Zeno Expense User Guide
Finance and Administrator

Version 3.5

Document History

Version	Description	Author	Date
V1.0	Initial document created	Alison Turner	01/07/2014
V2.0	Minor corrections and contents updated	Expense Support Team	14/01/2020
V3.0	Template and screenshots updated, added new features and configurations	Expense Support Team	01/05/2020
V3.1	Zeno Branding	Expense Support Team	03/08/2020
V3.2	Updated User and GL Approvals	Client Success Team	29/04/2021
V3.3	Updated Reports, Policy Manager and Configuration options	Client Success Team	31/01/2022
V3.4	Updated Delegation, Global Policies and Configuration options	Customer Success Manager	27/04/2023
V3.5	Updates to screenshots, functionality and Configuration options	Alison Turner	03/03/2025

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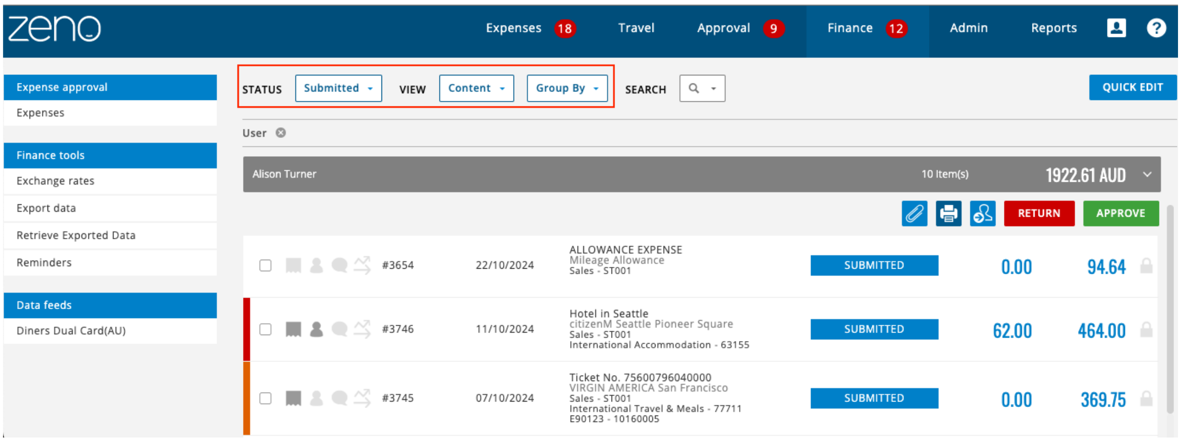
Finance Tools

Submitted Claims

Clicking on the Finance tab automatically takes you to the submitted items screen where items that are waiting to be processed from a finance perspective are listed. You can choose the top-level information you'd like to see about each claim from the options available in the VIEW dropdown. The STATUS and GROUP BY menus can be used to filter the items you are ready to process.



The icons to the left of the item number give you basic information about the claim without having to open each one.

Red/orange bar: Indicates that the item has been flagged with an alert. Hover your mouse over the bar to see the reason for the alert.

Checkbox: Allows you to select single or multiple items to perform an action (e.g. APPROVE or RETURN one or more expenses or add an attachment).

Receipt: 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 manager approved. Light grey = item has not been manager approved.

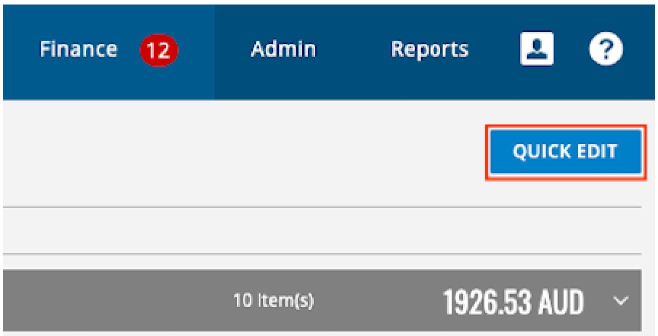
Speech bubble: Dark grey = notes have been added to the claim Light grey = no notes have been added

Arrow icons: Indicate that this item has been forwarded or escalated to you..

Quick Edit

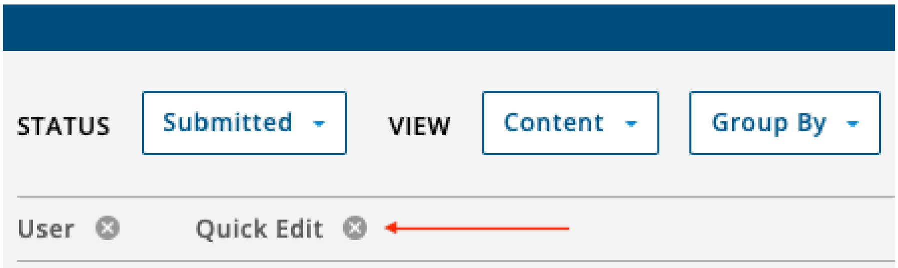
This feature enables finance users to quickly make changes to expense claims at a top-level view, without needing to fully open each item. Editable fields include coding details and the GST amount. The only exception to this is when changing an expense code from non-FBT related into one that includes FBT. In this case the item must be fully opened to enable attendee details to be added.

To use QUICK EDIT, select the button from the top right-hand corner of the Finance tab:



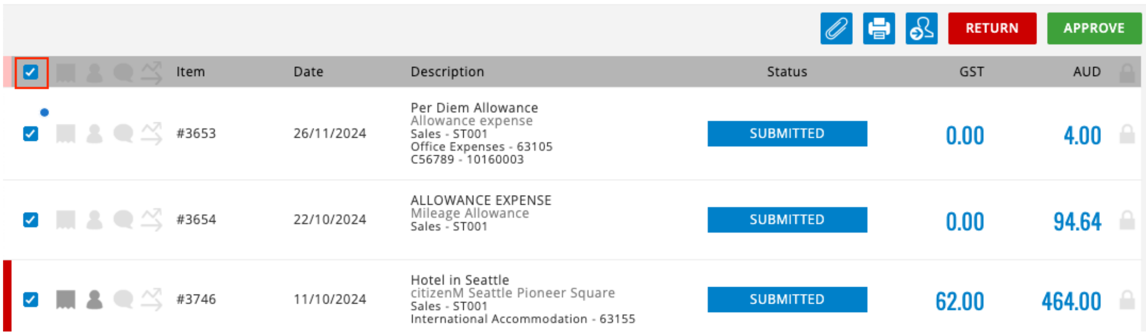
Open the group of expenses you wish to view. Fields that are underlined in blue can be edited simply by clicking on the text and making the required changes. To save the changes, click anywhere outside the pop-up window.

To switch this feature off, click the X next to the 'Quick Edit' option at the top of the items list.



Quick Approve/Return

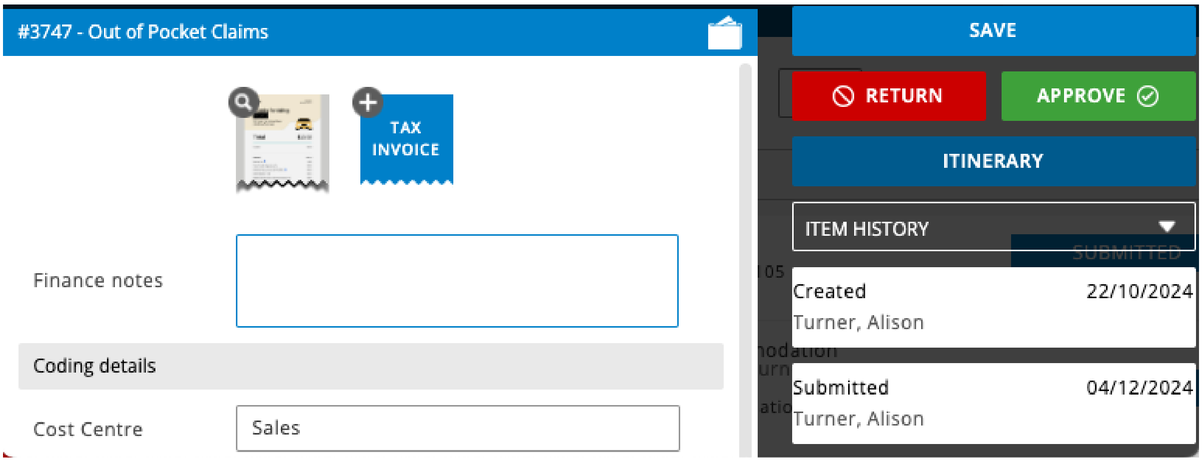
As a finance approver you have the option to approve and return items in bulk. Ticking the checkbox on the grey bar will automatically select all items on the current screen (and additional pages if you choose). Use the Approve/Return buttons to perform the action of your choice.



Note: if RETURN is selected you will be prompted to enter a reason for your decision.

Detailed Approve/Return

You can also approve or return individual expenses by opening an item and using the Approve/Return buttons on the right-hand side of the screen. If you opt to RETURN an item, you will be prompted to enter a reason for your decision.



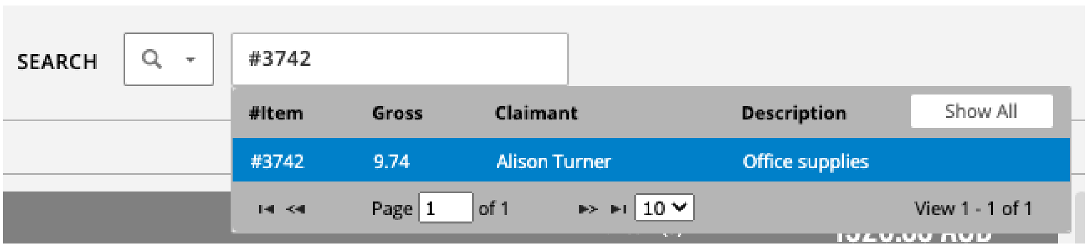
As a finance approver you have the ability to modify the coding details, GST and Description fields before approving the claim.

If you modify an item in any way but you're not yet ready to APPROVE or RETURN it, you can elect to SAVE your changes instead.

Expense Search Facility

To find a claim within Zeno Expense, use the SEARCH feature and select your search criteria from the dropdown list. Type relevant text into the search field and all items with matching results will appear in a pop-up window

Note: using a # before an item number search can help to refine the number of results:



Modify Exchange Rates

Depending on the rules within your company, you may need to setup/modify exchange rates for 'Out of Pocket' claims that were incurred overseas (exchange rates for corporate card expenses are provided in the data feed).

To setup/modify a rate, select 'Exchange rates' from the 'Finance tools' menu. Click on the currency you need to setup/modify and enter the exchange rate. The rate you enter should be the value of the foreign currency equivalent to 1 unit of your home currency. Remember to 'Save' before you leave the screen.

Notes:

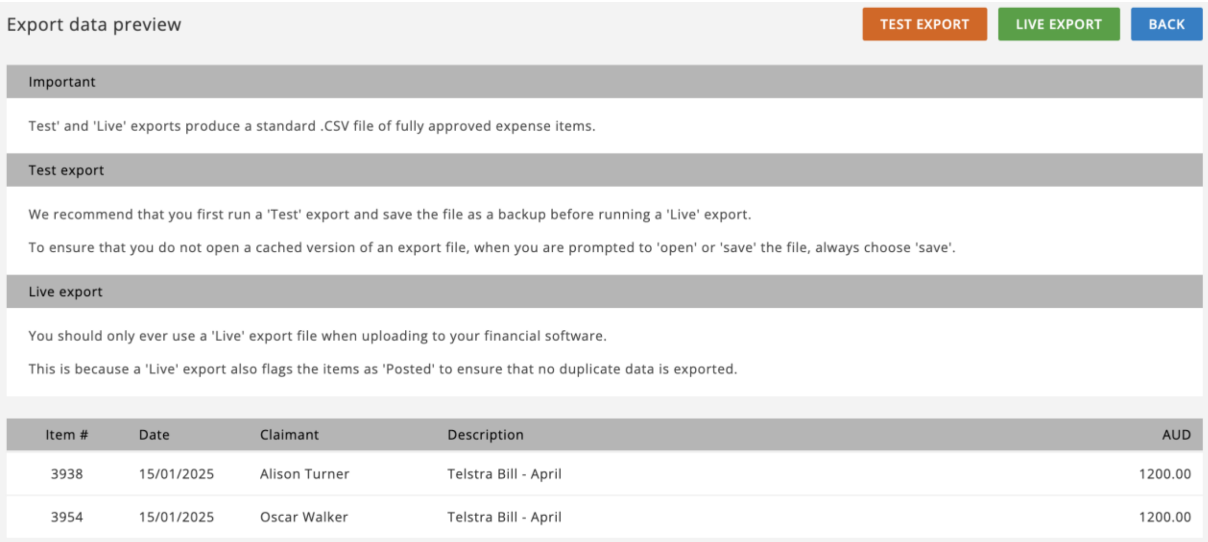
- Your home currency rate should be set to 1.0 on the list of exchange rates.
- In the claim form, end users will only be able to select currencies that have an exchange rate setup in the system.
- If you would like exchange rates to be automatically updated via a daily feed, please raise a support ticket and our Customer Success Team will enable this option for you.

Export Data

One of the key roles for finance users is to export data from the system. Only claims that have been fully approved (i.e. approved by business managers and a finance team member) can be exported from Zeno Expense.

- Select 'Export data' from the 'Finance tools' menu.
- Use the radio buttons to choose the Account Type data you wish to export.
- Click 'Next' to preview the data.

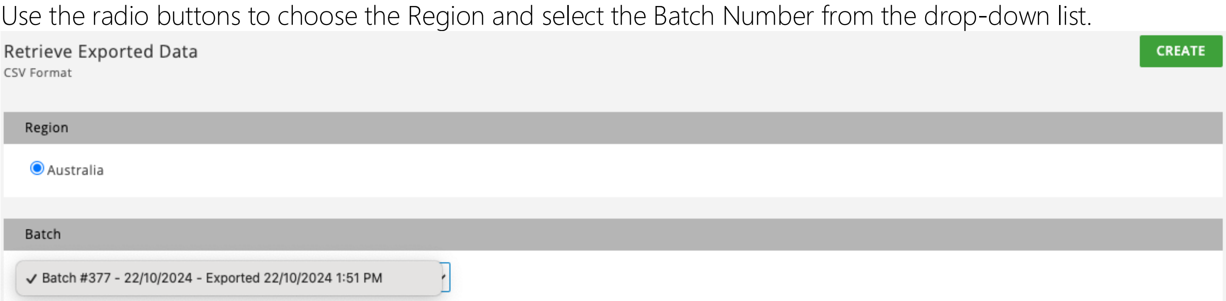
Depending on your company's configuration you may have the option to run a 'Test export' as well as a 'Live export'. The CSV file that's created when you click either of these buttons is identical, however running a Live Export will mark the items as 'Posted' and they will become read-only in Zeno Expense.



Retrieve Exported Data

To retrieve data that has previously been exported, select the 'Retrieve Exported Data' option from the 'Finance tools' menu.

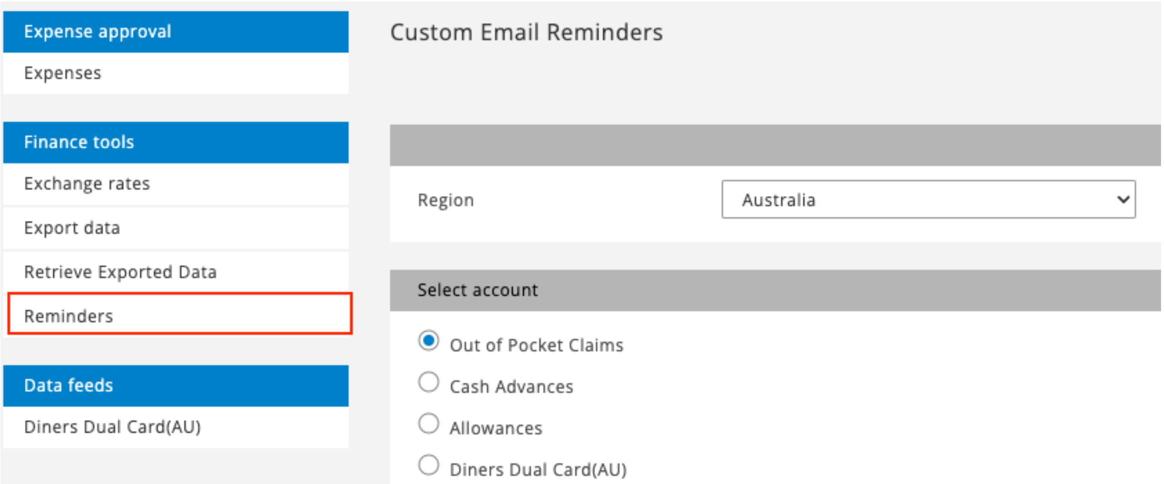
- Use the radio buttons to choose the Region and select the Batch Number from the drop-down list.



