Tipalti Expenses: User Handbook

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Expenses Overview

Tipalti Expenses is a comprehensive, purpose-built solution for automating and managing employee-initiated spending and reimbursements, all in one single system. Tipalti Expenses integrates directly with the Tipalti finance operations automation platform, proven to reduce finance workloads by 80% and provide complete spend control and visibility.

Key Capabilities of Tipalti Expenses Include:

- ★ iOS and Android apps for mobile expense filing, allowing employees to quickly and easily submit receipts while on the go
- ★ Role-based review and approval capabilities for managers and finance teams, providing visibility and control over employee expenses
- ★ Automated expense policies for enforcing spending limits
- ★ Risk management and security checks for ensuring regulatory compliance

Terminology

Expense Group: Composed of one or more individual expenses

Reimbursable: The expense submitted requires reimbursement. Non-reimbursable means the expense submitted does not require a reimbursement

Policy Violation: The expense app checks if your expense submission has violated the company policy and would show a warning explaining what the violation is, so you can adjust your expense accordingly

How to download the Tipalti Expenses mobile app

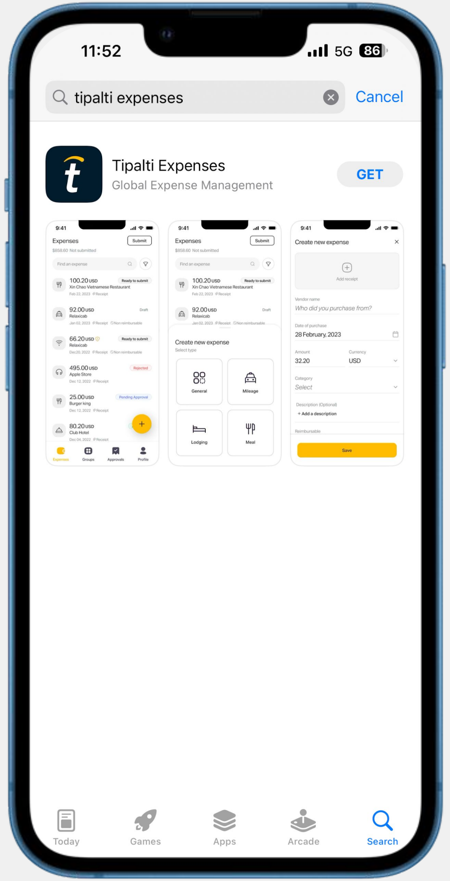
For convenience, the Expenses app can be downloaded to a mobile device. Most users will interact with the app, however finance team users will access Expenses in Tipalti Hub.

iOS

1. Visit App Store
2. Search for “Tipalti Expenses”
3. Click “Get” to download the application

Android

1. Visit Google Play Store
2. Search for “Tipalti Expenses”
3. Click “Install” to download the application



How to log onto the Tipalti Expenses mobile

You should use your company SSO login for this application.

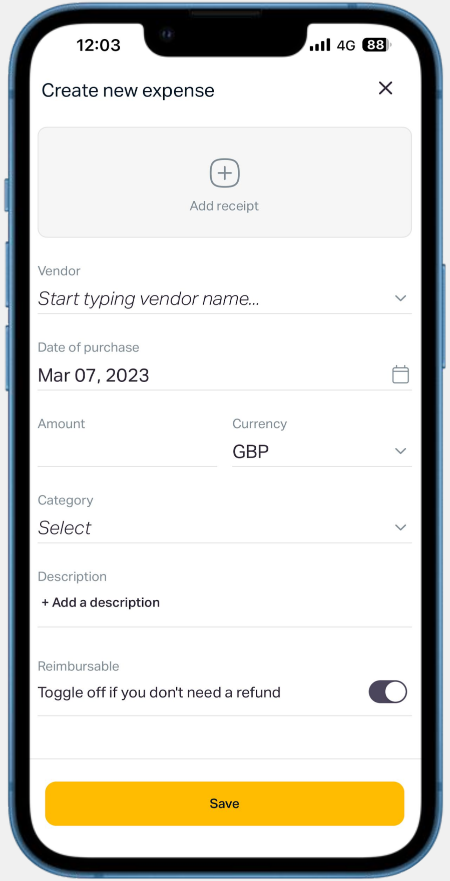
1. Put “company name” on the Company field
2. Review and agree to the Terms and Conditions and Privacy Notice
3. Click “Submit”
4. Click “Sign in with ‘your SSO provider’”. A page with SSO login would appear.
5. Login using your SSO account details

