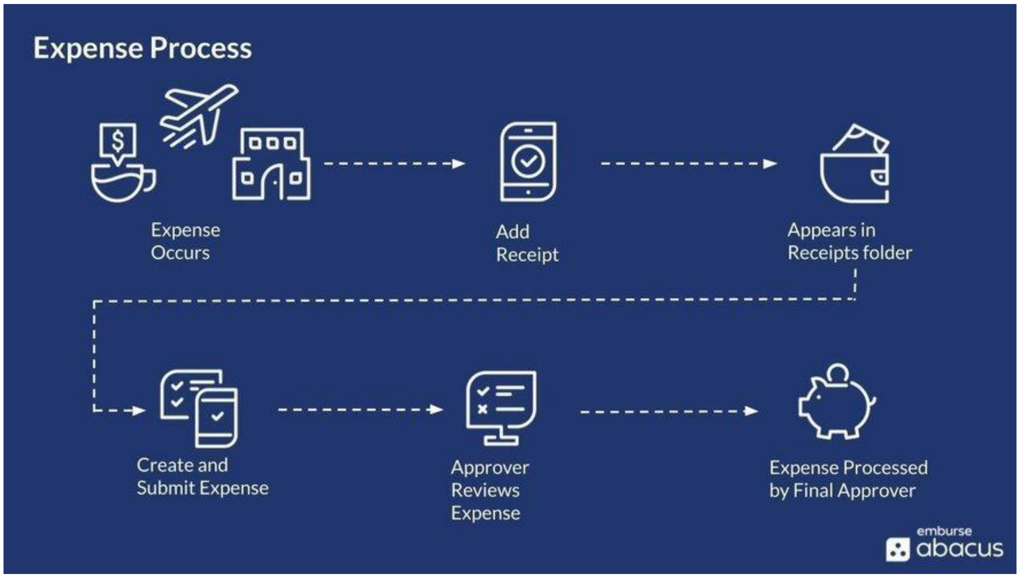
Training Script: Abacus End Users



Introduction & Background

This training covers all the basics: how to submit your receipts, edit expenses, submit them to your manager, and how to review expenses as an approver.

Abacus is going to allow you to work on and submit your expenses in real time and completely online. No more need for those annoying paper reports or folders if you've done those in the past. Unlike a traditional expense report, Abacus allows you to submit each expense as it comes in. This saves your wallet, or desk drawer space, from receipts, and allows you to get reimbursed faster.

When you spend on meals or airfare, for example, you'll take the expense receipt and add it into the receipts folder in Abacus immediately after the expense with the receipt attached and submitted to your approver. They will reveal your expense before it gets processed by your company's accounting team.

The best part about Abacus is getting reimbursed faster through direct deposit to your bank account for each expense, and you have a lot of flexibility to do so using our website in addition to using our mobile app to work on your expenses as you go eliminating all the work for when you get back to the office.

If you get stuck or need extra help after this training, Abacus always has a lot of resources available to you. We have an online help center for how to instructions, contact information for our support team, and more recordings and videos for you to watch.

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Logging In

When you're ready to start using Abacus, you will receive an Invite to Abacus by your administrator. Follow the e-mail invite to register your account and confirm your e-mail.

To login, go to www.abacus.com and click the login button in the upper right-hand corner. Enter your credentials and click login.

Home Screen

Let's start with the sections on the left sidebar. First, we'll start in the Account and Settings button to manage personal information and set up your banking details. On the right, you have your personal information section first. You can edit all the information you previously filled out when you first set up your account. You can also add more information to further personalize your account.

Banking Accounts & Reimbursements

Below the Personal Information tab, you should get a second tab that says Bank Account. Click into the Bank Account tab and connect your personal bank account with Abacus.

We use ACH to directly deposit your reimbursement funds into your bank account. It's completely secure and safe. We use an SSL Secure Web to encrypt and protect your banking information. For the process to start, choose your bank provider from the list, or manually enter your banking details with your routing and account number. Once you've set up your bank account with Abacus, you'll be ready to submit expenses later.

Next, click into the bank Transfer history tab on the left. As you start to submit expenses, you'll see a history log of each time that Abacus has reimbursed you.