- Click the CREATE button to reproduce the previously exported .CSV file.
- DOWNLOAD the file.

Reminder Notification Emails

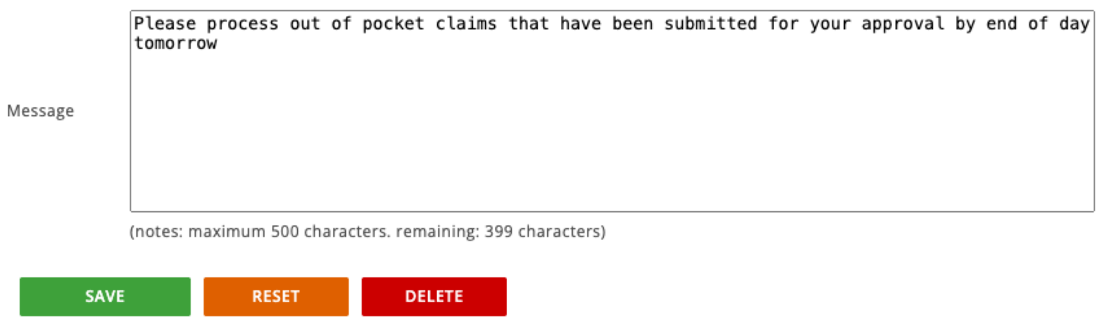
The 'Reminders' option in the finance tools menu allows you to compose and schedule custom emails to be sent to staff that have outstanding items to submit and/or approve in Zeno Expense.



- Use the dropdown menu to select the 'Region' in which the email will be active and the 'Account Type' (corporate card, out of pocket etc.) you'd like to set the reminder for.
- Choose the specifications for the first reminder email.
  - *Recipient:* Click the 'Approver' or 'Claimant' radio button to choose which users will receive the reminder email. (Note: the system cannot be used to remind claimants to submit any outstanding out of pocket or allowance claims)
  - *Active?* Click the checkbox to activate the reminder email.
  - *Frequency*: Click the radio button next to the preferred frequency that the users will receive the reminder email.
  - *Time Zone:* Use the dropdown menu to select the time zone that the reminder email will be sent.
  - *Local Time:* Use the dropdown menu to select the time that the reminder email will be sent. (Note: some local time periods can be unavailable due to Daylight Saving Time transitions)
  - *Message:* Type the custom message that will be included in each reminder email, the maximum character limit is 500.

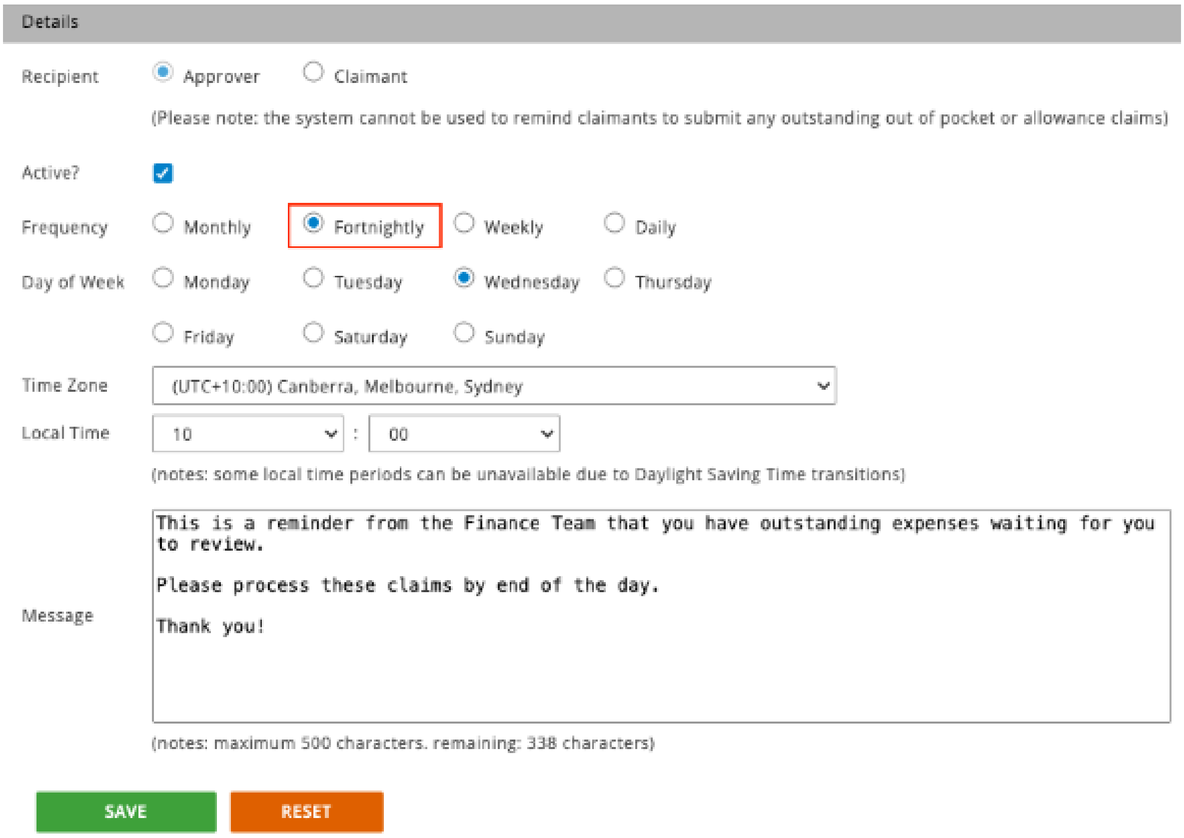
Once each field has been updated, SAVE your changes. In the 'Select Account' section, you will see 'Active' in red font next to each account that has an active reminder email enabled.

To edit a reminder, open the message and make the required changes followed by Save:



There's also a delete button if you want to remove the reminder notification completely.

Separate reminder emails/schedules can be created for each user group and Account Type.



NOTE: Reminder emails will only be sent to users who have pending items to submit/approve.

Data Feeds

In the 'Data feeds' menu you will see a list of all the different data feeds for the regions in which you are a finance approver.

Select a data feed to see a summary of transactions that your card provider has sent to Zeno Expense.

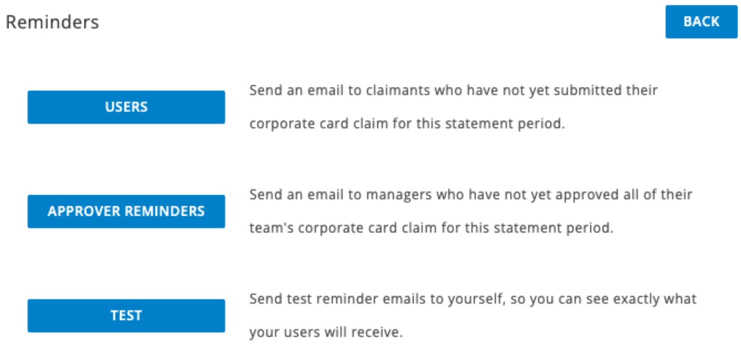
Sequence number	Expense date	Downloaded	NZD
20241202	01/12/2024 - 12/12/2024	04/12/2024 11:00 PM - 14/12/2024 11:00 PM	31867.34
20241102	31/10/2024 - 01/12/2024	05/11/2024 11:00 PM - 03/12/2024 11:00 PM	58035.96
20241002	30/09/2024 - 01/11/2024	03/10/2024 10:00 PM - 02/11/2024 11:00 PM	54324.96
20240902	01/09/2024 - 01/10/2024	04/09/2024 10:00 PM - 02/10/2024 10:00 PM	48267.8

Click on a Sequence Number to see details about individual transactions in the feed.

Reminder in Data Feed section

The 'Reminder' button in this screen enables you to trigger an instant reminder email to claimants & approvers who have outstanding items to process in the selected statement period.

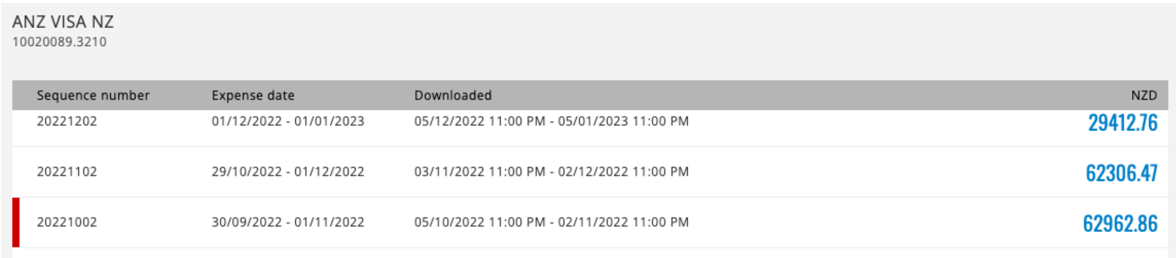
Click the USERS button to see a list of claimants who have not yet submitted their expenses. Choose to remind individual users from the dropdown list or select all using the checkbox on the headings bar.



Use the TEST button to send an email to yourself to see the message that end users will receive.

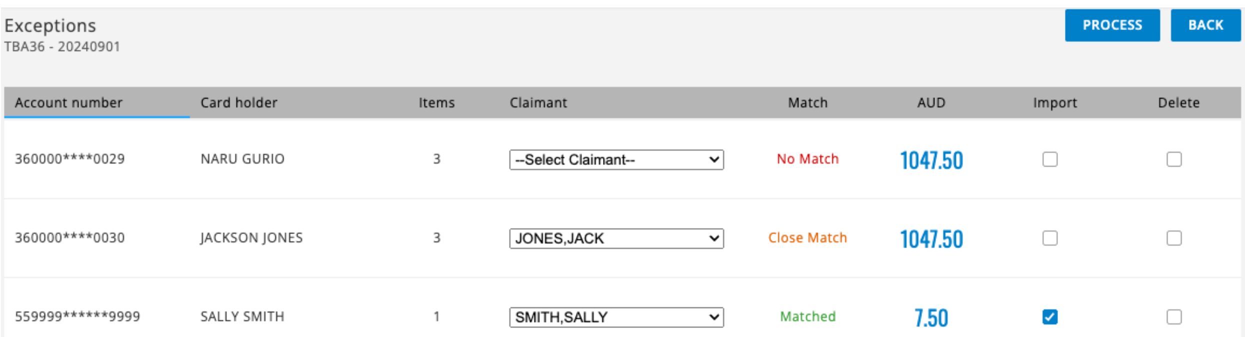
Exceptions

If a data feed contains transactions that cannot be matched with a valid user, you will see a red bar next to the sequence number.



Clicking the Exceptions button will give you further details about these transactions.

Where possible, the system will suggest which employee the transactions belong to by matching names in Zeno Expense user profiles with cardholder names provided in the data feed. As a finance user you can confirm the match, or select another user to link the transaction to from the dropdown list. When you are ready to associate transactions with the selected user, check the 'import' box, followed by 'PROCESS.'



Once a card is confirmed as belonging to a user the transactions will flow into the end user's Zeno Expense account. All future card transactions will automatically be sent to the user unless a new card is issued or the employee's profile is deactivated.

If the data feed contains transactions that you do not want to import, tick the 'Delete' checkbox followed by 'PROCESS' to remove them completely from Zeno Expense.

Admin Tools

As an Admin user you have access to a wide range of configuration options in Zeno Expense. These include adding and removing users, configuring and maintaining the expense approval workflow, updating GL codes and managing the policies that apply to claims.

System Information

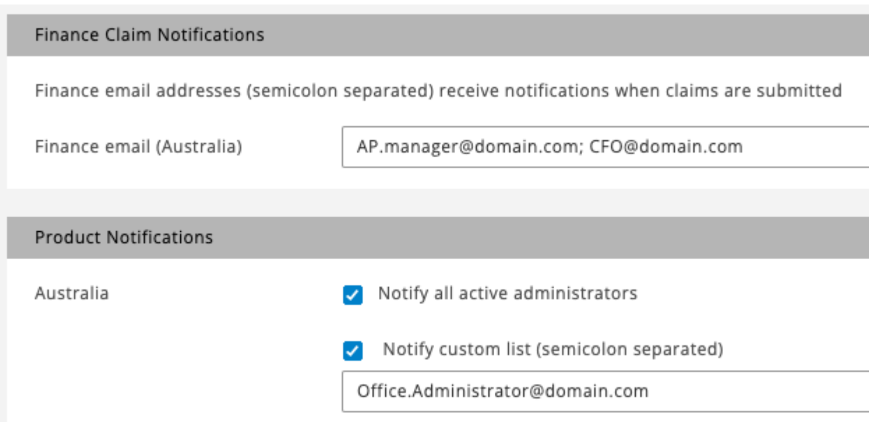
The system information section allows you to control who receives notification emails from Zeno Expense in the regions that you have Admin rights to in Zeno Expense.

Finance Claim Notifications

In the Finance Claim Notifications section you can enter the email addresses of staff who should receive notification emails when claims are submitted for approval by the finance team.

Product Notification Options

Use the checkboxes under the Product Notification Options to select which users in your company should receive product update emails from Zeno Expense. You can choose to 'notify all active administrators' in your company (the default setting), and you can setup a 'custom list' of recipients (separating the email addresses by semi-colons). The checkboxes are not mutually exclusive and can be configured separately for each region within your organisation. Remember to 'Save' your choices before navigating away from this screen.



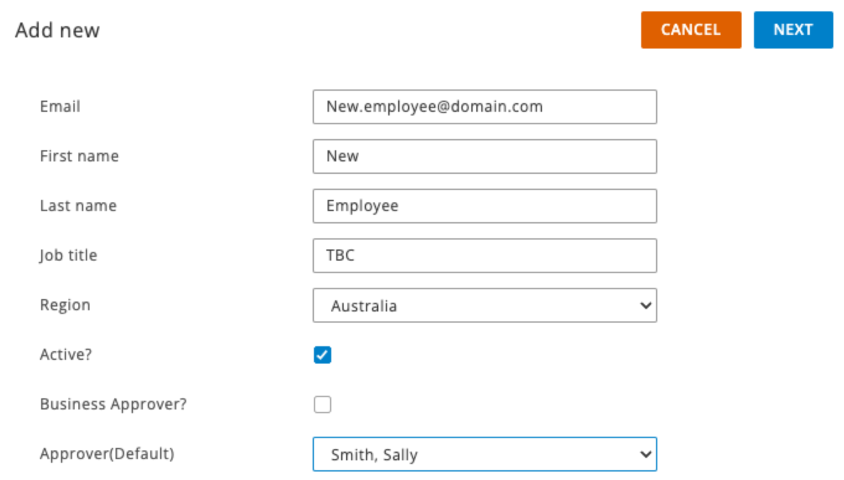
It's worth noting that 'Product Notifications' vary greatly in scope. Sometimes they are an advisory note to let our customers know about a mandatory change to the software (e.g. a new password policy) and at other times they may require a decision to be made about whether your company wants to 'opt in' or 'opt out' of a new software feature. For this reason, it's important to ensure that the email distribution list is kept up to date and includes key expense decision makers.

Users

In the Users section you can manage employee access to Zeno Expense, which Account Types they can select and the approval workflow that's required for claims they submit.

Add a New User

Select 'Users' from the 'Admin tools' menu and click the ADD NEW button. Fill out the user's details in the pop-up form. Checking the 'Active?' box allows the user access to the system with immediate effect. If the new user is also a business approver check the 'Business approver?' box. You will need to assign a default approver to the account before continuing.



