

ExpenseWire User Manual



October 17, 2008

COLLIERS
INTERNATIONAL

Our Knowledge is your Property

Looking for a better way to track your expenses?



Great News! Colliers Corporate Finance is pleased to announce that sales professionals and staff in the US now have the option of filing expense claims online using ExpenseWire and having the payment direct deposited into your account.

ExpenseWire provides online expense claim submission, approval and payment. This new tool will replace the current Excel based template and also allow remote claim submission.

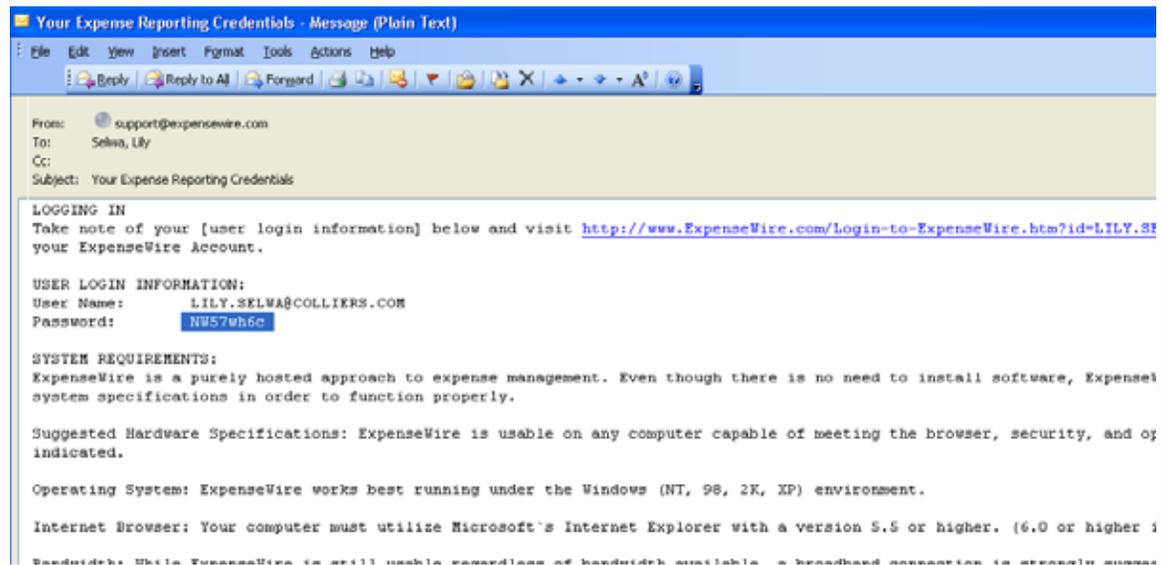
Online expense reporting is as simple, fast and as easy as 1-2-3.

1. Enter your expense claim online and attach your receipts electronically or fax your receipts to an 800 number, where they will be automatically attached to your expense claim.
2. Your approver will be notified by email when you submit your expense claim and can view and approve your claim online.
3. Once your expenses are approved, the finance team will process your claim and, if you have provided your banking information, you will be paid by direct deposit.

Getting Started

Receive credential: an email notice of credential information will be sent to all users which include:

- 1.1. A link to ExpenseWire
- 1.2. User Name
- 1.3. Password



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Your Expense Reporting Credentials - Message (Plain Text)
File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward
From: support@expensewire.com
To: Selwa, Lily
Cc:
Subject: Your Expense Reporting Credentials

LOGGING IN
Take note of your [user login information] below and visit http://www.ExpenseWire.com/Login-to-ExpenseWire.htm?id=LILY.SI
your ExpenseWire Account.

USER LOGIN INFORMATION:
User Name: LILY.SELWA@COLLIERS.COM
Password: N957wh6c

SYSTEM REQUIREMENTS:
ExpenseWire is a purely hosted approach to expense management. Even though there is no need to install software, ExpenseWire
system specifications in order to function properly.

