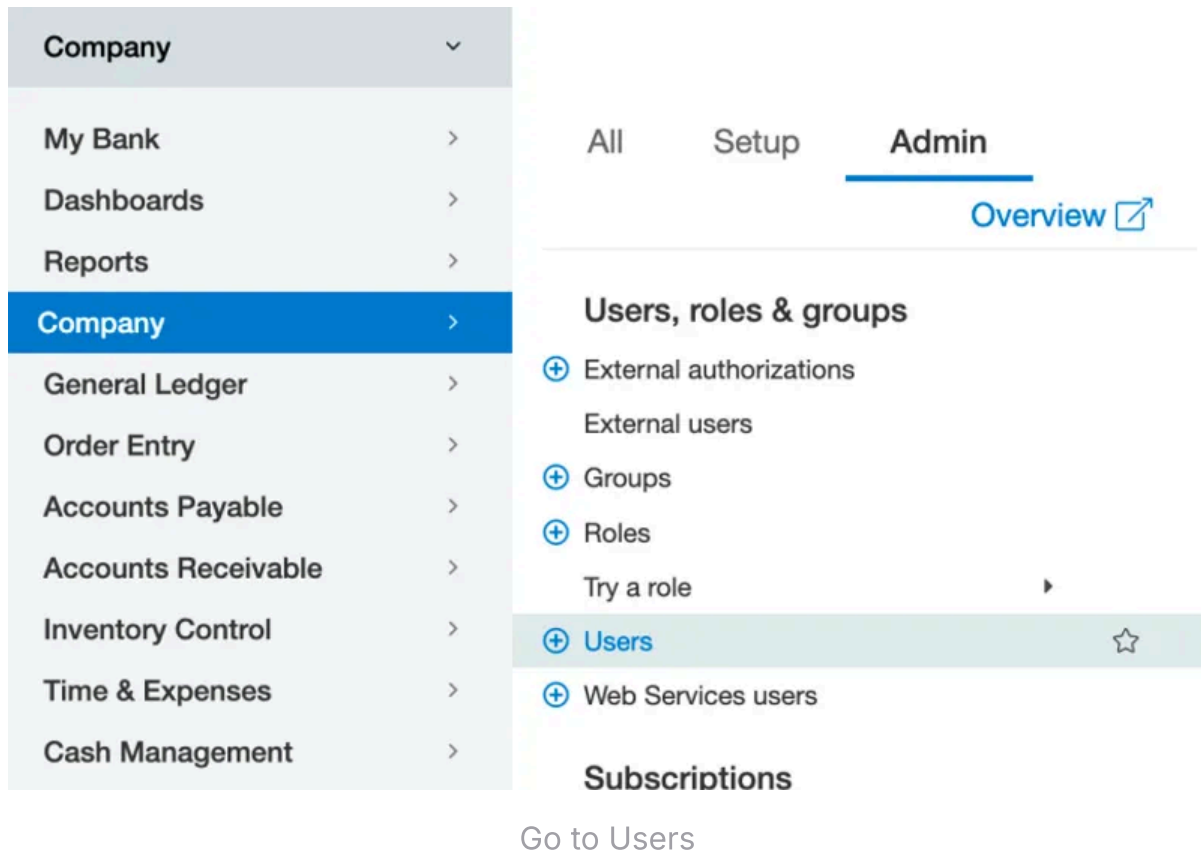
- Off
- Limited
- Full

	Role	
☰ 1	::SYS::Enterprise-ROLE-FOR - Module: First Cl	+ 🗑
☰ 2		+ 🗑
☰ 3		+

Web Services User Information - Roles information tab

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:** First Citizens Bank

Then, select **Save** and enter your account password.

☰ User information

User information User entities User departments User territories

Contact name * ?

Penny, Emma ▾

Sage Intacct Financials permissions

User type ?

- Business
- Employee
- Project manager
- Platform
- CRM
- Warehouse

Admin privileges * ?

- Off
- Limited
- Full

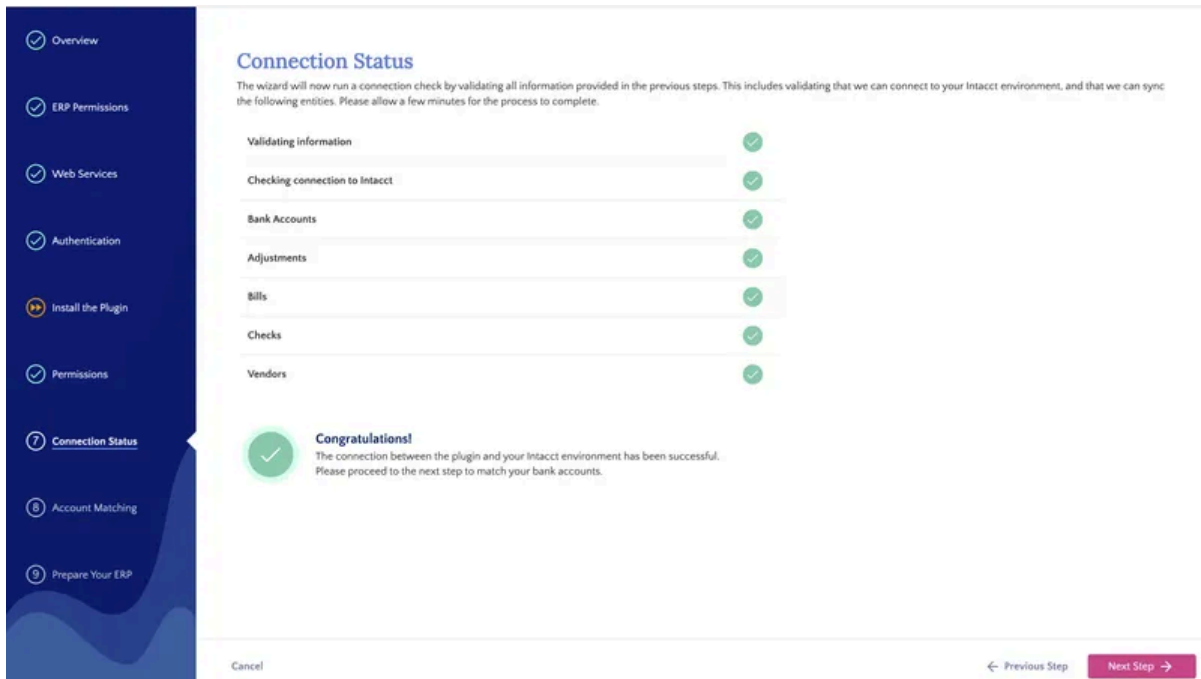
	Role	
☰ 1	Admin	+ 🗑
☰ 2	::SYS::Enterprise-ROLE-FOR - Module: First Ci	+ 🗑
☰ 3	Role ▾	+

Add <Bank Plugin Service> Role

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.

- ✓ Overview
- ✓ ERP Permissions
- ✓ Web Services
- ✓ Authentication
- ▶ Install the Plugin
- ✓ Permissions
- 7 Connection Status**
- 8 Account Matching
- 9 Prepare Your ERP

Connection Status

The wizard will now run a connection check by validating all information provided in the previous steps. This includes validating that we can connect to your Intacct environment, and that we can sync the following entities. Please allow a few minutes for the process to complete.

Validating information	✓
Checking connection to Intacct	✗
Bank Accounts	✗
Adjustments	✗
Bills	✗
Checks	✗
Vendors	✗

Cancel

← Previous Step

Next Step →

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.

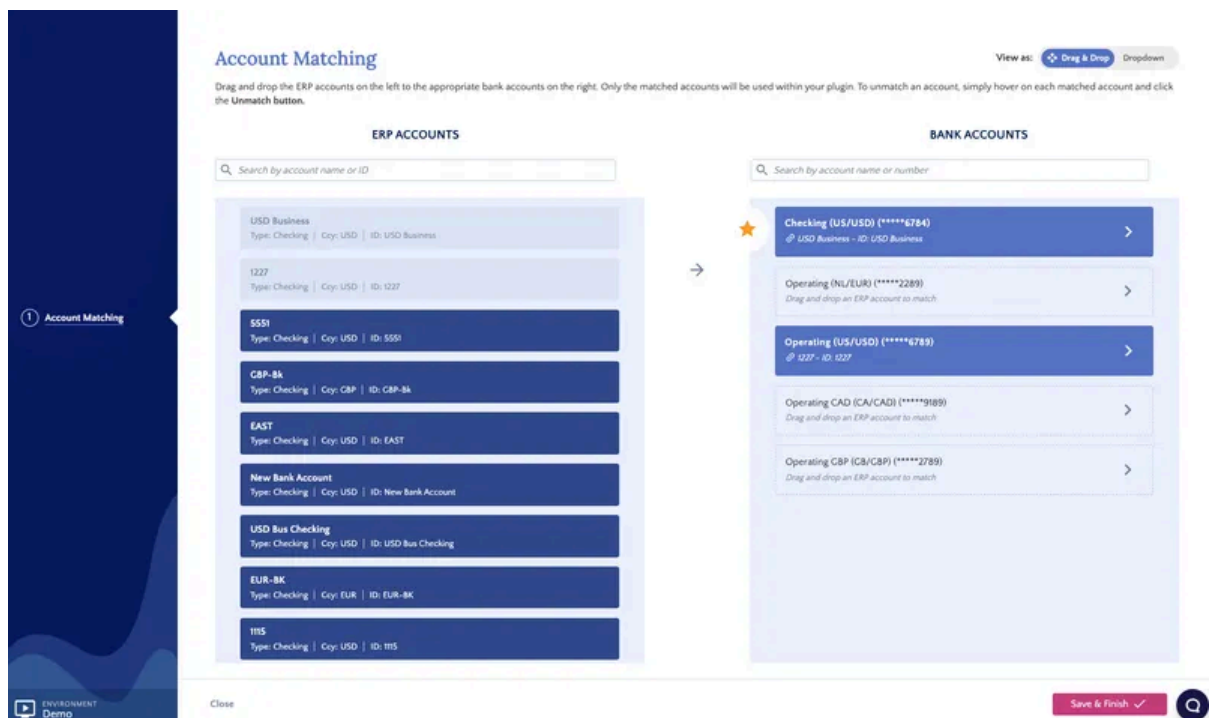
1 Match Accounts

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.

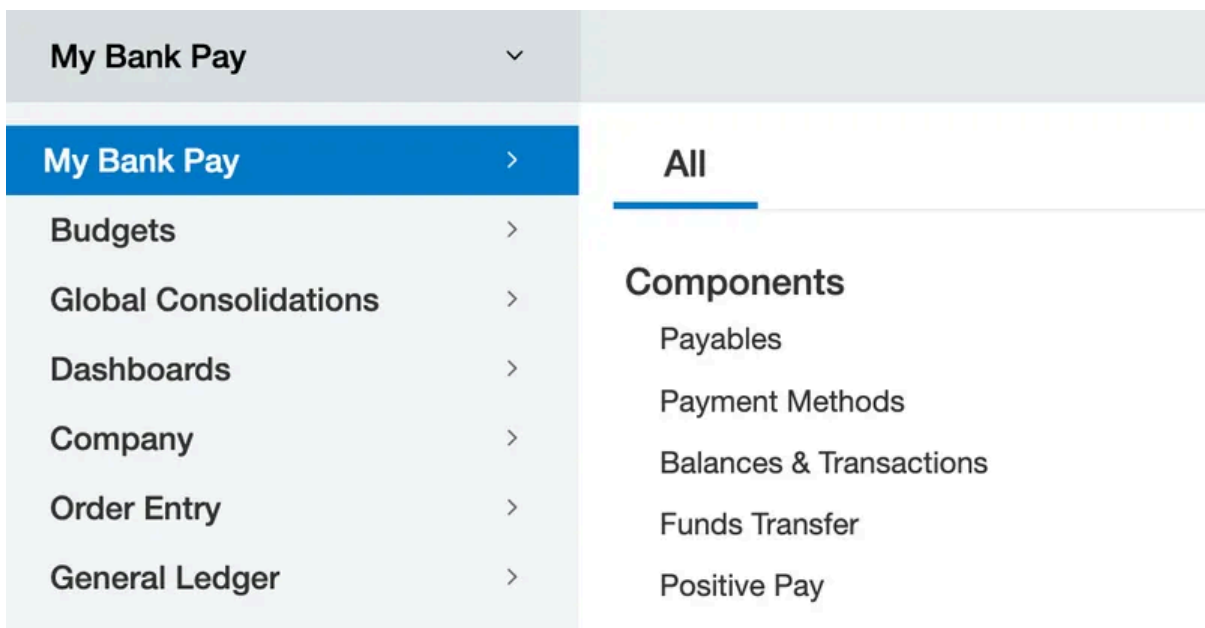
When installing in Production, the Bank Accounts listed will reflect your accounts set up for use with the plugin.

3.1.2.16. Step 16: 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 **Main Menu → Payment Methods Tab**.



[Go to Payment Methods](#)

- 2 Select the appropriate payment method from the **Default Payment Method** dropdown menu.

● LAST UPDATED: Vendors: 33 minutes ago

Refresh Export CSV Import CSV

Vendor Name ▲	Vendor ID	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Combined Bills ✖	Pymt. Methods	Default Method	
ABC Office Supply	#20021	-	(555) 555-3333	Atlanta, GA	31520	<input checked="" type="checkbox"/>	Check	Check - Vendor Record Address ▼	Edit
ARC Consulting	#20005	-	-	Shanghai, Shanghai	200025	<input checked="" type="checkbox"/>	Check, ACH	Check - Vendor Record Address ▼	Edit
Amazon	#20008	joannetong95@gmail.com	(123) 456-7890	San Francisco,	15674	<input checked="" type="checkbox"/>	Check, ACH	ACH - Vendor Record Bank Acc ▼	Edit
Australian Paper Company	#20022	-	-	Sydney, NSW	12345	<input checked="" type="checkbox"/>	Check, ACH	Check - Vendor Record Address ▼	Edit
Avp Test Vendor - Name	#20010	graham@fspan.com	-	San Francisco, California	94109	<input checked="" type="checkbox"/>	Check, ACH	ACH - Vendor Record Bank Acc ▼	Edit
Basking Distribution Services	#20011	graham@fspan.com	-	Blaine, WA	98230	<input checked="" type="checkbox"/>	Check, ACH	ACH - Vendor Record Bank Acc ▼	Edit
CA Test Vendor	#20028	-	-	Vancouver, BC	V5N0B5	<input checked="" type="checkbox"/>	Check	Check - Vendor Record Address ▼	Edit
CodeIT	#20002	-	-	Jaffer Ali Bagh Somajiguda, Hyderabad	500082	<input checked="" type="checkbox"/>	Check, ACH	ACH - Vendor Record Bank Acc ▼	Edit

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 Sales Officer to have it added to the plugin setup.

3.1.2.17. Step 17: 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.

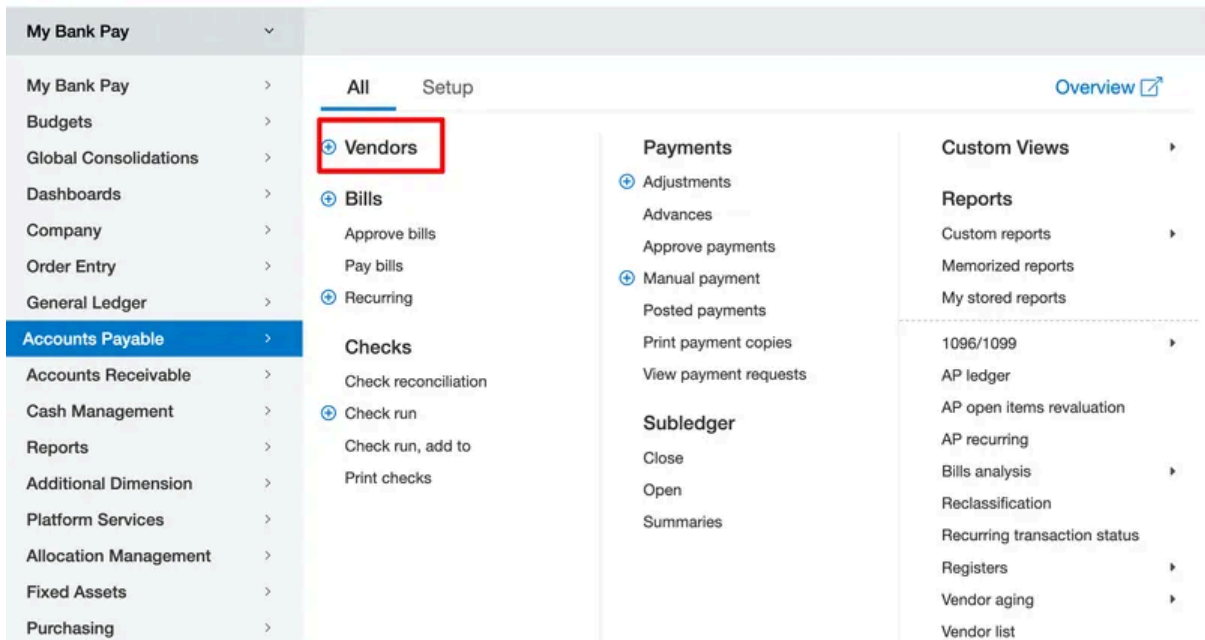
Before you begin, ensure you have permission to edit vendor bank details:

- 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.**

A screenshot of the 'Vendor Information' form. The 'Vendor' tab is selected. The form contains several input fields for contact information. The 'Primary contact' section includes fields for 'Last name', 'First name', 'Middle name', 'Print as *', 'Address 1', 'Address 2', 'City', 'State', 'Zip code/Post code', and 'Country'. There are also fields for 'Primary phone', 'Mobile', 'Pager', 'Fax', 'Email address', and 'Secondary email address'. A checkbox labeled 'Exclude from the company contact list' is located at the bottom right of the form.

Enter Vendor Details

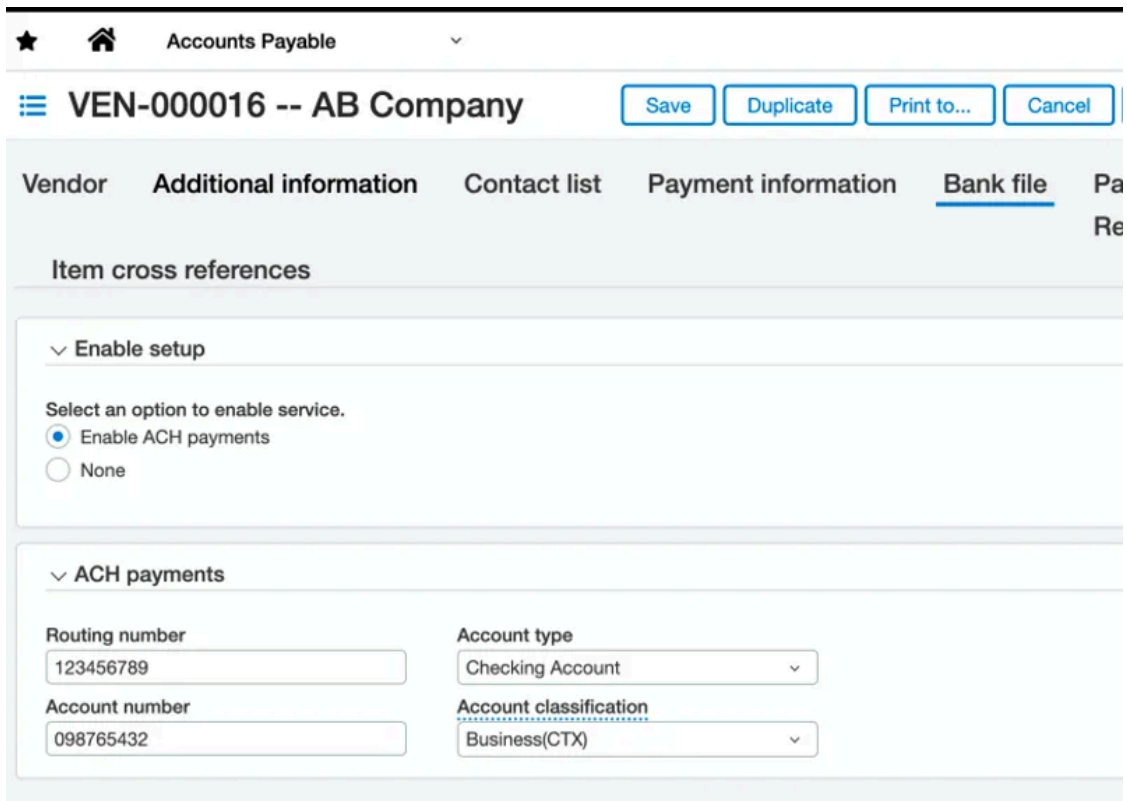
3 Enable ACH Payments

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 for vendor 'VEN-000016 -- AB Company'. The 'Bank file' tab is selected. Under the 'Enable setup' section, the 'Enable ACH payments' radio button is selected. The 'ACH payments' section contains the following fields:

Field	Value
Routing number	123456789
Account number	098765432
Account type	Checking Account
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.

3.1.2.18. Step 18: 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.

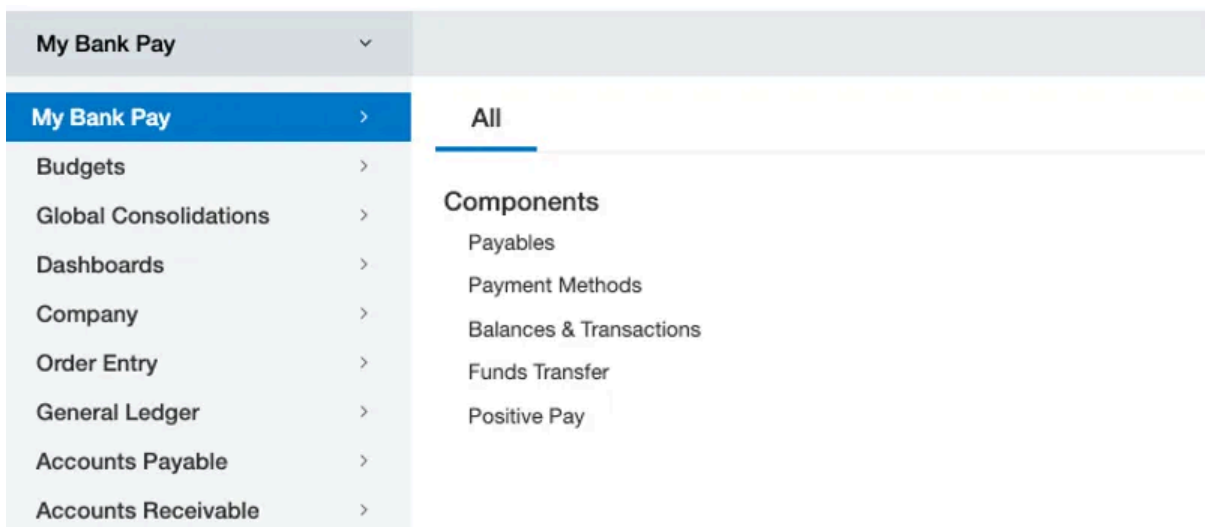
Only payment methods set up in your plugin and assigned to the specific vendor will be visible. If a method is missing, please add it to the vendor or reach out to your Sales Officer to have it added to the plugin.

Store Vendor Payment Information

Follow these steps to start storing any additional vendor payment information.

1 Go to Payment Methods

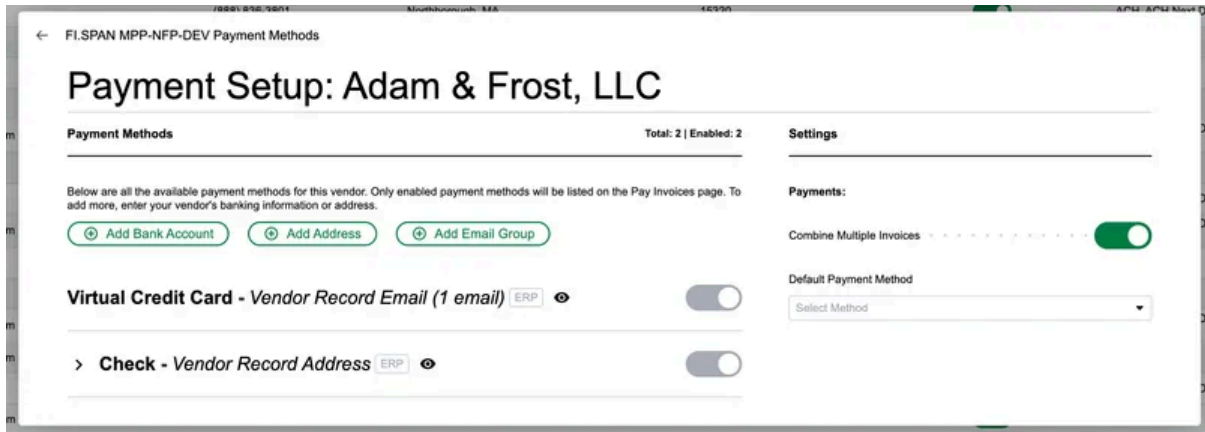
In Intacct, go to **Main Menu → Payment Methods** tab



Go to the Payment Methods Tab

Add Bank Account

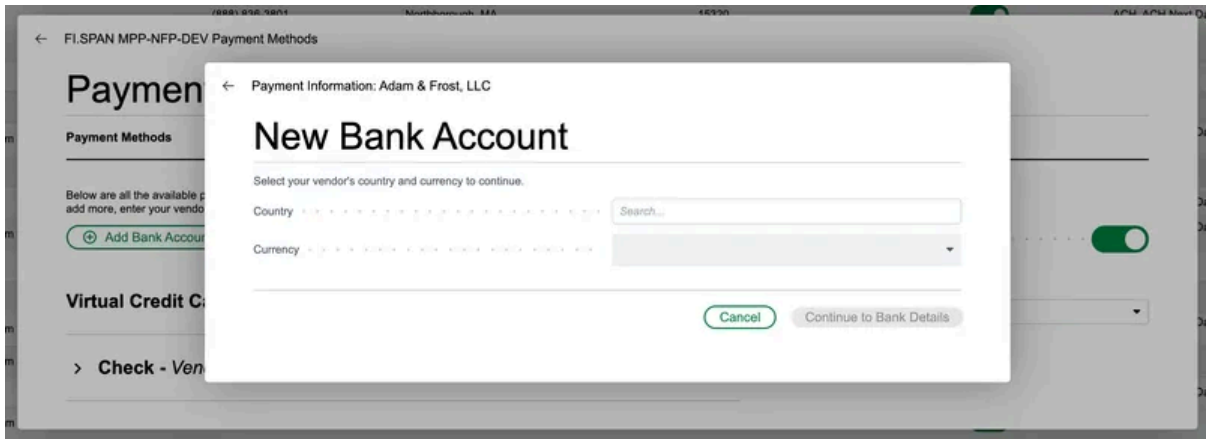
Select **Edit** on the vendor for which you would like to add payment information. Here, you can choose to **Add Bank Account**, **Add Address**, or **Add Email Group**.



Click "Add Bank Account"

Click **Add Bank Account**.

Here, you will see another pop-up window titled "Payment Information: [VENDOR NAME]" that will prompt you to enter a Country and Currency.

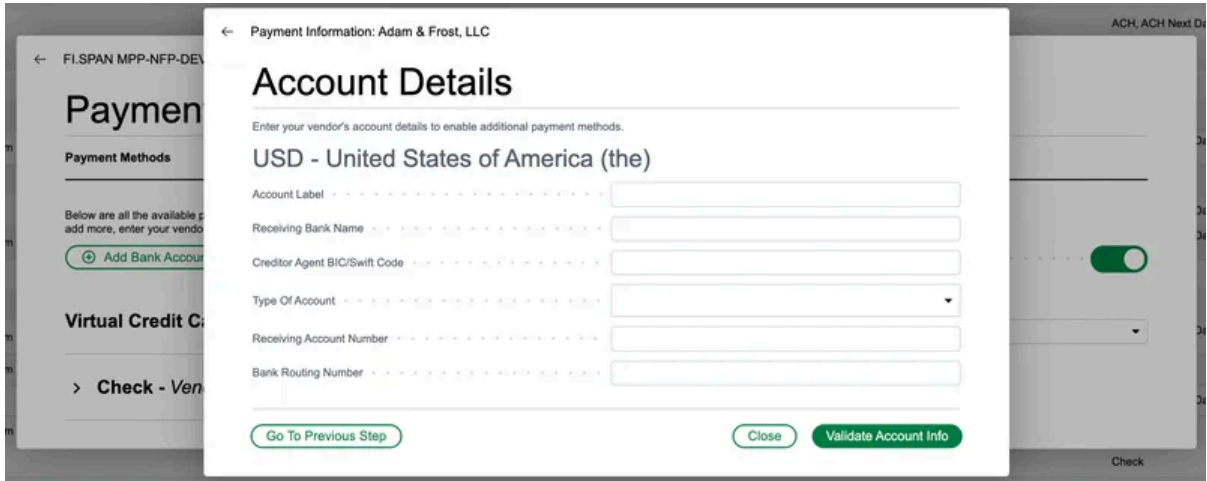


Define a Country and Currency

Enter the **Country** and **Currency** for this vendor, and click **Continue to Bank 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.



Enter required bank 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. In previous versions of the Payment Methods page, you were required to first choose whether a payment was international or domestic—this is no longer necessary.

4 **Validate Account Info**

After filling in the required fields or additional fields provided by your vendor, click **Validate Account Info**.

The system may take a minute or two to validate your inputs.

If validation fails, error messages will appear indicating any missing bank details needed to activate certain payment methods. Review these messages carefully, then click **Return to Account Details** to make further changes to bank details

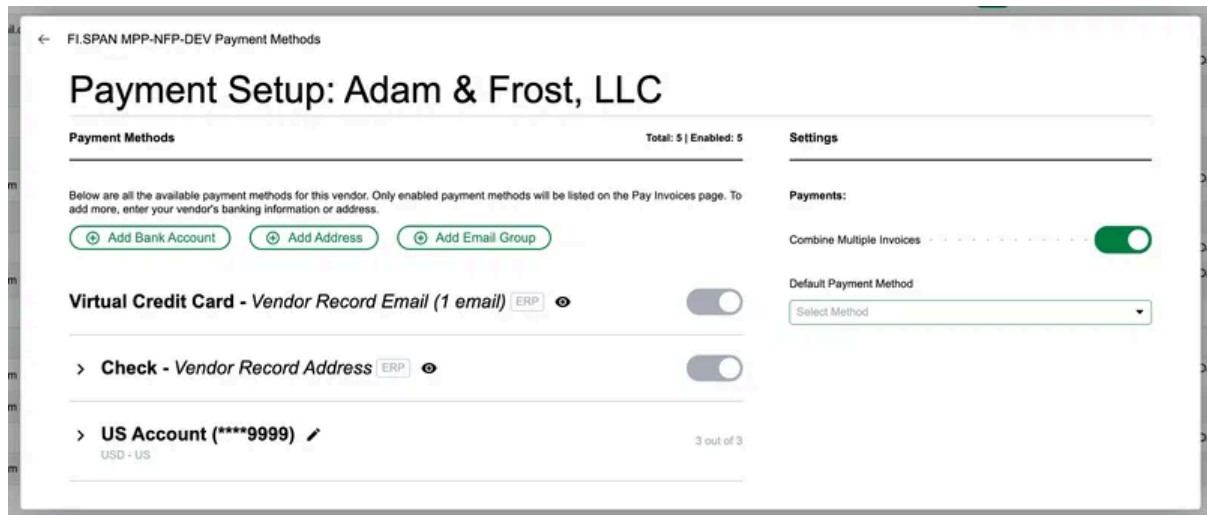
If validation is successful, a confirmation message will display along with the number of payment methods now available for paying this vendor, based on the bank details provided. When you're ready, click **Save Account with Eligible Payment Methods** to finalize.

The "Payment Setup: [VENDOR NAME]" window will refresh and display the newly added Bank Account details.

5

Select Default Payment Method

Here, you can define a default payment method for this Vendor by clicking on the **Select Method** dropdown for the **Default Payment Method** field.



Payment Setup: VENDOR NAME window

Any changes to toggles (i.e., **Combine Multiple Invoices**) or the **Default Payment Method** drop-down on the "Payment Setup: [VENDOR NAME]" window are saved automatically. When you're happy with your changes, click outside the window or use the back arrow in the top-left corner to close it.

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.

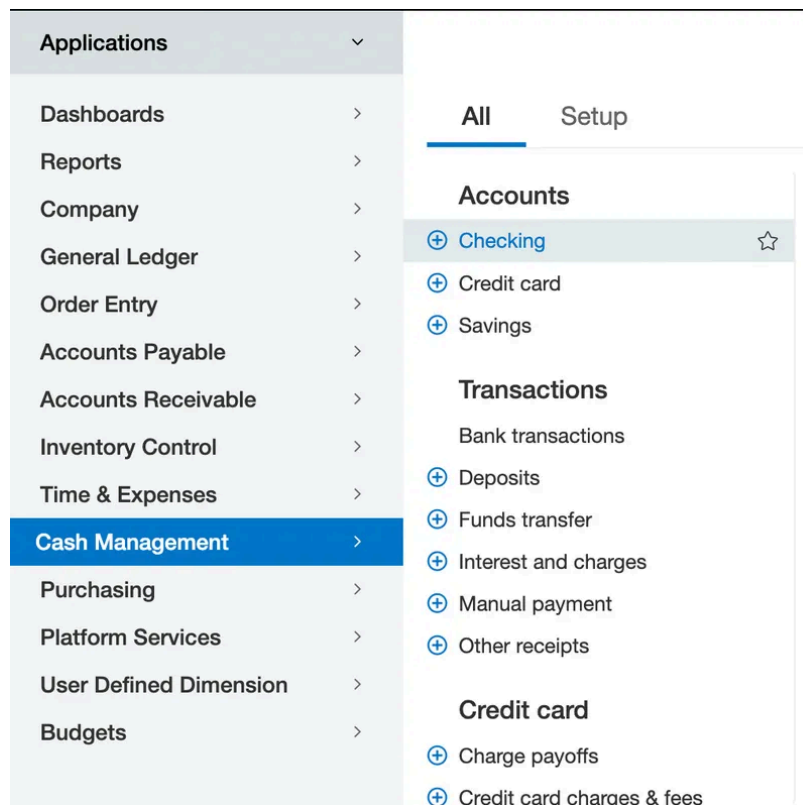
3.1.2.19. Step 19: Enable Bank Feeds

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

Add Done Export

All Manage views Include inactive Include private [Advanced filters](#) [Clear all filters](#)

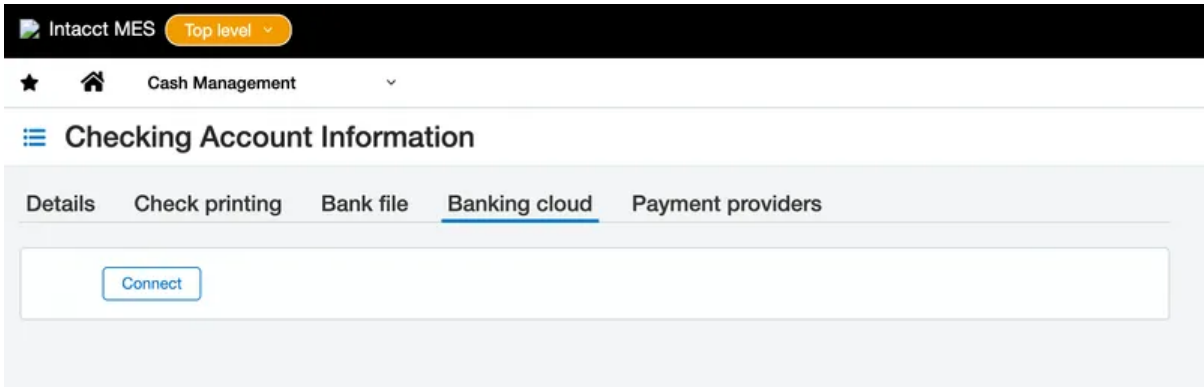
1 2 (1 - 20 of 21)

	Account ID	Account number	Bank name	Currency		
Edit	View	1041	1234567111	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

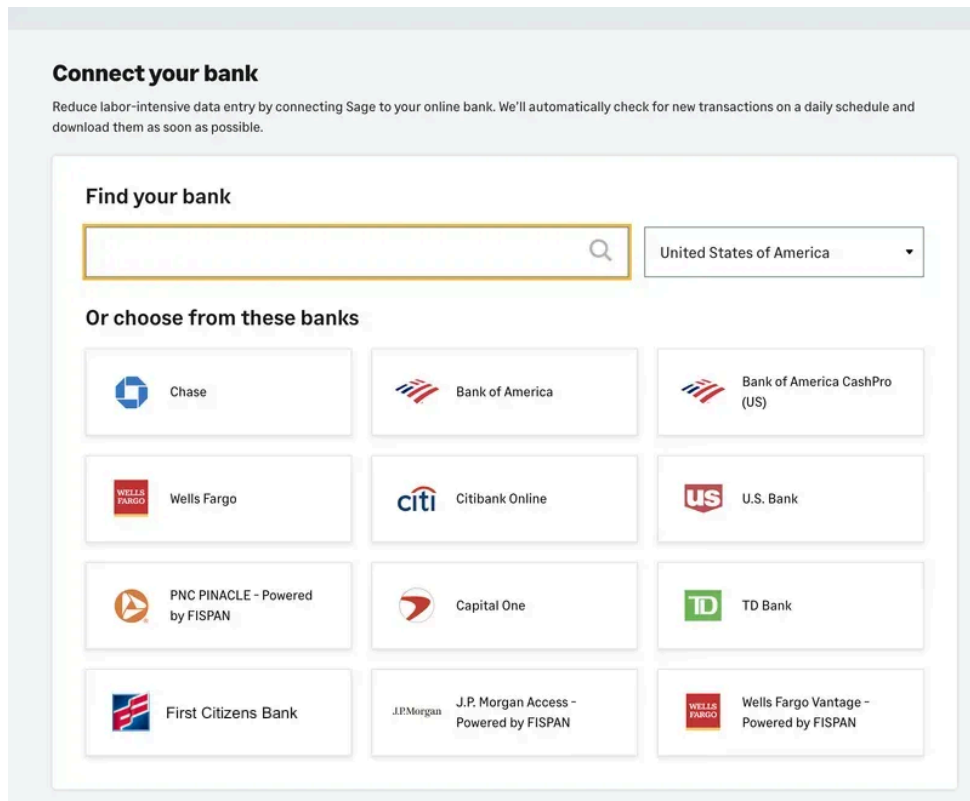
Step 2: Activate Bank Feeds

Under the **Banking Cloud** tab, click **Connect**.



Connect Banking Cloud

In the search bar, search "First Citizens Bank" or select First Citizens Bank - **Powered by FISPAN** from the list of banks already displayed.



Search for First Citizens Bank

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 →](#)

**Don't have an account?
Sign up today!**

[Login now →](#)

Select Login Now

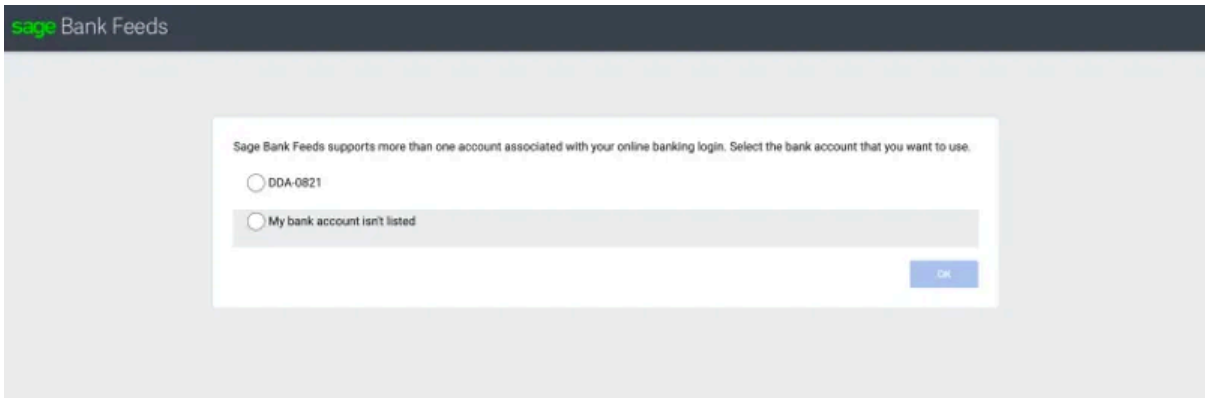
Step 3: Match Account for Bank Feeds

After logging in, select the account from Step 1, then select **Save and Finish**. You will automatically be redirected back to Sage.



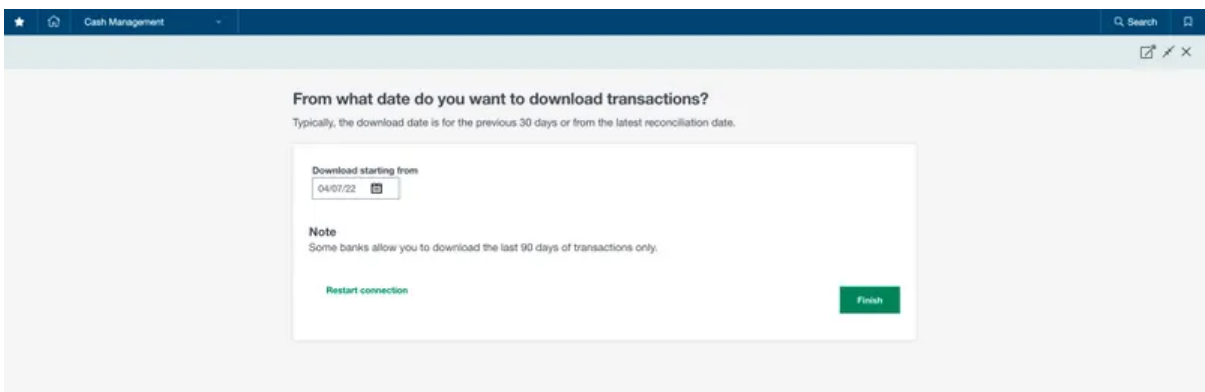
Select Account

After being redirected back to Sage, select the same account and click **OK**.



Click Ok

Choose the date you want transactions to start from.



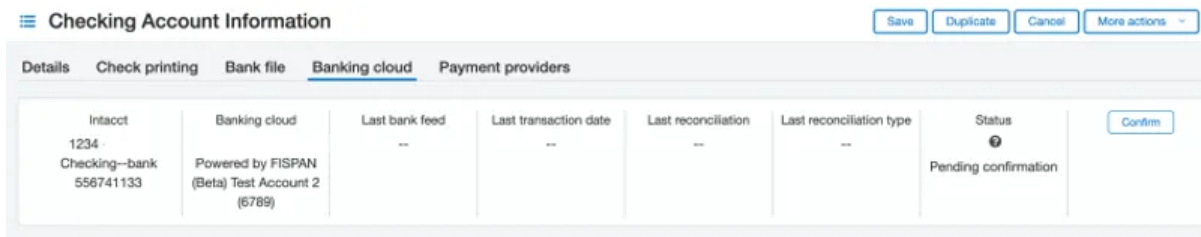
Choose Date

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**.



The screenshot shows a web interface titled "Checking Account Information". At the top right, there are buttons for "Save", "Duplicate", "Cancel", and "More actions". Below the title, there are tabs for "Details", "Check printing", "Bank file", "Banking cloud", and "Payment providers". The "Banking cloud" tab is selected. The main content area is a table with the following columns: "Intacct", "Banking cloud", "Last bank feed", "Last transaction date", "Last reconciliation", "Last reconciliation type", "Status", and "Confirm".

Intacct	Banking cloud	Last bank feed	Last transaction date	Last reconciliation	Last reconciliation type	Status	Confirm
1234 - Checking--bank 556741133	Powered by FISSPAN (Beta) Test Account 2 (6789)	--	--	--	--	 Pending confirmation	Confirm

Confirm Bank Feeds

NOTE: If you are processing more than 100 transactions, we advise you to wait until the next day to see the transactions posted.

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.

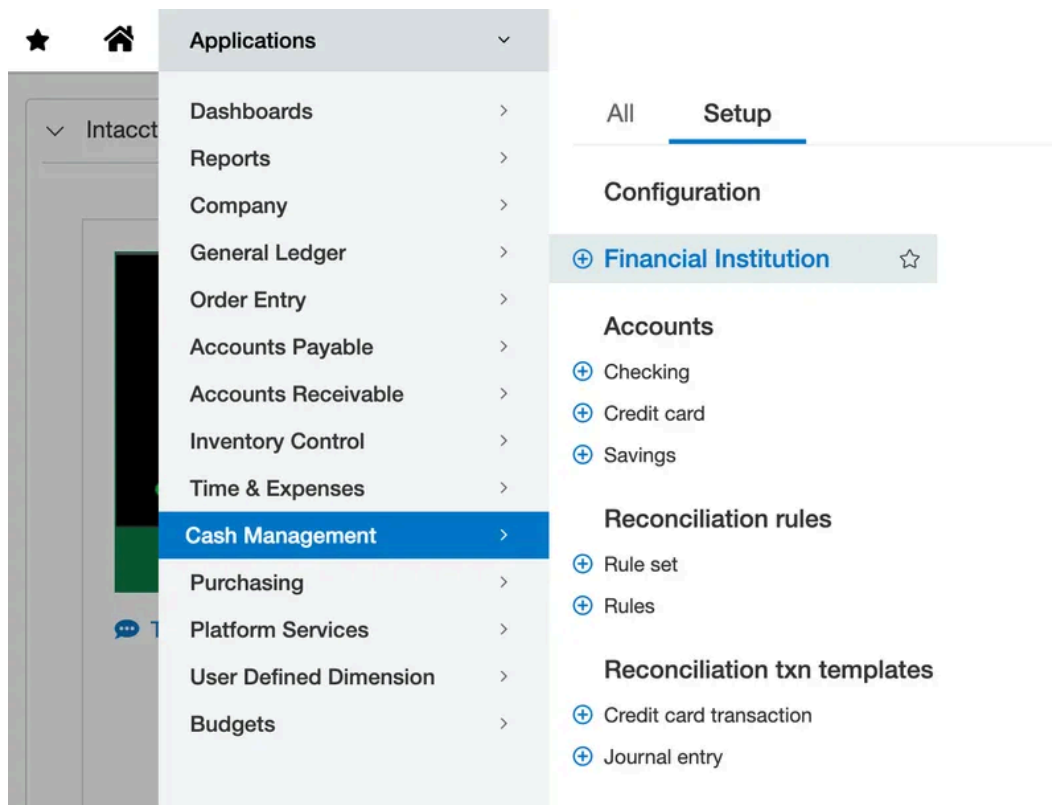
NOTE: Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.

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 the 'Financial Institution' setup form. The form has a title bar with 'Financial Institution' and three buttons: 'Save and continue', 'Cancel', and 'More actions'. The form is divided into two sections: 'Overview' and 'Banking cloud'. In the 'Overview' section, there are two input fields: 'ID *' with the value 'Test Bank' and 'Name *' with the value 'Test Bank'. In the 'Banking cloud' section, there is a dropdown menu for 'Connected account' with the value '1071 -- Bank Feeds Account B'. A small text block explains that additional accounts mapped will use the same login credentials as the selected account.

Create Financial Institution

2 Map Accounts for Bank Feeds

Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.

The screenshot shows a web interface for configuring a financial institution. At the top, there's a navigation bar with a star icon, a home icon, and the text 'Cash Management'. Below that, the title 'Financial Institution' is displayed. The main content area is divided into several sections:

- Summary:** A table with three columns: 'Total accounts' (value: 5), 'Last modified by' (value: dorian), and 'Last modified date' (value: 03/03/22 09:09:41).
- Overview:** A section with two fields: 'ID' (value: Test) and 'Name' (value: Bank Test, marked with a red asterisk).
- Banking cloud:** A section with a paragraph of text: '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:** A section with a table (partially visible) and two buttons: 'Map accounts' (highlighted with a red box) and 'Refresh'. To the right of the buttons is a help icon and the text 'What can I do here?'.

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.

If there are more than 100 transactions, the plugin will upload them into the system in batches of 100. This may cause some transactions to appear initially, while others will appear later. Typically, it takes a few hours to view all your transactions.

Map accounts ↗ ×

	Intacct unconnected account	Banking cloud account	Transaction start date	
1	-- Select account --	-- Select account --	<input type="text" value=""/>	+
2	-- Select account --	-- Select account --		+
3	-- Select account --	-- Select account --		+

[Map](#) [Cancel](#)

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.

The screenshot displays the 'Checking Account Information' page. At the top, there is a navigation bar with 'Cash Management' and a search icon. Below this, the page title 'Checking Account Information' is followed by buttons for 'Edit', 'Duplicate', 'Done', and 'More actions'. A sub-navigation bar includes 'Details', 'Check printing', 'Bank file', 'Banking cloud', 'Restrictions', and 'Payment providers'. The 'Banking cloud' tab is active, showing account details: 'Intacct 1008--Bank Feeds Account I', 'Banking cloud FRB Payroll Account (1468)', 'Last bank feed 03/07/22', 'Last transaction date 03/07/22', 'Last reconciliation --', 'Last reconciliation type --', and 'Status Connected'. Below this is a filter section with 'State' set to 'Unmatched', 'Transaction type' set to 'Checks/Debits', and 'Bank amount' and 'Check no / Doc no range' fields. There are 'Apply filters' and 'Clear filters' buttons. The main area contains a table of transactions with columns for Date, Last reconcile, Check no / Doc no, Bank amount, Amount to match, Payee, Description, and Txn type. The table shows five transactions from 03/07/22, all with a 'Match' status and an 'Action' link.

	Date	Last reconcile	Check no / Doc no	Bank amount	Amount to match	Payee	Description	Txn type		
1	03/07/22	--	--	60.63	60.63	POS PURCHASE_TERMINAL 31889655_CURBO HOTELS_DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 3...	Checks/Debits	Match	Action ▾
2	03/07/22	--	--	9.73	9.73	POS PURCHASE_TERMINAL 99999999_EATZ'S - LOVERS 5,600 DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 9...	Checks/Debits	Match	Action ▾
3	03/07/22	--	--	24.00	24.00	POS PURCHASE_TERMINAL 75072115_MILQ BUTTERFINGERS_DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 7...	Checks/Debits	Match	Action ▾
4	03/07/22	--	--	16.26	16.26	POS PURCHASE_TERMINAL 75072115_MILQ BUTTERFINGERS_DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 7...	Checks/Debits	Match	Action ▾
5	03/07/22	--	--	10.00	10.00	TERMINAL CNP TX_VENMO_VISA DIRE NY_XXXXXXXXXXXX0822	TERMINAL CNP TX_VENMO_V...	Checks/Debits	Match	Action ▾

Observe Bank Transactions

3.1.3. Post-Onboarding Checklist (Intacct)

You are almost ready to use the plugin. There are a few additional steps required 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 \(Intacct\)](#).

Grant Permissions

To ensure users can view and utilize the plugin, a Sage Intacct administrator must grant them permission. You can follow [Step 11: Set Permissions for a Role](#), [Step 12: Assign Role to Web Service User](#) and [Step 13: Assign Role to User](#) to enable permissions.

Enable All Payment Methods

If you require payment methods that are not currently displayed on the Pay Page, please contact your bank relationship manager.

They can initiate the process of adding other payment methods, which is typically fast and straightforward. Do not hesitate to contact our support team if you encounter any issues during or after this process.

Once the new payment method is set up, you will be able to add the necessary vendor details to the Payment Method's Page for each vendor you wish to pay using that new option. This process is explained in more detail in the following sections.

Store All Check & ACH information in Intacct

Sage Intacct natively stores both ACH and CHECK payment information. You can modify this information directly within the vendor record.

Confirm you have added the required information:

- CHECK: A valid address must be present on the vendor record.
- ACH: Valid bank information must be entered within the Bank File section of the vendor record.

TIP: You can also mass import this information natively by following this guide:

[Updating Vendors via CSV \(Intacct\)](#).

The payment method dropdown in the plugin will display ACH and CHECK options if both of the following conditions are met:

1. Both methods have been enabled by the bank (refer to the Enable All Payment Methods section of this guide).
2. There is sufficient and valid information in the corresponding Sage Intacct vendor record (as outlined above).

Add Additional Payment Information

Are you looking to add other payment methods than CHECK & ACH? The plugin offers a secure and reliable way to store that information.

To learn how to add this information, read the guide: [Step 18: Store Other Vendor Payment Information](#). Alternatively, you can save time by performing a simple CSV import using the steps in [Updating Vendors via CSV \(Intacct\)](#). This method takes only minutes and updates all vendor records at once.

Set up Vendors' Default Payment Method

The final post-onboarding check is setting up your vendors with a default payment method enabled.

You can do this manually by navigating to **Plugin → Payment Methods**, clicking **Edit** on the right, and selecting a default option from the list of available payment methods.

Payment Information for V100 (ABC Office Supplies/test) ↗ ✕

Enable remittance, add payment information and set a default payment for this vendor

DEFAULT PAYMENT METHOD

Please select... ▼

Emails **ACH** **Check** **Domestic** **International**

Email Address

Addresses listed below will be used for electronic payments and remittance advice

1 dsimon+intacct@fispan.com

⊕ Add New Email

International ACH
International Wire
SEPA
ACH
Check
SUA

Cancel Save Changes

Modifying the default payment method

If you prefer to perform this action via a CSV import, that is also possible. Follow the steps explained in [Updating Vendors via CSV \(Intacct\)](#) to set up default payment methods for all your vendors.

Add 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 of your accounts at once.

Follow [Step 19: Enable Bank Feeds](#) 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**.

3.2. Configuration

3.2.1. Plugin Management

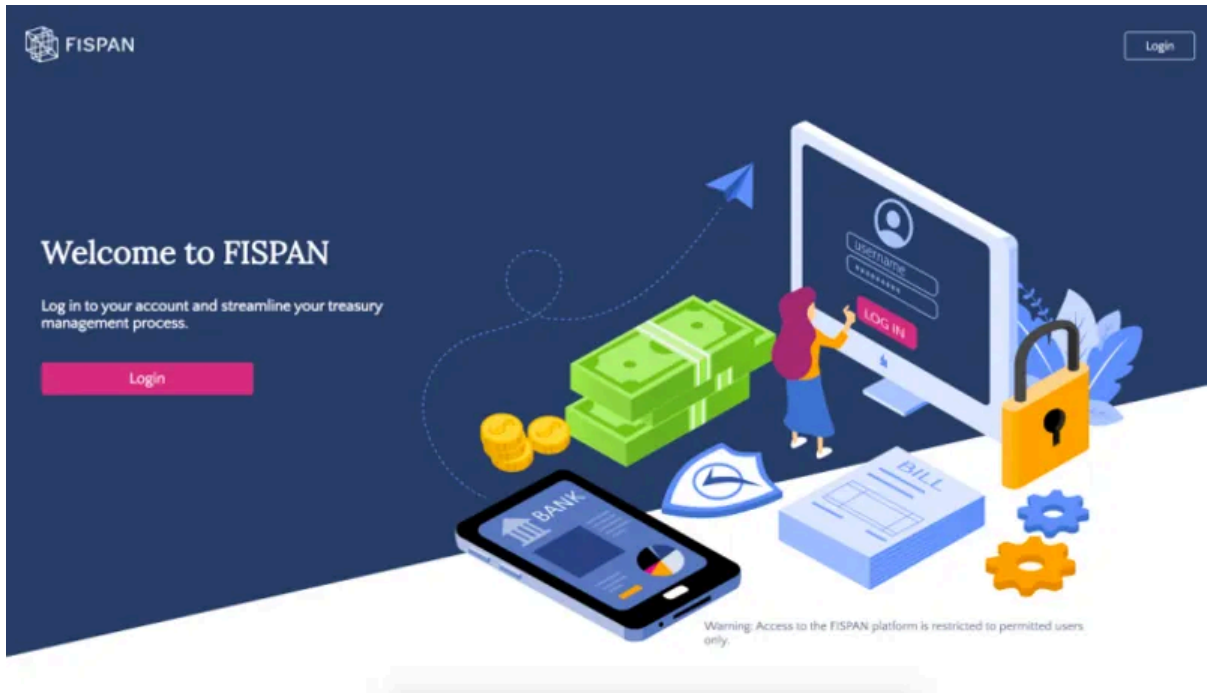
3.2.1.1. Mapping Bank Accounts (Intacct)

Once the First Citizens Link installation and setup are completed, you are still able to map any new bank accounts that are added to the plugin.

Navigate to Accounts

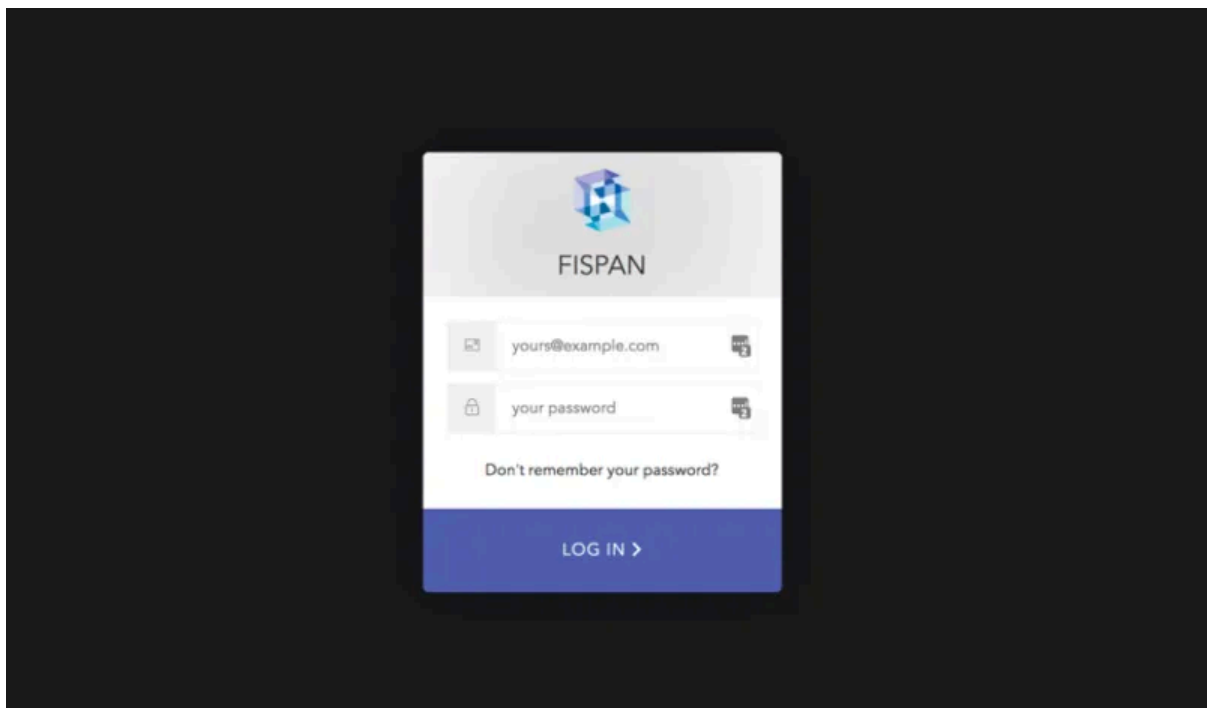
1 Log in to FISPAN Portal

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.

Welcome

Improve and customize your banking experiences with your choice of apps.

Connected Apps



Select Associate Accounts

Matching Accounts

The next step in the installation wizard is to match your ERP Accounts to the corresponding Bank Accounts.

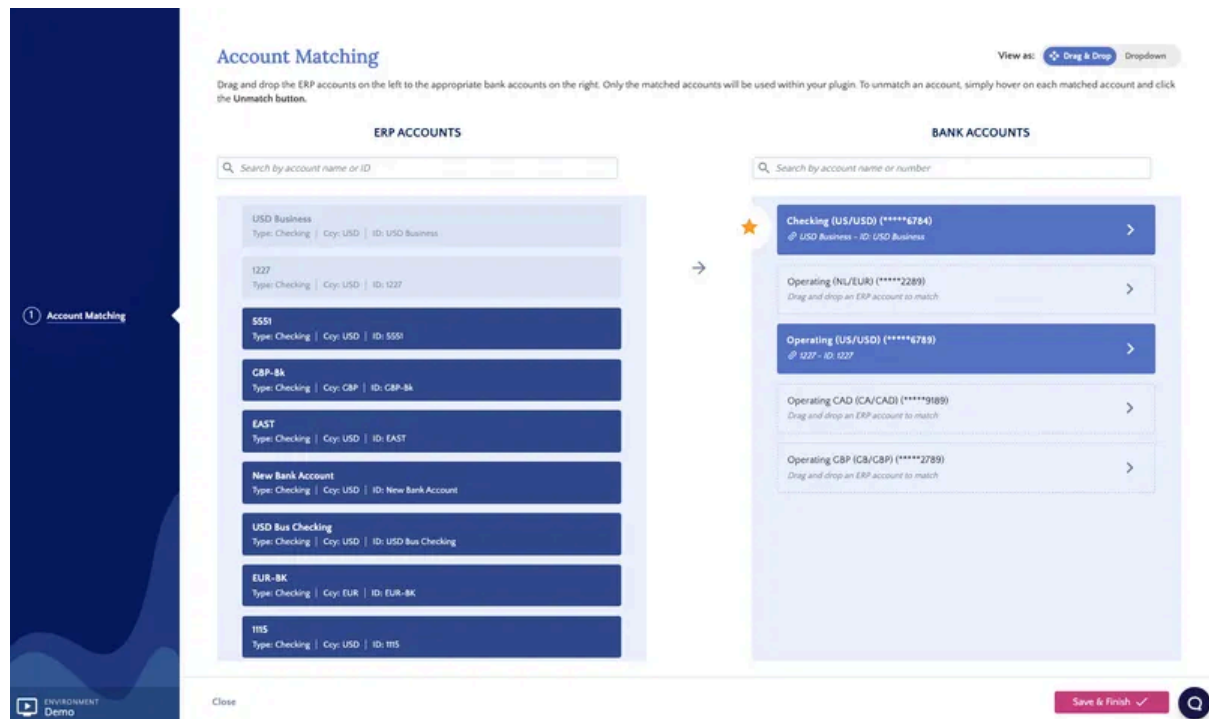
1 Match Accounts

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.

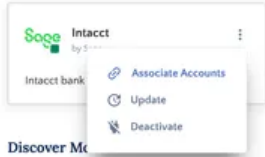
When installing in Production, the Bank Accounts listed will reflect your accounts set up for use with the plugin.

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.

Connected



Soop Intacct
Intacct bank

- Associate Accounts
- Update
- Deactivate

Discover More

Select Associate Accounts

3.2.1.2. Updating the Plugin (Intacct)

Keeping the First Citizens Link 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.

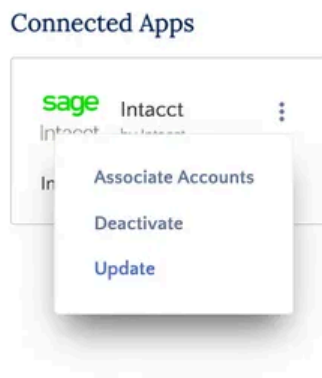
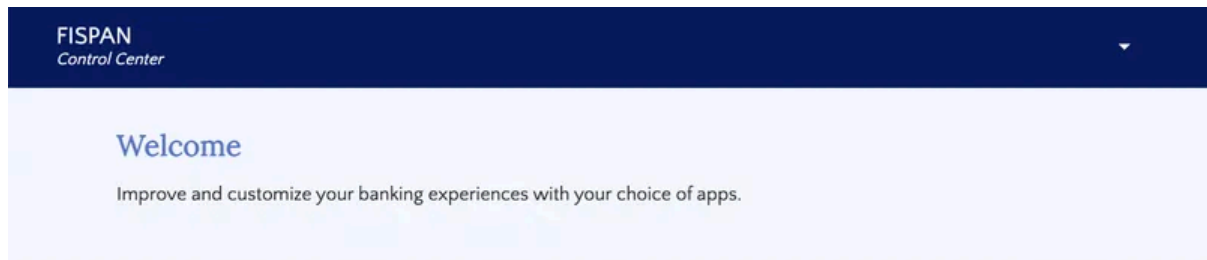
1 Log In to FISPAN Portal

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

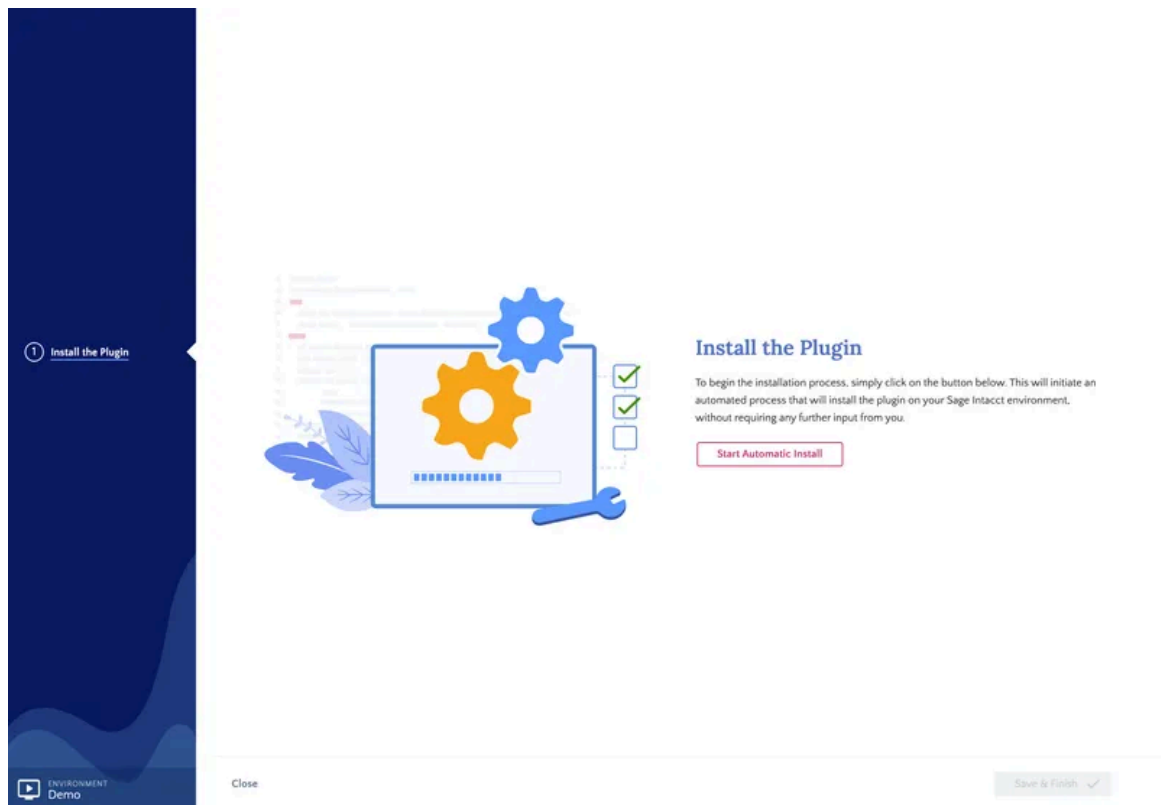
Select the 3-dot action button in the top right corner of Intacct. Then, select **Update** in order to update the plugin.



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.

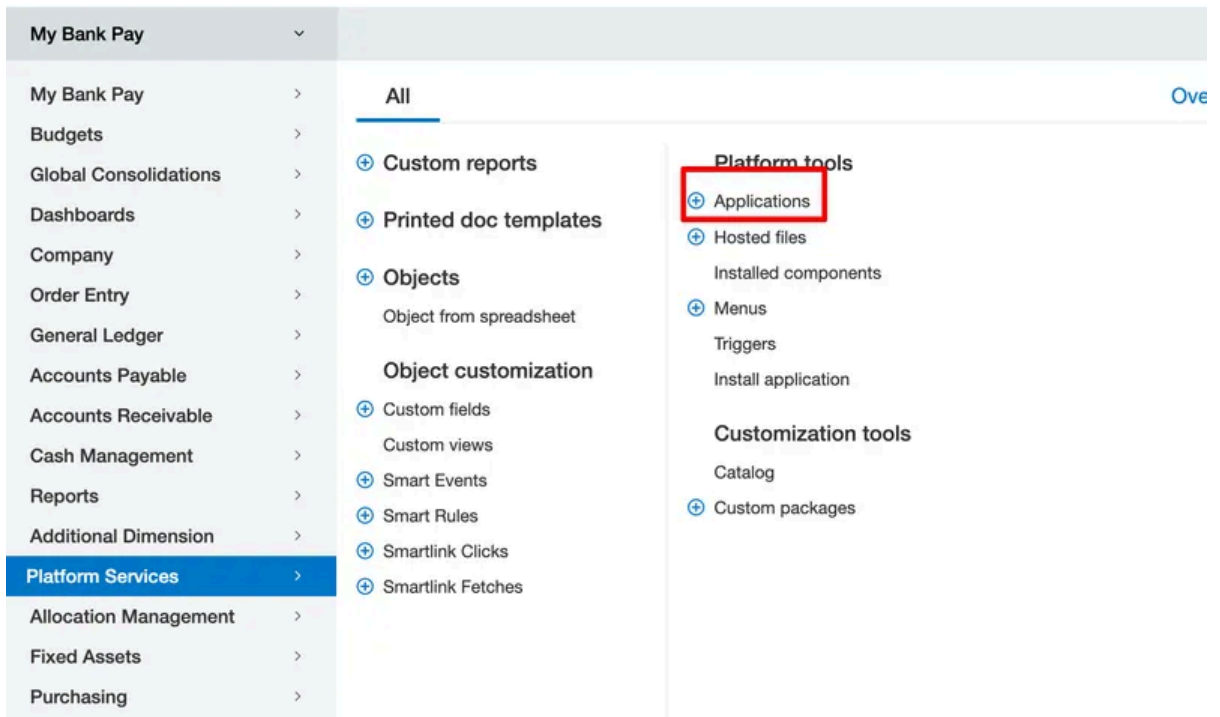
1 Download XML File

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**.



Select Install from XML

Upload the application XML file by selecting **Choose File**.



Select the XML you just downloaded from the installation wizard, and click **Install**.

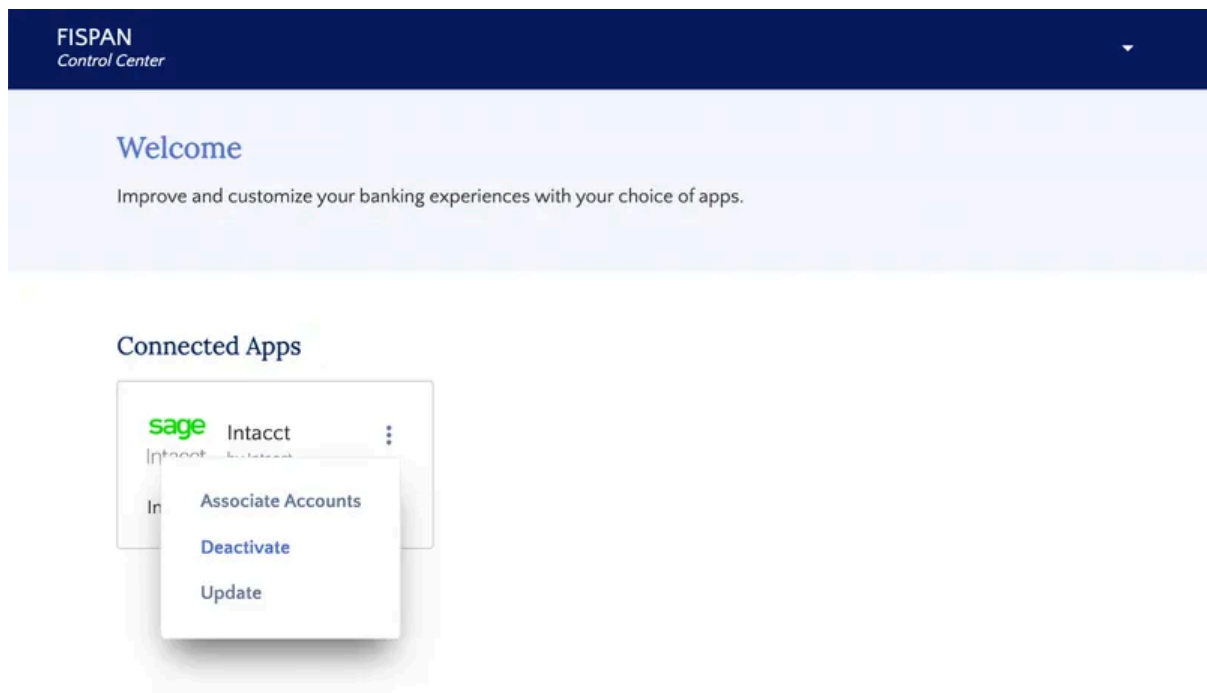
3.2.1.3. Uninstalling the Plugin (Intacct)

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.

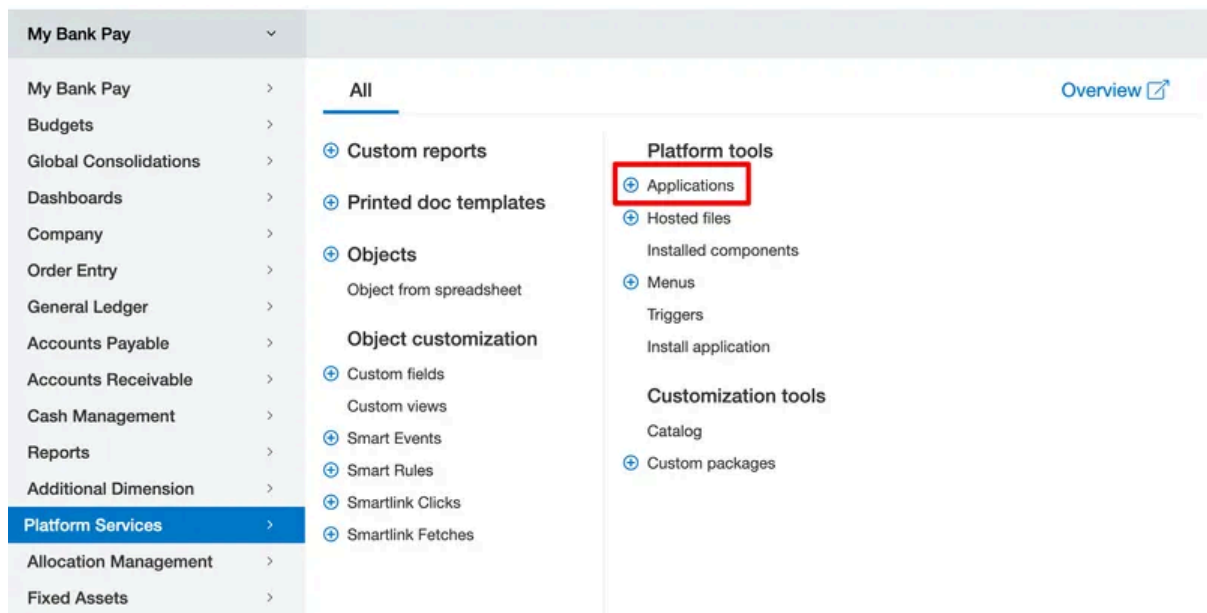
Click on the **three dots** on the top left of the box titled 'Intacct'. In the drop-down menu, click **Deactivate**.



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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	09/24/14
Edit	Additional Dimension	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	09/24/14
Edit	Fixed Assets	136.2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	09/29/14
Edit	My Bank Pay	2022.19	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	07/08/22

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 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

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

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.

This application is 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

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	20140907	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	09/24/14
Edit	Additional Dimension	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	09/24/14
Edit	Fixed Assets	136.2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	09/29/14
Edit Delete	My Bank Pay	2022.2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	07/09/22

Requests for authorization

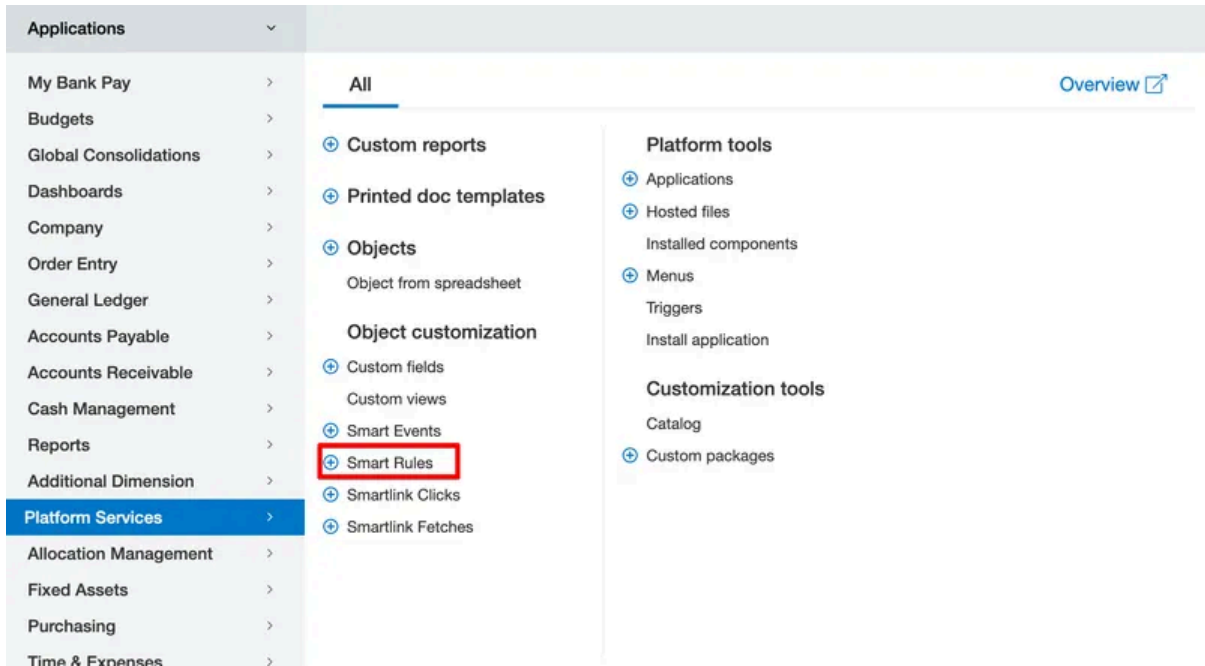
Click "Delete" beside the bank plugin

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**.

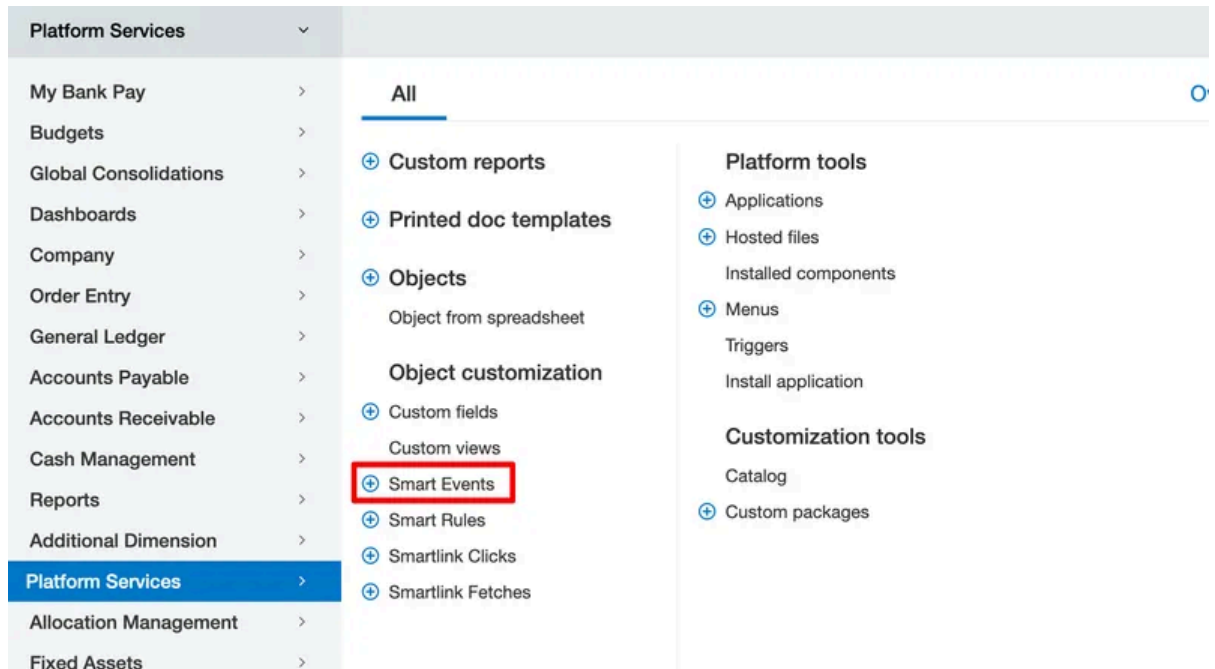
Edit	View	MYBANK_BILL_PROTECTION	AP Bill	Delete	
	View	NO_DELETE_ASSET_IN_SERVICE	AP Bill		
Edit	View		AP Bill	Delete	
	View	PURCHASEFIXEDASSET	Purchase Order Transaction Detail	Vendor Invoice	Fixed Asset Package
	View	VALIDATENONZERO	Purchase Order Transaction Detail	Vendor Invoice	Fixed Asset Package
	View	VERIFY_FA_ALLOWED	AP Bill Detail		

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**.

Smart Events

Include inactive [Clear all filters](#)

[Add](#) [Done](#) [Export](#)

	Smart Link ID	Owner Object	Document Type	Package Name	API Execution Type	
	mybank					(1 - 8 of 8)
Edit View	MYBANK_APADJUSTMENT_WEBHOOK_ADD_OR_UPDATE	AP Adjustment				Delete
Edit View	MYBANK_APADJUSTMENT_WEBHOOK_DELETE	AP Adjustment				Delete
Edit View	MYBANK_BILL_WEBHOOK_ADD_OR_UPDATE	AP Bill				Delete
Edit View	MYBANK_BILL_WEBHOOK_DELETE	AP Bill				Delete
Edit View	MYBANK_CHECK_WEBHOOK_ADD_OR_UPDATE	AP Payables Payment				Delete
Edit View	MYBANK_CHECK_WEBHOOK_DELETE	AP Payables Payment				Delete
Edit View	MYBANK_VENDOR_WEBHOOK_ADD_OR_UPDATE	Vendor				Delete
Edit View	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!

3.2.1.4. 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 First Citizens Link.

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.

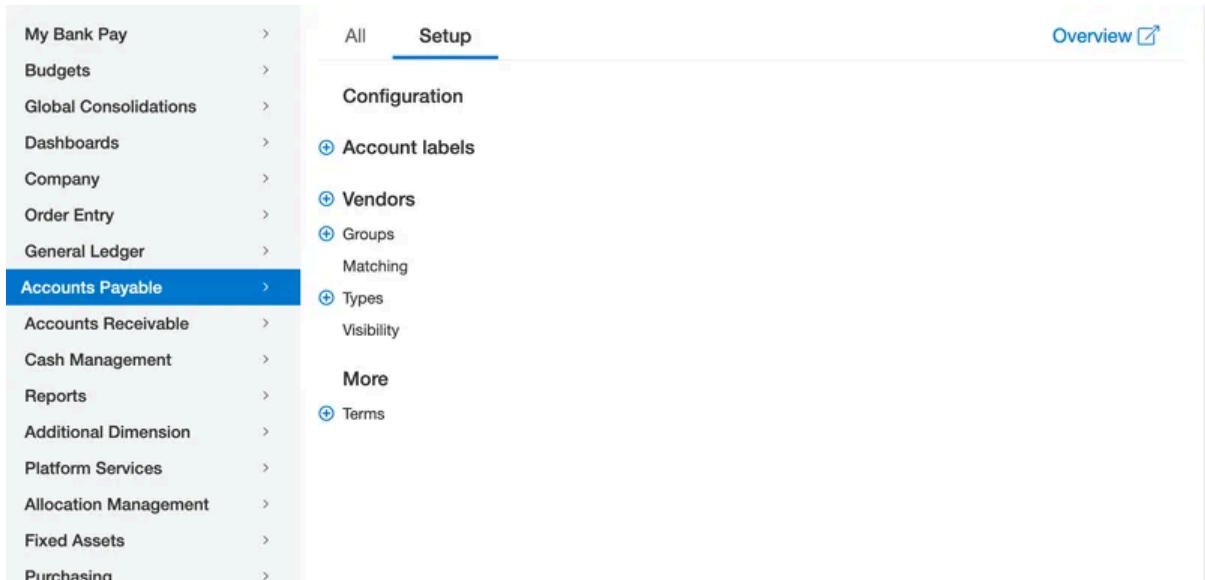
IMPORTANT: This page is for informational purposes only and should not be used as a guide to make changes to the configuration of your Sage Intacct environment. For support with your Sage Intacct native approval flows, please reach out to Sage or your Intacct implementation partner directly.

Viewing your Configuration

You must have sufficient permissions in Sage Intacct to view if you have approvals enabled.

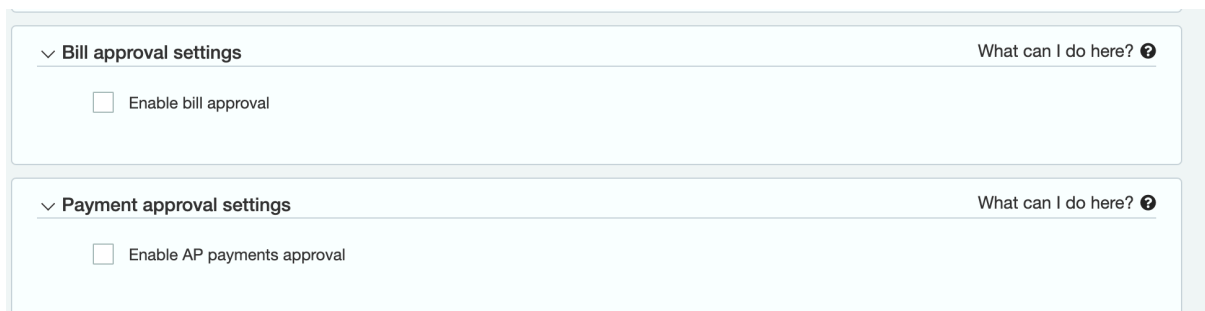
To check your current settings:

- 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.”



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. Enabling this process, which requires an internal approval step for each payment based on Intacct rules, will lead to unexpected payment processing behavior with the plugin.

The plugin requires that users disable the Sage Intacct Payment Approval flow before proceeding with Production payments. Failure to disable this process will result in adverse consequences for any payments that are rejected within the native Intacct approval system.

What is the Risk?

When Payment Approval is **disabled**, the process is straightforward:

1. The payment request is immediately sent to the bank for any approvals in the bank's systems.
2. A Bill Payment record is created in Sage Intacct, marking the original bill as closed and updating its status fields.

When Payment Approval is **enabled**, this synchronization is broken. This results in:

- The payment is sent to the bank immediately upon submission, just like the non-approved flow.

- However, if the payment is later rejected within Intacct's native approval process, the system *cannot* recall the payment already 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.

3.2.2. User Management

3.2.2.1. Setting up Multi-Factor Authentication

Multi-Factor Authentication (MFA) Overview

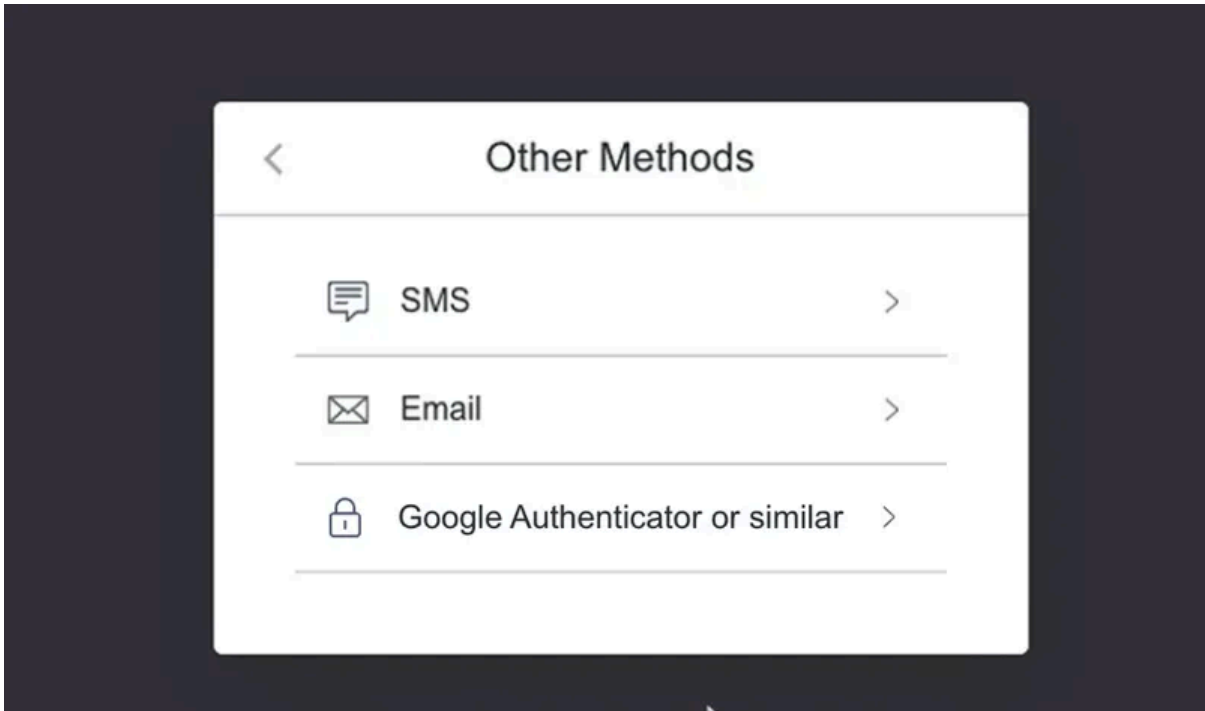
Multi-factor authentication (MFA) adds another level of security for all users when using the FISPAN Portal to [login](#). With MFA, your data is protected against account breaches and is accessed by authorized users.

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

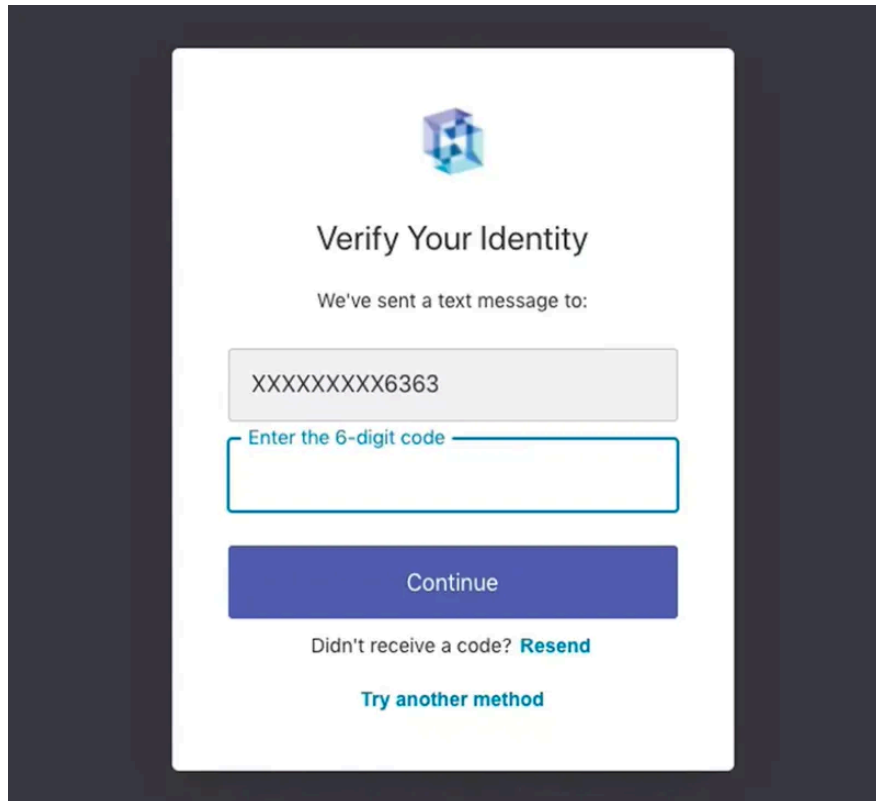
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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**.



Verify Your Identity

We've sent a text message to:

XXXXXXXXXX6363

Enter the 6-digit code

Continue

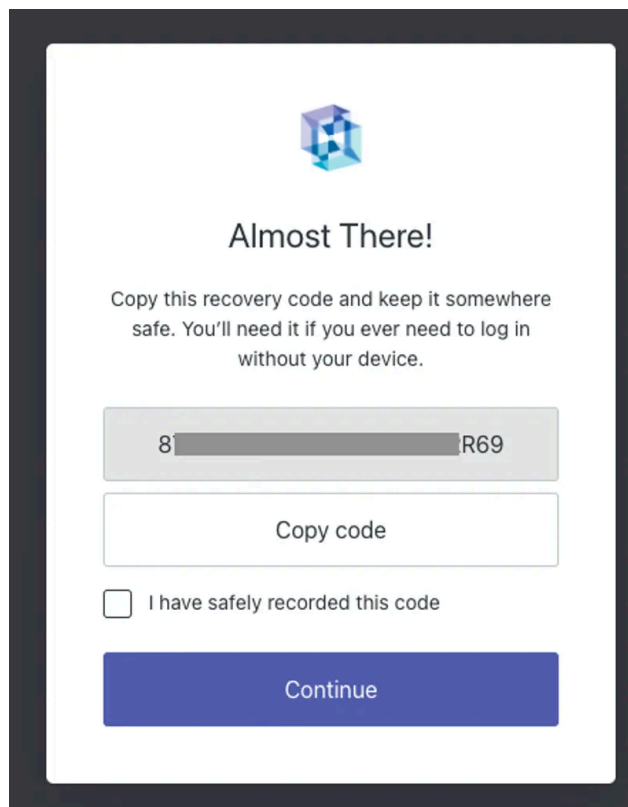
Didn't receive a code? [Resend](#)

[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.

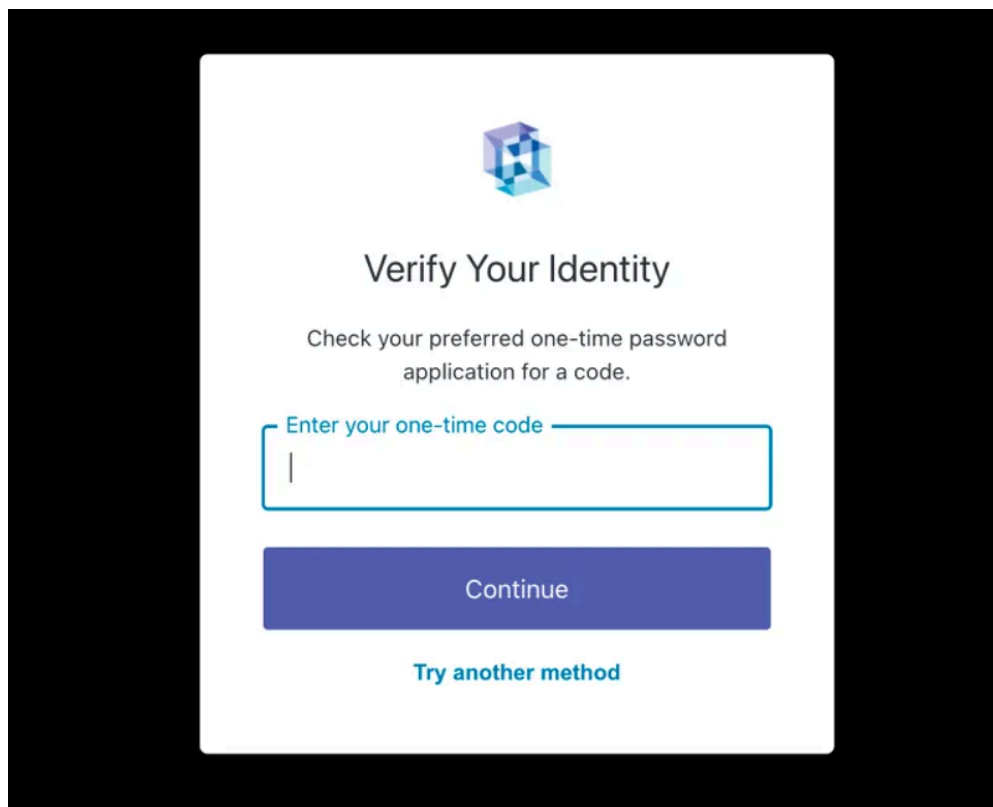
1 Set Up Authentication App

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**.



