



Zoho Expense Transition Guide



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Welcome to the all-new Zoho Expense

At Zoho Expense, we constantly strive to exceed customer expectations and deliver an unparalleled user experience. We are therefore, pleased to welcome you to the culmination of our efforts so far - The all-new Zoho Expense.

The all-new Zoho Expense sports a new role-based interface, user-centric enhancements, and advanced features that are bound to make it the mainstay of your organization's travel and expense management.

About this guide

We understand that adapting to change, no matter how invaluable, may be a bit daunting. This guide will help you understand the new user-interface, features, and enhancements that make up the all-new Zoho Expense, and help facilitate a smooth transition for you and your organization.

Apart from this guide, you can also contact support at support@zohoexpense.com for further information or help.

Introducing role-based views

The most significant change in the all-new Zoho Expense is the introduction of role-based views - **My View** and **Admin View**.

To improve accessibility and ease of use, features and functionality frequently used by all users in the organization are grouped under **My View**. Organizational, admin-level functionalities used by select users are now under the **Admin View**.

In other words, **My View** allows users to manage their individual travel and expense management within the organization. **Admin View** allows admins to configure, customize, automate, and control overall spend in the organization.

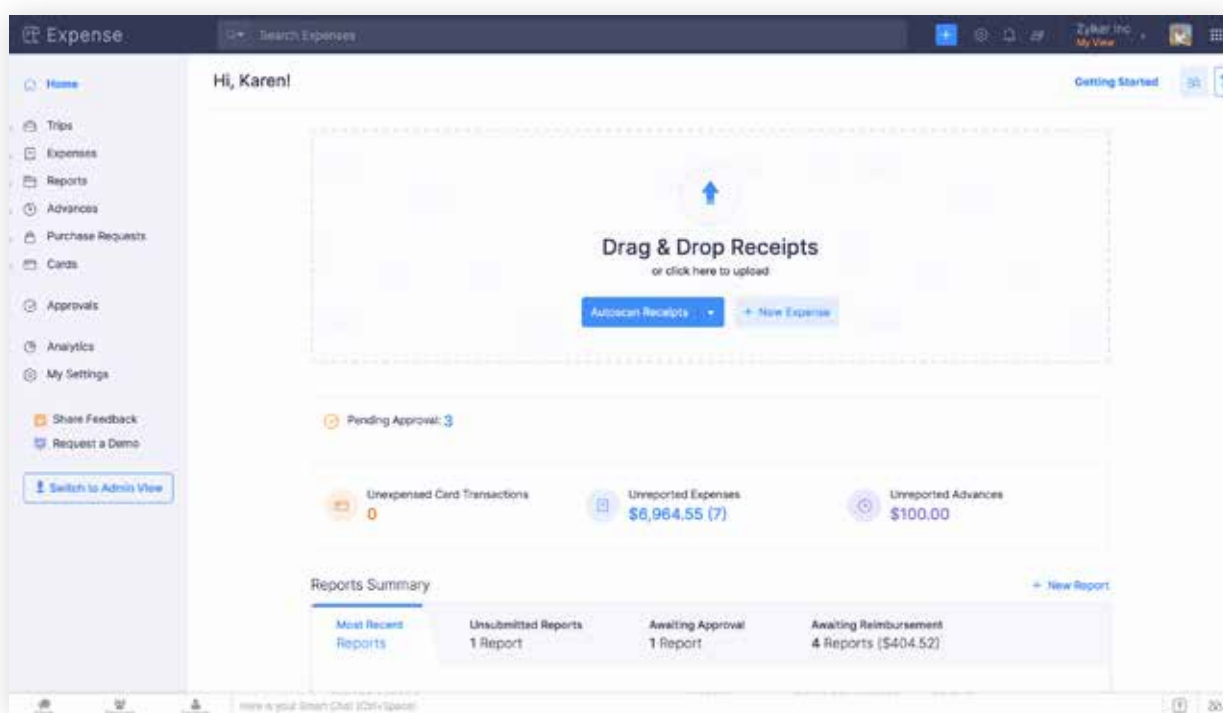
My View

My View is a view available for all users in the organization that is dedicated to their individual travel, expense reporting and approval functions, and more. All functionalities and information you see in this view, pertain to your individual business travel and expense management within the organization.

Within each module in **My View**, a list of your pending tasks is shown prominently. This helps you to easily stay on top of your business travel and expenses any time and all the time.

Home

The previous version of Zoho Expense had separate **Dashboard** and **Receipt Inbox** modules on the left. In the all-new Zoho Expense, these have been replaced by **Home** for better ease of use. This is the default module you see every time you log in.



Home gives you quick access to the fundamental functions of expense reporting in Zoho Expense - uploading receipts for autoscan and adding new expenses. It also shows your pending entities upfront so you can directly access, instantly complete the same, and always stay ahead.

Trips

Trips was an early-access feature in the previous version of Zoho Expense and was more of an approval form submitted by users before undertaking a business trip.

In the latest version of Zoho Expense, **Trips** is a full-blown feature and supports end-to-end travel booking and management. **Trips** will be available for users only when it is enabled by an admin in the organization.

You can create a trip, which is essentially a request for business travel, add your itinerary and preferences for travel and hotel booking, and submit it for approval.

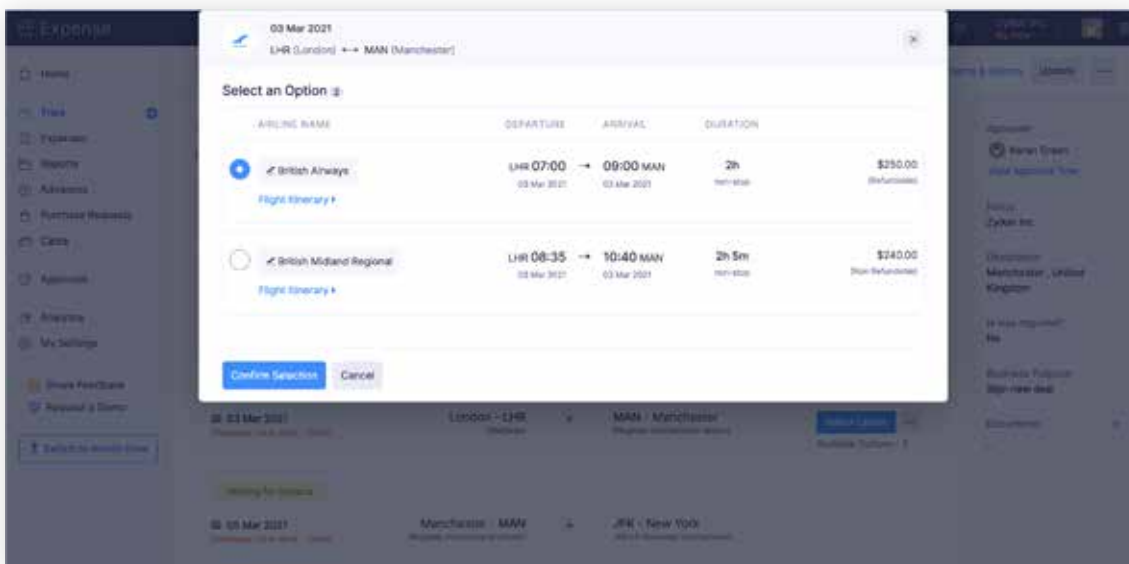
The screenshot shows the 'New Trip' interface in Zoho Expense. It features a 'Flight' section with a multi-city itinerary and a 'Hotel' section. The flight itinerary includes three segments: New York (JFK) to Chicago (MDW) on 20 Apr 2021, Chicago (MDW) to Québec City (YFZ) on 23 Apr 2021, and Québec City (YFZ) to New York (JFK) on 27 Apr 2021. The hotel section shows a check-in at Chicago on 20 Apr 2021 and a check-out on 23 Apr 2021. The interface includes options for flight preferences and buttons for saving and submitting the trip.

Once approved, you can associate the trip to an expense report for better accountability.

