



HSBC

CONTENTS

1. Getting Started	5
1.1. Welcome	5
2. NetSuite	7
2.1. Plugin Setup	8
2.1.1. Pre-Onboarding Checklist (NetSuite)	8
2.1.2. Installation	15
2.1.2.1. Step 1: Invitation Email	15
2.1.2.2. Step 2: Register & Login	16
2.1.2.3. Step 3: Select ERP	19
2.1.2.4. Step 4: Permissions	20
2.1.2.5. Step 5: Onboard Your Bank Accounts	21
2.1.2.6. Step 6: Let NetSuite Talk to Your Bank	23
2.1.2.7. Step 7: Install Bank SuiteApp	25
2.1.2.8. Step 8: Configure NetSuite Features	26
2.1.2.9. Step 9: Create a New Security Token	29
2.1.2.10. Step 10: Connection Status	32
2.1.2.11. Step 11: Account Matching	34
2.1.2.12. Step 12: Enable Bank Feeds	39
2.1.2.13. Step 13: Plugin Access Management	40
2.1.2.14. Step 14: NetSuite Role Permission Setup	42
2.1.2.15. Step 15: Install Entity Bank Details SuiteApp	45
2.1.2.16. Step 16: Configure SuiteApps Reports Balances	56
2.1.3. Post-Onboarding Checklist (NetSuite)	58
2.1.4. Sandbox Checklist (NetSuite)	60
2.1.5. User Management via the Portal	62
2.2. Configuration	66
2.2.1. Plugin Management	67
2.2.1.1. Mapping Bank Accounts (NetSuite)	67
2.2.1.2. Updating the SuiteApp (NetSuite)	74
2.2.1.3. Uninstalling the Plugin (NetSuite)	75
2.2.1.4. Managing Security Tokens (NetSuite)	77
2.2.2. User Management	86
2.2.2.1. Setting Up Multi-Factor Authentication (NetSuite)	86
2.2.2.2. Minimum Permissions (NetSuite)	91
2.2.3. Vendor Management	95
2.2.3.1. Storing Vendor Payment Information	95
2.2.3.2. Setting Default Payment Information	96
2.2.4. Entity Bank Details	102
2.2.4.1. Entity Bank Details for NetSuite	102
2.2.4.2. Entity Bank Details SuiteApp Installation & Setup (NetSuite)	103
2.2.4.3. Viewing Entity Bank Details (NetSuite)	118
2.2.4.4. Update Entity Bank Details Bundle (NetSuite)	127
2.2.4.5. Entity Bank Details SuiteApp Import/Export (NetSuite)	129
2.2.4.6. Entity Bank Details Approvals (NetSuite)	142
2.3. Product Features	163
2.3.1. Accounts Payable	164
2.3.1.1. Vendor Payments	165
2.3.1.1.1. Bill Payments	166
2.3.1.1.1.1. Paying Bills (NetSuite)	166
2.3.1.1.1.2. Applying Discounts (NetSuite)	173
2.3.1.1.1.3. Applying Bill Credits (Natively in NetSuite)	181
2.3.1.1.1.4. Applying Bill Credits During Payment (NetSuite)	184
2.3.1.1.1.5. Voiding and Repaying Bills (NetSuite)	192
2.3.1.1.2. Bill Payment History	200
2.3.1.1.2.1. Viewing Bill History (NetSuite)	200
2.3.1.1.2.2. Customizing Filters (NetSuite)	205
2.3.1.1.2.3. Customizing Columns (NetSuite)	220
2.3.2. Bank Feeds	236
2.3.2.1. Enabling Bank Feeds (NetSuite)	236

2.3.2.2. Setting Up Permissions (NetSuite)	255
2.3.2.3. Adding Accounts to Bank Feeds (NetSuite)	257
2.3.2.4. Excluding Duplicate Transactions (NetSuite)	260
2.3.2.5. Disabling Bank Feeds (NetSuite)	263
2.3.3. Cash Management	265
2.3.3.1. Managing Bank Accounts (NetSuite)	265
2.4. Troubleshooting	272
2.4.1. FAQs (NetSuite)	272
2.5. Release Notes	287
2.5.1. Release Notes (NetSuite)	287
2.5.2. Entity Bank Detail Release Notes	288
3. Intacct	289
3.1. Plugin Setup	290
3.1.1. Pre-Onboarding Checklist (Intacct)	290
3.1.2. Installation	295
3.1.2.1. Step 1: Enable Web Services	295
3.1.2.2. Step 2: Invitation Email	297
3.1.2.3. Step 3: Registration & Login	298
3.1.2.4. Step 4: Select ERP	301
3.1.2.5. Step 5: Overview	302
3.1.2.6. Step 6: Onboard Your Bank Accounts	303
3.1.2.7. Step 7: Permissions	305
3.1.2.8. Step 8: Web Services Authorization	306
3.1.2.9. Step 9: Create Web Service User	308
3.1.2.10. Step 10: Enter Web Service User Credentials	312
3.1.2.11. Step 11: Install Plugin	313
3.1.2.12. Step 12: Set Permissions for a Role	316
3.1.2.13. Step 13: Assign Role to Web Service User	321
3.1.2.14. Step 14: Assign Role to User	322
3.1.2.15. Step 15: Connection Status	323
3.1.2.16. Step 16: Account Matching	325
3.1.2.17. Step 17: Enable Bank Feeds	326
3.1.2.18. Step 18: Bank Feeds Setup	327
3.1.2.19. Step 19: Set Default Payment Information	336
3.1.2.20. Step 20: Store Vendor Payment Information	338
3.1.3. Post-Onboarding Checklist (Intacct)	342
3.1.4. Sandbox Checklist (Intacct)	343
3.1.5. User Management via the Portal	346
3.2. Configuration	350
3.2.1. Plugin Management	351
3.2.1.1. Mapping Bank Accounts (Intacct)	351
3.2.1.2. Updating the Plugin (Intacct)	356
3.2.1.3. Uninstalling the Plugin (Intacct)	360
3.2.1.4. Intacct Approval Process	366
3.2.2. User Management	369
3.2.2.1. Setting up Multi-Factor Authentication (Intacct)	369
3.2.3. Vendor Management	374
3.2.3.1. Payment Method Approvals (Intacct)	374
3.2.3.2. Updating Vendors via CSV (Intacct)	392
3.3. Product Features	404
3.3.1. Accounts Payable	405
3.3.1.1. Vendor Payments	406
3.3.1.1.1. Bill Payments (Intacct)	406
3.3.1.1.1.1. Applying Discounts (Intacct)	417
3.3.1.1.1.2. Making Adjustments (Intacct)	424
3.3.1.1.1.3. Making Partial Payments	427
3.3.1.1.1.4. Voiding & Repaying Bills (Intacct)	434
3.3.1.1.2. Bill Payment History (Intacct)	439
3.3.1.1.2.1. Viewing Bill History (Intacct)	439
3.3.1.1.3. Customizable Columns and Filters (Intacct)	443
3.3.1.1.4. Managing Vendor Payment Methods (Intacct)	454
3.3.1.1.4.1. Managing Vendor Payment Methods (Intacct)	457

3.3.1.1.4.2. Enabling Combined Bills (Intacct)	474
3.3.2. Cash Management	479
3.3.2.1. Managing Bank Accounts (Intacct)	479
3.3.3. Bank Feeds	487
3.3.3.1. Bank Feed Requirements (Intacct)	487
3.3.3.2. Reconciliation Rule & Rule Set (Intacct)	492
3.3.3.3. Enabling Bank Feeds (Intacct)	496
3.3.3.4. Adding Accounts to Bank Feeds (Intacct)	505
3.3.3.5. Disconnecting Bank Feeds (Intacct)	509
3.4. Troubleshooting	511
3.4.1. FAQs (Intacct)	511
4. Payment Rail Requirements	514
4.1. ACH	515
4.2. Domestic Wire	516
4.3. UK FPS	518
4.4. CHAPS	520
4.5. BACS	522
4.6. SEPA	524
5. Support	526
5.1. Contact Us	527

1. Getting Started

1.1. Welcome

The HSBC Integrator allows you to connect your accounts with your accounting software package. This connection is powered by FISPAN, seamlessly integrating with HSBC to create a direct connection between your chosen bank accounts and selected accounting software package, giving you visibility into your balances and transactions, direct bank feeds for reconciliation, and streamlined payment initiation for your vendor bills.

The HSBC Integrator product guides are where you will find step-by-step walkthroughs, support documentation, and other helpful resources. Use the quickstart links below, or try the search function and navigation menu on the left.

Getting Started

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
Oracle NetSuite (NetSuite)	Pre-Onboarding Checklist (NetSuite)	Release Notes (NetSuite)
	Installation Guide	
Sage Intacct (Intacct)	Pre-Onboarding Checklist (Intacct)	Release Notes (Intacct)
	Installation Guide	

Features

The HSBC Integrator plugin supports the following features:

Cash Management (Information Reporting)

Feature	NetSuite	Intacct
Bank Accounts	In Pilot	In Pilot
Reconciliation Manual Export	In Pilot	In Pilot

Bank Feeds

Feature	NetSuite	Intacct
Bank Feeds	In Pilot	In Pilot

Accounts Payable

Feature	NetSuite	Intacct
Vendor Payments	<i>In Pilot</i>	<i>In Pilot</i>
Credit Memos	<i>In Pilot</i>	<i>In Pilot</i>
Discounts	<i>In Pilot</i>	<i>In Pilot</i>
Partial Payments	-	<i>In Pilot</i>

Payment Rails

HSBC Integrator support multiple payment rails to keep your business moving. Click any supported rail to review the payment requirements.

Payment Rail	NetSuite	Intacct
ACH – <i>US/USD</i>	<i>In Pilot</i>	<i>In Pilot</i>
Domestic Wires - <i>US/USD</i>	<i>In Pilot</i>	<i>In Pilot</i>
UK FPS - <i>GBP</i>	<i>In Pilot</i>	<i>In Pilot</i>
CHAPS - <i>GBP</i>	<i>In Pilot</i>	<i>In Pilot</i>
UK BACS – <i>GBP</i>	<i>In Pilot</i>	<i>In Pilot</i>
SEPA – <i>Eurozone in EUR</i>	<i>In Pilot</i>	<i>In Pilot</i>

Still Have Questions?

Contact your HSBC support representative.

2. NetSuite

2.1. Plugin Setup

2.1.1. Pre-Onboarding Checklist (NetSuite)

Prior to beginning installation, please follow the steps below to ensure that the installation process runs smoothly.

An onboarding call may be optionally scheduled by your HSBC representative to support with installation and any missed pre-onboarding steps may result in the onboarding call being canceled and rescheduled. If an onboarding call is required, your HSBC representative will inform you.

You will need an HSBCnet System Administrator when connecting your HSBC bank accounts.

Bring a NetSuite Administrator

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

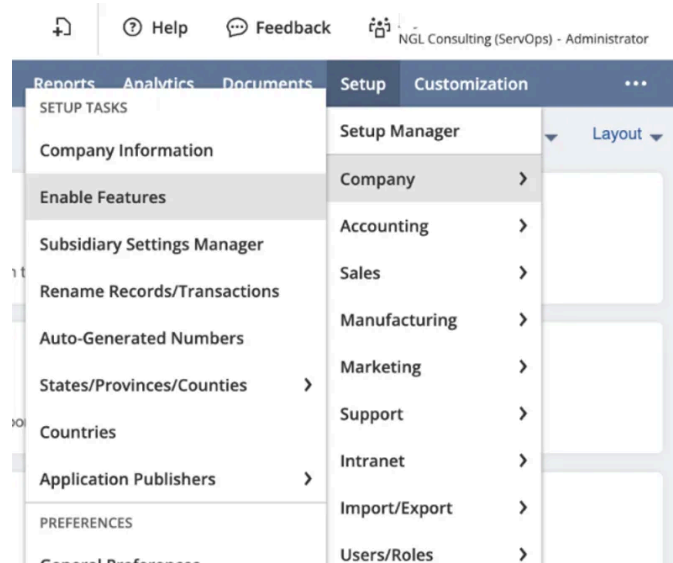
- Install plugin
 - Create access tokens
 - Configure features for the NetSuite company
 - Define permissions on scripts
 - Manage users/roles
-

Review Multiple Currencies Setup

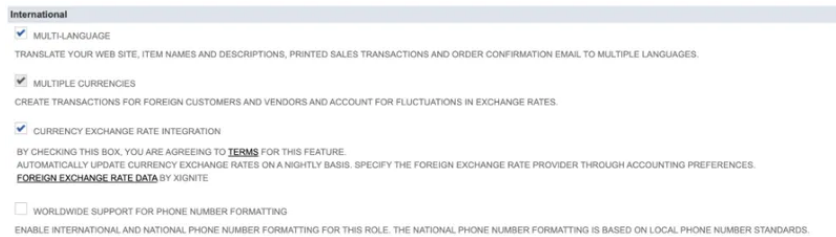
The plugin is built with multi-currency to support growing businesses that scale beyond single-currency operations. In NetSuite, it is **mandatory** to enable the Multiple Currencies feature. Attempting to use the plugin without this feature enabled will result in a SuiteScript error on every page.

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

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



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



Note Your NetSuite Edition

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

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

Disable Payment Approvals Inside NetSuite

Applicable if using the Accounts Payable product.

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

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

Confirm Sandbox Testing

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

Note Any Custom Workflows or Scripts

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

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

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

Note Any Third-Party Plugins or Applications

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

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

Note Where Banking Details Are Stored

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

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

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

Review Limitations

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

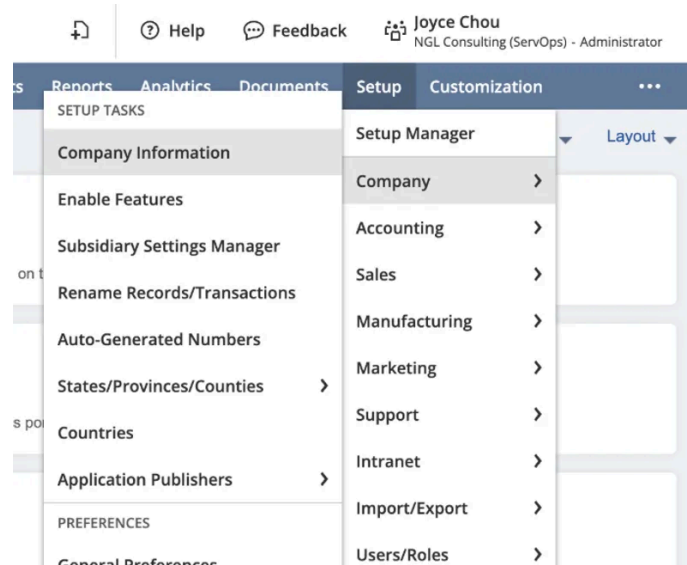
- Environments without NetSuite's Multiple Currencies feature enabled
- Non-OneWorld NetSuite editions (no Subsidiaries)
- Partial Payments
- Automated reconciliation Transaction data directly into the NetSuite reconciliation module(s)
- Handling of payroll or employee commissions
- User-specific approvals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

Have the Invitation Email Handy

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

Have Your NetSuite Account ID Handy

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



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

Confirm Hardware & Software Requirements

Browser support (minimum versions):

- Chrome: 65
- Firefox: 66

- Safari: 12
- Edge: 79

Operating systems (minimum versions):

- Windows 7
- macOS - El Capitan

Minimum screen resolution:

- 1200x800px

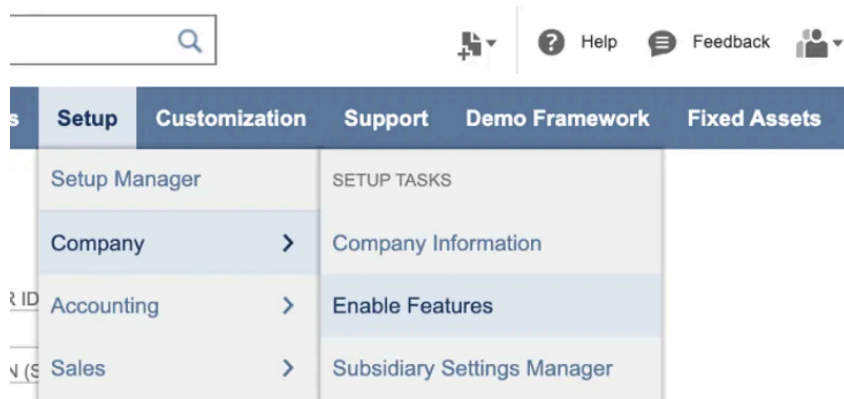
Configure NetSuite Features

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

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

1 Navigate to Enable Features

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

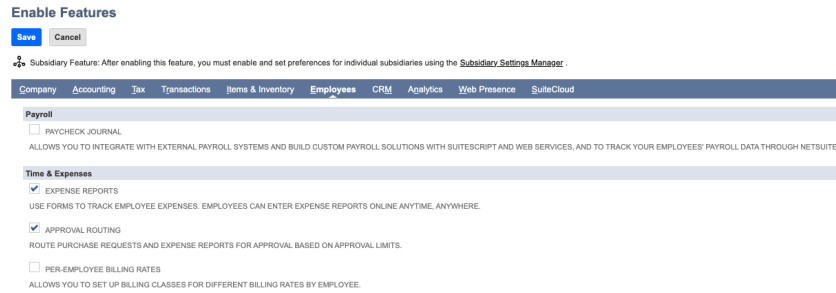


2 Enable Multiple Currencies

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

3 Enable Expense Reports

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



Enable Features

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

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

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

Payroll

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

Time & Expenses

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

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

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

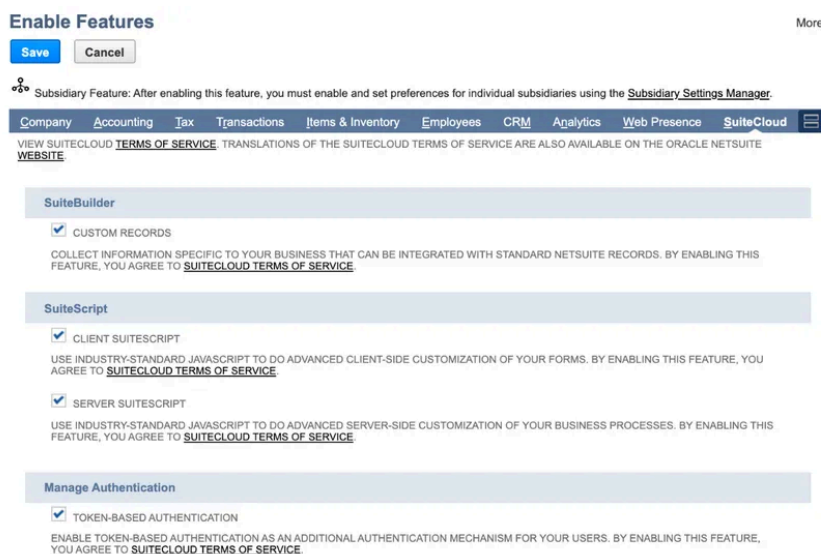
Enable Expense Reports

4 Enable SuiteCloud

Under the SuiteCloud tab, select the following items:

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

Click **Save**.



Enable Features 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](#).

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**.

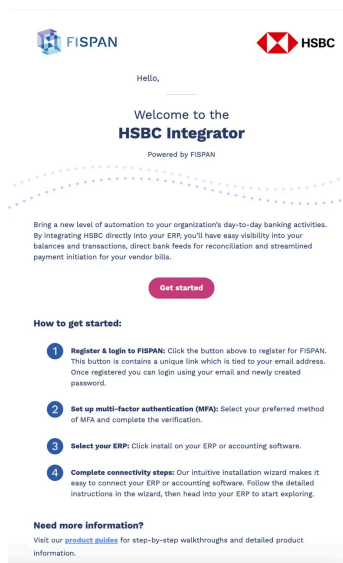
2.1.2. Installation

2.1.2.1. Step 1: Invitation Email

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

The invitation email will arrive with the following subject line:

Welcome to HSBC Integrator - Powered by FISPAN [Production] - [your-name]



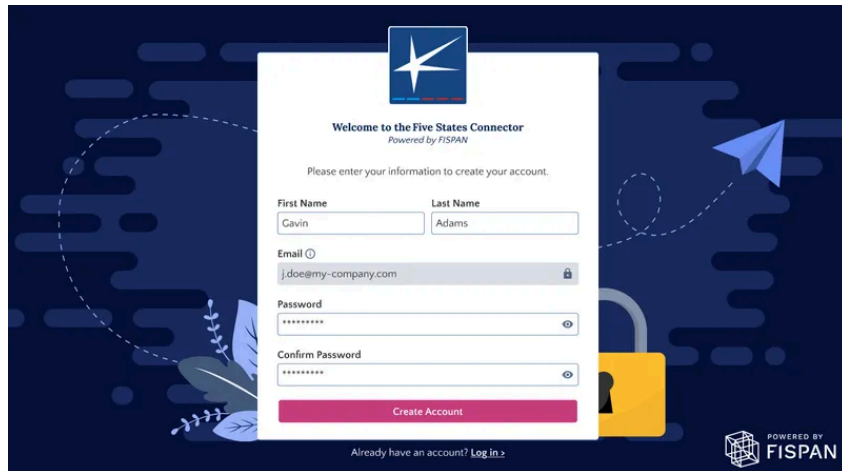
Invitation Email

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 HSBC Integrator Portal. Create your login credentials and select **Create Account**.



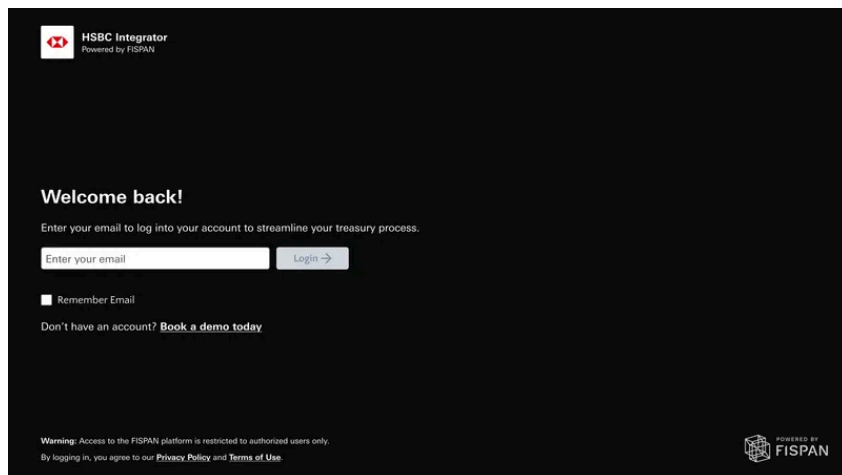
Passwords are required to be 8 characters and contain at least one uppercase, lowercase, number and special character

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

2 Login to Your Account

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

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



Welcome Page for Sandbox

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

Setting Up SMS MFA

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

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

1 Enroll Phone Number

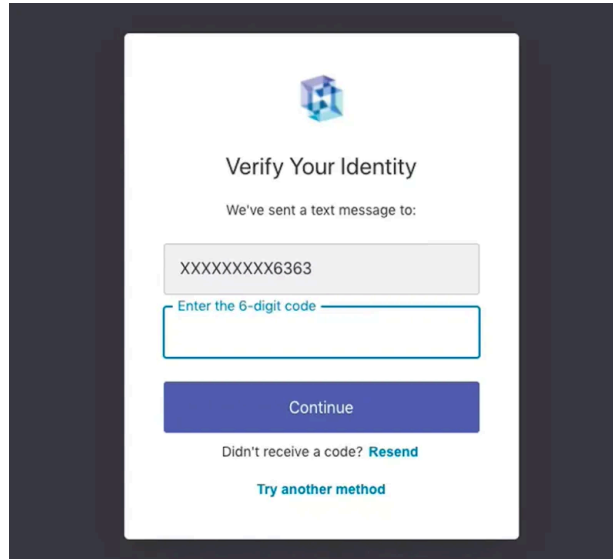
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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

2 Enter Code

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

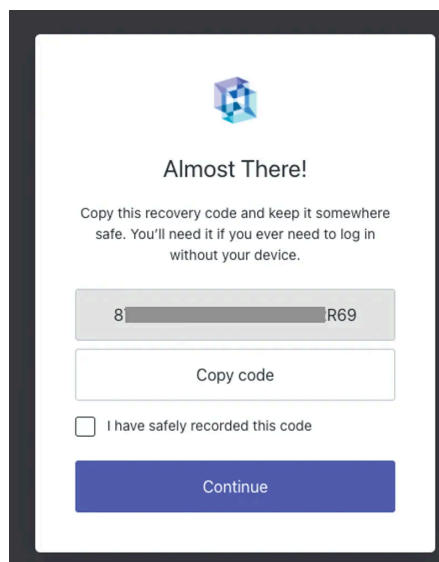
Select **Continue**.

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

6-digit Verification

3 Save Recovery Code

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

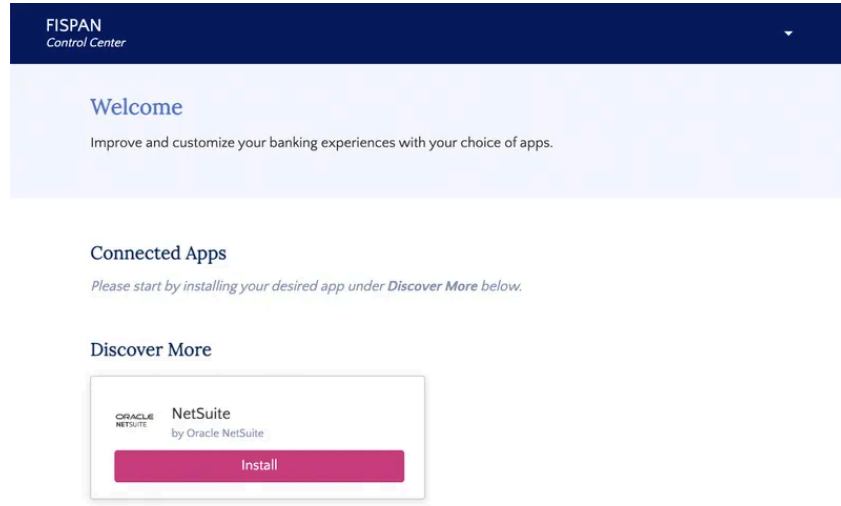
A screenshot of a mobile application screen titled "Almost There!". At the top is a blue cube icon. Below it, the text "Almost There!" is centered. Underneath, it says "Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device." There is a grey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

Recovery Code

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

2.1.2.3. Step 3: Select ERP

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

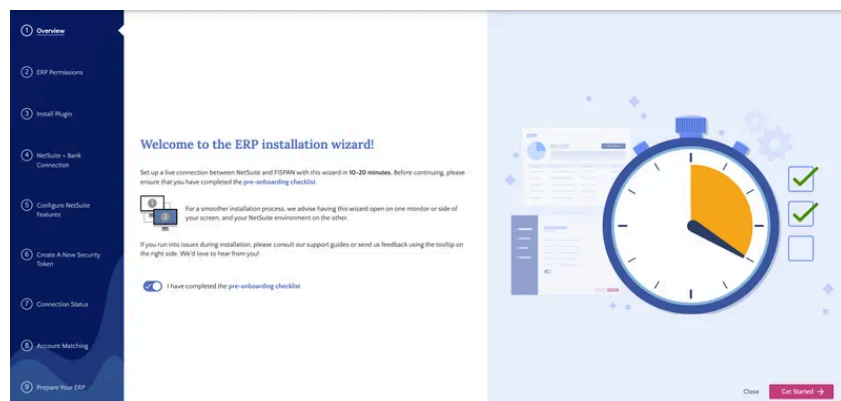


Select Install

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**.

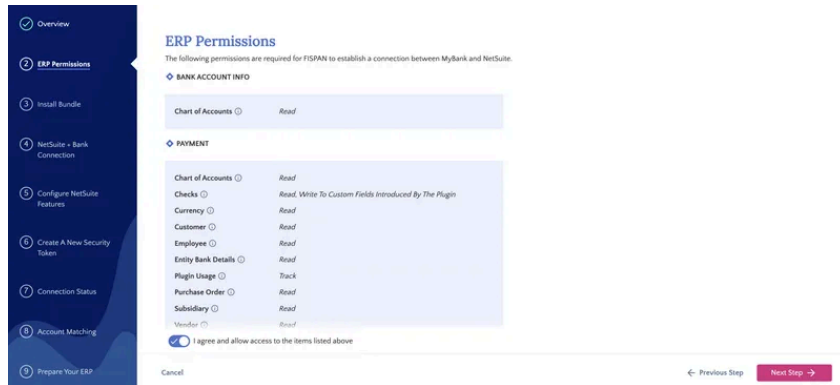


Select "Get Started" on the Welcome to the plugin Installation wizard

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.



ERP Permissions

The following permissions are required for FISPA to establish a connection between MyBank and NetSuite.

BANK ACCOUNT INFO

Permission	Access
Chart of Accounts	Read

PAYMENT

Permission	Access
Chart of Accounts	Read
Checks	Read, Write To Custom Fields Introduced By The Plugin
Currency	Read
Customer	Read
Employee	Read
Entity Bank Details	Read
Plugin Usage	Track
Purchase Order	Read
Subsidiary	Read
Vendor	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

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: Onboard Your Bank Accounts

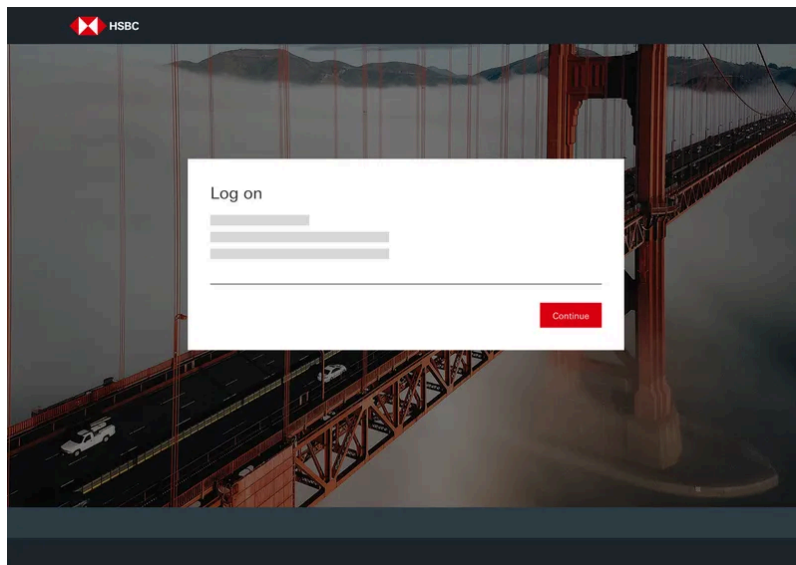
In this step, the HSBCnet System Administrator will need to be authenticated via a secure link. The System Administrator will select the account(s) intended to be connected with the HSBC Integrator.

IMPORTANT: If you skip this step, you won't be able to onboard your bank accounts to the HSBC Integrator.

1 Connect to HSBC

Click on **Connect to Bank**, and it will open a new window for you to log into HSBCnet.

Once redirected, click **Continue**.



Click Continue

2 Authenticate with your HSBCnet Credentials

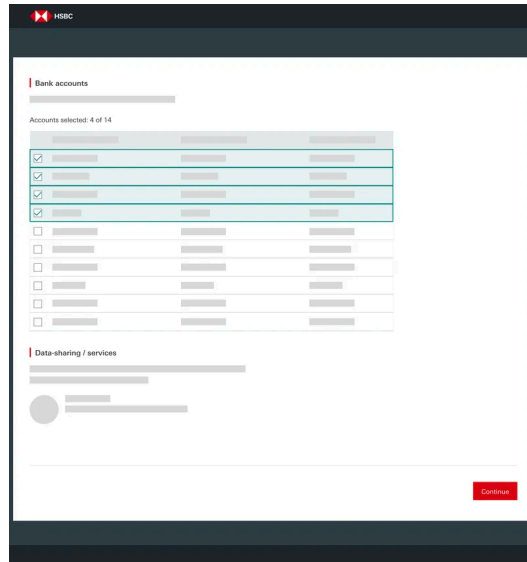
Now you will be asked to authenticate using your HSBCnet credentials. You need to be a System Administrator.

Once logged into HSBCnet, you will be presented with bank accounts eligible for connectivity.

3 Select the Bank Account(s) and Authorize the Connection

Check the box(es) next to the account numbers that you want to connect with your HSBC Integrator. Check the box in the **Declaration** section to confirm your authorization.

Then, press **Continue**.



Select Bank Accounts

After you select the accounts, a review screen will appear. Once you've reviewed them and you are happy with your selections, please click the **Confirm** button.

After you authorize the accounts, a confirmation screen will appear. You can then return to the installation wizard.

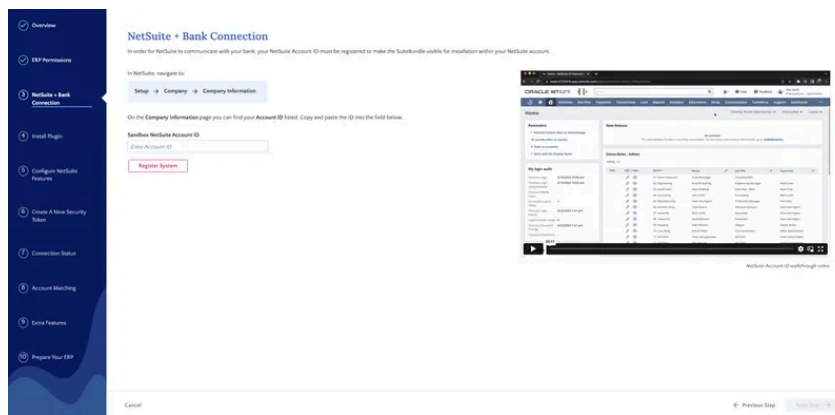
2.1.2.6. Step 6: Let NetSuite Talk to Your Bank

About NetSuite Account ID

Your NetSuite Account ID is required to connect HSBC Integrator to your NetSuite environment.

Register Your Account ID

- 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:

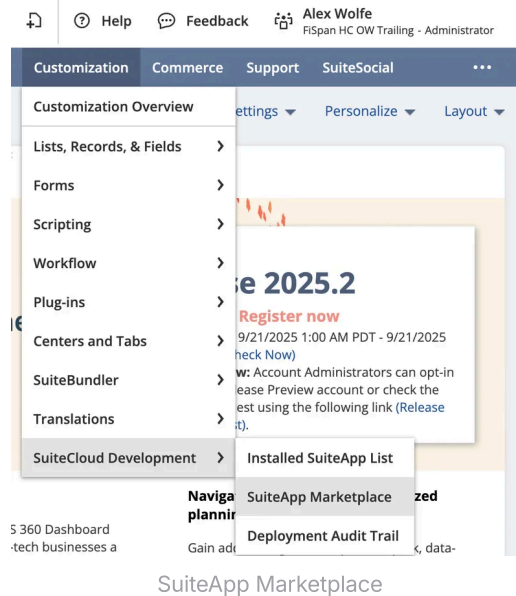
- 1 Verify that you have entered the **Account ID** correctly.

- 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**.

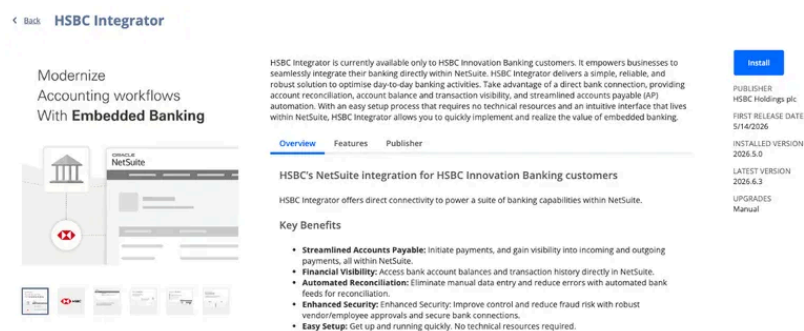
If the issue persists after verifying the **Account ID**, please contact HSBC Support for further assistance.

2.1.2.7. Step 7: Install Bank SuiteApp

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



To search for the SuiteApp, type "HSBC Integrator" in the Search SuiteApp field. Click on the SuiteApp to proceed with installation. Select **Install** to install the SuiteApp, then select **Install** again to confirm. Once the SuiteApp has been installed, the HSBC Integrator tab will appear on your NetSuite menu.



Install "HSBC Integrator" SuiteApp

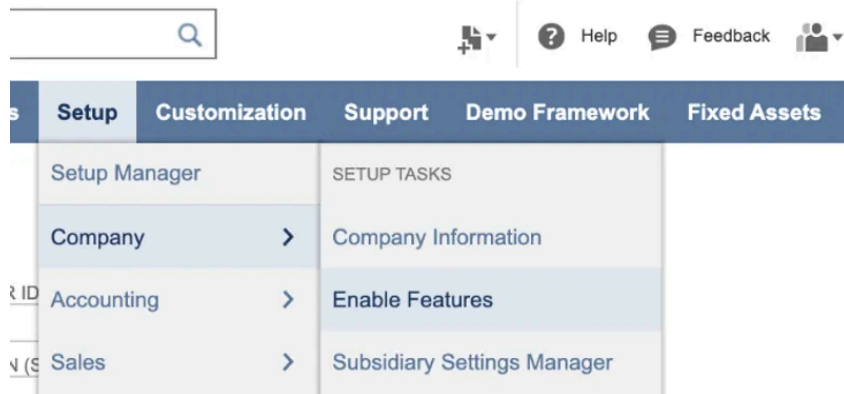
Then, head back to the installation wizard and select **Next Step**.

2.1.2.8. Step 8: Configure NetSuite Features

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

1 Navigate to Enable Features

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

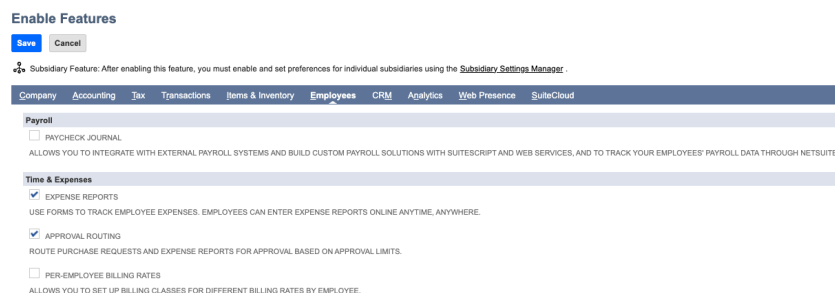


2 Enable Multiple Currencies

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

3 Enable Expense Reports

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



Enable Expense Reports

4 Enable SuiteCloud

Under the SuiteCloud tab, select the following items:

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

Click **Save**.

Enable Features

SaveCancel

More

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

CompanyAccountingTaxTransactionsItems & InventoryEmployeesCRMAnalyticsWeb PresenceSuiteCloud

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

SuiteBuilder

☒ CUSTOM RECORDS

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

SuiteScript

☒ CLIENT SUITESCRIPT

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

☒ SERVER SUITESCRIPT

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

Manage Authentication

☒ TOKEN-BASED AUTHENTICATION

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

5 Set Up Accounting Preferences

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

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

Navigate to Accounting Preferences

27 / 527

Created at Oct 01, 2026

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**.

2.1.2.9. Step 9: Create a New Security 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 HSBC Support for assistance.

IMPORTANT: To ensure your bank plugin is set up correctly and functions as expected, you must understand the minimum permissions and user roles required. Following the recommended approach for managing access tokens is critical to avoid potential service disruptions.

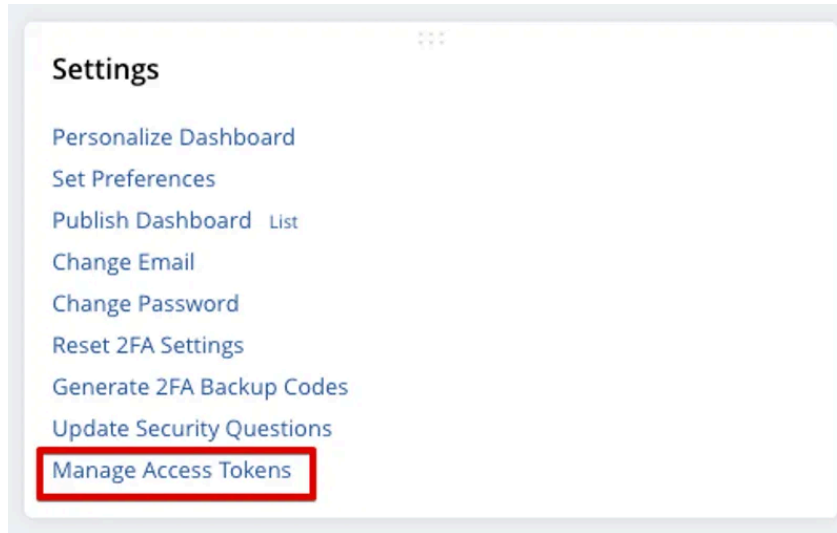
Please refer to [Minimum Permissions \(NetSuite\)](#) for a complete overview of the required permissions for each role and step-by-step configuration guidance.

Create a New Security Token

1 Navigate to Manage Access Tokens

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

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



Select Manage Access Tokens on Settings

2 Add New My Access Token

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



Access Tokens

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

Access Token

Save **Cancel**

Primary Information

APPLICATION NAME *

TOKEN NAME *

☐ INACTIVE

Use Application Name Drop-down

Select **New My Access Token**, then select HSBC Integrator in the **Application Name** box, a **Token Name** will automatically populate then click **Save**.

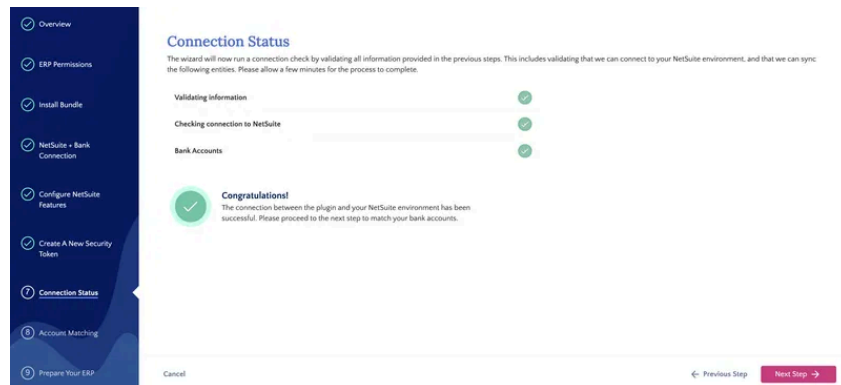
Once you click Save, the loaded page will show a **Token Key** and a **Token Secret**. Copy and paste the Token ID and Token Secret to the appropriate box in the installation wizard.

Once complete, select **Next Step** in the installation wizard.

2.1.2.10. Step 10: Connection Status

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

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

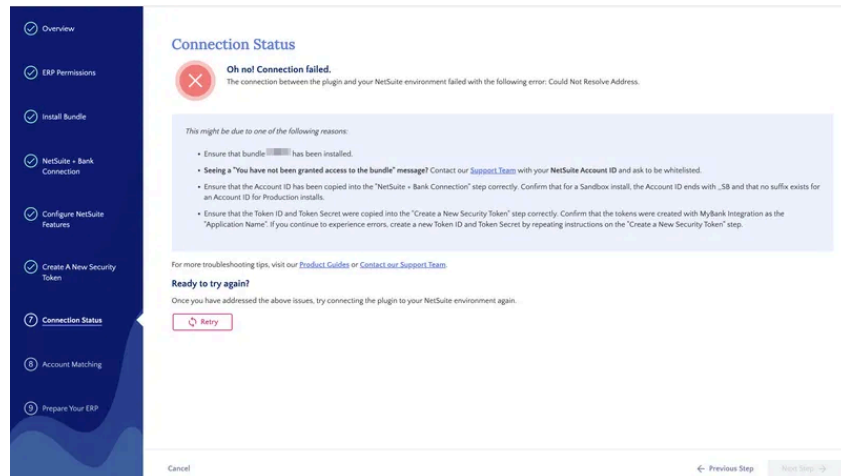


Successful Connection Message

Failed Connection Checks

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

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



Failed Connection Check

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

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

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

2.1.2.11. Step 11: 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.

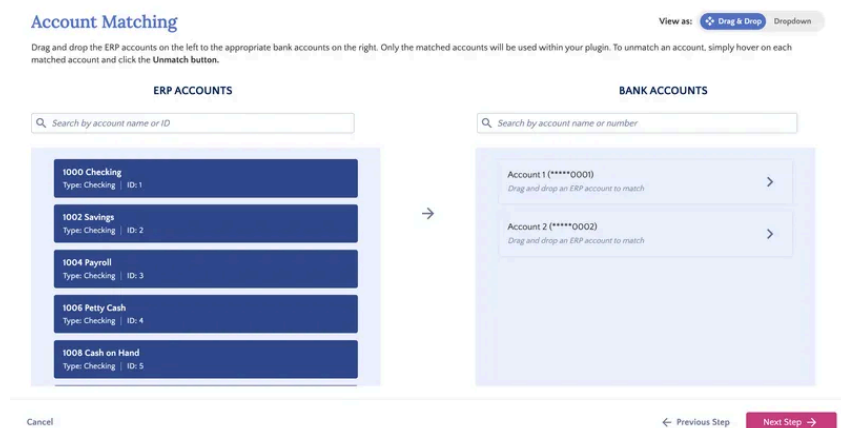
If you receive an error during account matching after the feature is enabled, please contact HSBC Support for further assistance.

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 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 HSBC Representative.

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

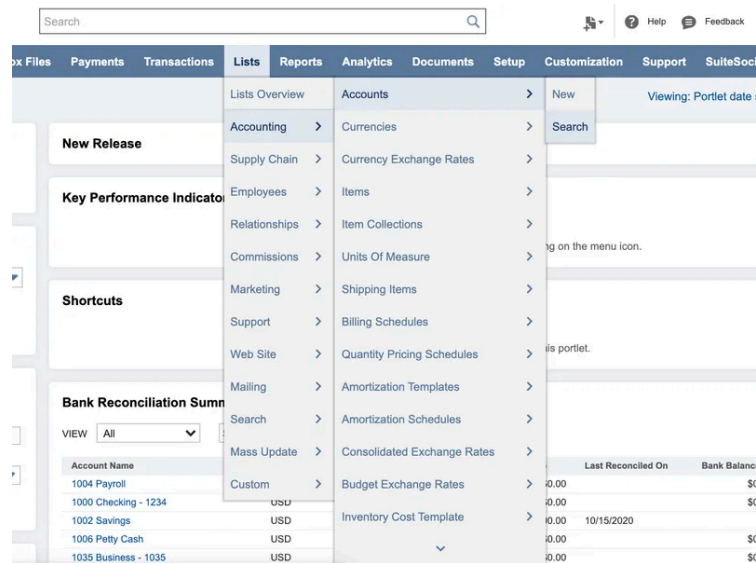
If you see the error again, click **Next Step** and finish the rest of the installation wizard.

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

Submit Reset Export Personalize Search Create Saved Search

☐ USE ADVANCED SEARCH

NUMBER
Any

NAME
Any

DISPLAY NAME
Any

TYPE
any of

Bank
Accounts Receivable

1099-MISC CATEGORY
any of

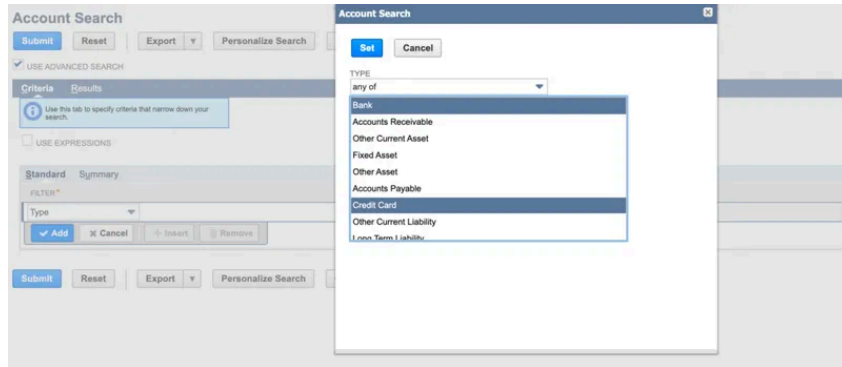
- None -
Box 1. Rents
Box 10. Crop Insurance Proceeds
Box 13. Excess Golden Parachute Payments
Box 14. Gross Proceeds Paid to an Attorney

SUMMARY ☒ EITHER ☐ YES ☐ NO

INACTIVE ☒ EITHER ☐ YES ☐ NO

Select Use Advanced Search

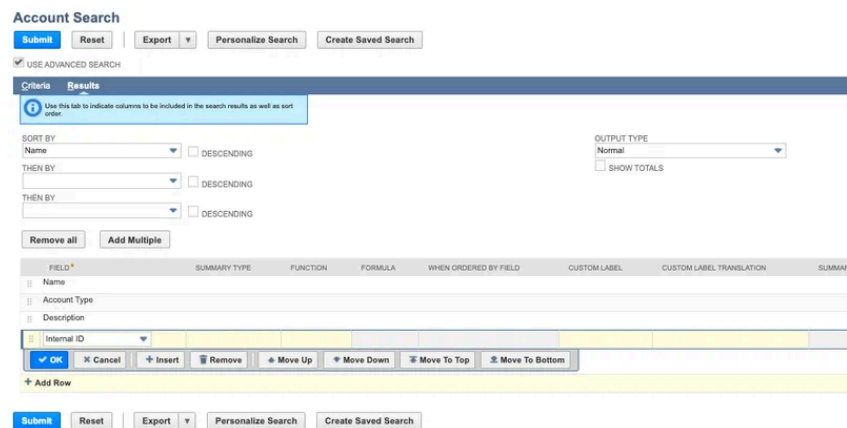
Under the Criteria tab, in the filter box, select **Type** and choose **Bank** (and/or **Credit Card** if matching for SUA payments). Then select **Set**.



Select Bank and Credit Card from Type Drop-down

2 Filter Results with Internal ID

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



Add Internal ID

Once complete, select **Submit**.

3 Download XLS Format

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

Account Search: Results

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

☐ FILTERS

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

Download XLS

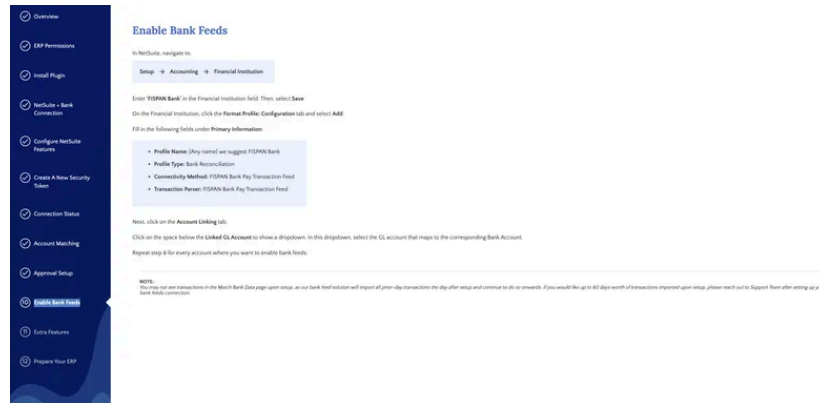
Once the download is complete, please open the XLS file and add a column with the last 4 digits of the Account the Internal ID should be mapped to.

Save this XLS file, and you can contact HSBC Support to help you troubleshoot.

2.1.2.12. Step 12: Enable Bank Feeds

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

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



Enable Bank Feeds Step

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

On the Enable Bank Feeds page

In-ERP setup instructions

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

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

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

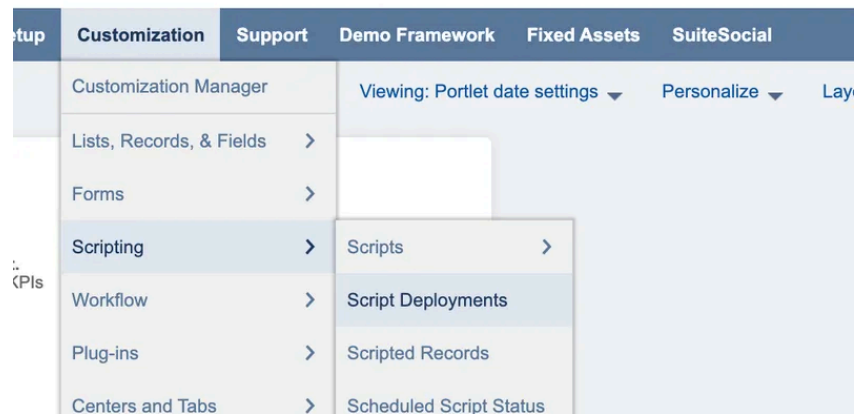
2.1.2.13. Step 13: Plugin Access Management

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

- HSBC **Integrator Bank Accounts**
- HSBC **Integrator Pay Vendor Bills**
- HSBC **Integrator Payments History**
- HSBC **Integrator Trans Feed Config** (Connectivity Method field used in Bank Feeds setup)
- HSBC **Integrator User Customization** (Customize columns)

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

ERM View	CustomerHistory_Abnc_01_M4_75_X	HSBC Integrator Bank & Trans	2.1	Released	HSBC Integrator Bank & Transactions	4/10/2018 10:22 am
ERM View	CustomerHistory_Abnc_02_M40_045_0	HSBC Integrator Corporate Remittance	2.1	Released	HSBC Integrator Corporate Remittance	4/10/2018 11:44 am
ERM View	CustomerHistory_Abnc_03_M4_005_X	HSBC Integrator Pay Vendor Bills	2.1	Released	HSBC Integrator Pay Vendor Bills	4/10/2018 10:22 am
ERM View	CustomerHistory_Abnc_04_M4_007_X	HSBC Integrator Payment Approvals	2.1	Released	HSBC Integrator Payment Approvals	4/10/2018 10:22 am
ERM View	CustomerHistory_Abnc_05_M4_009_X	HSBC Integrator Payments History	2.1	Released	HSBC Integrator Payments History	4/10/2018 10:22 am
ERM View	CustomerHistory_Abnc_07_M4_010_X	HSBC Integrator Scheduled Payments	2.1	Released	HSBC Integrator Scheduled Payments	4/10/2018 10:22 am
ERM View	CustomerHistory_Abnc_08_M4_011_X	HSBC Integrator Trade Fact Collg	2.1	Released	HSBC Integrator Trade Fact Collg	4/10/2018 10:22 am
ERM View	CustomerHistory_Abnc_09_M4_012_X	HSBC Integrator User Customization	2.1	Released	HSBC Integrator User Customization	4/10/2018 10:22 am

HSBC Integrator Suitelets

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

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

- [Step 2: Manage SuiteApp Access - Suitelets](#)
- [Step 3: Manage SuiteApp Access - RESTlets](#)
- [Step 4: Manage SuiteApp Access - User Events](#)

Or if this is the initial installation, you can wait to install and configure the Entity Bank Details bundle later as described in:

[Step 15: Install Entity Bank Details SuiteApp](#)

2.1.2.14. Step 14: NetSuite Role Permission Setup

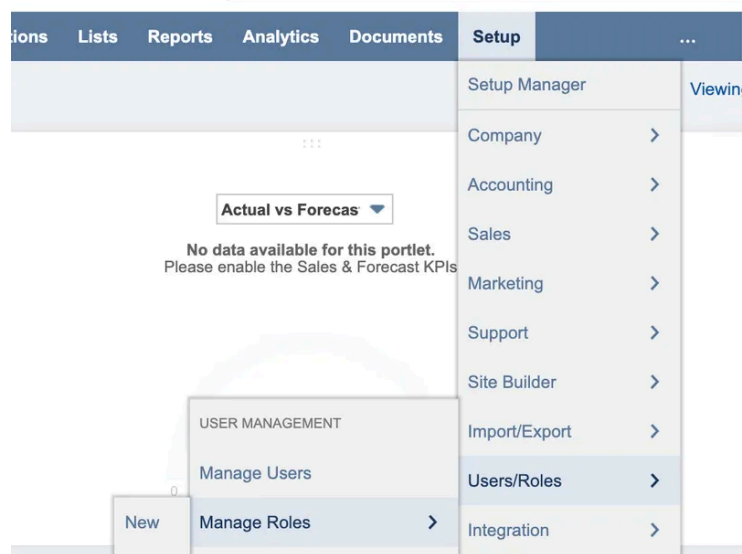
If you receive an "INSUFFICIENT_PERMISSION" error or can't see all the accounts, it's because your NetSuite user role does not have the correct permissions. You'll need to update your permissions following these steps.

Update Role Permissions

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

1 Go to Manage Roles

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



Go to Manage Roles

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

2 Add List Permissions

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

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

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

"Setup" Permissions

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

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

Select **Save**.

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

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

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

- [Step 15: Install Entity Bank Details SuiteApp](#)

2.1.2.15. Step 15: Install Entity Bank Details SuiteApp

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

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

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

Entity Bank Details (EBD) Installation Instructions

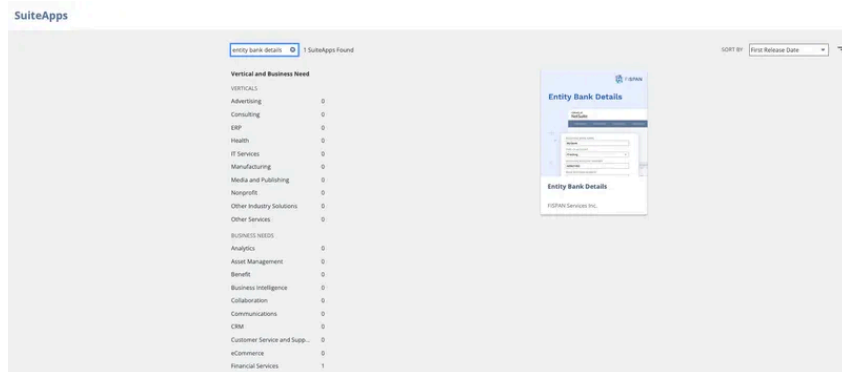
1 Install Entity Bank Details SuiteApp

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

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

[Go to SuiteApp Marketplace](#)

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



Click on Entity Bank Details Tile

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

Back
Entity Bank Details



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

Overview
Features
Publisher

Centralized and Global Payment Information

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

Key Benefits

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

Boost Control with Built-in Approvals

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

Install

PUBLISHER
FSPAN Services Inc.
FIRST RELEASE DATE
1/1/2020
INSTALLED VERSION
2024.1.0
UPDATES
Manual

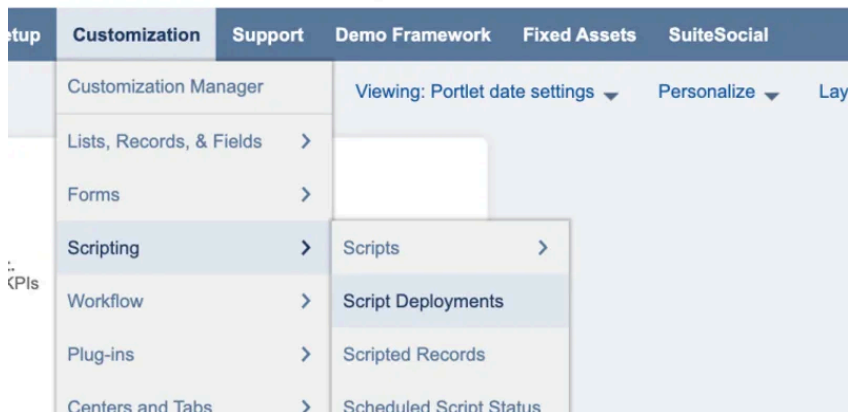


Click Install

2 Manage SuiteApp Access - Suitelets

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

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

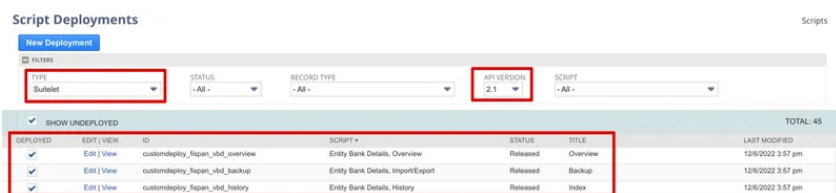


Go to Script Deployments

On the Script Deployments page, apply the following filters:

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

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



Filter for Suitelets on API Version 2.1

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

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

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

Then, select **Save**.

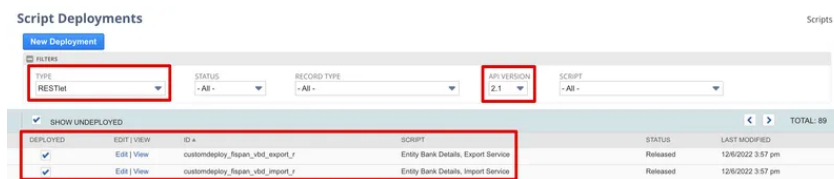
Stay on this page for the next steps.

3 Manage SuiteApp Access - RESTlets

On the Script Deployments page, apply the following filters:

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

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



Select Edit on the the Script Deployment

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

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

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

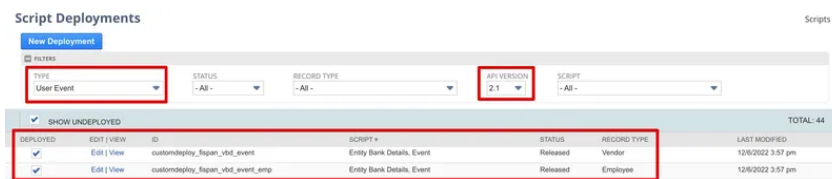
Then, select **Save**.

4 Manage SuiteApp Access - User Events

On the Script Deployments page, apply the following filters:

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

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



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

Filtering for User Events on API Version 2.1

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

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

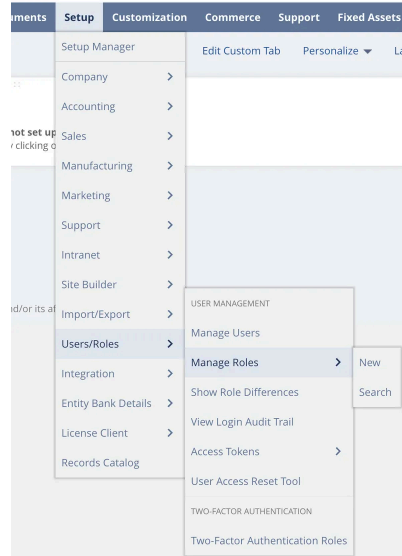
Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Then, select **Save**.

5 Manage SuiteApp Access - Custom Records

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

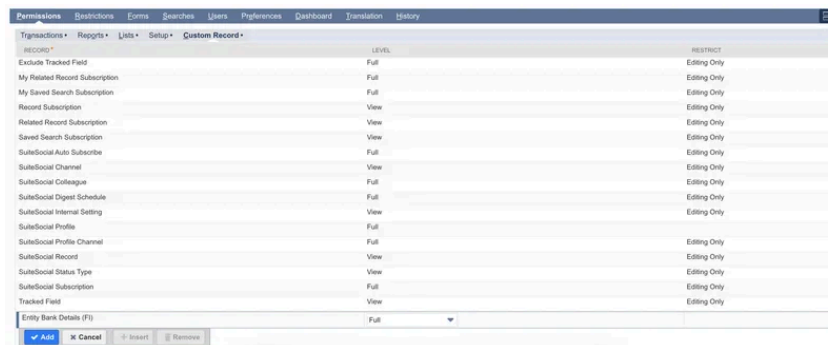
Then, select **Edit** for the role for which you would like to grant access to the Entity Bank Details SuiteApp records.



Go to Manage Roles

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

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



Search and Select Entity Bank Details

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

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

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

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

Use the search box to find and set the permission:

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

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

Use the search box to find the following permission:

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

Then, select **Save**.

6 Storing Bank Information

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

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

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

Entity Bank Details Overview More

Vendors Employees					
Refresh	Quick Filter:			1.40	PAGE 13 TOTAL: 113
#	VIEW	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
1	View	ABC Corporation		1852	0
2	View	AL Systems Ltd		1305	0
3	View	Alexander Valley Vineyards		944	0
4	View	Alibaba		902	0
5	View	Amazon Inc.		1852	0

Select View for the desired Vendor or Employee

Select **Add**.

Entity Bank Details Overview

Vendors

Employees

AL Systems Ltd - Bank Details

Back

Add

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

Back

Add

Select Add

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

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

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

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

Select Save

Then, select **Save**.

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

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

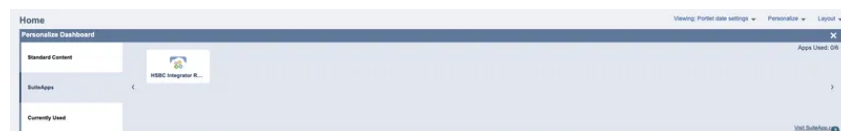
To prevent data loss, you must export your data before uninstalling. Please use the Export feature on the Import/Export page to save all your records and history logs. This is outlined in the Entity Bank Details SuiteApp Import/Export (NetSuite) page.

2.1.2.16. Step 16: Configure SuiteApps Reports Balances

Navigate to the **Homepage**.

Select **Personalize** in top right → **SuiteApps** → **HSBC Reports Balance** to view balances.

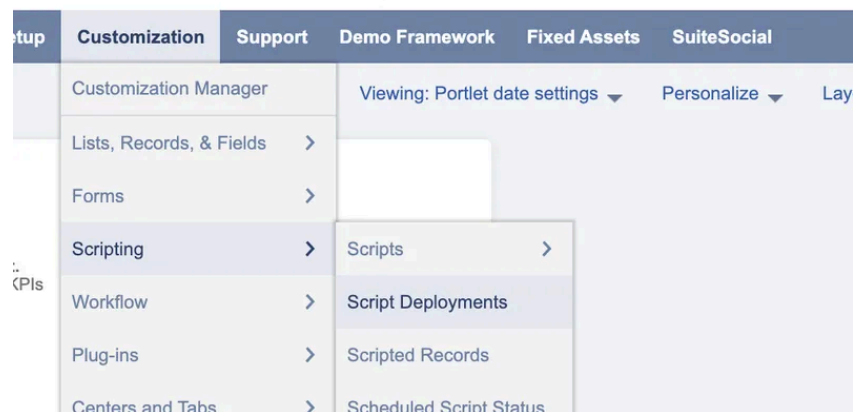
Non-admin roles need to be added to the HSBC **Reports Balance Portlet**. The Administrator has full access to view all plugin pages. In order to allow access to other users and departments, follow these steps:



Personalize - HSBC Integrator Reports Balance

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

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



Go to Script Deployments

Select **Edit** on the Reports Balance Portlet.

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

Script Deployments

Script

12 FILTERS

SHOW UNDEPLOYED

INTERNAL ID	EXT. VIEW	ID	STATUS	DEPLOYED OUTLAPP	TITLE	LAST MODIFIED	TOTAL: 1
863	Edit View	CustomDeploy_HBSP_SF_S&P	Released	☒	HSBC Integrator Reports Balance	12/05/2022 9:34 pm	

Select Edit

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.

NOTE: For Sandbox users, you can 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 13: Plugin Access Management](#) and [Step 14: NetSuite Role Permission Setup](#) to enable permissions.

Install Entity Bank Details Bundle

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

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

You can follow [Entity Bank Details for NetSuite](#) or [Step 15: Install Entity Bank Details SuiteApp](#) for instructions on how to install this bundle.

Enter Bank Details Into the Bundle

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

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

Option 1: Manual Entry

Refer to **Storing Bank Account Information** on [Step 15: Install Entity Bank Details SuiteApp](#) for instructions on how to manually add Entity Bank Details to a payee.

Option 2: Import via CSV template

Refer to [Entity Bank Details SuiteApp 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 or BACS information using our Electronic Bank Payments export feature. Refer to the **Transferring Bank Details from Electronic Bank Payments Bundle** section of [Entity Bank Details SuiteApp Import/Export \(NetSuite\)](#).

Enable Bank Feeds

NOTE: For Sandbox users, please skip this step.

The HSBC Integrator 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. Follow [Enabling Bank Feeds \(NetSuite\)](#), the setup process takes minutes and allows you to set up all your accounts at once.

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](#) for how you can do this manually on a per-payee basis, or through a mass update via CSV import.

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

2.1.4. Sandbox Checklist (NetSuite)

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

Scenarios to Test

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

Vendor Setup

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

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

Bill Setup and Payment

Repeat this test scenario for each available payment rail.

Verify that each test vendor has the required payment details entered for their specific payment rail type (ACH, Wire, BACS, SEPA, etc.).

- 1 Create a bill, ensuring all mandatory fields are populated.
- 2 Go to **Payments → Vendor Bills** in the plugin.
- 3 Select the bill you just created.
- 4 Select a payment method (skip if the vendor has a default method set).
- 5 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 **Payments → Vendor Bills** screen, or view the payment status in the **Payments → History** page of the plugin.

Credit Memo Setup and Payment

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

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

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

Failed Bills

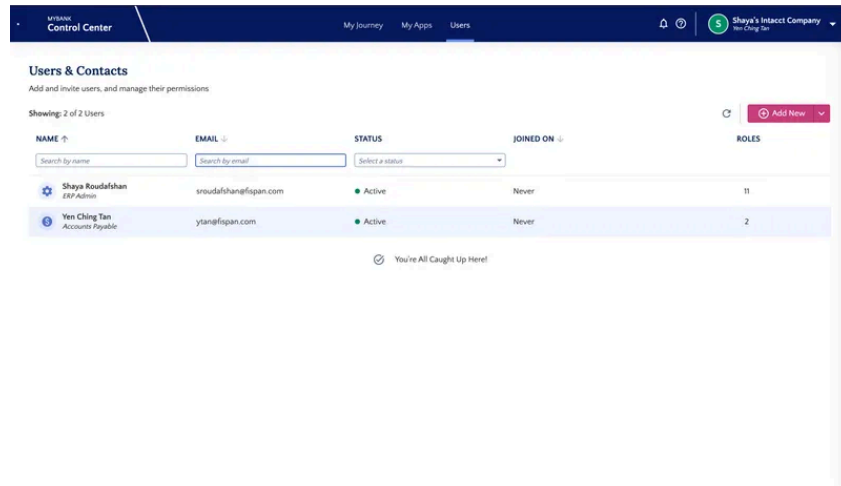
All bills will automatically show as successful after clicking **Pay** unless there is a customized NetSuite workflow applied.

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

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

2.1.5. User Management via the Portal

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



Users tab

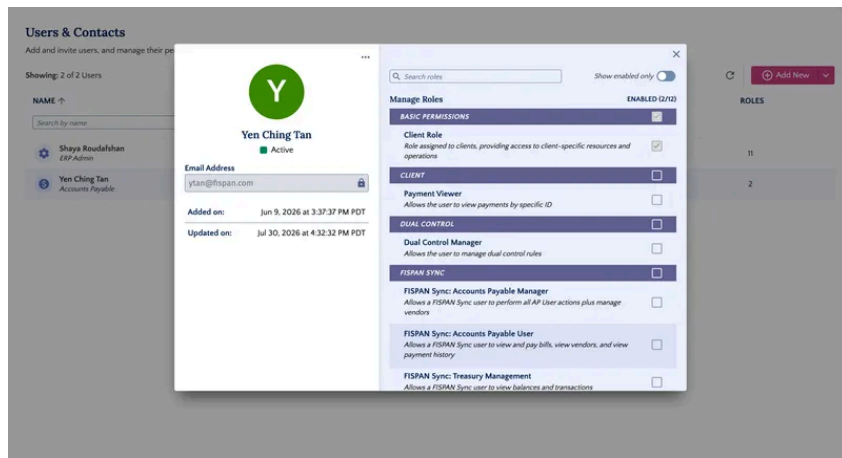
Viewing Registered Users

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

To view detailed information about a specific user:

- 1 Locate the desired user in the list.

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

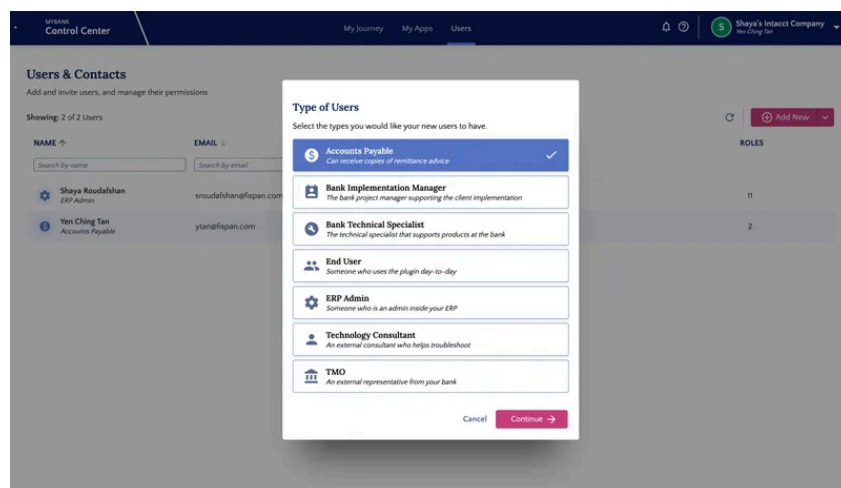


Registered Users

User Details

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

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



Type of users

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



Yen Ching Tan
Active

Email Address
ytan@fispan.com

Added on: Jun 9, 2026 at 3:37:37 PM PDT
Updated on: Jul 30, 2026 at 4:32:32 PM PDT

Show enabled only ☐

Manage Roles ENABLED (2/12)

BASIC PERMISSIONS ☒

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

CLIENT ☐

Payment Viewer
Allows the user to view payments by specific ID ☐

DUAL CONTROL ☐

Dual Control Manager
Allows the user to manage dual control rules ☐

FISPAN SYNC ☐

FISPAN Sync: Accounts Payable Manager
Allows a FISPAN Sync user to perform all AP User actions plus manage vendors ☐

FISPAN Sync: Accounts Payable User
Allows a FISPAN Sync user to view and pay bills, view vendors, and view payment history ☐

FISPAN Sync: Treasury Management
Allows a FISPAN Sync user to view balances and transactions ☐

User Permissions

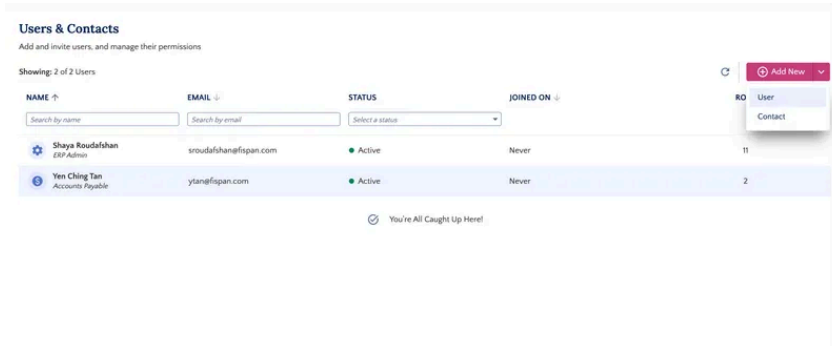
IMPORTANT: Some permissions may not be relevant to your Bank's Product Set (e.g., "User Can Approve Payments," which refers to the FISPAN Approval Portal).

Adding New Users or Contacts

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

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

4 Save entry.



How to add new users

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

2.2. Configuration

2.2.1. Plugin Management

2.2.1.1. Mapping Bank Accounts (NetSuite)

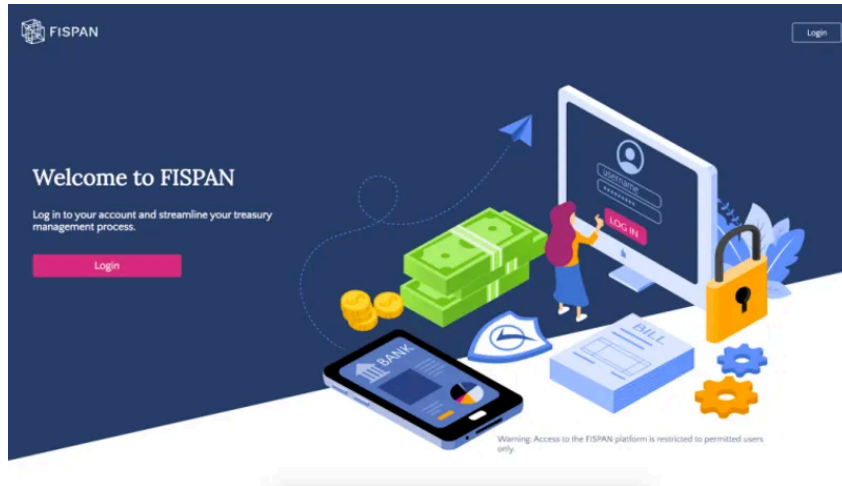
Navigating to the Account Matching Page

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 HSBC Integrator Portal

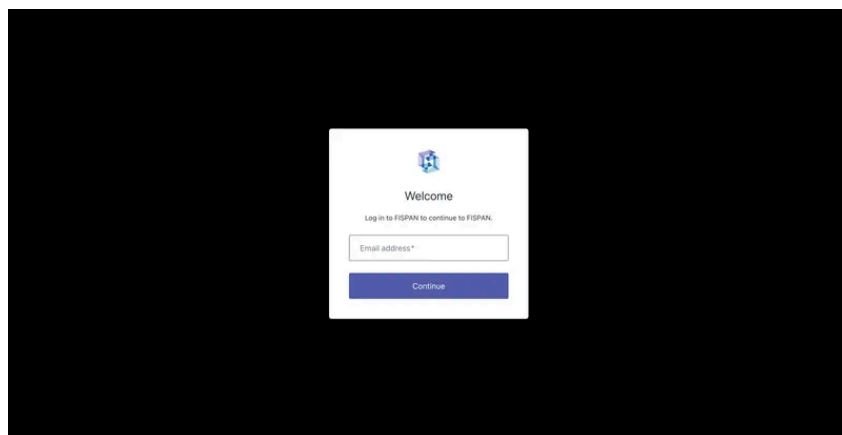
Head to the [Production Portal](#) you used to register for an account with the HSBC Integrator when you installed the plugin.

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



Welcome Page

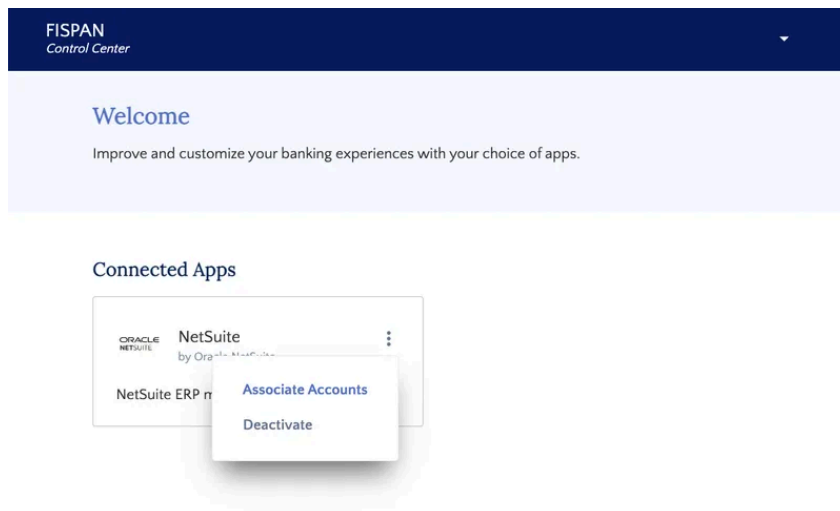
Log in to the Portal with the email and password you used to register. Multi-Factor Authentication (MFA) will be required for login.



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 HSBC 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

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

View as: Drag & Drop Dropdown

ERP ACCOUNTS

1000 Checking
Type: Checking | ID: 1

1002 Savings
Type: Checking | ID: 2

1004 Payroll
Type: Checking | ID: 3

1005 Petty Cash
Type: Checking | ID: 4

1008 Cash on Hand
Type: Checking | ID: 5

BANK ACCOUNTS

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

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

Cancel Previous Step Next Step

Account Matching Step

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

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

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

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

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

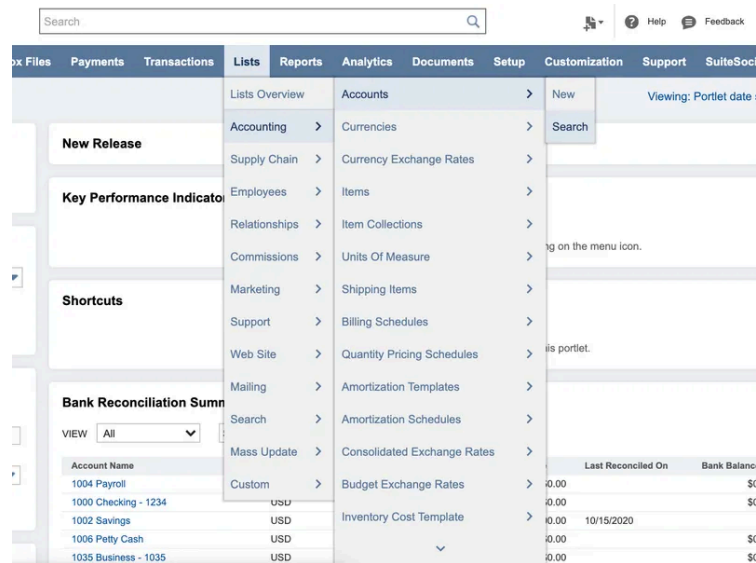
If you see the error again, click **Next Step** and finish the rest of the installation wizard.

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

Submit Reset Export Personalize Search Create Saved Search

☐ USE ADVANCED SEARCH

NUMBER
Any

NAME
Any

DISPLAY NAME
Any

TYPE
any of

Bank
Accounts Receivable

1099-MISC CATEGORY
any of

- None -

Box 1. Rents

Box 10. Crop Insurance Proceeds

Box 13. Excess Golden Parachute Payments

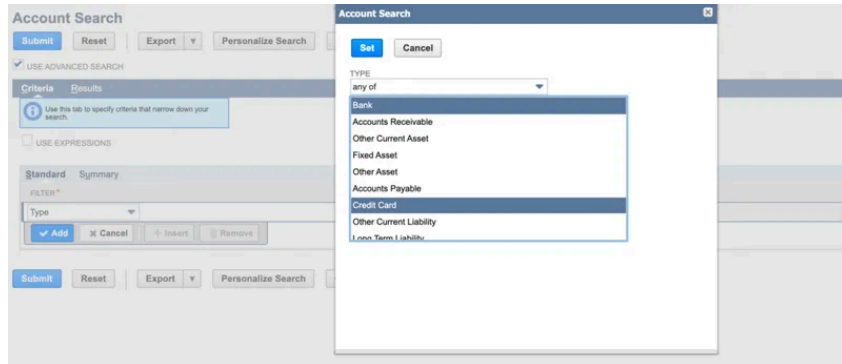
Box 14. Gross Proceeds Paid to an Attorney

SUMMARY ☒ EITHER ☐ YES ☐ NO

INACTIVE ☒ EITHER ☐ YES ☐ NO

Select Use Advanced Search

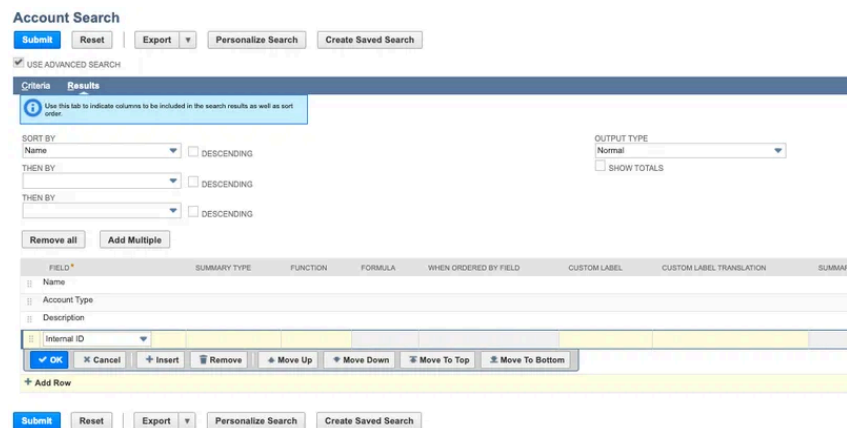
Under the Criteria tab, in the filter box, select **Type** and choose **Bank** (and/or **Credit Card** if matching for SUA payments). Then select **Set**.



Select Bank and Credit Card from Type Drop-down

2 Filter Results with Internal ID

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



Add Internal ID

Once complete, select **Submit**.

3 Download XLS Format

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

Account Search: Results

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

☐ FILTERS

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

Download XLS

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

Save this XLS file, and you can contact HSBC Support to help you troubleshoot.

2.2.1.2. Updating the SuiteApp (NetSuite)

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

Locate the SuiteApp

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

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

Go to Customization → SuiteCloud Development → SuiteApp Marketplace

1 Locate the SuiteApp

On the SuiteApp page, type HSBC Integrator | Powered by FISPAN in the search box.

Click on the SuiteApp tile and click on the **Upgrade** button.

