WELLS FARGO

WELLS FARGO

Wells Fargo Vantage℠ Connect

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1. Getting Started

1.1. Welcome

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

Getting Started

ERP	Quickstart Links	Release Notes
Oracle NetSuite	Pre-Onboarding Checklist (NetSuite)	Release Notes (NetSuite) & Entity Bank Detail Release Notes
Sage Intacct	Pre-Onboarding Checklist (Intacct)	Release Notes (Intacct)
Microsoft Dynamics 365 Business Central	Pre-Onboarding Checklist (BC365)	Release Notes (BC365)
Workday	Pre-Onboarding Checklist (Workday)	Coming Soon

Product Features

supports the following features:

Payables

Product	NetSuite	Intacct	Business Central
Vendor Payables	✓	✓	✓
Positive Pay	✓	✓	
Employee Expense Reports	✓		
Credit Memos	✓	✓	✓
Discounts	✓	✓	✓
Partial Payments		✓	

Payment Rails

Payment Rail	NetSuite	Intacct	Business Central
VCC	✓	✓	✓
ACH	✓	✓	✓
Virtual Card Payments	✓	✓	✓
Domestic Wire - US/USD	✓	✓	✓
International Wire - US/USD	✓	✓	✓
Checkprint - US/USD	✓	✓	✓

Information Reporting

Product	NetSuite	Intacct	Business Central	Workday
Balances & Transactions	✓	✓	✓	
Reconciliation Manual Export	✓	✓	✓	
Bank Feeds	✓	✓	✓	In Pilot

Have a Feature Request?

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

> **NOTE:** If you have a question about a feature listed under "LAUNCHED, Subject to Bank Availability," please reach out to our Support team, or your bank representative.
>
> Click this link to the **FISPAN Feature Request Portal** website to see a list of feature requests under consideration.

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

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

Still Have Questions?

Support

Contact Us

Status Page

Privacy Notice

Notice of Data

2. NetSuite

2.1. Plugin Setup

2.1.1. Pre-Onboarding Checklist (NetSuite)

Looking for a self-serve installation experience? Check out our guides, starting at Step 1 here: **Step 1: Invitation Email**

Moving into Production? Please ensure you have completed the **Sandbox Checklist (NetSuite)** in a Sandbox environment containing any custom workflows, scripts, or third-party applications you may have.

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:

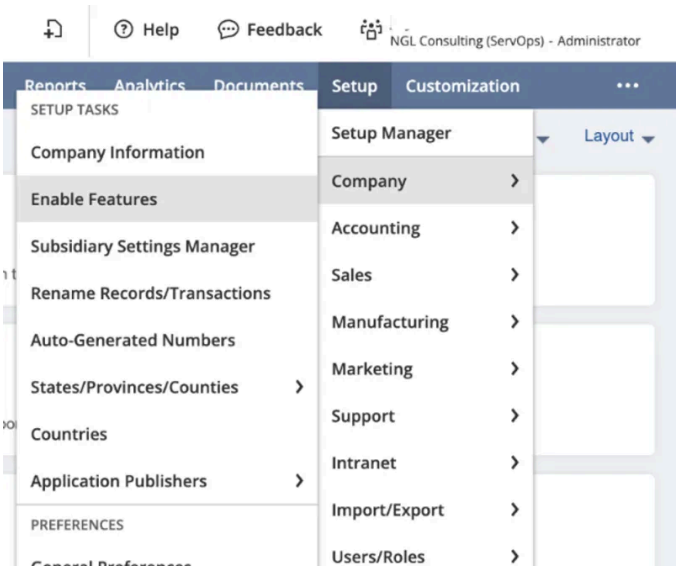
- Install plugin
- Create access tokens
- Configure features for the NetSuite company
- Define permissions on scripts
- Manage users/roles

Review Multiple Currencies Setup

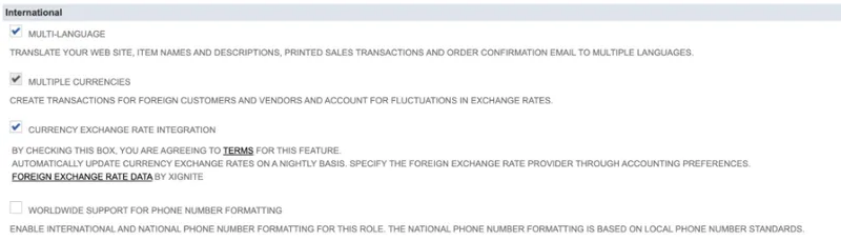
The plugin is built with multi-currency to support growing businesses that scale beyond single-currency operations. In NetSuite, it is **mandatory** to enable the Multiple Currencies feature. Attempting to use the plugin without this feature enabled will result in a SuiteScript error on every page.

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 for what payment approval steps are available to you.

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

Note Any Third-Party Plugins or Applications

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

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

Note Where Banking Details Are Stored

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

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

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

Review Limitations

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

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

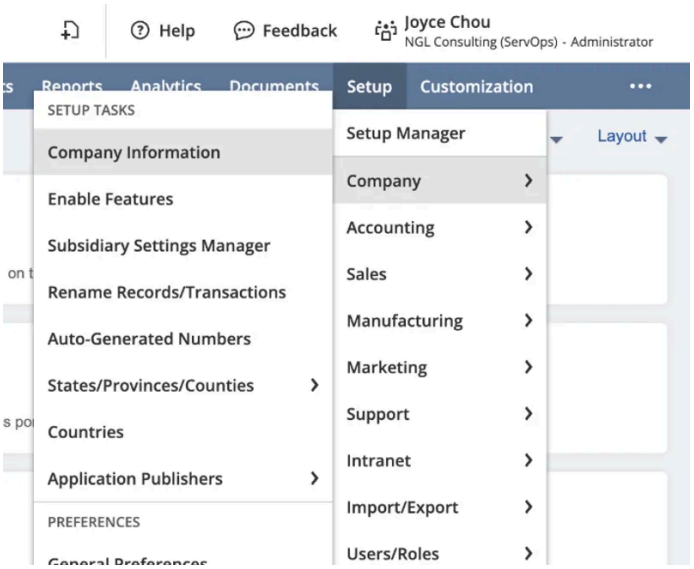
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Have the Invitation Email Handy

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

Have Your NetSuite Account ID Handy

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



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

Confirm Hardware & Software Requirements

Browser support (minimum versions):

- Chrome: 65
- Firefox: 66
- Safari: 12
- Edge: 79

Operating systems (minimum versions):

- Windows 7
- macOS - El Capitan

Minimum screen resolution:

- 1200×800px

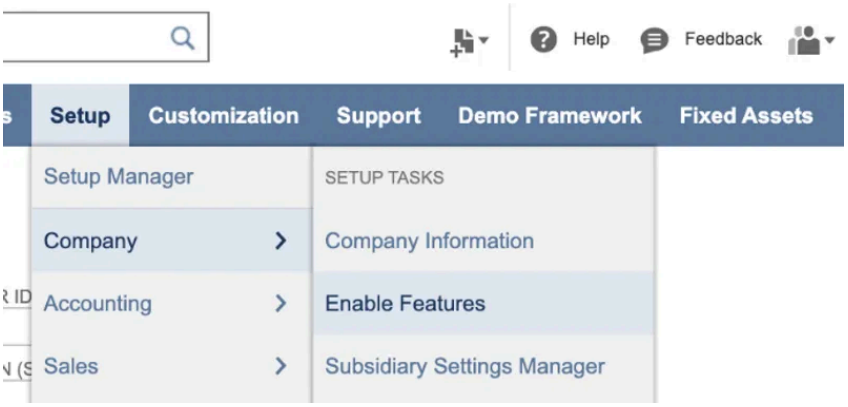
Configure NetSuite Features

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

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

1 Navigate to Enable Features

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

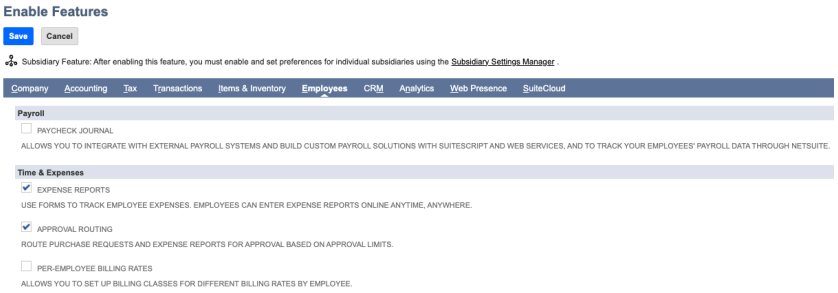


2 Enable Multiple Currencies

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).



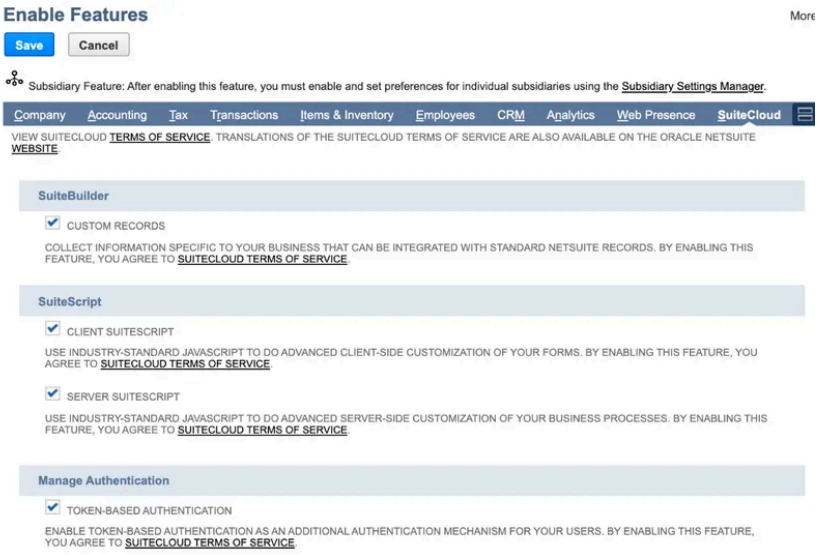
Enable Expense Reports

4 Enable SuiteCloud

Under the SuiteCloud tab, select the following items:

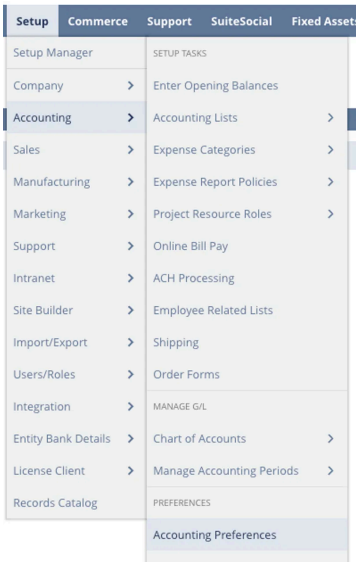
- **Custom Records**
- **Client SuiteScript**
- **Server SuiteScript**
- **Token-Based Authentication**
- **REST Web Services**

Click **Save**.



5 Set Up Accounting Preferences

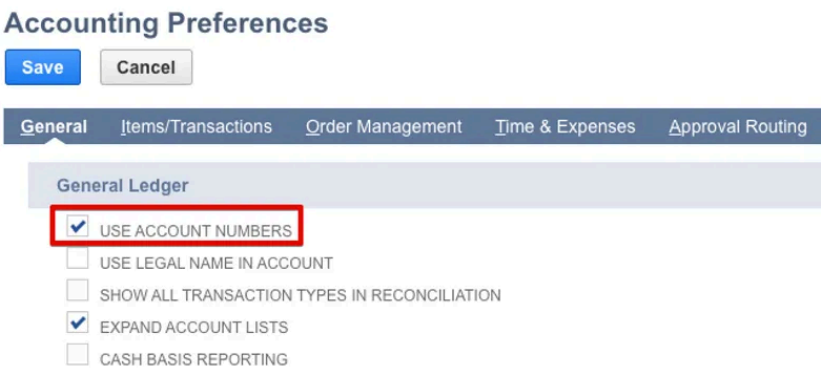
Go to **Setup → Accounting → Accounting Preferences**.



Navigate to Accounting Preferences

6 Enable Account Numbers

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



Enable "Use Account Numbers"

Click **Save**.

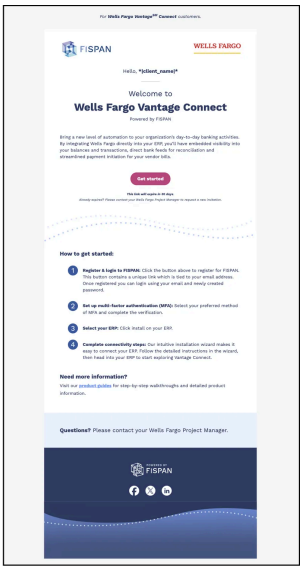
2.1.2. Installation

2.1.2.1. Step 1: Invitation Email

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

The invitation email will arrive with the following subject line:

Welcome to Wells Fargo Vantage Connect - Powered by FISPAN [Production] - [your-name]



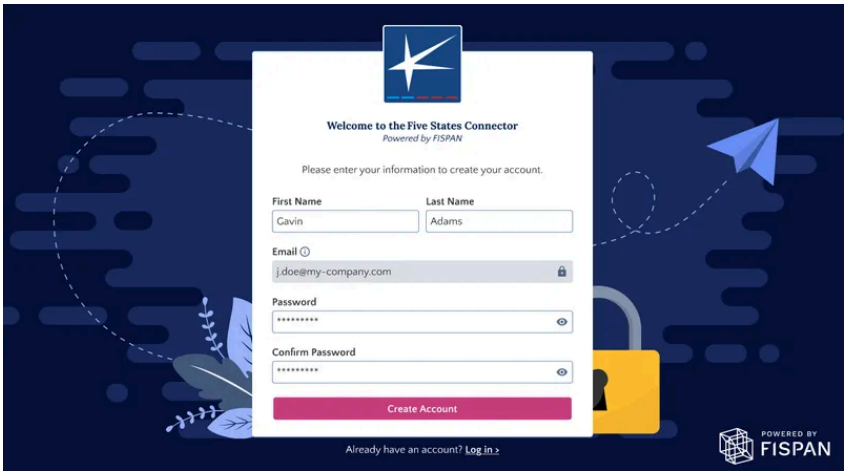
Example invitation email with a Get started button.

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 . Create your login credentials and select **Create Account.**



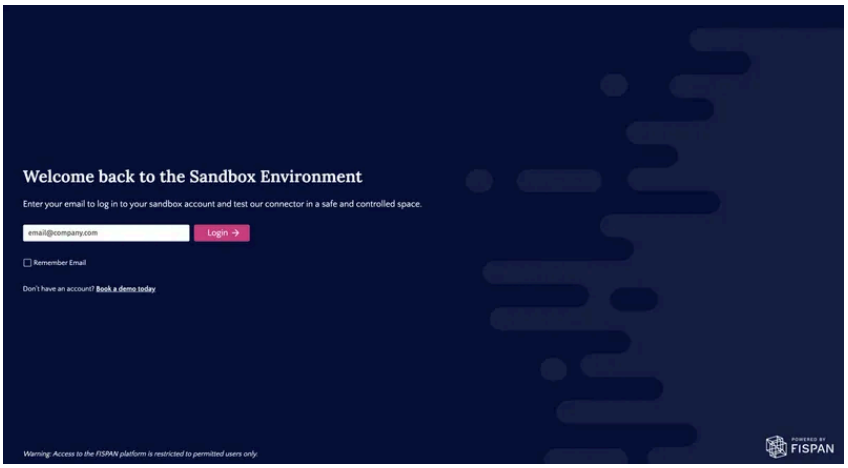
Passwords are required to be 8 characters and contain at least one uppercase, lowercase, number and special character

> **NOTE:** The password you create here will be used every time you want to access the . 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

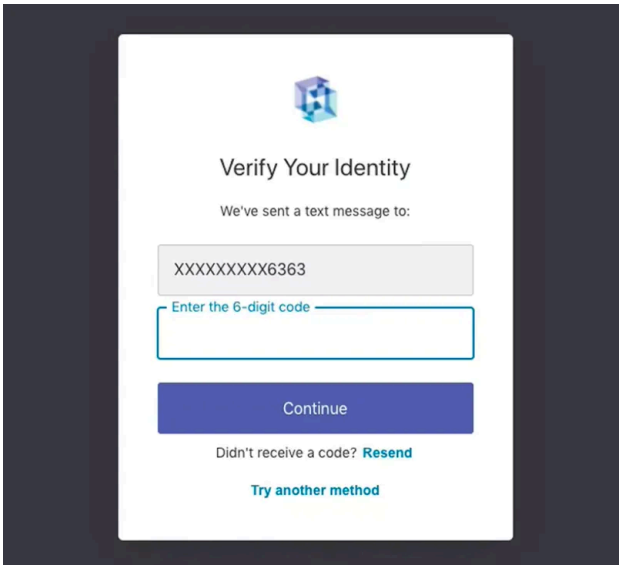
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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.

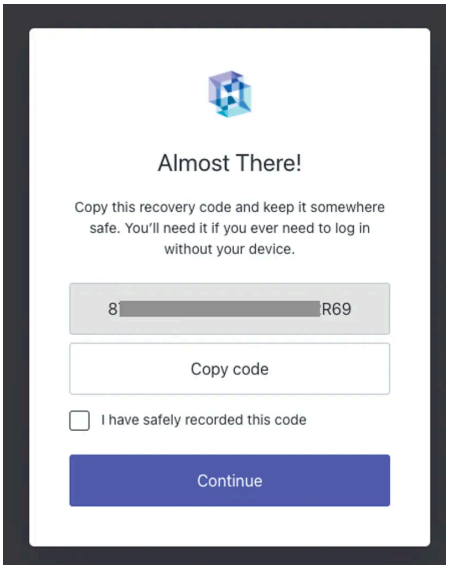
Select **Continue.**



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.

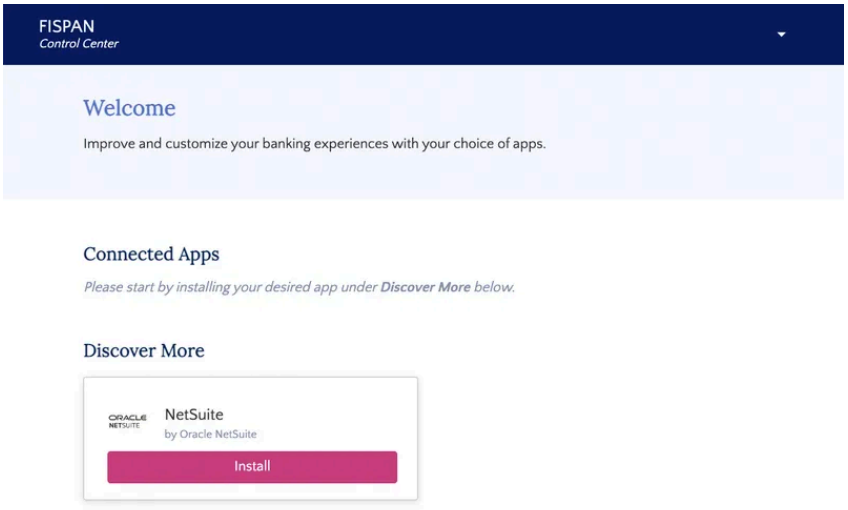


Recovery Code

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

2.1.2.3. Step 3: Select ERP

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

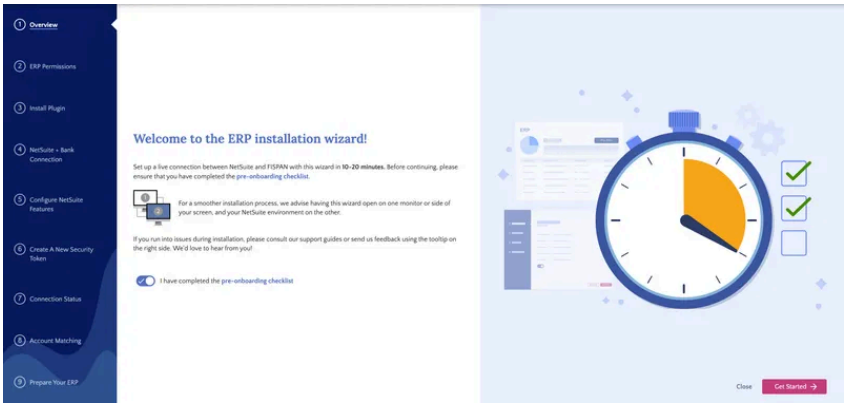


Select Install

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

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

Click **Get Started**.



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

2.1.2.4. Step 4: Permissions

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

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



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

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

2.1.2.5. Step 5: Let NetSuite Talk to Your Bank

About NetSuite Account ID

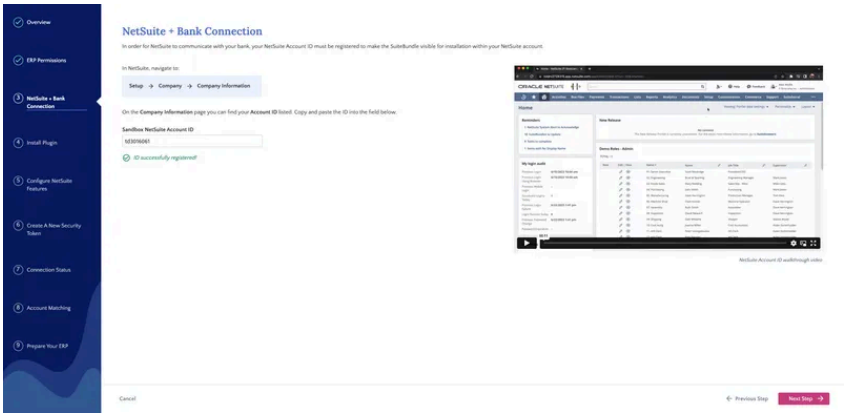
Your NetSuite Account ID is required to connect to your NetSuite environment.

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

Register Your Account ID

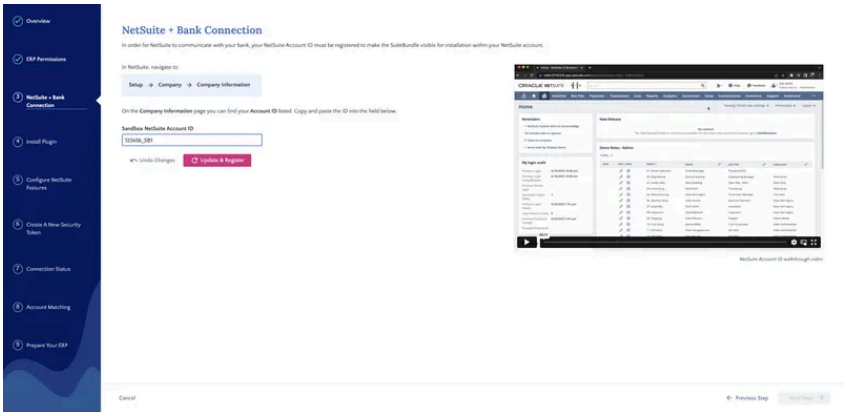
If the **Account ID** is pre-populated:

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



Already Pre-Filled

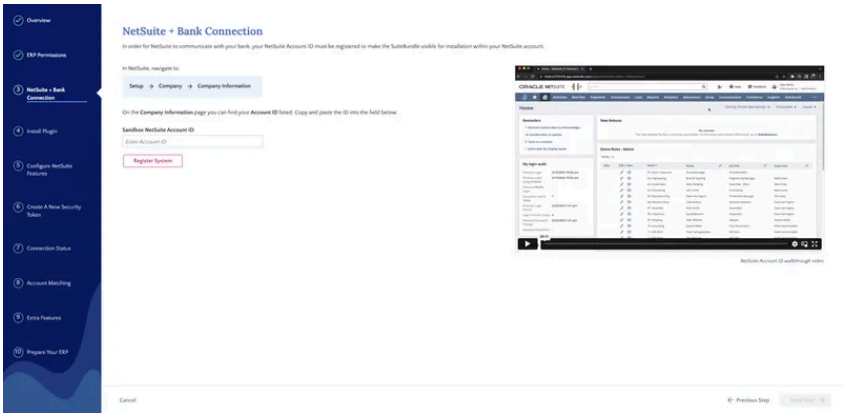
3. If incorrect, update the **Account ID** field with the correct value, then click **Register System.**



Update & Register

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

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



Click Register System

Locate Your Account ID in NetSuite

1. In NetSuite, navigate to **Setup → Company → Company Information.**
2. Locate your **Account ID** within the Company Information page.
3. Copy the **Account ID**.

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

Troubleshooting Registration Issues

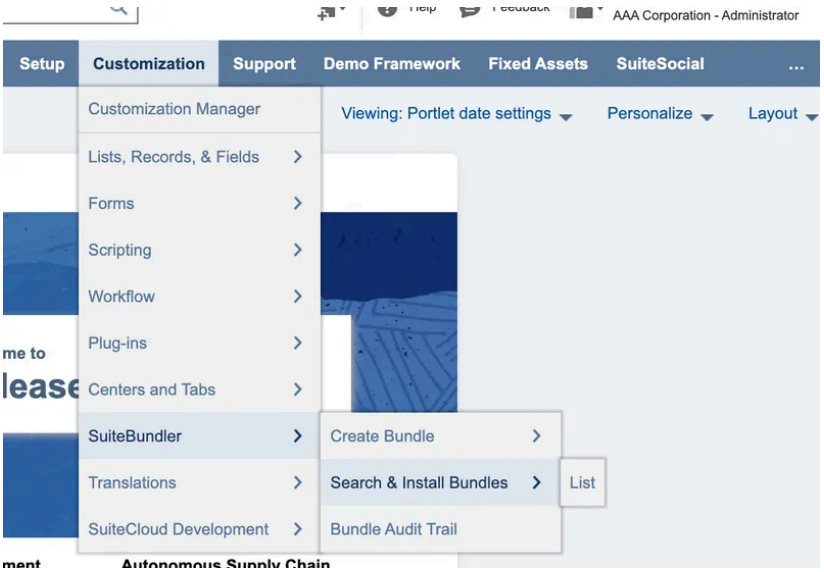
If registration fails:

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

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

2.1.2.6. Step 6: Install Bank Bundle

In NetSuite: Go to **Customization → SuiteBundler → Search & Install Bundles**



Search & Install Bundles

NOTE: If the Install button is not visible for the bundle, you may not have been granted access to the bundle. If this is the case, please contact Support.

To search for the bundle, type **"Vantage Connect"** in the Keywords box and select **Search**. Ensure the bundle ID is **409974** before selecting. Select **Install** to review the bundle, then select **Install** again to confirm. Select **Ok** when the pop up box appears and wait for the bundle to install (this may take a few moments). Once the bundle has installed, the **Vantage Connect** plugin tab will appear on your NetSuite menu.

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



Enter keywords "Vantage Connect" and click Search button to find the bundle

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

Refer to this link for more information about installing the bundle.

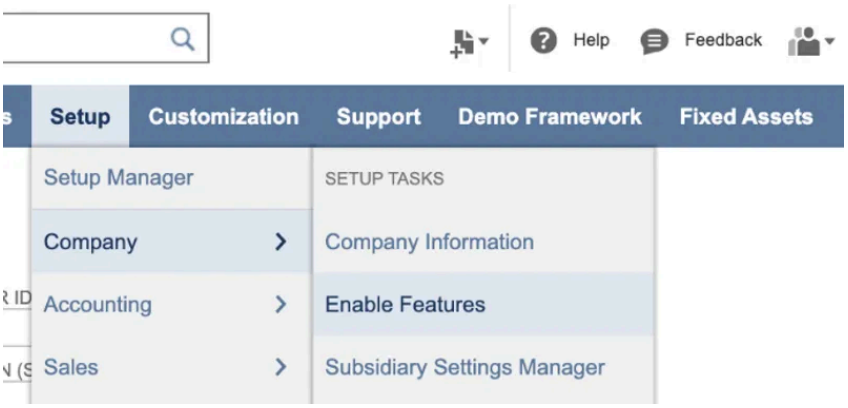
- **Entity Bank Details Installation & Setup**

2.1.2.7. Step 7: Configure NetSuite Features

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

1 Navigate to Enable Features

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

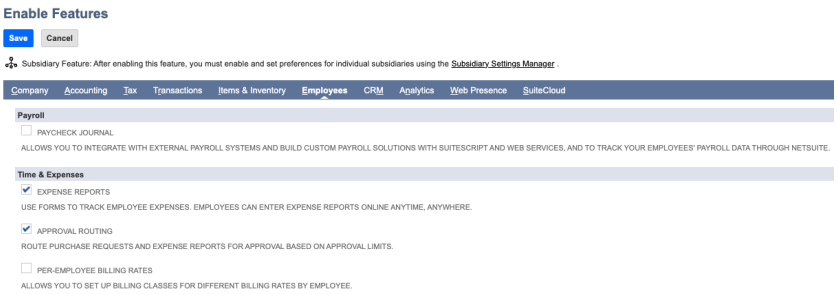


2 Enable Multiple Currencies

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

3 Enable Expense Reports

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



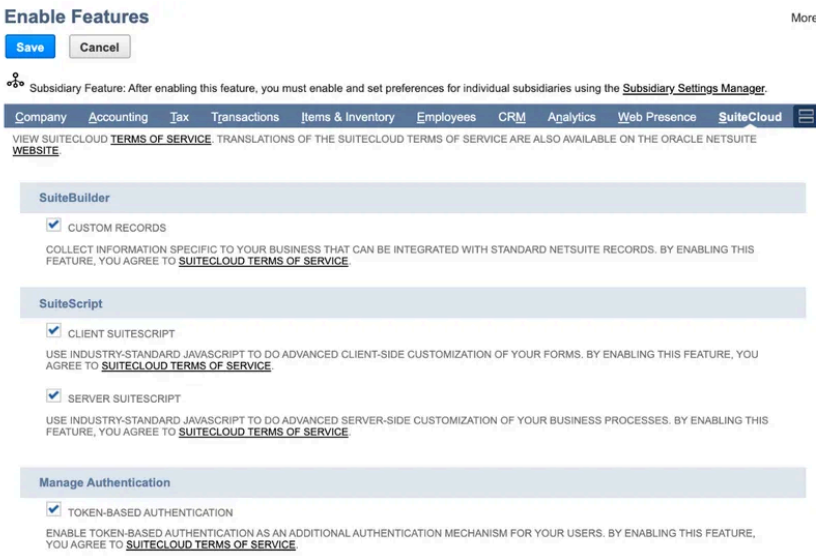
Enable Expense Reports

4 Enable SuiteCloud

Under the SuiteCloud tab, select the following items:

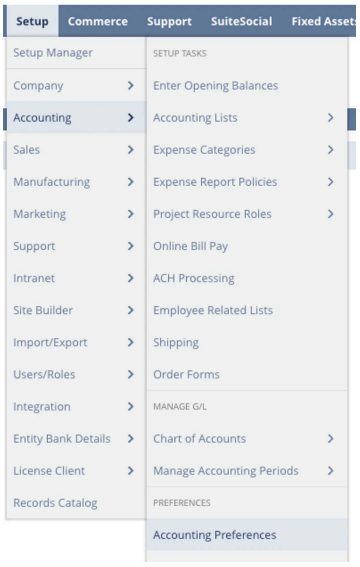
- **Custom Records**
- **Client SuiteScript**
- **Server SuiteScript**
- **Token-Based Authentication**
- **REST Web Services**

Click **Save**.



5 Set Up Accounting Preferences

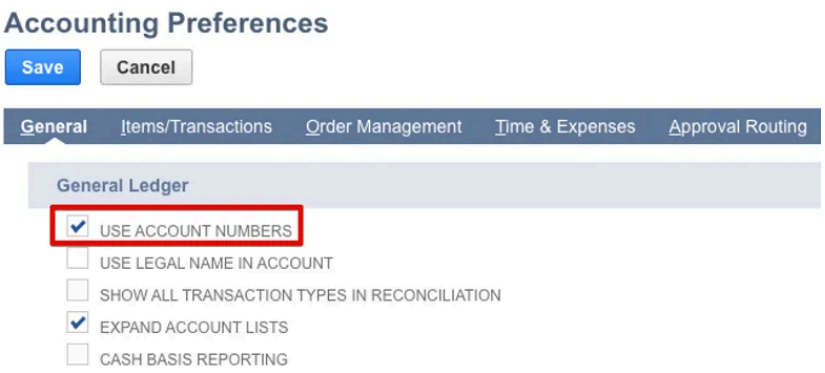
Go to **Setup → Accounting → Accounting Preferences**.



Navigate to Accounting Preferences

6 Enable Account Numbers

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



Enable "Use Account Numbers"

Click **Save**.

2.1.2.8. Step 8: 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 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.

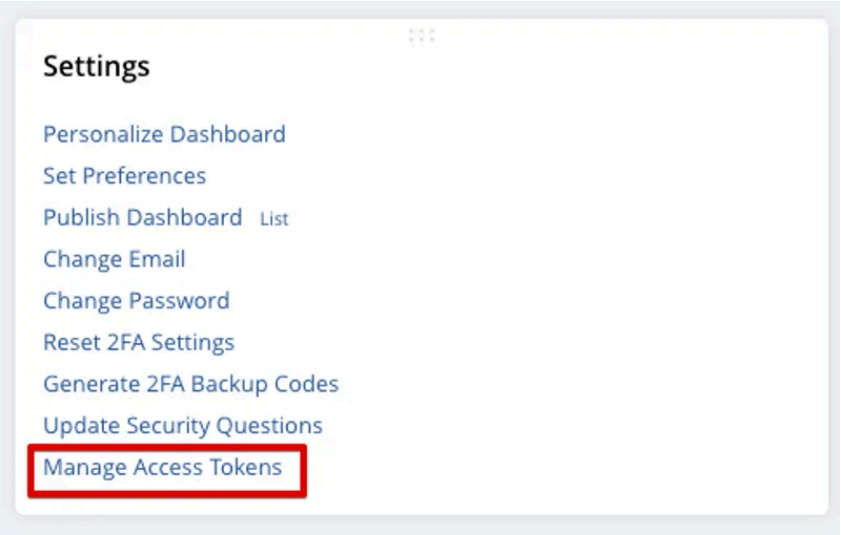
Please refer to **Minimum Permissions (NetSuite)** for a complete overview of the required permissions for each role and step-by-step configuration guidance.

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

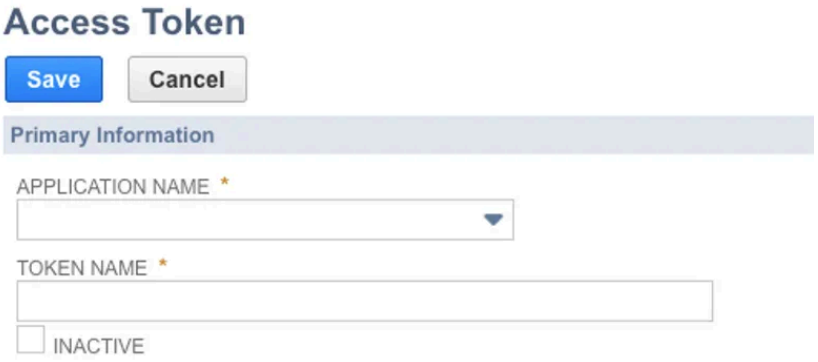
2 Add New My Access Token

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



Access Tokens

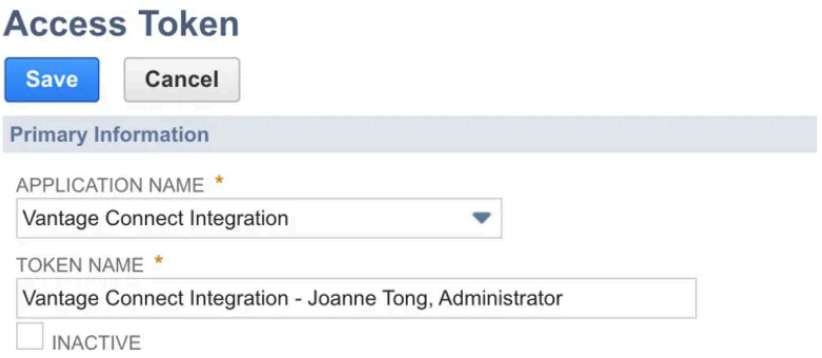
On the **Access Tokens** page, the application must be defined using the **Application Name** dropdown. The application for your bank plugin was created automatically when the plugin was installed.



Use Application Name Drop-down

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

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

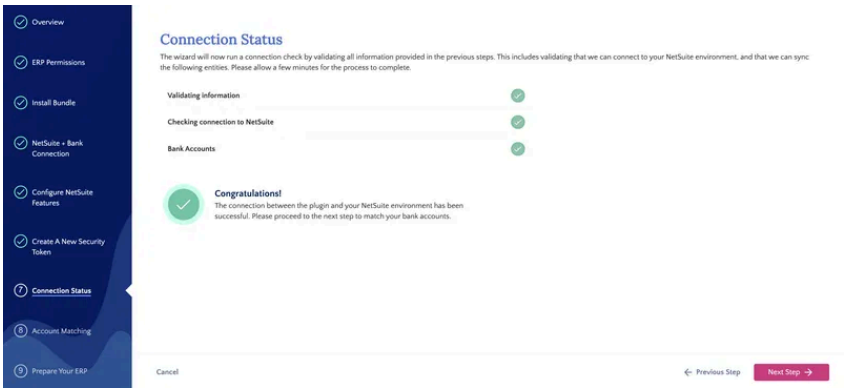


Save Access Token

2.1.2.9. Step 9: Connection Status

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

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

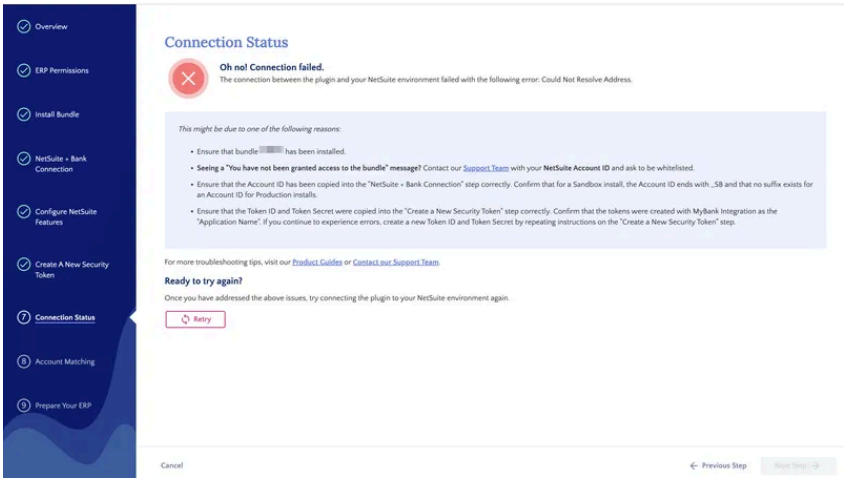


Successful Connection Message

Failed Connection Checks

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

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



Failed Connection Check

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

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

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

2.1.2.10. Step 10: Account Matching

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

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

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

To do this:

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

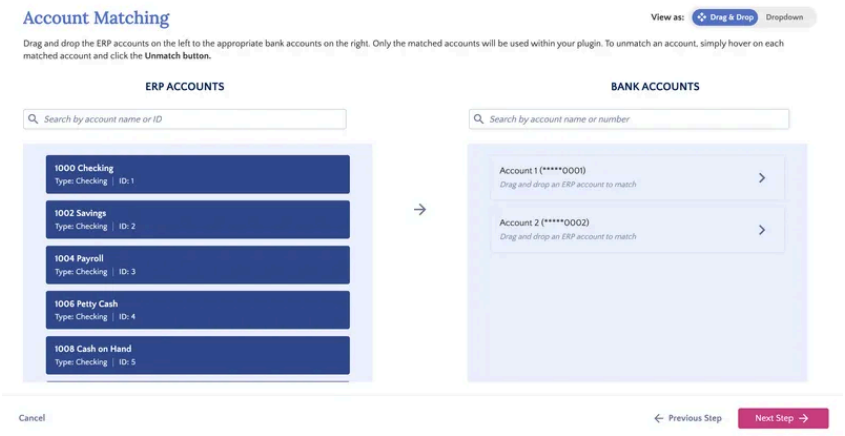
If you receive an error during account matching after the feature is enabled, please contact for further assistance.

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 .

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

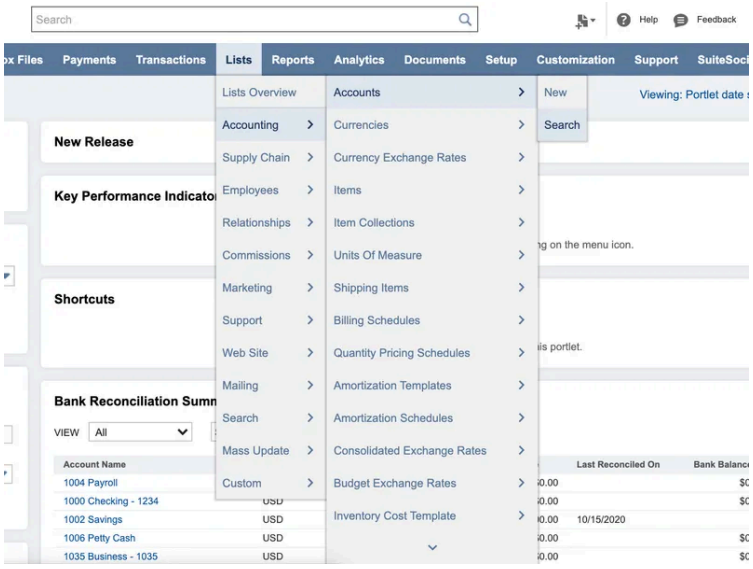
If you see the error again, click **Next Step** and finish the rest of the installation wizard.

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

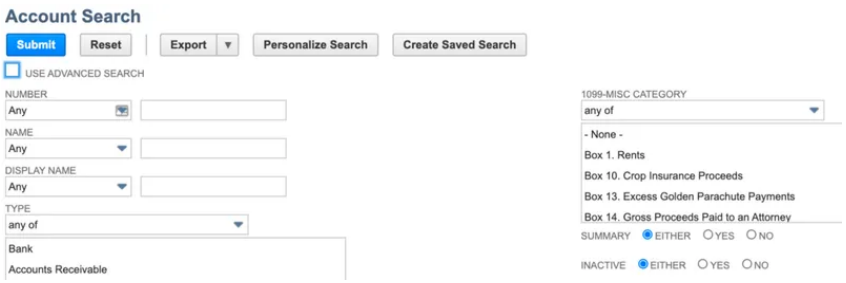
1. **Search Accounts**

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



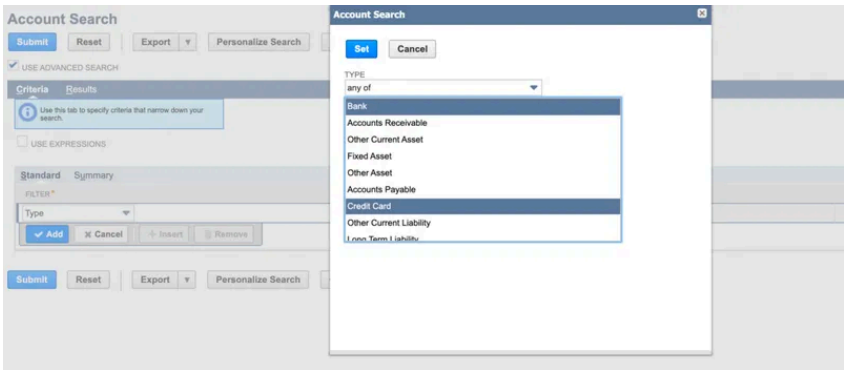
Go to Search

   Select **Use Advanced Search**.



Select Use Advanced Search

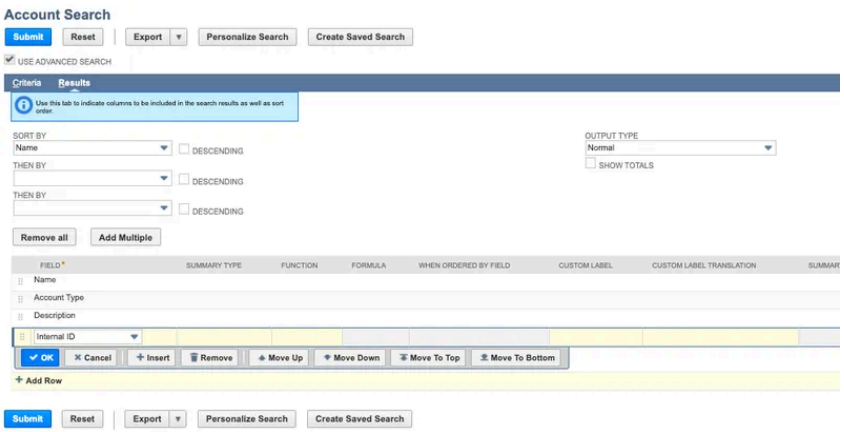
Under the Criteria tab, in the filter box, select **Type** and choose **Bank** (and/or **Credit Card** if matching for SUA payments). Then select **Set**.



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**.

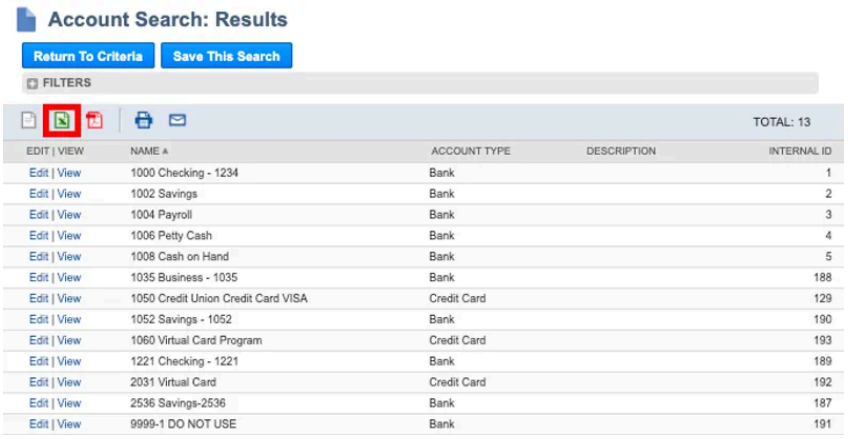


Add Internal ID

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.



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 to help you troubleshoot.

wellsfargo.support@fispan.com

2.1.2.11. Step 11: Set Up Approval Rules

Approval rules let you control how payments are reviewed and authorized before they are sent. Setting up an approval workflow ensures every payment is checked against your organization's policy from day one. Follow these steps to configure your approval workflow during installation.

> **NOTE:** Approval workflows ensure payments are reviewed and authorized according to your policy. Skipping this step increases risk and is strongly discouraged.

Configure your approval workflow

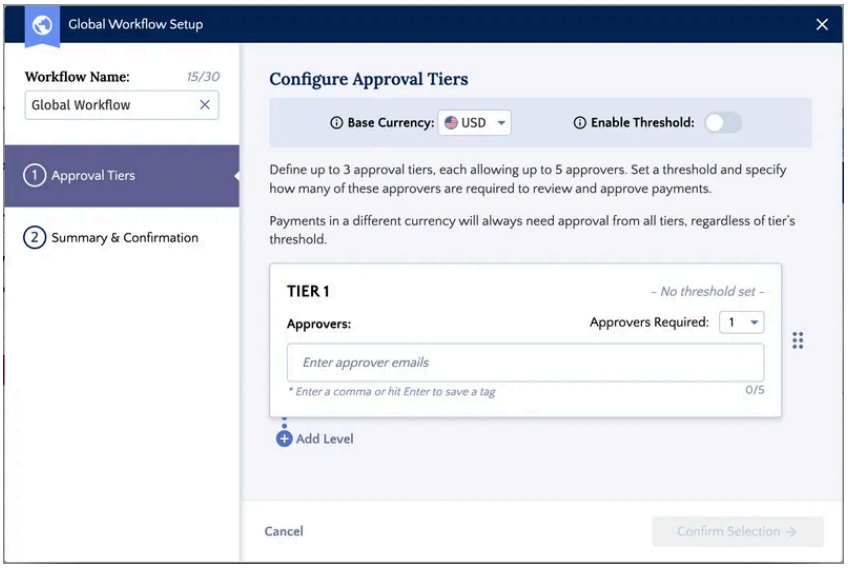
- **Global Workflow** (recommended default): Applies to all of your bank accounts and payment types. This is the simplest way to make sure every payment is covered.

Setting Up Your Global Workflow

To set up a global workflow, please follow these steps.

1 Create Global Workflow

First, give your workflow a descriptive name. This will help you easily identify it later.



Add Workflow Name

Here, you have the option to set thresholds. A threshold is the minimum payment amount required to trigger a specific approval tier. If a payment is less than the threshold amount, that approval tier will be skipped.

> **IMPORTANT:** Each threshold amount must be equal to or greater than the previous tier's threshold.

NOTE: If your system supports multiple currencies for payments, you must first define a base currency for your workflow.

Thresholds are only applied to payments in this base currency. Any payment submitted in a different currency will bypass the thresholds and automatically require approval from all tiers, as the system does not currently perform automatic currency conversion for this process.

TIP: Best Practice for Multiple Currencies

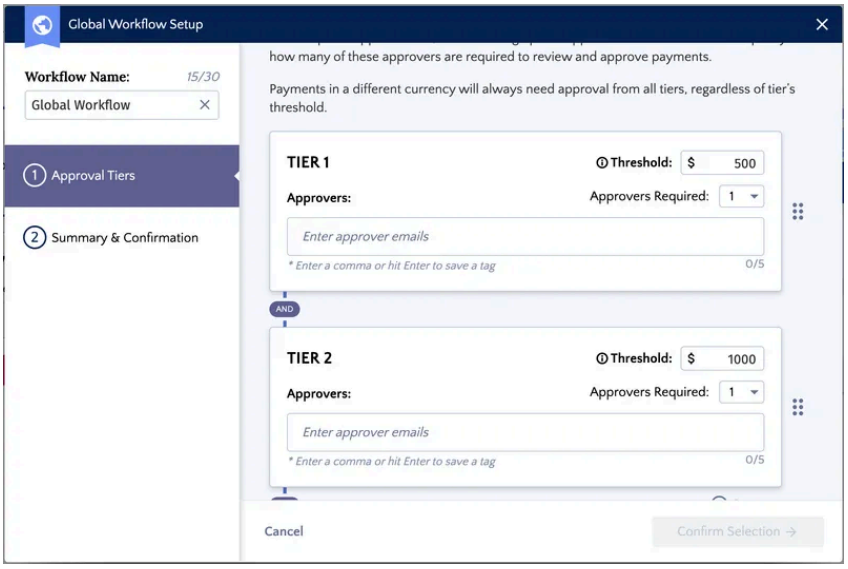
If you make payments from bank accounts with different base currencies, we highly recommend creating dedicated workflows for those accounts. This ensures that your thresholds are properly applied to payments in those specific currencies.

2 Add Approvers to Workflow

You'll need to add approvers for your workflow. Enter the user's ERP email address exactly as it appears in their ERP user record. Approvers will receive an email notification when a payment meets the required threshold.

The approver email must ***exactly*** match the email in the user's ERP record.

Do not use an alternate or alias emails. Any mismatch may delay approvals and payment processing.



Add Threshold Amount

IMPORTANT: To approve payments, users in an approval workflow need both an ERP license and the necessary plugin permissions.

3 Add Multiple Tiers

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

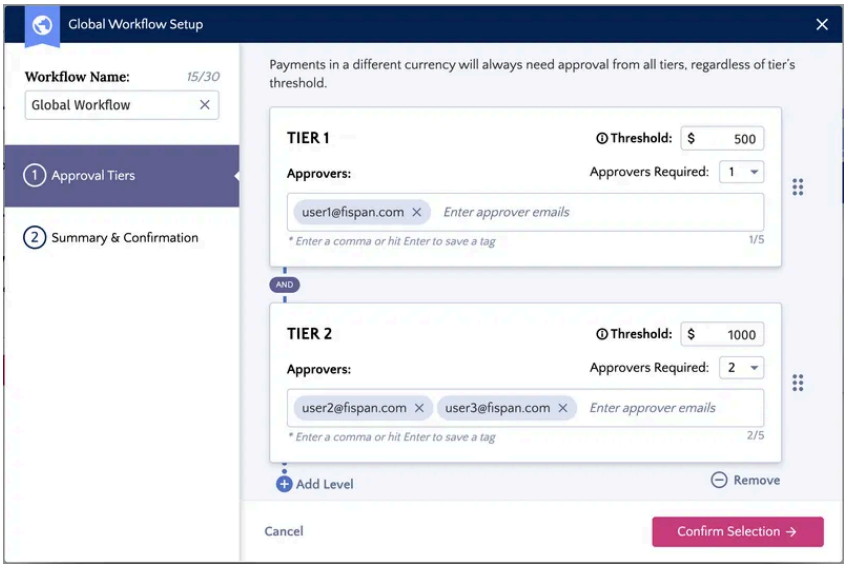
At each level, you can add up to five potential approvers. You can also decide how many individual approvals are required per tier. eg. Tier 1 requires 2 approvals, Tier 2 requires 3 approvals, Tier 3 requires 1 approval.

NOTE: Important Considerations

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

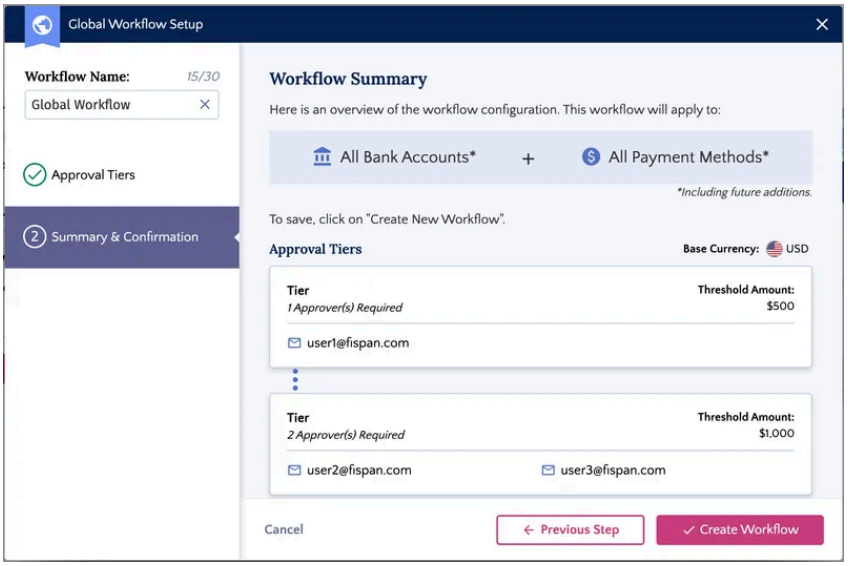
4 Complete Workflow

Once you're satisfied with your settings, click **Confirm Selection**.



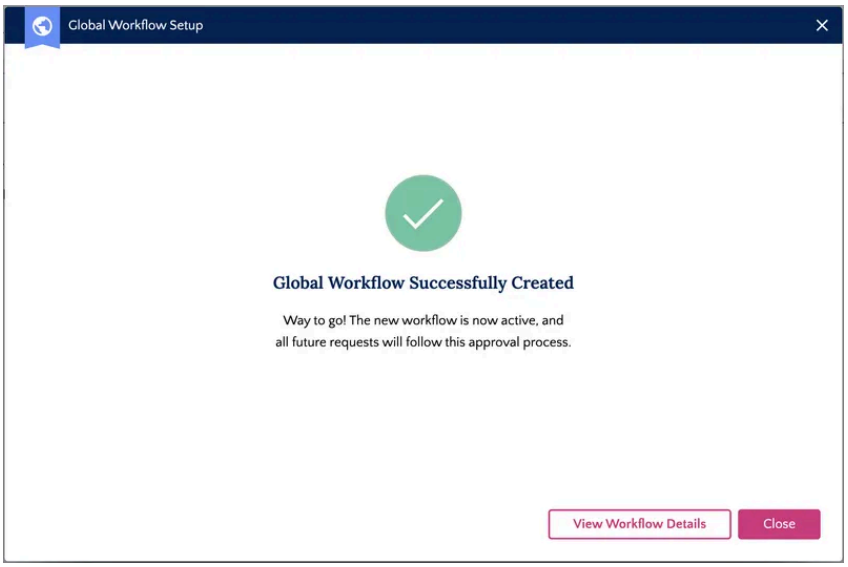
Select Confirm Selection

You can now review your workflow. Click **Create Workflow** to confirm creation.



Select Create Workflow

Your Global Workflow is now active! All payments made through the plugin will now follow this approval process.



Click Close

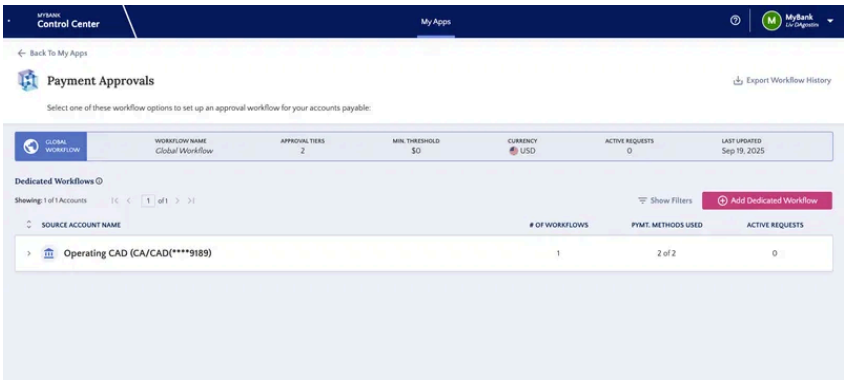
Editing or Deleting Workflows

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

Editing a Workflow

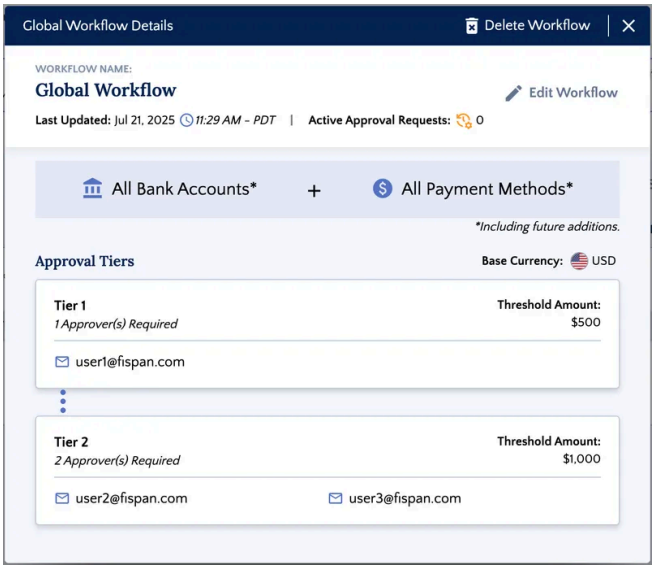
1. **Select a Workflow to Edit**

   Click on the workflow you want to edit in the table.



Select Workflow

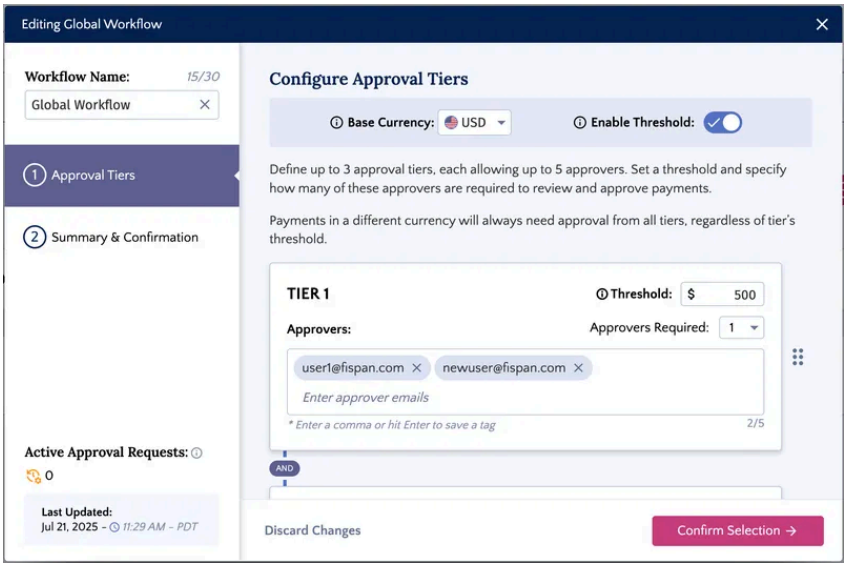
   An overview of the workflow will appear. Next, click **Edit Workflow.**



Click Edit Workflow

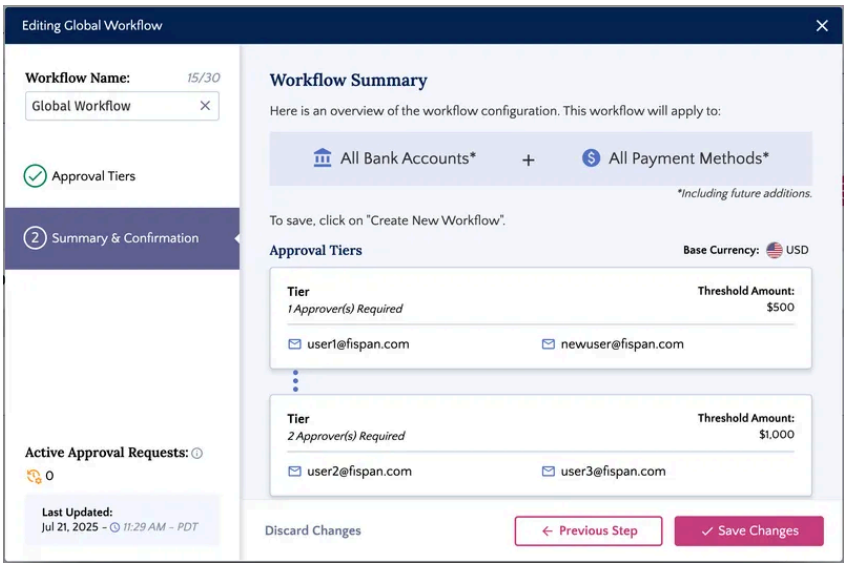
2 Edit Workflow

Make your desired changes to the workflow.



Make Changes

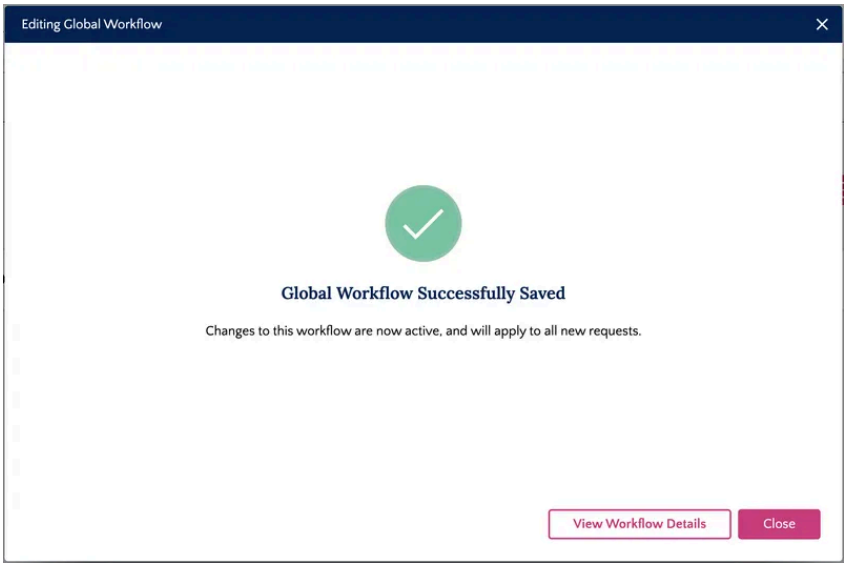
Verify your changes and then click **Save**.



Click Save

3 Confirm Changes

You will then see a confirmation of the changes. The updated workflow will now apply to all new payments.

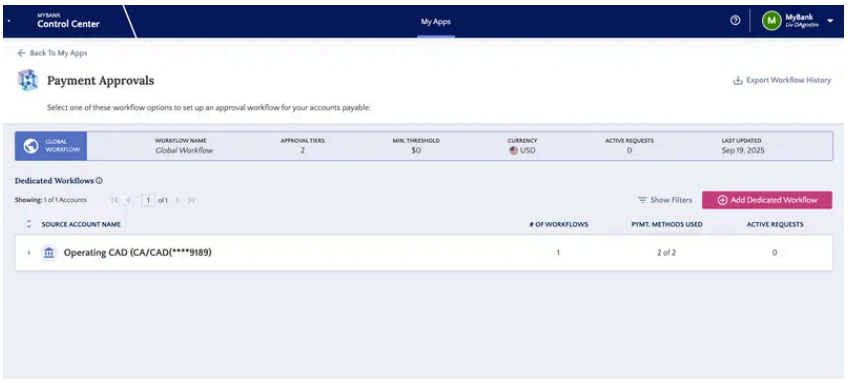


Click Close

Deleting a Workflow

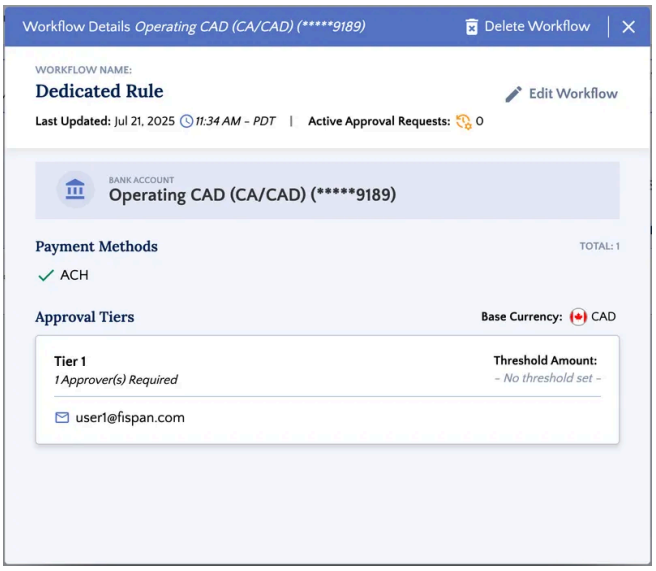
1 Select a Workflow to Delete

Click on the workflow you want to delete.



Select Workflow

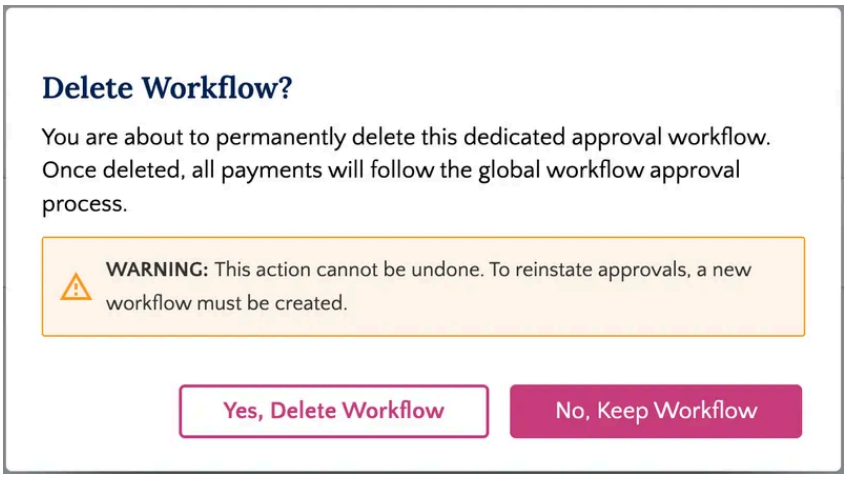
Click **Delete Workflow**.



Click Delete Workflow

2 Confirm Deletion

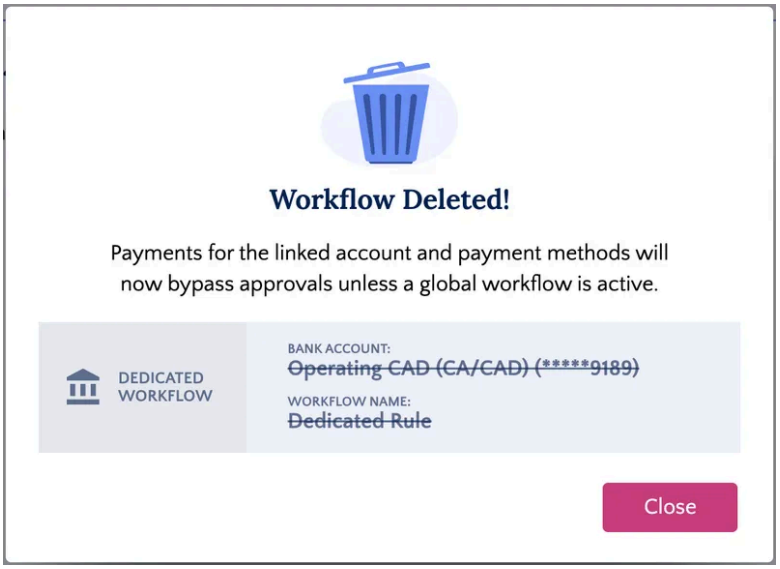
Next, confirm you would like to proceed with the deletion.



Click Yes, Delete Workflow

Payments will no longer use this Workflow. If you still have a Global Workflow active, these payments will now be routed through your Global Workflow instead.

You will then see a confirmation that the workflow was successfully deleted.



Confirm Workflow Deletion

Skipping this step

You can choose **Skip Step** to move on without setting up an approval workflow, but this is strongly discouraged.

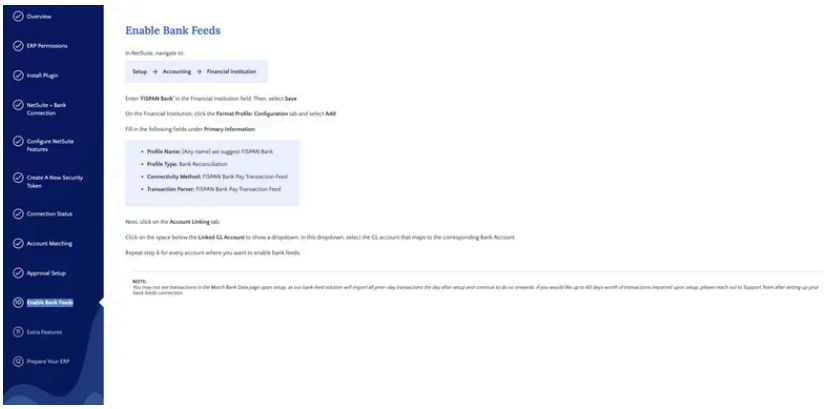
If you skip this step, payments may be processed without an approval workflow in place. We recommend setting up your approval rules now to keep your payments protected.

> **NOTE:** Approval rule options may vary depending on your ERP. If you don't see an option described here, or need help configuring a more complex workflow, please contact your FISPAN support team.

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

> **NOTE:** 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.

Enabling Bank Feeds

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

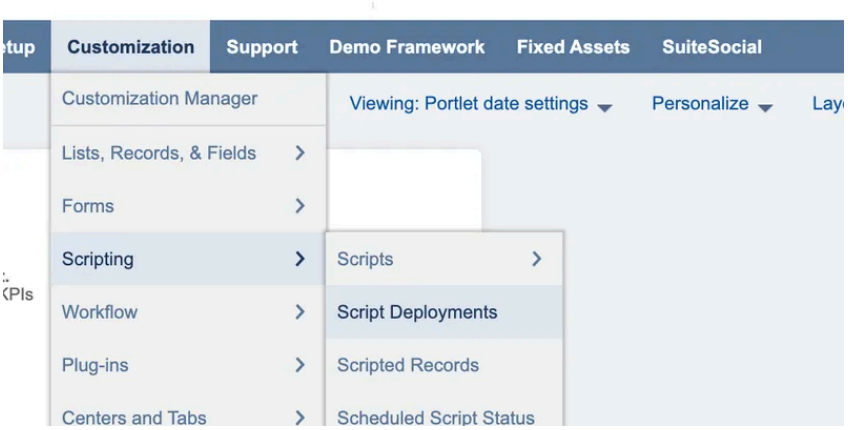
2.1.2.13. Step 13: Plugin Access Management

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.**

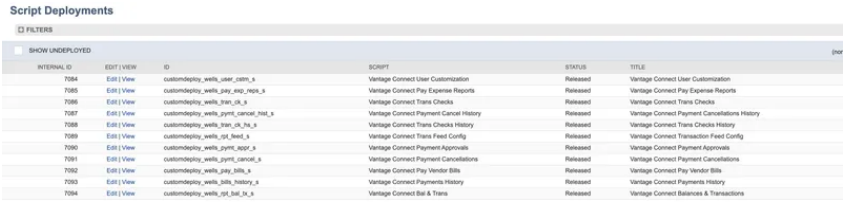


Go to Script Deployments

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

- **Vantage Connect Balances & Transactions**
- **Vantage Connect Pay Vendor Bills**
- **Vantage Connect Payments History**
- **Vantage Connect Trans Checks** (Positive Pay)
- **Vantage Connect Trans Checks History** (Positive Pay History)
- **Vantage Connect Transaction Feed Config** (Connectivity Method field used in Bank Feeds setup)
- **Vantage Connect User Customization**
- **Vantage Connect Payment Cancellations History**
- **Vantage Connect Pay Expense Reports**
- **Vantage Connect Payment Approvals**
- **Vantage Connect Payment Cancellations**

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



List of Script Deployment scripts

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

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

- **Step 2: Manage Bundle Access - Suitelets**
- **Step 3: Manage Bundle Access - RESTlets**
- **Step 4: Manage Bundle Access - User Events**

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

Step 15: Install Entity Bank Details Bundle

2.1.2.14. Step 14: NetSuite Role Permission Setup

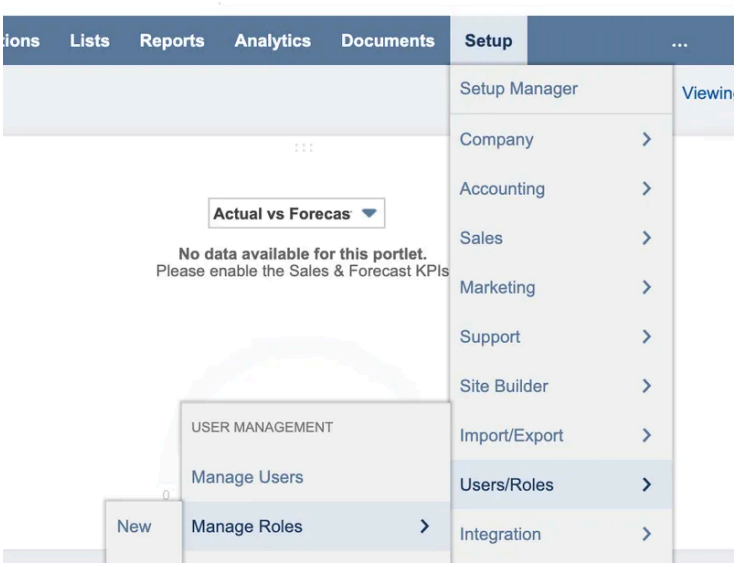
If you receive an "INSUFFICIENT_PERMISSION" error or can't see all the accounts, it's because your NetSuite user role does not have the correct permissions. You'll need to update your permissions following these steps.

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**.



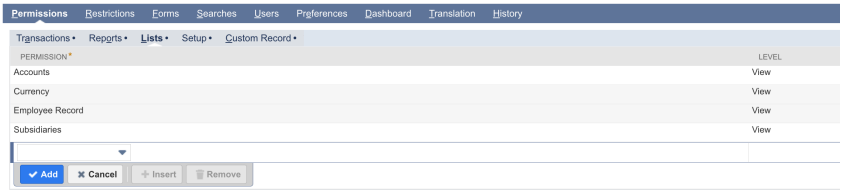
Go to Manage Roles

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.



"Lists" Permissions

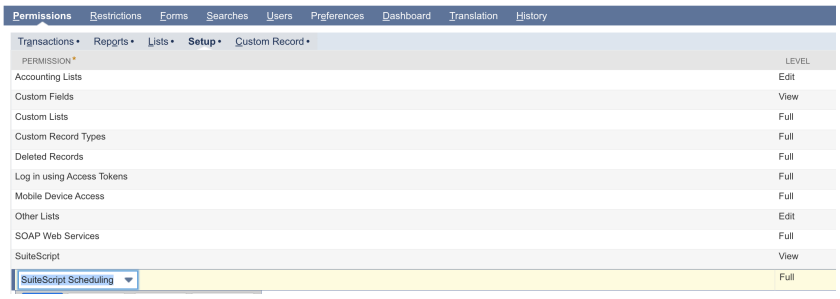
Scroll through the list, or begin typing to find and select the following permissions:

- **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.



"Setup" Permissions

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

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

Select **Save.**

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

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

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

- **Step 5: Manage Bundle Access - Custom Records**

If this is the intial installation, you can wait to install and configure the Entity Bank Details bundle as described in the next step:

Step 15: Install Entity Bank Details Bundle

2.1.2.15. Step 15: Install Entity Bank Details Bundle

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

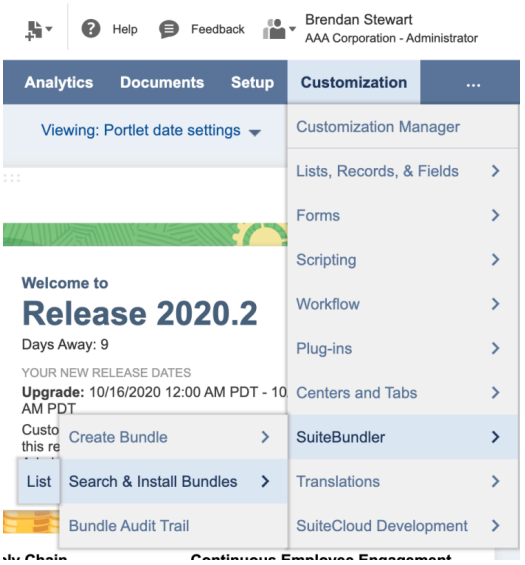
The Entity Bank Details (EBD) bundle, combined with the standard NetSuite vendor and employee records, will store all the information needed to submit payments.

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

Entity Bank Details (EBD) Installation Instructions

1 Install Entity Bank Details Bundle

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



Go to Search & Install Bundles

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



Entity Bank Details bundle

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



Install Bundle page

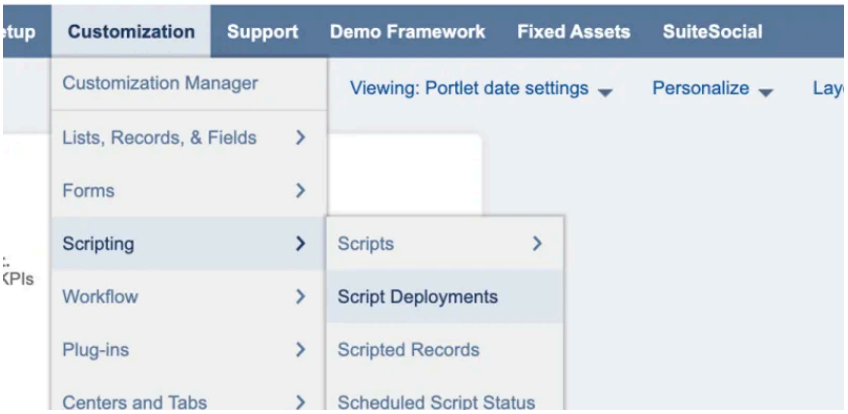
Select **OK** when the dialog appears and wait for the bundle to install (this may take a few moments).

> **IMPORTANT:** If you receive an error stating "You have not been granted access to the bundle" upon attempting installation, please reach out to .
>
> Our team may need to whitelist your NetSuite Account ID before you are able to install the Entity Bank Details bundle. Your Account ID can be found by navigating to **Setup → Company → Company Information**.

2 Manage Bundle Access - Suitelets

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

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



Go to Script Deployments

On the Script Deployments page, apply the following filters:

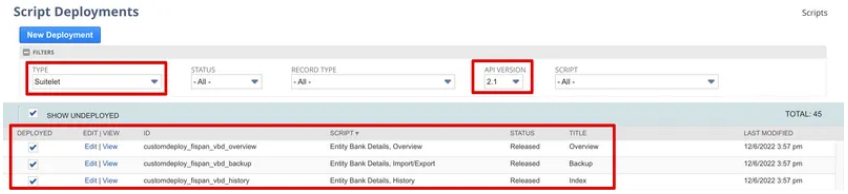
- In the **Type** dropdown, select **Suitelet**
- In the **API Version** dropdown, select **2.1**

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

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

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

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



Filter for Suitelets on API Version 2.1

Then, select **Save**.

Stay on this page for the next steps.

3 Manage Bundle Access - RESTlets

On the Script Deployments page, apply the following filters:

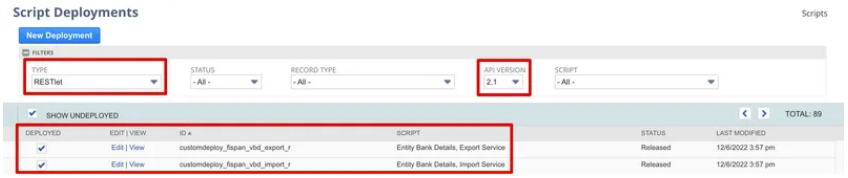
- In the **Type** dropdown, select **RESTlet.**
- In the **API Version** dropdown, select **2.1**.

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

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

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

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



Select Edit on the the Script Deployment

Then, select **Save**.

4 Manage Bundle Access - User Events

On the Script Deployments page, apply the following filters:

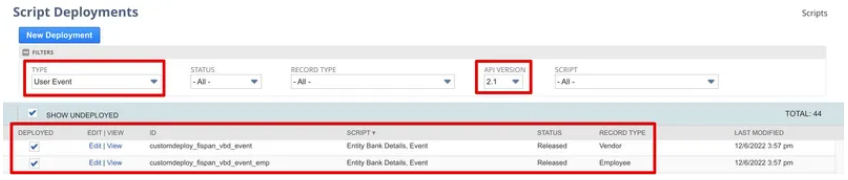
- On the **Type** dropdown, select **User Event.**
- On the **API Version** dropdown, select **2.1**.

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

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

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

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



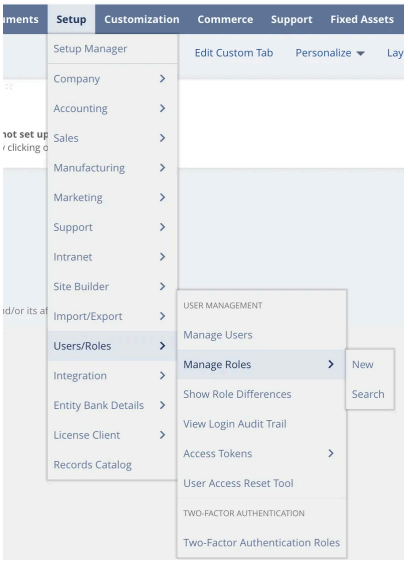
Filtering for User Events on API Version 2.1

Then, select **Save**.

5 Manage Bundle Access - Custom Records

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

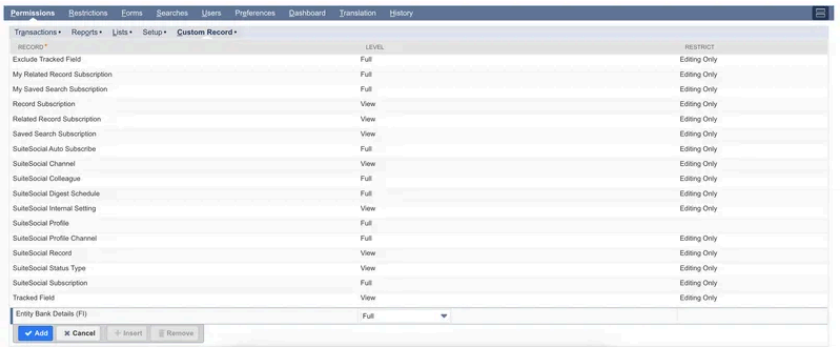
Then, select **Edit** for the role for which you would like to grant access to the Entity Bank Details bundle records.



Go to Manage Roles

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

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



Search and Select Entity Bank Details

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

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

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

Use the search box to find and set the permission:

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

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

Use the search box to find the following permission:

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

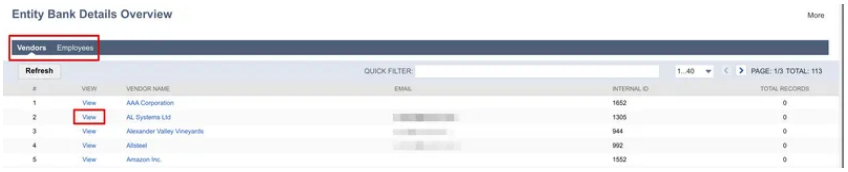
Then, select **Save**.

6 Storing Bank Information

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

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

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



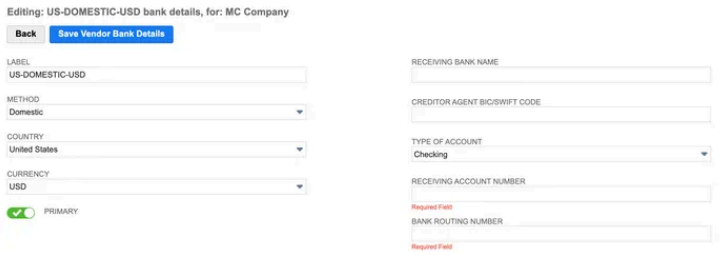
Select View for the desired Vendor or Employee

Select **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**.



Select Save

Then, select **Save**.

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

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

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

2.1.2.16. Step 16: Configure SuiteApps Reports Balances

Navigate to the **Homepage**.

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

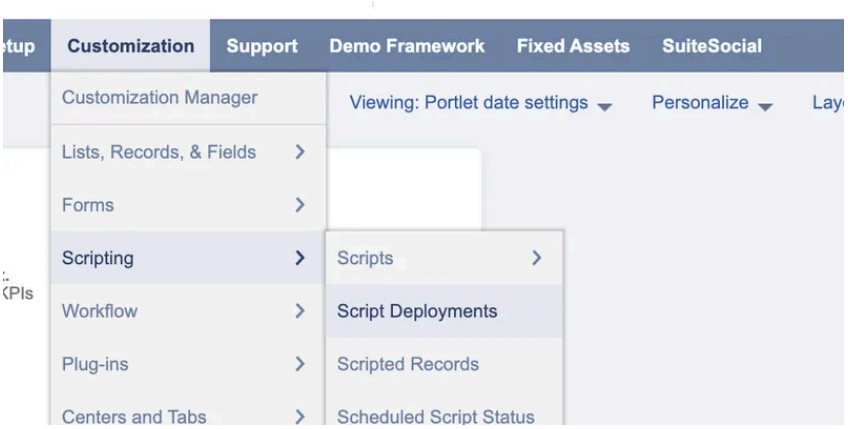


Select Vantage Connect Reports

Non-admin roles need to be added to the **Vantage Connect 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:

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

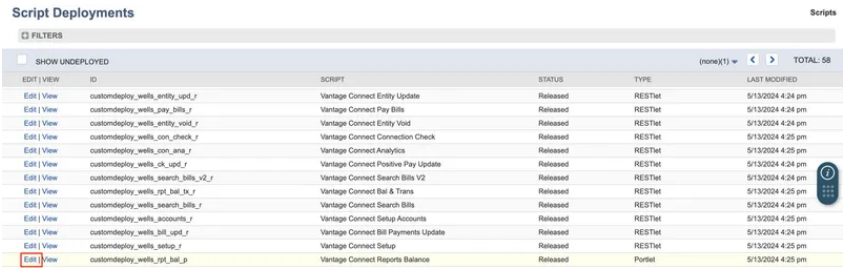
- On the **Type** dropdown select **Portlet**
- On the **API Version** dropdown select **2.1**.



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**.



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 at its full potential. Follow this flow to ensure you are not missing anything!

> For Sandbox users, feel free to skip the steps that may not apply to your use case. We strongly recommend following the **Sandbox Checklist (NetSuite)**.

1. Grant Permissions

To ensure users can view and utilize the plugin, a NetSuite administrator must grant them permission. You can follow **Step 11: Plugin Access Management** and **Step 12: NetSuite Role Permission Setup** to enable permissions.

2. Install the Entity Bank Details bundle

> If you are not a Payables user, please skip this step.

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

You can follow **Entity Bank Details Installation & Setup** or **Step 13: Install Entity Bank Details Bundle** for instructions on how to install this bundle.

3. Enter Bank Details into the Entity Bank Details bundle

> If you are not a Payables 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 through the Entity Bank Details bundle interface

Refer to "Storing Bank Information" on **Step 13: Install Entity Bank Details Bundle** for instructions on how to manually add Entity Bank Details to a payee.

Option 2: Import bank details via CSV template

Refer to **Entity Bank Details Bundle Import/Export** for instructions on how to bulk import bank details using our pre-formatted CSV template.

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

4. Enable Bank Feeds

> For Sandbox users, please skip this step.

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

Please follow instructions on **Enabling Bank Feeds** for instructions on how to set up your bank feeds.

5. 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 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. Configuration

2.1.4.1. Setting Up Multi-Factor Authentication

Multi-Factor Authentication (MFA) Overview

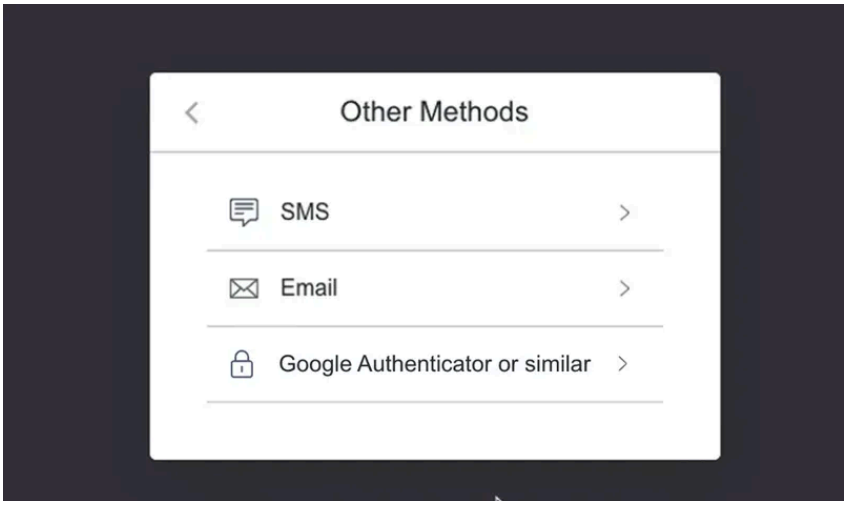
Multi-factor authentication (MFA) adds another level of security for all users when using the to **login**. With MFA, your data is protected against account breaches and is accessed by authorized users.

> **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

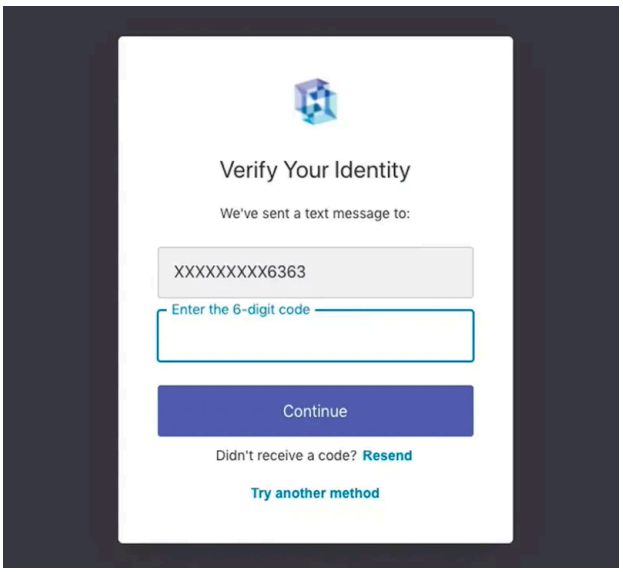
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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.

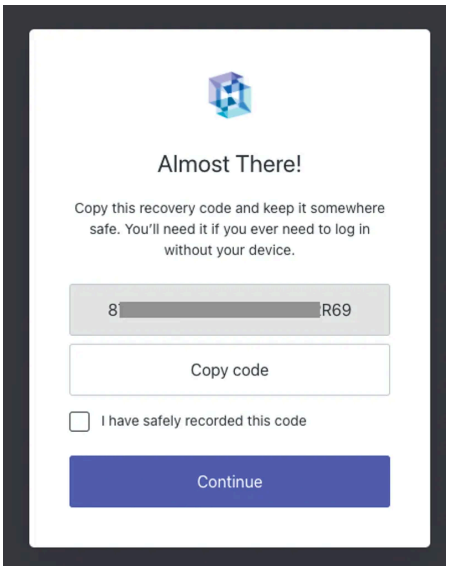
Select **Continue.**



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.

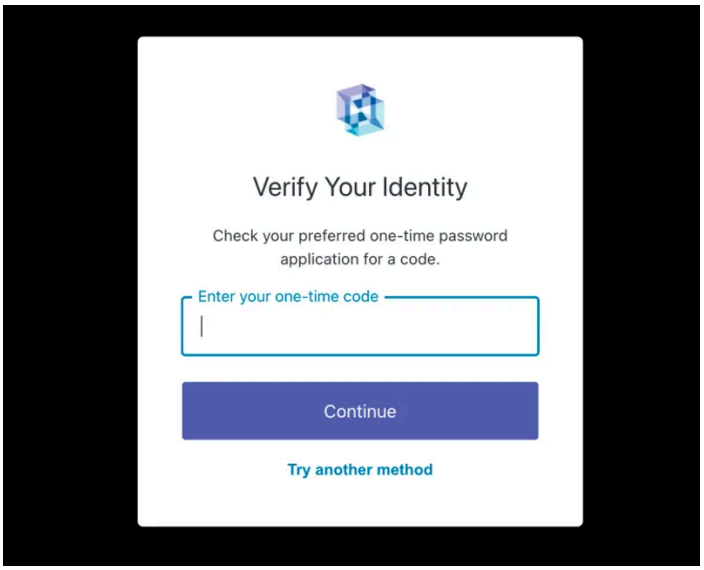
1 Set Up Authentication App

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

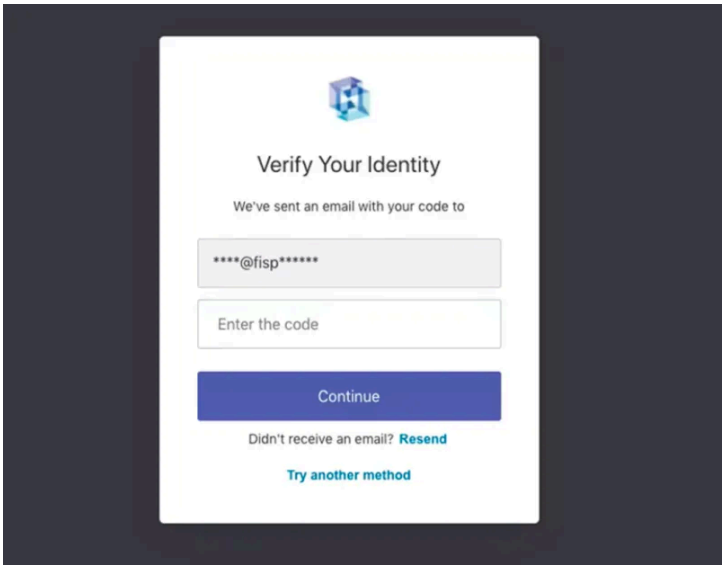
Add the email address where you would like to receive your authentication code.

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**.



Email Authentication

2.1.4.2. Mapping Bank Accounts (NetSuite)

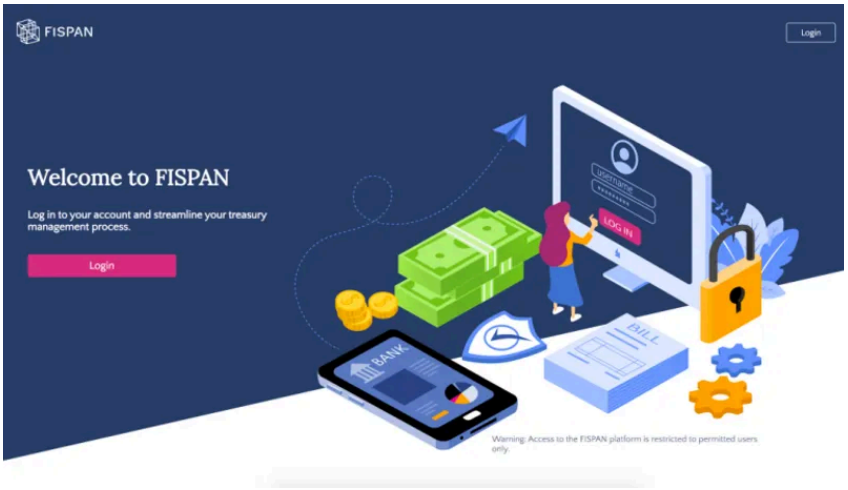
Navigating to the Account Matching Page

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

1 Log in to the

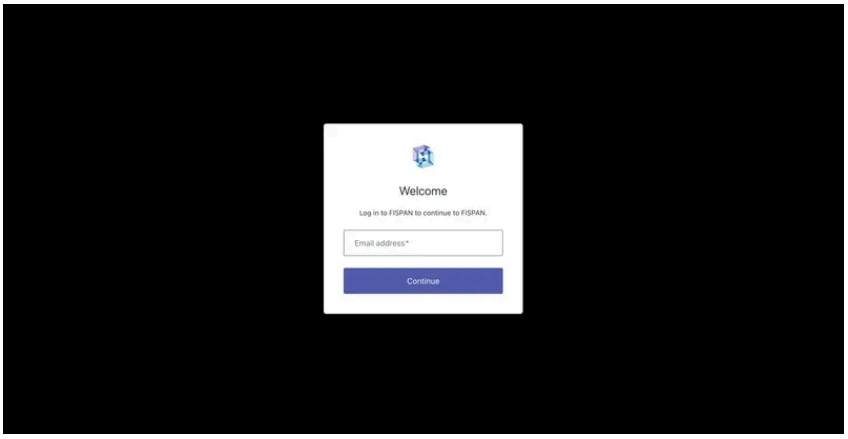
Head to the **Production Portal** you used to register for an account with when you installed the plugin.

> **NOTE:** Setting up in Sandbox? Use this alternative link instead: **Sandbox Portal**



Welcome Page

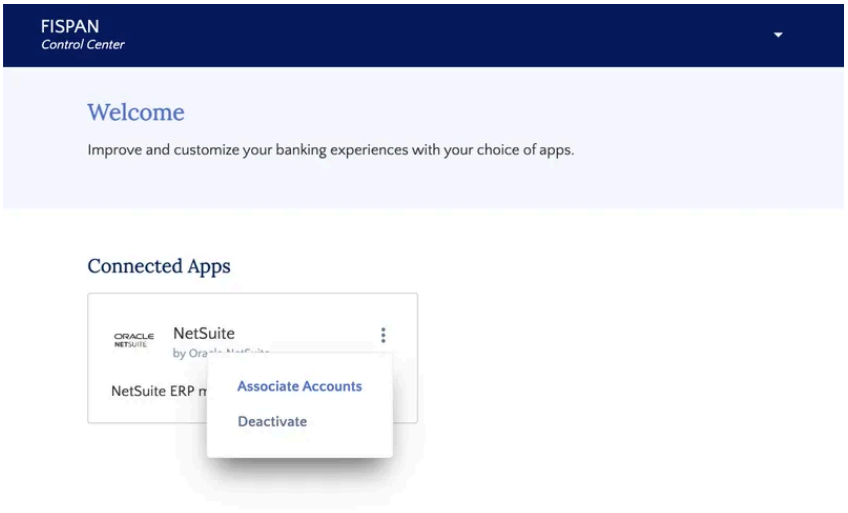
Log in to the Portal with the email and password you used to register. Multi-Factor Authentication (MFA) will be required for login.



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.

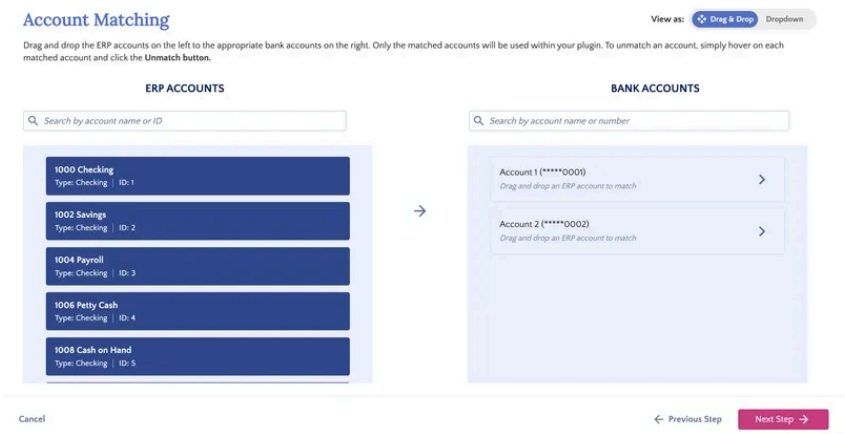
If you receive an error during account matching after the feature is enabled, please contact for further assistance.

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 .

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

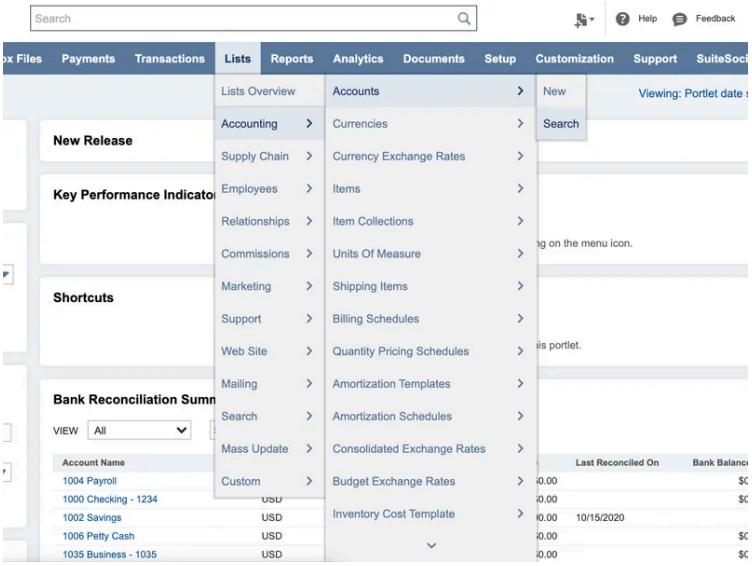
If you see the error again, click **Next Step** and finish the rest of the installation wizard.

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**



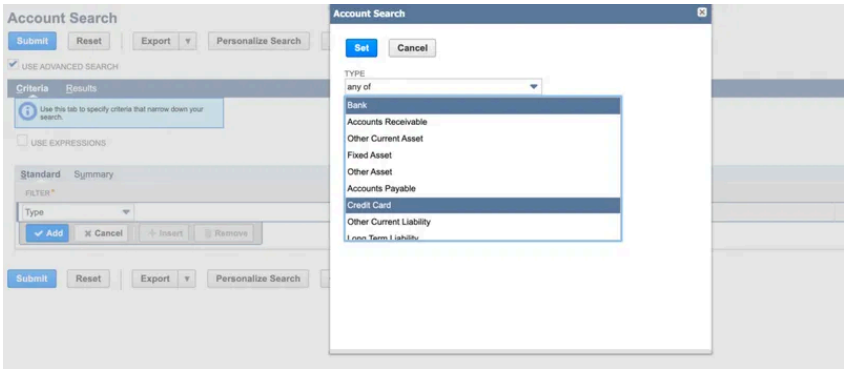
Go to Search

Select **Use Advanced Search**.



Select Use Advanced Search

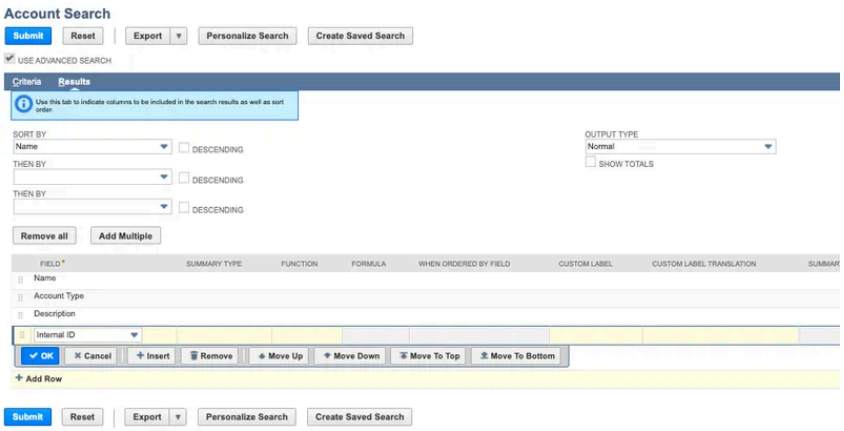
Under the Criteria tab, in the filter box, select **Type** and choose **Bank** (and/or **Credit Card** if matching for SUA payments). Then select **Set**.



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**.

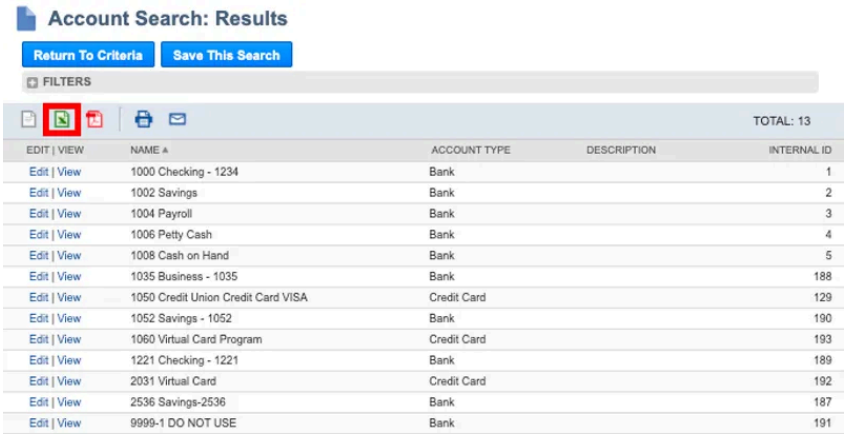


Add Internal ID

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.



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 to help you troubleshoot.

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

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

2.1.4.3. Minimum Permissions (NetSuite)

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

Web Service User

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

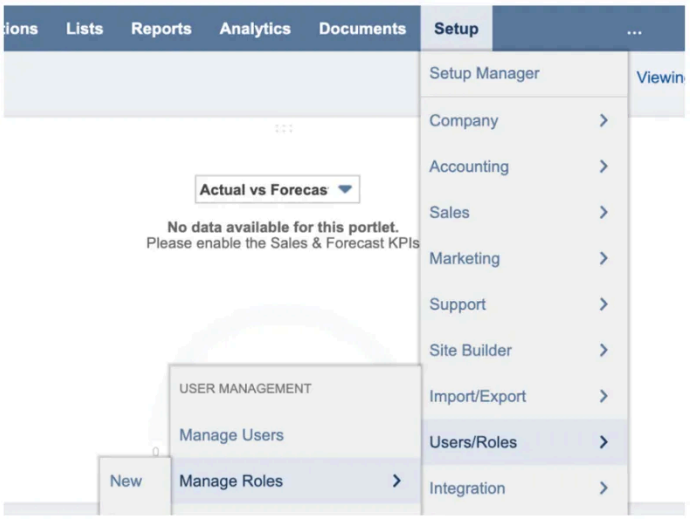
While some users choose to assign the Bank Integration Web Service Role directly to a specific person, this creates a risk: if that user loses their NetSuite access or leaves the company, the access tokens will become void. To avoid this, we recommend creating a dedicated Web Services User and assigning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

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

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

Configure User Role

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



Go to Manage Roles

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

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

Bank Integration Web Service Role

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

A/P and/or Accountant User Role

Permission Type	Permission	Level	Detail
Custom Record	Entity Bank Details (FI)	View (or higher)	*Required to view vendor banking information on the Vendor record and within the Entity Bank Details Overview page*
Lists	Documents and Files	View (or higher)	*Required to access plugin pages*
Lists	Accounts	View (or higher)	*Required to view accounts for various plugin functions*
Lists	Currency	View (or higher)	*Required to view currencies for various plugin functions*
Lists	Vendors	View (or higher)	*Required to load vendors bills on plugin payables pages*
Lists	Employee Record	View (or higher)	*Required to access payments history/employee expense reports pages*
Lists	Customers	View (or higher)	*Required to load Positive Pay page of plugin*
Lists	Subsidiaries	View (or higher)	*Required to load Subsidiary-related data on the plugin 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* `vendorcategory` *data on plugin payable pages*
Setup	Custom Fields	View (or higher)	*Required to load custom fields on plugin payable 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 payable 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 payable pages*
Transactions	Find Transaction	View (or higher)	*Required to load bills on plugin payable pages*
Transactions	Expense Reports	View (or higher)	*Required to load expense reports on plugin payable pages*
Transactions	Pay Bills	View (or higher)	*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*

Permission Type	Permission	Level	Detail
Transactions	Make Journal Entry	Create (or higher)	*Required to transfer funds*

2.1.4.4. 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.



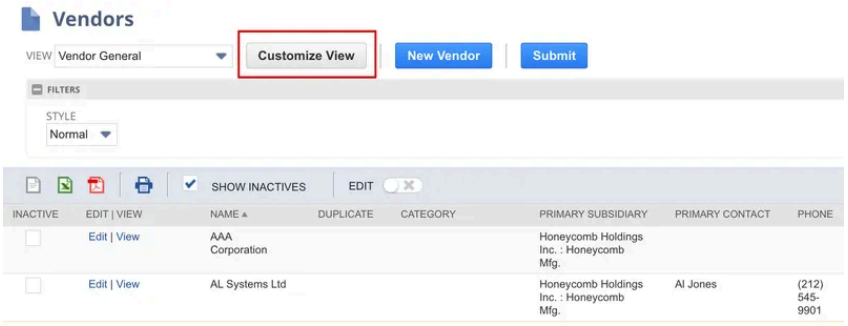
Vendor Record

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**.

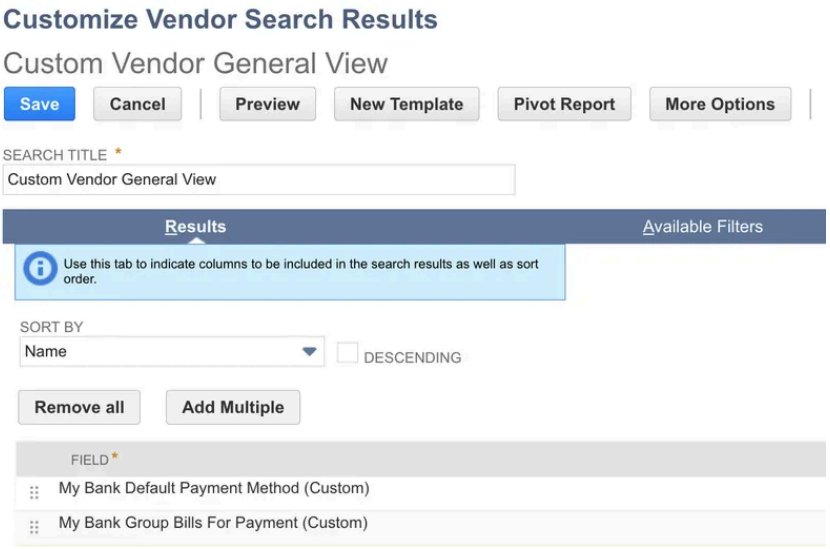


Customize View

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

2 Add Custom Fields

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

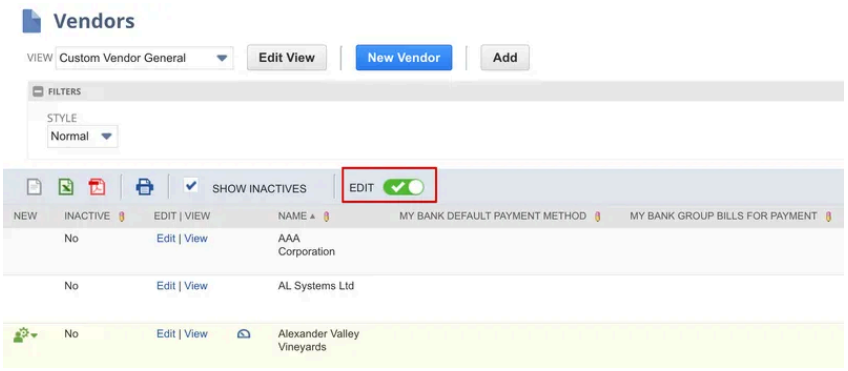


Vendor Search Results

Then, select **Save**.

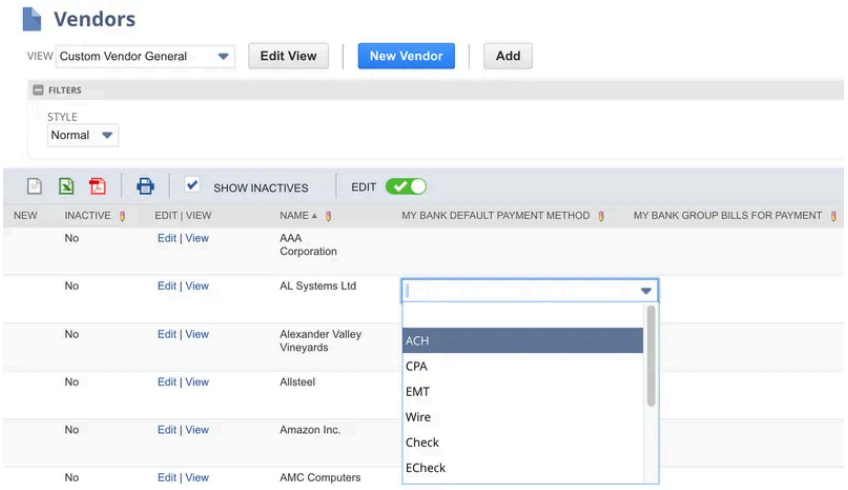
3 Set Default Payment Method and Group Bills

Toggle the **Edit** option.



Edit Vendors

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



Set Payment Method

Method 3: CSV Import

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

1 Create CSV File

To begin, first create a CSV file with the following column headers:

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

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

Sample "default_payment_information" CSV file

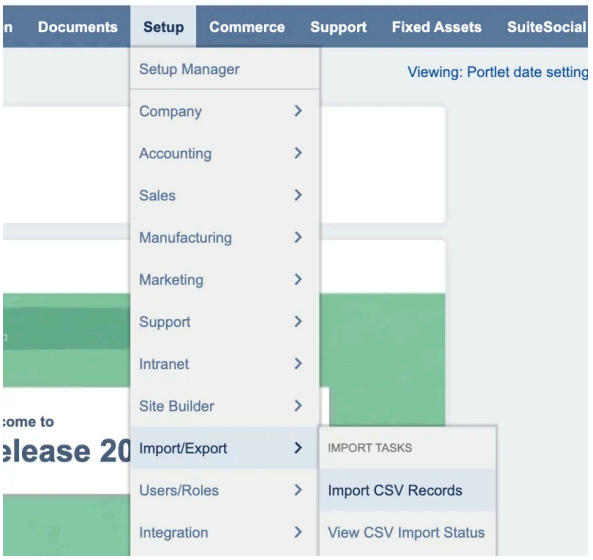
> **NOTE:** The **Vendor ID** is the field on the vendor record itself, not the internal NetSuite ID.

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

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

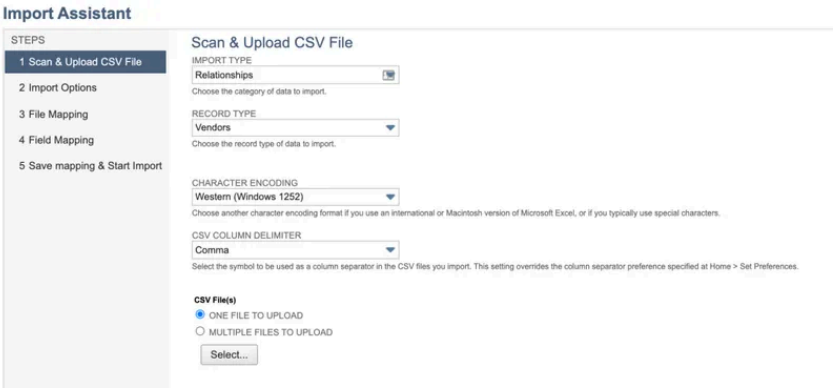
2 Upload CSV File

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



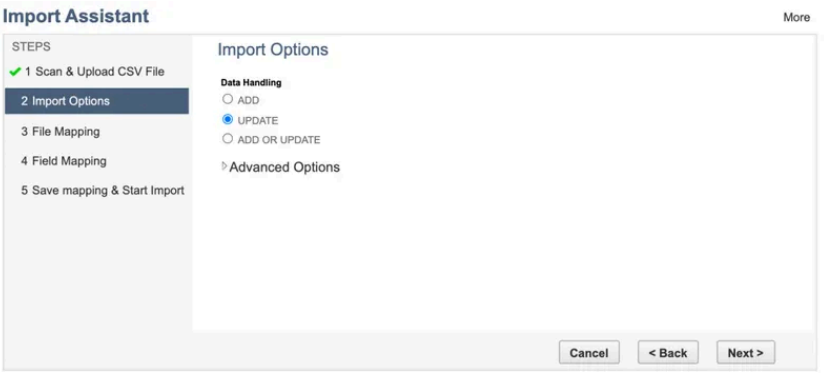
Navigate to Import CSV

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



Import CSV

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

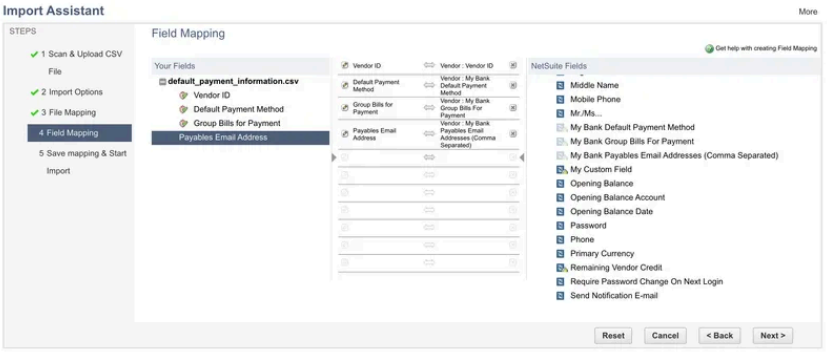


Select Import Options

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

3 Map Fields

Map the fields as per the example below.



Sample field mapping

Select **Next.**

4 Import

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

2.1.4.5. 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 & Setup**
- **Viewing Entity Bank Details**
- **Entity Bank Details Bundle Import/Export**
- **Update Entity Bank Details Bundle**

2.1.4.6. NetSuite Approval Limitations (Informational)

NetSuite has a workflow system for creating approvals that may cause issues with the plugin. Approvals can occur at different stages in the lifecycle of a bill and payment.

Generally, the **Bill Approval** workflow is supported by , while the **Payment Approval** workflow is NOT supported. Having a Payment Approval workflow will result in a failed bill payment. Additionally, support for **Vendor/Employee Change Approval** workflow depends on your specific configuration. Typically, this workflow might block the Entity Bank Details Approval functionality.

> **NOTE:** This page is for informational purposes only and should not be used as a guide to make changes to the configuration of your NetSuite environment. For support with your NetSuite native approval flows, please reach out to your NetSuite consultant directly.

Unsupported Approvals

Payment Approval Workflow

This approval workflow is NOT supported by and will result in failed bill payments. This payment approval flow requires someone to approve each payment, based on rules or configuration set up in NetSuite.

Why? Without a payment approval workflow, two things happen behind the scenes when a payment is submitted:

- The payment request is sent from NetSuite to the bank for processing.
- A Bill Payment is created, marking the bill as Closed. Custom fields on the bill are updated with the latest payment status information.

However, if the payment approval is set up, the plugin is blocked from creating a bill payment record in NetSuite, resulting in a failed bill payment.

Vendor/Employee Change Approval Workflow

Some clients may have customizations or workflows related to vendor/employee creation, deletion, or modification. These customizations/workflows may conflict with our Entity Bank Details Approval functionality, preventing approvers from approving or rejecting changes made to Entity Bank Details records.

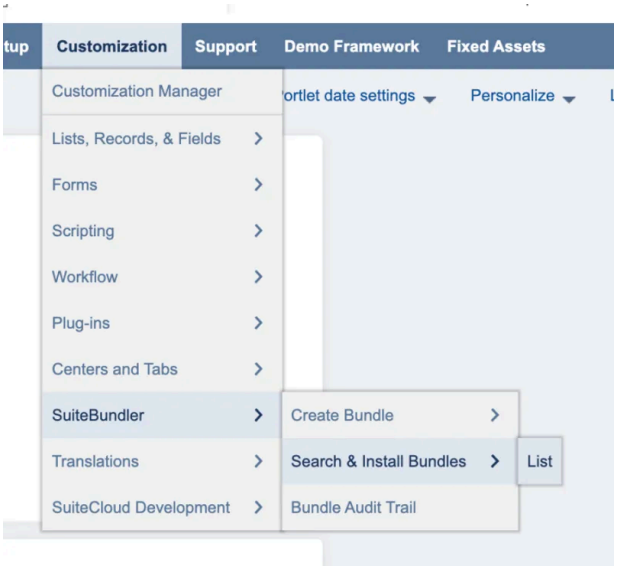
> **TIP:** To identify if your workflow is impacting the plugin, we recommend testing our plugin functionality in your up-to-date Sandbox environment. This will help determine if your current vendor/employee change approval workflow affects the plugin.

