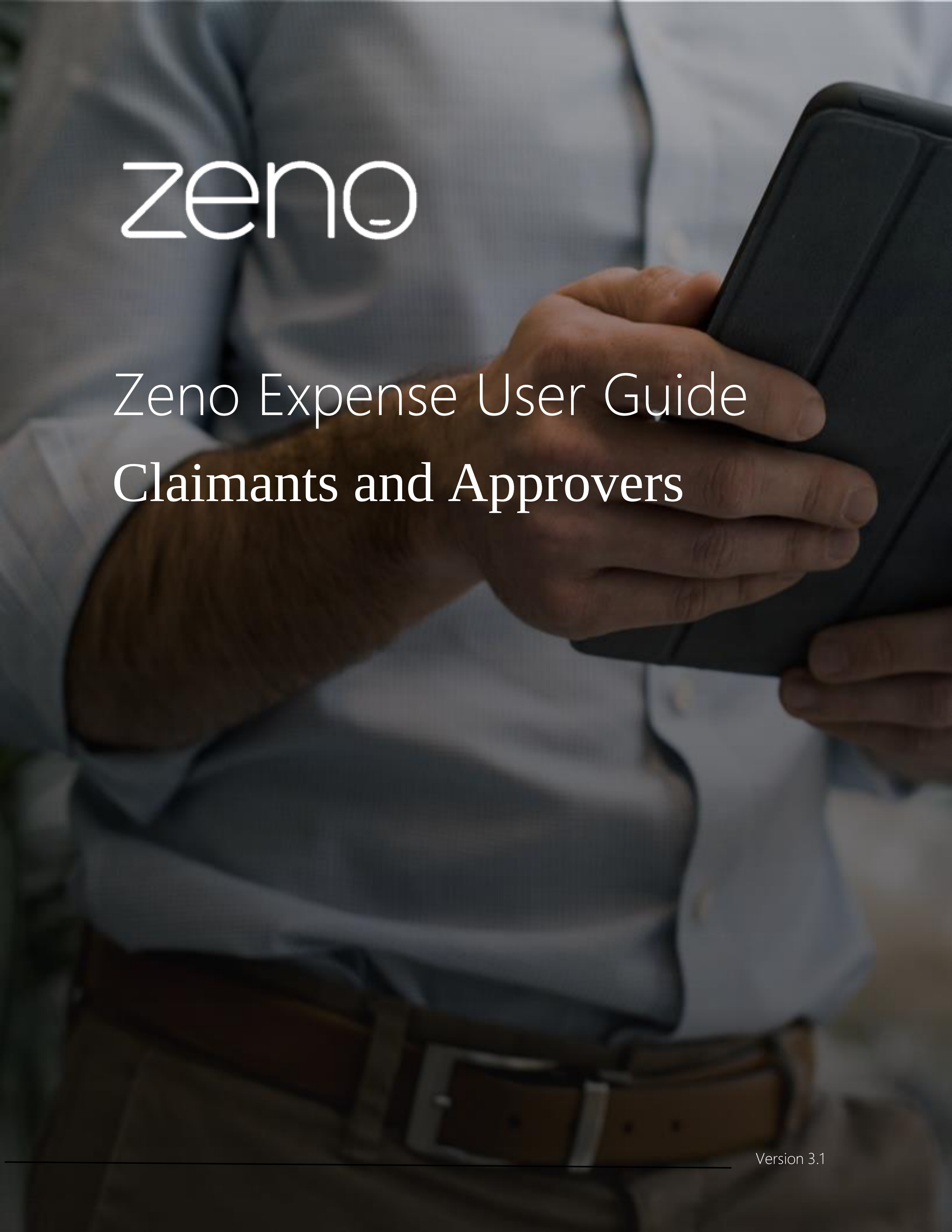

zeno

# Zeno Expense User Guide

## Claimants and Approvers

Version 3.1

# Document History

| Version | Description | Author | Date |
|---|---|---|---|
| V1.0 | Document Creation | Alison Turner | 01/07/2014 |
| V2.0 | Contents Updated | Expense Support Team | 16/01/2020 |
| V3.0 | Template, Screenshots, Contents Updated | Expense Support Team | 01/05/2020 |
| V3.1 | Zeno Branding | Expense Support Team | 03/08/2020 |
| V3.2 | Contents Updated, New Features, Screenshots | Client Success Team | 07/07/2022 |
| V3.4 | Contents Updated | Alison Turner | 27/04/2023 |



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# Table of Contents

# Introduction

Welcome to the latest version of Zeno Expense. As well as giving the software a major facelift we've added some great new features, helping you to process your company expenses faster and easier than ever before.

The most exciting change is that this version is compatible with the Zeno Mobile app, enabling you to capture and submit your expenses on the fly. If you haven't already downloaded the app it's available free of charge from the Apple App Store or Google Play.

Using the in-app camera, you can capture images of your tax invoices for both cash and corporate card expenses. Zeno Mobile's Optical Character recognition (OCR) feature will automatically convert captured tax invoices into expense claims, and auto-match them to corporate card transactions. If your company has enabled full acquittal of expenses via mobile, you will also be able to code and submit your expense items from the app. Approvers can use the app to review and approve/reject expenses at any time.

In Zeno Expense, you can choose how you want expense information to be displayed – 'CARD VIEW' or 'LIST VIEW'. You can switch between the different displays by using the 'SWITCH TO XXX' link located at the bottom centre of either screen.

If CARD VIEW (default display) is selected, you can see the details of any images you have captured via the mobile app or from email receipts (in blue) on the left-hand side of the screen. On the right-hand side of the screen you can see the current status of expense items that have already been entered into the system.

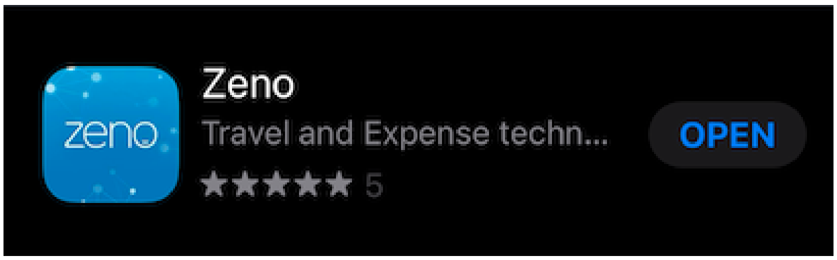
If LIST VIEW is selected, you will simply see a list of claims and their current status.

We have also added the Knowledge Base feature that you can access by clicking on the (?) icon in the upper right-hand corner of the screen. This site provides detailed information and instructions about the features of Zeno Expense.

# Zeno Mobile App

Zeno is an integrated travel and expense app that enables Zeno customers to manage their travel bookings and expense claims when they're away from the office. The app is available for iPhone and Android devices and can be downloaded free of charge from the Apple App Store or Google Play.

*To set up the mobile app:*
Download the "Zeno" app from the Apple App store or Google Play



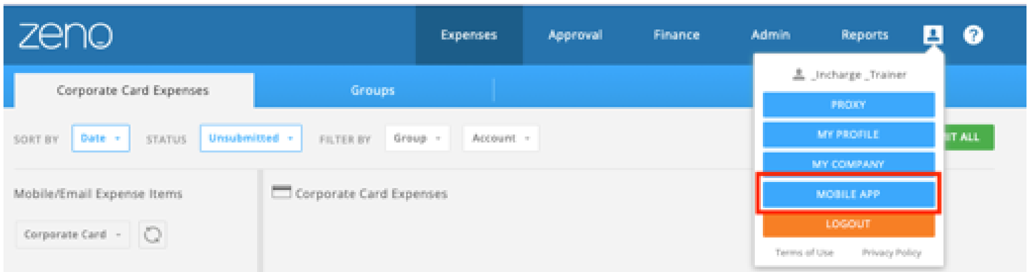

Choose login to EXPENSE and enter your email address and password (the same login credentials you use to access the desktop application of Zeno Expense).


If your company uses Single Sign On, you'll need to generate a code from the desktop application, before you can access the mobile app. You'll only need to do this the first time you login to the mobile app, as once you have successfully authenticated, you can create a PIN number or use phone security features such as fingerprint or Face ID for future logins.

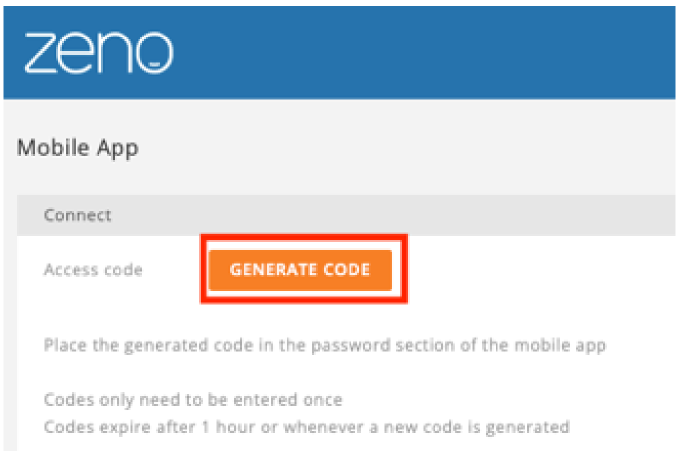
*To generate a code from the desktop application:*

Login to the desktop version of Zeno Expense.

Click on your profile icon and select MOBILE APP from the drop-down menu:



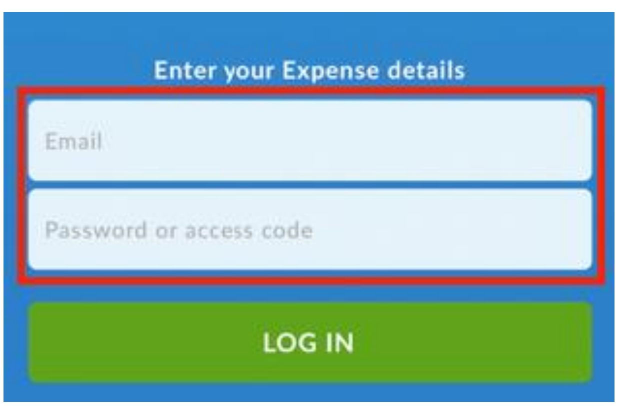

From the Mobile App screen, click GENERATE CODE:




The access code will immediately be displayed on the screen (please note: the code is only valid for one hour).

*To use the code:*

Open the Zeno mobile app, select login to Expense and enter your registered email address and access code in the fields provided:

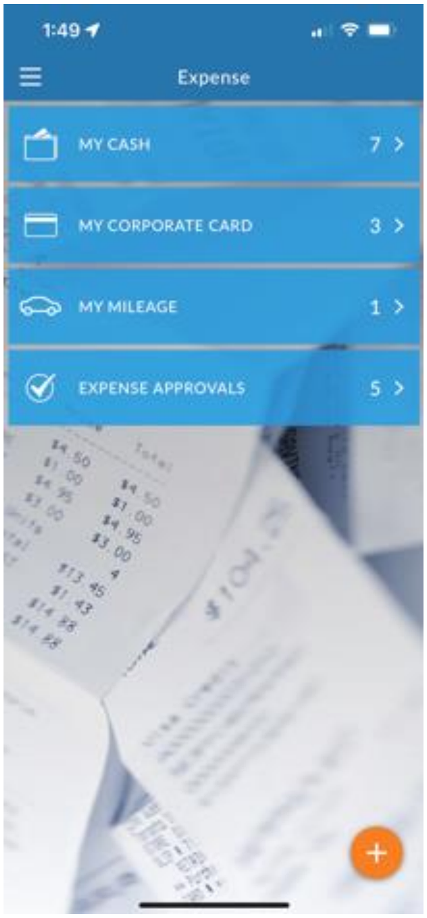



Create a 4-digit PIN number for future logins

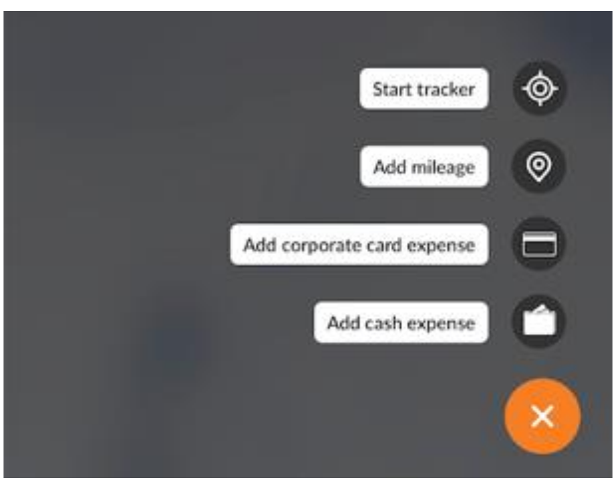
## Using the mobile app

*To create a new expense:*

Use the orange "+" button at the bottom of the main screen:

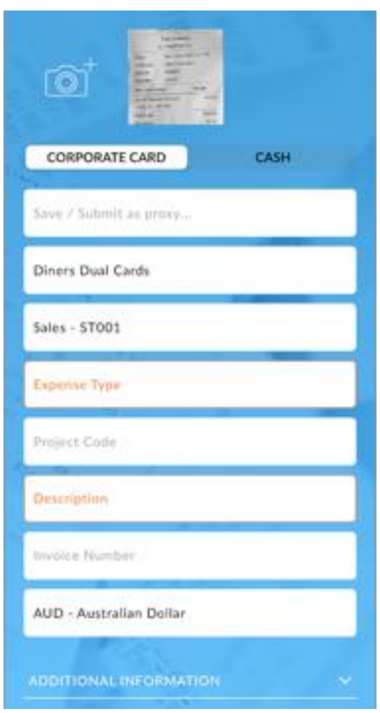



Choose the type of expense you wish to add from the available options:



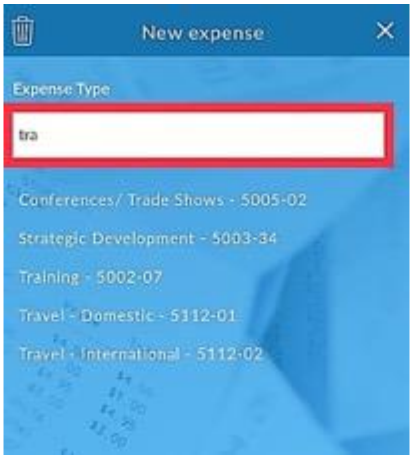
Selecting "Add corporate card expense" or "Add cash expense"  will immediately open your phone camera (assuming you have given permission for the Zeno app to access your camera), so you can capture an image of your tax invoice. If you hold your phone steady over a receipt, smart technology will detect the edges of the document and automatically take a photo. Alternatively, you can add an image from your camera roll or manually take a photo by clicking the button.

Once an image has been captured, a claim form will automatically open so you can enter details about the expense. If you're a submitting a expense on behalf of another user you can select their name from the "Save/submit as proxy" field:

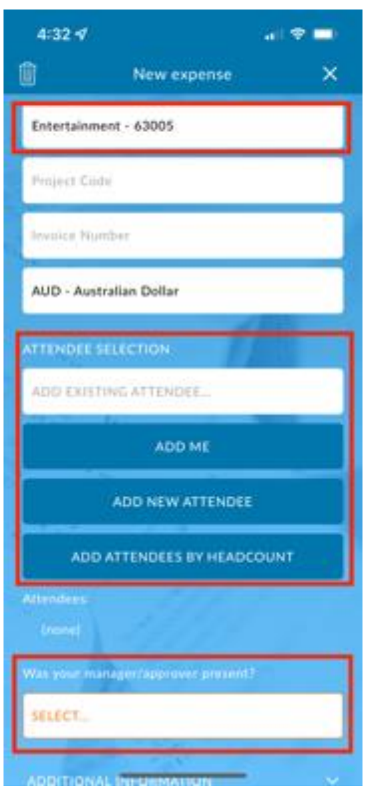


Pre-populated information (black text) should be checked for accuracy. If necessary, suggested coding details can be changed by clicking into the field and selecting a different value from the dropdown list.