Verify Your Identity

We've sent an email with your code to

****@fisp*****

Enter the code

Continue

Didn't receive an email? [Resend](#)

[Try another method](#)

Email Authentication

3.2.3. Vendor Management

3.2.3.1. 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.

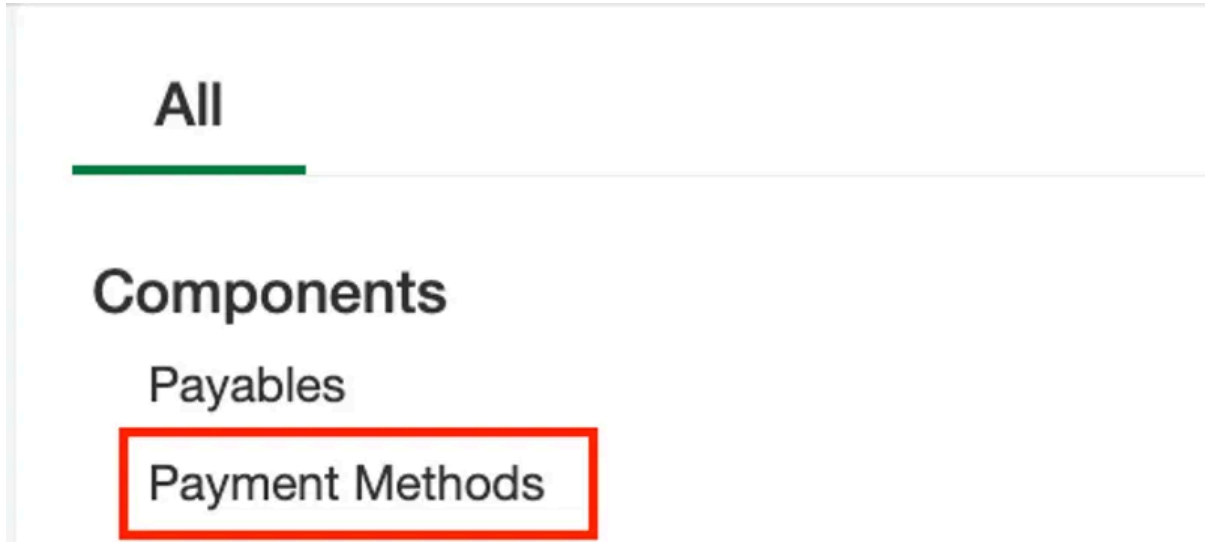
Always export first before you begin an import. This is the best way to ensure the CSV file is structured correctly, as the row format changes depending on the type of data you are working with.

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 First Citizens Link 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.

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	9e366618-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	8fb54e6-f689-4a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Bank Ac		N	
11	BANK ACCOUNT	eb05aff7-5fa2-4a43ed18a-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-4c0a63ed18a-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	<p>Required Field</p> <p>For BANK ACCOUNT, leave the email and address fields empty.</p> <p>For ADDRESS, leave the bank account and email fields empty.</p> <p>For EMAIL, leave the email and address fields empty.</p>
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	<p>Required Field</p> <p>Do not modify. This field protects against duplicate records.</p>
vendor_name	Intacct vendor name	
is_default_account	Y/N	<p>Required Field</p> <p>Can only have one default Y per vendor. All others must be N.</p>
default_payment_method	Please confirm that they are in capital letters (e.g., ACH, ACH NEXT DAY, CHECK, INTERNATIONAL ACH, INTERNATIONAL WIRE, SEPA, VCC)	<p>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.</p> <p>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.</p>

Column Name	Allowable Values (CASE SENSITIVE)	Notes
is_editable	Y/N	<p>Required Field</p> <p>For any new lines, please enter "Y". Do not modify an "N" and change it to a "Y"; doing this may break the import.</p>
email_addresses	Any email addresses, up to 5	Separate each email address with ","
country	ISO alpha-2 country codes	<p>Required Field For Bank Accounts</p> <p>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).</p>
currency	Currency codes	<p>Required Field For Bank Accounts</p> <p>Please enter the currency following the currency code list. This field accepts upper, lower, and mixed case values.</p>
account_type	CHECKING or SAVINGS	<p>Required Field For Bank Accounts</p> <p>This field accepts upper, lower, and mixed case values</p>
account_number	Vendor's account number	
institution_number	Vendor's institution number	
transit_number	Vendor's transit number	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
routin g_num ber	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	
addres s_line	Anything	
addres s_line_ 2	Anything	
addres s_city	Anything	
addres s_state _provi nce	Anything	
addres s_post al_Cod e	Anything	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
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_iso_code	Valid sender country code	
payment_codeword	Valid receiving entity codeword	
payment_party_type	P, T, G, N	P = Parent, T = Subsidiary, G = Group, N = Non-related
payment_residential	resident, nonresident	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
_statuses		
sort_code	Valid sort code for this bank	

5 Import CSV

Once the file is ready, select the **Import CSV** button.

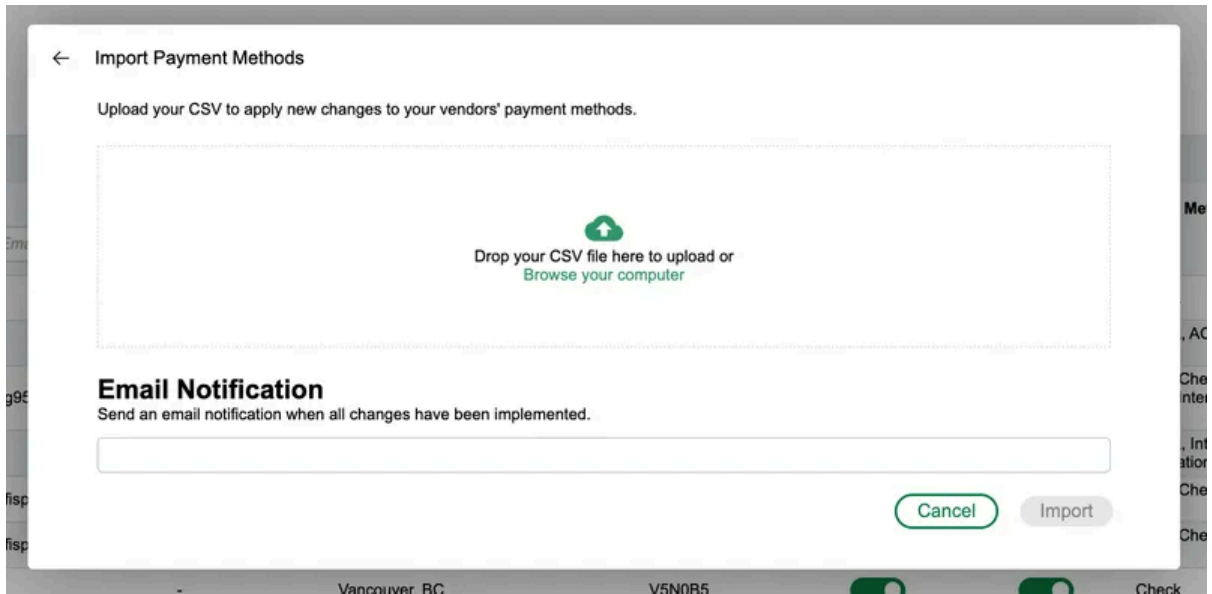
LAST UPDATED: Vendors: 32 minutes ago



Select Import

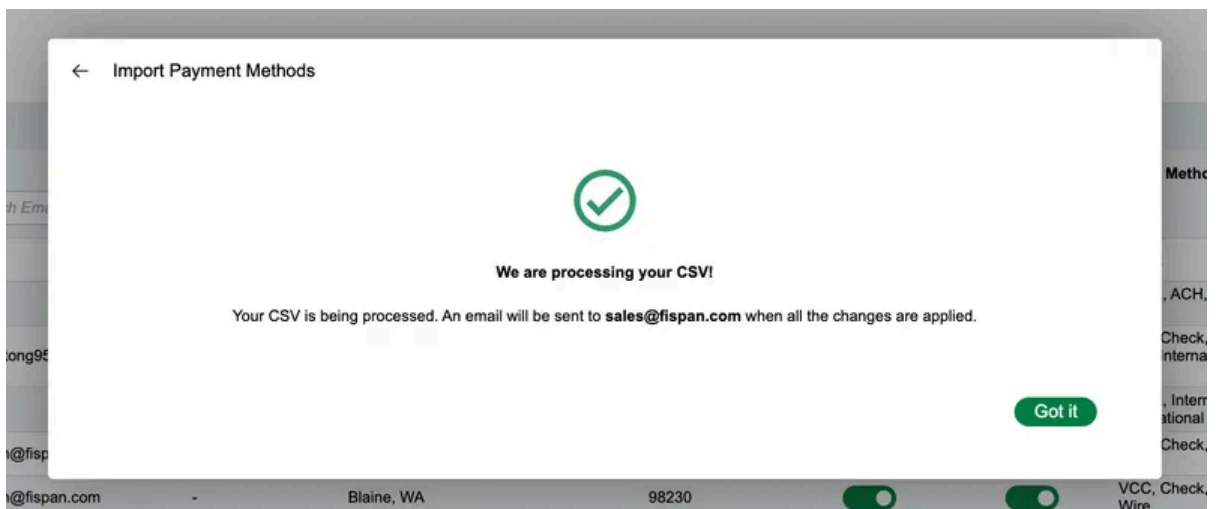
Attach the file that is ready to import and enter one valid email address to receive a status update.

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

Your CSV file imported on 2022-09-08T19:46:44.739Z was successfully imported. To view your updated vendor list, log in to Intacct and navigate to **Payment Methods**.

[Log in to Intacct](#)

You have received this email because this address was registered for notifications of a completed CSV import.



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.



Oh no! We found some errors :(

The file imported on 2023-06-27, at 03:11 p.m. PT updated 31/31 vendor lines. To resolve your 24 line errors, please update the information and import a new file.

VENDOR	LINE	DESCRIPTION
IC Vendor - BS Cyber Security Services	2	Could not find payment method to update, if you're trying to create one, make sure id field is empty
IC Vendor - BS Cyber Security Services	3	Could not find payment method to update, if you're trying to create one, make sure id field is empty

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	erp_vendor_id	vendor_name	label	is_default	payment_method	is_editable	email_addresses	country	currency	account_type	account_number	institution_number	transit_number	routing_number	bank_code	iban	bic	bank_name	ad
18	EMAIL	dadae27-22d2-a53ed18a-519e-First Up Consultant Vendor Record Email				N		N	john.smith@33.com			CHEQUING	98160932			12345678					
19	ADDRESS	ab445833-d3c3-a53ed18a-519e-First Up Consultant Vendor Record Address				N		N		CA											
20	BANK ACCOUNT	e7ae5b43-d914-a53ed18a-519e-First Up Consultant Main Account				N		N		CA	USD	CHEQUING	12345678		12345	12345678					
21	BANK ACCOUNT	41966a2b-1797-a53ed18a-519e-First Up Consultant ACH Account				N		Y		US	USD	CHEQUING	12345689			12345689					
22	ADDRESS	D2244aa-2955-a53ed18a-519e-First Up Consultant Office Address				Y		CHECK	Y	CA											
23	*****	3aee2789-4d6b-a53ed18a-519e-First Up Consultant Vendor Record 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	address_line_4	address_line_5	address_line_6	address_line_7	address_line_8	address_line_9	address_line_10	address_line_11	address_line_12	address_line_13
18		10155 - 102 Street, Suite 2100		Edmonton	AB	T5J 4G8								
19			123		123 BC	123								
20														
21														
22														
23														
24		3000 Chif. Av. Suite 450		Montreal	QC	H3A 3K3								

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.

F.I.SPAN MPP-Cubit 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

3.2.3.2. Supporting Multiple Entities (Intacct)

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.

3.2.3.3. Vendor Approvals (Intacct)

The Vendor Record Approvals feature provides a robust and secure method for managing changes to vendor bank account information within your ERP. This approval process ensures data accuracy, minimizes the risk of errors, and enhances security by requiring authorization for changes to your vendor's banking data.

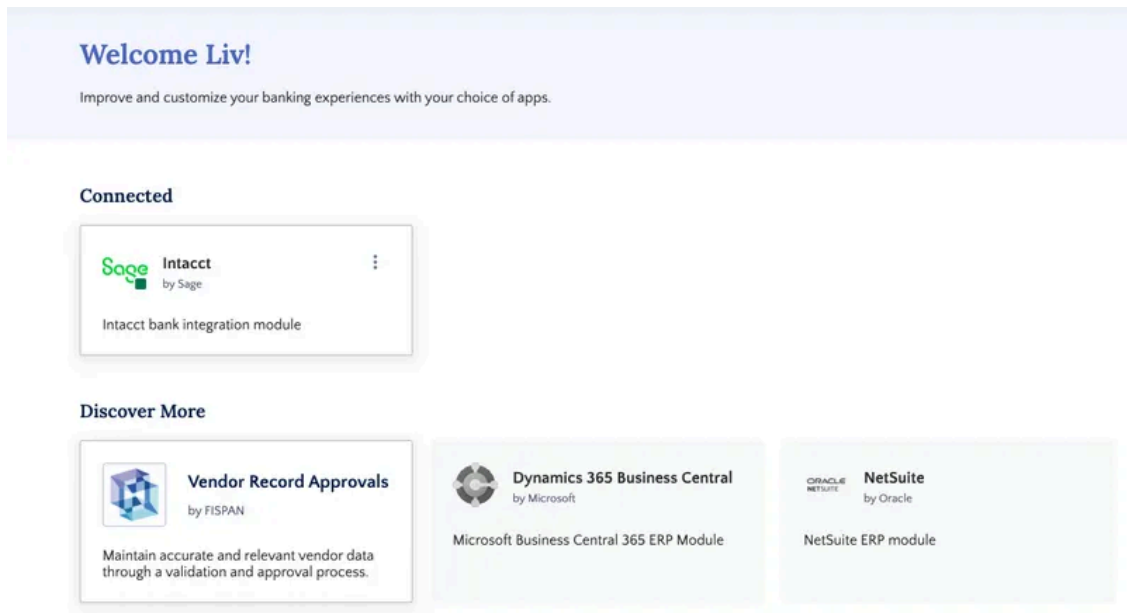
Enable Vendor Record Approvals

1 Login to FISPAN Portal

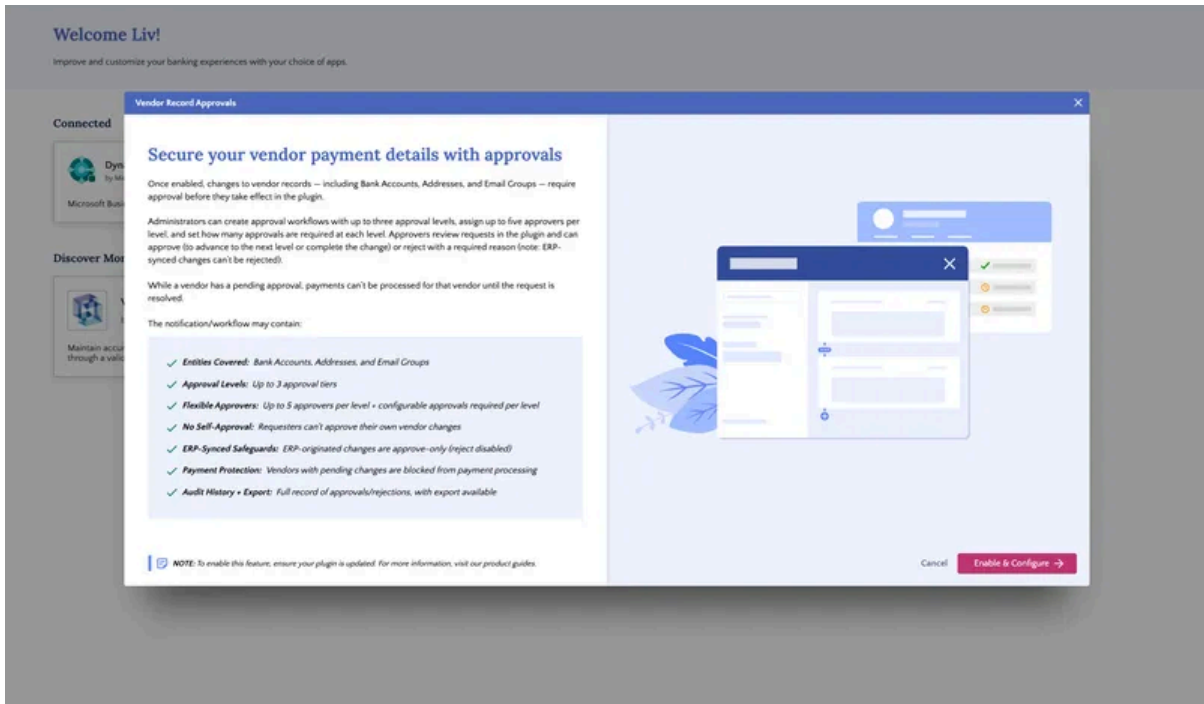
An ERP administrator or ERP consultant must first access the FISPAN Portal by logging in at sys.fispan.live.

2 Enable Vendor Record Approvals

Click on the **Vendor Record Approvals** tile under **Discover More**.



A summary pop-up will appear. Click **Enable & Configure** to complete the setup.



Click Enable & Configure

Once enabled, you will be prompted to begin creating your workflows.

Creating a Workflow

To create your Vendor Approvals workflow for your ERP utilizing the plugin, please follow these steps.



1 Go to Vendor Record Approvals

From the FISPAN Portal, click on the **Vendor Record Approvals** tile. You'll then be prompted to start creating your workflows.

Welcome User!

Improve and customize your banking experiences with your choice of apps.

Connected

 Intacct bank integration module	 Vendor Record Approvals by FISSPAN Maintain accurate and relevant vendor data through a validation and approval process.
--	---

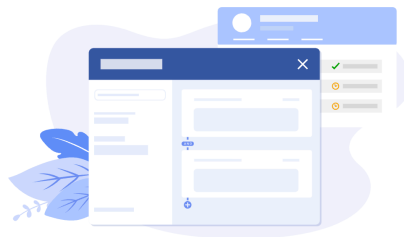
Click Vendor Record Approvals

2 Create a Workflow

Once you are on the Vendor Record Approvals page, click **Let's Get Started**.

← Back To My Apps

 Vendor Record Approvals



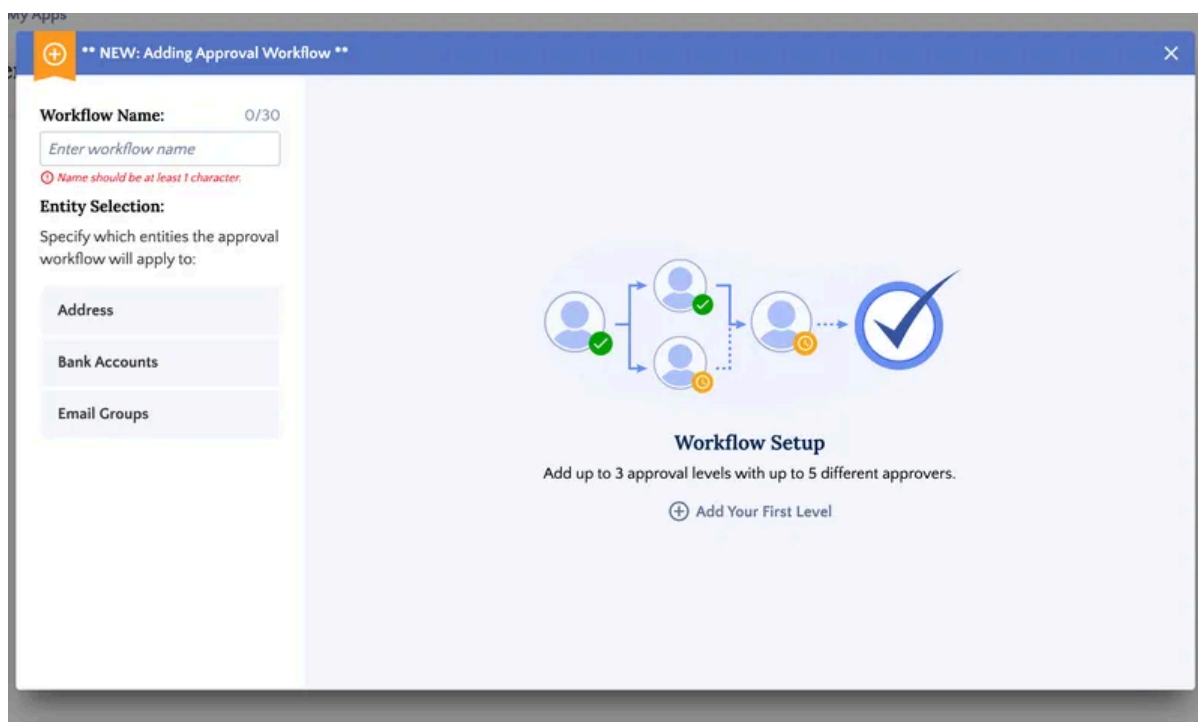
Set up an approval workflow for your vendor records to ensure accurate, relevant data through stakeholder review.

Let's Get Started

Click Let's Get Started

Start by giving your workflow a clear, descriptive name for easy identification later. Next, select the entities you want the approval workflow to apply to:

- **Addresses:** Applies to addresses added via the Payment Methods page or changes made to the native ERP vendor record address.
- **Bank Accounts:** Applies to bank accounts added via the Payment Methods page or changes made to the native ERP vendor record bank account.
- **Email Groups:** Applies to email groups added via the Payment Methods page or changes made to the native ERP vendor record emails.



Create a Workflow

NOTE: To exclude vendor record changes synced from the ERP from this approval process, please contact FISPAN Support.

3 Add Approvers to Workflow

Next, you need to define the approvers for your workflow.

In the first level, enter the approver's email address exactly as it appears on their user record in the ERP system.

Add another level for approval and additional approvers, if needed. You can set up to three levels of approval.

At each level, you can add up to five potential approvers. You can also decide how many individual approvals are required per level (e.g. Level 1 requires 2 approvals, Level 2 requires 3 approvals, Level 3 requires 1 approval).

The screenshot shows a web interface for configuring an approval workflow. The title bar reads "** NEW: Adding Approval Workflow **". On the left side, there is a sidebar with "Workflow Name: 17/30" containing the text "Bank Account Rule" and "Entity Selection:" with a list of options: "Address", "Bank Accounts" (checked), and "Email Groups". The main area is titled "Workflow Setup" and contains instructions: "Add up to 3 approval levels with up to 5 email addresses per level. Drag and drop the levels to rearrange them." Below this, there are two levels of approval. "LEVEL 1" has "Approvers Required" set to 1 and a list of approvers: "user1@fispan.com" and "user2@fispan.com". "LEVEL 2" has "Approvers Required" set to 1 and a list of approvers: "user3@fispan.com", "user4@fispan.com", and "user5@fispan.com". Between the levels is an "AND" connector. At the bottom of the levels are "Add Level" and "Remove Level" buttons. At the bottom of the entire window are "Discard" and "Save New Workflow" buttons.

Click Save

NOTE: Important Considerations:

- 1. No Self-Approval.** You cannot approve your own Vendors. Keep this in mind if a single user frequently acts as both the Vendor creator and an approver.
- 2. Best Practice for Approvers.** To avoid delays, we suggest:
 - Avoid having a single approver in a level.
 - Adding more approvers than the required approvals (e.g., include 4 approvers in a level that requires 2 approvals). This ensures the process can continue even if someone is unavailable.

IMPORTANT: To approve changes, users in the workflow must have both an ERP license and the necessary plugin permissions to view Vendor Approvals, outlined in the **Intacct Required Permissions** section of this page.

4 **Save Workflow**

Once you have configured your workflow, click **Save New Workflow**.

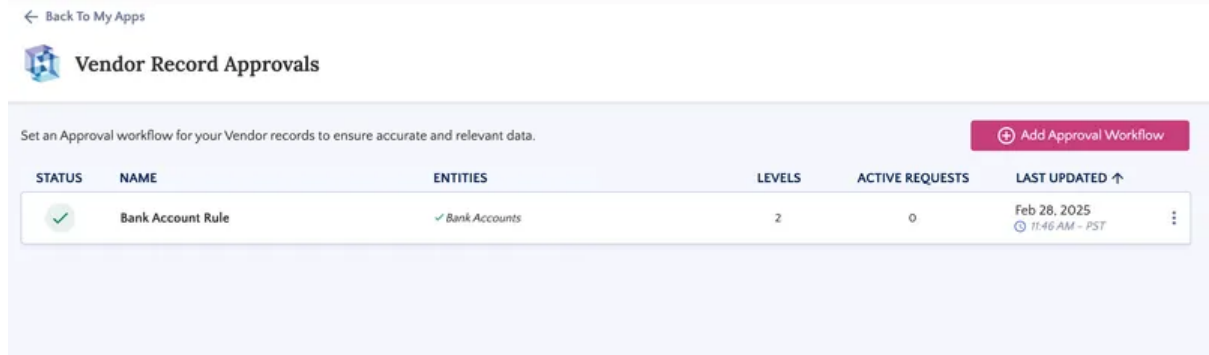
Your workflow is now active. All changes made to vendors through the First Citizens Link will now follow this approval process.

Editing a Workflow

You can edit or delete a workflow, but only if there are no vendor record changes pending approval for that workflow. This prevents any confusion or errors with changes currently going through the approval process. In the event you need to edit a workflow with associated open vendor record changes, process or cancel any outstanding changes associated with the workflow.

1 **Select Workflow**

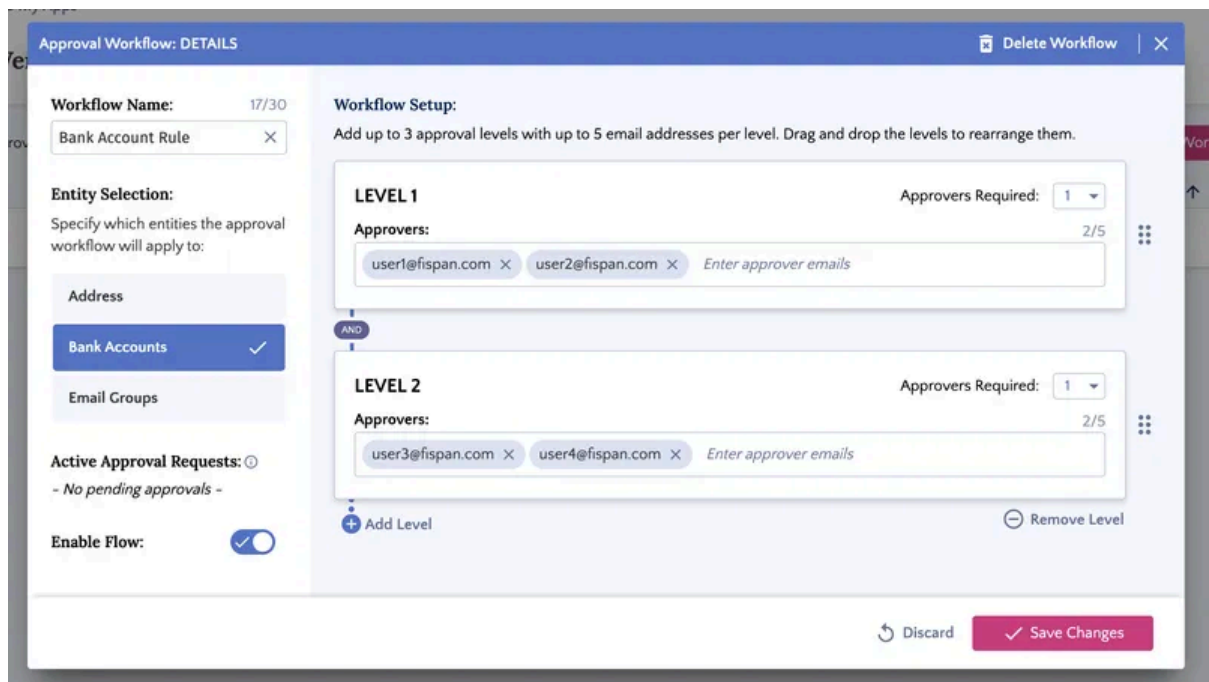
You can edit existing workflows to adjust them. Click on the workflow you would like to modify.



Click on the Workflow

2 Edit Workflow

Make your desired modifications, and click **Save Changes**.



Click Save

Editing Restrictions

Modifying the entities associated with a workflow will disable any other workflows that were previously applied to those entities. Similar to making edits to workflows, all future requests for these entities will go through the new workflow; existing requests will remain unaffected.

Workflow Name: 28/30
Bank Account and Vendor Ru X

Entity Selection:
Specify which entities the approval workflow will apply to:

Address	✓
Bank Accounts	⚠ ✓
Email Groups	

Entity with an active Workflow
This entity already has a workflow enabled. Adding it to this new workflow will disable the active one

Add up to 3 approv

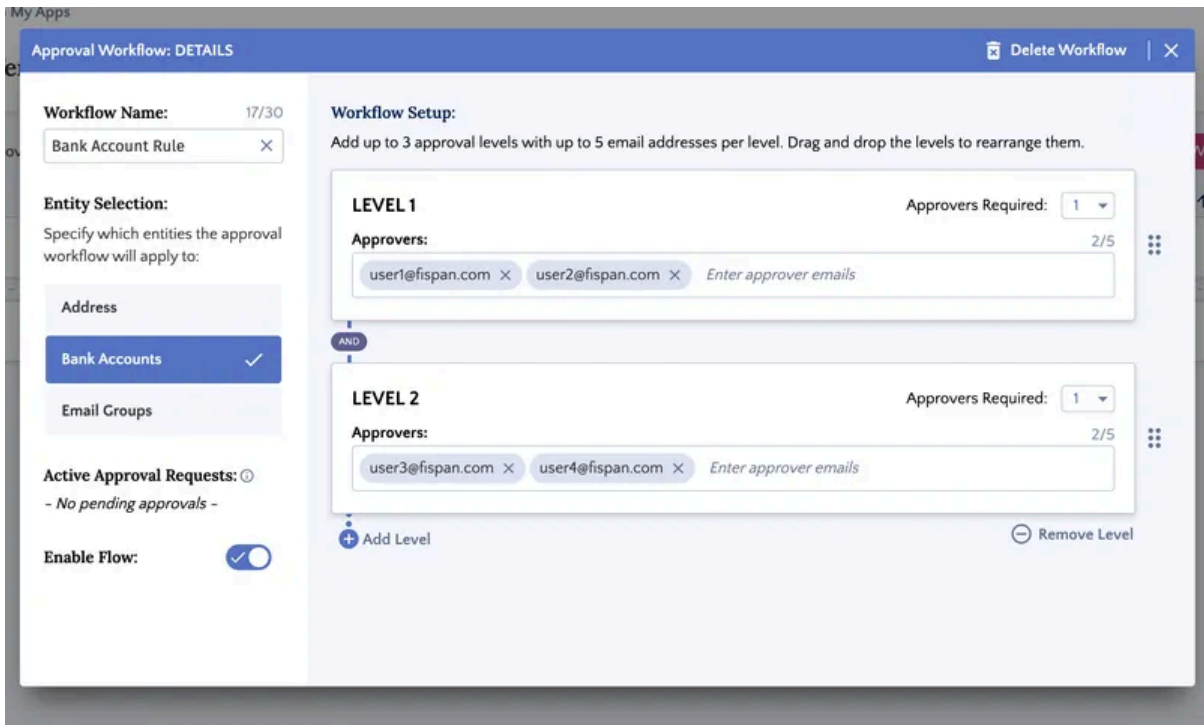
Unable to Make Changes to Active Workflows

Deleting a Workflow

Workflows with pending approvals cannot be deleted until those approvals are resolved. Deleting an active workflow can be done following these simple steps.

1 Select Workflow

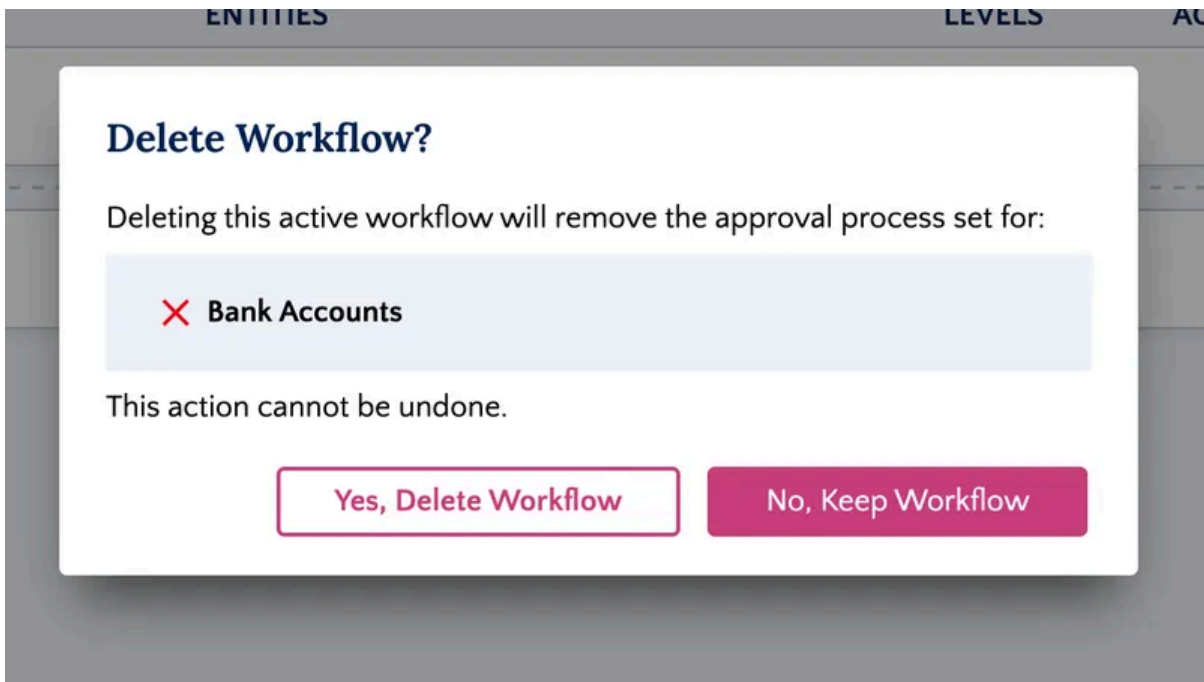
Select the workflow to delete. Then, click **Delete Workflow**.



Click Delete Workflow

2 Confirm Deletion

A pop-up will appear. Confirm deletion by clicking **Yes, Delete Workflow**.



Click Yes, Delete Workflow

Disabling a Workflow

To disable a workflow, toggle **Enable Flow**. Then click **Save Changes**.

Approval Workflow: DETAILS Delete Workflow ×

Workflow Name: 17/30
Bank Account Rule ×

Entity Selection:
Specify which entities the approval workflow will apply to:

- Address
- Bank Accounts** ✓
- Email Groups

Active Approval Requests: ⓘ
- No pending approvals -

Enable Flow: ⓘ

Workflow Setup:
Add up to 3 approval levels with up to 5 email addresses per level. Drag and drop the levels to rearrange them.

LEVEL 1 Approvers Required: 1

Approvers: 2/5

user1@fispan.com × user2@fispan.com × *Enter approver emails*

AND

LEVEL 2 Approvers Required: 1

Approvers: 2/5

user3@fispan.com × user4@fispan.com × *Enter approver emails*

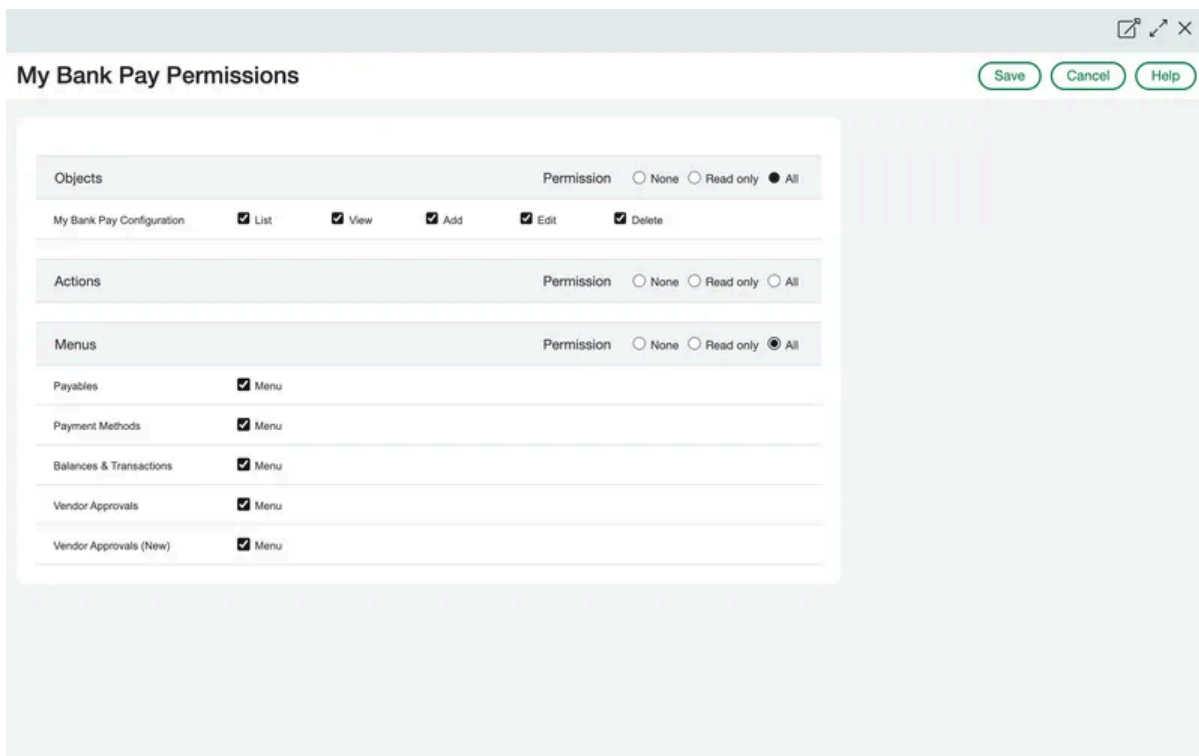
+ Add Level ⊖ Remove Level

↶ Discard ✓ Save Changes

Click Save Changes

Intacct Required Permissions

If you are unable to access the Vendor Approvals page, you may be missing permissions.



Add Vendor Approval Permissions

Your ERP Administrator will need to navigate to the role associated with your bank's plugin and add permissions for **Vendor Approvals**.

Accessing Pending Approvals

Navigate to the **Vendor Approvals** page within the Intacct plugin. By default, you will see all pending approval requests for your organization.

The Approvals page table provides a comprehensive overview of every payment request, including the following key details:

- **Request Date:** The exact date when the payment was initiated within the plugin.
- **Vendor:** The name of the vendor whose record was modified.
- **Entity:** The type of data that has been changed. It will be either an address, bank account, or email group.
- **User/Requested By:** The name of the user who submitted the payment request.
- **Source:** Where the change was made. It will be either Plugin UI or ERP.

- **Approval Progress:** A tracker that provides context for where a payment is within the approval process.

To view only the requests assigned to you, click the **Show Assigned To Me Only** filter.

Vendor Approvals: All ▾

Vendor Approvals ?

Vendor Approvals **History**

View all user requests for vendor account detail changes and take action on the ones assigned to you.

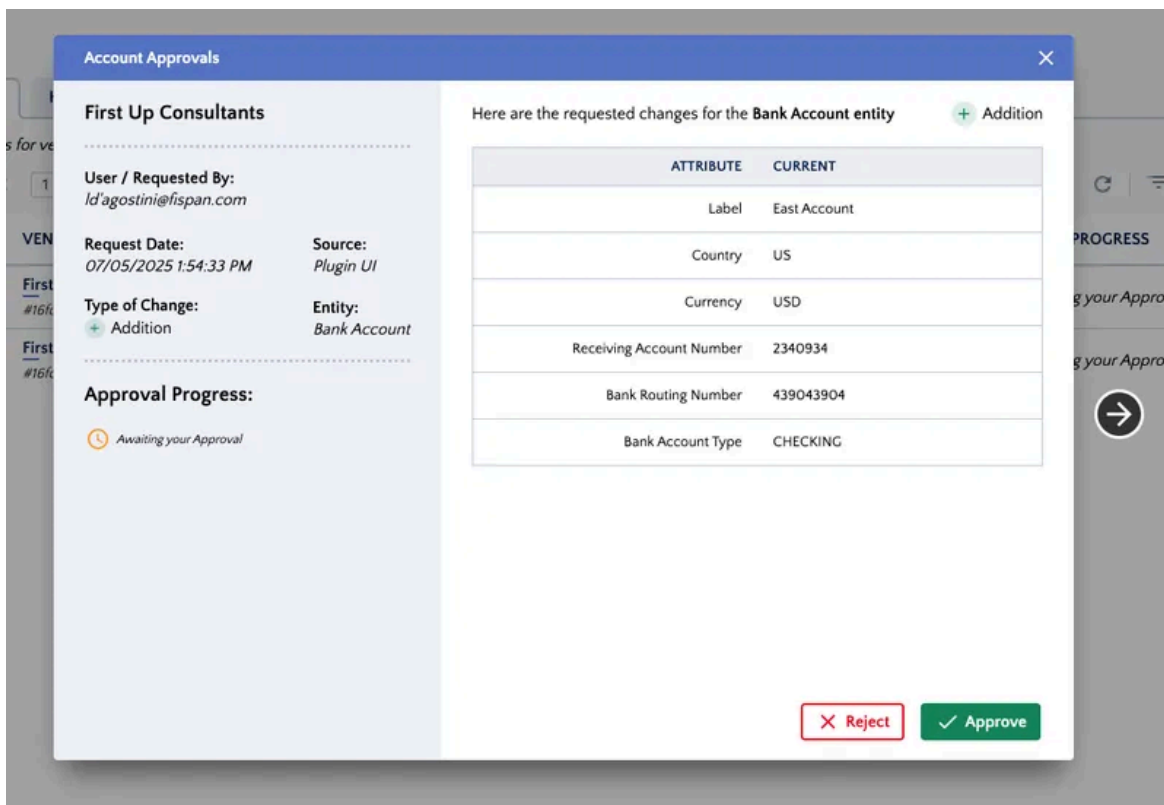
Showing: 2 of 2 | < < 1 of 1 > > | Show Assigned To Me Only 🔄 Show Filters

REQUEST DATE	VENDOR	ENTITY	TYPE OF CHANGE	USER / REQUESTED BY	SOURCE	APPROVAL PROGRESS
May 7, 2025	First Up Consultants #16fc4516-7c00-ee11-8173-6045	Bank Account	+ Addition	ld'agostini@fispan.com	Plugin UI	Awaiting your Approval
May 7, 2025	First Up Consultants #16fc4516-7c00-ee11-8173-6045	Bank Account	+ Addition	ld'agostini@fispan.com	Plugin UI	Awaiting your Approval

Click Show Assigned To Me Only

To review a specific request, click **View**. This will display key information such as:

- **Type of Change:** This indicates whether it is an update to existing details, a new vendor bank detail, or the deletion of a vendor bank detail.
- **Requested Date:** The date and time the change was submitted.
- **Requester:** The user who initiated the change.
- **Detailed Breakdown:** A comprehensive overview of the proposed changes, additions, or deletions to the vendor's bank details.

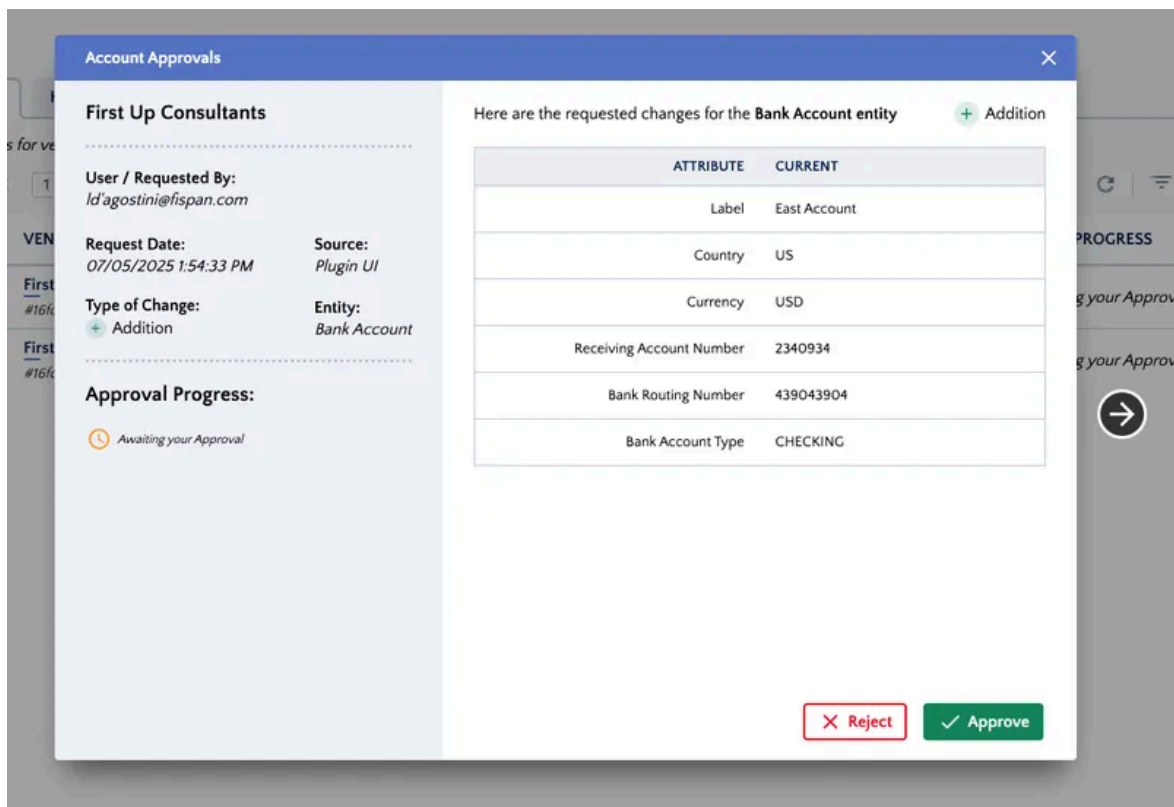


View Pending Change

Approve a Request

1 Approve Request

After accessing your pending approvals, click into the request you would like to approve.

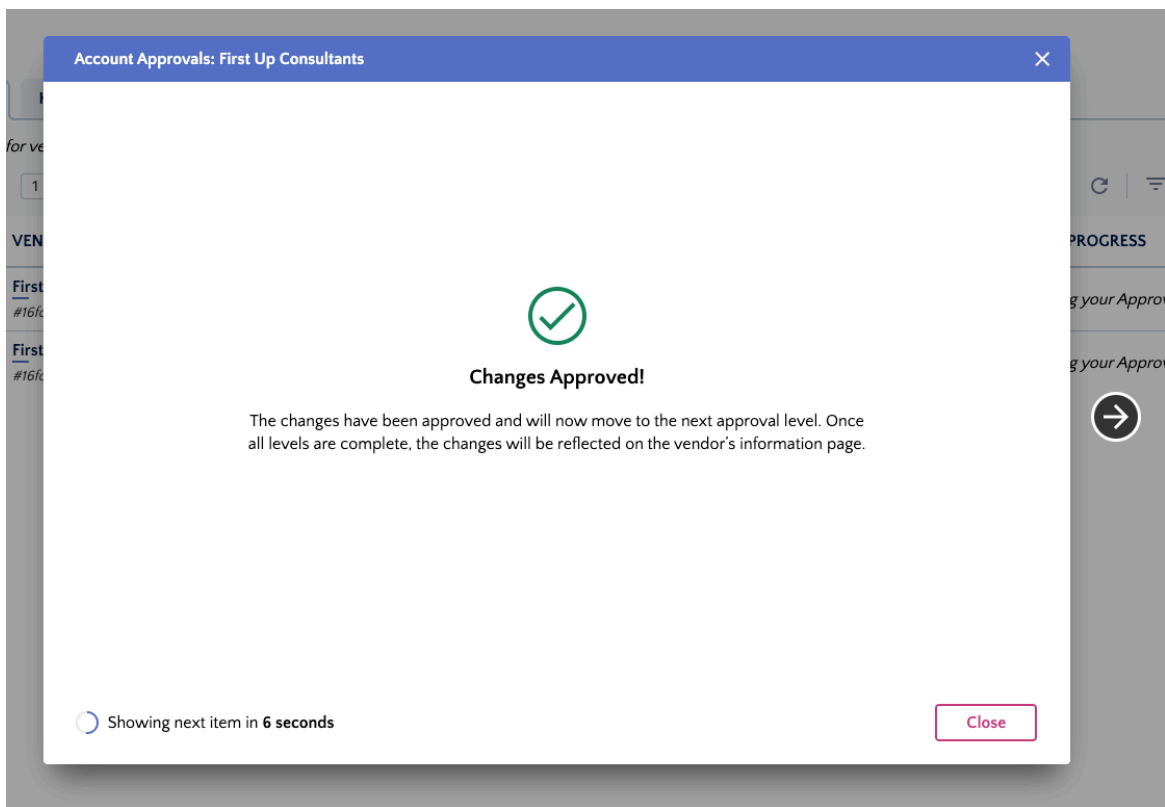


Click **Approve**

Click **Approve** to authorize the proposed changes.

2 Complete Approval

The request will either advance to the next level in the approval workflow (if multiple tiers are configured) or, if you are the final approver, the vendor's bank details will be updated accordingly on the Payment Methods page.

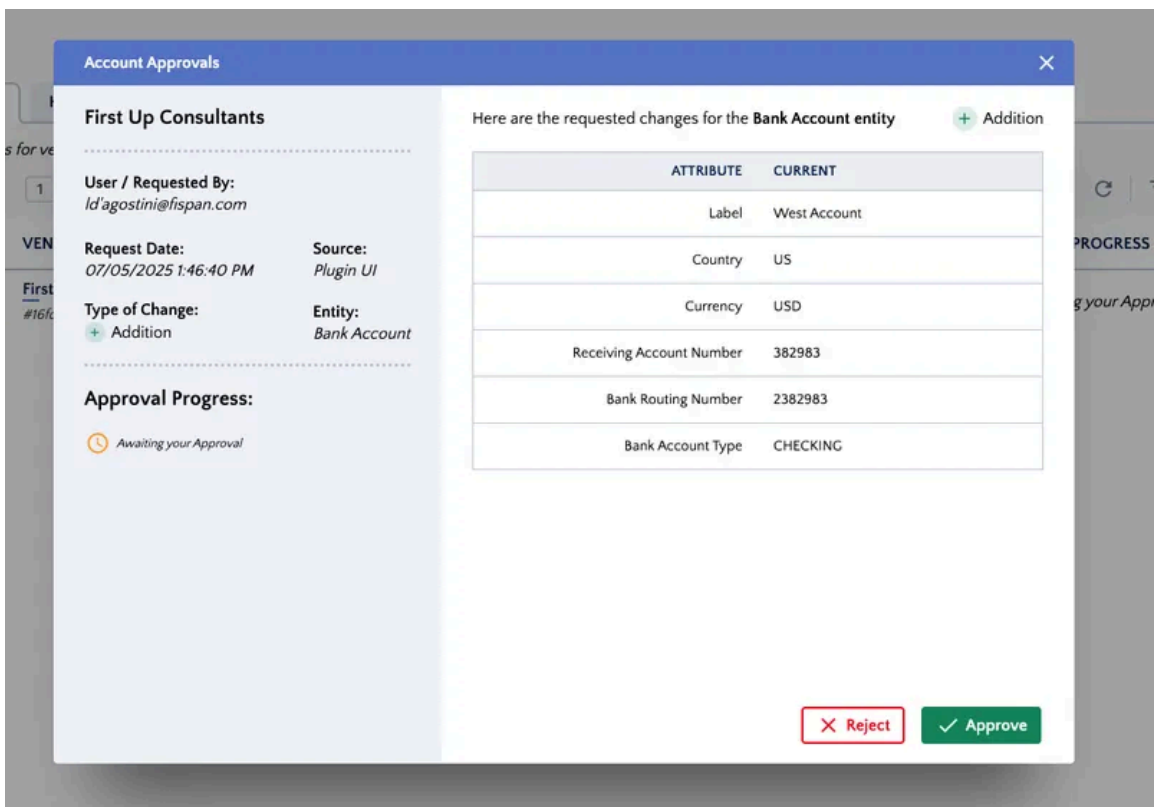


Click Close

Reject a Request

1 Reject Request

After accessing your pending approvals, click into the request you would like to approve.



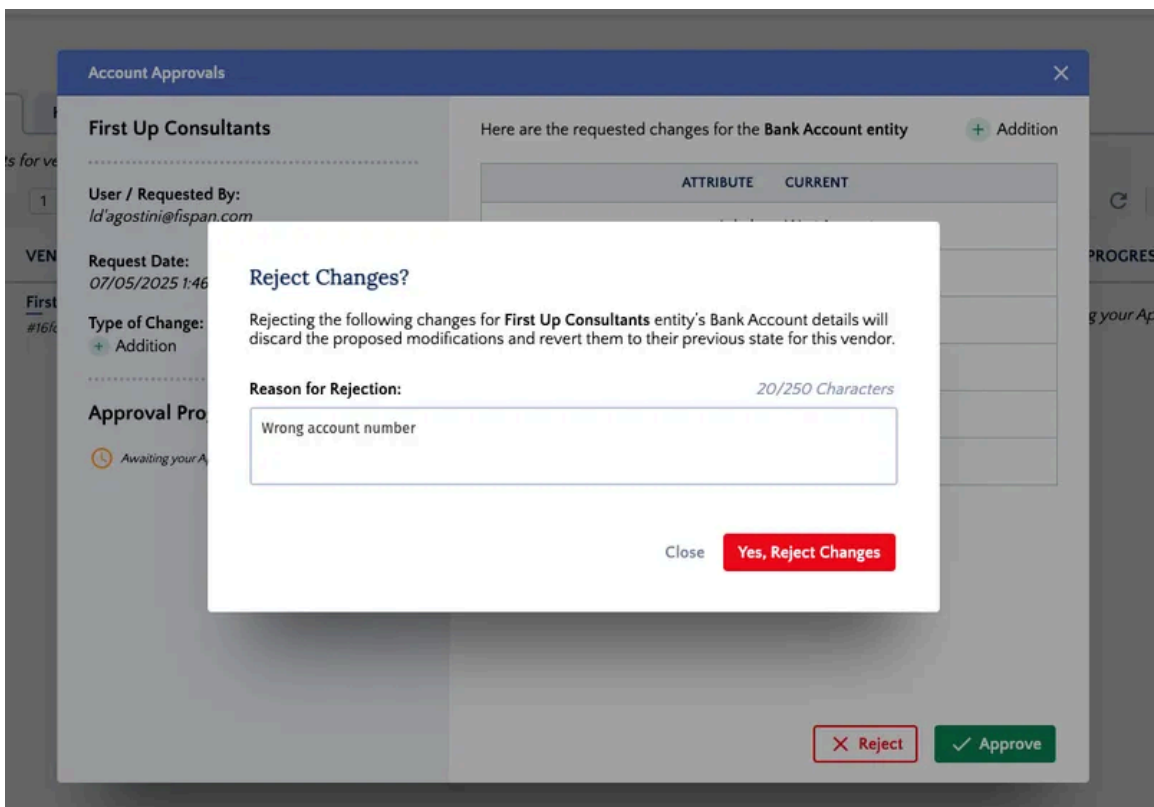
Click Reject

Click **Reject** to deny the proposed changes.

IMPORTANT: Rejection is a terminal action. If a change is rejected in error, the initiating user will need to resubmit the request.

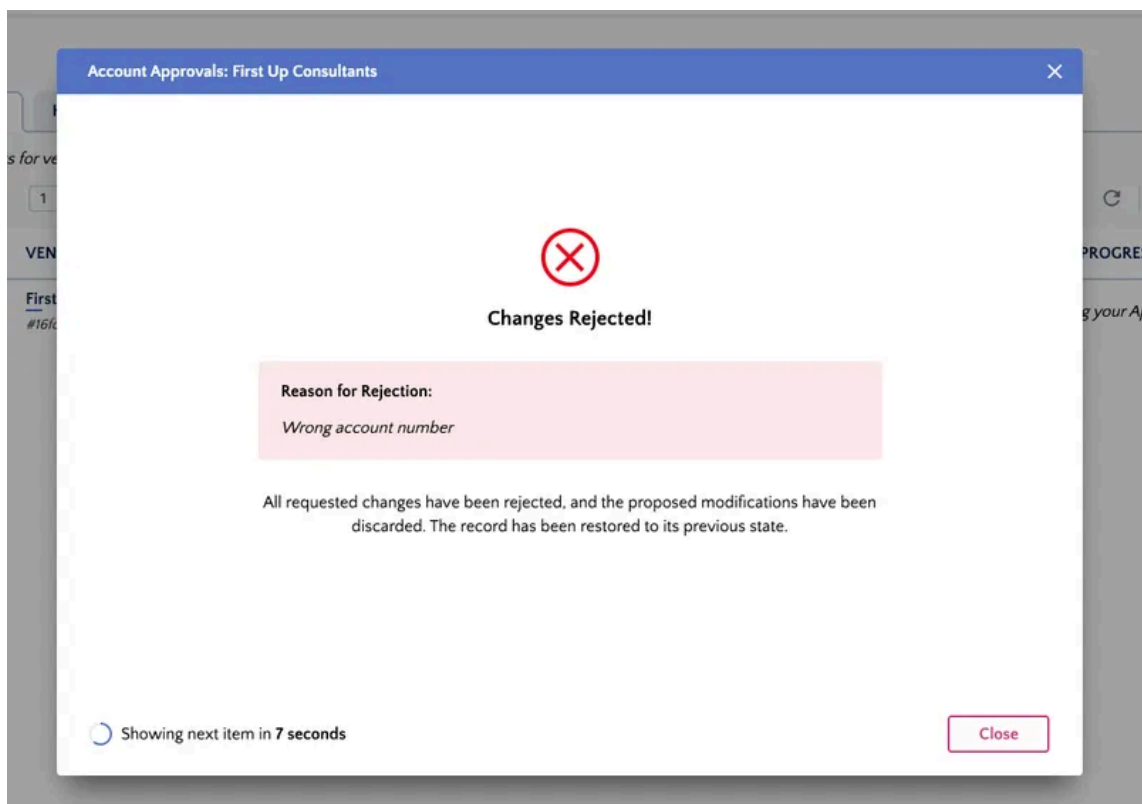
2 Provide Rejection Reason

You will be required to provide a Rejection Reason.



Add a Rejection Reason

Since rejections are final, the request will not be routed to any other approvers, and the proposed changes will be reverted.

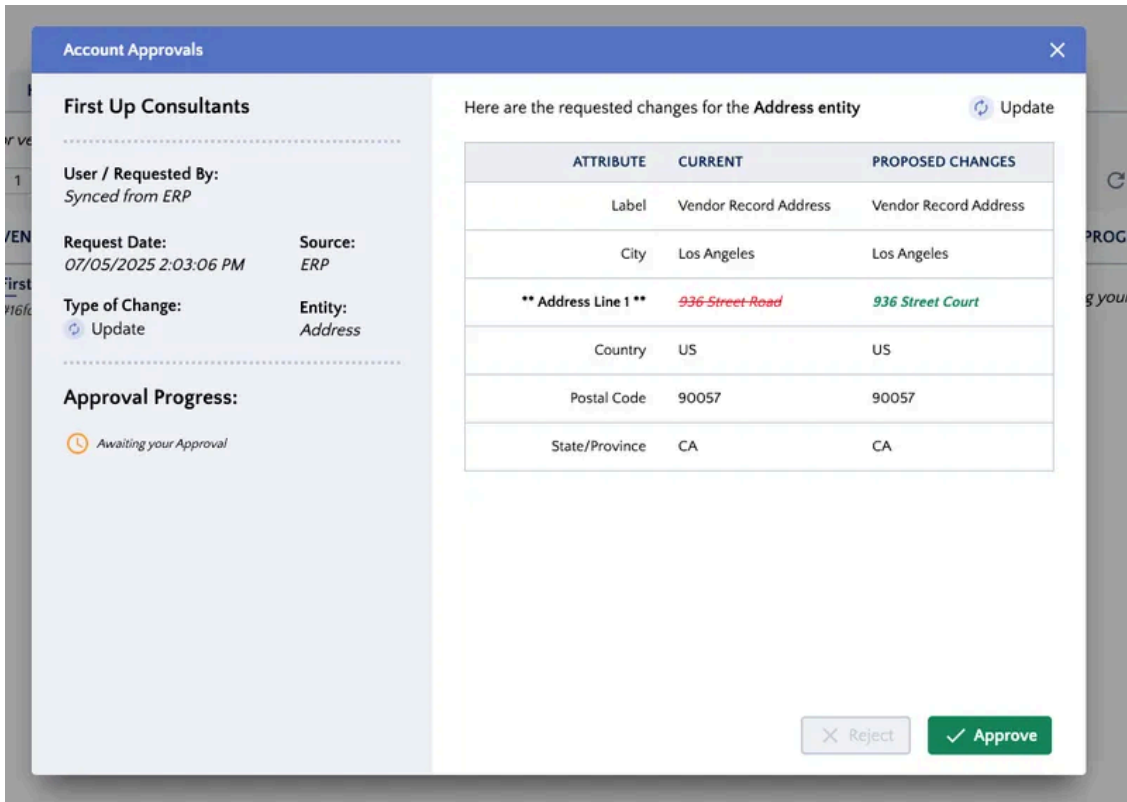


Click Close

ERP Synced Changes

For changes originating directly from your ERP system (ERP-synced changes), the system restricts action to ensure data integrity by disabling the "Reject" button.

This restriction prevents accidental overwrites or conflicts with your core ERP data.



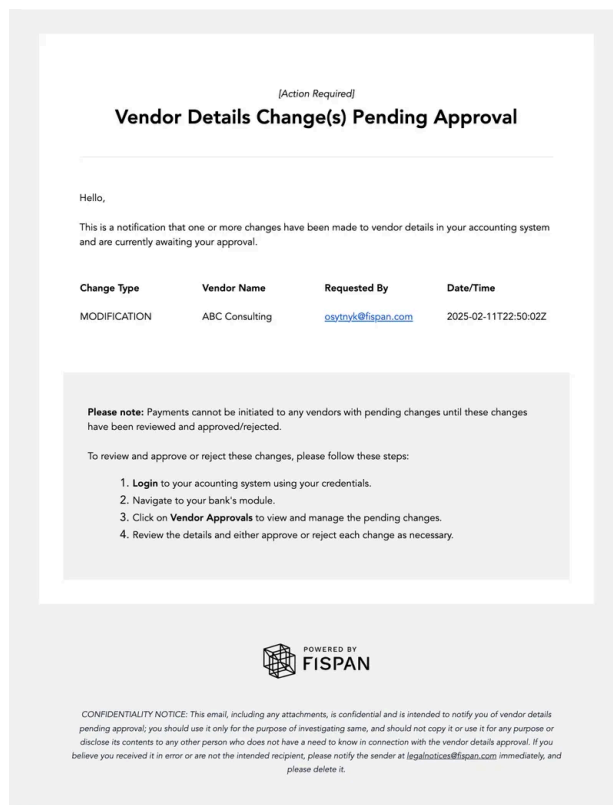
Approve ERP Synced Changes

If an ERP-synced change needs reversal or modification, the initiating user must make the necessary adjustments directly within the ERP system.

Email Notifications

All users within a tier will receive an email when the approval request has been created.

The email has a limit of 100 vendors at a time and will be sent every 30 minutes if there are approval requests being created.




[View Email Notification](#)

Impact of Pending Approvals

When an approval request is created by modifying a vendor's bank details, your plugin updates its interface as follows:

Pay Bills Page

When a vendor has a pending change, payments cannot be processed for that vendor. This restriction ensures you have the most up-to-date information before any payment is initiated.

Vendor Payment Details Under Review All payments to this vendor are temporarily unavailable until their bank details are reviewed and either approved or rejected						300 – CUBIT	Sana inc
						300 – London	Amazon
	<input type="checkbox"/>	15/07/2022	4000	258989	300 – London	Amazon	

Blocked Vendors

A warning icon and a greyed-out checkbox prevent these vendors from being selected for payment.

Payment Methods Page

On the Payment Methods page, the vendor entry will display an icon identifying the pending changes.

Basking Distribution Services	#20011	graham@fispan.com	-	Blaine, WA	98230
C&M	#20030	-	-	-	-
CA Test Vendor	#20028	-	-	Vancouver, BC	V5N0B5
CodeIT	#20002	-	-	Jaffer Ali Bagh Somajiguda, Hyderabad	500082
ConEd New York	#20006	-	-	Long Island City, NY	11101
Connor	#20016	-	-	Beverly Hills, CALI	90210

Vendors with Pending Changes

If you click on the vendor, the specific record that has been changed is highlighted.

CA Test Vendor
✕

i Changes to some payment methods are pending approval. During this time, all payments and any modifications to methods under review will be unavailable until the proposed changes are approved or rejected.

PAYMENT METHODS Enabled: 3 | Total: 3

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Invoices page. To add more, enter your vendor's banking information or address.

View: All Methods Add New

Bank Accounts

- > Five States ✓
USD - US Under Review

Addresses

- > Check - Vendor Record Address ERP 👁 👁

SETTINGS

Payments:

Combine Multiple Invoices

Default Payment Method
Select Method

Check Delivery Method
Default Bank Selection

Remittance Advice

Notify vendor for each payment

Select the email group to send remittance advice on payments made to this vendor.

Account Marked As Under Review

If you open the record, you'll find all fields are greyed out and cannot be edited while the approval is pending.

CA Test Vendor: Bank Account Details

Five States

Country: United States of America | Currency: USD

Under Review

(i) A change request for this account was submitted and is pending approval. During this period, all payments and any modifications to the account will be unavailable until the changes are approved or rejected.

Available Payment Methods

✓ ACH ✓ Wire

Account Details

Account Label: Five States 11/30

Receiving Bank Name: [Empty]

Creditor Agent BIC/Swift Code: [Empty]

Type Of Account: Checking

[Close](#)

Unable to Edit Record

Approvals History

The **Approvals History** page maintains a comprehensive log of all approval requests, including both those that have been approved and those that have been rejected.

Vendor Approvals: All ▾

Vendor Approvals

Vendor Approvals History

Find all requests already reviewed by assigned approvers and their final statuses

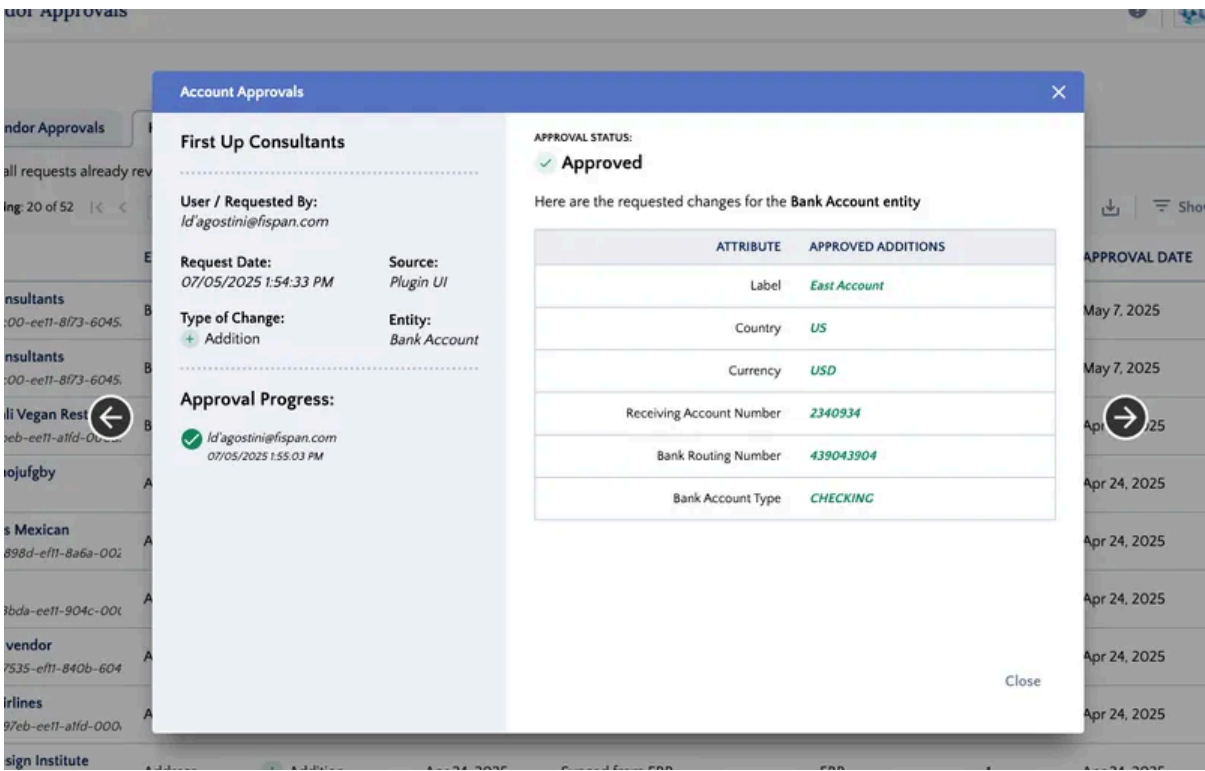
Showing: 20 of 52 | 1 of 3

STATUS	VENDOR	ENTITY	TYPE OF CHANGE	REQUEST DATE	USER / REQUESTED BY	SOURCE	TOTAL APPROVERS	APPR
	First Up Consultants #16f45f6-7c00-ee11-8f73-6045	Bank Account	+ Addition	May 7, 2025	ld'agostini@fispan.com	Plugin UI	1	May 7
	First Up Consultants #16f45f6-7c00-ee11-8f73-6045	Bank Account	+ Addition	May 7, 2025	ld'agostini@fispan.com	Plugin UI	1	May 7

View Approval History

To view more details about a request, you can click **View** and see the following fields:

- **Date and Time:** When the approval or rejection occurred.
- **User:** The individual who approved or rejected the request.
- **Reason:** Any comments or explanations provided for the decision.
- **Source:** The origin of the change request (e.g., manual update, import).



View Approved Record



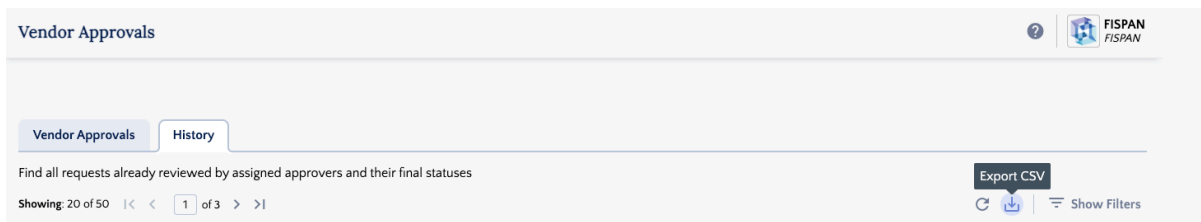
View Rejected Record

Approvals History Export

You can export the Approvals History for record-keeping or analysis. The exported file includes the following columns:

- **Modified On:** The date the change was made
- **Vendor:** Vendor Name
- **Type of Change:** Updated, Added, Deleted
- **User Email:** The user who initiated the change
- **Reviewed By:** User emails who have approved or rejected the change
- **Approval/Rejection Time:** The time when the final approving user reviewed the change or when the rejection was sent.
- **Status:** Approved or Rejected
- **Previous Entry:** This entry reflects its state before it was changed. It will be empty if the history log item pertains to the creation of a new record.
- **Proposed Entry:** This entry reflects the adjustments made after a change was initiated or rejected. If the entry was rejected, it reflects the proposed change. If the entry was approved, it represents the accepted change.
- **Reason for Rejection:** The reason for rejection provided by the rejecting user. This will be empty if the record is an approved item.

To generate this export, click the **Export** button on the Approvals History page.



Click Export

FAQs

✓ **Can I reject ERP-synced changes?**

No, rejection is disabled for ERP-synced changes to prevent data inconsistencies. Please contact the user who initiated the change to resolve any issues.

✓ **What if I accidentally reject a valid change?**

Rejection is a terminal action. If a change is rejected in error, the initiating user must resubmit the request.

3.3. Product Features

3.3.1. Accounts Payable

3.3.1.1. Vendor Payments

3.3.1.1.1. Bill Payments

3.3.1.1.1. Paying Bills (Intacct)

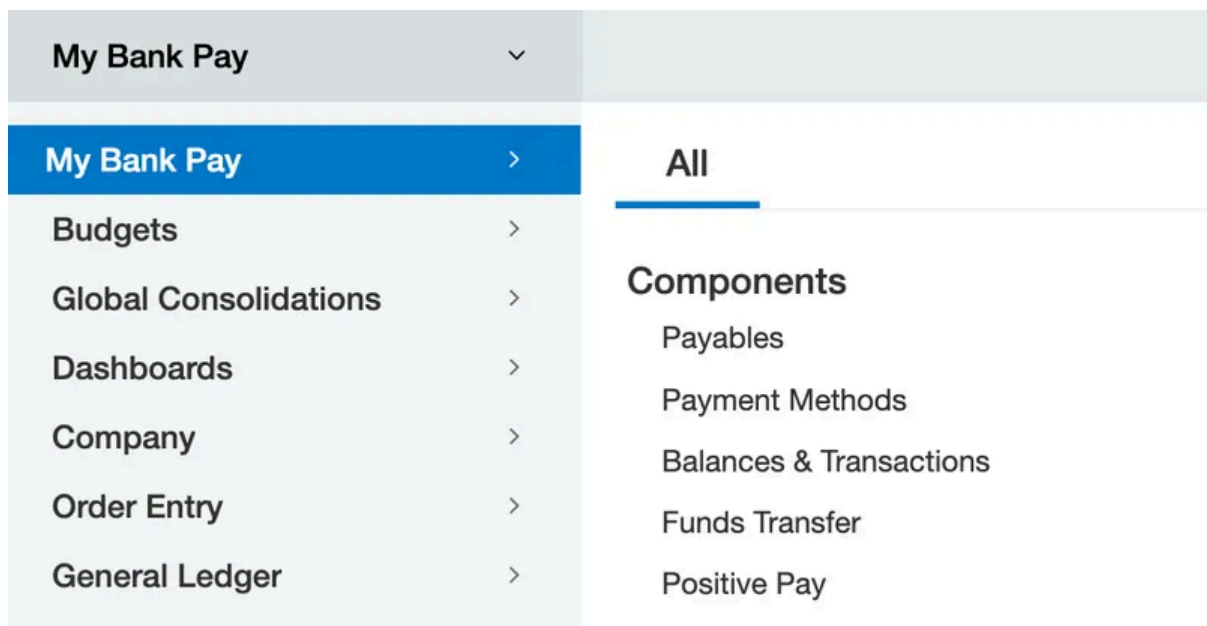
Paying bills in Intacct allows you to remain within your ERP system without needing to access your bank account separately. You can pay a bill individually or improve efficiency by processing them in groups. Follow this guide to learn how to do both.

Pay a Bill

Follow these steps to pay your first Bill with the plugin.

If your Payables page looks different than the screenshots below, you may be running an outdated version of the plugin. Please update the plugin to use the plugin's latest features.

1 Go To Payables



Go to Payables

Go to **Payables**.

2 Select Bills To Pay

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.

Open Bills Failed Bills

FILTERS

CURRENCY: All Currencies FROM DUE DATE: MM/DD/YY TO DUE DATE: MM/DD/YY FROM AMOUNT: TO AMOUNT: BILL NUMBER: VENDOR NAME: DEFAULT PAYMENT METHOD: All Payment Types

Pay Refresh Export (CSV) (1 - 84 of 84)

<input type="checkbox"/>	Due Date	Internal ID	Bill Number	Vendor	Orig. Amt.	Amt. Due	Credits Avail.	Credits to Applly	Disc. Cut-off Date	Discounts	To Pay	Currency	Memo	Date	Payment Method	Remove
<input type="checkbox"/>	11/30/22	1846	were23432	Dorian Burger Store	\$1,000.00	\$880.00	\$980.00	\$0.00	11/30/22	\$20.00 Apply	\$860.00	USD		11/18/22	Please Select...	
<input type="checkbox"/>	08/31/22	1766	API-0026898	Costco	\$5,730.00	\$5,014.60	\$90.00	\$0.00	08/31/22	\$0.00 Apply	\$5,014.60	USD	Monthly Supplies	08/10/22	Please Select...	
<input type="checkbox"/>	08/31/22	1748	43212342	Dorian test	\$1,999.00	\$578.26	\$370.00	\$0.00	08/31/22	\$0.00 Apply	\$578.26	USD	test	08/02/22	Please Select...	

Select and Pay

Then, select the bills you would like to pay using the boxes on the left and select **Pay**.

IMPORTANT: If you delete an open bill directly within the plugin by clicking the trash can 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 bank plugin.

3 Confirm Payment(s)

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.

Confirm Payments ↗ ×

SOURCE ACCOUNT

USD Bus Checking--bank (CustLoginID) ▾

PAYMENTS

Bills	Payments	Amount	Currency
2	1	\$410.00	USD

Confirm Payments

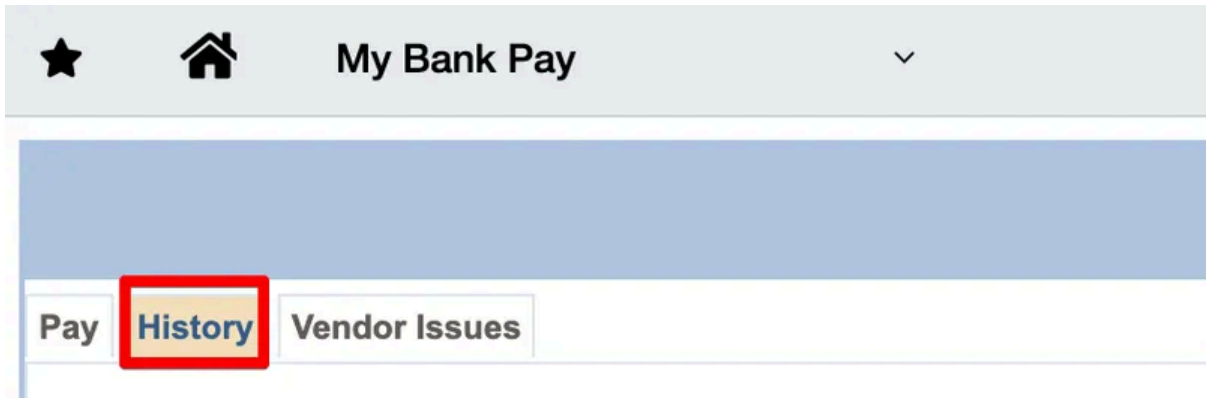
Once you have validated your bills to be paid, select **Confirm**.

WARNING: DO NOT attempt to reverse and repay a bill if you realize you forgot to apply a credit or discount after clicking **Confirm**. Reversing and repaying the bill yourself may cause duplicate payments.

If this situation occurs, please contact FISPAN Support immediately. We need to check if the payment has already left Intacct before you attempt any reversal and repayment.

4 Check the Payment Status

Go to **Payables** → **History**.



Check Payment History

The status will appear as **Received** until the payment has been cleared. Once the payment is complete, the status will display as **Completed**.

[Refresh](#) 1 (1 - 29 of 29)

Payment ID	Date	Vendor	Total Bills	Total Amount	CCY	Pymt. Method	Last Updated	Status
<input type="text" value="Search by ID or Bill number"/>	<input type="text" value="yyyy-mm-dd"/>	<input type="text" value="Search Vendor"/>			<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="yyyy-mm-dd"/>	<input type="text" value="Select Status"/>
> 771d6227-06b5-4dc5-9507-c13c5ccca4b4	11/21/22	Dorian Burger Store	1	\$100.00	USD	CHECK	11/21/22	✓ COMPLETED
> a2d3a84c-a51d-4071-a0b5-eca93711524c	11/18/22	Costco	2	\$50.00	USD	SEPA	11/18/22	✓ COMPLETED
> c7150673-f6b8-49a4-9540-13e3c3f6f93e	11/18/22	Dorian Burger Store	1	\$980.00	USD	CHECK	11/18/22	✓ COMPLETED

Review Status

We recommend checking the Failed Bills tab after sending a payment to confirm the payment was successful. To do so, go to **Payables → Failed Bills**.

A failed bill would look like the following:

Due Date	Internal ID	Bill Number	Vendor	Orig. Amt.	Amt. Due	Credits Avail.	Credits to Apply	Disc. Cut-off Date	Discounts	To Pay	Currency	Memo	Date	Payment Method	Remove	Message
08/31/22	1766	API-0026898	Costco	\$5,730.00	\$5,014.60	\$90.00	\$0.00	08/31/22	\$0.00	\$5,014.60	USD	Monthly Supplies	08/10/22	ACH		[BL01001973] The amount received is greater than the amount to apply. Reduce the amount received, reduce the credit amount to apply, or add an overpayment. Then try again. [Support ID: dVAkDE9037A7EY1wUuP0g2Ap-q2VW%40PxfwAAAAAA]

Failed Bill

A failed bill remains open on the Pay page and can be resubmitted for payment.

Paying Grouped Bills

If you would like to make grouped bill payments, ensure you have enabled the **Combined Bills** setting 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 Payables

My Bank Pay ▾

My Bank Pay >

Budgets >

Global Consolidations >

Dashboards >

Company >

Order Entry >

General Ledger >

All

Components

- Payables
- Payment Methods
- Balances & Transactions
- Funds Transfer
- Positive Pay

[Go to Payables](#)

Go to **Payables**.

2 Pay Grouped Bills

On the Pay page, simply select all the bills you wish to pay and click **Pay**.

<input type="checkbox"/>	Due Date	Internal ID	Bill Number	Vendor	Orig. Amt.	Amt. Due	Credits Avail.	Credits to Apply	Disc. Cut-off Date	Discounts	To Pay	Currency	Memo	Date	Payment Method	Remove
<input checked="" type="checkbox"/>	02/28/23	1878	23432323	Dorish Burger Store	\$5,100.00	\$200.00	\$970.00	\$0.00	02/28/23	\$102.00 Apply	\$98.00	USD		02/13/23	Check	
<input checked="" type="checkbox"/>	02/28/23	1880	ewg33232333	Dorish Burger Store	\$5,100.00	\$5,100.00	\$970.00	\$0.00	02/28/23	\$102.00 Apply	\$4,998.00	USD		02/13/23	Check	
<input checked="" type="checkbox"/>	01/31/23	1869	123543	Dorish Burger Store	\$1,000.00	\$500.00	\$970.00	\$0.00	12/31/22	\$0.00 Apply	\$500.00	USD		12/22/22	Check	
<input checked="" type="checkbox"/>	01/31/23	1870	ds123456789876	Dorish Burger Store	\$5,000.00	\$5,000.00	\$970.00	\$0.00	12/31/22	\$0.00 Apply	\$5,000.00	USD		12/22/22	Check	

Paying Grouped Bills

The Confirmation Payment window appears. You can select the Source Account and verify the number of bills against payments. Click **Confirm** to send the 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.

Confirm Payments ↗ ✕

SOURCE ACCOUNT

B01--Security State Bank - Checking Main ▾

PAYMENTS

Bills	Payments	Amount	Currency
4	1	\$10,596.00	USD

Confirmation window grouped bills

After clicking **Confirm**, your payment will begin transmitting.

3 View Payment Status

Next, navigate to the History page to see the Payment Status.

Refresh Export (1 - 37 of 37)

Payment ID	Date	Vendor	Total Bills	Total Amount	CCY	Pymt. Method	Last Updated	Status
7c7f46f2-2f33-4588-987b-a02e62381da4	02/17/23	Dortan Burger Store	4	\$10,596.00	USD	CHECK	02/17/23	COMPLETED
Transaction ID: 1676661840 Status Message: Request fulfilled successfully View Details								
BILL NUMBER	DUE DATE	BILL AMT.	AMT DUE	CREDITS USED	DISC. USED	AMT. PAID		
23432323 <small>Internal ID: 1878</small>	02/28/23	\$5,100.00	\$98.00	\$0.00	\$102.00	\$98.00		
ewq33232333 <small>Internal ID: 1880</small>	02/28/23	\$5,100.00	\$4,998.00	\$0.00	\$102.00	\$4,998.00		
123543 <small>Internal ID: 1869</small>	01/31/23	\$1,000.00	\$500.00	\$0.00	\$0.00	\$500.00		
da123456789876 <small>Internal ID: 1870</small>	01/31/23	\$5,000.00	\$5,000.00	\$0.00	\$0.00	\$5,000.00		

History Page for Grouped Bills

NOTE: Enabling the **Combined Bills** function means only one remittance email will be sent. This email covers all the multiple bills that were grouped into a single payment.

If you do not enable this feature, each paid bill is treated as a unique, separate payment. This results in multiple payments being created and, consequently, multiple remittance emails being sent to the vendor.

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?**

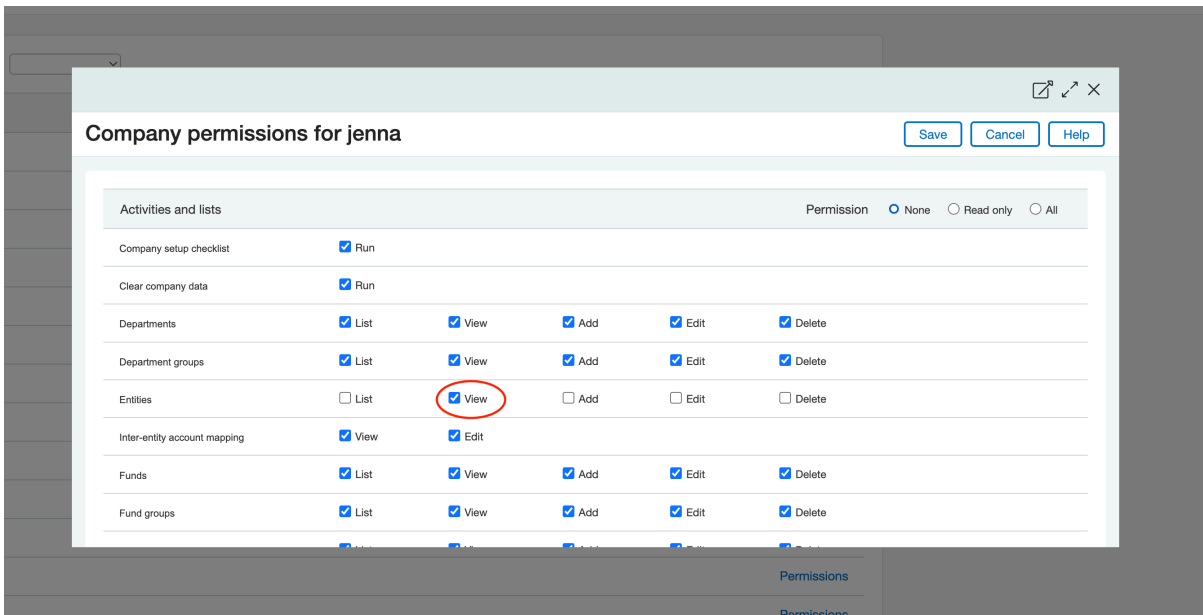
If you pay a bill with partial payments, the same bill will appear multiple times on the History page. Similarly, if a bill has failed and has been repaid, it will also appear in multiple payments on the History page.

✓ **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 plugin?**

When a bill is paid through the 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.

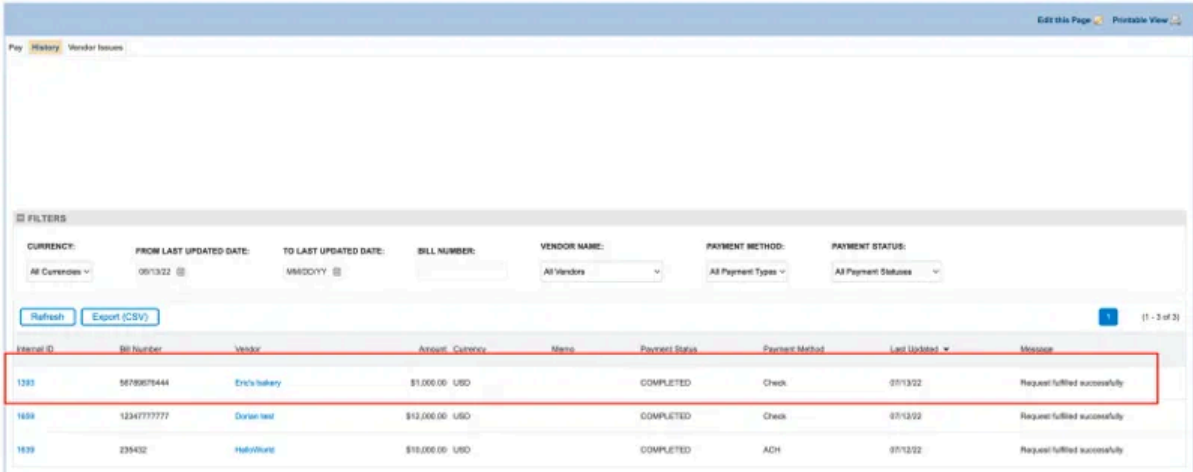
3.3.1.1.2. Voiding & Repaying Bills (Intacct)

Voiding bills is supported directly within the plugin. 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 (**Payables** → **History**).



The screenshot shows the 'History' page in Intacct. It features a filter section at the top with fields for CURRENCY, FROM LAST UPDATED DATE, TO LAST UPDATED DATE, BILL NUMBER, VENDOR NAME, PAYMENT METHOD, and PAYMENT STATUS. Below the filters is a table with columns: Internal ID, Bill Number, Vendor, Amount, Currency, Memo, Payment Status, Payment Method, Last Updated, and Message. The first row of the table is highlighted with a red border.

Internal ID	Bill Number	Vendor	Amount	Currency	Memo	Payment Status	Payment Method	Last Updated	Message
1282	5678901234	Eric's Bakery	\$1,000.00	USD		COMPLETED	Check	07/13/22	Request fulfilled successfully
1688	1234567890	Dorian's Deli	\$12,000.00	USD		COMPLETED	Check	07/13/22	Request fulfilled successfully
1689	2345678901	Habitat	\$10,000.00	USD		COMPLETED	ACH	07/12/22	Request fulfilled successfully

Find the Bill

2 Check Bill Status

Open the bill record (internalID) and confirm the bill has been **PAID IN FULL**.

You can select the tab in the submenu to confirm that the bill payment has reached the plugin.

Bill 56789876444 Post Print Edit Duplicate Done More actions

Transaction Posting details History My Bank Pay

Eric's bakery (V133)
Vendor ID balance: [View due](#)

Bill date 05/10/22	Due date 05/31/22	Bill total 1,000.00 USD	Amount paid 1,000.00 USD	Amount due 0.00 USD		Paid in full on 07/13/22 Multiple payments
-----------------------	----------------------	----------------------------	-----------------------------	------------------------	--	--

Date 05/10/22	GL posting date 05/10/22	
Vendor V133-Eric's bakery	Pay to Eric's bakery(V133)	Return to Eric's bakery(V133)
	1008 Expo Boulevard 3102 vancouver, British Columbia V6Z 2V9 demond@hagan.com	1008 Expo Boulevard 3102 vancouver, British Columbia V6Z 2V9 demond@hagan.com
Bill number 56789876444	Reference number --	Description

Term 2% 10 Net 30	Recommended to pay on --	Attachment --
Due date 05/31/22	Payment priority Normal	<input type="checkbox"/> Place this bill on hold

Check Bill Status

Select the **Paid in full** to see the corresponding journal entries.

3 Choose Journal Entries to Void

Select the journal entries that you would like to void.

Bills Register Customize View Print Process & store Email Add to dashboard Memoize Export

Item	Due date	GL Account	Department	Fund	Descr	Memo	Curr	Tax amount	Base amount ()	Amount paid ()	Paid by/Paid to	Method	Pay date	Bank account
176444	05/31/22	5300-- Office Supplies	100-- Counseling Services	202-- Eastlake			USD	500.00	500.00	490.00	2dfe878c- 1471-46fa- 98af- 2fe014544ad8	EFT	05/10/22	B01
									500.00	10.00	2dfe878c- 1471-46fa- 98af- 2fe014544ad8	Discount	05/10/22	B01
									500.00	(490.00)	Voided - 2dfe878c- 1471-46fa- 98af- 2fe014544ad8	EFT	05/14/22	B01
											Voided -			

Choose Entries to Void

4 Void the Bill

Void the bill by clicking the **Void** button on any line item. If the bill was not paid in full, it will be reopened and available for future payment.

Bills Register Customize View Print Process & store Email Add to dashboard Memoize Export

Account	Transaction date	Description	Transaction number	Ref Number	Cleared	Currency	Tax debit	Debit	Tax credit	Credit	Balance	Owner/Entity
B01 - Security State Bank - Checking Main - Account No:512544556302												
		Beginning Balance:										
	07/13/22	V133 - Eric's bakery	2c157cab-1648-41a4-bc45-c2b0d8b22e7f		Transit	USD			932.00	932.00	932.00	Void
					Totals:		0.00			932.00	932.00	

Void the Bill

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
22/12/22

Document number
d9f3f766-1f2b-4498-85c2-540c1c725dc9

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	<input type="checkbox"/>	3131355	09/11/22	09/12/22	400.00	400.00	<input type="text"/>

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.

Bill 56789876444 Post Print Edit Duplicate Done More actions

Transaction Posting details History My Bank Pay

Eric's bakery (V133)
Vendor ID balance: [View due](#)

Bill date	Due date	Overdue	Bill total	Amount paid	Amount due		Partially paid EFT: #c:15/cab-1648-41a4-bc45-c2bd38b22e7f
05/10/22	05/31/22	43 days	1,000.00 USD	902.00 USD	98.00 USD		

Date	GL posting date	
05/10/22	05/10/22	
Vendor	Pay to	Return to
V133-Eric's bakery	Eric's bakery(V133)	Eric's bakery(V133)
	1008 Expo Boulevard 3102 vancouver, British Columbia V6Z 2V9 demon@hspan.com	1008 Expo Boulevard 3102 vancouver, British Columbia V6Z 2V9 demon@hspan.com
Bill number	Reference number	Description
00789876444	--	

Term	Recommended to pay on	Attachment
2% 10 Net 30	--	

Check Reopened Bill

Repaying a Previously Voided Bill

1 Find & Pay Bill

Find the previously voided bill on the Pay Vendor Bills page in **Payables** → **Pay**.

Pay the bill as normal.

Confirm the bill has been paid and appears on the History page. Go to **Payables** → **History**.

