Expense Policy for Dynamics 365 PSA – User Guide

February 2018

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Version Control

Date	Version	Changes Made

1.0 Overview

eBECS Expense Policy for Dynamics 365 PSA provides enhanced functionality around the standard D365 Projects and Expenses modules by allowing you to setup a set of expense rules against individual projects.

Note – ‘Organisational Units’ are part of standard D365 functionality so the setup of these will not be covered in this manual. They represent a group/division in a professional services company which employ billable resources.

2.0 Usage

2.1 Expense Claims

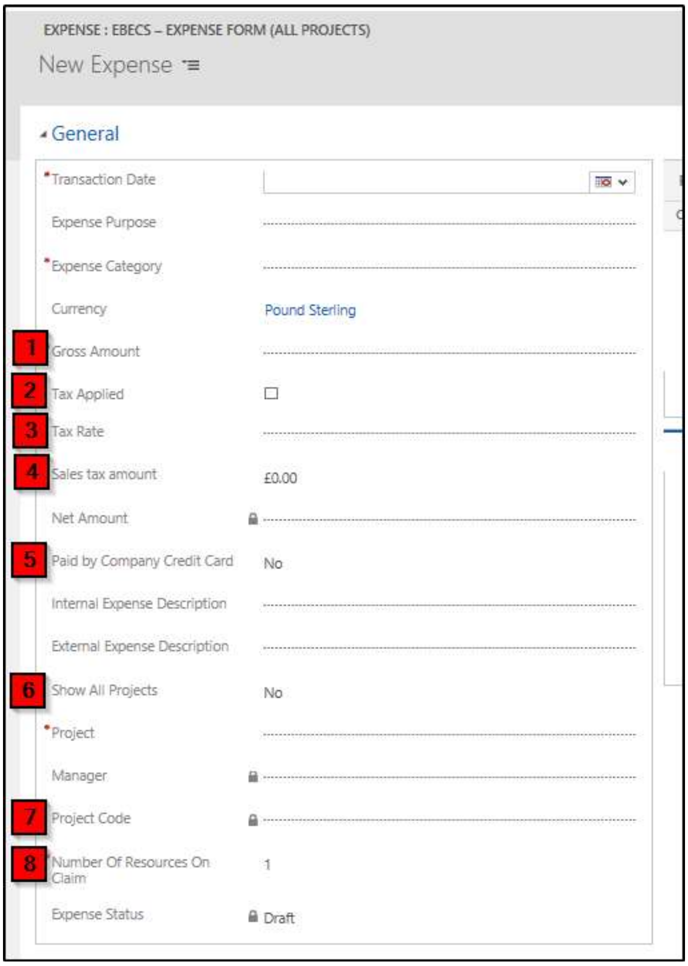
The standard ‘Expenses’ area has been extended to include some additional fields specifically relating to the ‘Expense Policy for Dynamics 365 PSA’ module. The details of these are covered below.

These changes for the Expense form will also apply to the mobile app for Dynamics 365.

Note – The standard expense fields will be not covered in this manual.

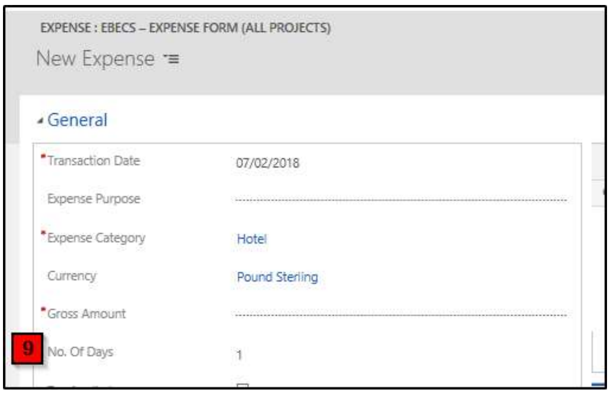
Click on the ‘Dynamics 365’ menu and then select the ‘Expenses Mgt’ option. Under the ‘Expenses Mgt’ menu, select the ‘Expenses’ option.