2 Update the SuiteApp

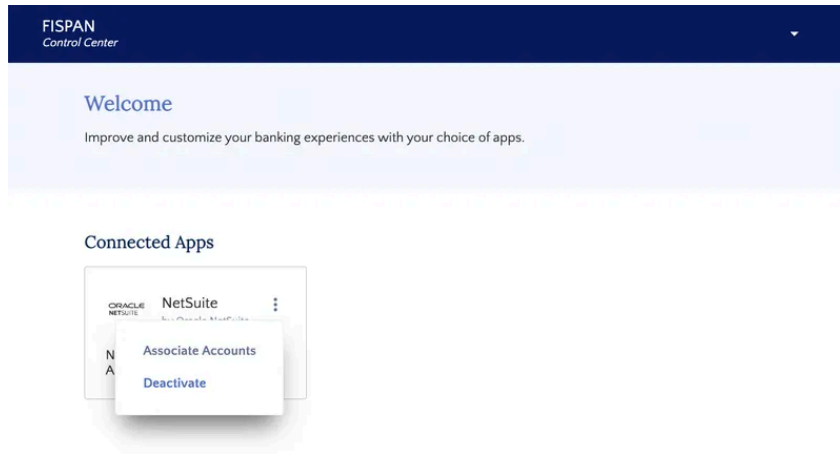
Select **Yes** when the pop-up box appears, and the SuiteApp will begin to update.

2.2.1.3. Uninstalling the Plugin (NetSuite)

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

1 Deactivate the Plugin

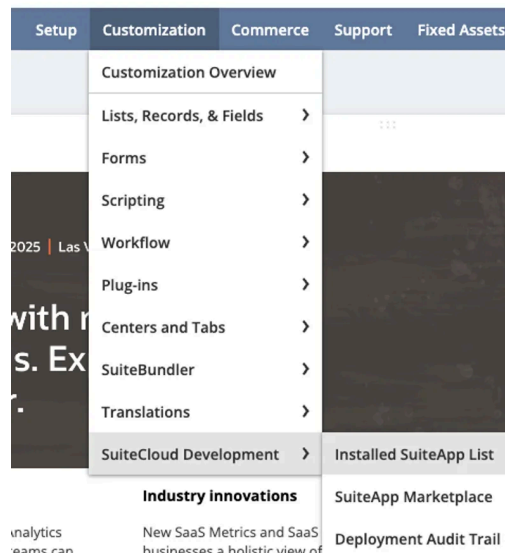
Select the three dots in the top right corner and then select Deactivate to disconnect your plugin from NetSuite through the [Portal](#).



Select "Deactivate"

2 Search Installed SuiteApp

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



Installed SuiteApp List

3 Locate Installed SuiteApp

Select the green dropdown button and select **Uninstall** to uninstall the HSBC Integrator | Powered by FISPAN SuiteApp. Then, select **OK** on the pop-up to confirm.

Installed SuiteApps

[Refresh](#)

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

Click Uninstall

4 Finalize Uninstalling the SuiteApp

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

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

2.2.1.4. 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.

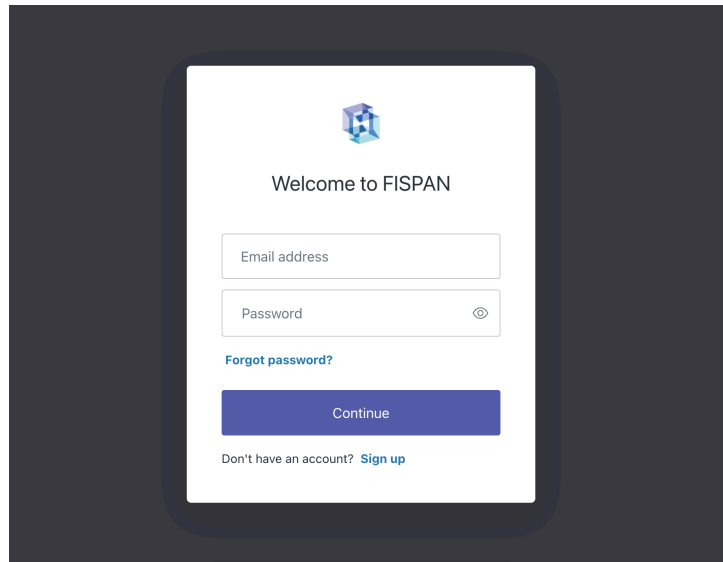
If you run into trouble, you can schedule a troubleshooting call or reach out to our support team using the **Contact Us** link in the library on the left.

Reactivate the NetSuite Connection

1 Log in to HSBC Integrator Portal

Log in to HSBC Integrator Portal using one of these links:

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



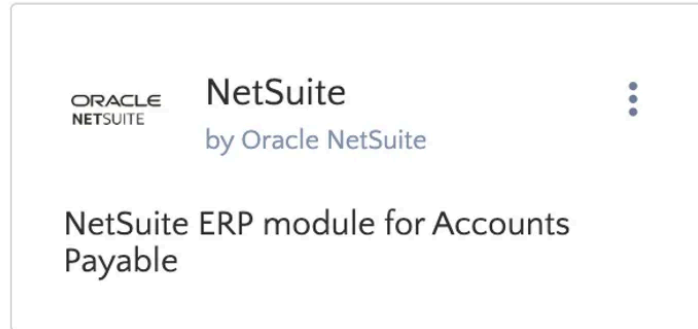
Portal Login Page

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

2 Deactivate the NetSuite Connection

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

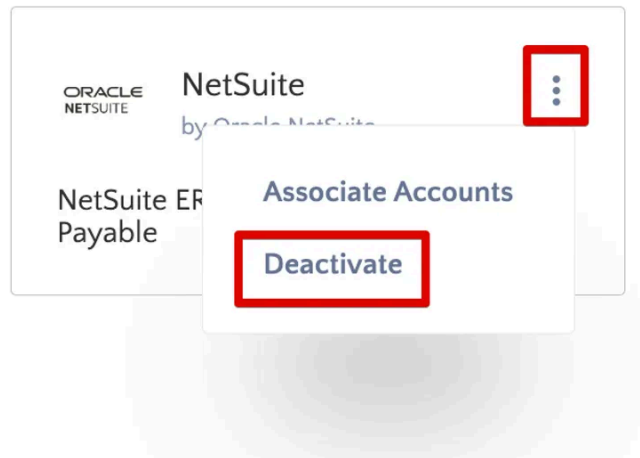
Connected Apps



NetSuite message box with Icons listing the Connected Apps

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

Connected Apps



Click "Deactivate" on NetSuite

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



Uninstall App

This may cause technical issues and disrupt ongoing processes.

No, Keep App

Yes, Uninstall App

Click "Yes, Uninstall App"

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

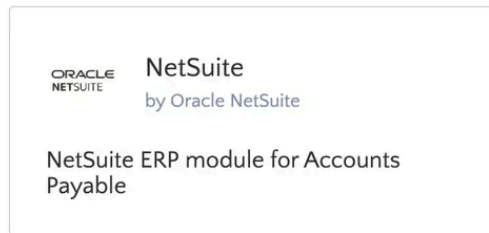
3 Reactivate the NetSuite Connection

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

Connected Apps

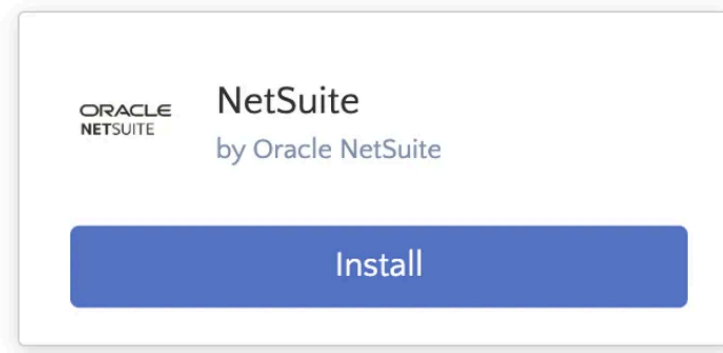
*Please start by installing your desired app under **Discover More** below.*

Discover More



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

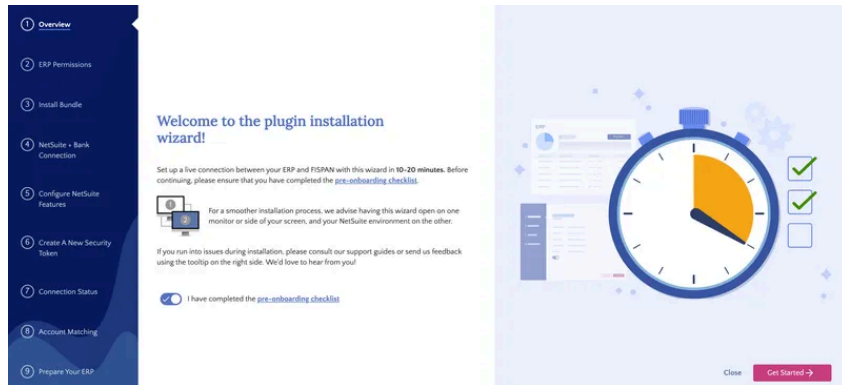
Discover More



Click "Install"

4 Proceed through the Installation Wizard steps

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

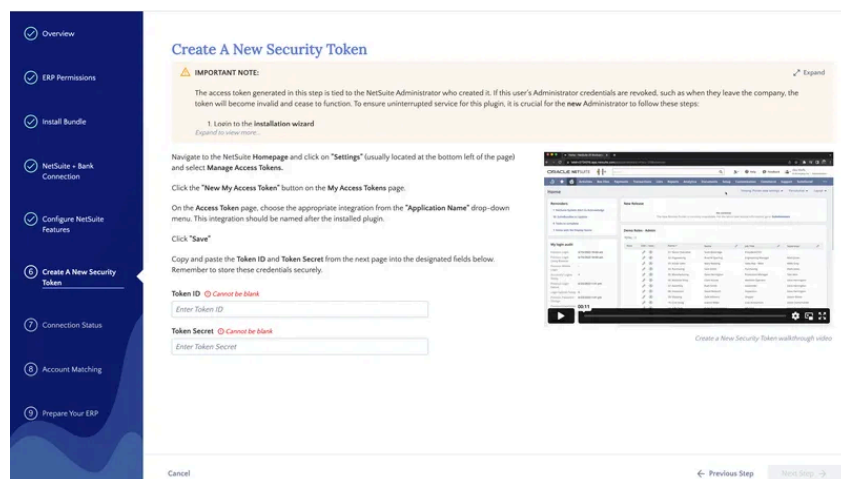


Welcome to the plugin installation wizard!

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

Create a New Security Token

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



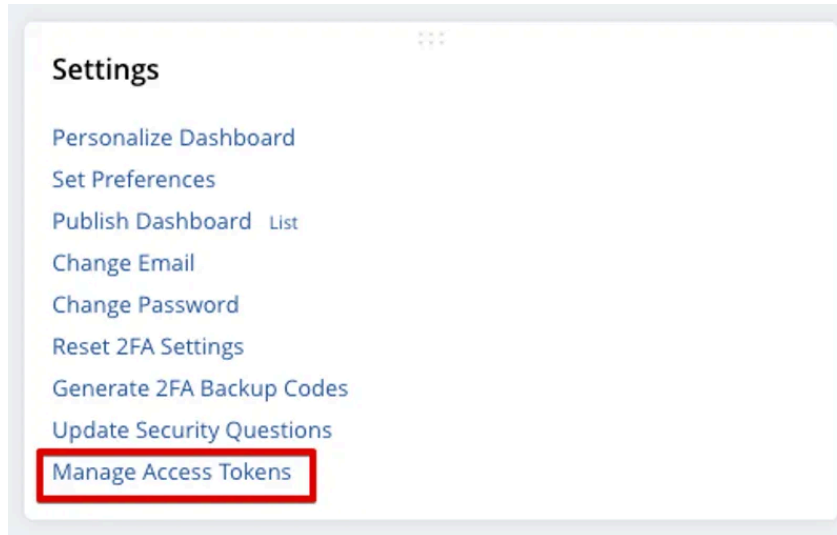
"Creating a New Security Token" page

Create a New Security Token

1 Navigate to Manage Access Tokens

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

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



Select Manage Access Tokens on Settings

2 Add New My Access Token

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



Access Tokens

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

Access Token

Primary Information

APPLICATION NAME ^{*}

TOKEN NAME ^{*}

☐ INACTIVE

Use Application Name Drop-down

Select **New My Access Token**, then select HSBC Integrator in the **Application Name** box, a **Token Name** will automatically populate then 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.

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

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

View as: Drag & Drop Dropdown

ERP ACCOUNTS

Search by account name or ID

1000 Checking
Type: Checking | ID: 1

1002 Savings
Type: Checking | ID: 2

1004 Payroll
Type: Checking | ID: 3

1006 Petty Cash
Type: Checking | ID: 4

1008 Cash on Hand
Type: Checking | ID: 5

BANK ACCOUNTS

Search by account name or number

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

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

Cancel

Previous Step Next Step

Account Matching Step

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

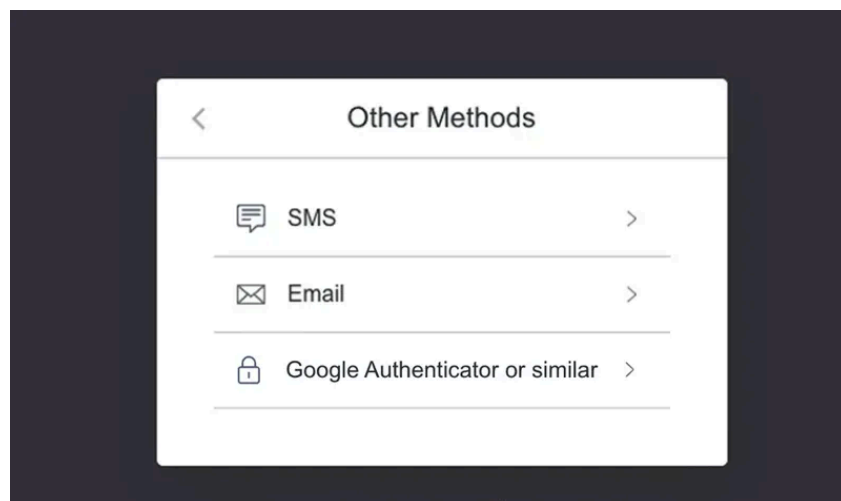
Multi-factor authentication (MFA) adds another level of security for all users when using the HSBC Integrator Portal to [login](#). With MFA, your data is protected against account breaches and is accessed by authorized users.

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

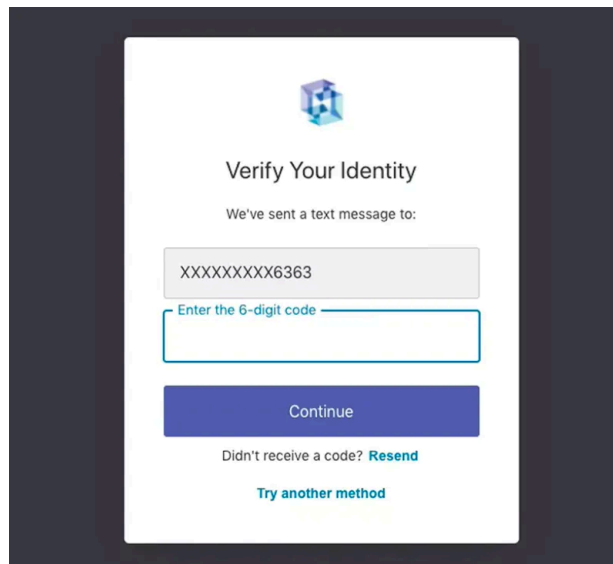
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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

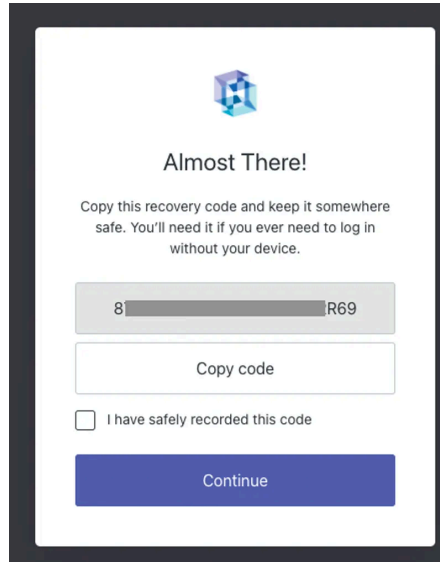
Didn't receive a code? [Resend](#)

[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.

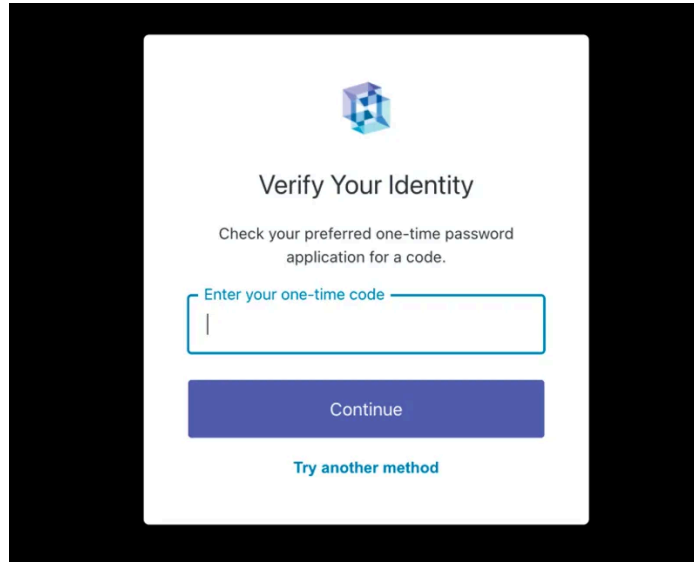
1 Set Up Authentication App

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

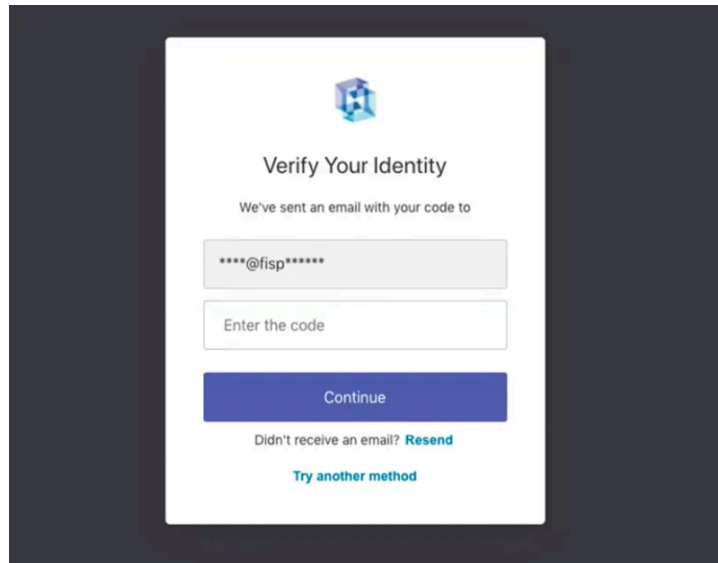
Add the email address where you would like to receive your authentication code.

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**.



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 (Accounts Payable) and/or Accounting User.

Web Service User

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

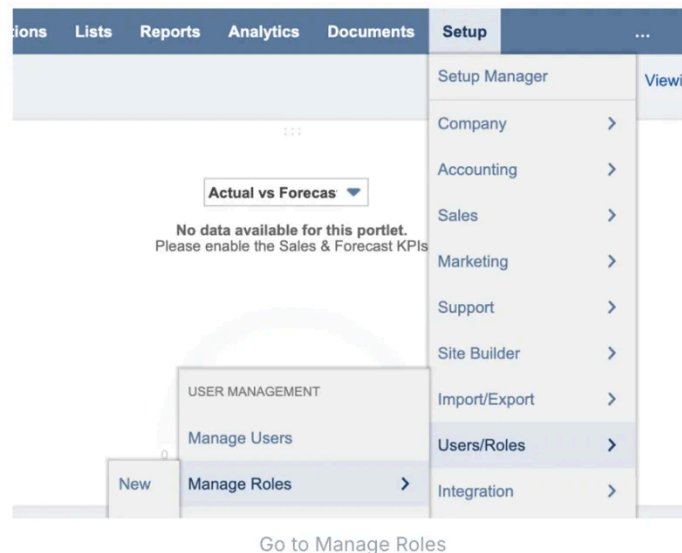
While some users choose to assign the Bank Integration Web Service Role directly to a specific person, this creates a risk: if that user loses their NetSuite access or leaves the company, the access tokens will become void. To avoid this, we recommend creating a dedicated Web Services User and assigning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

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

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

Configure User Role

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



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

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

Bank Integration Web Service Role

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

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

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

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

2.2.3. Vendor Management

2.2.3.1. Storing Vendor Payment Information

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:

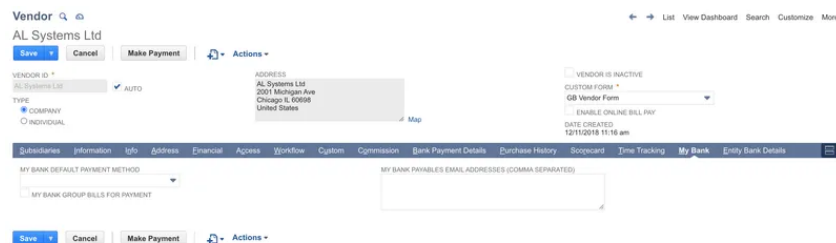
- [Entity Bank Details Installation & Set-up](#)
- [Viewing Entity Bank Details \(NetSuite\)](#)
- [Entity Bank Details SuiteApp Import/Export \(NetSuite\)](#)
- [Update Entity Bank Details Bundle \(NetSuite\)](#)

2.2.3.2. Setting Default Payment Information

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

Method 1: Vendor Record

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



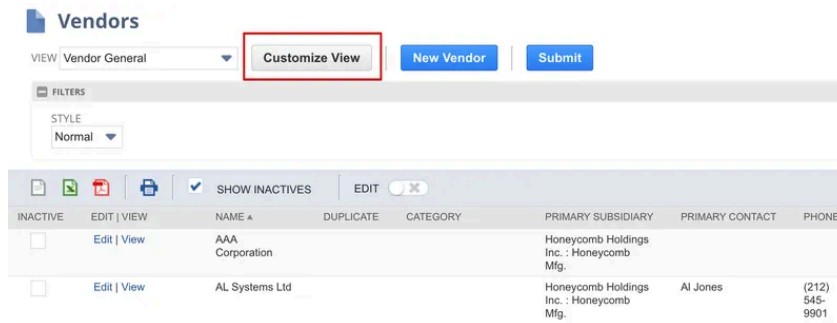
Vendor Record

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

Method 2: Vendor List

1 Go to Customize View

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



The screenshot shows the 'Vendors' page with a 'VIEW' dropdown set to 'Vendor General'. The 'Customize View' button is highlighted with a red box. Below the buttons, there are 'FILTERS' and a 'STYLE' dropdown set to 'Normal'. A table of vendors is visible below, with columns for 'INACTIVE', 'EDIT | VIEW', 'NAME', 'DUPLICATE', 'CATEGORY', 'PRIMARY SUBSIDIARY', 'PRIMARY CONTACT', and 'PHONE'.

Customize View

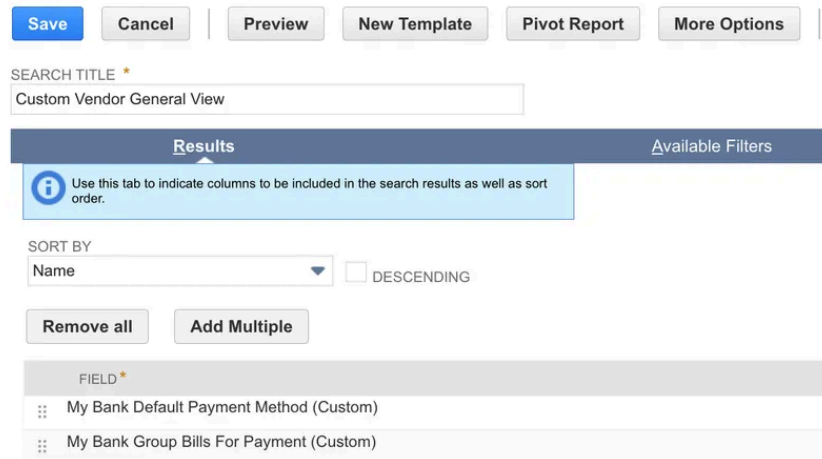
Then, select **Customize/Edit View**.

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



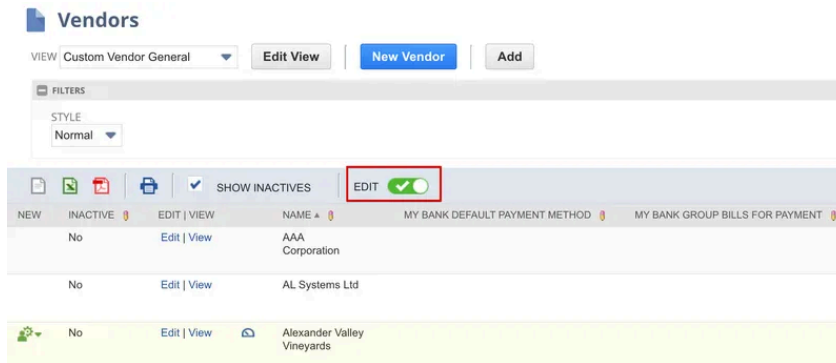
The screenshot shows the 'Customize Vendor Search Results' interface. At the top, there are buttons for 'Save', 'Cancel', 'Preview', 'New Template', 'Pivot Report', and 'More Options'. Below these is a 'SEARCH TITLE' field with the text 'Custom Vendor General View'. A 'Results' tab is selected, showing a list of fields to be included in the search results. The fields are: 'My Bank Default Payment Method (Custom)' and 'My Bank Group Bills For Payment (Custom)'. There are also buttons for 'Remove all' and 'Add Multiple'.

Vendor Search Results

Then, select **Save**.

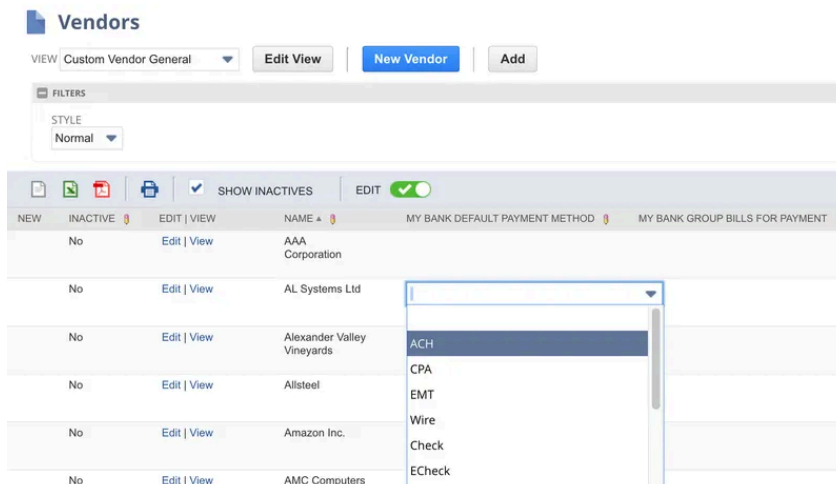
3 Set Default Payment Method and Group Bills

Toggle the **Edit** option.



Edit Vendors

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



Set Payment Method

Method 3: CSV Import

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

1 Create CSV File

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

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

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

Sample "default_payment_information" CSV file

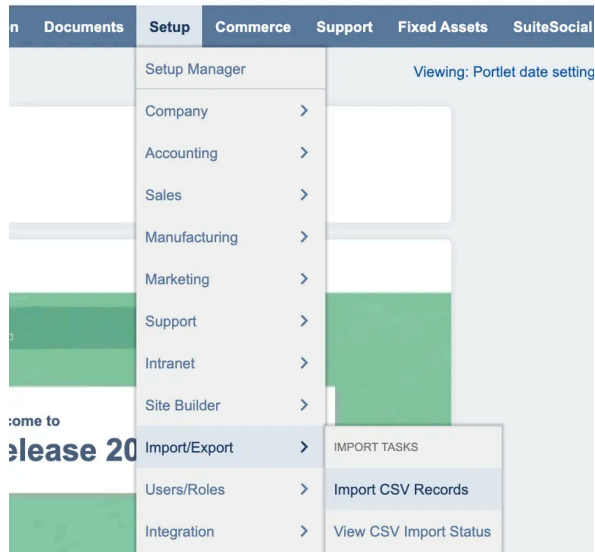
NOTE: The **Vendor ID** is the field on the vendor record itself, not the internal NetSuite ID.

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

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

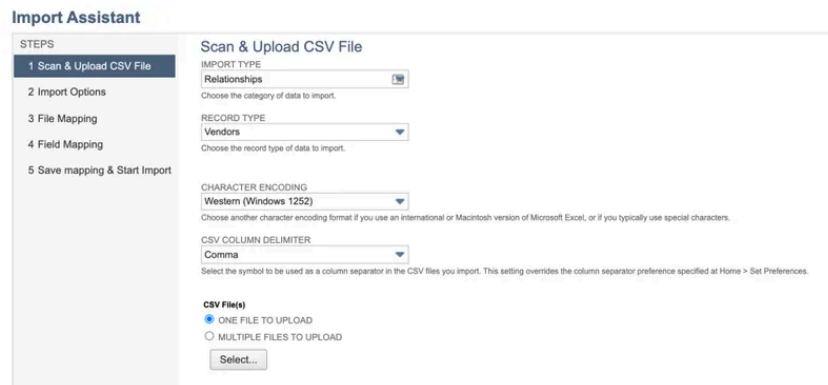
2 Upload CSV File

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



Navigate to Import CSV

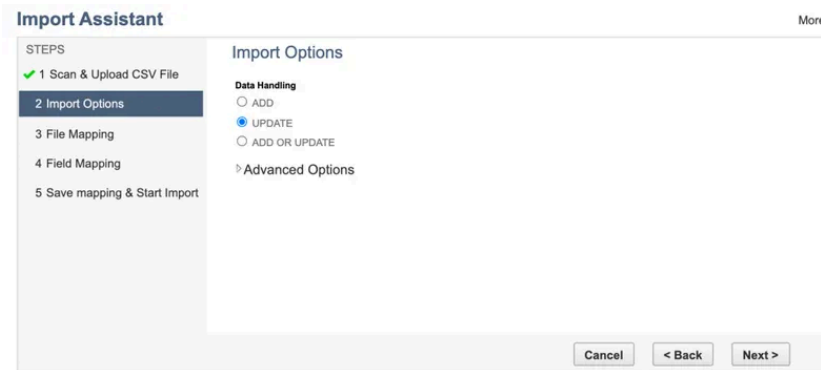
Set the **Import Type** to **Relationships** and the **Record Type** to **Vendors**.



The screenshot shows the 'Import Assistant' form in NetSuite. The 'Scan & Upload CSV File' step is selected. The 'IMPORT TYPE' is set to 'Relationships'. The 'RECORD TYPE' is set to 'Vendors'. The 'CHARACTER ENCODING' is set to 'Western (Windows 1252)'. The 'CSV COLUMN DELIMITER' is set to 'Comma'. The 'CSV File(s)' section shows 'ONE FILE TO UPLOAD' selected, with a 'Select...' button.

Import CSV

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



Import Assistant More

STEPS

- ✓ 1 Scan & Upload CSV File
- 2 Import Options**
- 3 File Mapping
- 4 Field Mapping
- 5 Save mapping & Start Import

Import Options

Data Handling

- ☐ ADD
- ☒ UPDATE
- ☐ ADD OR UPDATE

Advanced Options

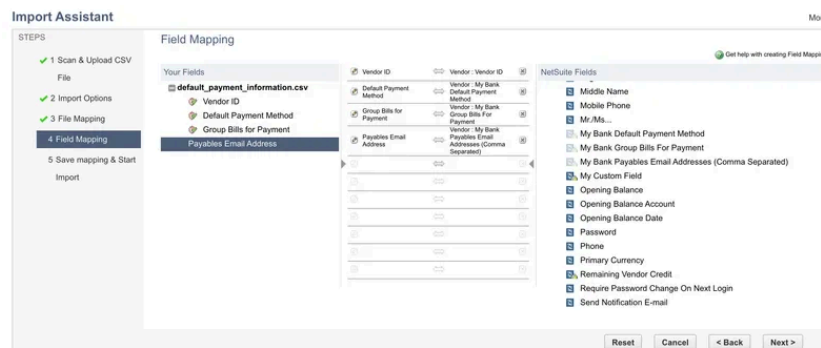
Buttons: Cancel, < Back, Next >

Select Import Options

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

3 Map Fields

Map the fields as per the example below.



Import Assistant More

STEPS

- ✓ 1 Scan & Upload CSV File
- ✓ 2 Import Options
- ✓ 3 File Mapping
- 4 Field Mapping**
- 5 Save mapping & Start Import

Field Mapping

Your Fields

- default_payment_information.csv
 - Vendor ID
 - Default Payment Method
 - Group Bills for Payment
 - Payables Email Address

NetSuite Fields

- Vendor ID
- Vendor - My Bank
- Default Payment Method
- Vendor - My Bank
- Group Bills For Payment
- Vendor - My Bank
- Payables Email Address (Comma Separated)
- My Bank Payables Email Addresses (Comma Separated)
- My Custom Field
- Opening Balance
- Opening Balance Account
- Opening Balance Date
- Password
- Phone
- Primary Currency
- Remaining Vendor Credit
- Require Password Change On Next Login
- Send Notification E-mail

Buttons: Reset, Cancel, < Back, Next >

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 for NetSuite

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

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

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

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

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

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

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

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

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

Entity Bank Details (EBD) Installation Instructions

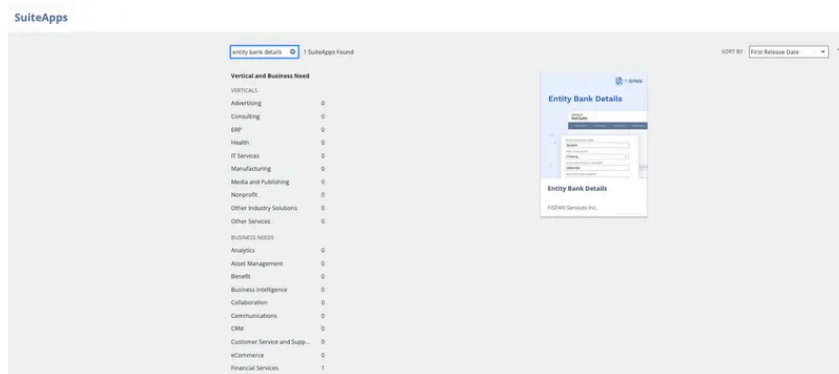
1 Install Entity Bank Details SuiteApp

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

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

[Go to SuiteApp Marketplace](#)

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



Click on Entity Bank Details Tile

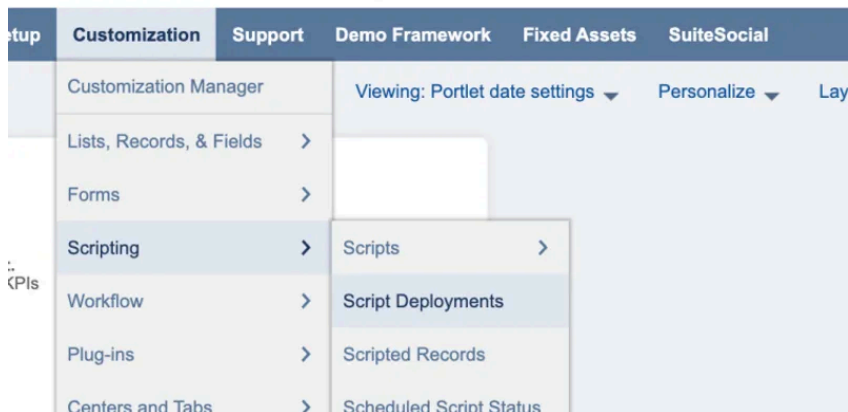
Click **Install** to review the SuiteApp, then select **Install** again to confirm.

Click Install

2 Manage SuiteApp Access - Suitelets

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

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



Go to Script Deployments

On the Script Deployments page, apply the following filters:

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

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

Script Deployments 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
☒	Edit View	customdeploy_sapan_vbdt_overview	Entity Bank Details, Overview	Released	Overview	12/6/2022 3:57 pm
☒	Edit View	customdeploy_sapan_vbdt_backup	Entity Bank Details, Import/Export	Released	Backup	12/6/2022 3:57 pm
☒	Edit View	customdeploy_sapan_vbdt_history	Entity Bank Details, History	Released	Index	12/6/2022 3:57 pm

Filter for Suitelets on API Version 2.1

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

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

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

Then, select **Save**.

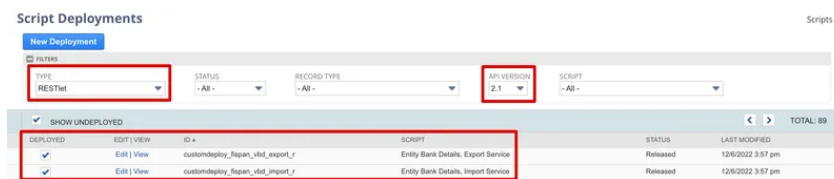
Stay on this page for the next steps.

3 Manage SuiteApp Access - RESTlets

On the Script Deployments page, apply the following filters:

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

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



Select Edit on the the Script Deployment

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

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

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

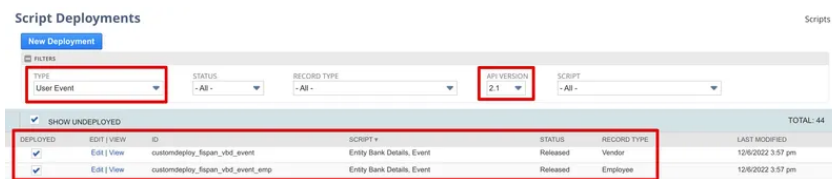
Then, select **Save**.

4 Manage SuiteApp Access - User Events

On the Script Deployments page, apply the following filters:

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

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



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

Filtering for User Events on API Version 2.1

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

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

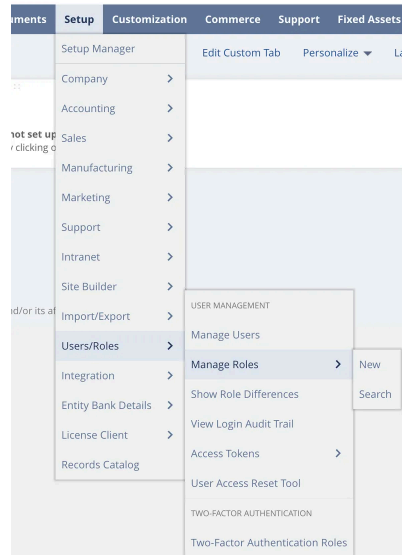
Add employee roles by selecting the appropriate employee, department, and/or role you would like to assign.

Then, select **Save**.

5 Manage SuiteApp Access - Custom Records

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

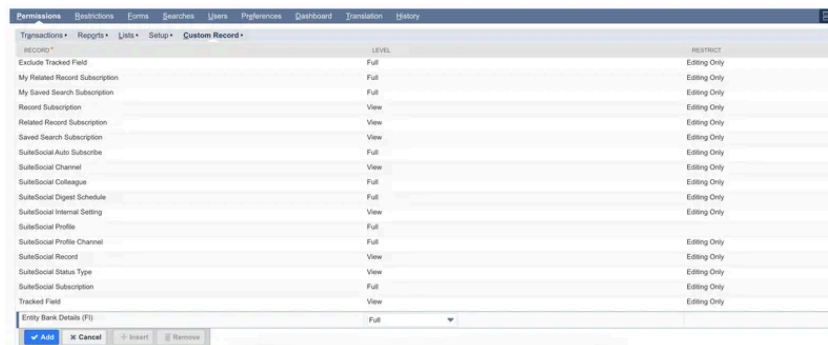
Then, select **Edit** for the role for which you would like to grant access to the Entity Bank Details SuiteApp records.



Go to Manage Roles

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

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



Search and Select Entity Bank Details

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

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

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

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

Use the search box to find and set the permission:

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

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

Use the search box to find the following permission:

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

Then, select **Save**.

6 Storing Bank Information

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

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

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

Entity Bank Details Overview More

Vendors Employees					
Refresh	Quick Filter:	1.40	PAGE 13 TOTAL: 113		
#	VIEW	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
1	View	AAA Corporation		1852	0
2	View	AL Systems Ltd		1305	0
3	View	Alexander Valley Vineyards		944	0
4	View	Alibaba		992	0
5	View	Amazon Inc.		1852	0

Select View for the desired Vendor or Employee

Select **Add**.

Entity Bank Details Overview More

VendorsEmployees

AL Systems Ltd - Bank Details

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

Select Add

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

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

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

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

Select Save

Then, select **Save**.

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

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

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

Visit [Payment Rail 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 SuiteApp records.

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

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

Select **Save**.

2 Assign EBD Record Type

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

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

Record Types

[New Type](#)

[FILTERS](#)

☐ SHOW INACTIVES Allowed — Fan [v](#) [<](#) [>](#) TOTAL: 108

EDIT	FROM BUNDLE	ID	OWNER	LIST	NEW RECORD	SEARCH
Entity Bank Details (FI)		customrecord_vendor_bank_details	Jenna Bains			
Entity Bank Details (FI) Log		customrecord_vendor_bank_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_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 OF 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 QUICKADD

☐ ENABLE SYSTEM NOTES

☐ INCLUDE IN GLOBAL SEARCH

☐ INCLUDE IN SEARCH MENU

☒ ENABLE OPTIMISTIC LOCKING

☐ ENABLE IN-LINE EDITING

☐ ENABLE NAME TRANSLATION

☐ HIERARCHY

☐ INACTIVE

Permissions

ROLE	LEVEL	RESTRICT	DEFAULT FORM	RESTRICT FORM	SEARCH FORM	SEARCH RESULTS	LIST VIEW	RESTRICTED	DASHBOARD VIEW	RESTRICTED	SUBSET VIEW	RESTRICTED
Accountant	Full											
Administrator	Full											

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

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

Select **Save**.

3 Assign EBD Overview Script

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

Script Deployments Scripts

[New Deployment](#)

☒ SHOW UNDEPLOYED TOTAL: 45

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

Apply the following filters and parameters:

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

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

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

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

4 Locate EBD Event Scripts

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

Apply the following filters and parameters:

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

Script Deployments Scripts

[New Deployment](#)

1/1/1985

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

☒ SHOW UNDEPLOYED TOTAL: 44

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

Filtering for User Events on API Version 2.1

5 Assign Access to Vendor Bank Details

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

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

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

Select **Save**.

6 Assign Access to Employee Bank Details

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

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

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

Select **Save**.

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

This is a limitation within NetSuite itself.

2.2.4.3. Viewing Entity Bank Details (NetSuite)

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

Overview Page

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

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

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

1 Navigate to the Overview Page

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

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

Go to Entity Bank Detailss 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	mychal@avedra.com	1305	3
2	View	Alsteel	alsteel@furniture.com	992	0
3	View	Amazon		1552	1
4	View	American Computers	americancomp@christyscatering.com	38	0
5	View	American Express	amex@amex.com	938	0
6	View	Apparel Co Inc.		1495	0
7	View	AVI Consulting	customerservice@aviconsulting.com	1471	0
8	View	AZ Company	plockhart@fspan.com	1655	2
9	View	Bausch & Lomb		949	0
10	View	Bayer Health Care	bayer@bayerglobal.com	960	0

Entity Bank Details Overview page - Vendors tab

3 View Employee Bank Details

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

Entity Bank Details Overview More

Vendors Employees					
Refresh	QUICK FILTER:				41..80 < > PAGE: 2/3 TOTAL: 102
#	VIEW	EMPLOYEE NAME	EMAIL	INTERNAL ID	TOTAL RECORDS
41	View	Inger M Wymann	wymann@ramsey.com	30	0
42	View	Ivan Eugenio	ieugenio2@retsuite.com	1643	0
43	View	Ivan Smith	ismth@gagwin.com	1469	0
44	View	Jan Bucny	jbucny@retsuite.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. To enable approvals for any change in the Entity Bank Details please follow the guidance on the **Entity Bank Details Approvals** page.

1Select Vendor

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

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

Click View EBD Record

2 Add Vendor Bank Details

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

Entity Bank Details Overview

Vendors

Employees

Adding new bank details for: Bausch & Lomb

Back

Save Vendor Bank Details

LABEL

METHOD

COUNTRY

CURRENCY

☒ PRIMARY

RECEIVING BANK NAME

CREDITOR AGENT BIC/SWIFT CODE

TYPE OF ACCOUNT

RECEIVING ACCOUNT NUMBER

BANK ROUTING NUMBER

Need an intermediary bank? ⓘ

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

☒ ADD INTERMEDIARY BANK DETAILS

Back

Save Vendor Bank Details

Add Vendor Bank Information

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

Entity Bank Details Overview

Vendors

Employees

Adding new bank details for: Bausch & Lomb

Back

Save Vendor Bank Details

LABEL

METHOD

COUNTRY

CURRENCY

☒ PRIMARY

RECEIVING BANK NAME

RECEIVING BANK STREET ADDRESS

RECEIVING BANK CITY

RECEIVING STATE/PROVINCE

POSTAL CODE

CREDITOR AGENT BIC/SWIFT CODE

TYPE OF ACCOUNT

RECEIVING ACCOUNT NUMBER

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

The table contains the following columns:

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

2View Vendor History

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

Entity Bank Details History

Vendors

Employees

History Updates

FILTERS

FROM DATE TO DATE

RefreshExport

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

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

Vendor View

3View Employee History

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

Entity Bank Details History

Vendors

Employees

History Updates

FILTERS

FROM DATE TO DATE

RefreshExport

1..2PAGE: 1/1 TOTAL: 2

MODIFIED ON	#	EMPLOYEE ID	EMPLOYEE	TYPE OF CHANGE	USER	REVIEWED BY	SOURCE	STATUS	ACTIONS
5/27/2024 11:09 am	4017	Joanne Tong	Joanne Tong	Added	Nish 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

4 View Changes

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

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

Entity Bank Details: Changes

AL Systems Ltd

Vendor ID: AL Systems Ltd

Approval Status
✓ Approved

User: LD123

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

Source: Import

Type of Change: Updated

Reviewer: Nitish Gupta

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

ATTRIBUTE	BEFORE CHANGE	APPROVED CHANGE
Label	RECORD 1977	RECORD 1977
Country	US	US
Currency	USD	USD
Method	DOMESTIC	DOMESTIC
Primary	NO	NO
Receiving Bank Name	-	-
Creditor Agent BIC/Swift Code	-	-
Type of Account	CHECKING	CHECKING
Receiving Account Number	9988771977	9988771977
** Bank Routing Number **	024001977	21001977

Close

View Changes Made

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

Exporting History Logs

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

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

1 Navigate to the History Page

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

2 Export History Logs

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

Entity Bank Details History

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. Update Entity Bank Details Bundle (NetSuite)

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

1

Locate SuiteApp

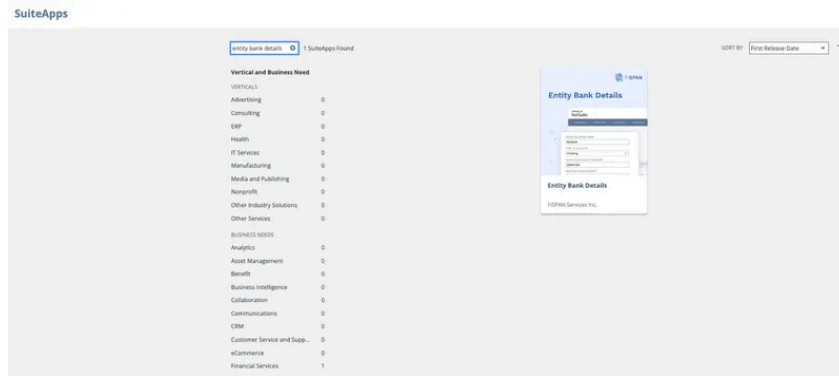
Go to **Customization** → **SuiteCloud Development** → **SuiteApp Marketplace**.

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

Go to SuiteApp Marketplace

2 Find Entity Bank Details SuiteApp

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



Open SuiteApp Tile

Select **Update**

The SuiteApp will take a few moments to update.

2.2.4.5. Entity Bank Details SuiteApp Import/Export (NetSuite)

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

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

Import Entity Bank Data

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

1 Go to the Import/Export Tab

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

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

Go to Import/Export

2 Import CSV template

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

Entity Bank Details Import/Export

Vendors
Employees

IMPORT DATA

Select a CSV file...

Or drag and drop your CSV file here

Import
Reset
Template

You can check for [Import Logs](#)

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

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

3 Format and Fill Out CSV

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

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

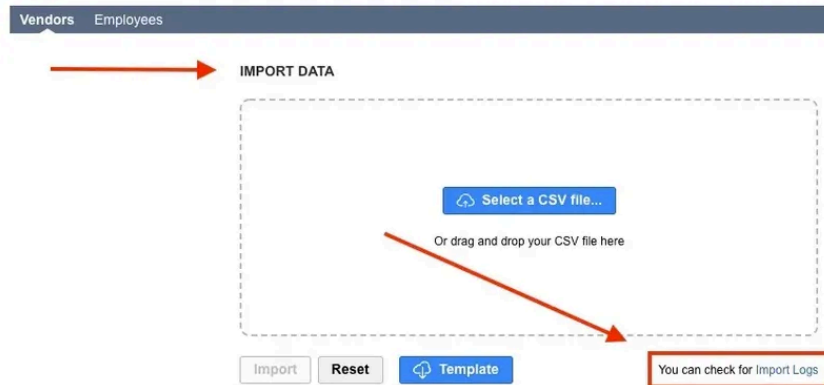
TIP: Have leading zeroes in your data? Apostrophes [''] in front of any leading zeroes or formatting cells as "plain text" will keep leading zeroes in Microsoft Excel or Google Sheets, but NOT Apple Numbers.

4 Upload the Formatted CSV

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

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

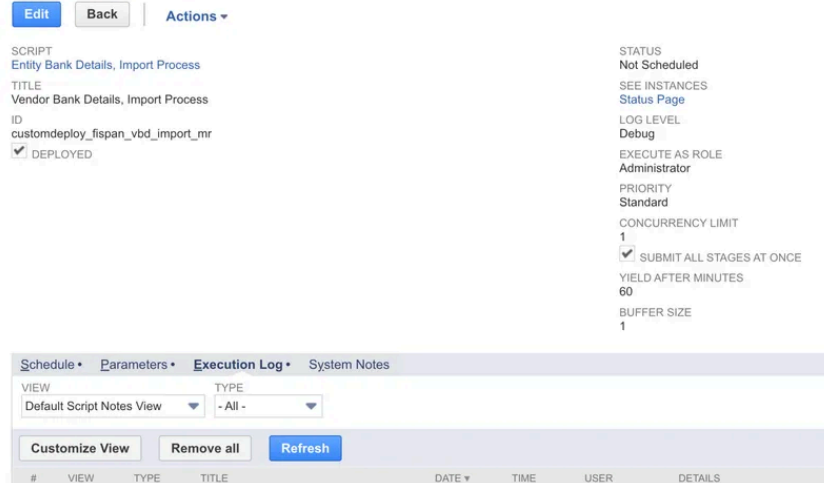
Entity Bank Details Import/Export



Import Data section

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

Script Deployment



Execution Logs

5 Check Information

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

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

Export Entity Bank Data

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

1 Go to the Import/Export Tab

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

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

Go to Import/Export

2 Export CSV template

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

EXPORT DATA

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

Generate Export File

Refresh

You can check for [Export Logs](#)

Export Data section of the Import/Export page

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

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

Update Existing EBD Records

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

1 Export CSV File

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

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

2 Make edits to the CSV

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



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

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

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

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

3 Import the edited Export file

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

IMPORT DATA

 **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, GBP)	Required. Field accepts upper, lower, and mixed case values.
method	DOMESTIC, INTERNATIONAL_WIRE	Required. Has to be in the same format as it is case sensitive. Please use INTERNATIONAL_WIRE for bank accounts set up for international wire payments (if enabled for you). Please use DOMESTIC for local-based accounts.
bankName	Anything	-
address.line1	Anything	-
address.city	Anything	-
address.stateProvince	Anything	-
address.postalCode	Anything	-
bic	Valid BIC or SWIFT code for the country and bank	-
accountType	CHECKING, SAVINGS	Field accepts upper, lower, and mixed case values.
accountNumber	Valid account number for this bank	-
localBranchCode	Valid branch code for this bank. Use this field for BSB codes if the country requires it.	-
paymentDefaults.purposeMessage	Anything	-
paymentDefaults.purposeCode	Valid purpose code	-

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

Transferring Electronic Bank Payments Data

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

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

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

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

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

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

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

1 Go to the Import/Export Tab

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

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

Go to Import/Export

2 Generate CSV(s)

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

Entity Bank Details Import/Export

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 SuiteApp will generate five CSVs containing 200 records and one CSV containing 100 records.

GENERATE DATA FROM ELECTRONIC BANK PAYMENTS BUNDLE

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

NUMBER OF ENTRIES FOR EACH FILE

200

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

Do not leave this page while files are generating.

Generate CSV File

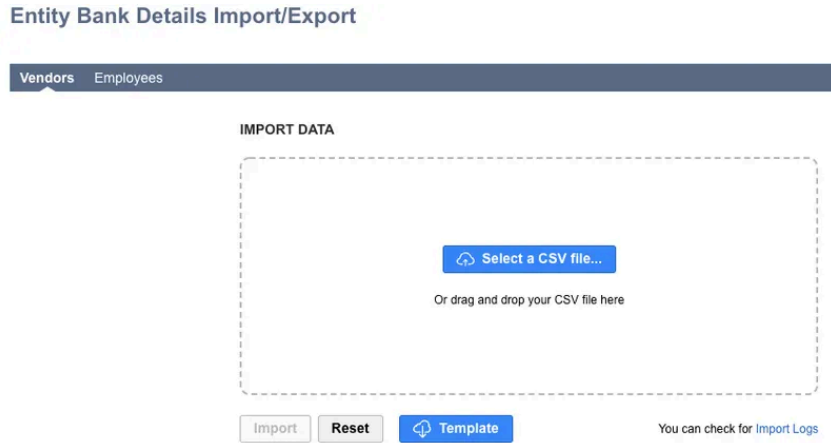
Refresh

Generate CSV file

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

3 Import CSV(s)

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



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](#)

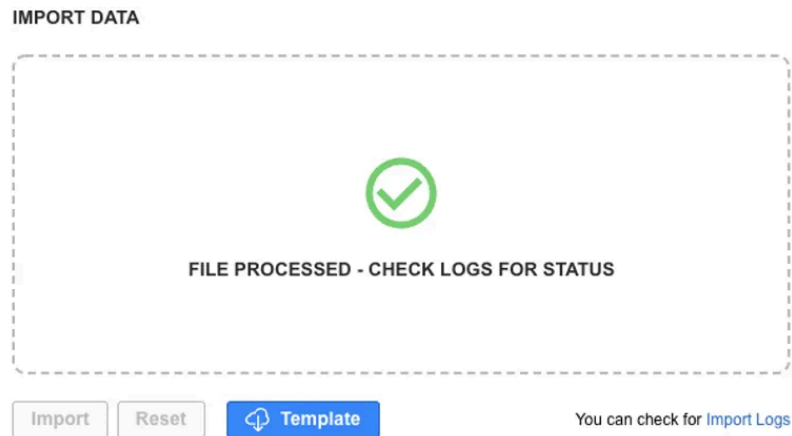
Import Data section

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

2.2.4.6. 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

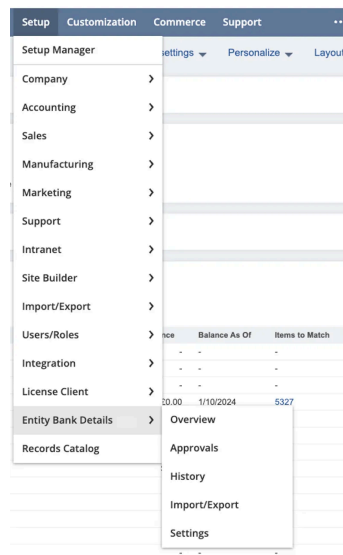
- No new User Events required.

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**.

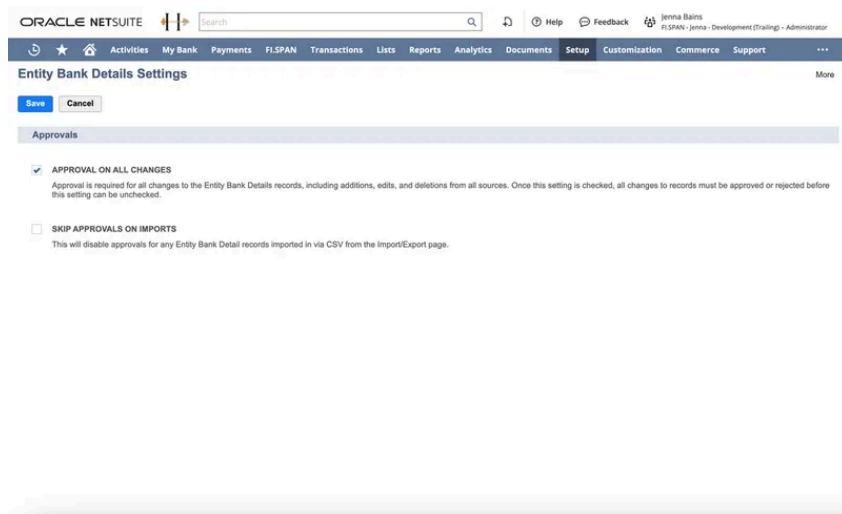


Click on Settings

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.



ORACLE NETSUITE

Search

Help Feedback Jenna Bains FLSAN - Jenna - Development (Trailing) - Administrator

Activities My Bank Payments FLSAN Transactions Lists Reports Analytics Documents Setup Customization Commerce Support

Entity Bank Details Settings

Save Cancel

Approvals

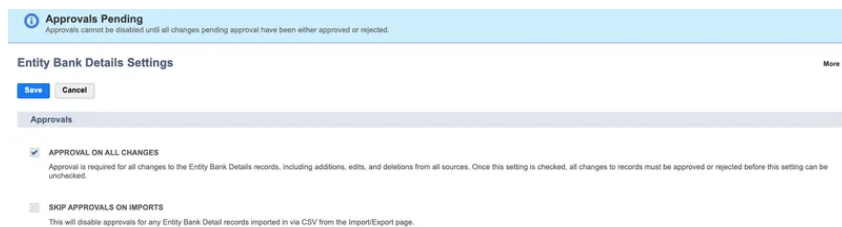
☒ **APPROVAL ON ALL CHANGES**
Approval is required for all changes to the Entity Bank Details records, including additions, edits, and deletions from all sources. Once this setting is checked, all changes to records must be approved or rejected before this setting can be unchecked.

☐ **SKIP APPROVALS ON IMPORTS**
This will disable approvals for any Entity Bank Detail records imported in via CSV from the Import/Export page.

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

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.

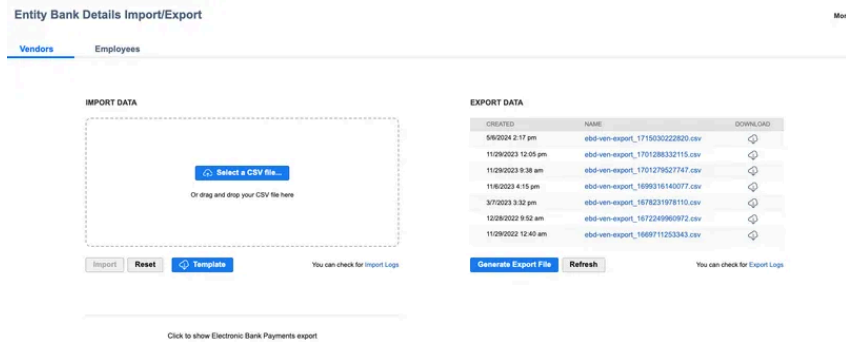
Approve Pending Changes Before Disabling

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

3 Enable Skip Approval on Imports

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

This setting cannot be selected if there are pending approvals.



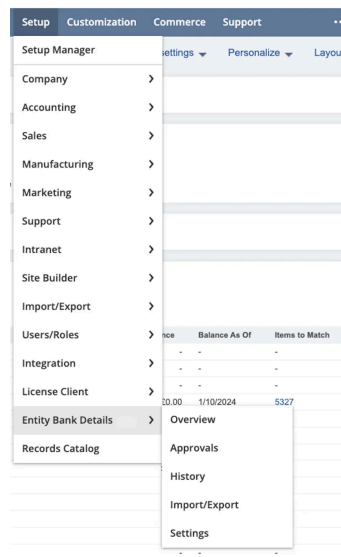
CREATED	NAME	DOWNLOAD
5/6/2024 2:17 pm	ebd-ven-export_1715030222820.csv	Download
11/29/2023 12:05 pm	ebd-ven-export_1701288332115.csv	Download
11/29/2023 9:38 am	ebd-ven-export_1701279527747.csv	Download
11/6/2023 4:15 pm	ebd-ven-export_1699316140077.csv	Download
3/7/2023 3:32 pm	ebd-ven-export_1678231978110.csv	Download
12/28/2022 9:52 am	ebd-ven-export_1672249960972.csv	Download
11/29/2022 12:40 am	ebd-ven-export_166971253343.csv	Download

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**.



- Setup
 - Setup Manager
 - Settings
 - Personalize
 - Layout
 - Company
 - Accounting
 - Sales
 - Manufacturing
 - Marketing
 - Support
 - Intranet
 - Site Builder
 - Import/Export
 - Users/Roles
 - Integration
 - License Client
 - Entity Bank Details
 - Overview
 - Approvals
 - History
 - Import/Export
 - Settings
 - Records Catalog

Click on Overview

2 Make Changes to Entity

Select the entity you want to change.

Entity Bank Details Overview More

Vendors		Employees		QUICK FILTER:		1..40	PAGE: 1/3 TOTAL: 116
#	VENDOR NAME	EMAIL	INTERNAL ID	TOTAL RECORDS	ACTIONS		
1	AAA Corporation		1662	1	View EBD Record		
2	AL Systems Ltd	myrha@avecta.com	1305	4012	View EBD Record		
3	Alexander Valley Vineyards	avv@avvma.com	964	0	View EBD Record		
4	Alstet	alstet@furniture.com	992	0	View EBD Record		
5	Amazon Inc.		1662	0	View EBD Record		
6	AMC Computers	devin@officepoint.com	945	0	View EBD Record		
7	American Computers	americancomp@christyscatering.com	38	0	View EBD Record		
8	American Express	amex@amex.com	958	0	View EBD Record		
9	Apparel Co Inc.		1495	0	View EBD Record		
10	Airt Consulting	customerservice@airtconsulting.com	1471	0	View EBD Record		
11	Bausch & Lomb		949	0	View EBD Record		
12	Bayer AG	bayer@bayer.com	1707	0	View EBD Record		
13	Bayer CA		1711	0	View EBD Record		
14	Bayer DE		1701	1	View EBD Record		
15	Bayer Health Care	bayer@bayerglobal.com	960	0	View EBD Record		
16	BBB-CORP		1719	0	View EBD Record		
17	Best Future, Inc.		12	0	View EBD Record		
18	Bob Ford, CPA	bobford@christyscatering.com	36	0	View EBD Record		
19	Boston Ophthalmology	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 ESD		121	0	View EBD Record		
23	Canon, Inc.		1056	0	View EBD Record		
24	Carbay Insurance Agency		15	0	View EBD Record		

Select a Vendor or Employee

Three types of changes trigger approvals:

- Update
- Add
- Delete

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

Entity Bank Details Overview

Vendors Employees

Adding new bank details for: Alexander Valley Vineyards

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

LABEL Five States Bank USD Account	RECEIVING BANK NAME
METHOD Domestic	CREDITOR AGENT BIC/SWIFT CODE
COUNTRY United States	TYPE OF ACCOUNT Checking
CURRENCY USD	RECEIVING ACCOUNT NUMBER 123456789
☒ PRIMARY	BANK ROUTING NUMBER 123456789

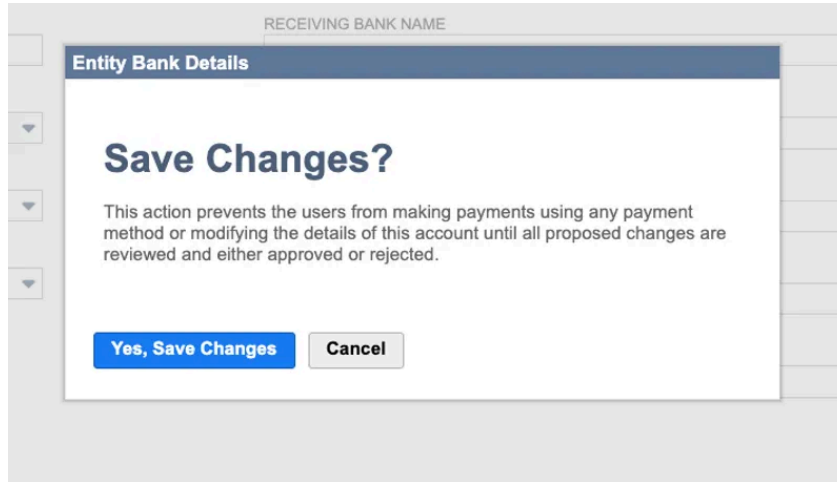
[Back](#) [Save Vendor Bank Details](#)

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.



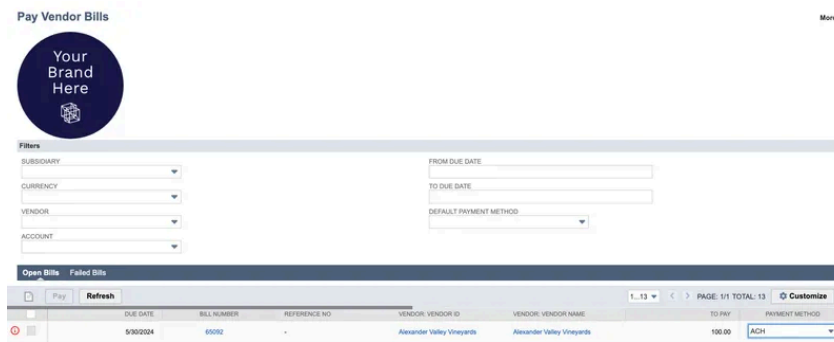
Warning for Pending Changes

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.



DUE DATE	BILL NUMBER	REFERENCE NO.	VENDOR	VENDOR ID	VENDOR VENDOR NAME	TO PAY	PAYMENT METHOD
9/30/2024	60002	-	Alexander Valley Vineyards	Alexander Valley Vineyards	100.00	ACH	

Bills Will Be Blocked For Payment

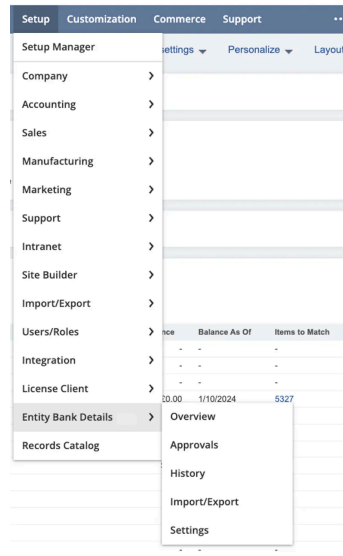
As a result, the payment page will display bills accompanied by a red alert icon, indicating that payment processing is not possible, and their associated checkboxes will be disabled.

Making EBD Changes With Import/Export

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

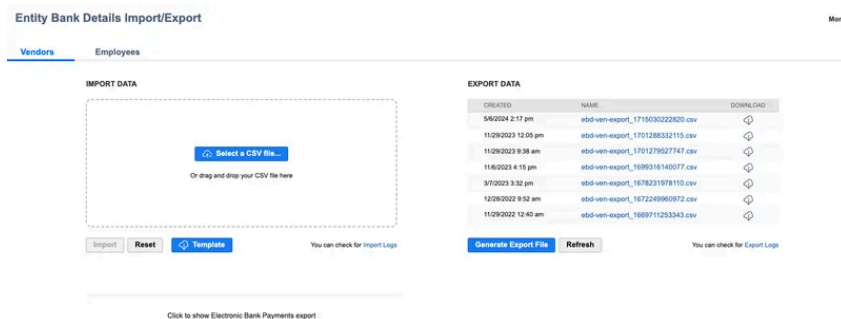
1 Export EBD Data

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



Click on Import/Export

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



Entity Bank Details - Import/Export page

2 Update Exported EBD Data

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

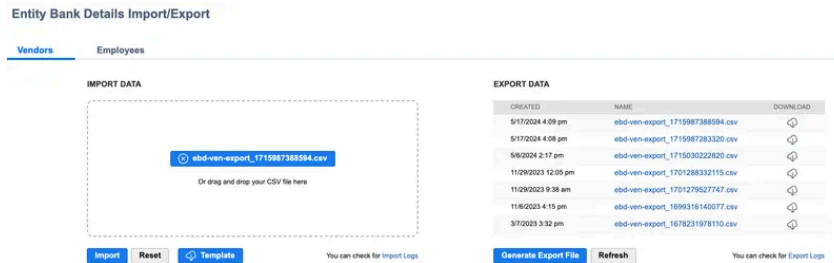
ebd-ven-export_1715987388594

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

Make Changes to Data Export

3 Reimport EBD Data

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

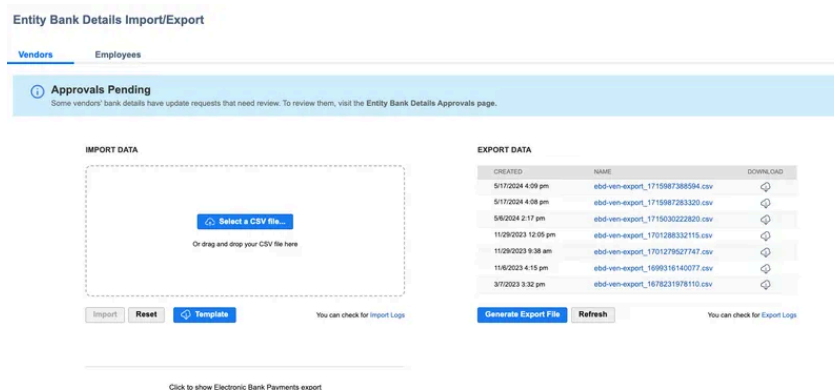


The screenshot shows the 'Entity Bank Details Import/Export' interface. The 'Vendors' tab is selected. The 'IMPORT DATA' section has a dashed box for file upload with a button 'ebd-ven-export_1715987385594.csv' and a note 'Or drag and drop your CSV file here'. Below are 'Import', 'Reset', and 'Template' buttons. The 'EXPORT DATA' section shows a table with columns 'CREATED', 'NAME', and 'DOWNLOADED'. The table contains 8 rows of export data. Below the table are 'Generate Export File' and 'Refresh' buttons.

CREATED	NAME	DOWNLOADED
5/17/2024 4:09 pm	ebd-ven-export_1715987385594.csv	
5/17/2024 4:08 pm	ebd-ven-export_1715987383320.csv	
5/6/2024 2:17 pm	ebd-ven-export_1715030222820.csv	
11/29/2023 12:05 pm	ebd-ven-export_1701286332115.csv	
11/29/2023 9:36 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_1676231978110.csv	

Click Import

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



The screenshot shows the 'Entity Bank Details Import/Export' interface with a blue notification banner at the top: 'Approvals Pending. Some vendors' bank details have update requests that need review. To review them, visit the Entity Bank Details Approvals page.' Below the banner, the 'IMPORT DATA' section is visible with a 'Select a CSV file...' button and a note 'Or drag and drop your CSV file here'. Below are 'Import', 'Reset', and 'Template' buttons. The 'EXPORT DATA' section shows the same table as before. Below the table are 'Generate Export File' and 'Refresh' buttons. At the bottom, there is a link 'Click to show Electronic Bank Payments export'.

Approvals Pending

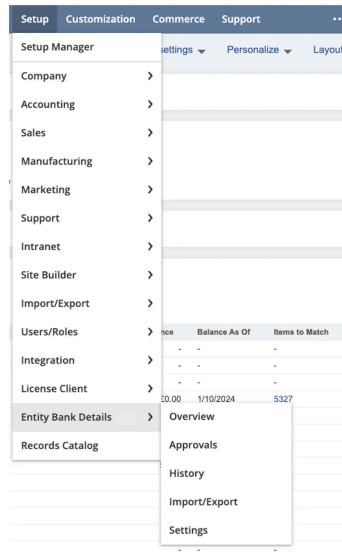
Payments are blocked for any entity with outstanding changes until the changes are approved or rejected.

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

Click on View Details

2 View Changes

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

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

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

Entity Bank Details: Changes

Feedback

Alexander Valley Vineyards

Vendor ID: Alexander Valley Vineyards

Type of Change

Added

Setup

C

User: LD123

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

Source: UI

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

ALLOW

☐

Set As Primary?

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

Approve

Reject

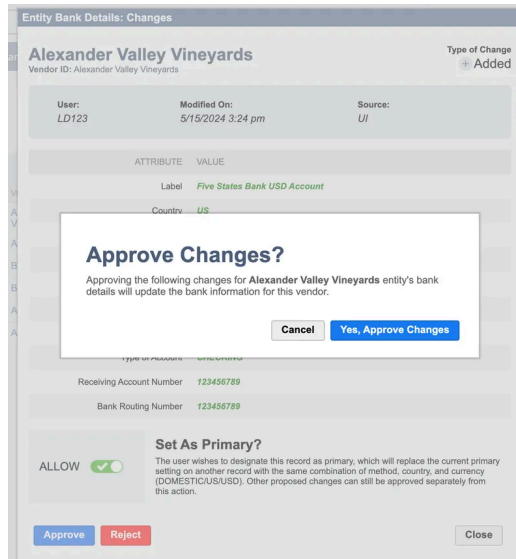
Close

Review Proposed Changes

3 Approve Changes

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

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



Entity Bank Details: Changes

Alexander Valley Vineyards
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

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

Cancel Yes, Approve Changes

Type of Account: GreenCard

Receiving Account Number: 123456789

Bank Routing Number: 123456789

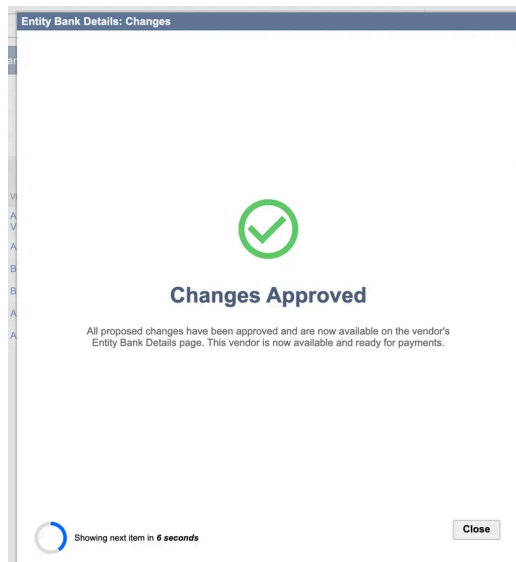
Set As Primary?
The user wishes to designate this record as primary, which will replace the current primary setting on another record with the same combination of method, country, and currency (DOMESTIC/US/USD). Other proposed changes can still be approved separately from this action.

ALLOW ☒

Approve Reject Close

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

Close

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.

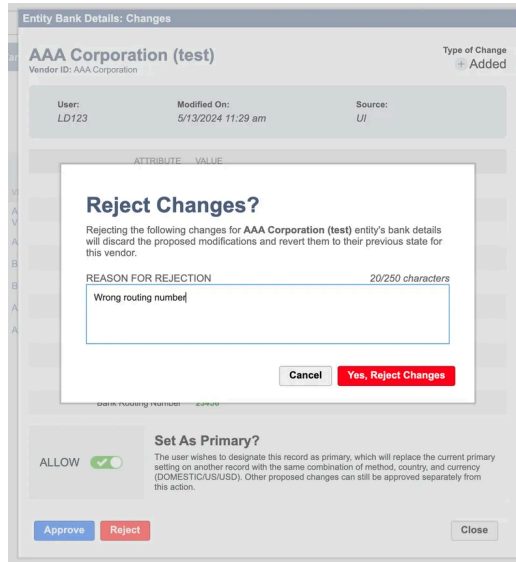
If there are no further changes, click **Close** to exit the pop-up window.

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**.

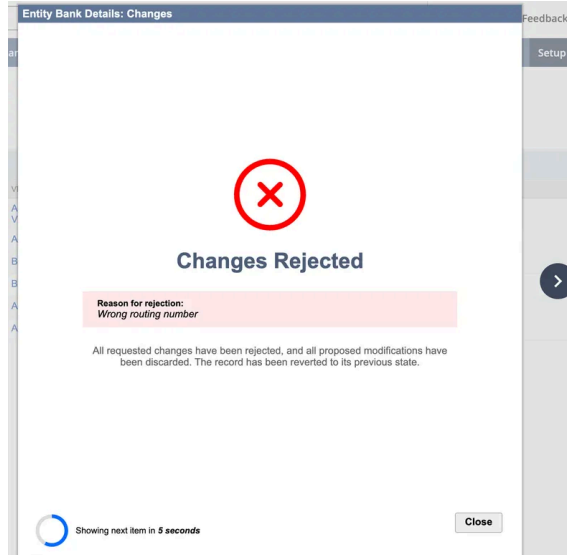
When prompted to provide a **Reason for Rejection**, provide an explanation up to a maximum of 250 characters.



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.

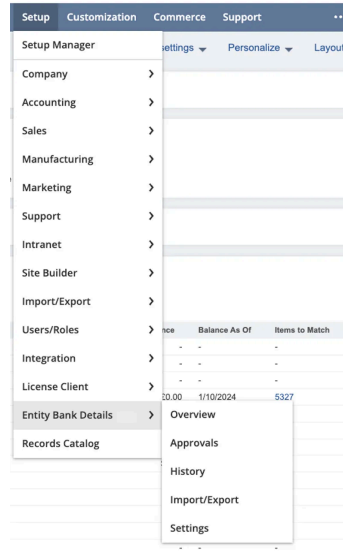
Navigate to the next record using the arrow icon or by waiting 10 seconds.

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.

2View Approved Changes

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

Entity Bank Details History

More

VendorsEmployees

History Updates

FILTERS

FROM DATETO DATE

RefreshExport

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

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

View Log of Changes

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

Entity Bank Details: Changes

Alexander Valley Vineyards

Type of Change
✓ Approved

Vendor ID: Alexander Valley Vineyards

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

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

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

Close

View Approved Change Details

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

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

Entity Bank Details History

More

Vendors

Employees

History Updates

FILTERS

FROM DATE

TO DATE

Refresh

Export

1..40

PAGE: 1/101 TOTAL: 4016

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

Click on View EBD Record

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

METHOD

Domestic

COUNTRY

United States

CURRENCY

USD

PRIMARY

☒

RECEIVING BANK NAME

CREDITOR AGENT BIC/SWIFT CODE

TYPE OF ACCOUNT

Checking

RECEIVING ACCOUNT NUMBER

123456789

BANK ROUTING NUMBER

123456789

Back

Save Vendor Bank Details

View Changes

3View Rejected Changes

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

Entity Bank Details: Changes

AL Systems Ltd

Vendor ID: AL Systems Ltd

Type of Change
X Rejected

Reason for rejection:
Missing BIC

User: LD123

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

Source: UI

Type of Change: Updated

Reviewer: NetSuite Prod

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

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

Close

View Rejected Changes Details

4 Export Approvals History

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

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

Entity Bank Details History More

Vendors Employees

History Updates

FILTERS

FROM DATE TO DATE

Refresh **Export** 1..40 PAGE: 1/101 TOTAL: 4016

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

Click on View EBD Record

The History Export will display the following data:

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

Log ID	ESD ID	Modified On	Vendor ID	Vendor	Type of Change	User	User ID	Reviewed By	Reviewed On	Status	Previous Entry
4210	4208	5/17/2024 11:40 am	Alexander Valley Vineyards	Alexander Valley Vineyards	Deleted	LD123	1710	Approvals Users	5/17/2024 11:41:11 am	Approved	("id":"4208","security":"US","currency":"USD","method":"DOMESTIC","label":"US-DOMESTIC-USD","primary":"true","payment"
4211	4208	5/17/2024 11:38 am	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	1710	Approvals Users	5/17/2024 11:40:20 am	Approved	
4212	4208	5/17/2024 11:38 am	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	1710	Approvals Users	5/17/2024 11:40:20 am	Approved	
4209	4207	5/16/2024 11:29 am	AAA Corporation	AAA Corporation (BELL)	Added	LD123	1710	Approvals Users	5/16/2024 11:40:20 am	Rejected	
4208	4206	5/9/2024 2:40 pm	Bayar DE	Bayar DE	Added	NetSuite Prod	1700	Approvals Users	5/17/2024 11:05:18 am	Approved	
4208	4204	5/9/2024 9:50 am	Bravo TV	Bravo TV	Added	LD123	1710	Approvals Users	5/17/2024 11:05:08 am	Approved	
4208	4203	5/9/2024 2:12 pm	Bravo TV	Bravo TV	Added	LD123	1710	NetSuite Prod	5/9/2024 3:40:29 pm	Approved	
4205	4	5/9/2024 2:07 pm	AL Systems Ltd	AL Systems Ltd	Updated	LD123	1710	NetSuite Prod	5/9/2024 3:40:28 pm	Rejected	("id":"4","security":"US","currency":"USD","method":"DOMESTIC","label":"RECORD 100","primary":"false","paymentData":{"
4203	5	5/9/2024 2:07 pm	AL Systems Ltd	AL Systems Ltd	Deleted	LD123	1710	Approvals Users	5/17/2024 11:05:34 am	Approved	
4202	4202	5/9/2024 2:08 pm	AL Systems Ltd	AL Systems Ltd	Added	LD123	1710	Approvals Users	5/17/2024 11:05:40 am	Approved	

View History Export

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

FAQs

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

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

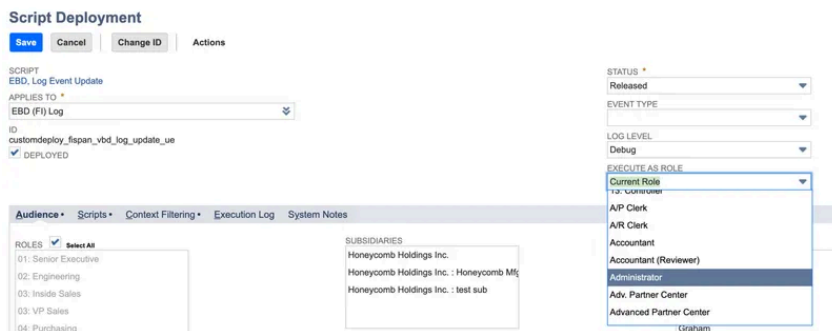
✓ Can I set more than one approver set up for a change?

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

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

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

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



The screenshot shows the 'Script Deployment' form in NetSuite. The 'Script' field is 'EBD, Log Event Update'. The 'ID' field is 'customdeploy_fispan_vbd_log_update_ue'. The 'Execute as Role' dropdown menu is open, showing a list of roles including 'Current Role', 'A/P Clerk', 'A/R Clerk', 'Accountant', 'Accountant (Reviewer)', 'Administrator' (which is highlighted), 'Adv. Partner Center', and 'Advanced Partner Center'. The 'Audience' tab is selected, showing a list of roles including '01: Senior Executive', '02: Engineering', '03: Inside Sales', '04: VP Sales', and '04: Purchasing'.

Change from Current Role to Administrator

4. Click **Save**.

2.3. Product Features

2.3.1. Accounts Payable

2.3.1.1. Vendor Payments

2.3.1.1.1. Bill Payments

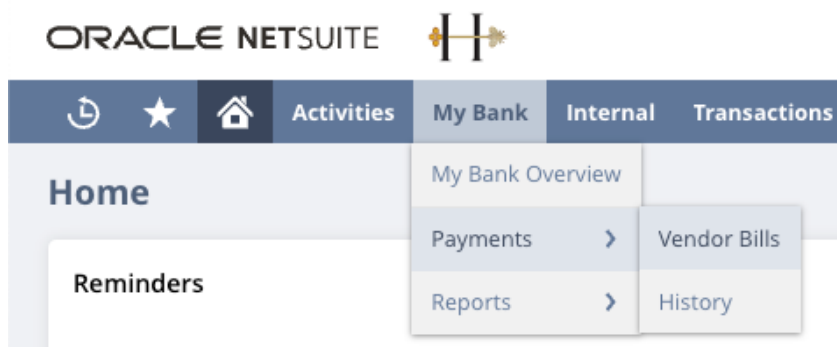
2.3.1.1.1.1. Paying Bills (NetSuite)

You can pay a vendor bill individually or improve efficiency by processing them in groups. Follow this guide to learn how to do both.

Pay a Vendor Bill

1 Go to Vendor Bills

Go to HSBC Integrator → **Payments** → **Vendor Bills**.



Navigate to the Vendor Bills page

2 Select a Bill to Pay

Use the filters to find the bill you would like to pay.

If a default payment method hasn't been set for this vendor, select a method from the respective column.

Select the checkbox next to the payment you want to make and select **Pay**.

Pay Vendor Bills More

Filters

SUBSIDIARY FROM DUE DATE

CURRENCY TO DUE DATE

VENDOR DEFAULT PAYMENT METHOD

ACCOUNT

Open Bills **Failed Bills**

☐ **Pay** **Refresh**

	DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORIG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURR.	PAYMENT METHOD
☐	9/24/2022	339494	-	AL Systems Ltd	AL Systems Ltd	235.00	235.00	0.00	235.00	USA	ACH
☐	8/25/2022	339495	-	Joanne's Padilla Company	Joanne's Padilla Company	927.00	927.00	0.00	927.00	USA	Check
☐	9/22/2022	339292	-	AL Systems Ltd	AL Systems Ltd	200.00	200.00	0.00	200.00	USA	ACH
☐	7/20/2022	338885	-	Ushika Ltd.	Ushika Ltd.	100.00	100.00	0.00	100.00	USA	Check
☐	8/5/2022	338782	-	AL Systems Ltd	AL Systems Ltd	1,991.00	1,991.00	0.00	1,991.00	USA	ACH
☐	8/5/2022	338783	-	AL Systems Ltd	AL Systems Ltd	1,000.00	1,000.00	0.00	1,000.00	USA	ACH
☐	5/31/2022	337378	101	Ushika Ltd.	Ushika Ltd.	1,991.00	1,991.00	0.00	1,991.00	USA	Check

1,500 PAGE: 1/4 TOTAL: 1741

Select Pay

NOTE: Only bills that are **Open/Approved** and do not have a Payment Hold on them will appear on the Pay Vendor Bills page.

