



Expense Manager User Guide

Basware P2P 18.2

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1 Expense Manager – Getting Started

1.1 Expense Manager Process Summary

The Expense Manager module automates the reimbursement process for both travel and incidental expenses incurred by an employee. It is designed to reduce the cost of managing and coordinating a user's expenses.

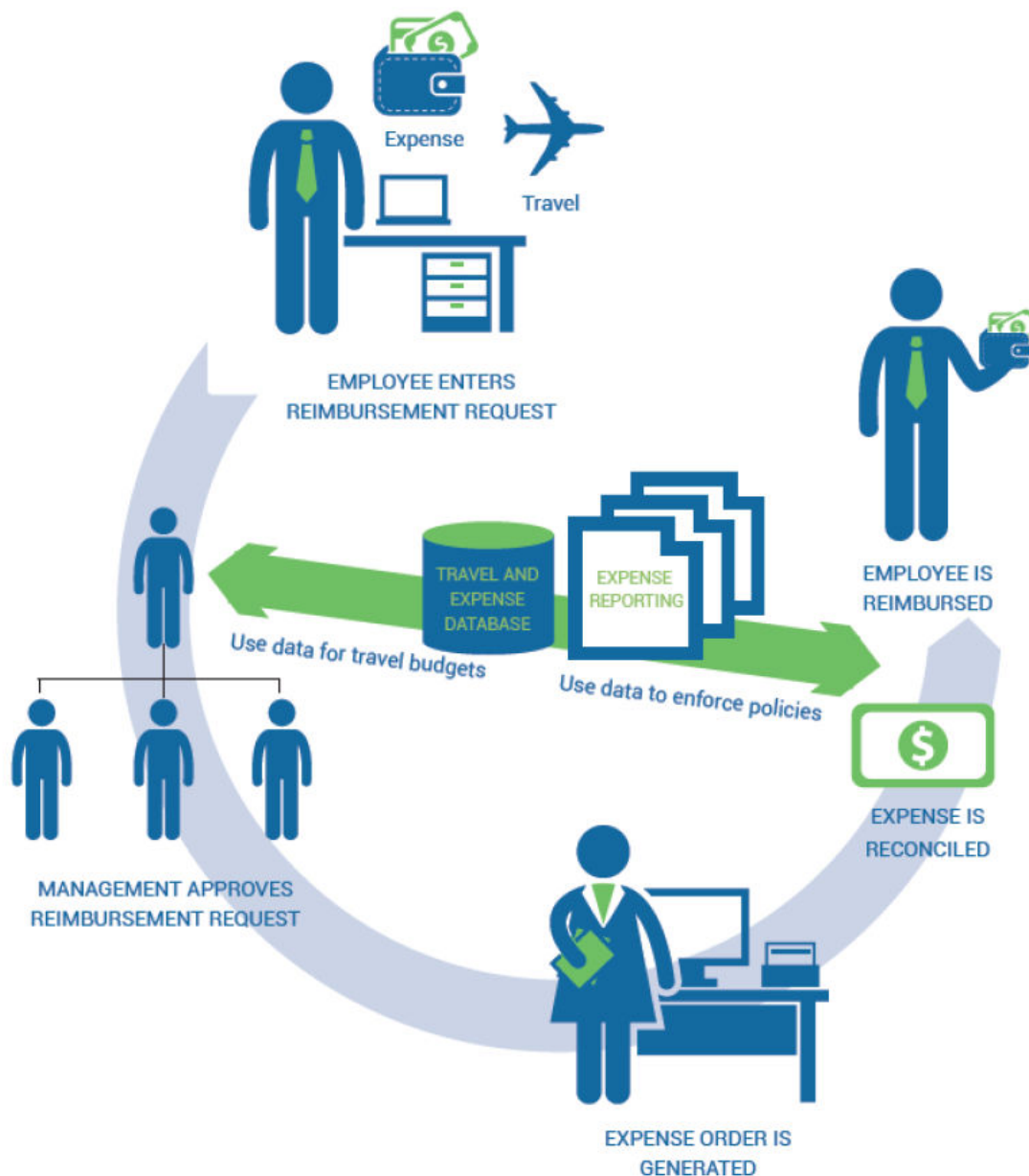


Figure 1: Expense Workflow

1.2 Expense Manager Navigation

Basware P2P Main Dashboard

The Quick Access Carousel –Pay section allows users quick access to enter an invoice, expense draft, and/or check request. The tiles displayed in the carousel are dependent on the user's module access and permissions.

From the Expense Report tile, you can:

- Select one of the last five expense drafts the user created by clicking the expense draft name listed.
- Create a new expense draft.

Refer to the *Invoice Manager User Guide* for information on entering invoices and managing check requests.

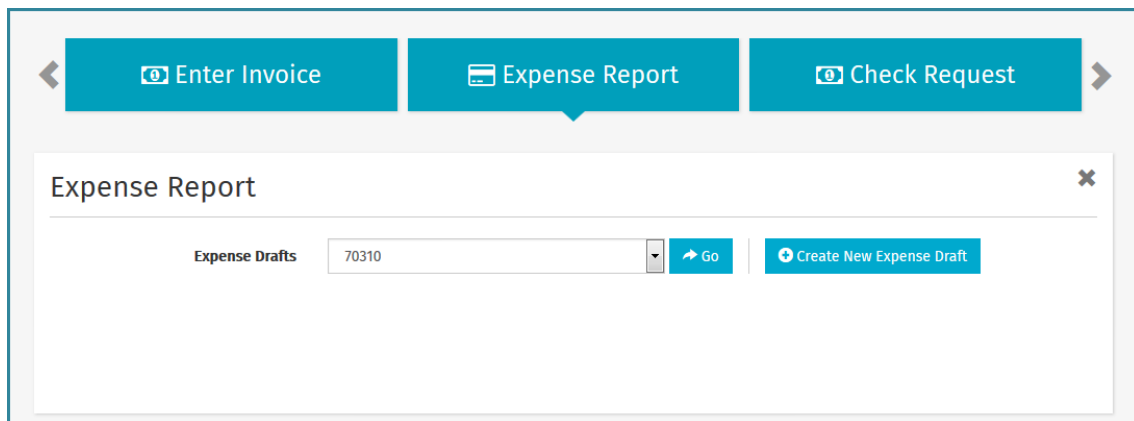


Figure 2: Expense Report Tile

Expense Dashboard

The Expense menu lists the menu groups with the menu items. The menu groups are not links. Selecting the Expense Dashboard menu item opens the page displayed in the following figure.

☐ Only show drafts created for me

Expense Drafts

1-2 of 2 item(s)

Report Title	Date	Created by	Created for	Total Actions
asd	2018/01/16	Sam	Sam	\$0.00
Sam's Trip to Barcelona	2018/01/16	Sam	Sam	\$1,179.00

Create Expense Report

All Expenses

1-5 of 12 item(s)

Report Title	Date	Created by	Created for	Report #	Status	Total Actions
Sam Trip 1	2018/01/04	Sam	Sam	1044599	In Accounting	\$1,009.00
Conference in Austin	2018/01/04	Sam	Sam	1044585	Declined	\$0.00
Trip to Barcelona	2017/12/11	Sam	Sam	1043107	In Approval	\$1,279.00
Trip to Espoo - Sam K	2017/11/15	Sam	Sam	1041554	In Approval	\$2,196.00
Week in Espoo	2017/11/15	Admin	Admin	1041547	In Accounting	\$3,721.00

view all

Itineraries

Update

Did you know?
You can view your travel Itinerary if you are a member of Triplt
? an online Travel Organizer. Click on the Update button above
and follow the steps to register/login.

Receipts

Only show my receipts

2018-01-16_192806.jpeg
Uploaded via Mobile App sent on 2018/01/16 by Pavel B

2018-01-09_184220.jpeg
Uploaded via Mobile App sent on 2018/01/09 by Admin

2018-01-09_184044.jpeg
Uploaded via Mobile App sent on 2018/01/09 by Sam

Tasks

Accounting

3 expense(s) waiting to be reconciled. Go!

Reports

YTD Expenses

The Expense Drafts, Unprocessed Credit Card, and All Expense tabs are displayed in the middle of the page when there is data to display.

The Expense Draft tab displays the expense reports that have not been submitted for approval. Select the check box above the grid if you only want to view drafts that you created. If a lock icon displays beside a user's name in the Created By or Created For fields, that user has the corresponding draft opened for editing. The draft cannot be accessed by any other user until the user making the edits has left the draft or logged out of the system.

The Unprocessed Credit Card tab displays the credit card information that has been imported into the system but not processed.

The All Expenses tab displays the expense reports that are in approval or have been fully released.



