Corpay

Corpay Complete Expense Module

User Guide

Version 1.1

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Last Revised Date:	2/10/2025
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Version Number	Date Revised	Reason For Revision
1.0	2/10/2025	Initial Creation

Table of Contents

Overview

Corpay Complete is the name for the software / platform / apps (similar to AP Gateway, ExpenseTrack, iConnectData) for comprehensive spend management. The Expense Module in Corpay Complete offers users of Corpay Complete the ability to create and edit expense items for non-card transactions. It also allows users to create, edit, and submit expense reports for card and non-card transactions.

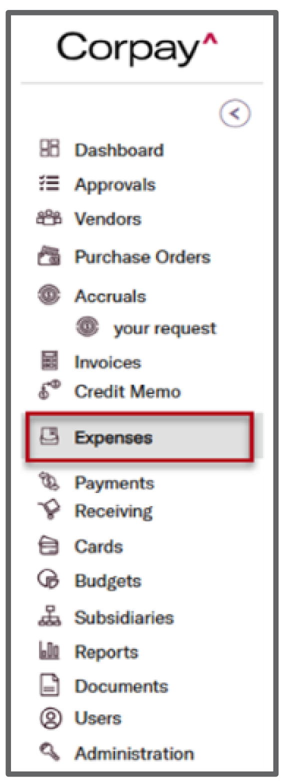
Expense Module – Web App

How to Access Expense Module

To access Expense Module in Corpay Complete,

1. Log in to **Corpay Complete**.

2. Select the **Expenses** menu item from the left-side navigation pane.



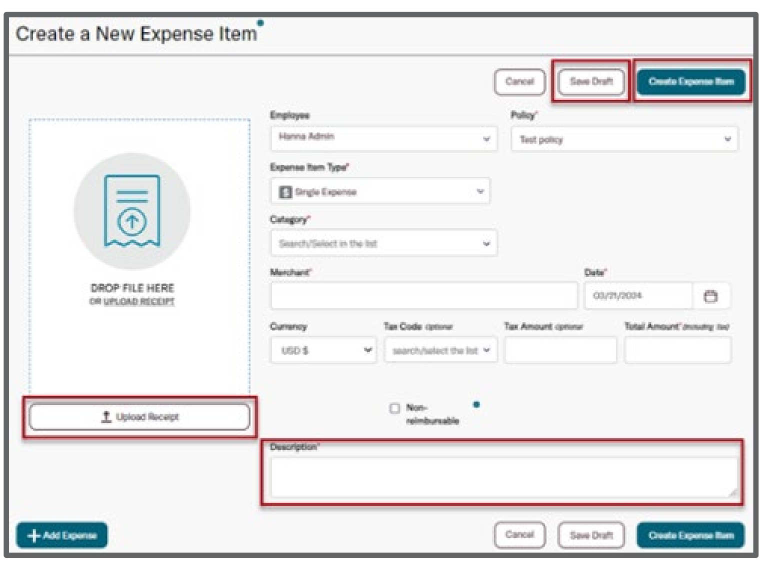
How to Create an Expense Item for Non-Card Transactions

Creating an Expense Item

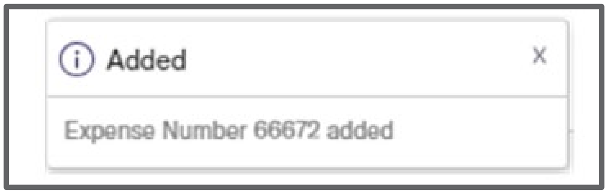
1. Log in to **Corpay Complete**.
2. Select the **Expenses** menu item from the left-side navigation pane.
3. On the **Expenses** tab, click **+ Create Expense Item**.

4. Complete the fields on **Create a New Expense Item** page including required fields such us **Upload a Receipt** and **Description**, and then click the ***Create Expense Item*** button.

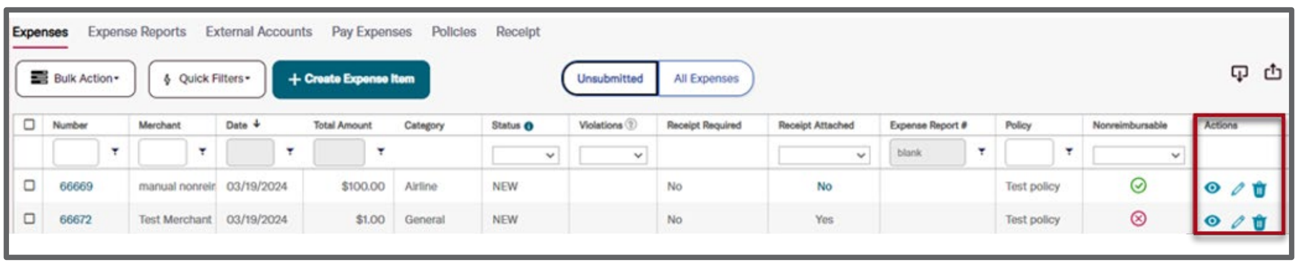
IMPORTANT
If you wish to save the expense item as a draft, complete the fields on the **Create a New Expense Item** page and then click the **Save Draft** button. The expense will be assigned a status of **Draft**..



- Once you create the new expense item, you will receive a popup message confirming the creation of the expense item. The expense item will be assigned a status of **New**. You may repeat steps 1 – 4 to create additional expense items as applicable.



As applicable, select the corresponding action to view, edit, or delete the expense item under the **Actions** column on the **Expenses** tab.

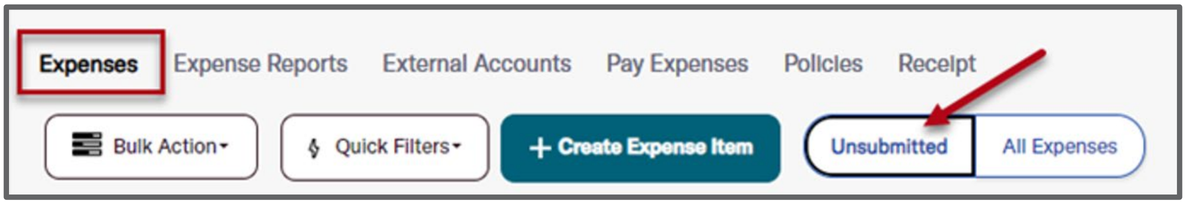


IMPORTANT
**Please note that Expense Reports need to be created for an Expense Item.

Editing an Expense Item

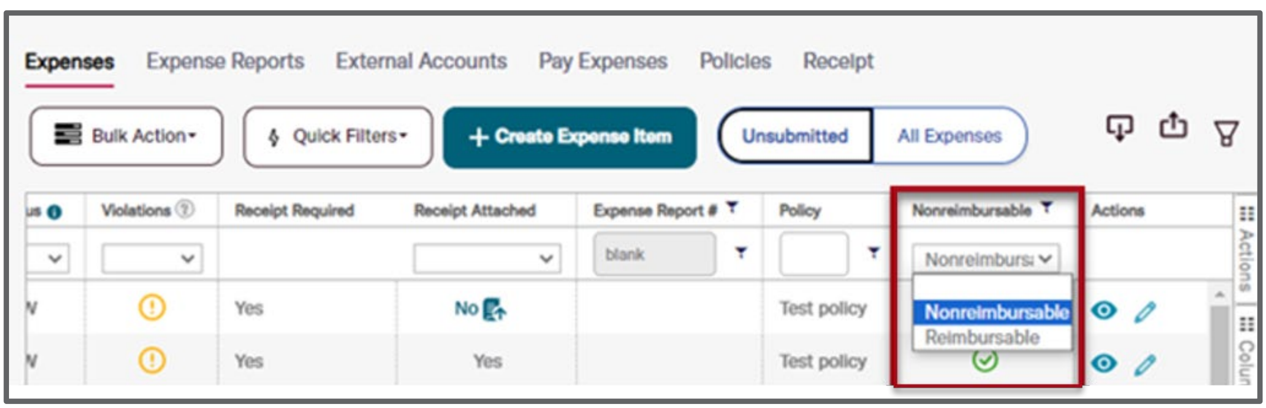
1. Log in to **Corpay Complete**.
2. Select the **Expenses** menu item from the left-side navigation pane.

3. Under the **Expenses** tab, select *Unsubmitted* to filter all the expense items that are not yet attached to an Expense Report. This action lets you view only the expense items not yet submitted in an Expense Report.

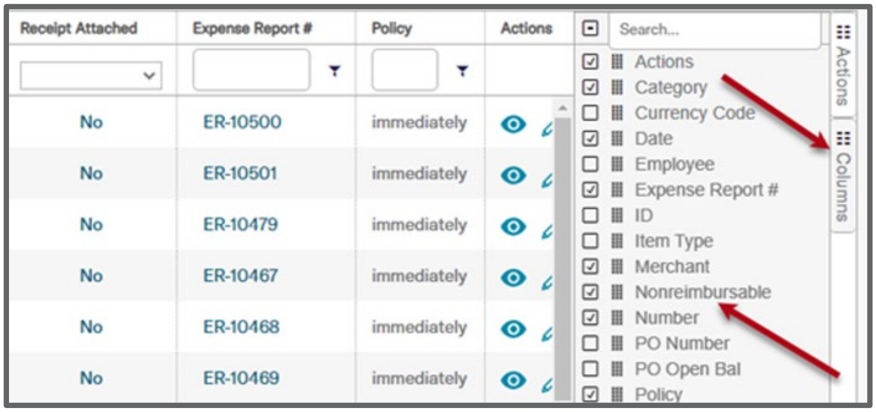


4. From the **Nonreimbursable** column, select **Nonreimbursable** option (see the note below for definition) from the dropdown to further filter card-expense related expense items.

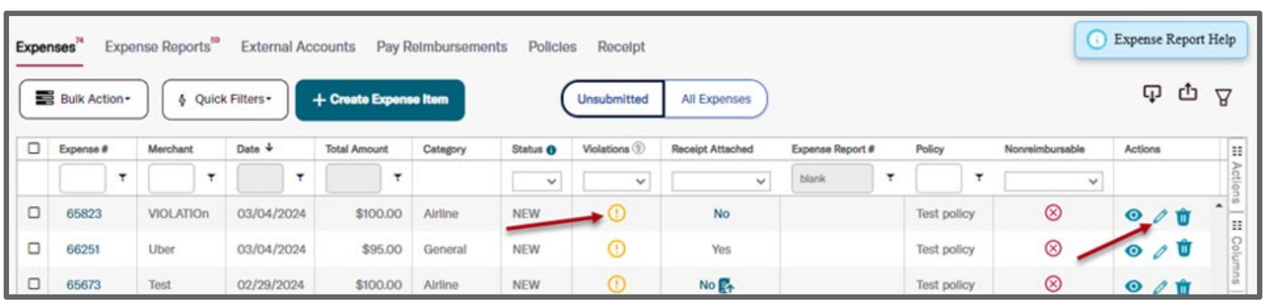
- “***Reimbursable***” expenses are those that were paid for out of pocket, with either cash or card, that the company will pay back to the person submitting the expense.
- **“*Non-Reimbursable*”** expenses are expenses that were paid with a Corpay card and will automatically appear in the **Expenses** tab.



IMPORTANT
If the **Nonreimbursable** column is not showing on your screen, expand the columns list on the right side of the grid and select **Nonreimbursable** from the available options.



5. As applicable, resolve any policy violations marked by the yellow exclamation mark ( ) icon under the **Violations** column. This can be done either by clicking on the yellow exclamation mark ( ) icon, or, by selecting the **Edit** ( ) icon to open the expense item for editing.

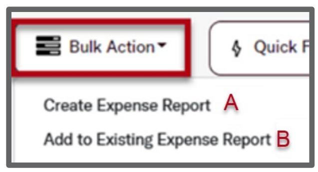


IMPORTANT
All expenses flagged for a violation per company policy (e.g., a missing receipt, a missing category) need to be edited and resolved before they are submitted for approval. Do this for each Expense item where there is a violation.

How to Create an Expense Report

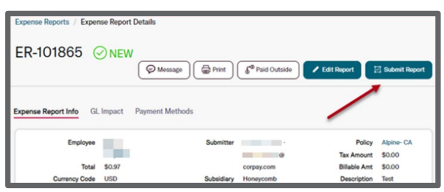
Create a New Expense Report

1. Log in to **Corpay Complete**.
2. Select the **Expenses** menu item from the left-side navigation pane.
3. Under the **Expenses** tab, on the *Expenses* grid, select the applicable expense item(s) to submit for approval.
4. Select the **Bulk Action** dropdown menu.

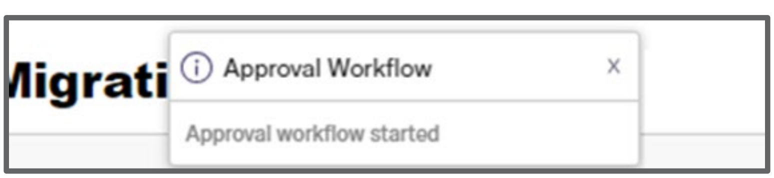


A. *Create Expense Report:*

- ○ Select **Create Expense Report** from the **Bulk Action** dropdown menu.
- ○ From the **Expense Report Details** page, click on **Submit Report**.



IMPORTANT
A success message will appear showing the successful creation of a new Expense Report initiating an approval workflow.