2.1.4.7. Updating the Bundle (NetSuite)

To read more about the latest release, navigate to: **Release Notes (NetSuite)**

Step 1: Locate Bundle

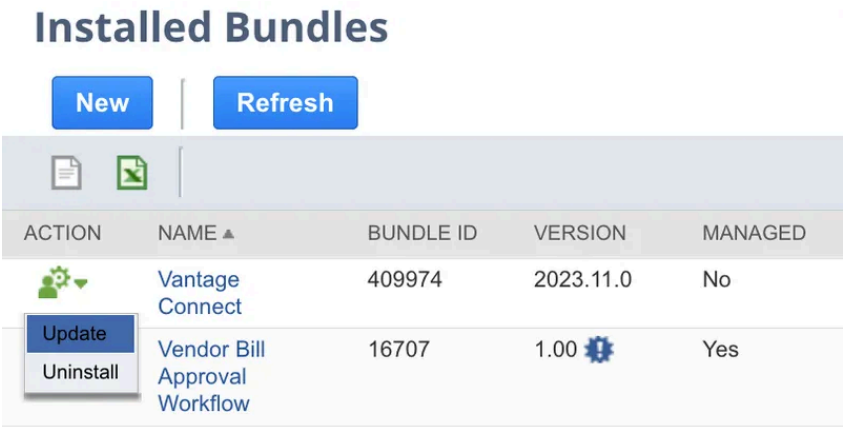
Go to **Customization → SuiteBundler → Search & Install Bundles → List**.



Go to Search & Install Bundles List

Step 2: Update Bundle

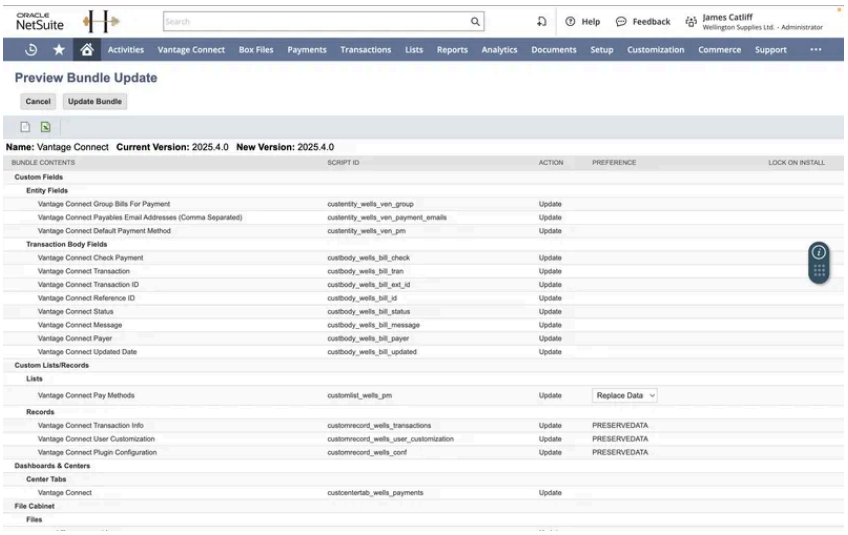
Find the **Vantage Connect** bundle from the list. Then, hover over the green icon and select **Update**.



List of installed bundles

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

The bundle 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 Bundles page will show a check mark.



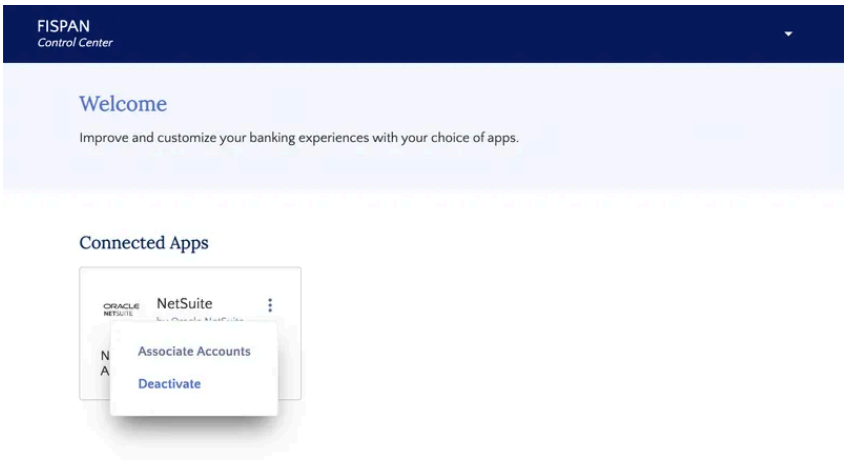
Preview Bundle Update - bundle contents list

2.1.4.8. Uninstalling the Plugin

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

Step 1: Deactivate the Plugin

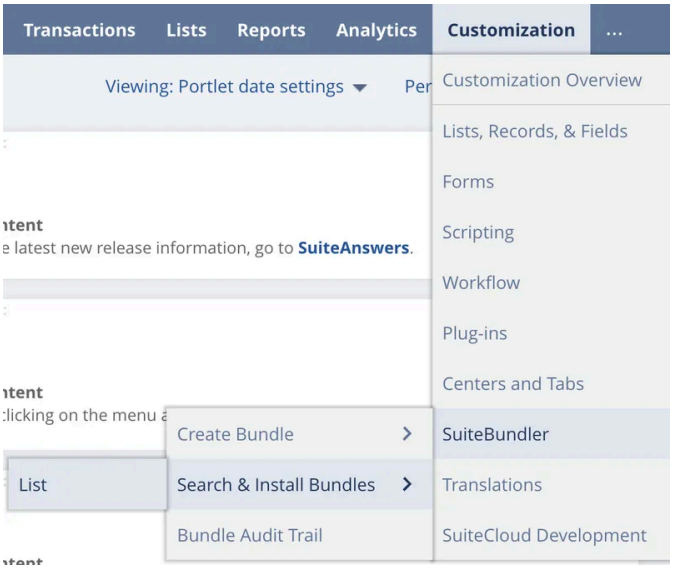
Select the three dots and then select **Deactivate** to disconnect your plugin from NetSuite through the **Portal**.



Select "Deactivate"

Step 2: Search Installed Bundles

In NetSuite, go to **Customization → SuiteBundler → Search & Install Bundles → List**



Go to Search & Install Bundles List

2.1.4.9. Enabling French Canadian Support (NetSuite)

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

Enabling French Canadian

1 Navigate to Enable Features

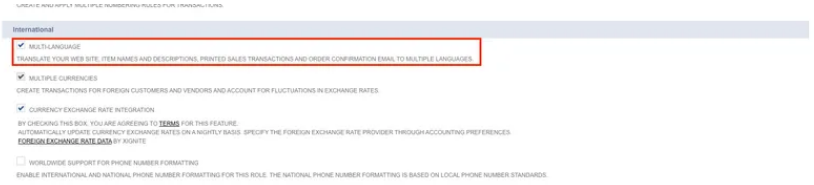
A NetSuite Administrator must navigate to **Setup → Company → Enable Features**.



Select Enable Features

2 Enable Multilanguage

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

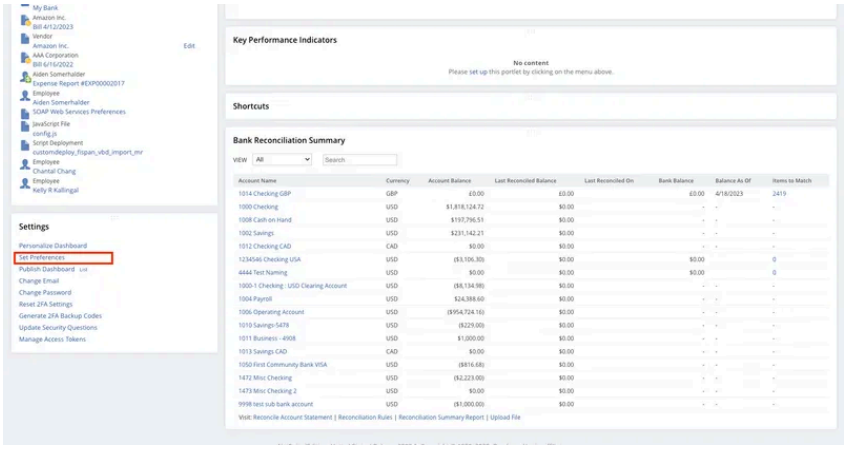


Check Off Multilanguage

3 Navigate to Set Preferences

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

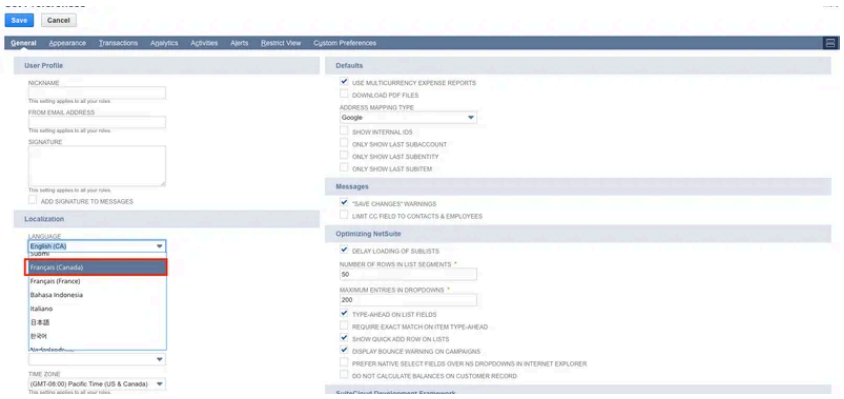
Scroll down to the **Settings** sub-section and select **Set Preferences**.



Select Set Preferences

4 Select French (CA) Language

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



Select French (CA)

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

Unsupported Elements

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

- Bank Feeds & Transactions
- Banking, ERP, and Platform Error Messages (e.g., payment statuses, connection errors)

- Vendors, Bills, and Bank Accounts (these will display in the language they were originally created in)

2.1.5. Entity Bank Details

2.1.5.1. Entity Bank Details Installation & Setup

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

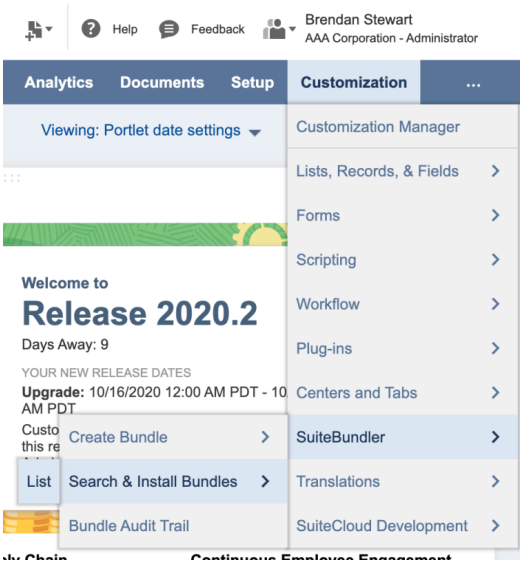
The Entity Bank Details (EBD) bundle, combined with the standard NetSuite vendor and employee records, will store all the information needed to submit payments.

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

Entity Bank Details (EBD) Installation Instructions

1 Install Entity Bank Details Bundle

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



Go to Search & Install Bundles

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



Entity Bank Details bundle

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



Install Bundle page

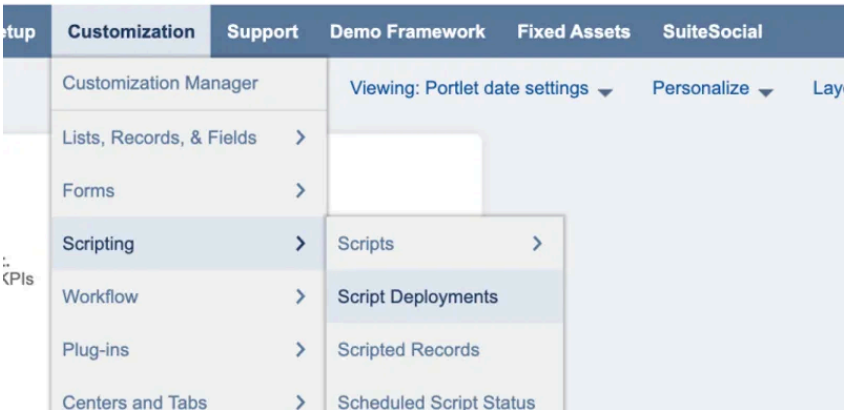
Select **OK** when the dialog appears and wait for the bundle to install (this may take a few moments).

> **IMPORTANT:** If you receive an error stating "You have not been granted access to the bundle" upon attempting installation, please reach out to .
>
> Our team may need to whitelist your NetSuite Account ID before you are able to install the Entity Bank Details bundle. Your Account ID can be found by navigating to **Setup → Company → Company Information**.

2 Manage Bundle Access - Suitelets

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

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



Go to Script Deployments

On the Script Deployments page, apply the following filters:

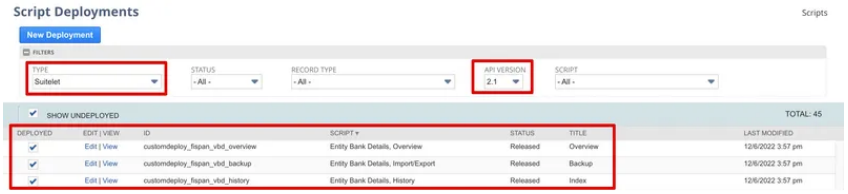
- In the **Type** dropdown, select **Suitelet**
- In the **API Version** dropdown, select **2.1**

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

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

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

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



Filter for Suitelets on API Version 2.1

Then, select **Save**.

Stay on this page for the next steps.

3 Manage Bundle Access - RESTlets

On the Script Deployments page, apply the following filters:

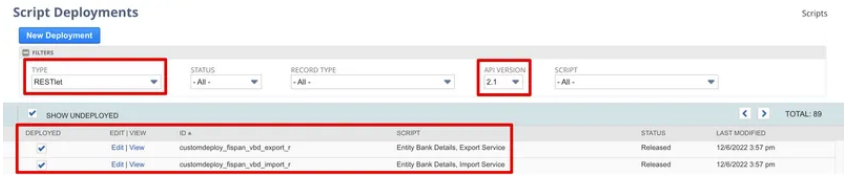
- In the **Type** dropdown, select **RESTlet.**
- In the **API Version** dropdown, select **2.1**.

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

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

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

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



Select Edit on the the Script Deployment

Then, select **Save**.

4 Manage Bundle Access - User Events

On the Script Deployments page, apply the following filters:

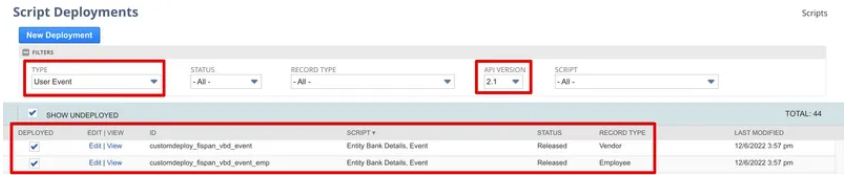
- On the **Type** dropdown, select **User Event.**
- On the **API Version** dropdown, select **2.1**.

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

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

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

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



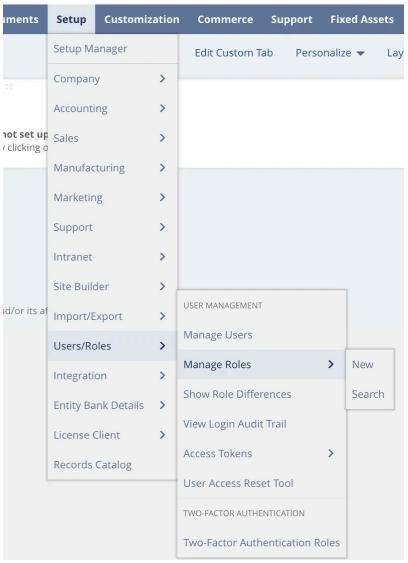
Filtering for User Events on API Version 2.1

Then, select **Save**.

5 Manage Bundle Access - Custom Records

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

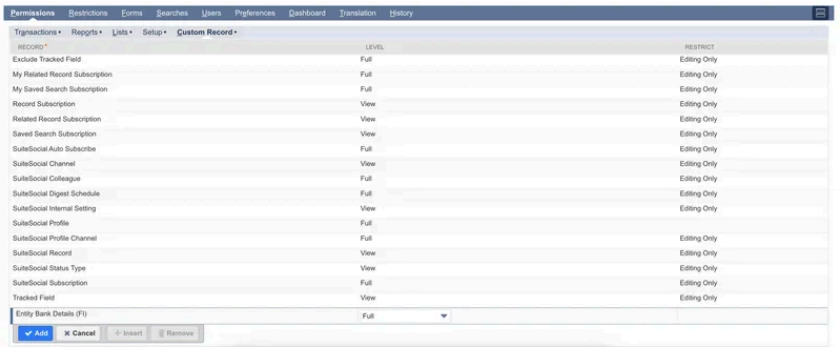
Then, select **Edit** for the role for which you would like to grant access to the Entity Bank Details bundle records.



Go to Manage Roles

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

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



Search and Select Entity Bank Details

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

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

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

Use the search box to find and set the permission:

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

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

Use the search box to find the following permission:

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

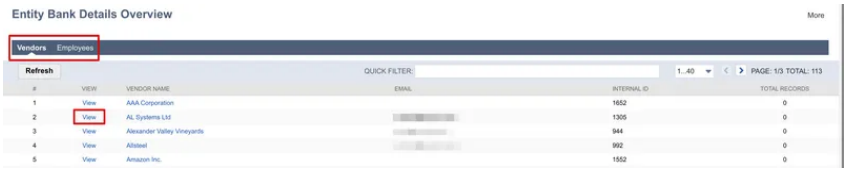
Then, select **Save**.

6 Storing Bank Information

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

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

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



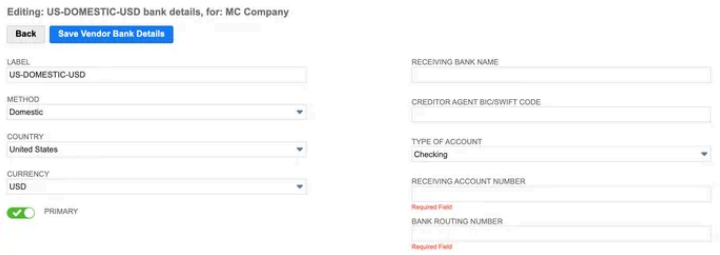
Select View for the desired Vendor or Employee

Select **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**.



Select Save

Then, select **Save**.

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

> **WARNING:** All vendor and employee bank details, along with all history logs, are stored within the Entity Bank Details bundle in your NetSuite environment. If this bundle is uninstalled, all of this data will be permanently deleted.
>
> To prevent data loss, you must export your data before uninstalling. Please use the Export feature on the Import/Export page to save all your records and history logs.

Visit **ACH Requirements** for the corresponding payment requirements

---

Defining View-only Access to EBD

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

1 User Permissions Setup

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

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

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

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

Select **Save**.

2 Assign EBD Record Type

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

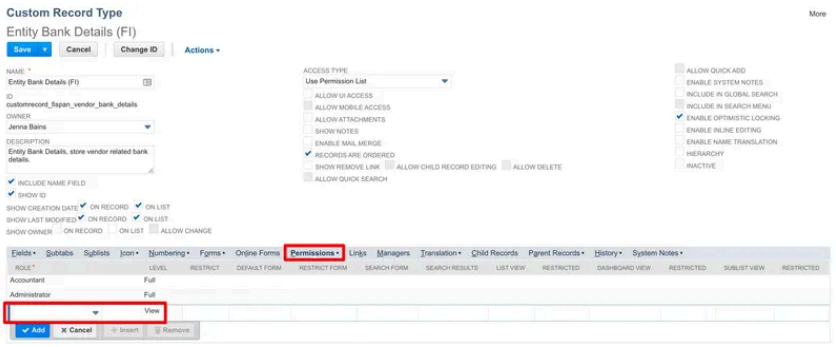
Under the EDIT column, select **Entity Bank Details (FI)** (`custom_record_vendor_bank_details`)



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.

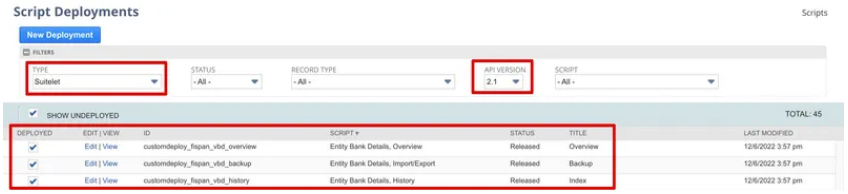


Define "View" level permissions on a Role of your choice

Select **Save**.

3 Assign EBD Overview Script

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



Filter for Suitelets on API Version 2.1

Apply the following filters and parameters:

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

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

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

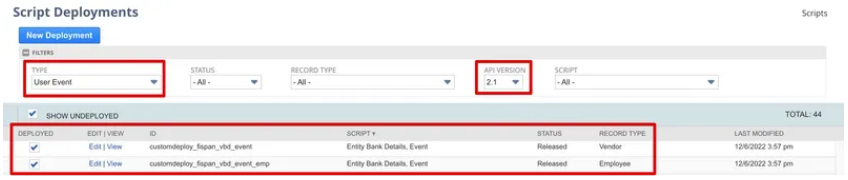
Select **Save**, and return to the Script Deployments page.

4 Locate EBD Event Scripts

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

Apply the following filters and parameters:

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



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.

2.1.5.2. Entity Bank Details Bundle Import/Export

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

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

Import Entity Bank Data

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

1 Go to the Import/Export Tab

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



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.



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

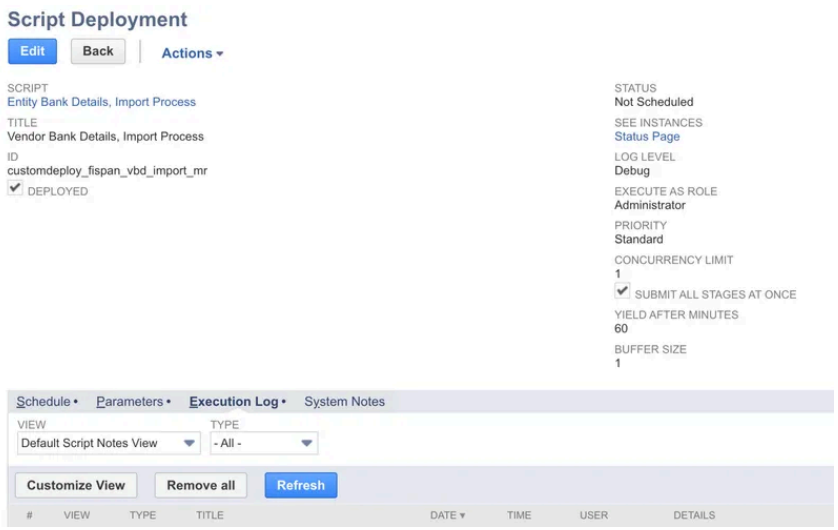
In the same Import/Export screen, upload the formatted CSV document.

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



Import Data section

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



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 bundle.

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

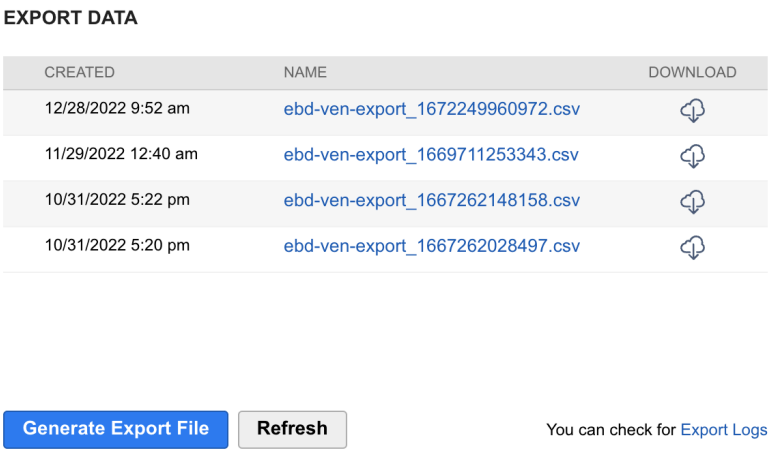
Go to **Setup → Entity Bank Details → Import/Export**



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 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.



ebd-ven-export_

id	vendor	label	primary	country	currency	method	bic	accountType	accountNumber	routingNumber
1	1305	US-DOMESTIC-USD	T	US	USD	DOMESTIC		CHECKING		

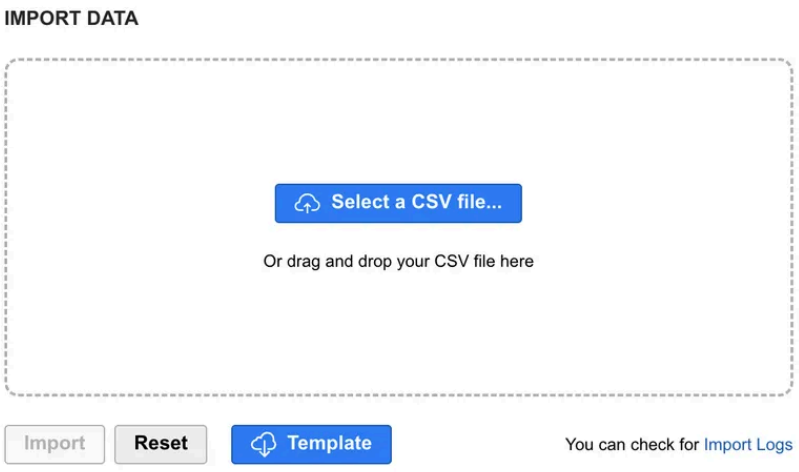
EBD Vendor Export CSV opened in Numbers. Note the ID column on the far left

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 bundle.



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

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

Troubleshooting Common Import Issues

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

FAQs

Is it possible to add additional fields?

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

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

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

Field Requirements for CSV

Make sure your CSV Import file follows these requirements.

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

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

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

Name	Values	Description
id	Numeric	This is the ID number for this specific record. This column is not available on the import template as it is system-generated.
vendor (or employee)	NetSuite Vendor ID or Employee ID	Required. The Vendor or Employee ID can be found in the URL of the Entity Record or on the EBD Overview page.
label	Anything	Required. This can be entity or bank details. This field is used to differentiate the records when doing mass uploads.
primary	YES/NO, Y/N, TRUE/FALSE, T/F	Required. T = True, F = False. If there are multiple bank details for a single payment method on a single vendor being imported, mark one as T and all others F.
country	2-letter ISO country code (e.g., US, CA, UK)	Required. Field accepts upper, lower, and mixed case values.
currency	3-letter currency code required (e.g., USD, CAD)	Required. Field accepts upper, lower, and mixed case values.
method	DOMESTIC, INTERNATIONAL_WIRE	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. Please use DOMESTIC for US/Canada-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	
paymentDefaults.paymentIsoCode	Valid ISO code	
paymentDefaults.paymentCodeword	Valid payment code	

Name	Values	Description
paymentDefaults.paymentPartyType	Valid party type	P = Parent, T = Subsidiary, G = Group, N = Non-related
paymentDefaults.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) bundle is installed, you are limited to making only ACH and CPA payments. This is done through the bank plugin, using vendor information stored in NetSuite's Electronic Bank Payments (EBP) bundle.

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

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

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

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

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

To quickly transfer your supported data across bundles, follow the steps below.

1 Go to the Import/Export Tab

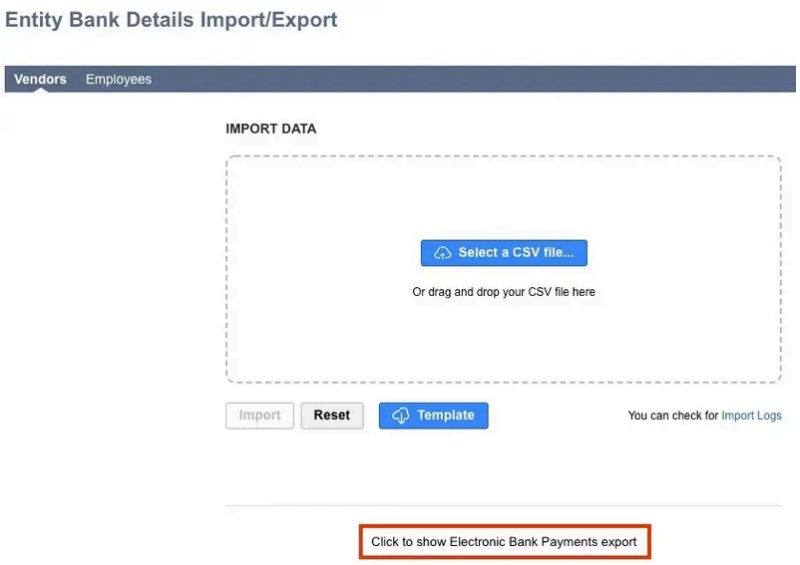
Go to **Set Up → Entity Bank Details → Import/Export**



Go to Import/Export

2 Generate CSV(s)

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

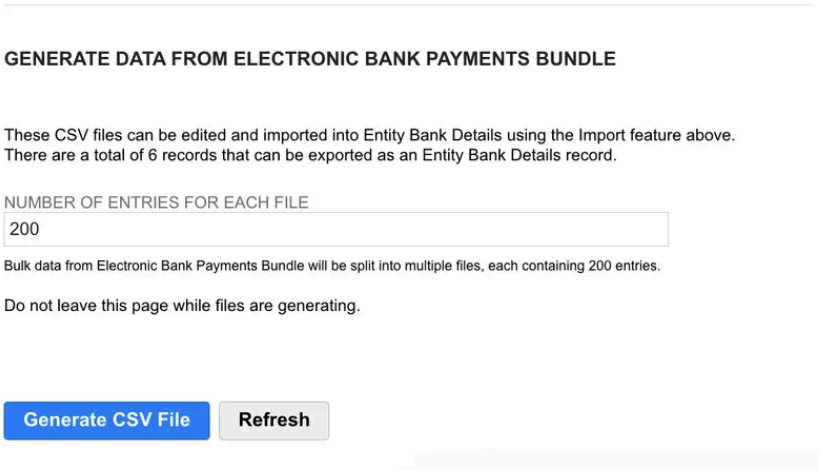


Click to show Electronic Bank Payments export

Select **Generate CSV File.**

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

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

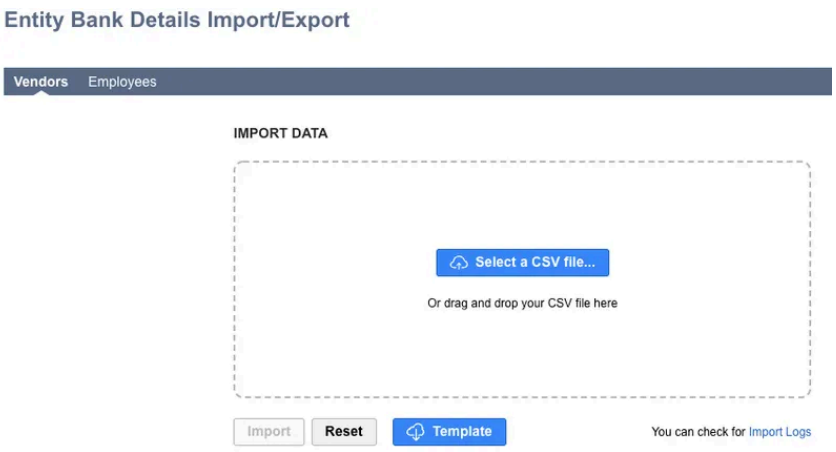


Generate CSV file

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

3 Import CSV(s)

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



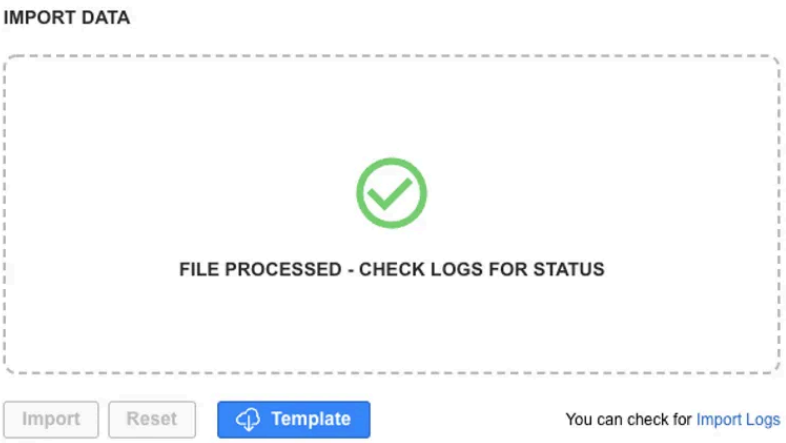
Import Data section

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.



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

2.1.5.3. Viewing Entity Bank Details

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

Overview Page

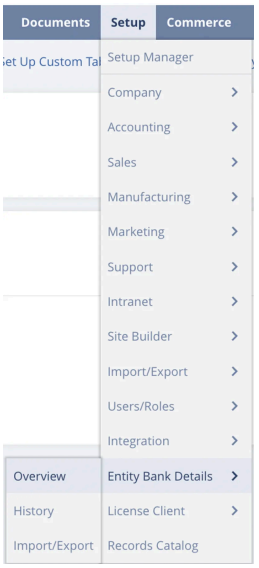
The Overview page is your central hub for all vendor and employee bank detail records stored in the EBD bundle. To see a list of all vendors or employees on your NetSuite account, simply navigate between the Vendors and Employees tabs. The page will default to the Vendors tab when you first open it.

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

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

1 Navigate to the Overview Page

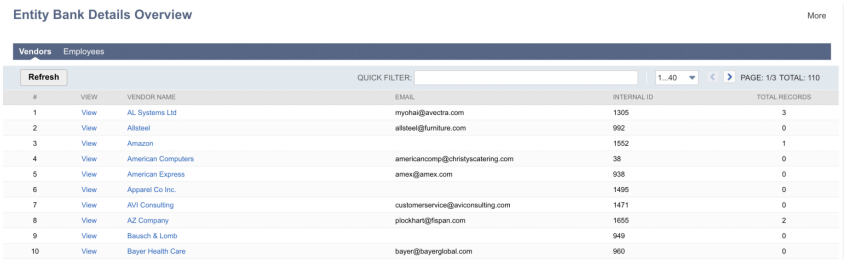
Go to **Setup > Entity Bank Details > Overview**



Go to Entity Bank Detailss Overview

2 View Vendor Bank Details

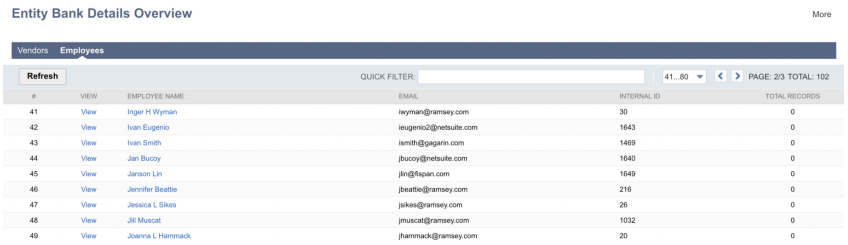
Click into **Vendors** to view an overview of Vendor Bank Details.



Entity Bank Details Overview page - Vendors tab

3 View Employee Bank Details

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



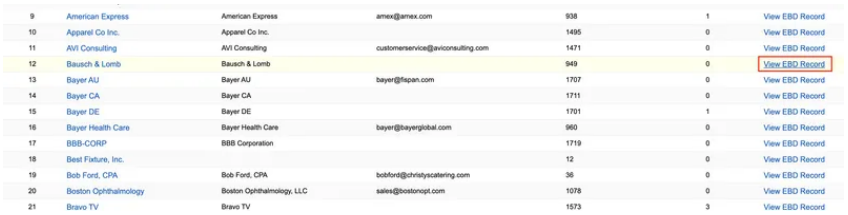
Entity Bank Details Overview - Employees tab

Adding Vendor Bank Account Information

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

1 Select Vendor

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

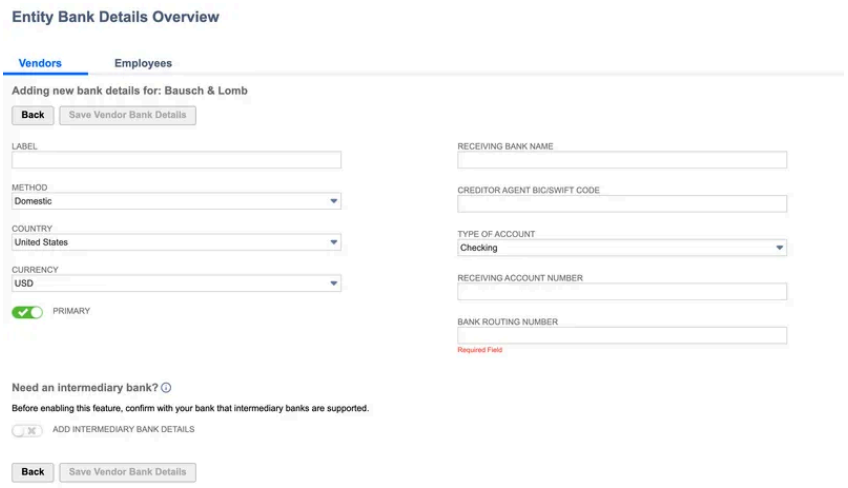


9	American Express	American Express	amex@amex.com	938	1	View EBD Record
10	Apparel Co Inc.	Apparel Co Inc.		1495	0	View EBD Record
11	AVI Consulting	AVI Consulting	customerservice@aviconsulting.com	1471	0	View EBD Record
12	Bausch & Lomb	Bausch & Lomb		949	0	View EBD Record
13	Bayer AU	Bayer AU	bayer@fispan.com	1707	0	View EBD Record
14	Bayer CA	Bayer CA		1711	0	View EBD Record
15	Bayer DE	Bayer DE		1701	1	View EBD Record
16	Bayer Health Care	Bayer Health Care	bayer@bayerglobal.com	960	0	View EBD Record
17	BBB-CORP	BBB Corporation		1719	0	View EBD Record
18	Best Fixture, Inc.			12	0	View EBD Record
19	Bob Ford, CPA	Bob Ford, CPA	bobford@christyscatering.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

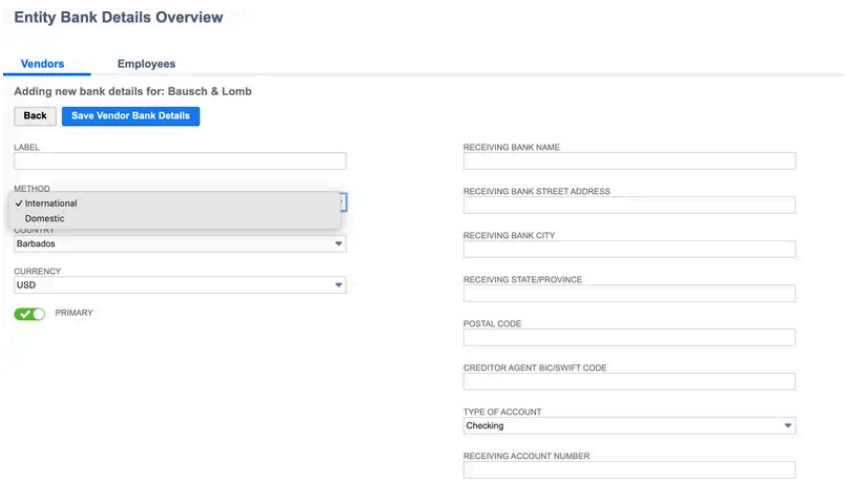
2 Add Vendor Bank Details

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**.



Add Vendor Bank Information

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



Change the Method to International

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

History Page

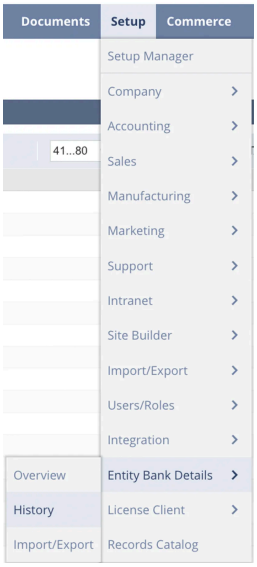
The History page shows a table of all actions taken on the EBD bundle for every vendor and employee. It allows you to filter logs by date and export them based on a defined date range. By default, the page displays vendor history, but you can switch to the Employees tab to see updates to employee records.

The table contains the following columns:

- Modified
- # (ID assigned by EBD, refer to Overview page)
- Vendor
- Type of Change (Added, Updated, or Deleted)
- User
- Reviewed By
- Source (UI or Import)
- Status (Approved or Rejected)
- Actions

1 Navigate to the History Page

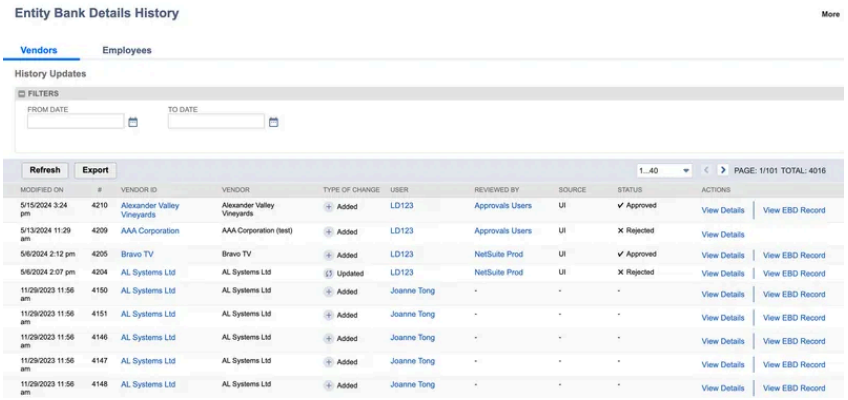
Go to **Setup → Entity Bank Details → History**



Navigate to Entity Bank Details History

2 View Vendor History

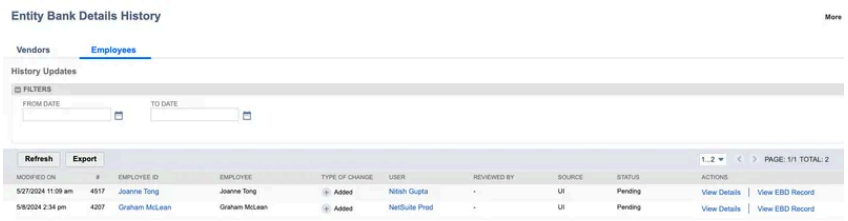
Click into **Vendors** to view all history logs for changes made to Vendors' Bank Details.



Vendor View

3 View Employee History

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

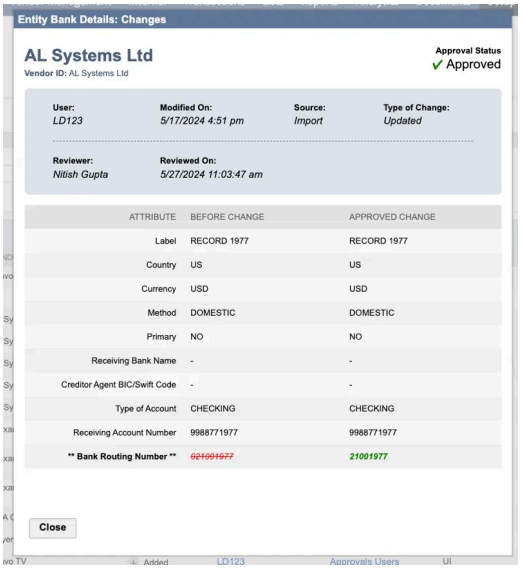


Employee View

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.



View Changes Made

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

Exporting History Logs

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

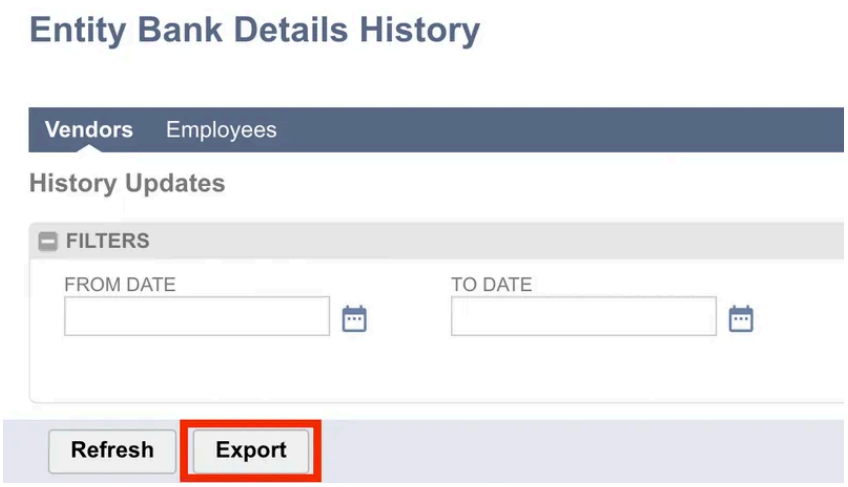
IMPORTANT: All Entity Bank Details for both Vendors and Employees, alongside all History logs, are stored in your NetSuite environment. To prevent potential data loss, such as from uninstalling the bundle, make sure you regularly export your Entity Bank Detail records and History logs.

1 Navigate to the History Page

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

2 Export History Logs

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



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.

2.1.5.4. Entity Bank Details Approvals

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

Overview

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

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

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

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

Approval Requirements

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

Suitelets

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

RESTlets

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

Permissions

- **Lists → Employees (Level: View):** To view the list of employee records that have pending approvals, the history of changes made to employee records, or to make changes to employee records.
- **Custom Record → Entity Bank Details (FI) (Level: Full):** To approve EDB changes, the role needs Level: Full permission on the Permissions tab.

User Events

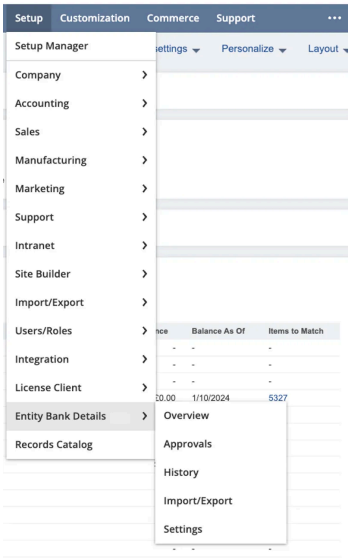
- No new User Events required.

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

Enabling Approvals

1 Navigate to Settings

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

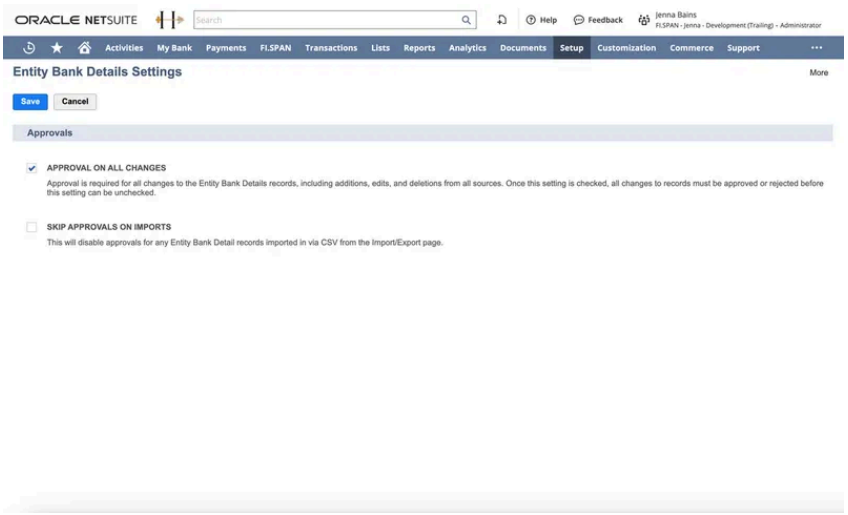


Click on Settings

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

2 Enable Approvals on All Changes

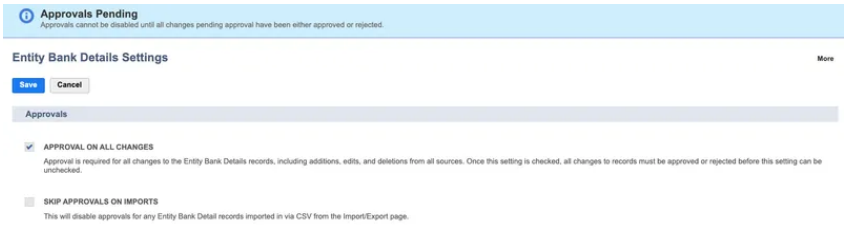
You can also enable and disable approvals for changes made via the Import page.



Enable Approvals

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

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



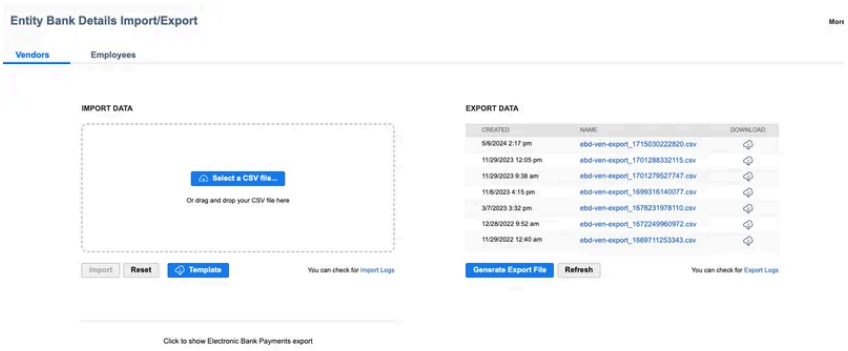
Approve Pending Changes Before Disabling

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

3 Enable Skip Approval on Imports

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

This setting cannot be selected if there are pending approvals.

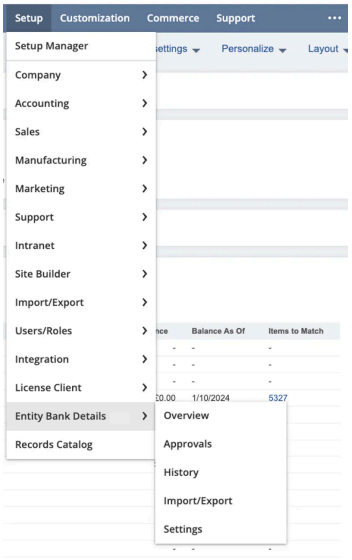


Configure Approvals for the Import/Export Page

Making EBD Changes

1 Overview Page

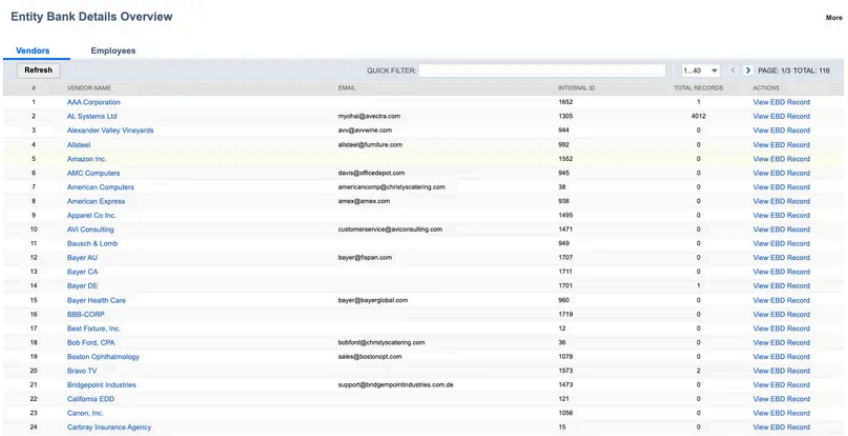
To make a change to a Vendor or Employee record, navigate to **Setup → Entity Bank Details → Overview.**



Click on Overview

2 Make Changes to Entity

Select the entity you want to change.

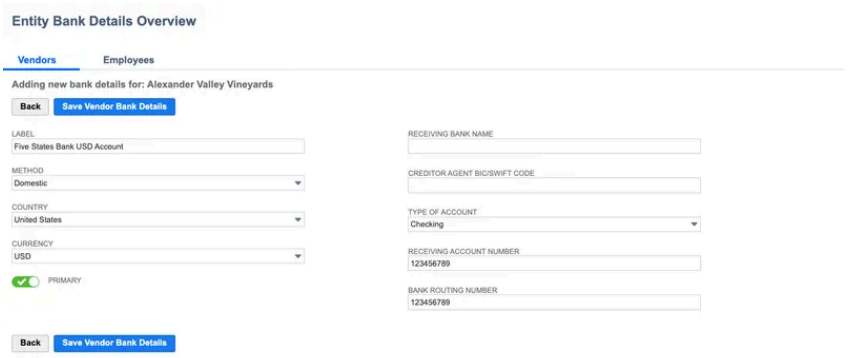


Select a Vendor or Employee

Three types of changes trigger approvals:

- Update
- Add
- Delete

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

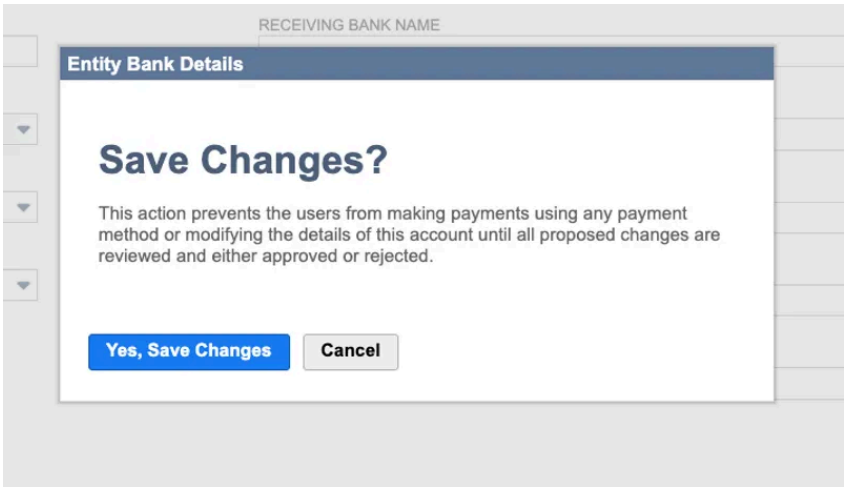


Click Save Vendor Bank Details

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

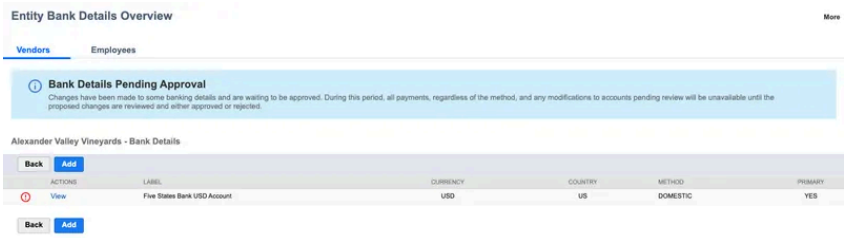
3 Confirm the Change

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



Click Yes, Save Changes

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



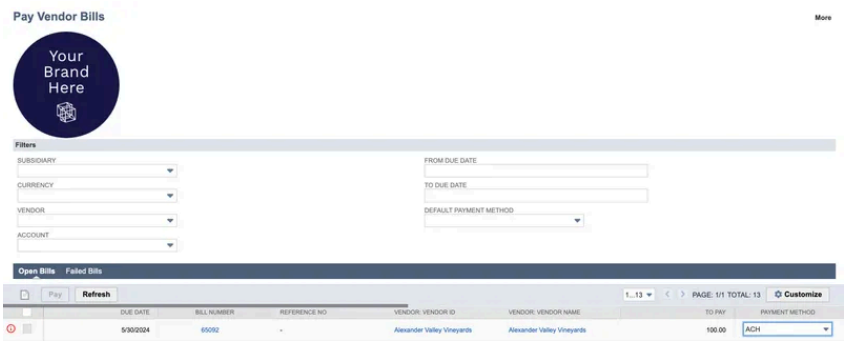
Warning for Pending Changes

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

4 Records With Pending Changes

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

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



Bills Will Be Blocked For Payment

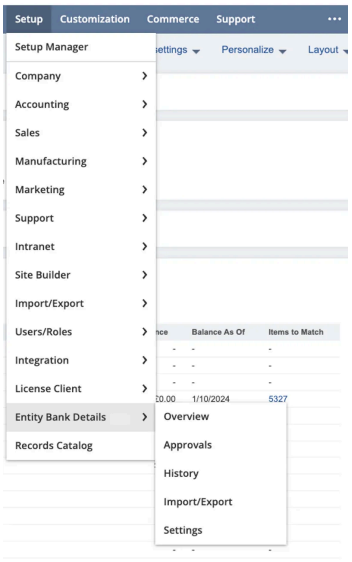
As a result, the payment page will display bills accompanied by a red alert icon, indicating that payment processing is not possible, and their associated checkboxes will be disabled.

Making EBD Changes With Import/Export

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

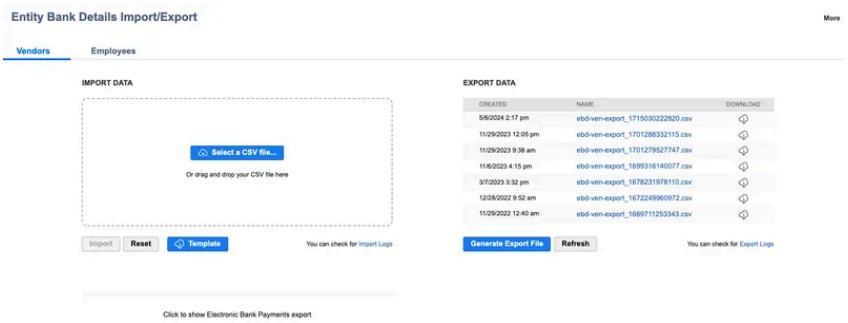
1 Export EBD Data

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



Click on Import/Export

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



Entity Bank Details - Import/Export page

2 Update Exported EBD Data

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

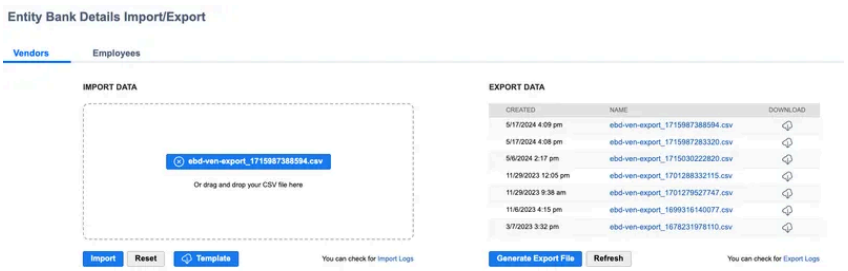
ebd-ven-export_1715987388594

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

Make Changes to Data Export

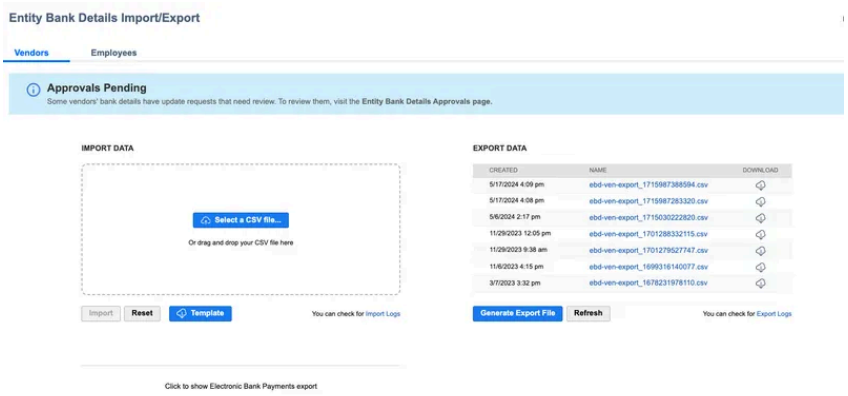
3 Reimport EBD Data

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



Click Import

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



Approvals Pending

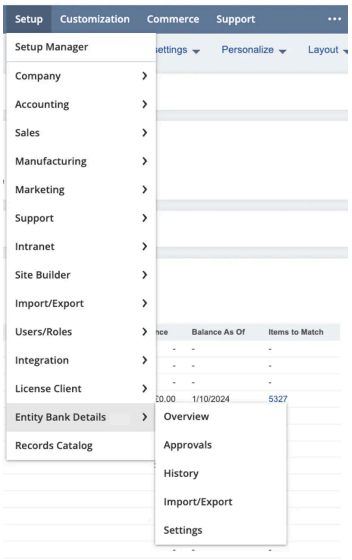
Payments are blocked for any entity with outstanding changes until the changes are approved or rejected.

Approving Changes

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

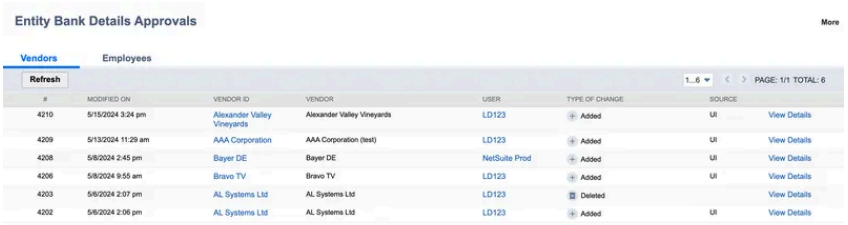
1 Locate Pending Approvals

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



Click on Approvals

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



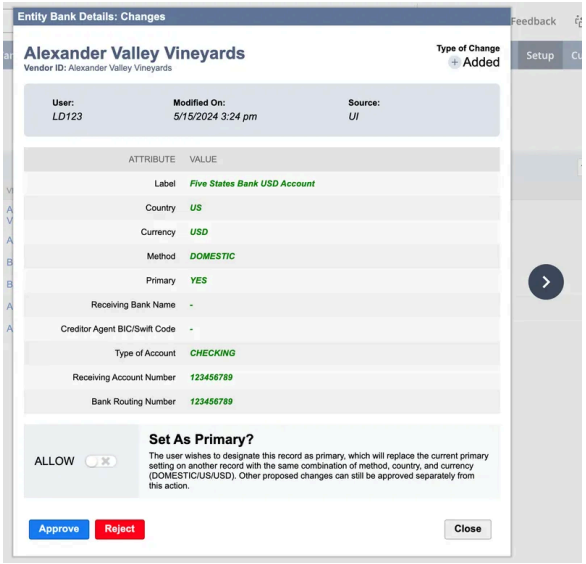
Click on View Details

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.

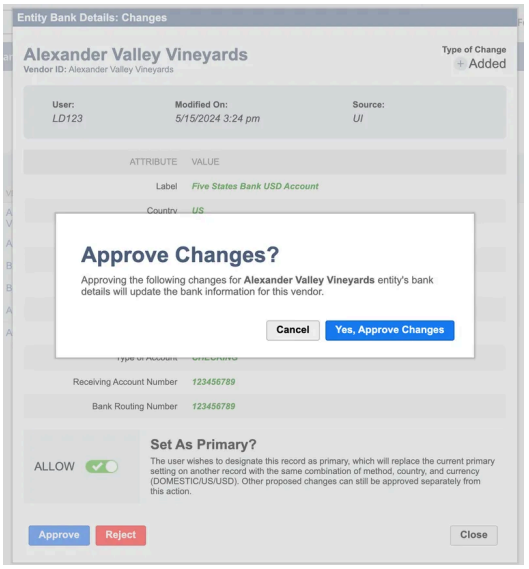


Review Proposed Changes

3 Approve Changes

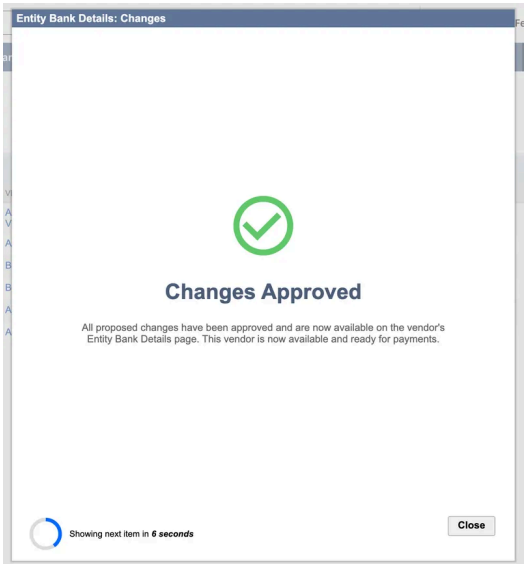
After reviewing the changes, you can **Approve** or **Reject**. If unsure about a change, select the arrow beside the pop-up to move to the next record and return to this change later.

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



Click Yes, Approve Changes

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



Navigate to the Next Record

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

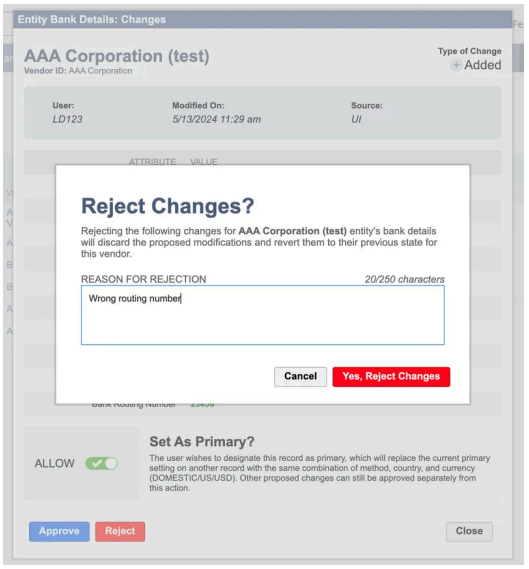
If there are no further changes, click **Close** to exit the pop-up window.

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

4 Reject Changes

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

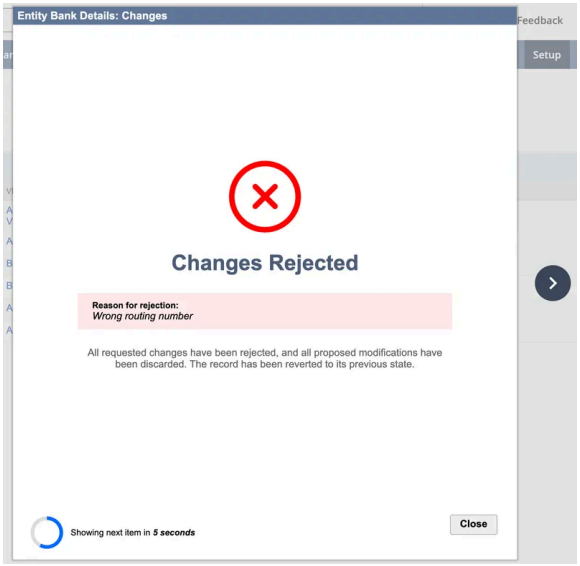
When prompted to provide a **Reason for Rejection**, provide an explanation up to a maximum of 250 characters.



Click Yes, Reject Changes

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

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



Navigate to the Next Record

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

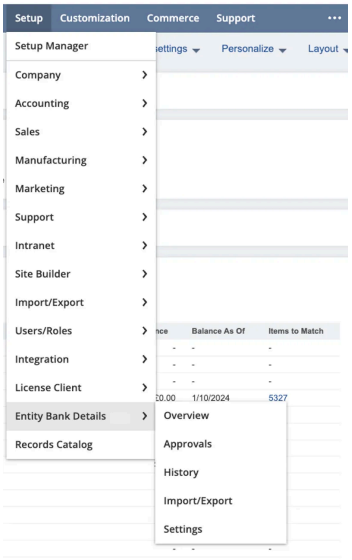
Navigate to the next record using the arrow icon or by waiting 10 seconds.

Approvals History

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

1 Locate Approval History

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

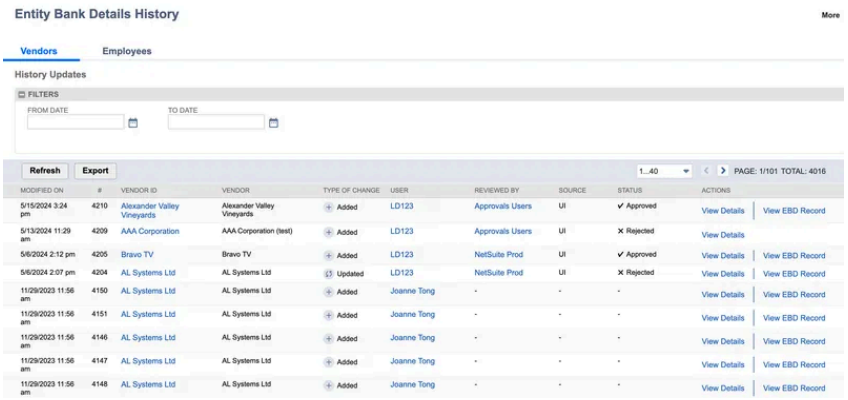


Click on History

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

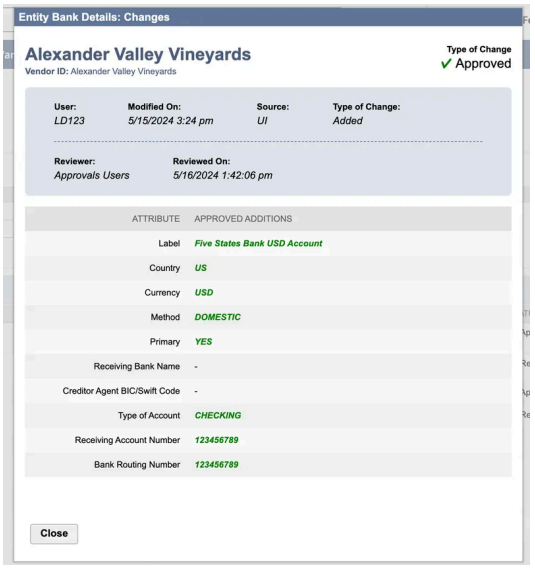
2 View Approved Changes

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



View Log of Changes

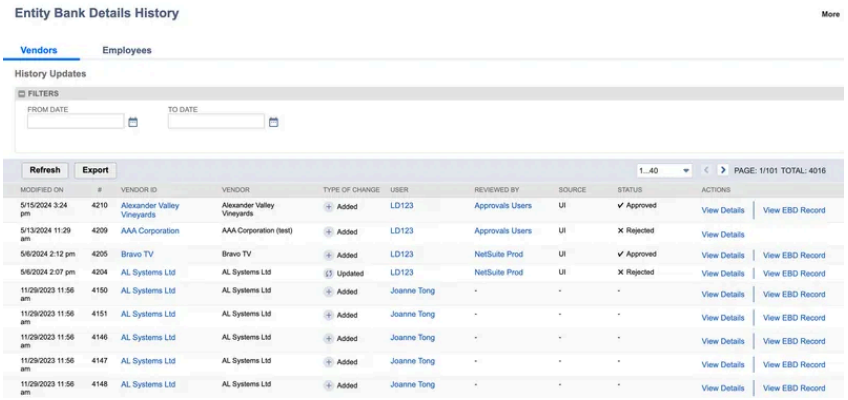
For approved changes, a pop-up confirms that it has been **Approved**. It outlines key information such as who initiated the change, who approved it, and what attributes were modified.



View Approved Change Details

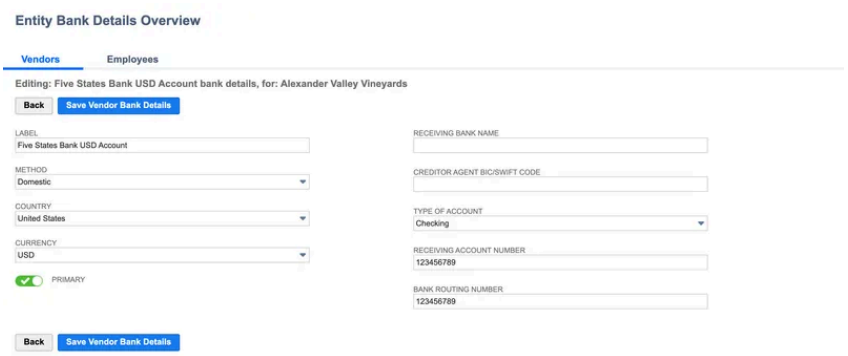
Once finished looking at the pop-up, click **Close**.

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.



Click on View EBD Record

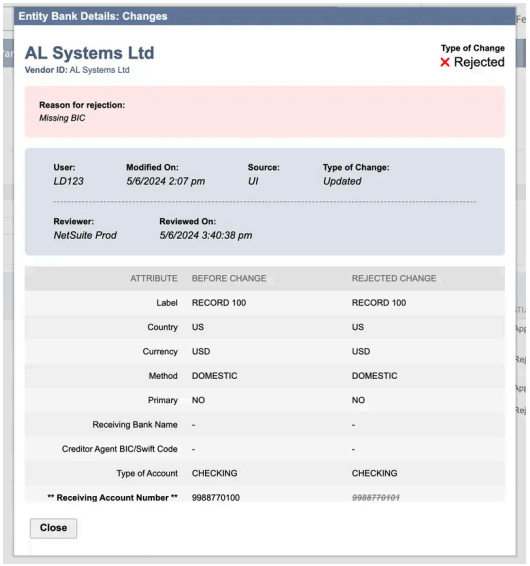
This link will take you to the record on the EBD Overview page.



View Changes

3 View Rejected Changes

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

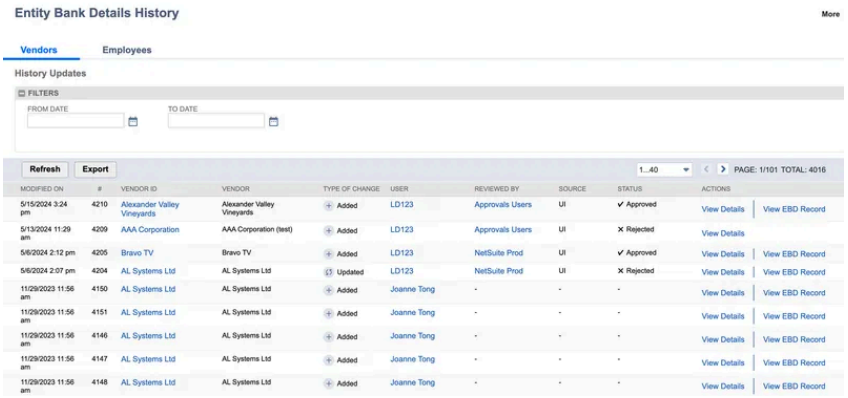


View Rejected Changes Details

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.



Click on View EBD Record

The History Export will display the following data:

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



Log ID	EBD ID	Modified On	Vendor ID	Vendor	Type of Change	User	User ID	Reviewed By	Reviewed On	Status	Previous Entry
4212	4209	5/17/2024 11:40 am	Alexander Valley Vineyards	Alexander Valley Vineyards	Deleted	LD123	1710	Approvals Users	5/17/2024 11:41:11 am	Approved	{"id":"4209","country":"US","currency":"USD","method":"DOMESTIC","label":"US-DOMESTIC-USD","primary":true,"paymen
4211	4209	5/17/2024 11:39 am	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	1710	Approvals Users	5/17/2024 11:40:20 am	Approved	
4210	4208	5/15/2024 3:24 pm	Alexander Valley Vineyards	Alexander Valley Vineyards	Added	LD123	1710	Approvals Users	5/16/2024 1:42:06 pm	Approved	
4209	4207	5/13/2024 11:29 am	AAA Corporation	AAA Corporation (test)	Added	LD123	1710	Approvals Users	5/16/2024 1:43:26 pm	Rejected	
4208	4206	5/8/2024 2:45 pm	Bayer DE	Bayer DE	Added	NetSuite Prod	1730	Approvals Users	5/17/2024 11:05:18 am	Approved	
4206	4204	5/8/2024 9:55 am	Bravo TV	Bravo TV	Added	LD123	1710	Approvals Users	5/17/2024 11:05:28 am	Approved	
4205	4203	5/6/2024 2:12 pm	Bravo TV	Bravo TV	Added	LD123	1710	NetSuite Prod	5/6/2024 3:40:29 pm	Approved	
4204	4	5/6/2024 2:07 pm	AL Systems Ltd	AL Systems Ltd	Updated	LD123	1710	NetSuite Prod	5/6/2024 3:40:38 pm	Rejected	{"id":"4","country":"US","currency":"USD","method":"DOMESTIC","label":"RECORD 100","primary":false,"paymentData":{"ac
4203	5	5/6/2024 2:07 pm	AL Systems Ltd	AL Systems Ltd	Deleted	LD123	1710	Approvals Users	5/17/2024 11:05:34 am	Approved	{"id":"5","country":"US","currency":"USD","method":"DOMESTIC","label":"RECORD 1000","primary":false,"paymentData":{"i
4202	4202	5/6/2024 2:06 pm	AL Systems Ltd	AL Systems Ltd	Added	LD123	1710	Approvals Users	5/17/2024 11:05:40 am	Approved	

View History Export

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

FAQs

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

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

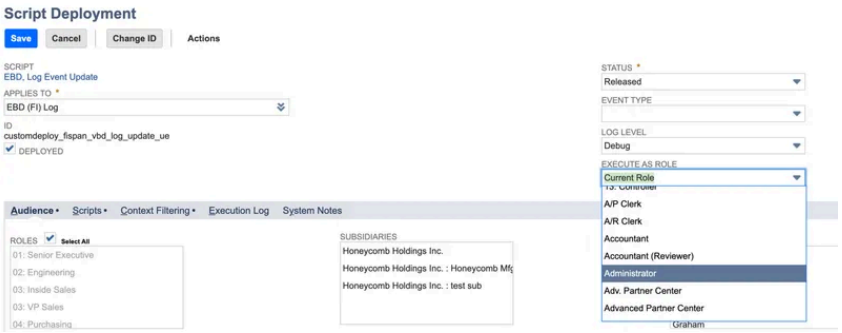
Can I set more than one approver set up for a change?

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**.



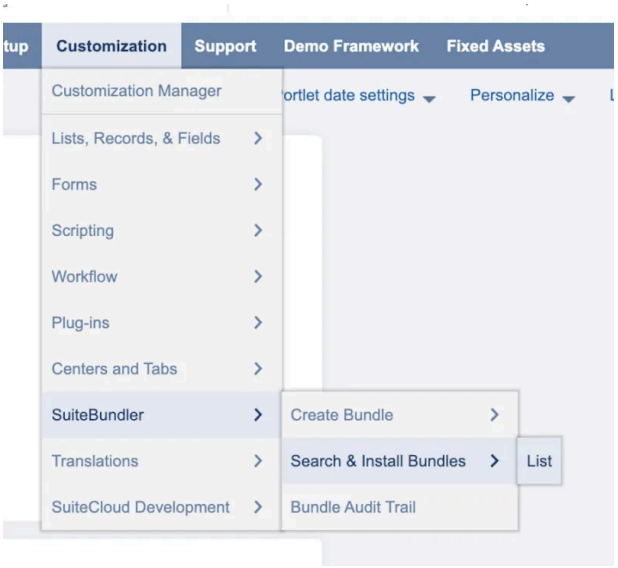
Change from Current Role to Administrator

4. Click **Save**.

2.1.5.5. Update Entity Bank Details Bundle

1 Locate Bundle

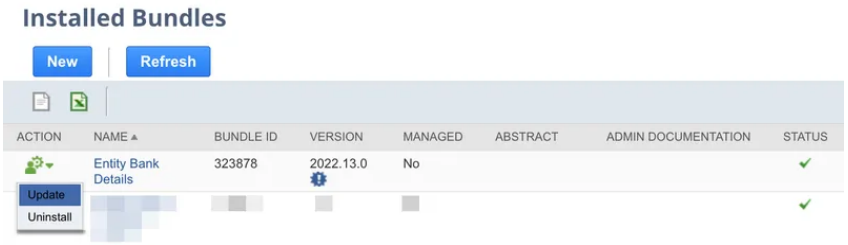
Go to **Customization → SuiteBundler → Search & Install Bundles → List**.



Go to Search & Install Bundles List

2 Update Bundle

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



Select "Update"

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



Click "Update Bundle"

The bundle will take a few moments to update. Its status will first show as **Pending**, then display the progress of the update. When the update is complete, a checkmark will appear in the **Status** column on the **Installed Bundles** page.

2.2. Features

2.2.1. Bill Payments (NetSuite)

2.2.1.1. Paying Bills (NetSuite)

Step 1: Go to Vendor Bills Page

Go to **Your Bank → Payments → Vendor Bills**.



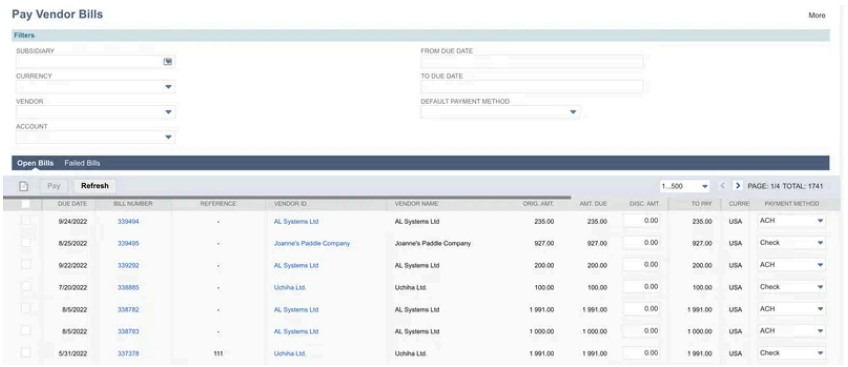
Navigate to the Vendor Bills page

Step 2: Select Bills to Pay

> 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).

Use the filters to find the bills 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 **checkboxes** next to payments you want to make and select **Pay.**

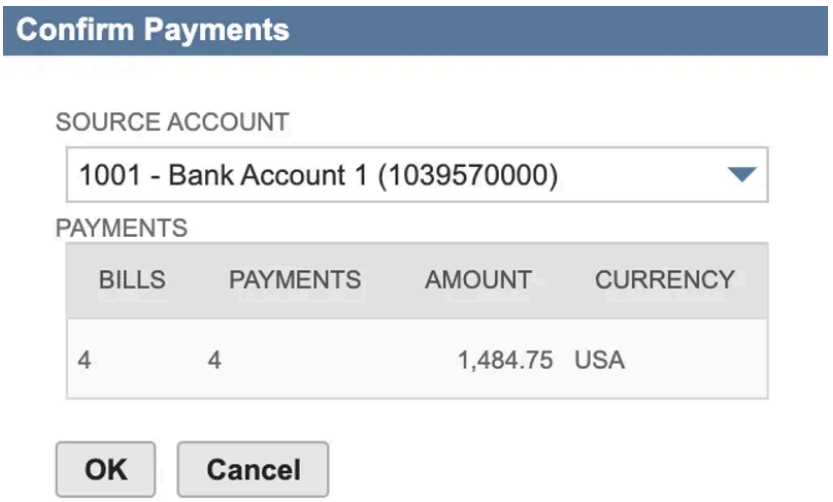


Select Pay

Step 3: Confirm Payment

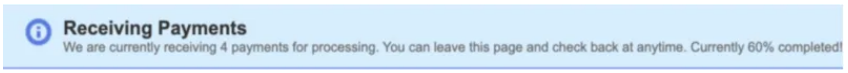
Select the account from the drop-down and confirm the number of bills, payments, and amounts are correct. Then, select **OK.**

Please 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.



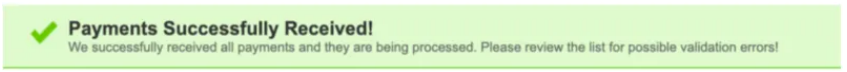
Confirm Payment

Step 4: Monitor Bill Processing



Receiving Payments

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



Payments Successfully Received

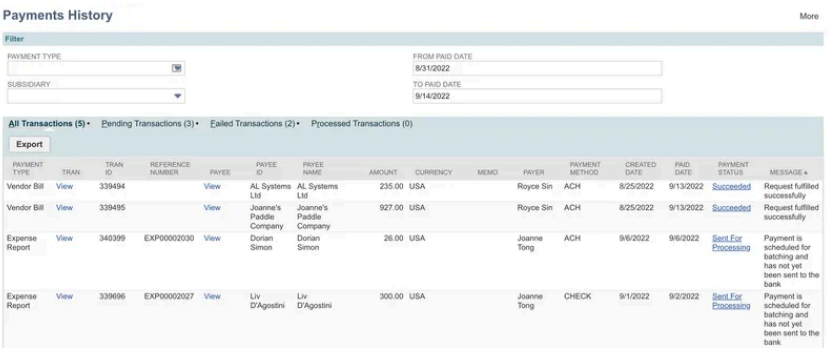
Step 5: Check Status of Payment

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.



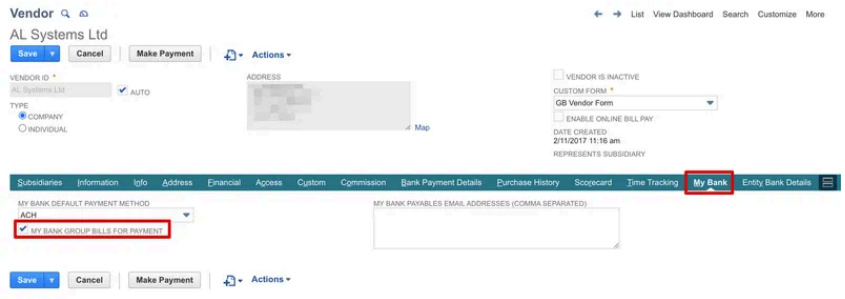
Payments History Page

Paying Grouped Bills

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.

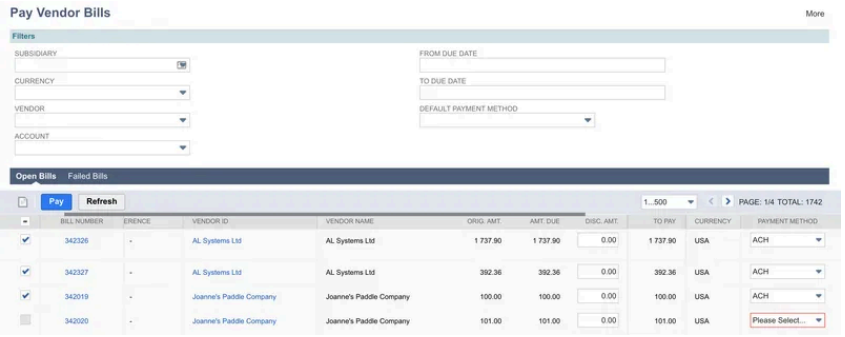
To make a grouped bill payment, navigate to **Your Bank → Payments → Vendor Bills**.

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



Select Group Bills for Payment

The Confirm Payment window appears, and here you can select the Source Account and verify the number of bills vs. payments. With Grouped Payments enabled for a Vendor you are paying more than one bill to, the number of payments will always be less than the number of bills.



Select Bills to Pay as Grouped

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

2.2.1.1.1. Applying Discounts

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

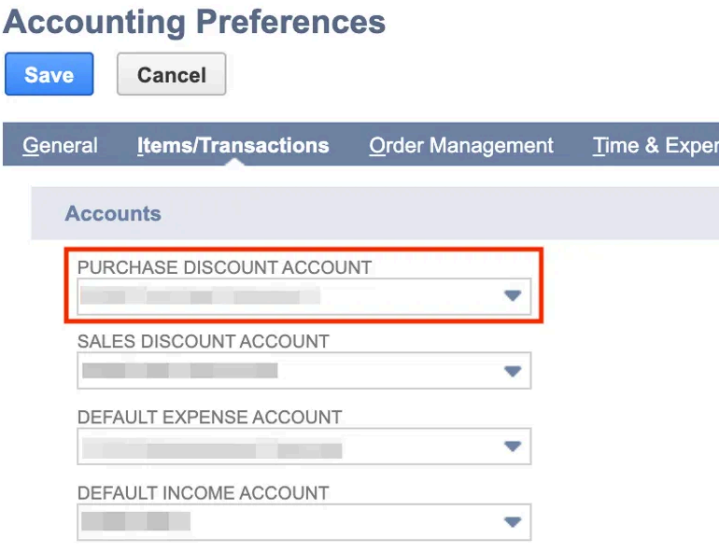
Apply Discounts to Payments

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.

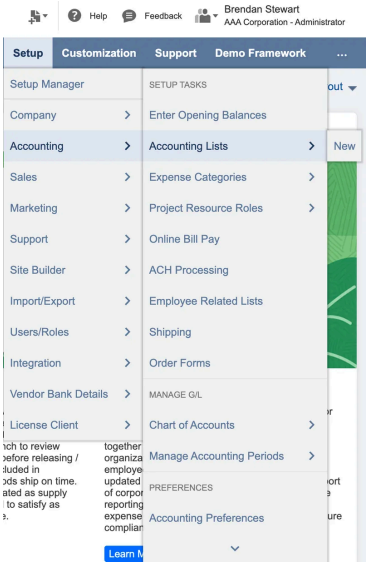


Select an Account to be the Purchase Discount Account

Click **Save**.

2 Creating Payment Terms

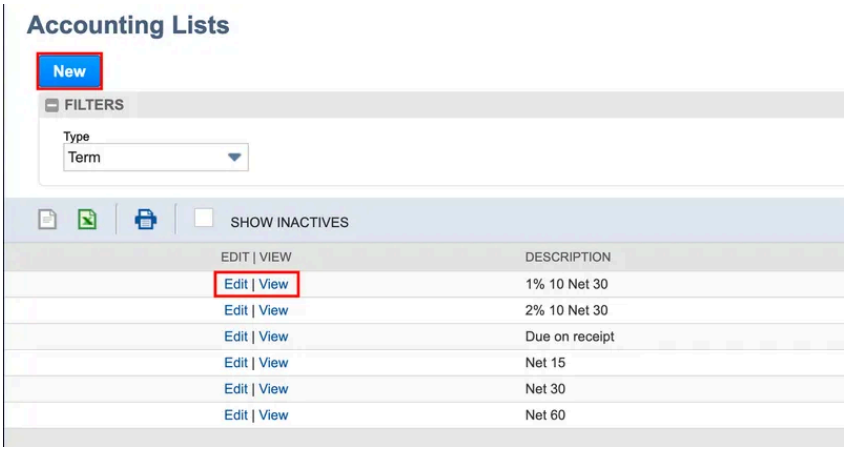
Terms can be created or modified in the Payment Terms page. Go to **Setup → Accounting → Accounting Lists**.



Go to Accounting Lists

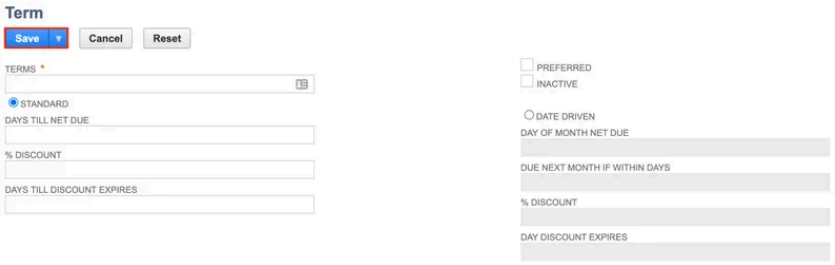
Select **Filter → Type → Term.**

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

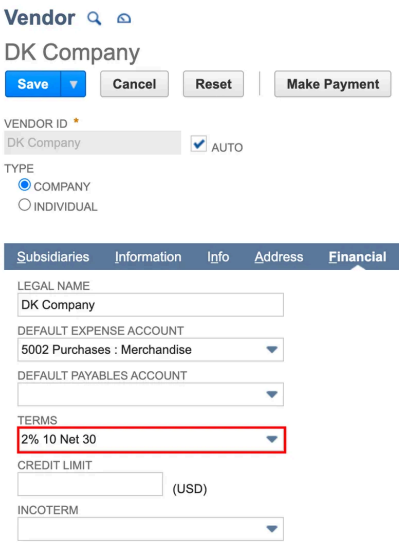
Enter the details for your new Term. Once you are done, select **Save.**



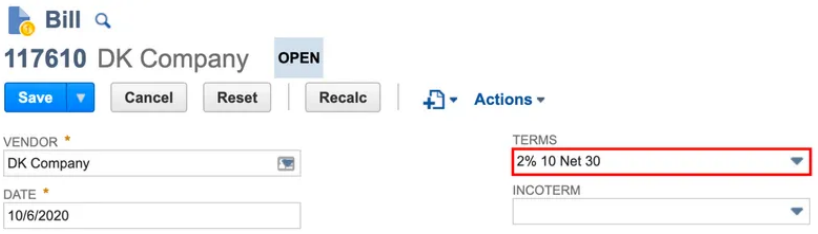
Creating a Term

3 Setting Payment Terms

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



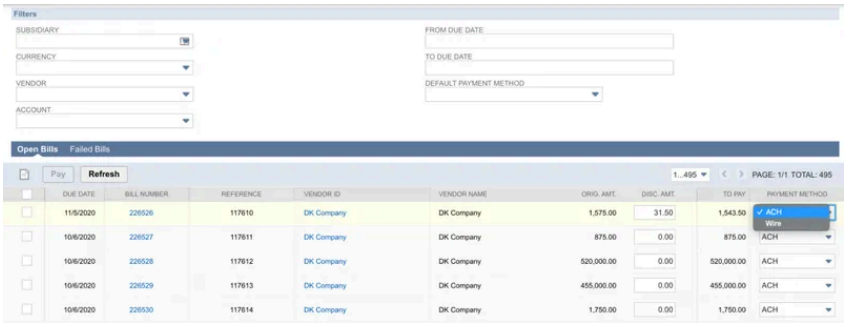
Set Payment Term at Vendor Level



Set Payment Term at Bill Level

4 Paying Discounts

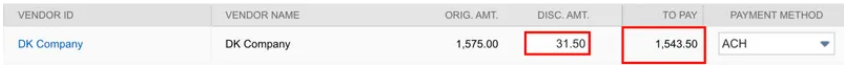
Using the main navigation bar, go to the **Pay Vendor Bills** page via → **Payments** → **Vendor Bills**.



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.



Apply Discount

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

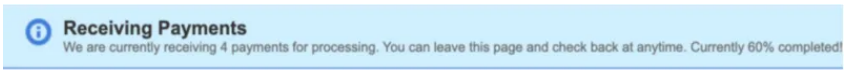
A confirmation page will appear with the To Pay amount. Select the account from the dropdown and confirm that the number of bills, payments, and amounts are correct.



Confirm Payment

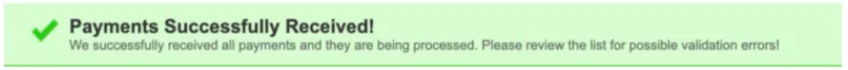
Then, select **OK.**

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

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

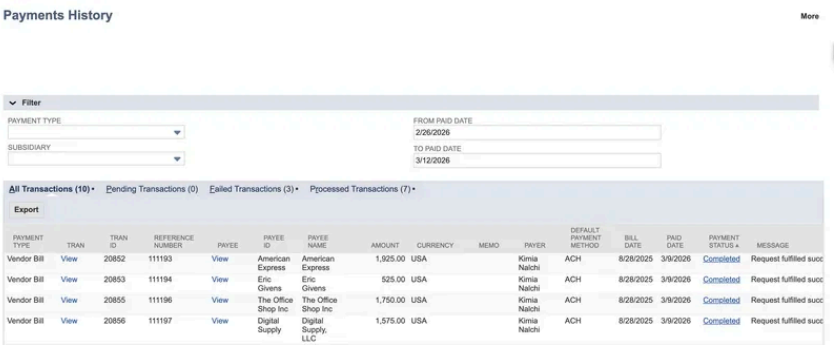


Payments Successfully Received

5 Check Status of Payment

Using the main navigation bar, go to → **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**.



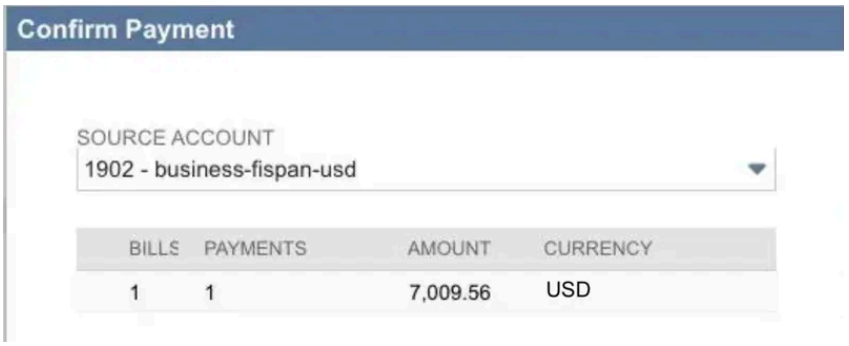
Payments History page

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.



Partial Payment Not Supported

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

Discount

2.2.1.1.2. Applying Bill Credits During Payment

> ***To apply Bill Credits during payment, please ensure your bank plugin is updated to version 2025.1.1+***

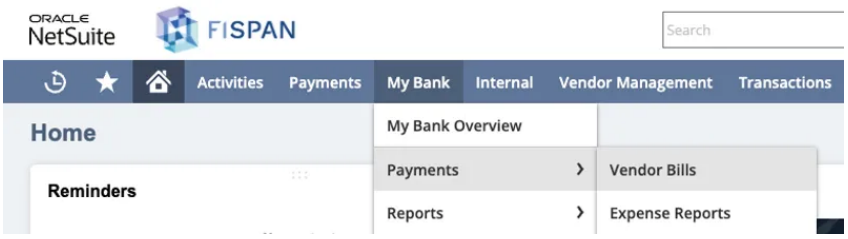
You can easily apply bill credits directly on the Pay Vendor Bills page in NetSuite. This guide will help you understand the steps required.

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 **→ Payments → Vendor Bills.**

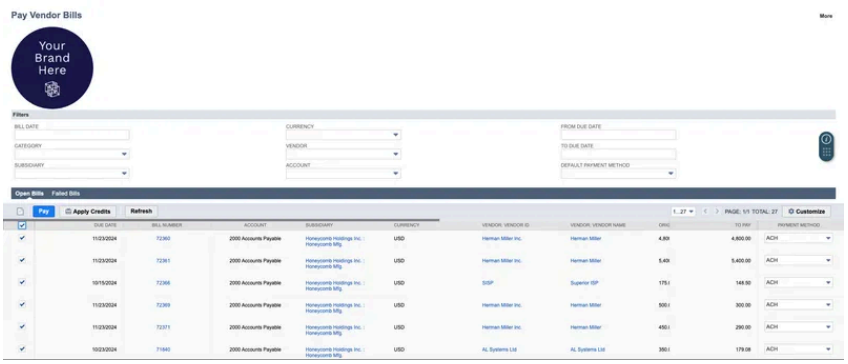


Navigate to the Vendor Bills page

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.**



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.**



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:

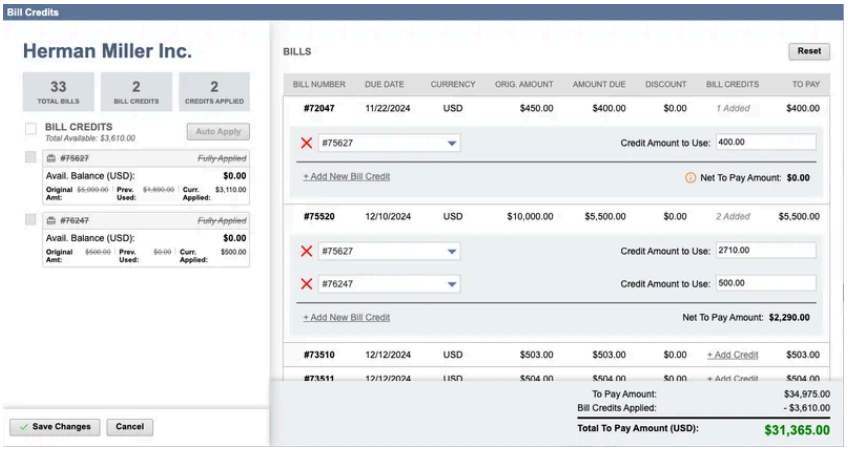
- **Auto-Apply**
- **Manual Apply**

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.



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.

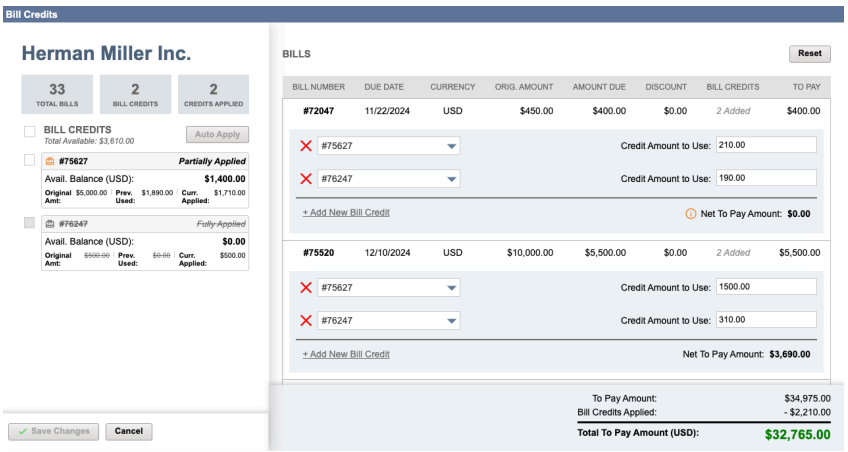
You can manually adjust the amount of the bill credit if needed or remove bill credits from respective bills by clicking a red cross icon.

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.



Manual Apply Bill Credits

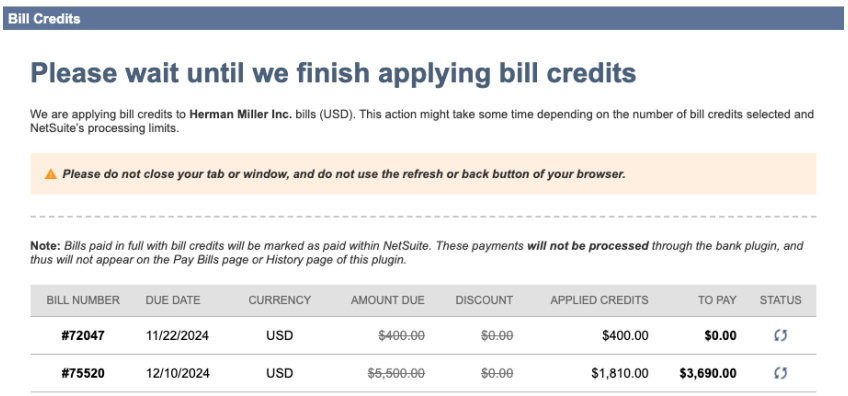
If you wish to remove the applied credits, click the **Reset** button. This will clear all bill credits currently applied.

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

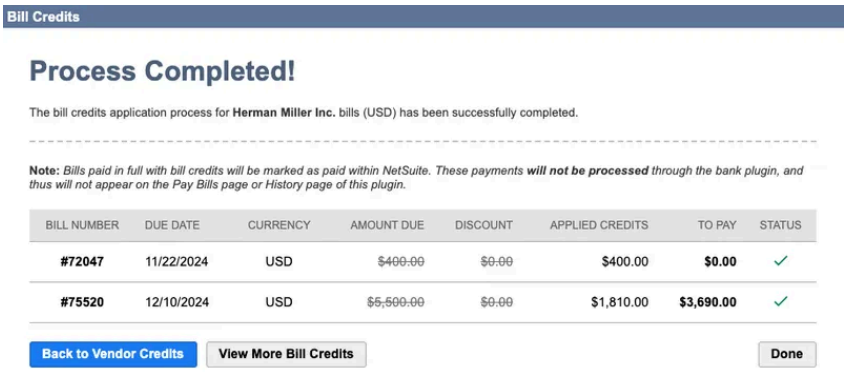
The plugin will begin applying bill credits to the selected bills.



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.



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**.

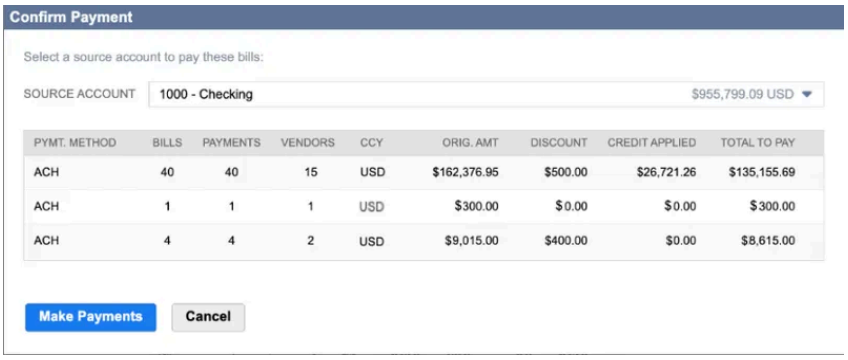
NOTE: Bills with a net amount due of zero after applying bill credits will not appear on the plugin's Pay Bills or Payment History pages. These bills will be paid directly within NetSuite.

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 and Make Payments

FAQs

Do I need new permissions to access this feature?

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

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

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

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

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

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

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

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

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

How can I unapply bill credits?

To unapply bill credits, perform the following steps:

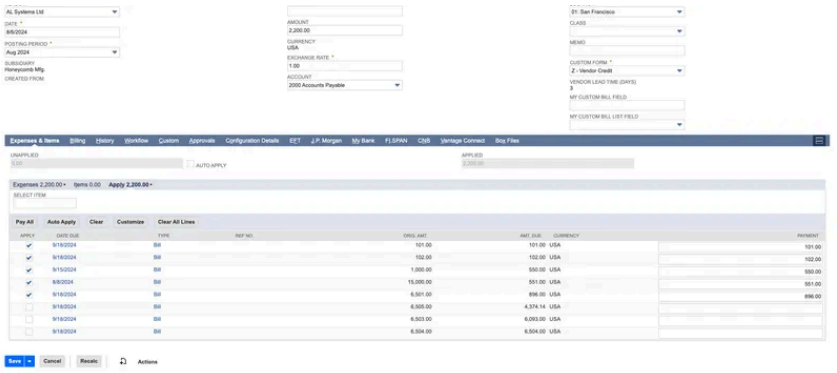
1. **Navigate to Bill Credit**

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

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

2. **Unapply Bill Credit**

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



Unapply Bill Credits from a Bill

3. **Confirm Changes**

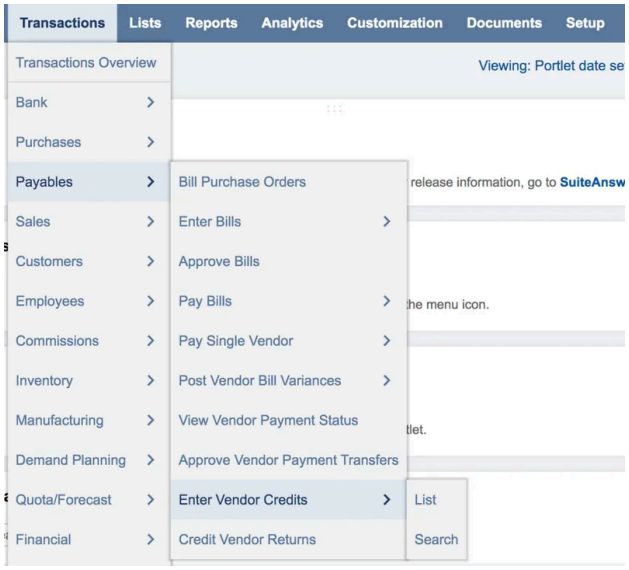
   Open the Pay Bills page or the bill to confirm that the changes have been reflected.

2.2.1.1.3. Applying Bill Credits (Natively)

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

1 Navigate to Vendor Credits

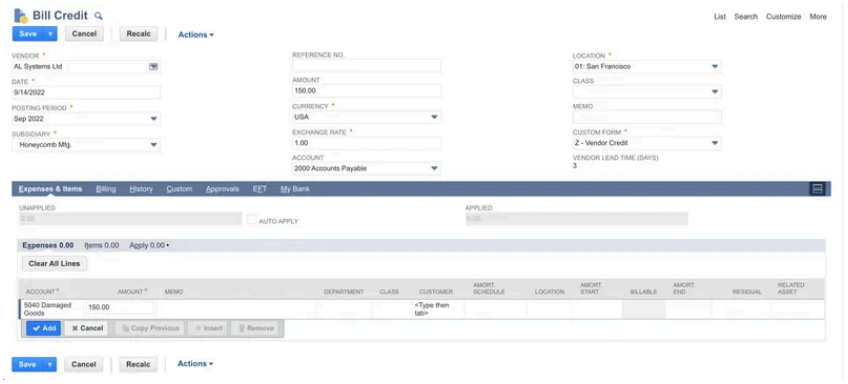
Go to **Transactions → Payables → Enter Vendor Credits**.



Go to Enter Vendor Credits Page

2 Enter Credit Details

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



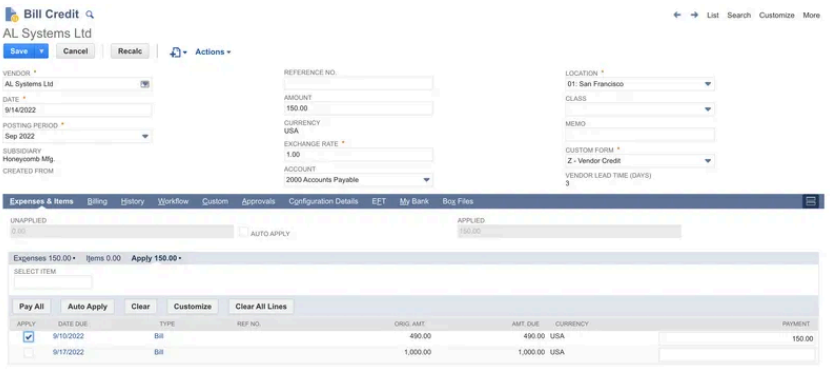
Enter Credit Details

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

3 Apply Credit to Bill(s)

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

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

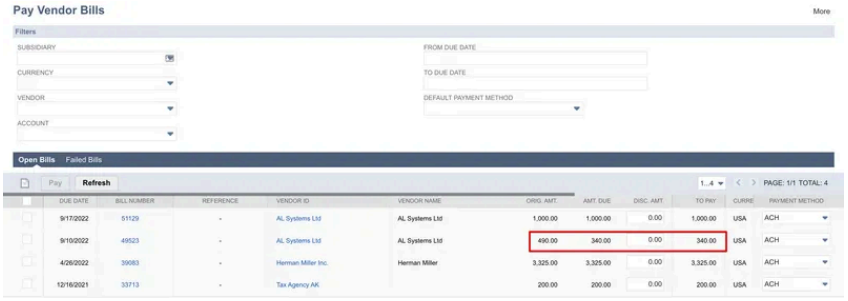


Apply Credit to Bill(s)

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.



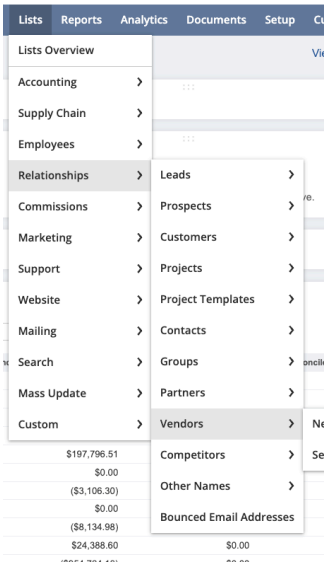
View and Pay Reduced Bill(s)

> **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.

2.2.1.1.4. Check Delivery Methods (NetSuite)

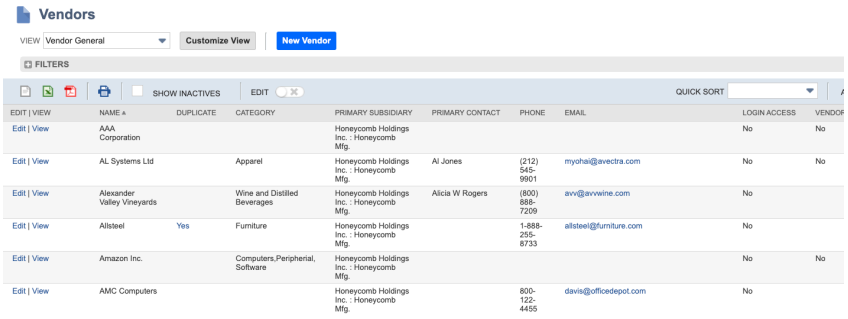
To change the check delivery option for a vendor in NetSuite, follow these steps.

1. Navigate to the Vendor page. Click on **Lists → Relationships → Vendors**.



Navigate to the Vendor page

2. Select the vendor you would like to modify.



Select the Vendor

3. Select the **Vantage Connect** tab. Click **Edit**.



Click Edit

Modify the dropdown to select the delivery method you would like.

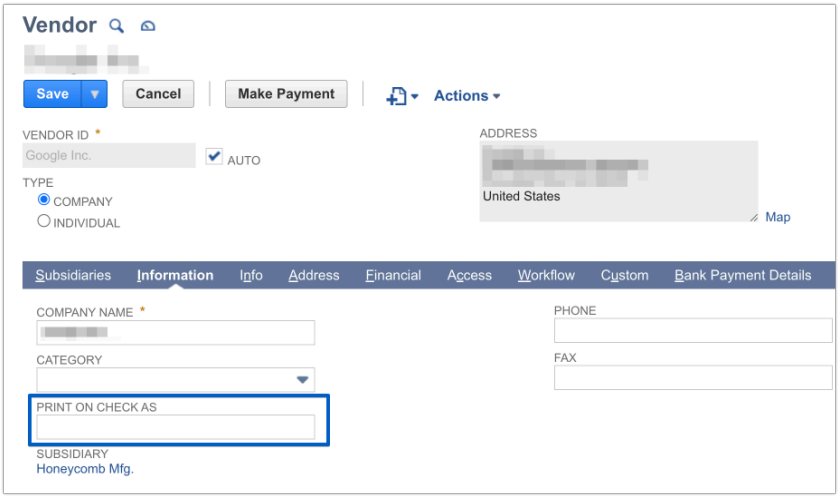
The plugin currently supports the following options:

- US regular mail
- Return to Client via FedEx Next Day AM
- Return to Client via FedEx Next Day PM
- Return to Client via FedEx Two Day
- Return to Client via FedEx International
- FedEx Next Day AM
- FedEx Next Day PM
- FedEx Two Day
- FedEx International
- Return to Client UPS Next Day 10:30 AM
- Return to Client UPS Prepaid Next Day PM
- Return to Client UPS Two Day PM
- Return to Client via UPS International
- UPS Next Day 10:30 AM
- UPS Prepaid Next Day PM
- UPS Two Day PM
- UPS International

2.2.1.1.5. Beneficiary Name

When submitting check payments, it is crucial that the Vendor's name is accurate. Our plugin typically uses the default Vendor Record to generate the beneficiary's name on the issued check, which can lead to inaccuracies.

To address this, our plugin supports NetSuite's built-in **Print on Check As** field. This feature allows you to override the default Vendor name and specify exactly what you want printed on the check.



If entered, the "Print on Check As" field will be used as the name for all payments to this vendor.

Since this field is hidden by default in NetSuite, you will need an administrator's assistance to set it up.

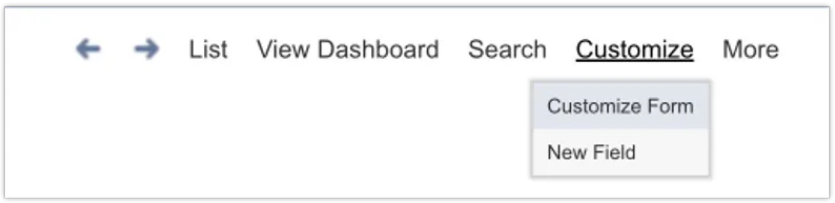
Enable Print on Check As

If you want to use this functionality, follow the steps below to enable the field.

1 Customize Form for Vendor Record

First, navigate to a Vendor Record and click **Edit**.

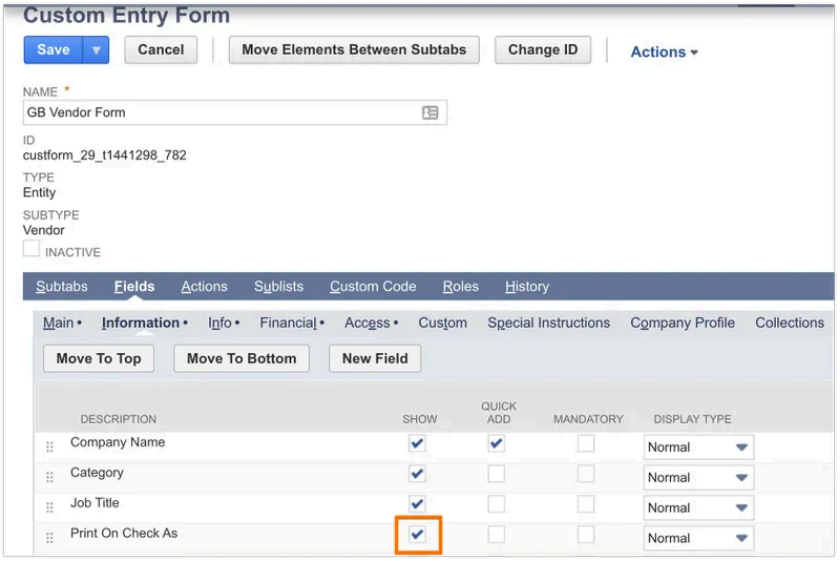
Next, on the top right, go to **Customize → Customize Form**.



You may require Administrator permissions to view this.

2 Show Print on Check As

Navigate to **Fields → Information** and find the **Print on Check As** field.



Ensure "Print On Check As" has "Show" enabled.

Select the **Show** box.

Save the form and navigate back to the Vendor Record.

3 Check for the Field

Under the **Information** tab, you will find the **Print on Check As** field available.

When populated, this field will replace the vendor's name for all payments.

FAQs

Why can't I see Customize Form on the Vendor Record or the Print on Check As field on the customization page?

You'll need to have your NetSuite administrator add this field to the default Vendor form, as you lack the permissions to do it yourself.

What impact does this field have on non-paper payment methods, such as ACH or Wires?

The name you enter in this field will be transmitted to the bank and the payment network for that particular payment. The recipient may see this name, or it may be used to process and fulfill the payment.

How can I test this functionality?

Once set up, this feature will work immediately for any vendor. To test it, we recommend doing so in a Sandbox environment.

First, enable the feature using the steps mentioned above. Next, submit a payment for the updated vendor. Finally, contact our Support team via email, providing the payment information (e.g., reference numbers of the bill payments) and referencing this page for context.

2.2.1.1.6. 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 for resolution.

How to Void Bills

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

1 Locate the Bill

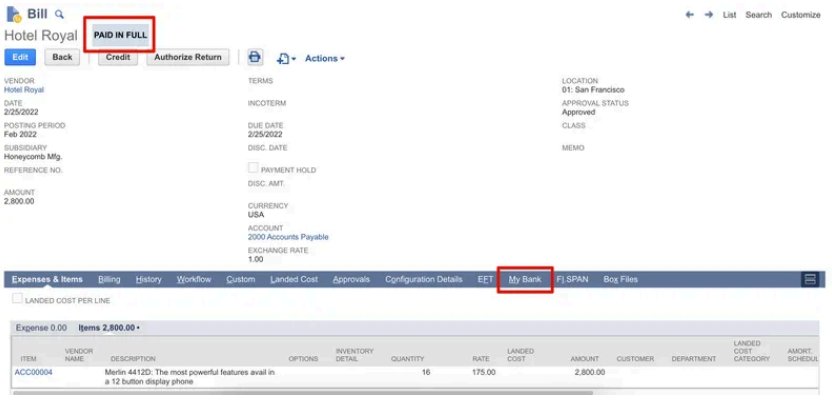
Find a bill that has already been paid via the plugin on the History page by going to → **Payments** → **History**.



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.



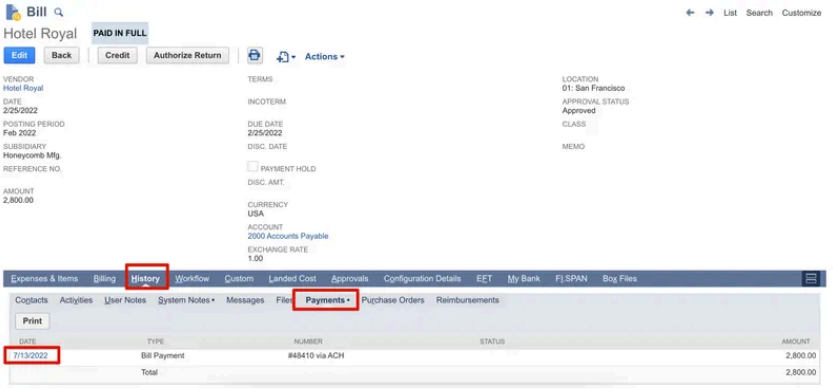
Check Bill is marked as "PAID IN FULL"



Confirm Bill Payment

3 Go to Bill Payment Record

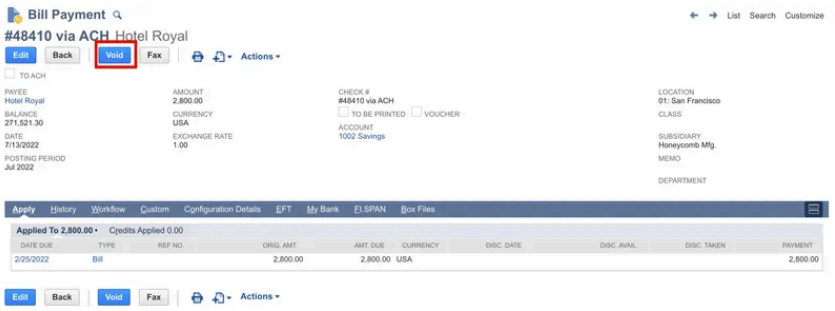
Go to **Bill record → History (or Related Records) → Payments** and find the Bill Payment record associated with this Bill.



Open Bill Payment Record

4 Void the Bill

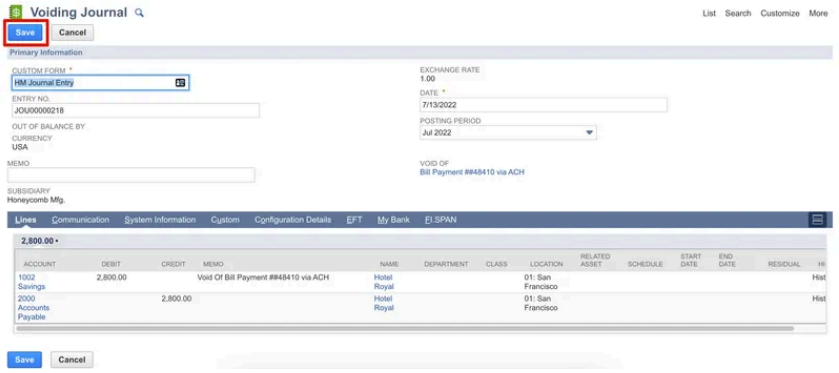
Void the Bill Payment by selecting the **Void** button.