Information must be manually added to fields coloured orange. To do this, tap into the field and type a description or select from the list of options displayed. If the value you are looking for doesn't appear on the list, you can enter relevant text (or numbers) in the search field to bring up a shortlist of options.

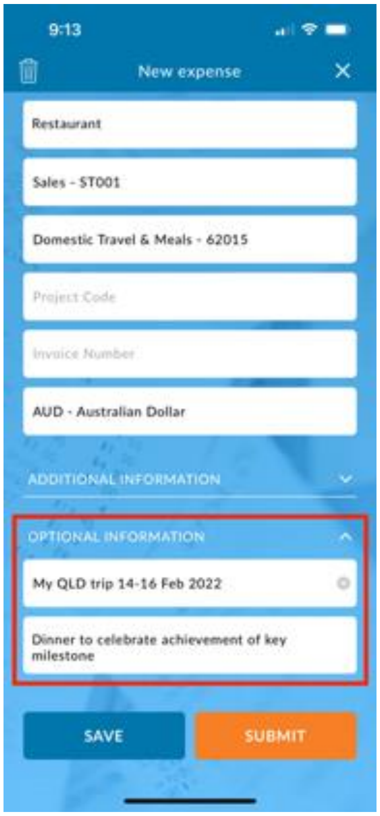



If you select an Expense Type/GL Account that attracts Fringe Benefit Tax (FBT), you'll also need to add some information about the Attendees before you can submit the claim:




Optical Character Recognition (OCR) technology is used to populate fields in the 'Additional Information' section so there's no need to complete these fields manually. However, if you don't want to wait for the OCR process to run you can complete them if you wish.

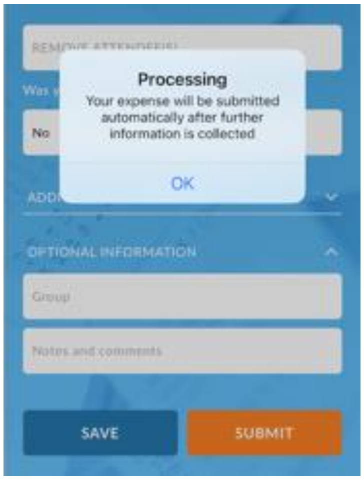
The 'Optional Information' section allows you to add the expense to an existing Group of expenses or create a new Group if required. Notes and comments can also be included in this section.




Once all the required data has been entered the SUBMIT button will turn orange. Click this option to submit the expense or select SAVE.

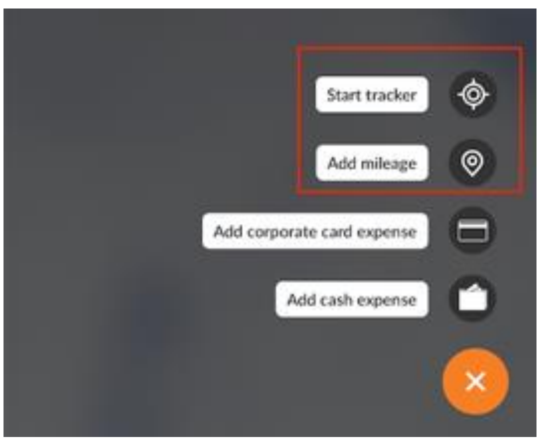
If an item triggers a policy alert, you will be notified of the breach and will need to acknowledge or address the issue before the item can be submitted.

A ‘Processing’ message will be displayed if Zeno Expense needs to wait for OCR results to populate the ‘Additional Information’ fields and when Zeno Expense requires transaction details to be supplied by your card provider for corporate card claims. However, once this information is received, the expense will automatically submit without further action by you:



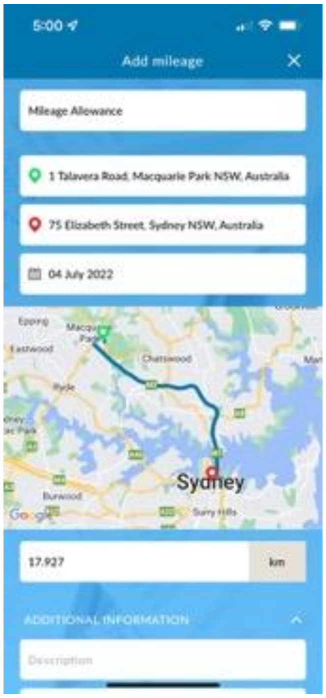

## Mobile Mileage

If mobile mileage is enabled for your company when you click the orange “+” button to start a new claim you’ll have additional options to choose from:




“Start tracker” records a trip and the exact route travelled in real time. Once you stop recording, the route taken will be displayed on the screen along with the distance travelled.

With “Add mileage” you can enter the start and end addresses of a trip and the app will calculate the distance travelled using the shortest route between the locations:




Note: to use mapped mileage you'll need to switch on "Location services" while using the Zeno app on your phone.

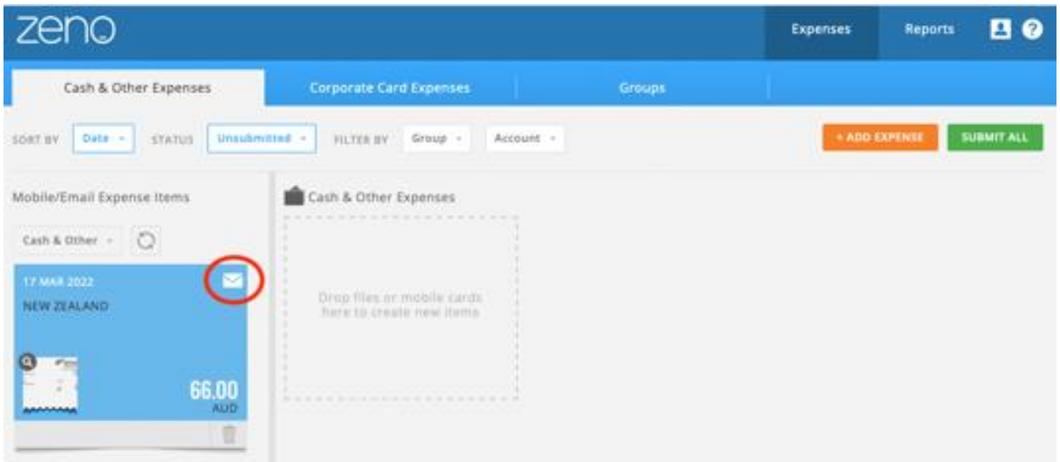
## Mobile Expense Approval

If you're an authorised Zeno Expense Approver you will also have an 'Expense Approvals' section on the Zeno app. Clicking into this will display an overview of items that have been submitted for your approval. Expenses can be bulk-approved/returned by selecting the 'Return All' or 'Approve All' options. If 'Return' is chosen, you'll be prompted to enter a reason for the decision.

if you'd like to view attachments, GL coding, attendee details, vendor information and any policy breach/warning messages associated with a claim, click into the item before you Approve/Return the expense:

# Email Receipts

The ‘Email Receipt’ functionality allows you to forward emails that contain receipts or tax invoice attachments to receipts@zeno.com. Providing the email is sent from the same address that’s registered in your Zeno Expense user profile, the tax invoice will automatically be converted into a new expense item and displayed in the Mobile/Email Expense items column of your Zeno Expense CARD VIEW ‘Expenses’ screen:




…or the “Receipts” section of the mobile app:


### *Email receipts for Proxy users*

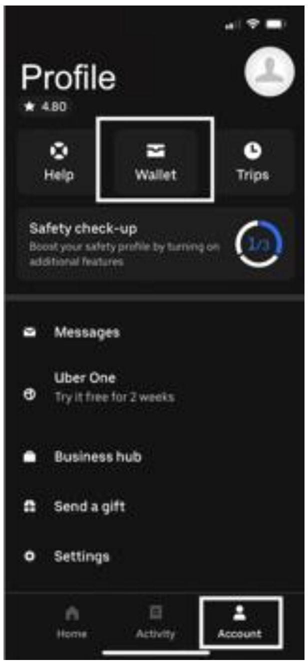
If you’re submitting expenses on behalf of a colleague, you can enter their email address in the “cc’ field when you forward the email to receipts@zeno.com, and the tax invoice will be sent directly to their Zeno Expense account instead.

# Uber Integration

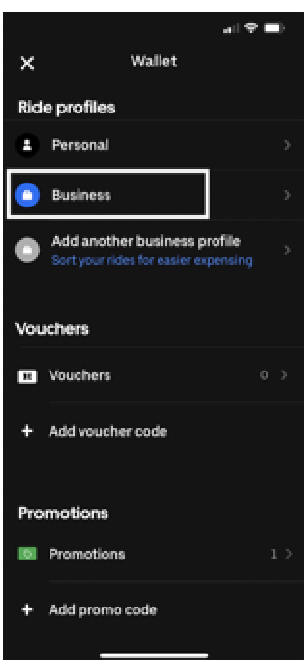
## Auto Expensing Your Uber Rides

If you use Uber for work trips, you can set up "Serko Zeno" as your 'Expense provider' in the Business profile of your Uber app enabling receipts for rides booked under your business profile to automatically flow through to Zeno Expense:

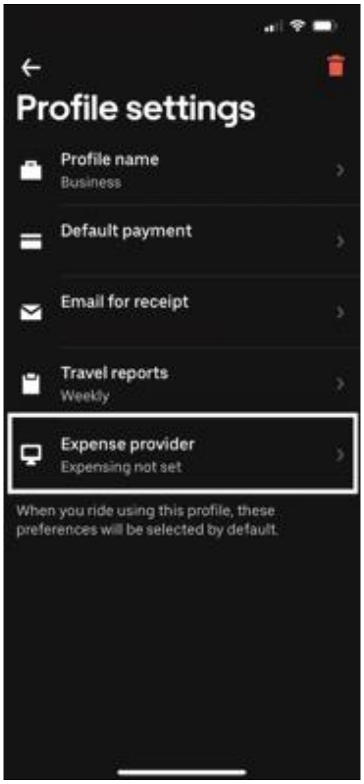
1. Open your Uber app > Go to "Account" > Select "Wallet"



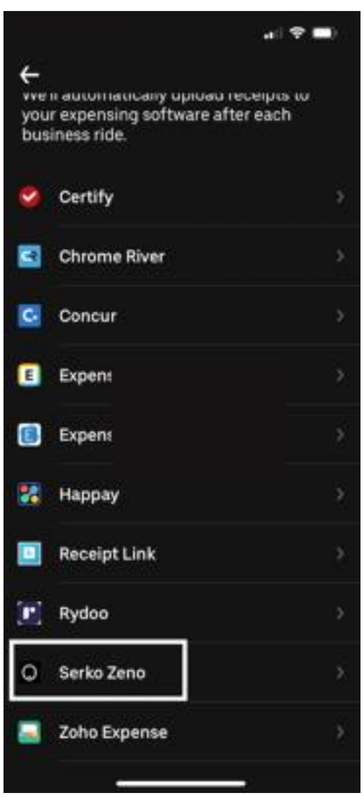

2. Open your "Business" profile (or create one first, if required)



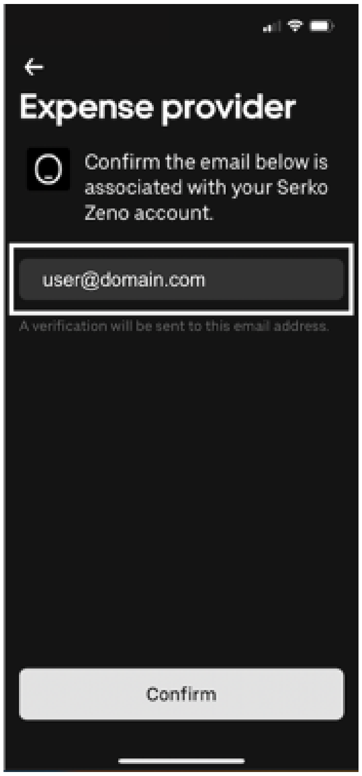
3. Tap “Expense Provider”



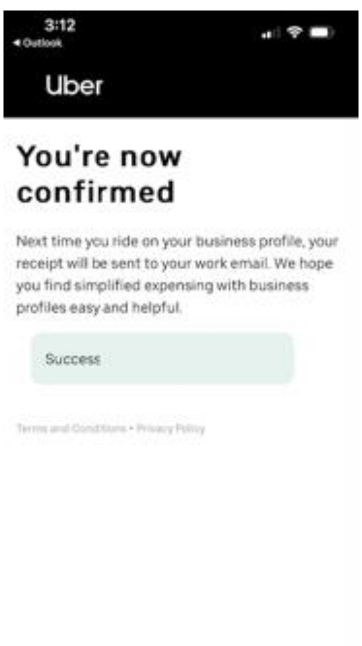

4. Select “Serko Zeno”



5. Check your business email address is correct and click "Confirm"

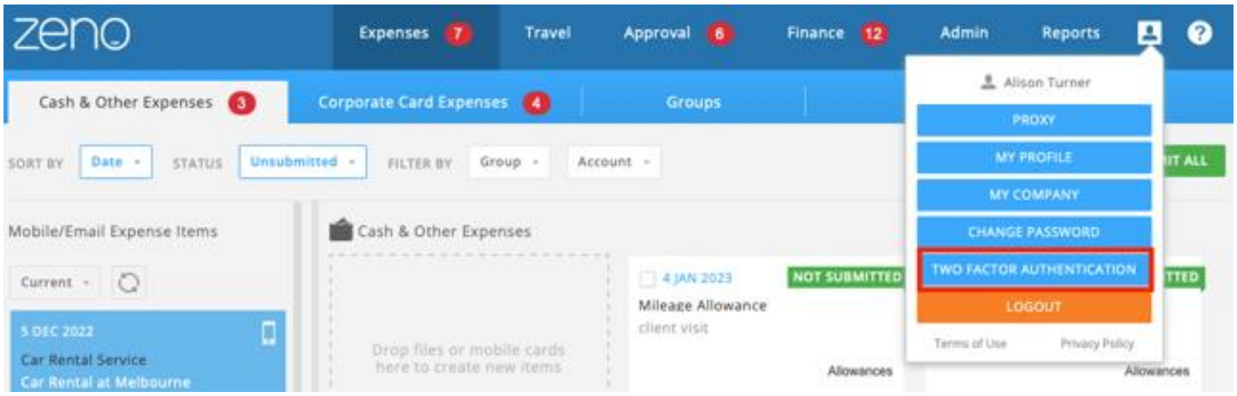



6. You will receive an email from Uber to verify the integration. Click the "enable" button in the email to confirm that receipts from Uber rides booked using your business profile should automatically be sent to Zeno Expense.

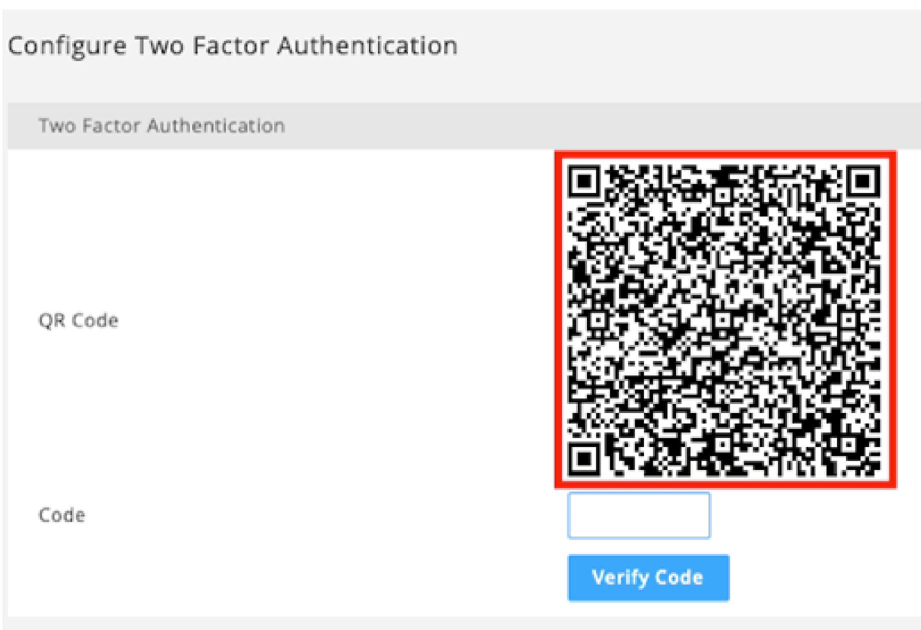


# Two Factor Authentication

For extra security, Zeno Expense can now support Two Factor Authentication (2FA) for users that login into the desktop application using email address and password. If 2FA is enabled for your company, you will see the "TWO FACTOR AUTHENTICATION" option in the dropdown menu under the 'person' icon in the top menu bar:




Selecting this option will open the "Configure Two Factor Authentication" page where you can setup 2FA. The page displays a QR Code which should be scanned using the Microsoft or Google Authenticator app on your mobile phone:




The app will generate a six-digit code which should be entered into the "Code" field to setup 2FA. Note: the code generated by the authenticator app is time sensitive (regenerates every 30 seconds), so you'll need to act quickly or wait for the next code. Once a valid code has been entered, a confirmation message will be displayed to let you know that 2FA has been activated.


