MTC Management Technology Consulting LLC

Dynamics 365 / CRM Platform

Expense Manager

User Guide

Standalone “Add-in” Edition

Microsoft Dynamics CRM

CRM Versions Supported: 2011/2013/2016/D 365

Expenses Manager for Dynamics 365 / CRM manages the expense collection approval, tracking, And reimbursement for all categories of your expenses. This edition is a standalone add-in to CRM. Expense Manager is also an expanded feature as an option to MTC’s “Time as Billing” Professional Services starter solution.

Coding Version : 1.0.0.0
Document Version 1.0.0.0
Date of Document : June 22, 2016

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Introduction

This CRM add-in to Microsoft's Dynamics CRM 2011 and CRM Online platforms adds expense tracking, approval, and reimbursement to your use of CRM Activities. Easy expense tracking in Dynamics 365 / CRM, attached to customers, activities, and resources makes expense management, manageable in an affordable easy add-in. Expense Manager is part of the Consult Pro Enterprise solutions from MTC and integrates to Pre-bill editor in Time and Billing. Expense Manager is integrated with accounting. This creates an Invoice received records in accounting for the Expense class – General Business Accounting only.

Expense Manager is a component of MTC's "Enterprise" solution series of ala-carte business functions to add to Dynamics 365 / CRM and is included in MTC's entry level "Time and Billing" as well as MTC's high-end "ConsultPro" enterprise Professional Services Management system, and MTC's CRM accounting solution "Dynamics Books".

- To create expenses that occurs in the business with very flexible options, easy to use and in turn which are helpful in Project Billing.
- Standalone in CRM to add Expense tracking, approve, reject, and reimburse incurred in your Business.
- CRM Roles compliance allows independent control of Users that can "Post" expenses
- Secured level of Approval process controlled Role security in management of expense review
- Flexible Expense category Entity allows creating specific expense categories based on multiple fields
- Set Account Expense or Project specific Expense Categories
- Tie Expenses to CRM Activities.
- Trigger your Dynamics CRM Workflows from Expense records to manage your unique processes
- Complete compliance to the Dynamics 365 / CRM SDK
- Expense Tracking implementable across all Microsoft standard CRM global Language and Currency functionality

System Requirements

Please make sure that the system on which you plan to install CONSULTPRO meets the minimum system requirements for the program to run:

MICROSOFT DYNAMIC CRM: VERSION 2011(Online or On-Premise)
EXPLORER : INTERNET EXPLORER 6 / 7 with latest service pack(SP) or higher
SILVERLIGHT 4.0

Expense Manager Installation

To install the Expense Manager solution, the following steps are to be followed.

STEP 1:

- Go to http://www.dynamicsExchange.com/EM.aspx click on Download Expense Manager

STEP 2:

- After the download is complete, a new window will pop up for Click on Save.
- It will save the file in Downloads folder. (Expense Manager & Licensing Solution)
- Extract the files from the downloaded folder.

STEP 3:

- To import the solution open your CRM click on **Settings→Solutions→Import**. It will open import Solution window.

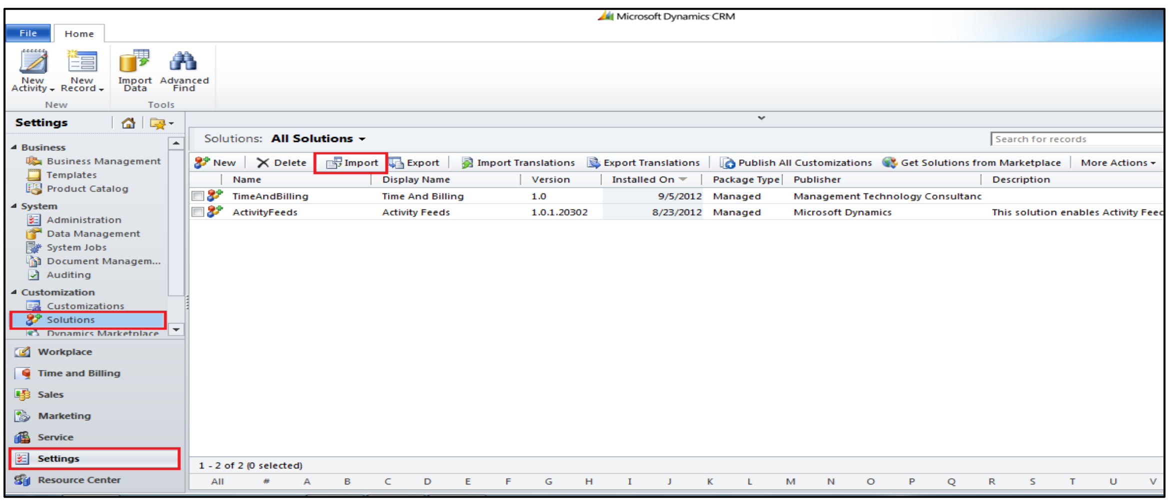


Figure 1: Import Solution

- In Import Solution Window you can **browse** and Select Solution Package zip file and then click on **Next** for further processing.

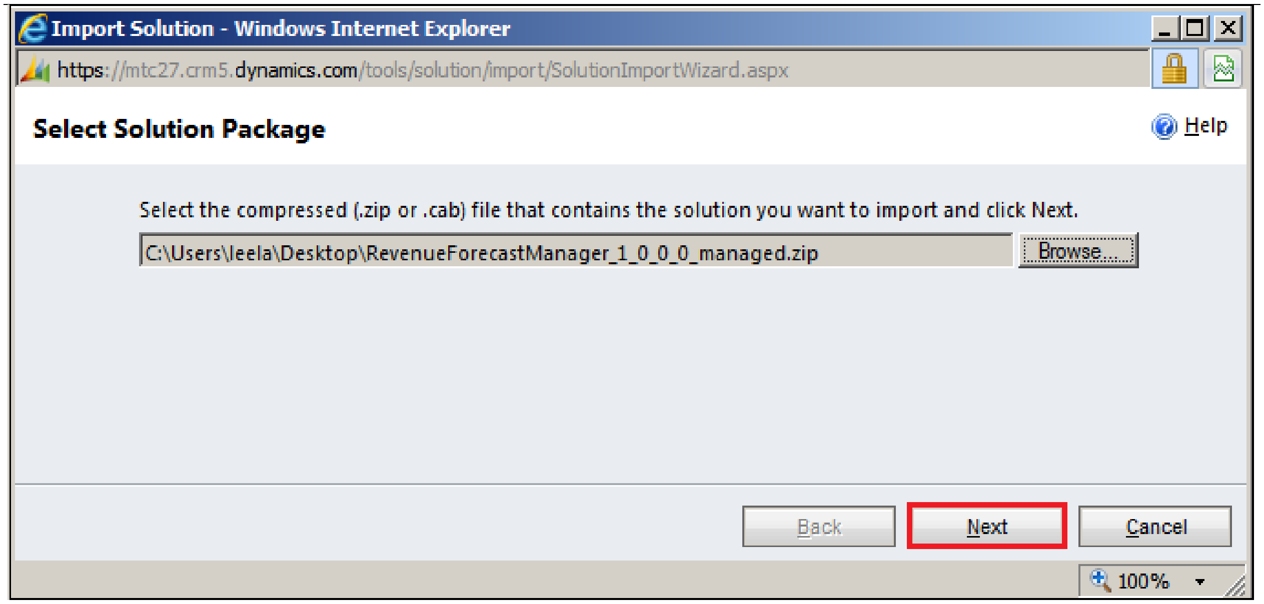


Figure 2 : Select Solution

- ➢ Solution information gives you the information about the solution package details. Click on **Next** to continue.

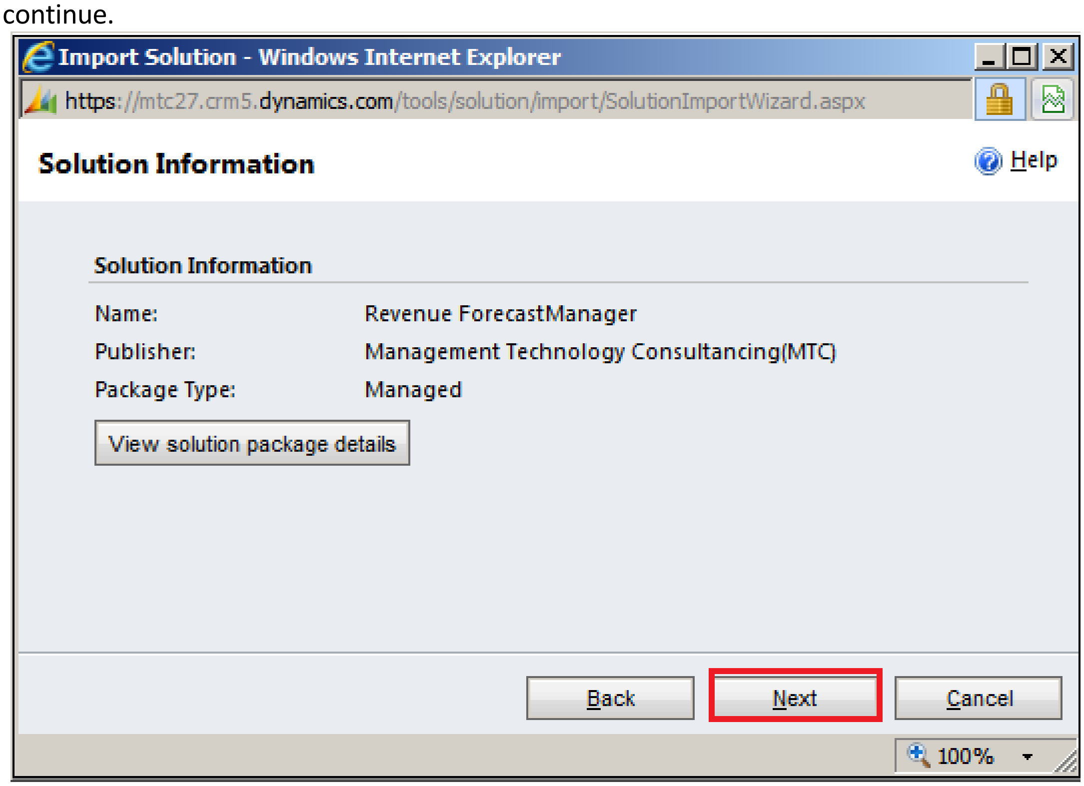


Figure 3: Solution Information

- Select the check box which comes in between as “Activate any process and enable any SDK message processing steps included in the solution.” Press **Next** to continue.