2.1.1 Expense Claims – Standard (Non-Mileage) Claims created in Resources Currency



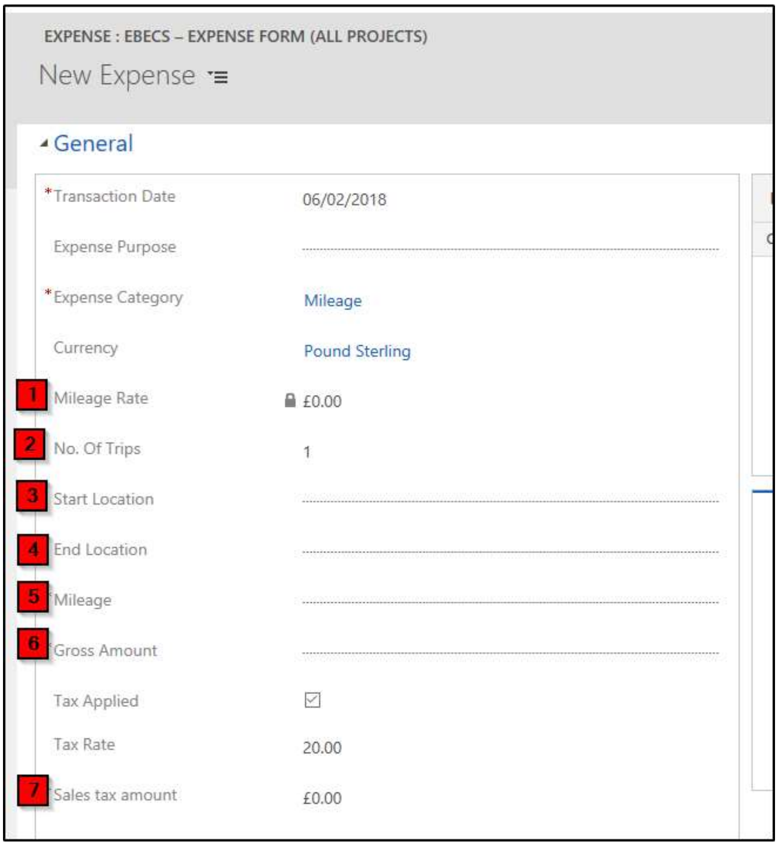
Note – When you select an ‘Expense Category’, some additional fields maybe displayed. This will be dependent on the options defined against the category.

1	**Gross Amount**	In this field, you should enter in the total amount of the expense claim.
2	**Tax Applied**	This field controls whether or not tax should be applied to that expense claim. This field will be automatically populated, based on the values defined in the 'Organisation Unit Expense Category Tax Rate' area but it can be changed here where required.
3	**Tax Rate**	This field is used to define the tax rate percentage that should be applied to that expense claim. This field will be automatically populated, based on the values defined in the 'Organisation Unit Expense Category Tax Rate' area but it can be changed here where required.
4	**Sales Tax Amount**	This field will display the sales tax amount that has been calculated for that expense claim. This field will be calculated based on what has been entered in the 'Gross Amount' and 'Tax Rate' fields.
5	**Paid by Company Credit Card**	This field is used to indicate whether or not that expense had been paid for using a company credit card or not.
6	**Show All Projects**	This field is used to control whether the user can view all projects or not when drilling down on the 'Project Code' field. This is controlled by the 'Security Roles' assigned to a user as described in the Setup manual. If they have been assigned the 'Standard' role then this field will not be visible. **Yes –** If you select this option, then all projects will be displayed. **No –** If you select this option, then you will only see the projects where you have been defined as a 'Project Team Member'.
7	**Project Code**	When you select a value in the 'Project' field, this field will be automatically completed with the 'Project Code' defined against the project. This field cannot be changed.
8	**Number of Resources on Claim**	This field is used to define how many different resources are included on an expense claim i.e. if two resources went out for an evening meal and one resource paid the bill. **Note –** If this number is greater than one, then the gross amount on the claim will be divided by this number before being compared against the 'Project Expense Policy Rules' and the maximum values defined.
9	**No of Days**	If you have set the 'Span Multiple Days Allowed' field to 'Yes' against the selected 'Expense Category', then a 'No of Days' field will be displayed. Here, you should enter in the number of days that the expense claim covers which will then be factored in to determine if the resource making the claim is in breach of the policy (in a similar way to the Number of Resources above) e.g. if a Hotel Policy stipulates £90 per night as the max limit, and the resource claims for £240 but also enters 3 as the number of days then it will pass as the amount per day is less than £90.



