Deltek

Deltek WorkBook

Integration Guide for Pagero

September 28, 2023

This edition published September 2023.

Contents

Overview

Pagero is a cloud-based software platform that offers e-invoicing and other financial document automation services. This guide contains procedures on how to integrate Pagero with WorkBook. It applies to on-premises, client/server, and cloud deployments of WorkBook.

Scope

This document applies to WorkBook 13.4 or later.

Intended Audience

This guide is for System Administrators and users who have access to the Finance & Administration and Settings modules.

Prerequisites

Before you can integrate Pagero with WorkBook, ensure that you:

- Have your Pagero account details, including your Client Secret and Client ID.
- Install or update WorkBook to version 13.4 or later.

  For information on how to install WorkBook, see the *Deltek WorkBook 13.4 Installation Guide*.

WorkBook-Pagero Integration

Integrating Pagero with WorkBook enables you to:

- Send e-invoices to Pagero, which Pagero will in turn send to your intended recipient.
- Receive e-invoices from Pagero, which Pagero received on your behalf.

Terminologies

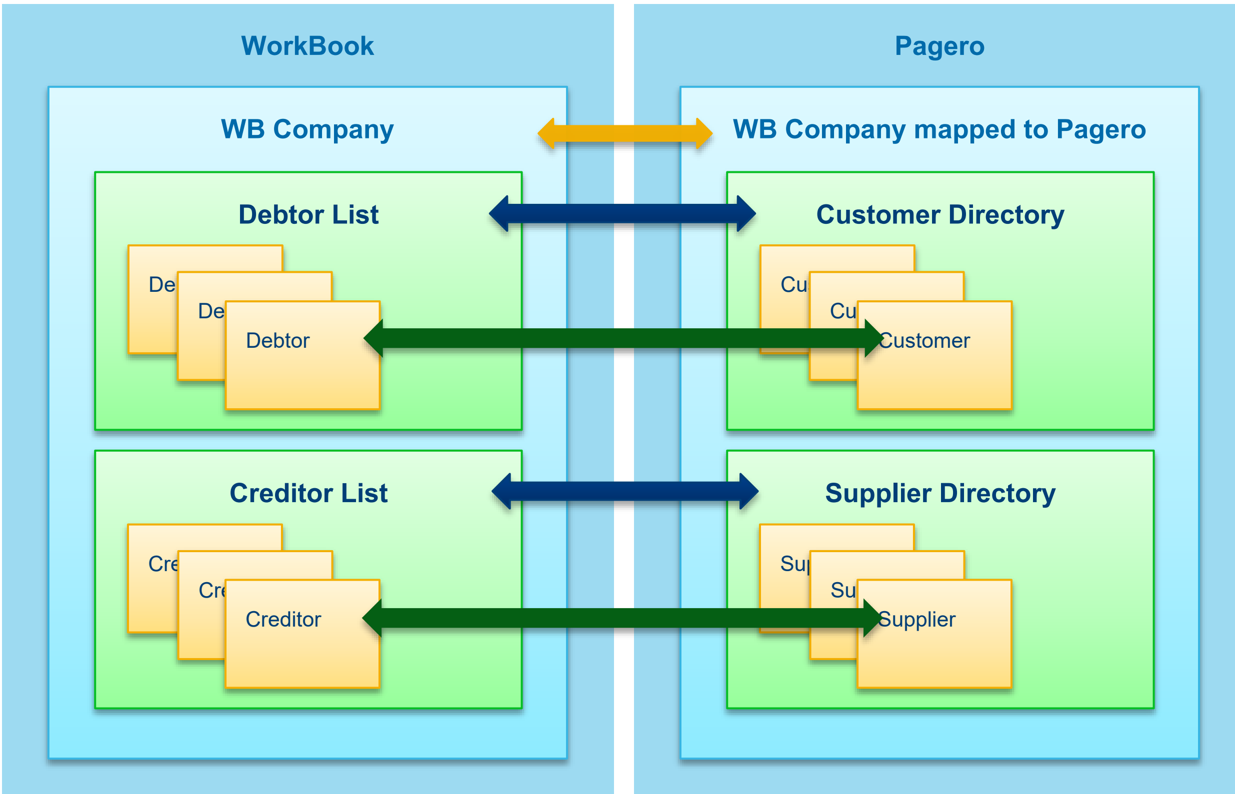
The integration specifically allows you to link your WorkBook system to your Pagero account. Once you have established the link, you can start regularly sending and receiving e-invoices in your WorkBook system.