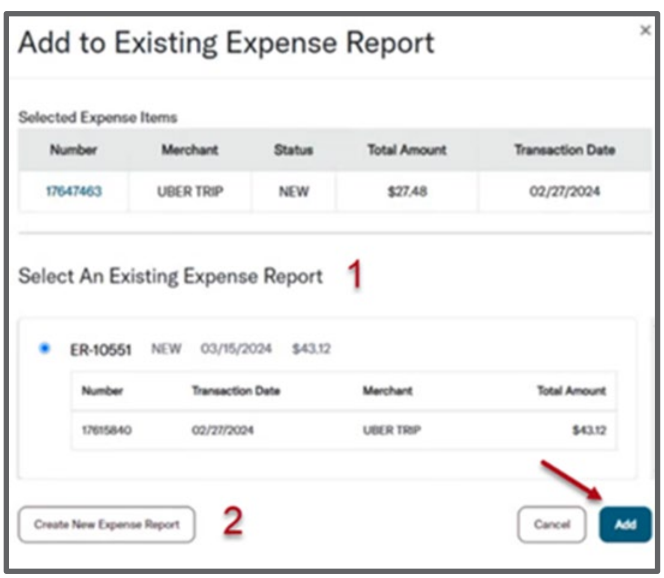
B. Add to Existing Expense Report

Follow the steps in the next section, "Adding Expense Items to an Existing Expense Report" if the Expense Item is to be added to **an already existing Expense Report.**

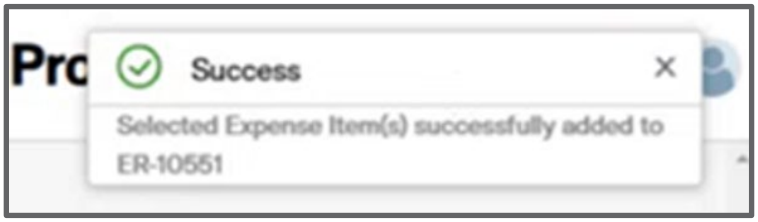
Adding Expense Items to an Existing Expense Report

To add the expense item to an existing Expense Report and submit the updated Expense Report for approval,

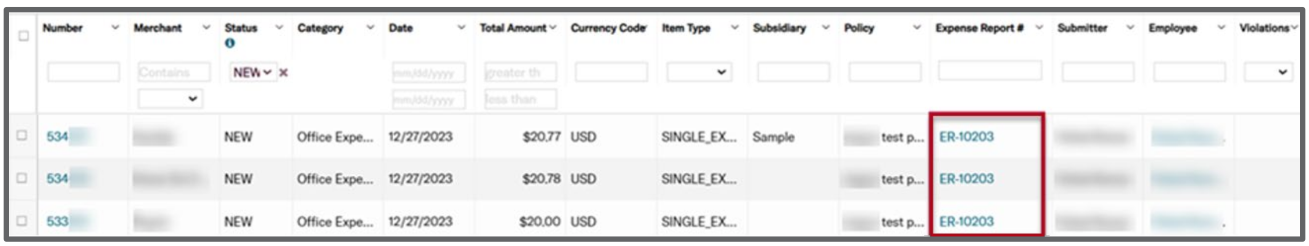
1. Log in to **Corpay Complete**.
2. Select the **Expenses** menu item from the left-side navigation pane.
3. Under the **Expenses** tab, on the *Expenses* grid, select the applicable item(s) to submit for approval.
4. Select *Add to Existing Expense Report* from the *Bulk Action* dropdown menu.
5. On the *Add to Existing Expense Report* screen, you have the option to either
    A. *Select an Existing Report*
        - Select the applicable expense report from the Existing Report and click ***Add***.



- *A success message will appear confirming the successful addition of the expense item to the expense report.*



IMPORTANT
Each expense item will include a link to the expense report in the Expense Report # column. New expense reports are automatically assigned a status of *Draft*.



Number	Merchant	Status	Category	Date	Total Amount	Currency Code	Item Type	Subsidiary	Policy	Expense Report #	Submitter	Employee	Violations
534[illegible]	[illegible]	NEW	Office Expe...	12/27/2023	$20.77	USD	SINGLE_EX...	Sample	[illegible] test p...	ER-10203	[illegible]	[illegible]	
534[illegible]	[illegible]	NEW	Office Expe...	12/27/2023	$20.78	USD	SINGLE_EX...		[illegible] test p...	ER-10203	[illegible]	[illegible]	
533[illegible]	[illegible]	NEW	Office Expe...	12/27/2023	$20.00	USD	SINGLE_EX...		[illegible] test p...	ER-10203	[illegible]	[illegible]	

B. *Create a New Expense Report***.**

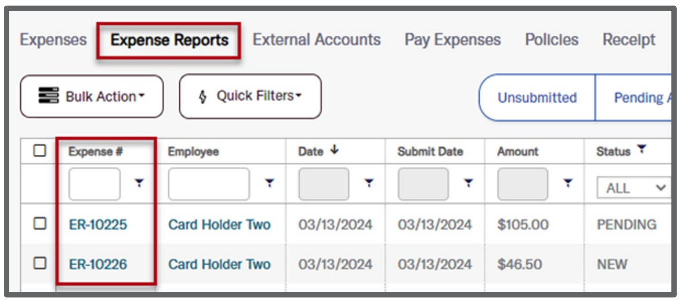
Follow the steps in the section, “Create a New Expense Report” to **create a new Expense Report**.

IMPORTANT
**Please note that the Expense Report to which you added an Expense Item needs to be submitted for approval.

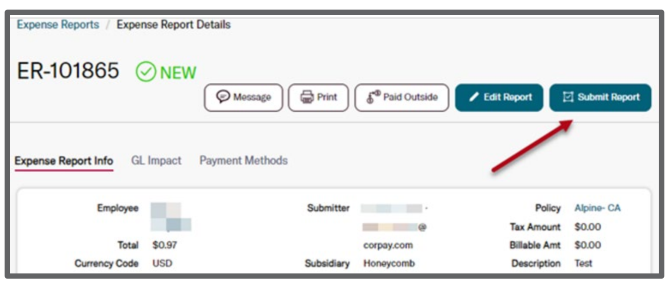
Submitting Expense Reports

To submit an Expense Report for approval,

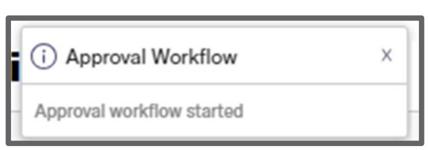
1. Log in to [Corpay Complete](#).
2. Select the **Expenses** menu item from the left-side navigation pane.
3. Navigate to the **Expense Reports** tab and select the applicable Expense Report from the list.

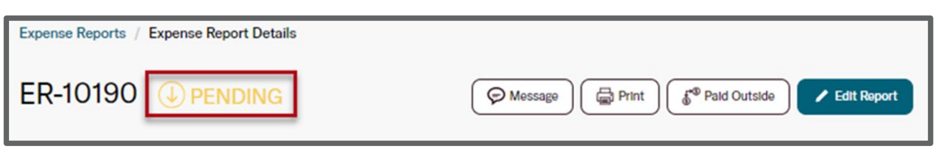


4. On the **Expense Report Details** page, review the Expense Report, edit as applicable, and click ***Submit Report***.

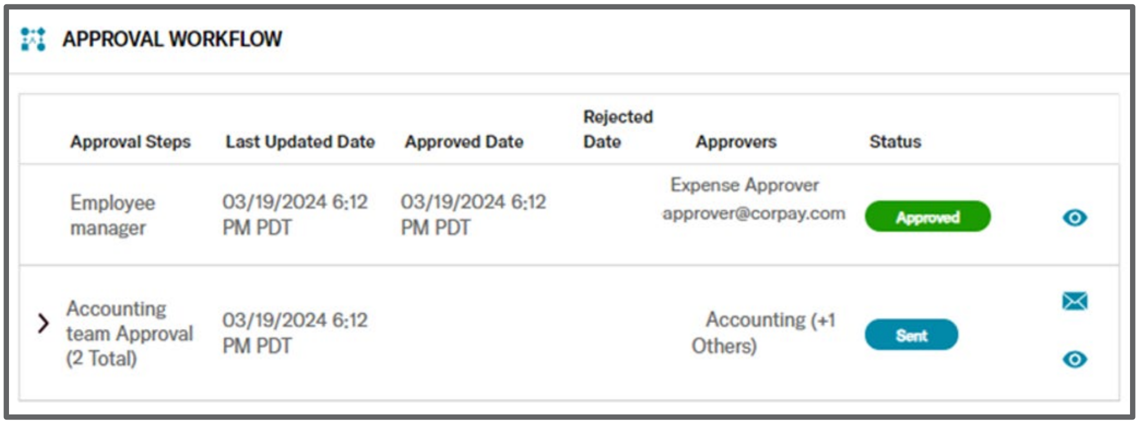


- A confirmation message will be displayed in the upper right corner of the screen and the expense report status will change to **Pending**.





IMPORTANT
For an Expense Report with the status of *Pending* that awaits approval, the user may check the status within the **Expense Report Details** page, under the *Approval Workflow* tab.



Splitting Expenses

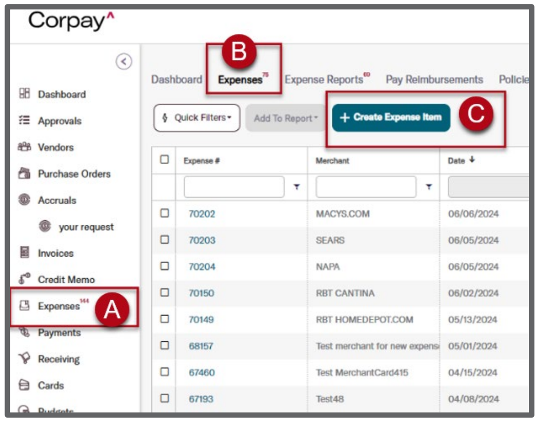
The Split Expense feature in Corpay Complete helps users to allocate/split expenses between expense categories, departments, locations, business units, or projects. Expenses can also be split between metadata/dynamic coding fields. Users may split expenses when creating a new expense item or editing an existing expense item.

IMPORTANT
Please note that the company setting needs to be turned on for Split Expense features to be active.

Follow the steps below to allocate your expenses when creating a new Expense Item.

1. Log in to **Corpay Complete**.

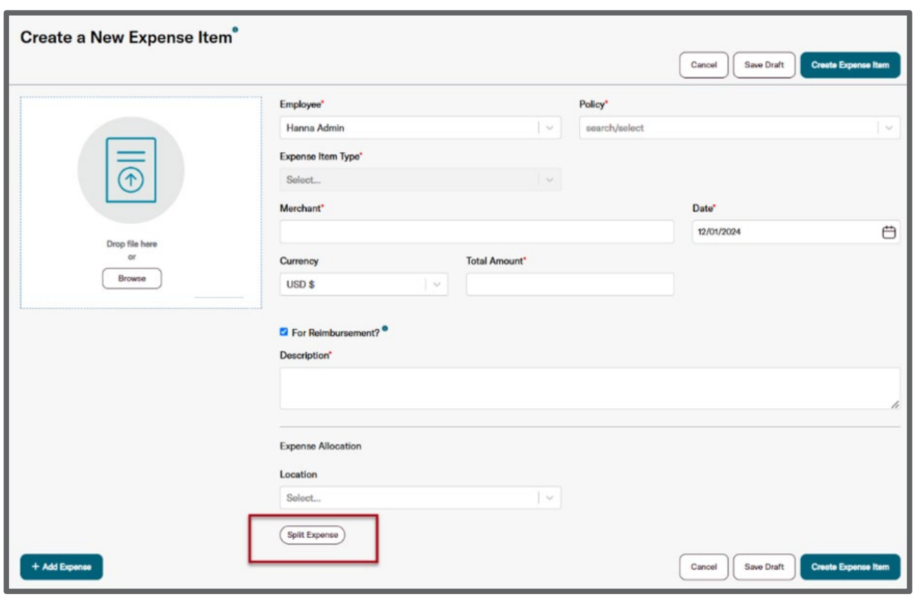
2. Select the **Expenses** menu item from the left-side navigation pane. Under the **Expenses** tab, select the *+Create Expense Item* button.



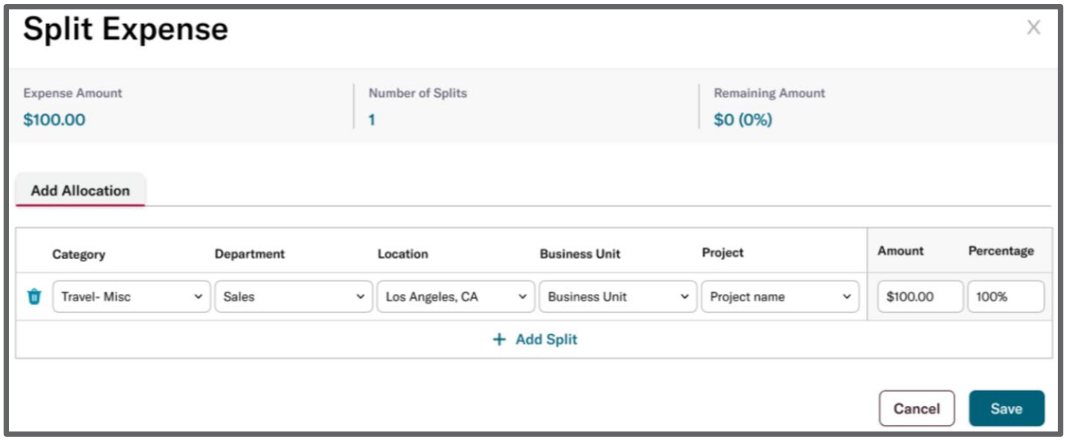
3. Complete the fields on **Create a New Expense Item** page.