Credit card data imported as Level 3 data is not displayed in this area.

The Created By and Created For fields may often be the same, but they differ if a user created an expense report on behalf of another user, such as their manager. Both the Created By and Created For users can view and edit the expense drafts.

To the right is the Receipts list. This shows all receipts that have been uploaded through email or the mobile app, but not attached to a transaction yet. By default, you can see all receipts for yourself and for any users you are set as a delegate for. To hide the delegator receipts, switch the toggle over to **Only show my receipts**.

2 Expense Reports and Approval

The purpose of this chapter is to explain the expense reporting process and approval. Expense costs are typically defined by the company; they usually consist of costs that are incurred by the company for business purposes or for a client. A great example of an expense cost is a plane ticket purchased to travel to a client site.

2.1 Expense Drafts

Expense Manager enables you to create an expense report, requesting reimbursement for expenses incurred for the company. Once you submit an expense report, it advances to the next expense reimbursement step defined by the company.

An expense report is a collection of expenses related to an event. All expenses entered against a report remain in the expense reports list until submitted for processing or deleted out of the system. An expense report is called an expense draft until it is submitted.

You can monitor the progress of a submitted expense report on the Expense Dashboard.

You can perform the following actions on expense reports:

- [Create New Expense Drafts](#)
- [Edit Expense Drafts](#)
- [Delete Expense Drafts](#)
- [Move Expense Line Items to Different Drafts](#)
- [Add Expense Items with Mileage Calculation to Expense Drafts](#)
- [Attach Receipts](#)
- [View Details for Expense Items](#)

Accounts Coding Type

With all applicable permissions and system settings, the user can select an Accounts Coding Type for each expense item. This functionality allows for further customization and tracking of accounts coding usage by formatting the available accounts coding fields to match the use case.

Ask an administrator for more information on your specific Accounts Coding Types.

2.1.1 Create New Expense Drafts

Location: Travel & Expense > Manage/Search > Expense Dashboard or Expense Drafts



Itemizations can be done by date. For example, if the expense item is lodging and the user stays a night at a conference rate and a night at a regular rate, the itemization field can reflect this.

To create a new report:



1. Click **Create Expense Report** in the upper right hand corner.
2. Enter the report title. The report title must be unique to the user list. Once the expense report is created, the report title can be used again for an expense draft.
3. Change the charge-to location if needed.
4. Enter the other necessary information and click **Save**.
5. Under the Expense Item header, select the expense item type and click **Add**.
6. Enter the required information. Fields vary depending on the item type selected.
7. If itemizations are available, enter the information for each itemization.



At any time the user can click **Save** to save the expense items that have been entered or click **Cancel** to return to the Expense dashboard from the Edit Expense Report page.

8. Click **Save**.
9. To add more expense items, repeat steps 5-8.
10. Once all the expense items have been added, click **Submit** to submit the expense for approval.

A success message is displayed. If the receipts have not been attached, directions to mail the receipts are displayed on the page. Custom instructions such as the message "Please send your receipts with the above ref # to:" are displayed on the confirmation page can be configured by an administrator.

2.1.2 Create Cash Advance Requests

Location: Travel & Expense > Manage/Search > Expense Dashboard

You can submit an expense report for approval prior to the start of the trip and obtain a cash advance. For all advance reimbursements, it is recommended that a *cash advance* expense item and a corresponding expense type are created first by the administrator. Cash advances cannot be mapped to a credit card import.

To create an advance reimbursement request:



1. Create an expense report as normal.
2. Create an expense item with the *cash advance* type.
3. Complete all information as required for the expense item
4. To save the information and return to it later, click **Save**. If the request is ready to be submitted for approval, click **Submit**.

2.1.3 Edit Expense Drafts



Location: Travel & Expense > Manage/Search > Expense Drafts

The document must still be an expense draft - not submitted for approval - in order to edit expense header information. Additionally, the draft must not be locked by another user.

An expense draft can be edited by either the Created By or Created For user. When one user opens the expense draft for editing, it is locked so that no other user can open the draft and make conflicting changes. The lock is removed when the user that was editing the draft leaves the draft, logs out of the system, or is logged out automatically via session timeout.

To edit an expense draft:



1. From the list, click  in the **Actions** column to the right of the expense draft that is to be edited.
2. Edit the information in the expense header that needs to be edited.
3. Click **Save**.
4. If an expense line needs to be edited, click the **Edit** icon in the **Actions** column to the right of the line that needs to be edited.
5. Edit the information that needs to be edited.
6. If an expense item need to be deleted, click  in the **Actions** column beside the item to delete.
7. Save the changes.
 - If the expense is ready to be submitted for approval, click **Submit**.
 - If changes still need to be made to the draft, click **Save**.

2.1.4 View Details for Expense Items

Location: Travel & Expense > Manage/Search > Expense Drafts

The View Expense Item page has all the details for expense items. It also includes flags to indicate the status of the items:


- Red: If the red flag is displayed, required information is missing.
- Yellow: This flag is displayed when there is a warning for the item. For example, when the user entered miles is greater than the calculated miles or the reimbursable amount is less than line cost.
- Green: If the green flag is displayed, the expense item is ready to be submitted.

To view details for expense items:



1. From the Expense dashboard, click the **Edit** icon in the **Actions** column to the right of the expense draft that has the line items to be viewed.
2. Click the **Detail** link in the upper right hand corner under of the Expense Items tab.
3. To return to the list information, click the **List** link.



If split accounts coding information exists on an expense item, the accounts coding configuration is not shown on the Edit Expense Item page. You must click  to view splits information.


2.1.5 Move Expense Line Items to Different Drafts

Location: Travel & Expense > Manage/Search > Expense Drafts

Both the original document and the destination document must still be expense drafts - not submitted for approval - in order for you to move expense items.

To move an expense line item to another draft:



1. From the Dashboard, select **Travel & Expense** on the menu bar.
2. Select and click **Expense Dashboard** from the **Manage/Search** menu group.
3. From the expense dashboard, click  in the **Actions** column to the right of the expense draft that is to be moved.
4. Click in the checkbox of the line that is to be moved.
5. Select the report from the drop-down box.
6. Click **Move**.
7. Click **OK**.
8. Click **Cancel** to return to the Expense dashboard.

You can also move expense items using .

2.1.6 Add Expense Items with Mileage Calculation to Expense Drafts

Location: Travel & Expense > Manage/Search > Expense Drafts

The document must still be an expense draft - not submitted for approval - in order to add expense items.

You can request reimbursement for mileage expenses incurred for the company. An expense report with mileage calculation can be used in conjunction with other expense items.

Mileage calculations cannot be mapped to a credit card import.


Figure 3: Add/Edit Expense Item with Mileage Calculation

The segment addresses and total miles display on the following pages:

- Add/Edit Expense Item
- Edit Expense Report with Detail View
- View Expense Report with Detail View

To add an expense item with mileage calculation to an expense draft:



1. From the expense dashboard, click **Create Expense Report** in the upper right hand corner. If the expense draft already exists, click  to edit.
2. Under the **Expense Items** tab, select the *mileage* expense item.
3. Click **Add**.
4. In the *first segment*, enter the starting address (address, city, state, zip). To add more segments, click **Add**. If a segment is added and not used, it will not be displayed once **Calculate Miles** is clicked.
5. In the *second segment*, enter the ending address (address, city, state, zip).
6. Click **Calculate Miles**.

A static Google map with a marker on each address is displayed.

The distance between segment 1 and segment 2 is displayed to the right of segment 2. Also, the total of miles is displayed in the upper right hand corner.
7. If round trip mileage is to be considered, click the **Round Trip** checkbox.
8. The total miles displayed in the mileage calculation is the amount displayed in the *quantity* field. To add additional miles, change the quantity to reflect the number of miles driven.
9. In the *amount* field, enter the rate the user is paid per mile.
10. Complete filling in the rest of the information and click **Save**.

The mileage information is saved.


2.1.7 Delete Expense Drafts

Location: Travel & Expense > Manage/Search > Expense Drafts

The document must still be an expense draft - not submitted for approval - in order for you to delete it. Additionally, the draft must not be locked by any other user.

To delete an expense draft:



1. From the Dashboard, select **Expense** on the menu bar.
2. Select and click **Expense Dashboard** from the **Manage/Search** menu group.
3. From the expense dashboard, click  in the **Actions** column to the right of the expense draft that is to be deleted.
4. Click **OK**.



If the deleted expense report has Level 3 credit card transactions with the user attribute "Allow Deletion of Credit Card Transactions" set to *No*, the transactions are recycled and reprocessed. Any Level 3 credit card transactions with the attribute set to *Yes* are archived and not recycled when the expense report is deleted.

