Total Expenses

Microsoft Dynamics 365 Customer Engagement
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Overview

This document defines the functionality covered by the **Total Expenses** solution from the point of view of a standard user that creates and submits their own claims and expenses but also an approver user who manages and approves claims for standard users.

The following high-level functionality is available on the Total Expenses:

- A standard user is able to create, edit, submit claims/expenses, also view the history of approved claims and capture and attach receipts against each expense using the native camera phone.
- A standard user is able to submit mileage expenses (Personal/Company Car and Motorbike), including an automated **Route** feature that automatically calculates the distance and amount using Bing Maps.
- An approver/admin user is able to manage (approve or reject) all claims submitted by all users and also see the history of the approved claims.
- Default values could be set at the user level to capture the items below, which would be used to default values and speed up the process on the expense form:
  - Personal Car
  - Company Car
  - Motorbike
  - Round Trip
  - Expense ‘Is Billable’
  - Address
  - Push Notifications
  - Approver
- An admin user is able to manage vehicles, vehicle types, mileage rates, expense type limit and set the approver for all users.
- Notifications in the form of emails and also mobile app push notifications available when a user submits a claim, and when an approver sends back or approves a claim.

The screen below show the home page for an **approver/admin**, also for a **user**: 

![Home page for approver/admin and user](image-url)
Configuration

Once the solution is installed and the licence key has been applied, the first step is for an admin to define and add some/all users based on the purchased licences number. These users only will have access to the **Total Expenses** solution.

Once the users have been set up and they can access the solution (web and mobile), any user could add and configure their vehicles and update their user settings.

The following sections, by going to the **Dynamics 365 > Total Expenses > Main > User Settings** record. This user is mandatory for each user that will use the app. If the user settings record has not been defined by the admin, they will get a similar message as below and not be able to manage their expenses:

### User
Link to an existing User in the system (CDS out of the box User entity).

### Approver
Set the approver for this user. This field is locked for standard users, only users with approver/admin permissions can set this field.

### Allow Push Notifications (Yes/No)
This option would allow a user to receive or not push notifications on their phone (i.e. get notification if the claim was approved, etc.) and also emails when claims have been approved or rejected.

### Default Is Billable (True/False)
This option would default each expense for the user to be either billable or not billable. The user will have the option to overwrite the flag for each expense they create.

Project and Sales Order fields are displayed for billable expenses and business purpose would be displayed for a non-billable expense.

### Default Round Trip (Yes/No)
Set the round trip option default for all mileage expenses. If this option is set to Yes, the default calculation for distance and amount would be a round trip from a post code to another and back.
Default Address (Home / Office)
Once the home and office addresses are defined, the default address field will drive the postcode default on the Add Route functionality and default the From Postcode for each mileage expense.

Home Address / Office Address
Define the home and office country and postcode address for the user.

Vehicle Default
A user could default a personal, company car and/or a motorbike. Multiple vehicles could be stored on the system against each user.

Vehicles
A user can have one or more vehicles that could be defined in the system. Vehicle Type and Type values will be defined and maintained by the Admin.
Accumulated Distance
The concept for this field is to capture the overall distance for a vehicle within a year. The solution allows to automatically calculate various mileage rates based on the accumulated distance, example below:
- Accumulated Distance <= 10000 - mileage rate is 0.45
- Accumulated Distance > 10000 - mileage rate is 0.25
This value will be reset every year on 4th April, considering the financial year starts on 6th April.

Standard User
This section defines the initial configuration and available features on the Mobile and also on the D365 App for a standard user.

Process (Mobile App)
When the standard user logs in to the Total Expenses mobile app, they will be able to see:
- The **Claims** section where they can manage their claims, related expenses and receipts
- The **Expenses** section, which is the list of expenses that were captured quickly, but not linked to a particular claim
- **Quick Expense** button, where the users can add a quick expense and receipt, update full details and add it to a claim at a later stage.

Manage Claims
The users can go into the **Claims** area and see the list of **Active** (unsubmitted, submitted or rejected) and **History** (approved) claims that they own.

From this screen the user could go through the following actions:
- **Create** a new claim
- **Edit** or **delete** unsubmitted claims
- **Filter** the claims lists (unsubmitted, submitted, rejected, or approved) based on a date range
- **Sort** the claim lists based on date (ascending/descending)
Once a claim has been created, the user could manage the claim using the features defined below. **Create new expenses** against the claim, using different predefined expense types, including personal/company car or motorbike mileage expenses.

For any of the **mileage expenses**, the **Route** functionality will be used to automatically calculate the distance and amount due between two postcodes, taking into consideration the user’s car, how many business miles the car has done so far and also based on the predefined company mileage rates.