2.1.2 Expense Claims – Mileage Claims

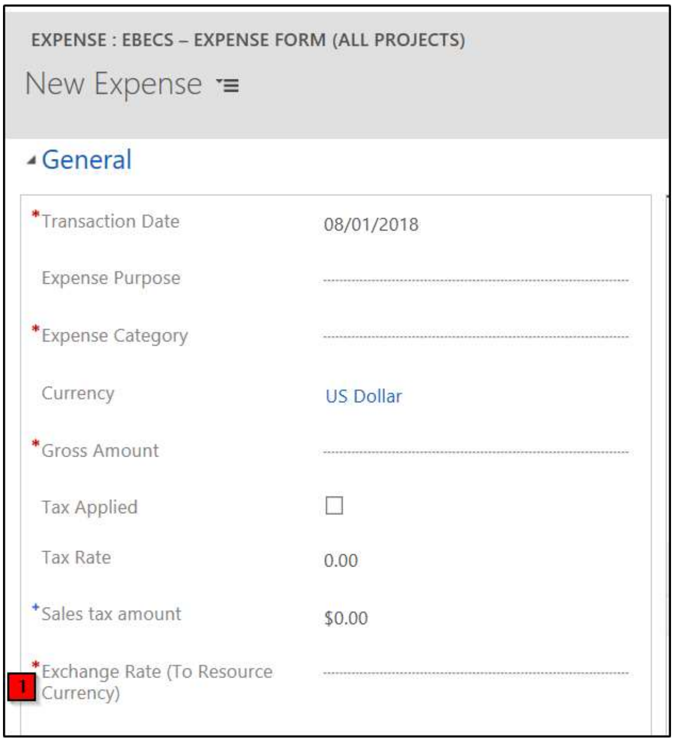
In addition to the fields described in the previous section, if you select an ‘Expense Category’ on a claim which has the ‘Require Mileage’ field set to ‘Yes’, some additional fields will be automatically displayed on the form.



1	**Mileage Rate**	This field is non-editable and will be automatically populated with the mileage rate defined against the users ‘Bookable Resource’ record.
2	**No of Trips**	This field may be set automatically depending on the Resources settings. If the Resource has the Mileage Claim Type set to “Distance” then this is defaulted to 1 (and cannot be changed) and the Start/End Location and Mileage fields are displayed. If the Resource has the Mileage Claim Type set to “Fuel” and/or changes the No. of Trips to a value greater than 1 then the Start/End Location and Mileage fields are hidden in the main form. Once the record is created, a “Trips” sub-grid is shown where the resource can record details (Start/End/Mileage) for each of the individual trips included in the claim. The form will monitor if (at least) the number of trips have been added as specified in the No. of Trips field on the form and the resource will not be able to save until this is correct.
3	**Start Location**	In this field you can define where the trip started.
4	**End Location**	In this field, you can define where the trip ended.
5	**Mileage**	In this field, the resource should enter in the total amount of miles they are claiming for.
6	**Gross Amount**	For mileage claims, this field will be automatically calculated for you using the values entered in the ‘Mileage’ and ‘Mileage Rate’ fields. Otherwise, this will most likely be the value of a fuel receipt.
7	**Sales Tax Amount**	If you have defined ‘Fuel Rates’ (as detailed in the Setup guide), then this field will be automatically calculated for you with the sales tax amount you can claim back based on the HMRC rates.

2.1.3 Expense Claims – Standard Claims created NOT IN the Resources Currency

In addition to the fields described in the previous two sections, if you change the ‘Currency’ field to be anything other than the resources currency, an additional field will be automatically displayed on the form.



1	**Exchange Rate (To Resource Currency)**	In this field, you can enter in the exchange rate that should be used. This should be the exchange rate used to convert from the currency on the claim back into the resources currency. Currency amounts will be calculated in the background and the ‘Gross Amount’ stored in the resources currency so that they can be reimbursed correctly. **Note** – In addition to the above, it will also calculate the currency amount in the ‘Projects’ currency, if that is different as well.

Note – The ‘Tax Applied’ field will need to be manually amended by the resource, depending on whether the transactions should have tax applied to it or not.

