Zeno Expense

Data Feed Configuration User Guide

Version 1.1

zeno

Document History

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Introduction

Zeno Expense has the functionality to import multiple data feeds. A data feed can be setup from your corporate card provider to import transactions directly into your Zeno Expense user accounts.

How does the data feed process work?

After your authorisation, the corporate card provider will send data feed files to the SFTP server. The overnight process will import the files and create statements in the user accounts with the corresponding credit card number. The data feed transactions will be visible in the Finance tab in Zeno Expense. Transactions that could not be linked to a user profile will be listed in the Exceptions.

Which Corporate Card providers are supported?

The system can be configured to work with any provider; the most common providers are American Express, Visa, Mastercard and Diners.

How long does it take to configure a data feed?

This is dependent on your corporate card provider, however, once they have received the returned authorisation form, it can take up to four weeks to process. After they have sent the first file and provided the file name, Expense Support can configure and import the data feed into Zeno Expense within one business day.

Will I be notified when the data feed is imported?

An email notification is sent to users advising them that they have new corporate card items in their account.

When is the data feed file imported?

The data feed file is received through the SFTP server and it is processed overnight. You can choose the frequency (daily, weekly, monthly, etc) that the file is imported into Zeno Expense during the setup process.

Note: It is recommended that you confirm the data feed frequency with your corporate card provider to ensure that the frequency that you requested aligns with theirs. However, Expense Support can change the schedule whenever required.

Can the Corporate Card transactions be deleted?

Yes. If the transactions were imported into the user's account, you can create an iSerko call for the Expense Support team and include the item ID for each transaction. Then they can process this for you.

Note: If the transactions were not imported to the user's account (in the Exceptions), a Finance user can delete it from Exceptions.

What if transactions are missing in the data feed file?

Contact your corporate card provider and check whether they sent through the transaction. Create an iSerko call for Expense Support with details about the transactions such as the transaction date, amount, currency, and card holder. They will research the issue and notify you through the iSerko call when they have a resolution.

How much does it cost to configure a data feed?

Zeno Expense does not charge any fees to set up corporate card data feeds, but some card providers charge customers to supply the feed.

Data Feed Configuration Process

Follow the steps below to have your data feed configured in Zeno Expense.

Step 1: Corporate Card Provider

- Contact your Account Manager at your corporate card provider and request their authorisation form that will allow the bank to send your data to Zeno Expense (each bank has their own form).
- Complete the form. Expense Support can help you with filling out the details if there are any technical questions that you're not sure how to answer.
- Submit the form to your corporate card provider. Then they will setup the data feed file on their end. The process time varies by the bank and it can take up to four weeks.
- Once the data feed file has been setup by the corporate card provider and they are ready to start sending your transactional data, they will provide you with the file name/delivery ID and the date that the first file will be sent.

Step 2: Zeno Expense

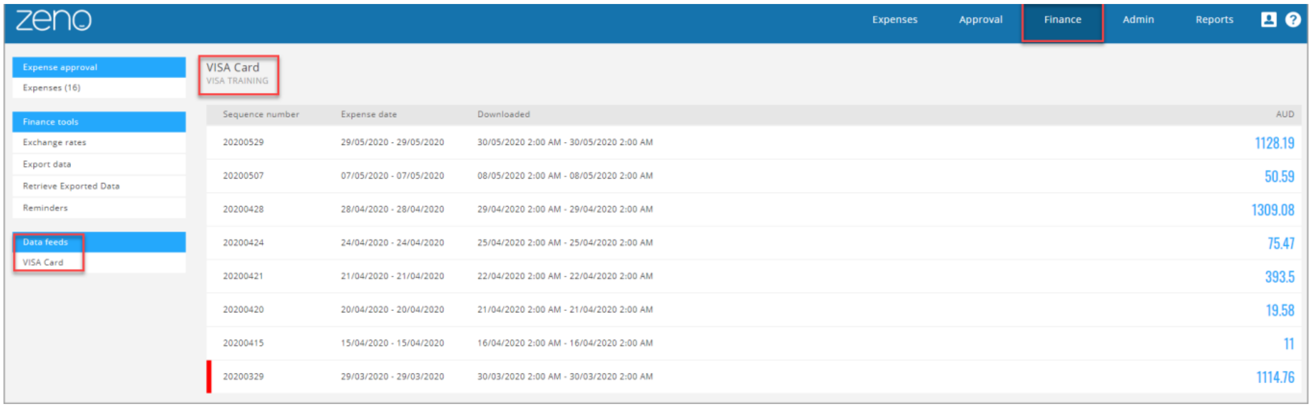
- Create an iSerko call with the following information that you received from the Corporate Card provider:
    - File Name/Delivery ID
    - Date that the first file was sent (if known)
    - Data feed frequency
    - Preferred data feed name that will be displayed in Zeno Expense
    - Site pack/ Region name to configure the data feed
- Expense support will check the SFTP server to confirm if the file has been received. If the file was received, they will setup the data feed in Zeno Expense.
- As soon as the data feed is setup in the system, you will be updated via the iSerko call. Then you will be able to view the data feed on the Finance Tab.