IMPORTANT
Under the *Expense Allocation* section, you have two options to split an expense.

a. Complete the fields in the *Expense Allocation* section and click on the ***Split Expenses*** button.

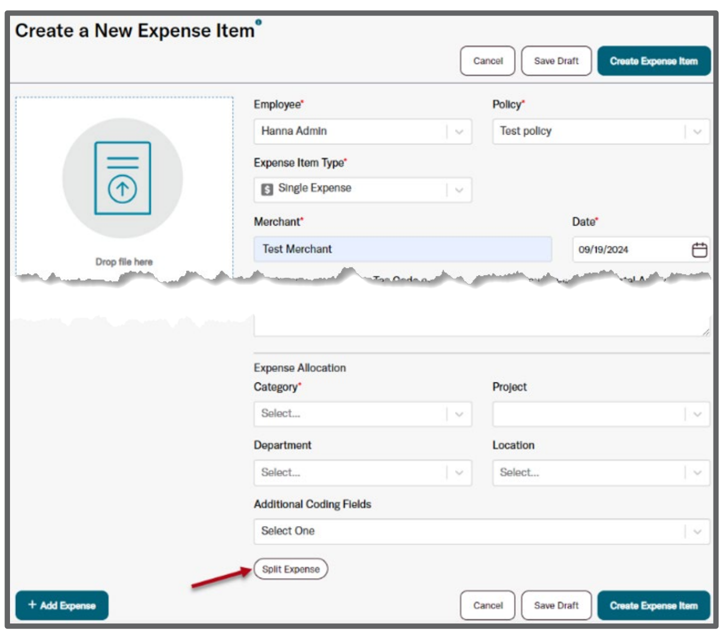


i. When *Coding* field is filled out in the **Create a New Expense Item** page, the **Split Expense** window appears with prepopulated coding info from the previous page.

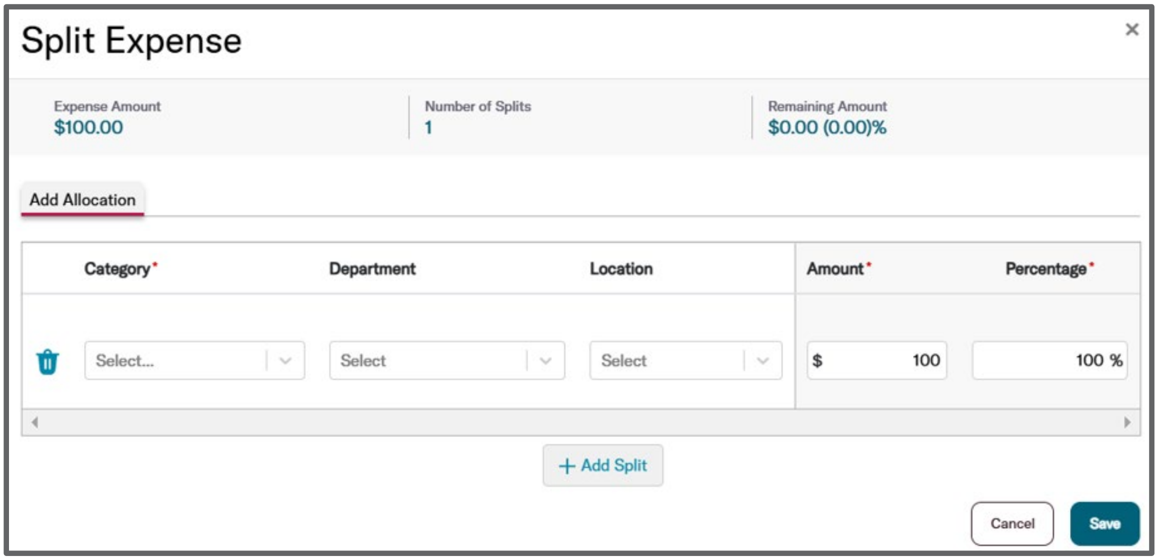


ii. As applicable, add more allocation items by selecting the + *Add Split* button. When done, click ***Save***.

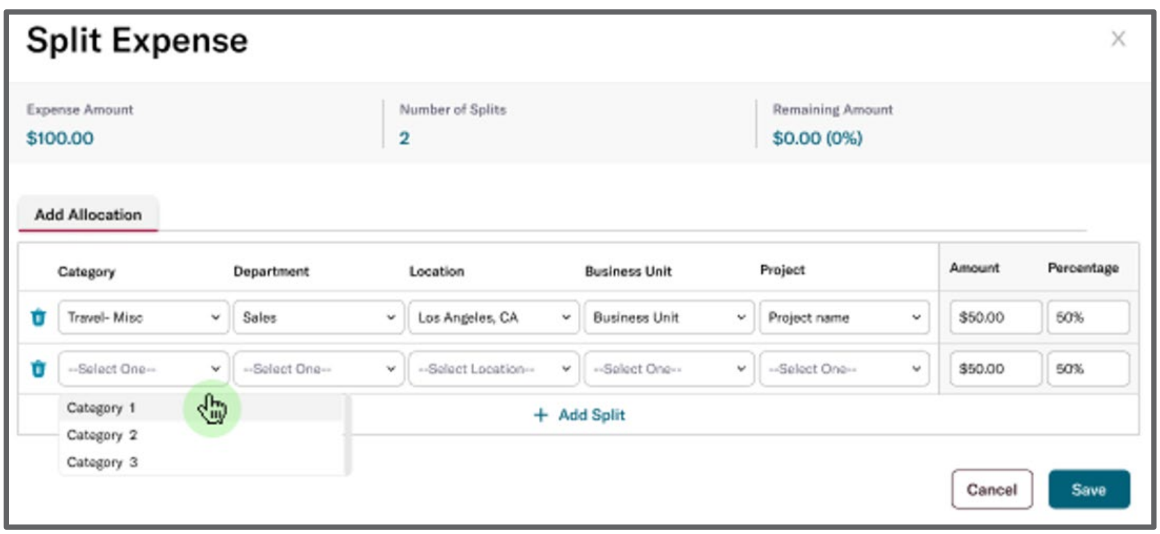
b. Click on the ***Split Expense*** button without completing the fields in the *Expense Allocation* section.



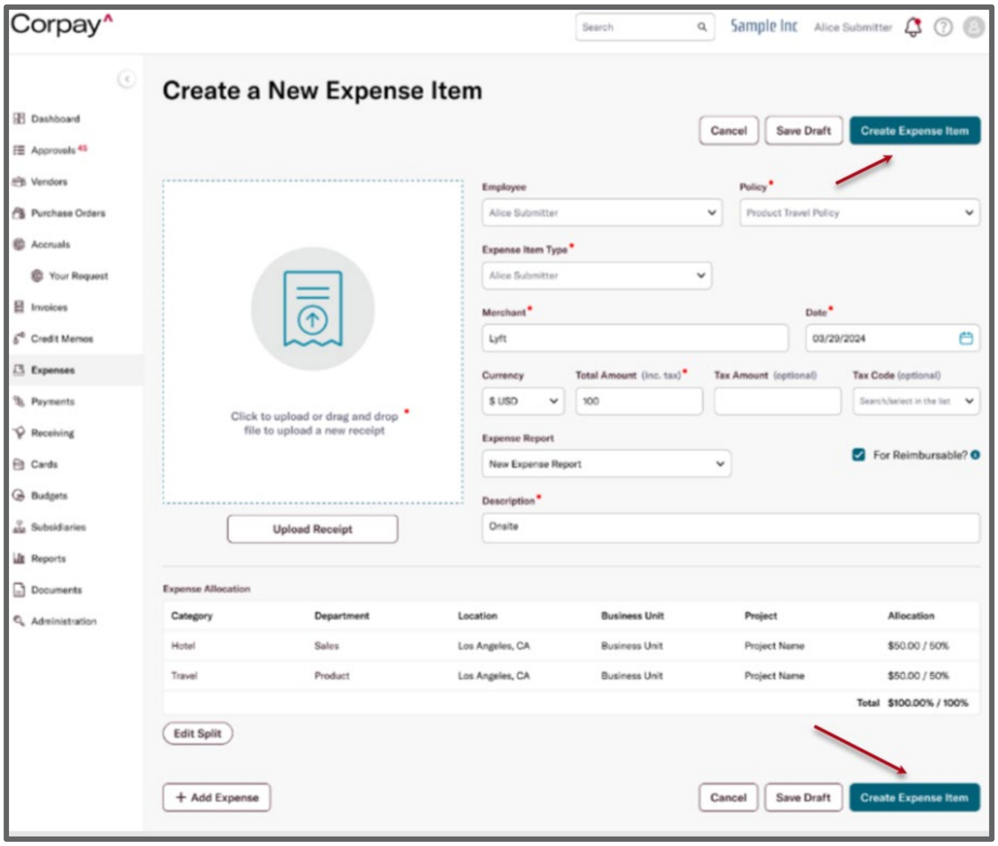
i. The **Split Expense** modal appears with an empty and editable row.



ii. As applicable, add more allocation items by selecting the + *Add Split* button. When done, click ***Save***.

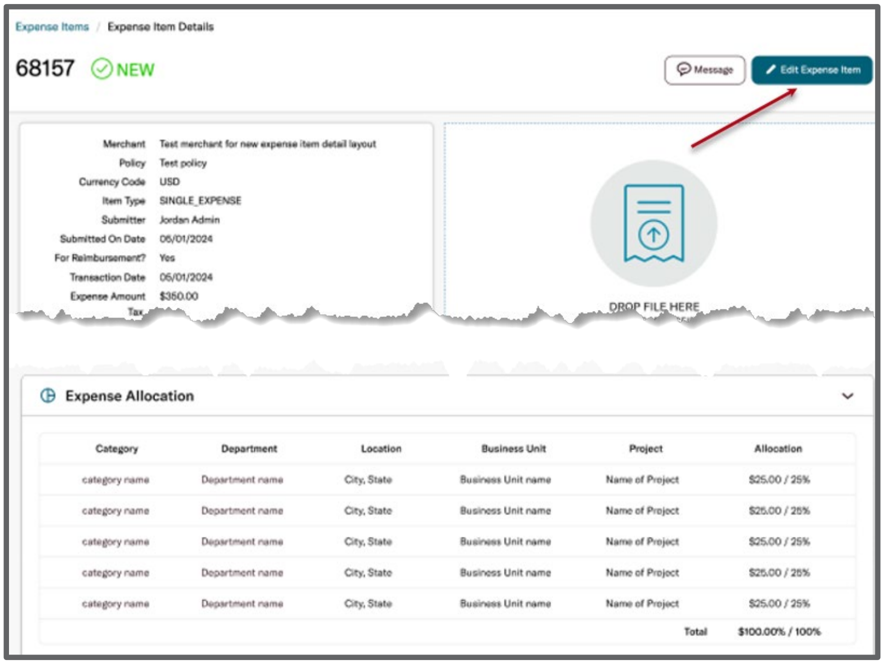


IMPORTANT
- The **Create Expense Item** page will now display the updated *Expense Allocation* information in a tabular format. - As applicable, you may edit the expense allocation by clicking on ***Edit Split*** at the bottom of the screen. - Once done, select *Create Expense Item*.

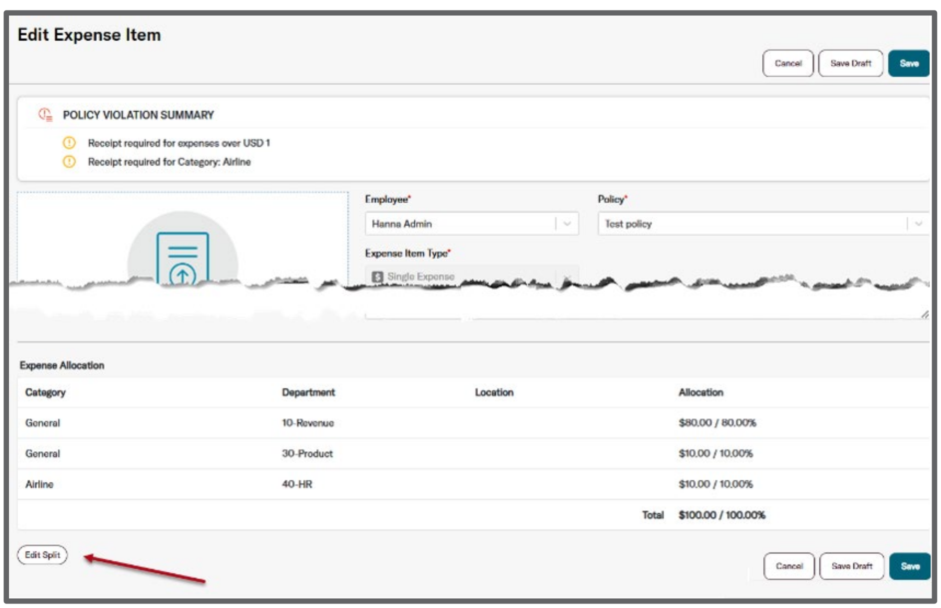


IMPORTANT
The **Split Expense** feature allows you to also edit expense allocations on an already created Expense Item. Follow the steps below to edit expense allocations on an already created Expense Item.