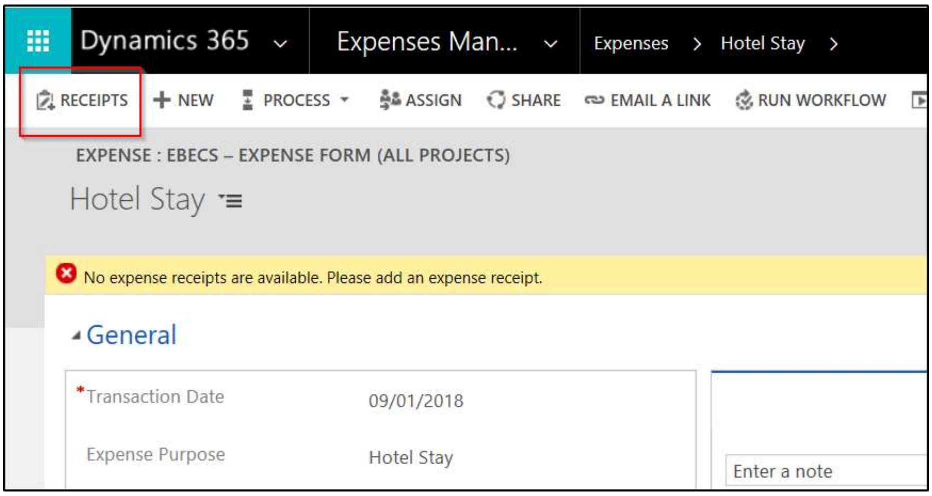
2.1.4 Expense Claims – Saving an Expense Claim

Once all the required information has been completed, the next step would be to save the expense claim. This is completed by clicking the 'Save' button at the top of the form.

The following functionality has been added when saving the expense claim:

<u>Adding Receipts to Expense Claim</u>

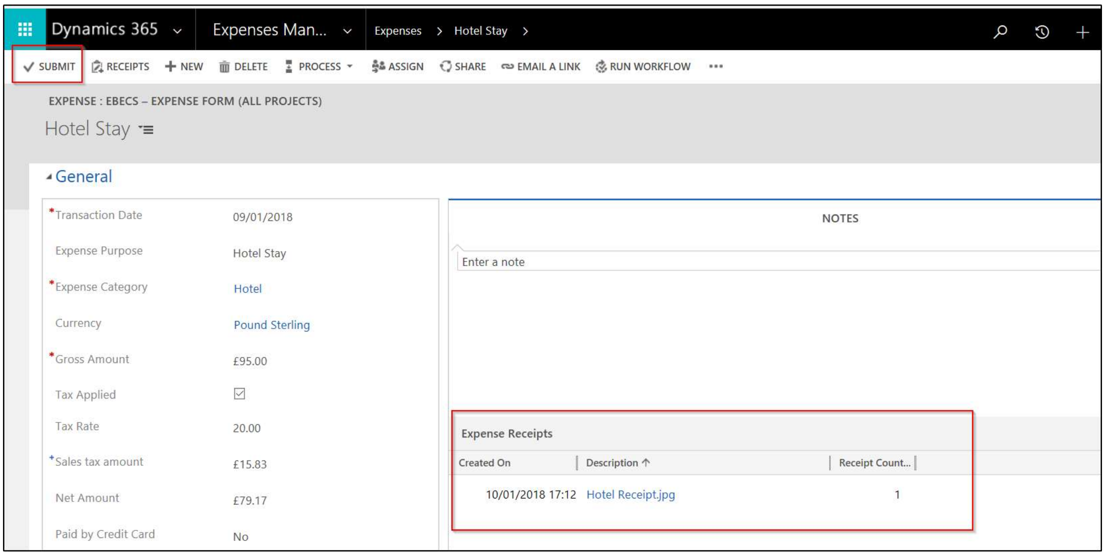
Based on the 'Expense Category' entered on the claim, if either the category itself or a 'Project Expense Policy Rule' has been setup to require receipts to accompany the expense claim, then a message will be displayed at this point advising you of this.



Note – If the category itself has the required receipt option set to 'Mandatory', then this will supersede the value defined against the 'Project Expense Policy Rule'. Whilst we will not enforce the requirement of a receipt, the standard PSA module will when the resource attempts to submit the claim. Therefore, if at any time you envisage a requirement for this Expense Category to optionally require a receipt against a Project we recommend setting the default value on the Expense Category to Optional.

You should add the receipt by clicking on the 'Receipts' button at the top of the Page and attaching the receipts files.