After 2FA has been activated you'll be prompted to enter a new 2FA code each time you login to Zeno Expense (desktop only). To obtain a valid code, open the authenticator app you used to set up 2FA and type in the code displayed for your Zeno Expense account. Note: the authenticator app regenerates the code every 30 seconds, so to authenticate successfully you'll need to enter the code displayed in the app at the time of login.

*Remove 2FA*

If you lose your phone and need 2FA to be removed from your account, please contact a member of your finance team who has Admin rights to Zeno Expense and they will be able to disable 2FA on your behalf.

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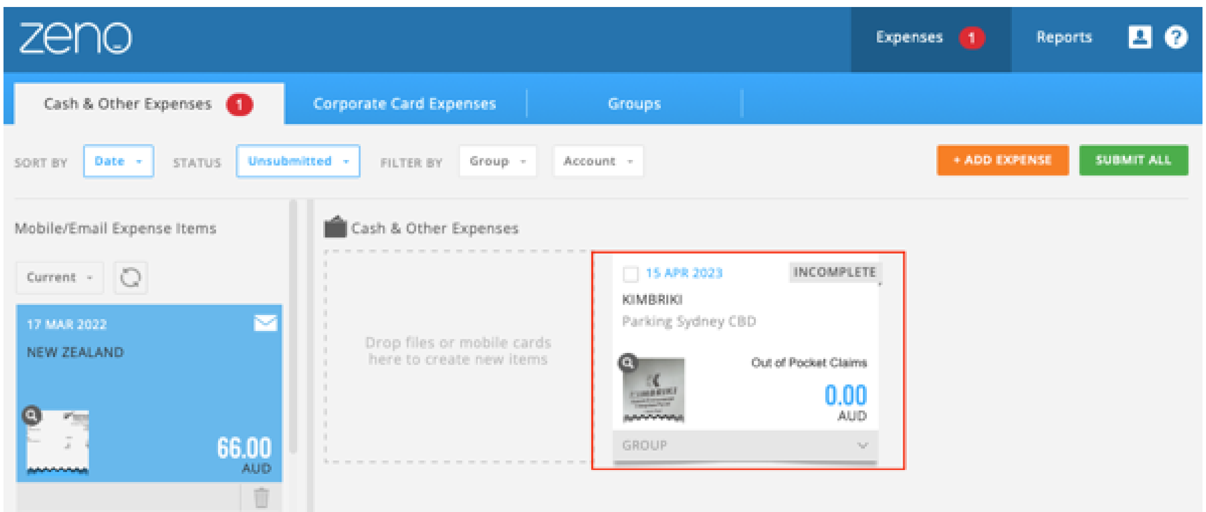
# Cash & Other Expenses

## Card View

For expenses not incurred on a corporate card, items can be entered using the ‘Cash & Other Expenses’ tab. This includes out of pocket expenses, cash advances, allowances, and mileage claims. By default, you will see the CARD VIEW screen.

## New Cash Expense (with mobile/email Content)

If you’ve already captured details about the expense using the Zeno app you’ll see the item displayed as “Incomplete” on the right-hand side of the screen:




Open the item by clicking on the card. A thumbnail image of the receipt will be displayed at the top of the claim form. Enter any missing details about the expense into the required fields along with any notes or comments you wish to add to support the claim. When all the mandatory fields have been completed the item can be sent for approval by clicking the green SUBMIT button on the right-hand side of the screen.

If you’d prefer to save the item for submission at a later date, click the orange SAVE button. When you return to the ‘Card View’ screen you’ll see this item marked as NOT SUBMITTED. If you wish to send all NOT SUBMITTED items to your approver with one click, use the SUBMIT ALL button. This will submit all outstanding items on the right-hand side of your screen (including any RETURNED items).

## New Cash Expense (no mobile/email content)

To enter a new out of pocket item when you have not captured the expense using the Zeno Mobile app, click the orange ADD EXPENSE button to start the claim. Use the dropdown menu under Expense Type to select ‘Out of Pocket Claims’.

### *Add a Tax Invoice*

You can attach the tax invoice in the following ways:

- Click on the TAX INVOICE icon and search your network for the correct file
- Locate the correct file and drag & drop onto the TAX INVOICE icon
- Select RECENT TAX INVOICES from the ITEM HISTORY drop down menu and this will display tax invoices that were previously added in the system. Click on the image to view a larger version or drag and drop it onto the TAX INVOICE icon

A thumbnail image of the tax invoice will be displayed at the top of the claim form. Please note that there is a maximum file size limit of 10MB per attachment. The following file formats are supported: pdf, jpg, jpeg, png, bmp, msg, doc, docx, xls, xlsx, ppt, pptx, tif, tiff.

### *Coding Details*

Depending on your company's configuration, some or all of the coding fields may be pre-populated. Please check these for accuracy before continuing, otherwise, enter coding details for the expense in the relevant fields.

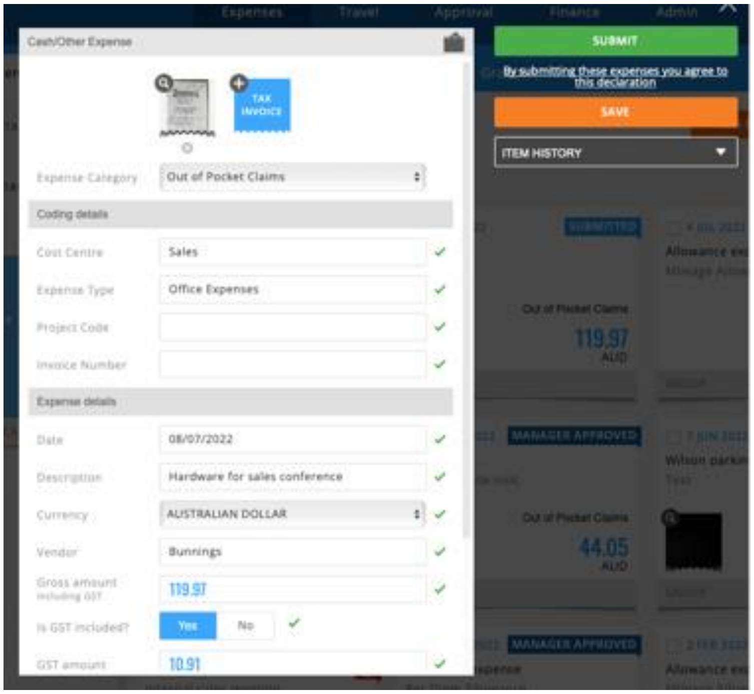
Note: When certain expense types are selected you may be required to enter additional details such as attendee information for entertainment claims, or number of nights for accommodation expenses.

### *Expense Details*

- Enter the date of the expense using the calendar pop-up
- Type the reason for the expense in the 'Description' field
- Select the currency: By default, your home currency is offered, and therefore the exchange rate is set to 1. If you change from the default currency, an alternative exchange rate may be shown. You can overwrite this rate if you choose
- Select a vendor from the dropdown list or if it is not available just type the vendor's name.
- Enter the gross value of the item in the currency you previously selected
- 'Is GST included?' Select 'Yes' or 'No'. If you click 'Yes' Zeno Expense will automatically calculate the applicable GST amount based on your region's default rate. However, this amount can be overwritten if the actual GST amount charged by the vendor is different from the default rate. Note: the 'Is GST included?' field will default to 'No' if the expense is not in your home currency
- If a tip was paid then enter the amount paid in the field marked 'Tips' (Zeno Expense automatically calculates the GST amount as a percentage of the gross amount minus the tip)
- 'Do you have a tax invoice?' select 'Yes' or 'No'

### *Notes and Comments*

Add any notes and comments to support your claim (optional).



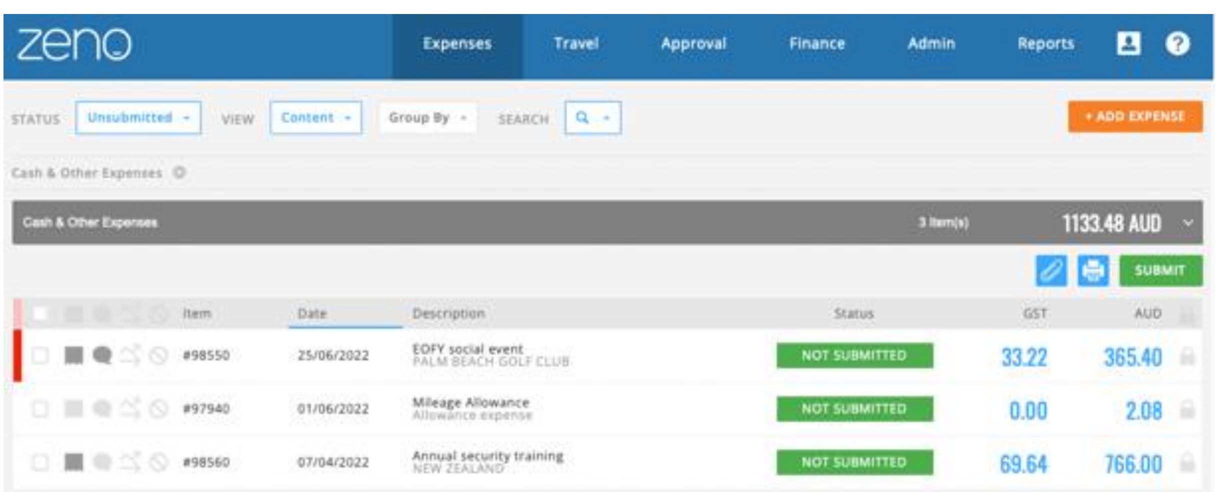

*Submitting the Item*

The expense item is now ready to send to your approver by clicking the green SUBMIT button on the right-hand side of the screen.

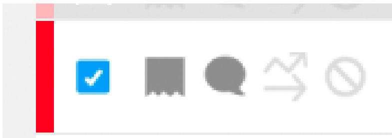
If you'd prefer to save the item for submission at a later date, click the orange SAVE button. When you return to the 'Card View' screen you will see this item marked as NOT SUBMITTED. If you wish to send all NOT SUBMITTED items to your approver with one click, use the SUBMIT ALL button. This will submit all outstanding items on the right-hand side of your screen (including any RETURNED items).

## List View

To switch to LIST VIEW, use the SWITCH TO LIST VIEW link located at the bottom centre of the CARD VIEW screen. This will display a summary of all your Cash & Other Expenses and the current status of each item:



The icons on the left-hand side of the page will give you further details about the claim without having to open the item:



- Red Bar - claim has triggered a policy breach flag
- Checkbox - allows you to select multiple claims to perform a single action (e.g. SUBMIT)
- Tax Invoice - dark grey = supporting documentation attached (hover your mouse over the icon to see a thumbnail image of the tax invoice). Light grey = no attachment
- Speech bubble - dark grey = notes have been added to the claim by others. Light grey = no notes have been added
- Arrow icons - lets you know if this item has been forwarded or escalated
- No entry sign - for use with corporate card items that you want to 'make personal'

Expense items with 'Not Submitted' status can be edited/deleted as required.

## New Cash Expense (with mobile/email content)

Click the orange ADD EXPENSE button to generate a new claim form. Use the Expense Type dropdown menu to select 'Out of Pocket Claims'.

### *Pairing with a Mobile/Email Card*

Locate the mobile/email card for this item by navigating to the ITEM HISTORY dropdown menu and select MATCHING MOBILE/EMAIL CONTENT. This will display the items captured via the mobile app or tax invoices received through email that closely match the item. Find the item you wish to claim and drag & drop the card onto the claim form or click the grey bar labelled 'pair with this expense item'. Details from the card will automatically be transferred to the new expense form.

### *Add a Tax Invoice*

If there is an image attached to the mobile card a thumbnail of the image will automatically be displayed at the top of the claim form. To attach a tax invoice from a different source:

- Click on the TAX INVOICE icon and search your network for the correct file
- Locate the correct file on your network and drag & drop onto the TAX INVOICE icon
- Select RECENT TAX INVOICES from the ITEM HISTORY drop down menu and this will display tax invoices that were previously added in the system. Click on the image to view a larger version or drag and drop it onto the TAX INVOICE icon

### *Coding Details*

Depending on your company's configuration, some or all of the coding fields may be pre-populated. Please check these for accuracy before continuing. Otherwise, enter the coding details for the expense item in the relevant fields.

Note: When certain expense types are selected you may be required to enter additional details such as attendee information for entertainment claims, or number of nights for accommodation expenses

### *Expense Details*

- Enter the date of the expense using the calendar pop-up
- Type the reason for the expense in the 'Description' field
- Select the currency: By default, your home currency is offered, and therefore the exchange rate is set to 1. If you change from the default currency, an alternative exchange rate may be shown. You can overwrite this rate if you choose
- Select a vendor from the dropdown list or if it's not available just type the vendor's name. Vendor names with an asterisk (*) next to them were setup by your company, vendor names without an (*) next to them are ones you have manually entered for prior expenses
- Enter the gross value of the item in the currency you previously selected
- 'Is GST included?' Select 'Yes' or 'No'. If you click 'Yes' Zeno Expense will automatically calculate the applicable GST amount based on your region's default rate. This amount can be overwritten if the actual GST amount charged by the vendor is different from the default rate. Note: the 'Is GST included?' field will default to 'No' if the expense is not in your home currency
- If a tip was paid then enter the amount paid in the field marked 'Tips' (Zeno Expense automatically calculates the GST amount as a percentage of the gross amount minus the tip)
- 'Do you have a tax invoice?' select 'Yes' or 'No'

### *Notes and Comments*

Enter any notes and comments to support the claim (optional).

### *Submitting the Item*

When all the mandatory fields have been completed the item can be sent for approval by clicking the green SUBMIT button on the right-hand side of the screen.

If you'd prefer to save the item for submission at a later date, click the orange SAVE button. When you return to the 'Card View' screen you'll see this item marked as NOT SUBMITTED. If you wish to send all NOT SUBMITTED items to your approver with one click, use the SUBMIT ALL button. This will submit all outstanding items on the right-hand side of your screen (including any RETURNED items).

## New Cash Expense (no mobile/email content)

To enter a new out of pocket item when you have not captured the tax invoice using the Zeno Expense mobile app or sent it through email, click the orange ADD EXPENSE button to start the claim. Use the dropdown menu under 'Expense Type' to select 'Out of Pocket Claims'.

### *Add a Tax Invoice*

You can attach the tax invoice in the following ways:

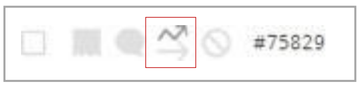
- Click on the TAX INVOICE icon and search for the correct file
- Locate the correct file and drag & drop onto the TAX INVOICE icon
- Select RECENT TAX INVOICES from the ITEM HISTORY drop down menu and this will display tax invoices that were previously added in the system. Click on the image to view a larger version or drag and drop it onto the TAX INVOICE icon

A thumbnail image of the tax invoice will be displayed at the top of the claim form. Please note there is a maximum file size limit of 10MB per attachment. The following file formats are supported: pdf, jpg, jpeg, png, bmp, msg, doc, docx, xls, xlsx, ppt, pptx, tif, tiff.