- Fill out the required information about the employee and select the Account types (i.e., corporate card, out of pocket, allowances etc.) that you would like them to have access to.
- Select the SAVE option to confirm that the new user has been successfully created. Use the EDIT button to see a summary of the information you have entered.
- Select the RESET PASSWORD button to send an auto-generated email to the user advising them of their login details.

Deactivate a User

Zeno Expense will not allow you to completely delete a user from the system as their historical claim data may be needed for reporting purposes. However, Admin users do have the ability to make a user inactive, preventing them from accessing the system with immediate effect.

Select 'Users' from the Admin tools menu and locate the employee from the list or use the search option at the top of the screen. Click on the username to see their account information. Uncheck the 'Active?' box to deactivate the user. Click SAVE to confirm your choice. The user's status will now be listed as 'Not Active' on the summary screen.

Assign/Remove Business Approver Status

Access the user's account information screen and use the checkboxes to assign or remove the employee's business approver status. Remember to SAVE your work before navigating away from the screen.

Change the Line Manager

Access the user's account information screen and select a new approver from the drop-down list. Remember to SAVE your work before navigating away from the screen.

Change a User’s Default GL Category

Depending on your company’s Zeno Expense configuration end users may be assigned to a default Cost Centre. To make changes to a user’s default Cost Centre open their user profile and select the EDIT button.

- Place your cursor in the auto-fill field and select the new Cost Centre from the list.

- Position your cursor in the ‘% split’ box next to the old Cost Centre and adjust ‘100’ to ‘0’.
- In the ‘% split’ box next to the new Cost Centre adjust ‘0’ to ‘100’.
- Remember to SAVE your work before navigating away from the screen. The new Cost Centre will be displayed in the user’s profile..

Add an Additional GL Category to a User’s Account

If a user belongs to more than one Cost Centre and you would like their expense claims to be apportioned accordingly, you can use the above process to add an additional Cost Centre to their account.

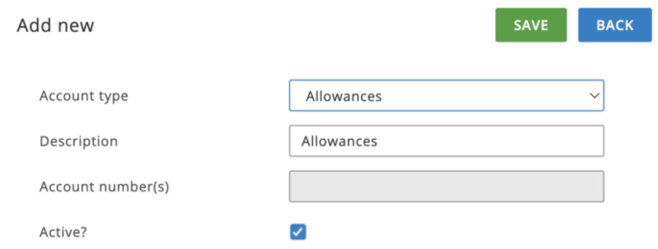
The difference in this procedure is the value that is entered into the ‘% split’ box. If you wish to split the cost of claims equally between the two Cost Centres, enter ‘50’ into both boxes.

Different apportionment can be achieved by adjusting the values as required.

Remember to SAVE your work before leaving the screen

Add Additional Account Types (Corporate Card, Out of Pocket, etc.)

To add additional account types for a user, access their account information screen and click the ADD NEW button in the 'Account options' section.



Use the dropdown menu to choose the account type you wish to add. Ensure the 'Active?' checkbox is ticked and click SAVE. The new account type will be listed under the user's Account options.

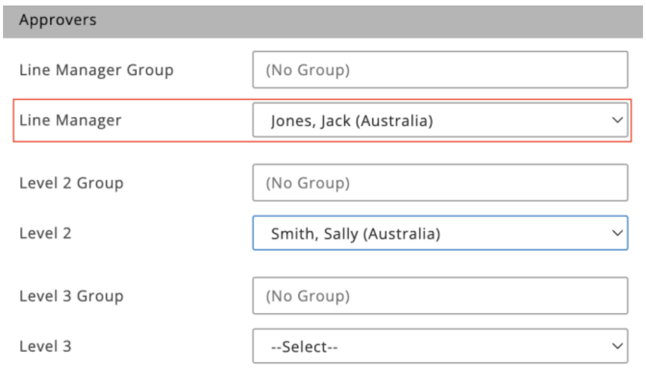
Remove an Account Type

Access the users account information screen and select the account type you wish to remove from the 'Account options' section. Simply uncheck the 'Active?' box and 'Save'. The account type will still be listed under the user's 'Account options' but 'No' will be listed under 'Active?'.

Setting up Approvers in User Profiles

Line Manager

As a minimum requirement, all users must have a default approver setup in their Zeno Expense user profile. Usually, this is the person who's responsible for approving any expenses submitted by that claimant, from a business perspective. The name of the default approver should be selected from the drop-down list in the Line Manager field:



Level 2 / Level 3 Approvers

In addition to the Line Manager, Zeno Expense also includes the option to nominate up to two senior levels of approval. The name of the Level 2 and Level 3 approver (if required) should be selected from the drop-down list in the corresponding fields

Approval Range

By adding values in the "Approval range" section of a user profile, you can create agile rules to control the approval workflow for claims submitted by that user.

Setting a "Min" value for any approver, will result in all expenses which have a lower $ value than the set amount, automatically bypassing that approver.

Setting a "Below" value for an approver will result in all expenses which have a lower $ value than the amount set, to require approval from that approver. Any claims of a higher value will automatically bypass that approver.

If a "Min" and "Below" value is setup for an approver, they'll only need to approve claims that have a value which falls within the $ range.

Example 1:

Approval range				
Line manager approval	Min	No Minimum	Below	1000
Level 2 approval	Min	1000	Below	5000
Level 3 approval	Min	5000	Below	No Maximum
Finance approval	Min	No Minimum	Below	No Maximum

Based on the values set in the Approval range in Example 1 (above), the following logic will apply to any claims submitted by this user:

- Claims with a value between $0 and $1000 will only require approval from the Line Manager (Level 2 and Level 3 approvers will not see these claims).
- Claims with a value between $1000 and $5000 will only require approval from the Level 2 approver (the Line Manager and Level 3 approver will not see these claims).
- Claims over $5000 in value will only require approval from the Level 3 approver (the Line Manager and Level 2 approver will not see these claims).
- All claims will need to be approved by the Finance team.

Example 2:

Approval range				
Line manager approval	Min	No Minimum	Below	No Maximum
Level 2 approval	Min	2000	Below	5000
Level 3 approval	Min	5000	Below	No Maximum
Finance approval	Min	100	Below	No Maximum

Based on the values set in the Approval range in Example 2, the following logic will apply to claims submitted by this user:

- All claims will require approval from the Line Manager.
- Claims between $2000 and $5000 will also require Level 2 approval
- Claims over $5000 will require Line manager and Level 3 approval.
- Only claims with a value of $100 or higher will need approval from the Finance team. Expenses that are less than $100 will be automatically finance approved.

Sequential Approval workflow

By default, when a user submits an expense for approval the item is immediately available to be approved / returned by all relevant approvers (i.e. Finance team, Line Manager and Level 2/3 approvers, if applicable). Approval can take place in any order and the item status will change to 'Fully Approved' once all parties in the workflow have approved the expense.

However, if you would prefer to specify the order in which items are approved, so that approvers later in the workflow will not see an item until it's approved by the person (or team) before them, this can be configured by our Client Success Team. The configuration options are very flexible and include the ability to have sequential approval set up for business approval i.e., Line Manager > Level 2 > Level 3, while allowing the Finance team to review and approve or return an item at any stage of the process.

Grant a user Finance or Admin access

As an Admin User of Zeno Expense, you have the option to grant Finance and/or Admin access to other users. Access the user's account information screen and tick the box of the region you wish to grant access to the user. Remember to SAVE your work before navigating away from the screen.

Vendors

When users enter a claim, they must select the name of the vendor from which they purchased the goods or service. For speed and convenience, a dropdown list of vendor names can be setup to appear in the vendor field as soon as the claimant starts typing. Admin users can setup and control which vendor names appear on the dropdown list from the 'Vendors' screen in the Admin tools menu.

Add a New Vendor

Select 'Vendors' from the Admin tools menu and click the ADD NEW button. Type the vendor name in the field provided and check the 'Active?' box. Select the region to which that vendor belongs and click SAVE. The new vendor name will now appear on the list.

Remove/Deactivate a Vendor

Select 'Vendors' from the Admin tools menu and locate the vendor you wish to make inactive. Uncheck the 'Active?' box and click SAVE. The vendor name will still appear on the list but will be labelled 'No' under 'Active?'.

Approvers

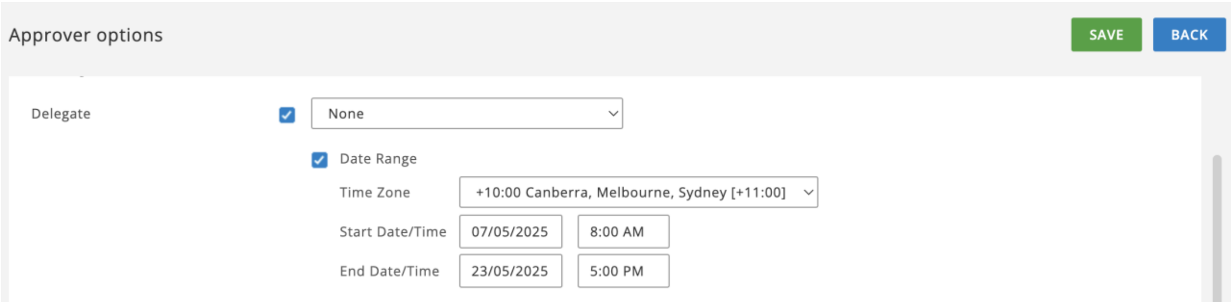
In some situations, it may be necessary to change a claimant's Approver on a temporary or permanent basis. Admin users can redirect claims in the "Approvers" section of the Admin tools menu.

Instant Delegation of Approval rights

- Select 'Approvers' from the Admin tools menu
- Choose the name of the approver you wish to delegate claims from
- Check the 'delegate' box and select the name of the person you wish to delegate future claims to from the dropdown list
- Delegation of approval rights will occur as soon as the SAVE button is clicked

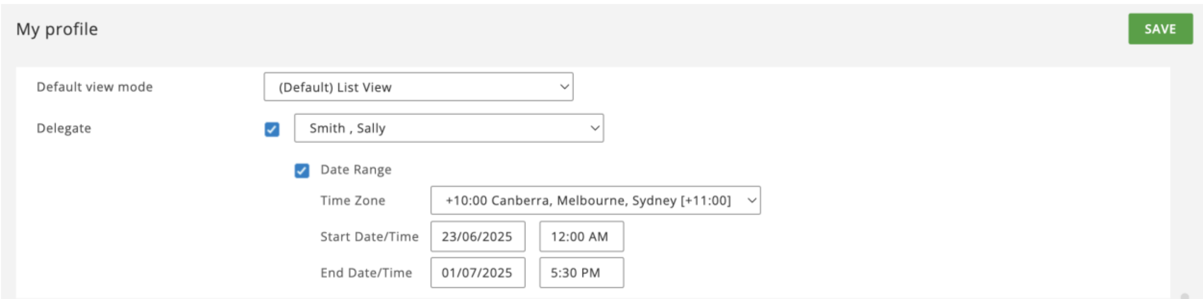
Pre-planned Delegation of Approval rights

If you want to delegate approval rights on a temporary basis, follow the steps above but also check the 'Date Range' box and enter the dates/times you would like delegation to start and finish. Expenses submitted within the chosen date range will be automatically diverted to the delegate approver.



At the end of the scheduled time period, approval rights will automatically revert to the regular approver.

Note: Approvers can setup their own delegate and date range from their 'MY PROFILE' screen (under the 'person' icon in the top menu bar of Zeno Expense)



Transfer Pending Claims from One Approver to Another

- Choose 'Approvers' from the Admin tools menu
- Click on the name of the approver you wish to transfer claims from
- Select the claim number(s) you wish to transfer, use the Shift or CTRL keys to choose multiple.
- Check the 'Change Approver' box and choose the name of the person you wish to transfer the claims to from the dropdown list
- SAVE your work
  Note: this can only be used to transfer claims between Level 1 approvers

Change the Default Approver of a User

- Choose 'Approvers' from the Admin tools menu
- Click on the name of the approver you wish to transfer claims from
- Select the name(s) of the user whose approver you wish to change (from the Users currently reporting to XXX box)
- Check the 'Change Approver' box and select the name of the new approver from the dropdown list
- SAVE your work

Assign Users to a Default Approver

- Choose 'Approvers' from the Admin tools menu
- Click on the name of the person you wish to assign as the approver
- From the (Users NOT reporting to XXX box) select the user(s) you wish to assign to this approver
- Check the 'Change Approver to XXX' box
- SAVE your work

Xero Integration

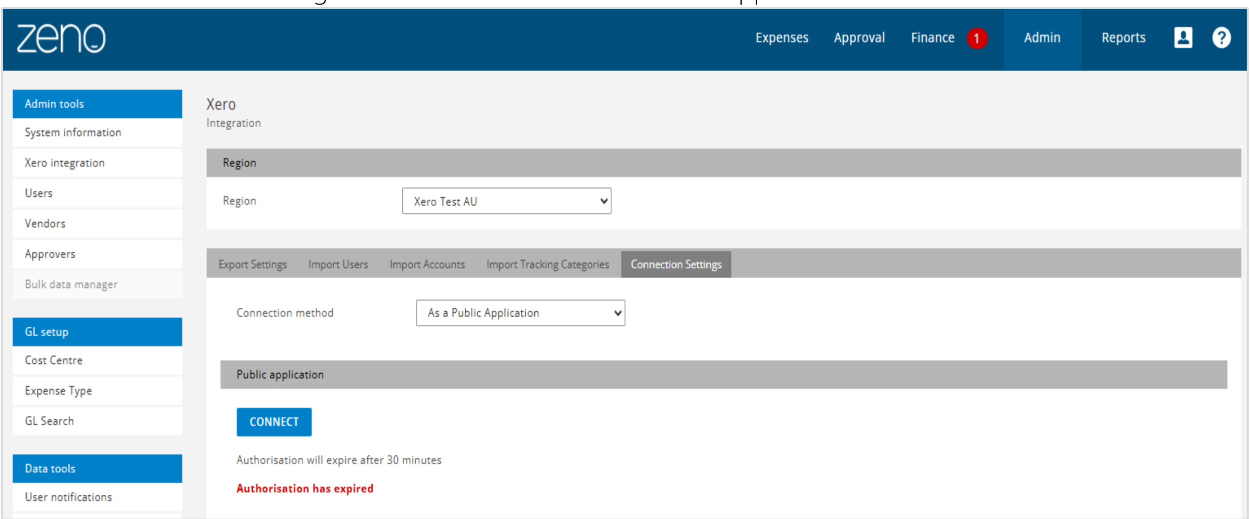
Organisations that use Xero accounting software can integrate directly with Zeno Expense.

Through the integration, companies can pull user data and categories from Xero for use in Zeno Expense and export fully approved expense data to Xero.

Connect to Xero

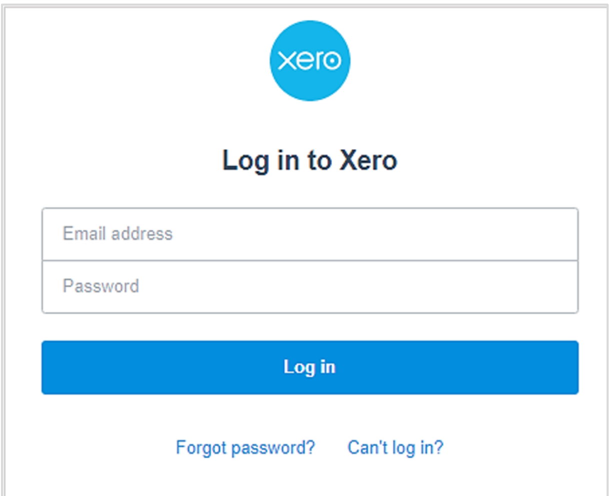
Connecting Zeno Expense to your Xero account is the first step to import or export data.
To connect, select the Admin tab in Zeno Expense and choose 'Xero integration' from the Admin Tools menu on the left-hand side of the screen.

Go to the 'Connection Settings' tab and select 'Public' or 'Private' Application.



NOTE: Because 'Public' authentication is recommended by Xero, we support this method as standard. For 'Private' authentication please raise a support ticket for our Client Success Team to action.

You can use the CONNECT button if you wish to test your connection, however, Zeno Expense will automatically redirect to Xero when public authentication is required.