Void the Bill

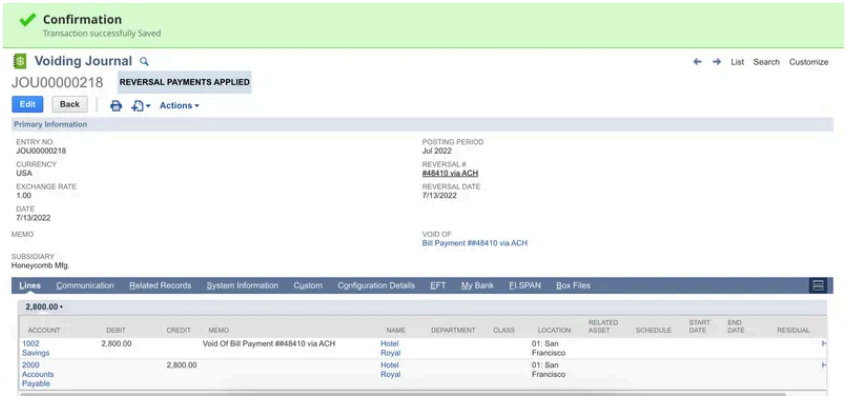
5 Save the Bill

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



Save the Bill

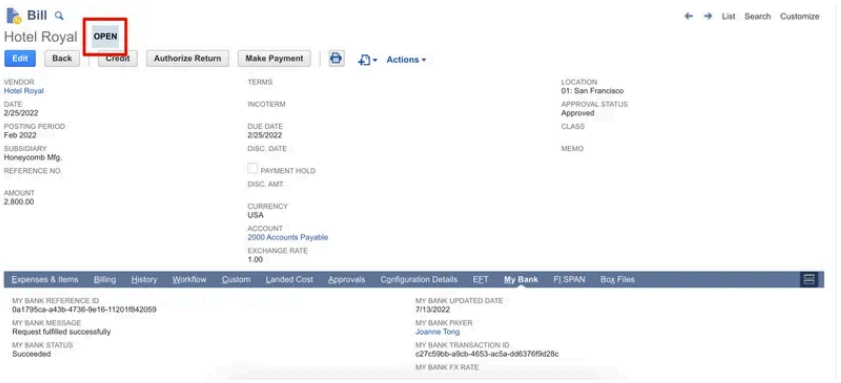
The next page will show a Confirmation banner, and the Voiding Journal Entry will be marked with **REVERSAL PAYMENTS APPLIED**.



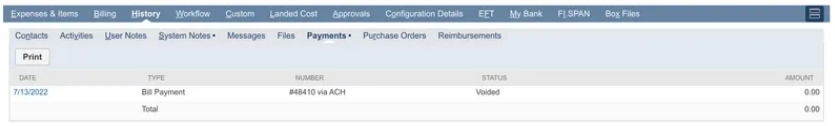
View Confirmation Banner

6 Check the Bill

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



Check the Bill



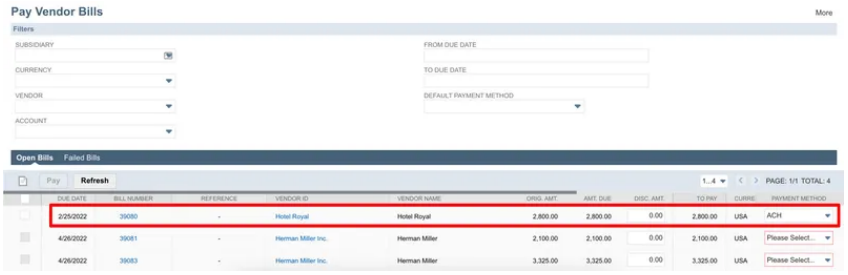
Bill Payment status appearing as "Voided"

Repaying a Previously Voided Bill

Follow these steps to repay your voided bills.

1 Find the Voided Bill

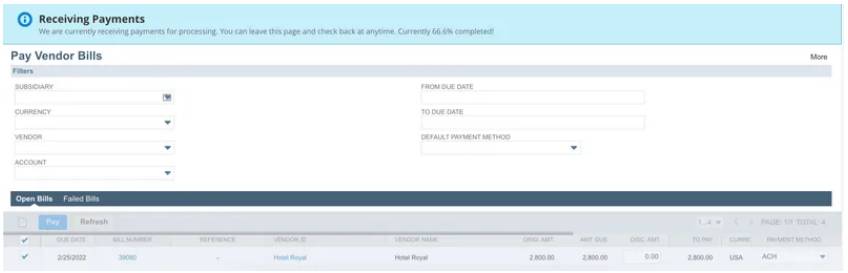
Find the previously voided bill on the Pay Vendor Bills page by going to → **Payments → Vendor Bills**.



Find the Voided Bill

2 Pay the Bill

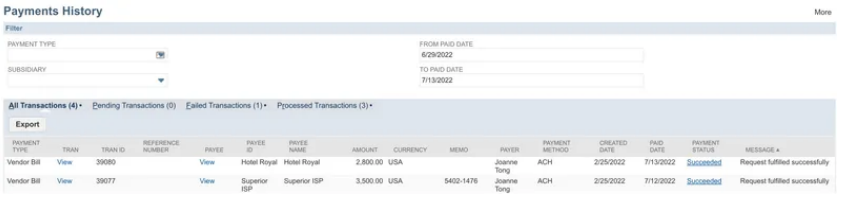
Pay the bill as normal.



Pay the Bill

3 Check the Bill Status

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



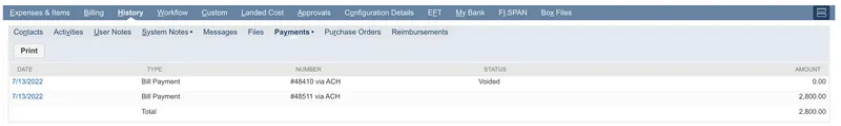
Check the Bill Status

Open the Bill record and confirm the bill has been **PAID IN FULL**. You can select the tab for the 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**.



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.



New Bill Payment on Bill

2.2.1.1.7. 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.

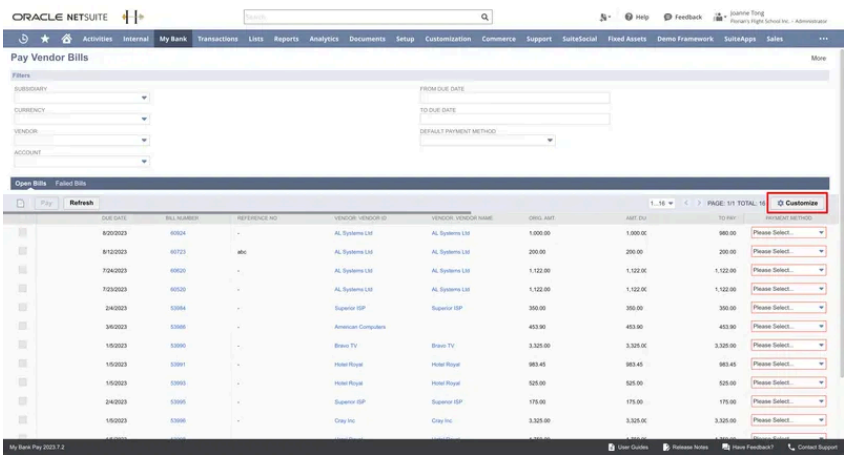
Keep in mind that enabling Customizable Columns requires additional permissions for user roles. Please check the **Required Permissions** section on this page for details.

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.

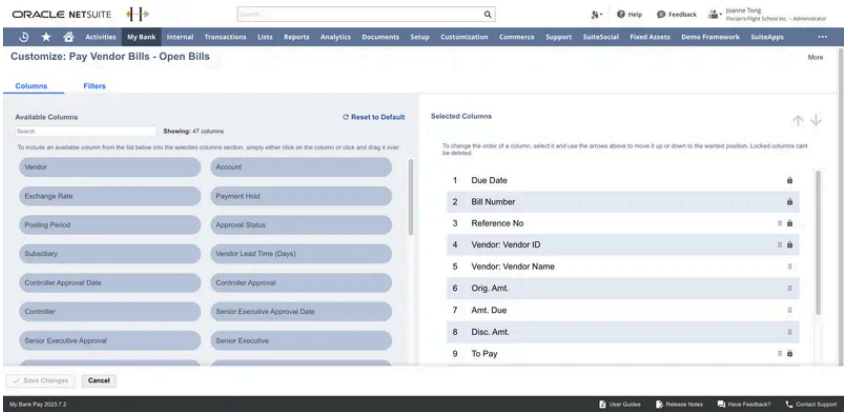


Customize Button Located on the Right of the Pay Vendor Bills Screen

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.

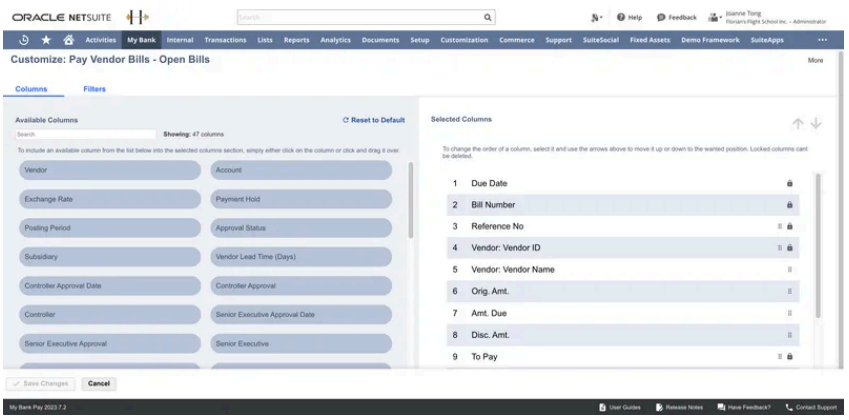


The Customize page for the Open Bills tab of the Pay Vendor Bills page

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.

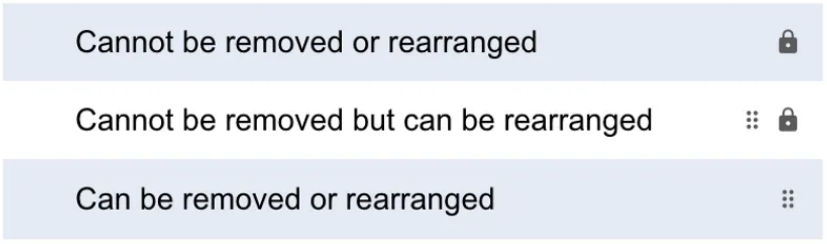
This feature allows users to choose from the standard fields available on both the Bill and Vendor records to display and rearrange columns on the Pay Vendor Bills page.

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.



Selected Columns behavior

Making Changes to Columns

To create a personalized view of your vendor bills, use the Customization feature by following these steps.

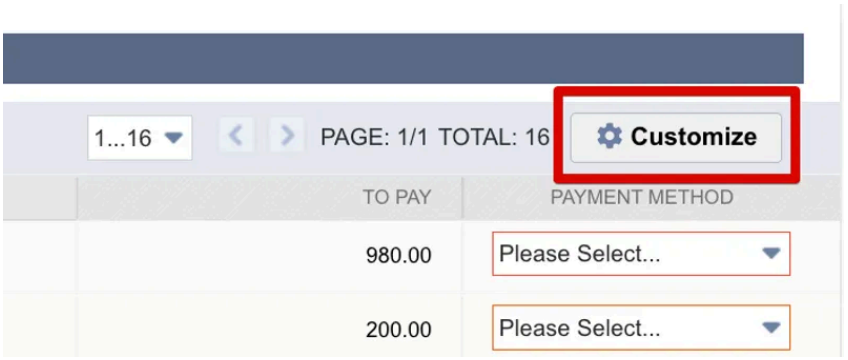
1 Locate Customize Option

Navigate to → **Payments** → **Vendor Bills**.



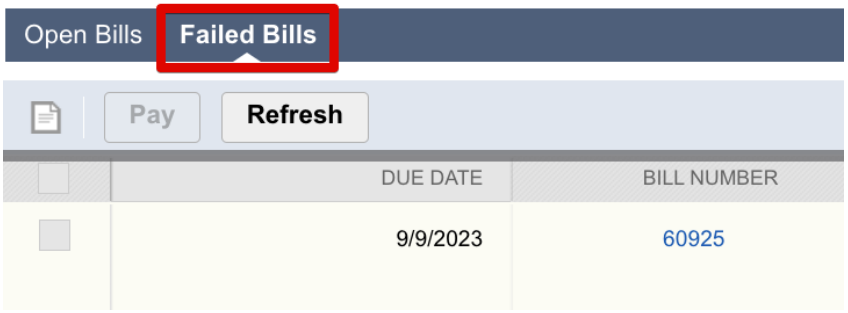
Navigate to the Vendor Bills page

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

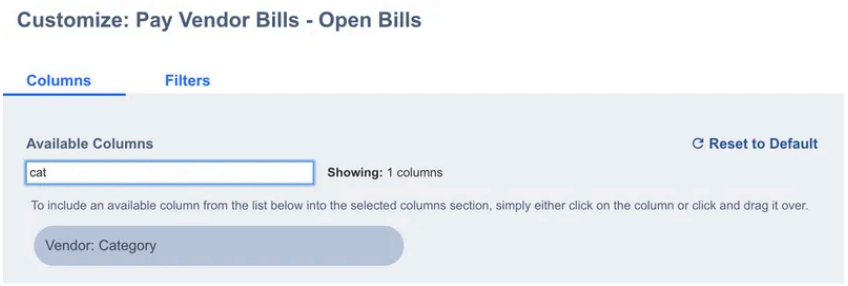
To make customizations to columns on the Failed Bills or Open Bills tab of the Pay Vendor Bills page, click first on the Failed Bills or Open Bills tab, then the **Customize** button.



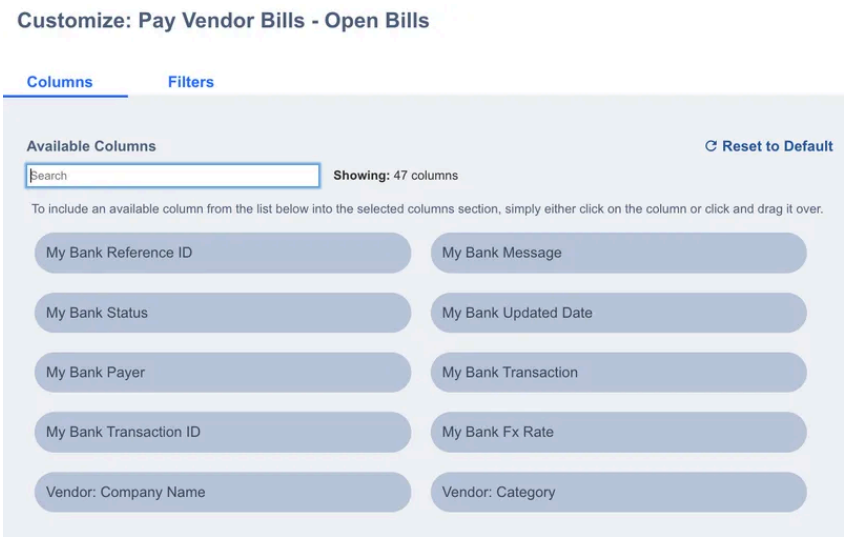
The Failed Bills Tab of the Pay Vendor Bills Page

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.



Option 1: Using the Search Bar to Find a Column

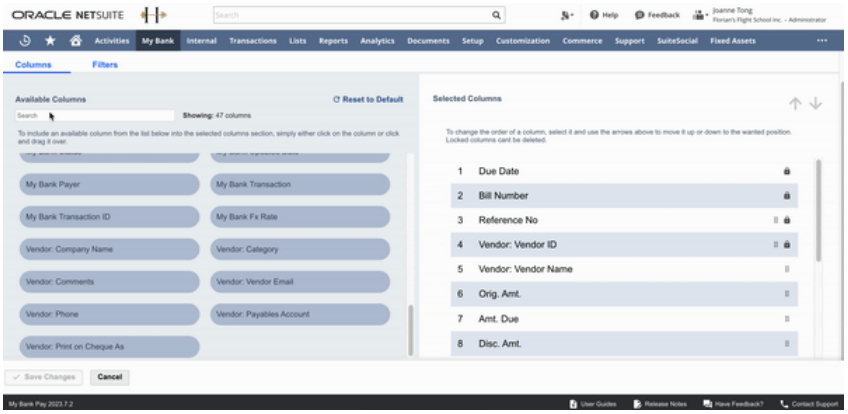


Option 2: Scrolling Through the Available Columns List to Find a Column

3 Adding and Rearranging Columns

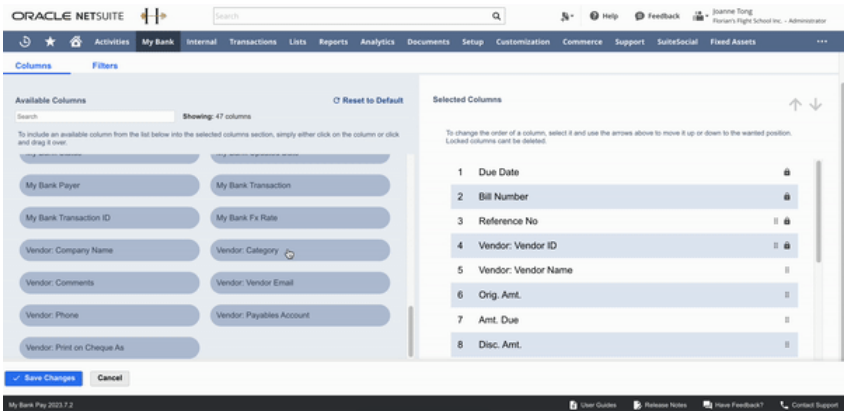
To add a column, click on a column in the **Available Columns** section to move it to the **Selected Columns** section.

This will place it in the highest possible position within the **Selected Columns** section, which is third, just below the columns for **Due Date** and **Bill Number**, as these two columns cannot be repositioned. You can utilize the arrows at the top right to further adjust the column's placement.



Option 1: Click to add a column and re-arrange using arrows

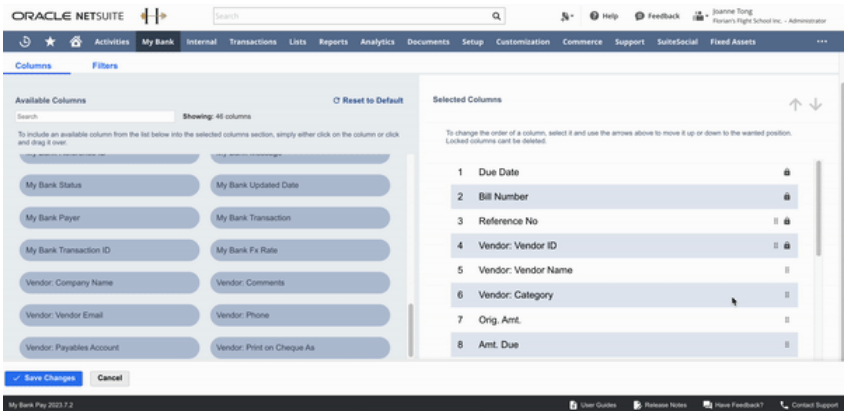
Alternatively, you can click and drag a column from the **Available Columns** section to the desired position in the **Selected Columns** section.



Option 2: Click and drag a column to the desired position

4 Removing Selected Columns

To remove a column, simply click on the column in the **Selected Columns** section of the page to bring up the **Remove** button. It will prompt you to confirm that you wish to remove this column.



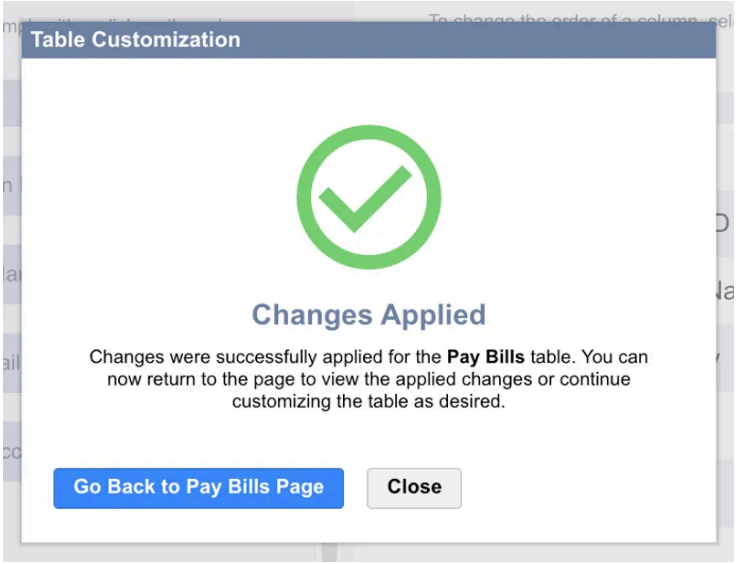
Click “Remove” and confirm removal by clicking “Yes, Remove Item”

Upon clicking **Yes, Remove Item**, the column will reappear within the **Available Columns** section.

5 Saving Customizations

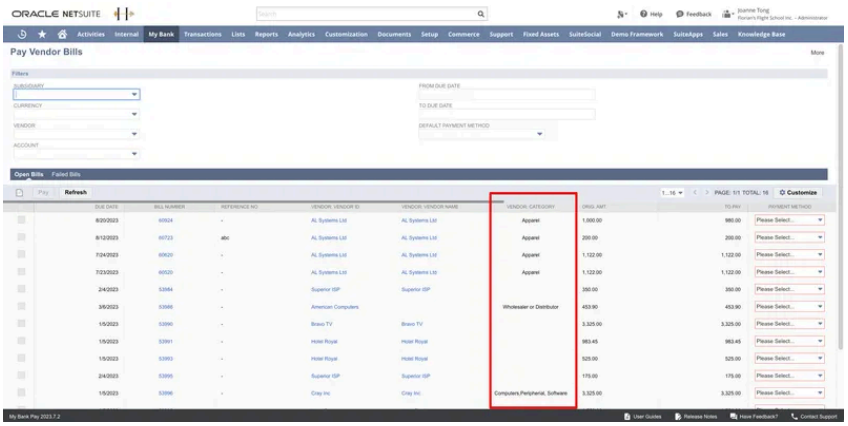
When you are happy with your changes, click **Save Changes** at the bottom of the screen to save your customizations.

You may either return to the Pay Vendor Bills page by clicking on **Go Back to Pay Bills Page,** or you may remain on the current page by clicking **Close**.



Changes Applied confirmation window

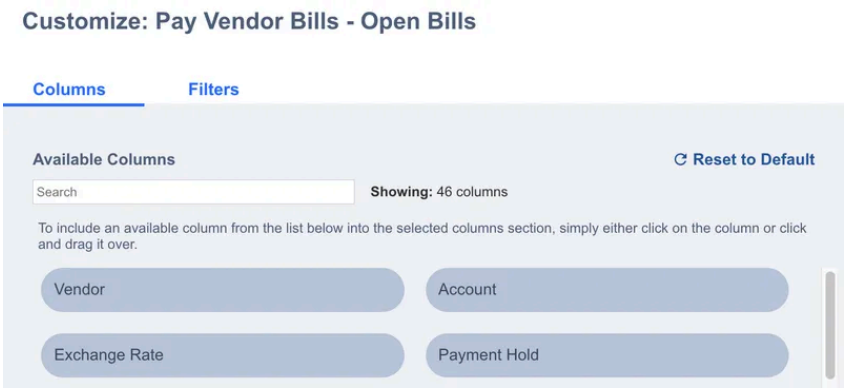
The Open Bills tab of the **Pay Vendor Bills** page will now reflect column customizations.



"Vendor: Category" now appears as a column in the specified position

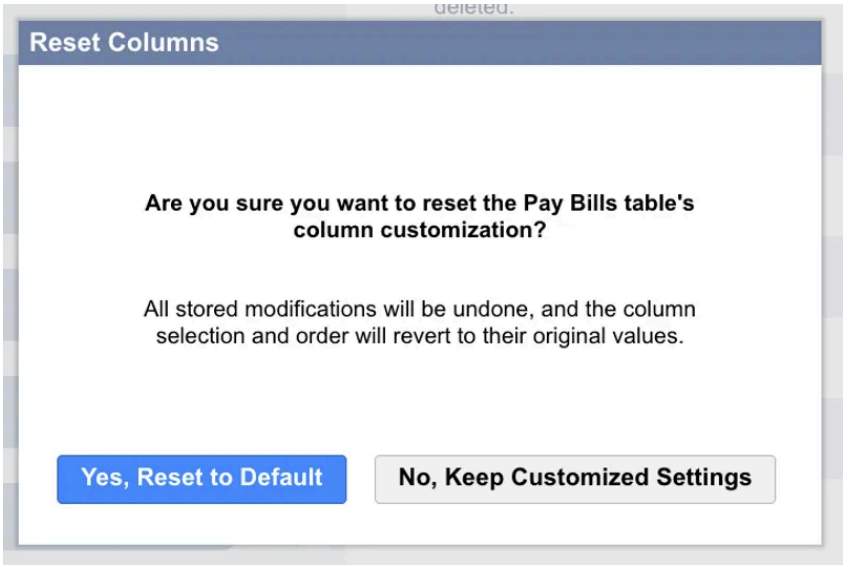
6 Resetting Columns to Default

To reset your columns back to default, click on the **Customize: Pay Vendor Bills** page, and click on the **Reset to Default** button.



Click “Reset to Default”

A dialog box will appear, prompting you to confirm whether you really want to reset your column customizations back to default. Click on **Yes, Reset to Default** to continue.



Click “Yes, Reset to Default” to confirm the reset

After clicking **Yes, Reset to Default**, all column customizations, including any additions, rearrangements, and removals, have been reset to the default selection and position of columns.

You may continue to make more changes from here, or click **Save Changes** to proceed with the default columns.

Required Permissions

A number of permissions are required for a user to fully access and make customizations to columns and filters:

- Access to the following Suitelet scripts:
  - Vantage Connect Pay Vendor Bills
  - Vantage Connect User Customization
- Access to the below 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

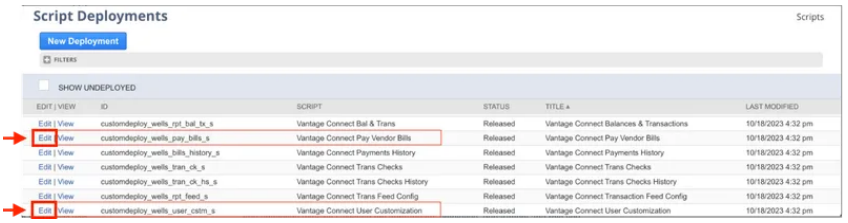
Suitelet Script Access

After updating the plugin, a NetSuite Administrator is required to grant employees permissions to the **Vantage Connect Pay Vendor Bills** Suitelet script in order for employees to access the page where the “Customize” button is located, as well as the **Vantage Connect User Customization** Suitelet script in order for the “Customize” button to work.

Suitelet script permissions can be accessed by navigating to **Customization** → **Scripting** → **Script Deployment**.

Use the following filters:

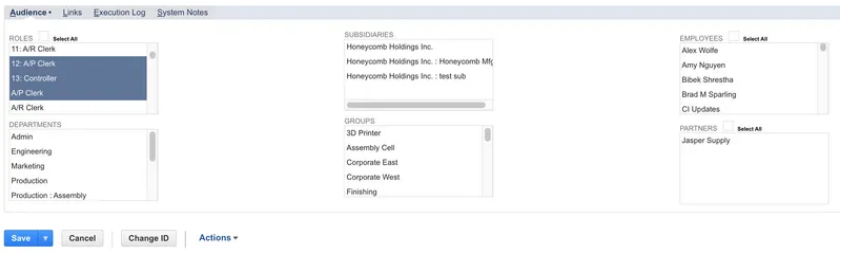
- On the **Type** dropdown select **Suitelet**
- On the **API Version** dropdown select **2.1**



Pay Vendor Bills and User Customization Suitelets

Click "Edit" beside both **Vantage Connect Pay Vendor Bills** and **Vantage Connect User Customization**.

Under the **Audience** sub-tab, select the appropriate employees, departments, and roles to which you would like to assign permissions. Then, click **Save**.



Select the appropriate roles, employees, etc. In this example, AP Clerks and Controllers have permissions

Without enabling a user permissions to the **Vantage Connect User Customization** script, 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**.

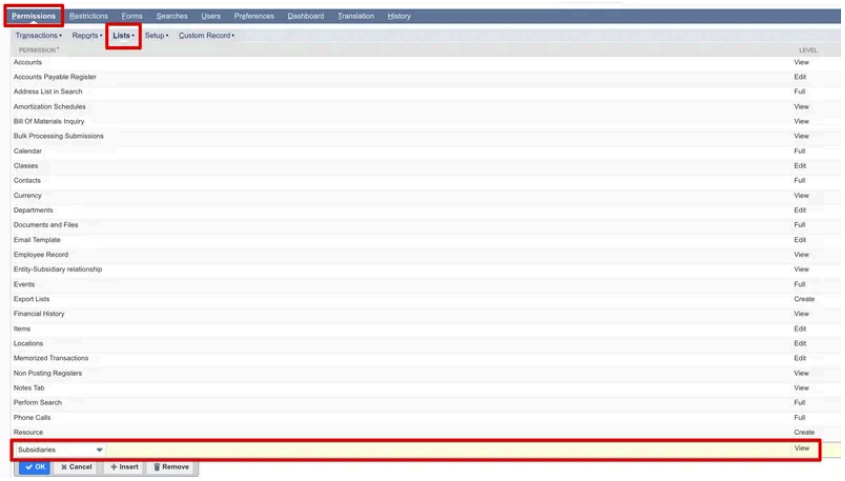
   Click **Edit** beside the role of choice.

   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.

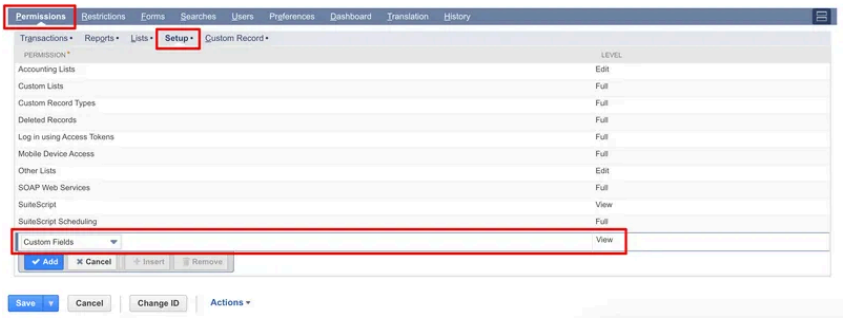


Subsidiaries (Level: View) found on the Permissions tab → List tab

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 .

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 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.

2.2.1.1.8. 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.

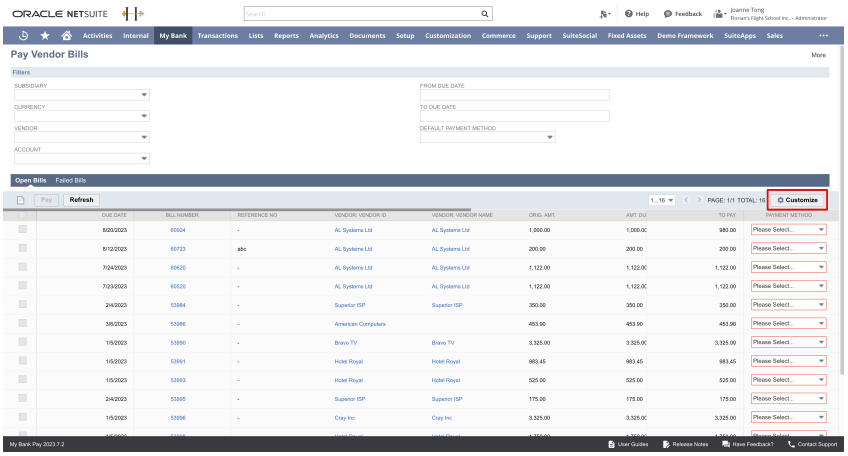
Enabling Customizable Filters requires additional permissions for user roles. Please check the **Required Permissions** section on this page for the details.

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.

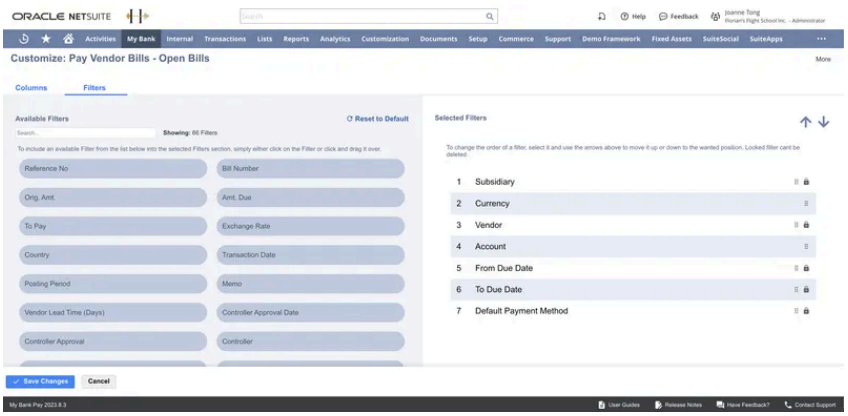


Customize Button Located on the Right of the Pay Vendor Bills Screen

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.

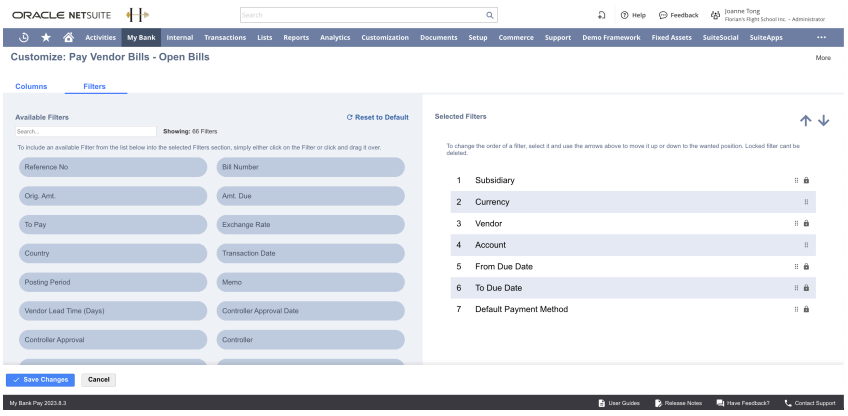


Customize: Pay Vendor Bills page on the Filters sub-tab

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.

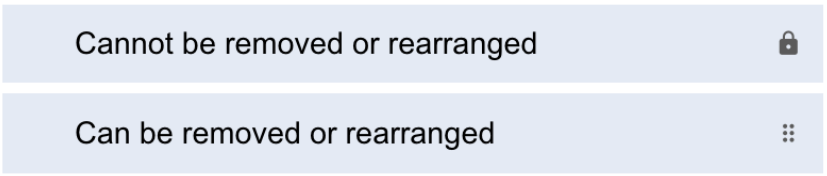
This feature allows users to choose from the standard fields available on both the Bill and Vendor records to display and rearrange as filters on the Pay Vendor Bills page. Additionally, users are also able to choose any custom entity fields available on the Bill record, but not any custom fields available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



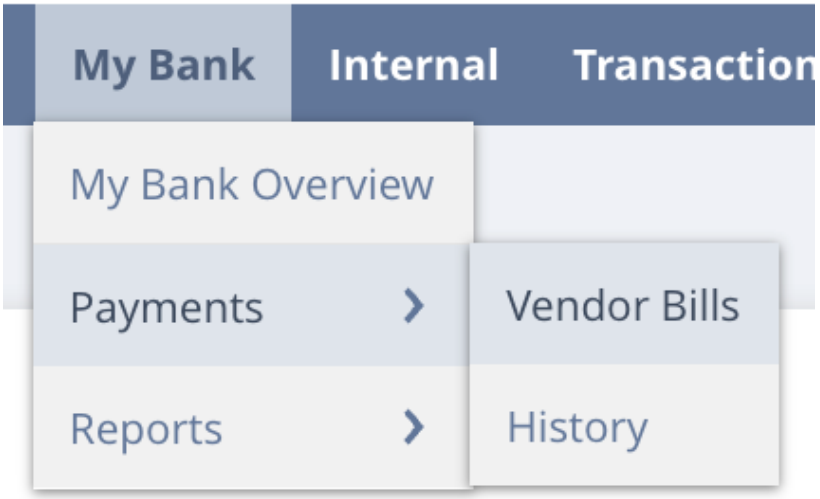
Selected Filters behavior

Making Changes to Filters

To create a personalized view of your vendor bills, use the Customization feature by following these steps.

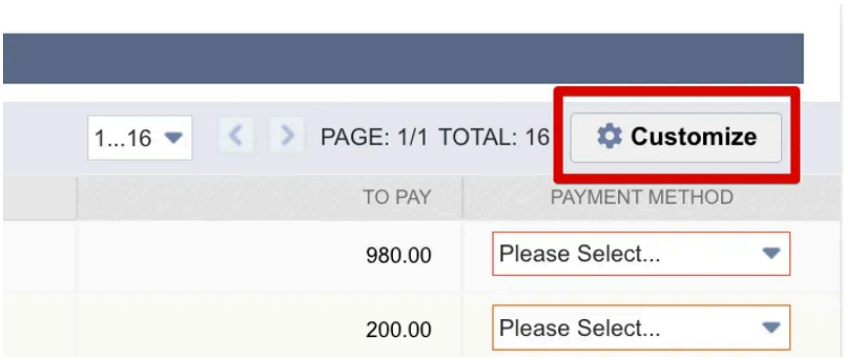
1 Locate Customize Option

Navigate to **→ Payments → Vendor Bills.**



Navigate to the Vendor Bills page

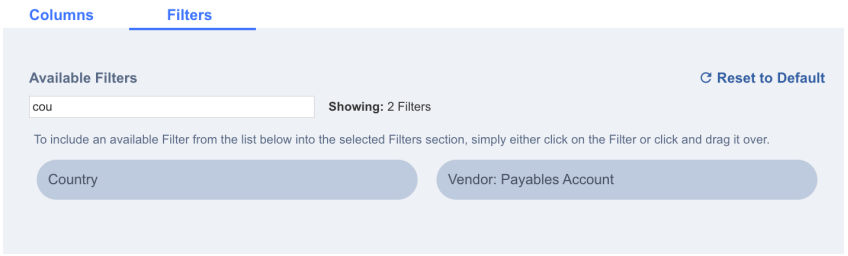
To make customizations to filters on the **Pay Vendor Bills** page, click on the **Customize** button.



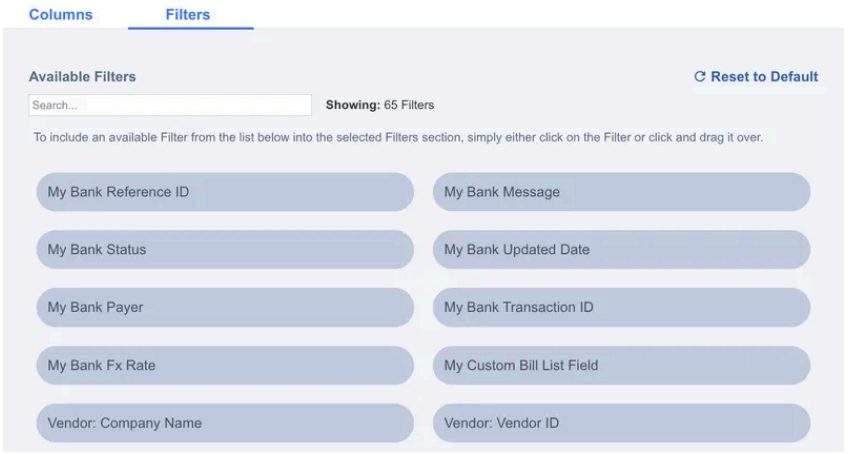
“Customize” button on the Pay Vendor Bills page

2 Finding Available Filters

In the **Available Filters** section of the page, begin typing in the search bar to find the filter of your choice, or scroll through the full list to see what filter options are available.



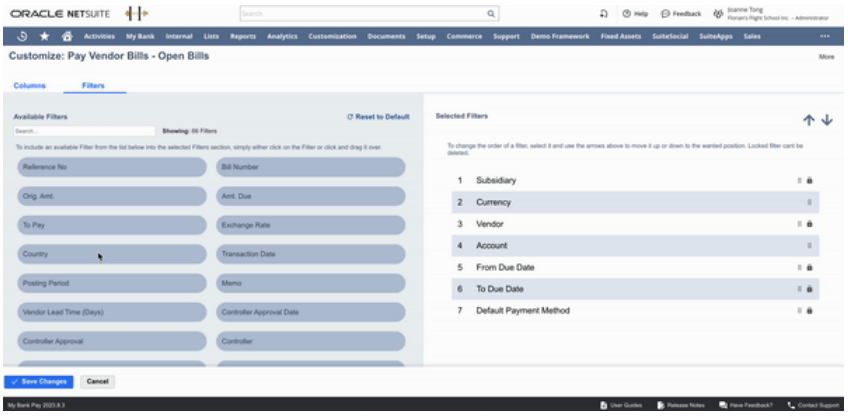
Option 1: Using the Search bar to find a filter



Option 2: Scrolling through the Available Filters list to find a filter

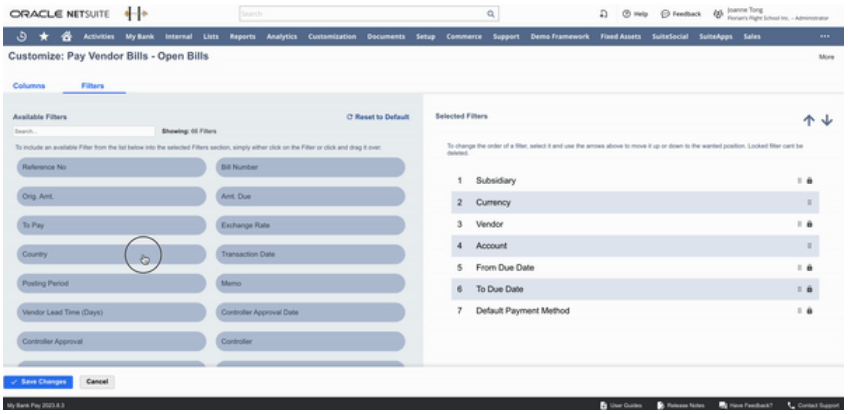
3 Adding and Rearranging Filters

Click on a filter in the **Available Filters** section to add it to the **Selected Filters** section. This will add it to the top of the **Selected Filters** section.



Option 1: Click to add a filter and re-arrange using arrows

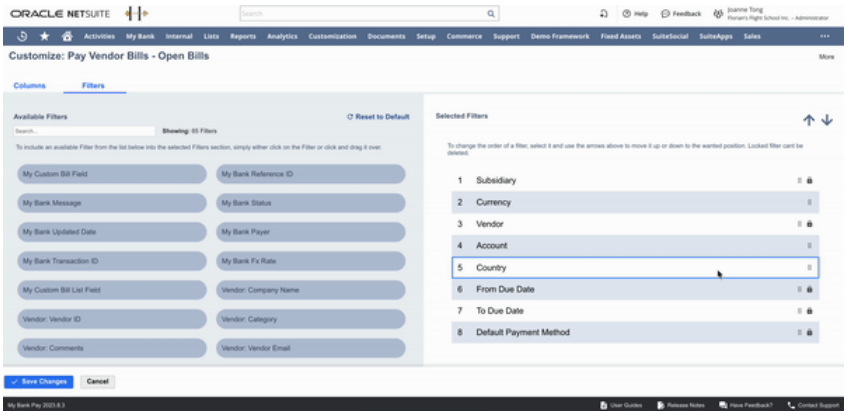
Alternatively, you may click and drag a filter from the **Available Filters** section to the desired position in the **Selected Filters** section.



Option 2: Click and drag a filter to the desired position

4 Removing Selected Filters

To remove a filter, simply click on the filter in the **Selected Filters** section of the page. It will prompt you to confirm that you wish to remove this filter. Upon clicking **Yes, Remove Item**, the filter will reappear within the **Available Filters** section.

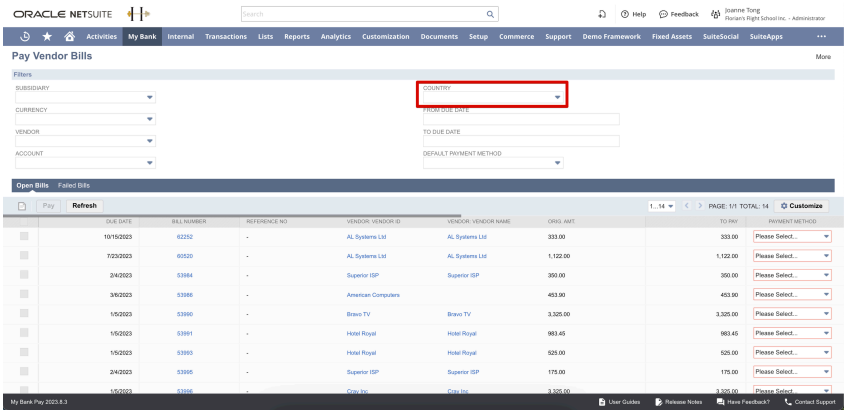


Click “Remove” and confirm removal by clicking “Yes, Remove Item”

5 Saving Customizations

When you are happy with your changes, click **Save Changes** at the bottom of the screen to save your customizations. A dialog will appear to confirm that changes were made successfully. You may either return to the **Pay Vendor Bills** page by clicking on the **Go Back to Pay Bills Page** button, or you may remain on the current page by clicking the **Close** button.

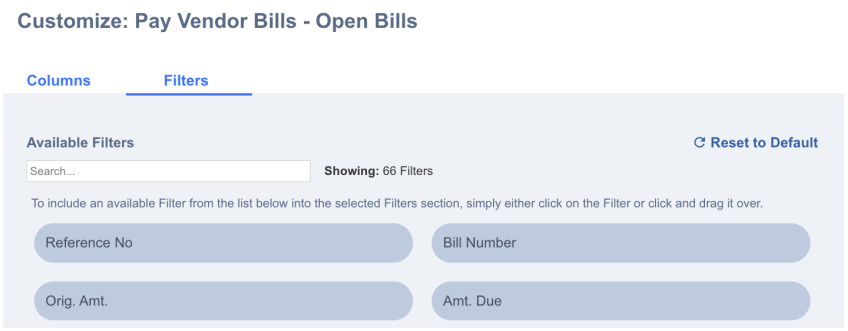
The **Pay Vendor Bills** page will now reflect filter customizations.



“Country” now appears as a filter in the specified order

6 Resetting Filters to Default

To reset your filters back to default, click on the **Customize** button, then the **Filters** tab, and finally click on the **Reset to Default** button.



Click Reset to Default

A dialog box will appear, prompting you to confirm whether you really want to reset your filter customizations back to default. Click on **Yes, Reset to Default** to continue.

After clicking **Yes, Reset to Default**, all filter customizations, including any additions, rearrangements, and removals, have been reset to the default selection and position of filters. You may continue to make more changes from here, or click **Save Changes** to proceed with the default filters.

Required Permissions

A number of permissions are required for a user to fully access and make customizations to columns and filters:

- Access to the following Suitelet scripts:
  - Vantage Connect Pay Vendor Bills
  - Vantage Connect User Customization
- Access to the below 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

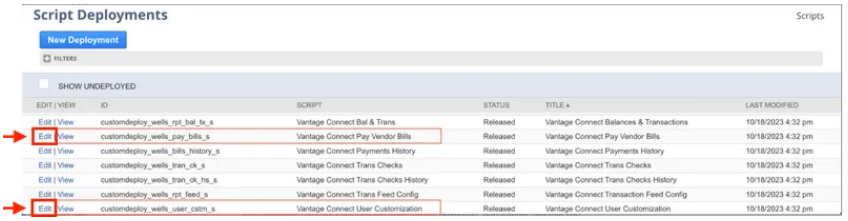
Suitelet Script Access

After updating the plugin, a NetSuite Administrator is required to grant employees permissions to the **Vantage Connect Pay Vendor Bills** Suitelet script in order for employees to access the page where the "Customize" button is located, as well as the **Vantage Connect User Customization** Suitelet script in order for the "Customize" button to work.

Suitelet script permissions can be accessed by navigating to **Customization → Scripting → Script Deployment**.

Use the following filters:

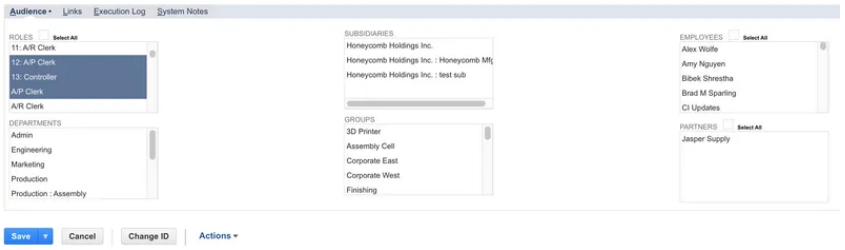
- On the **Type** dropdown select **Suitelet**
- On the **API Version** dropdown select **2.1**



Pay Vendor Bills and User Customization Suitelets

Click "Edit" beside both **Vantage Connect Pay Vendor Bills** and **Vantage Connect User Customization**.

Under the **Audience** sub-tab, select the appropriate employees, departments, and roles to which you would like to assign permissions. Then, click **Save**.



Select the appropriate roles, employees, etc. In this example, AP Clerks and Controllers have permissions

Without enabling a user permissions to the **Vantage Connect User Customization** script, a user who clicks the “Customize” button on the Pay Vendor Bills page will be directed to an error page, stating “*You do not have privileges to view this page”*.

NetSuite User/Role Permissions

A NetSuite Administrator will also need to grant users permissions to **Subsidiaries (Level: View)** and **Custom Fields (Level: View)** so the Customize page can pull in Subsidiaries and any custom fields available on the Bill record.

1. **Locate User/Role Permissions**

   Navigate to **Setup → User/Roles → Manage Roles**.

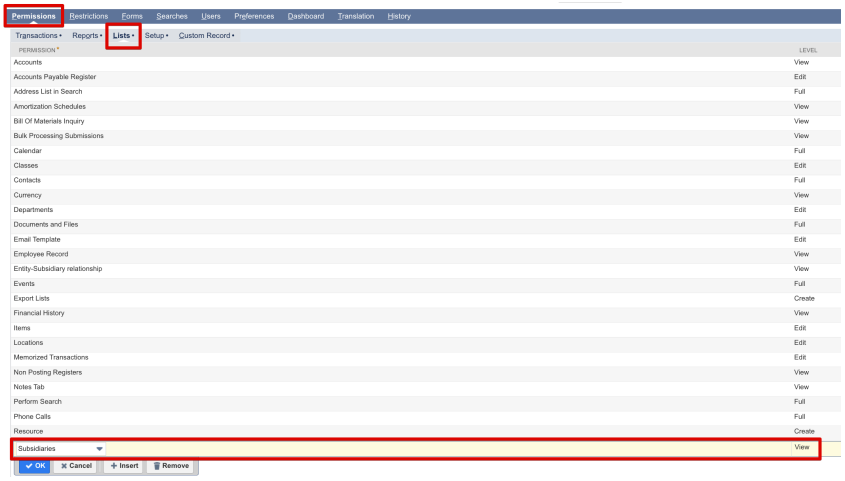
Click **Edit** beside the role of choice.

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

2 **Assign Subsidiaries Permission**

Click on the dropdown in the last row of the **Permissions** table. Scroll through the list, or begin typing to find the following permission:

- **Subsidiaries (Level: View):** Required to add and view subsidiaries as a column option when customizing the Pay Vendor Bills page.

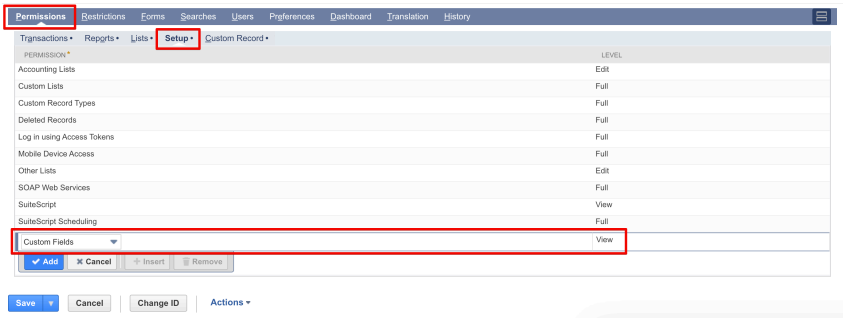


Subsidiaries (Level: View) found on the Permissions tab → List tab

3 **Assign Setup Permissions**

Next, click on the **Permissions tab → Setup** tab. Click on the dropdown in the last row of the **Permissions** table. Scroll through the list, or begin typing to find the following permissions:

- **Custom Fields (Level: View):** Required to pull in custom fields on the Bill record to be used as a part of customizable columns on the Pay Vendor Bills page.
- **Set Up Company (Level: View):** Ideal, but not required for Customizable Filters to function. It is only required for a user to see the dropdown options on the Country filter.
- **Manage Accounting Periods (Level: View):** Ideal, but not required for Customizable Filters to function. It is only required for a user to see the dropdown options on the Accounting Periods filter.



Custom Fields (Level: View) found on Permissions tab → Setup tab

Click **Save** to save your changes.

> **NOTE:** If a Role is not granted **Custom Fields (Level: View)** permissions, the **Customize: Pay Vendor Bills** page will be stuck on loading. The NetSuite Administrator will receive an email titled "SuiteScript Error Summary" or "A User Error has Occurred" that highlights the location, affected user(s), and cause of the error.
>
> A similar email notification will be sent to the Administrator when a user without **Subsidiaries (Level: View)** permissions adds and saves the **Subsidiary** column to their list. In this case, the user will also experience the Pay Vendor Bills page becoming stuck on loading.

> **NOTE:** If a Role lacks **Set Up Company (Level: View)** permissions, users in that role won't see the drop-down options for the Country filter on the Pay Vendor Bills page. This only applies if the Country has been added as a Selected Filter on the Customize: Pay Vendor Bills page.

> **NOTE:** If a Role lacks **Manage Accounting Periods (Level: View)** permissions, users in that role won't see drop-down options for the Accounting Periods filter on the Pay Vendor Bills page. This only applies if Accounting Periods have been added as a Selected Filter on the Customize: Pay Vendor Bills page.

FAQs

What column or filter options do I have?

Users can choose from standard fields available on the Bill and Vendor records, alongside any custom Transaction Body fields on the Bill record.

Why can't I choose from Custom Entity Fields on the Vendor record?

This is currently out of scope for our first release of Customizable Columns and Filters. If this is something that interests you, please send along any feedback you have to .

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 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.

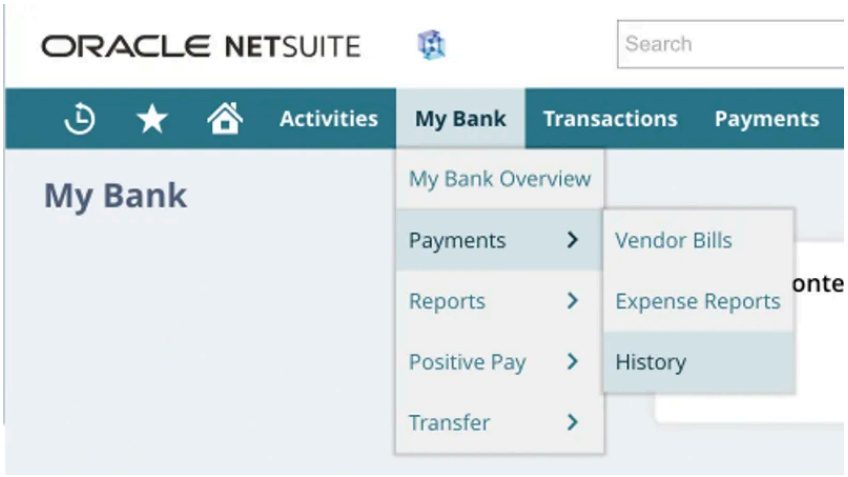
If **Manage Accounting Periods (Level: View)** permissions are not granted to a Role, the Pay Vendor Bills page and Customize page will remain accessible, and users are still able to process payments or make customizations. The user will just be unable to see drop-down options for **Account Period** if added and saved as a customizable filter.

2.2.1.2. Viewing Bill History (NetSuite)

The 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 → **Payments** → **History**.



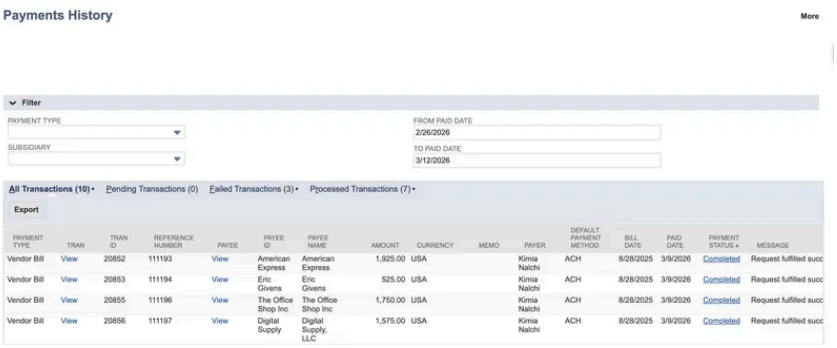
Go to Payments History page

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**

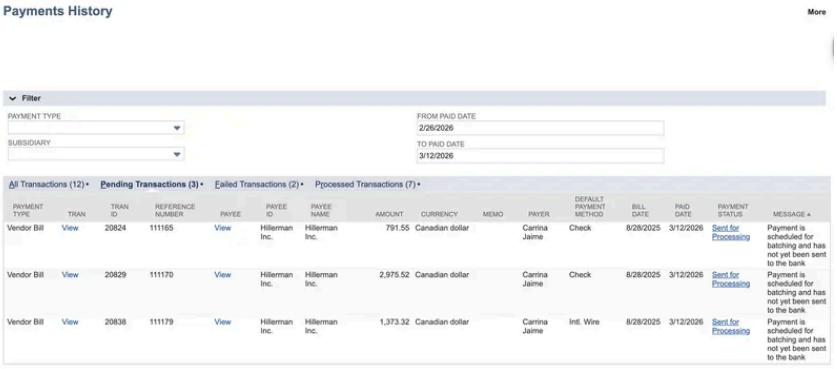
Use the filters for **Payment Type**, **Subsidiary**, and **Dates** to help narrow down the number of payments shown on screen.



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 business days, depending on the payment method, before appearing under the **Processed** tab.



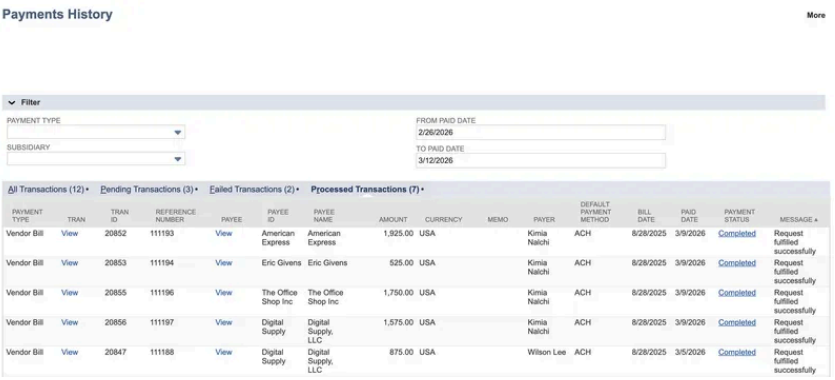
View Payment History - Pending

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.

4 View Payments History – Completed

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



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 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.



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.

2.2.1.3. Payment Approvals (NetSuite)

The Payment Approvals feature implements a multi-tiered approval workflow for payments made with the plugin, integrating the approval step directly into the ERP. This guide will walk you through setting up your approval workflows, ensuring that your payments are secure and properly authorized.

Accessing Payment Approvals

> **NOTE:** To enable Payment Approvals, first update your plugin by following the guide on **Updating the Plugin**.

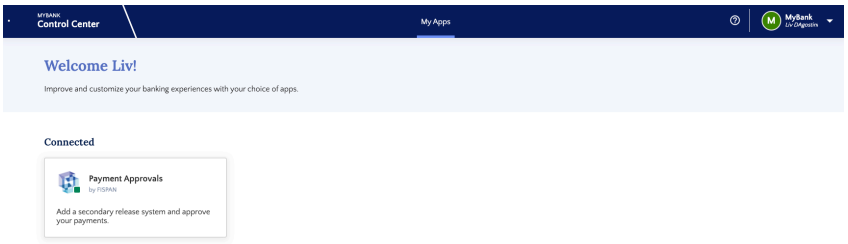
Once updated, follow these steps to access the Payment Approvals feature.

1 Log In to the Portal

To begin, an ERP administrator or consultant with access to the portal needs to log in at sys.fispan.live.

2 Select Workflow

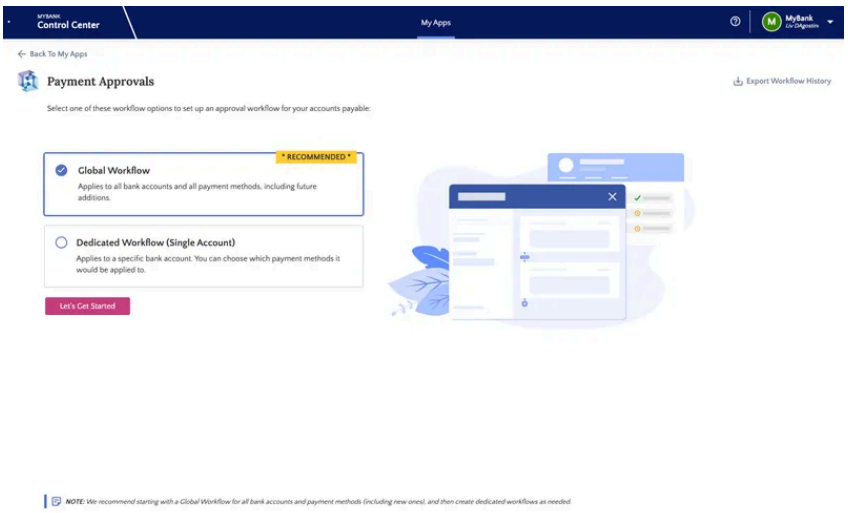
Once logged in, select the **Payment Approvals** tile. You'll then be prompted to start creating your workflows.



Select Payment Approvals

There are two main types of approval workflows you can set up:

- **Global Workflow:** This is your default workflow. It applies to all payment types and bank accounts.
- **Dedicated Workflow:** This workflow is more specific. It applies to a particular bank account and selected payment types. Dedicated workflows always take priority over Global Workflows.



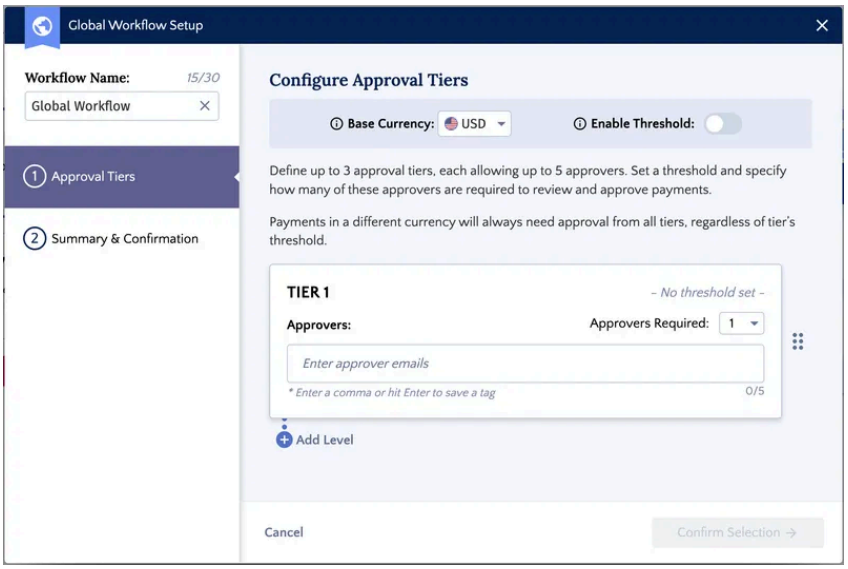
Select Workflow

Setting Up Your Global Workflow

To set up a global workflow, please follow these steps.

1 Create Global Workflow

First, give your workflow a descriptive name. This will help you easily identify it later.



Add Workflow Name

Here, you have the option to set thresholds. A threshold is the minimum payment amount required to trigger a specific approval tier. If a payment is less than the threshold amount, that approval tier will be skipped.

IMPORTANT: Each threshold amount must be equal to or greater than the previous tier's threshold.

NOTE: If your system supports multiple currencies for payments, you must first define a base currency for your workflow.

Thresholds are only applied to payments in this base currency. Any payment submitted in a different currency will bypass the thresholds and automatically require approval from all tiers, as the system does not currently perform automatic currency conversion for this process.

TIP: Best Practice for Multiple Currencies

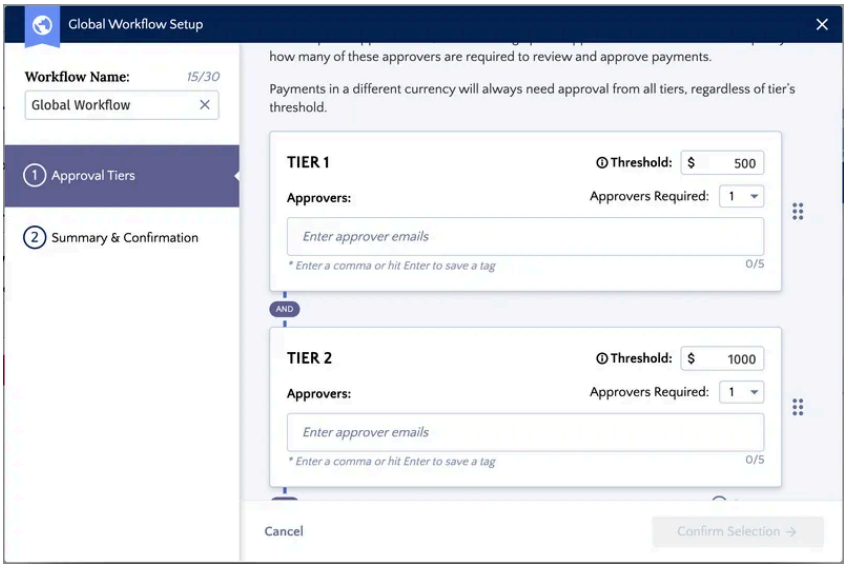
If you make payments from bank accounts with different base currencies, we highly recommend creating dedicated workflows for those accounts. This ensures that your thresholds are properly applied to payments in those specific currencies.

2 Add Approvers to Workflow

You'll need to add approvers for your workflow. Enter the user's ERP email address exactly as it appears in their ERP user record. Approvers will receive an email notification when a payment meets the required threshold.

The approver email must ***exactly*** match the email in the user's ERP record.

Do not use an alternate or alias emails. Any mismatch may delay approvals and payment processing.



Add Threshold Amount

IMPORTANT: To approve payments, users in an approval workflow need both an ERP license and the necessary plugin permissions.

3 Add Multiple Tiers

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

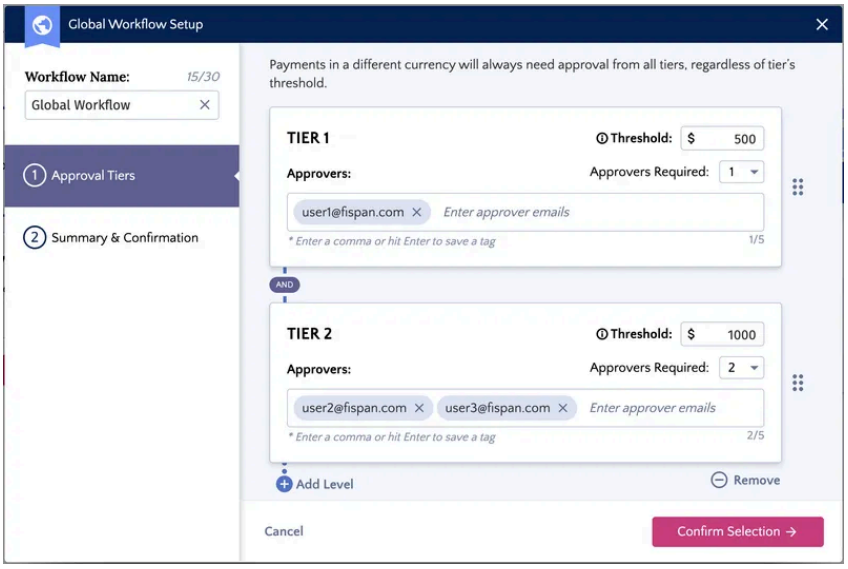
At each level, you can add up to five potential approvers. You can also decide how many individual approvals are required per tier. eg. Tier 1 requires 2 approvals, Tier 2 requires 3 approvals, Tier 3 requires 1 approval.

NOTE: Important Considerations

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

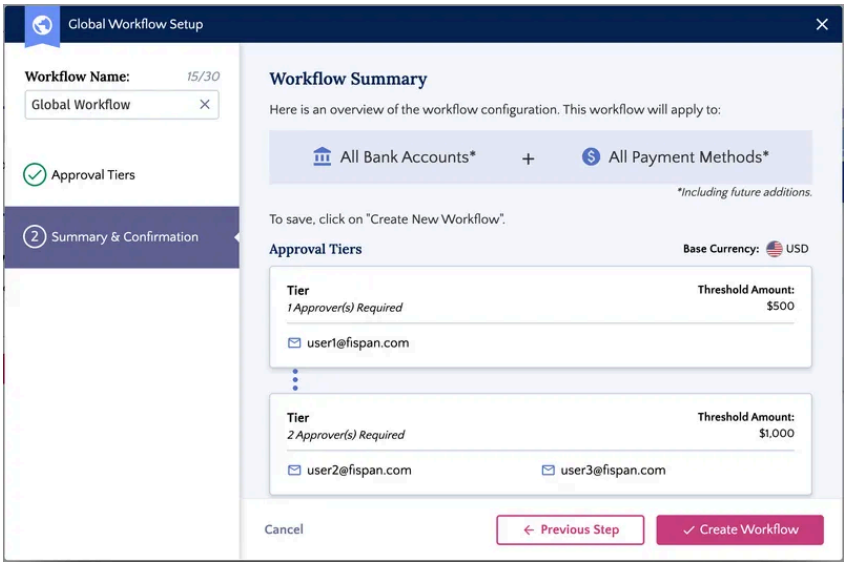
4 Complete Workflow

Once you're satisfied with your settings, click **Confirm Selection**.



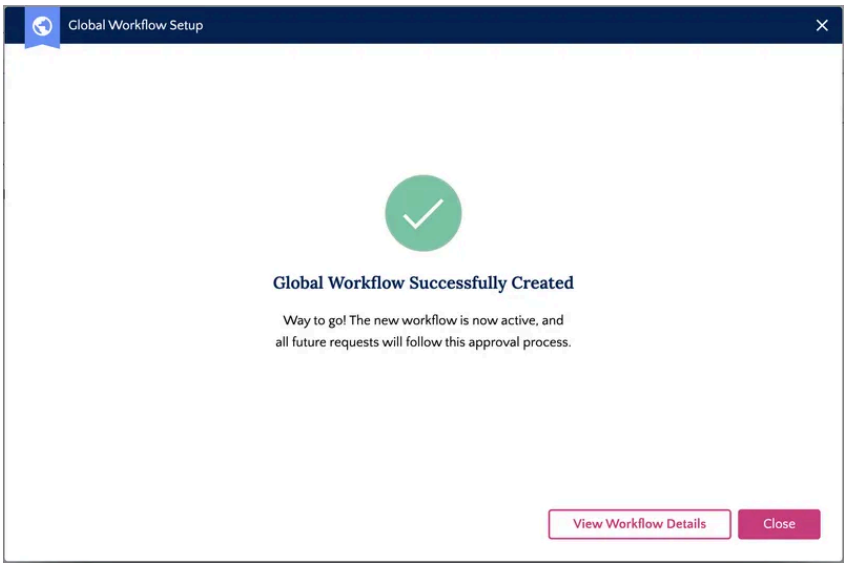
Select Confirm Selection

You can now review your workflow. Click **Create Workflow** to confirm creation.



Select Create Workflow

Your Global Workflow is now active! All payments made through the plugin will now follow this approval process.



Click Close

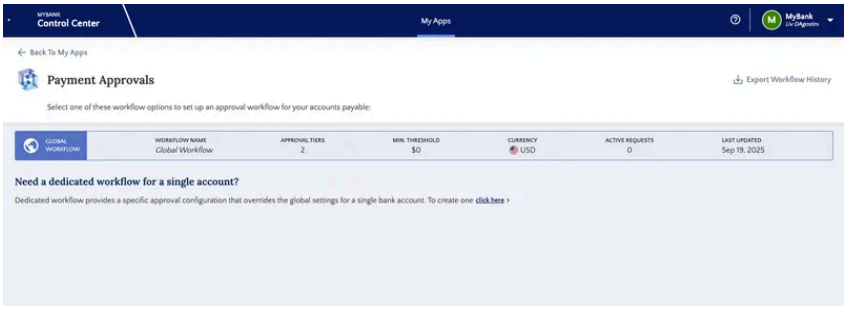
Creating a Dedicated Workflow

If you have specific bank accounts that need different approval workflows, you can create a Dedicated Workflow.

IMPORTANT: Setting up a dedicated workflow means it will take precedence over the global workflow for this specific bank account and the chosen payment rail(s), affecting all future payments.

1 Create Dedicated Workflow

From the Payment Approvals page, select **click here** to create a dedicated workflow.

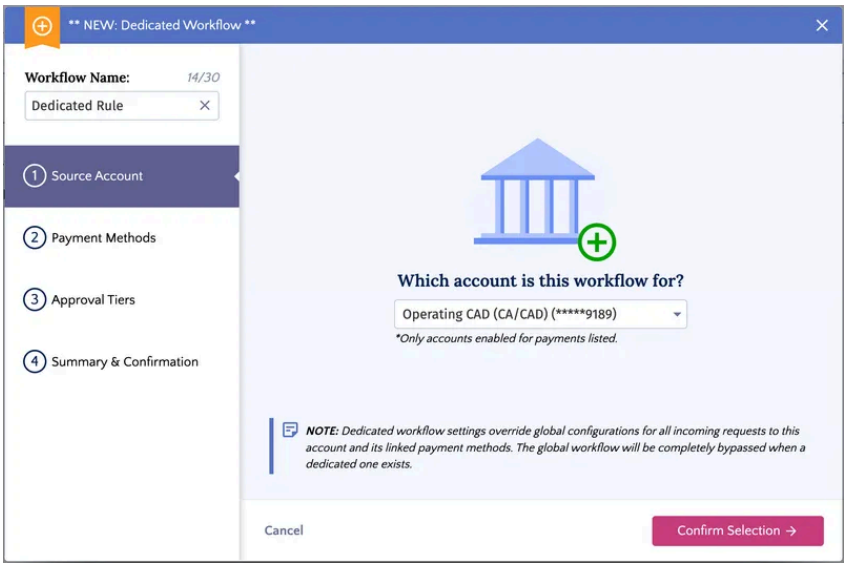


Created Dedicated Rule

First, enter a descriptive name for the workflow.

2 Add Source Account

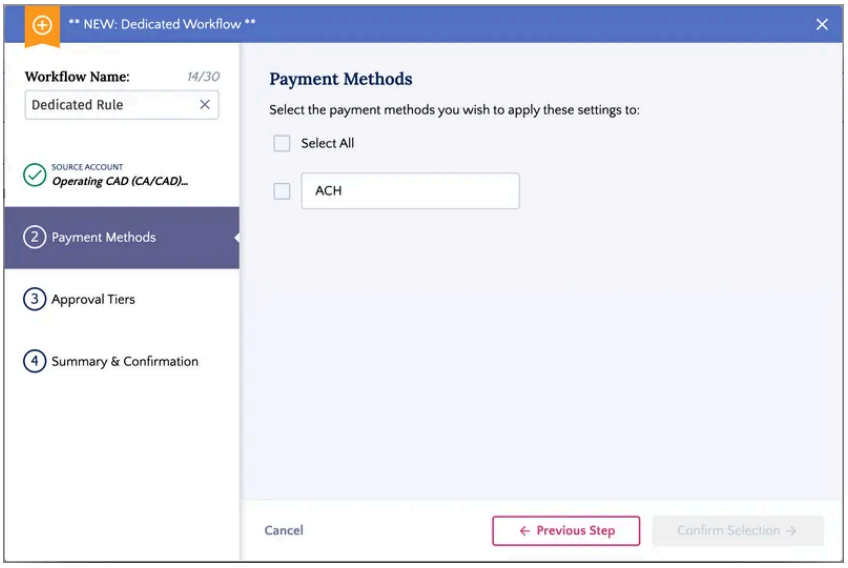
You'll then choose the bank account for which these approval workflows will apply. Click **Confirm Selection**.



Select Confirm Selection

3 Add Payment Methods

Next, select the payment rail(s) that will be part of this workflow. **Payments not selected here will still be routed through your Global Workflow.**

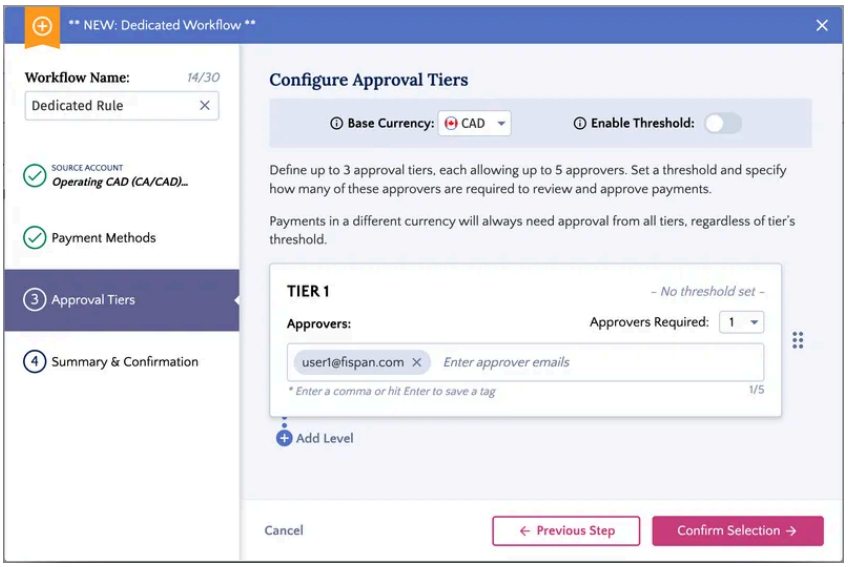


Select Payment Rails

> **NOTE:** This list displays all payment methods enabled for your **entire account**, not specific to individual bank accounts.

4 Add Approvers and Tiers

You can then set up the approval tiers, including thresholds, approvers, and the number of approvals required, just like with a Global Workflow.

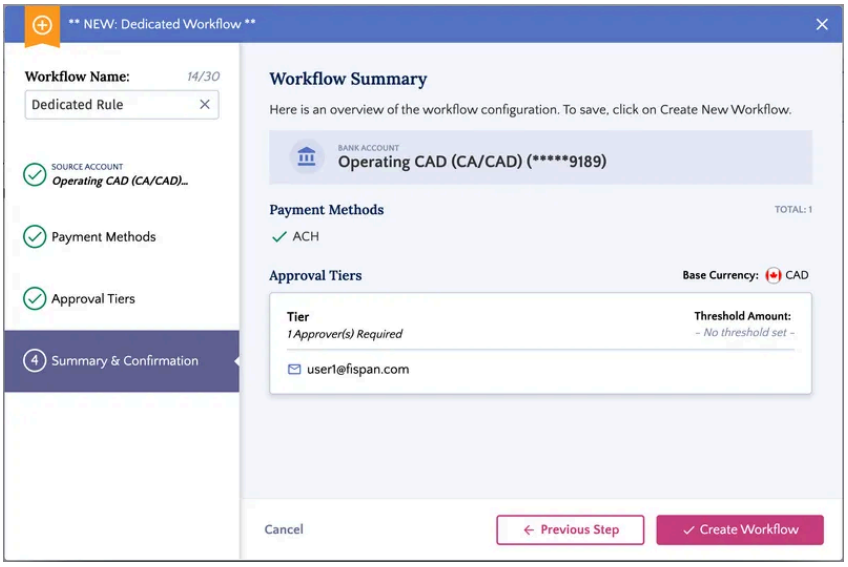


Click Confirm Selection

When you're finished, click **Confirm Selection**.

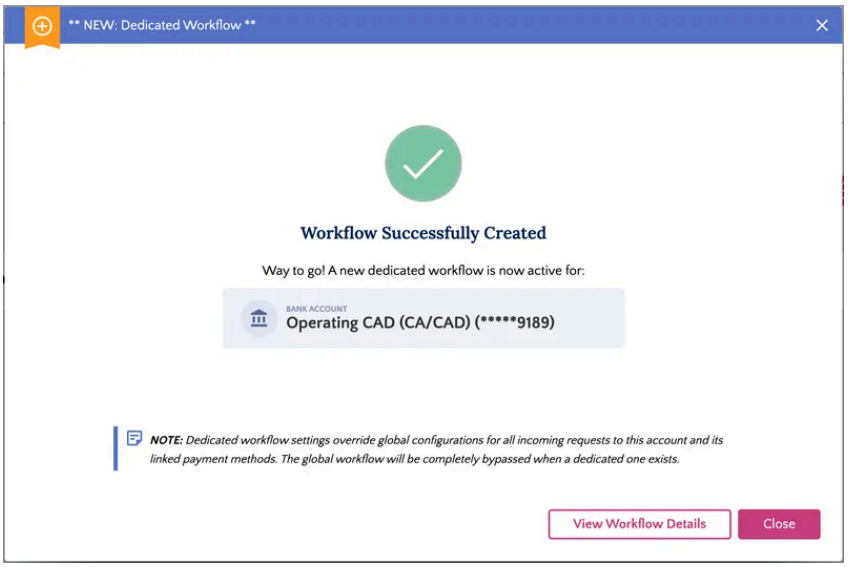
5 Complete Workflow

Next, you will see an overview of your workflow. To enable the workflow, click **Create Workflow**.



Click Create Workflow

Your Dedicated Workflow is now active! Payments made with the selected combination of payment rails and bank accounts will now be routed through this workflow going forward.



Click Close

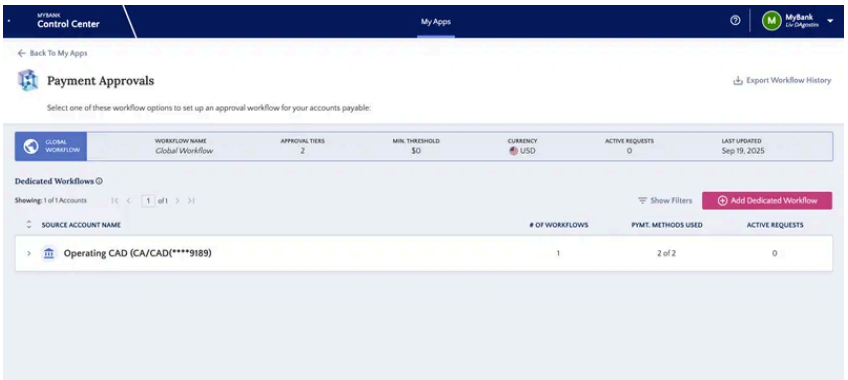
Editing or Deleting Workflows

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

Editing a Workflow

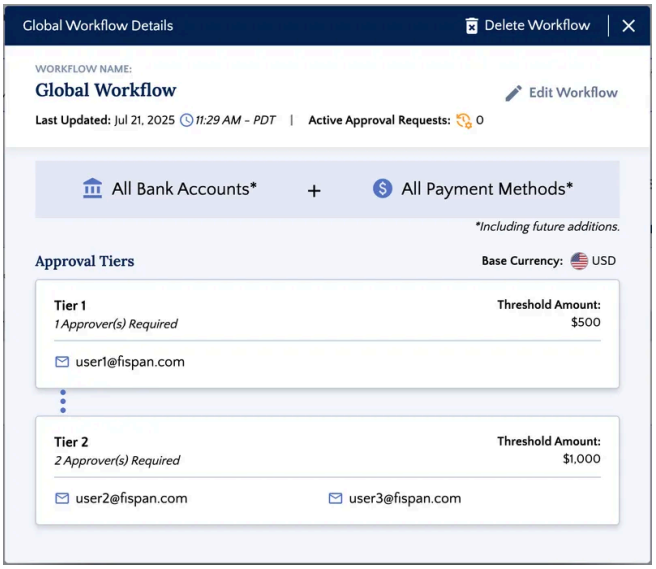
1. **Select a Workflow to Edit**

   Click on the workflow you want to edit in the table.



Select Workflow

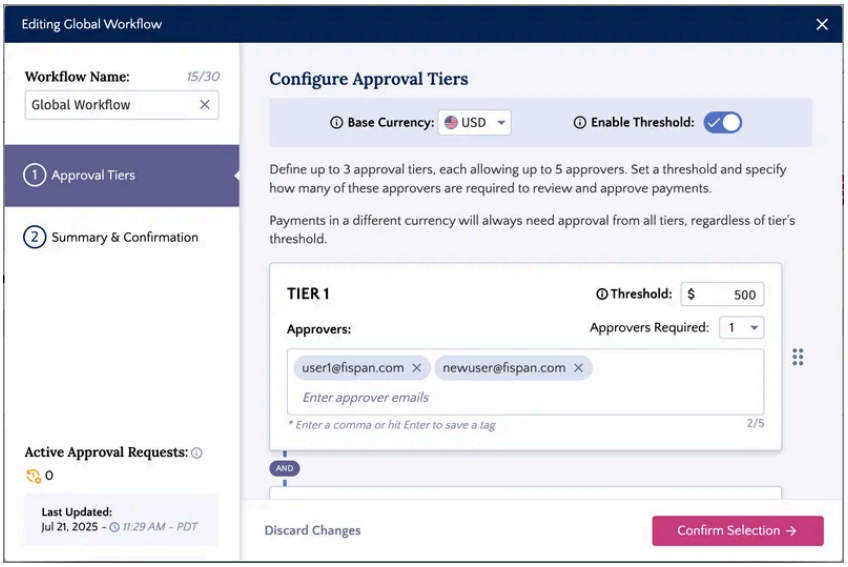
An overview of the workflow will appear. Next, click **Edit Workflow.**



Click Edit Workflow

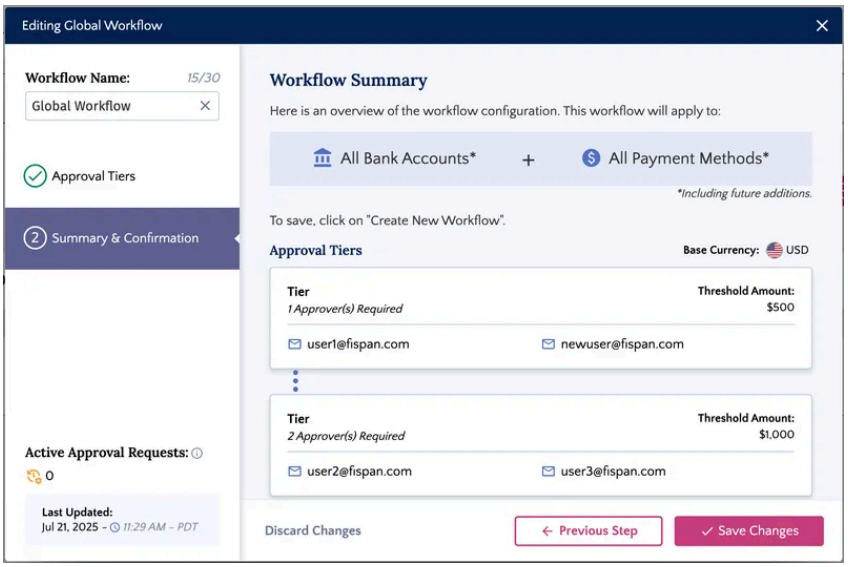
2 Edit Workflow

Make your desired changes to the workflow.



Make Changes

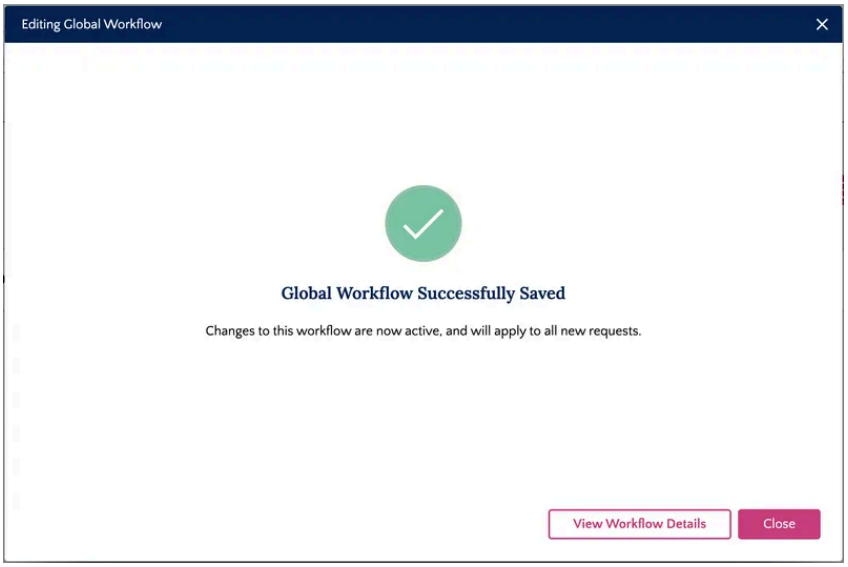
Verify your changes and then click **Save**.



Click Save

3 Confirm Changes

You will then see a confirmation of the changes. The updated workflow will now apply to all new payments.

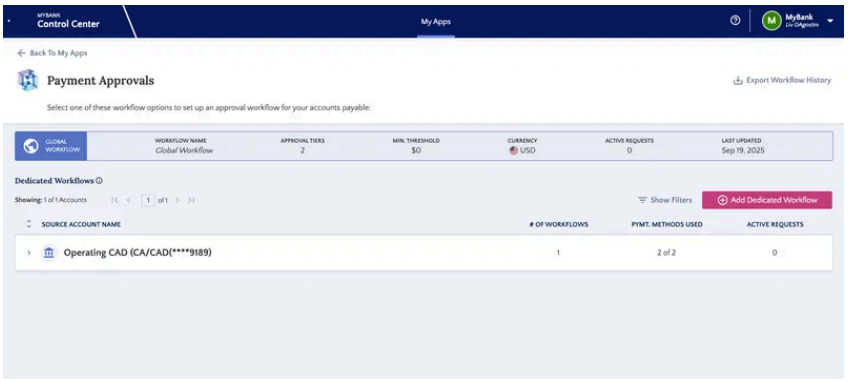


Click Close

Deleting a Workflow

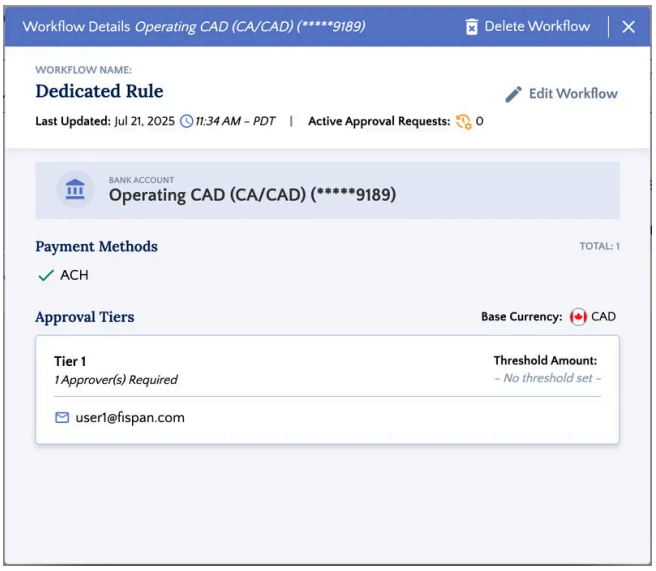
1 Select a Workflow to Delete

Click on the workflow you want to delete.



Select Workflow

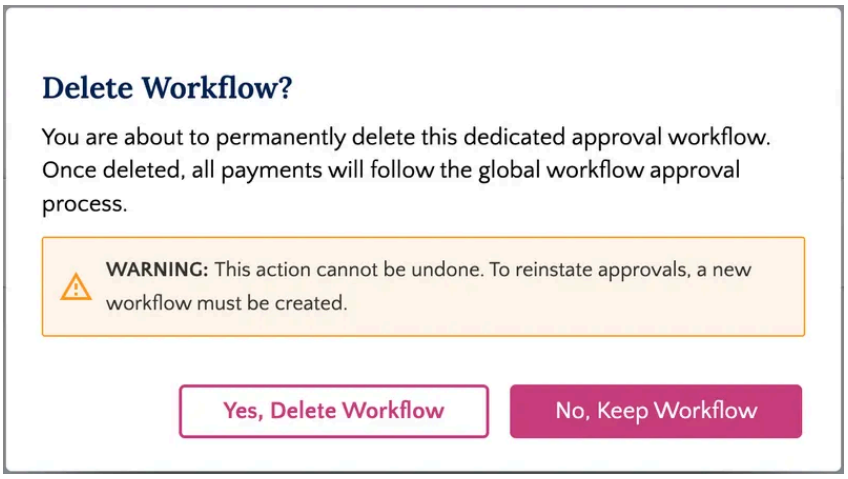
Click **Delete Workflow**.



Click Delete Workflow

2 Confirm Deletion

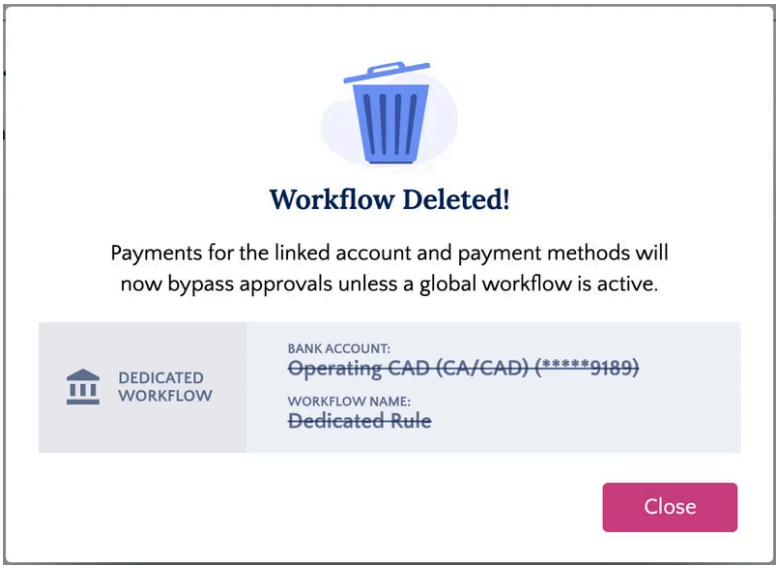
Next, confirm you would like to proceed with the deletion.



Click Yes, Delete Workflow

Payments will no longer use this Workflow. If you still have a Global Workflow active, these payments will now be routed through your Global Workflow instead.

You will then see a confirmation that the workflow was successfully deleted.



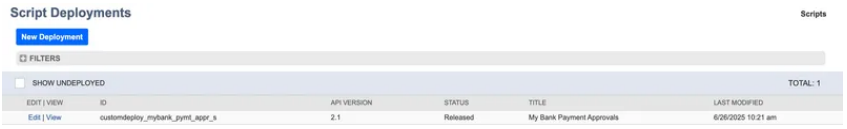
Confirm Workflow Deletion

NetSuite Required Permissions

To get access to the Payment Approvals page, please have your ERP Administrator navigate to the role to **Customization → Scripting → Script Deployment.** Use the following filters:

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

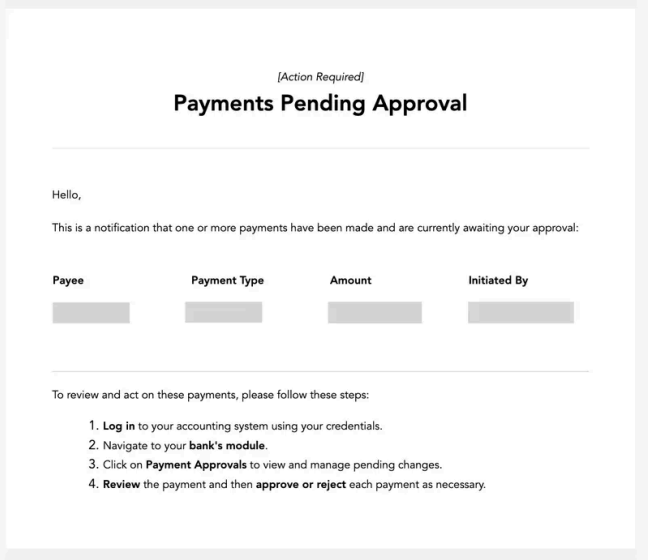
Edit the **My Bank Payment Approvals Suitelet script** and, under the Audience tab, add roles that require access to Payment Approvals.



Edit Payment Approvals Suitelet

Payment Approval Request Page

After creating Vendor Bill Payment Approval workflows, once you initiate a payment from within your plugin, its status transitions to **Waiting for Approval.** If the payment amount falls within a specific approval threshold, the designated approvers will receive an email notification with the subject: **"Action Required: Payments Requiring Approval"**



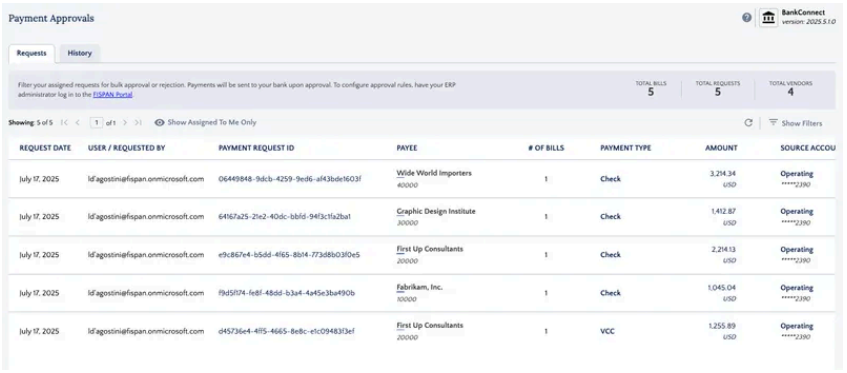
Payment Approval Email Notification

Approvers can review these payments from the Payment Approval Request page, which serves as the central hub for all payments initiated for your company that are awaiting approval.

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

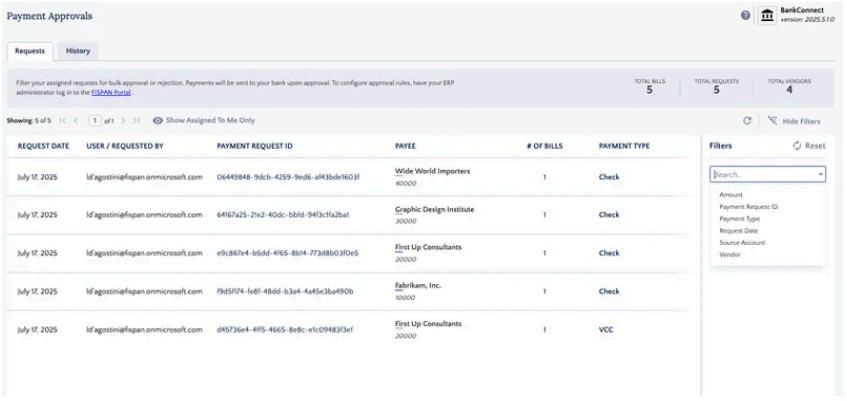
- **Request Date:** The precise date when the payment was initiated within the plugin.
- **User/Requested By:** The name of the user who submitted the payment request.
- **Payment Request ID:** A unique internal identifier generated by the plugin for this payment. This ID is crucial for any troubleshooting or support inquiries.
- **Payee:** The name of the recipient (vendor or entity) to whom the payment is being sent.
- **Amount:** The total value of the payment, after any applicable discounts or credits have been subtracted.

- **Number of Bills:** The count of individual bills that are covered by this specific payment request.
- **Payment Type:** The chosen method for distributing the funds (e.g., ACH, Check).
- **Source Account:** The bank account from which the payment funds will be drawn.
- **Expected Pay Date:** The date on which the payment is projected to be sent out to the recipient, assuming it receives final approval.
- **Approval Progress:** A tracker that provides context for where a payment is within the approval process.



Approvals Page

To help you quickly find specific payment requests, the Approvals page provides filtering capabilities. Click on the **Filters** button to open the filter panel on the right side of the screen. You can filter by Amount, Payment Request ID, Payment Type, Request Date, Source Account, or Vendor.

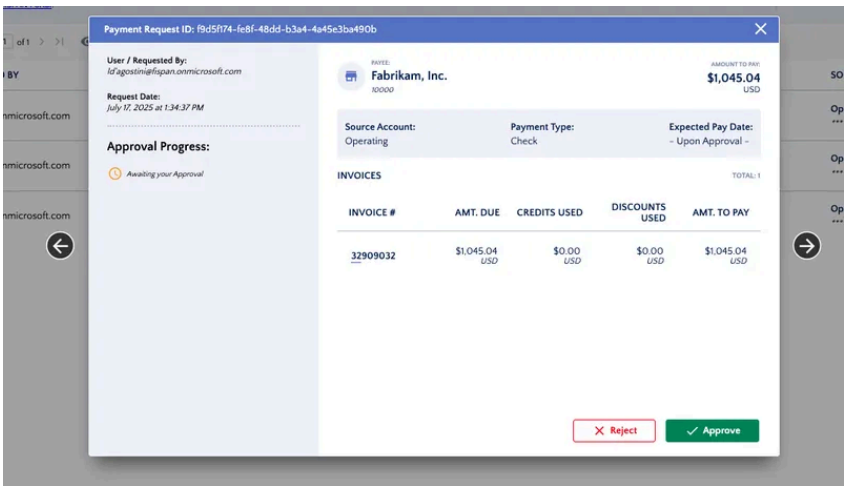


Filter Approval Requests

Individual Approvals or Rejections

For more granular control, or to provide unique rejection reasons, you can process payments individually.

To approve or reject individual payments, simply click on the specific payment row in the Approvals table.



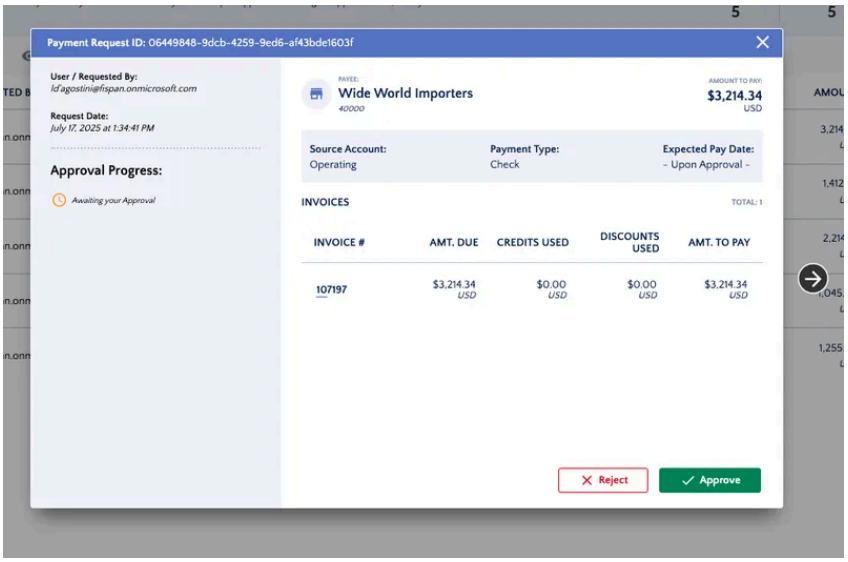
View Approval Request

This will open a detailed dialogue for that payment. You can navigate through other payments directly from this dialogue using the provided navigation arrows, without returning to the main table.

To Approve an Individual Payment

1 **Approve Payment**

Click the **Approve** button.

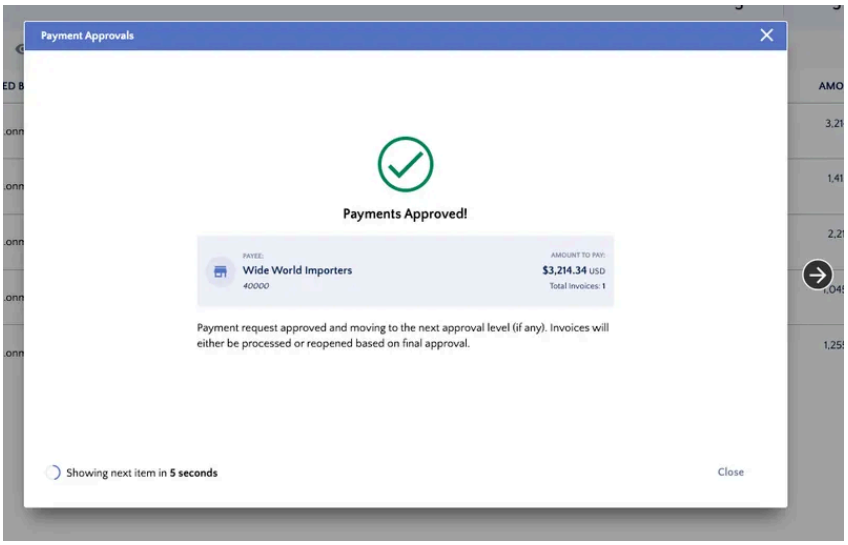


Click Approve

You will then see an approval confirmation screen. This screen includes a countdown timer that will automatically advance you to the next payment in your list (if any) or close the dialogue. You can also click the navigation arrow to move to the next payment more quickly.

2 **Complete Approval**

If your approval is part of a multi-tier workflow, the payment will proceed to the next required approver(s).

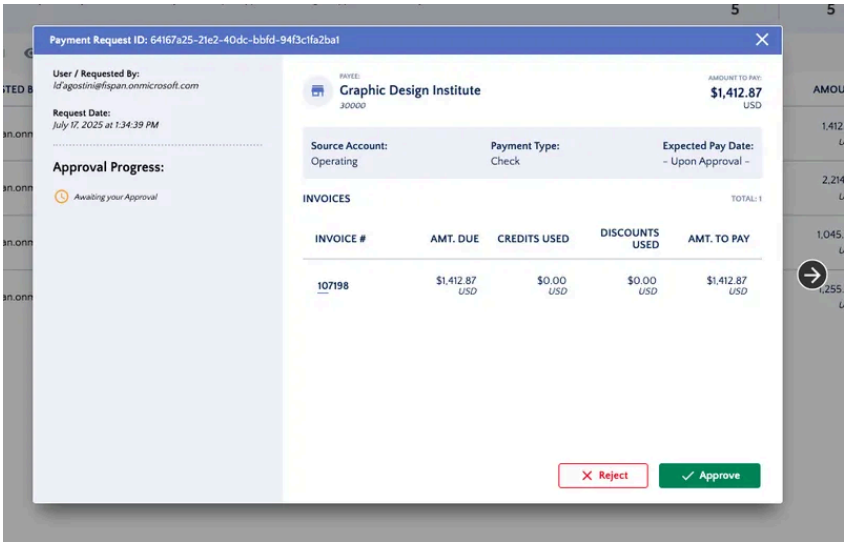


Approval Confirmation

To Reject an Individual Payment

1 Reject Payment

Click the **Reject** button.

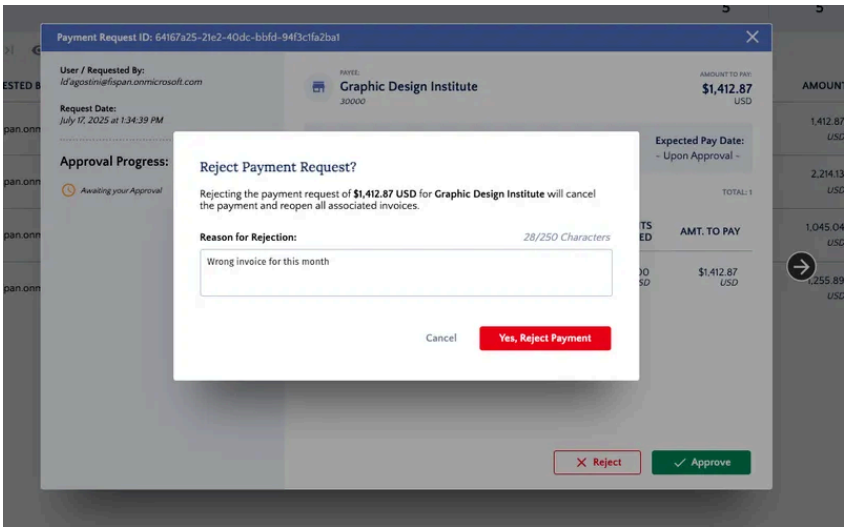


Click Reject

2 Provide Rejection Reason

You will be prompted to provide a rejection reason.

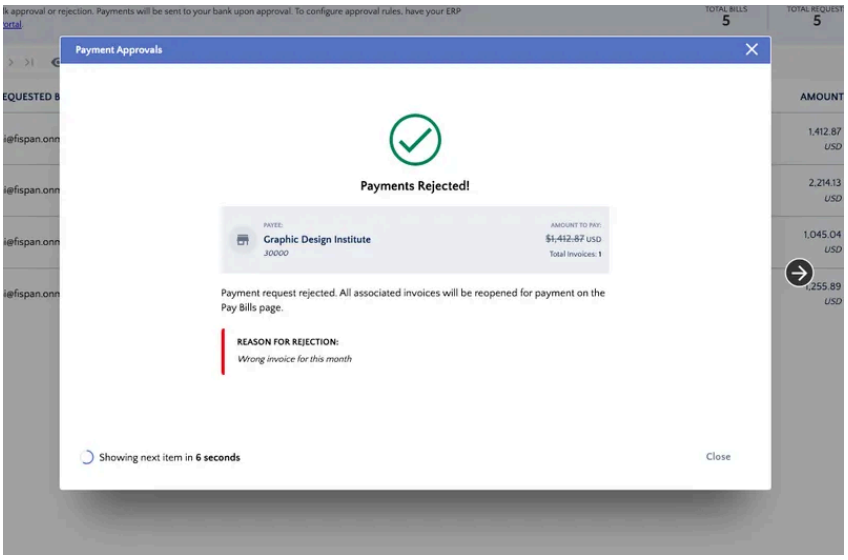
Once you have entered the reason, click **Yes, Reject Payment**.



Rejection Reason

3 Confirm Rejection

You will then see a rejection confirmation screen. Similar to the approval confirmation, this screen includes a countdown timer to automatically advance you or an arrow to move faster.



Rejection Confirmation

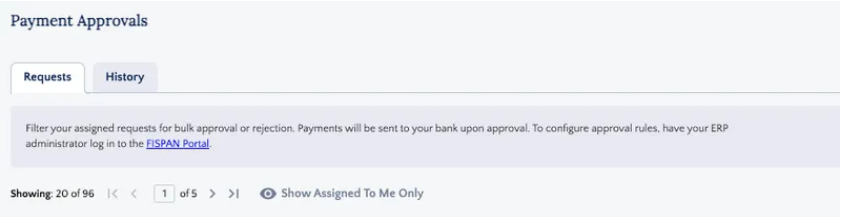
If a payment is rejected, it will be voided within your ERP system. The associated bills will then reopen, becoming eligible for future payment. The payment status on the Payment History page will change to Cancelled.

Bulk Approving or Rejecting

Streamline your process by using bulk approvals and rejections for vendor bill payments.

1 View Payments Awaiting Approval

To quickly focus on payments awaiting your direct action, click the **Show Assigned To Me Only** filter.



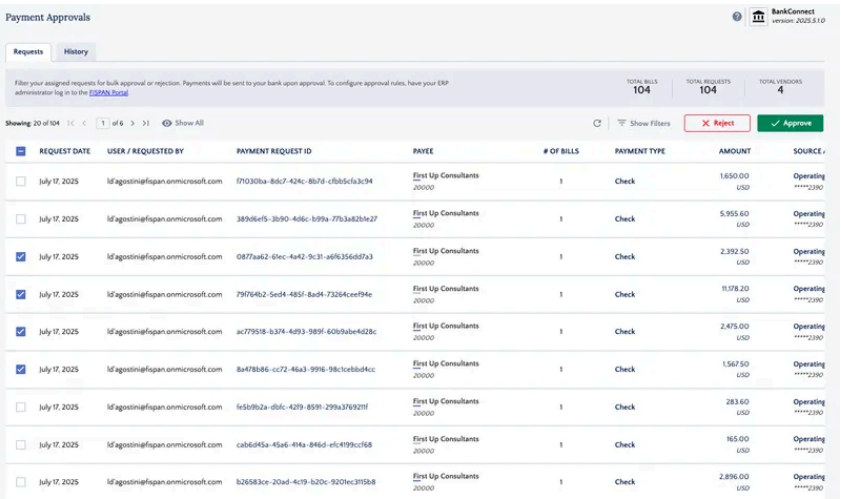
Click Show Assigned to Me Ony

In this filtered view, you can efficiently manage multiple payments:

- Select up to 1,000 payments for processing at once.
- Your selections are saved across all pages of the table, letting you choose payments from your entire list without losing your place.
- To see the total amount of selected payments, grouped by currency, simply hover over the **Selected** counter.

2 Select Payments

Select payments with the checkboxes.

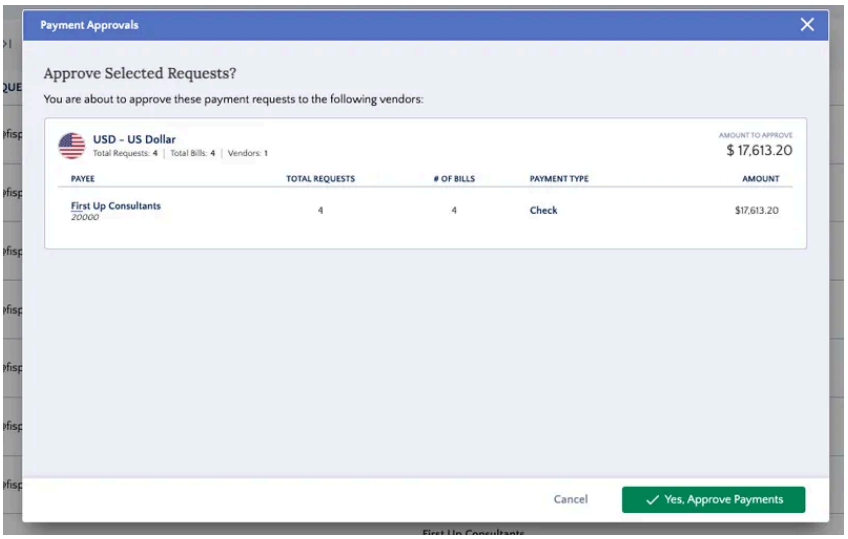


Select Payments

Once you have reviewed and selected the desired payments, you can choose to **Approve** or **Reject** them using the corresponding buttons.

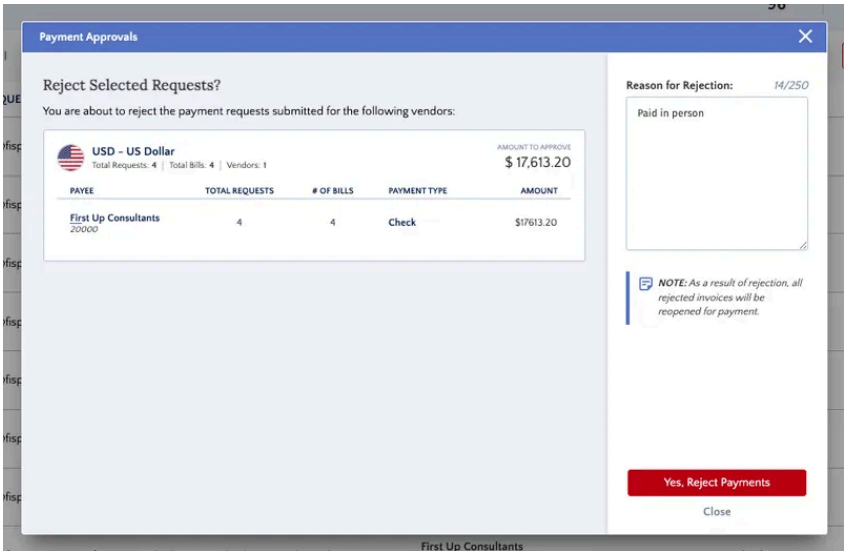
3 Bulk Approve or Reject

After making your selection (**Approve** or **Reject**), you will be presented with a summary of your chosen payments for a final confirmation review.



Click Yes, Approve Payments

If you selected **Reject**, you will be prompted to provide a mandatory rejection reason. Please note that this reason will apply to *all* selected payments. If you require different rejection reasons for individual payments, you must process them separately.



Click Yes, Reject Payments

Once you confirm your selection, the system will begin processing your approvals or rejections.

If a payment is rejected, it will be voided within your ERP system. The associated bills will then reopen, becoming eligible for future payment. The payment status on the Payment History page will change to Cancelled.

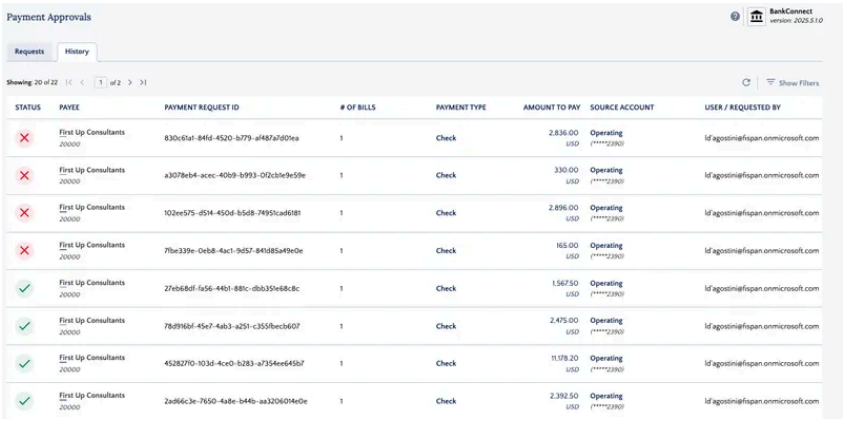
If your approval is part of a multi-tier workflow, the payment will proceed to the next required approver(s). However, if your approval is the final one required, the payment will be sent for processing and will be transmitted to your bank.

Payment Approval History Page

The Approval History page provides a comprehensive record of all payments that have reached a definitive status: either rejected or approved. Payments still pending further approval will not appear here; they remain visible on the Approval Requests table.

This page offers a detailed overview of past payment activities, including:

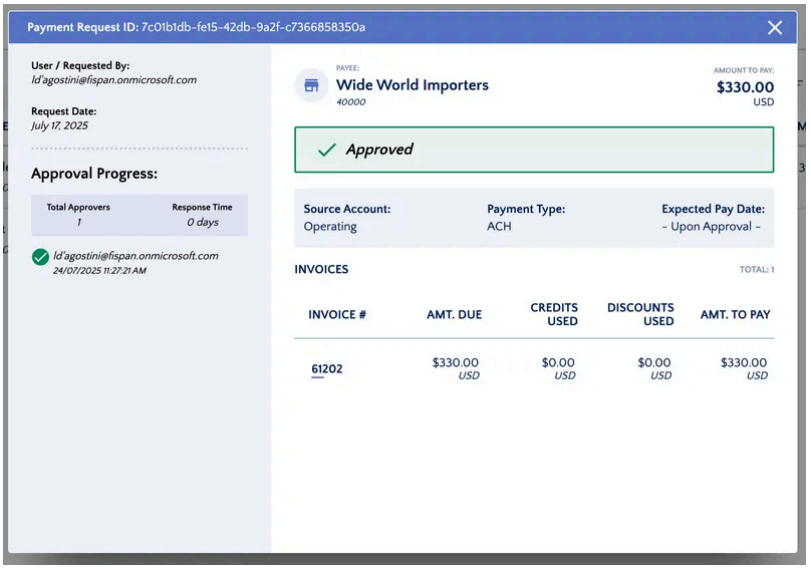
- **Status:** The final outcome of the payment (e.g., Approved, Rejected, Paid).
- **Payee:** The name of the recipient of the payment.
- **Payment Request ID:** The unique internal plugin identifier for the payment, useful for reference.
- **Number of Bills:** The count of bills included in the payment.
- **Payment Type:** The method used for the payment (e.g., ACH, Wire).
- **Amount:** The total amount of the payment after any discounts or credits.
- **Source Account:** The bank account from which the payment originated.
- **User/Requested By:** The user who initially requested the payment.
- **Request Date:** The date the payment request was initiated.
- **Total Approvers:** The total number of users who took action (approved or rejected) on the payment.
- **Decision Date:** The date on which the final action (either final approval or rejection) for the payment was completed.



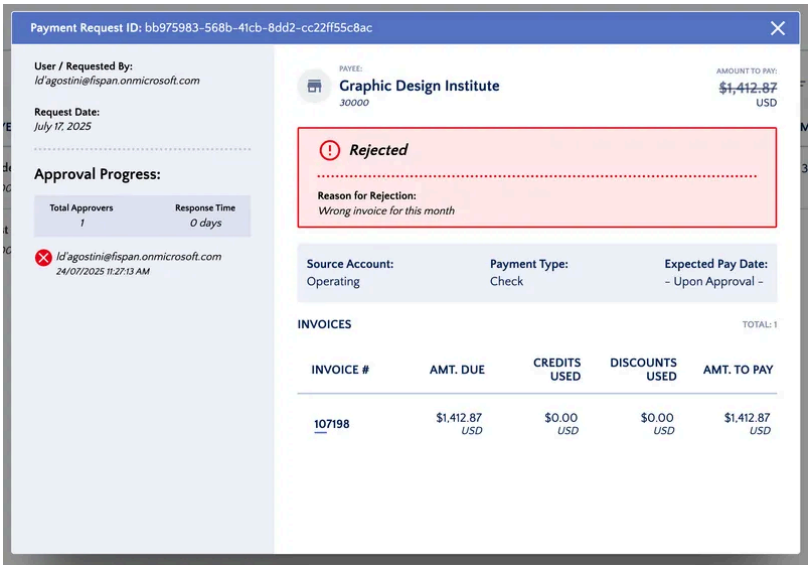
Approval History Page

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

- **Date and Time:** When the approval or rejection occurred.
- **User:** The individual who approved or rejected the request.
- **Reason:** Any comments or explanations provided for the decision.



