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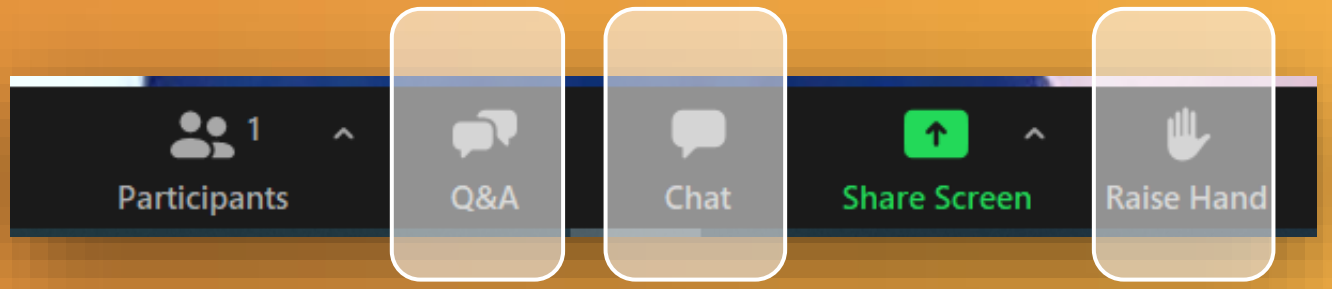
The Story Continues: Evolve with *Sage Intacct*

Build Trust in Your Numbers

November 12, 2026

QUICK TIPS

Zoom Webinars



Ask Questions in Q&A Box

- Click the Q&A button to open the window
- Type your response in the text field
- Click Send

Chat

- Click the Chat button to open the chat panel
- Type your message in the Text box at the bottom of the panel
- Press Enter to send your message

Raise Your Hand

- Click the Raise Hand button at any time to indicate to the host know that you have a question or need assistance
- To lower your hand, click the Lower Hand button

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Today's *Presenters*



Ryan Sugden
Manager

Ryan is a consulting manager and Sage Intacct specialist who enjoys tackling complex ERP, data, and process challenges.

His experience includes implementations, health checks, solution design, automation, and helping organizations get more value from their financial systems.

He brings a practical, problem-solving mindset to his work and is passionate about building client trust, improving delivery methods, and sharing what works with other consultants.



Mariarose Johndrow
Senior Consultant

Mariarose is a Senior Consultant at Armanino with over seven years of experience implementing Sage Intacct. She has extensive accounting experience in a wide range of industries, giving her a strong background to support implementations from an accountant's perspective.

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Agenda



Choose the right data load approach for each process.



Diagnose common errors and resolve root causes.



Build repeatable controls that make numbers trustworthy.

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THE BUSINESS CASE

Most reporting problems start before the report

Trust is established when data is controlled from source through posting.

01 Source data

- Incomplete records
- Inconsistent identifiers
- Unexpected layout changes

02 Data movement

- Manual handling
- Hidden transformations
- Unclear ownership

03 Financial output

- Import failures
- Misclassification
- Subledger-to-GL differences

Key idea: A technically successful import can still produce untrustworthy numbers.

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Choosing the Right Data Load Strategy

DECISION FRAMEWORK

Start with process conditions, not the tool

A repeatable selection method prevents over-engineering and uncontrolled manual work.

Volume

How many records per load?

Frequency

One-time, monthly, daily or near real time?

Transformation

Simple mapping or multi-step business rules?

Control

What approvals, audit trail and reconciliation are required?