Additional Email Addresses & Notifications

You can change your password in the next tab below and add additional e-mail accounts to your Abacus account. If you buy something online and have to submit an e-mail receipt to Abacus, we need to recognize the e-mail address that it's coming from, so that it can properly connect to your account. It's highly recommended and good practice to store a second or personal e-mail address here for us to identify you. You also get a dedicated receipt forwarding e-mail which is unique to your account. Anyone can send receipts to this e-mail, which will land in your receipts folder, and this is helpful for those of you who have an assistant to collect your receipts. They can use your unique forwarding e-mail to send them into your Abacus account.

One last thing to set up in your account are your personal notification settings. You can turn on or off e-mail notifications about certain things, like when an expense has been fully approved or an approver makes a comment.

Policies

After setting up your account, click into the Expense Policy button from the left sidebar. You can access this page whenever you're unsure about a company policy. At the top, your administrators have added a policy overview, and below are the specific policy rules.

For example, a common policy that your company will want you to follow is making sure there's a receipt attached.

If your company expenses mileage, the reimbursement rate is highlighted on this page as well.

Now, Abacus has two types of policies: Warnings and Blockers. You'll encounter a yellow triangle icon on an expense to warn you if it violates one of these rules.

Policy warnings allow you to review and make changes to your expense before submitting for approval. Policy blockers, on the other hand, will prevent you from submitting the expense until the rule correction has been made.

Submitting Receipts

A recommended best practice in Abacus is to send in your receipts as you get them to avoid losing receipts on-the-go. The Receipts button on the left sidebar is where the receipts go and stack up until you submit expenses, and you have many options to get receipts into Abacus using the mobile app, by e-mail, or by uploading receipts.

Mobile App

The Abacus expense mobile app is our most popular method. It is free on iPhone and Android in their respective app stores under the same name, Abacus Expense. Just look for the app with the blue background and three white dots.

After downloading and opening the app, you'll be prompted to enter your login credentials. The login credentials will be the same for both the website and the app. Enter those and tap login. Then, you'll be brought to the Home screen with any pending and completed expenses appearing in a list here.

To take a receipt photo using the mobile app, tap the camera icon at the bottom. You’re brought to the camera on your device. It's always best to get as close as you can with very little shadow. Snap the photo, then tap done at the bottom.

Back on the app home screen, pull down to sync the app with the web, you'll be able to find the receipt you've just captured in the receipts folder on the web.

Email

In addition to the mobile app, you can also e-mail receipts. Say you're booking a flight online where you receive the receipt in your e-mail account. Just forward the e-mail to receipts@abacus.com. Just make sure the e-mail is coming from an address connected to your abacus account, which is most likely your work e-mail. Another reminder, for those of you who have delegates submitting receipts for you, give them your dedicated custom e-mail address.

Upload

Lastly, we have our uploading function. Perhaps you download a multi-page receipt, like a PDF of your cell phone bill or Internet bill on your computer. Once you have the file on your computer, use the Upload Receipts button in the upper right to locate it. We support JPEG, PDF, and PNG files.

Our OCR technology on the website or the app will then parse out the details from your receipt, such as the date, amount, and merchant. You can also add notes in the text box or click on the three dots in the upper right corner of the thumbnail to delete the receipt off Abacus.

Trips & Organizing Expenses

Back on the left sidebar, click on the Trips button. The Trips page is useful to group similar or related expenses together. Creating Trips is like creating folders to sort expenses by a common event, such as a holiday party, supplies for the office, or an on-site conference or meeting. Creating Trips lets you see how many expenses were incurred for a specific trip, which ones have been unapproved, which ones had warnings, and the total spent for a trip all for the purposes of data tracking.

To create a trip, click Create in the upper right corner. Give the trip a name and a date range. Now as we create expenses in a minute, you'll get to add details and specify whether an expense should be sorted into a specific trip.

Cards

Next, click on the Cards button from the left sidebar. If you have a corporate business or Emburse card, and your administrator has assigned the card to your account, you'll see your credit card transactions that have come in from the bank. On the left, transactions will appear in Abacus after they have been posted in the bank, so it'll take about 2 to 3 business days. If you bought something on a Friday afternoon, chances are it'll appear here on Monday or Tuesday.