1. From the **Expenses** tab, *Expense* grid, select the Expense Item you wish to edit. The **Expense Item Details** page displays all *Expense Allocation* Information. Click on the ***Edit Expense Item*** button at the top right-hand corner of the screen.



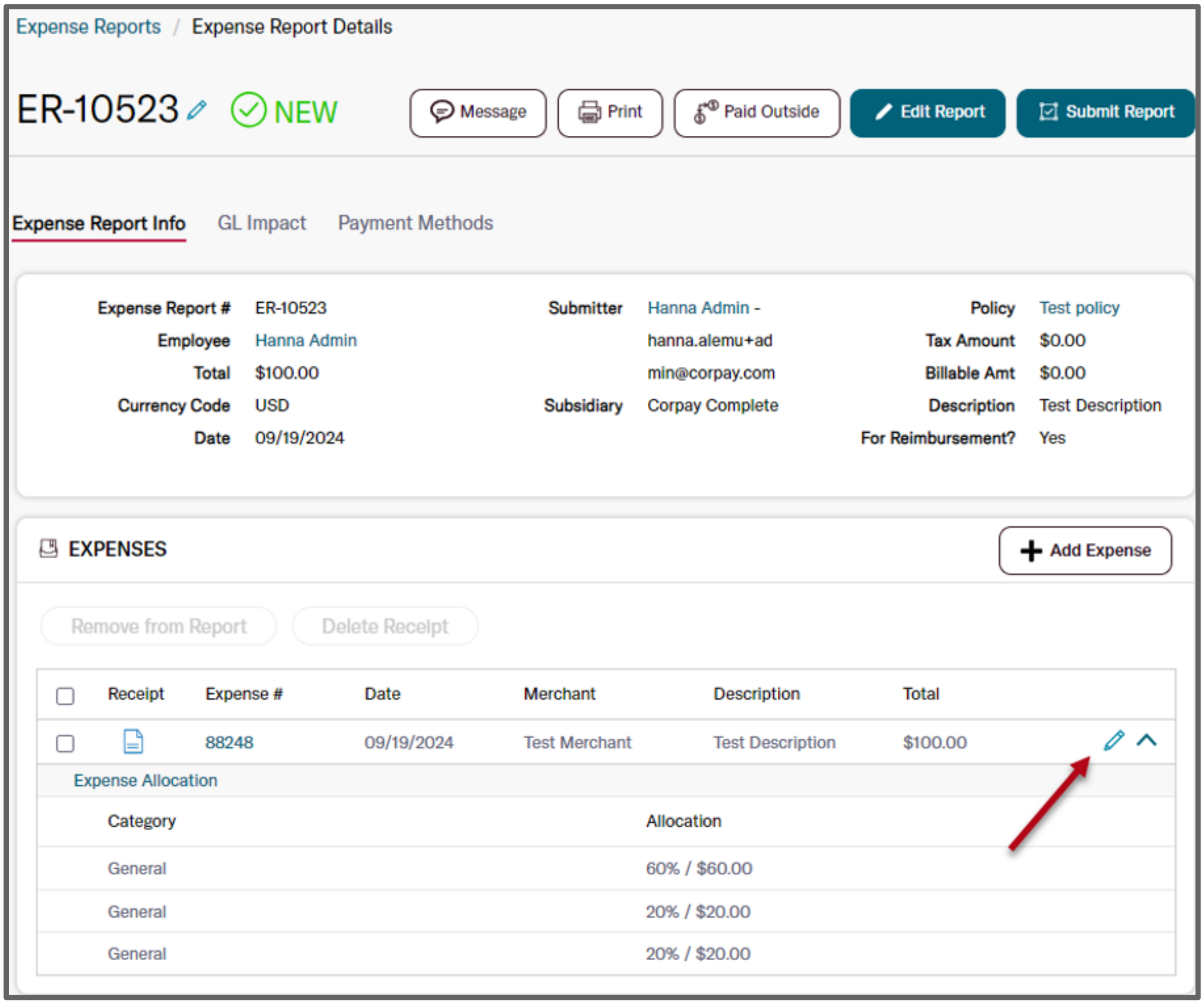
2. On the **Edit Expense Item** page, click on the ***Edit Split*** button at the bottom of the page.



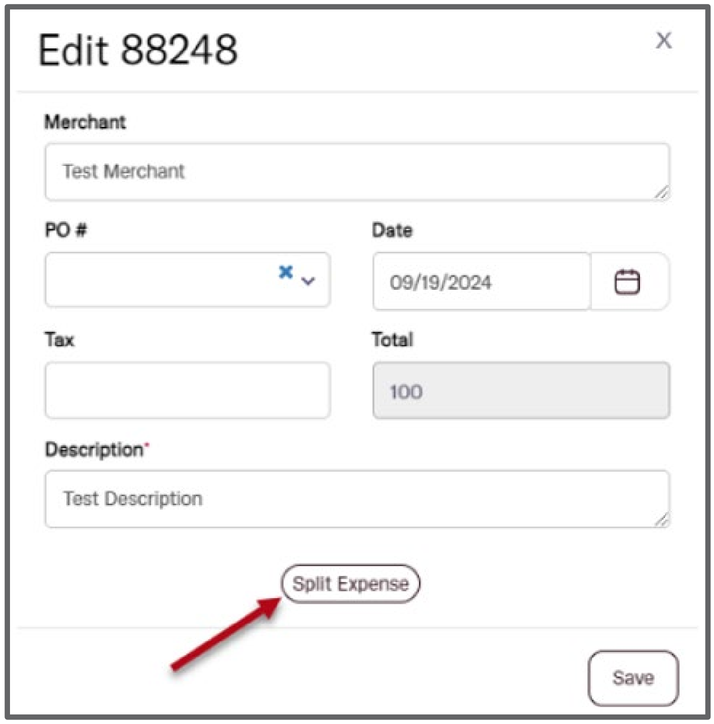
3. When the **Split Expense** modal appears, complete the Expense Allocation edits as applicable.

IMPORTANT
Expense Allocations can also be edited from the **Expense Report Details** page.

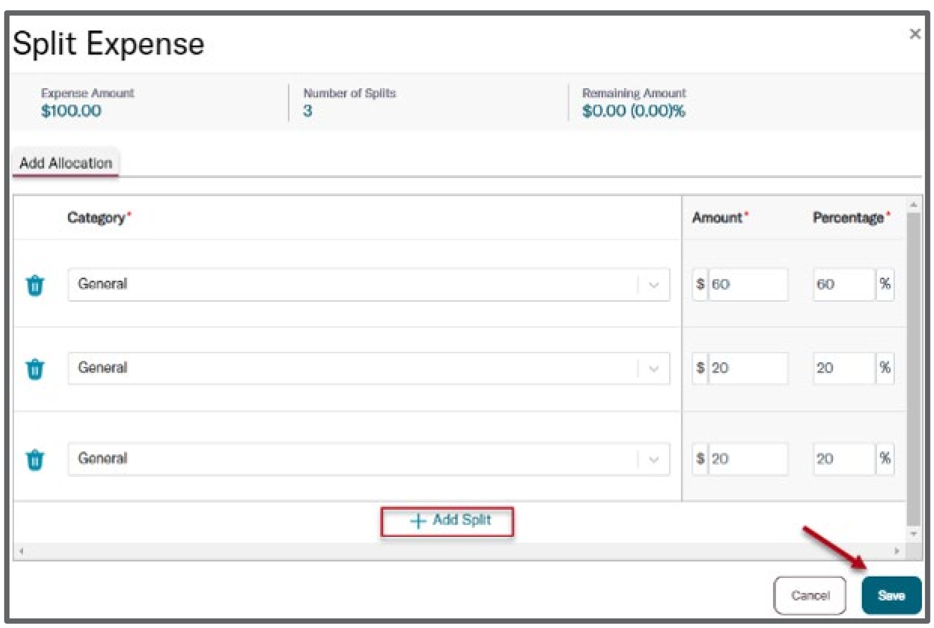
1. Click on the pencil icon corresponding to an expense allocation for a given Expense Item.



2. Update the fields as applicable and click on the ***Split Expense*** button.



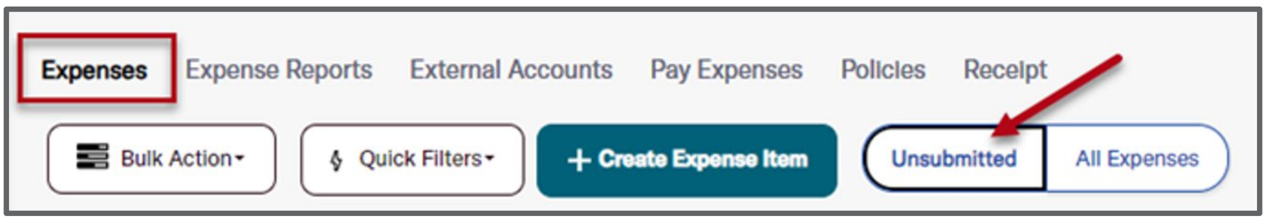
3. On the **Split Expense** modal, update the fields or *Add Split* as appropriate and click ***Save***.



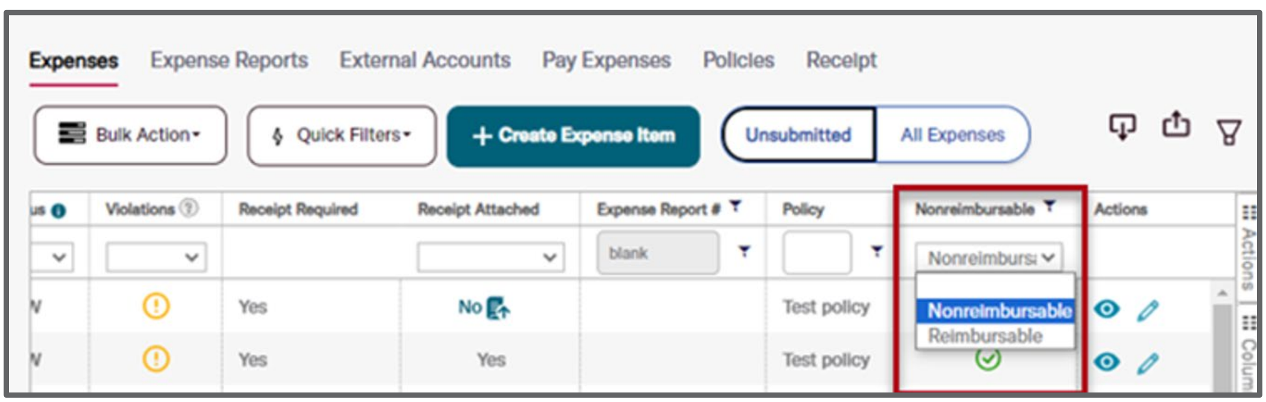
Resolving Policy Violations

To resolve violations related to expense items,

1. Log in to **[Corpay Complete]()**.
2. Select the **Expenses** menu item from the left-side navigation pane.
3. Under the Expenses tab, select *Unsubmitted* to filter all the expense items that are not yet attached to an Expense Report. This action lets you view only the expense items not yet submitted in an Expense Report.

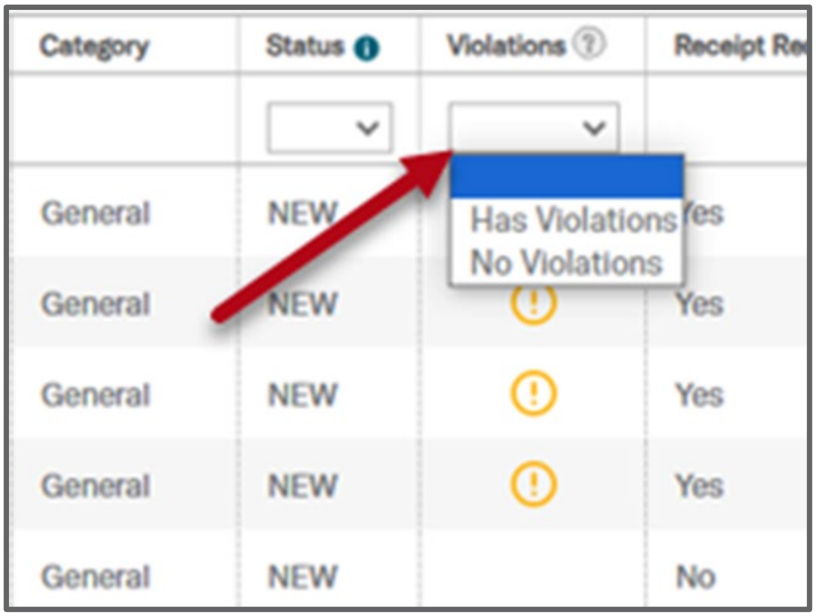


4. From the *Nonreimbursable* column, select *Nonreimbursable* option.

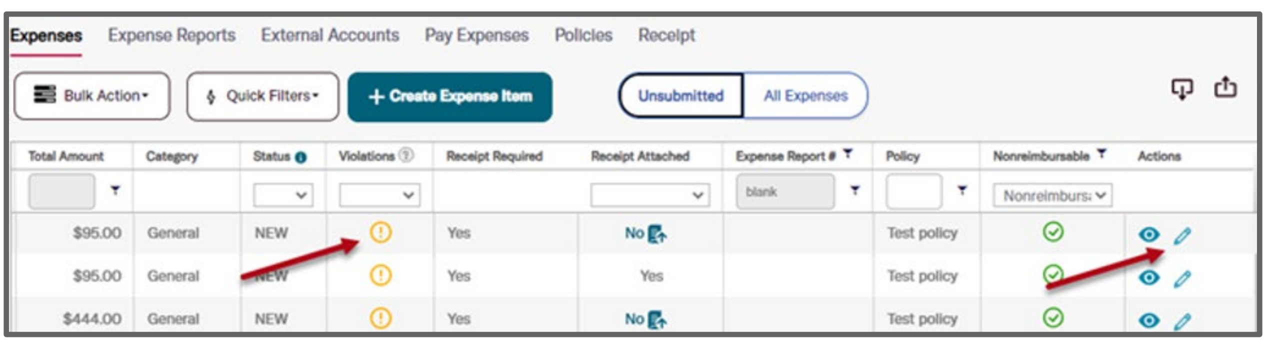


5. Optionally, filter the *Violations* column by '*Has Violations'* to see expenses only with violations per company policy.