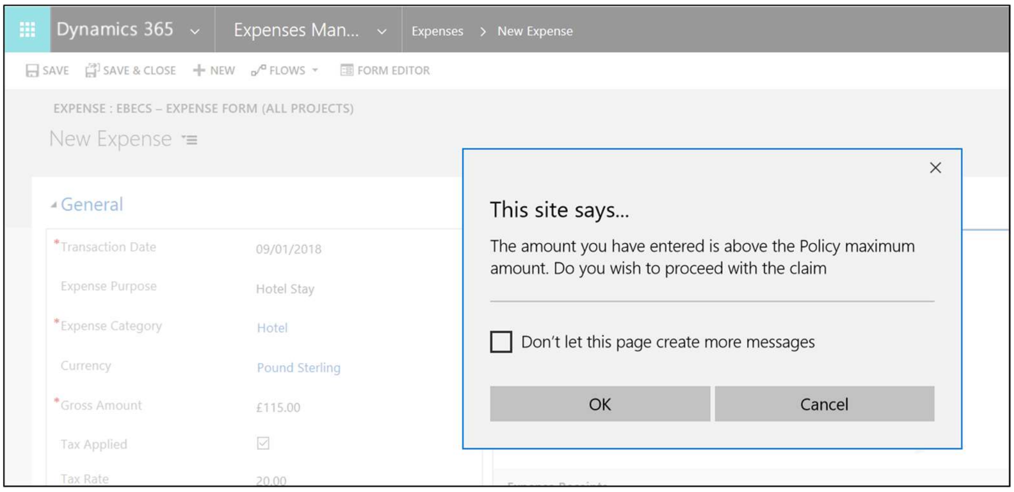
Once this has been added and you return back to the expense claim, the 'Submit' button will be available to select and the receipt/s you attached will be displayed against the claim (see example below).



Max Value Check

When saving a record, the value of the expense claim will be checked against the two 'Max Values' fields defined against the 'Project Expense Policy Rule'.

If it is above the 'Max Value' threshold but below the 'Max Value Auto Reject' threshold, a warning message will be displayed but the user can choose to continue:

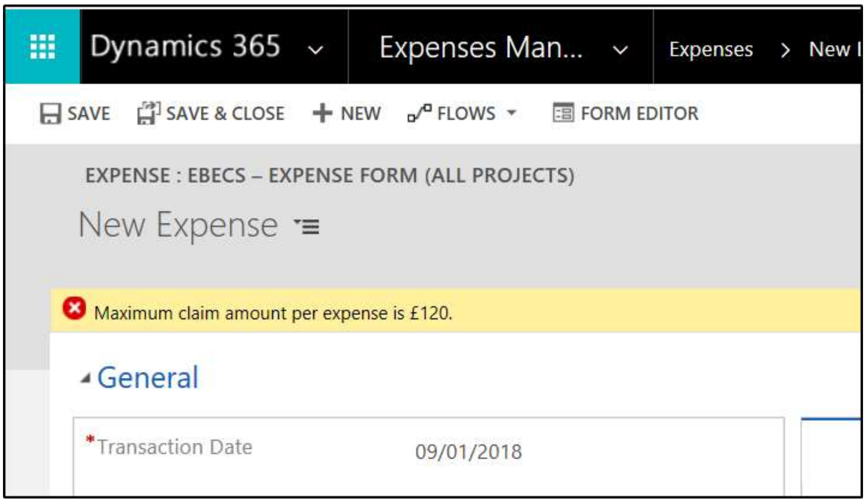


Note – In this scenario, a split expense option will be available on the 'Project Approval' Page.

For example, if the 'Max Value' field was £100 on the Project Expense Policy Rule (and Max Value Auto Reject was £120) and the expense claim was for £115, then the split amount would be £15 i.e. the difference between the two. This would then allow you to charge £100 to the customer as agreed but make the remaining £15 non-chargeable and to be covered by your company.

This is explained in detail in section 2.2.1.

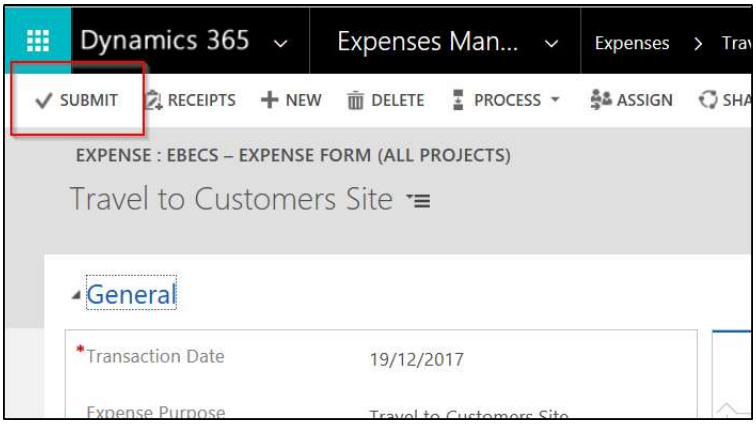
However, if the value of the expense claim is above the ‘Max Value Auto Reject’ threshold, then an error will be displayed and the user will not be able to save the claim until the ‘Gross Amount’ entered is reduced.