Ownership

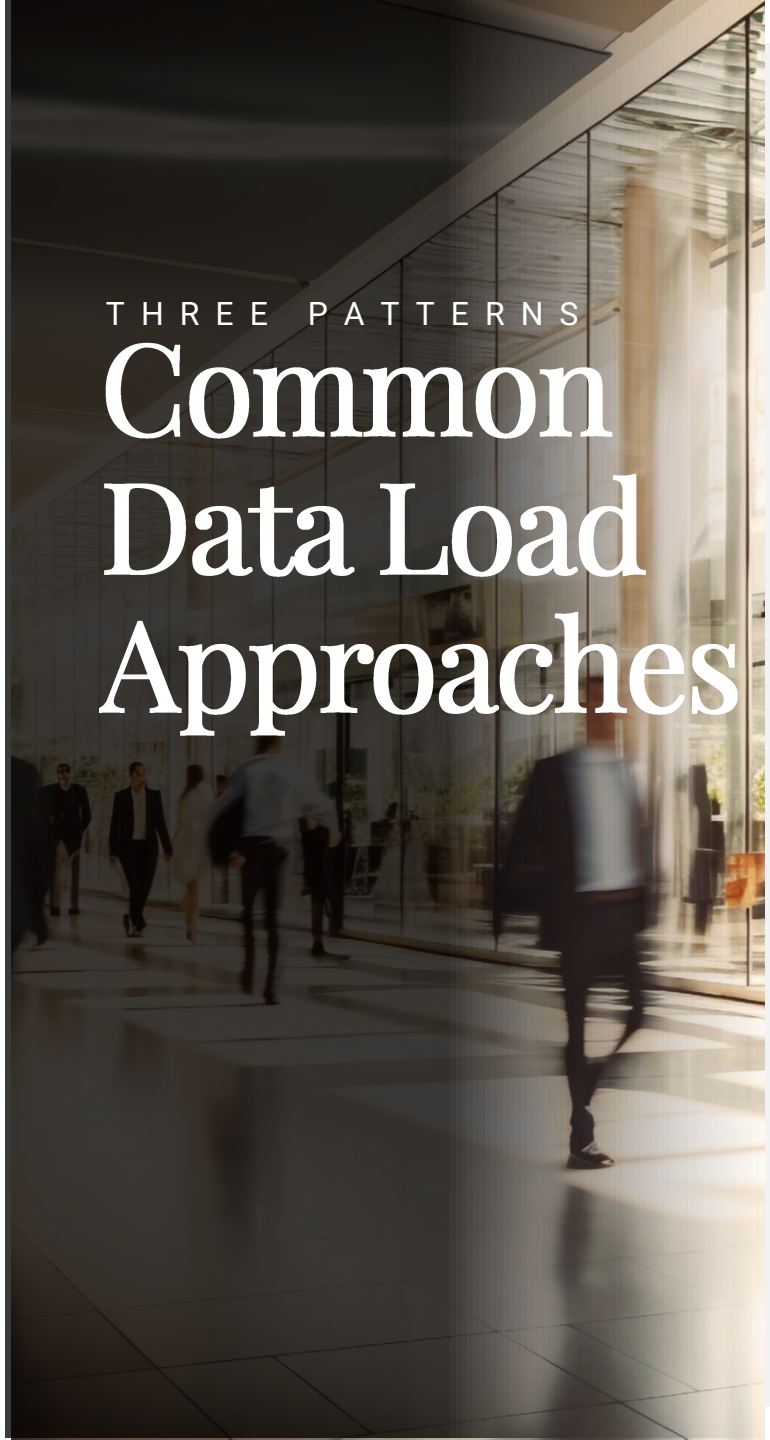
Finance, IT, source-system owner or partner?

Failure impact

What happens if the load is late, duplicated or incomplete?

Take the full cost of ownership and operation into account.

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THREE PATTERNS

Common Data Load Approaches

01

API Connections

Best for:
- High volume or high frequency
- Stable source systems
- Low tolerance for manual delay

Watch for:
- Error Handling
- Mapping control
- Support resources

02

Importable Report Builds

Best for:
- Repeatable source-system exports
- Low-to-medium complexity
- Finance-owned scheduled processes

Watch for:
- Report filters
- Cutoffs
- Version changes
- Mapping control

03

File Mapping Tools

Best for:
- Transformation-heavy files
- Multiple source layouts
- Controlled manual or semi-automated loads

Watch for:
- Refresh steps
- Broken references
- Omitted or duplicate data
- Overrides

Each pattern is valid. The right choice depends on the process.