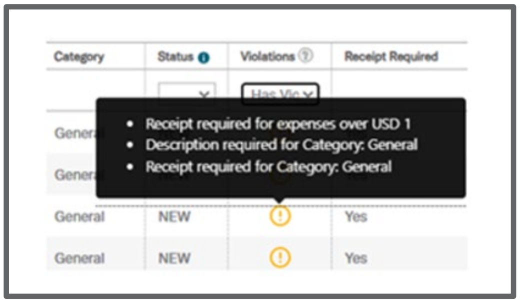
IMPORTANT
All expenses flagged for a violation per company policy (e.g., a missing receipt, a missing category) need to be resolved before they are submitted for approval. Do this for each Expense item where there is a violation.



6. Click on the yellow exclamation mark ( ) icon to edit the expense item to resolve the violation(s). Alternatively, you may select the ***Edit*** ( ) icon to open the expense item for editing.

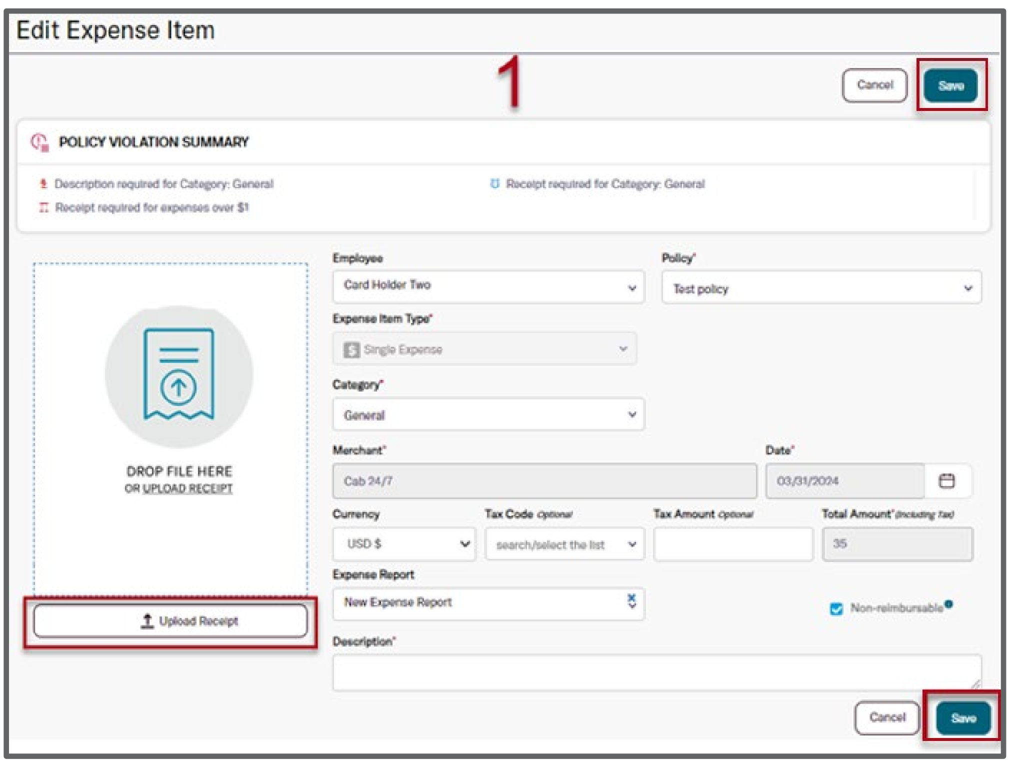


IMPORTANT
You can Hover over the yellow exclamation mark ( ) icon to view the violation(s).

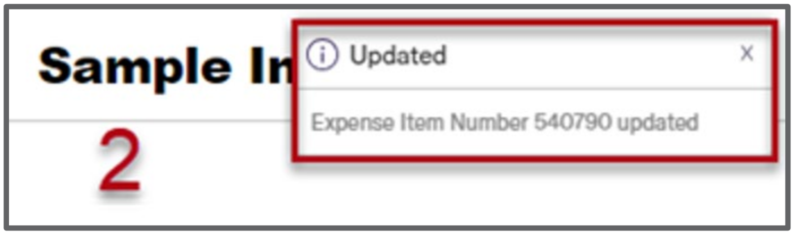


7. On the **Edit Expense Item** page, upload a receipt or complete any other changes that caused the violation, as applicable. Once done, click ***Save***.

   A. Policy Violation Summary:



B. Confirmation Message: A confirmation message will appear notifying you of the successful updates.



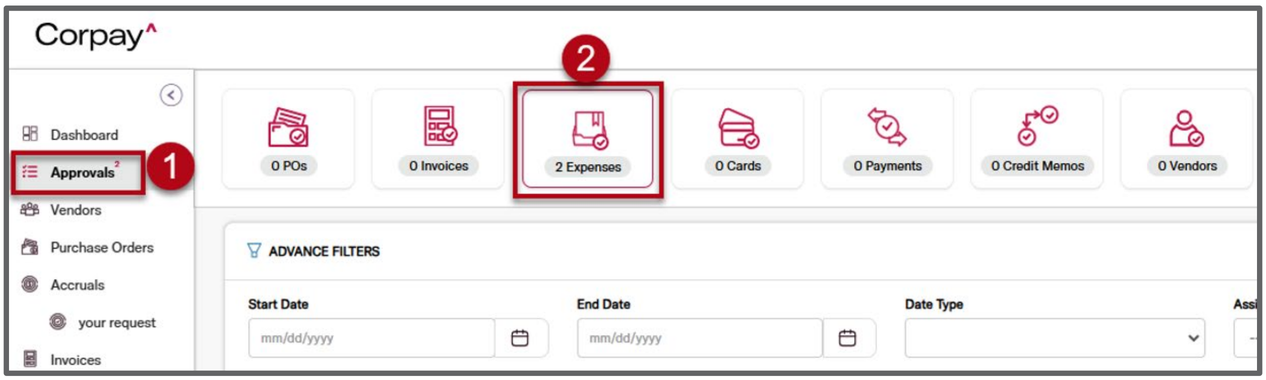
IMPORTANT

- Resolving all policy violations on the **Edit Expense Item** page will cause the yellow exclamation mark ( ) to disappear from the *Expenses* grid. Violation reason(s) will also disappear from the hover-over tooltip. If there is any policy violation that still needs to be addressed, the yellow exclamation mark ( ) will remain on the *Expenses* grid until the policy violation is addressed. Resolve all violations.
- If you attempt to save changes on the **Edit Expense Item** page without completing fields that are marked with asterisks (*) as required, the field with the missing information will turn red with a blurb "This field is required." Complete all required fields to be able to save changes.

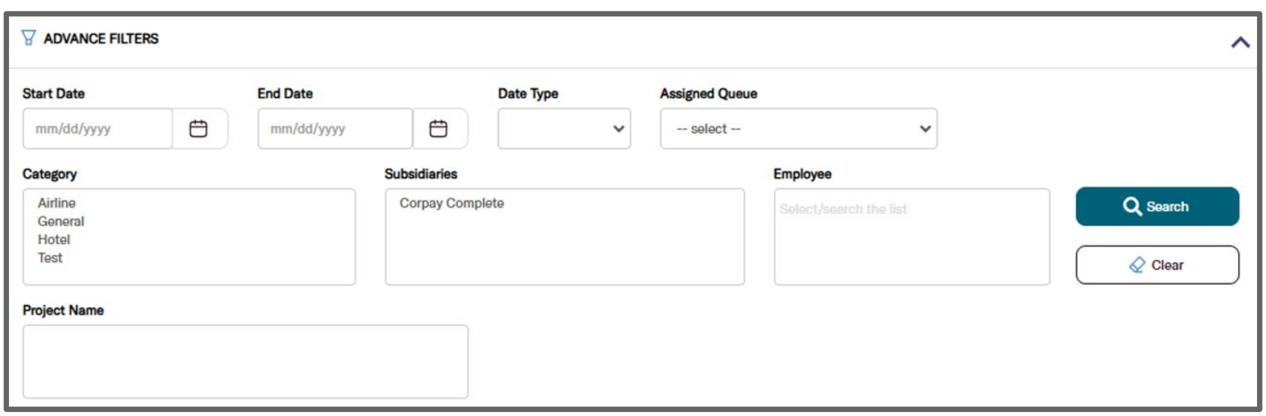
Approving Expenses

Corpay Complete users with expense approver role can approve expenses using the Approvals Module. Follow the steps below to approve employee expenses.

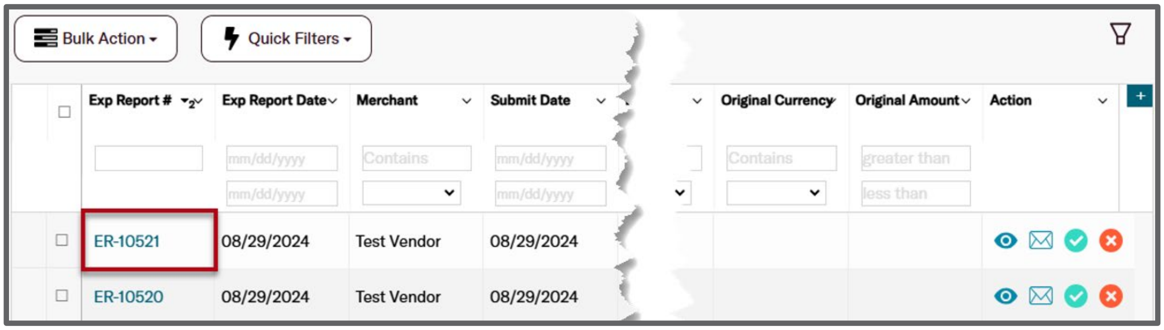
1. Log in to **Corpay Complete**.
2. Select the **Approvals** menu item from the left-side navigation pane, and select the **Expenses** tab.



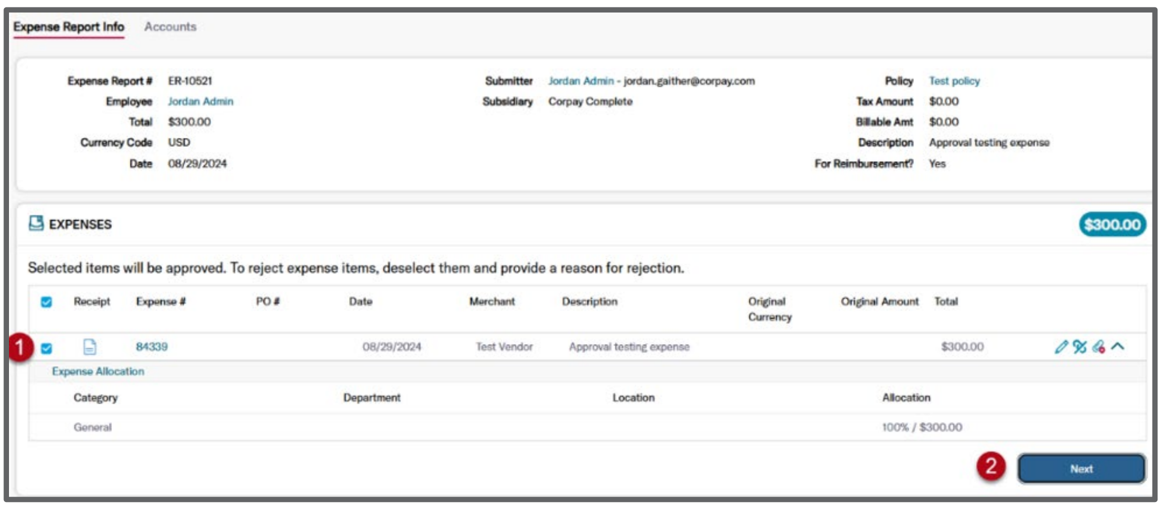
3. On the **Expenses** screen, complete the fields under the **Advanced Filter** section, as applicable, to search or filter the Expense Reports you wish to approve by start and end date, date type (Expense Report Date or Submit Date), Assigned Queue, Category, Subsidiaries, and/or Employee.