How to create an expense

1. Click the “+” button on the lower right corner
2. Fill in the details on the “Create new expense” screen.
3. Click “Save” and the expense would be marked as “Incomplete” until submission.

Note:

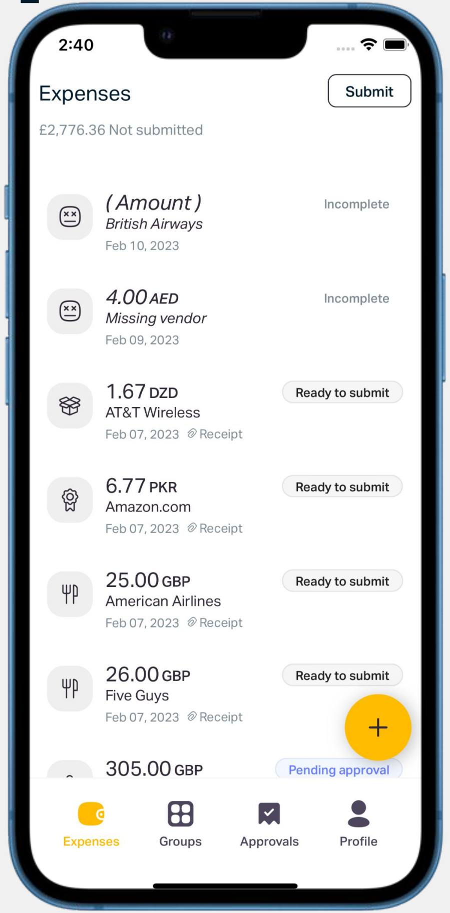
- If you don’t provide the mandatory information, you will not be able to submit your expenses.
- If there is a policy violation for the expense, you can still submit the expense with a detailed explanation on the description box. It is best provide sufficient information and explanation so you will be reimbursed quickly.
- Your expenses would no longer be amended manually by finance team after submission. Make sure to review before submitting so your expenses can be approved in a timely manner



How to submit an expense group

When you are ready to submit your expense(s), you can put them in the same group so they would be processed together by your manager and finance team.

1. Check if the expenses have been marked as "Ready to submit". If not, they cannot be submitted and they would remain "Incomplete"
2. Click "Submit" on the top right hand corner
3. Click on the expenses that you want to add to the same group
4. Click "Submit"
5. The expense group would be sent to your manager and finance approver for review

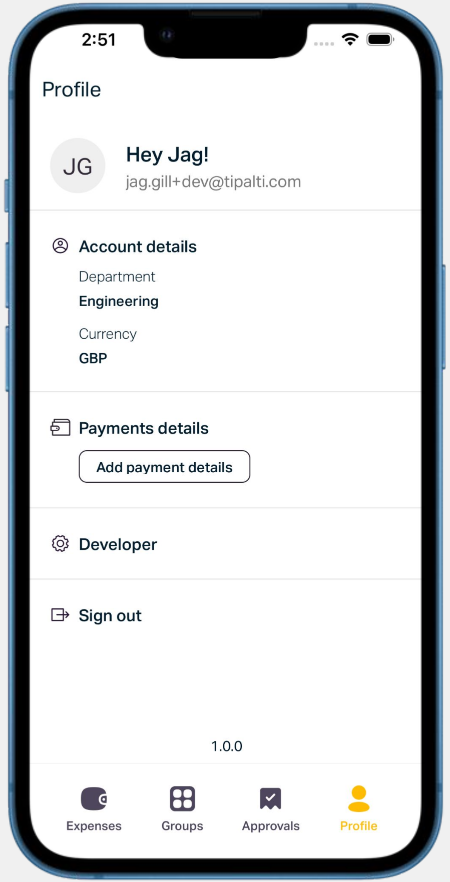


How to get reimbursed

After you submit your first expense group, you will be asked to add your payment details to get reimbursed.