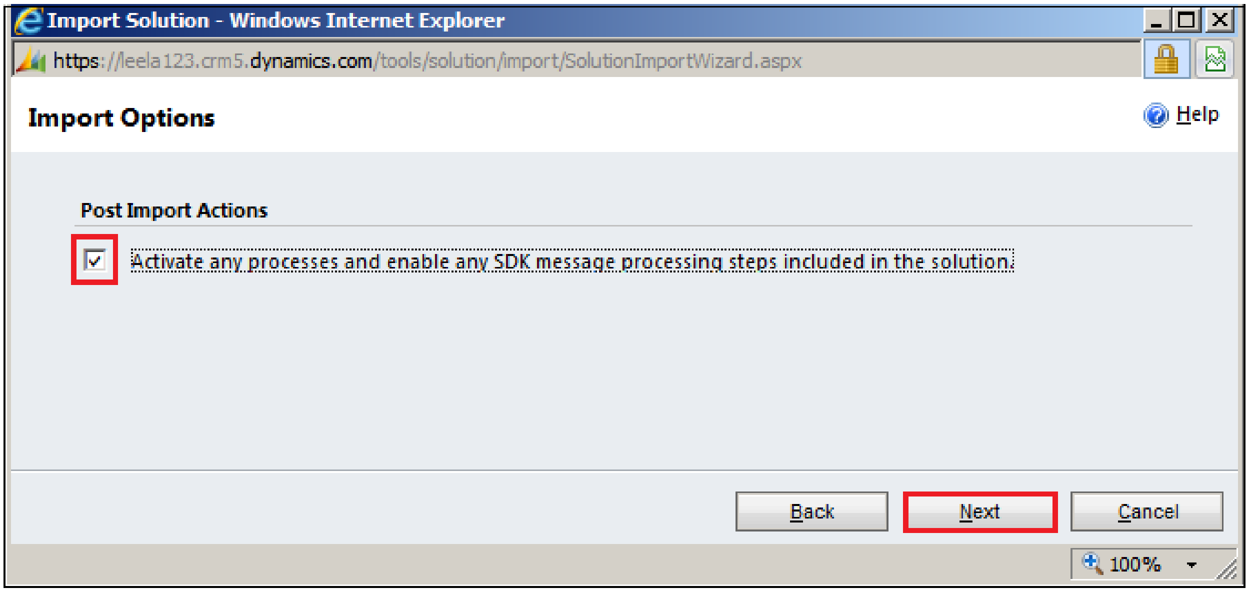


Figure 4 : Activate Process

- Click on **Next** it will open importing solution window in that dialog will be opened displaying the message **importing the customization please wait for the operation to complete** and **refresh the web page**.

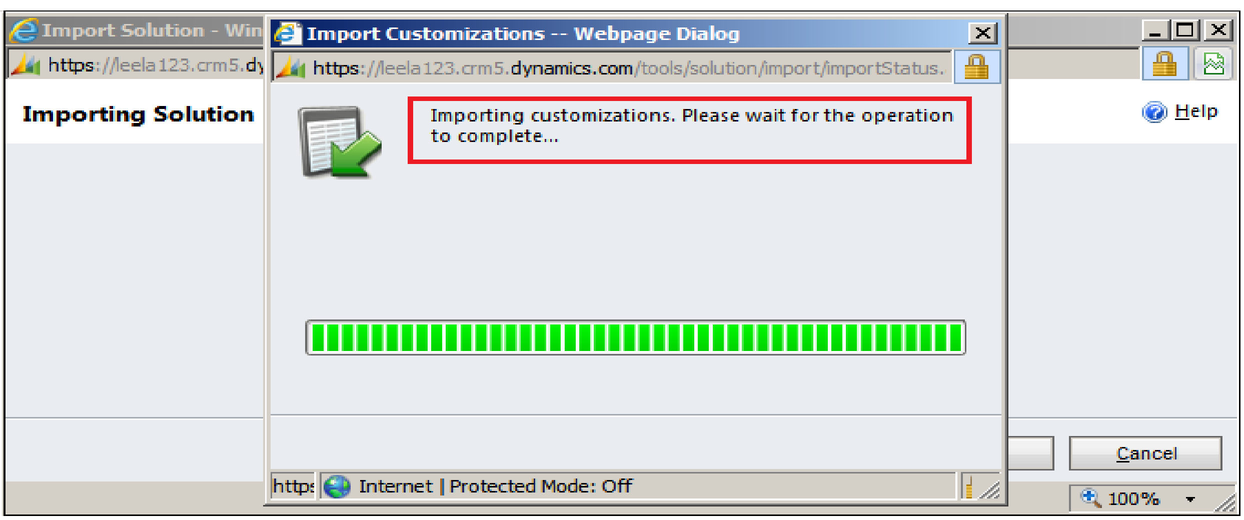


Figure 5 : Solution imported

Note: To import other solution file into CRM follow the same procedure from STEP 3

STEP 4:

- As soon as the uploading is completed, it starts reflecting in CRM. Click the icon on the browser to refresh the webpage.

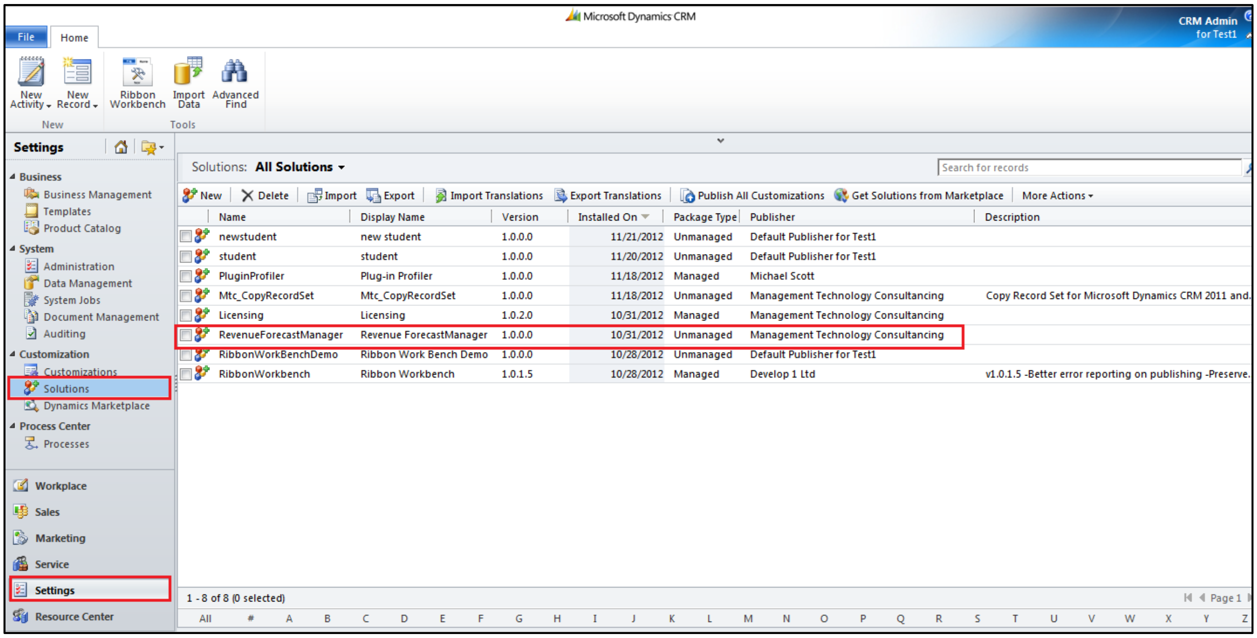


Figure 6: Expense Manager in CRM

License Key

First get the License key from salesteam@mtccrm.com. To get this license follow the below procedure

- Click on Settings →**Customization→Click on Developer Resources.**

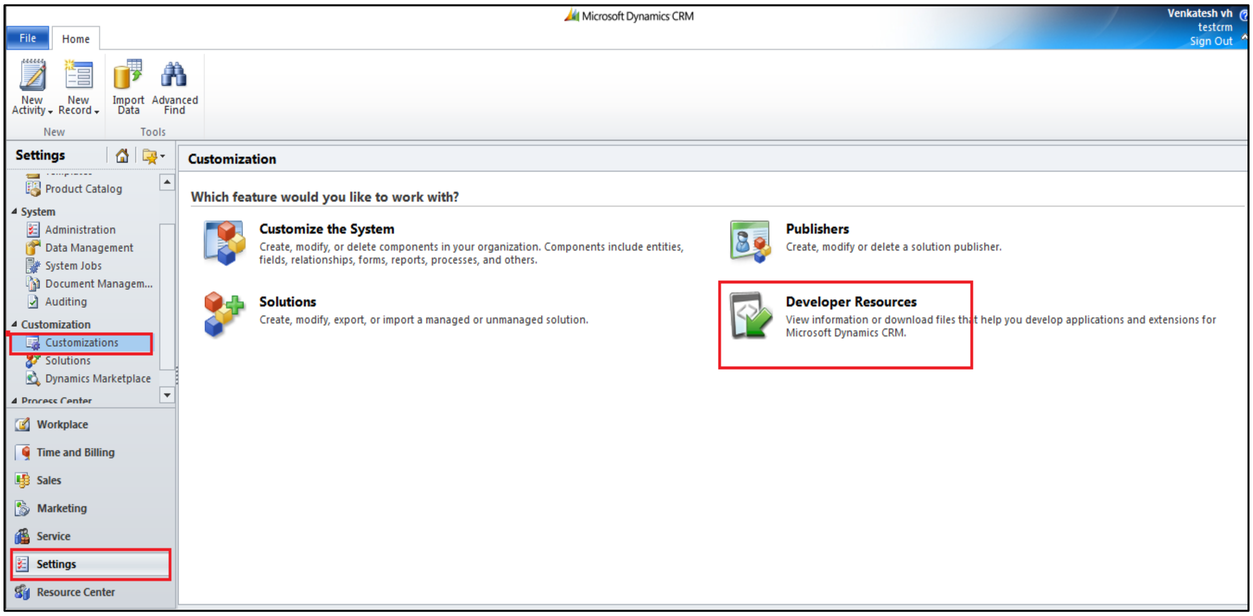


Figure 7: Customization screen

- Now copy the Organization Unique name and send it to salesteam@mtccrm.com . The license key will reach you in next 24 hours (maximum). For example, In this case the unique name is mtcdoc as shown below