2.2 Attached Receipts

Depending on the system configuration, an attachment may be required at the header level, line level, either, or neither.



If an attachment is required at the header level, the user cannot attach any receipts at the line level and the Receipts pane is not displayed.

If receipts are required, you can attach them to expense reports in many ways:

- [Attach Receipts to Expense Draft Header](#)
- [Attach Receipts to Expense Report Items](#)
- [Email and Attach Receipts to Expense Report Items](#)

You can use the Basware - Verian mobile app to capture receipt and submit them into the system. The receipts captured via mobile show "Uploaded via Mobile App" in the Expense Manager Receipts pane. If accounts coding information was entered for the receipt at the time of capture, the receipt's coding information supersedes any existing accounts coding information for the associated line item.

Automatic Receipt Matching

When the system is configured to do so, uploaded receipts are automatically matched to expense draft lines and attached to the respective expense report. The following actions trigger receipt matching:

- Level 3 Credit Card transaction import
- Receipt upload
- Viewing expense line information

The following criteria must be met to match a receipt to an expense line:

- Expense Amount = Receipt Amount
- Expense Date = Receipt Date. Matching to expense date is first attempted with the transaction date, then the "date to," then the "date from."


2.2.1 Attach Receipts to Expense Draft Header

Location: Travel & Expense > Manage/Search > Expense Dashboard.

The expense must be in Draft status to attach a header receipt.

To attach receipts to the expense report header when creating or editing a draft:



1. From the expense dashboard, click **Create Expense Report** in the upper right hand corner. If the expense draft already exists, click  to edit.
 2. Enter the *report title* and all other needed information.
 3. Click **Browse** to the right of the expense report attachment field.
 4. Select the file to upload and click **Open**.
 5. Select an expense item and continue creating the expense report or click **Save**.
- When the user returns the Edit Expense Report page, the name of the attachment is displayed in the expense report attachment field.



2.2.2 Delete Attachments from Expense Draft Header

Location: Travel & Expense > Manage/Search > Expense Dashboard.

The expense must be in Draft status to delete a header receipt.

To delete attachments from expense draft header:



1. From the Expense dashboard, locate the expense draft to edit under the Expense Draft tab.
2. Click .
3. Click  to the right of the name of the attachment that is to be deleted.
4. Click **Yes** to delete the attachment.


2.2.3 Replace Existing Attachments in Expense Draft Header

Location: Travel & Expense > Manage/Search > Expense Dashboard.

The expense must be in Draft status to replace a header receipt.

To replace an existing attachment in the expense report header:



1. From the Expense dashboard, locate the expense draft to edit under the Expense Draft tab.
2. Click the **Edit** icon
3. Click  to the right of the name of the attachment that is to be replaced.
4. Enter the name for the attachment in the notes field.
5. Click **Browse** to upload the new attachment.
6. Click **Upload** to upload the new attachment.
7. Click **Close Window**.

2.2.4 Attach Receipts to Expense Report Items



Location: Travel & Expense > Manage/Search > Expense Dashboard.


You must have a picture or scanned file of the receipt saved to your device.

You can attach receipt to expense items by uploading a photo or scanned document into the system. To submit receipts to the system using email instead, see [Email and Attach Receipts to Expense Report Items](#).

To attach scanned receipts to the expense report when adding or editing an expense item:



1. Create your expense draft or edit an existing report.
2. If needed, create the expense item for the receipt.
3. Attach the receipt:
 - If working from a draft, click  beside the expense item the receipt should be added to, then click **Add an Attachment to this Expense**.
 - If working from a submitted report, click  beside the expense item the receipt should be added to.
4. Click **Browse** to upload the file to be attached.
5. Click **Upload**.
6. Click **Close Window**.

If you need to delete the receipt, open the expense item details and click  beside the receipt to be deleted. You can then choose to move the attachment back into the receipt queue to be added to a different expense item, or to delete it entirely from the system.

2.2.5 Email and Attach Receipts to Expense Report Items

Location: Travel & Expense > Manage/Search > Expense Dashboard.

The expense must be in Draft status to attach an emailed receipt. You must have a valid email address in the system. Additionally, you must have the following permission:

- 2013 - Allow Sending of Expense Receipts by e-mail

The receipt emailing processing functionality is designed to make the receipt entry and expense creation easier and more user-friendly. You can take pictures of your receipts and send them to a specific address defined by your system's configuration. The processing engine correctly determines the user based on the email address stored in the user profile and stores the image/file of the receipts associated with the user in File Manager. When you log in to the system, you can view the receipt in the Receipts field of the Expense Dashboard and enter the information for the related expense item.

To attach emailed receipts to the expense draft when adding or editing an expense item:




1. Take a picture or scan the receipt and email it to the email specified by your system administrator. Enter the name of the receipt in the subject line to make it easier to identify once it is in the system.
2. A scheduled task runs once a day to load the emailed images into the system.
3. Create your expense draft or edit an existing report.
4. If needed, create the expense item for the receipt.
5. Select an expense item and click **Add**.
6. Under the Receipts tab, click the link of the emailed receipt to view.
7. Use the image to enter the information for the expense report.

8. Click the **Attachment** icon to the left of the link to attach the receipt to the expense report.



Emailed receipts cannot be deleted until the user returns to the page to edit it.

If you need to delete the receipt, open the expense item details and click  beside the receipt to be deleted. This can only be done on expense drafts. The receipt is returned to the **Receipts** list to be added to another expense draft as needed.

2.3 TripIt® Integration

This functionality enables the user to load itineraries from TripIt¹ and associate it with an expense report. Only airline, hotel, and car rental items are imported through the system.

Please contact your Basware Implementation Team or Client Care Team to enable this feature.



When enabling TripIt, the users who are using Internet Explorer need to add the URL where Basware P2P is running the trusted sites. For example if the customer's instance of Basware P2P is running on <http://customer.com/> Verian, then the users need to add http://customer.com to their trusted sites and uncheck the checkbox Enable Protected Mode for the trusted sites.

If this is not done, then the first time the user logs in to TripIt from Basware P2P, he may get a security error. After the initial login, the system should be working fine. If the above action is performed, then the user will not experience the security error warning.

Requirements

- A TripIt account

To use TripIt, you must follow the following steps:

1. Create an account at www.tripit.com.
2. [Load Emailed Itineraries from TripIt® into Expense Manager](#)
3. [Create Expense Reports from TripIt® Itineraries](#)
4. (Optional) [Change Associated TripIt Itineraries on Expense Drafts](#)
5. (Optional) [Delete TripIt® Itinerary Items](#)

2.3.1 Load Emailed Itineraries from TripIt® into Expense Manager

To load emailed itineraries from TripIt into Expense Manager:

¹ TripIt is a registered trademark of Concur®.



1. From the email account that was used to create the TripIt account, forward any airline, hotel, or car rental confirmation emails to plans@tripit.com.
2. Log out of TripIt.



It is important that you are logged out of TripIt before performing the next steps. It is during this step that the authenticating of the user and the TripIt account are performed in the system.

3. Log into Basware P2P.
4. Navigate to **Travel & Expense > Expense Dashboard**.
5. Click **Update** next to the Itineraries header.
6. Enter the email address and the password, then click **Allow** to connect Expense Manager to TripIt.

The itineraries are loaded into Expense Manager. You can view them in the **Itineraries** section to the right of the page.

After the itinerary is in Expense Manager, you need to [associate it with an expense draft](#).


2.3.2 Create Expense Reports from TripIt® Itineraries

Location: Travel & Expense > Manage/Track > Expense Dashboard.

You must have itineraries from TripIt [loaded into Expense Manager](#) before you perform this task.

To associate itineraries with expense reports from the Itineraries section:



1. From the Expense dashboard, click the **Itinerary Name** link under the **Itineraries** section heading that is to be added to the expense report.
2. Click the *select all* checkbox to select all the items on the itinerary or check the individual boxes for the items that apply.
3. Click **Add**.
4. Enter the required information.
5. Locate any expense items that have a red status flag, then click  and enter the missing required information.
6. Click **Save**. Repeat until all the red status flags are cleared.
7. Click **Save** on the Edit Expense Report page.
8. If the expense report is ready to be submitted for approval, click **Submit**.

2.3.3 Associate TripIt® Itineraries to Existing Expense Drafts

To associate itineraries with expense reports from Create Expense Report:



1. From the Dashboard, navigate to **Travel & Expense > Expense Dashboard**.

2. From the Expense dashboard, click **Create Expense Report**.
3. Enter the required information.
4. Under the Expense Item tab, select an expense item that is associated with TripIt.



This is based on the itinerary item type when creating the expense type under the Administration tab.