2.1.5 Expense Claims – Submitting an Expense Claim

The last step in the expense claim process for the Resource is to 'Submit' the claim. This will then make the claim available on the 'Project Approvals' Page so that it can then be approved.

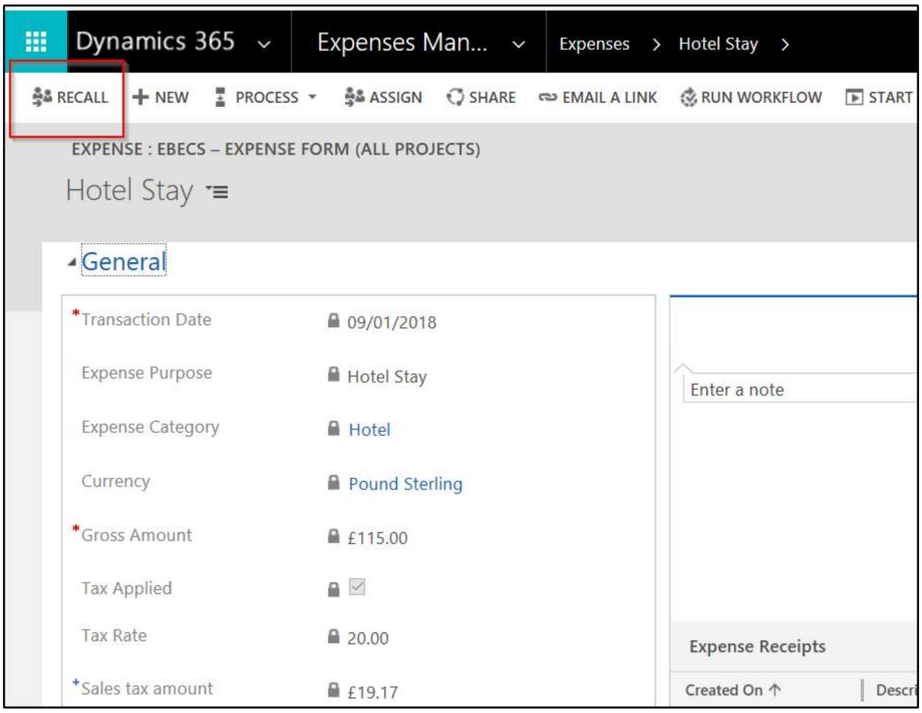
The 'Submit' button will be displayed at the top of the Page.



There are a number of scenarios where the 'Submit' button will not be available to select:

- The claim is missing a receipt when it is required to enter one.
- If any fields have been updated on the form since the last time the claim was saved.
- The 'Max Value Auto Reject' threshold has been exceeded.

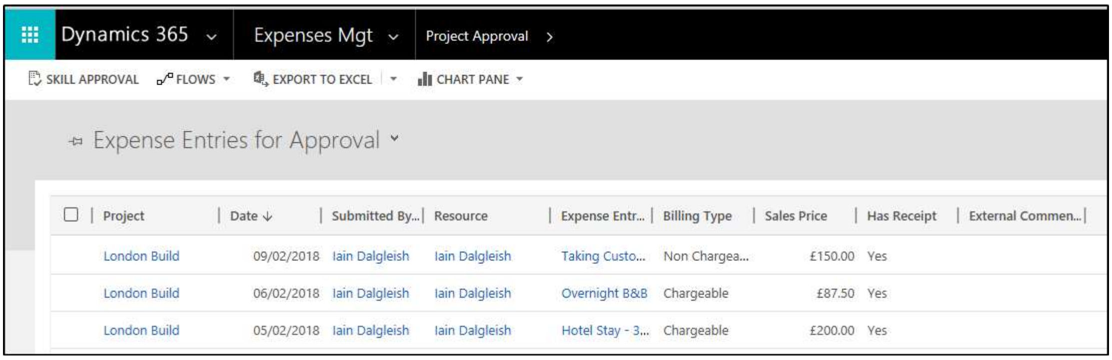
Once an expense claim has been successfully submitted, all the fields should become read-only and the 'Recall' button displayed. The 'Recall' button can be used to reopen the expense claim if any changes need to be made. You cannot recall an expense claim if it has already been approved.