### *Coding Details*

Depending on your company's configuration, some or all of the coding fields may be pre-populated. Please check these fields for accuracy before continuing, otherwise enter the coding details for the expense item in the relevant fields

Note: When you select certain expense types you may be required to fill in further details, such as attendee information for entertainment expenses and 'Was your regular approver present? If you answer 'Yes' to the question 'Was your regular approver present?' your claim will be escalated to your regular approver's default approver. You can easily recognise escalated claims by the dark grey arrow symbol in List View




### *Expense Details*

- Enter the date of the expense using the calendar pop-up
- Type the reason for the expense in the 'Description' field
- Select the currency: By default, your home currency is offered, and therefore the exchange rate is set to 1. If you change from the default currency, an alternative exchange rate may be shown. You can overwrite this rate if you choose
- Select a vendor from the dropdown list or if it's not available just type the vendor's name. Vendor names with an asterisk (*) next to them were setup by your company, vendor names without an (*) next to them are ones you have manually entered for prior expenses
- Enter the gross value of the item in the currency you previously selected
- 'Is GST included?' Select 'Yes' or 'No'. If you click 'Yes' Zeno Expense will automatically calculate the applicable GST amount based on your region's default rate. This amount can be overwritten if the actual GST amount charged by the vendor is different from the default rate Note: the 'Is GST included?' field will default to 'No' if the expense is not in your home currency If a tip was paid then enter the amount paid in the filed marked 'Tips' (Zeno Expense automatically calculates the GST amount as a percentage of the gross amount minus the tip)
- 'Do you have a tax invoice?' select 'Yes' or 'No'

### *Notes and Comments*

Enter any notes and comments to support the claim.

### *Submitting the Item*

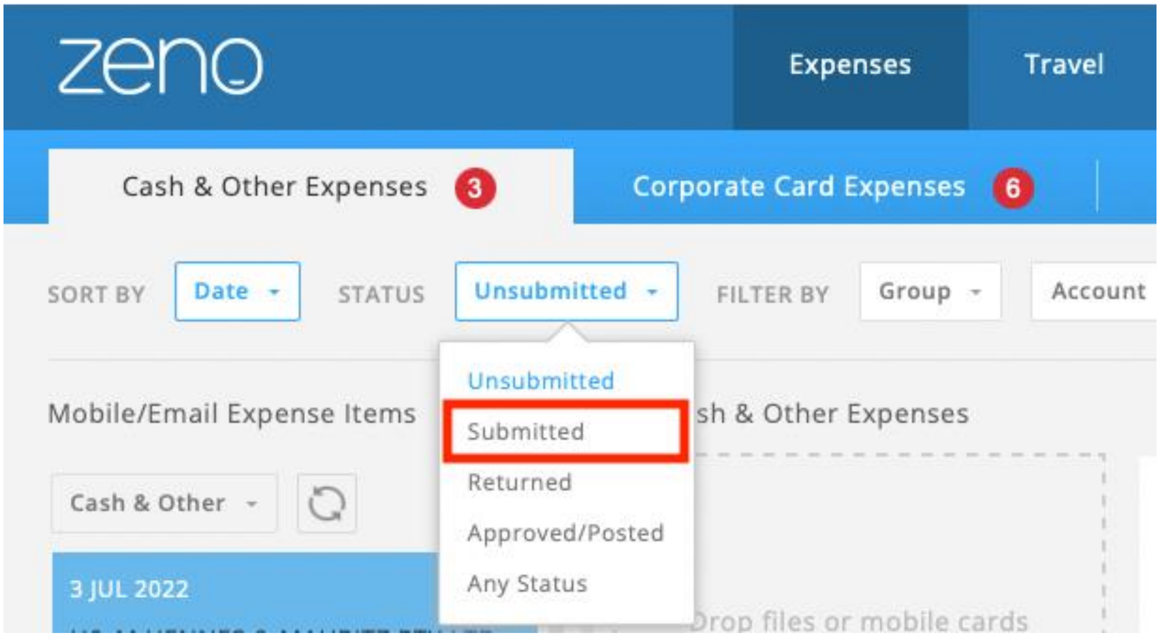
The expense item is now ready to send to your approver by clicking the green SUBMIT button on the right-hand side of the screen.

If you would prefer to save the item for submission at a later date, click the orange SAVE button. When you return to the 'Card View' screen you will see this item marked as NOT SUBMITTED. If you wish to send all NOT SUBMITTED items to your approver at one time, use the SUBMIT ALL button. This willsubmit all outstanding items on the right-hand side of your screen (including any RETURNED items)

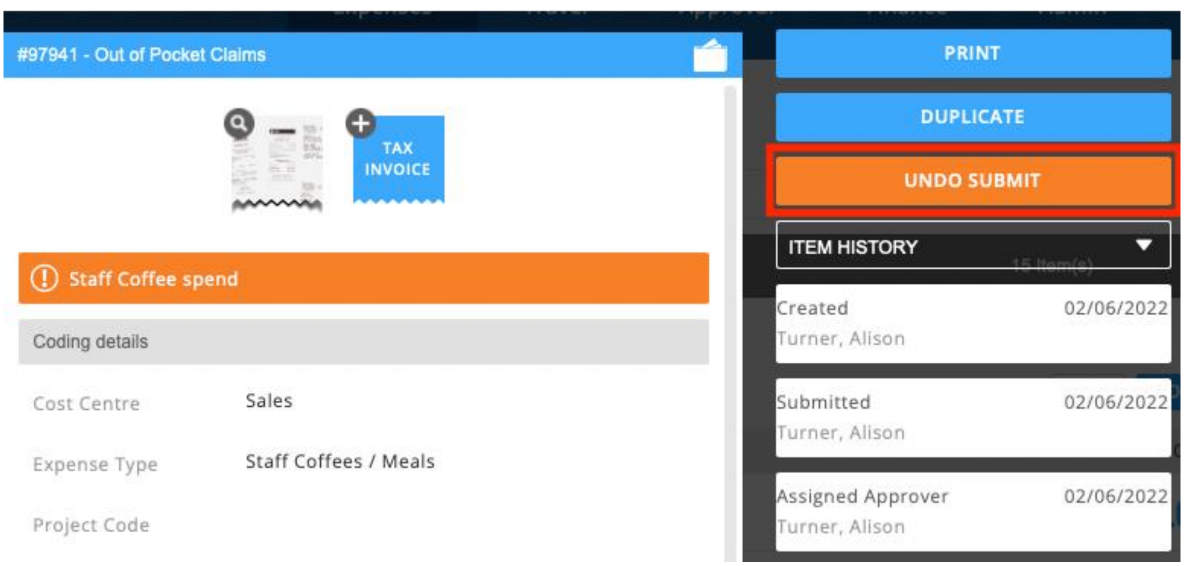
## Unsubmit (recall) a claim

If you need to edit or delete a claim that you've already submitted, you can use the "Undo Submit" button to recall the item.

Select "Submitted" from the options in the 'Status' dropdown menu:




Locate the item you wish to recall, open the claim form and click the "Undo Submit" button:



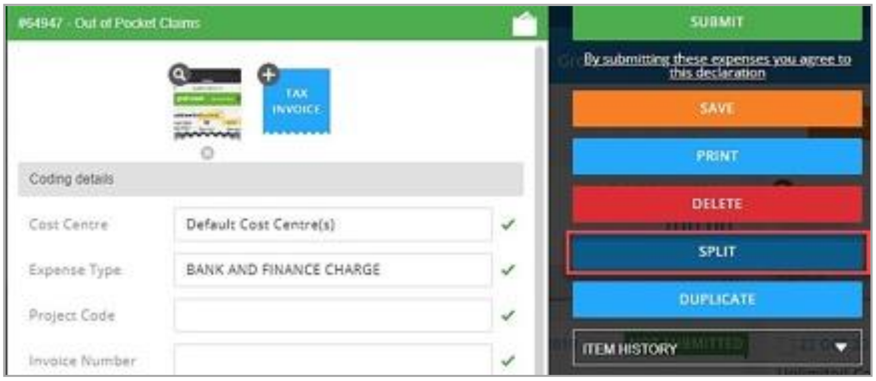

A pop-up message will confirm that the item has be successfully unsubmitted.

Note: Zeno Expense supports a number of configuration options for the 'Undo Submit' functionality, so if you're unable to recall a claim, it may be because your company has different rules in place for when this action can be performed

## Splitting an Item

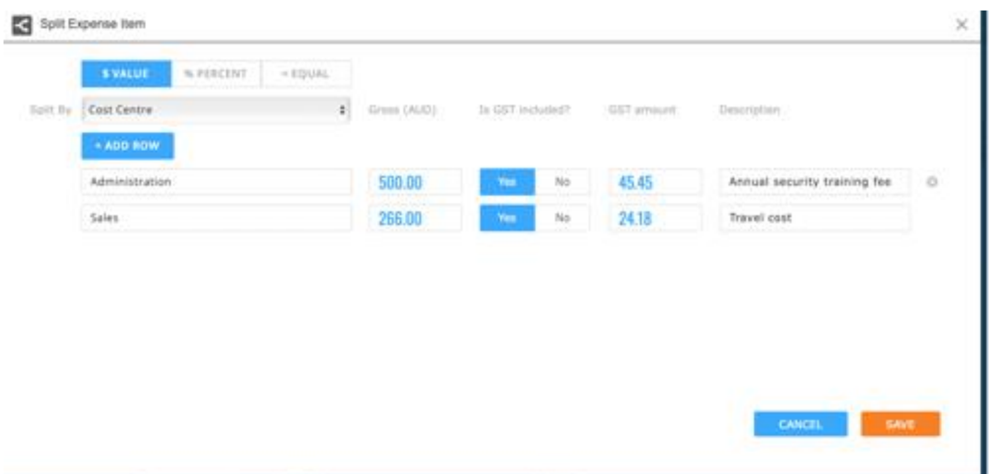
On occasion, you may need to split an out of pocket/cash expense into multiple items, assigning portions to different expense codes.

To do this, open/add the expense and fill out the item details assigning the full amount to one of the codes you wish to use. When you're done, click SAVE instead of SUBMIT.




From the 'Cash & Other Expenses' screen, re-open the item and you'll see the option to SPLIT on the right-hand side.

Select whether to split the claim using the exact currency amount ($ Value), percentage of the total item (% Percent), or by equal amounts (= Equal).

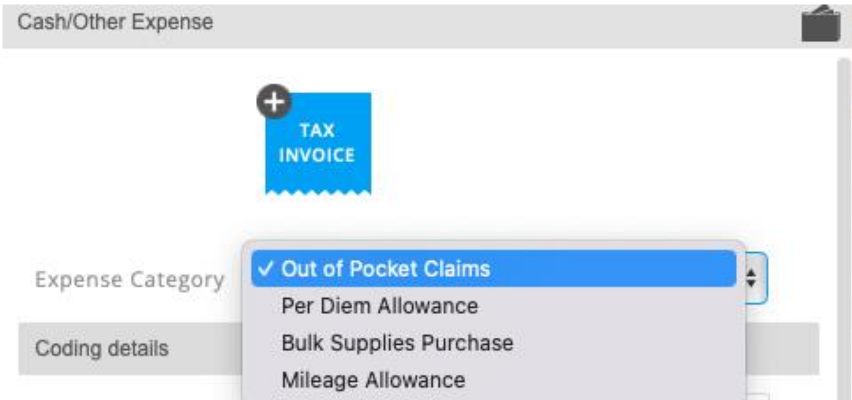



- From the dropdown menu choose how you wish to split the item. You can select any coding value (expense type, cost centre, etc.) from your company's list.
- Place the cursor in the auto fill field and select a relevant code. Fill in the amount ($ value or percentage) of the total you want to assign to this code.
- Use the + ADD ROW button if you need to add extra lines. Repeat the process until you have accounted for the full cost of the original item.
- Complete the GST information and enter a Description for each line
- Click SAVE. This will return you to the CARD or LIST View where you can see that the expense has been split into separate items. Click on each item to add any attachments or missing data then SUBMIT or SAVE the claim.

## Allowances

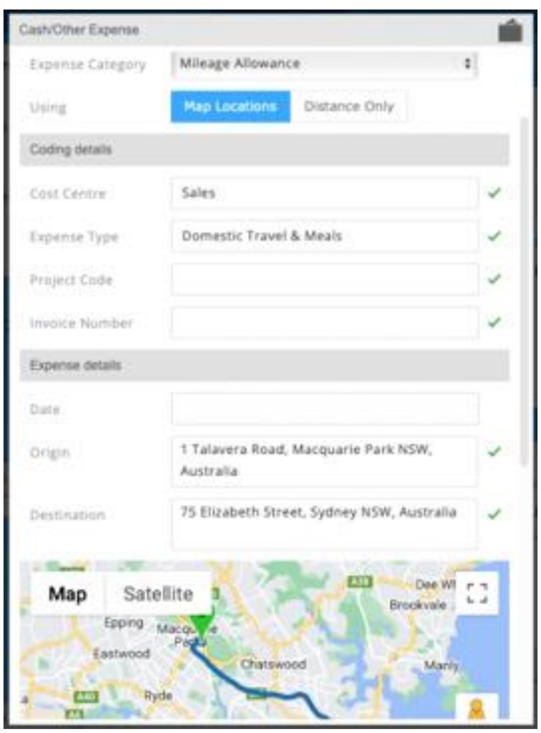
### Create a New Claim

In the Cash & Other Expenses tab (card or list view) click the orange ADD EXPENSE button. Use the dropdown menu under Expense Category to select the type of allowance you wish to claim.




#### *Coding & Expense Details*

The information you need to enter for Allowances will depend on your company's configuration and the type of allowance that you're claiming, an  example mileage claim form is shown below:




Once all the mandatory fields have been completed, you can SAVE or SUBMIT the claim.

# Cash Advance Requests

## Create a New Request

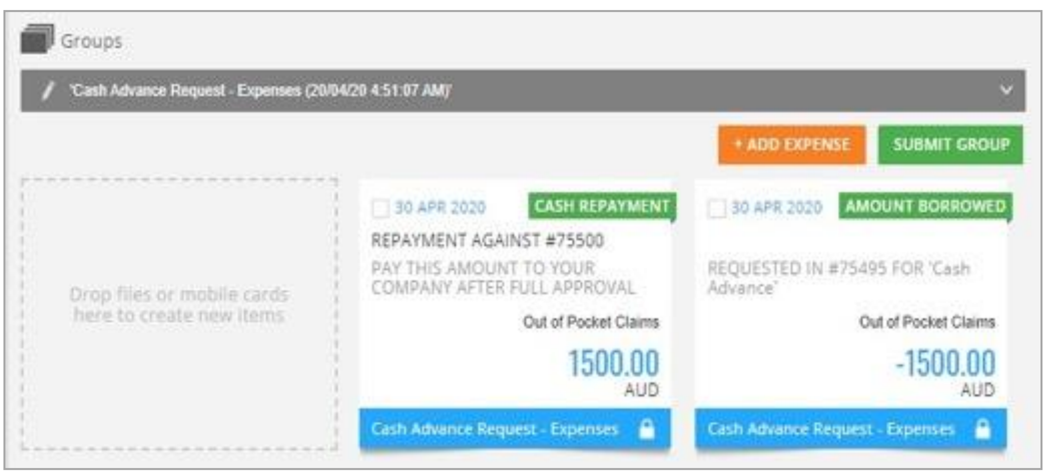
- In Cash & Other Expenses (Card or List View) click the orange ADD EXPENSE button. Use the dropdown menu under Expense Type to select 'Cash Advances'
- Complete the coding information as required
- Select a date in the 'Amount required by' field. Please note that your administrator may have set a minimum lead-time for cash advance requests, in which case, Zeno Expense will not allow you to select a date any earlier than this
- In 'Expense details', give a reason for the cash advance and the amount you require. You can use the 'Notes and comments' field to add any extra information to support your request

## Submit the Request

Click 'Submit' at the top of your screen. Your default approver and finance department will automatically receive an email advising them that your claim is ready to review.