Approved History Record



Rejected History Record

Payment Approvals History Export

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

- **Date:** The date the payment was processed.
- **Vendor Name:** The name of the recipient of the payment.
- **Total Bills:** The number of individual bills included in the payment.
- **Amount:** The total value of the payment.
- **Currency:** The currency in which the payment was made (e.g., USD, CAD).
- **Payment Method:** How the payment was made (e.g., ACH, Check, Wire).
- **Submitted By:** The user who initiated the payment request.
- **Reviewed By:** The email addresses of all users who participated in the approval or rejection process. This gives you a clear view of the approval chain.
- **Approval/Rejection Time:** The exact date and time when the final decision (either approval or rejection) was made by the last reviewer.

- **Status:** The final outcome of the payment request, clearly indicating whether it was Approved or Rejected.
- **Reason for Rejection:** If a payment request was rejected, this field will provide the specific reason. This field will be empty for approved payments.

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



Click Export

FAQs

I have a user who has access to the portal, but I do not want to have permission to edit my approval Workflows. What can I do?

Need to adjust user access to workflows (e.g., view-only or no access)? Please contact with the user emails for assistance.

What if I accidentally reject a payment?

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

2.2.2. Bank Statements (NetSuite)

2.2.2.1. Managing Balances & Transactions (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 Balances & Transactions

View account balances and transaction details across all of your accounts, all within NetSuite.

1 Navigate to the Balances & Transactions page.

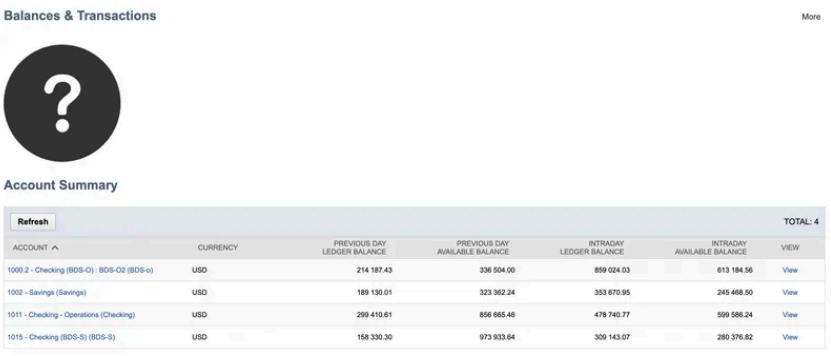
Go to → **Reports → Balances & Transactions.**

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.



Account Summary

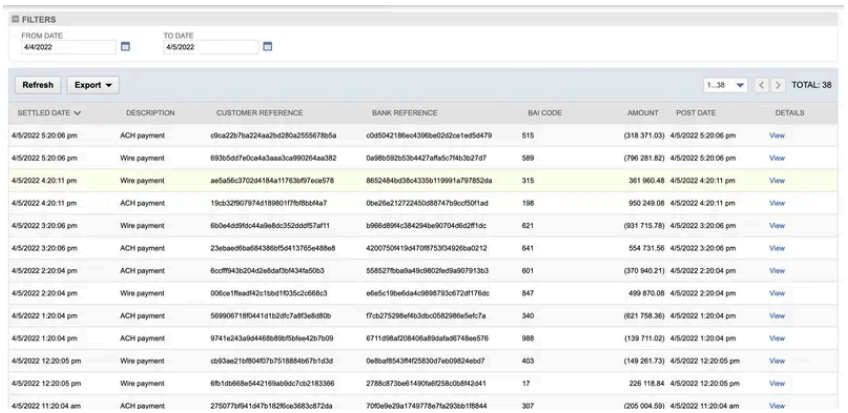
- Intraday Balances (updated time bank dependent)
- Previous Day Balances (updated time bank dependent)

3 View Balances & Transactions

Bank Account Balances are displayed at the top of the page.

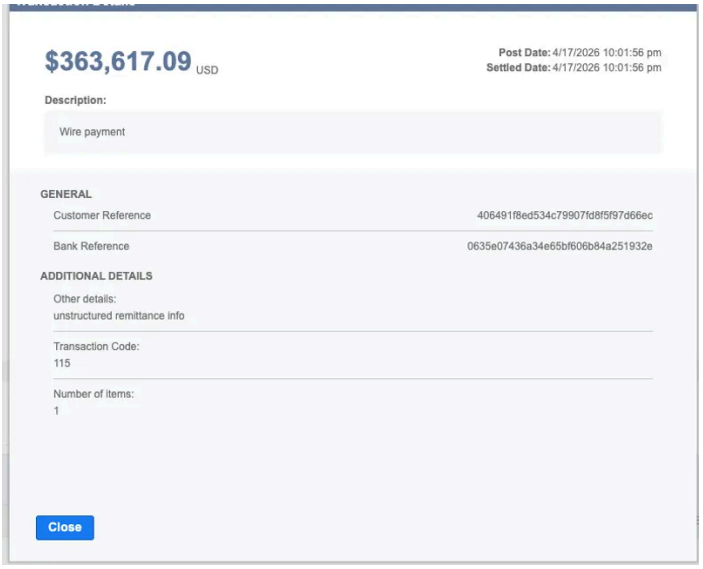
Bank Transactions that have been posted to your account are presented in the table further below. Use the date filters to help narrow your search.

You'll see all settled transactions, debits, and credits for the account.



Transactions View by Account

To see additional details about a specific transaction, click **View** under the **Details** column.



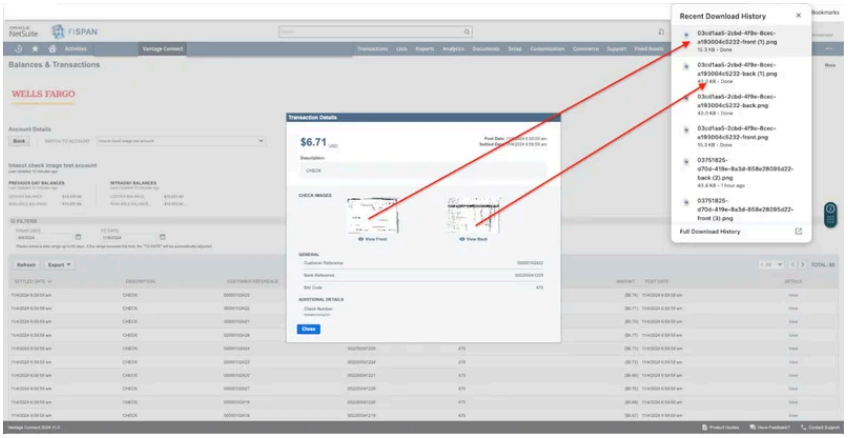
View Transaction Pop Up

Viewing Posted Paid Checks

This feature will provide the ability for users to view the front and back of previously posted paid checks, if available.

If there is no image available for the check, no images will be displayed.

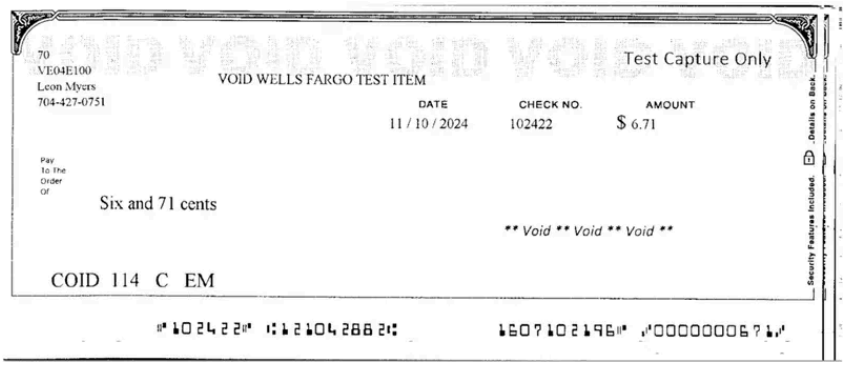
If images are available for the paid check, thumbnails of the front and back thumbnail images will be displayed on the **Transaction Details** window.



Transaction Details - select the thumbnail image

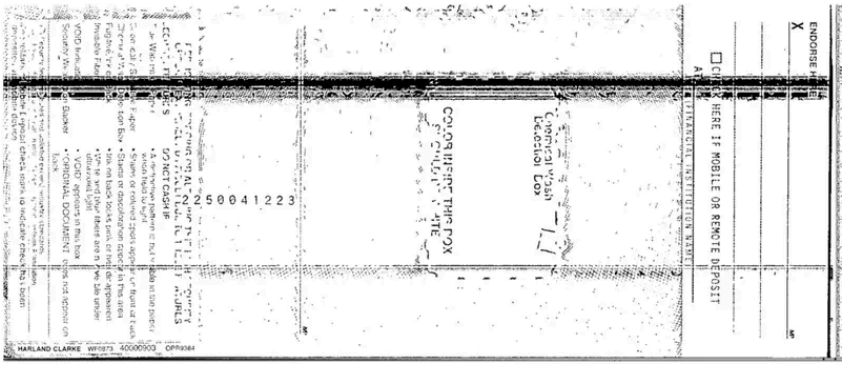
To automatically download the image, click **“View Front”** or **“View Back”**. Check images will be saved in the “Downloads” folder.

Sample Front of Check Image



Front view of check

Sample Back of Check Image



Back view of check

Match Transactions for Reconciliation

Follow these steps to start matching bank data and reconcile your accounts.

1 Enable Transaction Matching

Go to **Setup → Accounting → Chart of Accounts (Click on the title)**.

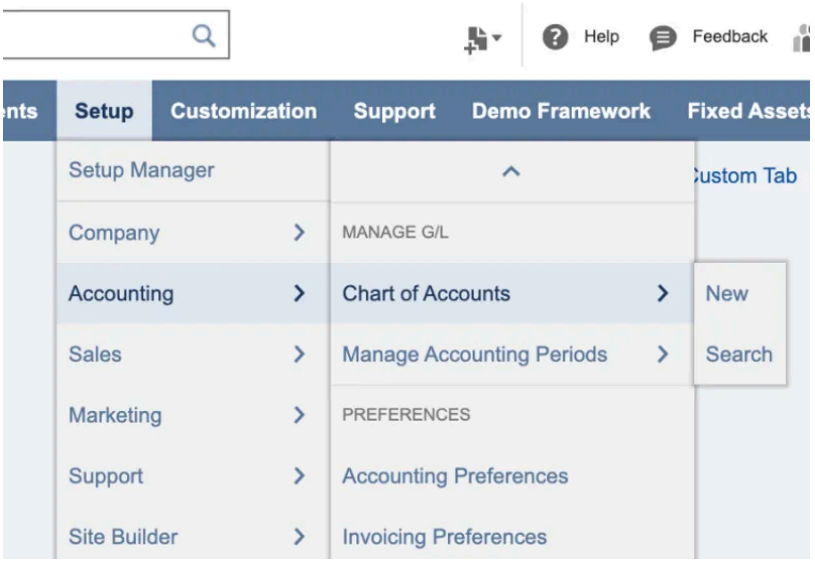


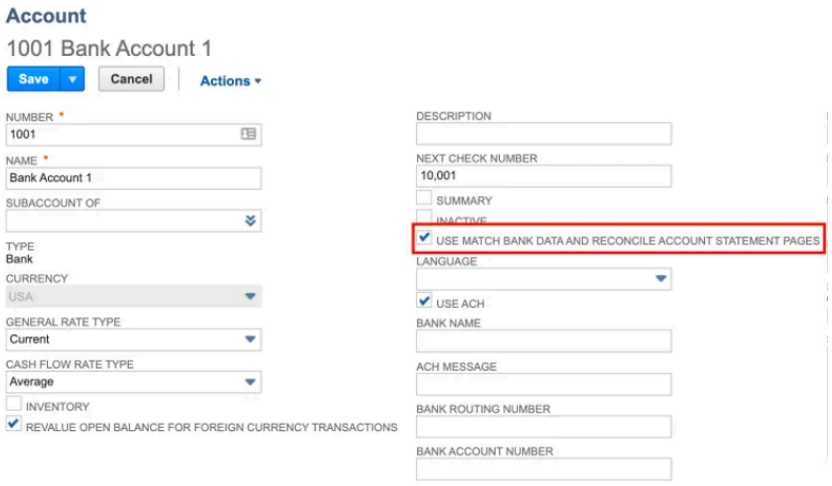
Chart of Accounts

Select **Edit** on the bank account for which you would like to use the reconciliation feature.



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.



Use Match Bank Data and Reconcile Account Statement Pages

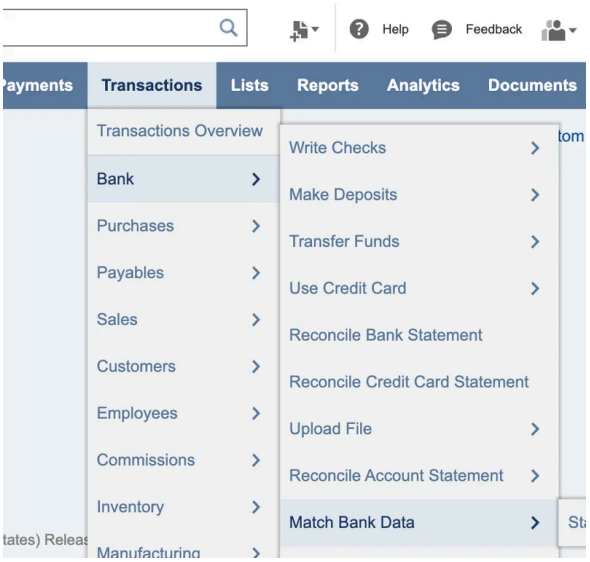
Then, select **Save.**

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**.



Go to Match Bank Data

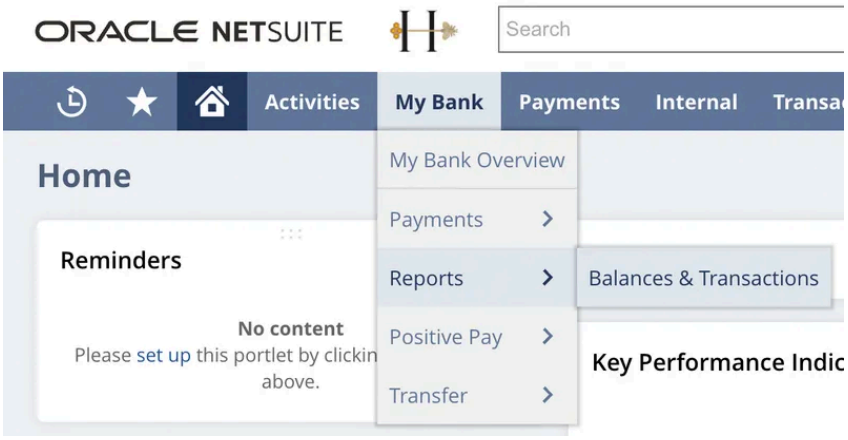
Select the appropriate account from the dropdown, and your transactions will appear in the left column for matching.

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.

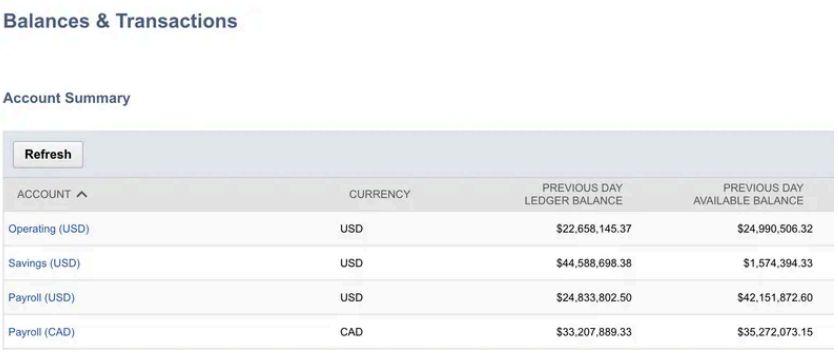
1 Navigate to Balances & Transactions

Go to → **Reports → Balances & Transactions**



Navigating to Balances & Transactions Page

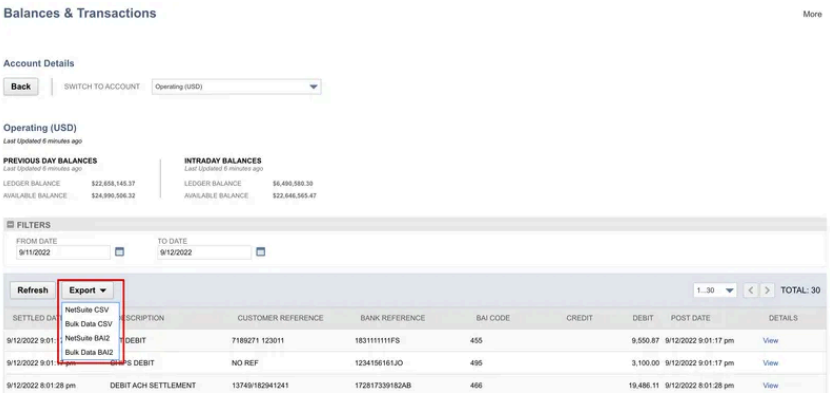
Select the account you would like to access.



Select Account to Export Transaction

2 Export BAI2 or CSV File

Apply the appropriate filters, select **Export**, and select the appropriate export type. You should select BAI2 or CSV.

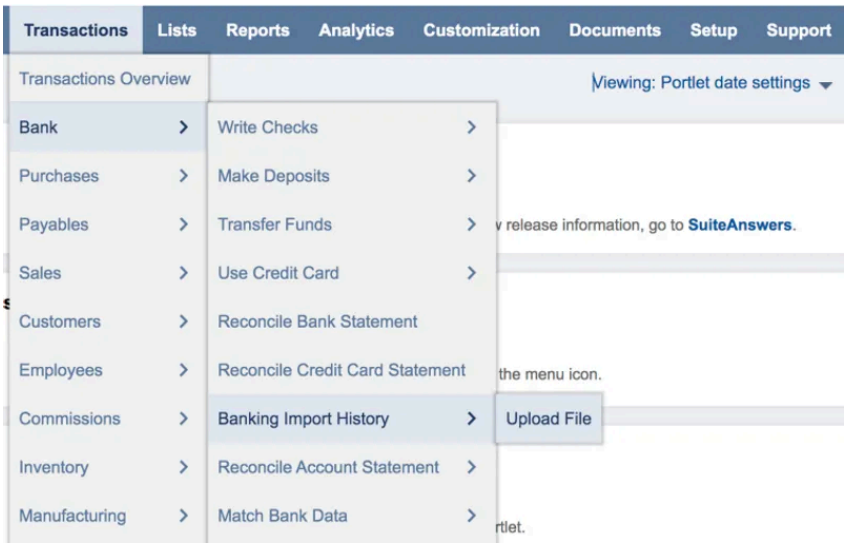


Select Desired Export File Type

> **NOTE:** If the file does not download, make sure your pop-up blocker is disabled.

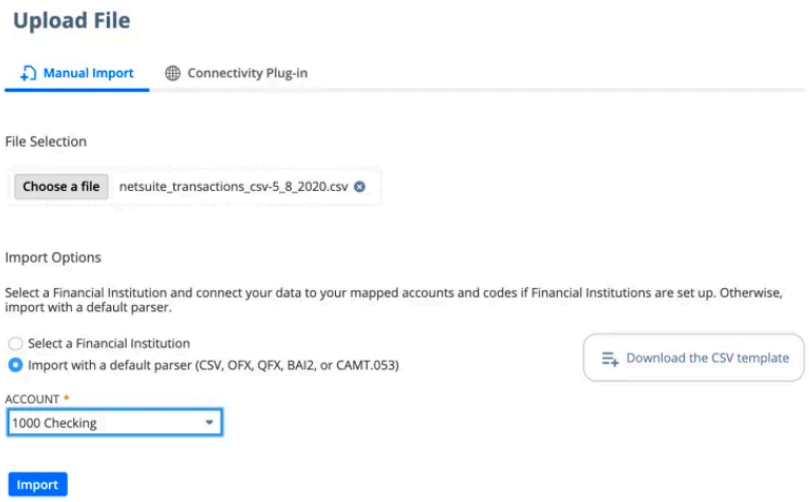
3 Upload BAI2 or CSV File

Go to **Transactions → Bank → Banking Import History → Upload File**.



Upload File

Select **Choose a file** and select the file you just downloaded in the previous step.

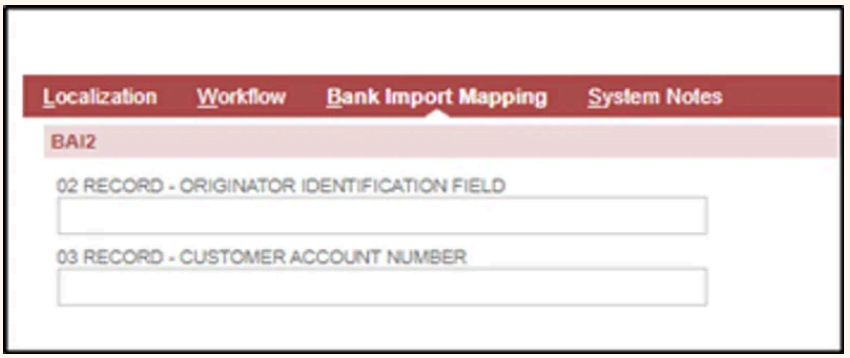


Upload File

Then, select **Import with a default parser,** choose the appropriate account, and select **Import.**

> **NOTE:** If you have selected a BAI2 file, you will not need to select your account, as the bank account information is already present in the BAI2 file itself.

IMPORTANT: For the BAI2 import to succeed, the routing and bank account numbers in the BAI2 file's first three rows must match the corresponding data in the Chart of Accounts.



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.

2.2.2.2. Enabling Bank Feeds

NetSuite 2026.1 Compatibility Update

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

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

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

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

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

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

NOTE: Aside from the custom Connectivity Method and Transaction Parser that is named after your bank, everything else discussed in this guide is owned and managed by NetSuite. This includes, but is not limited to, the following:

- Match Bank Data module
- Financial Institution configuration
- Format Profile configuration
- Banking Import History page

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

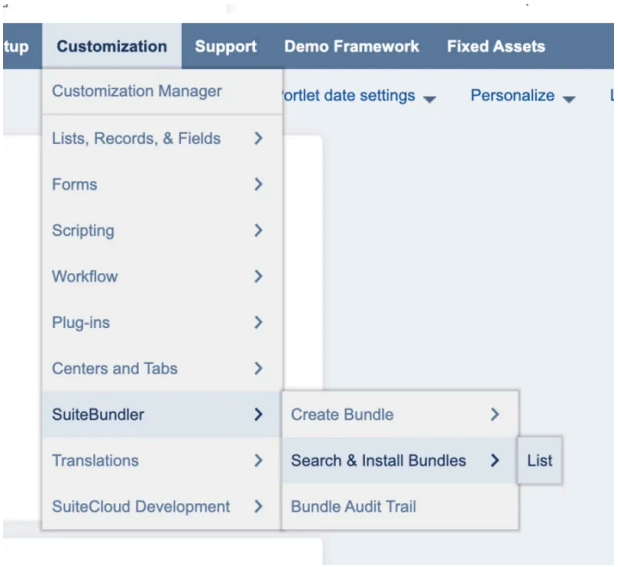
Historical Transactions at Setup: You now have control over your historical data sync at setup without needing to contact Support.

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

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

Step 1: Locate Bundle

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



Go to Search & Install Bundles List

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

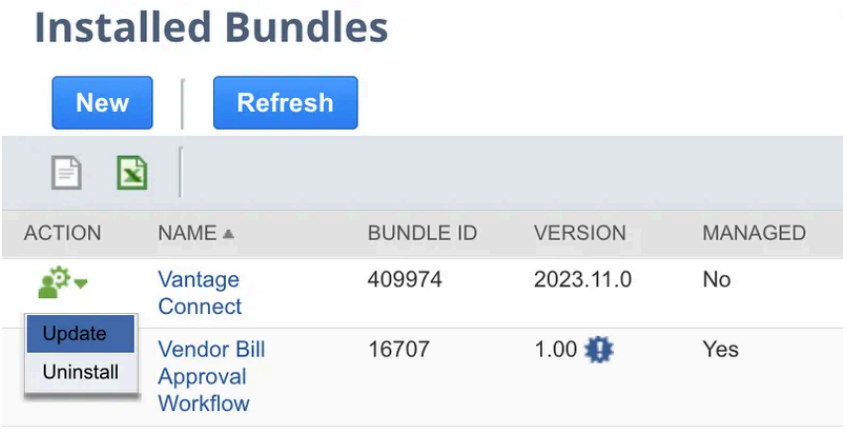
- **Setup → Financial Institution Records – Level: Full**

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

- **Vantage Connect Transaction Feed Config** (ID: customdeploy_wells_rpt_feed_s)

Step 2: Update Bundle

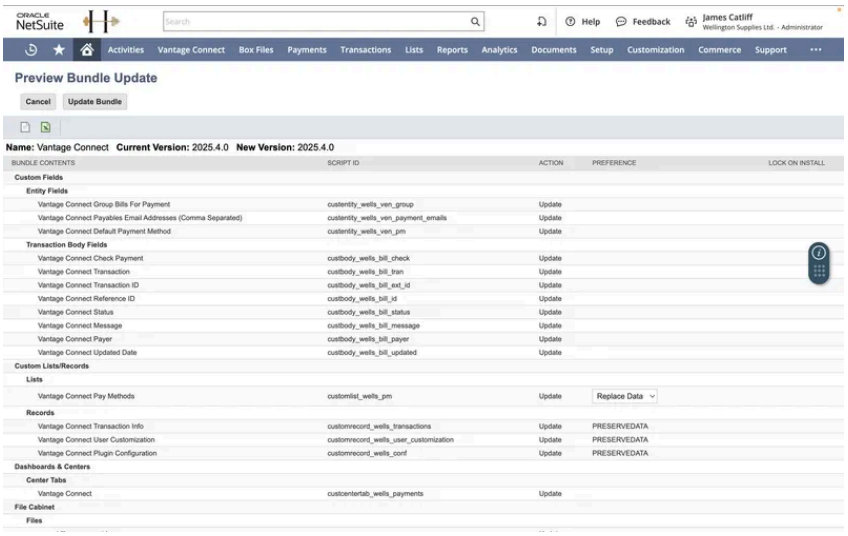
Find the **Vantage Connect** bundle from the list. Then, hover over the green icon and select **Update**.



List of installed bundles

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

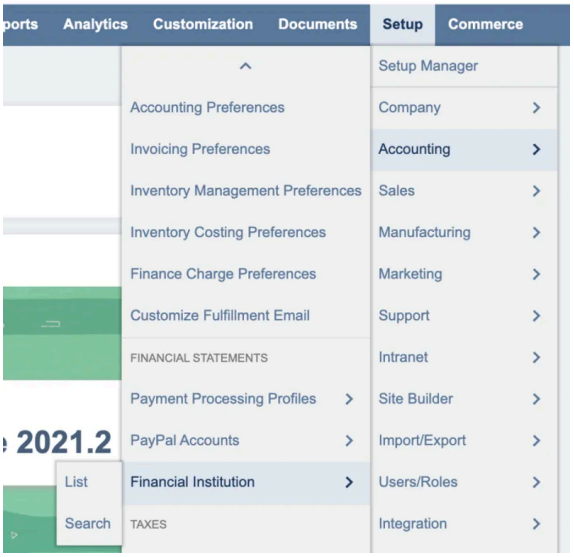
The bundle will take a few moments to update – it will appear as pending and then show the progress of the update. Once complete, the status column on the Installed Bundles page will show a check mark.



Preview Bundle Update - bundle contents list

Step 3: Create a New Financial Institution

Navigate to **Setup → Accounting → Financial Institution.**



Go to Financial Institution

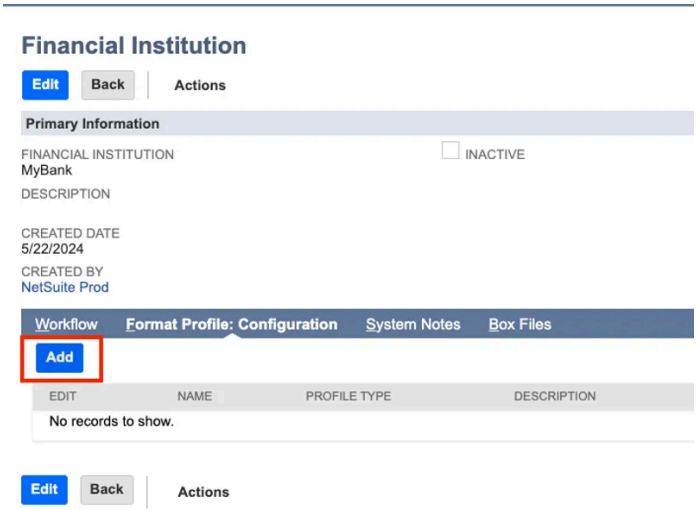
Enter the name of your bank the **Financial Institution** field. Then, select **Save**.



Enter your bank's name as the Financial Institution

Step 4: Create a New Format Profile

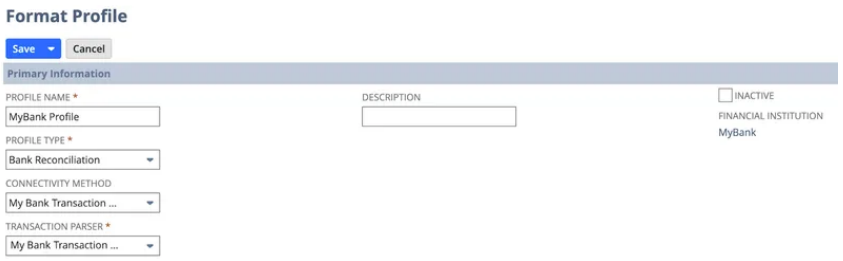
On the Financial Institution, click the **Format Profile: Configuration** tab and select **Add**.



Configure Format Profile

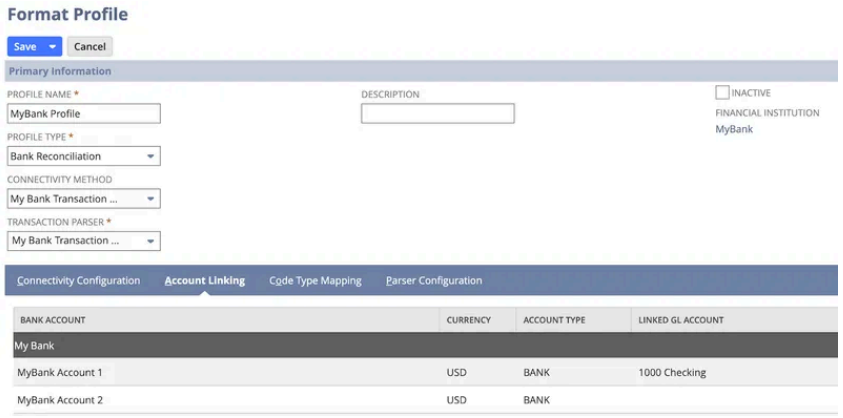
Fill in the following fields under **Primary Information**:

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



Fill in the required fields under Primary Information

Next, click on the **Account Linking** tab.



Format Profile → Account Linking tab

Previously, each Format Profile was only able to support one linked bank account. With this new edition of Bank Feeds, a Format Profile can have multiple bank accounts and linked GL accounts.

Based on the account seen under the **Bank Account** column, click on the space below the **Linked GL Account** to show a dropdown. In this dropdown, select the GL account that maps to the Bank Account.

Repeat this step for all accounts you wish to enable Bank Feeds.

Once all bank accounts have been linked, click **Save**.

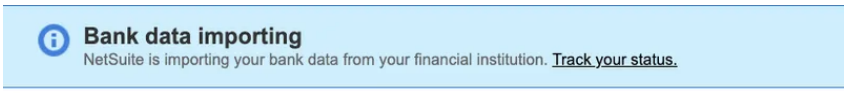
> **IMPORTANT:** Please ensure you link all of your bank accounts on the same day to avoid missing transactions for any unlinked bank accounts.

Step 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 → → 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

If the import fails, you will see **Failed** in the **Import Status** column. Select the plus (+) sign to expand the failure reason details.

Please take a screenshot of the error message and download the CSV provided from the link in the error message. Then, email this information to .

wellsfargo.support@fispan.com

Troubleshooting

Identifying Errors

In the situation where a bank data import fails, the failure reason can be found on the Banking Import History page.

1. Navigate to **Transactions → → Banking Import History.**

2. Find the line item that shows the Import Status as **FAILED**, accompanied by a red caution icon.

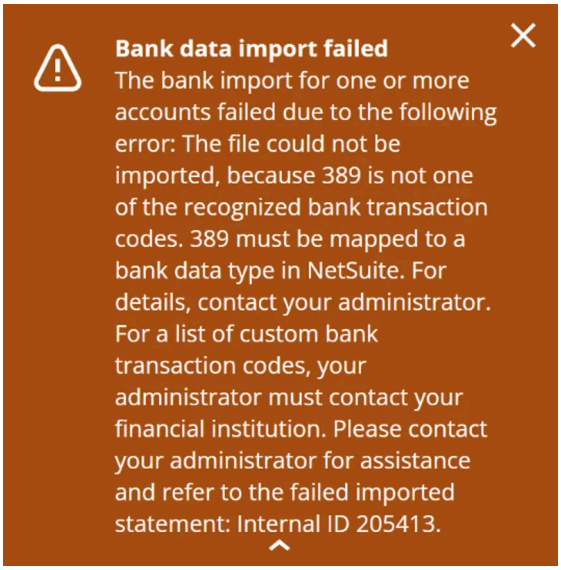
   On that line item, click on the small plus icon on the far left to expand the row.



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 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

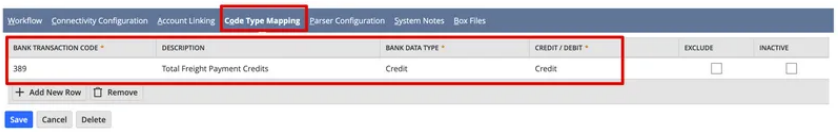
Source**: **BAI.org Cash Management Balance Reporting Specifications, page 10

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 support.



Sample data for BAI2 code 389

3 **Save the Code Details**

Once you have entered the missing BAI2 code information, click **Save** on the Format Profile.

> **IMPORTANT:** NetSuite will attempt to re-import bank transactions, but they will not yet appear on the Match Bank Data page. You will still need to retrieve the Statement IDs and contact Support with affected dates to request a re-sync.

Retrieving Statement IDs from Execution Logs

In the case of a failed import, you will need to retrieve Statement IDs from the Execution Logs from either the Connectivity Method or the Transaction Parser prior to reaching out to our Support Team to resync transactions.

> **NOTE:** NetSuite will only store 30 days' worth of Execution Logs and, by default, will only display the past 24 hours' worth of logs.

1 **Locate the Financial Institution**

Navigate to **Setup → Accounting → Financial Institution → 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.

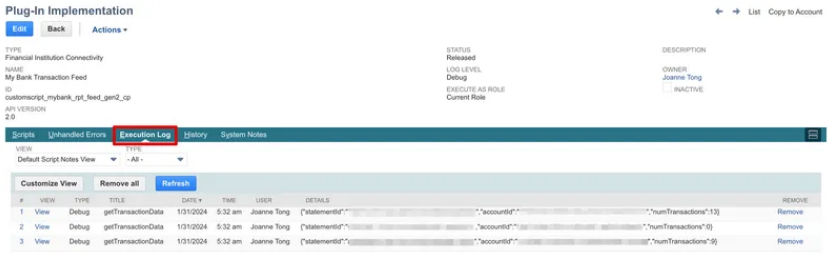
Under **Transaction Parser**, also click the hyperlinked Bank Transaction Feed and open it in a new browser tab.



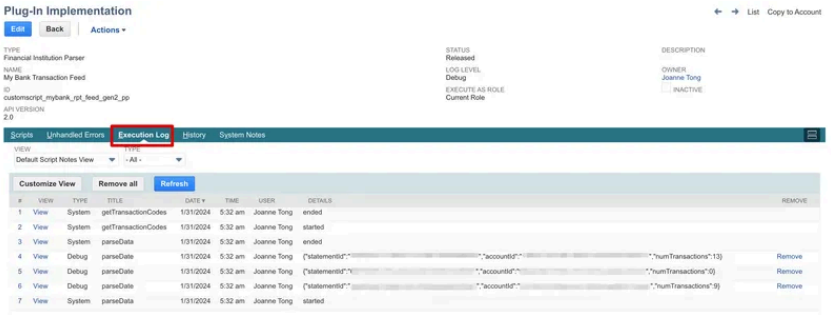
Hyperlinked Connectivity Method and Transaction parser

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.



Connectivity Method (Financial Institution Connectivity) Execution Logs



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

Unable to see Execution Logs?

If you are unable to see any Execution Logs from the past 24 hours, you will need to add a Date filter as a Custom View. Please note that any logs that are older than 30 days are not stored by NetSuite.

1. **Customize View**

   From the Plug-In Implementation page that you were on for either the Financial Institution Connectivity or Financial Institution Parser, click on the **Customize View** button.

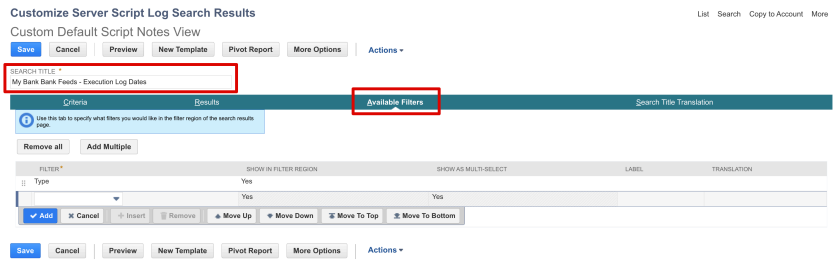


Click on Customize View

2 Create Custom View

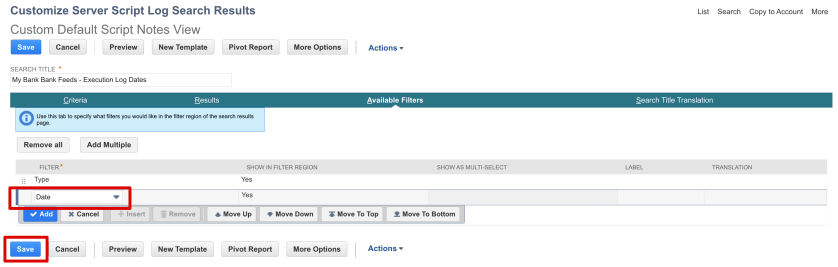
On the Customize Script Server Script Log Search Results page that just opened, rename the **Search Title** to `[BANK] Bank Feeds - Execution Log Dates`.

Next, click on the **Available Filters** sub-tab.



Rename the Search Title, then click on Available Filters

Click the dropdown in the last row of the table. Select a **Date** from the options.



Custom Default Script Notes View - filter by Date

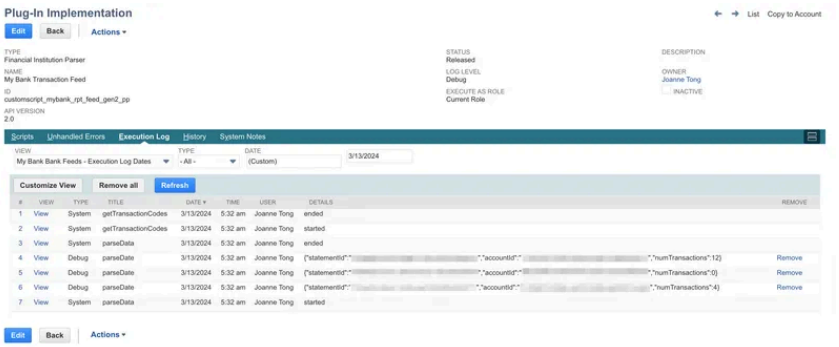
Once you have added the **Date**, click **Save**.

This Custom View will now be available on both the **Financial Institution Parser** and **Connectivity Method** logs.

3 Access the Custom View

Clicking **Save** will take you back to the Plug-In Implementation page.

From here, click on the **Execution Log** tab.



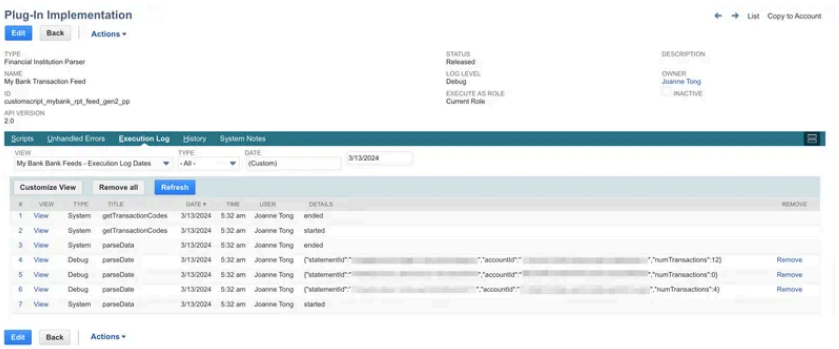
Date filter applied

There will be a new option under the **View** dropdown, which is the **Custom View** you have just created. When the new **Custom View** is selected, a **Date** filter will now appear.

4 **Locate Execution Log**

Using the new **Date** filter, find the date the error occurred on. This should be the same date you are missing transactions for.

Once a date within the past 30 days has been selected, the table will populate with several rows containing Statement IDs, Account IDs, and the Number of Transactions for every bank account linked with the bank feeds service for the selected date.



Execution Log tab

Copy the contents of the whole table and paste into an email addressed to . 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 will be able to retrieve your missing transactions and resync them as part of your next morning's automatic import.

wellsfargo.support@fispan.com

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?

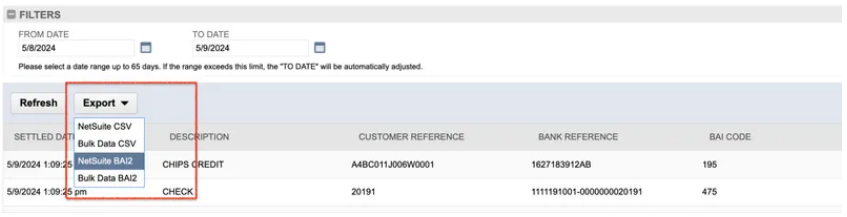
Import failures with Bank Feeds are rare. In the case of failures, NetSuite will not successfully sync transactions for all linked bank accounts until any errors, such as missing BAI2 codes, have been resolved, and has re-triggered a re-import. Refer to the Troubleshooting section of this guide for more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

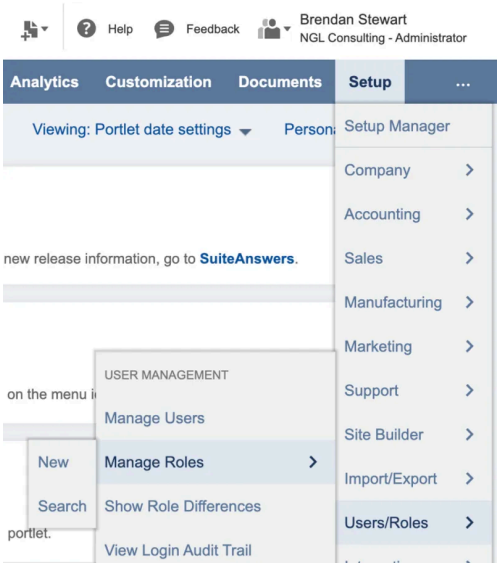


Select NetSuite BAI2

2.2.2.2.1. Setting Up Permissions

Confirm User(s) Permissions

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

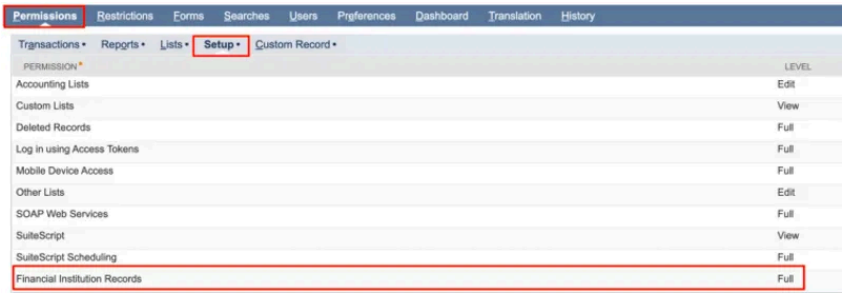


Go to Manage Roles

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**.



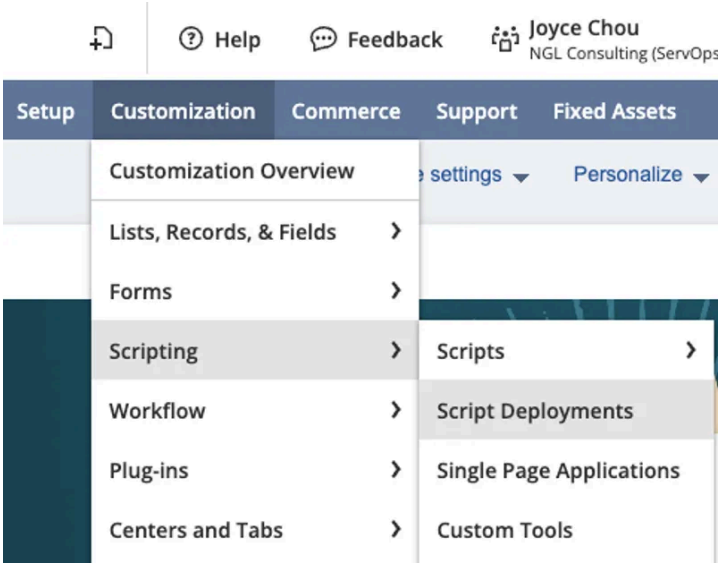
Financial Institution Records Check

Confirm User(s) Scripts

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

Use the following filters:

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



Script Deployment



Select Edit

Click Edit on **customdeploy_wells_rpt_feed_s,** Vantage Connect Trans Feed Config

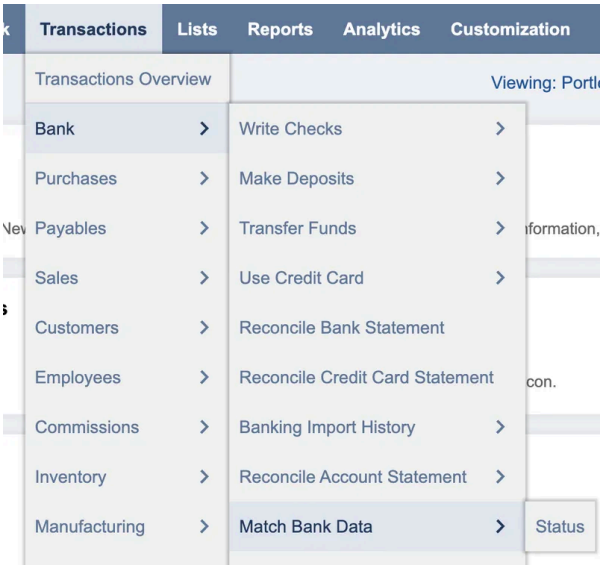
Add employee roles by selecting the appropriate employee, department or role you would like to assign. Then, click Save.

2.2.2.2.2. Excluding Duplicate Transactions

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.**

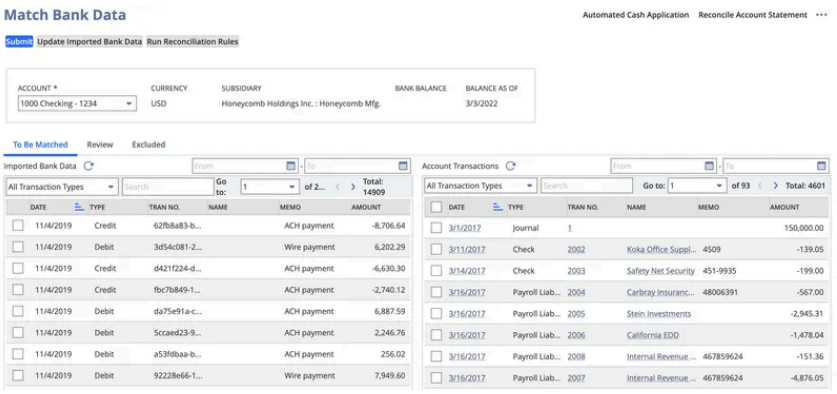


Go to Match Bank Data

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 the Bank Data

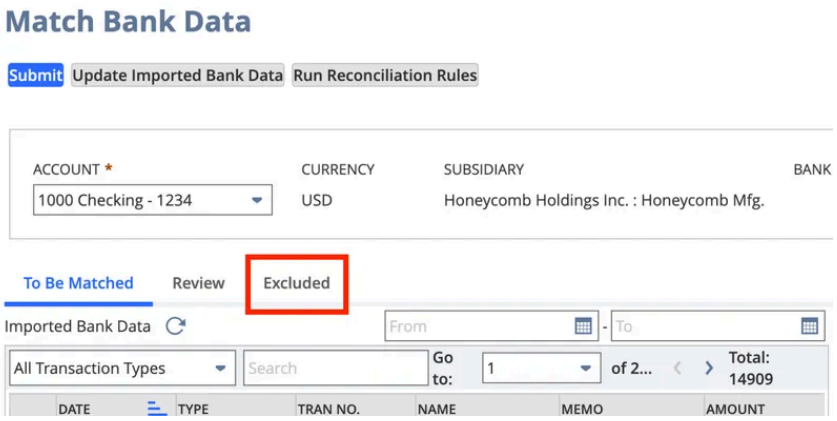
3 Exclude Transactions

At the bottom of the Match Bank Data page, you can review all transactions you have selected. After reviewing the selected transactions, select **Exclude**.



Exclude Duplicate Transaction

Once excluded, all excluded transactions can be found in the **Excluded** tab of the Match Bank Data page, if required.



2.2.2.3. 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.

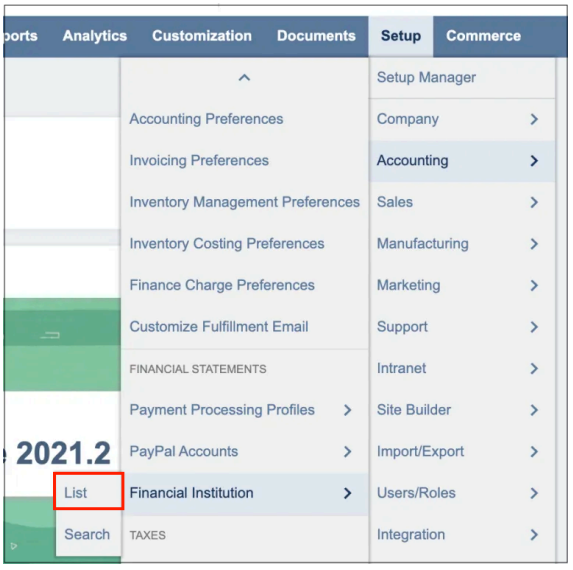
> **NOTE:** If your bank requires re-authentication to add new accounts, review the steps in **Plugin Setup → Installation → Bank Authentication.**

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

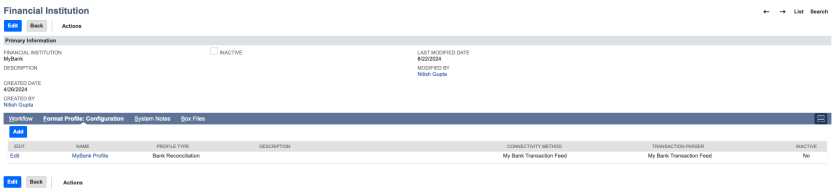
Click on the **Edit** button next to the existing Bank Feed's financial institution.



Edit Financial Institution

3 Edit Format Profile

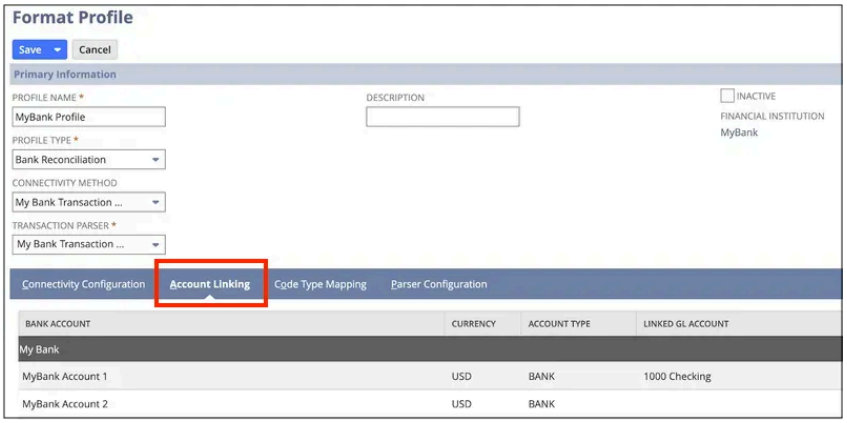
Select the **Format Profile: Configuration** tab and click the **Edit** button.



Edit Format Profile

4 Go to the Account Linking

Select the **Account Linking** tab.



Go to Account Linking tab

You will notice newly added account(s) are visible in the table. Now, click on the space below the existing Linked GL Account(s) to show a dropdown.

In this dropdown, select the GL account that maps to this newly added Bank Account.

Repeat this step for all accounts you wish to enable bank feeds for.

Once all bank accounts have been linked, click **Save**.

5 Monitor Bank Import Process

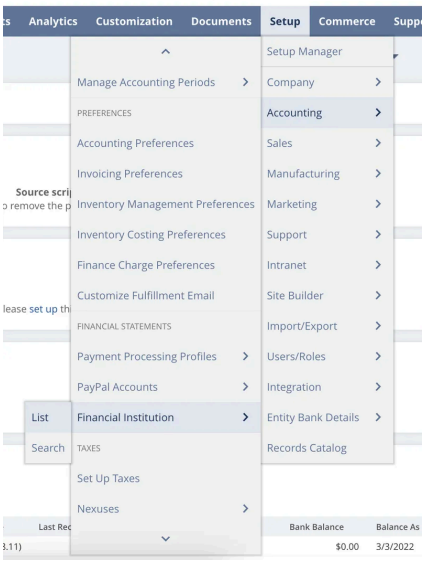
From here, the next step is the same as what is described in the **Enabling Bank Feeds** procedure.

2.2.2.4. Disabling Bank Feeds

To disable Bank Feeds for your banking institution, please follow these steps:

1 Go to the Financial Institution

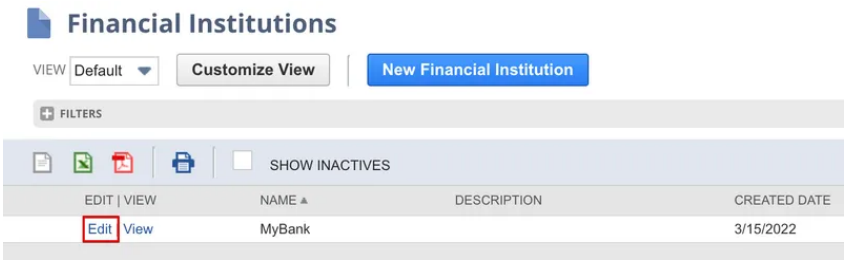
Go to **Setup → Accounting → Financial Institution → List.**



Go to Financial Institution

2 Select the Financial Institution

On the Financial Institution you would like to deactivate, select **Edit**.



Select Edit on the Financial Institution

3 Deactivate the Financial Institution

Select the box next to **Inactive** and select **Save.**

Bank Feeds have now been disabled, and NetSuite will not automatically import transactions.



Select Inactive Checkbox

2.2.2.5. Migrating Bank Feeds (NetSuite)

To leverage the latest improvements in Bank Feeds functionality, including increased reliability and better balance reporting, your NetSuite administrator must update the bank bundle, deactivate the existing Bank Feeds configuration, and set up the new service using the [Bank] Transaction Feed parser. Instructions to complete these steps can be found on this page.

Overview

This update introduces a new, dedicated transaction parser, replacing the dependency on NetSuite's built-in parser. This change provides greater control over the data and ensures you can take advantage of future enhancements to the quality and mapping of Bank Feed data.

Some of the key improvements to the existing functionality of Bank Feeds include the following:

- **Reliability:** A new FISPAN-owned transaction parser removes the dependency on NetSuite's parser, allowing for greater control and consistency over the data fed into the reconciliation module.
- **Balances:** The **Account Balance** field on the Match Bank Data page will now update every time transactions are pushed into NetSuite, a fix for the previous limitation.
- **Scalability:** Enabling this service is required to access future improvements to bank feed data quality and mapping.

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 for **newly linked accounts**, 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. *(Note: This feature is only applicable to new accounts getting linked. Existing account linkings remain unchanged).* **For NetSuite 2025.2:** Upon initial setup for newly linked accounts, the system will automatically import up to your last 60 days of historical transactions by default.

If you have any question regarding transaction import, please reach out to after successfully setting up your Bank Feeds connection.

Data Field Mapping

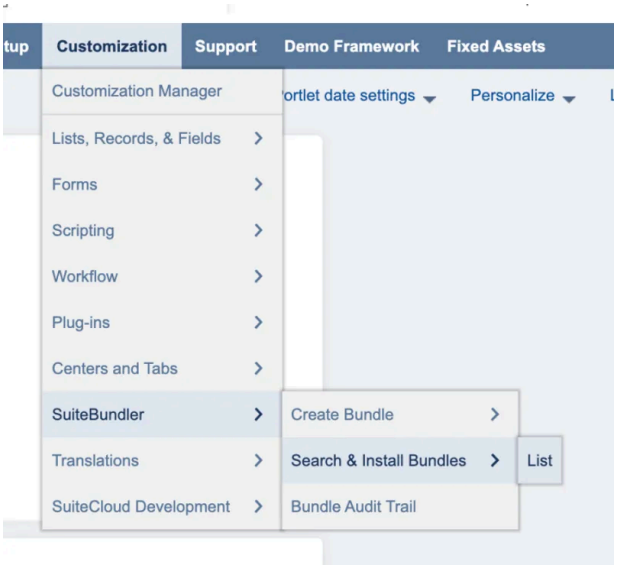
The following table details how the data received from your bank maps to the fields within the NetSuite Match Bank Data page with the updated service:

NetSuite (Match Bank Data)	Transaction Data Field
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 that not all transactions will have all the above data.

Step 1: Locate Bundle

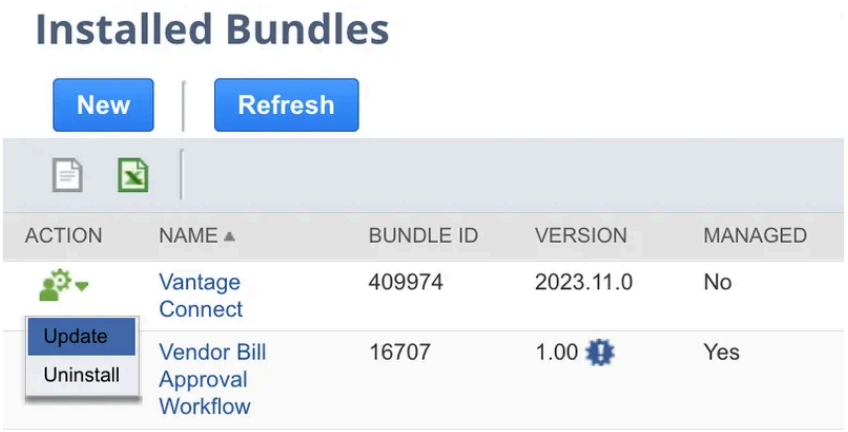
Go to **Customization → SuiteBundler → Search & Install Bundles → List**.



Go to Search & Install Bundles List

Step 2: Update Bundle

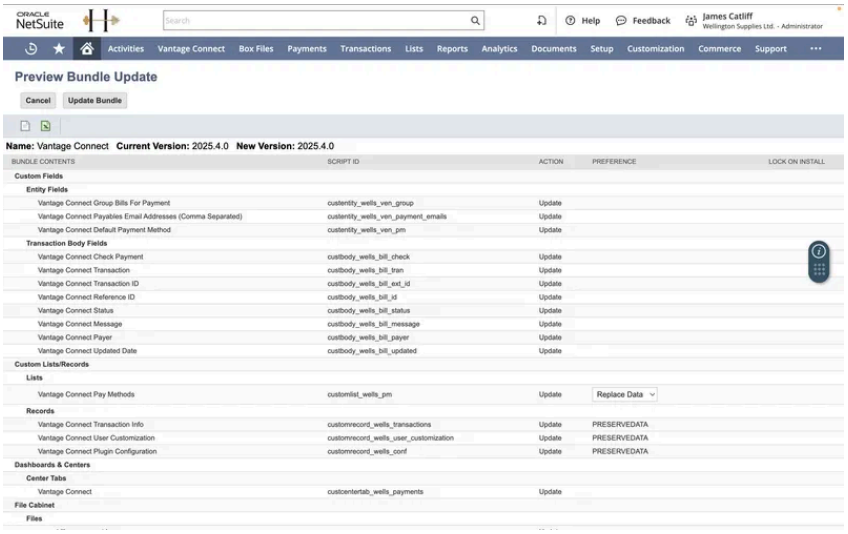
Find the **Vantage Connect** bundle from the list. Then, hover over the green icon and select **Update**.



List of installed bundles

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

The bundle 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 Bundles page will show a check mark.

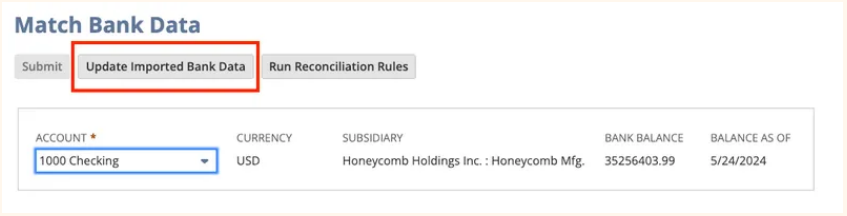


Preview Bundle Update - bundle contents list

Step 3: Mark Existing Bank Feeds as Inactive

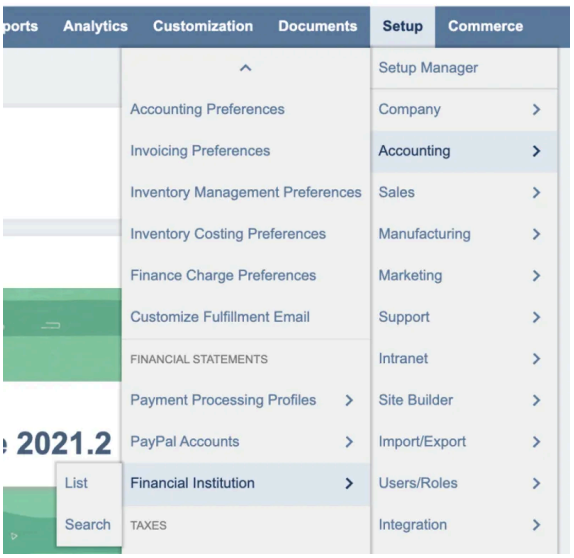
IMPORTANT: It is highly recommended that, before completing the Bank Feed migration that you trigger one last sync for any outstanding transactions.

To do this, navigate to **Match Bank Data** and click **Update Imported Bank Data** for all accounts with Bank Feeds.



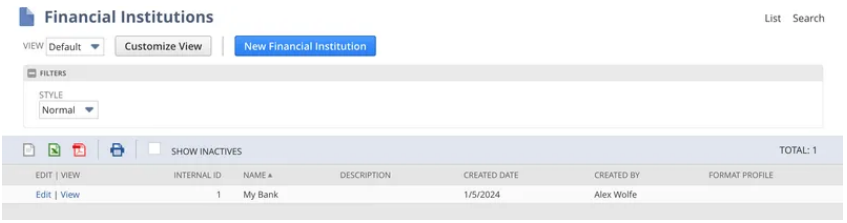
Click Update Imported Bank Data

Go to **Setup → Accounting → Financial Institution → List**.



Go to Financial Institution List

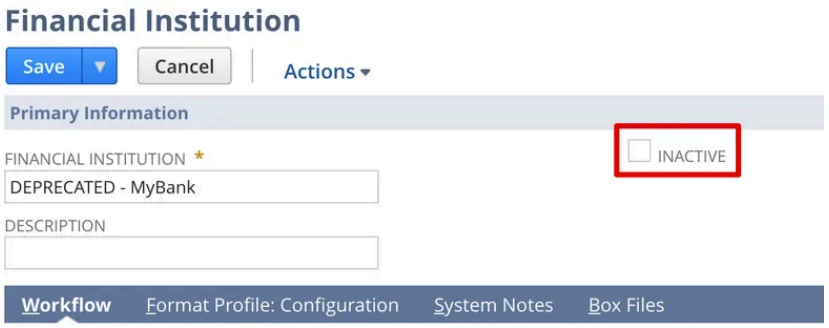
Click **Edit** beside the Financial Institution you have set up previously for Bank Feeds.



Click on "Edit"

On the Financial Institution, select the **Inactive** checkbox.

Optionally, you may also rename the Financial Institution to make it clear that this Financial Institution is no longer in use.



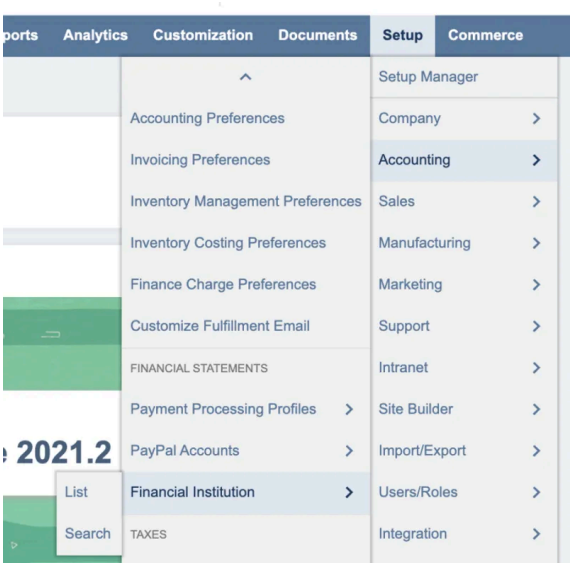
Click the Inactive checkbox on the Financial Institution

Click **Save**.

Deactivating this Financial Institution will deactivate all connected bank feeds and stop bank transactions from being imported into the Match Bank Data module for all Format Profiles on this Financial Institution.

Step 4: Create a New Financial Institution

Navigate to **Setup → Accounting → Financial Institution.**



Go to Financial Institution

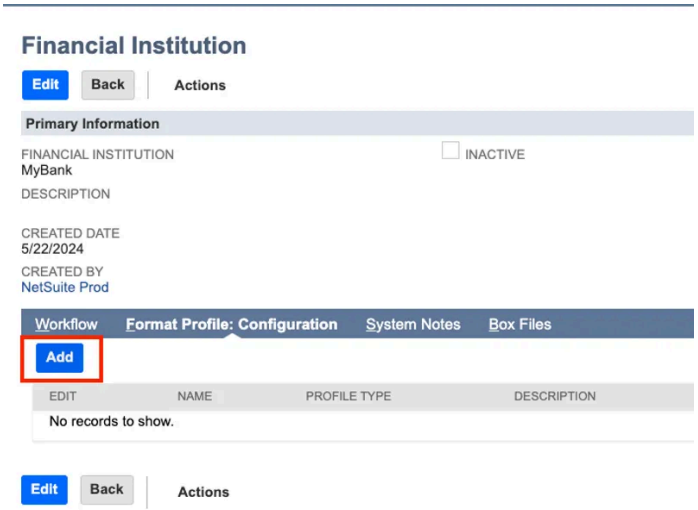
Enter the name of your bank the **Financial Institution** field. Then, select **Save**.



Enter your bank's name as the Financial Institution

Step 5: Create a New Format Profile

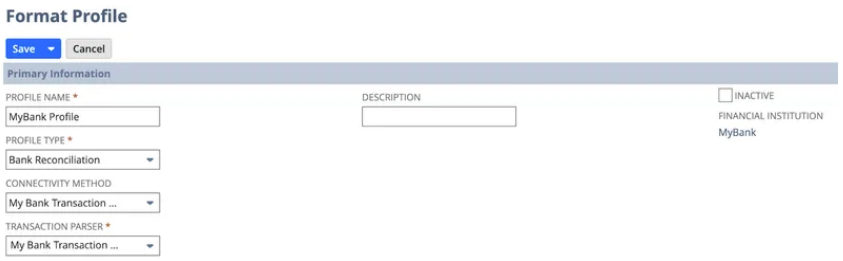
On the Financial Institution, click the **Format Profile: Configuration** tab and select **Add**.



Configure Format Profile

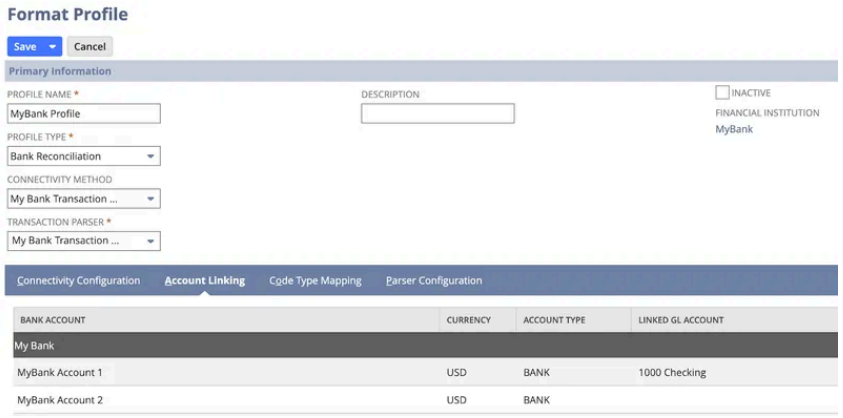
Fill in the following fields under **Primary Information**:

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



Fill in the required fields under Primary Information

Next, click on the **Account Linking** tab.



Format Profile → Account Linking tab

Previously, each Format Profile was only able to support one linked bank account. With this new edition of Bank Feeds, a Format Profile can have multiple bank accounts and linked GL accounts.

Based on the account seen under the **Bank Account** column, click on the space below the **Linked GL Account** to show a dropdown. In this dropdown, select the GL account that maps to the Bank Account.

Repeat this step for all accounts you wish to enable Bank Feeds.

Once all bank accounts have been linked, click **Save**.

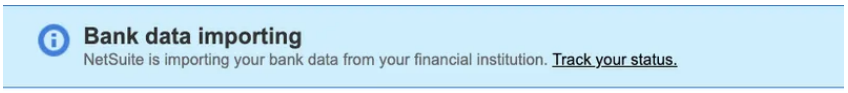
> **IMPORTANT:** Please ensure you link all of your bank accounts on the same day to avoid missing transactions for any unlinked bank accounts.

Step 6: 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 → → 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

If the import fails, you will see **Failed** in the **Import Status** column. Select the plus (+) sign to expand the failure reason details.

Please take a screenshot of the error message and download the CSV provided from the link in the error message. Then, email this information to .

wellsfargo.support@fispan.com

Troubleshooting

Identifying Errors

In the situation where a bank data import fails, the failure reason can be found on the Banking Import History page.

1. Navigate to **Transactions → → Banking Import History.**

2. Find the line item that shows the Import Status as **FAILED**, accompanied by a red caution icon.

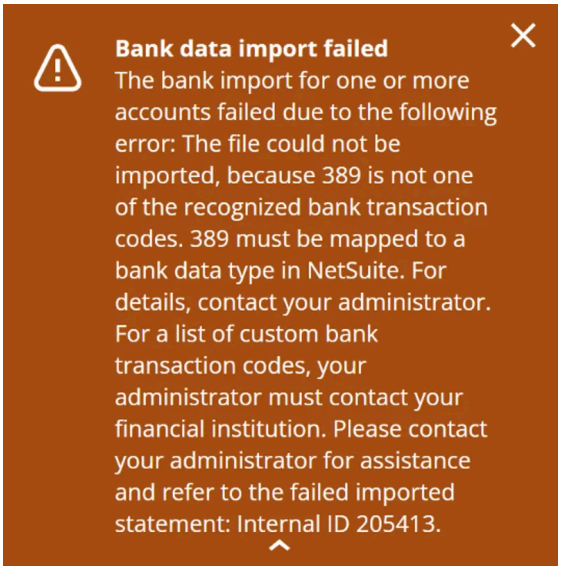
   On that line item, click on the small plus icon on the far left to expand the row.



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 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

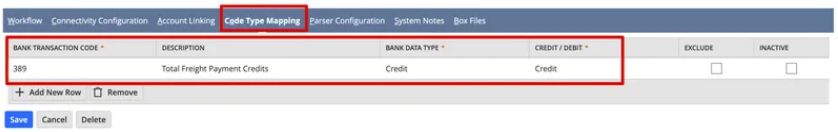
Source**: **BAI.org Cash Management Balance Reporting Specifications, page 10

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 support.



Sample data for BAI2 code 389

3 **Save the Code Details**

Once you have entered the missing BAI2 code information, click **Save** on the Format Profile.

> **IMPORTANT:** NetSuite will attempt to re-import bank transactions, but they will not yet appear on the Match Bank Data page. You will still need to retrieve the Statement IDs and contact Support with affected dates to request a re-sync.

Retrieving Statement IDs from Execution Logs

In the case of a failed import, you will need to retrieve Statement IDs from the Execution Logs from either the Connectivity Method or the Transaction Parser prior to reaching out to our Support Team to resync transactions.

> **NOTE:** NetSuite will only store 30 days' worth of Execution Logs and, by default, will only display the past 24 hours' worth of logs.

1 **Locate the Financial Institution**

Navigate to **Setup → Accounting → Financial Institution → 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.

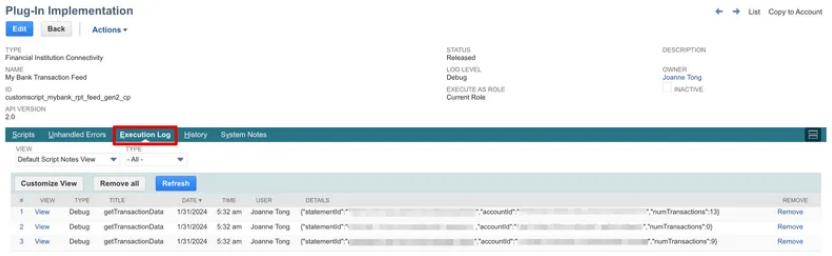
Under **Transaction Parser**, also click the hyperlinked Bank Transaction Feed and open it in a new browser tab.



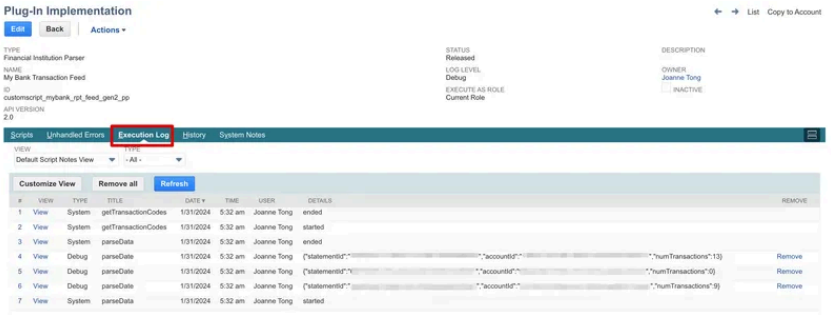
Hyperlinked Connectivity Method and Transaction parser

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.



Connectivity Method (Financial Institution Connectivity) Execution Logs



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

Unable to see Execution Logs?

If you are unable to see any Execution Logs from the past 24 hours, you will need to add a Date filter as a Custom View. Please note that any logs that are older than 30 days are not stored by NetSuite.

1. **Customize View**

   From the Plug-In Implementation page that you were on for either the Financial Institution Connectivity or Financial Institution Parser, click on the **Customize View** button.

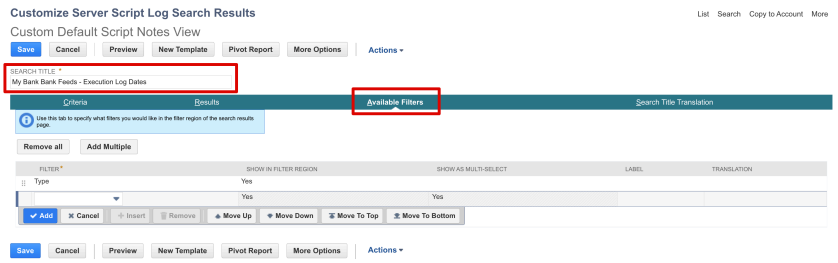


Click on Customize View

2 Create Custom View

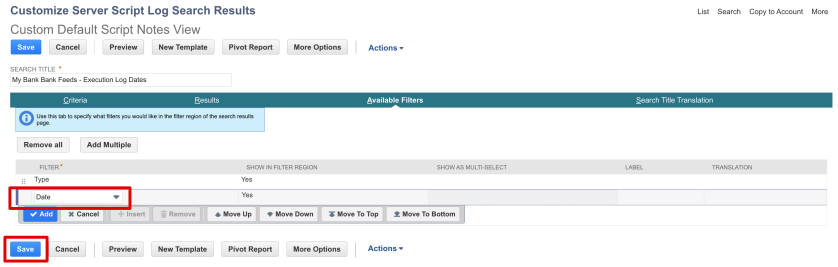
On the Customize Script Server Script Log Search Results page that just opened, rename the **Search Title** to `[BANK] Bank Feeds - Execution Log Dates`.

Next, click on the **Available Filters** sub-tab.



Rename the Search Title, then click on Available Filters

Click the dropdown in the last row of the table. Select a **Date** from the options.



Custom Default Script Notes View - filter by Date

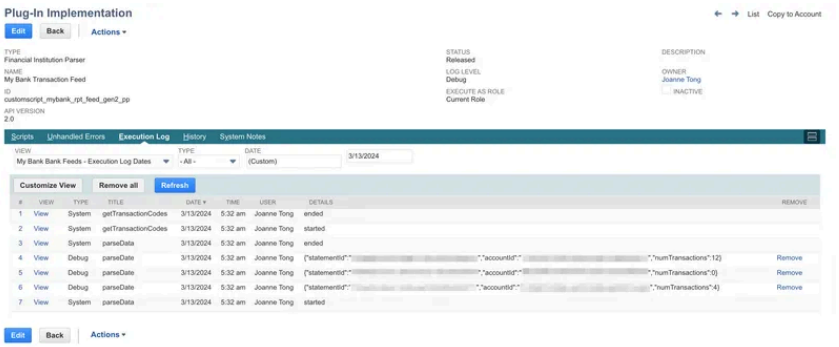
Once you have added the **Date**, click **Save**.

This Custom View will now be available on both the **Financial Institution Parser** and **Connectivity Method** logs.

3 Access the Custom View

Clicking **Save** will take you back to the Plug-In Implementation page.

From here, click on the **Execution Log** tab.



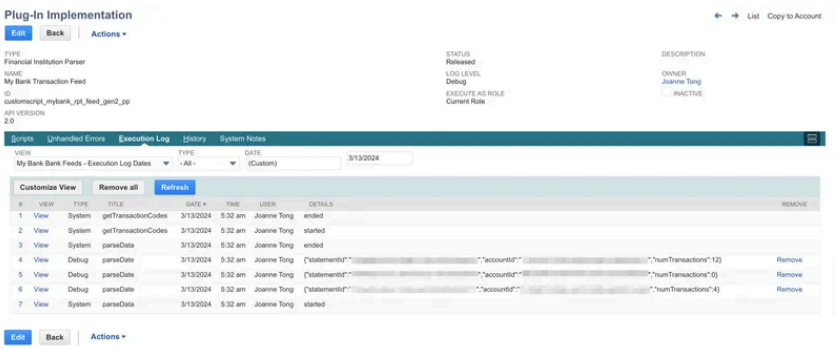
Date filter applied

There will be a new option under the **View** dropdown, which is the **Custom View** you have just created. When the new **Custom View** is selected, a **Date** filter will now appear.

4 **Locate Execution Log**

Using the new **Date** filter, find the date the error occurred on. This should be the same date you are missing transactions for.

Once a date within the past 30 days has been selected, the table will populate with several rows containing Statement IDs, Account IDs, and the Number of Transactions for every bank account linked with the bank feeds service for the selected date.



Execution Log tab

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

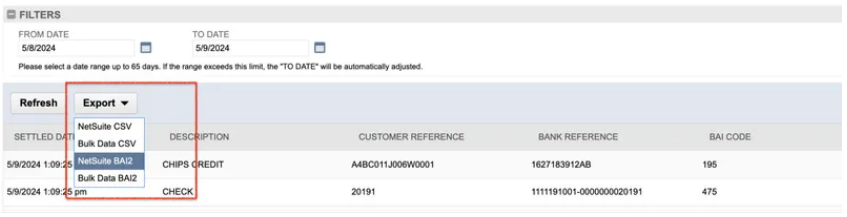
Import failures with Bank Feeds are rare. In the case of failures, NetSuite will not successfully sync transactions for all linked bank accounts until any errors, such as missing BAI2 codes, have been resolved, and has re-triggered a re-import. Refer to the Troubleshooting section of this guide for more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

2.2.3. Employee Expense Reports (NetSuite)

Payment Methods in Scope

The Employee Expense Reports feature supports the following payment methods:

- ACH

To see details about the information required for the supported payment method, go to the Payment Requirements section of this website or click the link above.

Prerequisites

Before using the Pay Expense Reports feature, please ensure the following prerequisites are met:

1. Entity Bank Details Bundle Is Installed

The Entity Bank Details bundle is required to make employee expense report payments. The bundle must be version 2022.8 or later. Please refer to the **Entity Bank Details Installation & Setup** page for instructions on how to install this bundle, and the **Update Entity Bank Details Bundle** page for instructions on how to update to the newest version.

2. Entity Bank Details Bundle Contains Employee Bank Details

Before making an expense report payment to an employee, Accounting must have the employee's banking details stored in the Entity Bank Details bundle.

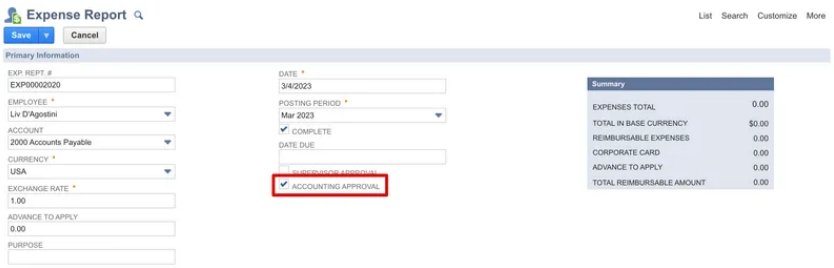
For instructions on how to manually add employee bank data to the Entity Bank Details bundle, go to the **Entity Bank Details Installation & Setup** page or for instructions on how to mass import data via CSV, go to the **Entity Bank Details Bundle Import/Export** page.

3. Enable Access to Suitelet and Employees Record

Specific permissions are required before you can make a successful employee expense report payment. Please refer to the Permissions section of this page for specific instructions on the Suitelet scripts and employee records to which specific users or roles will need access.

4. Expense Reports Must Be Approved by Accounting

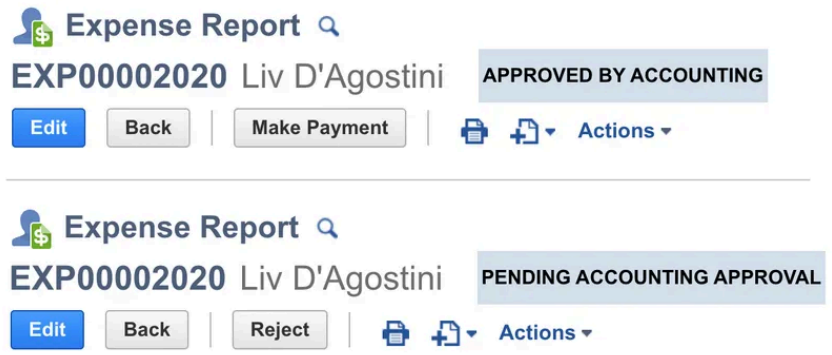
In order for an Expense Report to appear on the Pay Expense Reports page, the report must be approved by Accounting. A checkbox on the Expense Report can be selected by Accounting to indicate approval.



Accounting Approval checkbox on an Expense Report

Once the Accounting Approval checkbox has been selected and the record is saved, a blue “APPROVED BY ACCOUNTING” label will appear on the Expense Report. If the Expense Report has not been approved, a blue “PENDING ACCOUNTING APPROVAL” label will appear.

Any Expense Reports that are "PENDING ACCOUNTING APPROVAL" will not appear on the Pay Expense Reports page.



An Expense Report marked as Approved by Accounting vs. Pending Accounting Approval

5. Employee Must Have Employee Expense Currency and Address Defined

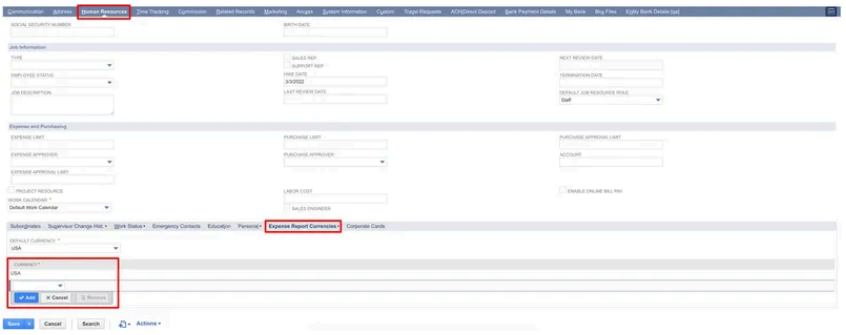
Vantage Connect reads the Employee's currency from the Employee Expense Currency field and Address from the Employee record. Both of these fields must be filled in accordingly for a successful expense report payment.

Address can be edited by clicking the Address sub-tab on the Employee record, and then the Edit/Pencil icon below the "Edit" column.



Edit/Pencil icon for Address on an Employee record

The Employee Expense Currency field can be found through the **Human Resources → Expense Report Currencies** sub-tabs on the Employee record.



Expense Report Currencies field on the Employee record

> **TIP:** If Accounting does not have the employee's actual address, the address of the subsidiary company where the employee is part of can be used, as long as the country of the subsidiary company aligns with the country where the employee is based.

Permissions

A user will need permission for both the **Vantage Connect Expense Reports Suitelet** script and the **Employee Record**.

The **Vantage Connect Expense Reports Suitelet** script is required for users to access the Pay Expense Reports page. Without access to this, users will not be able to pay, see, or use this feature. Please follow instructions on the **Plugin Access Management** page describing how to assign permissions to relevant employee(s), department(s), or role(s).

Access to the **Employee Record** must be defined for the role(s) that will be making vendor bill or employee expense report payments. Without a minimum permission level of View, users in this role will not be able to see the Payment History page. Please follow the

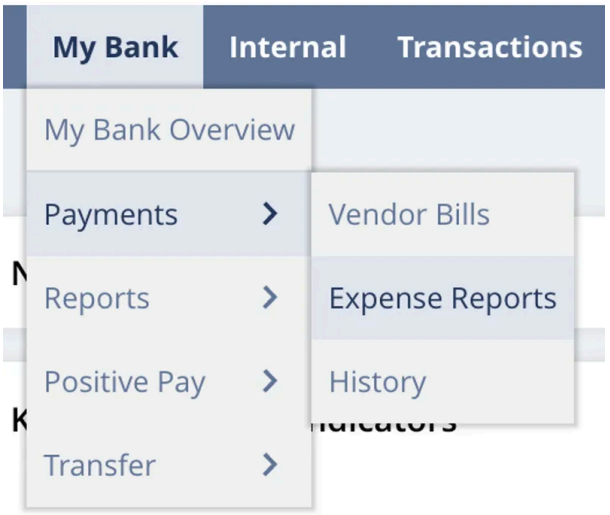
instructions on the **NetSuite Role Permission Setup** page describing how to add this permission to the relevant role(s).

Paying Expense Reports

Now that you've completed the prerequisites and set up permissions, you're ready to start using the Employee Expense Reports feature. Follow these steps to learn how to pay expense reports in NetSuite.

1 Go to Expense Reports

Go to **Your Bank → Payments → Expense Reports.**

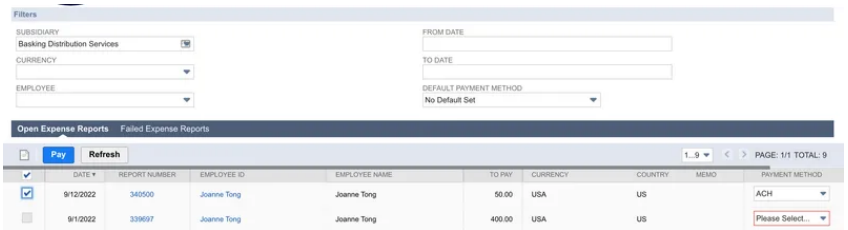


Expense Reports Page

2 Select Expense Reports

Use the filters to find the expense reports you would like to pay.

If a **Default Payment Method** has not yet been set for the Employee, choose the desired **Payment Method** from the respective column. Then, select the payments using the boxes on the left and click **Pay.**

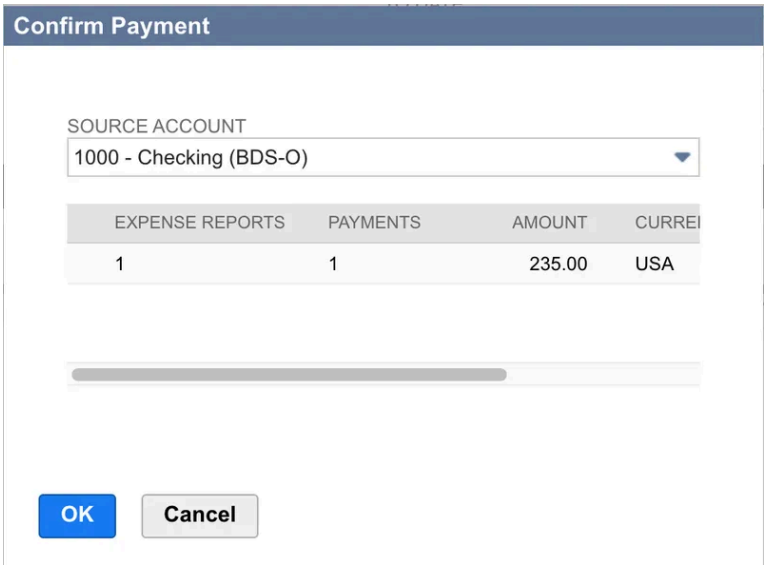


Pay Expense Reports

NOTE: To ensure your expense reports appear on this screen, the expense report must have **Approved by Accounting** enabled.

3 Confirm Payment

Select the account from the dropdown and confirm the number of expense reports, amount, and currency are correct.



Confirm the Expense Report(s)

Then, click **OK** to initiate payment.

NOTE: Expense Reports are auto-grouped per payment rail at the employee level.

4 Monitor Bill Processing

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

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



Payment progress

5 Check Status of Payment

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

The status will appear as **Processing** until the payment has been cleared. Payments will change to **Succeeded** after being approved, which may take several days.


All Transactions (6) • **Pending Transactions (3)** • Failed Transactions (1) • Processed Transactions (2) •

PAYMENT TYPE	TRAN	TRAN ID	REFERENCE NUMBER	PAYEE	PAYEE ID	PAYEE NAME	AMOUNT	CURRENCY	MEMO	PAYER	PAYMENT METHOD	CREATED DATE	PAID DATE	PAYMENT STATUS	MESSAGE
Vendor Bill	View	342326		View	AL Systems Ltd	AL Systems Ltd	1 737.90	USA	High quality card stock paper purchase	Joanne Tong	ACH	11/16/2022	11/17/2022	Sent For Processing	Payment is scheduled for batching and has not yet been sent to the bank
Vendor Bill	View	342327		View	AL Systems Ltd	AL Systems Ltd	392.36	USA		Joanne Tong	ACH	11/16/2022	11/17/2022	Sent For Processing	Payment is scheduled for batching and has not yet been sent to the bank
Vendor Bill	View	341815		View	AL Systems Ltd	AL Systems Ltd	500.00	USA	55555	Joanne Tong	ACH	10/12/2022	11/7/2022	Sent For Processing	Payment is scheduled for batching and has not yet been sent to the bank

Payment status

FAQs

Why doesn't my Expense Report show up on the Pay Expense Reports page?

Check if the Expense Report has been **Approved by Accounting**. If not, click **Edit** on the record, select the **Approved by Accounting** checkbox, and **Save**. This record should now appear on the Pay page.

Are grouped expense report payments supported?

Yes, they are grouped automatically.

Why do I not have the option to group expense reports on an Employee record?

Multiple expense report payments issued to a single employee at the same time will be grouped by default.

Can I pay a Vendor Bill and an Expense Report concurrently?

Yes. If there are two accountants logged in making payments, with one making a bill payment and one making an expense report payment, they will both be able to complete their payments.

Can I pay employee commissions or handle payroll using this feature?

No, because commissions and payroll are subject to complex taxes and additional unique calculations that are required.

Why can’t I (or one of my users) open the Payment History page?

Check if you or your user has Read permissions on the Employee Record for this user's role.

What does it mean when I receive this error: "You have entered an Invalid Field Value [###] for the following field: [account]"?

The Employee's subsidiary does not match the subsidiary of the source account that you tried to pay with. Choose another Source Account that matches the subsidiary of the Employee.

What does it mean when I receive this SuiteScript error: "Your search contains a reference to join for which you do not have a permission: Employee"?

This is a NetSuite error that appears when you or your user tries to view the Payment History page without having read permissions for the **Employee Record**. This is not to be mistaken for **Employees**, despite what the SuiteScript error says.

Why is my expense report payment failing to go through, remaining on the Open tab, even though no failure message is shown?

The Accounting Period on the expense report may be closed, for example, it is December, and you are trying to pay an expense report from November when the accounting period for November is already closed. Try re-opening the Accounting Period or editing the Accounting Period record and turning on **Allow Non-GL Changes**.

This can be done by navigating to **Setup → Accounting → Manage Accounting Periods**.

Please note your AP team may have internal controls in relation to Accounting Periods, and it is highly recommended you double-check with an AP manager or Administrator.

I cannot edit my own Employee record, but my colleagues can edit mine. How can I edit my banking information stored in the Entity Bank Details record?

To edit bank information, please contact colleagues with access to the Employee Record.

2.2.4. Positive Pay (NetSuite)

IMPORTANT: Please ensure that the Check Number is **NOT** more than 10 digits. Exceeding this limit will cause Positive Pay transmissions to fail.

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

Supported Record Types

The Positive Pay feature supports the transmission of check payment details for the following record types:

- Vendor Payments
- Expense Reimbursements (if included)
- Check Payments to Customers (made from the Write Checks page in NetSuite)

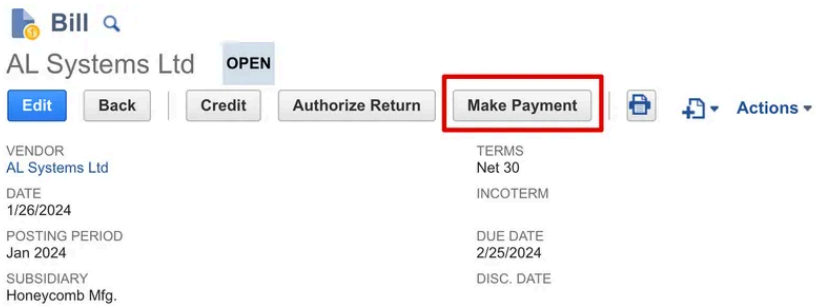
Customer Refunds are not supported.

Perform Positive Pay

To get started with Positive Pay, please follow these instructions:

1 Initiate a Bill Payment

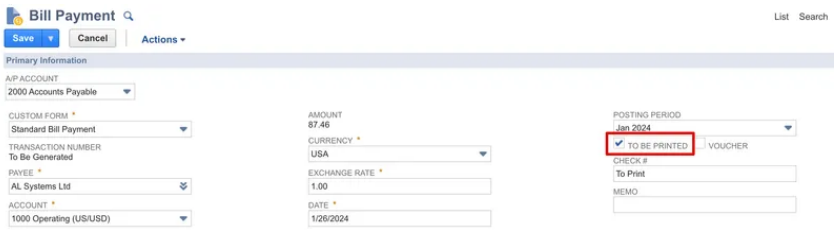
On a Bill that you would like to make an in-house check payment to, click **Make Payment**.



Click "Make Payment"

2 Mark Bill “To Be Printed”

Select the **To Be Printed** box. Once this box is selected, the CHECK # field will be replaced with the text: "To Print."



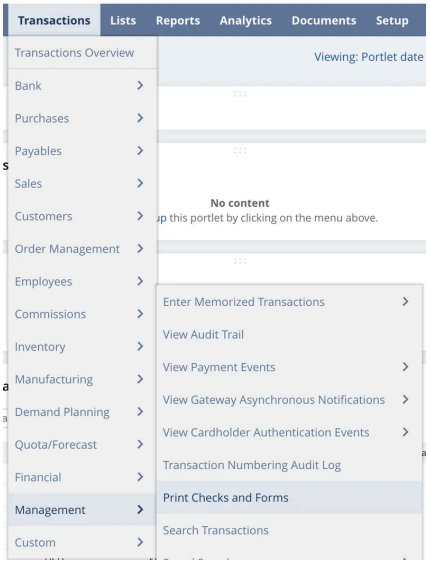
Select the "TO BE PRINTED" checkbox

Then, select **Save.**

> **NOTE:** For a Bill Payment to appear on the Positive Pay page in your bank plugin, the **To Be Printed** box must be selected at the same time the Vendor Bill Payment is being initiated.
>
> If you would like to print multiple bills, select those bills from the Pay Bills page and make sure to check the **To Be Printed** checkbox at the top right.
>
> Once that is done, go to the next step to print the checks.

3 Select & Print Checks

Go to **Transactions → Management → Print Checks and Forms**.

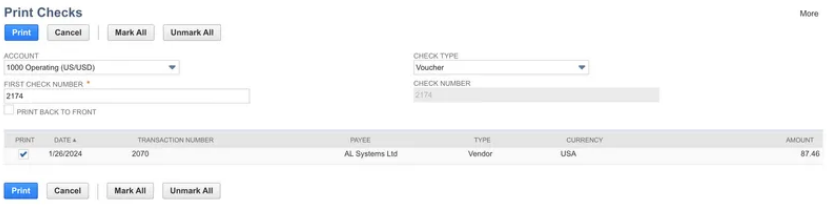


Go to Print Checks and Forms

Then, select **Checks**.

On the Print Checks page, select the account you wish to make the payment from (e.g., 1000 Operating).

Then, select the bill to be printed for the check payment. When you've selected the bills, select **Print**.

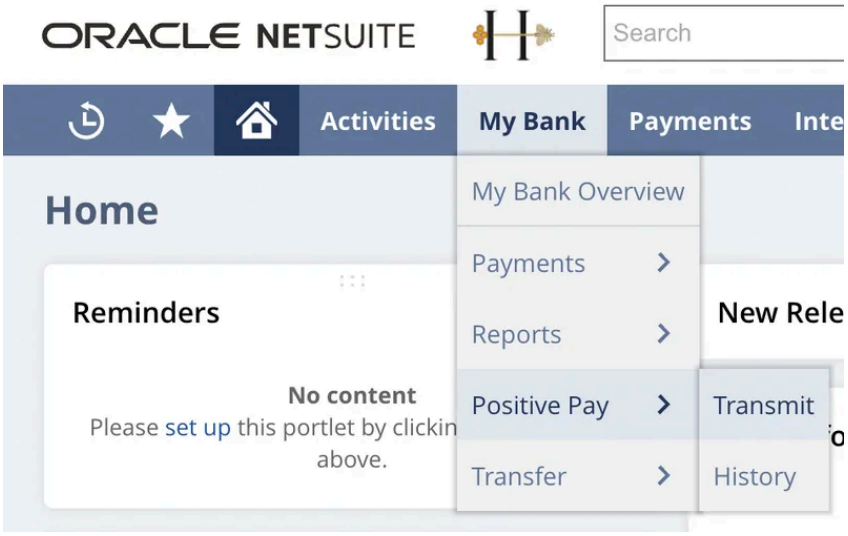


Select checks to print

A new tab will open with a printable check PDF.

4 Transmit Positive Pay File

Go to **Your Bank → Positive Pay → Transmit**.



Go to Transmit Page

Select the items for which you would like to send a Positive Pay transmission.



Select Checks to be Transmitted

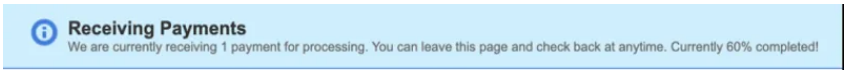
Then, select **Transmit**.

Confirm the information is correct on the pop-up that appears, then select **OK.**

> **NOTE:** To filter Positive Pay records correctly, first select your **From/To Date** range. Then, apply any other desired filters. If dates are not set first, the plugin will default to displaying records from the last two weeks.

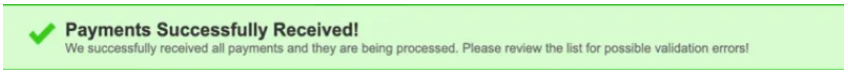
5 Monitor Status

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



Receiving Payments

Go to **Your Bank → Positive Pay → History** to confirm the status of the transmission.



Payments Successfully Received

Invalid Checks

An Invalid Check is not processable by the plugin, such as a check created for a bank account not connected by the integration. If you feel that a check is incorrectly assigned as an Invalid Check, please reach out to .



The most common cause of an invalid check is an unlinked source account.

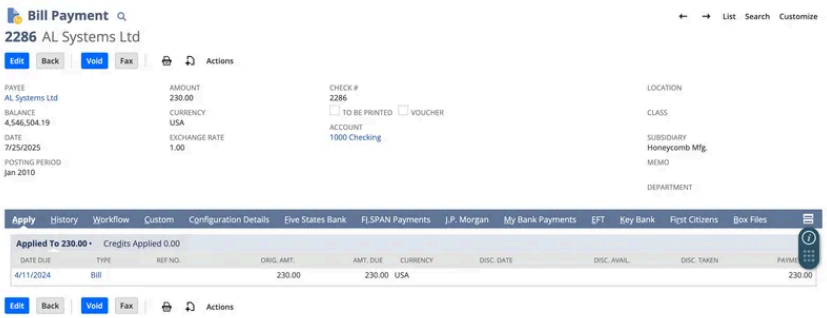
Reprocessing Failed Positive Pay

If a Positive Pay submission fails, you'll need to void the original bill payment and then reprocess it using the same check number. Follow these steps:

1 Void the Bill Payment

Find the bill payment that was associated with the failed Positive Pay.

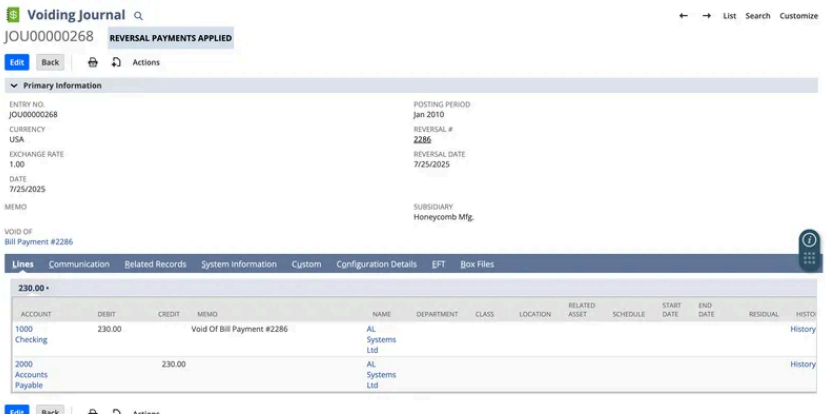
Click the **Void** button for that payment.



Click Void

IMPORTANT: Write down or remember the original check number used for this bill payment. You will need it to complete a later step

You'll receive a confirmation that the payment has been successfully voided.



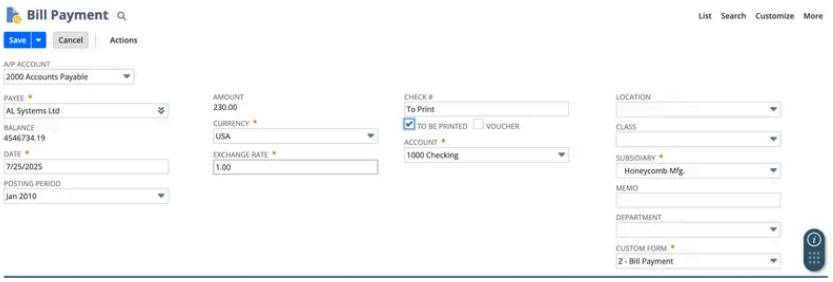
Payment Successfully Voided

2 Repay the Bill

Go back to the bills that were just voided and click on **Make Payment** for the relevant bill(s).

Ensure the **To Be Printed** checkbox is selected.

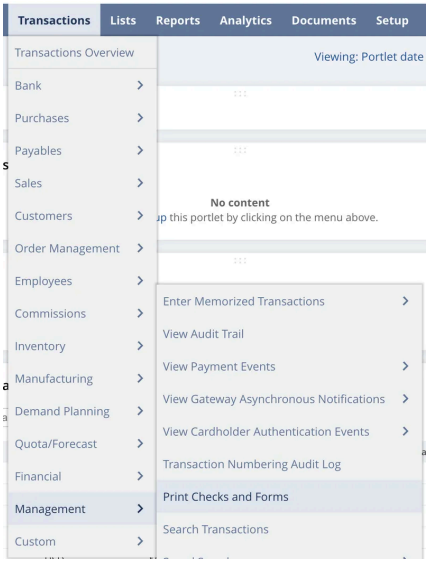
IMPORTANT: You may need to adjust the **Bill Payment Date** to match the date the check was issued.



Repay the Bill

3 Print Checks

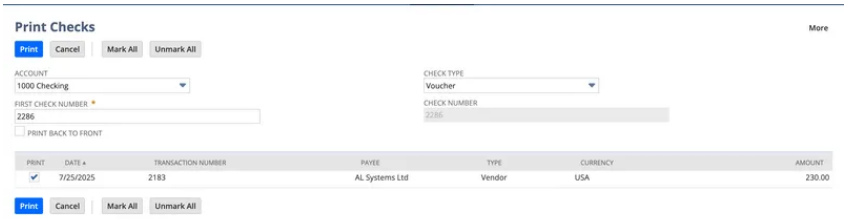
Go to **Transactions → Management → Print Checks and Forms**. Then, select **Checks**.



Go to Print Checks and Forms

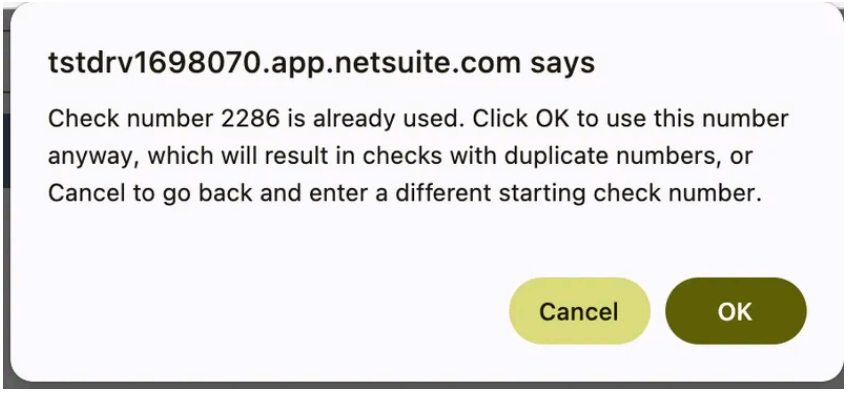
On the Print Checks page, select the appropriate bank account (e.g., "1000 Operating"). Locate and select the bill payment you just created.

In the **Check Number** field, manually enter the original check number you recorded in Step 1, then click **Print**.



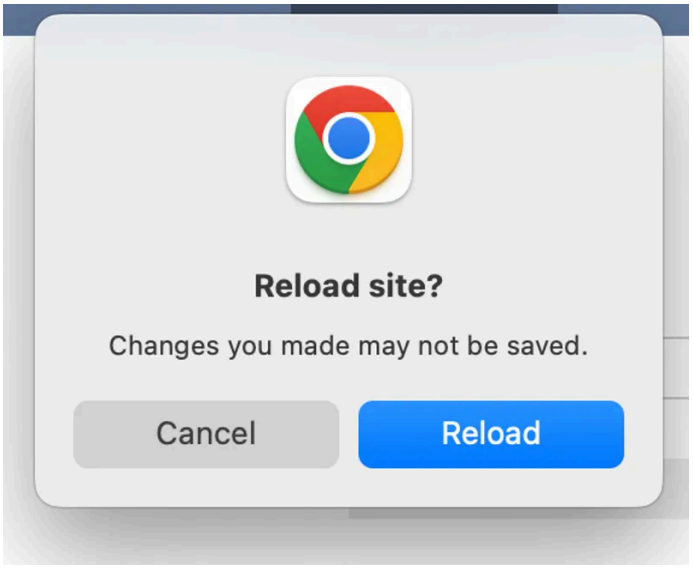
Select the Payment and Overwrite the Check #

NetSuite will notify you that the check number is already in use. Click **OK** to proceed.



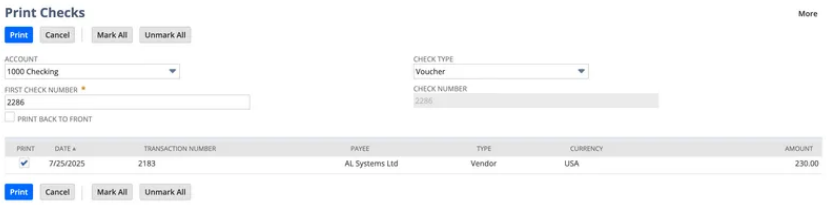
Click OK

If a prompt asks you to reload the page, do not reload it; click **Cancel**.



Click Cancel

Click **Print** again. A PDF of the check will open in a new tab or window.

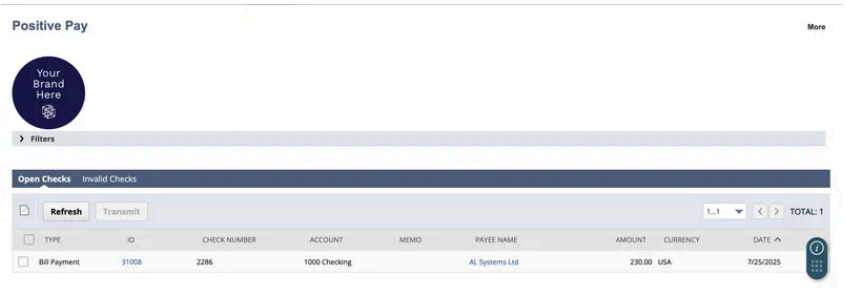


Click Print

4 Reprocess Positive Pay

Navigate to the Transmit page within your bank plugin. The reprocessed payment (showing the original check number) should now be visible. Select the checkbox for this item.

Click the **Transmit** button to resubmit the Positive Pay file to your financial institution.



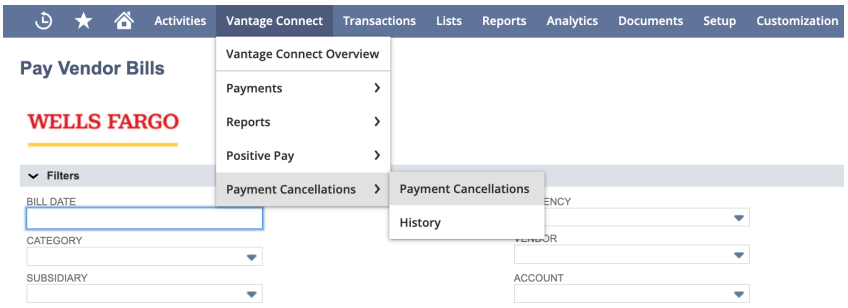
Reprocess the Positive Pay Transaction

2.2.4.1. Positive Pay Cancellations (NetSuite)

The **Positive Pay Cancellations** feature is where you can cancel Positive Pay payment methods.

Step 1: Navigate to Payment Cancellation

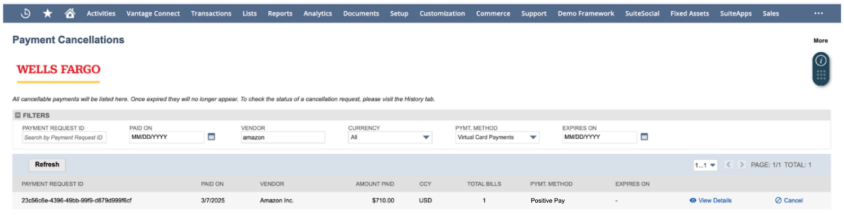
Go to the **Payment Cancellations** module.



Go to Payment Cancellations

Step 2: Select Payment to Cancel

View and select the payment you wish to cancel. You have the option to **View Details** of the payment before proceeding with the cancellation.



Select Payment to Cancel

Step 3: Initiate Cancellation

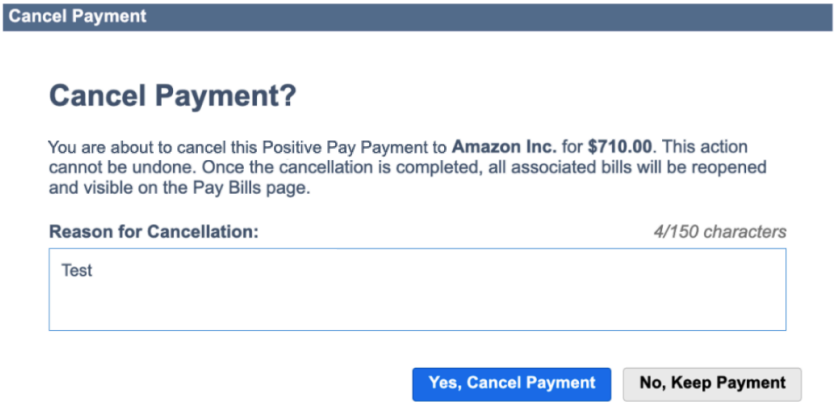
Once you have selected the desired payment, click **Cancel Payment.**



Initiate Cancellation

Step 4: Provide Cancellation Reason

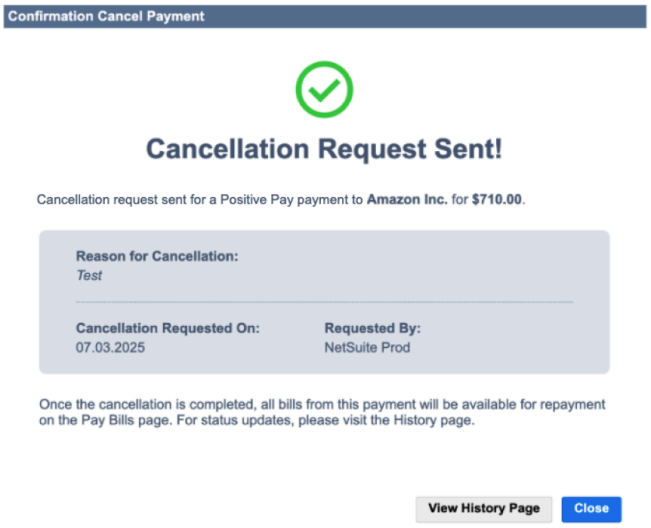
After selecting **Cancel Payment**, a pop-up window will appear. You need to enter the cancellation reason in the provided field.



Provide Cancellation Reason

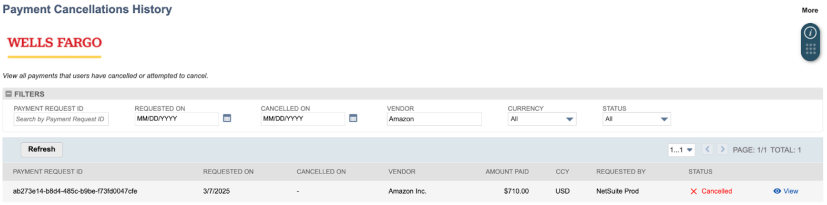
Step 5: Confirmation and Status Update

After submitting the cancellation reason, a **Cancellation request sent** confirmation will appear.



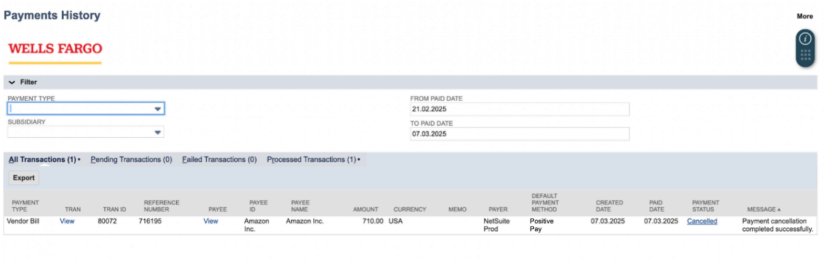
Cancellation Request Confirmation

You are now able to **view the payment cancellation.**



View Cancelled Payment

The payment status will also be updated on the **Payments History** page.



View Payments History Page for Payment Cancellation Status

2.3. Sandbox Checklist (NetSuite)

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

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

Scenarios to Test

Below is a list of scenarios you may wish to test. Some of these scenarios may not apply to your plugin depending on the products it supports.

1 Vendor Setup

Modify or create two vendors for testing: one as a company and one as an individual. Be sure to include bank details and an address for each.

Expected Outcome: These vendors will be used to test bill payments and positive pay transmissions.

2 ACH Bill Setup and Payment

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

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

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

3 Check Bill Setup and Payment

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

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

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

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

4 SUA Bill Setup and Payment

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

Check the **Billing** tab to confirm that the correct vendor address has been selected. On the **Pay Bills** page of the plugin, select the bill that was created, select **SUA** (not required if a default was set), and click **Pay**.

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

5 Credit Memo Setup and Payment

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

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

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

6 Failed Bills

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

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

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

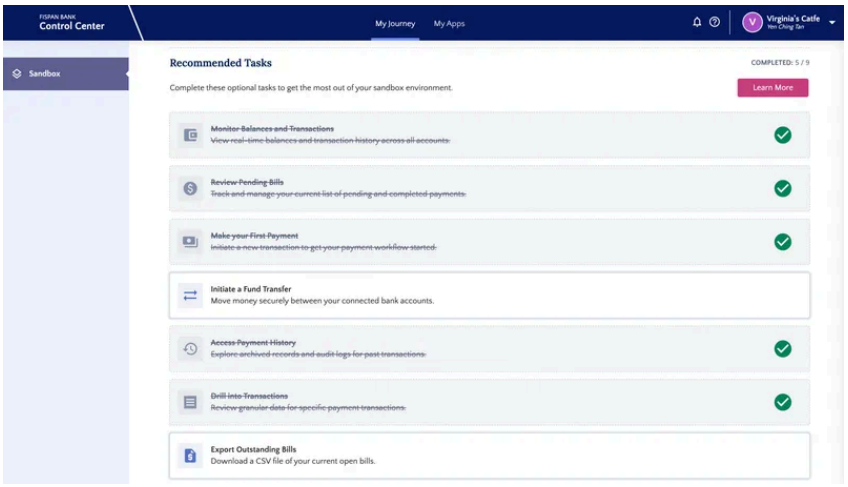
2.3.1. Sandbox Checklist via the Portal

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

Overview

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

> **NOTE:** This is only available on the Sandbox environment.



Sandbox Checklist on the Portal

Key Features Breakdown

1 My Journey Tab

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

2 Automated Task Completion

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

3 Tailored to Your Bank's Products

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

4 Learn More Redirect

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

2.4. Troubleshooting

2.4.1. FAQ (NetSuite)

Installation & Plugin Setup

Common Errors

Below is a list of common errors encountered during installation and plugin setup in NetSuite. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

"Setup required"

This error appears in a banner. You can see the banner on the bill payments or any of the plugin pages.

This error occurs if the plugin has not been fully connected by completing the installation wizard. Go through the installation wizard again and make sure the token IDs are present.

This error can also happen if you don't have currencies or the manage authentication field enabled.

"You do not have privileges to view plugin"

This can show up on various pages in the plugin where the current user does not have permission to access it.

To fix this issue, you must have a NetSuite administrator or someone with permissions to configure scripts to assist you with the following steps.

1. **Navigate to Script Deployments**

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

2. **Give Access to Suitelets**

   Use the following filters:

   - Select **Suitelet** in the **Type** dropdown
   - Select **2.1**, in the **API Version** dropdown

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

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

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

   Click **Save**.

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

If you see this error, you will need to get in touch with a support agent. It is likely that your account either:

- Hasn't been whitelisted
- Has an incorrect Account ID
- Has a bundle/SuiteApp from a different environment

Common Questions

This list provides answers to common questions that arise during the installation process, to help ensure a smoother setup in NetSuite.

Do we need to update the plugin, or will it auto-update?

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

If the plugin is a SuiteApp:

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

If the plugin is a bundle:

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

I've installed the bank plugin, but my colleagues can't see the plugin?

Permissions must be granted to non-administrators.

Please refer to the Plugin Access Management step in the Plugin Setup → Installation section of this Support Website.

My NetSuite had a Sandbox Refresh, and now I can't use the plugin. What do I do?

When a Sandbox Refresh occurs, you will need to complete the onboarding process again. Start by logging into **sandbox.fispan.cloud** and completing the onboarding steps again.

Cash Management (Information Reporting)

Common Errors

Below is a list of common errors encountered when using the Cash Management (Information Reporting) products in NetSuite. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

"Bank accounts not mapping"

The error is likely due to one of these reasons:

- The system can't access or map the bank account because the information has not been entered into the NetSuite Chart of Accounts.
  - To fix this, first update the plugin.
  - Then, check your login information before retrying the process.
- Bank account information entered does not match the backend setup.
- Different IDs and environments that we don't have access to.