2.2 Project Approvals

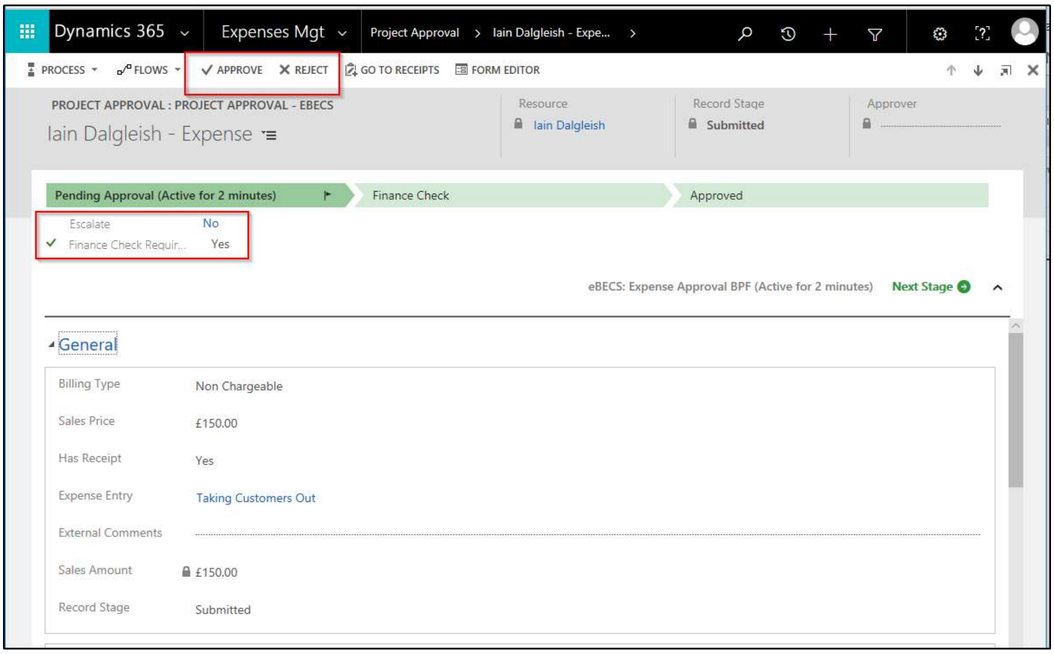
Once a claim has been submitted, the next stage in the process would be to get it approved. This may need to be completed by one or more users, depending on how you have setup the 'Business Process Flows'. This is described in detail in the 'Setup' guide.

Click on the 'Dynamics 365' menu and then select the 'Expenses Management' option. Under the 'Expense Management' menu, select the 'Project Approval' option. Then ensure that the 'Expense Entries for Approval' Form is selected.



Here is a list of all the expense claims which have been 'Submitted' and now need to be 'Approved' by yourself.

If you open up the claim, you can review the details and then choose to either 'Approve' or 'Reject' it.



If a multi-level approval is required as per the 'Business Process Flows', then it will be automatically passed onto the next approver once approved.

2.2.1 Project Approvals – Split Expense Amounts

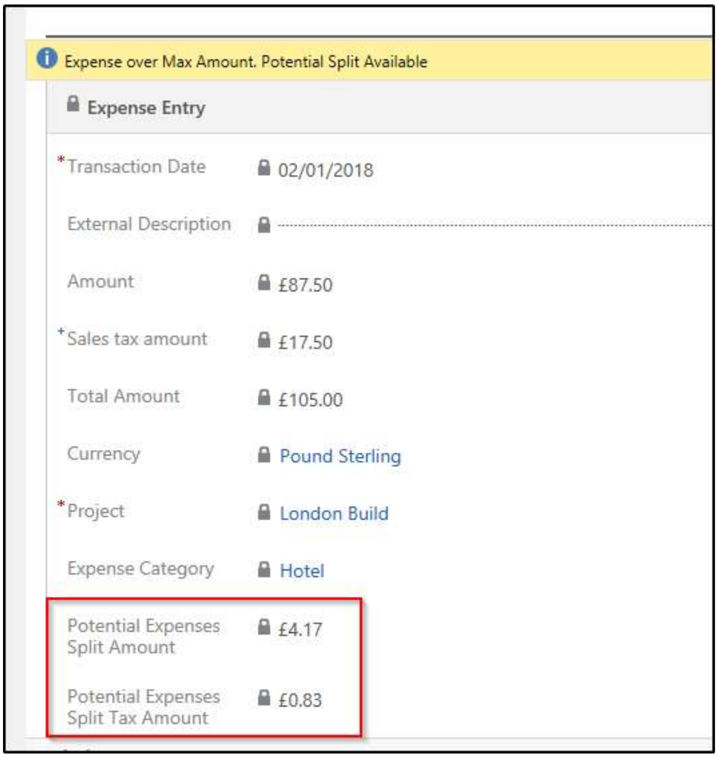
There are two scenarios where a user can choose to split the expense. These are:

- When the expense submitted is above the ‘Max Value’ threshold defined on the ‘Project Expense Policy Rules’ but below the ‘Max Value Auto Reject’ threshold.