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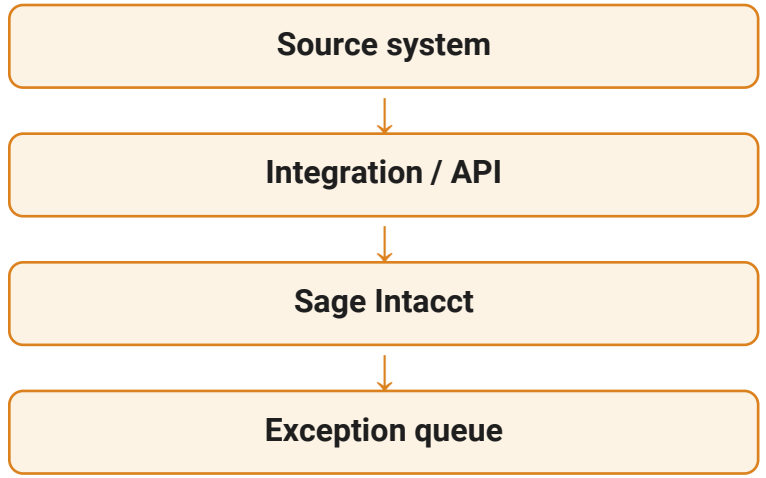
APPROACH 1

API connections

Automation reduces handling, but trust depends on visibility and recoverability.

- Define the system of record for each field and object.
- Use stable keys for customers, vendors, items, accounts, dimensions and documents.
- Separate transport errors from Sage Intacct validation errors.
- Log record counts, control totals, timestamps and rejected records.
- Design retry logic to prevent duplicate documents.

Example flow



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APPROACH 2

Importable Report *Builds*

Turn source-system reporting into a governed interface, not an ad hoc export.

1

Design the Output

- Use Sage Intacct-ready field names and order
- Filter by an explicit accounting period or status
- Include source document IDs and dates

2

Lock the Process

Save report definitions
Document parameters and cutoff rules
Control who can modify the report

3

Prove Completeness

Capture source totals and record counts
Retain the generated file
Reconcile accepted and rejected rows

Avoid “whatever the report returns today.” Define the population the report is expected to return.

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APPROACH 3

File mapping tools

Power Query and controlled workbooks are valuable when transformation must remain visible to Finance.

Power Query	Repeatable imports, merges, filters, type enforcement and reshaping
Lookup functions	Crosswalk source values to Intacct IDs, dimensions, items, vendors and customers
SUMIFS / control tabs	Reconcile totals by company, period, document, account or dimension
Validation columns	Flag blanks, duplicates, unmapped values, invalid dates and balance differences

Control rule: Calculations may transform data, but users should not overwrite calculated output.

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SELECTION GUIDE

Match the approach to the process

Use these as starting points, then adjust for controls and system constraints.

Process pattern	Likely approach	Why
High-volume daily transactions	**API**	Scale and reduced manual handling
Repeatable monthly export	**Importable report**	Fast, transparent, finance-owned
Complex crosswalks or reshaping	**Power Query / workbook**	Visible transformation and exception logic
One-time conversion	**Controlled file mapping**	Flexibility with retained evidence
Master-data synchronization	**API or governed staging**	Consistent identifiers across systems

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Common Failure Points

ROOT CAUSES

Why data loads fail

The error message is the symptom. Diagnose the broken control or assumption.

Mapping

Invalid account, dimension, item, vendor, customer or tax value

Required data

Blank document IDs, dates, amounts, locations or transaction definitions

Format

Unexpected date, number, delimiter, encoding or column layout

Business rule

Closed period, duplicate document, inactive master data or transaction restriction

Balance

Debit/credit mismatch, document total mismatch, currency or rounding difference

Population

Missing rows, extra rows, incorrect cutoff or stale report filters

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TROUBLESHOOTING

Resolve errors in a controlled sequence

Work from the population and structure toward individual field-level exceptions.

1	**Confirm population**	Expected period, source status, row count and control total
2	**Confirm structure**	Correct template, columns, headers, file type and delimiter
3	**Validate master data**	IDs exist, are active, and are valid for the transaction
4	**Validate transaction rules**	Dates, balances, currencies, duplicates and required fields
5	**Isolate exceptions**	Load a small sample or split accepted and rejected records
6	**Reconcile and retain**	Compare posted results, preserve evidence and document the fix

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ERROR PLAYBOOK

Common symptoms and first checks

Separate a single bad record from a systemic mapping or process issue.