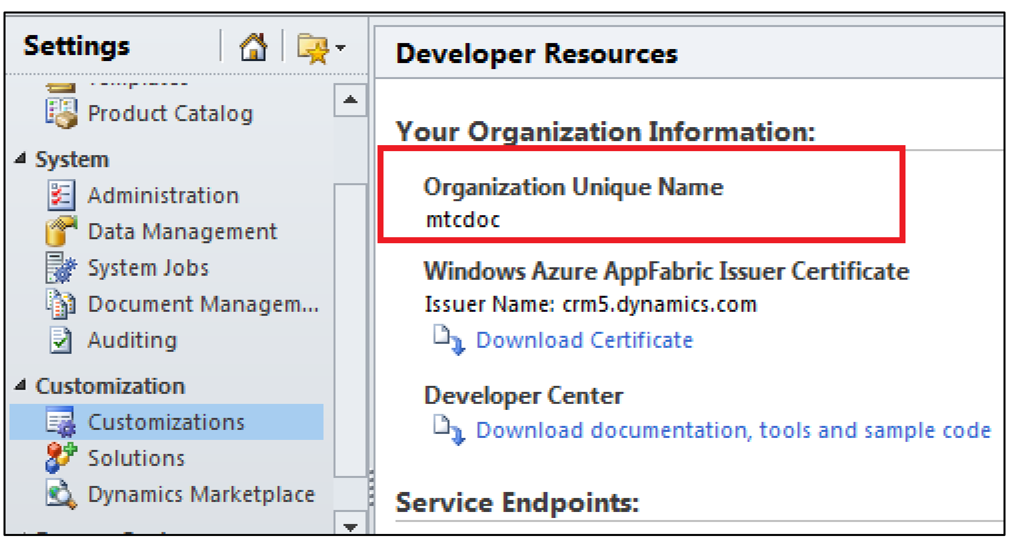


Figure 8: Organization Unique Name

NOTE: After placing the request you will receive the LICENSE KEY within 24 hrs.

- After getting Forecast Manager Licensed key go to **Settings →Solution → Click on LICENSING in** the working screen

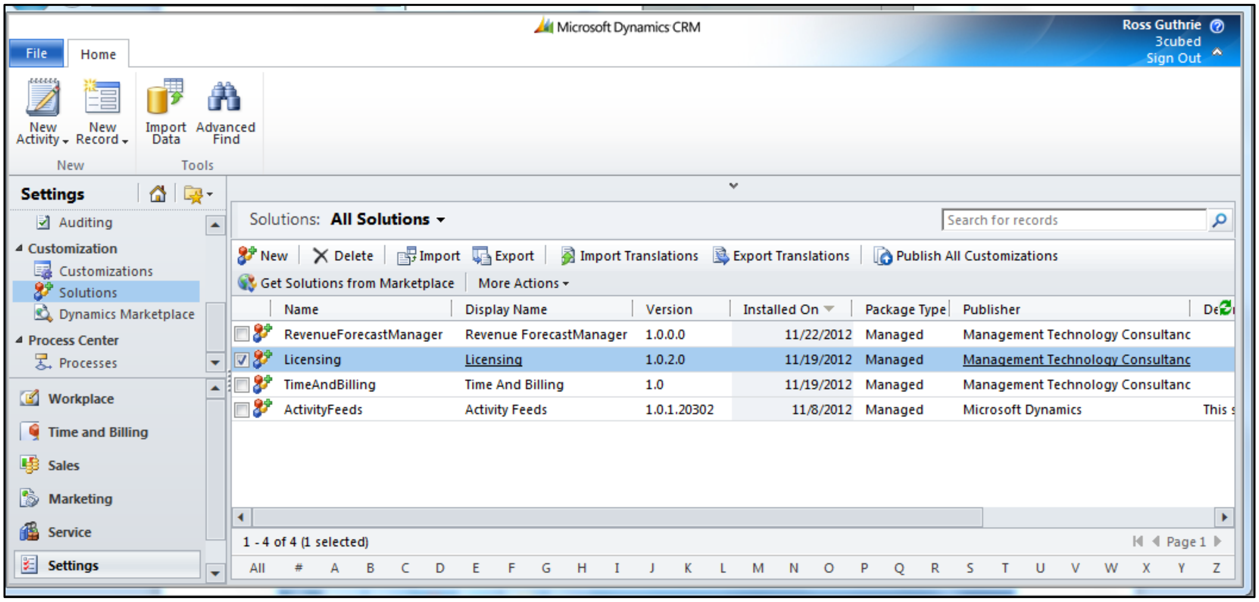


Figure 9 : Licensing Window

- Select Configuration tab to place the License Key to Revenue Forecast Manager

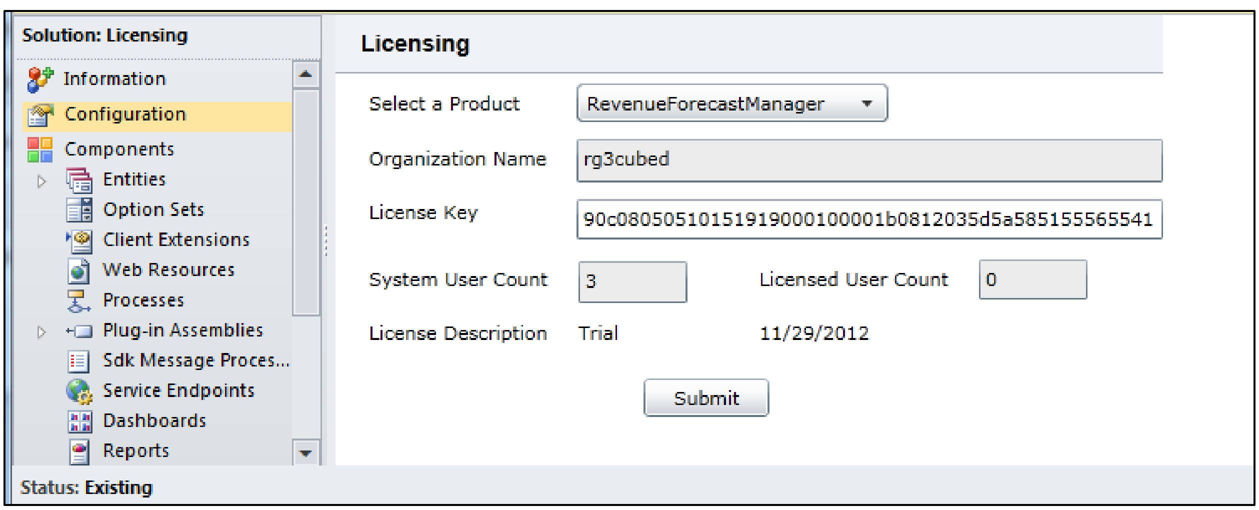


Figure 10: Placing the License Key to Expense Tracker

- Select the Product from the Drop down list (Select a Product as Expense Manager)

- Organization name is automatically displayed
- Enter the **LICENSE KEY** or cut & paste the license key which you have received after placing the request.
- Click on **Submit** button. A pop up window appears and displays the message **License Accepted**.

Dynamics 365 Solution - Trial License Activation/ Product License Purchase/ Additional User License Purchase

Please refer the below link for Trial License Activation and/or Product License Purchase and/or Additional User License Purchase for MTC's Dynamics 365 Solution.

https://www.mtccrm.com/PLI

In case of queries or issues, please write down to salesteam@mtccrm.com for quick help.

Adding a Expense

- Go to **ConsultPro** in the left pane **->** Under Projects click on **Expenses** as shown.
- All the Expenses are displayed here under as shown below

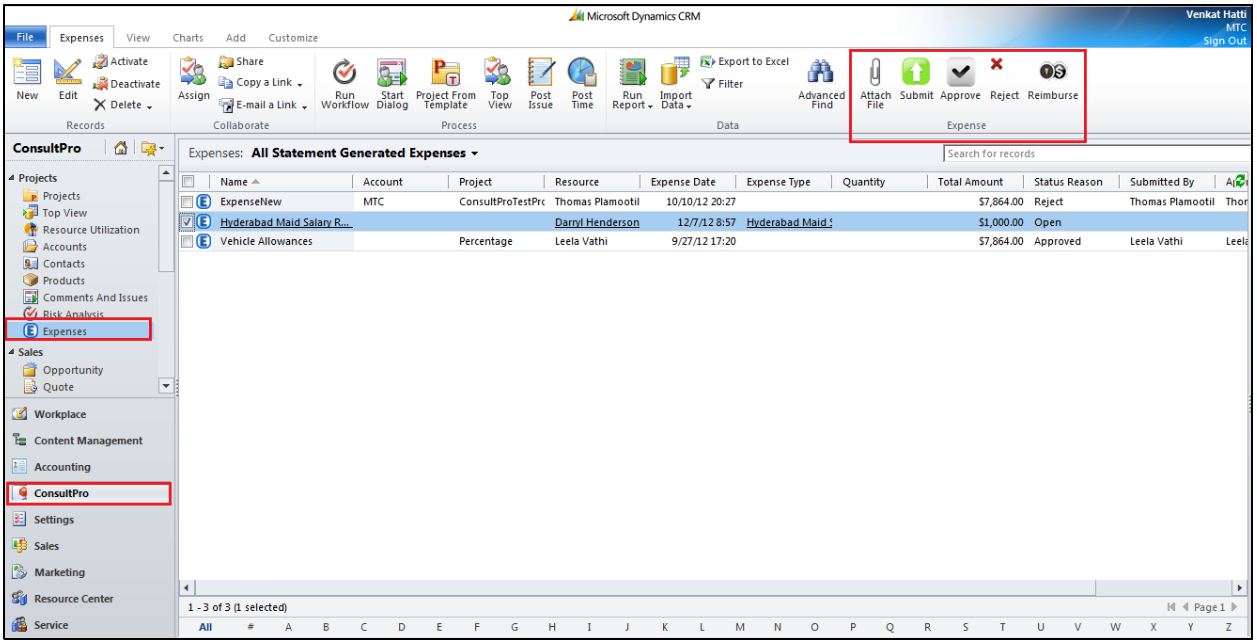
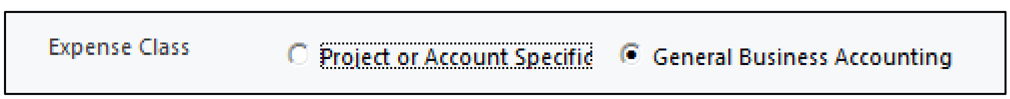


Figure 11: Main CRM screen for Expenses

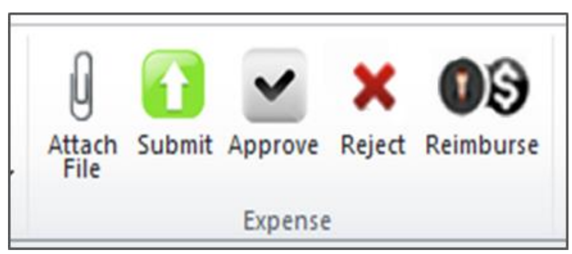
- To Add a New expenses Click on **NEW** tab on the ribbon as shown in the left corner

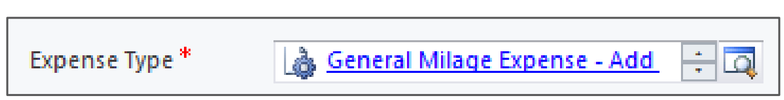
Expense Class



There are two types of expense that are captured.