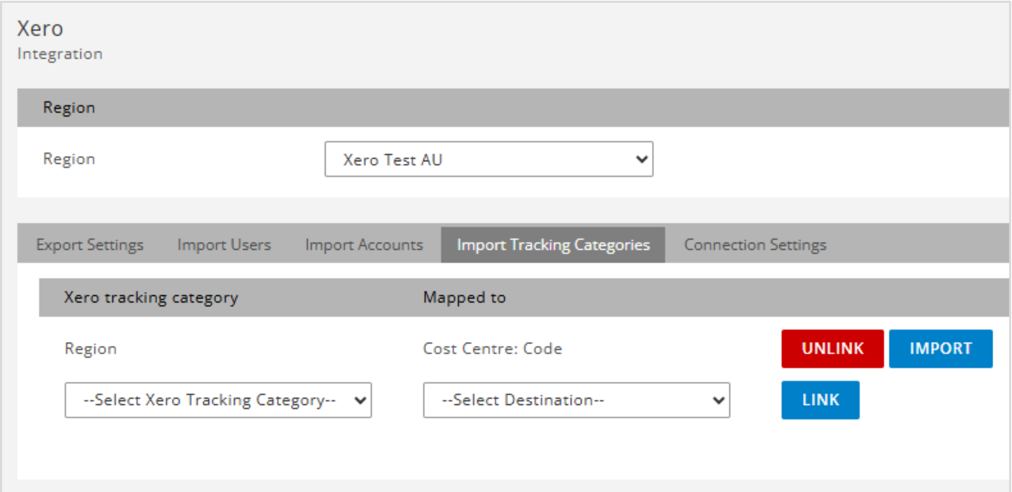


Once you have logged in and allowed access to Zeno Expense the 'Connection Settings' tab will show that you are connected, and it will also display the time in minutes before the authorisation expires. It is set in 30-minute increments, after the authorisation expires, you will have to connect to Xero again.

Use the following instructions to configure your Zeno Expense integration with Xero. All settings will be remembered so there is no need to re-enter the details for subsequent import/export tasks.

Map Xero Tracking Categories

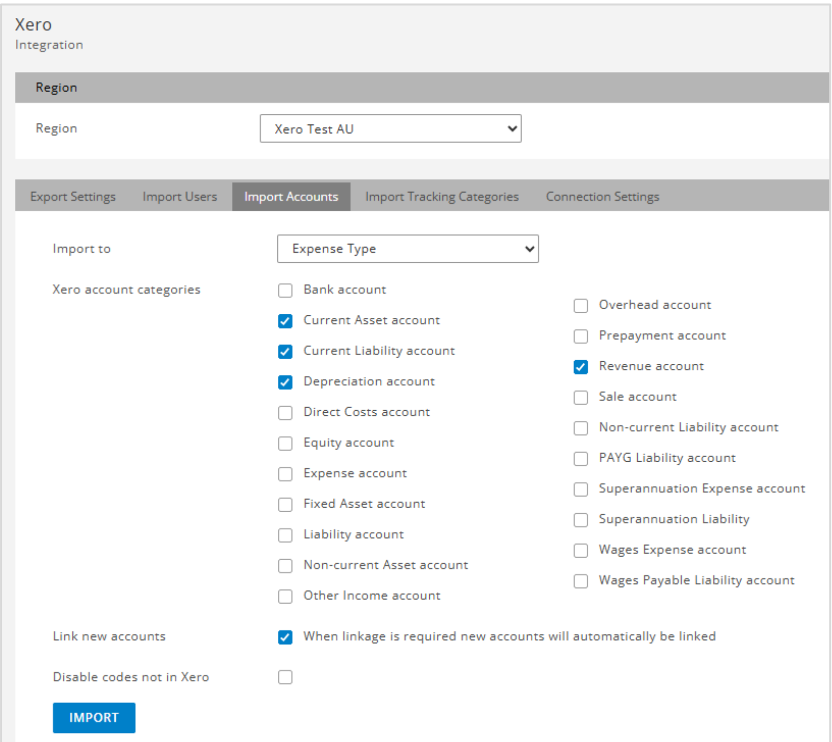
For reporting purposes in Xero, it is beneficial to map your Xero tracking categories to Zeno Expense codes. To do this, open the 'Import Tracking Categories' tab, click on NEW MAPPING and make your selections from the dropdown menus.



Once you have made your choices, click LINK, and then IMPORT to enable the integration. When the import has been completed, you will see all the tracking categories that have been added to Zeno Expense on the confirmation page.

Import Xero Accounts

To choose which Xero accounts you wish to link to Zeno Expense go to the 'Import Accounts' tab. Use the dropdown menu and checkboxes to make your choices. Click the IMPORT button to integrate the systems. Zeno Expense will import all Xero GL codes for each of the account categories you select. If the system imports codes that you never wish to use, they can be deactivated. The codes will not reactivate on subsequent imports.



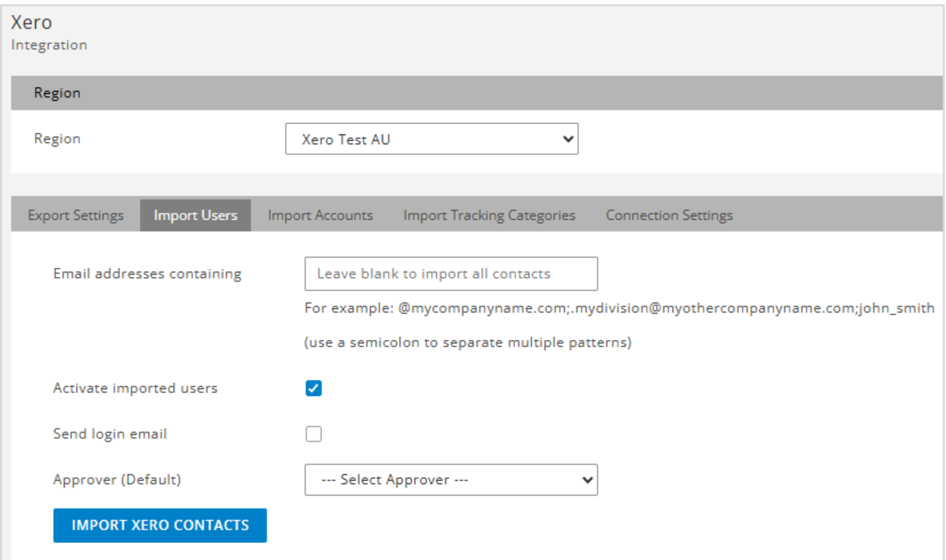
Options

Region	Select the region where your imports from Xero will be assigned.
Import To	Select the GL Category that the Account codes from Xero will be added to. This field should default to the correct GL Category based on the "Export Settings" configuration.
Xero Account Categories	Select the Xero account categories that should be imported into Zeno Expense.
Link New Accounts	Select this option if you have links between GL Category 1 & 2. (Cost Centre and Expense Type in the example). This will link all of the account codes that are imported to all of the Cost Centre codes that have been added to the system.
Disable codes not in Xero	**Select this option to disable any Expense type codes in Zeno Expense that are not added in Xero.**

It is recommended to import accounts from Xero instead of manually adding them. When you export files to Xero and the codes do not exactly match, this can cause errors. However, you also have the option of automatically adding accounts that do not exist in Xero when a file is exported. Please contact the Client Success team if you would like this configuration.

Import Users

Use the 'Import user' tab to setup your employees in Zeno Expense. Add user email addresses separated by semi-colons or use the button to IMPORT XERO CONTACTS. You will need to select a default approver for all users to enable automatic setup. The default approver name can be changed for individual user profiles once users have been created.



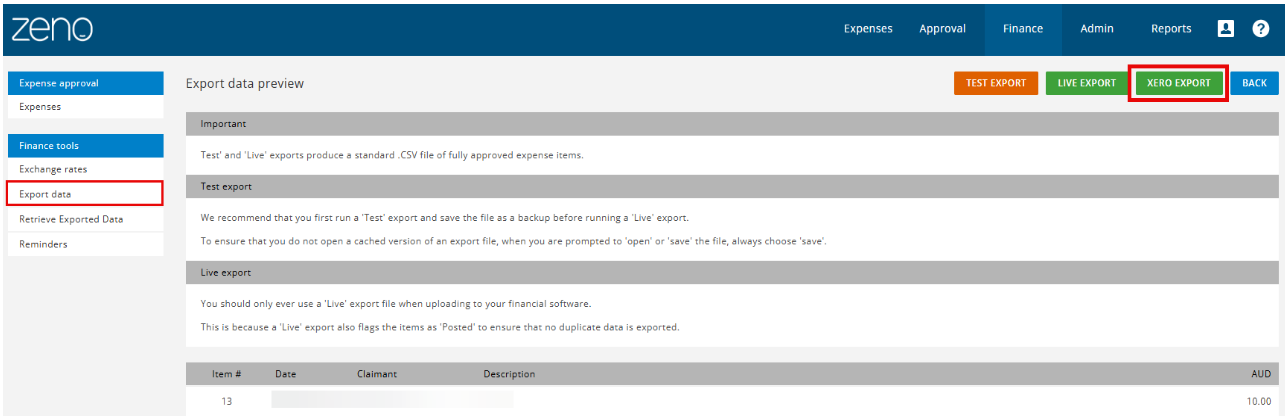
Options

Activate imported users	**Click on the check box to activate the imported users. This will not send them activation emails.**
Send login email	**Click on the check box to automatically send activation emails once the users are successfully imported.**
Approver (Default)	**Choose a default business approver for all the users that are being imported from the list of the approvers.**

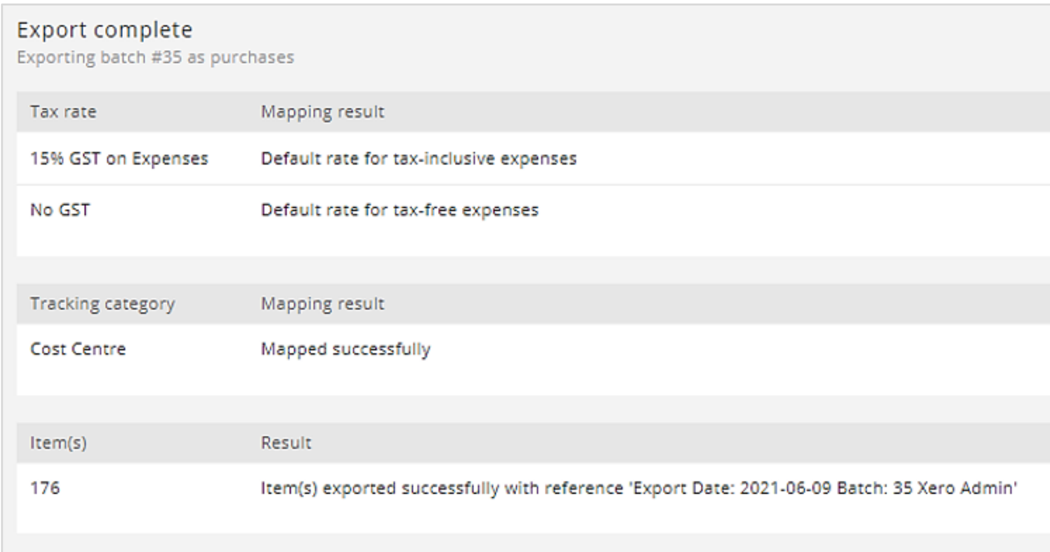
For a successful import from Xero, the minimum requirement for user details are the users' email address and their first and last name. Once imported, the user will be associated with the Out-of-Pocket account type as a default and the Users' job title will be "[Imported from Xero]" as a default.

Exporting Data

To export fully approved expenses directly into Xero, navigate to the Finance Tools menu and select the criteria for the data you wish to export. Click the XERO EXPORT button to enable the export process.



When the export has been completed, you will see a summary of all the categories that were mapped successfully and the items exported with the contact names that they are assigned to on the export summary page.



Export complete

Exporting batch #35 as purchases

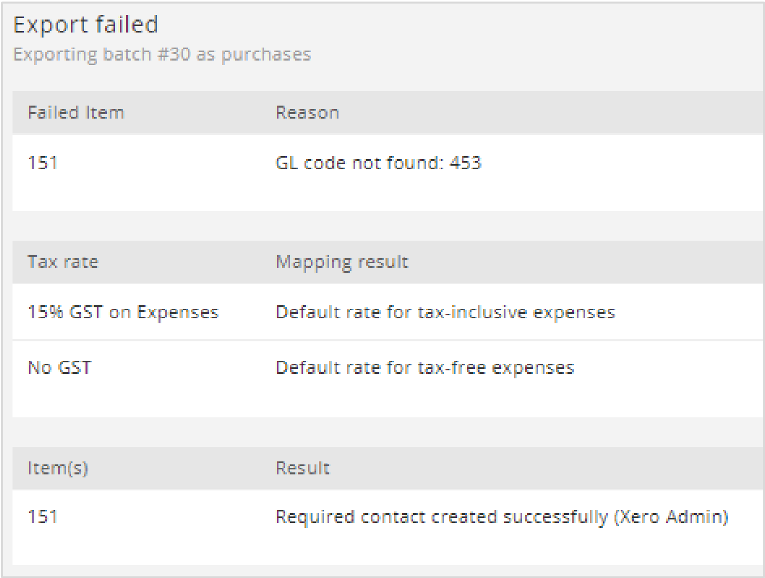
Tax rate	Mapping result
15% GST on Expenses	Default rate for tax-inclusive expenses
No GST	Default rate for tax-free expenses

Tracking category	Mapping result
Cost Centre	Mapped successfully

Item(s)	Result
176	Item(s) exported successfully with reference 'Export Date: 2021-06-09 Batch: 35 Xero Admin'

Additional details:

- If the summary page shows "Export Complete", this means that the export was successful.
- The "Tax Rate" section shows the default tax rates that were mapped to Xero.
- The "Tracking Category" section shows the tracking categories in the export that were mapped to Xero.
- The "Item(s) section shows details about the items that were exported to Xero and it will include any contacts that were added.



Export failed

Exporting batch #30 as purchases

Failed Item	Reason
151	GL code not found: 453

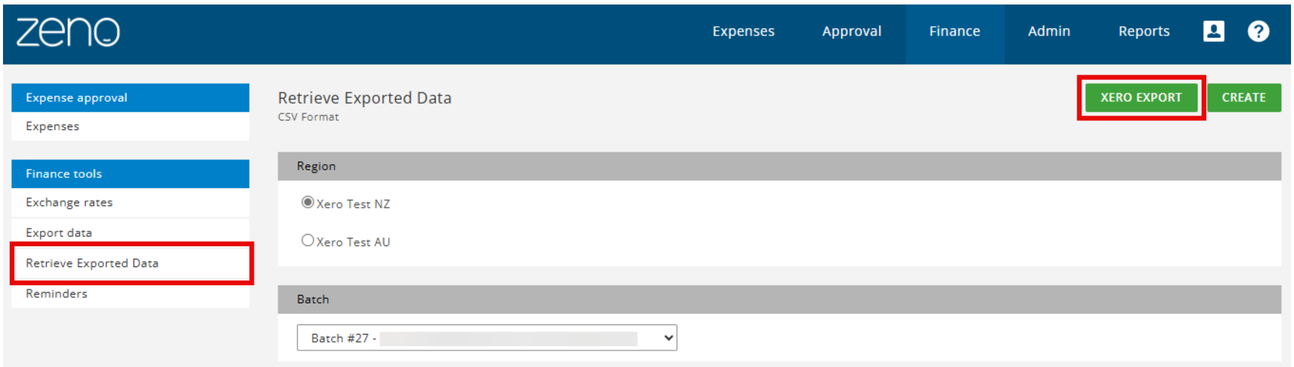
Tax rate	Mapping result
15% GST on Expenses	Default rate for tax-inclusive expenses
No GST	Default rate for tax-free expenses

Item(s)	Result
151	Required contact created successfully (Xero Admin)

If the export was not completed, the summary page will show "Export Failed" and it will list the reason in the top section. The value will have to be corrected in order for the export to be processed successfully.

Retrieving Exported Data

Use the retrieve exported data screen to re-push data (by batch number) that has previously been exported to Xero.



