Zeno Expense Knowledge Base Portal

Version 1.2

zeno

Document History

Version	Description	Author	Date
V1.0	Document Creation	Client Success Expense Team	01/07/2020
V1.1	Document Updates	Client Success Expense Team	20/05/2021
V1.2	Document Updates	Client Success Expense Team	14/02/2022

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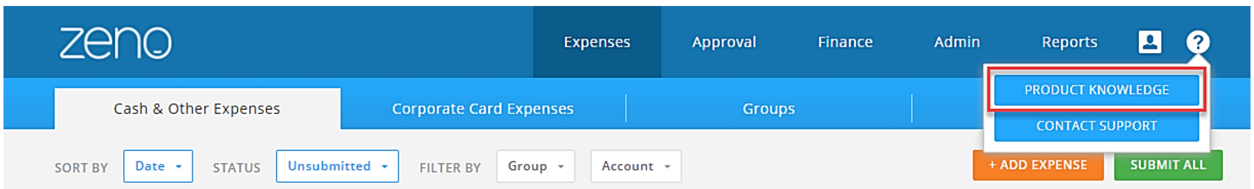
Zeno Expense Knowledge Base

The new Zeno Expense Knowledge Base is now live with up-to-date information, resources, training videos, and product updates for all things Zeno Expense!

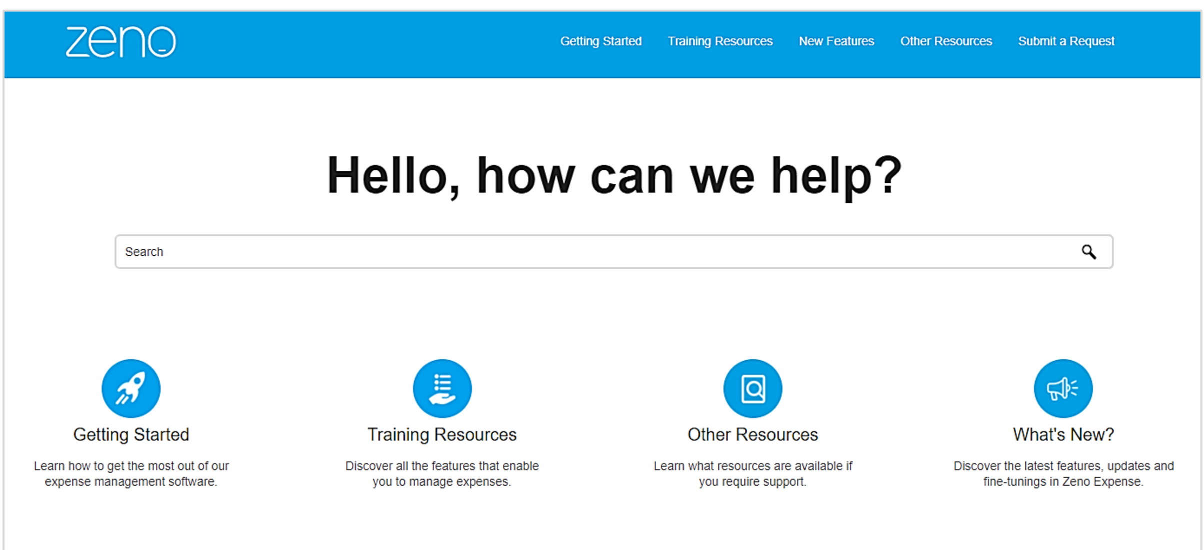
The Knowledge Base is directly accessible from the question mark icon in the top right corner of the Zeno Expense web application. In addition to the role-based user guides, the Knowledge Base will be used to store high-level updates about the latest features and enhancements as they become available in Zeno Expense. All registered users will have access to this portal by default.

To access the Knowledge Base, click on the (?) icon, then click "Product Knowledge".