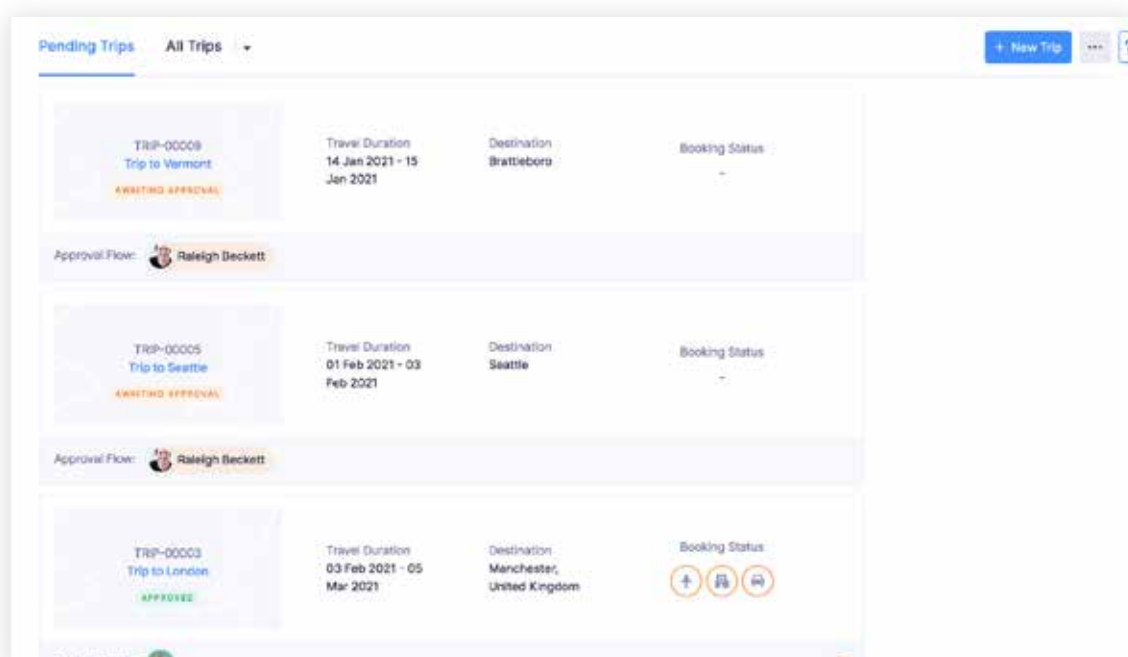
You can directly book travel and accommodation in real-time if your organization is integrated with any of our travel partners like **Itilite** or **Routespring**.

If your organization has a travel team, they can directly provide booking

options within your approved trips and make the actual booking based on your choice. This helps you save time that would have been spent in back-and-forth communication with the travel team via email, chat, or call.



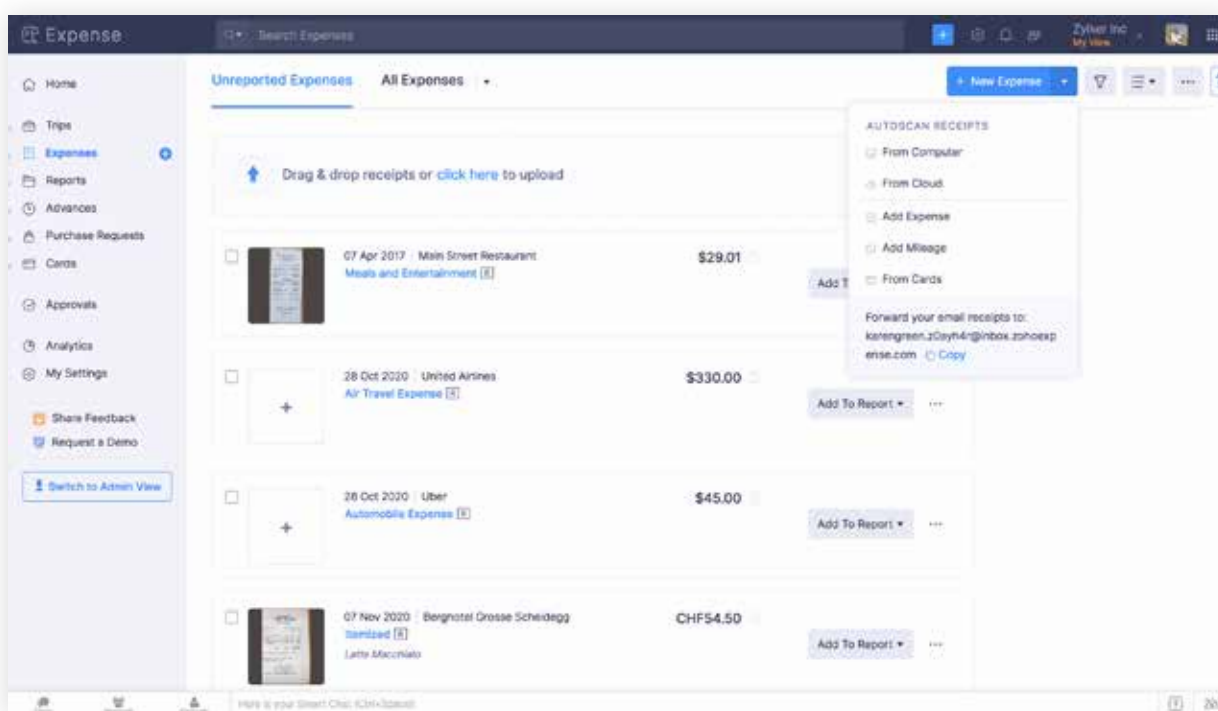
Keeping with the primary intention behind **My View**, trips with any pending actions like submission for approval, choosing booking options, etc. can be instantly accessed from **Pending Trips** and completed.



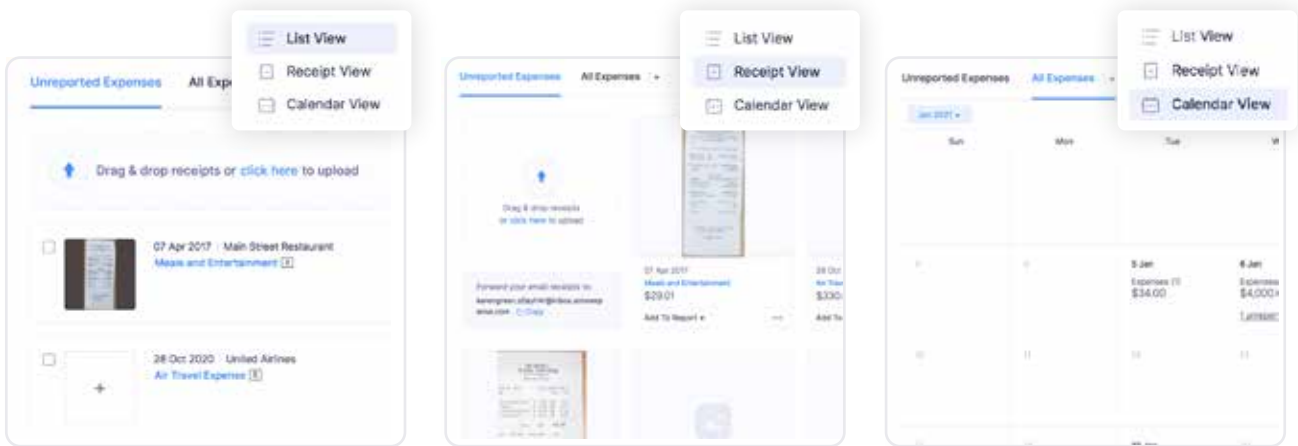
Expenses

In the previous version, you had to switch modules to access the different ways to automatically create expense claims. For example, you had to access **Receipt Inbox** for autoscan and **Cards** to convert card transactions to expenses.

In the all-new version of Zoho Expense, all the options to create a new expense can be accessed from a single button within **Expenses**.