## Reconciling a Cash Advance Request

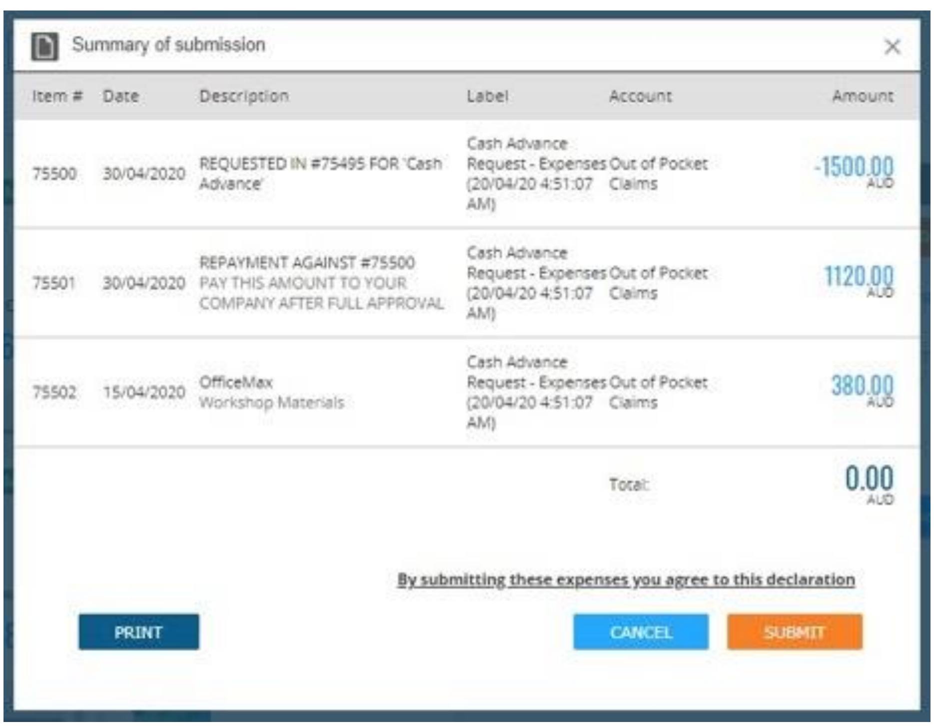
To reconcile an out of pocket claim against a cash advance, navigate to the 'Groups' tab (in your 'Expenses' menu) and locate the approved cash advance from the dropdown menu. When you open the request, you will see two claims, one labelled AMOUNT BORROWED showing the total amount that was advanced and the other labelled CASH REPAYMENT.




Using the ADD EXPENSE button within the grouped items (or by dropping mobile cards onto the grey box) enter your out of pocket expenses associated with the cash advance. As you SAVE each item you will see the CASH REPAYMENT amount adjust to reflect the amount of money you still need to account for. The CASH REPAYMENT amount will disappear when there is no outstanding balance owed by you.


Once you have entered all your claims, use the SUBMIT GROUP button to send the expenses for approval.

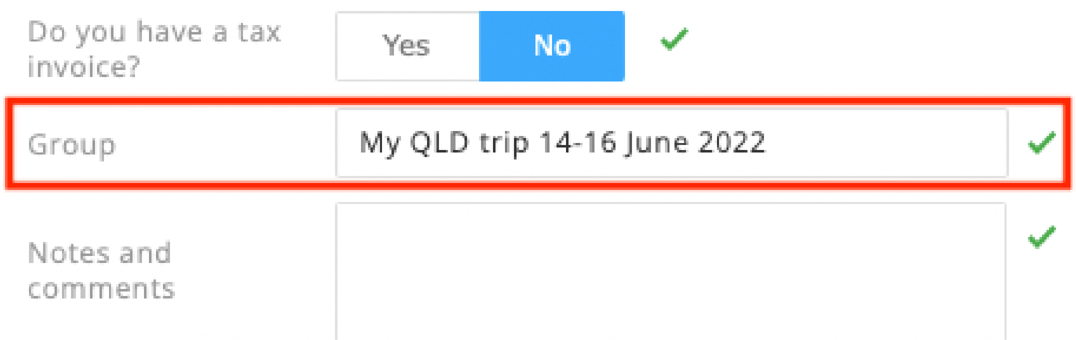
## Balancing the Claim Amount




If the total value of the entered expenses is less than the requested cash advance, you will see this in the 'Summary of submission' screen when you click to SUBMIT the group.
When this happens the REPAYMENT AGAINST entry will be equal to the difference between the cash advance requested and the total value of the expenses reclaimed.

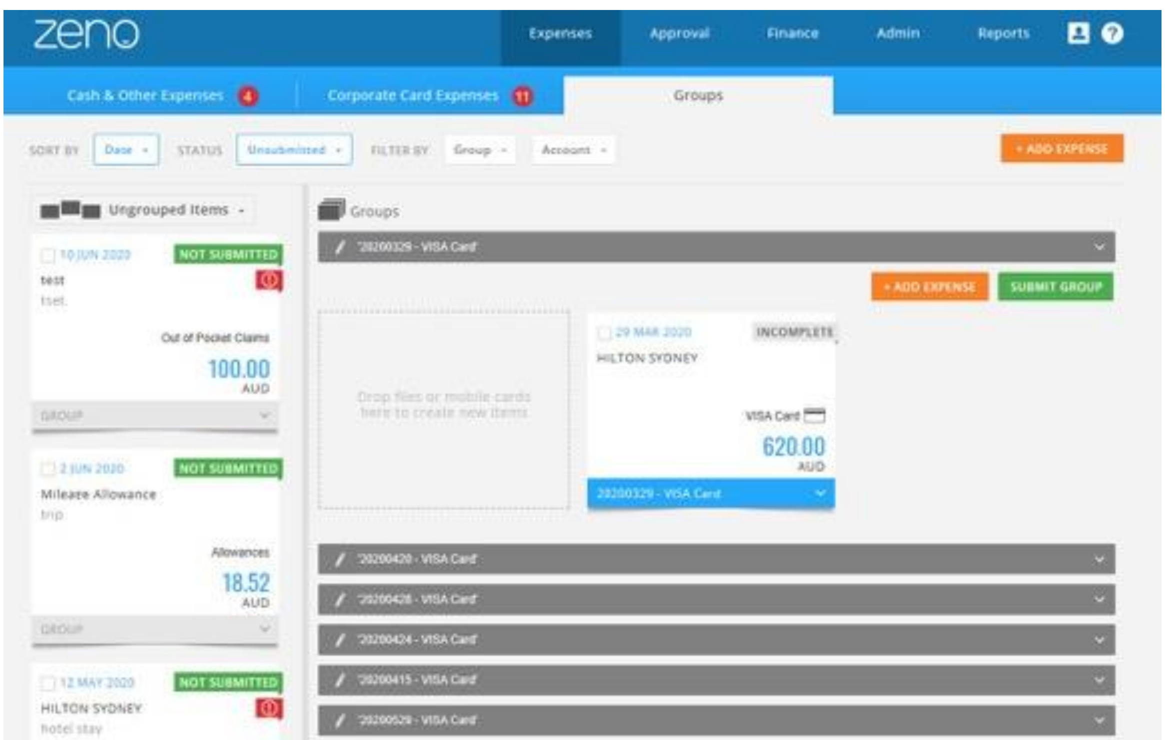
## Grouping Items

If you want to group a number of items under one name (e.g. 'September' or 'Trip to NZ') you can use the 'Group' field within an item to create the heading of your choice.




Once you have assigned a group name to an item, the name will be available on the dropdown menu in the groups field for you to add other expenses. You can SUBMIT or SAVE individual items as you go. If you choose to SAVE you can use the SUBMIT ALL button under the groups tab to send all the items in the group to your approver with one click.

To view all items within a group, select the 'Groups' tab from the Expenses home page and click on the name of the group you wish to view.



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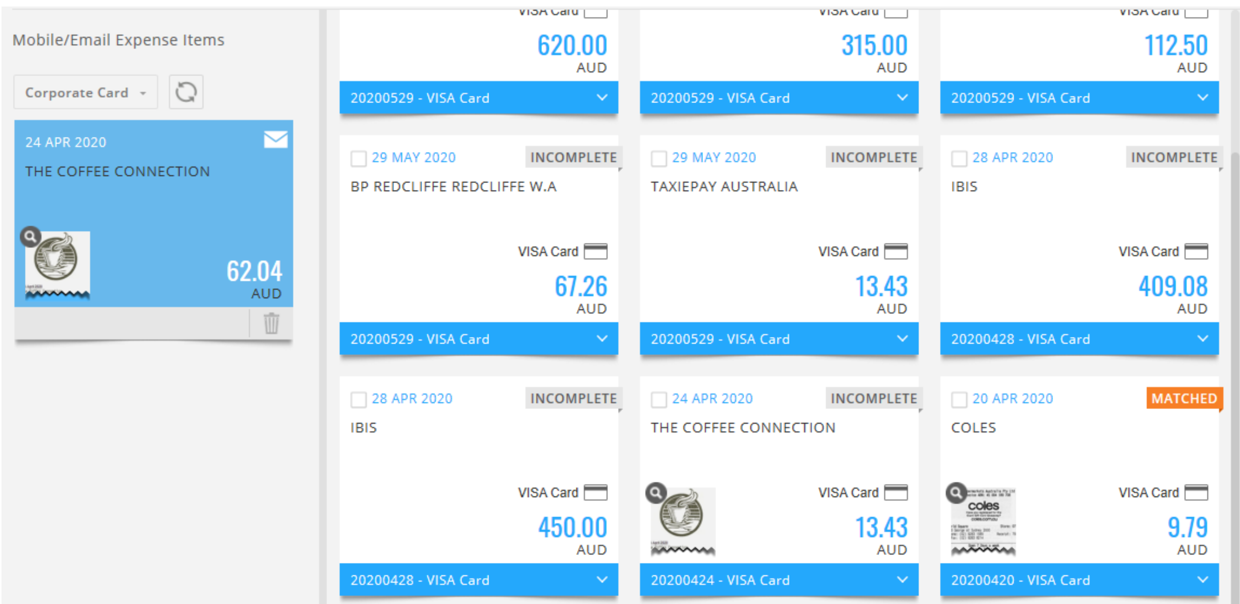
# Corporate Card Expenses

## Card View

To view your corporate card expenses, click on the Corporate Card Expense tab. By default, you will see the CARD VIEW screen.  If you prefer LIST VIEW, use the SWITCH TO LIST VIEW link located at the bottom centre of the screen.

### Complete a Corporate Card Item (with mobile/email content)

An orange MATCHED label on any of the items signifies that Zeno Expense has automatically paired a mobile or email card with an item from your corporate card statement. If you click on the MATCHED item, you will see that the image and any details from the card are already included on the claim form. In this case you can check the data for accuracy and complete any missing fields before you SUBMIT or SAVE the item. There is an orange UNDO button at the top of the form if the mobile card has been incorrectly associated with an item.




If you need to manually associate a mobile or email card with an item, drag & drop the (blue) card onto the item from the left side of the screen. Zeno Expense will automatically attach the image to the claim form and update the description field in the claim with details from the mobile or email card. (There is an UNDO/REDO toggle button to change back to the original description if required). Complete any missing data in the fields provided and SUBMIT or SAVE your claim.

### Complete a Corporate Card Item (no mobile/email content)

To submit an item in your corporate card statement when you have not captured any details using the Zeno Expense app or through email, start by clicking on the item to generate a claim form.

### *Add a Tax Invoice*

You can attach the tax invoice in the following ways:

- Click on the TAX INVOICE icon and search your network for the correct file
- Locate the correct file and drag & drop onto the TAX INVOICE icon
- Select RECENT TAX INVOICES from the ITEM HISTORY drop down menu and this will display tax invoices that were previously added in the system. Click on the image to view a larger version or drag and drop it onto the TAX INVOICE icon

A thumbnail image of the tax invoice will be displayed at the top of the claim form. Please note there is a maximum file size limit of 10MB per attachment. The following file formats are supported: pdf, jpg, jpeg, png, bmp, msg, doc, docx, xls, xlsx, ppt, pptx, tif, tiff.

### *Coding Details*

Depending on your company's configuration, some or all of the coding fields may be pre-populated. Please check these for accuracy before continuing, otherwise enter the coding details for the expense item in the relevant fields.

Note: When certain expense types are selected you may be required to enter additional details such as attendee information for entertainment claims, or number of nights for accommodation expenses.

### *Expense Details*

- Any details provided by your corporate card supplier such as date of the expense, currency used, and amount spent will be automatically completed on the form and cannot be changed.
- 'Is GST included?' Select 'Yes' or 'No'. If you click 'Yes' Zeno Expense will automatically calculate the applicable GST amount based on your region's default rate. However, this amount can be overwritten if the actual GST amount charged by the vendor is different from the default rate. Note: the 'Is GST included?' field will default to 'No' if the expense is not in your home currency
- If a tip was paid then enter the amount paid in the field marked 'Tips' (Zeno Expense automatically calculates the GST amount as a percentage of the gross amount minus the tip)
- 'Do you have a tax invoice?' select 'Yes' or 'No'

### *Notes and Comments*

Enter any notes and comments to support the claim.

### *Submitting the Item*

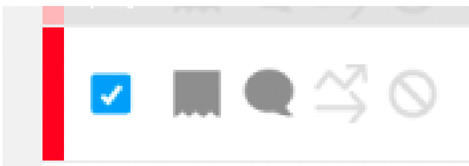
The expense item is now ready to send to your approver by clicking the green SUBMIT button on the right-hand side of the screen.

If you would prefer to save the item for submission at a later date, click the orange SAVE button. When you return tothe 'Card View' screen you will see this item marked as NOT SUBMITTED. If you wish to send all NOT SUBMITTED items to your approver with one click, use the SUMBIT ALL button. This will submit all outstanding items on the right-hand side of your screen, including any RETURNED items.

## List View

To switch to LIST VIEW, use the SWITCH TO LIST VIEW link located at the bottom centre of the CARD VIEW screen. This will display a summary of all your Cash & Other Expenses and the current status of each item.

The icons on the left-hand side of the page will give you further details about the claim without having to open the item:



- Red Bar - claim has triggered a policy breach flag
- Checkbox - allows you to select multiple claims to perform a single action (e.g. SUBMIT)
- Tax Invoice - dark grey = supporting documentation attached (hover your mouse over the icon to see a thumbnail image of the tax invoice). Light grey = no attachment
- Speech bubble - dark grey = notes have been added to the claim by others. Light grey = no notes have been added
- Arrow icons - lets you know if this item has been forwarded or escalated
- No entry sign - for use with corporate card items that you want to 'make personal'

Expense items with 'Not Submitted' status can be edited/deleted as required

## Complete a Corporate Card Item (with a mobile/email card)

To enter a corporate card expense that has been automatically MATCHED with a mobile or email item, simply click on the expense to open the claim form. The image captured by the mobile app or received through email, along with any description details you entered, will automatically be included in the claim. Complete any missing fields before you SUBMIT or SAVE the item. (N.B. There is an orange UNDO button at the top of the form if the mobile/email card has been incorrectly associated with an item.)

To manually associate a mobile/email item with an expense, click on the item in List View to open the claim form. In the ITEM HISTORY dropdown menu, select MATCHING MOBILE/EMAIL CONTENT. Scroll through the choices to locate the card you need. Drag & drop the mobile/email card onto the form or click on the grey bar labelled 'pair with this expense item'. Details from the card will be automatically transferred to the claim form. A thumbnail image of the receipt will be displayed at the top of the claim. Enter any missing details about expense into the required fields along with any notes or comments you wish to add to support the claim. The expense item is now ready to send to your approver by clicking the green SUBMIT button on the right-hand side of the screen.