The following table shows the WorkBook terms that map to related Pagero terms and their descriptions:

WorkBook	Pagero	WorkBook-Pagero Integration Term Descriptions
Company	Company	Company refers to your company and any other company that you are using WorkBook for. The WorkBook-Pagero Integration allows you to map one or more WorkBook companies in your Pagero account.
Debtor	Customer	A Debtor or Customer avails a service from you or buys your product. You then send the Debtor or Customer an invoice to receive payment from them.
Debtor List	Customer Directory	In WorkBook, the Debtor List displays all the Debtors or Customers in your company. You can view or update their information by opening the Debtor Information Card. In Pagero, you are required to add all your Debtors or Customers in your Customer Directory so that you can send them invoices. Note: If any of your Debtors or Customers are using a closed Supplier Directory, they will also have to add you to their Supplier Directory.
Creditor	Supplier	A Creditor or Supplier does a job for you or sells you a product. The Creditor or Supplier then sends you an invoice to collect payment from you.
Creditor List	Supplier Directory	In WorkBook, the Creditor List displays all the Creditors or Suppliers that your company works with. You can view or update their information by opening the Creditor Information Card. In Pagero, you are only required to add all your Creditors or Suppliers in your Supplier Directory if you are using a closed Supplier Directory. If not, it is enough for your Creditors or Suppliers to add you to their Customer Directory.

WorkBook-Pagero Integration Diagram

The following diagram illustrates the WorkBook-Pagero integration.



Configuration

Use the procedures below to integrate Pagero with WorkBook. Note that before you can link your WorkBook system to Pagero, you must have an existing Pagero account. If you do not, check with your organization about how to get one.

Step 1: Add an OAuth 2.0 Integration Setting for Pagero

Use the OAuth 2.0 Integration Settings submodule to add a new integration to initiate communication between WorkBook and Pagero.

To use the OAuth 2.0 Integration Settings submodule, you must have access to **Settings** as defined in the User Access Rights submodule under **Settings**.

To add a new OAuth 2.0 integration setting:

1. On the main toolbar, click **Settings** .
2. If you have more than one company in your system, use the drop-down list above the left pane of the Settings screen to select the company to which you want to add a new OAuth 2.0 integration setting.
3. In the left pane of the Settings screen, click **Global System Settings » OAuth 2.0 Integration Settings**.

   Alternatively, you can type `OAuth` in the search field.
4. On the grid toolbar, click .
5. In the Create New OAuth 2.0 Settings dialog box, select or enter the appropriate values for the following fields:
   - **Provider**
   - **Tenant ID**
   - **Client ID**
   - **Client Secret**

   > **Note:** You must obtain your Client ID and Client Secret from Pagero before adding the OAuth 2.0 integration setting for Pagero.
6. Click **OK**.

Step 2: Map a WorkBook Company to Your Pagero Account

Use the Basic Finance Settings submodule to find out the CVR Number of the company that you want to map to your Pagero account.

To use the Basic Finance Settings submodule, you must have access to **Settings** as defined in the User Access Rights submodule under **Settings**.

To map a WorkBook company to your Pagero account:

1. On the main toolbar, click **Settings** .

2. If you have more than one company in your system, use the drop-down list above the left pane of the Settings screen to select the company that you want to map to your Pagero account.
3. In the left pane of the Settings screen, click **Finance » Basic Finance Settings**.
4. Take note of the CVR Number.
5. Refer to Step 4 of this page on the Pagero Support Center for the instructions on how to update the CVR Number of a company in your Pagero account.
6. If you have multiple companies in your Pagero account that you want to map to WorkBook, do this procedure for all the companies.

Step 3: Add a Debtor or Customer to Your Pagero Account's Customer Directory

Use the Debtors List submodule to find out the Public Number and other identifiers of the Debtor that you want to add to your Pagero account's Customer Directory. Pagero requires their users to add Debtors or Customers to their Customer Directory to be able to send e-invoices to them. Organizations or companies that can receive e-invoices via Pagero are searchable in Pagero's public directory. If your Debtor or Customer is using a closed Supplier Directory, that Debtor or Customer should add you to their Supplier Directory.