"Account Matching page doesn’t load bank account information"

The error is likely due to one of these reasons:

- The connecting user in NetSuite lacks the required permissions (e.g., is not an administrator).
- The Consumer Key and Secret were generated incorrectly.
- There are no bank accounts currently configured in your NetSuite environment.

".csv file is not downloading from the Balances and Transactions page"

You may have a pop-up blocker enabled on your browser. Please check if the pop-up blocker is preventing the download from appearing, and then try again.

"Account doesn't appear when using NetSuite’s reconciliation feature (Match Bank Data)"

It looks like the account you're trying to use isn't appearing when you use NetSuite's native bank reconciliation feature, Match Bank Data.

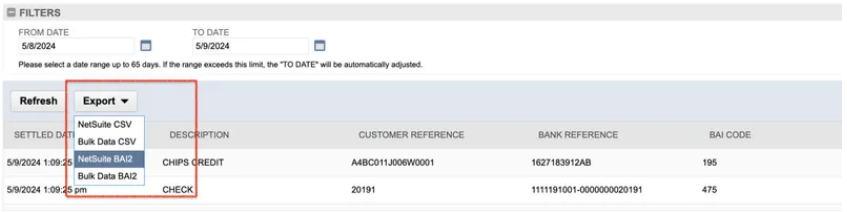
This usually means the account isn't configured for reconciliation in your Chart of Accounts. You'll need to edit the account settings to enable the reconciliation feature.

1. Go to **Setup → Accounting → Chart of Accounts**
2. For the account you need to reconcile, select **Edit**.
3. Check the box labeled **Use Match Bank Data and Reconcile Account Statement pages**.
4. Click **Save**.

After following these steps, the account should now be available when you use the Match Bank Data feature.

"Manual Match Bank Data Import Failing: The file could not be imported because the date is not in the correct format."

If you are running into this error message when completing a manual import, select NetSuite BAI2 as your Export Format instead.



Select NetSuite BAI2

Common Questions

This list provides answers to common questions that arise when using the Cash Management (Information Reporting) features in NetSuite.

Why is my plugin no longer connected in the Production environment?

If you are logged in and the plugin is no longer connected, the NetSuite Production may have been refreshed. You will need to re-establish this connection.

1. **Log in to Production**

   Log in to **sys.fispan.live** and run through the wizard again.

2. **Deactivate Plugin**

   If the plugin is still showing as **Active** or **Connected**, click on the three dots and select **Deactivate**.

   If you have updated from a Bank plugin version that is older than 2022.2.0, the updated plugin bundle will come with a premade Integration Record.

3. **Define New Token**

   On the Creating a New Security Token step, you will need to define a new **Token ID** and **Token Secret**.

   Please refer to **'Create a New Security Token** in the **NetSuite → Plugin Setup → Installation** section of this support site for instructions on how to do this.

4. **Revoke Old Tokens [OPTIONAL]**

   After creating the new Access Token, you may revoke the old ones associated with this bank bundle.

   You can do this by following the steps below:

   - Navigate to the homepage.
   - Find the **Settings** box on the homepage. By default, this is located on the bottom left.
   - Click on **Manage Access Tokens.**
   - Click **Edit** beside the Token you wish to revoke.
   - Click **Revoke.**

Why is my plugin no longer connected in the Sandbox environment?

If you are logged in and the plugin is no longer connected, the NetSuite Sandbox may have been refreshed. You will need to re-establish this connection.

1. **Log in to Sandbox**

   Log in to **sandbox.fispan.cloud** and run through the wizard again.

2. **Deactivate Plugin**

   If the plugin is still showing as **Active** or **Connected**, click on the three dots and select **Deactivate**.

   If you have updated from a Bank plugin version that is older than 2022.2.0, the updated plugin bundle will come with a premade Integration Record.

3. **Define New Token**

   On the Creating a New Security Token step, you will need to define a new **Token ID** and **Token Secret**.

   Please refer to **Create a New Security Token** of the **NetSuite → Plugin Setup → Installation** section of this Support Site for instructions on how to do this.

4. **Revoke Old Tokens [OPTIONAL]**

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   - 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.

Vendor Payables ---

Common Errors

Below is a list of common errors encountered when using the Accounts Payable features in NetSuite. Click on any error message to view the cause and immediate troubleshooting steps for a resolution.

"You have entered an Invalid Field Value [###] for the following field: [account]."

This is an error generated by NetSuite when the subsidiary on the payee (i.e. Vendor) does not match the subsidiary the bill is associated with.

Users are recommended to use the **Subsidiary** filter on the Pay Vendor Bills page when paying bills to a specific subsidiary.

Using the **Subsidiary** filter will also filter out Source Accounts that users want to use for bill payments in the Confirm Payment window during the final step of making a payment.

"There seems to be a communication error with the Bank API."

This error can be seen on various pages in the bank bundle, such as the Pay Vendor Bills page.

This error is likely caused by Multiple Currencies not being enabled on this NetSuite Company. To confirm whether this is the case, please refer to **Step 7** of the **NetSuite → Plugin Configuration → Installation and Set-up** section of this Support Site for how to enable this.

If Multiple Currencies is already enabled, please check the NetSuite Execution Logs by following the steps below:

1. Navigate to **Customizations → Scripting → Script Execution Logs**
2. Select **ALL** in the **LOG LEVEL** filter
3. Click the **DATE/TIME** column to reorder the table so that the most recent logs appear at the top.
4. Check the **SCRIPT** and **DETAIL** columns to see whether the error is related to the bank bundle and where specifically the error occurred.

If the error appears to be related to the bank bundle, please reach out to with a screenshot of the above Script Execution Logs.

Payments not batching

If you see this error, batching may not be enabled. Get in touch with a support agent to check this for you.

Address/Location errors when making payments

The Address must appear on both the Bill and the Vendor. If you have updated the Address on the Vendor already, NetSuite does not automatically update the address on any open Bills for that same vendor.

You must go into the open bill(s) and update the address:

1. Go to the Bill record
2. Click the **Billing** subtab
3. Select the Vendor address in the **Vendor Select** dropdown field
4. Click **Edit**
5. Click **Save**

"Payment request rejected because it failed uniqueness check. We suspect this is a duplicate payment."

You're seeing this error because you're attempting to process a payment for a bill that has already been paid using the plugin. Essentially, there is already a payment recorded against that bill's NetSuite Internal Bill ID. The system is preventing a duplicate payment.

If you need to void the existing payment and then resubmit it, you must follow a specific process through the bank plugin. Please refer to the **Voiding and Repaying Bills** page within the **NetSuite → Vendor Payables** section of this support site for detailed instructions on how to properly void and repay the bill.

Custom records are not enabled

The bank payment plugin relies on Custom Records to function correctly. We use a custom record to create and track the bill payment record for you.

If this feature isn't enabled, the plugin cannot create that necessary custom record. This prevents us from correctly marking bills as paid, which ultimately stops you from using the plugin altogether.

Enable this feature by following these steps:

1. Hover over **Setup**
2. Hover over **Company**
3. Click **Enable Features**
4. Click the **Suitecloud** tab
5. Go to the **SuiteBuilder** section
6. Check the **Custom Records** box

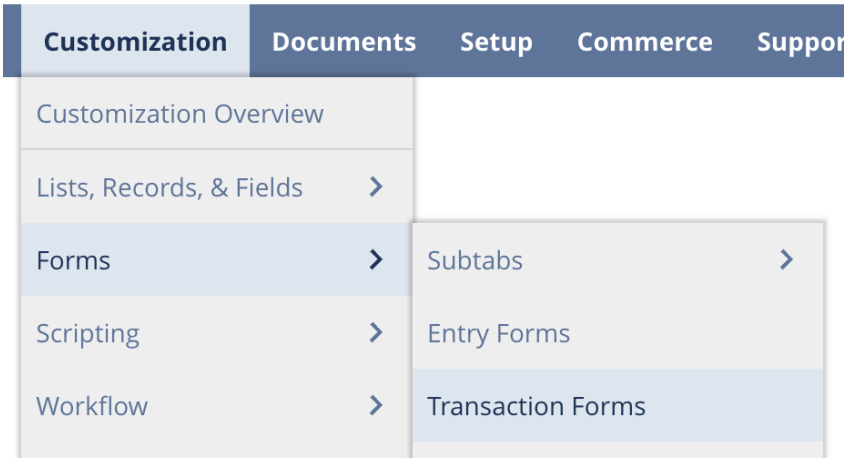
"Please enter value(s) for: Department, Location."

This is an error generated by NetSuite when there is a mismatch between the mandatory fields required for a Bill in comparison to a Payment. The error may appear if you try to pay a bill under a different subsidiary than your source (disbursement) account.

To resolve this, follow these steps:

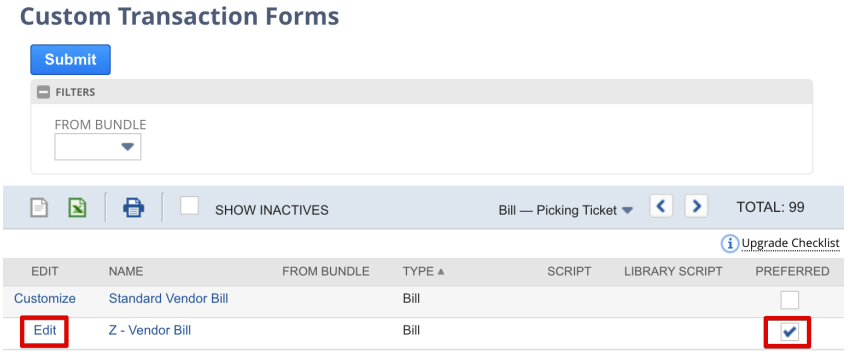
1. **Go to Transaction Forms**

   Navigate to **Customization → Forms → Transaction Forms**.



Navigate to Transaction Forms

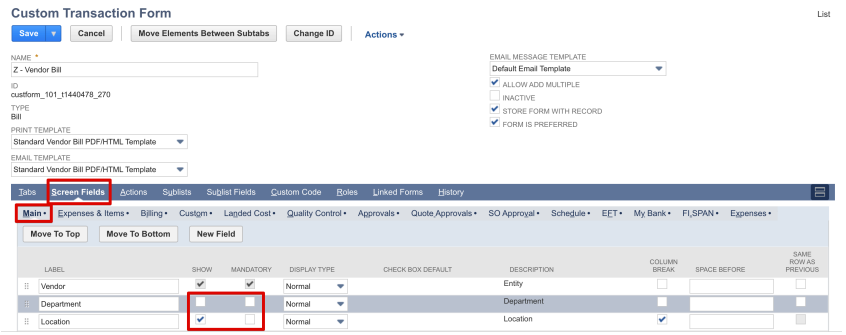
   Click **Edit** beside the Bill form you typically use and that is marked as **Preferred**.



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.



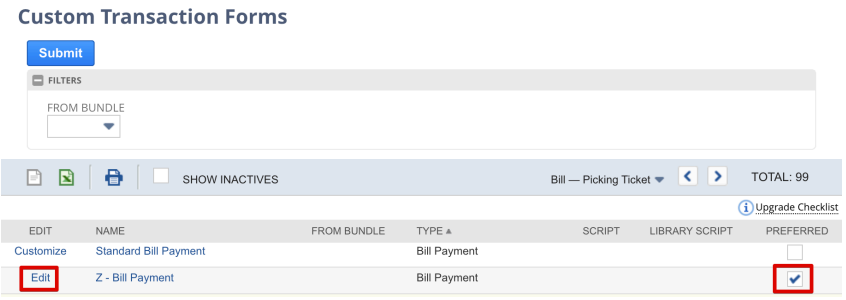
Department and Location fields on Bill form

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

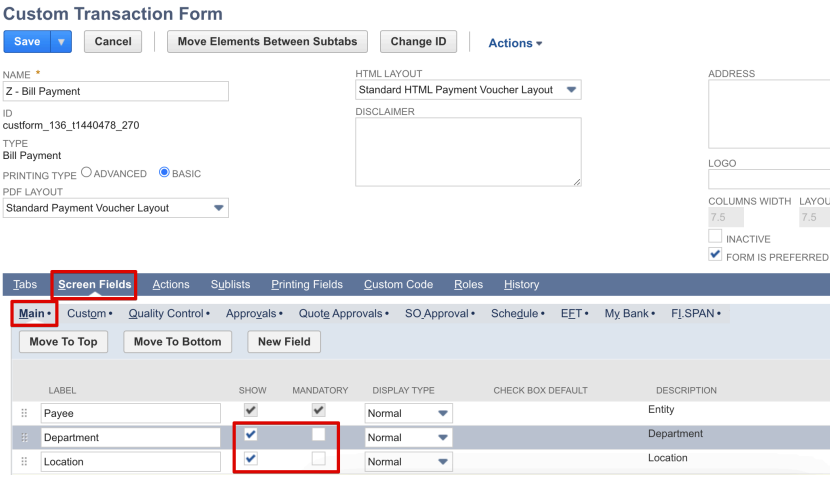
Navigate back to the Transaction Forms page, and click **Edit** beside the Bill Payment form you typically use and that is **Preferred**.



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.



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.

"At least one value must be present in checkTemplateCodes for the source bank account when using Checkprint Or Object attribute creditAmount is not of correct type"

If you execute a checkprint request using an account that is not set up for making checkprint payments you will see this error.

Options to deal with the issue:

1. If you would like to add check functionality to this account, reach out to your bank.
2. You can ask a customer support agent to check the SOWs/Enrolment forms we got from the bank to make sure we didn't make a mistake.
3. You can confirm which accounts are set up for checks with customer support and make payments with these accounts instea

Common Questions

This list provides answers to common questions that arise when using the Accounts Payable features in NetSuite.

Can I pay multiple invoices in one payment rather than making a payment for each invoice?

Yes, you can enable this feature by going into the Vendor, selecting **Edit**, and ticking the box for **Group Bills for Payment** under the Bank tab. This feature will group all selected bills for a single vendor into one lump sum payment.

Why does the Payment Status of a failed bill stay as Processing?

This **Processing** status can take between 3 to 4 business days to clear, even if the bill payment has failed. If the bill appears again on the Open Bills tab on the Pay Vendor Bills page, you may safely retry this bill payment.

Why is my bill still open in NetSuite even though I processed the payment and received no error message?

If your bill remains open after payment, check these potential causes:

- The required bundles, either the Entity Bank Details bundle (ID 323878) or NetSuite's Electronic Bank Payments bundle, may not be installed. Verify their installation status.
- Your current role might lack the permissions needed for the bank plugin or associated scripts. See the **Plugin Access Management** and **NetSuite Role Permission** steps in the **NetSuite → Plugin Setup → Installation** section of our website.
- You may be attempting to pay a bill that is locked because the relevant Accounting Period has already been closed.

To find out if the bill/account is locked:

1. Open the bill in question
2. Click the Open Bills tab
3. The bill will have a lock symbol on the top left corner if the bill is locked,

If the relevant Accounting Period is closed, you should reopen the Accounting Period by following these steps:

1. Go to **Setup → Accounting → Manage Accounting Periods**
2. Click **Edit** on the Accounting Period and enable the **Allow Non-GL Changes** option.

Your AP team might have some internal controls over the above Accounting Period steps.

Please refer to the **Failed Bills** page on the **NetSuite → Troubleshooting** section of this support site for more details.

How do I store my vendor payment information?

Download our free NetSuite bundle, Entity Bank Details (ID 323878). If you cannot find it on the Search & Install Bundles page, please reach out to our support team as you may need to be whitelisted.

Why doesn't my account appear in the Source Account drop-down menu on the Pay Vendor Bills page?

Applying this **Subsidiary** filter on the Pay Vendor Bills page impacts what Source Accounts are available, as the Source Accounts must be tied to the selected subsidiary. If no Source Accounts are linked to this subsidiary, no Source Account will be displayed.

"I don't see the payment I just sent in Host-to-Host. Why aren't they there?"

Payments are batched and sent to Host-to-Host at 10 minutes to the hour (xx:50). Please check again later.

"Do I need to transmit a Positive Pay file for bills paid using CheckPrint?"

No, bills paid using CheckPrint are automatically sent with Positive Pay confirmation.

"When will my checks be mailed?"

If your files are released by 8pm EST, the checks will be mailed on the next business day.

2.4.2. NACHA 2021 FAQ

Do these NACHA 2021 Data Security Rules apply to me?

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

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

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

Yes! utilizes a secure HTTPS connection protocol and completes 0Auth2 authentication with every request for data. This information is then sent from FISPAN to your bank via SSH File Transfer Protocol (SFTP).

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

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

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

2.4.3. Failed Bills

Error Message	Reason(s)	Solution
Vendor Bills remain in the Pay Bills screen after being paid. No failure message is displayed under the Failed Bills tab.	Locked Accounting Periods.	The plugin is respectful of Vendor Bills that are associated with Locked Accounting Periods prior to the installation of the Vantage Connect bundle. Navigate to Setup > Accounting > Manage Accounting Periods. Click on the closed period. Next, click on the "Allow Non G/L changes" checkbox and save your changes. This keeps the period closed while also allowing the plugin to execute a payment against the bill. Vendor Bills that are associated with an Accounting Period that is locked after the plugin has been installed, will not be impacted.
Payment request rejected because it failed uniqueness check. We suspect this is a duplicate payment.	If a Bill Payment has already been applied against the bill, but has been manually voided in NetSuite, this error will occur.	NetSuite will allow you to change update various data fields on the Vendor Bill, but you're unable to change the system generated BillID. To pay this Vendor through the plugin, you will need to create a new Vendor Bill.
Please enter value(s) for: Department, Class, Location, ...	Discrepancy between Bill form and Bill Payment form.	Ensure that the mandatory fields for both the Vendor Bill form and the Bill Payment form match, or remove these mandatory fields entirely. Click customize on each of the forms in the top right corner and ensure the fields under Screen Fields and Sublist Fields match for Department and Class.
Payment with overridden address cannot be processed. Please update the billing address fields while the override checkbox is unchecked in all the bills to be processed for this vendor.	Paying a bill to a vendor that has address override enabled	Navigate to the affected Vendor. Below the Address sub-tab, click on the pencil icon beside the address. In the new pop-up, ensure the "Override" checkbox is unchecked. If the payment is still failing after unchecking "Override", you may need to update the Bill. Navigate to the affected Bill and click "Edit". Below the Billing sub-tab on the Vendor Select drop-down, then select the same Address that you have previously unchecked "Override" on from the Vendor record. Click Save on this Bill, and retry the payment.
"Last attempt failed to deliver with error: FuseException: Failed to send payment status update to Netsuite with a 400 Response: ... "FAILED_BILL_PAYMENT_VOID", "message" ... Please enter value(s) for: `field` "	Payment failed and the plugin was not able to successfully void it due to a mandatory field on a journal form.	The `field` listed in the error message is a marked as a mandatory field on the journal form. This is commonly the `memo` field. Navigate to Customization → Forms → Transaction Forms. In the table, find your preferred Journal form and click "Edit". On the Custom Transaction Form page for your Journal, click on the Screen FIelds sub-tab.

Error Message	Reason(s)	Solution
		Find the `field` listed in the error message (e.g. `memo`) . Uncheck the "Mandatory" box and click Save.
"The bills you submitted have already been paid through the system. Please contact support if you need to resubmit these bills for payment."	The bill(s) contained in the payment are recognized in the system as previously paid. The status of those past payments in the system are either pending or completed. Thus, the payment was rejected to protect against accidental duplicate payments.	You have two options: • Submit a ticket via the support channel. Be specific and reference the vendor, time of the blocked payment, amount and Bill ID. The Support team will correct the past payment's status which will allow for you to submit the payments once again. • If you're unable to wait for the Support ticket to be resolved, you can create a copy of the blocked bill and submit the copy for payment.

"You have entered an Invalid Field Value XX for the following field: Account."

This error occurs when the bill(s) selected for payment are linked to a subsidiary that differs from the subsidiary linked to the NetSuite account used for the payment attempt.

Solution: To resolve this error, you will need to ensure that the subsidiaries for both the bills and the NetSuite account match during their payment run.

"You have entered an Invalid Field Value XX for the following field: XXX"

In other cases, where the **Account** is not mentioned, the error is typically linked to a specific field on the bill (e.g. you have entered an invalid field value for: **Class, Location, Department,** etc). In such cases, the **Class, Location,** and **Department** inputted on the bill is currently marked as **Inactive** in NetSuite. NetSuite will prevent the successful payment of a bill where something inactive has been entered on the bill.

Solution: To resolve this issue, you will navigate to the **Class**, **Department** or **Location** pages (depending on the error) in NetSuite, click **Show Inactive,** and temporarily mark the **Class**, **Department**, or **Location** listed on the bill active (by unchecking the **Inactive** box). Upon saving the changes, the customer can re-process their payments and then reset the information as **Inactive** again afterwards. There is no way around this error, even if the customer opts to no longer show the **Class**, **Location,** or **Department** field on their bill, as NetSuite will still store this information on the bill, producing the same error again.

"You have entered an Invalid Field Value XX for the following field: Vendor."

In this case, NetSuite is preventing payment because the vendor is currently marked as **Inactive**.

Solution: To resolve this, simply uncheck the **Vendor is Inactive** box on the vendor record to make the vendor active again and retry the payments.

2.4.4. Supported Versions (NetSuite)

NetSuite ERP System Versions

NetSuite delivers two new versions a year, 20XX.1, 20XX.2. These updates are applied automatically to your NetSuite environment over a rolling period of a few months. Specific timing is determined by NetSuite.

The current NetSuite version is supported by your bank bundle. During the rollout of a new version (e.g., 2023.1), the previous version (2022.2) will continue to be supported until NetSuite has rolled all users onto the newest version.

We review every iteration of release notes published by NetSuite to ensure your bank bundle continues to work as intended.

NetSuite OneWorld vs. non-OneWorld

There are two editions of NetSuite: NetSuite OneWorld and non-OneWorld.

NetSuite OneWorld supports Subsidiaries while non-OneWorld versions do not. There does not appear to be a label anywhere specifying whether your NetSuite environment is on OneWorld. The easiest way is to navigate around NetSuite in search of a **Subsidiary** field. If one exists, you are on the OneWorld edition.

Your bank bundle is intended to be used on NetSuite OneWorld editions; however, some users have had success with non-OneWorld editions.

The following features are known to be incompatible with non-OneWorld editions as they require Subsidiaries to be enabled:

- Account Transfers

2.4.5. Managing Security Tokens (NetSuite)

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

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

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

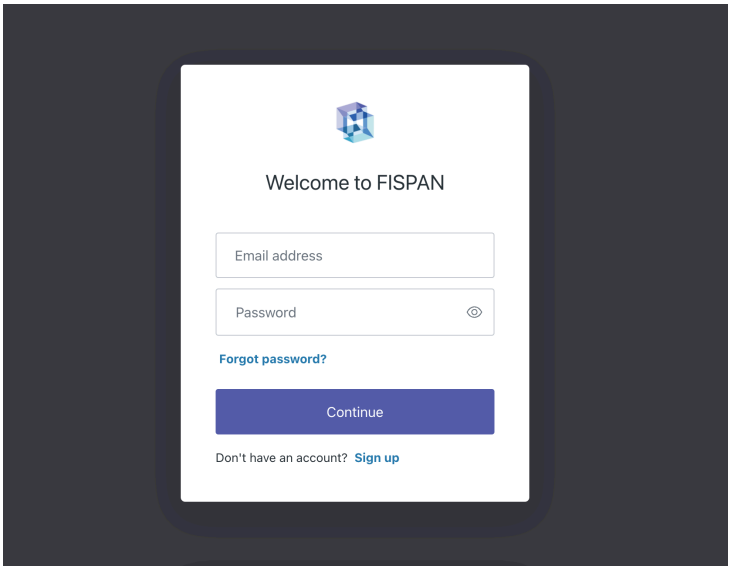
If you run into trouble, you can schedule a troubleshooting call or reach out to our support team using the **Contact Us** link in the library on the left.

Reactivate the NetSuite Connection

1 Log in to

Log in to using one of these links:

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

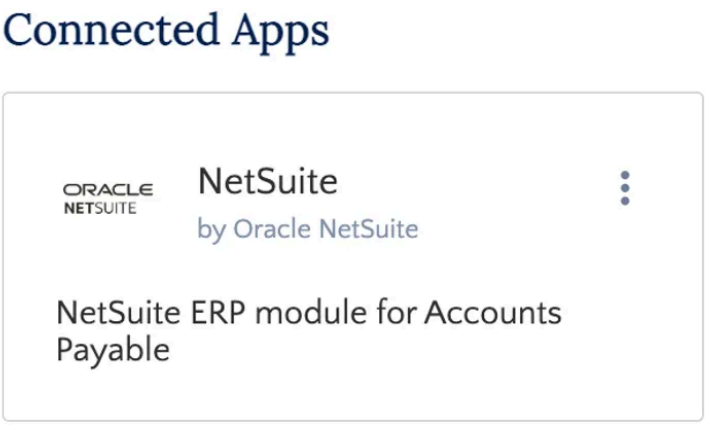


Portal Login Page

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.

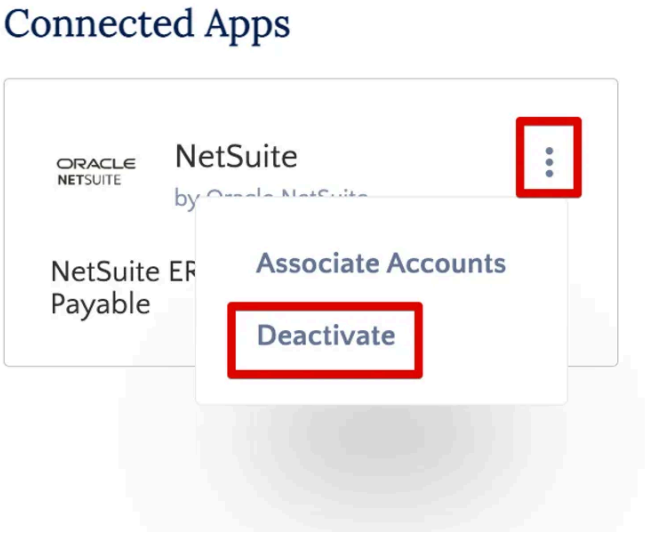
2 Deactivate the NetSuite Connection

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



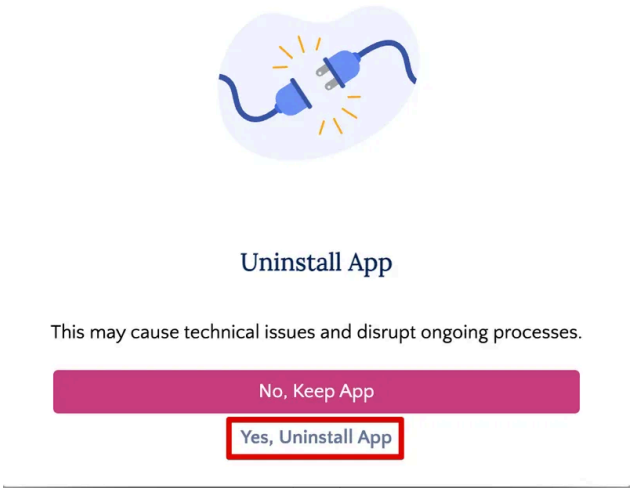
NetSuite message box with Icons listing the Connected Apps

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



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.

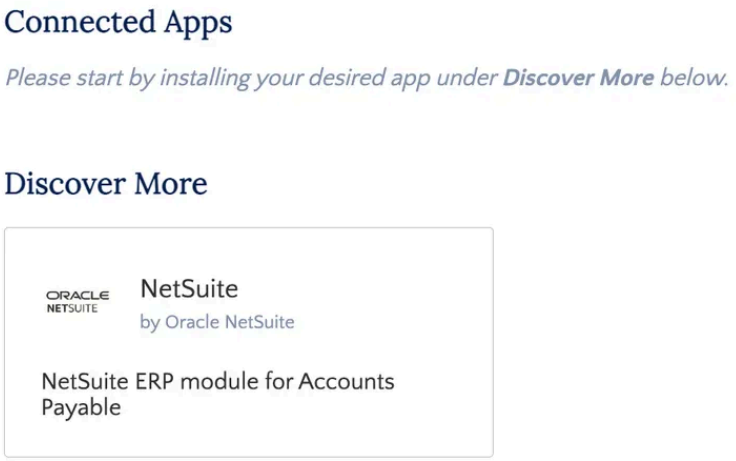


Click "Yes, Uninstall App"

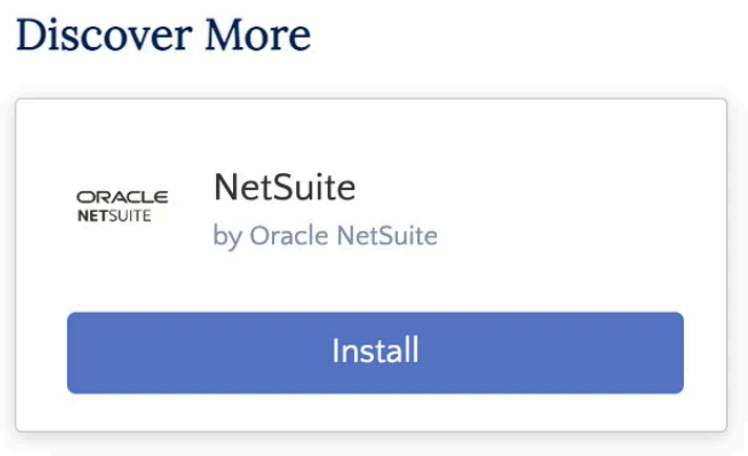
After clicking **Yes, Uninstall App**, NetSuite will disappear from the Connected Apps section of the page and appear in the Discover More section.

3 Reactivate the NetSuite Connection

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



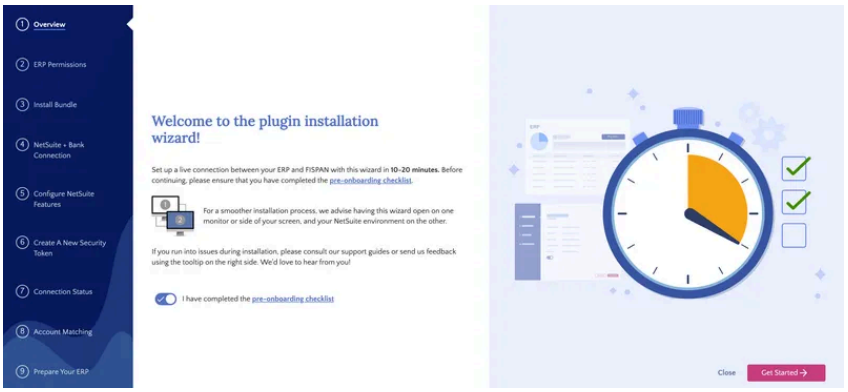
NetSuite message box with Icons listing connected apps and others grouped under Discover More



Click "Install"

4 Proceed through the Installation Wizard steps

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

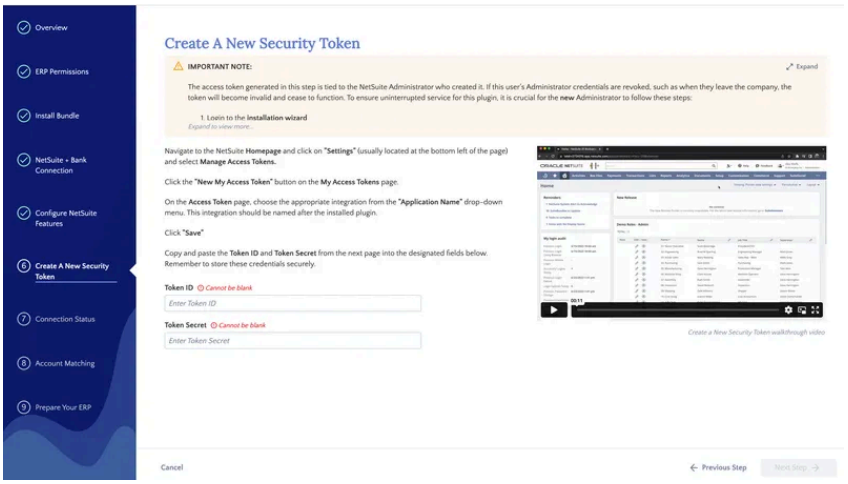


Welcome to the plugin installation wizard!

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.



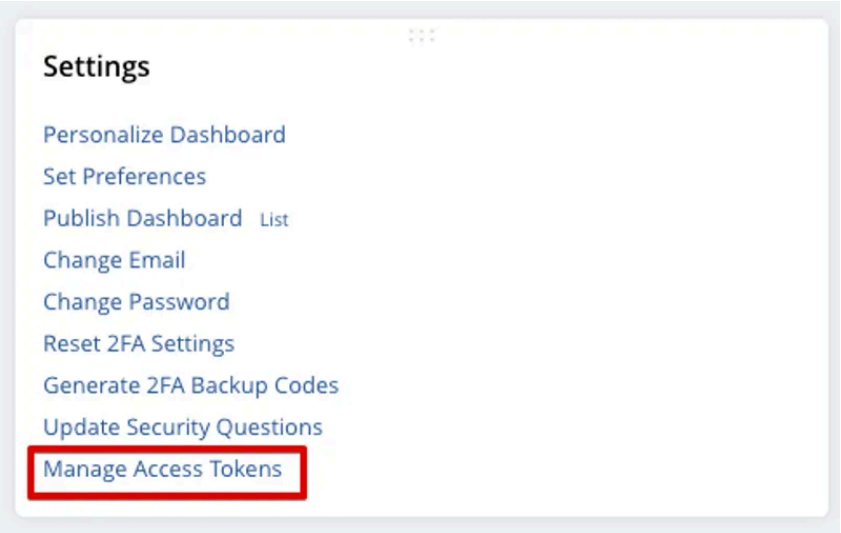
"Creating a New Security Token" page

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

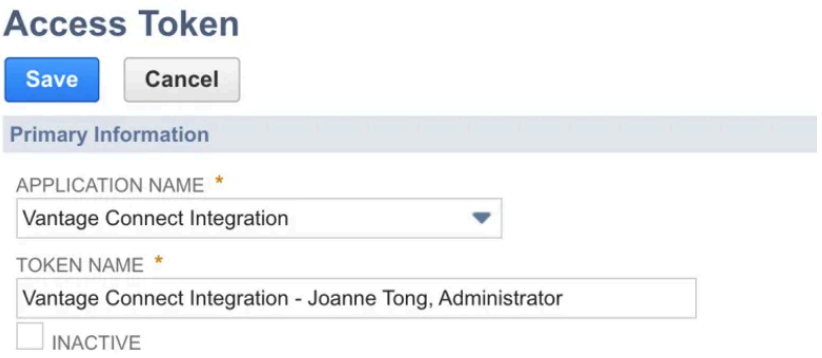
On the **Access Tokens** page, the application must be defined using the **Application Name** dropdown. The application for your bank plugin was created automatically when the plugin was installed.



Use Application Name Drop-down

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

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



Save Access Token

Verify the Connection Status

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

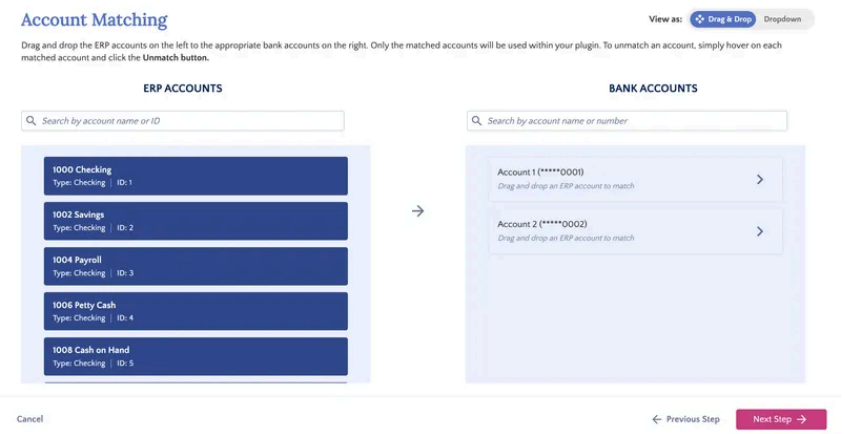


Green circle with white check mark

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

Save and Finish the Installation Wizard

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



Account Matching Step

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

Your security tokens have now been updated.

/Netsuite - creating a new

2.5. Release Notes

2.5.1. Release Notes (NetSuite)

To learn how to update your bundle, visit: **Updating the Bundle (NetSuite)**

Also see: **Entity Bank Detail Release Notes**

2026

> **NOTE:** These updates are part of our July 2026 release. While you may see these features documented in our guides earlier, please note that all changes will officially go live on **July 15, 2026.**

July 2026

2026.7.0 - July 15, 2026

Improved Enhanced onboarding wizard.

Improvements

We've updated our onboarding wizard with new setup steps for automated workflows and approvals.

New users will now see two additional steps during initial setup:

- **Step 11: Set Up Approval Rules:** Configure and customize your payment approval workflows during onboarding to ensure compliance and control from day one.
- **Step 12: Enable Bank Feeds:** Seamlessly connect your bank accounts during setup to automatically sync transactions directly into your ERP, eliminating manual data entry.

> **NOTE:** These new steps apply exclusively to new users going through the onboarding process for the very first time.

June 2026

2026.6.3 - June 25, 2026

Fixed Addressed and resolved a minor deployment issue.

2026.6.0 - June 10, 2026

Added Introducing Sandbox Checklist.

Improved Enhanced NetSuite-themed experience.

New Features Added

We're excited to introduce the **Sandbox Checklist via the Portal**, a guided, self-serve onboarding experience built directly in the FISPAN Portal to help clients get the most out of their Sandbox environment. The Sandbox Checklist is a structured list of post-onboarding sandbox checklist that guides clients through the plugin. This allows them to gain immediate clarity on the next steps once they are onboarding. It eliminates the guesswork by giving clients a clear, prioritized path through FISPAN's core capabilities, at their own pace.

Key Benefits and Highlights

1. **My Journey Tab**

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

2. **Automated Task Completion**

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

3. **Tailored to Your Bank's Products**

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

4. **Learn More Redirect**

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

Improvements

We've enhanced the plugin experience with a refined user interface designed to create a more seamless and consistent experience across systems. Driven by customer feedback, these enhancements improve usability and navigation, seamlessly matching the native NetSuite interface, while maintaining the workflows users know today. This release includes visual updates only; no functionality or processes have changed.

May 2026

2026.5.3 - May 15, 2026

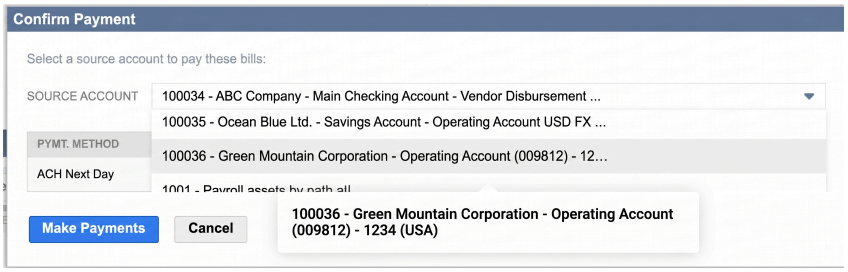
Fixed Minor system updates to ensure seamless payment approvals.

2026.5.0 - May 13, 2026

Fixed Enhance bank account name tooltips on the Pay Bills page.

Improvements

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



Confirm Payment Pop-up

April 2026

> **Note:** These updates are part of our April 2026 release. While you may see these features documented in our guides earlier, please note that all changes will officially go live on **April 15, 2026.**

2026.4.0 - April 15, 2026

Improved Bank Feeds Update for NetSuite 2026.1.

Updates

We have enhanced our Bank Feeds integration to fully support the new custom scheduling and transaction import features in NetSuite's 2026.1 release. During initial account setup, you can now independently select a custom start date to automatically sync up to 60 days of historical transactions. This update eliminates our previous "tomorrow onwards" restriction, meaning you no longer need to contact Support to backfill past data. Additionally, our service seamlessly responds to NetSuite's new custom scheduling, ensuring your data imports exactly when you need it. For clients still operating on NetSuite 2025.2, our system will automatically sync up to the last 60 days of historical data by default upon connecting.

March 2026

2026.3.0 - March 11, 2026

Improved General improvements.

Improvements

General improvements and bug fixes.

2026.2.1 - March 02, 2026

Fixed Positive Pay subsidiary field update.

February 2026

2026.2.0 - February 11, 2026

Improved General improvements.

Improvements

General improvements and bug fixes.

January 2026

2026.1.0 - January 14, 2026

Improved Advanced NetSuite environment insights.

Improvements

To ensure the ongoing stability of our NetSuite integration, we have introduced enhanced performance monitoring. This allows our team to proactively maintain the plugin and resolve technical hurdles before they impact your workflow. By understanding how our plugin performs in your environment, we can optimize stability and ensure a seamless experience for your team.

2025

December 2025

2025.12.1 - December 10, 2025

Added Check delivery codes are now available.

New Features Added

You are now able to select a **check delivery method** on a per-vendor basis. This new feature enhances flexibility in vendor payment processes, providing you with greater control and customization options for check payments.

The following options are supported by the plugin:

- US regular mail
- Return to Client via FedEx Next Day AM
- Return to Client via FedEx Next Day PM
- Return to Client via FedEx Two Day
- Return to Client via FedEx International
- FedEx Next Day AM
- FedEx Next Day PM
- FedEx Two Day
- FedEx International

- Return to Client UPS Next Day 10:30AM
- Return to Client UPS Prepaid Next Day PM
- Return to Client UPS Two Day PM
- Return to Client via UPS International
- UPS Next Day 10:30AM
- UPS Prepaid Next Day PM
- UPS Two Day PM
- UPS International

October 2025

2025.10.0 - October 15, 2025

Improved

We've made an improvement to the visibility of bills and transactions that require attention. The "Failed Bills" Tab on the payments page and the "Failed Transactions" Tab on the history page are now displaying all relevant items correctly. This enhancement ensures you have a comprehensive and accurate overview of all bills and transactions that may have previously had a validation issue, allowing for easier tracking and management.

September 2025

2025.9.0 - September 10, 2025

Added

You may now see that the Payment Approvals product is available with your ERP. Please note, this product is currently in a pilot phase. To inquire about being added to the pilot, please reach out directly to your Bank Representative.

August 2025

2025.8.0 - August 13, 2025

Fixed

We've resolved an issue where the payment method labels weren't displaying correctly in the "Confirm Payment" pop-up. Now, the pop-up accurately reflects the payment method you've selected, ensuring a more consistent payment experience.

Improved

We've improved the clarity of payment cancellation notifications. When a payment cancellation is unsuccessful, the system will now provide more specific and informative messages, helping you understand the reason for the failure. This enhancement ensures you have the necessary details to take appropriate action, leading to a smoother and more efficient payment management workflow.

July 2025

2025.7.0 - July 16, 2025

Improved

We've improved the History Page for clearer payment tracking. The Paid Date now accurately reflects the original payment initiation date and no longer updates with status changes. After the plugin update, only new payments will show their original paid date; previous payments won't be revised.

We've also renamed the Created Date column to Bill Date to precisely indicate when the bill was created, offering a more reliable and intuitive view of your payment history.

June 2025

2025.6.0 - June 11, 2025

Improved

We have renamed all references to BAI Code to Transaction Code in the Balances & Transactions section and the Transaction Details pop-up. This change helps us better support global clients and aligns with industry standards.

Improved

We have updated the Payment Cancellation History page. You'll now see clearer and more distinct labels, providing more precise statuses when reviewing and filtering your payment cancellations.

May 2025

2025.5.3 - May 20, 2025

Fixed

We addressed and resolved the deployment issue.

2025.5.0 - May 14, 2025

Fixed

We fixed an issue on the Positive Pay page where selecting a filter unintentionally applied an additional two-weeks date filter. This automatic default date filter has now been removed. Users can now apply filters without the unexpected addition of a default date range.

Improved

We have improved the Payment Confirmation pop-up to display user-friendly Payment Methods. This change makes the payment initiation process easier to review and understand.

Improved

We have updated how email addresses are used for Virtual Card Payments. The system will now only use the first email address you provide in the dedicated plugin email field for sending payment details. This means the standard/default email field in NetSuite won't be used for sending Virtual Card Payments details.

You'll find this specific field under the Vantage Connect sub-tab on the vendor page, labeled "Vantage Connect Payables Email Address (Only One Email supported)," indicating that only a single email address is supported for Virtual Card Payments.

Added

You may now see the ability to add Wire as a Payment Method under the Vantage Connect sub-tab in your vendor profile. This feature is not yet live for use by clients, however it will be available in the coming months to support your domestic payment needs.

Added

We are excited to announce support for paying Employee Expense Reports through the Vantage℠ Connect plugin in NetSuite. This new feature streamlines the payment process for Employee Expense Reports, enabling clients to make expense reports payments from within their NetSuite environment.

Pay Expense Reports Page
Clients can now access the Expense Reports page by navigating to Vantage Connect Plugin → Payments → Expense Reports. This page allows clients to submit payments for Employee Expense Reports, similar to the existing process for paying Vendor Bills. Only approved Expense Reports will be displayed and available for payment on this page. All payment rails that are available for vendor payments will also be available for expense reports. Employee banking information can be added to the Entity Bank Details bundle to facilitate payments.

Payments History Page
The Payments History page now includes a view of all paid Vendor Bills and Expense Reports. Clients can easily filter between Bills and Expense Reports to find the relevant bills and expense reports.

Added

You may now see the ability to add Check as a Payment Method under the Vantage Connect sub-tab in your vendor profile. This feature is not yet live for use by clients, however it will be available in the coming months to support your domestic payment needs.

For more details on how to access the Expense Reports module, please refer to our Product Guide:

Employee Expense Reports (NetSuite)

April 2025

2025.4.0 - April 9, 2025

Fixed

We resolved an issue where certain bills were missing from the Apply Bill Credits pop-up. This update ensures all bills meeting certain criteria are now visible, streamlining the process of applying credits to your vendor bills.

Fixed

Previously, custom date filters were not working on the Pay Vendor Bills page, preventing users from filtering open bills. This has been fixed. You can now use custom date filters on the Pay Vendor Bills page to filter your open bills.

Improved

To ensure consistency, all custom fields have been renamed to align with "Vantage Connect." This change standardizes naming for all fields related to the Vantage Connect plugin.

March 2025

2025.3.0 - March 12, 2025

Fixed General bug fixes and improvements.

February 2025

2025.2.0 - February 12, 2025

Fixed General bug fixes and improvements.

January 2025

2025.1.0 - January 15, 2025

We’re excited to introduce a new feature that allows clients to apply bill credits directly from the Pay Vendor Bills page. This enhancement optimizes your payment process, offering greater control, flexibility, and efficiency in managing your accounts payable workflows.

Key Features:

Added

* Real-Time Bill Credit Application: Clients can now apply bill credits in real-time directly from the Pay Vendor Bills page. This streamlines the payment process and enables bill credits to be applied at time of payment.
* Precise Credit Management: The feature allows clients to apply bill credits per currency, per vendor, and across different A/P accounts. This functionality ensures credits are managed effectively according to your specific accounting workflows.
Application Methods: We offer two methods for applying bill credits:
* Auto-Apply: The Auto-Apply function simplifies the process by automatically applying the available bill credits to the open bills, applying available bill credits in order of due date, starting from the oldest moving to the newest.
* Manual Apply: The Manual Apply function allows clients to select specific bill credits and determine the amount to apply to particular bills, giving them precise control over the allocation of bill credits.
This feature works smoothly with bill credits and discounts that are natively applied within the bill.

For more details on how to use the new Bill Credits Application feature, please refer to our Product Guide: https://support.fispan.com/vantage-connect/applying-bill-credits-during-payment

Added The discount on the Pay Vendor Bills page is now calculated based on the Original Amount of the bill. This update ensures that the discount calculation is in alignment with standard accounting practices, providing greater accuracy and consistency in your vendor payments.

Fixed Fixed an issue on the Balances and Transactions page where the "Last Updated" information was not reflecting the correct sync time for intraday and previous day balances. This fix ensures that the "Last Updated" now reflects the correct sync time, ensuring improved visibility to your bank account data.

Fixed We've resolved an issue in the Confirm Payment pop-up where the bank accounts in the source account drop-down were partially hidden when only one payment method was selected. This fix ensures that the source account drop-down is fully visible and displays all bank accounts, regardless of the number of payment methods selected.

Fixed We've resolved an issue where the plugin was displaying inconsistent currency formats across pages. This fix ensures that all pages now adhere to the user's preferred currency format, providing consistency and accuracy throughout the plugin.

2024

2024.12.0

December 11, 2024

Fixed — General bug fixes and improvements.

2024.11.0

November 13, 2024

Fixed — Fixed an issue on the Balances and Transactions page where inconsistent date formatting caused the Transaction Details pop-up to break. This fix ensures that clients can now access and view the Transaction Details pop-up.

2024.10.0

October 16, 2024

Improved — The discount on the Pay Vendor Bills page is now calculated based on the Amount Due, aligning with native NetSuite behavior and adhering to standard accounting principles. This update replaces the previous calculation method, which was based on the Original Amount, ensuring more accurate and consistent discount applications across your vendor payments. You will still have the flexibility to modify the calculated discount as needed, streamlining the payment process while enhancing efficiency.

2024.9.0

September 11, 2024

Fixed — Previously, the Amount Due value in the Confirm Payment would be incorrect when one of the bills has discounts or credits applied. This issue has been resolved so that the Amount Due field displays the total original amount due for all selected bills without any discounts or credits applied. The Total to Pay value will reflect the final payment value which may be reduced by credits and discounts.

2024.8.0

August 14, 2024

Improved — The "Balance of Date" field in NetSuite's Match Bank Data module now provides a more accurate date. This update resolves the issue where incorrect dates were returned when an account's balance information was unavailable.

Added — The Bank Feeds product now has support for an extended list of BAI codes (458 and 158). This change will help minimize the need to manually add transactions with unsupported BAI codes and reduce errors caused when transactions with these codes are pushed into Netsuite.

Fixed — The Balances and Transaction page will now filter out accounts with no balances. The issue causing this functionality to stop working has been resolved.

2024.7.0

July 17, 2024

Added

Bank Feeds parser is renamed to provide clarity to clients as to which parser they are utilizing. FISPAN encourages all clients to migrate to the new Bank Feeds parser. The legacy bank feed parsers will now be named to Wells Fargo Vantage Connect BAI2 Trans Feeds [Old] and Wells Fargo VantageSM Connect CSV Trans Feed [Old]. Clients who utilize the legacy bank feed product or the new bank feed product will have no impact on their current connectivity.

Here is the guideline on migrating bank feeds:
https://support.fispan.com/vantage-connect/migrating-bank-feeds-netsuite

2024.6.0

June 12, 2024

Fixed

Support for 1000+ Bank Accounts on the Balances Page
Fixed an issue on the Balance page where no accounts were displayed for clients with over 2000 accounts. The plugin now shows only the matched accounts from the FISPAN platform, ensuring all relevant accounts are shown.

2024.5.0

May 15, 2024

Added

We've made improvements to the notification system, specifically for updating payment statuses after processing payments from the Pay Bills page. These enhancements ensure that notifications are delivered with greater speed, allowing you to receive important updates promptly.

Fixed

We've resolved an issue where the Last Updated date for bank balances on the Balances and Transactions page didn’t reflect the actual bank sync time. With this fix, the Last Updated date now accurately reflects the latest bank sync time and timestamps are consistent.

Fixed

We've addressed an issue on the Pay Bills page where the Payment Method column sorting wasn't functioning correctly. With this fix, the Payment Method column can be utilized to sort bills accurately.

Fixed

We've resolved an issue where incomplete transactions caused errors when clicking the "View" button on the Transactions page. With this fix, you can now view transaction details even if data is missing and the page will remain functional.

2024.4.0

April 10, 2024

Added

The new Bank Feeds Service has been updated to handle large transaction volumes (1000+) more efficiently, minimizing the risk of timeout errors. This improvement doesn't affect client experience; clients can still pull in transactions as they normally would without any changes. There is no impact to users on the Legacy Bank Feeds.

2024.3.0

March 13, 2024

Added

We're introducing the latest enhancement: the new Bank Feeds product for the Vantage Connect NetSuite bundle!

Key Features and Benefits:

* Easy Setup: Get up and running within minutes! Say goodbye to the time-consuming process of creating a Format Profile for every bank account – you can now map ALL your accounts in a single Format Profile.
* Reduced Duplicate Transaction Risks: Minimize the likelihood of accidentally selecting and importing duplicate transactions.
* Enhanced Transaction Details: Enjoy a richer set of transaction details and increased data availability, ensuring a smoother reconciliation experience.
* Additional Balance Reporting: The Match Bank Data page will now display your bank balance.

To leverage the new Bank Feeds product, follow these steps:

* Update Your Bundle: Ensure you have the latest version of the Vantage Connect bundle installed.
* Setup Guidance: Refer to our setup guide for step-by-step instructions on using the new Bank Feeds product. https://support.fispan.com/vantage-connect/enabling-bank-feeds
* Need Assistance? Book a guided session with our support team to walk you through the setup process.

Fixed

Implemented a fix where the screen goes blank after clicking “View” on a pending transaction on the Balances & Transactions page. Clicking “View” will now populate the Transaction Details window as expected, but as the transaction is pending most fields will remain empty until they have settled.

Fixed

Leading zeroes for check numbers have been removed from Wells Fargo bank transaction data.

2024.2.0

February 14, 2024

Fixed

General bug fixes and improvements.

2024.1.0

January 17, 2024

Improved

Improvements were made to vendor bills export on the Pay Vendor Bills page so that column headers in the CSV file now align with default column headers on the Pay Vendor Bills page. A future version will include customized columns in the export!

2.5.2. Entity Bank Detail Release Notes

To learn how to update the Entity Bank Details bundle visit: **Update Entity Bank Details Bundle**

2026

> **NOTE:** These updates are part of our July 2026 release. While you may see these features documented in our guides earlier, please note that all changes will officially go live on **July 15, 2026.**

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.

May 2026

2026.2.0 - May 13, 2026

Added Added support for additional currencies and country-specific data fields for testing purposes.

Improvements

We've added support for additional currencies and country-specific data fields, such as **Purpose of Payment** and **Purpose Codes**, for testing purposes.

February 2026

2026.1.0 - February 11, 2026

Improved IBAN updates for international transactions.

Added Added support for additional currencies and country-specific data fields for testing purposes.

Added Added additional payment purpose codes for testing purposes.

Additions

IBAN validation has been improved to better support Guernsey, Guyana, and Isle of Man, providing greater accuracy for international transactions.

Added additional payment purpose codes for testing purposes for payments to Canada, Hong Kong, Israel, Singapore, and the United Arab Emirates.

2025

October 2025

2025.8.0 - October 15, 2025

Fixed General improvements and bug fixes.

September 2025

2025.7.0 - September 10, 2025

Improved General improvements and bug fixes.

July 2025

2025.6.0 - July 16, 2025

Improved Our improved Approval Workflow now prevents unauthorized changes to Entity Bank Details Records. When approvals are enabled, any modifications made to the Entity Bank Details record outside of the plugin will be blocked. If approvals are disabled, native record changes will proceed. This update ensures all native modifications are now captured for better traceability.

May 2025

2025.5.0 - May 14, 2025

Improved We have enhanced the Account Number field to ensure greater accuracy in payment processing. The system now prevents the entry of special characters (like &, *, @, -, /), letters (A-Z), and spaces. When entering your account number, only numbers will be accepted, preventing potential payment failures and ensuring smoother transactions.

April 2025

2025.4.0 - April 9, 2025

Fixed Previously, some fields on the Entity Bank Details record were not aligned when scrolled through the page. This has been fixed. Consistent alignment is now in place across the fields, improving user experience.

March 2025

2025.3.0 - March 12, 2025

Fixed General improvements and bug fixes.

February 2025

2025.2.0 - February 12, 2025

Added The ability to add Intermediary Bank Details is now supported in the Entity Bank Details bundle for selected bank partners. At this time, Wells Fargo Bank does not support this functionality. If you are interested in this feature, please add a feature request here: https://portal.productboard.com/fispan/4-fispan-feature-request-portal

January 2025

2025.1.0 - January 15, 2025

Fixed We've resolved an issue on the Entity Bank Details History Page where clicking on subsequent Entity Bank Details record links would always navigate to the first clicked record. This fix ensures that each link now correctly navigates to its respective record.

Fixed Fixed an issue on the Entity Bank Details Overview page where only auto-generated numbers for vendors or employees were displayed in the "Vendor/Employee Name" column. A new "Vendor/Employee ID" column has been added to display the actual ID, while the "Vendor/Employee Name" column now correctly displays the name, increasing visibility to your Vendor/Employee information.

2024

2024.8.0

December 11, 2024

Added Added support for storing payment information for the following countries: Albania, Barbados, Bosnia & Herzegovina, Chad, Central African Republic, Equatorial Guinea, Gabon, Democratic Republic of Congo, Ghana, Jamaica, Liechtenstein, Tanzania, Guinea-Bissau and Uganda.

Fixed Fixed an issue on the History Page where some entity bank detail records were not appearing. This fix ensures that all records are now displayed correctly, providing complete visibility to any changes, deletions or additions made.

2024.7.0

November 13, 2024

Fixed — Previously, the export file for the Entity Bank Details History page was missing the "Modified By" and "Reviewed By" columns. This issue has been resolved, and the export file now includes these columns, ensuring clients have complete auditability and transparency over changes made to Entity Bank Details records.

2024.6.0

September 11, 2024

Fixed — Resolved an issue that caused fields such as IBAN, Purpose of Payment and Receiving Bank Address to not be displayed on the Approval pop-up. This issue has been fixed so now approvers can see a complete list of changes made to a bank account when approving changes.

2024.5.0

August 14, 2024

Added — The Purpose Code field for Malaysian international payments in the Entity Bank Details Bundle has been updated. It now requires 5 digits instead of 7.

Added — We have removed the required field designation for the Purpose of Payment and Account Number fields in the Entity Bank Details bundle for Switzerland international payments.

2024.4.0

July 17, 2024

Added — Users who modify records on the Entity Bank Details Approvals and History pages will now be labeled as 'Modified By'. This enhancement helps clients easily identify who made changes to EBD records.

Fixed — Previously, there was a bug where the Modified By and Approval user names appeared the same on the History Page after changes were approved or rejected. This issue has now been fixed, ensuring that the correct user names are displayed for each action.

Fixed — When updating a record in Entity Bank Details, there is the option to set a bank account as the primary account used for payments for that vendor. However, on the Approvals page, the ability to approve this selection contained a bug. This issue has been resolved to allow approvers to confirm the changed primary record.

Fixed — Previously on the Entity Bank Details Approvals page, records that were reviewed continued to be accessible after they were approved or rejected. This issue has been resolved so that once records have been reviewed, clients will no longer have the option to navigate back to these records.

2024.3.0

June 12, 2024

Added

The Entity Bank Details bundle now supports approvals. This feature aims to prevent unauthorized changes to entity bank account details, ensuring your company's financial transactions remain secure.

Key Features:
* Enable/Disable Approvals: You can now toggle approvals on or off for EBD changes. However, approvals cannot be turned off if there are any pending approvals.
* Single Approval Process: Any change to the EBD must be approved by a different user. For example, if User A makes a change, it must be approved by User B or User C.
* EBD Interface and Import/Export Changes: Approvals can be applied to changes made directly through the EBD Interface or via the Import/Export functionality. You can also toggle the Import/Export functionality on or off depending on your organization's needs.
* Payment Blocking: Payments to vendors or employees with pending approvals will be blocked until the necessary approvals are obtained.
* Approval History: The History page now includes a record of all approvals, providing greater transparency and auditability. This history log can also be exported for your records.

For more information on using the new Approvals feature and any required permissions, please refer to our user guide or contact our support team.
https://support.fispan.com/vantage-connect/entity-bank-details-approvals

Fixed

Previously, the Entity Bank Details History page and Export would not respect your subsidiary and would show data across subsidiaries. This has been resolved and you will now only be able to see history records and export data that belongs to a subsidiary or the subsidiaries to which you have access.

2024.2.1

March 19, 2024

Patch release to address an issue in 2024.2.0 version with the Entity Bank Details, Settings RESTlet (customdeploy_fispan_vbd_settings_r) and the "Set Up Company (Level: View)" permission becoming required for anyone wishing to access the Overview page of the Entity Bank Details bundle.

Fixed

This RESTlet is now enabled for all users by default as it is necessary for a future release. Access to the Overview page is unchanged, and is still controlled by the Entity Bank Details, Overview (customdeploy_fispan_vbd_overview) Suitelet.

The "Set Up Company (Level: View)" permission must be added to a Role as this RESTlet now accesses the Company Information record. This is a required permission.

2024.2.0

March 13, 2024

Fixed

A small styling update has been made to the Vendors and Employees tab design at the top of the page. The “View” column has been renamed to “Actions” and has been moved to the far right column. Each row in this column displays a “View EBD Record '' hyperlink, linking to the EBD record.version.

2024.1.0

January 17, 2024

Fixed

Additional fixes to catch any undefined or null values were applied to the Entity Bank Details History page that prevented users from generating a CSV export file. This is in addition to fixes made in the previous 2023.12.0 version.

3. Intacct

3.1. Plugin Setup

3.1.1. Pre-Onboarding Checklist (Intacct)

Prior to joining an onboarding call, please follow the steps below to ensure that the installation process runs smoothly. Any missed steps may result in the onboarding call being cancelled and rescheduled to a later time.

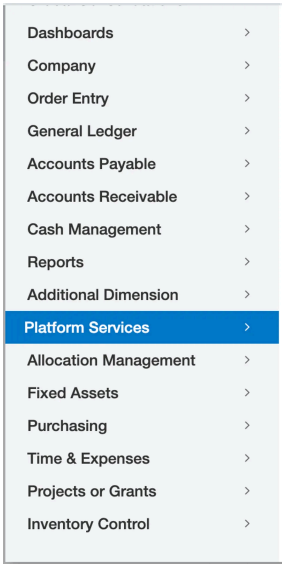
Bring a Sage Intacct Administrator

Our onboarding calls require a Sage Intacct Administrator to be present, as they will need to enable a number of settings, create a web service user, install the plugin, and assign various permissions.

Enable Platform Services

Ensure that the Platform Services module has been enabled on your Sage Intacct environment. This module allows third-party applications, such as the to be installed in your Sage Intacct environment.

The administrator of the ERP should see **Platform Services** on the menu bar.



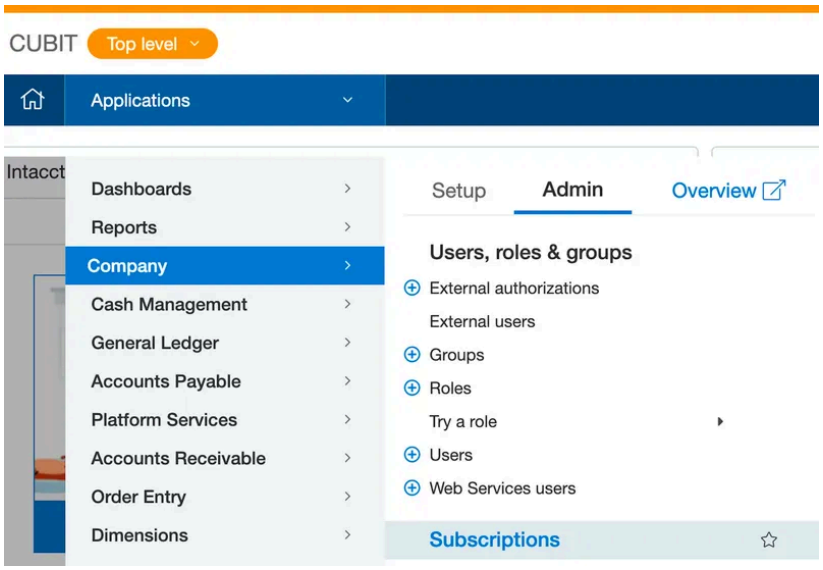
Platform Services enabled

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.

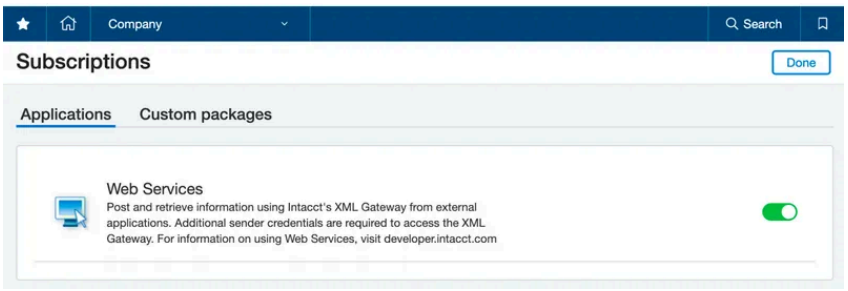
1. Go to **Company → Admin tab → Subscriptions**.



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

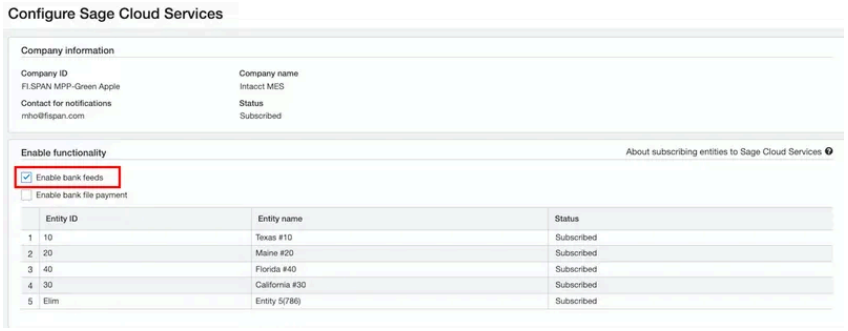
Enable Banking Cloud

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.



Enable Bank Feeds

4 Then select **Save.**

Enable ISO Country Codes

1 Go to **Company**.

2 Under the **General Information** section, confirm that **ISO Country Codes** is checked.



Enable ISO Country Codes

3 Select **Save**.

Disable Payment Approvals Inside Intacct

The plugin does not support Payment Approvals inside Intacct. If you leverage Intacct's payment approval currently, we strongly recommend moving that process inside the bank approval portal.

Continuing to use that process increases the chances that a bill stays open inside Intacct even though it has been paid already. Navigate to the **Intacct Approval Process (Informational)** section of the product guides for more information.

Confirm Sandbox Testing

> **TIP:** Speak with a if you do not wish to enable a Sage Intacct Sandbox environment.

All users moving into Production can test the bank plugin in a Sage Intacct Sandbox environment alongside any customizations or third-party plugins, or applications. This will ensure a smoother transition onto the bank plugin and help avoid any future disruption to service.

Please refer to the **Sandbox Checklist (Intacct)** page for a number of suggested scenarios to test.

> **NOTE:** After completing the prerequisites, proceed to Step 1 in the installation guide to begin installing the plugin.

Review Custom Fields

The plugin requires at least 14 custom fields to be available to install within Intacct. Please ensure you have at least 14 available custom fields to successfully install the plugin.

This requirement is due to Intacct's limit of 100 custom fields. If further support is needed in identifying which custom fields can be removed, clients should reach out directly to their Sage Consultant. Their consultant can provide guidance on the purpose of each field and whether it can be deleted.

To review your current custom fields:

1. Navigate to **Platform Services → Custom Fields**
2. Check the existing fields under **Object: AP Bill**.
3. Identify any unused or redundant fields that can be deleted.

Support for Console Environments

The plugin's full functionality is not currently guaranteed for clients operating within a Multi-Entity Distributed Console or any form of console environment.

Confirm Hardware & Software Requirements

Browser support (minimum versions):

- Chrome: 65
- Firefox: 66

- Safari: 12
- Edge: 79

Operating systems (minimum versions):

- Windows 7
- macOS - El Capitan

Minimum screen resolution:

- 1200×800px

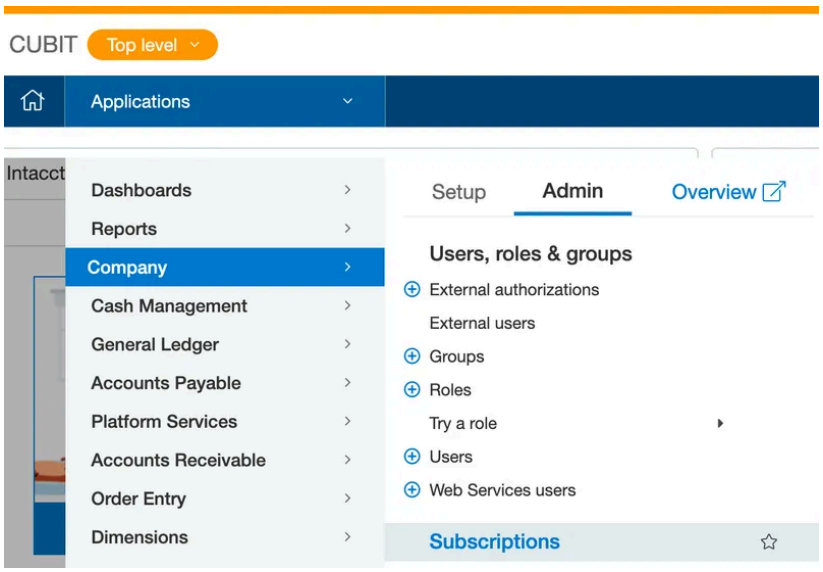
3.1.2. Installation

3.1.2.1. Step 1: Enable Web Services

To get started, please contact your Sage Intacct Account Manager to enable Platform Services on your account.

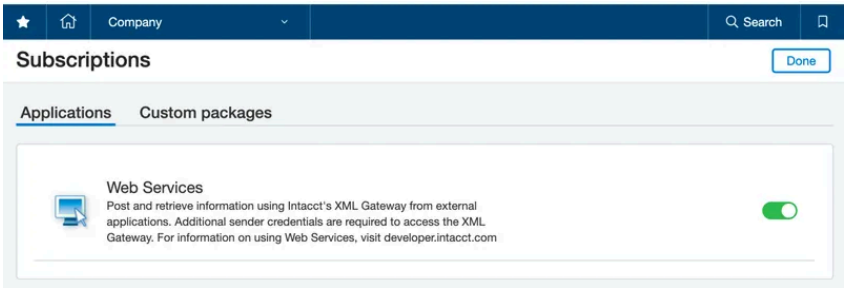
Once you have done so, follow the steps below to enable the Web Services feature on your Sage Intacct account. This is required by Intacct to install a third-party application.

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



Go to Subscriptions

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



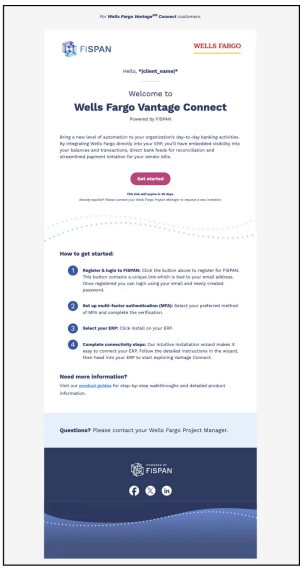
Select Web Services

3.1.2.2. Step 2: Invitation Email

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

The invitation email will arrive with the following subject line:

Welcome to Wells Fargo Vantage Connect - Powered by FISPAN [Production] - [your-name]



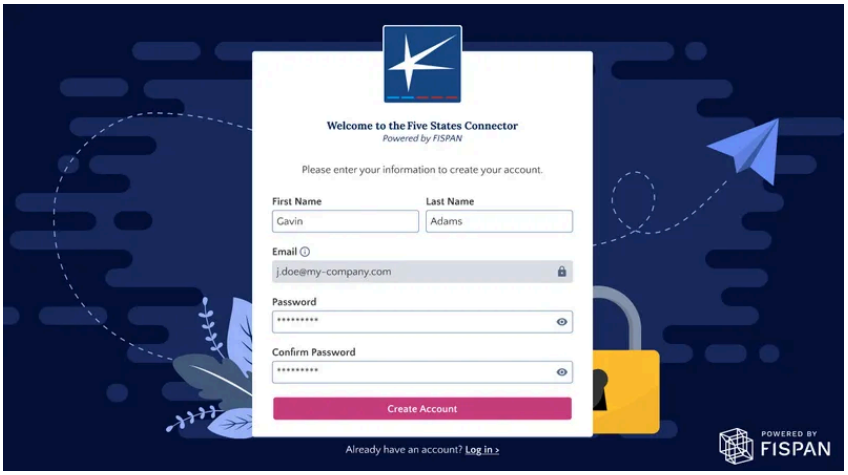
Example invitation email with a Get started button.

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 . Create your login credentials and select **Create Account.**



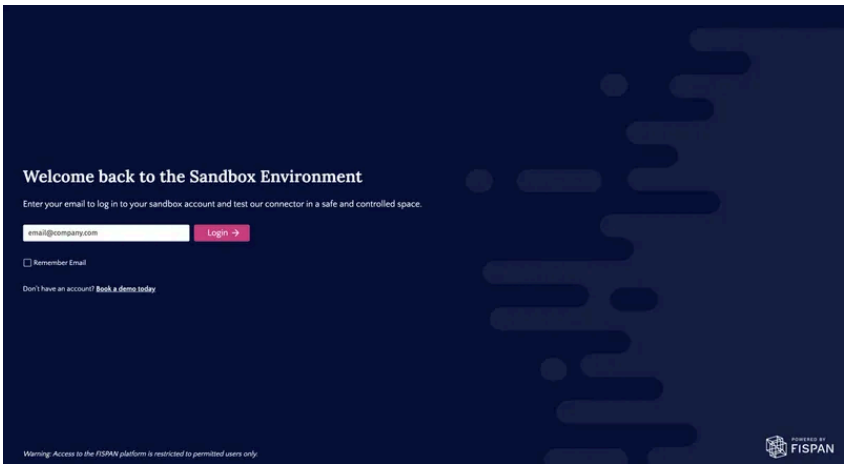
Passwords are required to be 8 characters and contain at least one uppercase, lowercase, number and special character

> **NOTE:** The password you create here will be used every time you want to access the . 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

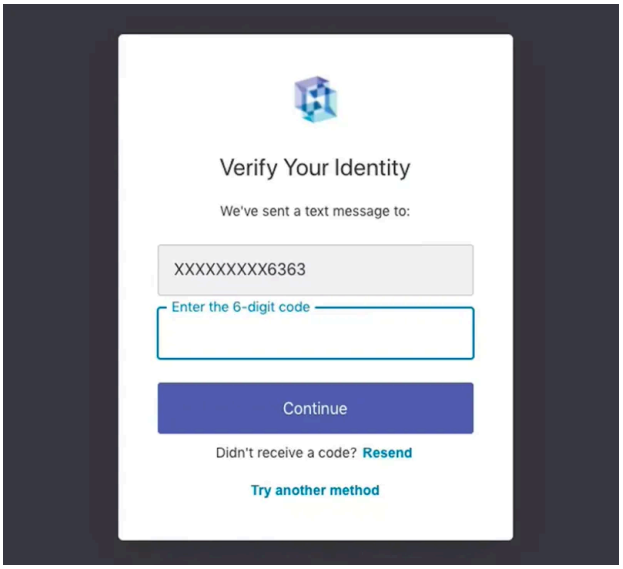
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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.

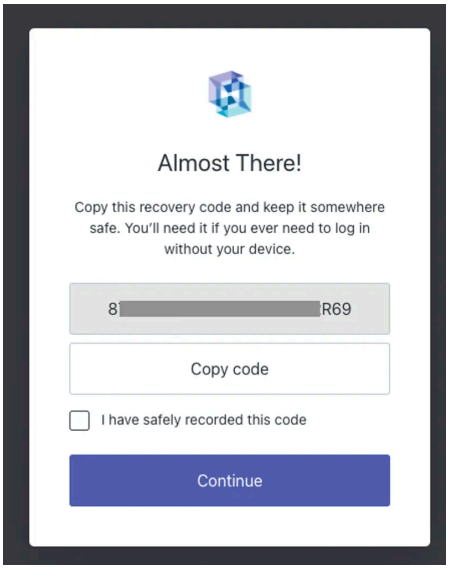
Select **Continue.**



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.

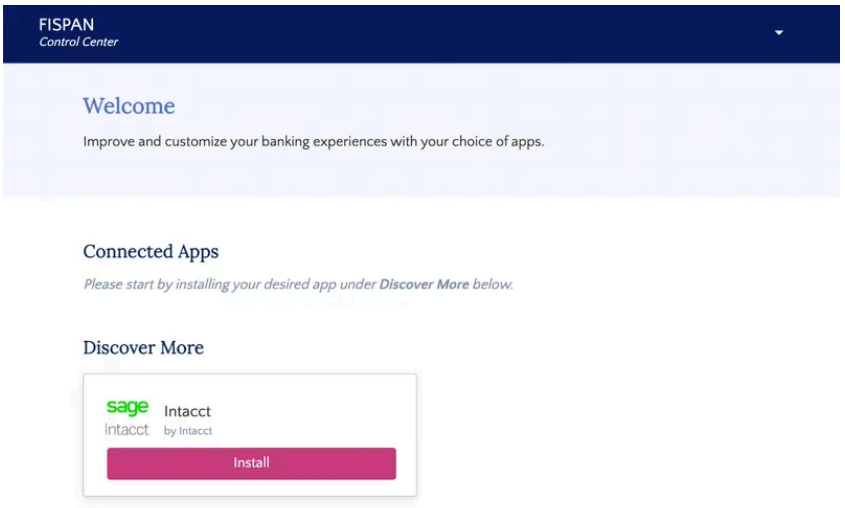


Recovery Code

If you would like to utilize another method for MFA (SMS, Authenticator, or Email) instructions are available here: **Setting up Multi-Factor Authentication**.

3.1.2.4. Step 4: Select ERP

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



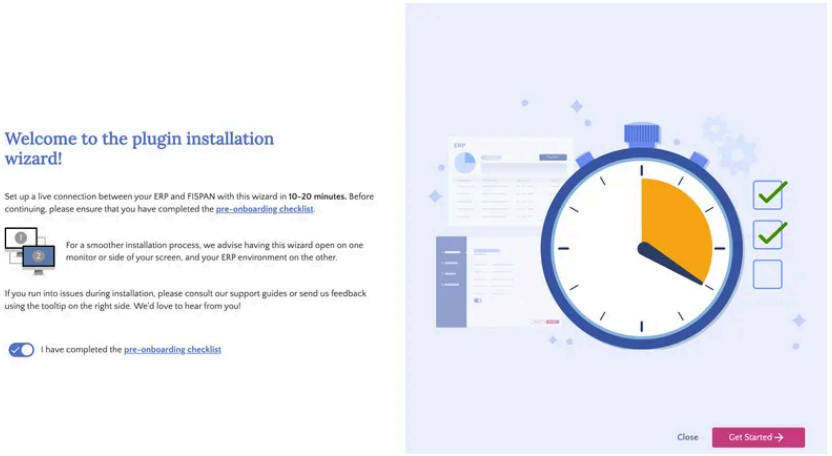
Select Install

3.1.2.5. Step 5: Overview

The first page of the installation wizard provides a brief summary. Before you continue, you must review and complete the pre-onboarding checklist.

When you're finished, click the toggle next to "I have completed the pre-onboarding checklist." This will activate the **Get Started** button.

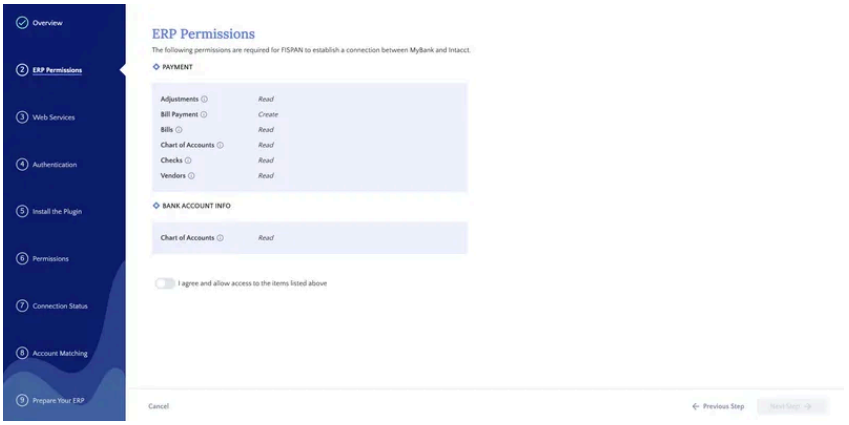
To proceed to the next step, click **Get Started**.



Select Get Started

3.1.2.6. Step 6: Permissions

To establish a connection between your bank and Sage Intacct, you must agree and grant access by toggling the slider.



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

Once completed, click **Next**.

To display account balances and transaction information, the plugin requires read access to Intacct financial data but only modifies its own designated custom fields.

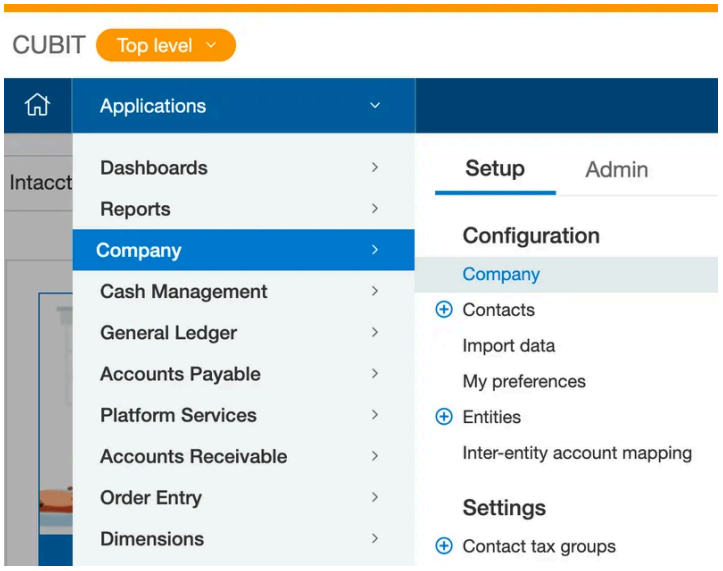
> **NOTE:** Your permission list, found in your ERP, may contain more fields than the example shown.

3.1.2.7. Step 7: Web Services Authorization

Authorization to the Web Services feature should be done in Intacct using the following steps.

1 Go to Company

Company → Setup → Company.

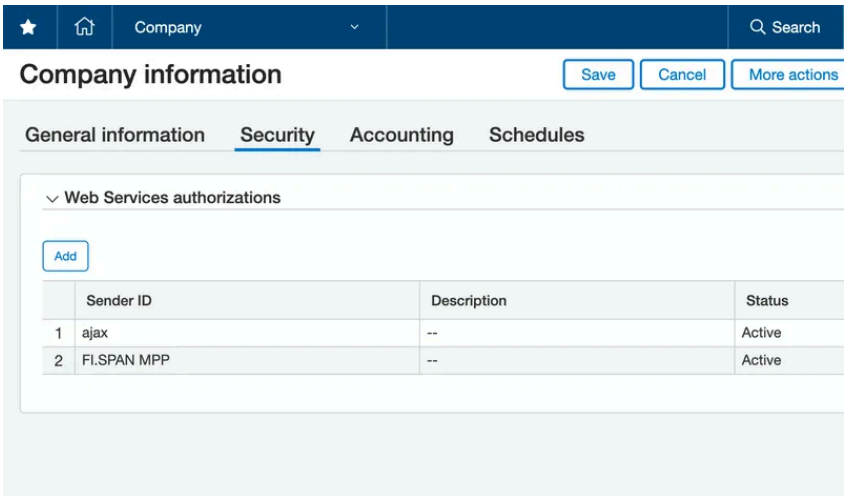


Go to Company tab

2 Authorize Web Services

Under the **Security** in the **Web Services Authorizations** section, click **Edit** at the top right and then click **Add** to add each of the following **Sender IDs**:

- **ajax**
- **FI.SPAN MPP**



Add Sender IDs

Then, click **Save.**

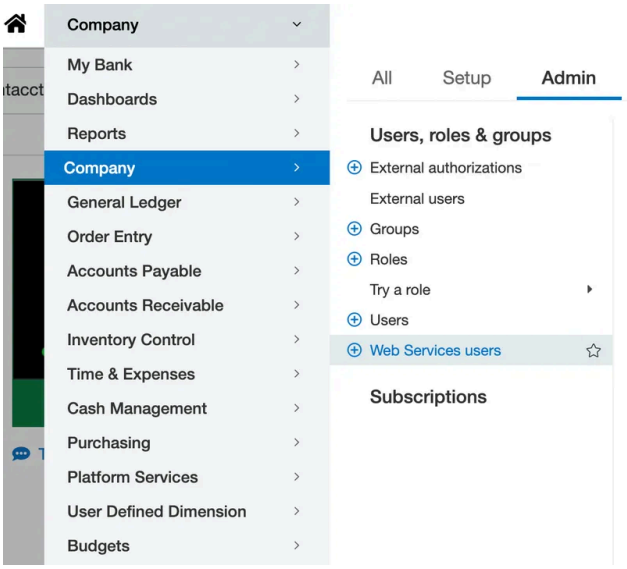
NOTE: The **Sender IDs** are case-sensitive.

3.1.2.8. Step 8: Create Web Service User

To ensure that the plugin is able to communicate with Sage Intacct, a Web Service User needs to be created in Intacct before continuing with the next step.

1 Go to Web Service Users

Go to **Company → Admin tab → Web Service Users**.

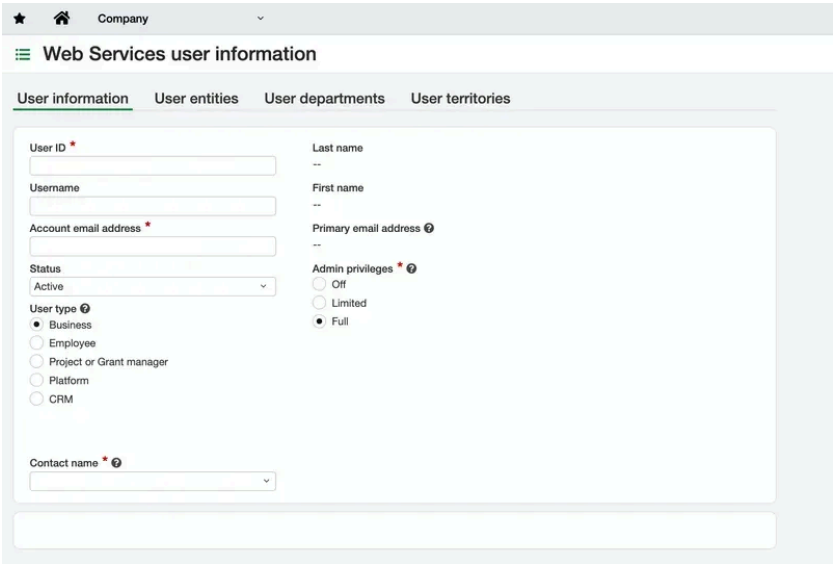


Go to Web Service Users

2 Add New Web Service User

Select **Add** to create a new Web Service User, then fill in the required fields:

- **User ID:** Anything that will help you easily identify your users.
- **User type:** Business
- **Admin Privileges**: Full
- **Contact Name:** Associate this Web Services User with a Contact of your choosing

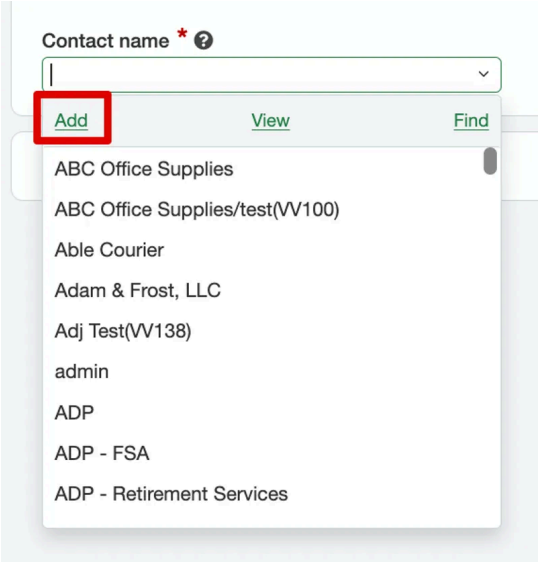


Create Web Service User

> **NOTE:** An alert will appear, stating: "Check license availability before adding users."
>
> It is recommended to validate this with your Sage Intacct representative.

Please note that the Contact selected within the **Contact Name** field must have a First and Last Name.

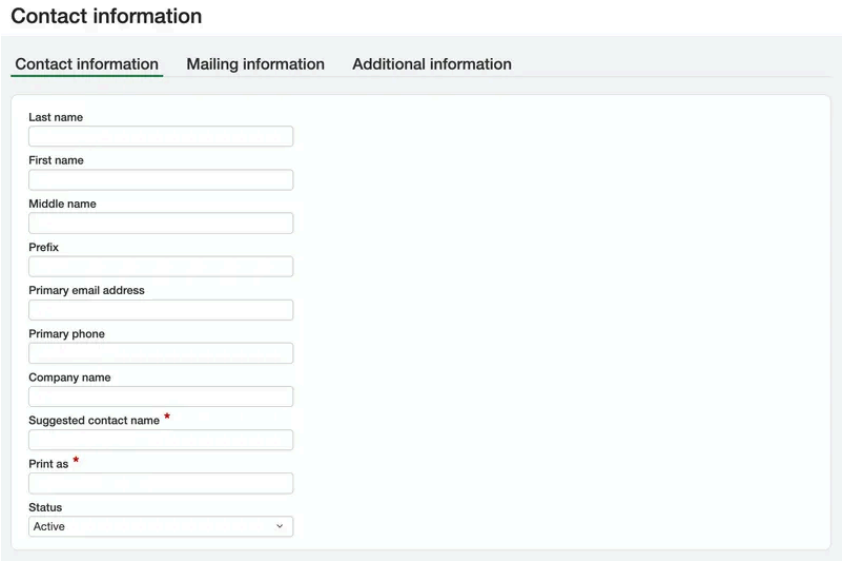
If you do not already have a Contact to choose from, you may create one by clicking on the drop-down, then **Add**.



Add a Contact, if one is not available

After clicking **Add**, fill in the following fields on the Contact Information tab of the Contact Information window:

- **Last name**
- **First name**
- **Primary email address**
- **Suggested contact name**
- **Print as**



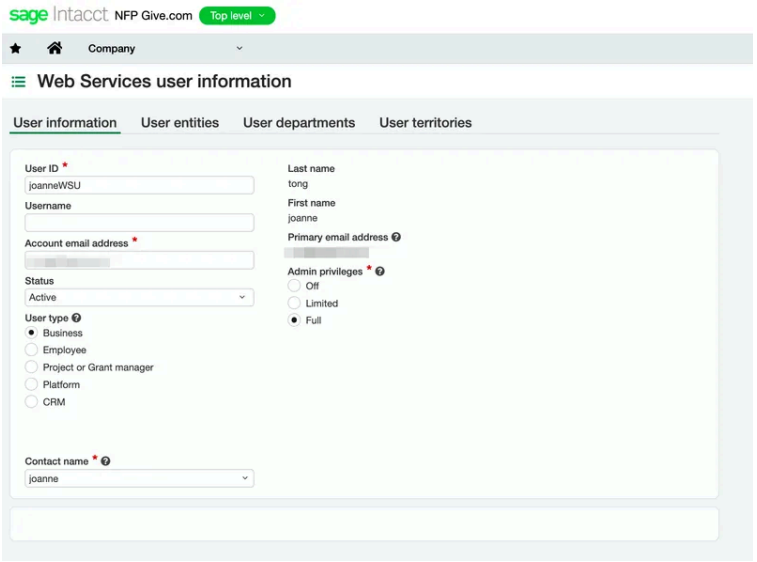
Contact Information window

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**



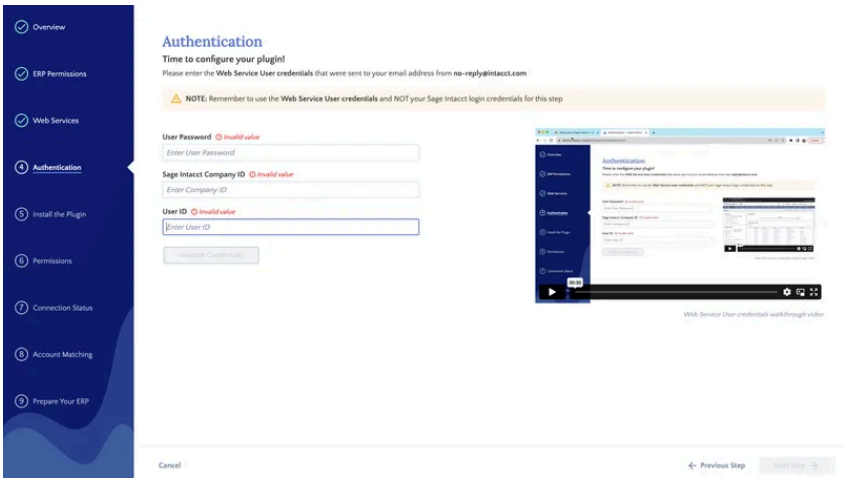
Completed Web Services User form

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.

3.1.2.9. Step 9: 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.**

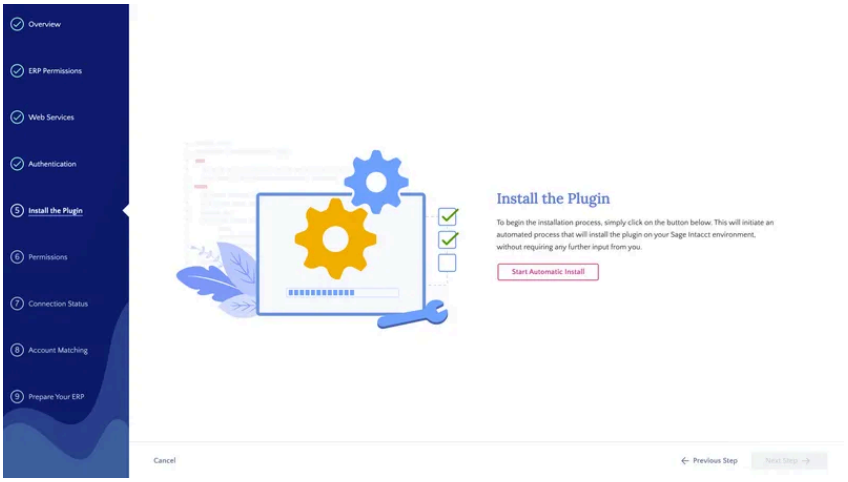
> **IMPORTANT:** Please make sure you use the Web Service User credentials and not the Sage Intacct login (normal user) credentials.

3.1.2.10. Step 10: Install Plugin

This next step guides you through installing the plugin with the installation wizard.

1 Install the Plugin

Select the **Start Automatic Install** button.



Install the Plugin

This will automatically install the plugin for you.

If the installation fails, a clear reason for the failure will be provided.

Occasionally, the application may fail to install due to the unavailability of Sage Intacct servers.

In such cases, we recommend a manual installation by downloading the XML file from the error page and then placing it inside Intacct's **Platform Services → Applications → New Application**.

2 Successful Install

After the application has been successfully installed, click on **Next Step**.

Manual Install

If automatic installation fails, you can manually install the plugin by downloading the plugin XML file using the link in the installation wizard.

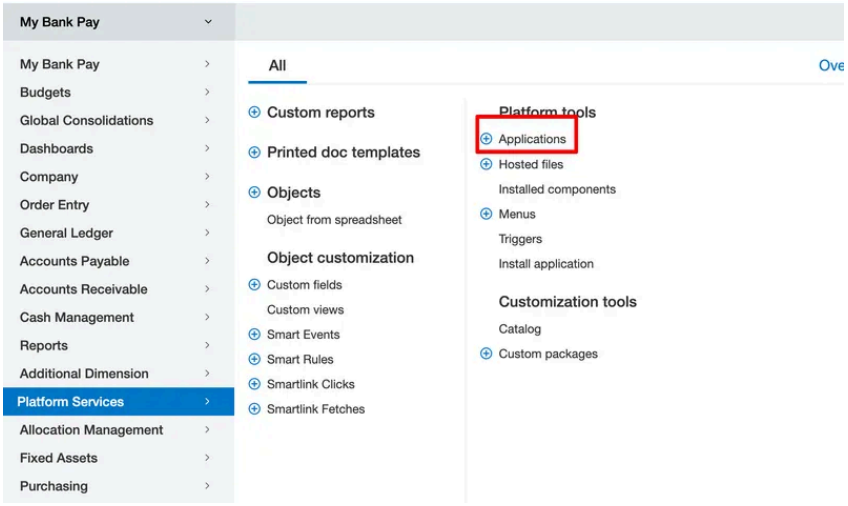
1 Download XML File

From the error page displayed in the installation wizard, select **here** to download the XML file.

Once the XML file pops up, save it to your computer.

2 Go to Applications

In Intacct, go to **Platform Services → Applications**.



Go to Applications

3 Install From XML

Then, select **Install from XML.**



Select Install from XML

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

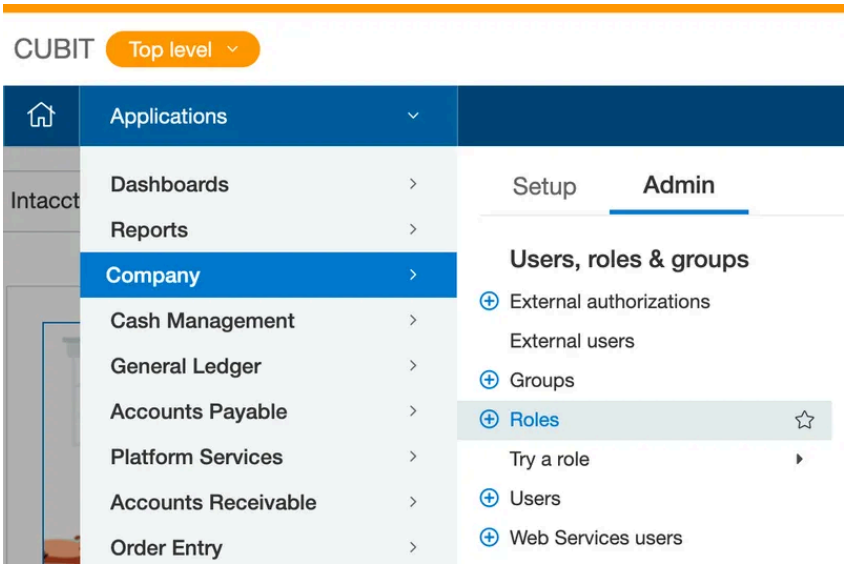


Select the XML you just downloaded from the installation wizard, and click **Install.**

3.1.2.11. Step 11: Set Permissions for a Role

In Intacct:

Go to **Company → Admin tab → Roles.**



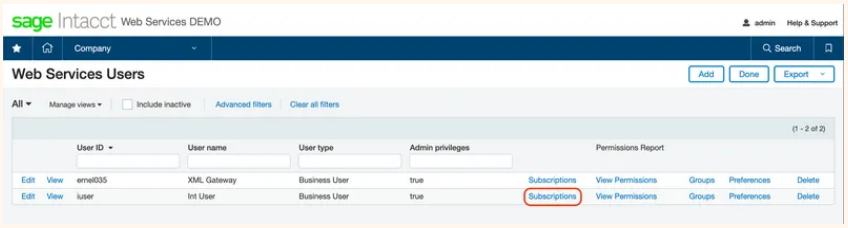
Go to Roles

On the Vantage Connect role, Select **Subscriptions**



Select Subscriptions

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:



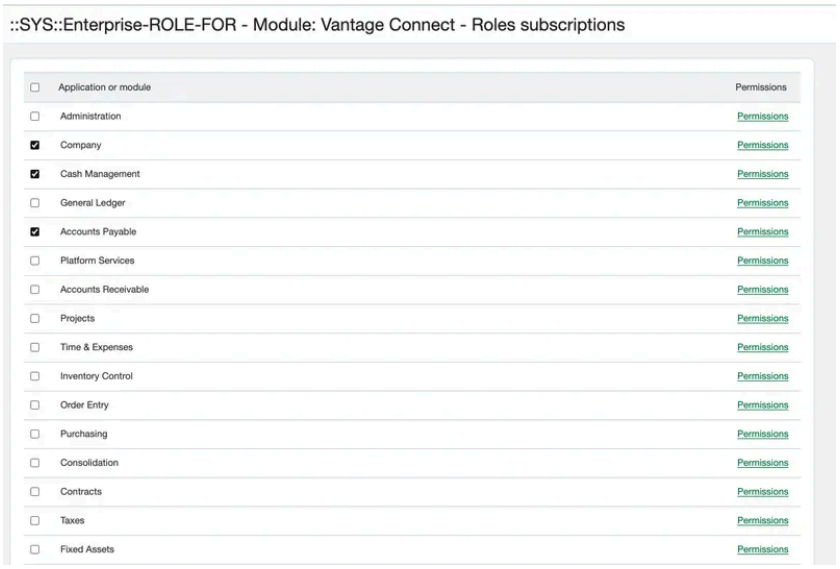
List of web services users

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

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

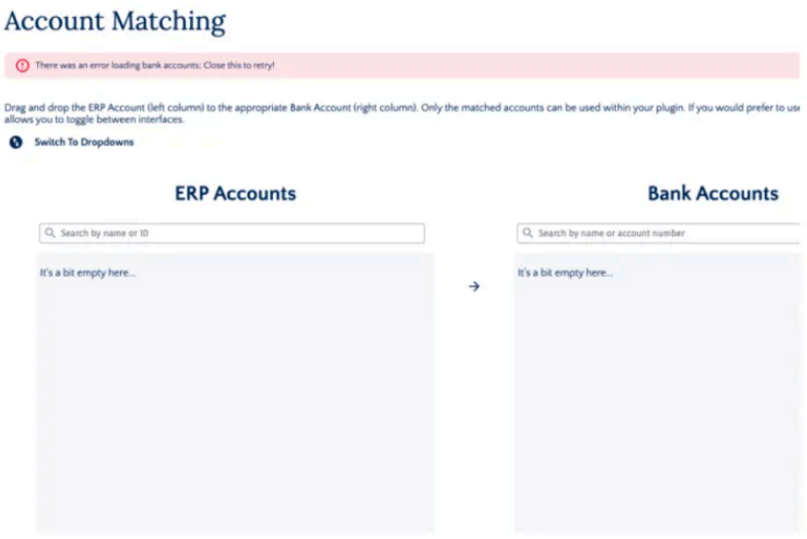
- **Cash Management:** Checking Accounts (List, View), Savings Accounts (List, View), Credit Card Accounts (List, View)
- **Accounts Payable**: All Permissions
- **Company**: Transaction Currencies (List, View), Entities (View), Funds/Locations (View)
- **General Ledger:** All Permissions
- **Vantage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

Then, select **Save**.



List of Sys Enterprise roles

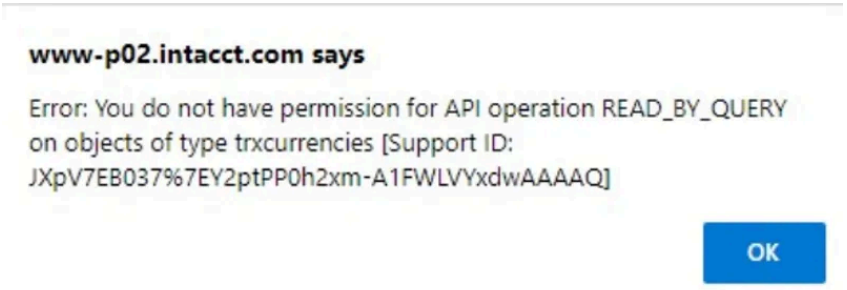
If you receive an error message, please confirm that you have granted the appropriate **Cash Management permissions** to the **Web Service User's role subscription.**



Account Matching - "Error loading bank accounts" error message

---

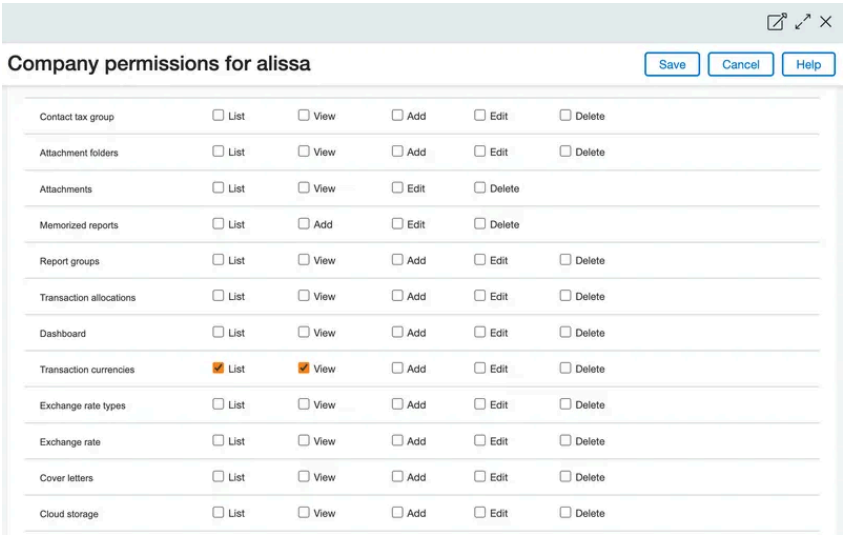
You may receive an error like the following: "You do not have permission for the API operation READ_BY_QUERY on objects of type trxcurrencies."



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.

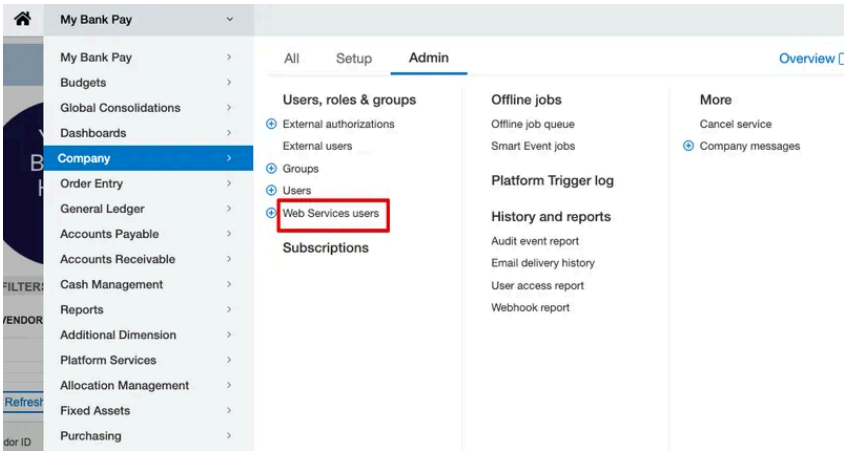
For the affected user, please navigate to their role permissions and add the following: **Company → Transaction Currencies (List, View)**.



Adding Transaction Currencies permissions

3.1.2.12. Step 12: Assign Role to Web Service User

In Intacct, go to **Company → Admin tab → Web Service Users**.



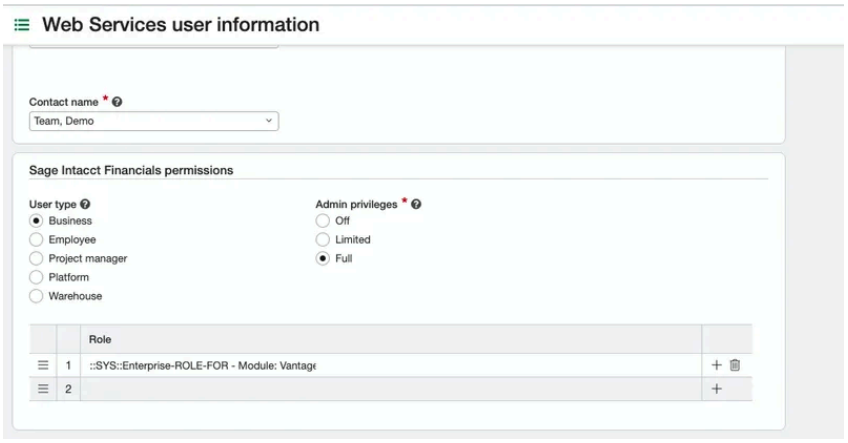
Go to Web Service Users

Then, select **Edit** on the Web Service User you would like to edit.

Under the **Roles Information tab,** add the following roles:

- **::SYS::Enterprise-ROLE-FOR – Module: Vantage Connect**

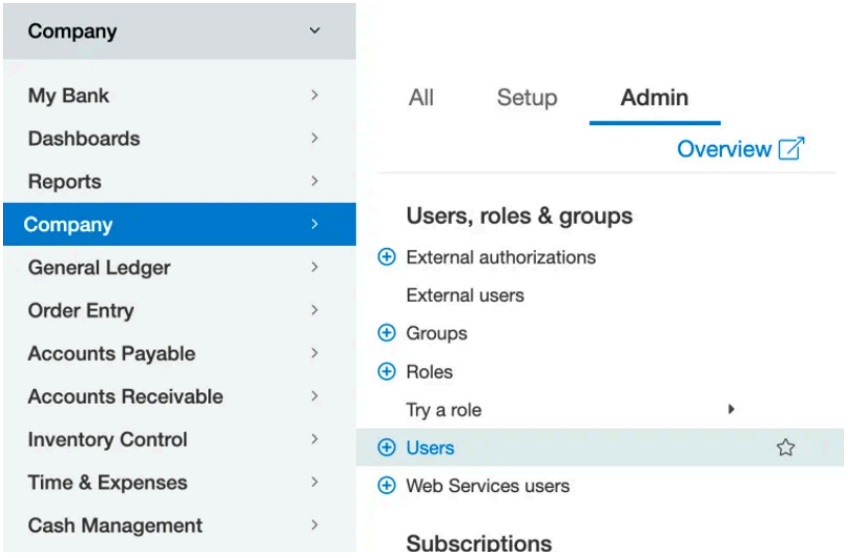
Then, select **Save** and enter your account password.



Web Services User Infomration - Roles information tab

3.1.2.13. Step 13: Assign Role to User

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



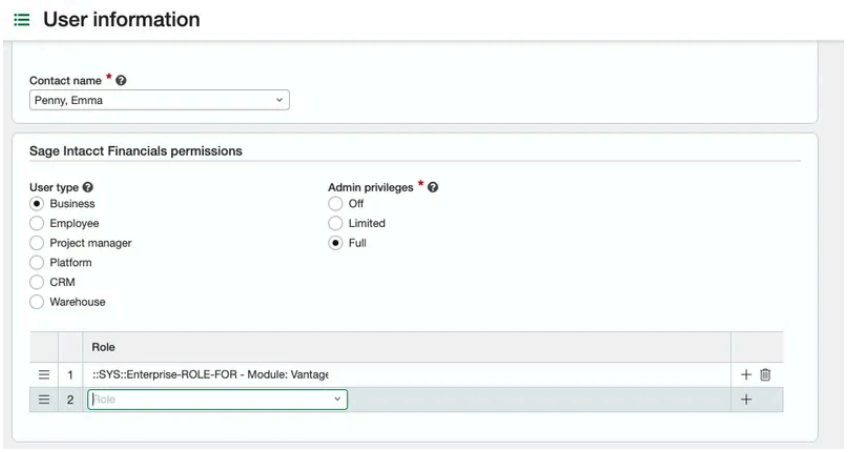
Go to Users

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: Vantage Connect**

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

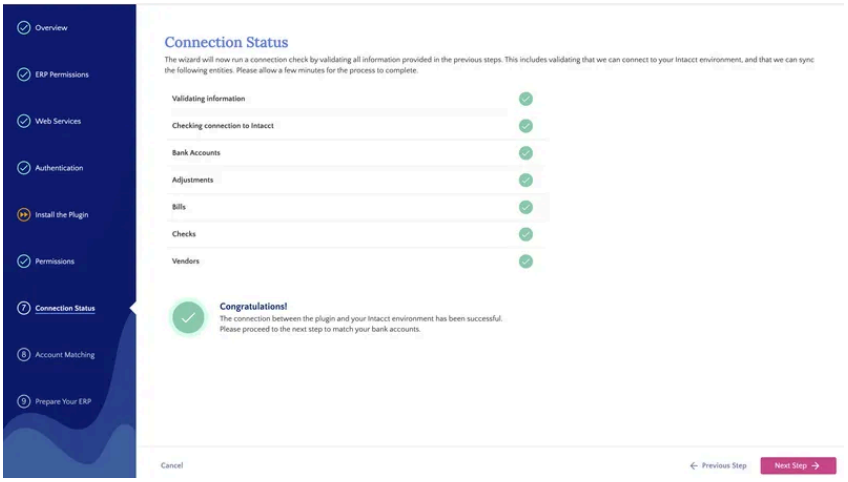


Add Vantage Connect Role

3.1.2.14. Step 14: Connection Status

Here, the installation wizard will begin to run a connection check to validate all details entered in the previous steps and ensure that all permissions are correctly set up.

If there are no issues, a large green checkmark will appear to confirm that the connection has been established.

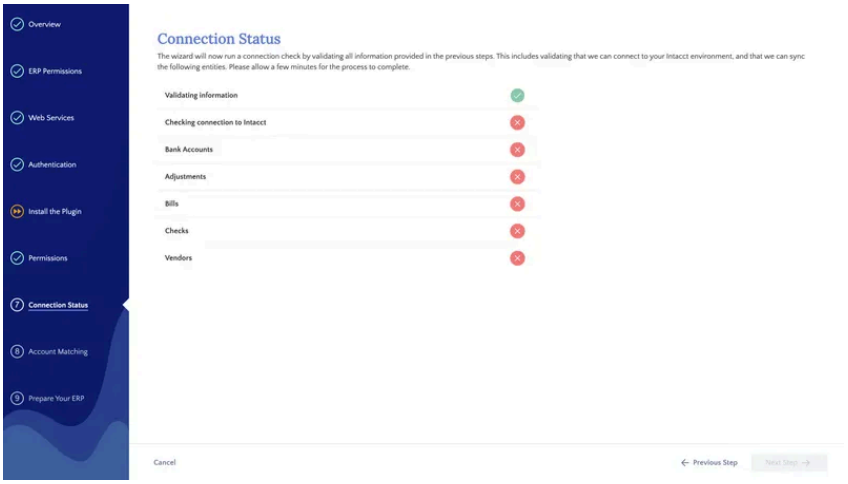


Connection Status

Click on **Next Step** to begin matching bank accounts.

Failed Connection Checks

If any permissions are missing, a red **X** will be displayed, as shown in the screenshot below, along with a clear explanation of the failure.



Failed Connection Check

3.1.2.15. Step 15: Account Matching

Matching Accounts

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

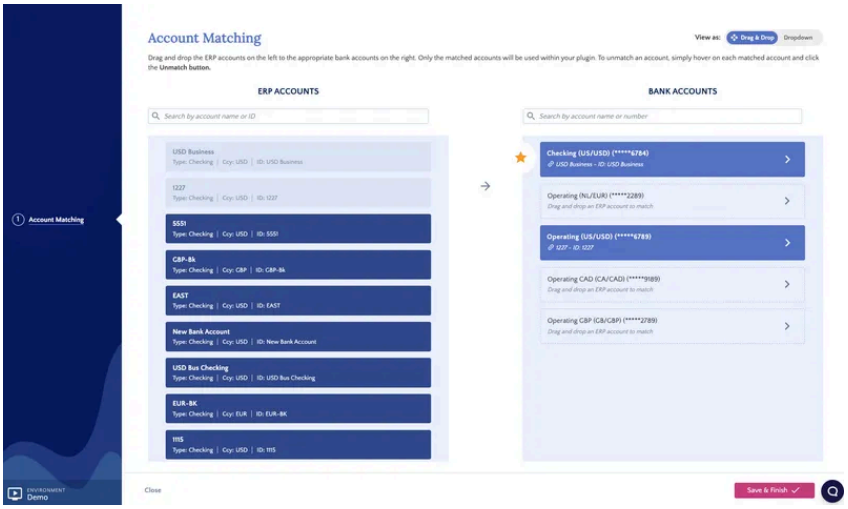
1 Match Accounts

Drag an ERP Account from the left column and drop it onto the desired Bank Account.

Continue until all accounts are matched.

2 Select Default Account

To select your preferred default account, hover over the desired source account and click the star icon. This sets the default selection in the source account dropdown (you can change it anytime in the Account Matching screen here).



Account Matching - ERP Accounts and Bank Accounts

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

NOTE: When installing the plugin in Sandbox, the Bank Account ending in 1133 is used for testing purposes ONLY. This account is not linked to any of your live accounts with your bank.

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

3.1.2.16. Step 16: Set Up Approval Rules

Approval rules let you control how payments are reviewed and authorized before they are sent. Setting up an approval workflow ensures every payment is checked against your organization's policy from day one. Follow these steps to configure your approval workflow during installation.

> **NOTE:** Approval workflows ensure payments are reviewed and authorized according to your policy. Skipping this step increases risk and is strongly discouraged.

Configure your approval workflow

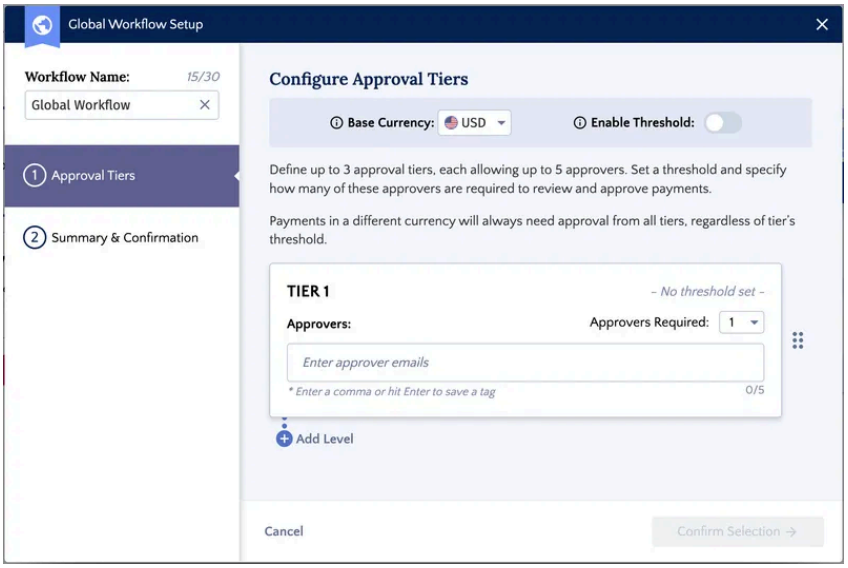
- **Global Workflow** (recommended default): Applies to all of your bank accounts and payment types. This is the simplest way to make sure every payment is covered.

Setting Up Your Global Workflow

To set up a global workflow, please follow these steps.

1 Create Global Workflow

First, give your workflow a descriptive name. This will help you easily identify it later.



Add Workflow Name

Here, you have the option to set thresholds. A threshold is the minimum payment amount required to trigger a specific approval tier. If a payment is less than the threshold amount, that approval tier will be skipped.

> **IMPORTANT:** Each threshold amount must be equal to or greater than the previous tier's threshold.

NOTE: If your system supports multiple currencies for payments, you must first define a base currency for your workflow.

Thresholds are only applied to payments in this base currency. Any payment submitted in a different currency will bypass the thresholds and automatically require approval from all tiers, as the system does not currently perform automatic currency conversion for this process.

TIP: Best Practice for Multiple Currencies

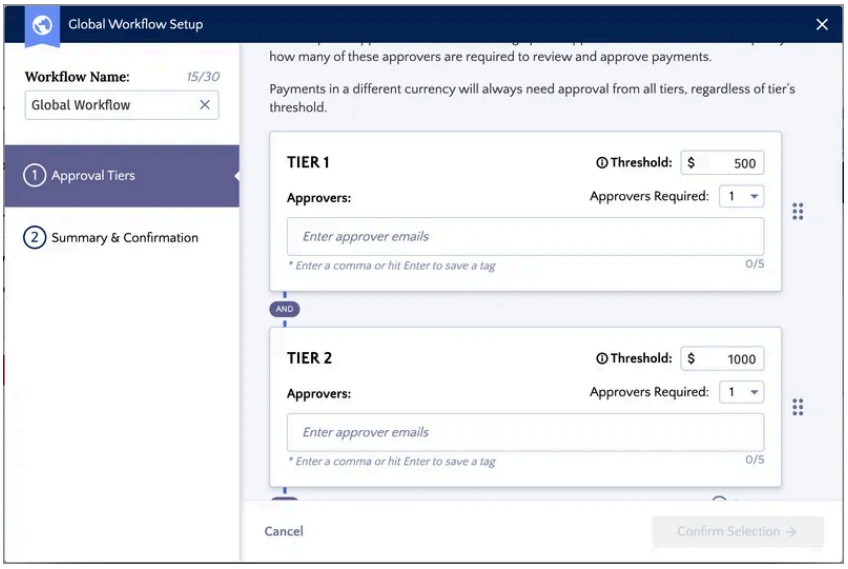
If you make payments from bank accounts with different base currencies, we highly recommend creating dedicated workflows for those accounts. This ensures that your thresholds are properly applied to payments in those specific currencies.

2 Add Approvers to Workflow

You'll need to add approvers for your workflow. Enter the user's ERP email address exactly as it appears in their ERP user record. Approvers will receive an email notification when a payment meets the required threshold.

The approver email must ***exactly*** match the email in the user's ERP record.

Do not use an alternate or alias emails. Any mismatch may delay approvals and payment processing.



Add Threshold Amount

IMPORTANT: To approve payments, users in an approval workflow need both an ERP license and the necessary plugin permissions.

3 Add Multiple Tiers

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

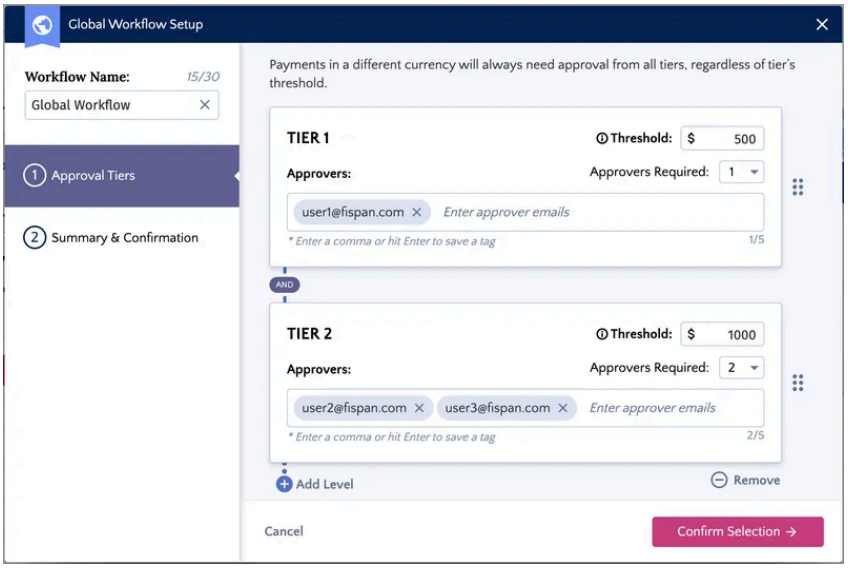
At each level, you can add up to five potential approvers. You can also decide how many individual approvals are required per tier. eg. Tier 1 requires 2 approvals, Tier 2 requires 3 approvals, Tier 3 requires 1 approval.