GL Setup

Updating and maintaining General Ledger codes is an important function of Admin users. The GL Setup option allows you to add, change, and update the GL codes that are configured for your company. The types of GL categories that are listed in this section depend on your company's configuration. There can be up to 5 separate GL categories.

Set up a New GL Category Code

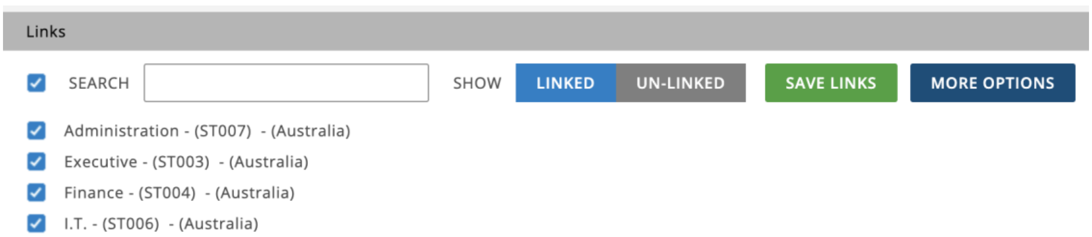
- In the Admin tab select the GL Category you'd like to update from the GL Setup menu
- Click the ADD NEW button
- Add details such as the GL code, description and the regions in which the new code should be active.
- Complete any other information (such as claimant notes, and reference fields) that may apply
- SAVE your work

Link/Un-Link GL Categories

If Links are enabled, only GL Category 2 codes that are linked to GL Category 1 codes will be available for claimants to select when GL Category 1 is chosen in the claim form.

Under the 'Links' section of the GL category 1 edit screen, click the 'Un-linked' button to see a list of available codes that have not been linked.

- To link all GL Category 2 codes to the new GL Category 1 code, click the checkbox next to 'Search' and select 'Save Links'



- To select individual GL Category 2 codes, check the box next to each code you want to link, then select 'Apply changes'
- If you select 'More Options' this will display buttons to 'Link All' and 'Un-link All'
- SAVE your work before you leave the screen

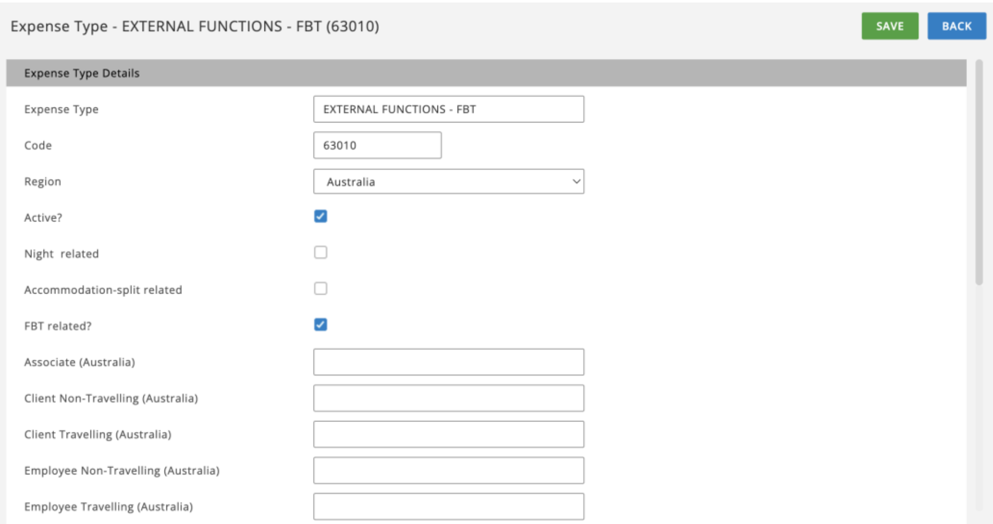
Deactivate a GL Category Code

- Choose the 'Admin' tab and select the GL Category you want to update from the GL setup menu
- Use the search option to locate the GL code you wish to deactivate
- Uncheck the 'Active?' box
- SAVE your work

Expense claimants will no longer be able to book expenses to this GL code. To reactivate it, follow the same procedure and check the 'Active?' box, followed by SAVE.

FBT Configuration and Reference Fields

Depending on your company's configuration, one of your GL categories may have an 'FBT related?' option. Checking this box will require end users to enter information about the Attendees who were present at the time the expense was occurred.



- If Attendee Types should have a separate code in the export report, you can enter the code into the reference field against each attendee type description. If this field is left blank, the GL category code will be listed in the export report.
- Remember to SAVE your work before leaving the screen.

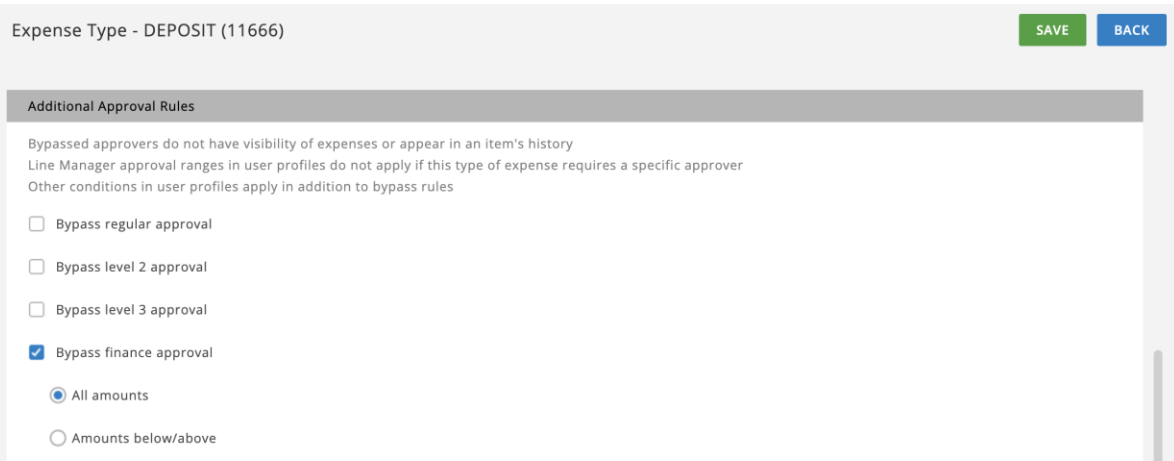
NOTE: Your Zeno Expense configuration may include other reference fields which can be updated using the same method.

Creating Approval Workflows at GL Category Level

In some companies, there may be a preference for expenses that have been allocated to a specific GL code to follow a different approval workflow from other claims (i.e., override the approval workflow in user profiles).

Companies using standard approval functionality (Line Manager and Finance team)

To setup exception rules for a GL code go to: Admin> GL Setup > Select GL Category> Select code> choose from options in Additional Approver Rules:



If a checkbox to bypass an approver is ticked, additional options will appear. These include the choice to bypass the selected approver for "All amounts" i.e., claims of any $ value will not require their approval, or set a range of values to which the rule applies using the "Below" and "Above/Equal" fields.

Companies using GL category-based approval:

Custom approval workflows for specific GL codes can also be setup in companies that use GL Category based approval. To setup rules for a GL code go to: Admin> GL Setup > Select GL Category> Select code> choose from options in Additional Approver Rules.

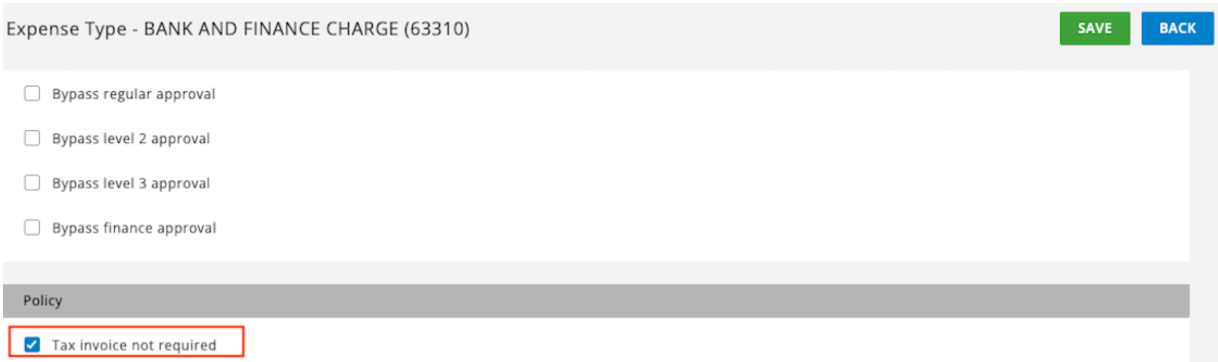
If a checkbox to bypass an approver is ticked, additional options will appear. These include the choice to bypass the selected approver for "All amounts" i.e., claims of any $ value will not require their approval, or set a range of values to which the rule applies using the "Below" and "Above/Equal" fields.

Notes:

- Bypassed approvers do not have visibility of these expenses and they do not appear in the item history.
- For companies using GL category-based approval, the Approval range setup for Line Managers in user profiles does not apply if the GL Category code has a specific approver configured.

Flag a GL code as Tax invoice not required

For some expenses (such as bank charges) it may not be practical to ask end users to attach a receipt or tax invoice to support their claim. In this case, you can check the 'Tax invoice not required' box to bypass the need to add an attachment for items that are assigned to that GL code:



If this checkbox is ticked:

- Claimants will be able to submit items coded to the GL Account without attaching a receipt, even if your company has a rule in place to block submission of expenses unless supporting documentation is present
- Zeno Expense will not prompt claimants to add a tax invoice when the item is submitted
- A 'No invoice attached' policy alert will not be generated

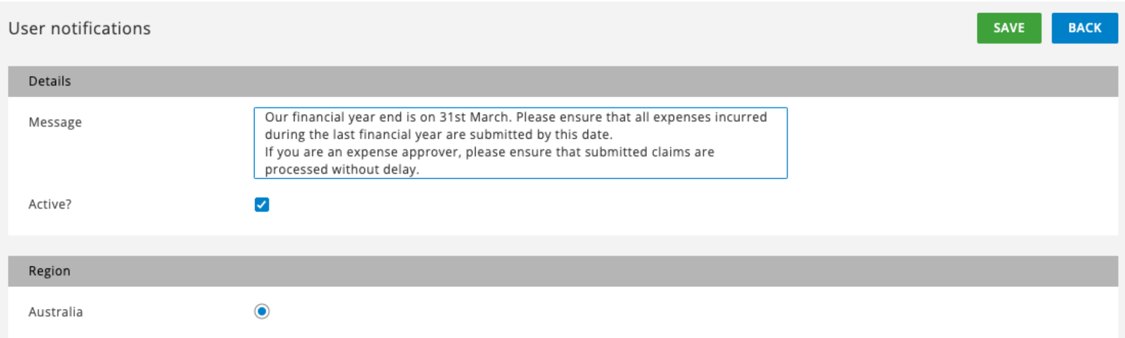
Data Tools

User Notifications

As an Administrator there may be times when you want to notify all users of certain events or dates that affect them. The 'User notifications' option allows you to add a message that all users will see when they login into the Zeno Expense website application. The notification will be visible to all users at least once, after which they can opt for the message not to display again. If you have more than one notification setup, they will display one after the other.

Add a New Notification

- Select the 'User Notifications' option from the Data tools menu
- Click the ADD NEW button
- Type the message in the box provided
- Check the 'Active?' box if you would like the message to appear with immediate effect
- Select the region(s) to which your message applies
- SAVE your work

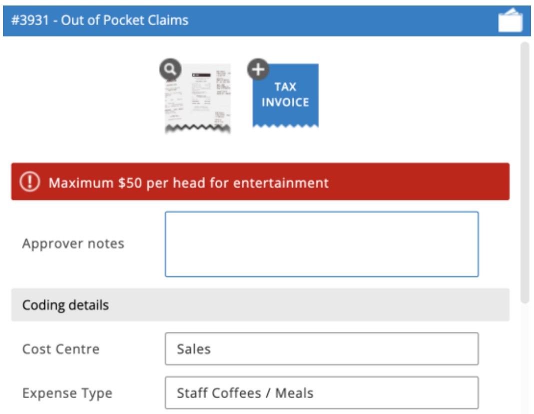


Delete an Old Alert

- Select the 'User Notifications' option from the Data tools menu
- Check the delete box next to the alert you wish to remove
- Confirm your request

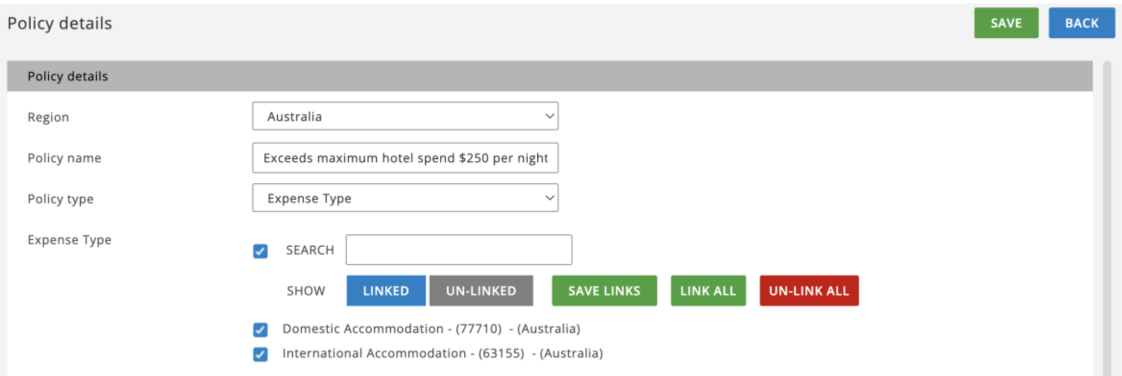
Policy Manager

Administrators can use the 'Policy manager' section to set custom rules around the $ limit for claims and allowances. Different limits can be set for individual users and user groups. Once a rule has been created, any claim that's in breach of the rule will be flagged with a policy alert when the item is submitted for approval.

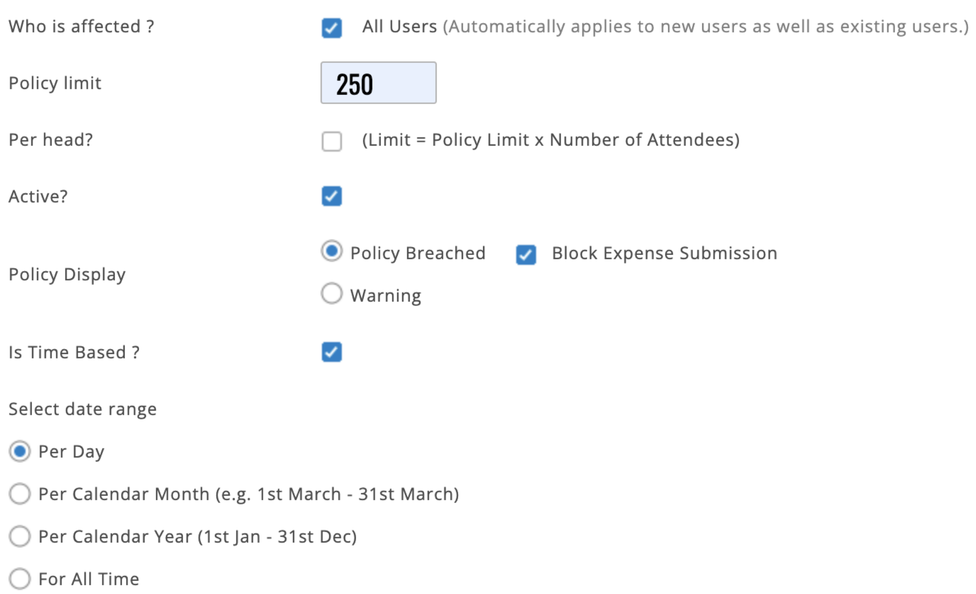


Setup a New Policy

- Select the 'Policy manager' option from the Data tools menu
- Click the ADD NEW button
- Select the region in which the policy will be active
- Give the policy a name (Note: the name of the policy is the message that users will see if they breach the policy)
- Choose the policy type i.e., the GL category code to which the policy applies (Cost Centre, GL Account, Project code etc.).
- Select which GL codes the policy should apply to (you can select single, multiple or all)



- Use the 'Save Links' or 'Link All' button to lock in your choice
- Choose which users the policy applies to
- Type in the $ limit (i.e. the maximum amount a user can claim for this item over which an alert will be triggered)
- If applicable check the 'Per head' box
- Check the 'Active?' box if you wish to implement the policy with immediate effect
- Decide if the policy should be displayed as a red 'Policy Breach' or an orange Warning message. If you select 'Policy Breach' you also have the option to block expense submission until the user amends the claim to comply with the policy limit.
- If the policy is Time Based, check the box and use the radio buttons to select the relevant time period
- Nominate the Account Type (corporate card , out of pocket etc.) to which the policy applies
- SAVE your work before leaving the screen



Delete a Policy

- Choose the 'Policy manager' option from the Data tools menu
- Click on the policy you wish to delete
- Select the DELETE button
- Confirm your choice

Deactivate a Policy

- Choose the 'Policy manager' option from the Data tools menu
- Click on the policy you wish to deactivate
- Uncheck the 'Active?' box
- SAVE your choice

Policy Breach Alerts

When a submitted claim is in breach of a standard system policy (such as no Tax invoice) the default behaviour of Zeno Expense is for that item to be flagged with a red 'Policy Breach' alert which is visible to Approvers and the Finance team. However, there are some extra configuration options for policy breach alerts that can be enabled by our Client Success team:

- The 'Policy Breach' label can be customised with different wording

Please raise a support ticket if you would like to make use of either of these options

Manager (Pre-population)

To save time and prevent user error, it may be desirable for Administrators to setup links between your corporate card's merchant codes and your company's GL codes. Establishing these links helps Zeno Expense to pre-populate corporate card expense items with the correct coding details.