## Complete a Corporate Card Item (no mobile/email content)

To submit an item in your corporate card statement when you have not captured any expense details via the Zeno Mobile app or through email, start by clicking on the item to generate the claim form.

### *Add a Tax Invoice*

You can attach the tax invoice in the following ways:

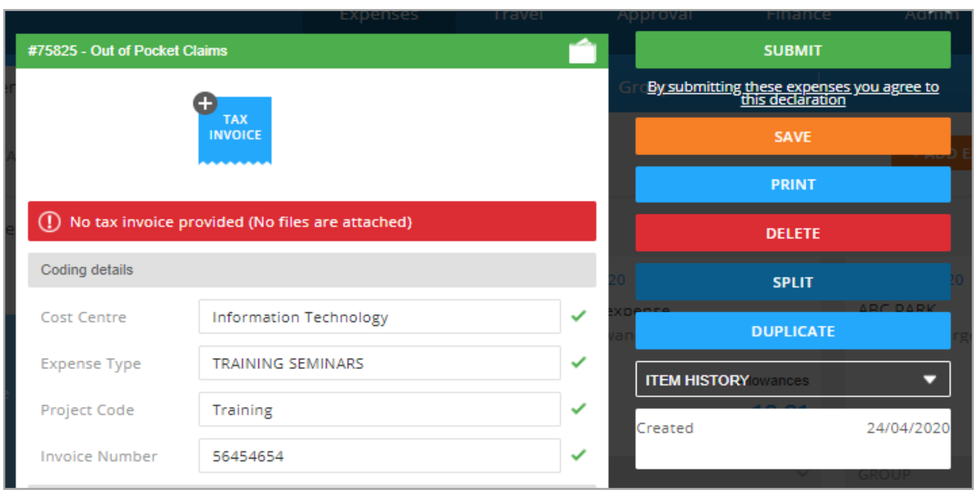
- Click on the TAX INVOICE icon and search your network for the correct file
- Locate the correct file and drag & drop onto the TAX INVOICE icon
- Select RECENT TAX INVOICES from the ITEM HISTORY drop down menu and this will display tax invoices that were previously added in the system. Click on the image to view a larger version or drag and drop it onto the TAX INVOICE icon

A thumbnail image of the tax invoice will now be displayed at the top of the claim form. Please note there is a maximum file size limit of 10MB per attachment. The following file formats are supported: pdf, jpg, jpeg, png, bmp, msg, doc, docx, xls, xlsx, ppt, pptx, tif, tiff.

Enter any missing details about the expense into the required fields along with any notes or comments you wish to add to support the claim. The expense item is now ready to send to your approver by clicking the green SUBMIT button on the right-hand side of the screen.

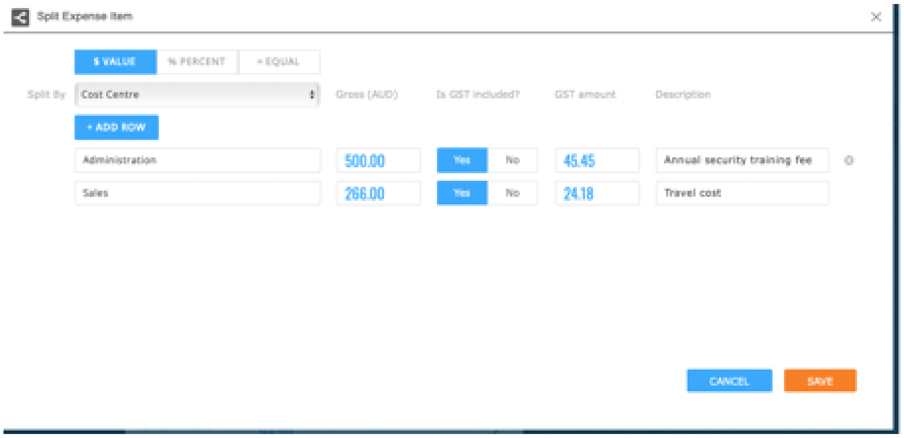
## Splitting an Item

On occasion, you may need to split a single corporate card item (for example a hotel bill) into multiple items, assigning portions to different expense codes.




To do this, open the expense item and fill out the item details assigning the full amount to one of the codes you wish to use. Without submitting the claim, click the SPLIT button on the right-hand side of the screen.

- From the "Split By" options choose how you wish to split the item. You can select any coding value (expense type, cost centre, etc.) from your company's list.
- Place the cursor in the auto fill field and select a relevant code. Fill in the amount ($ value or percentage) of the total you want to assign to this code.
- Use the + ADD ROW button if you need to add extra lines. Repeat the process until you have accounted for the full cost of the original item.
- Complete the GST information and enter a Description for each line
- Click SAVE. This will return you to the CARD or LIST View where you can see that the expense has been split into separate items. Click on each item to add any attachments or missing data then SUBMIT or SAVE the claim




## Make Personal

### *When Your Company Pays the Corporate Card Bill*

Click on the item and fill out the details of the expense as usual. In the coding section choose the account code that your company requires for personal expenses.

Check with your system administrator if you are unsure how personal expenses should be handled in your organisation.

### *When You Pay the Corporate Card Bill*

If you personally settle the corporate card bill each month then your system has likely been set up to enable you to personalise expense items via a single click. Personalising an expense in this way removes the expense from your corporate card statement total and the item becomes 'read-only' in the system.

To do this, click the SWITCH TO LIST VIEW link at the bottom of the page under the corporate card expenses tab, then click on the icon on the left-hand side of the item. The icon colour will change and the status will be displayed as PERSONAL. You can change an item from business to personal as often as you wish, however you will not be able to change the status once you have submitted the item (unless your approver, or the finance department returns the claim to you).

Check with your system administrator if you are unsure how personal expenses should be handled in your organisation.

## Adding Attendee Details for FBT

In some regions, certain expense types (e.g. client entertainment) are subject to Fringe Benefit Tax. For these expenses, you'll need to enter additional details about the attendees for Zeno Expense to accurately calculate any tax liability.

### *Add Attendees by Name*

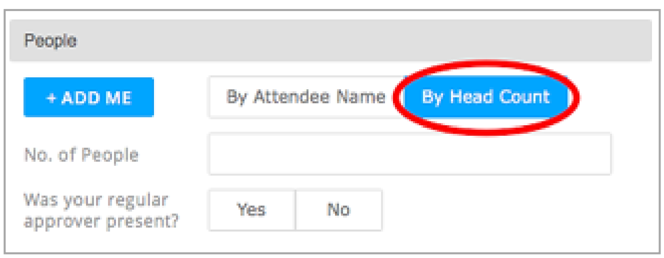
The 'People' section will automatically appear under the 'Coding details' section when an expense code that attracts FBT enabled is chosen.


If you were present at the event, click 'Add Me' to populate the name and company fields with your own details. Choose 'Employee Travelling' or 'Employee Non-Travelling' from the dropdown list and answer 'Yes' or 'No' to 'Was your regular approver present?'.

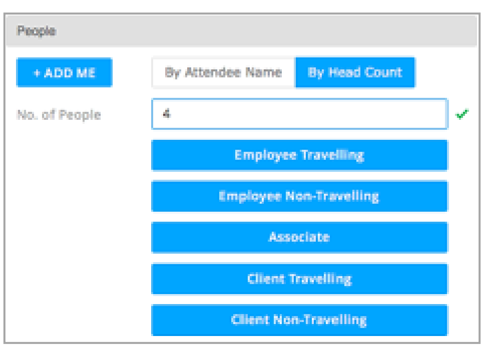
To add other people, start typing their name in the 'Name' field. Zeno Expense will suggest names from a list of employees and attendees you may have previously added. For each name entered you must supply their company name and attendee type from the available options. Continue until you have included everyone who attended the function/event.

*Add Attendees by Headcount*

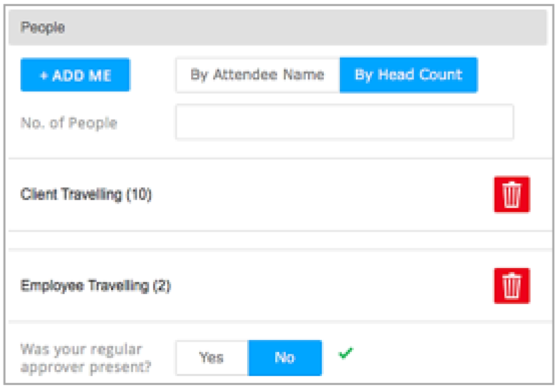
If your company has opted in, you will have the choice to enter attendee details by 'Head Count' or 'Attendee Name'.




This simplified method only requires claimants to enter the number of attendees and then select the attendee type from the dropdown list.




Multiple attendee types can be added to the same expense. Claimants must also specify if their regular expense approver was present at the event.



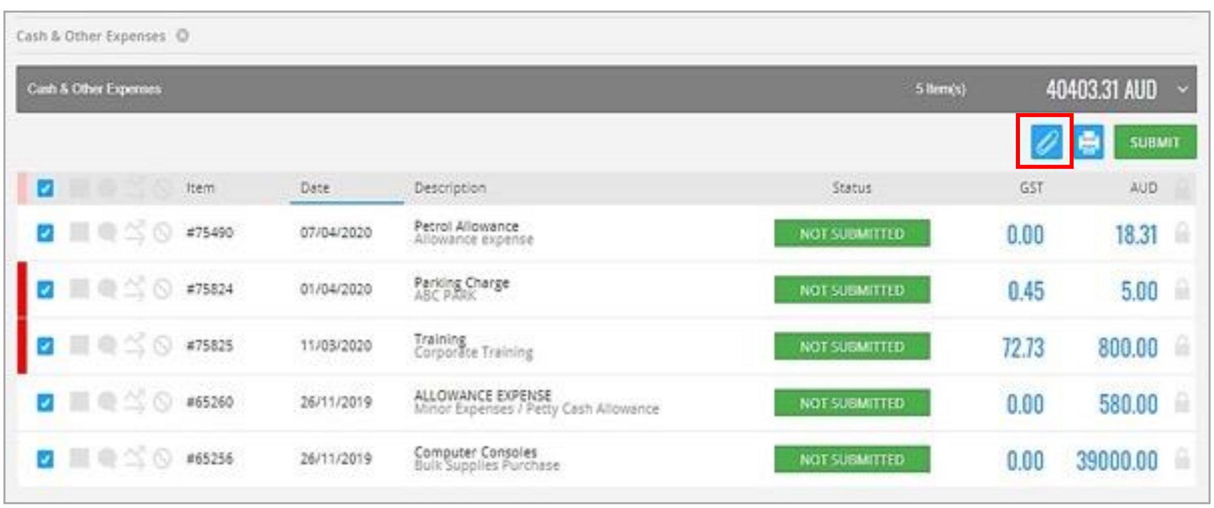

## Print a Claim

To print a list of your claims (corporate card or cash & other expenses), click the SWITCH TO LIST VIEW link at the bottom of the page and use the checkbox to select all the items you wish to print. Click on the printer icon to see a preview. Select PRINT to action the request. Individual items have a PRINT option on the right-hand side of the claim form.

## Add One Attachment to Multiple Items

Sometimes you may find it useful to attach a tax invoice to multiple expense items at one time. This functionality is available in LIST VIEW.

Using the checkboxes on the left-hand side of each item, select the expenses that you wish to attach the receipt/ tax invoice to. Next, click the paperclip icon and navigate to the tax invoice you wish to add.



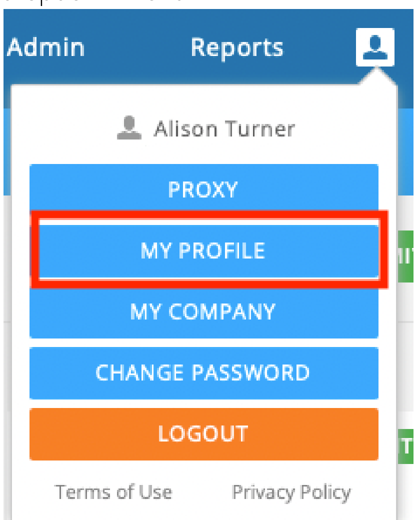

After you have chosen the relevant file you will notice that the receipt icons next to the items you selected have changed to dark grey, indicating that a receipt is attached to the claim. You can also remove an attachment from multiple items by following the same process.

# Tools

## Setup a Proxy User

To set up a colleague as a proxy who can enter expenses on your behalf, you'll need to give them permission to access your Zeno Expense account. Note: this only gives them access to the 'Expenses' tab.

- Click the icon located on the right-hand side of the menu bar and select MY PROFILE from the dropdown menu




- In the 'My personal assistant' field use the dropdown menu to choose the name of the person you wish to act as your proxy.
- If you want your nominated personal assistant to receive notification emails about your expenses, check the field in 'Notification options'
- SAVE your choice

## Proxy for Another User

If you've been chosen by another user to be their proxy/personal assistant then you'll be able to edit, review, add new items, and submit expense claims on their behalf through this function.

- Click the icon located on the right-hand side of the menu bar and select PROXY from the dropdown menu. Choose the name of the person you wish to proxy for. The profile icon will change colour to orange to remind you that you are in proxy mode.
- The claim information you can see in the 'Expenses' tab belongs to the person for whom you are acting as proxy assistant. You can submit claims on their behalf in exactly the same way that you submit your own claims.
- To switch out of proxy mode, click the profile Icon, select PROXY and choose your own name from the dropdown list. You can also click the profile icon and select the (x) next to their name at the top of the profile menu. Note: being a proxy assistant does not give you access to the other user's approval rights. See Approver Options for delegated approval.
-

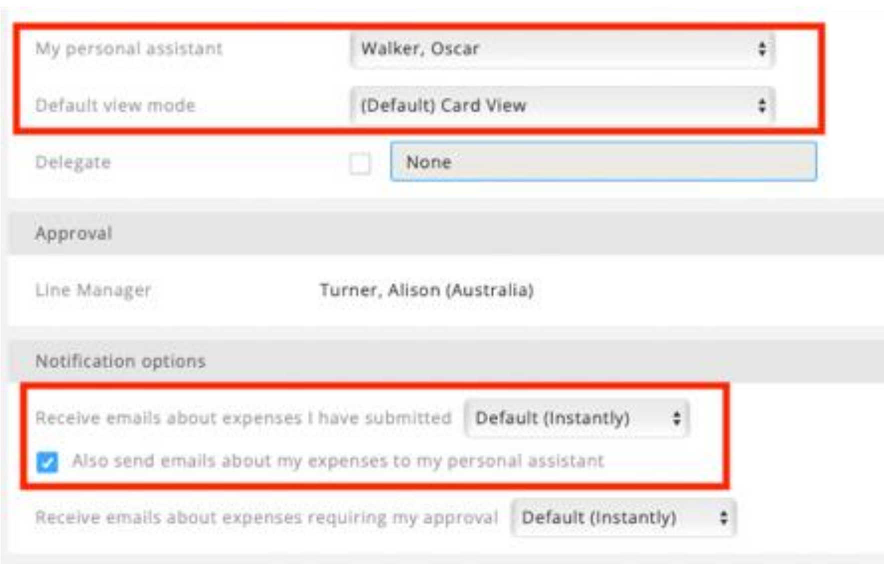
## Change Email Notification Frequency

If you are claiming a lot of expenses, you may not want to receive email notifications after every item you submit. If this is the case, you can adjust the frequency of notifications that Zeno Expense will send to you.

- Click the icon located on the right-hand side of the menu bar and select MY PROFILE from the dropdown menu
- In the 'Notification options' section, use the dropdown menu to select your preferred frequency
- SAVE your choice

## Change Default View Mode

Zeno Expense gives you the choice of viewing your expenses in two different formats, 'CARD VIEW' or 'LIST VIEW'. You can switch between the different displays by using the 'SWITCH TO XXX' link located at the bottom centre of either screen You can also change your default display by selecting Card View or List View in the Default view mode field, followed by SAVE.