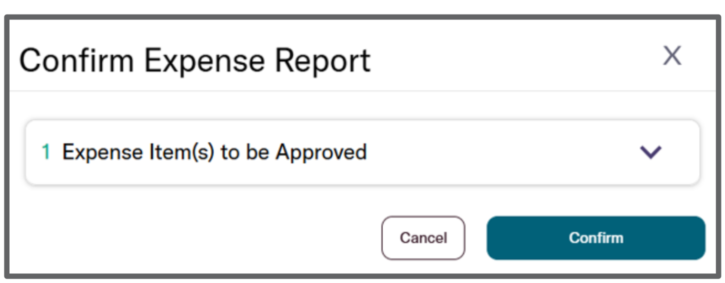
4. Click on the ***Expense Report*** hyperlink in the *Expense Report #* column to view details of the Expense Report you wish to approve.



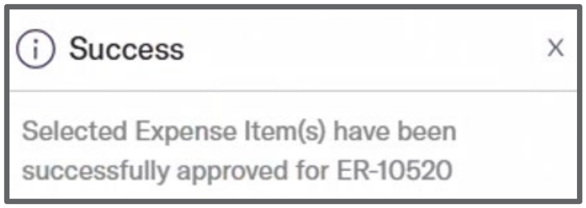
5. Under the **Expense Report Info** tab, review details of the Expense Report under the *Expenses* section for accuracy. Once done, select the checkbox next to the *Expense#*, and click ***Next***.



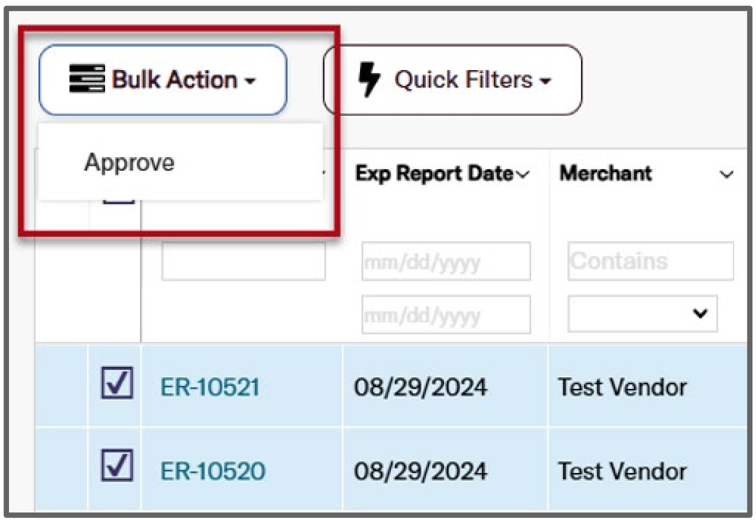
6. On the **Confirm Expense Report** window, click on ***Confirm*** to proceed with the approval action.



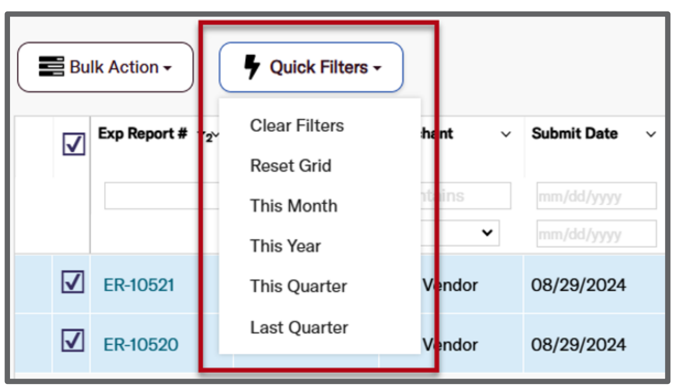
7. You will receive a success message indicating that the Expense Item(s) for the selected Expense Report has/have been approved.



8. If you wish to approve multiple Expense Reports at once, select the checkbox next to the applicable Expense Reports and select *Approve* from the *Bulk Action* dropdown.



9. Use the *Quick Filters* dropdown to filter expenses you wish to view by current month, current year, or current or previous quarter.



- You can also perform the following actions from the *Expenses* grid within the Approvals module:

a. Click on the ***Expense Report*** hyperlink under the *Expense Report #* column to view details of the submitted Expense Report. Alternatively, you can click on the ***View*** icon ( ) on the right side of the grid under the *Action* column.

b. Send a message to the Expense Report submitter by clicking on the ***Message*** icon ( ) on the right side of the grid under the *Action* column.

c. Approve an Expense Report by clicking on the ***Approve*** icon ( ) on the right side of the grid under the *Action* column.

d. Reject an Expense Report by clicking on the ***Reject*** icon ( ) on the right side of the grid under the *Action* column.

Expense Module – Mobile App

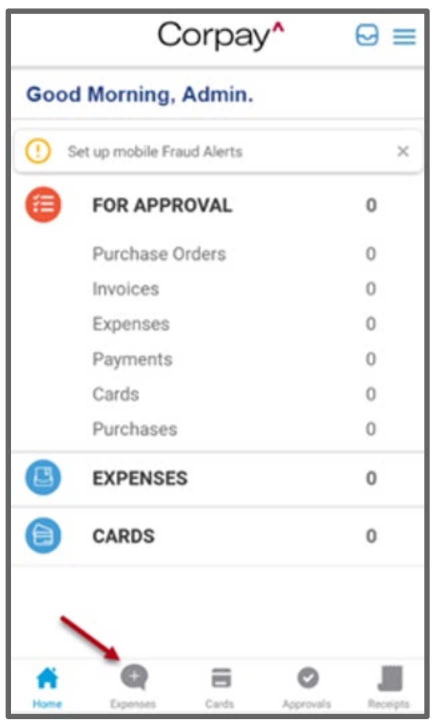
The Corpay Complete mobile app allows users of the Corpay Complete platform to submit employee expenses. This section describes the steps in the Corpay Complete mobile app to create and edit an expense item and submit an Expense Report for approval. The process in this guide is specific to out-of-pocket transactions made using personal cards or cash.

How to Access Expense Module

To access Expense Module in Corpay Complete,

1. Log in to the **Corpay Complete** mobile app.

2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.



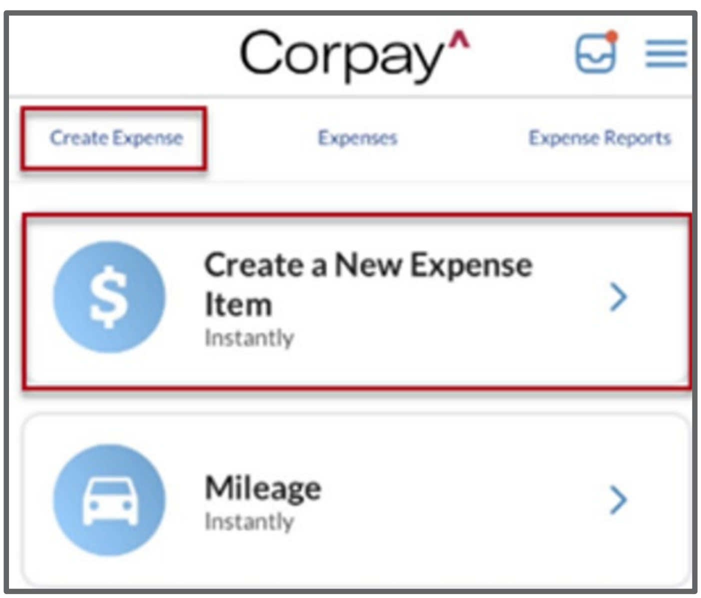
How to Create an Expense Item for Non-Card Transactions

Creating an Expense Item

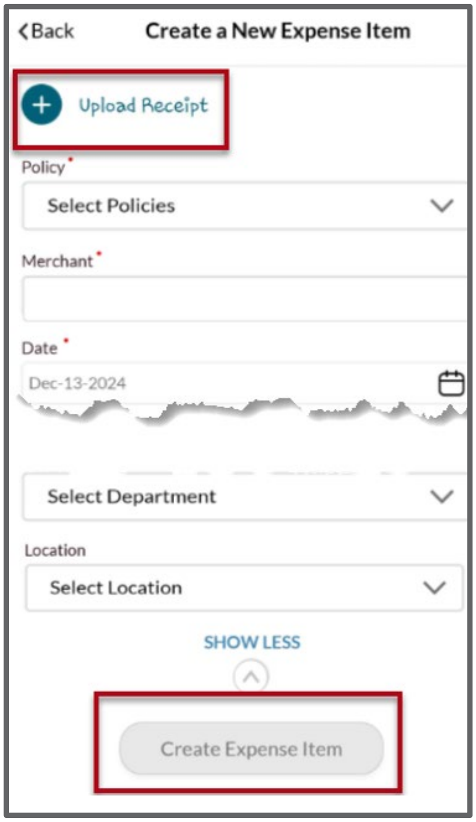
To start the Expense Reimbursement process in the Corpay Complete mobile app,

1. Log in to the **Corpay Complete** mobile app.
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.
3. Select **Create Expense** to create an expense item.

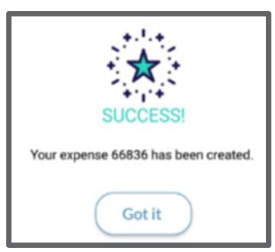
4. From the **Create Expense** tab, select **Create a New Expense Item**.



5. On the **Create a New Expense Item** screen, complete all the required fields and upload a receipt as applicable. When done, tap the *Create Expense Item* button.



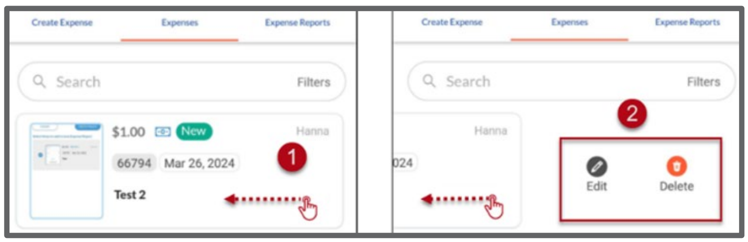
- You will receive a popup message confirming that a new Expense Item has been created.



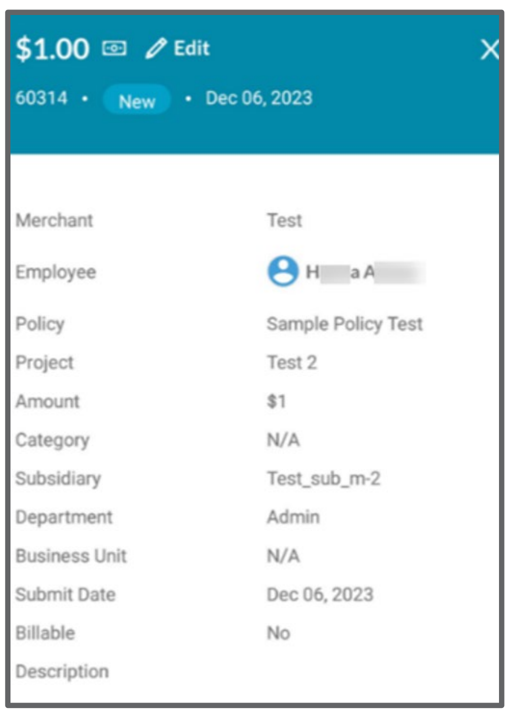
IMPORTANT
**Please note that Expense Reports need to be created for Expense Items.

Editing an Expense Item

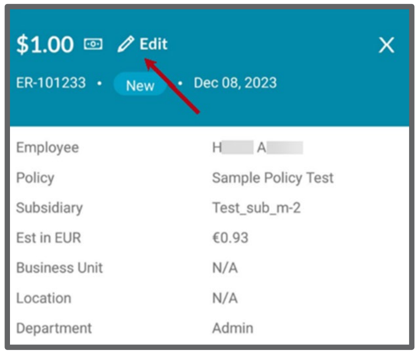
1. Log in to the **Corpay Complete** mobile app.
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.
3. Tap on the applicable Expense Item and swipe left if you wish to edit or delete the expense item.



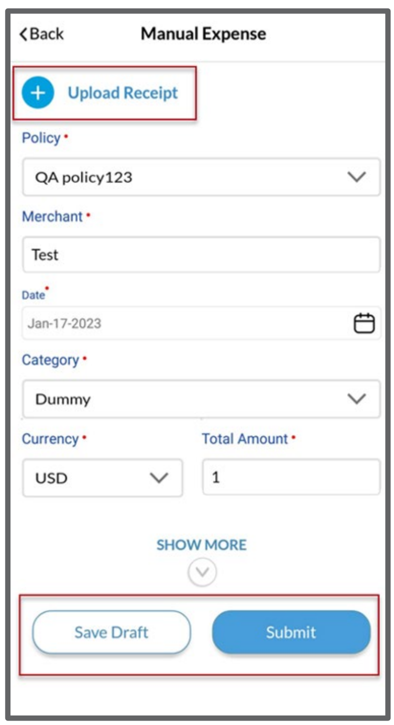
4. Alternatively, you may tap the applicable expense item to review and edit from the **Expense Detail** screen.



5. Tap on the ***Edit*** link at the top of the general info section if you wish to edit a *DRAFT* expense. This will bring you to the expense form to make edits.