On the right, are the cards assigned to your account. You may also add your personal credit card into Abacus if you charge expenses through your personal card. In order for this process to start, click on Add Personal Card and follow the instructions to link to your personal credit card, all transactions from that point forward will be fed into your abacus account.

Now, a common question is if you still need to submit a receipt into Abacus if the credit card charge is already coming in. Best practice is to still submit the receipt like you would for any other expense.

Abacus will link matching receipts to their credit card transactions, so that you can submit them together.

Creating Expenses to Submit

To start creating and submitting expenses, click on the Expenses inbox from the left sidebar. As you start to submit expenses, you'll see your expenses broken out into two sections: Pending Expenses, which are submitted expenses, and Completed Expenses, which have been approved or denied by your manager.

In the upper right, you'll see a Submit Corporate Card Expense button if you have a credit card in Abacus. If you don't have a card connected to your account, you'll only see the New Expense button in the upper right corner.

To submit a reimbursable expense, select the button in the upper right corner. A new window pops up, and there are two basic steps to creating any expense item. As best practice, Step 1 is to start on the right side and link a receipt first with one of the receipts submitted earlier. That way, some of the details from the receipt will auto populate on the left side. Step 2 is to enter in the remaining details of the expense on the left, such as the Category, Notes, and company specific fields.

Linking Receipts

Start with step 1. On the right, drag and drop your receipt file from your computer on to the right side here, or click Browse Receipts to look at your receipts folder for a receipt you submitted earlier. Once you find your receipt, click the receipt image to link. Our OCR technology will parse out details like the amount, merchant, and transaction date so that saves you a bit of manual work on the left when creating the expense.

Entering Details

Step 2 is to fill in the remaining details on the left. You can always edit the amount merchant and transaction date if the OCR is unable to read some of the details. If the expense took place in another country, you could adjust the currency by using the drop-down menu beside the total. Please note that Abacus pulls the exchange rates from openexchangerates.org.

Next, select an expense category that corresponds to your expense. Each organization will have their own list of categories, so please choose carefully from your own drop-down list.

Adding a note is optional, but we recommend entering a little more information regarding the expense here for record-keeping purposes, and for your approvers to know exactly what the expense was for.

Extra Fields

Many companies will add extra fields into Abacus that are company specific. If your company has some built-in, you'll see them at this time. An example is a Department field.

In addition, you also have two buttons to add more information about your expense. The Add Detail button has a couple of options.

- Adding an Attendee detail lets you add names of people who attended an expense with you, such as a meal expense.
- Adding a Flight Info detail lets you add your From and To locations, departure date, and airline specific details.
- Adding a Check in and Check outdate detail lets you add, check in, and check out dates, or hotel expenses.
- Any extra Detail Options will also be listed in the drop-down menu.

As a reminder, Trips group similar expenses together. If you add a trip detail, you'll get an extra box here to select a trip. If the expense does not apply to any trip, select the X to remove the detail.

For example, when creating a Meal expense, add an Attendee Detail. Use the drop-down menu to select a co-worker, or just type in a person's name, and then hit Enter to save.

Submit

When you're ready, ensure all the details and receipt match. Click send on the bottom right to submit the expense for approval. Back on the Expenses dashboard, the submitted expense is listed under the Pending Expenses section.

Click on it to view its details and scroll to the bottom to see who your approver is. You will also see the progress of the expense as it makes its way through the workflow.

Splitting/Itemizing Expenses

This time I'll create a hotel expense. Select New Reimbursable Expense from the upper right corner.

Again, it's easier to start by linking a receipt first on the right. Then, on the left, fill in the remaining details, such as the Expense Category and Notes. Next to the Add Detail button, there's also the Split button. Use this button when you need to split the expense using different details, such as a hotel expense with a meal charge, or a Company Meal Expense split between multiple departments.

Simply click the button, and the details are split into two sections, equally 50/50 to begin with. Change any of the details to apply to each split expense. First, enter the first split charge at the top, such as the meal charge amount, add any extra details coding it to a different category.

Below, enter the split amount for the other split charge, such as the hotel room itself, and double check the details are all coded correctly, such as with the hotel category, and any extra details.