To use the Debtors List submodule, you must have access to **Finance & Administration** as defined in the User Access Rights submodule under **Settings**.

To add a Debtor or Customer to your Pagero account's Customer Directory:

1. On the main toolbar, click **Finance & Administration** .
2. If you have more than one company in your system, use the drop-down list above the left pane of the Finance & Administration screen to select the company with the Debtor that you want to add to your Pagero account.
3. In the left pane of the Finance & Administration screen, click **Debtors » Debtor List**.
4. Click the List tab and highlight the Debtor whose Public Number you want to find.
5. On the grid toolbar, click **Show Properties** .
6. On the side toolbar of the Show Properties pane, click **Debtor Information**.
7. Take note of the Debtor's Public Number and other identifiers.
8. Refer to this page on the Pagero Support Center for the instructions on how to search and add Debtors or Customers to the Customer Directory of your Pagero account.
9. Do this procedure for all the Debtors that you want to add.

Step 4: Add a Creditor or Supplier to Your Pagero Account's Supplier Directory

Use the Creditor List submodule to find out the Public Number and other identifiers of the Creditor that you want to add to your Pagero account's Supplier Directory. Pagero only requires their users to add Creditors or Suppliers to their Supplier Directory if the user is using a closed Supplier Directory.

To use the Creditor List submodule, you must have access to **Finance & Administration** as defined in the User Access Rights submodule under **Settings**.

To add a Creditor or Supplier to your Pagero account's Supplier Directory:

1. On the main toolbar, click **Finance & Administration** .
2. If you have more than one company in your system, use the drop-down list above the left pane of the Finance & Administration screen to select the company with the Creditor that you want to add to your Pagero account.
3. In the left pane of the Finance & Administration screen, click **Creditors » Creditor List**.
4. Click the List tab and highlight the Creditor whose Public Number you want to find.
5. On the grid toolbar, click **Show Properties** .
6. On the side toolbar of the Show Properties pane, click **Creditor Information**.
7. Take note of the Creditor's Public Number and other identifiers.
8. Refer to this [page]() on the Pagero Support Center for the instructions on how to search and add Creditors or Suppliers to the Supplier Directory of your Pagero account.
9. Do this procedure for all the Creditors that you want to add.

Step 5: Add and Set up Agent to Check Invoice Statuses in Pagero

Use the Agent Setup submodule to add and set up Agent Type 181. WorkBook uses this Agent to check Pagero for the status of previously submitted e-invoices that contained errors. To prevent the resending to Pagero of these e-invoices with the same errors, their status is also updated in WorkBook.

To use the Agent Setup submodule, you must have access to **Settings** as defined in the User Access Rights submodule under **Settings**.

To add and set up Agent Type 181: Check Invoice Statuses in Pagero:

1. On the main toolbar, click **Settings** .
2. If you have more than one company in your system, use the drop-down list above the left pane of the Settings screen to select the company to which you want to add and set up Agent Type 181.
3. In the left pane of the Settings screen, click **Advanced Tools » Agent Setup**.
4. On the grid toolbar, click **Add Agent** .
5. In the Add an Agent dialog box, use the drop-down list to select **Check Invoice Statuses in Pagero** and click **OK**.
6. If you want to receive notifications after the Agent is run:
   a. In the top grid, select either **Always** or **In Case of Errors** under the **After Execution, Notify User by Email** column.
   b. Enter your email address under the **Email Send To** column.
7. On the Scheduling tab of the bottom grid, click **Add Schedule** .
8. You can edit the following fields by double-clicking on the corresponding field and entering or selecting the appropriate values:
   - **Next Run Date**

- **Start Time (UTC)**
- **Start Time (Local)**
- **Type**
- **Interval**
- **Comment**
- **Max Execution Time**

9. Select the corresponding **Active** checkbox for the schedule that you want WorkBook to follow when running this Agent.
10. On the Parameters tab of the bottom grid, add the username and password of your Pagero account.
11. If you want to manually run the Agent, select the Agent in the top grid and click **Run Agent Once** .

Step 6: Add and Set up Agent to Fetch Inbound Invoices from Pagero

Use the Agent Setup submodule to add and set up Agent Type 182. WorkBook uses this Agent to pull incoming invoices from Pagero.