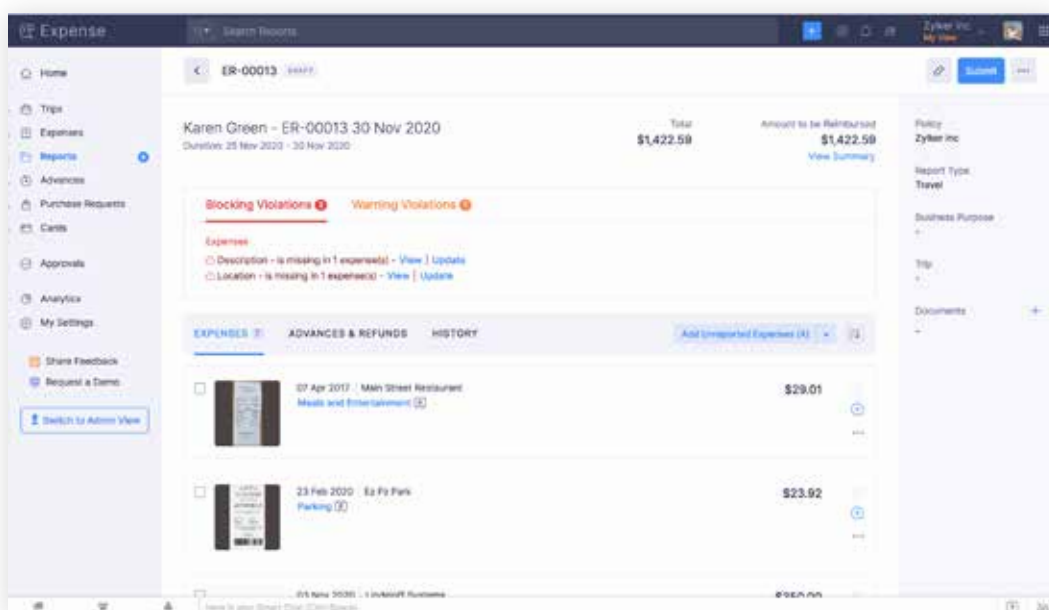
Further, **Expenses** now provides 3 separate views for ease of access. The default **List View** shows all expenses as individual lines. The **Receipt View** on the other hand, allows you to view receipts attached to each expense. Finally, the **Calendar View** displays expenses in a calendar format based on the dates they were created on.



Expenses also lists expenses yet to be added to an expense report individually under the **Unreported Expenses** tab for quick access and action.

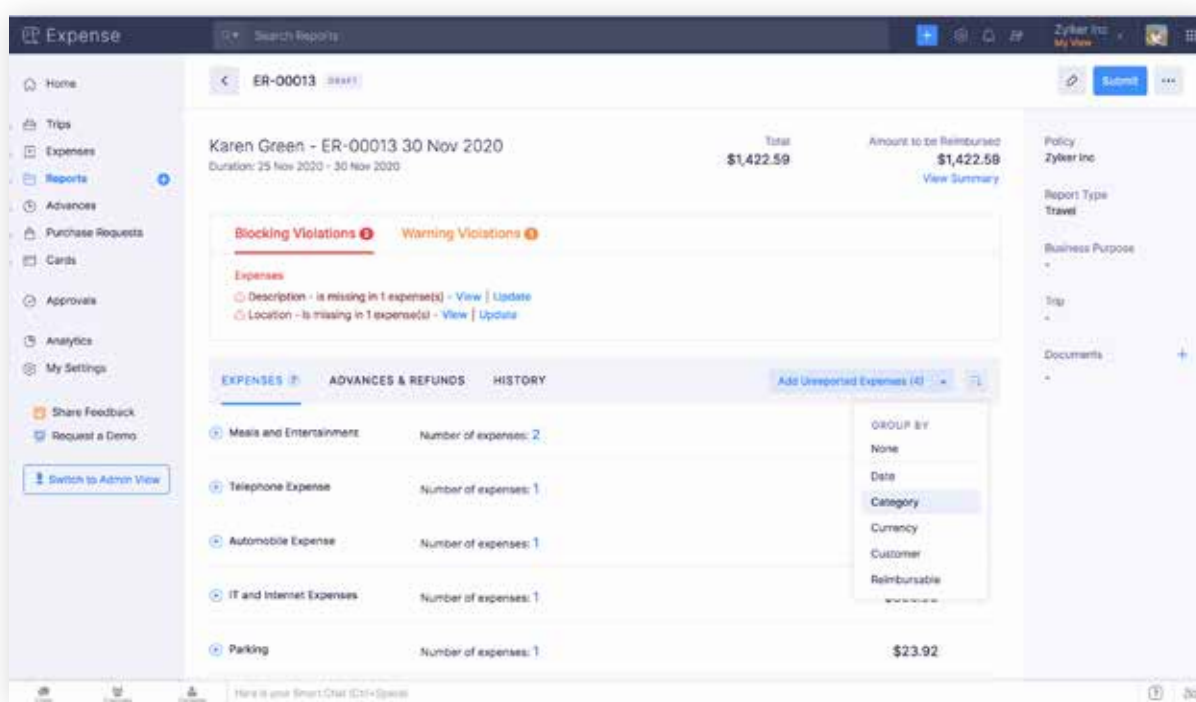
Reports

In the previous version of Zoho Expense, you will be notified about any violations to the organizational policy only when you try to submit an expense report. The new Zoho Expense is more prompt and transparent. It prominently displays violations as soon as expenses have been added to the report.



You can quickly see what the violation is and directly access the expense that is causing the violation to rectify it - all from within the notification itself.

Expenses within an expense report can also be grouped according to date, category, etc. using **Group By**. This will come in handy when you are dealing with reports that have a large number of expenses.



Purchase Requests

Purchase Requests is a feature that is currently available in early access for customers.

Once enabled for your organization, you can create purchase requests for business purchases such as office electronics, stationery, and other supplies. These can be submitted for approval and associated with the actual expense after purchase.

Purchase Requests, in a nut-shell, allow you to obtain prior approval before incurring the actual expense.

Cards

Cards works the same way as it did in the earlier version. You can access corporate cards assigned to you by the organization or add corporate and personal cards on your own. Once set up, card statements will be automatically imported into Zoho Expense.

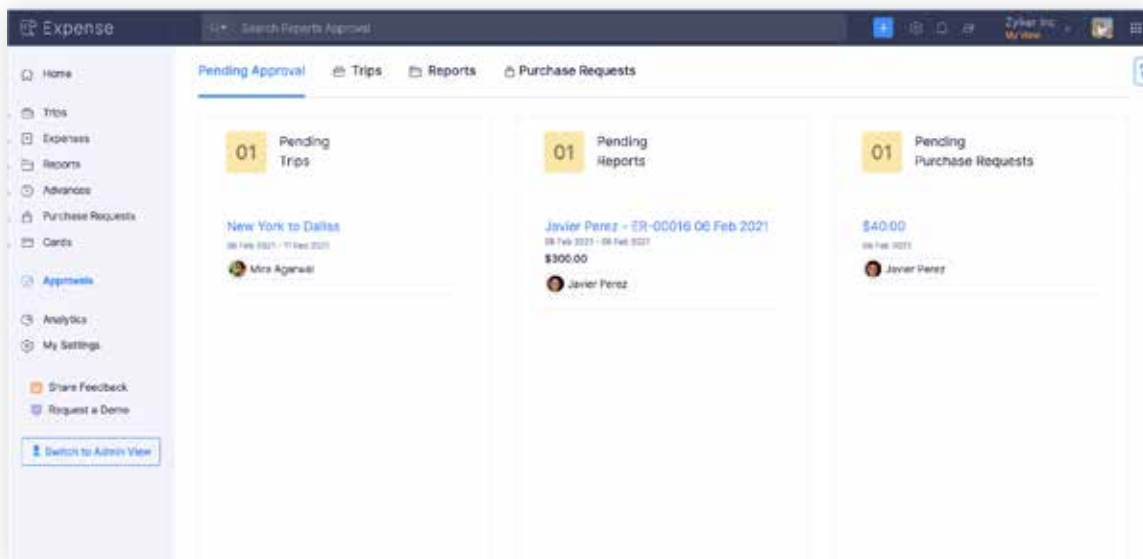
For corporate cards, imported statements will be automatically matched to existing expenses or used to create a new expense if a match is not found.

Personal card statements can be manually matched with expenses or directly converted to expenses in a few clicks.