6. You may click ***Submit*** to save the expense item or ***Save Draft*** from the form.



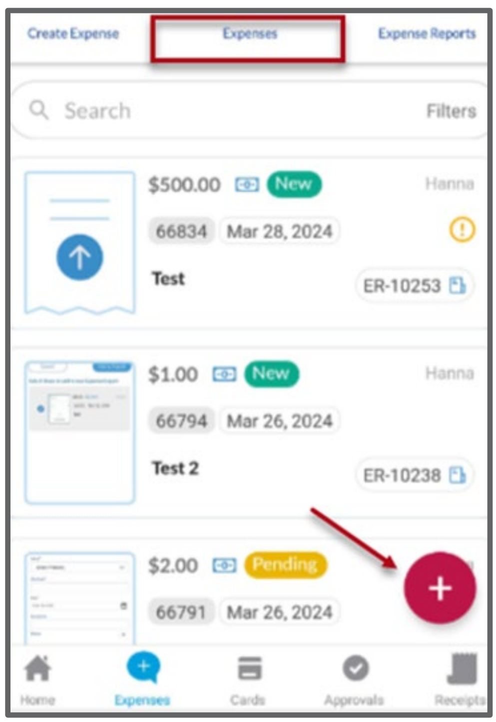
IMPORTANT
Only DRAFT expenses may be edited.

How to Create an Expense Report

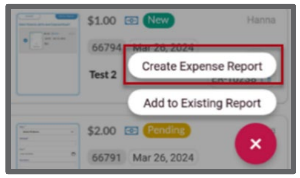
Create a New Expense Report

To create a new Expense Report in the Corpay Complete mobile app,

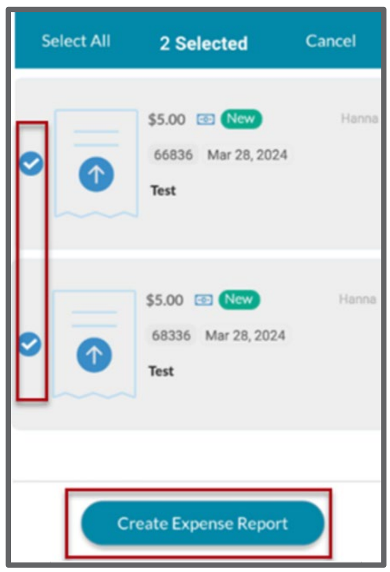
1. Log in to the **Corpay Complete** mobile app.
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.
3. Tap on the  icon at the bottom of the screen in the **Expenses** tab.

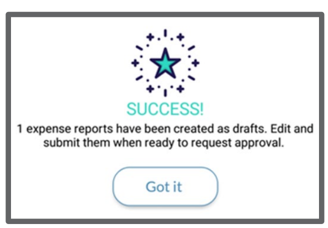


4. Select Create Expense Report.



5. Select the applicable Expense Item(s) and tap the **Create Expense Report** button. You will receive a popup message confirming that a draft Expense Report has been created.



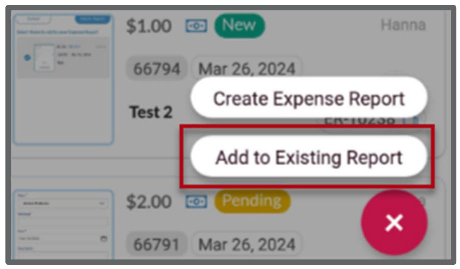


This completes the workflow for creating a New Expense Report and you may proceed to Submit the Expense Report you created. Follow the steps below if the Expense Item is to be added to an already existing Expense Report.

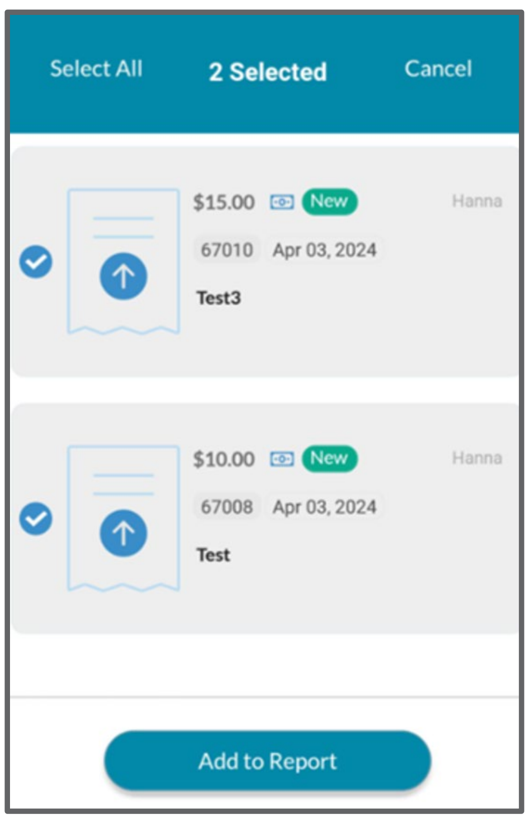
Adding Expense Items to an Existing Expense Report

Follow the steps below to add an Expense Item to an already Existing Expense Report.

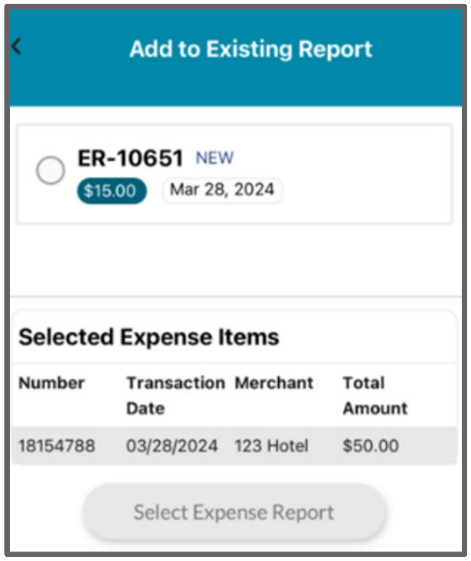
1. Log in to the **Corpay Complete** mobile app.
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.
3. Select **Add to Existing Report**.



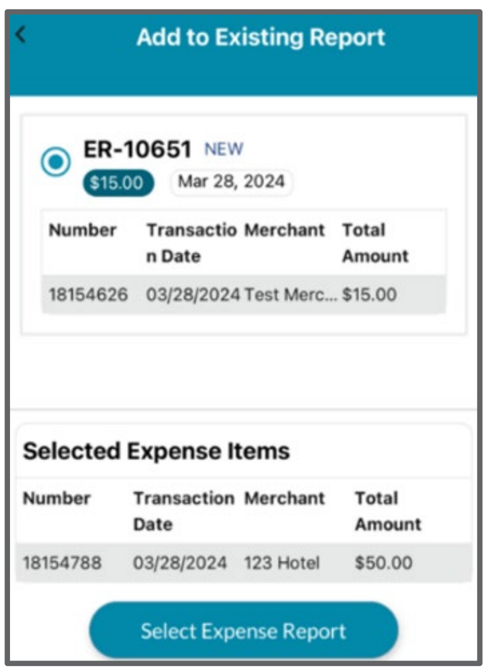
4. Select the Expense Item(s) you want to add from the list and tap *Add to Report*.



5. Choose the Expense Report to which you want to add the selected Expense Item(s).



6. Tapping an Expense Report from the list will expand the selection to show an overview of the Expense Items already linked to that Expense Report. Tap *Select Expense Report* to add the selected Expense Item(s) to the report.



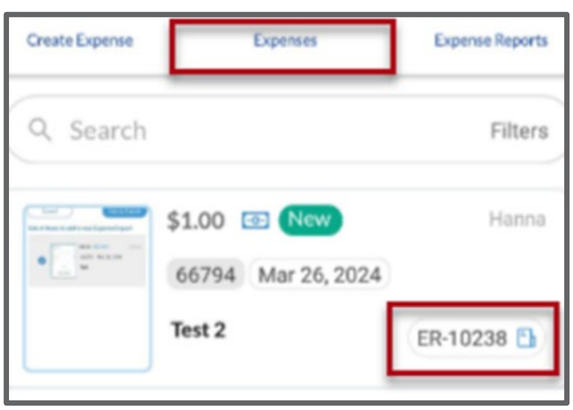
- A success message will appear showing the successful addition of the expense item to the expense report.

IMPORTANT
Please note that the Expense Report to which you added an Expense Item needs to be submitted for approval. Follow the steps below to submit the updated Expense Report for Approval.

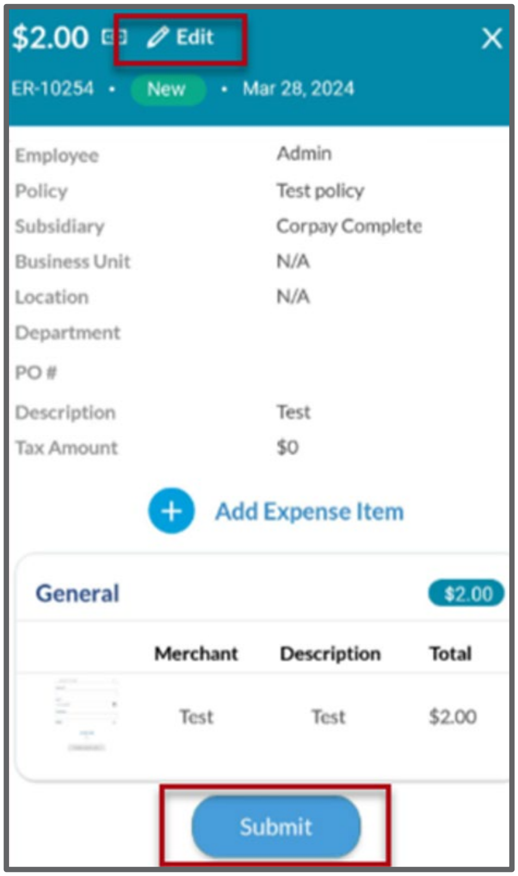
Submitting Expense Reports

To submit an Expense Report for approval,

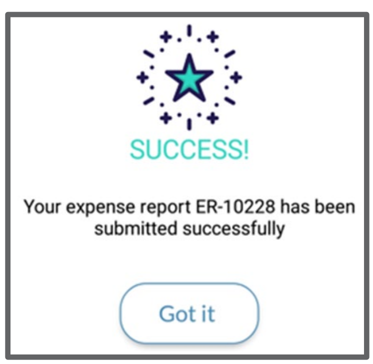
1. Log in to the **Corpay Complete** mobile app.
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.
3. Tap on the draft Expense Report.



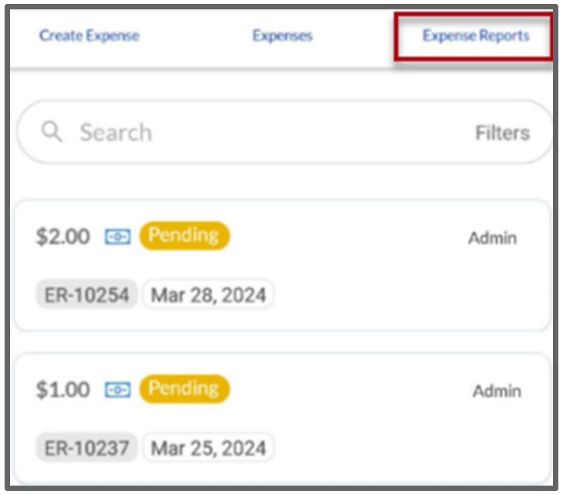
4. From the **Expense Reports** details screen, edit the draft Expense Report as applicable and tap *Submit*.



You will receive a success message confirming that the Expense Report was submitted.



- The Expense Report will show under the ***Expense Reports*** tab with the status ***Pending***.



Splitting Expenses

The Split Expense feature in Corpay Complete helps users to allocate/split expenses between expense categories, departments, locations, business units, or projects.

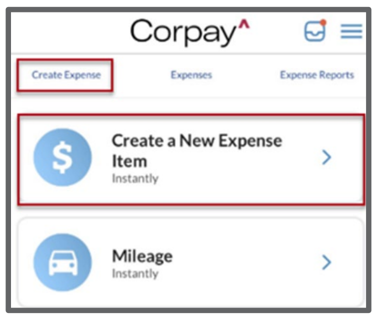
IMPORTANT
Please note that the company setting needs to be turned on for Split Expense features to be active.

Follow the steps below to allocate your expenses when creating a new Expense Item via the Corpay Complete Mobile App.

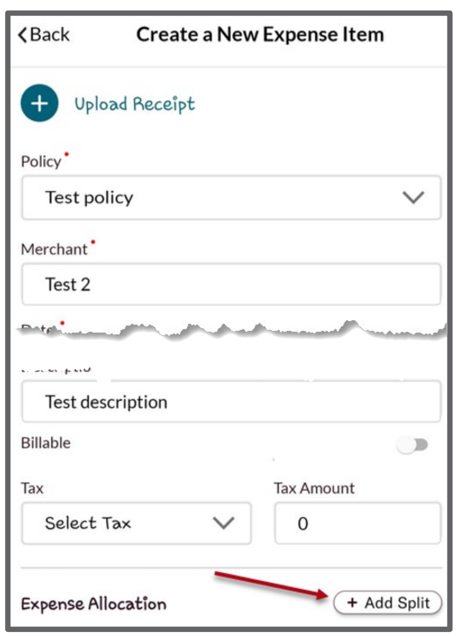
1. Log in to the **Corpay Complete** mobile app.
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.