- **Project or Account Specific**
- **General Business Accounting**





Project or Account Specific

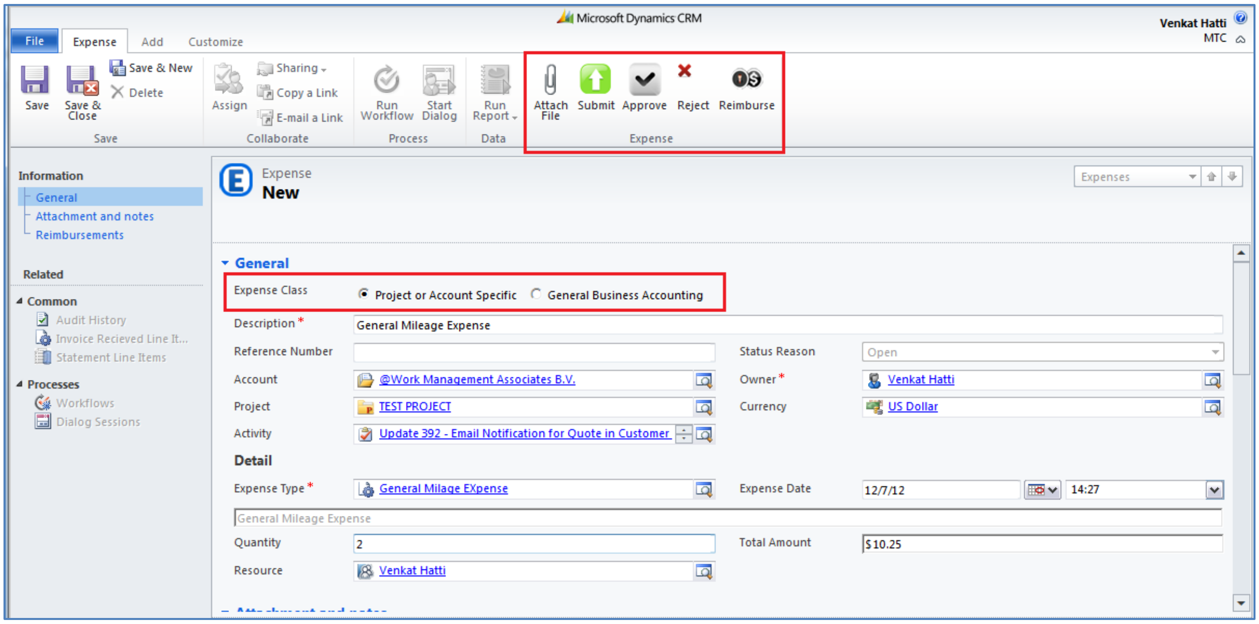


Figure 12: Add New Expense - Account Specific

- Select Expense Class - Project / Account Specific
- Enter the Expenses name in the Description
- Select Account from Look up help screen
- Enter the Expense type, or click on the icon for look up the existing expenses types as shown

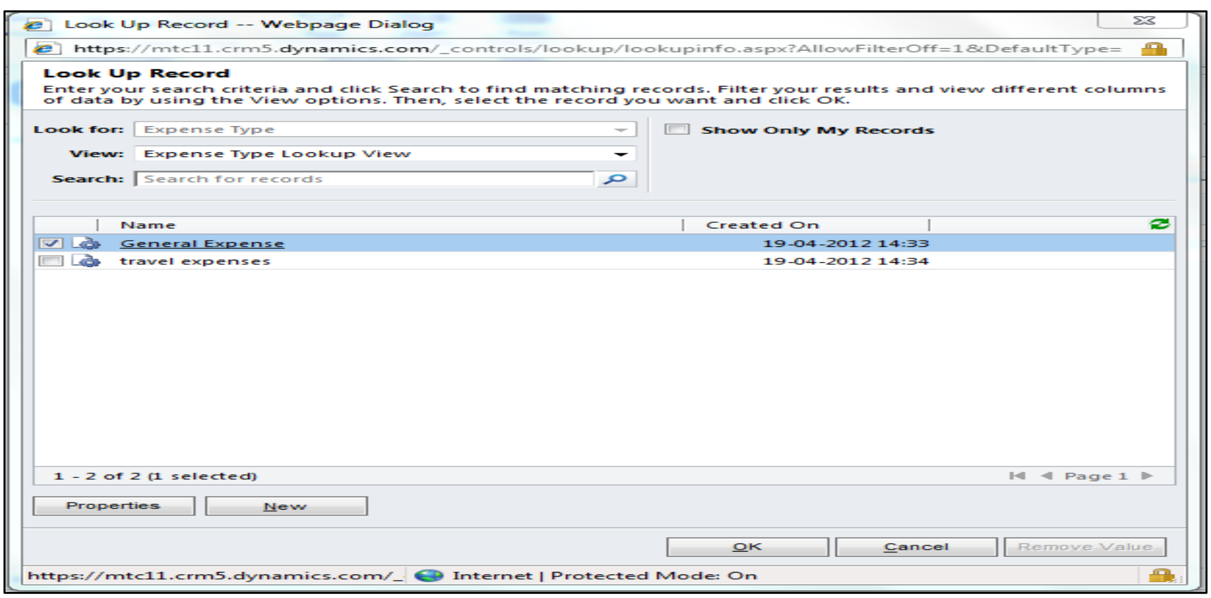


Figure 13: Look Up Record - Account Specific

- Select the expense type and click Ok. (for existing expenses)
- For New Expense to create, Click on New Tab to open a new window

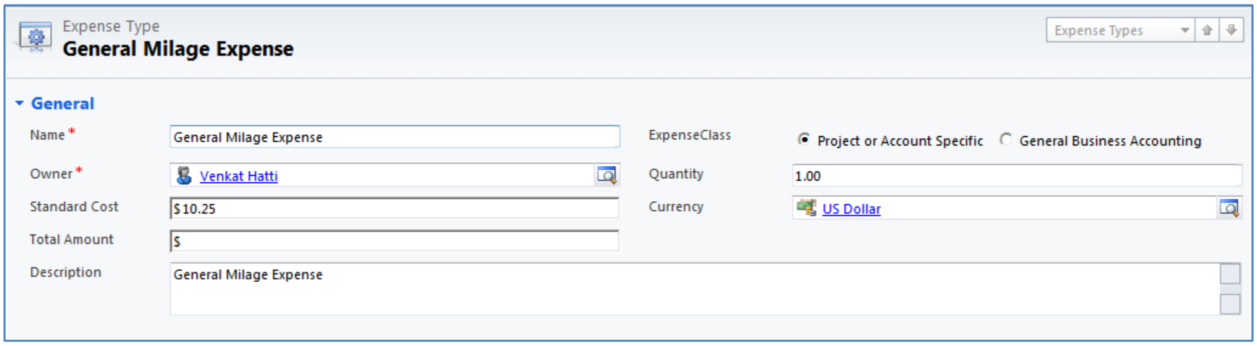
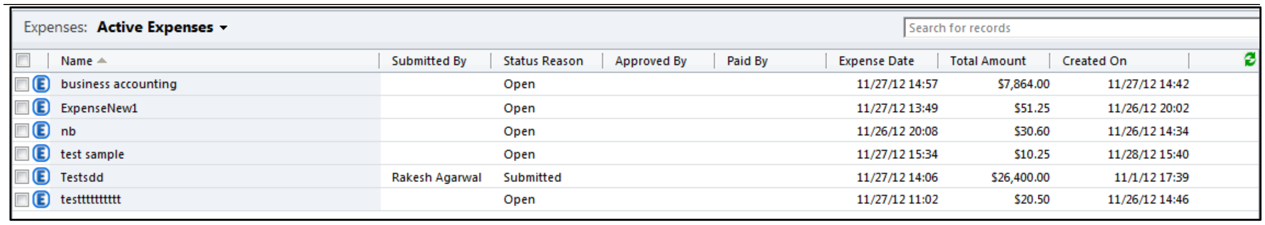


Figure 14: To Enter New Expense Type

- Select Date and Time of Expense and Input Quantity
- The Total Amount is automatically calculated and displayed for you
- Click on Save icon on the Top left corner and continue
- When Business Specific is selected the other fields like Project, Activity and Account are a must to enter data, since in accounting procedure we need them for further activites.
- Enter all the relevant data and press save on the top left corner to return to look up record window.
- For each tab like Activity, Project & Owner you can follow the same procedure as shown in the Expense type for look up record.
- Once finished entering all the required information click on Save  as seen on the ribbon in the left top corner in the main screen.
- There are three option to Save
  - **Save**,   to save and continue
  - **Save and Close**, to save and exit
  - **Save and New**, to save existing and go to new

Once all the expenses are entered, you can see them in the main as shown below. They are displayed in rows & columns under various heading like Name, Submitted by, Status Reason, Approved by, Paid by, Expense Date, Total Amount, and Created date.