Open Bills Failed Bills

FILTERS

CURRENCY: All Currencies | FROM DUE DATE: MM/DD/YY | TO DUE DATE: MM/DD/YY | FROM AMOUNT: | TO AMOUNT: | BILL NUMBER: | VENDOR NAME: | DEFAULT PAYMENT METHOD: All Payment Types

Play Refresh Export (CSV)

Due Date	Internal ID	Bill Number	Vendor	Orig. Amt.	Amt. Due	Credits Avail.	Credits to Apply	Discounts	To Pay	Currency	Memo	Date	Payment Method	Remove
07/31/22	1888	2387999	Dorian-test	\$3,969.00	\$3,969.00	\$170.00	\$0.00	\$73.88	\$3,919.02	USD		07/31/22	Please Select...	
07/31/22	1858	1234777777	Dorian-test	\$12,000.00	\$12,000.00	\$170.00	\$0.00	\$243.00	\$11,790.00	USD		07/31/22	Please Select...	
07/31/22	1880	4322342	Dorian-test	\$12,000.00	\$6,000.00	\$170.00	\$0.00	\$133.00	\$5,867.00	USD		07/31/22	Please Select...	
08/06/22	1838	235432	HelixWorld	\$10,000.00	\$10,000.00	\$310.00	\$0.00	\$3.00	\$10,000.00	USD		07/07/22	Please Select...	
05/10/22	1363	56789876444	Eric's bakery	\$1,000.00	\$98.00	\$775.00	\$0.00	\$0.00	\$98.00	USD		05/10/22	Please Select...	
05/10/22	1451	14779543	Adj Test	\$1,000.00	\$30.00	\$0.00	\$0.00	\$0.00	\$30.00	USD		05/10/22	Please Select...	

Go to Find & Pay Bill

2 Check the Bill Status

Open the bill record and confirm the bill has been **PAID IN FULL**. 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 as seen in Step 2 of "How to Void a Bill".

Bill 56789876444

Post Print Edit Duplicate Done More actions

Transaction Posting details History My Bank Pay

Eric's bakery (V133)
Vendor ID balance: View due

Bill date	Due date	Bill total	Amount paid	Amount due		Paid in full on 07/13/22 Multiple payments
05/10/22	05/31/22	1,000.00 USD	1,000.00 USD	0.00 USD		

Date	GL posting date
05/10/22	05/10/22
Vendor	Pay to
V133-Eric's bakery	Eric's bakery(V133)
	Return to
	Eric's bakery(V133)
	1008 Expo Boulevard
	3102
	vancouver, British Columbia V6Z
	J4V9
	clairson@hapan.com
Bill number	Reference number
56789876444	--
Term	Recommended to pay on
2% 10 Net 30	--
Due date	Payment priority
05/31/22	Normal
	Attachment
	<input type="checkbox"/> Place this bill on hold

Check Bill Status

3.3.1.1.3. Making Adjustments (Intacct)

Adjustments, such as credit notes, must be defined 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.

To ensure the credit amounts and references are correctly included in the Remittance Advice email, you must use **Account Payables → Adjustments** to create credit notes and make adjustments.

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.

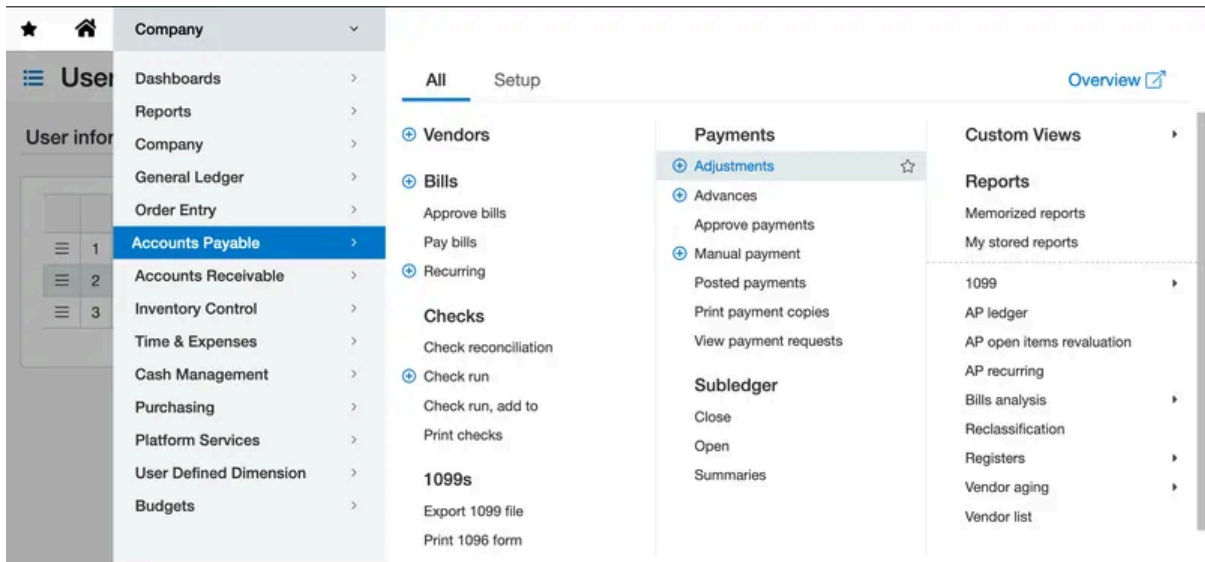
NOTE: Make sure that the adjustment type is a **Debit Memo**. The plugin does not currently support what native Intacct calls **Credit Memos**.

Make an Adjustment

To make an adjustment, follow these steps.

1 Go to Adjustments

Navigate to **Account Payables → Adjustments**.



Go to Adjustments

2 Make Adjustments

Input the amount you would like to apply to the bill in the **Credits to Apply** field.

<input type="checkbox"/>	Due Date	Internal ID	Bill Number	Vendor	Orig. Amt.	Amt. Due	Credits Avail.	Credits to Apply	Disc. Cut-off Date	Discounts	To Pay	Currency	Memo	Date	Payment Method	Remove
<input type="checkbox"/>	11/30/22	1846	were23432	Dorian Burger Store	\$1,000.00	\$880.00	\$880.00	<input type="text" value="\$100.00"/>	11/30/22	\$20.00 Apply	<input type="text" value="\$760.00"/>	USD		11/18/22	Please Select...	

Apply credits

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.

Simply head over to **Account Payables → 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. Head over 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.

3.3.1.1.4. Applying Discounts (Intacct)

The discount feature allows you to apply available discounts to payments processed through the plugin, and the payment request sent to the bank will automatically reflect the discount amount.

Applying Discounts

You can apply discounts when paying a bill. Discount terms cannot be applied to bills that are only partially paid.

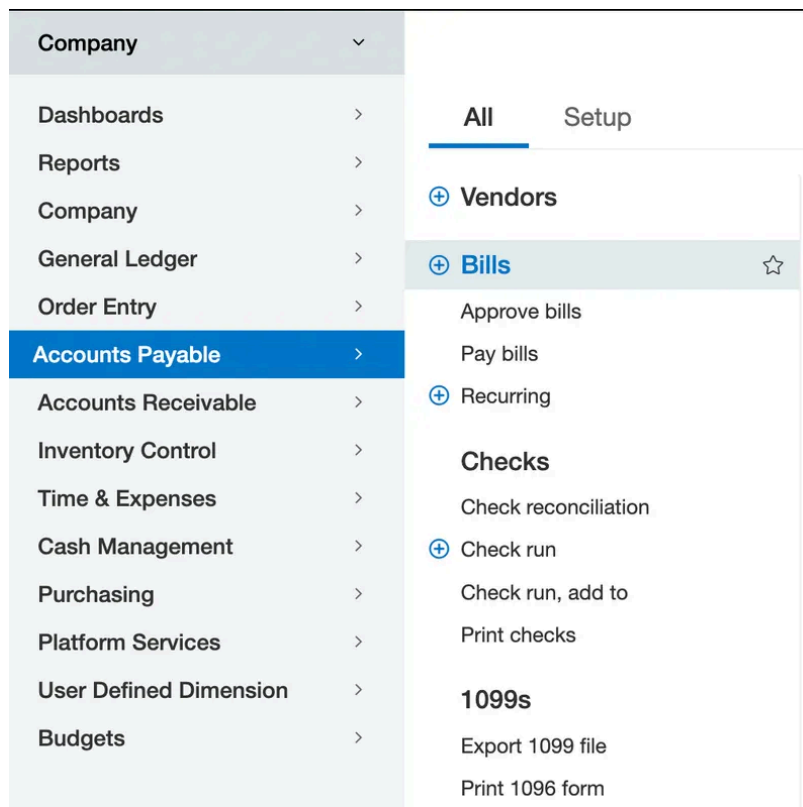
To successfully apply a discount, you must meet one of the following two conditions:

1. You are paying the bill in full with a single payment.
2. You are making the final partial payment on the bill. The discount can be applied only if this final payment clears the remaining amount due on the bill.

Follow these steps to apply discounts to a payment.

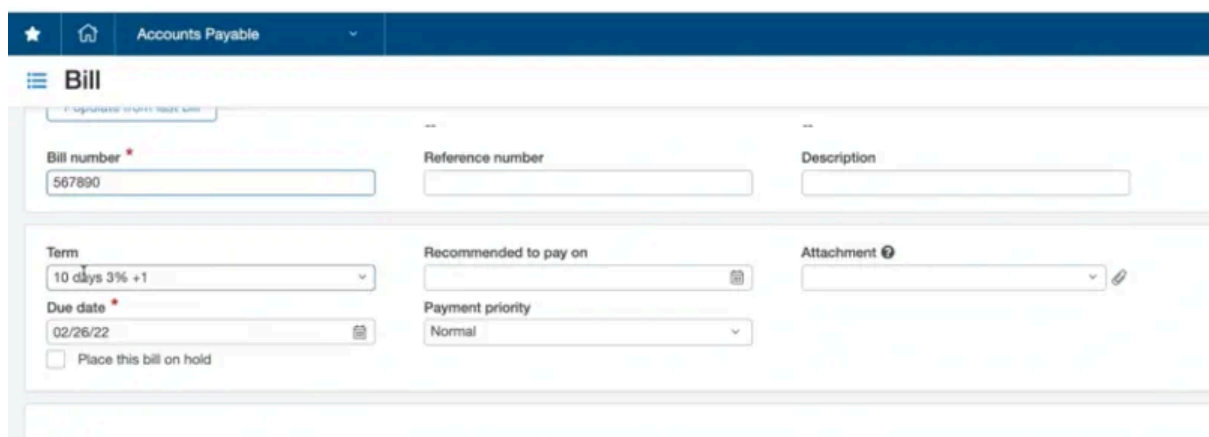
1 Set Payment Terms

Go to **Accounts Payable** → **Bills** to create or edit a bill.



Go to Bills

Open a bill and select **Terms**. Enter the discount term you would like to use from the dropdown menu.



Enter Discount

Go to **Payables**. Use the filters to find the bills you would like to pay.

The image shows a navigation menu with a sidebar on the left and a main menu on the right. The sidebar has 'My Bank Pay' selected. The main menu has 'All' selected, and under the 'Components' section, 'Payables' is highlighted with a red box.

Go to Payables

The discount associated with that bill will auto-populate in the **Discounts** column and apply to the bill by default.

The screenshot shows the 'Open Bills' interface. At the top, there are tabs for 'Open Bills' and 'Failed Bills'. Below is a 'FILTERS' section with various search criteria. The main table has columns for 'Due Date', 'Internal ID', 'Bill Number', 'Vendor', 'Orig. Amt.', 'Amt. Due', 'Credits Avail.', 'Credits to Apply', 'Disc. Cut-off Date', 'Discounts', 'To Pay', 'Currency', 'Memo', 'Date', 'Payment Method', and 'Remove'. The 'Discounts' column is highlighted with a red box, showing values like '\$20.00 Apply', '\$0.00 Apply', and '\$0.00 Apply'. The 'To Pay' column also shows values like '\$860.00 USD', '\$5,014.60 USD', and '\$578.26 USD'. The 'Payment Method' column has a dropdown menu with 'Please Select...'.

Discounts column

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 *

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 Payables 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.

NOTE: If you navigate away from or refresh the Payables page, the **Apply** checkbox will be automatically rechecked.

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 Payables 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 partial payment on the bill. If there is no amount due left on the bill (after that last payment), you can apply the discount.

Hover over the "i" icon in the Discounts and To Pay columns to receive an explanation of 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 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).

✓ **Why is Native Intacct not passing my discount while the plugin does?**

When the payment date is set to be after the discount cut-off date, but the discount as of date is set to before the discount cut-off date, the plugin does not replicate native Intacct.

Intacct offers a partial payment without the discount being taken into account, while the plugin sends the payment with the discount.

3.3.1.1.2. Payment Methods (Intacct)

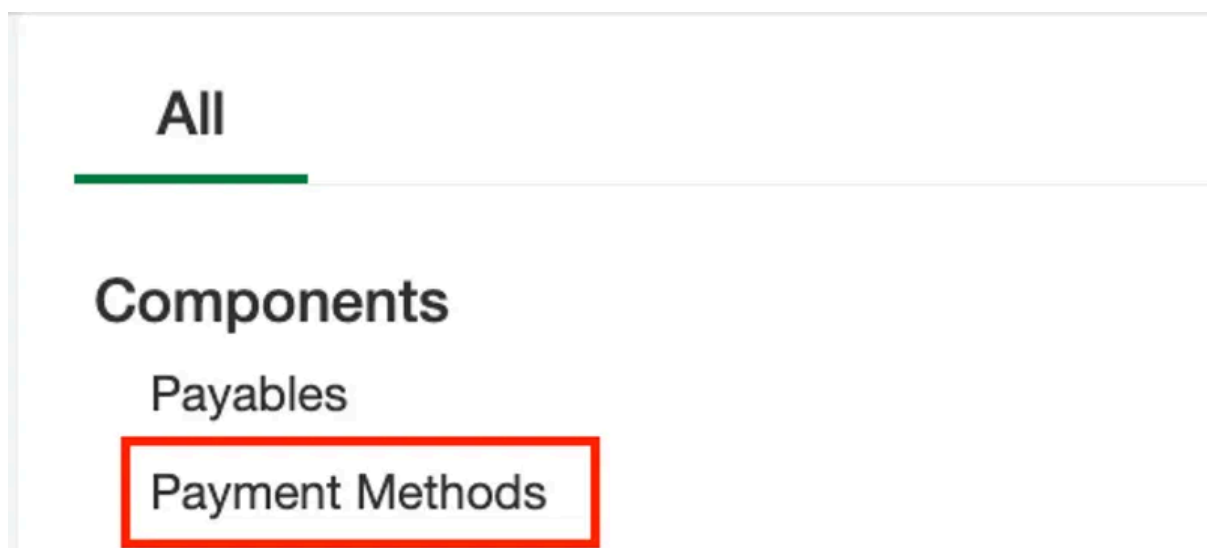
Manage payment methods directly in Intacct by following this guide, covering vendor payment information and default settings.

Update Payment Methods

From anywhere in Intacct, you can navigate to the Payment Method page.

1 Navigate to Payment Methods

Click on your plugin and then **Payment Methods** to begin.



Select Payment Methods

2 Edit Vendor Details

The Payment Method page enables you to manage payment information for each vendor. Click on the vendor you would like to manage by hovering over the vendor or selecting the **Edit** button.

Payment Methods

Manage and edit all your vendors' payment methods and keep the information up to date.

LAST UPDATED: Vendors: about 1 hour ago

Refresh Export Import

(1 - 29 of 29)

Vendor Name ▲	Vendor ID	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Combined Bills	Remittance	Pymt. Methods	Default Method
<input type="text" value="Search Vendor..."/>	<input type="text" value="Search Vendor ID..."/>	<input type="text" value="Search Email..."/>							All Payment Types
Amazon	#20008	-	(123) 456-7890	San Francisco,	15674			✓ Check ✓ ACH	Check - Vendor Record Address
ARC Consulting	#20005	-	-	Shanghai, Shanghai	200025			✓ Check ✓ ACH	ACH - Vendor Record Bank Acc

View Vendors

The Payment Method pop-up will appear, which allows you to add and store three different types of data: Bank Accounts, Addresses, and Email Groups.

If you have any bank accounts, addresses, or emails stored natively, they will be imported automatically upon installation of the plugin. They are not editable in the plugin. These accounts are indicated by the ERP icon next to the label.

The screenshot displays the 'ARC Consulting' vendor profile page. The left pane, titled 'PAYMENT METHODS', shows 'Enabled: 9 | Total: 10'. Below this, a note states: 'Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Invoices page. To add more, enter your vendor's banking information or address.' There is a 'View: All Methods' dropdown and an 'Add New' button. Under the 'Bank Accounts' section, two methods are listed: 'Vendor Record Bank Account US - USD' (with 'ERP' and '2 out of 2' indicators) and 'Five States' (with 'USD - US'). Under the 'Addresses' section, 'Check - Vendor Record Address' is listed with 'ERP' and a toggle switch.

The right pane, titled 'SETTINGS', has a 'Payments' section with a 'Combine Multiple Invoices' toggle switch that is turned on. Below that, the 'Default Payment Method' is set to 'ACH - Vendor Record Bank Account US - USD -- ACH' via a dropdown menu.

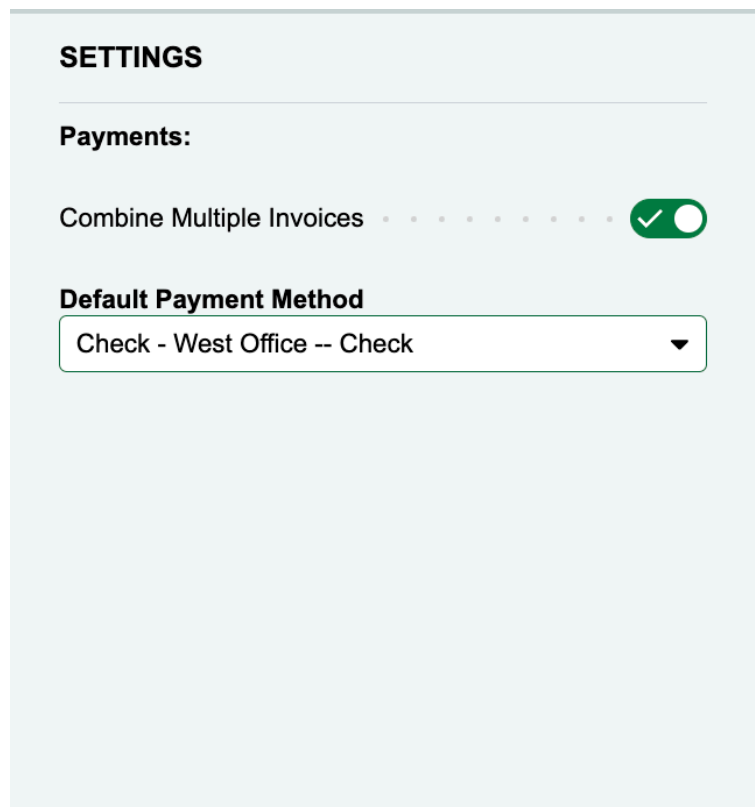
[View Vendor Profile](#)

3 Set Default Payment Method

On the Payment Method pop-up, you can toggle on **Combine Multiple Bills**.

This allows you to send multiple bills for the same payment method as one payment. For example, if you were processing five bills, you would be processing one payment instead.

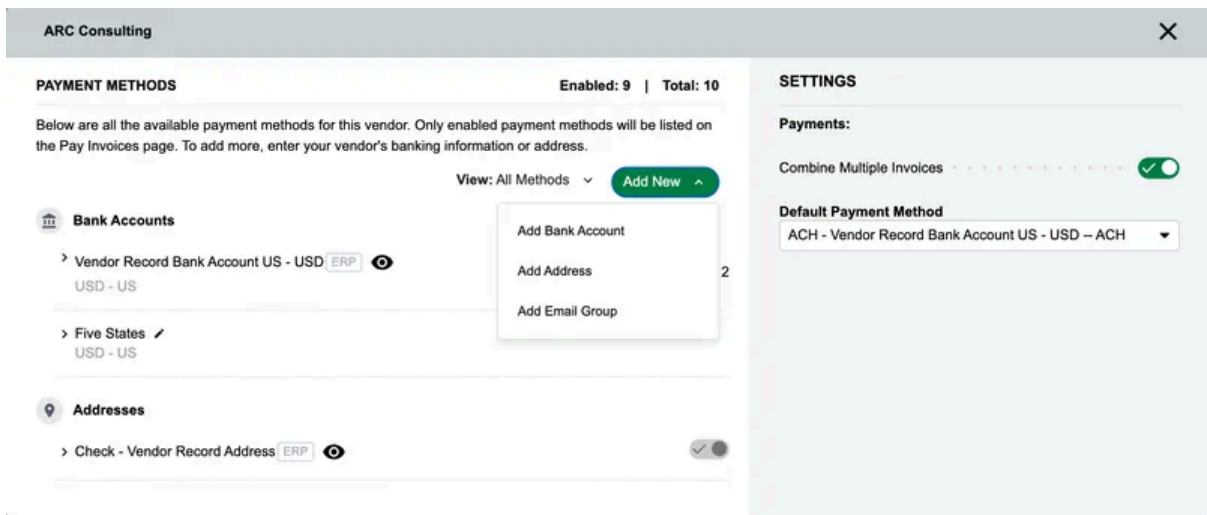
You can also select a **Default Payment Method** from this dropdown. This will populate every bill for this vendor on the Pay Bills page with this payment method. It can be updated and changed every time. You can also change the payment method on the Pay Bills page for one-off payments; it will just not default in the future.



Payment Settings

4 Add Bank Accounts

To add bank accounts, click on the **Add Bank Account** button.



Select Add Bank Account

Select the **Country** and **Currency** of the bank account you would like to add.

New Bank Country and Currency

Next, fill in the banking information based on the data provided to you. Be sure to enter a unique label. Once you have done that, click **Validate Account Info**.

Click Validate Account Info

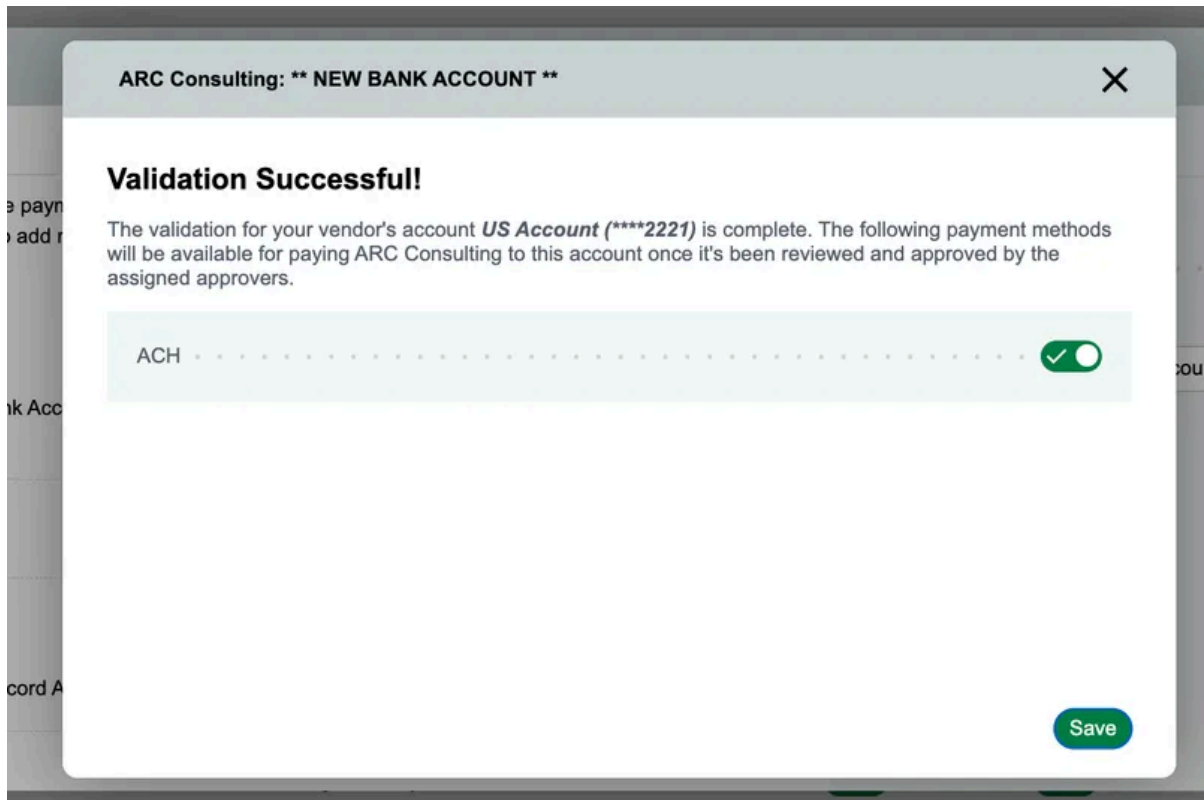
Note: All bank accounts will be saved as a checking account unless otherwise indicated by changing the **Type of Account** field.

Next, the account information will be validated. This ensures that the values you have entered allow you to pay only payment methods that are available based on the information provided. For example, it will not let you make an ACH payment if no Routing Number is provided.

However, the screen does not validate the accuracy of the information provided.

If the validation **fails**, you can return to the account details and modify the information. The information will now be re-validated.

If the validation is **successful**, you will be able to toggle the payment method on and off and save it.



5 Add Addresses

To add vendor mailing addresses, click on the **Add Address** button.

ARC Consulting ✕

PAYMENT METHODS Enabled: 9 | Total: 10

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Invoices 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
- > Five States ✓
USD - US

Addresses

- > Check - Vendor Record Address ERP 👁 ✔

SETTINGS

Payments:

Combine Multiple Invoices ✔

Default Payment Method

ACH - Vendor Record Bank Account US - USD - ACH ▾

Click Add Address

Add your address details to the fields. After that, click **Save**.

ARC Consulting: ** NEW ADDRESS ** ✕

New Address
Country: United States of America

Enter the following information to add an address for your vendor.

Label 0/30

Address

Address 2 (Optional)

Country/Region Code United States of America

City

State/Province ▾

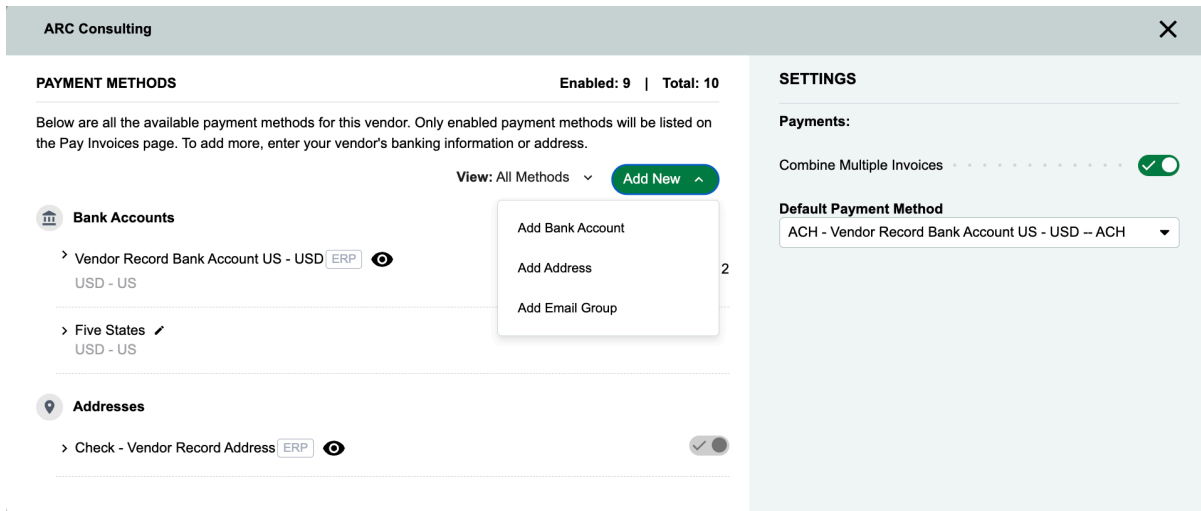
Postal/ZIP Code

Cancel Save

Add Address and Save

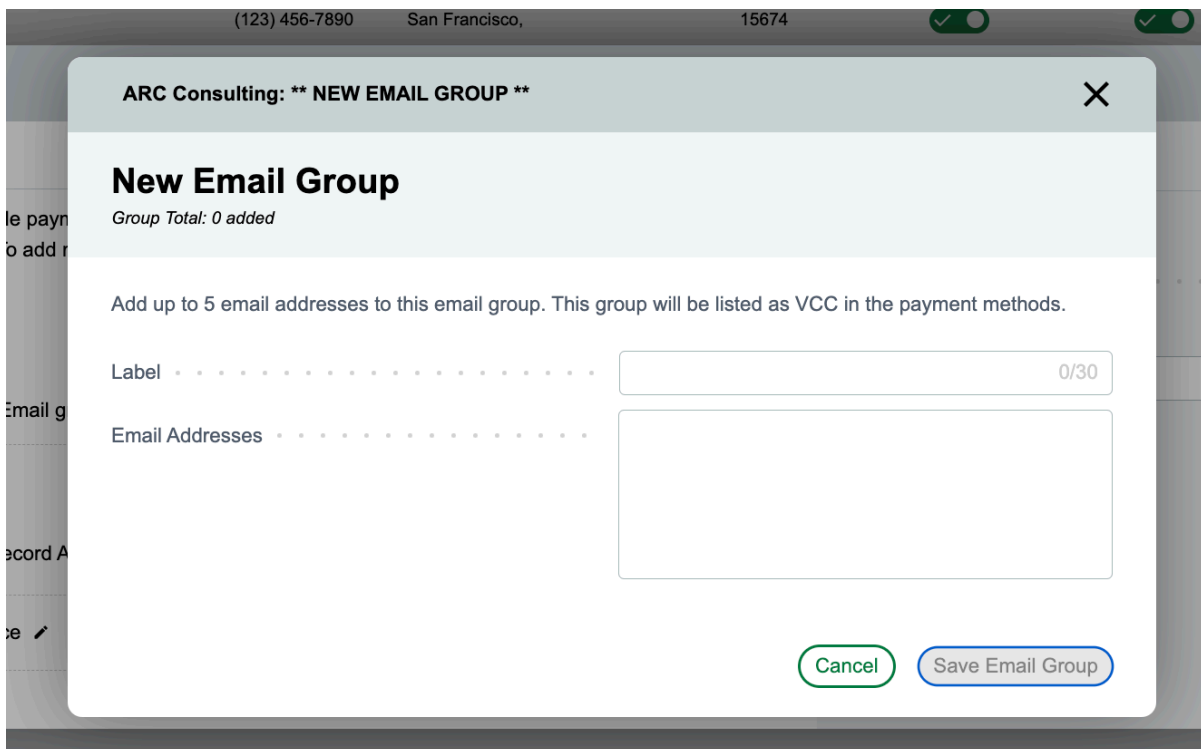
Add Email Addresses

To add email addresses, click on the **Add Email Group** button.



Select Add Email Group

Add email address details to the fields. You can add up to 5 emails by clicking enter after each entry. After that, click **Save New Email Group**.



Add Email Group Details

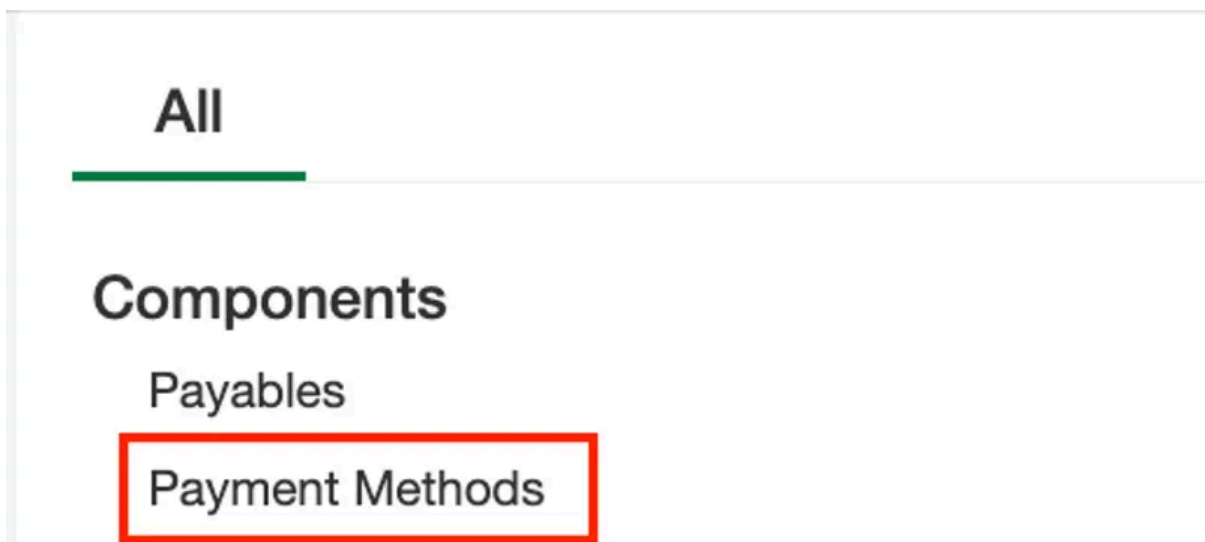
NOTE: If the remittance product is enabled, you can also use this email group to send remittance emails.

3.3.1.1.2.1. Enabling Grouped Bills (Intacct)

Simplify your payments by using the Combine Bills option for vendors, which allows you to group multiple bills into a single payment. Follow these steps to learn how to enable this feature.

1 Navigate to Payment Methods

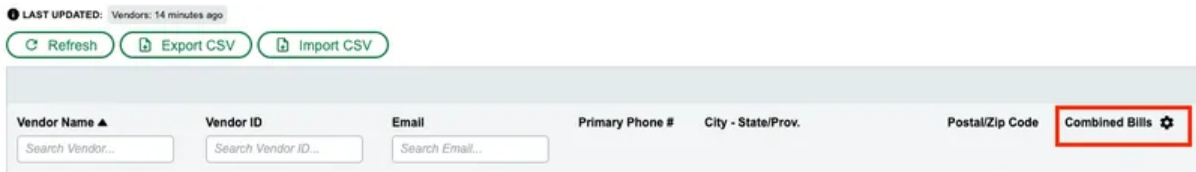
From anywhere in Intacct, you can navigate to the Payment Methods page to configure this setting. Click on the plugin and then **Payment Methods** to begin.



Select Payment Methods

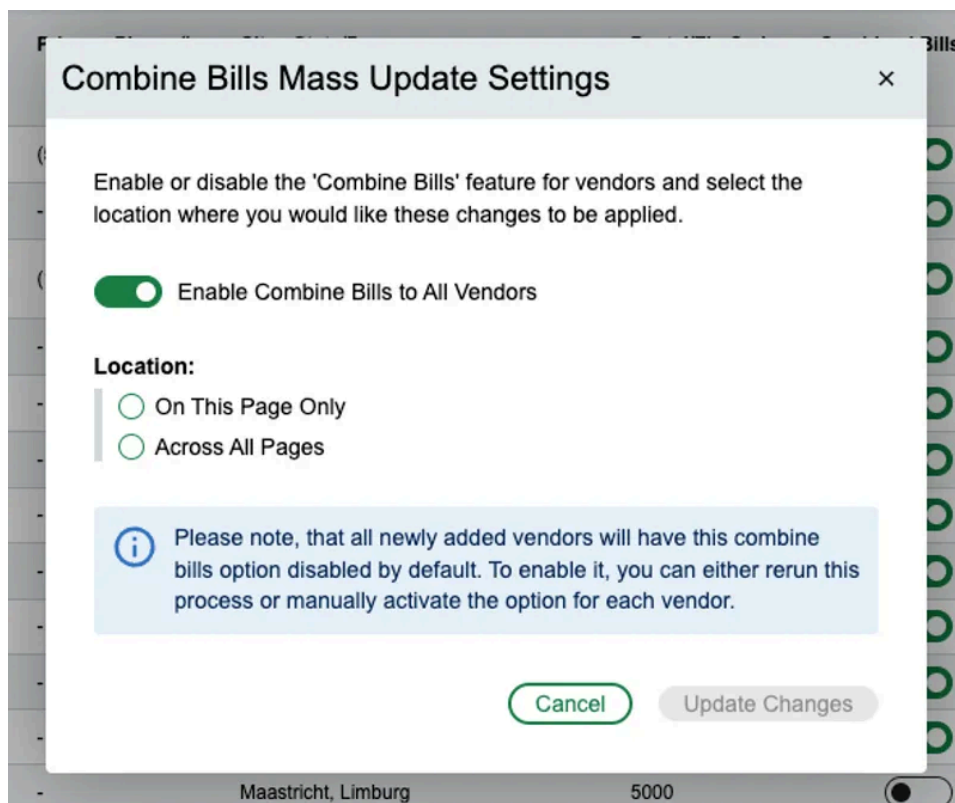
2 Enable Combine Bills

Once the page loads, click on the gear icon labeled **Combined Bills**.



Click on the Gear Icon

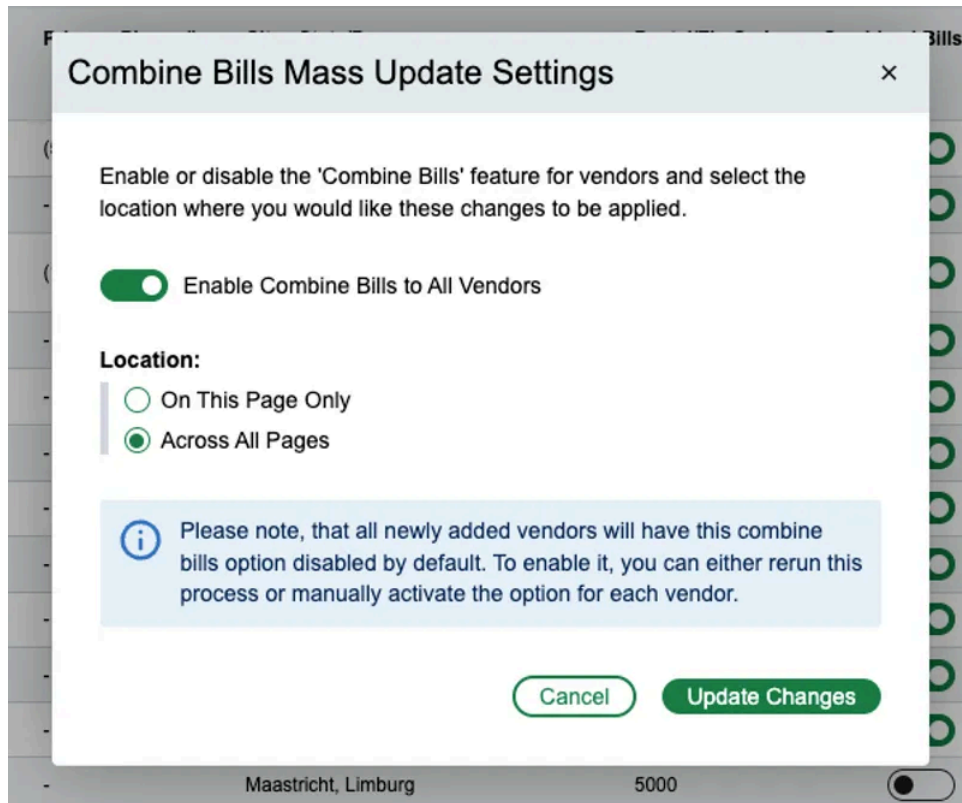
You will now be prompted to select the option you prefer.



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.

Once the option has been selected, click **Update Changes**.



Select Update Changes

3 Disable for Vendors

The screen will then reload, and all the toggles will be updated to match the status you selected. From this page, you can disable specific vendors.

Vendor Name ▲	Vendor ID	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Combined Bills ⚙
<input type="text" value="Search Vendor..."/>	<input type="text" value="Search Vendor ID..."/>	<input type="text" value="Search Email..."/>				
ABC Office Supply	#20021	-	(555) 555-3333	Atlanta, GA	31520	<input checked="" type="checkbox"/>
ARC Consulting	#20005	-	-	Shanghai, Shanghai	200025	<input checked="" type="checkbox"/>
Amazon	#20008	joannetong95@gmail.com	(123) 456-7890	San Francisco,	15674	<input checked="" type="checkbox"/>
Australian Paper Company	#20022	-	-	Sydney, NSW	12345	<input checked="" type="checkbox"/>

Combine Bills Toggle Updates

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.

Accounts Payable

INTERNAL -- Internal

Save Duplicate Print to... Cancel More actions

Vendor Additional information Contact list **Payment information** Bank file Payment providers Restrictions Item cross references

Payment details

Preferred payment method: -----Select-----

Payment priority: Normal

Default bill payment date: None

Merge payment requests

Send automatic payment notification

Vendor billing type: Open Item

Display the term discount on the check stub

Term: -----

Vendor account number: What is this number?

Number:

Display the vendor-assigned account number, per entity, on the check stub

Fund Account number

Enabling Grouped Payments

Once that is enabled, you are able to group bills when paying.

3.3.1.1.2.2. Making Partial Payments (Intacct)

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.

Credits to Apply	Disc. Cut-off Date	Discounts ●	To Pay ●	Currency	Memo	Date ▼	Payment Method
<input type="text" value="\$0.00"/>	11/30/22	\$20.00 <input type="checkbox"/> Apply	<input type="text" value="\$200.00"/>	USD		11/18/22	Check ▼
<input type="text" value="\$0.00"/>	08/31/22	\$0.00 <input type="checkbox"/> Apply	<input type="text" value="\$300.00"/>	USD	Monthly Supplies	08/10/22	ACH ▼
<input type="text" value="\$0.00"/>	08/31/22	\$0.00 <input type="checkbox"/> Apply	<input type="text" value="\$400.00"/>	USD	test	08/02/22	Check ▼
<input type="text" value="\$0.00"/>	05/12/22	\$0.00 <input type="checkbox"/> Apply	<input type="text" value="\$1,000.00"/>	USD		05/12/22	ACH ▼

Modify To Pay Column Amount

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 partial 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.

<input type="checkbox"/>	Due Date	Internal ID	Bill Number	Vendor	Orig. Amt.	Amt. Due	Credits Avail.	Credits to Apply	Disc. Cut-off Date	Discounts	To Pay	Currency	Memo	Date	Payment Method	Remove
<input type="checkbox"/>	11/30/22	1846	were23432	Dorian Burger Store	\$1,000.00	\$880.00	\$680.00	\$300.00	11/30/22	\$20.00 Apply	\$200.00	USD		11/18/22	Check	

Adding Credit to Apply to a partial payment

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.

Open Bills Failed Bills

FILTERS

CURRENCY: All Currencies FROM DUE DATE: MM/DD/YY TO DUE DATE: MM/DD/YY FROM AMOUNT: TO AMOUNT: BILL NUMBER: VENDOR NAME: DEFAULT PAYMENT METHOD: All Payment Types

Pay Refresh Export (CSV) 1 (1 - 84 of 84)

<input type="checkbox"/>	Due Date	Internal ID	Bill Number	Vendor	Orig. Amt.	Amt. Due	Credits Avail.	Credits to Apply	Disc. Cut-off Date	Discounts	To Pay	Currency	Memo	Date	Payment Method	Remove
<input checked="" type="checkbox"/>	11/30/22	1846	were23432	Dorian Burger Store	\$1,000.00	\$880.00	\$680.00	\$300.00	11/30/22	\$20.00 Apply	\$200.00 Credit Applied	USD		11/18/22	Check	
<input checked="" type="checkbox"/>	08/31/22	1766	API-0026898	Costco	\$5,730.00	\$5,014.60	\$90.00	\$0.00	08/31/22	\$0.00 Apply	\$5,014.60	USD	Monthly Supplies	08/10/22	SEPA	
<input checked="" type="checkbox"/>	08/31/22	1748	43212342	Dorian test	\$1,999.00	\$578.26	\$370.00	\$0.00	08/31/22	\$0.00 Apply	\$578.26	USD	test	08/02/22	Check	

Select bills to pay

4 Confirm Payments

Confirm the payments to complete your first partial payment.

Confirm Payments ↗ ×

SOURCE ACCOUNT

1070--Bank Feeds Account A (Solairus) ▾

PAYMENTS

Bills	Payments	Amount	Currency
3	3	\$5,792.86	USD

Confirm

Cancel

Confirm Payments

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.

Bill were23432 Post Duplicate Print Cancel Reclassify More actions ▾

Transaction Posting details History My Bank Pay

Latest Transaction Information

Transaction ID
1669057822

Reference ID
771d6227-06b5-4dc5-9507-c13c5ccca6

Payment Method
CHECK

Created
2022-11-21 02:10 PM ET

Latest Payment Status

Payment Status
COMPLETED

Payment Status Message
Request fulfilled successfully

Last Updated
2022-11-21 02:10 PM ET

Overwritten custom fields

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 First Citizens Link 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.

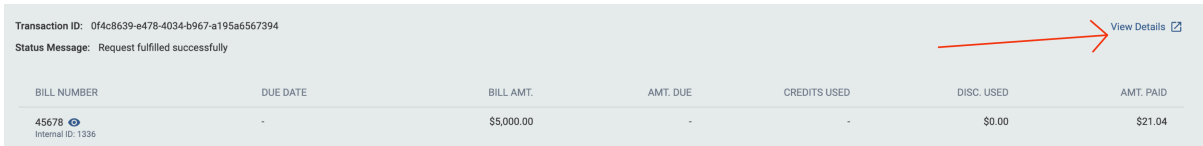
✓ **Can I pay the same bill from two different entities?**

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.

✓ **What does the 'View Details' button at the top right do?**



Transaction ID: 0f4c8639-e478-4034-b967-a195a6567394
Status Message: Request fulfilled successfully

BILL NUMBER	DUE DATE	BILL AMT.	AMT. DUE	CREDITS USED	DISC. USED	AMT. PAID
45678  Internal ID: 1336	-	\$5,000.00	-	-	\$0.00	\$21.04

[View Details](#) 

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:
1fc5e790-40d7-4ac9-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:
V146

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 GMT+1

ERP:
Intacct

Recipient Country:
US

Recipient Type:
INDIVIDUAL

Vendor:
Dorian Burger Store

Check Number:
1671730056

Timeline

Click any node to copy its status message.




Example Payment Details

✓ **What does the eye button next to the bill number do?**

The Eye Button next to the bill number opens the native Intacct bill record.

Transaction ID: 0f4c8639-e478-4034-b967-a195a6567394 [View Details](#)

Status Message: Request fulfilled successfully

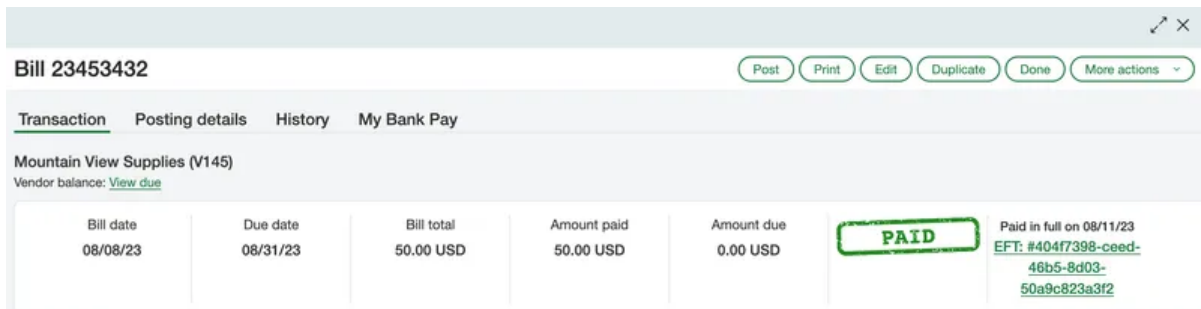
BILL NUMBER	DUE DATE	BILL AMT.	AMT. DUE	CREDITS USED	DISC. USED	AMT. PAID
45678  Internal ID: 1336	-	\$5,000.00	-	-	\$0.00	\$21.04

Eye button next to the bill number

3.3.1.1.2.3. Check Number Limitations (Intacct)

There is a limitation with Sage Intacct where the **Document Number** field on a bill cannot be overwritten once it has been populated.

When a payment is processed through the bank plugin, the **Document Number** of the bill is populated with an alphanumeric **Reference ID**. This field is usually where you would expect to find the Check Number.

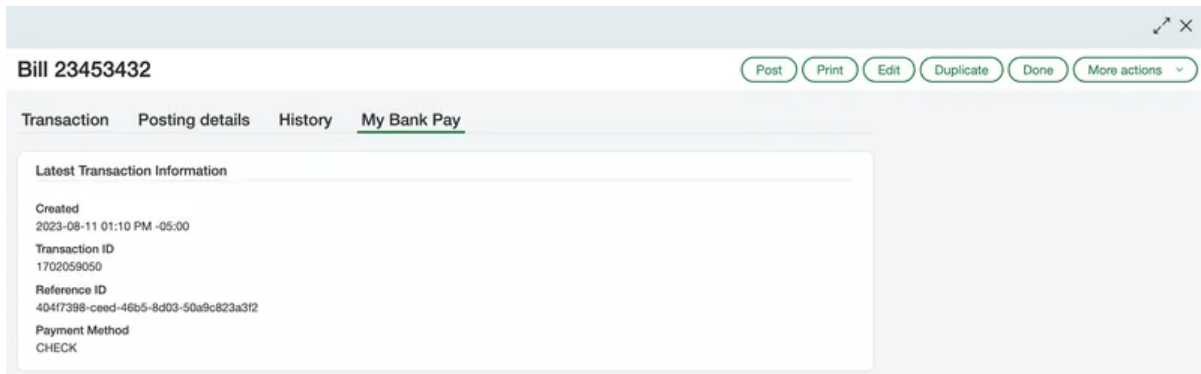


See Reference ID appearing as "EFT: #404f7398-ceed-46b5-8d03-50a9c823a3f2"

As part of the bank plugin onboarding, your organization supplied a Check Number range.

When you process a Check Print payment, the plugin automatically retrieves the next sequential Check Number from this range and sends it to Intacct.

Intacct's restriction prevents the plugin from overriding the standard **Document Number** field once it's populated with the alphanumeric **Reference ID**. Therefore, the actual check number is recorded in a different location: it is saved under the Bank tab in a custom field named **Transaction ID** on the bill.



See Transaction ID field under your Bank tab on the Bill

Because the alphanumeric Reference ID is populated instead of the Check Number, you may discover that during reconciliation, you can only see the Reference ID on the Intacct side and the actual Check Number on the bank side.

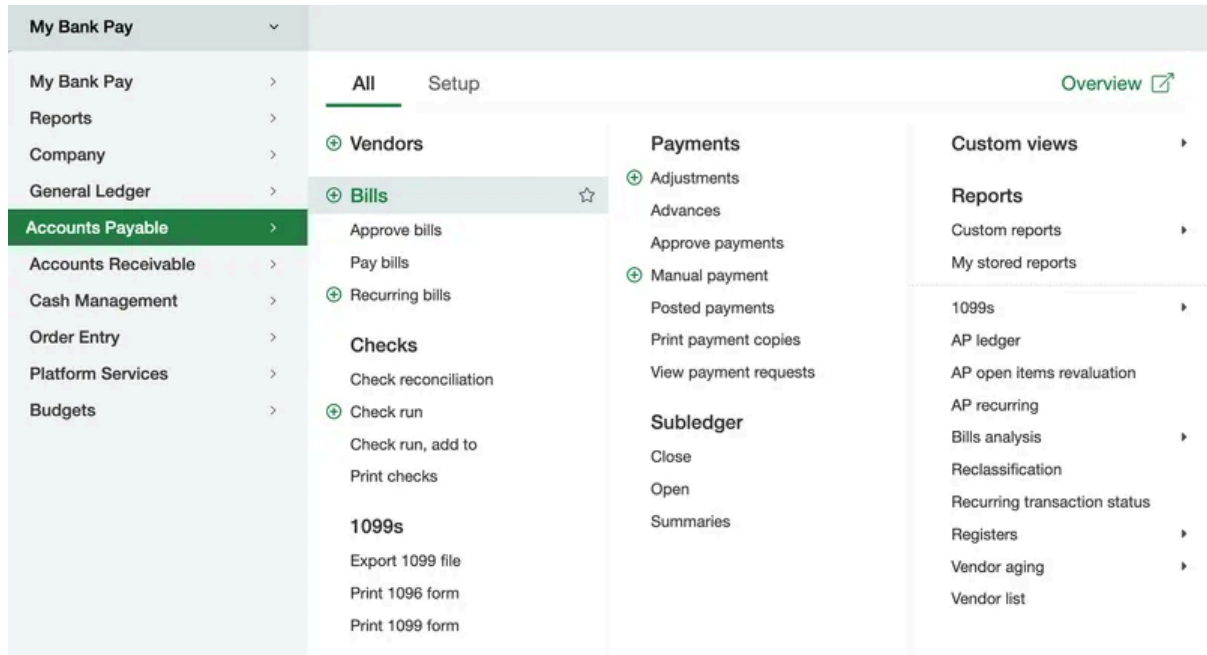
Workaround

To help with reconciliation, you can create a custom view in Intacct to display the corresponding Check Number for each alphanumeric Reference ID.

To create this report, please follow the steps below:

1 Navigate to Bills

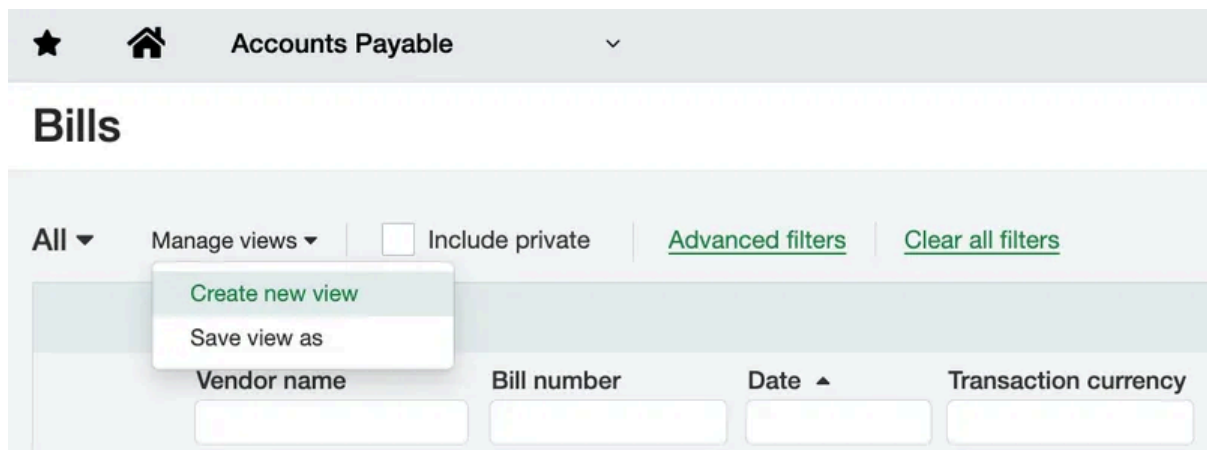
Navigate to **Accounts Payable** → **Bills**.



Click on "Bills" under the Accounts Payable Menu





2 Create New View

Then, click **Manage Views** → **Create new view**.



Click "Create new view"

Select the columns you wish to see on the custom view. Be sure to select **Transaction ID, Payment Method,** and **Reference ID.**

- Reference ID 
- Transaction ID 
- Payment Method 
- Payment Status Message 

Select Reference ID, Transaction ID, and Payment Method. The order that these items appear in may differ.

Next, click **Save.**

3 Filter for CHECK

After saving the view, you can filter for **CHECK** under the Payment Method column to isolate bills that have been paid through Check Print via your bank plugin.

★ [Home](#) Accounts Payable Q Search

Bills
[Add](#) [Delete](#) [Done](#) [Import](#) [Export](#)

My Bank Check Numbers Manage views Include private
[Advanced filters](#) [Clear all filters](#)

	Bill Number	Vendor ID	Vendor name	Date	Transaction currency	Total transaction amount	Payment Method	Reference ID	Transaction ID
Edit View	4678748357438429458964895	VEN-000003	IBM	04/05/23	USD	\$1,000.00	CHECK	14d8efe1-2d3a-4390-a339-622cb73c1607	1683665379
Edit View	18438463854756666787	VEN-000003	IBM	04/05/23	USD	\$1,000.00	CHECK	15b675e6-1b3a-413f-a42b-bc05338c9db2	1683665379
Edit View		VEN-000013	Verizon-Business Telecom	30/04/23	USD	\$700.00	CHECK	4d4118ba-67c2-4a95-9718-bf42c9c70c5a	
Edit View	00045	VEN-000003	IBM	31/03/22	USD	\$1,000.00	CHECK	acddd76-b148-47ff-a79a-8706fb5feafd	1646340732
Edit View	0004	VEN-000003	IBM	12/01/22	USD	\$1,000.00	CHECK	acddd76-b148-47ff-a79a-8706fb5feafd	1646340732
Edit View	12345	VEN-000019	US Postal Service	02/11/21	USD	\$1,700.00	CHECK	1055829b-7e3b-4f08-894b-4b31a0ebb093	1646341025
Edit View	12341234	VEN-000019	US Postal Service	01/06/21	USD	\$1,700.00	CHECK	d023851d-2d6e-41c1-bcac-23f3e643a262	1646341498
Edit View		VEN-000021	Blue Cross	11/01/21	USD	\$2,000.00	CHECK	d37ae71a-be9c-4578-b0f5-79866b8bd2cd	1646340994
Edit View	12345681	VEN-000021	Blue Cross	04/03/20	USD	\$680.00	CHECK	0a86a5c9-4e8d-4356-af30-0a62c2da0c81	1646344437
Edit View	4624123	VEN-000021	Blue Cross	04/03/20	USD	\$900.00	CHECK	5523f2d8-83fa-4023-bcd0-add8c13c1021	1646344438
Edit View	123473	VEN-000021	Blue Cross	03/03/20	USD	\$1,300.00	CHECK	e78405c0-640d-453e-b73f-fe5c37648a8f	1646344440

A Custom "My Bank Check Numbers" View

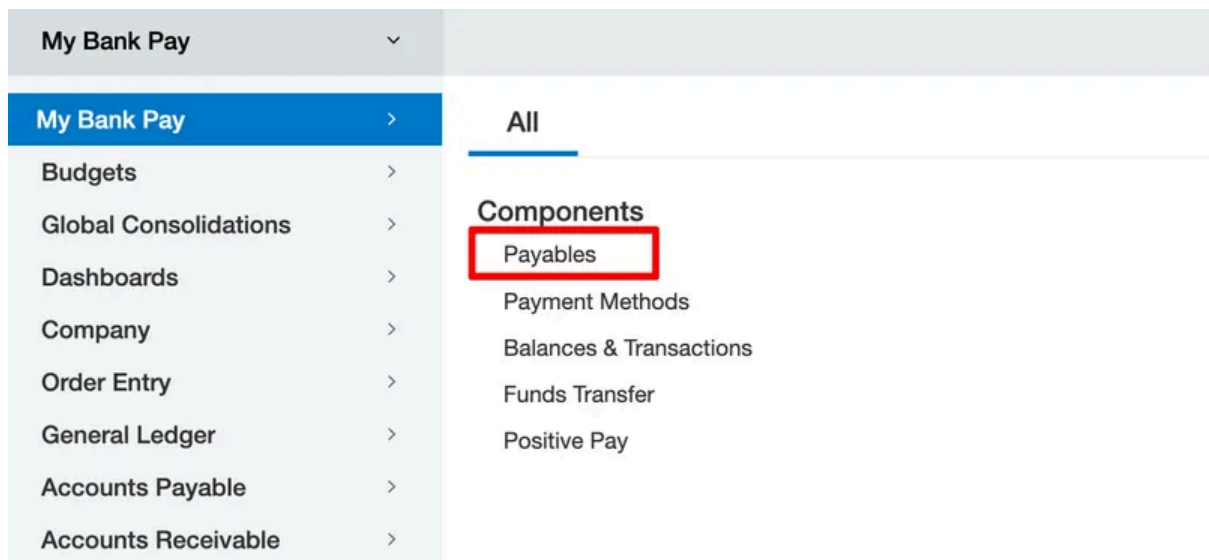
3.3.1.1.3. Bill Payment History

3.3.1.1.3.1. Viewing Bill History (Intacct)

All Bill Payment History is readily available in Intacct and can be accessed via the bill history record. Follow the steps below to view your Vendor Bill Payment History.

1 Go to History

Go to **Payables** → **History**



Go to Payables

2 View Bill Payment History

The Payment History page 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.

Payment ID	Date	Vendor	Total Bills	Total Amount	CCY	Pymt. Method	Last Updated	Status
<input type="text" value="Search by ID or Bill number"/>	<input type="text" value="yyyy-mm-dd"/>	<input type="text" value="Search Vendor"/>			<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="yyyy-mm-dd"/>	<input type="text" value="Select Status"/>
> 771d6227-06b5-4dc5-9507-c13c5ccca6b4	11/21/22	Dorian Burger Store	1	\$100.00	USD	CHECK	11/21/22	✓ COMPLETED
> a2d3a84c-a51d-4071-a0b5-eca937f1524c	11/18/22	Costco	2	\$50.00	USD	SEPA	11/18/22	✓ COMPLETED
> c7150d73-f6b8-49a4-9540-13e3c3f6f93e	11/18/22	Dorian Burger Store	1	\$980.00	USD	CHECK	11/18/22	✓ COMPLETED
> aec10eb5-a326-485b-8b12-97bb2d6c6e4c	11/18/22	Costco	1	\$5,730.00	USD	SEPA	11/18/22	✓ COMPLETED

View Payment History

NOTE: The Sage Intacct Bill Payment object 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.

Processing Payment Statuses:

- **SENT FOR PROCESSING:** Payments paid through the plugin will enter this state once they've been submitted for payment.

- **PROCESSING:** Payments will enter this state once they have been approved and released.

A terminal payment status is a final status. In most scenarios, payments will not automatically change from this status unless intervention is applied from the support team.

Terminal Payment Statuses:

- **COMPLETED:** Some payments are marked as autocomplete, 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: PaymentID (referenceID), Posting Date, Vendor Name, Number of Bills in the payment request, Total Amount, Currency, Payment Method, Last Updated, and Payment Status.

Payment ID	Date	Vendor	Total Bills	Total Amount	CCY	Pymt. Method	Last Updated	Status
<input type="text" value="Search by ID or Bill number"/>	<input type="text" value="yyyy-mm-dd"/>	<input type="text" value="Search Vendor"/>			All	All	<input type="text" value="yyyy-mm-dd"/>	Select Status
> 3b8b6c70-71d4-4a70-b0f7-2e04a9a0a37e	11/08/22	Dorian Burger Store	1	\$1,000.00	USD	SEPA	11/08/22	COMPLETED
> c31098d2-7b33-4457-985d-eb414e878612	11/07/22	Dorian Burger Store	1	\$980.00	USD	SEPA	11/07/22	COMPLETED
> 6291a76b-0810-4fb8-ae51-c4c862ef47bf	10/28/22	Hoat Insurance	1	\$6,420.00	USD	CHECK	10/28/22	COMPLETED
> ecad9c43-034f-474c-9160-88ac4f7ee7dd	10/28/22	Hoat Insurance	1	\$6,420.00	USD	CHECK	10/28/22	FAILED
> c25e599e-5ae3-4ff6-a31c-ef46de12e880	10/28/22	Costco	1	\$5,014.60	USD	ACH	10/28/22	FAILED
> 70b880bc-4c18-4676-ae2c-b1e0d785696f	10/27/22	Hoat Insurance	1	\$6,420.00	USD	CHECK	10/27/22	COMPLETED
> 91cd5b6a-e198-42b7-ab3b-03a2c1a97811	10/26/22	Dorian MEC	1	\$9,990.00	USD	CHECK	10/26/22	COMPLETED
> 1c29d086-359e-4d2a-ba9c-76899bb31fc8	10/24/22	Dorian MEC	1	\$10,000.00	USD	CHECK	10/24/22	COMPLETED
> 862213a9-9344-4c9d-b0f8-9466b819c222	10/24/22	Costco	1	\$900.00	USD	SEPA	10/24/22	FAILED

Payment-related information

A payment request can contain multiple bills. To see that information, hit the little 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.

Payment ID	Date	Vendor	Total Bills	Total Amount	CCY	Pymt. Method	Last Updated	Status
<input type="text" value="Search by ID or Bill number"/>	<input type="text" value="yyyy-mm-dd"/>	<input type="text" value="Search Vendor"/>			All	All	<input type="text" value="yyyy-mm-dd"/>	Select Status
▼ 3b8b6c70-71d4-4a70-b0f7-2e04a9a0a37e	11/08/22	Dorian Burger Store	1	\$1,000.00	USD	SEPA	11/08/22	COMPLETED
Transaction ID: a0dab671-2716-4404-84b4-37c9e1bf850 View Details Status Message: Request fulfilled successfully								
BILL NUMBER	DUE DATE	BILL AMT.	AMT. DUE	CREDITS USED	DISC. USED	AMT. PAID		
23432 <input type="text" value="Internal ID: 1817"/>	10/20/22	\$1,000.00	\$1,000.00	\$0.00	\$0.00	\$1,000.00		

Bill-related information

TIP: Select the eye icon next to the Bill Number to open the native Intacct bill record.

At the top right, the **View Details** button opens the plugin portal, where more payment-related information can be found.

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.

3.3.1.2. Positive Pay (Intacct)

The Positive Pay feature for the First Citizens Link enables the secure transmission of payment details for checks cut in-house to your bank. It automatically extracts data from checks printed using Intacct, allowing you to send a Positive Pay file for your entire check run to the bank in just a few simple steps. Follow this guide to get started.

Prerequisites

To use this feature, Positive Pay must be enabled for your account. Please speak with your sales representative to add this service. Also, ensure your plugin is up to date.

Before accessing the Positive Pay module, confirm the user role has been updated with the correct permissions; it should have all the permissions granted.

Print and Confirm a Check

The plugin only transmits checks that have been both printed and confirmed inside Sage Intacct. To complete this essential native Intacct process, follow the steps below.

1 Pay a Check

Pay a bill with **Check** as the selected payment method.

Payment method Check	Bank currency USD	Bill currency USD	Payment request method Use vendor preference	Bank balance USD 486,435.43
Bank B01--Security State Bank - Checking Ma	Exchange rate type Intacct Daily Rate	Set payment date to 01/03/23	Send payment notifications from dorian	Selected bills total USD 6.00
			Dorian Simon dsimon@fsapan.com	Adjusted bank balance USD 486,429.43
				# of bills selected 1

Items selected: 1												
<input type="button" value="Apply credits"/> <input type="button" value="Clear credits"/> <input type="button" value="Clear payment amount"/>												
	<input type="checkbox"/>	Vendor	Bill #	Bill date	Due date	Currency	Amount due	Payment date	Credits available	Credits to apply	Discounts	Amount to pay
1	<input checked="" type="checkbox"/>	V114--Costco	API-00272	03/15/18	04/14/18	USD	6.00	01/03/23	90.00	0.00	0.00	6.00 Line details

Paying a bill with check as a payment method

2 Run a Check Run

Depending on how your Intacct environment is configured, you may need to initiate a check run.

To do so, navigate to **Accounts Payable** → **Checks** → **Check Runs**. Create a new check run and click **Save**.

Check Run Information

Print to... Save Save & new Cancel

Title *
Test Check Run

Check stock
 Blank check stock (MICR)
 Pre-printed check stock

Sort by
Selected items (3) [Add/edit](#)
Entity ×
Check ×
Vendor name ×

Checks per page
One
One check per page includes printed stubs. Three checks per page excludes printed stubs.
 Print detailed check stub
 Print detailed vendor stub

Status
Active

Created at - Entity ID

Created at - Entity name

Create a New Check Run

Once you have completed that, you need to add the checks you wish to include in the check run. To do so, use the available filters to specify the check(s) you want to add, and select **Add**.

Add to Check Run

Add

Filters

Check run
Test Check Run

Checking account
----All Checking Accounts----

Vendor type

Vendor from

Vendor to

Entity *

Add entity level checks
Note: Note: Checks will be added to the check run up to the 1000 check limit.

Time period

Check period
-- Select Check Period --

As of date
01/03/23

OR

Start date

End date

Adding Checks to Check Run


Complete the process by clicking the **Run** button.

Check Run Add Done Export

Include inactive Include private [Clear all filters](#)

(1 - 3 of 3)

		Title	Created						
Edit	View	fgjh	01/03/23	Pre-printed check stock	Details	Add to Check Run	Open	Run	Delete
Edit	View	Test Check Run	01/03/23	Blank check stock (MICR)	Details	Add to Check Run	Open	Run	Delete
Edit	View	A	06/08/21	Blank check stock (MICR)	Details	Add to Check Run	Open	Run	Delete



Click Run

3 Print and Confirm Checks

To print and confirm the check(s), navigate to **Accounts Payable → Checks → Print Checks**.

Ensure that the check(s) you would like to print also have the **Confirm** checkbox checked.

Checks to be printed / confirmed													
	Print	Check stub details	Vendor stub details	Vendor ID	Vendor name	Bank account	Payment currency	Amount selected	Check no	Payment date	Payment request created at	Check memo	Confirm/void
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	V114	Costco	B01	USD	\$6.00	--	01/03/23	01/03/23 16:54:49	Check memo	<input checked="" type="checkbox"/>

Both Print and Confirm Checkboxes

NOTE: You may need to use the filters to view the checks you used above. Additionally, you might need to select **Preprinted Checks**.

Print options

Checks per page

One

One check per page includes printed stubs.

Three checks per page excludes printed stubs.

Check style

Blank MICR checks

Preprinted checks

Next check number

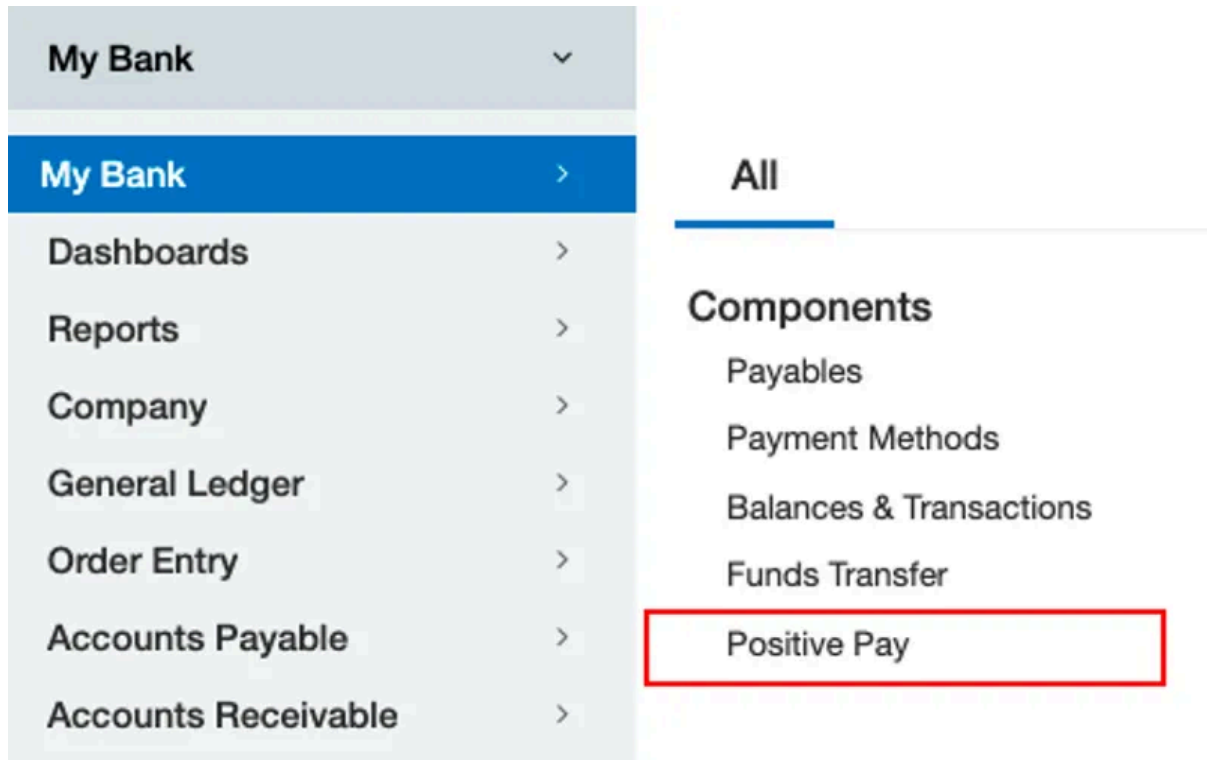
Print Options → Select Preprinted checks radio button

Perform Positive Pay

Once the check(s) have been printed and confirmed, they will be available for transmission.

1 Go to Positive Pay

From the plugin, go to **Positive Pay**.



Go to Positive Pay

2 Transmit Checks for Positive Pay

The Positive Pay tab displays two types of checks:

- **Open Checks:** Checks available for transmission (those in the **Confirmed** state).
- **Invalid Checks:** Checks that would be transmissible if their corresponding accounts were matched with the plugin.

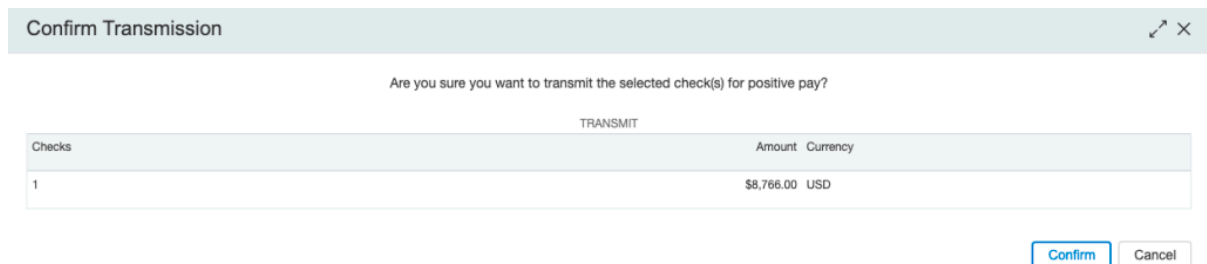
Select the check(s) you wish to pay and hit **Transmit**. This sends the check data to the bank for Positive Pay processing.



Hit Transmit

3 Select & Print Checks

A confirmation window will appear, summarizing the checks and amounts you are about to transmit. Please select **Confirm**.



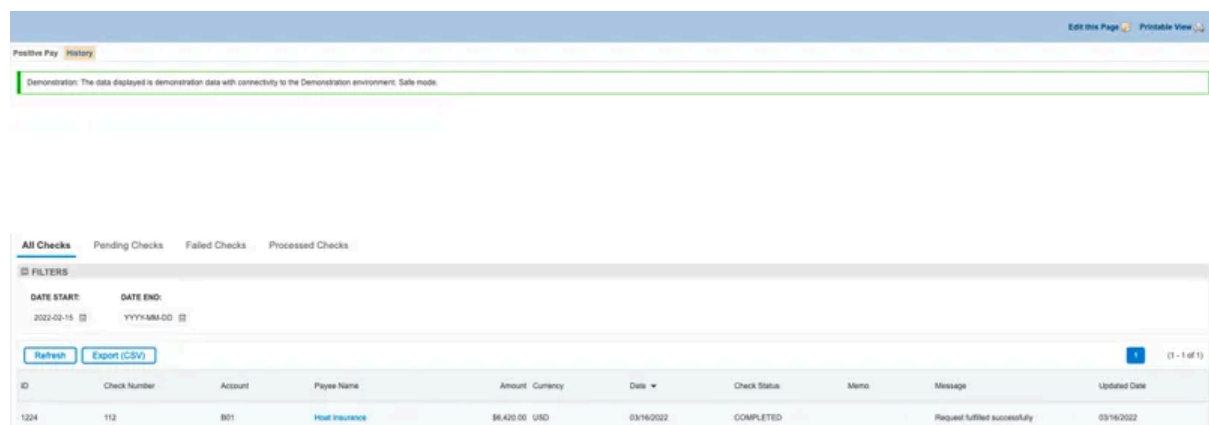
Confirm Transmission

4 Transmit Positive Pay File

To view the status of your transmissions, navigate to History from the Positive Pay tab.

You can toggle the sub-tabs to view different check types:

- **All Checks:** Displays all transmission attempts.
- **Pending Checks:** Shows checks currently in the transmission queue (usually for a very short period).
- **Failed Checks:** Lists checks where transmission was unsuccessful.
- **Processed Checks:** Displays successful check transmissions.



The screenshot shows the 'Positive Pay History' page. At the top, there are tabs for 'Positive Pay' and 'History'. Below the tabs, there is a warning message: 'Demonstration: The data displayed is demonstration data with connectivity to the Demonstration environment. Safe mode.' The main content area has four sub-tabs: 'All Checks', 'Pending Checks', 'Failed Checks', and 'Processed Checks'. Below the sub-tabs is a 'FILTERS' section with 'DATE START' (2022-02-15) and 'DATE END' (YYYY-MM-DD) fields. There are 'Refresh' and 'Export (CSV)' buttons. The table below has columns: ID, Check Number, Account, Payee Name, Amount, Currency, Date, Check Status, Memo, Message, and Updated Date. The table contains one row with the following data: ID: 1224, Check Number: 112, Account: 801, Payee Name: Host Insurance, Amount: \$6,420.00, Currency: USD, Date: 03/16/2022, Check Status: COMPLETED, Memo: Request fulfilled successfully, Message: Request fulfilled successfully, Updated Date: 03/16/2022.

ID	Check Number	Account	Payee Name	Amount	Currency	Date	Check Status	Memo	Message	Updated Date
1224	112	801	Host Insurance	\$6,420.00	USD	03/16/2022	COMPLETED	Request fulfilled successfully	Request fulfilled successfully	03/16/2022

Transmit Positive Pay

TIP: You can use Export CSV in both the History and Positive Pay transmission pages if you need to export the check data.

✓ **Which checks are available for transmission?**

To be eligible for transmission, checks must meet the following criteria:

- They must be from matched accounts.
- They must not have been previously transmitted successfully using the plugin.
- The check's state must be **Confirmed** (meaning it has been both printed and confirmed).
- The checks must not yet be cleared.

✓ **How can I print a check?**

To print a check:

1. Pay the bill with **Check** as the selected payment method.
2. [Optional] Run a check run.
3. Print the check and confirm it.

✓ **What are the invalid checks?**

Invalid checks are those that could be transmitted if the bank account associated with them were matched. To transmit them, please match your account using the installation wizard, and the checks will be available in the **Open Checks** column.

3.3.2. **Cash Management**

3.3.2.1. **Reporting**

3.3.2.1.1. **Managing Balances & Transactions (Intacct)**

Access your bank account balances directly within your financial management software, using the Cash Management Reporting features.

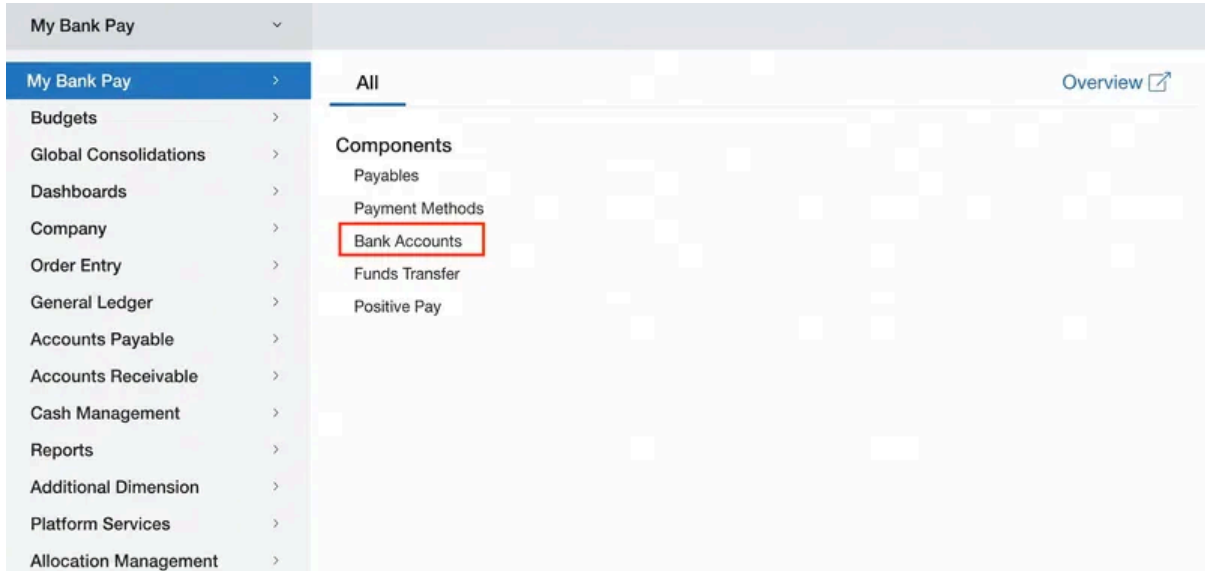
The Bank Accounts page allows you to see previous and intraday balances directly from your accounts in near real-time. You can also export this data in an Intacct CSV file to use for reconciliation.

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 First Citizens Link → **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	PREV. DAY LEDGER BALANCE	PREV. DAY FINL. BALANCE	INTRADAY LEDGER BALANCE	INTRADAY FINL. BALANCE
	Demo Bank New Bank Account (****5678) Currency: USD Spec Account	\$4,378.89.00	\$3,919,352.80	\$25,938,011.78	\$4,334,213.13

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	BAN CODE	CUSTOMER REFERENCE	COUNTERPARTY NAME	BANK REFERENCE	ITEMS	AMOUNT	SETTLE DATE
May 7 2026	CHECK	475	209R	-	888800H-000000000209R	-	\$8,000.00 USD	May 7 2026
May 7 2026	BOOK TRANSFER DEBIT	495	091 OF 84,056/R	-	627629798T	-	\$300.00 USD	May 7 2026

View specific transaction

Go to the **Details column** → **Select View** to see more details about a transaction.

The image shows a 'Transaction Details' modal window with a blue header and a close button (X) in the top right corner. The window is divided into two main sections: a left sidebar and a right main area.

Left Sidebar:

- Amount Paid:** \$1,000.00 USD, with a green '+ Debit' indicator below it.
- Post Date:** May 7, 2026, 12:02 PM - PDT.
- Settle Date:** May 7, 2026, 12:02 PM - PDT.
- Check Images:** A message states 'Could not load check images: Error while trying to connect to the FISSPAN API'.
- Description:** CHECK

Right Main Area:

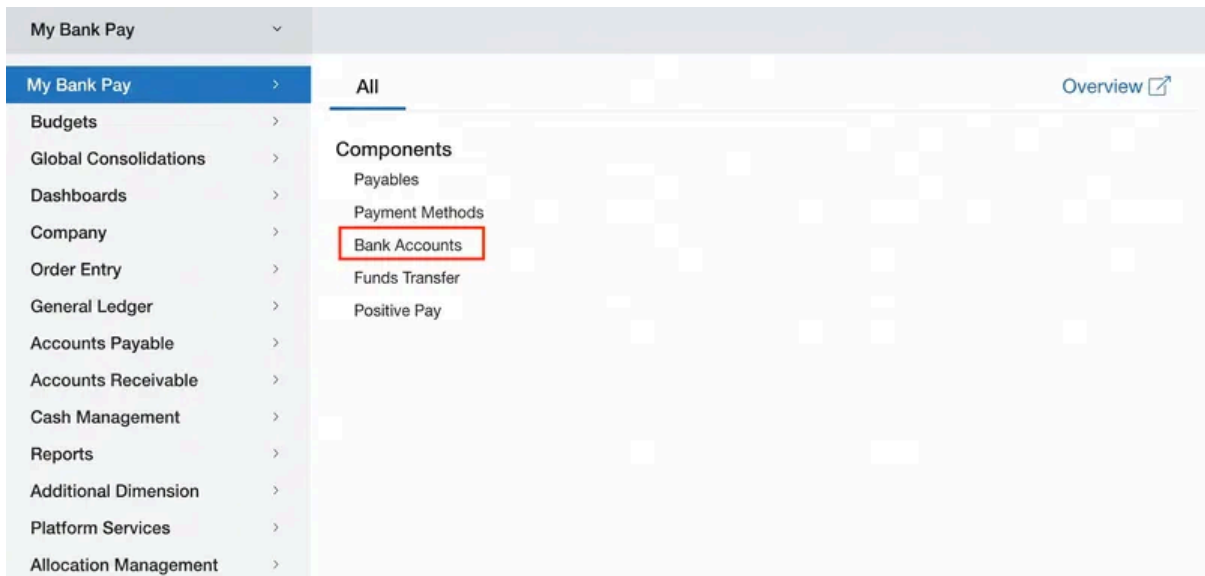
- General:**
 - Customer Reference: 20191
 - Bank Reference: 1111191001-0000000020191
 - BAI Code: 475
- Additional Details:**
 - Available immediately: 1000
 - Customer Reference: 20191
 - Bai Type: 475
 - Narrative Text: CHECK NO: 0000000020191

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**.

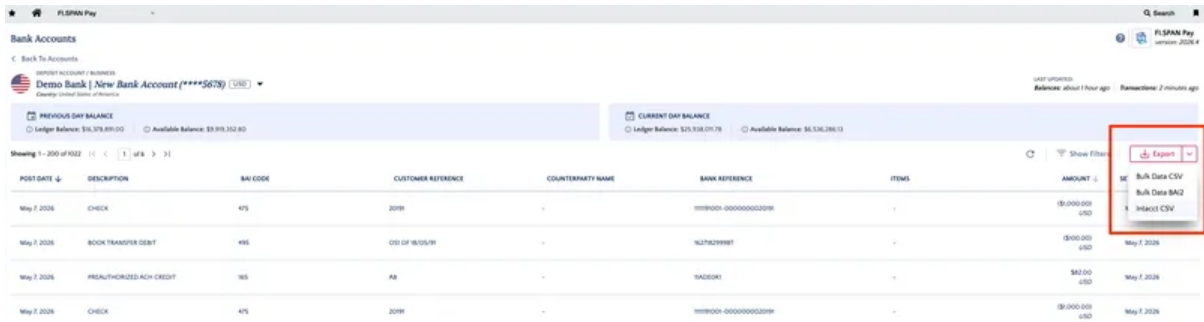
CTY	ACCOUNT	PREV DAY LEDGER BALANCE	PREV DAY A/R BALANCE	INTRADAY LEDGER BALANCE	INTRADAY A/R BALANCE
	Delta Bank New Bank Account (****5678) Company: US Type: Business	\$6,378,899.00	\$8,919,352.80	\$28,816,017.78	\$4,536,210.11

The screenshot shows a table titled 'Bank Accounts' with a search bar and a 'Deposit Accts.' filter. The table has six columns: CTY, ACCOUNT, PREV DAY LEDGER BALANCE, PREV DAY A/R BALANCE, INTRADAY LEDGER BALANCE, and INTRADAY A/R BALANCE. The first row of data is highlighted, and a red box highlights an 'Export' icon (a document with a plus sign) in the bottom right corner of the table.

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.



The screenshot displays the 'Bank Accounts' page in Intacct. It shows a table of transactions for a 'Demo Bank | New Bank Account (****5678) USD'. The table includes columns for POST DATE, DESCRIPTION, BAL CODE, CUSTOMER REFERENCE, COUNTERPARTY NAME, BANK REFERENCE, ITEMS, AMOUNT, and DATE. A red box highlights the 'Export' dropdown menu, which contains three options: 'Bulk Data CSV', 'Bulk Data SQL', and 'Intacct CSV'.

POST DATE	DESCRIPTION	BAL CODE	CUSTOMER REFERENCE	COUNTERPARTY NAME	BANK REFERENCE	ITEMS	AMOUNT	DATE
May 7 2026	CHECK	475	2026	-	11111100-0000000002026	-	(\$1,000.00) USD	May 7 2026
May 7 2026	BOOK TRANSFER DEBIT	495	001 OF 8100001	-	16376299987	-	(\$100.00) USD	May 7 2026
May 7 2026	PREAUTHORIZED ACH CREDIT	165	AS	-	1600001	-	\$21.00 USD	May 7 2026
May 7 2026	CHECK	475	2026	-	11111100-0000000002026	-	(\$1,000.00) USD	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 ▼

Country: United States of America

 Demo Bank | New Bank Account (****5678) USD

 Demo Bank | Checking Account (****1234) USD ...352.80

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	OS1 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**

The screenshot shows the 'My Bank Pay' navigation menu on the left, with 'Cash Management' selected. The main content area is divided into three columns: 'Accounts', 'Reconciliation', and 'Reports'. Under 'Reconciliation', the 'Bank' option is highlighted with a red box. Other options include 'Payment files', 'Subledger', and 'More'.

Go To Bank

Choose the **Account to Reconcile**, then enter the **Beginning balance cutoff date**, the **Statement ending date**, and the **Statement ending balance**.

The 'Reconciliation' form contains the following fields and information:

- 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
- Reconciliation status**: Initiated
- Last saved**: 03/17/2020
- Created by**: Guest
- Last saved by**: Graham
- More options**: [Initial open items](#), [Import](#), [Matching attributes](#)
- Continue** button

Choose to Account to Reconcile

Select **Import** to add a CSV file.

Reconciliation ↗ ✕

<p>Account to reconcile * <input type="text" value="3000 - Checking--Bank (USD)"/></p> <p>Beginning balance cutoff date * <input type="text" value="02/09/2020"/></p> <p>Statement ending date * <input type="text" value="03/31/2020"/></p> <p>Statement ending balance * <input type="text" value="567.99"/></p> <p>Attachment <input type="text" value="BankRecon5--Bank_Reconcilia"/></p> <p>More options Initial open items Import Matching attributes</p>	<p>Reconciliation status Initiated</p> <p>Last saved 03/17/2020</p> <p>Created by Guest</p> <p>Last saved by Graham</p>
--	---

[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
 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	

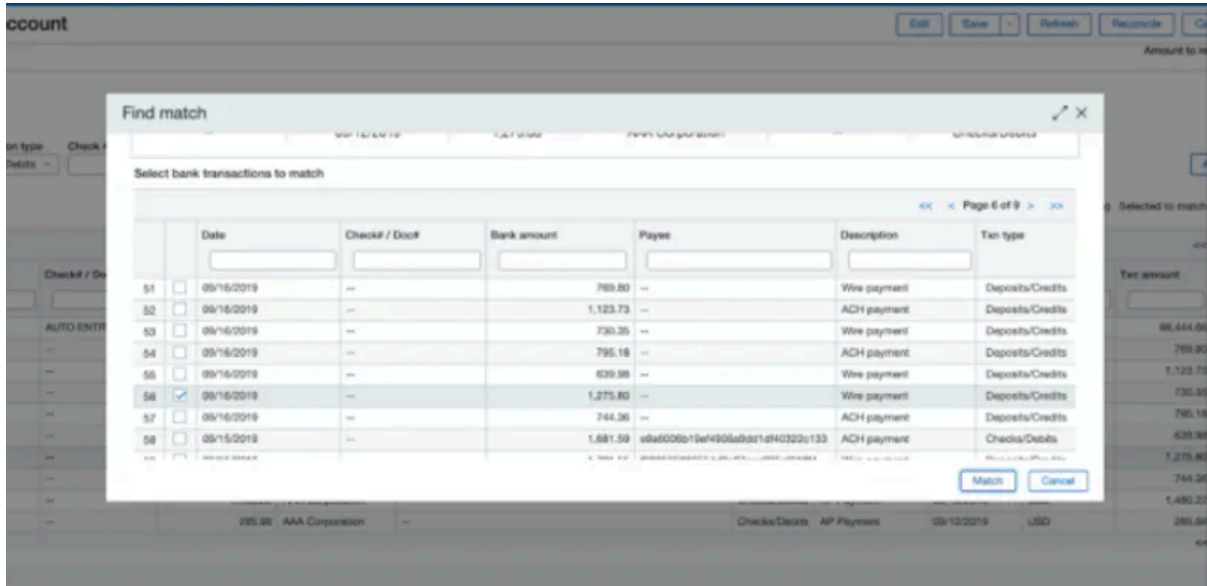
[Done](#)

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**.

Cash Management Search

Reconcile Bank Account Edit Save Refresh Reconcile Cancel More actions

Intacct Bank

State: Unmatched Transaction type: Checks/Debits Bank amount: [] Check# / Doc# range: [] More filters Apply

Match transactions Debit: 0.00 Credit: 0.00 Selected to match: 0

Items selected: 0

<input type="checkbox"/>	GL post date	Check# / Doc#	Bank amount	Payee	Description	Txn type	Pynt type	Txn date	Txn curr	Txn amount
<input type="checkbox"/>	04/23/2020	cd367d62-895c-4f05-a2b5-b45285e805da	2,239.95	ConEd New York	--	Checks/Debits	AP Payment	04/23/2020	USD	2,239.95
<input type="checkbox"/>	04/23/2020	4b3fb331-aa24-4beb-986e-b9f8194cb6e2	127.84	Florian's Office Supplies	--	Checks/Debits	AP Payment	04/23/2020	USD	127.84
<input type="checkbox"/>	04/23/2020	2b244cf6-69de-4d0e-847f-5bas23a0fa17	1,662.72	Amazon	--	Checks/Debits	AP Payment	04/23/2020	USD	1,662.72
<input type="checkbox"/>	04/23/2020	f7d7b47b-64c0-45be-88bd-0cfd9dc665c3	1,570.57	Florian's Office Supplies	--	Checks/Debits	AP Payment	04/23/2020	USD	1,570.57
<input type="checkbox"/>	04/23/2020	82af631f-561b-4deb-a0f5-3910d12feb35	2,293.91	Amazon	--	Checks/Debits	AP Payment	04/23/2020	USD	2,293.91
<input type="checkbox"/>	04/30/2020	6a5e81ca-b18b-4ae4-a890-2307f3f8d4a2	1,762.52	Amazon	--	Checks/Debits	AP Payment	04/30/2020	USD	1,762.52

Match Transaction

These selected transaction(s) are now reconciled.