You will need to complete the payee onboarding process to make sure you will get paid in a timely manner.

To do so, you can go to your profile and click “Add payment details”



How to create a new expense from a rejected expense

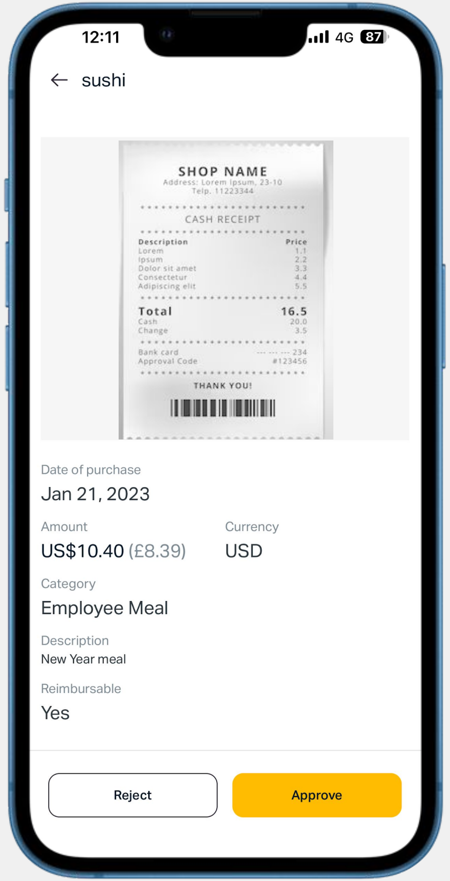
Your expense might be rejected because it did not have the right information. Fear not, there is a way to create a new expense so you can get reimbursed!

1. Click on the expense that has been rejected
2. Review the rejection reason
3. Click “Duplicate to resubmit”
4. You will be taken to a screen that has the exact same information as the expense you initially submitted. Review the information and adjust accordingly so you can reimbursed.

Managers only: how to approve or reject expenses

1. Go to the “Approvals” tab
2. Click on the group you want to review. You will be shown the list of expenses that are in the expense group
3. If the expense information is satisfactory, click Approve
4. If the expense submission is not satisfactory, click on the individual expense and click reject. You will need to supply a reason for the rejection.

Note: In order for your reports to receive their reimbursements in the next payroll, managers are expected to approve the expense groups at least 9 business days before the payroll date.