Expenses: Active Expenses

Name	Submitted By	Status Reason	Approved By	Paid By	Expense Date	Total Amount	Created On
business accounting		Open			11/27/12 14:57	$7,864.00	11/27/12 14:42
ExpenseNew1		Open			11/27/12 13:49	$51.25	11/26/12 20:02
nb		Open			11/26/12 20:08	$30.60	11/26/12 14:34
test sample		Open			11/27/12 15:34	$10.25	11/28/12 15:40
Testsdd	Rakesh Agarwal	Submitted			11/27/12 14:06	$26,400.00	11/1/12 17:39
testttttttttt		Open			11/27/12 11:02	$20.50	11/26/12 14:46

Figure 15: Expense Data being displayed

The user also has option to view expenses under various pre-defined categories. One can chose the same from the drop down list provided against Expenses heading. Select any one from the existing list and you can preview the data accordingly as per the heading as shown below:

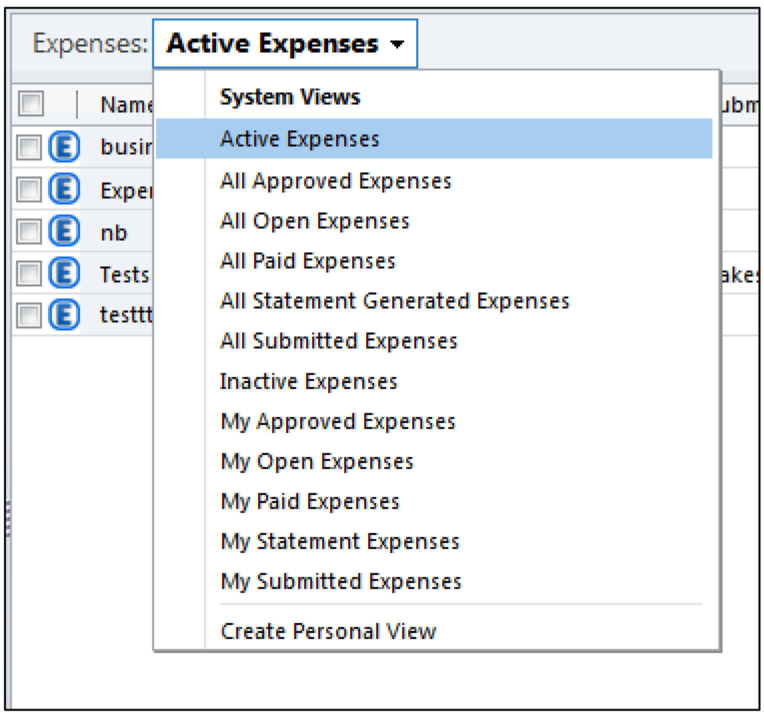


Figure 16: Type of Expenses

General Business Accounting

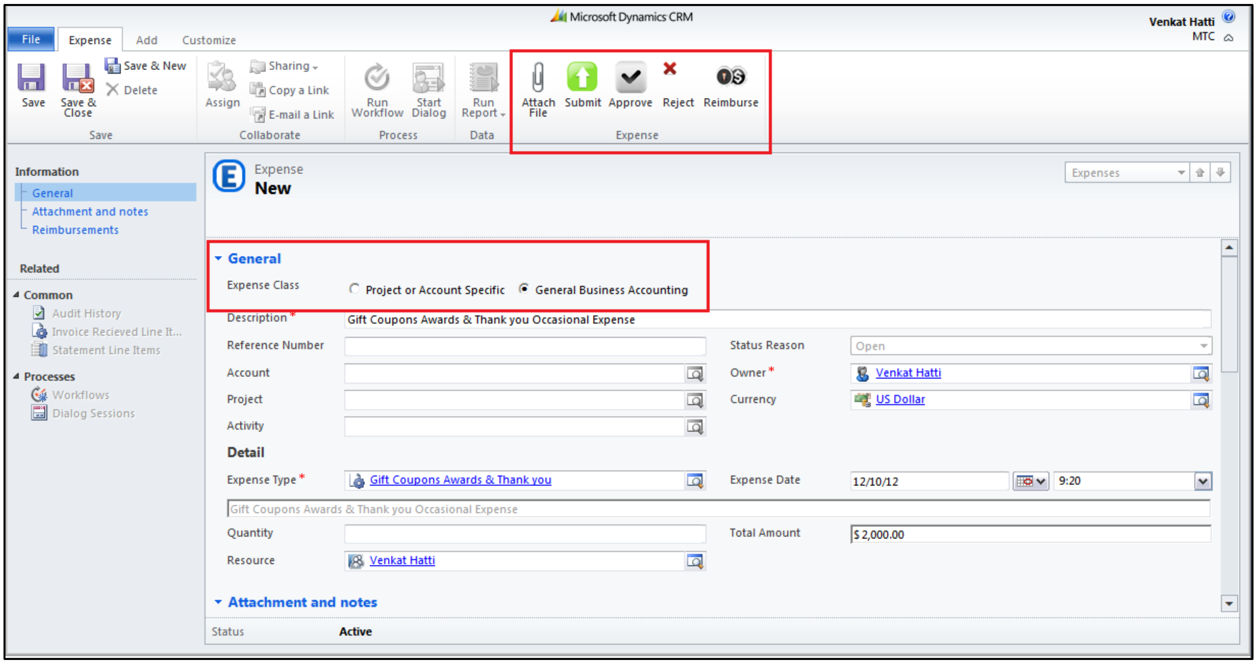


Figure 17: General Business Accounting

- Select Expense Class - General Business Accounting
- Enter the Expenses name in the Description
- Select Account from Look up help screen
- Enter the Expense type, or click on the icon for look up the existing expenses types as shown
- All the records displayed in screen are pertaining only to General Business Accounting

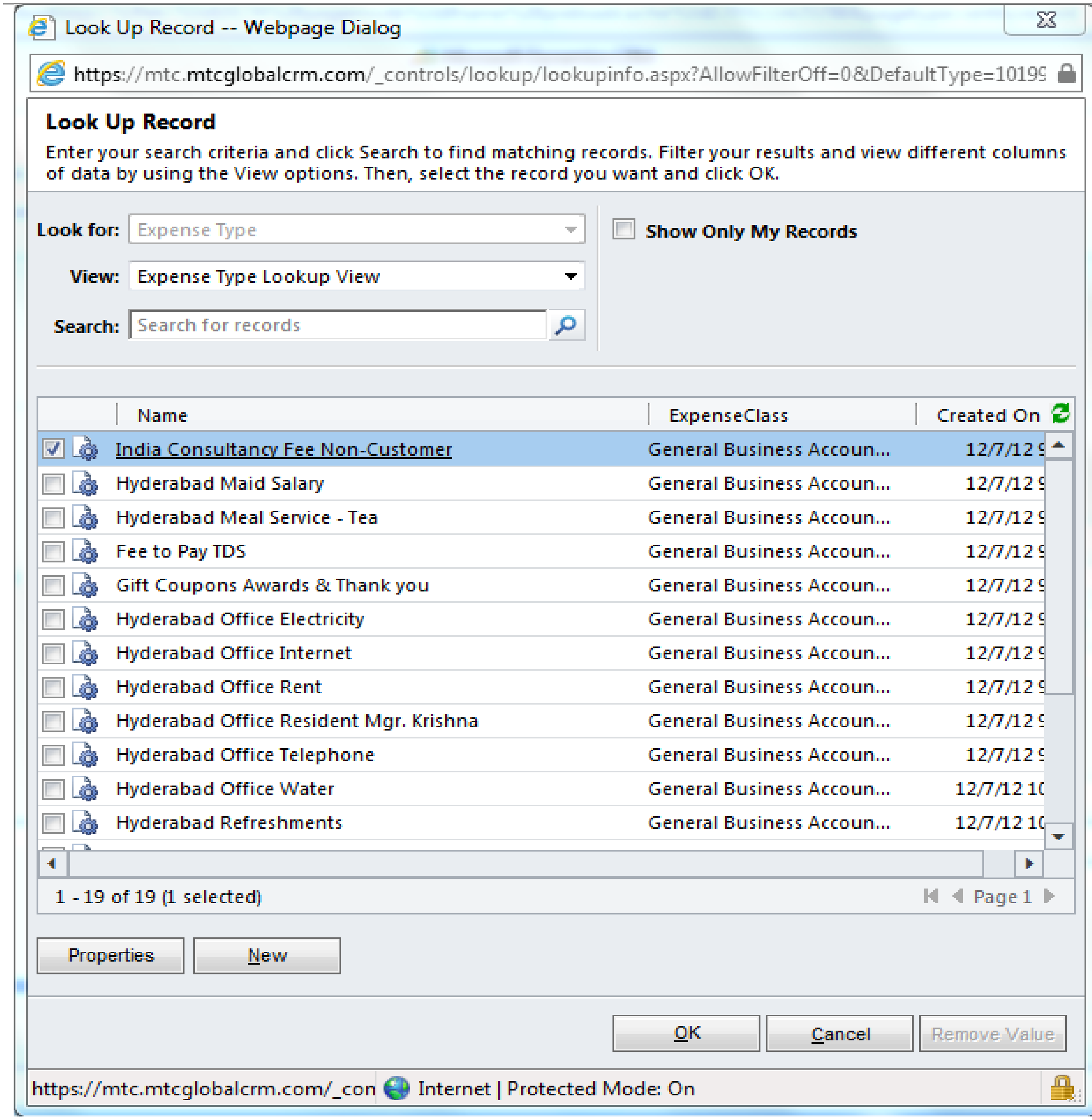


Figure 18: Look up Records - General Business

- When General Business Accounting is selected the other fields like Project, Activity and Account are not selected since in accounting procedure we do not need them for any purpose.