NOTE: Important Considerations

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

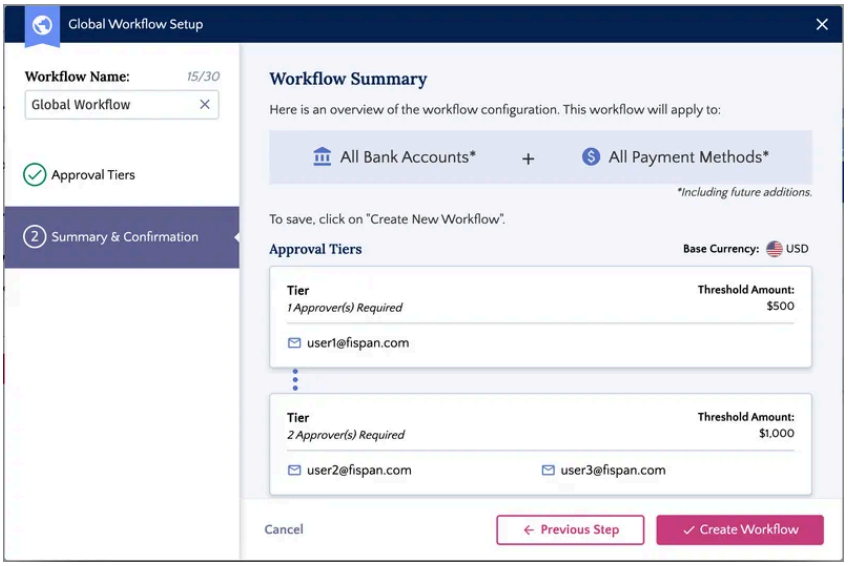
4 Complete Workflow

Once you're satisfied with your settings, click **Confirm Selection**.



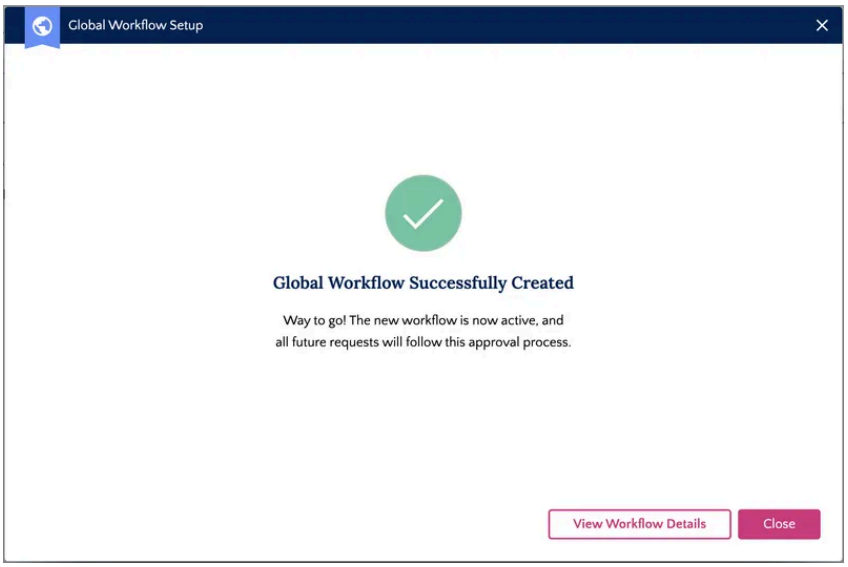
Select Confirm Selection

You can now review your workflow. Click **Create Workflow** to confirm creation.



Select Create Workflow

Your Global Workflow is now active! All payments made through the plugin will now follow this approval process.



Click Close

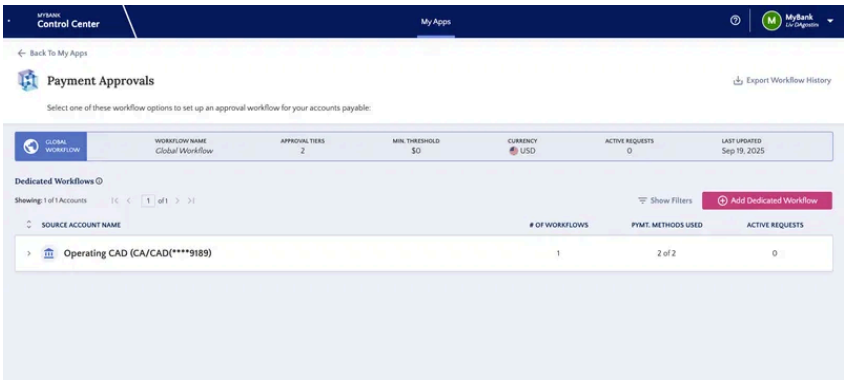
Editing or Deleting Workflows

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

Editing a Workflow

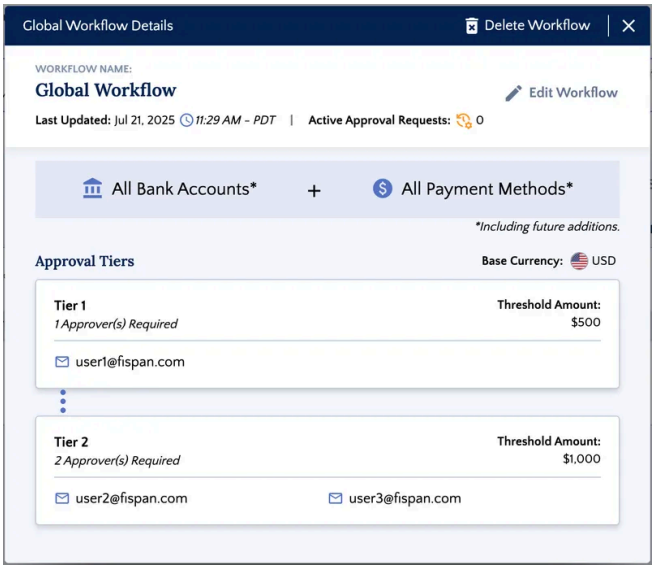
1. **Select a Workflow to Edit**

   Click on the workflow you want to edit in the table.



Select Workflow

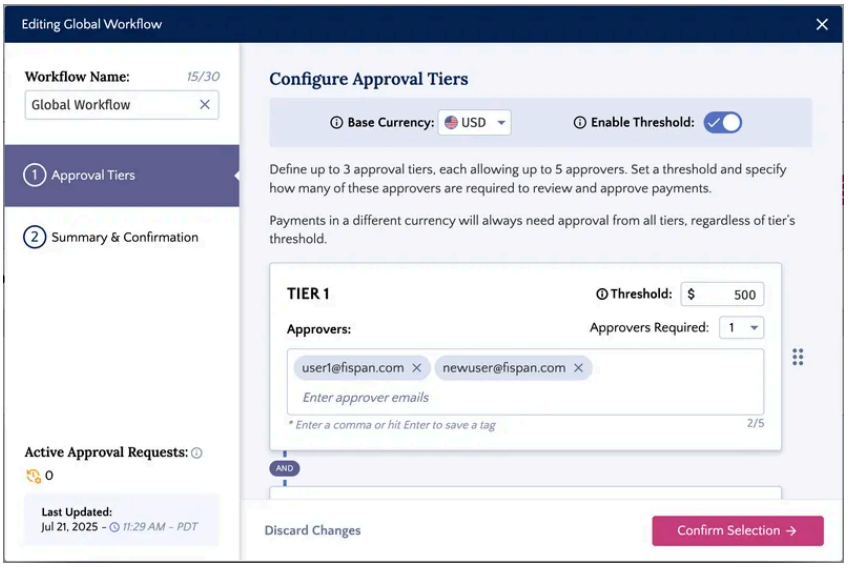
An overview of the workflow will appear. Next, click **Edit Workflow.**



Click Edit Workflow

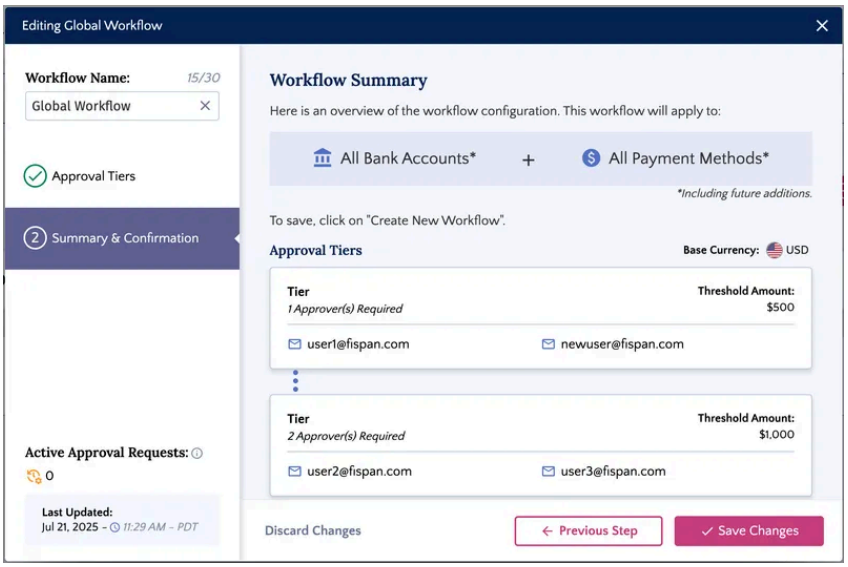
2 Edit Workflow

Make your desired changes to the workflow.



Make Changes

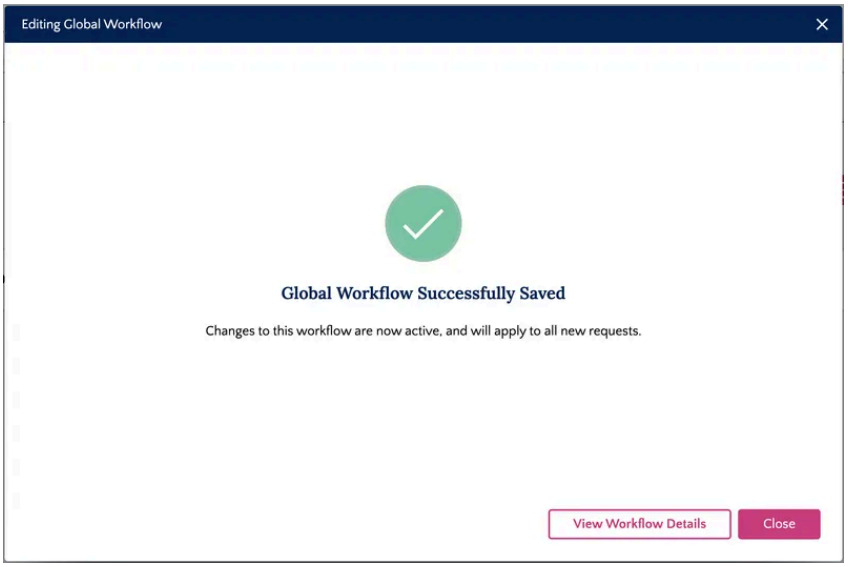
Verify your changes and then click **Save**.



Click Save

3 Confirm Changes

You will then see a confirmation of the changes. The updated workflow will now apply to all new payments.

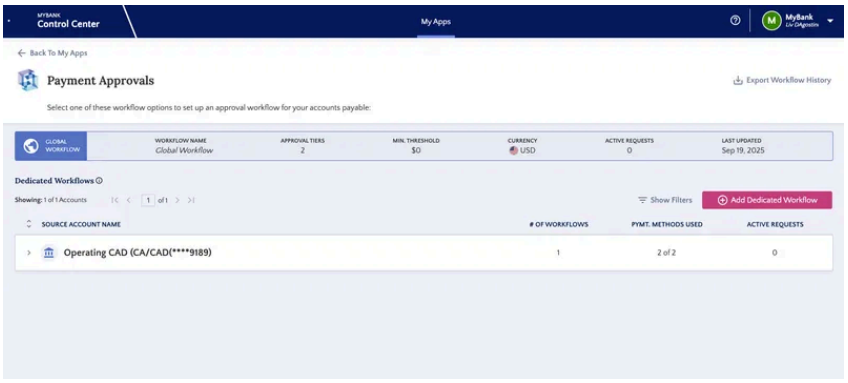


Click Close

Deleting a Workflow

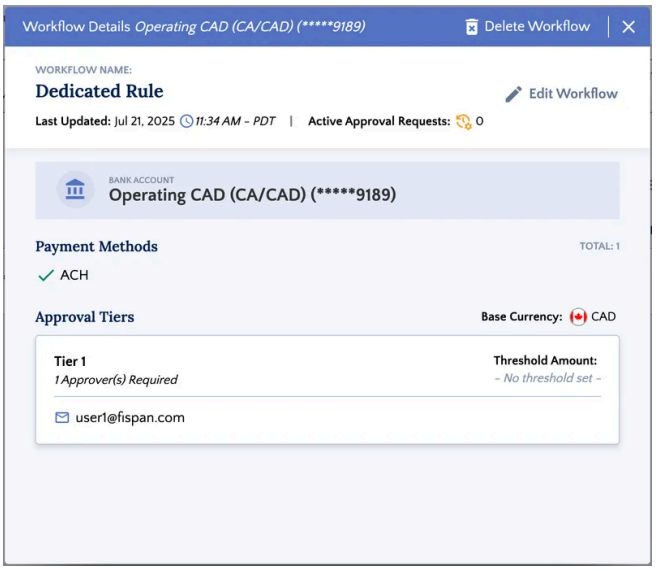
1 Select a Workflow to Delete

Click on the workflow you want to delete.



Select Workflow

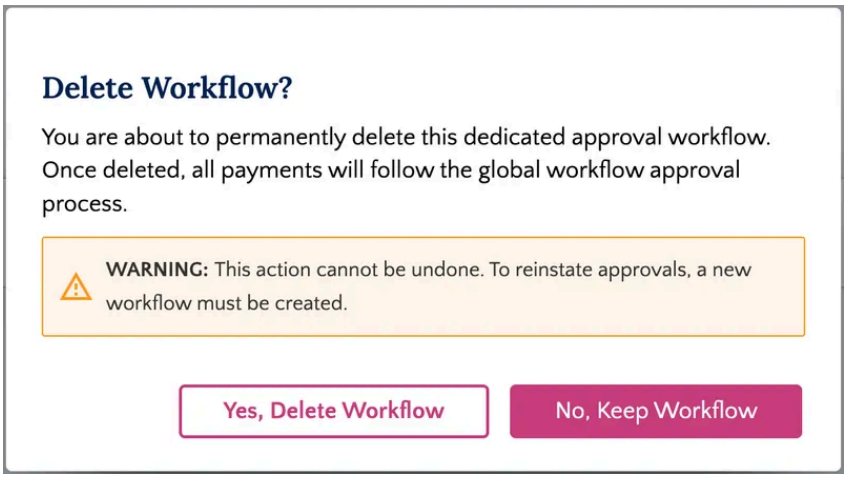
Click **Delete Workflow**.



Click Delete Workflow

2 Confirm Deletion

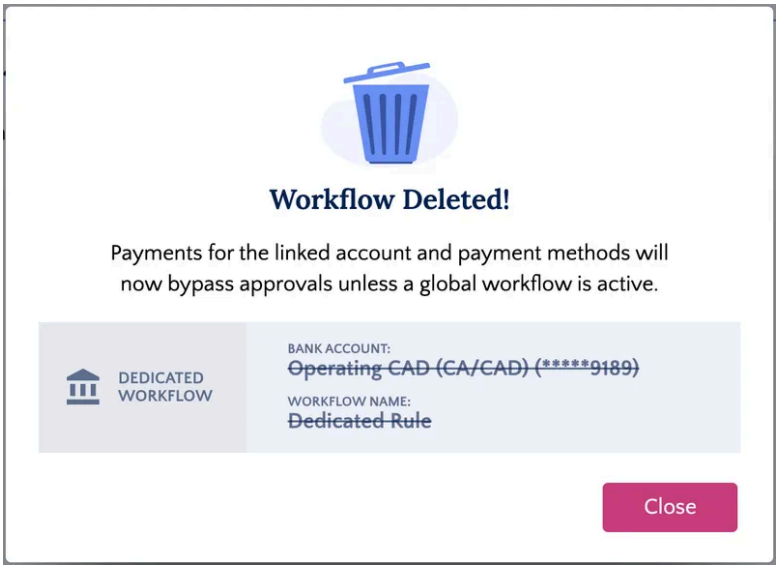
Next, confirm you would like to proceed with the deletion.



Click Yes, Delete Workflow

Payments will no longer use this Workflow. If you still have a Global Workflow active, these payments will now be routed through your Global Workflow instead.

You will then see a confirmation that the workflow was successfully deleted.



Confirm Workflow Deletion

Skipping this step

You can choose **Skip Step** to move on without setting up an approval workflow, but this is strongly discouraged.

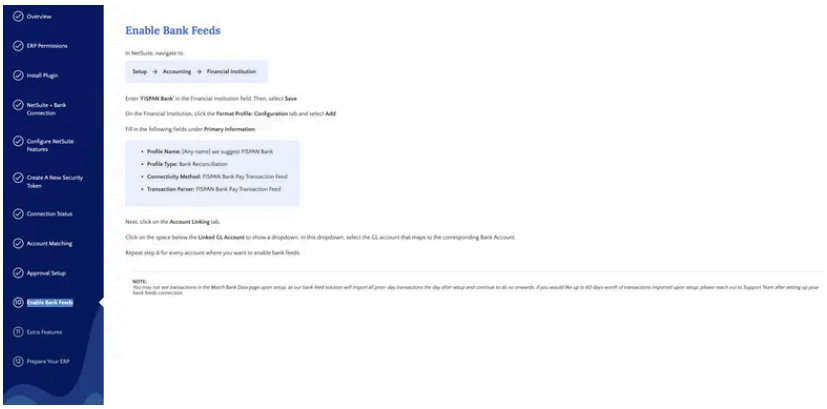
If you skip this step, payments may be processed without an approval workflow in place. We recommend setting up your approval rules now to keep your payments protected.

> **NOTE:** Approval rule options may vary depending on your ERP. If you don't see an option described here, or need help configuring a more complex workflow, please contact your FISPAN support team.

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

NOTE: 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.

[Enabling 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 FISPAN support team.

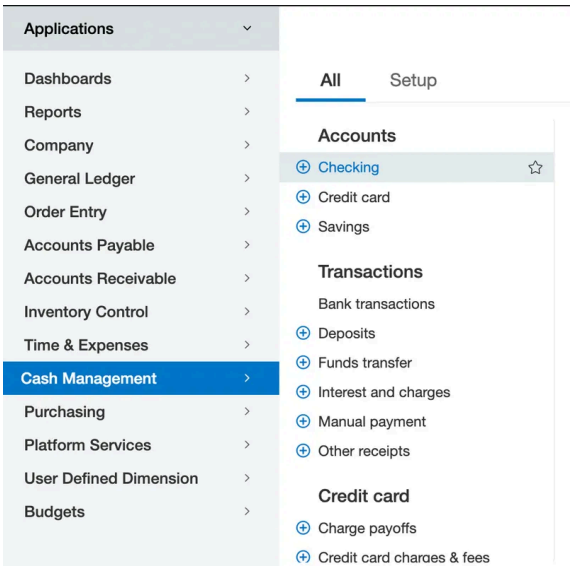
3.1.2.18. Step 18: Bank Feeds Setup

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).

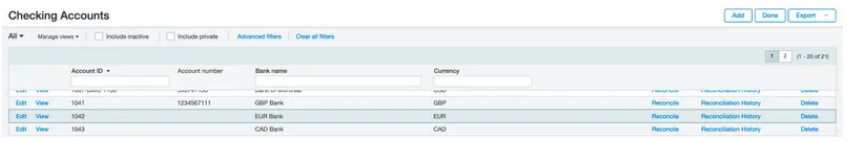
Step 1: Locate the Account

Go to **Cash Management → Checking**.



Go to Checking

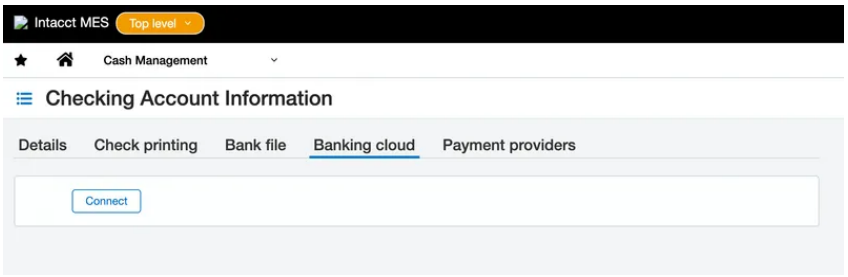
On the Checking page, select **Edit** on the account you wish to turn on Bank Feeds for.



Select Edit

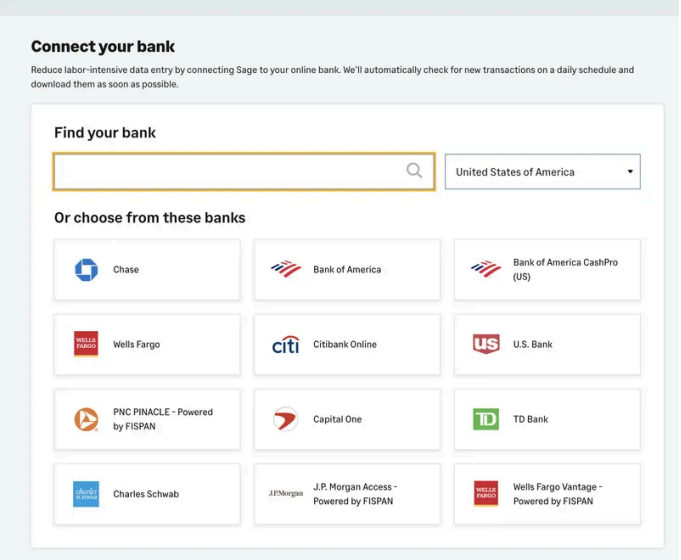
Step 2: Activate Bank Feeds

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



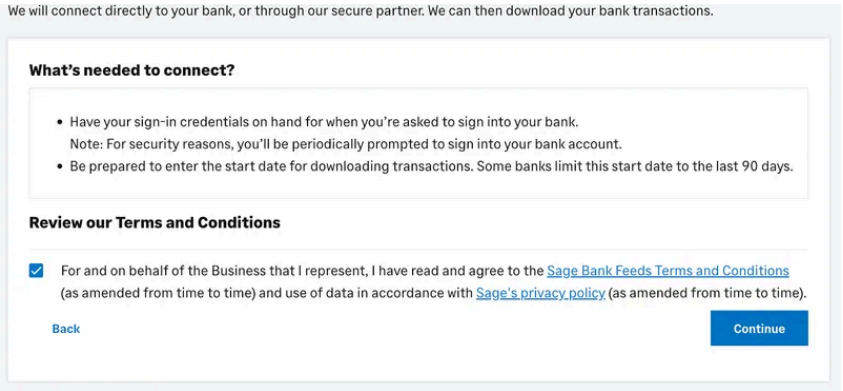
Connect Banking Cloud

In the search bar, search "Wells Fargo" or select **Wells Fargo Vantage - Powered by FISPAN** from the list of banks already displayed.



Search for Wells Fargo

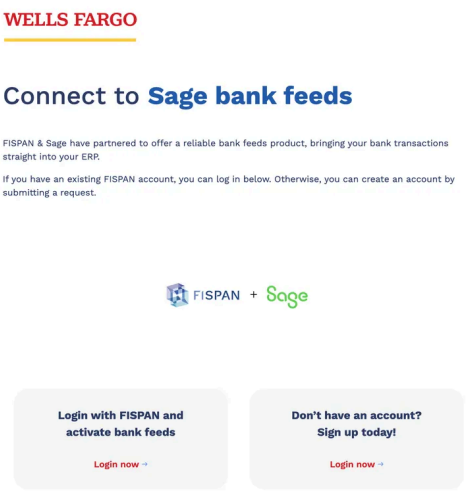
Agree to conditions and select **Continue**.



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**.



Select Login Now

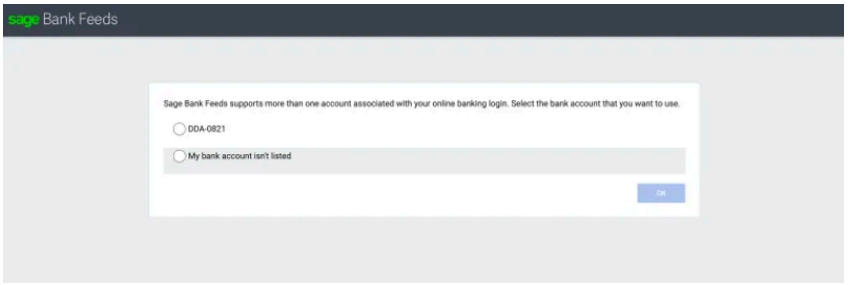
Step 3: Match Account for Bank Feeds

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



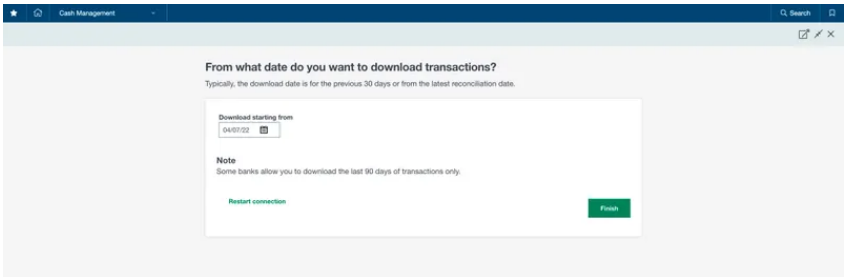
Select Account

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



Click Ok

Choose the date you want transactions to start from.



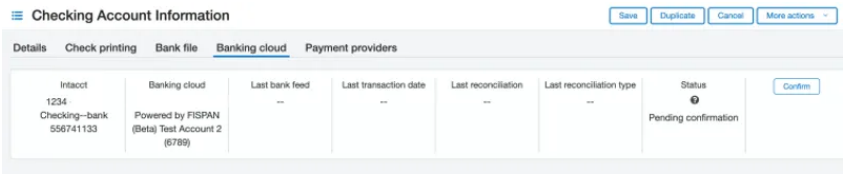
Choose Date

NOTE: You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.

To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.

Step 4: Confirm Bank Feeds

Select **Confirm** to confirm the activation of Bank Feeds. Once the connection is successful, the status will change to **Connected**.



Confirm Bank Feeds

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

NOTE: If the account is in **Pending** status, it means that the transactions have not been pushed for this account. You will need to wait until the transactions are successfully pushed to this account before seeing it marked as **Connected**.

Once the account is **Connected**, go to **Cash Management → Reconciliation → Bank** and follow your native reconciliation process.

Set Up Multi-Account Bank Feeds

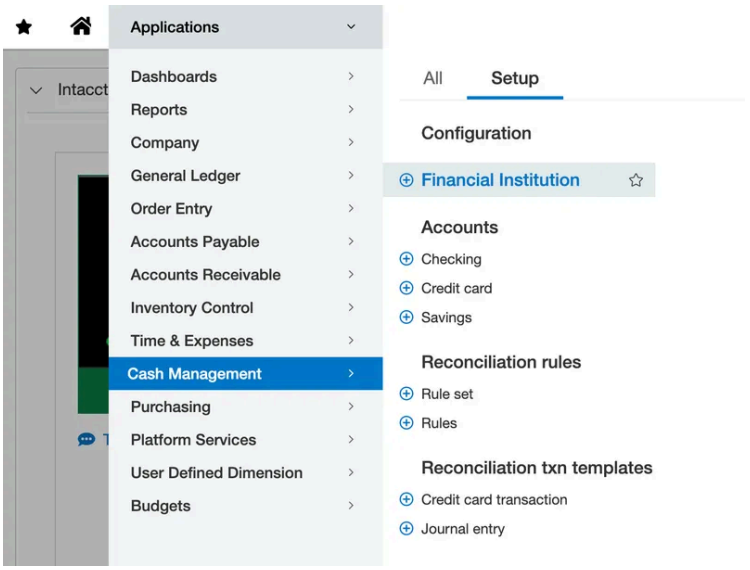
Bank Feeds allows you to connect multiple accounts to the plugin. Once one bank account has been connected to Bank Feeds by following the **Enabling Bank Feeds** page, other accounts can be connected simultaneously through a financial institution connection.

> **NOTE:** Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.
>
> If this does not work, please contact Sage support and ask to get access to the Financial Institution.

Follow the steps below to set up multiple accounts for Bank Feeds.

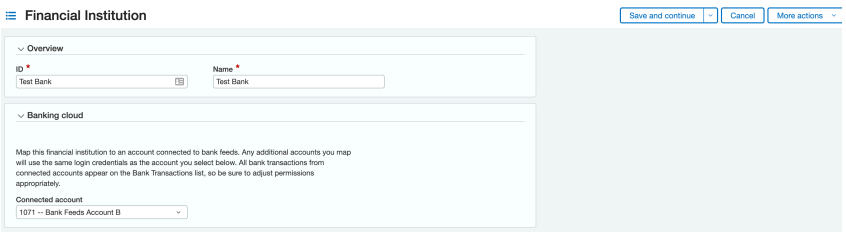
1 Set up a Financial Institution

Go to **Cash Management → Set up → Financial Institution** and create a new Financial Institution.



Set-up Financial Institution

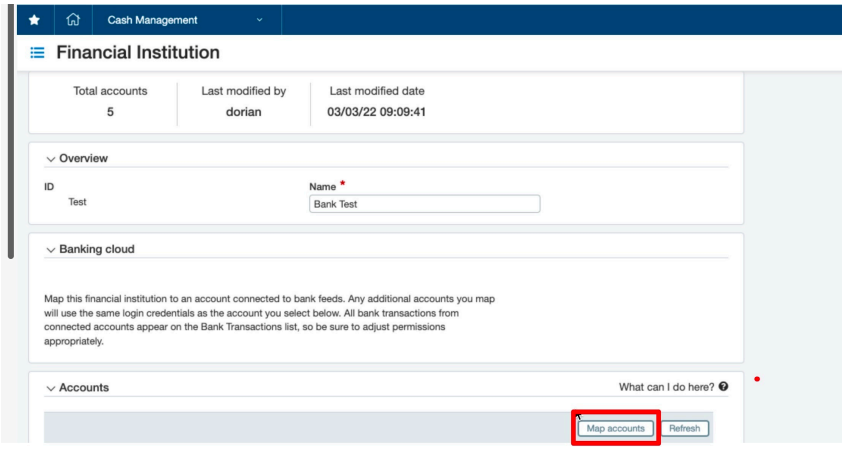
This allows you to create a connection to the bank. Create the ID and Name as desired.



Create Financial Institution

2 Map Accounts for Bank Feeds

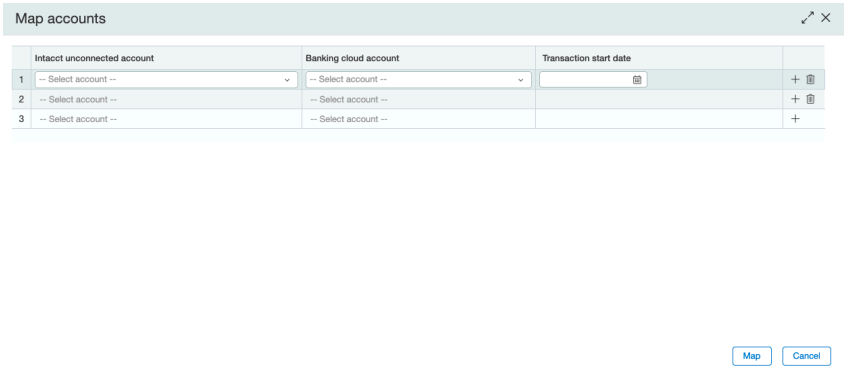
Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.



Map Accounts

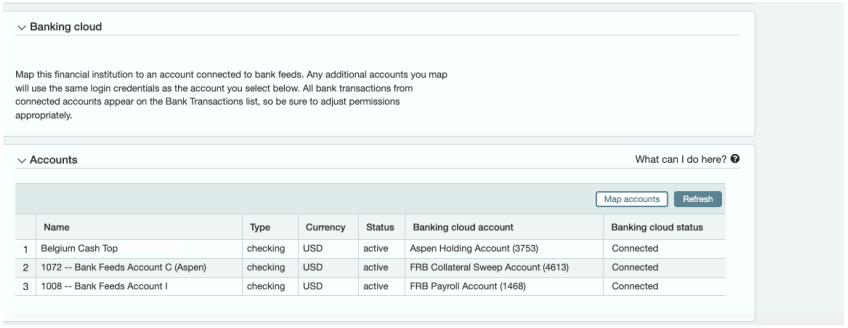
> **NOTE:** You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.
>
> To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.

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



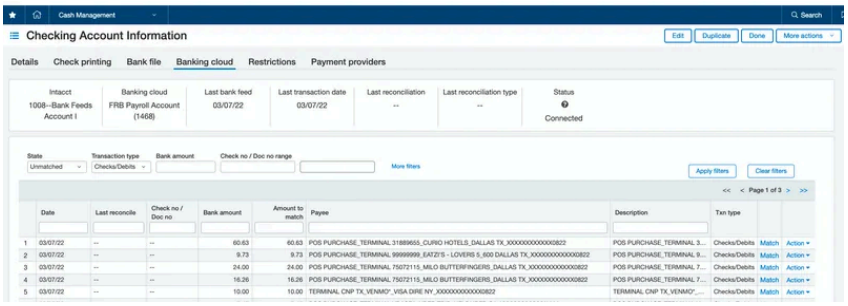
Map Accounts

After mapping the accounts, the Banking cloud statuses can be seen in the Accounts tab.



Account Status

To view your account information, click **Bank Transactions** in the Cash Management module. You can also view this information through the Reconciliation module.



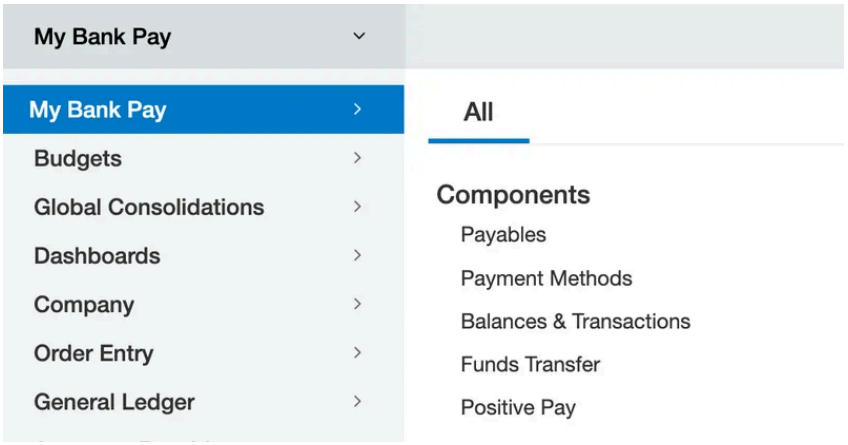
Observe Bank Transactions

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.

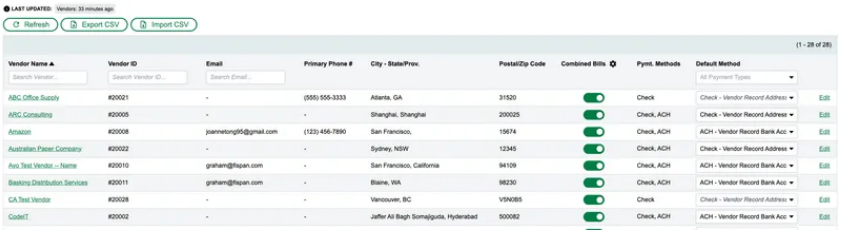
Use the steps below to select a default payment method for each vendor.

1. In Intacct, go to **Main Menu → Payment Methods Tab**.



Go to Payment Methods

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



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 to have it added to the plugin setup.

3.1.2.20. Step 20: Store Vendor ACH Information

The plugin uses the Bank File fields when submitting ACH payments to vendors. The instructions below show you how to enter this required information for your existing vendors.

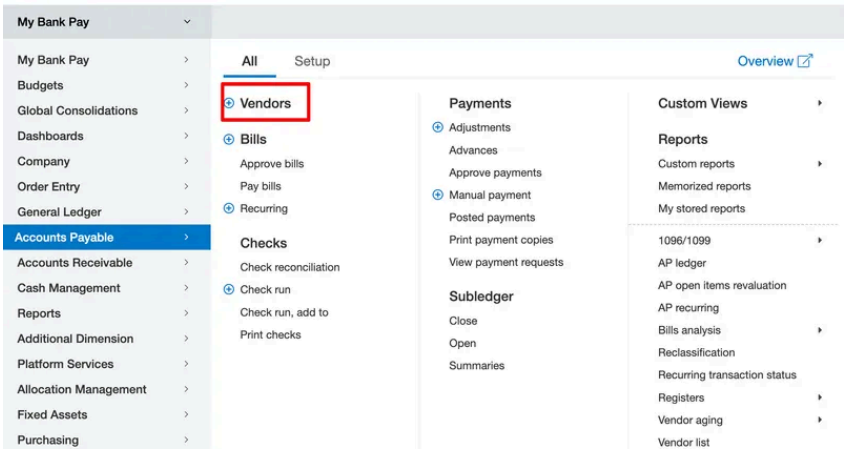
Before you begin, ensure you have permission to edit vendor bank details:

1. Go to **Company → Admin tab → Roles**.
2. Then, select **Subscriptions** on the role you would like to edit.
3. Select **Permissions** on the **Accounts Payable** Module, and check all the boxes for **Vendors** (This includes **List**, **View**, **Add**, **Edit**, **Delete,** and **Bank Details**).
4. Then, select **Save.**

Enter Vendor ACH Information

1 Go to Vendors

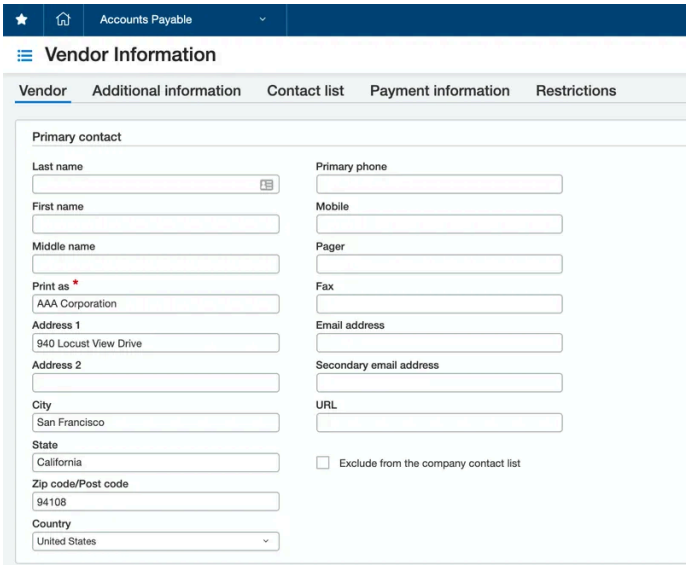
Navigate to **Accounts Payable → Vendors** and select **Edit** for the desired vendor.



Go to Vendors

2 Enter Vendor Details

Under the **Vendor** tab, enter the Vendor's **Address**, **City**, **State**, **Zip Code**, and **Country.**



Enter Vendor Details

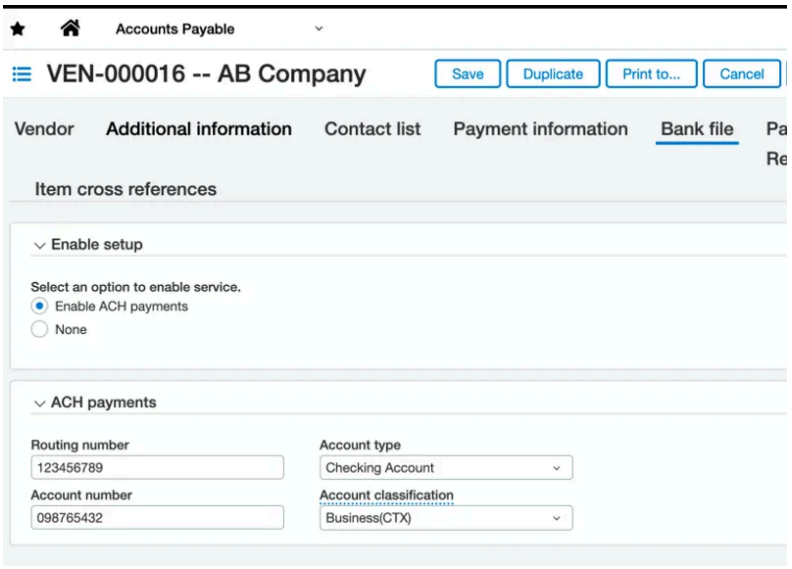
3 Enable ACH Payments

Select the **Bank file tab** to access the vendor ACH information.

Scroll down to the **Enable Setup** section and select **Enable ACH Payments**.

4 Add ACH Information

The **ACH Payments** section will appear. Enter the **Routing Number**, **Account Number**, **Account Type**, and **Account Classification**.



Enter ACH Payment Information

Then, select **Save**. ACH will now be an available payment method for that vendor.

IMPORTANT: When you first begin using the plugin, it automatically syncs the vendor's default payment method from the native Intacct record, but only if the method is set to ACH or CHECK. The plugin also ensures this default is synced when you create a new vendor.

In all other cases, the plugin will NOT be syncing the default payment method. If you would like to change the default, follow the previous step, "Set default payment information." This default can also be updated via CSV in a single upload for all your vendors.

3.1.2.21. Step 21: Store Other Vendor Payment Information

If applicable, you can add additional payment information within the plugin's Payment Methods page by following the steps in this guide.

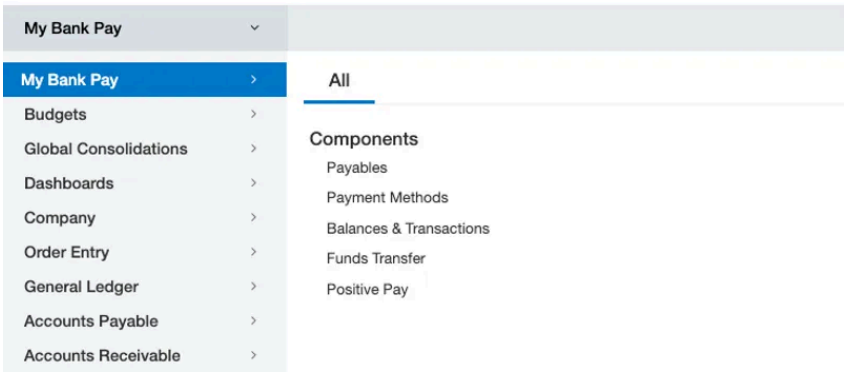
Only payment methods set up in your plugin and assigned to the specific vendor will be visible. If a method is missing, please add it to the vendor or reach out to your to have it added to the plugin.

Store Vendor Payment Information

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

1 Go to Payment Methods

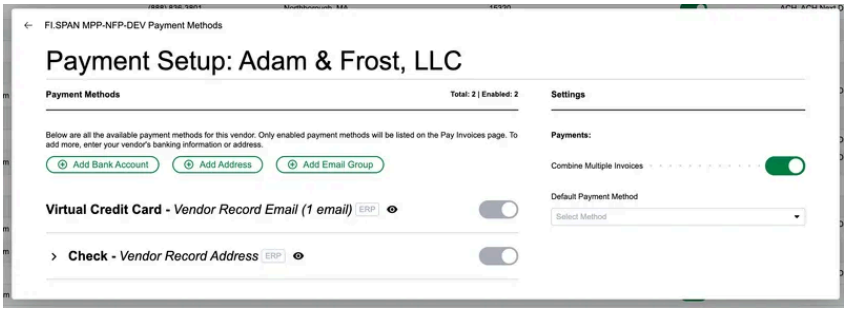
In Intacct, go to **Main Menu → Payment Methods** tab



Go to the Payment Methods Tab

2 Add Bank Account

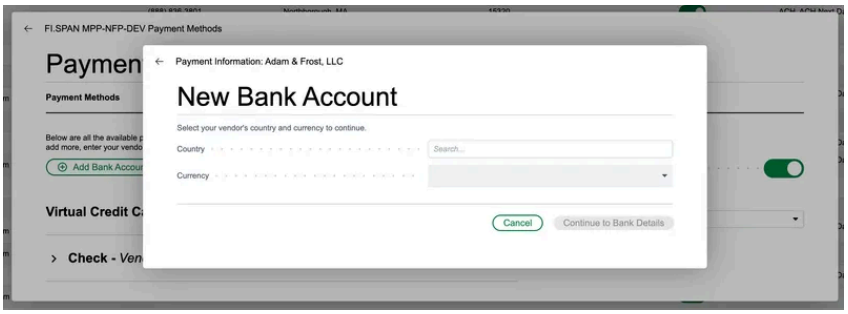
Select **Edit** on the vendor for which you would like to add payment information. Here, you can choose to **Add Bank Account**, **Add Address**, or **Add Email Group**.



Click "Add Bank Account"

Click **Add Bank Account**.

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

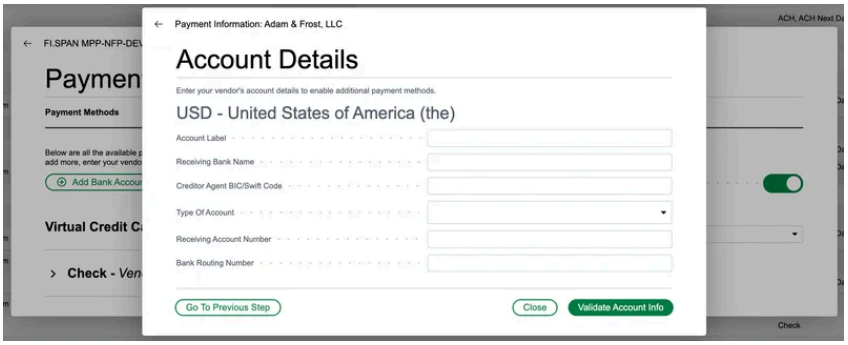


Define a Country and Currency

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

3 Add Account Details

On the Account Details pop-up, you will be prompted to fill in several fields. Please refer to the **Payment Requirements** section of this Product Guide for required fields, depending on the payment method you wish to use to pay your vendor.



Enter required bank details

> **NOTE:** Depending on the country and currency selected, as well as the number of fields completed on the Account Details screen, you may be eligible to pay the vendor using various payment methods. In previous versions of the Payment Methods page, you were required to first choose whether a payment was international or domestic—this is no longer necessary.

4 Validate Account Info

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

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

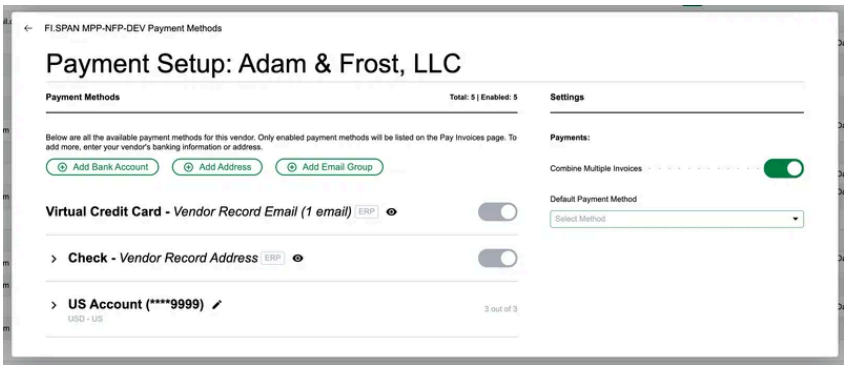
If validation fails, error messages will appear indicating any missing bank details needed to activate certain payment methods. Review these messages carefully, then click **Return to Account Details** to make further changes to bank details

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

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

5 Select Default Payment Method

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



Payment Setup: VENDOR NAME window

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

> **TIP:** The plugin supports importing vendor payment information via CSV, allowing for immediate mass updates across all vendors. Use the **Updating Vendors via CSV** guide for more information.

3.1.3. Post-Onboarding Checklist (Intacct)

You are almost ready to use the plugin. There are a few additional steps that are required in order to use the product at its full potential. Follow this flow to make sure you are not missing anything!

> For Sandbox users, feel free to skip the steps that may not apply to your use case. We strongly recommend following the **Sandbox Checklist (Intacct)**.

1. Did you grant the right permissions to the other users of the plugin?

If you want to give access to the plugin to someone else in your organization, follow **Step 11: Set Permissions for a Role**, **Step 12: Assign Role to Web Service User** and **Step 13: Assign Role to User**. This will ensure everyone who needs access is set up properly.

2. Do you have enabled all the payment methods that you regularly use?

If you need more payment methods than what you see on the Pay Page, contact your bank relationship manager. They are able to kick off the process of adding other payment methods. That process is usually fast and painless. Do not hesitate to contact our support team should you encounter any issues.

Once set up, you will be able to add that information to the Payment Method's Page for each of the vendors you wish to pay with that new payment method. This is explained in more detail in the following steps.

3. Did you make sure the Check & ACH information stored inside Intacct is accurate?

Sage Intacct native stores ACH and CHECK information. You are able to modify this information by going into the vendor record.

CHECK: you need a valid address on the vendor record.

ACH: you need valid information inside Bank File on the vendor record.

> You are also able to mass import this information natively: **Updating Vendors via CSV (Intacct)**.

The plugin will offer ACH and CHECK options in the payment method dropdown if:

- Both methods have been enabled by the bank (see step 2)
- There is sufficient information inside Intacct's vendor record (see Step 3).

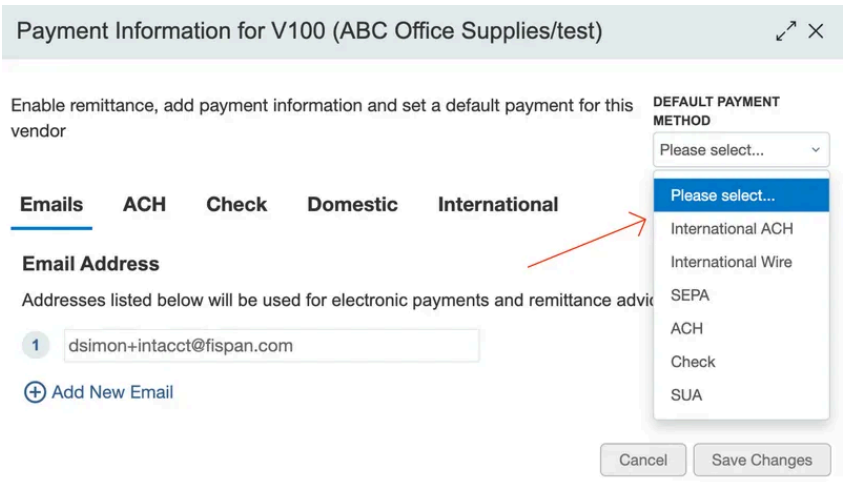
4. Do you need to add additional payment information?

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

Navigate to **Step 18: Store Other Vendor Payment Information** to find out how to add this information. You are also able to add it via a simple CSV import (**Updating Vendors via CSV (Intacct)**). This takes minutes and updates all the records at once.

5. Did you set up your vendor's default payment method?

The last step in setting up your vendors is making sure they have a default payment method enabled. You can do this manually by going into Plugin > Payment Methods > Hit 'Edit' on the right and select a default from the list of available payment methods.



Modifying the default payment method

If you are looking at doing this via a CSV import, this is also possible. Follow similar steps to what is explained in step 4 to make sure your vendors have default payment methods set up in no time.

6. Did you add all your bank accounts to bank feeds?

If you would like to receive a daily push of bank transactions inside the reconciliation module of Sage Intacct, we recommend setting up bank feeds. The setup process takes minutes and allows you to set up all your accounts at once.

Follow **Step 19: Enable Bank Feeds (Intacct)** for more information.

3.1.4. Configuration

3.1.4.1. Updating Vendors via CSV (Intacct)

The plugin allows you to update their vendor payment information in bulk through CSV files, eliminating the need for manual changes to each individual record.

You can use this process to edit existing vendor records, to add additional line items to existing vendors, and to create new vendor records.

Keep in mind that information stored inside native Intacct cannot be updated in the plugin.

Export and Import Functionality

This functionality allows you to manage your vendor records through a two-part process: Export and Import.

- Export creates a file containing all your current vendor records.
- Import allows you to update existing records by applying changes to your vendor data.

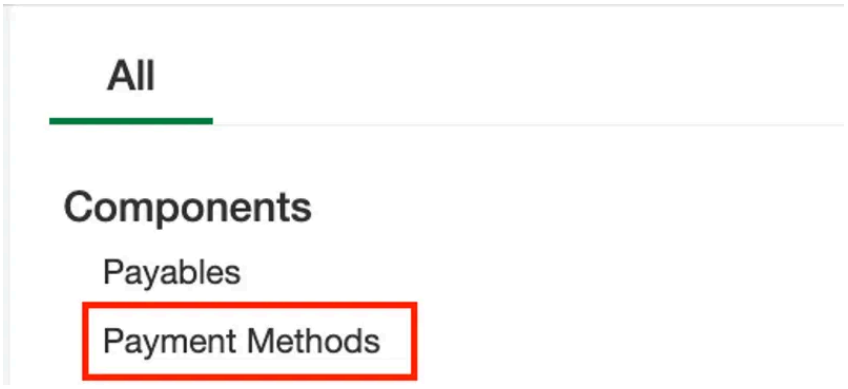
Always export first before you begin an import. This is the best way to ensure the CSV file is structured correctly, as the row format changes depending on the type of data you are working with.

You can re-import the same data multiple times to update existing rows, provided the ID fields in the file have not been modified or changed.

Follow these steps to begin the export and import process.

1. **Navigate to Payment Methods**

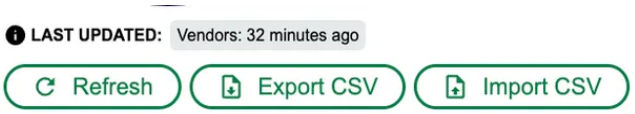
   From anywhere in Intacct, you can navigate to the Payment Methods page. Click on the button and then **Payment Methods.**



Select Payment Methods

2. **Export CSV**

Click **Export CSV**. A CSV file containing all previously saved vendors is generated.



Select Export

IMPORTANT: The CSV is pre-structured for import functionality; do not modfiy the column structures.

The import from Intacct triggers a minimum of one row of data. There are three different data types:

- **BANK ACCOUNT:** Each vendor with a bank account creates a row with a data_type of **BANK ACCOUNT**, allowing you to modify the vendor's bank account.
- **ADDRESS:** Each vendor with an address record creates a row with a data_type of **ADDRESS**, allowing you to modify the vendor's address.
- **EMAIL:** Each vendor with an address record creates a row with a data_type of **EMAIL**, allowing you to modify the vendor's email.

NOTE: Save a copy of this file for your records so you can easily re-import the original if necessary.

3 Prepare the File for Import

Once you have exported the existing vendor information, create the import file containing your revised vendor information by editing the data and adding new rows if you are incorporating new vendors.

Do not remove any of the column headers or add additional columns; otherwise, the import will fail.

Each of the three data types requires specific data fields. Use the existing records as a guide to which columns require data, and be sure to follow the general rules to avoid errors that prevent a successful import.

- **BANK ACCOUNT:** To add a new bank account, add a row and enter **BANK ACCOUNT** in the data_type column.
- **ADDRESS:** To add a new address, add a row and enter **ADDRESS** in the data_type column.
- **EMAIL:** To add a new email, add a row and enter **EMAIL** in the data_type column.

Please do not fill in the email or address fields for these columns, and ensure that the other columns are completed according to the guidance provided in the table below.

NOTE: Only one line entry per vendor can have the is_default_account set to **Y**. Enter the default_payment_method for the default account address record.

	A	B	C	D	E	F	G
1	data_type	id	erp_vendor_id	vendor_name	label	is_default_account	default_payment_method
2	EMAIL	caeeddf6-dd71-4	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	9e366618-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-4(	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.

CSV file - table rows

data_type	Compatible default payment_method(s) for this data type	Other rules
BANK ACCOUNT	ACH ACH_NEXT_DAY CPA BACS SEPA WIRE EFT_AU WIRE_AU EFT_SG WIRE_SG WIRE_NZ EFT_NZ WIRE_ZA EFT_ZA INTERNATIONAL_WIRE INTERNATIONAL_ACH UK_FPS	Leave the email and address fields empty.
ADDRESS	CHECK	Leave the bank account and email fields empty.
EMAIL	VCC	Leave the bank account and address fields empty

CSV file - table columns

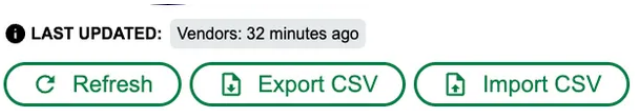
Column Name	Allowable Values (CASE SENSITIVE)	Notes
data_type	Either: ADDRESS, BANK ACCOUNT, EMAIL	**Required Field** For **BANK ACCOUNT**, leave the email and address fields empty. For **ADDRESS**, leave the bank account and email fields empty. For **EMAIL**, leave the email and address fields empty.
id	Internal ID	Leave empty if adding a new payment method. Do not modify the value if modifying existing payment information.
erp_vendor_id	Intacct vendor ID	**Required Field** Do not modify. This field protects against duplicate records.
vendor_name	Intacct vendor name	
is_default_account	Y/N	**Required Field** Can only have one default Y per vendor. All others must be N.
default_payment_method	Please confirm that they are in capital letters (e.g., ACH, ACH NEXT DAY, CHECK, INTERNATIONAL ACH, INTERNATIONAL WIRE, SEPA, VCC)	Anything from the list of available payment methods. To see what is enabled on the vendor, navigate to **Plugin → Payment Methods** and check in the table which payment methods are listed for that vendor. Any unsupported payment type will result in the line failing to import. If you would like to add some payment methods to the plugin, please contact your bank.
is_editable	Y/N	**Required Field** For any new lines, please enter "Y". Do not modify an "N" and change it to a "Y"; doing this may break the import.
email_addresses	Any email addresses, up to 5	Separate each email address with “,”
country	**ISO alpha-2 country codes**	**Required Field For Bank Accounts** This field accepts upper, lower, and mixed case values. Please enter the ISO alpha-2 country codes format. The import will error if the user enters the full country name (i.e., New Zealand).
currency	**Currency codes**	**Required Field For Bank Accounts** Please enter the currency following the currency code list. This field accepts upper, lower, and mixed case values.
account_type	CHECKING or SAVINGS	**Required Field For Bank Accounts** This field accepts upper, lower, and mixed case values
account_number	Vendor's account number	
institution_number	Vendor's institution number	
transit_number	Vendor's transit number	
routing_number	Vendor's routing number	

Column Name	Allowable Values (CASE SENSITIVE)	Notes
bank_code		
iban	Two letter country code, followed by two check digits, and up to 35 alphanumeric characters	
bic	Vendor's BIC or SWIFT code for the country and bank	
bank_name	Anything	
address_line	Anything	
address_line_2	Anything	
address_city	Anything	
address_state_province	Anything	
address_postal_Code	Anything	
local_branch_code	Valid branch code for this bank	Use this field for BSB codes if the country requires it
payment_purpose_message	Anything	
payment_purpose_code	Valid purpose code	
payment_payment_iso_code	Valid sender country code	
payment_payment_codeword	Valid receiving entity codeword	
payment_payment_party_type	P, T, G, N	P = Parent, T = Subsidiary, G = Group, N = Non-related
payment_residential_status	resident, nonresident	

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

5 Import CSV

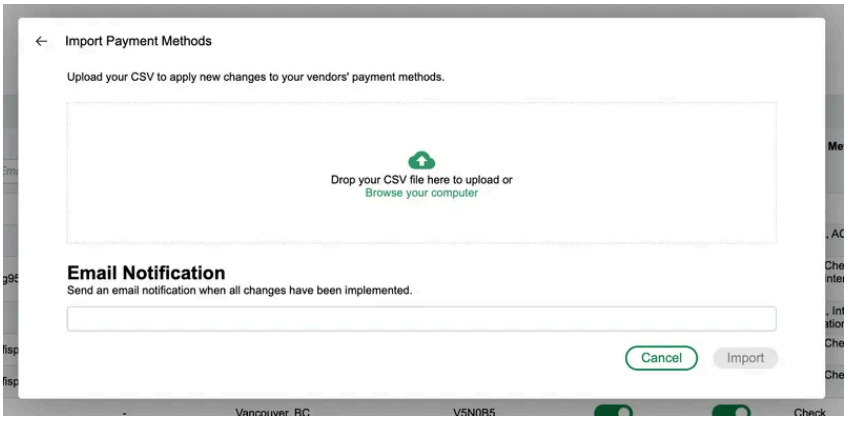
Once the file is ready, select the **Import CSV** button.



Select Import

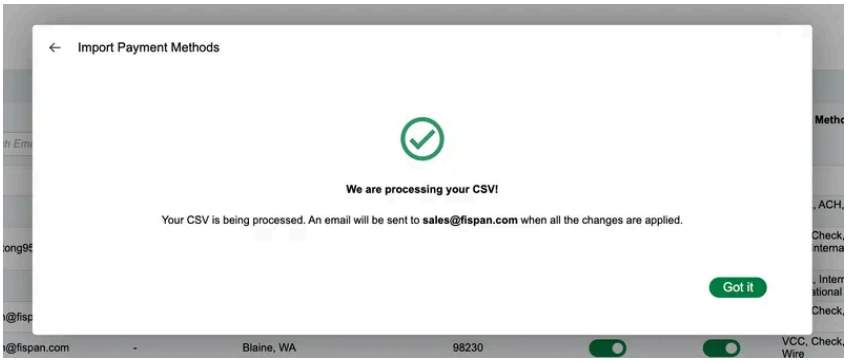
Attach the file that is ready to import and enter one valid email address to receive a status update.

> **NOTE:** You are not able to modify this email address after clicking **Import.** If the email is incorrect, you will not get the status email, but the import will complete.



Add Import CSV

Once the file has been uploaded, a checkmark will appear. You can expect an email with a status update within a few minutes.



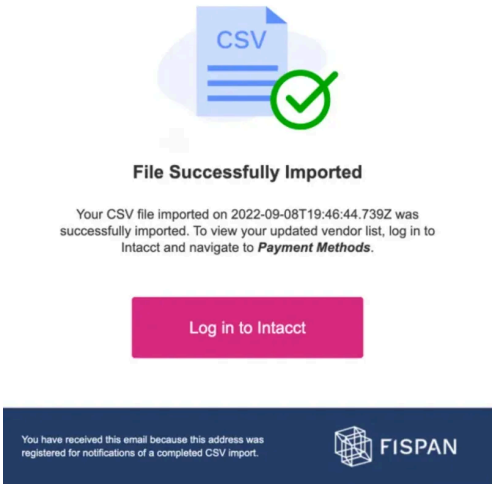
Processing Begins

6 Import Confirmation Email

Once the import status changes, you will receive an email notification.

This email notification will let you know if the import has been successful. There are 3 options:

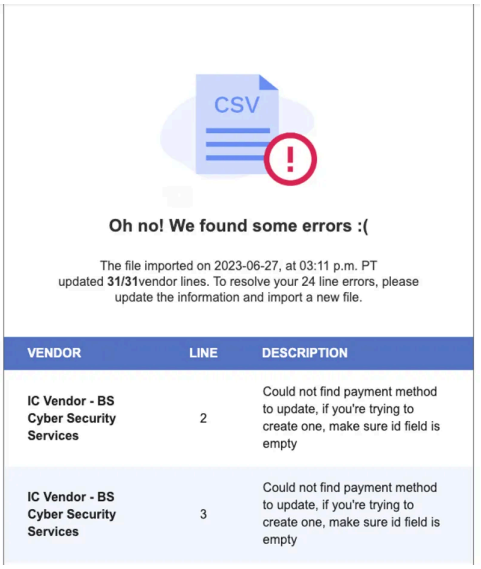
File Successfully Imported



File Successfully Imported

Import is successful, but there are line errors.

- In that case, please download the CSV attached to the email that lists those errors and submit the file again. You may leave the error column in the newly uploaded CSV. Please note that if an error is found in one of the rows, none of the information present in that row will be updated.



File Was Not Imported

Import was not successful.

- This issue may be caused by internet connectivity problems or unsupported file formats. Please verify your internet connection, refresh the page to attempt again, or contact support if the problem persists.

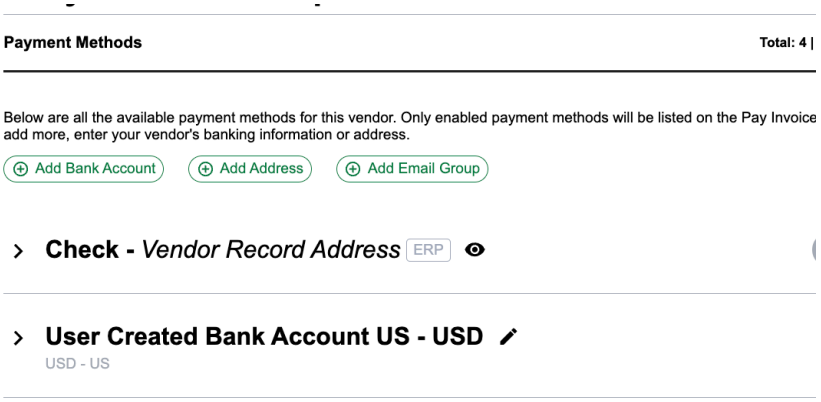
Import CSV Example

This file shows an example of what the import file can look like for one hypothetical vendor.



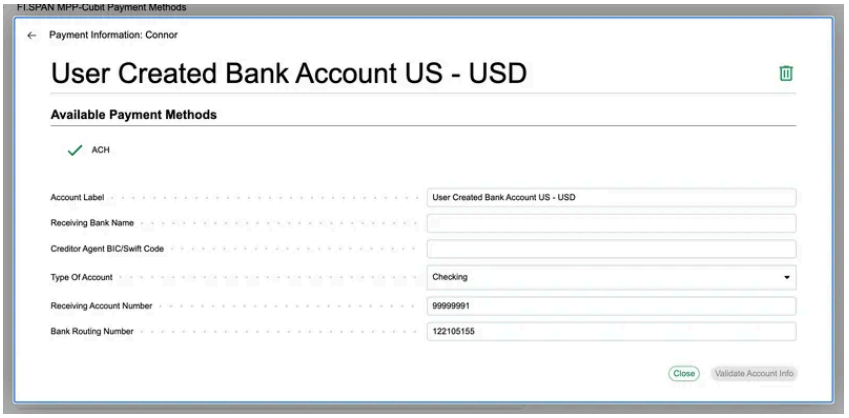
Example Vendor CSV Import file

On the Payment Methods page, when you select the vendor, it shows that the bank account has been added.



Click on Bank Account

When you open up the bank account, you can see the values match the import.



Confirm Values

Potential Errors

Potential errors	Explanation	Steps to fix the error
`data_type` must be: DEFAULT PAYMENT METHOD or DOMESTIC BANK ACCOUNT or INTERNATIONAL BANK ACCOUNT	`data_type` was not filled in.	Always include a data_type, this is a mandatory field.
`vendor_id must be filled in.`	`vendor_id` was not filled in.	Always include a vendor_id, this is a mandatory field.
`default_payment_method must be of a valid Payment Type.`	`default_payment_method` was not correctly filled in.	Ensure your account has this payment method enabled.
`email_addresses 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**

3.1.4.2. Intacct Approval Process (Informational)

Sage Intacct has two known base approval processes: Bill Approval and Payment Approval. It is crucial to understand how each interacts with the .

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.

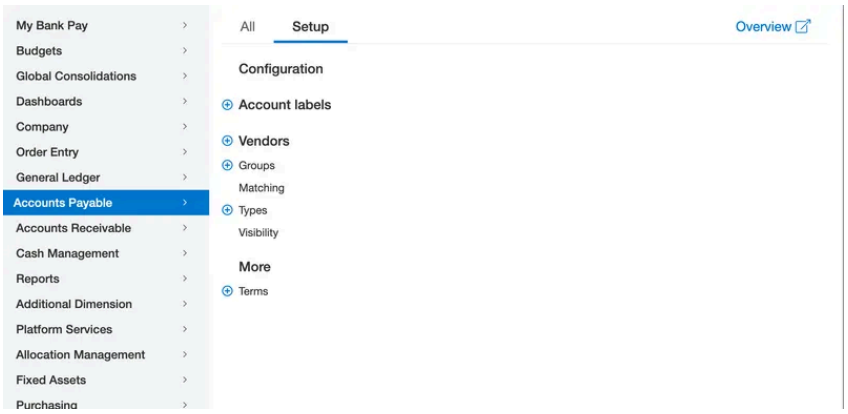
> **IMPORTANT:** This page is for informational purposes only and should not be used as a guide to make changes to the configuration of your Sage Intacct environment. For support with your Sage Intacct native approval flows, please reach out to Sage or your Intacct implementation partner directly.

Viewing your Configuration

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

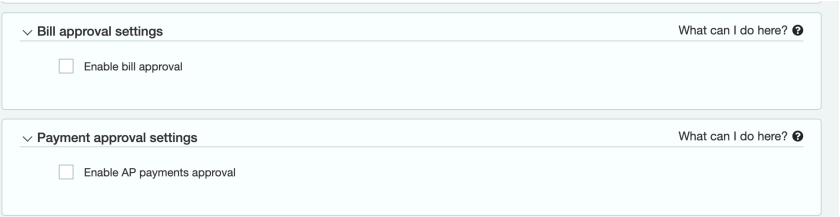
To check your current settings:

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.”



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.

3.1.4.3. Updating the Plugin (Intacct)

Keeping the 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.

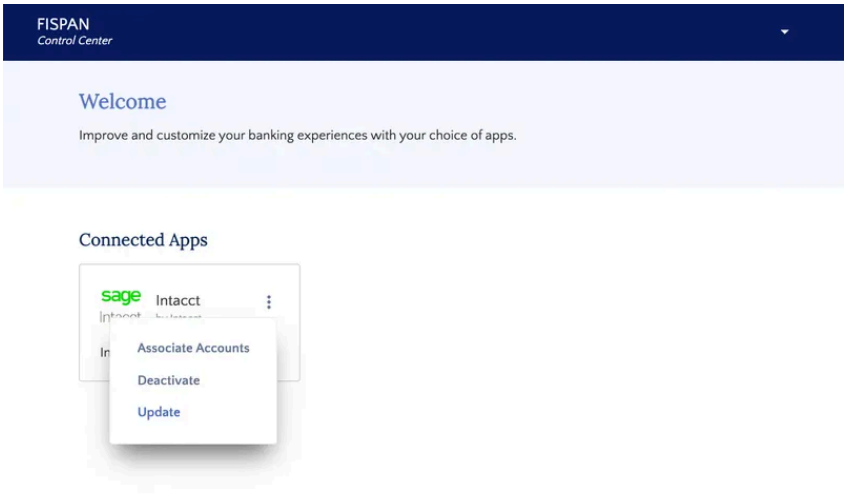
1 Log In to

To update the plugin in your Production environment, please go to **sys.fispan.live** and log in.

If you are updating the plugin in your Sandbox environment, please go to **sandbox.fispan.cloud** and log in.

2 Update Plugin

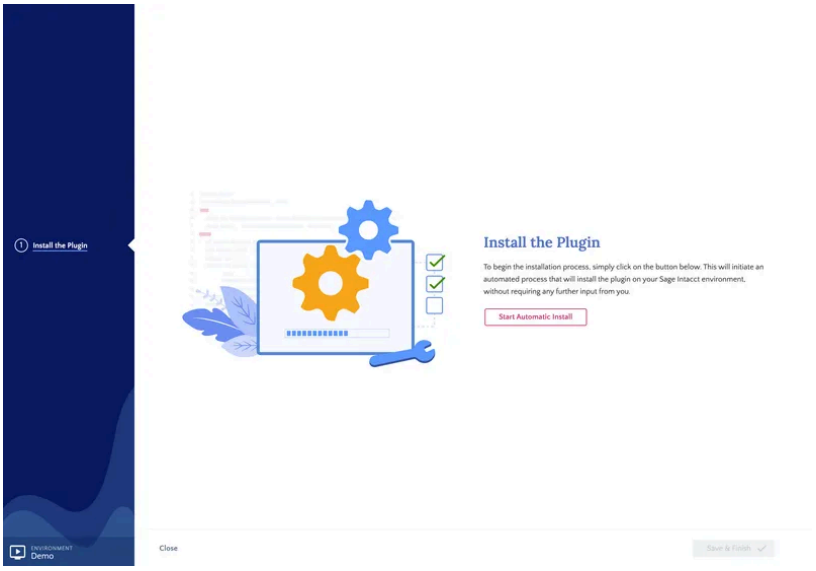
Select the 3-dot action button in the top right corner of Intacct. Then, select **Update** in order to update the plugin.



Select Update

3 Automatically Install

To install the updated plugin, select the **Automatic Install** button.



Select Automatic Install

You have now successfully updated the plugin!

Manual Install

If automatic installation fails, you can manually install the updated plugin by downloading the plugin XML file using the link in the installation wizard.

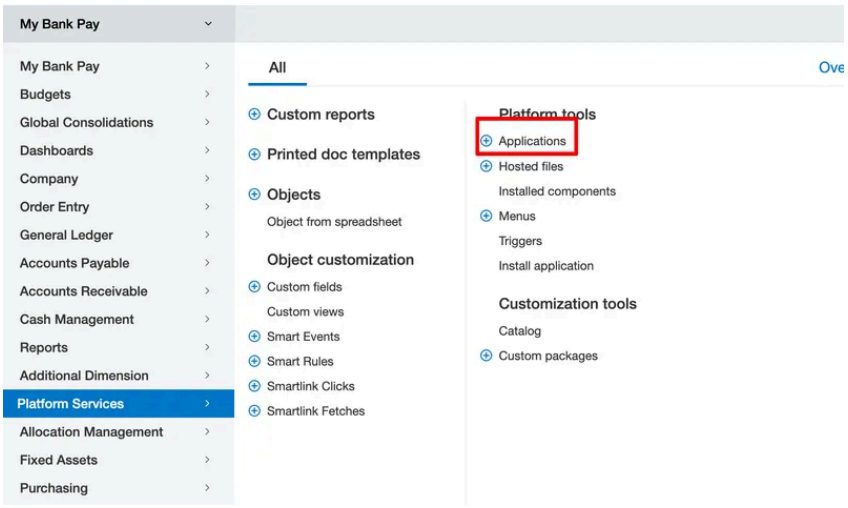
1 Download XML File

From the error page displayed in the installation wizard, select **here** to download the XML file.

Once the XML file pops up, save it to your computer.

2 Go to Applications

In Intacct, go to **Platform Services → Applications**.



Go to Applications

3 Install From XML

Then, select **Install from XML.**



Select Install from XML

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



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

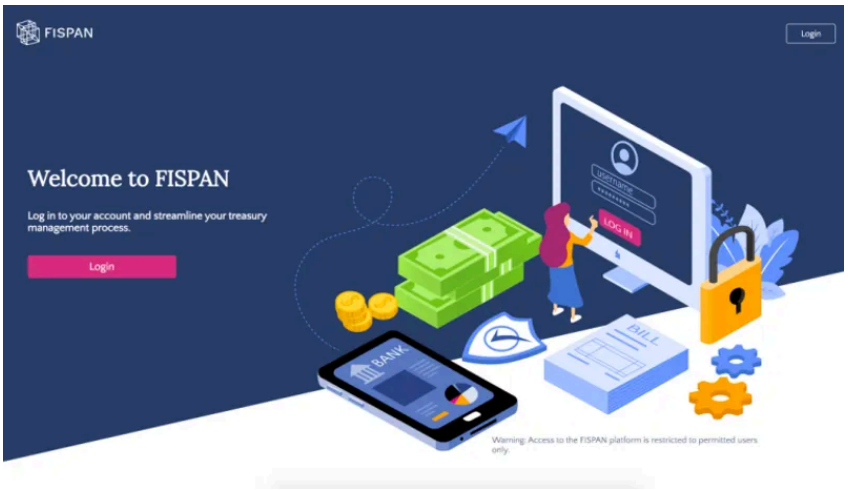
3.1.4.4. Mapping Bank Accounts (Intacct)

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

Navigate to Accounts

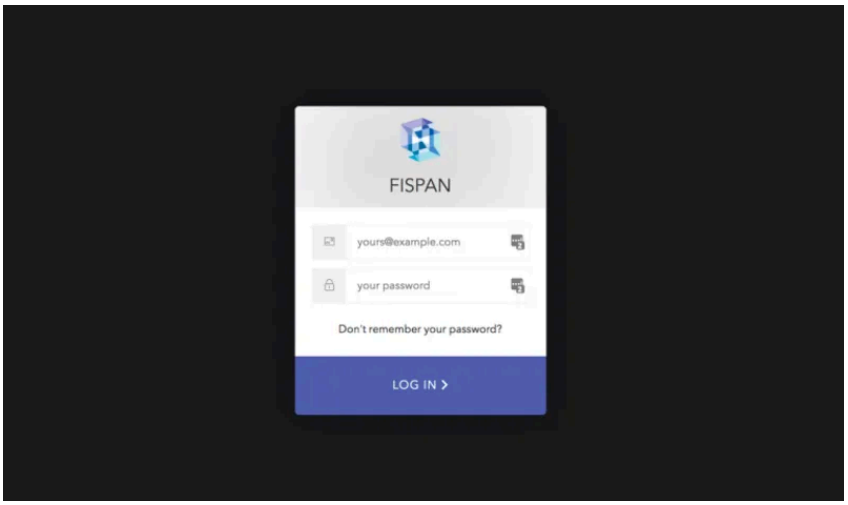
1 Log in to

Head to the **Production Portal** or the **Sandbox Portal** you used to register for an account with when you installed the plugin.



Go to the Portal

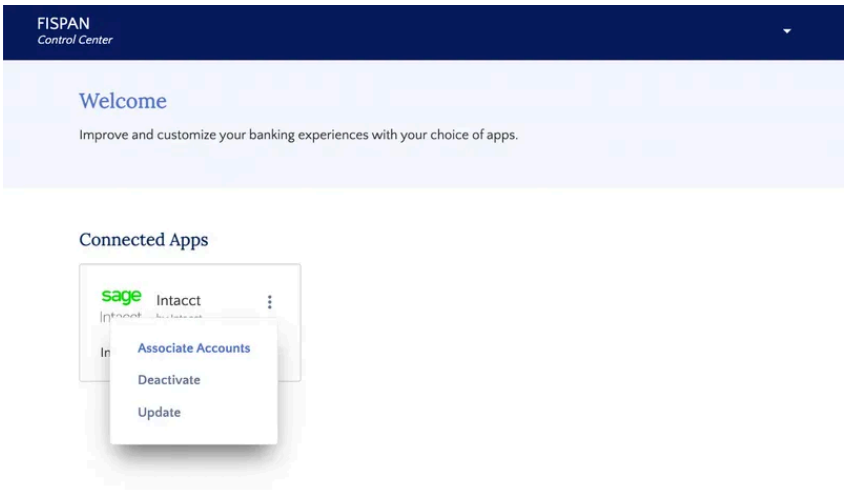
Log in to the portal with the email and password you used to register.



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.

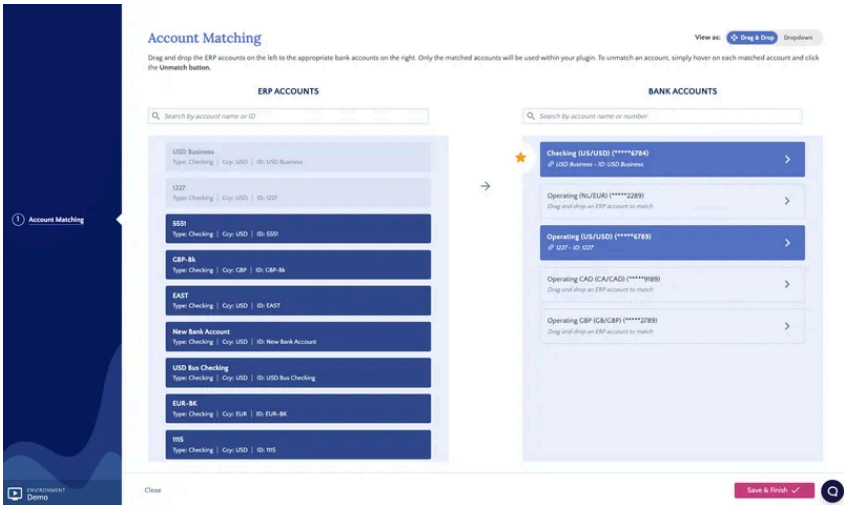
1 Match Accounts

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**.

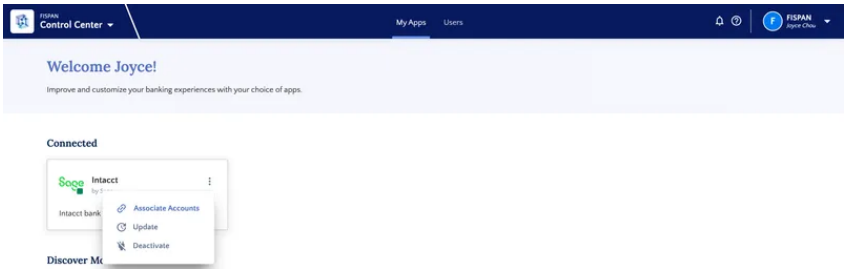
NOTE: When installing the plugin in Sandbox, the Bank Account ending in 1133 is used for testing purposes ONLY. This account is not linked to any of your live accounts with your bank.

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

3.1.4.5. Supporting Multiple Entities

The Sage Intacct integration supports multiple entities. Pages within the integration behave similarly to the native pages of Sage Intacct, with respect to presentation of bills, vendors, and bank accounts. This is available for plugin versions 2021.4 and above.

Key Updates

Bills presented in the plugin will be reflective of the Entity level you are currently viewing. For example, bills selectable for payment at the Top Level will only be bills that can be paid at the Top Level through the traditional Pay Bills page in Sage Intacct.

At the Entity level, you will only be able to select bank accounts eligible for payment within that Entity. For example, when making payments in Entity A, you will not be able to select bank accounts owned by Entity B.

Limitation

When submitting payments at the Top Level, the Confirmation page may present all linked bank accounts, irrespective of the Entity they belong to. If an Entity-owned bank account is selected for payment, the payment will immediately fail, and the bills will automatically be reopened and available for repayment.

Intacct does not allow the use of an Entity-level bank account to make payments at the Top Level. Please confirm that when making payments from the Top Level, an appropriate Top Level bank account is selected as the Source Account.

3.1.4.6. Setting up Multi-Factor Authentication

Multi-Factor Authentication (MFA) Overview

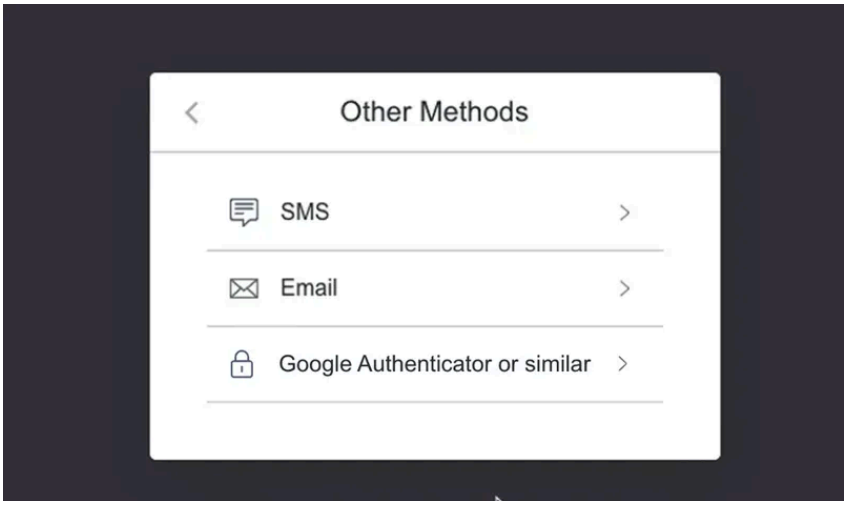
Multi-factor authentication (MFA) adds another level of security for all users when using the to **login**. With MFA, your data is protected against account breaches and is accessed by authorized users.

> **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

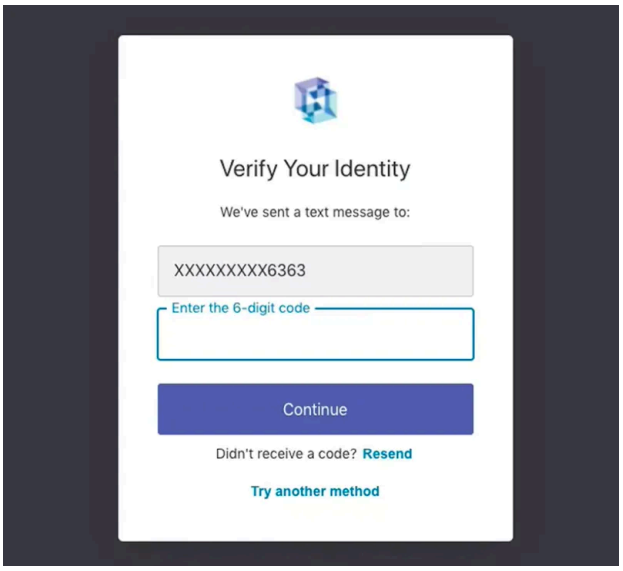
Select your country code then enter your phone number, you will receive a text message with a 6-digit code via SMS to the phone number you provided for enrollment.

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.

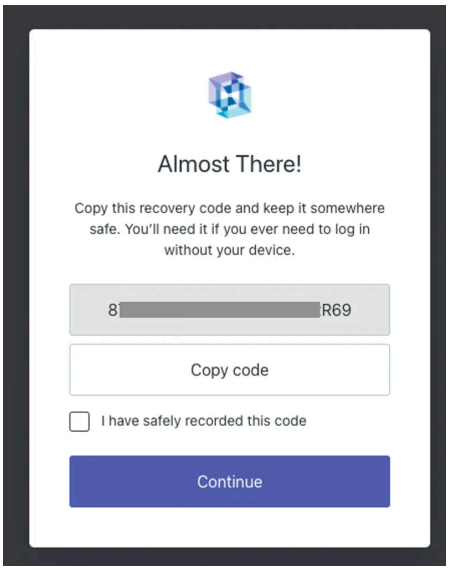
Select **Continue.**



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.

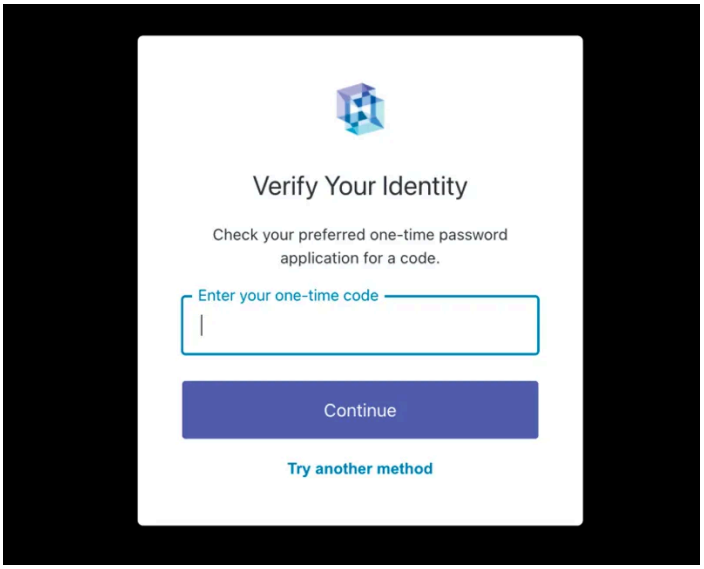
1 Set Up Authentication App

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

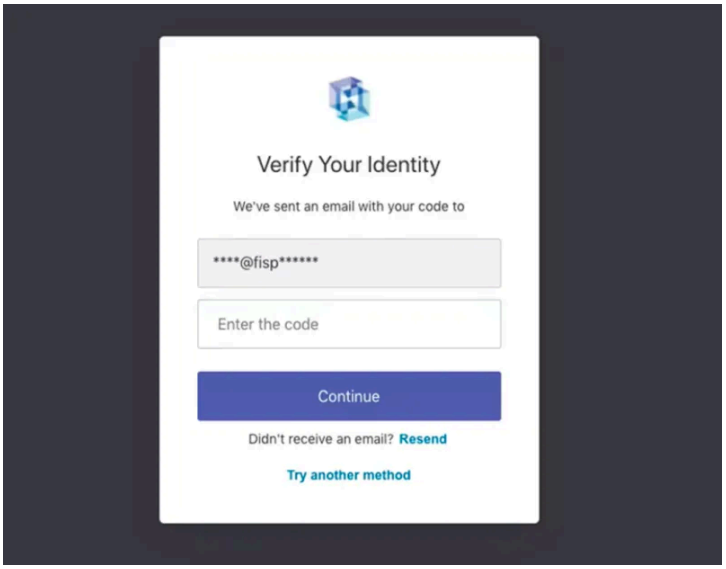
Add the email address where you would like to receive your authentication code.

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**.



Email Authentication

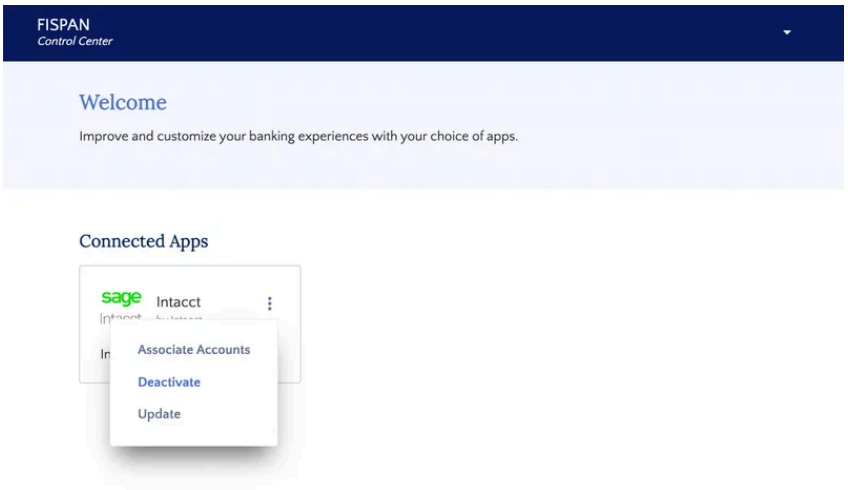
3.1.4.7. Uninstalling the Plugin (Intacct)

To disconnect from the plugin, follow the steps in this guide.

1 Disconnect Intacct from Plugin

Log in to https://sys.fispan.live/login using your credentials.

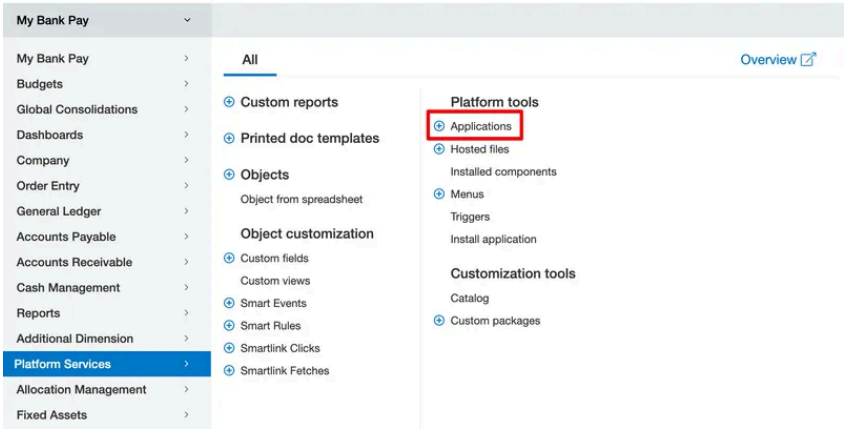
Click on the **three dots** on the top left of the box titled 'Intacct'. In the drop-down menu, click **Deactivate**.



Click "Deactivate" in the drop-down menu

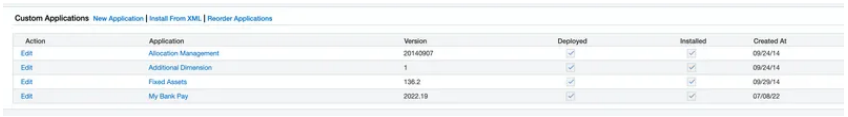
2 Remove the Application from Intacct

Log in to Intacct and navigate to **Platform Services → Applications**.



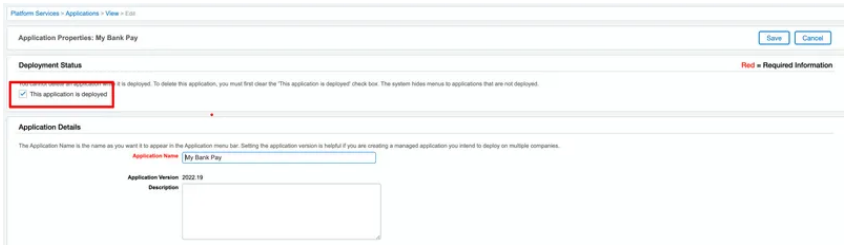
Navigate to "Applications" in Intacct

Find your bank plugin in the **Custom Applications** list. Click **Edit** beside your bank plugin.



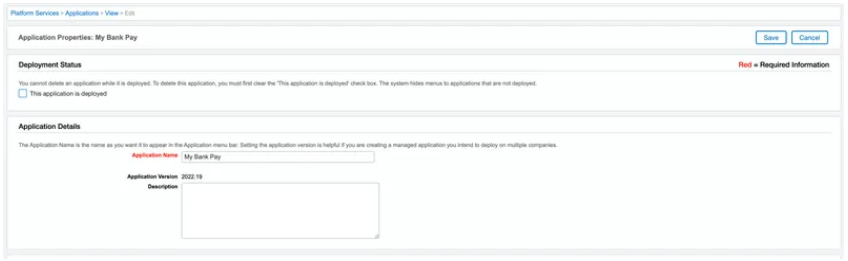
Click "Edit" beside your bank plugin

Under Deployment Status, unselect the checkbox **This application is deployed**.



Unselect "This application is deployed"

Select **Save** at the top right.



After unselecting "This application is deployed", click Save

Select **Del** beside the bank plugin and confirm the deletion.

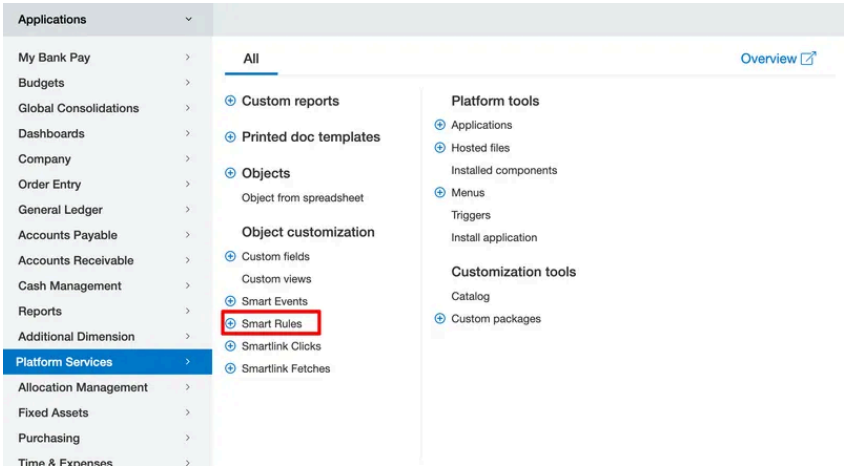


Click "Delete" beside the bank plugin

The plugin will disappear from the Intacct environment.

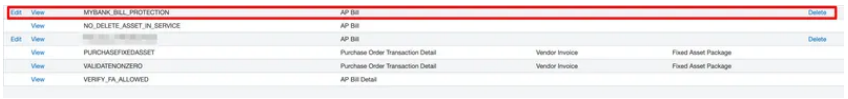
3 Remove Smart Rules

Navigate to **Platform Services → Smart Rules**



Navigate to "Smart Rules"

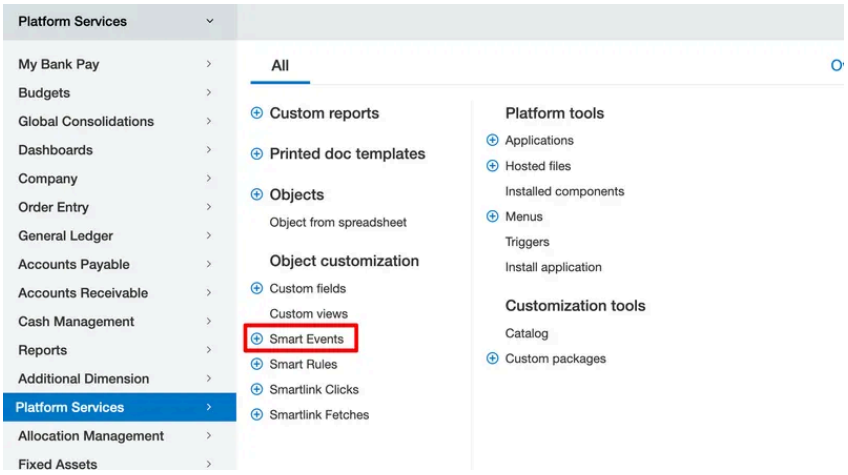
Remove any Smart Rules containing your bank plugin name by selecting **Delete**.



Click "Delete" beside bank plugin-related smart rules

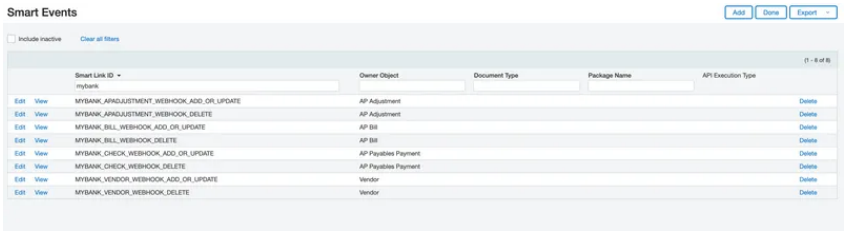
4 Remove Smart Events

Navigate to **Platform Services → Smart Events**



Navigate to "Smart Events"

Look up any events containing your bank plugin name and select **Delete**.



Click "Delete" beside bank plugin-related smart events

You've successfully disconnected your Intacct environment and completely removed the plugin!

3.2. Features

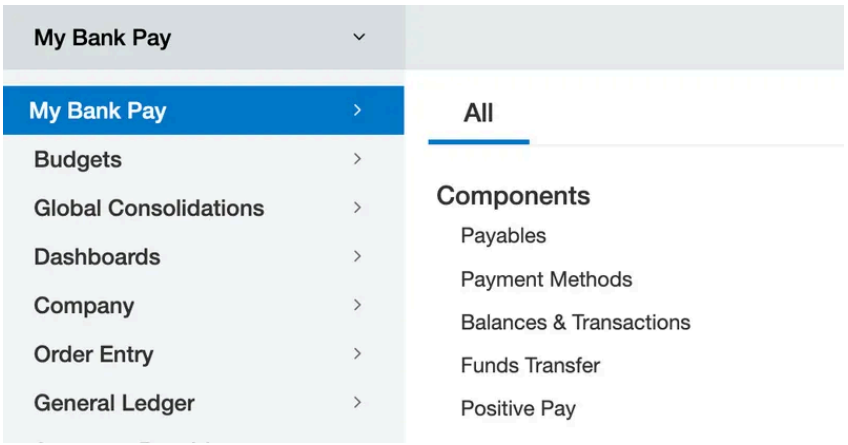
3.2.1. Bill Payments (Intacct)

3.2.1.1. Paying Bills (Intacct)

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

Step 1: Go To Payables

Go to **Payables.**



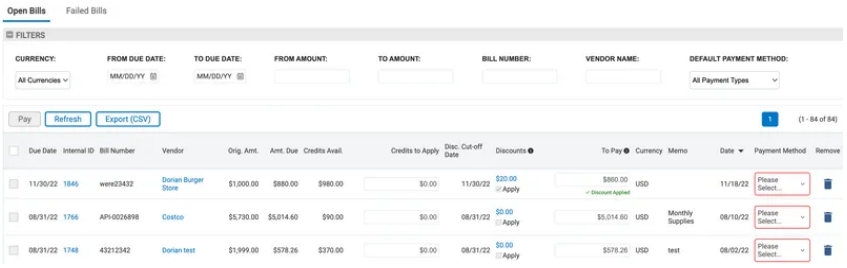
Go to Payables

Step 2: Select Bills To Pay

If you delete an open bill from the plugin (by hitting the 'bin' button on the right side of the page), it will disappear and will not re-sync. However, an open bill that was removed can only be reprocessed if an edit is made to the invoice in native Intacct (outside of the bank plugin) and resubmitted for approval.

Please ensure that any bills to be paid have not been created by duplicating bills that were previously paid through the bank plugin.

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



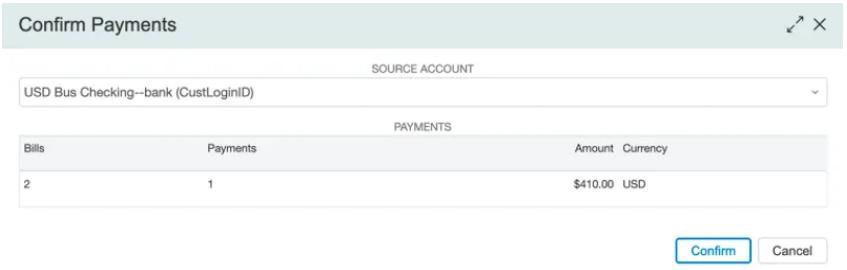
Select and Pay

Step 3: Confirm Payment(s)

NOTICE: If you have forgotten to apply a credit or a discount to a bill after clicking "Confirm" DO NOT attempt to reverse this payment and re-pay it as it may cause duplicate payments. Please contact FISPAN Support to check if the payment has already left Intacct before attempting reversal and repayment.

Select the account from the dropdown and confirm the number of bills, payments, and amounts are correct. Please ensure all applicable credits and discounts have been applied.

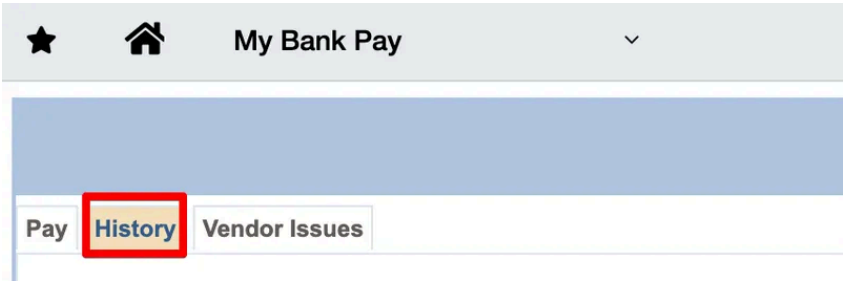
Once you have validated your bills to be paid, select **Confirm.**



Confirm Payments

Step 4: Check the Payment Status

Go to **Payables** → **History**.



Check Payment History

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

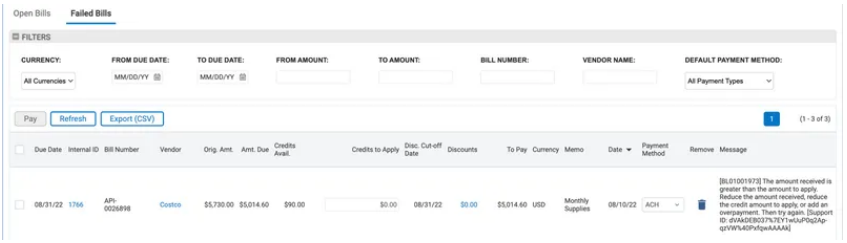


Review Status

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

A failed bill would look like the following:

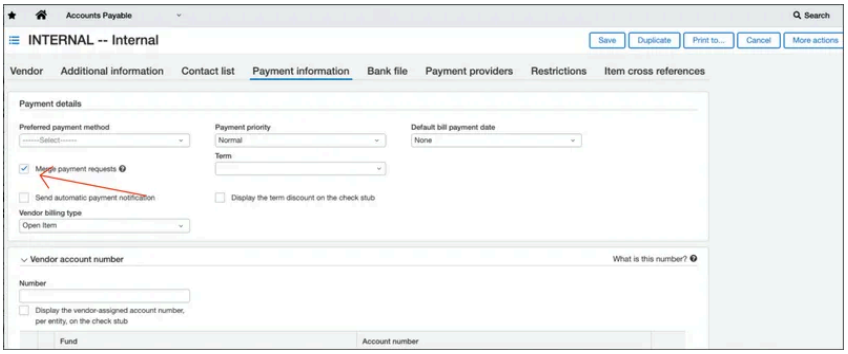
A failed bill remains open on the Pay Page and can be sent for payment again.



Failed Bill

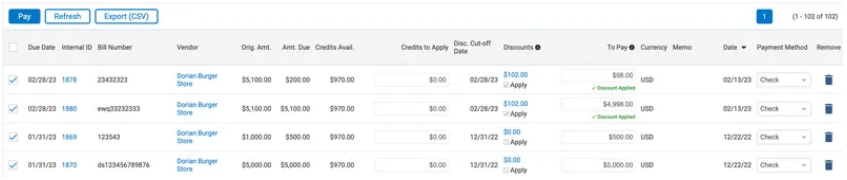
Paying Grouped Bills

If you would like to make grouped bill payments, please ensure you have the **Merge payment requests** checkbox is selected on the Vendor record. This can be done by navigating to the Vendor record and selecting the Payment Information tab.



Enabling Grouped Payments

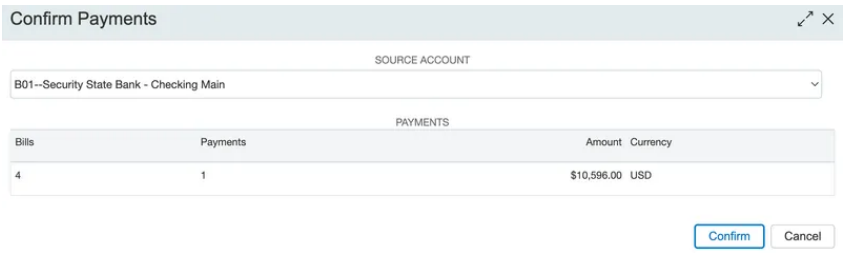
Once that is enabled, you are able to group bills together when paying. On the Pay Page, simply select all the bills you wish to pay and hit '**Pay**'.



Paying Grouped Bills

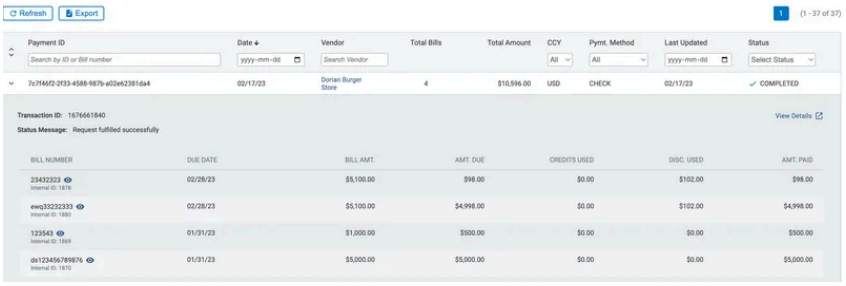
The Confirmation Payment window appears. You can select the Source Account and verify the number of bills vs. payments. Hit '**Confirm**' to send the payment(s).

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



Confirmation window grouped bills

After clicking "Confirm", your payment will begin transmitting. Next, navigate to the History page to see the Payment Status.



History Page for Grouped Bills

FAQ

How long do bills stay on the History Page?

Bills never leave the history page. As long as there is a working synch 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?

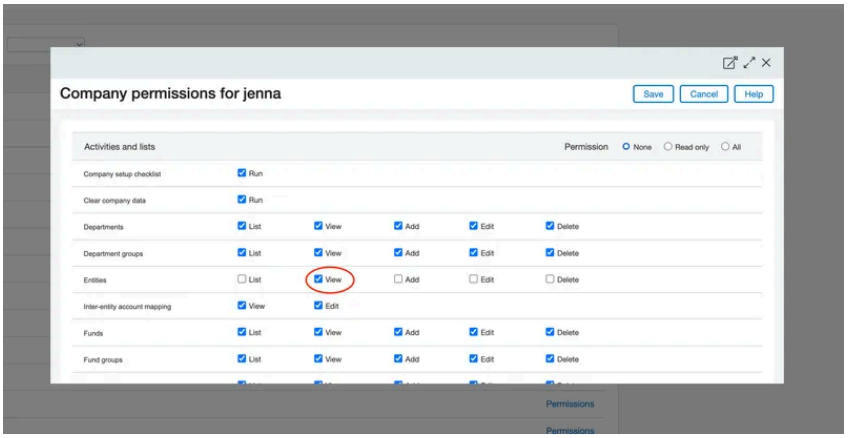
If you pay a bill with partial payments, the same bill will appear multiple times on the History Page. Similarly, if a bill has failed and has been repaid, it will also appear in multiple payments on the History Page.

How many bills load 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 Role < Subscriptions < Company and add the 'Entities' permissions 'View'.



Locationid 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 he 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?

3.2.1.1.1. 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.

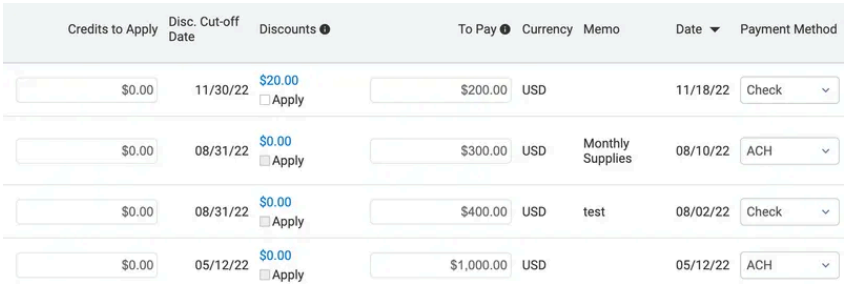
Making Partial Payments

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.



Credits to Apply	Disc. Cut-off Date	Discounts	To Pay	Currency	Memo	Date	Payment Method
$0.00	11/30/22	$20.00 Apply	$200.00	USD		11/18/22	Check
$0.00	08/31/22	$0.00 Apply	$300.00	USD	Monthly Supplies	08/10/22	ACH
$0.00	08/31/22	$0.00 Apply	$400.00	USD	test	08/02/22	Check
$0.00	05/12/22	$0.00 Apply	$1,000.00	USD		05/12/22	ACH

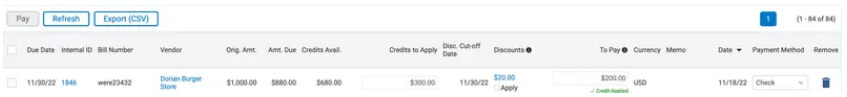
Modify To Pay Column Amount

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 partial payment on the bill. The discount can only be applied when this payment reduces the outstanding amount to zero.

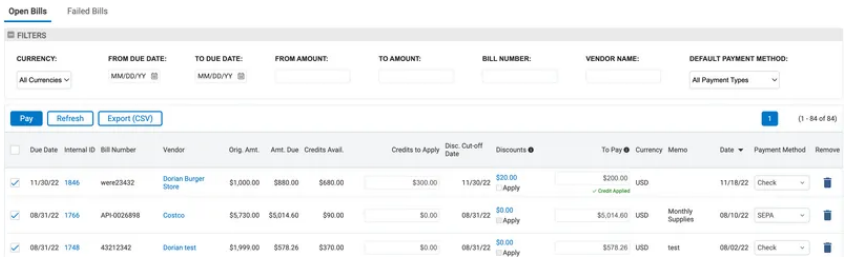
In the **Credits to Apply** column, add any amount that you would like to add to this payment. This action does not reduce the **To Pay** amount; instead, it adds the specified credit amount to your payment request. As a result, the **Credits Available** balance will be reduced by the amount you enter here.



Adding Credit to Apply to a partial payment

3 Select the Bills to Pay

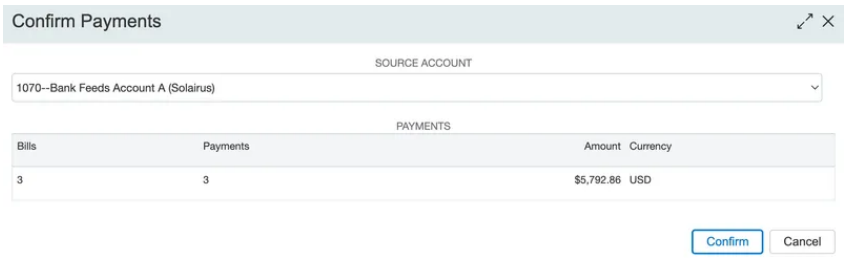
Select the bills you would like to pay. You can add multiple bills (even with partial payments) to one payment run.



Select bills to pay

4 Confirm Payments

Confirm the payments to complete your first partial payment.



Confirm Payments

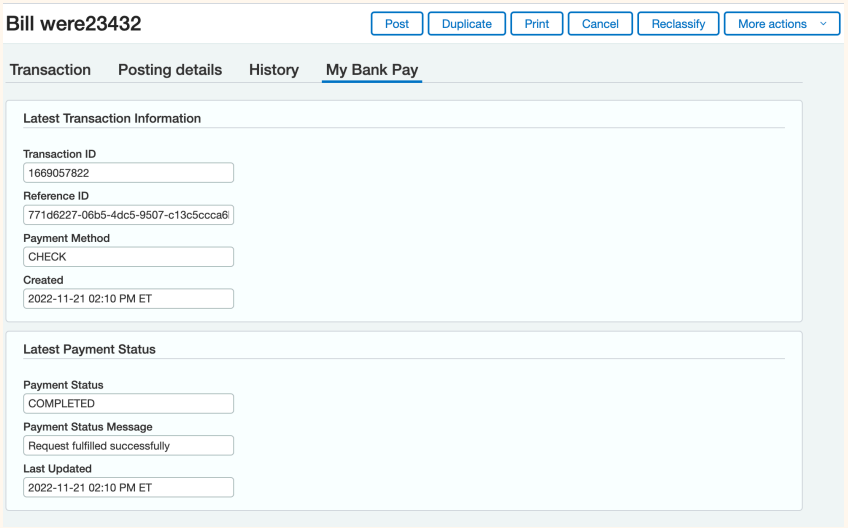
The bill(s) you've partially paid will remain on the Pay page. They will show the updated outstanding amount due, allowing you to make future payments until the balance is fully settled.

IMPORTANT: The custom fields on the native bill record will be overwritten each time a partial payment is made. Only the latest payment information will be available in these fields.

For example, if a bill is partially paid five times, the custom fields will only show the details of the fifth (latest) payment.

If you need to search and view all payments made against a single bill, you have two options:

1. Navigate to the History page of the plugin.
2. Go to the Accounts Payable page within native Intacct.



Overwritten custom fields

You can search this page using the payment or bill IDs.

FAQs

Do I need specific permissions to use partial payments?

No, users who already have the permissions will be able to make partial payments.

Why can I not see the payment information on the bill record when I do multiple partial payments?

The plugin will overwrite the custom fields every time there is a new payment made against that bill. Only the payment information from the latest payment is made available. This is a technical limitation with how Sage Intacct stores the information on this record. We have improved the History page to accommodate this.

Why can I not apply a discount to a partially paid bill?

Sage Intacct does not allow discount terms to be applied to partially paid bills. To benefit from discounts, you have to either:

- Pay the bill in full in one payment
- Pay the last partial payment on the bill. If there is no amount due left on the bill (after that last payment), you can apply a discount.

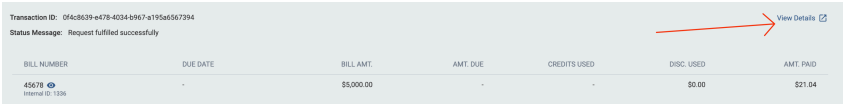
Can I pay the same bill from two different entities?

This is currently not supported by the plugin, because the plugin does not read line details of bills. You are able to partially pay a bill, but you are not able to choose which line item gets paid and which one does not. It always follows the same logic, independent of which bill is chosen (see next question for my information).

How do I know which line item gets paid first?

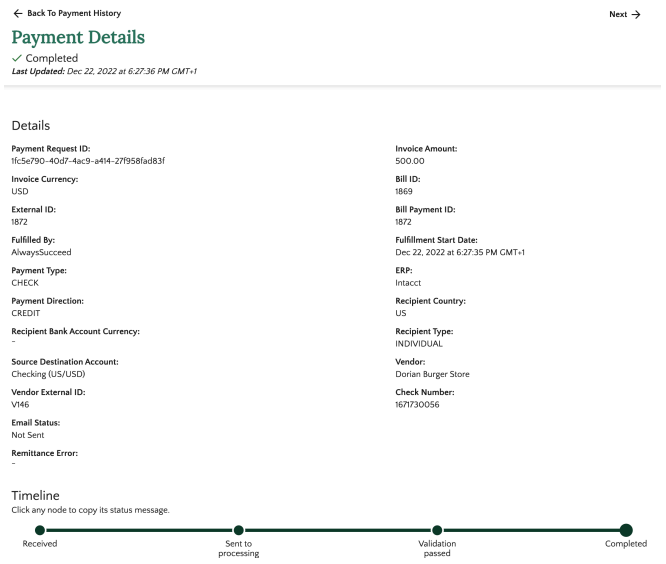
The logic of which line item is paid first when submitting a partial payment is the same as native Intacct. It uses the first line item first, and then the second, until there is nothing left to be paid.

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



View Details button

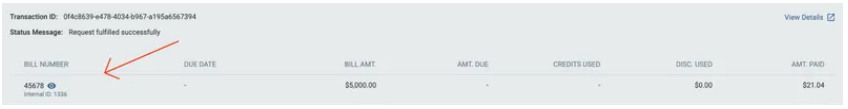
The **View Details** from the top right of the accordion opens up the , which shows more payment-related information than what is shown in the plugin. You will be prompted to log in. Use the password defined during the onboarding process to log in. Reach out to support if you did not get a login during onboarding.



Example Payment Details

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

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



Eye button next to the bill number

3.2.1.1.2. Applying Discounts

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

Applying Discounts

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

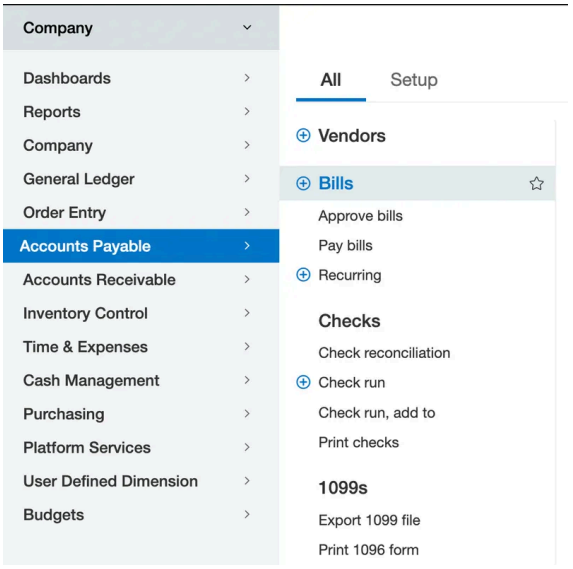
To successfully apply a discount, you must meet one of the following two conditions:

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

Follow these steps to apply discounts to a payment.

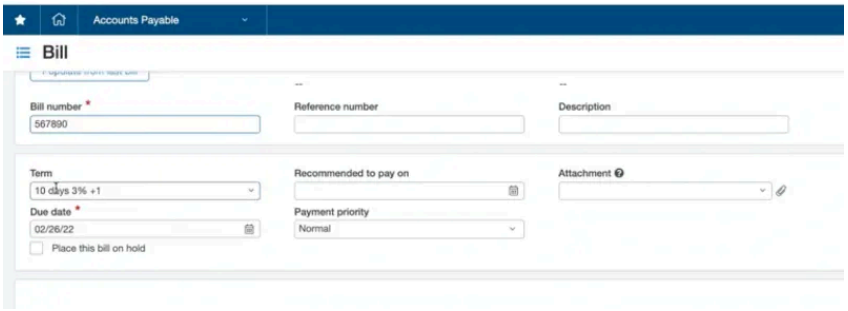
1 Set Payment Terms

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



Go to Bills

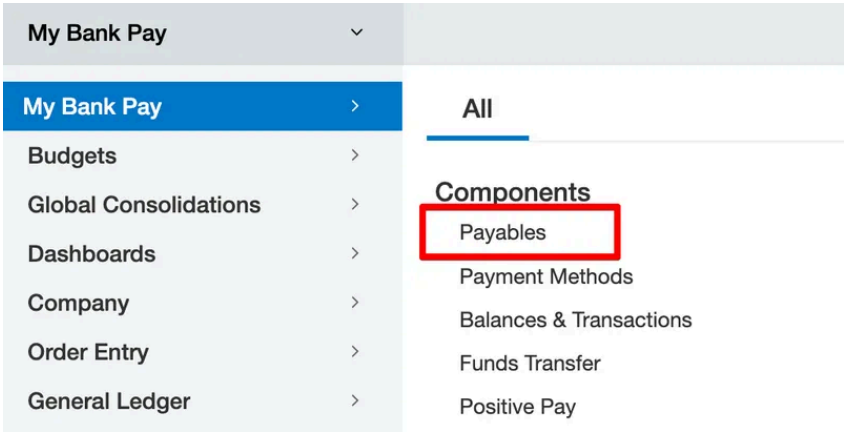
Open a bill and select **Terms**. Enter the discount term you would like to use from the dropdown menu.