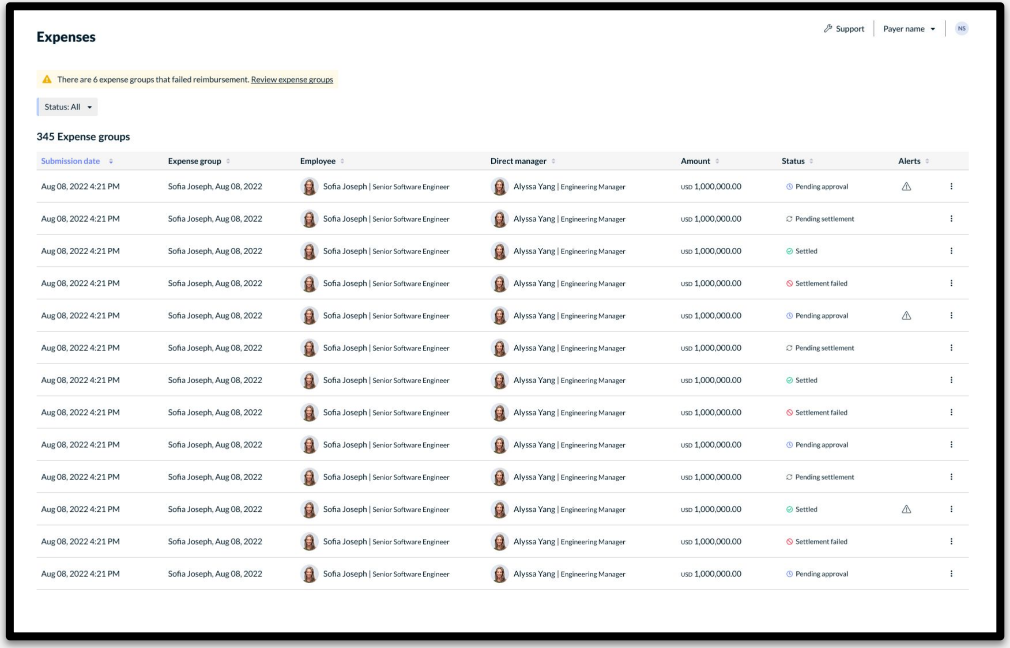


Finance Team only: how to manage & reimburse

Overview

This section is for the finance team using the Tipalti Hub to manage expenses submitted by their employees, and reimburse them using Tipalti.

The Expenses tab gives you access to information about submitted expenses, including names, submission dates, direct managers, amounts, statuses and alerts, and allows you to manage, approve/reject and reimburse expenses.



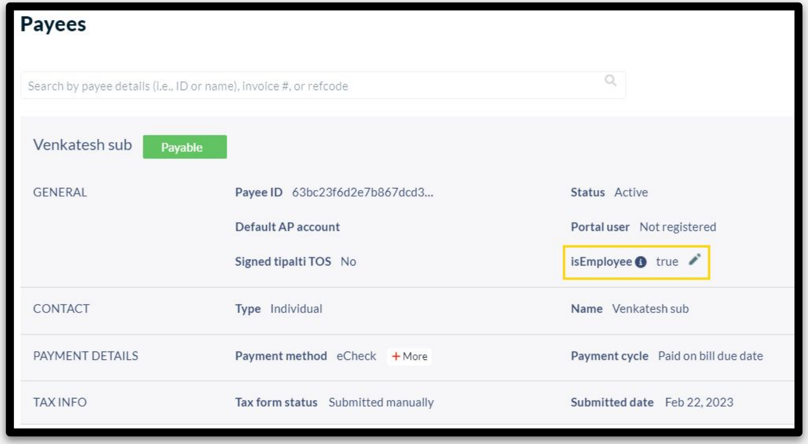
Finance Team only: how to manage & reimburse

Onboarding your employees

The onboarding process is done by the employee and includes 3 steps:

1. Downloading and installing the Tipalti Expenses on their mobile app.
    a. Most users will interact with the app, however finance team users will access Expenses in Tipalti Hub.
2. Submitting the first expense.
3. Fill out the bank account details and personal information in the Profile tab.

We suggest integrating this process into your new hire onboarding so your employees can get set up with Tipalti Expenses from the get go.



Note: Employee payees differ from vendor payees. For employees, the “isEmployee” field is set to true.