Approvals

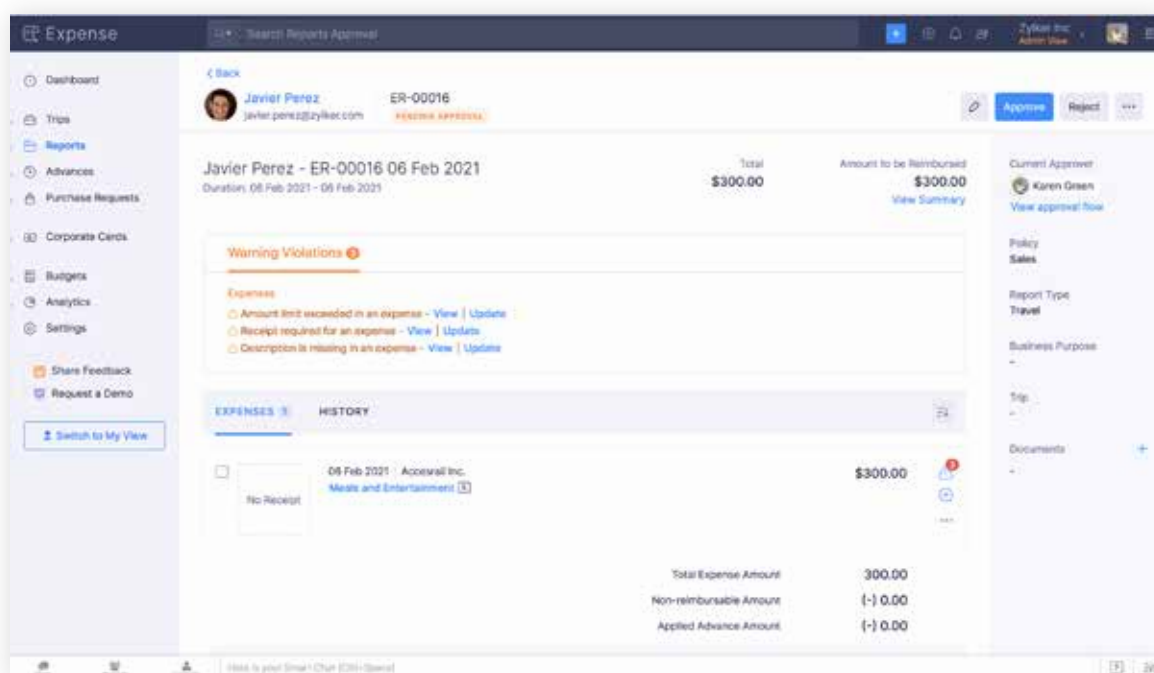
The earlier version had individual approval modules for **Trips, Reports, Advances**, etc. The updated version consolidates all approvals under a single module, **Approvals**, for easy access.

As with the previous version, **Approvals** will be shown only to users who are authorized to approve Trips, Reports, Advances, etc.



As an approver, you will be able to instantly view trips, reports, advances, etc. pending your approval under **Pending Approval**. You can directly access and approve or reject the same.

As seen earlier, violations within reports are prominently shown along with notifications that flag possible expense fraud. This helps simplify approval and save the time you spend on manual compliance checks.



Analytics

Analytics provides fine-grained insights on your individual spend in the organization and helps you gain a better understanding of your expenses, reports, violations, trips, etc.

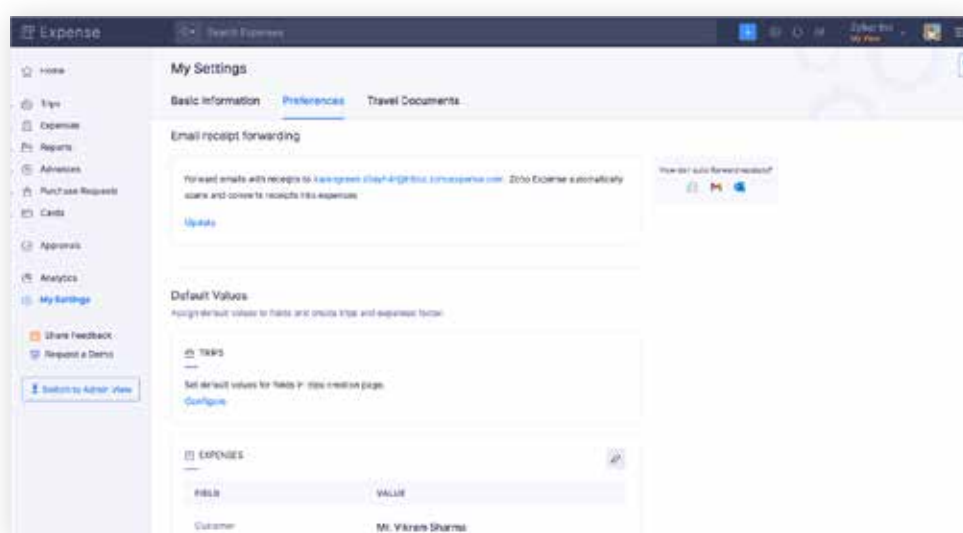
My Settings

My Settings is a brand new module in Zoho Expense. It helps users personalize Zoho Expense for their individual user-profile.

Under **Basic Information** within **My Settings** you can upload your travel details. Your manager or travel team can access this information and facilitate business travel without having to contact you every time before a trip.

You can also add your bank account details here so the organization can access the information anytime and process your reimbursements faster.

Lastly, the options to add a delegate to perform actions on your behalf and the option to assign an out-of-office approver, to whom reports submitted to you will be redirected in your absence, are also available here.



Under **Preferences** you can customize the email to which you can forward email receipts for autoscan.

You can also configure **Default Values** for fields in the forms you fill within Zoho Expense.

For example, if there is a particular field that you often fill with the same data when creating an expense, like project or cost center, you can assign that data as the default value of the field. Once configured, you can create a new expense faster since you have less fields to fill.

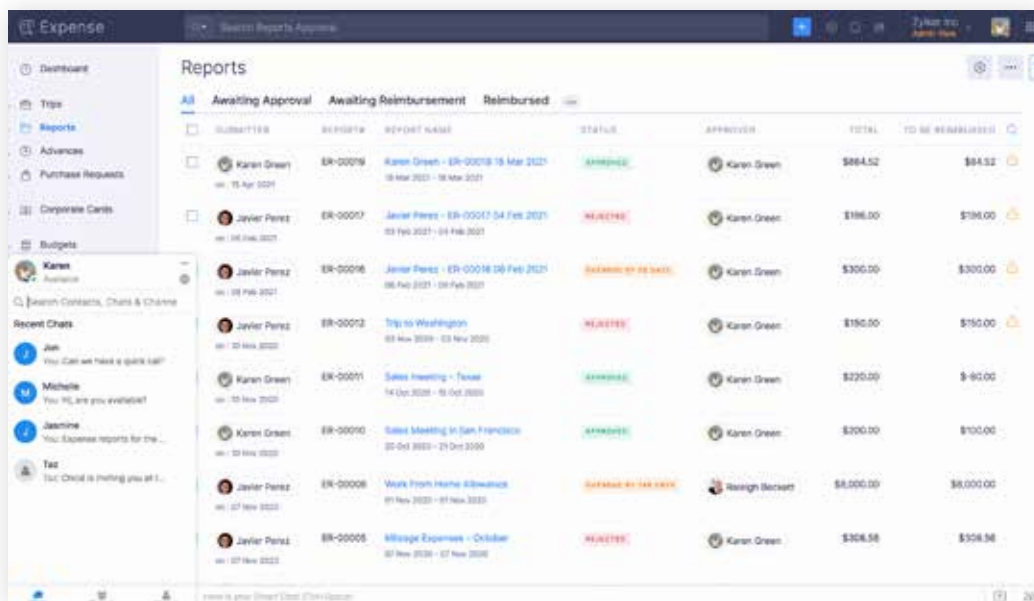
Similarly, you can configure default values for fields you fill when you create trips and reports.

Finally, you can also upload your passport, visa, etc, under **Travel Documents** so your organization can access the information anytime and facilitate business travel without having to contact you every time before you take a trip.

Chat

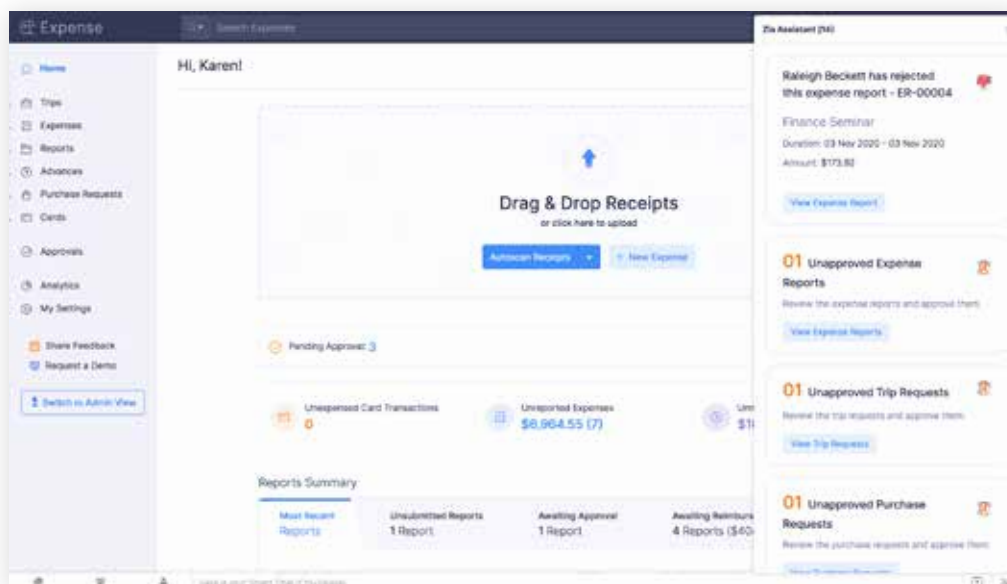
The all-new version of Zoho Expense also features an in-product chat to contextually communicate any information related to organizational travel and expense management with other users in your organization.