Setup a Link

- Select the 'Manager (Pre-population)' option from the Data Tools menu
- Click ADD NEW button
- If you have more than one data feed, choose the provider whose data you wish to link
- Select the merchant category from the dropdown list. (Note: these categories are specific to your card provider, so options available will vary between providers)
- Choose the GL code you wish to link to the merchant category (Note: only one GL code can be linked per merchant code)
- SAVE your work

How it Works

Each time Zeno Expense receives a data feed containing a merchant category that has been linked, it will automatically pre-populate relevant items with the GL code you have associated with that merchant category

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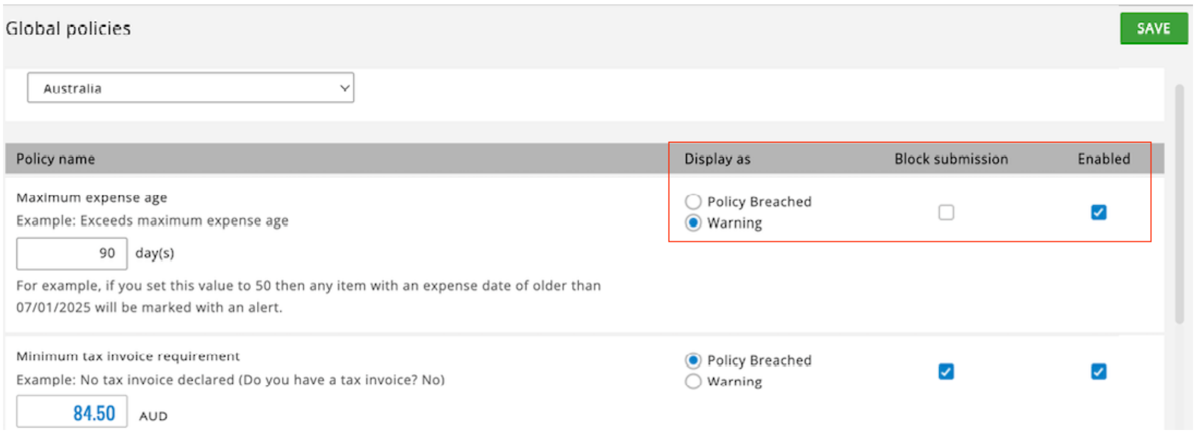
Global Policies

General system policies such as maximum expense age and tax invoice requirements can be customised in the Global Policies screen.

For each region, Admin users can choose which policies are enabled, whether users will see a red ‘policy breach’ or an orange ‘warning’ message, and if submission of an item should be blocked if it triggers a policy alert flag..

Once adjustments have been made, remember to “Save” your choices before leaving the screen.



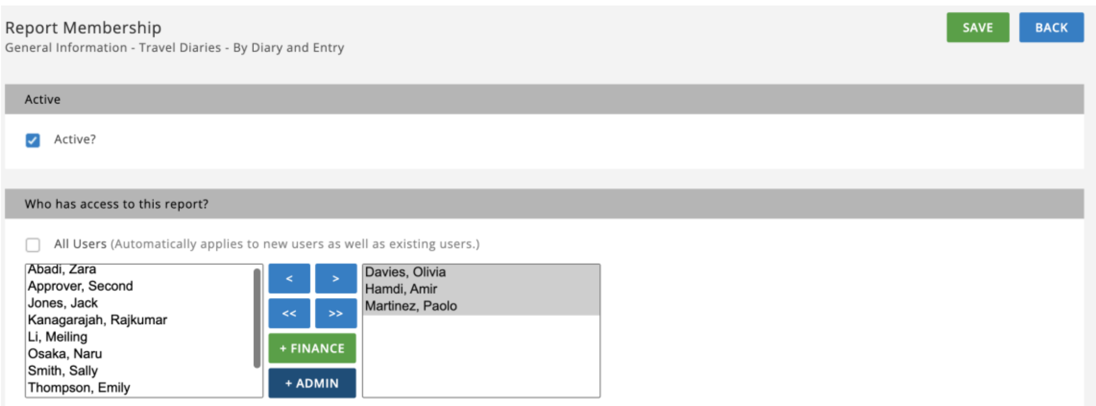
Report Manager

Zeno Expense can generate a wide variety of expense-related reports. Using the ‘Report manager’ Administrators can determine:

- Which users have access to reports
- Which reports are displayed for each user

Grant Access to a Report

- Choose the ‘Report manager’ option from the Data Tools menu
- Click on the report you wish to grant access to
- Using the checkbox/navigation buttons, move the names of users that WILL be able to view this report to the right-hand side (use command/shift buttons to select multiple)
- SAVE your work



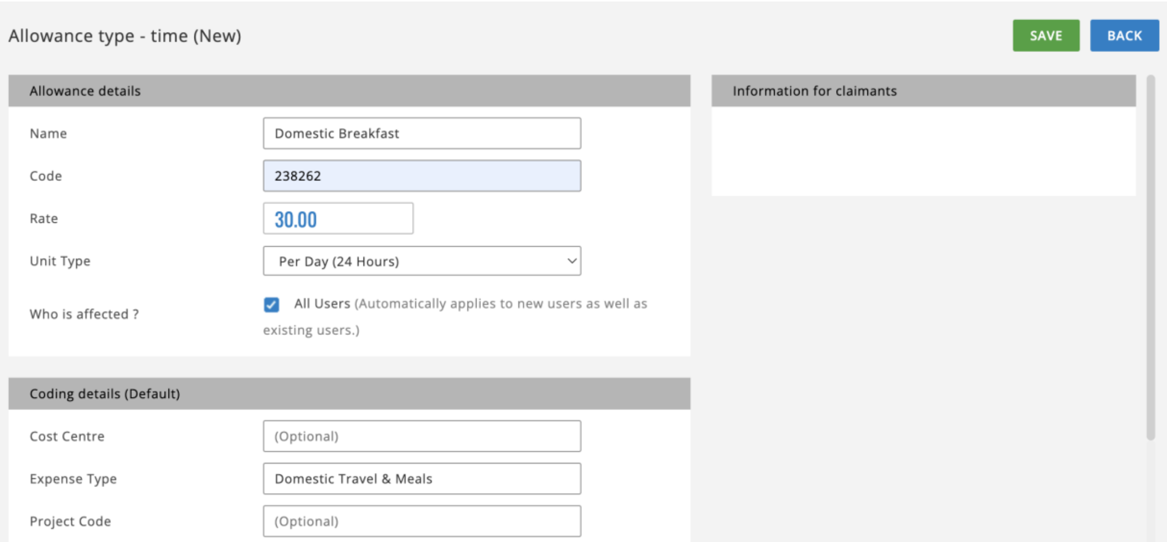
Remove Access to a Report

- Choose the ‘Report manager’ option from the Data Tools menu
- Click on the report you wish to remove access from
- Using the checkbox/navigation buttons, move the names of users that will NOT able to view this report to the left-hand side
- SAVE your work

Allowances Manager

Add a New Allowance

- Choose 'Allowance manager' from the 'Data tools' menu
- Click the ADD NEW button
- Select the type of allowance you wish to create, (Time-based, Distance-based, or Item-based)
- Select the region in which the allowance can be used
- Give the Allowance type a name and complete the data fields as required
- Add default coding details if required
- SAVE your work

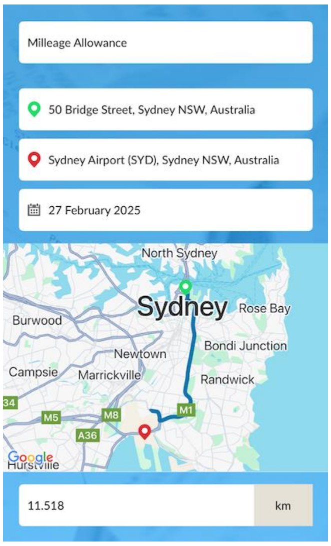


Edit an Allowance

- Choose the 'Allowances manager' from the 'Data tools' menu
- Click on the allowance you wish to edit
- Update the data fields as required
- SAVE your work

Mapped Mileage

Admin users can enable claimants to use the 'Mapped Mileage' functionality on Zeno's desktop and mobile app from the 'Allowance Manager' option in the Admin tab



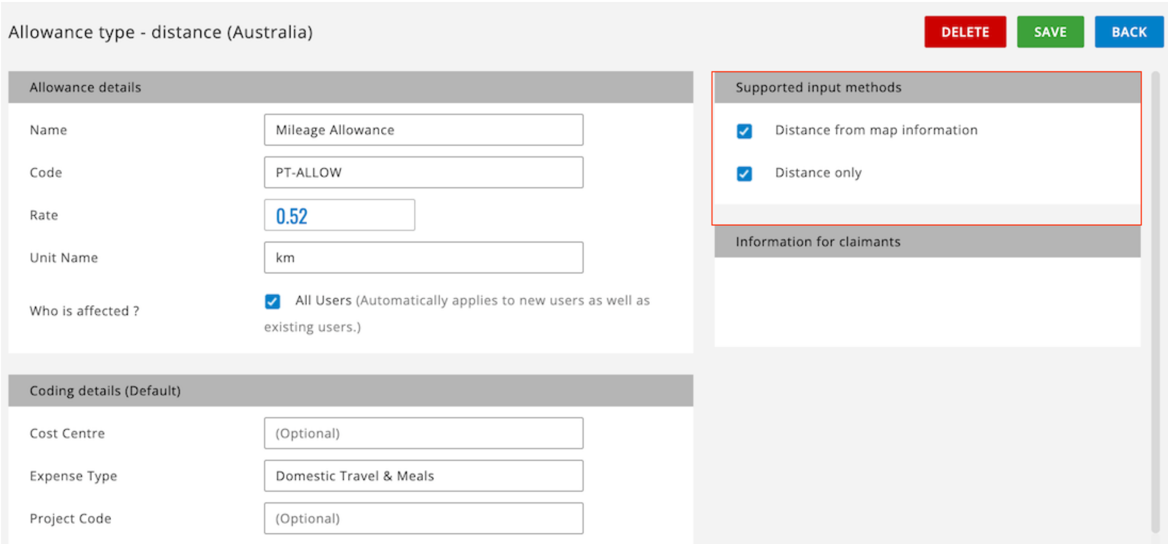
Setup

If you don't already have 'Mileage' set up as an Allowance, you'll need to create the mileage allowance first:

- Choose 'Allowance Manager' from the 'Data Tools' menu in the Admin Tab
- Click the ADD NEW button
- Select the type of allowance you wish to create
- Select the region where the allowance can be used
- Complete the data fields as required
- SAVE your work

If you already have mileage set up as an Allowance, you can edit the existing allowance to add mapped mileage as follows:

- Choose 'Allowance Manager' from the 'Data Tools' menu in the Admin tab
- Open the Allowance that mapped mileage should be added to
- Go to 'Supported Input methods' and ensure both checkboxes are ticked.



- Select the required behaviour of mapped mileage from the options

Description of Options :

Option	Description
Description Required?	Checking this box will require end-users to enter a value in the description field
GL Coding required?	Checking this box will require users to enter GL coding details for this allowance
Includes Offset (supported)	Checking this box will require end-users to enter a value in the description field. It will also ensure the offset amount (as per value added in the user profile) is applied to the allowance claim
User Full units?	Checking this box allows the system to round the distance travelled up or down to the nearest mile/km
Rates amendable?	Allows users to amend the per unit rate (not recommended)

- SAVE your work before leaving the page

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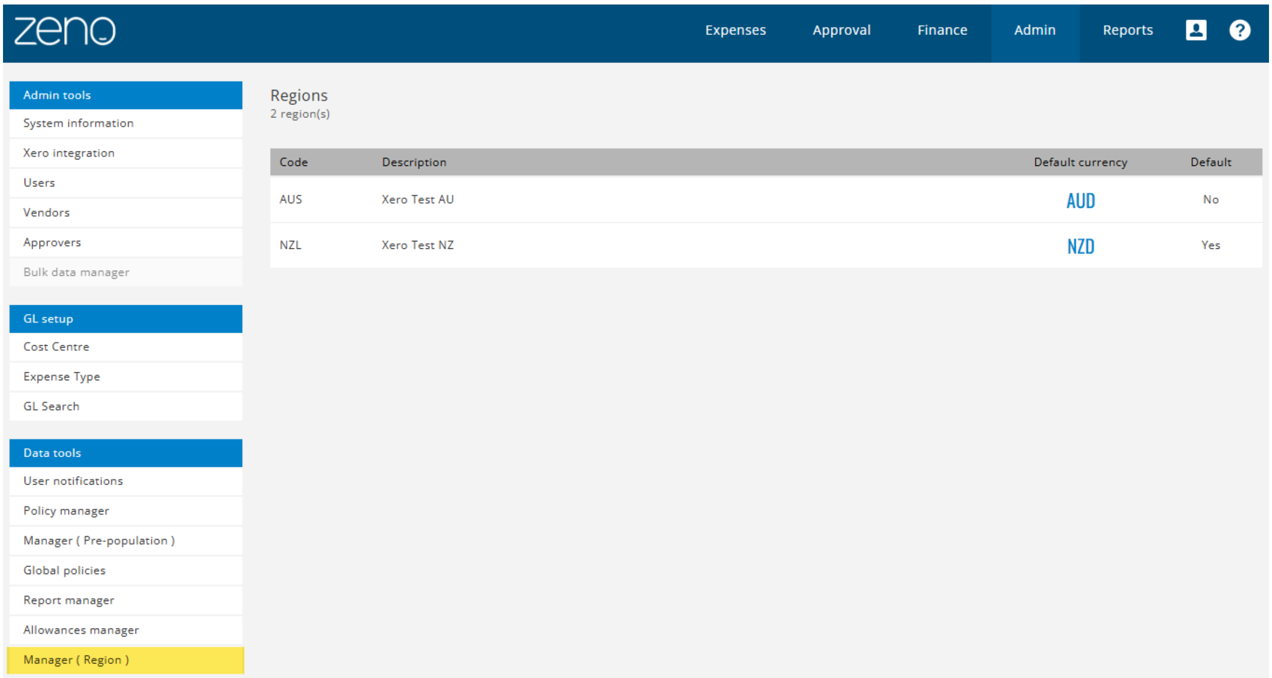
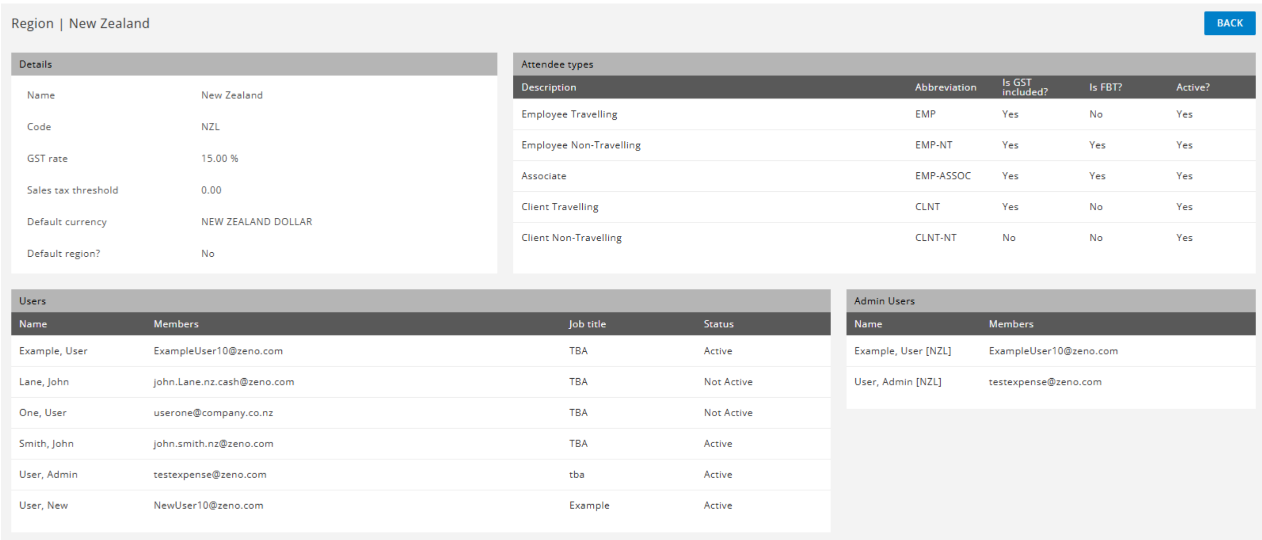
Manager (Region)

This area is for reference purposes only. It allows you to see information about how the system has been setup in the region(s) for which you are an administrator.