## View Your Company Policies

To view the company polices that apply to your expenses click the icon located on the right-hand side of the menu bar and select MY COMPANY from the dropdown menu. If you submit any expenses that are in breach of these policies, Zeno Expense will automatically flag that item with an alert icon which your approver and finance team can see.

## Change Password

Click the icon located on the right-hand side of the menu bar and select CHANGE PASSWORD from the dropdown menu. Enter and confirm your new password and click SUBMIT.

## Forgotten Password

Click on the 'Forgotten your password?' link from the login page. Zeno Expense will email you an auto-generated temporary password which you'll need to change as soon as you log back into the system.

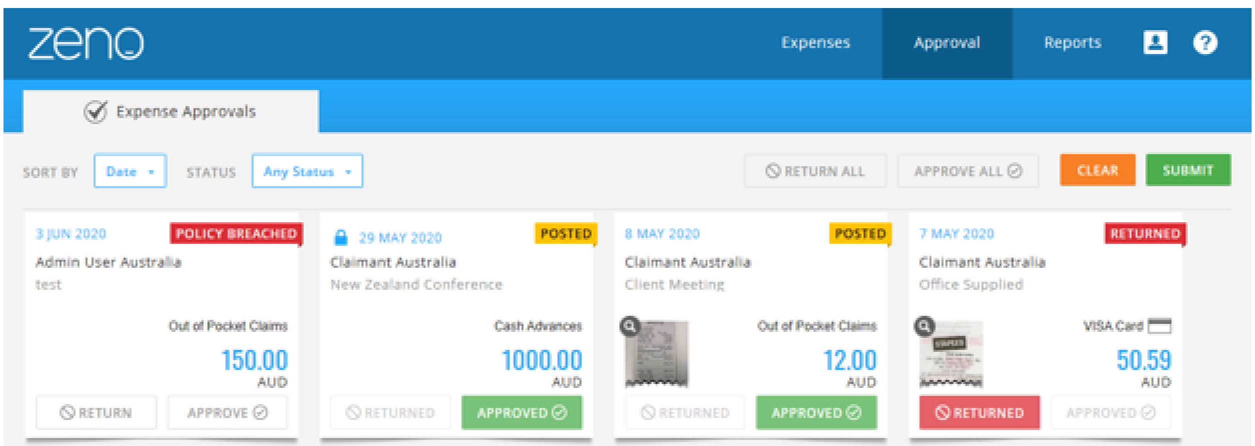
# Approvals

## Approve/Return an Expense Claim

To view items waiting for your approval click on the 'Approval' tab at the top of the screen. By default, you will be directed to the CARD VIEW of every expense item needing your approval. You can usethe SORT BY and STATUS dropdown menus to select the items you wish to see.

## Card View

All items are clearly marked so you can easily see if any policies have been breached. Click on an item to see the details of a particular expense, any notes and comments the claimant may have added and the reason for an alert (if applicable). Attachments are displayed as thumbnail images on the summary screen and within each item.

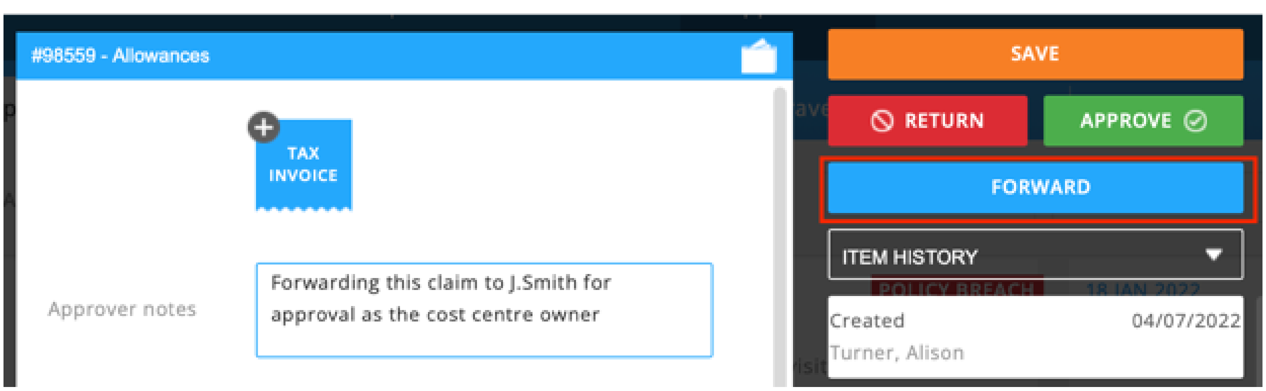



Items can be approved or rejected individually or from the summary screen by using the APPROVE ALL or REJECT ALL buttons. Remember to use the SUBMIT button to action your choice.. If you reject an item you will be prompted to give a reason for rejecting the expense before you can return it to the claimant.

Approved/rejected items will immediately disappear from your summary screen.

## Forward an Item

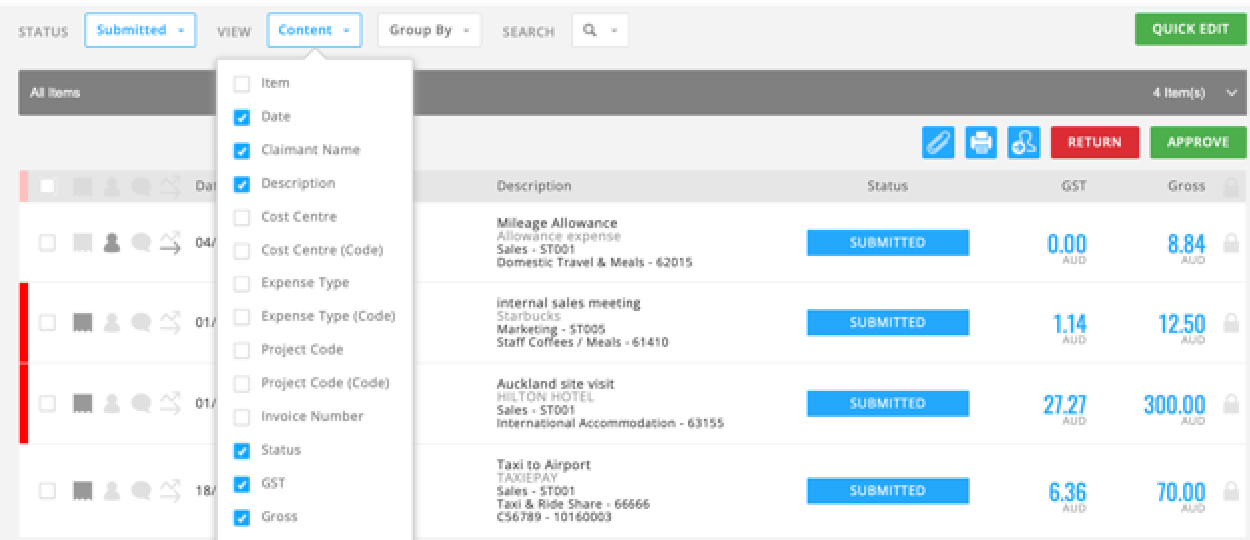
You can forward a claim to an alternative approver, by opening the item and selecting the "Forward" button:



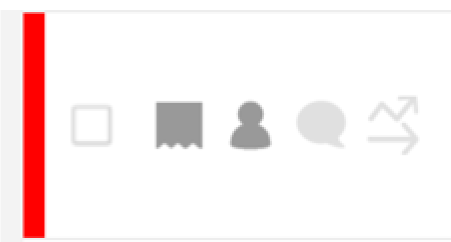
## List View

To see a summary of items submitted for your approval displayed in list format use the SWITCH TO LIST VIEW link at the bottom of the card view screen. You can use the STATUS, VIEW, and SEARCH fields to select the items you want to see.

Using LIST VIEW enables you to see more information about each item from the summary screen than is possible in CARD VIEW. You can use the checkboxes in the 'Content' dropdown menu to choose which details are visible from the summary screen.




The icons on the left-hand side of the page give you additional details about the claim without having to open the item.



- A red bar - indicates that the item is in breach of a company policy
- Checkbox - allows you to select a number of claims to perform a single action (e.g. APPROVE or RETURN)
- Tax invoice - dark grey = supporting documentation attached (hover your mouse over the icon to see a thumbnail image of the attachment). Light grey = no attachment
- Person - dark grey = item has already been approved by finance. Light grey = item has not been finance approved
- Speech bubble - dark grey = notes have been added to the claim by others. Light grey = no notes have been added
- Arrow icons - lets you know if this item has been forwarded or escalated for your approval

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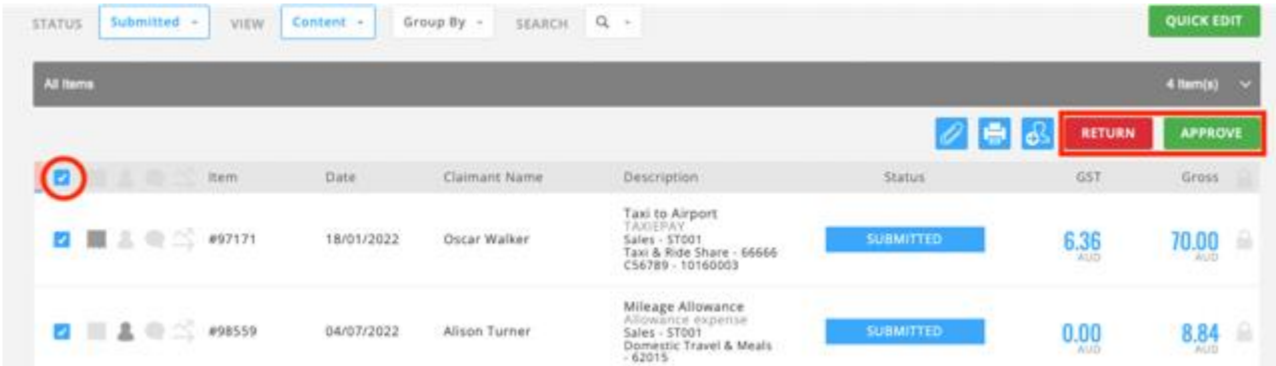
## Approve/Return All Items (from the summary screen)

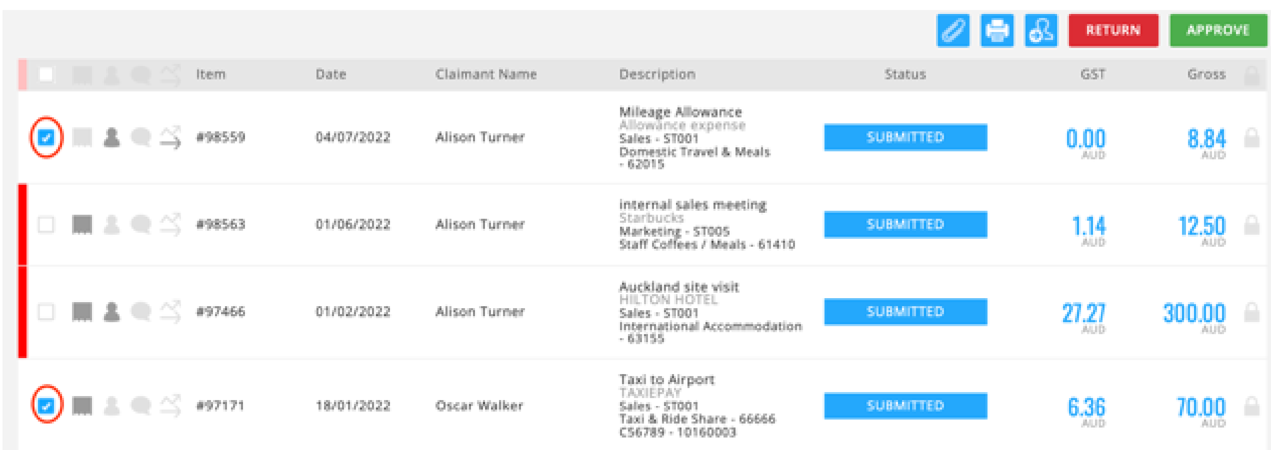
Tick the checkbox at the top of the table (on the grey bar) to select all items in the list. Click the APPROVE or RETURN button.




If RETURN is chosen, you will be prompted to provide a reason before you can return the claims.

## Approve/Return One Or More Items (from the summary screen)

Tick the checkboxes next to the items you want to approve/reject. Click the APPROVE or RETURN button to action your choice.




If RETURN is chosen a reason must be provided before the claim can be returned to the user.

## Approve/Return Expenses (From the item detail screen)

Click on a listed item to see the details of that particular expense, including any attachments and the reason for an alert (if applicable). You will also be able to see any comments that the claimant/finance team may have added. Use the Approver notes field to add your own comments (this must be completed if you are rejecting the claim).

You have the option to SAVE any amendments to be actioned at a later date or you can APPROVE/RETURN the claim from item level. Approved/returned items will immediately disappear from your summary screen.

## Forward an Item to a Different Approver

From the LIST VIEW summary screen, use the checkboxes to select the item(s) you wish to forward. Click the icon to bring up the 'Forward Items To' field. Type the name of the alternate approver or select a name from the list. You will only be able to select people that your finance team have designated as 'Approvers'.

## Claims with Multiple Approvers

If a user account has senior level approvers, the claim will go to the default approver and the 2nd and/or 3rd level approver(s) depending on the threshold amount set by your company Admin. The 'Item History' section of the claim will display the name and level of each approver that the claim was sent to. When the item is approved, the status will display as 'Mgr. Approved (Partial) and 'Mgr. Approved'.


## View Returned Claims

For reference purposes you may wish to review a claim that you have returned to the claimant:

From the summary screen in either CARD or LIST VIEW, use the STATUS field to select 'Returned' from the dropdown menu. You will see a summary of all claims that you have rejected. You may click on an item to view the details; however, these items will be read-only unless the claimant resubmits them.

## View Approved Claims

For reference purposes you may wish to review a claim that you have already approved:

From the summary screen in either CARD or LIST VIEW, click on the STATUS field and select 'Approved' from the dropdown menu. You will see a summary of all claims that you have approved. You may click on an item toview the details; however, these items are read-only and cannot be edited.

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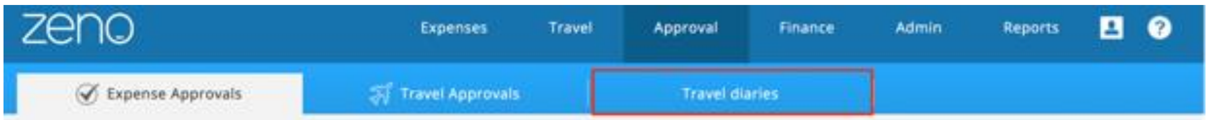
## View a Travel Diary

Sometimes claimants are required to complete a travel diary to support their claim. To assist you in your role as an approver you have access to view all travel diaries associated with claims that have been submitted for your approval. To do so, select the 'Travel Diaries' tab from the 'Approvals' home page (Card View) and click on a travel diary to see the entries it contains.




## Change Email Notification Frequency

If you are approving a lot of expenses you may not want to receive email notifications every time an item is submitted. In this case, you can adjust the frequency of notifications that Zeno Expense will send to you in the MY PROFILE screen:

- Click the icon located on the right-hand side of the menu bar and select MY PROFILE
- In the 'Notification options' section, use the dropdown menu to select which frequency that system generated emails will be sent out to you


- SAVE your choice

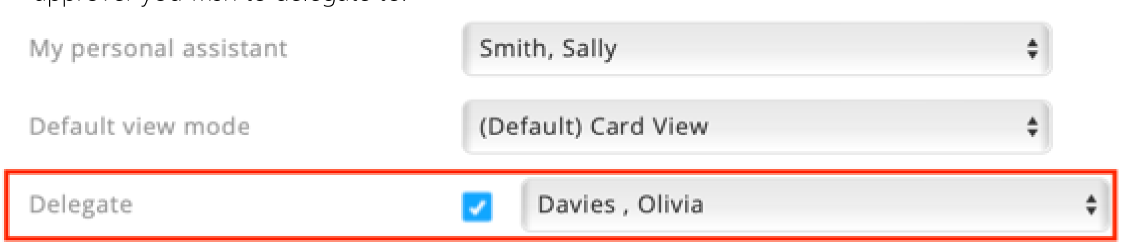
## Delegating Your Approval Authority

As an approver, you have the ability to delegate your approval rights to an alternative approver within your organisation.