5. Click **Add**.
6. Click the **Itineraries** tab.



To view the itinerary details, click the **Itinerary Name** link.

7. Click the **[+]** of the trip whose information is to be viewed.
8. Click the **blue + sign** icon to populate the fields with the information for that trip.



This information can only be populated once. If the user selects another trip from the Itineraries tab, the old information is still displayed. The user will have to manually enter the new information.

9. Verify that the information is correct and enter any missing required information.
10. Click **Save**.
11. Repeat steps 3-9 until all expense items for the expense report have been added.
12. Click **Save** on the Edit Expense Report page.
13. Click **Cancel** or the **Expense** tab to return to the Expense dashboard.

2.3.4 Change Associated TripIt® Itineraries on Expense Drafts

To change an associated itinerary from expense reports:



1. From the Dashboard, navigate to **Travel & Expense > Expense Dashboard**.
2. From the Expense dashboard, locate the expense report with the TripIt itinerary that needs to be changed.
3. Click the **Edit** icon in the **Actions** column.
4. Locate the expense item with the TripIt itinerary that needs to be changed.
5. Click the **Edit** icon in the **Actions** column.
6. At the bottom of the first tab (the name changes with the expense item), there is a field named *itinerary*.
7. Click the **Delete** icon to the right of the itinerary name to remove the itinerary from the expense item.

8. Select a new itinerary by clicking the [+].
9. Click the **blue + sign** icon to add the itinerary to the expense item.
10. The information in all the fields needs to be updated to match the current itinerary.



This information can only be populated once by the system. If the user selects another trip from the Itineraries tab, the old information is still displayed. The user will have to manually enter the new information.

11. Click **Save**.
12. Click **Save** on the **Edit Expense Report** page.
13. Click **Cancel** or the **Expense** tab to return the Expense dashboard.

2.3.5 Delete TripIt® Itinerary Items

To delete an itinerary item from the Itinerary section:



1. From the Dashboard, select **Expense** on the menu bar.
2. Select and click **Expense Dashboard** from the **Manage/Search** menu group.
3. From the **Itineraries** section of the Expense dashboard, locate the TripIt itinerary that needs to be deleted.
4. Click the **Delete** icon to the left of the itinerary.
5. Click **OK**.



Once a TripIt item is deleted, it is not displayed again even if **Update** is clicked.

2.4 Expense Files Import

Users can download statements from most credit card companies and commonly used financial management software packages such as Microsoft Money directly into the system.

Cash advances and mileage calculations cannot be mapped to a credit card import.

If a user is an expense delegate for another user, that user's credit card information is displayed as well. This is not a reciprocal relationship. Both users would have to be each other's delegates to see each other's information. The delegate can create expense drafts and expense reports on behalf of the user.

Example

- User A is a delegate for User B. User A is able to see User B's expense information including credit card imports.
- User B is not a delegate for User A. User B is unable to see User A's expense

information.

- User A and User C are delegates for each other. They are able to see each other's expense information including credit card imports.

2.4.1 Import Credit Card Expense Data

Location: Travel & Expense > Manage/Search > Import Expenses > .

You must have the following permission to import expense data:

- 2004 – Can Import Expense Data from External Sources

To import credit card information:



1. Enter an import title into the **Import Title** field.
2. From the **Expense Draft** field, select the *expense draft* to import a financial report.
3. Select the *import type* and *browse* for the file to be imported in the Import File field.
4. Click **Import File**.
5. Click **Continue** on the confirmation page.

You can specify the expense item type for each item and skip the import of a line item by not selecting an expense item for that line item.
6. Once the expense item is selected, select an *existing expense draft* or a *new expense draft* (from the drop-down field), and click **Add**.
7. If the *red flag* is displayed for any line item, click the **Edit** icon for that line item to edit it and enter the required fields. The user can edit the date, the description, the payment, the account, and the user defined fields. The quantity and the amount cannot be edited.
8. Continue the rest of the steps to submit the expense report.

2.4.2 Process Unprocessed Credit Card Information

Location: Travel & Expense > Manage/Search > Expense Dashboard > .

To process unprocessed credit card information:



1. From the Expense dashboard, click the **Process** icon in the **Actions** column under the credit card tab for the credit card line that is to be processed.
2. Specify the expense item type for each item. Skip the import of a line item by not selecting an expense item for that line item.
3. Once the expense item is selected, select an existing expense draft or a new expense draft (from the drop-down field), and click **Add**.
4. Click **Finish**.
5. You can edit each item and change the information that came through in the import.
6. If the *red flag* is displayed for any line item, click the **Edit** icon for that line item to edit it and enter the required fields.

7. Continue the rest of the steps to submit the expense report.

2.4.3 Delete Unprocessed Credit Card Information

Location: Travel & Expense > Manage/Search > Expense Dashboard > .

Depending on the attributes configured for the credit card, you may not be able to delete transactions.

To delete unprocessed credit card information:



1. From the Expense dashboard, click the **Process** icon in the **Actions** column under the credit card tab for the credit card line that is to be deleted.
2. Click the **Delete** checkbox on the line for the credit card line that is to be deleted.
3. Click **Delete**.
4. Click **OK**.



If all the lines within the unprocessed credit card batch are to be deleted, click the **Delete** icon in the **Actions** column under the credit card tab.

2.5 Level 3 Credit Card Expense Data

Level 3 credit card data captures extensive line-item information, including but not limited to the data below:

- Transaction amount
- Customer code
- Sales tax
- Quantity
- Item ID or SKU
- Item description
- Unit price
- Extended price
- Unit of measure
- Commodity Code
- Line Discount

The information collected is equivalent to that found on an itemized invoice. Businesses that collect Level 3 data can receive discounted interchange fees, the fee paid for all card-based transactions.

P2P Expense Manager allows businesses to import level 3 data into the system to automate expense draft creation and more easily manage the data.

Related Permissions

- 2014 - Manage Inbound Expense Data

System configurations set by the administrator affect when, how often, and under what name expense reports are automatically created from Level 3 credit card data.

Automatic Expense Line Item Matching

When Level 3 credit card data is imported into the system, the system attempts to match the data in 5 fields:

1. **User** - the system attempts to match users by User_ID, EmployeeID (Company ID), UserEmail, NTUserID, LoginName, or UserAccCode fields. The match must be for exactly one user and fails if no users are found or if 2+ users are found. If a user match is not found, a user with permission *2014 - Manage Inbound Expense Data* is notified. They can either add an existing user to the expense record or create a new user based on the imported information.
2. **Expense Item** - the system attempts to match the line to existing expense items by Item_ID, Merchant Category Code (MCC) or Item AccCode (Account Code). The match must be for exactly one item. If no match is found, either the user matched to the item or a user with permission *2014 - Manage Inbound Expense Data* can edit the data and add an expense item.
3. **Payment Type** - The system attempts to match the payment type by PaymentType_ID or PaymentTypeName. If these fields cannot be matched, the system uses the default payment type. For most tenants, this is called "Default."
4. **Vendor** - If the matched expense item has "Require Vendor Selection" set to Yes and the expense type has "Require Vendor Entry" set to Yes, the system attempts to match by vendor using the Vendor_ID, MerchantName, or MerchantAccCode fields. If a match cannot be found and the item requires a vendor, the line is flagged as an exception and must be edited by the associated user or a user with permission *2014 - Manage Inbound Expense Data*.
5. **UserCardToken** - If the credit cards are referenced in the system and the data via tokens (instead of credit card numbers), the card token is associated with the employee ID in the imported transaction. All subsequent Level 3 credit card transactions can match the card token to the employee ID as needed.




An employee may have multiple card tokens associated to their ID. However, a card token can only be associated to one employee.

Expense Draft Creation from Level 3 Data

After matching is performed, all records with matched users, expense items, and vendors (if required) are added as line items in an automatically created expense draft. The name of the draft is determined by system configuration.

Drafts are created based the system's configured cycle frequency, and can be created weekly, monthly, or twice a month, to best match the tenant's internal workflows and reports.

Generated expense drafts are created with 100 expense items each. If an imported batch within a cycle has more than 100 expense items, a second draft is created and named *DraftName(2)*. Items can be manually added to expense drafts with 100+ imported items.

In the following figure, a sample of a generated expense draft is pictured. All successfully matched expense lines appear as expense items at the bottom of the page and include a credit card icon  beside the item type. The generated expense items can be managed like normal expense items using the **Edit**, **Delete**, and **Move** icons.



The **Amount** and **Quantity** fields for imported credit card transactions cannot be edited.