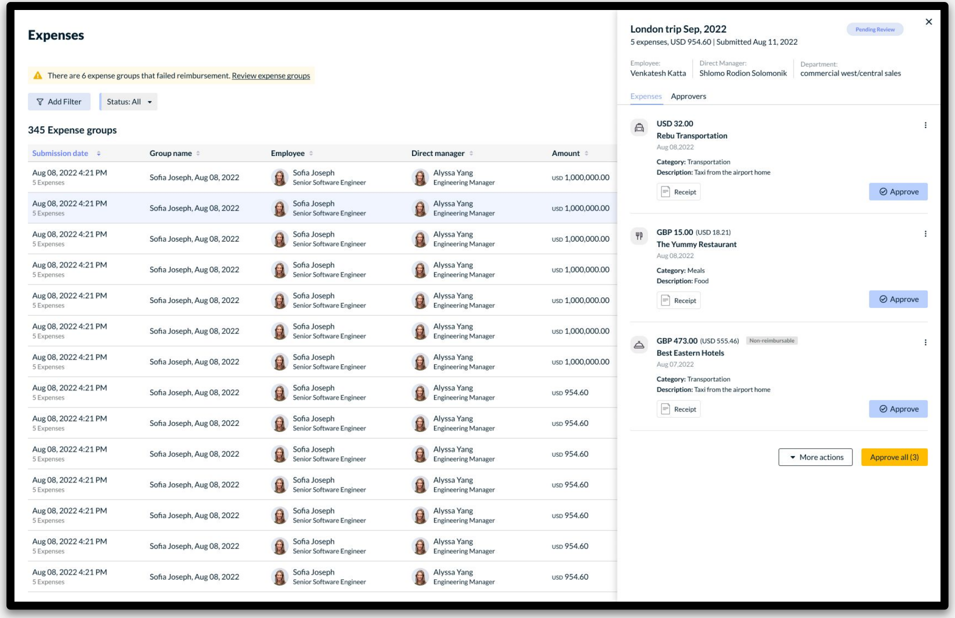
Finance Team only: how to manage & reimburse

View expense groups

Expenses are always submitted as groups, and a group may include one or more expenses.

The Expenses tab provides you with a list of all expense groups submitted.

Note: Expense groups are created during the submission process. Expenses submitted together will be grouped and paid in a single payment. You can view the details of a specific group by clicking on it.



Finance Team only: how to manage & reimburse

Expense group statuses

The expense group can have various statuses, including:

- Pending Approval: the group is awaiting approval on the expenses included in it.
- Pending Settlement: settlement for the expense group is still pending.
- Processing Settlement: payment of the expense group is currently being processed.
- Settled: payment of the group is completed.
- Settlement Failed: payment to the employee failed. Failures may result from missing bank account details, insufficient funds in the payer's account, etc.
- Rejected: all expenses in the group were rejected.

Finance Team only: how to manage & reimburse

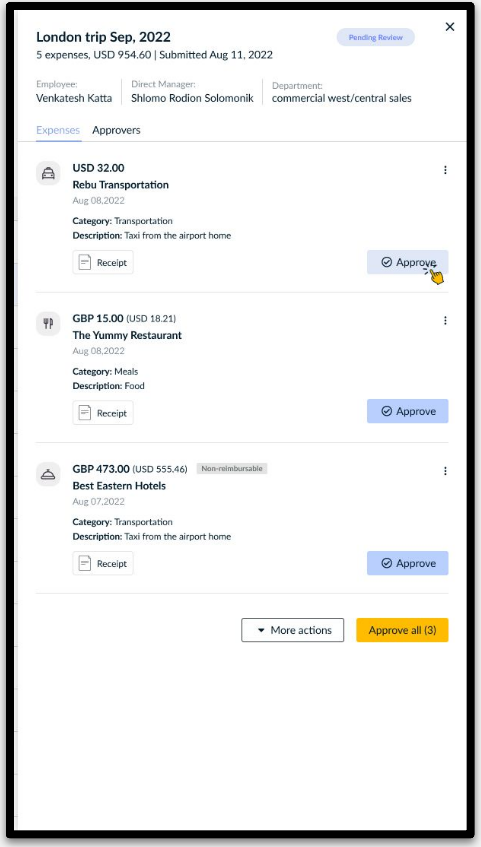
Approve/reject expenses

- To approve or reject expenses:
- Go to the **Expenses** tab.
- Click on the relevant expense group.
- From the right-side panel, click **Approve** to approve the expense.

OR

- If you want to reject the expense, click on the 3 dots menu and click “Reject”. You must provide a reason to complete the rejection process.