This includes **Open/Approved** bills that are **On Hold** (with no **Payment Hold** on them).

3 Confirm Payment

Select the account from the dropdown and confirm that the number of bills, payments, and amounts are correct.

Confirm Payments

SOURCE ACCOUNT

1001 - Bank Account 1 (1039570000)

PAYMENTS

BILLS	PAYMENTS	AMOUNT	CURRENCY
4	4	1,484.75	USA

OK

Cancel

Confirm Payment

Then, select **OK**.

NOTE: The source account will only appear in the Confirm Payment pop-up if the associated bank account has a number input in the Number field.

4 Monitor Bill Processing

 **Receiving Payments**
We are currently receiving 4 payments for processing. You can leave this page and check back at anytime. Currently 60% completed!

Receiving Payments

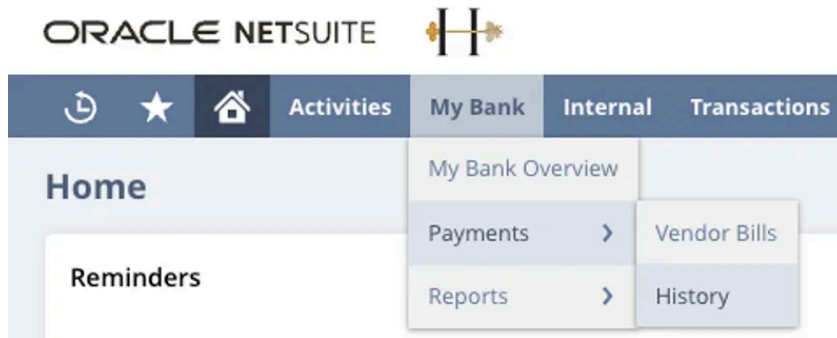
Once the payment request is successfully sent, the status bar will turn green.

 **Payments Successfully Received!**
We successfully received all payments and they are being processed. Please review the list for possible validation errors!

Payments Successfully Received

5 Check the Status of Payment

Go to **Your Bank** → **Payments** → **History**.



Go to Payments History Page

We recommend checking the Failed Bills tab after sending a payment to confirm the payment was successful.

Payments History More

Filter

PAYMENT TYPE: FROM PAID DATE: 8/31/2022

SUBSIDIARY: TO PAID DATE: 9/14/2022

All Transactions (5) • Pending Transactions (3) • Failed Transactions (2) • Processed Transactions (0)

Export

PAYMENT TYPE	TRAN ID	REFERENCE NUMBER	PRVSE	PRVSE ID	PRVSE NAME	AMOUNT	CURRENCY	MEMO	PRVSE	PAYMENT METHOD	CREATED DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	339494	View	AL Systems Ltd	AL Systems Ltd	235.00	USA		Royce Sin	ACH	8/25/2022	9/13/2022	Succeeded	Request fulfilled successfully
Vendor Bill	View	339495	View	Joanne's Puddle Company	Joanne's Puddle Company	927.00	USA		Royce Sin	ACH	8/25/2022	9/13/2022	Succeeded	Request fulfilled successfully
Expense Report	View	340399	View	Dorian Simon	Dorian Simon	26.00	USA		Joanne Tong	ACH	9/6/2022	9/6/2022	Sent For Processing	Payment is scheduled for batching and has not yet been sent to the bank
Expense Report	View	339696	View	Liv D'Agostini	Liv D'Agostini	300.00	USA		Joanne Tong	CHECK	9/1/2022	9/2/2022	Sent For Processing	Payment is scheduled for batching and has not yet been sent to the bank

Payments History Page

Paying Grouped Bills

Grouping bills for payment will make it easier to manage your vendor bills within the ERP system. There are a few prerequisites you need to address to get started.

If you would like to make grouped bill payments, please ensure you have the **GROUP BILLS FOR PAYMENT** checkbox selected on the Vendor record. This can be done by navigating to the Vendor record and selecting the sub-tab for your bank.

Vendor  

AL Systems Ltd

 Actions

VENDOR ID *
AL Systems Ltd

TYPE
☒ COMPANY
☐ INDIVIDUAL

ADDRESS
 Map

☐ VENDOR IS INACTIVE
CUSTOM FORM *
GB Vendor Form
☐ ENABLE ONLINE BILL PAY
DATE CREATED
2/15/2017 11:16 am
REPRESENTS SUBSIDIARY

Subsidiaries Information Info Address Financial Access Custom Commission Bank Payment Details Purchase History Scopecard Time Tracking **My Bank** Entity Bank Details

MY BANK DEFAULT PAYMENT METHOD
ACH

☒ MY BANK GROUP BILLS FOR PAYMENT

MY BANK PAYABLES (EMAIL ADDRESSES (COMMA SEPARATED))

 Actions

Select Group Bills for Payment

1 Go to Vendor Bills

To make a grouped bill payment, navigate to **Your Bank → Payments → Vendor Bills**.

2 Select Bills to Pay

Select more than one bill for at least one Vendor with Grouped Bills enabled, and then select **Pay**.

Pay Vendor Bills 

Filters

SUBSIDIARY

CURRENCY

VENDOR

ACCOUNT

FROM DUE DATE

TO DUE DATE

DEFAULT PAYMENT METHOD

Open Bills ☒ Folded Bills

	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORIG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURRENCY	PAYMENT METHOD
☒	342326	-	AL Systems Ltd	AL Systems Ltd	1 737.90	1 737.90	0.00	1 737.90	USA	ACH
☒	342327	-	AL Systems Ltd	AL Systems Ltd	392.36	392.36	0.00	392.36	USA	ACH
☒	342019	-	Joanne's Paddle Company	Joanne's Paddle Company	100.00	100.00	0.00	100.00	USA	ACH
☐	342020	-	Joanne's Paddle Company	Joanne's Paddle Company	181.00	181.00	0.00	181.00	USA	Please Select...

PAGE: 1/4 TOTAL: 1742

Select Bills to Pay as Grouped

3 Confirm Payment

The Confirm Payment window appears, where you can select the Source Account and verify the number of bills compared to the payments.

Confirm Payments

SOURCE ACCOUNT

1001 - Bank Account 1 (1039570000)
▼

PAYMENTS

BILLS	PAYMENTS	AMOUNT	CURRENCY
4	4	1,484.75	USA

OK

Cancel

Confirm Payment

With Grouped Payments enabled for a Vendor to whom you are paying more than one bill, the number of payments will always be less than the number of bills.

If everything looks good, select **OK** to transmit the payment.

2.3.1.1.2. Applying Discounts (NetSuite)

Learn how to apply discounts to payments in NetSuite with the HSBC Integrator helping you manage your payment discounts and processing.

Apply Discounts to Payments

Follow these steps to learn how to apply discounts to vendor payments.

1 Confirm Purchase Discount Account

Go to **Setup → Accounting → Accounting Preferences → Items/Transactions → Purchase Discount Account**.

Confirm the appropriate account is selected. The account selected here can be any account; choose one that works best with your business.

Accounting Preferences

[Save](#)[Cancel](#)[General](#)[Items/Transactions](#)[Order Management](#)[Time & Expense](#)

Accounts

PURCHASE DISCOUNT ACCOUNT

SALES DISCOUNT ACCOUNT

DEFAULT EXPENSE ACCOUNT

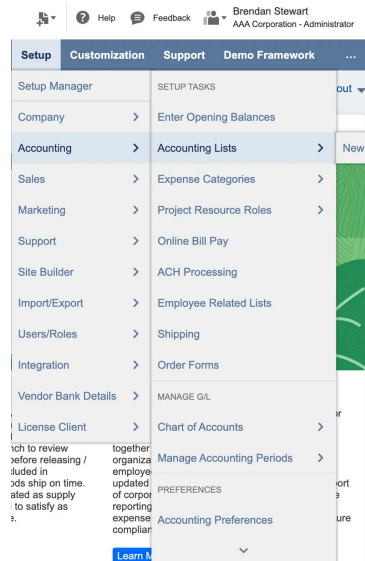
DEFAULT INCOME ACCOUNT

Select an Account to be the Purchase Discount Account

Click **Save**.

2 Creating Payment Terms

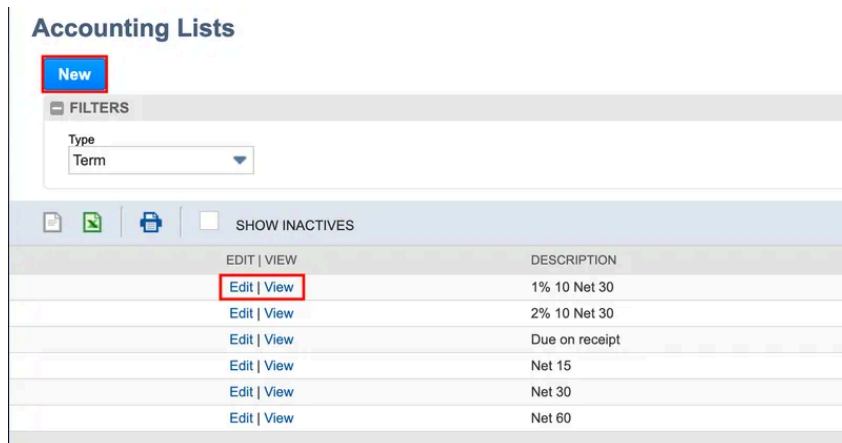
Terms can be created or modified in the Payment Terms page. Go to **Setup → Accounting → Accounting Lists**.



Go to Accounting Lists

Select **Filter → Type → Term**.

From here, you can view and edit Terms that already exist, or you can select **New** and create a new Term.



Select Edit | View Term

Enter the details for your new Term. Once you are done, select **Save**.

Term

Save

Cancel

Reset

TERMS *

STANDARD

DAYS TILL NET DUE

% DISCOUNT

DAYS TILL DISCOUNT EXPIRES

☐ PREFERRED

☐ INACTIVE

☐ DATE DRIVEN

DUE NEXT MONTH IF WITHIN DAYS

% DISCOUNT

DAY DISCOUNT EXPIRES

Creating a Term

3 Setting Payment Terms

Terms can be set at the Vendor level or the Bill level.

Vendor  

DK Company

Save  **Cancel** **Reset** **Make Payment**

VENDOR ID *
DK Company  ☒ AUTO

TYPE
☒ COMPANY
☐ INDIVIDUAL

Subsidiaries **Information** **Info** **Address** **Financial**

LEGAL NAME
DK Company

DEFAULT EXPENSE ACCOUNT
5002 Purchases : Merchandise 

DEFAULT PAYABLES ACCOUNT


TERMS
2% 10 Net 30 

CREDIT LIMIT
 (USD)

INCOTERM


Set Payment Term at Vendor Level

Bill  

117610 DK Company **OPEN**

Save  **Cancel** **Reset** **Recalc**  **Actions** 

VENDOR *
DK Company 

DATE *
10/6/2020

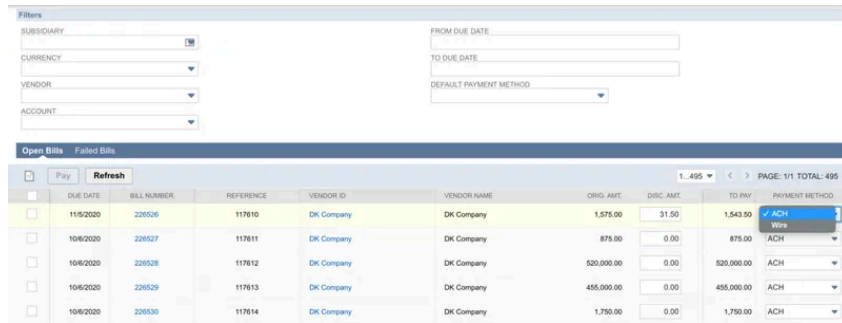
TERMS
2% 10 Net 30 

INCOTERM


Set Payment Term at Bill Level

4 Paying Discounts

Using the main navigation bar, go to the **Pay Vendor Bills** page via HSBC Integrator → **Payments** → **Vendor Bills**.



The screenshot shows the 'Pay Vendor Bills' interface. At the top, there are filters for SUBSIDIARY, CURRENCY, VENDOR, ACCOUNT, FROM DUE DATE, TO DUE DATE, and DEFAULT PAYMENT METHOD. Below the filters, there are tabs for 'Open Bills' and 'Failed Bills'. The 'Open Bills' tab is active, showing a table of bills. The table has columns: DUE DATE, BILL NUMBER, REFERENCE, VENDOR ID, VENDOR NAME, ORIG. AMT, DISC. AMT, TO PAY, and PAYMENT METHOD. The first row is highlighted in yellow, showing a bill due on 11/9/2020 for DK Company with an original amount of 1,575.00 and a discount of 31.50, resulting in a total to pay of 1,543.50. The payment method is ACH.

DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORIG. AMT	DISC. AMT	TO PAY	PAYMENT METHOD
11/9/2020	226526	117610	DK Company	DK Company	1,575.00	31.50	1,543.50	ACH
10/6/2020	226527	117611	DK Company	DK Company	875.00	0.00	875.00	ACH
10/6/2020	226528	117612	DK Company	DK Company	520,000.00	0.00	520,000.00	ACH
10/6/2020	226529	117613	DK Company	DK Company	455,000.00	0.00	455,000.00	ACH
10/6/2020	226530	117614	DK Company	DK Company	1,750.00	0.00	1,750.00	ACH

Select Payment Method

Use the filters to find the bills you would like to pay. If a default payment method has not yet been set for the vendor, choose a payment method from the respective column.

Discount Amount is automatically calculated on the **Original Amount** of the bill based on the terms and dates set on the bill. If a discount is calculated to be available (based on the terms), the **Discount Amount** box will be automatically populated. Users can modify the discount amount by editing the value in the **Discount Amount** field.

VENDOR ID	VENDOR NAME	ORIG. AMT.	DISC. AMT.	TO PAY	PAYMENT METHOD
DK Company	DK Company	1,575.00	31.50	1,543.50	ACH

Apply Discount

If the discount looks correct, select the bill and select **Pay**.

A confirmation page will appear with the To Pay amount. Select the account from the dropdown and confirm that the number of bills, payments, and amounts are correct.

Confirm Payment

SOURCE ACCOUNT

1001 - Bank Account 1

BILLS	PAYMENTS	AMOUNT	CURRENCY
1	1	1,543.50	USD

OK**Cancel**

Confirm Payment

Then, select **OK**.

After selecting **OK**, a blue payment status bar will appear at the top of the page to show the progress of your payment.

**Receiving Payments**

We are currently receiving 4 payments for processing. You can leave this page and check back at anytime. Currently 60% completed!

Receiving Payments

Once the payment request is successfully sent, the status bar will turn green.


Payments Successfully Received!
 We successfully received all payments and they are being processed. Please review the list for possible validation errors!

Payments Successfully Received

5 Check Status of Payment

Using the main navigation bar, go to HSBC Integrator → **Payments** → **History**.

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

Payments History More

▼ Filter

PAYMENT TYPE FROM PAID DATE

SUBSIDIARY TO PAID DATE

All Transactions (10) • Pending Transactions (0) • Failed Transactions (3) • Processed Transactions (7) •

Export

PAYMENT TYPE	TRAN ID	REFERENCE NUMBER	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20852	111193	View	American Express	1,925.00	USA	Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20853	111194	View	Eric Givens	\$25.00	USA	Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20855	111196	View	The Office Shop Inc	1,750.00	USA	Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20856	111197	View	Digital Supply, LLC	1,575.00	USA	Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ

Payments History page

Payments take four business days to appear as **Completed** in the plugin since there is no positive acknowledgement from the receiving bank.

The bank plugin will only transmit the amount paid in NetSuite, which will be the remaining bill amount after any discounts or vendor credits are applied. For users who view payments made in the NetSuite bank plugin later in their bank portal, the amount shown will be the same remaining bill amount that was paid in NetSuite.

Partial Payments

Partial payments are not supported. The plugin will consistently submit the full **To Pay** amount, regardless of any discounts entered or credit memos applied, and will record the remaining balance as a discount when processing a payment in the ledger.

Confirm Payment

SOURCE ACCOUNT

1902 - business-fispan-usd

BILLS	PAYMENTS	AMOUNT	CURRENCY
1	1	7,009.56	USD

Partial Payment Not Supported

DISC. AVAIL.	DISC. TAKEN	PAYMENT
60.00	77.00	5,923.00

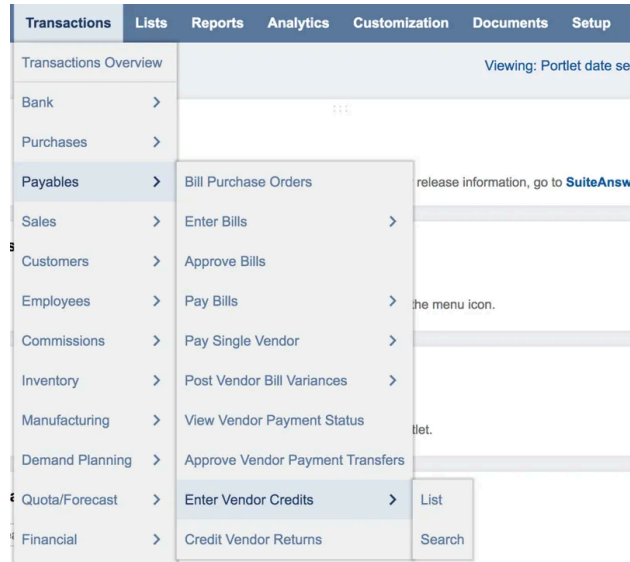
Discount

2.3.1.1.3. Applying Bill Credits (Natively in NetSuite)

You can leverage bill credits through NetSuite's native platform, by following these steps:

1 Navigate to Vendor Credits

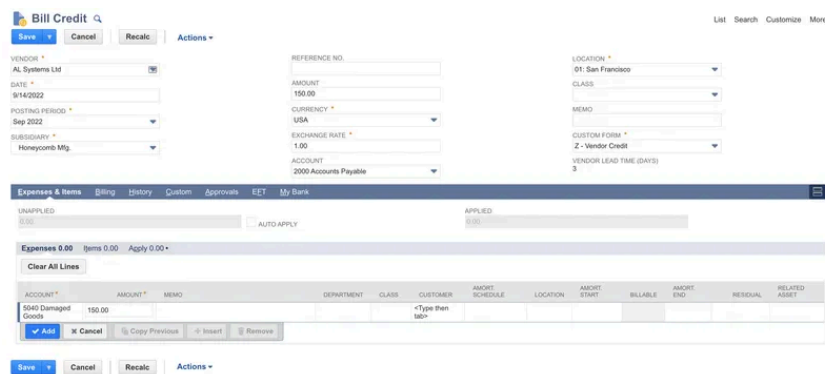
Go to **Transactions → Payables → Enter Vendor Credits**.



Go to Enter Vendor Credits Page

2 Enter Credit Details

Select the vendor you would like to credit and fill in all other required fields.



The screenshot shows the 'Bill Credit' form in NetSuite. The 'Expenses & Items' tab is active. The form includes fields for 'VENDOR' (AL Systems Ltd), 'DATE' (9/14/2022), 'POSTING PERIOD' (Sep 2022), 'SUBSIDIARY' (Honeycomb Mtg), 'REFERENCE NO.', 'AMOUNT' (150.00), 'CURRENCY' (USA), 'EXCHANGE RATE' (1.00), 'ACCOUNT' (2000 Accounts Payable), 'LOCATION' (91 San Francisco), 'CLASS', 'MEMO', 'CUSTOM FORM' (Z - Vendor Credit), and 'VENDOR LEAD TIME (DAYS)' (3). Below these fields, there are 'UNAPPLIED' and 'APPLIED' amounts, both showing 0.00. The 'Expenses 0.00' section shows a table with columns for 'ACCOUNT', 'AMOUNT', 'MEMO', 'DEPARTMENT', 'CLASS', 'CUSTOMER', 'AMOUNT SCHEDULE', 'LOCATION', 'AMOUNT START', 'BILLABLE', 'AMOUNT END', 'RESIDUAL', and 'RELATED ASSET'. One line item is visible: '5040 Damaged Goods' with an amount of 150.00. The form has 'Save', 'Cancel', 'Recalc', and 'Actions' buttons at the bottom.

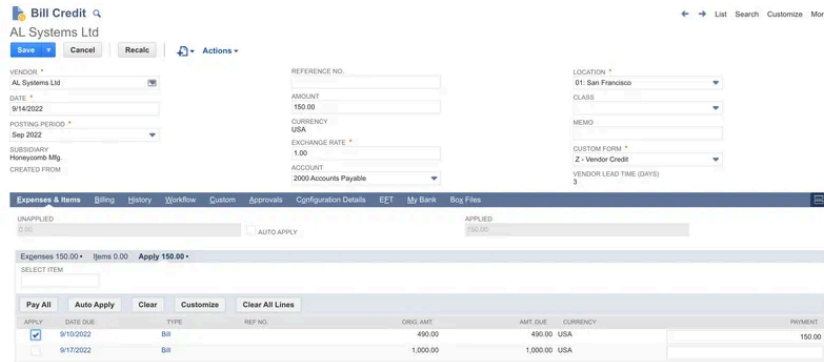
Enter Credit Details

Under the **Expenses & Items** tab, enter the **Account** and **Amount** details, then select **Save**.

3 Apply Credit to Bill(s)

Select **Edit** on the Vendor's Bill Credit page that appears after saving the credit details.

Select **Apply** and select the bill you would like to apply the credit to, then select **Save**.



Bill Credit AL Systems Ltd

Vendor: AL Systems Ltd **Reference No.:** **Amount:** 150.00 **Currency:** USA **Exchange Rate:** 1.00 **Account:** 2000 Accounts Payable

Date: 9/14/2022 **Posting Period:** Sep 2022 **Subsidary:** Honeycomb Mfg. **Location:** 01: San Francisco **Class:** **Memo:** **Custom Form:** Z - Vendor Credit **Vendor Lead Time (Days):** 3

Expenses & Items **Billing** **History** **Workflow** **Custom** **Approvals** **Configuration Details** **EET** **My Bank** **Req Files**

UNAPPLIED: 250.00 **AUTO APPLY:** **APPLIED:** 250.00

Expenses 150.00 • Items 0.00 • Apply 150.00 •

SELECT ITEM

APPLY	DATE DUE	TYPE	REF NO.	ORIG AMT	AMT DUE	CURRENCY	PAYMENT
☒	9/10/2022	BI		490.00	490.00	USA	150.00
☐	9/17/2022	BI		1,000.00	1,000.00	USA	

Apply Credit to Bill(s)

If the **Auto Apply** checkbox is selected, it will automatically select a bill from the list. If you do not wish to apply the credit to that bill, you may select another one.

4 View and Pay Reduced Bill(s)

In the navigation bar, select **Payments → Vendor Bills**. The credit bill should now display the Original Amount and a reduced Amount Due.

Pay Vendor Bills More

Filters

SUBSIDIARY:

CURRENCY:

VENDOR:

ACCOUNT:

FROM DUE DATE:

TO DUE DATE:

DEFAULT PAYMENT METHOD:

Open Bills **Failed Bills**

	DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORIG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURRE.	PAYMENT METHOD
☐	9/17/2022	51129	-	AL Systems Ltd	AL Systems Ltd	1,000.00	1,000.00	0.00	1,000.00	USA	ACH
☐	9/19/2022	49523	-	AL Systems Ltd	AL Systems Ltd	495.00	340.00	0.00	340.00	USA	ACH
☐	4/29/2022	39083	-	Herman Miller Inc.	Herman Miller	3,325.00	3,325.00	0.00	3,325.00	USA	ACH
☐	12/16/2021	33713	-	Tax Agency AK	Tax Agency AK	200.00	200.00	0.00	200.00	USA	ACH

1 4 < > PAGE: 1/1 TOTAL: 4

View and Pay Reduced Bill(s)

NOTE: The plugin will only transmit the amount paid in NetSuite, which will be the remaining bill amount after any vendor credits or discounts are applied.

For users who view payments made in the NetSuite bank plugin later in their bank portal, the amount shown will be the same remaining bill amount that was paid in NetSuite.

2.3.1.1.4. Applying Bill Credits During Payment (NetSuite)

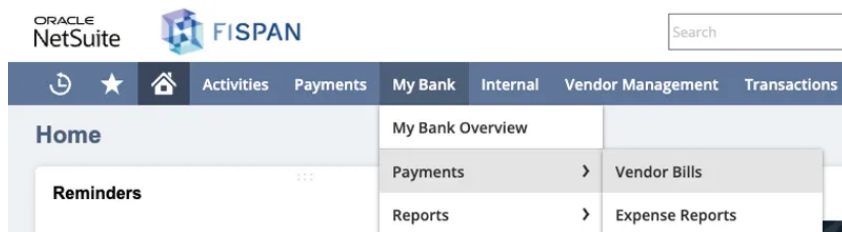
You can easily apply bill credits directly on the Pay Vendor Bills page in NetSuite. This guide will help you understand the steps required.

Before starting, please ensure that the **Expense Reports** checkbox is selected in the **Setup → Company → Enable Features → Employee Expenses** tab. This step is required for the Apply Bill Credits functionality.

Applying Bill Credits

1 Go to Vendor Bills Page

To apply bill credits, navigate to HSBC Integrator → **Payments → Vendor Bills**.



Navigate to the Vendor Bills page

2 Select Bills to Apply Bill Credits

Identify the bill you would like to apply bill credits to and make a payment. If a default payment method has not been set up for a vendor, please select an appropriate option from the Payment Method dropdown list.

Select the checkboxes next to the bills you want to apply credits to, and click **Apply Credits**.

Pay Vendor Bills More

Your Brand Here

Filters

BILL DATE: CURRENCY: FROM DUE DATE:

CATEGORY: VENDOR: TO DUE DATE:

SUBSIDIARY: ACCOUNT: DEFAULT PAYMENT METHOD:

Open Bills ☒ Failed Bills

☐ Pay ☒ Apply Credits

	DUE DATE	BILL NUMBER	ACCOUNT	SUBSIDIARY	CURRENCY	VENDOR VENDOR ID	VENDOR VENDOR NAME	QTY	TO PAY	PAYMENT METHOD
☒	11/23/2024	72302	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Bldg	USD	Harman Miller Inc.	Harman Miller	4.80	4,800.00	ACH
☒	11/23/2024	72301	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Bldg	USD	Harman Miller Inc.	Harman Miller	5.40	5,400.00	ACH
☒	10/19/2024	72306	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Bldg	USD	SDP	Superior SDP	175.1	148.50	ACH
☒	11/23/2024	72303	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Bldg	USD	Harman Miller Inc.	Harman Miller	300.1	300.00	ACH
☒	11/23/2024	72371	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Bldg	USD	Harman Miller Inc.	Harman Miller	450.1	298.00	ACH
☒	10/23/2024	71802	2000 Accounts Payable	Homepoint Holdings Inc. Homepoint Bldg	USD	AL Systems Ltd	AL Systems Ltd	380.1	175.08	ACH

1.27

Select Bills to Apply Bill Credits

3

Select Vendor

Bills and bill credits are grouped by vendor and currency. Use the **A/P Account** drop-down to filter bills and bill credits by different accounts.

Find the vendor you want to apply the bill credits to and click **View Bills Credits**.

Bill Credits

Select an A/P account to see which vendors have available bill credits that can be applied to the selected bills.

A/P Account

2000 Accounts Payable

Total: 3

VENDOR NAME	TOTAL BILLS	TOTAL AMOUNT DUE	AVAIL. BILL CREDITS	CREDIT AMOUNT	AVAIL. CREDIT AMOUNT	ACTION
AL Systems Ltd	9	\$29,336.08 USD	4	\$13,950.00 USD	\$12,241.00 USD	<button>View Bill Credits</button>
Herman Miller Inc.	9	\$20,340.00 USD	5	\$7,050.00 USD	\$6,850.00 USD	<button>View Bill Credits</button>
Herman Miller Inc.	1	\$1,500.00 CAD	1	\$500.00 CAD	\$500.00 CAD	<button>View Bill Credits</button>

Close

Select Vendor to Apply Bill Credits

NOTE: The dialog will only show vendors who have bill credits available.

There are two methods for applying bill credits:

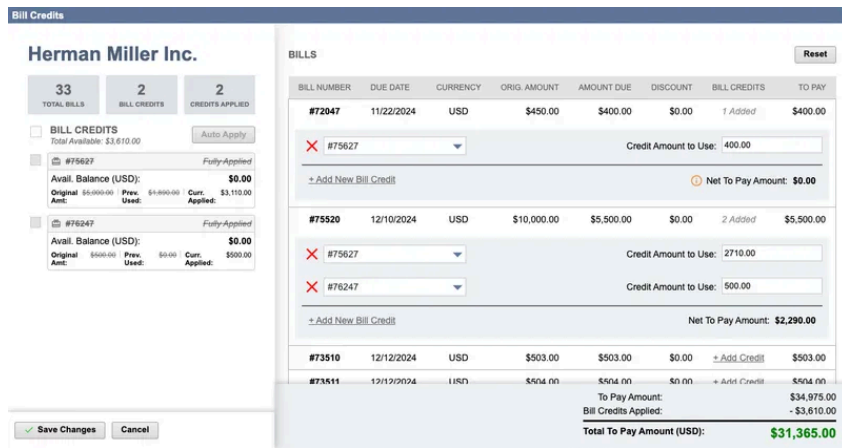
- **Auto-Apply**
- **Manual Apply**

4 Auto-Apply Bill Credits

The Auto-Apply function simplifies the process by automatically applying the available bill credits to the bills. With the Auto-Apply function, bill credits are applied to bills in order from the oldest to the newest due dates.

Select Bill Credits to Apply

The left panel contains a list of all available bill credits, including their original amounts and available balances. This panel also displays the total number of bills and bill credits, and how many are currently applied. Select the checkboxes for the bill credits you wish to apply.



The screenshot displays the 'Bill Credits' interface for 'Herman Miller Inc.'. On the left, a summary shows 33 total bills, 2 bill credits, and 2 credits applied. Below this, a list of bill credits is shown, including details like 'Avail. Balance (USD)', 'Original Amt.', 'Prev. Used', and 'Curr. Applied'. The 'Auto Apply' button is visible. On the right, a table of bills is shown with columns for Bill Number, Due Date, Currency, Orig. Amount, Amount Due, Discount, Bill Credits, and To Pay. The table lists bills #72047, #75627, #75520, #76247, #73510, and #73511. For each bill, the 'Credit Amount to Use' is specified, and a 'Net To Pay Amount' is calculated. At the bottom right, the 'Total To Pay Amount (USD)' is shown as \$31,365.00.

Auto-Applying Bill Credits

Once selected, click the **Auto-Apply** button. Upon clicking **Auto-Apply**, you'll notice that bill credits are applied to bills starting from the oldest to the newest due dates. The **Total Amount Due** will update to reflect the applied bill credits.

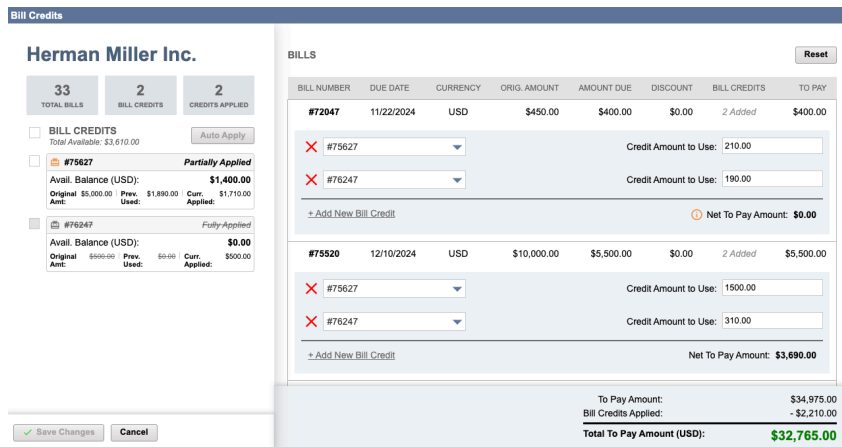
You can manually adjust the amount of the bill credit if needed or remove bill credits from respective bills by clicking a red cross icon.

After confirming the bill credits application, click **Save Changes**.

5 Manual Apply Bill Credits

The Manual Apply function allows you to select specific bill credits and determine the amount to apply to particular bills, giving you precise control over the allocation of bill credits.

Click **+Add New Bill Credit** and select the desired bill credit from the drop-down menu. You can customize the amount of each bill credit to apply to a particular bill.



Bill Credits

Herman Miller Inc.

33 TOTAL BILLS | 2 BILL CREDITS | 2 CREDITS APPLIED

☐ BILL CREDITS
Total Available: \$3,610.00 Auto Apply

☐ #75627 **Partially Applied**
Avail. Balance (USD): \$1,400.00
Original Amt: \$5,000.00 | Prev. Used: \$1,890.00 | Curr. Applied: \$1,710.00

☐ #76247 **Fully Applied**
Avail. Balance (USD): \$0.00
Original Amt: \$500.00 | Prev. Used: \$0.00 | Curr. Applied: \$500.00

Save Changes Cancel

BILLS Reset

BILL NUMBER	DUE DATE	CURRENCY	ORIG. AMOUNT	AMOUNT DUE	DISCOUNT	BILL CREDITS	TO PAY
#72047	11/22/2024	USD	\$450.00	\$400.00	\$0.00	2 Added	\$400.00
✗ #75627 Credit Amount to Use: 210.00 ✗ #76247 Credit Amount to Use: 190.00 + Add New Bill Credit Net To Pay Amount: \$0.00							
#75520	12/10/2024	USD	\$10,000.00	\$5,500.00	\$0.00	2 Added	\$5,500.00
✗ #75627 Credit Amount to Use: 1500.00 ✗ #76247 Credit Amount to Use: 310.00 + Add New Bill Credit Net To Pay Amount: \$3,690.00							

To Pay Amount: \$34,975.00
 Bill Credits Applied: -\$2,210.00
Total To Pay Amount (USD): \$32,765.00

Manual Apply Bill Credits

If you wish to remove the applied credits, click the **Reset** button. This will clear all bill credits currently applied.

After confirming the bill credits application, click **Save Changes**.

NOTE: Once you manually apply bill credits, the Auto-Apply function will be disabled. To restore the Auto-Apply function, click the **Reset** button.

6 Processing Bill Credits

The plugin will begin applying bill credits to the selected bills.

Bill Credits

Please wait until we finish applying bill credits

We are applying bill credits to **Herman Miller Inc.** bills (USD). This action might take some time depending on the number of bill credits selected and NetSuite's processing limits.

⚠ Please do not close your tab or window, and do not use the refresh or back button of your browser.

Note: Bills paid in full with bill credits will be marked as paid within NetSuite. These payments **will not be processed** through the bank plugin, and thus will not appear on the Pay Bills page or History page of this plugin.

BILL NUMBER	DUE DATE	CURRENCY	AMOUNT DUE	DISCOUNT	APPLIED CREDITS	TO PAY	STATUS
#72047	11/22/2024	USD	\$400.00	\$0.00	\$400.00	\$0.00	⚠
#75520	12/10/2024	USD	\$5,500.00	\$0.00	\$1,810.00	\$3,690.00	⚠

Processing Bill Credits

The status column will indicate whether each bill credit has been successfully applied. A green checkmark signifies a successful application, while a red caution icon shows that the bill credit could not be applied.

Hover over the icon to see a detailed message explaining why the credit application failed.

Bill Credits

Process Completed!

The bill credits application process for **Herman Miller Inc.** bills (USD) has been successfully completed.

Note: Bills paid in full with bill credits will be marked as paid within NetSuite. These payments **will not be processed** through the bank plugin, and thus will not appear on the Pay Bills page or History page of this plugin.

BILL NUMBER	DUE DATE	CURRENCY	AMOUNT DUE	DISCOUNT	APPLIED CREDITS	TO PAY	STATUS
#72047	11/22/2024	USD	\$400.00	\$0.00	\$400.00	\$0.00	✓
#75520	12/10/2024	USD	\$5,500.00	\$0.00	\$1,810.00	\$3,690.00	✓

[Back to Vendor Credits](#)
[View More Bill Credits](#)
[Done](#)

Credit Processing Completed

To reapply the failed bill credits, click **Back to Vendor Credits**. If you need to apply bill credits to another vendor, click **View More Bill Credits**.

Once you have finished applying bill credits, click **Done**.

NOTE: Bills with a net amount due of zero after applying bill credits will not appear on the plugin's Pay Bills or Payment History pages. These bills will be paid directly within NetSuite.

TIP: Bill Credits works best if your NetSuite environment has no customizations surrounding bill, bill payment, and/or bill credits creation, deletion, or modification.

7 Make Payment

Select the bills to pay and click **Pay** on the Pay Vendors Bill page to proceed with payment.

The source account will only appear in the Confirm Payment pop-up if the associated bank account has a number input in the Number field.

Confirm Payment

Select a source account to pay these bills:

SOURCE ACCOUNT

1000 - Checking

\$955,799.09 USD

PYMT. METHOD	BILLS	PAYMENTS	VENDORS	CCY	ORIG. AMT	DISCOUNT	CREDIT APPLIED	TOTAL TO PAY
ACH	40	40	15	USD	\$162,376.95	\$500.00	\$26,721.26	\$135,155.69
ACH	1	1	1	USD	\$300.00	\$0.00	\$0.00	\$300.00
ACH	4	4	2	USD	\$9,015.00	\$400.00	\$0.00	\$8,615.00

Make Payments

Cancel

Confirm and Make Payments

FAQs

✓ Do I need new permissions to access this feature?

Please ensure the role is granted the following permission under **Manage Roles → Permissions tab → Transactions tab: Enter Vendor Credits (Level: Edit)**

✓ Can I apply bill credits from A/P Account X against bills from A/P Account Y?

Currently, NetSuite does not allow bill credits to be applied across different A/P Accounts. You can only use bill credits against bills within the same A/P Account.

✓ I paid my bill using bill credits, but I can't see it under the Payment History tab. Why?

Since the bill was fully settled using bill credits, it will not appear on the plugin's Payment History page. Instead, it will be processed directly within NetSuite.

✓ Does it work with discounts and credits natively applied within NetSuite?

Yes, this feature is fully compatible with both discounts and bill credits applied directly within NetSuite.

✓ I have a restricted view for class, location, and department, but I don't see any available credits in the pop-up. Why?

Please ensure that **Include Unassigned** is selected for each of these entities in your restricted view settings.

✓ How can I unapply bill credits?

To unapply bill credits, perform the following steps:

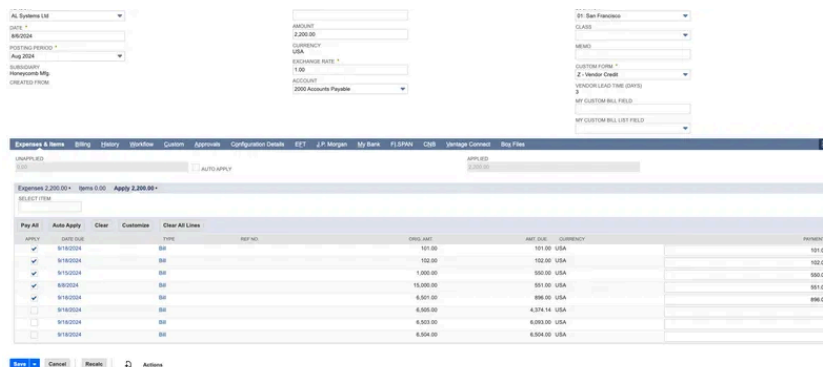
1 Navigate to Bill Credit

Navigate to the specific Bill Credit you want to unapply and click **Edit**.

Go to the **Expenses & Items** tab and click the **Apply** sub-tab.

2 Unapply Bill Credit

Clear the checkboxes for the bill(s) you no longer want the credit applied to and click **Save**.



Pay All	Auto Apply	Clear	Customize	Clear All Lines	APPLY	DATE DUE	TYPE	REF NO.	AMOUNT	CURRENCY	PERCENT
☒	☒	☐	☐	☐	✓	9/15/2024	BS		100.00	100.00 USA	100.00
☒	☒	☐	☐	☐	✓	9/15/2024	BS		100.00	100.00 USA	100.00
☒	☒	☐	☐	☐	✓	9/15/2024	BS		1,000.00	900.00 USA	900.00
☒	☒	☐	☐	☐	✓	9/15/2024	BS		15,000.00	991.00 USA	991.00
☒	☒	☐	☐	☐	✓	9/15/2024	BS		6,501.00	996.00 USA	996.00
☒	☒	☐	☐	☐	✓	9/15/2024	BS		6,505.00	4,374.14 USA	896.00
☒	☒	☐	☐	☐	✓	9/15/2024	BS		6,503.00	6,093.00 USA	
☒	☒	☐	☐	☐	✓	9/15/2024	BS		6,504.00	6,504.00 USA	

Unapply Bill Credits from a Bill

3 Confirm Changes

Open the Pay Bills page or the bill to confirm that the changes have been reflected.

2.3.1.1.5. Voiding and Repaying Bills (NetSuite)

Bills that are voided in native NetSuite can be repaid through the bank plugin, allowing for multiple repayments if necessary.

Previously paid payments with a duplicate bill ID cannot be voided and repaid directly. Instead, you'll need to create a new copy of the bill and apply payment to the copy or submit a ticket to HSBC Support for resolution.

How to Void Bills

Use this simple process to void a bill using the plugin.

1 Locate the Bill

Find a bill that has already been paid via the plugin on the History page by going to HSBC Integrator → **Payments** → **History**.

Payments History More

Filter

PAYMENT TYPE: FROM PAID DATE:
 SUBSIDIARY: TO PAID DATE:

All Transactions (4) • Pending Transactions (0) • Failed Transactions (1) • Processed Transactions (3)

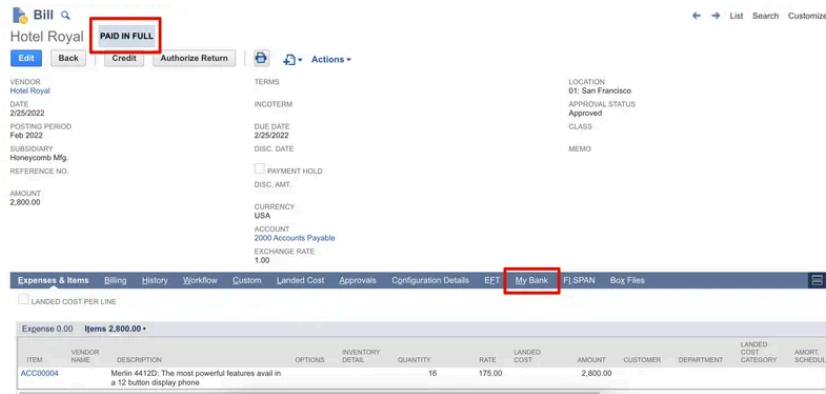
Export

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	VIEW	PAVEE ID	PAVEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	PAYMENT METHOD	CREATED DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	39080		View	Hotel Royal	Hotel Royal	2,800.00	USA		Joanne Teng	ACH	2/25/2022	7/13/2022	Succeeded	Request fulfilled successfully
Vendor Bill	View	39077		View	Superior ISP	Superior ISP	3,900.00	USA	S492-1476	Joanne Teng	ACH	2/25/2022	7/12/2022	Succeeded	Request fulfilled successfully

Payment History age showing paid bills

2 Check Bill Status

Open the Bill Record and confirm the bill has been **PAID IN FULL**. You can select Your Bank's tab in the submenu to confirm that the bill payment has hit the plugin.



Bill Hotel Royal PAID IN FULL Actions

VENDOR
Hotel Royal

DATE
3/25/2022

POSTING PERIOD
Feb 2022

SUBSIDIARY
Honeycomb Mfg.

REFERENCE NO.

AMOUNT
2,800.00

TERMS
INCOTERM

DUE DATE
2/25/2022

DISC. DATE

☐ PAYMENT HOLD

DISC. AMT.

CURRENCY
USA

ACCOUNT
2000 Accounts Payable

EXCHANGE RATE
1.00

LOCATION
01: San Francisco

APPROVAL STATUS
Approved

CLASS

MEMO

Expenses & Items **Billing** **History** **Workflow** **Custom** **Landed Cost** **Approvals** **Configuration Details** **EET** **My Bank** **FLSPAN** **Box Files**

☐ LANDED COST PER LINE

ITEM	VENDOR NAME	DESCRIPTION	OPTIONS	INVENTORY DETAIL	QUANTITY	RATE	LANDED COST	AMOUNT	CUSTOMER	DEPARTMENT	LANDED COST CATEGORY	AMORT. SCHEDULE
AC000004		Marlin 4412D. The most powerful features avail in a 12 button display phone			16	175.00		2,800.00				

Check Bill is marked as "PAID IN FULL"



Expenses & Items **Billing** **History** **Workflow** **Custom** **Landed Cost** **Approvals** **Configuration Details** **EET** **My Bank** **FLSPAN** **Box Files**

MY BANK REFERENCE ID
0a17955a-a13b-4736-9e16-11201842059

MY BANK MESSAGE
Request fulfilled successfully

MY BANK STATUS
Succeeded

MY BANK UPDATED DATE
7/13/2022

MY BANK PAYER
Joanne Tong

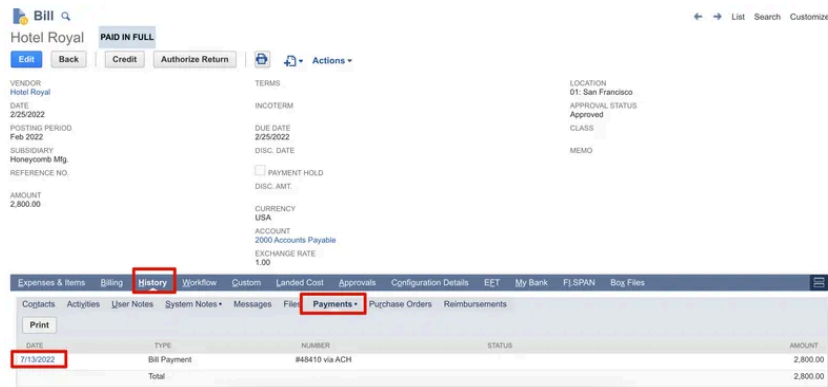
MY BANK TRANSACTION ID
e27c568b-a0b0-4653-ae5a-d983709a29c

MY BANK FX RATE

Confirm Bill Payment

3 Go to Bill Payment Record

Go to **Bill record** → **History (or Related Records)** → **Payments** and find the Bill Payment record associated with this Bill.



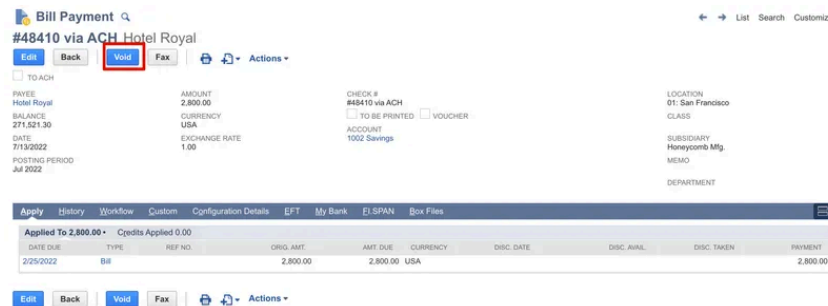
The screenshot shows the 'Bill' record for 'Hotel Royal' with a status of 'PAID IN FULL'. The 'History' tab is selected, and the 'Payments' section is highlighted. The payment record shows a date of 7/13/2022, a type of 'Bill Payment', and an amount of 2,800.00.

DATE	TYPE	NUMBER	STATUS	AMOUNT
7/13/2022	Bill Payment	#48410 via ACH		2,800.00
	Total			2,800.00

Open Bill Payment Record

4 Void the Bill

Void the Bill Payment by selecting the **Void** button.



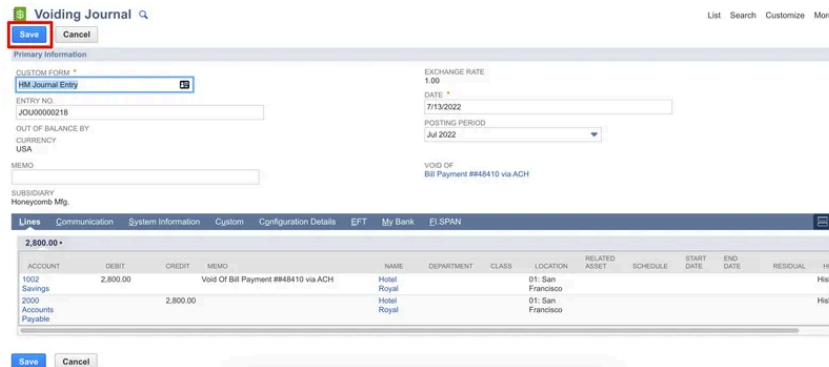
The screenshot shows the 'Bill Payment' record for '#48410 via ACH' with a status of 'Applied To 2,800.00'. The 'Void' button is highlighted. The record shows a date of 7/13/2022, a type of 'Bill', and an amount of 2,800.00.

DATE DUE	TYPE	REF NO.	ORIG. AMT.	AMT. DUE	CURRENCY	DISC. DATE	DISC. AMT.	DISC. TAKEN	PAYMENT
2/25/2022	Bill		2,800.00	2,800.00	USA				2,800.00

Void the Bill

5 Save the Bill

Select **Save** on the Voiding Journal Entry that NetSuite creates in response to the voiding of the Bill Payment.



Voiding Journal Search Customize More

Save **Cancel**

Primary Information

CUSTOM FORM * **HM Journal Entry**

ENTRY NO. J0U00000218

OUT OF BALANCE BY

CURRENCY USA

MEMO

SUBSIDIARY Honeycomb Mfg.

EXCHANGE RATE 1.00

DATE 7/13/2022

POSTING PERIOD Jul 2022

VOID OF Bill Payment #848410 via ACH

Lines **Communication** **System Information** **Custom** **Configuration Details** **EFT** **My Bank** **ELSPAN**

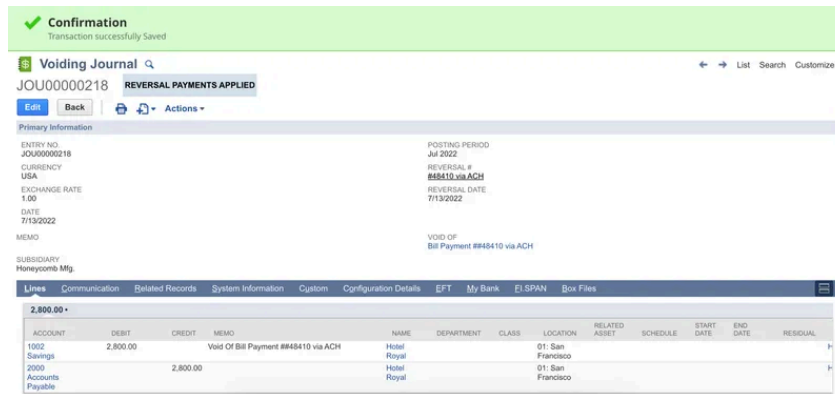
2,800.00

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	DEPARTMENT	CLASS	LOCATION	RELATED ASSET	SCHEDULE	START DATE	END DATE	RESIDUAL	HE
1002 Savings	2,800.00		Void Of Bill Payment #848410 via ACH	Hotel Royal			01: San Francisco						Hot
2000 Accounts Payable		2,800.00		Hotel Royal			01: San Francisco						Hot

Save **Cancel**

Save the Bill

The next page will show a Confirmation banner, and the Voiding Journal Entry will be marked with **REVERSAL PAYMENTS APPLIED**.



Confirmation
Transaction successfully Saved

Voiding Journal Search Customize

J0U00000218 **REVERSAL PAYMENTS APPLIED**

Edit **Back** **Actions**

Primary Information

ENTRY NO. J0U00000218

OUT OF BALANCE BY

CURRENCY USA

EXCHANGE RATE 1.00

DATE 7/13/2022

MEMO

SUBSIDIARY Honeycomb Mfg.

POSTING PERIOD Jul 2022

REVERSAL # #848410 via ACH

REVERSAL DATE 7/13/2022

VOID OF Bill Payment #848410 via ACH

Lines **Communication** **Related Records** **System Information** **Custom** **Configuration Details** **EFT** **My Bank** **ELSPAN** **Box Files**

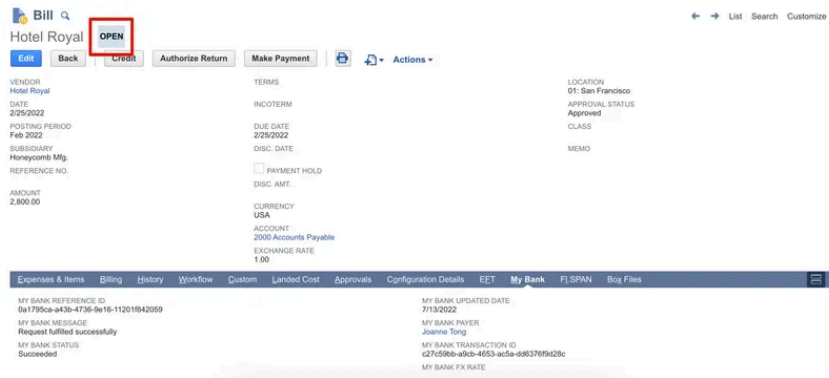
2,800.00

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	DEPARTMENT	CLASS	LOCATION	RELATED ASSET	SCHEDULE	START DATE	END DATE	RESIDUAL	HE
1002 Savings	2,800.00		Void Of Bill Payment #848410 via ACH	Hotel Royal			01: San Francisco						
2000 Accounts Payable		2,800.00		Hotel Royal			01: San Francisco						

View Confirmation Banner

6 Check the Bill

Confirm the Bill has been reopened. Fields under Your Bank's subtab are still populated with details from the first payment that was voided. The associated Bill Payment will also appear as **Voided**.



The screenshot shows the 'Bill Payment' interface for 'Hotel Royal'. The 'OPEN' button is highlighted in a red box. The interface includes fields for Vendor, Date, Posting Period, Subsidary, Reference No., Amount, Terms, Incoterm, Due Date, Disc Date, Payment Hold, Disc Amt, Currency, Account, Exchange Rate, Location, Approval Status, Class, and Memo. The 'My Bank' tab is selected, showing details like My Bank Reference ID, My Bank Message, My Bank Status, My Bank Updated Date, My Bank Payer, My Bank Transaction ID, and My Bank FX Rate.

Check the Bill

Expenses & Items Billing History Workflow Custom Landed Cost Approvals Configuration Details EET My Bank FI SPAN Bog Files				
Print				
DATE	TYPE	NUMBER	STATUS	AMOUNT
7/13/2022	Bill Payment	#48410 via ACH	Voided	0.00
Total				0.00

Bill Payment status appearing as "Voided"

Repaying a Previously Voided Bill

Follow these steps to repay your voided bills.

1 Find the Voided Bill

Find the previously voided bill on the Pay Vendor Bills page by going to HSBC Integrator → **Payments** → **Vendor Bills**.

Pay Vendor Bills More

Filters

SUBSIDIARY

CURRENCY

VENDOR

ACCOUNT

FROM DUE DATE

TO DUE DATE

DEFAULT PAYMENT METHOD

Open Bills **Failed Bills**

	DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURR.	PAYMENT METHOD
☐	2/25/2022	39080	-	Hotel Royal	Hotel Royal	2,800.00	2,800.00	0.00	2,800.00	USA	ACH
☐	4/26/2022	39081	-	Herman Miller Inc.	Herman Miller	2,100.00	2,100.00	0.00	2,100.00	USA	Please Select...
☐	4/26/2022	39083	-	Herman Miller Inc.	Herman Miller	3,325.00	3,325.00	0.00	3,325.00	USA	Please Select...

Find the Voided Bill

2 Pay the Bill

Pay the bill as normal.

Receiving Payments

We are currently receiving payments for processing. You can leave this page and check back at anytime. Currently 66.6% completed!

Pay Vendor Bills More

Filters

SUBSIDIARY

CURRENCY

VENDOR

ACCOUNT

FROM DUE DATE

TO DUE DATE

DEFAULT PAYMENT METHOD

Open Bills **Failed Bills**

	DUE DATE	BILL NUMBER	REFERENCE	VENDOR ID	VENDOR NAME	ORG. AMT.	AMT. DUE	DISC. AMT.	TO PAY	CURR.	PAYMENT METHOD
☒	2/25/2022	39080	-	Hotel Royal	Hotel Royal	2,800.00	2,800.00	0.00	2,800.00	USA	ACH

Pay the Bill

3 Check the Bill Status

Confirm the bill has been paid and appears in the History page. Go to HSBC Integrator → **Payments** → **History**.

Payments History

More

Filter

PAYMENT TYPE

FROM PAID DATE

6/29/2022

SUBSIDIARY

TO PAID DATE

7/13/2022

All Transactions (4) • Pending Transactions (0) • Failed Transactions (1) • Processed Transactions (3) •

Export

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PRVSE	PRVSE ID	PRVSE NAME	AMOUNT	CURRENCY	MEMO	PAYER	PAYMENT METHOD	CREATED DATE	PAY DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	39080		View	Hotel Royal	Hotel Royal	2,800.00	USA		Joanne Tong	ACH	2/25/2022	7/13/2022	Succeeded	Request fulfilled successfully
Vendor Bill	View	39077		View	Superior ISP	Superior ISP	3,900.00	USA	5402-1476	Joanne Tong	ACH	2/25/2022	7/12/2022	Succeeded	Request fulfilled successfully

Check the Bill Status

Open the Bill record and confirm the bill has been **PAID IN FULL**. You can select the tab for the HSBC Integrator in the submenu to confirm that the bill payment has hit the plugin and that the reference IDs and transaction IDs are now different, as seen in Step 2 of **How to Void a Bill**.

Bill PAID IN FULL List Search Customize

Hotel Royal

Vendor **Hotel Royal**

DATE 2/25/2022

INVOICING PERIOD Feb 2022

SUBSIDIARY Homeports Mfg.

REFERENCE NO.

AMOUNT 2,800.00

TERMS NET/TERM

DUE DATE 2/25/2022

DISC DATE

DISC AMT

CURRENCY USA

ACCOUNT 2000 Accounts Payable

EXCHANGE RATE 1.00

LOCATION St. San Francisco

APPROVAL STATUS Approved

CLASS

MEMO

EXPENSE & Items **Splitting** **History** **Workflow** **Custom** **Landed Cost** **Approvals** **Configuration Details** **EET** **My Bank** **F1 SPAN** **Box Files**

MY BANK REFERENCE ID 4095980-0504-4347-0352-03500370726

MY BANK MESSAGE Request fulfilled successfully

MY BANK STATUS Successful

MY BANK UPDATED DATE 7/13/2022

MY BANK PAYER Joanna Tong

MY BANK TRANSACTION ID 4095980-0504-4347-0352-03500370726

MY BANK FX RATE

Ensure Bill is marked as "PAID IN FULL"

A new Bill Payment now appears as an associated record to this Bill, alongside the previously voided payment.

Expenses & Items				
Billing History Workflow Custom Landed Cost Approvals Configuration Details EET My Bank P1 SPAN Big File				
Contacts Activities User Notes System Notes Messages Files Payments Purchase Orders Reimbursements				
Print				
DATE	TYPE	NUMBER	STATUS	AMOUNT
7/13/2022	Bill Payment	#48410 via ACH	Voided	0.00
7/13/2022	Bill Payment	#48511 via ACH		2,800.00
	Total			2,800.00

New Bill Payment on Bill

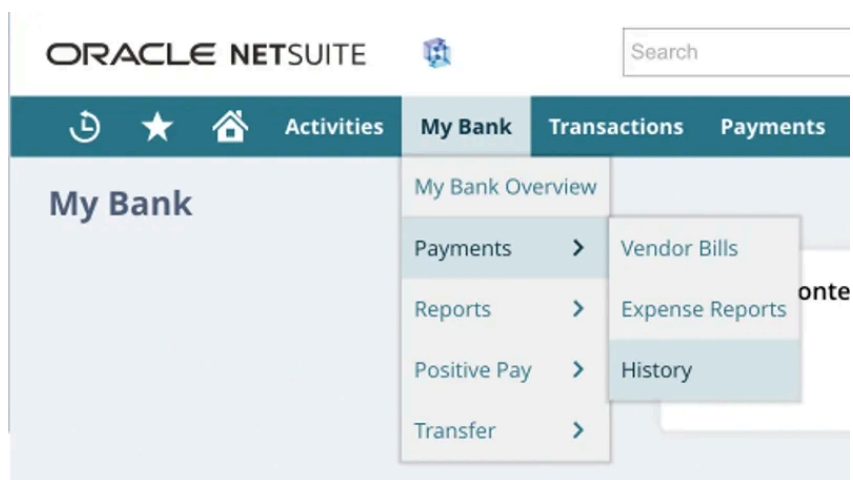
2.3.1.1.2. Bill Payment History

2.3.1.1.2.1. Viewing Bill History (NetSuite)

The HSBC Integrator maintains a log of all successful and failed payments made since its installation. This page will guide you on how to view your Vendor Bill Payment History and explain the different payment statuses you may encounter during regular use.

1 Go to History

Navigate to HSBC Integrator → **Payments** → **History**.



Go to Payments History page

2

View Payments History

On the **Payments** → **History** page, payments will be grouped into 4 different categories:

- All Transactions
- Pending Transactions
- Failed Transactions
- Processed Transactions

Use the filters for **Payment Type**, **Subsidiary**, and **Dates** to help narrow down the number of payments shown on screen.

Payments History

More

Filter

PAYMENT TYPE

▼

FROM PAID DATE

2/26/2026

SUBSIDIARY

▼

TO PAID DATE

3/12/2026

All Transactions (10) • Pending Transactions (0) Failed Transactions (3) • Processed Transactions (7) •

Export

PAYMENT TYPE	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20852	111193	View	American Express	1,925.00	USA		Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20853	111194	View	Eric Givens	525.00	USA		Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20855	111196	View	The Office Shop Inc	1,750.00	USA		Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ
Vendor Bill	View	20856	111197	View	Digital Supply, LLC	1,575.00	USA		Kimia Natchi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled succ

View Payment History

3 View Payments History – Pending

Payments that are processed through the plugin will first appear under the **Pending** tab, and can remain here for up to several business days, depending on the payment method, before appearing under the **Processed** tab.

Payments History More

Filter

PAYMENT TYPE

FROM PAID DATE

2/26/2026

SUBSIDIARY

TO PAID DATE

3/12/2026

All Transactions (12) • Pending Transactions (3) • Failed Transactions (2) • Processed Transactions (7)

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20824	111165	View	Hilleman Inc.	Hilleman Inc.	791.55	Canadian dollar		Carina Jaime	Check	8/28/2025	3/12/2026	Sent for Processing	Payment is scheduled for batching and has not yet been sent to the bank.
Vendor Bill	View	20829	111170	View	Hilleman Inc.	Hilleman Inc.	2,975.52	Canadian dollar		Carina Jaime	Check	8/28/2025	3/12/2026	Sent for Processing	Payment is scheduled for batching and has not yet been sent to the bank.
Vendor Bill	View	20838	111179	View	Hilleman Inc.	Hilleman Inc.	1,373.32	Canadian dollar		Carina Jaime	Int. Wire	8/28/2025	3/12/2026	Sent for Processing	Payment is scheduled for batching and has not yet been sent to the bank.

View Payment History - Pending

There are two **Pending** statuses:

- **Sent for Processing:** This status indicates that the payment has been processed through the bank plugin but has not yet reached your bank.
- **Processing:** This payment has reached your bank and is processing.

4 View Payments History – Completed

All successful payments made through the plugin will appear under the Processed tab after several business days. Some payments may make it here sooner, depending on the payment method selected at the time of payment.

Payments History More

Filter

PAYMENT TYPE: FROM PAID DATE: 2/26/2026

SUBSIDIARY: TO PAID DATE: 3/12/2026

All Transactions (12) • Pending Transactions (3) • Failed Transactions (2) • Processed Transactions (7) •

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20852	111193	View	American Express	American Express	1,925.00	USA		Kimia Naichi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled successfully
Vendor Bill	View	20853	111194	View	Eric Givens	Eric Givens	525.00	USA		Kimia Naichi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled successfully
Vendor Bill	View	20855	111196	View	The Office Shop Inc	The Office Shop Inc	1,750.00	USA		Kimia Naichi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled successfully
Vendor Bill	View	20856	111197	View	Digital Supply, LLC	Digital Supply, LLC	1,575.00	USA		Kimia Naichi	ACH	8/28/2025	3/9/2026	Completed	Request fulfilled successfully
Vendor Bill	View	20847	111188	View	Digital Supply, LLC	Digital Supply, LLC	875.00	USA		Wilson Lee	ACH	8/28/2025	3/5/2026	Completed	Request fulfilled successfully

View Payment History - Succeeded

There is only one status for **Completed** payments:

- **Completed:** This payment has been successful and requires no further action. A payment's status may update to **Completed** within several business days after approval (if using payment approval workflows) or sooner, depending on the payment method.

5 View Payments History – Failed

A payment will appear under the Failed tab if it has failed to be processed. A payment will only remain under the Failed tab until it has been successfully paid.

Payments History

Filter

PAYMENT TYPE

SUBSIDIARY

FROM PAID DATE

TO PAID DATE

All Transactions (12)

Pending Transactions (3)

Failed Transactions (2)

Processed Transactions (7)

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	DEFAULT PAYMENT METHOD	BILL DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	20844	111185	View	Hillerman Inc.	Hillerman Inc.	1,286.27	Canadian dollar		Carina Jaime	ACH	8/28/2025	3/12/2026	Failed	Vendor attribute "subjectOfPayment.ac routingNumber must t Vendor attribute "subj Subject Of Payment v
Vendor Bill	View	20849	111190	View	Hillerman Inc.	Hillerman Inc.	228.89	Canadian dollar		Josh Desrosiers	ACH	8/28/2025	3/12/2026	Failed	Vendor attribute "subjectOfPayment.ac routingNumber must t Vendor attribute "subj Subject Of Payment v

View Payment History - Failed

Failed payments have the following statuses:

- **Validation Issue:** This status describes payments that fail to be processed as a result of missing or invalid information required for a successful payment. Common examples include missing Country and/or State/Province on a Payee, missing Payee bank account information, or Invoice IDs/Reference Numbers exceeding the maximum of 35 characters.
- **Cancelled:** This status will indicate that the payment was cancelled in the plugin.
- **Failed:** This status indicates an error on the payment that has prevented it from leaving NetSuite. Common examples include subsidiary mismatches between the payee and source account.

2.3.1.1.2.2. Customizing Filters (NetSuite)

Customizable filters give you more flexibility to personalize the vendor bill payment experience. You can easily add, rearrange, and remove the filters you see on the Pay Vendor Bills page. You can select standard fields from the Bill and Vendor records, as well as any custom entity fields on the Bill record, to use as a filter.

Just like with columns, any filter customizations you make are saved only for you (user level). Your personalized filter setup won't affect the Pay Vendor Bills page for any other user.

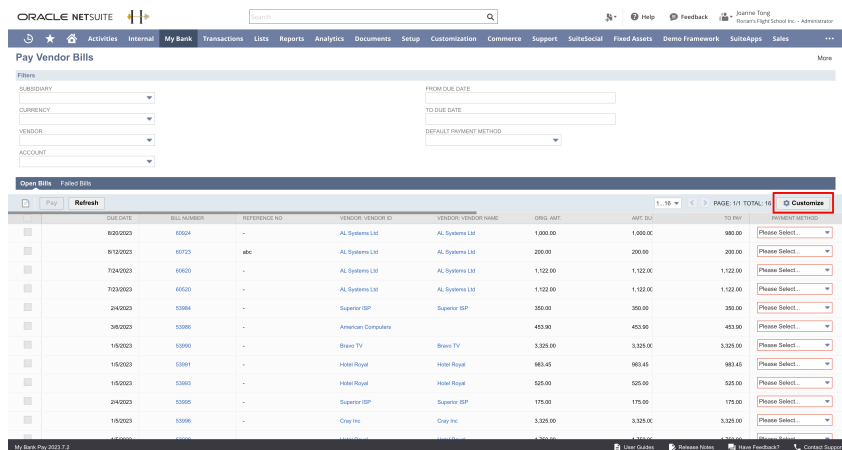
Enabling Customizable Filters requires additional permissions for user roles. Please check the **Required Permissions** section on this page for the details.

Accessing the Customization Page

Follow these steps to access the Customization feature on the Pay Vendor Bills Page.

1 Locate Customize Option

The customization page is accessible from the **Pay Vendor Bills** page by clicking on the **Customize** button.

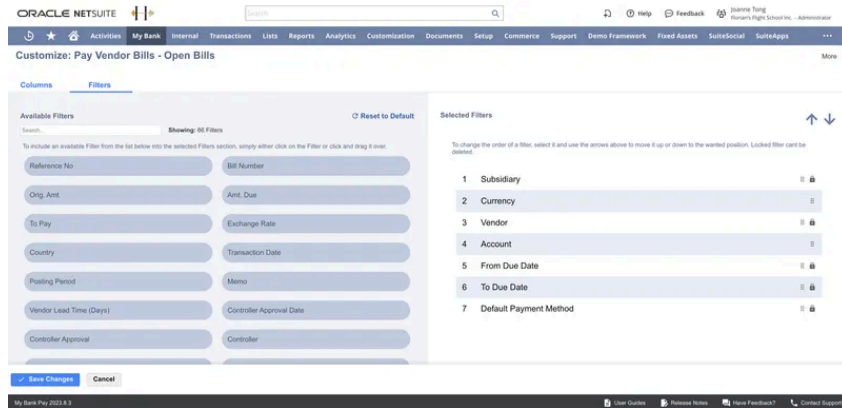


Customize Button Located on the Right of the Pay Vendor Bills Screen

When you click the **Customize** button, it will take you to the **Customize: Pay Vendor Bills - Open Bills** page.

2 Customize Pay Vendor Bills Page

Here, you can add, rearrange, or remove filters that are displayed on the Pay Vendor Bills page.

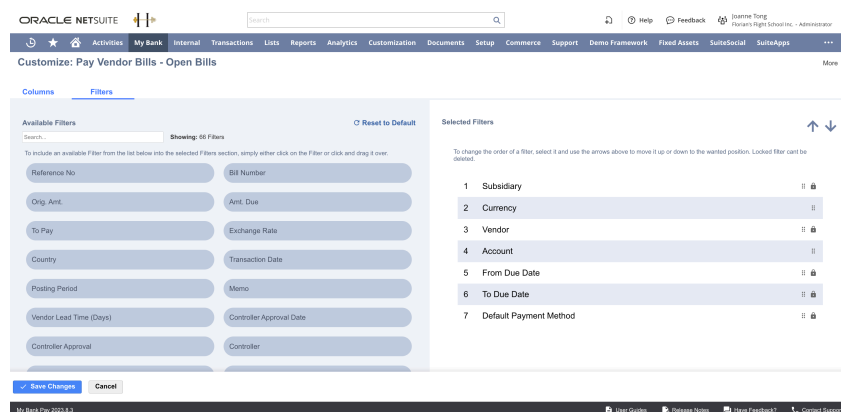


Customize: Pay Vendor Bills page on the Filters sub-tab

By default, the **Columns** sub-tab appears first. Click the **Filters** sub-tab to view **Available Filters** and **Selected Filters**.

Available and Selected Filters

On the Filters tab of either **Customize: Pay Vendor Bills - Open Bills** or **Customize: Pay Vendor Bills - Failed Bills** pages, users can see two main sections: **Available Filters**, **Selected Filters**.



Customize: Pay Vendor Bills page on the Filters sub-tab

NOTE: Any filter customizations made to the **Customize: Pay Vendor Bills - Open Bills** page will also be applied to the **Customize: Pay Vendor Bills - Failed Bills** page. It does not matter which of these pages the user makes filter customizations from, as customizations are shared between the two Customize pages.

Available Filters

The **Available Filters** section, located on the left half of the screen, allows the user to do the following:

- Search for available filters by typing into the search bar.
- See the total number of available filters to be selected.
- Click, or click and drag, available filters to be added to the **Selected Filters** section of the page.
- Reset columns back to default.

This feature allows users to choose from the standard fields available on both the Bill and Vendor records to display and rearrange as filters on the Pay Vendor Bills page. Additionally, users are also able to choose any custom entity fields available on the Bill record, but not any custom fields available on the Vendor record.

Selected Filters

The **Selected Filters** section is located on the right half of the screen. Here, users can do the following:

- View all selected filters on the Pay Vendor Bills page.
- Move filters (denoted by the dotted icon):
 - Users can rearrange filters by dragging the dotted icon or by using the up and down arrows at the top right of the page after clicking a filter.
 - All filters can be moved/reordered, unlike columns.
- Remove certain filters (denoted by NO lock icon):
 - Filters that can be deleted will show a **Remove** button on hover. Clicking **Remove** will prompt the user to confirm the action.
 - Filters that display a lock icon cannot be removed.

There are a number of filters that cannot be removed. They are all denoted with a lock icon.

Cannot be removed or rearranged



Can be removed or rearranged



Selected Filters behavior

Making Changes to Filters

To create a personalized view of your vendor bills, use the Customization feature by following these steps.

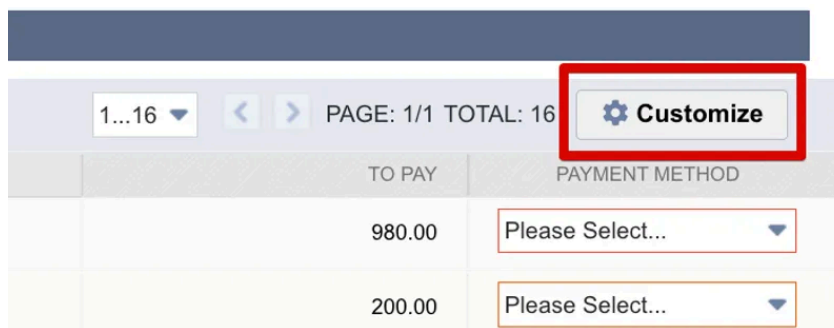
1 Locate Customize Option

Navigate to HSBC Integrator → **Payments** → **Vendor Bills**.



Navigate to the Vendor Bills page

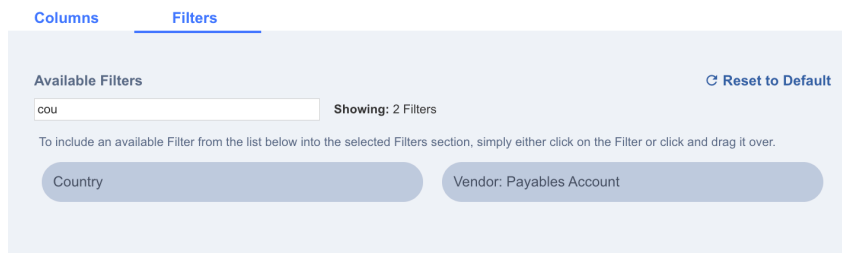
To make customizations to filters on the **Pay Vendor Bills** page, click on the **Customize** button.



"Customize" button on the Pay Vendor Bills page

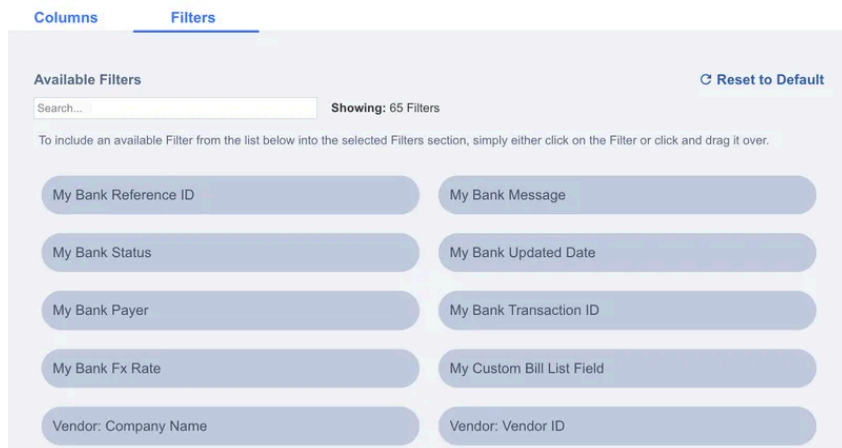
2 Finding Available Filters

In the **Available Filters** section of the page, begin typing in the search bar to find the filter of your choice, or scroll through the full list to see what filter options are available.



The screenshot shows the 'Available Filters' section with a search bar containing 'cou'. Below the search bar, two filters are displayed: 'Country' and 'Vendor: Payables Account'. The text 'Showing: 2 Filters' is visible next to the search bar. A 'Reset to Default' link is located in the top right corner.

Option 1: Using the Search bar to find a filter

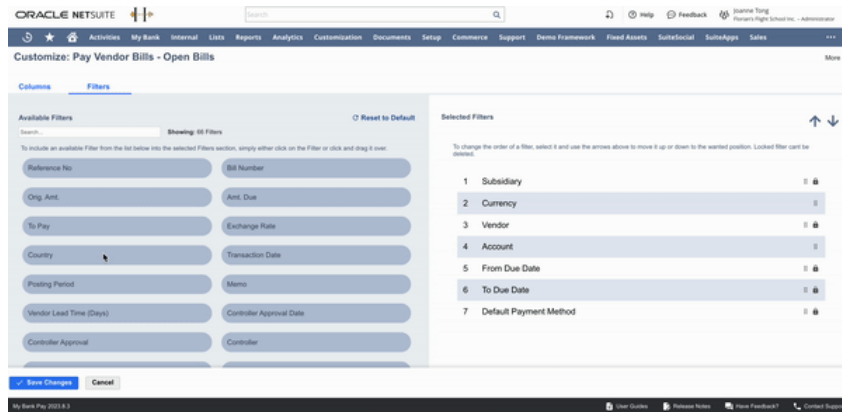


The screenshot shows the 'Available Filters' section with a search bar containing 'Search...'. Below the search bar, a list of filters is displayed, including 'My Bank Reference ID', 'My Bank Message', 'My Bank Status', 'My Bank Updated Date', 'My Bank Payer', 'My Bank Transaction ID', 'My Bank Fx Rate', 'My Custom Bill List Field', 'Vendor: Company Name', and 'Vendor: Vendor ID'. The text 'Showing: 65 Filters' is visible next to the search bar. A 'Reset to Default' link is located in the top right corner.

Option 2: Scrolling through the Available Filters list to find a filter

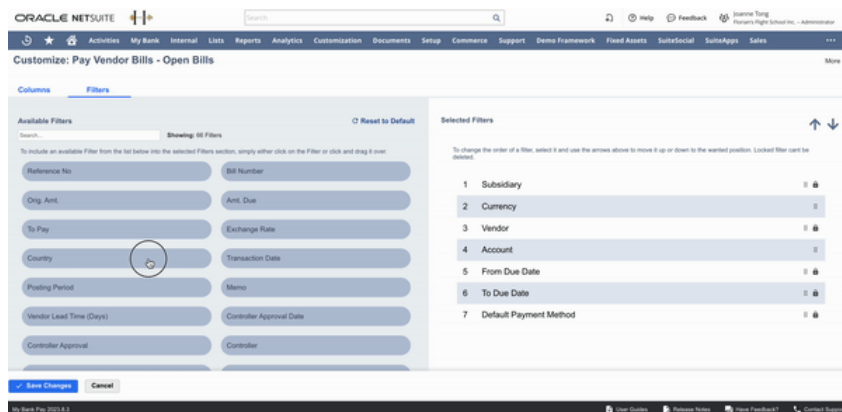
3 Adding and Rearranging Filters

Click on a filter in the **Available Filters** section to add it to the **Selected Filters** section. This will add it to the top of the **Selected Filters** section.



Option 1: Click to add a filter and re-arrange using arrows

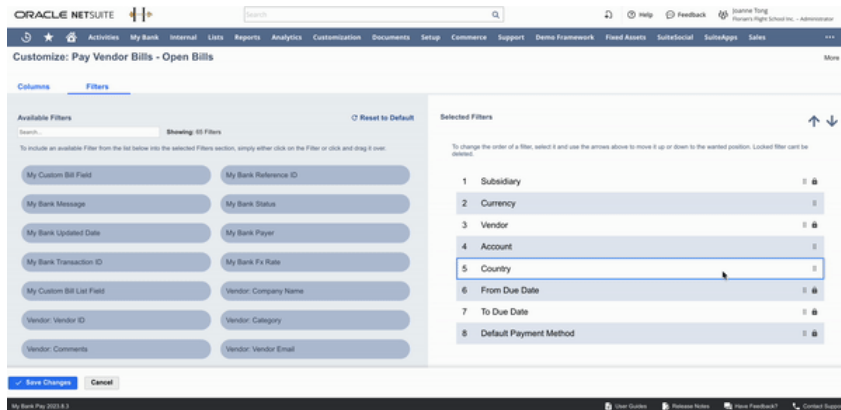
Alternatively, you may click and drag a filter from the **Available Filters** section to the desired position in the **Selected Filters** section.



Option 2: Click and drag a filter to the desired position

4 Removing Selected Filters

To remove a filter, simply click on the filter in the **Selected Filters** section of the page. It will prompt you to confirm that you wish to remove this filter. Upon clicking **Yes, Remove Item**, the filter will reappear within the **Available Filters** section.

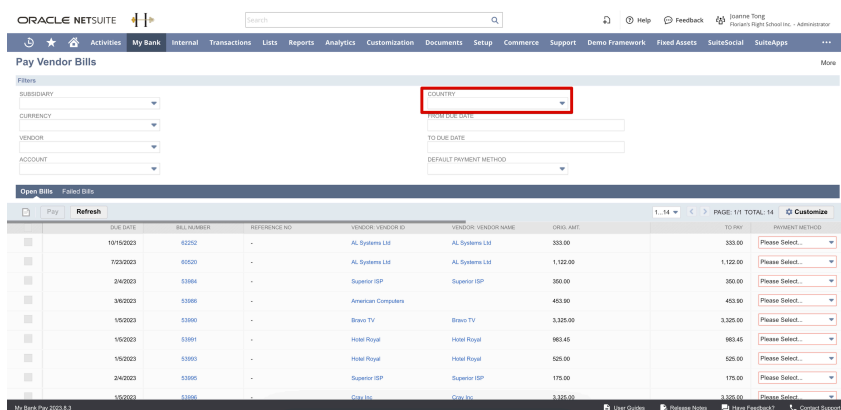


Click "Remove" and confirm removal by clicking "Yes, Remove Item"

5 Saving Customizations

When you are happy with your changes, click **Save Changes** at the bottom of the screen to save your customizations. A dialog will appear to confirm that changes were made successfully. You may either return to the **Pay Vendor Bills** page by clicking on the **Go Back to Pay Bills Page** button, or you may remain on the current page by clicking the **Close** button.

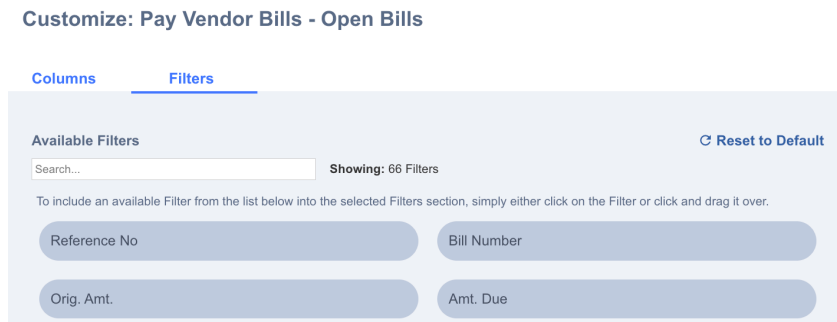
The **Pay Vendor Bills** page will now reflect filter customizations.



"Country" now appears as a filter in the specified order

6 Resetting Filters to Default

To reset your filters back to default, click on the **Customize** button, then the **Filters** tab, and finally click on the **Reset to Default** button.



Click Reset to Default

A dialog box will appear, prompting you to confirm whether you really want to reset your filter customizations back to default. Click on **Yes, Reset to Default** to continue.

After clicking **Yes, Reset to Default**, all filter customizations, including any additions, rearrangements, and removals, have been reset to the default selection and position of filters. You may continue to make more changes from here, or click **Save Changes** to proceed with the default filters.

Required Permissions

Several permissions are required for a user to fully access and make customizations to columns and filters:

- Access to the following Suitelet scripts:
 - HSBC Pay Vendor Bills
 - HSBC User Customization
- Access to the following NetSuite User/Role Permission:
 - Custom Fields (Level: View)
 - Subsidiaries (Level: View)
 - Accounting Lists (Level: View)
 - Set Up Company (Level: View): Optional, but ideal for customizable filters
 - Manage Accounting Periods (Level: View): Optional, but ideal for customizable filters

Assign Suitelet Scripts

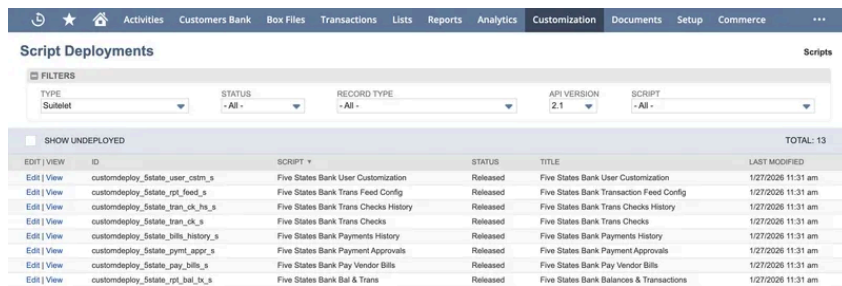
After the plugin update, a NetSuite Administrator needs to grant employees these two permissions: **HSBC Pay Vendor Bills Suitelet** access (to see the page with the **Customize** button). **HSBC User Customization Suitelet** access (to make the **Customize** button work).