Edit Expense Report

Save Submit Clear Entries Cancel

Expense Header

Report Title * Comdata Credit Card && "BankAm's" Debit Car Charge to * Default

Report Description Justification

Approval Notes Expense Report Attachment Browse... No file selected.

coding information On Behalf of ts4Nirali

Weight Expected Delivery Date * (mm-mm-dd)

Receipts

- 2016-06-29_161030.jpeg Uploaded via Mobile App sent on 2016-06-29 by ts4Nirali
- 2016-06-29_160926.jpeg Uploaded via Mobile App sent on 2016-06-29 by ts4Nirali
- 2016-01-13_1556351.jpeg Uploaded via Mobile App sent on 2016-01-13 by ts4Nirali
- 2016-01-13_1556351.jpeg Uploaded via Mobile App sent on 2016-01-13 by ts4Nirali
- 2016-01-13_1556341.jpeg Uploaded via Mobile App sent on 2016-01-13 by ts4Nirali
- 2016-01-13_1556341.jpeg Uploaded via Mobile App sent on 2016-01-13 by ts4Nirali

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Expense Items

Expense Item: Select Expense Item Type Add List Detail

	Status	Date	Name	Vendor	Type	Qty	Amount	Line Total [Pre-Paid]	Actions
		2017-09-13	Airport Car Rental-NR		Airport Car Rental- NR	3.00	442.3600	\$1,327.08	
		2017-09-14	Airport Car Rental-NR		Airport Car Rental- NR	9.00	446.5900	\$4,019.31	
		2017-09-14	Airport-R	LRP PUBLICATIONS, INC - 144358	Airport-R	2.00	63.4600	\$126.92	
		2017-09-30	Lodging		Lodging	7.00	243.8500	\$1,706.95	
		2017-09-30	Lodging		Lodging	7.00	214.0500	\$1,498.35	
		2017-09-30	Airfare		Taxi	4.00	358.0800	\$1,432.32	

1234

Delete Move Expense(s) Select Report Move Entered Expense Total: \$213,432.73

Save Submit Clear Entries Cancel

Figure 4: Sample of Generated Expense Draft with Level 3 CC Data

Import Notifications

When credit card data is imported into the system, a notification is sent to the users associated to each line item, informing them of the import and marking any unsuccessful imports. You can then access the data using the action **Travel & Expense > Expense Import Summary by User** and correct errors as necessary.

If you have permission *2014 - Manage Inbound Expense Data*, you receive notification emails for any line items that are not successfully matched to a user. You can then access the data using the action **Travel & Expense > Expense Import Summary by Batch** and correct errors as necessary.

Import Summary Grids

Related Permissions

- 2014 - Manage Inbound Expense Data; required to view Import Summary By Batch page and edit transaction details associated to another user, or no user.

When you navigate to **Expense Import Summary by Batch** or **User**, the Import Summary grid displays an overview of batch data, as below. This grid is non-editable. You can export selected lines or the entire table to an Excel spreadsheet using **More Actions**.

The grid for **Import Summary By User** appears the same, but only displays imported batches associated to your personal user.

When you click a hyperlinked Batch ID, the Card Transaction Detail page displays with the data for each transaction. The User and Item fields are editable only if the record has an exception (shown in the Exception Type column). If the record is in Processed status, it is no longer editable from this page. You must edit information from the Expense Draft to which the transaction was added.

Data can be exported to an Excel spreadsheet using the **Export current view** and **Export All Rows** actions in the More Actions menu.

2.5.1 Associate Level 3 Credit Card Data to Existing Users

Location: Travel & Expense > Manage/Search > Expense Import Summary by Batch.

If you have permission *2014 - Manage Inbound Expense Data*, you receive notification emails for any line items that are not successfully matched to a user. You can then access the data using the action **Travel & Expense > Expense Import Summary by Batch** and correct errors as necessary.


To match level 3 transactions to users:



1. Locate the desired batch and click the hyperlinked **Batch ID** number.
2. Locate the transactions that require editing. The errors (exceptions) are explained in the **Exception Type** column for review.



The user must select an existing user to correct the exception. To create new users, see [Create New Users from Imported Level 3 Credit Card Data](#).

3. Edit the User field for all necessary records. The typeahead field begins showing suggestions after typing the first three characters of the desired user name.
4. When all edits have been made, click  to save the changes and resubmit the record for processing onto an expense draft.

2.5.2 Create New Users from Imported Level 3 Credit Card Data

Location: Travel & Expense > Manage/Search > Expense Import Summary by Batch.

You need the following permission to perform this task:

- 2014 - Manage Inbound Expense Data

If credit card information is imported with user data that does not match to any existing user, the system analyzes the data, groups it by the information provided, and aggregates the possible new user data from the information. As the batch reviewer, you can then choose to create a new user from the imported data.

The created user has only two permissions: *0 - Access System* and Access to Expense Manager. The created user can create and edit expense drafts, and can review and edit imported Level 3 credit card data associated to them.



1. From the Menu Bar, navigate to **Travel & Expense > Expense Import Summary by Batch**.
2. Locate the desired batch and click the hyperlinked **Batch ID** number.
3. Click **More Actions > Create Users**.
4. Click the arrow on the right side of each User to expand the user information.
5. Fill in or correct all necessary information.
 - The Login Name defaults to the email address, but can be changed to any value.

- The Location dropdown selects the location for the user's Bill to Location, Ship to Location, and Expense Location. These values can be changed later by an administrator in the User Profile.
 - The Manager field (optional) is a typeahead field. Begin typing the name of the desired manager and then select from the list.
6. If the user should be created, check the box beside **User [#]**. If the user should not be created, ensure the box is unchecked.
 7. When all desired changes are made, click **Create Users**.

The users are created in the system and a generated password is emailed to each user.

2.5.3 Edit Imported Level 3 Credit Card Data Associated to Users

Location: Travel & Expense > Manage/Search > Expense Import Summary by User.

To edit level 3 credit card transaction data that has been associated to a user:



1. Locate the desired batch and click the hyperlinked **Batch ID** number.
2. Locate the transactions that require editing. The errors (exceptions) are explained in the **Exception Type** column for review.
3. Edit the Item field for all necessary records. The typeahead field begins showing suggestions after typing the first three characters of the desired item type.




You must select an existing item to correct the exception. New items cannot be created from this page.

4. When all edits have been made, click  to save the changes and resubmit the record for processing onto an expense draft.

2.5.4 Delete Generated Expense Items with Level 3 Credit Card Data

Location: Travel & Expense > Manage/Search > Expense Drafts



You can delete level 3 credit card transactions from expense drafts only if the Credit Card user attribute type has "Allow Deletion of Credit Card Transactions" set to **Yes**. If the "Allow Deletion of Credit Card Transactions" setting is set to **No** and you click , the transaction is added back to the Unprocessed Credit Card Transactions list for revision and resubmission.



If an expense report being deleted has Level 3 credit card transactions with the user attribute "Allow Deletion of Credit Card Transactions" set to *No*, the transactions are recycled and reprocessed. Any Level 3 credit card transactions with the attribute set to *Yes* are archived and not recycled when the expense report is deleted.

To delete a level 3 credit card transaction:



1. Locate the expense draft with the transaction to be deleted and click .
2. Locate the expense transaction to delete and click .

The transaction is either archived or returned to the Unprocessed Credit Card Transactions list, depending on the setting for “Allow Deletion of Credit Card Transactions” in the Credit Card user attribute type.

For instructions on editing expense drafts or items, see [Expense Drafts](#).

2.5.5 Export Level 3 Credit Card Data to Excel Spreadsheets

Location: Travel & Expense > Manage/Search > Expense Import Summary by Batch/User

To export level 3 credit card data to Excel spreadsheets:



1. If desired, locate the batch to export and click the hyperlinked **Batch ID** number. Otherwise you can just export the batch summary information.
2. Use filters if needed to select the data you want to export.
3. Click **More Actions** > **Export Current View** or **Export All Rows**.
 - **Export Current View** - Exports all records on the currently displayed page. If the user selects page 4 of data, and the table is set to show 60 records, then the 60 records on page 4 are exported. All filters and sort order apply.
 - **Export All Rows** - Exports all records in the table to Excel; all filters and sort orders apply. By default, the maximum number of records that can be exported is 1250.