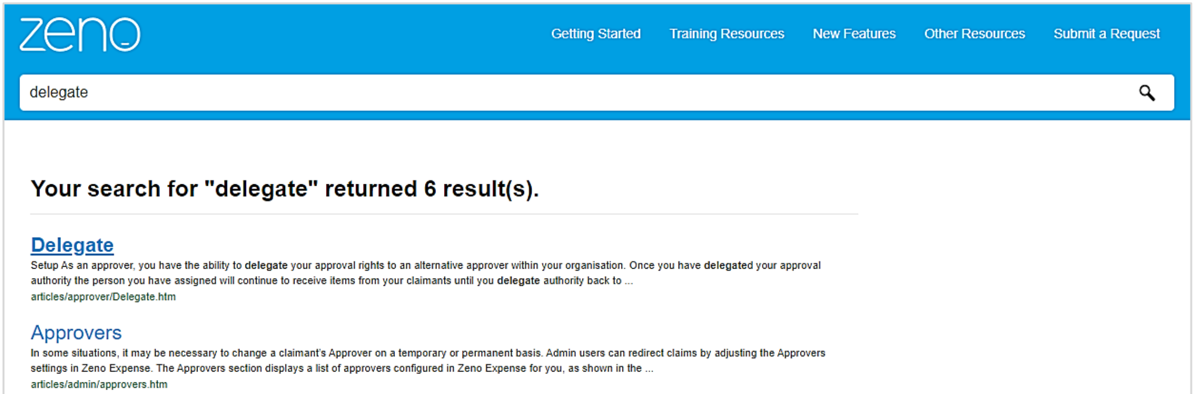


Landing Page

The Landing Page displays four icons as shown below. You can navigate to the topic of your choice by clicking on the icons or section headers in the top menu bar.

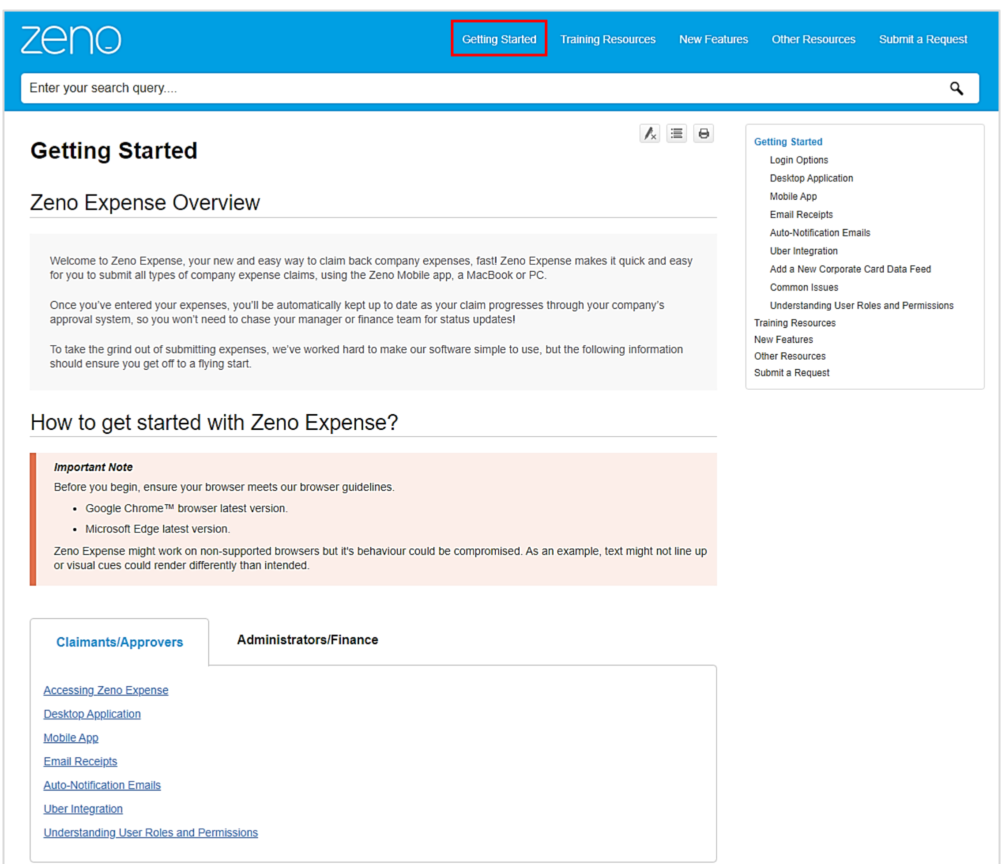


You can search for topics of interest by typing keywords into the search field and the system will list pages with relevant content.