If you would like to make any changes to the configuration, please raise a support ticket for the Client Success team to action.





Reports

By default, only users with Admin rights have access to 'All reports' in the 'Reports' tab, however Serko's Client Success team can enable 'All report' access for Finance users, if required. Please raise a support ticket if your company would like to switch this on.

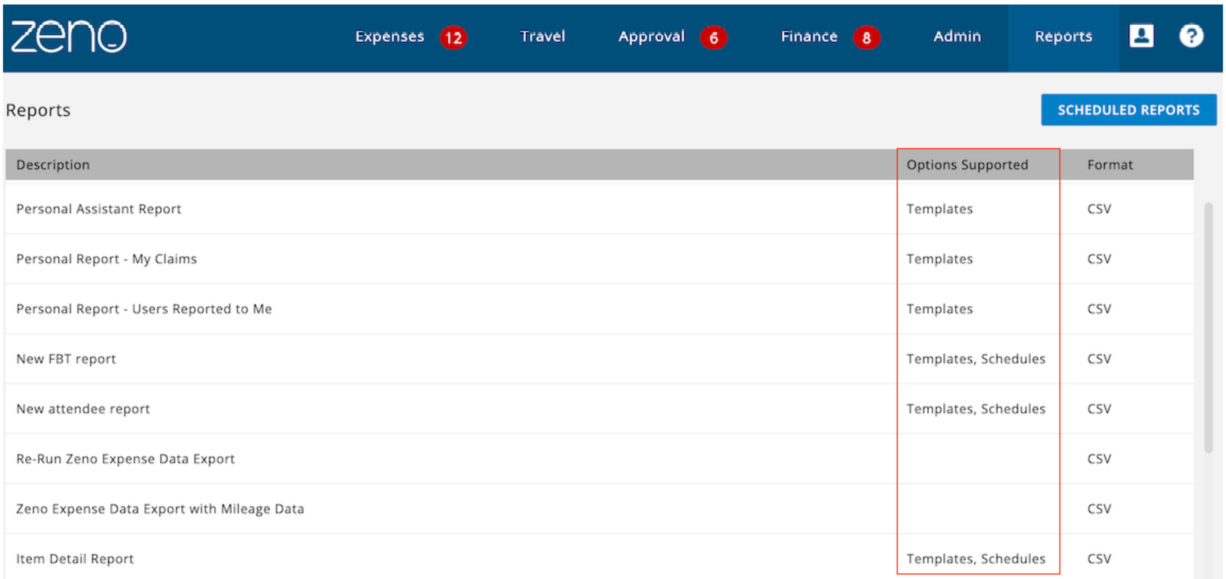
Report Functionality

Depending on a user's access permissions:

- Zeno Expense can remember an individual user's report preferences and automatically preselect the same options the next time the user runs the same report.
- Report options can be saved as a template to be shared with other staff.
- Administrators can schedule reports to run at a frequency of their choice. Users can choose whether the resulting reports can be downloaded from the scheduled reports screen in Zeno Expense, the SFTP server (or both).

Options Supported

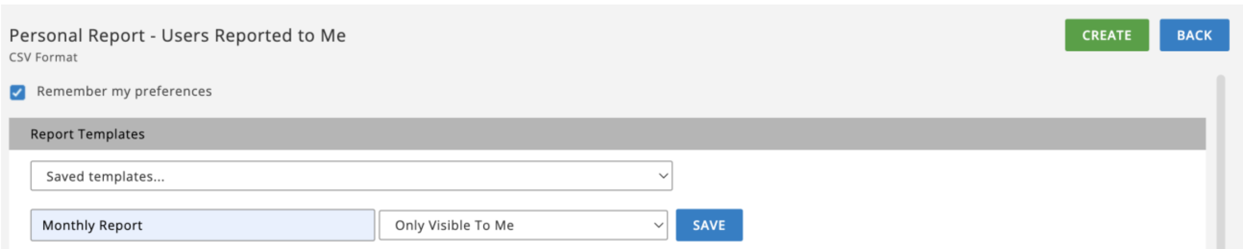
The "Options Supported" column in the Reports tab indicates which reports can be scheduled and /or saved as a template:



Description	Options Supported	Format
Personal Assistant Report	Templates	CSV
Personal Report - My Claims	Templates	CSV
Personal Report - Users Reported to Me	Templates	CSV
New FBT report	Templates, Schedules	CSV
New attendee report	Templates, Schedules	CSV
Re-Run Zeno Expense Data Export		CSV
Zeno Expense Data Export with Mileage Data		CSV
Item Detail Report	Templates, Schedules	CSV

Creating a Report Template

Open the report
Select the report criteria
Give the template a name
Choose who can see the report
Click "SAVE



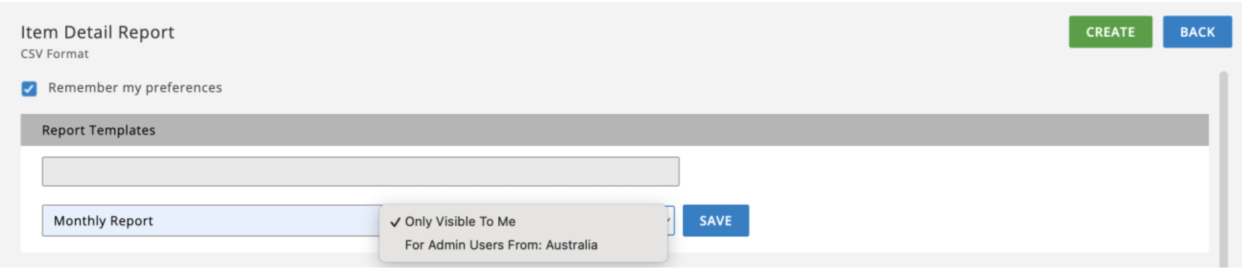
NOTE: You can create multiple report templates for the same report by saving the templates under different names.

Sharing report templates

Administrators have the option to save report templates and share them with other users.

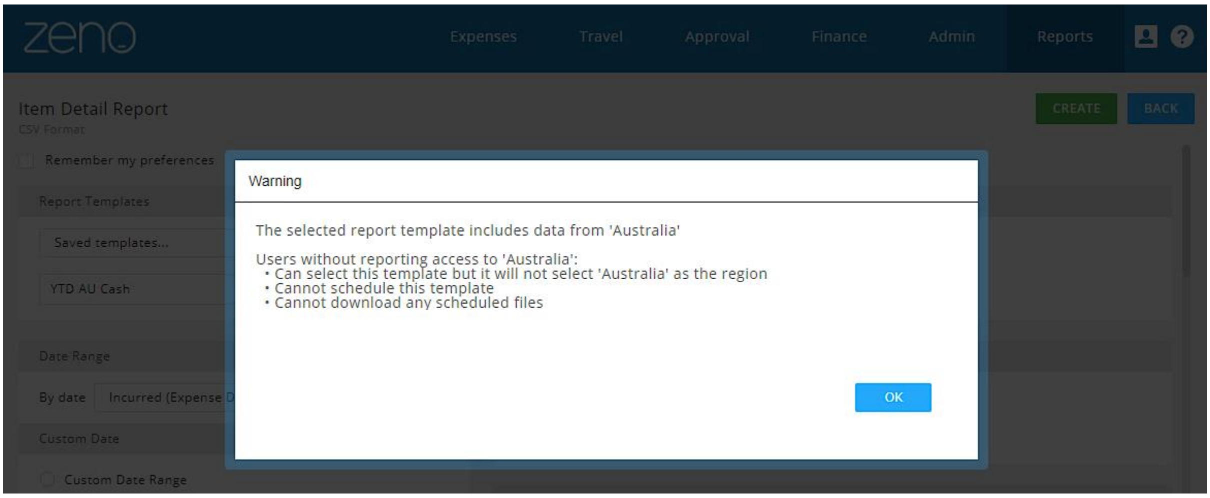
- For personal reports, saved templates can be shared with all users from regions the Admin has access to.
- Non-personal reports can only be shared with other Admins of the regions that the user has access to.

To share a template, an administrator must click on the arrow in the 'Only Visible to Me' field and select an option from the dropdown menu. Once a template has been shared, the report preferences become a shared resource and all staff that have access to it can use the template to generate their own reports. Finance users that have the same report access as administrators (configurable option), will also see report templates that are shared with Admins.



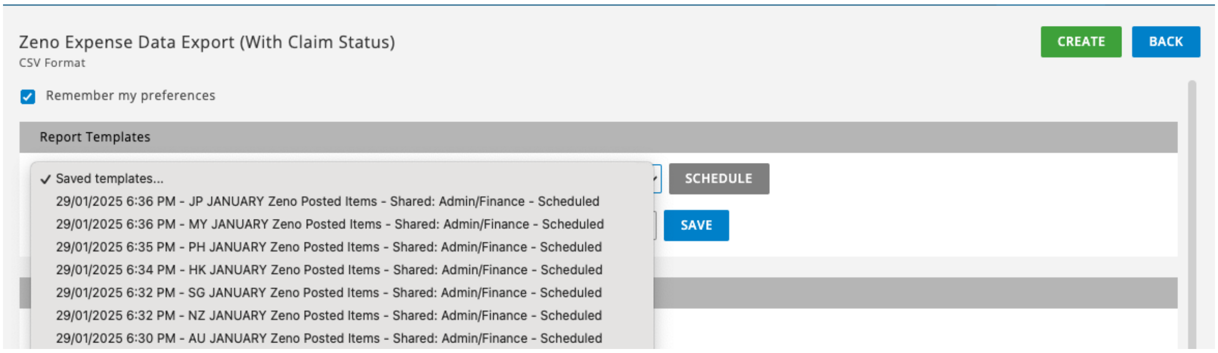
If a template is shared with users of a different region, a warning message will be displayed when the template is saved and permissions for scheduling and viewing report files will be restricted.

For example, if the selected region for the Item Detail Report is Australia and the report template is shared with administrators from New Zealand, NZ's reporting admins will be able to use the template in the NZ region, but they will not able to schedule the report template or view any files that contain Australian data, unless they also have reporting admin access to Australia.



Saved Templates

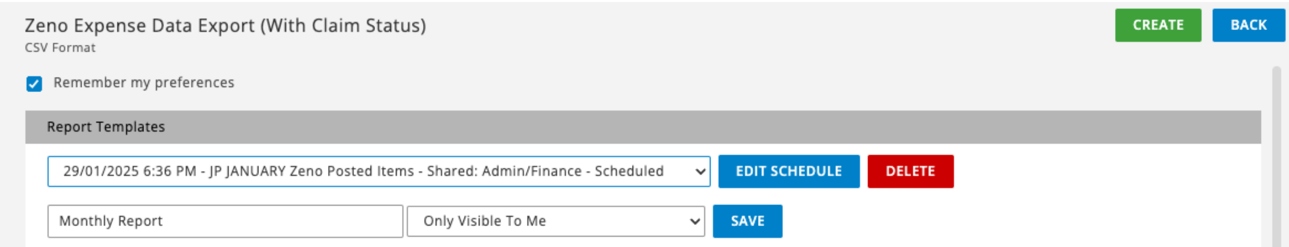
The 'Saved Templates' dropdown menu shows all the saved report templates that a user has access to. For better visibility, the list includes the date and time of report creation, the report template name, and whether the report template is shared and/or scheduled. If the report template is shared, you can hover over the text to show the regions it is shared with. All users with access to a report can delete and/or schedule saved report templates.



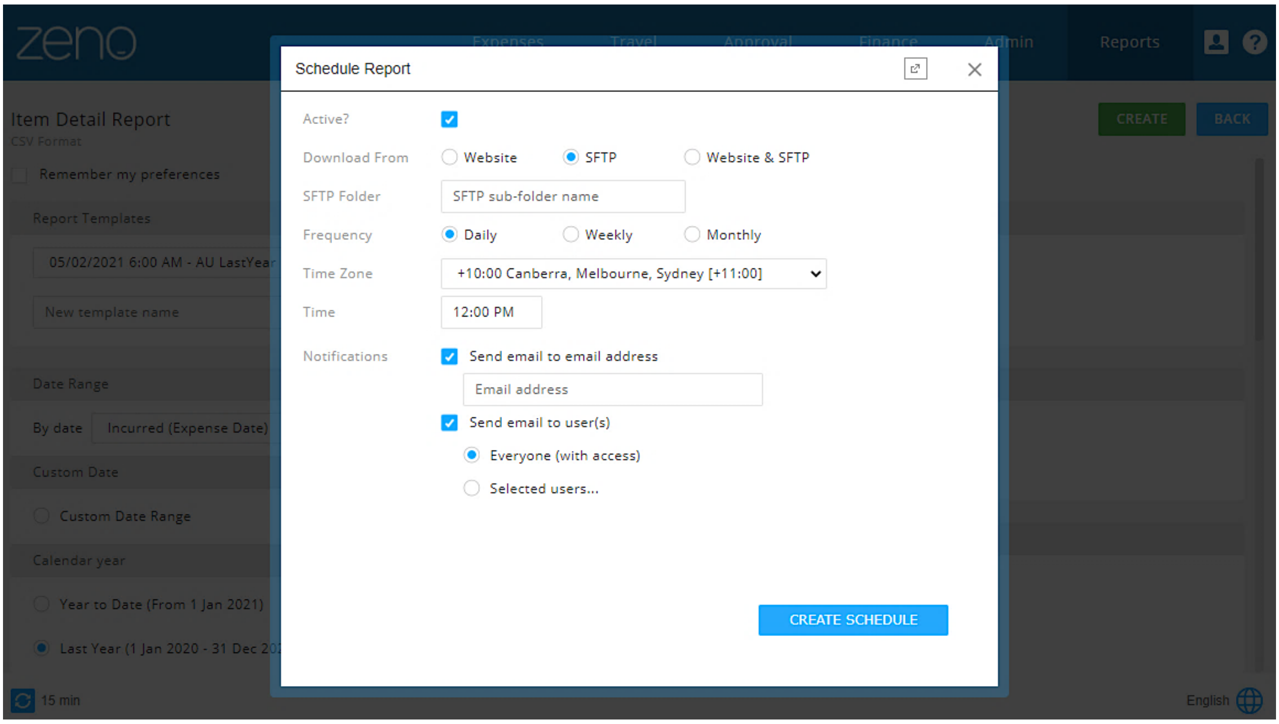
Scheduling a Report

Click 'Schedule' button
Select frequency (daily, weekly, or monthly) and relevant time zone
Enter day of week/time of day report should run
Choose email notification options
'Create schedule'

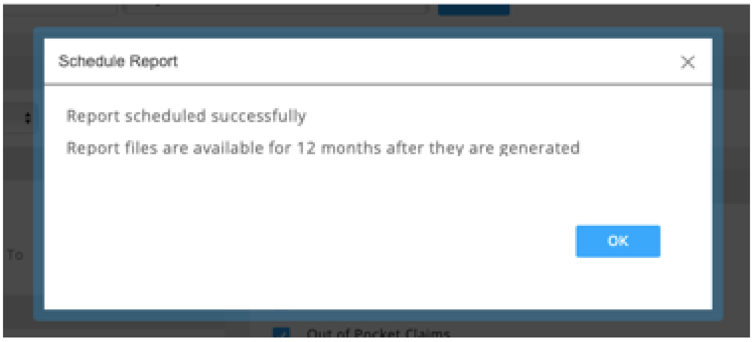
Any admin user that has access to a shared report can create a new schedule or make modifications to an existing one.