1 Locate Suitelets

Suitelet script permissions can be accessed by navigating to **Customization → Scripting → Script Deployment**.

Use the following filters:

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



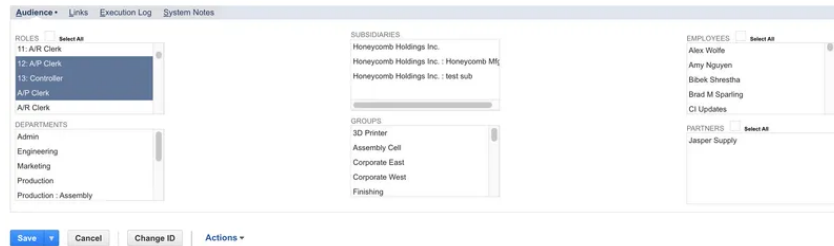
Script Deployments						Scripts
FILTERS						
TYPE		STATUS	RECORD TYPE	API VERSION	SCRIPT	
Suitelet		All	All	2.1	All	
SHOW UNDEPLOYED						TOTAL: 13
EDIT VIEW	ID	SCRIPT	STATUS	TITLE	LAST MODIFIED	
Edit View	customdeploy_setate_user_custm_s	Five States Bank User Customization	Released	Five States Bank User Customization	12/7/2026 11:31 am	
Edit View	customdeploy_setate_rpt_feed_s	Five States Bank Trans Feed Config	Released	Five States Bank Transaction Feed Config	12/7/2026 11:31 am	
Edit View	customdeploy_setate_tran_ch_hist_s	Five States Bank Trans Checks History	Released	Five States Bank Trans Checks History	12/7/2026 11:31 am	
Edit View	customdeploy_setate_tran_ch_s	Five States Bank Trans Checks	Released	Five States Bank Trans Checks	12/7/2026 11:31 am	
Edit View	customdeploy_setate_bill_history_s	Five States Bank Payments History	Released	Five States Bank Payments History	12/7/2026 11:31 am	
Edit View	customdeploy_setate_paymt_appr_s	Five States Bank Payment Approvals	Released	Five States Bank Payment Approvals	12/7/2026 11:31 am	
Edit View	customdeploy_setate_pay_bill_s	Five States Bank Pay Vendor Bills	Released	Five States Bank Pay Vendor Bills	12/7/2026 11:31 am	
Edit View	customdeploy_setate_rpt_bal_tx_s	Five States Bank Bal & Trans	Released	Five States Bank Balances & Transactions	12/7/2026 11:31 am	

Pay Vendor Bills and User Customization Suitelets

2 Assign Permissions

Click **Edit** beside both HSBC **Pay Vendor Bills** and HSBC **User Customization**.

Under the **Audience** sub-tab, select the appropriate employees, departments, and roles to which you would like to assign permissions.



Select the appropriate roles, employees, etc. In this example, AP Clerks and Controllers have permissions

Then, click **Save**.

NOTE: Without assigning the HSBC **User Customization** script to a user's permissions, a user who clicks the **Customize** button on the Pay Vendor Bills page will be directed to an error page, stating "You do not have privileges to view this page."

NetSuite User/Role Permissions

A NetSuite Administrator will also need to grant users permissions to **Subsidiaries (Level: View)** and **Custom Fields (Level: View)** so the Customize page can pull in Subsidiaries and any custom fields available on the Bill record.

1 Locate User/Role Permissions

Navigate to **Setup → User/Roles → Manage Roles**.

Click **Edit** beside the role of choice.

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

2 Assign Subsidiaries Permission

Click on the dropdown in the last row of the **Permissions** table. Scroll through the list, or begin typing to find the following permission:

- **Subsidiaries (Level: View):** Required to add and view subsidiaries as a column option when customizing the Pay Vendor Bills page.

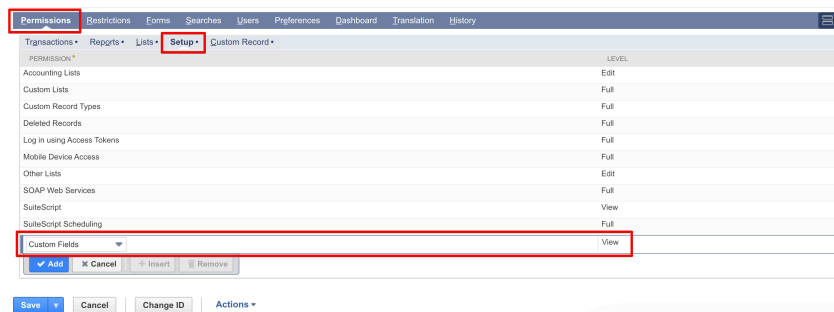
Permissions	Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History
Transactions •	Reports •	Lists •	Setup •	Custom Record •				
PERMISSION *								Level
Accounts								View
Accounts Payable Register								Edit
Address List in Search								Full
Amortization Schedules								View
Bill Of Materials Inquiry								View
Bulk Processing Submissions								Full
Calendar								Edit
Classes								Full
Contacts								View
Currency								Edit
Departments								Full
Documents and Files								Edit
Email Template								View
Employee Record								View
Entity-Subsidiary relationship								Full
Events								Create
Export Lists								View
Financial History								Edit
Items								Edit
Locations								View
Memorized Transactions								View
Non Posting Registers								Full
Notes Tab								Create
Perform Search								Full
Phone Calls								Edit
Resource								View
Subsidiaries								View

Subsidiaries (Level: View) found on the Permissions tab → List tab

3 Assign Setup Permissions

Next, click on the **Permissions tab** → **Setup** tab. Click on the dropdown in the last row of the **Permissions** table. Scroll through the list, or begin typing to find the following permissions:

- **Custom Fields (Level: View):** Required to pull in custom fields on the Bill record to be used as a part of customizable columns on the Pay Vendor Bills page.
- **Set Up Company (Level: View):** Ideal, but not required for Customizable Filters to function. It is only required for a user to see the dropdown options on the Country filter.
- **Manage Accounting Periods (Level: View):** Ideal, but not required for Customizable Filters to function. It is only required for a user to see the dropdown options on the Accounting Periods filter.



Custom Fields (Level: View) found on Permissions tab → Setup tab

Click **Save** to save your changes.

NOTE: If a Role is not granted **Custom Fields (Level: View)** permissions, the **Customize: Pay Vendor Bills** page will be stuck on loading. The NetSuite Administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights the location, affected user(s), and cause of the error.

A similar email notification will be sent to the Administrator when a user without **Subsidiaries (Level: View)** permissions adds and saves the **Subsidiary** column to their list. In this case, the user will also experience the Pay Vendor Bills page becoming stuck on loading.

NOTE: If a Role lacks **Set Up Company (Level: View)** permissions, users in that role won't see the drop-down options for the Country filter on the Pay Vendor Bills page. This only applies if the Country has been added as a Selected Filter on the Customize: Pay Vendor Bills page.

NOTE: If a Role lacks **Manage Accounting Periods (Level: View)** permissions, users in that role won't see drop-down options for the Accounting Periods filter on the Pay Vendor Bills page. This only applies if Accounting Periods have been added as a Selected Filter on the Customize: Pay Vendor Bills page.

FAQs

✓ What column or filter options do I have?

Users can choose from standard fields available on the Bill and Vendor records, alongside any custom Transaction Body fields on the Bill record.

✓ Why can't I choose from Custom Entity Fields on the Vendor record?

This is currently out of scope for our first release of Customizable Columns and Filters. If this is something that interests you, please send along any feedback you have to HSBC representative.

✓ Can I make customizations to columns or filters on any of these pages: Payments History, Positive Pay, Positive Pay History, Balances & Transactions?

No, only the Pay Vendor Bills page is in scope for this feature.

✓ Do the customizations I make to the Pay Vendor Bills page impact anyone else?

No, all customizations are saved on the user level.

✓ Do any customizations I make on the Open Bills tab of the Pay Vendor Bills page impact what I see on the Failed Bills tab?

This depends on whether customizations were made to filters or columns.

For columns, all customizations are isolated to the specific tab. The Customize: Pay Vendor Bills page title will indicate whether you are customizing columns on the Open Bills tab or the Failed Bills tab.

For filters, there's no impact on the distinction between Open Bills and Failed Bills. Any changes made to filters on one tab are automatically copied over to the other.

✓ Why is the Pay Vendor Bills page stuck loading?

This can be caused by various reasons and is typically related to a SuiteScript error that the NetSuite Administrator will receive an email for when a user encounters this problem. There are currently two known causes:

Cause #1: The user is missing a NetSuite Permission on their role for **Custom Field (Level: View)**

- **Fix:** Grant **Custom Field (Level: View)** NetSuite Permissions for the user's role

Cause #2: The user is missing a NetSuite Permission on their role for **Subsidiaries (Level: View)**

- **Fix:** Grant **Subsidiaries (Level: View)** NetSuite Permissions for the user's role

If neither of the above fixes work, please reach out to HSBC Support with any recent SuiteScript errors corresponding to your bank bundle that may have been sent to the NetSuite Administrator's email inbox, or are visible from the Script Execution Logs page (**Customization** → **Scripting** → **Script Execution Logs**).

✓ **Why do I need to grant or be granted access to the User Customization Suitelet script?**

A Suitelet is a page, in NetSuite terms. Without access to this Suitelet script, a user cannot access the Customize: Pay Vendor Bills page. The **Customize** button will still appear on the Pay Vendor Bills page, but clicking it will result in an error page, stating "You do not have privileges to view this page."

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Custom Fields (Level: View)?**

If **Custom Fields (Level: View)** permissions are not granted to a Role, the Customize: Pay Vendor Bills page will be stuck on loading, and the NetSuite Administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Subsidiaries (Level: View)?**

This is a required NetSuite User/Role Permission if a user wishes to add a column for **Subsidiary** on the Pay Vendor Bills page. If this permission is not granted, the Customizable Columns feature will remain usable, except that the role/user will not be able to add **Subsidiary** to their Selected Columns list and save their changes.

If **Subsidiaries (Level: View)** permissions are not granted to a Role, if a user in that role adds the **Subsidiary** column to their Selected Columns and saves their changes, the Pay Vendor Bills page will be stuck on loading. The NetSuite Administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Set Up Company (Level: View)?**

This User/Role Permission is optional and only required if a user wishes to add **Country** as a customizable filter to the Pay Vendor Bills page.

If **Set Up Company (Level: View)** permissions are not granted to a Role, the Pay Vendor Bills page and Customize page will remain accessible, and users are still able to process payments or make customizations. The user will just be unable to see drop-down options for **Country** if added and saved as a customizable filter.

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Manage Accounting Periods (Level: View)?**

This User/Role Permission is optional, and only required if a user wishes to add **Account Period** as a customizable filter to the Pay Vendor Bills page.

If **Manage Accounting Periods (Level: View)** permissions are not granted to a Role, the Pay Vendor Bills page and Customize page will remain accessible, and users are still able to process payments or make customizations. The user will just be unable to see drop-down options for **Account Period** if added and saved as a customizable filter.

2.3.1.1.2.3. Customizing Columns (NetSuite)

Customizable Columns give you more flexibility to personalize the vendor bill payment experience. You can easily add, rearrange, and remove the columns you see on the Open Bills and Failed Bills tabs of the Pay Vendor Bills page.

You can select standard fields from the Bill and Vendor records, as well as any custom transaction body fields on the Bill record, to display as a column.

All customizations you make are saved at the user level. This means your personalized column layout won't affect the Pay Vendor Bills page for any other user.

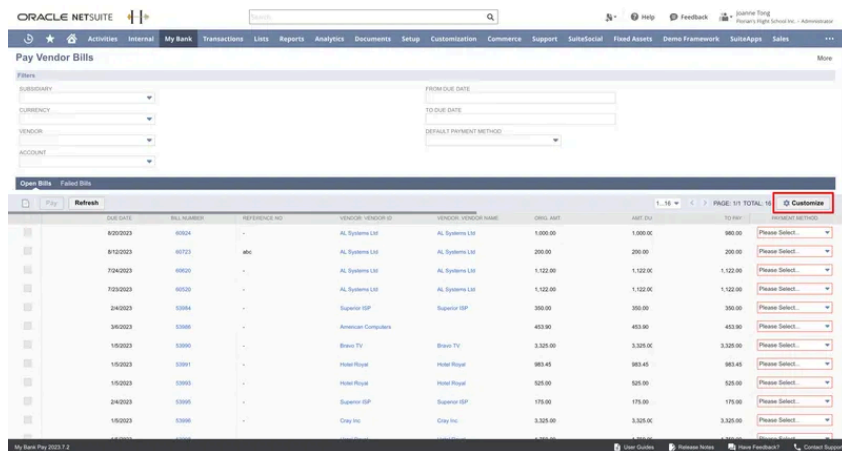
Keep in mind that enabling Customizable Columns requires additional permissions for user roles. Please check the **Required Permissions** section on this page for details.

Accessing the Customization Feature

Follow these steps to access the Customization feature on the Pay Vendor Bills Page.

1 Locate Customize Option

The customization page is accessible from the Pay Vendor Bills page by clicking on the **Customize** button.

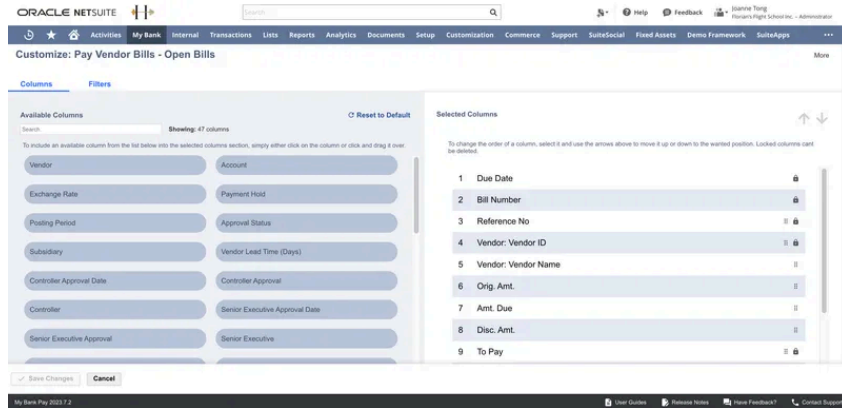


Customize Button Located on the Right of the Pay Vendor Bills Screen

When you click the **Customize** button while viewing the Open Bills tab, it will take you to the Customize: Pay Vendor Bills - Open Bills page.

2 Customize Pay Vendor Bills Page

Here, you can add, rearrange, or remove columns that are displayed on the **Open Bills** tab of the Pay Vendor Bills page.

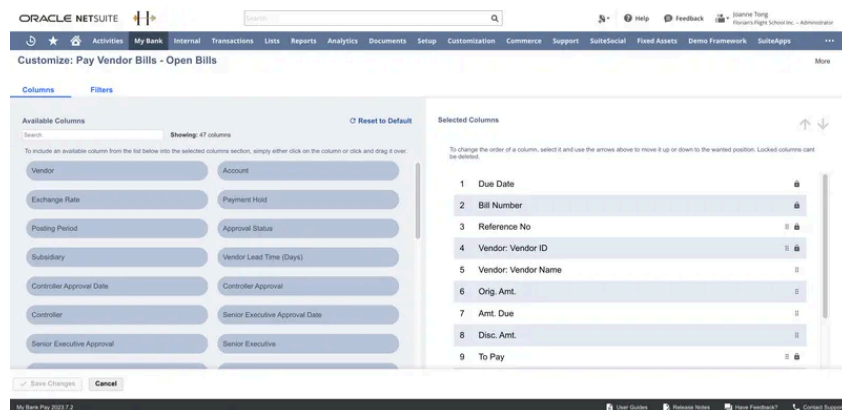


The Customize page for the Open Bills tab of the Pay Vendor Bills page

By default, the Columns sub-tab appears first.

Available and Selected Columns

On the **Columns** tab of either Customize: Pay Vendor Bills - Open Bills or Customize: Pay Vendor Bills - Failed Bills pages, users can see two main sections: **Available Columns**, **Selected Columns**.



The Customize page for the Open Bills tab of the Pay Vendor Bills page

Available Columns

The **Available Columns** section, located on the left half of the screen, allows the user to do the following:

- Search for available columns by typing into the search bar.
- See the total number of available columns to be selected.
- Click, or click and drag, available columns to be added to the **Selected Columns** section of the page.
- Reset columns back to default.

This feature allows users to choose from the standard fields available on both the Bill and Vendor records to display and rearrange columns on the Pay Vendor Bills page.

Additionally, users can choose any custom fields available on the Bill Record, but not any custom fields available on the Vendor Record.

Selected Columns

The **Selected Columns** section is on the right side of your screen. Here you can do the following with the columns selected:

- View all the columns currently visible on the Pay Vendor Bills page.
- Rearrange columns:
 - Look for the dotted icon. If a column has this, you can drag and drop it, or select it and use the up/down arrows to change its order.
 - Columns *without* the dotted icon cannot be rearranged.
- Remove columns:
 - Columns that do not have a lock icon can be removed.
 - Hover over the column and click the **Remove** button that appears. You'll be asked to confirm the removal.
 - Columns with a lock icon cannot be deleted.

Cannot be removed or rearranged	
Cannot be removed but can be rearranged	 
Can be removed or rearranged	

Selected Columns behavior

Making Changes to Columns

To create a personalized view of your vendor bills, use the Customization feature by following these steps.

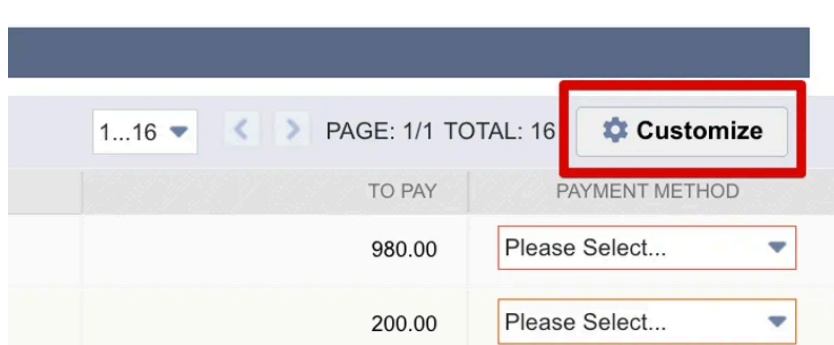
1 Locate Customize Option

Navigate to HSBC Integrator → **Payments** → **Vendor Bills**.



Navigate to the Vendor Bills page

To make customizations to columns on the Open Bills tab of the Pay Vendor Bills, click on the **Customize** button.



Customize Button on the Pay Vendor Bills Page

To make customizations to columns on the Failed Bills or Open Bills tab of the Pay Vendor Bills page, click first on the Failed Bills or Open Bills tab, then the **Customize** button.

Open BillsFailed Bills



Pay

Refresh

	DUE DATE	BILL NUMBER
	9/9/2023	60925

The Failed Bills Tab of the Pay Vendor Bills Page

2 Finding Available Columns

In the **Available Columns** section of the page, begin typing in the search bar to find the column of your choice, or scroll through the full list to see what column options are available.

Customize: Pay Vendor Bills - Open Bills

Columns
Filters

Available Columns

Showing: 1 columns

[Reset to Default](#)

To include an available column from the list below into the selected columns section, simply either click on the column or click and drag it over.

Vendor: Category

Option 1: Using the Search Bar to Find a Column

Customize: Pay Vendor Bills - Open Bills

Columns
Filters

Available Columns

Showing: 47 columns

[Reset to Default](#)

To include an available column from the list below into the selected columns section, simply either click on the column or click and drag it over.

My Bank Reference ID

My Bank Message

My Bank Status

My Bank Updated Date

My Bank Payer

My Bank Transaction

My Bank Transaction ID

My Bank Fx Rate

Vendor: Company Name

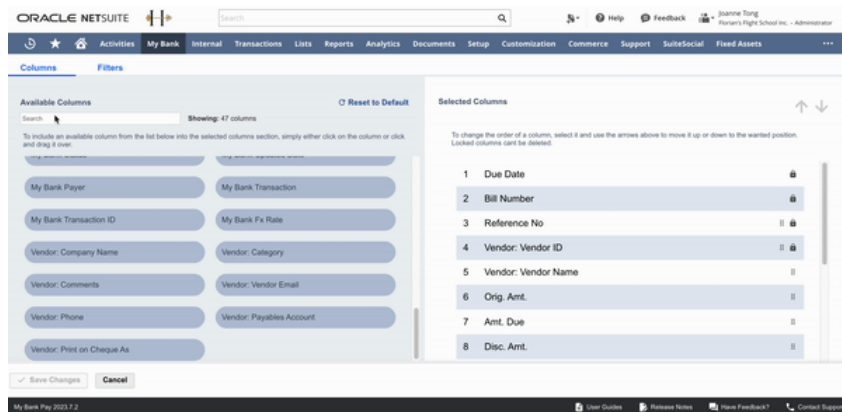
Vendor: Category

Option 2: Scrolling Through the Available Columns List to Find a Column

3 Adding and Rearranging Columns

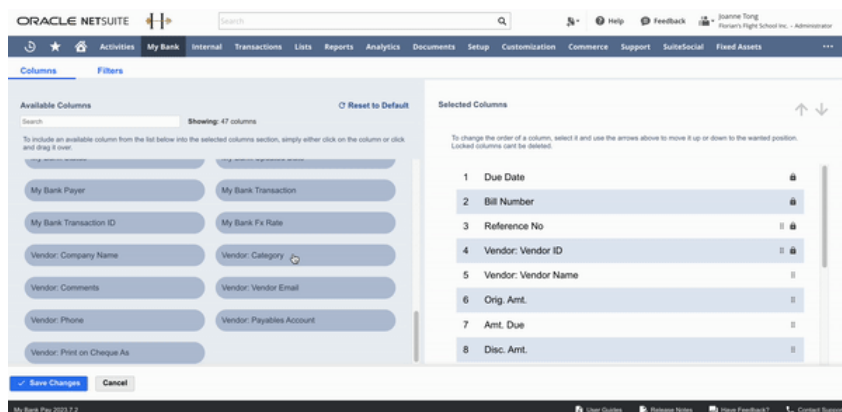
To add a column, click on a column in the **Available Columns** section to move it to the **Selected Columns** section.

This will place it in the highest possible position within the **Selected Columns** section, which is third, just below the columns for **Due Date** and **Bill Number**, as these two columns cannot be repositioned. You can utilize the arrows at the top right to further adjust the column's placement.



Option 1: Click to add a column and re-arrange using arrows

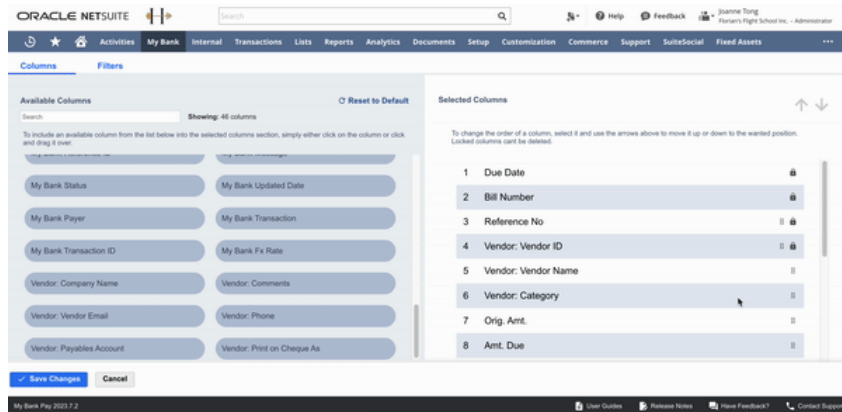
Alternatively, you can click and drag a column from the **Available Columns** section to the desired position in the **Selected Columns** section.



Option 2: Click and drag a column to the desired position

4 Removing Selected Columns

To remove a column, simply click on the column in the **Selected Columns** section of the page to bring up the **Remove** button. It will prompt you to confirm that you wish to remove this column.

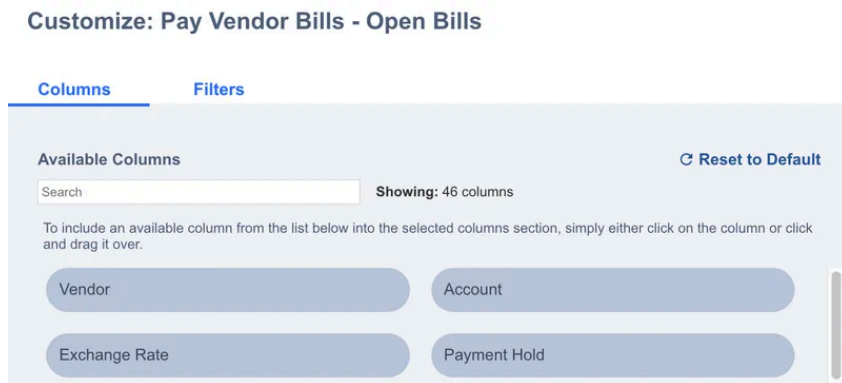


Click "Remove" and confirm removal by clicking "Yes, Remove Item"

Upon clicking **Yes, Remove Item**, the column will reappear within the **Available Columns** section.

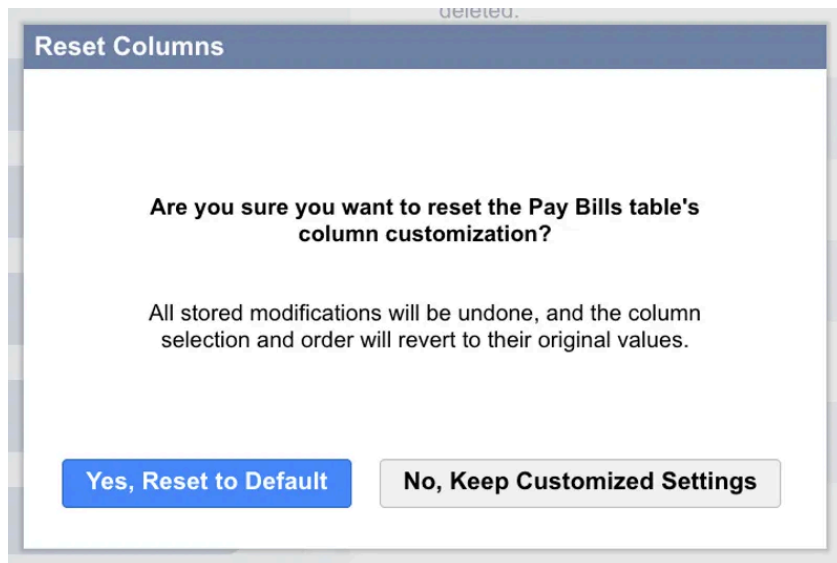
6 Resetting Columns to Default

To reset your columns back to default, click on the **Customize: Pay Vendor Bills** page, and click on the **Reset to Default** button.



Click "Reset to Default"

A dialog box will appear, prompting you to confirm whether you really want to reset your column customizations back to default. Click on **Yes, Reset to Default** to continue.



Click "Yes, Reset to Default" to confirm the reset

After clicking **Yes, Reset to Default**, all column customizations, including any additions, rearrangements, and removals, have been reset to the default selection and position of columns.

You may continue to make more changes from here, or click **Save Changes** to proceed with the default columns.

Required Permissions

Several permissions are required for a user to fully access and make customizations to columns and filters:

- Access to the following Suitelet scripts:
 - HSBC Pay Vendor Bills
 - HSBC User Customization
- Access to the following NetSuite User/Role Permission:
 - Custom Fields (Level: View)
 - Subsidiaries (Level: View)
 - Accounting Lists (Level: View)
 - Set Up Company (Level: View): Optional, but ideal for customizable filters
 - Manage Accounting Periods (Level: View): Optional, but ideal for customizable filters

Assign Suitelet Scripts

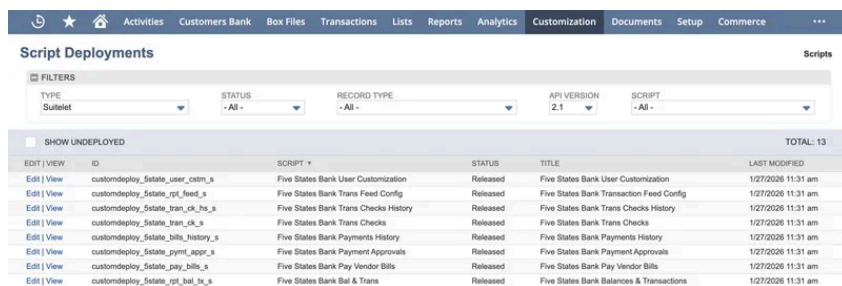
After the plugin update, a NetSuite Administrator needs to grant employees these two permissions: **HSBC Pay Vendor Bills Suitelet** access (to see the page with the **Customize** button). **HSBC User Customization Suitelet** access (to make the **Customize** button work).

1 Locate Suitelets

Suitelet script permissions can be accessed by navigating to **Customization → Scripting → Script Deployment**.

Use the following filters:

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



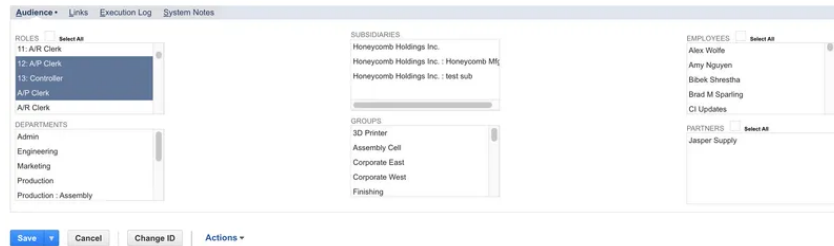
Script Deployments						Scripts
FILTERS						
TYPE	STATUS	RECORD TYPE	API VERSION	SCRIPT		
Suitelet	All	All	2.1	All		
SHOW UNDEPLOYED						TOTAL: 13
EDIT VIEW	ID	SCRIPT	STATUS	TITLE	LAST MODIFIED	
Edit View	customdeploy_setate_user_custm_s	Five States Bank User Customization	Released	Five States Bank User Customization	1/27/2026 11:31 am	
Edit View	customdeploy_setate_rpt_feed_s	Five States Bank Trans Feed Config	Released	Five States Bank Transaction Feed Config	1/27/2026 11:31 am	
Edit View	customdeploy_setate_tran_ch_hist_s	Five States Bank Trans Checks History	Released	Five States Bank Trans Checks History	1/27/2026 11:31 am	
Edit View	customdeploy_setate_tran_ch_s	Five States Bank Trans Checks	Released	Five States Bank Trans Checks	1/27/2026 11:31 am	
Edit View	customdeploy_setate_bill_history_s	Five States Bank Payments History	Released	Five States Bank Payments History	1/27/2026 11:31 am	
Edit View	customdeploy_setate_paymt_appr_s	Five States Bank Payment Approvals	Released	Five States Bank Payment Approvals	1/27/2026 11:31 am	
Edit View	customdeploy_setate_pay_bill_s	Five States Bank Pay Vendor Bills	Released	Five States Bank Pay Vendor Bills	1/27/2026 11:31 am	
Edit View	customdeploy_setate_rpt_bal_tx_s	Five States Bank Bal & Trans	Released	Five States Bank Balances & Transactions	1/27/2026 11:31 am	

Pay Vendor Bills and User Customization Suitelets

2 Assign Permissions

Click **Edit** beside both HSBC **Pay Vendor Bills** and HSBC **User Customization**.

Under the **Audience** sub-tab, select the appropriate employees, departments, and roles to which you would like to assign permissions.



Select the appropriate roles, employees, etc. In this example, AP Clerks and Controllers have permissions

Then, click **Save**.

NOTE: Without assigning the HSBC **User Customization** script to a user's permissions, a user who clicks the **Customize** button on the Pay Vendor Bills page will be directed to an error page, stating "You do not have privileges to view this page."

Assign User/Role Permissions

A NetSuite Administrator will also need to grant users permissions to **Subsidiaries (Level: View)** and **Custom Fields (Level: View)** so the Customize page can pull in Subsidiaries and any custom fields available on the Bill record.

1 Locate User/Role Permissions

Navigate to **Setup → User/Roles → Manage Roles**.

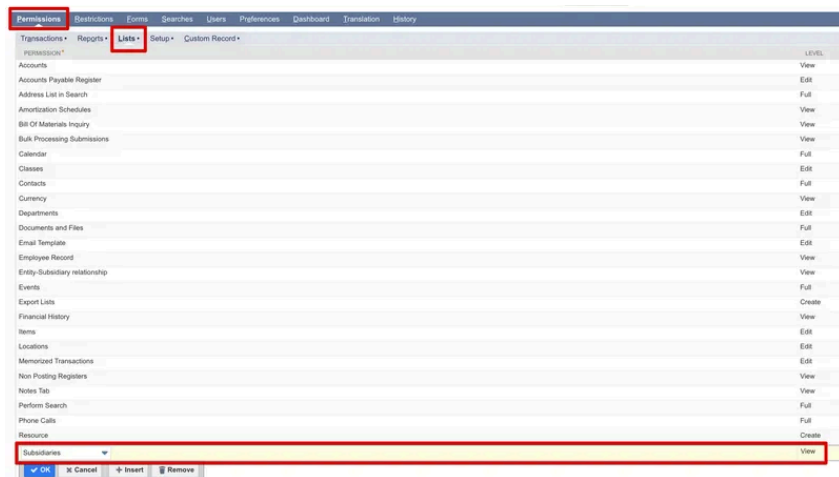
Click **Edit** beside the role of choice.

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

2 Assign Subsidiaries Permissions

Click on the dropdown in the last row of the **Permissions** table. Scroll through the list or begin typing to find the following permission:

- **Subsidiaries (Level: View):** Required to add and view subsidiaries as a column option when customizing the Pay Vendor Bills page.

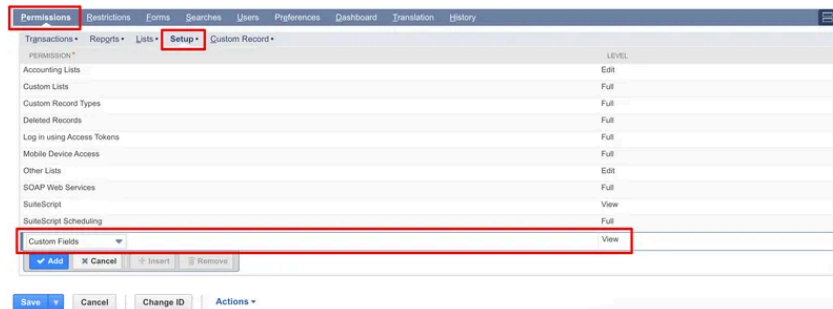


Subsidiaries (Level: View) found on the Permissions tab → List tab

3 Assign Custom Fields Permissions

Next, click on the **Permissions tab** → **Setup tab**. Click on the dropdown in the last row of the Permissions table. Scroll through the list, or begin typing to find the following permission:

- **Custom Fields (Level: View):** Required to pull in custom fields on the Bill record to be used as a part of customizable columns on the Pay Vendor Bills page.



Custom Fields (Level: View) found on Permissions tab → Setup tab

Click **Save** to save your changes.

NOTE: If **Custom Fields (Level: View)** permissions are not granted to a Role, the **Customize: Pay Vendor Bills** page will be stuck on loading and the NetSuite administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

The NetSuite administrator will also receive a similar email notification when a user who is not granted permissions for **Subsidiaries (Level: View)** adds and saves the **Subsidiary** column to their Selected Columns list. The user will see that their Pay Vendor Bills page will be stuck loading.

FAQs

✓ What column options do I have?

Users can choose from standard fields available on the Bill and Vendor records, alongside any custom Transaction Body fields on the Bill record.

✓ Why can't I choose from Custom Entity Fields on the Vendor record?

This is currently out of scope for our first release of Customizable Columns. If this is something that interests you, please send along any feedback you have to HSBC representative.

✓ **Can I make customizations to columns on any of these pages: Payments History, Positive Pay, Positive Pay History, Balances & Transactions?**

No, only the Pay Vendor Bills page is in scope for this feature.

✓ **Do the customizations I make to the Pay Vendor Bills page impact anyone else?**

No, all customizations are saved on the user level.

✓ **Do any customizations I make on the Open Bills tab of the Pay Vendor Bills page impact what I see on the Failed Bills tab?**

No, all customizations are isolated to the specific tab. The Customize: Pay Vendor Bills page will also say whether you are customizing columns on the Open Bills tab or on the Failed Bills tab in the page title.

✓ **Why am I not able to remove or rearrange certain columns from my Selected Columns list?**

These columns are considered essential information for a bill payment and cannot be removed. Some cannot be rearranged as they are fixed left or right upon horizontal scroll for a better user experience.

✓ **Why is the Pay Vendor Bills page stuck loading?**

This can be caused by various reasons and is typically related to a SuiteScript error, that which the NetSuite administrator will receive an email when a user encounters this problem. There are currently two known causes:

Cause #1: The user is missing a NetSuite Permission on their role for Custom Field (Level: View)

- **Fix:** Grant Custom Field (Level: View) NetSuite Permissions for the user's role

Cause #2: The user is missing a NetSuite Permission on their role for Subsidiaries (Level: View)

- **Fix:** Grant Subsidiaries (Level: View) NetSuite Permissions for the user's role

If neither of the above fixes works, please reach out to HSBC Support with any recent SuiteScript errors corresponding to your bank bundle that may have been sent to the NetSuite Administrator's email inbox, or are visible from the Script Execution Logs page (**Customization** → **Scripting** → **Script Execution Logs**).

✓ **Why do I need to grant or be granted access to the User Customization Suitelet script?**

A Suitelet is a page, in NetSuite terms. Without access to this Suitelet script, a user cannot access the Customize: Pay Vendor Bills page. The **Customize** button will still appear on the Pay Vendor Bills page, but clicking it will result in an error page, stating "You do not have privileges to view this page."

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Custom Fields (Level: View)?**

If Custom Fields (Level: View) permissions are not granted to a Role, the Customize: Pay Vendor Bills page will be stuck on loading, and the NetSuite administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

✓ **Why do I need to grant or be granted access to the NetSuite User/Role Permission: Subsidiaries (Level: View)?**

This is a required NetSuite User/Role Permission if a user wishes to add a column for **Subsidiary** on the Pay Vendor Bills page. If this permission is not granted, the Customizable Columns feature will remain usable, except that the role/user will not be able to add **Subsidiary** to their Selected Columns list and save their changes.

If Subsidiaries (Level: View) permissions are not granted to a Role, if a user in that role adds the **Subsidiary** column to their Selected Columns and saves their changes, the Pay Vendor Bills page will be stuck on loading. The NetSuite administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights where the error occurred, which user(s) experienced it, and the cause.

2.3.2. 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 HSBC Support after setting up your bank feeds connection.

Locate the SuiteApp

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

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

Go to Customization → SuiteCloud Development → SuiteApp Marketplace

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

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

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

- **HSBCTransaction Feed Config** (ID: customdeploy_HSBC_rpt_feed_s)

Update the SuiteApp

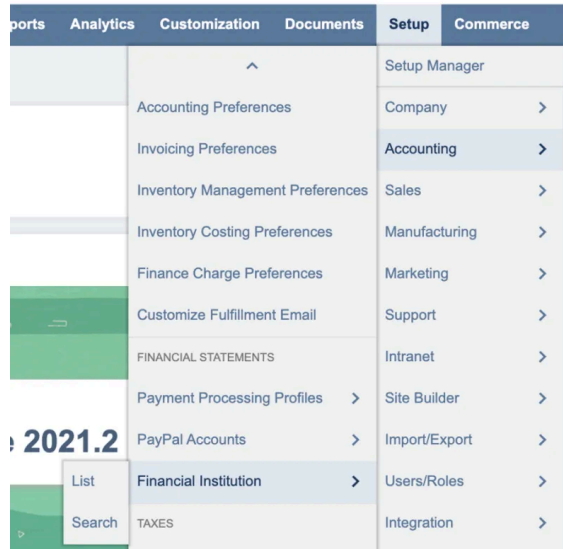
Find the HSBC SuiteApp from the list. Then, hover over the green icon and select **Update**.

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.

Step 3: 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 4: Create a New Format Profile

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

Financial Institution

Edit

Back

Actions

Primary Information

FINANCIAL INSTITUTION

MyBank

DESCRIPTION

CREATED DATE

5/22/2024

CREATED BY

NetSuite Prod

Workflow

Format Profile: Configuration

System Notes

Box Files

Add

EDIT

NAME

PROFILE TYPE

DESCRIPTION

No records to show.

Edit

Back

Actions

Configure Format Profile

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

- **Profile Name:** Any name, we suggest HSBC Integrator Profile
- **Profile Type:** Bank Reconciliation
- **Connectivity Method:** HSBC Integrator Transaction Feed
- **Transaction Parser:** HSBC Integrator Transaction Feed

Format Profile

Save

Cancel

Primary Information

PROFILE NAME *

MyBank Profile

DESCRIPTION

PROFILE TYPE *

Bank Reconciliation

CONNECTIVITY METHOD

My Bank Transaction ...

TRANSACTION PARSER *

My Bank Transaction ...

INACTIVE

FINANCIAL INSTITUTION

MyBank

Fill in the required fields under Primary Information

Next, click on the **Account Linking** tab.

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

NOTE: 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.

Set up the Transaction History Date

On the **Account Linking** subtab, use **Earliest Transaction Date for Import (All Accounts)** to control how far back NetSuite should reach when it first pulls transaction history.

- This date applies to **all bank accounts by default**.
- To set a different start date for one account, edit that row's **Earliest Transaction Date for Import** column directly.
- To force every account back to the same date (overwriting any per-account overrides), enter a date and click **Apply Date to All Bank Accounts**.
- If left blank, NetSuite defaults to importing the last 60 calendar days of available history.
- You can select a start date up to **60 days in the past**.

IMPORTANT: Once the first import for an account has run, this date is locked in. If you need to change it afterward, you'll need to unlink and re-link that bank account to select a new date — editing the field alone won't retroactively change what was already imported.

Configure the Import Schedule

Once your accounts are linked, open the **Import Schedule** subtab on the format profile to control when NetSuite pulls transaction data from your financial institution.

Complete the following fields:

- **Unit of Time:** Choose the interval unit (e.g. *Day*) for how often imports should run.
- **Repeat Every:** Set the frequency within that unit (e.g. *1 day* for a daily import).
- **First Scheduled Import Date:** The date the first automated import should run.
- **First Scheduled Import Time:** The time of day the import should kick off.
- **Time Zone:** The time zone your scheduled time should be interpreted in.

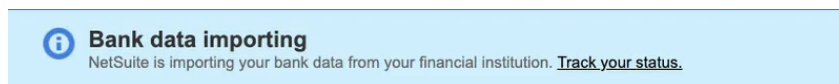
Click **Save** once these are set.

Step 5: 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** → **HSBC Integrator** → **Banking Import History**.



Click [Track your status](#)

If the import is successful, you will see **Completed** under the **Import Status** column.

Banking Import History page with a Completed import

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 HSBC Support.

Identifying Errors

1. Navigate to **Transactions** → **HSBC Integrator** → **Banking Import History**.

- 2 Find the line item that shows the Import Status as **FAILED**, accompanied by a red caution icon.

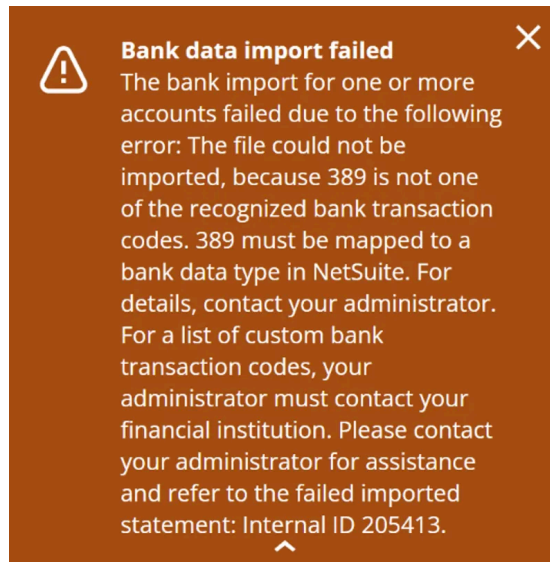
On that line item, click on the small plus icon on the far left to expand the row.

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 a HSBC representative with the following:
 - Statement IDs from impacted accounts

- The date the import failed
- The date of the transactions that are missing

Please refer to the sections below for instructions on how to proceed.

Mapping Bank Transaction Codes

1 Locate the Financial Institution

Navigate to **Setup → Accounting → Financial Institution**.

Click **Edit** on the Financial Institution that you have created previously.

Select the **Format Profile: Configuration** tab and select **Edit** on the Format Profile that you have also created previously.

2 Fill in the Bank Transaction Code Details

Fill in the following fields for the bank transaction code that was unrecognized:

- **Bank Transaction Code:** The three-digit code from the error message seen on the Banking Import History page, or on the Match Bank Data page.
- **Description:** Fill in with the code's description, which can be found here: [BAI.org Cash Management Balance Reporting Specifications, page 10](#)
- **Bank Data Type**
- **Credit / Debit**

Bank Data Type and **Credit / Debit** values will be the same. They both must be either **Credit**, **Debit**, or **N/A**. This can also be found on [BAI.org Cash Management Balance Reporting Specifications, page 10](#), or by referring to the table below:

Type Codes	Description
001-099	Account status type codes
100	Total Credits summary type codes
101-399	Credit summary and detail type codes
400	Total Debits summary type codes
401-699	Debits summary and detail type codes
700-799	Loan Summary and detail type codes
900-999	Customized Type Codes

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

Customized type codes should fall within the following ranges:

Type Codes	Description
900-919	Account Status Codes
920-959	Credit Summary and Detail
960-999	Debit Summary and Detail

Source: [BAI.org Cash Management Balance Reporting Specifications, page 11](#)

For any codes between the 900-999 range that are continuing to fail, please reach out to HSBC support.

Workflow Connectivity Configuration Account Linking Code Type Mapping Parser Configuration System Notes Box Files					
BANK TRANSACTION CODE	DESCRIPTION	BANK DATA TYPE	CREDIT / DEBIT	EXCLUDE	INACTIVE
389	Total Freight Payment Credits	Credit	Credit	☐	☐
+ Add New Row ☐ Remove					
Save Cancel Delete					

Sample data for BAI2 code 389

3 Save the Code Details

Once you have entered the missing BAI2 code information, click **Save** on the Format Profile.

IMPORTANT: NetSuite will attempt to re-import bank transactions, but they will not yet appear on the Match Bank Data page. You will still need to retrieve the Statement IDs and contact HSBC Support with affected dates to request a re-sync.

Retrieving Statement IDs from Execution Logs

In the case of a failed import, you will need to retrieve Statement IDs from the Execution Logs from either the Connectivity Method or the Transaction Parser prior to reaching out to our Support Team to resync transactions.

NOTE: NetSuite will only store 30 days' worth of Execution Logs and, by default, will only display the past 24 hours' worth of logs.

1 Locate the Financial Institution

Navigate to **Setup → Accounting → Financial Institution → List**

Click **Edit** on the Financial Institution that you have created previously.

Select the **Format Profile: Configuration** tab and click on the **Name of the Format Profile** you have created previously.

2 Open Transaction Feed

On the Format Profile, under **Connectivity Method**, click the hyperlinked Bank Transaction Feed, and open it in a new browser tab.

Under **Transaction Parser**, also click the hyperlinked Bank Transaction Feed and open it in a new browser tab.

Format Profile

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

Primary Information	
PROFILE NAME	DESCRIPTION
My Bank Profile	
PROFILE TYPE	
Bank Reconciliation	
CONNECTIVITY METHOD	
My Bank Transaction Feed	
TRANSACTION PARSER	
My Bank Transaction Feed	
CREATED DATE	
1/16/2024	
CREATED BY	
Joanne Tong	

☐ INACTIVE
 FINANCIAL INSTITUTION
 My Bank
 LAST MODIFIED DATE
 1/16/2024
 MODIFIED BY
 Joanne Tong

Hyperlinked Connectivity Method and Transaction parser

3 Locate Execution Logs

In both of the new tabs that were opened for the **Connectivity Method** and **Transaction Parser**, click the **Execution Logs** tab in the sub-menu.

Plug-In Implementation

TYPE: Financial Institution Connectivity
NAME: My Bank Transaction Feed
ID: customscript_mybank_rpt_feed_gen2_ip
API VERSION: 2.0

STATUS: Released
LOG LEVEL: Debug
EXECUTE AS ROLE: Current Role

DESCRIPTION: OWNER: Joanne Tong
INACTIVE

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

VIEW: Default Script Notes View

#	VIEW	TYPE	TITLE	DATE	TIME	USER	DETAILS	
1	View	Debug	getTransactionData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 13]	Remove
2	View	Debug	getTransactionData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 6]	Remove
3	View	Debug	getTransactionData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 9]	Remove

Connectivity Method (Financial Institution Connectivity) Execution Logs

Plug-In Implementation

TYPE: Financial Institution Parser
NAME: My Bank Transaction Feed
ID: customscript_mybank_rpt_feed_gen2_ip
API VERSION: 2.0

STATUS: Released
LOG LEVEL: Debug
EXECUTE AS ROLE: Current Role

DESCRIPTION: OWNER: Joanne Tong
INACTIVE

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

VIEW: Default Script Notes View

#	VIEW	TYPE	TITLE	DATE	TIME	USER	DETAILS	
1	View	System	getTransactionCodes	1/31/2024	5:32 am	Joanne Tong	ended	Remove
2	View	System	getTransactionCodes	1/31/2024	5:32 am	Joanne Tong	started	
3	View	System	parseData	1/31/2024	5:32 am	Joanne Tong	ended	
4	View	Debug	parseData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 13]	Remove
5	View	Debug	parseData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 6]	Remove
6	View	Debug	parseData	1/31/2024	5:32 am	Joanne Tong	["statementId": "...", "accountId": "...", "numTransactions": 9]	Remove
7	View	System	parseData	1/31/2024	5:32 am	Joanne Tong	started	

Transaction Parser (Financial Institution Parser) Execution Logs

The Statement IDs, Account IDs, and Number of Transactions should be identical between both the **Connectivity Method** and **Transaction Parser**. Each row corresponds to a bank account linked with the new bank feeds service.

NOTE: The **Connectivity Method** (Financial Institution Connectivity) downloads bank transactions from the HSBC Integrator. The Execution Logs here will display any errors relating to connectivity issues with the HSBC Integrator.

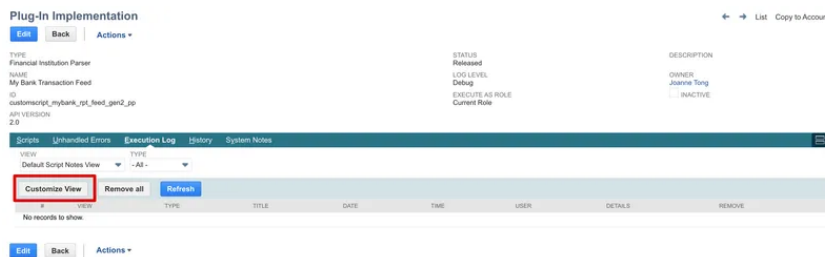
The **Transaction Parser** (Financial Institution Parser) pushes the downloaded bank transactions from the HSBC Integrator into the Match Bank Data page in NetSuite. The Execution Logs here will display any errors relating to missing BAI2 codes or other formatting issues in the bank transaction data.

Unable to see Execution Logs?

If you are unable to see any Execution Logs from the past 24 hours, you will need to add a Date filter as a Custom View. Please note that any logs that are older than 30 days are not stored by NetSuite.

1 Customize View

From the Plug-In Implementation page that you were on for either the Financial Institution Connectivity or Financial Institution Parser, click on the **Customize View** button.

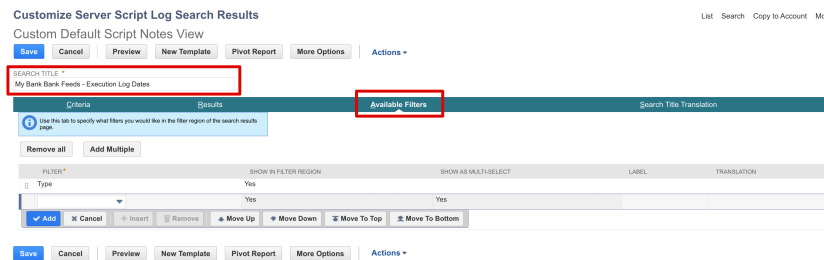


Click on Customize View

2 Create Custom View

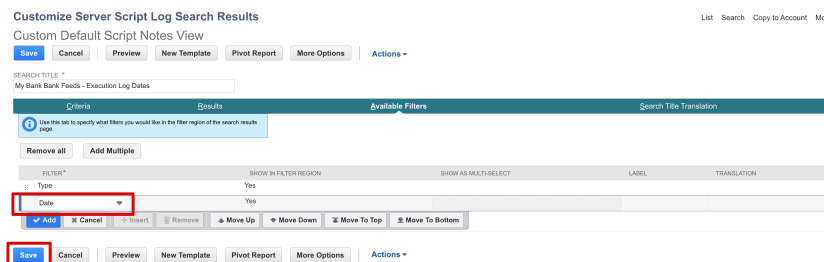
On the Customize Script Server Script Log Search Results page that just opened, rename the **Search Title** to **[BANK] Bank Feeds - Execution Log Dates**.

Next, click on the **Available Filters** sub-tab.



Rename the Search Title, then click on Available Filters

Click the dropdown in the last row of the table. Select a **Date** from the options.



Custom Default Script Notes View - filter by Date

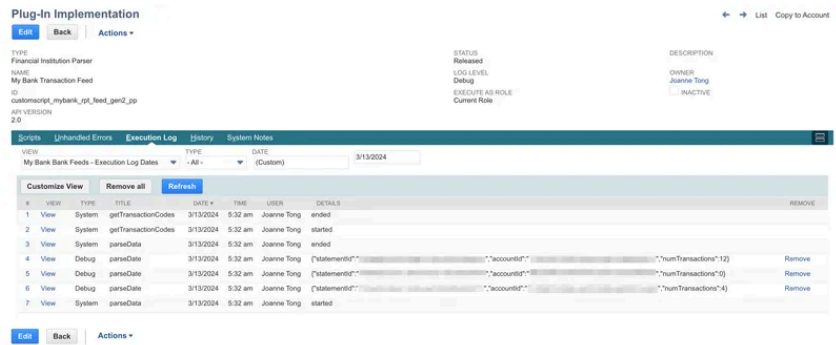
Once you have added the **Date**, click **Save**.

This Custom View will now be available on both the **Financial Institution Parser** and **Connectivity Method** logs.

3 Access the Custom View

Clicking **Save** will take you back to the Plug-In Implementation page.

From here, click on the **Execution Log** tab.



Plug-In Implementation

TYPE: Financial Institution Parser
NAME: My Bank Transaction Feed
ID: customscript_mybank_rtl_feed_gen2.js
API VERSION: 2.0

STATUS: Released
LOG LEVEL: Debug
EXECUTE AS ROLE: Current Role

DESCRIPTION: OWNER: Joanne Tong
INACTIVE

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

#	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	parseData	3/13/2024	5:32 am	Joanne Tong	["statementId": "", "accountId": "", "numTransactions": 12]	Remove
5	View	Debug	parseData	3/13/2024	5:32 am	Joanne Tong	["statementId": "", "accountId": "", "numTransactions": 0]	Remove
6	View	Debug	parseData	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	

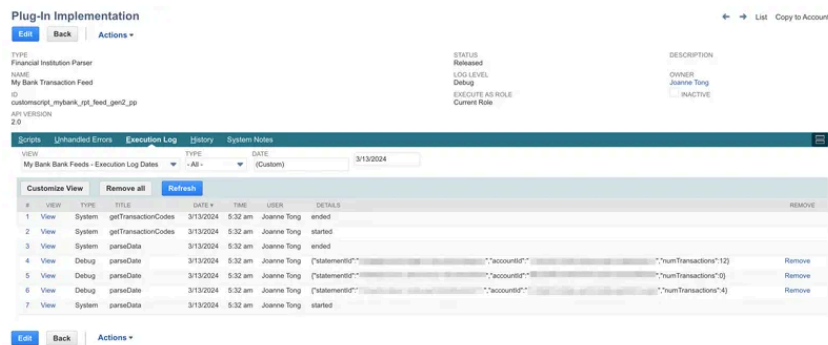
Date filter applied

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.



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

Execution Log tab

Copy the contents of the whole table and paste into an email addressed to HSBC 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 HSBC 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?**

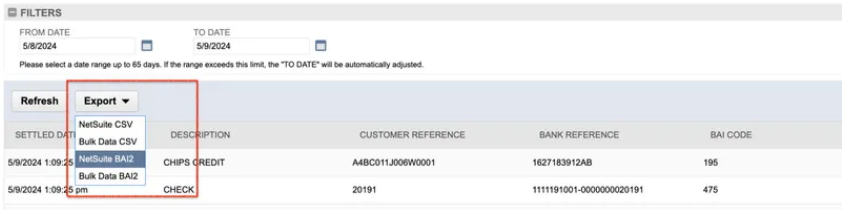
Import failures with Bank Feeds are rare. In the case of failures, NetSuite will not successfully sync transactions for all linked bank accounts until any errors, such as missing BAI2 codes, have been resolved, and the HSBC Integrator has re-triggered a re-import. Refer to the Troubleshooting section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

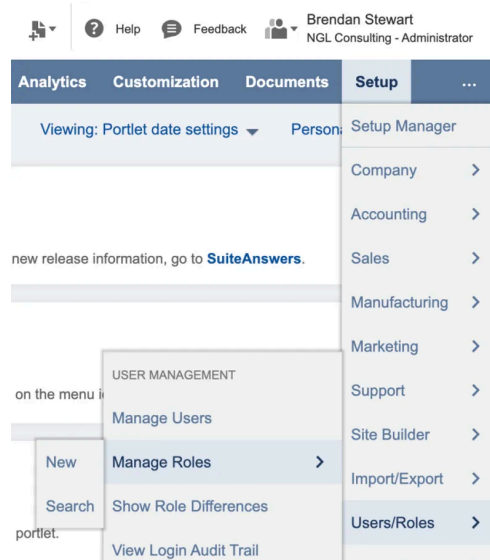


Select NetSuite BAI2

2.3.2.2. Setting Up Permissions (NetSuite)

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** is defined at the level **Full**.

Permissions		Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History
Transactions	Reports	Lists	Setup	Custom Record					
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

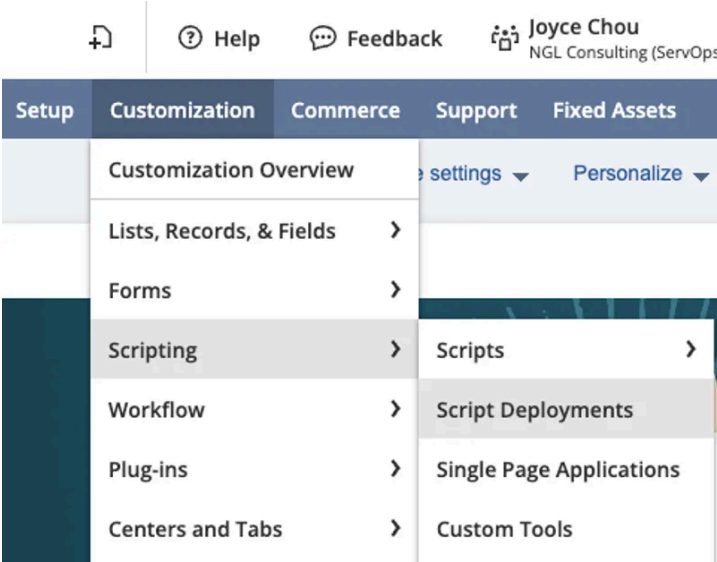
Confirm User(s) Scripts

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

For more information on Scripts, navigate to the product guide page, NetSuite → Installation → **Plugin Access Management**

Use the following filters:

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



Script Deployment



Select Edit

Click Edit on **customdeploy_hsbc_rpt_feed_s**, HSBC 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 by following the **Enabling Bank Feeds (NetSuite)** guide before completing the following steps to add new accounts. For example, you might have recently opened a new bank account with the bank and recently added the accounts to the plugin.

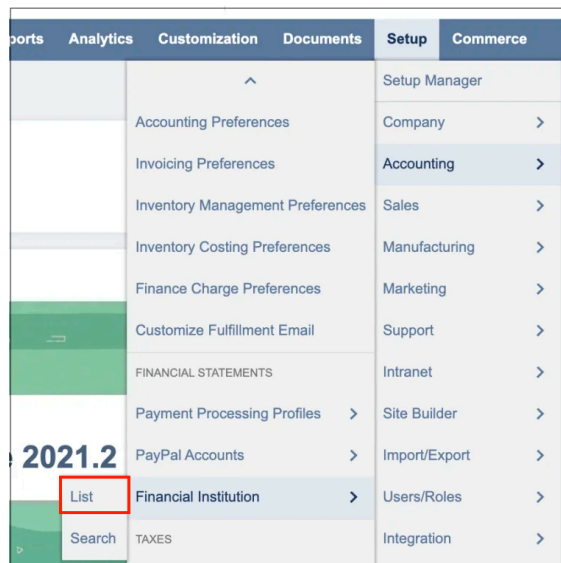
NOTE: If your bank requires re-authentication to add new accounts, review the steps in **Plugin Setup → Installation → Bank Authentication**.

Add Accounts to Bank Feeds

Once the bank representative confirms that the new accounts are added to the plugin and ready for bank feeds, please follow the following steps:

1 Locate the Financial Institution

Navigate to **Setup → Accounting → Financial Institution → List (or Search)**.



List Financial Institutions

2 Edit Financial Institution

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



Edit Financial Institution

3 Edit Format Profile

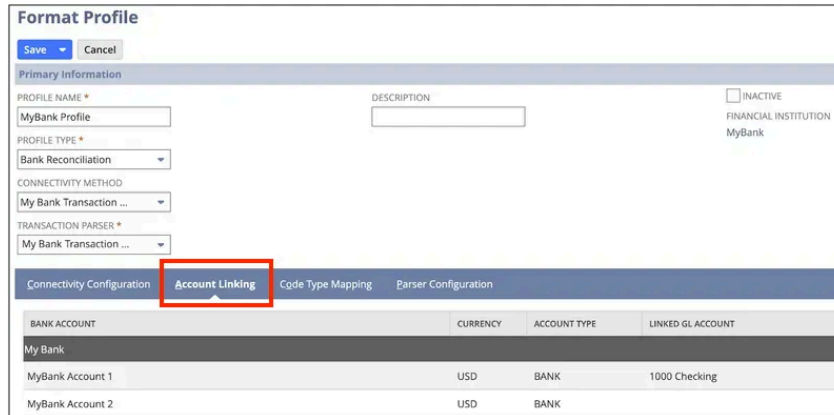
Select the **Format Profile: Configuration** tab and click the **Edit** button.



Edit Format Profile

4 Go to the Account Linking

Select the **Account Linking** tab.



Format Profile

Save Cancel

Primary Information

PROFILE NAME * MyBank Profile DESCRIPTION

PROFILE TYPE * Bank Reconciliation

CONNECTIVITY METHOD My Bank Transaction ...

TRANSACTION PARSER * My Bank Transaction ...

☐ INACTIVE
FINANCIAL INSTITUTION
MyBank

Connectivity Configuration **Account Linking** Code Type Mapping Parser Configuration

BANK ACCOUNT	CURRENCY	ACCOUNT TYPE	LINKED GL ACCOUNT
My Bank			
MyBank Account 1	USD	BANK	1000 Checking
MyBank Account 2	USD	BANK	

Go to Account Linking tab

You will notice newly added account(s) are visible in the table. Now, click on the space below the existing Linked GL Account(s) to show a dropdown.

In this dropdown, select the GL account that maps to this newly added Bank Account.

Repeat this step for all accounts you wish to enable bank feeds for.

Once all bank accounts have been linked, click **Save**.

5 Monitor Bank Import Process

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

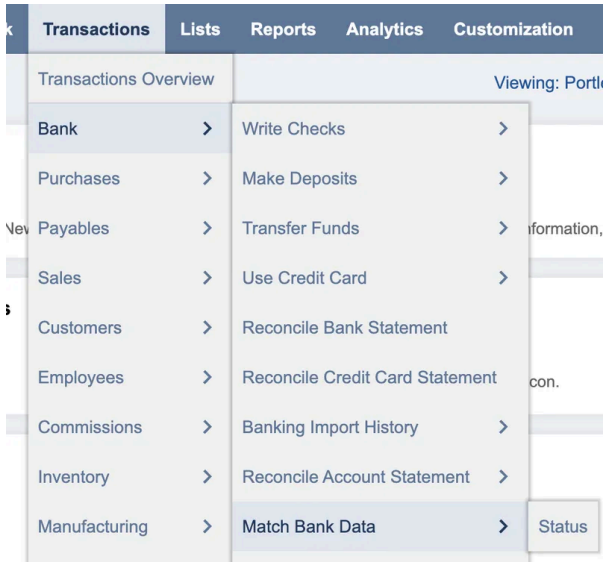
[Enabling Bank Feeds \(NetSuite\)](#)

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 ***

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

ACCOUNT *

1000 Checking - 1234

CURRENCY

USD

SUBSIDIARY

Honeycomb Holdings Inc. : Honeycomb Mfg.

BANK BALANCE

BALANCE AS OF

3/3/2022

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

Imported Bank Data

From

Go to: 1

of 2...

Total: 14909

DATE	TYPE	TRAN NO.	NAME	MEMO	AMOUNT
☐ 11/4/2019	Credit	62fb8a83-b...		ACH payment	-8,706.64
☐ 11/4/2019	Debit	3d54c081-2...		Wire payment	6,202.29
☐ 11/4/2019	Credit	d421f224-d...		ACH payment	-6,630.30
☐ 11/4/2019	Credit	fbcf7b849-1...		ACH payment	-2,740.12
☐ 11/4/2019	Debit	da75e91a-c...		ACH payment	6,887.59
☐ 11/4/2019	Debit	5craed23-9...		ACH payment	2,246.76
☐ 11/4/2019	Debit	a53f9baa-b...		ACH payment	256.02
☐ 11/4/2019	Debit	92228e66-1...		Wire payment	7,949.60

Account Transactions

From

Go to: 1

of 93

Total: 4601

DATE	TYPE	TRAN NO.	NAME	MEMO	AMOUNT
☐ 3/1/2017	Journal	1			150,000.00
☐ 3/11/2017	Check	2002	Koka Office Suppl...	4509	-139.05
☐ 3/14/2017	Check	2003	Safety Net Security	451-9935	-199.00
☐ 3/16/2017	Payroll Liab...	2004	Carbray Insuranc...	48006391	-567.00
☐ 3/16/2017	Payroll Liab...	2005	Stein Investments		-2,945.31
☐ 3/16/2017	Payroll Liab...	2006	California EDO		-1,478.04
☐ 3/16/2017	Payroll Liab...	2008	Internal Revenue...	467859624	-151.36
☐ 3/16/2017	Payroll Liab...	2007	Internal Revenue...	467859624	-4,876.05

Match the Bank Data

3 Exclude Transactions

At the bottom of the Match Bank Data page, you can review all transactions you have selected. After reviewing the selected transactions, select **Exclude**.

☐ Make Auto-Create Rule From Selected Transactions ?
Total: 2

	DATE	TYPE	TRAN NO.	NAME	AMOUNT
☒	11/4/2019	Credit	62fb8a83-b...		-8,706.64
☒	11/4/2019	Debit	3d54c081-2...		6,202.29

Exclude Duplicate Transaction

Once excluded, all excluded transactions can be found in the **Excluded** tab of the Match Bank Data page, if required.

Match Bank Data

ACCOUNT *

CURRENCY

SUBSIDIARY

BANK

1000 Checking - 1234

USD

Honeycomb Holdings Inc. : Honeycomb Mfg.

To Be Matched

Review

Excluded

Imported Bank Data ↻

From

To

All Transaction Types

Search

Go to: 1 of 2...

Total: 14909

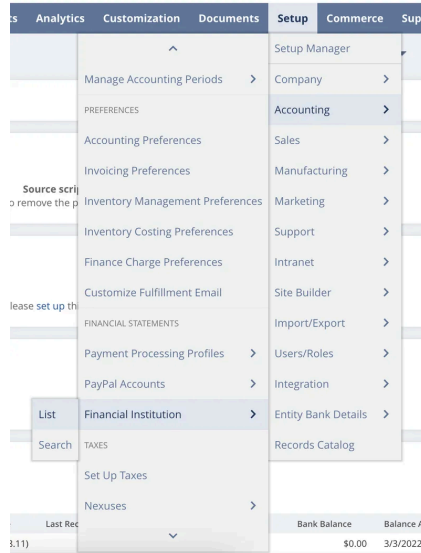
DATE	TYPE	TRAN NO.	NAME	MEMO	AMOUNT
------	------	----------	------	------	--------

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

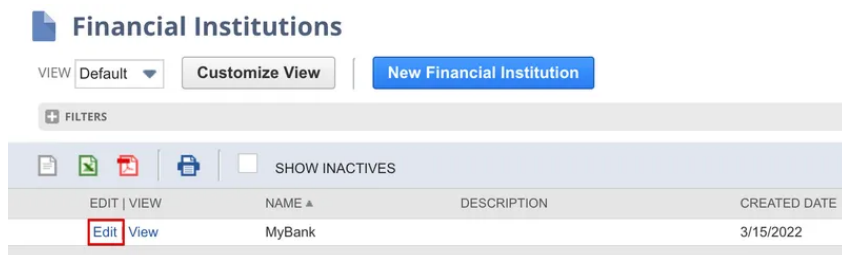
Go to **Setup** → **Accounting** → **Financial Institution** → **List**.



Go to Financial Institution

2 Select the Financial Institution

On the Financial Institution you would like to deactivate, select **Edit**.



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

☐ INACTIVE

DESCRIPTION

Select Inactive Checkbox

2.3.3. Cash Management

2.3.3.1. 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.

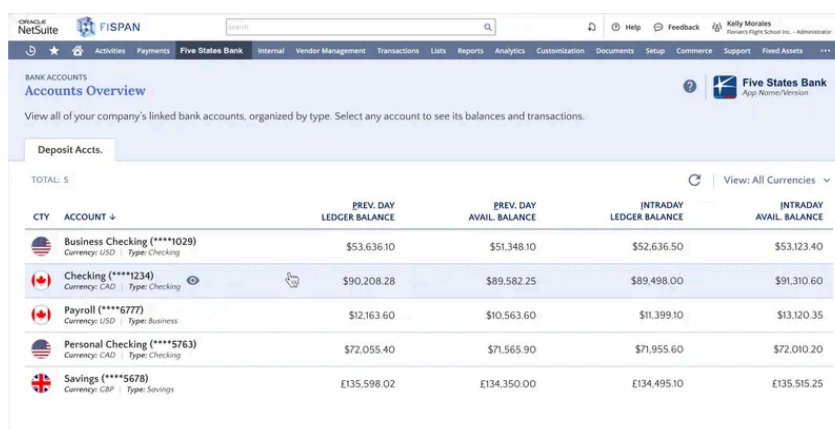
Go to HSBC Integrator → **Reports** → **Bank Accounts**.

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.



The screenshot shows the NetSuite 'Accounts Overview' page for 'FISPAN'. It displays a table of bank accounts with columns for currency, account name, and balances. The 'Checking (****1234)' account is highlighted.

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

Back To Accounts

My Bank Key

PS-Test Bank Account | New Bank Account (****23456789) (30)

LAST UPDATED: 10/01/2024 10:00 AM | Refresh

PREVIOUS DAY BALANCE

CURRENT DAY BALANCE

Showing 1 - 200 of 200

1 - 4 of 8

1/1

Show Filters

Export

POST DATE	DESCRIPTION	BA CODE	CUSTOMER REFERENCE	COUNTERPARTY NAME	BANK REFERENCE	STATUS	AMOUNT	SETTLE DATE
May 4, 2024	TECHNICAL COST	455	NO REF	-	2100000000	Debit	\$10,000.00	May 4, 2024
May 4, 2024	CREDIT ADVISORY	456	CREDIT ADVISORY	-	123456789012	Debit	\$15,000.00	May 4, 2024
May 4, 2024	INCOMING MONEY XTR	455	RECEIVED	-	12345	Credit	\$50,000.00	May 4, 2024
May 4, 2024	CHECK	455	2024	-	1000000000000000	Debit	\$100,000.00	May 4, 2024

Account Balances and Transactions

You can see all settled transactions, debits and credits for the account.

To see additional details about a specific transaction, click **View** under the **Details** column.

Match Transactions for Reconciliation

Follow these steps to start matching bank data and reconcile your accounts.

1 Enable Transaction Matching

Go to **Setup** → **Accounting** → **Chart of Accounts** (Click on the title).

?

 Help

 Feedback

Chart of Accounts

Select **Edit** on the bank account for which you would like to use the reconciliation feature.

Edit View	No	118	Unapproved Expense Reports	Non Posting	
Edit View	No	134	Uncategorized Income	Income	
Edit View	No	158	Unrealized Gain/Loss	Other Expense	
Edit View	No	142	Vendor Return Authorizations	Non Posting	
Edit View	No	145	Work Orders	Non Posting	
Edit View	No	1	1001 Bank Account 1	Bank	USD
Edit View	No	2	1002 Saving	Bank	USD

Click 'Edit' to Open the Bank Account

Select the **Use Match Bank Data and Reconcile Account Statement Pages** box to enable this feature for the account.

Account

1001 Bank Account 1

NUMBER *	1001
NAME *	Bank Account 1
SUBACCOUNT OF	
TYPE	Bank
CURRENCY	USA
GENERAL RATE TYPE	Current
CASH FLOW RATE TYPE	Average
☐ INVENTORY	
☒ REVALUE OPEN BALANCE FOR FOREIGN CURRENCY TRANSACTIONS	

DESCRIPTION	
NEXT CHECK NUMBER	10,001
☐ SUMMARY	
☐ INACTIVE	
☒ USE MATCH BANK DATA AND RECONCILE ACCOUNT STATEMENT PAGES	
LANGUAGE	
☒ USE ACH	
BANK NAME	
ACH MESSAGE	
BANK ROUTING NUMBER	
BANK ACCOUNT NUMBER	

Use Match Bank Data and Reconcile Account Statement Pages

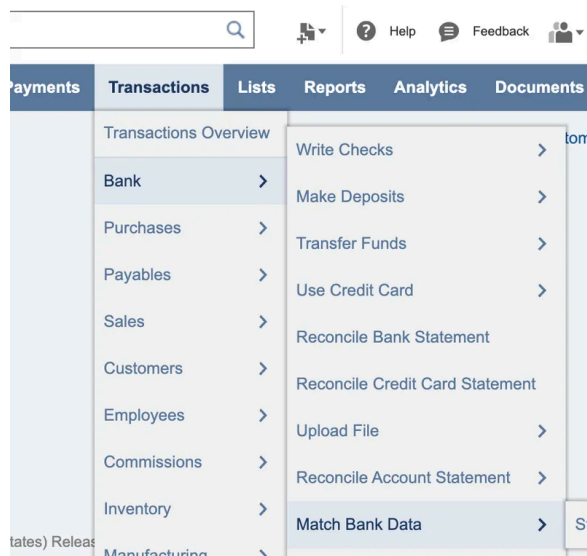
Then, select **Save**.

2 Enable Bank Feeds

Ensure that Bank Feeds have been properly enabled for your account. Once Bank Feeds have been enabled, you should be able to see transactions coming into the Match Bank Data page daily. Transactions that settled the day before will be imported early in the morning. If you do not set a custom schedule, NetSuite will default to a randomized time between 4 AM to 7 AM PST.

3 Confirm Transaction Matches

Go to **Transactions → Bank → Match Bank Data**.



The screenshot shows the NetSuite navigation menu. The 'Transactions' tab is selected. Under the 'Bank' category, the 'Match Bank Data' option is highlighted. The menu also shows other options like 'Write Checks', 'Make Deposits', 'Transfer Funds', 'Use Credit Card', 'Reconcile Bank Statement', 'Reconcile Credit Card Statement', 'Upload File', 'Reconcile Account Statement', and 'Match Bank Data'.

Go to Match Bank Data

Select the appropriate account from the dropdown, and your transactions will appear in the left column for matching.

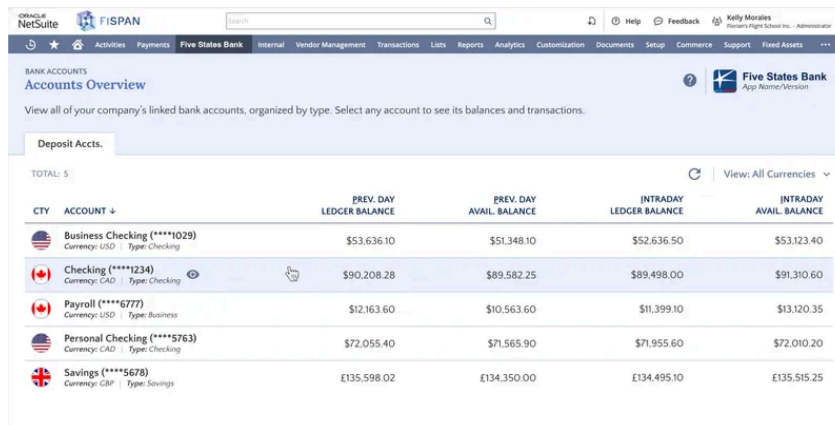
Importing Bank Transactions inside NetSuite

If you need to manually import transactions into NetSuite's Match Bank Data page, follow the instructions below. This process works even if your bank feeds are already enabled.

1 Navigate to Bank Accounts

Go to HSBC Integrator → **Reports** → **Bank Accounts**

Select the account you would like to access.



The screenshot shows the NetSuite 'Bank Accounts Overview' page. It displays a table of linked bank accounts, organized by type. The table has columns for CTV, ACCOUNT, PREVIOUS DAY LEDGER BALANCE, PREVIOUS DAY AVAIL BALANCE, INTRADAY LEDGER BALANCE, and INTRADAY AVAIL BALANCE. The accounts listed are: Business Checking (****1029), Checking (****1234), Payroll (****6777), Personal Checking (****5763), and Savings (****5678). The 'Checking (****1234)' account is highlighted with a mouse cursor.

CTV	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.

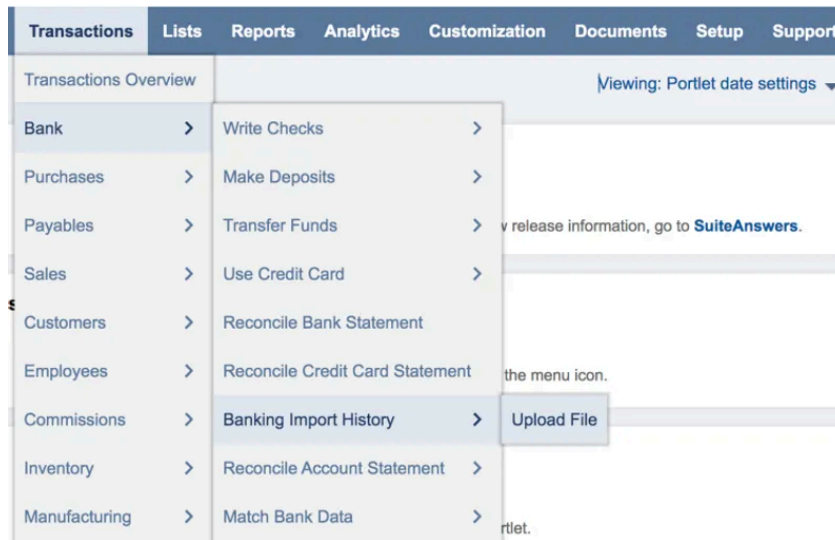


Export Options

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

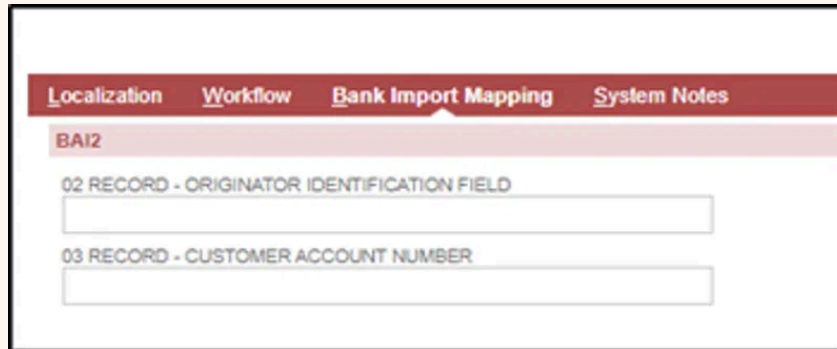
Import

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.



Localization	Workflow	Bank Import Mapping	System Notes
BAI2			
02 RECORD - ORIGINATOR IDENTIFICATION FIELD			
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.

2.4. Troubleshooting

2.4.1. FAQs (NetSuite)

Installation & Setup

Common Errors

Below is a list of common errors encountered during installation and plugin setup in NetSuite. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

▼ "Setup required"

This error appears in a banner. You can see the banner on the bill payments or any of the plugin pages.

Reasons for error and what to do:

- This error occurs if the plugin has not been fully connected by completing the connection wizard
- Go through the wizard again and make sure the token IDs are present.
- This error can also happen if you don't have currencies or the manage authentication field enabled.

✓ "You do not have privileges to view plugin."

This can show up on various pages in the plugin where the current user does not have permission to access it.

To fix this issue, you must have a NetSuite Administrator or someone with permissions to configure scripts to assist you with the following steps.

1 **Navigate to Script Deployments**

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

2 **Give Access to Suitelets**

Use the following filters:

- Select **Suitelet** in the **Type** dropdown
- Select **2.1**, in the **API Version** dropdown

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

- HSBC Pay Bills
- HSBC Paid Bills History
- HSBC Transfer Funds
- HSBC Transfer History
- HSBC Trans Checks (Positive Pay)
- HSBC Trans Checks History (Positive Pay)
- HSBC Balances & Transactions

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

5 Click **Save**

✓ "Cannot find the SuiteApp on Search and says Limited Access on the SuiteApp"

If you encounter this, you will need to get in touch with a support agent. It is likely that your account either:

- Hasn't been whitelisted
- Has an incorrect Account ID
- Has a SuiteApp from a different environment

Common Questions

This list provides answers to common questions that arise during the installation process, to help ensure a smoother setup in NetSuite.

✓ **Do we need to update the plugin or will it auto-update?**

The plugin will not auto-update, therefore you must update the plugin manually.

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

✓ **I've installed the bank plugin, but my colleagues can't see the plugin?**

Permissions must be granted to non administrators.

Please refer to Plugin Access Management step in the Plugin Setup > Installation section of this Support Website.

✓ **My NetSuite had a Sandbox Refresh and now I can't use the plugin. What do I do?**

When a Sandbox Refresh occurs, you will need to complete the onboarding process again. Start by logging into sandbox.fispan.cloud and completing the onboarding steps again.

Cash Management (Information Reporting)

Common Errors

Below is a list of common errors encountered when using the Cash Management (Information Reporting) products in NetSuite. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

✓ **"Bank accounts not mapping"**

The error is likely due to one of these reasons:

- The system can't access or map the bank account because the information has not been entered into the NetSuite Chart of Accounts.
 - To fix this, first update the plugin.
 - Then, check your login information before retrying the process.
- Bank account information entered does not match the backend setup.
- Different IDs and environments that we don't have access to.

✓ **"Account Matching page doesn't load bank account information"**

The error is likely due to one of these reasons:

- The connecting user in NetSuite lacks the required permissions (e.g., is not an administrator).
- The Consumer Key and Secret were generated incorrectly.
- There are no bank accounts currently configured in your NetSuite environment.

✓ ".csv file is not downloading from the Balances and Transactions page"

You may have a pop-up blocker enabled on your browser. Please check if the pop-up blocker is preventing the download from appearing, and then try again.

✓ "Account doesn't appear when using NetSuite's reconciliation feature (Match Bank Data)"

It looks like the account you're trying to use isn't appearing when you use NetSuite's native bank reconciliation feature, Match Bank Data.

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

- 1 Go to **Setup → Accounting → Chart of Accounts**
- 2 For the account you need to reconcile, select **Edit**.
- 3 Check the box labeled **Use Match Bank Data and Reconcile Account Statement pages**.
- 4 Click **Save**.

After following these steps, the account should now be available when you use the Match Bank Data feature.

✓ "Manual Match Bank Data Import Failing: The file could not be imported because the date is not in the correct format."

If you are running into this error message when completing a manual import, select NetSuite BAI2 as your Export Format instead.

FILTERS

FROM DATE

5/8/2024

TO DATE

5/9/2024

Please select a date range up to 65 days. If the range exceeds this limit, the "TO DATE" will be automatically adjusted.

Refresh	Export ▾				
	NetSuite CSV				
	Bulk Data CSV				
	NetSuite BAI2				
	Bulk Data BAI2				
SETTLED DATE	DESCRIPTION	CUSTOMER REFERENCE	BANK REFERENCE	BAI CODE	
5/9/2024 1:09:25	CHIPS CREDIT	A4BC011J006W0001	1627183912AB	195	
5/9/2024 1:09:26 pm	CHECK	20191	1111191001-0000000020191	475	

Select NetSuite BAI2

Common Questions

This list provides answers to common questions that arise when using the Cash Management (Information Reporting) features in NetSuite.