Enter Discount

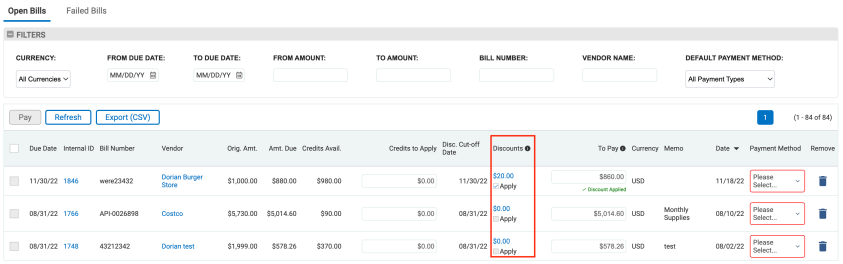
2 Pay with Discounts

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



Go to Payables

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



Discounts column

The **To Pay** column is the **Amount Due** minus the **Discounts** (calculated based on the terms and dates set on the bill) minus any additional credits applied.

Select the payment method and pay your bill as usual.

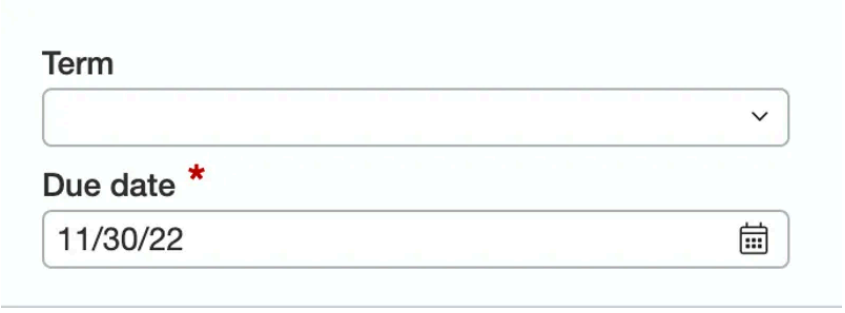
Removing a Discount

If you want to pay a bill that has an applied discount term but choose not to use the discount, you have two options:

1 Remove the Discount from Intacct

Navigate to **Account Payables → Bills** in native Intacct.

Select the bill you wish to modify.



Remove Discount Term

Ensure the term dropdown is left blank. This action effectively removes the discount term from the bill record.

2 Temporarily Ignore the Discount

In the plugin's Payables page, simply unselect the **Apply** button next to the bill.

An orange notification text will appear, explaining that the bill is eligible for a discount.

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

Update Discount as of Date

Modify the **Discount as of** date before making the payment, to ensure discounts are applied appropriately.

To update the **Discount as of date**, follow these steps.

1 Locate Discount as of Date

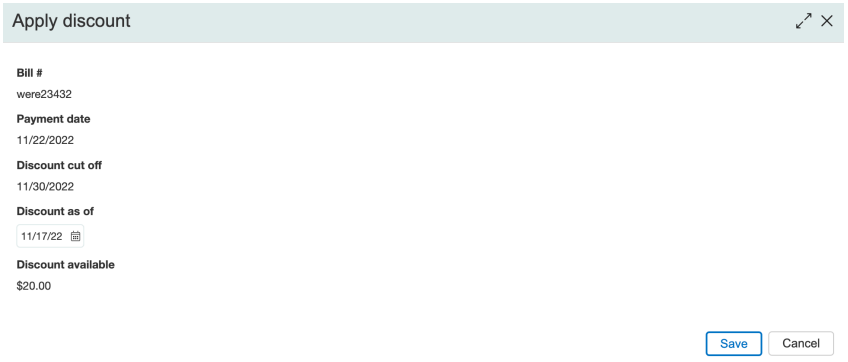
Click on the Discount amount (in blue). This will open a pop-up where the discount as of the date will be modifiable.

2 Edit Discount as of Date

Now, edit the **Discount as of** Date and **save.**

Make sure the **Apply** checkbox is checked and pay your bill as usual.

Please note that if a date after the discount cut-off date is selected, the discount will be $0.



Change discount as of date

FAQs

What if the amount is not right?

If the amount auto-populated does not match what you would like to have as a discount, you can simply modify the corresponding Accounts Payable [AP] Term.

Simply head over to **Account Payables → Bills** and select the bill you would like to modify. Change the selected AP term, and the auto-populated discount in the plugin will be automatically updated. This will directly be reflected in the **To Pay** Column.

How can I change the AP term settings?

Head over to **Payables → Set Up → More → Terms** to edit AP terms.

Are discounts supported in different currencies?

Yes, discounts are supported in all currencies.

I changed the AP term in my bill, but it is not reflected in the plugin yet. What should I do?

The plugin always reflects exactly what is in the bill on native Intacct. If you have updated the bill, and it is not yet updated in the Payables page, wait 30 seconds and refresh the plugin; the bill should then be updated.

Why can I not pay a partial payment with a discount?

Discount terms **cannot** be applied to partially paid bills. To benefit from discounts, you have to either:

- Be paying the bill in full in one payment
- Be paying the last partial payment on the bill. If there is no amount due left on the bill (after that last payment), you can apply the discount.

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

What is the discount as of date?

The discount as of date is the date at which the discount is processed.

Why are Grace Days not taken into account?

Grace Days are currently not supported.

I changed the bill, but it is not reflected in the plugin yet. What should I do?

The plugin always reflects exactly what is on the bill in native Intacct. If you have updated the bill, and it is not yet updated in the plugin Payables page, wait 30 seconds and refresh the plugin; the bill should then be updated.

If I have multiple line items, where will the discount be applied?

If the bill is paid in full, the plugin will apply the discount proportionally, split between each line item.

If the bill is paid in installments, the discount will be applied to the last line item of the last payment (the discount will not be used before the bill is paid in full).

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

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

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

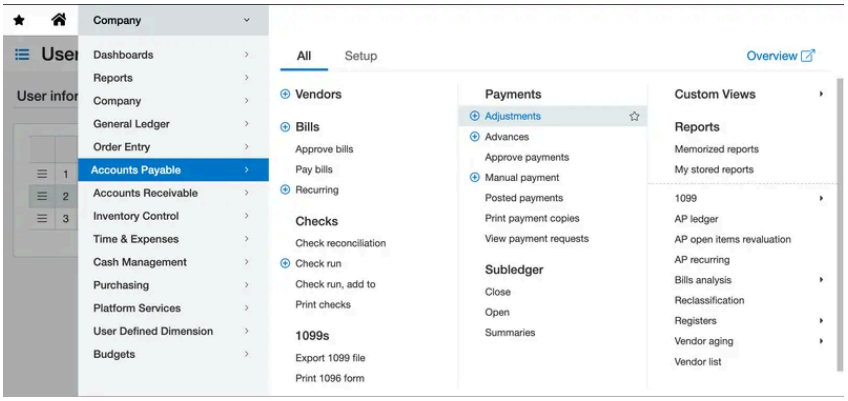
3.2.1.1.3. Making Adjustments

Using AP Adjustments

> *Make sure that the adjustment type is 'Debit Memo'. FISPAN does not currently suppport what native Intacct calls 'Credit Memos.'*

To create an adjustment, go to **Account Payables → Adjustments.**

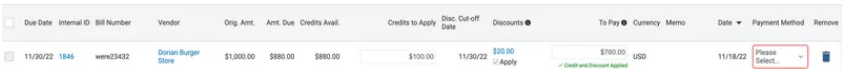
- *Adjustments need to be defined at the **vendor level**. For example, 20 dollars can be applied to any vendor. Once that is done, an appropriate adjustment will appear **on any future bills** for that specific vendor.*
- When you input the dollar amount of credit to apply to the bill, the oldest credit value will always be applied to the payment first.



Go to Adjustments

Input the amount you would like to apply to the bill 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 added.

> *'Credits Available' column is updated every time the user modifies the adjustment in native Intacct or inputs an amount in 'Credits to Apply'.*



Apply credits

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.

Adjustments FAQ

"Where can I add or edit an adjustment?"

Account payables → Adjustments

"What if the amount is not right?"

If the amount auto-populated does not match what you would like to have as an adjustment, you can simply modify the corresponding adjustment. Simply head over to Account Payables > adjustments 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 adjustment within the plugin. Head over to Account Payables → Adjustment to modify any adjustment.

"What if there are multiple adjustments?"

If there is more than one adjustment for a single vendor, native Intacct is replicated and these are added together. This is reflected in the ‘credits available’ column.

On the accounting side, the adjustment with the smallest adjustment number (1 is first taken over 2) is first used. The end-user does not notice any difference but this has an impact on the way the adjustments are used and closed.

The ‘To Pay’ column will change every time a new adjustment is added in the ‘Credits to Apply’ column. After the payment is completed and the memo(s) applied, the journal entries are written, the adjustment is marked as partially paid or paid and the ‘Credits Available’ is updated.

"Why do I get an error when paying two adjustments in a row?"

If you try to pay 2 adjustments in a row for the same vendor, you might encounter this issue: The credits available for Vendor A are less than what was applied to this payment.

Please re-submit the payment with an accurate amount of credits applied. This is because you have tried to add more credits than what is available as ‘Credits Available’ in Intacct. Either add more credits, via Intacct or decrease the amount of credits you want to apply.

The bill will not be paid and reopen on the ‘bills to pay’ page. Please note that it will not be shown in the history page either.

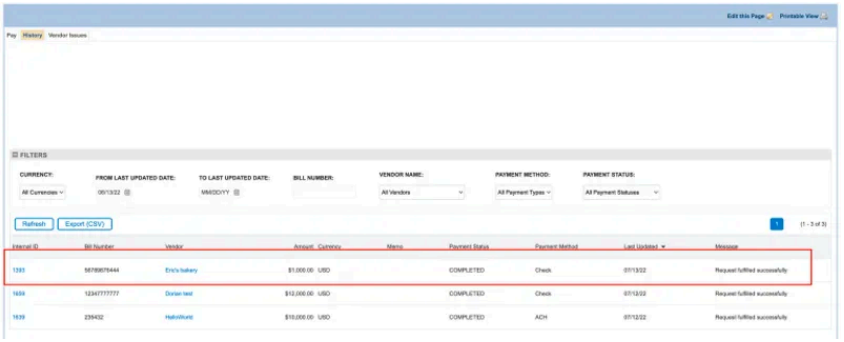
3.2.1.1.4. Voiding & Repaying Bills (Intacct)

Voiding bills is supported directly within the plugin. Voided bills can later be repaid by following the steps in this guide.

How to Void Bills

1 Find the Bill

Find a bill that has already been paid via the plugin on the History page (**Payables → History**).

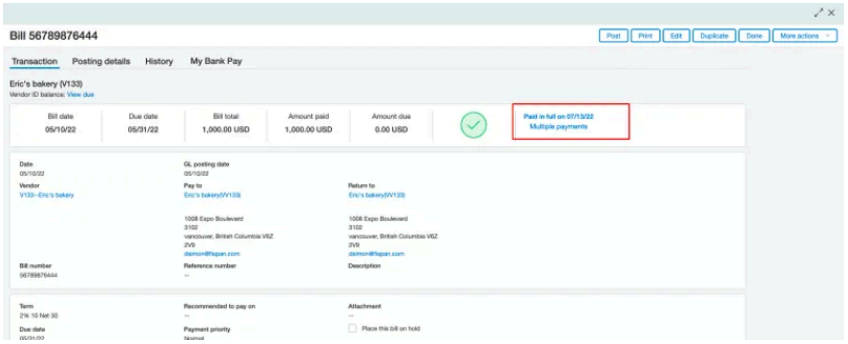


Find the Bill

2 Check Bill Status

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

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

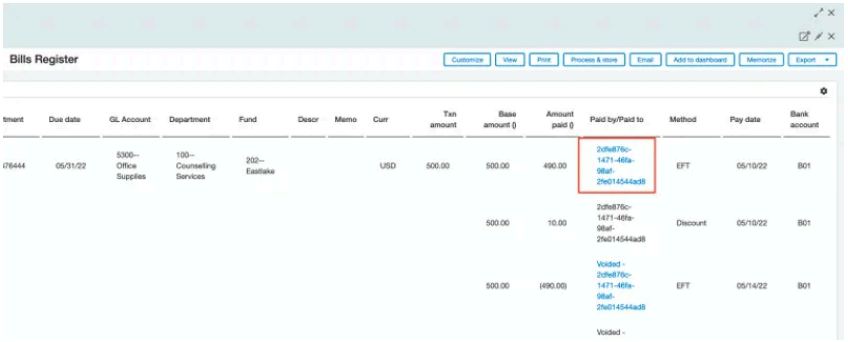


Check Bill Status

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

3 Choose Journal Entries to Void

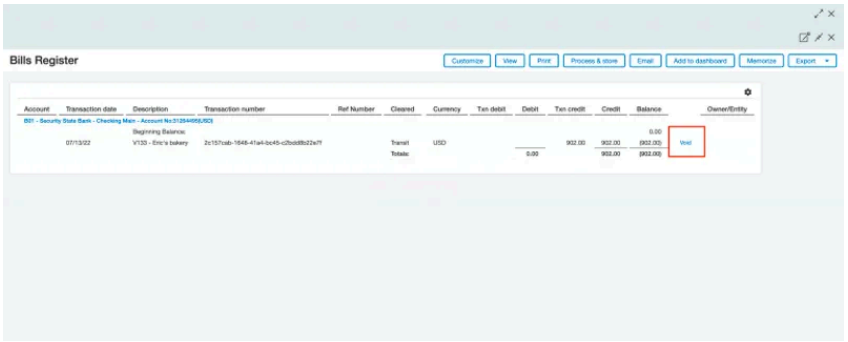
Select the journal entries that you would like to void.



Choose Entries to Void

4 Void the Bill

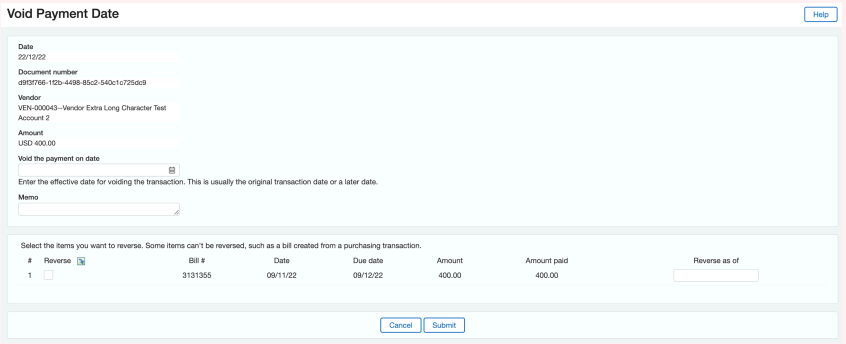
Void the bill by clicking the **Void** button on any line item. If the bill was not paid in full, it will be reopened and available for future payment.



Void the Bill

WARNING: When confirming the payment, do not reverse the bill. DO NOT check the **Reverse** checkbox. Instead, simply add a payment date and an optional memo.

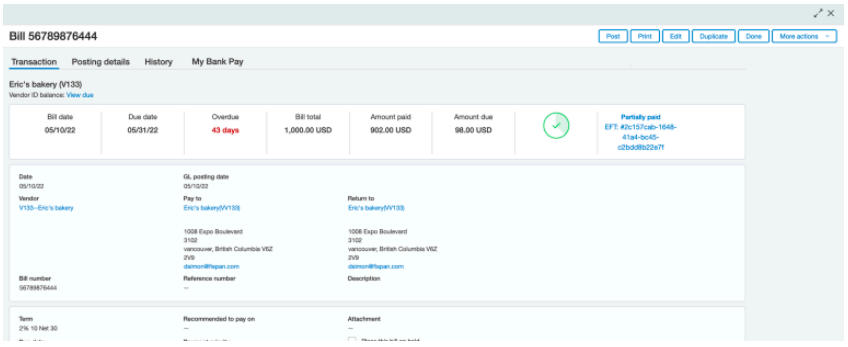
If you choose to reverse the bill, it will enter a **Reversed** state that the plugin cannot read or process.



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.



Check Reopened Bill

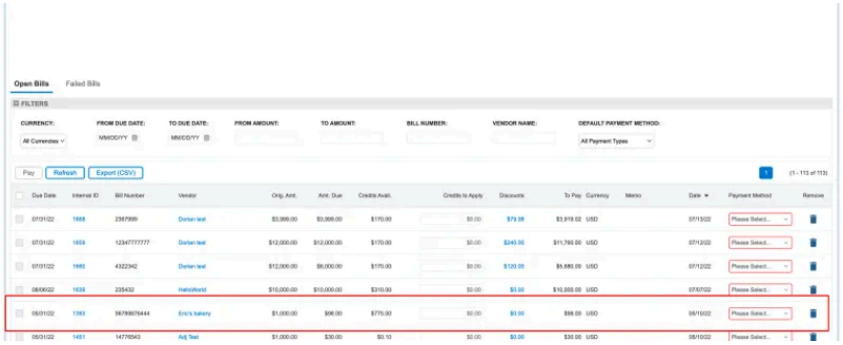
Repaying a Previously Voided Bill

1 Find & Pay Bill

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

Pay the bill as normal.

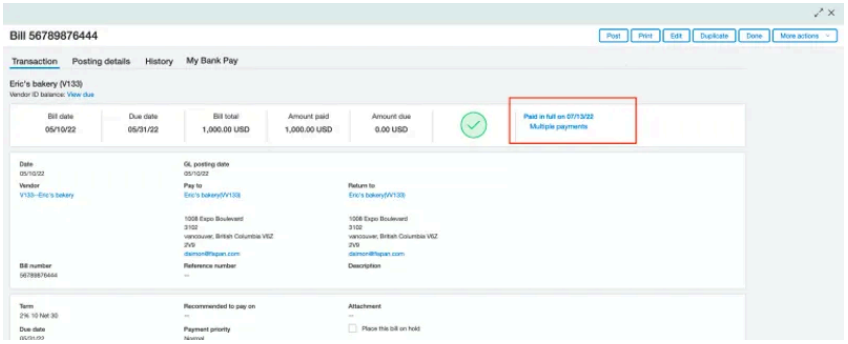
Confirm the bill has been paid and appears on the History page. Go to **Payables → History**.



Go to Find & Pay Bill

2 Check the Bill Status

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

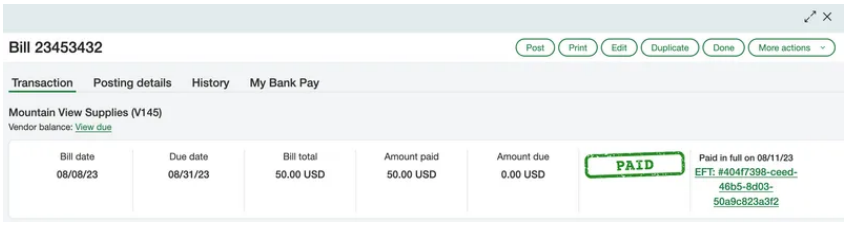


Check Bill Status

3.2.1.1.5. Check Number Limitations (Intacct)

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

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

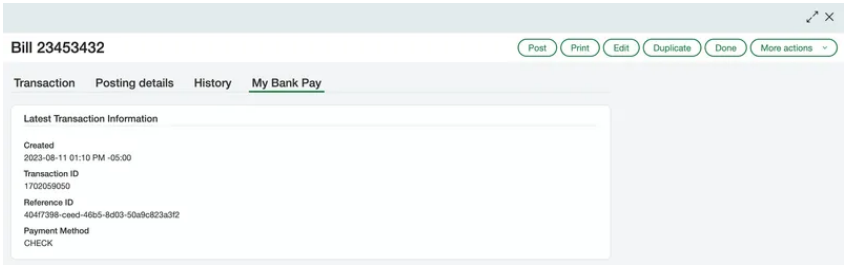


See Reference ID appearing as "EFT: #404f7398-ceed-46b5-8d03-50a9c823a3f2"

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

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

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



See Transaction ID field under your Bank tab on the Bill

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

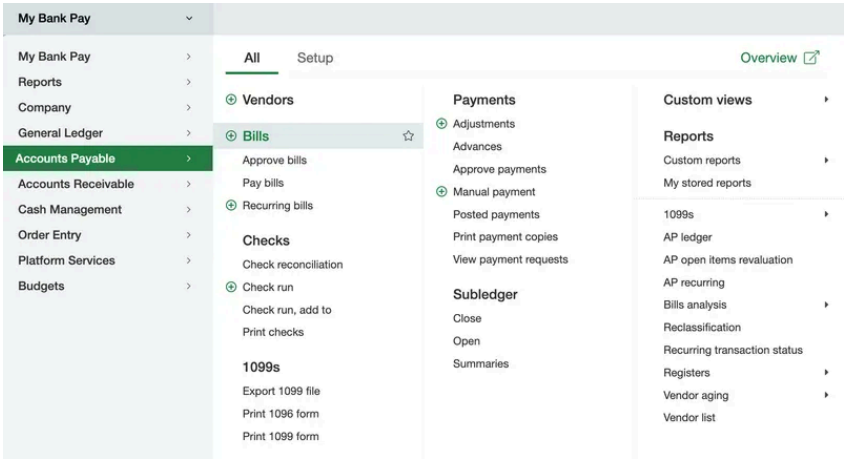
Workaround

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

To create this report, please follow the steps below:

1 Navigate to Bills

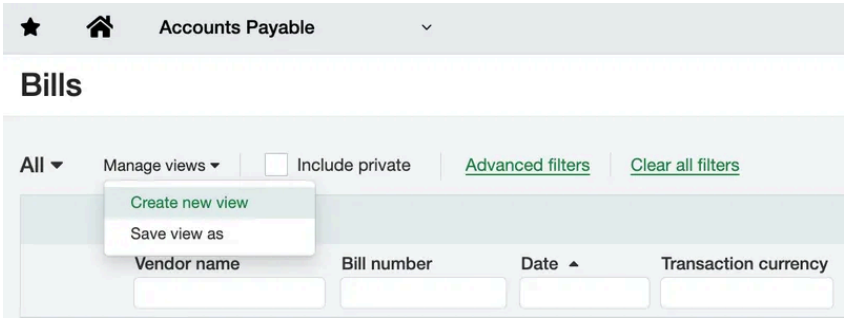
Navigate to **Accounts Payable → Bills**.



Click on "Bills" under the Accounts Payable Menu

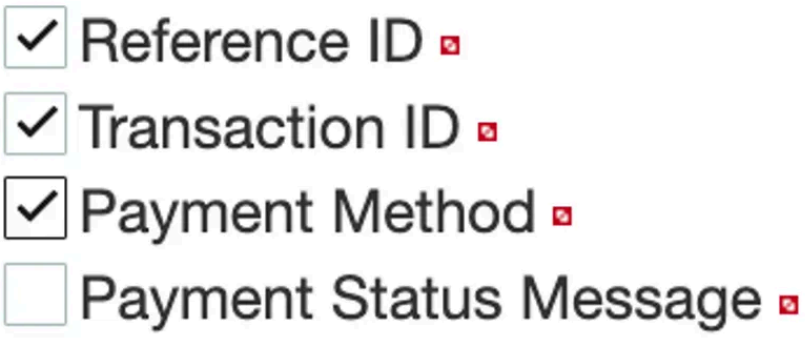
2 Create New View

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



Click "Create new view"

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

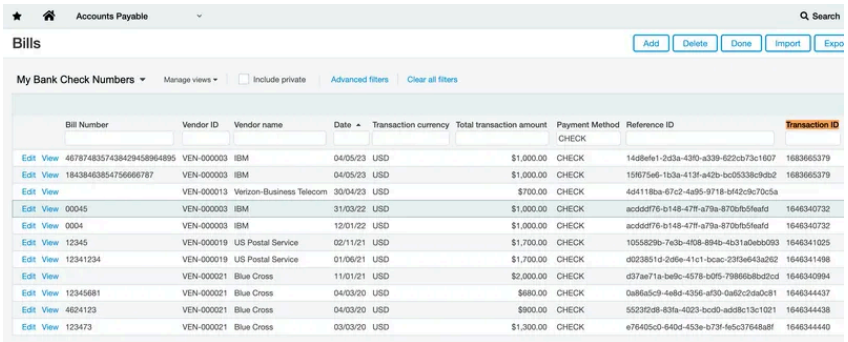


Select Reference ID, Transaction ID, and Payment Method. The order that these items appear in may differ.

Next, click **Save**.

3 Filter for CHECK

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



A Custom "My Bank Check Numbers" View

3.2.1.2. Payment Methods (Intacct)

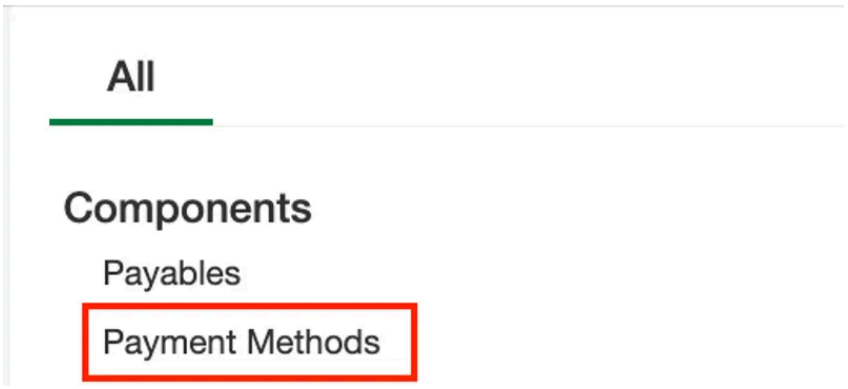
Manage payment methods directly in Intacct by following this guide, covering vendor payment information and default settings.

Update Payment Methods

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

1 Navigate to Payment Methods

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



Select Payment Methods

2 Edit Vendor Details

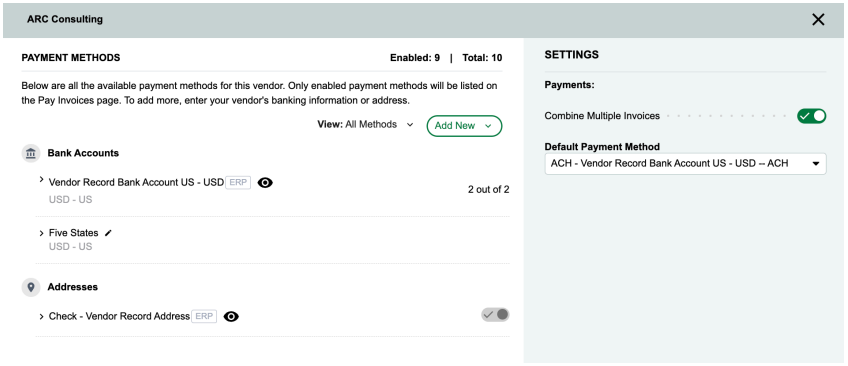
The Payment Method page enables you to manage payment information for each vendor. Click on the vendor you would like to manage by hovering over the vendor or selecting the **Edit** button.



View Vendors

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

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



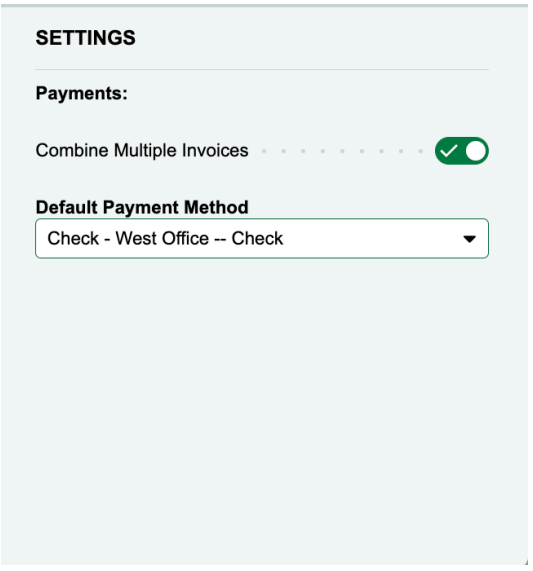
View Vendor Profile

3 Set Default Payment Method

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

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

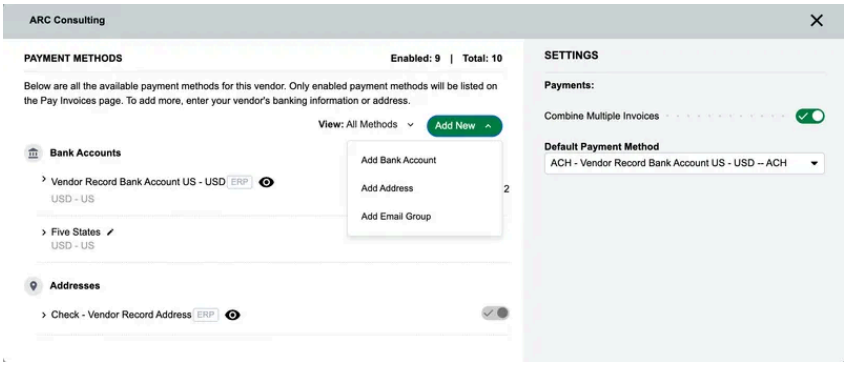
You can also select a **Default Payment Method** from this dropdown. This will populate every bill for this vendor on the Pay Bills page with this payment method. It can be updated and changed every time. You can also change the payment method on the Pay Bills page for one-off payments; it will just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



Payment Settings

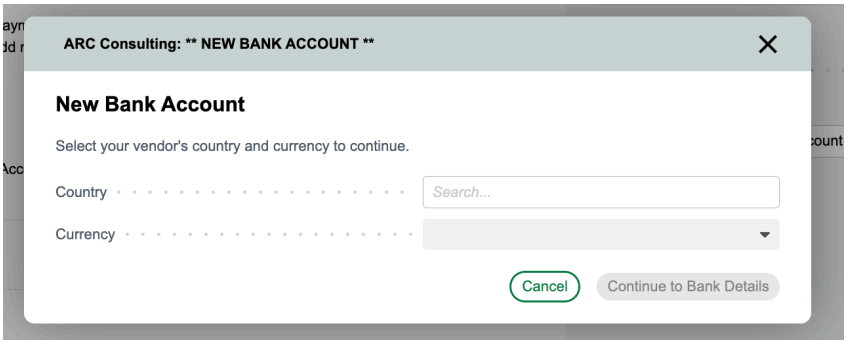
4 Add Bank Accounts

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



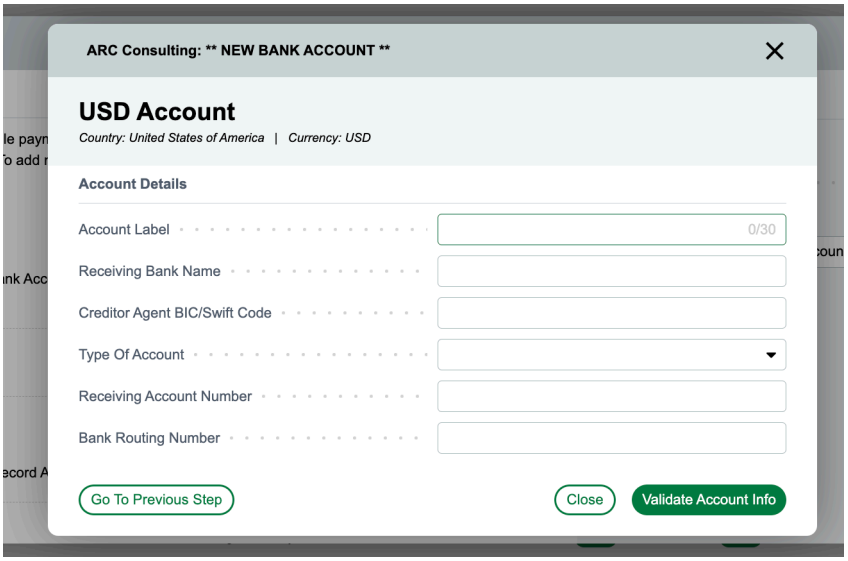
Select Add Bank Account

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



New Bank Country and Currency

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



Click Validate Account Info

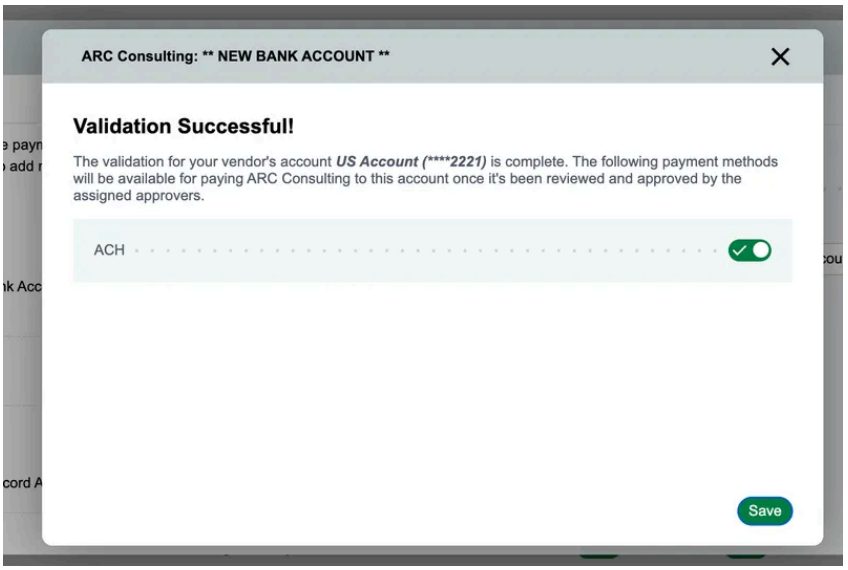
> **Note**: All bank accounts will be saved as a checking account unless otherwise indicated by changing the **Type of Account** field.

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

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

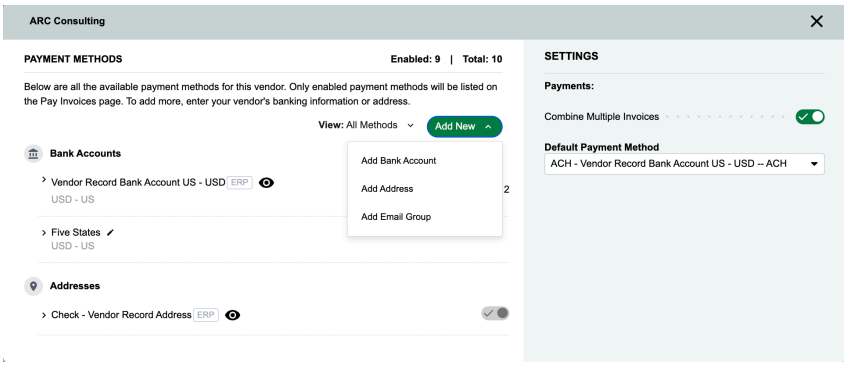
If the validation **fails**, you can return to the account details and modify the information. The information will now be re-validated.

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



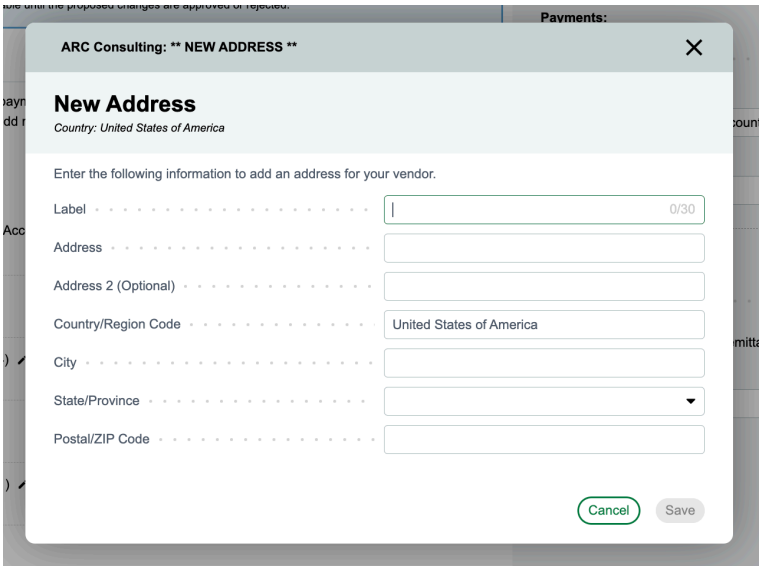
5 Add Addresses

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



Click Add Address

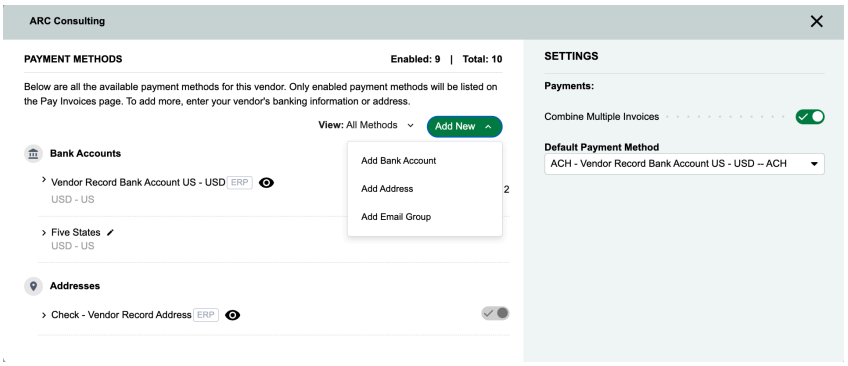
Add your address details to the fields. After that, click **Save**.



Add Address and Save

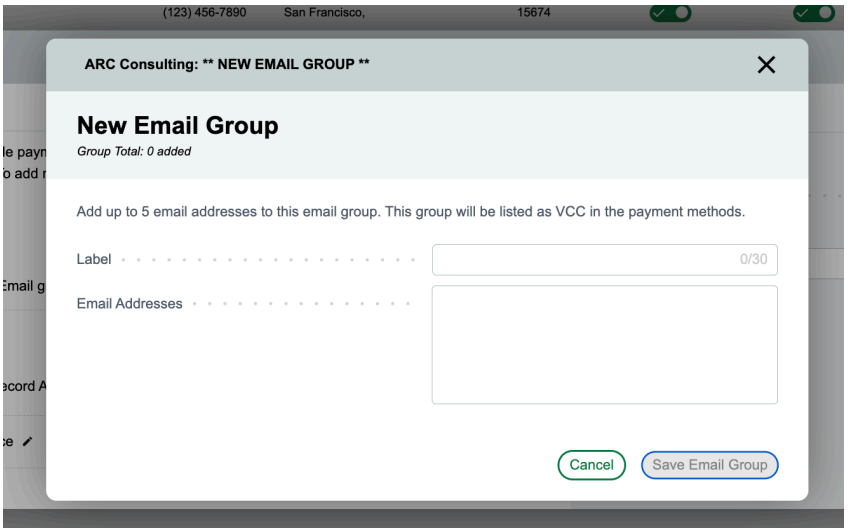
Add Email Addresses

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



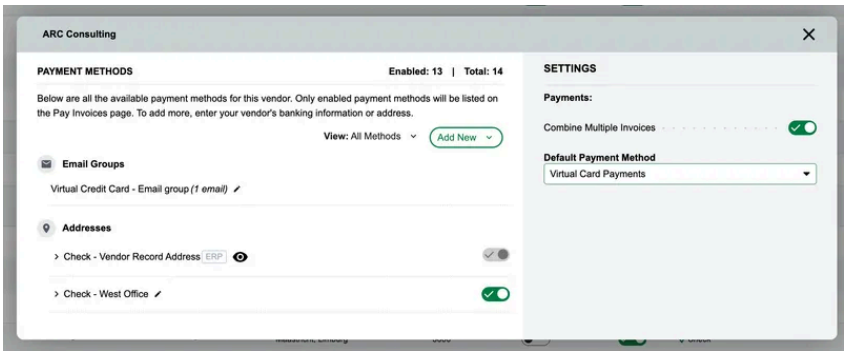
Select Add Email Group

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

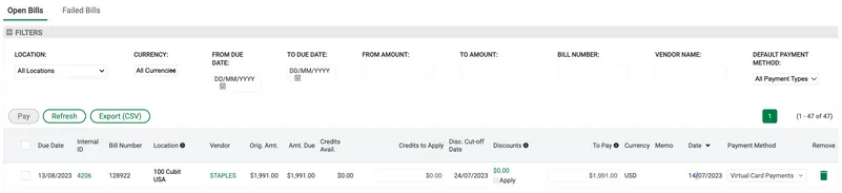


Add Email Group Details

If you would like to use this email for Virtual Card Payments, ensure that it is selected as the Default Payment Method or select it on the Pay Invoices page.



Select Default Payment Method

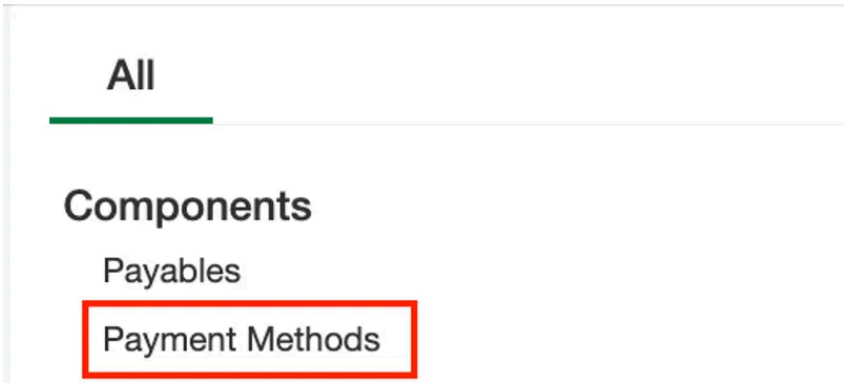


3.2.1.2.1. Enabling Grouped Bills (Intacct)

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

1 Navigate to Payment Methods

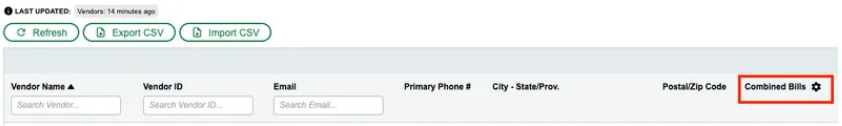
From anywhere in Intacct, you can navigate to the Payment Methods page to configure this setting. Click on the plugin and then **Payment Methods** to begin.



Select Payment Methods

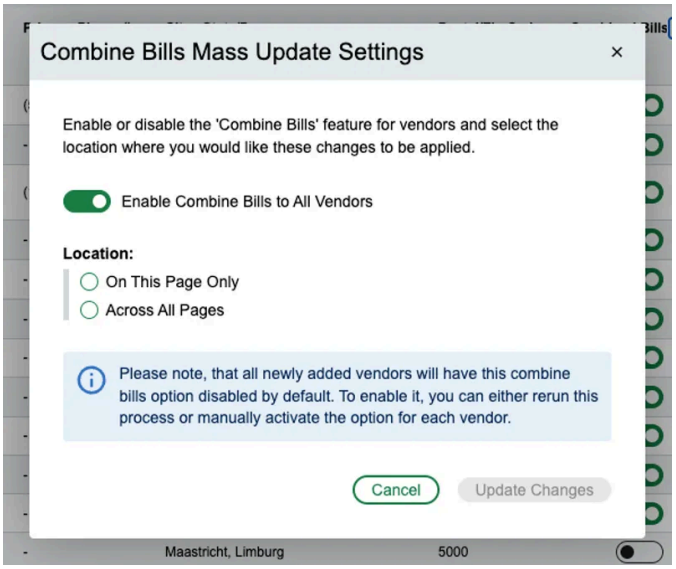
2 Enable Combine Bills

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



Click on the Gear Icon

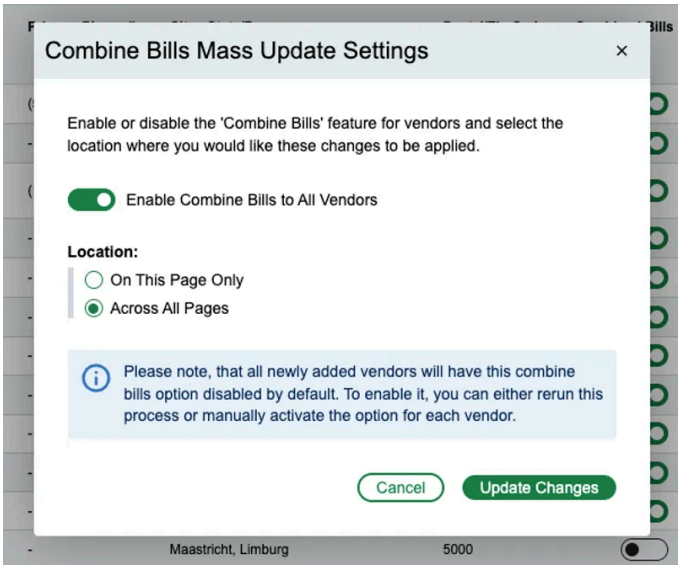
You will now be prompted to select the option you prefer.



Pick an Option

If you choose to enable this for all vendors, you will need to make updates for any new vendors that are created in the future.

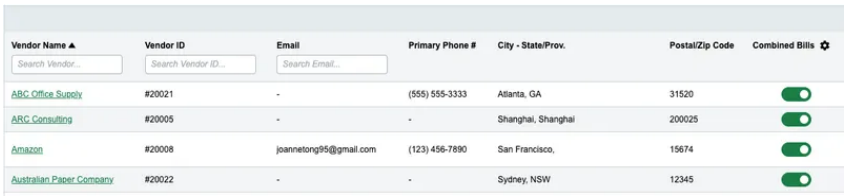
Once the option has been selected, click **Update Changes**.



Select Update Changes

3 Disable for Vendors

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



Combine Bills Toggle Updates

Intacct Merge Payments Setting

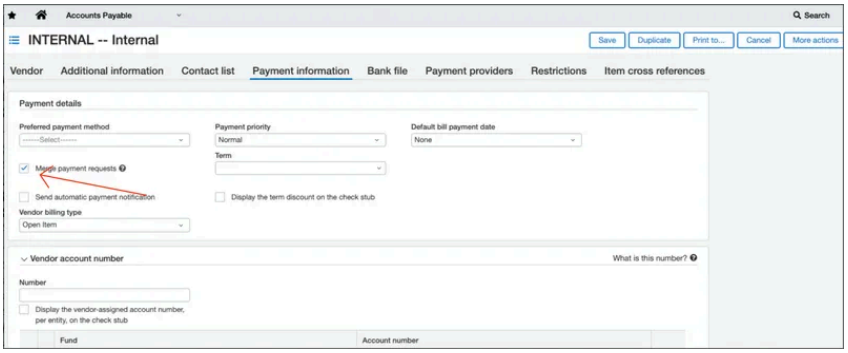
Alternatively, Sage Intacct offers a native setting for grouped bill payments. To utilize this feature, ensure the **Merge payment requests** checkbox is enabled on the relevant Vendor record. Follow these steps to configure this setting.

1 Go to Vendor Record

Navigate to the Vendor record and select the Payment Information tab.

2 Enable Grouped Payments

Click on the **Merge payment requests** checkbox.



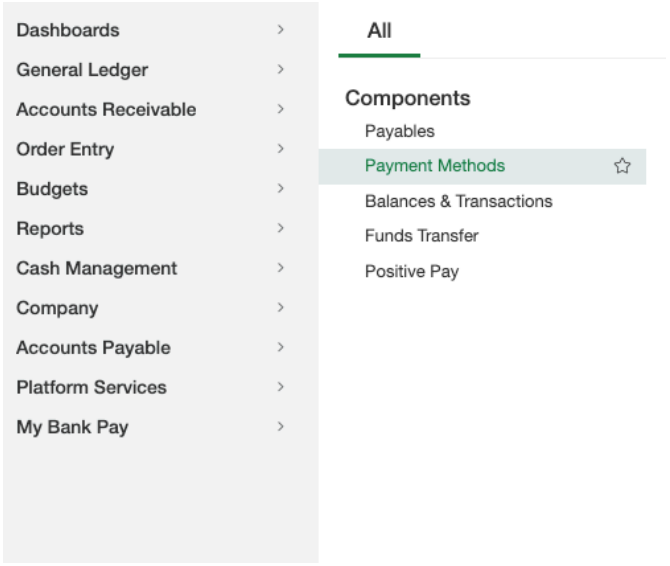
Enabling Grouped Payments

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

3.2.1.2.2. Check Delivery Methods (Intacct)

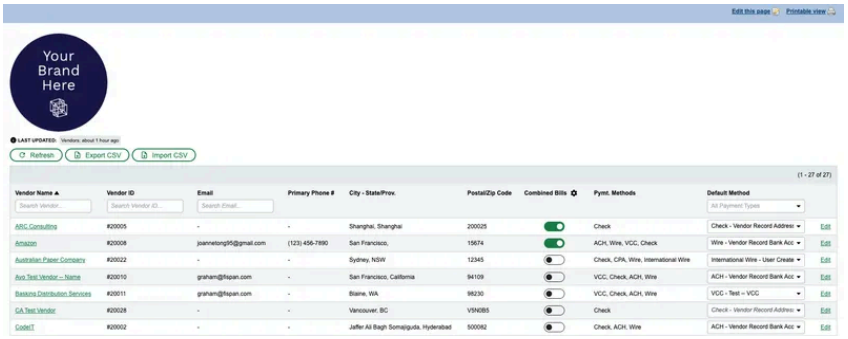
To change the check delivery option for a vendor, follow these steps.

1. Navigate to the Payment Methods page. Click on the plugin and then **Payment Methods.**



Navigate to Payment Methods

2. Click **Edit** on the vendor you would like to modify.



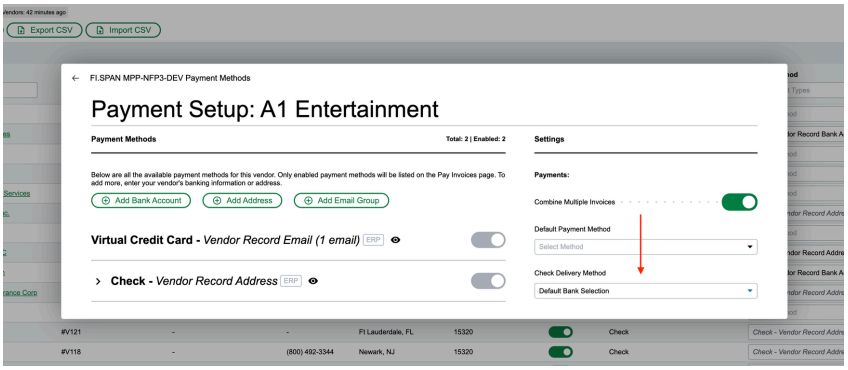
Click Edit

3. Modify the dropdown to select the delivery method you would like.

   The following options are currently supported by the plugin.

   - US regular mail
   - Return to Client via FedEx Next Day AM
   - Return to Client via FedEx Next Day PM

- Return to Client via FedEx Two Day
- Return to Client via FedEx International
- FedEx Next Day AM
- FedEx Next Day PM
- FedEx Two Day
- FedEx International
- Return to Client UPS Next Day 10:30 AM
- Return to Client UPS Prepaid Next Day PM
- Return to Client UPS Two Day PM
- Return to Client via UPS International
- UPS Next Day 10:30 AM
- UPS Prepaid Next Day PM
- UPS Two Day PM
- UPS International



Modify the dropdown

3.2.1.2.3. Vendor Approvals (Intacct)

Before configuring Vendor Approvals, please ensure you are on the latest version of the plugin. The instructions to update can be found here:
Updating the Plugin (Intacct)

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

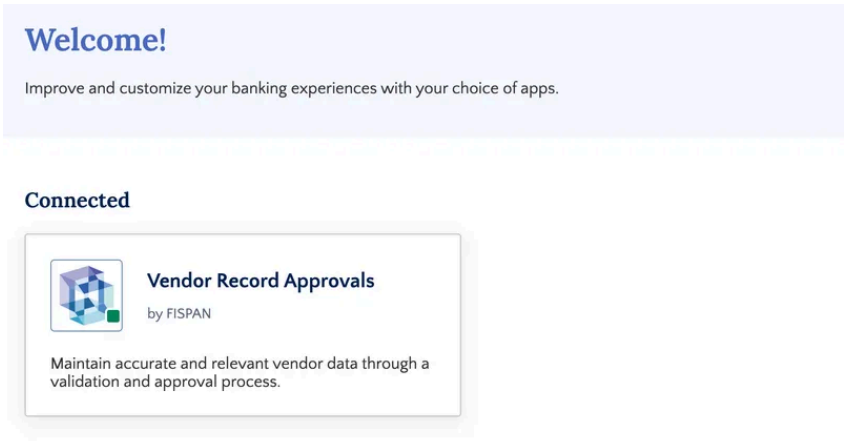
Enable Vendor Record Approvals

1 Login to

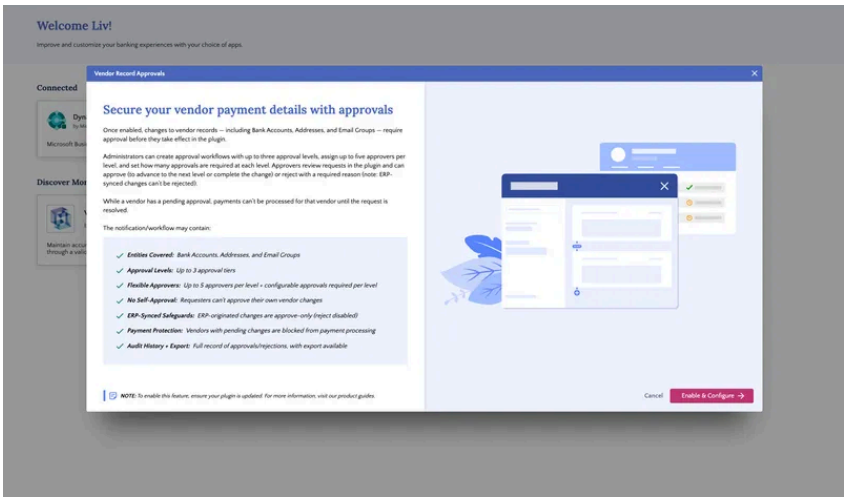
An ERP administrator or ERP consultant must first access the by logging in at **sys.fispan.live**.

2 Enable Vendor Record Approvals

Click on the **Vendor Record Approvals** tile.



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



Click Enable & Configure

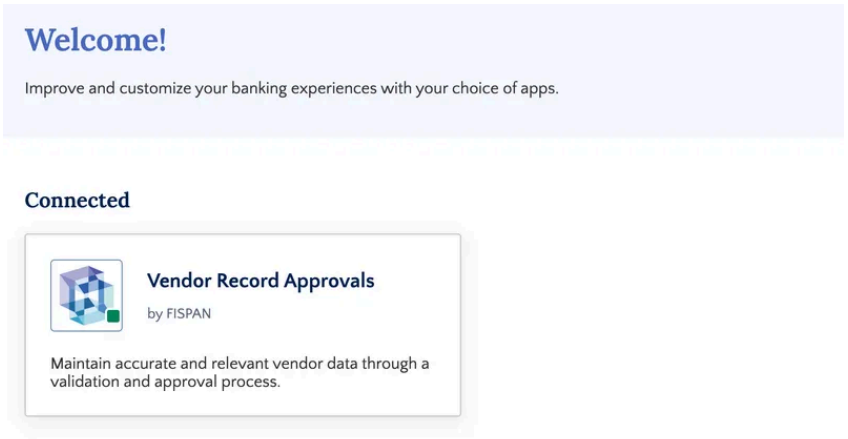
Once enabled, you will be prompted to begin creating your workflows.

Creating a Workflow

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

1 Go to Vendor Record Approvals

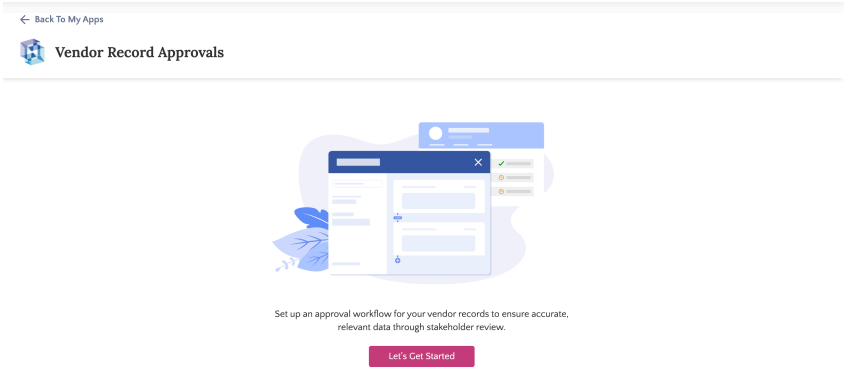
From the , click on the **Vendor Record Approvals** tile. You'll then be prompted to start creating your workflows.



Click Vendor Record Approvals

2 Create a Workflow

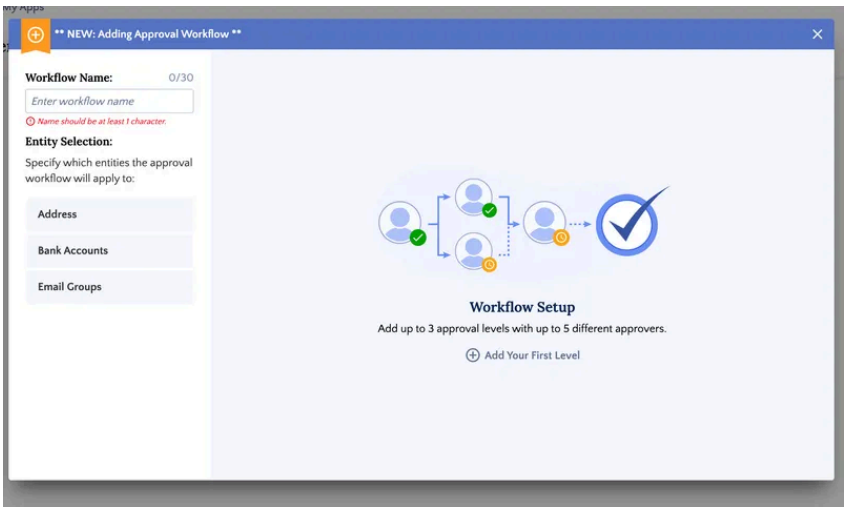
Once you are on the Vendor Record Approvals page, click **Let's Get Started**.



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



Create a Worklow

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

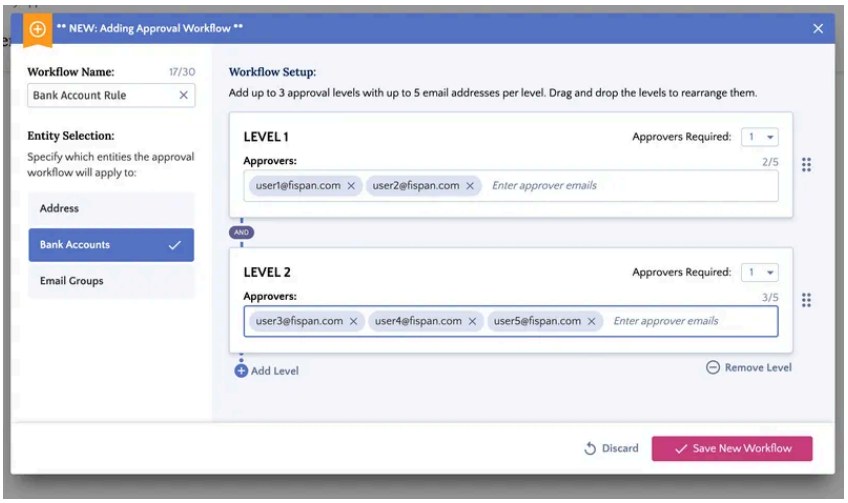
3 Add Approvers to Workflow

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 Vendors. Keep this in mind if a single user frequently acts as both the Vendor creator and an approver.
2. **Best Practice for Approvers.** To avoid delays, we suggest:
    - Avoid having a single approver in a level.
    - Adding more approvers than the required approvals (e.g., include 4 approvers in a level that requires 2 approvals). This ensures the process can continue even if someone is unavailable.

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

4 Save Workflow

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

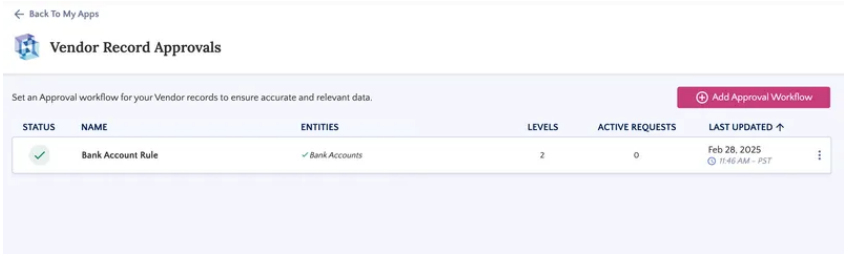
Your workflow is now active. All changes made to vendors through the will now follow this approval process.

Editing a Workflow

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

1 Select Workflow

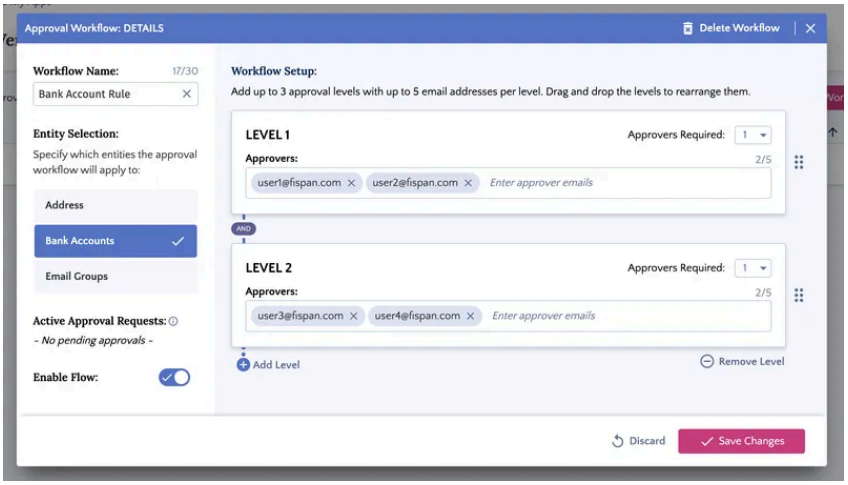
You can edit existing workflows to adjust them. Click on the workflow you would like to modify.



Click on the Workflow

2 Edit Workflow

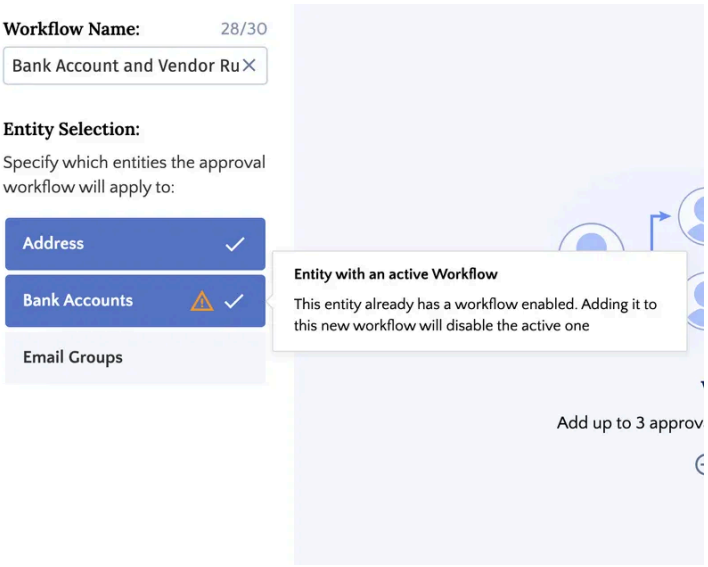
Make your desired modifications, and click **Save Changes**.



Click Save

Editing Restrictions

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



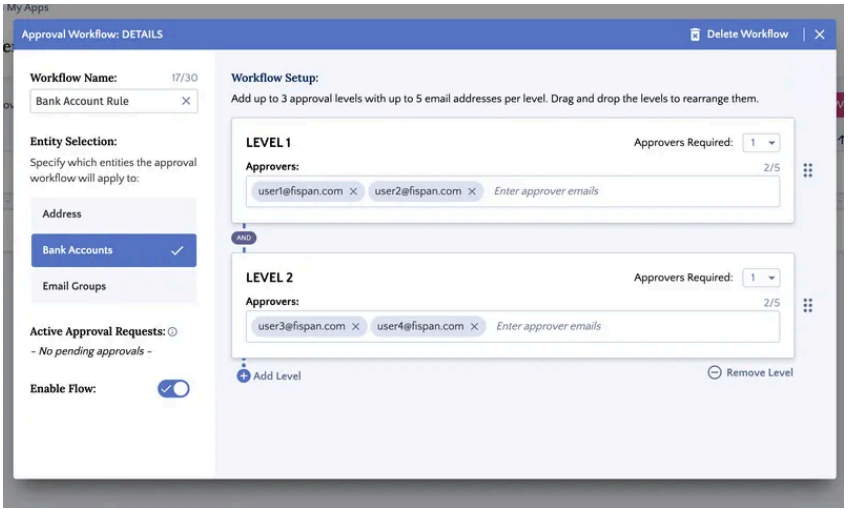
Unable to Make Changes to Active Workflows

Deleting a Workflow

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

1 Select Workflow

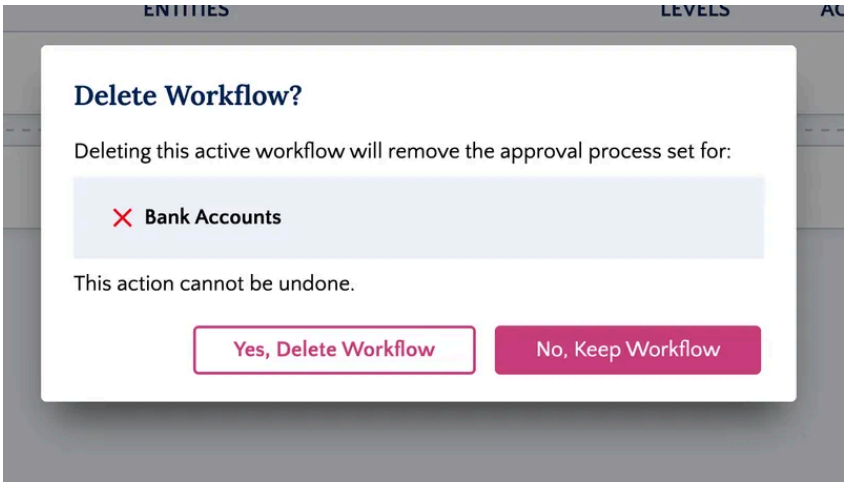
Select the workflow to delete. Then, click **Delete Workflow**.



Click Delete Workflow

2 Confirm Deletion

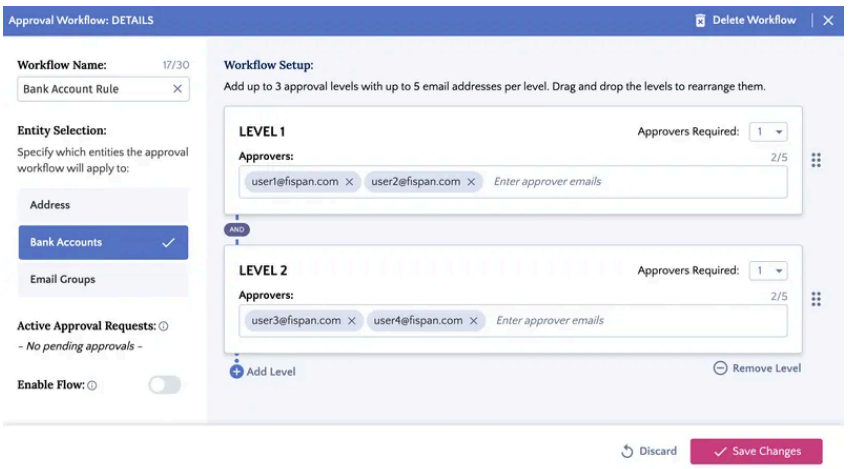
A pop-up will appear. Confirm deletion by clicking **Yes, Delete Workflow.**



Click Yes, Delete Workflow

Disabling a Workflow

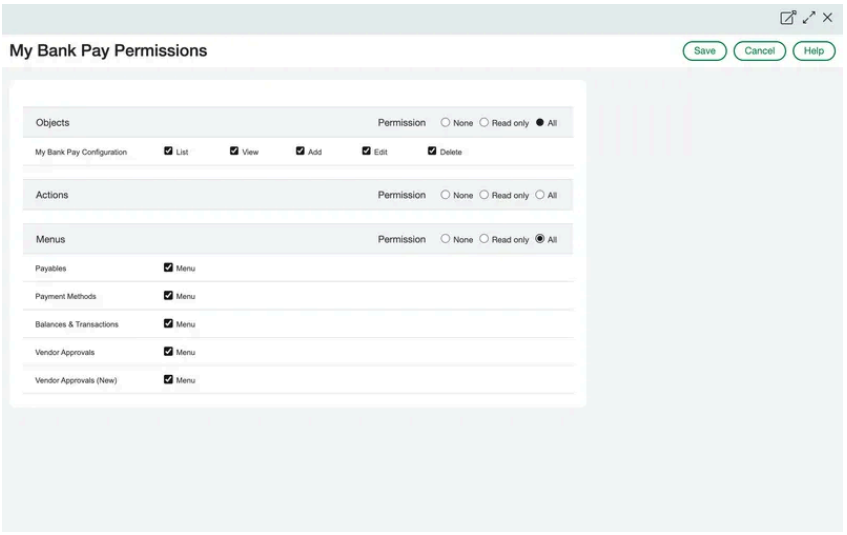
To disable a workflow, toggle **Enable Flow**. Then click **Save Changes**.



Click Save Changes

Intacct Required Permissions

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



Add Vendor Approval Permissions

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

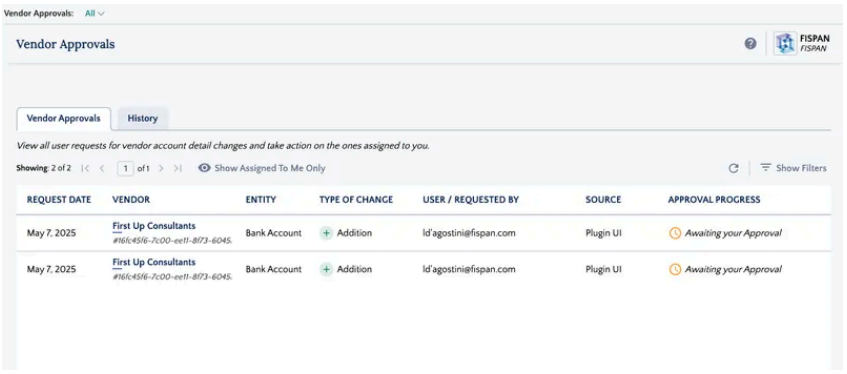
Accessing Pending Approvals

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

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

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

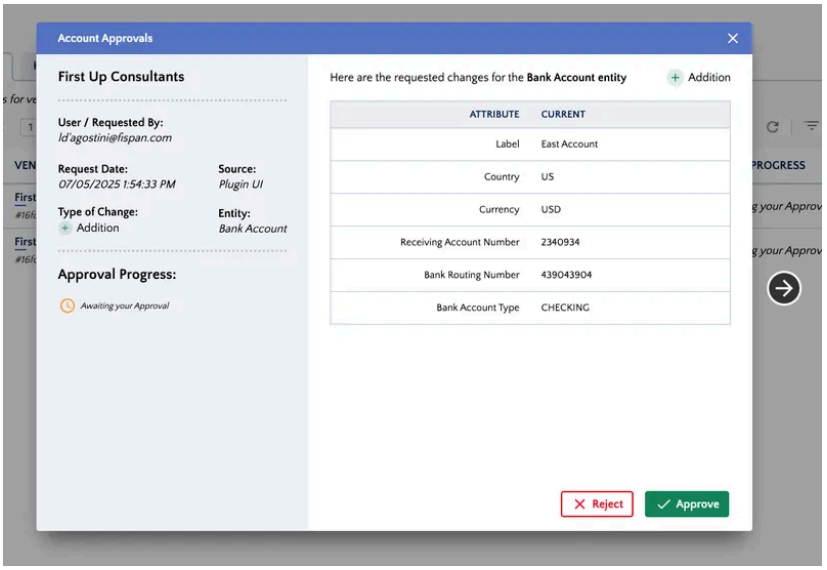
To view only the requests assigned to you, click the **Show Assigned To Me Only** filter.



Click Show Assigned To Me Only

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

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

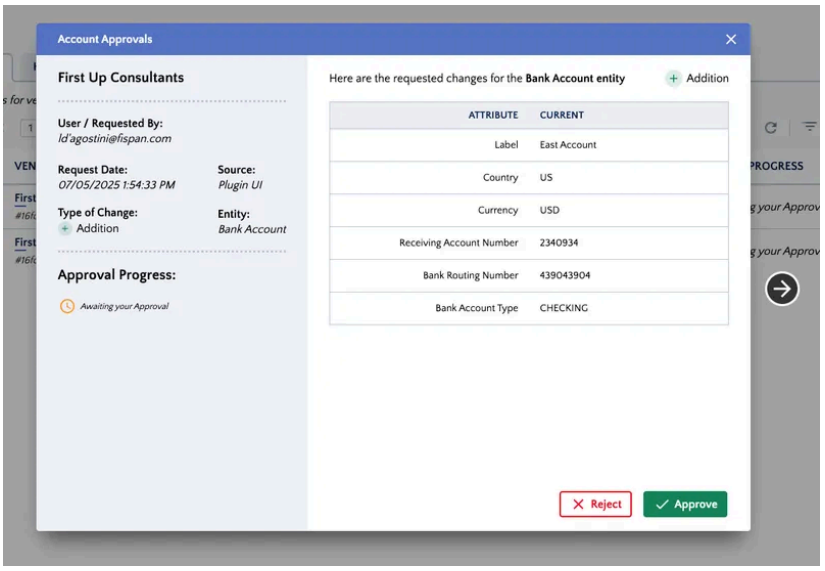


View Pending Change

Approve a Request

1 Approve Request

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

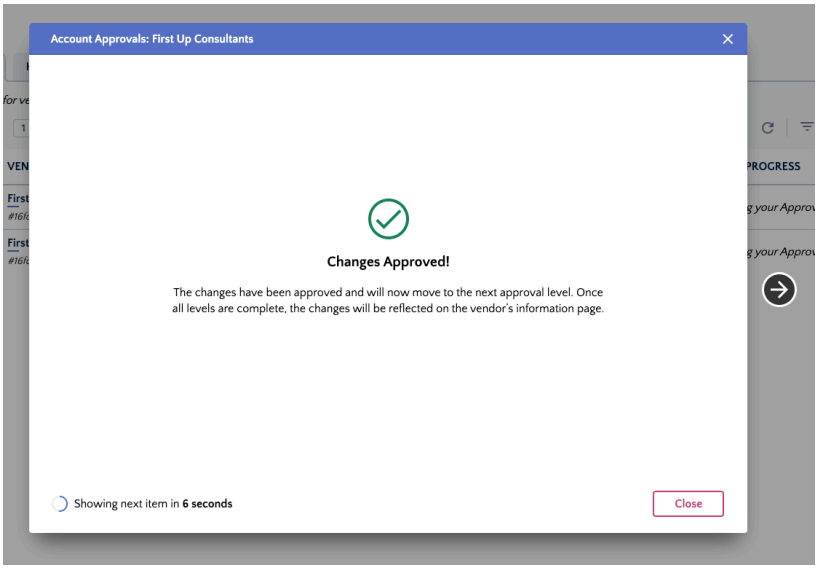


Click Approve

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

2 Complete Approval

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

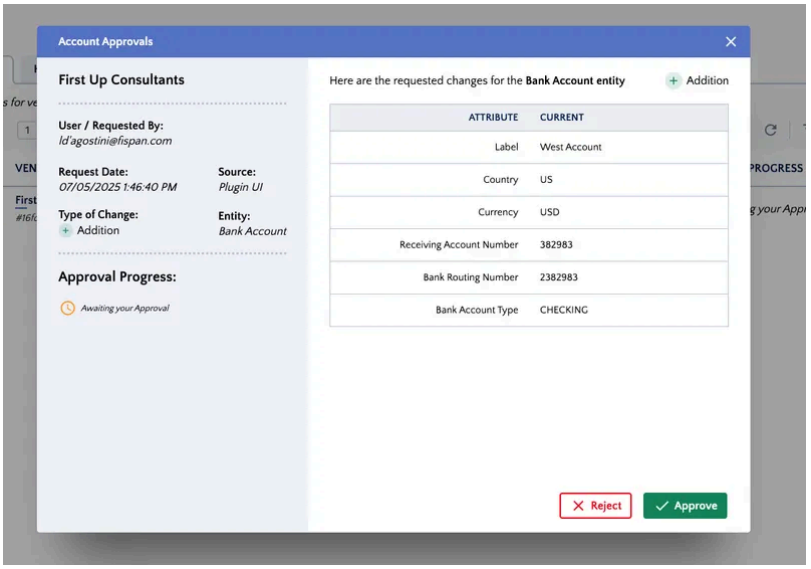


Click Close

Reject a Request

1 Reject Request

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



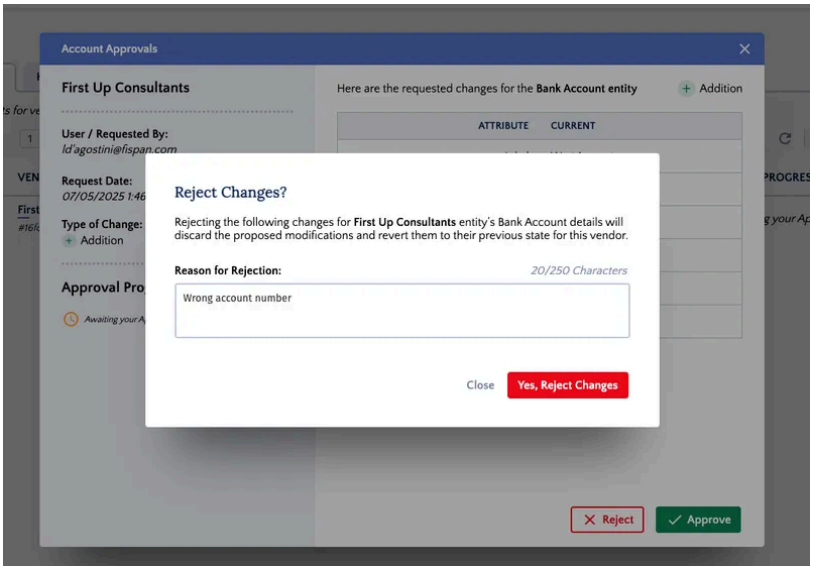
Click Reject

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

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

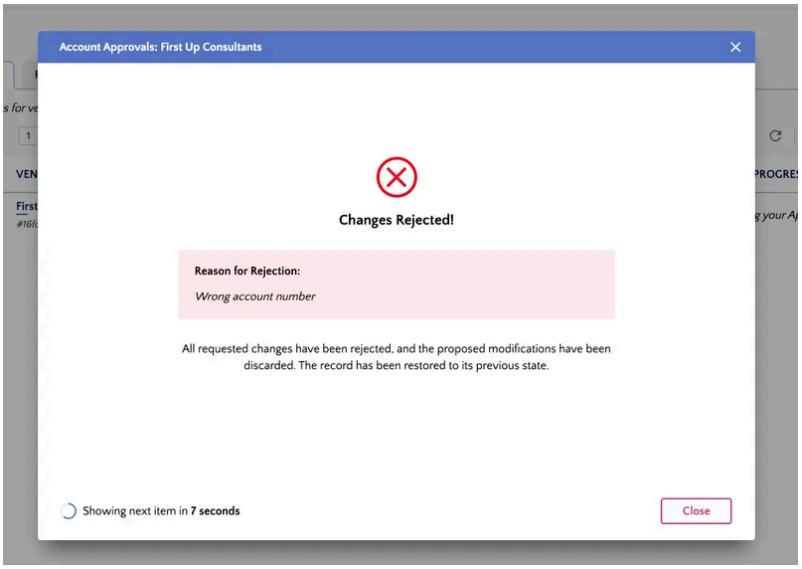
2 Provide Rejection Reason

You will be required to provide a Rejection Reason.



Add a Rejection Reason

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

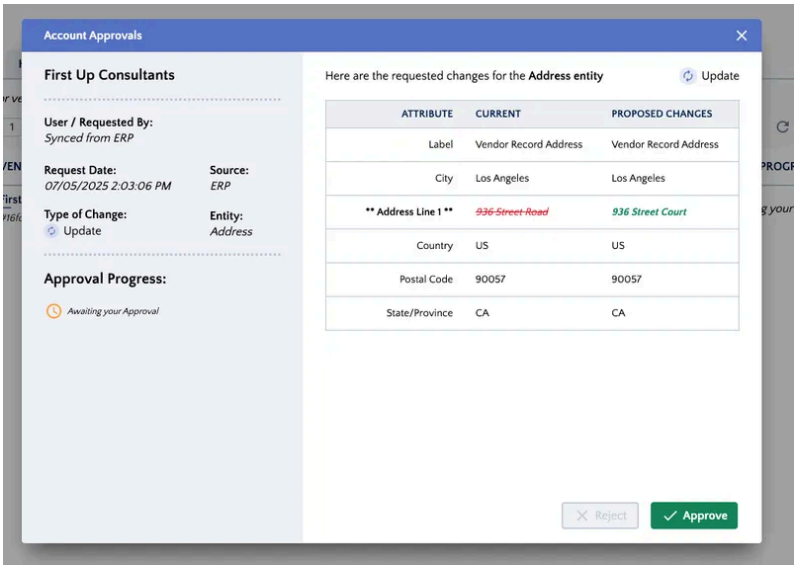


Click Close

ERP Synced Changes

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

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



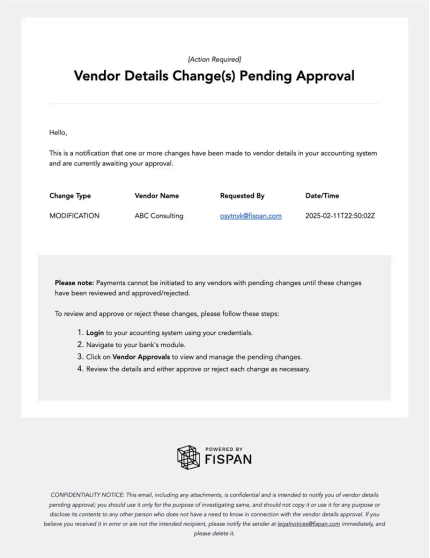
Approve ERP Synced Changes

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

Email Notifications

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

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



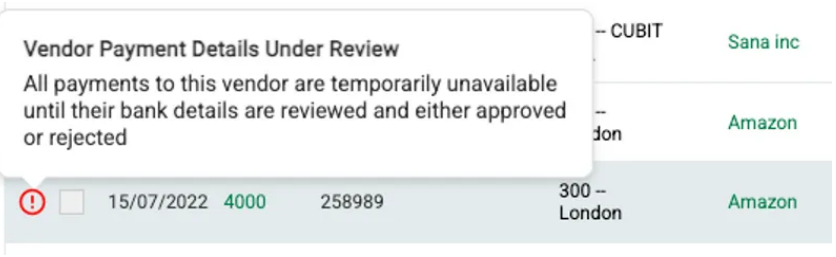
View Email Notification

Impact of Pending Approvals

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

Pay Bills Page

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



Blocked Vendors

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

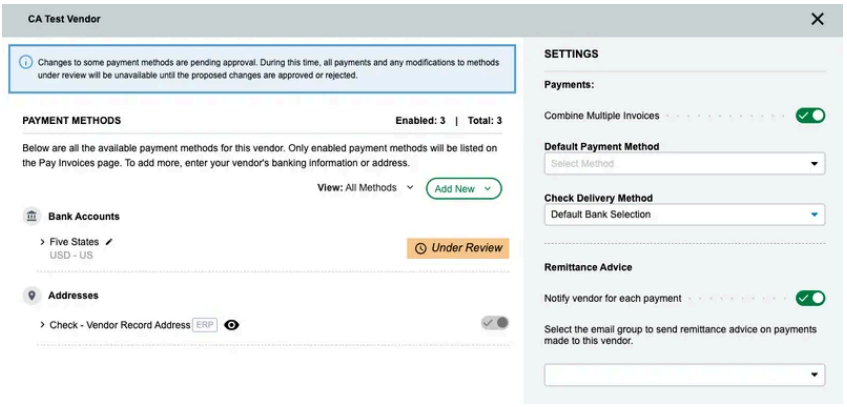
Payment Methods Page

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



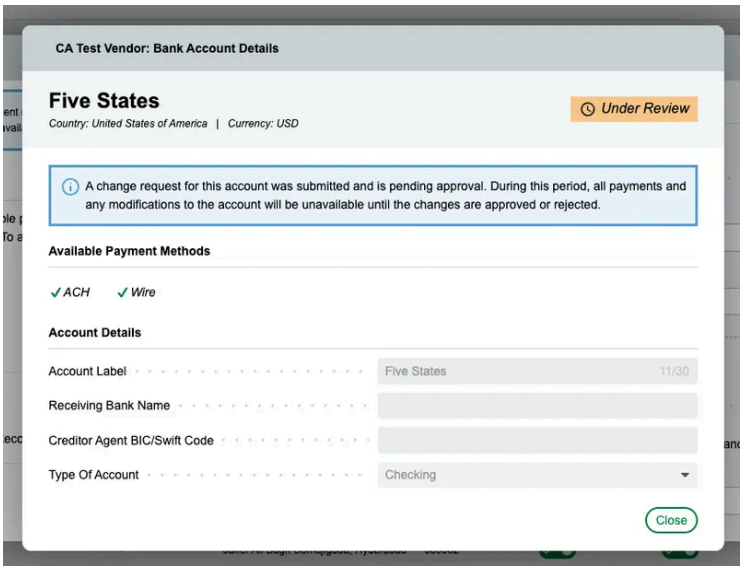
Vendors with Pending Changes

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



Account Marked As Under Review

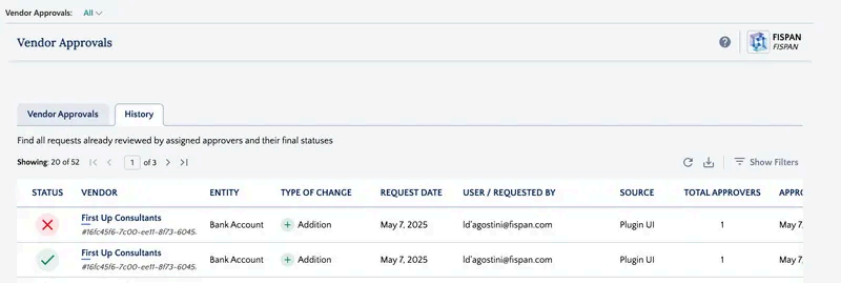
If you open the record, you'll find all fields are greyed out and cannot be edited while the approval is pending.



Unable to Edit Record

Approvals History

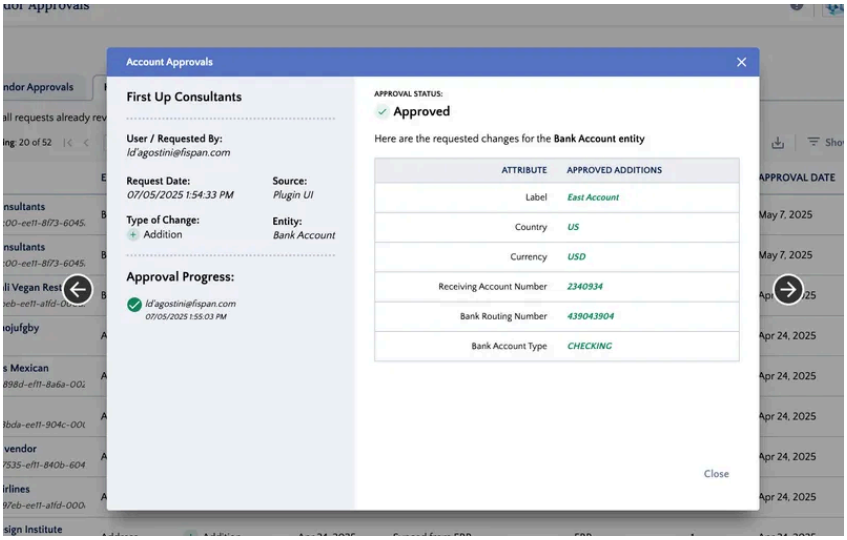
The **Approvals History** page maintains a comprehensive log of all approval requests, including both those that have been approved and those that have been rejected.



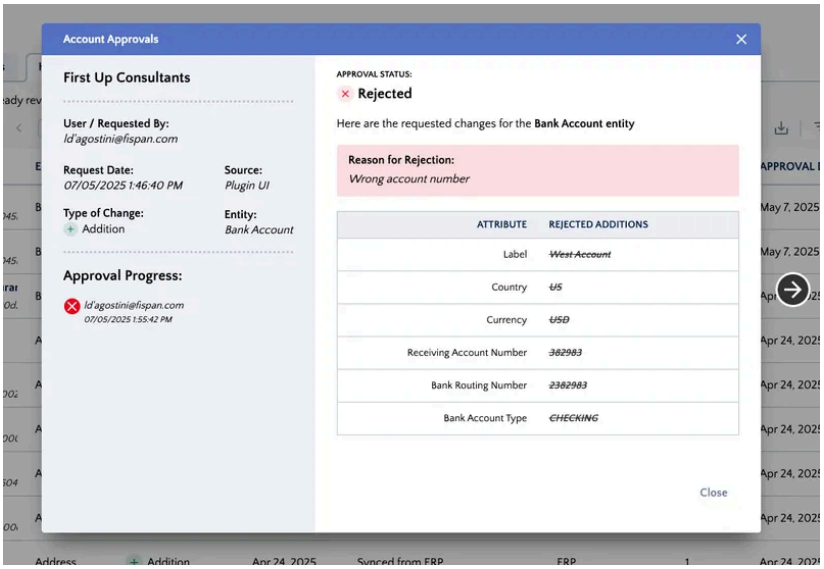
View Approval History

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

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



View Approved Record



View Rejected Record

Approvals History Export

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

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

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



Click Export

FAQs

Can I reject ERP-synced changes?

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

What if I accidentally reject a valid change?

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

3.2.1.2.3.1. Vendor Approvals Legacy (Intacct)

> This interface for Vendor Approvals is being deprecated. It will remain accessible until the plugin release scheduled for September 10th, 2025.
>
> To new interface can be viewed here: **Vendor Approvals (Intacct)**

Overview

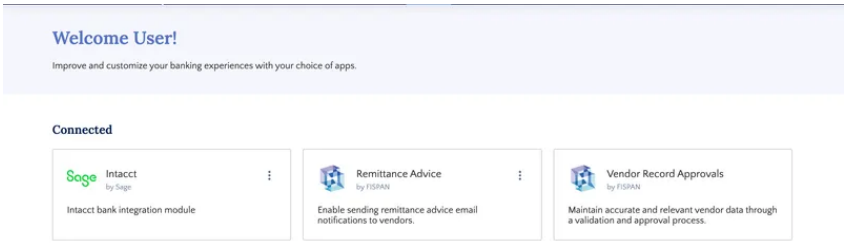
The Vendor Approvals feature provides a robust and secure method for managing changes to vendor information within Intacct. This approval process ensures data accuracy, minimizes the risk of errors, and enhances security by requiring authorization for modifications to your vendor's banking data.

Approval Workflows

To customize the approval process, you can define Approval Workflows that dictate how different types of changes are routed for authorization.

Accessing Approval Workflows

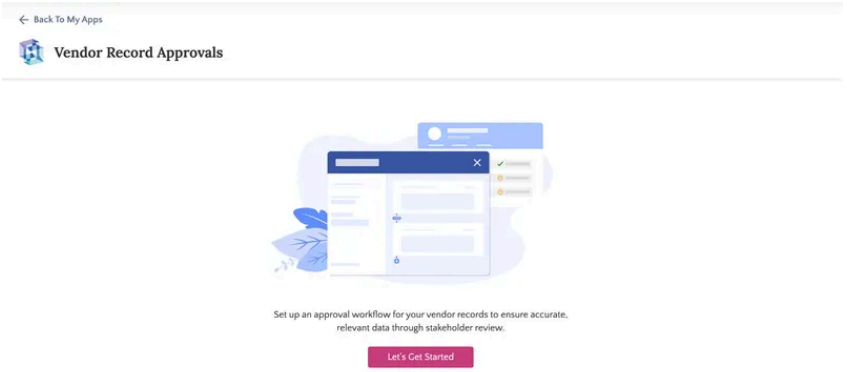
Log in to the at **sys.fispan.live**. On the Control Center, click on Vendor Record Approvals.



Click on Vendor Record Approvals

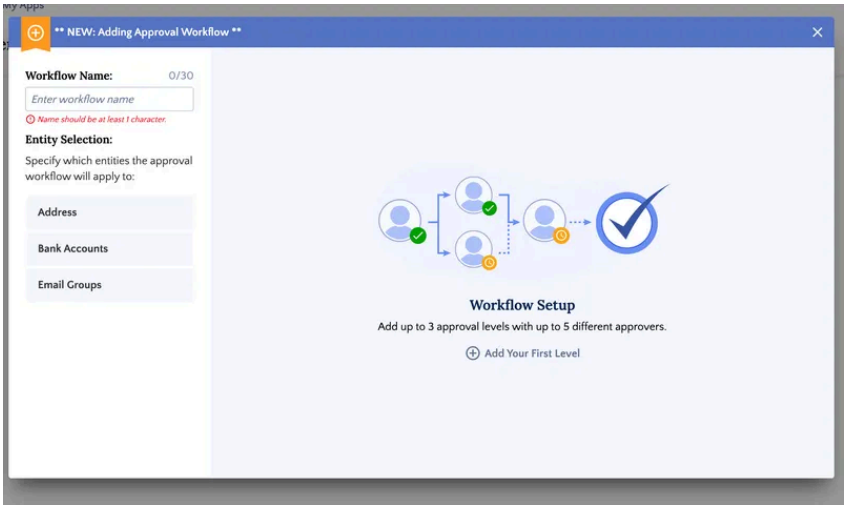
Workflow Creation

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



Click on Let's Get Started

Give your workflow a descriptive name. You can then select which entities you would like the approval workflow to apply to.



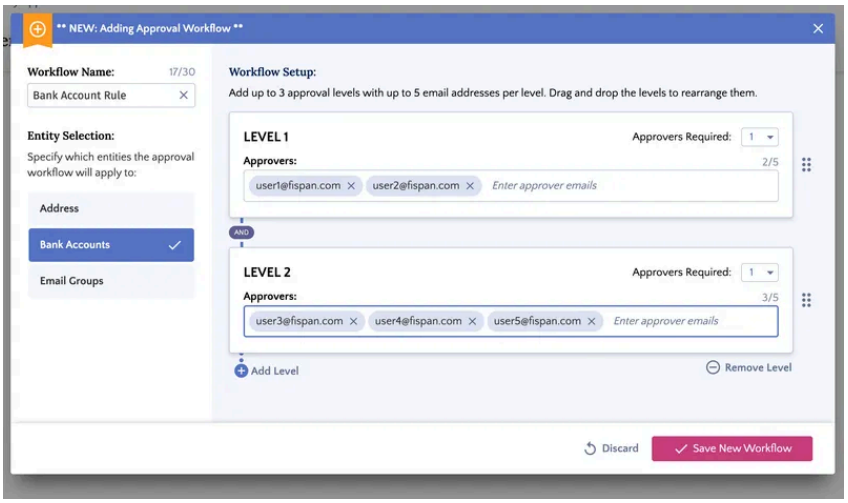
Click on Entities

You can establish up to three levels of approval. At each level, you can specify up to five potential approvers. Furthermore, you can determine the number of approvals required at each level to proceed.

> **Best Practice:** Avoid having a single approver at any level or an equal number of approvers and required approvals. This ensures that the process isn't blocked if someone is unavailable to approve.

> Please enter in the user's email exactly as it appears within the ERP. Any differences will lead to issues with the approval requests being routed accordingly.

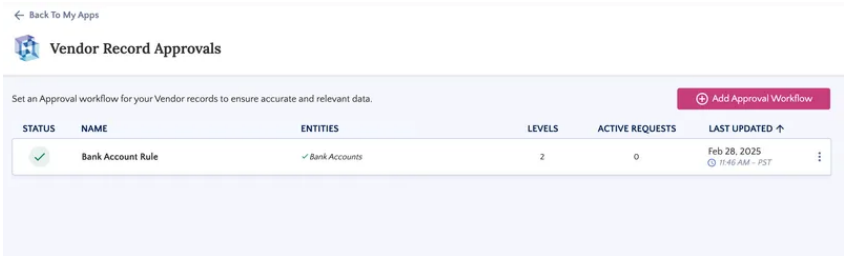
Once you are happy with the information you have entered, you can select **Save New Workflow**.



Add Tiers

Workflow Modification

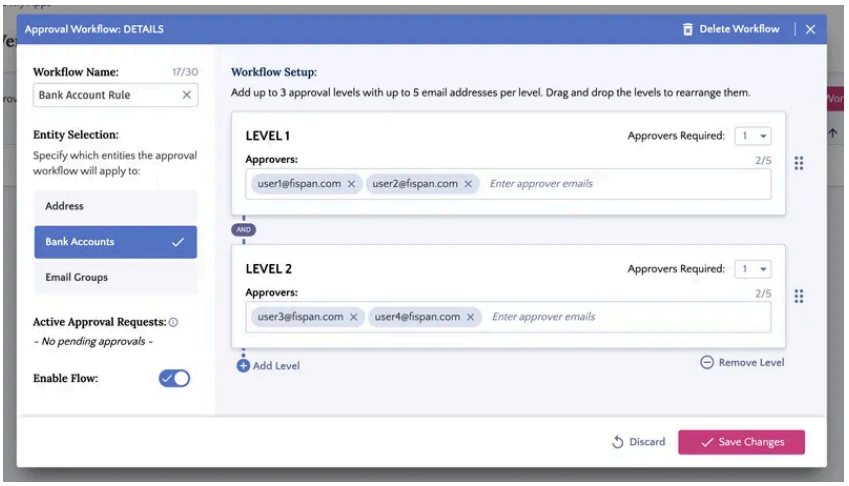
You can edit existing workflows to adjust the workflow. Click on the workflow you would like to modify.



Click on the Workflow

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

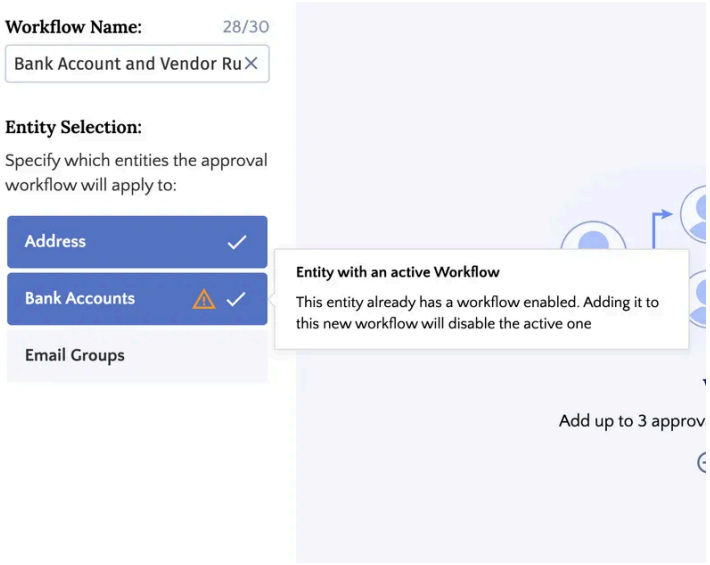
> **Note:** Changes to a workflow only apply to future approval requests. Existing requests in progress will follow the original workflow.



Click Save Changes

Workflow Restrictions

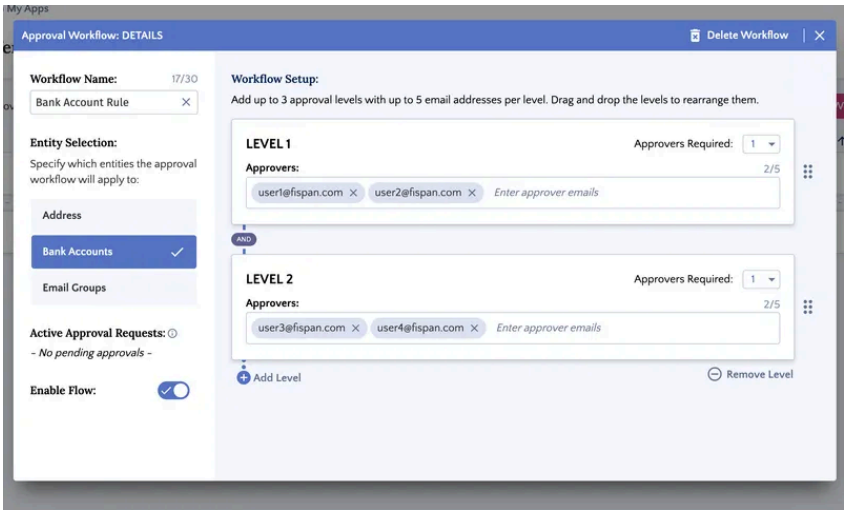
Modifying the entities associated with a workflow will disable any other workflows that were previously applied to those entities. Similar to making edits to workflows, all future requests for these entities will go through the new workflow, existing requests will remain untouched.



Workflow Deletion

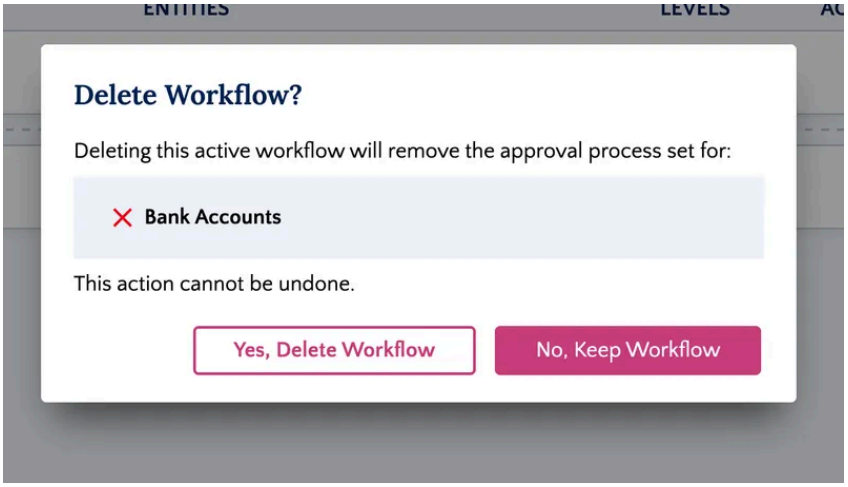
If a workflow has pending approvals, it cannot be deleted until those approvals are resolved.

To delete a workflow, click on it. Then click **Delete Workflow**.



Delete Workflows

A popup screen will appear. Click **Yes, Delete Workflow**.



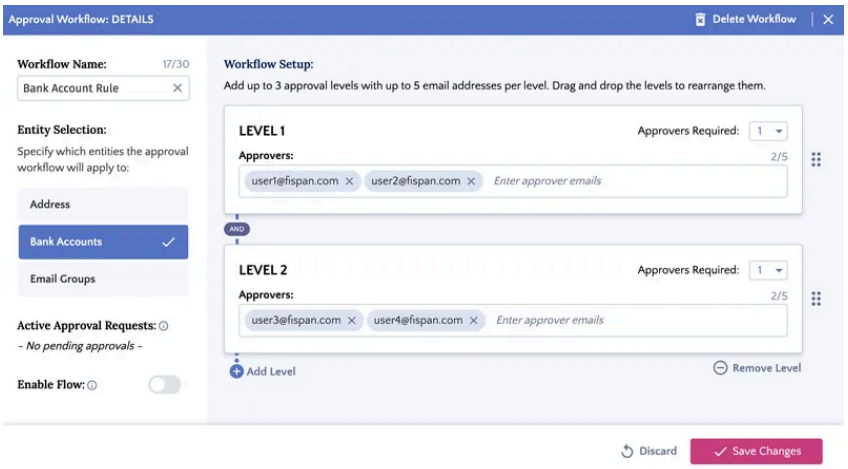
Click Yes, Delete Workflow

Workflow Disabled

If a workflow has pending approvals, it cannot be disabled until those approvals are resolved.

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

> **Note**: This will only disable the workflow for future requests for this entity. Existing requests will not be impacted.



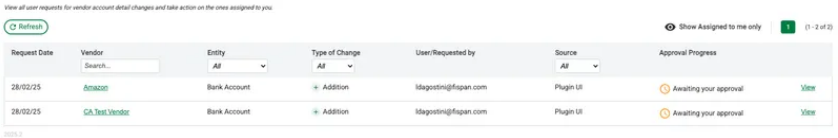
Click Save Changes

Approvals

Accessing Pending Approvals

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

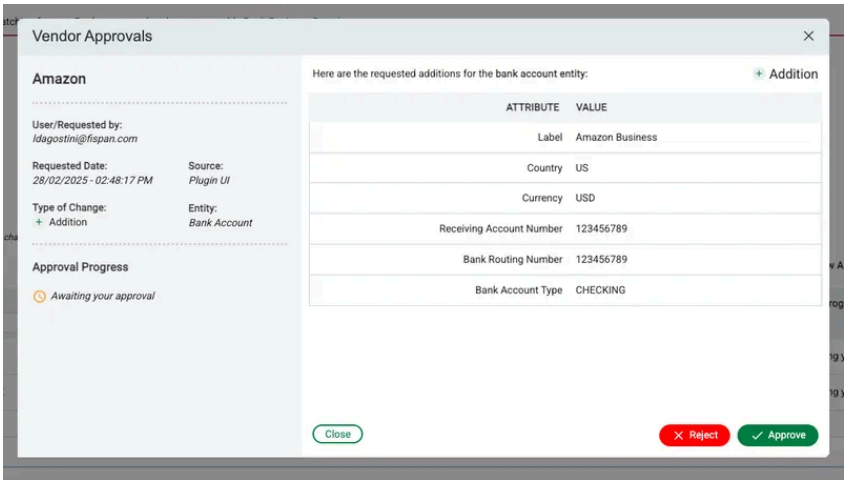
To view only the requests assigned to you, click the **Show assigned to me only** filter.



Click Show assigned to me only

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

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



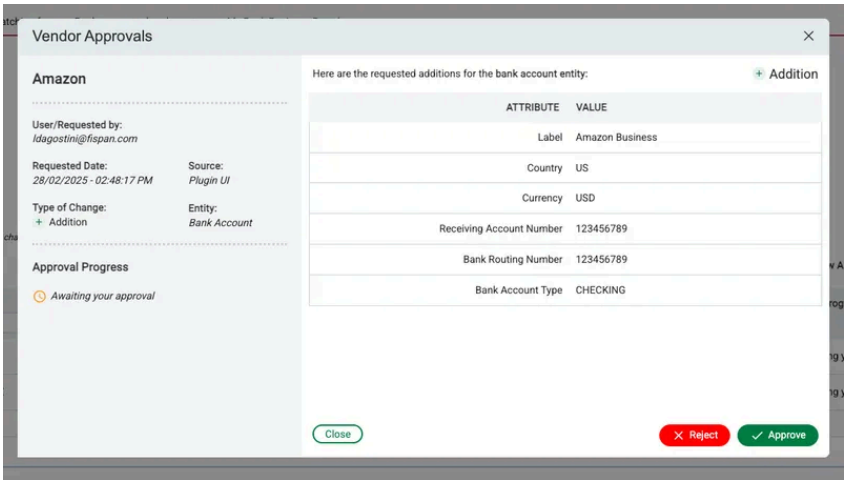
View Addition, Update or Deletion

Approval Process

To approve a request:

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

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

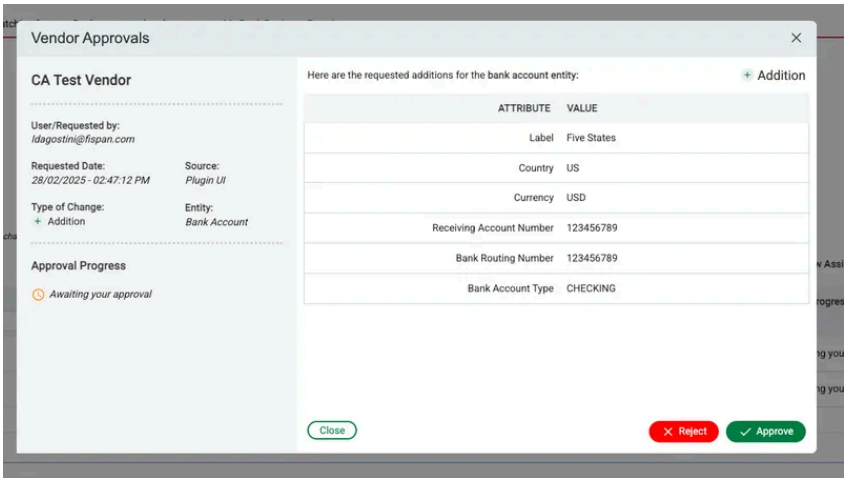


Click Approve

To reject a request:

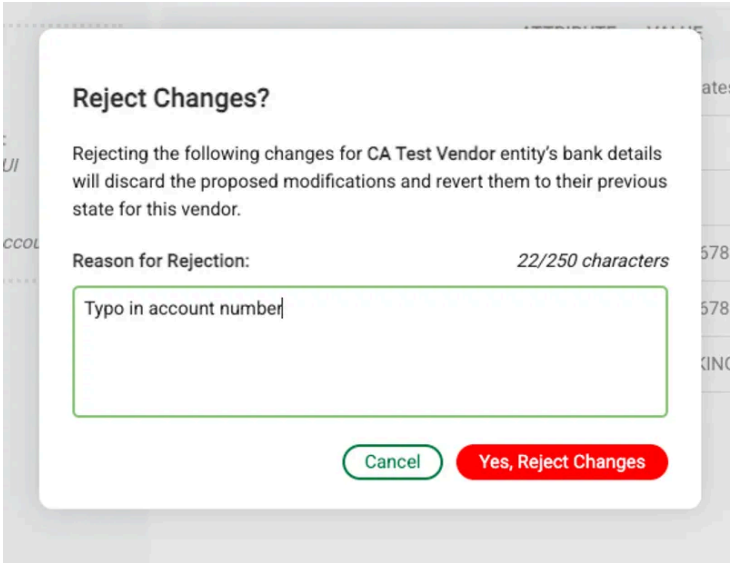
Click **Reject** to deny the proposed changes.

> **Important:** Rejection is a terminal action. Once rejected, the changes are permanently blocked, and no further approvals can override this decision.



Click Reject

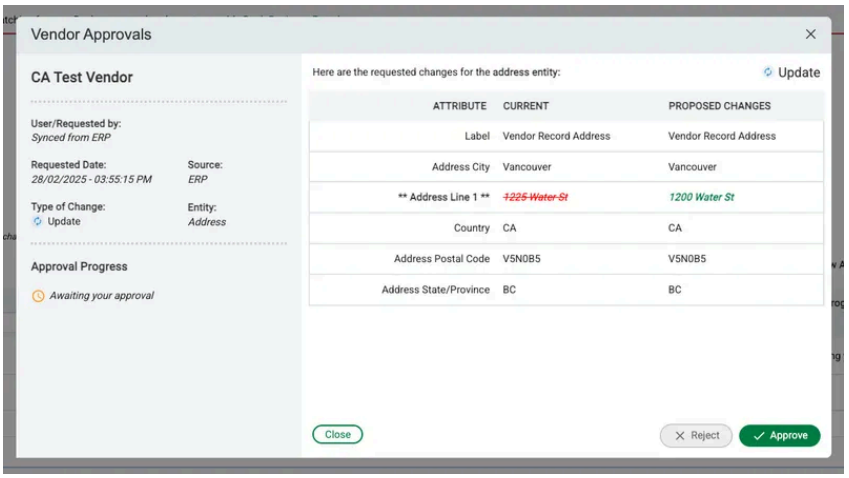
You will be required to provide a rejection reason.



Provide a Rejection Reason

ERP Synced Changes

- **Rejection Disabled:** For changes that originate from your ERP system (ERP-synced changes), the **"Reject"** button will be disabled.
- **Rationale:** This restriction is in place to prevent accidental overwrites or conflicts with the data in your ERP. Maintaining consistency between the plugin and your ERP is crucial.
- **Resolution:** If an ERP-synced change needs to be reversed or modified, the initiating user must make the necessary adjustments directly within the ERP system.

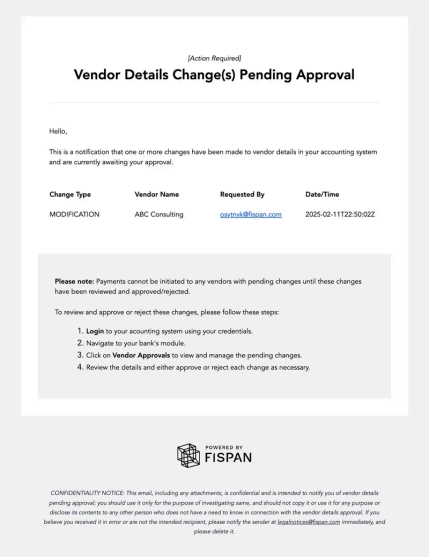


Approve Changes

Email Notifications

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

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


[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	[redacted]	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 or use it 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 [redacted] immediately, and please delete it.

View Email Notification

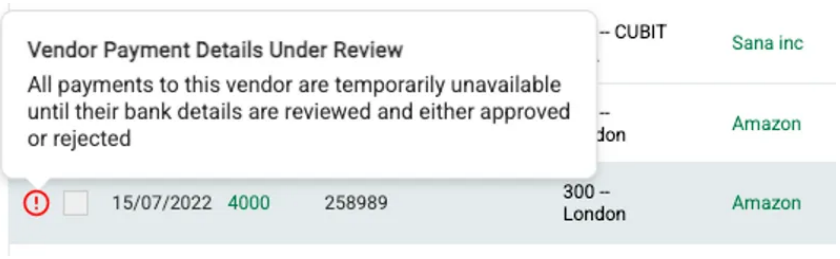
Impact to Workflow

When an approval request is created by modifying a vendor's bank details, the following updates happen within your plugin.

Pay Bills Page

When a vendor has a pending change, payments cannot be processed for that vendor. This ensures the vendor has the most up-to-date information before payments are processed.

A warning icon and greyed-out checkbox will prevent these vendors from being paid.



Blocked Vendors

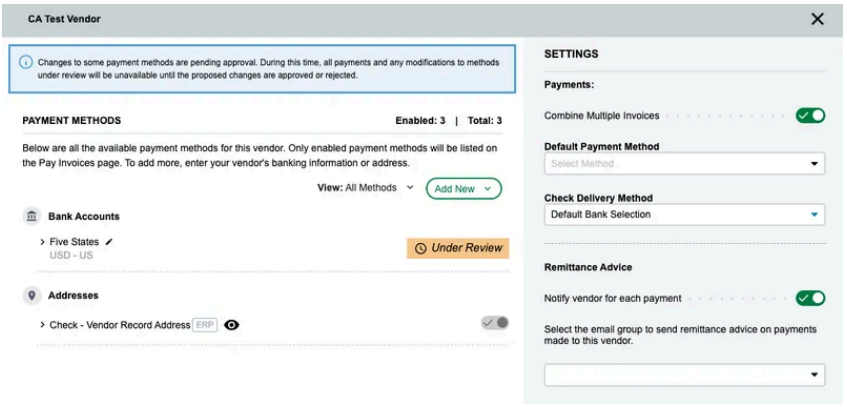
Payment Methods Page

On the Payment Methods page, the Vendor will have an icon identifying there is pending changes.



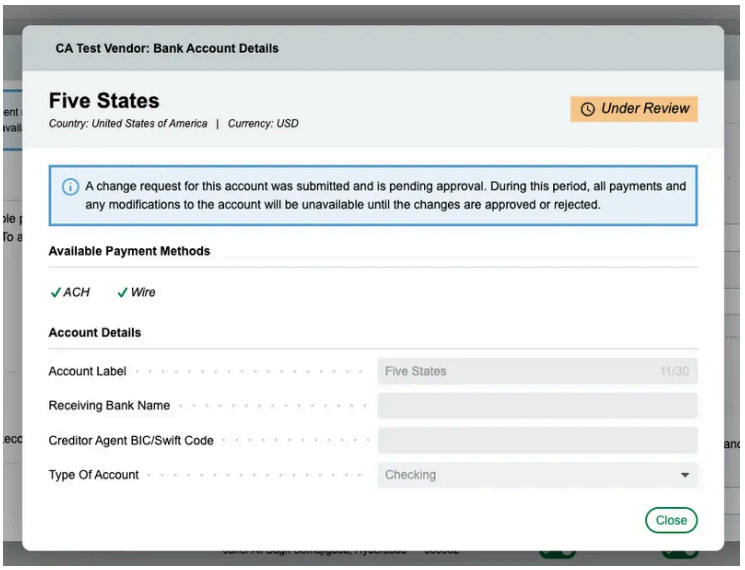
Vendors with Pending Changes

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



Record Under Review

Furthermore, if you open the record, you will see all fields are greyed out and cannot be edited.



View Record

Approvals History

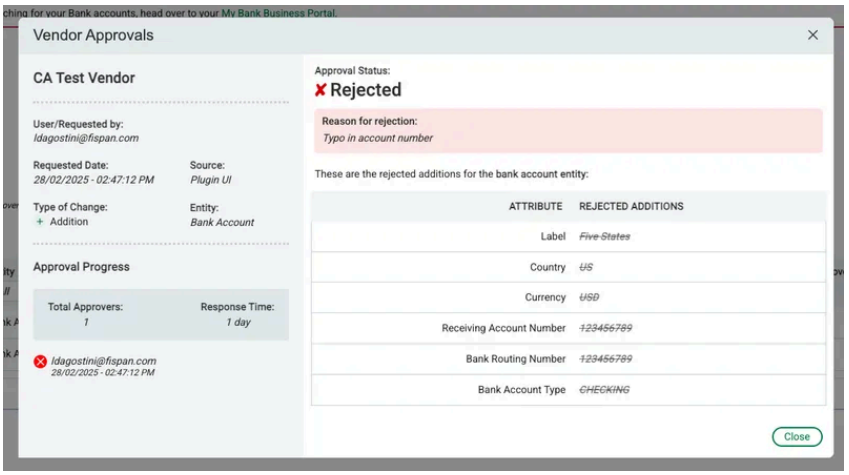
The **Approvals History** page maintains a comprehensive log of all approval requests, including both those that were approved and those that were rejected.



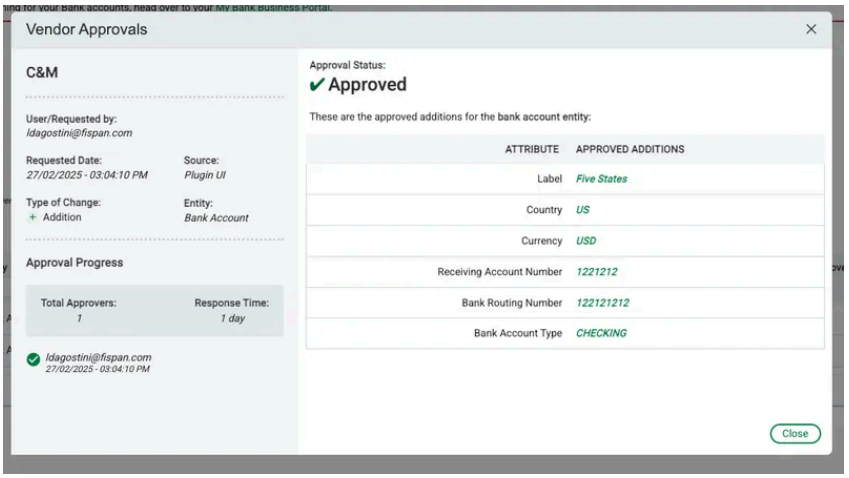
View History Records

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

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



Rejected Request



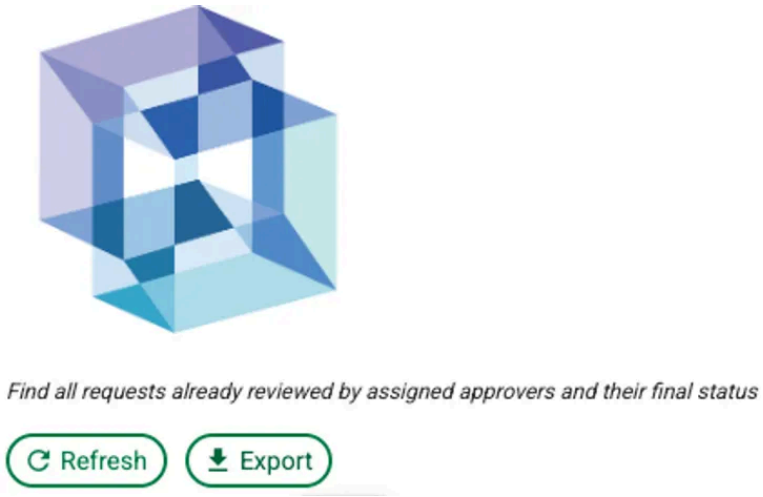
Approved Request

Approvals History Export

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

- **Modified On**: Date the change was made
- **Vendor**: Vendor Name
- **Type of Change**: Updated, Added, Deleted
- **User Email**: User who initiated the change
- **Reviewed By**: User emails who approved or rejected the change
- **Approval/Rejection Time**: Time when the final approving user reviewed the change or rejection was sent
- **Status**: Approved or Rejected
- **Previous Entry**: What the entry looked like before it was changed
  - This would be EMPTY if the history log item is for a new record being created
- **Proposed Entry**: What the entry looks like after a change was initiated or rejected
  - If entry was rejected, this is the change that was proposed
  - If the entry was approved, this is the change that was accepted
- **Reason for Rejection**: The rejection reason provided by the rejecting user
  - This will be empty if the record is an approved item

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



Click Export

FAQ

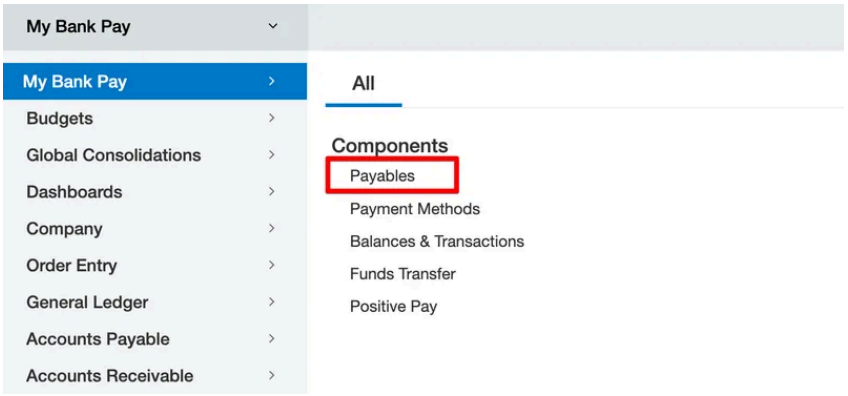
- **Can I reject ERP-synced changes?**
  - No, rejection is disabled for ERP-synced changes to prevent data inconsistencies. Contact the user who initiated the change to resolve any issues.
- **What if I accidentally reject a valid change?**
  - Rejection is a terminal action. If a change is rejected in error, the initiating user will need to resubmit the request.