You can split the expense multiple ways by clicking Add Split at the bottom for a third or fourth split. Just make sure all the split items equal the grand total at the top. Then, click Send on the bottom right to submit for approval.

Credit Card Expenses

Now, for those of you who have a corporate business or an Emburse card linked to your account, select Submit Corporate Card expense from the upper right corner.

Best practice is to submit receipts or any expense, because Abacus will group receipts and credit card charges together to suggest submitting them together. You can find them linked together on this page. A list of Unexpended credit card transactions appears here. Any credit card charges still pending our inquiry, and any posted, credit card transactions appear below in White.

To submit a credit card expense for approval, click expand on a transaction, and fill in the details on the left and link a receipt on the right. For credit card expenses, you'll be prevented from

editing the amount and the transaction date. This is so your accounting team can reconcile credit card statements since the expenses and Abacus will match the credit card statement.

You'll also notice the matching receipt is linked on the right if Abacus is able to detect it. Two steps have become one step for credit card expenses. Please also keep in mind that Abacus will suggest and link matching receipts based on the amount and transaction date. If Abacus links the wrong receipt, click on the Trash icon in the upper right corner and select another receipt from your receipts folder instead.

Next, fill in the correct expense category, add additional notes and details, then click the Send button on the bottom right to submit the credit card expense for approval.

Mileage Expenses

Mileage expenses are commonly created using the mobile app but creating and submitting any kind of expense can be done both on the app and on the web. The steps are the same.

On the mobile app, your Pending and Completed expenses are listed on the home screen. The camera icon is to take your photo of a new receipt. The pencil icon is to create a reimbursable expense, and the third icon is to create a credit card expense. Tap on the icon in the upper left corner to view your account settings.

You'll see the Expenses Inbox, which is the Home screen of pending and completed expenses. The inbox houses credit card transactions that feed into your account. The Trips button lets you view past trips and to create new trips. The Cards button lets you view and add new credit cards to your account.

From/To Locations & Round Trips

To create a mileage expense on the app, select the Pencil icon at the bottom of the home screen. Instead of entering the total first, enter the merchant by typing in mileage, and select the one with the yellow icon from the drop-down menu. A popup screen will ask you to enter your From and To locations which can be basic city names, specific addresses, or even airports. Abacus is integrated with Google Maps to calculate your mileage. The map and distance are highlighted at the bottom, which also becomes your receipt image for mileage.

If it was a round trip, toggle the button to update your reimbursement amount at the bottom. If this was not a round trip, your mileage will be appropriately reduced, then click done in the upper right.

Reimbursement Rates

Back on the new expense screen, your mileage amount is calculated at the top, and so is your reimbursement amount below. If your company uses the IRS rate, the rate is updated annually. If your company uses a custom rate, it'll also be noted here in the calculations.

Next, fill in any notes and enter the appropriate expense category for mileage. Remember to select a date for when the mileage expense took place. Once you're finished adding all the information and extra details, click expense at the bottom to submit for approval.

Multiple Locations/Segments

A common question regarding mileage is about multiple travel locations. If you've traveled to multiple locations in a day, simply create another mileage expense, and enter a different From and To locations. If you're using the Web to create mileage expenses, simply go to the Expenses inbox from the left sidebar and select new reimbursable expense from the upper right corner to start.

What's great about Abacus in general is the ability to submit each expense as it happens, in real time. No need to wait until your business trip ends to submit a whole report and no more receipts piling in your desk drawer or wallet, and then forgetting to submit them at the end of each month.

Manager Views

If you are an expense approver, let's look at how to review.

Once you login, your home screen looks like regular users. However, as a manager, you have two sidebars on the left - a manager sidebar and a personal sidebar. In the personal sidebar, you'll use this to create and submit your own reimbursable and credit card expenses. In the Manager sidebar, you'll review expenses that are pending your approval and gain insight on your team's expenses.

In the middle of the page are the expenses awaiting your approval. There are also multiple views for managers. At the top, the expense list view is the default, which lists out pending approval expenses from newest to oldest.

- The chart view creates a line graph for pending approval expenses, by day, week, or month, and you can also filter by, User, category, or Manager, for example.
- The receipt view jumps to your pending approval expenses right away, and you'll use hot keys to approve or deny them.