“Value does not exist”	Check exact Intacct ID, entity context, status and leading/trailing spaces.
“Required field missing”	Confirm the import definition and conditional requirements for this transaction type.
“Duplicate document”	Confirm source key, prior load status, and whether retry logic reused the same ID.
“Out of balance”	Recalculate detail and header totals; review signs, currency and rounding.
“File suddenly stopped working”	Compare current headers, data types, report filters and source layout to the last successful file.

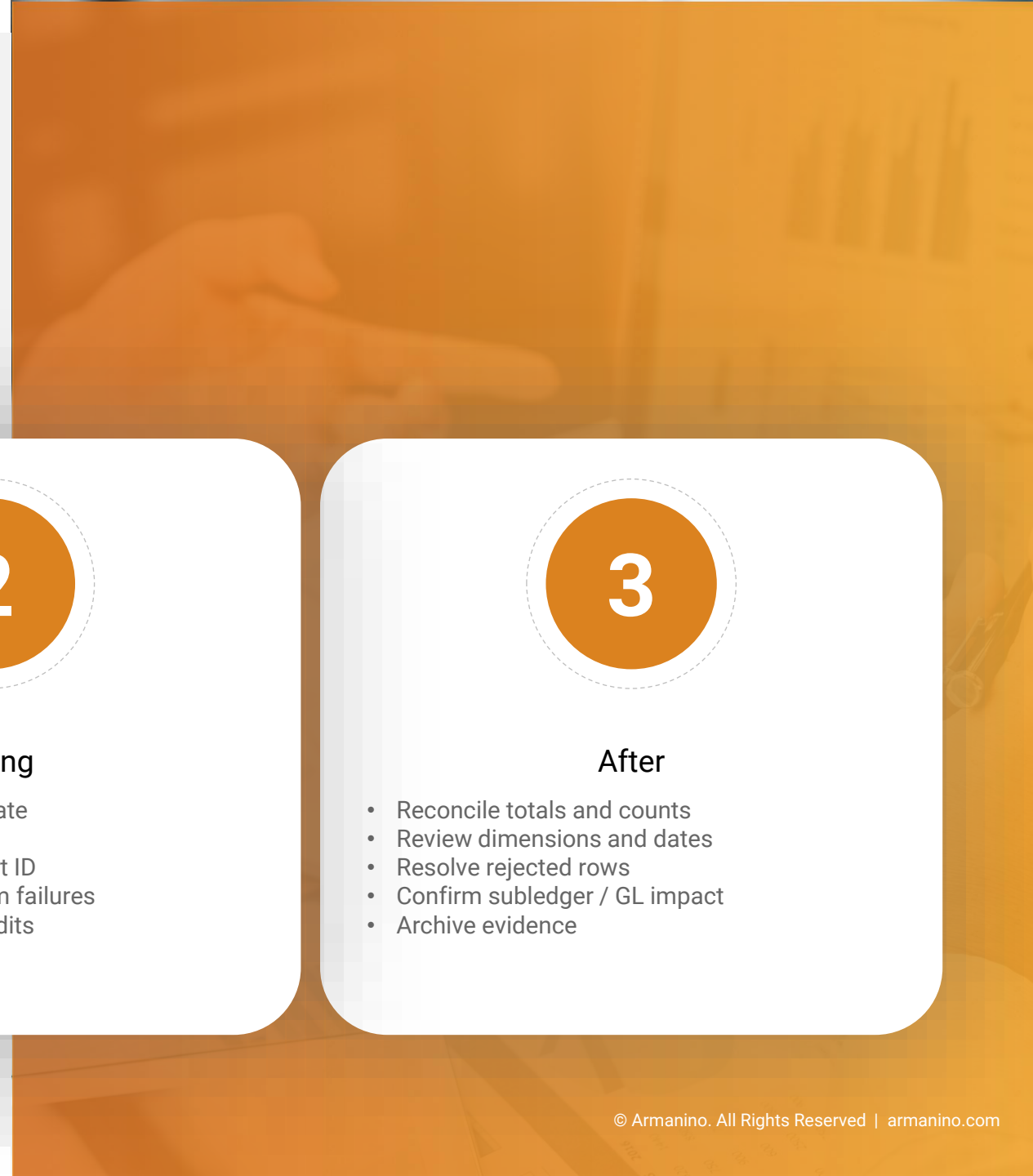
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Building Trust in Your Numbers

CONTROL FRAMEWORK

Trust but *Verify*

Every load should have controls before, during and after import.