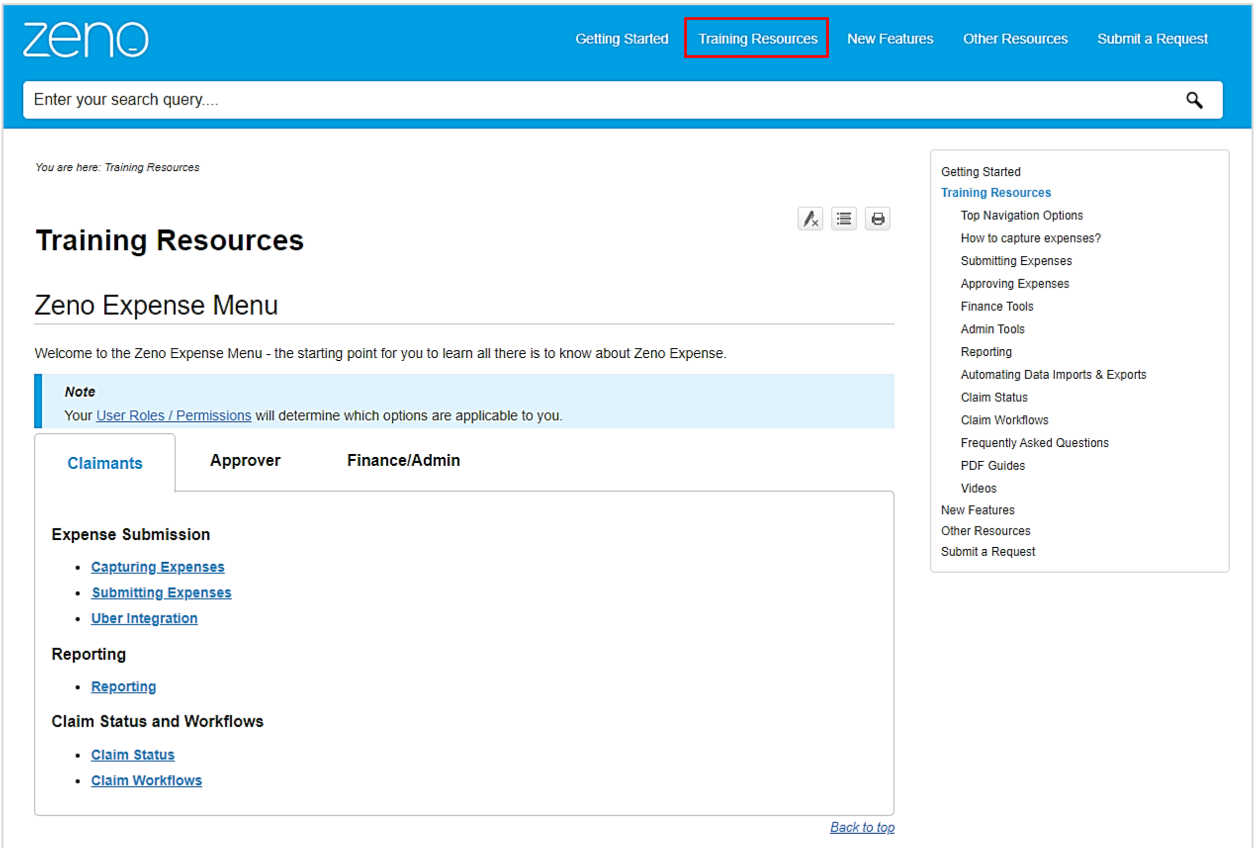
Getting Started

This section contains lots of tips to help you get up and running quickly with Zeno Expense. On the Claimant/Approvers tab, find out how to set your default screen view in the Desktop Application section or get information about choosing the email frequency that works best for you in Auto-Notification Emails. Visit the Email Receipts page if you want to know how to forward tax invoices through email straight into Zeno Expense. On the Administrators/Finance tab view troubleshooting tips in Common Issues and login options for the mobile and desktop website in Accessing Zeno Expense. There are many different articles for you to explore.