✓ **Why is my plugin no longer connected in the Production environment?**

If you are logged in and the plugin is no longer connected, the NetSuite Production may have been refreshed. You will need to re-establish this connection.

1 Log in to Production

Log in to sys.fispan.live and run through the wizard again.

2 Deactivate Plugin

If the plugin is still showing as **Active** or **Connected**, click on the three dots and select **Deactivate**.

If you have updated from a Bank plugin version that is older than 2022.2.0, the updated plugin SuiteApp will come with a premade Integration Record.

3 Define New Token

On the Creating a New Security Token step, you will need to define a new **Token ID** and **Token Secret**.

Please refer to '**Create a New Security Token** in the **NetSuite → Plugin Setup → Installation** section of this support site for instructions on how to do this.

4 Revoke Old Tokens [OPTIONAL]

After creating the new Access Token, you may revoke the old ones associated with this Bank SuiteApp.

You can do this by following the steps below:

- Navigate to the homepage.
- Find the **Settings** box on the homepage. By default, this is located on the bottom left.
- Click on **Manage Access Tokens**.
- Click **Edit** beside the Token you wish to revoke.
- Click **Revoke**.

✓ Why is my plugin no longer connected in the Sandbox environment?

If you are logged in and the plugin is no longer connected, the NetSuite Sandbox may have been refreshed. You will need to re-establish this connection.

1 Log in to Sandbox

Log in to sandbox.fispan.cloud and run through the wizard again.

2 Deactivate Plugin

If the plugin is still showing as **Active** or **Connected**, click on the three dots and select **Deactivate**.

If you have updated from a Bank plugin version that is older than 2022.2.0, the updated plugin SuiteApp will come with a premade Integration Record.

3 Define New Token

On the Creating a New Security Token step, you will need to define a new **Token ID** and **Token Secret**.

Please refer to **Create a New Security Token** of the **NetSuite → Plugin Setup → Installation** section of this Support Site for instructions on how to do this.

4 Revoke Old Tokens [OPTIONAL]

After creating the new Access Token, you may revoke the old ones associated with this Bank SuiteApp.

You can do this by following the steps below:

- Navigate to the homepage.
- Find the **Settings** box on the homepage. By default, this is located on the bottom left.
- Click on **Manage Access Tokens**.
- Click **Edit** beside the Token you wish to revoke.
- Click **Revoke**.

✓ Why is the Manage Access Tokens link not visible in the Settings box on the Home Page?

This is likely the result of **Token-Based Authentication** not being enabled on this NetSuite Company.

Please refer to **Configure NetSuite Feature** of the **NetSuite → Plugin Setup → Installation** section of this Support Site for instructions on how to enable.

✓ Will I receive an error message if the bank feeds do not import?

No, the plugin itself does not send email notifications or support push notification messaging. However, the NetSuite admin who set up the bank feeds for clients in NetSuite can receive email notifications from the native NetSuite account regarding successful import or failure. Please contact your NetSuite administrator to resolve the issue.

✓ **For multi-entities, can the company name be unique per bank account?**

Yes. Contact your bank and ask them to enter a unique **Account Holder Name** for each Bank Account using the details you provide. If there is an entry in the **Account Details → Account Holder Name** field, this name will appear on Vendor Payments; otherwise, it will default to the **Account Label** (i.e., Company Name).

For example, if the umbrella company is ACME Holdings, the name on the payments would appear as coming from ACME North or ACME South, etc., based on the bank account used for the payment.

Accounts Payable

Common Errors

Below is a list of common errors encountered when using the Accounts Payable features in NetSuite. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

✓ **"You have entered an Invalid Field Value [###] for the following field: [account]."**

This is an error generated by NetSuite when the subsidiary on the payee (i.e. Vendor) does not match the subsidiary the bill is associated with.

Users are recommended to use the **Subsidiary** filter on the Pay Vendor Bills page when paying bills to a specific subsidiary.

Using the **Subsidiary** filter will also filter out Source Accounts that users want to use for bill payments in the Confirm Payment window during the final step of making a payment.

✓ **"There seems to be a communication error with the Bank API."**

This error can be seen on various pages in the bank SuiteApp, such as the Pay Vendor Bills page.

This error is likely caused by Multiple Currencies not being enabled on this NetSuite Company. To confirm whether this is the case, please refer to **Step 7** of the **NetSuite → Plugin Configuration → Installation and Set-up** section of this Support Site for how to enable this.

If Multiple Currencies is already enabled, please check the NetSuite Execution Logs by following the steps below:

- 1 Navigate to **Customizations → Scripting → Script Execution Logs**
- 2 Select **All** in the **Log Level** filter
- 3 Click the **Date/Time** column to reorder the table so that the most recent logs appear at the top.
- 4 Check the **Script** and **Detail** columns to see whether the error is related to the bank SuiteApp and where specifically the error occurred.

If the error appears to be related to the bank SuiteApp, please reach out to HSBC 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 HSBC Support for assistance.

✓ **Address/Location errors when making payments**

The Address must appear on both the Bill and the Vendor. If you have updated the Address on the Vendor already, NetSuite does not automatically update the address on any open Bills for that same vendor.

You must go into the open bill(s) and update the address:

- 1 Go to the Bill record
- 2 Click the **Billing** subtab
- 3 Select the Vendor address in the **Vendor Select** dropdown field
- 4 Click **Edit**
- 5 Click **Save**

✓ **"Payment request rejected because it failed uniqueness check. We suspect this is a duplicate payment."**

You're seeing this error because you're attempting to process a payment for a bill that has already been paid using the plugin. Essentially, there is already a payment recorded against that bill's NetSuite Internal Bill ID. The system is preventing a duplicate payment.

If you need to void the existing payment and then resubmit it, you must follow a specific process through the bank plugin. Please refer to the **Voiding and Repaying Bills** page within the **NetSuite → Vendor Payables** section of this support site for detailed instructions on how to properly void and repay the bill.

✓ **Custom records are not enabled**

The bank payment plugin relies on Custom Records to function correctly. We use a custom record to create and track the bill payment record for you.

If this feature isn't enabled, the plugin cannot create that necessary custom record. This prevents us from correctly marking bills as paid, which ultimately stops you from using the plugin altogether.

Enable this feature by following these steps:

- 1 Hover over **Setup**
- 2 Hover over **Company**
- 3 Click **Enable Features**
- 4 Click the **Suitecloud** tab
- 5 Go to the **SuiteBuilder** section
- 6 Check the **Custom Records** box

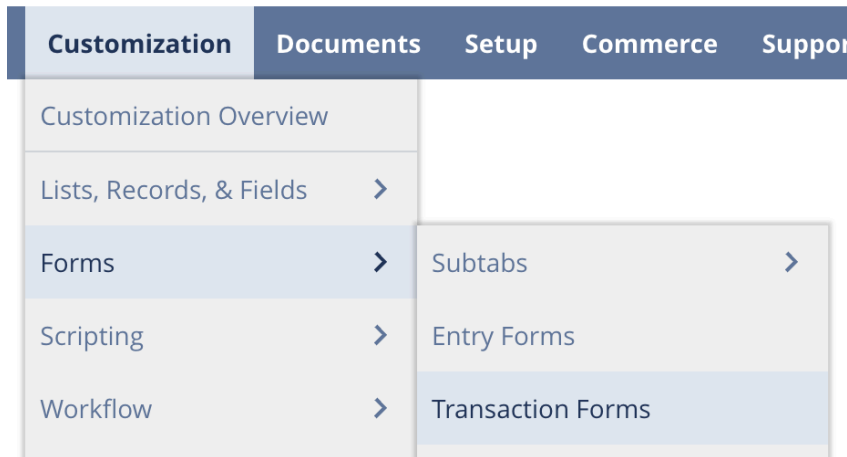
✓ **"Please enter value(s) for: Department, Location."**

This is an error generated by NetSuite when there is a mismatch between the mandatory fields required for a Bill in comparison to a Payment. The error may appear if you try to pay a bill under a different subsidiary than your source (disbursement) account.

To resolve this, follow these steps:

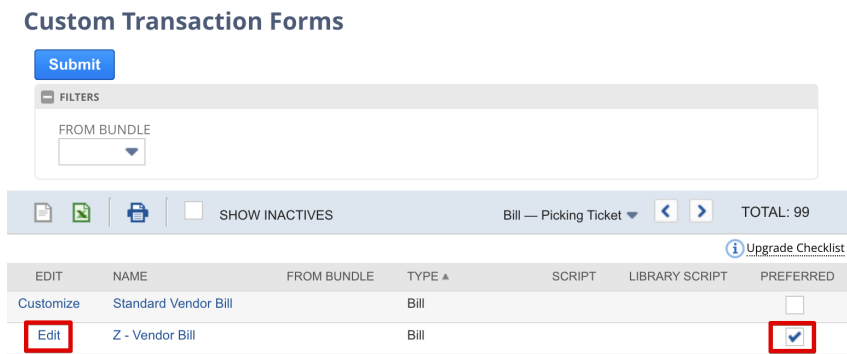
1 Go to Transaction Forms

Navigate to **Customization → Forms → Transaction Forms**.



Navigate to Transaction Forms

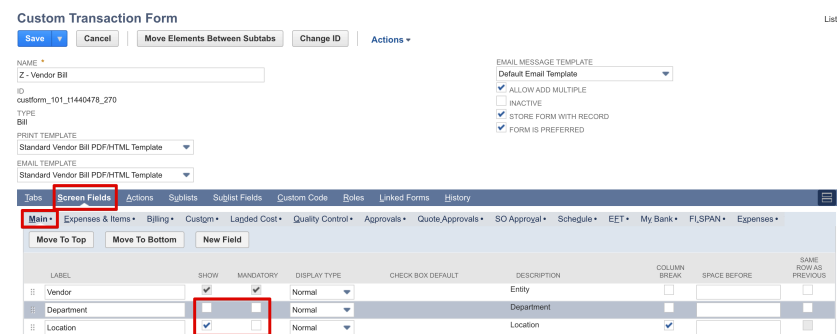
Click **Edit** beside the Bill form you typically use and that is marked as **Preferred**.



Click "Edit" for a Preferred Bill form

2 Locate Department and Location

On the Custom Transaction Form page for the selected Bill form, click on the **Screen Fields → Main** sub-tabs.



Custom Transaction Form

Save Cancel Move Elements Between Subtabs Change ID Actions

NAME *
Z - Vendor Bill

ID
custom_101_11440478_270

TYPE
Bill

PRINT TEMPLATE
Standard Vendor Bill PDF/HTML Template

EMAIL MESSAGE TEMPLATE
Default Email Template

ALLOW ADD MULTIPLE
INACTIVE
STORE FORM WITH RECORD
FORM IS PREFERRED

Screen Fields

Main Expenses & Items Billing Custom Lapped Cost Quality Control Approvals Quote Approvals SO Approval Schedule EET My Bank FLSPAN Expenses

Move To Top Move To Bottom New Field

LABEL	SHOW	MANDATORY	DISPLAY TYPE	CHECK BOX DEFAULT	DESCRIPTION	COLUMN BREAK	SPACE BEFORE	SAME ROW AS PREVIOUS
Vendor	☒	☒	Normal		Entity	☐		☐
Department	☒	☐	Normal		Department	☐		☐
Location	☒	☐	Normal		Location	☒		☐

Department and Location fields on Bill form

Find the **Department** and **Location** fields and make note of whether they have **Show** and/or **Mandatory** enabled.

If **Department** and **Location** cannot be found under the **Screen Fields** list, check the **Sublists** sub-tab.

3 Match Bill Form and Bill Payment

Navigate back to the Transaction Forms page, and click **Edit** beside the Bill Payment form you typically use and that is **Preferred**.

Custom Transaction Forms

[Submit](#)

FILTERS

FROM BUNDLE

[Bill — Picking Ticket](#) [TOTAL: 99](#)

[Upgrade Checklist](#)

EDIT	NAME	FROM BUNDLE	TYPE	SCRIPT	LIBRARY SCRIPT	PREFERRED
Customize	Standard Bill Payment		Bill Payment			☐
Edit	Z - Bill Payment		Bill Payment			☒

Click "Edit" on a "Preferred" Bill Payment form

On the Custom Transaction Form page for the selected Bill Payment form, click on the **Screen Fields → Main** sub-tabs.

Like with the Bill form previously, find the **Department** and **Location** fields. Check if **Show** and/or **Mandatory** is enabled and whether they match the **Show** and **Mandatory** selections on the Bill form.

Custom Transaction Form

[Save](#) [Cancel](#) [Move Elements Between Subtabs](#) [Change ID](#) [Actions](#)

NAME *
Z - Bill Payment

ID
custform_136_11440478_270

TYPE
Bill Payment

PRINTING TYPE ☐ ADVANCED ☒ BASIC

PDF LAYOUT
Standard Payment Voucher Layout

HTML LAYOUT
Standard HTML Payment Voucher Layout

DISCLAIMER

ADDRESS

LOGO

COLUMNS WIDTH LAYOUT
7.5 7.5

☐ INACTIVE
☒ FORM IS PREFERRED

Tabs **Screen Fields** **Actions** **Sublists** **Printing Fields** **Custom Code** **Roles** **History**

Main **Custom** **Quality Control** **Approvals** **Quote Approvals** **SO Approval** **Schedule** **EET** **My Bank** **FLSPAN**

[Move To Top](#) [Move To Bottom](#) [New Field](#)

LABEL	SHOW	MANDATORY	DISPLAY TYPE	CHECK BOX DEFAULT	DESCRIPTION
Payee	☒	☒	Normal		Entity
Department	☒	☐	Normal		Department
Location	☒	☐	Normal		Location

Department and Location fields on Bill Payment form

Make the appropriate changes on the **Show** and **Mandatory** fields on **Department** and **Location** on the Bill Payment form to match the same field selections for **Show** and **Mandatory** fields on **Department** and **Location** on the Bill form.

Common Questions

This list provides answers to common questions that arise when using the Accounts Payable features in NetSuite.

✓ **Can I pay multiple invoices in one payment rather than making a payment for each invoice?**

Yes, you can enable this feature by going into the Vendor, selecting **Edit**, and ticking the box for **Group Bills for Payment** under the Bank tab. This feature will group all selected bills for a single vendor into one lump sum payment.

✓ **Why does the Payment Status of a failed bill stay as Processing?**

This **Processing** status can take between 3 to 4 business days to clear, even if the bill payment has failed. If the bill appears again on the Open Bills tab on the Pay Vendor Bills page, you may safely retry this bill payment.

✓ **Why is my bill still open in NetSuite even though I processed the payment and received no error message?**

If your bill remains open after payment, check these potential causes:

- The required SuiteApps, either the Entity Bank Details SuiteApp or NetSuite's Electronic Bank Payments SuiteApp, may not be installed. Verify their installation status.
- Your current role might lack the permissions needed for the bank plugin or associated scripts. See the **Plugin Access Management** and **NetSuite Role Permission** steps in the **NetSuite → Plugin Setup → Installation** section of our website.
- You may be attempting to pay a bill that is locked because the relevant Accounting Period has already been closed.

To find out if the bill/account is locked:

- 1 Open the bill in question
- 2 Click the Open Bills tab
- 3 The bill will have a lock symbol on the top left corner if the bill is locked,

If the relevant Accounting Period is closed, you should reopen the Accounting Period by following these steps:

- 1 Go to **Setup → Accounting → Manage Accounting Periods**
- 2 Click **Edit** on the Accounting Period and enable the **Allow Non-GL Changes** option.

Your AP team might have some internal controls over the above Accounting Period steps.

Please refer to the **Failed Bills** page on the **NetSuite → Troubleshooting** section of this support site for more details.

✓ **How do I store my vendor payment information?**

Download our free NetSuite SuiteApp, Entity Bank Details. If you cannot find it on the SuiteApp Marketplace, please reach out to HSBC Support as your NetSuite ID may need to be whitelisted for access to download this SuiteApp.

✓ **Why doesn't my account appear in the Source Account drop-down menu on the Pay Vendor Bills page?**

Applying this **Subsidiary** filter on the Pay Vendor Bills page impacts what Source Accounts are available, as the Source Accounts must be tied to the selected subsidiary. If no Source Accounts are linked to this subsidiary, no Source Account will be displayed.

2.5. Release Notes

2.5.1. Release Notes (NetSuite)

The NetSuite plugin releases updates to the ERP bundle with new fixes, features, and improvements. To learn how to update your bundle visit: [Updating the SuiteApp \(NetSuite\)](#)

Coming Soon!

2.5.2. Entity Bank Detail Release Notes

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

2026

NOTE: These updates are part of our September 2026 release. While you may see these features documented in our guides earlier, please note that all changes will officially go live on **September 16, 2026**.

September 2026

2026.6.0 - September 16, 2026

Improved General improvements and bug fixes.

August 2026

2026.5.0 - August 12, 2026

Improved General improvements and bug fixes.

July 2026

2026.4.0 - July 15, 2026

Improved General improvements and bug fixes.

June 2026

2026.3.0 - June 10, 2026

Improved General improvements and bug fixes.

3. Intacct

3.1. Plugin Setup

3.1.1. Pre-Onboarding Checklist (Intacct)

Prior to beginning installation, please follow the below steps to ensure that the installation process runs smoothly.

An onboarding call may be optionally scheduled by your HSBC representative to support with installation and any missed pre-onboarding steps may result in the onboarding call being canceled and rescheduled.

Bring a Sage Intacct Administrator

The installation process will require your 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. You will also need an HSBCnet System Administrator when connecting your HSBC accounts.

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 HSBC Integrator 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	>

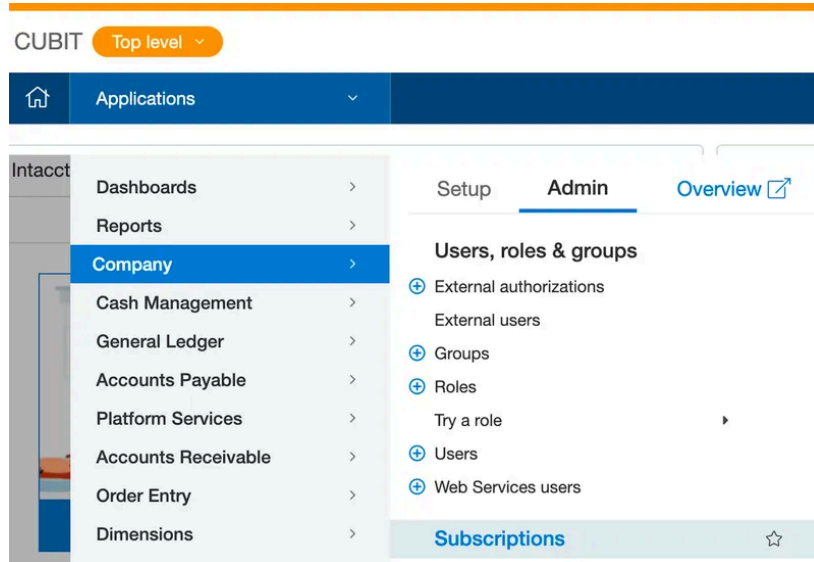
Platform Services enabled

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

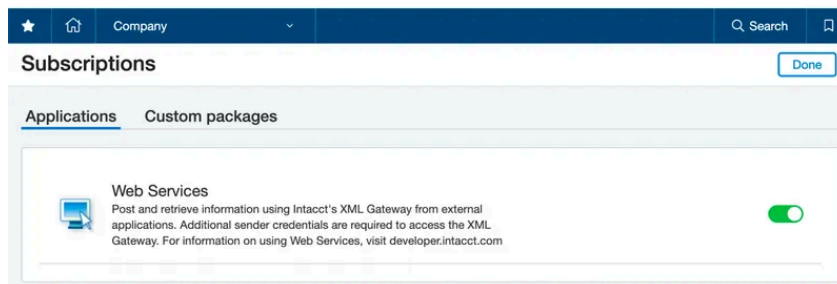
Enabling the Web Services feature on your Sage Intacct account is required to allow the plugin to communicate with your Sage Intacct environment.

- 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
FLSPAN MPP-Green Apple
Contact for notifications
mho@flspan.com

Company name
Intacct MES
Status
Subscribed

Enable functionality
[About subscribing entities to Sage Cloud Services](#)

☒ **Enable bank feeds**
☐ Enable bank file payment

	Entity ID	Entity name	Status
1	10	Texas #10	Subscribed
2	20	Maine #20	Subscribed
3	40	Florida #40	Subscribed
4	30	California #30	Subscribed
5	Elim	Entity 5/786	Subscribed

Enable Bank Feeds

- 4 Then select **Save**.

Enable ISO Country Codes

Enable ISO Country Codes to ensure that bills can be properly processed with a standard currency code. If you have custom currency codes, we will not be able to properly process the payment.

- 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

This section **is required** only when using the Payables feature.

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 HSBC representative if you wish to enable a Sage Intacct Sandbox environment.

If you will use the Payables feature, custom workflows, scripts, or any third-party applications or plugins, **we recommend testing** in an Intacct Sandbox environment before moving to Production. This essential step ensures a smoother transition into the plugin and helps prevent disruption to your service.

Please refer to the **Sandbox Checklist (Intacct)** page for a number of suggested scenarios to test.

NOTE: After completing the steps above, 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, you should reach out directly to your ERP Consultant. Your 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.
-

Confirm Hardware & Software Requirements

Browser support (minimum versions):

- Chrome: 65
- Firefox: 66
- Safari: 12
- Edge: 79

Operating systems (minimum versions):

- Windows 7
- macOS - El Capitan

Minimum screen resolution:

- 1200x800px

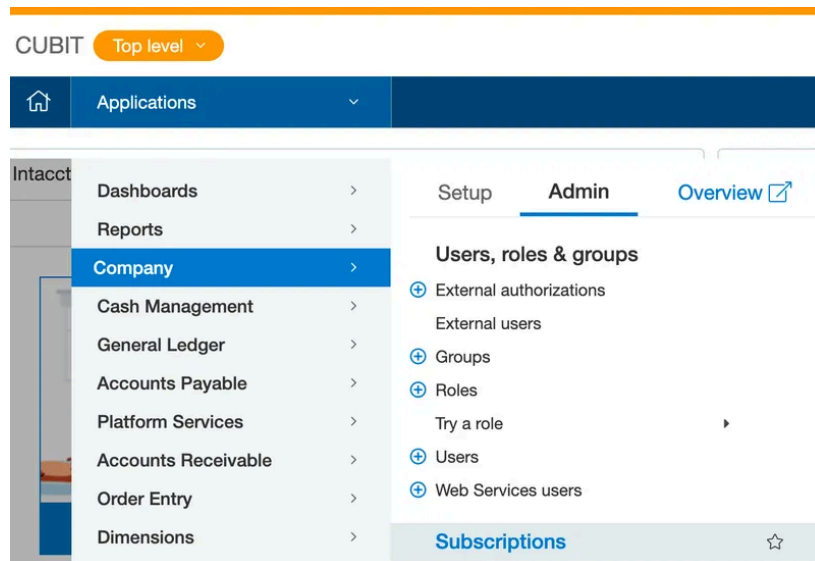
3.1.2. Installation

3.1.2.1. Step 1: Enable Web Services

To get started, please contact your Sage Intacct Account Manager to enable Platform Services on your account.

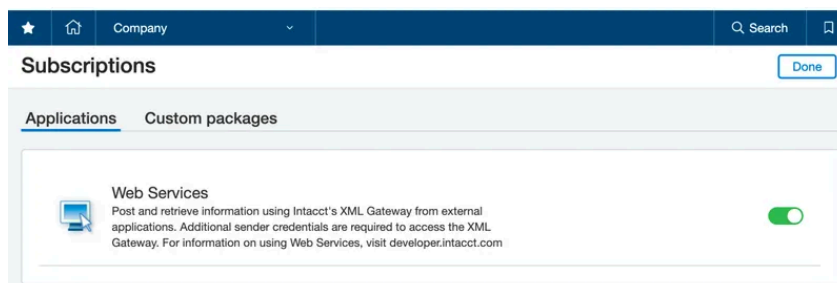
Once you have done so, follow the steps below to enable the Web Services feature on your Sage Intacct account. This is required by Intacct to install a third-party application.

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



Go to Subscriptions

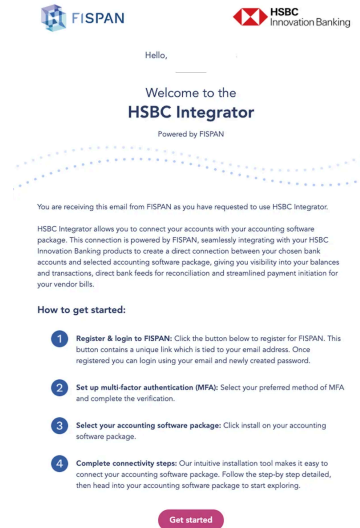
- 2 Confirm that **Web Services** is enabled, then select **Done**.



Select Web Services

3.1.2.2. Step 2: Invitation Email

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



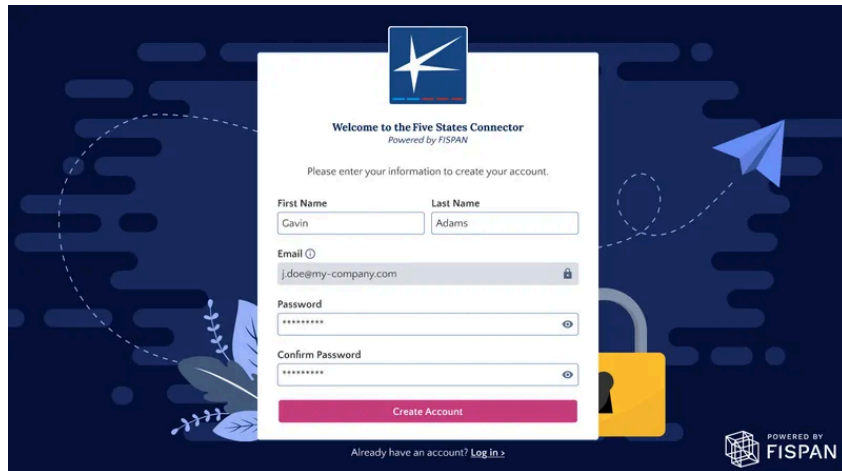
Invitation Email

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 HSBC Integrator Portal. Create your login credentials and select **Create Account**.



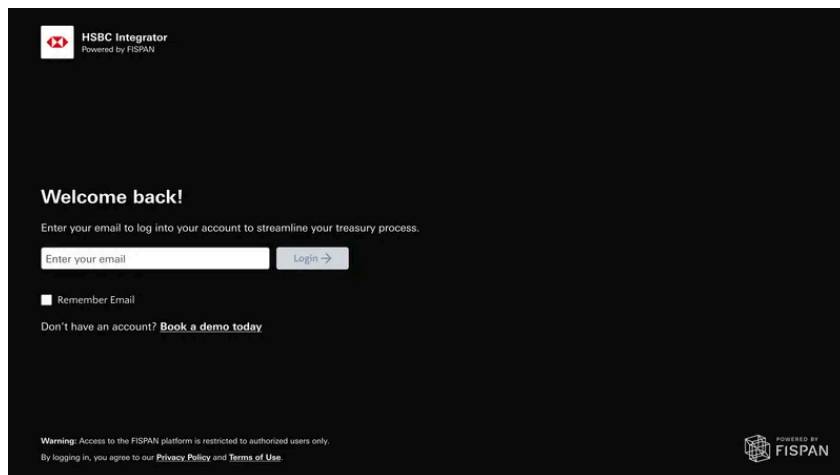
Passwords are required to be 8 characters and contain at least one uppercase, lowercase, number and special character

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

2 Login to Your Account

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

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



Welcome Page for Sandbox

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

Setting Up SMS MFA

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

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

1 Enroll Phone Number

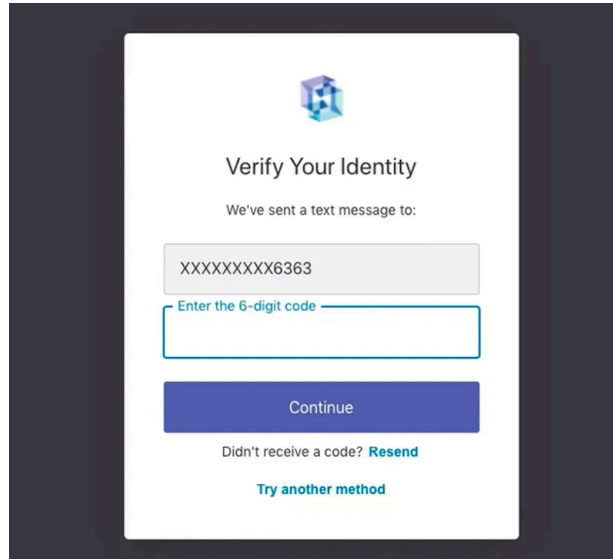
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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

2 Enter Code

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

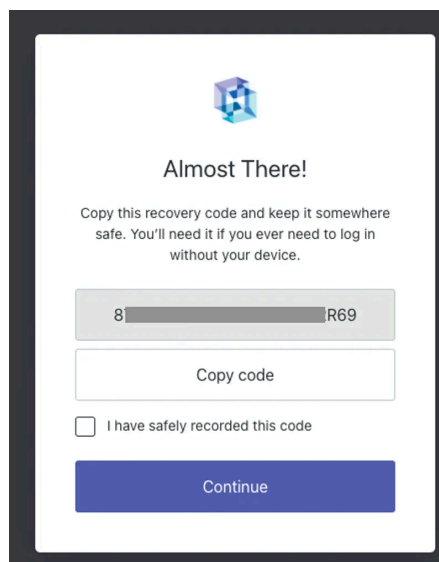
Select **Continue**.

A screenshot of a mobile app screen titled "Verify Your Identity". At the top is a blue cube icon. Below it, the text says "We've sent a text message to:" followed by a grey box containing "XXXXXXXX6363". Below that is a blue-outlined input field with the placeholder text "Enter the 6-digit code". At the bottom is a blue button labeled "Continue". Below the button are two links: "Didn't receive a code? Resend" and "Try another method".

6-digit Verification

3 Save Recovery Code

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

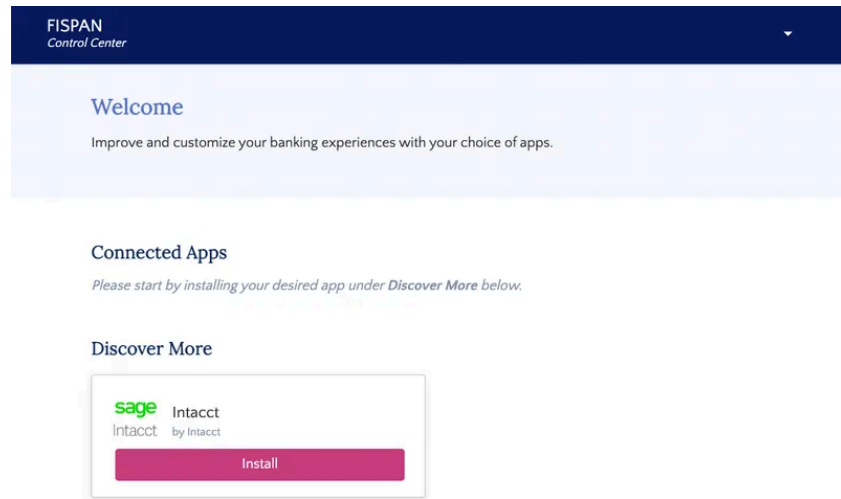
A screenshot of a mobile app screen titled "Almost There!". At the top is a blue cube icon. Below it, the text says "Copy this recovery code and keep it somewhere safe. You'll need it if you ever need to log in without your device." Below that is a grey box containing the text "8" followed by a grey bar and "R69". Below that is a white button labeled "Copy code". Below the button is a checkbox with the text "I have safely recorded this code". At the bottom is a blue button labeled "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 \(Intacct\)](#).

3.1.2.4. Step 4: Select ERP

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



Select Install

3.1.2.5. Step 5: Overview

The first page of the installation wizard provides a brief summary. Before you continue, you must review and complete the pre-onboarding checklist.

When you're finished, click the toggle next to "I have completed the pre-onboarding checklist." This will activate the **Get Started** button.

To proceed to the next step, click **Get Started**.

Welcome to the plugin installation wizard!

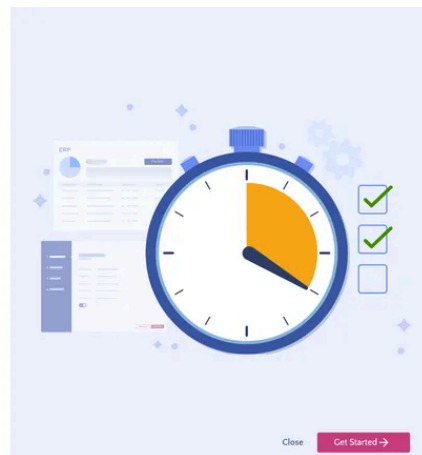
Set up a live connection between your ERP and FISPAW with this wizard in **10-20 minutes**. Before continuing, please ensure that you have completed the [pre-onboarding checklist](#).



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: Onboard Your Bank Accounts

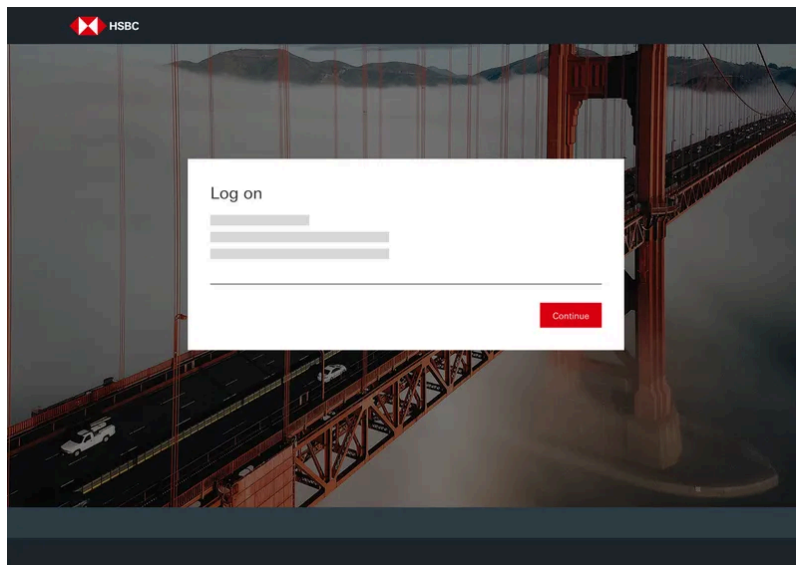
In this step, the HSBCnet System Administrator will need to be authenticated via a secure link. The System Administrator will select the account(s) intended to be connected with the HSBC Integrator.

IMPORTANT: If you skip this step, you won't be able to onboard your bank accounts to the HSBC Integrator.

1 Connect to HSBC

Click on **Connect to Bank**, and it will open a new window for you to log into HSBCnet.

Once redirected, click **Continue**.



Click Continue

2 Authenticate with your HSBCnet Credentials

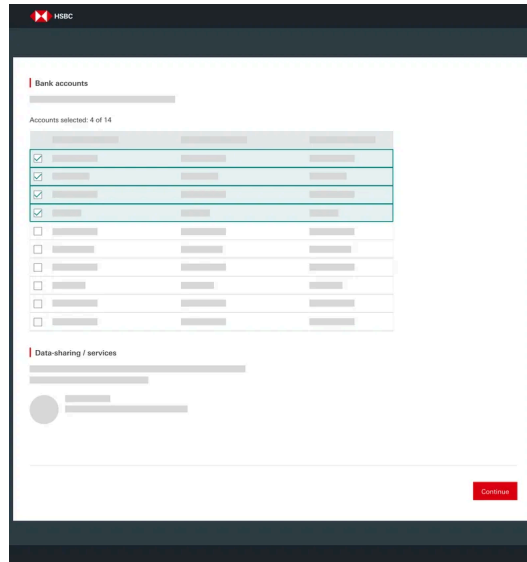
Now you will be asked to authenticate using your HSBCnet credentials. You need to be a System Administrator.

Once logged into HSBCnet, you will be presented with bank accounts eligible for connectivity.

3 Select the Bank Account(s) and Authorize the Connection

Check the box(es) next to the account numbers that you want to connect with your HSBC Integrator. Check the box in the **Declaration** section to confirm your authorization.

Then, press **Continue**.



The screenshot shows the HSBC 'Bank accounts' selection interface. At the top, it says 'Bank accounts' and 'Accounts selected: 4 of 14'. Below this is a table with 14 rows, each representing an account. The first four rows have their checkboxes checked, and they are highlighted in light blue. The remaining ten rows have unchecked checkboxes. Below the table is a section titled 'Data-sharing / services' with a toggle switch that is currently turned off. At the bottom right of the screen is a red 'Continue' button.

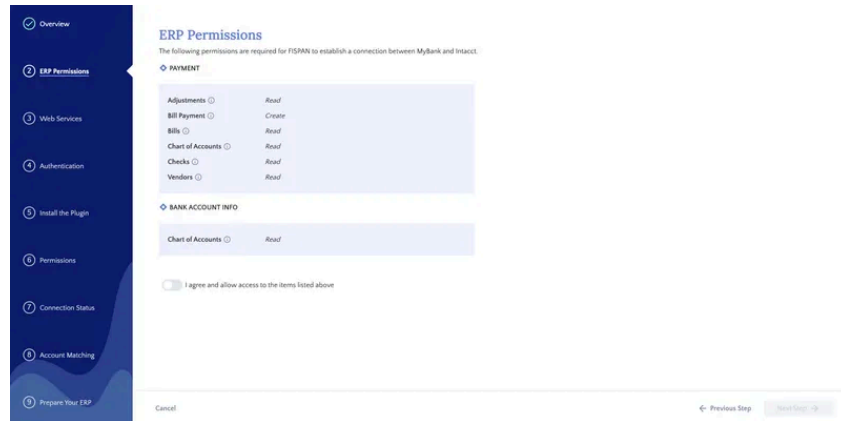
Select Bank Accounts

After you select the accounts, a review screen will appear. Once you've reviewed them and you are happy with your selections, please click the **Confirm** button.

After you authorize the accounts, a confirmation screen will appear. You can then return to the installation wizard.

3.1.2.7. Step 7: 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 FISMAN 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.

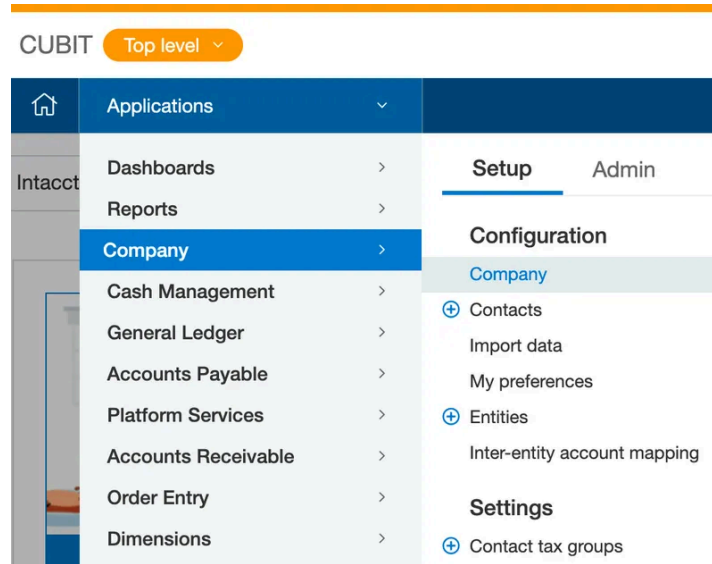
NOTE: Your permission list, found in your ERP, may contain more fields than the example shown.

3.1.2.8. Step 8: 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.

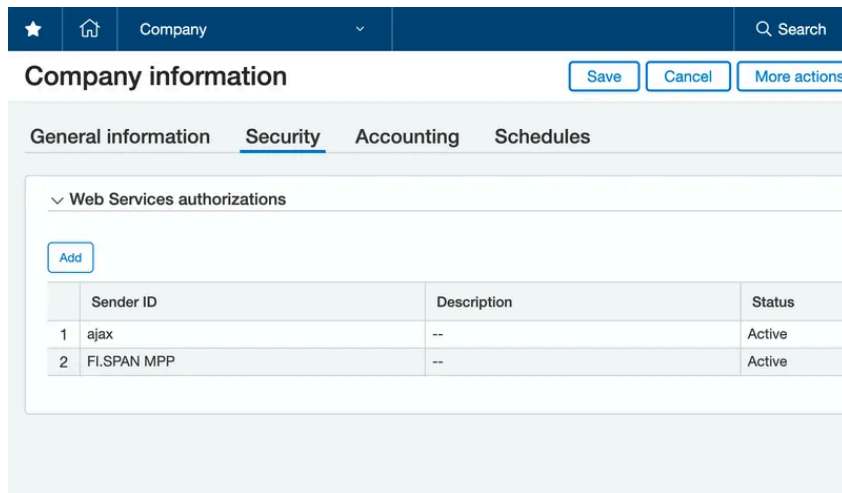


Go to Company tab

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**



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

Add Sender IDs

Then, click **Save**.

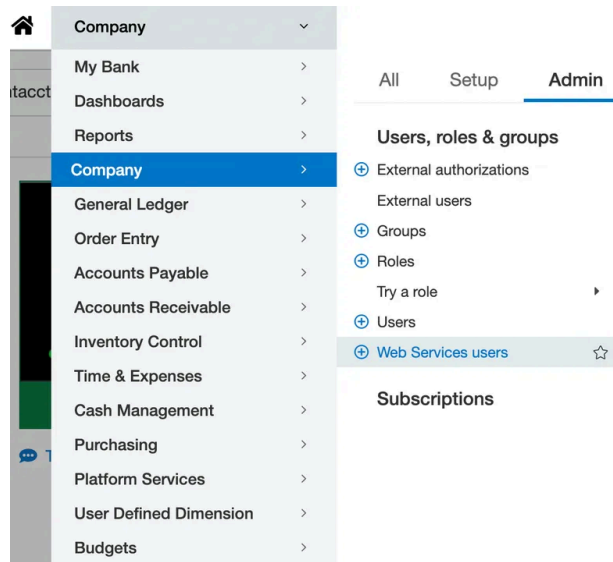
NOTE: The **Sender IDs** are case-sensitive.

3.1.2.9. Step 9: Create Web Service User

To ensure that the plugin is able to communicate with Sage Intacct, a Web Service User needs to be created in Intacct before continuing with the next step.

1 Go to Web Service Users

Go to **Company** → **Admin tab** → **Web Service Users**.

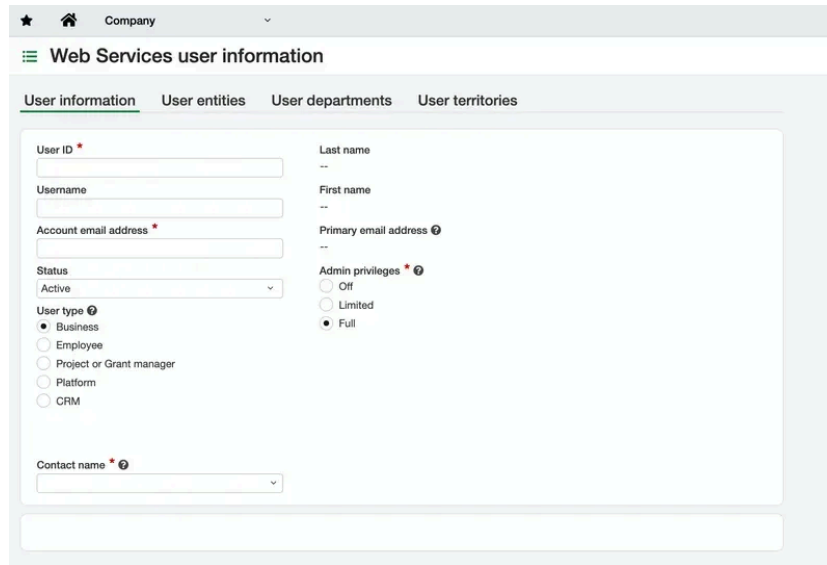


Go to Web Service Users

2 Add New Web Service User

Select **Add** to create a new Web Service User, then fill in the required fields:

- **User ID:** Anything that will help you easily identify your users.
- **User type:** Business
- **Admin Privileges:** Full
- **Contact Name:** Associate this Web Services User with a Contact of your choosing



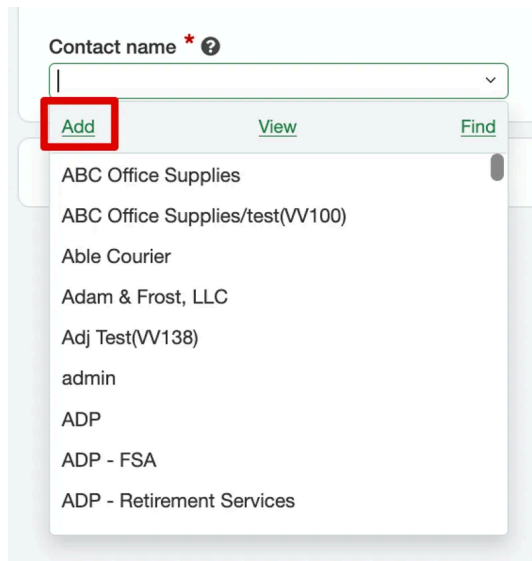
Create Web Service User

NOTE: An alert will appear, stating: "Check license availability before adding users."

It is recommended to validate this with your Sage Intacct representative.

Please note that the Contact selected within the **Contact Name** field must have a First and Last Name.

If you do not already have a Contact to choose from, you may create one by clicking on the drop-down, then **Add**.



Add a Contact, if one is not available

After clicking **Add**, fill in the following fields on the Contact Information tab of the Contact Information window:

- **Last name**
- **First name**
- **Primary email address**
- **Suggested contact name**
- **Print as**

Contact information

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		

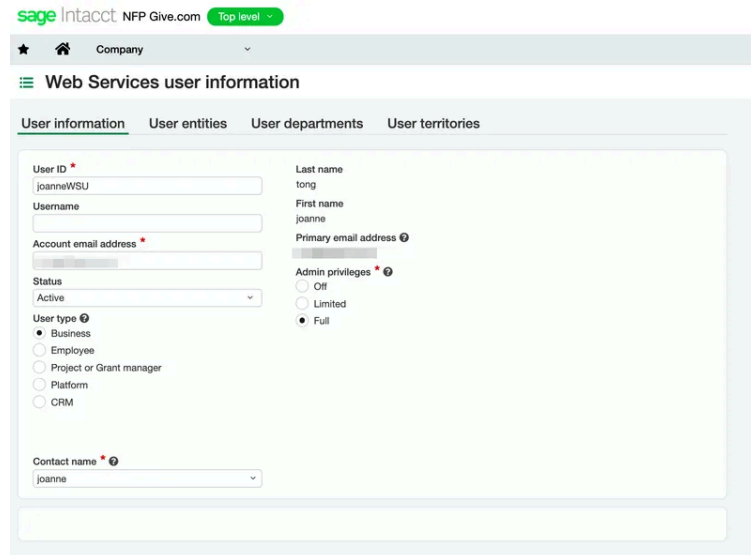
Contact Information window

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**



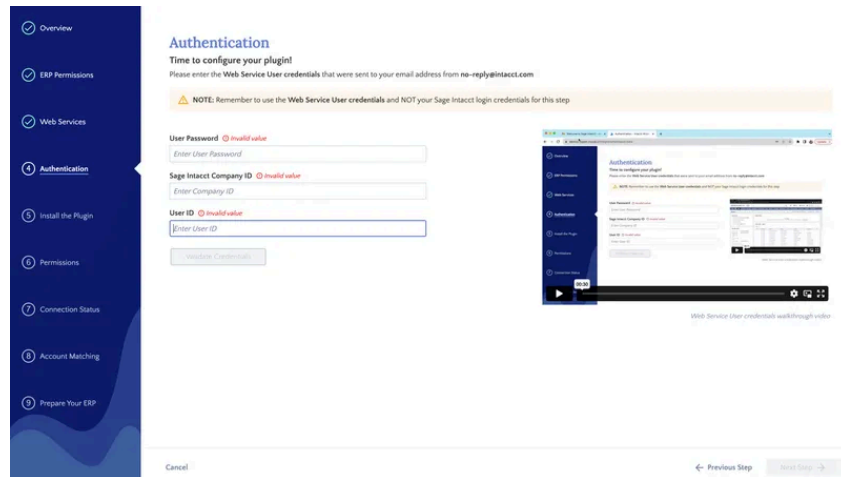
Completed Web Services User form

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.

3.1.2.10. Step 10: Enter Web Service User Credentials

Return to the installation wizard and type in the credentials you received in the previous step.



Enter Credentials

Then, select **Next Step**.

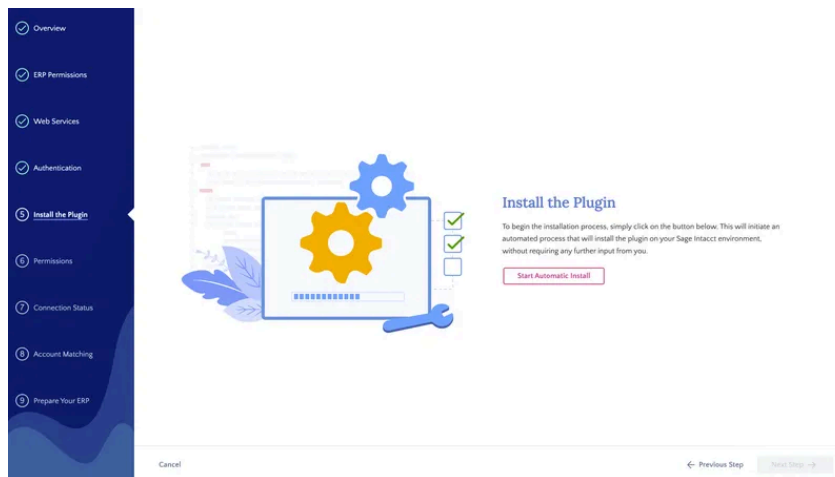
IMPORTANT: Please make sure you use the Web Service User credentials and not the Sage Intacct login (normal user) credentials.

3.1.2.11. Step 11: 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.

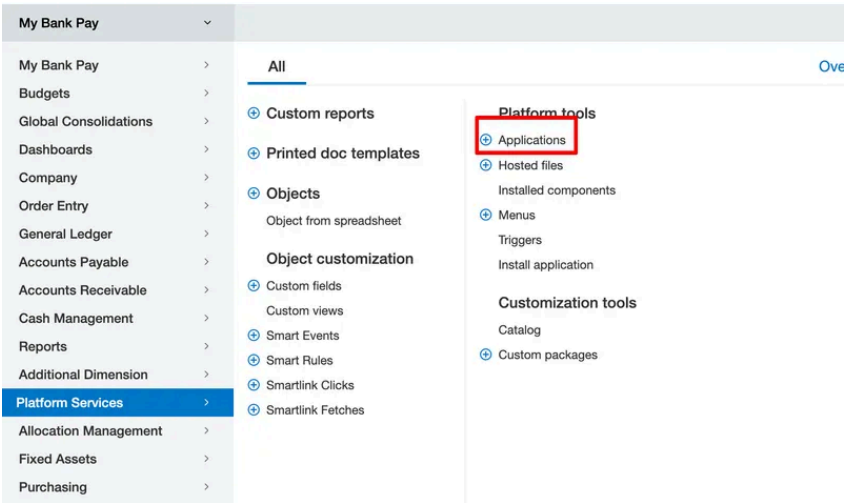
1 Download XML File

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**.



Action	Application	Version	Deployed	Installed	Created at
Edit	User Defined Dimension	1	☒	☒	10/08/13
Edit	My Back Page	2020.15	☒	☒	21/11/20
Edit	Sample_1	2020.2	☒	☒	15/11/20
Edit	Sample_2	2020.1	☒	☒	12/09/20
Edit	Sample_3	2020.1	☒	☒	29/10/20
Edit	Sample_4	2020.2	☒	☒	05/11/20

Select **Install from XML**

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



Install or update application Install Cancel

Upload application XML file Red = Required information

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.

Application XML file Choose File No file chosen

Install Cancel

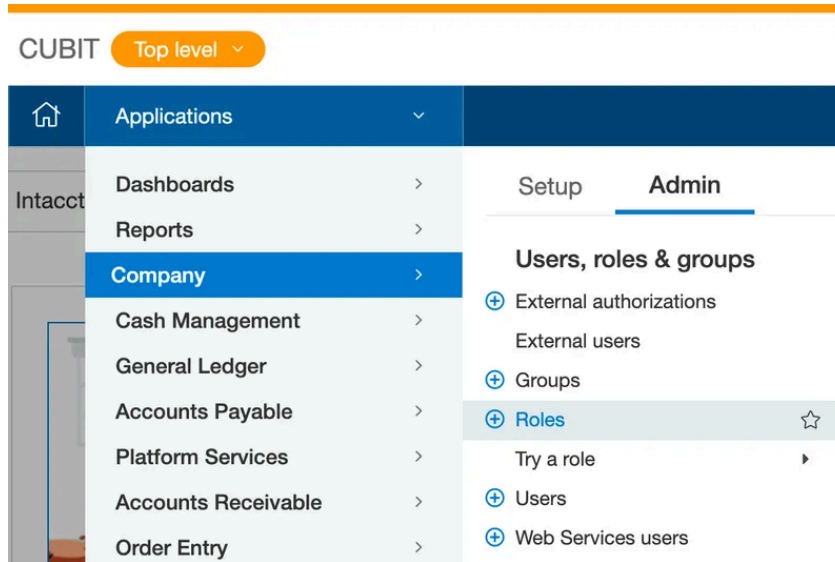
Select the XML you just downloaded from the installation wizard, and click **Install**.

3.1.2.12. Step 12: 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

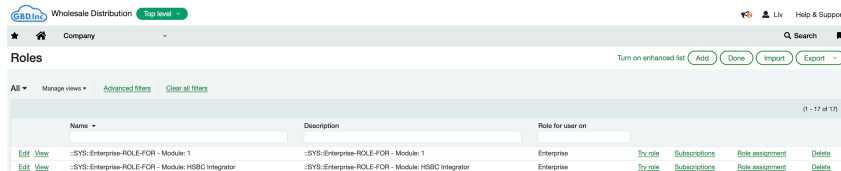
In Intacct, go to **Company** → **Admin tab** → **Roles**.



Go to Roles

2 Assign Permissions

On the newly added role for the HSBC Integrator, select **Subscriptions**.



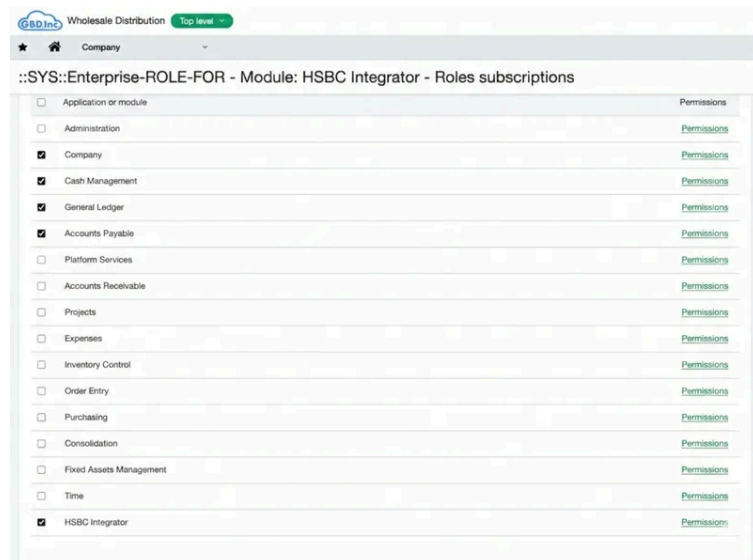
The screenshot shows the 'Roles' management page in the GBD In system. It includes a table with columns for Name, Description, Role for user on, and various action links like Edit, View, Try role, Subscriptions, Role assignment, and Delete. Two roles are listed: one for 'Module: 1' and another for 'Module: HSBC Integrator'.

Name	Description	Role for user on	
[[SYS::Enterprise-ROLE-FOR - Module: 1	[[SYS::Enterprise-ROLE-FOR - Module: 1	Enterprise	Try role Subscriptions Role assignment Delete
[[SYS::Enterprise-ROLE-FOR - Module: HSBC Integrator	[[SYS::Enterprise-ROLE-FOR - Module: HSBC Integrator	Enterprise	Try role Subscriptions Role assignment Delete

Select Subscriptions

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

- **Cash Management:** Checking Accounts (List, View), Savings Accounts (List, View), Credit Card Accounts (List, View)
- **Accounts Payable:** All Permissions to the HSBC Integrator pages
- **Company:** Transaction Currencies (List, View), Entities (View), Funds/Locations (View)
- **General Ledger:** All Permissions to the HSBC Integrator pages
- **HSBC:** All Permissions



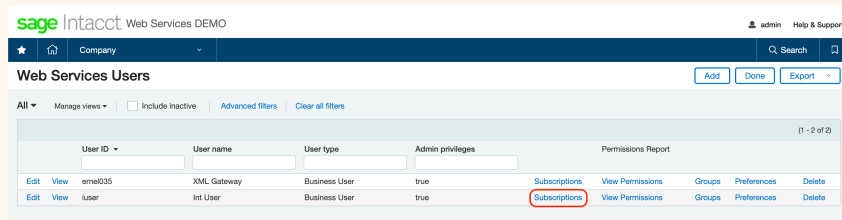
The screenshot shows the 'Roles subscriptions' page for the role '[[SYS::Enterprise-ROLE-FOR - Module: HSBC Integrator'. It displays a list of permissions with checkboxes to enable or disable them. The 'Company' checkbox is checked, and the 'HSBC Integrator' checkbox is also checked.

Application or module	Permissions
☐ Administration	Permissions
☒ Company	Permissions
☒ Cash Management	Permissions
☒ General Ledger	Permissions
☒ Accounts Payable	Permissions
☐ Platform Services	Permissions
☐ Accounts Receivable	Permissions
☐ Projects	Permissions
☐ Expenses	Permissions
☐ Inventory Control	Permissions
☐ Order Entry	Permissions
☐ Purchasing	Permissions
☐ Consolidation	Permissions
☐ Fixed Assets Management	Permissions
☐ Time	Permissions
☒ HSBC Integrator	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
- **HSBC:** All Permissions



User ID	User name	User type	Admin privileges	Permissions Report
eme035	XML Gateway	Business User	true	Subscriptions View Permissions Groups Preferences Delete
luser	Int User	Business User	true	Subscriptions View Permissions Groups Preferences Delete

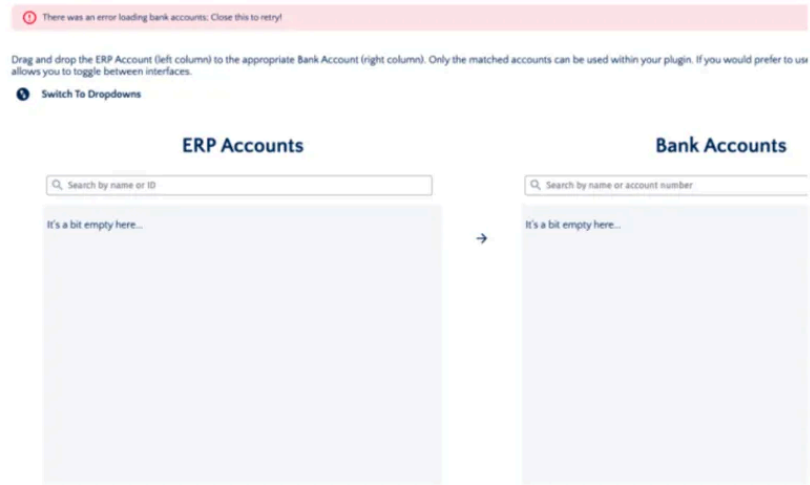
List of web services users

Then, select **Save**.

Common Errors

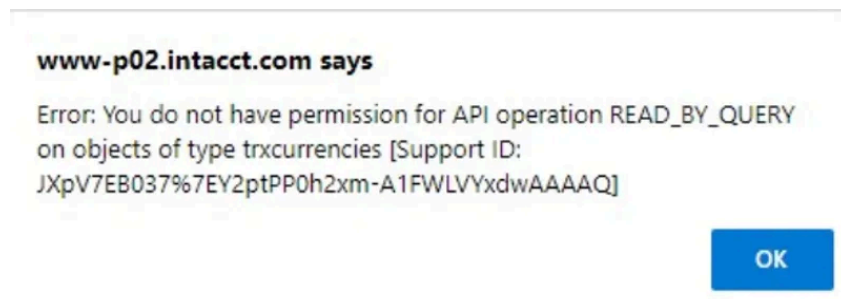
If you receive an error message, please confirm that you have granted the appropriate Cash Management permissions to the Web Service User's role subscription.

Account Matching



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."



You do not have permission for the API operation READ_BY_QUERY on objects of type trxcurrencies.

This error means you need to adjust the role permissions for the user who encountered the issue. This affects the user role/permissions and NOT the Web Service User.

For the affected user, please navigate to their role permissions and add the following: **Company → Transaction Currencies (List, View)**.

Company permissions for alissa

Save

Cancel

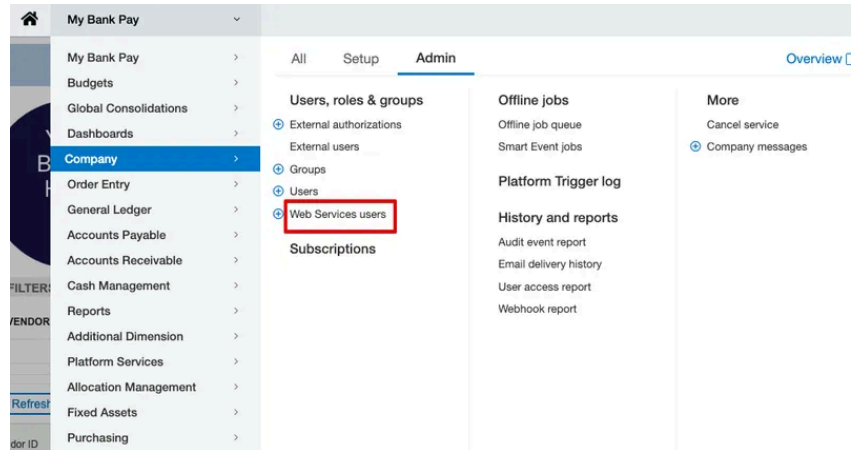
Help

Contact tax group	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Attachment folders	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Attachments	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Memorized reports	☐ List	☐ Add	☐ Edit	☐ Delete	
Report groups	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Transaction allocations	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Dashboard	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Transaction currencies	☒ List	☒ View	☐ Add	☐ Edit	☐ Delete
Exchange rate types	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Exchange rate	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Cover letters	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete
Cloud storage	☐ List	☐ View	☐ Add	☐ Edit	☐ Delete

Adding Transaction Currencies permissions

3.1.2.13. Step 13: Assign Role to Web Service User

In Intacct, go to **Company** → **Admin tab** → **Web Service Users**.



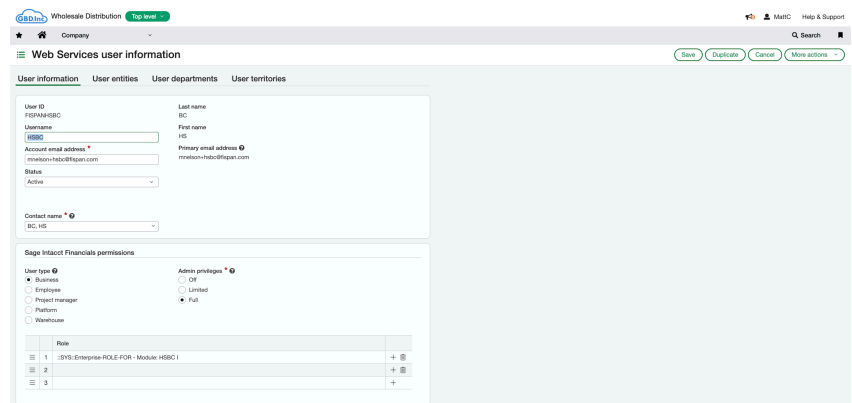
Go to Web Service Users

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: HSBC**

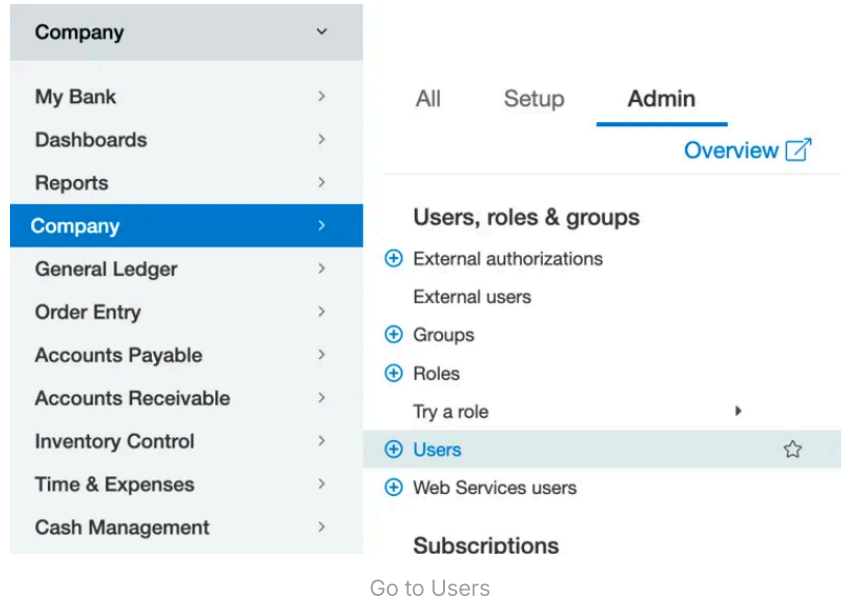
Then, select **Save** and enter your account password.



Web Services User Info

3.1.2.14. Step 14: Assign Role to User

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

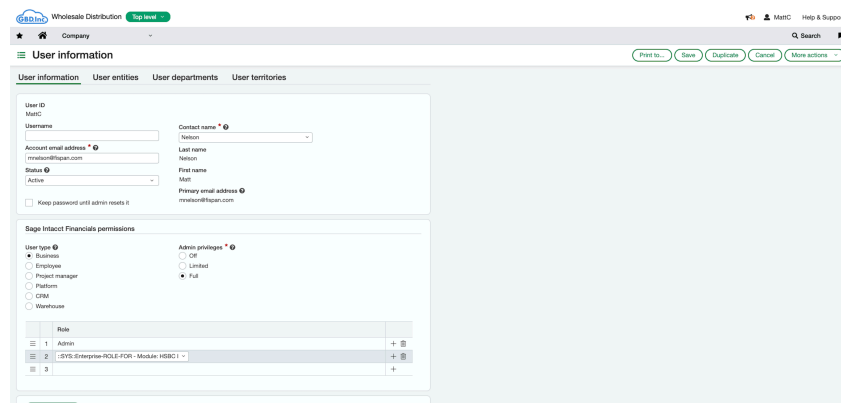


Then, click **Edit** on the User you would like to edit.

Under the **Roles Information tab**, add the following roles:

- **::SYS::Enterprise-ROLE-FOR – Module: HSBC**

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

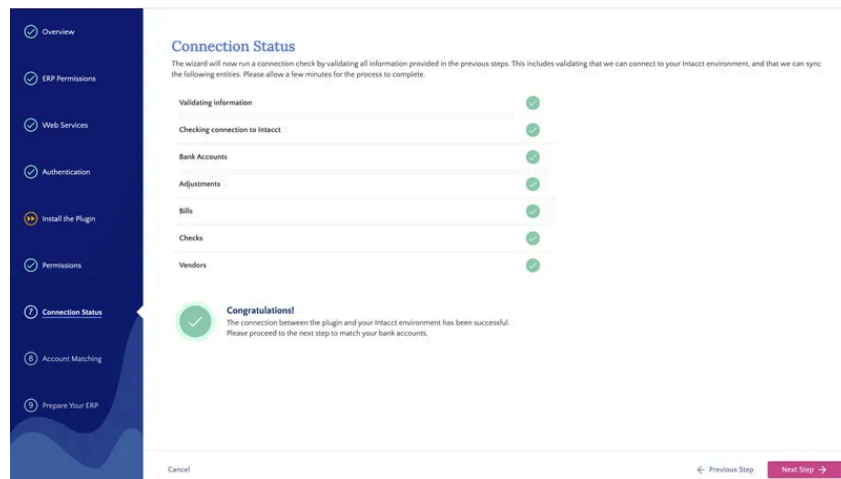


Add Roles to User Information

3.1.2.15. Step 15: Connection Status

Here, the installation wizard will begin to run a connection check to validate all details entered in the previous steps and ensure that all permissions are correctly set up.

If there are no issues, a large green checkmark will appear to confirm that the connection has been established.

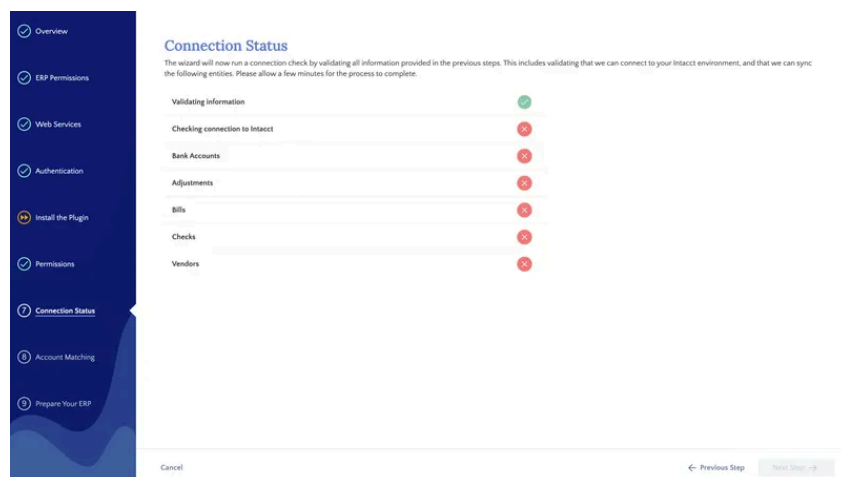


Connection Status

Click on **Next Step** to begin matching bank accounts.

Failed Connection Checks

If any permissions are missing, a red **X** will be displayed, as shown in the screenshot below, along with a clear explanation of the failure.



Failed Connection Check

3.1.2.16. Step 16: Account Matching

Matching Accounts

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

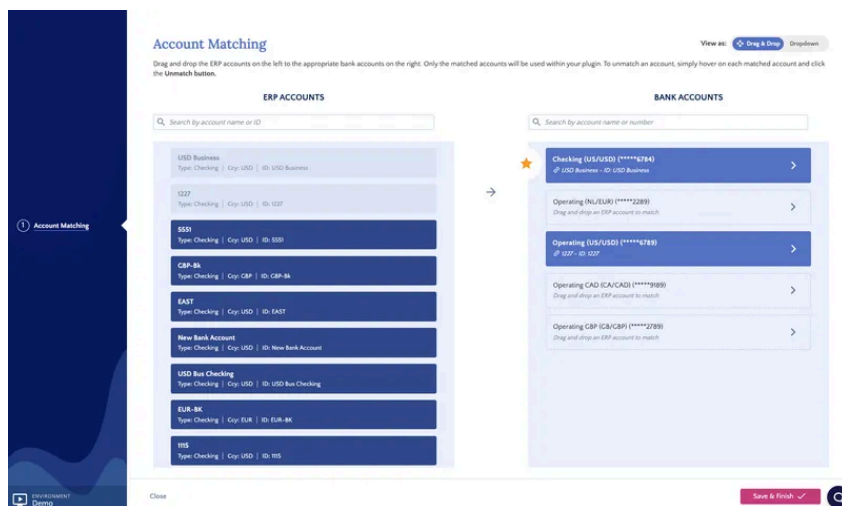
1 Match Accounts

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.

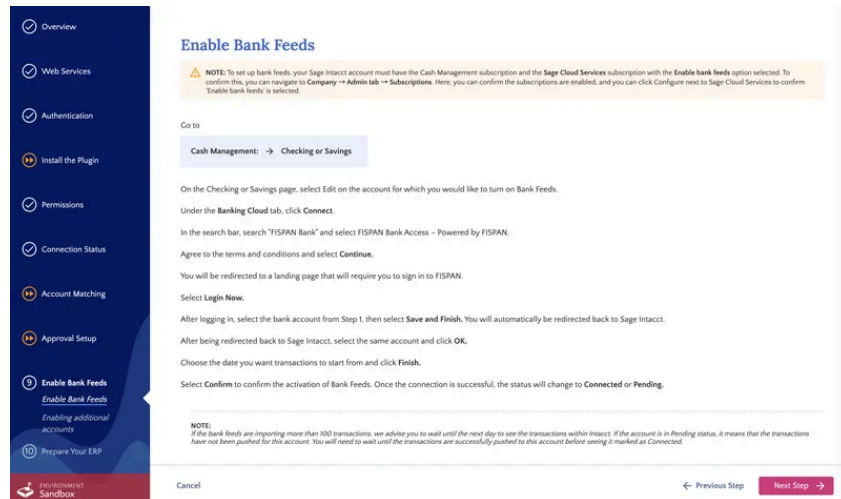
When installing in Production, the Bank Accounts listed will reflect your accounts set up for use with the plugin.

If accounts are matched incorrectly, follow the process to alter the existing mapping in the following guide: [Mapping Bank Accounts \(Intacct\)](#)

3.1.2.17. Step 17: Enable Bank Feeds

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

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



Enable Bank Feeds Step

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

On the Enable Bank Feeds page

In-ERP setup instructions

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

Bank Feeds (Intacct)

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

3.1.2.18. Step 18: Bank Feeds Setup

By enabling Bank Feeds for the plugin, your bank establishes a reliable and secure flow of transactions from your bank into Sage Intacct's Reconciliation module.

Bank transactions that settled the previous day are imported each morning. For example, transactions that are settled on Tuesday will be pushed into Sage Intacct early on Wednesday morning. The exact timing can vary depending on when your bank sends the first transaction file (PDR).

Step 1: Locate the Account

Go to **Cash Management** → **Checking**.

Applications

Dashboards

Reports

Company

General Ledger

Order Entry

Accounts Payable

Accounts Receivable

Inventory Control

Time & Expenses

Cash Management

Purchasing

Platform Services

User Defined Dimension

Budgets

All

Setup

Accounts

Checking

Credit card

Savings

Transactions

Bank transactions

Deposits

Funds transfer

Interest and charges

Manual payment

Other receipts

Credit card

Charge payoffs

Credit card charges & fees

Go to Checking

On the Checking page, select **Edit** on the account you wish to turn on Bank Feeds for.

Checking Accounts

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

Account ID	Account number	Bank name	Currency			
Edit View	1041	GBP Bank	GBP	Reconcile	Reconciliation History	Delete
Edit View	1042	EUR Bank	EUR	Reconcile	Reconciliation History	Delete
Edit View	1043	CAD Bank	CAD	Reconcile	Reconciliation History	Delete

Select Edit

Step 2: Activate Bank Feeds

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

Intacct MES Top level

★ Cash Management

☰ Checking Account Information

[Details](#)
[Check printing](#)
[Bank file](#)
[Banking cloud](#)
[Payment providers](#)

Connect Banking Cloud

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

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](#)

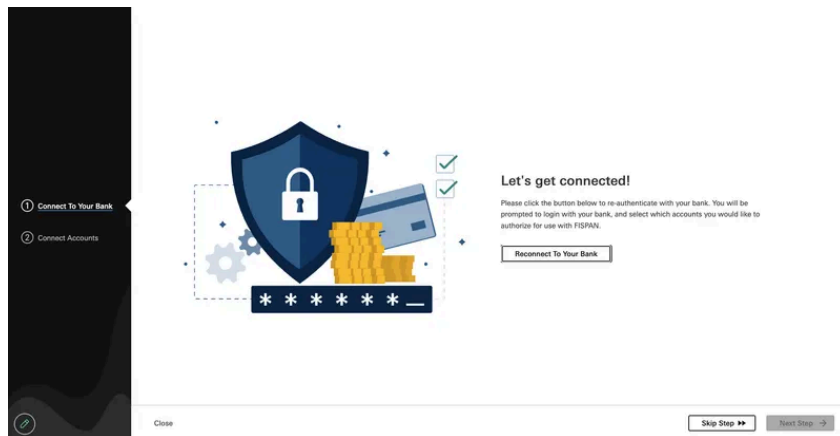
Agree to Conditions

You will be redirected to a landing page that will require you to sign in to the FISPAN Wizard.

Select **Login Now**.

Step 3: Match Account for Bank Feeds

After logging in, you will see the **Reconnect To Your Bank** step; since this was completed during the initial installation, select **Skip Step** to bypass the HSBCnet configuration and advance directly to the Connect Accounts screen to finalize your setup



1 Connect To Your Bank

2 Connect Accounts

Let's get connected!

Please click the button below to re-authenticate with your bank. You will be prompted to login with your bank, and select which accounts you would like to authorize for use with FISPAN.

[Reconnect To Your Bank](#)

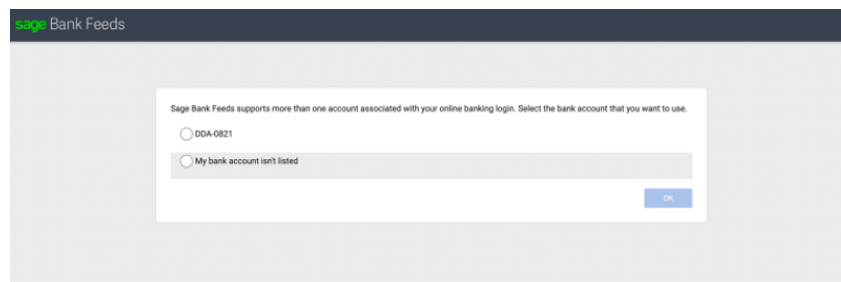
[Skip Step](#) [Next Step](#)

NOTE: In the event that the HSBCnet integration was not authorized during the initial setup, please refer to the Connection Procedures outlined here: <https://support.fispan.com/hsbc/step-6-onboard-your-bank-accounts>

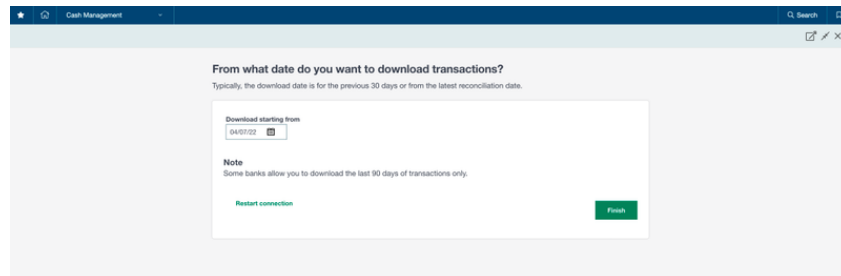
Select the account from the drop down, then select **Save and Finish**. You will automatically be redirected back to Sage.



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



Choose the date you want transactions to start from.



From what date do you want to download transactions?

Typically, the download date is for the previous 30 days or from the latest reconciliation date.

Download starting from
04/01/22

Note
Some banks allow you to download the last 90 days of transactions only.

Restart connection Finish

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.

Step 4: Confirm Bank Feeds

Select **Confirm** to confirm the activation of Bank Feeds. Once the connection is successful, the status will change to **Connected**.

Checking Account Information							Save	Duplicate	Cancel	More actions
Details	Check printing	Bank file	Banking cloud	Payment providers						
Intacct 1234 Checking-bank 556741133		Banking cloud Powered by FISPLAN (Beta) Test Account 2 (6789)	Last bank feed ---	Last transaction date ---	Last reconciliation ---	Last reconciliation type ---	Status ⓘ Pending confirmation	Confirm		

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.

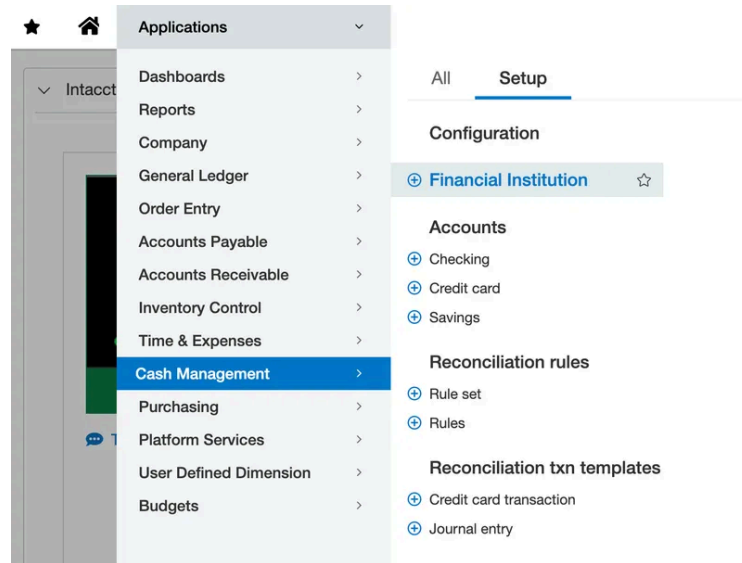
NOTE: Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.

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.

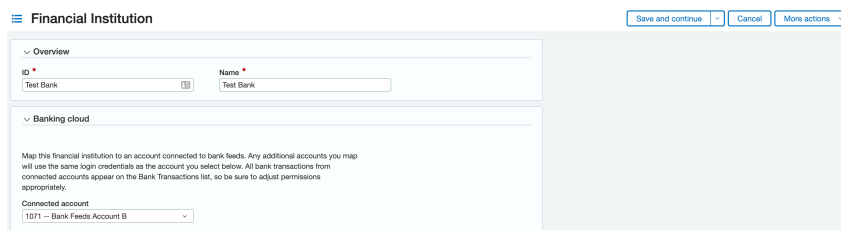
1 Set up a Financial Institution

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.

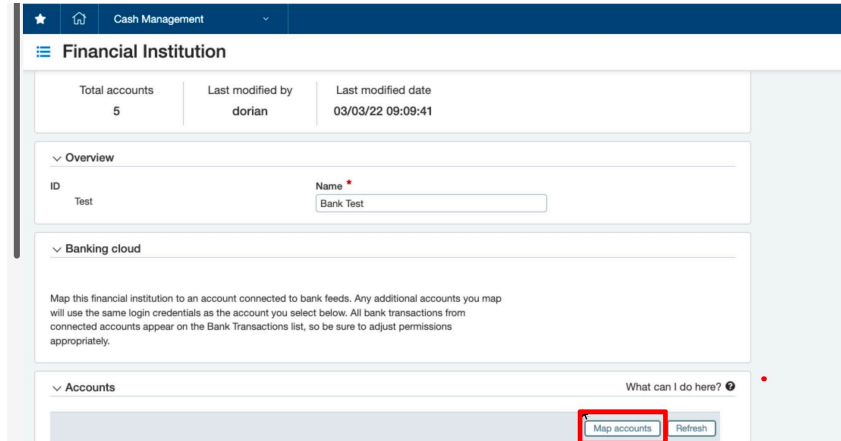


The screenshot shows the 'Financial Institution' setup form. It has a title bar with 'Financial Institution' and buttons for 'Save and continue', 'Cancel', and 'More actions'. The form is divided into two sections: 'Overview' and 'Banking cloud'. In the 'Overview' section, there are input fields for 'ID' and 'Name', both containing 'Test Bank'. In the 'Banking cloud' section, there is a note about mapping the financial institution to an account connected to bank feeds. Below the note, there is a 'Connected account' dropdown menu showing '1071 -- Bank Feeds Account B'.

Create Financial Institution

2 Map Accounts for Bank Feeds

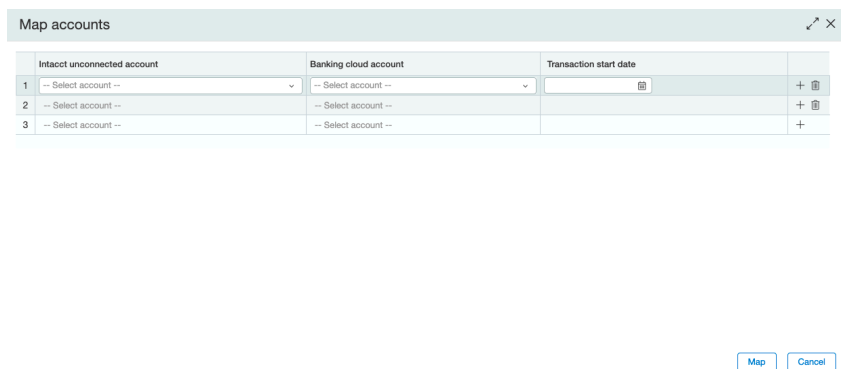
Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.



Map Accounts

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.



	Intact unconnected account	Banking cloud account	Transaction start date	
1	-- Select account --	-- Select account --		+ -
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.