2.6 Expense Reports

Expense reports are created when an expense draft is submitted for approval. They can be in two statuses:

- Open Expenses: these are either in approval or have not yet been released for payment
- Old Expenses: these have been approved and fully reconciled

You can perform the following actions with expense reports:

- [Search for Expense Reports](#)
- View [open expense reports](#), [closed expense reports](#), or [all expense reports](#)
- [View Expense Item Details](#)
- [Add Attachments to Expense Items](#)
- [Edit Expense Item Accounts Coding](#)
- [Split Expense Item Accounts Coding](#)
- [View Expense Report Approval Routing](#)
- [Add Discussion Notes to Expense Report](#)
- [View Budgets on Expense Reports](#)
- [Finalize Pre-Approved Expenses](#)

- [Copy Items to New Expense Draft](#)
- [Delete Expense Report](#)

2.6.1 Search for Expense Reports

Location: Travel & Expense > Manage/Search > Search Expenses

Required Permission

- 2012 – Manage All Users' Expense Reports



If you have permission *2011– Restrict to Own Expenses*, not *2012*, you can only search for your expense reports or expense reports created on behalf of another user.

To search for expense reports:



Enter or select the criteria based on the reports that are being searched for, and click **Search**.





The search results are limited to expense reports that you have created or have access to.

2.6.2 View All Expense Reports

Location: Travel & Expense > Filters > All Expenses.

To view all expense reports:



1. On the **All Expenses** page, locate the expense report to view. You can sort by any of the column headings to make it easier to locate the desired report.
2. To view the details of an expense report, click  in the **Actions** column or the **Report Number** link.
3. To view the print preview for an expense report, click  in the **Actions** column.

2.6.3 View Open Expense Reports



Location: Travel & Expense > Filters > Open Expenses.

You can view expense reports that are in approval or not yet reconciled from the **Open Expenses** page.

To view open expense reports only:



1. On the **Open Expenses** page, locate the expense report to view. You can sort by any of the column headings to make it easier to locate the desired report.

2. To view the details of an expense report, click  in the **Actions** column or the **Report Number** link.
3. To view the print preview for an expense report, click  in the **Actions** column.



2.6.4 View Closed or Fully Released Expense Reports

Location: Travel & Expense > Filters > Closed Expenses.

You can view expense reports that have been fully approved, processed, and reconciled from the **Old Expenses** page.

To view closed or fully released expense reports only:



1. On the **Old Expenses** page, locate the expense report to view. You can sort by any of the column headings to make it easier to locate the desired report.
2. To view the details of an expense report, click  in the **Actions** column or the **Report Number** link.
3. To view the print preview for an expense report, click  in the **Actions** column.

2.6.5 View Expense Item Details

Location: Travel & Expense > Filter > Open/Closed/All Expenses.

To view expense item details:



1. Locate the expense report with items to view. You can sort by any of the column headings to make it easier to locate the desired report.
2. Click the **Detail** link in the right hand corner of the Details tab.
The details of each expense item are displayed.
3. Click the **List** link to return the list view.



2.6.6 Add Attachments to Expense Items

Location: Travel & Expense > Filter > Open/Closed/All Expenses.

You can add attachments to any expense items on open or closed expense reports that you created.

To add attachments to expense items:



1. Locate the expense report with the items that need attachments and click  to view. You can sort by any of the column headings to make it easier to locate the desired report.
2. Click  in the **Actions** column for the expense line that the attachment needs to be added to.
3. In the Upload Attachment pop-up, enter the name for the attachment in the **Notes** field.
4. Click **Browse** to locate the document to attach from your device's files.

5. Click **Upload**.
6. Click **Close Window**.
The number in parentheses indicates the number of attachments included with the expense item.

2.6.7 Edit Expense Item Accounts Coding

Location: Travel & Expense > Filter > Open/Closed/All Expenses.



If needed, you can change accounts coding information for expense items on open or closed expense reports.



To add or edit split accounts coding information, see [Split Expense Item Accounts Coding](#).

To edit account codes in the Details tab:





1. Locate the expense report with the items that need attachments and click  to view. You can sort by any of the column headings to make it easier to locate the desired report.
2. Click  in the **Actions** column for the expense line for which the accounts coding data must be edited.
3. *(Optional, drafts only)* If enabled on your expense draft, add an explanation of the expense in the Purpose field. This text will be added to the expense's Description information.
4. Select the applicable Accounts Coding Type, if needed, and enter all accounts coding information.
5. If needed, select the **Yes** radio button to apply the accounts coding information to multiple items in the expense report, and check the other items to which the accounts coding should be added.
6. When finished, click **Save & Return**.

2.6.8 Split Expense Item Accounts Coding

Location: Travel & Expense > Filter > Open/Closed/All Expenses.

To split account codes for expense items:



1. Locate the expense draft or report and click  to view. You can sort by any of the column headings to make it easier to locate the desired report.
2. Click  in the **Actions** column for the expense line for which the accounts coding data must be split.


3. *(Optional, drafts only)* If enabled on your expense draft, add an explanation of the expense in the Purpose field. This text will be added to the expense's Description information.
4. Select the applicable Accounts Coding Type, if needed, and enter all accounts coding information for the first split.
5. Enter either the *Split Percent* (as a value between 0 and 1) or the *Split Amount* to specify the amount that should be applied to the specified account code.
6. Click **Add Split** to apply the account code to the specified amount.
7. Keep entering the *split percent* or the *split amount* until the split percent equals 100% (1.00) or the split amount equals the expense item total.
8. When finished, click **Save & Return**.

2.6.9 View Expense Report Approval Routing

Location: Travel & Expense > Filter > Open/Closed/All Expenses.

To view approvals in the Approval History tab:




1. Locate the expense report you want to view and click . You can sort by any of the column headings to make it easier to locate the desired report.
2. Click the **Approval History** tab to view the completed and remaining routing for the expense report.

2.6.10 Add Discussion Notes to Expense Report

Location: Travel & Expense > Filter > Open/Closed/All Expenses.

To add notes in the Notes tab of an expense report:



1. Locate the expense report you want to add notes to and click . You can sort by any of the column headings to make it easier to locate the desired report.
2. Click the **Notes** tab.
3. Click **Add Note**.



If the creator of the note is not the creator of the expense report, a **Notify Owner** field is displayed. Uncheck the field if the owner does not need to be notified that a note has been added to the expense report.

(Optional) Select the users to notify by clicking on the **Search** icon.

5. Enter the subject of the note in the **Subject** field.
6. Enter the body of the note in the **Body** field.
7. Click **Add**.

The **Expense Report Detail** page is displayed with the note's subject, a snippet of the note, the name of the person who added the note, and the date and time the note was added. Users with email notifications enabled receive an email notification for all discussion notes for which they are specified as a recipient. The user can click the **Reply** link within the email to be taken directly to the Reply modal on the request, after login or SSO authentication.

2.6.11 View Budgets on Expense Reports


Location: Travel & Expense > Filter > Open/Closed/All Expenses.

In order to perform this action, your administrator must have Budget Manager enabled and configured.

If Budget Manager is enabled and budgets are configured so that your expenses affect at least one of them, you can view the budget details in the Budgets tab of the expense report.

To view budgets affected by the expense report:



1. Locate the expense report you want view the budget of and click . You can sort by any of the column headings to make it easier to locate the desired report.
2. Click the **Budget** tab.
3. Click the **Budget Name** link to view a pie chart of the budget's expenses.
4. Click the **Held Amount** link in the budget summary line to view the budget audit for the budget.
5. Click the **Held Amount** link in the transaction summary line to view the budget transactions details for the expense report.


2.6.12 Finalize Pre-Approved Expenses

Location: Travel & Expense > Filter > Open Expenses.

To perform this action, the expense report must be in pre-approved status.

To finalize pre-approved expenses:



1. Locate the expense report in pre-approved status that you want to finalize and click . You can sort by any of the column headings to make it easier to locate the desired report.
2. Click **Finalize Pre-Approved Expense** in the upper right hand corner. The action is only displayed if the expense report is in pre-approved status.
3. Edit the necessary information.
4. If any of the expense line items have a red status flag, click the **Edit** icon in the **Actions** column.
5. Edit the necessary information and click **Save**.
6. Click **Submit**.

2.6.13 Copy Items to New Expense Draft

Location: Travel & Expense > Filter > Open/Closed/All Expenses.



To copy credit card transactions to a new report, you must have user permission *2015 - Can copy credit card transactions*. If you do copy a credit card transaction, it will become a non-credit-card transaction on the new expense report.

To copy items from an existing expense report to a new expense draft:



1. Locate the expense report that you want to copy items from and click . You can sort by any of the column headings to make it easier to locate the desired report.
2. Click **Copy Items to New Report**.
3. The items are copied to the new report. Note that any credit card transactions are converted to manual transactions when copied. Edit any necessary information in the expense header.
4. Click the **Edit** icon next to the expense item that needs to be edited.
5. Edit the necessary information.
6. Click **Save** to return to the Edit Expense Report page.
7. Click **Save** to save the new expense draft.
8. If the expense draft is ready to be submitted for approval, click **Submit**.