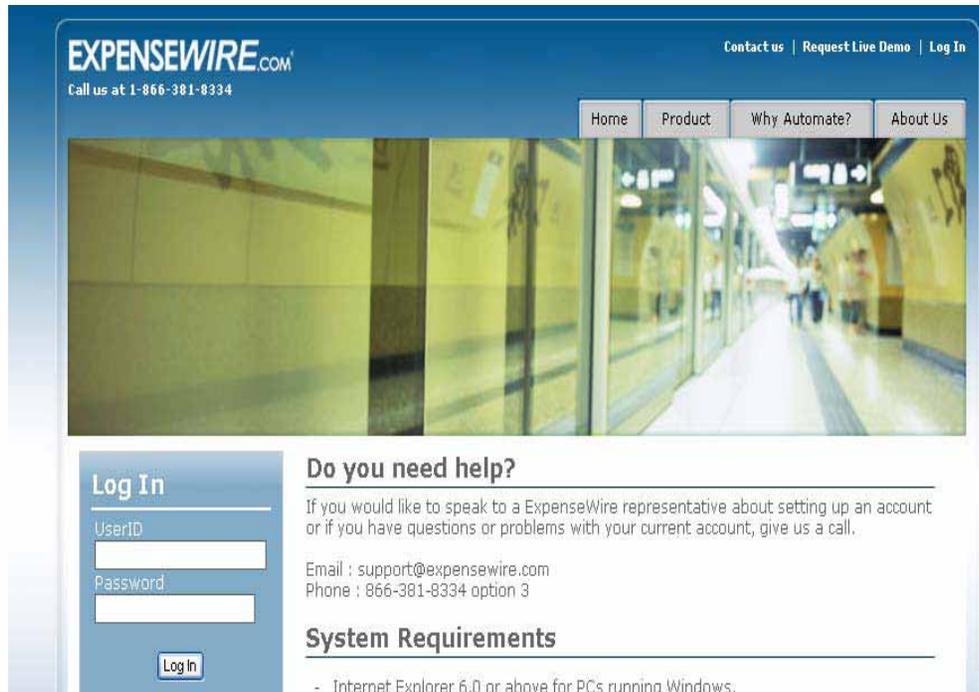
Suggested Hardware Specifications: ExpenseWire is usable on any computer capable of meeting the browser, security, and op
erating system specifications.

Operating System: ExpenseWire works best running under the Windows (NT, 98, 2K, XP) environment.

Internet Browser: Your computer must utilize Microsoft's Internet Explorer with a version 5.5 or higher. (6.0 or higher i
s recommended. While ExpenseWire is still usable regardless of bandwidth available, a broadband connection is strongly sugges
ted.)

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First Time Logging in



The screenshot shows the ExpenseWire.com website. At the top left, the logo "EXPENSEWIRE.COM" is displayed with the phone number "Call us at 1-866-381-8334". To the right of the logo are links for "Contact us", "Request Live Demo", and "Log In". Below the logo is a navigation menu with buttons for "Home", "Product", "Why Automate?", and "About Us". The main content area features a large image of a modern office hallway. Below the image is a "Log In" section with input fields for "UserID" and "Password", and a "Log In" button. To the right of the login form is a "Do you need help?" section with contact information: "Email : support@expensewire.com" and "Phone : 866-381-8334 option 3". Below that is a "System Requirements" section with the text: "- Internet Explorer 6.0 or above for PCs running Windows."

Use credential information to log in, then:

When you login for the 1st time, the system will prompt you to change your password and add your banking information.

- 2.1 **Change password**, new password must be more than 8 characters including at least 1 number and 1 letter
- 2.2 Enter **bank account information** for direct deposit. You are able to come back to “my profile” to add in bank information anytime.

Home Expenses Search W
Currently logged in as: LILY.SEL

New Help

User Information	Usage Defaults
User ID: LILY.SELWA@COLLIERS.COM	Default Currency: Canada, (Dollar)
First Name: Lily	Direct Deposit Enabled: False
Last Name: Selwa	Email Alert Notification: True
Phone Number: 604.692-1448	Notification CC: lselwa@mac.com
Email: lily.selwa@colliers.com	Date Format: USA (mm/dd/yyyy)
Department: Corporate Accounting 004	

My Online Banking Sites NEW
Setup and Maintain the Banking and Credit Card sites that contain the changes you want to include on Expense Reports.

My Personal Payment Types for Delegates
Indicate which Payment Types/OnlineBanking Site Transactions will be available for delegates during data Entry by checking the 'Visible to Delegate' box.

My Approval Level Tree
Review who submits Expense Reports to you

Rules Applying to My Expenses
Review Spending Rules that apply Directly to you

[View Our Privacy Policy](#)

Support Related : UserID: LILY.SELWA@COLLIERS.COM | CompanyID: 11545 | Host: EXPWEB2
Authentication Code: 473e0d4-7uc2-4db6-962f-012d278919bc

Actions

- [View My Profile >>](#)
- [Edit My Profile >>](#)
- [Change My Password >>](#)
- [Manage Direct Deposit >>](#)
- [Add Credit Card >>](#)
- [Assign Substitute / Vacation Approver >>](#)
- [Assign My Delegate Users >>](#)
- [View Expense Policies >>](#)
- [Help >>](#)

My Profile

- 3.1 You are able to view and edit your profile, if department information showing in your profile is incorrect, contact Colliers ExpenseWire administrator at exp.claim@colliers.com.
- 3.2 Change password: select “Change my password” under the “Actions” menu on the right hand side. New password must be more than 8 characters including at least 1 number and 1 letter
- 3.3 Select “Manage Direct Deposit” to add or edit your bank account information. If bank account information is not provided, you will be still paid by a check.
- 3.4 Assign delegate user to allow someone to prepare expense claim for you. To select “Assign my delegate user” under the “Actions” menu on the right hand side. Search delegate name and tick “Is Delegate” box.