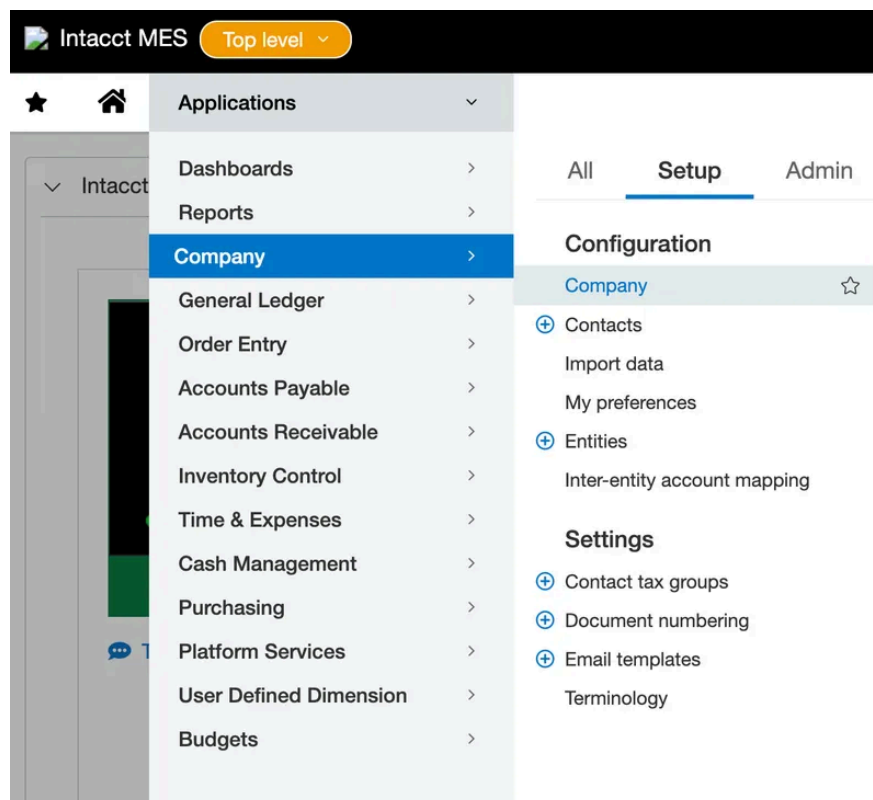
3.3.3. Bank Feeds

3.3.3.1. 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

General information Security Accounting Schedules

∨ Company information

ID
FI.SPAN MPP-Green Apple

Name
Intacct MES

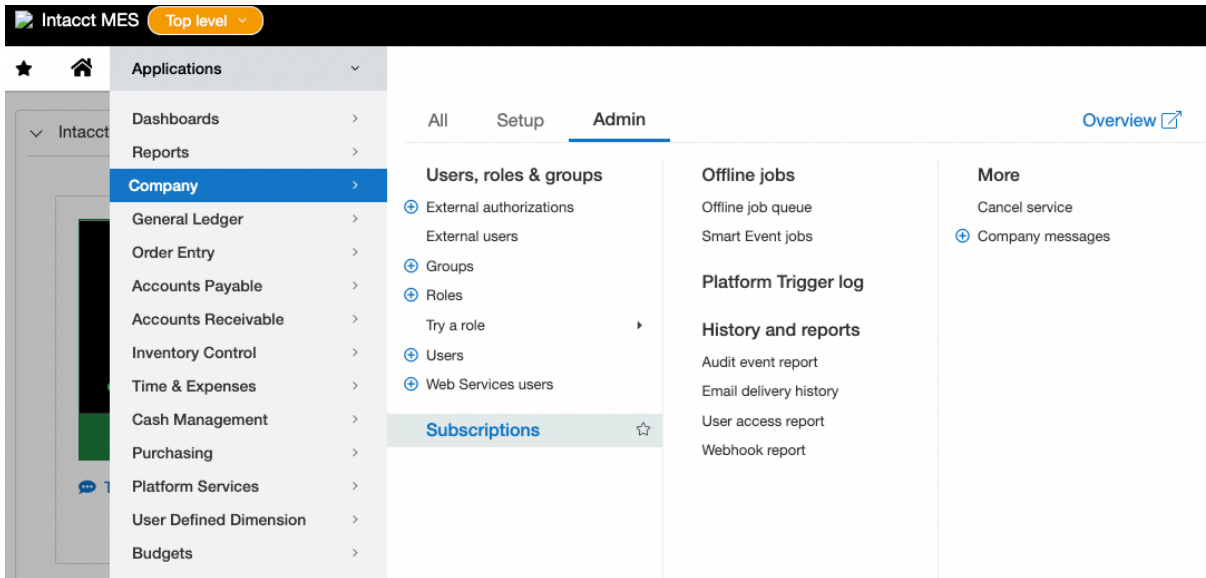
Use ISO country codes 

Tax ID
--

Enable ISO Country Codes

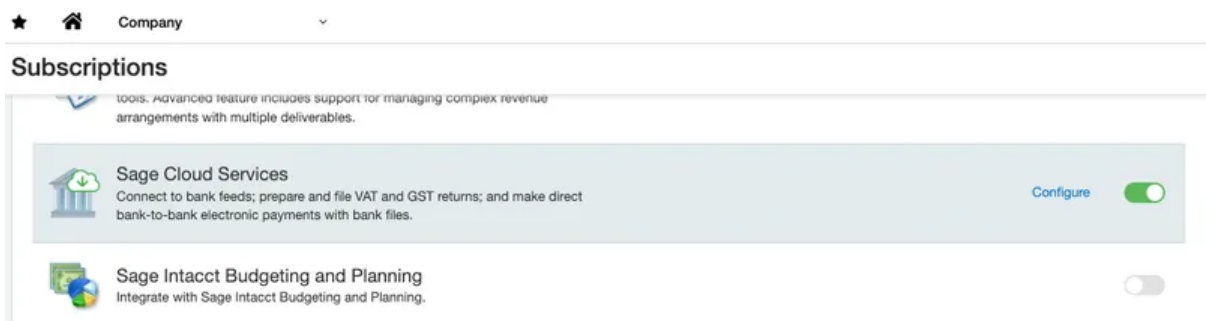
2 Enable Sage Cloud Services

Go to **Company** → **Admin** → **Subscriptions**.



Go to Subscriptions

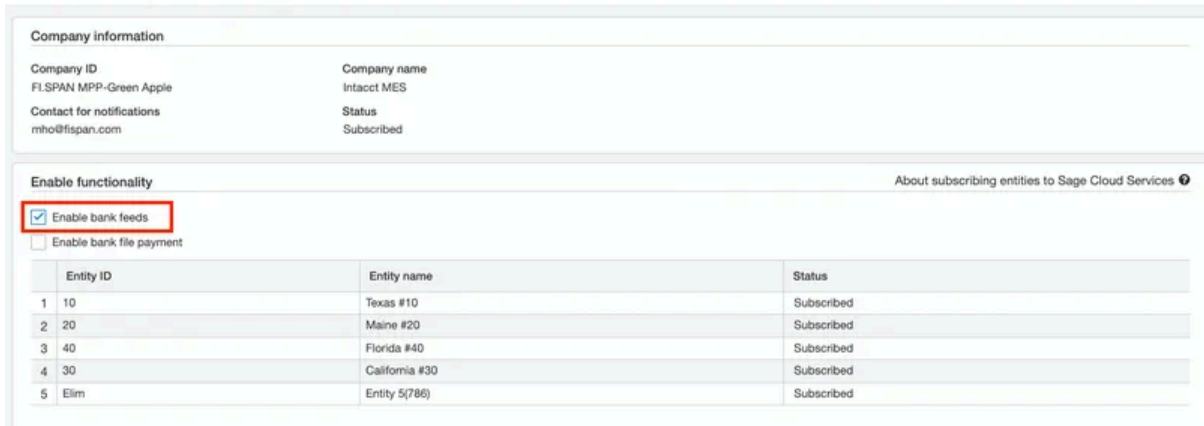
Confirm that **Sage Cloud Services** are enabled. If they are not, toggle to enable **Sage Cloud Services**.



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 FLSPAN MPP-Green Apple	Company name Intacct MES
Contact for notifications mhol@flspan.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

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.

3.3.3.2. 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:

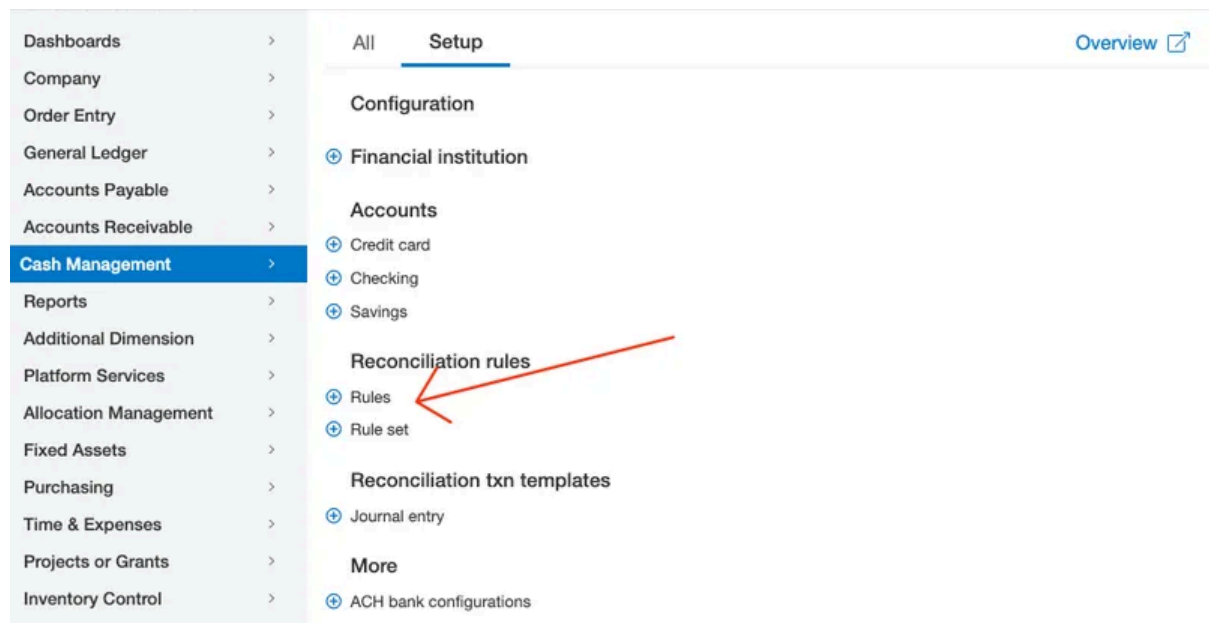
- "There are no rules associated with the rule set."
- "Could not create banktxnrulerun record!"
- "Apply a matching rule set to this account before reconciling with an import or bank feeds."

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:

▼ Matching conditions

	Bank transaction field	Operator	Value	Match with this field in an Intacct transaction	
≡ 1	Description	Equals		Description	+ 🗑️
≡ 2	Amount	Equals		Amount	+ 🗑️
≡ 3	Document number ▾	Equals ▾	Value	Document number ▾	+ 🗑️
≡ 4					+

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

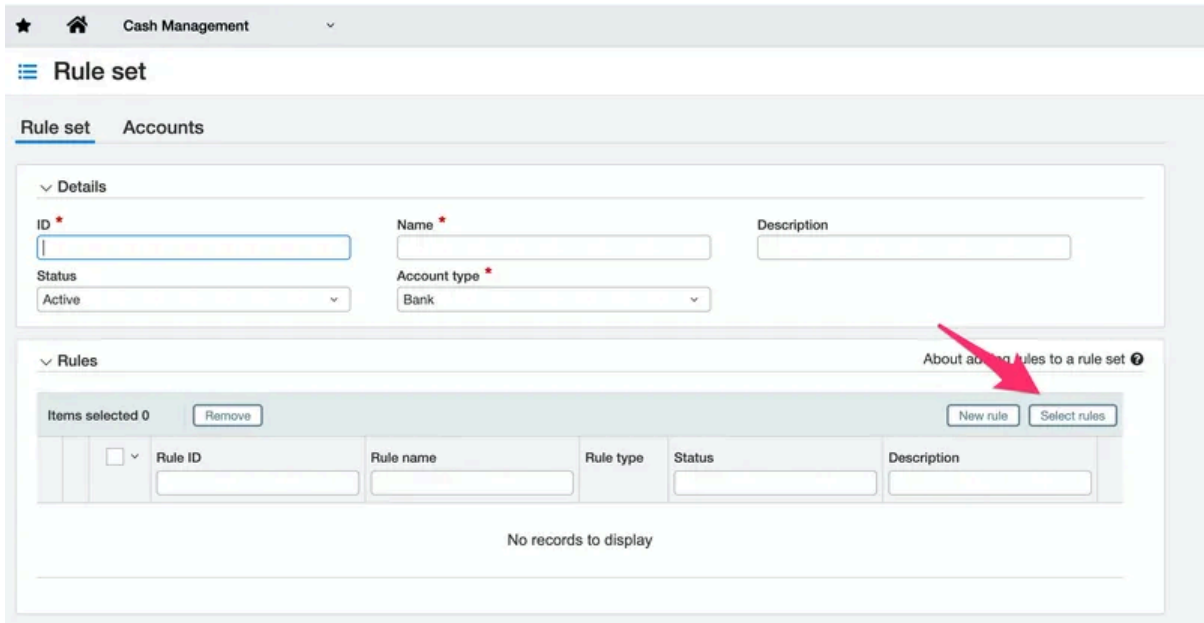
Account type *

Rules About adding rules to a rule set ?

Items selected 0

	Rule ID	Rule name	Rule type	Status	Description
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>

No records to display

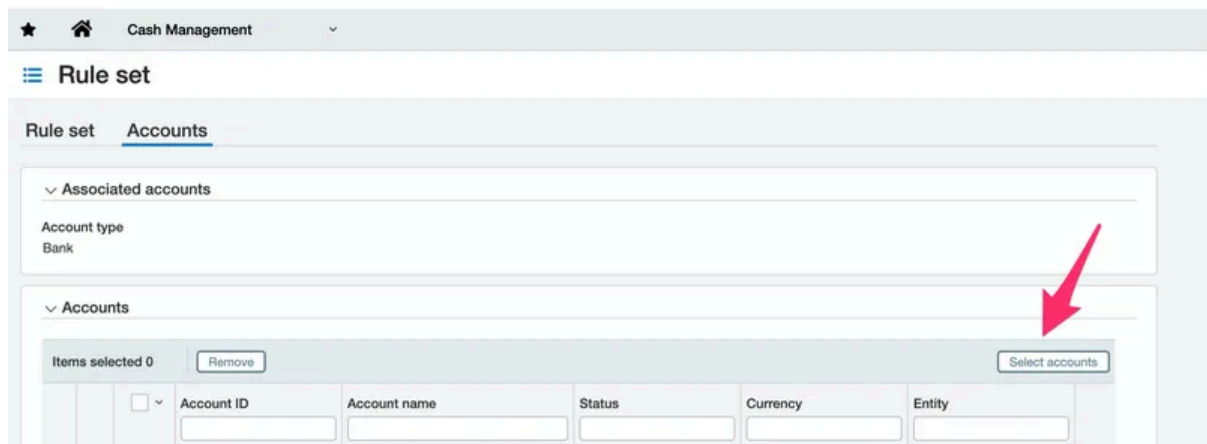


Add rule to rule set

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.

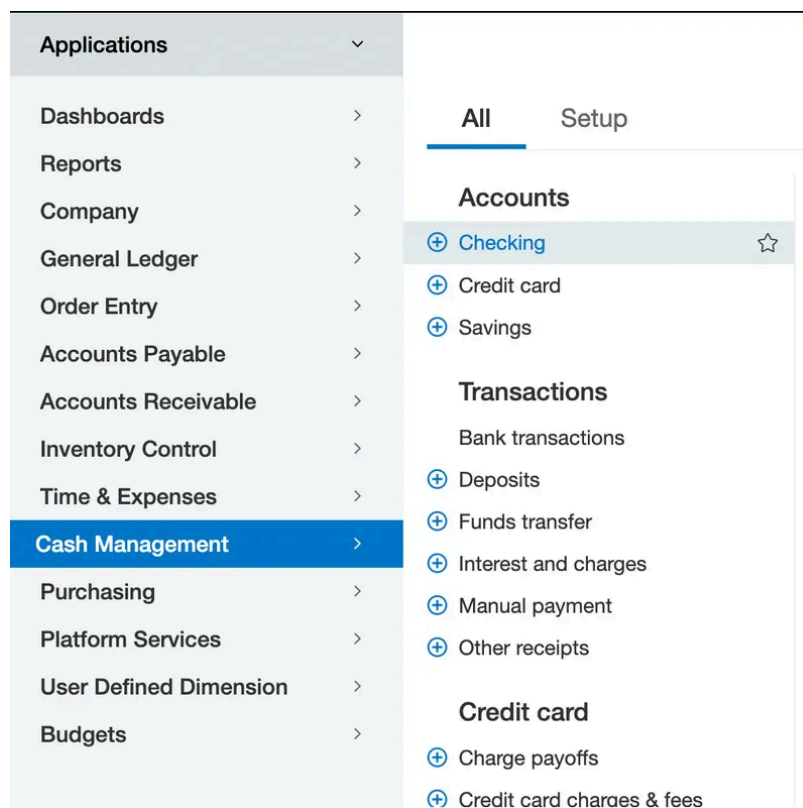
You can now easily reconcile your accounts without errors, as your bank transactions automatically match with the corresponding Intacct transactions.

3.3.3.3. Enabling Bank Feeds (Intacct)

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

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

Add Done Export

All Manage views Include inactive Include private [Advanced filters](#) [Clear all filters](#)

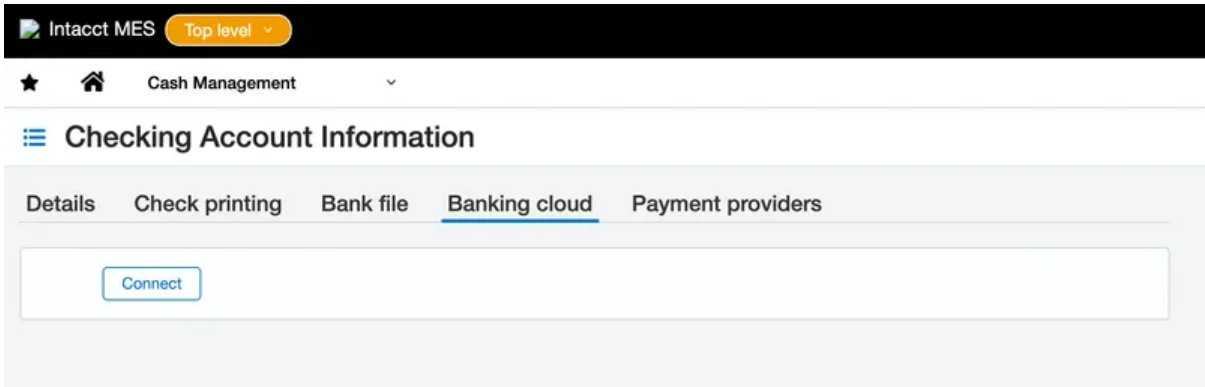
1 2 (1 - 20 of 21)

	Account ID	Account number	Bank name	Currency		
Edit	View	1041	1234567111	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

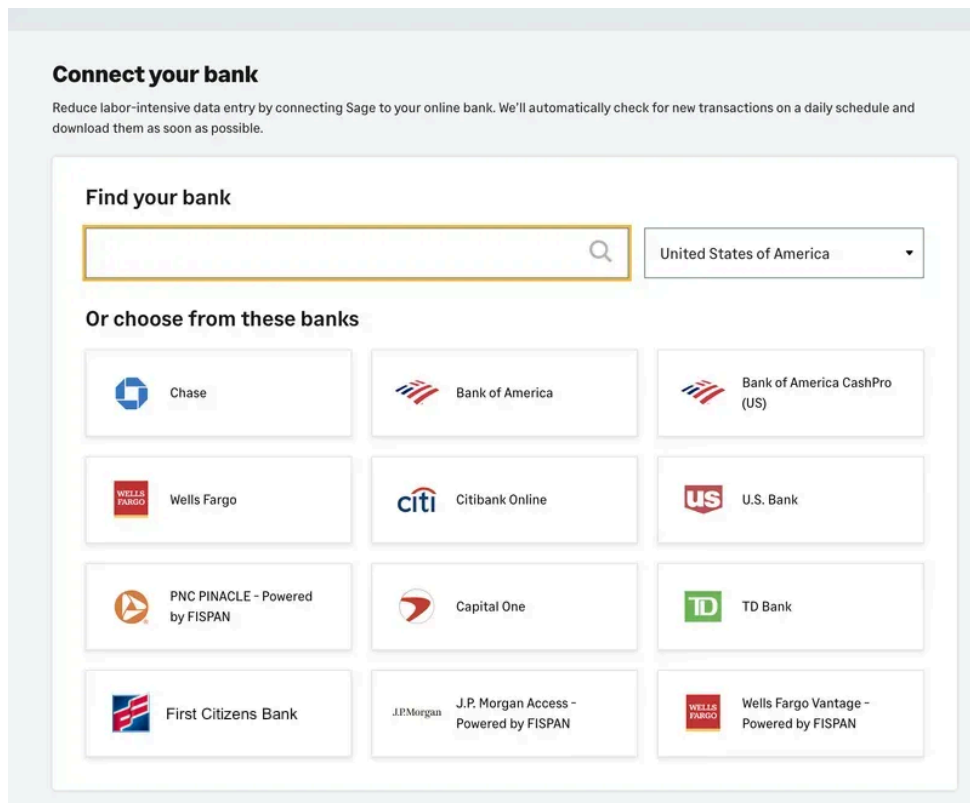
Step 2: Activate Bank Feeds

Under the **Banking Cloud** tab, click **Connect**.



Connect Banking Cloud

In the search bar, search "First Citizens Bank" or select First Citizens Bank - **Powered by FISPAN** from the list of banks already displayed.



Search for First Citizens Bank

Agree to the terms and 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 →](#)

**Don't have an account?
Sign up today!**

[Login now →](#)

Login Now

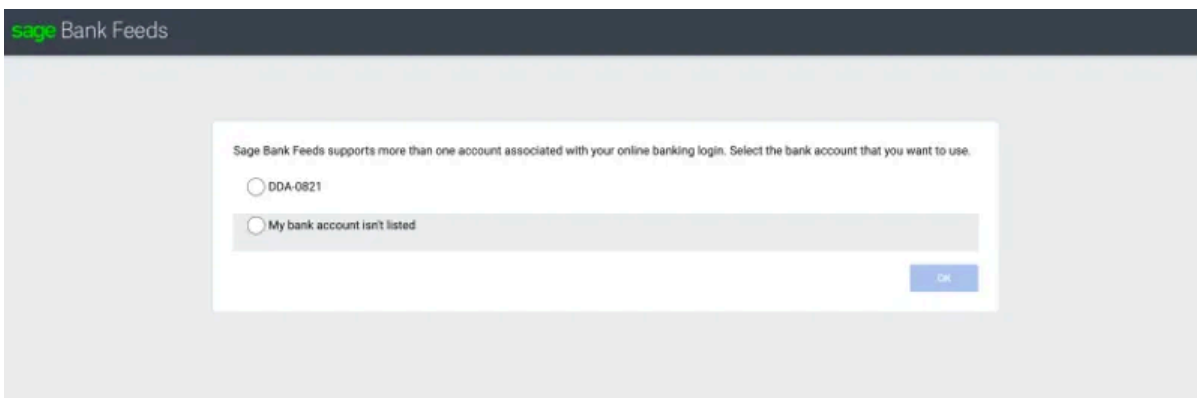
Step 3: Match Account for Bank Feeds

After logging in, select the account from Step 1, then select **Save and Finish**. You will automatically be redirected back to Sage.



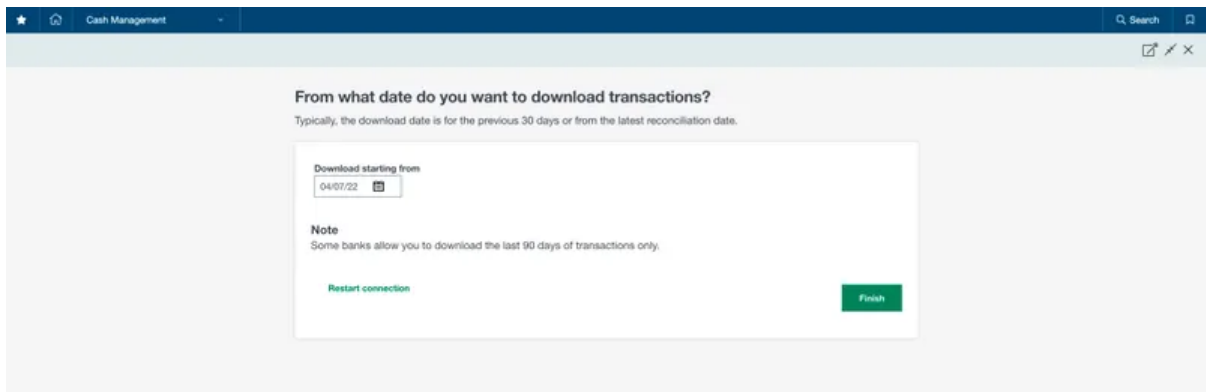
Select Account

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	Banking cloud	Last bank feed	Last transaction date	Last reconciliation	Last reconciliation type	Status	Confirm
1234 - Checking-bank 556741133	Powered by FISSPAN (Beta) Test Account 2 (6789)	--	--	--	--	 Pending confirmation	Confirm

Confirm Bank Feeds

NOTE: If you are processing more than 100 transactions, we advise you to wait until the next day to see the transactions posted.

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.

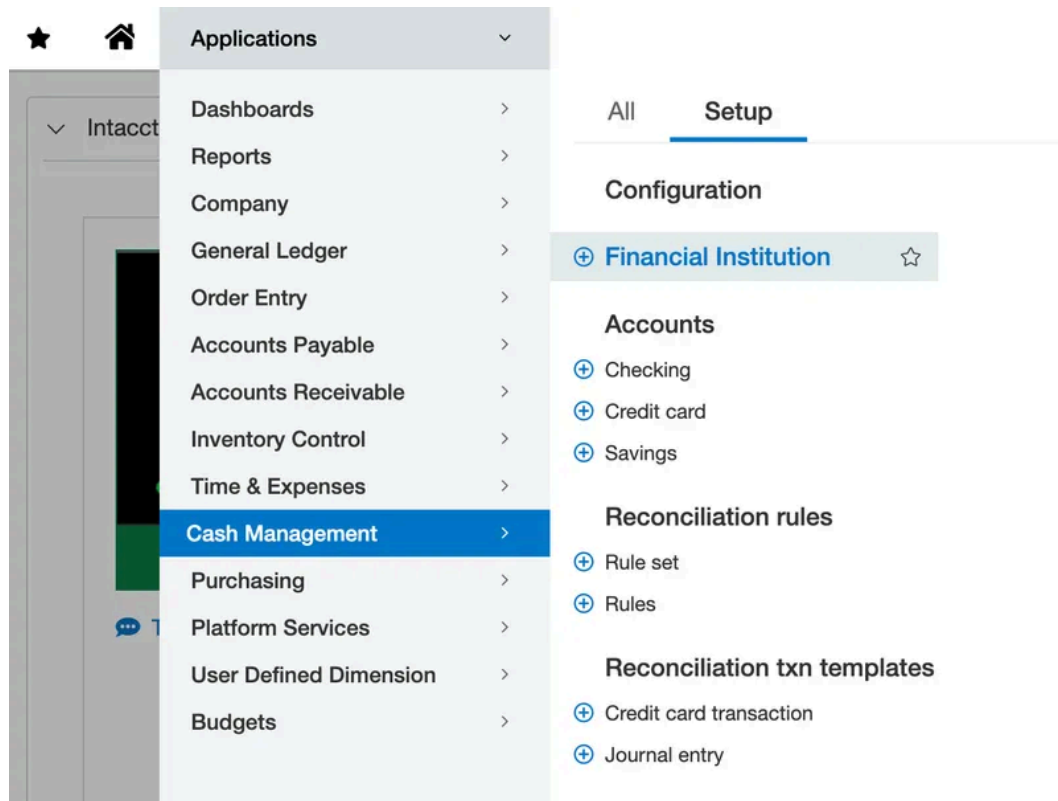
NOTE: Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.

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.

Financial Institution Save and continue Cancel More actions

Overview

ID * Name *

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.

Connected account

Create Financial Institution

2 Map Accounts for Bank Feeds

Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.

The screenshot displays the 'Financial Institution' configuration interface. At the top, the 'Cash Management' header is visible. Below it, the 'Financial Institution' title is followed by a summary table with three columns: 'Total accounts' (5), 'Last modified by' (dorian), and 'Last modified date' (03/03/22 09:09:41). The 'Overview' section contains an 'ID' field with the value 'Test' and a 'Name' field with the value 'Bank Test'. The 'Banking cloud' section provides instructions on mapping the institution to bank feeds. The 'Accounts' section at the bottom features a 'Map accounts' button, which is highlighted with a red box, and a 'Refresh' button. A help icon and the text 'What can I do here?' are also present in this section.

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.

If there are more than 100 transactions, the plugin will upload them into the system in batches of 100. This may cause some transactions to appear initially, while others will appear later. Typically, it takes a few hours to view all your transactions.

Map accounts ↗ ×

	Intacct unconnected account	Banking cloud account	Transaction start date	
1	-- Select account --	-- Select account --	<input type="text" value=""/>	+
2	-- Select account --	-- Select account --		+
3	-- Select account --	-- Select account --		+

[Map](#) [Cancel](#)

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.

The screenshot displays the 'Checking Account Information' page. At the top, there are navigation tabs: 'Details', 'Check printing', 'Bank file', 'Banking cloud', 'Restrictions', and 'Payment providers'. The 'Banking cloud' tab is selected. Below the tabs, account details are shown in a grid format:

Intacct 1008--Bank Feeds Account I	Banking cloud FRB Payroll Account (1468)	Last bank feed 03/07/22	Last transaction date 03/07/22	Last reconciliation --	Last reconciliation type --	Status Connected
--	--	----------------------------	-----------------------------------	---------------------------	--------------------------------	---------------------

Below the account details, there are filter options for 'State' (set to 'Unmatched'), 'Transaction type' (set to 'Checks/Debits'), 'Bank amount', and 'Check no / Doc no range'. There are 'Apply filters' and 'Clear filters' buttons. The main area contains a table of transactions:

	Date	Last reconcile	Check no / Doc no	Bank amount	Amount to match	Payee	Description	Txn type		
1	03/07/22	--	--	60.63	60.63	POS PURCHASE_TERMINAL 31889655_CURBO HOTELS_DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 3...	Checks/Debits	Match	Action ▾
2	03/07/22	--	--	9.73	9.73	POS PURCHASE_TERMINAL 99999999_EATZIS - LOVERS 5_600 DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 9...	Checks/Debits	Match	Action ▾
3	03/07/22	--	--	24.00	24.00	POS PURCHASE_TERMINAL 75072115_MILQ BUTTERFINGERS_DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 7...	Checks/Debits	Match	Action ▾
4	03/07/22	--	--	16.26	16.26	POS PURCHASE_TERMINAL 75072115_MILQ BUTTERFINGERS_DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 7...	Checks/Debits	Match	Action ▾
5	03/07/22	--	--	10.00	10.00	TERMINAL CNP TX_VENMO_VISA DIRE NY_XXXXXXXXXXXX0822	TERMINAL CNP TX_VENMO_...	Checks/Debits	Match	Action ▾

Observe Bank Transactions

3.3.3.4. Adding Accounts to Bank Feeds (Intacct)

Use this guide to add and configure Bank Feeds for new accounts, assuming you already have Bank Feeds enabled for existing ones. For example, you might have recently added new bank accounts to the plugin and now need to set them up for easier reconciliation.

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.

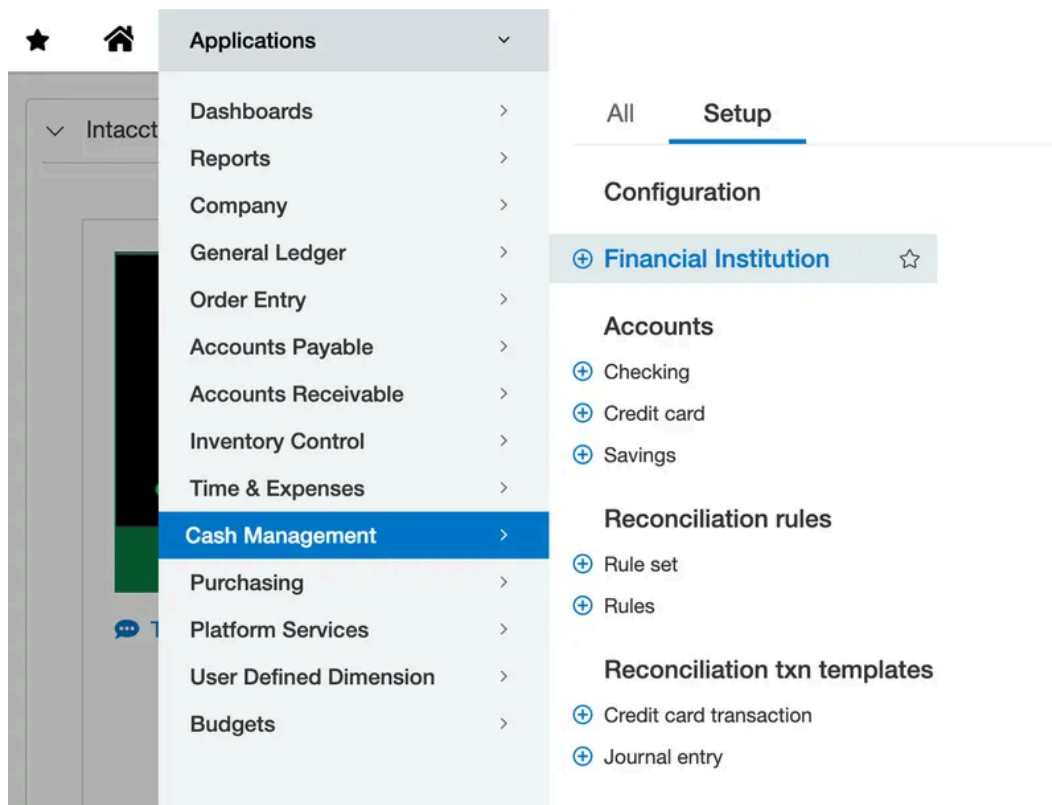
NOTE: Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.

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.

Financial Institution Save and continue Cancel More actions

Overview

ID * Name *

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.

Connected account

Create Financial Institution

2 Map Accounts for Bank Feeds

Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.

The screenshot shows a web interface for configuring a financial institution. At the top, there's a navigation bar with a star icon, a home icon, and the text 'Cash Management'. Below that, the title 'Financial Institution' is displayed. A summary table shows 'Total accounts: 5', 'Last modified by: dorian', and 'Last modified date: 03/03/22 09:09:41'. The 'Overview' section contains an 'ID' field with the value 'Test' and a 'Name' field with the value 'Bank Test'. The 'Banking cloud' section contains a paragraph of instructions: '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.' The 'Accounts' section is partially visible at the bottom, showing a table with a 'Map accounts' button highlighted in a red box and a 'Refresh' button next to it. A help icon and the text 'What can I do here?' are also visible in the 'Accounts' section.

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.

If there are more than 100 transactions, the plugin will upload them into the system in batches of 100. This may cause some transactions to appear initially, while others will appear later. Typically, it takes a few hours to view all your transactions.

Map accounts ↗ ×

	Intacct unconnected account	Banking cloud account	Transaction start date	
1	-- Select account --	-- Select account --	<input type="text" value=""/>	+
2	-- Select account --	-- Select account --		+
3	-- Select account --	-- Select account --		+

[Map](#) [Cancel](#)

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.

The screenshot displays the 'Checking Account Information' page. At the top, there are navigation tabs: 'Details', 'Check printing', 'Bank file', 'Banking cloud' (selected), 'Restrictions', and 'Payment providers'. Below the tabs, account details are shown in a grid format:

Intacct 1008--Bank Feeds Account I	Banking cloud FRB Payroll Account (1468)	Last bank feed 03/07/22	Last transaction date 03/07/22	Last reconciliation --	Last reconciliation type --	Status Connected
--	--	----------------------------	-----------------------------------	---------------------------	--------------------------------	---------------------

Below the account details, there are filter options for 'State' (Unmatched), 'Transaction type' (Checks/Debits), 'Bank amount', and 'Check no / Doc no range'. There are 'Apply filters' and 'Clear filters' buttons.

The main table shows a list of transactions with the following columns: Date, Last reconcile, Check no / Doc no, Bank amount, Amount to match, Payee, Description, Tax type, Match, and Action. The table contains 5 rows of data:

	Date	Last reconcile	Check no / Doc no	Bank amount	Amount to match	Payee	Description	Tax type	Match	Action
1	03/07/22	--	--	60.63	60.63	POS PURCHASE_TERMINAL 31889655_CURBO HOTELS_DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 3...	Checks/Debits	Match	Action
2	03/07/22	--	--	9.73	9.73	POS PURCHASE_TERMINAL 99999999_EATZ'IS - LOVERS 5_600 DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 9...	Checks/Debits	Match	Action
3	03/07/22	--	--	24.00	24.00	POS PURCHASE_TERMINAL 75072115_MILQ BUTTERFINGERS_DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 7...	Checks/Debits	Match	Action
4	03/07/22	--	--	16.26	16.26	POS PURCHASE_TERMINAL 75072115_MILQ BUTTERFINGERS_DALLAS TX_XXXXXXXXXXXX0822	POS PURCHASE_TERMINAL 7...	Checks/Debits	Match	Action
5	03/07/22	--	--	10.00	10.00	TERMINAL CNP TX_VENMO_VISA DIRE NY_XXXXXXXXXXXX0822	TERMINAL CNP TX_VENMO_...	Checks/Debits	Match	Action

Observe Bank Transactions

3.3.3.5. Disabling Bank Feeds (Intacct)

To disconnect an account from Bank Feeds, follow these steps.

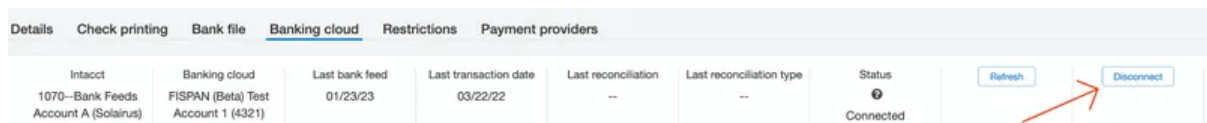
1 Navigate to Accounts

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**.



The screenshot shows a table with columns: Details, Check printing, Bank file, Banking cloud, Restrictions, and Payment providers. The 'Banking cloud' tab is active. The table contains one row with the following data:

Intacct	Banking cloud	Last bank feed	Last transaction date	Last reconciliation	Last reconciliation type	Status	Refresh	Disconnect
1070-Bank Feeds Account A (Solairus)	FISPAN (Beta) Test Account 1 (4321)	01/23/23	03/22/22	--	--	Connected	<input type="button" value="Refresh"/>	<input type="button" value="Disconnect"/>

A red arrow points to the 'Disconnect' button.

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 (Solairus)	Banking cloud FISPAN (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	<u>Banking cloud</u>	Restrictions	Payment providers
<input type="button" value="Connect"/>					

Back to 'Connect' status

3.4. Troubleshooting

3.4.1. FAQs (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 First Citizens Link 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.

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 \(Intacct\)](#)

2026

May 2026

NOTE: These updates are part of our May 2026 release. While you may see these features documented in our guides earlier, please note that all changes will officially go live on **May 13, 2026**.

2026.6 - May 13, 2026

Added

Bank Accounts Page Enhancements.

Improved

Enhanced status accuracy for Payment History.

New Products Added

We are excited to announce a streamlined UI refresh and enhanced data visibility for our clients. This update focuses on better organization for diverse account types and improved transaction tracking.

The page you know as Balances and Transactions is evolving. To support our expanding ecosystem of account types, we have rebranded this space to Bank Accounts. This new UI provides a cleaner foundation for managing multiple financial streams in one place.

✓ Key Benefits and Highlights

1 New "Counterparty Name" Column

To help you identify partners and sources faster, we've added a **Counterparty Name** column to the Transactions model.

NOTE: This column will appear blank as we are working on extracting out this information.

2 Dedicated Deposit Account Tabs

Organization just got easier. Use the new **Deposit Account Type** tab to instantly access all information related to your checking and savings accounts, keeping them distinct from other account types.

3 Enhanced Filtering & Search

Stop digging through rows of data. You can now perform targeted searches and filter your views by:

- **Bank Reference**
- **Customer Reference**
- **Amount**
- **Description**
- **Post Date**

4 Visual UI Refresh & Country Identifiers

We've added **Country Images** (flags/identifiers) to the account interface. This allows you to spot the geographic source of funds and account origins at a single glance, providing better global context for your Treasury team.

Improvements

We've updated the Payment History page to ensure all transaction statuses are accurately represented. Records designated as **"Completed with Change"** now populate correctly

within your history view. This update ensures the continued integrity of your payment data, providing a comprehensive and reliable audit trail for all finalized transactions.

April 2026

2026.5 - April 15, 2026

Improved

General improvements and bug fixes.

March 2026

2026.4 - March 11, 2026

Improved

General improvements and bug fixes.

February 2026

2026.3 - February 11, 2026

Improved

General improvements and bug fixes.

January 2026

2026.1 - January 14, 2026

Improved

General improvements and bug fixes.

2025

December 2025

2025.16 - December 10, 2025

Fixed

General improvements and bug fixes.

November 2025

2025.15 - November 12, 2025

Fixed

General improvements and bug fixes.

October 2025

2025.14 - October 15, 2025

Fixed

General improvements and bug fixes.

September 2025

2025.13 - September 10, 2025

Improved

As part of our ongoing efforts to maintain consistency across the platform, we've updated the Payment Details page within the Activity view to reflect current interface standards.

Improved

We've updated the Open Bills page to improve how credits are applied. Now, credits will be seamlessly and accurately applied to a wider range of transaction amounts, making your experience smoother and more reliable.

August 2025

2025.12 - August 13, 2025

Improved

We've updated the plugin to support email addresses with multiple periods in their domain names. This improvement ensures greater flexibility and accuracy when entering and storing email information. You can now successfully add and validate email addresses like `jane.doe@example.co.ca`.

Fixed

The vendor approval feature has been improved to handle email addresses in a case-insensitive manner (e.g., `Jane.Doe@example.com`). This ensures that users can approve requests regardless of how their email address is capitalized.

4. Business Central

4.1. Plugin Setup

4.1.1. Pre-Onboarding Checklist (Business Central)

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.

Confirm Administrator Access

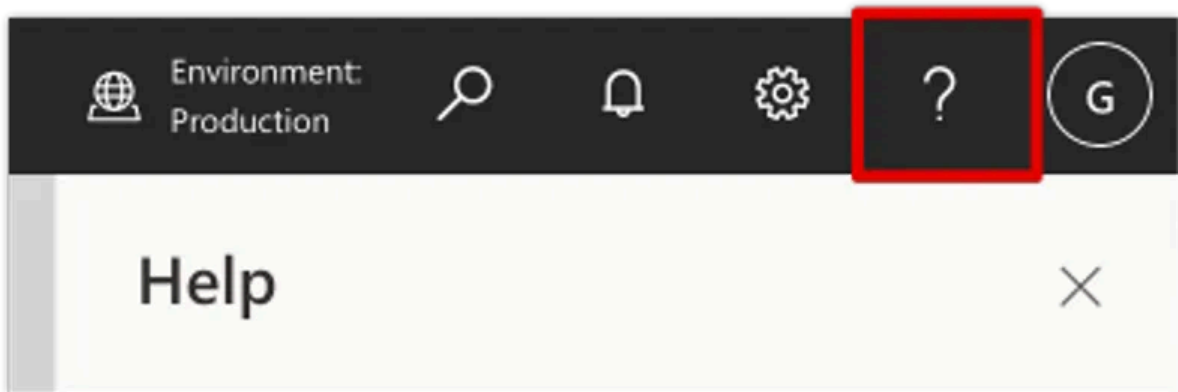
In order to install your bank's Business Central integration for Cloud ([Dynamics.com](https://dynamics.com)), the installing user is required to have the Cloud Application Administrator role within their Microsoft Active Directory profile. You also must have a Business Central License (Premium or Essentials). Please request that your Microsoft Administrator apply this role before proceeding. The installation cannot be completed without this role.

Ensure the Microsoft Azure Admin is present on the onboarding call, or that someone on the call has the necessary permissions to install extensions and manage permissions.

Compatible Business Central Version

Please verify that you are on the **Cloud (Dynamics.com)** version of Business Central and that you are running **Version 18** or later.

The Business Central version can be found by selecting the (?) icon in the top right when logged in. Select **Help & Support** found under the **Other Resources** section.



Help icon - question mark

Scroll to find the **Troubleshooting** section and observe the Platform Version. For example, `21.0.53597.54893` describes a system on Major Version 21.

For more information, visit the [Microsoft Documentation on Version Numbers](#).

Support Multiple Companies

If the organization has multiple companies, you should be utilizing Multi-Entity Management (MEM) by Binary Stream. If your organization has multiple companies and is not using MEM, we can only support onboarding one company at a time.

If using MEM, please note that users will not be able to:

- Write into the check ledger entries.
 - Batch payments.
 - Overwrite the "Doc No." for check payments.
-

Compatible Third-Party Solutions

Is your organization using any third-party integrations or extensions?

Extensions that impact core Cash Management pages or Vendor objects will likely cause conflicts.

There are known compatible solutions that include MEM by Binary Stream and Lanham (EDI, E-Ship, E-Receive).

Note Your Approval Processes

If you have an invoice/payment approval process in Business Central, it may interfere with the plugin's expected behavior.

Please identify this early so we can determine the correct testing scenarios to ensure the plugin works alongside their specific approval workflow.

Using Business Central's Remit Feature

Using Business Central's Remit-To Code on a bill does not impact the success of the payment. However, the plugin does not pick up the specific Remit Address, nor does it update the Vendor Card. The payment will still be issued to the address on the Vendor Card, rather than the address added to the bill.

Configure Payment Journals

Does every company within the Production environment have a payment journal configured?

If any company lacks a configured payment journal, the plugin installation will fail—even if you only intend to use bank feeds. Please confirm this for each company before installation.

Review Known Limitations

Please review the following limitations to ensure they align with your business needs.

Multiple Extensions or Scheduled Jobs

Microsoft limits the number of API calls a single user can make within a specific time range. If the client has multiple extensions or scheduled jobs making a high volume of API calls, they may conflict with the plugin.

We highly recommend testing in a sandbox with all extensions and scheduled jobs running to ensure full compatibility.

Credit Memos

Credit memos cannot be applied at the time of payment via the plugin. To have credits appear at the time of payment, please apply the Credit Memo to the Posted Purchase Invoice before making the payment. This can be done through the Vendor Ledger entries or by using the Applies to Doc No. method.

Azure Government Cloud

The plugin is not hosted on Azure and currently does not meet Azure Government Cloud requirements.

Support for Non-AP Payments

The plugin currently only supports payments to Posted Purchase Invoices. Other payment types (e.g., Customer Refunds, Employee Expenses) are not supported.

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:

- 1200×800px

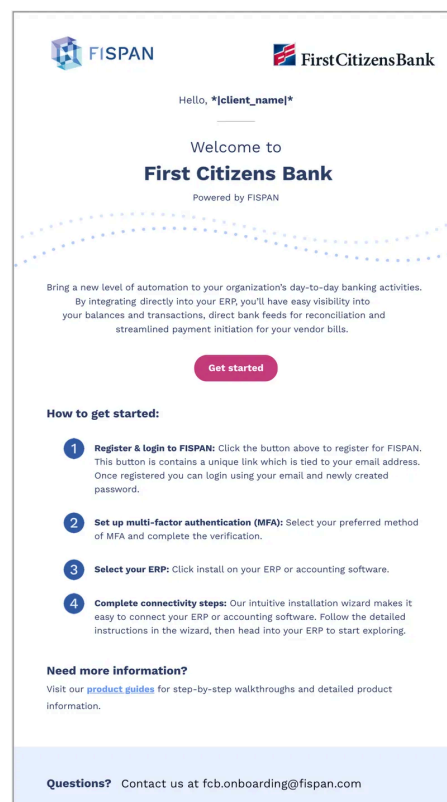
4.1.2. Installation

4.1.2.1. Step 1: Invitation Email

You should have received an invitation email from First Citizens Bank with links to install the First Citizens Link and easy-to-follow instructions for installation.

The invitation email will arrive with the following subject line:

Welcome to First Citizens Link - Powered by FISPAN [Production] - [your-name]



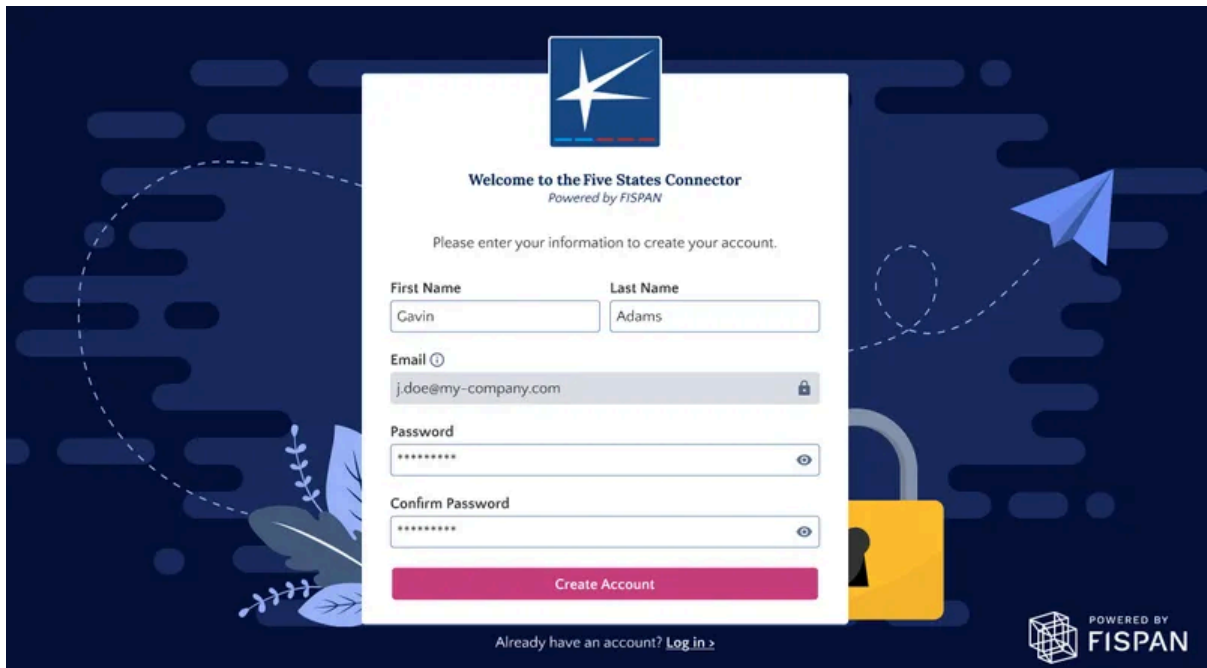
Invitation Email

4.1.2.2. 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 subtext "Powered by FISPAN". The form asks the user to "Please enter your information to create your account." and includes the following fields: "First Name" (filled with "Cavin"), "Last Name" (filled with "Adams"), "Email" (filled with "j.doe@my-company.com"), "Password" (masked with "*****"), and "Confirm Password" (masked with "*****"). A "Create Account" button is at the bottom. Below the button, there is a link: "Already have an account? [Log in >](#)". The background features a dark blue theme with a white star logo, a paper airplane, and a yellow padlock.

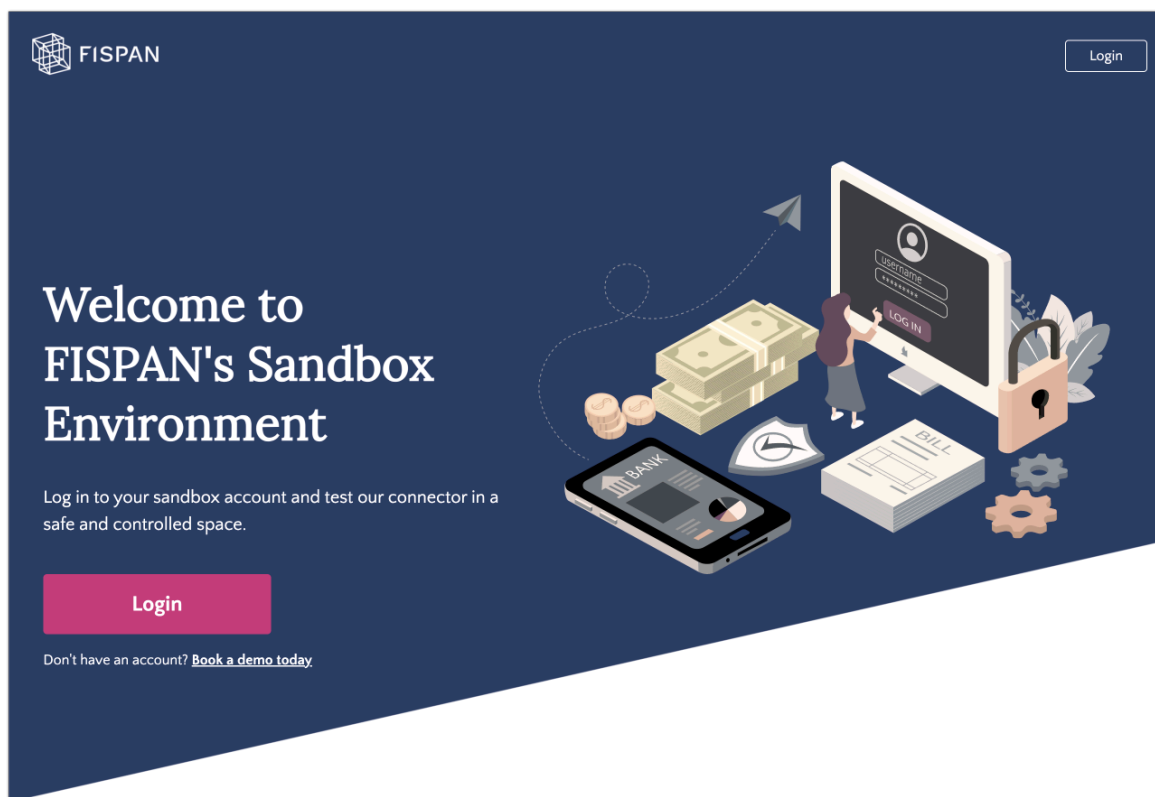
Passwords are required to be 8 characters and contain at least one uppercase, lowercase, number and special character

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.



The 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

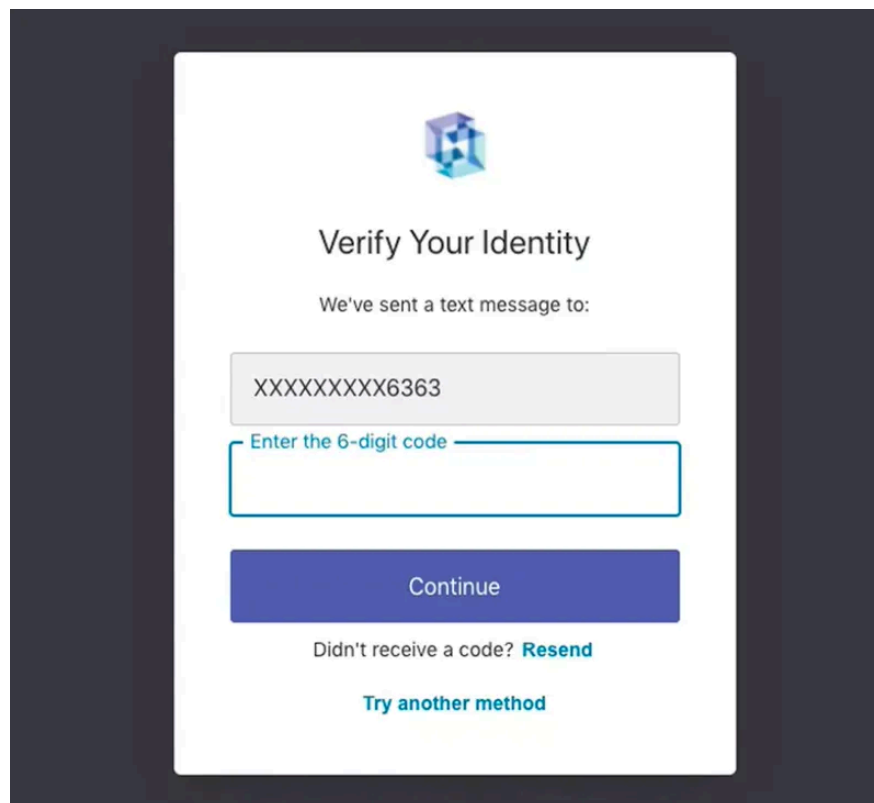
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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**.



XXXXXXXXX6363

Enter the 6-digit code

Continue

Didn't receive a code? [Resend](#)

[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.



Almost There!

Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device.

8 [REDACTED] R69

Copy code

I have safely recorded this code

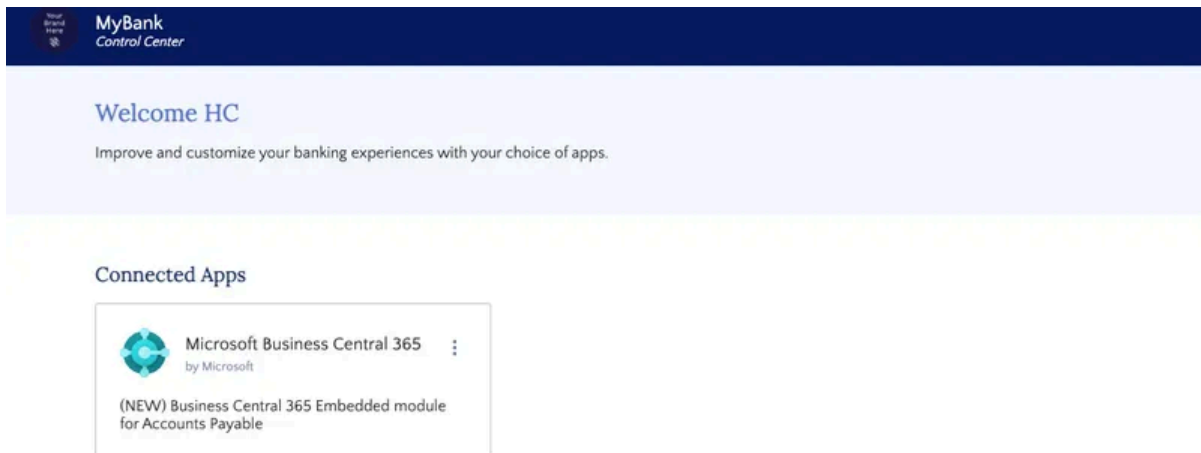
Continue

Recovery Code

If you would like to utilize another method for MFA (SMS, Authenticator, or Email) instructions are available here: [Setting Up Multi-Entity Management \(BC365\)](#).

4.1.2.3. Step 3: Select ERP

Select **Install** on the Business Central box and the installation wizard will appear on your screen.



Select Microsoft Business Central 365

4.1.2.4. Step 4: 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!

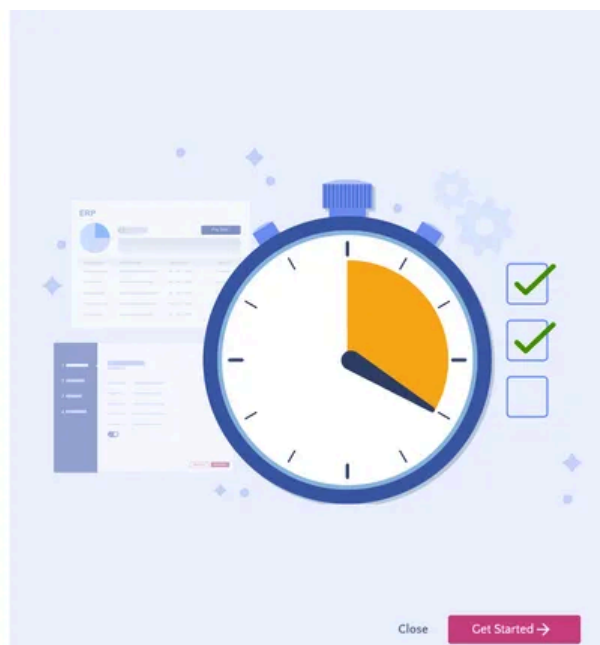
Set up a live connection between your ERP and FISPAN with this wizard in **10-20 minutes**. Before continuing, please ensure that you have completed the [pre-onboarding checklist](#).



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](#)

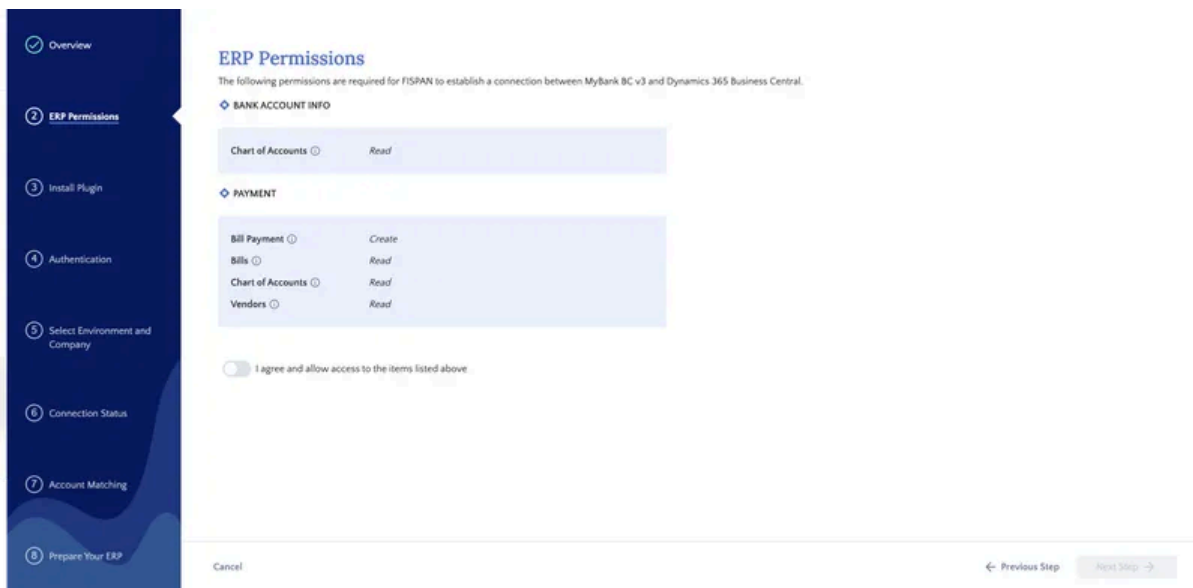


Select Get Started

4.1.2.5. Step 5: Permissions

You must agree and allow access grants by clicking the slider. After doing so, click **Next Step**.

The plugin requires these objects to create a bill payment or display account balances and transaction information. The plugin will only write to custom fields introduced by the plugin.



ERP Permissions - installation wizard page

4.1.2.6. Step 6: Download Plugin

Select **Download Plugin**. Once you have downloaded this file, return to Business Central. The next page of this guide and the video on this screen will guide you through the installation process.

Install Plugin

Download the plugin by clicking the button below. This file is required to install the plugin on your Business Central instance.

[Download Plugin](#)

Log into your Business Central environment.

In the search bar, search "Extension Management".

On the extension management page, select:

Manage → Upload Extension

Click on the search result called **Extension Management**.

Click on the three dots on the "Select .app file" option and choose the .app file downloaded from this wizard.

Accept the disclaimer and click **Deploy** in the pop-up dialog box.

You can refresh the page to check the status of the installation, as this process may take a few minutes.

When the installation is complete, you will see "Is Installed: Yes" for the **MyBank BC v3** extension.

[Install Plugin walkthrough video](#)

Cancel [Previous Step](#) [Next Step](#)

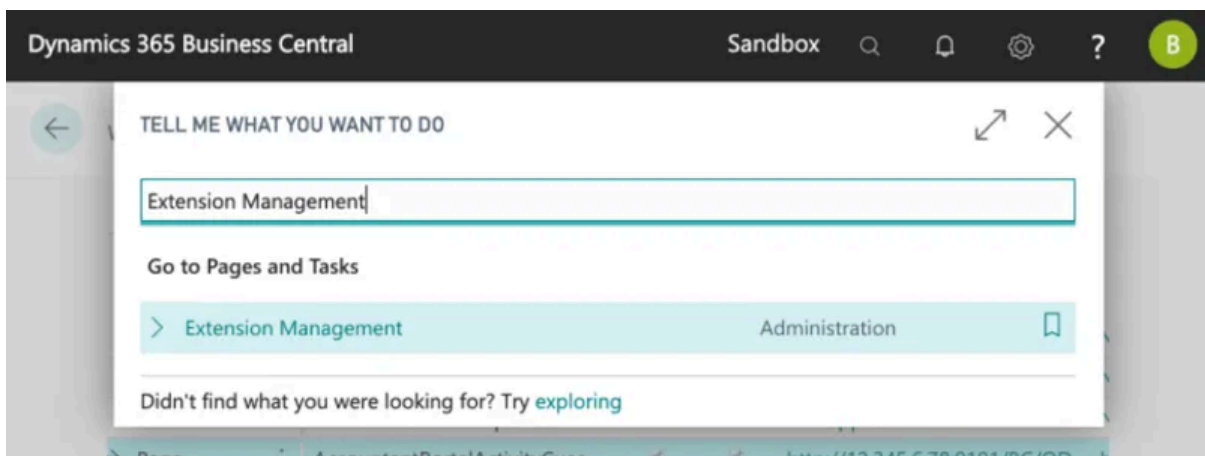
Install Plugin

4.1.2.7. Step 7: Install .app

Follow these steps in Business Central to install the First Citizens Link .app.

1 Go to Extension Management

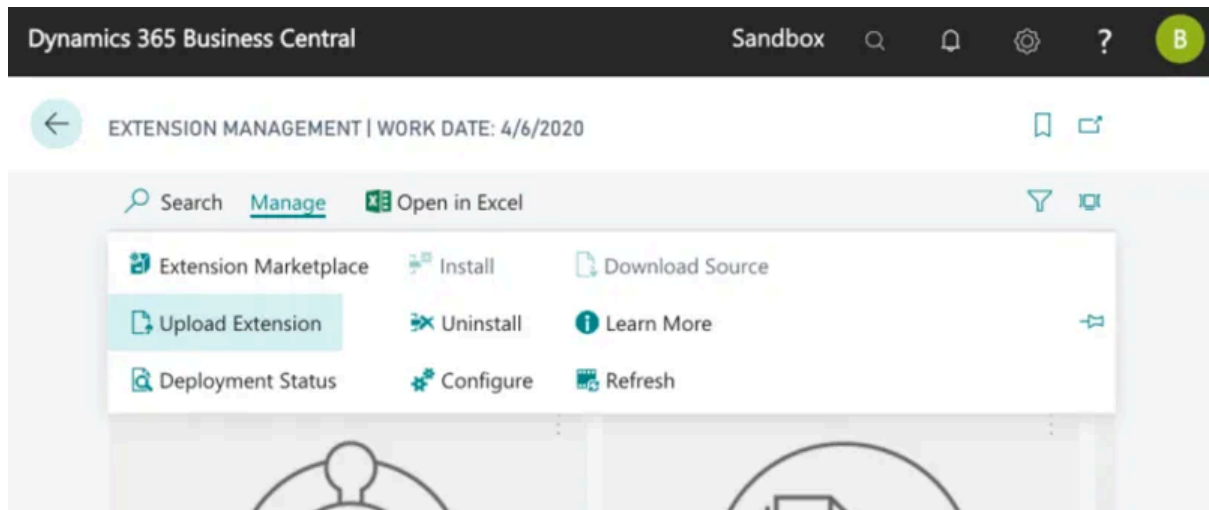
Search for **Extension Management** in the search field and select the relevant link.



Search Extension Management

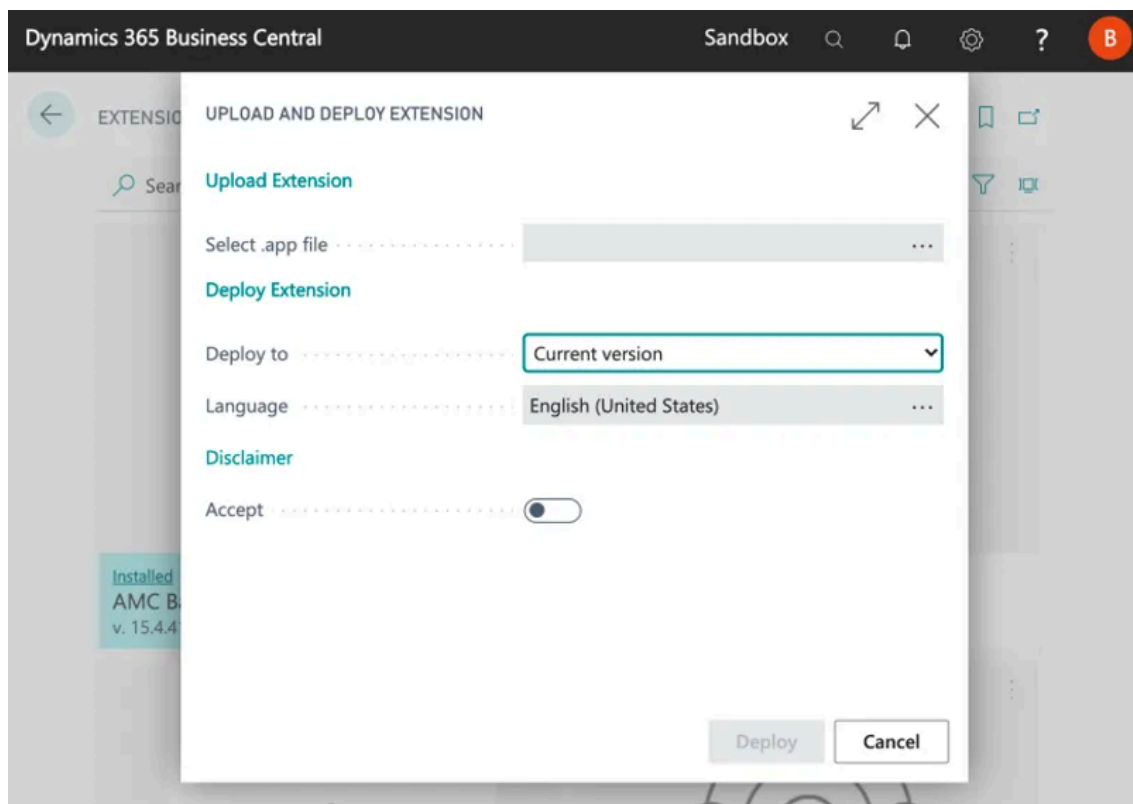
2 Upload and Deploy Extension

Select **Manage** and then **Upload Extension**.



Select Upload Extension

Select the three dots on the **Select .app file** field and choose the .app file downloaded from the installation wizard.

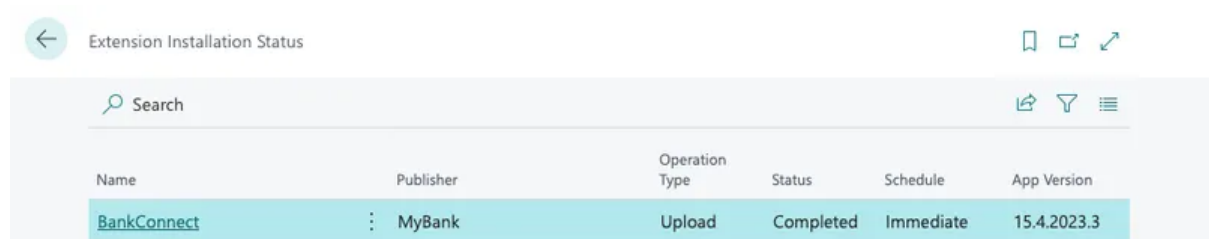


Add Your .app File

Then, toggle the **Accept** disclaimer and select **Deploy**.

Confirm Installation

Confirm the plugin has been installed properly by navigating to **Manage** and selecting **Installation Status**.



The screenshot shows a web interface titled "Extension Installation Status". At the top left is a back arrow icon. To the right are icons for a bookmark, a share icon, and a refresh icon. Below the title is a search bar with a magnifying glass icon and the word "Search". To the right of the search bar are icons for a share icon, a filter icon, and a menu icon. Below these is a table with the following columns: Name, Publisher, Operation Type, Status, Schedule, and App Version. The table contains one row with the following data: Name: BankConnect, Publisher: MyBank, Operation Type: Upload, Status: Completed, Schedule: Immediate, App Version: 15.4.2023.3.

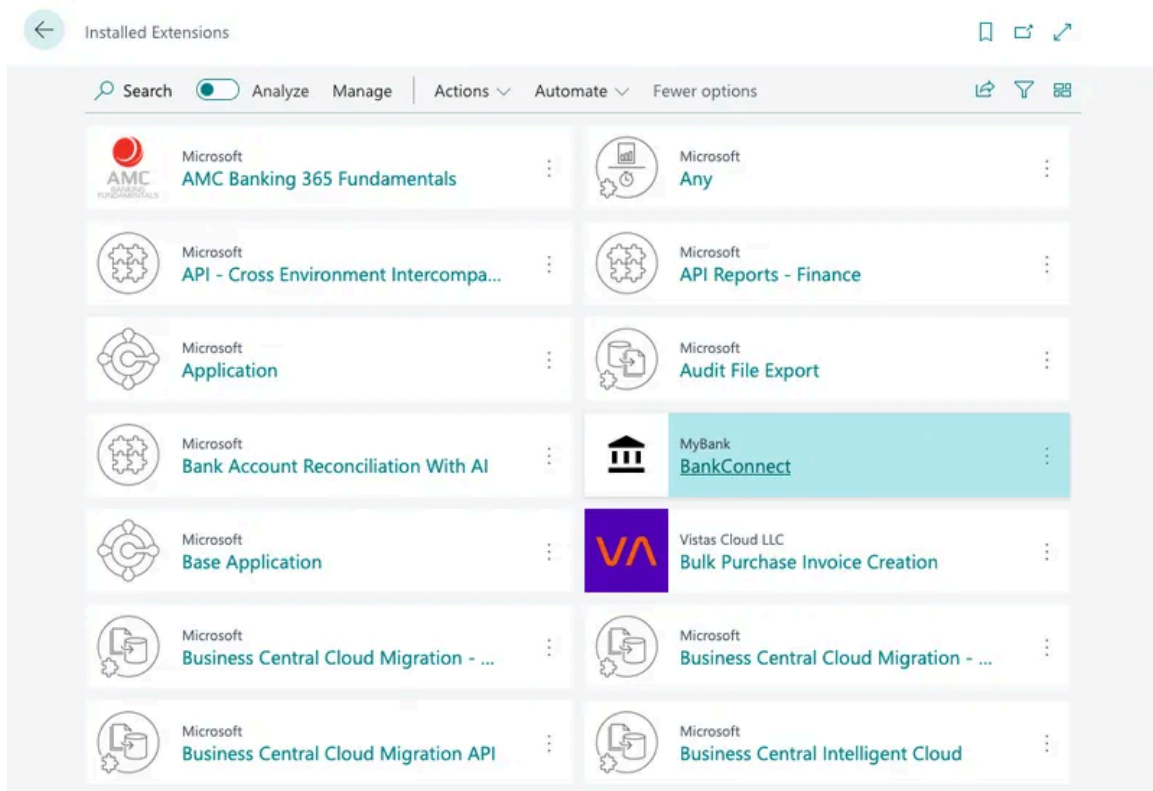
Name	Publisher	Operation Type	Status	Schedule	App Version
BankConnect	MyBank	Upload	Completed	Immediate	15.4.2023.3

Ensure the Plugin is Installed

The status column will say **Completed** when it has been installed properly.

4.1.2.8. Step 8: Allow HttpClient Requests

Once the file has been deployed, click on the extension.



Click on the Extension

Then, ensure the **Allow HttpClient Requests** toggle is enabled.

Extension Settings Saved

BankConnect

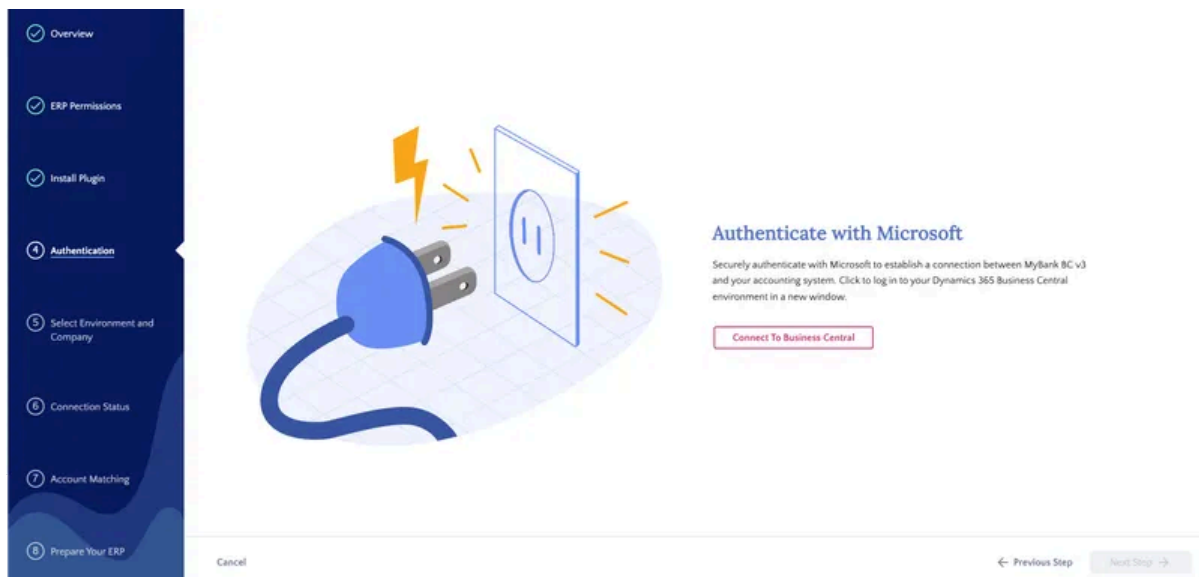
General

App ID	c9c2b1e9-f968-4ec3-a560-ae3cfa0f34d3	Publisher	MyBank
Name	BankConnect	Allow HttpClient Requests	<input checked="" type="checkbox"/>

Enable HttpClient Request

4.1.2.9. Step 9: Authentication

To proceed, select the **Connect to Business Central** button in the installation wizard and sign in with your Microsoft account.



Connect to Business Central

You should ensure this Microsoft account has access to the desired Business Central environment.

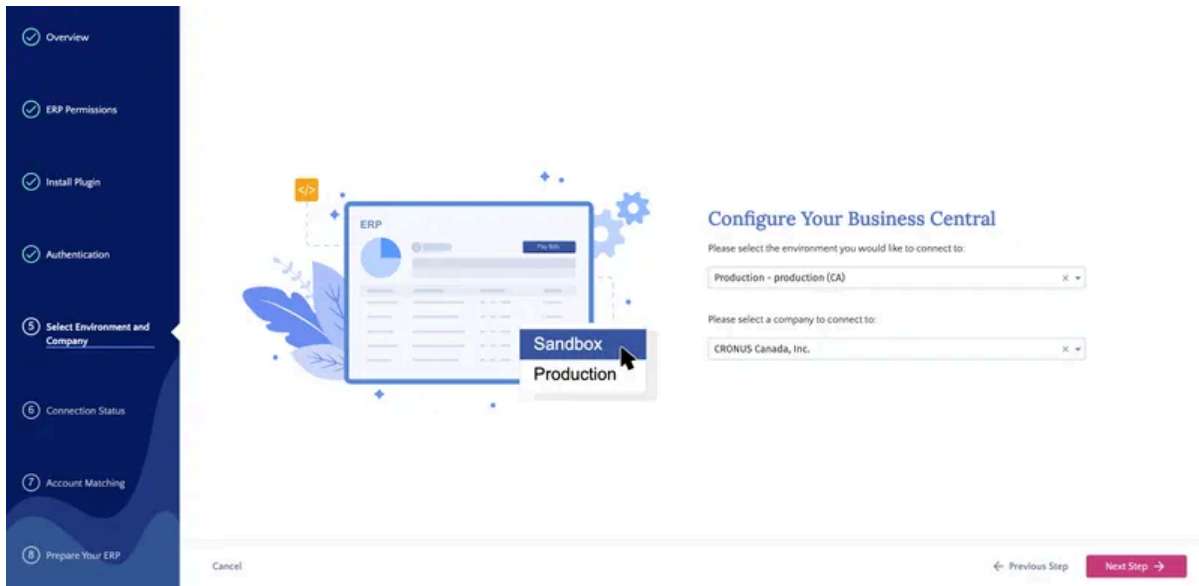
NOTE: We recommend using an account with at least the Application Administrator role, as this is needed to consent to third-party applications. If you have a custom role, confirm that you can consent to both delegated and application permissions.

You will also need a Business Central license and administrator access to complete the application installation within the ERP.

Read more about this [here](#).

4.1.2.10. Step 10: Select Environment and Company

Select the environment and company that you would like to use the plugin with. Then, select **Next Step**.

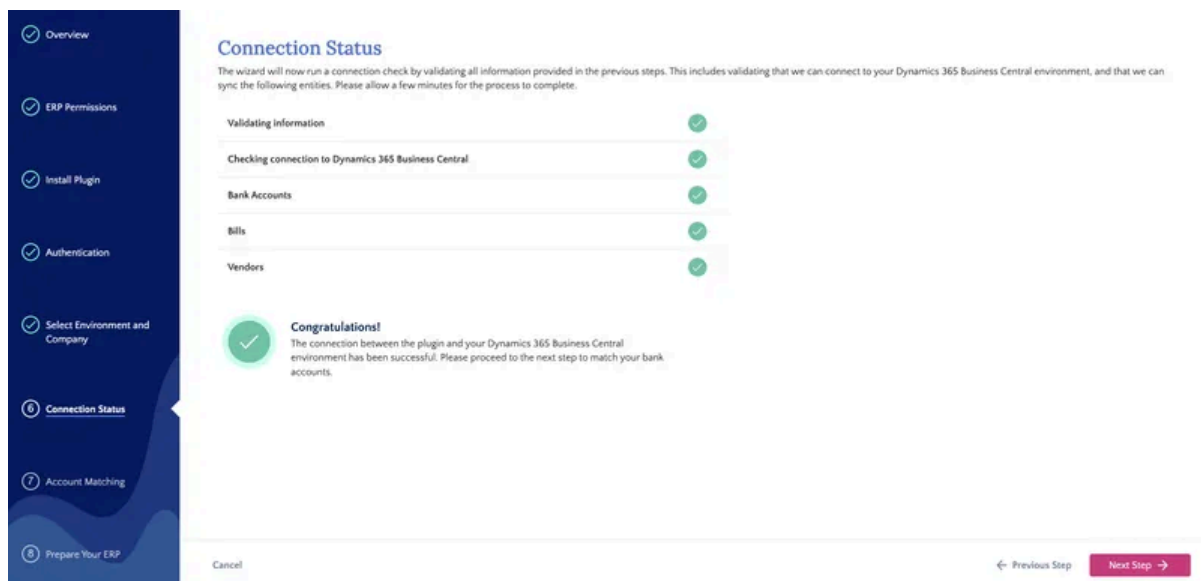


Select Environment and Company

4.1.2.11. Step 11: Connection Check

After entering credentials in the last 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.



Confirm Connection

IMPORTANT: If you see the Invalid Credentials error, immediately confirm:

- The plugin is fully installed.
- You have the required Business Central license and App Admin permissions.
- You selected the correct environment & company.

If the problem continues or if you changed your settings, you must reset the connection. Go back to the authentication step, disconnect the current connection, attempt to reconnect, and then finish the installation wizard.

4.1.2.12. Step 12: Account Matching

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**.

The screenshot displays the 'Account Matching' interface. On the left is a dark blue sidebar with a vertical list of steps: Overview, ERP Permissions, Install Plugin, Authentication, Select Environment and Company, Connection Status, **Account Matching** (highlighted), and Prepare Your ERP. The main content area is titled 'Account Matching' and includes a 'View as: Drag & Drop' dropdown menu. Below the title is a brief instruction: '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.' The interface is divided into two columns: 'ERP ACCOUNTS' and 'BANK ACCOUNTS'. The 'ERP ACCOUNTS' column contains a search bar and a list of accounts: CAD Bank Account, EUR Bank Account, GBP Bank Account, CHECKING, GIRO, and NIBL. The 'BANK ACCOUNTS' column also has a search bar and a list of accounts: Checking (US/USD) (****6784), Operating (NL/EUR) (****2289), Operating (US/USD) (****6789), Operating CAD (CA/CAD) (****9189), and Operating GBP (GB/GBP) (****2789). A yellow star icon is positioned between the two columns, and a right-pointing arrow is visible above the bank accounts list. At the bottom of the interface are 'Cancel', 'Previous Step', and 'Next Step' buttons.

Match Accounts

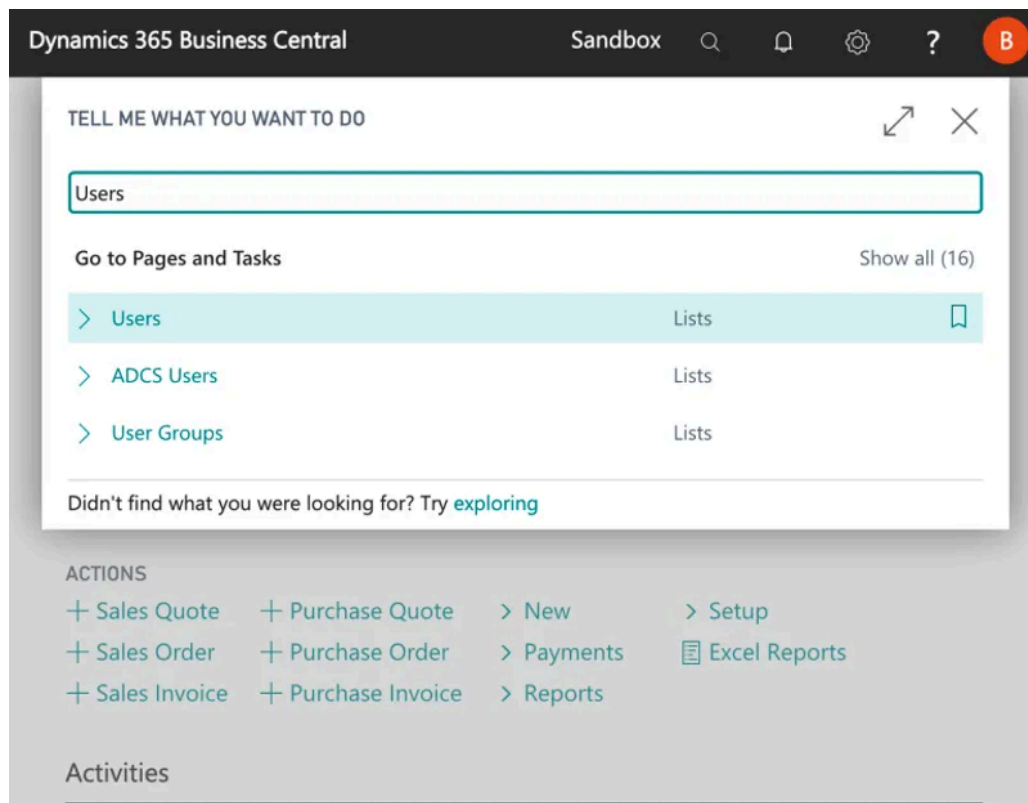
NOTE: When installing the plugin in Sandbox, bank accounts are for testing only. They are not connected to your live bank accounts. When installing in Production, the listed bank accounts reflect your actual accounts.

4.1.2.13. Step 13: Add User Permissions

To set permissions for user roles, follow these steps.

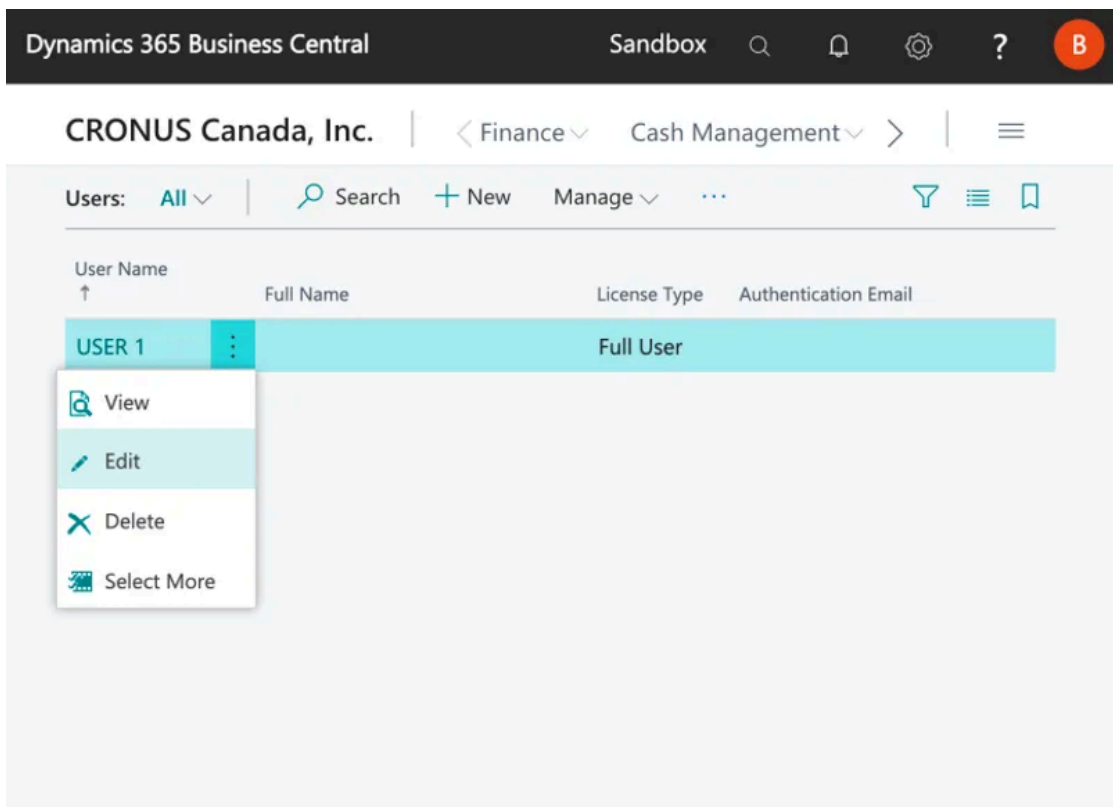
1 Select Users

In your Business Central account, search for and select **Users**.



Select Users

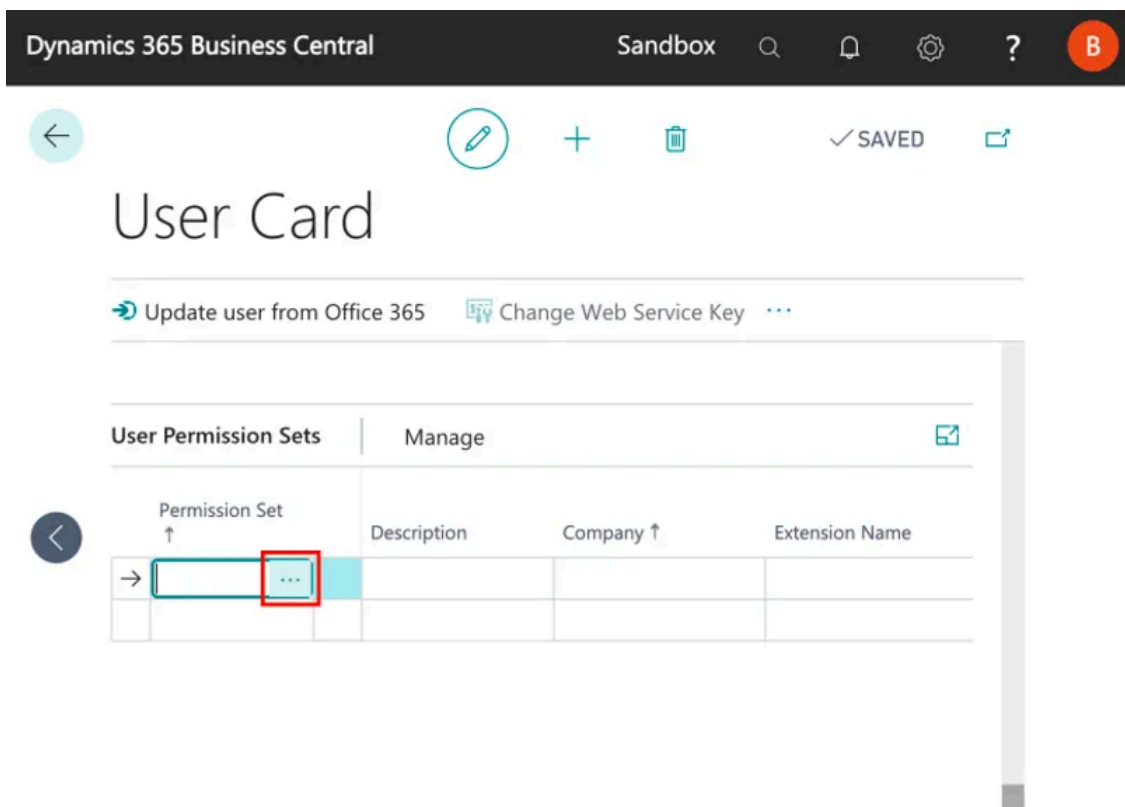
Find the user you would like to grant access to the plugin and select **Edit**.



Select Edit

2 Add Permission Sets

Scroll down to **User Permission Sets** and select the three dots within the text box to open the **Permission Set Lookup**.



Open Permission Set Lookup

Find and add the following Permission Sets as needed:

- **FCBV3BF** - Allows users to utilize bank feeds
- **FCBV3CORE** - Required for any user using the Plugin
- **FCBV3FULL** - Allows users full access to the Plugin
- **FCBV3PB** - Allows users to make payments through the Pay Bills page
- **FCBV3PM** - Allows users to access the Payment Methods page
- **FCBV3RR** - Allows users to view balances and transactions on the Bank Statements page

Once all necessary Permission Sets have been added, confirm that the page has been saved.

Please ensure that **FCBV3CORE** is granted to all plugin and non-plugin users that use records the plugin interacts with i.e. Bank Accounts, Vendors, etc.

This **does not** give non-plugin users access to the plugin pages.

4.1.3. Post-Onboarding Checklist (Business Central)

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 \(Business Central\)](#).

Grant Permissions

To ensure users can view and utilize the plugin, an administrator must grant them permission. You can follow [Step 13: Add User Permissions](#) to enable permissions.

Import Vendor Bank Account Data

If you do not currently store your vendors' bank account details in Business Central, you must add them to make payments. Use the guide [Updating Vendor Payment Methods Via CSV \(Business Central\)](#) to walk through successfully importing data into Business Central using the plugin.

TIP: We recommend testing the import with a few bank accounts in Sandbox first before attempting this in Production.

Set the Default Payment Method

Setting a default payment method and source bank account for each vendor is optional but highly recommended. It enables you to initiate payments quickly, and you retain the flexibility to change them later.

Configure Bank Feeds

Configure Bank Feeds next to optimize your reconciliation process. Use the [Enabling Bank Feeds \(Business Central\)](#) guide to learn how to set up this feature.

Test the Plugin

Now that the setup is complete, we recommend performing test payments across all your commonly used payment rails. Testing is the best way to familiarize yourself with the plugin's features and ensure you know how to utilize it efficiently for all scenarios.

If you run into any issues during testing, please be sure to take screenshots! Screenshots help us quickly and effectively assist you with troubleshooting.

4.1.4. Sandbox Checklist (Business Central)

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 Confirm Plugin Setup

After completing the installation wizard, navigate to the plugin and open the Bank Statement page.

Expected Outcome: All matched bank accounts should display on this page, complete with mock account balances and transactions.

2 Configure Vendors

Navigate to the Payment Method tab within the plugin and select a vendor. Any existing vendor email, address, or bank account information will automatically sync into the plugin.

If data is missing, select **Add Bank account** within the plugin and fill in test bank account details (we recommend adding a routing number and account number to perform a test ACH payment). Alternatively, you can add this information to the native Vendor Bank Account card in Business Central, which will sync over after a few moments.

Expected Outcome: Ensure at least one vendor has ACH information stored on their bank account record to successfully make a test payment.

3 Create a Purchase Invoice

Create and populate a standard Purchase Invoice in Business Central. The extension fully supports discounts and credit memos. Once complete, post the purchase invoice.

Expected Outcome: The posted purchase invoice should be immediately available within the payment journal, ready to be paid via the extension.

4 **Make an ACH Payment**

To initiate the payment, select the plugin in the header and choose **Pay Invoices**. All Posted Purchase Invoices will load on this page.

Locate and select the invoice you created earlier using the checkbox. After confirming a payment method is selected, click **Add to Payment Run** and confirm the payment.