To view your hot key actions, click the keyboard in the upper right corner. It's your preference in which view suits your approving needs. For training purposes, we like the Expense List view.

Folders

In the manager sidebar, there are two sections to help you stay organized. Under Live reports, these are folders to group expenses together. By default, you have an inbox folder which houses all the expenses awaiting your approval, the pending folder houses expenses you've approved and are sent to the next person in the approval workflow. The approved folder houses users, expenses you've previously approved and have reached the end of the approval workflow so they're completed.

The inbox with warnings folder houses pending approval expenses that have a policy warning on them. This helps you keep your approvals organized and prioritize your work.

Filters

You can always take an existing live Report folder and add more filters to customize your approval needs. Click on the Filter button in the upper right to add filtering options from the right panel or create a new live report by clicking the plus icon from the left sidebar. Use the right panel to add filters.

For example, if you want a Live Report folder to filter pending expenses from a specific team field or category, select the value from the drop-down menus, then click Save Report at the top.

Give the report a name and click Save Report. Back on the left sidebar, you'll see your new Folder. Any expenses that are submitted with these filters will appear here in the Expense List view.

Accessing Expenses to Review

To approve other users' expenses, click on the Inbox folder. Click on an expense to view its details on the right. You will see information that the user entered for the expense, such as the merchant, transaction, date, category, and any other notes and details.

Below, you'll see a few action buttons that you could do as an approver: add a receipt on behalf of the user if needed, just the reimbursable amount to fit company policies, split the expense, or reassign the approver if this is a special expense that should be reviewed by someone else.

Below, if an expense violates any company policies, you'll see them listed with yellow triangle icons. These can help you make your approval decisions, such as adjusting a reimbursable amount to stay within company policy. You'll also see the expense history from when it was submitted, two approved, and what's next in the approval chain for this expense.

Approve, Deny, Send Back

As an approver, you can add comments to the expense, and at the very bottom, click, Approve or Deny. When you're denying an expense, you have two options: Deny and Send Back, which means you're letting the user edit and resubmit the expense for approval. Maybe the user coded the wrong category, or the expense is missing details that the user should fix themselves; the user will receive a notification that the expense was sent back to them, and they can edit the expense before resubmitting for approval.

The second option is to permanently Deny, which means it's your final decision for the expense. It means that no, you are not approving this expense. The user will not be reimbursed, and it will not continue onto the next person in the approval workflow.

You can add comments when denying an expense, such as instructions on what the user should fix if you're sending it back, or a reason for denying the expense altogether. Once you click Deny, the user is sent a notification that their expense was denied. For expenses that you've sent back, and the employee has edited and resubmitted, you will see the expense history and the actions that you and user have done. This helps keep an audit trail of the expense.

Insights

Looking at another expense in your inbox, you'll see an insight section for any expenses that have a daily limit or budget to them.

For example, a company may have a policy where the Daily Meal Limit is $150. Abacus will track how many expenses the user has already submitted. If the user exceeded their daily limit for the expense category, you would see the insight here, and it will help make your approval decision easier.

Final Decisions

To simply approve, click Approve at the bottom, and it'll automatically be sent to the final approver to review before the user gets reimbursed.

Back on the Manager sidebar, you also have an Insights section to keep track of the expenses you've approved and collect specific data. Like Live Reports, you can create your own insights with filters added on to track specific data.

Approving on the App

As mentioned earlier, the Abacus Expense Mobile app works the same as the web. As a manager, you'll see two sections at the top, manager and personnel. In the Manager tab is your approval inbox. Tap on a user's expense to review the details and make the decision to approve or deny at the bottom of the screen.

Help & Support

As you're getting up to speed and submitting your first few expenses, you'll find all of our help resources by clicking Support, from the left sidebar to go to the Abacus Help Center, or by typing support.abacus.com into the address bar. You can search for topic to find all of our step-by-step instructions.

Last but not least, contact our Support team by submitting your request in the upper right corner of the Help Center. Our support team is available Monday to Friday, 9 AM to 6 PM Eastern Time.

That concludes the end of this training. Welcome to Abacus!