Account Status

Cash Management

Checking Account Information

Details Check printing Bank file **Banking cloud** Restrictions Payment providers

Intact 1008-Bank Feeds Account 1	Banking cloud FRB Payroll Account (1408)	Last bank feed 03/07/22	Last transaction date 03/07/22	Last reconciliation --	Last reconciliation type --	Status Connected
--	--	----------------------------	-----------------------------------	---------------------------	--------------------------------	----------------------------

State: Unreconciled Transaction type: Check/Debits Bank amount: Check no / Doc no range: More links

Audit filters Clear filters

Date	Last reconcile	Check no / Doc no	Bank amount	Amount to match	Payee	Description	Txn type
1 03/01/22	--	--	60.63	60.63	POS PURCHASE_TERMINAL 1896655_CURIO HOTELS,DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 3...	Checks/Debits Match Action +
2 03/01/22	--	--	9.73	9.73	POS PURCHASE_TERMINAL 9999999_FAZZIS - LOVERE 3,600 DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 3...	Checks/Debits Match Action +
3 03/01/22	--	--	24.50	24.50	POS PURCHASE_TERMINAL 7607171_MLO BUTTERFLYFINGERS,DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 7...	Checks/Debits Match Action +
4 03/01/22	--	--	16.26	16.26	POS PURCHASE_TERMINAL 7607171_MLO BUTTERFLYFINGERS,DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 7...	Checks/Debits Match Action +
5 03/01/22	--	--	10.00	10.00	TERMINAL CIP TX_VENMO_VISA DIRE NY_X000000000000002	TERMINAL_CIP_TX_VENMO_...	Checks/Debits Match Action +

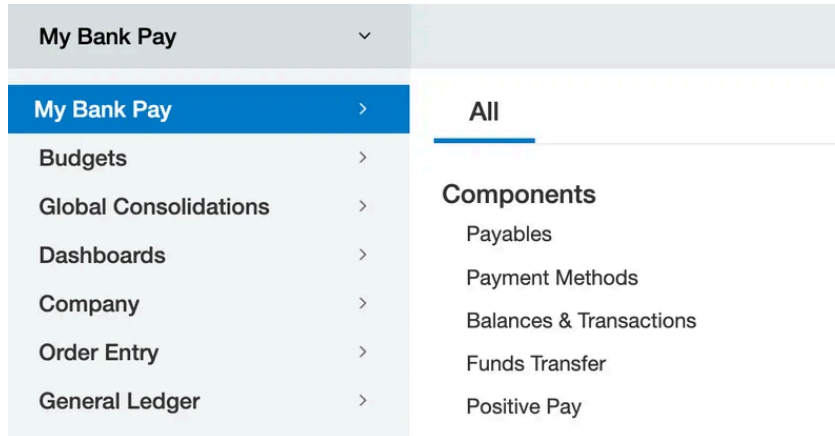
335 / 527

3.1.2.19. Step 19: 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 HSBC Integrator → **Payment Methods**.



Go to Payment Methods

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

Payment Methods

last updated about 1 hour ago

Showing 1 - 6 of 6

26 vendors are missing a default payment method

Show Filters Import / Export

NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PYMT. METHODS	DEFAULT PAYMENT METHOD
AEC Company 20033	acord@aec.com	Seattle, WA US	☐	☒	ACH	Select Payment Method
Agraria Farm Technology 20007	bjames@afarm.com	Campo Magro, Paraná BR	☐	☒	ACH	ACH - Agraria Checking Acco
ABC Consulting 20009	-	Shanghai, Shanghai CN	☒	☐	ACH	Select Payment Method
Bob's Burgers 20008	-	Sacramento, CA US	☐	☒	ACH	ACH - US Account (****2555)
CCWEST 20004	-	Seattle, WA US	☐	☐	ACH	ACH - Checking Account
CoderT 20002	hshah@code.com	Jaffer Ali Bagh, Sonmarg, India	☐	☒	-	Add Payment Method
Credit New York 20006	-	Long Island City, NY US	☐	☒	ACH	ACH - US Account (****3252)

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 HSBC Representative to have it added to the plugin setup.

3.1.2.20. Step 20: Store 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 HSBC Representative to have it added to the plugin.

IMPORTANT: Before adding, updating or deleting any vendor bank account or other payment details, you should independently verify the requested change using a trusted contact and communication channel already known to you. Do not rely solely on contact details, instructions or links contained in the change request. The plugin may validate the format of payment details, but it does not independently verify that the details are accurate, authorized or free from fraud risk. You remain responsible for ensuring that any payment details are correct and properly authorized before making or approving changes.

Enable the **Vendor Approvals** feature to set approval workflows for any vendor record changes. This approval process ensures data accuracy, enhances security and enables an audit trail of all changes.

Store Vendor Payment Information

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

1 Go to Payment Methods

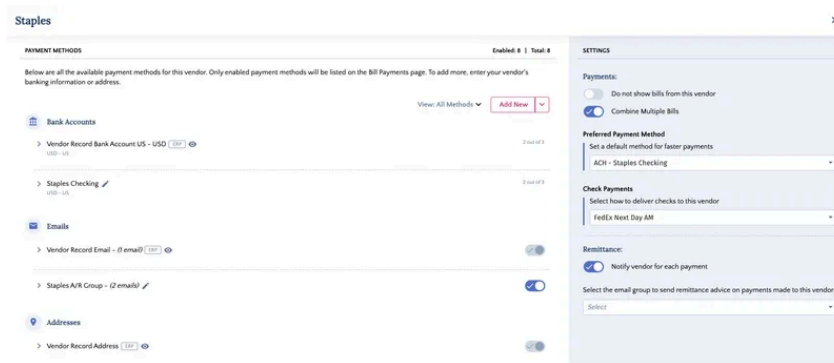
In Intacct, go to HSBC Integrator → **Payment Methods** tab

My Bank Pay	▼	
My Bank Pay	>	All
Budgets	>	
Global Consolidations	>	Components
Dashboards	>	Payables
Company	>	Payment Methods
Order Entry	>	Balances & Transactions
General Ledger	>	Funds Transfer
Accounts Payable	>	Positive Pay
Accounts Receivable	>	

Go to the Payment Methods Tab

2 Add Bank Account

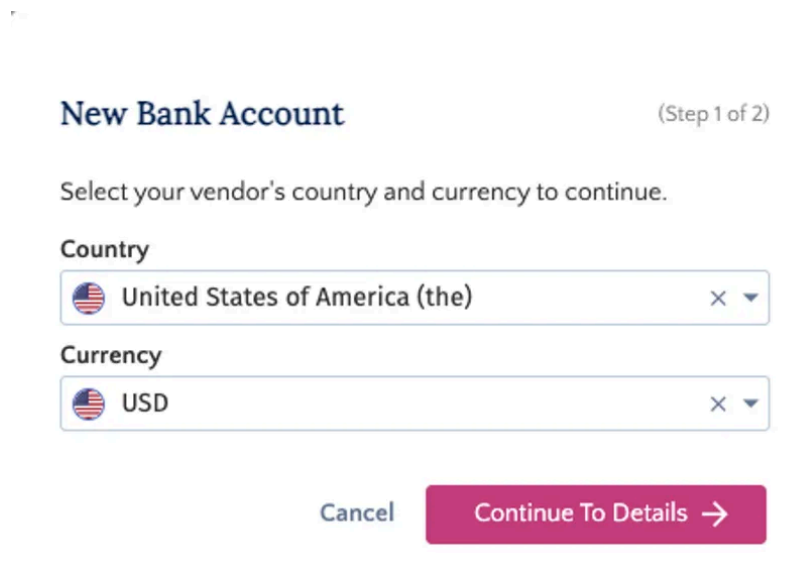
Select **Edit** on the vendor for which you would like to add payment information. Here, you can choose to **Add Bank Account**, **Add Address**, or **Add Email Group**.



Vendor Details Panel

Click **Add New** and select **Bank Account**.

Here, you will see another pop-up window that will prompt you to enter a Country and Currency.



Select Country and Currency

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

3 Add Account Details

On the Account Details pop-up, you will be prompted to fill in several fields. Please refer to the **Payment Requirements** section of this Product Guide for required fields, depending on the payment method you wish to use to pay your vendor.

Account Details

(Step 2 of 2)



USD - United States of America

Enter your vendor's account details to enable additional payment methods

General

Account Label (Optional)

Staples Checking

Type

Checking

Receiving Account Number

64778513

Creditor Agent BIC/Swift Code

Enter creditor agent bic/swift code

Bank Routing Number

050353001

IBAN

Enter iban

Receiving Bank Details

Bank Name

My Bank Corp.

Cancel

← Back To Prev. Step

✓ Validate Payment Rail Eligibility

Enter Bank account details

NOTE: Depending on the country and currency selected, as well as the number of fields completed on the Account Details screen, you may be eligible to pay the vendor using various payment methods.

4 Validate Payment Rail Eligibility

After filling in the required fields or additional fields provided by your vendor, click **Validate Payment Rail Eligibility**.

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

The system will verify that the information is formatted correctly for the available payment types.

Once validation is successful, click **Save Account**. The new account will then appear in the Bank Accounts list.

Rail Validation Complete

Payment rail eligibility validation for your vendor's account **Staples Checking** is complete. The following payment methods are available for paying Staples to this account.

ACH

✓

Wire

✓

✓ Save Account

Payment Rail Validated

5

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

Staples

PAYMENT METHODS

Enabled # Total: 8

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

Bank Accounts

View: All Methods Add New

Vendor Record Bank Account US - USD 1000 USD 2 days left

Staples Checking ✓ 1000 USD 2 days left

Emails

Vendor Record Email - IT email 1000 2 days left

Staples A/R Group - Q emails ✓ 1000 2 days left

Addresses

Vendor Record Address 1000 2 days left

SETTINGS

Payment Settings

Do not show bills from this vendor Combine Multiple Bills

Preferred Payment Method

Set a default method for faster payments ACN - Staples Checking

Check Payments

Select how to deliver checks to this vendor FedEx Next Day AM

Remittance:

Notify vendor for each payment

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

Vendor Details Panel

Any changes to toggles (i.e., **Combine Multiple Invoices**) or the **Default Payment Method** dropdown on the Payment Methods page are saved automatically.

Payment Methods									
My Bank Pay version: 2023.04 25 vendors are missing a default payment method Show Filters Import / Export									
Showing 1 - 45 of 45									
Name ↕	RECORD EMAIL ↕	LOCATION ↕	EXCLUDE BILLS	COMBINED BILLS	REMITTANCE	PYMT. METHODS	DEFAULT PAYMENT METHOD		
AEC Company 20039	aec@aec.com	Seattle, WA, US	☐	☒	☒	ACH ✓ Check ✓ Wire	Check - Vendor Record Add		
Agraria Farm Technology 20000	spinequation.com	Campo Magna, Paraná BR	☐	☒	☒	✓ Check ✓ Wire	Wire - A Farm Account		
AMC Consulting 20000	-	Shanghai, Shanghai CN	☐	☒	☒	ACH ✓ Check ✓ Wire	Check - Vendor Record Add		
B&H Burgers 20000	-	Sacramento, CA US	☐	☒	☐	ACH ✓ Check	ACH - US Account *****2102		
COWESTT 20000	-	Seattle, WA, US	☐	☒	☒	ACH ✓ Check ✓ Wire	ACH - Checking Account		
Ecodiff 20002	huhahade.com	Jaffer Ali Bagh Somnagda ... IN	☐	☒	☒	✓ Check	Check - Vendor Record Add		
Enfield New York 20000	-	Long Island City, NY US	☐	☒	☐	ACH ✓ Check ✓ Wire	Wire - US Accounts*****2212		
IndEarth 20000	-	US	☐	☒	☒	ACH ✓ Wire	ACH - Vendor Record Bank P.		

Payment Methods Page

TIP: The plugin supports importing vendor payment information via CSV, allowing for immediate mass updates across all vendors. Use the **Updating Vendors via CSV** guide for more information.

3.1.3. Post-Onboarding Checklist (Intacct)

You are almost ready to use the HSBC Integrator. There are a few additional steps that are required in order to use the product to its full potential.

1 Grant the right permissions to users of the plugin.

If you want to give permission access to users in your organization, follow [Step 12: Set Permissions for a Role](#), [Step 13: Assign Role to Web Service User](#) and [Step 14: Assign Role to User](#). This will ensure everyone who needs access is set up properly.

2 Connect all required 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. Follow [Step 18: Bank Feeds Setup](#), the setup process takes minutes and allows you to set up all your accounts at once.

3 Validate that your bank account information is connected.

Go to **HSBC Integrator → Balances & Transactions**

Check for updated values under the **Intraday Available Balance** column.

- **Intraday Available Balance** will update at the 15th minute within an hour of completing installation.
- **Previous Day Available Balance** will update by 6:00am the following business day.

Select a bank account name or **View** to check that transactions have updated.

- Intraday **Bank Transactions** will import at the 15th minute within four hours of completing installation.
- Previous Day and any 90 Day Historical **Bank Transactions** will update by 6:00am the following business day.

3.1.4. Sandbox Checklist (Intacct)

Use the Sandbox environment to test the HSBC Integrator before you go live. This secure environment lets you perform User Acceptance Testing (UAT) between your ERP and the plugin with test data, giving you confidence in the plugin.

To ensure a smooth transition to Production, we recommend that all users test the bank plugin in a Sage Intacct Sandbox. This allows you to verify its compatibility with your existing customizations, third-party plugins, and applications. Thorough testing now will help you avoid future service disruptions.

Please use the suggested scenarios and expected results on this page to thoroughly verify the plugin's capabilities.

TIP: Speak with a HSBC representative if you do not wish to enable a Sage Intacct Sandbox environment.

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

Scenarios to Test

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

Vendor Setup

Modify or create two vendors: 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.

Bill Setup and Payment

Repeat this test scenario for each available payment rail.

Verify that each test vendor has the required payment details entered for their specific payment rail type.

- 1 Create a bill, ensuring all mandatory fields are populated.
- 2 Go to the **Pay Bills** page in the plugin.
- 3 Select the bill you just created.
- 4 Select a payment method (skip if the vendor has a default method set).
- 5 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.

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.

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.

Failed Bills

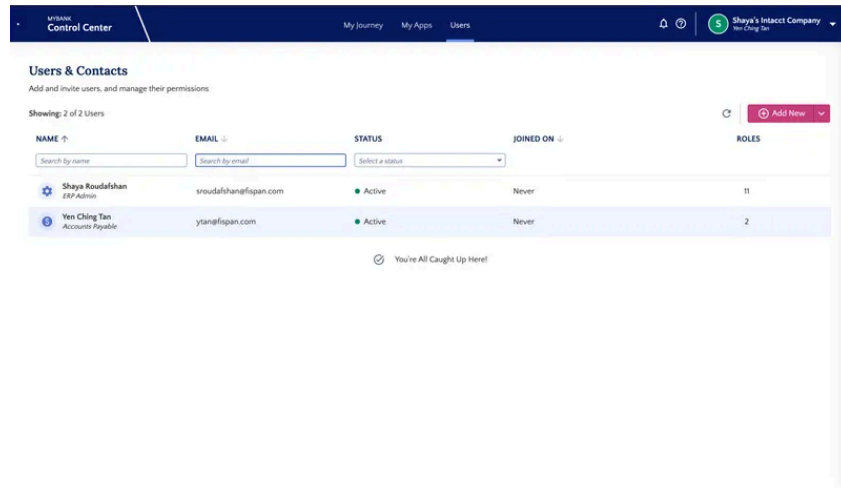
All bills will automatically show as successful after clicking **Pay**. To test the process for a failed bill, create a bill of \$1991.00. Pay this bill on the Pay Bills screen.

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

The bill's status should remain **Posted**.

3.1.5. User Management via the Portal

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



Users tab

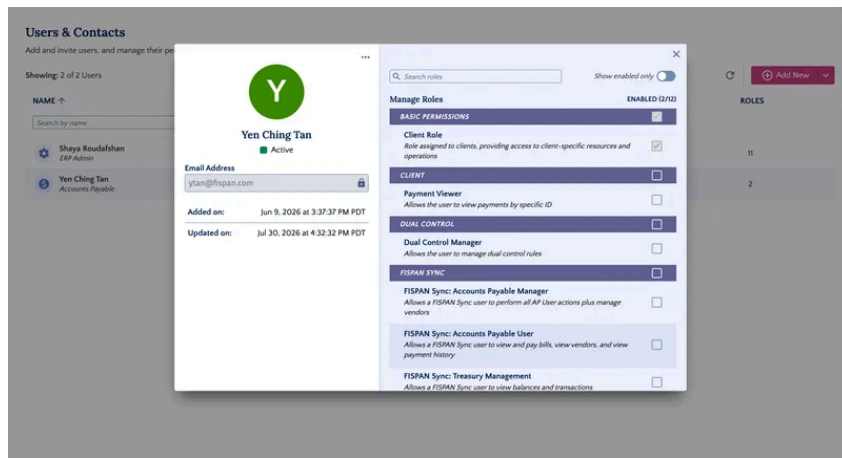
Viewing Registered Users

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

To view detailed information about a specific user:

1. Locate the desired user in the list.

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

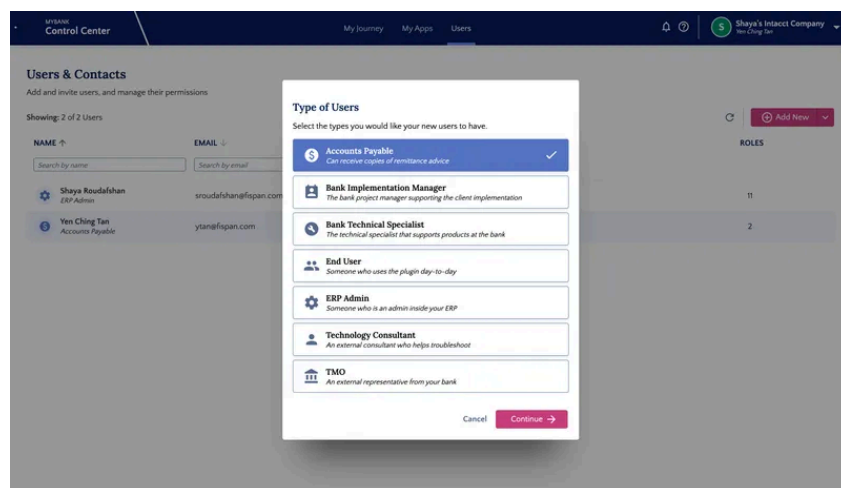


Registered Users

User Details

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

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



Type of users

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



Yen Ching Tan
Active

Email Address
ytan@fispan.com

Added on: Jun 9, 2026 at 3:37:37 PM PDT
Updated on: Jul 30, 2026 at 4:32:32 PM PDT

Search roles

Show enabled only ☐

Manage Roles

ENABLED (2/12)

BASIC PERMISSIONS ☒

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

CLIENT ☐

Payment Viewer
 Allows the user to view payments by specific ID
 ☐

DUAL CONTROL ☐

Dual Control Manager
 Allows the user to manage dual control rules
 ☐

FISPAN SYNC ☐

FISPAN Sync: Accounts Payable Manager
 Allows a FISPAN Sync user to perform all AP User actions plus manage vendors
 ☐

FISPAN Sync: Accounts Payable User
 Allows a FISPAN Sync user to view and pay bills, view vendors, and view payment history
 ☐

FISPAN Sync: Treasury Management
 Allows a FISPAN Sync user to view balances and transactions
 ☐

User Permissions

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

Adding New Users or Contacts

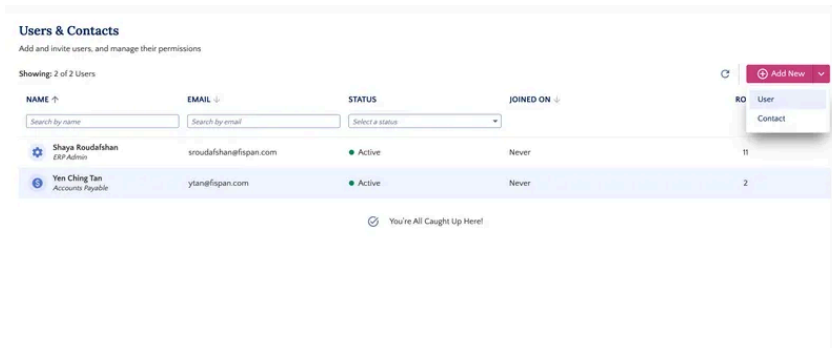
To add a new individual to the system, follow these steps.

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

348 / 527

Created at Oct 01, 2026

4 Save entry.



How to add new users

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

3.2. Configuration

3.2.1. Plugin Management

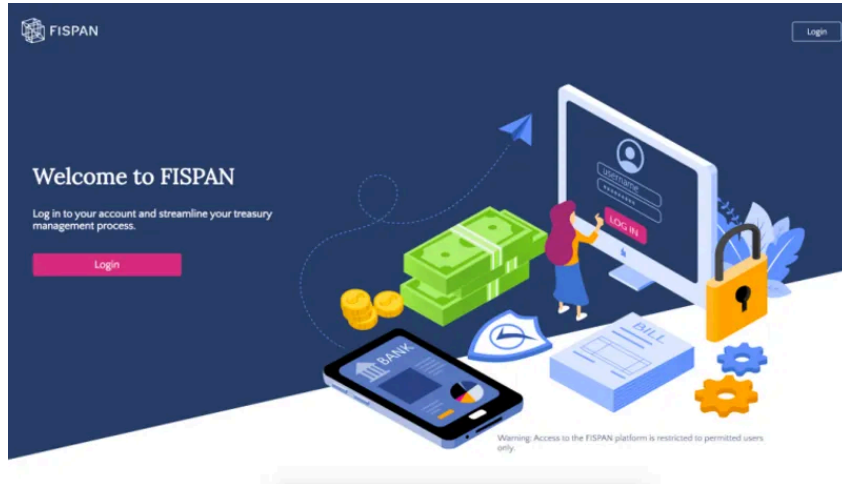
3.2.1.1. Mapping Bank Accounts (Intacct)

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

Navigate to Accounts

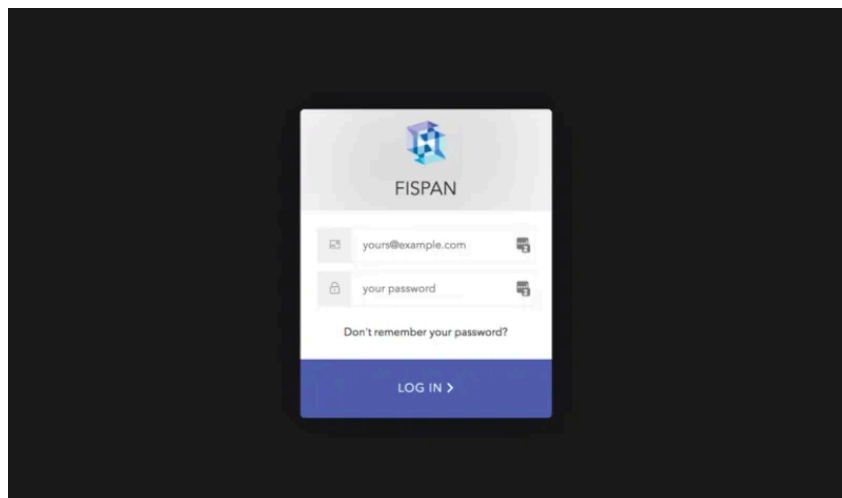
1 Log in to HSBC Integrator Portal

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



Go to the Portal

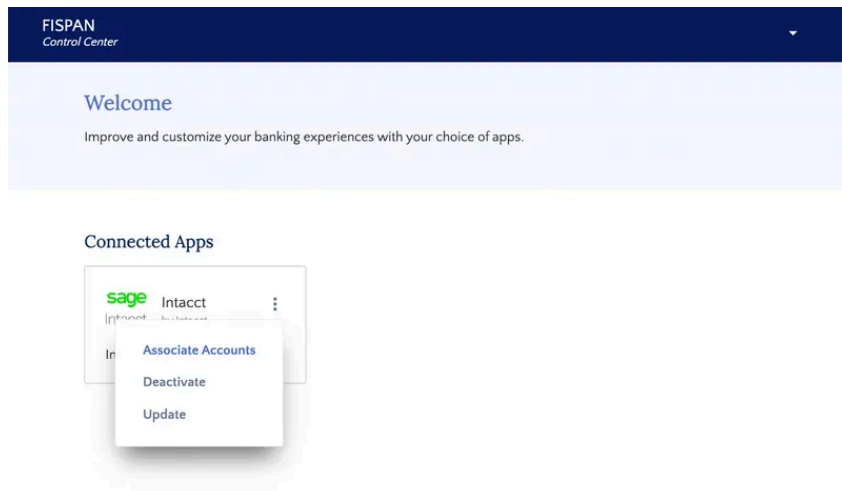
Log in to the portal with the email and password you used to register.



Log In

2 Go to Accounts

Select **Associate Accounts** and map the accounts you would like to map.



Select Associate Accounts

Matching Accounts

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

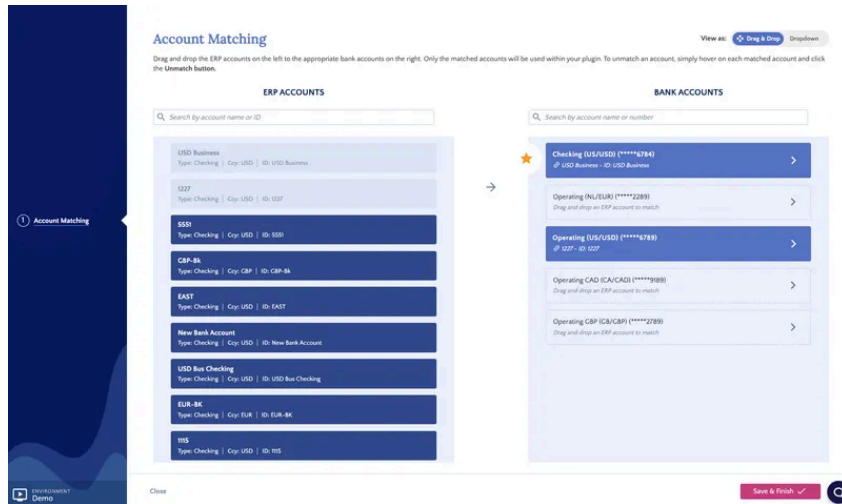
1 Match Accounts

Drag an ERP Account from the left column and drop it onto the desired Bank Account.

Continue until all accounts are matched.

2 Select Default Account

To select your preferred default account, hover over the desired source account and click the star icon. This sets the default selection in the source account dropdown (you can change it anytime in the Account Matching screen here).



Account Matching - ERP Accounts and Bank Accounts

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

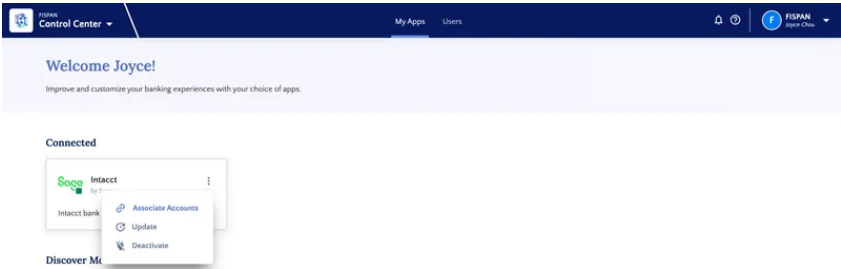
NOTE: When installing the plugin in Sandbox, the Bank Account ending in 1133 is used for testing purposes ONLY. This account is not linked to any of your live accounts with your bank.

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

Map Additional Accounts or Change Existing Mapping

To map any additional accounts or alter an existing mapping, you would need to go to sys.fispan.live and log in.

Once logged in, you can click on the three dots on the top right of the Sage Intacct® tile and click on **Associate Accounts**. This will open the Account Matching screen, where you can map any additional accounts or alter the existing mapping.



Select Associate Accounts

3.2.1.2. Updating the Plugin (Intacct)

Keeping the HSBC Integrator 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.

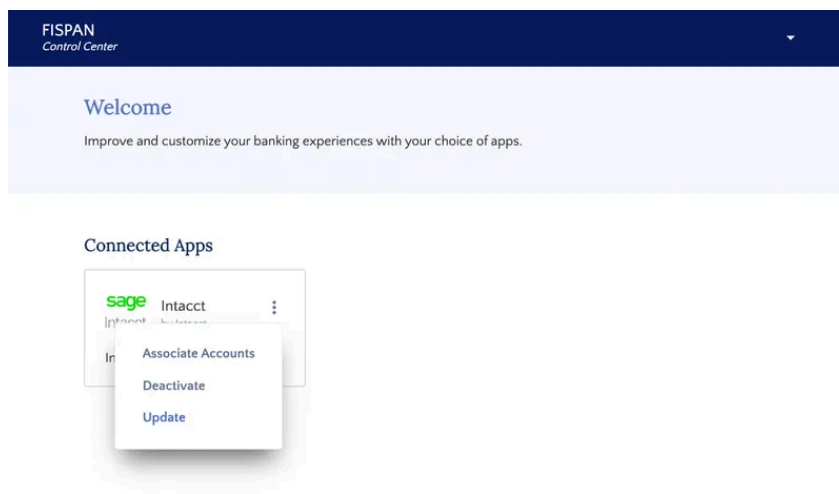
1 Log In to HSBC Integrator Portal

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

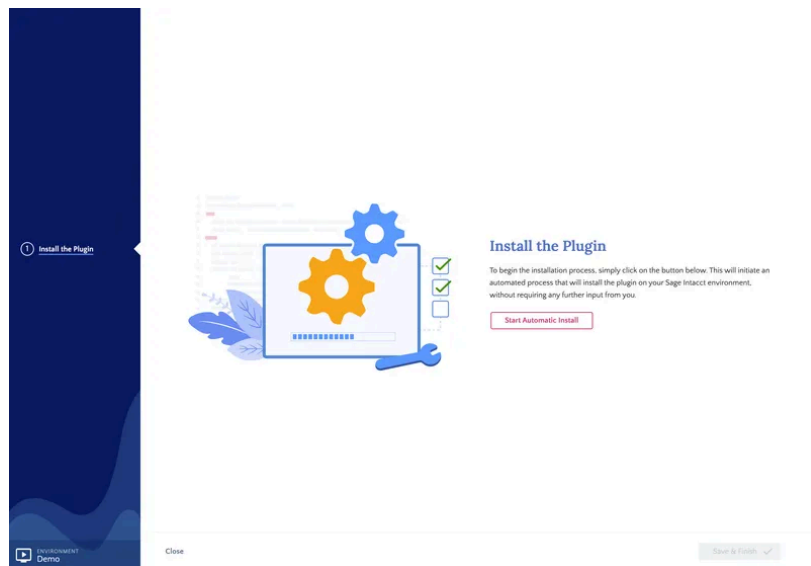
Select the 3-dot action button in the top right corner of Intacct. Then, select **Update** in order to update the plugin.



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.

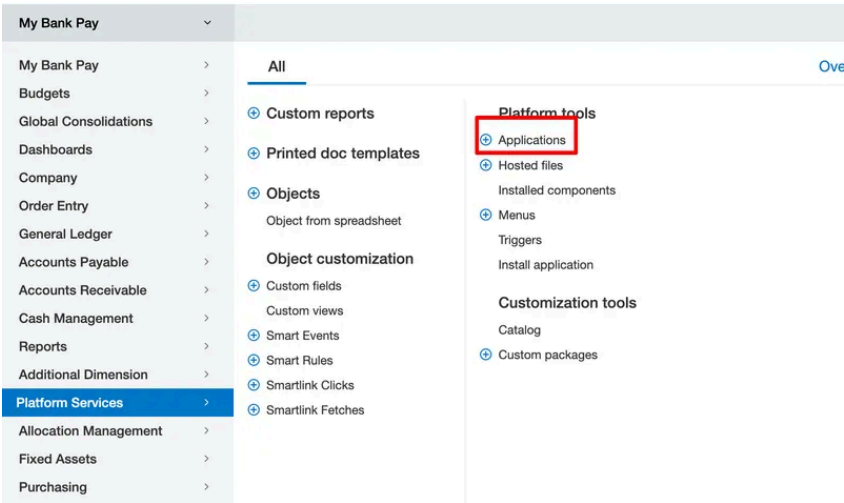
1 Download XML File

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**.



Action	Application	Version	Deployed	Installed	Created at
Edit	User Defined Dimension	1	☒	☒	10/08/13
Edit	My Back Page	2020.15	☒	☒	21/11/20
Edit	Sample_1	2020.2	☒	☒	15/11/20
Edit	Sample_2	2020.1	☒	☒	12/09/20
Edit	Sample_3	2020.1	☒	☒	29/10/20
Edit	Sample_4	2020.2	☒	☒	05/11/20

Select Install from XML

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



Install or update application Install Cancel

Upload application XML file Red = Required information

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.

Application XML file Choose File No file chosen

Install Cancel

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

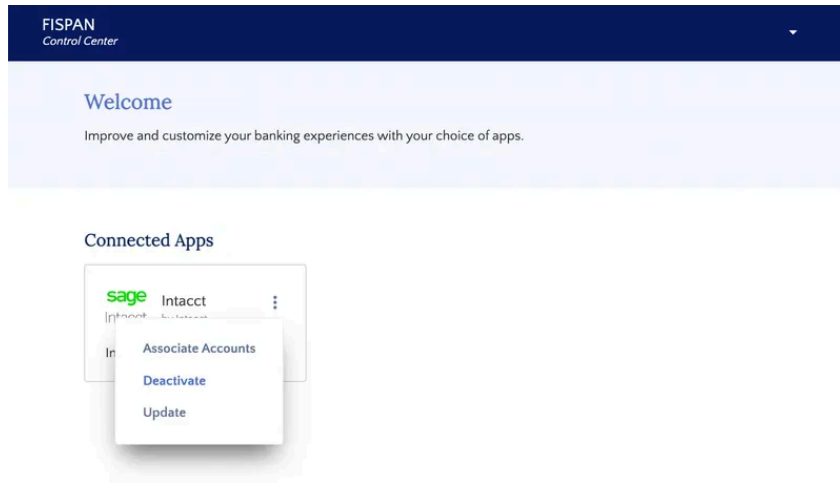
3.2.1.3. Uninstalling the Plugin (Intacct)

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 HSBC Integrator Portal credentials.

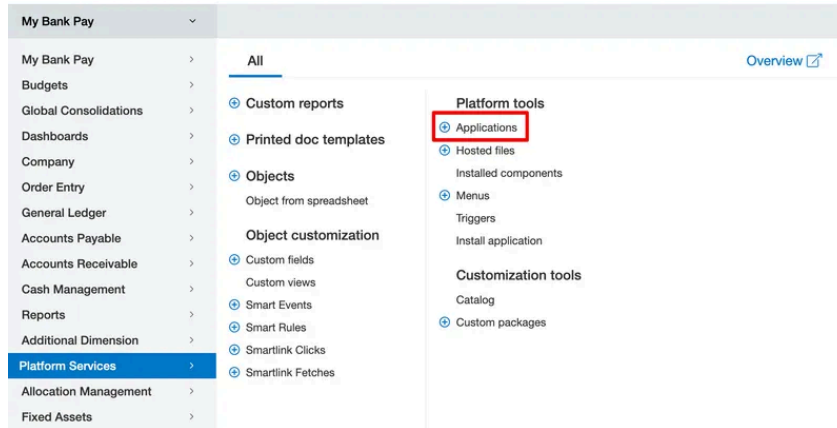
Click on the **three dots** on the top left of the box titled 'Intacct'. In the drop-down menu, click **Deactivate**.



Click "Deactivate" in the drop-down menu

2 Remove the Application from Intacct

Log in to Intacct and navigate to **Platform Services → Applications**.



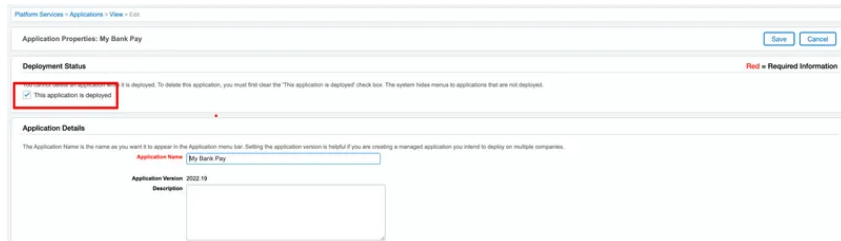
Navigate to "Applications" in Intacct

Find your bank plugin in the **Custom Applications** list. Click **Edit** beside your bank plugin.

Custom Applications New Application Install From XML Reorder Applications					
Action	Application	Version	Deployed	Installed	Created At
Edit	Allocation Management	20140907	☒	☒	09/24/14
Edit	Additional Dimension	1	☒	☒	09/24/14
Edit	Fixed Assets	136.2	☒	☒	09/29/14
Edit	My Bank Pay	2022.19	☒	☒	07/06/22

Click "Edit" beside your bank plugin

Under Deployment Status, unselect the checkbox **This application is deployed**.



Platform Services > Applications > View > Edit

Application Properties: My Bank Pay Save Cancel

Deployment Status Red = Required Information

☒ This application is deployed It is deployed. To delete this application, you must first clear the "This application is deployed" check box. The system hides menus to applications that are not deployed.

Application Details

The Application Name is the name as you want it to appear in the Application menu bar. Setting the application version is helpful if you are creating a managed application you intend to deploy on multiple companies.

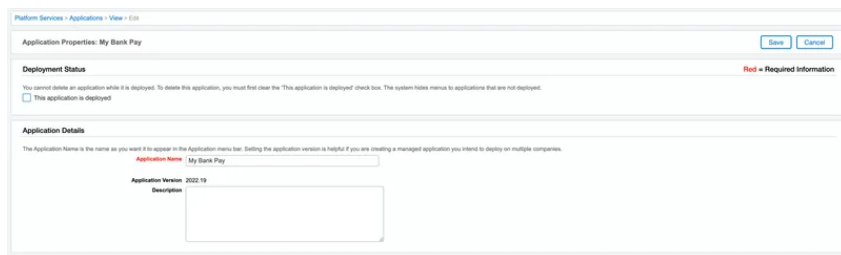
Application Name My Bank Pay

Application Version 2022.19

Description

Unselect "This application is deployed"

Select **Save** at the top right.



Platform Services > Applications > View > Edit

Application Properties: My Bank Pay Save Cancel

Deployment Status Red = Required Information

☐ This application is deployed You cannot delete an application while it is deployed. To delete this application, you must first clear the "This application is deployed" check box. The system hides menus to applications that are not deployed.

Application Details

The Application Name is the name as you want it to appear in the Application menu bar. Setting the application version is helpful if you are creating a managed application you intend to deploy on multiple companies.

Application Name My Bank Pay

Application Version 2022.19

Description

After unselecting "This application is deployed", click Save

Select **Del** beside the bank plugin and confirm the deletion.

Platform Services > Applications

Custom Applications [New Application](#) | [Install From XML](#) | [Reorder Applications](#)

Action	Application	Version	Deployed	Installed	Created At
Edit	Allocation Management	20140607	☒	☒	09/04/14
Edit	Additional Dimension	1	☒	☒	09/04/14
Edit	Fixed Assets	136.2	☒	☒	09/04/14
Edit 	My Bank Plug	2022.2	☐	☒	07/06/22

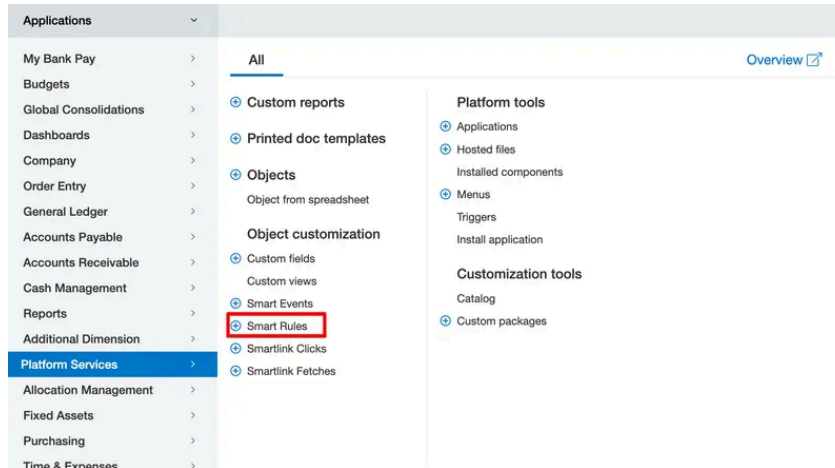
Requests for authorization

Click "Delete" beside the bank plugin

The plugin will disappear from the Intacct environment.

3 Remove Smart Rules

Navigate to **Platform Services** → **Smart Rules**



Navigate to "Smart Rules"

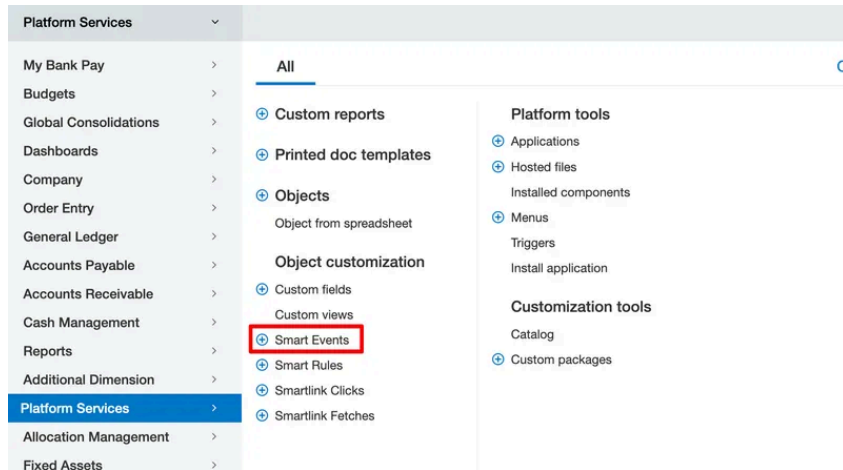
Remove any Smart Rules containing your bank plugin name by selecting **Delete**.

Edit	View	MYSBANK_BILL_PROTECTION	AP Bill	Delete
View		NO_DELETE_ASSET_IN_SERVICE	AP Bill	
Edit	View	PURCHASEFMEASSET	AP Bill	Delete
View		VALUATIONROOTING	Purchase Order Transaction Detail	Vendor Invoice
View		VERIFY_FA_ALLOWED	Purchase Order Transaction Detail	Vendor Invoice
View			AP Bill Detail	Fixed Asset Package

Click "Delete" beside bank plugin-related smart rules

4 Remove Smart Events

Navigate to **Platform Services → Smart Events**



Navigate to "Smart Events"

Look up any events containing your bank plugin name and select **Delete**.

Smart Events Add Done Export

☐ Include inactive [Clear all filters](#)

Smart Link ID	Owner Object	Document Type	Package Name	API Execution Type	
mybank					
Edit View MYBANK_ADJUSTMENT_WEBHOOK_ADD_OR_UPDATE	AP Adjustment				Delete
Edit View MYBANK_ADJUSTMENT_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

(1 - 8 of 8)

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

Sage Intacct has two known base approval processes: Bill Approval and Payment Approval. It is crucial to understand how each interacts with the HSBC Integrator.

The plugin provides support for Sage Intacct native configurations regarding Bill Approvals; however, Sage Intacct's Payment Approvals are not supported, which may lead to unforeseen issues in payment processing. Other payment approvals processes may be available to you or the payment request is immediately sent to the bank for any applicable approvals in the bank's systems.

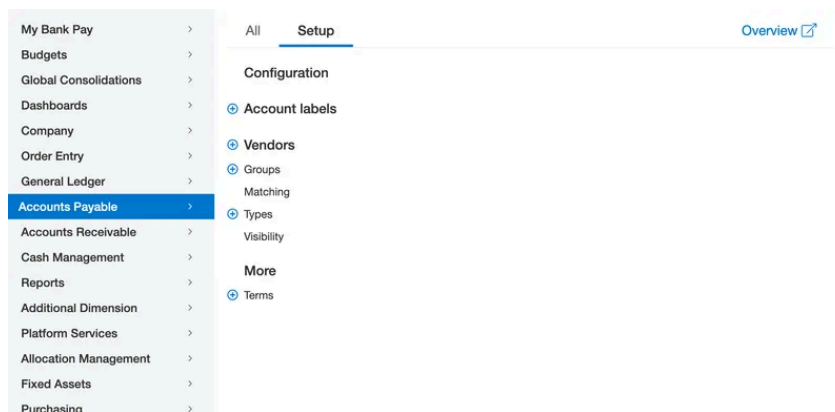
IMPORTANT: This page is for informational purposes only and should not be used as a guide to make changes to the configuration of your Sage Intacct environment. For support with your Sage Intacct native approval flows, please reach out to Sage or your Intacct implementation partner directly.

Viewing your Configuration

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

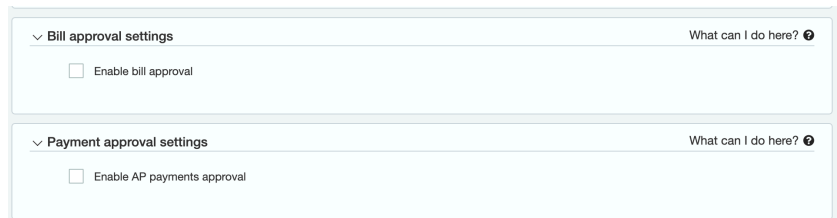
To check your current settings:

- 1 Go to **Accounts Payable → Setup → Configuration**.



View Approval Processes

- 2 Scroll down the page to find two sections: "Bill approval settings" and "Payment approval settings."



The screenshot shows two sections in a settings panel:

- Bill approval settings**: Includes a checkbox labeled "Enable bill approval".
- Payment approval settings**: Includes a checkbox labeled "Enable AP payments approval".

Locate Bill approval and Payment approval settings

Bill Approval (*Supported*)

The Sage Intacct Bill Approval process is generally supported by your bank's Sage Intacct integration and does not interfere with the plugin payment flow.

How it Works

Bills that are created are required to be approved prior to being available for payment. In the plugin, bills that are created but not approved are not shown as available for payment.

Once a bill has been approved and is in the **Posted** status, it will be available for payment in the plugin.

Payment Approval (*Not Supported*)

Payment Approval is **NOT** supported.

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

IMPORTANT: The Intacct Payment Approval must be set to disabled for the below to take effect:

Payment Approval process in the plugin or the bank's systems: All payments initiated in the plugin are sent for any applicable approvals. The Bill Payment record is created in Sage Intacct, marking the original bill as closed and updating its status fields

IMPORTANT: If Intacct Payment Approval is set to enabled, the system cannot recall the payment if it has incidentally been transmitted to the bank. The bill is returned to the Posted status (unpaid/ready for payment), meaning Intacct shows an unpaid bill even though the bank has already processed the funds. This creates a considerable risk of duplicate payments.

3.2.2. User Management

3.2.2.1. Setting up Multi-Factor Authentication (Intacct)

Multi-Factor Authentication (MFA) Overview

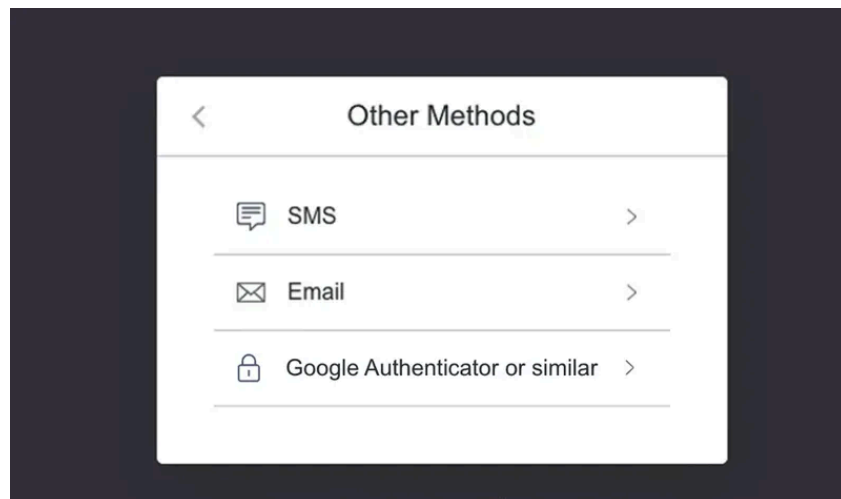
Multi-factor authentication (MFA) adds another level of security for all users when using the HSBC Integrator Portal to [login](#). With MFA, your data is protected against account breaches and is accessed by authorized users.

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

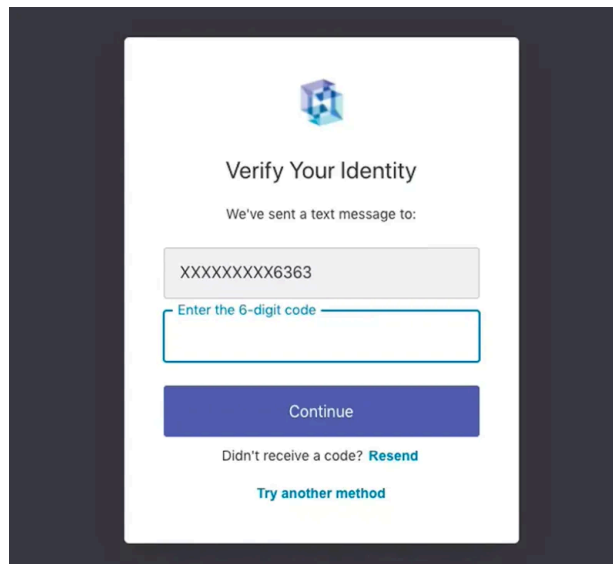
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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.

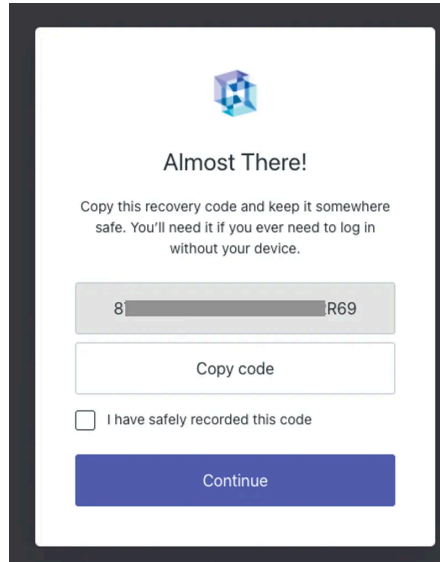
Select **Continue**.



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.

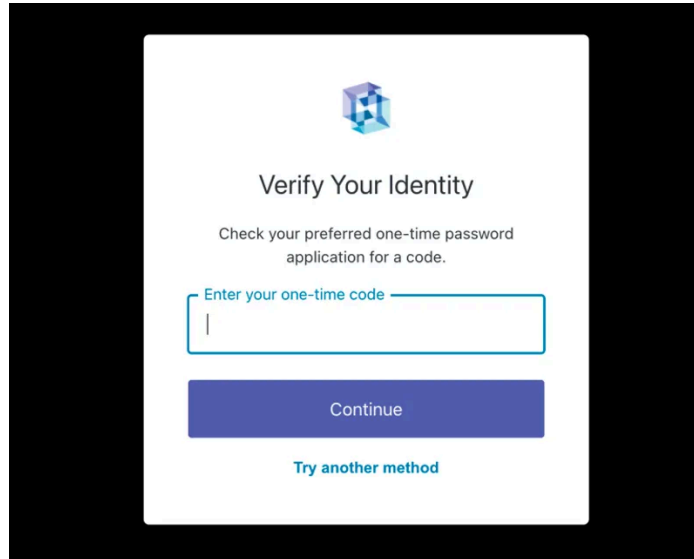
1 Set Up Authentication App

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

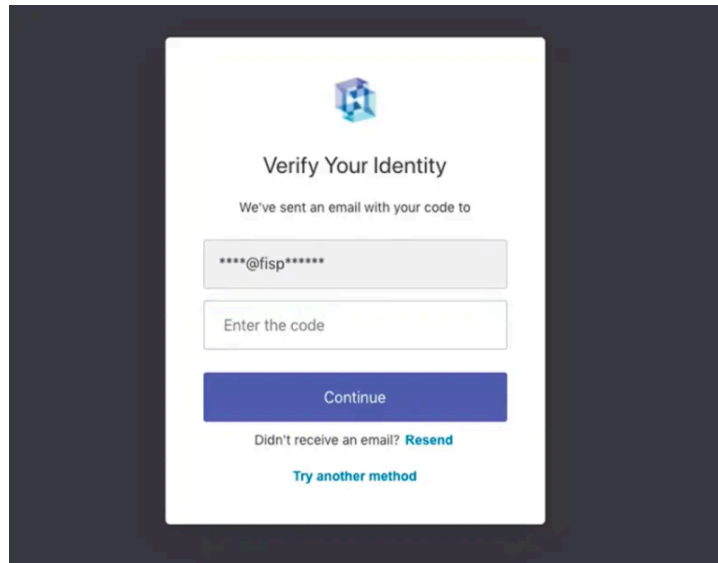
Add the email address where you would like to receive your authentication code.

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**.

A screenshot of a mobile application screen titled "Verify Your Identity". At the top is a blue cube icon. Below it, the title "Verify Your Identity" is displayed. A message states "We've sent an email with your code to" followed by a text field containing "****@fisp*****". Below this is another text field labeled "Enter the code". A large blue button labeled "Continue" is positioned below the code field. At the bottom, there are two links: "Didn't receive an email? Resend" and "Try another method".

Email Authentication

3.2.3. Vendor Management

3.2.3.1. Payment Method Approvals (Intacct)

The Payment Method Approvals feature provides a robust and secure method for managing changes to payee 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 payee's banking data.

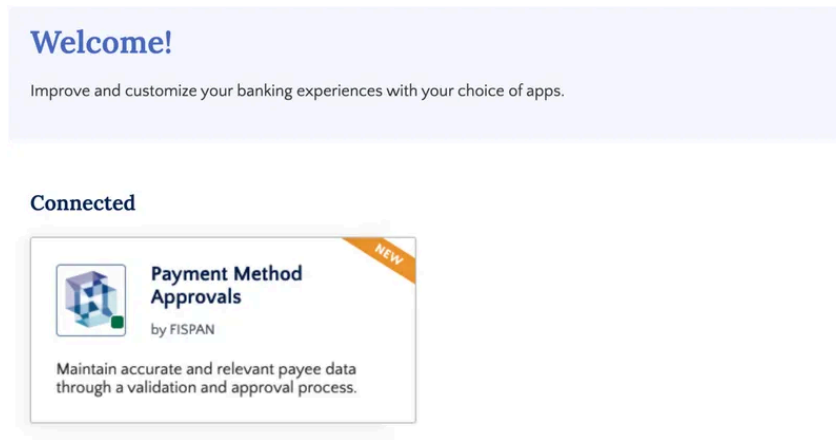
Enable Payment Method Approvals

1 Login to HSBC Integrator Portal

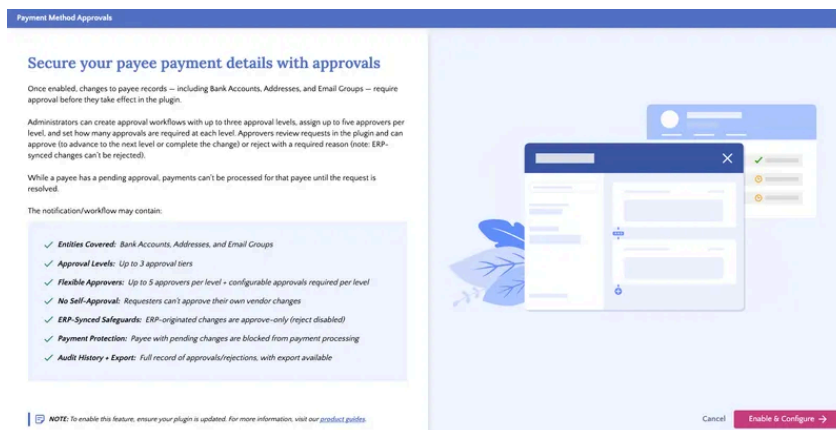
An ERP administrator or ERP consultant must first access the HSBC Integrator Portal by logging in at sys.fispan.live.

2 Enable Payment Method Approvals

Click on the **Payment Method Approvals** tile.



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 Payment Method Approvals workflow for your ERP utilizing the plugin, please follow these steps.

1 Go to Payment Method Approvals

From the HSBC Integrator Portal, click on the **Payment Method Approvals** tile. You'll then be prompted to start creating your workflows.

Welcome!

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

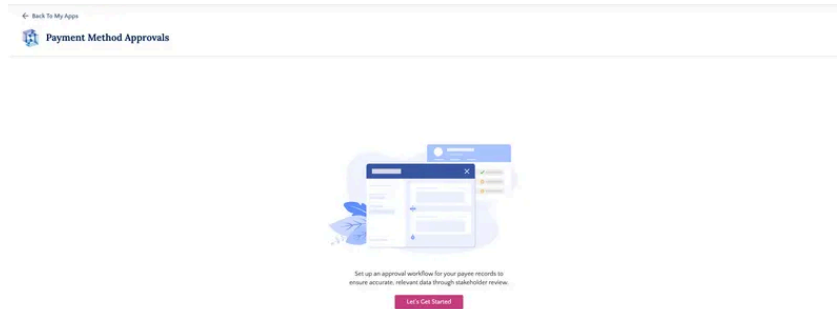
Connected



Click Payment Method Approvals

2 Create a Workflow

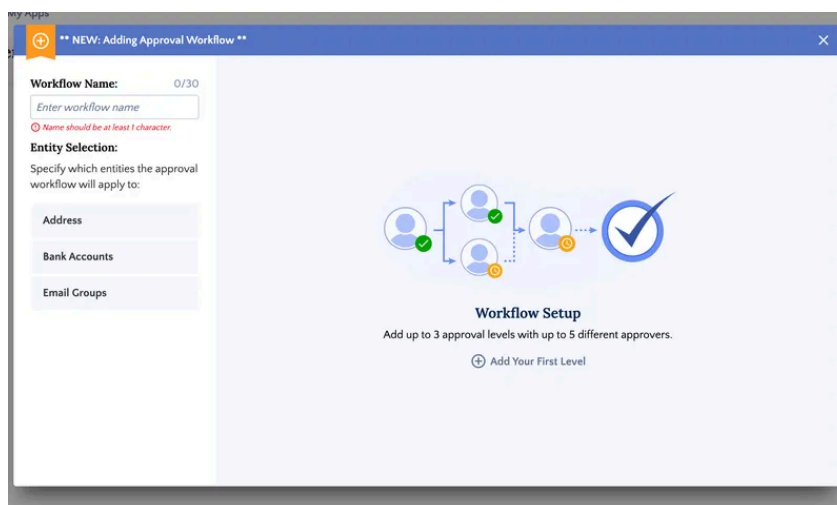
Once you are on the Payment Method Approvals page, click **Let's Get Started**.



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



Create a Worklow

NOTE: Payment Method Approvals captures all payee changes by default—both changes made in the Payment Methods page and automated updates synced from your NetSuite environment for the configured entities. To exclude ERP-synced changes and only require approval for updates made in the plugin, contact HSBC Support.

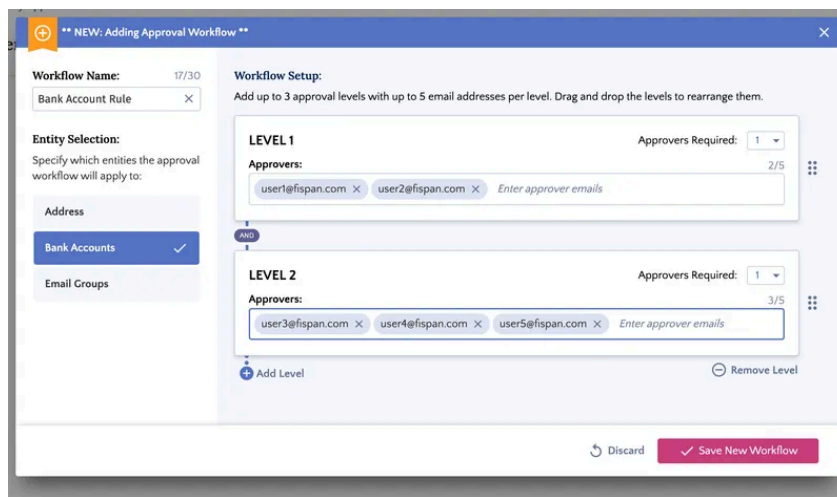
3 Add Approvers to Workflow

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).



Click Save

NOTE: Important Considerations:

1. **No Self-Approval.** You cannot approve your own payees. Keep this in mind if a single user frequently acts as both the payee 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 Payment Method Approvals, outlined in the **Required Permissions** section of this page.

4 Save Workflow

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

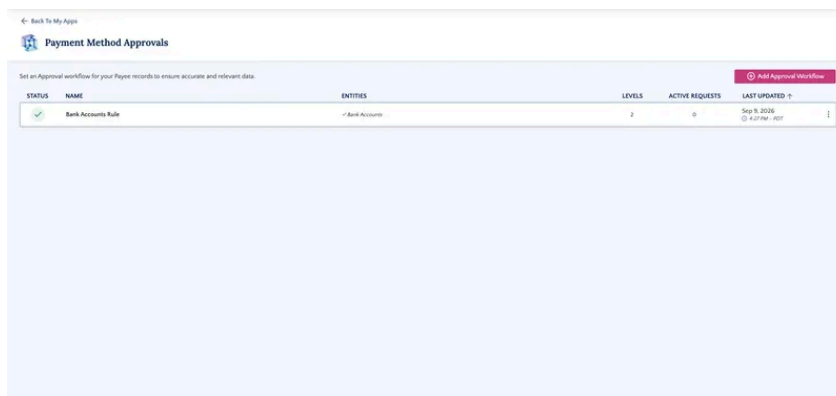
Your workflow is now active. All changes made to payees through the HSBC Integrator will now follow this approval process.

Editing a Workflow

You can edit or delete a workflow, but only if there are no payee 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 payee record changes, process or cancel any outstanding changes associated with the workflow.

1 Select Workflow

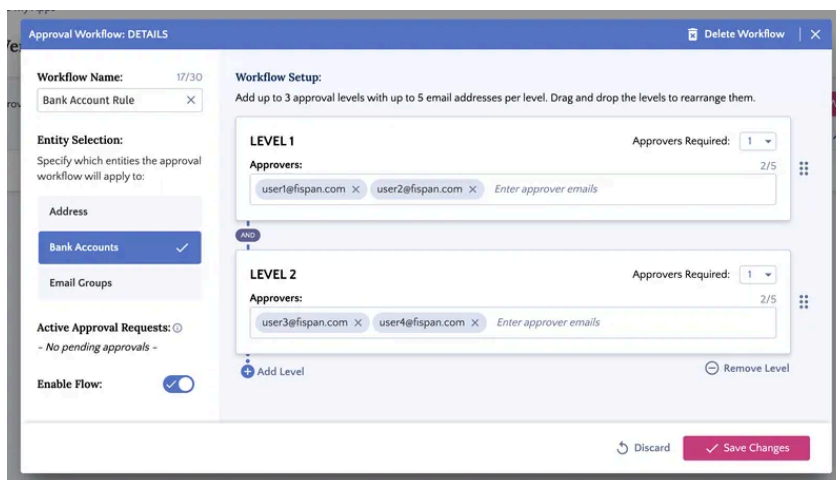
You can edit existing workflows to adjust them. Click on the workflow you would like to modify.



Click on the Workflow

2 Edit Workflow

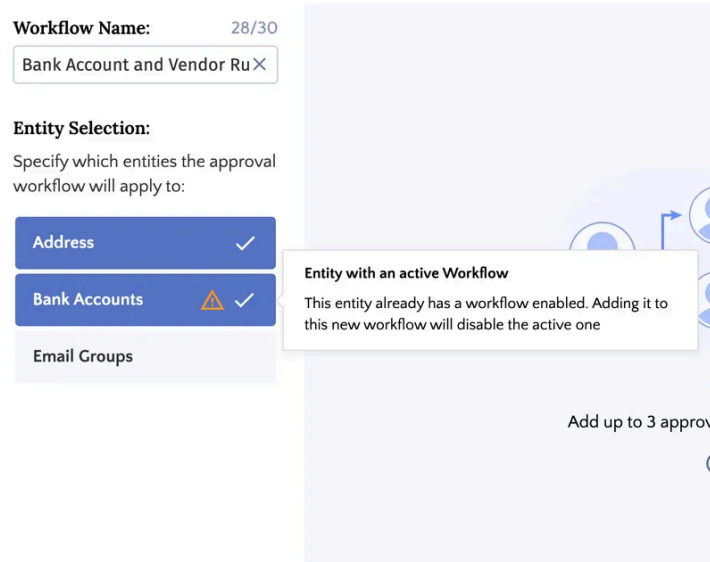
Make your desired modifications, and click **Save Changes**.



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 Rule 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 approvers

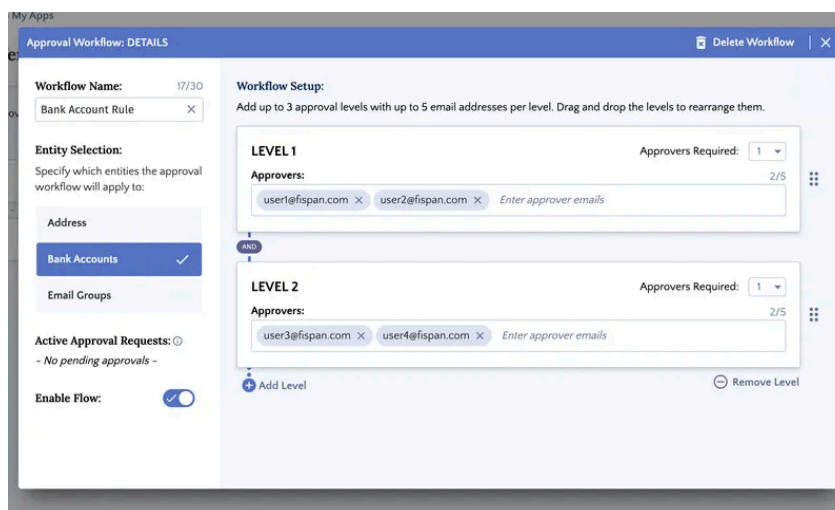
Unable to Make Changes to Active Workflows

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**.



Workflow Name: 17/30
Bank Account Rule X

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

- Address
- Bank Accounts ✓
- Email Groups

Active Approval Requests: 0
- 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: user1@fspan.com X user2@fspan.com X Enter approver emails 2/5

LEVEL 2 Approvers Required: 1
Approvers: user3@fspan.com X user4@fspan.com X Enter approver emails 2/5

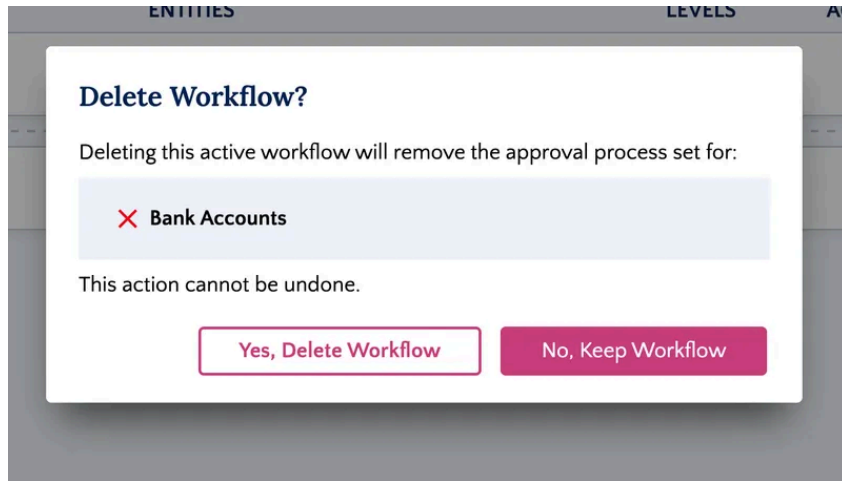
+ Add Level - Remove Level

Delete Workflow X

Click Delete Workflow

2 Confirm Deletion

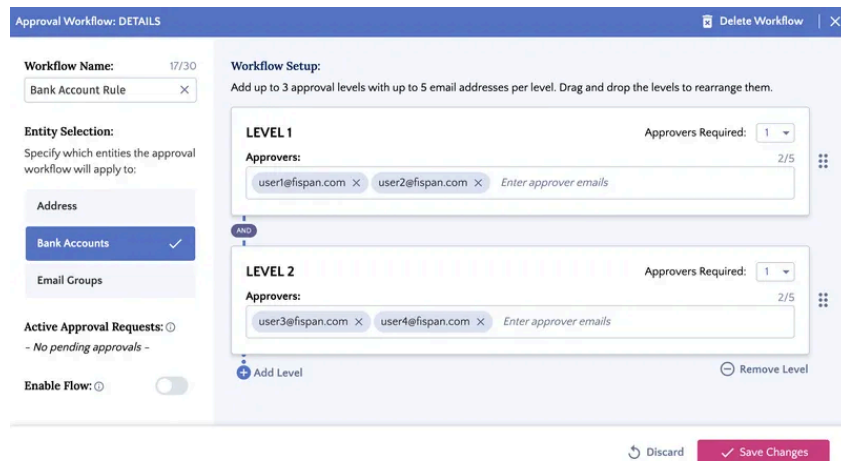
A pop-up will appear. Confirm deletion by clicking **Yes, Delete Workflow**.



Click Yes, Delete Workflow

Disabling a Workflow

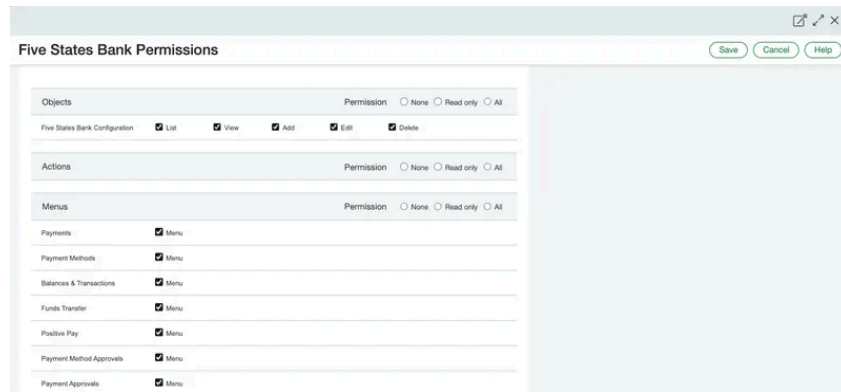
To disable a workflow, toggle **Enable Flow**. Then click **Save Changes**.



Click Save Changes

Intacct Required Permissions

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



Add Payment Method Approval Permissions

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

Accessing Pending Approvals

Navigate to the **Payment Method 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.
- **Payee:** The name of the payee 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.

Payment Method Approvals

Requests

History

View all user requests for payee account detail changes and take action on the ones assigned to you. To configure approval rules, have your ERP administrator log in to the [FISPLAN Portal](#).

Showing 1 - 2 of 2

<

1

>

Show Assigned To Me Only

Show Filters

REQUEST DATE	PAYEE	ENTITY	TYPE OF CHANGE	USER / REQUESTED BY	SOURCE	APPROVAL PROGRESS
Sep 10, 2026	Alsteel 992	Bank Account	+ Addition	ngupta@fispan.com	Plugin UI	Awaiting your Approval
Sep 10, 2026	Harman Miller 1800	Bank Account	+ Addition	ngupta@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 payee 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 payee's bank details.

Account Approvals

AL Systems Ltd

User / Requested By:
ngupta@fispan.com

Request Date:
14/09/2026 11:50:31 AM

Source:
Plugin UI

Type of Change:
Update

Entity:
Bank Account

Approval Progress:
Awaiting your Approval

Here are the requested changes for the bank account entity:

ATTRIBUTE	CURRENT	PROPOSED CHANGES
Label	AL Systems Checking	AL Systems Checking
Country	US	US
Currency	USD	USD
Receiving Account Number	3252398523	3252398523
** Bank Routing Number **	+29456789	353930321
Bank Account Type	CHECKING	CHECKING

✖ Reject
✓ Approve

View Pending Change

Approve a Request

1 Approve Request

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

Account Approvals

AL Systems Ltd

User / Requested By:
ngupta@fispan.com

Request Date:
14/09/2026 11:50:31 AM

Type of Change:
Update

Source:
Plugin UI

Entity:
Bank Account

Approval Progress:
Awaiting your Approval

Here are the requested changes for the bank account entity:

Update

ATTRIBUTE	CURRENT	PROPOSED CHANGES
Label	AL Systems Checking	AL Systems Checking
Country	US	US
Currency	USD	USD
Receiving Account Number	3252398523	3252398523
** Bank Routing Number **	123456789	353930321
Bank Account Type	CHECKING	CHECKING

✕ Reject

✓ 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 payee's bank details will be updated accordingly on the Payment Methods page.

Account Approvals: AL Systems Ltd



Changes Approved!

The changes have been approved and will now move to the next approval level.
Once all levels are complete, the changes will be reflected on the payee's information page.

Showing next item in 9 seconds

Close

Click Close

Reject a Request

1 Reject Request

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

Account Approvals

AL Systems Ltd

User / Requested By:
ngupta@fispan.com

Request Date:
14/09/2026 11:50:31 AM

Type of Change:
Update

Source:
Plugin UI

Entity:
Bank Account

Approval Progress:
Awaiting your Approval

Here are the requested changes for the **bank account** entity:

Update

ATTRIBUTE	CURRENT	PROPOSED CHANGES
Label	AL Systems Checking	AL Systems Checking
Country	US	US
Currency	USD	USD
Receiving Account Number	3252398523	3252398523
** Bank Routing Number **	123456789	353930321
Bank Account Type	CHECKING	CHECKING

✕ Reject

✓ Approve

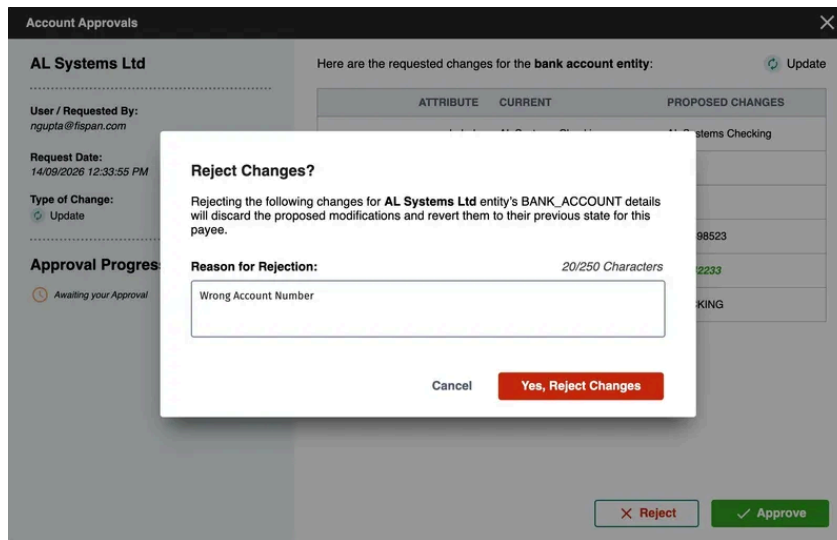
Click Reject

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.



Account Approvals

AL Systems Ltd

User / Requested By: ngupta@fispan.com

Request Date: 14/09/2026 12:33:55 PM

Type of Change: Update

Approval Progress: Awaiting your Approval

Here are the requested changes for the bank account entity:

ATTRIBUTE	CURRENT	PROPOSED CHANGES
		Systems Checking
		98523
		2233
		KING

Reject Changes?

Rejecting the following changes for **AL Systems Ltd** entity's BANK_ACCOUNT details will discard the proposed modifications and revert them to their previous state for this payee.

Reason for Rejection: 20/250 Characters

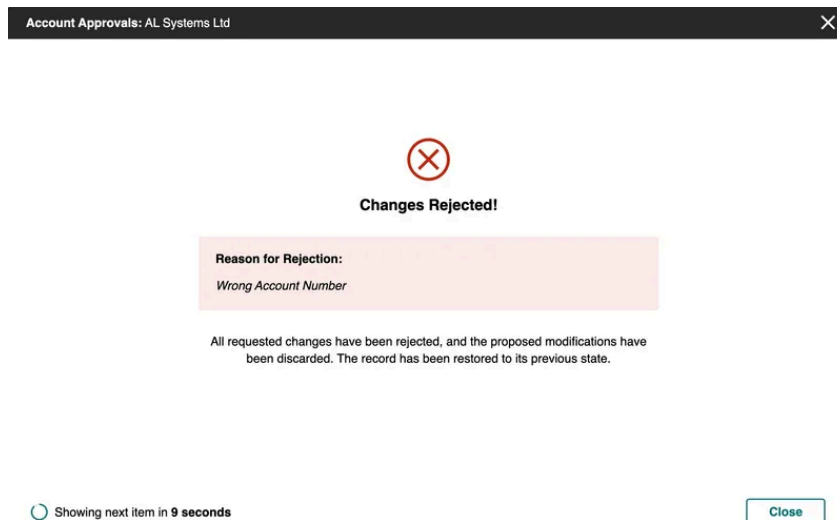
Wrong Account Number

Cancel Yes, Reject Changes

✕ Reject ✓ Approve

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.



Account Approvals: AL Systems Ltd

Changes Rejected!

Reason for Rejection: Wrong Account Number

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

Showing next item in 9 seconds

Close

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.

Account Approvals

American Express

User / Requested By:
synced from erp

Request Date:
13/09/2026 9:38:30 PM

Type of Change:
Update

Approval Progress:
Awaiting your Approval

Source:
ERP

Entity:
Bank Account

Here are the requested changes for the bank account entity:

ATTRIBUTE	CURRENT	PROPOSED CHANGES
Label	American Express - ACH US	American Express - ACH US
Country	US	US
Currency	USD	USD
Receiving Account Number	8889123658	8889123658
** Bank Routing Number **	890123396	021000021
Bank Account Type	CHECKING	CHECKING

Reject
Approve

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 payees at a time and will be sent every 30 minutes if there are approval requests being created.

(Action Required)

Vendor Details Change(s) Pending Approval

Hello,

This is a notification that one or more changes have been made to vendor details in your accounting system and are currently awaiting your approval.

Change Type	Vendor Name	Requested By	Date/Time
MODIFICATION	ABC Consulting	aym@fspan.com	2025-02-11T22:50:02Z

Please note: Payments cannot be initiated to any vendors with pending changes until these changes have been reviewed and approved/rejected.

To review and approve or reject these changes, please follow these steps:

1. Login to your accounting system using your credentials.
2. Navigate to your bank's module.
3. Click on **Vendor Approvals** to view and manage the pending changes.
4. Review the details and either approve or reject each change as necessary.

POWERED BY
FISPAN

CONFIDENTIALITY NOTICE: This email, including any attachments, is confidential and is intended to notify you of vendor details pending approval; you should use it only for the purpose of investigating same, and should not copy it for use in for any purpose or disclose its contents to any other person who does not have a need to know in connection with the vendor details approval. If you believe you received it in error or are not the intended recipient, please notify the sender at spalaco@fspan.com immediately and please delete it.

[View Email Notification](#)

Impact of Pending Approvals

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

Pay Bills Page

When a payee has a pending change, payments cannot be processed for that payee. 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

	☐	15/07/2022	4000	258989	300 -- London	Amazon
---	--------------------------	------------	------	--------	---------------	--------

Blocked Payees

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

Payment Methods Page

On the Payment Methods page, the payee 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

Payees with Pending Changes

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

CA Test Vendor

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

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

Creditor Agent BIC/Swift Code

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.

Payment Method Approvals

Requests

History

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

Showing 1 - 20 of 1412 < > 1 of 71 > | < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > < > <

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).

Account Approvals

H. Miller

User / Requested By:
ngupta@fspan.com

Request Date:
14/09/2026 12:35:15 PM

Source:
Plugin UI

Type of Change:
+ Addition

Entity:
Bank Account

Approval Progress:

Total Approvers
1

Response Time
0 days

ngupta+dev@fspan.com
14/09/2026 12:37:28 PM

APPROVAL STATUS:
 Approved

Here are the requested changes for the bank account entity:

ATTRIBUTE	APPROVED ADDITIONS
Label	H. Miller Checking Account
Country	US
Receiving Bank Name	State Bank
Currency	USD
Receiving Account Number	359320532
Bank Routing Number	252190122
Bank Account Type	CHECKING

Close

View Approved 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
- **Payee:** Payee 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.

Payment Method Approvals

Requests

History

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

Showing: 1 - 20 of 1403 1 of 71 Show Filters

STATUS	PAYEE	ENTITY	TYPE OF CHANGE	REQUEST DATE	USER / REQUESTED BY	SOURCE	TOTAL APPROVERS	DECISION DATE
	Al Systems Ltd 1305	Email Group	+ Addition	Aug 11, 2026	ngupta@fspan.com	Plugin UI	1	Aug 21, 2026
	Alexander Valley Vineyards 104	Email Group	+ Addition	Aug 12, 2026	ngupta@fspan.com	Plugin UI	1	Aug 21, 2026
	Tom A Taylor 28	Address	+ Addition	Aug 19, 2026	synced from erp	ERP	1	Aug 21, 2026
	Mary Redding 1008	Email Group	+ Addition	Aug 19, 2026	synced from erp	ERP	1	Aug 21, 2026
	Rosario J. Hernandez 1010	Email Group	+ Addition	Aug 19, 2026	synced from erp	ERP	1	Aug 21, 2026
	Brend M Spurling 27	Email Group	+ Addition	Aug 19, 2026	synced from erp	ERP	1	Aug 21, 2026
	Salle Demo Team 1006	Email Group	+ Addition	Aug 19, 2026	synced from erp	ERP	1	Aug 21, 2026
	Sam Duffy 214	Address	+ Addition	Aug 19, 2026	synced from erp	ERP	1	Aug 21, 2026

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.

3.2.3.2. 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.

Enable the **Vendor Approvals** feature to set approval workflows for any vendor record changes, including any changes made via CSV. This approval process ensures data accuracy, enhances security and enables an audit trail of all changes.

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.

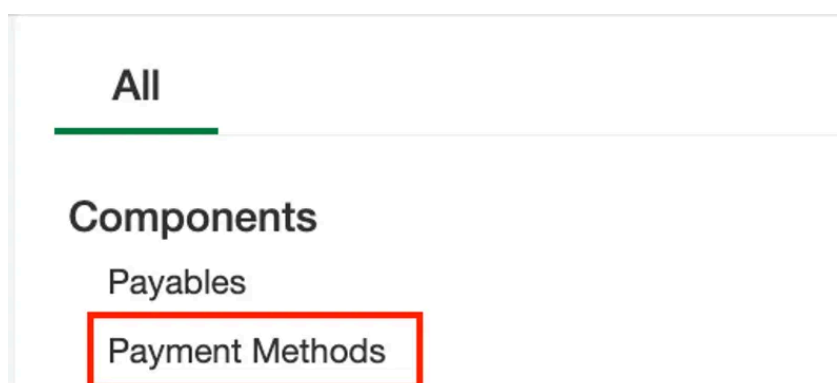
Always export first before you begin an import. This is the best way to ensure the CSV file is structured correctly, as the row format changes depending on the type of data you wish to change or update.

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

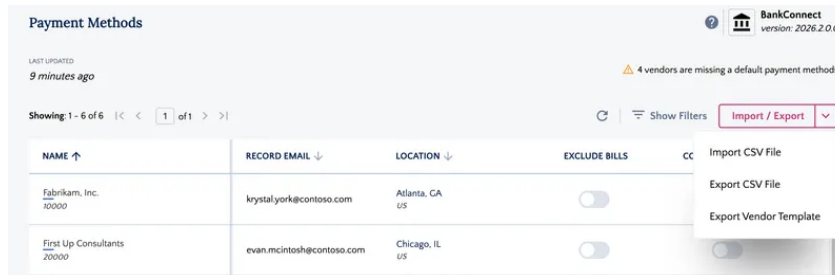
From anywhere in Intacct, you can navigate to the Payment Methods page. Click on the HSBC Integrator button and then **Payment Methods**.



Select Payment Methods

2 Export CSV File

Click **Export CSV File**. A CSV file containing all previously saved vendors is generated.



Click Export CSV

IMPORTANT: The CSV is pre-structured for import functionality; do not modify the column structures.

The import from Intacct triggers a minimum of one row of data. There are three different data types:

- **BANK ACCOUNT:** Each vendor with a bank account creates a row with a data_type of **BANK ACCOUNT**, allowing you to modify the vendor's bank account.
- **ADDRESS:** Each vendor with an address record creates a row with a data_type of **ADDRESS**, allowing you to modify the vendor's address.
- **EMAIL:** Each vendor with an address record creates a row with a data_type of **EMAIL**, allowing you to modify the vendor's email.

NOTE: Save a copy of this file for your records so you can easily re-import the original if necessary.

3 Prepare the File for Import

Once you have exported the existing vendor information, create the import file containing your revised vendor information by editing the data and adding new rows if you are incorporating new vendors.

Do not remove any of the column headers or add additional columns; otherwise, the import will fail.

Each of the three data types requires specific data fields. Use the existing records as a guide to which columns require data, and be sure to follow the general rules to avoid errors that prevent a successful import.

- **BANK ACCOUNT:** To add a new bank account, add a row and enter **BANK ACCOUNT** in the data_type column.
- **ADDRESS:** To add a new address, add a row and enter **ADDRESS** in the data_type column.
- **EMAIL:** To add a new email, add a row and enter **EMAIL** in the data_type column.

Please do not fill in the email or address fields for these columns, and ensure that the other columns are completed according to the guidance provided in the table below.