Expected Outcome: The payment submission result will appear under the Payment History sub-tab. Additionally, the ledger will show that a payment has been created and applied to the posted purchase invoice, successfully closing the transaction.

5 **Trigger a Failed Payment**

Create a Purchase Invoice for exactly \$1,991.00. Then, navigate to the Pay Bills page and process the payment through the extension.

Expected Outcome: Payments of this specific amount will be marked as failed shortly after submission. Although a payment will be initially created and applied to the invoice, it will then be automatically voided, resulting in the bill being made available for a new payment attempt.

4.2. Configuration

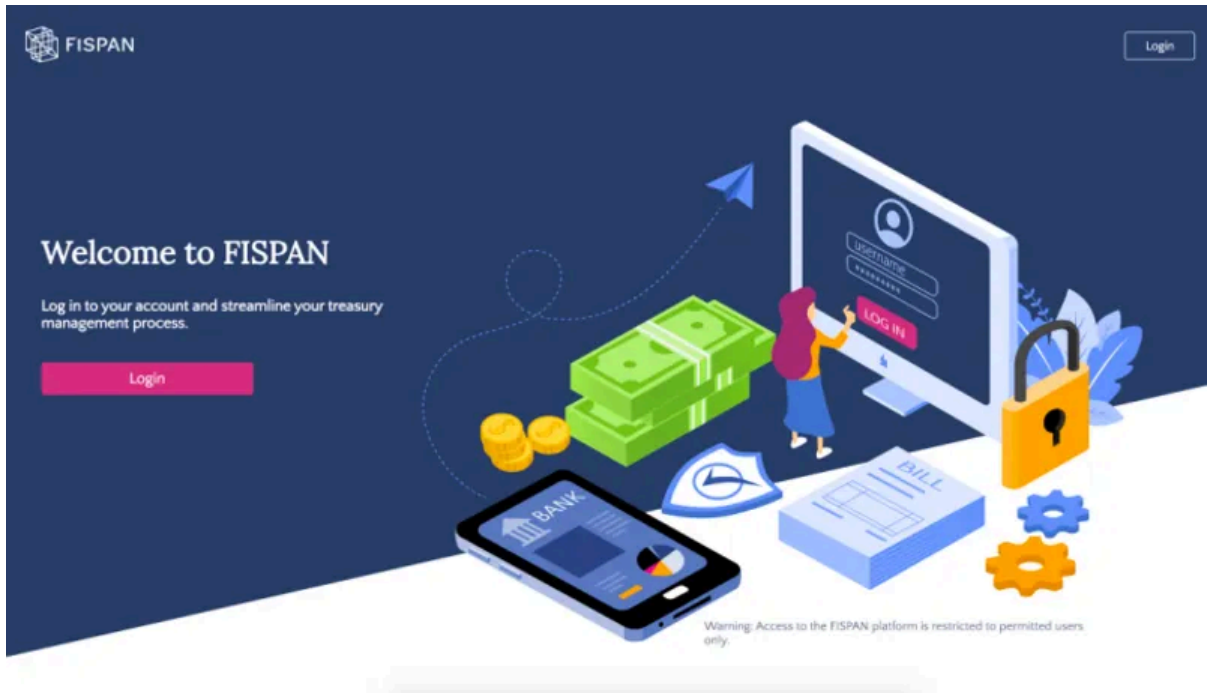
4.2.1. Plugin Management

4.2.1.1. Mapping Bank Accounts (BC365)

Once the First Citizens Link installation and setup are completed, you are still able to map any new bank accounts that are added to the plugin.

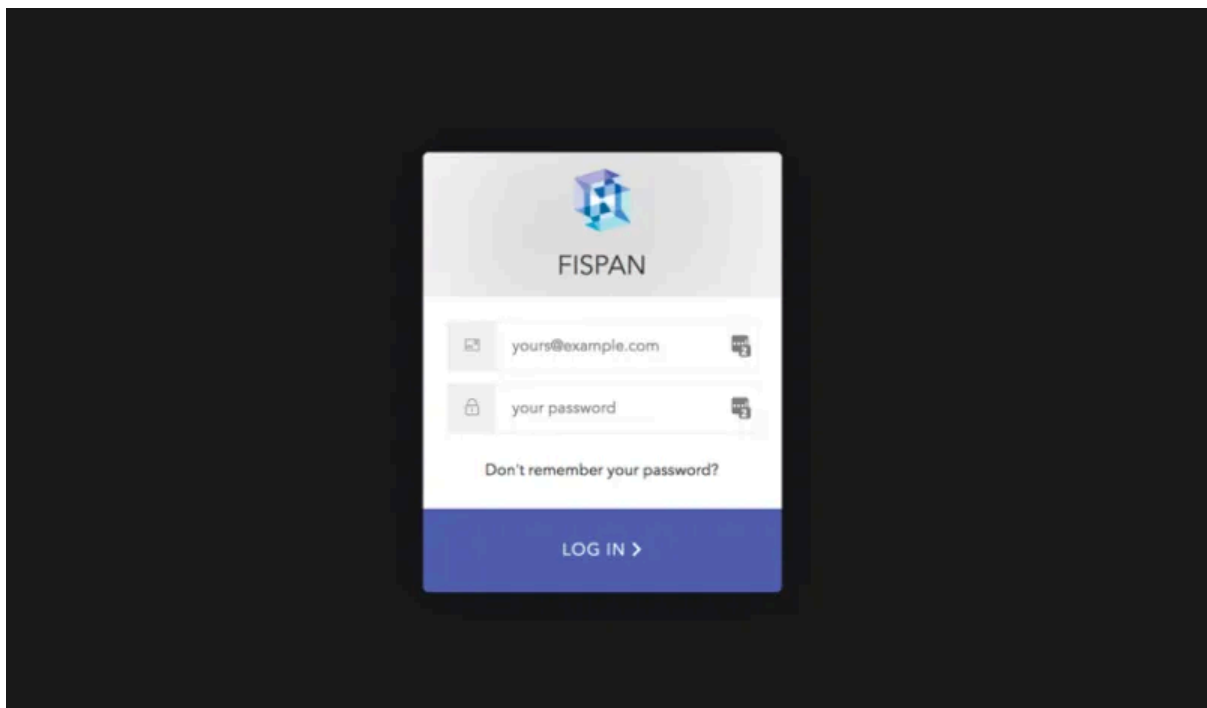
1 Log in to Portal

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



Go to FISPAN 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.

Welcome

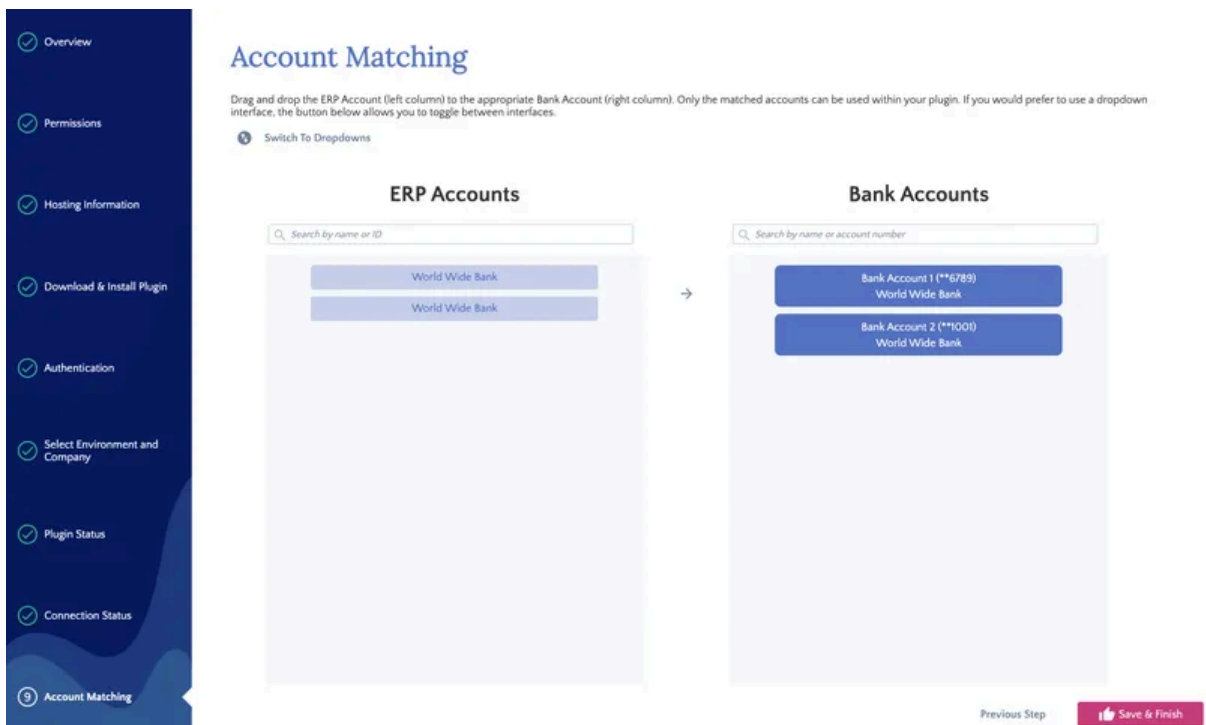
Improve and customize your banking experiences with your choice of apps.

Connected Apps



Select Associate Accounts

Match your ERP Accounts with the appropriate Bank Account. Simply **drag** the ERP Account from the left and **drop** it onto the bank account you would like it to be tied to. Once you have successfully matched your accounts, select **Save & Finish**.



Match Your Accounts

4.2.1.2. Setting Up Multi-Entity Management (BC365)

If you plan to use this plugin with Multi-Entity Management (MEM) by Binary Stream, please review the configuration requirements, user access, and limitations on this page.

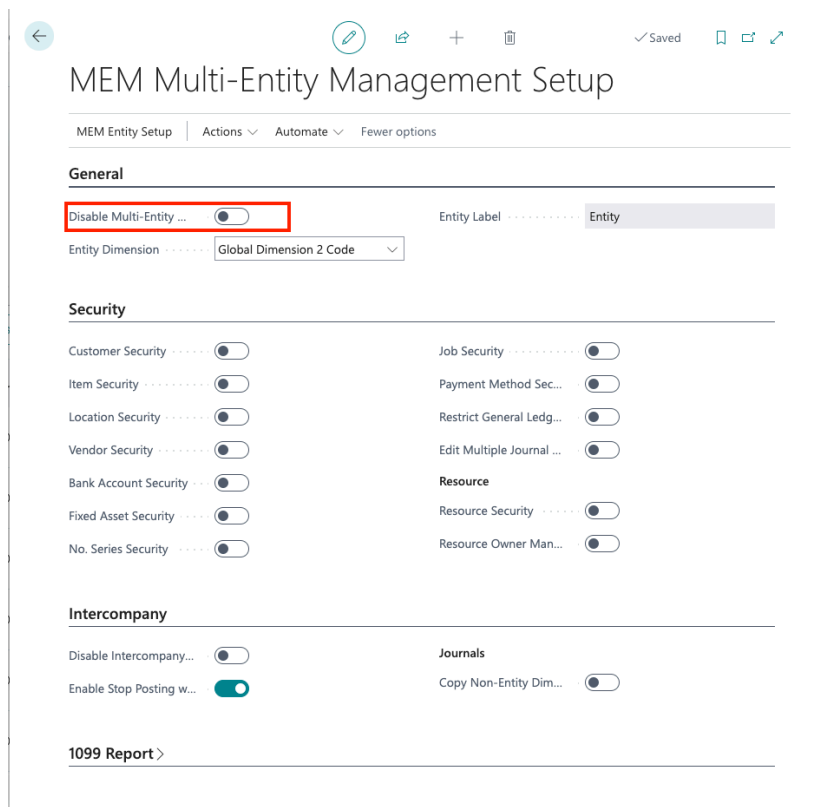
NOTE: If Multi-Entity Management (MEM) is not installed in an instance, you will need to reach out to Binary Stream before installing the plugin. You can learn more by going to the [Binary Stream MEM](#) website page.

MEM Configuration

The plugin requires minimal MEM configuration. The following two criteria must be met for successful integration:

1 MEM is Enabled

In Global Search, look for the Multi-Entity Management Setup. On this page, make sure **Disable Multi-Entity Management** is disabled.



Ensure Disable MEM is Off

If this option is enabled, the plugin will not respect any subsidiaries when posting and paying bills. This could potentially lead to payment failure or inaccurate records being posted.

2 Global Dimension is Selected

Either Global Dimension 1 or Global Dimension 2 Code must be selected in the **Entity Dimension** field. Both are supported via the plugin.



✓ Saved



MEM Multi-Entity Management Setup

MEM Entity Setup | Actions ▾ Automate ▾ Fewer options

General

Disable Multi-Entity ...

Entity Label Entity

Entity Dimension Global Dimension 2 Code ▾

MEM Multi-Entity Management Setup - Set Entity Dimension

The selected Entity Dimension in the plugin's settings page will automatically sync. You cannot toggle the **MEM Enabled** status within the plugin; it is automatically toggled on as long as MEM is active in Business Central.

MEM

MEM Enabled

Entity Dimension Global Dimension 2 Code

Entity Label Entity

MEM settings

User Access

Multi-Entity Management (MEM) restricts a user's visibility and access to financial data within the system. Access is controlled by assigning users to specific entity codes, ensuring they can only interact with payments to these entities.

Invoices

Invoices must be assigned to an entity.

For a user, the Pay Invoices and Payment History pages are filtered to only display invoices assigned to entities that the user has access to. This access is granted by assigning the user access to specific entity codes.

To set this up, use the global search functionality and search for **MEM User Security Setup**. Here, users can be assigned access to specific entities.

MEM User Security Setup

Import User Entity | More options

User Security Setup

Direction User

Source

User Name LD'AGOSTINI

User Security

		Entity Code ↑	Name
→	<input checked="" type="checkbox"/>	A01	Seattle
	<input checked="" type="checkbox"/>	B01	New Jersey
	<input checked="" type="checkbox"/>	B02	Portland
	<input type="checkbox"/>	C01	Chicago
	<input type="checkbox"/>	C02	Boston

Assign Access to Entities

In the example above, this user is only assigned access to invoices with the entity codes A01, B01, or B02, and will only have visibility to those records. They will not be able to see invoices assigned to C01 or C02.

Bank Accounts

Bank accounts must also be assigned to an entity.

The same entity-based logic applied to invoices is utilized here. Bank accounts loaded on the Pay Invoices page and the Bank Statements page will only display those assigned to the entities the user has access to. This access is also granted by assigning the user access to specific entity codes in the **MEM User Security Setup**.

Following the same example, this user would only have access to bank accounts with the entity codes A01, B01, or B02. They will not be able to access any bank accounts assigned to C01 or C02.

Vendors

There is no current filtering on access for vendors via the plugin.

Disabling MEM

Please consult with your ERP Consultant and/or Binary Stream to remove MEM from your environment.

Once uninstalled, the plugin will not be able to read or modify records for companies specified under the Entity Dimensions.

Limitations

Since FISPAN and Multi-Entity Management by Binary Stream Software are two independent extensions, the following features will be disabled by FISPAN upon installation due to incompatibility with the MEM architecture.

1 Write Check Ledger Entries

The feature specifies whether check ledger entries should be made for any check payments through the plugin.

2 Overwrite Doc No. Check Payments

The feature specifies if the Document No. on the ledger entries should be overwritten on check payments.

NOTE: Although check numbers will not be overwritten or added to the check ledger entries, check numbers can still be accessed via the Payment History CSV Export for your records.

3

Batching Ledger Entries

This feature allows multiple invoices to be paid under one payment through the plugin. When enabled, it combines invoices into one entry in the bank account ledger entries, check ledger entries, and vendor ledger entries.

4.2.1.3. Updating the Plugin (BC365)

Keeping the plugin 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 **Navigate to Settings**

Navigate to First Citizens Link and select **Settings**.

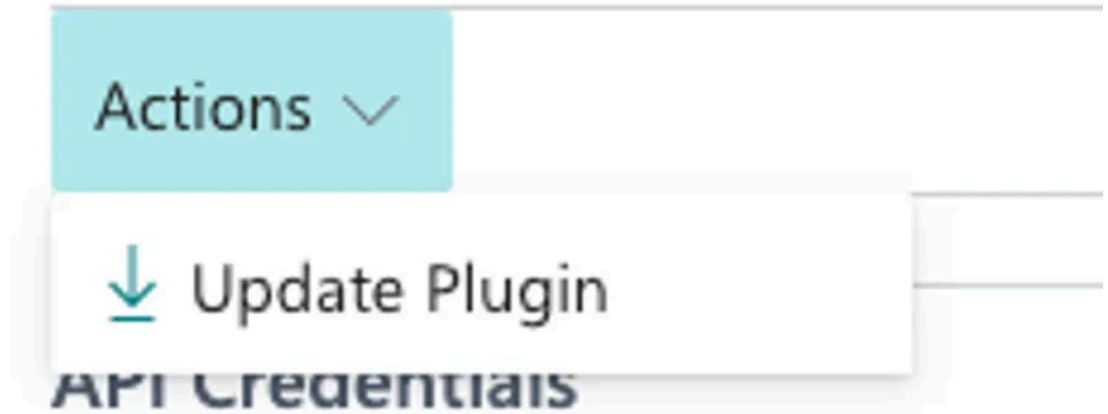


Pay Invoices Bank Statements Payment Methods Settings

Select Settings

2 **Download the Update**

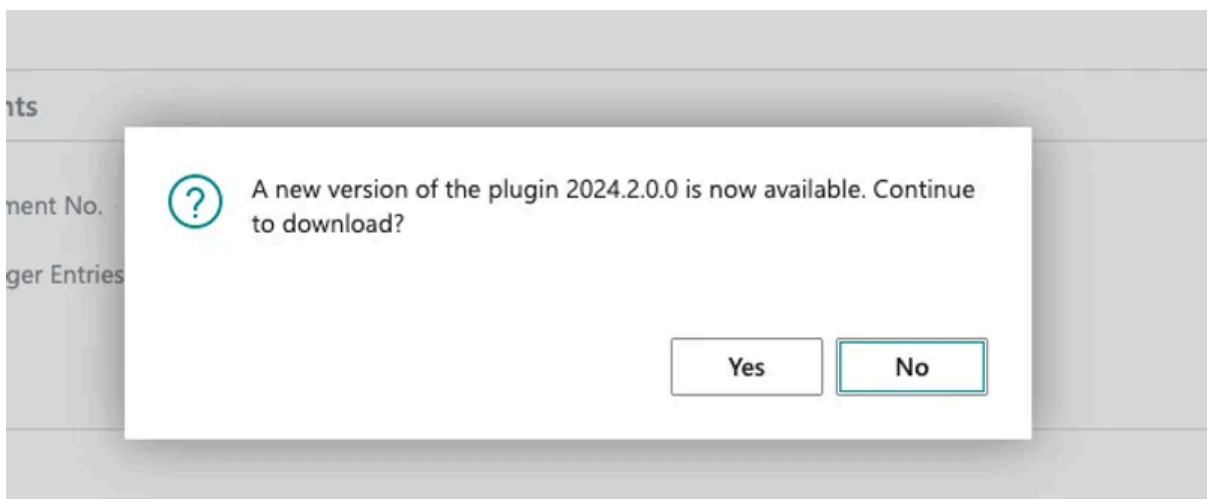
Navigate to Actions, and select **Update Plugin**.



Select Update Plugin

3 Confirm Download

This will prompt the user to download the latest plugin version. Select **Yes** to download the file.

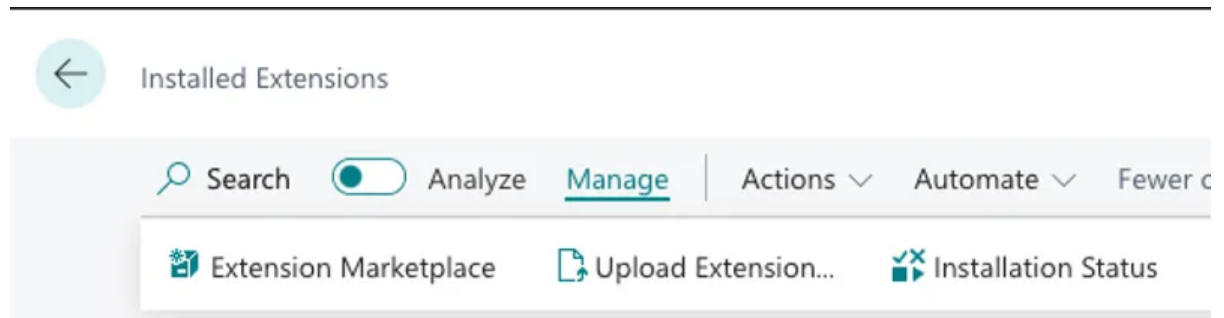


Click Yes

4

Upload the Extension

Once downloaded, search **Extension Management** under Global search.



Select Installation Status

Select **Manage** and then click **Upload Extension**.

5

Deploy the Extension

This opens up a pop-up screen to upload and deploy extensions. You can select the ... in the Select .app file field and choose the file from your computer.

UPLOAD AND DEPLOY EXTENSION ↗ ✕

Upload Extension

Select .app file

Deploy Extension

Deploy to

Language

Disclaimer

Accept

Deploy Extension

Once selected, **Accept** the Disclaimer and select **Deploy**.

UPLOAD AND DEPLOY EXTENSION ↗ ✕

Upload Extension

Select .app file

Deploy Extension

Deploy to

Language

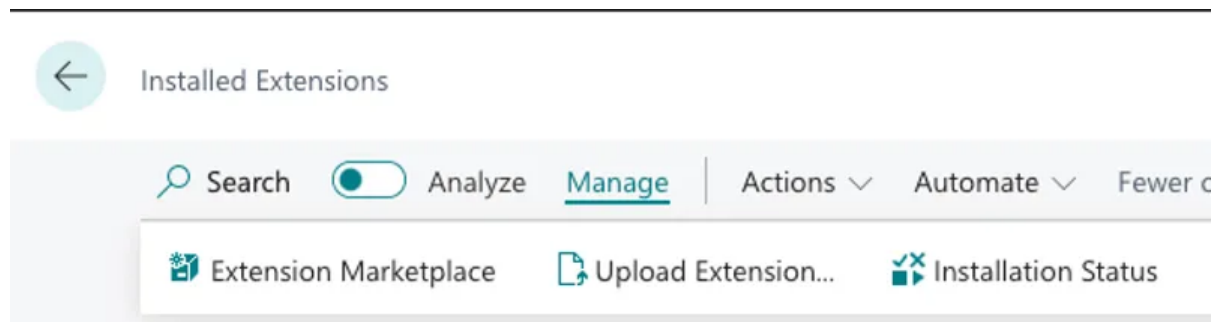
Disclaimer

Accept

Select Deploy

6 Check Installation Status

To view the status of the deployment, select **Installation Status** under **Manage**.



Select Installation Status

If you are experiencing an error deploying using the above steps, on the **Upload And Deploy Extension** window, enable **Schema Sync Mode: Force**, then select **Deploy**.

Repeat Step 6: Check Installation Status.

Upload Extension **And Deploy Extension**

Upload Extension

Select .app file

Deploy Extension

Deploy to Current version

Language English (United States)

Schema Sync Mode Force

Disclaimer

Accept

[Read more about the best practices for installing and publishing extensions](#)

Deploy Cancel

Select Force

4.2.1.4. Reauthentication (BC365)

You may be required to reauthenticate your ERP system connection. This issue can occur for a few reasons:

- Your authentication token has expired and failed to automatically refresh.
- The user account initially used for authentication is no longer active within your organization (e.g., the user has left or their credentials were disabled).

Follow these steps to reauthenticate.

1 Navigate to FISPAN

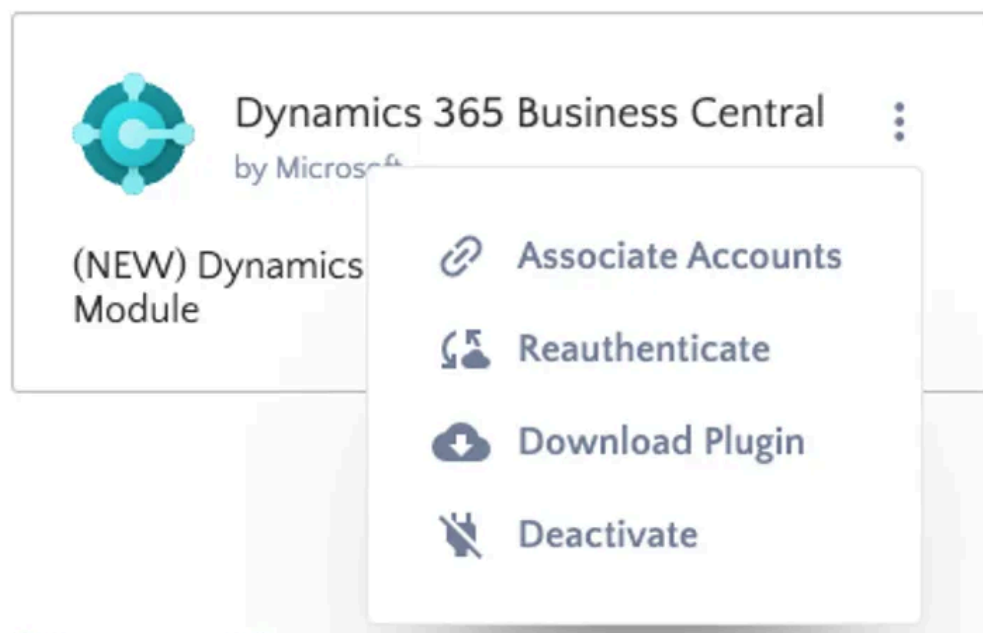
To reauthenticate, navigate to:

- Production - sys.fispan.live
- Sandbox - sandbox.fispan.cloud

2 Reauthenticate

On this screen, under **Connected Apps**, click the three dots.

Connected Apps

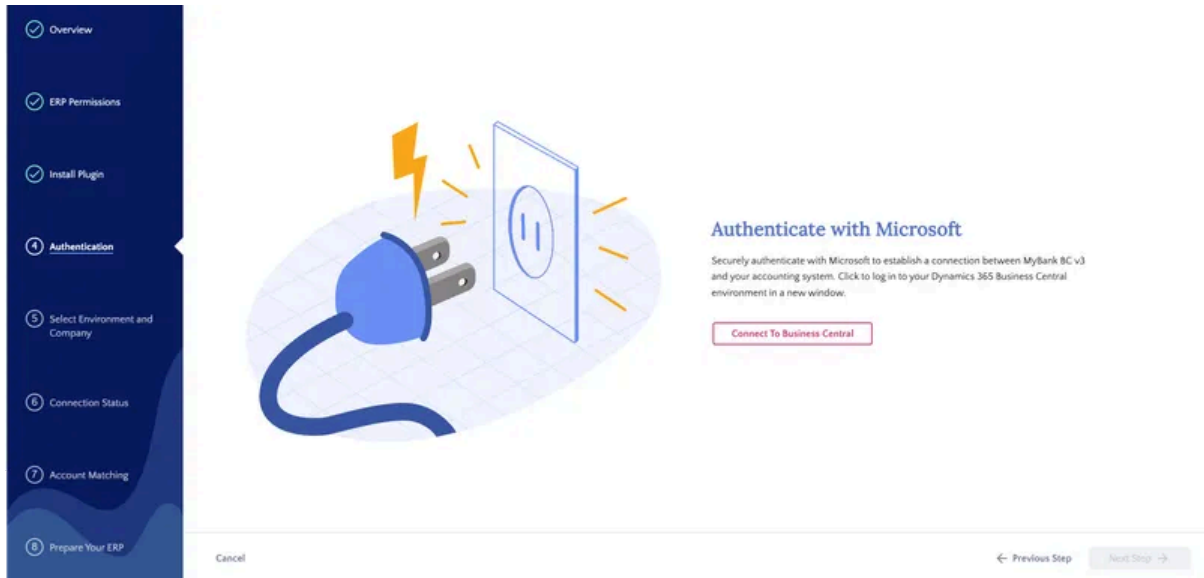


Connected Apps - three dots dropdown menu - select Reauthenticate

Then select **Reauthenticate**.

3 Re-Establish Connection

After clicking reauthenticate, you will be asked to log in to Business Central. This will re-establish the connection between your bank and ERP so you can resume all activities.



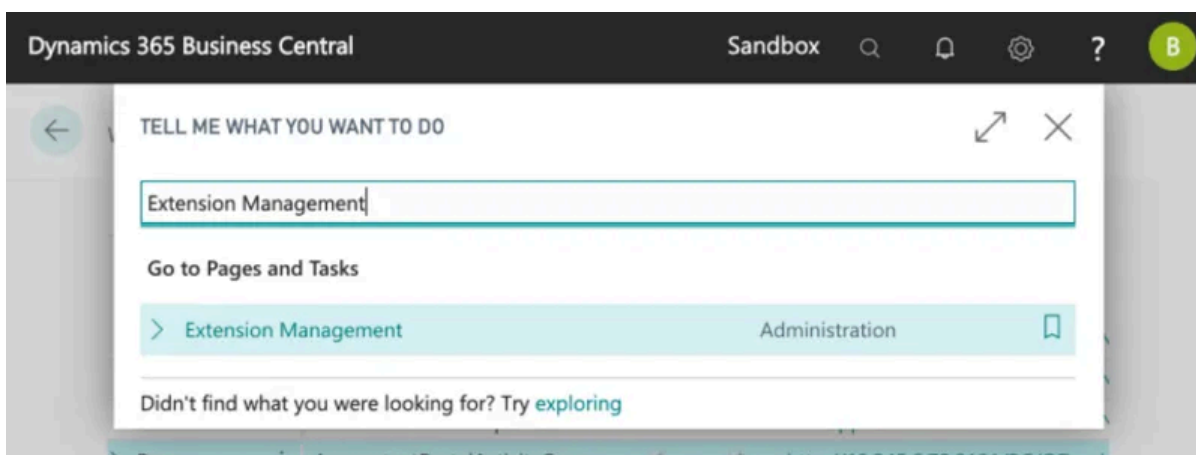
Authenticate with Microsoft - Select Connect to Business Central

4.2.1.5. Uninstalling the Plugin (BC365)

To uninstall the plugin from Business Central, follow these steps.

1 Locate the Plugin

In the search bar, search for **Extension Management**.



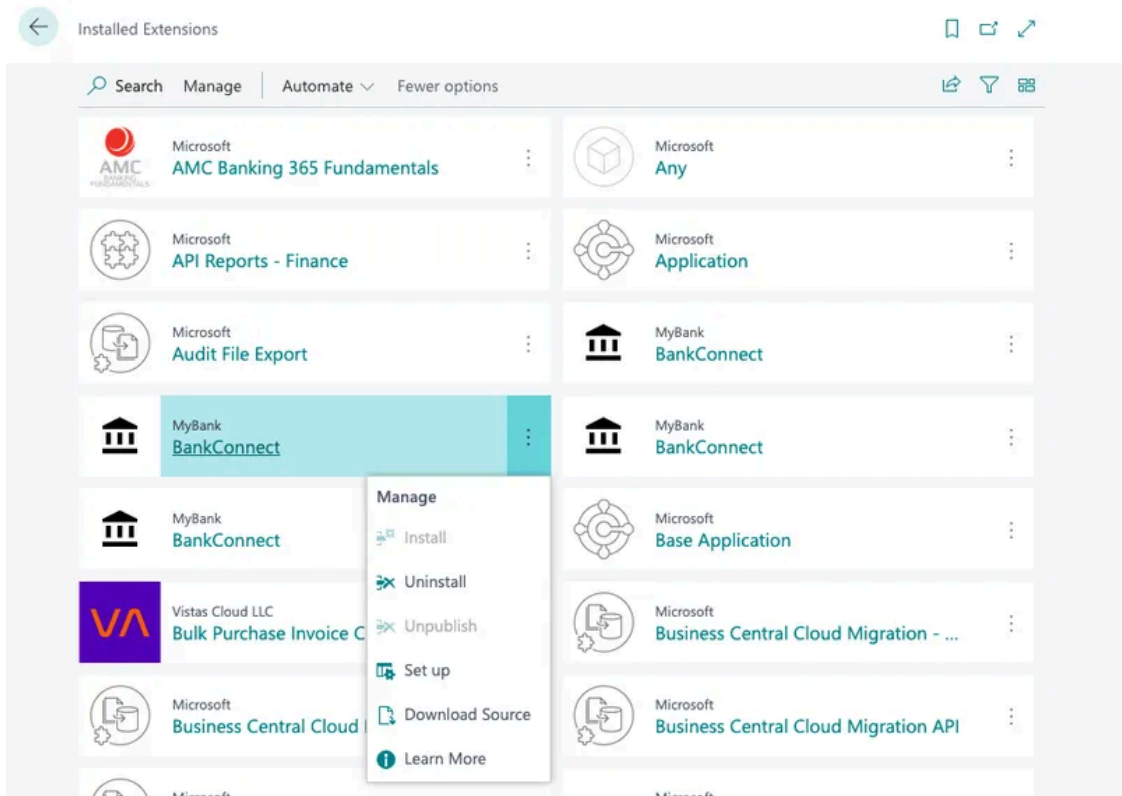
Search Extension Management

Locate the plugin in the list of extensions. There may be multiple copies of the extension file for each update you have done.

Use the filter on the page to find the latest version.

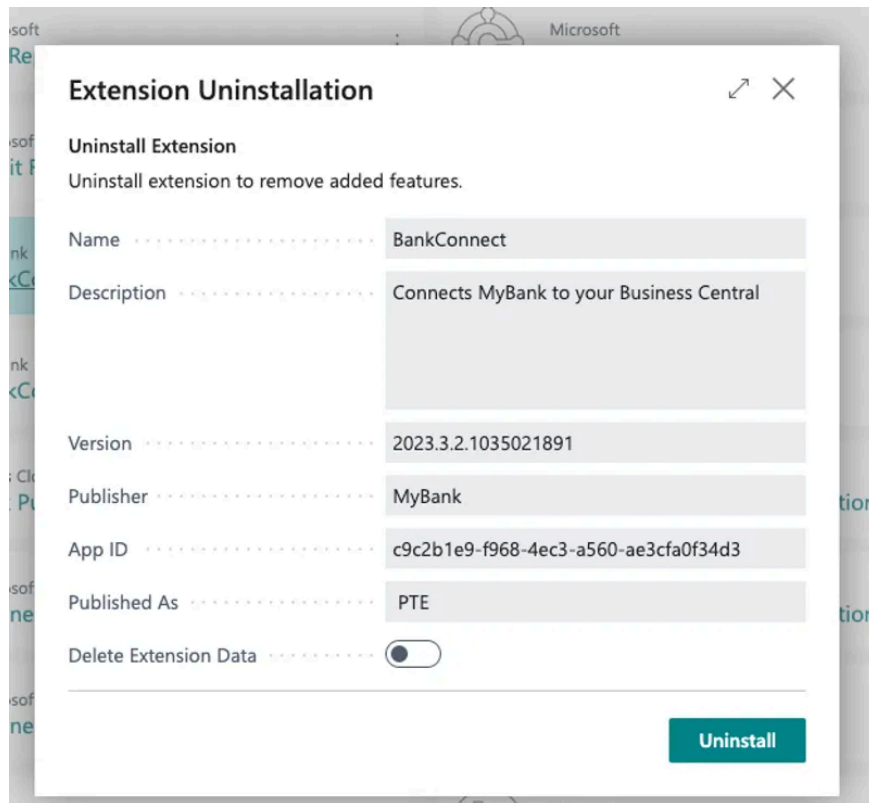
2 Uninstall the Plugin

Once you have located the app, you can click **Uninstall**.



Select Uninstall

Review the extension details and toggle the **Delete Extension Data** option before clicking **Uninstall**.

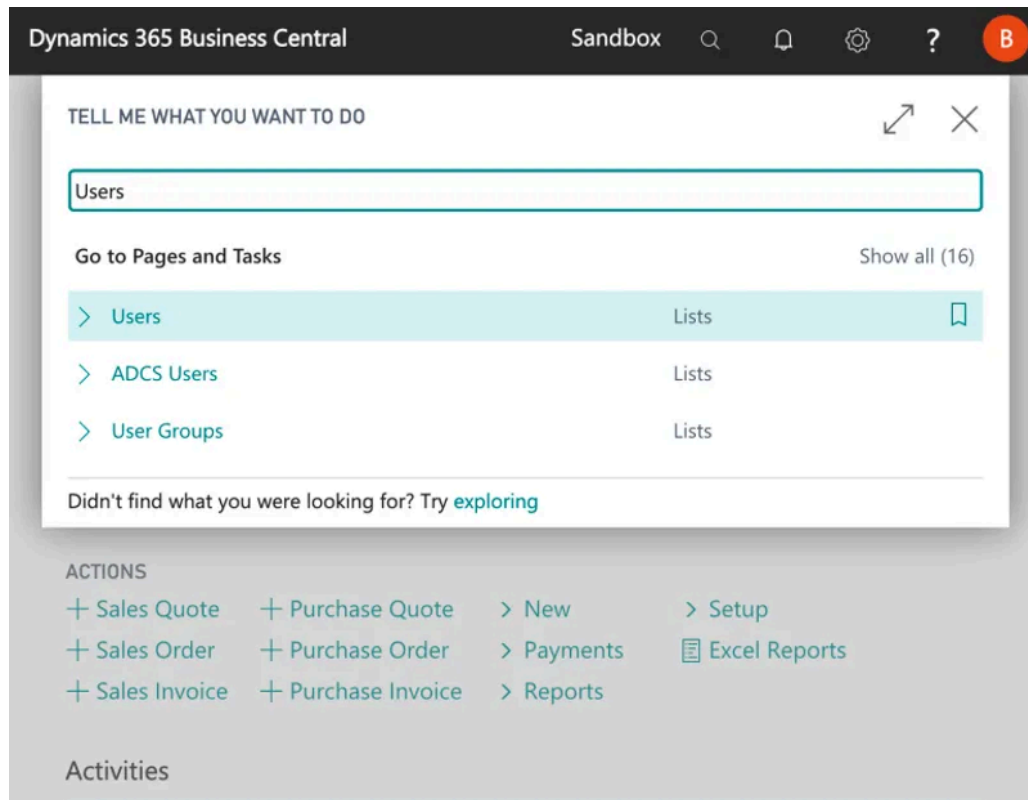


Extension Uninstallation window

3 Remove Permissions

Now that you have uninstalled the plugin, the next step is to remove user permissions.

In the search bar, search for **Users**.



Search Users

Find the users with access to the plugin and select them.

User Permission Sets |

Permission Set ?	Description	Company ?	Extension Name	Permission Scope
<input type="radio"/> AUTOMATE - EXEC	Automate - Exec	CRONUS Canada, Inc.	System Application	System
<input type="radio"/> D365 BUS PREMIUM	Dyn. 365 Prem. Bus. Full Acc.	CRONUS Canada, Inc.	Base Application	System
<input type="radio"/> EXCEL EXPORT ACTION	D365 Excel Export Action	CRONUS Canada, Inc.	System Application	System
<input type="radio"/> LOCAL	Country/region-specific func.	CRONUS Canada, Inc.	Base Application	System
<input type="radio"/> LOGIN	Login access	CRONUS Canada, Inc.	System Application	System
→ <input checked="" type="radio"/> MYBANKV3FULL	Full Access		BankConnect	System
<input type="radio"/> SUPER	This role has all permissions.			System
<input type="radio"/> TROUBLESHOOT TOOLS	Troubleshoot Tools	CRONUS Canada, Inc.	System Application	System

User Permission Sets - Select Delete Line

Delete the plugin's Permission Set from the list of User Permission Sets.

4 Remove Bank Feeds

If utilizing Bank Feeds, the last step is to remove Bank Feeds from Business Central by removing the Bank Statement Import Format from a bank account.

Go to **Cash Management → Bank Accounts** and click on a bank account.

Under the Transfer tab, clear the value from the **Bank Statement Import Format** field.

Transfer		Show less	
Country Export Format	<input type="text"/>	SWIFT Code	<input type="text"/>
E-Pay Export File Name	<input type="text"/>	IBAN	<input type="text"/>
Last E-Pay File Creation No.	<input type="text" value="0"/>	Bank Statement Import Format	<input type="text" value="MYBANK BF V3"/>
Client No.	<input type="text"/>	Payment Export Format	<input type="text"/>
Client Name	<input type="text"/>	Positive Pay Export Format	<input type="text"/>
Input Qualifier	<input type="text"/>	EFT IAT Export Format	<input type="text"/>
Transit No.	<input type="text"/>		

Transfer section - Bank Statement Import Format field

Once that is completed, the box should be empty. You will need to repeat this for every bank account that had a format selected.

Transfer		Show less	
Country Export Format	<input type="text"/>	SWIFT Code	<input type="text"/>
E-Pay Export File Name	<input type="text"/>	IBAN	<input type="text"/>
Last E-Pay File Creation No.	<input type="text" value="0"/>	Bank Statement Import Format	<input type="text"/>
Client No.	<input type="text"/>	Payment Export Format	<input type="text"/>
Client Name	<input type="text"/>	Positive Pay Export Format	<input type="text"/>
Input Qualifier	<input type="text"/>	EFT IAT Export Format	<input type="text"/>
Transit No.	<input type="text"/>		

Transfer section - empty Bank Statement Import Format field

4.2.2. **User Management**

4.2.2.1. Setting Up Multi-Factor Authentication (BC365)

Multi-Factor Authentication (MFA) Overview

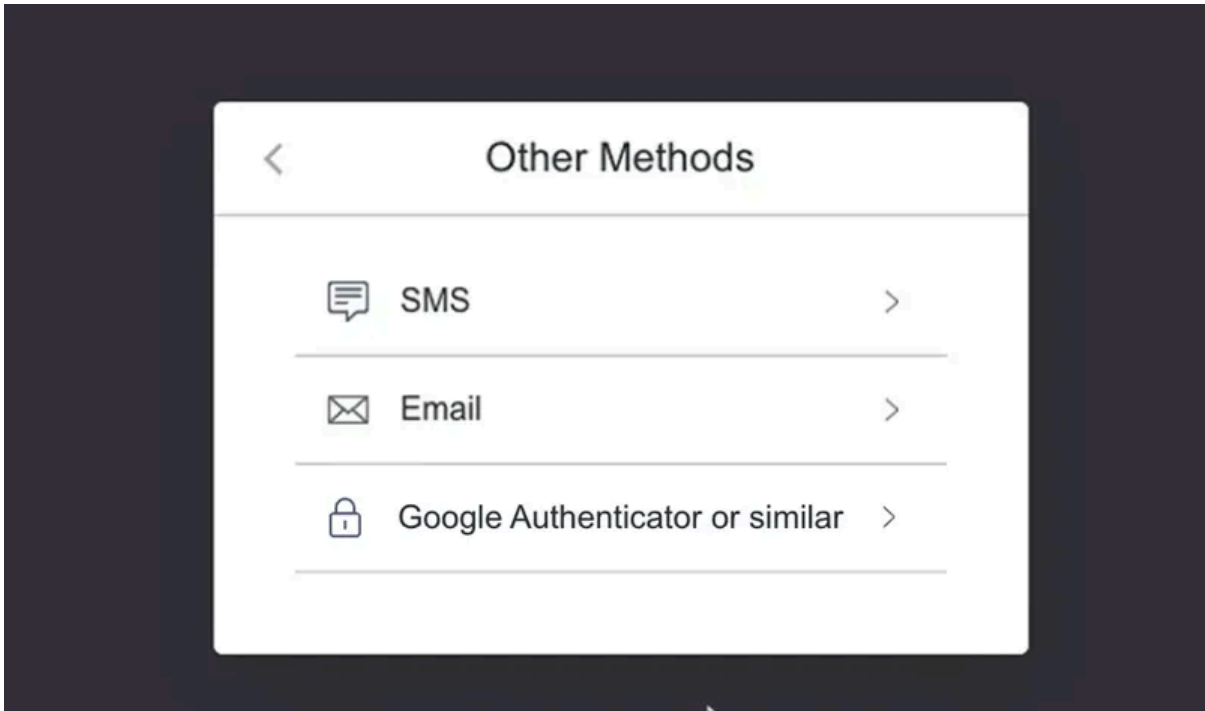
Multi-factor authentication (MFA) adds another level of security for all users when using the FISSPAN Portal to [login](#). With MFA, your data is protected against account breaches and is accessed by authorized users.

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

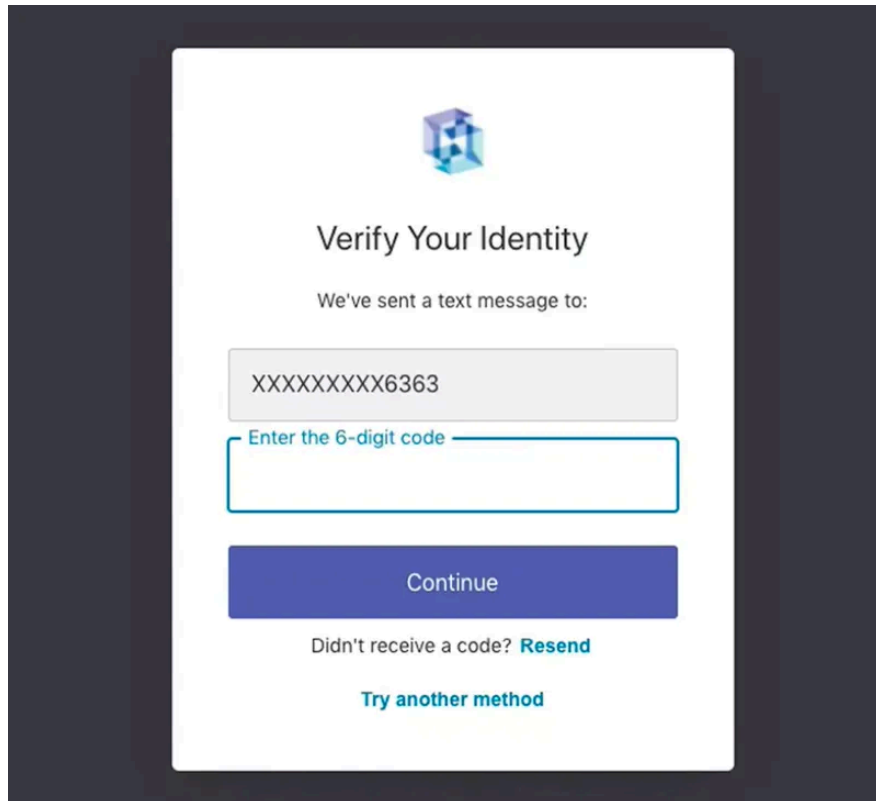
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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**.



Verify Your Identity

We've sent a text message to:

XXXXXXXX6363

Enter the 6-digit code

Continue

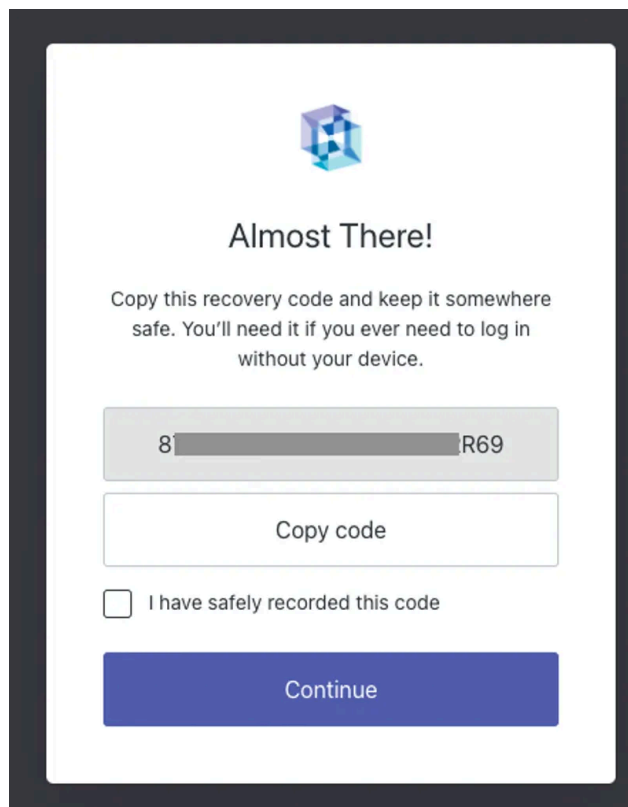
Didn't receive a code? [Resend](#)

[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.

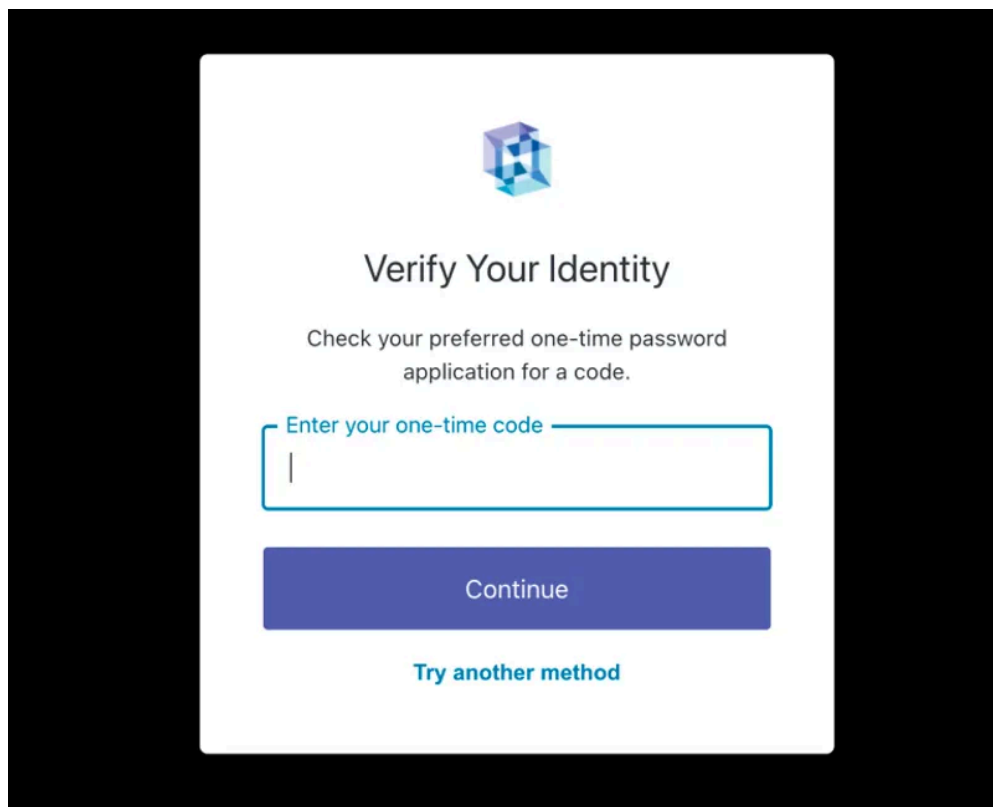
1 Set Up Authentication App

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**.



Verify Your Identity

We've sent an email with your code to

****@fisp*****

Enter the code

Continue

Didn't receive an email? [Resend](#)

[Try another method](#)

Email Authentication

4.2.2.2. Supported Roles (BC365)

Business Central uses Roles to customize the navigation menu options for users, highlighting different modules relevant to their job functions.

Currently, the plugin appears in the navigation bar for users assigned to the following built-in Roles:

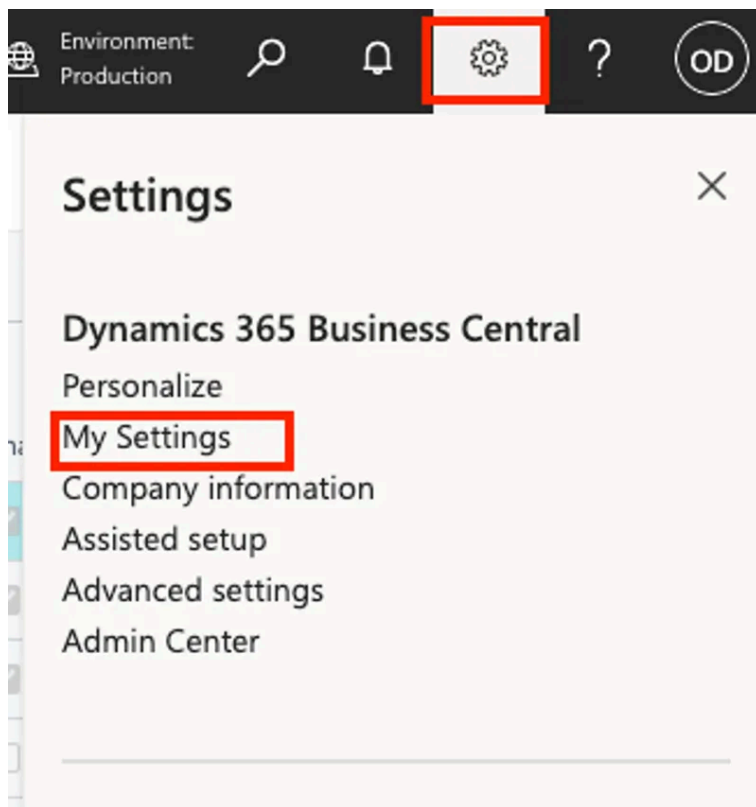
- Accountant
- Accounting Manager
- AP Coordinator
- Bookkeeper
- Business Manager
- Team Manager

NOTE: The plugin does not currently support custom-created Roles.

To change your Role to one of the built-in roles, follow these steps.

1 **Go to My Settings**

Click on the **Settings** gear icon from anywhere in Business Central.

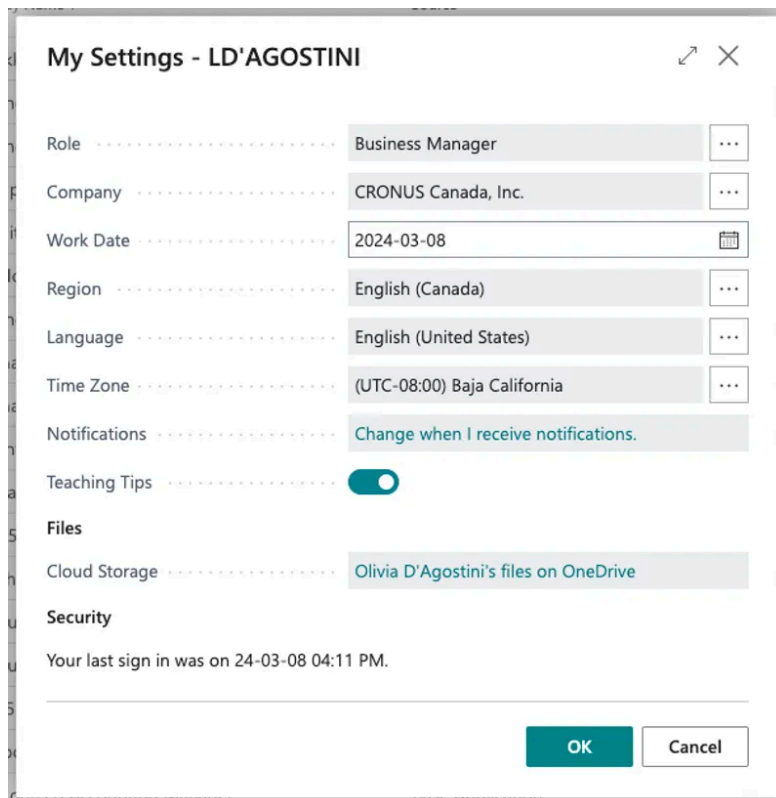


Click on My Settings

Next, click on **My Settings**.

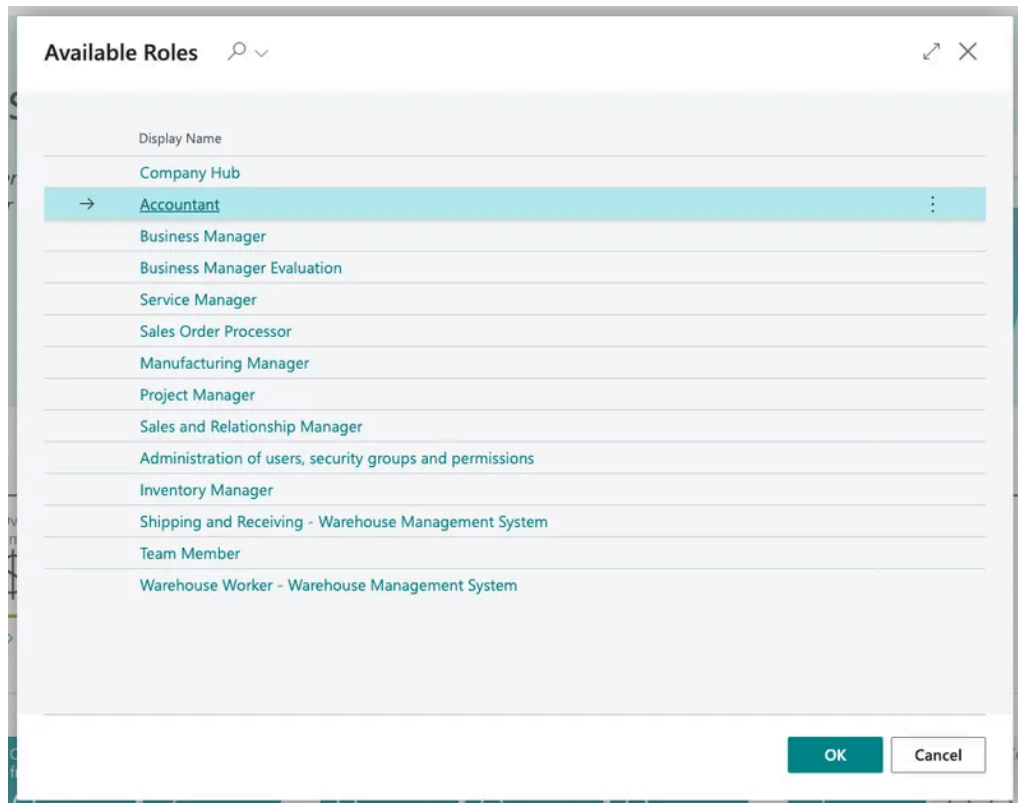
2 Select a Role

Click on the three dots beside the **Role** field.



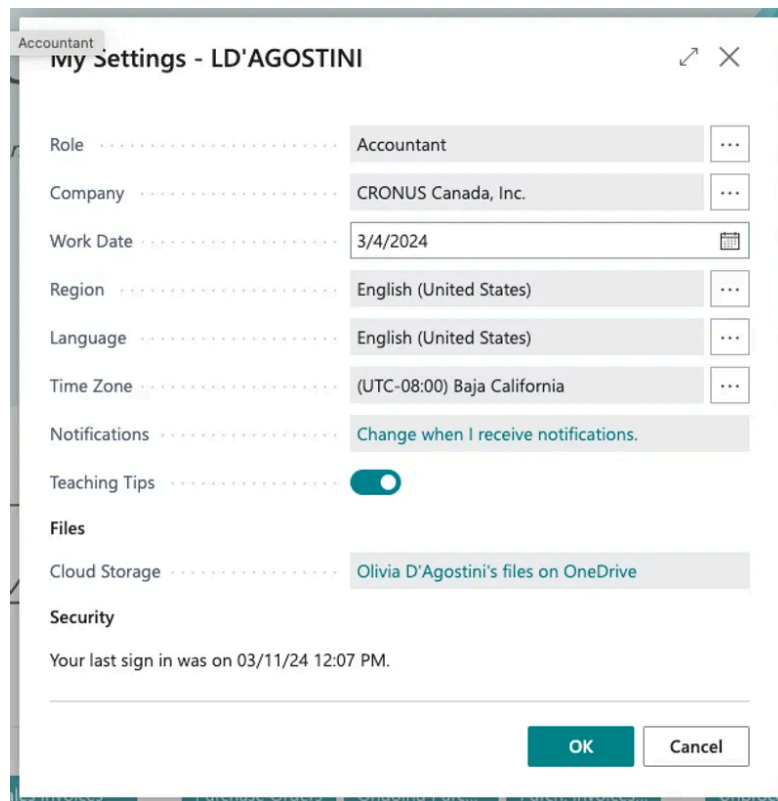
Click on the Three Dots

Select a Role from the list below. After you have selected, click **OK**.



Select Your Role

Click **OK** on the My Settings page.



Click OK

Confirm Role

Business Central will now refresh. The navigation bar will update to reflect your newly selected role, and you will see the plugin available for that role.



View the Updated Navigation Bar

4.2.3. Vendor Management

4.2.3.1. Updating Vendor Payment Methods Via CSV (Business Central)

The plugin allows users to update their vendor payment information in bulk using a Comma-Separated Values (CSV) file, eliminating the need to manually change each vendor record.

Keep in mind that information stored within native Business Central fields (outside of the plugin) cannot be updated using this plugin functionality.

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.

Export

Follow these steps to complete the first part of the process, exporting the CSV file.

1 Navigate to Payment Methods

From anywhere in Business Central, you can navigate to the Payment Methods page.



Pay Invoices Bank Statements **Payment Methods** Settings

Select Payment Methods

Click on First Citizens Link and then **Payment Methods** to begin the export and import process.

2 Export CSV

Click **Export CSV** to create a CSV export file for all vendor records.

Refresh	Export CSV	Import CSV	
Vendor	Email	Primary Phone #	City - State/Prov
End to End Testing #V00010	-	-	Seattle, WA

Click Export CSV

IMPORTANT: The CSV is pre-structured for import functionality; do not modify the column structures.

The import from Business Central 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.

Import

Once you have exported the existing vendor bank information, create the import file containing your revised vendor bank 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.

1 Prepare the File for Import

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	9e366618-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	8fb54e6-f689-4a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Bank Ac		N	
11	BANK ACCOUNT	eb05aff7-5fa2-4a43ed18a-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-4a63ed18a-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"

2 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 **Plugin → 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	<p>Required Field</p> <p>For BANK ACCOUNT, leave the email and address fields empty.</p> <p>For ADDRESS, leave the bank account and email fields empty.</p> <p>For EMAIL, leave the email and address fields empty.</p>
id	Internal ID	Leave empty if adding a new payment method. Do not modify the value if modifying existing payment information.
erp_vendor_id	Business Central vendor ID	<p>Required Field</p> <p>Do not modify. This field protects against duplicate records.</p>
vendor_name	Business Central vendor name	
is_default_account	Y/N	<p>Required Field</p> <p>Can only have one default Y per vendor. All others must be N.</p>
default_payment_method	Please confirm that they are in capital letters (e.g., ACH, ACH NEXT DAY, CHECK, INTERNATIONAL ACH, INTERNATIONAL WIRE, SEPA, VCC)	<p>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.</p> <p>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.</p>

Column Name	Allowable Values (CASE SENSITIVE)	Notes
is_editable	Y/N	<p>Required Field</p> <p>For any new lines, please enter "Y". Do not modify an "N" and change it to a "Y"; doing this may break the import.</p>
email_addresses	Any email addresses, up to 5	Separate each email address with ","
country	ISO alpha-2 country codes	<p>Required Field For Bank Accounts</p> <p>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).</p>
currency	Currency codes	<p>Required Field For Bank Accounts</p> <p>Please enter the currency following the currency code list. This field accepts upper, lower, and mixed case values.</p>
account_type	CHECKING or SAVINGS	<p>Required Field For Bank Accounts</p> <p>This field accepts upper, lower, and mixed case values</p>
account_number	Vendor's account number	
institution_number	Vendor's institution number	
transit_number	Vendor's transit number	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
routin g_ num ber	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	
addres s_ line	Anything	
addres s_ line_ 2	Anything	
addres s_ city	Anything	
addres s_ state _ provi nce	Anything	
addres s_ post al_ Cod e	Anything	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
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_iso_code	Valid sender country code	
payment_codeword	Valid receiving entity codeword	
payment_party_type	P, T, G, N	P = Parent, T = Subsidiary, G = Group, N = Non-related
payment_residential	resident, nonresident	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
_statuses		
sort_code	Valid sort code for this bank	

3

Importing CSV

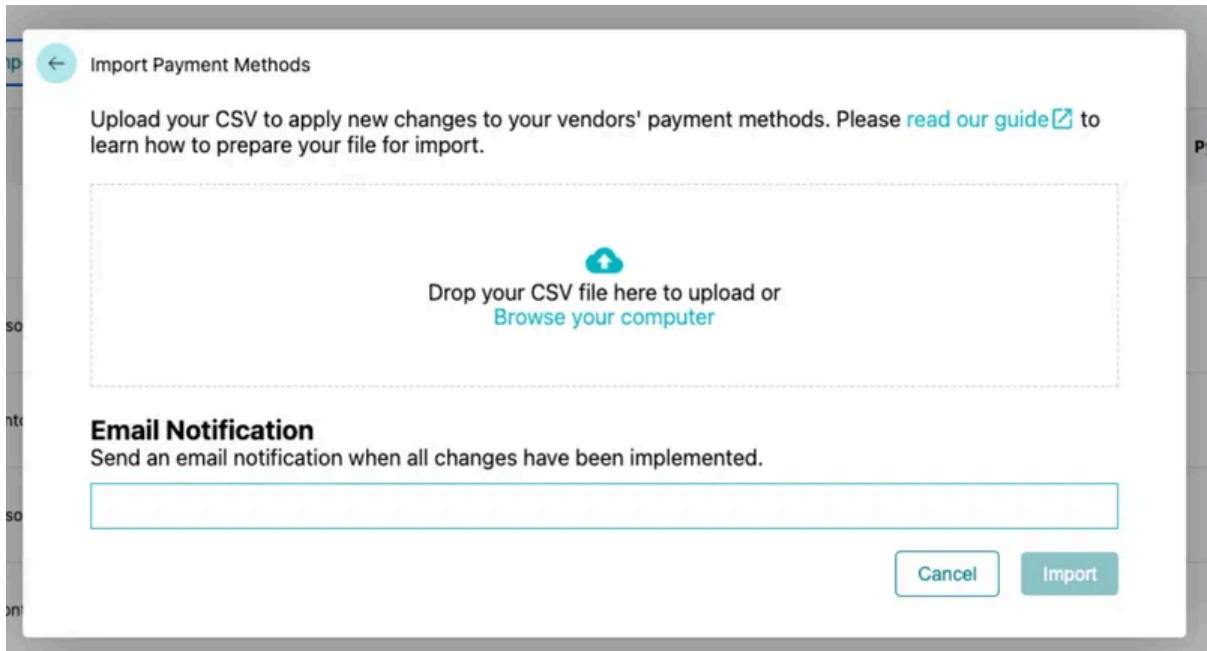
Once the file is ready, select **Import CSV**.

Vendor	Email	Primary Phone #	City - State/Prov
End to End Testing #V00010	-	-	Seattle, WA

Click Export CSV

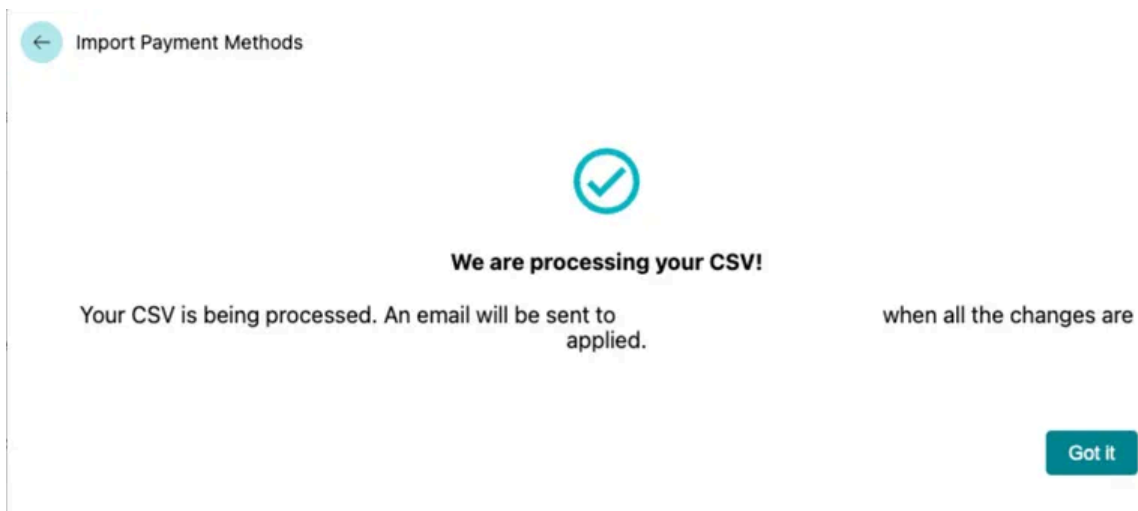
Attach the file that is ready to import and enter one valid email address to receive a status update.

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.



Drop your CSV file here to upload or browse your computer

Once the file has been uploaded, a checkmark confirmation message will appear.



Click Got It

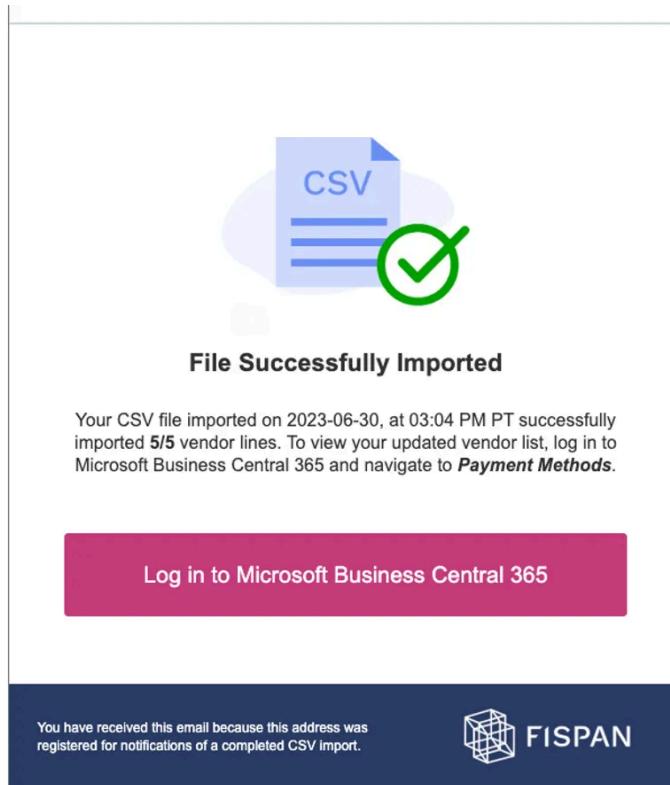
Wait a few minutes to get a status update via email.

4 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 Was 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.



Oh no! We found some errors :(

The file imported on 2023-06-27, at 03:11 p.m. PT updated 31/31 vendor lines. To resolve your 24 line errors, please update the information and import a new file.

VENDOR	LINE	DESCRIPTION
IC Vendor - BS Cyber Security Services	2	Could not find payment method to update, if you're trying to create one, make sure id field is empty
IC Vendor - BS Cyber Security Services	3	Could not find payment method to update, if you're trying to create one, make sure id field is empty

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	erp_vendor_id	vendor_name	label	is_default	default_payment_method	is_editable	email_addresses	country	currency	account_type	account_number	institution_number	transit_number	routing_number	bank_code	iban	bic	bank_name
18	EMAIL	dadaa27-22d2-a53ed18a-519e	First Up Consultant Vendor Record Email			N		N	john.smith@33.com	CA	USD	CHECKING	12345678	12345678	12345678					
19	ADDRESS	ab445833-d3c3-a53ed18a-519e	First Up Consultant Vendor Record Address			N		N		CA										
20	BANK ACCOUNT	e7ae5b43-d914-a53ed18a-519e	First Up Consultant Main Account			N		N		CA	USD	CHECKING	12345678	12345678	12345678					
21	BANK ACCOUNT	41966a26-1797-a53ed18a-519e	First Up Consultant ACH Account			N		Y		US	USD	CHECKING	12345689	12345689	12345689					
22	ADDRESS	02244aa-2955-a53ed18a-519e	First Up Consultant Office Address			Y		CHECK	Y	CA										
23	EMAIL	3aee2789-4db8-a53ed18a-519e	Vendor Record 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	address_line_4	address_line_5	address_line_6	address_line_7	address_line_8	address_line_9	address_line_10	address_line_11	address_line_12
18		10155 - 102 Street, Suite 2100		Edmonton	AB	T5J 4G8							
19			123		123 BC	123							
20		3000 Chifley Ave, Suite 450		Montreal	QC	H3A 3A3							

Example Vendor CSV Import file

In BC365, when you select the vendor, it shows that the new bank account has been added.

Payment Setup: End to End Testing

Payment Methods

Total: 10 | Enabled: 10

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Bills page. To add more, enter your vendor's banking information or address.

+ Add Bank Account
+ Add Address
+ Add Email Group

> **Check - Vendor Record Address** ERP 👁️ 🔴

> **Five States** ✎ 2 out of 2
USD - US

Verification that bank account has been added - Payment Setup

When you open up the bank account, you can see the values match the import.

Account Label	Five States
Receiving Bank Name	Five States
Creditor Agent BIC/Swift Code	
Type Of Account	Checking
Receiving Account Number	128219822
Bank Routing Number	101045011

Bank account field values

Potential Errors

Errors	Explanation	Solutioning
<code>data_type</code> must be: BANK ACCOUNT or EMAIL or ADDRESS	<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.	The email address format was not respected.	Follow the following format: something@email.com you would like to add multiple email addresses, confirm they are comma-separated like so: email1@email.com , email2@email.com
Both country and currency must be filled in.	Country and currency both need to be filled in.	
<code>country</code> contains invalid country code	Country code is not valid.	Select a valid country code from this list: ISO alpha-2 country codes
<code>currency</code> contains an invalid currency code.	Currency code is not valid.	Select a valid currency code from this list: Currency codes

4.2.3.2. Vendor Approvals (Business Central)

The Vendor Record Approvals feature provides a robust and secure method for managing changes to vendor bank account information within your ERP. This approval process ensures data accuracy, minimizes the risk of errors, and enhances security by requiring authorization for changes to your vendor's banking data.

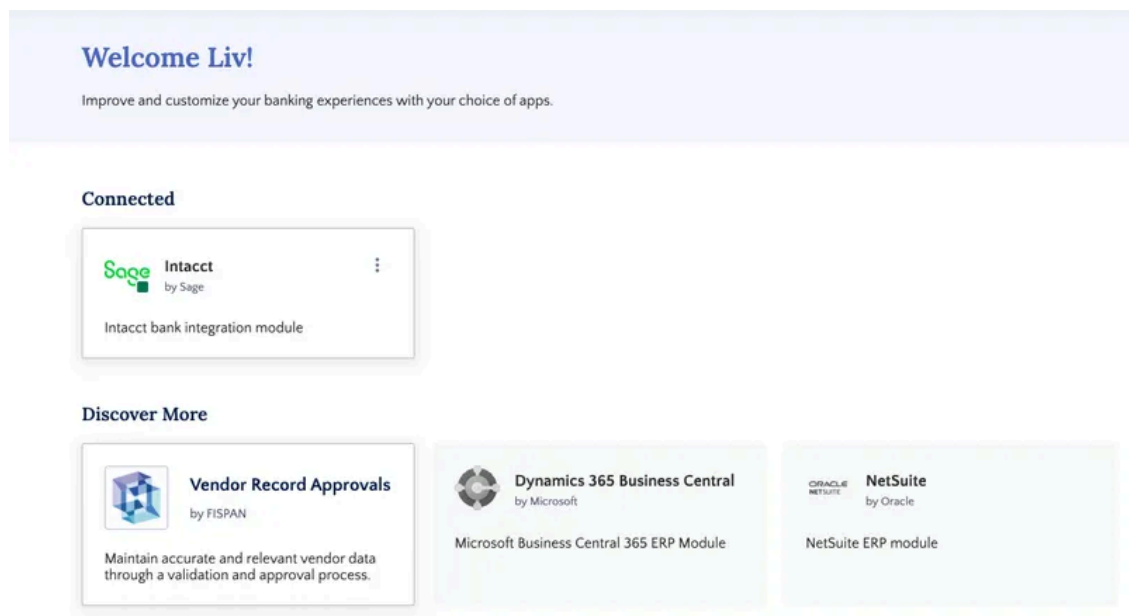
Enable Vendor Record Approvals

1 Login to FISPAN Portal

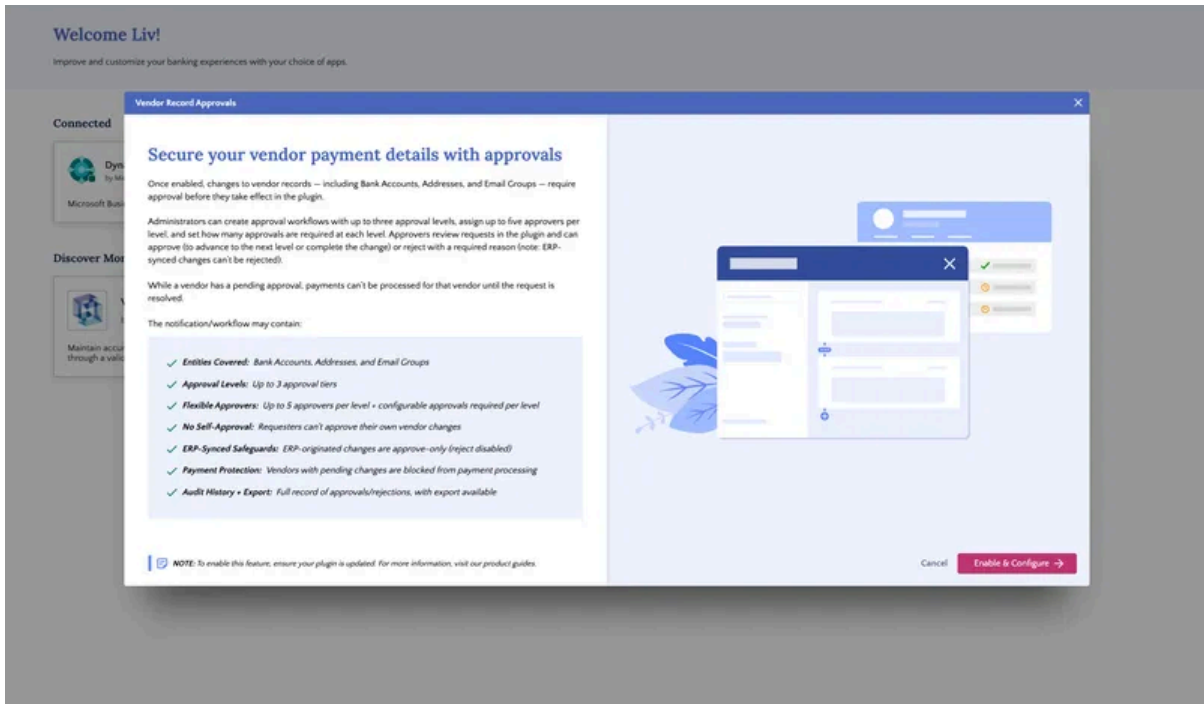
An ERP administrator or ERP consultant must first access the FISPAN Portal by logging in at sys.fispan.live.

2 Enable Vendor Record Approvals

Click on the **Vendor Record Approvals** tile under **Discover More**.



A summary pop-up will appear. Click **Enable & Configure** to complete the setup.



Click Enable & Configure

Once enabled, you will be prompted to begin creating your workflows.

Creating a Workflow

To create your Vendor Approvals workflow for your ERP utilizing the plugin, please follow these steps.



1 Go to Vendor Record Approvals

From the FISPAN Portal, click on the **Vendor Record Approvals** tile. You'll then be prompted to start creating your workflows.

Welcome User!

Improve and customize your banking experiences with your choice of apps.

Connected

 Intacct bank integration module	 Vendor Record Approvals by FISPAN Maintain accurate and relevant vendor data through a validation and approval process.
--	--

Click Vendor Record Approvals

2 Create a Workflow

Once you are on the Vendor Record Approvals page, click **Let's Get Started**.

[← Back To My Apps](#)

 Vendor Record Approvals



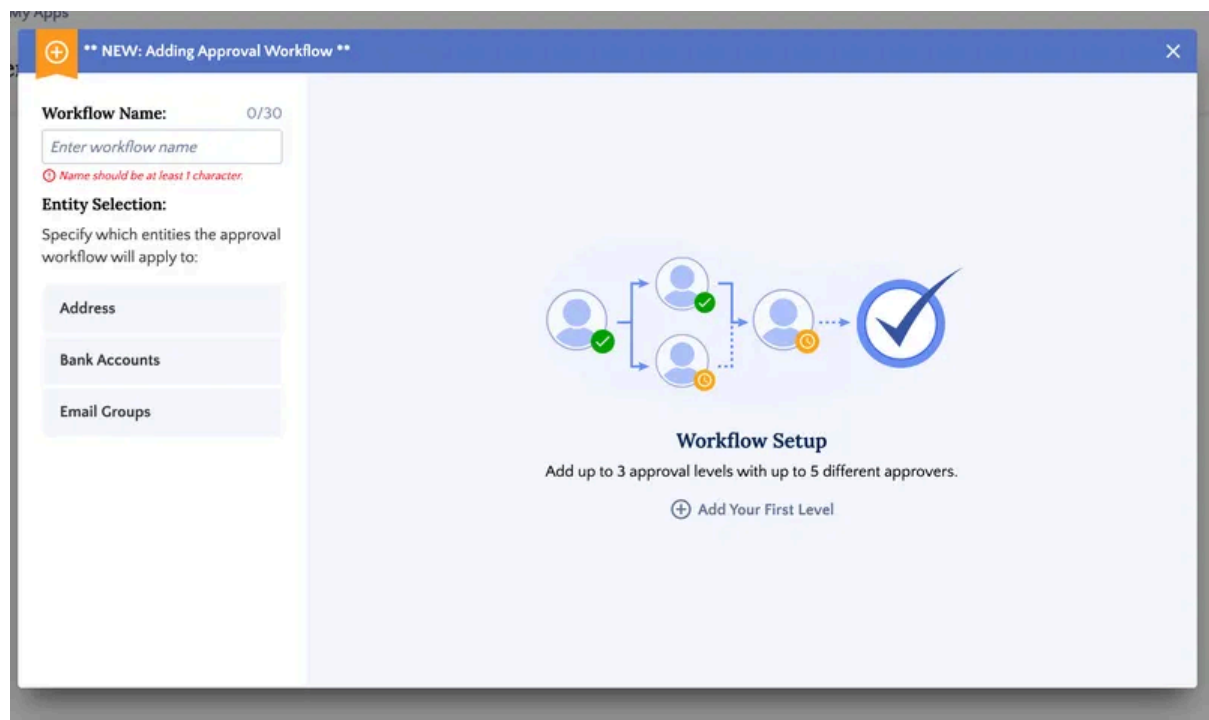
Set up an approval workflow for your vendor records to ensure accurate, relevant data through stakeholder review.

[Let's Get Started](#)

Click Let's Get Started

Start by giving your workflow a clear, descriptive name for easy identification later. Next, select the entities you want the approval workflow to apply to:

- **Addresses:** Applies to addresses added via the Payment Methods page or changes made to the native ERP vendor record address.
- **Bank Accounts:** Applies to bank accounts added via the Payment Methods page or changes made to the native ERP vendor record bank account.
- **Email Groups:** Applies to email groups added via the Payment Methods page or changes made to the native ERP vendor record emails.



Create a Workflow

NOTE: To exclude vendor record changes synced from the ERP from this approval process, please contact FISPAN Support.

3 Add Approvers to Workflow

Next, you need to define the approvers for your workflow.

In the first level, enter the approver's email address exactly as it appears on their user record in the ERP system.

Add another level for approval and additional approvers, if needed. You can set up to three levels of approval.

At each level, you can add up to five potential approvers. You can also decide how many individual approvals are required per level (e.g. Level 1 requires 2 approvals, Level 2 requires 3 approvals, Level 3 requires 1 approval).

The screenshot shows a configuration window for an approval workflow. The workflow name is "Bank Account Rule". The entity selection is "Bank Accounts". The workflow setup consists of two levels. Level 1 requires 1 approval and has two approvers: user1@fispan.com and user2@fispan.com. Level 2 requires 1 approval and has three approvers: user3@fispan.com, user4@fispan.com, and user5@fispan.com. The workflow is connected by an AND relationship. At the bottom, there are buttons for "Discard" and "Save New Workflow".

Click Save

NOTE: Important Considerations:

- 1. No Self-Approval.** You cannot approve your own Vendors. Keep this in mind if a single user frequently acts as both the Vendor creator and an approver.
- 2. Best Practice for Approvers.** To avoid delays, we suggest:
 - Avoid having a single approver in a level.
 - Adding more approvers than the required approvals (e.g., include 4 approvers in a level that requires 2 approvals). This ensures the process can continue even if someone is unavailable.

IMPORTANT: To approve changes, users in the workflow must have both an ERP license and the necessary plugin permissions to view Vendor Approvals, outlined in the **Intacct Required Permissions** section of this page.

4 **Save Workflow**

Once you have configured your workflow, click **Save New Workflow**.

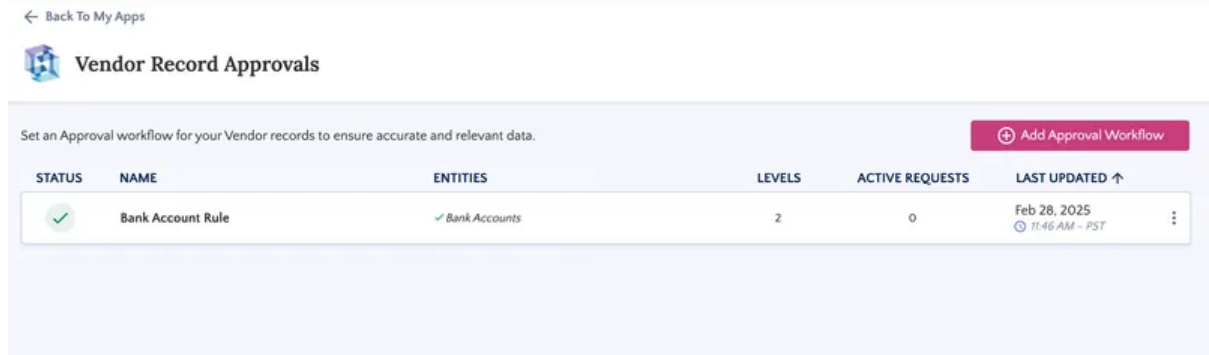
Your workflow is now active. All changes made to vendors through the First Citizens Link will now follow this approval process.

Editing a Workflow

You can edit or delete a workflow, but only if there are no vendor record changes pending approval for that workflow. This prevents any confusion or errors with changes currently going through the approval process. In the event you need to edit a workflow with associated open vendor record changes, process or cancel any outstanding changes associated with the workflow.

1 **Select Workflow**

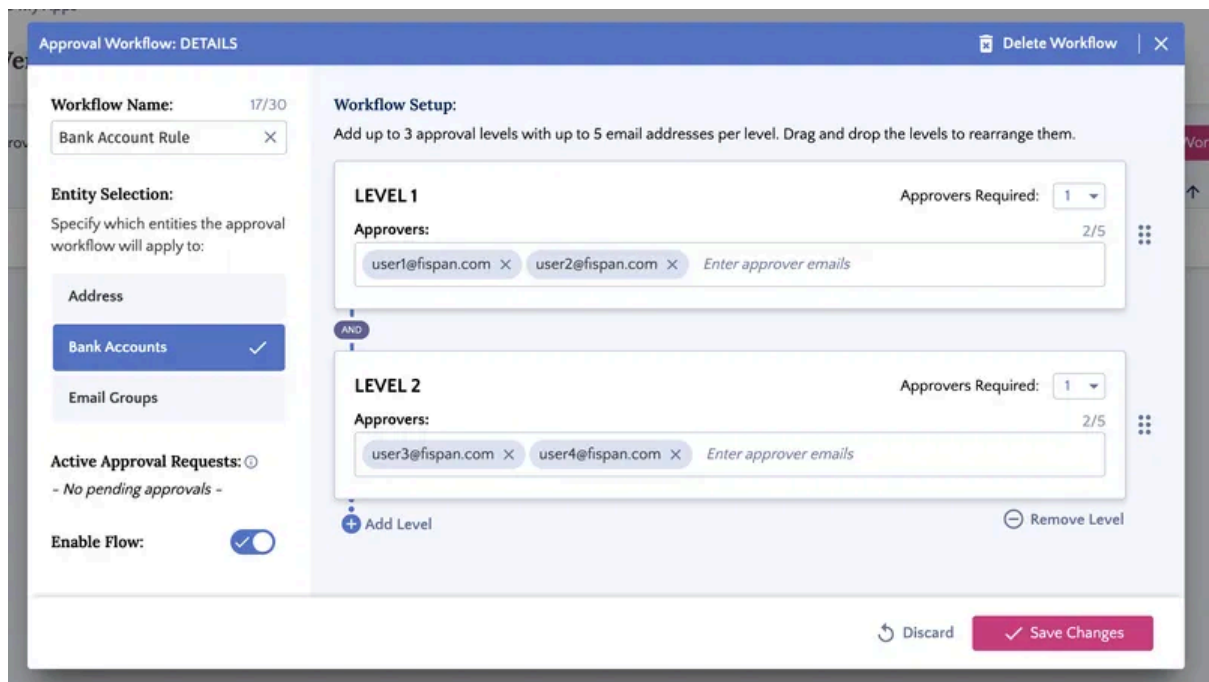
You can edit existing workflows to adjust them. Click on the workflow you would like to modify.



Click on the Workflow

2 Edit Workflow

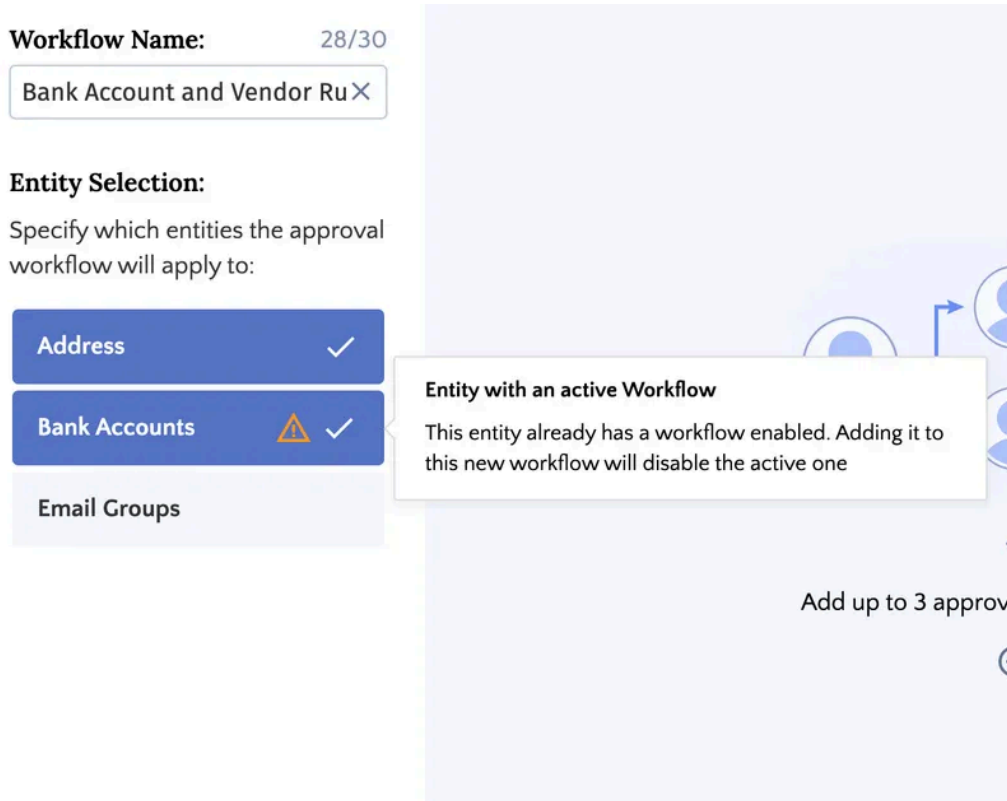
Make your desired modifications, and click **Save Changes**.



Click Save

Editing Restrictions

Modifying the entities associated with a workflow will disable any other workflows that were previously applied to those entities. Similar to making edits to workflows, all future requests for these entities will go through the new workflow; existing requests will remain unaffected.



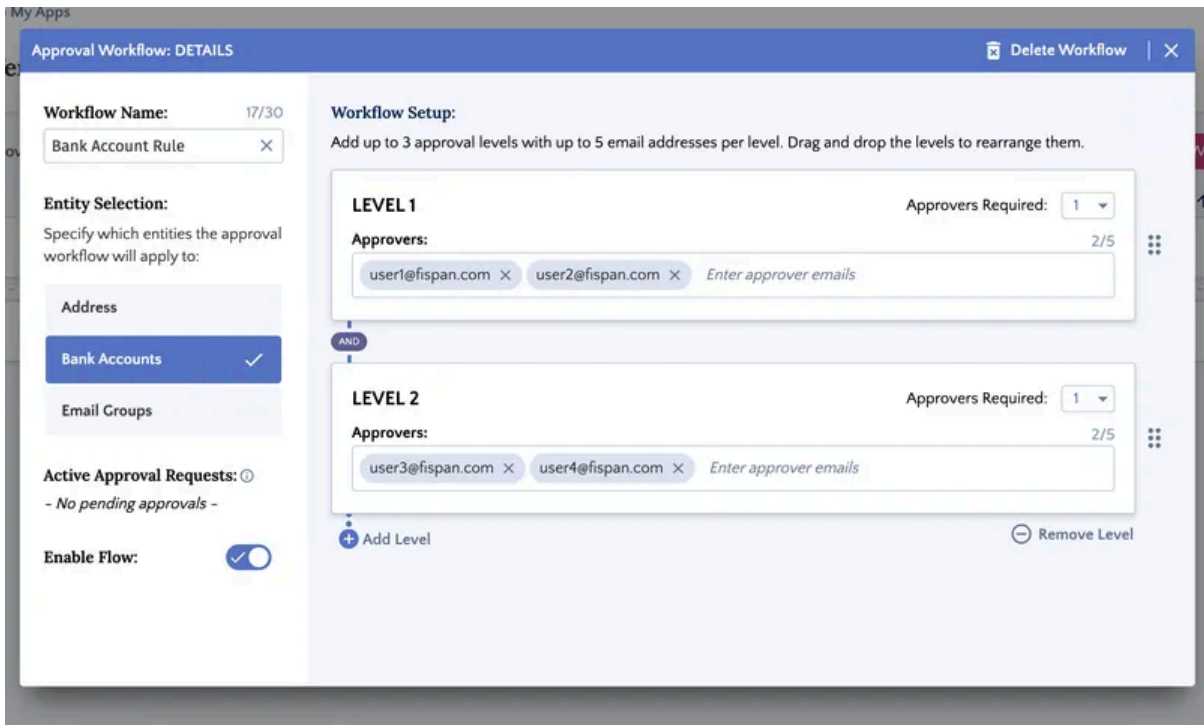
Unable to Make Changes to Active Workflows

Deleting a Workflow

Workflows with pending approvals cannot be deleted until those approvals are resolved. Deleting an active workflow can be done following these simple steps.