3. Select **Create Expense** to create an expense item.

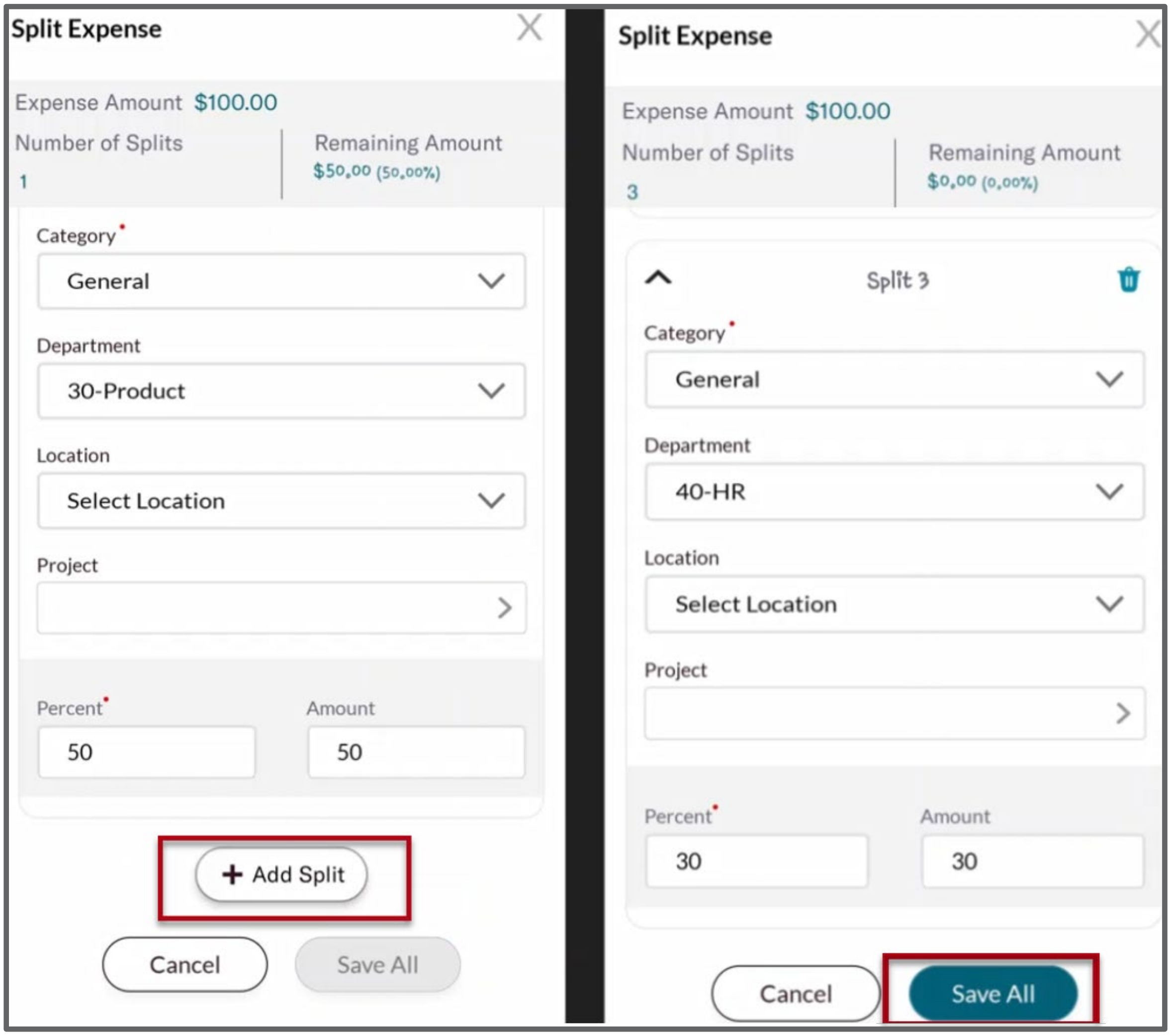
4. From the **Create Expense** tab, select **Create a New Expense Item**.



5. On the **Create a New Expense Item** screen, complete all the required fields and tap the **+Add Split** button under the **Expense Allocation** section.



6. As applicable, add more allocation items by selecting the **+ Add Split** button. When done, click **Save All**.

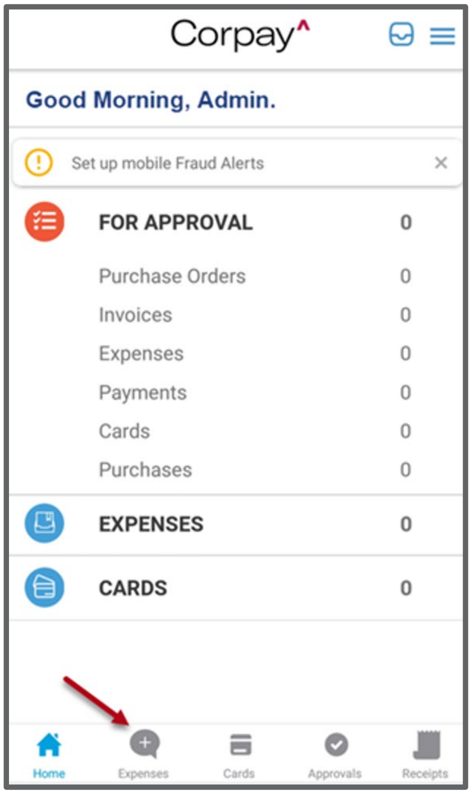


IMPORTANT
You may edit the split expenses by following the steps to edit an expense item.

Resolving Policy Violations

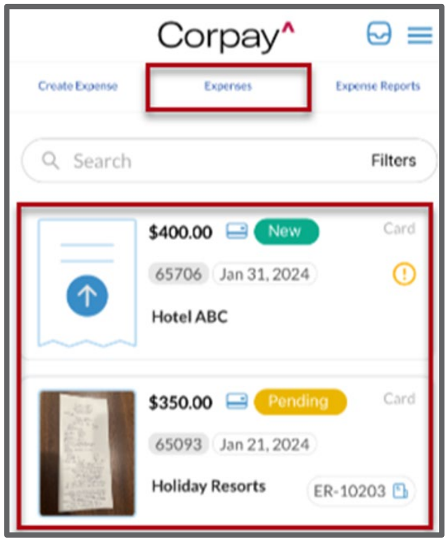
To resolve violations related to expense items,

1. Log in to the **Corpay Complete** mobile app.
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.



3. Select the **Expenses** tab to view Corpay card-related expense items.

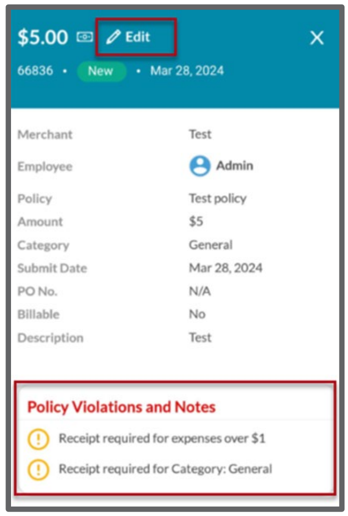
4. From the list of Expense Items, select the Expense Item with violations that you wish to view or edit. (See the *notes below if you prefer to use the **Search** or **Filter** functions to find a specific Expense Item*.)



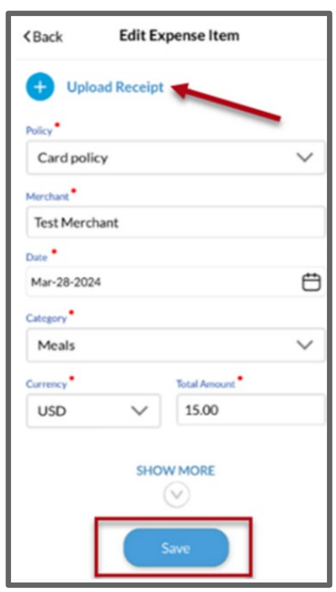
IMPORTANT

- Please note that processed card transactions will automatically appear in the **Expenses** tab under the **Expense** Menu.
- If you wish to search for a specific Expense Item, you may input the Expense Number in the **Search** field (Search) and search for the applicable expense item.

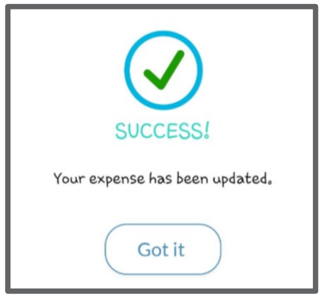
5. Selecting the Expense Item brings you to the **Expense Details** screen with an option to edit the Expense Item. As applicable, resolve any policy violations listed at the bottom of the Expense Details screen.



6. On the **Edit Expense Item** screen, complete all the required fields and upload a receipt as needed. When done, tap **Save**.



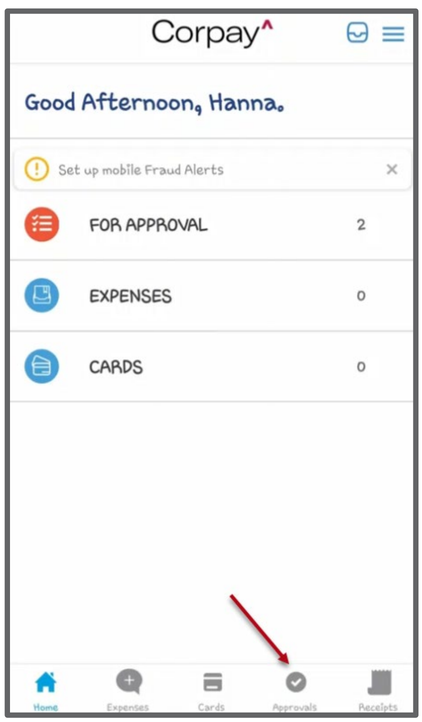
- You will receive a popup message confirming that your updates are saved.



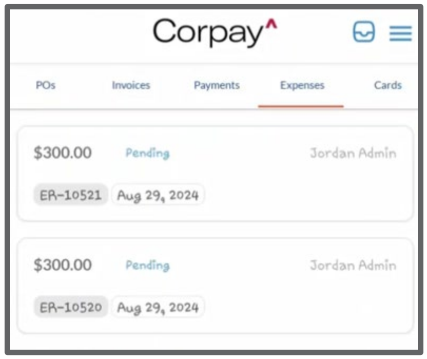
Approving Expenses

Corpay Complete users with the expense approver role can approve expenses using the Approvals Module. Follow the steps below to approve employee expenses.

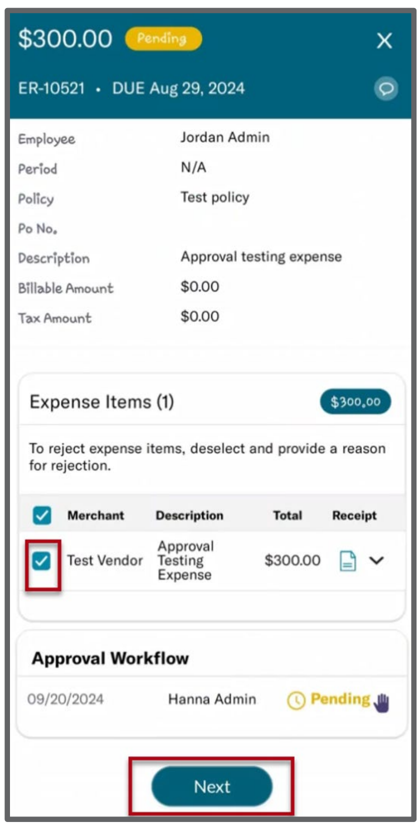
1. Log in to the **Corpay Complete** mobile app.
2. Tap on the **Approvals** icon from the main navigation at the bottom of the screen.



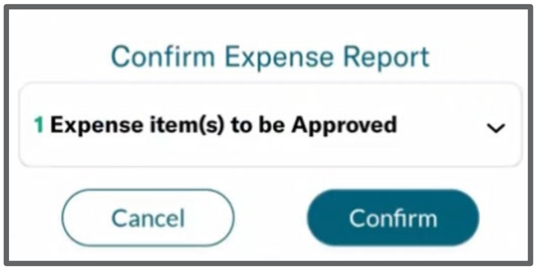
3. Tap on the Expense Report you wish to approve.



4. From the **Expense Reports** details screen, select the Expense Report you wish to approve and tap *Next*.



5. Select *Confirm* to proceed with the approval action.



6. You will receive a success message indicating that the Expense Item(s) for the selected Expense Report has/have been approved.

IMPORTANT
You will receive a success message confirming that the Expense Report was submitted, and the Expense Report will show under the ***Expense Reports*** tab with the status ***Pending***.

Expense Report Status Description

Expense Report Status	Expense Report Status Description
New	The Expense Report is newly created and needs to be reviewed and submitted for approval.
Pending Approval	The Expense Report is submitted for and awaiting approval.
Approved	All approvals are completed for the Expense Report, and it is awaiting payment and reconciliation.
Rejected	The Expense Report has been rejected by the approver. No action is needed.
Paid	The Expense Report has been fully processed, and expense reimbursement is paid to the requestor.
Closed	The Expense Report has been fully processed, expense reimbursement is paid and reconciled.