You can also make in-app calls and share files via the in-product chat bar.



Zia

Zia, Zoho's AI-powered business assistant is also available with the all-new version of Zoho Expense. Zia provides contextual notifications on how you can configure and get the most the all-new Zoho Expense and reminders on your pending tasks.



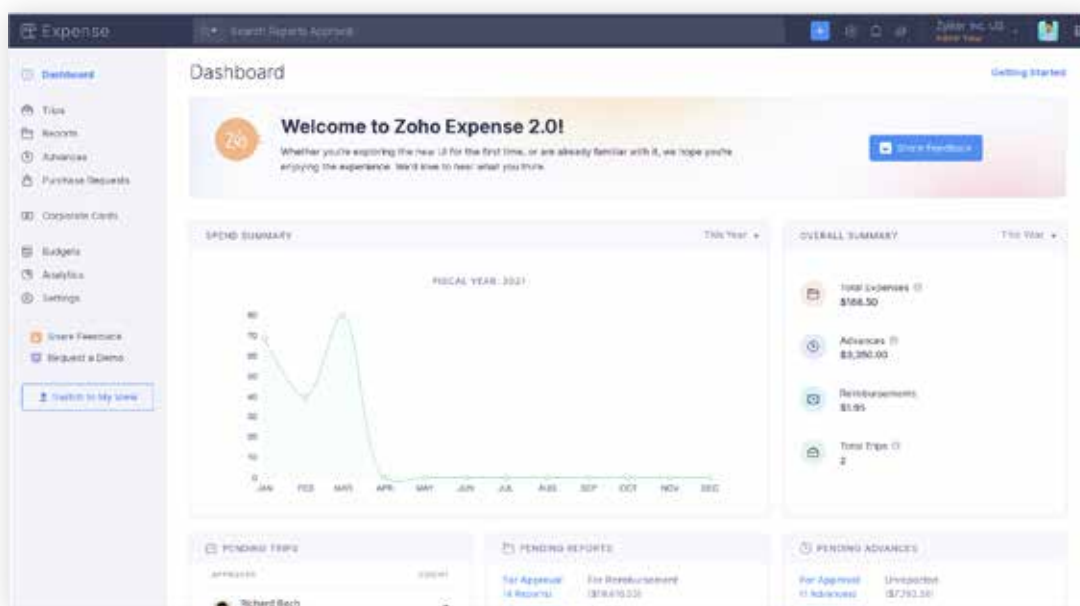
We have now come to the end of feature changes and enhancements in **My View**. The next view, **Admin View**, is only available for users in the organization with access to admin level functions.

Admin View

Admin View is only available for admin users in the organization that is dedicated to overall organizational travel, expense management, and spend control.

In the previous version, all admin functionalities were available as a drop-down under the admin module on the left. The all-new version of Zoho Expense contains many more admin functionalities and configurations than the previous version. Retaining the previous design would have rendered it cluttered and difficult to use.

Therefore, in the new version, admin functionalities have been provided as a separate view for better accessibility and ease of use.



All functionalities and data that you see in this view, pertain to organizational business travel and expense management.

Admin View can be accessed by clicking on the Admin View button within **My View**.

Dashboard

The **Dashboard** in **Admin View** provides instant, actionable insights into every aspect of the organization's travel and expense management. This includes quick spend summaries, overview of pending entities across the organization, list of users by spend and policy violations.

Trips

Within **Trips**, admin users can view, update, or modify any trip submitted by users across the organization.

Admins or travel teams can also directly provide booking options within approved trips and make the actual booking once employees chooses from those options. This will save a lot of time otherwise spent in email, chat, and phone conversations with employees.

The screenshot displays the 'Add Trip Options' window. At the top, it shows the route 'Los Angeles (LAX) → New York (LFX)' for '07 Mar 2021 (Shuffled Order: 12PM - 5PM)'. Below this, two options are listed:

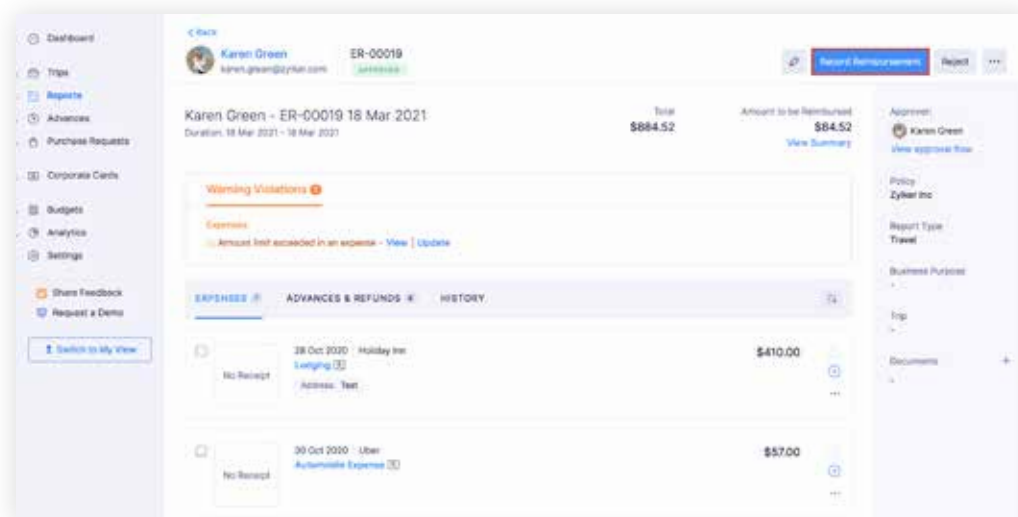
Option	Carrier Name	Flight Number	Departure Date & Time	Arrival Date & Time	Baggage Details	Class
Option 1	American Airlines	AA0681	07 Mar 2021 08:00 Depart From: Los Angeles (LAX)	07 Mar 2021 10:30 Arrive at: New York (LFX)	25.655	Premium Economy
Option 2	Aero California	AC0885	07 Mar 2021 09:35 Depart From: Los Angeles (LAX)	07 Mar 2021 11:47 Arrive at: New York (LFX)	25.400	Business

Each option includes an 'Add Flight' button and an 'Add Notes' button. Below the options, there is an 'Add New Option' button and a 'Save and Save' button.

Trip options need to be enabled within the policy the employee is mapped to before admins or travel teams can provide booking options within approved trips.

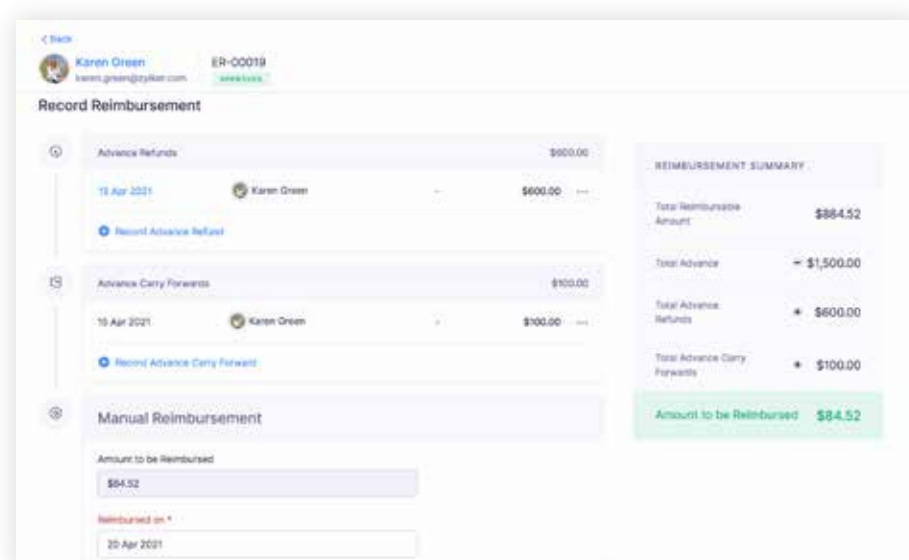
Reports

Within **Reports** admin users can view, update, or modify any report submitted by users across the organization.