1 Select Workflow

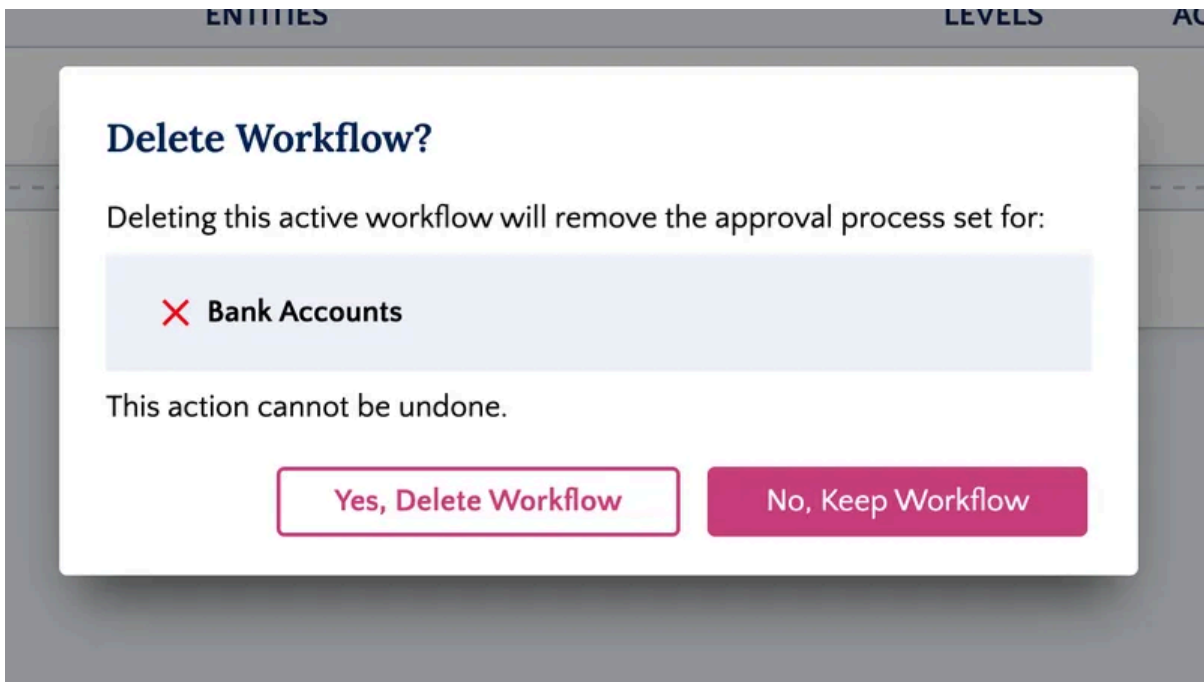
Select the workflow to delete. Then, click **Delete Workflow**.



Click Delete Workflow

2 Confirm Deletion

A pop-up will appear. Confirm deletion by clicking **Yes, Delete Workflow**.



Click Yes, Delete Workflow

Disabling a Workflow

To disable a workflow, toggle **Enable Flow**. Then click **Save Changes**.

The screenshot shows the 'Approval Workflow: DETAILS' page. On the left, the 'Workflow Name' is 'Bank Account Rule' (17/30 characters). Under 'Entity Selection', 'Bank Accounts' is selected. The 'Active Approval Requests' section shows '- No pending approvals -'. The 'Enable Flow' toggle is currently turned off. The main area shows 'Workflow Setup' with two levels. Level 1 has 'Approvers Required' set to 1 and two approvers: 'user1@fispan.com' and 'user2@fispan.com'. Level 2 has 'Approvers Required' set to 1 and two approvers: 'user3@fispan.com' and 'user4@fispan.com'. At the bottom right, there are 'Discard' and 'Save Changes' buttons.

Click Save Changes

Approvals

Accessing Pending Approvals

Navigate to the **Vendor Approvals** page within the Business Central plugin. By default, you'll see all pending approval requests for your organization.

The Approvals page table provides a comprehensive overview of each payment request, with the following key details:

- **Request Date:** The precise date when the payment was initiated within the plugin.
- **Vendor:** The name of the vendor that had their record modified.
- **Entity:** The type of data changed. It will be either address, bank account or email group.

- **User/Requested By:** The name of the user who submitted the payment request.
- **Source:** Where the change was made. It will be either Plugin UI or ERP.
- **Approval Progress:** A tracker which provides context to where a payment is within the approval process.

To view only the requests assigned to you, click the **Show Assigned To Me Only** filter.

Vendor Approvals: All ▾

Vendor Approvals FISPAN FISSPAN

Vendor Approvals History

View all user requests for vendor account detail changes and take action on the ones assigned to you.

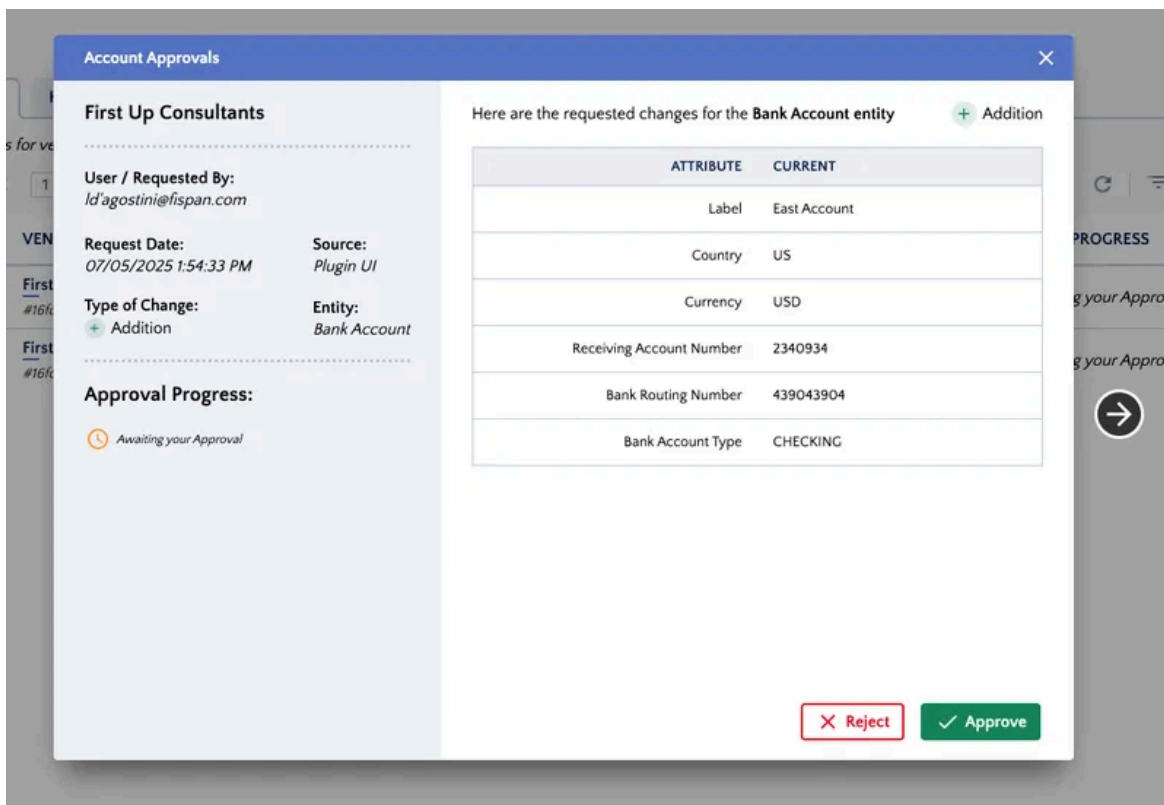
Showing 2 of 2 | < < 1 of 1 > > | Show Assigned To Me Only Show Filters

REQUEST DATE	VENDOR	ENTITY	TYPE OF CHANGE	USER / REQUESTED BY	SOURCE	APPROVAL PROGRESS
May 7, 2025	First Up Consultants #16fc4516-7c00-ee11-8173-6045	Bank Account	+ Addition	ld'agostini@fispan.com	Plugin UI	Awaiting your Approval
May 7, 2025	First Up Consultants #16fc4516-7c00-ee11-8173-6045	Bank Account	+ Addition	ld'agostini@fispan.com	Plugin UI	Awaiting your Approval

Click Show Assigned To Me Only

To review a specific request, click **View**. This will display key information such as:

- **Type of Change:** Whether it's an update to existing details, a new vendor bank detail, or a deletion of a vendor bank detail.
- **Requested Date:** The date and time the change was submitted.
- **Requester:** The user who initiated the change.
- **Detailed Breakdown:** A comprehensive view of the proposed changes, addition, or deletion to the vendor's bank details.

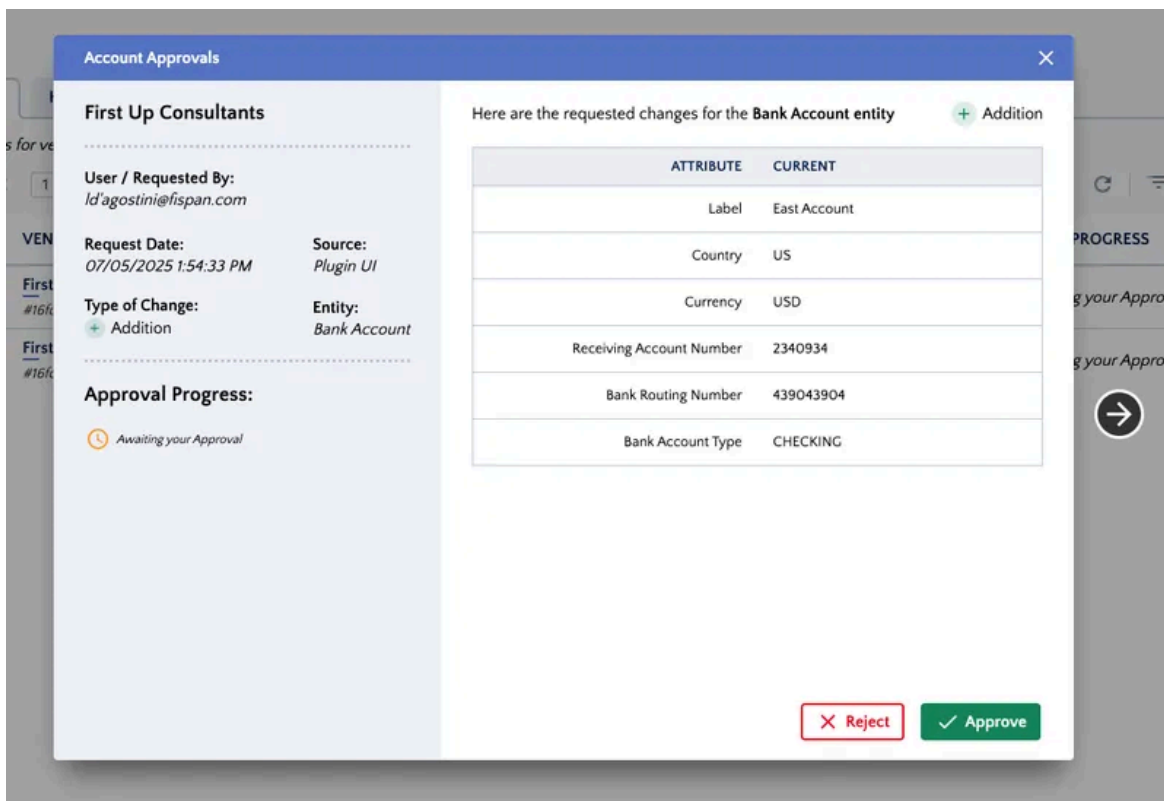


View Pending Change

Approval Process

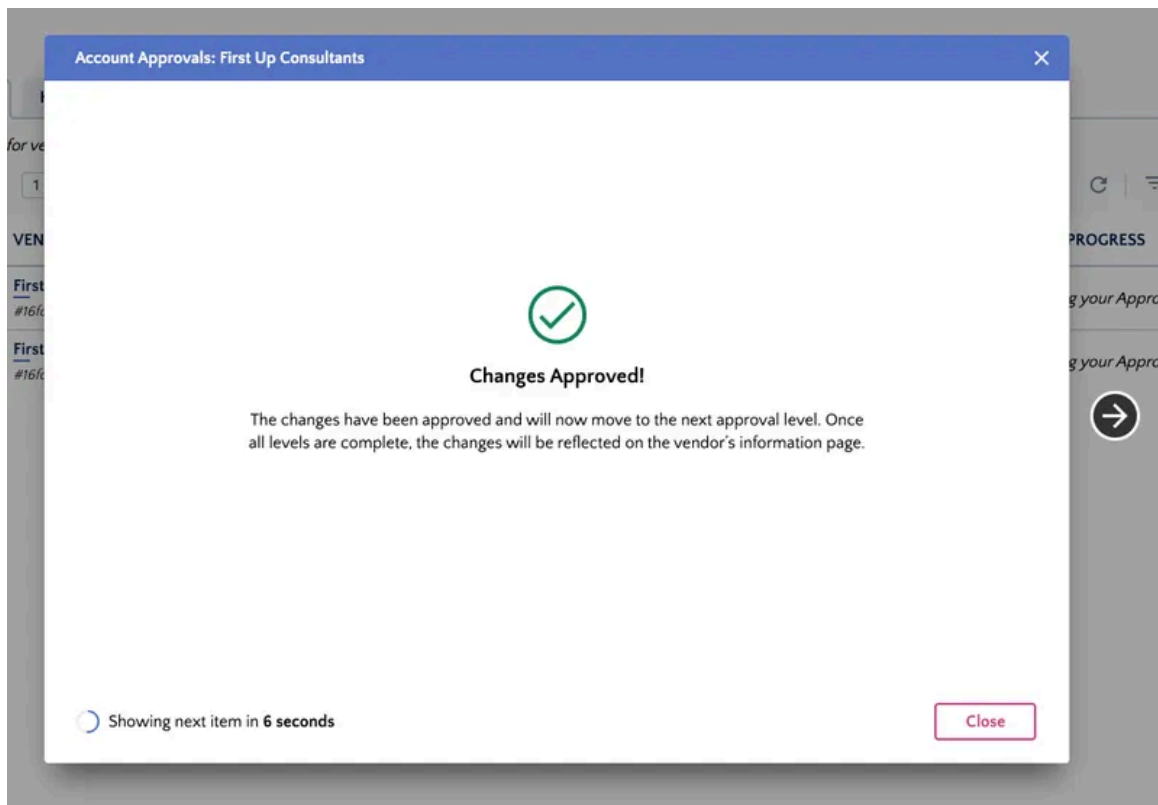
To approve a request:

Click **Approve** to authorize the proposed changes.



Click Approve

The request will either progress to the next level in the approval workflow (if multiple tiers are configured) or, if you are the final approver, the vendor's bank details will be updated accordingly in the Payment Methods page.

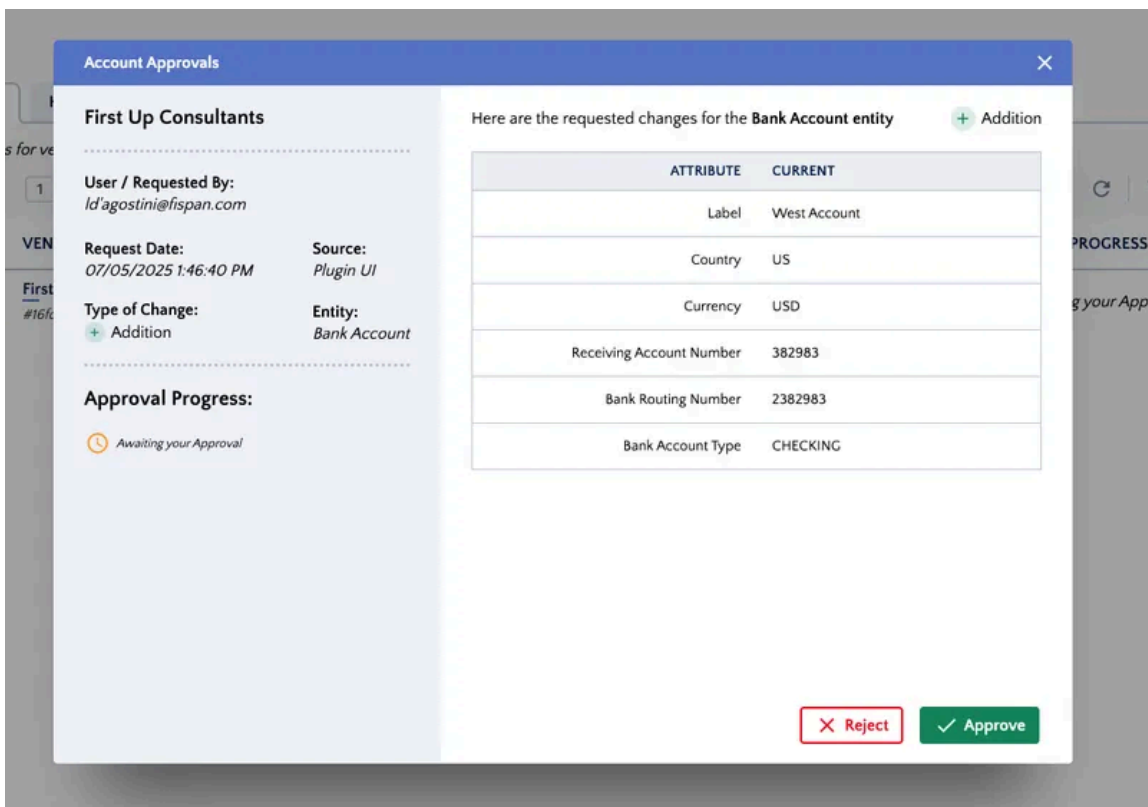


Click Close

To reject a request:

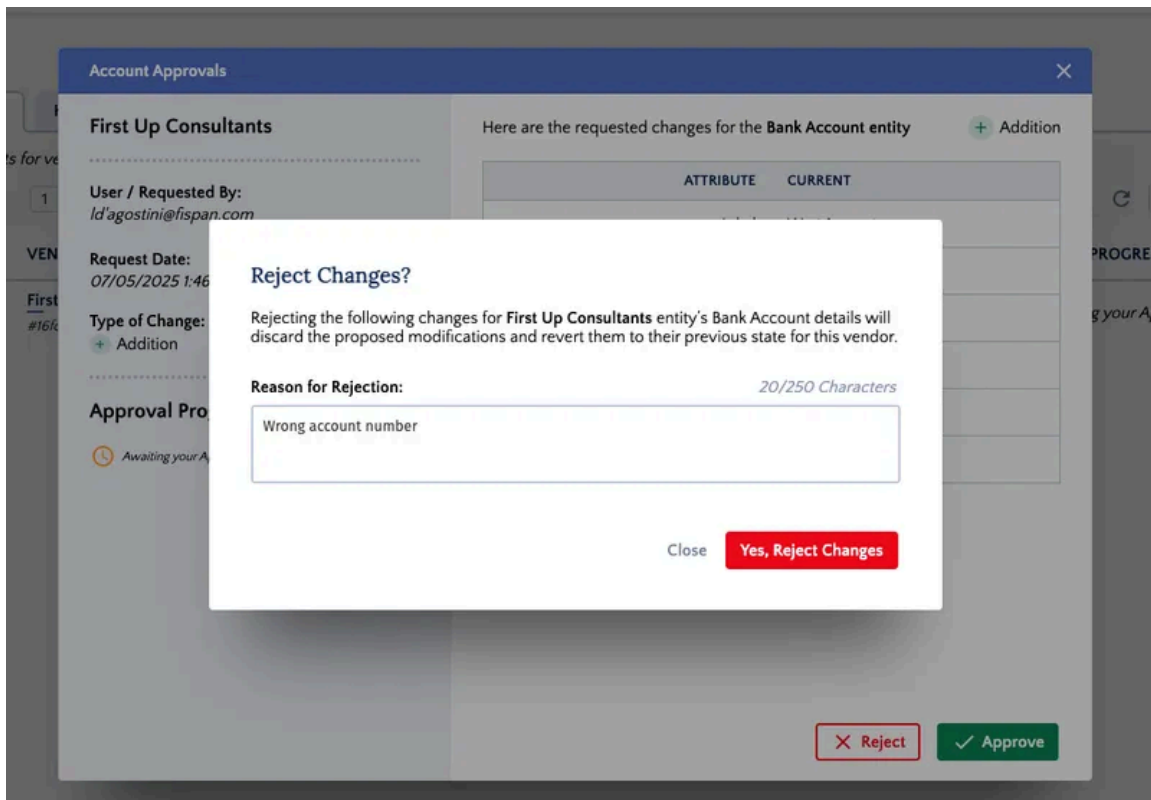
Click **Reject** to deny the proposed changes.

Important: Rejection is a terminal action. If a change is rejected in error, the initiating user will need to resubmit the request.



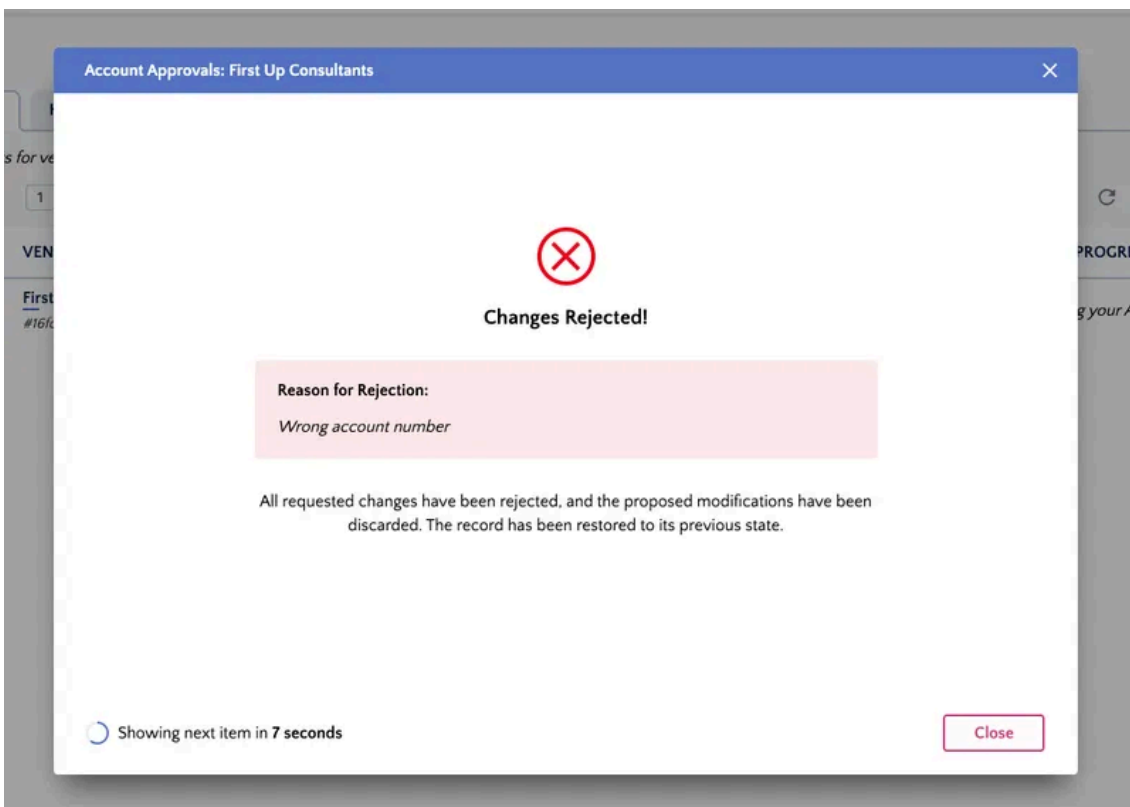
Click Reject

You will be required to provide a rejection reason.



Add a Rejection Reason

Since rejections are terminal, the request will not be routed to any other approvers and the proposed changes will be reverted.

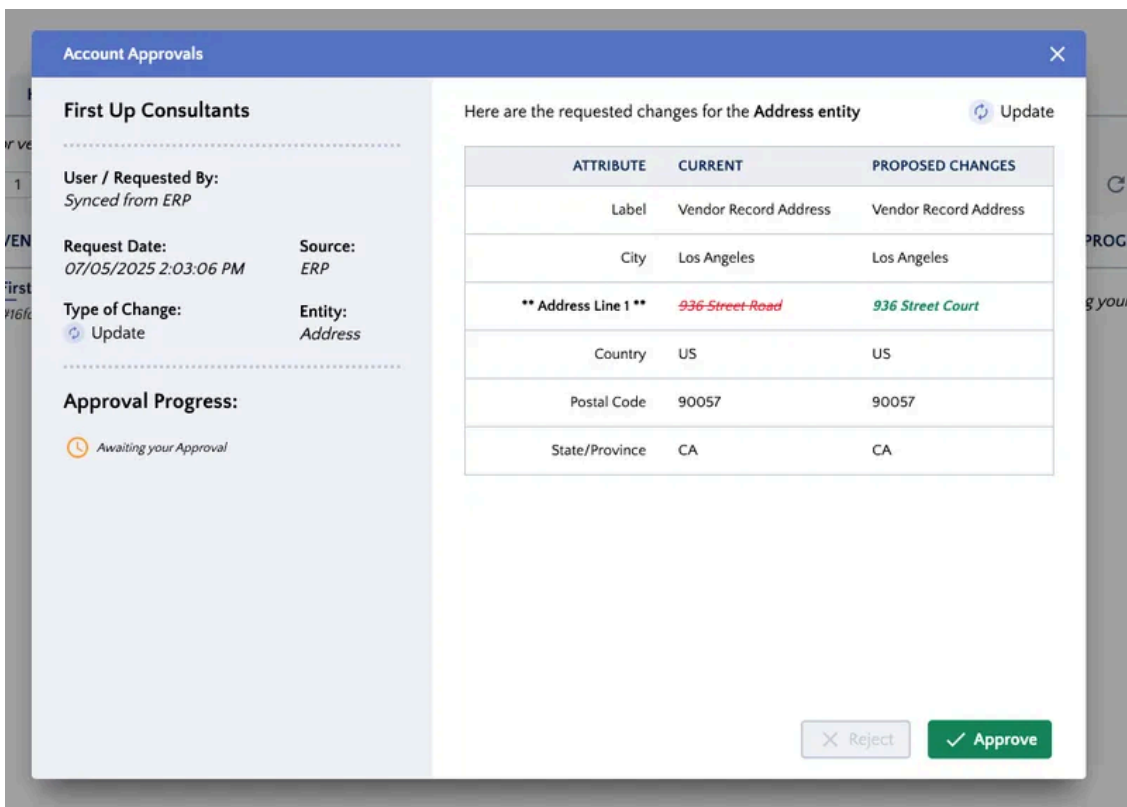


Click Close

ERP Synced Changes

- **Rejection Disabled:** For changes that originate from your ERP system (ERP-synced changes), the "**Reject**" button will be disabled.
- **Rationale:** This restriction is in place to prevent accidental overwrites or conflicts with the data in your ERP. Maintaining consistency between the plugin and your ERP is crucial.
- **Resolution:** If an ERP-synced change needs to be reversed or modified, the initiating user must make the necessary adjustments directly within the ERP system.

Note: If you would like ERP synced changes to **not** be eligible for Approval, please reach out to the support team.



Approve ERP Synced Changes

Impact on Workflows

When an approval request is created by modifying a vendor's bank details, the following updates happen within your plugin.

Pay Bills Page

When a vendor has a pending change, payments will not be able to be processed for this vendor. This is to ensure that the vendor has the most up-to-date information before payments are processed.

A warning icon and greyed out checkbox will prevent these vendors from being paid.


OPEN INVOICES		FAILED INVOICES			
Add to Payment Run		Refresh	Export CSV		
Invoice ID	Invoice No.	Due Date	Vendor	Orig. Amt.	Amt. Due
109218	4567	2025-04-30	First Up Consultants #20000	1,722.46 USD	1,722.46 USD
Vendor Payment Details Under Review All payments to this vendor are temporarily unavailable until their bank details are reviewed and either approved or rejected.					
		04-30	First Up Consultants #20000	2,296.61 USD	2,296.61 USD

Blocked Vendors

Payment Methods Page

On the Payment Methods page, the Vendor will have an icon identifying there are pending changes.

Payment Methods: All



● LAST UPDATED: Vendors: about 1 hour ago

Refresh Export CSV Import CSV

Vendor ▲	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Comb...
Fabrikam, Inc #10000	krystal.york@contoso.com	(778) 788-4007	Seattle, WA	98134	
⚠ First Up Consultants #20000	evan.mcintosh@contoso.com	-	Los Angeles, CA	90057	
Graphic Design Institute #30000	bryce.jasso@contoso.com	-	Vancouver, BC	V6E 4M3	

Vendors with Pending Changes

If you click on the vendor, you will see the record that has been changed is highlighted.

← FISPAN Payment Methods

Payment Setup: First Up Consultants

Changes to some payment methods are pending approval. During this time, all payments and any modifications to methods under review will be unavailable until the proposed changes are approved or rejected.

Payment Methods Total: 11 | Enabled: 10

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Invoices page. To add more, enter your vendor's banking information or address.

[Add Bank Account](#) [Add Address](#) [Add Email Group](#)

- > **Check - Vendor Record Address** ERP
- > **ECA Bank** ERP 3 out of 3
USD - US
- > **West Account** USD - US ⌚ Under Review

Settings

Payments:

Combine Multiple Invoices

Default Payment Method

Account Marked As Under Review

Furthermore, if you open the record, you will see all fields are greyed out and cannot be edited.

← Payment Information: First Up Consultants

West Account ⌚ Under Review

A change request for this account was submitted and is pending approval. During this period, all payments and any modifications to this address will be unavailable until the changes are approved or rejected.

Available Payment Methods

ACH Wire

Account Label	<input type="text" value="West Account"/>
Receiving Bank Name	<input type="text"/>
Creditor Agent BIC/Swift Code	<input type="text"/>
Type Of Account	<input type="text" value="Checking"/>
Receiving Account Number	<input type="text" value="382983"/>
Bank Routing Number	<input type="text" value="2382983"/>

Unable to Edit Record

Approvals History

The **Approvals History** page maintains a comprehensive log of all approval requests, including both those that were approved and those that were rejected.

Vendor Approvals: All

Vendor Approvals

Vendor Approvals | History

Find all requests already reviewed by assigned approvers and their final statuses

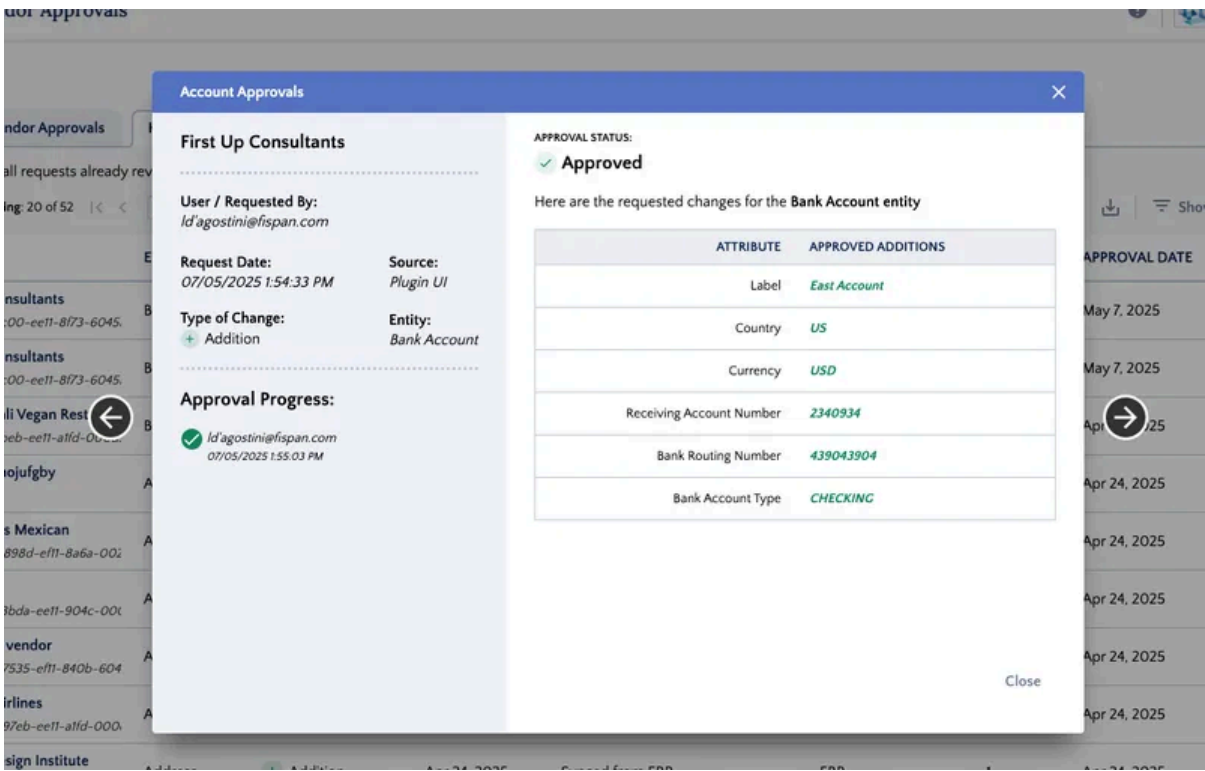
Showing: 20 of 52 | 1 of 3

STATUS	VENDOR	ENTITY	TYPE OF CHANGE	REQUEST DATE	USER / REQUESTED BY	SOURCE	TOTAL APPROVERS	APPR
	First Up Consultants #16c45f6-7c00-ee11-8f73-6045	Bank Account	+ Addition	May 7, 2025	ld'agostini@fispan.com	Plugin UI	1	May 7
	First Up Consultants #16c45f6-7c00-ee11-8f73-6045	Bank Account	+ Addition	May 7, 2025	ld'agostini@fispan.com	Plugin UI	1	May 7

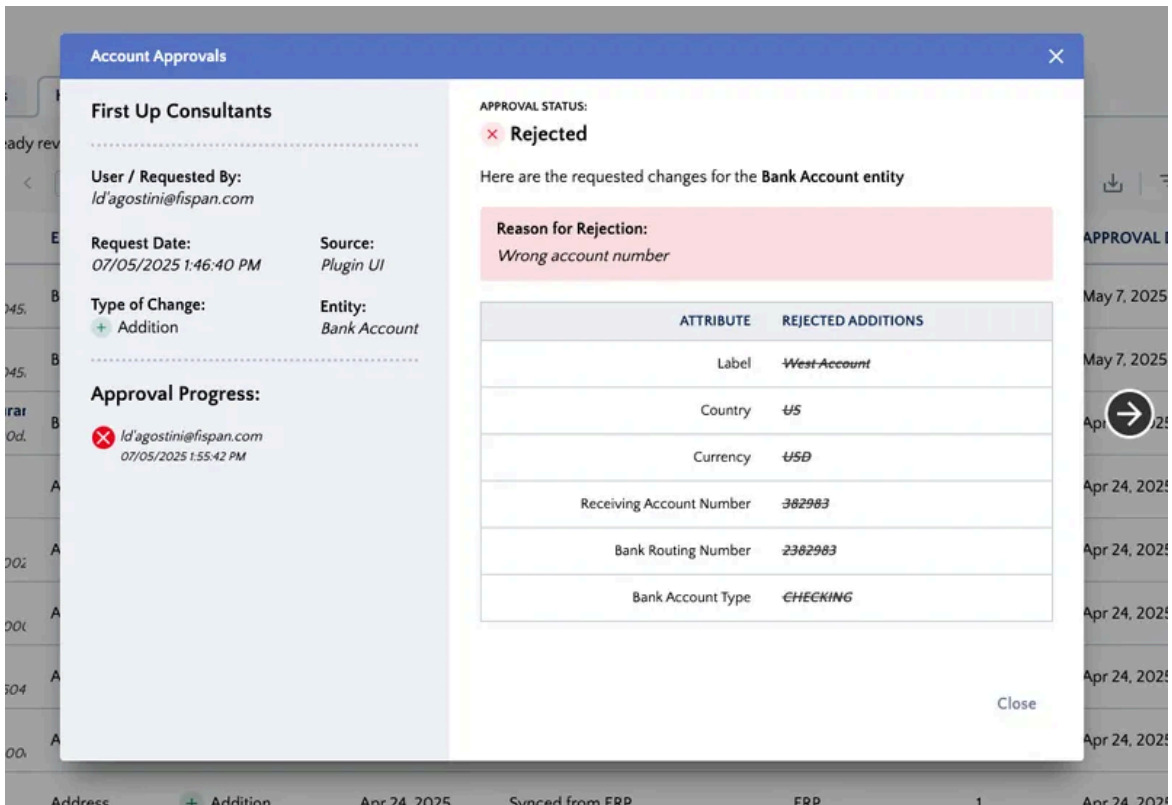
View Approval History

To view more details about a request, you can click **View** and see the following:

- **Date and Time:** When the approval or rejection occurred.
- **User:** The individual who approved or rejected the request.
- **Reason:** Any comments or explanations provided for the decision.
- **Source:** The origin of the change request (e.g., manual update, import).



View Approved Record



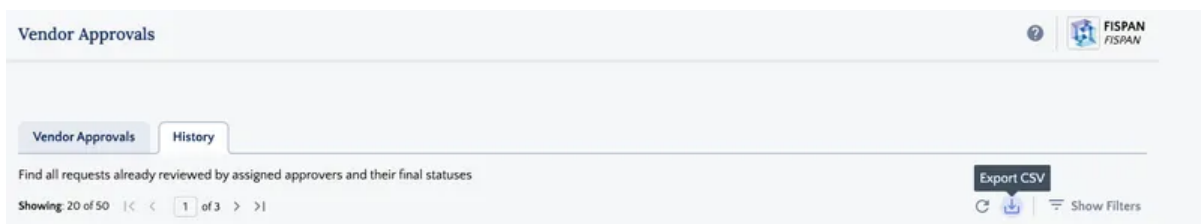
View Rejected Record

Approvals History Export

You can export the Approvals History for record-keeping or analysis. The export file includes:

- **Modified On:** Date the change was made
- **Vendor:** Vendor Name
- **Type of Change:** Updated, Added, Deleted
- **User Email:** User who initiated the change
- **Reviewed By:** User emails who approved or rejected the change
- **Approval/Rejection Time:** Time when the final approving user reviewed the change or rejection was sent
- **Status:** Approved or Rejected
- **Previous Entry:** What the entry looked like before it was changed
 - This would be EMPTY if the history log item is for a new record being created
- **Proposed Entry:** What the entry looks like after a change was initiated or rejected
 - If 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:** The rejection reason provided by the rejecting user
 - This will be empty if the record is an approved item

To generate this export, click the **Export** button on the Approvals History page.



Click Export

FAQ

✓ **Can I reject ERP-synced changes?**

No, rejection is disabled for ERP-synced changes to prevent data inconsistencies. Contact the user who initiated the change to resolve any issues.

✓ **What if I accidentally reject a valid change?**

Rejection is a terminal action. If a change is rejected in error, the initiating user will need to resubmit the request.

4.3. Product Features

4.3.1. Accounts Payable

4.3.1.1. Vendor Payments

4.3.1.1.1. Bill Payments

4.3.1.1.1. Paying Invoices (Business Central)

Paying bills in Business Central allows you to remain within your ERP system without needing to access your bank account separately. Follow this guide to learn how.

Pay an Invoice

Follow these steps to pay your first invoice with the plugin.

1 Go to Pay Invoices

From anywhere in Business Central, you can navigate to the Pay Bills page. Click on First Citizens Link and then **Pay Invoices** to begin making payments.

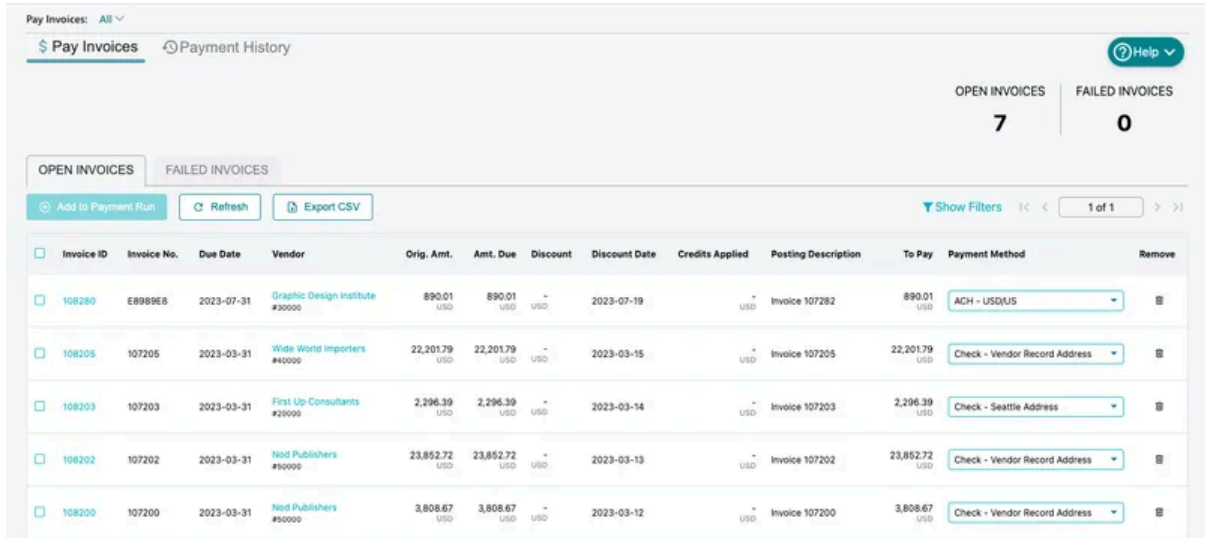


Pay Invoices Bank Statements Payment Methods Settings

Select Pay Invoices

2 Select Invoices to Pay

The Pay Invoices page will then load. This page will load every Posted Purchase Invoice that is **Open** in your Business Central company.



Invoice ID	Invoice No.	Due Date	Vendor	Orig. Amt.	Amt. Due	Discount	Discount Date	Credits Applied	Posting Description	To Pay	Payment Method	Remove
108280	E8989E8	2023-07-31	Graphic Design Institute #30000	890.01 USD	890.01 USD	- USD	2023-07-19	- USD	Invoice 107282	890.01 USD	ACH - USD/US	
108205	107205	2023-03-31	Wide World Importers #40000	22,201.79 USD	22,201.79 USD	- USD	2023-03-15	- USD	Invoice 107205	22,201.79 USD	Check - Vendor Record Address	
108203	107203	2023-03-31	First Up Consultants #20000	2,296.39 USD	2,296.39 USD	- USD	2023-03-14	- USD	Invoice 107203	2,296.39 USD	Check - Seattle Address	
108202	107202	2023-03-31	Nod Publishers #50000	23,852.72 USD	23,852.72 USD	- USD	2023-03-13	- USD	Invoice 107202	23,852.72 USD	Check - Vendor Record Address	
108200	107200	2023-03-31	Nod Publishers #50000	3,808.67 USD	3,808.67 USD	- USD	2023-03-12	- USD	Invoice 107200	3,808.67 USD	Check - Vendor Record Address	

Load the Pay Invoices Page

NOTE: If using Binary Stream MEM, this page will only load invoices associated with the entity code(s) to which the user has access.

On this page, you can multi-select your invoices across multiple pages. You can also filter by hitting **Toggle Filters** and then selecting an option from this list and entering your desired values.

OPEN INVOICES FAILED INVOICES

[Add to Payment Run](#) [Refresh](#) [Export CSV](#) [Hide Filters](#) |< < 1 of 1 > >|

Filter list by:
Add filter

- Currency
- From Due Date
- To Due Date
- From Amount
- To Amount
- Invoice ID
- Invoice No.
- Vendor Name
- Default Payment Method

<input type="checkbox"/>	Invoice ID	Invoice No.	Due Date	Vendor	Orig. Amt.	Amt. Due	Discount	Discount Date	Credits Applied	Posting Description	To Pay	Payment Method	Remove
<input type="checkbox"/>	108280	E8989E8	2023-07-31	Graphic Design Institute #30000	890.01 USD	890.01 USD	- USD	2023-07-19	- USD	Invoice 107282	890.01 USD	ACH - USD/US	<input type="checkbox"/>
<input type="checkbox"/>	108206	107206	2023-03-31	Wide World Importers #40000	1,786.08 USD	1,786.08 USD	- USD	2023-03-16	- USD	Invoice 107206	1,786.08 USD	Check - Vendor Reco	<input type="checkbox"/>
<input type="checkbox"/>	108207	107207	2023-03-31	Graphic Design Institute #30000	2,011.40 USD	2,011.40 USD	- USD	2023-03-16	- USD	Invoice 107207	2,011.40 USD	ACH - USD/US	<input type="checkbox"/>
<input type="checkbox"/>	108204	107204	2023-03-31	Graphic Design Institute #30000	1,164.35 USD	1,164.35 USD	- USD	2023-03-15	- USD	Invoice 107204	1,164.35 USD	ACH - USD/US	<input type="checkbox"/>
<input type="checkbox"/>				Wide World Importers	22,201.79	22,201.79	-				22,201.79		<input type="checkbox"/>

Define Filter Values

Select the invoices you would like to pay by selecting the checkbox. Once you have finished selecting every invoice, you can select **Add to Payment Run**.

[Add to Payment Run](#) [Refresh](#) [Export CSV](#) **Invoices Selected: 3 / Total Vendors: 2** [Show Filters](#) |< < 1 of 1 > >|

<input type="checkbox"/>	Invoice ID	Invoice No.	Due Date	Vendor	Orig. Amt.	Amt. Due	Discount	Discount Date	Credits Applied	Posting Description	To Pay	Payment Method	Remove
<input type="checkbox"/>	108280	E8989E8	2023-07-31	Graphic Design Institute #30000	890.01 USD	890.01 USD	- USD	2023-07-19	- USD	Invoice 107282	890.01 USD	ACH - USD/US	<input type="checkbox"/>
<input checked="" type="checkbox"/>	108206	107206	2023-03-31	Wide World Importers #40000	1,786.08 USD	1,786.08 USD	- USD	2023-03-16	- USD	Invoice 107206	1,786.08 USD	Check - Vendor Record Address	<input type="checkbox"/>
<input checked="" type="checkbox"/>	108207	107207	2023-03-31	Graphic Design Institute #30000	2,011.40 USD	2,011.40 USD	- USD	2023-03-16	- USD	Invoice 107207	2,011.40 USD	ACH - USD/US	<input type="checkbox"/>
<input checked="" type="checkbox"/>	108204	107204	2023-03-31	Graphic Design Institute #30000	1,164.35 USD	1,164.35 USD	- USD	2023-03-15	- USD	Invoice 107204	1,164.35 USD	ACH - USD/US	<input type="checkbox"/>
<input type="checkbox"/>				Wide World Importers	22,201.79	22,201.79	-				22,201.79		<input type="checkbox"/>

Select Invoices

A confirmation window will now appear. From here, you can change your source account. Once you have reviewed your payment run, you can select **Confirm X Payments**.

Payment Run

Select the source account you would like to pay the selected invoices with

Source account	INVOICES	PAYMENTS
World Wide Bank (Operating (US/USD)) <i>Avail: 7,545,371.76 USD</i>	3	3

Payment Overview

# Invoices	Payments	Currency	Payment Method	Amount
2	2	USD	ACH	\$3,175.75
1	1	USD	Check	\$1,786.08

Confirm Payments

NOTE: If utilizing Binary Stream MEM, the Source Account dropdown will only load bank accounts associated with the entity code(s) the user has access to.

Next, you will see that your payment has been successfully bundled.



Payments Successfully Bundled

Way to go! The payments have been submitted. Go to the **Payment History** tab to check the status of all your payments.

[View Payment History](#)

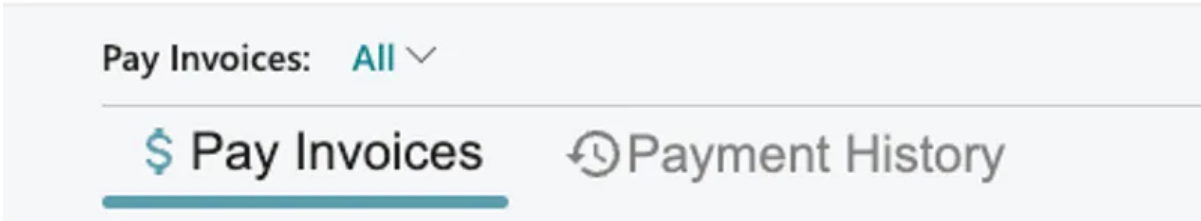
[✓ OK](#)

Click OK

From here, you can navigate to the Payment History page or stay on the Pay Invoices page.

Viewing Payment History

To view the status of your payments, you can select the Payment History page from the Pay Invoices page.



Select Payment History

The Payment History page provides a snapshot of all payments made through the plugin.

Refresh Export 1 of 1

Payment ID	Date	Vendor	Total Invoices	Total Amount	Pymt. Method	Vendor Account	Last Updated	Status
3120de6f-643e-411e-9357-5e7ea0d17d28	2023-07-28 <small>🕒 3:05 PM - PDF</small>	Graphic Design Institute #30000	1	1,164.35 USD	ACH	USDUS	2023-07-28 <small>🕒 3:05 PM - PDF</small>	✓ COMPLETED
d8d5a7bc-030a-4a3d-b138-4e0d349faab8	2023-07-28 <small>🕒 3:05 PM - PDF</small>	Graphic Design Institute #30000	1	2,011.40 USD	ACH	USDUS	2023-07-28 <small>🕒 3:05 PM - PDF</small>	✓ COMPLETED
16635e9b-8b99-4471-a6b7-198ca01257b6	2023-07-28 <small>🕒 3:05 PM - PDF</small>	Wide World Importers #40000	1	1,786.08 USD	Check	Vendor Record Address	2023-07-28 <small>🕒 3:05 PM - PDF</small>	⚡ RECEIVED
0e56307d-cc7c-4815-8a83-9057efaf89ce	2023-07-18 <small>🕒 2:12 PM - PDF</small>	Graphic Design Institute #30000	1	2,296.61 USD	ACH	USDUS	2023-07-18 <small>🕒 2:12 PM - PDF</small>	✓ COMPLETED
137c2ae2-2956-462c-863f-3c0f86272529	2023-07-18 <small>🕒 2:12 PM - PDF</small>	Graphic Design Institute #30000	1	5,741.53 USD	Wire	USDUS	2023-07-18 <small>🕒 2:12 PM - PDF</small>	✓ COMPLETED

View Payment History

You can then click on each payment to view the bills that were paid in each batch.

Payment ID	Date	Vendor	Total Invoices	Total Amount	Pytm. Method	Vendor Account	Last Updated	Status
3120de61-643e-411e-9357-5e7ea0d17d28	2023-07-28 <small>3:55 PM - PDT</small>	Graphic Design Institute #3000	1	1,164.35 <small>USD</small>	ACH	USD/US	2023-07-28 <small>3:55 PM - PDT</small>	✓ COMPLETED
Transaction ID: 79a136cd-a000-4b82-b553-dc86b3676b7d Status Message: Request fulfilled successfully								View Details
INVOICE ID	DUE DATE	INVOICE AMT.	AMT. DUE	CREDITS USED	DISC. USED	AMT. PAID		
108204 <small>Internal ID: c3d28705-7500-ee11-8773-60450de996ba8 Payment ID: 2a514417-c70a-402b-b691-91b4ed72665</small>	2023-03-31	1,164.35 <small>USD</small>	1,164.35 <small>USD</small>	- <small>USD</small>	- <small>USD</small>	1,164.35 <small>USD</small>		

[View More Payment Details](#)

From here, you will be able to see details about the payment, such as the **Status Message** and any **Credits** or **Discounts** used.

NOTE: The Business Central Posted Purchase Invoice is marked as **Closed** upon payment submission, not when the payment reaches a **Completed** status.

If your bank reports a payment failure, the status on the History page will be updated to **Failed**, and the system will attempt to reverse the initial ledger entry. All ledger entries follow standard Business Central logic, using the payment method code defined on the vendor card or leaving the field blank.

Payment Statuses

Payments that are processed through the plugin will first appear as **Pending**. Dependent 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.

Processing Payment Statuses

A processing status indicates that a payment has been submitted for approval and is awaiting release.

- **SENT FOR PROCESSING:** Payments enter this state immediately after they have been submitted for payment via the plugin.
- **PROCESSING:** Payments will enter this state once they have been approved and released.

Terminal Payment Statuses

A terminal status indicates a final state. In most cases, payments will not automatically change from these states unless intervention is applied by the support team.

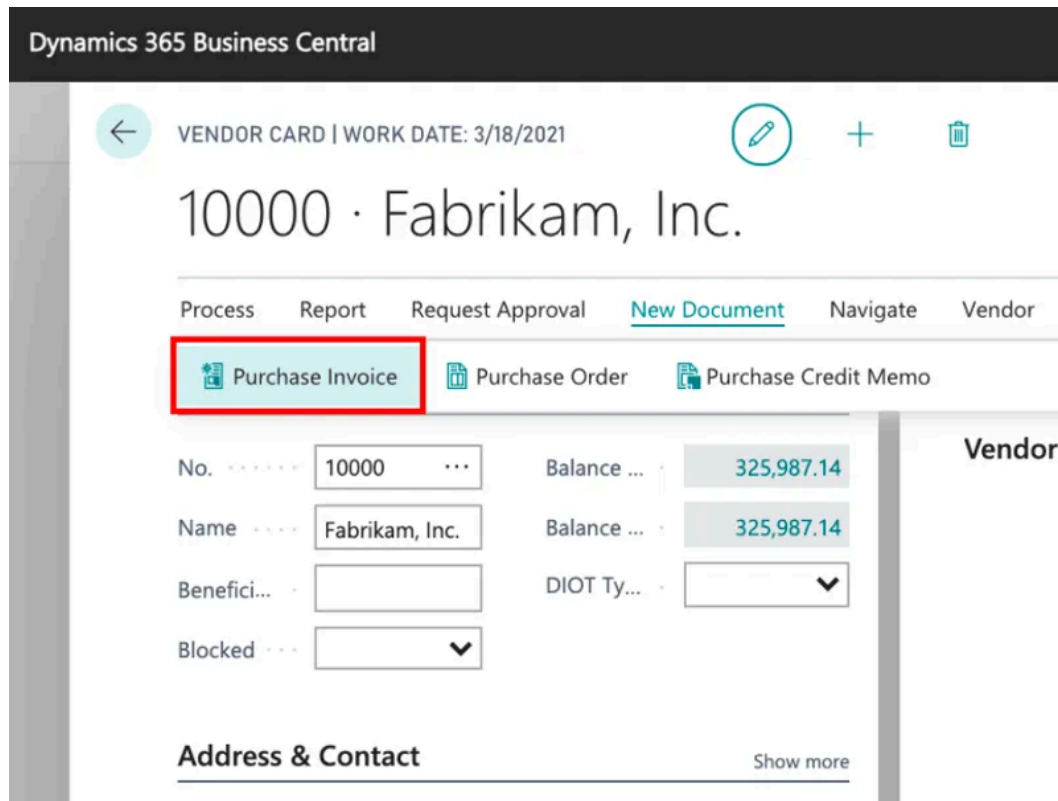
- **COMPLETED:** This is a final status. Some payments are marked as *autocomplete* based on the payment network's handling. This status should not change.
- **FAILED:** Payments that fail to be processed enter this status. Failure can occur due to various reasons, such as initial validation issues (missing or inappropriate information) or failure within the payment network (e.g., the destination bank account is closed).
- **CANCELLED:** This status indicates that the payment was rejected in the bank approval portal or cancelled directly within the platform.

4.3.1.1.2. Creating Purchase Invoices (Business Central)

Follow these steps to create purchase invoices in Business Central.

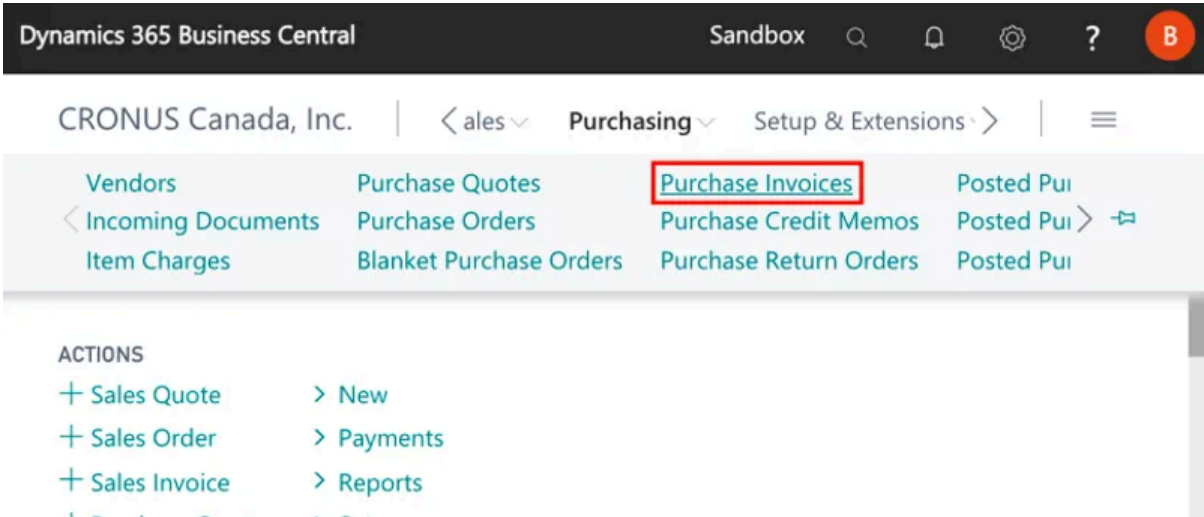
1 Create a Purchase Invoice

On the Vendor card, select **New Document** → **Purchase Invoice** to create an invoice.



Go to Purchase Invoice

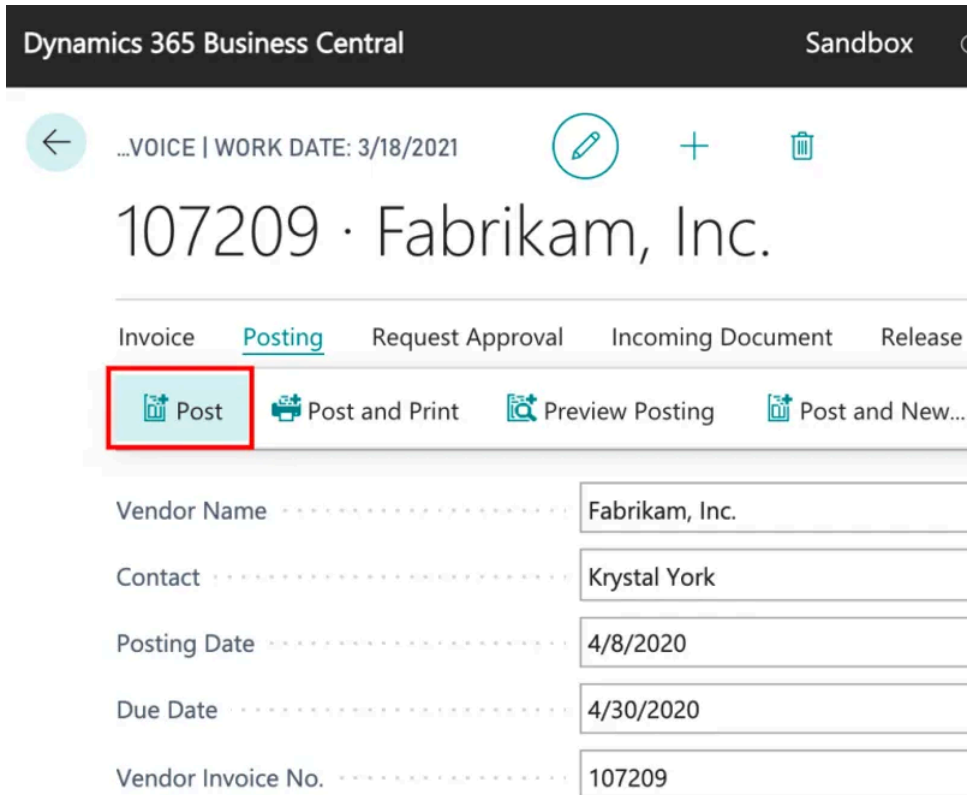
Alternatively, on the home page, select **Purchasing** → **Purchase Invoices** → **New**.



Create a New Purchase Invoice

2 Post Invoice

Post the invoice when complete by selecting the Posting tab and selecting **Post**.



Post Invoice

On the Purchasing tab, the invoice is moved from the Purchase Invoices header to the Posted Purchase Invoices header.

4.3.1.1.3. Applying Credit Memos (Business Central)

A purchase credit memo is a document issued by the seller of goods or services to the buyer, reducing the amount the buyer owes to the seller under the terms of an earlier invoice.

There are three methods in Business Central to apply credits: the Applies to Doc. method, copying document lines, or manually creating the lines. Follow the steps in this guide to learn how to apply credits with these methods.

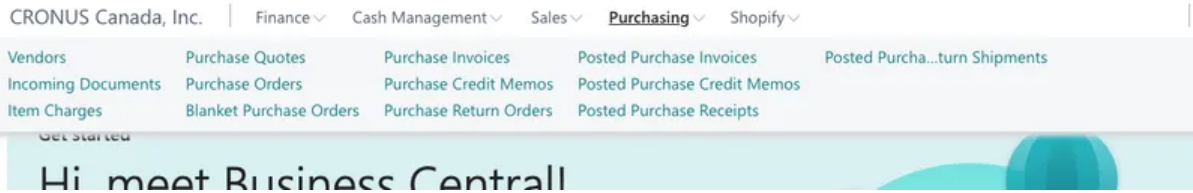
Applies to Doc. Method

This method involves posting the credit memo first and then applying it to the open invoice from the Vendor Ledger Entries.

1 Navigate to Vendor

Navigate to the vendor you would like to apply the memo to.

Click **Purchasing** and then **Vendors**.



Click Vendors

Next, click on the vendor you would like to create the memo for.

No. ↑	Name	Location Code	Phone No.	Contact	Search Name	Balance (LCY)	Balance Due (LCY)	Pay
10000	Fabrikam, Inc.		7787884007	Krystal York	FABRIKAM, ...	130,188.27	130,188.27	
20000	First Up Consultants		-	Evan McIntosh	FIRST UP C...	376,831.71	376,831.71	
30000	Graphic Design Institute		-	Bryce Jasso	GRAPHIC D...	226,746.63	193,112.27	
40000	Wide World Importers		-	Toby Rhode	WIDE WOR...	181,378.47	181,378.47	
50000	Nod Publishers		-	Raymond Hillard	NOD PUBLI...	0.00	0.00	
81000	Raw material supplier		-		RAW MATE...	0.00	0.00	
82000	Subcontractor		-		SUBCONTR...	0.00	0.00	

Click on the Vendor

On the Vendor card, select **New Document** and then click on **Purchase Credit Memo**.

Vendor Card

10000 · Fabrikam, Inc.

Home Request Approval **New Document** Vendor Prices & Discounts Report Actions Related Reports Automate Fewer options

Purchase Invoice Purchase Order Purchase Credit Memo

General Show less

No.	10000	Balance Due (LCY)	130,188.27
Name	Fabrikam, Inc.	Document Sending Profile	
Beneficiary Name		Search Name	FABRIKAM, INC.
Blocked		IC Partner Code	
Privacy Blocked	<input type="checkbox"/>	Purchaser Code	
Last Date Modified	9/29/2023	Responsibility Center	

Select Purchase Credit Memo

2 Create & Post the Credit Memo

Next, create the credit memo by entering the required values.

Purchase Credit Memo

1009 · Fabrikam, Inc.

Home Prepare Request Approval **Credit Memo** Actions Automate Fewer options

Post Release Apply Entries...

General Show more

Vendor Name	Fabrikam, Inc.	Vendor Authorization No.	
Contact	Krystal York	Vendor Cr Memo No.	894839
Due Date	11/7/2023	Status	Open
Expected Receipt Date			

Lines Manage Functions Line

New Line Delete Line Insert Ext. Texts Dimensions Deferral Schedule

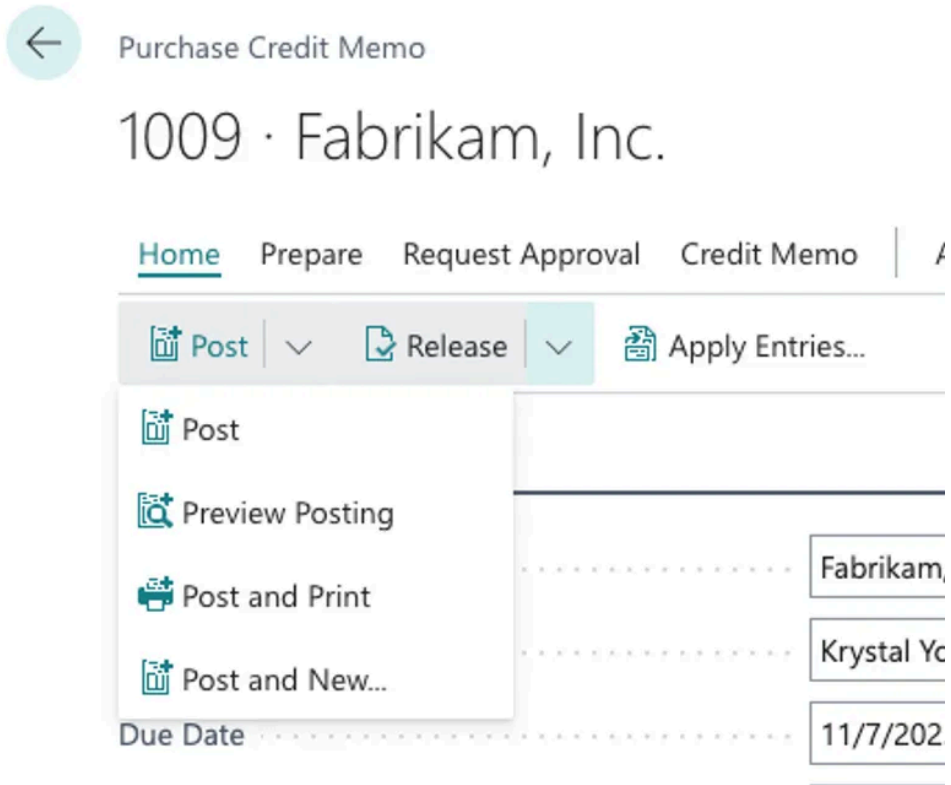
Type	No.	Item Reference No.	Description	Location Code	Quantity	Unit of Measure Code	Direct Unit Cost Excl. VAT	Tax Area Code	Tax Group Code	Line Discount %	Line Amount Excl. VAT	An Includin	
→ Item	1908-S	1908-S	LONDON Swivel Chair, blue		9	PCS	222.505	ON	TAXABLE		2,002.55	2,21	
Subtotal Excl. VAT (USD)											2,002.55	Total Excl. VAT (USD)	2,002.55
Inv. Discount Amount (USD)											0.00	Total VAT (USD)	260.33
Invoice Discount %											0	Total Incl. VAT (USD)	2,262.88

Credit Memo Details Show more

Currency Code		Payment Discount %	0
VAT Bur. Decision Group		Tax Withh.	

Create the Credit Memo

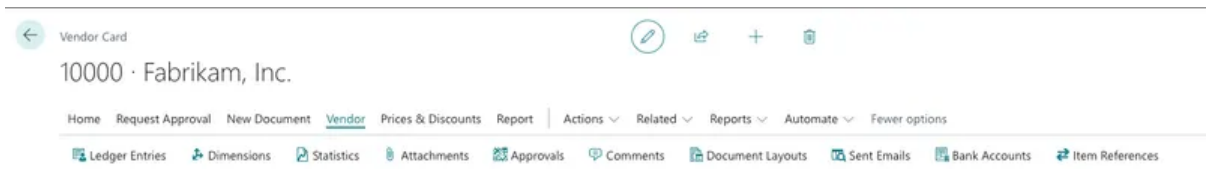
Once done, click **Post**.



Click Post

3 Apply the Credit Memo

Navigate back to the Vendor card and select **Vendor** → **Vendor Ledger Entries**.



Select Vendor Ledger Entries



Locate the credit memo and click on the three dots beside it. Select **Apply Entries**.

als by...



em filters

Posting Date	Document Type	Document No.	Amount	Remaining Amount	Vendor No.	Vendor Name
11/7/2023	Payment	FS00000183				
→ 11/7/2023	Credit Me...	109009	894839			
	Credit Me...	109008	898489498			
	Credit Me...	109007	489894			
	<i>Invoice</i>	<i>108442</i>	38207			
	<i>Invoice</i>	<i>108439</i>	241			
	<i>Invoice</i>	<i>108438</i>	93978			
	<i>Invoice</i>	<i>108437</i>	2083			
	<i>Invoice</i>	<i>108425</i>	32054			
	<i>Invoice</i>	<i>108412</i>	19283			
	<i>Invoice</i>	<i>108407</i>	36759			
	<i>Invoice</i>	<i>108401</i>	92596			
	<i>Invoice</i>	<i>108398</i>	55577			
	<i>Invoice</i>	<i>108387</i>	55430			
	<i>Invoice</i>	<i>108386</i>	38483			
	<i>Invoice</i>	<i>108374</i>	82865			
	<i>Invoice</i>	<i>108350</i>	76971			





Process / Apply/Unapply

-  Apply Entries
-  Unapply Entries...

Process

-  Find entries...
-  Reverse Transaction...

Entry

-  Dimensions
-  Applied Entries
-  Detailed Ledger Entries
-  Select More

Click on Apply Entries

Find the invoice you would like to apply the credit to.

Edit - Apply Vendor Entries - 10000 · Fabrikam, Inc. ↗ ✕

General




Posting Date 11/7/2023 Currency Code



Document Type Credit Memo Amount 2,262.88

Document No. 109009 Remaining Amount 2,262.88

Vendor Name Fabrikam, Inc.

[Home](#) [Entry](#) 📍

 Set Applies-to ID  Show Posted Document |  Show Only Selected Entries to Be Applied 🔗

 Post Application...  Preview Posting

Applies-to ID	Posting Date	Document Type	Document No.	External Document No.	Vendor No. ↑	Vendor Name
→ <input type="text"/> ⋮	10/13/2023	<i>Invoice</i>	<i>108350</i>	76971	10000	Fabrikam, Inc.

Appln. Currency	Amount to Apply	Pmt. Disc. Amo...	Rounding	Applied Amount	Available Amount	Balance
	0.00	0.00	0.00	0.00	2,262.88	2,262.88

Close

Find the Invoice

Set the ID by selecting the invoice and clicking **Set Applies-to ID**. When done, select **Post Application**.

Edit - Apply Vendor Entries - 10000 · Fabrikam, Inc. ↗ ✕

General

Posting Date	11/7/2023	Currency Code	
Document Type	Credit Memo	Amount	2,262.88
Document No.	109009	Remaining Amount	2,262.88
Vendor Name	Fabrikam, Inc.		

[Home](#) [Entry](#) ↗

[Set Applies-to ID](#) [Show Posted Document](#) | [Show Only Selected Entries to Be Applied](#) ↗

[Post Application...](#) [Preview Posting](#) ↗

Applies-to ID	Posting Date	Document Type	Document No.	External Document No.	Vendor No. ↑	Vendor Name
→ LD'AGOSTL...	10/13/2023	Invoice	108386	38483	10000	Fabrikam, Inc.

Appln. Currency	Amount to Apply	Pmt. Disc. Amo...	Rounding	Applied Amount	Available Amount	Balance
	-2,106.66	0.00	0.00	-2,106.66	2,262.88	156.22

[Close](#)

Click Set to Applies-to ID

4 Pay Reduced Invoice(s)

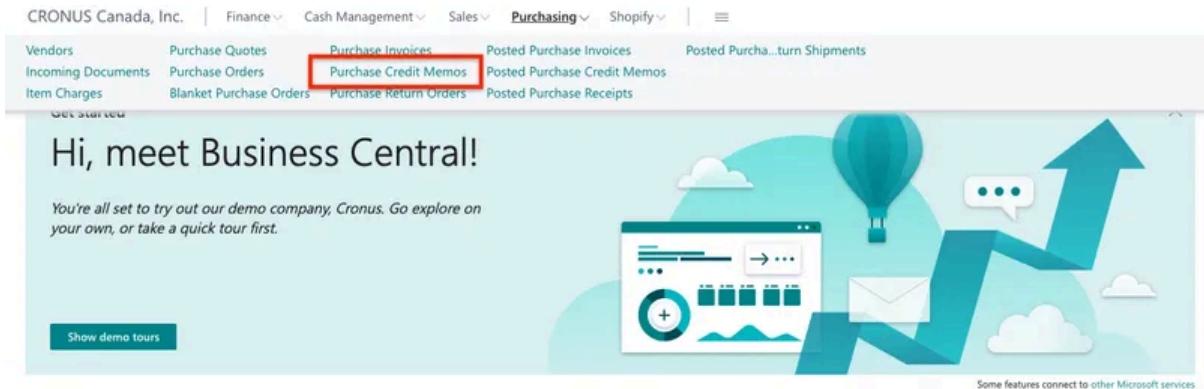
Pay the invoice(s) as you would normally.

Copying Document Lines

This method ensures the credit memo is applied directly to the invoice before the memo is posted by copying the original posted invoice's details.

1 Navigate to Purchase Credit Memos

Navigate to the Purchase Credit Memos page from the Purchasing module.

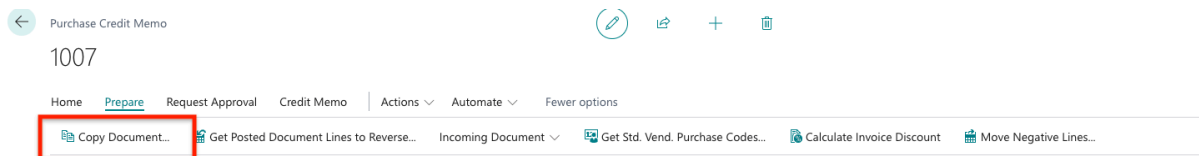


Select Purchase Credit Memo

Select the **+ New** button to create a new Purchase Credit Memo.

2 Copy Credit Memo Lines

To apply lines from an existing posted invoice, go to **Prepare → Copy Document**.



Click Copy Document

Select **Posted Invoice** for the **Document Type** and enter the **Document No.** to apply the credit memo.

Copy Purchase Document

Use default values from Last used options and filters

Options

Document Type Posted Invoice

Document No. 108203

Doc. No. Occurrence

Version No.

Buy-from Vendor No. 20000

Buy-from Vendor Name First Up Consultants

Include Header

Recalculate Lines

OK Cancel

Click OK

Once selected, select **OK** to copy the complete document.

The invoice details and line items will now copy into the Credit Memo page.

Purchase Credit Memo

1007 · First Up Consultants

Home Prepare Request Approval Credit Memo Actions Automate Fewer options

Copy Document... Get Posted Document Lines to Reverse... Incoming Document... Get Std. Vend. Purchase Codes... Calculate Invoice Discount Move Negative Lines...

General Show more

Vendor Name: First Up Consultants Vendor Authorization No.:
 Contact: Evan McIntosh Vendor Cr. Memo No.:
 Due Date: 3/31/2022 Status: Open
 Expected Receipt Date:

Type	No.	Item Reference No.	Description	Location Code	Quantity	Unit of Measure Code	Direct Unit Cost Excl. VAT	Tax Area Code	Tax Group Code	Line Discount %	Line Amount Excl. VAT	Incl. Tax
→ Comment			Invoice No. 108203:									
Item	1960-S		ROME Guest Chair, green		9	PCS	225.80	ON	TAXABLE		2,032.20	2

Subtotal Excl. VAT (CAD): 2,032.20 Total Excl. VAT (CAD): 2,032.20
 Inv. Discount Amount (CAD): 0.00 Total VAT (CAD): 264.19
 Invoice Discount %: 0 Total Incl. VAT (CAD): 2,296.39

Invoice Details Show more

Currency Code: Payment Discount %: 0
 VAT Bus. Posting Group: Tax Liab:
 Discount Terms Code: Tax Area Code: CA

View Credit Memo Details

3 **Modify the Credit Memo**

Modify the document lines as needed. Once the lines match the vendor's credit memo, enter the vendor's reference number in the **Vendor Cr. Memo No.** field.

Purchase Credit Memo

1007 · First Up Consultants

Home Prepare Request Approval Credit Memo Actions Automate Fewer options

Copy Document... Get Posted Document Lines to Reverse... Incoming Document... Get Std. Vend. Purchase Codes... Calculate Invoice Discount Move Negative Lines...

General Show more

Vendor Name: First Up Consultants Vendor Authorization No.:
 Contact: Evan McIntosh Vendor Cr. Memo No.: 3783738
 Due Date: 3/31/2022 Status: Open
 Expected Receipt Date:

Type	No.	Item Reference No.	Description	Location Code	Quantity	Unit of Measure Code	Direct Unit Cost Excl. VAT	Tax Area Code	Tax Group Code	Line Discount %	Line Amount Excl. VAT	Incl. Tax
→ Comment			Invoice No. 108203:									
Item	1960-S		ROME Guest Chair, green		3	PCS	225.80	ON	TAXABLE		677.40	

Subtotal Excl. VAT (CAD): 677.40 Total Excl. VAT (CAD): 677.40
 Inv. Discount Amount (CAD): 0.00 Total VAT (CAD): 88.06
 Invoice Discount %: 0 Total Incl. VAT (CAD): 765.46

Invoice Details Show more

Currency Code: Payment Discount %: 0
 VAT Bus. Posting Group: Tax Liab:

Modify the Memo

4 Confirm Applies-to Doc. No.

Confirm the **Applies-to Doc. No.** is correct and the credit memo will be applied to the right invoice. The invoice must be marked as **Open** to apply the credit memo and pay the invoice with a reduced amount due.

The screenshot shows the 'Purchase Credit Memo' form for document 1007. The 'Applies-to Doc. No.' field is highlighted with a red box. The form includes the following sections:

- Summary:** Subtotal Excl. VAT (CAD) 677.40, Total Excl. VAT (CAD) 677.40, Inv. Discount Amount (CAD) 0.00, Total VAT (CAD) 88.06, Invoice Discount % 0, Total Incl. VAT (CAD) 765.46.
- Invoice Details:** Currency Code, VAT Bus. Posting Group, Payment Terms Code (CM), Department Code, Customergroup Code, Payment Discount %, Tax Liable (ON), Tax Area Code, Tax Exemption No.
- Shipping and Payment:** Ship-to (Custom Address), Pay-to (First Up Consultants), Name (First Up Consultants), Contact (Evan McIntosh).
- Application:** Applies-to Doc. Type (Invoice), Applies-to ID, Applies-to Doc. No. (108203).

Confirm Applies-to Do. No.

NOTE: This field is automatically populated with the Invoice Number of the source document. Before posting the credit memo, you must verify the number. If it is incorrect or points to a closed invoice, you are required to change this value to an **Open** invoice whose balance you intend to reduce.

5 Post the Credit Memo

After confirming all details, post the document by selecting **Post**.



Post the Credit Memo

6 Confirm the Reduced Amount

On the Posted Purchase Invoice page, locate the invoice on which you applied the credit memo. On this page, you can confirm that the amount has been successfully reduced before attempting to pay the invoice.

108203	:	107203	20000	First Up Consultants	2,032.20	2,296.39	0	3/31/2022	1,530.93	No
--------	---	--------	-------	----------------------	----------	----------	---	-----------	----------	----

Confirm the Reduced Amount

7 Pay Reduced Invoice(s)

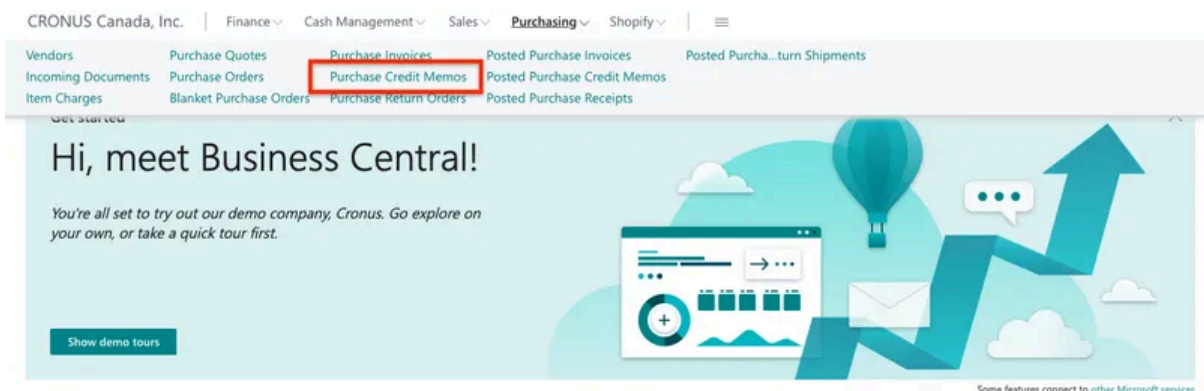
Pay the invoice(s) as you would normally.

Manually Creating Document Lines

Use this method when the credit memo lines need to be entered from scratch without copying an existing invoice.

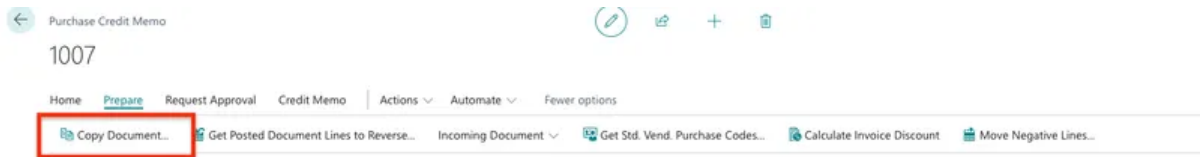
1 Navigate to Purchase Credit Memos

Navigate to the Purchase Credit Memos page from the Purchasing module.



Select Purchase Credit Memo

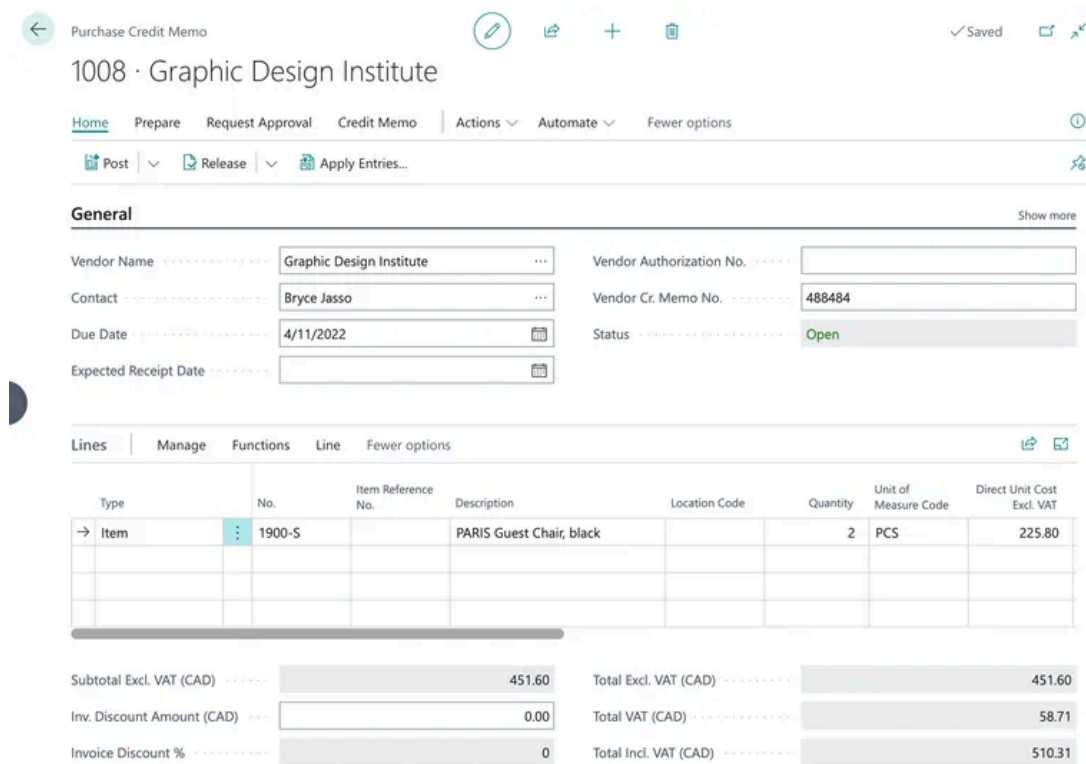
Select the **+ New** button to create a new purchase credit memo.



Click Copy Document

2 Manually Create the Document Lines

Next, manually enter the Vendor Name, line items, and Vendor Credit No. in the credit memo.



Enter Details

3 Add Applies-to Doc. No.

Add the **Applies-to Do. No.** to ensure the credit memo will be applied to the correct invoice. The invoice must be marked as **Open** to apply the credit memo and pay the invoice with a reduced amount due.

Purchase Credit Memo

1008 · Graphic Design Institute

Home Prepare Request Approval Credit Memo Actions Automate Fewer options

Post Release Apply Entries...

Invoice Details Show more

Currency Code Payment Discount % 0

VAT Bus. Posting Group Tax Liabile

Payment Terms Code CM Tax Area Code ON

Department Code Tax Exemption No.

Customergroup Code

Shipping and Payment Show more

Ship-to Default (Vendor Address) Pay-to

Name Graphic Design Institute

Contact Bryce Jasso

Application

Applies-to Doc. Type Invoice Applies-to ID

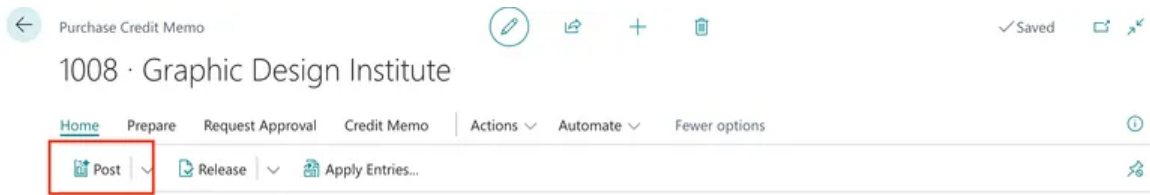
Applies-to Doc. No. 108204

Add Applies-to Do. No.

NOTE: If the **Applies-to Do. No.** is incorrect or the referenced invoice is already closed, you must change it to the **Open** invoice you intend to reduce before posting the Credit Memo.

4 Post the Credit Memo

After confirming all details, post the document by selecting **Post**.



Select Post

5 Confirm the Reduced Amount

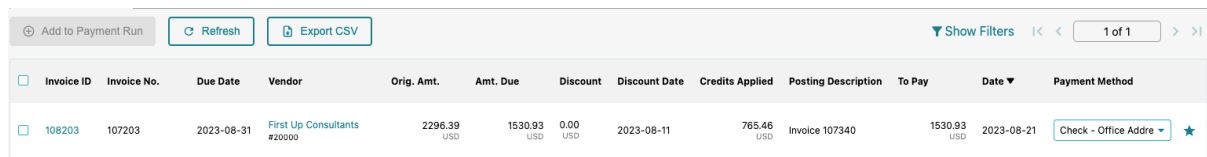
On the Posted Purchase Invoice page, locate the invoice on which you applied the credit memo. On this page, you can confirm that the amount has been successfully reduced before attempting to pay the invoice.

108204	Graphic Design Institute	1,030.40	1,164.35	0	3/31/2022	654.04	No
--------	--------------------------	----------	----------	---	-----------	--------	----

Confirm the Reduced Amount

6 Pay Reduced Invoices(s)

Pay the invoice(s) as you would normally.



<input type="checkbox"/>	Invoice ID	Invoice No.	Due Date	Vendor	Orig. Amt.	Amt. Due	Discount	Discount Date	Credits Applied	Posting Description	To Pay	Date	Payment Method
<input type="checkbox"/>	108203	107203	2023-08-31	First Up Consultants #20000	2296.39 USD	1530.93 USD	0.00 USD	2023-08-11	765.46 USD	Invoice 107340	1530.93 USD	2023-08-21	Check - Office Adre ★

Pay Reduced Bills

Limitations

Credit memos cannot be applied at the Payment Journal level. They must be applied to an existing document before attempting a payment through the plugin. Failure to apply the credit memo beforehand will cause the plugin to ignore the credit and remit the full invoice amount.

Credit memos must be less than or equal to the remaining amount due on the invoice to be successfully applied.

4.3.1.1.4. Applying Discounts (Business Central)

Setting up early payment discounts in Business Central involves configuring several key settings to ensure the discount is calculated correctly and posted to the appropriate accounts.

The effect of the early payment discount is determined by a combination of settings:

- Payment Terms
- Vendor/Customer Posting Groups
- Setting the Transaction Type linked to the bank account

Payment Terms

Payment Terms define the conditions for transactions with vendors and customers. They determine if an early payment discount is available, define the discount percentage, and the required expiry date or duration for receiving the discount.

Code ↑	Due Date Calculation	Discount Date Calculation	Discount %	Calc. Pmt. Disc. on Cr.	Description
→ 10 DAYS	10D		0	<input type="checkbox"/>	Net 10 days
14 DAYS	14D		0	<input type="checkbox"/>	Net 14 days
15 DAYS	15D		0	<input type="checkbox"/>	Net 15 days
1M(8D)	1M	8D	2	<input type="checkbox"/>	1 Month/2% 8 days
2 DAYS	2D		0	<input type="checkbox"/>	Net 2 days
21 DAYS	21D		0	<input type="checkbox"/>	Net 21 days
30 DAYS	30D		0	<input type="checkbox"/>	Net 30 days
60 DAYS	60D		0	<input type="checkbox"/>	Net 60 days
7 DAYS	7D		0	<input type="checkbox"/>	Net 7 days
CM	CM		0	<input type="checkbox"/>	Current Month
COD	0D		0	<input type="checkbox"/>	Cash on delivery
				<input type="checkbox"/>	

Search Payment Terms

Vendor/Customer Posting Groups

The Vendor and Customer Posting Groups determine which ledger accounts the actual discount amount will be posted to.

Code ↑	Payables Account	Service Charge Acc.	Payment Disc. Debit Acc.	Payment Disc. Credit Acc.	Invoice Rounding Account	Debit Curr. Appln. Rndg. Acc.	Credit Curr. Appln. Rnd Acc.
→ DOMESTIC	22300	67500	47260	47300	47400	47500	47500
EU	22400	67500	47260	47300	47400	47500	47500
FOREIGN	22400	67500	47260	47300	47400	47500	47500

Vendor Ledger Entries

Utilizing Discounts

When creating a Purchase Invoice, fill in the agreed-upon payment discount terms in the Invoice Details section. Post the invoice to make it ready for payment.

Dynamics 365 Business Central sandbox-migrate

Purchase Invoice 107236 · Fabrikam, Inc.

Invoice Posting Request Approval Incoming Document Release Navigate More options

Subtotal Excl. VAT (CAD)	14,072.40	Total Excl. VAT (CAD)	14,072.40
Inv. Discount Amount (CAD)	0.00	Total VAT (CAD)	1,829.41
Invoice Discount %	0	Total Incl. VAT (CAD)	15,901.81

Invoice Details Show more

Currency Code		Customergroup Code	
Expected Receipt Date	11/30/2021	Payment Discount %	2
VAT Bus. Posting Group		Tax Liable	<input checked="" type="checkbox"/>
Payment Terms Code	1M(8D)	Tax Area Code	ON
Department Code		Tax Exemption No.	

Shipping and Payment >

Create Purchase Invoice

Navigate to the Pay Invoices page and create the payment. The discount will be applied if paid on time.

4.3.1.1.5. Batching Ledger Entries (Business Central)

In version 2024.2.0.0+ of the plugin, batching ledger entries is available. This feature will, unfortunately, not work for users with MEM installed.

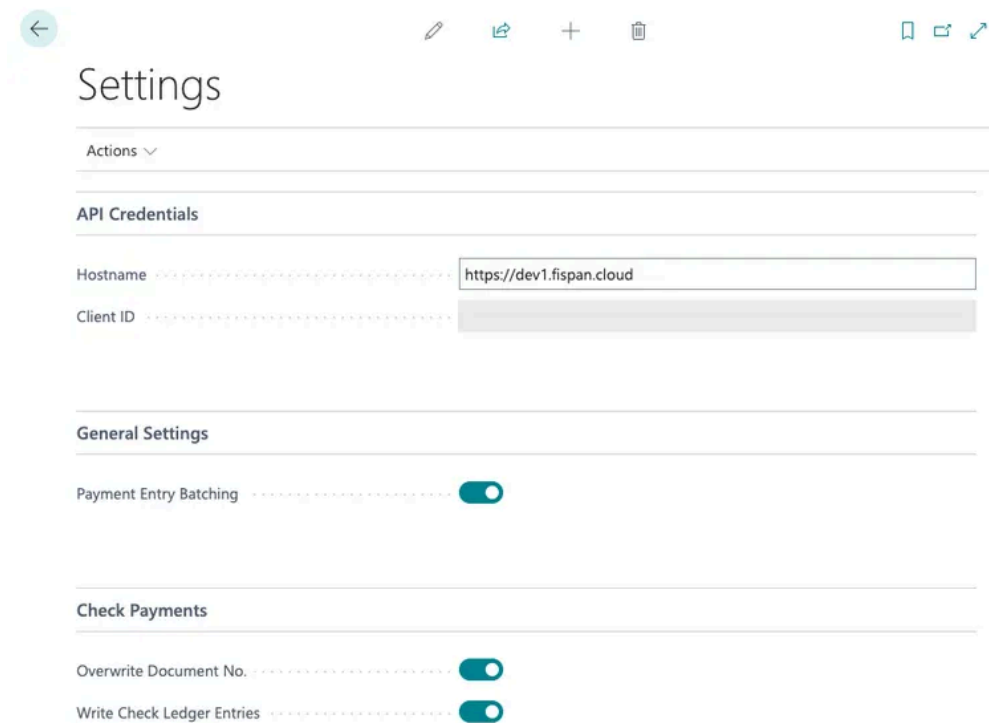
Follow this guide to start processing payments with the batching feature.

IMPORTANT: When you enable batching, we will no longer write the **Vendor Invoice No.** into the Payment Reference column in the Vendor Ledger Entries. This is necessary due to character limits in Business Central fields.

Enabling Batching

To start using batching, enable the feature by following these steps.

- 1 Go to the Settings page of the plugin and enable the **Payment Entry Batching** feature.



Toggle on Payment Entry Batching

- 2 Ensure that vendors have **Combined Invoices** enabled on their Payment Methods page.

Vendor ▲	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Combined Invoices ⚙
Fabrikam, Inc #10000	krystal.york@contoso.com	(778) 788-4007	Seattle, WA	98134	<input checked="" type="checkbox"/>

Toggle on Combined Invoices

You can enable this for all vendors by following this guide: [Grouping Payments & Enabling Remittance \(Business Central\)](#)

Processing Payments

Start processing payments by following these simple steps.

- 1 **Select Invoices**

Navigate to the Pay Invoices page and select the invoices you would like to pay.

OPEN INVOICES		FAILED INVOICES											
Add to Payment Run		Refresh		Export CSV		Invoices Selected: 3 / Total Vendors: 1		Show Filters		1 of 3		200 of 540 Results	
Invoice ID	Invoice No.	Due Date	Vendor	Orig. Amt.	Amt. Due	Discount	Discount Date	Credits Applied	Posting Description	To Pay	Date	Payment Method	
<input checked="" type="checkbox"/>	109029	81354	2023-12-31	Wide World Importers #40000	10,162.00 USD	10,162.00 USD	0.00 USD	2023-12-12	0.00 USD	Invoice 108036	10,162.00 USD	2023-12-12	Check - Vendor Reco
<input checked="" type="checkbox"/>	108710	20762	2023-12-31	Wide World Importers #40000	2,062.50 USD	2,062.50 USD	0.00 USD	2023-12-12	0.00 USD	Invoice 107717	2,062.50 USD	2023-12-12	Check - Vendor Reco
<input checked="" type="checkbox"/>	108720	92112	2023-12-31	Wide World Importers #40000	5,502.40 USD	5,502.40 USD	0.00 USD	2023-12-12	0.00 USD	Invoice 107727	5,502.40 USD	2023-12-12	Check - Vendor Reco

Select Invoices

NOTE: Payment batching is not supported when using the Pay-to, Buy-from, or Ship-to address for check payments.

2 Confirm Payment

Submit your payment by selecting **Confirm Payment**.