2.6.14 Delete Expense Report

Location: Travel & Expense > Manage/Search > Search Expenses.

In order to delete an expense report, it must be an open expense report. It cannot be in *in accounting*, *partially released*, *fully released*, *declined*, or *closed* status.

To delete an expense report:



1. Enter or select the criteria based on the reports that are being searched for, and click **Search**.
2. Locate the expense report that is to be deleted.
3. Click in the **Actions** column of the line that is to be deleted.
4. Click **OK**.
5. Click **Close**.

2.7 Expense Approval

Expense reports can be set up to go through the approval process by setting up certain rules. Managers can either approve several reports at once, approve a single expense report, or approve by line item. Also, approvals can be done via email.

The following permission is required to perform approval tasks.

Required Permission

- 1 – Approve Requests

You can access the Approval page from **Travel & Expense > Approve/Reconcile > Pending Approval**.

2.7.1 Approve, Return, or Decline Expense Reports at Header Level

Location: **Travel & Expense > Approve/Reconcile > Pending Approval**.

To approve, return or decline single/multiple expense reports at header level:



1. Select the checkbox beside the expense reports to approve, return, or decline.
Up to 10 reports may be selected.
2. Select **Approve**, **Return**, or **Decline** at the bottom of the page.
 - If **Approve** or **Return** is selected, the system prompts the user with a confirmation message. Click **OK** to continue.
 - If **Decline** is selected, the user is prompted to provide a reason for the decline. Enter the reason and click **Decline** to remove expense reports from the list.

The users who requested the expenses are notified that they have been approved or declined. If returned, the previous approver is notified that the expense has been returned for additional review.



The quantity and the amount on credit card lines that go for approval cannot be edited.

2.7.2 Approve or Decline Expense Reports at the Detail Level

Location: **Travel & Expense > Approve/Reconcile > Pending Approval**

System configuration determines whether the line items are defaulted to Approve or Decline.

To approve or decline line items on an expense report at the detail level:





1. Click the hyperlinked **Expense Report #** for the expense to review.
2. *(Optional)* Change the approved amount for each line item in the Details table. The amount cannot exceed the entered expense amount for the line item.



If the line is a credit card import line, the quantity and amount cannot be changed.

3. *(Optional)* Add Discussion Notes, send FYI notifications, or edit the Approval Routing as needed.
4. To approve expenses without looking at the expense details, select the check box to the right of each expense to approve.
5. To view the details for and approve each expense, click the hyperlinked expense name.
6. *(Optional)* Update the Amount and Quantity as needed.

7. (Optional) Use  and  to update the accounts coding information as needed.
8. Click **Reject** or **Approve**.
9. Repeat the previous steps for each expense item. After you approve or decline the last item on the report, you are taken back to the Expense Report Approval page.
10. Click **Process**.

The lines are approved or declined as marked.




Clear Entries only clears the information for changes made to the approved amount, the quantity, and note to the requester. It does not reverse the changes made when the line is approved or declined.

2.7.2.2 Split Account Codes in Detail Approval

Location: Travel & Expense > Approve/Reconcile > Pending Approval

To split account codes in the Detail Approval page:



1. Click  in the **Expense** column for the expense line for which the accounts coding data must be split.
2. (Optional) If level 3 credit card data is available, click the displayed **Airline Data**, **Hotel Data**, **Product Data**, or **Rental Data** to view the additional information.
3. Select the applicable Accounts Coding Type, if needed, and enter all accounts coding information for the first split.
4. (Optional) If enabled, enter a Coding Note for the accounts coding split.
5. Enter either the *Split Percent* or the *Split Amount* to specify the amount that should be applied to the specified account code. Percentages need to be entered in as values between 0 and 1.
6. Click **Add Split** to apply the account code to the specified amount.
7. Keep entering the *split percent* or the *split amount* until the split percent equals 100 or the split amount equals the expense item total.
8. (Optional) Select the **Yes** radio button to **Apply Selected Coding Segments to Selected Line Items**, then select the additional line items in the table below.
9. Click **Save & Return** when finished.
The accounts coding splits are applied to the expense line, as well as any other lines specified.

2.7.3 Send FYI Notification for Expense Report

Location: Travel & Expense > Approve/Reconcile > Pending Approval

The system must be configured to enable FYI notifications.

You can send an FYI notification to inform other users of expense reports, especially when the other users do not need to approve the report.

To send an FYI notification:



1. Click the hyperlinked **Expense Report #** for the expense to review.
2. In the **Send FYI Notifications** area, begin typing the name of the user to identify. When the list of suggested users appears, click the desired user.
3. Click **Add**.
4. Complete the remaining necessary steps for approving or declining.

After processing the approval, the FYI user is notified of the expense report through email and/or internal notification.


2.7.4 Delete FYI Notification from Expense Report

Location: Travel & Expense > Approve/Reconcile > Pending Approval

The system must be configured to enable FYI notifications.

To delete an FYI notification:



1. Click the hyperlinked **Expense Report #** for the expense to review.
2. In the **Send FYI Notifications** area, click  next to the user who is to be deleted.
3. Click **OK**.
4. Complete the necessary steps for approving or declining.

The user is removed and no longer receives FYI notifications when a note is added.

2.7.5 Add Approvers to Route for Expense Reports



Location: Travel & Expense > Approve/Reconcile > Pending Approval

When adding approvers to the route, the following conditions apply:

- A new approver can only be inserted after the current active approver.
- The current approver or any previous approver cannot be moved up or down.
- Only the user who added the approver can delete the added approver.
- When there are multiple rules in effect, the selection of the approver under the rule determines where the approver should go in the rule chain. Typically, it is right after the approver next to the **Add** icon selected.

To add an approver to the route:





1. Click the hyperlinked **Expense Report #** for the expense to review.
2. In the **Edit Approval Routing** area, begin typing a user's name to add as an approver.
3. When the user displays in the list of suggestions, select them and click **Add**.
4. To rearrange the order of approvers, click  or .
5. Complete the necessary steps for approving or declining.

2.7.6 Replace Approvers in Route for Expense Reports

Location: Travel & Expense > Manage/Search > Search Expenses

To replace an approver in the approval route:



1. Enter or select the criteria based on the reports that are being searched for, and click **Search**.
2. Locate the expense report that has an approver that needs to be replaced.
3. Click  in the **Actions** column of the line where the approver is to be replaced.
4. Click  next to the approver that is to be replaced.
5. Locate and select the new approver.
6. Click **Select**.

The approver is replaced in the approval route.

2.7.7 Delete Approver from Route


Location: Travel & Expense > Approve/Reconcile > Pending Approval



Only the user who added the approvers can remove the approvers.

To delete an approver from the route:



1. Click the hyperlinked **Expense Report #** for the expense to review.
2. In the **Edit Approval Routing** area, click  to delete a user.
3. Complete the necessary steps for approving or declining.

2.7.8 Add Discussion Notes to Expense Report


Location: Travel & Expense > Approve/Reconcile > Pending Approval

The Notes tab displays the discussion notes for the expense report. Discussion notes are ongoing notes among users about the item.

To add notes in the Notes tab:



1. Click the hyperlinked **Expense Report #** for the expense to review.
2. In the Discussion notes area, click **Add Note**.
3. *(Optional)* Choose the users to send the note to. The field uses typeahead functionality, so type the first few letters of the user's name to get a list of possible matches.
4. *(Optional)* Enter a Subject for the discussion note.
5. Enter the discussion note and click **Submit**.

The note is displayed in the Notes table and any specified users receive a notification with the note. Users can click the Subject line to view the entire note, or click Reply  to reply to the message.

2.7.9 View Budget Transaction Summary for Expenses

Location: Travel & Expense > Approve/Reconcile > Pending Approval



The Budget tab is not displayed if the Budget Module is not enabled.

To view budget transaction summary in the Budget tab:



1. Click the hyperlinked **Expense Report #** for the expense to review.
2. Scroll down to the **Budget** area.
3. Click the **Budget Name** link to view a pie chart of the budget's expenses.
4. Click the **Held Amount** link in the budget summary line to view the budget audit for the budget.
5. Click the **Held Amount** link in the transaction summary line to view the budget transactions details for the expense report.

3 Expense Reconciliation

Depending on the system configuration, the last step in the expense process is reconciling the expenses waiting for receipts and reimbursing the user.

3.1 Expense Report Reconciliation When Waiting for Receipts

Reconciling is comparing the expense receipts with the expense report created in P2P Expense Manager and releasing the expense for payment.

Someone in accounts payable typically completes this function.

Expense reports can be sent for manual reconciliation if the system is configured to do so, or when the **Require Receipt Above** field is set for an expense item and the line on the expense report exceeds that amount.