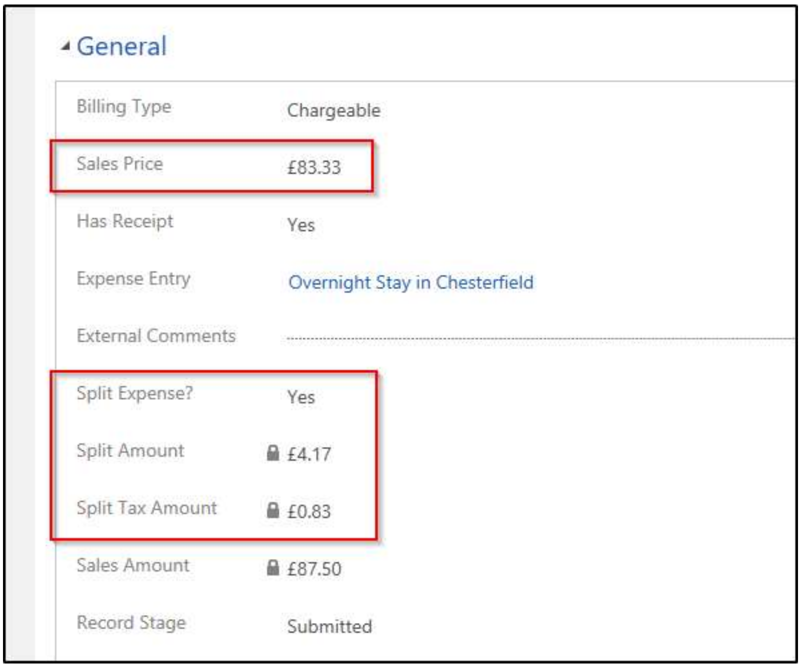
  For example, if the ‘Max Value’ field was £100 and the expense claim was for £115, then the split amount would be £15 i.e. the difference between the two. This would then allow you to charge £100 to the customer as agreed but make the remaining £15 “non-chargeable” and to be covered by your company.

- If a project approver decides to only charge part of the expense amount to the customer and the company will cover the remaining amount internally.

In the first scenario, when the approver opens up the ‘Project Approval’ Page, the below message will be displayed to notify them that there is a potential split amount and the fields highlighted below will display the split amounts.

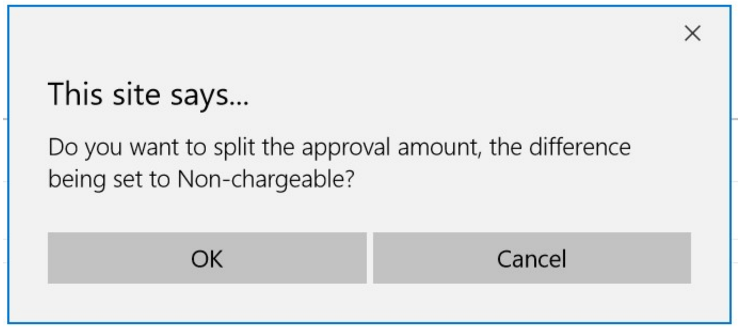


The approver should set the ‘Split Expense?’ field to ‘Yes’. Once this has been set, two additional fields (‘Split Amount’ and ‘Split Tax Amount’) will be displayed and will be automatically populated with the split amounts.



The second scenario works in basically the same way, apart from the split amounts will not be suggested automatically.

In order to create a split, the approver should manually change the ‘Sales Price’ field to the amount they want to charge the customer. The below message will then be displayed:



Once confirmed, the three split fields will be automatically displayed and completed with the split values.

When the expense claim is approved and posted, separate ‘Journal Lines’ and ‘Actuals’ will be created to reflect both the chargeable amounts and the split amounts.

2.2.2 Project Approvals – Multi Currency

In cases where the expense claim is raised in a different currency to the resources currency and an exchange rate has been entered on the claim, to ensure that the 'Journal Lines' and 'Actuals' entries created are consistent, the base exchange rate for the project and transaction currency will be derived either based on the exchange rate entered or on a currency triangulation process.