Training Resources

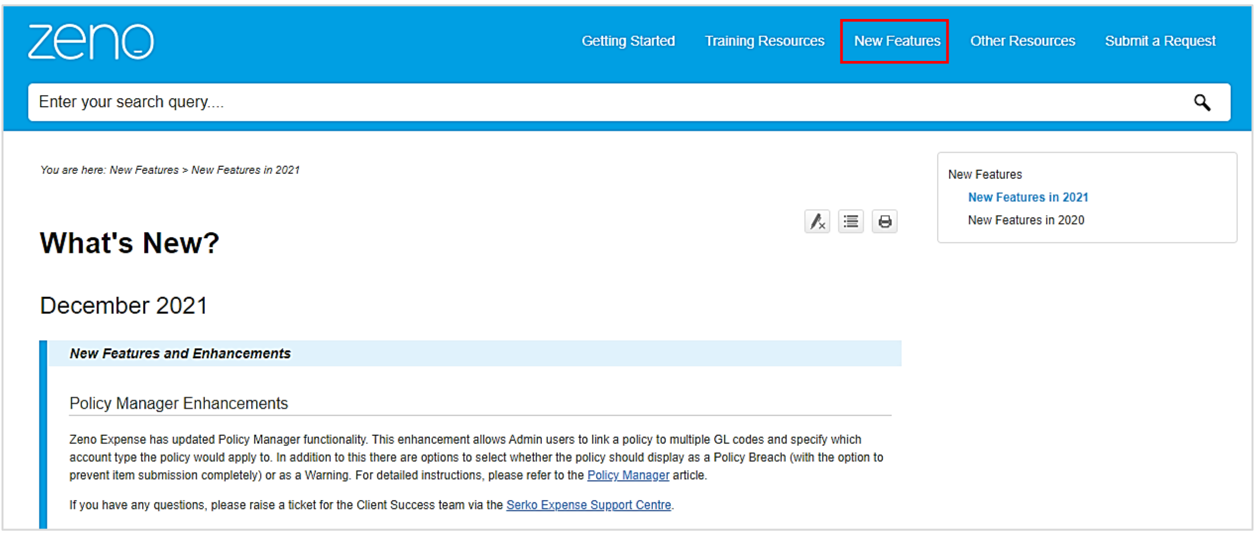
This section contains information about all aspects of Zeno Expense and details about the functionality that is available to you, according to your user role. If you would prefer to watch recorded expense training sessions, our Expense General Claimant and Approver Training and Expense General Admin and Finance Training can be accessed under “Videos”. Answers to FAQs and information about various topics are also available in this section. In PDF Guides, you can download detailed user guides for each feature in Zeno Expense.



What's New?

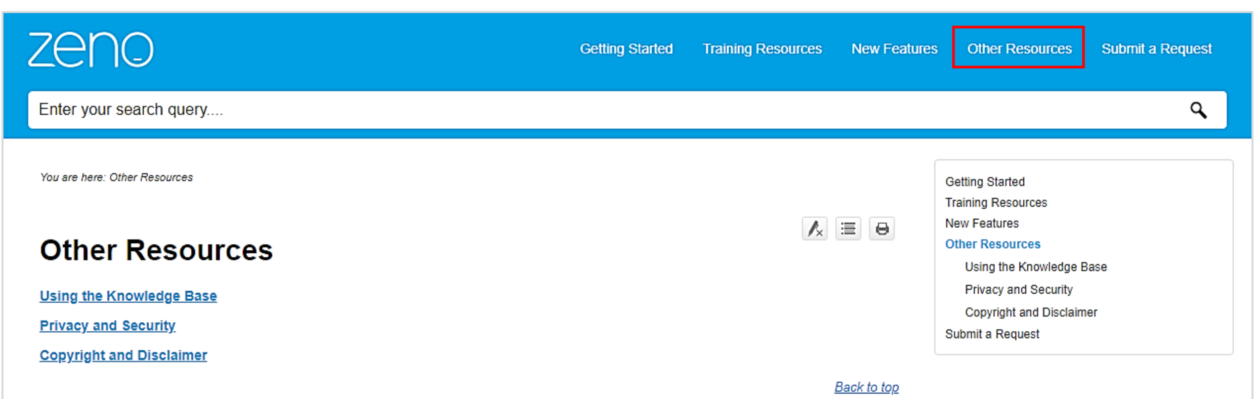
This option is most relevant for Finance and Admin users because it contains high-level information about new product features as they are released in Zeno Expense. When you click on this option, it will take you to the most current page, however, by selecting the "New Features" option in the top menu, you can also see new features from previous years.

Many new features are available on an opt-in basis, allowing you to simply create a support request when there is a new feature that your company would like enabled.



Other Resources

This option contains articles about using the knowledge base and security details. You can also view our privacy policy as well as copyright information.



Submit a Request

This is a direct link to the Serko Expense Support Centre to create a Zendesk ticket. All registered Zeno Expense Administrators and Finance users are eligible to use the Serko Expense Support Centre. When a user clicks on the option "Submit a request" it will take them to the Serko Expense Support Centre website to log in. It is requested for clients to use this portal as the main channel of contact for technical queries. Each query that is raised in the Serko Expense Support Centre is assigned a unique ticket number, which can be easily tracked as the request progresses through the system.