Admins can reimburse expense reports from **Admin View**. The option to record offline reimbursement or reimburse online (via integrations) can be found within every approved expense report.

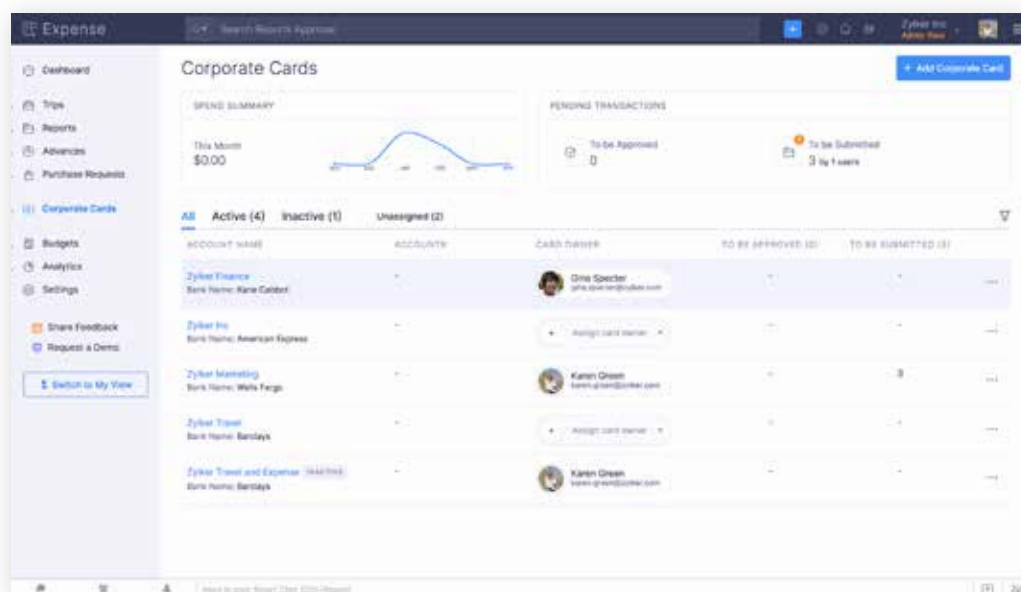
This version also features a dedicated settlement screen that provides more flexibility than the previous version when it comes to handling excess advance payments and reimbursements.



Admins can choose to carry-forward excess advances or have employees return the same to the organization. Employees can return excess advance amounts in currencies different from the one that was used to issue the advance. Excess advance payments can also be carry-forwarded in other currencies or after dividing into multiple amounts.

Corporate Cards

Corporate cards are more easy to access and manage in the all-new version of Zoho Expense. Admins can quickly view unassigned cards and assign them to users. They can also get a quick summary of spend from corporate cards and unsubmitted transactions.



Budgets

In the earlier version, Admins had the option to create budgets for expense categories. In the all-new version the options to configure budgets for **Expense Types*** and for individual users is now available. At the end of the budget period, Admins can generate reports to compare budgets and actuals.

Admins also have the option to notify users when a certain percentage of the allotted budget has been exhausted.

For category-based or expense type-based budgets, admins also have the option to prevent expenses that exceed the budget from being approved. For user-based budgets, the user can be blocked from submitting expenses once the allocated budget has been exceeded.

CATEGORY	JAN 2021 - JUN 2021	JUL 2021 - DEC 2021	TOTAL
Office Supplies	100	200	300
Air Travel Expense	150	120	270
Telephone Expense	300	200	500
Automobile Expense	200	250	450

Policies

Policies in the all-new Zoho Expense has a major upgrade in the form of **Rules**.

Organizations can now create rules within policies and automate compliance by warning users or even block them from submitting expenses when rules are violated.

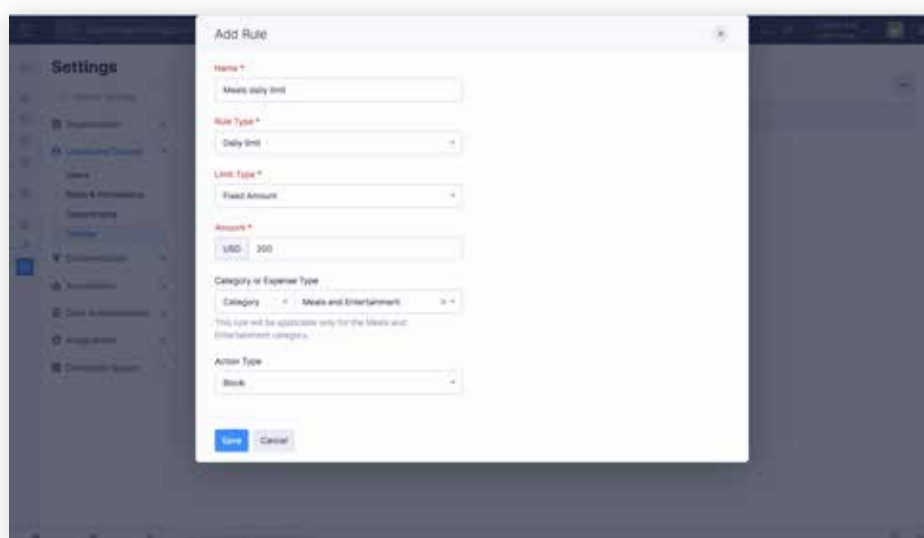
This will help reduce immense workload approvers handle in the form of manual compliance checks and expedite the entire expense reporting

*Expense Types is a new feature that will be covered later in this document.

process from receipt to reimbursement.

Rules is best explained with an example. Let's say all sales persons who undertake business trips are eligible to get a daily allowance of \$200. However, employees are not allowed to accumulate or carry forward this daily amount over a period.

To enforce this, create a new rule within the policy associated with your sales persons and select the **Rule Type** as "Daily Limit."



Rule Type determines how often the limit will be reset. Daily limit resets the limit every day. Similarly, selecting a monthly or yearly limit will reset the limit every month or every year.

Select the **Limit Type** as "Fixed Amount." **Limit Type** defines the type of limit you want to set. The limit can be a fixed amount, or a specific count of expenses

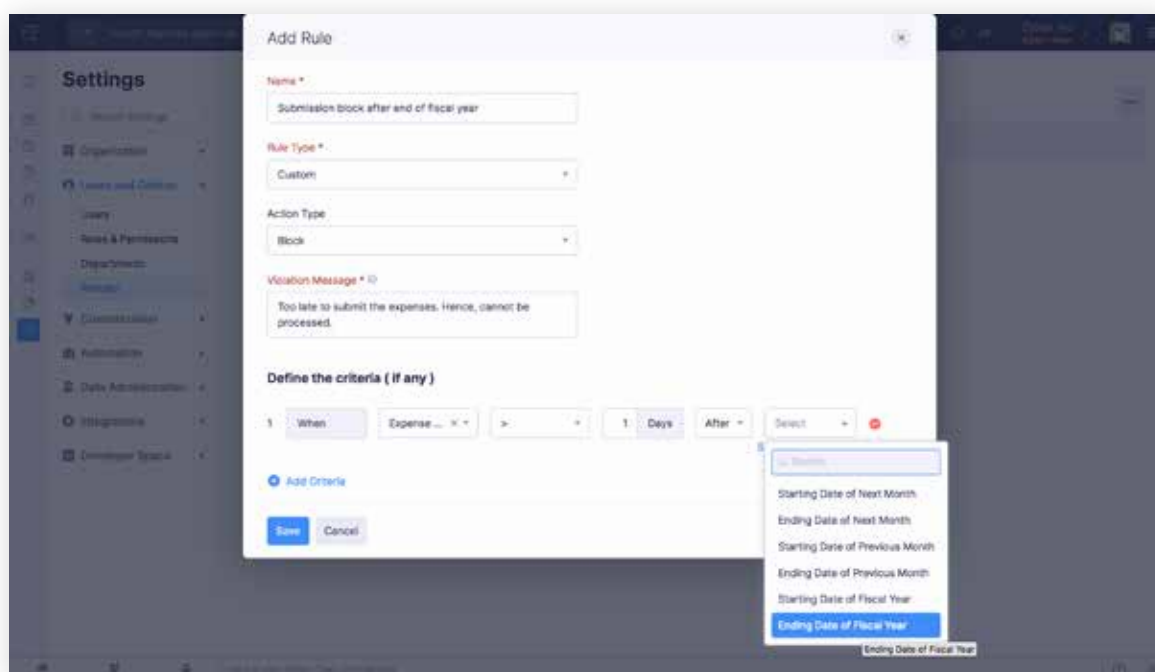
Enter the value in the **Amount** field as "200." Since this is a daily

allowance for the employee, you need not set a specific category here. Select the **Action Type** as "Block" and save.