Note: It is preferable for the Expense Support team to complete the configuration after receiving the first file from the corporate card provider. This allows them to verify the configuration and import the data feed file immediately after the setup.

If you would like to configure a custom data feed, please provide a sample data feed file template for Expense Support to analyse in advance and map in Zeno Expense.

Data Feed Details

The 'Data feeds' section under the Finance tab will list the data feed information.



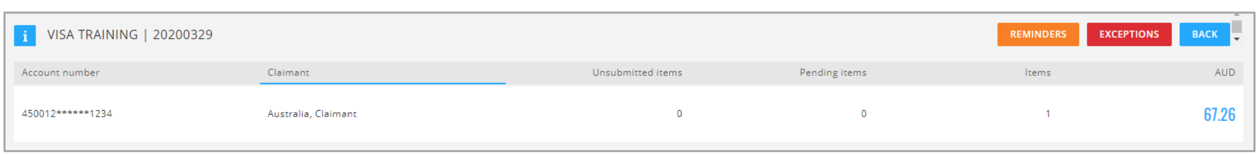
Data Feed Page

The data feed name will be at the top of the page and the delivery ID/file name will be listed below it.

- Sequence Number : The sequence number is provided by your corporate card provider
- Expense Date : The range of dates of the transactions within a sequence number. The data feed files are organised by the Expense Date.
- Downloaded : The dates that the data feed was imported into Zeno Expense for a sequence number.
- (AUD) : The sequence total in your default currency.

Sequence Details Page

If you click on a sequence number, it will take you to a page with details about the transactions within that sequence.



- Account Number : the corporate card account number of the claimant. The card number is partially masked for security purposes.
- Claimant : The name of the corporate cardholder.
- Unsubmitted Items : The transactions that have not yet been submitted for approval.
- Pending Items : The transactions that have been submitted but are pending approval.
- Items : The total transactions for that account number in that sequence.
- (AUD) : The transaction amount in your default currency.

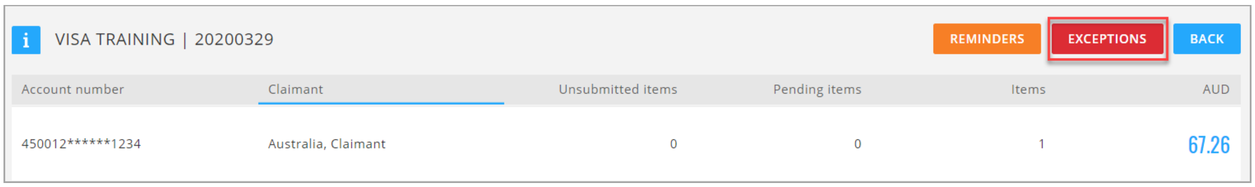
When you click on the i icon, it will display details about that sequence.

Click on the REMINDERS button to send reminder email to Claimants and Approvers asking them to process their outstanding expenses.

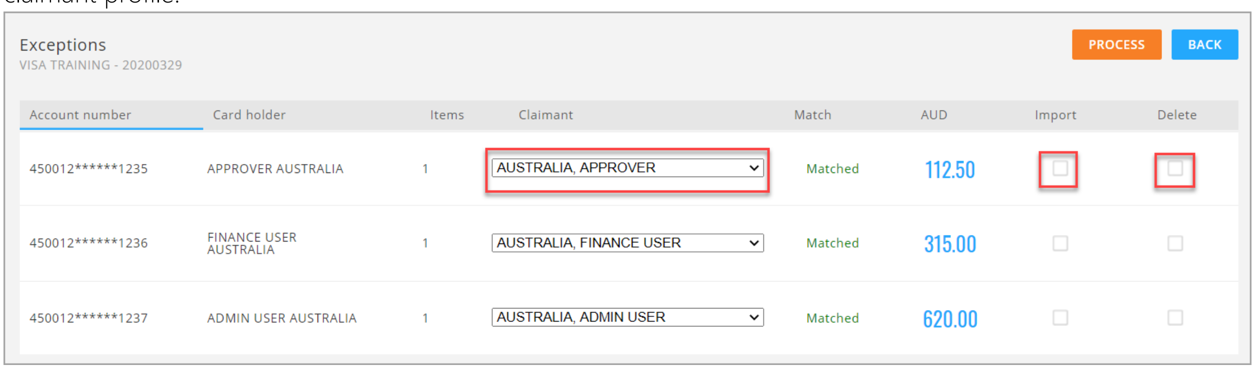
Exceptions

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.

To see the transactions in the Exceptions, open the sequence and click on the EXCEPTIONS button.



Under the EXCEPTIONS list select the 'Import' checkbox and click PROCESS to link the transactions to the claimant profile.



If there are transactions you do not want to import, select the 'Delete' checkbox and then click PROCESS to remove them completely from Zeno Expense.

Note: If the account numbers are not linked with the user profiles, transactions will not appear in the User accounts. Once linked, the transactions will flow automatically to the user accounts.

All Finance users are advised to check the Exceptions and complete the linkage after a new data feed configuration or after receiving a new corporate card for a claimant.