← FISPAN Pay Invoices

Payment Run

[Export](#)

Select the source account you would like to pay the selected invoices with

Source account: World Wide Bank (Operating (US/USD)) *Avail: 47,811,070.15 USD*

	INVOICES	PAYMENTS
	3	1

Payment Overview

# Invoices	Payments	Currency	Payment Method	Amount
3	1	USD	Check	\$17,726.90

[Cancel](#) [Confirm 1 Payment](#)

Select Confirm Payment

Now the payment will begin processing.

3 View Batched Ledger Entries

Below are some examples of how these batched entries will appear on the various ledgers available in Business Central.

Vendor Ledger Entries:

Vendor Ledger Entries

Search Analyze Edit List Home Entry Actions Automate Fewer options

Show Document Apply Entries Find entries... Create Payment Reverse Transaction...

Posting Date	Document Date	Document Type	Document No.	External Document No.	Vendor No.	Vendor Name	Description	Amount	Company Code
2024-02-13	2024-02-13	Payment	1707861825	E7FEFFAD381F48D2A2A616F732384A58	40000	Wide World Importers	Wide World Importers	17,726.90	.100

Vendor Ledger Entries

Bank Account Ledger Entries:

Bank Account Ledger Entries

Search Analyze Find entries... Reverse Transaction... Entry More options

Posting Date	Document Type	Document No.	Bank Account No.	Description	Company Code	Entity Code	Amount	Running Balance	Open	Entry No.
2024-02-13	Payment	1707861825	SAVINGS	Wide World Importers	.100	801	-17,726.90	-224,245.92	Open	7642

Bank Account Ledger Entries

Check Ledger Entries:

Check Ledger Entries

Search Analyze Void Check Find entries... Delete Entries Automate Fewer options

Check Date ↓	Check No.	Bank Account No. ↓	Description	Amount	Entry Status	Entry No.
2024-02-13	1707861825	SAVINGS	Wide World Importers	17,726.90	Posted	7

Check Ledger Entries

4.3.1.1.6. Voiding & Repaying Bills (Business Central)

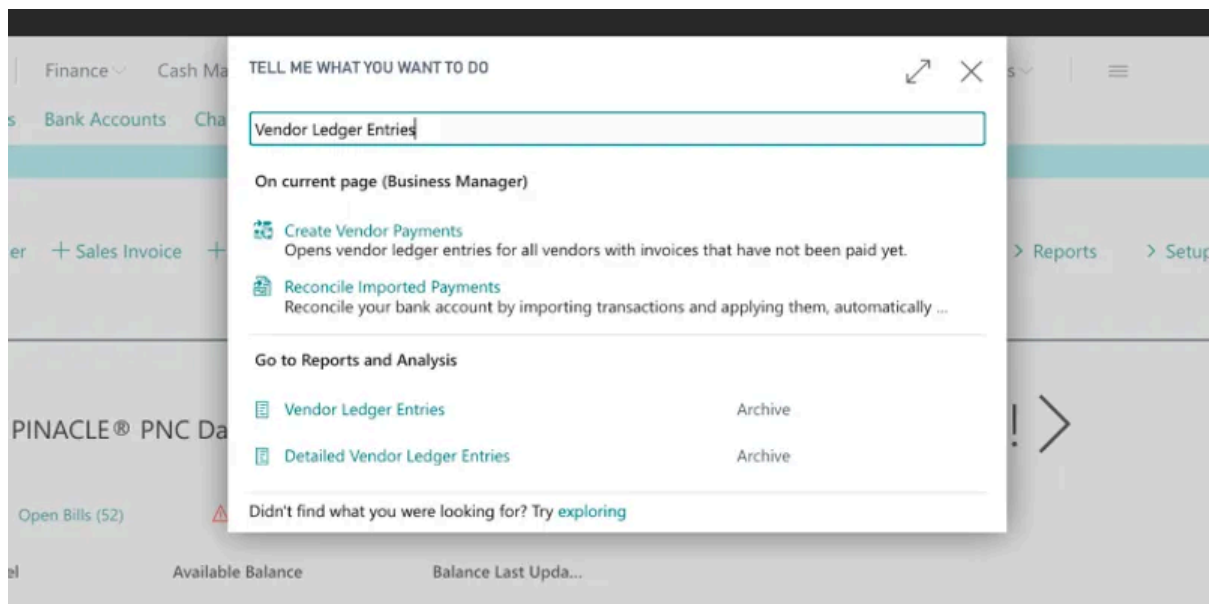
Invoices paid with the plugin that are voided in Business Central can be repaid through the plugin. Follow this guide on how to void and reopen your invoices.

Void an Invoice

Follow these steps in Business Central to properly void a payment:

1 Unapply Payment

From the Global Search bar, navigate to **Vendor Ledger Entries**.



Go to Vendor Ledger Entries

Select a Payment, then select **Process → Unapply Entries**.

Vendor Ledger Entries

Search Edit List Home Entry More options

Show Document Apply Entries Find entries... Create Payment Reverse Transaction...

Posting Date	Document Date	Document Type	Document No.	External Document No.	Vendor No.	Vendor Name	Description
→ 8/11/2023	8/11/2023	Payment	FS00000011		50000	Nod Publishers	Nod Publishers
Process / Apply/Unapply							
Apply Entries							
Unapply Entries...							
Process							
Find entries...							
Reverse Transaction...							
Entry							
Dimensions							
Applied Entries							
Detailed Ledger Entries							
Select More							
8/11/2023	8/11/2023	Payment	FS00000010		50000	Nod Publishers	Nod Publishers
4/10/2023		Invoice	108216	498483	50000	Nod Publishers	Invoice 107216
3/13/2023		Invoice	108202	107202	50000	Nod Publishers	Invoice 107202
3/12/2023		Invoice	108200	107200	50000	Nod Publishers	Invoice 107200
2/13/2023		Payment	108189	107189	50000	Nod Publishers	Invoice 107189
2/13/2023		Invoice	108189	107189	50000	Nod Publishers	Invoice 107189
2/11/2023		Payment	108186	107186	50000	Nod Publishers	Invoice 107186
2/11/2023		Invoice	108186	107186	50000	Nod Publishers	Invoice 107186
1/13/2023		Payment	108176	107176	50000	Nod Publishers	Invoice 107176
1/13/2023		Invoice	108176	107176	50000	Nod Publishers	Invoice 107176
1/12/2023		Payment	108174	107174	50000	Nod Publishers	Invoice 107174
1/12/2023		Invoice	108174	107174	50000	Nod Publishers	Invoice 107174
12/15/2022		Payment	108167	107167	50000	Nod Publishers	Invoice 107167
12/15/2022		Invoice	108167	107167	50000	Nod Publishers	Invoice 107167

Click Unapply Entries

Next, click **Unapply** on the payment object.

Unapply Vendor Entries - 50000 Nod Publishers Entry No. 4265

General

Document No. FS00000011 Posting Date 8/11/2023

Unapply Preview Unapply

Posting Date	Entry Type	Document Type	Document No.	Vendor No.	Initial Document Type	Initial Document No.	Currency Code	Amount	Amount (\$)	Initial Entry Due Date
8/11/2023	Application	Payment	FS00000011	50000	Invoice	108200		2,378.11	2,378.11	3/31/2023
→ 8/11/2023	Application	Payment	FS00000011	50000	Payment	FS00000011		-2,378.11	-2,378.11	8/11/2023


OK Cancel

Click Unapply

2 **Confirm Successfully Unapplied**

Once the entry has been successfully unapplied, the Posted Purchase Invoice should reopen, and you should receive a confirmation screen.

023	Payment	FS00000011		50000	Nod Publishers	Nod Publis
023	Payment	FS00000010		50000	Nod Publishers	Nod Publis
023	Invoice	108216	498483	50000	Nod Publishers	Invoice 107
023	Invoice					Invoice 107
023	Invoice					Invoice 107
023	Payment					Invoice 107
023	Invoice					Invoice 107
023	Payment					Invoice 107
023	Invoice					Invoice 107
023	Payment	108176	107176	50000	Nod Publishers	Invoice 107
023	Invoice	108176	107176	50000	Nod Publishers	Invoice 107
023	Payment	108174	107174	50000	Nod Publishers	Invoice 107
023	Invoice	108174	107174	50000	Nod Publishers	Invoice 107
022	Payment	108167	107167	50000	Nod Publishers	Invoice 107
022	Invoice	108167	107167	50000	Nod Publishers	Invoice 107

 The entries were successfully unapplied.

Confirm Entries Were Unapplied

3

Reverse Transaction

Next, you can reverse the payment object. You can click **Reverse Transaction...** on the unapplied payment object.

	Posting Date ↓	Document Date	Document Type	Document No.	External Document No.	Vendor No. ↓	Vendor Name	Description	D Cr
	→ 8/11/2023	8/11/2023	Payment	FS00000011		50000	Nod Publishers	Nod Publishers	
Process / Apply/Unapply		8/11/2023	Payment	FS00000010		50000	Nod Publishers	Nod Publishers	
Apply Entries		4/10/2023	Invoice	108216	498483	50000	Nod Publishers	Invoice 107216	
Unapply Entries...		3/13/2023	Invoice	108202	107202	50000	Nod Publishers	Invoice 107202	
		3/12/2023	Invoice	108200	107200	50000	Nod Publishers	Invoice 107200	
Process		2/13/2023	Payment	108189	107189	50000	Nod Publishers	Invoice 107189	
Find entries...		2/13/2023	Invoice	108189	107189	50000	Nod Publishers	Invoice 107189	
Reverse Transaction...		2/11/2023	Payment	108186	107186	50000	Nod Publishers	Invoice 107186	
		2/11/2023	Invoice	108186	107186	50000	Nod Publishers	Invoice 107186	
Entry		1/13/2023	Payment	108176	107176	50000	Nod Publishers	Invoice 107176	
Dimensions		1/13/2023	Invoice	108176	107176	50000	Nod Publishers	Invoice 107176	
Applied Entries		1/12/2023	Payment	108174	107174	50000	Nod Publishers	Invoice 107174	
		1/12/2023	Invoice	108174	107174	50000	Nod Publishers	Invoice 107174	
Detailed Ledger Entries		12/15/2022	Payment	108167	107167	50000	Nod Publishers	Invoice 107167	
Select More		12/15/2022	Invoice	108167	107167	50000	Nod Publishers	Invoice 107167	
		12/13/2022	Payment	108163	107163	50000	Nod Publishers	Invoice 107163	

Click Reverse Transaction

Next, you can click **Reverse** to reverse the payment.

Edit - Reverse Transaction Entries - G/L Account 10200 Saving account

Search Edit List **Reverse** Reverse and Print More options


Transaction No.		Account No.	Entry No. ↑	Posting Date ↑	Description
→ 1238	G/L Entry	10200	4264	8/11/2023	Nod Publishers
1238	G/L Entry	20100	4265	8/11/2023	Nod Publishers
1238	Vendor Ledger Entry	50000	4265	8/11/2023	Nod Publishers
1238	Bank Account Ledger Entry	SAVINGS	4264	8/11/2023	Nod Publishers

Close

Click Reverse

Once the payment is reversed, you will be notified.

Payment	FS00000010		50000	Nod Publishers
<i>Invoice</i>	<i>108216</i>	498483	50000	Nod Publishers
<i>Invoice</i>				
<i>Invoice</i>				
Payment				
Invoice				
Payment				
Invoice				
Payment	108176	107176	50000	Nod Publishers
Invoice	108176	107176	50000	Nod Publishers
Payment	108174	107174	50000	Nod Publishers

 The entries were successfully reversed.

OK

Confirm Payments were Reversed

4.3.11.2. Payment Methods (Business Central)

This page details how to manually import payment information into the plugin. If you are interested in using Import/Export, follow the instructions here: [Updating Vendor Payment Methods Via CSV \(Business Central\)](#)

Adding Payment Methods

1 Go to Payment Methods

From anywhere in Business Central, you can navigate to the Payment Method page. Click on First Citizens Link and then **Payment Methods** to load the page.




Pay Invoices Bank Statements **Payment Methods** Settings

Select Payment Methods

2 Add Vendor Information

On this page, you can manage payment information for each vendor.

Select the vendor you would like to manage by hovering over the vendor and selecting the eye icon.

Vendor	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Combined Invoices	Remittance	Pymt. Methods	Default Method
Fabrikam, Inc* #10000	krystal.york@contoso.com	(425) 555-0101	Atlanta, GA	31772	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ACH	Test -- ACl 
First Up Consultants #20000	evan.mcintosh@contoso.com	-	Chicago, IL	61236	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ACH	ECA Bank - ▾
Graphic Design Institute #30000	bryce.jasso@contoso.com	-	Miami, FL	37125	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ACH	USD\US -- ▾

Click the Eye icon on the left side of the row

The Payment Method pop-up will appear, which allows you to add and store three different types of information: **Bank Accounts**, **Addresses**, and **Email Groups**.

Payment Setup: Vancouver Canucks

Payment Methods

Total: 4 | Enabled: 4

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Invoices page. To add more, enter your vendor's banking information or address.

- [Add Bank Account](#)
- [Add Address](#)
- [Add Email Group](#)

> **Check - Vendor Record Address** ERP 👁

Settings

Payments:

Combine Multiple Invoices

Default Payment Method

Select Method

Check Delivery Method

Default Bank Selection

View Vendor Pop-Up

NOTE: Any **Bank Accounts**, **Addresses**, and **Email Groups** stored natively in Business Central are imported automatically upon installation. These records are indicated by an ERP icon next to the label and cannot be edited within the plugin.

← Payment Information: Vancouver Canucks

Vendor Record Address ERP

⚠ This account was added to Vancouver Canucks' vendor card within Business Central. To make changes, please update your vendor's information in your accounting system.

Address	
Label (Optional)	Vendor Record Address
Address	23 Stadium Way
Address 2 (Optional)	
Country/Region Code	Canada
City	Vancouver
State/Province	British Columbia
Postal/ZIP Code	V5H 4J2

[View ERP Account](#)

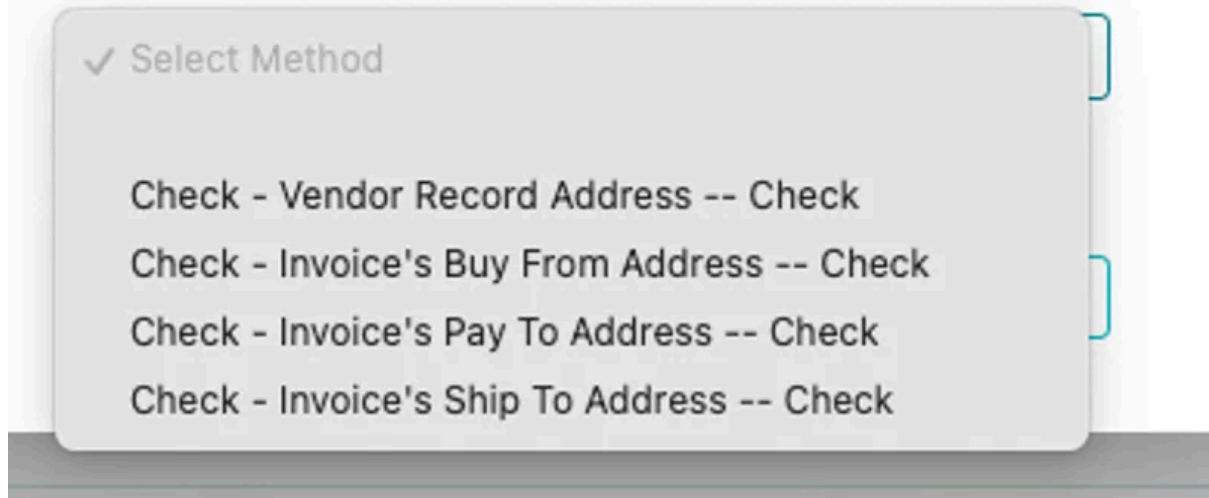
3 Set Default Payment Method

On the Payment Method pop-up, you can toggle on **Combine Multiple Bills**. This allows you to send multiple bills for the same payment method as one payment. For example, five separate bills will be processed as one payment.

Use the **Default Payment Method** dropdown to select a preferred payment method. This will automatically populate this method for the vendor on the Pay Bills page.

You can manually override this default setting on the Pay Bills page for one-off payments.

Default Payment Method



Select Default Payment Method

4 Add Bank Accounts

To add bank accounts, click on the **Add Bank Account** button. Select the **Country** and **Currency** of the bank account you would like to add next.

New Bank Account

Select your vendor's country and currency to continue.

Country

Currency

Select Country and Currency

Next, fill in the banking information based on the data provided to you. Be sure to enter a unique label. Once you have done that, click **Validate Account Info**.

Account Details

Enter your vendor's account details to enable additional payment methods.

USD - United States of America (the)

Account Label	<input type="text"/>
Receiving Bank Name	<input type="text"/>
Creditor Agent BIC/Swift Code	<input type="text"/>
Type Of Account	<input type="text"/>
Receiving Account Number	<input type="text"/>
Bank Routing Number	<input type="text"/>

[Go To Previous Step](#)

[Close](#)

[Validate Account Info](#)

Click Validate Account Info

NOTE: All accounts will be saved as a Checking account unless the **Type of Account** field is changed.

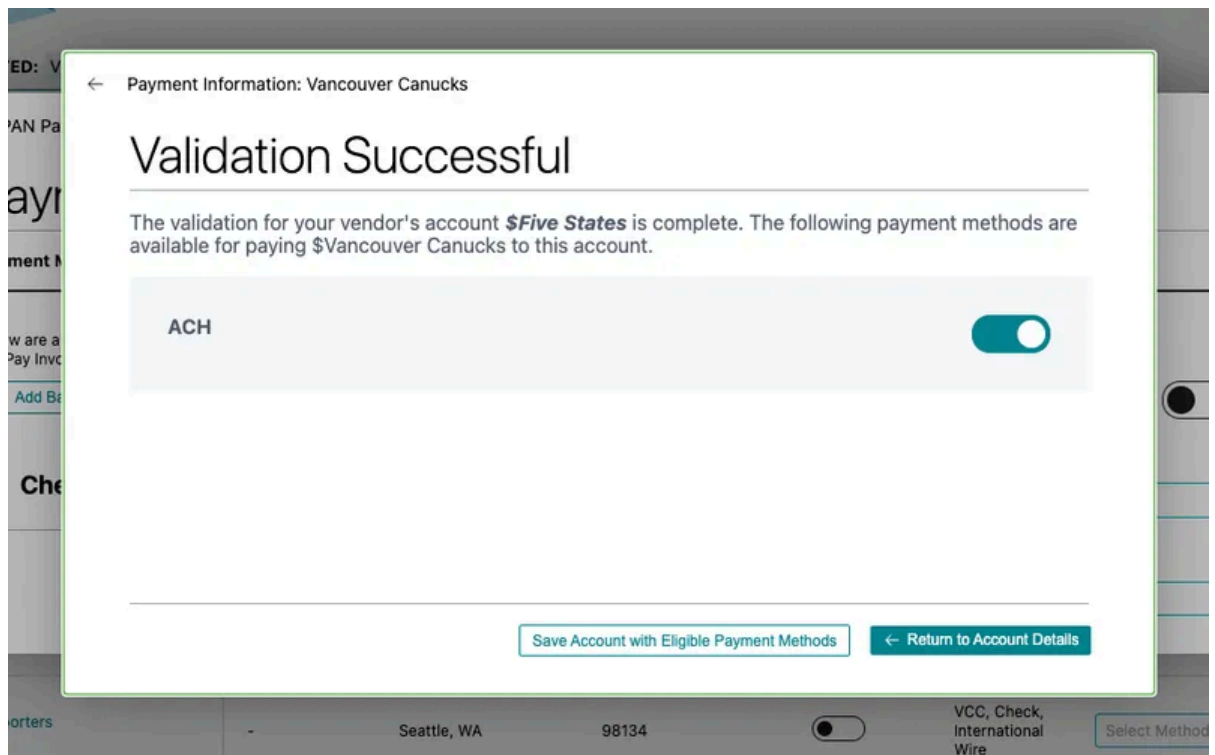
5 Validate Information

The system validates the format of the data to ensure it supports specific payment methods (e.g., ensuring a Routing Number is present for ACH payments).

This step validates data completeness, not accuracy. It does not verify if the bank account number itself is active or correct.

If validation fails, modify the information and try again.

If validation is successful, you can toggle specific payment methods **On** or **Off** and save the account.



Validate Bank Account

Once saved, the account is accessible from the Payment Method pop-up, where you can edit records or toggle payment methods as needed.

6 Add Addresses

To add vendor mailing addresses, click on the **Add Address** button. Add your address details to the fields. After that, click **Save Address**.

New Address



Enter the following information to add an address for your vendor.


Address

Label	<input type="text"/>
Address	<input type="text"/>
Address 2 (Optional)	<input type="text"/>
Country/Region Code	<input type="text" value="Canada"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Postal/ZIP Code	<input type="text"/>

Save New Address

If Checkprint is enabled, this address will be available for check payments. You can disable an address at any time by toggling it Off or editing the record.

▼ **Check - Seattle Address**  

 383 Washington St
Seattle, WA, 90201
United States of America

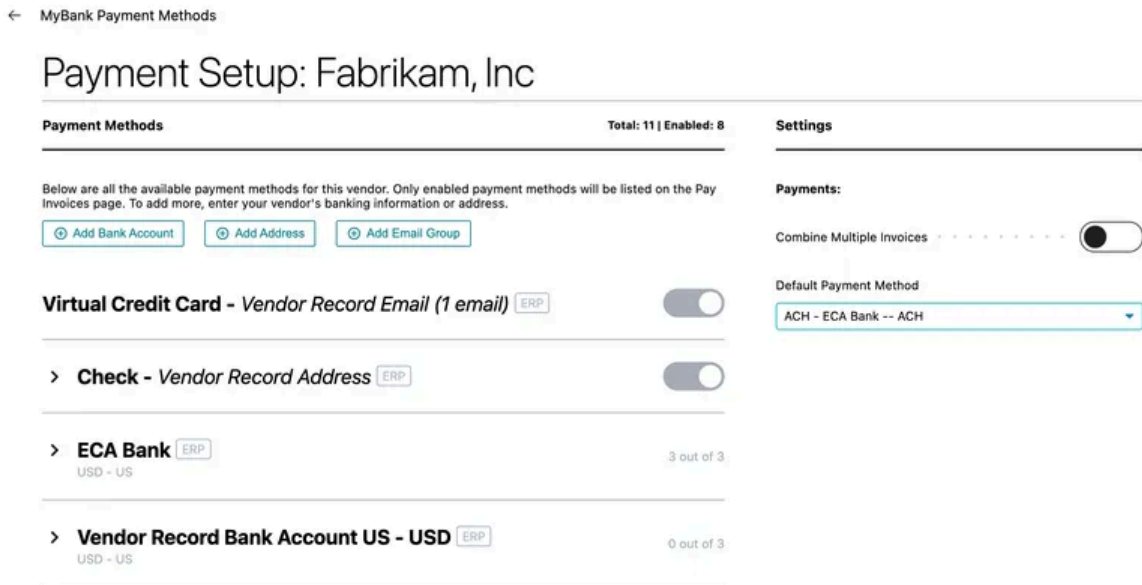
Toggle Address

Adding Email Addresses

Email addresses can also be added to your vendor information from the Vendor card. To add email addresses, follow these steps.

1 Add Email Group

From the Payment Methods page for your vendor, click on the **Add Email Group** button.



Click Add Email Group

Add your email address details to the fields. You can add up to 5 emails by clicking **Enter** after each entry.

Click **Save New Email Group**.

New Email Group

Add up to 5 email addresses to this email group. This group will be listed as VCC in the payment methods.

Group Name

Email Addresses

Save New Email

If the Email Remittance feature is enabled, you can also use the vendor's email group to send remittance advice to.

2 Update Email Group

Once the email has been added, you can edit it and toggle it on and off, as needed.

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Invoices page. To add more, enter your vendor's banking information or address.

- [+ Add Bank Account](#)
- [+ Add Address](#)
- [+ Add Email Group](#)

Virtual Credit Card - *Vendor Record Email (1 email)* ERP

> **Check - Vendor Record Address** ERP

> **ECA Bank** ERP 3 out of 3
USD - US

> **Vendor Record Bank Account US - USD** ERP 0 out of 3
USD - US

Virtual Credit Card - Email Group (1 email)

Payments:

Combine Multiple Invoices

Default Payment Method

ACH - ECA Bank -- ACH

[Edit Email Group](#)

If you would like to use this email for Virtual Card Payments, ensure that it is selected as the Default Payment Method or select it on the Pay Invoices page.

Payment Setup: Fabrikam, Inc.

Payment Methods

Total: 12 | Enabled: 9

Settings

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Invoices page. To add more, enter your vendor's banking information or address.

- [+ Add Bank Account](#)
- [+ Add Address](#)
- [+ Add Email Group](#)

Virtual Credit Card - *Vendor Record Email (1 email)* ERP

> **Check - Vendor Record Address** ERP

> **ECA Bank** ERP 0 out of 3
USD - US

> **TEST** ERP 3 out of 3
USD - US

Virtual Credit Card *Remittance Advice - West Office (1 email)*

Payments:

Combine Multiple Invoices

Default Payment Method

Virtual Card Payments - Email Group

[Select Default Payment Method](#)

OPEN INVOICES		FAILED INVOICES								
Vendor		Orig. Amt.	Amt. Due	Discount	Discount Date	Credits Applied	Posting Description	To Pay	Date ▼	Payment Method
30	Fabrikam, Inc #10000	1,325.16 USD	1,325.16 USD	0.00 USD	2024-06-21	0.00 USD	Invoice 108099	1,325.16 USD	2024-06-21	Virtual Card Payment ▼

Select Payment Method

4.3.11.2.1. Grouping Payments & Enabling Remittance (Business Central)

Combined Invoices allow you to group multiple invoices for the same vendor into a single payment, resulting in one remittance email instead of many.

Enable Combined Invoices

Follow these steps to configure Combined Invoices in Business Central.

1 Go to Payment Methods

From anywhere in Business Central, you can navigate to the Payment Methods page to configure this setting.

Click First Citizens Link and then Payment Methods to navigate to the page.




Pay Invoices Bank Statements Payment Methods Settings

Select Payment Methods

2 Access Mass Update

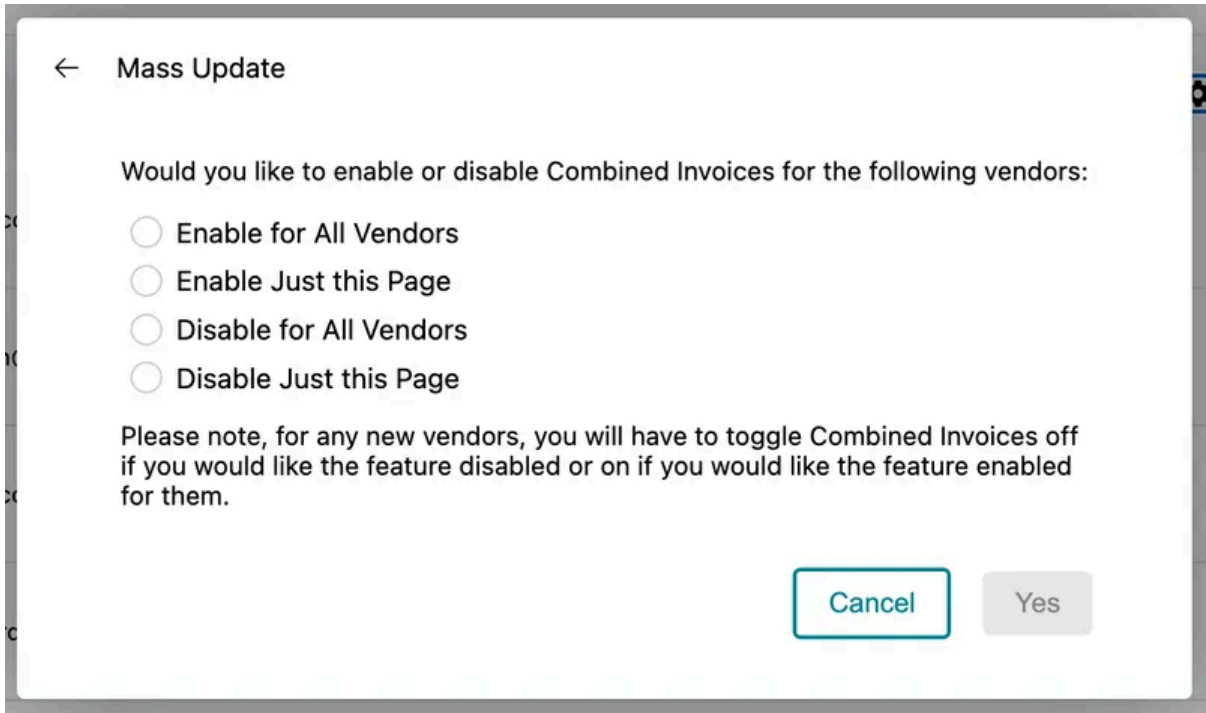
Once the page loads, click on the gear icon beside **Combined Invoices**.

Vendor ▲	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Combined Invoices 	Pymt. Methods	Default Method
Fabrikam, Inc. #10000	krystal.york@contoso.com	-	Toronto, ON	M5K 1E7	<input checked="" type="checkbox"/>		<input type="text"/>
First Up Consultants #20000	evan.mcintosh@contoso.com	-	Edmonton, AB	T5J 4G8	<input checked="" type="checkbox"/>		<input type="text"/>
Graphic Design Institute #30000	bryce.jasso@contoso.com	-	Vancouver, BC	V6E 4M3	<input checked="" type="checkbox"/>		<input type="text"/>
Nod Publishers #50000	raymond.hillard@contoso.com	-	Montreal, QC	H3A 3H3	<input checked="" type="checkbox"/>		<input type="text"/>
Raw material supplier #81000	-	-	-	-	<input checked="" type="checkbox"/>		<input type="text"/>

Payment Methods page

You will now be prompted to select which option you would like.

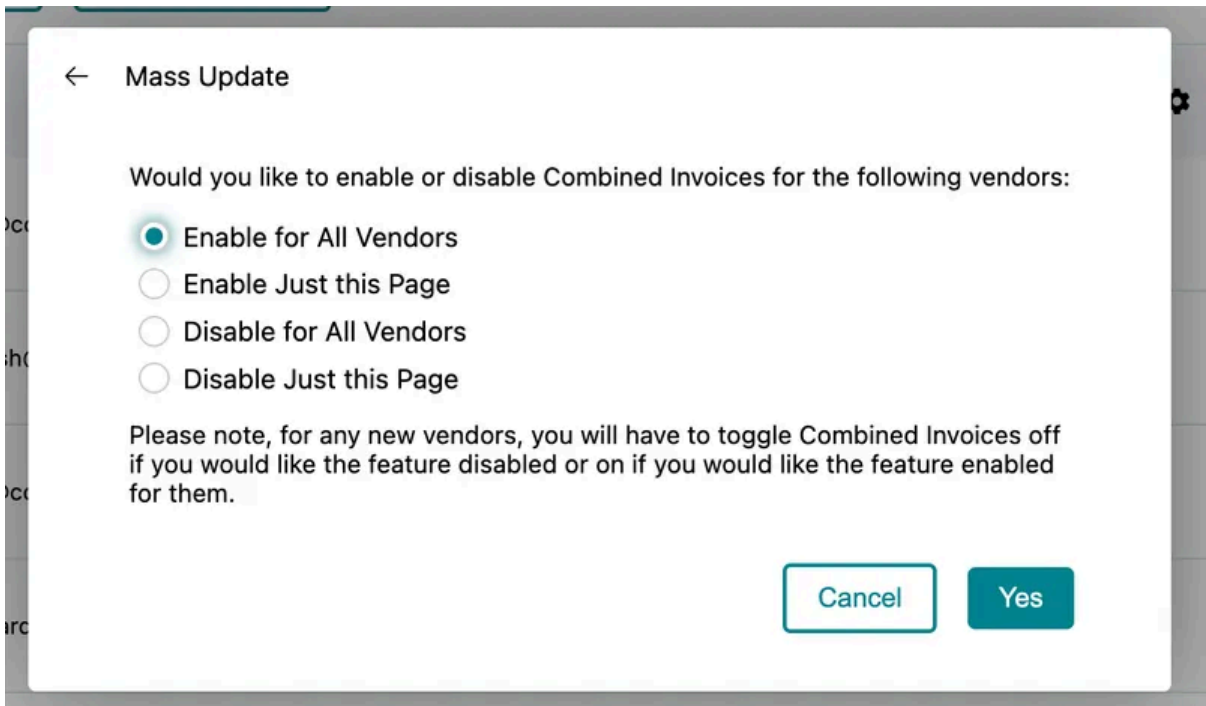
A prompt will appear, asking you to select which option you would like to set. You can choose to enable or disable it for your vendors.



Select the Option Desired

If you choose to enable this for all existing vendors, remember that you will need to manually update any new vendors created in the future.

Once the option has been selected, click **Yes**.



Select Yes

3 Confirm Update

The screen will reload, and the toggles in the **Combined Invoices** column will update to reflect your selection.

Vendor ▲	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Combined Invoices ⚙️
Fabrikam, Inc. #10000	krystal.york@contoso.com	-	Toronto, ON	M5K 1E7	<input checked="" type="checkbox"/>
First Up Consultants #20000	evan.mcintosh@contoso.com	-	Edmonton, AB	T5J 4G8	<input checked="" type="checkbox"/>
Graphic Design Institute #30000	bryce.jasso@contoso.com	-	Vancouver, BC	V6E 4M3	<input checked="" type="checkbox"/>
Nod Publishers #50000	raymond.hillard@contoso.com	-	Montreal, QC	H3A 3H3	<input checked="" type="checkbox"/>
Raw material supplier #81000	-	-	-	-	<input checked="" type="checkbox"/>
Subcontractor #82000	-	-	-	-	<input checked="" type="checkbox"/>

Updated Toggles

From here, you can manually turn off or turn on the setting for specific vendors as needed.

NOTE: If the remittance advice product is activated, enabling Combined Invoices groups multiple bills into one payment, meaning the vendor receives just one remittance email.

If disabled, every paid bill generates its own separate payment and remittance email.

Enable Remittance

You can quickly enable or disable remittance emails for all vendors at once from the Payment Methods page.

1 Go to Payment Methods

On the Payment Methods page, find the **Remittance** column.

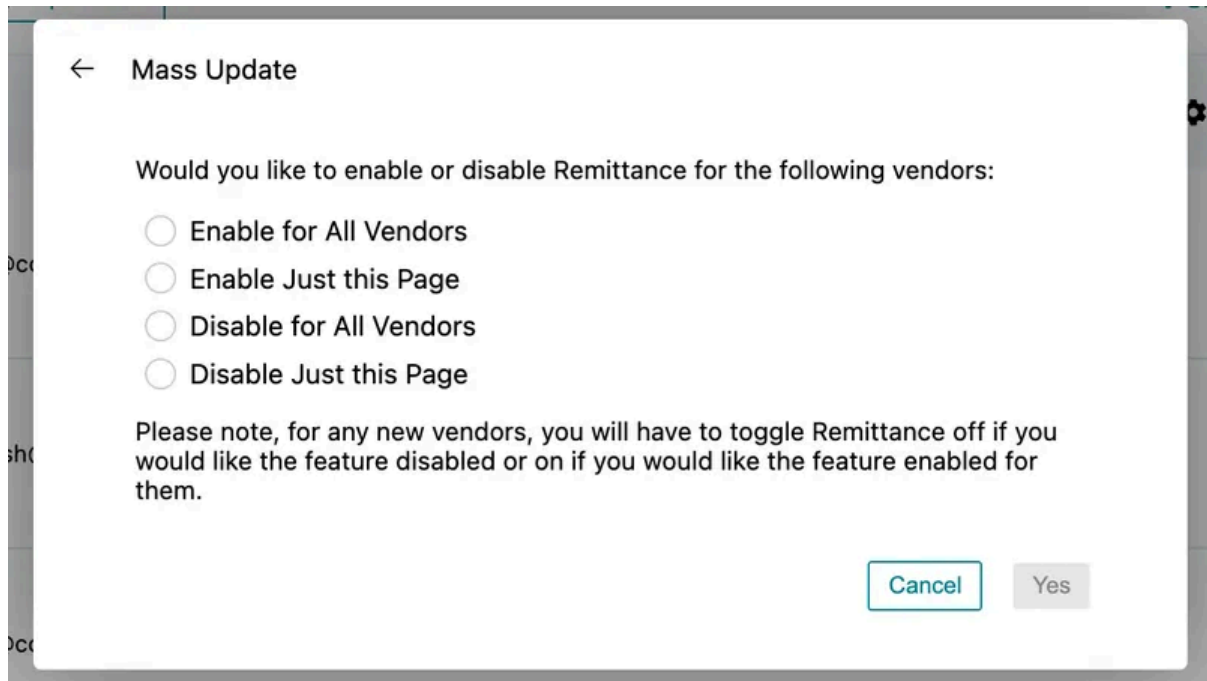
Click the gear icon in the column header to open the pop-up window.

Vendor ▲	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Combined Invoices ⚙	Remittance ⚙
Fabrikam, Inc. #10000	krystal.york@contoso.com	-	Toronto, ON	M5K 1E7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
First Up Consultants #20000	evan.mcintosh@contoso.com	-	Edmonton, AB	T5J 4G8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Graphic Design Institute #30000	bryce.jasso@contoso.com	-	Vancouver, BC	V6E 4M3	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nod Publishers #50000	raymond.hillard@contoso.com	-	Montreal, QC	H3A 3H3	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Raw material supplier #81000	-	-	-	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Click the Gear Icon

2 Access Mass Update

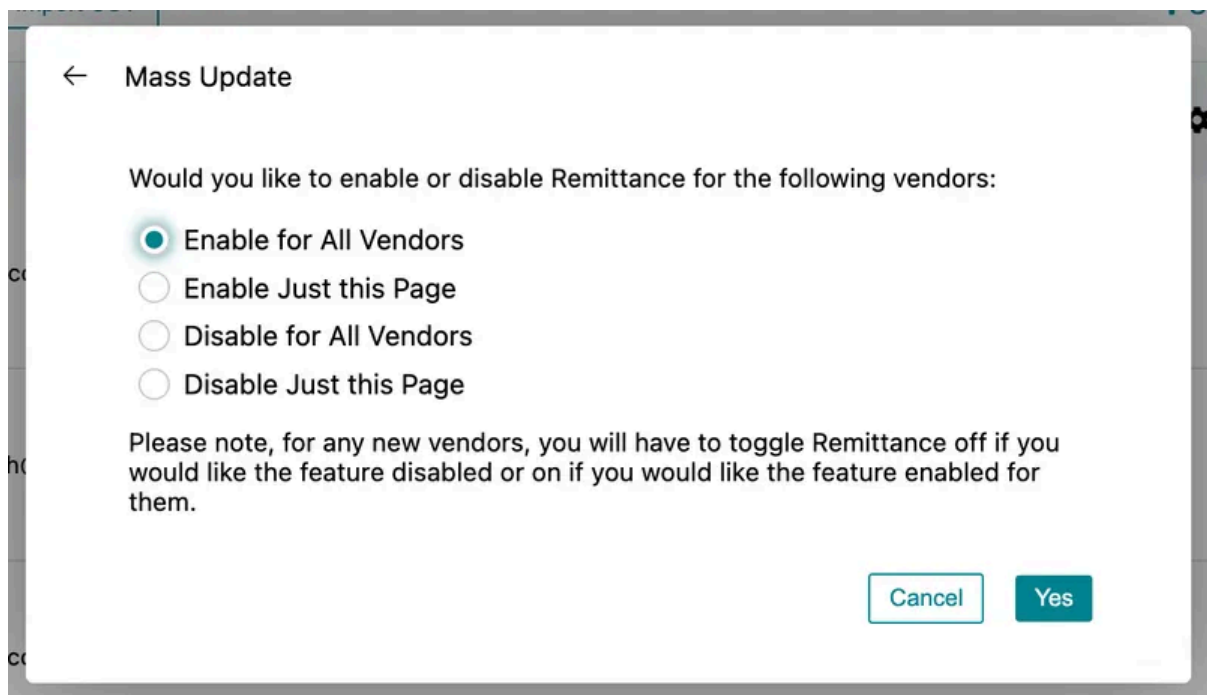
You will be asked to select which option you want to apply.



Select Desired Option

If you choose to disable Remittance for all existing vendors, you must manually update the setting for any new vendors created later.

Once the option has been selected, click **Yes**.



Click Yes

3 Review and Modify Vendors

The screen will reload, and all Remittance toggles will update to match your selection.

Vendor ▲	Email	Primary Phone #	City - State/Prov.	Postal/Zip Code	Combined Invoices ⚙	Remittance ⚙
Fabrikam, Inc. #10000	krystal.york@contoso.com	-	Toronto, ON	M5K 1E7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
First Up Consultants #20000	evan.mcintosh@contoso.com	-	Edmonton, AB	T5J 4G8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Graphic Design Institute #30000	bryce.jasso@contoso.com	-	Vancouver, BC	V6E 4M3	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nod Publishers #50000	raymond.hillard@contoso.com	-	Montreal, QC	H3A 3H3	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Raw material supplier #81000	-	-	-	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Updated Toggles

From here, you can manually turn off or turn on the setting for individual vendors as needed.

4.3.11.2.2. Writing Check Numbers to General Ledger (Business Central)

Configure the plugin to include the Check Number when posting check payments. Once the payment is transmitted to the bank, the plugin will update the General Ledger with the Check Number.

Please note, this feature is not available for users when MEM is enabled.

Enable Write Check Ledger Entries

Follow these steps to enable this feature.

1 Go to Settings

From the First Citizens Link menu, select **Settings**.

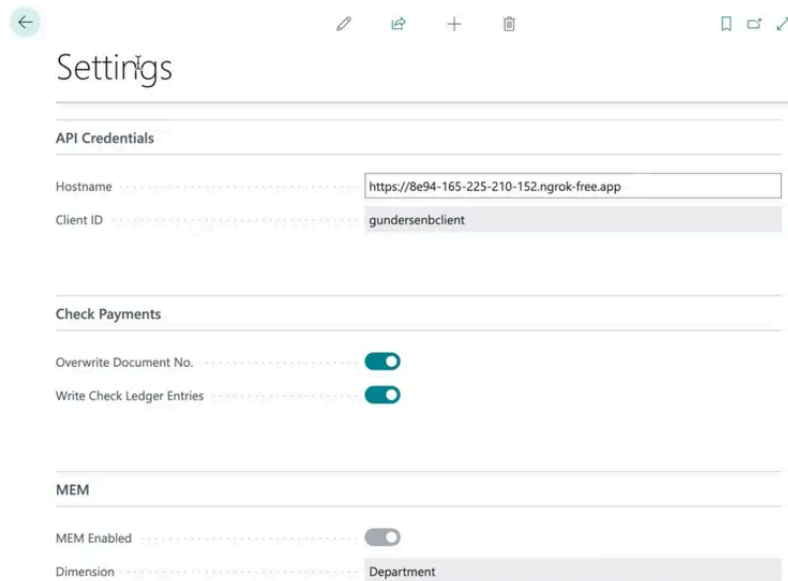


Pay Invoices Bank Statements Payment Methods **Settings**

Select Settings

2 Add Invoice Number

Under the Check Payments section, toggle both **Write Check Ledger Entries** and **Overwrite Doc. No on Check Payments** to enable them.



The screenshot shows a 'Settings' page with three main sections: 'API Credentials', 'Check Payments', and 'MEM'. In the 'API Credentials' section, the 'Hostname' is 'https://8e94-165-225-210-152.ngrok-free.app' and the 'Client ID' is 'gundersenbclient'. In the 'Check Payments' section, both 'Overwrite Document No.' and 'Write Check Ledger Entries' are toggled on. In the 'MEM' section, 'MEM Enabled' is toggled off and the 'Dimension' is 'Department'.

Settings with Check Payment toggle switches enabled

Once enabled, the Check Number will be added to the General Ledger when the payment has passed the validation step.

View Check Numbers

After creating a check payment, you can view the posted Check Numbers in two main places:

1 Check Ledger Entries

Search for **Check Ledger Entries**. This page shows the posted check numbers, along with the vendor, date, bank account, and amount, *after* the payment has passed validation.

← Check Ledger Entries

Search Process Entry Actions Automate Fewer options

Company Code	Customergro... Code	Check Date ↓	Check No.	Bank Account No. ↓	Description	Amount
100	:	11/30/2022	1667511358	CHECKING	Fabrikam, Inc.	255.15
100	-	11/30/2022	1667511356	CHECKING	Fabrikam, Inc.	1,044.12
100	-	11/30/2022	1667510874	CHECKING	Wide World Importers	1,130.00

View Check No.

2 General Ledger Entries

You can also view the check numbers in the **General Ledger Entries**.

← 54710 Direct Cost Applied, Retail

General Ledger Entries Search Edit List Process Entry More options

Company Code	Customergro... Code	Posting Date ↓	Document Type	Document No.	G/L Account No. ↓	Description	Gen. Posting Type	Gen. Bus. Posting Group	Gen. Prod. Posting Group
→ .100	:	11/30/2022		108386	54710	Direct Cost 10000 on 11/30/22			
		11/30/2022		108385	54710	Direct Cost 10000 on 11/30/22			
		11/30/2022		109009	54710	Direct Cost 40000 on 11/30/22			
		11/30/2022		109009	54710	Direct Cost 40000 on 11/30/22			
		11/30/2022		108384	54710	Direct Cost 40000 on 11/30/22			
		11/30/2022		108383	54710	Direct Cost 10000 on 11/30/22			

View Check No.

To view the Check Number, search **General Ledger Entries**. If the correct options are enabled, the Check Number will be added to the General Ledger when the payment has passed the validation step.

NOTE: Check Numbers and Check Ledger Entries will only populate once the payment has been marked as **Completed**.

If you are experiencing an issue with this feature after the payment has been marked as **Completed**, please contact our support team.

4.3.2. **Cash Management**

4.3.2.1. **Reporting**

4.3.2.1.1. Viewing Bank Accounts (Business Central)

The Cash Management Reporting features give you visibility into your previous and intraday bank balances and transactions directly from your connected bank accounts.

Using Bank Accounts, you can also easily export this data into a Business Central-friendly CSV file to simplify your account reconciliation process. Follow this guide to learn how to view your banking data in Business Central.

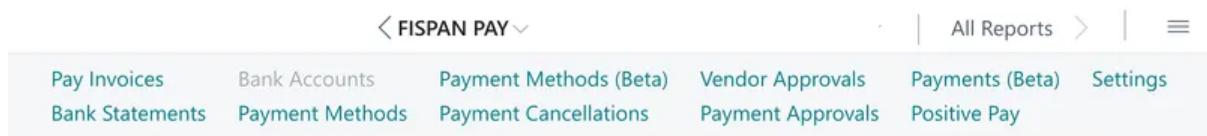
Viewing Bank Accounts

Follow these steps to access and view your banking data:

1 Go to Bank Accounts

From anywhere in Business Central, you can navigate to the Bank Accounts page.

Click on First Citizens Link and then select **Bank Accounts** to load the page.

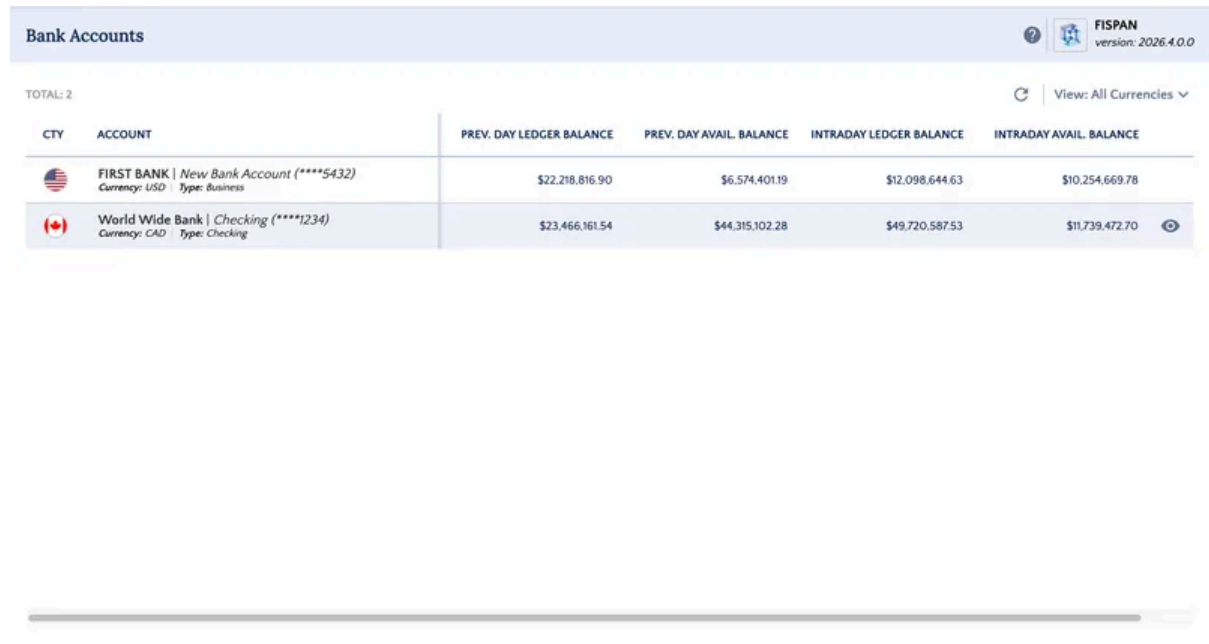


Navigate to Bank Accounts Page




View Account Summaries

On the Bank Accounts page, you will see a summary of the current balances for all bank accounts connected to the plugin.

To view the transactions in detail, click on the **Account Name**.



The screenshot displays the 'Bank Accounts' page. At the top right, there is a 'FISPAN version: 2026.4.0.0' logo. Below the header, it shows 'TOTAL: 2' and a 'View: All Currencies' dropdown. The main content is a table with the following data:

CTY	ACCOUNT	PREV. DAY LEDGER BALANCE	PREV. DAY AVAIL. BALANCE	INTRADAY LEDGER BALANCE	INTRADAY AVAIL. BALANCE
	FIRST BANK <i>New Bank Account (****5432)</i> <small>Currency: USD Type: Business</small>	\$22,218,816.90	\$6,574,401.19	\$12,098,644.63	\$10,254,669.78
	World Wide Bank <i>Checking (****1234)</i> <small>Currency: CAD Type: Checking</small>	\$23,466,161.54	\$44,315,102.28	\$49,720,587.53	\$11,739,472.70 

Bank Accounts Page

The Deposit Account Transactions page loads, providing several key sections:

- **Account Overview:** This section lists the number of payments and the value of those payments processed by the plugin for the current and previous month.
- **Balances:** View current balances and switch between other connected bank accounts from this screen.

Bank Accounts FISPAN version: 2026.4.0.0

[Back To Accounts](#)

DEPOSIT ACCOUNT / BUSINESS
FIRST BANK | New Bank Account (**5432)** USD
Country: United States of America

LAST UPDATED:
Balances: about 2 months ago | **Transactions:** 1 minute ago

PREVIOUS DAY BALANCE

Ledger Balance: \$22,218,816.90 | Available Balance: \$6,574,401.19

CURRENT DAY BALANCE

Ledger Balance: \$12,098,644.63 | Available Balance: \$10,254,669.78

Showing: 1 - 95 of 95 Show Filters | Export

POST DATE ↓	DESCRIPTION	BAI CODE	CUSTOMER REFERENCE	COUNTERPARTY NAME	BANK REFERENCE
Mar 27, 2026	FEDWIRE CREDIT	195	O/B FIVE STATES BK	-	881928182FS
Mar 27, 2026	FOREIGN EXCHANGE DEBIT	514	MAAS TRANSIT	-	1786143176RE
Mar 27, 2026	EFT DEBIT	455	99995	-	1839172811FS
Mar 27, 2026	EFT DEBIT	455	7189271 123011	-	1831111111FS
Mar 27, 2026	BOOK TRANSFER CREDIT	195	OSI OF 17/05/91	-	1627182912BT

Bank Account Transactions

3 View Transaction Details

To view more details about a specific transaction on this page, select the Date.

Transaction Details
✕

Amount Paid:
\$9,550.87 USD

Debit

Post Date: Mar 27, 2026
10:03 AM - PDT

Settle Date: Mar 27, 2026
10:03 AM - PDT

Description:
EFT DEBIT

General

Customer Reference: 7189271 123011

Bank Reference: 1831111111FS

BAI Code: 455

Additional Details

Available immediately: 9550.87

Bank Reference: 1831111111FS

Customer Reference: 7189271 123011

Bai Type: 455

Narrative Text:
ORIG CO NAME: FIVE STATES BANK; ORIG ID: 1234567891; DESC DATE: 190131; ENTRY DESCR: FIVSTAT; ENTRY CLASS: CCD; TRACE NO: 781726541918761; ENTRY DATE: 190131; IND ID NO: 99995; IND NAME: ABC COMPANY INC.; COMPANY DATA: W0; REMARK: WH-ABCCOMPANY INC-99995-SETTLE PURCHASE; ORIG BANK: 021001921

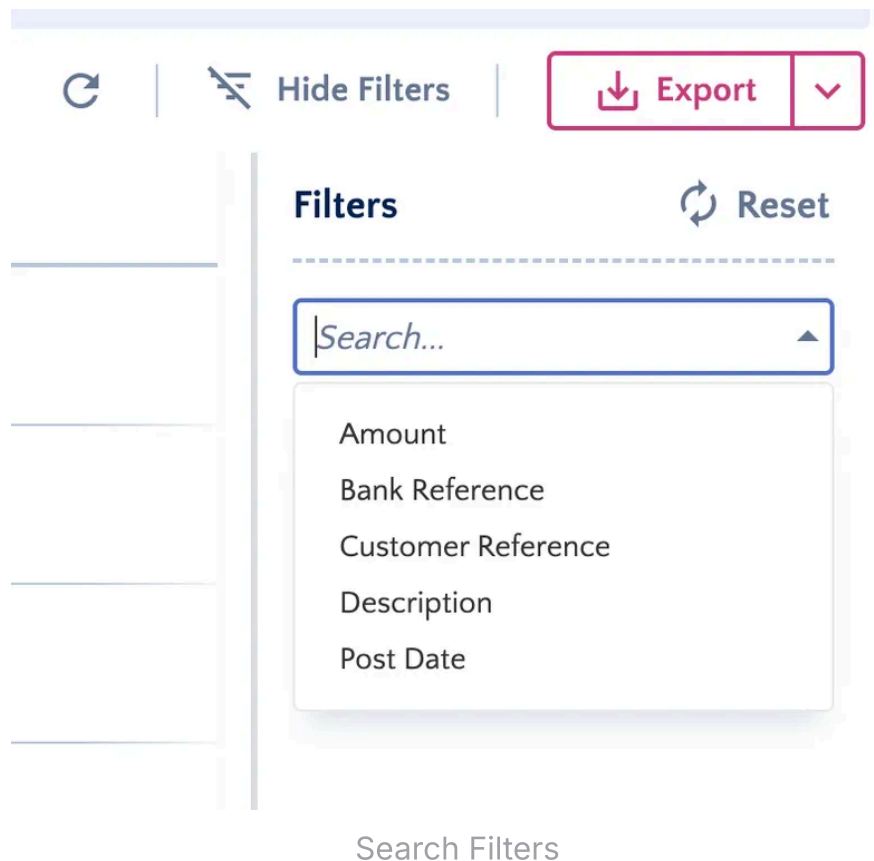
Transaction View Popup

A pop-up will display the transaction details.

NOTE: The information available may vary depending on what your bank provides for each transaction.

4 Filter and Export Data

Select **Show Filters** to enter a specific search filter and narrow down the transactions displayed.



Click **Export** to generate a CSV file of the displayed transactions. This file can be used for account reconciliation or your own records.



Show Filters



Export



BANK REF

Bulk Data CSV

Bulk Data BAI2

881928182FS

Export Options

4.3.3. Bank Feeds

4.3.3.1. Enabling Bank Feeds (Business Central)

This guide covers how to set up your bank accounts for bank feed imports and how to import your first transactions into either the Bank Account Reconciliation module or the Payment Reconciliation Journal.

Set Up Bank Account Import Format

Before importing, you must assign the bank statement import format to your bank accounts.

- 1 Navigate to **Cash Management** → **Bank Accounts**.
 - 2 Open the desired Bank Account card.
 - 3 Navigate to the Transfer tab.
 - 4 In the **Bank Statement Import Format** field, select FCB Bank Feed from the list.
-

Client Name	<input type="text"/>
Input Qualifier	<input type="text"/>
Transit No.	<input type="text"/>
Bank Statement Import Format	FCB BANK FEED 

Select FCB BANK FEED

You must repeat this step for every bank account you wish to connect. Once complete, you are ready to import bank statements directly into the reconciliation modules.

Bank Feeds allow you to import transactions into only one module: either the Bank Account Reconciliation module OR the Payment Reconciliation Journal, but not both. Please select the module that best suits your organization's workflow during the setup of your bank feed.

Bank Account Reconciliation

Use this section to learn how to import your first transactions using the Bank Account Reconciliation module.

1 Customize Columns

To ensure all necessary transaction data is visible, you must customize your view in Business Central.

Select **Cash Management** and navigate to the Bank Statement Reconciliation module. Open the Bank Account you wish to configure

Bank Account Reconciliations: All | Search | Analyze | + New | Delete | Post | Change Statement No... | New | Edit | Refresh | Delete

Bank Account No. ↑	Bank Account Name	Statement No. ↑	Statement Date	Balance Last Statement	Statement Ending Balance	Allow Duplicated Transactions
CHECKING	CHECKING	1	2024-01-10	0.00	0.00	<input type="checkbox"/>

Select the Bank Account

The Bank Statement Reconciliation module will now load.

Dynamics 365 Business Central | Bank Acc. Reconciliation | CHECKING · 1

Home | Bank | Matching | Show | More options

Transfer to General Journal... | Suggest Lines... | Post

General

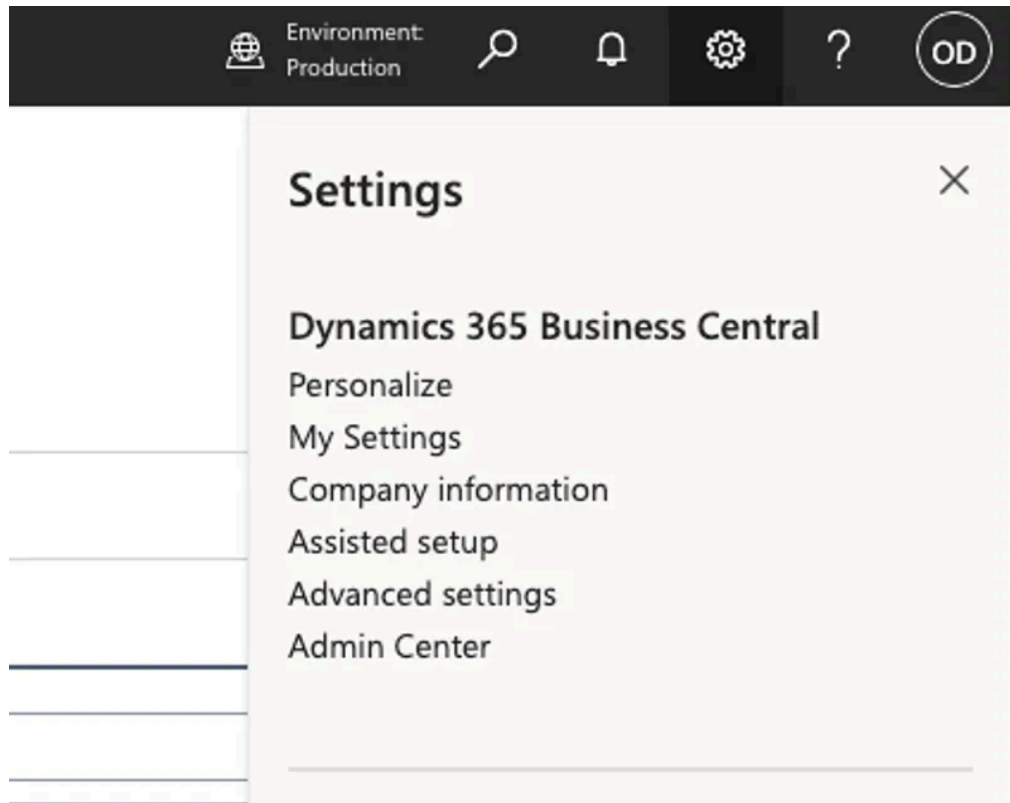
Bank Account No. CHECKING | Balance Last Statement 0.00
Statement No. 1 | Statement Ending Balance 0.00
Statement Date 2024-01-10

Transaction Date	Description	Statement Amount	Applied Amount	Difference
2024-01-10	FEDWIRE CREDIT	5,931.00	-461,861.08	467,792.08
2024-01-10	CHECK	18,000.00	-	18,000.00
2024-01-10	EFT CREDIT	9,000.00	-	9,000.00
2024-01-10	EFT DEBIT	9,550.87	-	9,550.87
2024-01-10	CHIPS CREDIT	200,000.00	-	200,000.00
2024-01-10	EFT DEBIT	9,550.87	-	9,550.87
2024-01-10	DEBIT ACH SETTLEMENT	19,486.11	-	19,486.11
2024-01-10	BOOK TRANSFER DEBIT	100.00	-	100.00
2024-01-10	INCOMING MONEY XFR	10,000.00	-	10,000.00
2024-01-10	CHIPS DEBIT	3,100.00	-	3,100.00
2024-01-10	EFT CREDIT	9,000.00	-	9,000.00
2024-01-10	DEBIT ACH SETTLEMENT	15,757.92	-	15,757.92
Total Balance		1,320,564.88		
Balance	5,931.00	Total Difference	1,782,425.96	

App.	Posting Date	Document Type	Document No.	Description	Amount	R
	2023-07-17	Payment	FS00000124	Wide World Importers	-461,861.08	-46
	2023-11-21	Payment	FS00000189	First Up Consultants	-2,587.26	-
	2023-11-21	Payment	FS00000190	First Up Consultants	-12,615.00	-1
	2023-11-21	Payment	FS00000191	Wide World Importers	-763.20	-
	2023-11-22	Payment	FS00000192	First Up Consultants	-2,478.42	-
	2023-11-29	Payment	FS00000201	First Up Consultants	-1,858.81	-
	2023-11-29	Payment	FS00000202	Wide World Importers	-3,052.81	-
	2023-11-29	Payment	G04003	Fabrikam, Inc	-6,995.37	-
	2023-11-29	Payment	G04004	Fabrikam, Inc	-743.53	-
	2023-12-07	Payment	FS00000226	Fabrikam, Inc	-1,599.98	-
	2023-12-08	Payment	FS00000239	First Up Consultants	-2,289.61	-
Total on Outstandi...					0.00	
Balance				-522,281.79	Balance To Reconcile	-522,281.79

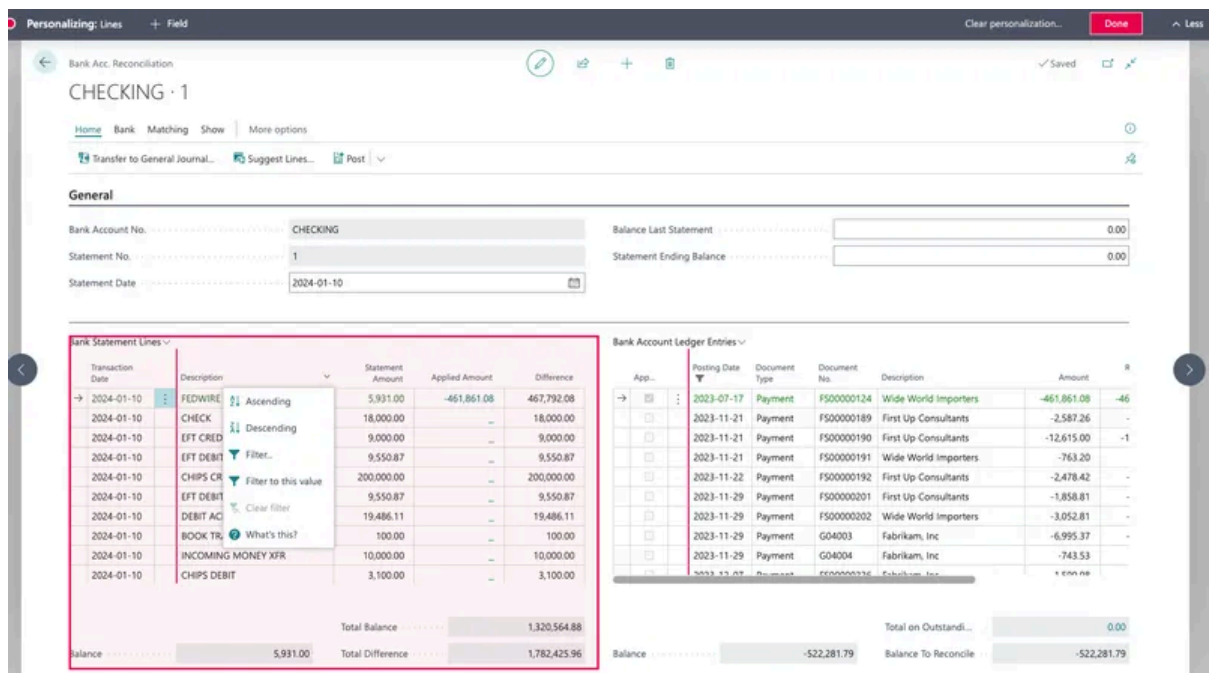
Load the Bank Statement Reconciliation Module

From this screen, click the gear icon in the top right corner and select **Personalize**.



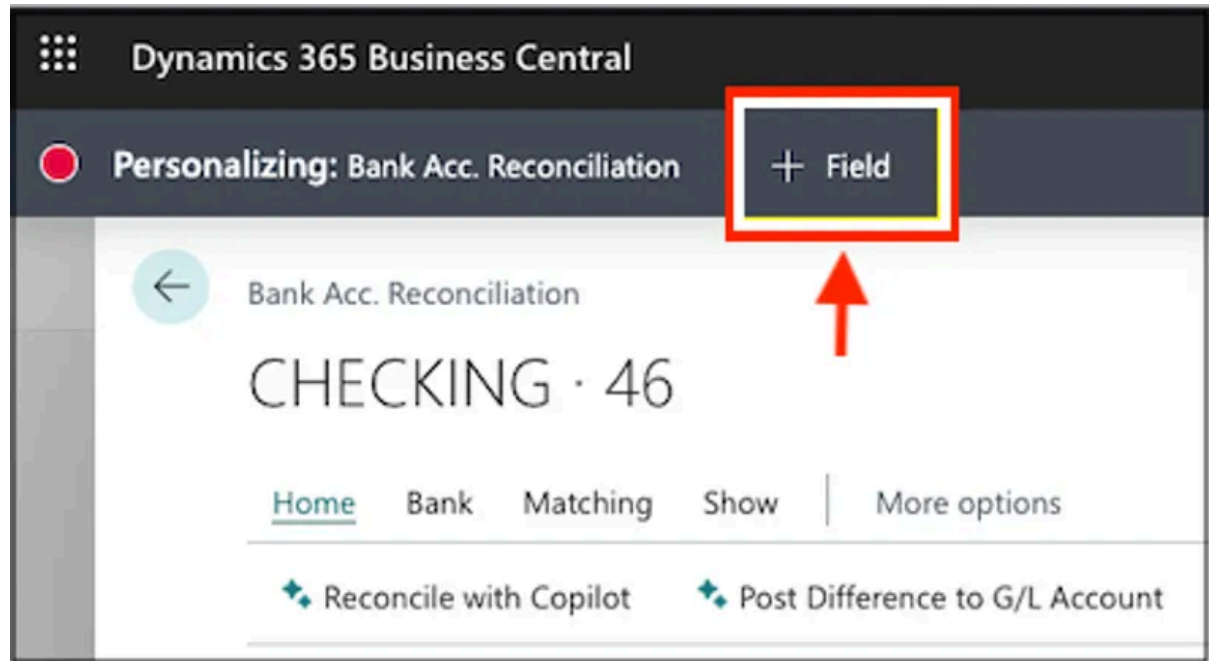
Select Personalize

Next, click on the **Bank Statement Lines** section to load the columns for this screen.



Select Bank Statement Lines

Select **+ Field** from the top left corner.

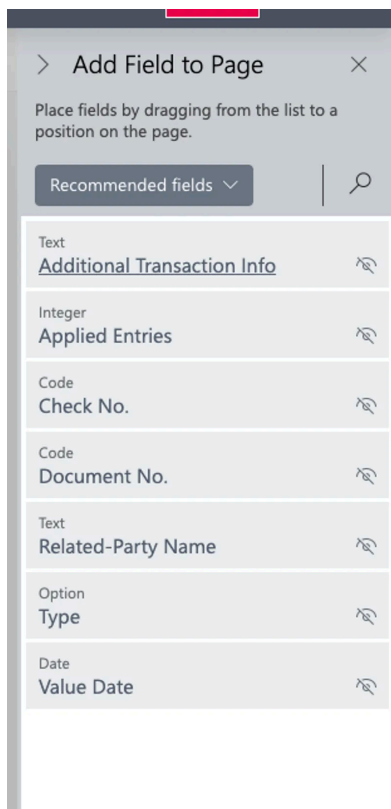


Select + Field

A sidebar list of available columns will appear. Drag and drop the following columns into the Bank Statement Lines section. You may reorder or resize them as needed.

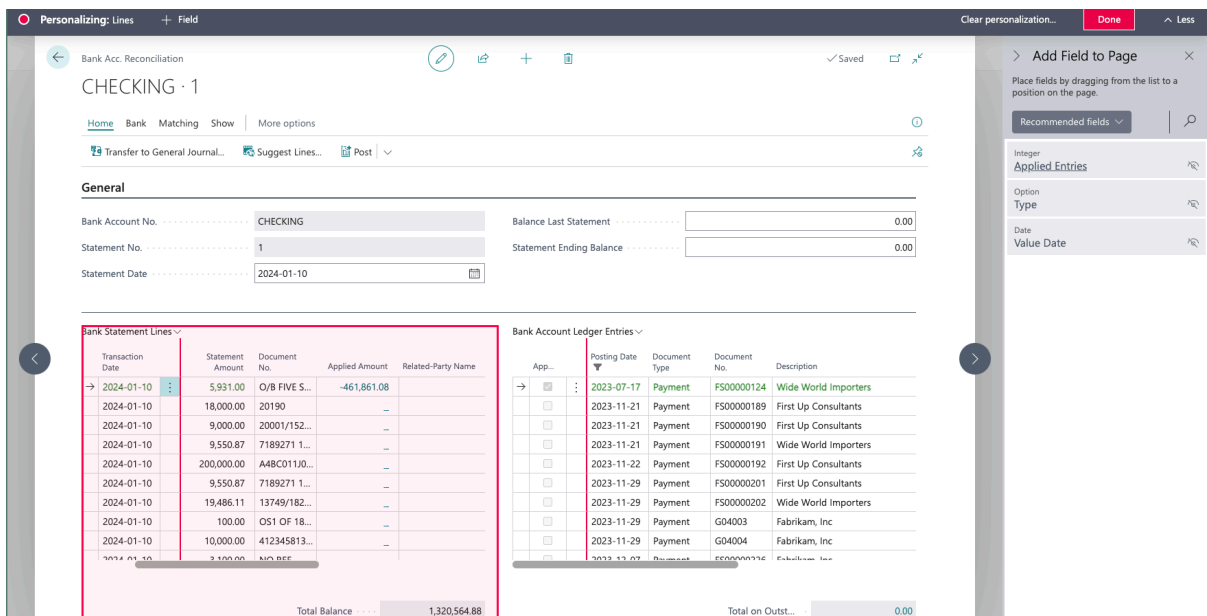
We suggest adding these columns:

- Additional Transaction Info
- Check No.
- Document No.
- Related Party Name



Drag and Drop Columns

Once you have added all columns, you can click **Done**. This will now save this configuration.



Click Done

The table below explains how the transaction data maps to the Business Central columns you just added.

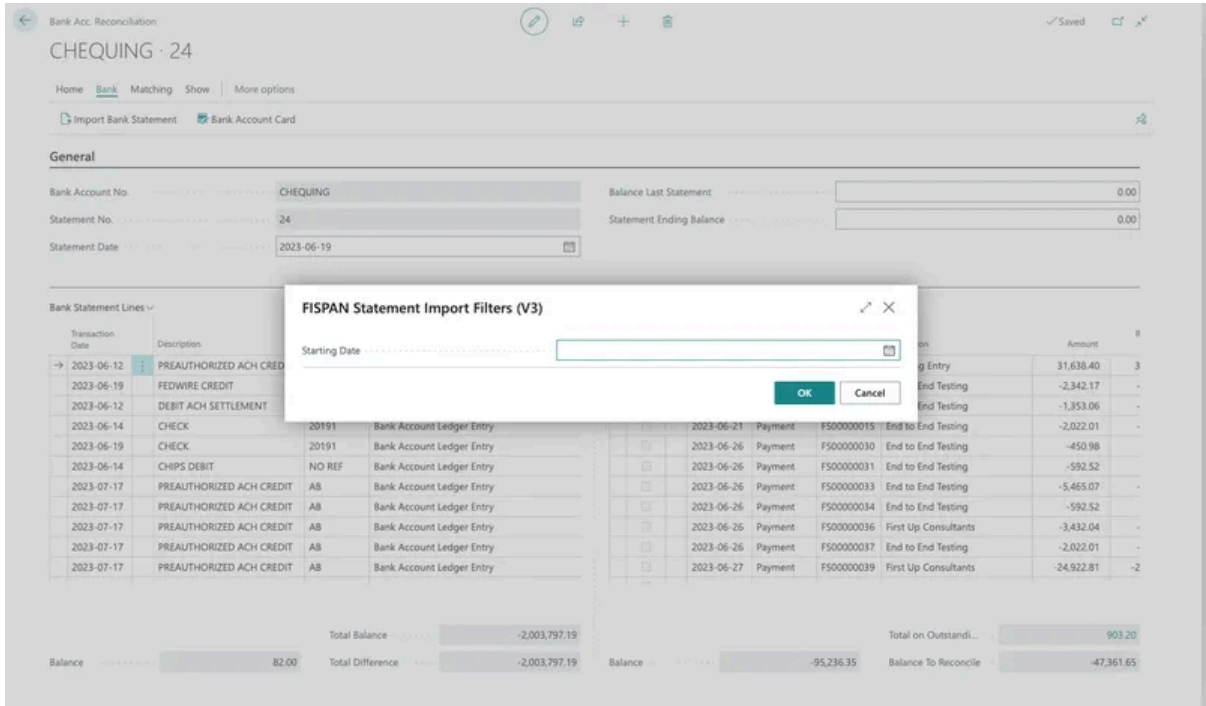
Business Central Column	Transaction Data
Transaction Date	Settled Date
Document Number	Customer Reference*
Related Party Name	Counter Party Name*
Description	Description
Amount	Amount
Check No.	Check No.*
Additional Transaction Info	BAI2 Code

Items marked with an asterisk (*) are conditional. This data will only appear in Business Central if it is provided in the transaction details received from the bank.

3 Import Transactions

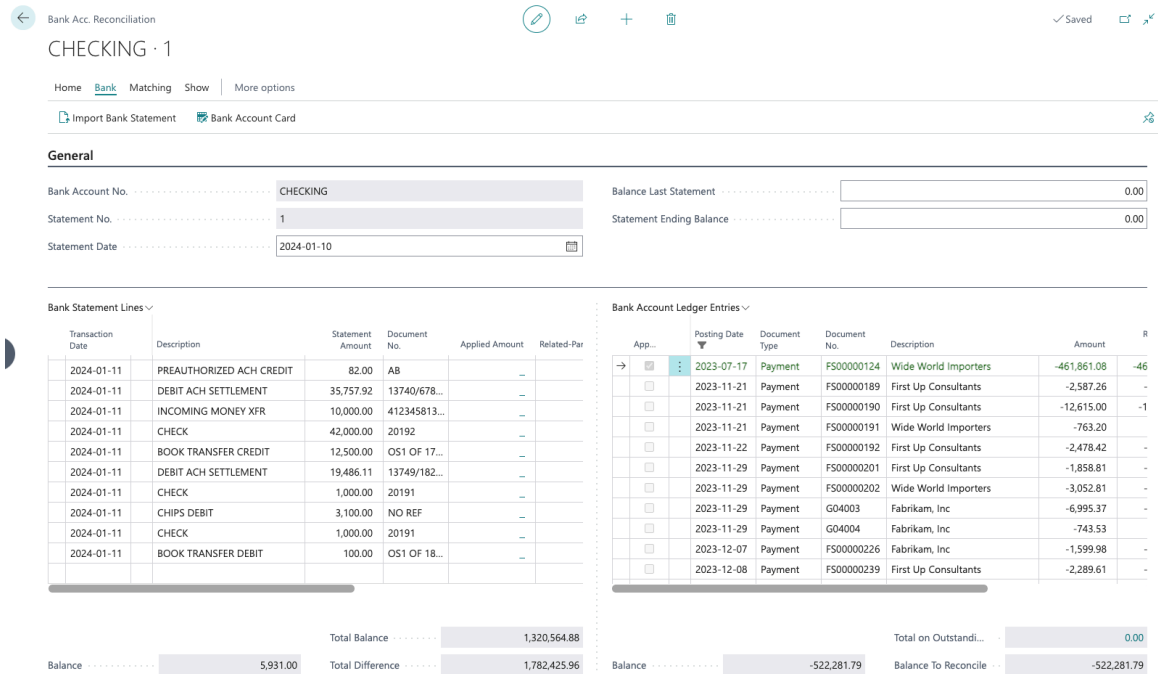
Now, when you click **Import Bank Statement**, you can select a **Start Date**.

Select yesterday's date.



Select a Start Date

To pull new transactions, select **Import Bank Statement**. It will load all transactions we have received since you last triggered an import.



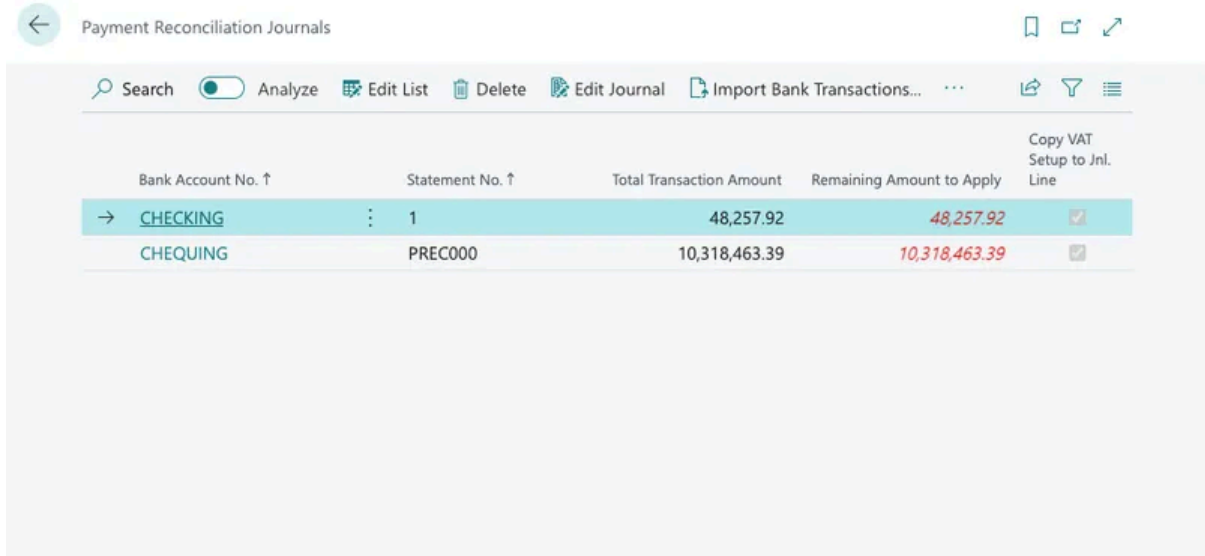
Select Import Bank Statement

Payment Reconciliation Journal

If you prefer to use the Payment Reconciliation Journal, follow these steps.

1 Go to Payment Reconciliation Journal

Select **Cash Management** and then navigate to the **Payment Reconciliation Journal** module.



The screenshot shows the 'Payment Reconciliation Journals' interface. At the top, there is a search bar and several action buttons: Analyze, Edit List, Delete, Edit Journal, and Import Bank Transactions... Below the search bar is a table with the following columns: Bank Account No. ↑, Statement No. ↑, Total Transaction Amount, Remaining Amount to Apply, and Copy VAT Setup to Jnl. Line. The table contains two rows of data:

Bank Account No. ↑	Statement No. ↑	Total Transaction Amount	Remaining Amount to Apply	Copy VAT Setup to Jnl. Line
→ CHECKING	1	48,257.92	48,257.92	<input checked="" type="checkbox"/>
CHEQUING	PREC000	10,318,463.39	10,318,463.39	<input checked="" type="checkbox"/>

Select a Bank Account

Select the bank account you would like to start with.

2 Import Transactions

When prompted for a start date, select yesterday's date.

Payment Reconciliation Journal

Notifications: 2 You can specify a number series for this journal. Open the bank account card and choose a number series in the Pay... No bank transaction lines exist. Choose the Import Bank Transactions action to fill in the lines from ...

Analyze Manage Home Manual Application Show Line Actions Related Automate Fewer options

Import Bank Transactions... Apply Automatically Post Payments Only... Accept Applications

Match Confidence	Transaction Date	Transaction Text	Transaction Amount	Applied Amount	Difference	Account Type	Account No.	Account Name	Description	Due Date	Document
None	2024-01-11		0.00			G/L Account		Sales Tax 25 %			

FISPAN Statement Import Filters (V3)

Starting Date

OK Cancel

Number of Lines 0	For Review 0	Transaction Total 0.00	Credit 0.00	Balance on B... .. -1,255.56	Statement E... ..
	With differe... .. 0		Debit 0.00	Balance Aft... .. -1,255.56	

Select a Start Date

Select **Import Bank Statement**. The system will load all transactions received since your last import trigger.

Payment Reconciliation Journal

You can specify a number series for this journal. Open the bank account card and choose a number series in the Payment Reconciliation No. Series field. Open bank account card | Don't show this again

Analyze Manage Home Manual Application Show Line Actions Related Automate Fewer options

Import Bank Transactions... Apply Automatically Post Payments Only... Accept Applications

Match Confidence	Transaction Date	Transaction Text	Transaction Amount	Applied Amount	Difference	Account Type	Account No.	Account Name	Description	Due Date	Document
None	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92		35,757.92	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER CREDIT	12,500.00		12,500.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER DEBIT	100.00		100.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	FEDWIRE DEBIT	19,000.00		19,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92		35,757.92	G/L Account		Sales Tax 25 %			
None	2024-01-16	FOREIGN EXCHANGE DEBIT	190,036.80		190,036.80	G/L Account		Sales Tax 25 %			

G/L Account

Number of Lines 10	For Review 0	Transaction Total 297,152.64	Credit 0.00	Balance on B... .. -522,281.79	Statement E... ..
	With differe... .. 10		Debit 297,152.64	Balance Aft... .. -522,281.79	

Import Transactions

NOTE: You may notice that your bank accounts are listed as **Not Linked** within Business Central.

This is expected behavior. Because these bank feeds are provided through a custom integration rather than Business Central's native offering, the native status indicator will not update. This does not affect the functionality of your import.

No. ↑	Name	Bank Account Linking Status
<u>CHECKING</u>	⋮ World Wide Bank	Not Linked
SAVINGS	World Wide Bank	Not Linked

Example of the Not Linked Status

4.3.3.2. Adding Accounts to Bank Feeds (Business Central)

To assign the newly created Bank Statement Import Format to a bank account, navigate to **Cash Management** → **Bank Accounts** and open a Bank Account.

Under the Transfer tab, select **FCB Bank Feed** from the list for **Bank Statement Import Format**. You will need to repeat this for each bank account. Once done, you're ready to import bank statements directly into the Bank Reconciliation module.

Client Name	<input type="text"/>
Input Qualifier	<input type="text"/>
Transit No.	<input type="text"/>
Bank Statement Import Format	<input type="text" value="FCB BANK FEED"/>

Select FCB BANK FEED

Bank Feeds allow you to import transactions into only one module: either the Bank Account Reconciliation module OR the Payment Reconciliation Journal, but not both. Please select the module that best suits your organization's workflow during the setup of your bank feed.

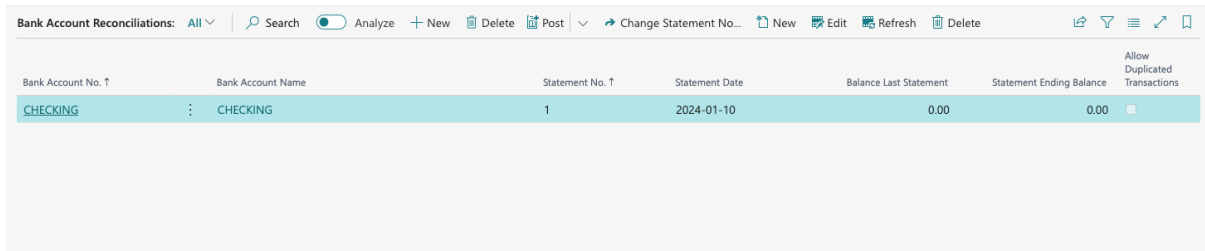
Bank Account Reconciliation

Use this section to learn how to import your first transactions using the Bank Account Reconciliation module.

1 Customize Columns

To ensure all necessary transaction data is visible, you must customize your view in Business Central.

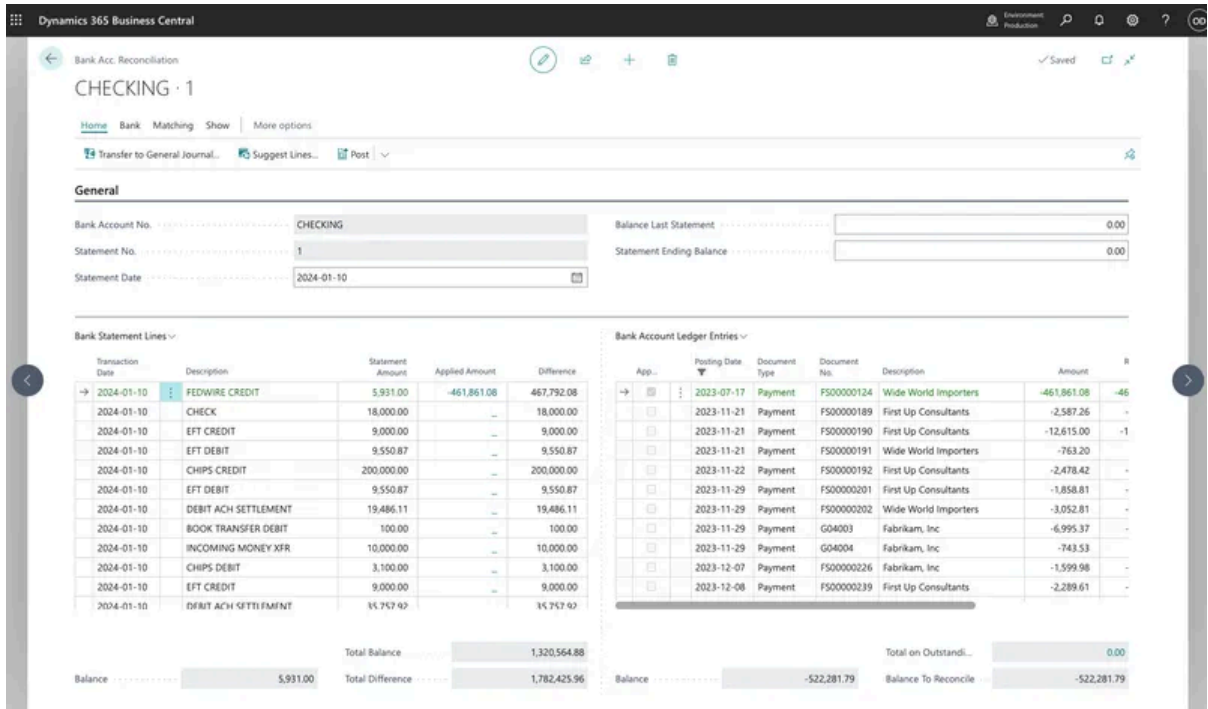
Select **Cash Management** and navigate to the Bank Statement Reconciliation module. Open the Bank Account you wish to configure



Bank Account No. ↑	Bank Account Name	Statement No. ↑	Statement Date	Balance Last Statement	Statement Ending Balance	Allow Duplicated Transactions
CHECKING	CHECKING	1	2024-01-10	0.00	0.00	<input type="checkbox"/>

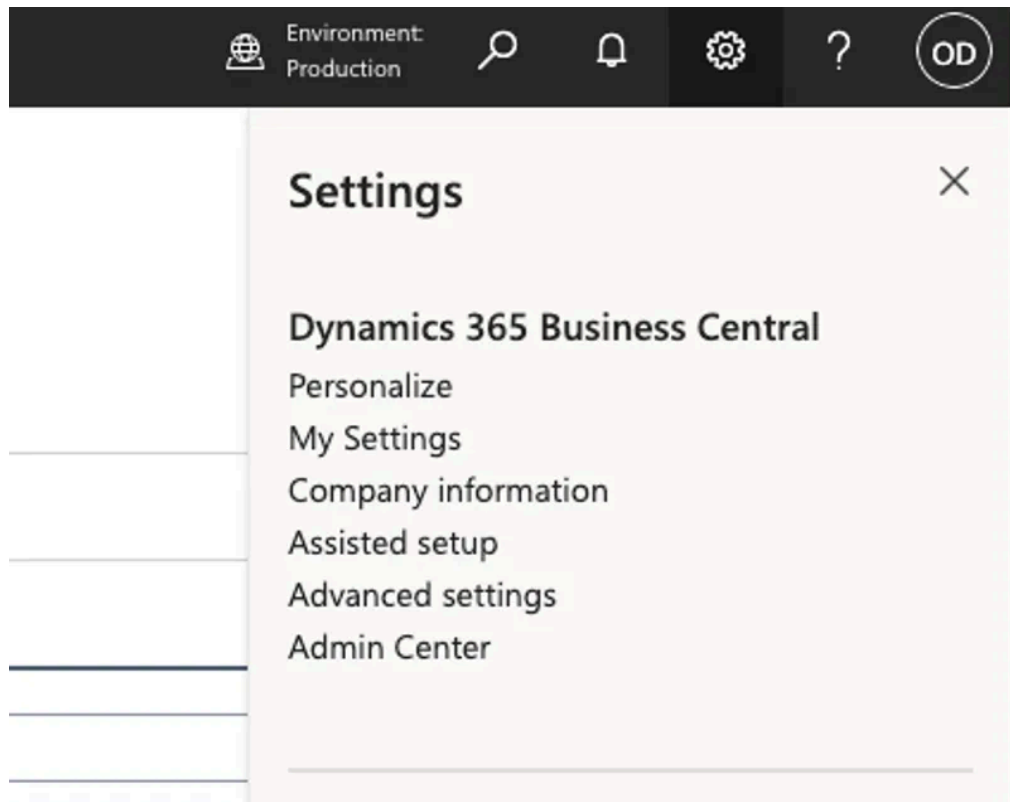
Select the Bank Account

The Bank Statement Reconciliation module will now load.



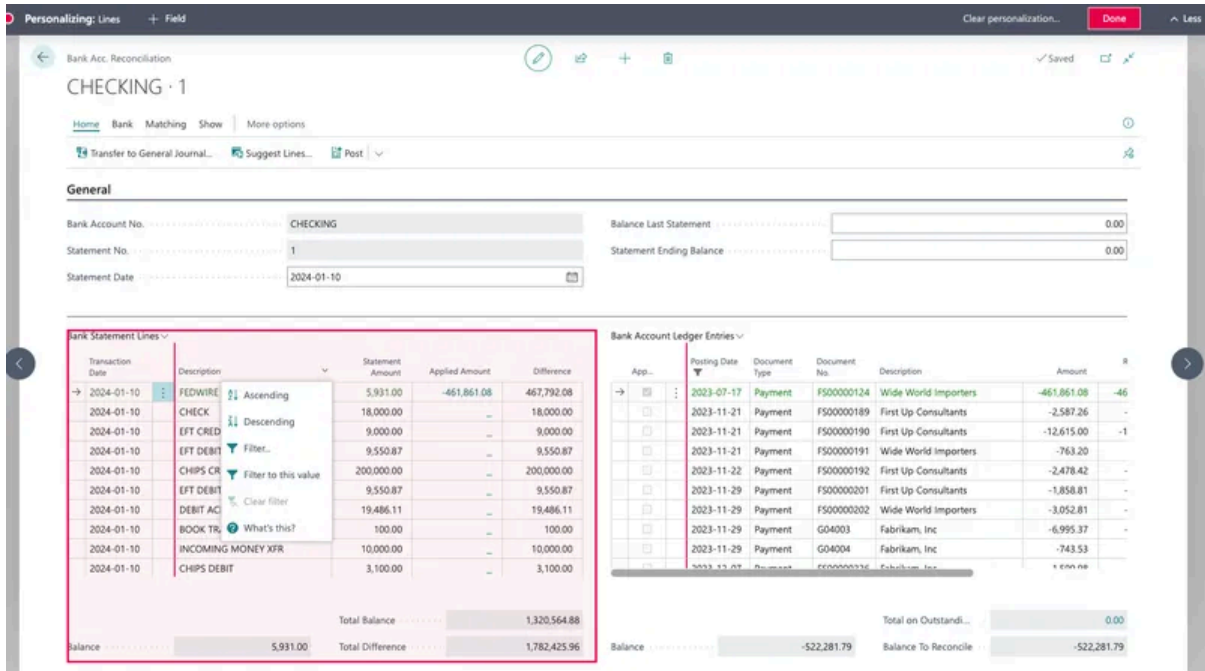
Load the Bank Statement Reconciliation Module

From this screen, click the gear icon in the top right corner and select **Personalize**.



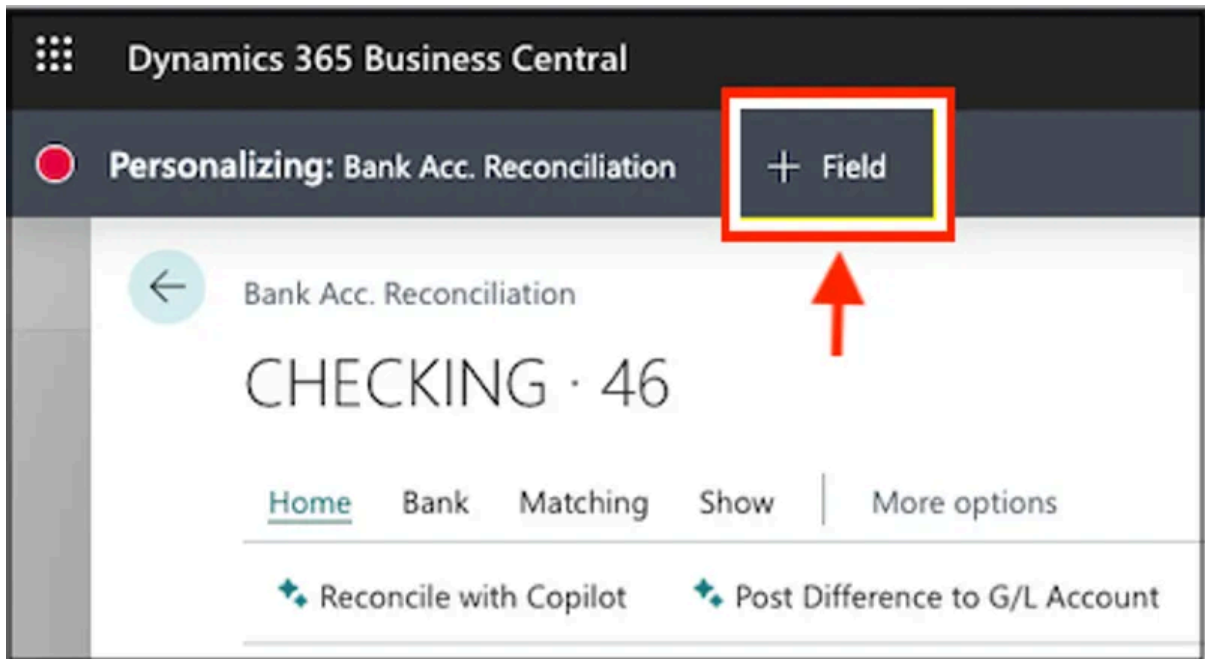
Select Personalize

Next, click on the **Bank Statement Lines** section to load the columns for this screen.