Now, sales persons will be able to submit expenses up to \$200 a day. If the total amount of expenses submitted in a day exceeds \$200, it will be displayed as a violation within the expense report and the user will be blocked from submitting the same.

For policies that demand complex criteria in the form of multiple ifs and buts, organizations can create rules with custom **Rule Types**, define their own criteria, and automatically enforce the same.

An example of this can be organizations wanting to prevent employees from submitting expenses once the fiscal year has ended.



Page Layouts

Customization has always been a cornerstone of Zoho Expense. The

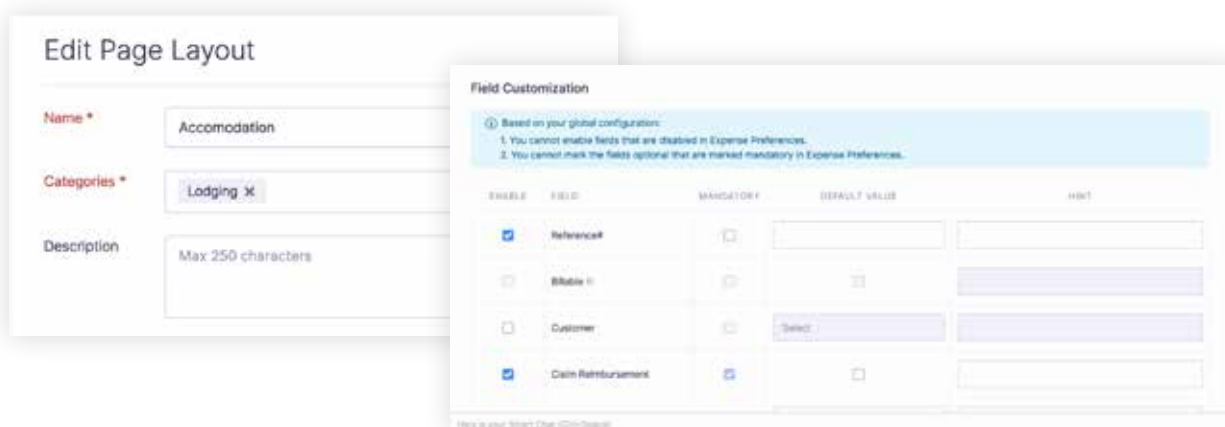
new Zoho Expense turns it up a notch with **Page Layouts** and other features.

The option to customize fields shown to users when they create a new expense is already available. However, fields relevant or mandatory for one expense may not be applicable for another making it difficult to automatically ensure relevant information is captured every time and for every expense.

With **Page Layouts**, organizations can choose which fields to show and which are mandatory in an expense creation form, based on the expense category.

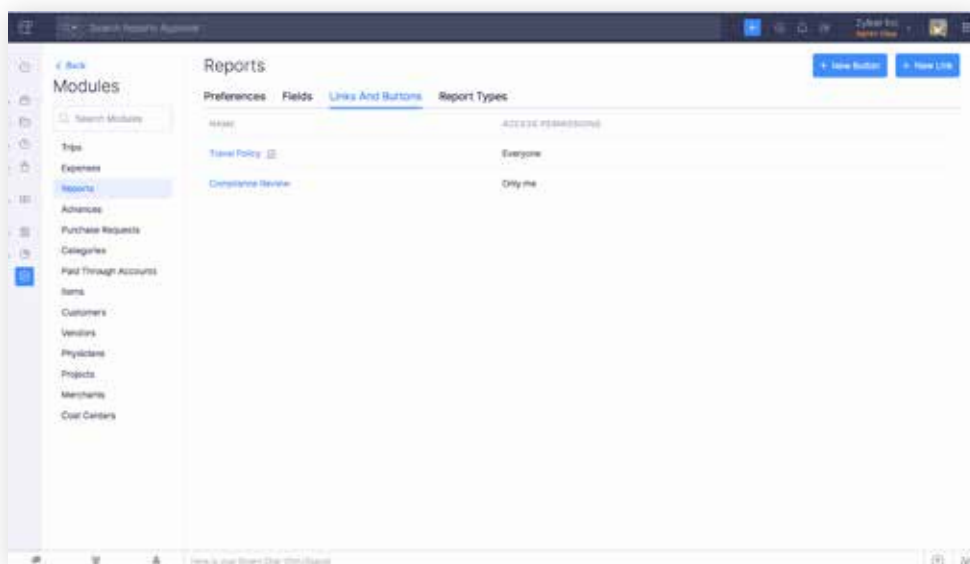
In other words, when users create a new expense, based on the expense category they choose, they can be shown fields relevant and mandatory for that particular category.

This ensures relevant information is captured every time and for every expense. **Page Layouts** is also available for trips, reports, and purchase requests. Trip request forms can be customized based on the travel type, while report creation forms can be customized based on **Report Type**.



Links and Buttons

Continuing the series of new customization options available, the all-new Zoho Expense also allows organizations to create custom links and buttons for certain modules such as Trips, Reports and Advances.



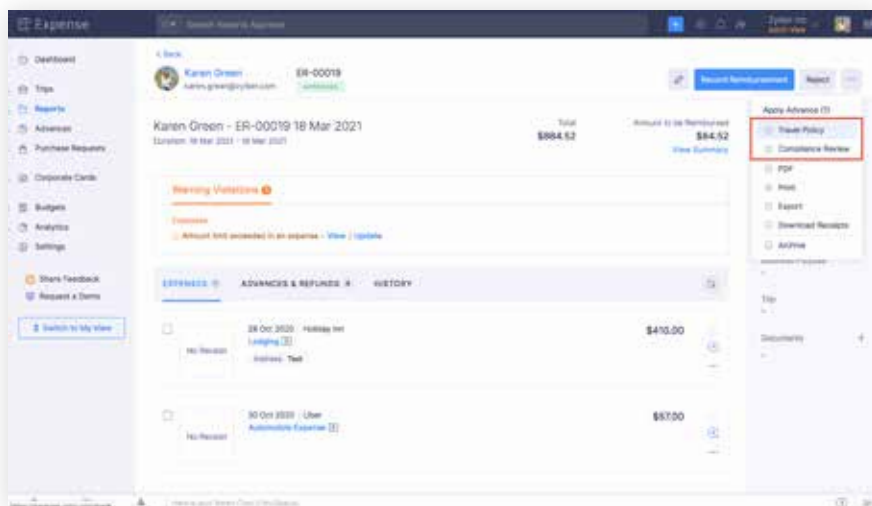
Links can be used to redirect users to a specific URL from within Zoho Expense. For example, organizations can create a **Link** that allows users to access the URL containing the organization's travel policy from within an expense report.

This allows users to refer to travel policy document while submitting expenses, without leaving the application.

Buttons allow organizations to create new buttons within Zoho Expense that perform specific actions when clicked. **Buttons** can be created by writing a small piece of code using Deluge, Zoho's proprietary scripting language.

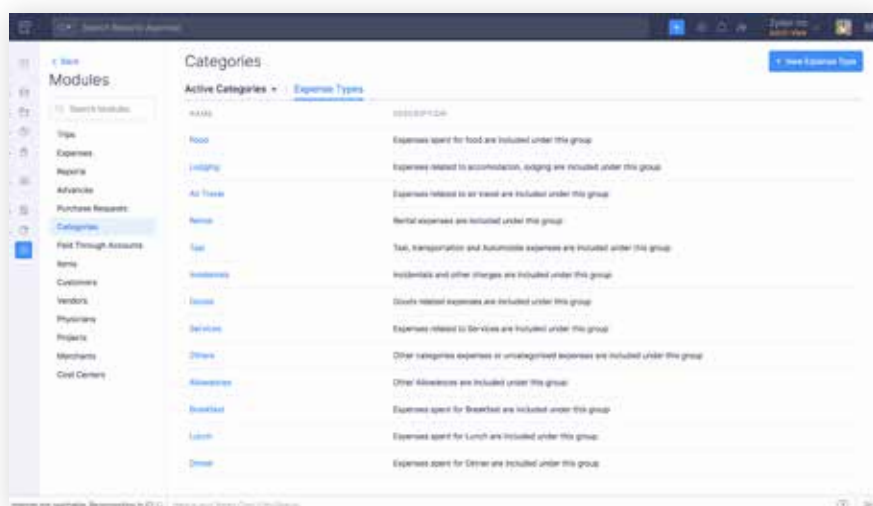
Custom buttons trigger custom actions within the application when

clicked. For example, the company policy dictates that only employees who have completed one year of service are eligible for mobile bill reimbursement. A custom button can be created within the reports module and upon clicking the button the user will know if he or she is eligible before submitting the expense report.