To use the Agent Setup submodule, you must have access to **Settings** as defined in the User Access Rights submodule under **Settings**.

To add and set up Agent Type 182: Fetch Inbound Invoices from Pagero:

1. On the main toolbar, click **Settings** .
2. In the left pane of the Settings screen, click **Advanced Tools » Agent Setup**.
3. On the grid toolbar, click **Add Agent** .
4. In the Add an Agent dialog box, use the drop-down list to select **Fetch Inbound Invoices from Pagero** and click **OK**.

   > **Note:** You cannot create multiple instances of this Agent. Only one instance is required for all companies in a WorkBook system.

5. If you want to receive notifications after the Agent is run:
   a. In the top grid, select either **Always** or **In Case of Errors** under the **After Execution, Notify User by Email** column.
   b. Enter your email address under the **Email Send To** column.

12. On the Scheduling tab of the bottom grid, click **Add Schedule** .
13. You can edit the following fields by double-clicking on the corresponding field and entering or selecting the appropriate values:
    - **Next Run Date**
    - **Start Time (UTC)**

- **Start Time (Local)**
- **Type**
- **Interval**
- **Comment**
- **Max Execution Time**

14. Select the corresponding **Active** checkbox for the schedule that you want your WorkBook system to follow when running this Agent.
15. On the Parameters tab of the bottom grid, add the username and password of your Pagero account.
16. If you want to manually run the Agent, select the Agent in the top grid and click **Run Agent Once** .

Step 7: Set a Debtor's Invoice Delivery Type

If Pagero is enabled for your WorkBook system, use the Debtor List submodule to set a Debtor's Invoice Delivery type to "Electronic Invoice - Pagero".

To use the Debtors List submodule, you must have access to **Finance & Administration** as defined in the User Access Rights submodule under **Settings**.

To set a Debtor's Invoice Delivery type to "Electronic Invoice - Pagero":

1. On the main toolbar, click **Finance & Administration** .
2. If you have more than one company in your system, use the drop-down list above the left pane of the Settings screen to select the company with the Debtor whose Invoice Delivery type you want to change to "Electronic Invoice - Pagero".
3. In the left pane of the Finance & Administration screen, click **Debtors » Debtor List**.
4. Click the List tab and highlight the Debtor whose Invoice Delivery type you want to change.
5. On the grid toolbar, click **Show Properties** .
6. On the side toolbar of the Show Properties pane, click **Bank Settings**.
7. In the **Invoice Delivery** field, use the drop-down list to select **Electronic Invoice - Pagero**.

Send and Receive e-Invoices to and from Pagero

Use the procedures below to send and receive invoices to and from Pagero.

Send an e-Invoice to Pagero

If Pagero is enabled for your WorkBook system, use the Debtor Invoices submodule to send an e-invoice to Pagero. You can also use the submodule to resend an e-invoice after fixing its errors.

To use the Debtor Invoices submodule, you must have access to **Finance & Administration** as defined in the User Access Rights submodule under **Settings**.

To send or resend an e-invoice to Pagero:

1. On the main toolbar, click **Finance & Administration** .
2. If you have more than one company in your system, use the drop-down list above the left pane of the Finance & Administration screen to select the company with e-invoice that you want to send or resend to Pagero.
3. In the left pane of the Finance & Administration screen, click **Debtors » Debtor Invoices**.
4. On the Electronic Delivery tab, select the corresponding **Choose** checkbox of the e-invoice that you want to send or resend to Pagero.

   > **Note:** Make sure that the Debtor of the e-invoice has an Invoice Delivery type of **Electronic Invoice - Pagero**. You can check this under the **Debtor Delivery Type** column.

5. On the grid toolbar, click **Send e-Invoice to Pagero** .
6. In the Send e-Invoices to Pagero dialog box, depending on if you have logged in to Pagero before or not, click:
   - **Login to Pagero**: If you have not previously logged in to Pagero, WorkBook displays this button at the bottom left side of the dialog box. Click this button to display the Pagero login page on a new browser window. Once you have logged in to Pagero, close the browser window and go back to your WorkBook screen. WorkBook now displays the **Send to Pagero** button.
   - **Send to Pagero**: If you have logged in to Pagero before, WorkBook displays this button at the bottom left side of the dialog box. Click this button to display the Pagero home page on a new browser window.