Select Bank Statement Lines

Select **+ Field** from the top left corner.

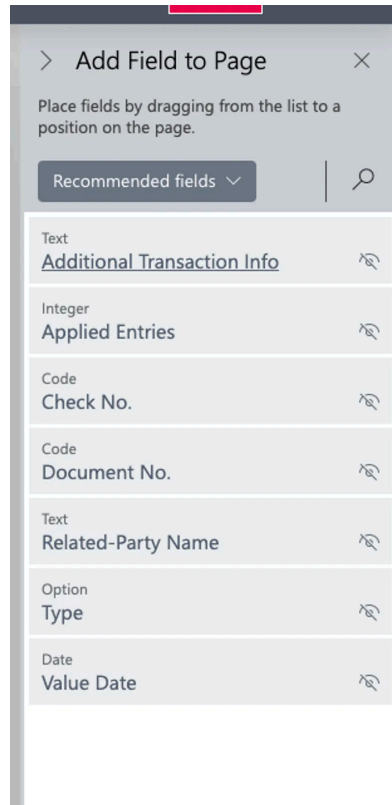


Select + Field

A sidebar list of available columns will appear. Drag and drop the following columns into the Bank Statement Lines section. You may reorder or resize them as needed.

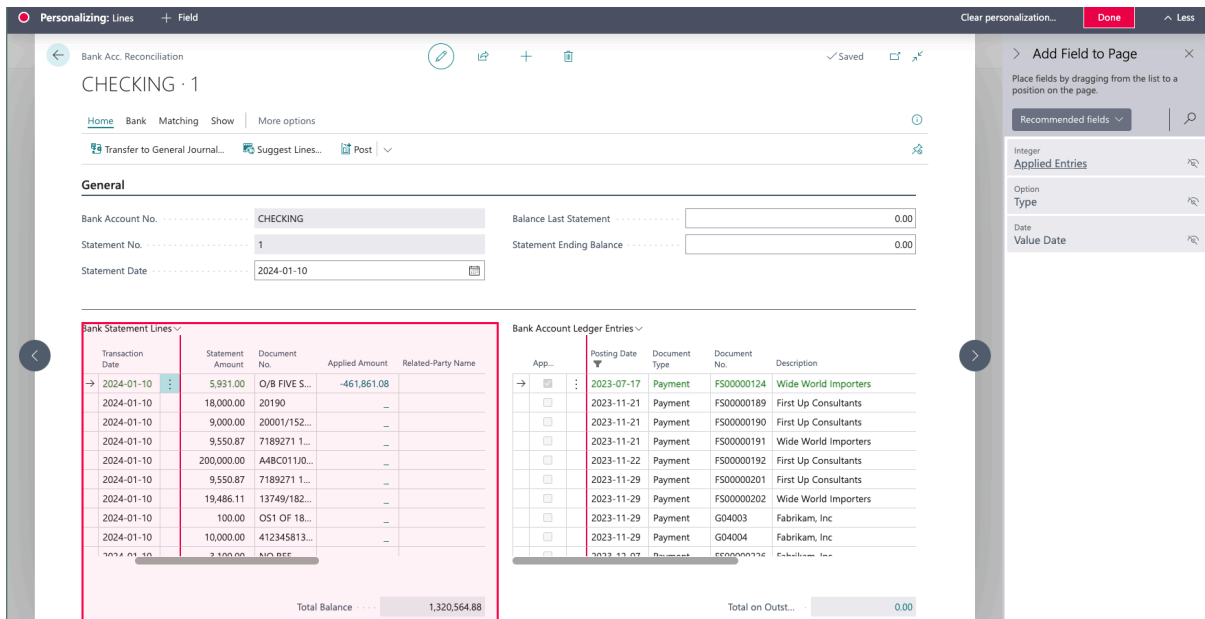
We suggest adding these columns:

- Additional Transaction Info
- Check No.
- Document No.
- Related Party Name



Drag and Drop Columns

Once you have added all columns, you can click **Done**. This will now save this configuration.



Click Done

2 Field Mapping

The table below explains how the transaction data maps to the Business Central columns you just added.

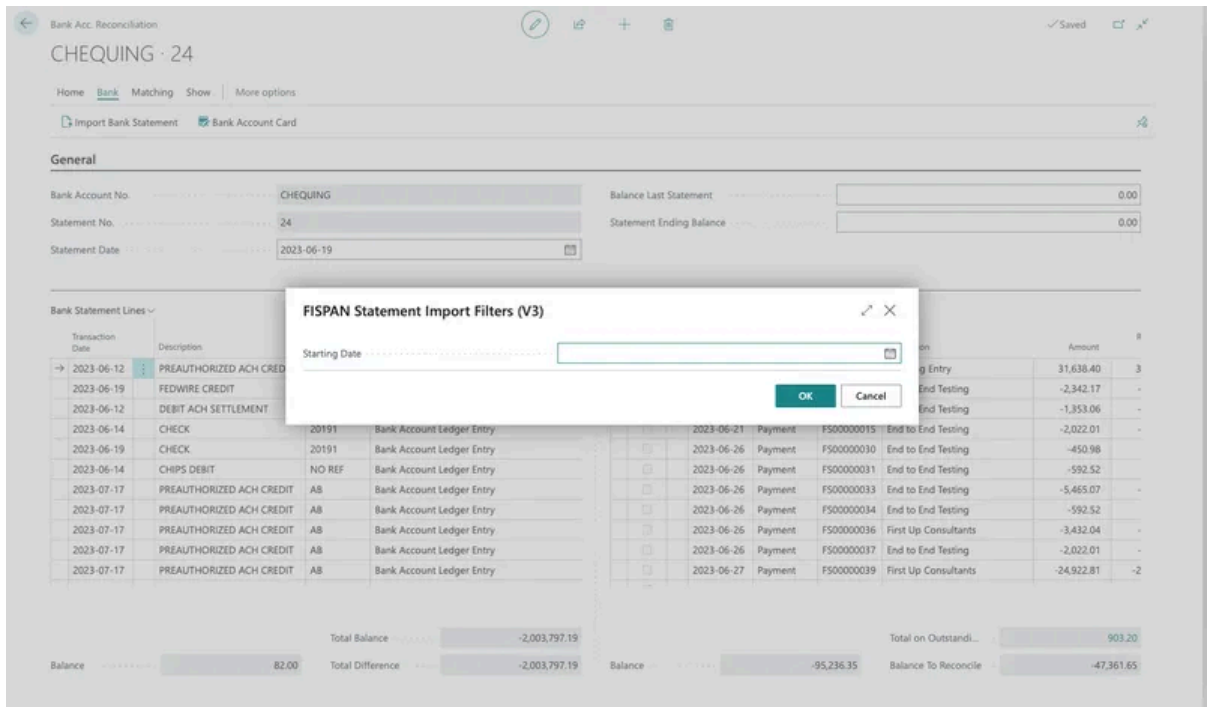
Business Central Column	Transaction Data
Transaction Date	Settled Date
Document Number	Customer Reference*
Related Party Name	Counter Party Name*
Description	Description
Amount	Amount
Check No.	Check No.*
Additional Transaction Info	BAI2 Code

Items marked with an asterisk (*) are conditional. This data will only appear in Business Central if it is provided in the transaction details received from the bank.

3 Import Transactions

Now, when you click **Import Bank Statement**, you can select a **Start Date**.

Select yesterday's date.



Select a Start Date

To pull new transactions, select **Import Bank Statement**. It will load all transactions we have received since you last triggered an import.

Bank Acc. Reconciliation Saved

CHECKING · 1

Home [Bank](#) Matching Show More options

[Import Bank Statement](#) [Bank Account Card](#)

General

Bank Account No. Balance Last Statement
 Statement No. Statement Ending Balance
 Statement Date

Bank Statement Lines					Bank Account Ledger Entries							
Transaction Date	Description	Statement Amount	Document No.	Applied Amount	Related-Par	App...	Posting Date	Document Type	Document No.	Description	Amount	R
2024-01-11	PREAUTHORIZED ACH CREDIT	82.00	AB	-		→	2023-07-17	Payment	FS00000124	Wide World Importers	-461,861.08	-46
2024-01-11	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	-			2023-11-21	Payment	FS00000189	First Up Consultants	-2,587.26	-
2024-01-11	INCOMING MONEY XFR	10,000.00	412345813...	-			2023-11-21	Payment	FS00000190	First Up Consultants	-12,615.00	-1
2024-01-11	CHECK	42,000.00	20192	-			2023-11-21	Payment	FS00000191	Wide World Importers	-763.20	-
2024-01-11	BOOK TRANSFER CREDIT	12,500.00	OS1 OF 17...	-			2023-11-22	Payment	FS00000192	First Up Consultants	-2,478.42	-
2024-01-11	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	-			2023-11-29	Payment	FS00000201	First Up Consultants	-1,858.81	-
2024-01-11	CHECK	1,000.00	20191	-			2023-11-29	Payment	FS00000202	Wide World Importers	-3,052.81	-
2024-01-11	CHIPS DEBIT	3,100.00	NO REF	-			2023-11-29	Payment	G04003	Fabrikam, Inc	-6,995.37	-
2024-01-11	CHECK	1,000.00	20191	-			2023-11-29	Payment	G04004	Fabrikam, Inc	-743.53	-
2024-01-11	BOOK TRANSFER DEBIT	100.00	OS1 OF 18...	-			2023-12-07	Payment	FS00000226	Fabrikam, Inc	-1,599.98	-
							2023-12-08	Payment	FS00000239	First Up Consultants	-2,289.61	-

Total Balance Total on Outstand...
 Balance Total Difference Balance Balance To Reconcile

Select Import Bank Statement

Payment Reconciliation Journal

If you prefer to use the Payment Reconciliation Journal, follow these steps.

1 Go to Payment Reconciliation Journal

Select **Cash Management** and then navigate to the **Payment Reconciliation Journal** module.

Payment Reconciliation Journals

Search Analyze Edit List Delete Edit Journal Import Bank Transactions...

Bank Account No. ↑	Statement No. ↑	Total Transaction Amount	Remaining Amount to Apply	Copy VAT Setup to Jnl. Line
→ CHECKING	1	48,257.92	48,257.92	<input checked="" type="checkbox"/>
CHEQUING	PREC000	10,318,463.39	10,318,463.39	<input checked="" type="checkbox"/>

Select a Bank Account

Select the bank account you would like to start with.

2 Import Transactions

When prompted for a start date, select yesterday's date.

Payment Reconciliation Journal

Notifications: 2 You can specify a number series for this journal. Open the bank account card and choose a number series in the Pay... | No bank transaction lines exist. Choose the Import Bank Transactions action to fill in the lines from ...

Analyze Manage Home Manual Application Show Line Actions Related Automate Fewer options

Import Bank Transactions... Apply Automatically Post Payments Only... Accept Applications

Match Confidence	Transaction Date	Transaction Text	Transaction Amount	Applied Amount	Difference	Account Type	Account No.	Account Name	Description	Due Date	Document
→ None	2024-01-11		0.00			G/L Account		Sales Tax 25 %			

FISPAN Statement Import Filters (V3)

Starting Date:

Number of Lines 0	For Review 0 With differe... 0	Transaction Total 0.00	Credit 0.00 Debit 0.00	Balance on B... -1,255.56 Balance Aft... -1,255.56	Statement E...
----------------------	---	---------------------------	---------------------------------------	---	----------------------

Select a Start Date

Select **Import Bank Statement**. The system will load all transactions received since your last import trigger.

Payment Reconciliation Journal ✓ Saved

✕ You can specify a number series for this journal. Open the bank account card and choose a number series in the Payment Reconciliation No. Series field. Open bank account card | Don't show this again

Analyze
 Manage
 Home
 Manual Application
 Show Line
 Actions
 Related
 Automate
 Fewer options

Import Bank Transactions...
 Apply Automatically
 Post Payments Only...
 Accept Applications

Match Confidence	Transaction Date	Transaction Text	Transaction Amount	Applied Amount	Difference	Account Type	Account No.	Account Name	Description	Due Date	Document #
None	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92		35,757.92	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER CREDIT	12,500.00		12,500.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER DEBIT	100.00		100.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	FEDWIRE DEBIT	19,000.00		19,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92		35,757.92	G/L Account		Sales Tax 25 %			
None	2024-01-16	FOREIGN EXCHANGE DEBIT	190,036.80		190,036.80	G/L Account		Sales Tax 25 %			

G/L Account

Number of Lines 10	For Review 0 With difference 10	Transaction Total 297,152.64	Credit 0.00 Debit 297,152.64	Balance on B... ..-522,281.79 Balance Afte... ..-522,281.79	Statement E... ..
-----------------------	--	---------------------------------	---	--	-------------------

Import Transactions

NOTE: You may notice that your bank accounts are listed as **Not Linked** within Business Central.

This is expected behavior. Because these bank feeds are provided through a custom integration rather than Business Central's native offering, the native status indicator will not update. This does not affect the functionality of your import.

No. ↑	Name	Bank Account Linking Status
<u>CHECKING</u>	⋮ World Wide Bank	Not Linked
SAVINGS	World Wide Bank	Not Linked

Example of the Not Linked Status

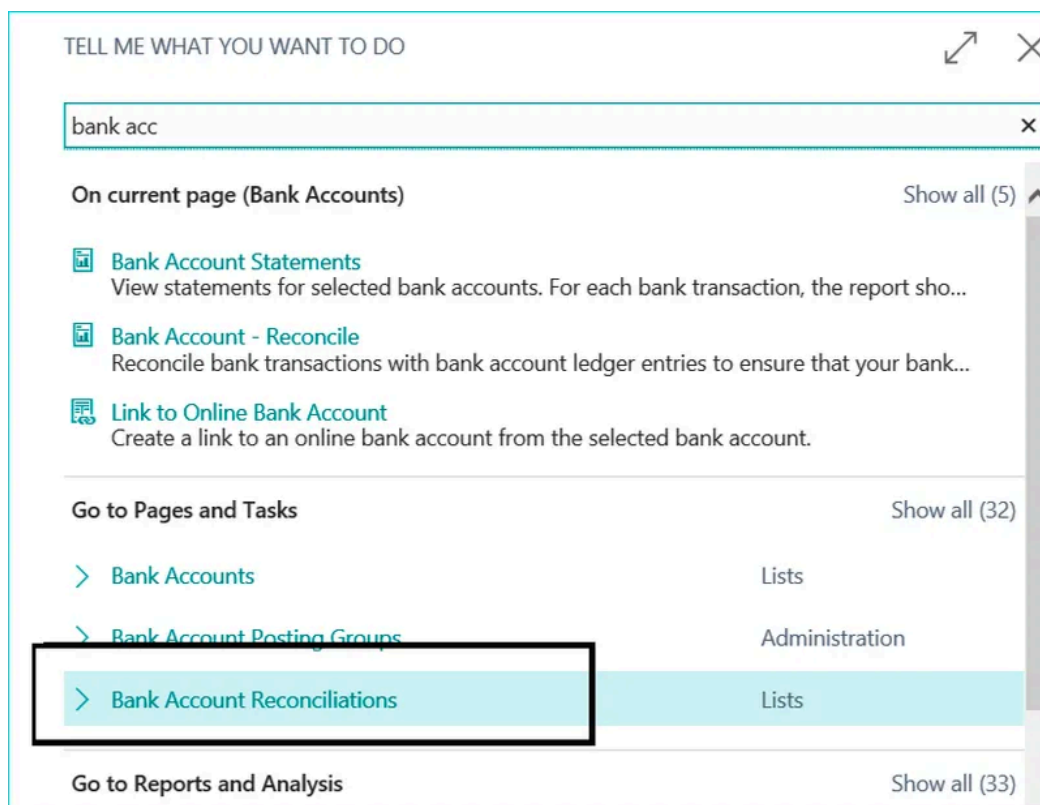
4.3.3.3. Using Bank Feeds (Business Central)

This guide covers how to use Bank Feeds with the Bank Account Reconciliation module or the Payment Reconciliation Journal to streamline your reconciliation process.

Bank Feeds allow you to import transactions into only one module: either the Bank Account Reconciliation module OR the Payment Reconciliation Journal, but not both. Please select the module that best suits your organization's workflow during the setup of your bank feed.

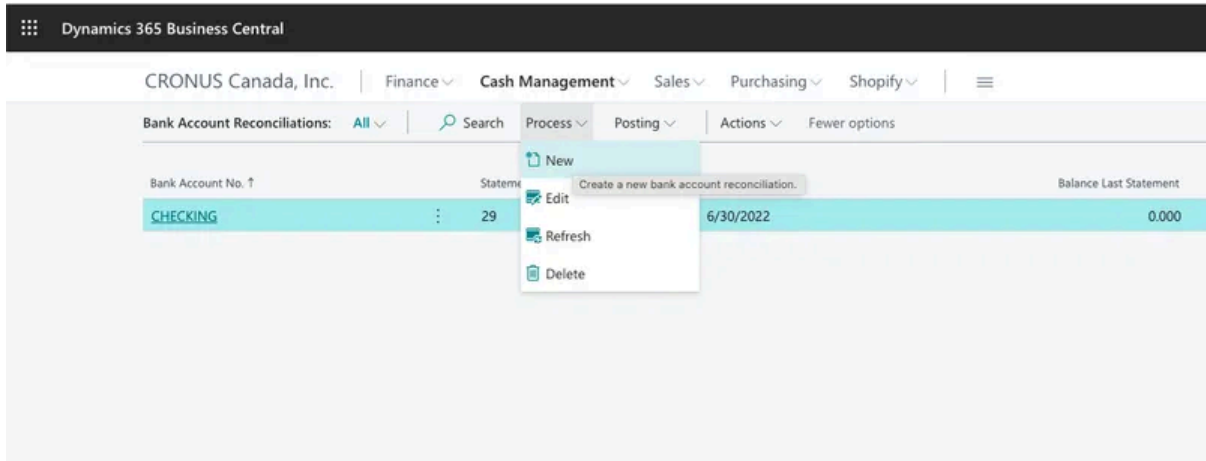
Bank Account Reconciliation Module

To initiate your first Bank Feed using the Bank Account Reconciliation module, begin by using the system search bar to locate and open **Bank Account Reconciliation**.



Select Bank Account Reconciliations

Once the page loads, navigate to the top menu bar, select **Process**, and then click **New**.



Select New

You will then be prompted to select the specific Bank Account you wish to reconcile to complete the setup.

Import With Bank Account Reconciliation

Follow these steps to import your bank account transactions into Business Central for reconciliation using the Bank Account Reconciliation module.

1 Go to Bank Account Reconciliation

Select **Cash Management** and then navigate to the **Bank Account Reconciliation** module.

Select the Bank Account you would like to start with.

Bank Account No. ↑	Bank Account Name	Statement No. ↑	Statement Date	Balance Last Statement	Statement Ending Balance	Allow Duplicated Transactions
CHEQUING	World Wide Bank	25	2024-01-11	0.00	0.00	<input type="checkbox"/>
SAVINGS	World Wide Bank	1	2024-01-11	0.00	0.00	<input type="checkbox"/>

Select a Bank Account

2 Import Bank Statement

To retrieve new data, select **Import Bank Statement**. This action will load all transactions received since your last import was triggered.

Bank Acc. Reconciliation
Save

CHECKING · 1

Home [Bank](#) Matching Show More options

[Import Bank Statement](#) [Bank Account Card](#)

General

Bank Account No.	CHECKING	Balance Last Statement	0.00
Statement No.	1	Statement Ending Balance	0.00
Statement Date	2024-01-10		

Bank Statement Lines					Bank Account Ledger Entries							
Transaction Date	Description	Statement Amount	Document No.	Applied Amount	Related-Par	App...	Posting Date	Document Type	Document No.	Description	Amount	R
2024-01-11	PREAUTHORIZED ACH CREDIT	82.00	AB	-		<input checked="" type="checkbox"/>	2023-07-17	Payment	FS00000124	Wide World Importers	-461,861.08	-46
2024-01-11	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	-		<input type="checkbox"/>	2023-11-21	Payment	FS00000189	First Up Consultants	-2,587.26	-
2024-01-11	INCOMING MONEY XFR	10,000.00	412345813...	-		<input type="checkbox"/>	2023-11-21	Payment	FS00000190	First Up Consultants	-12,615.00	-1
2024-01-11	CHECK	42,000.00	20192	-		<input type="checkbox"/>	2023-11-21	Payment	FS00000191	Wide World Importers	-763.20	-
2024-01-11	BOOK TRANSFER CREDIT	12,500.00	OS1 OF 17...	-		<input type="checkbox"/>	2023-11-22	Payment	FS00000192	First Up Consultants	-2,478.42	-
2024-01-11	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	-		<input type="checkbox"/>	2023-11-29	Payment	FS00000201	First Up Consultants	-1,858.81	-
2024-01-11	CHECK	1,000.00	20191	-		<input type="checkbox"/>	2023-11-29	Payment	FS00000202	Wide World Importers	-3,052.81	-
2024-01-11	CHIPS DEBIT	3,100.00	NO REF	-		<input type="checkbox"/>	2023-11-29	Payment	G04003	Fabrikam, Inc	-6,995.37	-
2024-01-11	CHECK	1,000.00	20191	-		<input type="checkbox"/>	2023-11-29	Payment	G04004	Fabrikam, Inc	-743.53	-
2024-01-11	BOOK TRANSFER DEBIT	100.00	OS1 OF 18...	-		<input type="checkbox"/>	2023-12-07	Payment	FS00000226	Fabrikam, Inc	-1,599.98	-
						<input type="checkbox"/>	2023-12-08	Payment	FS00000239	First Up Consultants	-2,289.61	-

Balance	5,931.00	Total Balance	1,320,564.88	Total on Outstandi... ..	0.00
		Total Difference	1,782,425.96	Balance To Reconcile ..	-522,281.79

Select Import Bank Statement

If no new data is available, a system notification will appear to confirm that there are no new transactions to import.

3 Expected Fields

The list below outlines how the transaction data imports into the Business Central columns:

Business Central Column	Transaction Data
Transaction Date	Settled Date
Document Number	Customer Reference*
Related Party Name	Counter Party Name or Related Party Name*
Description	Description
Amount	Amount
Check No.	Check No.*
Additional Transaction Info	BAI2 Code

Fields marked with an asterisk (*) are conditional. This data will only appear in Business Central if it is provided in the bank's transaction details; not all transactions will contain this specific information.

Match Transactions With Bank Account Reconciliation

With your columns configured and your data imported, you are ready to begin reconciliation using the Bank Account Reconciliation module. Follow these steps to match the imported transactions to your existing Business Central entries.

1 Automatically Match Transactions

To use the automatic match feature, go to **Matching** → **Match Automatically**.

Bank Acc. Reconciliation

CHEQUING · 25

Home Bank **Matching** Show More options

Match Manually **Match Automatically** Remove Match Match Details

General

Bank Account No. CHEQUING Balance Last Statement 0.00

Statement No. 25 Statement Ending Balance 0.00

Statement Date 2024-01-11

Bank Statement Lines

Transaction Date	Description	Statement Amount	Document No.	Applied Amount	Related Par
2024-01-11	CHECK	18,000.00	20190		
2024-01-11	CHECK	1,000.00	20191		
2024-01-11	FEDWIRE CREDIT	5,931.00	O/B FIVE S...		
2024-01-11	FOREIGN EXCHANGE DEBIT	190,036.80	MAAS TRA...		
2024-01-11	BOOK TRANSFER CREDIT	12,500.00	OS1 OF 17...		
2024-01-11	TRANSACTION CHARGES	18.00	NONE		
2024-01-11	FEDWIRE CREDIT	5,931.00	O/B FIVE S...		
2024-01-11	DEBIT ACH SETTLEMENT	35,757.92	13740/678...		
2024-01-11	EFT DEBIT	208.35	99995		
2024-01-11	DEBIT ACH SETTLEMENT	19,486.11	13749/182...		
2024-01-11	BOOK TRANSFER CREDIT	12,500.00	OS1 OF 17...		

Bank Account Ledger Entries

App.	Posting Date	Document Type	Document No.	Description	Amount
	2021-12-31	START		Opening Entry	31,638.40
	2023-06-21	Payment	FS00000013	End to End Testing	-2,342.17
	2023-06-21	Payment	FS00000014	End to End Testing	-1,353.06
	2023-06-21	Payment	FS00000015	End to End Testing	-2,022.01
	2023-06-26	Payment	FS00000030	End to End Testing	-450.98
	2023-06-26	Payment	FS00000031	End to End Testing	-592.52
	2023-06-26	Payment	FS00000033	End to End Testing	-5,465.07
	2023-06-26	Payment	FS00000034	End to End Testing	-592.52
	2023-06-26	Payment	FS00000036	First Up Consultants	-3,432.04
	2023-06-26	Payment	FS00000037	End to End Testing	-2,022.01
	2023-06-27	Payment	FS00000039	First Up Consultants	-24,922.81

Click on Matching Automatically

The system will prompt you to enter a **Transaction Date Tolerance**. The recommended tolerance depends on the payment method used; for example, ACH and Wire payments typically settle within five business days, whereas checks depend on when your vendor deposits them.

CHEQUING Balance Last Statement

25

2024-01-11

Match Bank Entries

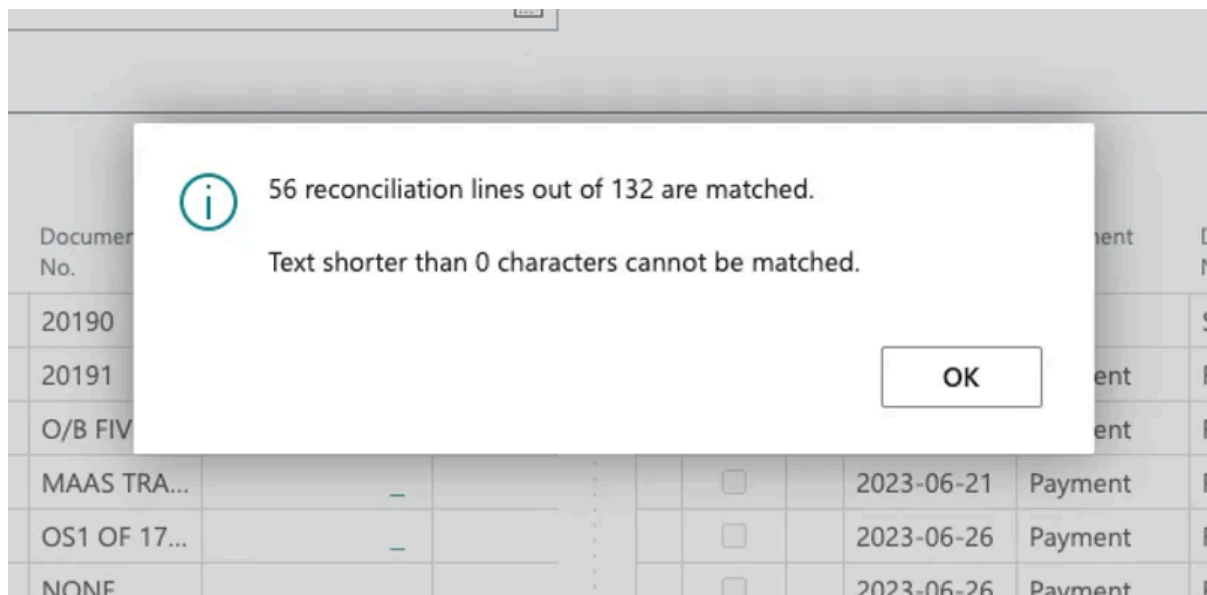
Transaction Date Tolerance (Days)

Schedule... OK Cancel

Statement Amount	Document No.	Description
18,000.00	START	Opening Entr
1,000.00	FS00000013	End to End Te
5,931.00	FS00000014	End to End Te
190,036.80	FS00000015	End to End Te
12,500.00	FS00000030	End to End Te
18.00	FS00000031	End to End Te
5,931.00	FS00000033	End to End Te
35,757.92	FS00000034	End to End Te
208.35	FS00000036	First Up Cons
19,486.11	FS00000037	End to End Te
12,500.00	FS00000039	First Up Cons

Enter In The Number of Tolerance Days

Business Central will attempt to match the transactions based on these criteria. Once the process is complete, a summary will appear displaying the number of lines successfully matched.



Overview of Matched Transactions

2 Manually Match Individual Transactions

To manually match transactions, click on the corresponding transaction on both the **Bank Statement Lines** section and the **Bank Account Ledger Entries** section.

With both lines selected, click **Matching** → **Match Manually**.

General

Bank Account No. CHEQUING Balance Last Statement 0.00

Statement No. 25 Statement Ending Balance 0.00

Statement Date 2024-01-11

Bank Statement Lines

Transaction Date	Description	Statement Amount	Document No.	Applied Amount	Related-Par
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	
2024-01-17	CHECK	1,000.00	20191	--	
2024-01-16	EFT DEBIT	9,550.87	7189271 1...	--	
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	
2024-01-16	TRANSACTION CHARGES	18.00	NONE	--	
2024-01-16	INCOMING MONEY XFR	10,000.00	412345813...	--	
→ 2024-01-17	CHECK	1,000.00	20191	--	
2024-01-17	CHECK	1,000.00	20191	--	
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	

Bank Account Ledger Entries

App.	Posting Date	Document Type	Document No.	Description	Amount
	2023-12-07	Payment	FS00000235	Fabrikam, Inc	-743.53
	2023-12-08	Payment	FS00000236	First Up Consultants	-763.20
	2023-12-08	Payment	FS00000237	First Up Consultants	-1,277.96
	2023-12-08	Payment	FS00000238	First Up Consultants	-1,305.00
	2023-12-12	Payment	FS00000242	Fabrikam, Inc	-754.30
→	2024-01-27	Payment	FS00000245	Fabrikam, Inc	-1,000.00
	2024-01-02	Payment	FS00000260	Graphic Design Institute	-2,145.00
	2024-01-02	Payment	FS00000261	First Up Consultants	-5,104.80
	2024-01-02	Payment	FS00000263	First Up Consultants	-2,896.00
	2024-01-05	Payment	FS00000289	First Up Consultants	-251.43
	2024-01-05	Payment	FS00000291	Fabrikam, Inc	-283.60

Click Match Manually

Once the transactions are matched, they will both turn green to signify success.

General

Bank Account No. CHEQUING Balance Last Statement 0.00

Statement No. 25 Statement Ending Balance 0.00

Statement Date 2024-01-11

Bank Statement Lines

Transaction Date	Description	Statement Amount	Document No.	Applied Amount	Related-Par
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	
2024-01-17	CHECK	1,000.00	20191	--	
2024-01-16	EFT DEBIT	9,550.87	7189271 1...	--	
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	
2024-01-16	TRANSACTION CHARGES	18.00	NONE	--	
2024-01-16	INCOMING MONEY XFR	10,000.00	412345813...	--	
→ 2024-01-17	CHECK	1,000.00	20191	-1,000.00	
2024-01-17	CHECK	1,000.00	20191	--	
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	

Bank Account Ledger Entries

App.	Posting Date	Document Type	Document No.	Description	Amount
	2023-12-07	Payment	FS00000235	Fabrikam, Inc	-743.53
	2023-12-08	Payment	FS00000236	First Up Consultants	-763.20
	2023-12-08	Payment	FS00000237	First Up Consultants	-1,277.96
	2023-12-08	Payment	FS00000238	First Up Consultants	-1,305.00
	2023-12-12	Payment	FS00000242	Fabrikam, Inc	-754.30
→	2024-01-27	Payment	FS00000245	Fabrikam, Inc	-1,000.00
	2024-01-02	Payment	FS00000260	Graphic Design Institute	-2,145.00
	2024-01-02	Payment	FS00000261	First Up Consultants	-5,104.80
	2024-01-02	Payment	FS00000263	First Up Consultants	-2,896.00
	2024-01-05	Payment	FS00000289	First Up Consultants	-251.43
	2024-01-05	Payment	FS00000291	Fabrikam, Inc	-283.60

Successful Match Made

You can also match Bank Account Ledger Entries to a single bank statement line. First, select the target line in the **Bank Statement Lines** section.

Next, in the **Bank Account Ledger Entries** section, hold down **Control** (Windows) or **Command** (Mac) while clicking to select the multiple transactions you wish to group together.

Then, click **Matching → Match Manually**.

The screenshot shows a software interface for matching bank transactions. At the top, there are four buttons: 'Match Manually' (highlighted with a red box), 'Match Automatically', 'Remove Match', and 'Match Details'. Below the buttons is a 'General' section with fields for 'Bank Account No.' (CHEQUING), 'Statement No.' (25), 'Statement Date' (2024-01-11), 'Balance Last Statement' (0.00), and 'Statement Ending Balance' (0.00). The main area is divided into two tables:

Bank Statement Lines					
Transaction Date	Description	Statement Amount	Document No.	Applied Amount	Related-Par
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	--
2024-01-17	CHECK	1,000.00	20191	--	--
2024-01-16	EFT DEBIT	9,550.87	7189271 1...	--	--
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	--
2024-01-16	TRANSACTION CHARGES	18.00	NONE	--	--
2024-01-16	INCOMING MONEY XFR	10,000.00	412345813...	--	--
→ 2024-01-17	CHECK	1,000.00	20191	--	--
2024-01-17	CHECK	1,000.00	20191	--	--
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	--
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	--

Bank Account Ledger Entries						
App.	Posting Date	Document Type	Document No.	Description	Amount	
<input type="checkbox"/>	2023-12-08	Payment	FS00000236	First Up Consultants	-763.20	
<input type="checkbox"/>	2023-12-08	Payment	FS00000237	First Up Consultants	-1,277.96	
<input type="checkbox"/>	2023-12-08	Payment	FS00000238	First Up Consultants	-1,305.00	
<input type="checkbox"/>	2023-12-12	Payment	FS00000242	Fabrikam, Inc	-754.30	
<input type="checkbox"/>	2023-12-12	Payment	FS00000245	Fabrikam, Inc	-1,005.72	
<input type="checkbox"/>	2024-01-02	Payment	FS00000260	Graphic Design Institute	-2,145.00	
<input type="checkbox"/>	2024-01-02	Payment	FS00000261	First Up Consultants	-5,104.80	
<input type="checkbox"/>	2024-01-02	Payment	FS00000263	First Up Consultants	-2,896.00	
<input type="checkbox"/>	2024-01-05	Payment	FS00000289	First Up Consultants	-251.43	
→ <input checked="" type="checkbox"/>	2024-01-05	Payment	FS00000291	Fabrikam, Inc	-283.60	
<input checked="" type="checkbox"/>	2024-01-05	Payment	FS00000292	Fabrikam, Inc	-495.00	

Click Manual Matching

Once matched, the system will highlight the single statement line and the multiple ledger entries in green, indicating they are successfully matched.

Transaction Date	Description	Statement Amount	Document No.	Applied Amount	Related-Par
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	-	
2024-01-17	CHECK	1,000.00	20191	-	
2024-01-16	EFT DEBIT	9,550.87	7189271 1...	-	
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	-	
2024-01-16	TRANSACTION CHARGES	18.00	NONE	-	
2024-01-16	INCOMING MONEY XFR	10,000.00	412345813...	-	
→ 2024-01-17	CHECK	1,000.00	20191	-778.60	
2024-01-17	CHECK	1,000.00	20191	-	
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	-	
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	-	

App...	Posting Date	Document Type	Document No.	Description	Amount
<input type="checkbox"/>	2023-12-08	Payment	FS00000236	First Up Consultants	-763.20
<input type="checkbox"/>	2023-12-08	Payment	FS00000237	First Up Consultants	-1,277.96
<input type="checkbox"/>	2023-12-08	Payment	FS00000238	First Up Consultants	-1,305.00
<input type="checkbox"/>	2023-12-12	Payment	FS00000242	Fabrikam, Inc	-754.30
<input type="checkbox"/>	2023-12-12	Payment	FS00000245	Fabrikam, Inc	-1,005.72
<input type="checkbox"/>	2024-01-02	Payment	FS00000260	Graphic Design Institute	-2,145.00
<input type="checkbox"/>	2024-01-02	Payment	FS00000261	First Up Consultants	-5,104.80
<input type="checkbox"/>	2024-01-02	Payment	FS00000263	First Up Consultants	-2,896.00
<input type="checkbox"/>	2024-01-05	Payment	FS00000289	First Up Consultants	-251.43
→ <input checked="" type="checkbox"/>	2024-01-05	Payment	FS00000291	Fabrikam, Inc	-283.60
<input checked="" type="checkbox"/>	2024-01-05	Payment	FS00000292	Fabrikam, Inc	-495.00

Successful Match Made

4 Removing Matches

If you incorrectly match a transaction, you can easily remove the link. Select the matched lines in both the **Bank Statement Lines** and **Bank Account Ledger Entries** sections.

Next, click **Matching → Remove Match**.

Match Manually Match Automatically **Remove Match** Match Details

General

Bank Account No. CHEQUING Balance Last Statement 0.00
 Statement No. 25 Statement Ending Balance 0.00
 Statement Date 2024-01-11

Bank Statement Lines						Bank Account Ledger Entries					
Transaction Date	Description	Statement Amount	Document No.	Applied Amount	Related-Par	App.	Posting Date	Document Type	Document No.	Description	Amount
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	--	<input type="checkbox"/>	2023-12-07	Payment	FS00000235	Fabrikam, Inc	-743.53
2024-01-17	CHECK	1,000.00	20191	--	--	<input type="checkbox"/>	2023-12-08	Payment	FS00000236	First Up Consultants	-763.20
2024-01-16	EFT DEBIT	9,550.87	7189271 1...	--	--	<input type="checkbox"/>	2023-12-08	Payment	FS00000237	First Up Consultants	-1,277.96
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	--	<input type="checkbox"/>	2023-12-08	Payment	FS00000238	First Up Consultants	-1,305.00
2024-01-16	TRANSACTION CHARGES	18.00	NONE	--	--	<input type="checkbox"/>	2023-12-12	Payment	FS00000242	Fabrikam, Inc	-754.30
2024-01-16	INCOMING MONEY XFR	10,000.00	412345813...	--	--	<input checked="" type="checkbox"/>	2024-01-27	Payment	FS00000245	Fabrikam, Inc	-1,000.00
2024-01-17	CHECK	1,000.00	20191	-1,000.00	--	<input type="checkbox"/>	2024-01-02	Payment	FS00000260	Graphic Design Institute	-2,145.00
2024-01-17	CHECK	1,000.00	20191	--	--	<input type="checkbox"/>	2024-01-02	Payment	FS00000261	First Up Consultants	-5,104.80
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	--	<input type="checkbox"/>	2024-01-02	Payment	FS00000263	First Up Consultants	-2,896.00
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	--	<input type="checkbox"/>	2024-01-05	Payment	FS00000289	First Up Consultants	-251.43
						<input type="checkbox"/>	2024-01-05	Payment	FS00000291	Fabrikam, Inc	-283.60

Click Remove Match

The green highlighting will disappear, indicating that the transactions are no longer matched and are available to be rematched.

Bank Statement Lines						Bank Account Ledger Entries					
Transaction Date	Description	Statement Amount	Document No.	Applied Amount	Related-Par	App.	Posting Date	Document Type	Document No.	Description	Amount
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	--	<input type="checkbox"/>	2023-12-07	Payment	FS00000235	Fabrikam, Inc	-743.53
2024-01-17	CHECK	1,000.00	20191	--	--	<input type="checkbox"/>	2023-12-08	Payment	FS00000236	First Up Consultants	-763.20
2024-01-16	EFT DEBIT	9,550.87	7189271 1...	--	--	<input type="checkbox"/>	2023-12-08	Payment	FS00000237	First Up Consultants	-1,277.96
2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	13740/678...	--	--	<input type="checkbox"/>	2023-12-08	Payment	FS00000238	First Up Consultants	-1,305.00
2024-01-16	TRANSACTION CHARGES	18.00	NONE	--	--	<input type="checkbox"/>	2023-12-12	Payment	FS00000242	Fabrikam, Inc	-754.30
2024-01-16	INCOMING MONEY XFR	10,000.00	412345813...	--	--	<input checked="" type="checkbox"/>	2024-01-27	Payment	FS00000245	Fabrikam, Inc	-1,000.00
2024-01-17	CHECK	1,000.00	20191	--	--	<input type="checkbox"/>	2024-01-02	Payment	FS00000260	Graphic Design Institute	-2,145.00
2024-01-17	CHECK	1,000.00	20191	--	--	<input type="checkbox"/>	2024-01-02	Payment	FS00000261	First Up Consultants	-5,104.80
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	--	<input type="checkbox"/>	2024-01-02	Payment	FS00000263	First Up Consultants	-2,896.00
2024-01-17	DEBIT ACH SETTLEMENT	19,486.11	13749/182...	--	--	<input type="checkbox"/>	2024-01-05	Payment	FS00000289	First Up Consultants	-251.43
						<input type="checkbox"/>	2024-01-05	Payment	FS00000291	Fabrikam, Inc	-283.60

Transactions are Successfully Unmatched

If you need to delete a transaction, click on the three dots beside the **Transaction Date**.

Bank Acc. Reconciliation

CHECKING · 24

Home Bank Matching Show More options

Transfer to General Journal... Suggest Lines... Post

General

Bank Account No. CHECKING Balance Last Statement 0.00

Statement No. 24 Statement Ending Balance 26,792.68

Statement Date 1/31/2025

Bank Statement Lines

Transaction Date	Description	Statement Amount	Applied Amount
→ 1/16/2025	Transfer to savings account	4,121.95	-
New Line	Funds for Spring event	6,182.93	-
Delete Line	Deposit to Account 24-01-18	16,487.80	-

Bank Account Ledger Entries

App...	Posting Date	Document Type	Document No.	Description
→	1/16/2025	Payment	BANK1	Transfer, January 2025
	1/16/2025	Payment	BANK2	Transfer of funds for Spring 20...
	1/16/2025	Payment	DEPOSIT3	Deposit to Account 24-01-18
	1/16/2025	Payment	DEPOSIT4	Deposit to Account 24-01-18

Click on Delete

Click **Yes**, and the transaction will be deleted.

Go ahead and delete?

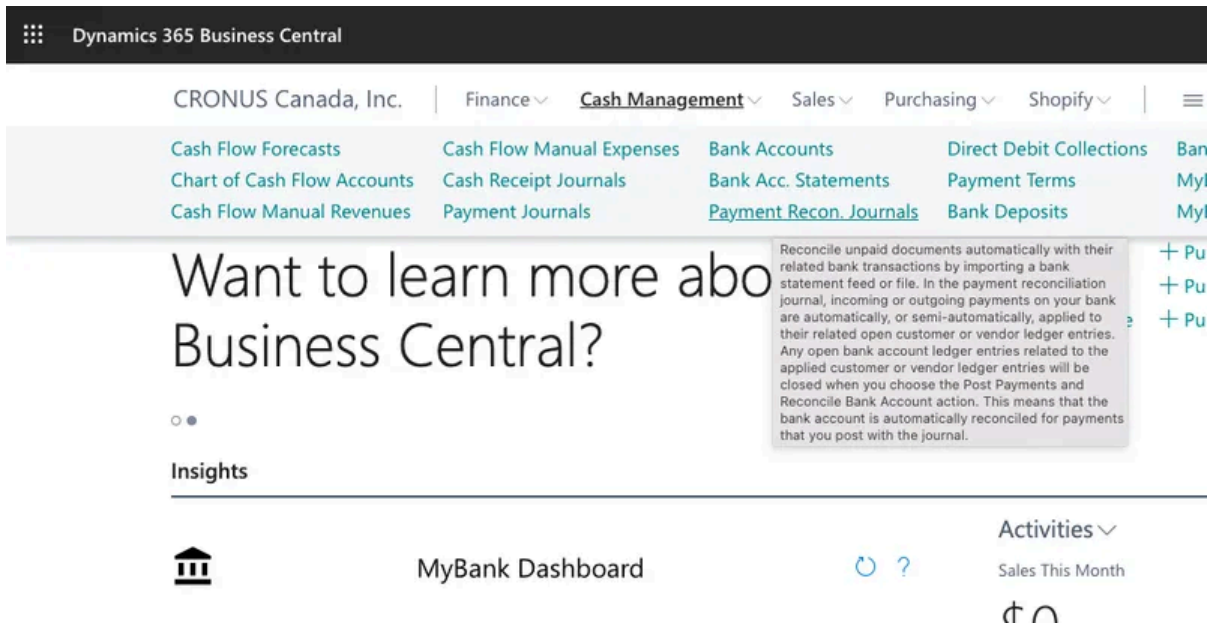
Yes No

Click Yes

Payment Reconciliation Journal Module

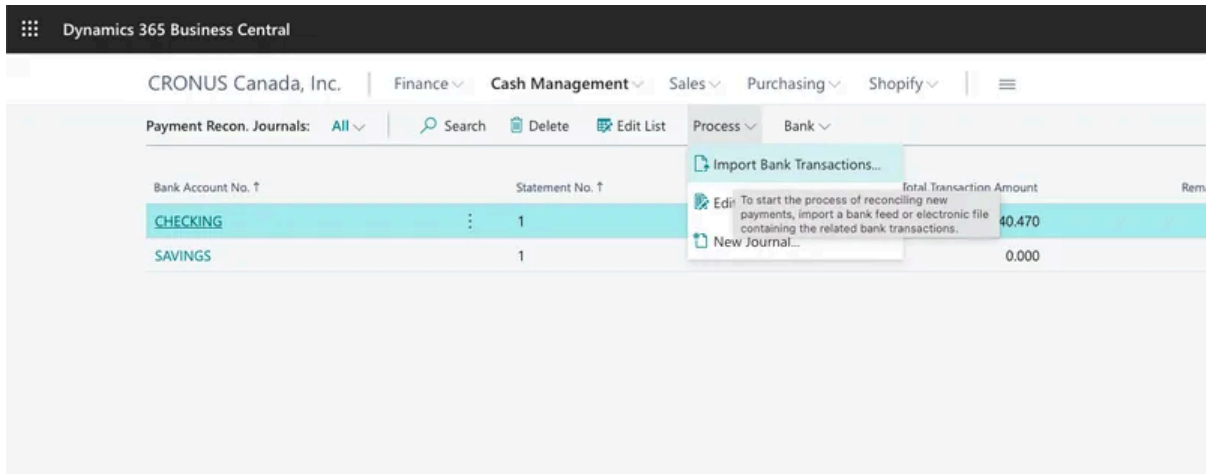
To initiate your first Bank Feed using the Payment Reconciliation Journal module, begin by using the system search bar to locate and open **Payment Reconciliation Journal**.

Select **Cash Management** → **Payment Reconciliation Journal**.



Select the Payment Reconciliation Journal

To complete the setup, select **Process** → **Import Bank Transactions**.



Select Import Bank Transactions

Import With the Payment Reconciliation Journal

Follow these steps to import your bank account transactions into Business Central for reconciliation with the Payment Reconciliation Journal.

1 Go to Payment Reconciliation journal

Select **Cash Management** and then navigate to the **Payment Reconciliation Journal** module.

Select the bank account you would like to import your transactions from.

Payment Reconciliation Journals

Search Analyze Edit List Delete Edit Journal Import Bank Transactions...

Bank Account No. ↑	Statement No. ↑	Total Transaction Amount	Remaining Amount to Apply	Copy VAT Setup to Jnl. Line
→ CHECKING	1	48,257.92	48,257.92	✓
CHEQUING	PREC000	10,318,463.39	10,318,463.39	✓

2

Import Bank Statement

To retrieve new transactions, select **Import Bank Statement**.

This action will load all transactions received since your last import was triggered.

Payment Reconciliation Journal

✓ Saved

× You can specify a number series for this journal. Open the bank account card and choose a number series in the Payment Reconciliation No. Series field. Open bank account card | Don't show this again

Analyze Manage Home Manual Application Show Line Actions Related Automate Fewer options

Import Bank Transactions... Apply Automatically Post Payments Only... Accept Applications

Match Confidence	Transaction Date	Transaction Text	Transaction Amount	Applied Amount	Difference	Account Type	Account No.	Account Name	Description	Due Date	Document #
None	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92		35,757.92	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER CREDIT	12,500.00		12,500.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER DEBIT	100.00		100.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	FEDWIRE DEBIT	19,000.00		19,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92		35,757.92	G/L Account		Sales Tax 25 %			
None	2024-01-16	FOREIGN EXCHANGE DEBIT	190,036.80		190,036.80	G/L Account		Sales Tax 25 %			

G/L Account

Number of Lines 10	For Review 0 With difference... 10	Transaction Total 297,152.64	Credit 0.00 Debit 297,152.64	Balance on B... -522,281.79 Balance Aft... -522,281.79	Statement E...
-----------------------	---	---------------------------------	---	---	----------------

Import New Transactions

If no new data is available, a system notification will appear to confirm that there are no new transactions to import.

Match Transactions With Payment Reconciliation Journal

With your bank data imported, you are ready to begin reconciliation using the Payment Reconciliation Journal module. Follow these steps to match the imported transactions to your existing Business Central entries.

1 Automatically Match Transactions

To use the automatic match feature, click on **Apply Automatically**.

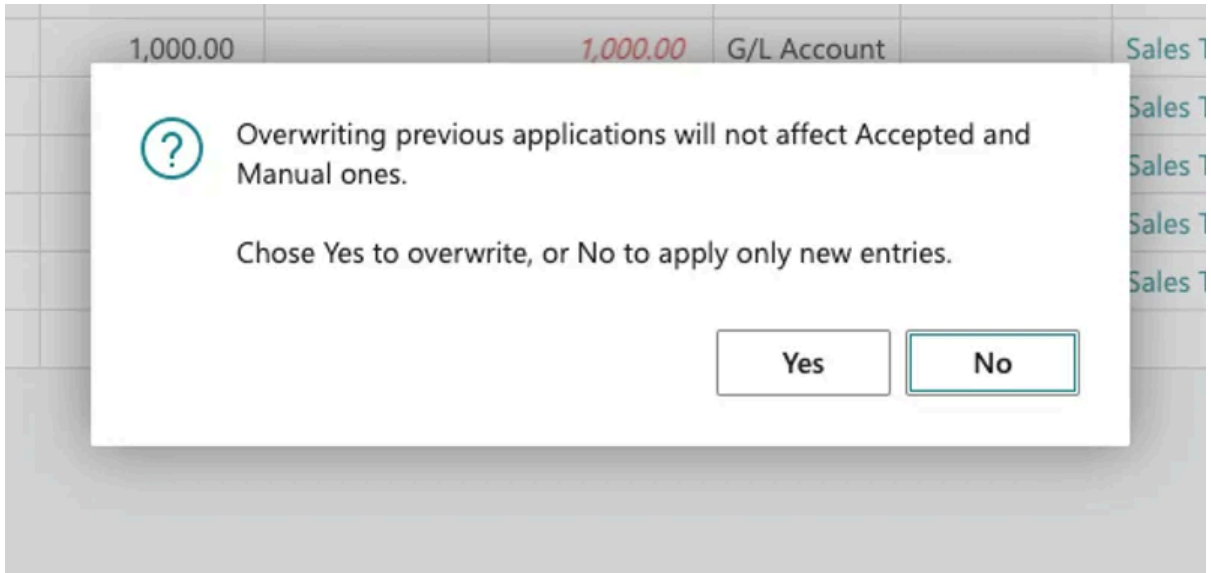
The screenshot shows the 'Payment Reconciliation Journal' interface. At the top, there is a navigation bar with 'Analyze', 'Manage', 'Home', 'Manual Application', 'Show Line', 'Actions', 'Related', 'Automate', and 'Fewer options'. Below this is a toolbar with 'Import Bank Transactions...', 'Apply Automatically' (highlighted with a red box), 'Post Payments Only...', and 'Accept Applications'. The main area contains a table with the following columns: Match Confidence, Transaction Date, Transaction Text, Transaction Amount, Applied Amount, Difference, Account Type, Account No., Account Name, Description, Due Date, and Document No. The table lists several transactions, including 'DEBIT ACH SETTLEMENT', 'BOOK TRANSFER CREDIT', 'BOOK TRANSFER DEBIT', 'FEDWIRE DEBIT', 'CHECK', and 'FOREIGN EXCHANGE DEBIT'. At the bottom, there is a summary bar with the following information: Number of Lines: 10; For Review: 0; With difference: 10; Transaction Total: 297,152.64; Credit: 0.00; Debit: 297,152.64; Balance on B: -522,281.79; Balance After: -522,281.79.

Match Confidence	Transaction Date	Transaction Text	Transaction Amount	Applied Amount	Difference	Account Type	Account No.	Account Name	Description	Due Date	Document No.
None	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92		35,757.92	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER CREDIT	12,500.00		12,500.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER DEBIT	100.00		100.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	FEDWIRE DEBIT	19,000.00		19,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92		35,757.92	G/L Account		Sales Tax 25 %			
None	2024-01-16	FOREIGN EXCHANGE DEBIT	190,036.80		190,036.80	G/L Account		Sales Tax 25 %			

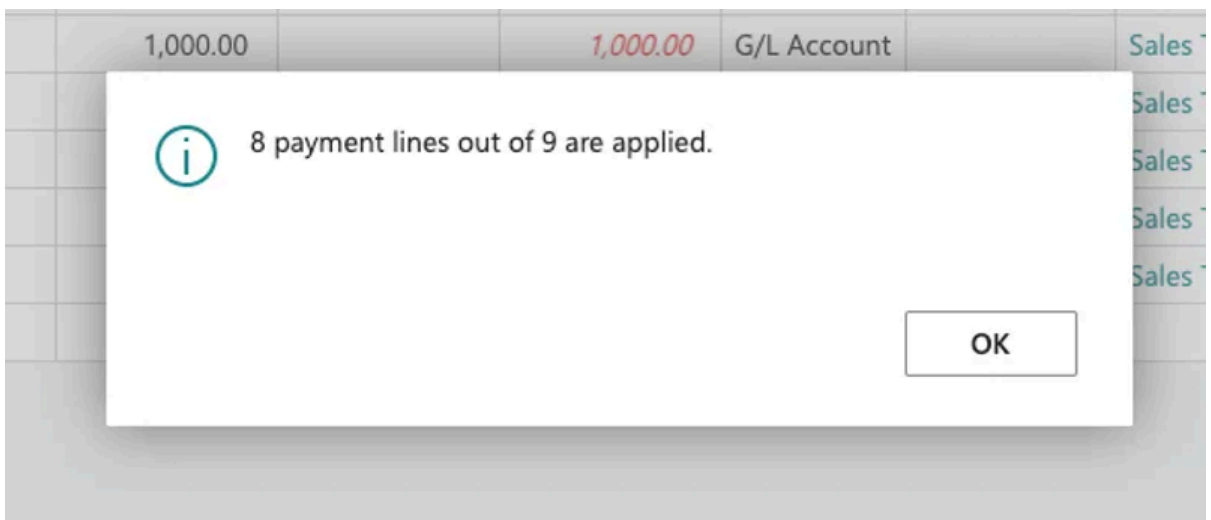
Number of Lines: 10
For Review: 0
With difference: 10
Transaction Total: 297,152.64
Credit: 0.00
Debit: 297,152.64
Balance on B: -522,281.79
Balance After: -522,281.79

Click Apply Automatically

A prompt will appear asking if you wish to overwrite any previously applied entries. Select **Yes** or **No** based on your preference.



Business Central will now attempt to match the transactions. Once completed, it will provide a summary of the total number of lines that were matched successfully.



Overview of Matched Transactions

2 Manually Matching Transactions

To match a specific transaction manually, first select the transaction line you wish to reconcile.

Once you have selected the line, click on **Manual Application → Apply Manually**.

The screenshot shows the 'Payment Reconciliation Journal' interface. At the top, there are navigation tabs: 'Analyze', 'Manage', 'Home', 'Manual Application' (selected), 'Show Line', 'Actions', 'Related', 'Automate', and 'Fewer options'. Below the tabs, there are three buttons: 'Apply Manually' (highlighted with a red box), 'Transfer Difference to Account', and 'Map Text to Account'. The main area contains a table with the following columns: Match Confidence, Transaction Date, Transaction Text, Transaction Amount, Applied Amount, Difference, Account Type, Account No., Account Name, Description, Due Date, and Document. The table lists several transactions, all with a 'None' match confidence and a 'Difference' value in red. The first transaction is 'FOREIGN EXCHANGE DEBIT' with a transaction amount of 190,036.80 and a difference of 190,036.80. The second transaction is 'DEBIT ACH SETTLEMENT' with a transaction amount of 35,757.92 and a difference of 35,757.92. The third transaction is 'FEDWIRE DEBIT' with a transaction amount of 19,000.00 and a difference of 19,000.00. The fourth transaction is 'BOOK TRANSFER CREDIT' with a transaction amount of 12,500.00 and a difference of 12,500.00. The fifth transaction is 'CHECK' with a transaction amount of 1,000.00 and a difference of 1,000.00. The sixth transaction is 'CHECK' with a transaction amount of 1,000.00 and a difference of 1,000.00. The seventh transaction is 'CHECK' with a transaction amount of 1,000.00 and a difference of 1,000.00. The eighth transaction is 'CHECK' with a transaction amount of 1,000.00 and a difference of 1,000.00. The ninth transaction is 'BOOK TRANSFER DEBIT' with a transaction amount of 100.00 and a difference of 100.00. All account types are 'G/L Account' and account names are 'Sales Tax 25 %'.

Match Confidence	Transaction Date	Transaction Text	Transaction Amount	Applied Amount	Difference	Account Type	Account No.	Account Name	Description	Due Date	Document
None	2024-01-16	FOREIGN EXCHANGE DEBIT	190,036.80		190,036.80	G/L Account		Sales Tax 25 %			
→ None	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92		35,757.92	G/L Account		Sales Tax 25 %			
None	2024-01-16	FEDWIRE DEBIT	19,000.00		19,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER CREDIT	12,500.00		12,500.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER DEBIT	100.00		100.00	G/L Account		Sales Tax 25 %			

Click Apply Manually

You can now select the corresponding single entry or multiple entries to complete the match.

Payment Application

Payment Information

Payment Status: Applied Manually Transaction Amount: 35,757.92

Transaction Date: 2024-01-16 Transaction Text: DEBIT ACH SETTLEMENT

Home Show More options

✓ Accept Applications ✗ Remove Applications

Open Entries

Applied Amount	App...	Remaining Amount After Posting	Applies-to Entry No.	Due Date	Document Type 1	Document No.	External Document No.	Descr
-2,478.42	<input checked="" type="checkbox"/>	0.00	5144		Payment	FS00000192		First
-1,858.81	<input checked="" type="checkbox"/>	0.00	5209		Payment	FS00000201		First
-3,052.81	<input checked="" type="checkbox"/>	0.00	5211		Payment	FS00000202		Wid
	<input type="checkbox"/>	-6,995.37	5217		Payment	G04003		Fabr
	<input type="checkbox"/>	-743.53	5219		Payment	G04004		Fabr
-870.00	<input checked="" type="checkbox"/>	0.00	5221		Payment	G04005		Fabr
	<input type="checkbox"/>	870.00	5224		Payment	G04005		Fabr
	<input type="checkbox"/>	-435.00	5235		Payment	FS00000207		Fabr
	<input type="checkbox"/>	435.00	5238		Payment	FS00000207		Fabr
	<input type="checkbox"/>	-743.53	5243		Payment	FS00000209		Fabr
743.53	<input checked="" type="checkbox"/>	0.00	5246		Payment	FS00000209		Fabr
	<input type="checkbox"/>	-743.53	5257		Payment	FS00000213		Fabr
743.53	<input checked="" type="checkbox"/>	0.00	5260		Payment	FS00000213		Fabr

Applied Amount: 17.04 Difference: 35,740.88

Close

Select Lines to Apply

Once applied, the transaction description will populate, and the **Match Confidence** status will update.

Payment Reconciliation Journal

Notifications: 2 You can specify a number series for this journal. Open the bank account card and choose a nu... | There are open vendor ledger entries applied in other journals. The entries were not considered in the automatic applicati...

Analyze Manage Home Manual Application Show Line Actions Related Automate Fewer options

Apply Manually... Transfer Difference to Account Map Text to Account

Match Confidence	Transaction Date	Transaction Text	Transaction Amount	Applied Amount	Difference	Account Type	Account No.	Account Name	Description	Due Date	Document No.
None	2024-01-16	FOREIGN EXCHANGE DEBIT	190,036.80		190,036.80	G/L Account		Sales Tax 25 %			
Manual	2024-01-16	DEBIT ACH SETTLEMENT	35,757.92	17.04	35,740.88	Bank Account	CHECKING	First Up Consultants	The payment has been applied...		FS00000015
None	2024-01-16	FEDWIRE DEBIT	19,000.00		19,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER CREDIT	12,500.00		12,500.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	CHECK	1,000.00		1,000.00	G/L Account		Sales Tax 25 %			
None	2024-01-16	BOOK TRANSFER DEBIT	100.00		100.00	G/L Account		Sales Tax 25 %			

1,000.00

View Matched Transactions

4.4. Troubleshooting

4.4.1. FAQs (Business Central)

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 First Citizens Link in Business Central, providing you with immediate answers and resolutions.

Extension Compatibility

This section outlines which Business Central extensions are compatible with the plugin.

Unsupported Extensions

CBIZ – Sub Entity Transactions

CBIZ is a multi-entity management tool that adds an extra dimension (the entity) when making a payment. This restricts our plugin, which causes the payment validation to fail and the payment to fail to leave the journal.

We recommend switching to Binary Stream's MEM.

Supported Extensions

MEM (Multi-Entity Management) – Binary Stream

While fully supported, please note the following restrictions and configuration requirements when using MEM with this plugin:

- Batch processing is not currently available.
 - You must disable "Write Check Ledger Entries."
 - You must disable "Overwrite Doc No." for Check Payments.
-

Installation & Plugin Setup

Common Errors

Below is a list of common errors encountered when going through the installation and setup steps for the plugin. Click on any error message to view the cause and the troubleshooting steps for a resolution.

- ✓ **"No payment journal template has been configured on company [Your Company Name] and AL stack trace."**

This is a result of no payment journal template being configured. If you have more than one company, they may also need the general payment journal template configured in that company.

Solution: Confirm there is a journal with the "General Journal Template" and has the type of "Payments". If not, please create this journal.

- ✓ **"Need Admin Approval Error in the Wizard."**

You need to have admin approval to access authentication in Business Central.

Solution: A Global Azure administrator can approve this user's consent at the time of authentication to use the application in their Azure Directory Settings. You should also make sure the Microsoft Azure Admin is available whenever attempting to onboard the plugin.

✓ **"Error viewing certain tables or pages, such as 'TableData and permissions on TableData Vendor Ledger Entity Modify.'"**

You need permission to view certain pages once the plugin has been installed.

Solution: Your Business Central administrator needs to assign the following permission sets to the user. If you are only using Bank Feeds and are getting errors viewing certain tables, you may need access to all permissions.

- First Citizens BankV3BF - Allows users to use Bank Feeds.
- First Citizens BankV3CORE - Required for any user using the plugin.
- First Citizens BankV3FULL - Allows users full access to the plugin.
- First Citizens BankV3PB - Allows users to make payments through the Pay Bills page.
- First Citizens BankV3PM - Allows users to access the Payment Methods page.
- First Citizens BankV3RR - Allows users to view balances and transactions on the Bank Statements page.

✓ **Encountering issues loading and experiencing errors on the Select Company page of the installation wizard.**

If the page displays "Loading Eligible Companies...", please allow a moment for the process to complete. Even if the status temporarily shows "Not Installed," the system is likely still syncing.

If you encounter an error:

1. **Verify Installation:** Double-check that the plugin is correctly installed in your environment.
2. **Refresh the Step:** Try navigating back to the previous screen and then clicking forward again to refresh the connection.

Common Questions

This list provides answers to common questions that arise during the installation process.

✓ **Do I need to update my plugin, or will it automatically update?**

Yes, you must manually update the plugin. We release new versions monthly with important fixes and improvements.

Follow these steps:

1 Download

Go to **API Credentials** → select the plugin → **Actions** → **Download latest version**.

2 Install

Go to **Extension Management** → **Upload Extension** → select the new .app file → **Accept** → **Deploy**.

✓ **Who from my company is needed to help connect my Business Central environment with the plugin?**

You will need a user with Azure Admin permissions. They are required to approve the specific permissions the plugin needs to operate within your environment.

✓ **How can I avoid compatibility issues during an ERP update?**

To avoid compatibility issues, ensure your plugin is on the latest version before your ERP system updates. If needed, adjust your update timeframe until the plugin update is complete. Please see the linked [guide](#) for more information on adjusting your update time.

Accounts Payable

Common Errors

Below is a list of common errors encountered when using the Accounts Payable product in Business Central. Click on any error message to view the cause and immediate

troubleshooting steps for a resolution.

✓ **"Incorrect Payment Amount"**

This usually occurs when discounts or credit memos conflict with the payment amount.

Solution: Check that all discounts and credit memos are applied correctly. You may need to unapply and reapply any attached credit memos to resolve the mismatch. If the issue persists, please contact support.

✓ **"Post An Entry With An Earlier Posting Date"**

The invoice likely has a **Post Date** set in the future. The plugin processes payments using today's date, so it cannot settle an invoice that is technically not "posted" yet in the system timeline.

Solution: Update the invoice so the **Post Date** is set to today or a past date.

✓ **An Open Posted Purchase Invoice isn't showing up on the Pay Invoices page.**

If an invoice is not showing up on the Pay Bills page, please check the following.

1 **Confirm Status**

Verify that the invoice has been fully posted in Business Central.

2 **Sync Delay**

If recently posted, wait a few minutes and refresh the page.

3 **Support**

If the invoice is definitely posted but still not appearing after a refresh, please reach out to our support team to manually re-sync the invoice.

✓ **An invoice I don't want to pay is appearing on the Pay Invoices page.**

If there is a bill you do not want on the Pay Invoices page is showing up on it, hover over the specific bill in the list. Click on the small garbage can icon that appears.

Clicking this icon only removes the bill from the plugin view. It does not delete the invoice from your Business Central environment.

✓ **Check is not appearing as a payment option for a vendor.**

This is almost always due to missing address data. The plugin requires full address details to process a check.

Go to the Vendor Card and ensure the following fields are populated:

- Address
- Postal/Zip Code
- State/Province
- Country (This is the most commonly missed field).

If all fields are present and the option is still missing, please contact support.

Common Questions

This list provides answers to common questions that arise when using the Accounts Payable product in Business Central.

✓ **How do I know the status of my payments?**

Navigate to **Pay Invoices** → **Payment History**. Here you can view the status message and the **Last Updated** timestamp for every transaction.

✓ **Why does the payment status of an invoice stay in Processing?**

The bill is still processing because payments can take between 3 and 4 business days.

Processing differs by payment type. Some payment types don't provide a confirmation that the payment was successfully processed, so we use automation to set the payment as **Completed** after a certain number of days.

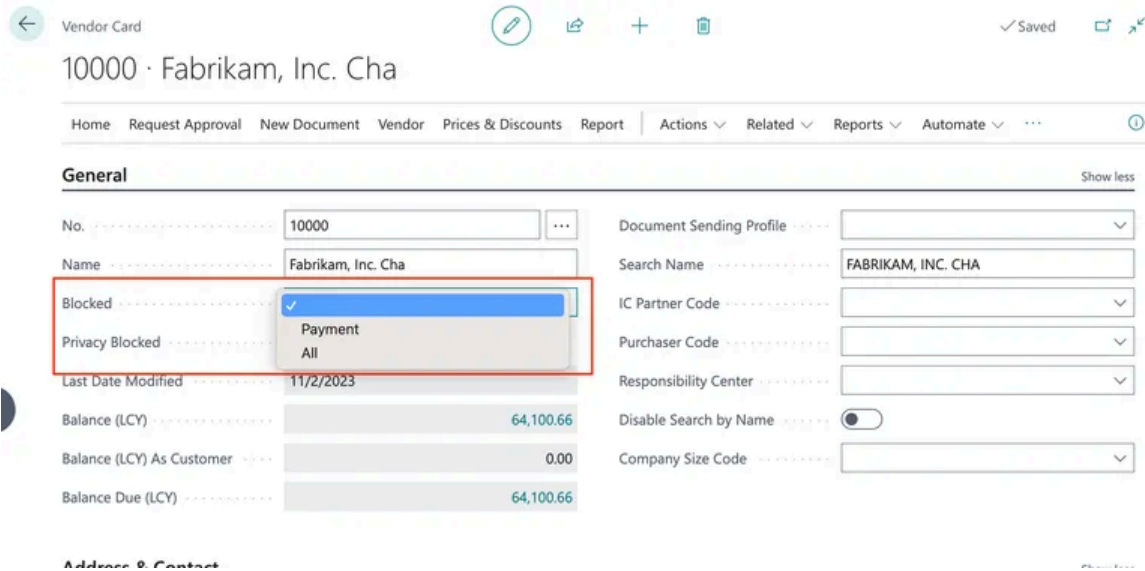
Whenever the bank receives the payment, the status changes to **Processing**, whether the customer has to approve the transaction at the bank level or not. Since we don't get a confirmation that the transaction is complete, and some banks have a 3 or 4-business-day settlement period, the transaction is marked as successful in our system only after this time has passed.

✓ **What field must be filled in to send a memo to my vendors?**

To have a memo transmitted with your payment, please fill in the **Posting Description** field on the Purchase Invoice.

✓ How can I block payments for a vendor?

To block payments for a vendor, you can navigate to the vendor record and select **Blocked** → **Payments**.



The screenshot shows a 'Vendor Card' for '10000 · Fabrikam, Inc. Cha'. The 'General' section is expanded, and the 'Blocked' dropdown menu is open, showing 'Payment' selected. The 'Privacy Blocked' dropdown is also visible, showing 'All'. The 'Balance (LCY)' is 64,100.66, and the 'Balance Due (LCY)' is 64,100.66. The 'Last Date Modified' is 11/2/2023. The 'Search Name' is 'FABRIKAM, INC. CHA'. The 'Company Size Code' is blank.

Field	Value
No.	10000
Name	Fabrikam, Inc. Cha
Blocked	Payment
Privacy Blocked	All
Last Date Modified	11/2/2023
Balance (LCY)	64,100.66
Balance (LCY) As Customer	0.00
Balance Due (LCY)	64,100.66
Document Sending Profile	
Search Name	FABRIKAM, INC. CHA
IC Partner Code	
Purchaser Code	
Responsibility Center	
Disable Search by Name	<input type="checkbox"/>
Company Size Code	

Example Vendor Card

✓ Why can't I see the UserID of users who submitted payments?

Unfortunately, due to limitations within Business Central, we cannot capture the submitting user's ID on payment entries.

Instead, you can view the user's email address on the plugin's Payment History page. This information is fully exportable for auditing.

✓ How do I know which payment method code is used when submitting payments?

The plugin will submit payments using the Payment Method Code populated on the Vendor Record, or it will leave it blank if there is no code preselected.

✓ For multi-entities, can the company name be unique per bank account?

Yes. First, contact your bank to ensure they have a unique Account Holder Name registered for each of your bank accounts.

Within the plugin, if you populate the **Account Details → Account Holder Name** field, that specific name will appear on vendor payments. If this field is left blank, the system will default to the Account Label (i.e., the Company Name).

Example: If your umbrella company is ACME Holdings, you can configure payments to appear as coming from ACME North or ACME South by assigning those specific names to the respective bank accounts.

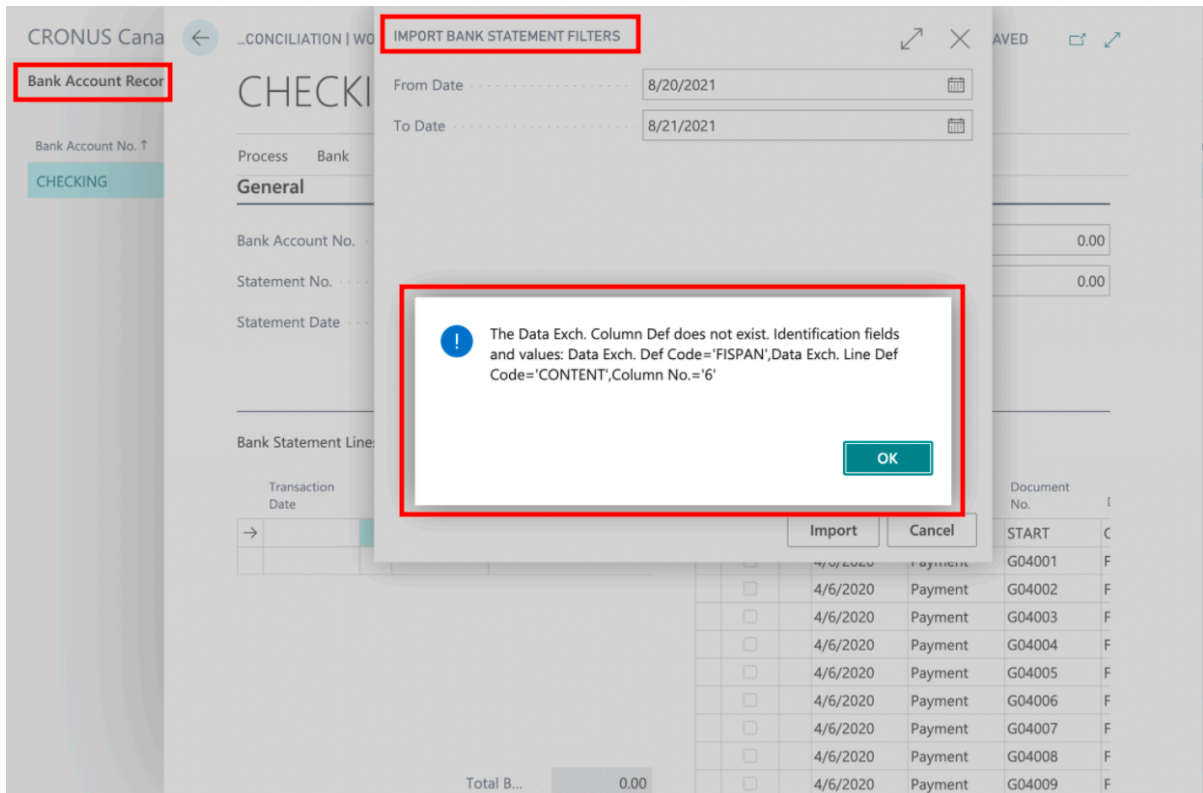
Bank Feeds

Common Errors

Below is a list of common errors encountered when using Bank Feeds. Click on any error message to view the cause and the troubleshooting steps for a resolution.

- ✓ **"The Data Exch. Column Def does not exist. Identification fields and values: Data Exch Def Code."**

The reason for this error is a configuration error in the Data Exchange Definition.



Error message

Solution: Search for "Data Exch Definition" and open the relevant Code. Scroll to Column Definitions to verify the column entries (specifically Column 6 in this example).

Next, go to Line Definitions, select **Manage → Field Mapping**, and ensure Column 6 is correctly matched to its Data Exchange Code.

- ✓ **"The file that you are trying to import is different from the specified Bank Statement Import..... Actual Value: 'Not Settled'"**

We do not support using the current date in your import.

Solution: Please change the import date range to the prior day and try again.

Common Questions

This list provides answers to common questions that arise when using the Bank Feeds product in Business Central.

✓ **Does the plugin auto-match reconciliation in Business Central?**

The plugin cannot auto-match bank statement lines against bank account general ledger entries.

✓ **Can the plugin automatically update the transactions in the reconciliation module?**

You will need to select the dates of the transactions you want to import. Navigate to **Bank → Import Bank Statements →** Select your date range.

4.4.2. Approval Limitations (BC365)

Business Central has a workflow system for creating approvals that may cause issues with the plugin. Approvals can occur at different stages in the lifecycle of an invoice and payment. This page covers the approval flows not supported by the plugin and how to view your workflow configuration in Business Central.

NOTE: This page is for informational purposes only and should not be used as a guide to make changes to the configuration of your Business Central environment. For support with your NetSuite native approval flows, please reach out to your Business Central consultant directly.

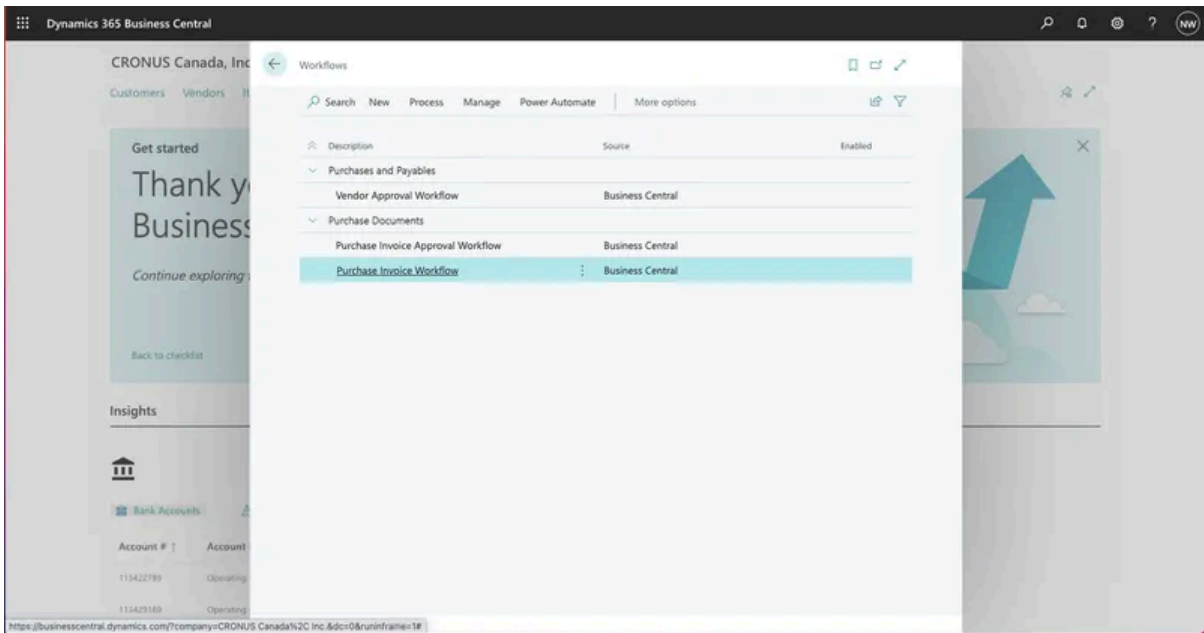
Unsupported Approvals

Approval flows that include releasing Posted Purchase Invoices will not work with the plugin. Other approval flows that impact the creation of payment records are also likely to cause issues. This includes flows that require approval to make postings to the General Ledger, Vendor Ledger, or Check Ledgers (if enabled).

Approval flows related to approving Posted Purchase Invoices before purchase may cause issues or delays in creating a payment due to changes in the invoice status.

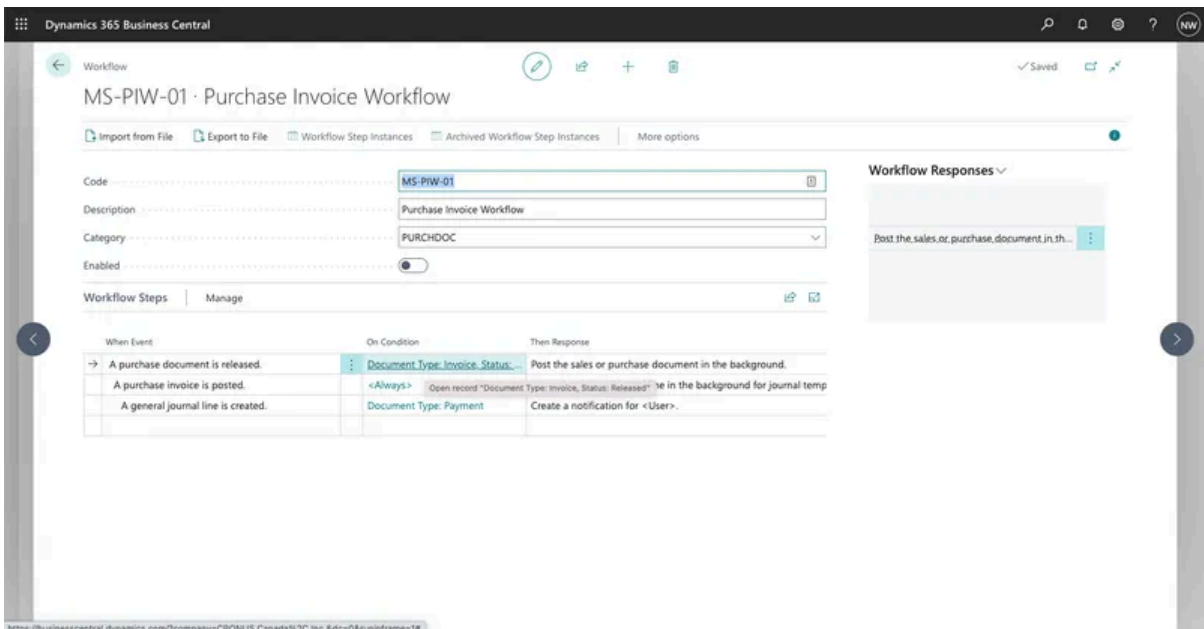
Viewing Workflow Configurations

Use the global search bar to search for **Workflows** and identify any approval workflows related to Purchase Invoices.



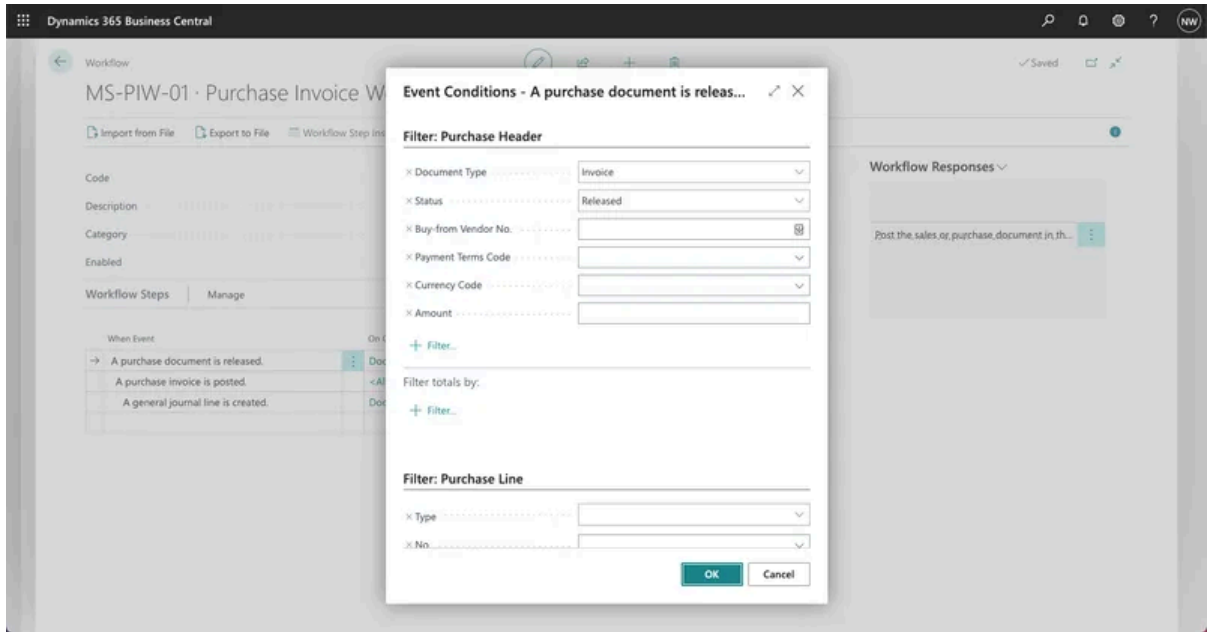
Click on Purchase Invoice Workflow

Select a workflow to view its details. Verify if the workflow is enabled and look for events triggered by the invoice being released.



Examine Events

You can do a further check to see if any conditions are specifically set for released invoices.



Further Analyze the Conditions

4.5. Release Notes (Business Central)

To learn how to update the bundle visit: [Updating the Plugin \(BC365\)](#)

2026

May 2026

NOTE: These updates are part of our May 2026 release. While you may see these features documented in our guides earlier, please note that all changes will officially go live on **May 13, 2026**.

2026.5.0.0 - May 13, 2026

Added

Bank Accounts Page Enhancements.

Improved

Enhanced status accuracy for Payment History.

New Products Added

We are excited to announce a streamlined UI refresh and enhanced data visibility for our clients. This update focuses on better organization for diverse account types and improved transaction tracking.

The page you know as Balances and Transactions is evolving. We have rebranded this space to Bank Accounts. This new UI provides a cleaner foundation for managing multiple financial streams in one place.

✓ Key Benefits and Highlights

1 Streamlined Check Transmission

Automatically extract check details from Business Central and transmit your entire check run to the bank with just a few clicks, saving time and minimizing manual effort.

2 Real-Time Dashboard & Alerts

See counts of Open, Failed, and Invalid checks at a glance, with instant alerts highlighting issues that need your attention.

3 Seamless Payment Approvals Integration

If Payment Approvals is enabled, Positive Pay transactions move into the approval workflow before final transmission, ensuring proper controls while preventing delays.

4 Comprehensive Audit Trail & History

Track every transmission's real-time status, Completed, Failed, or In Progress, with detailed feedback messages and who initiated the transmission.

5 Exception Handling & Resolution

Easily identify invalid checks caused by bank account mismatches and resolve issues through the FISPAN Portal. Unwanted checks can be removed from the plugin without affecting Business Central data.

Improvements

We've updated the Payment History page to ensure all transaction statuses are accurately represented. Records designated as **"Completed with Change"** now populate correctly within your history view. This update ensures the continued integrity of your payment data, providing a comprehensive and reliable audit trail for all finalized transactions.

April 2026

2026.4.0.0 - April 15, 2026

Improved

General improvements and bug fixes.

March 2026

2026.3.0.0 - March 11, 2026

Improved

General improvements and bug fixes.

February 2026

2026.2.0.0 - February 11, 2026

Improved

General improvements and bug fixes.

January 2026

2026.1.0.0 - January 14, 2026

Improved

General improvements and bug fixes.

2025

December 2025

2025.11.0.0 - December 10, 2025

Fixed

General improvements and bug fixes.

November 2025

2025.10.0.0 - November 12, 2025

Improved

Data exchange enhancement.

Improvements

We've upgraded the plugin to ensure more reliable and seamless data exchange. This enhancement provides strong character support, allowing the system to effectively process all standard global characters (UTF-8) found in transaction descriptions, eliminating past interruptions.

October 2025

2025.9.1.0 - October 29, 2025

Fixed

We addressed and resolved the deployment issue.

2025.9.0.0 - October 15, 2025

The plugin base version has been upgraded from v21 to v24. This upgrade involved updating dependencies, platform versions, and runtime configurations to align with the latest v24. Please ensure your ERP version is at least 24 before updating your plugin.

Improved

To learn more about version numbers in Business Central, please click here: <https://learn.microsoft.com/en-us/dynamics365/business-central/dev-itpro/administration/version-numbers>

We've successfully resolved the compatibility issues between your bank plugin and Microsoft's Business Central version 27.0.38460.38988. This fix addresses the concerns you may have previously received from Microsoft regarding potential compatibility problems.

Improved

You can now proceed with your Business Central upgrade. Please ensure you upgrade your plugin before upgrading your ERP to version 27.

September 2025

2025.8.0.0 - September 10, 2025

Improved

As part of our ongoing efforts to maintain consistency across the platform, we've updated the Payment Details page within the Activity view to reflect current interface standards.

August 2025

2025.7.0.0 - August 13, 2025

Fixed

The vendor approval feature has been improved to handle email addresses in a case-insensitive manner (e.g., Jane.Doe@example.com). This ensures that users can approve requests regardless of how their email address is capitalized.

5. Payment Requirements

Your First Citizens Bank plugin is designed to streamline your payment process by supporting various payment methods. While it uses the standard payment fields you're familiar with in your ERP, it also provides new custom fields to handle the complexity of domestic and international payments.

These new fields ensure we capture all necessary details for different payment methods. To get started, refer to the following guides. They walk you through exactly what information needs to be present in your Vendor records and your Bills to successfully initiate payments using any of the supported methods.

- [ACH Requirements](#)

5.1. ACH Requirements

ACH payments are used to move funds within the United States only and must always be in USD.

For NetSuite users, the Entity Bank Details bundle is required to process ACH payments through the plugin.

Vendor & Bill Requirements

To prevent payment delays or returns, all payments are required to have the following three requirements:

1 Vendor Record

The Entity's full legal name, address, and phone number must be accurately populated on the Vendor record.

2 Billing Address and Location

The Entity and Bill (if applicable) Billing Addresses must be located in the country of destination and must match the country specified in the Entity Bank Details record.

3 Currency

The currency for the Entity Bill must be in USD.

Payment Requirements

Payment Context

- **Method:** Domestic
- **Country:** United States
- **Currency:** USD

Requirement Information

1 **Routing Number** is mandatory.

2 **Account Number** is mandatory.

6. Support

6.1. 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

Our support team is here to help you answer any of your questions. You can reach out to us using the emails below.

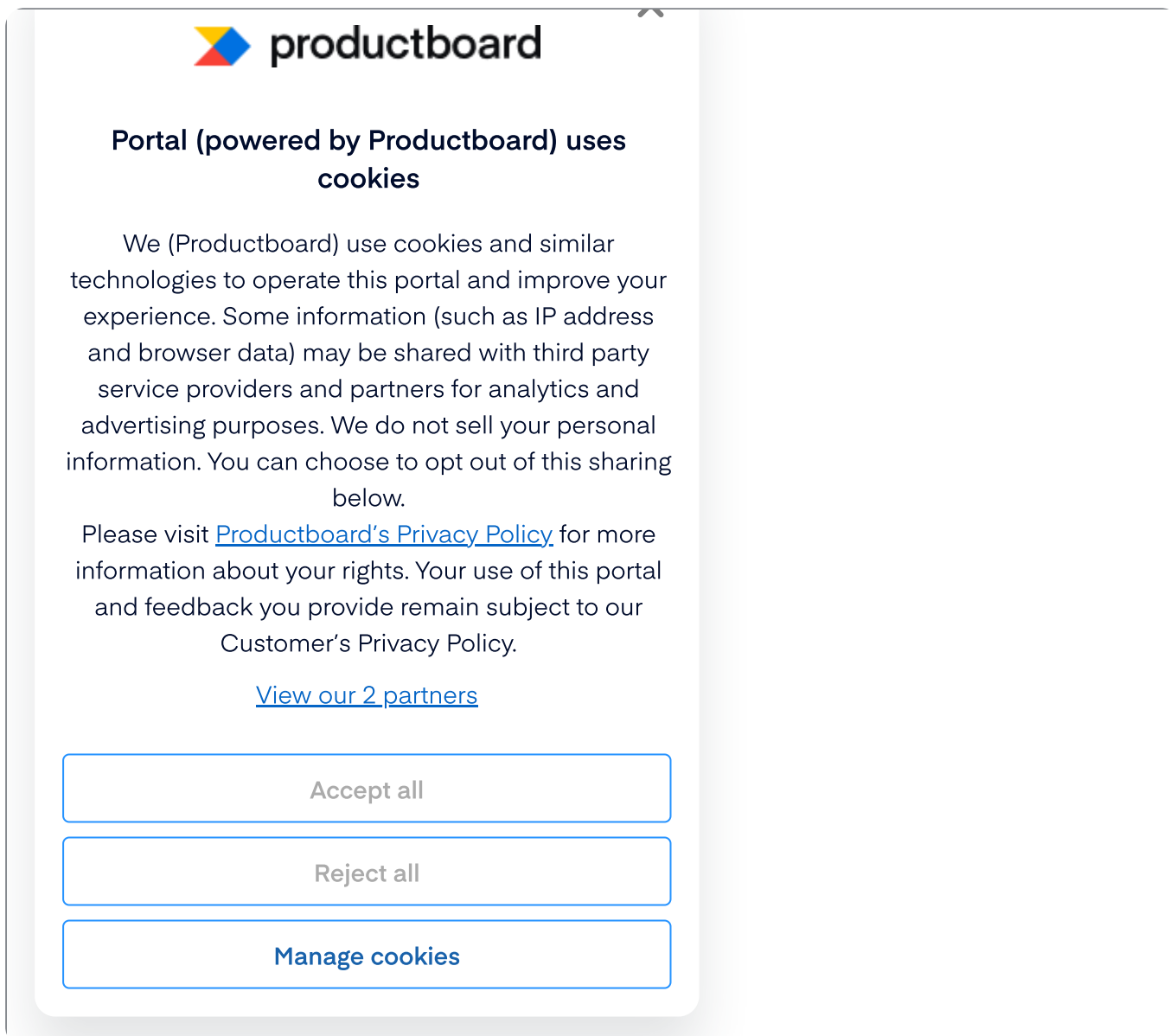
For onboarding support inquiries relating to Enrollment Form Submissions, Onboarding Troubleshooting, and Production Promotion Requests, please reach out to:

Onboarding Email: TMSTechnicalImplementation@firstcitizens.com

For support inquiries relating to Account Maintenance, Production Technical Support, and Product Feedback/Feature Requests, please reach out to:

Support Email: TreasuryManagementSupport@firstcitizens.com

6.2. Feature Requests



The screenshot shows a Productboard cookie consent banner. At the top left is the Productboard logo, which consists of a colorful diamond shape followed by the word "productboard" in a lowercase, sans-serif font. Below the logo, the text reads "Portal (powered by Productboard) uses cookies". The main body of the banner contains a paragraph explaining that Productboard uses cookies and similar technologies to operate the portal and improve the user experience. It mentions that some information, such as IP address and browser data, may be shared with third-party service providers and partners for analytics and advertising purposes. It states that Productboard does not sell personal information and that users can opt out of this sharing. Below this paragraph is a link to "Productboard's Privacy Policy". At the bottom of the banner are three buttons: "Accept all", "Reject all", and "Manage cookies".

productboard

Portal (powered by Productboard) uses cookies

We (Productboard) use cookies and similar technologies to operate this portal and improve your experience. Some information (such as IP address and browser data) may be shared with third party service providers and partners for analytics and advertising purposes. We do not sell your personal information. You can choose to opt out of this sharing below.

Please visit [Productboard's Privacy Policy](#) for more information about your rights. Your use of this portal and feedback you provide remain subject to our Customer's Privacy Policy.

[View our 2 partners](#)

Accept all

Reject all

Manage cookies

Have a Feature Request?

Feature requests help us drive the roadmap of future developments on the integrations. Use the section above to vote on previous ideas, or submit ideas of your own to FISPAN.

NOTE: If you have a question about a feature listed under "LAUNCHED, Subject to Bank Availability," please reach out to our Support team, or your bank representative.

Click this link to the [FISPAN Feature Request Portal](#) website to see a list of feature requests under consideration.

***Please note:** We are always thrilled to receive feedback and feature requests for our integrations. We work closely with our various partners to make decisions on what to develop next. We may reach out to you directly for additional information about a feature you've previously voted on or suggested. Lastly, due to the complexity of developing the integrations, we are generally unable to provide timelines on features listed below.

FISPAN is a vendor of your bank. To submit inquiries or complaints to your bank, please do so directly with them.