NOTE: Only one line entry per vendor can have the is_default_account column 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-dd71-4 85f006f3-519e-e	Raw material su	Vendor Record Email		Y	VCC
3	EMAIL	b277b3a2-3efa-4 a73ed18a-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-4 a73ed18a-519e-	Wide World Imp	Vendor Record Bank Ac		N	
6	EMAIL	9e366818-f06c-4 a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Email		N	
7	ADDRESS	7dfa218e-16a5-4 a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Address		Y	CHECK
8	BANK ACCOUNT	d92a7d2c-7e7f-4 a43ed18a-519e-	Fabrikam, Inc.	Five States		N	
9	BANK ACCOUNT	72fd4057-084a-4 a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Bank Ac		N	
10	BANK ACCOUNT	8f6b54e6-f689-4 a43ed18a-519e-	Fabrikam, Inc.	Vendor Record Bank Ac		N	
11	BANK ACCOUNT	eb05aff7-5fa2-4t a43ed18a-519e-	Fabrikam, Inc.	USD/US		N	
12	EMAIL	4ce9fb44-e482-4 a63ed18a-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-4C a63ed18a-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. For more information on vendor requirements for specific payment rails, navigate to the **Payment Rail Requirements** guide.

CSV file - table rows

data_type	Compatible default payment_method(s) for this data type	Other rules
BANK ACCOUNT	ACH ACH_NEXT_DAY CPA BACS SEPA WIRE EFT_AU WIRE_AU EFT_SG WIRE_SG WIRE_NZ EFT_NZ WIRE_ZA EFT_ZA INTERNATIONAL_WIRE INTERNATIONAL_ACH UK_FPS	Leave the email and address fields empty.
ADDRESS	CHECK	Leave the bank account and email fields empty.
EMAIL	VCC	Leave the bank account and address fields empty

CSV file - table columns

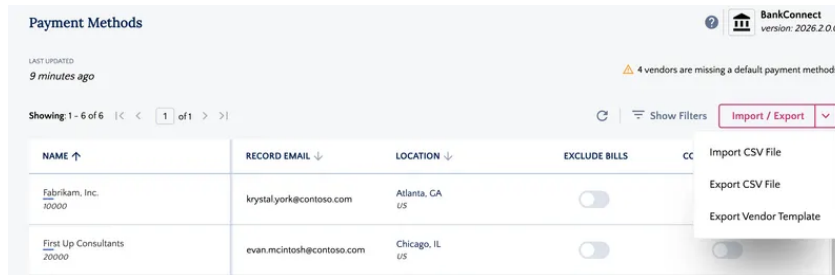
Column Name	Allowable Values (CASE SENSITIVE)	Notes
data_type	Either: ADDRESS, BANK ACCOUNT, EMAIL	Required Field For BANK ACCOUNT , leave the email and address fields empty. For ADDRESS , leave the bank account and email fields empty. For EMAIL , leave the email and address fields empty.
id	Internal ID	Leave empty if adding a new payment method. Do not modify the value if modifying existing payment information.
erp_vendor_id	Intacct vendor ID	Required Field Do not modify. This field protects against duplicate records.
vendor_name	Intacct vendor name	
is_default_account	Y/N	Required Field Can only have one default Y per vendor. All others must be N.
default_payment_method	Please confirm that they are in capital letters (e.g., ACH, ACH NEXT DAY, CHECK, INTERNATIONAL ACH, INTERNATIONAL WIRE, SEPA, VCC)	Anything from the list of available payment methods. To see what is enabled on the vendor, navigate to Plugin → Payment Methods and check in the table which payment methods are listed for that vendor. Any unsupported payment type will result in the line failing to import. If you would like to add some payment methods to the plugin, please contact your HSBC Representative.
is_editable	Y/N	Required Field For any new lines, please enter "Y". Do not modify an "N" and change it to a "Y"; doing this may break the import.
email_addresses	Any email addresses, up to 5	Separate each email address with ","
country	ISO alpha-2 country codes	Required Field For Bank Accounts This field accepts upper, lower, and mixed case values. Please enter the ISO alpha-2 country codes format. The import will error if the user enters the full country name (i.e., New Zealand).
currency	Currency codes	Required Field For Bank Accounts Please enter the currency following the currency code list. This field accepts upper, lower, and mixed case values.
account_type	CHECKING or SAVINGS	Required Field For Bank Accounts This field accepts upper, lower, and mixed case values
account_number	Vendor's account number	
institution_number	Vendor's institution number	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
transit_number	Vendor's transit number	
routing_number	Vendor's routing number	
bank_code		
iban	Two letter country code, followed by two check digits, and up to 35 alphanumeric characters	
bic	Vendor's BIC or SWIFT code for the country and bank	
bank_name	Anything	
address_line	Anything	
address_line_2	Anything	
address_city	Anything	
address_state_province	Anything	
address_postal_Code	Anything	
local_branch_code	Valid branch code for this bank	Use this field for BSB codes if the country requires it
payment_purpose_message	Anything	
payment_purpose_code	Valid purpose code	If you are unsure about which purpose code to use, contact your HSBC Representative for further assistance.
payment_payment_iso_code	Valid sender country code	
payment_payment_	Valid receiving entity codeword	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
codeword		
payment_ payment_ party_type	P, T, G, N	P = Parent, T = Subsidiary, G = Group, N = Non-related
payment_ residential _status	resident, nonresident	
sort_code	Valid sort code for this bank	

5 Import CSV File

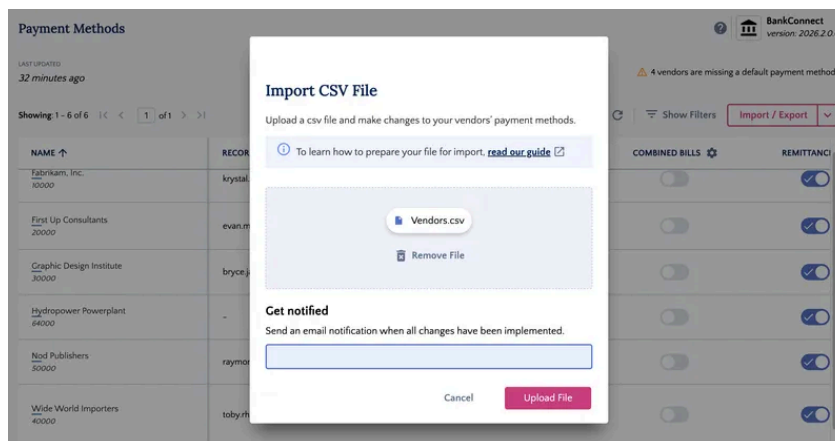
Once the file is ready, select the **Import CSV File** button.



Click Import CSV File

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 will appear. You can expect an email with a status update within a few minutes.

Payment Methods

BankConnect

version: 2026.2.0.0

LAST UPDATED

32 minutes ago

Showing: 1 - 6 of 6

< 1 of 1 >

4 vendors are missing a default payment method

Show Filters

Import / Export

NAME ↑	RECORD EMAIL	COMBINED BILLS	REMITTANCE
Fabrikam, Inc. 10000	krystal.york@contoso.com	☐	☒
First Up Consultants 20000	evan.mcintosh@contoso.com	☐	☒
Graphic Design Institute 30000	bryce.jaskolski@contoso.com	☐	☒
Hydropower Powerplant 40000	-	☐	☒
Nod Publishers 50000	raymond.hillard@contoso.com	☐	☒
Wide World Importers 60000	toby.rhodes@contoso.com	☐	☒

✓

File received!

We are currently processing your file. Once the process is complete, we will notify you of the upload result at:

Close

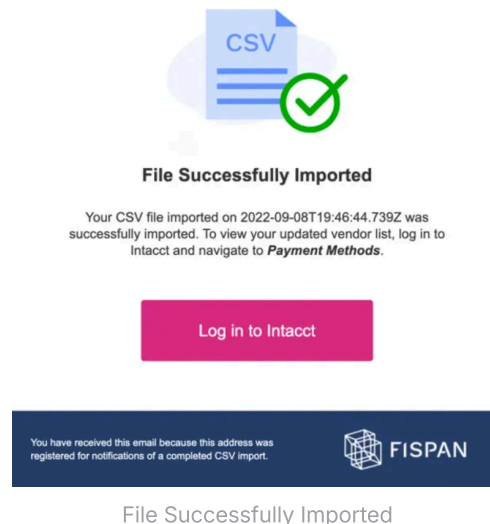
Click Close

6 Import Confirmation Email

Once the import status changes, you will receive an email notification. Please verify that you have entered the correct email address to ensure you receive the correct status for your import.

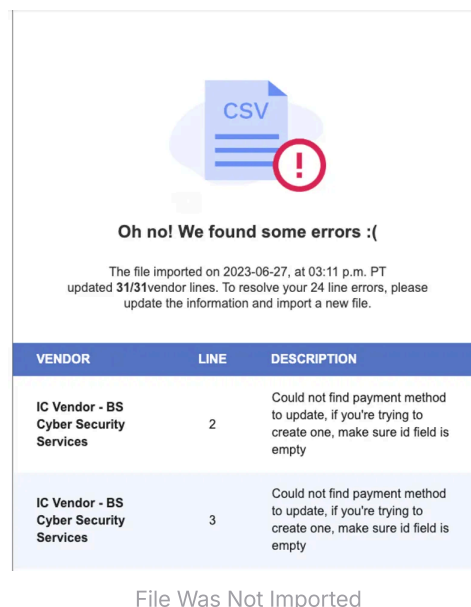
This email notification will let you know if the import has been successful. There are 3 options:

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.



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 HSBC 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.

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	data_type	id	api_vendor_id	vendor_name	total	is_default	payment_account	method	is_active	email_address	country	currency	account_type	institution	branch	routing_number	bank_code	iban	bic	bank_name
18	EMAIL	data00171232	a33e0f8a-519e	First Up Consultant Vendor Record Email	N	N			N	john.smith@33.com	CA	USD	CHECKING	12345678	12345	1234567				
19	ADDRESS	a3456789-519e	a33e0f8a-519e	First Up Consultant Vendor Record Address	N	N			N		CA	USD	CHECKING	12345678	12345	1234567				
20	BANK ACCOUNT	a3456789-519e	a33e0f8a-519e	First Up Consultant Main Account	N	N			N		CA	USD	CHECKING	12345678	12345	1234567				
21	BANK ACCOUNT	a3456789-519e	a33e0f8a-519e	First Up Consultant ACH Account	N	Y			Y		US	USD	CHECKING	12345678	12345	1234567				
22	ADDRESS	00244a-2950	a33e0f8a-519e	First Up Consultant Office Address	Y	CHECK	Y		Y		CA	USD	CHECKING	12345678	12345	1234567				
23	EMAIL	data00171232	a33e0f8a-519e	First Up Consultant Office Email	N	N			N	john.smith@33.com	CA	USD	CHECKING	12345678	12345	1234567				

1	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	local_branch_code	payment_purpose_message	payment_purpose_code	payment_payment_method_code	payment_payment_party_type	payment_payment_party_name	payment_payment_party_address	payment_payment_party_contact
18		10155 - 102 Street, Suite 2100	Edmonton	AB	T5J 0G8									
19														
20														
21		123		123 BC	123									
22														
23		10000 4th Ave, Suite 400	Montreal	QC	H3A 2K4									

Example Vendor CSV Import file

On the Payment Methods page, when you select the vendor, it shows that the bank account has been added.

Payment Methods

Total: 4 |

Below are all the available payment methods for this vendor. Only enabled payment methods will be listed on the Pay Invoice add more, enter the 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.

F1.SPAN.MPP:Credit 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

3.3. Product Features

3.3.1. Accounts Payable

3.3.1.1. Vendor Payments

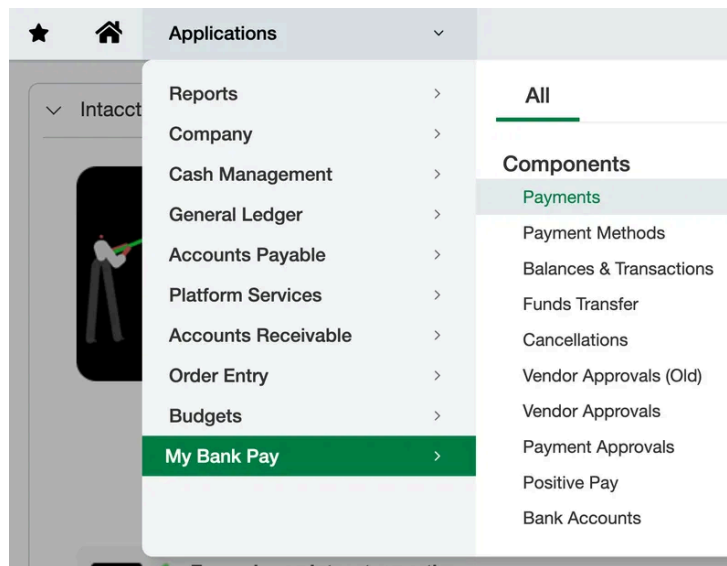
3.3.1.1.1. Bill Payments (Intacct)

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

Pay a Bill

Follow these steps to pay your bills with the plugin.

1 Go To Payments



Go to Payments

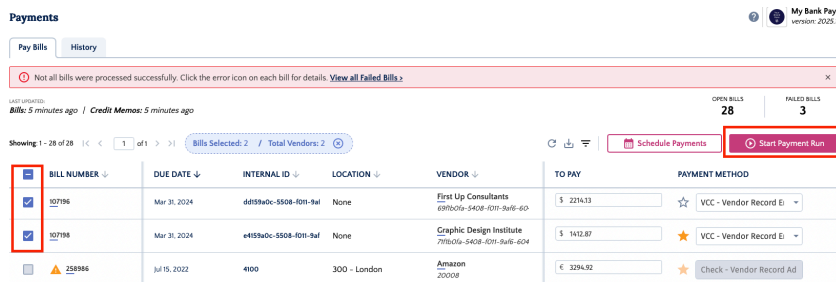
Go to **Payments**.

2 Select Bills To Pay

The Pay Bills page will then load. This page will load every bill that is **Open** in your company.

NOTE: If your Payables page looks different than the screenshots below, you may be running an outdated version of the plugin. Please update your plugin to use the plugin's latest features by following the guidance on the **Updating the Plugin (Intacct)** page.

Use the filters to find the bills you would like to pay. If a default payment method has not yet been set for the vendor, choose your payment method from the respective column.



	BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	TO PAY	PAYMENT METHOD
☒	107196	Mar 31, 2024	d818ba0c-5508-4011-9af	None	First Up Consultants 691b00a-3408-4011-9af-60	\$ 2214.13	☆ VCC - Vendor Record E
☒	107198	Mar 31, 2024	e418ba0c-5508-4011-9af	None	Graphic Design Institute 711b00a-3408-4011-9af-604	\$ 1412.87	★ VCC - Vendor Record E
☐	258966	Jul 15, 2022	4100	300 - London	Amazon 20008	€ 3294.92	★ Check - Vendor Record Ad

Select Bills to Pay

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

TIP: Use these features in the Payments (Beta) page to locate and pay your invoices more easily.

- **Fixed Columns:** Fixed columns keep crucial information like Vendor Name visible as you scroll horizontally, ensuring you never lose track of what you are paying.
- **Quick Actions:** Use quick actions to set a vendor's default payment method directly from this list without navigating to vendor settings.
- **Sorting & Filtering:** Use the sorting and filtering available for every column to quickly find specific bills.

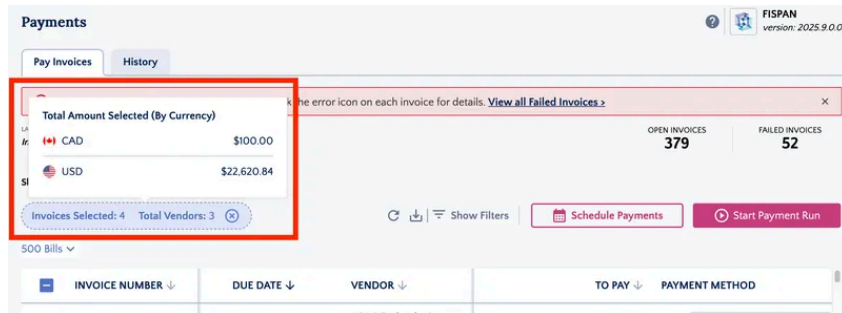
IMPORTANT: If you delete an open bill directly within the plugin by clicking the delete icon on the right side of the bill, it will be removed and will not automatically re-sync.

To make sure a removed open bill can be reprocessed, you must go into native Intacct (outside of the bank plugin). There, you need to make an edit to the invoice and then resubmit it for approval. This action forces the necessary update for the bill to be picked up and reprocessed.

NOTE: Ensure the bills you plan to pay are not duplicates of bills previously paid via the plugin.

3 Review Selection Summary

As you select bills, a **Selection Summary** appears at the top of the list. Hover over this panel to view the total and currency breakdown for your selected bills and vendors.



View Summary of Selected Invoices

IMPORTANT: If a bill has data issues preventing payment, an error icon will appear directly in the list. Click the icon to view the specific error message for immediate troubleshooting.

You now have two options for processing your selected bills: select **Start Payment Run** for immediate processing or **Schedule Payments** for a future date.

4 Start Payment Run

If you've decided to go with the immediate processing option, select **Start Payment Run** to initiate payments immediately.

With multi-source capability, you can include bills across various currencies and bank accounts within a single batch. The system intelligently bundles these payments, eliminating the need for multiple separate runs.

Payment Run

Complete these steps to prepare your payment run.

1 Account Selector

2 Summary & Confirmation

Account Selector

Review invoices grouped by currency and select a source account to pay.

NOTE: Group of invoices without a source account will be ignored from this run.

Payments batched processed by using the Pay-to, Buy-from or Ship-to address for check payments are not supported.

CAD (Canadian Dollar) - Invoices

Total Invoices: 1 | Vendors: 1

Total To Pay (CAD): **\$348.00**

Source Account

x0001 (Demo Data) (0001)

Avail: \$10,383,260.46 CAD

CHF (Swiss Franc) - Invoices

Total Invoices: 1 | Vendors: 1

Total To Pay (CHF): **CHF622.35**

Source Account

x0000 (Demo Data) (0000)

Avail: \$20,258,578.83 USD

BRL (Brazilian Real) - Invoices

Total Invoices: 1 | Vendors: 1

Total To Pay (BRL): **R\$3,183.96**

Source Account

x0000 (Demo Data) (0000)

Avail: \$20,258,578.83 USD

Cancel

Review Payment Summary →

Review Payment Summary

Select the account from the dropdown menu. Before proceeding, confirm that the number of bills, payments, and amounts are correct, and ensure all applicable credits and discounts have been applied.

Click **Review Payment Summary** to continue.

5 Review Payment Run

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

Schedule Payments

Complete these steps to schedule your payment run.

Account Selector

Date Selection

3 Summary & Confirmation

Payment Overview

Here's a summary of the bills and payments grouped by source account and currency. Please review all details carefully before confirming your payments.

x0001 (Demo Data) (0001) Avail: \$10,383,260.46 CAD CAD (Canadian Dollar) - Bills Total Bills: 1 Vendors: 1 Total To Pay (CAD): \$348.00	Bills Vendors Payments
x0002 (Demo Data) (0002) Avail: \$28,490,446.63 USD CHF (Swiss Franc) - Bills Total Bills: 1 Vendors: 1 Total To Pay (CHF): CHF622.35	Bills Vendors Payments
x0002 (Demo Data) (0002) Avail: \$28,490,446.63 USD BRL (Brazilian Real) - Bills Total Bills: 1 Vendors: 1 Total To Pay (BRL): R\$3,183.96	Bills Vendors Payments

Cancel

Previous Step

Send Scheduled Payments For Approvals

Review summary and confirm payments

IMPORTANT: Do not attempt to void and repay a bill if you realize you forgot to apply a credit or discount after clicking **Confirm**. Voiding and repaying the bill yourself may cause duplicate payments.

If this situation occurs, please contact HSBC Support immediately. We need to check if the payment has already been processed by the bank's systems before you attempt any voids and repayment.

6 Confirm Payment Run

Once submitted, you will receive a confirmation.

Navigate to the **History** tab to track the status. Scheduled payments will appear here with a distinct "Scheduled" status until they are processed.

Payments

Pay Bills

History

Showing 1 - 16 of 16 << 1 of 1 >>

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
▼ 6aa40e1b-0dab-4adc-8a54-d7969f20a5c Last Updated: 2025-11-28 at 11:03:40 AM	Mod Publishers	VCC	1	Nov 28, 2025	14,895.76 USD	
Submitted By: pinghaifan@microsoft.com Submitted On: November 28, 2025 at 11:03:00 AM Status: Payment is waiting for client approval						WAITING FOR APPROVAL View Action Log
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
102202 Internal ID: 102202-5004-1011-9a16-6045b4d69c61 Payment ID: 531aaef-8cc-1011-8542-0005dabff3a4	2024-03-30	\$14,895.76 USD	\$14,895.76 USD	\$0.00 USD	\$0.00 USD	\$14,895.76 USD
b7a38e0b-b1a2-40ac-8a55-72e28306dfe	Subcontractor	Check				622.35

Go to History

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

Payments

Pay Bills

History

Showing 1 - 16 of 16

<< 1 of 1 >>

Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
	e902fc03-5da1-4a17-8416-fce19549fb6c Last Updated: 2025-11-20 at 6:22:06 PM	Graphic Design Institute 7f1b0c1a-5408-1011-9a16-6045b4d69c61	VCC Vendor Record Email	1	Nov 20, 2025	1,741.73 USD
Transaction ID: 22aefc05-6803-492f-8ba0-10777a6959b3 Submitted By: pinghaifan@microsoft.com Submitted On: November 20, 2025 at 6:00:04 PM Status: Request fulfilled successfully						COMPLETED View Action Log
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
102-018 Internal ID: 102-018-5a55-1011-8a16-6045b4d69c61 Payment ID: 198cccd-716-1011-bb1f-0005dabff3a4	2025-11-29	\$1,741.73 USD	\$1,741.73 USD	\$0.00 USD	\$0.00 USD	\$1,741.73 USD
	21843552-b892-4614-86cc-5640a9f186ea	Subcontractor	Check	1	Nov 20, 2025	16,910.00

View Completed Bills

If any payment fails during the run, a banner on the Payments page will alert you immediately.

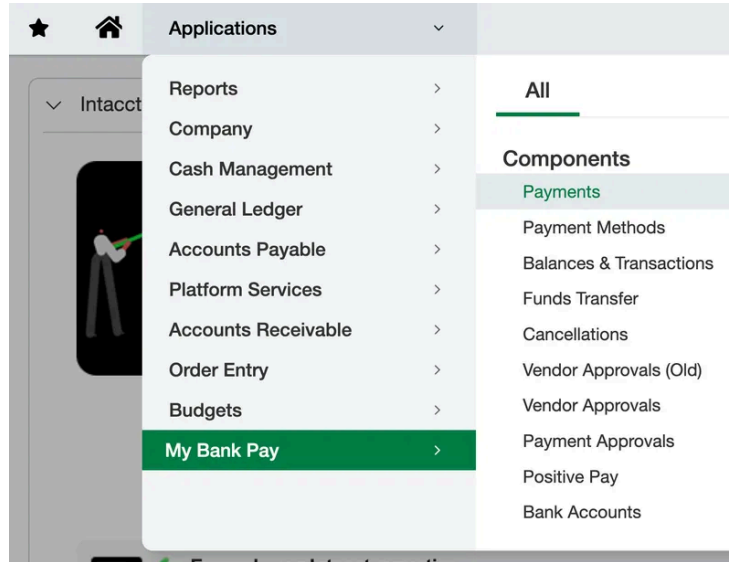
A failed bill remains open on the Payments page and can be resubmitted for payment.

Paying Grouped Bills

If you would like to make grouped bill payments, ensure the **Combined Bills** setting is enabled for your vendors. You can decide to have this enabled for each vendor. If you haven't done this yet, please refer to our **Enabling Grouped Bills** guide.

Follow these steps to group bills into a single payment.

1 Go to Payments

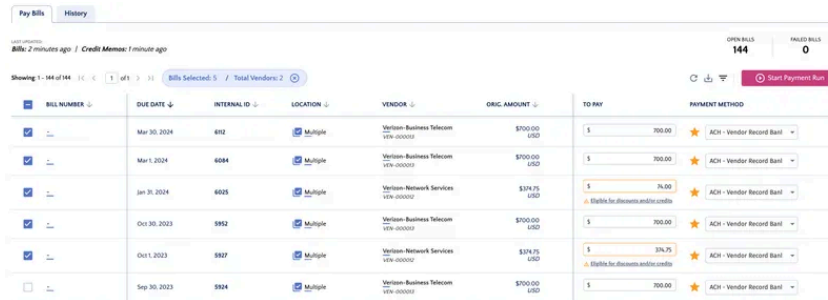


Go to Payments

Go to **Payments**.

2 Pay Grouped Bills

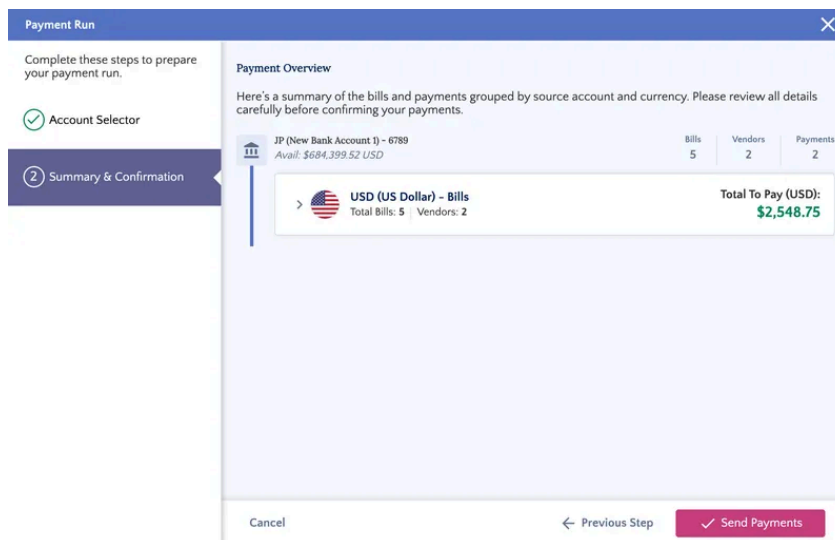
On the Pay page, select all the bills you wish to pay, and click **Start Payment Run**.



BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	ORIG AMOUNT	TO PAY	PAYMENT METHOD
✓	Mar 30, 2024	692	Multiple	Verizon Business Telecom VET-000009	\$700.00 USD	\$ 700.00	ACH - Vendor Record Basi
✓	Mar 1, 2024	6084	Multiple	Verizon Business Telecom VET-000009	\$700.00 USD	\$ 700.00	ACH - Vendor Record Basi
✓	Jan 31, 2024	6085	Multiple	Verizon Network Services VET-000002	\$374.75 USD	\$ 374.75	ACH - Vendor Record Basi
✓	Oct 30, 2023	5952	Multiple	Verizon Business Telecom VET-000009	\$700.00 USD	\$ 700.00	ACH - Vendor Record Basi
✓	Oct 1, 2023	5927	Multiple	Verizon Network Services VET-000002	\$374.75 USD	\$ 374.75	ACH - Vendor Record Basi
☐	Sep 30, 2023	5924	Multiple	Verizon Business Telecom VET-000009	\$700.00 USD	\$ 700.00	ACH - Vendor Record Basi

Click Send Start Payment Run

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



Payment Run

Complete these steps to prepare your payment run.

- ✓ Account Selector
- 2 Summary & Confirmation

Payment Overview

Here's a summary of the bills and payments grouped by source account and currency. Please review all details carefully before confirming your payments.

JP (New Bank Account 1) - 6789

Avail: \$684,399.52 USD

Bills: 5

Vendors: 2

Payments: 2

USD (US Dollar) - Bills

Total Bills: 5

Vendors: 2

Total To Pay (USD):
\$2,548.75

Cancel

← Previous Step

✓ Send Payments

Click Send Payments

When grouped payments are enabled for a vendor with multiple bills, the total number of payments will be less than the number of bills being paid.

After clicking **Send Payments**, your payment will begin transmitting.

3 Confirm Payment Run

Once submitted, you will receive a confirmation. Navigate to the **History** tab to track the status.

Payments My Bank Pay version: 2025.05

Pay Bills **History**

Showing 1 - 16 of 16 < > 1 of 1 >> Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT														
✓	6aa40e1b-0dab-4adc-8a54-d7969f20a5c Last Updated: 2025-11-28 at 11:03:40 AM	Nod Publishers 87fb0fa-5408-f011-9a16-6043bde9c6b1	VCC Vendor Record Email	1	Nov 28, 2025	14,895.76 USD														
Submitted By: poinghaffagan@microsof.com Submitted On: November 28, 2025 at 11:03:00 AM Status: Payment is waiting for client approval WAITING FOR APPROVAL View Action Log <table> <thead> <tr> <th>BILL ID</th> <th>DUE DATE</th> <th>BILL AMOUNT</th> <th>AMOUNT DUE</th> <th>CREDITS USED</th> <th>DISCOUNT USED</th> <th>AMOUNT PAID</th> </tr> </thead> <tbody> <tr> <td>102702 Internal ID: 11056a0c-5008-f011-9a16-6043bde9c6b1 Payment ID: 531aaef1-8ccc-f011-8542-00060a8ff3a4</td> <td>2024-03-30</td> <td>\$14,895.76 USD</td> <td>\$14,895.76 USD</td> <td>\$0.00 USD</td> <td>\$0.00 USD</td> <td>\$14,895.76 USD</td> </tr> </tbody> </table>							BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID	102702 Internal ID: 11056a0c-5008-f011-9a16-6043bde9c6b1 Payment ID: 531aaef1-8ccc-f011-8542-00060a8ff3a4	2024-03-30	\$14,895.76 USD	\$14,895.76 USD	\$0.00 USD	\$0.00 USD	\$14,895.76 USD
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID														
102702 Internal ID: 11056a0c-5008-f011-9a16-6043bde9c6b1 Payment ID: 531aaef1-8ccc-f011-8542-00060a8ff3a4	2024-03-30	\$14,895.76 USD	\$14,895.76 USD	\$0.00 USD	\$0.00 USD	\$14,895.76 USD														
	b7a38e0b-bfa2-40ac-8a55-72e28306dfe	Subcontractor	Check	-	-	622.35														

Go to History

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

Payments My Bank Pay version: 2025.05

Pay Bills **History**

Showing 1 - 16 of 16 < > 1 of 1 >> Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT														
✓	e902fc03-5da1-4a17-8416-fca19549fb6c Last Updated: 2025-11-20 at 6:22:06 PM	Graphic Design Institute 77fb0fa-5408-f011-9a16-6043bde9c6b1	VCC Vendor Record Email	1	Nov 20, 2025	1,741.73 USD														
Transaction ID: 22a6fc55-6803-492f-bba6-10777a6595b3 Submitted By: poinghaffagan@microsof.com Submitted On: November 20, 2025 at 6:00:04 PM Status: Request fulfilled successfully COMPLETED View Action Log <table> <thead> <tr> <th>BILL ID</th> <th>DUE DATE</th> <th>BILL AMOUNT</th> <th>AMOUNT DUE</th> <th>CREDITS USED</th> <th>DISCOUNT USED</th> <th>AMOUNT PAID</th> </tr> </thead> <tbody> <tr> <td>102702 Internal ID: 33e4f769-1a85-f011-8b01-00060a8ff3a4 Payment ID: 1f86cc0c-7f6c-f011-8b01-00060a8ff3a4</td> <td>2025-11-29</td> <td>\$1,741.73 USD</td> <td>\$1,741.73 USD</td> <td>\$0.00 USD</td> <td>\$0.00 USD</td> <td>\$1,741.73 USD</td> </tr> </tbody> </table>							BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID	102702 Internal ID: 33e4f769-1a85-f011-8b01-00060a8ff3a4 Payment ID: 1f86cc0c-7f6c-f011-8b01-00060a8ff3a4	2025-11-29	\$1,741.73 USD	\$1,741.73 USD	\$0.00 USD	\$0.00 USD	\$1,741.73 USD
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID														
102702 Internal ID: 33e4f769-1a85-f011-8b01-00060a8ff3a4 Payment ID: 1f86cc0c-7f6c-f011-8b01-00060a8ff3a4	2025-11-29	\$1,741.73 USD	\$1,741.73 USD	\$0.00 USD	\$0.00 USD	\$1,741.73 USD														
	21843552-b892-4614-86ec-5640a9f86ea	Subcontractor	Check	1	Nov 20, 2025	16,910.00														

Confirm Completed Status

If any payment fails during the run, a banner on the Payments page will alert you immediately.

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

NOTE: If using remittance advice, 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?

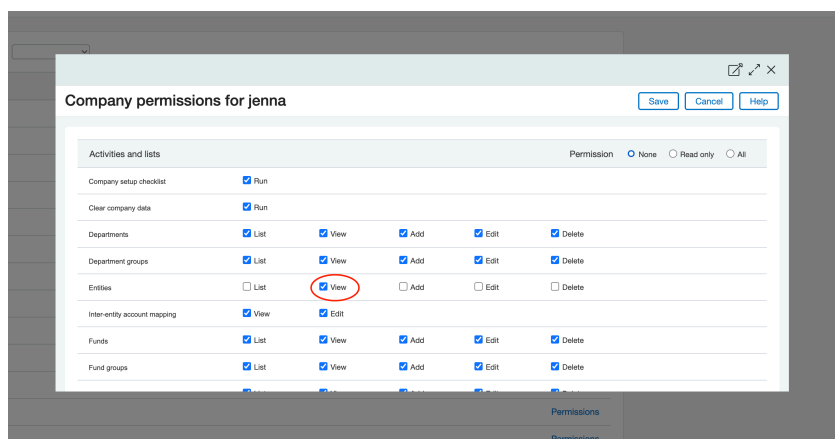
If you pay a bill with partial payments, the same bill will appear multiple times on the History page. Similarly, if a bill has failed and has been repaid, it will also appear in multiple payments on the History page.

✓ 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 bank plugin?**

When a bill is paid through our bank plugin, certain custom fields on the bill record, such as transaction IDs and statuses, are automatically filled in and are uneditable. Duplicating these bills will copy over the contents of those custom fields into the new bill, potentially causing payment failures.

✓ **What should I do if a bill's checkbox is greyed out?**

Scroll to the far right side of the table and ensure a payment method is selected for the bill. To save time on future bills, you can set a default payment method for this vendor by clicking the **star icon** next to it.

3.3.1.1.1. Applying Discounts (Intacct)

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

Applying Discounts

When paying a bill, you can apply the discount terms set in native Sage Intacct. Discount terms cannot be applied to bills that are only partially paid.

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

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

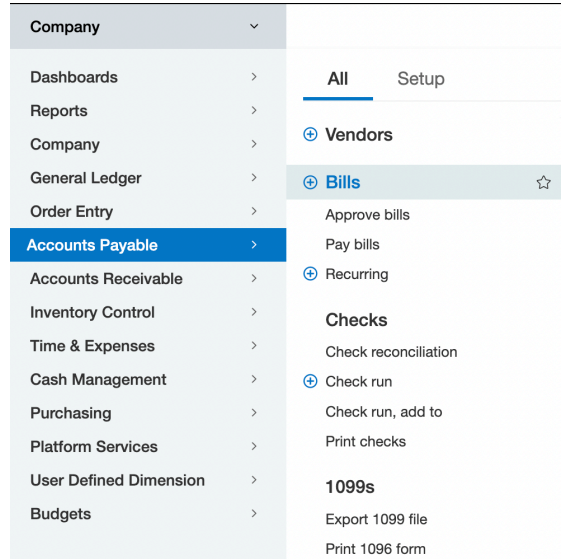
Please refer to the "i" icon in the Discounts and To Pay columns for explanations of the expected behavior.

Follow these steps to apply discounts to a payment.

1 Set Payment Terms

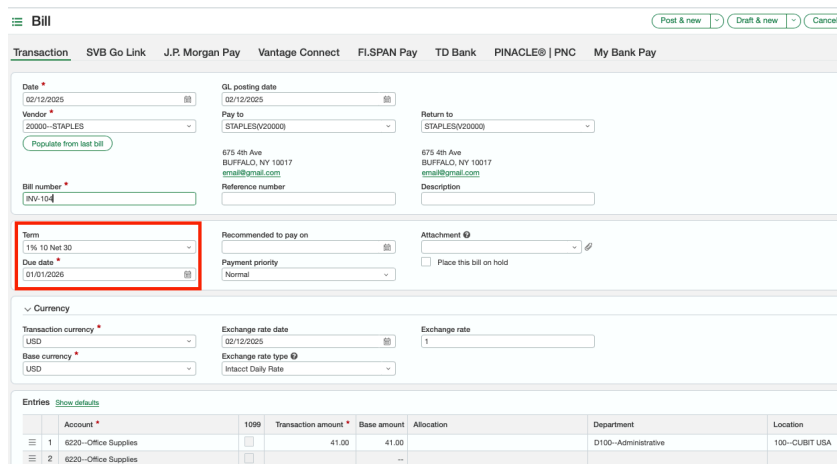
Start by creating the discount terms for the payment within native Sage Intacct.

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



Go to Bills

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

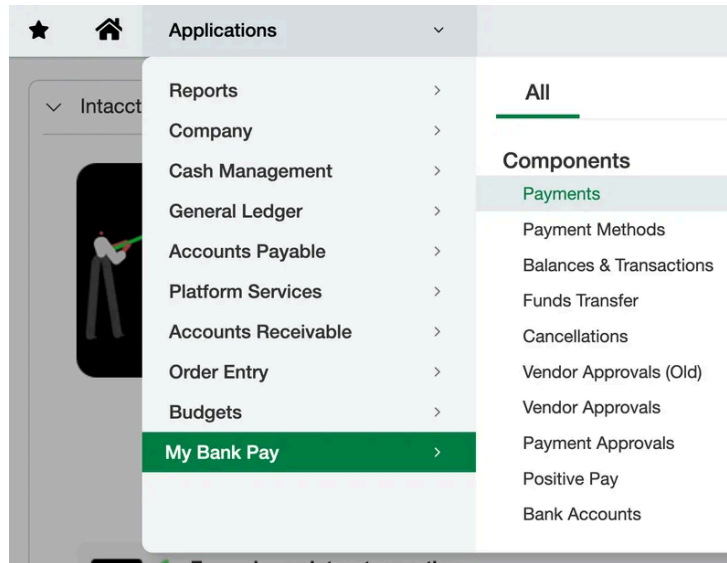


Account	1099	Transaction amount *	Base amount	Allocation	Department	Location
1 6220--Office Supplies		41.00	41.00		D100--Administrative	100--CUBT USA
2 6220--Office Supplies						

Update Discount Terms

2 Pay with Discounts

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



Go to Payments

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

Payments

Pay Bills History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all Failed Bills](#)

LAST UPDATED: Bills: 1 minute ago | Credit Memos: 1 minute ago

OPEN BILLS: 31 FAILED BILLS: 3

Showing 1 - 31 of 31 | 1 of 1 | Schedule Payments | Start Payment Run

BILL NUMBER	AMT. DUE	CREDITS AVAIL.	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE	MEMO	BILL DATE	TO PAY
INV-107	€30.00 EUR	\$8,999.00 USD	0.00	€0.30 Apply	Dec 12, 2025	-	Dec 2, 2025	€ 29.70 Credits and/or discount app
INV-106	\$21.00 CAD	\$8,999.00 USD	0.00	\$0.21 Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 20.79 Credits and/or discount app
INV-104	\$17.00 USD	\$8,999.00 USD	0.00	\$0.17 Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 16.83 Credits and/or discount app

View Discounts

The **To Pay** column is the Amount Due minus the Discounts (calculated based on the terms and dates set on the bill) minus any additional credits applied.

Select the payment method and pay your bill as usual.

Removing a Discount

If you want to pay a bill that has an applied discount term but choose not to use the discount, you have two options:

1 Remove the Discount from Intacct

Navigate to **Account Payables** → **Bills** in native Intacct.

Select the bill you wish to modify.

Term

Due date *

11/30/22

Remove Discount Term

Ensure the term dropdown is left blank. This action effectively removes the discount term from the bill record.

2 Temporarily Ignore the Discount

In the plugin's Payments page, simply unselect the **Apply** button next to the bill.

An orange notification text will appear, explaining that the bill is eligible for a discount.

Payments

My Bank Pay version 2025.15

Pay Bills

History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all Failed Bills.](#)

LAST UPDATED

Bills: 3 minutes ago / Credit Memos: 3 minutes ago

OPEN BILLS 31

PAID BILLS 3

Showing 1 - 31 of 31

1 of 1

Schedule Payments

Start Payment Run

BILL NUMBER	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE	MEMO	BILL DATE	TO PAY	PAYMENT METHOD
INV-107	0.00	€0.30 ☒ Apply	Dec 12, 2025	-	Dec 2, 2025	€ 29.70 Credits and/or discount applied	★ Same Day ACH - Vendc
INV-106	0.00	\$0.21 ☒ Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 20.79 Credits and/or discount applied	★ Same Day ACH - Vendc
INV-104	0.00	\$0.17 ☐ Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 17.00 is eligible for discounts and/or credits	★ Same Day ACH - Vendc

NOTE: If you navigate away from or refresh the Payments 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 Payments page, wait 30 seconds and refresh the plugin; the bill should then be updated.

✓ **Why can I not pay a partial payment with a discount?**

Discount terms **cannot** be applied to partially paid bills. To benefit from discounts, you have to either:

- Be paying the bill in full in one payment
- Be paying the last payment on the bill. If there is no amount due left on the bill (after that last payment), you can apply the discount.

Please refer to the hover "i" in the Discounts and To Pay columns explaining the expected behavior.

✓ **What is the discount as of date?**

The discount as of date is the date at which the discount is processed.

✓ **Why are Grace Days not taken into account?**

Grace Days are a native Sage Intacct field that define the number of days after an invoice's due date before late charges are applied to a vendor bill.

Grace Days are currently not supported.

✓ **I changed the bill, but it is not reflected in the plugin yet. What should I do?**

The plugin always reflects exactly what is on the bill in native Intacct. If you have updated the bill, and it is not yet updated in the plugin Payables page, wait 30 seconds and refresh the plugin; the bill should then be updated.

✓ **If I have multiple line items, where will the discount be applied?**

If the bill is paid in full, the plugin will apply the discount proportionally, split between each line item.

If the bill is paid in installments, the discount will be applied to the last line item of the last payment (the discount will not be used before the bill is paid in full).

✓ **How does the Plugin's discount application differ from Intacct?**

Intacct uses the payment date to determine discount eligibility. If the payment date is after the discount cut-off date, the discount will not be applied, regardless of the "discount as of date." The plugin does not follow this behavior.

Example: If a vendor bill has a discount deadline of March 10th and the payment is dated March 11th, Intacct will not apply the discount. However, the plugin would still apply the discount if the "discount as of date" was on or before March 10th.

Furthermore, when processing a partial payment via native Intacct, discounts cannot be utilized. In contrast, the plugin can send a partial payment with the discount applied.

3.3.1.1.2. Making Adjustments (Intacct)

Adjustments, such as credit notes, must be added at the vendor level. Once an adjustment is created for a specific vendor, for example, a \$20 credit, it will automatically appear on all future bills for that vendor.

If you have access to the Remittance Advice product, please process all credit notes and adjustments in **Account Payables → Adjustments** to ensure credit amounts and references are included.

When applying a credit amount to a bill, the system follows a rule: the oldest available credit value for that vendor will always be applied to the payment first.

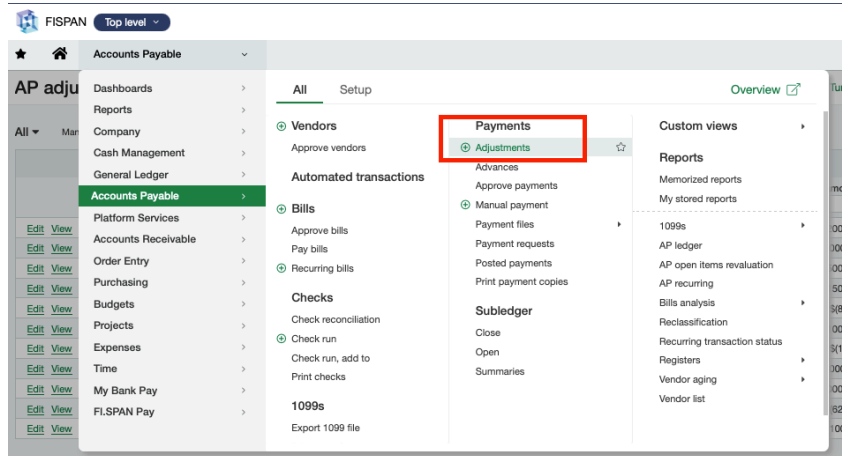
NOTE: Make sure that the adjustment type is a **Debit Memo**. The plugin does not currently support what native Intacct calls **Credit Memos**.

Make an Adjustment

To make an adjustment, follow these steps.

1 Go to Adjustments

Navigate to **Account Payables → Payments → Adjustments**.



2 Make Adjustments

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

Payments

Pay Bills History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all Failed Bills.](#)

LAST UPDATED: Bills: 2 minutes ago | Credit Memos: 2 minutes ago

OPEN BILLS 32

Showing 1 - 26 of 26 | 1 of 1 | Bills Selected: 1 / Total Vendors: 1

BILL NUMBER	G. AMOUNT	AMT. DUE	CREDITS AVAIL.	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE	MEMO	BIL
☒ INV-108	\$31.00 USD	\$31.00 USD	\$8,899.00 USD	\$00.00	\$0.31 Apply	Dec 12, 2025	-	De
☐ INV-104	\$17.00 USD	\$17.00 USD	\$8,899.00 USD	\$00.00	\$0.17 Apply	Dec 12, 2025	-	De

The **Credits Available** column is updated every time the user modifies the adjustment in native Intacct or inputs an amount in **Credits to Apply**.

Please note that the applied credit cannot reduce the amount in the **To Pay** column to zero or a negative value.

Select and pay the bill as usual, and the credit will be applied.

IMPORTANT: Using bills with a negative amount (i.e., -\$10) as adjustments is currently **not supported** by the plugin. If you are using bills with negative amounts as part of your AP workflow to create credit memos, we recommend switching to adjustments. This is what Intacct recommends natively.

FAQs

✓ What if the amount is not right?

If the amount auto-populated does not match what you would like to have as an adjustment, you can simply modify the corresponding adjustment.

Navigate to **Account Payables → Payments → Adjustment** and select the adjustment you would like to modify. Change the AP term, and the auto-populated adjustment in the plugin will be automatically updated. This will directly be reflected in the **Credits Available** Column.

✓ What if there are no credits available?

It is not possible to add any adjustments within the plugin. Navigate to **Account Payables → Adjustment** to modify any adjustment.

✓ **What if there are multiple adjustments?**

If there is more than one adjustment for a single vendor, native Intacct is replicated, and these are added together. This is reflected in the **Credits Available** column.

On the accounting side, the adjustment with the smallest adjustment number (1 is first, taken over 2) is first used. The end-user does not notice any difference, but this has an impact on the way the adjustments are used and closed.

The **To Pay** column will change every time a new adjustment is added in the **Credits to Apply** column. After the payment is completed and the memo(s) applied, the journal entries are written, the adjustment is marked as partially paid or paid, and the **Credits Available** is updated.

✓ **Why do I get an error when paying two adjustments in a row?**

If you attempt to pay two adjustments consecutively for the same vendor, you may encounter the following error: "The credits available for Vendor A are less than what was applied to this payment."

This occurs because you tried to apply more credits than the amount currently listed as **Credits Available** in Intacct. The system may not have registered the depletion of credits from your first adjustment payment yet.

To resolve this, please resubmit the payment with an accurate credit amount. You must either:

1. Add more credits for the vendor in native Intacct.
2. Decrease the amount of credits you are attempting to apply for the payment.

Please note that when this error occurs, the bill will not be paid and will return to the **Bills to Pay** page. It will not appear on the history page.

3.3.1.1.3. Making Partial Payments

Initiate Partial Payments directly from Intacct. This feature gives you the flexibility to pay only a portion of an invoice, supporting various business needs and helping you better manage your cash flow.

Partial Payments are available to all Intacct users on plugin version 2022.23 or later.

Making Partial Payments

Follow these steps to make your first partial payment.

1 Modify the To Pay Amount

The **To Pay** column is now modifiable. You can enter any amount as long as:

- The **To Pay** amount is greater than 0.
- The **To Pay** amount is not more than the amount due - the discount applied - credits applied.
-

Payments My Bank Pay version 2023.15

Pay Bills History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all failed bills.](#)

LAST UPDATED: Bills: 1 minute ago / Credit Memos: 1 minute ago

OPEN BILLS: 29 FAILED BILLS: 3

Showing 1 - 29 of 29 Bills Selected: 1 / Total Vendors: 1

Schedule Payments Start Payment Run

BILL NUMBER	IS AVAIL.	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE	MEMO	BILL DATE	TO PAY	PAYMENT METHOD
☒ INV-013	\$8,999.00 USD	0.00	\$0.15 Apply	Dec 12, 2025	-	Dec 2, 2025	\$ 14.85 Credits and/or discount applied	★ Same Day #
☐ INV-011	\$0.00 CAD	0.00	\$0.00 Apply	-	Order 106021	Dec 11, 2025	\$ 348.00	☆ Select Meth

2 Add Any Applicable Credits (Adjustments)

Partial Payments can be used in combination with adjustments. Refer to the **Making Adjustments** article for more information.

IMPORTANT: Discount terms cannot be applied to partially paid bills.

To take advantage of available discounts, your payment must meet one of the following criteria:

- Pay the bill in full with a single payment.
- Make the final payment on the bill. The discount can only be applied when this payment reduces the outstanding amount to zero.

In the **Credits to Apply** column, add any amount that you would like to add to this payment. This action does not reduce the **To Pay** amount; instead, it adds the specified credit amount to your payment request. As a result, the **Credits Available** balance will be reduced by the amount you enter here.

Payments

Pay Bills

History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all Failed Bills >](#)

LAST UPDATED:

Bills: 2 minutes ago

Credit Memos: 2 minutes ago

Showing 1 - 29 of 29

<<

1

>>

☐	BILL NUMBER ↓	CREDITS AVAIL.	CREDITS APPLIED	DISCOUNTS	DISC. DUE DATE ↓	
☐	INV-013	1.00 USD	\$8,899.00 USD	100.00	\$0.15 ☒ Apply	Dec 12, 2025

3 Select the Bills to Pay

Select the bills you would like to pay. You can add multiple bills (even with partial payments) to one payment run.

Payments

My Bank Pay

version: 2025.05

Pay Bills

History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all failed bills.](#)

LAST UPDATED: Bills: 8 minutes ago / Credit Memos: 8 minutes ago

OPEN BILLS29

FAILED BILLS3

Showing: 1 - 29 of 29

1

of 1

Bills Selected: 3

Total Vendors: 2

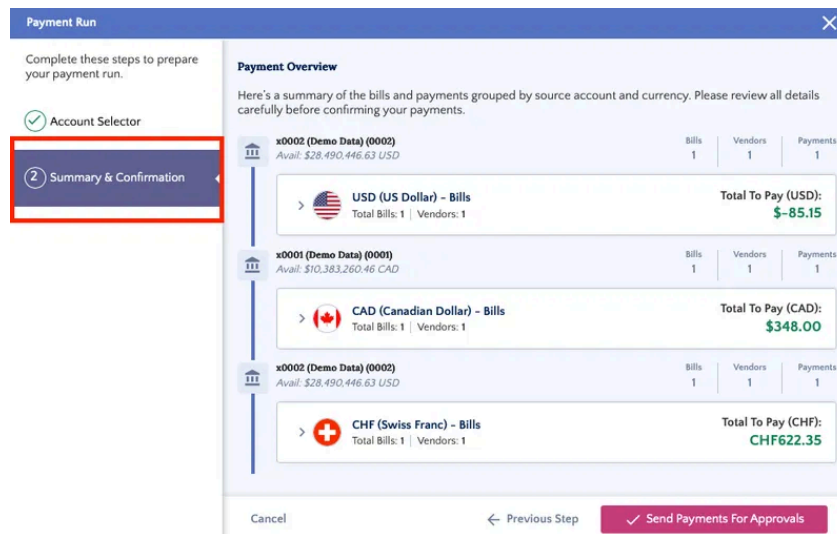
Schedule Payments

Start Payment Run

☐	BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	ORIG. AMOUNT	AMT. DUE	CREDITS AVAIL.	CREDI
☒	INV-013	Jan 1, 2026	4519	100 - CUBIT USA	STAPLES 200000	\$15.00 USD	\$15.00 USD	\$8,899.00 USD	☐
☒	INV-011	Dec 11, 2025	41u18u6f-Sdca-R01i-854i	None	Subcontractor ec7fb0d6-5408-4011-8u16-6D+	\$348.00 CAD	\$348.00 CAD	\$0.00 CAD	☐
☒	INV-012	Dec 11, 2025	78b90uua-Sdca-R01i-85+	None	Subcontractor ec7fb0d6-5408-4011-8u16-6D+	CHF622.35 CHF	CHF622.35 CHF	\$0.00 CAD	☐
☐	INV-010	Dec 11, 2025	004c128b-Sdca-R01i-85+	None	Subcontractor ec7fb0d6-5408-4011-8u16-6D+	\$53,183.96 USD	\$53,183.96 USD	\$0.00 CAD	☐

4 Confirm Payments

Confirm the payments to complete your first partial payment.



Payment Run

Complete these steps to prepare your payment run.

- Account Selector
- 2 Summary & Confirmation**

Payment Overview

Here's a summary of the bills and payments grouped by source account and currency. Please review all details carefully before confirming your payments.

Source Account	Bills	Vendors	Payments
x0002 (Demo Data) (0002) Avail: \$28,490,446.63 USD	1	1	1
USD (US Dollar) - Bills Total Bills: 1 Vendors: 1 Total To Pay (USD): \$-85.15			
x0001 (Demo Data) (0001) Avail: \$10,383,260.46 CAD	1	1	1
CAD (Canadian Dollar) - Bills Total Bills: 1 Vendors: 1 Total To Pay (CAD): \$348.00			
x0002 (Demo Data) (0002) Avail: \$28,490,446.63 USD	1	1	1
CHF (Swiss Franc) - Bills Total Bills: 1 Vendors: 1 Total To Pay (CHF): CHF622.35			

Cancel ← Previous Step ✓ Send Payments For Approvals

The bill(s) you've partially paid will remain on the Pay page. They will show the updated outstanding amount due, allowing you to make future payments until the balance is fully settled.

IMPORTANT: The custom fields on the native bill record will be overwritten each time a partial payment is made. Only the latest payment information will be available in these fields.

For example, if a bill is partially paid five times, the custom fields will only show the details of the fifth (latest) payment.

If you need to search and view all payments made against a single bill, you have two options:

1. Navigate to the History page of the plugin.
2. Go to the Accounts Payable page within native Intacct.

You can search this page using the payment or bill IDs.

FAQs

✓ Do I need specific permissions to use partial payments?

No, users who already have the HSBC Integrator permissions will be able to make partial payments.

✓ Why can I not see the payment information on the bill record when I do multiple partial payments?

The plugin will overwrite the custom fields every time there is a new payment made against that bill. Only the payment information from the latest payment is made available. This is a technical limitation with how Sage Intacct stores the information on this record. We have improved the History page to accommodate this.

✓ **Why can I not apply a discount to a partially paid bill?**

Sage Intacct does not allow discount terms to be applied to partially paid bills. To benefit from discounts, you have to either:

- Pay the bill in full in one payment
- Pay the last partial payment on the bill. If there is no amount due left on the bill (after that last payment), you can apply a discount.

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

This is currently not supported by the plugin, because the plugin does not read line details of bills. You are able to partially pay a bill, but you are not able to choose which line item gets paid and which one does not. It always follows the same logic, independent of which bill is chosen (see next question for my information).

✓ **How do I know which line item gets paid first?**

The logic of which line item is paid first when submitting a partial payment is the same as native Intacct. It uses the first line item first, and then the second, until there is nothing left to be paid.

✓ Where does the 'View Details' at the top right bring?

Transaction ID: 0f4c8639-e478-4034-b467-a195ae567394						
Status Message: Request fulfilled successfully						
BILL NUMBER	DUE DATE	BILL AMT.	AMT. DUE	CREDITS USED	DISC. USED	AMT. PAID
45678 ⓘ Internal ID: 1334	-	\$5,000.00	-	-	\$0.00	\$21.84

[View Details](#) ⓘ

View Details button

The **View Details** from the top right of the accordion opens up the HSBC Integrator Portal, which shows more payment-related information than what is shown in the plugin. You will be prompted to log in. Use the HSBC Integrator Portal password defined during the onboarding process to log in. Reach out to support if you did not get a login during onboarding.

[← Back To Payment History](#)
[Next →](#)

Payment Details

✓ Completed
Last Updated: Dec 22, 2022 at 6:27:36 PM CMT-1

Details

Payment Request ID:
11c5d790-40d7-4ac9-a414-27f958fad83f

Invoice Currency:
USD

External ID:
1872

Fulfilled By:
AlwaysSucceed

Payment Type:
CHECK

Payment Direction:
CREDIT

Recipient Bank Account Currency:
-

Source Destination Account:
Checking (US/USD)

Vendor External ID:
VH6

Email Status:
Not Sent

Remittance Error:

Invoice Amount:
500.00

Bill ID:
1869

Bill Payment ID:
1872

Fulfillment Start Date:
Dec 22, 2022 at 6:27:35 PM CMT-1

ERP:
Intacct

Recipient Country:
US

Recipient Type:
INDIVIDUAL

Vendor:
Dorian Burger Store

Check Number:
167730056

Timeline
Click any node to copy its status message.

Received

Sent to processing

Validation passed

Completed

Example Payment Details

▼ Where does the Eye Button next to the bill number bring?

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

Transaction ID: 0f4c8639-e478-4034-b967-a195a567394 [View Details](#)

Status Message: Request fulfilled successfully

BILL NUMBER	DUE DATE	BILL AMT.	AMT. DUE	CREDITS USED	DISC. USED	AMT. PAID
45678  Internal ID: 1234	-	\$5,000.00	-	-	\$0.00	\$21.04

Eye button next to the bill number

3.3.1.1.4. Voiding & Repaying Bills (Intacct)

Voiding bills that were previously paid via the plugin is supported directly within the plugin. Voiding changes the status of the bill from paid to open but does not send a request to the bank systems to cancel a payment that is processing.

Voided bills can later be repaid by following the steps in this guide.

How to Void Bills

1 Find the Bill

Find a bill that has already been paid via the plugin on the History page, **Payments → History**.

Payments

Pay Bills History

Showing 1 - 24 of 24 | 1 of 1 | Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
✓	e88ab9a1-fe52-488e-9396-4376f29e55de Last Updated: 2025-12-02 at 5:37:24 PM	STAPLES 20000	Same Day ACH Vendor Record Bank Account US	1	Dec 2, 2025	30.69 USD
Transaction ID: c9f64600-15cb-4c6e-a354-20276c2f979 Submitted By: pings@qaplan.com Submitted On: December 02, 2025 at 5:24:07 PM Status: Request fulfilled successfully						
✓ COMPLETED View Action Log						
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
2001108 Internal ID: 4525 Payment ID: 4533	2025-12-31	\$31.00 USD	\$30.69 USD	\$0.00 USD	\$0.31 USD	\$30.69 USD

Or by navigating to **Accounts Payable → Posted Payments**

My Bank Pay

Dashboards > Reports > Company > Cash Management > General Ledger > **Accounts Payable** > Platform Services > Accounts Receivable > Order Entry > Purchasing > Budgets > Projects > Expenses > Time > My Bank Pay > FL.SPAN Pay >

All Setup Overview

Vendors
Approve vendors
Automated transactions

Bills
Approve bills
Pay bills
Recurring bills

Checks
Check reconciliation
Check run
Check run, add to
Print checks

1099s
Export 1099 file

Payments
Adjustments
Advances
Approve payments
Manual payment
Payment files
Payment requests
Posted payments
Print payment copies

Subledger
Close
Open
Summaries

Custom views > Reports
Memorized reports
My stored reports
1099s > AP ledger
AP open items revaluation
AP recurring
Bills analysis > Reclassification
Recurring transaction status
Registers > Vendor aging > Vendor list

2 Check Bill Status

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

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

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

Bill INV-108 Post Print Edit Duplicate

Transaction Posting details History

STAPLES (20000)
Vendor balance: [View due](#)

Bill date 02/12/2025	Due date 01/01/2026	Bill total 31.00 USD	Amount paid 31.00 USD	Amount due 0.00 USD	PAID	Paid in full on 02/12/2025 EFT: 88686891- fe52-468e-9396- 437bf29e55de
-------------------------	------------------------	-------------------------	--------------------------	------------------------	-------------	--

Date: 02/12/2025
Vendor: [20000-STAPLES](#)

GL posting date: 02/12/2025
Pay to: [STAPLES\(20000\)](#)

Return to: [STAPLES\(20000\)](#)

675 4th Ave
BUFFALO, NY 10017
email@psal.com

675 4th Ave
BUFFALO, NY 10017
email@psal.com

Description: testing 2nd time

Bill number: INV-108
Reference number: --

Term: 1% 10 Net 30
Due date: 01/01/2026

Recommended to pay on: --
Payment priority: Normal

Attachment: --
☐ Place this bill on hold

View Bill Status

3 Void the Payment

To void a bill in Sage Intacct **after it has been paid**, go to **Accounts Payable → Posted payments**.

Posted payments Turn on enhanced list Done Export

☐ Include private [Clear all filters](#)

Select	Vendor ID	Vendor name	Payment status	Payment method	Payment date	Payment currency	Payment tax amount	Base currency	Payment amount
☐	View 20000	STAPLES	Complete	Record transfer	12/12/2025	USD	\$49.50	USD	\$49.50 Print copy Void
☐	View 20000	STAPLES	Voided	Record transfer	03/12/2025	USD	\$505.00	USD	\$505.00 Print copy
☐	View 20000	STAPLES	Voided	Record transfer	03/12/2025	USD	\$505.00	USD	\$505.00 Print copy
☐	View 20000	STAPLES	Complete	Record transfer	02/12/2025	USD	\$505.00	USD	\$505.00 Print copy Void
☐	View 20000	STAPLES	Voided	Record transfer	02/12/2025	USD	\$14.85	USD	\$14.85 Print copy
☐	View 20000	STAPLES	Voided	Record transfer	02/12/2025	USD	\$44.55	USD	\$44.55 Print copy
☐	View 20000	STAPLES	Complete	Record transfer	02/12/2025	USD	\$297.00	CAD	\$297.00 Print copy
☐	View 20000	STAPLES	Complete	Record transfer	02/12/2025	USD	\$30.69	USD	\$30.69 Print copy Void
☐	View 20000	STAPLES	Voided	Record transfer	02/12/2025	USD	\$14.85	USD	\$14.85 Print copy
☐	View 20000	STAPLES	Voided	Record transfer	02/12/2025	USD	\$44.55	USD	\$44.55 Print copy
☐	View 20000	STAPLES	Complete	Record transfer	02/12/2025	USD	\$297.00	USD	\$297.00 Print copy Void

4Void the Bill

Void the bill by clicking the **Void** button on any line item.

✕

Void payment date

Help

Date

02/12/2025

Document number

e88ab9a1-fe52-488e-9396-437bf29e55de

Vendor

20000--STAPLES

Amount

USD 30.69

Void the payment on date

03/12/2025

Enter the effective date for voiding the transaction. This is usually the original transaction date or a later date.

Memo

Cancel

Submit

★Accounts Payable

Posted payment

Payment information

History

Credits applied

Posting details

Payment method

Record transfer

Vendor name

STAPLES

Payment status

Voided

Payment currency

USD

Payment txn amo...

(30.69)

Overview

Vendor ID

20000

Account

128918

Memo

Vendor name

STAPLES

Payment date

03/12/2025

Attachment

--

Total due vendor

499,983,618.87

Document or check no.

Voided - e88ab9a1-fe52-488e-9396-437bf29e55de

Bills

	Bill no.	Due date	Rec. pay date	Total billed	Total due	Discount applied	Credits and advances applied	Payment amount
1	-- INV-108	01/01/2026	--	31.00	31.00	-0.31	0.00	-30.69
Total				31.00	31.00	-0.31	0.00	-30.69

View Voided Payment Status

WARNING: When confirming the payment, do not reverse the bill. DO NOT check the **Reverse** checkbox. Instead, simply add a payment date and an optional memo.

If you choose to reverse the bill, it will enter a **Reversed** state that the plugin cannot read or process.

Void Payment Date

Date

22/12/22

Document number

000000-100-4488-8500-040010725009

Vendor

VEN-000043-Vendor Extra Long Character Test

Account 2

Amount

USD 400.00

Void the payment on date

Enter the effective date for voiding the transaction. This is usually the original transaction date or a later date.

Memo

Select the items you want to reverse. Some items can't be reversed, such as a bill created from a purchasing transaction.

#	Reverse	Bill #	Date	Due date	Amount	Amount paid	Reverse as of
1	☐	3131355	09/11/22	09/12/22	400.00	400.00	

Cancel

Submit

Voiding, without reversing the bill

5 Check the Reopened Bill

Confirm the bill has been reopened. Fields under the subtab are still populated with details from the first payment that was voided.

Payments

Pay Bills

History

Not all bills were processed successfully. Click the error icon on each bill for details. [View all Failed Bills](#)

OPEN BILLS

33

FAILED BILLS

7

Showing: 1 - 27 of 27

1

>

>>

Schedule Payments

Start Payment Run

BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	ORIG. AMOUNT	AMT. DUE	CREDITS AVAIL.	CRED
☐ INV-100	Jan 1, 2026	4525	100 - CUBIT USA	STAPLES 20000	\$31.00 USD	\$31.00 USD	\$6,999.00 USD	
☐ INV-104	Jan 1, 2026	4522	100 - CUBIT USA	STAPLES 20000	\$17.00 USD	\$17.00 USD	\$6,999.00 USD	

Confirm the Open Bill

Repaying a Previously Voided Bill

437 / 527

Created at Oct 01, 2026

1 Find & Pay Bill

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

Pay the bill as normal.

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

Payments

Pay Bills

History

My Bank Pay

version: 2025.03

Showing 1 - 25 of 25

<< 1 of 1 >>

🔍

📄

🔗

Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
✓	cbd8bacd-cac7-4e5d-87fe-c82c5d899dfa Last updated: 2025-12-03 at 10:00:34 AM	STAPLES 20000	Same Day ACH Vendor Record Bank Account US	1	Dec 3, 2025	30.69 USD
Transaction ID: a70c6f9-bbac-4cf1-bb37-2298f6927b0d Submitted By: psingh@fsg.com Submitted On: December 03, 2025 at 9:59:53 AM Status: Request fulfilled successfully						
✓ COMPLETED 🔗 View Action Log						
BILL ID	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
INV-108 Internal ID: 4525 Payment ID: 4540	2025-12-31	\$31.00 USD	\$30.69 USD	\$0.00 USD	\$0.31 USD	\$30.69 USD

View Payment History

2 Check the Bill Status

Click on the **Bill ID** to open the bill record and confirm the bill has been **PAID**. You can select the submenu to confirm that the bill payment has hit the plugin and that the reference IDs and transaction IDs are now different.

Bill INV-108

Post Print Edit Duplicate

Transaction Posting details History

STAPLES (20000)

Vendor balance: [View Due](#)

Bill date	Due date	Bill total	Amount paid	Amount due	PAID	Paid in full on
02/12/2025	01/01/2026	\$1.00 USD	\$1.00 USD	0.00 USD		02/12/2025 EFT: #e88ab9a1- fe52-488e-9396- 437bf29e55de

Date	GL posting date	Return to
02/12/2025	02/12/2025	STAPLES(20000)

Vendor	Pay to	Return to
20000-STAPLES	STAPLES(20000)	STAPLES(20000)

Bill number	Reference number	Description
INV-108	--	testing 2nd time

Term	Recommended to pay on	Attachment
1% 10 Net 30	Payment priority	☐ Place this bill on hold
01/01/2026	Normal	

Check Bill Status

3.3.1.1.2. Bill Payment History (Intacct)

3.3.1.1.2.1. Viewing Bill History (Intacct)

All Vendor Bill Payment History is readily available in the Payments page. Follow the steps below to view your Vendor Bill Payment History.

1 Go to Payments

In your ERP, go to HSBC Integrator → **Payments**

[Payment Methods](#)[Vendor Approvals](#)[Payments](#)[Settings](#)[Go to Payments](#)

Click on the History tab.

2 View Payment History

The History tab provides a snapshot of all payments that have been made via the plugin.

Vendor payments that are processed through the plugin will first appear **Pending**. Depending on the payment method, payments may remain pending for up to several business days after submission, after which the payment will automatically be moved to a **Completed** state.

Payments My Bank Pay version: 2026.3

Pay Bills History

Showing 1 - 6 of 6 < > 1 of 1 >> Show Filters

	STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
>	✓	10241ba8-883a-462b-9169-cd7b4c1c35d6 Last Updated: 2026-03-02 at 3:29:46 PM	Specialty Business Equipment 20028	Check Vendor Record Address	1	Mar 2, 2026	7,000.00 USD
>	✓	a0755b4-45d8-4b02-93a5-7355dcbce584 Last Updated: 2026-03-02 at 3:29:31 PM	National Grid 20004	Check Vendor Record Address	1	Mar 2, 2026	2,400.00 USD
>	✓	7b4c1ba8-9b42-4296-b057-cad51c4f47eb Last Updated: 2026-03-02 at 3:29:30 PM	Summit Motors 20004	Check Vendor Record Address	1	Mar 2, 2026	55,000.00 USD
>	✓	2306a239-219d-4a07-b47b-a13450ae8563 Last Updated: 2026-03-02 at 3:29:28 PM	Boston Properties 20002	Check Vendor Record Address	1	Mar 2, 2026	50,000.00 USD
>	✓	62e93bf8-1dce-491a-a3c8-07348d87890 Last Updated: 2026-03-02 at 3:29:31 PM	Neighborhood Printers 20009	Check Vendor Record Address	1	Mar 2, 2026	15,000.00 USD
	✓	10241ba8-883a-462b-9169-cd7b4c1c35d6 Last Updated: 2026-03-02 at 3:29:46 PM	Specialty Business Equipment 20028	Check Vendor Record Address	1	Mar 2, 2026	7,000.00 USD

View Payment History

NOTE: The Sage Intacct bill payment General Ledger entry will be created at the time of payment submission, not when the payment is marked as **Completed**. If your bank reports a payment failure, we will update the status in the History page to **Failed** and attempt to reverse the initial Vendor Bill Payment accounting entry.

Pending Statuses for payments:

- **SENT FOR PROCESSING:** This status indicates that the payment has been processed through the plugin but has not yet reached the bank.
- **PROCESSING:** This status indicates that the payment has been approved (if using the Payment Approval product) and has reached the bank.

A terminal payment status is a final status. In most scenarios, payments will not automatically change from this status without intervention. Contact HSBC Support if you need assistance.

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: Payment Status, PaymentID (referenceID), Payment Date, Vendor Name, Number of Bills in the payment request, Total Amount, Currency, Payment Method, and Last Updated.

Payments

Pay Bills

History

Showing 1 - 6 of 6

Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
>	10241ba8-883a-462b-9169-c2b4c4c356d Last Updated: 2026-03-02 at 3:29:46 PM	Specialty Business Equipment 20028	Check Vendor Record Address	1	Mar 2, 2026	7,000.00 USD
>	a1075b14-45d8-4b02-93a6-7355dcb6584 Last Updated: 2026-03-02 at 3:29:31 PM	National Grid 20004	Check Vendor Record Address	1	Mar 2, 2026	2,400.00 USD
>	7b4a1ba8-9b42-4296-b05f-cad16af4feb Last Updated: 2026-03-02 at 3:29:31 PM	Summit Motors 20004	Check Vendor Record Address	1	Mar 2, 2026	55,000.00 USD
>	2306a239-219d-4a07-b47b-a13450ae8583 Last Updated: 2026-03-02 at 3:29:28 PM	Boston Properties 20002	Check Vendor Record Address	1	Mar 2, 2026	50,000.00 USD
>	62e93bf8-1dce-491a-a3c8-07348d87890 Last Updated: 2026-03-02 at 3:29:31 PM	Neighborhood Printers 20009	Check Vendor Record Address	1	Mar 2, 2026	15,000.00 USD
>	10241ba8-883a-462b-9169-c2b4c4c356d Last Updated: 2026-03-02 at 3:29:46 PM	Specialty Business Equipment 20028	Check Vendor Record Address	1	Mar 2, 2026	7,000.00 USD

Payment-related information

A payment request can contain multiple bills. To see that information, click the arrow on the left side. This brings down the bill-focused tab, which includes: Bill Number, Due Date, Bill Amount, Amount Due, Credit Used, Discount Used, and Amount Paid.

Payments

Pay Bills

History

Showing 1 - 7 of 7

Show Filters

STATUS	PAYMENT ID	VENDOR	PYMT. METHOD	BILLS	PAYMENT DATE	AMOUNT
>	4893f816-23d1-49c2-9e45-075d6d8e04c Last Updated: 2026-03-02 at 3:35:42 PM	Kristofferson Consulting 20004	Check Vendor Record Address	2	Mar 2, 2026	75,000.00 USD
Transaction ID: 1772494542 Submitted By: COMPLETED Submitted On: March 02, 2026 at 3:35:37 PM Status: Request fulfilled successfully View Action Log						
BILL NUMBER	DUE DATE	BILL AMOUNT	AMOUNT DUE	CREDITS USED	DISCOUNT USED	AMOUNT PAID
Internal ID: 1231 Payment ID: 1563	2026-08-22	\$50,000.00 USD	\$50,000.00 USD	\$0.00 USD	\$0.00 USD	\$50,000.00 USD
Internal ID: 1232 Payment ID: 1563	2026-02-28	\$25,000.00 USD	\$25,000.00 USD	\$0.00 USD	\$0.00 USD	\$25,000.00 USD

Bill-related information

At the top right of the listed bills, click the **View Action Log** button to view the progress of the payment and related actions.

Payment ID: 4893f816-23d1-49c2-9e45-07da668e04c

Action Log

View the status progress for this payment:

VENDOR:
Kristofferson Consulting
 20014

AMOUNT:
\$75,000.00
 USD

Completed

Request fulfilled successfully
 Mar 2, 2026 - 3:35:42 PM PST

Validation Passed

Payment Request passed internal validation
 Mar 2, 2026 - 3:35:42 PM PST

Sent To Processing

Request being processed
 Mar 2, 2026 - 3:35:42 PM PST

Received

Close

[View Action Log](#)

TIP: If you are looking for a specific bill, you can enter its Bill Number in the Payment ID/Bill Number filter. This will bring all the payments related to that specific bill.

3.3.1.1.3. Customizable Columns and Filters (Intacct)

Customizable Columns and Filters help you personalize the Pay Bills table to focus on the information most relevant to your workflow. Customize which bill fields display in your table and apply filters to narrow the list to specific bills. Your customizations save to your user profile and persist across sessions.

NOTE: If you can access Pay Bills, you can customize columns and filters. No additional permissions are required.

Customizing Columns

Use the column customization panel to control which bill fields display in your table and their order.

1 Opening the Column Panel

Navigate to **Payments** → **Pay Bills**

Click **Customize Columns** in the table toolbar

Payments MyBank version: 2026.8.1.0

Insights Pay Invoices History

Not all invoices were processed successfully. Click the error icon on each invoice for details. [View all Failed Invoices](#)

LAST UPDATED: Invoices: 8 minutes ago

NOTE: To manage vendor records and preferences, go to the [Payment Methods](#) page.

OPEN INVOICES 2315 FAILED INVOICES 8

Showing: 1 - 200 of 2315 1 of 12

Customize Columns

Schedule Payments Start Payment Run

INVOICE NUMBER	INVOICE ID	DUE DATE	VENDOR	ORIG. AMOUNT	AMT. DUE	CREDITS APPLIED
☐ QABILL-1786750987242	112772	Aug 31, 2026	QAW test 1 V00090	\$451.58 CAD	\$451.58 CAD	\$0.00 CAD
☐ QABILL-1786998231357	112796	Aug 31, 2026	QAW test 1 V00090	\$451.58 CAD	\$451.58 CAD	\$0.00 CAD
☐ QABILL-1787765730929	112950	Aug 31, 2026	QAW test 1 V00090	\$451.58 CAD	\$451.58 CAD	\$0.00 CAD
☐ QABILL-1785975660444	112541	Aug 31, 2026	QAW test 1 V00090	\$300.64 USD	\$300.64 USD	\$0.00 USD
☐ QABILL-1787844592598	113000	Aug 31, 2026	QAW test 1 V00090	\$15.02 CAD	\$15.02 CAD	\$0.00 CAD
☐ QABILL-1787159329519	112835	Aug 31, 2026	QAW test 1 V00090	\$451.58 CAD	\$451.58 CAD	\$0.00 CAD
☐ QABILL-1787159329519	112835	Aug 31, 2026	QAW test 1 V00090	\$451.58 CAD	\$451.58 CAD	\$0.00 CAD

Accessing Customize Columns

Panel sections:

- **Additional Columns (left):** Fields available to add to your table
- **Selected Columns (right):** Currently displayed fields in display order
- **Total counter:** Shows selected columns out of 30 maximum

Columns marked with a lock icon (🔒) are required and cannot be removed or moved.

Customize Columns Reset To Default

Add columns from the **Additional** list to the **Selected** one. Drag items in the Selected list or use the arrow keys to reorder them. Please note that locked columns (🔒) cannot be removed.

ADDITIONAL COLUMNS

Search...

Showing: 5 Columns

- Billing Address
- Modified Date
- Remittance
- Vendor Combined Invoices
- Vendor Payment Options

SELECTED COLUMNS Total: 13/30

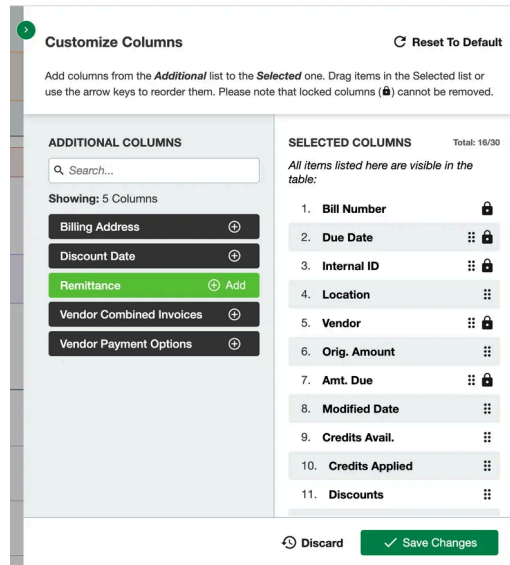
All items listed here are visible in the table:

- Invoice Number 🔒
- Invoice ID 🔒
- Due Date 🔒
- Vendor 🔒
- Orig. Amount 🔒
- Amt. Due 🔒
- Credits Applied 🔒
- Discounts 🔒
- Disc. Due Date 🔒
- Posting Descript... 🔒
- Invoice Date 🔒
- To Pay 🔒
- Payment Method 🔒

Customize Columns Panel

2 Adding Columns

1. **Locate the field** in Additional Columns
 - Use the search box to filter by name
 - Browse the complete list
2. Click the **+** icon next to the column name or **Drag and Drop** the column to your preferred order in the Selected list
3. **Repeat** to add multiple columns



Add Columns

4. Click **Save Changes** to apply

NOTE: Only certain columns are supported to customize your Pay Bills table view. Custom fields and user-defined dimensions are not yet available.

4 Reordering Columns

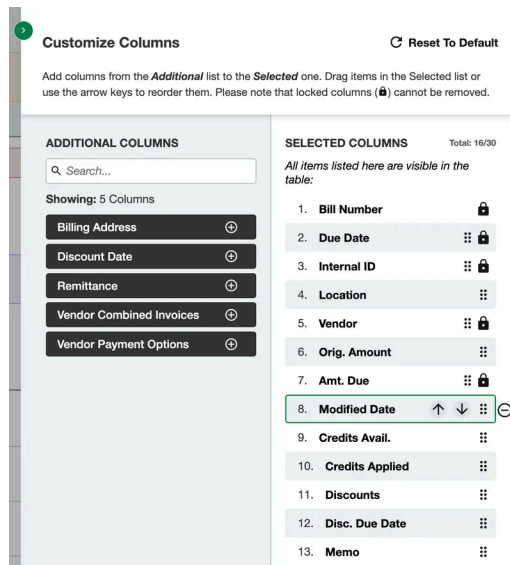
Change the display order of columns using either method:

Drag and Drop:

1. Hover over the field in Selected Columns
2. Click and hold the drag handle (: :)
3. Drag up or down to the desired position
4. Release when positioned correctly
5. Click **Save Changes**

Arrow Controls:

1. Hover over the field in Selected Columns
2. Click ↑ to move left in the table
3. Click ↓ to move right in the table
4. Click **Save Changes**



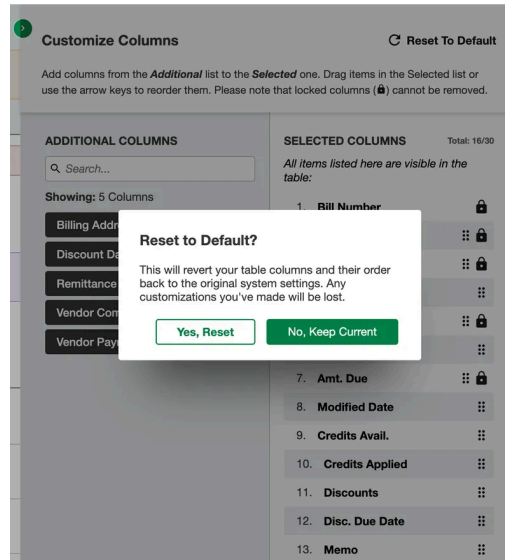
Reorder Columns

NOTE: Locked columns cannot be reordered.

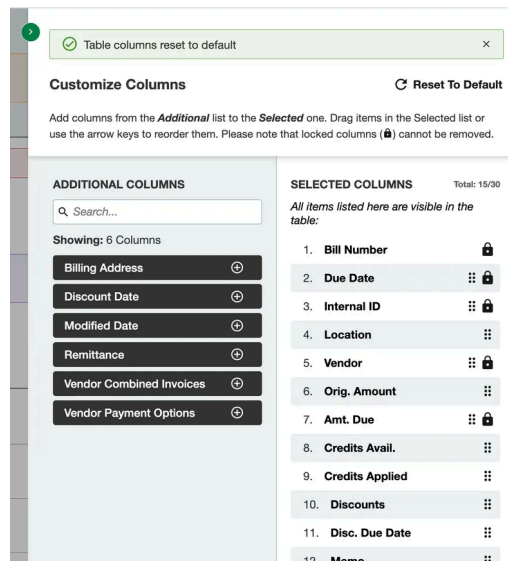
5 Resetting to Default

1. Click **Reset to Default** in the panel header
2. **Confirm** the reset

Your columns return to the standard Intacct layout and save automatically.



Reset to Default



Reset to Default Completed

Column Limitations

- **Maximum 30 columns** can be selected
- **Required columns** (🔒) cannot be removed or moved
- **Column width** is automatically determined and cannot be adjusted
- **User-specific** settings do not transfer to other users
- **Standard fields only** - custom fields and dimensions are not supported

- **Location visibility** - appears only with multi-entity enabled
-

Customizing Filters

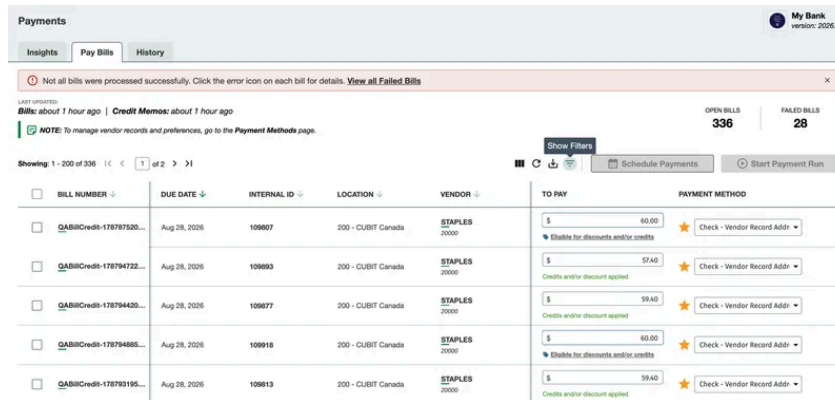
Use filters to show only bills matching specific criteria. Filters apply immediately without requiring a save action.

1 Opening the Filter Panel

Navigate to **Payments** → **Pay Bills**

Click **Filters** in the toolbar (top right)

The filter panel opens from the right side of the screen.

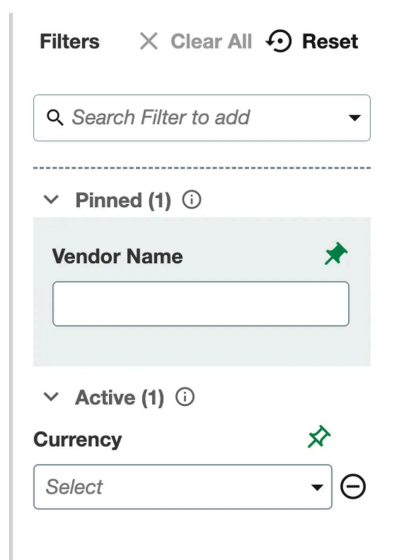


BILL NUMBER	DUE DATE	INTERNAL ID	LOCATION	VENDOR	TO PAY	PAYMENT METHOD
☐ QABICredit-178767520...	Aug 28, 2026	109807	200 - CUBIT Canada	STAPLES 20000	\$ 60.00 Eligible for discounts and/or credits	★ Check - Vendor Record Addr
☐ QABICredit-178794722...	Aug 28, 2026	109893	200 - CUBIT Canada	STAPLES 20000	\$ 57.60 Credits and/or discount applied	★ Check - Vendor Record Addr
☐ QABICredit-178794420...	Aug 28, 2026	109877	200 - CUBIT Canada	STAPLES 20000	\$ 59.40 Credits and/or discount applied	★ Check - Vendor Record Addr
☐ QABICredit-178794865...	Aug 28, 2026	109816	200 - CUBIT Canada	STAPLES 20000	\$ 60.00 Eligible for discounts and/or credits	★ Check - Vendor Record Addr
☐ QABICredit-178793165...	Aug 28, 2026	109813	200 - CUBIT Canada	STAPLES 20000	\$ 59.40 Credits and/or discount applied	★ Check - Vendor Record Addr

Show Filters

Panel sections:

- **Search dropdown:** Add new filters
- **Pinned section:** Saved filters that appear every session
- **Active section:** Temporary filters for current session
- **Clear All / Reset buttons:** Manage filter values



Filters
✕ Clear All
↺ Reset

▼ Pinned (1) ⓘ

Vendor Name

▼ Active (1) ⓘ

Currency

Filters Panel

2 Adding Filters

1. **Click the search dropdown** (Search Filter to add)
2. **Type** to find a filter or scroll the list
3. **Click the filter name** to add it
4. The filter appears in **Active section**
5. **Enter your criteria** in the filter control

The table updates immediately as you enter values.