There is also a **Round Trip** feature that will allow the user to specify if the expense is for a return trip or one way.
The user’s car and the ‘from’ post code are set by default on the expense form. The user can attach a receipt against each expense, has the ability to easily see the receipt and expand it on the screen. The receipt could be attached using the camera or choosing a picture from the phone’s picture library:

The user can edit and delete unsubmitted expenses, also submit the overall claim for approval. From this area, the user can also manage the rejected expenses, have visibility / highlight of which expense need to be revised.
On the **Claims** section, the app manages validations to cover these cases:

- If a user tries to submit a claim and the claim has no expenses, alert the user that the claim cannot be submitted.
- If a user adds an expense where the date is in the future, alert the user, however, allow to create and submit that expense.
- If a user adds an expense where the amount is over the limit defined by the company, the user will be alerted, however, allow to create and submit that expense.
- If a user did not add a receipt, they must add comments to explain the reason for it, unless the expenses is a mileage, where a receipt is not required.
- A claim cannot be approved with a 0 amount.
- A user can only have one unsubmitted claim at any moment in time.

**Email notification** and mobile **push notification** from the approver when the claim was approved or rejected.
Quick Expense
The user has the option to quickly create a new expense and add the receipt without the need to create the claim first, by clicking on the Quick Expense button:

The user will be presented with the list of Expense Types, be able to select one of them, add the receipt and save the expense.
At a later stage, the user can manage the list of quick expenses by going to the Expenses section on the home page and move the expenses to the claim, add further details and finally submit the claim.
Process (Web App)
A standard user has access to the full Web App, having access to these features:
- Able to create his user settings record and define defaults for the solution.
- Able to create and manage the list of their own vehicles.
- Able to see the list of own claims and expenses.
- Able to submit unsubmitted or rejected claims ONLY.
- Administration section is read only, available only to Approver/Admin users.

Note! There is a limitation currently that the standard user is not able to create, update or delete claims or expenses from the Web App which will be implemented on next phase.

Approver User
An approver will be defined for each standard user in the system. The approver will be able to approve or reject claims for all standard users managed by that approver. The approver could manage the claims either from the Mobile App or the Web App.

Process (Mobile App)
When the approver user logs in to the Total Expenses mobile app, they will be able to see the Claims and Expenses sections, but also the Approvals section.

The users can go into the Approvals area and see the list of Submitted – Pending Approval claims for all users and also all History of the approved claims.

From this screen the approver user could:
- See the list of all claims from all users that need to be approved
- See the details for each claim and related expenses
- Ability to overwrite the Amount Due on the overall claim
- Ability to approve claims
- Ability to reject claims, specifying a rejection reason
- Ability to highlight the expenses that have an issue
- Filter the claims lists based on a date range
- Sort the claim based on date (ascending/descending)
- Have a push notification and also an email when a new claim has been submitted

Process (Web App)
The approver will navigate to the Power Apps > Total Expenses where they will get access to all claims submitted by the users managed by the approver.

On the Claims section, the approver has access to various views to show the relevant claims:
On each claim record, the approver can easily manage the full list of expenses, quickly navigate through the list of expenses, see the receipts, update the approved amount, add comments for each expense, all on one form:

The approver could update the approved amount on each expense, by adding a new amount and also some comments to let the user the reason why it was changed:

The approver could reject the claim, and in this process provide details about which expense has an issue and the reason it was rejected, by setting the Mark as Incomplete flag and adding comments on the specific expense:
The approver can approve or reject any claims on the list, by navigating to the record and using the Approve or Reject buttons.

If the approver Rejects the Claim, they click on the Reject button and they will be asked to add a Reason, if not populated already:

If the approver Approves the claim, they click on Approve button and they will be asked to confirm the amount. If all OK, they can click OK to approve it.

If the claim amount is not OK on the overall claim, they will click Cancel and then be able to overwrite the amount approved on each expense.
Admin Area - Approver/Administrator User

An administrator user would have access and be able to configure the solution as defined below:

- Provide **access to approval users** on the Mobile App
- Define the approvers for all standard users defined in the system
- Provide access to Standard and Approver/Admin users on the Web App, by adding one of these security roles to the user:

  - Preact Expenses Admin
  - Preact Expenses Standard Users

- Manage (create/update/delete) the following records:
  - Expenses Types
  - Mileage Rates
  - Notifications
  - Types
  - Vehicle Types

**Reports**

An Expenses Dashboard has been defined to show the flowing items:

- Active Claims
- Approved Claims
- Submitted Claims
- Unsubmitted Claims
- Active Expenses by Type
- Rejected Claims
- Claims for This Month