Attachments & Notes

- After Creating the General Information of the Expense you can now click on Attachment and Notes tab on the left of your screen to either attach any files for Add Notes to the expenses
- Click on Attach File icon on the ribbon as shown below and Select the file to be attached

- Similarly click on Add a New Note and enter any of the information pertaining to the Expense
- The both are shown as below

Figure 19: Attachments - File & Notes

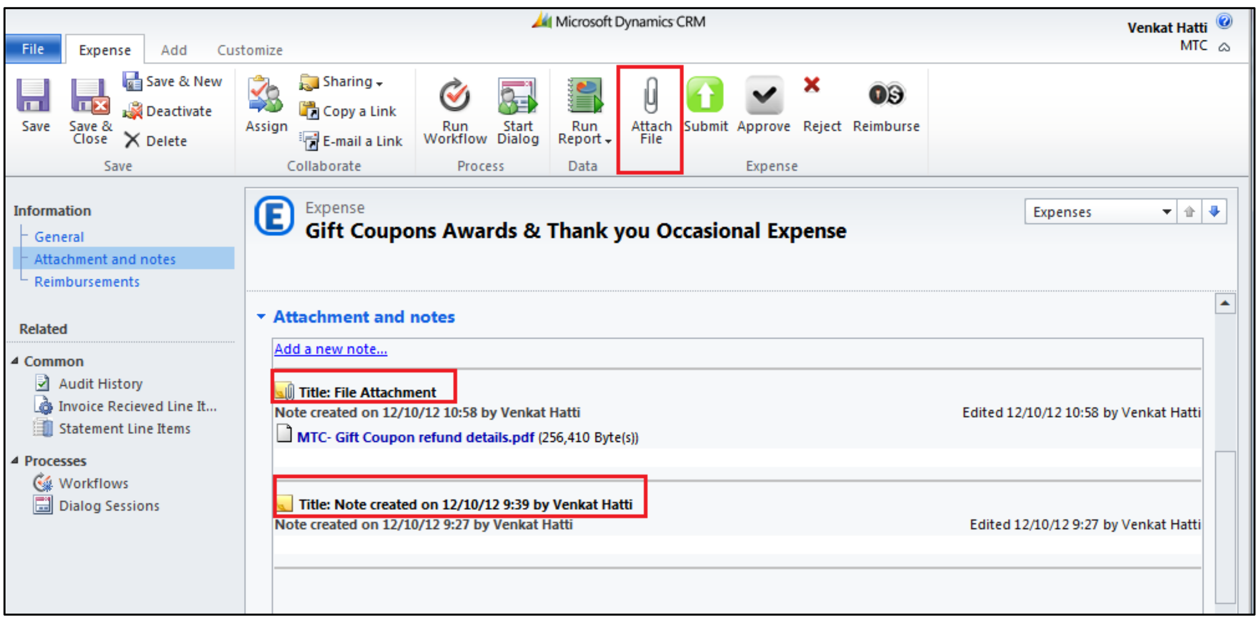


Figure 20: Attachment and Notes

Reimbursement

- Since the Reimbursement is being done on a specific Expense, the fields like Owner, Resource, Expense , date time , Project, Currency are automatically displayed taking it from the data base.
- All that you need to Enter Name and Amount to create reimbursements. Any other fields you may change if required by you.

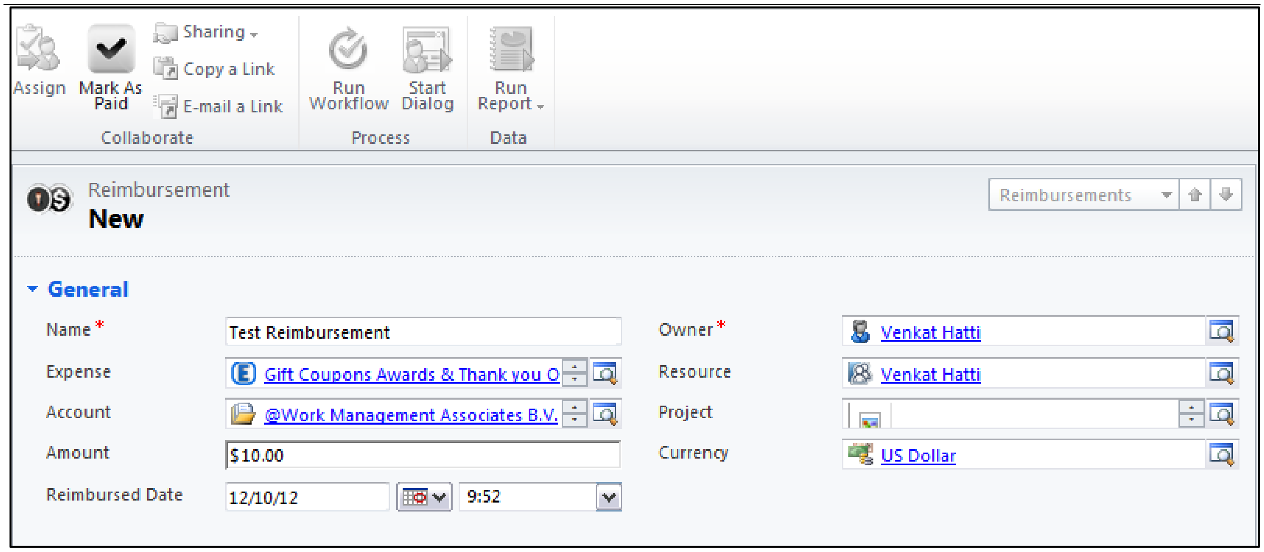


Figure 21: Reimbursement Screen

- Finally click on Save to finish the entry

Delete an Expense

To delete a record / Entry from the existing list of expenses, the user has to select the record as shown below and click the delete option shown on the ribbon as shown below

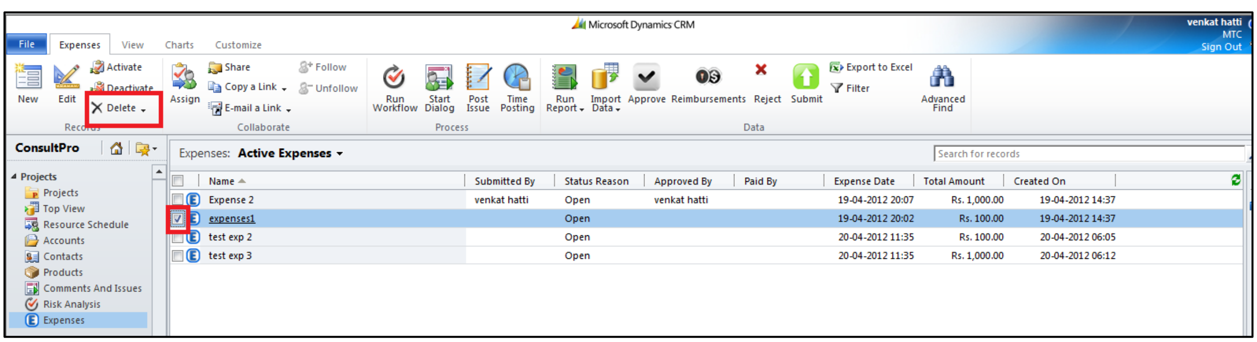


Figure 22: Delete a Expense

Approve an Expense

- Select a Expense from the list shown as below

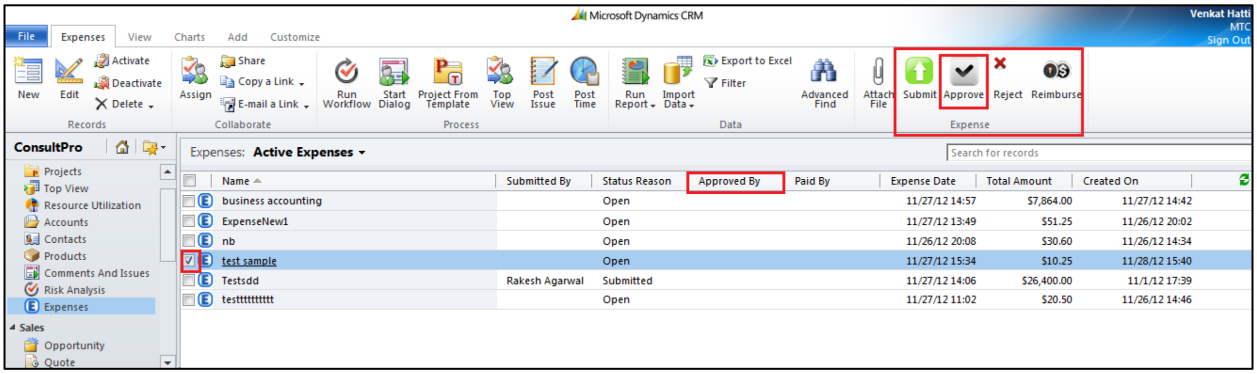


Figure 23: Approve an Expense

- Click on Approve tab on the Ribbon for approval
- Once finished a pop up window “**Expense Approved**” is displayed

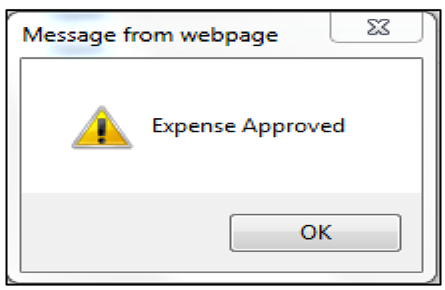


Figure 24: Expense Approved

- On Click of the Tab **OK**, the expense account will be ready for Billing under the project.
- The name of the person who approved the expense is also shown in the list.

Submit an Expense

- Select a Expense from the list shown as below

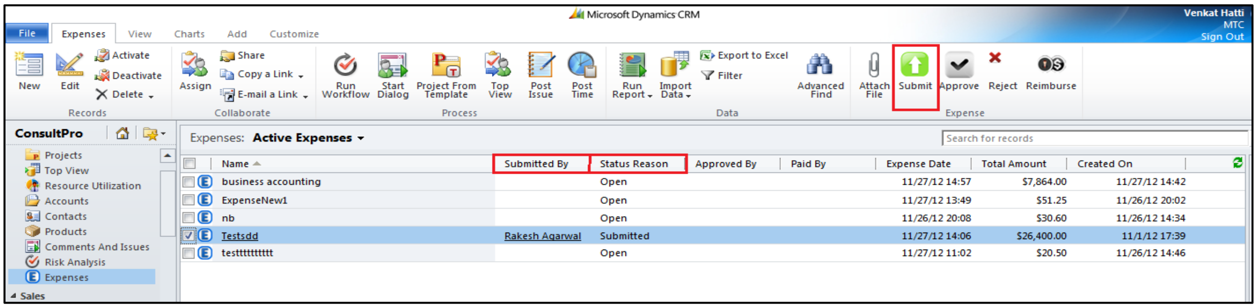


Figure 25: Submit an Expense

- Click on Submit tab on the Ribbon for approval
- The Status Reason is shown as “**Open**” before submitting
- Once finished a pop up window “**Expense Submitted**” is displayed

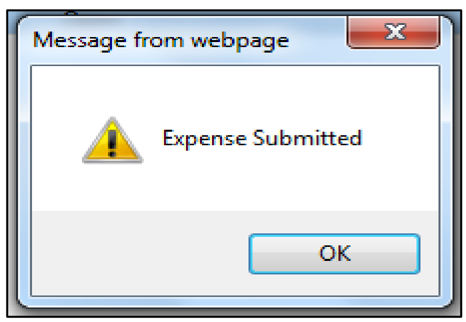


Figure 26: Expense Submitted

- On Click of the Tab **OK**, the expense account will be submitted for Billing
- The Status Reason is now changed to “**Submitted**”.