Creating a New Expense Report

You can start creating an expense report in two ways:

A. Create the expense report using **NeatConnect**

NeatConnect is a system that allows you to scan all your receipts and will automatically create an expense report in ExpenseWire for you!

B. Login to ExpenseWire and create an expense report. You can attach your receipts in two ways:

B.1 Scan them in using your own scanner and upload them (if you choose this method, you can upload receipts to each line item)

B.2 Fax them in (if you choose this method, all the receipts will appear together)

NOTE:

All receipts must be attached to your online expense report. A **receipt** is a document indicating detail purchased items, quantity, date, purchased amount, payment method, payment amount. Ex. Detailed restaurant receipt for a meal, itinerary for air flight, name & date for event or course, period covered for a contract....etc. A copy of credit card statement is not sufficient.

Getting Started with NeatConnect

NeatConnect is the best way to get your receipts in!!

Steps in setting up NeatConnect:

- 4.1 Your local IT department (ISA) needs to properly set up NeatConnect in your computer
- 4.2 Connect NeatConnect to USB drive and run NeatConnect



Creating a New Expense Report -Using NeatConnect (1)

- 4.3 Place your receipt faced down and hit “Scan” in your computer or push “Scan” button on the scanner.
- 4.4 Choose “vendor”, using drop down menu to choose correct vendor, if it’s a new vendor, click add vendor icon to add in a name.
- 4.5 Choose “Category”, using drop down menu to choose correct expense type
- 4.6 Edit “Receipt Date”, “Payment Type”, “Amount” if scanned result is not correct
- 4.7 To scan 2nd page for same expense line, place 2nd page faced down into scanner and click “Scan” on function menu on the top and choose “Scan Additional Page”

The screenshot displays the NEATConnect - ExpenseWire software interface. On the left, a scanned receipt from Dell is visible. On the right, a data entry form is shown with the following fields:

Vendor	Category	Receipt Date	Payment Type	Amount
 DHL	Office Supplies	8/15/2008	Cash	308.47

Annotations on the screenshot include:

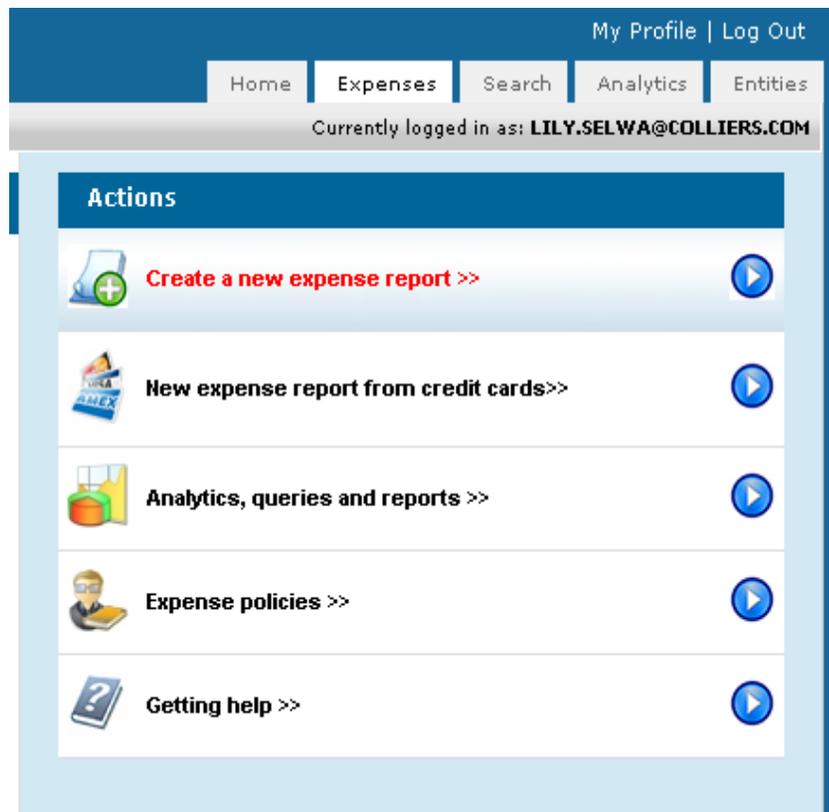
- An arrow pointing to the "SCAN" button in the top menu bar with the text "Press scan".
- An arrow pointing to the "UPLOAD to EXPENSEWIRE" button with the text "Scan 2nd page".
- An arrow pointing to the "Add vendor icon" in the Vendor field with the text "Click here to add vendors".

The interface also shows a "Scanned Text Panel" at the bottom with the text "Invoice Summary Page" and "Page 1 of 1".

Creating a New Expense Report- Uploading or Faxing Receipts (1)

If you choose to fax your receipt or to uploaded receipt from your computer.