Filters
✕ Clear All
↺ Reset

▼ Active (1)
ⓘ

Vendor Name
✚

⊖

Adding Filters

3 Pinning Filters

Pin frequently-used filters to save their structure (not values) to your profile.

To pin a filter:

1. **Locate the filter** in Active section
2. **Hover** over the filter
3. **Click the pin icon** (📌)
4. Filter moves to **Pinned section**

Filters
✕ Clear All
↺ Reset

▼ Pinned (1) ⓘ

Vendor Name
📌

▼ Active (1) ⓘ

Currency
📌

⊖

Pinned Filter

IMPORTANT: Pinned filters save filter field only. Values are cleared when you close the panel and must be re-entered each session.

Maximum 15 pinned filters.

To unpin a filter:

1. **Locate the filter** in Pinned section
2. **Hover** over the filter
3. **Click the pin icon** (📌)
4. Filter moves to Active section and values clear

4 Clear All vs Reset

Clear All:

- Removes all filter values
- Keeps filters visible
- Use to apply different criteria with same filters

Reset:

- Removes all active filters
- Clears pinned filter values (structure remains)
- Use to return to baseline

FAQs

✓ Do my settings save when I log out?

Column layouts save completely. Pinned filter fields saves, but values are cleared.

✓ Can other users see my customizations?

No. Settings are user-specific.

✓ Why can't I remove certain columns?

Required columns (🔒) are essential for bill processing and cannot be removed.

✓ Can I add custom Intacct dimensions like Department or Project?

No. Only certain standard Intacct fields are supported.

✓ What's the difference between Clear All and Reset?

Clear All removes values but keeps filters. Reset removes active filters and clears pinned values.

✓ How do multiple filters work together?

All criteria must match (AND logic).

3.3.1.1.4. Managing Vendor Payment Methods (Intacct)

Manage vendor payment methods more efficiently on the Payment Methods page. This guide covers how to update vendor bank accounts, addresses, settings and email groups.

✓ Vendor Health Alert

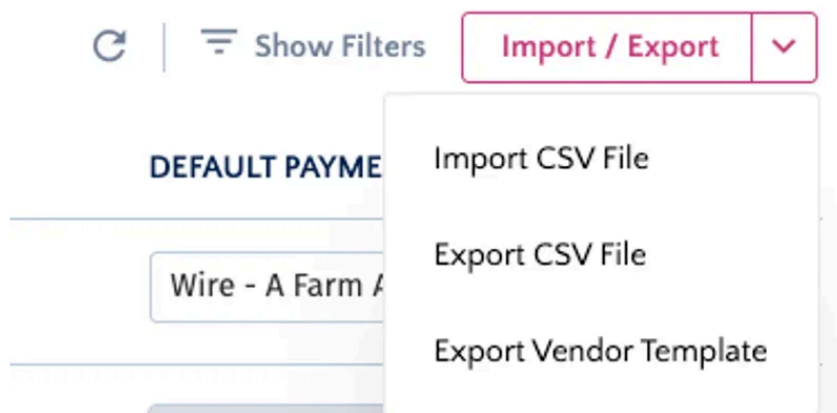
If any vendors are missing a default payment method, you will see an alert at the top of the page: "[x] vendors are missing a default payment method."

Addressing this ensures smoother payment runs.

✓ Vendor Template

You can easily add new vendor payment methods in bulk.

At the top right of the page, click the **Import/Export** dropdown and select **Export Vendor Template**. This downloads a blank, pre-formatted template.



Export Vendor Template

Fill out this template with the bank accounts, addresses, or email information for your vendors.

Return to the **Import/Export** menu and select **Import** to upload your completed file.

Quick Actions

You can manage the following settings for any vendor directly from the main list:

- **Exclude Bills:** Enable this toggle to prevent a vendor's bills from appearing on the Payments page in the HSBC Integrator.
- **Combined Bills:** Enable this to consolidate all approved bills for a vendor into a single payment.
- **Remittance:** Enable this to automatically send an email remittance advice to the vendor upon payment.

EXCLUDE BILLS	COMBINED BILLS ⚙	REMITTANCE ⚙
☒	☐	☐
☐	☒	☒
☒	☐	☐
☐	☒	☐
☒	☐	☐
☐	☒	☒

Quick Actions (Grid Toggles)

Accessing Vendor Payment Information

Navigate to the HSBC Integrator menu and select **Payment Methods** for an overview of your vendors and their payment information.

Click any vendor row to open the vendor details panel, where you can add payment information or configure specific settings.

Payment Methods							
NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	REMITTANCE	PAYMENT METHODS	DEFAULT PAYMENT METHOD
AEC Company 20222	ac@aec.com	Seattle, WA US	☐	☒	☒	ACH ✓ Check ✓ Wire	Check - Vendor Record Addr
Agraria Farm Technology 20207	ag@agraria.com	Campo Magno, Paraná BR	☐	☒	☒	Check ✓ Wire	Wire - A Farm Account
AEC Consulting 20208	-	Shanghai, Shanghai CN	☐	☒	☒	ACH ✓ Check ✓ Wire	Check - Vendor Record Addr
Bob's Burgers 20208	-	Sacramento, CA US	☐	☒	☐	ACH ✓ Check	ACH - US Account (****2010)
CCWASTE 20209	-	Seattle, WA US	☐	☒	☒	ACH ✓ Check ✓ Wire	ACH - Checking Account
Codert 20202	ah@codert.com	Jaffer Ali Bagh-Somajguda IN	☐	☒	☒	Check	Check - Vendor Record Addr
Cardell New York 20208	-	Long Island City, NY US	☐	☒	☐	ACH ✓ Check ✓ Wire	Wire - US Account (****4220)
HelioEarth 20209	-	US	☐	☒	☒	ACH ✓ Wire	ACH - Vendor Record Bank A

Payment Methods Page

The panel is organized into **Payment Methods** on the left (where you add information) and **Settings** on the right (where you configure preferences).

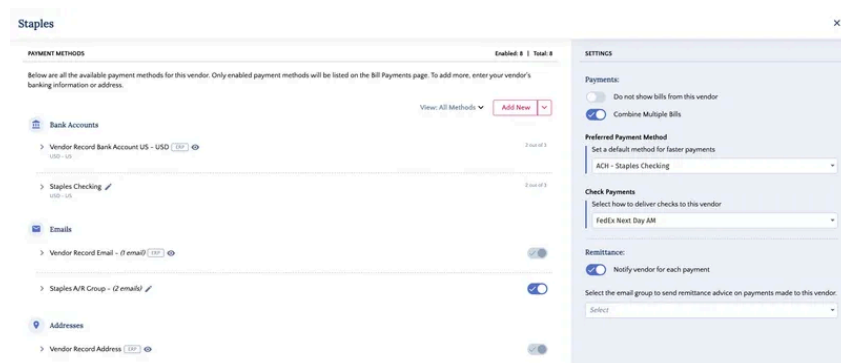
3.3.1.1.4.1. Managing Vendor Payment Methods (Intacct)

Manage vendor payment information more efficiently on the Payment Methods page. This guide covers how to update vendor bank accounts, addresses, settings, and email groups. Vendor Record Approvals can be configured to require authorization for changes to vendor banking data, enable this by following the **Vendor Approvals** page. This approval process ensures data accuracy, enhances security and enables an audit trail of all changes.

Accessing Vendor Payment Information

Navigate to the HSBC Integrator menu and select **Payment Methods** for an overview of your vendors and their payment information.

Click any vendor row to open the vendor details panel, where you can add payment information or configure specific settings.



Vendor Details Panel

The panel is organized into **Payment Methods** on the left (where you add information) and **Settings** on the right (where you configure preferences).

Natively Stored Payment Information

Any bank accounts, addresses, or emails stored natively in your ERP will be imported automatically. These records are identified by the **ERP** icon next to the label.

PAYMENT METHODS

Enabled: 4 | Total: 4

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

View: All Methods

Add New

Bank Accounts

> Vendor Record Bank Account US - USD

USD - US

2 out of 3

Emails

> Vendor Record Email - (f email)

Addresses

> Vendor Record Address

Natively Stored Information Synced

These details are not editable within the plugin. To modify this information, you must make the changes directly within your ERP's vendor record. The updates will then sync to the plugin.

Staples: Address

Vendor Record Address

Country: Angola

NOTE: This information was added to the vendor within Intacct. To make changes to this record, please update your [vendor's information](#) in your accounting system.

Label*

Vendor Record Address

Address Line 1

675 3rd Avenue

Address Line 2 (Optional)

Enter address line 2

Country/Region Code

Angola

City

New York

State/Province

VC

Postal Code

10017

View Natively Stored Information

Managing Bank Accounts

Use the vendor details panel on the Payment Methods page to add, update, or delete vendor bank account information.

Adding a Bank Account

From the vendor details panel, follow these steps to add a new bank account for your vendor.

1 Add New Bank Account

Click on the **Add New** button in the **Payment Methods** pane and select **Bank Account**.

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

New Bank Account

(Step 1 of 2)

Select your vendor's country and currency to continue.

Country

 United States of America (the) ✕ ▼

Currency

 USD ✕ ▼

Cancel

Continue To Details →

Select Country and Currency

2 Add Account Details

Fill in the required banking information (e.g., Routing Number, Account Number) and provide a unique **Label** for easy identification.

Account Details

(Step 2 of 2)

 USD - United States of America

Enter your vendor's account details to enable additional payment methods

General

Account Label (Optional)

Staples Checking

Type

Checking ✕ ▼

Receiving Account Number

64778513

Creditor Agent BIC/Swift Code

Enter creditor agent bic/swift code

Bank Routing Number

050353001

IBAN

Enter iban

Receiving Bank Details

Bank Name

My Bank Corp.

Cancel

← Back To Prev. Step

✓ Validate Payment Rail Eligibility

Enter Bank account details

3 Add Intermediary Bank Details

You can also add intermediary bank information. An intermediary bank account is used when making international payments to countries with which your bank may not have a direct relationship.

To add this information, click the **Intermediary Bank** toggle.

Need an intermediary bank? ⓘ
☐

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

Enable Intermediary Bank

Once enabled, you can enter the intermediary bank account information.

Need an intermediary bank? ⓘ
☒

Enter the intermediary bank account details to enable payments to this account

BANK ACCOUNT DETAILS

Bank Name Enter bank name	Account Label Enter account label
Receiving Account Number Enter receiving account number	Routing Number Enter routing number
Account Number Enter account number	BIC/SWIFT Code Enter bic/swift code
Local Branch Code Enter local branch code	Institution Number Enter institution number

Intermediary Bank details

4 Validate Payment Rail Eligibility

After you have added all required information, click **Validate Payment Rail Eligibility**.

The system will verify that the information is formatted correctly for the available payment types.

Once validation is successful, click **Save Account**. The new account will then appear in the Bank Accounts list.

Rail Validation Complete

Payment rail eligibility validation for your vendor's account **Staples Checking** is complete. The following payment methods are available for paying Staples to this account.

ACH	☒
Wire	☒

✓ Save Account

Payment Rail Validated

IMPORTANT: This step validates the format of the data, not its accuracy. Please ensure all account numbers are entered correctly.

Edit a Bank Account

To edit a bank account for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Bank Account Details

In the **Payment Methods** pane, find the bank account you wish to edit and click on the pen icon next to it.

ConEd New York

PAYMENT METHODS Enabled: 2 | Total: 2

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

View: All Methods Add New

Bank Accounts

> US Account (****4321) 

USD - USD 1 out of 1

Edit a Bank Account

The bank account details will appear as a pop-up.

ConEd New York: Bank Account ×

 **US Account (****4321)** Delete Account

Country: United States of America | Currency: USD

General

Account Label (Optional)	Type
US Account (****4321)	Checking
Receiving Account Number	Creditor Agent BIC/Swift Code
987654321	Enter creditor agent bic/swift code
Bank Routing Number	IBAN
643647575	Enter iban

Receiving Bank Details

Bank Name

Cancel ✓ Validate Payment Rail Eligibility

Vendor Bank Account Pop-Up

2 Update Bank Account Details

Make your required changes (e.g., update the Account Number, Routing Number, or Label).

3 Validate and Save

Click **Validate Payment Rail Eligibility** to re-verify the new details.


ConEd New York: Bank Account




US Account (**4321)**


Delete Account

Country: United States of America | Currency: USD

General

Account Label (Optional)
US Account (****4321)

Type
Checking

Receiving Account Number
587654321

Creditor Agent BIC/Swift Code
Enter creditor agent bic/swift code

Bank Routing Number
643647574

IBAN
Enter iban

Receiving Bank Details

Bank Name
My Bank Corp.

Cancel


Validate Payment Rail Eligibility

Re-Validate Payment Rail Eligibility

Once validated, click **Save Account**.


ConEd New York: Bank Account




US Account (**4321)**


Delete Account

Country: United States of America | Currency: USD

Rail Validation Complete

Payment rail eligibility validation for your vendor's account **US Account (****4321)** is complete. The following payment methods are available for paying ConEd New York to this account.

ACH




Save Account

Save Account

Delete a Bank Account

To delete a bank account for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Bank Account Details

In the **Payment Methods** pane, find the bank account you wish to edit and click on the pen icon next to it.

ConEd New York

PAYMENT METHODS Enabled: 2 | Total: 2

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

View: All Methods Add New

Bank Accounts

> US Account (****4321) 

USD - US 1 out of 1

Edit a Bank Account

The bank account details will appear as a pop-up.

ConEd New York: Bank Account ×

 **US Account (****4321)** Delete Account

Country: United States of America | Currency: USD

General

Account Label (Optional)	Type
US Account (****4321)	Checking ×
Receiving Account Number	Creditor Agent BIC/Swift Code
987654321	<i>Enter creditor agent bic/swift code</i>
Bank Routing Number	IBAN
643647575	<i>Enter iban</i>

Receiving Bank Details

Bank Name

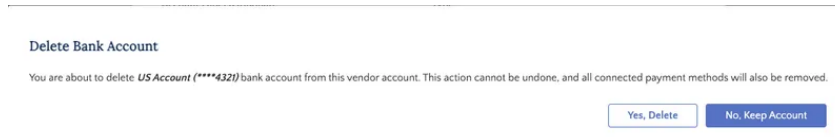
My Bank Corp.

Cancel ✓ Validate Payment Rail Eligibility

Bank Account Pop-Up

2 Delete Account

Click **Delete Account** on the top right of the pop-up. A prompt will appear. Click **Yes, Delete** to permanently remove the bank account from the HSBC Integrator.



Delete Bank Account Pop-Up

NOTE: Deleting the **Default Payment Method** will leave the vendor without a default. You must then set a new one. You can do this either:

- Directly in the **Default Payment Method** column on the main vendor list, **OR**
- By clicking the vendor and using the **Preferred Payment Method** dropdown on the right side of the details panel.

Managing Addresses

Use the vendor details panel on the Payment Methods page to add, update, or delete vendor address information.

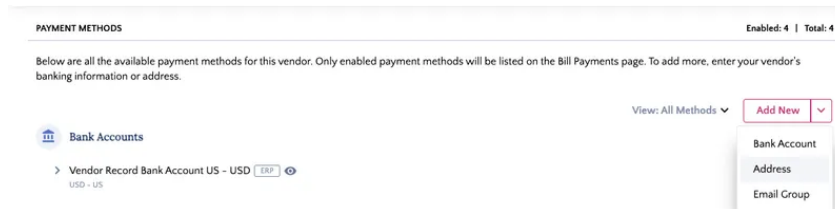
NOTE: If the Check payment method is not enabled in the plugin, the option to add an address will not be visible. Addresses are only required for Check payments.

Adding an Address

To add vendor mailing addresses, follow these steps.

1 Add New Address

Click the **Add New** button in the **Payment Methods** pane and select **Address**.



PAYMENT METHODS Enabled: 4 | Total: 4

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

Bank Accounts

- > Vendor Record Bank Account US - USD ERP

View: All Methods Add New

- Bank Account
- Address**
- Email Group

Click 'Address'

2 Add Address Details

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

Add New Address

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

Label*

Staples HQ

Address Line 1

515 Clarke Blvd

Address Line 2 (Optional)

Enter address line 2

Country/Region Code United States of America × **City** Seattle

State/Province Washington × **Postal Code** 98040

Cancel Add New Address

Add Address Information

Edit an Address

To edit a bank account for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Address Details

In the **Payment Methods** pane, find the address you wish to edit and click on the pen icon next to it.

Staples

PAYMENT METHODS Enabled: 4 | Total: 4

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

View: All Methods Add New

Bank Accounts

> Vendor Record Bank US - USD ESP 0 out of 1

Addresses

> Vendor Record Address ESP 0 out of 1

> Staples HQ ESP 0 out of 1

Edit an Address

The address details will appear as a pop-up.

Staples: Address ×

Staples HQ Delete Address

Country: United States of America

Label*

Staples HQ

Address Line 1

515 Clarke Street

Address Line 2 (Optional)

Enter address line 2

Country/Region Code × **City**

United States of America Seattle

State/Province × **Postal Code**

Washington 98040

Cancel Save Changes

Update and Save Changes

2 Update Address

Update the address fields as needed and click **Save Changes**.

Delete an Address

To delete an address for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Address Details

In the **Payment Methods** pane, find the bank account you wish to edit and click on the pen icon next to it.

Staples

PAYMENT METHODS

Enabled: 4 | Total: 4

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

View: All Methods

Add New

Bank Accounts

> Vendor Record Bank US - USD

USD - US

0 out of 1

Addresses

> Vendor Record Address

0 out of 1

> Staples HQ

0 out of 1

Edit an Address

The bank account details will appear as a pop-up.

Staples: Address

Staples HQ

Country: United States of America

Delete Address

Label*

Staples HQ

Address Line 1

515 Clarke Blvd

Address Line 2 (Optional)

Enter address line 2

Country/Region Code

United States of America

City

Seattle

State/Province

Washington

Postal Code

98040

Cancel

Save Changes

Address Pop-Up

2 Delete Address

Click **Delete Address** on the top right of the pop-up. A prompt will appear. Click **Yes, Delete** to permanently remove the address from the HSBC Integrator.

Delete Address

You are about to delete *Staples HQ* address from this vendor account. This action cannot be undone, and all connected payment methods will also be removed.

Yes, Delete

No, Keep Address

Delete an Address Pop-Up

Managing Email Groups

Group email recipients to manage your remittance more efficiently. You can add, update, or delete these groups directly on the Payment Methods page.

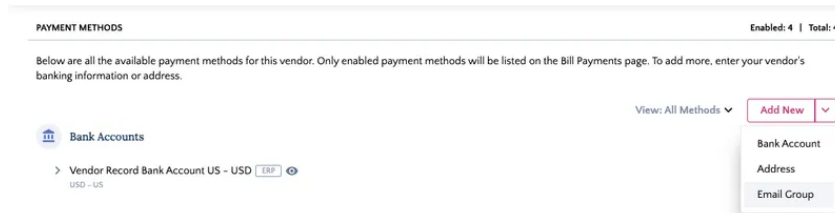
NOTE: Email groups are available with the Remittance Advice product.

Adding Email Groups

To add an email group for remittance, follow these steps.

1 Add New Email Group

Click the **Add New** button in the **Payment Methods** pane and select **Email Group**.



Click 'Email Group'

2 Add Email Recipients

Add your recipients' email addresses to the **Emails** field. You can add up to 5 emails by clicking "Enter" after each entry.

Add a unique **Label** and **Group Name**.

Add Email Group

Virtual card payments require one designated email address. Please enter it below.

Group Name

Staples A/R Group

Emails

mwood@staples.com x smann@staples.com x

Enter email addresses

* Enter up to 5 email addresses separated by commas

Cancel

Add Email Group

Add Email Group

After that, click **Add Email Group**. This group can now be selected in the **Settings** pane of the vendor details panel to receive remittance emails.

Edit Email Groups

To edit an email group for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Email Group Details

In the **Payment Methods** pane, find the email group you wish to edit and click on the pen icon next to it.



Staples

PAYMENT METHODS Enabled: 4 | Total: 4

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

View: All Methods Add New

Bank Accounts

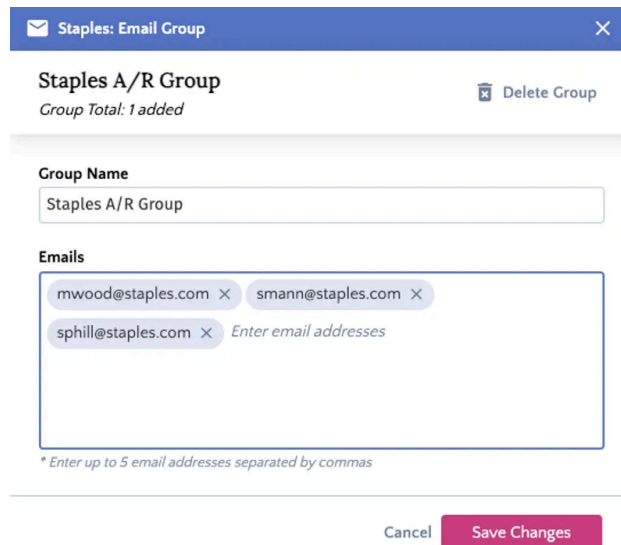
- > Vendor Record Bank US - USD USD - US 0 out of 1

Emails

- > Vendor Record Email - (1 email) 1 of 1
- > Staples A/R Group - (2 emails) 2 of 2

Edit an Email Group

The email group details will appear as a pop-up.



Staples: Email Group

Staples A/R Group Delete Group

Group Total: 1 added

Group Name

Staples A/R Group

Emails

mwood@staples.com x smann@staples.com x

sphil@staples.com x Enter email addresses

* Enter up to 5 email addresses separated by commas

Cancel Save Changes

Update and Save Changes

2 Update Email Group Details

Update the email recipients or group name as needed and click **Save Changes**.

Delete Email Groups

To delete an email group for a vendor, navigate to the vendor's detail panel and follow these steps.

1 Open Email Group Details

In the **Payment Methods** pane, find the bank account you wish to edit and click on the pen icon next to it.

Staples

PAYMENT METHODS Enabled: 4 | Total: 4

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

View: All Methods Add New

Bank Accounts

- > Vendor Record Bank US - USD ESP 0 out of 1

Emails

- > Vendor Record Email - (1 email) ESP
- > Staples A/R Group - (2 emails) ESP

Edit an Email Group

The email group details will appear as a pop-up.

Staples: Email Group ✕

Staples A/R Group Delete Group

Group Total: 0 added

Group Name

Staples A/R Group

Emails

mwood@staples.com ✕ smann@staples.com ✕

Enter email addresses

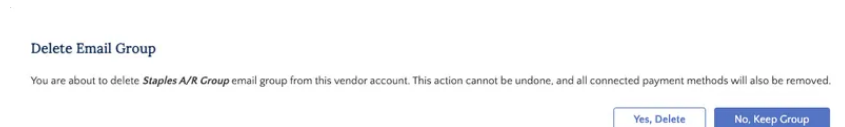
* Enter up to 5 email addresses separated by commas

Cancel Save Changes

Email Group Pop-Up

2 Delete Email Group

Click **Delete Group** on the top right of the pop-up. A prompt will appear. Click **Yes, Delete** to permanently remove the email group from the HSBC Integrator.



'Delete Email Group' Pop-UP

Configuring Vendor Settings

In the **Settings** pane on the right side of the vendor details panel, you can configure the vendor's payment preferences with the following toggles:

- **Do not show bills from this vendor:** Toggle this on to exclude all bills for this vendor from the Payments page in the plugin.
- **Combine Multiple Bills:** Toggle this on to consolidate multiple bills for the same payment method into a single payment.
- **Notify vendor for each payment:** Toggle this on to enable remittance advice emails. Once enabled, select an **Email Group** from the dropdown menu below it.

Finally, select a **Preferred Payment Method** from the dropdown. This will populate as the default for every bill for this vendor on the **Pay Bills** page and can be updated at any time.

3.3.1.1.4.2. Enabling Combined Bills (Intacct)

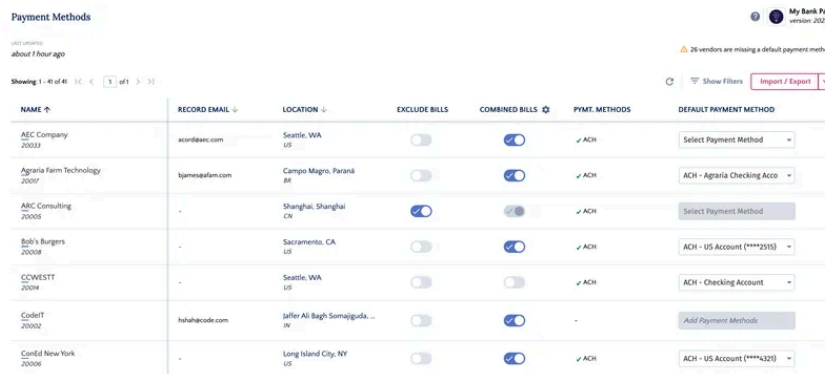
Simplify your payments by using the Combined Bills option for vendors, which allows you to group multiple bills into a single payment.

Enable Combined Bills for Vendors

Follow these steps to learn how to enable Combined Bills for your vendors.

1 Navigate to Payment Methods

From anywhere in your ERP, navigate to the HSBC Integrator menu and select **Payment Methods** to open the page.



NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PAYM. METHODS	DEFAULT PAYMENT METHOD
AEC Company 20033	word@aec.com	Seattle, WA US	☐	☒	✓ ACH	Select Payment Method
Agraria Farm Technology 20007	bjames@afarm.com	Campo Magro, Paraná BR	☐	☒	✓ ACH	ACH - Agraria Checking Acco
ABC Consulting 20005	-	Shanghai, Shanghai CN	☒	☐	✓ ACH	Select Payment Method
Bob's Burgers 20008	-	Sacramento, CA US	☐	☒	✓ ACH	ACH - US Account (****2515)
CCWESTT 20004	-	Seattle, WA US	☐	☐	✓ ACH	ACH - Checking Account
CoderIT 20002	hshah@code.com	Jaffer Ali Bagh, Sonoma, CA IN	☐	☒	-	Add Payment Method
ConEd New York 20006	-	Long Island City, NY US	☐	☒	✓ ACH	ACH - US Account (****4320)

Payment Methods Page

2 Enable Combine Bills/Invoices

Once the Payment Methods page loads, click on the **gear icon** placed next to the **Combined Bills/Invoices**.

Payment Methods

LAST UPDATED: 19 minutes ago

Showing 1 - 41 of 41

26 vendors are missing a default payment method

Show Filters Import / Export

NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PYMT. METHODS	DEFAULT PAYMENT METHOD
ABC Company 20013	acord@abc.com	Seattle, WA US	☐	☒	ACH	Select Payment Method
Agria Farm Technology 20007	l.james@agria.com	Campos Magros, Paraná BR	☐	☒	ACH	ACH - Agria Checking Acct
ABC Consulting 20005	-	Shanghai, Shanghai CN	☒	☐	ACH	Select Payment Method
Bob's Burgers 20008	-	Sacramento, CA US	☐	☒	ACH	ACH - US Account (****2915)
CCWESTT 20004	-	Seattle, WA US	☐	☒	ACH	ACH - Checking Account
Codent 20002	hahaj@codent.com	Jaffer Ali Bagh Somajiguda, ... IN	☐	☒	-	Add Payment Method
Cordell New York 20006	-	Long Island City, NY US	☐	☒	ACH	ACH - US Account (****4321)

Click on the Gear Icon

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


Mass Update Settings

Combine Bills

Enable or disable the Combine Bills feature for vendors and select the location where you would like these changes to be applied.

☒ Enable Combine Bills for **All Vendors**

Location:

☒ On this page only
☐ Across all pages

 Please note that all newly added vendors will have this combine bills option disabled by default. To enable it, you can either rerun this process or manually activate the option for each vendor.

Cancel
Update Changes

Pick an Option

If you choose to enable this for all vendors, you will need to make updates for any new vendors that are created in the future.

Mass Update Settings

Combine Bills

Enable or disable the Combine Bills feature for vendors and select the location where you would like these changes to be applied.

☒ Enable Combine Bills for All Vendors

Location:

☐ On this page only

☒ Across all pages

i Please note that all newly added vendors will have this combine bills option disabled by default. To enable it, you can either rerun this process or manually activate the option for each vendor.

Cancel

Update Changes

Update Changes

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

3 Disable Combine Bills/Invoices

The page will refresh, and all the toggles will be updated to match the status you selected. From this page, you can disable a specific vendor or do a bulk edit using the above step.

Payment Methods						
LAST UPDATED 19 minutes ago Showing 1 - 6 of 6 1 2 3 26 vendors are missing a default payment method Show Filters Import / Export						
NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PYMT. METHODS	DEFAULT PAYMENT METHOD
AEC Company 20033	acorn@aec.com	Seattle, WA US	☐	☒	✓ ACH	Select Payment Method
Agaria Farm Technology 20097	hgame@afarm.com	Campo Magro, Paraná BR	☐	☒	✓ ACH	ACH - Agaria Checking Accto
ABC Consulting 20005	-	Shanghai, Shanghai CN	☒	☐	✓ ACH	Select Payment Method
Bob's Burgers 20008	-	Sacramento, CA US	☐	☒	✓ ACH	ACH - US Account (****2915)
CCWESTT 20004	-	Seattle, WA US	☐	☒	✓ ACH	ACH - Checking Account
CodyIT 20002	hshah@cody.com	Jaffer Ali Bugh Somajiguda IN	☐	☒	-	Add Payment Methods
ConEd New York 20006	-	Long Island City, NY US	☐	☒	✓ ACH	ACH - US Account (****4321)

Combined Bills/Invoices Enabled

Exclude Bills from Vendors

You can also exclude bills from certain vendors from being displayed on the Payments page.

1 Navigate to Payment Methods

From anywhere in your ERP, navigate to the HSBC Integrator menu and select **Payment Methods** to open the page.

Payment Methods

LAST UPDATED about 1 hour ago

26 vendors are missing a default payment method

Showing 1 - 41 of 41

NAME	RECORD EMAIL	LOCATION	EXCLUDE BILLS	COMBINED BILLS	PYMT. METHODS	DEFAULT PAYMENT METHOD
ABC Company 20033	acord@abc.com	Seattle, WA US	☐	☒	ACH	Select Payment Method
Agraria Farm Technology 20007	bjames@agfarm.com	Campo Magro, Paraná BR	☐	☒	ACH	ACH - Agraria Checking Acct
ABC Consulting 20005	-	Shanghai, Shanghai CN	☒	☒	ACH	Select Payment Method
Bob's Burgers 20008	-	Sacramento, CA US	☐	☒	ACH	ACH - US Account (****2515)
CCWESTY 20004	-	Seattle, WA US	☐	☐	ACH	ACH - Checking Account
CodeIT 20002	hahaj@code.com	Jaffer Ali Bagh Somajiguda, ... IN	☐	☒	-	Add Payment Method
CodeIT New York 20006	-	Long Island City, NY US	☐	☒	ACH	ACH - US Account (****4321)

Payment Methods Page

2 Exclude Bills/Invoices

On the Payment Methods page, simply enable the 'Exclude Bills' toggle to prevent a vendor's bills/invoices from appearing on the Payments page.

EXCLUDE BILLS

☐

☐

☒

☒

Enable the toggle

Once the toggle is enabled, the bills/invoices for that respective period will not appear on the Payments page anymore.

Intacct Merge Payments Setting

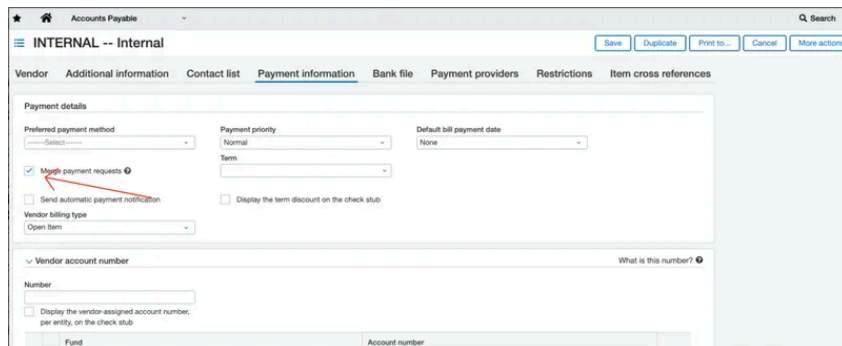
Alternatively, Sage Intacct offers a native setting for grouped bill payments. To utilize this feature, ensure the **Merge payment requests** checkbox is enabled on the relevant Vendor record. Follow these steps to configure this setting.

1 Go to Vendor Record

Navigate to the Vendor record and select the Payment Information tab.

2 Enable Grouped Payments

Click on the **Merge payment requests** checkbox.



The screenshot shows the 'Payment details' section of a vendor record in Sage Intacct. The 'Merge payment requests' checkbox is checked, and a red arrow points to it. Other visible fields include 'Preferred payment method', 'Payment priority', 'Default bill payment date', 'Term', 'Send automatic payment notification', 'Display the term discount on the check stub', 'Vendor billing type', and 'Vendor account number'.

Enabling Grouped Payments

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

3.3.2. Cash Management

3.3.2.1. Managing Bank Accounts (Intacct)

Access your bank account balances directly within your financial management software, using the Cash Management Reporting features.

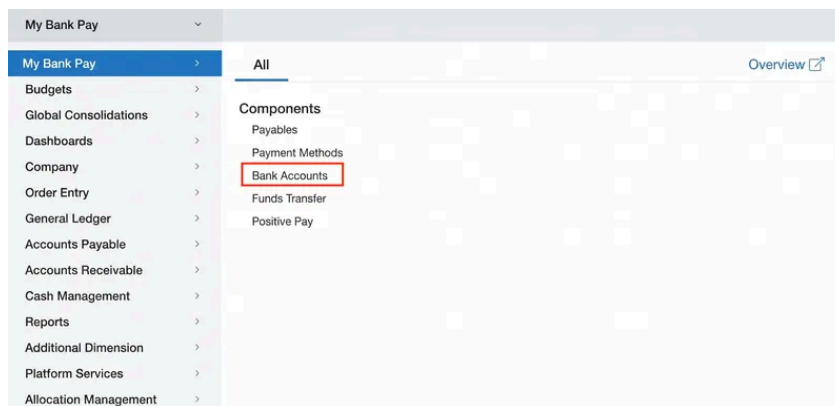
The Bank Accounts page allows you to see previous and intraday balances directly from your accounts in near real-time. You can also export this data in an Intacct CSV file to use for reconciliation.

The bank accounts that are shown to a user depend on their level of permission. For example, if a user is restricted to a specific entity, they will only see the accounts linked to that entity.

Viewing Bank Accounts

1 Go to Bank Accounts

Go to HSBC Integrator → **Bank Accounts**.



Bank Accounts Page

Here, you can view all of the bank accounts that you have connected with the plugin.

2

Select the account name or **view** to see the previous day and intraday balances for the chosen bank account along with transaction data.

City	Account	Prep Day Ledger Balance	Prep Day Roll Balance	Withdrawal Ledger Balance	Withdrawal Roll Balance
 Dana Bank Your Bank Account ****123456 Current Open Account		\$4,578.00	\$0.00	\$4,578.00	\$4,578.00

[View Account Transactions](#)

To see the **Bank Transactions**, scroll down. The screen displays the information as it appears on a bank statement.

You'll see all of the settled transactions, debits, and credits for the account.

[illegible][View specific transaction](#)

Go to the **Details column** → **Select View** to see more details about a transaction.

Transaction Details

Amount Paid:

\$1,000.00 USD

+ Debit

Post Date:

May 7, 2026

12:02 PM - PDT

Settle Date:

May 7, 2026

12:02 PM - PDT

Check Images:

Could not load check images: Error while trying to connect to the FIS/PAN API

Description:

CHECK

General

Customer Reference:

20191

Bank Reference:

1111191001-0000000020191

BAI Code:

475

Additional Details

Available immediately:

1000

Customer Reference:

20191

Bal Type:

475

Narrative Text:

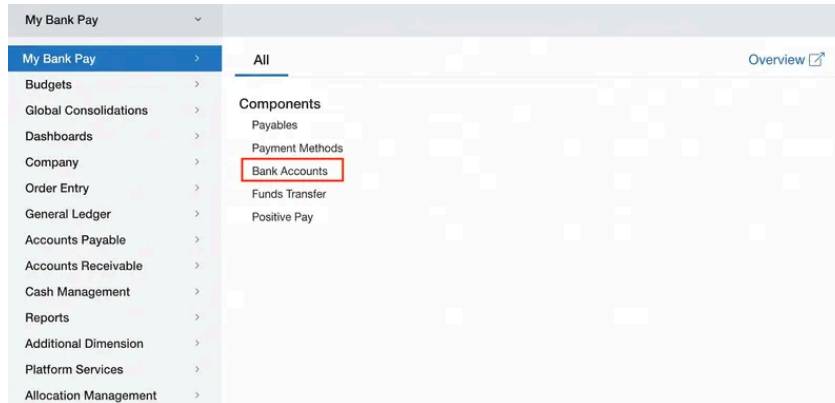
CHECK NO: 0000000020191

Balances & Transactions Reconciliation

Follow these steps to reconcile your accounts. For a much more efficient and automated reconciliation process, we recommend leveraging the Bank Feeds product instead.

1 Export CSV File

Go to **My Bank Pay** → **Bank Accounts**.



Bank Accounts

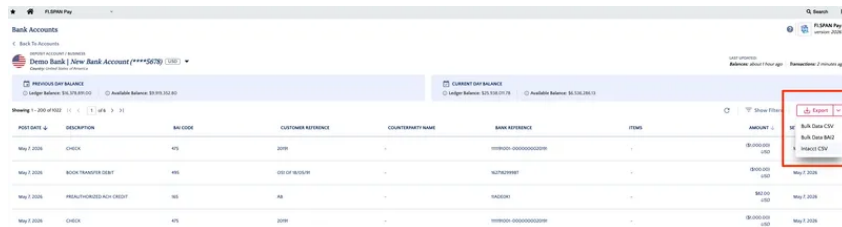
Select the account that you would like to access by selecting the **Account Name** or by selecting **View**.



View Account

Select **Export** to export a CSV file of your transactions.

You will be given 3 export options. We recommend using the **Intacct CSV** if you plan to utilize Intacct's Reconciliation module.

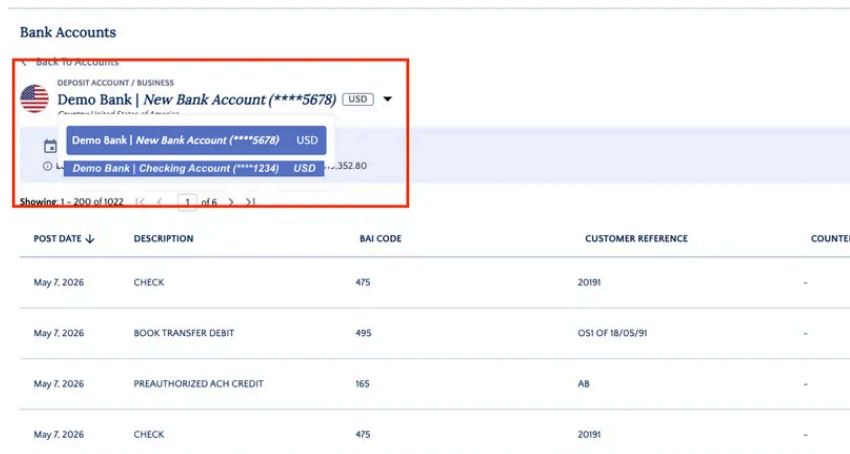


The screenshot shows the 'Bank Accounts' page for 'Demo Bank | New Bank Account (****5678)'. It displays a table of transactions with columns: POST DATE, DESCRIPTION, BAI CODE, CUSTOMER REFERENCE, COUNTERPARTY NAME, BANK REFERENCE, and AMOUNT. A red box highlights the 'Export' button in the top right corner, which has a dropdown menu with options: 'Bulk Data CSV', 'Bulk Data BAL', and 'Import CSV'.

POST DATE	DESCRIPTION	BAI CODE	CUSTOMER REFERENCE	COUNTERPARTY NAME	BANK REFERENCE	AMOUNT
May 7, 2026	CHECK	475	20191	-	*****0000000000000000	\$0.000000 USD
May 7, 2026	BOOK TRANSFER DEBIT	495	OSI OF 18/05/91	-	NUTP0000000000000000	\$0.000000 USD
May 7, 2026	PREAUTHORIZED ACH CREDIT	165	AB	-	*****0000000000000000	\$0.000000 USD
May 7, 2026	CHECK	475	20191	-	*****0000000000000000	\$0.000000 USD

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**.



The screenshot shows the 'Bank Accounts' page with a red box highlighting the account selection dropdown. The dropdown is open, showing two options: 'Demo Bank | New Bank Account (****5678) USD' and 'Demo Bank | Checking Account (****1234) USD'. Below the dropdown, a table of transactions is visible with columns: POST DATE, DESCRIPTION, BAI CODE, CUSTOMER REFERENCE, and COUNT.

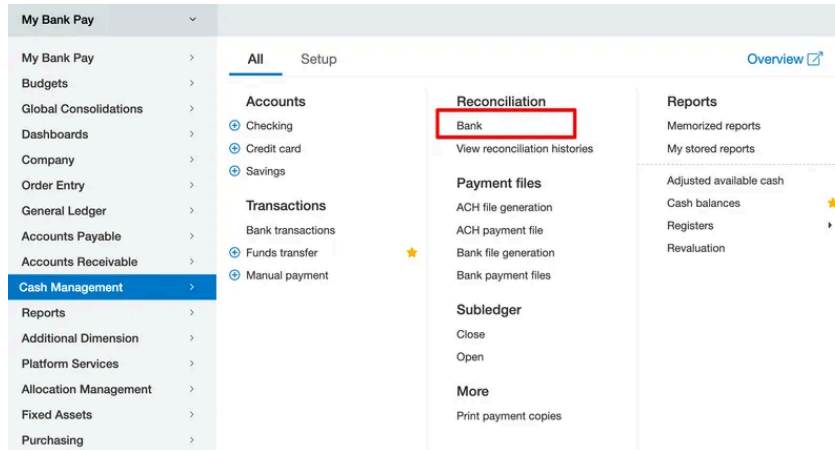
POST DATE	DESCRIPTION	BAI CODE	CUSTOMER REFERENCE	COUNT
May 7, 2026	CHECK	475	20191	-
May 7, 2026	BOOK TRANSFER DEBIT	495	OSI OF 18/05/91	-
May 7, 2026	PREAUTHORIZED ACH CREDIT	165	AB	-
May 7, 2026	CHECK	475	20191	-

Select another account

TIP: If the file does not download, make sure your pop-up blocker is disabled.

2 Import CSV File

Go to **Cash Management → Reconciliation → Bank**



Go To Bank

Choose the **Account to Reconcile**, then enter the **Beginning balance cutoff date**, the **Statement ending date**, and the **Statement ending balance**.

Reconciliation

Account to reconcile *

3000 - Checking--Bank (USD)

Beginning balance cutoff date *

02/09/2020

Statement ending date *

03/31/2020

Statement ending balance *

567.99

Attachment

BankRecon5--Bank_Reconcilia

More options

[Initial open items](#)
[Import](#)
[Matching attributes](#)

Reconciliation status

Initiated

Last saved

03/17/2020

Created by

Guest

Last saved by

Graham

Continue

Choose to Account to Reconcile

Select **Import** to add a CSV file.

Reconciliation

Account to reconcile *

3000 - Checking--Bank (USD)

Beginning balance cutoff date *

02/09/2020

Statement ending date *

03/31/2020

Statement ending balance *

567.99

Attachment

BankRecon5--Bank_Reconcilia

More options

[Initial open items](#)
[Import](#)
[Matching attributes](#)

Reconciliation status

Initiated

Last saved

03/17/2020

Created by

Guest

Last saved by

Graham

Continue

Import CSV File

To import your account transactions, select **Choose File** and upload the CSV you exported from Balances & Transactions.

Import files

Bank reconciliation transaction template

Bank transaction file

Choose Files No file chosen

	File name	Feed type	Uploaded on	Uploaded by	Status	
1	111 transactions_csv-12_17_2019-9.csv	csv	03/10/2020	Graham	Completed	

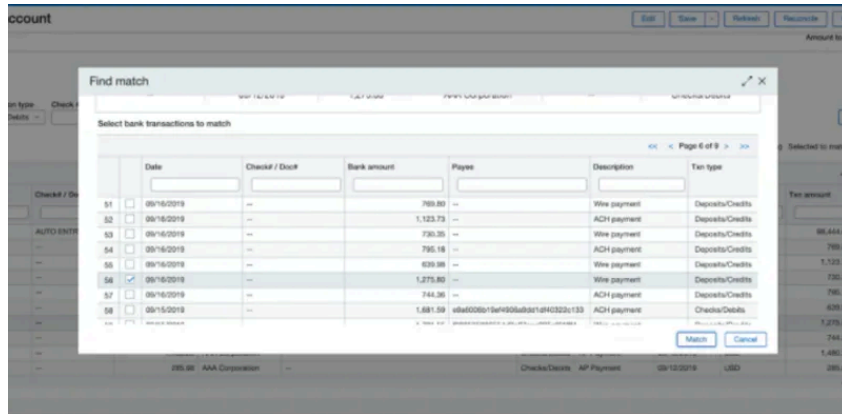
Done

Choose Files

Select **Done**.

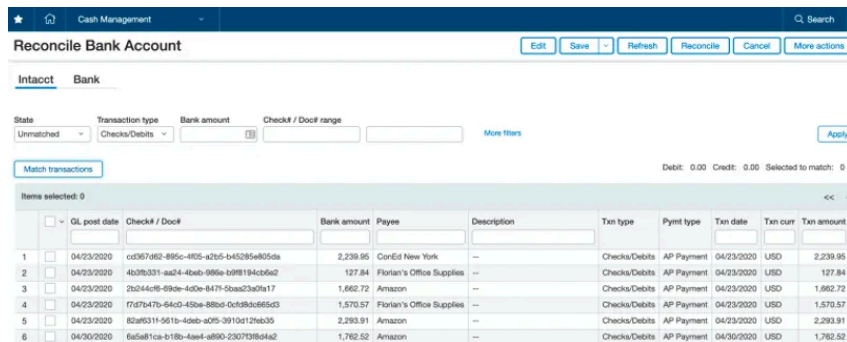
3 Select Transaction(s) to Match from Intacct

Select the transaction(s) you would like to match from Intacct and select **Match** to view the unmatched transaction(s) from the plugin.



Select Transaction to Match

Select the transaction(s) you would like to match from the plugin and select **Match**.



Match Transaction

These selected transaction(s) are now reconciled.

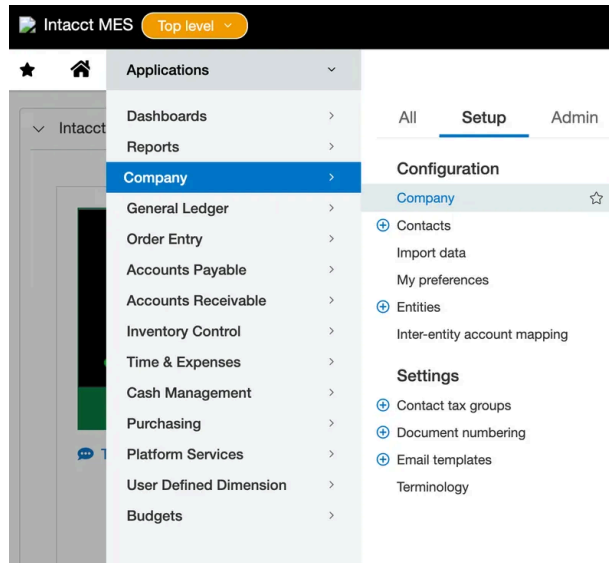
3.3.3. Bank Feeds

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

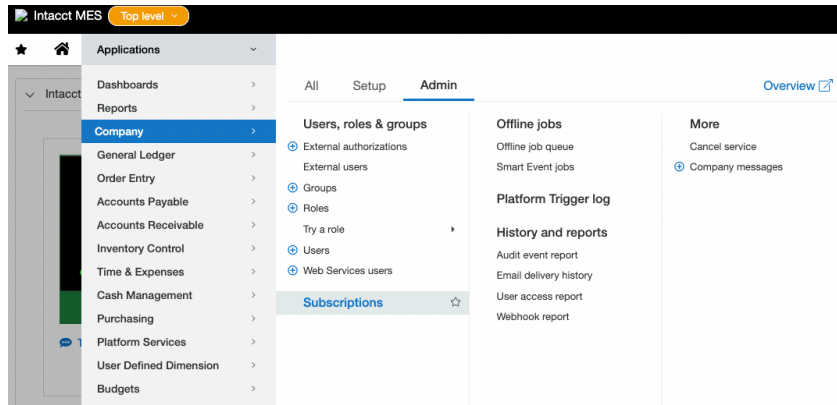
Company information

ID
FI.SPAN MPP-Green Apple
Name
Intacct MES
☒ Use ISO country codes 
Tax ID
--

Enable ISO Country Codes

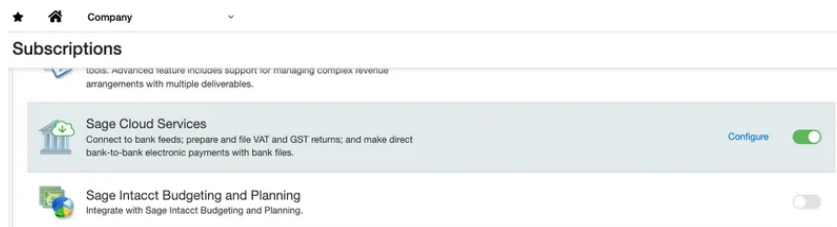
2 Enable Sage Cloud Services

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

FI SPAN MPP-Green Apple

Contact for notifications

mho@fspan.com

Company name

Intacct MES

Status

Subscribed

Enable functionality

About subscribing entities to Sage Cloud Services

☒ Enable bank feeds

☐ Enable bank file payment

	Entity ID	Entity name	Status
1	10	Texas #10	Subscribed
2	20	Maine #20	Subscribed
3	40	Florida #40	Subscribed
4	30	California #30	Subscribed
5	Elim	Entity 5(786)	Subscribed

Enable Bank Feeds

Then select **Save**.

3 Confirm Correct Permissions

To connect a bank account to bank feeds, you must have the following settings and the permissions below. This can be checked and updated under **Company → Users**.

Subscription

- Cash Management
- Sage Cloud Services

User type

- Business user with admin privileges

Permissions

- Checking accounts: Add, Edit, View, List
- Savings accounts: Add, Edit, View, List
- Credit card accounts: Add, Edit, View, List

Connect an account to a bank feed

Requirements

Subscription	Cash Management
	Sage Cloud Services
User type	Business user with admin privileges
Permissions	Checking accounts: Add, Edit, View, List
	Savings accounts: Add, Edit, View, List
	Credit card accounts: Add, Edit, View, List

Requirements to connect an account to a bank feed

If you want to find more information about this process, visit the Sage Website:

[Connect an account to a Bank Feed](#)

Once the account has been connected, the user with the permissions to perform the reconciliation will be able to view the incoming transactions. No special permissions are needed to view the transactions.

3.3.3.2. 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:

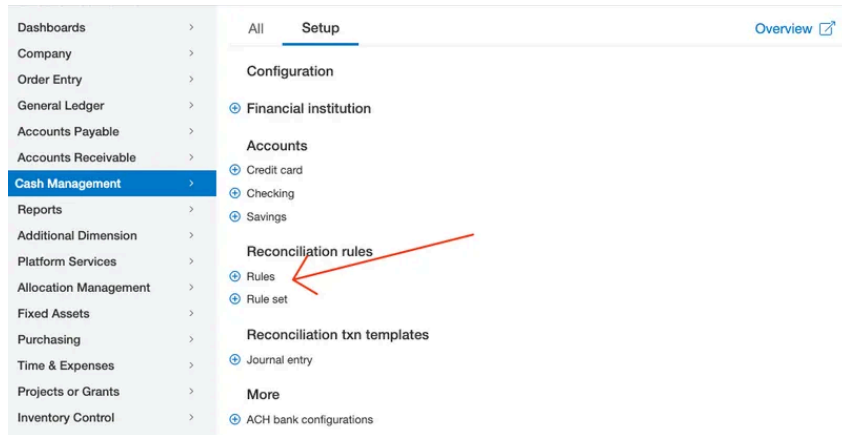
- "There are no rules associated with the rule set."
- "Could not create banktxnrulerun record!"
- "Apply a matching rule set to this account before reconciling with an import or bank feeds."

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.

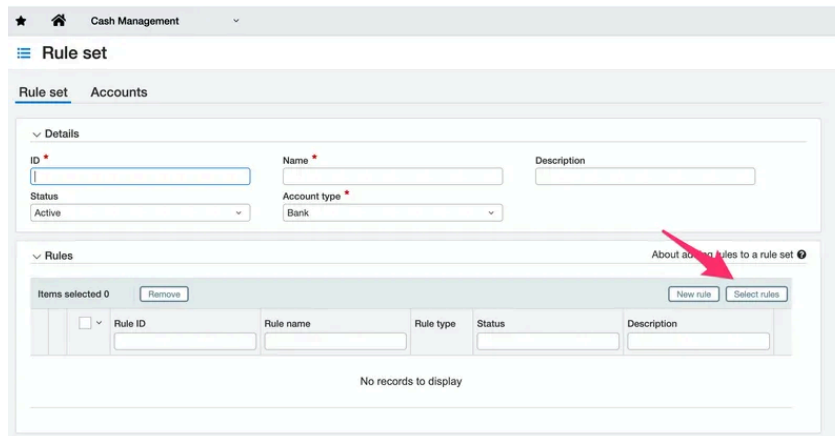
2 Apply Rule to Rule Set

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.



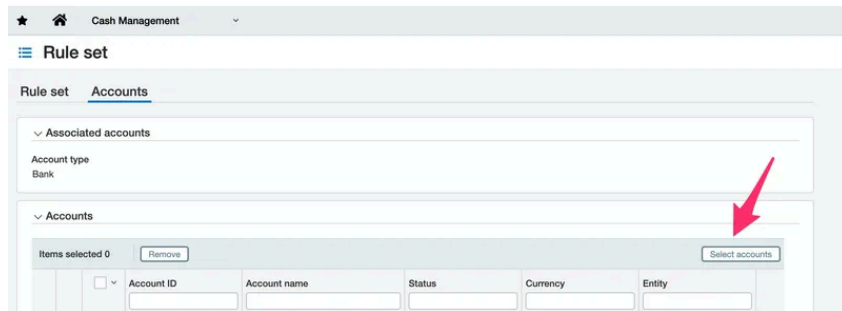
The screenshot shows the 'Rule set' configuration page. The 'Details' section includes fields for ID, Name, Description, Status (set to 'Active'), and Account type (set to 'Bank'). The 'Rules' section features a table with columns for Rule ID, Rule name, Rule type, Status, and Description. Above the table are buttons for 'New rule' and 'Select rules'. A red arrow points to the 'Select rules' button. The page also includes a 'Remove' button and a 'No records to display' message.

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.



The screenshot shows the 'Rule set' page with the 'Accounts' tab selected. The 'Associated accounts' section shows 'Account type' as 'Bank'. Below this is a table with columns: Account ID, Account name, Status, Currency, and Entity. A red arrow points to the 'Select accounts' button in the top right corner of the table.

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.

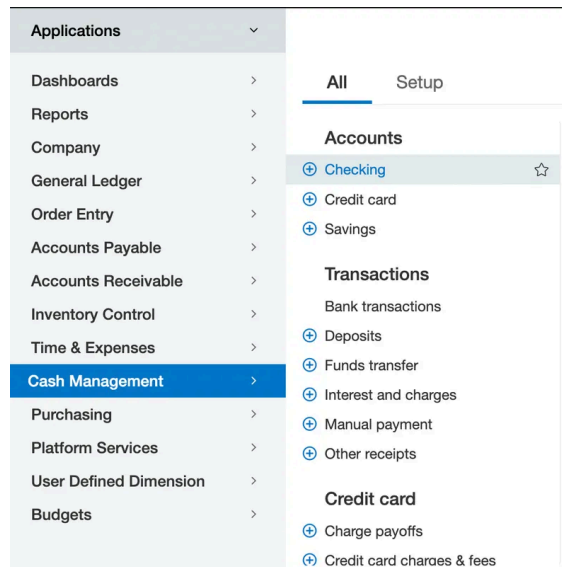
3.3.3.3. Enabling Bank Feeds (Intacct)

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

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

	Account ID	Account number	Bank name	Currency			
Edit	View	1041	123456789	GBP Bank	GBP	Reconcile	Reconciliation History
Edit	View	1042	EUR Bank	EUR	Reconcile	Reconciliation History	Details
Edit	View	1043	CAD Bank	CAD	Reconcile	Reconciliation History	Details

Select Edit

Step 2: Activate Bank Feeds

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

Intacct MES Top level

★ Cash Management

☰ Checking Account Information

[Details](#)
[Check printing](#)
[Bank file](#)
[Banking cloud](#)
[Payment providers](#)

Connect Banking Cloud

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

Connect your bank

Reduce labor-intensive data entry by connecting Sage to your online bank. We'll automatically check for new transactions on a daily schedule and download them as soon as possible.

Find your bank

United States of America ▼

Or choose from these banks

 Chase	 Bank of America	 Bank of America CashPro (US)
 Wells Fargo	 Citibank Online	 U.S. Bank
 PNC PINACLE - Powered by FISPN	 Capital One	 TD Bank
 Charles Schwab	 J.P. Morgan Access - Powered by FISPN	 Wells Fargo Vantage - Powered by FISPN

Search for HSBC

Read and 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 installation wizard.

Select **Login Now**.



Connect to Sage bank feeds

FISPAN & Sage have partnered to offer a reliable bank feeds product, bringing your bank transactions straight into your ERP.

If you have an existing FISPAN account, you can log in below. Otherwise, you can create an account by submitting a request.



Login with FISPAN and activate bank feeds.

[Login now](#)

Not eligible today? Contact us now!

[Sign up](#)

[Login Now](#)

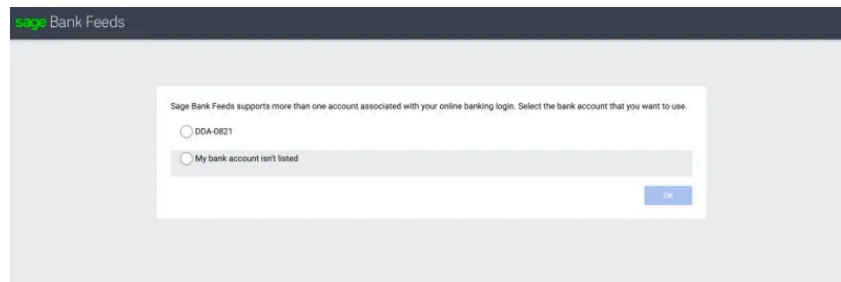
Step 3: Match Account for Bank Feeds

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



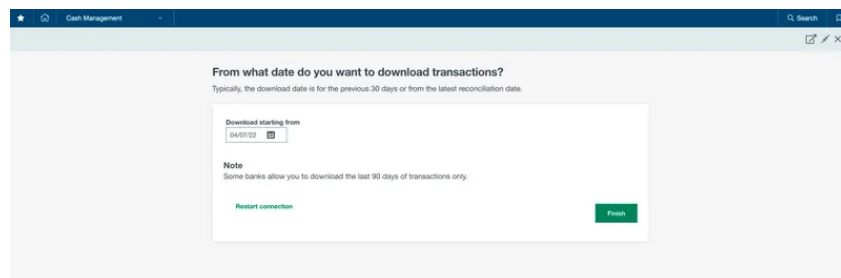
Select Account

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**.

Confirm Bank Feeds

Once the account is **Connected**, go to **Cash Management** → **Reconciliation** → **Bank** and follow your native reconciliation process.

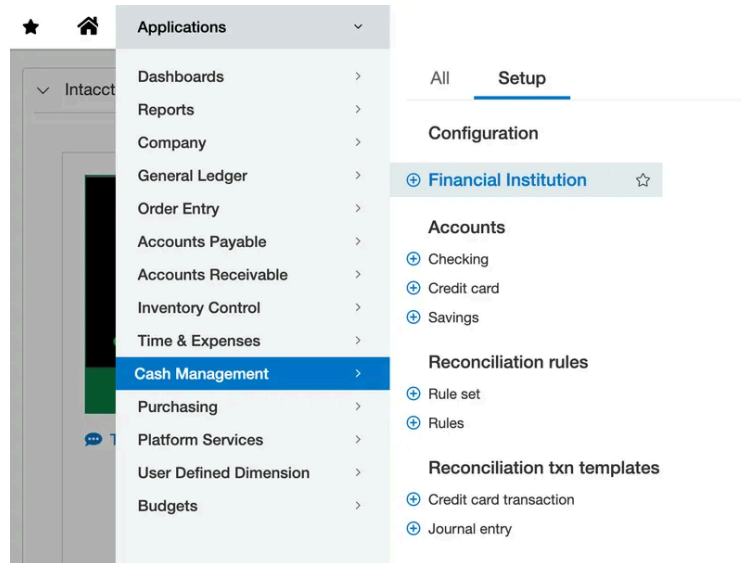
Bank Feeds allows you to connect multiple accounts to the plugin. Once one bank account has been connected to Bank Feeds by following the **Enabling Bank Feeds** page, other accounts can be connected simultaneously through a financial institution connection.

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.

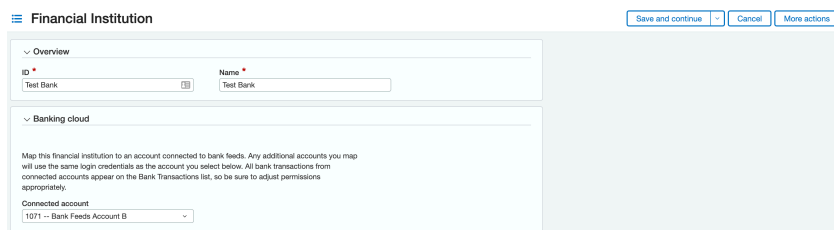
1 Set up a Financial Institution

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.



The screenshot shows the 'Financial Institution' setup form. It has a title bar with 'Financial Institution' and buttons for 'Save and continue', 'Cancel', and 'More actions'. The form is divided into two main sections: 'Overview' and 'Banking cloud'. The 'Overview' section contains two input fields: 'ID' (with a dropdown arrow) and 'Name' (with a dropdown arrow). The 'Banking cloud' section contains a text area with 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.' Below this is a 'Connected account' dropdown menu showing '1071 -- Bank Feeds Account B'.

Create Financial Institution

2

Map Accounts for Bank Feeds

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

Cash Management

Financial Institution

Total accounts

5

Last modified by

dorian

Last modified date

03/03/22 09:09:41

Overview

ID

Test

Name

Bank Test

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

Map accounts

Refresh

Map Accounts

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.

Map accounts

	Intact unconnected account	Banking cloud account	Transaction start date	
1	-- Select account --	-- Select account --		+
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.

Account Status

Cash Management

Checking Account Information

Details Check printing Bank file **Banking cloud** Restrictions Payment providers

Intact 1008-Bank Feeds Account 1	Banking cloud FRB Payroll Account (1408)	Last bank feed 03/07/22	Last transaction date 03/07/22	Last reconciliation --	Last reconciliation type --	Status Connected
--	--	----------------------------	-----------------------------------	---------------------------	--------------------------------	----------------------------

State: Unreconciled Transaction type: Check/Debits Bank amount: Check no / Doc no range: More links

Audit filters Clear filters

Date	Last reconcile	Check no / Doc no	Bank amount	Amount to match	Payee	Description	Txn type
1 03/01/22	--	--	60.63	60.63	POS PURCHASE_TERMINAL 1896655_CURIO HOTELS,DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 3...	Checks/Debits Match Action +
2 03/01/22	--	--	9.73	9.73	POS PURCHASE_TERMINAL 9999999_FAZZITI - LOVERE 3,600 DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 3...	Checks/Debits Match Action +
3 03/01/22	--	--	24.50	24.50	POS PURCHASE_TERMINAL 7607171_MLO BUTTERFLYFINGERS,DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 7...	Checks/Debits Match Action +
4 03/01/22	--	--	16.26	16.26	POS PURCHASE_TERMINAL 7607171_MLO BUTTERFLYFINGERS,DALLAS TX,X000000000000002	POS PURCHASE_TERMINAL 7...	Checks/Debits Match Action +
5 03/01/22	--	--	10.00	10.00	TERMINAL CIP TX_VENMO_VISA DIRE NY_X000000000000002	TERMINAL_CIP_TX_VENMO_...	Checks/Debits Match Action +

<< Page 1 of 3 >>

Created at Oct 01, 2026

3.3.3.4. Adding Accounts to Bank Feeds (Intacct)

If you have already enabled Bank Feeds for your existing accounts and would like to add and set up additional ones, please follow the guidance below.

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.

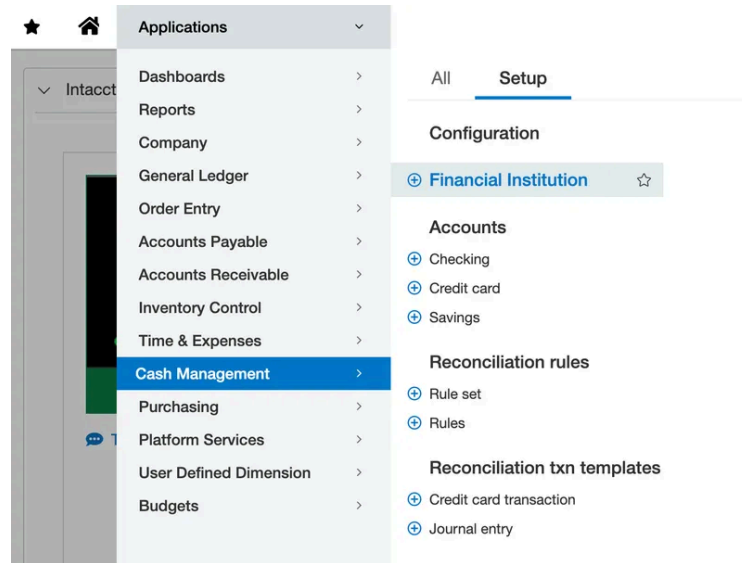
NOTE: Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.

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.

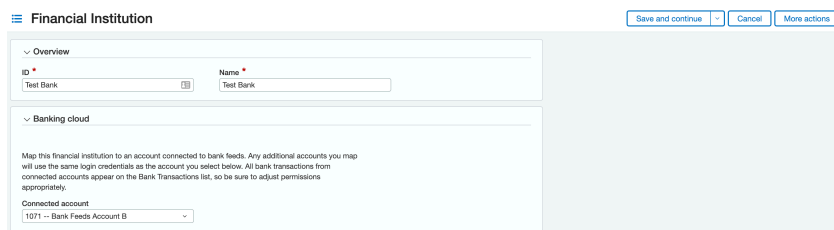
1 Set up a Financial Institution

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.



The screenshot shows the 'Financial Institution' setup form. It has a title bar with 'Financial Institution' and buttons for 'Save and continue', 'Cancel', and 'More actions'. The form is divided into two sections: 'Overview' and 'Banking cloud'. The 'Overview' section has fields for 'ID' (containing 'Test Bank') and 'Name' (containing 'Test Bank'). The 'Banking cloud' section has a 'Connected account' dropdown menu showing '1071 -- Bank Feeds Account B'. A note below the dropdown states: 'Map this financial institution to an account connected to bank feeds. Any additional accounts you map will use the same login credentials as the account you select below. All bank transactions from connected accounts appear on the Bank Transactions list, so be sure to adjust permissions appropriately.'

Create Financial Institution

2

Map Accounts for Bank Feeds

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

Cash Management

Financial Institution

Total accounts

5

Last modified by

dorian

Last modified date

03/03/22 09:09:41

Overview

ID

Test

Name

Bank Test

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

Map accounts

Refresh

Map Accounts

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.

Map accounts

	Intact unconnected account	Banking cloud account	Transaction start date	
1	-- Select account --	-- Select account --		+
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.

Account Status

Cash Management

Checking Account Information

Details Check printing Bank file **Banking cloud** Restrictions Payment providers

Intact 1008-Bank Feeds Account 1	Banking cloud FRB Payroll Account (1408)	Last bank feed 03/07/22	Last transaction date 03/07/22	Last reconciliation --	Last reconciliation type --	Status Connected
--	--	----------------------------	-----------------------------------	---------------------------	--------------------------------	----------------------------

State: Unreconciled Transaction type: Check/Debits Bank amount: Check no / Doc no range: More links

Audit filters Clear filters

Date	Last reconcile	Check no / Doc no	Bank amount	Amount to match	Payee	Description	Txn type
1 03/01/22	--	--	60.63	60.63	POS PURCHASE_TERMINAL1889655_CURIO HOTELS,DALLAS TX,X000000000000822	POS PURCHASE_TERMINAL3...	Checks/Debits Match Action +
2 03/01/22	--	--	9.73	9.73	POS PURCHASE_TERMINAL9999999_FAZZITI - LOVERE 3,600 DALLAS TX,X000000000000822	POS PURCHASE_TERMINAL3...	Checks/Debits Match Action +
3 03/01/22	--	--	24.50	24.50	POS PURCHASE_TERMINAL1707711_MLO BUTTERFLYFINGERS,DALLAS TX,X000000000000822	POS PURCHASE_TERMINAL7...	Checks/Debits Match Action +
4 03/01/22	--	--	16.26	16.26	POS PURCHASE_TERMINAL1707711_MLO BUTTERFLYFINGERS,DALLAS TX,X000000000000822	POS PURCHASE_TERMINAL7...	Checks/Debits Match Action +
5 03/01/22	--	--	10.00	10.00	TERMINAL CIP TX_VENMO_VISA DIRE NY_X000000000000822	TERMINAL_CIP_TX_VENMO...	Checks/Debits Match Action +

<< Page 1 of 3 >>

508 / 527

3.3.3.5. Disconnecting Bank Feeds (Intacct)

To disconnect an account from Bank Feeds, follow these steps.

1 Navigate to Accounts

Navigate to **Cash Management** → **Accounts**.

2 Disconnect Account

Select the bank account you would like to disconnect.

Click **Edit** and navigate to **Banking Cloud**. From there, click **Disconnect**.

Details	Check printing	Bank file	Banking cloud	Restrictions	Payment providers
Intacct 1070--Bank Feeds Account A (Solairus)		Banking cloud FISPM (Beta) Test Account 1 (4321)	Last bank feed 01/23/23	Last transaction date 03/22/22	Last reconciliation --
					Last reconciliation type --
					Status Connected
					Refresh Disconnect

Disconnect Bank Feeds Account

3 Confirm Status

Once you have confirmed the disconnection, the status will update to **Disconnecting**. The status may stay like this for a couple of minutes.

Details	Check printing	Bank file	Banking cloud	Restrictions	Payment providers
Intacct 1070--Bank Feeds Account A (Solarius)	Banking cloud FISPPAN (Beta) Test Account 1 (4321)	Last bank feed 01/23/23	Last transaction date 03/22/22	Last reconciliation --	Last reconciliation type --
					Status  Disconnecting

Disconnecting Bank Feeds Account

Once the account has been fully disconnected, the status will revert to **Connect**. If desired, you are able to start the connection process again by following the **Enabling Bank Feeds** guide.

Details	Check printing	Bank file	Banking cloud	Restrictions	Payment providers
Connect					

Back to 'Connect' status

3.4. 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 HSBC Integrator in Intacct, providing you with immediate answers and resolutions.

Installation & Plugin Setup

Common Questions

This list provides answers to common questions that arise during the installation process, to help ensure a smoother setup in Intacct.

✓ **Why can't I see the accounts in the Account Matching page of the installation wizard?**

This happens when you are missing some permissions on your Web Service User. Please refer to the **Create Web Service User** step inside the Installation Guide.

✓ **Why am I failing to pass the Connection step in the installation wizard?**

This occurs when you have entered incorrect information in the previous step of the installation wizard. Ensure that you include the Web Service User information and not the user's native Intacct credentials. Additionally, you must verify that the Web Service User has been created with admin access.

Bank Feeds

Common Questions

This list provides answers to common questions that arise when using the Bank Feeds product in Intacct.

✓ **Why is my account stuck in Pending status when I connected my account to Bank Feeds?**

If the account is in **Pending** status, it means that there have not yet been any transactions processed for this account. You will need to wait until transactions occur on this account before it is marked as **Connected**.

✓ **How do I connect more than one account at a time to Bank Feeds?**

Bank Feeds allows you to connect multiple accounts to the plugin. Once one bank account is connected to bank feeds, other accounts can be connected simultaneously via a financial institution connection. Please refer to the guide on **Multi-Account Bank Feeds Setup**.

Accounts Payable

Common Questions

This list provides answers to common questions that arise when using the Accounts Payable product in Intacct.

✓ How long do bills stay on the History Page?

Bills never leave the history page. As long as there is a working sync between Intacct and the plugin, you should be able to see your paid bills.

✓ Why do my bills not appear inside the plugin?

There could be a few reasons that a bill created inside Intacct does not appear inside the plugin:

- The bill is not in **Posted** status. If you have a bill approval in place, the bill will only show in the plugin once it has been approved.
- The Web Service User does not have the appropriate permissions. Please refer to the **Create Web Service User** guide for more information.
- The bill is in a specific entity that the Web Service User does not have access to. You may need to grant the Web Service User access to that specific entity.
- The Vendor has been marked as **Don't Pay**. If that is the case, simply uncheck that box.

✓ Why do I see multiple instances of the same bill on the History Page?

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

✓ How many bills load per page?

The plugin displays 200 bills per page, and you can only combine payments from bills on one page at a time.

✓ Why do the bills in a specific entity not show up?

This is likely because your Web Service User is missing some permissions. Please ensure it has access to any entities you would like to utilize. This situation should occur only when you add entities after having created the Web Service User earlier.

✓ For multi-entities, can the company name be unique per bank account?

Yes, please contact your bank and request that they enter a unique **Account Holder Name** for each bank account using the details you provide. If there is an entry in the **Account Details → Account Holder Name** field, this name will appear on vendor payments; otherwise, it will default to the **Account Label** (i.e., Company Name).

For example, if the umbrella company is ACME Holdings, the name on the payments would appear as coming from ACME North or ACME South, etc., based on the bank account used for the payment.

✓ **Experiencing delays and issues with data (bills, vendors, etc) syncing from the native ERP into the plugin.**

The plugin relies on the native ERP to inform us when updates, creations, or deletions occur to data within the plugin. Sometimes that delay can persist for up to 30 minutes.

If you have scheduled jobs that run in your ERP system or batch create or update data objects like bills, this can contribute to the delay in data sync to the plugin.

If you experience persistent sync issues with data, please reach out to the support team with information about the data impacted (i.e. bills) and details on the delays seen.

Common Errors

Below is a list of common errors encountered when using the Accounts Payable product in Intacct. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

✓ **"You do not have the permissions for operation READ_BY_QUERY on object of type trxcurrencies"**

This is because the multi-currency module has not been enabled. We recommend enabling this module to avoid this error. You may need to contact Sage Support to have it enabled. Please note that you are still able to make payments even if you do not have multi-currencies enabled.

✓ **"You do not have the permissions for operation READ_BY_QUERY on object of type locationentity"**

This is because you are missing the **Entities** permissions for the role/user. Please navigate to **Company → Subscriptions → Role** and add the **Entities** permissions for **View**.

4. Payment Rail Requirements

The HSBC Integrator 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](#)
- [Domestic Wire](#)
- [UK FPS](#)
- [CHAPS](#)
- [BACS](#)
- [SEPA](#)

4.1. ACH

ACH payments are used to move funds within the **United States only** and must always be in **USD**. Once you initiate a payment in your ERP, it is securely sent to the bank via API. Payments must be submitted before the **6:30 PM EST cut-off time**.

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 and address (including City and Country) 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 destination country and 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 for both the Payer and the Payee
- 2 **Account Number** is mandatory for both the Payer and the Payee
- 3 **SEC Codes:** Payments will be processed using **PPD, CCD, or CTX** codes, depending on the bill structure
- 4 **Approval Flow:** Payments require authorization on **HSBCNet**. If a payment is not authorized within **35 days**, it will fail with the status **Payment was not authorized with HSBC**.

4.2. Domestic Wire

Our Domestic **USD** Wire Payment feature makes it easy to send wire payments within the **United States**.

These payments are always processed in **USD**. Once you initiate a payment in your ERP, it is securely sent to the bank via API.

Payments must be submitted before the **6:15 PM EST cut-off time**

NOTE: For NetSuite users, to process wire payments through the plugin in NetSuite, you must have the Entity Bank Details bundle installed.

Key Terms

Below are some key terms to help you navigate the instructions and setup for FedWire payments more easily.

Term	Definition
ABA Routing Number	A 9-digit code used to identify a specific financial institution in the United States. The HSBC Wire Routing number is hardcoded as 021001088 .

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, postal code, city, and state/province 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 Vendor Bill must be in USD, which must match the source account.

Payment Requirements

United States

Payment Context

- **Method:** Domestic
- **Country:** United States
- **Currency:** USD

Requirement Information

- 1 **Routing Number** is mandatory for both the Payer and the Payee
- 2 **Account Number** is mandatory for both the Payer and the Payee
- 3 **Approval Flow:** Payments will move to a "Waiting for Approval" status and must be authorized on **HSBCNet**. If not authorized within **35 days**, the payment will fail.

4.3. UK FPS

UK Faster Payments (FPS) are used to move funds in near real time within the United Kingdom. All transfers must be in GBP.

For NetSuite users, the Entity Bank Details bundle is required to process UK FPS payments through the plugin.

Key Terms

Below are some key terms to help you navigate the instructions and setup for UK FPS payments more easily.

Term	Definition
Sort Code	This is a 6-digit numeric code used as a unique identifier for financial institutions. This code is used for banks within the United Kingdom and Ireland.
Account number	This is an 8-digit numeric code for the specific bank account

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 name and address must be accurately populated on the Vendor record.

2 Billing Address and Location

The Billing Address under the Entity and the Bill (if applicable) must be located in the country of destination and must match the country specified in the Entity Bank Details record.

3 Address Structure

Addresses must be provided in a **structured format** and must always include the **Town Name, Country Sub-Division (County),** and **Country**

Payment Requirements

Payment Context

- **Country Code:** GB
- **Method:** Domestic
- **Country:** United Kingdom
- **Currency:** GBP

Requirement Information

- 1 Provide a **Sort Code**
- 2 Provide a domestic **Account Number**

4.4. CHAPS

CHAPS (Clearing House Automated Payment System) is used for high-value, time-critical sterling transfers within the United Kingdom. It provides guaranteed same-day settlement for payments submitted before the bank's daily cut-off time. All transfers must be in GBP.

For NetSuite users, the Entity Bank Details bundle is required to process UK CHAPS payments through the plugin.

Key Terms

Include any terms that need to be defined to complete the setup.

Term	Definition
Sort Code	This is a 6-digit numeric code used as a unique identifier for financial institutions. This code is used for banks within the United Kingdom and Ireland
Account number	This is an 8-digit identifier for the specific bank account.

Vendor and Bill Requirements

To prevent payment delays or returns, all payments are required to have the following three requirements:

1 Vendor Record

Legal Name: The Entity's full legal name must be accurately populated on the Vendor record to match bank records. For **CHAPS**, names can be up to **140 characters**.

Mandatory Address: A physical address is required and must include at a minimum the **Town Name** and **Country Code**.

2 Billing Address and Location

Geographic Consistency: The Entity's Billing Address must be located in the country of destination and must match the country specified in the Entity Bank Details record.

UK CHAPS Routing: For domestic UK payments, the beneficiary account must be addressed using the bank **Sort Code**(6 digits) and the **domestic account number** (8 digits).

14-Digit Format: You have the option to provide a complete 14-digit identifier (6-digit sort code + 8-digit account number) in the account identification field to ensure precise routing.

3 Currency Type

For domestic CHAPS payments, the currency **must be Sterling (GBP)**. International payments are initiated for any other currency.

Payment Requirements

Payment Context

- **Country Code:** GB
- **Method:** Domestic
- **Country:** United Kingdom
- **Currency:** GBP

Requirement Information

- 1 Provide a **Sort Code**
- 2 Provide a domestic **Account Number**
- 3 Provide a **Beneficiary Address** that must include at a minimum the **Town Name** and **Country Code**

4.5. BACS

BACS payments are used to move funds within the United Kingdom. All transfers must be in GBP. BACS payments generally take three business days to process.

For NetSuite users, the Entity Bank Details bundle is required to process BACS payments through the plugin.

Key Terms

Below are some key terms to help you navigate the instructions and setup for BACS payments more easily.

Term	Definition
International Bank Account Number (IBAN)	A standard international numbering system developed to identify an individual's account at a financial institution. The structure consists of a two-letter country code, followed by two digits and up to 30 alphanumeric characters.
SWIFT/BIC Code	A Bank Identifier Code (BIC), also known as a SWIFT code, is an 8-to-11-character alphanumeric code that uniquely identifies financial institutions. Note: If the BIC is unavailable, you must provide the bank's full name and address instead.
Sort Code	This is a 6-digit numeric code used as a unique identifier for financial institutions. This code is used for banks within the United Kingdom and Ireland.
Account number	A standard 8-digit identifier for UK domestic accounts. You have the option to provide a complete 14-digit account number which contains both the 6-digit sort code and the 8-digit account number

Vendor and Bill Requirements

To prevent payment delays or returns, all payments are required to have the following requirements:

1 Vendor Record

Full Legal Name: The Entity's full name must be accurately populated on the Vendor record. For **BACS** payments, names are strictly limited to **18 characters**. For **CHAPS**, names can be up to **140 characters**.

Mandatory Address Components: A physical street address is mandatory. It **must** include at minimum the **Town Name** and **Country Code** to pass bank validation. For BACS, a **Country Sub-Division** (e.g., County) is also mandated for structured addresses.

2 Billing Address and Location

Geographic Consistency: The Entity and Bill Billing Addresses must be located in the country of destination and must match the country specified in the Entity Bank Details record.

Domestic Routing: For domestic UK payments, the beneficiary account must be addressed using the bank **Sort Code** (6 digits) and the **Domestic Account Number** (8 digits).

Payment Requirements

Payment Context

- **Swift BIC Country Code:** GB
- **Method:** Domestic
- **Country:** United Kingdom
- **Currency:** GBP

Requirement Information

- 1 Provide **IBAN** (required) and the **BIC Code** (recommended)
- 2 Provide **non-IBAN account number** and the **Sort Code**

4.6. SEPA

SEPA (Single Euro Payments Area) payments are used for non-urgent, standardized Euro transfers within and between 41 SEPA-reachable countries. All transfers must be in **Euro (EUR)**. Transfers clear within one working day when initiated before the bank's cut-off time.

For NetSuite users, the Entity Bank Details bundle is required to process SEPA payments through the plugin.

Key Terms

Below are some key terms to help you navigate the instructions and setup for SEPA payments more easily.

Term	Definition
International Bank Account Number (IBAN)	A standard international numbering system developed to identify an individual's account at a financial institution. The structure consists of a two-letter country code, followed by two digits and up to 30 alphanumeric characters.
SWIFT/BIC Code	A Business Identifier Code (BIC), also known as a SWIFT code, is an 8-to-11-character alphanumeric code that uniquely identifies financial institutions. Note: If the BIC is unavailable, you must provide the bank's full name and address instead.

Vendor and Bill Requirements

To prevent payment delays or returns, all payments are required to have the following requirements:

1 Vendor Record

The Entity's full name and address must be accurately populated on the Vendor record.

2 Billing Address and Location

The Billing Address under the Entity and the Bill (if applicable) must be located in the country of destination and must match the country specified in the Entity Bank Details record.

Payment Requirements

Payment Context

- **Swift BIC Country Code:** GB (or relevant 41 SEPA country code)
- **Method:** SEPA Credit Transfer (SCT)
- **Country:** United Kingdom (or any SEPA zone country)
- **Currency:** EUR Only

Requirement Information

- 1 Provide **IBAN** (required)
- 2 Provide **BIC code** (required)

Country Information

✓ EU Member States (27)

All EU countries are reachable for SEPA Euro transfers, regardless of whether their local currency is the Euro.

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden

✓ Non-EU Participating Countries & Territories (14)

These countries are not in the EU but are fully integrated into the SEPA geographic scope.

- Albania
- Andorra
- Iceland
- Liechtenstein
- Moldova
- Monaco
- Norway
- Switzerland
- United Kingdom

5. Support

5.1. 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.

⌘

K

Search for Keywords

Support

Contact your HSBC support representative.