Download and View an e-Invoice from Pagero

If Pagero is enabled for your WorkBook system, use the Agent Setup and Creditor Invoices submodules to download and view an e-invoice from Pagero.

To use the Agent Setup submodule, you must have access to **Settings** as defined in the User Access Rights submodule under **Settings**.

To use the Creditor Invoices submodule, you must have access to **Finance & Administration** as defined in the User Access Rights submodule under **Settings**.

To download and view an e-invoice from Pagero:

1. On the main toolbar, click **Settings** .
2. In the left pane of the Settings screen, click **Advanced Tools » Agent Setup**.
3. Refer to the **Add and Set up Agent to Fetch Inbound Invoices from Pagero** procedure for the instructions on how to add and configure Agent Type 182.
4. On the main toolbar, click **Finance & Administration** .
5. If you have more than one company in your system, use the drop-down list above the left pane of the Finance & Administration screen to select the company with the downloaded e-invoice that you want to view.
6. In the left pane of the Finance & Administration screen, click **Creditors » Creditor Invoices**.
7. In the top grid, you can find the e-invoice that is downloaded or received from Pagero using Agent Type 182. The invoice is in Status 10 with an attached PDF version of the invoice.

Troubleshooting

When sending and receiving e-invoices to and from Pagero, WorkBook can encounter configuration-related errors. If the error is found in outgoing invoices, WorkBook displays a notification to the user sending the invoice via the Background Task List.

If the error is found in incoming invoices, WorkBook sends a notification via an Inbox conversation and subscribes the user identified as Finance Responsible. In the absence of a Finance Responsible user, the Company Responsible user is subscribed. You can view or update the **Finance Responsible** and **Company Responsible** fields in Resources » Resource Information » Company Settings » Basic Settings. If both fields are empty, WorkBook subscribes all active System Administrators. For Creditor errors, you can also view the conversation on the Invoice Conversation tab in the bottom grid of Finance & Administration » Creditors » Creditor Invoices.

You can refer to the table below for the different error notifications that WorkBook can send or display, the causes, and its solutions.

Error Message	Cause	Solution
The imported invoice from Pagero was not created. Companies cannot be determined for imported invoices. The system was unable to identify the designated companies based on the provided company name and VAT number identifiers. Company name: [Company name] VAT number identifier(s): [Company VAT number(s)]	WorkBook detects that the CVR or VAT numbers of the Company in an incoming invoice from Pagero does not match the CVR or VAT numbers of any of the Companies in the WorkBook system.	Check if the CVR or VAT numbers of the Companies in your WorkBook system is the same as the CVR or VAT numbers of the corresponding Company in your Pagero account. You can do this in Settings » Finance » Basic Finance Settings. If there are any inconsistencies, make the necessary corrections.
The imported invoice from Pagero was not created. More than one company was found matching the provided company name and VAT number identifiers. Company name: [Company name] VAT number identifier(s): [Company VAT number(s)] Matching companies found in the system: [matching	WorkBook detects more than one Company using the CVR or VAT number indicated in an invoice received from Pagero.	Check the CVR or VAT numbers of all the detected Companies in your WorkBook system and compare it to the corresponding Company in your Pagero account to determine the correct Company for the CVR or VAT number indicated in the invoice. You can do this in Settings » Finance » Basic Finance Settings. After finding out which is the correct Company, make the adjustments on all the detected Companies’ CVR or VAT numbers in WorkBook.