6.1 Select “Create a new expense report” under the “Actions” menu on the right hand side to start your expense report.



The screenshot displays a web application interface. At the top right, there are links for "My Profile" and "Log Out". Below this is a navigation bar with tabs for "Home", "Expenses", "Search", "Analytics", and "Entities". A status bar indicates the user is logged in as "LILY.SELWA@COLLIERS.COM". The main content area features an "Actions" menu with the following items:

- Create a new expense report >>** (highlighted in red text)
- New expense report from credit cards>>
- Analytics, queries and reports >>
- Expense policies >>
- Getting help >>

Creating a New Expense Report- Uploading or Faxing Receipts (2)

- 6.2 Key in “Expense Title” ex. Purpose of the trip.
- 6.3 The User, Company and Department drop downs will automatically default to your home department. If the entire expense report is to be charged to one department other than your home department, change the department sections now and these changes will follow into the line item detail as well.
- 6.4 Project can be associated with the entire expense report if you wish to do so. This is available on each individual line item as well.
- 6.5 Finally, you can change the Default Currency of the report by changing the default currency drop down to the appropriate currency. The Default Currency is USD for staffs in USA and Canadian dollars for Canadian staffs.
- 6.6 “Save & Add Items” to enter expense item right now or “Save & Close” to enter the expense item later

Adding an Expense Report

*Expense Title: Trip to Seattle

*User: Selwa, Lily

Customer / Entity:

Project:

Company: Canada

Division: Administration

Department: Corporate Accounting 004

Purpose: Training on expense wire

Cash Advanced:

Default Currency: Canada, (Dollar)

* Indicates required field.

Save + Add Items Save + Close

Add Expense Items

You can add items to a report created through ExpenseWire or through NeatConnect

- 7.1 Select “add a line item” on the left hand side in Expense section.
- 7.2 Enter in the appropriate date for the expense along with Project (if applicable). At this point you have the ability to change the dept that you want to charge your expense using the drop down menu (Customer field is not required if you
- 7.3 Choose your expense type from the drop down menu
- 7.4 Fill in any additional field, the fields with “*” are mandatory that you have to fill in before you can save the expense item
- 7.5 Enter expense amount
- 7.6 **Foreign Currency**, choose the correct currency type of your expense system will automatically convert to default currency with exchange rate of expense date. You are able to override the exchange rate to your credit card rate provided that you submit a document to back up that rate.
- 7.7 “Save to Close” to continue adding a line item Or “Save to Split” to split an expense into different departments or different expense types (ex.To separate Hotel bill to room charge, meal and others)

Adding a Line Item ? X

*Expense Date: 10/15/2008

Customer: [Search]

Project: [Search]

Company: Canada [v]

Division: Administration [v]

Department: Corporate Accounting 004 [v]

*Expense Type: Meals - Local Staff-Out of Town [v] ⓘ

*# of Persons in Attendance: 3

Deal / Job Number (Optional):

Please specify the name of the company you paid, business purpose as well as the names of persons in attendance in your description.

*Description: Red Robin, training lunch, A. Kidston, M. Hsieh

* Payment Type: Credit Card - Personal [v]

Reimbursable:

*Amount: 39.49 [Itemize]

Currency: American US \$ (Dollar) [v]

Receipt: <No Receipt> [v]

* Indicates required field.

Save + Add Save + Close Save + Split Cancel

Splitting Expenses

Splitting expense, using “Split Wizard” you can choose to split by percentage or by amount. After split, go back to individual line item to edit department /expense type and adding information in additional field.

I only want to split the item to 3 departments. I will remove this item (blank row) before saving