3.2.1.3. Viewing Bill History (Intacct)

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

1 Go to History

Go to **Payables → History**



Go to Payables

2 View Bill Payment History

The Payment History page provides a snapshot of all payments that have been made via the plugin.

Vendor payments that are processed through the plugin will first appear **Pending**.

Depending on the payment method, payments may remain pending for up to business days after submission, after which the payment will automatically be moved to a **Completed** state.



View Payment History

> **NOTE:** The Sage Intacct Bill Payment object will be created at the time of payment submission, not when the payment is marked as **Completed**. If your bank reports a payment failure, we will update the status in the History page to **Failed** and attempt to reverse the initial Vendor Bill Payment accounting entry.

Processing Payment Statuses:

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

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

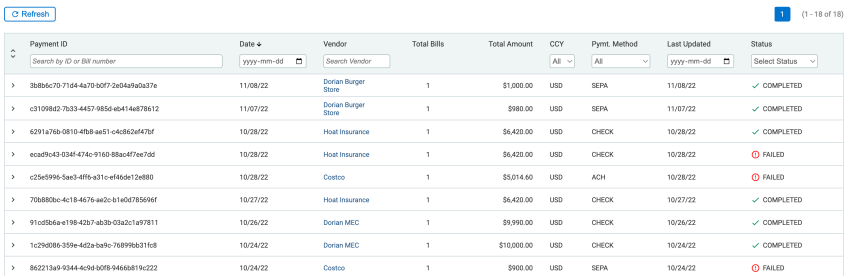
Terminal Payment Statuses:

- **COMPLETED**: Some payments are marked as autocomplete, based on the way the payment network handles them. Completed is considered a terminal status and should not change.
- **FAILED**: Payments that fail to be processed will enter this status. Payments can fail for a variety of reasons: initial validation as a result of missing or inappropriate information, or if the payment fails in the payment network (e.g., the destination bank account is closed).
- **CANCELLED**: This status will indicate that the payment was rejected in the bank approval portal or cancelled in the platform.

3 View Bill Information

By default, the History page shows the payment-related information first.

Every row contains one payment request, with all the payment-related information: PaymentID (referenceID), Posting Date, Vendor Name, Number of Bills in the payment request, Total Amount, Currency, Payment Method, Last Updated, and Payment Status.



Payment-related information

A payment request can contain multiple bills. To see that information, hit the little arrow on the left side. This brings down the bill-focused tab, which includes: Bill Number, Due Date, Bill Amount, Amount Due, Credit Used, Discount Used, and Amount Paid.



Bill-related information

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

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

TIP: If you are looking for a specific bill, you can enter its Bill Number in the Payment ID/Bill Number filter. This will bring all the payments related to that specific bill.

3.2.1.4. Payment Approvals (Intacct)

The Payment Approvals feature implements a multi-tiered approval workflow for payments made with the plugin, integrating the approval step directly into the ERP. This guide will walk you through setting up your approval workflows, ensuring that your payments are secure and properly authorized.

Accessing Payment Approvals

> **NOTE:** To enable Payment Approvals, first update your plugin by following the guide on **Updating the Plugin**.

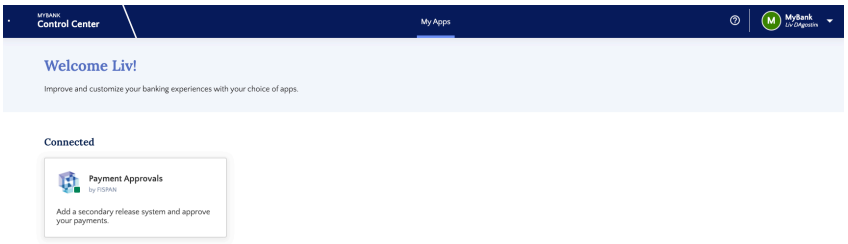
Once updated, follow these steps to access the Payment Approvals feature.

1 Log In to the Portal

To begin, an ERP administrator or consultant with access to the portal needs to log in at sys.fispan.live.

2 Select Workflow

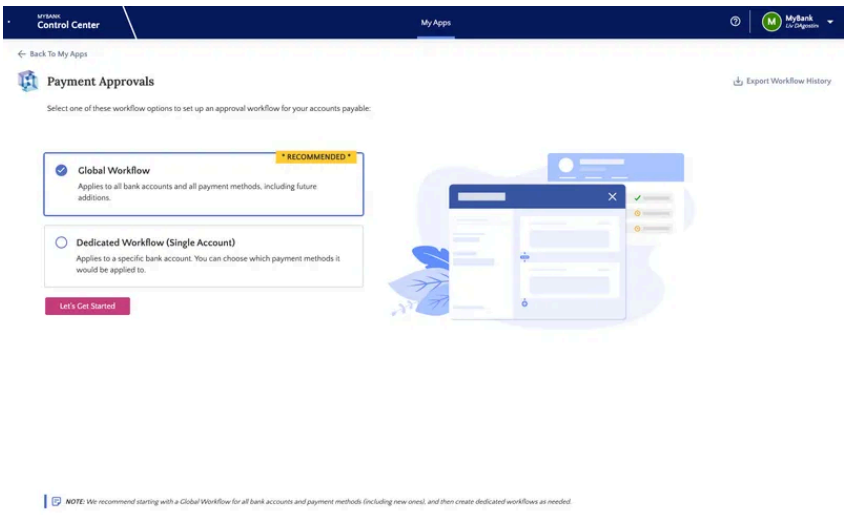
Once logged in, select the **Payment Approvals** tile. You'll then be prompted to start creating your workflows.



Select Payment Approvals

There are two main types of approval workflows you can set up:

- **Global Workflow:** This is your default workflow. It applies to all payment types and bank accounts.
- **Dedicated Workflow:** This workflow is more specific. It applies to a particular bank account and selected payment types. Dedicated workflows always take priority over Global Workflows.



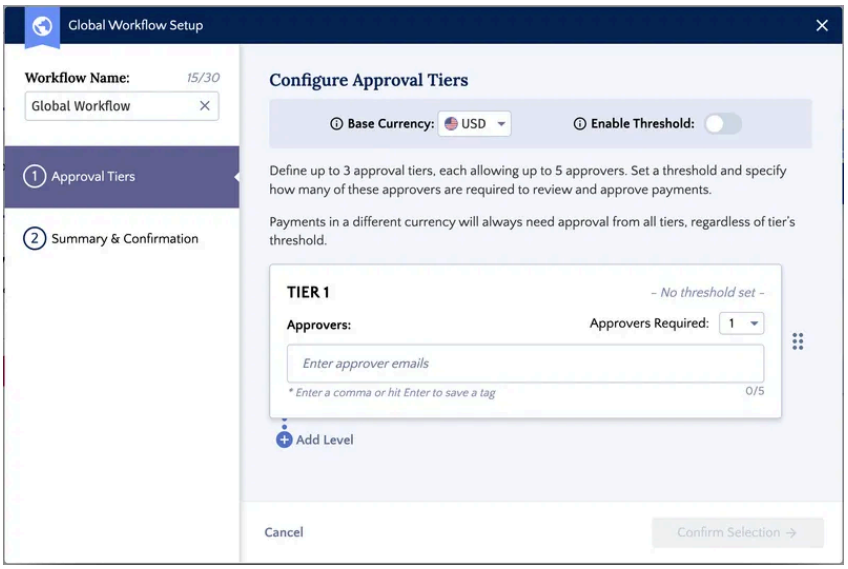
Select Workflow

Setting Up Your Global Workflow

To set up a global workflow, please follow these steps.

1 Create Global Workflow

First, give your workflow a descriptive name. This will help you easily identify it later.



Add Workflow Name

Here, you have the option to set thresholds. A threshold is the minimum payment amount required to trigger a specific approval tier. If a payment is less than the threshold amount, that approval tier will be skipped.

IMPORTANT: Each threshold amount must be equal to or greater than the previous tier's threshold.

NOTE: If your system supports multiple currencies for payments, you must first define a base currency for your workflow.

Thresholds are only applied to payments in this base currency. Any payment submitted in a different currency will bypass the thresholds and automatically require approval from all tiers, as the system does not currently perform automatic currency conversion for this process.

TIP: Best Practice for Multiple Currencies

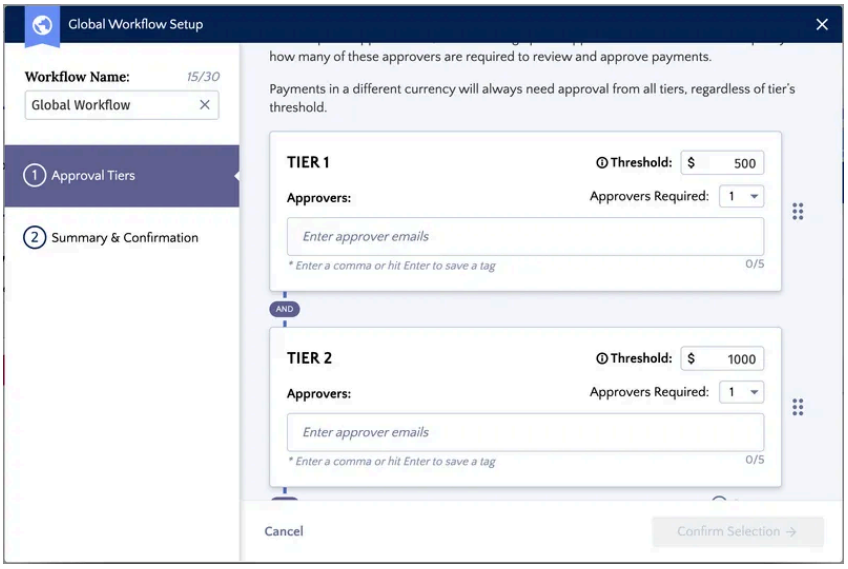
If you make payments from bank accounts with different base currencies, we highly recommend creating dedicated workflows for those accounts. This ensures that your thresholds are properly applied to payments in those specific currencies.

2 Add Approvers to Workflow

You'll need to add approvers for your workflow. Enter the user's ERP email address exactly as it appears in their ERP user record. Approvers will receive an email notification when a payment meets the required threshold.

The approver email must ***exactly*** match the email in the user's ERP record.

Do not use an alternate or alias emails. Any mismatch may delay approvals and payment processing.



Add Threshold Amount

IMPORTANT: To approve payments, users in an approval workflow need both an ERP license and the necessary plugin permissions.

3 Add Multiple Tiers

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

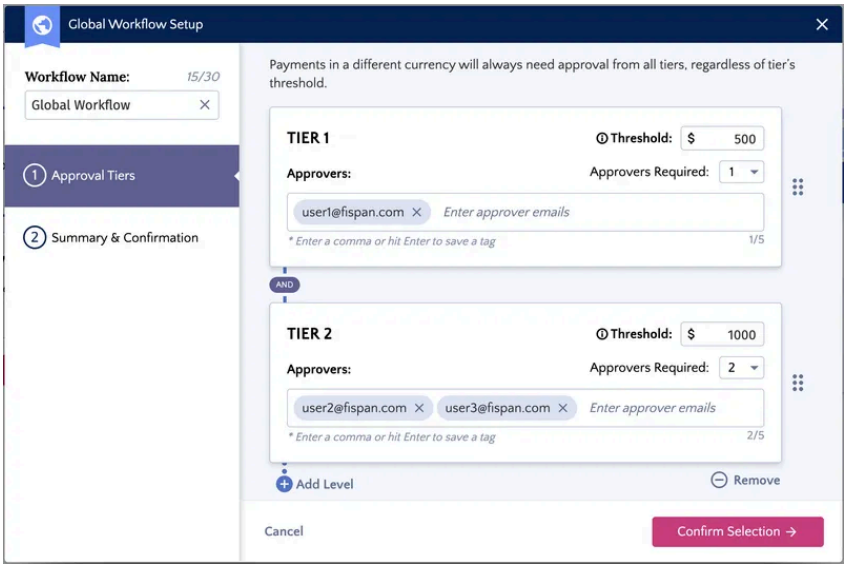
At each level, you can add up to five potential approvers. You can also decide how many individual approvals are required per tier. eg. Tier 1 requires 2 approvals, Tier 2 requires 3 approvals, Tier 3 requires 1 approval.

NOTE: Important Considerations

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

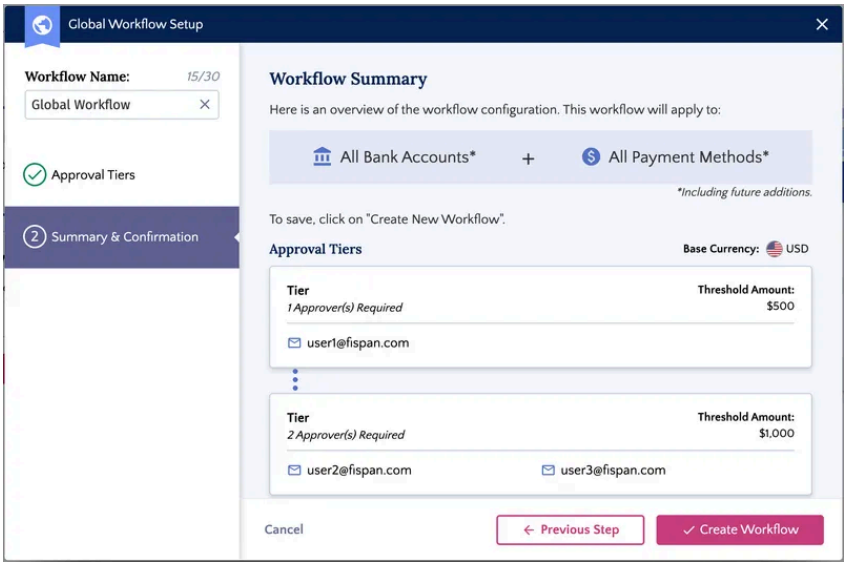
4 Complete Workflow

Once you're satisfied with your settings, click **Confirm Selection**.



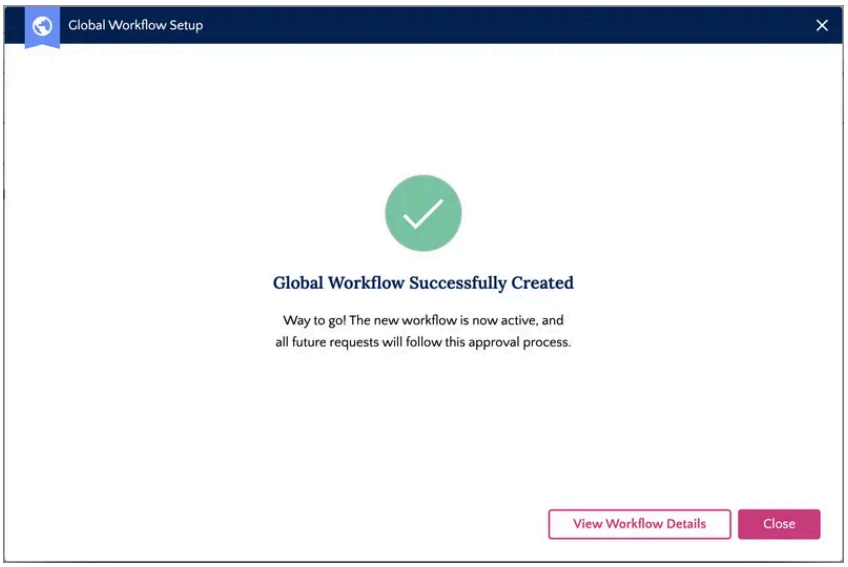
Select Confirm Selection

You can now review your workflow. Click **Create Workflow** to confirm creation.



Select Create Workflow

Your Global Workflow is now active! All payments made through the plugin will now follow this approval process.



Click Close

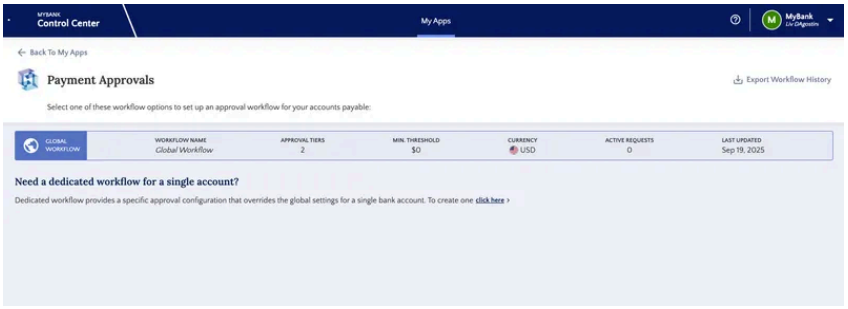
Creating a Dedicated Workflow

If you have specific bank accounts that need different approval workflows, you can create a Dedicated Workflow.

IMPORTANT: Setting up a dedicated workflow means it will take precedence over the global workflow for this specific bank account and the chosen payment rail(s), affecting all future payments.

1 Create Dedicated Workflow

From the Payment Approvals page, select **click here** to create a dedicated workflow.

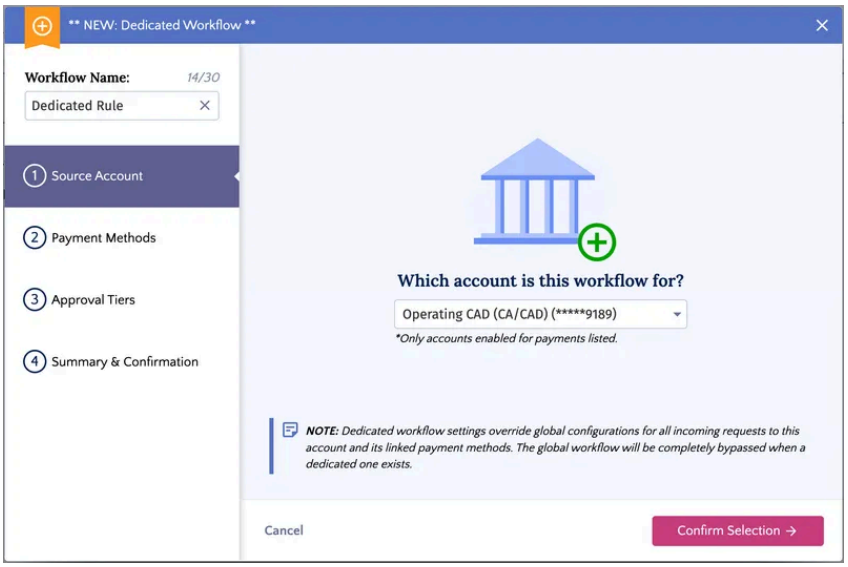


Created Dedicated Rule

First, enter a descriptive name for the workflow.

2 Add Source Account

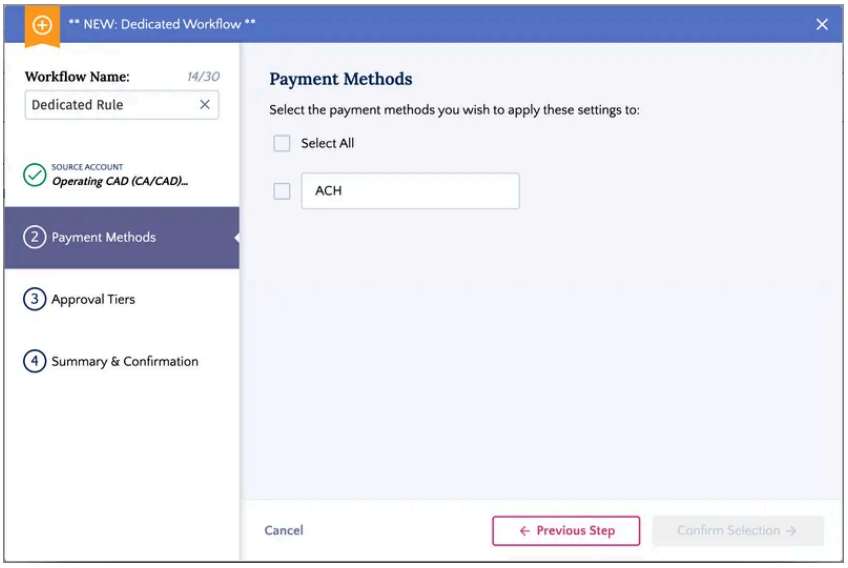
You'll then choose the bank account for which these approval workflows will apply. Click **Confirm Selection**.



Select Confirm Selection

3 Add Payment Methods

Next, select the payment rail(s) that will be part of this workflow. **Payments not selected here will still be routed through your Global Workflow.**

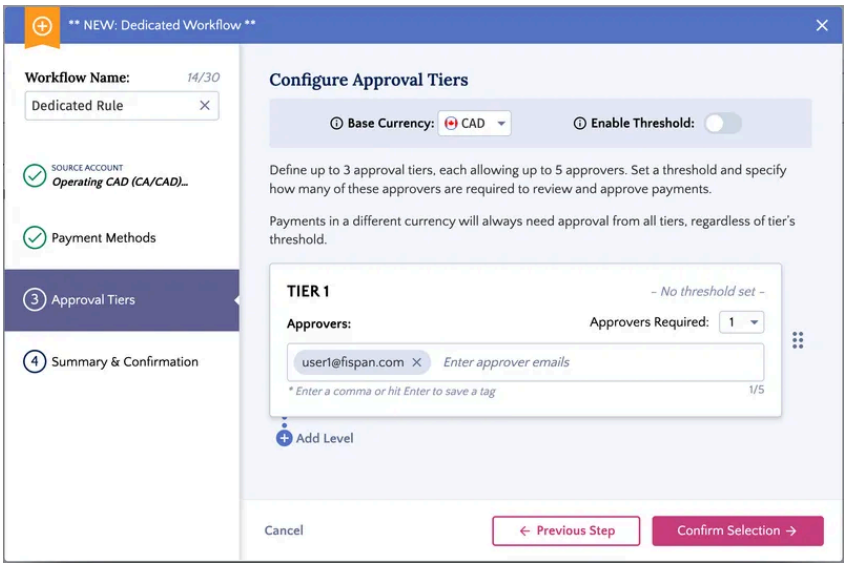


Select Payment Rails

> **NOTE:** This list displays all payment methods enabled for your **entire account**, not specific to individual bank accounts.

4 Add Approvers and Tiers

You can then set up the approval tiers, including thresholds, approvers, and the number of approvals required, just like with a Global Workflow.

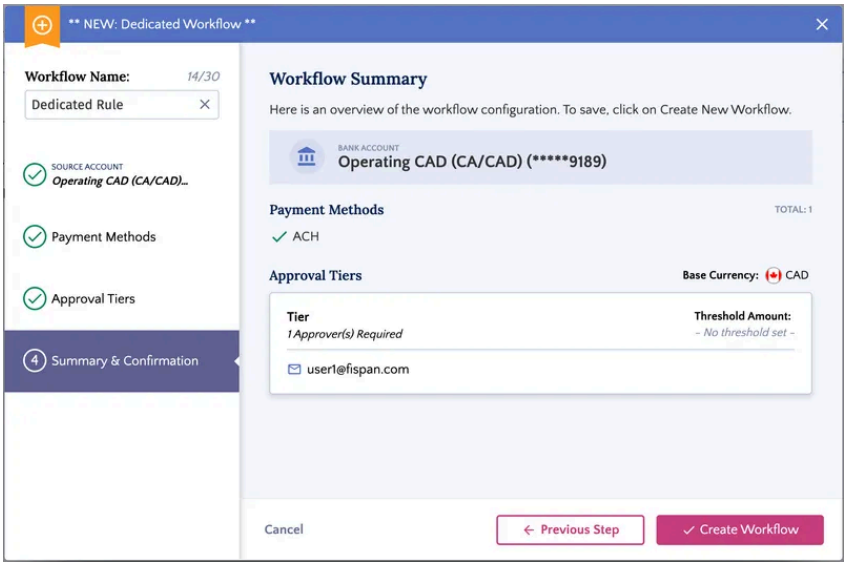


Click Confirm Selection

When you're finished, click **Confirm Selection**.

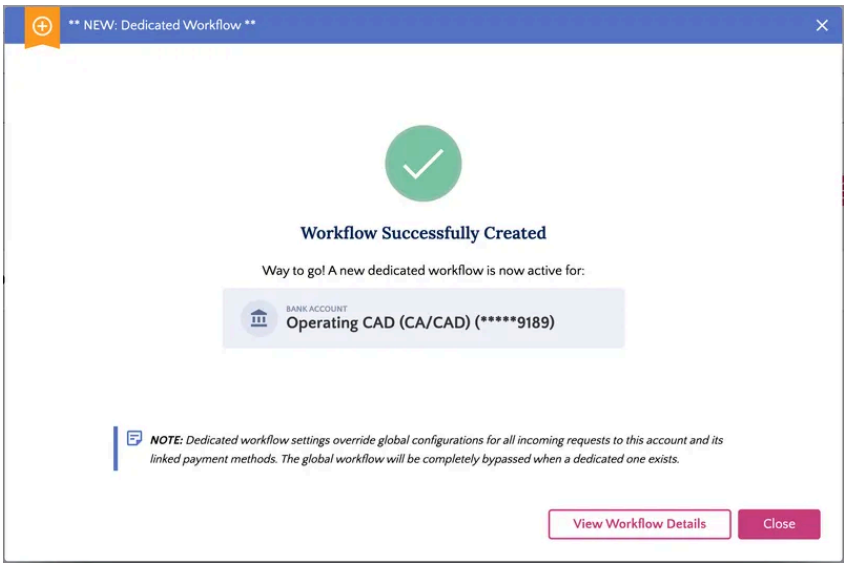
5 Complete Workflow

Next, you will see an overview of your workflow. To enable the workflow, click **Create Workflow**.



Click Create Workflow

Your Dedicated Workflow is now active! Payments made with the selected combination of payment rails and bank accounts will now be routed through this workflow going forward.



Click Close

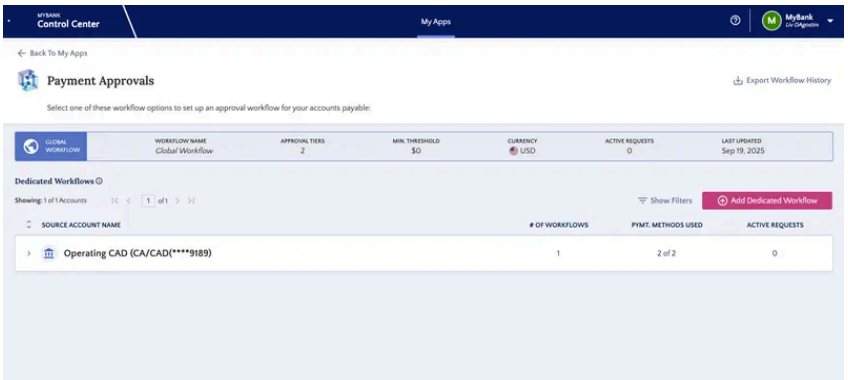
Editing or Deleting Workflows

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

Editing a Workflow

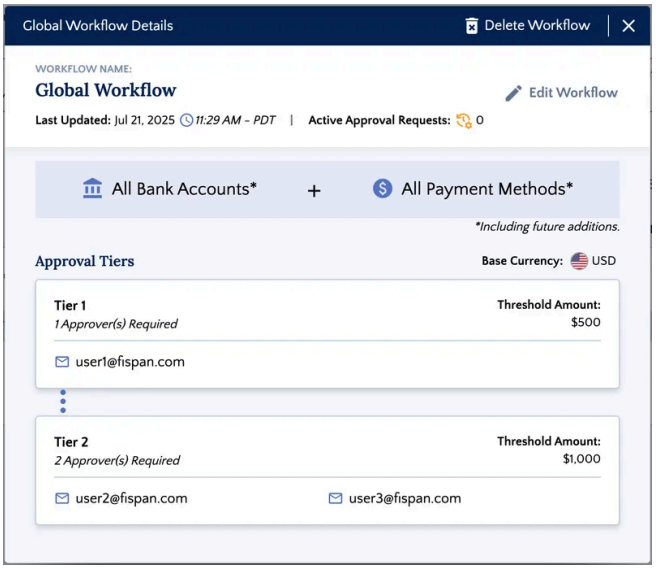
1. **Select a Workflow to Edit**

   Click on the workflow you want to edit in the table.



Select Workflow

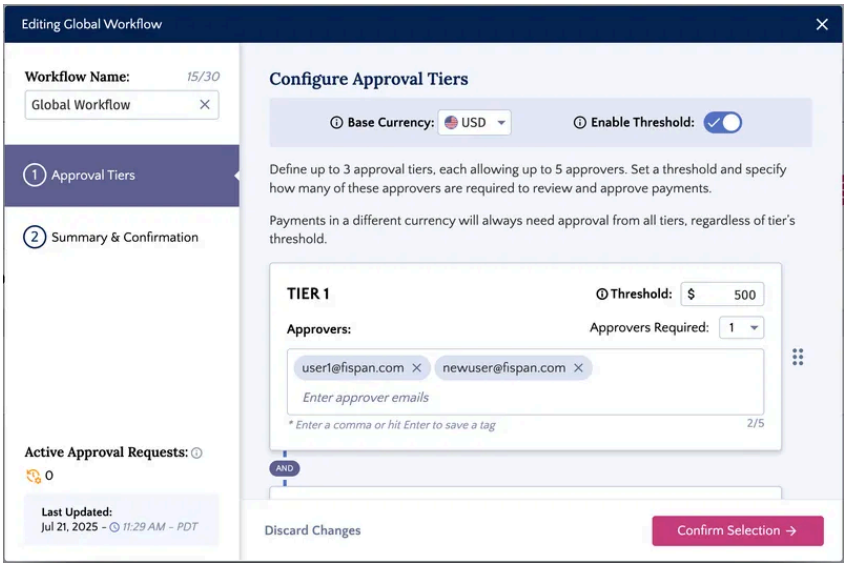
An overview of the workflow will appear. Next, click **Edit Workflow.**



Click Edit Workflow

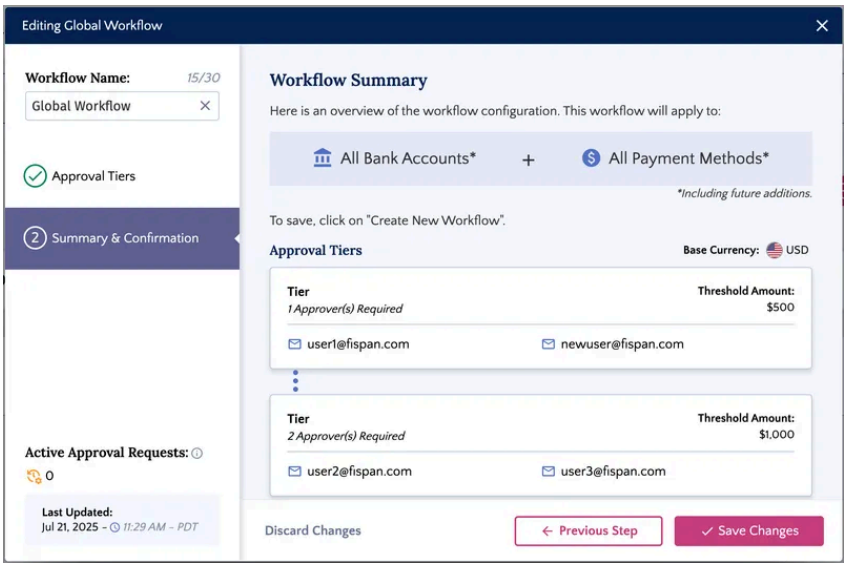
2 Edit Workflow

Make your desired changes to the workflow.



Make Changes

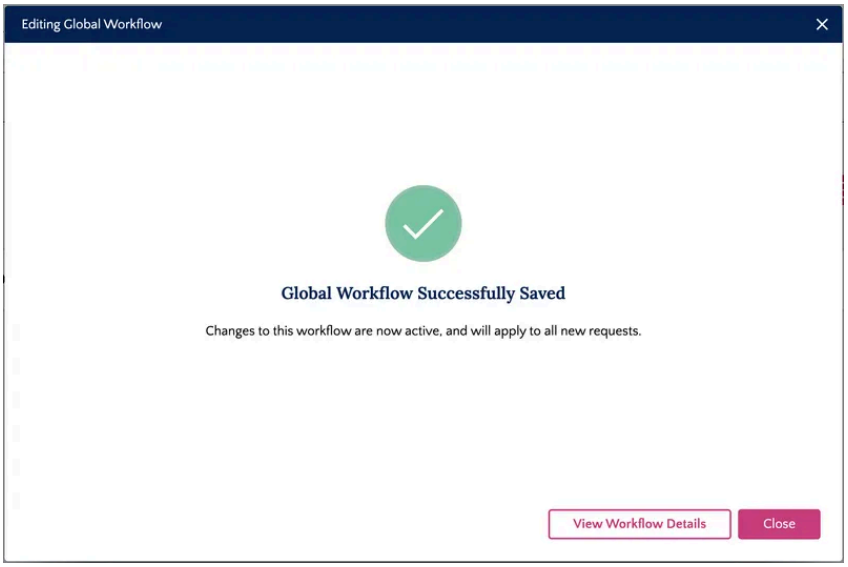
Verify your changes and then click **Save**.



Click Save

3 Confirm Changes

You will then see a confirmation of the changes. The updated workflow will now apply to all new payments.

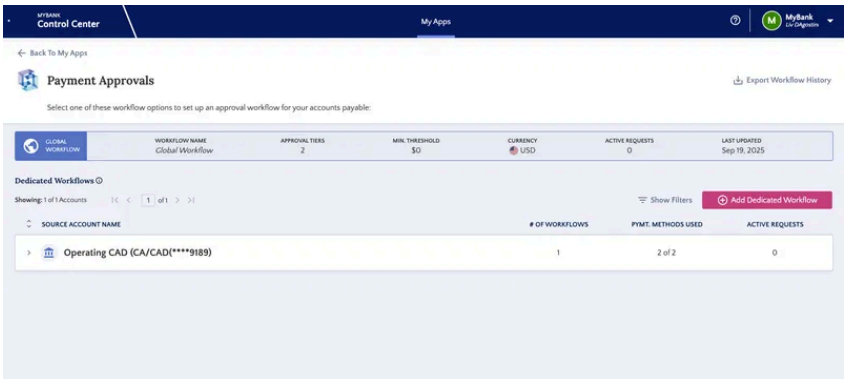


Click Close

Deleting a Workflow

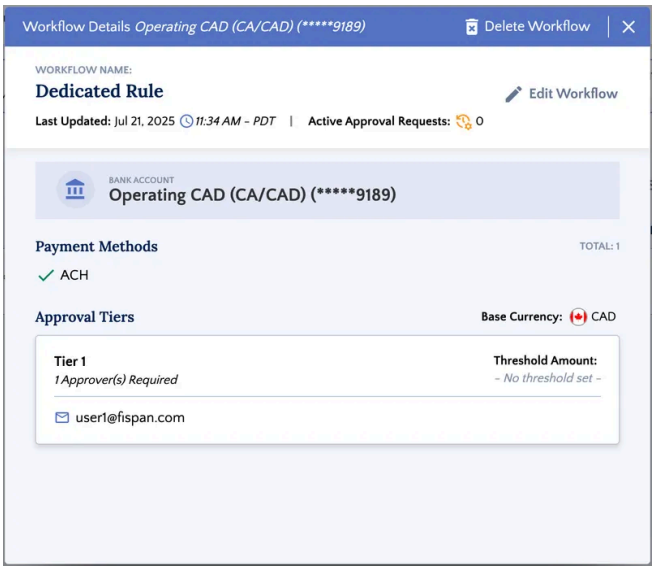
1 Select a Workflow to Delete

Click on the workflow you want to delete.



Select Workflow

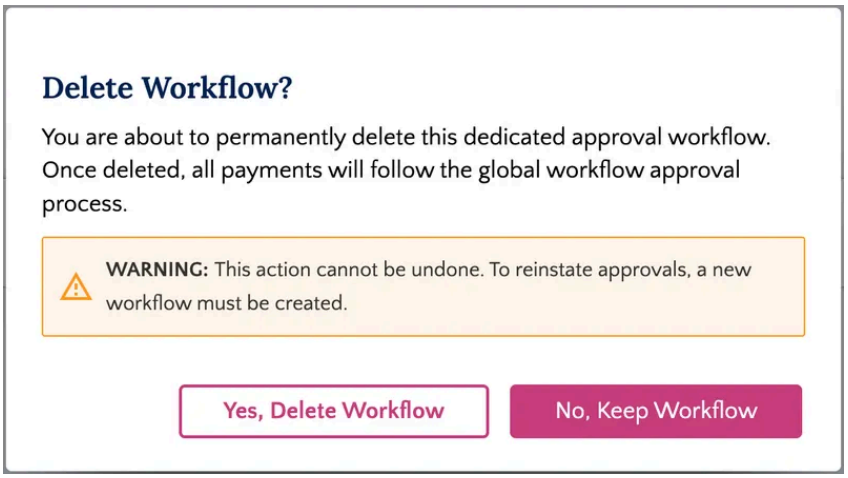
Click **Delete Workflow**.



Click Delete Workflow

2 Confirm Deletion

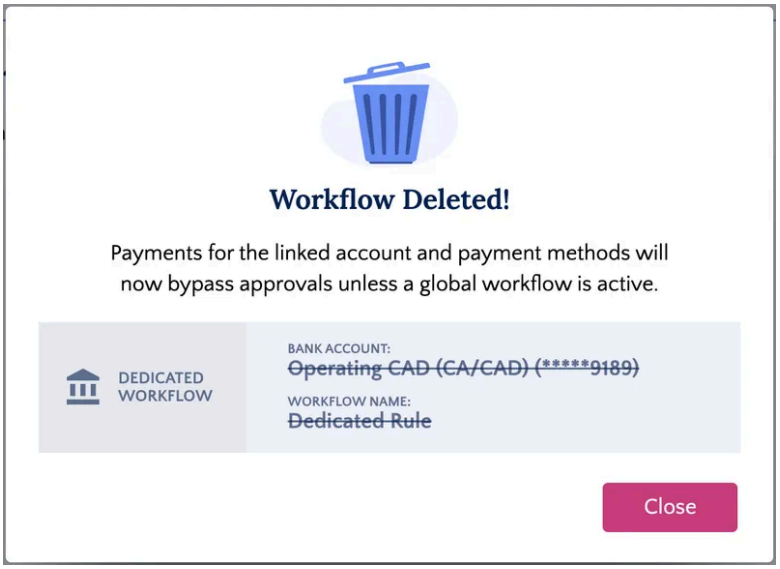
Next, confirm you would like to proceed with the deletion.



Click Yes, Delete Workflow

Payments will no longer use this Workflow. If you still have a Global Workflow active, these payments will now be routed through your Global Workflow instead.

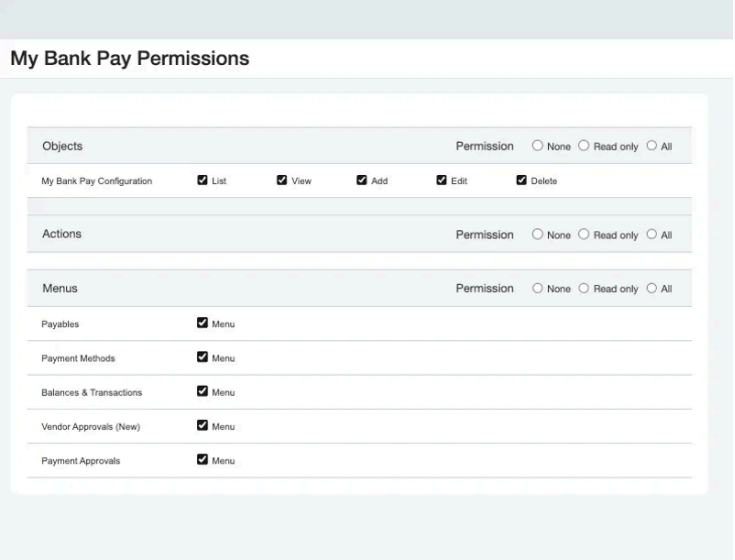
You will then see a confirmation that the workflow was successfully deleted.



Confirm Workflow Deletion

Intacct Required Permissions

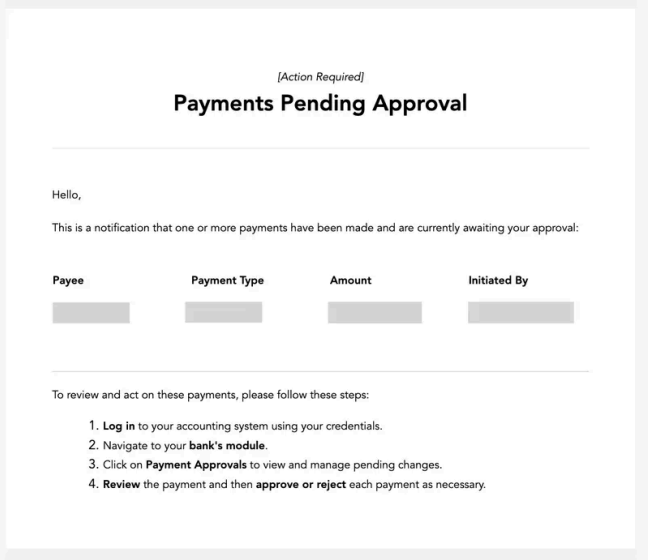
To get access to the Payment Approvals page, please have your ERP Administrator navigate to the role for your bank's plugin and add permissions for **Payment Approvals**.



Add Payment Approvals

Payment Approval Request Page

After creating Vendor Bill Payment Approval workflows, once you initiate a payment from within your plugin, its status transitions to **Waiting for Approval.** If the payment amount falls within a specific approval threshold, the designated approvers will receive an email notification with the subject: **"Action Required: Payments Requiring Approval"**



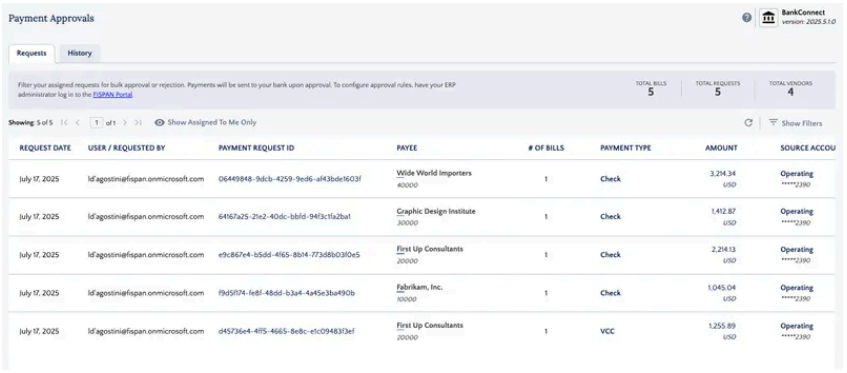
Payment Approval Email Notification

Approvers can review these payments from the Payment Approval Request page, which serves as the central hub for all payments initiated for your company that are awaiting approval.

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

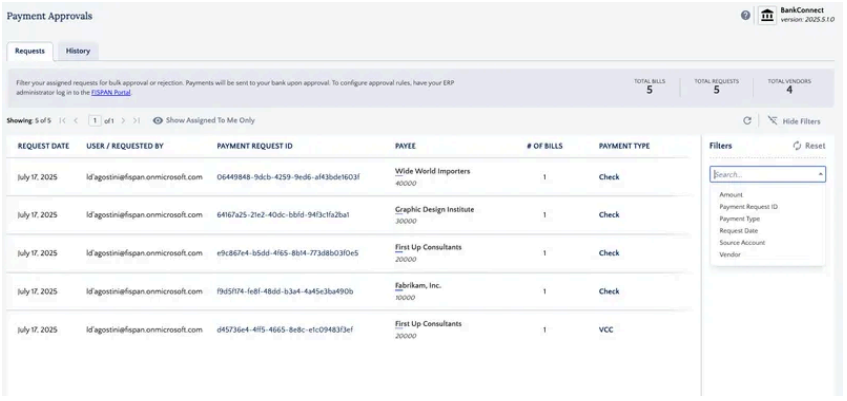
- **Request Date:** The precise date when the payment was initiated within the plugin.
- **User/Requested By:** The name of the user who submitted the payment request.
- **Payment Request ID:** A unique internal identifier generated by the plugin for this payment. This ID is crucial for any troubleshooting or support inquiries.
- **Payee:** The name of the recipient (vendor or entity) to whom the payment is being sent.
- **Amount:** The total value of the payment, after any applicable discounts or credits have been subtracted.

- **Number of Bills:** The count of individual bills that are covered by this specific payment request.
- **Payment Type:** The chosen method for distributing the funds (e.g., ACH, Check).
- **Source Account:** The bank account from which the payment funds will be drawn.
- **Expected Pay Date:** The date on which the payment is projected to be sent out to the recipient, assuming it receives final approval.
- **Approval Progress:** A tracker that provides context for where a payment is within the approval process.



Approvals Page

To help you quickly find specific payment requests, the Approvals page provides filtering capabilities. Click on the **Filters** button to open the filter panel on the right side of the screen. You can filter by Amount, Payment Request ID, Payment Type, Request Date, Source Account, or Vendor.

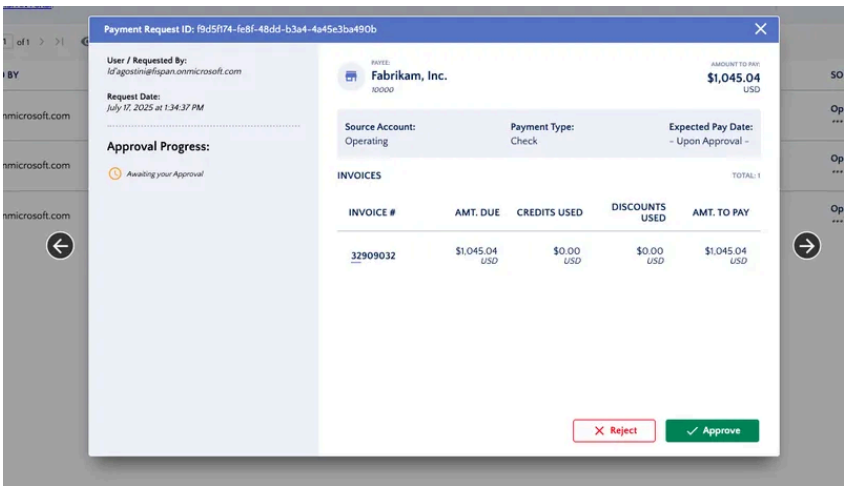


Filter Approval Requests

Individual Approvals or Rejections

For more granular control, or to provide unique rejection reasons, you can process payments individually.

To approve or reject individual payments, simply click on the specific payment row in the Approvals table.



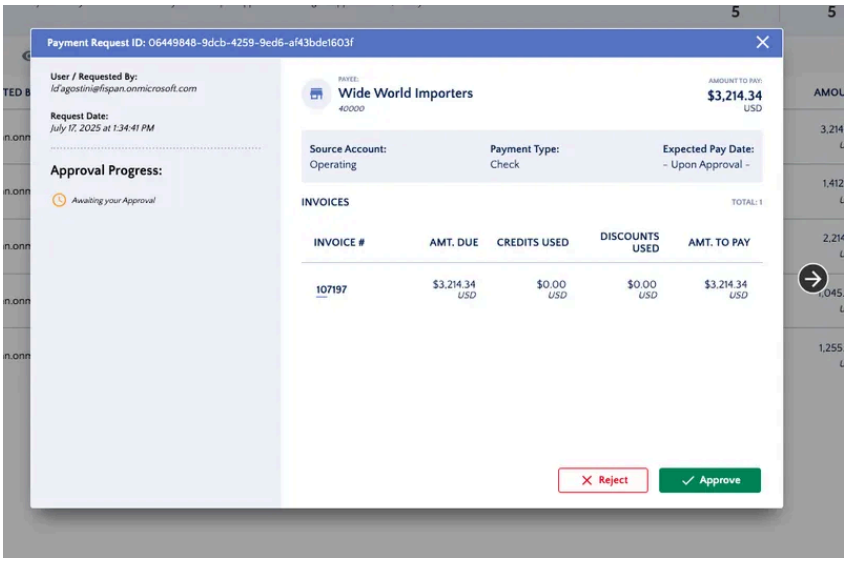
View Approval Request

This will open a detailed dialogue for that payment. You can navigate through other payments directly from this dialogue using the provided navigation arrows, without returning to the main table.

To Approve an Individual Payment

1 **Approve Payment**

Click the **Approve** button.

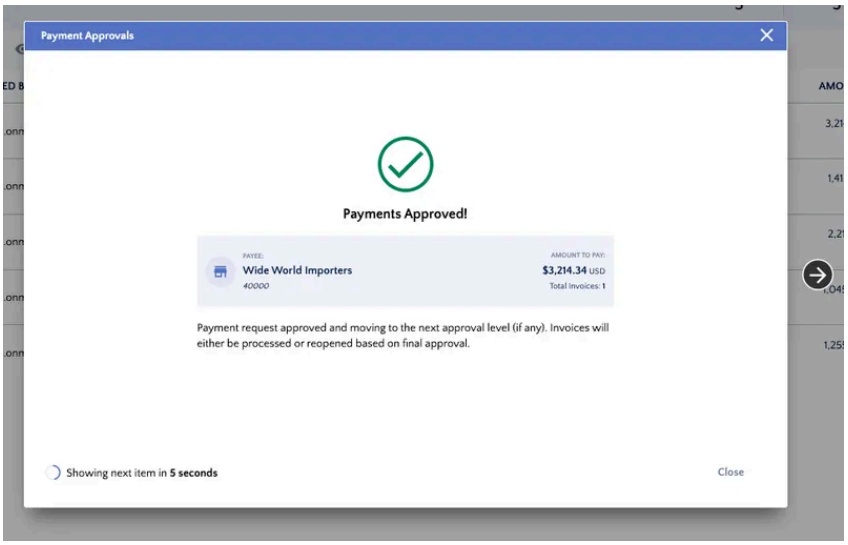


Click Approve

You will then see an approval confirmation screen. This screen includes a countdown timer that will automatically advance you to the next payment in your list (if any) or close the dialogue. You can also click the navigation arrow to move to the next payment more quickly.

2 **Complete Approval**

If your approval is part of a multi-tier workflow, the payment will proceed to the next required approver(s).

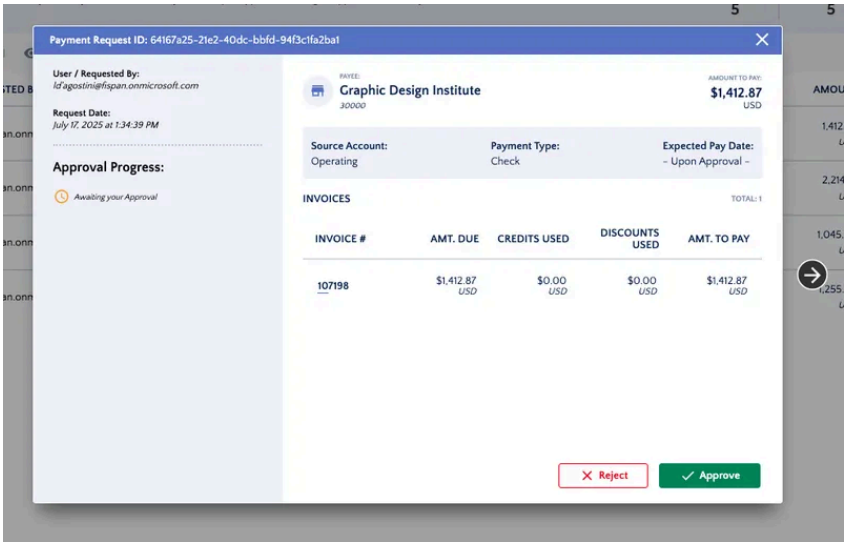


Approval Confirmation

To Reject an Individual Payment

1 Reject Payment

Click the **Reject** button.

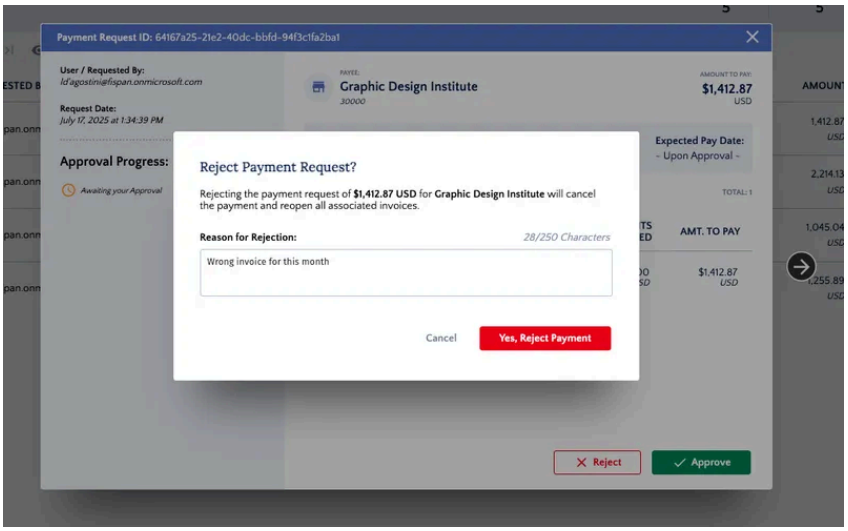


Click Reject

2 Provide Rejection Reason

You will be prompted to provide a rejection reason.

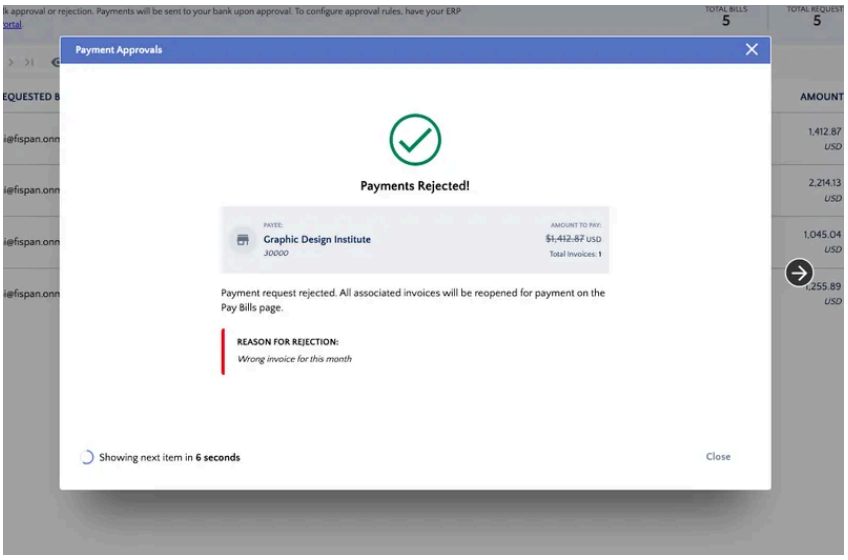
Once you have entered the reason, click **Yes, Reject Payment**.



Rejection Reason

3 Confirm Rejection

You will then see a rejection confirmation screen. Similar to the approval confirmation, this screen includes a countdown timer to automatically advance you or an arrow to move faster.



Rejection Confirmation

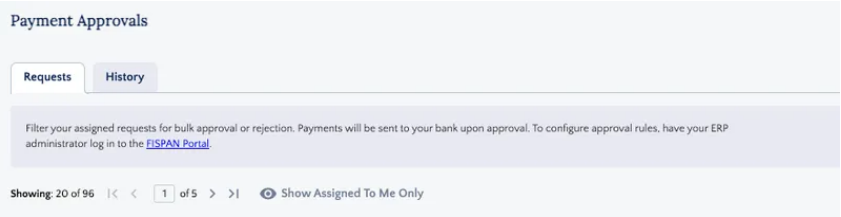
If a payment is rejected, it will be voided within your ERP system. The associated bills will then reopen, becoming eligible for future payment. The payment status on the Payment History page will change to Cancelled.

Bulk Approving or Rejecting

Streamline your process by using bulk approvals and rejections for vendor bill payments.

1 View Payments Awaiting Approval

To quickly focus on payments awaiting your direct action, click the **Show Assigned To Me Only** filter.



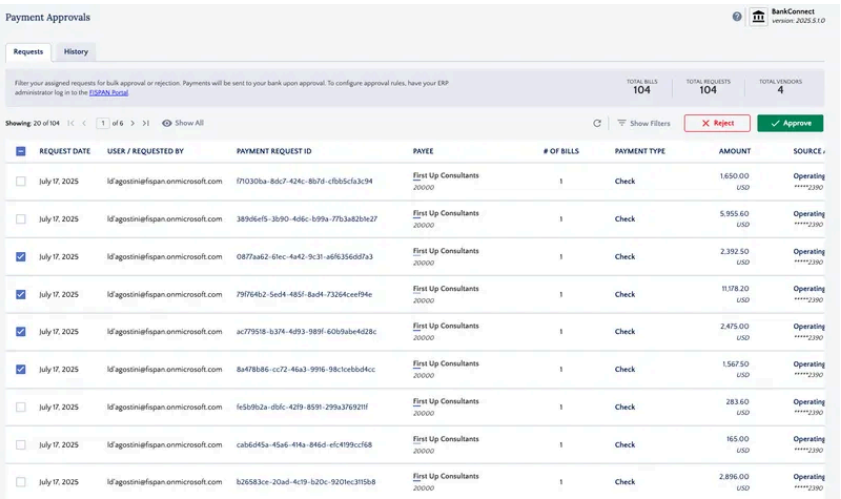
Click Show Assigned to Me Ony

In this filtered view, you can efficiently manage multiple payments:

- Select up to 1,000 payments for processing at once.
- Your selections are saved across all pages of the table, letting you choose payments from your entire list without losing your place.
- To see the total amount of selected payments, grouped by currency, simply hover over the **Selected** counter.

2 Select Payments

Select payments with the checkboxes.

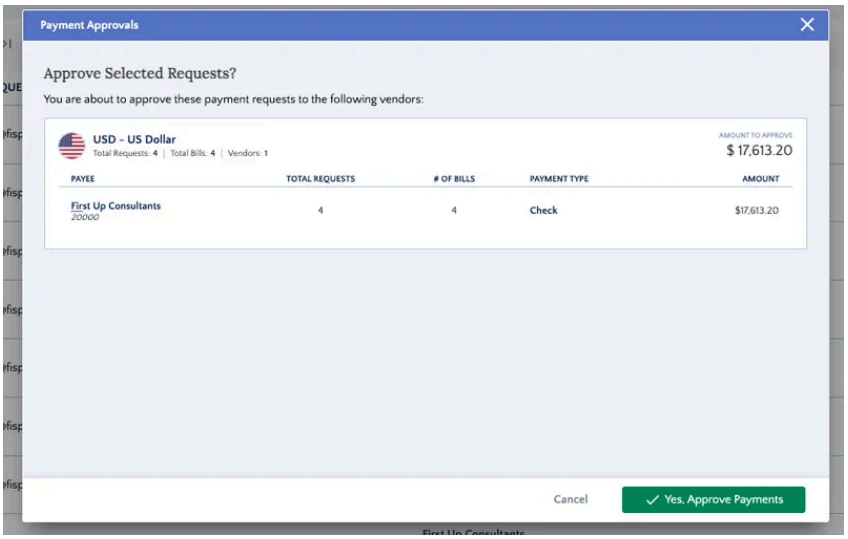


Select Payments

Once you have reviewed and selected the desired payments, you can choose to **Approve** or **Reject** them using the corresponding buttons.

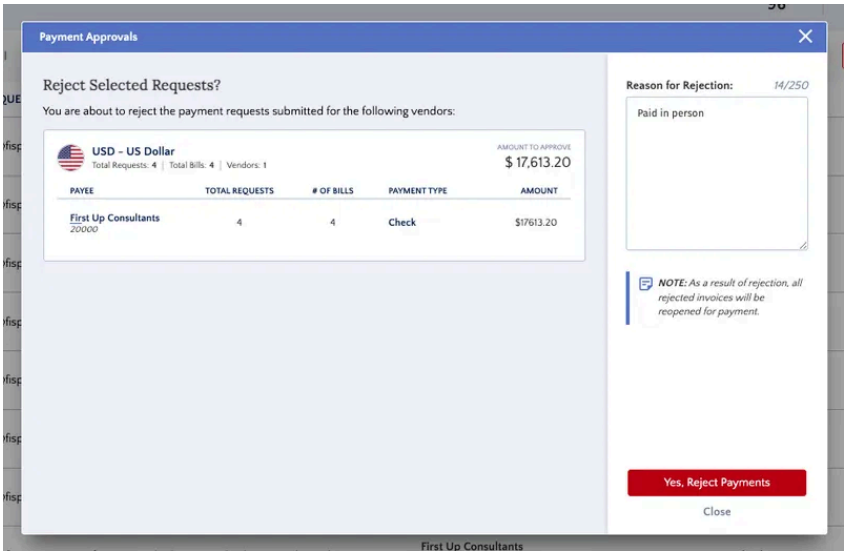
3 Bulk Approve or Reject

After making your selection (**Approve** or **Reject**), you will be presented with a summary of your chosen payments for a final confirmation review.



Click Yes, Approve Payments

If you selected **Reject**, you will be prompted to provide a mandatory rejection reason. Please note that this reason will apply to *all* selected payments. If you require different rejection reasons for individual payments, you must process them separately.



Click Yes, Reject Payments

Once you confirm your selection, the system will begin processing your approvals or rejections.

If a payment is rejected, it will be voided within your ERP system. The associated bills will then reopen, becoming eligible for future payment. The payment status on the Payment History page will change to Cancelled.

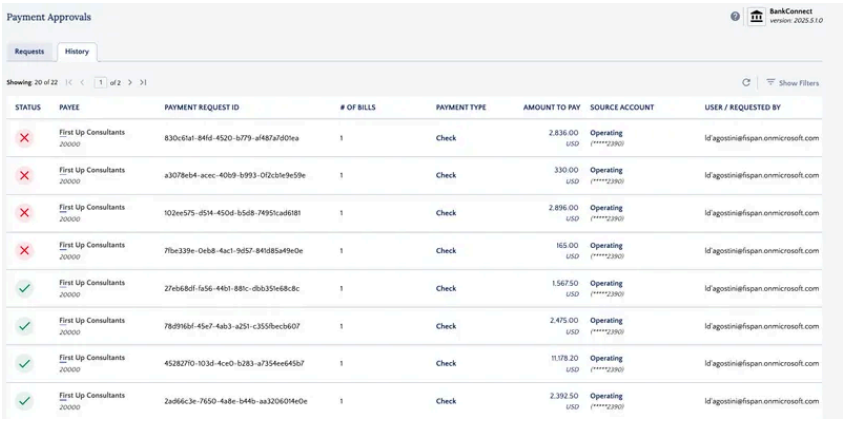
If your approval is part of a multi-tier workflow, the payment will proceed to the next required approver(s). However, if your approval is the final one required, the payment will be sent for processing and will be transmitted to your bank.

Payment Approval History Page

The Approval History page provides a comprehensive record of all payments that have reached a definitive status: either rejected or approved. Payments still pending further approval will not appear here; they remain visible on the Approval Requests table.

This page offers a detailed overview of past payment activities, including:

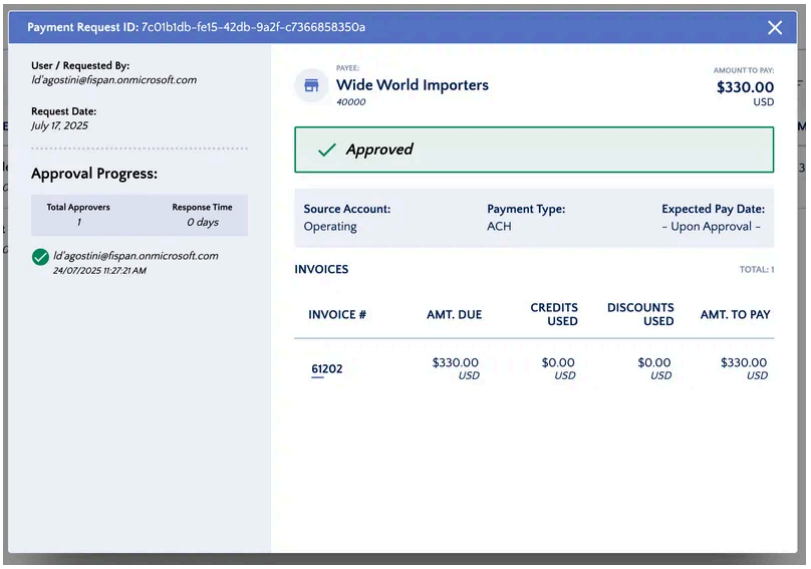
- **Status:** The final outcome of the payment (e.g., Approved, Rejected, Paid).
- **Payee:** The name of the recipient of the payment.
- **Payment Request ID:** The unique internal plugin identifier for the payment, useful for reference.
- **Number of Bills:** The count of bills included in the payment.
- **Payment Type:** The method used for the payment (e.g., ACH, Wire).
- **Amount:** The total amount of the payment after any discounts or credits.
- **Source Account:** The bank account from which the payment originated.
- **User/Requested By:** The user who initially requested the payment.
- **Request Date:** The date the payment request was initiated.
- **Total Approvers:** The total number of users who took action (approved or rejected) on the payment.
- **Decision Date:** The date on which the final action (either final approval or rejection) for the payment was completed.



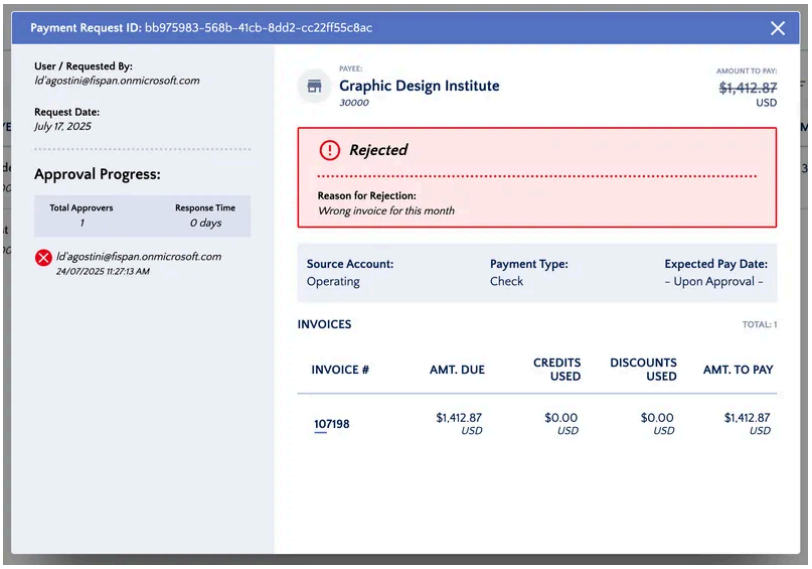
Approval History Page

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

- **Date and Time:** When the approval or rejection occurred.
- **User:** The individual who approved or rejected the request.
- **Reason:** Any comments or explanations provided for the decision.



Approved History Record



Rejected History Record

Payment Approvals History Export

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

- **Date:** The date the payment was processed.
- **Vendor Name:** The name of the recipient of the payment.
- **Total Bills:** The number of individual bills included in the payment.
- **Amount:** The total value of the payment.
- **Currency:** The currency in which the payment was made (e.g., USD, CAD).
- **Payment Method:** How the payment was made (e.g., ACH, Check, Wire).
- **Submitted By:** The user who initiated the payment request.
- **Reviewed By:** The email addresses of all users who participated in the approval or rejection process. This gives you a clear view of the approval chain.
- **Approval/Rejection Time:** The exact date and time when the final decision (either approval or rejection) was made by the last reviewer.

- **Status:** The final outcome of the payment request, clearly indicating whether it was Approved or Rejected.
- **Reason for Rejection:** If a payment request was rejected, this field will provide the specific reason. This field will be empty for approved payments.

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



Click Export

FAQs

I have a user who has access to the portal, but I do not want to have permission to edit my approval Workflows. What can I do?

Need to adjust user access to workflows (e.g., view-only or no access)? Please contact with the user emails for assistance.

What if I accidentally reject a payment?

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

3.2.2. Bank Statements (Intacct)

3.2.2.1. Managing Balances & Transactions (Intacct)

Access your bank account balances directly within your financial management software, using the Cash Management Reporting features.

The Bank Accounts page allows you to see previous and intraday balances directly from your accounts in near real-time. You can also export this data in an Intacct CSV file to use for reconciliation.

The bank accounts that are shown to a user depend on their level of permission. For example, if a user is restricted to a specific entity, they will only see the accounts linked to that entity.

Viewing Balances & Transactions

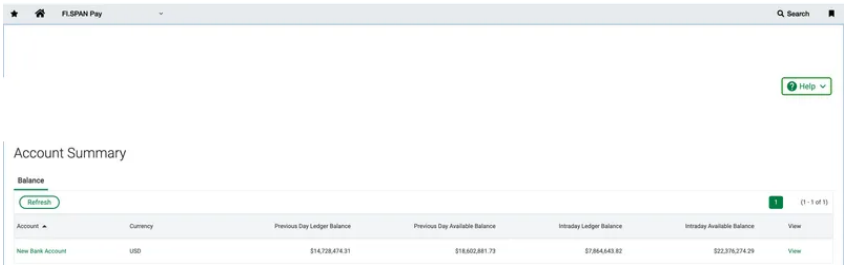
1 Go to Balances & Transactions

Go to → **Balances & Transactions.**

Here, you can view all of the bank accounts that you have connected with the plugin.

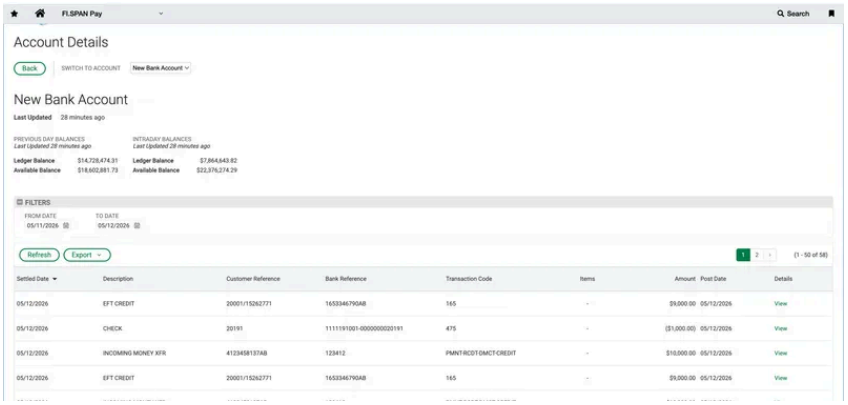
2 View Balances and Transactions

Select the account name or **view** to see the previous day and intraday balances for the chosen bank account along with transaction data.



Account Summary

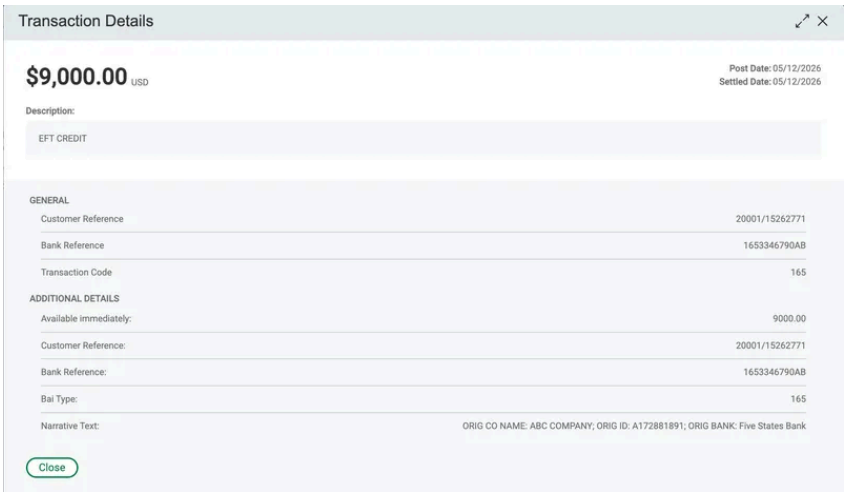
To see the **Bank Transactions**, scroll down. The screen displays the information as it appears on a bank statement.



Account Details

You'll see all of the settled transactions, debits, and credits for the account.

Go to the **Details column → Select View** to see more details about a transaction.



View Transaction Pop Up

Balances & Transactions Reconciliation

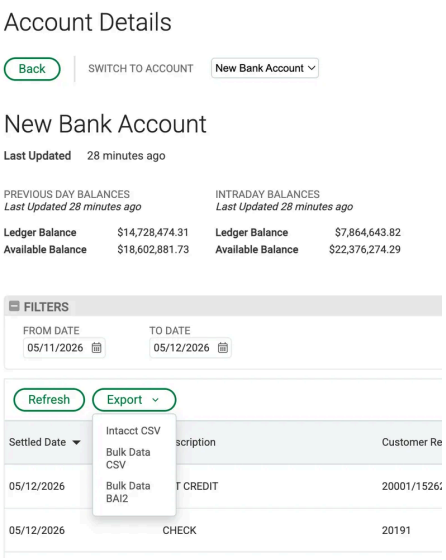
Follow these steps to reconcile your accounts. For a much more efficient and automated reconciliation process, we recommend leveraging the Bank Feeds product instead.

1 Export CSV File

Go to **My Bank Pay → Balances & Transactions.**

Select the account that you would like to access by selecting the **Account Name** or by selecting **View**.

Select **Export** to export a CSV file of your transactions.



Export Options

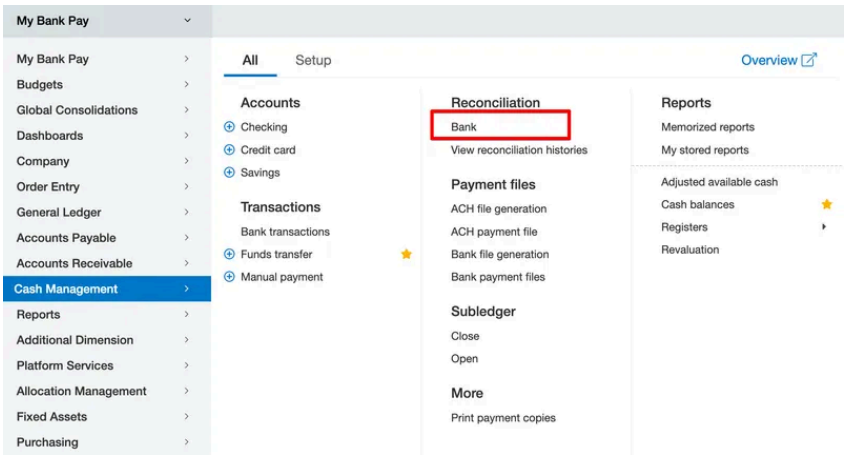
You will be given 3 export options. We recommend using the **Intacct CSV** if you plan to utilize Intacct's Reconciliation module.

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**.

> **TIP:** If the file does not download, make sure your pop-up blocker is disabled.

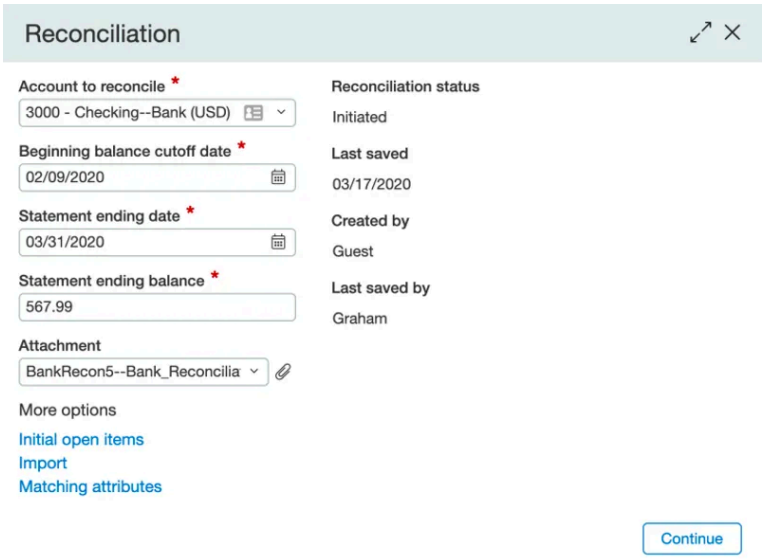
2 Import CSV File

Go to **Cash Management → Reconciliation → Bank**



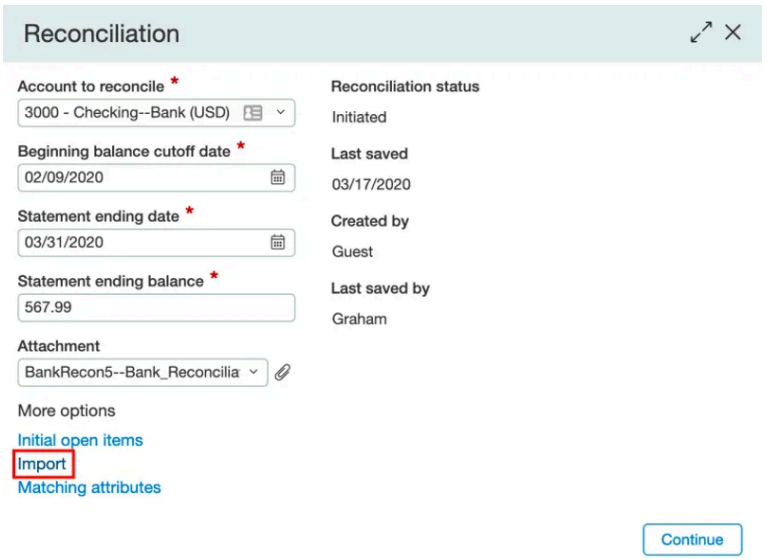
Go To Bank

Choose the **Account to Reconcile**, then enter the **Beginning balance cutoff date**, the **Statement ending date**, and the **Statement ending balance**.



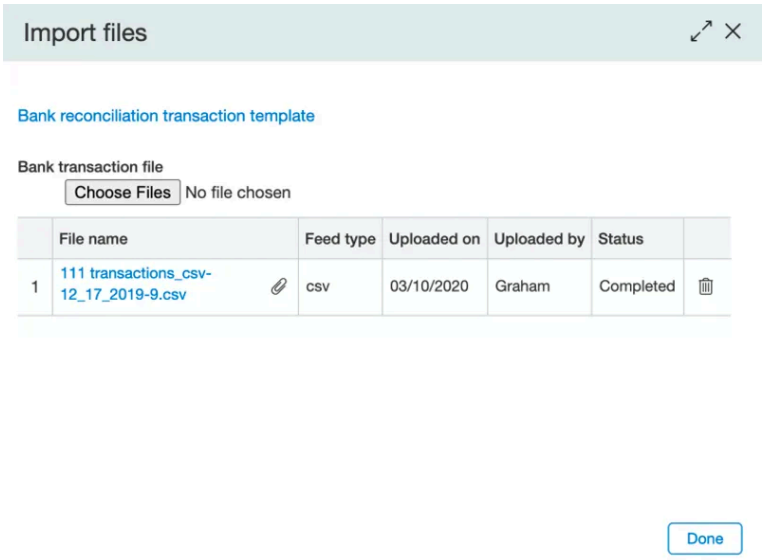
Choose to Account to Reconcile

Select **Import** to add a CSV file.



Import CSV File

To import your account transactions, select **Choose File** and upload the CSV you exported from Balances & Transactions.

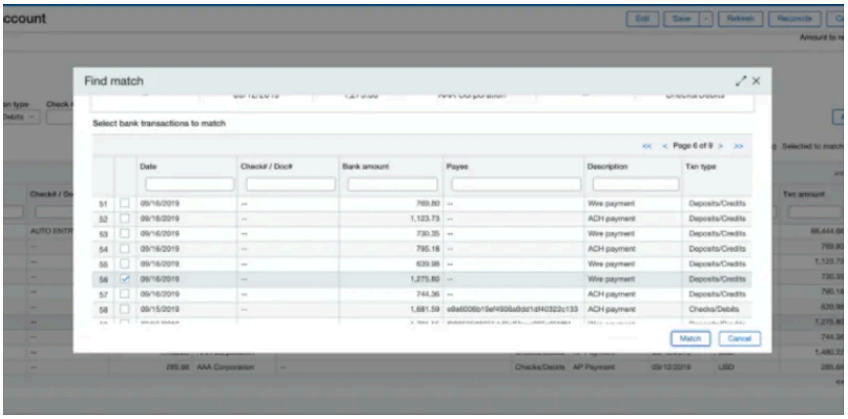


Choose Files

Select **Done**.

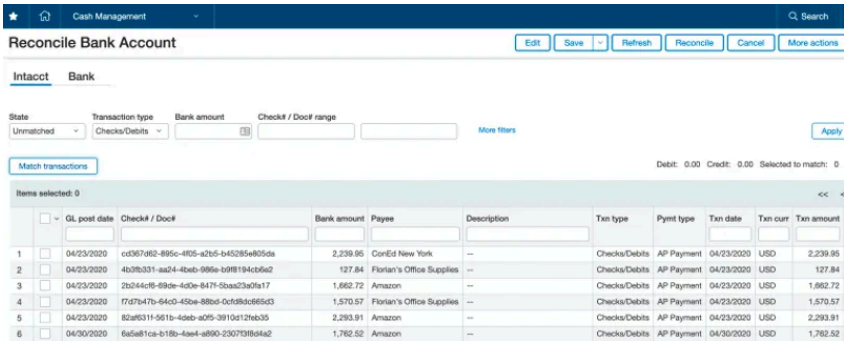
3 Select Transaction(s) to Match from Intacct

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.

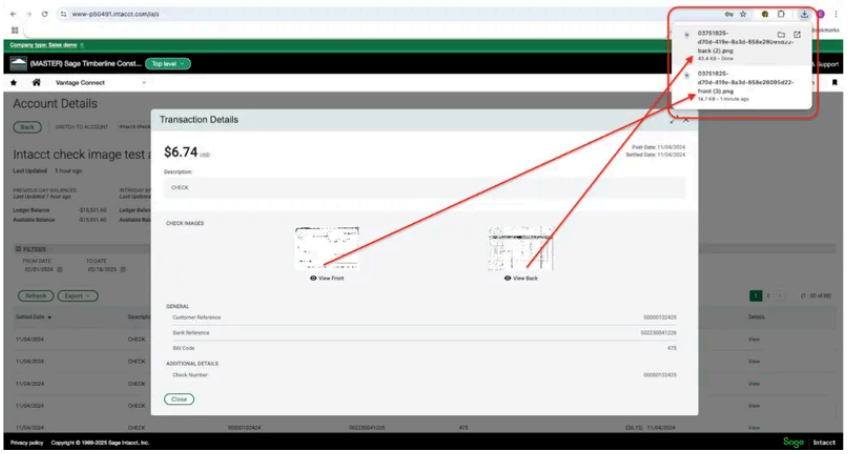
3.2.2.2. Viewing Posted Paid Checks

This feature will provide the ability for users to view the front and back of previously posted paid checks, if available.

> If there is no image available for the check, no images will be displayed.

If images are available for the paid check, thumbnails of the front and back thumbnail images will be displayed on the **Transaction Details** window.

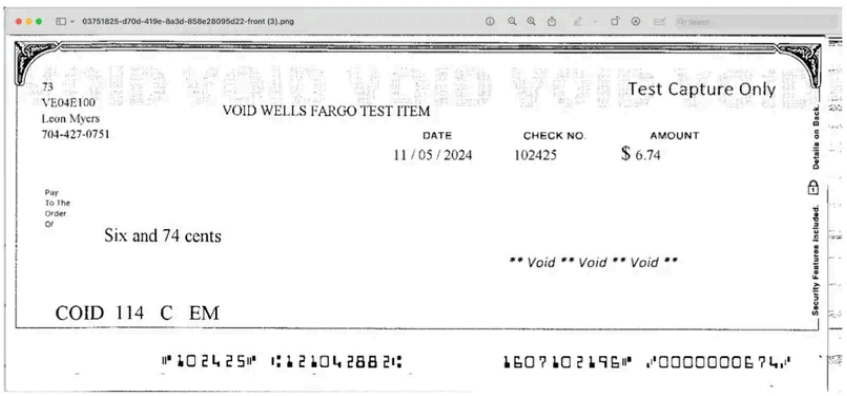
Refer to **Viewing Balances and Transactions** to see how to find the Transaction Details window.



Transaction Details - select the thumbnail image

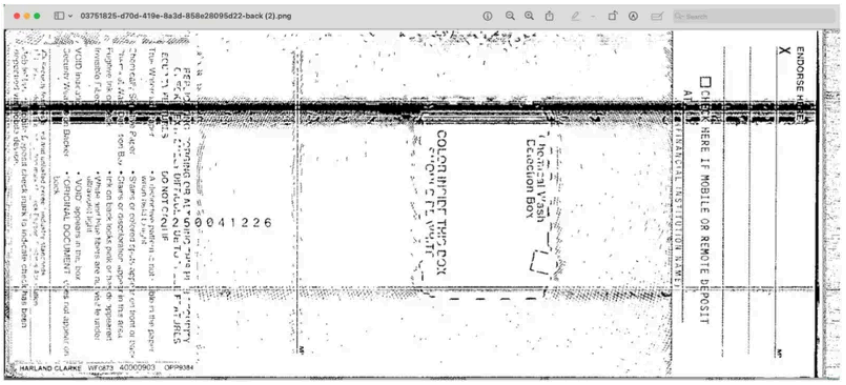
To automatically download the image, click **“View Front”** or **“View Back”**. Check images will be saved in the “Downloads” folder.

Sample Front of Check Image



Front view of check

Sample Back of Check Image


03751825-d70d-419e-8a3d-858e28095d22-back (2).png
ENDORSE HERE
X
CHECK HERE IF MOBILE OR REMOTE DEPOSIT
041226
HARLAND CLARKE

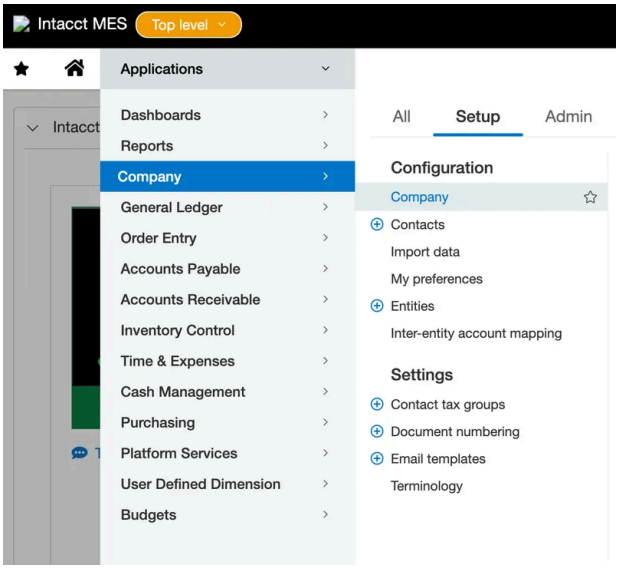
X

3.2.2.3. 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.

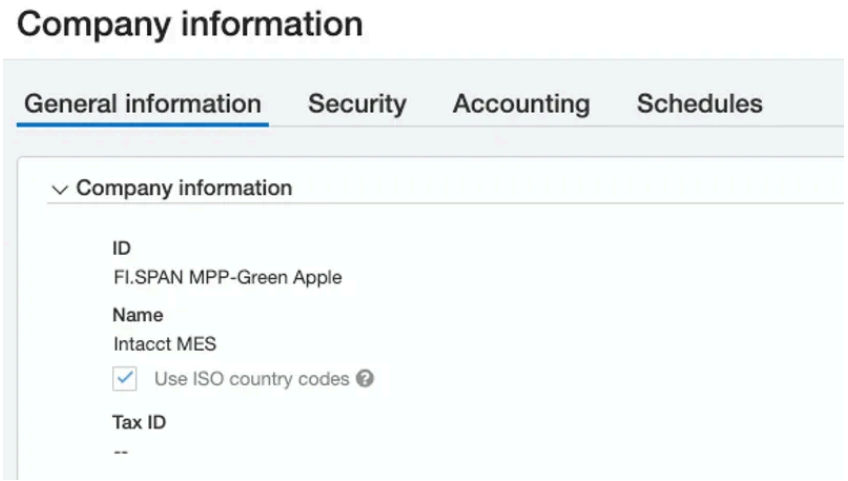
1 Confirm ISO Country Codes are Enabled

Go to the **Company.**



Go to Company

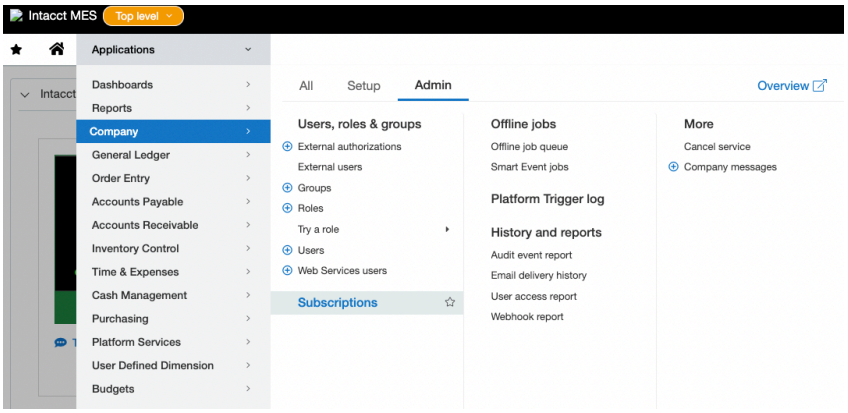
Under the **General Information** section, confirm that **ISO Country Codes** is checked, and then select **Save**.



Enable ISO Country Codes

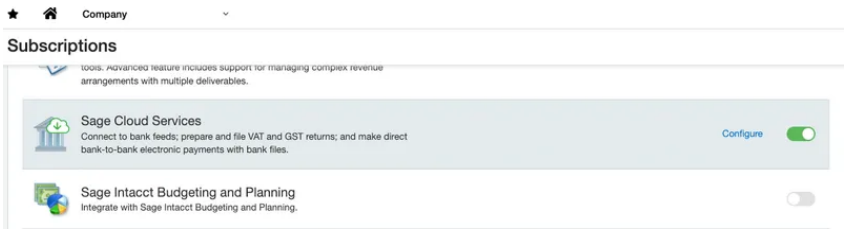
2 Enable Sage Cloud Services

Go to **Company → Admin → Subscriptions.**



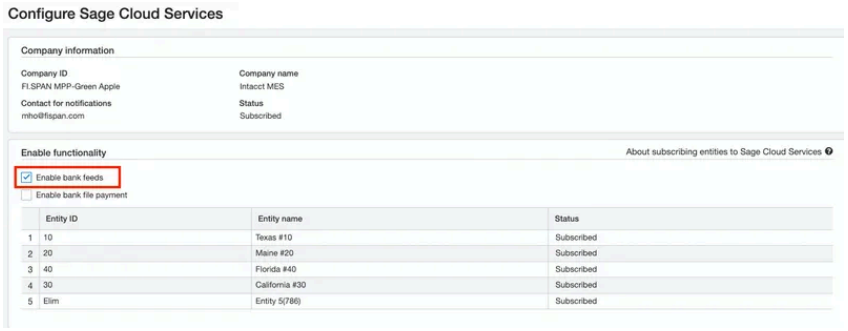
Go to Subscriptions

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.



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

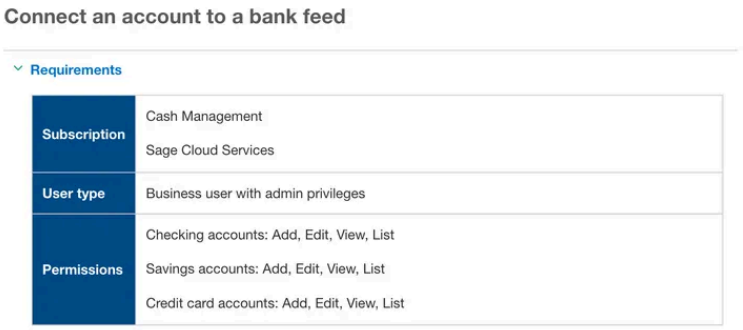
- Cash Management
- Sage Cloud Services

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



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

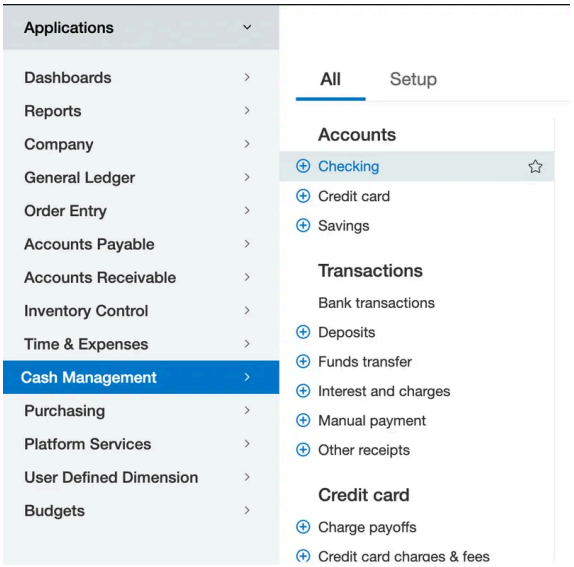
Once the account has been connected, the user with the permissions to perform the reconciliation will be able to view the incoming transactions. No special permissions are needed to view the transactions.

3.2.2.4. Enabling Bank Feeds (Intacct)

Enabling Bank Feeds

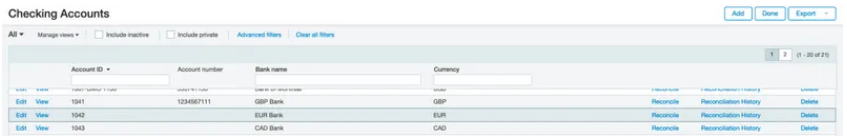
Step 1: Locate the Account

Go to **Cash Management → Checking**.



Go to Checking

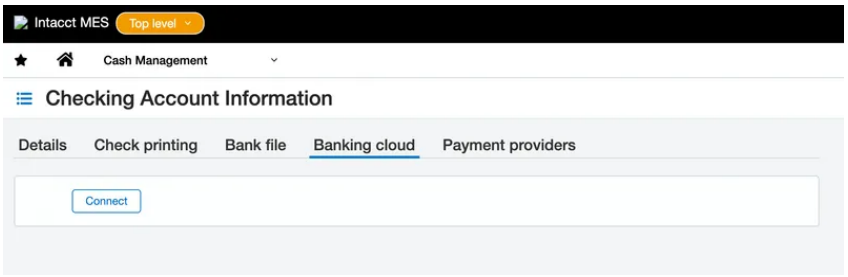
On the Checking page, select **Edit** on the account you wish to turn on Bank Feeds for.



Select Edit

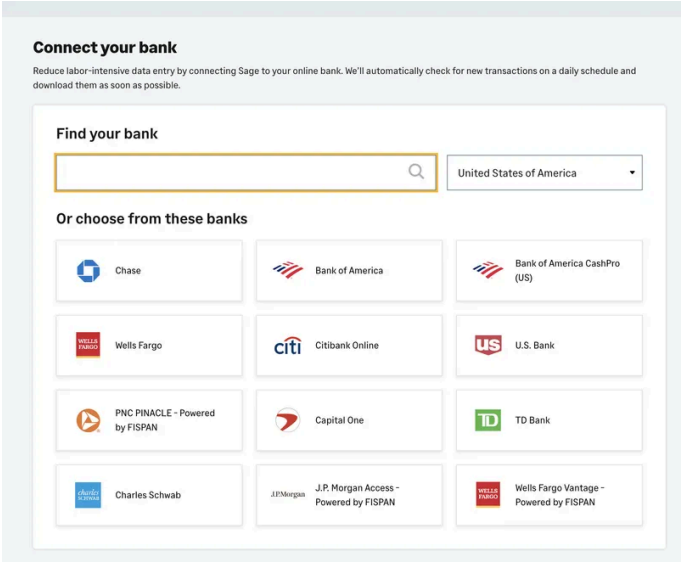
Step 2: Activate Bank Feeds

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



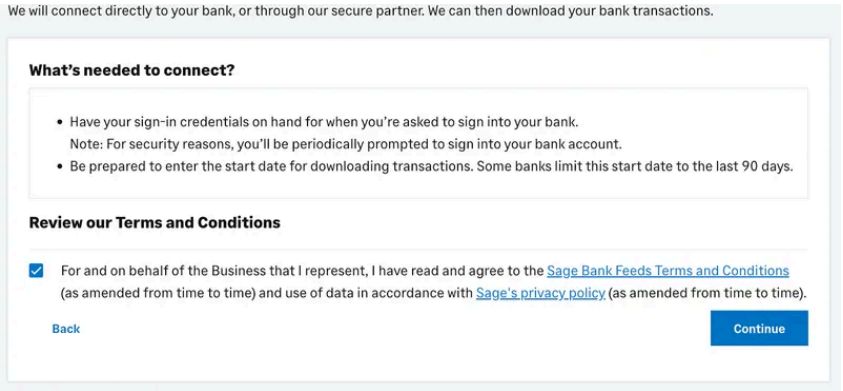
Connect Banking Cloud

In the search bar, search "Wells Fargo" or select **Wells Fargo Vantage - Powered by FISPAN** from the list of banks already displayed.



Search for Wells Fargo

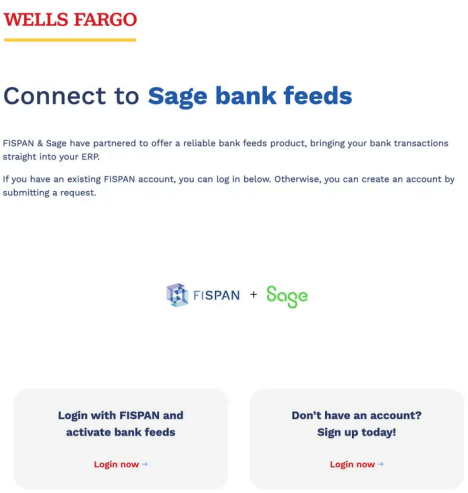
Agree to the terms and conditions and select **Continue**.



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**.



Login Now

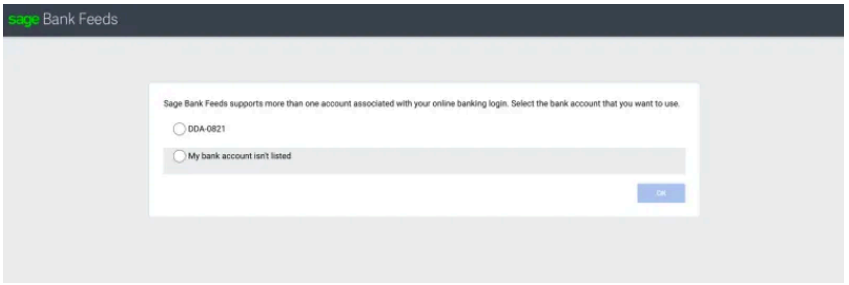
Step 3: Match Account for Bank Feeds

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



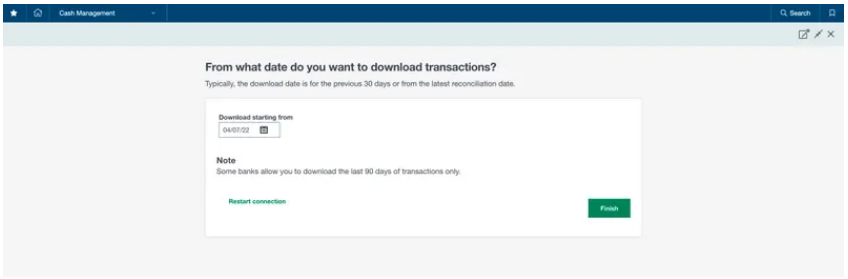
Select Account

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



Click Ok

Choose the date you want transactions to start from.



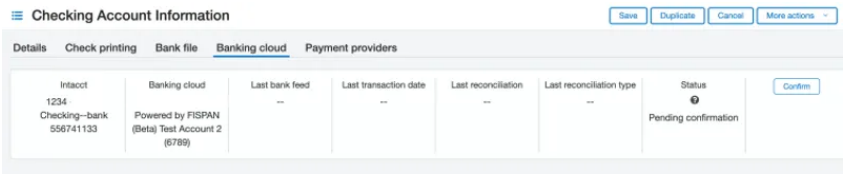
Choose Date

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

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

NOTE: If the account is in **Pending** status, it means that the transactions have not been pushed for this account. You will need to wait until the transactions are successfully pushed to this account before seeing it marked as **Connected**.

Once the account is **Connected**, go to **Cash Management → Reconciliation → Bank** and follow your native reconciliation process.

By enabling Bank Feeds for the plugin, your bank establishes a reliable and secure flow of transactions from your bank into Sage Intacct's Reconciliation module.

Bank transactions that settled the previous day are imported each morning. For example, transactions that are settled on Tuesday will be pushed into Sage Intacct early on Wednesday morning. The exact timing can vary depending on when your bank sends the first transaction file (PDR).

Set Up Multi-Account Bank Feeds

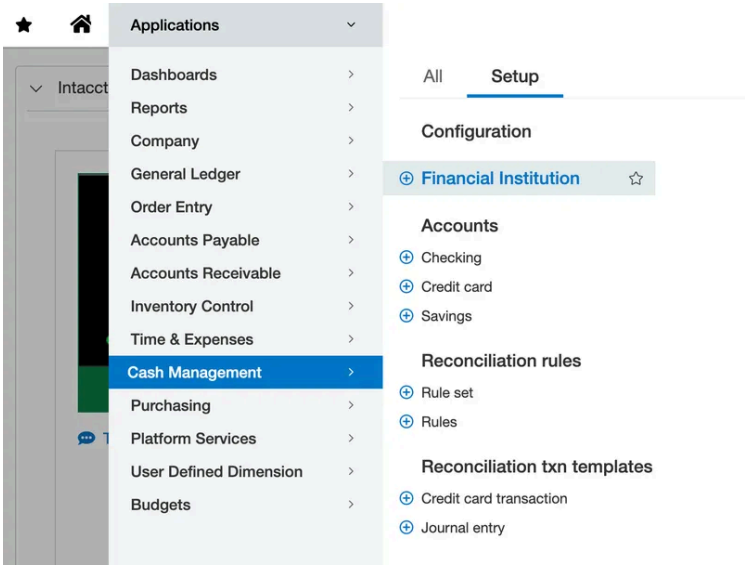
Bank Feeds allows you to connect multiple accounts to the plugin. Once one bank account has been connected to Bank Feeds by following the **Enabling Bank Feeds** page, other accounts can be connected simultaneously through a financial institution connection.

> **NOTE:** Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.
>
> If this does not work, please contact Sage support and ask to get access to the Financial Institution.

Follow the steps below to set up multiple accounts for Bank Feeds.

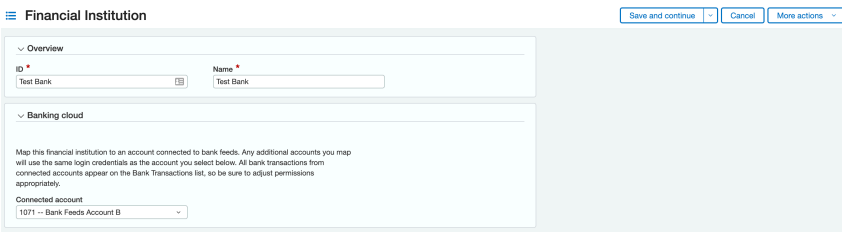
1 Set up a Financial Institution

Go to **Cash Management → Set up → Financial Institution** and create a new Financial Institution.



Set-up Financial Institution

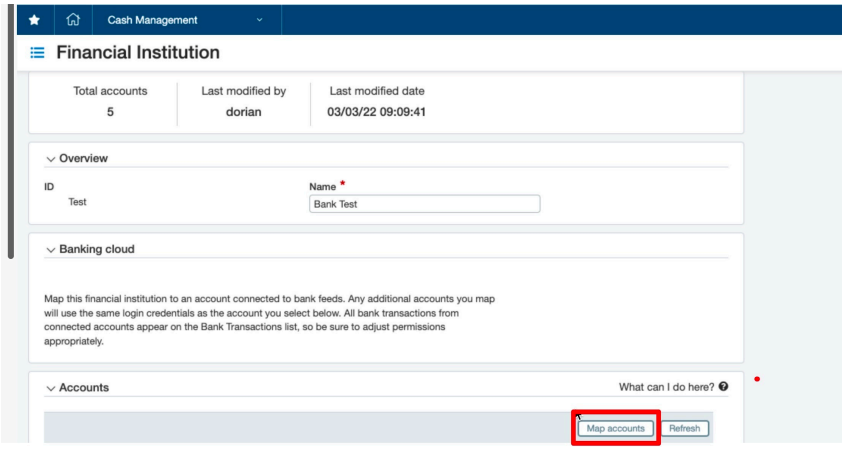
This allows you to create a connection to the bank. Create the ID and Name as desired.



Create Financial Institution

2 Map Accounts for Bank Feeds

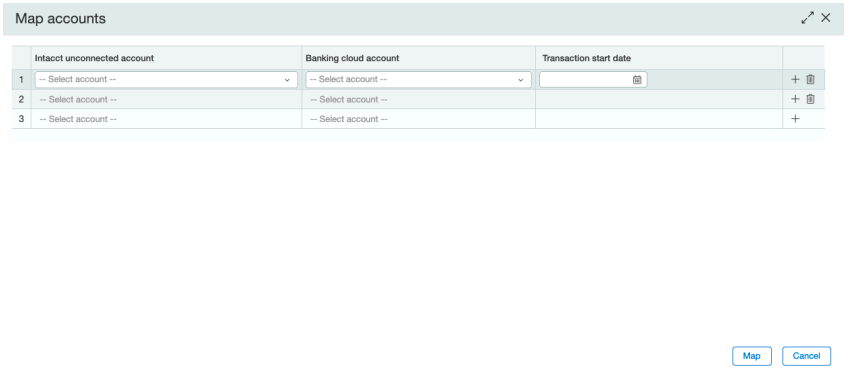
Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.



Map Accounts

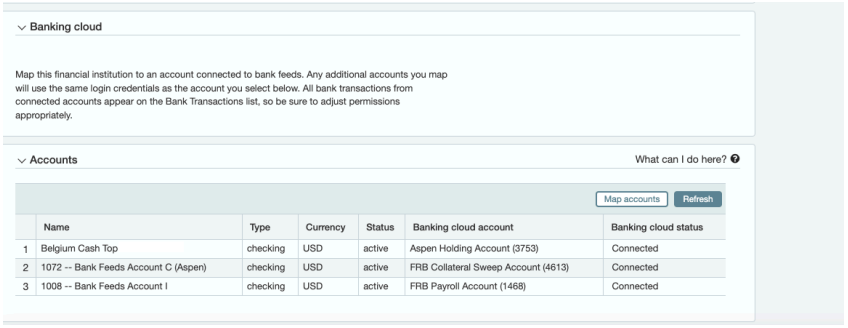
> **NOTE:** You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.
>
> To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.

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



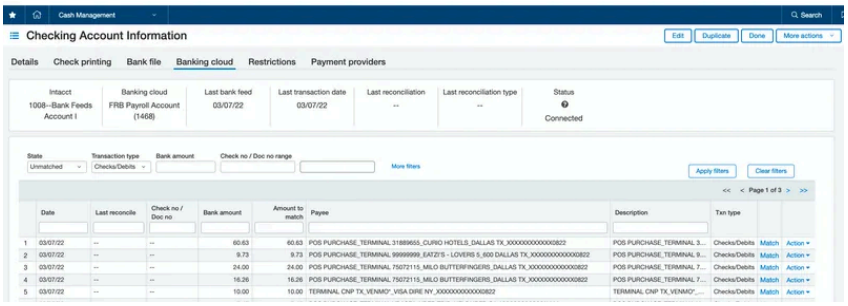
Map Accounts

After mapping the accounts, the Banking cloud statuses can be seen in the Accounts tab.



Account Status

To view your account information, click **Bank Transactions** in the Cash Management module. You can also view this information through the Reconciliation module.



Observe Bank Transactions

3.2.2.5. Adding Accounts to Bank Feeds (Intacct)

If you have already enabled bank feeds and are using this for some of your existing accounts already, use this procedure to add and set up additional accounts to use bank feeds.

Set Up Multi-Account Bank Feeds

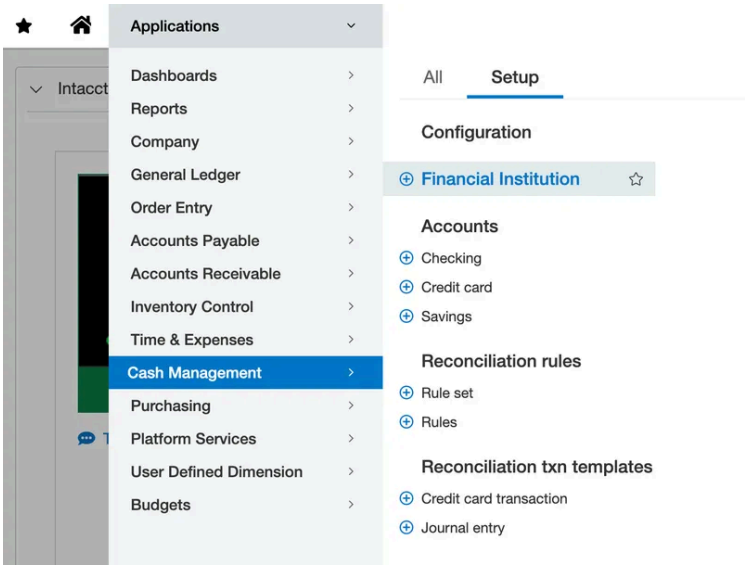
Bank Feeds allows you to connect multiple accounts to the plugin. Once one bank account has been connected to Bank Feeds by following the **Enabling Bank Feeds** page, other accounts can be connected simultaneously through a financial institution connection.

> **NOTE:** Before you set up the Financial Institution, ensure that both Cash Management and Sage Cloud Services are enabled in the Subscriptions section. In the Sage Cloud Services configuration, confirm the **Enable Bank Feeds** checkbox is checked as per the **Enabling Bank Feeds** page.
>
> If this does not work, please contact Sage support and ask to get access to the Financial Institution.

Follow the steps below to set up multiple accounts for Bank Feeds.

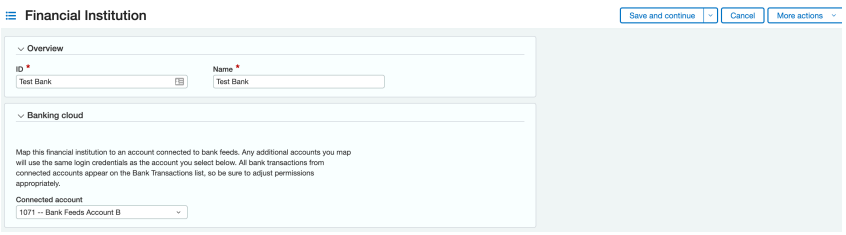
1 Set up a Financial Institution

Go to **Cash Management → Set up → Financial Institution** and create a new Financial Institution.



Set-up Financial Institution

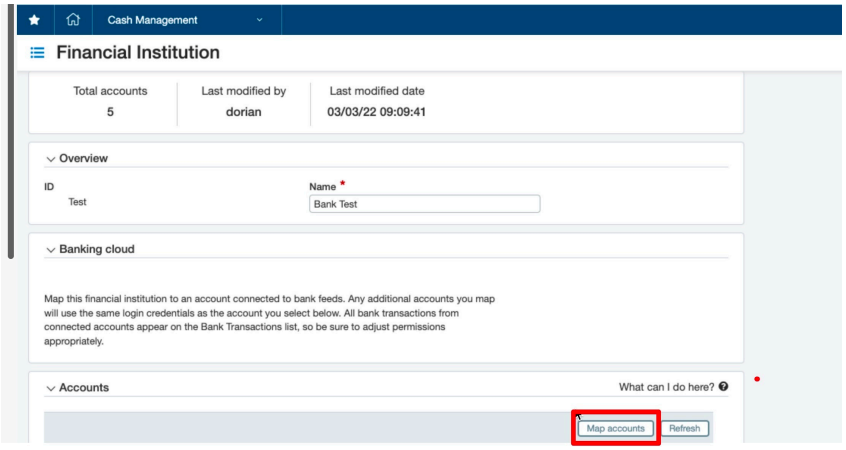
This allows you to create a connection to the bank. Create the ID and Name as desired.



Create Financial Institution

2 Map Accounts for Bank Feeds

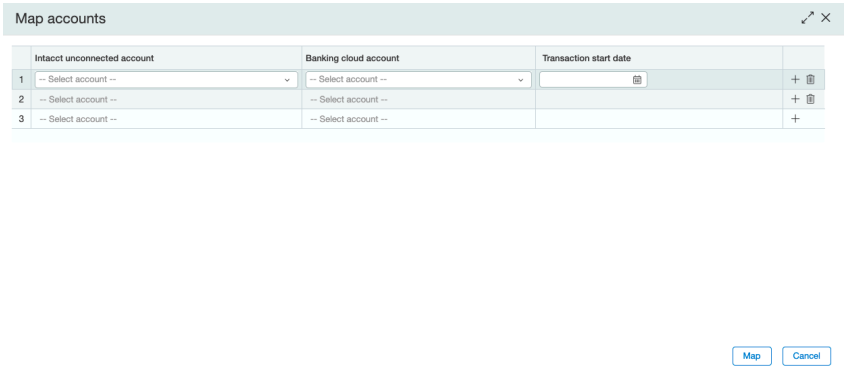
Select **Map Accounts** and choose which accounts you would like to enable on Bank Feeds.



Map Accounts

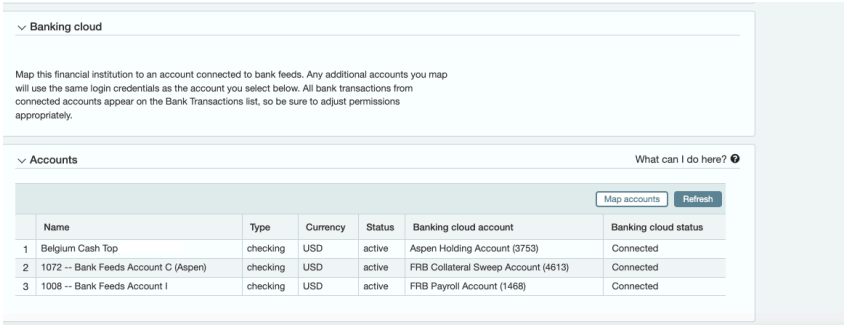
> **NOTE:** You must complete account matching within 60 minutes; otherwise, the installation wizard will time out, the connection will fail, and the account will remain **Pending** with no transactions coming in.
>
> To retry, disable the account(s) under the **Accounts** table and reinitiate the mapping process.

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



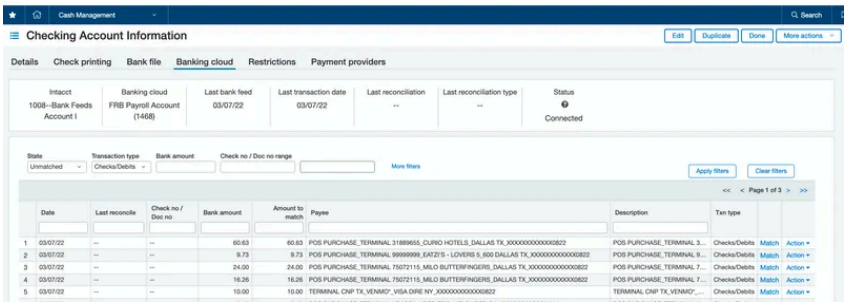
Map Accounts

After mapping the accounts, the Banking cloud statuses can be seen in the Accounts tab.



Account Status

To view your account information, click **Bank Transactions** in the Cash Management module. You can also view this information through the Reconciliation module.



Observe Bank Transactions

3.2.2.6. Reconciliation Rule & Rule Set (Intacct)

Creating a Reconciliation Rule is the best way to streamline the reconciliation process, as it allows you to automate it. These rules can either automatically map bank transactions to existing Intacct transactions or create new, appropriate Intacct transactions.

If you try to reconcile without setting up a Reconciliation Rule and an associated Rule Set, you'll likely see errors such as:

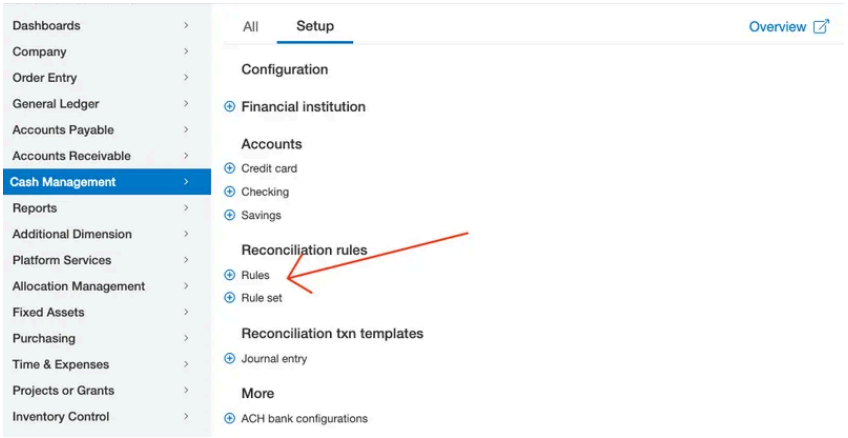
- "There are no rules associated with the rule set."
- "Could not create banktxnrulerun record!"
- "Apply a matching rule set to this account before reconciling with an import or bank feeds."

Follow this guide to learn how to create Reconciliation Rules and Rule Sets needed to prevent or resolve these issues.

Create Reconciliation Rules & Rule Set

1 Create a Rule

Navigate to **Cash Management → Setup → Reconciliation Rules → Rules**.



Reconciliation Rules

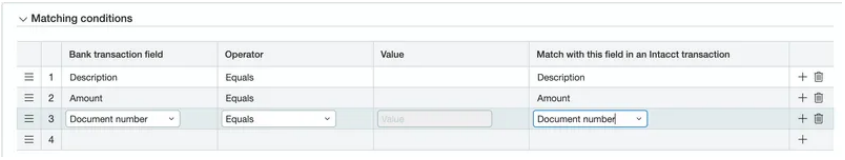
You are then able to create rules based on your preferences. You have two options:

- **Match Rule:** Automatically match banking transactions with existing Intacct transactions.
- **Create Rule:** Create Intacct transactions based on banking transactions.

Intacct requires you to create at least one rule.

As an example, you could create a rule based on the document number. This is particularly useful for any check payments made with the plugin, which will directly match based on the document number.

You can see an example below:



Creating a rule

Once you have created the rule, hit **Save**.

> **TIP:** You may also add a **Filter Rule**, which allows you to filter your transactions before applying a matching/creation rule. For more information about the rules and their capabilities, visit:
>
> **About rules and rule sets**
>
> Please note that you cannot delete rules, but you can **set them to inactive** instead.

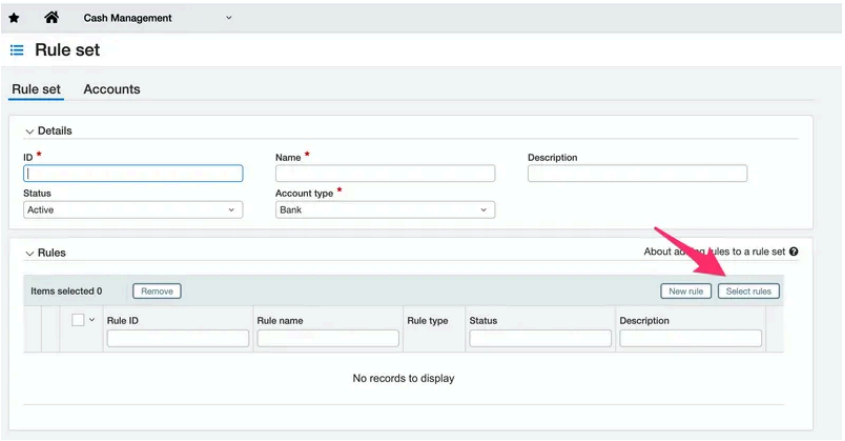
2 Apply Rule to Rule Set

Once you have created one or more rules, you need to apply them to a rule set.

Navigate to **Cash Management → Setup → Reconciliation Rules → Rule Set**. You should then add the rules to an existing rule set (if any) or create a new one.

You can create a new one by clicking **Add**, and then adding the rule to that new rule set.

Hit **Select Rules** to add the rule you created in Step 1. Once you have added all the rules that you want, navigate to Step 3 below.

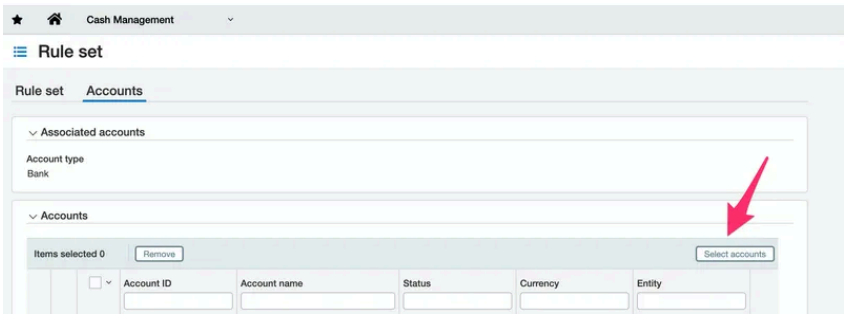


Add rule to rule set

3 Add Rule Set to Bank Account

The final step is to make sure that the Rule Set is added to the bank account.

Still on the Rule Set page, where you create the new Rule Set (or add the rule to the existing one), navigate to the Account tab and select the accounts you want the Rule Set to apply to. You can select as many accounts as you wish.



Add Rule Set to Acounts

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.