Error Message	Cause	Solution
Company Name 1, matching Company Name 2]		
Pagero Invoices The company could not be found/mapped. Please check the configuration of the company VAT numbers and access rights.	WorkBook detects that the CVR or VAT numbers of the Company in an invoice being sent to Pagero does not match the CVR or VAT numbers of any of the Companies mapped in your Pagero account.	Check the CVR or VAT numbers of the Company indicated in the invoice and compare it to the corresponding Company in your Pagero account. You can do this in Settings » Finance » Basic Finance Settings. If there are any inconsistencies, make the necessary corrections.
Pagero Invoices [Invoice number]: Missing debtor or debtor Public Registration Number.	WorkBook detects that the Public number of the Debtor in an invoice being sent to Pagero is missing.	Check the Debtor on WorkBook and add its Public number. You can do this by accessing Debtor Information in the Show Properties pane in Finance & Administration » Debtors » Debtor List.
Pagero Invoices [Invoice number]: Electronic invoice cannot be formed due to missing data in the debtor setting: Debtor Address	WorkBook detects that the address of the Debtor in an invoice being sent to Pagero is missing.	Check the Debtor on WorkBook and add its address. You can do this by accessing Debtor Information in the Show Properties pane in Finance & Administration » Debtors » Debtor List.
Pagero Invoices [Invoice number]: Electronic invoice cannot be formed due to missing data in the debtor setting: Debtor country	WorkBook detects that the country of the Debtor in an invoice being sent to Pagero is missing.	Check the Debtor on WorkBook and select its country from the drop-down list. You can do this by accessing Debtor Information in the Show Properties pane in Finance & Administration » Debtors » Debtor List.
An invoice imported from Pagero was not created: Could not find a creditor with the name: [Creditor name], and the creditor VAT number(s): [Creditor VAT number(s)]	WorkBook cannot find the Creditor indicated in an invoice received from Pagero.	Check if the Creditor's VAT or Public number in WorkBook is the same as the VAT or Public number of the corresponding Creditor or Supplier in Pagero. You can do this by accessing Creditor Information in the Show Properties pane in Finance & Administration » Creditors » Creditor List. If there are any

Error Message	Cause	Solution
		inconsistencies, make the necessary corrections in WorkBook. Also, if you are using a closed Supplier Directory, make sure that the Creditor or Supplier has been added to the Supplier Directory of your Pagero account.
An invoice imported from Pagero was not created: Could not set a creditor on the invoice. More than 1 creditor was found with the creditor VAT number(s): [Creditor VAT number(s)] Creditors found in WorkBook: [Creditor number 1 - Creditor name 1], [Creditor number 2 - Creditor name 2]	WorkBook detects more than one Creditor using the VAT or Public number indicated in an invoice received from Pagero.	Check the identifiers of all the detected Creditors in WorkBook and compare it to the corresponding Creditor or Supplier in Pagero to determine the correct Creditor for the VAT or Public number indicated in the invoice. You can do this by accessing Creditor Information in the Show Properties pane in Finance & Administration » Creditors » Creditor List. After finding out which is the correct Creditor, make the adjustments on all the detected Creditors' VAT of Public numbers in WorkBook.

Appendix A: If You Need Assistance

If you need assistance installing, implementing, or using WorkBook, Deltek makes a wealth of information and expertise readily available to you.

Customer Services

For over 30 years, Deltek has maintained close relationships with client firms, helping with their problems, listening to their needs, and getting to know their individual business environments. A full range of customer services has grown out of this close contact, including the following:

- Extensive self-support options through the Deltek Support Center.
- Phone and email support from Customer Care analysts
- Technical services
- Consulting services
- Custom programming
- Classroom, on-site, and Web-based training

Attention: Find out more about these and other services from the Deltek Support Center.

Deltek Support Center

The Deltek Support Center is a support Web site for Deltek customers who purchase an Ongoing Support Plan (OSP).

The following are some of the many options that the Deltek Support Center provides:

- Search for product documentation, such as release notes, install guides, technical information, online help topics, and white papers
- Ask questions, exchange ideas, and share knowledge with other Deltek customers through the Deltek Support Center Community
- Access Cloud-specific documents and forums
- Download the latest versions of your Deltek products
- Search Deltek's knowledge base
- Submit a support case and check on its progress
- Transfer requested files to a Customer Care analyst
- Subscribe to Deltek communications about your products and services
- Receive alerts of new Deltek releases and hot fixes
- Initiate a Chat to submit a question to a Customer Care analyst online

Attention: For more information regarding Deltek Support Center, refer to the online help available from the Web site.

Access Deltek Support Center

To access the Deltek Support Center:

1. Go to https://deltek.custhelp.com.
2. Enter your Deltek Support Center **Username** and **Password**.
3. Click **Login**.

Note: If you forget your username or password, you can click the **Need Help?** button on the login screen for help.

Additional Documentation

The following table lists the Deltek documentation available for this release. Except where noted, all the user guides and quick reference guides listed in this table are available for download from the Deltek Support Center.

Document Name	Description
WorkBook 13.4 Release Notes	This document discusses the features included in the Deltek WorkBook 13.4 release.
WorkBook 13.4 Compatibility Matrix	This document discusses the compatible components to this release.