You can choose amount or %

Select open to change the department name or expense type

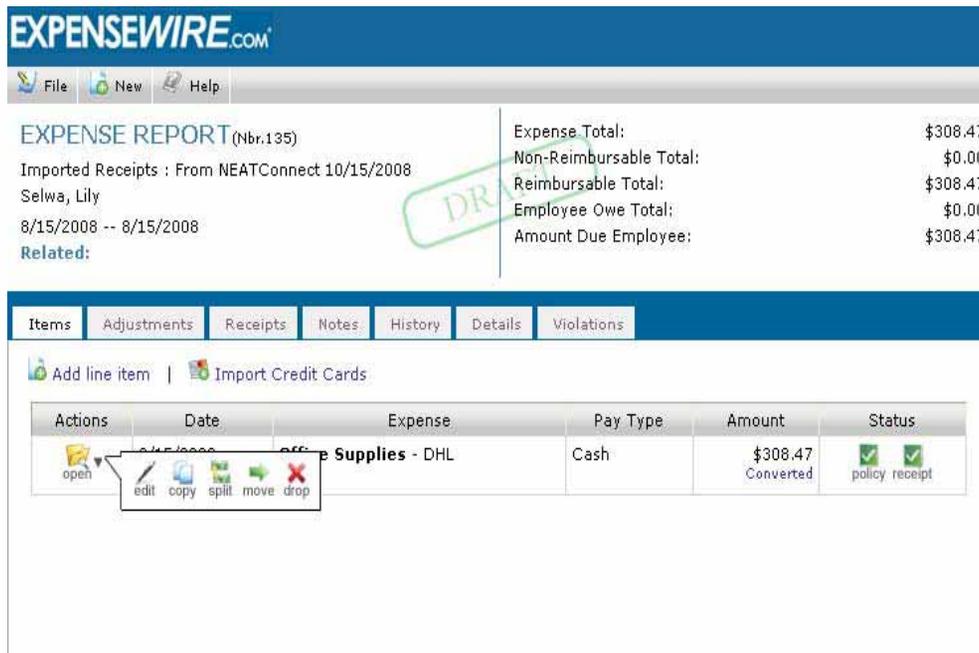
Action	Date	Expense	Pay Type	Amount	Status
open	10/15/2008	Meals - Local Staff-Out of Town - Red Robin, training lunch, A. kidston, M. Hsieh	Credit Card - Personal	\$14.49 Total: \$39.49	policy receipt
open	10/15/2008	Meals - Local Staff-Out of Town - Red Robin, training lunch, A. kidston, M. Hsieh	Credit Card - Personal	\$10.00 Total: \$39.49	policy receipt
open	10/15/2008	Meals - Local Staff-Out of Town - Red Robin, training lunch, A. kidston, M. Hsieh	Credit Card - Personal	\$15.00 Total: \$39.49	policy receipt

Edit Expense Items

After you uploaded your expenses using NeatConnect or after split the expenses through Split Wizard, you need to edit the expenses in ExpenseWire.

Steps in editing line item:

- 8.1 Open Expense Report
- 8.2 Put your cursor over Open and select edit
- 8.3 The Edit line item box will open and then enter the required information



EXPENSEWIRE.COM

File New Help

EXPENSE REPORT (Nbr:135)

Imported Receipts : From NEATConnect 10/15/2008
Selwa, Lily
8/15/2008 -- 8/15/2008
Related:

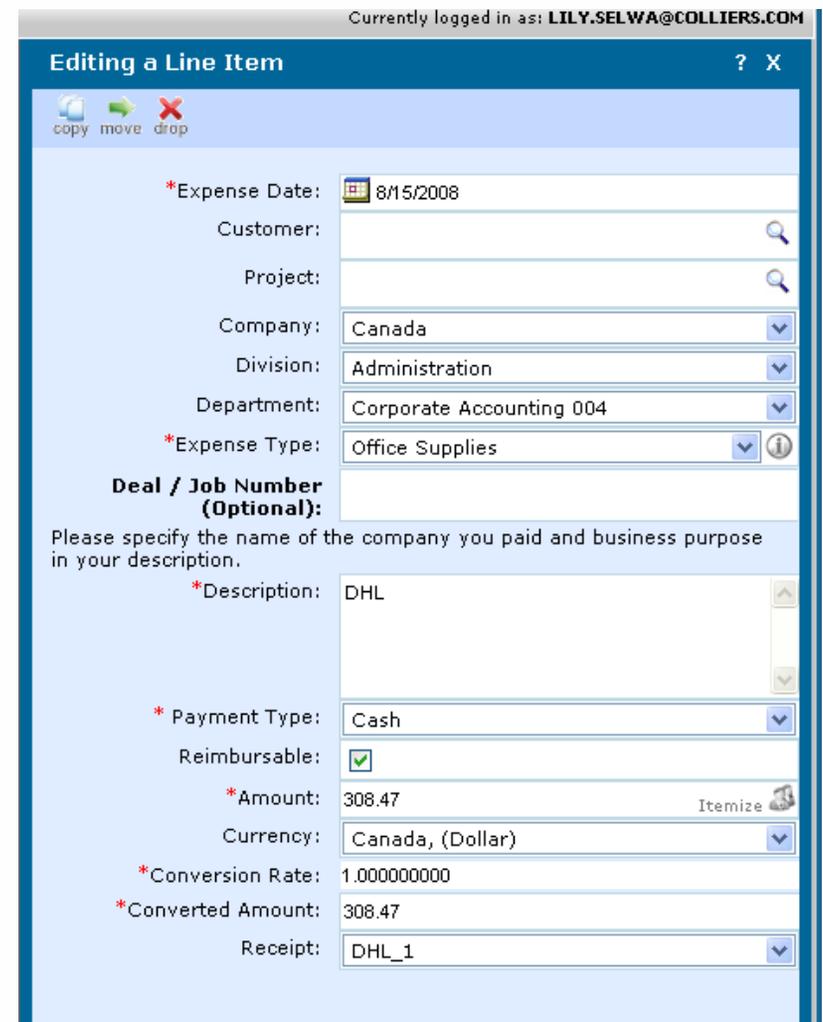
Expense Total:	\$308.47
Non-Reimbursable Total:	\$0.00
Reimbursable Total:	\$308.47
Employee Owe Total:	\$0.00
Amount Due Employee:	\$308.47