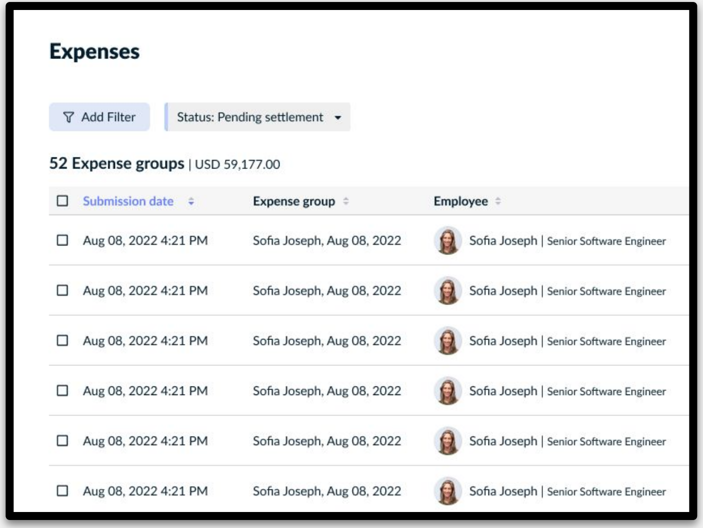
Once you are done approving/rejecting all the expenses in the group, a summary of the reimbursement breakdown and its violations (if applicable) will be displayed for your acknowledgment.



Finance Team only: how to manage & reimburse

Reimburse your Employees

1. Go to the **Expenses** tab.
2. Click on the filter and choose “**Pending Settlement**”. The screen refreshes to display only groups that have a reimbursable component and are pending settlement.
3. Choose the expense groups you want to settle by checking their checkbox.
4. Click Settle. The expense groups’ statuses change to “**Processing Settlement**,” and a new payment batch is created with all the selected group expenses.
5. To track the status of the payment batch, go to **Payments > Payment History** and search for the relevant group name and timestamp.



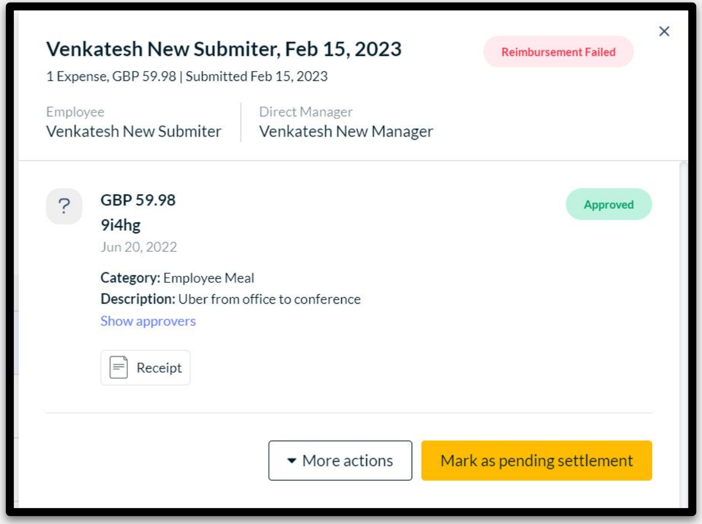
Finance Team only: how to manage & reimburse

Retry settlement of an expense group

Payment failures may result from missing bank account details, insufficient funds in the payer's account, etc. If an expense group's settlement fails, the Finance team should resolve the issue and retry the settlement. To do so, you can access the "**Payments**" tab on the menu bar and look for the payment.

To retry a settlement:

1. Go to the **Expenses** tab.
2. Click on the filter and choose "**Settlement Failed**". The screen refreshes to display the list of expense groups that have failed settlements.
3. Click on one of the groups to view the group details.
4. Click **Mark group as pending settlement** on the expense group details.



Note: The expense group's status changes to "**Pending Settlement**", and the group is ready to be added to a payment batch again. See [Reimburse your Employees](#) for details on how to complete the settlement.