Expense Types

This new version of Zoho Expense also allows relevant expense categories to be classified according to their purpose using **Expense Types**. Rules or budgets can then be set for the expense type as a whole instead of repeatedly configuring the same for every individual category.

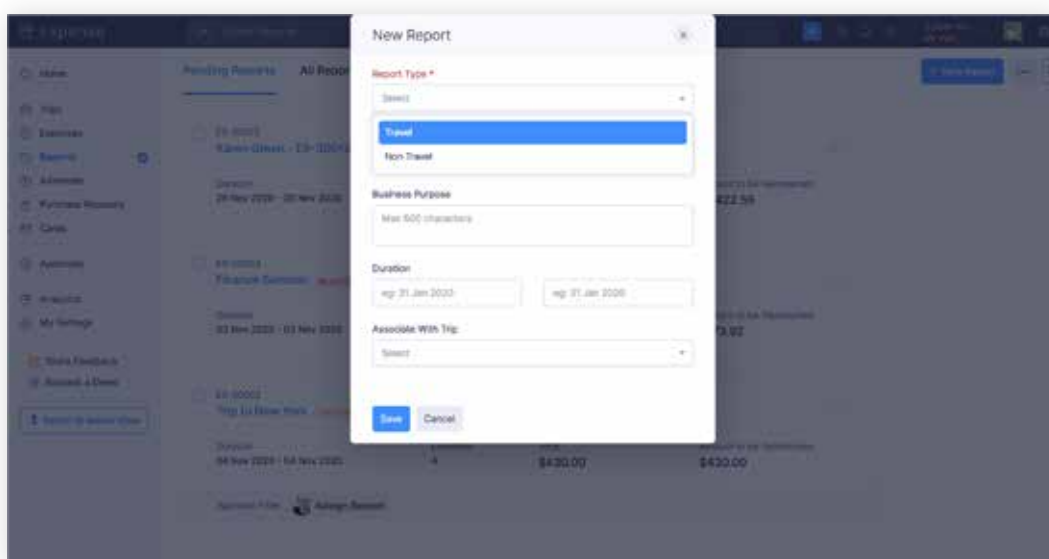


Report Types

Report Types allow organizations to identify reports by purpose.

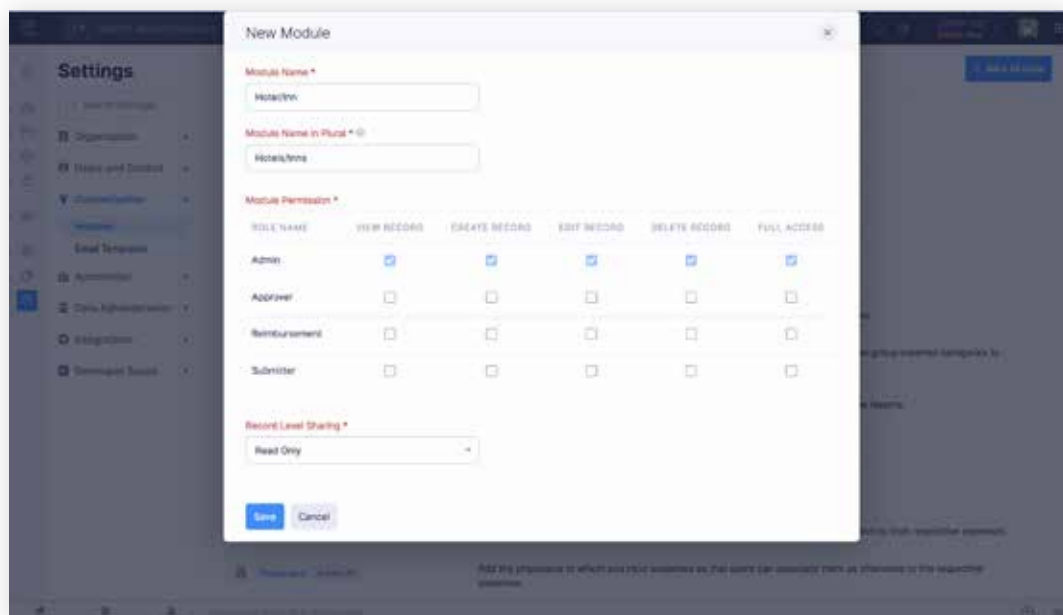
Report Types can be associated with one or more expense types. When users create a report, they can select the relevant **Report Type**. Anyone who sees the report can immediately understand its purpose and the kind of expenses within from the **Report Type** itself.

Some organizations, typically ones with a large number of employees, may also require further segregation of reports. For instance, they may want to keep travel-related expenses separate from expenses not related to travel. **Report Types** fulfils this by allowing organizations to restrict users from adding travel expenses in a non-travel specific report.



Custom Modules

In the all-new Zoho Expense, organizations can also create new modules apart from existing ones. These New Modules can be used to store any information such as vendors, contacts, etc. with their relevant fields.



For example, say an organization has partnerships with select hotels and inns across the world to accommodate employees traveling for business purposes.

Organizations can create a custom module named "Hotel/Inn" with the list of hotels/inns along with other information such as their location, point of contact, discounts, etc.

The values in this custom module, "Hotel/Inn" can be created as a lookup field in **Trips**. When users create a new trip, they will be able to select a value from the "Hotel/Inn" field and associate a hotel/Inn. This will bring more accountability and can also be used by the travel team to make bookings.

Custom Functions

In Zoho Expense, workflow rules can be used to trigger actions such as email notifications, in-app alerts, field updates or webhooks when certain

conditions are met. Apart from these default actions, the option to create a custom action is now available in the latest version.

Custom functions allow organizations to write small pieces of code using Deluge, Zoho's proprietary language, that result in a custom action. This can then be linked to a workflow so that when the workflow is triggered, the custom action is executed.

Custom functions can be used to perform actions such as updating the status of entities, data validation, etc. For example, if the status of a trip has to be updated to "Closed" once the same has been approved, it can be achieved using a custom function.

Integrations



Uber for Business



Office 365



G Suite

amazon business

The all-new Zoho Expense also features new integrations that empower your travel and expense management.

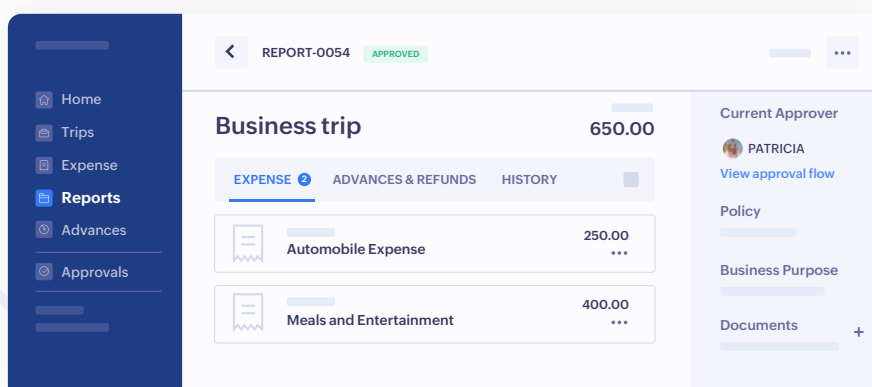
Sage joins the bandwagon of seamless accounting and ERP integrations which already feature Zoho Books, QuickBooks, and Xero.

The integration with Amazon Business is also available and automatically creates expenses in Zoho Expense for all business purchases your organization makes on Amazon Business.

Travel integrations like Routespring and Itilite (India only) are sure to help bolster your travel booking process and make it more streamlined.

Last but not the least, the integration with Zoho Analytics will help organizations dissect and analyze data at a never seen before granular level and redefine data-backed decision making.

Experience the all-new Zoho Expense



The new version of Zoho Expense is the next milestone in our journey to deliver the best customer experience possible, however, it is by no means our last.

It goes without saying that we will constantly work under the hood to bring you more enhancements and features, and keep pushing the bar higher even as you experience and make the most of this version.

But for now, we are very happy with how the new version has shaped up and cannot wait for you to experience it.

As always, if you need a demo of the new version, or more information about a feature, or help with anything else, drop an email to support@zohoexpense.com and we will help you with the same.

See you in the all-new version of Zoho Expense!