DR

Items Adjustments Receipts Notes History Details Violations

Add line item | Import Credit Cards

Actions	Date	Expense	Pay Type	Amount	Status
open	8/15/2008	Office Supplies - DHL	Cash	\$308.47 Converted	policy receipt



Currently logged in as: LILY.SELWA@COLLIERS.COM

Editing a Line Item ? X

copy move drop

*Expense Date: 8/15/2008

Customer:

Project:

Company: Canada

Division: Administration

Department: Corporate Accounting 004

*Expense Type: Office Supplies

Deal / Job Number (Optional):

Please specify the name of the company you paid and business purpose in your description.

*Description: DHL

* Payment Type: Cash

Reimbursable:

*Amount: 308.47 Itemize

Currency: Canada, (Dollar)

*Conversion Rate: 1.000000000

*Converted Amount: 308.47

Receipt: DHL_1

Attaching receipts

All receipts must be attached to your online expense claim.

If you did not use NeatConnect, you need to attach all your receipts by fax or file upload.

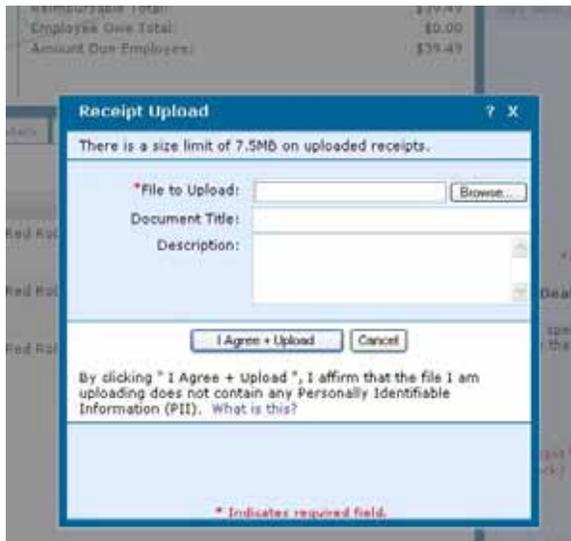
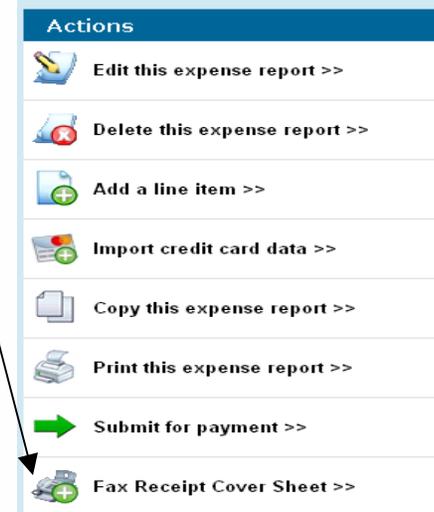
If used NeatConnect and have additional receipts to add, you can either fax the additional receipts or upload them.

9.1 **By Fax**, select “Fax receipt cover sheet” under the “Actions” menu

9.1.1 Print out “Receipt Fax Coversheet”

9.1.2 Fax with all receipts to the number indicated on the fax coversheet.

9.1.3 To view the attached receipts, select the “receipt” tab above the “add line item” and click “view”.



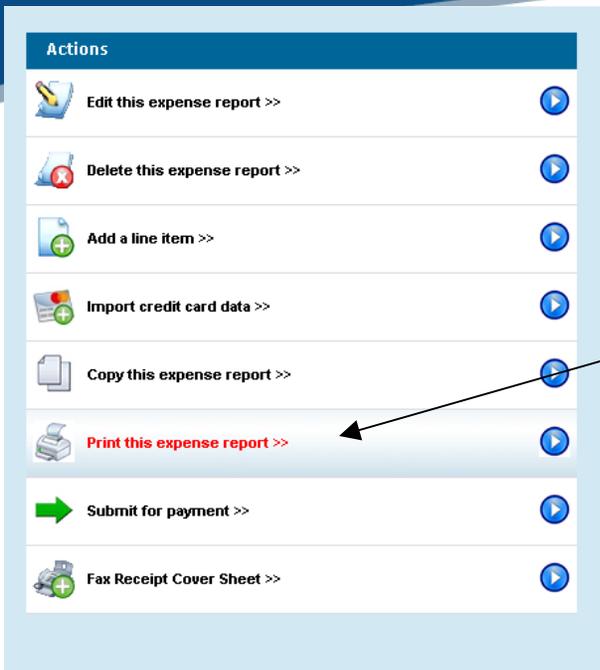
9.2 **File upload** from your computer

9.2.1 Click “receipt” icon on the “Status” column of the expense item you want to attach to.

9.2.2 Use “Browse” to locate the file in your computer and hit “I Agree + Upload”

9.2.3 To view the receipt, click “receipt” icon on the “Status” column of the expense item

View Data Entered



10.1 Select “Print this expense report ” under the “Actions” menu on the right hand side to review the data on screen or on a printed out hard copy. Select cancel when asked to print unless you want to print the report.

