

QuickBooks Connector Change

Frequently Asked Questions

Intuit is retiring Sync Manager for QuickBooks Desktop by May 31st. If you are using QuickBooks Desktop, you will need to change to the new Concur Connector in order to move data between QuickBooks and Concur. Here are answers to some of the questions we're hearing most.

Questions and Answers:

-Why is the QuickBooks Connector changing?

Concur's current QuickBooks Connector for QuickBooks Desktop relies on Intuit's Desktop Sync Manager. Intuit has decided to discontinue service and support of Sync Manager by May 31st. Please note, this only affects customers who are using QuickBooks Desktop, not the online version.

-What is Concur doing about this?

Concur has built a NEW QuickBooks Connector that runs on technology which Intuit will continue to support.

This change **WILL affect** Concur customers in the United States who:

- Use the Concur QuickBooks Connector AND
- Use QuickBooks Desktop (Pro, Premier or Enterprise)

This change **WILL NOT affect** Concur customers who:

- Use QuickBooks Online
- Are outside the United States

NOTE: International versions are coming, but for now, the new QuickBooks Connector for QuickBooks Desktop is ONLY for the U.S.

-What do customers using the QuickBooks connector for QB Desktop need to do?

If you are currently using QuickBooks Desktop (Pro, Premier or Enterprise) *AND* the Concur QuickBooks connector, you will need to download a new version of the Concur QuickBooks Connector prior to May 31st.

-What happens if I DON'T download the new connector by May 31st?

Then your sync between Concur and QuickBooks will no longer work, and you will not be able to pull or post data between systems.

-Where can I go for more answers and information?

We will post reminders and updates in our [LinkedIn Concur Client User Group](#).