Requirements

The following permission is required to reconcile expense reports.

- 2003 – Can Release Expense Reports (Reconcile)



- If you need to manage all expense reports, make sure that you are not given restrictive permission 57 – Restrict to Own Purchase Orders.
- If you have permission 2011 – Restrict to Own Expenses and permission 2003, you can only view/reconcile your own expense reports or expense reports you created on behalf of another user.
- If you have permissions 2012 – Manage All Users' Expense Reports and 2003, you can view/reconcile all expense reports.

3.1.1 Reconcile Expense Report

Location: Travel & Expense > Approve/Reconcile > Pending Reconciliation.

To reconcile an expense report waiting for receipts:



1. Select the expense report to be reconciled and click **Reconcile Expense**.
2. From Expense Reconciliation Detail page, verify the approved amount for line items.
3. Check the box for receipt OK/decline, and click **Reconcile Expense** to reconcile the expense.

When the expense report is viewed from the dashboard, the status shown is fully released.

3.1.2 Decline Expense Report

Location: Travel & Expense > Approve/Reconcile > Pending Reconciliation.

To decline an expense report waiting for receipts:



1. Select an expense report from the list of reports and click **Reconcile Expense**.
2. Check the box for *receipt OK/decline* and click **Decline Marked** to decline the expense.
3. Click **Yes** to decline the expense report.

3.2 Manually Mark Expense Reports as Released

Location: Travel & Expense > Approve/Reconcile > Pending Reconciliation.

Marking expenses as released is the last step before the expense is paid back to the expense report creator. This step occurs after all required receipts have been checked off and settled in the system. The pathway of the expense report after it has been marked for release will depend on the company's internal process. It can be released to the accounting system or may be handled manually in some cases.

Once an expense report is reconciled, it is automatically marked as *released*. If you want to mark manually the expense report for release, then use **Mark as Released** on the Manage Expense Reports page. This is also used as a shortcut to release the expense report.

This step is not necessary if an expense is reconciled. This is available as a quick reconcile/release instead of going through the process of reconciliation.

To mark manually an expense report as released:



1. Select the *report* to be released.
2. Click **Mark as Released**.

3.3 Reconciled Expense Report Management

The released expense reports displays the list of all expense reports that have been released for payment. Users can perform certain tasks on the expense reports such as viewing the expense reports and printing the expense reports.

Requirements

The following permissions are required to manage reconciled expense reports:

- Can Charge Expenses to Selected Locations (2002) – Select Locations using the hyperlink.
- Can Release Expense Reports (Reconcile) (2003)



If users need to manage all expense reports make sure that they are not given the restrictive permission 57 – Restrict to Own Purchase Orders.



Users with permission 2011 – Restrict to Own Expenses and permission 2003 are only able to view their expense reports or expense reports created on-behalf-of another user.



Users with permissions 1202 – Manage All Users' Expense Reports and 2003 are only able to view their expense reports or expense reports created on-behalf-of another user.

Figure 5: Manage Expense Reports Page – Displaying Released Expenses



When the credit card type is credit card – company paid, the reimbursable amount is 0.00.

3.3.1 Edit Accounts Coding on Reconciled Expense Reports


Location: Travel & Expense > Approve/Reconcile > Reconciled Expenses.



If account code splits are applied, edits need to be made through the Account Code Splits page.

To edit accounts coding data on reconciled expense reports:




1. Select the appropriate *expense item*.
2. Click **View Expense**.
3. Click  in the **Actions** column for the expense line for which the accounts coding data must be edited.
4. Select the applicable Accounts Coding Type, if needed, and enter all accounts coding information.
5. If needed, select the **Yes** radio button to apply the accounts coding information to selected items in the expense report.
6. When finished, click **Save & Return**.

Split Account Codes for Reconciled Expense Reports

To split account codes for reconciled expense reports:



1. Follow steps above to reach the View Expense Report Details page.
2. Click  in the **Actions** column for the expense line for which the accounts coding data must be split.
3. Select the applicable Accounts Coding Type, if needed, and enter all accounts coding information for the first split.

4.



Percentages need to be entered in as values between 0 and 1.

Enter either the *Split Percent* or the *Split Amount* to specify the amount that should be applied to the specified account code.

5. Click **Add Split** to apply the account code to the specified amount.
6. Keep entering the split percent or the split amount until the split percent equals 100 or the split amount equals the expense item total.
7. Click **Save & Return** when finished.

3.3.2 Preview Expense Reports For Printing

Location: Travel & Expense > Approve/Reconcile > Reconciled Expenses.


To preview an expense report for printing:



1. Select the expense report to be previewed
2. Click **Print Preview**.


4 Credit Card Management

As a Travel and Expense user, you can manage any credit cards assigned to you through the system.

If you have a credit card assigned to you, the credit card icon  is displayed in your Notifications bar. The icon is also displayed if you are a delegate for another user in the system who has cards assigned to them.

Clicking it displays the My Cards page, from which you can do the following:

- [View Card Balance, Details, and Transactions](#)
- [Dispute Transactions](#)
- [Request Replacement Credit Card](#)
- [Request Spend Limit Increase](#)

If you don't have  in the Notifications bar, you do not have any credit cards assigned to you. Contact your system administrator with questions or concerns.

Approvals

Approval routes for card service requests are managed by administrators using rules. Approvals can be performed in the system or through email approvals.



If a delegate user creates a card service request for their delegator, the email approval message says that the request was created by the delegator and does not identify the delegate user.

4.1 View Credit Card Balance, Details, and Transactions

Location:  > My Cards

At least one credit card must be assigned to you.

To view details about your assigned credit cards:



1. From the list on the left, select the card that you want to view.
2. Use the **Posted Transactions** and **Recent Transactions** tabs to view card activity. If desired, filter by date range.
 - **Posted Transactions** shows only transactions currently included on expense drafts or processed expense reports.
 - **Recent Transactions** includes pending and/or declined transactions.

You can click on the Exp. # (Expense Report number) to view the full Expense Report details.

4.2 Dispute Credit Card Transactions

Location:  > My Cards

The transaction must be fully processed and in the **Posted Transactions** list.



1. From the list on the left, select the card that you want to view.
2. Click **Posted Transactions**.
3. Find the transaction to dispute and click **Dispute**.

4.3 Request Replacement Credit Cards



This functionality must be configured by your administrator and the Basware Implementation team before it can be used. Contact your administrator with any questions.

Location:  > My Cards



1. Beside the card number, click **Request replacement**.
2. In the pop-up modal, fill out the required form information and click **Submit**.

The information and replacement request is submitted. If you have any questions or concerns about the request, contact your manager.

4.4 Request Credit Card Spending Limit Increases



This functionality must be configured by your administrator and the Basware Implementation team before it can be used. Contact your administrator with any questions.

Location:  > My Cards

To request an increase in your credit card's stated spending limit:



1. Under the Spend Limit information, click **Request increase**.
2. In the pop-up modal, fill out the required form information and click **Submit**.

The information and spending limit increase request is submitted. If you have any questions or concerns about the request, contact your manager.

4.5 Approve Card Service Requests

Location: **Travel & Expense > Approve/Reconcile > Card Service Request Approvals**. You can also access the approval grid from the Tasks pane on the dashboard, if you have card service requests routed to you for approval.

To approve card service requests routed to you:



1. If needed, click the request ID number to view details about the request.
2. Select the checkbox next to the request or requests you wish to approve or decline.
3. Click **Approve** or **Decline**.
4. To return any requests to the previous approver to re-review, select the request and click **Return**.

4.6 Process Pending Card Service Requests

Location: Travel & Expense > Manage Card Service Requests

You must have the following permission to process requests for replacement cards or spend limit increases:

- 2020 - Manage Card Service Requests

Card service requests must be fully approved before they can be processed from this page.

After a request is fully approved and ready to be processed, an email is sent to all users with permission *2020 - Manage Card Service Requests* for the requester's expense location. You can process or reject users' card service requests from the **Manage Card Service Requests** grid. Card service requests include requests for a replacement credit card and requests for a spend limit increase.

To process requests:



1. Use the filter to search for the requests you want to process.
2. If needed, click the request ID number to view details about the request.
3. Select the checkbox next to the requests in *Approved* status that you want to process and



click

The selected requests' status is changed to *Processed*.

4. Select the checkbox next to the requests in *Approved* status that you want to reject and



click

The selected requests' status is changed to *Rejected*.

The requests' statuses reflect the action taken on them. Processed requests are sent to the external system as set up by the system administrator and Basware Implementation Team.

Processed and rejected requests are never removed from the grid - you can always go back and search for past requests if needed.

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