### *Instant delegation*

To delegate your approval authority to an alternative approver with immediate effect:

- Click the icon in the top right-hand corner of the screen
- Select MY PROFILE from the dropdown menu and use the 'Delegate' field to choose the name of the approver you wish to delegate to:




- Click SAVE to action:

Any claims submitted to you for approval will be redirected to the delegate you have assigned. The delegate will also receive any notifications relating to these items.

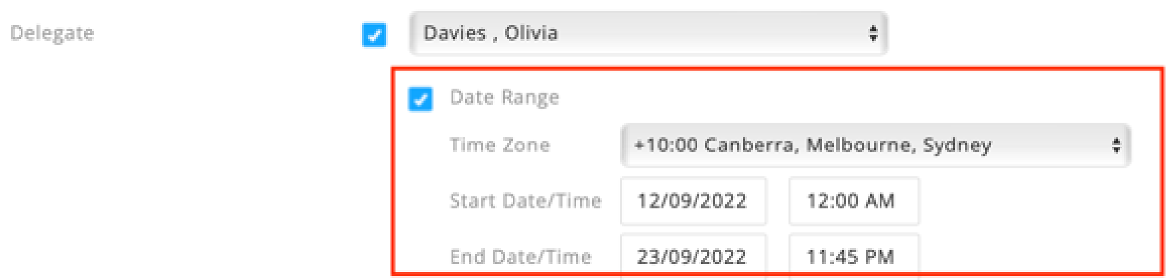
Note: Delegating your approval rights to another manager will not transfer existing claims that are waiting for your approval. For these items you will need to a) approve the claims yourself b) forward each one to the new approver on a case-by-case basis or c) ask your administrator to transfer them for you.

To re-assign approval rights back to yourself, simply go the MY PROFILE screen and select 'None' from the Delegate dropdown list. Don't forget to click SAVE before you leave the page!

### *Planned Delegation*

To delegate your approval rights in advance of planned leave:

- After nominating the Delegate, select the 'Date Range' checkbox and enter the dates/times that delegation should be active:

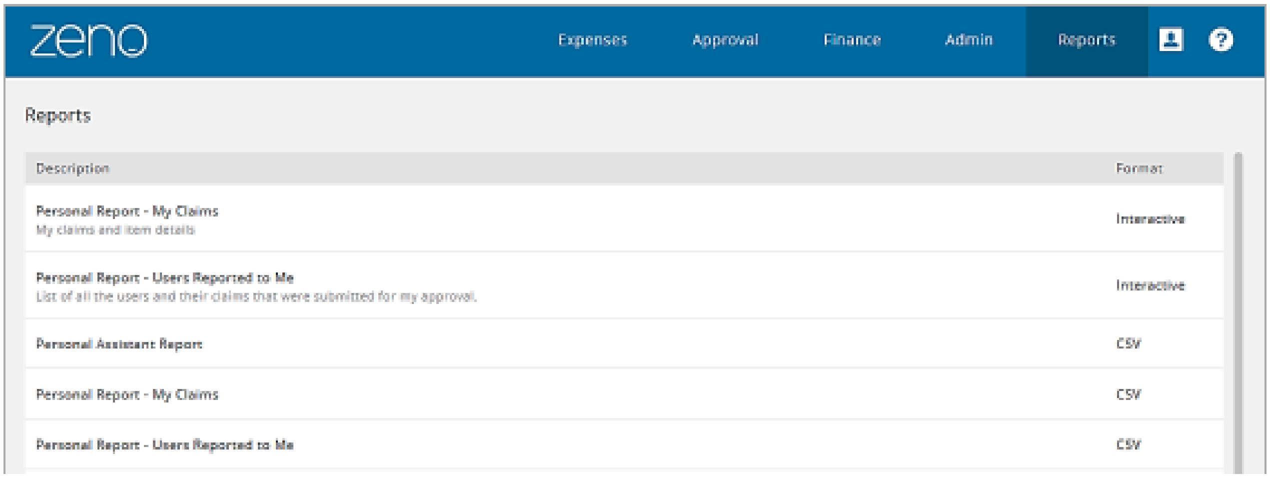



- Click SAVE to action:

Any claims submitted for approval during the timeframe you have setup, will be redirected to the delegate you assigned. The delegate will also receive any notifications relating to these items. Your approval rights will automatically revert to you at the end of the selected time period.

# Reports

Claimants & Approvers can use the Reports tab in the top menu bar to run reports about your personal expenses. Additionally, Approvers have the option to run reports that relate to their role as an expense approver:




## Create a Report

- Click on the report type you wish to create
- Use the radio buttons to customise the data you want to incorporate into your report including your desired dates/timeframe, region (if applicable), account selection, and claim status
- Depending on the type of report, the timeframe may include the dates that claims were submitted, the dates that items were generated, or the dates that the expenses were incurred
- Click VIEW to generate the report
- Interactive reports can be saved in PDF, Word, Excel, Rich Text, or CSV [MS Excel 97-2000 (Data only)] format

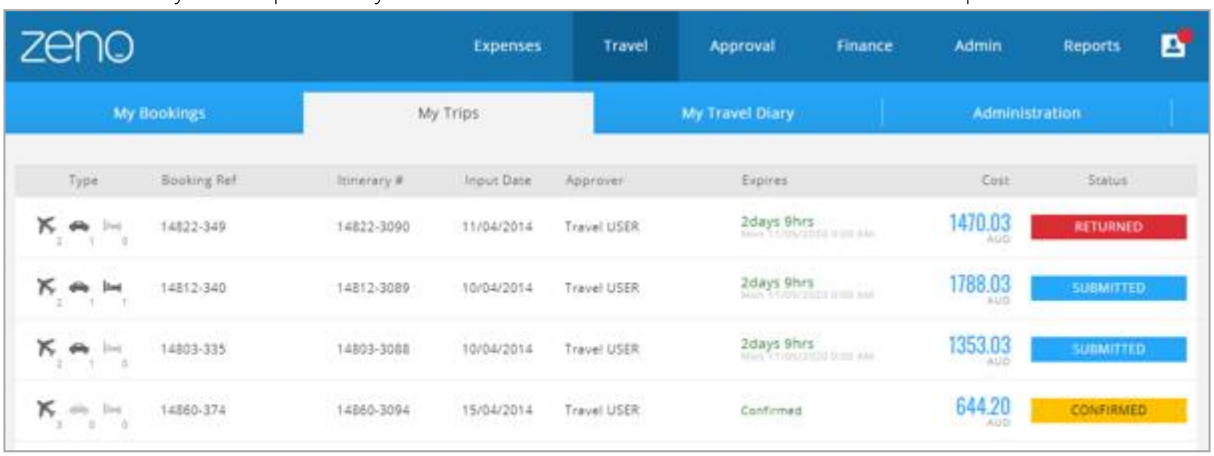
# Travel

## Pre-Trip Approval

If your company requires you to gain approval before confirming travel arrangements, you will have a TRAVEL option on your main menu bar.

## Check Status of a Trip (Traveller)

- Select the 'My Trips' tab to check the approval status of any bookings for which you are the traveller, including trips that have been booked on your behalf.
- The summary screen provides you with an overview of the current status of each request




- Select a booking reference to view the itinerary details
- Click the icon to see the booking history and any notes the approver may have added
- To return to the 'My Trips' summary screen, use the BACK button
- If the approver has RETURNED a request the itinerary has automatically been cancelled
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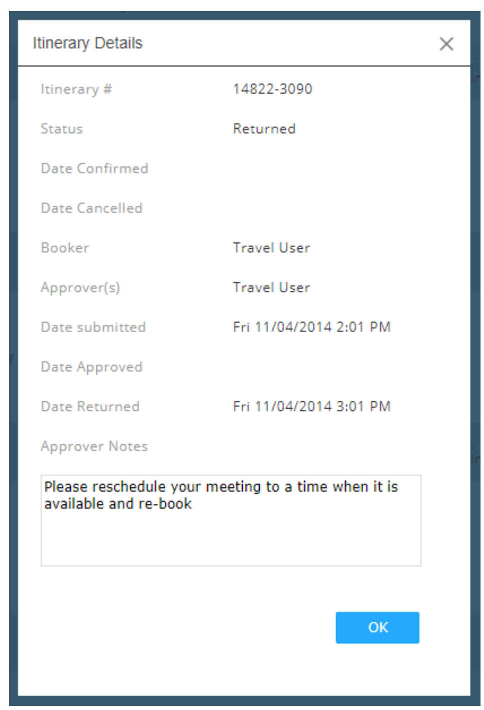
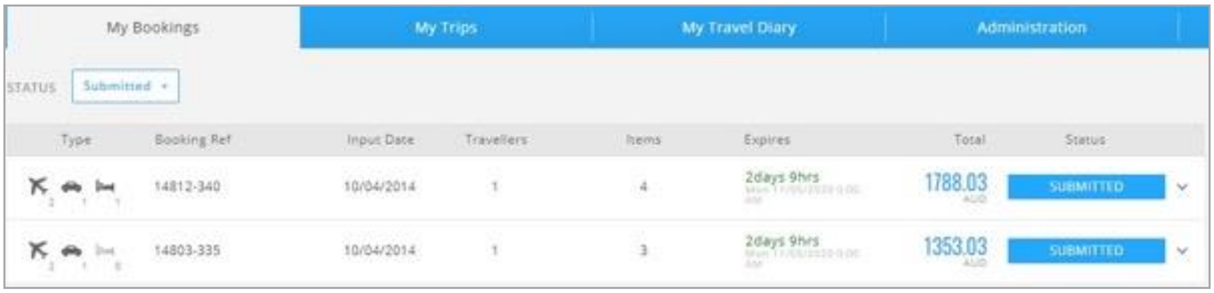
- If the approver has RETURNED a request the itinerary has automatically been cancelled



## Check Status of a Booking (Travel Arranger)

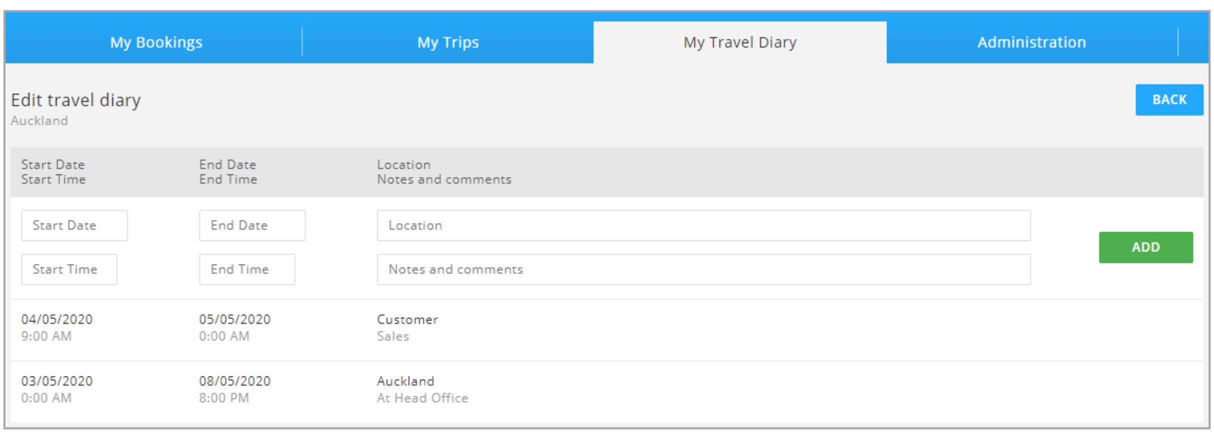
- Click on the ‘My bookings’ option and choose the type of booking you want to view (i.e. Pending, Returned, Approved, Removed or All). The status of each booking is displayed on the summary screen
- Select a booking reference to see more details about the itinerary




- Use the icon to see the booking history and any notes the approver may have added
- Use the BACK button to return to the summary screen

## Create a Travel Diary

- In the Travel section select the ‘My Travel Diary’ tab
- In the ‘Diary name’ field, choose a name for your diary and click ADD NEW
- Click on the diary name you have created and enter the dates/details of your trip, clicking AD’ between each location




- When you have finished, click BACK to return to the ‘My Travel Diary’ summary screen

## Grouping Expenses

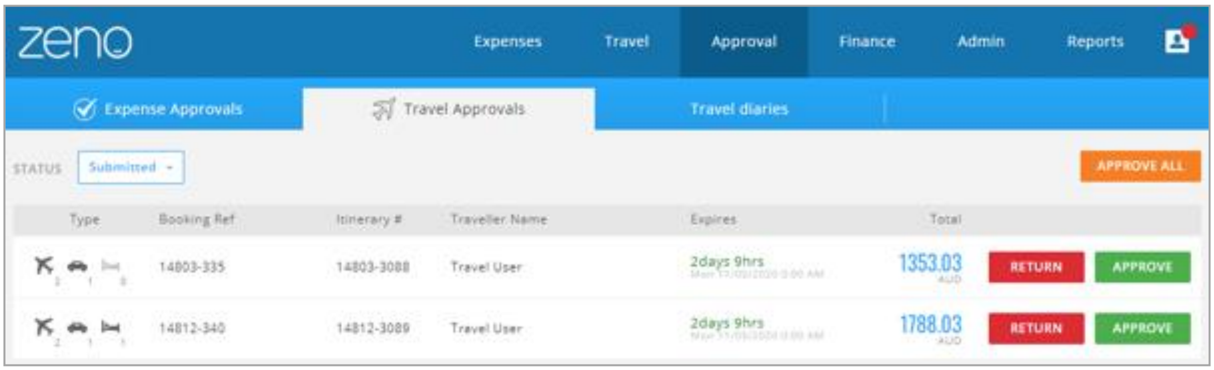
If your company is using Zeno Online for travel bookings and Zeno Expense for expense management, you will benefit from automatic ‘grouping’ of expenses on days when you are travelling. For example, if you travel by taxi on a day when you have booked a flight to Melbourne, Zeno Expense will automatically associate the expense with the trip and label it accordingly. There is an UNDO button for any items that are incorrectly ‘grouped’.

## Travel Approval

Travel bookings waiting for your approval can be found under the ‘Travel Approvals’ tab in the ‘Approvals’ section.
Navigating to this tab will automatically display a summary of all the bookings waiting for your approval.

## Quick Approve/Return (From the Summary Screen)

If the summary screen provides you with enough information to approve all of the requested itineraries, you can do so with one click. Select the APPROVE ALL button and confirm your choice when prompted.




Alternatively, you can choose to APPROVE or RETURN individual bookings from this screen by clicking the relevant button on the right-hand side. If you select RETURN, you will be prompted to add a reason for your decision before you can process your choice. Once you have added your comments, click SAVE NOTES. You will now be able to RETURN the claim.
Note: Please be aware that when you RETURN a travel request all the itineraries in the booking will automatically be cancelled via Zeno Online.

## Detailed Approve/Return

- Click on an itinerary to see more details about the booking
- If you want to add notes to support your decision click on the blue  icon. Add your comments in the ‘Approver Notes’ field and then SAVE NOTES. You will automatically be taken back to the summary screen where you can APPROVE or REJECT the request
- After clicking OK you will be redirected to the Pending booking summary screen where you can continue to APPROVE or RETURN each itinerary accordingly

## View Returned/Approved/Removed Bookings

For reference purposes you may wish to review a booking request that has previously been returned/approved/removed (bookings that have been cancelled or passed their expiry date).

- Use the STATUS dropdown menu in the ‘Travel Approvals’ tab to select the status type you wish to view. These itineraries and any notes they contain are read-only

# Support

If this user guide does not answer your question, please contact your Zeno Expense system administrator or a person designated within your company to provide first-level Zeno Expense support (normally accounts payable or finance staff). If they're unable to help you, they can submit a ticket via the Serko Expense Support Centre on your behalf.