1

Before

- Confirm source population
- Validate required fields
- Refresh mappings
- Check duplicates
- Record count and total

2

During

- Use a controlled template
- Retain the source file
- Capture batch or import ID
- Separate warnings from failures
- Prevent uncontrolled edits

3

After

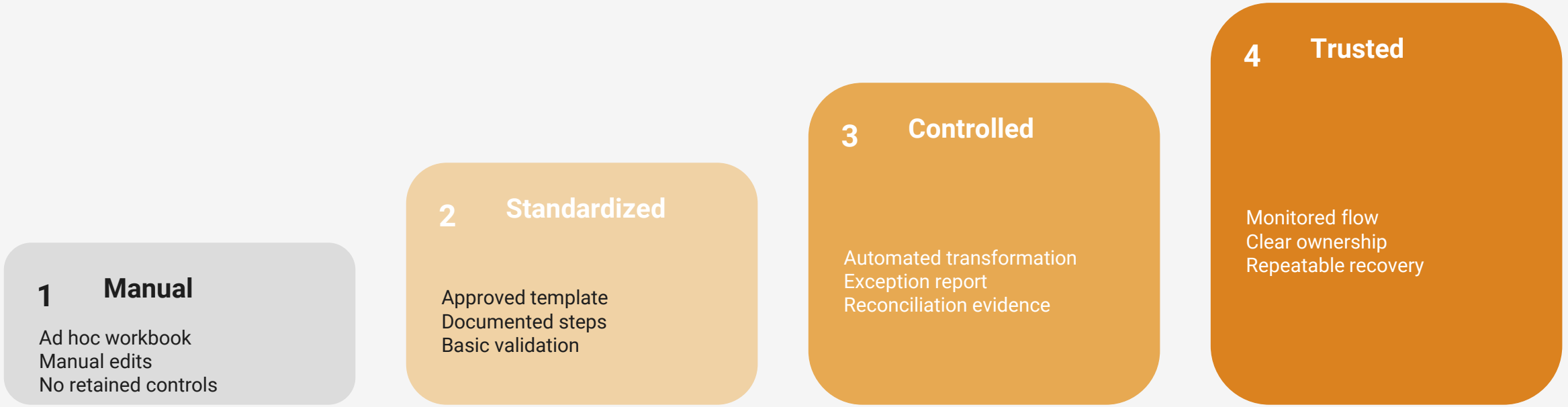
- Reconcile totals and counts
- Review dimensions and dates
- Resolve rejected rows
- Confirm subledger / GL impact
- Archive evidence

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MATURITY MODEL

Move from manual to trusted

Automation is not the final level. Controlled, explainable, recoverable processing is.



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OPERATING MODEL

Assign ownership at every handoff

Trust degrades when the process is “owned by everyone” and accountable to no one.

Document who can change the source report, mapping, import definition and posted transaction.

Source Owner

Completeness, cutoff, source status and source-side corrections

Process Owner

Mapping logic, documented steps, schedule, approvals and evidence

Sage Intacct Owner

Import definitions, master data, permissions and transaction rules

Reviewer

Independent reconciliation, exception follow-up and sign-off

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CLOSING CHECKLIST

Five questions before the next import

1. **Where did this data originate?**
2. **Who owns the quality and cutoff?**
3. **How was the data transformed and validated?**
4. **How will accepted, rejected and posted totals reconcile?**
5. **How would the process and final number be explained to a reviewer or auditor?**

If these questions have clear answers, the numbers are far easier to trust.

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Questions & Answers

What data load process creates the most uncertainty for your team?

THE STORY CONTINUES: EVOLVE WITH SAGE INTACCT



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