Reject an Expense

- Select type of Expenses as “All Submitted Expenses from the list”
- Select a particular Expense or multiple of expenses from the list shown as below

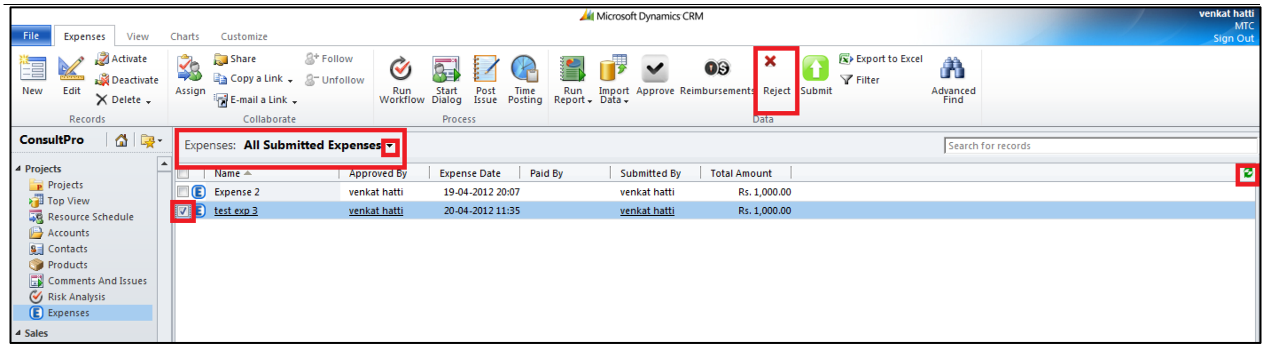


Figure 27: Reject an Expense

- Click on Reject icon on the Ribbon as shown above and the pop up screen is displayed as under

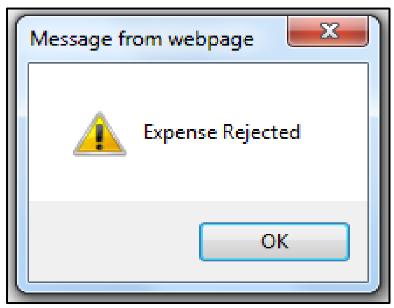


Figure 28: Expense Rejected

- Click "OK" to continue
- The rejected record(s) are removed from this list, and are moved under "Active Expenses" with Status Reason once again showing as "Open".

Reimbursement of Expense

- First we create an expense. Then we approve.
- After approve click on Reimbursements to view a list as shown below

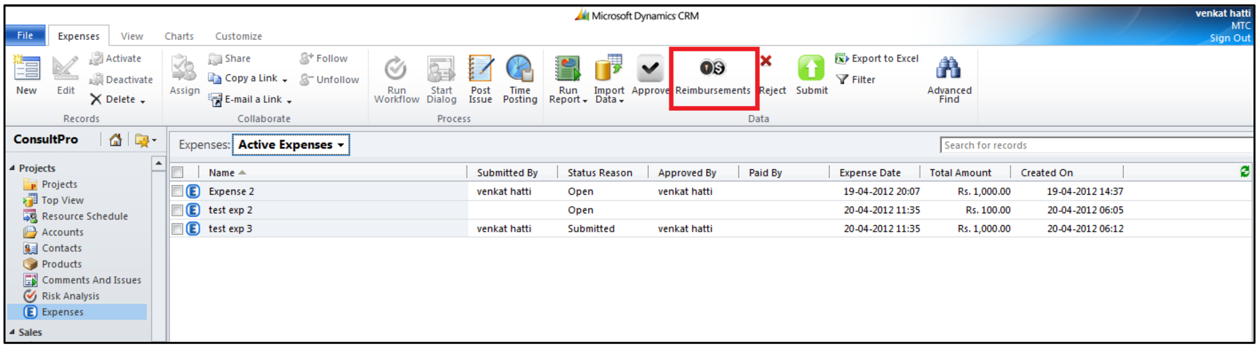


Figure 29: Reimbursement of Expense

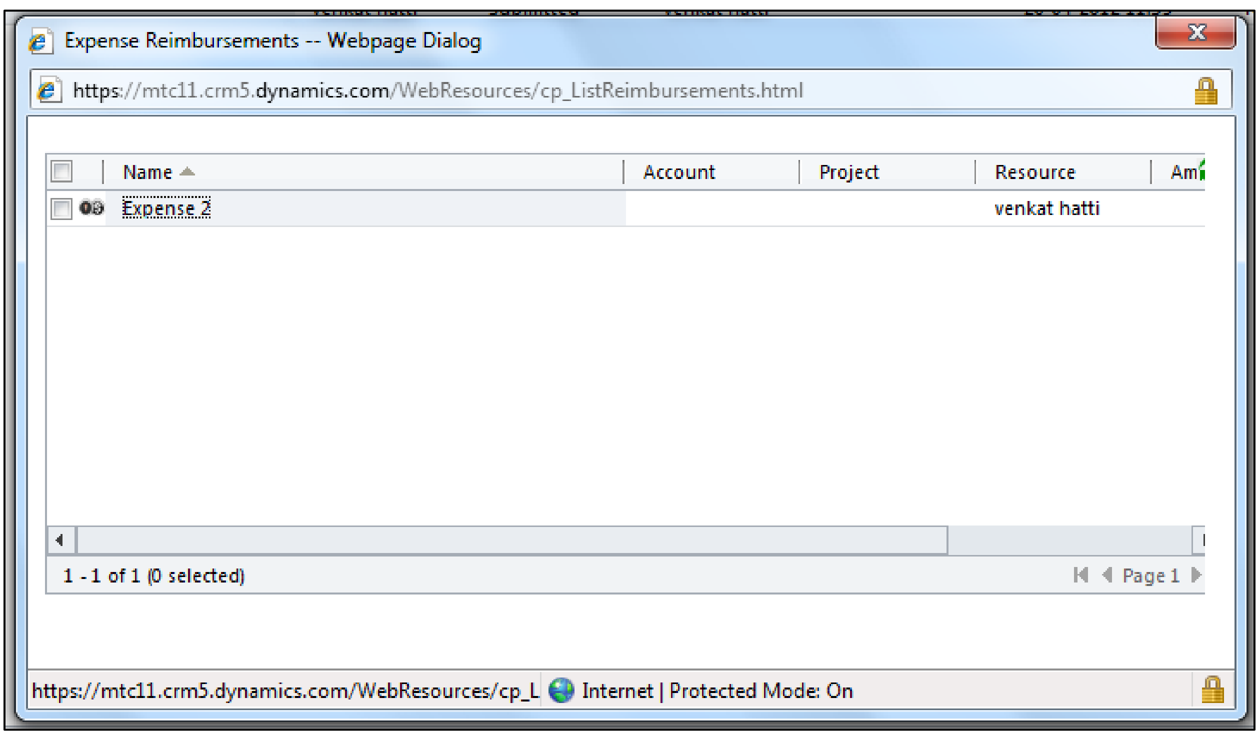


Figure 30: Reimbursement of Expense contd...

- Then select the particular reimbursement by double click to open the details as follows

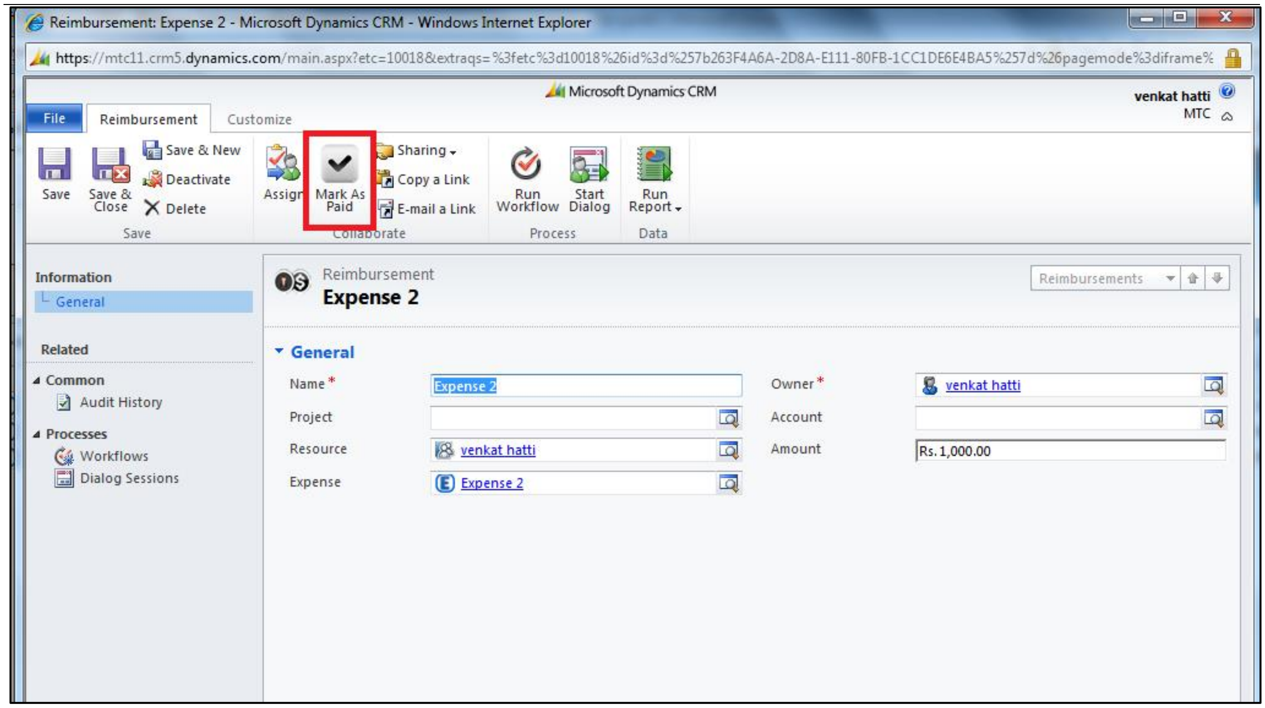


Figure 31: Reimbursement of Expense details

- Click on “Mark As Read” on the ribbon as shown above
- The data will be removed from Reimbursement list

MTC Overview

MTC develops an ever growing and extensive family of add-on products, complete solutions, and core development technologies for the Dynamics 365 / CRM platform. MTC supports a product development effort with a highly efficient global Dynamics 365 / CRM exclusive services business 24/7. MTC's products represent the refinements in functionality, deliverability, and long-term maintainability of unique highly customized Dynamics 365 / CRM platform business solutions suggested as most important in MTC's global volume customization business. MTC runs its internal operations and many of its partners and affiliates with this example

Small and medium sized businesses (SMB) can now affordably build the kind of enterprise automation system that distinguishes the best unique-line-of-business enterprises on earth. MTC uniquely delivers a very-unique service of clear value to businesses globally seeking automation as a business advantage.