10.2 A summary coding will be shown on the bottom of the report that enable you to review the department, account code for all expenses.

10.3 **Violations or missing receipts need to be fixed before submit for payment.**

Projects Involved:		
Entity	Project #	Total
None Selected		\$39.49

Notes:		
Additional Notes	Submitter	No

Account Summary:			Expense Ty
GL Code	Account Description	Total	Expe
CMN-004-6771-0000-000	Staff Entertainment - Partially deductible	\$14.49	Meals - Loc. Town
CMN-067-6771-0000-000	Staff Entertainment - Partially deductible	\$10.00	
CMN-034-6771-0000-000	Staff Entertainment - Partially deductible	\$15.00	

Warnings and Policy Violation

When see red flags on policy status , move cursor to view the policy violated. Edit the expense item and fix it before submit for payment.

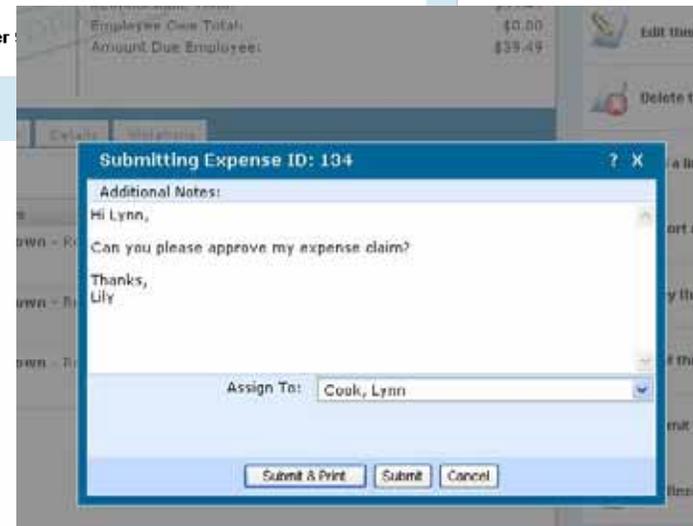
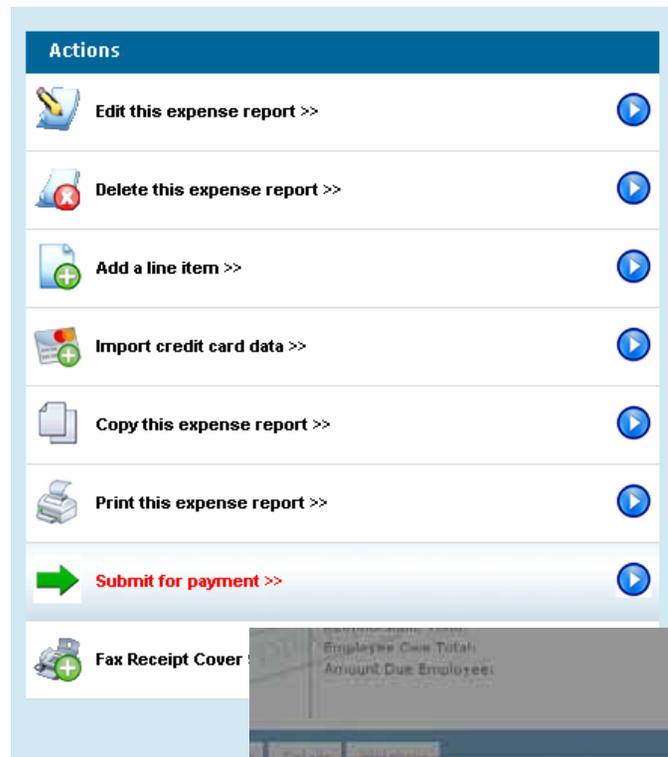
The screenshot displays the EXPENSEWIRE.COM interface for an expense report (Nbr.111). The report is currently in a 'PENDING' status, indicated by a large orange stamp. The report details include: Expense Total: \$105.50, Non-Reimbursable Total: \$0.00, Reimbursable Total: \$185.50, Employee Owe Total: \$0.00, and Amount Due Employee: \$185.50. The report is for the period 10/7/2008 -- 10/7/2008, submitted by Hsieh, Melody. A 'Line Item Rules Violations' popup is visible, detailing Rule #1: A line item matching an Expense Type of Cell & Blackberry Charges will raise a stop, or red light condition, when the count of items matching Cell & Blackberry Charges meets or exceeds 2 for all items for that Month. A table of items is shown below the report details.