If required the Client Success team can add a configuration setting that will allow administrators to download reports from the SFTP server. Please raise a support ticket if you would like to set this up.



After the administrator clicks 'Create Schedule,' they will see a message that confirms that the report has been scheduled. All report files will be available for 12 months after they are generated.



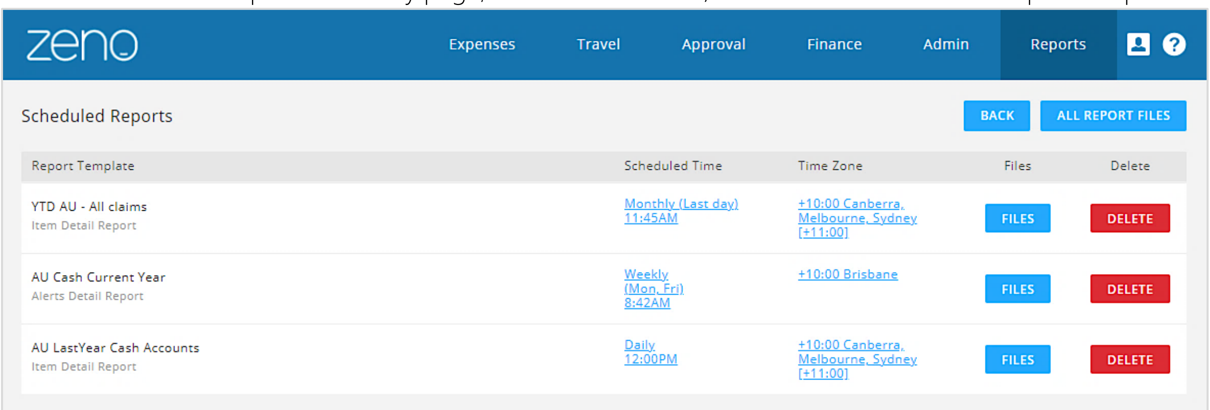
Accessing Generated Report Files

If 'Download from Website' or 'Download from Website/SFTP' was selected during scheduling, the generated reports will be available on the 'Scheduled Reports' page of Zeno Expense for administrators to view/download files that they have access to. If 'Download from SFTP' was selected during scheduling, the generated reports can be accessed via SFTP only.

On the website, users can view and download files from two places:

- The "Scheduled Reports" summary page which lists the report templates
- The 'All Report Files' page which lists all the report files that a user has access to. Files are listed by creation date, with the most recent at the top

From the scheduled reports summary page, users can also view/edit schedules and delete report templates.



NOTE: Once a report template has been deleted, it will no longer be listed in the scheduled reports summary page. However, any files that were previously created that are related to that template can still be viewed from the 'All Report Files' page.

Files will only be accessible to users with the right permissions. Users' will need to have reporting admin access to the region that was selected in the report template.

Emails

If email notifications are enabled for Website or Website & SFTP downloads, users will be sent an email with a link to access the 'Scheduled Reports' summary page in Zeno Expense. There's also an option to download the file directly from the email.

If email notifications are enabled for SFTP downloads, the email notifications will include the SFTP folder name but the 'Download' and 'View Files' buttons will not be available.

List of Reports

Report templates can be **saved and shared** for the following reports:

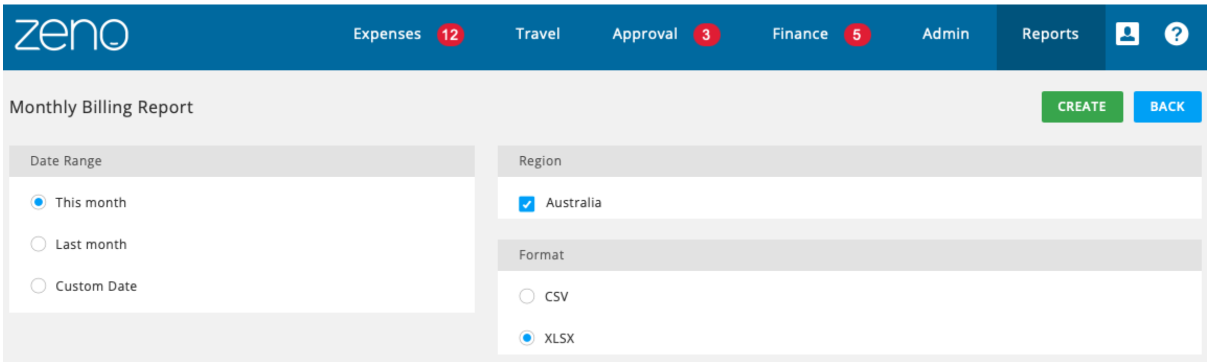
- Personal Assistant Report
- Personal Report - My Claims
- Personal Report - Users Reported to Me
- New FBT report
- New Attendee report
- Item Detail Report
- Alerts Detail Report
- Zeno Expense Data Export (with claim status)
- Item History Report
- Ageing Reports

Report templates can be **saved, shared, and scheduled** for these reports:

- New FBT report
- New Attendee report
- Item Detail Report
- Alerts Detail Report
- Zeno Expense Data Export (with claim status)
- Item History Report

Monthly Billing Report

Zeno Expense Admin users (and Finance users with 'Admin' Reports access) can run a 'Monthly Billing Report' to see details of users who have logged into the system during a calendar month i.e., the 'Active User' list from a billing perspective.



The report includes:

- Date of login
- Timestamp
- User email address
- IP Address (where available)

For organisations that use Zeno Expense in more than one region, Admin users can run the report for all regions that they have Admin access to. Reports can be generated in CSV or XLSX format.

Notes:

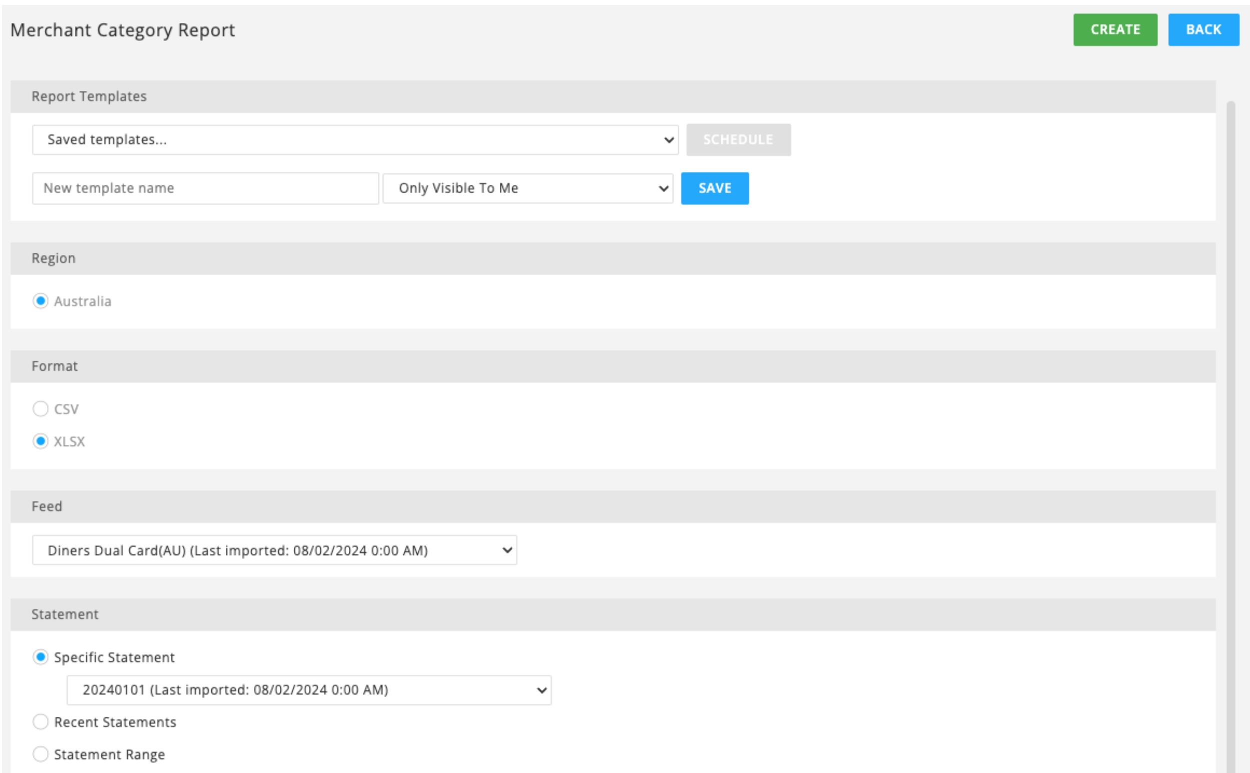
- The report only lists each user's first login to Zeno Expense during the billing period (i.e., a calendar month). Subsequent logins are not captured because Serko only charges one Active User fee per month, for unlimited access to the system.
- The report is generated in UTC. As a result, the date listed for users in the Australia region who login early on the first day of the month may be displayed as the last date of the previous month. For example, if a user in Australia logged into Zeno Expense at 8.30am on Thursday 1st June, it would be recorded as 10.30pm on Wednesday 31st May in the report.
- The report is available by default to all organisations that are billed by Serko on an 'Active User' basis.

Merchant Category Report

Customers that use Zeno Expense to process corporate card transactions can use this report to break down monthly spend by the Merchant Category/Vendor name provided in the data feed.

The report can be run for each data feed that's setup within the regions that an Admin user has access to. Reports can be run for a single statement period, recent statements (up to the last 12 periods) or a custom statement range.

Admin users can create a template of their preferred report criteria and schedule the report to run at a frequency of their choice.



The report can be generated in csv or xlsx format.

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Configuration Options

Zeno Expense has a large number of configuration options that are available to all our customers at no extra charge. The most frequently requested options are listed in the following table, please contact our Client Success team if you would like more information about any of these settings.

Configuration	Description
'Undo Submit' for end users	If Undo Submit is switched on, the default behaviour is that any submitted expense which has not been fully approved can be recalled by the claimant. Other configuration options are available, including the ability to set a time limit after item submission during which items can be recalled.
Finance Rejection Workflow	By default, items that are rejected by the finance team need to be reapproved by all approvers when they are resubmitted by the claimant. However, two other options can be configured: A) No need for business manager(s) to reapprove any resubmitted items or B) No need for business manager(s) to reapprove unless the $ value of the claim has changed.
'Undo Approve' option for Line Managers	Switch on the ability for business approvers to un approve an expense they have previously approved (provided it hasn't been posted). The default behaviour is that line managers can only undo approval for items that haven't been Finance approved, but other configuration options are available.
Dynamic GL code preferencing (on website & mobile applications)	By default, expense GL coding options are listed alphabetically for claimants to choose from. However, with dynamic GL code preferencing, the system will prioritise the most frequently used GL codes at the top of the list for each GL category, on a per user basis. The calculation is based on the 100 most recent expenses that each user has saved /submitted.
FBT – Add Attendee information by Headcount	Ability to enter attendee information by 'Headcount' for each attendee type. If configured, this option is available to claimants as an additional method to entering information by individual attendee name.
Sequential Approval Workflow	By default, when a user submits a claim it's immediately available for both the business approver(s) and the finance team to approve or return. This functionality allows companies to specify the order in which approval occurs, e.g., business approval, followed by finance, or level 1 business approval before level 2.
Number of Nights	Gives Admin users the ability to flag specific GL Accounts such as 'Accommodation', with a requirement for end users to enter the number of 'Number of Nights' stayed when they submit the claim. This enables the software to accurately apply policy breach alerts e.g. overspend per night on hotel accommodation.
Set a tolerance level to enable receipts to be Auto matched with transactions when a credit card surcharge has been added	Set a tolerance level where Zeno Expense will auto-match receipts with corporate card transactions, even if there is a variance between the gross amounts as a result of a credit card surcharge being applied. Customers can choose the percentage variance that's configured on a 'per region' basis. Note: Zeno Expense will not suggest a 'match' if more than one transaction falls within the receipt matching criteria.

Claimant Information	Gives Admin users the option to create guidance notes, instructions and prompts against specific GL codes. Any notes entered by Admin users will be visible to claimants when they select the GL code in the claim form.
Set $ threshold for mandatory attachment	Prevent submission of expenses unless an attachment is present for items over a specific $ value (based on the gross value of a claim). This can be configured by Admin users in the Global Policies screen.
Revoke finance approval	Gives the finance team access to an extra button to undo finance approval of items that have already been finance approved. Note: this functionality is not available for items that have been posted.
Headers in export file	Switch on column headers in the standard export file
Edit expense date	Switch on the ability for Finance users to edit the expense date of submitted claims
Edit exchange rate	Switch on the ability for Finance users to edit the exchange rate of submitted claims
Edit item description field	Gives Finance users the ability to edit the Description field of submitted claims
Edit Vendor	Gives Finance users the ability to edit the Vendor field of submitted claims
Item Editing by business approvers	Gives approvers the ability to edit items submitted for their approval, without needing to 'return' the claim. The editable fields are: All GL codes, 'Is GST Included?' and 'Do you have a tax invoice?'
Email for approvers after Finance approval	Switch on an auto-notification email for business approvers after items have been finance approved.
Items "Fully Approved" email notification	Switch off 'Items Fully Approved' notification emails to claimants (useful for companies that are only processing corporate card items through Zeno Expense).
Access to all reports for Finance team members	By default, only Admin Users have access to the full Zeno Expense Reports suite, however all report access can be given to Finance users on request.
Global Proxy Access	This configuration option allows nominated Finance/Admin users access to any other employees' account to submit expenses on their behalf, without needing to set themselves up as the proxy first.
Auto-approve expenses that belong to specific Account Types	Option to have expenses from nominated Account Types to be auto-approved by business managers, the finance team or both. Also includes the ability to set a $ threshold e.g., all out of pocket expenses under $50 to be auto finance approved, and exclude items that have a policy alert flag from being auto-approved.
Two-Factor Authentication (2FA)	For extra security Zeno Expense can support 2FA for companies that login to Zeno Expense with password and email address. Once enabled by our Client Success Team, end users can set 2FA up by scanning a QR code displayed in Zeno Expense, using the Microsoft or Google Authenticator apps.
Setup auto-import process for keeping User profiles/GL codes up to date	Automatically update user profiles / GL codes on a scheduled or ad-hoc basis using a template upload to SFTP account.
Export attachment image file to SFTP location, when export function is run	Once enabled, attachment images associated with items in the export file will be supplied in a separate folder to the SFTP server, but in the same DOWNLOAD directory

Support

If this guide does not answer your question, Zeno Expense Administrators are welcome to contact the expense team via the Support Centre for further assistance.

To login to the Zeno Expense Support Help Centre please visit: serkoexpense.zeno.com/hc/en-gb and enter your registered email address and password.

Note: Your passwords in Zeno Expense and the Support Centre might differ. In case you have forgotten your Support Centre password, you can click on the 'Forgot my password' link on the website.

If you need to share files containing sensitive data with us, you can upload them via our secured file share platform using the following link:

URL: http://fileshare.serko.com/filedrop/clientsuccess