SMB Custom Enterprise is your business's exact fit for a complete low cost business-specific companywide automation solution - marketing to operations to accounting in a closed loop - built on the Microsoft Dynamics XRM platform technologies. Starting with the Dynamics 365 / CRM platform in either a monthly Online or wholly owned on premise implementation you choose from a large and growing set of packaged option functionality where you determine what non-standard additional functions you want on this solution, then add them.

For more information on the dozens of integrated products of the "SMB Custom Enterprise" solution set visit: www.MTCCRM.com MTC's low-cost and fixed-rate professional services current rate schedule: www.MTCCRM.com/MTC_Services.pdf.

Management Technology Consulting LLC (MTC) is dedicated exclusively to the Dynamics 365 / CRM platform and CRM web portal technologies in the business of delivering add-on products and services.

MTC is a Microsoft Independent Solution Vender working on Dynamics 365 / CRM since the introduction of the platform. MTC's product offerings include development technologies for the Dynamics CRM platform, add-on enhancements of features and major functions to CRM, as well as complete vertical-market Enterprise versions of Dynamics CRM serving an every growing list of industries and organization types.

MTC's services are built on a global 24/7 rapid-response and low-cost and fixed-rate ease of engagement. MTC is US headquartered company optimized for low-cost on-demand global engagement with regionalized contacts and a development facility in Hyderabad India adjacent to Microsoft's facility.

The Global CRM Community DynamicsExchange.com

MTC is the founding and managing partner of the Dynamics 365 / CRM platform Community at www.DynamicsExchange.com. Dynamics Exchange is crowd-source built and dedicated to driving down the costs of implementation and enhancement of the Dynamics 365 / CRM platform with unique and innovative social networking and knowledge resource allocation processes.

Dynamics Exchange is the leading community free and open to Dynamics 365 / CRM uses and professionals for support, training, knowledge, products, and services worldwide.

End User License Agreement (EULA)

Important – Read Carefully. This MTC End-User License Agreement ("**Agreement**") is a legal agreement between you (on the one hand) and Management Technology Consulting, LLC (**MTC**) and its OEM partner(s). ("**OEM**") (On the other hand), for the CRM Managed Solution software product identified within (the "**Product**"), which includes computer software and may include printed materials, and online or electronic documentation. By installing, copying, other otherwise using this Product, you agree to be bound by the terms of this Agreement. If you, the End-User, do not agree to the terms of this Agreement, do not install or use this Product.

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2. Management Technology Consulting, LLC and its OEM partner(s) hereby grants End-User a non-exclusive, non-transferable right to use the Product, subject to the use restrictions and limitations set forth in Section 5 and Section 6 below.
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4. End-User acknowledges that the Product is confidential, proprietary material owned and copyrighted by MTC. End-User agrees that MTC and its OEM partner(s) shall retain exclusive ownership of the Product, including all literary property rights, patents, copyrights, trademarks, trade secrets, trade names, or service marks, including goodwill and that MTC may enforce such rights directly against End-User in the event the terms of this agreement are violated.
5. The Product is intended for use solely by End-User for their own internal purposes. The Product may only be used on the CRM Organizational Unit licensed and paid for by End-User to the MTC. End-User agrees not to copy, modify, sub-license, assign, transfer or resell the Product, in whole or in part. End-User agrees not to translate, reverse engineer, decompile, disassemble, or make any attempt to discover the source code of the Product (except and only to the extent applicable law prohibits such restrictions). End-User further agrees not to download/upload the Product, in whole or in part, or to establish a network, place data on the Internet, or offer a service bureau utilizing the Product. End-User agrees to restrict access to the Product to designated employees and to use its best efforts to prevent violation of these restrictions by agents, employees and others, taking such steps and reasonable security precautions as may be necessary. End-User shall permit MTC and/or its representative access to its premises during normal business hours to verify compliance with the provisions of this Agreement.
6. This license authorizes use of the Product on a single CRM Organizational Unit, which shall mean a single Organizational Unit CONFIDENTIALITY NOTICE - The information contained in this document is confidential and proprietary. This document is to be used with the understanding that it will be held in strict confidence and not used for reasons unrelated directly to the specific purpose of this document. No part of the document may be circulated or reproduced for distribution outside the Client organization without prior written permission from Management Technology Consulting LLC.
7. This Agreement shall remain in force as long as the End-User using the Product is paying the applicable MTC Annual Maintenance and Support fee. Failure to pay the periodic maintenance fee shall cause this agreement to expire. MTC or End-User may terminate use of the Product and this Agreement by written notice, at least thirty (30) days prior to the termination. Within thirty (30) days after expiration or notice of termination of the Agreement, End-User shall return to MTC, postage prepaid all copies of the Product. Continued use of the Product or any information contained therein or supplied under this Agreement after termination, or expiration of this Agreement is expressly prohibited.

8. All UPDATES provided by MTC and its affiliates shall be considered part of the Product and subject to the terms and conditions of this Agreement. Additional license terms may accompany UPDATES. By installing, copying, or otherwise using any UPDATE, End-User agrees to be bound by this Agreement and any terms accompanying each such UPDATE. If End-User does not agree to the additional license terms accompanying such UPDATES, do not install, copy, or otherwise use such UPDATES.
9. End-User agrees that MTC and its affiliates may collect and use technical information End-User provide as a part of support services related to the Product.
10. End-User acknowledges that the Dynamics 365 / CRM Managed Solution "Product" is of U.S. origin and agrees to comply with all applicable international and national laws that apply to the Product, including the U.S. Export Administration Regulations, as well as end-user, end-use and destination restrictions issued by U.S. and other governments.
11. MTC REPRESENTS THAT THE PRODUCT DOES NOT VIOLATE OR INFRINGE ANY PATENT, TRADEMARK, TRADE SECRET, COPYRIGHT, OR SIMILAR RIGHT. IN THE EVENT THE PRODUCT IS HELD TO INFRINGE THE RIGHTS OF ANY THIRD PARTY, MTC SHALL HAVE THE OPTION EITHER TO PROCURE THE RIGHT FOR THE END-USER TO CONTINUE USING THE PRODUCT OR AT NODUS'S EXPENSE, TO REPLACE OR MODIFY THE PRODUCT SO THAT IT BECOMES NON-INFRINGING. MTC AND ITS OEM PARTNER(S) MAKE NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE ACCURACY OF THE PRODUCT, THE MERCHANTABILITY AND FITNESS OF THE PRODUCT FOR A PARTICULAR PURPOSE. FURTHER, MTC DOES NOT WARRANT THE COMPATIBILITY OF THE PRODUCT WITH END-USER'S COMPUTER HARDWARE AND/OR SOFTWARE SYSTEM.
12. End-User's sole and exclusive remedy for any damage or loss in any way connected with the Product furnished herein, whether by breach of warranty, negligence, or any breach of any other duty, shall be, at MTC's' option, replacement of the Product or return or credit of an appropriate portion of any payment made by End-User with respect to such Product. Under no circumstances shall MTC or its OEM Partner(s) be liable to End-User or any other person for any indirect, special or consequential damages of any kind, including, without limitation, damages for loss of goodwill, work stoppage, computer failure or malfunction or any and all other commercial damages or losses. Additionally, MTC assumes no liability for damages caused by incorrect parts usage and has no responsibility to verify that the parts are correct for a customer's vehicle in accordance with the manufacturers' specifications.
13. MTC may cancel this license at any time if End-User fails to comply with the terms and conditions of this Agreement; and MTC may obtain injunctive relief and may enforce any other rights and remedies to which it may be entitled in order to protect and preserve its proprietary rights.
14. This Agreement is the complete and exclusive statement of the understanding between the parties, with respect to the subject matter, superseding all prior agreements, representations, statements and proposals, oral or written.
15. No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.

A. Limitation of Liability

IN NO EVENT WILL MTC OR ITS OEM PARTNER(S) BE LIABLE FOR ANY DAMAGES, INCLUDING LOSS OF DATA, LOST PROFITS, COST OF COVER, OR OTHER SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES ARISING FROM THE USE OF THE PROGRAM OR ACCOMPANYING DOCUMENTATION, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY. THIS LIMITATION WILL APPLY EVEN IF MTC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. YOU ACKNOWLEDGE THAT THE LICENSE FEE REFLECTS THIS ALLOCATION OF RISK.

B. General

The laws of the State of California shall govern this Agreement. This Agreement is the entire agreement between MTC and End-User concerning the Product and supersedes any other communications or advertising with respect to the program and accompanying documentation. If any provision of the Agreement is held invalid, the remainder of the Agreement shall continue in full force and effect. If you have any questions, please contact in writing: Management Technology Consulting LLC, 7738 Sky hill Drive, Los Angeles, CA 90068, and Tel: (323) 851-5008.

C. Warranty Disclaimer

Management Technology Consulting LLC, Inc. disclaims any warranty regarding the product or and content or examples contained in this documentation and the Managed Solution code, including the warranties of merchantability and fitness for a particular purpose.

D. Limitation of Liability

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Software products offered by Management Technology Consulting LLC, (MTC) include 1 year of Annual Maintenance and support. Annual maintenance includes your right to the latest versions and any updates to this product at no charge during the 1st year of ownership. Future years of Annual Maintenance must be purchased at a fee equal to 25% of the original purchase price of the product. MTC will notify owners of record by email of the Annual Maintenance renewal time and facilitate collection of fees and simultaneously assure the latest versions and updates are in use.

F. Customer Care details

MTC is always open to global community of Dynamics 365 / CRM platform Software Users

Availability and hours of operation: Monday to Friday
USA PST 323-851-5008 - 8:00 AM to 6:00 PM
India IST 323-863-0077 - 8:30 PM to 8:30 AM in PST

USA Headquarters:
Management Technologies Consulting, LLC
7738 Sky hill Drive, Los Angeles, CA 90068

Request and receive support online at www.MTCCRM.com Review, order, fund, track, and manage your solution needs online securely, conveniently, affordably 24/7 with MTC online. MTC is a leader in CRM customer web Portal offerings in connected Dynamics 365 / CRM enterprise solutions for social and business transactions– see solutions in action as you get what you need from MTC online on your time.