Items	Adjustments	Receipts	Notes	History	Details	Violations
10/7/2008			Courier - courier-test		Cash	\$25.00 Total: \$37.50
10/7/2008			Courier - courier-test		Cash	\$12.50 Total: \$37.50
10/7/2008			Z-Override Account - test 1040		Cash	\$88.00
10/7/2008			Cell & Blackberry Charges - Cell monthly charge-Aug 08		Cash	\$30.00
10/7/2008			Cell & Blackberry Charges - Cell Monthly charge Aug 08		Cash	\$30.00

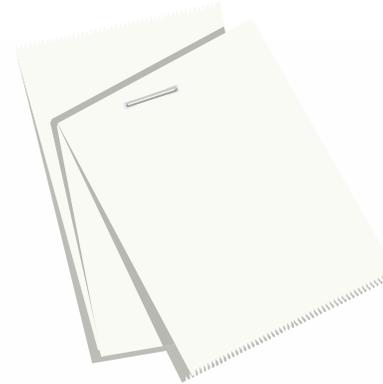
Submit for Payment

Expense report must be submitted for payment by the claim owner, when an expense report is prepared by a delegate, after the delegate completed and submitted the expense report, the claimer will receive an email notice that his expense report is completed and waiting for his submission. The claimer needs to log on ExpenseWire and submit for payment by himself

- 11.1 Select “submit for payment ” under the “Actions” menu on the right hand side.
- 11.2 “Submitting” screen pops up showing approver’s name, choose “ Submit & Print”
- 11.3 An email notice will be sent to approver of your submission.



Submit Original Receipts



12.1 All original receipts need to be stapled with the expense report you printed out at step “11.2”

12.2 Send the report and receipts to your **admin manager** or **super user** to forward to “Melody Hsieh” in Corporate Accounting in Vancouver

Expense Denied

13.1 Users will receive an email notice of the denied item or entire expense report and can find the denied report under “My Tasks” or “My Expenses”

13.2 Users are able to “submit for payment” again when they correct the issue

The screenshot shows the EXPENSEWIRE.COM interface. At the top, there is a navigation bar with 'New' and 'Help' buttons. Below this, the 'My Tasks' section displays a warning icon and the message: 'There is 1 Expense Report that has been Denied.' An arrow points from this message to the 'My Expenses' section. The 'My Expenses' section has a 'NEW' button and a table of expense reports. The table includes categories like 'Unsubmitted (1) - Not Yet Submitted', 'Pending Approval (0) - Pending Approval', 'Approved (0) - Approved', 'Denied (1) - Payment Denied', 'Pending Payment (0) - Approved and Awaiting Payment', and 'Paid (0) - Paid'. The 'Denied (1) - Payment Denied' row is highlighted, and an arrow points to it with the text 'Or here'. A handwritten note says 'You can edit a denied expense claim by clicking here and open the claim'. At the bottom, the 'My Messages' section shows 'Unread' and 'All' buttons, along with another 'NEW' button.

Category	Amount
Unsubmitted (1) - Not Yet Submitted.	\$308.47
Pending Approval (0) - Pending Approval.	\$0.00
Approved (0) - Approved.	\$0.00
Denied (1) - Payment Denied.	\$39.49
Pending Payment (0) - Approved and Awaiting Payment.	\$0.00
Paid (0) - Paid.	\$0.00
Total (2)	\$347.96

Payment

- 14.1 Once the expense export is approved, the user will receive an email notice of the approval
- 14.2 ACH Payment (direct deposit), the payment will be deposited into user's account within three business days after Corp Accounting processed. A notice will be sent out to user for the payment.
- 14.3 Check payment, if bank account information is missing in user's profile, the reimbursement will be made by check and processed through account payable and paid at the regular A/P check run date.



Checking Status

- 15.1 Go in “Expense” section besides “Home” page
- 15.2 You can choose “mine” to view your own expense reports or “delegated” to view the expense reports you prepared as a delegate.
- 15.3 Using drop down menu at left hand side, select “all” to view all your reports
- 15.4 Status of each expense report is indicated at the right end of each line.

The screenshot shows the EXPENSEWIRE.COM interface. At the top, there is a navigation bar with 'New' and 'Help' buttons. Below this is a filter bar with a dropdown menu set to 'All' and radio buttons for 'Mine', 'Direct Staff', 'Extended Staff', and 'Delegated'. The main content is a table with the following data:

Actions	Rules Status	Expense Title	Expense ID	User Name	Submitted Date	Expense Total	Status
		Imported Receipts : From NEATConnect 10/15/2008	135	Selwa, Lily		\$308.47	Unsubmitted
		Trip to Seattle	134	Selwa, Lily	10/15/2008	\$39.49	Denied

Questions & Support



- 16.1 If you have any questions in operating in ExpenseWire , you can always find the “Getting help” button located in the system.
- 16.2 You can also contact your local admin manager or Colliers ExpenseWire administrator at expclaim@colliers.com .