



Introduction & Background

This training will cover how to manage users and configure Abacus settings that work best for your company.

Abacus is going to allow your company's users to work on and submit their expenses in real time and completely online. Now, being an Abacus administrator is just an extra permission you get to manage Abacus to fit your business needs.

When you log in, the left sidebar has two sections: admin, and personal. As an administrator, you'll use the personal section to submit your own expenses. The admin section is where we will focus on for training.

Before we begin, it's important to note that we have a lot of resources specifically for administrators, so to find all of those help resources, they are available at the bottom of the left sidebar in the support button. This will bring you to our Help Center. You can search in this area if there's something specific you're looking for.

The goal for this training is to either introduce you to your administrator permissions and Company Settings if you're brand new, or if you're an administrator and you've been one for a while, this should serve as a refresher and overview.

We'll start over on the left under the Admin section and walk through each area.

People & User Accounts

The first area on the left is the People button. This is where you'll invite new users and manage existing users' accounts. To invite a new user into Abacus, you have two options.



If you're inviting 1 or 2 users, click Invite Team members in the upper right. Enter their work e-mail address and click Invite. The user will receive an e-mail invitation to set up their Abacus account by setting a password and logging in.

If you have a lot of users to add at once, maybe you have seasonal hiring, you can use the bulk import tool in the upper right. So, essentially, it asks for everything all at once. You can download the CSV template and fill it in. Again, add as many as you need to upload using the CSV file, and all the users will be added in one swoop.

The Export tool in the upper right is useful for a quick summary report of all the users in Abacus, detailing their user settings, such as their role, manager, and custom tracking details, like location or department.

Roles

There are a few roles in Abacus; you're either an administrator who manages company settings, a manager who submits expenses and approves other users' expenses, or a user who submits expenses only.

To edit a User's profile, select the Pencil icon to the right of their name. At the top, you'll see basic information about the user, such as their e-mail used to login to Abacus, their custom receipt e-mail address, and whether they've connected their personal bank account for reimbursements. You can manage and give specific users the administrator permission by toggling yes or no in this section.

Next, assign a manager for this user. The manager is the first approver who reviews this user's expenses before the Final Approver. If your company has set up custom team fields, such as department and location, you can keep track of each user's records in their profile by using the dropdowns.

International Users & Currency

If the user is based outside the US or if you have international employees, toggle yes or no, in the International section. This will allow you to configure their home currency.

To deactivate a user's profile, click the red button at the bottom. Abacus does not permanently delete users, simply because of auditing purposes and keeping this user's expense history in the system. Click Save if you make any changes to the user's profile.

To the right of your users list, we help you keep track of some data, such as how many people are managers or administrators, and the status of active or deactivated users. Clicking any of these will filter your users list.

Account & Company Settings

Let's hop into the Account and Settings button from the left sidebar.



This is where you'll manage Company Settings such as connecting your company bank account and setting up expense categories and custom fields. We'll start off near the bottom of the page.

Payments

Under the Payments and Accounting section, you'll want to connect your company bank account, if not already done so. Most of our customer base connects their company's bank account because this is how Abacus pulls funds from your company to reimburse your users' expenses. We also use your company bank account to collect bill payments each month. Abacus uses SSL Secure Web to protect your company's banking information by encrypting it.

Once your company bank account is connected, click into bank transfer history whenever you need to review past debits for expense reimbursement or Abacus bill payments.

Accounting Integrations

If your Abacus account is integrated with your company's accounting system, such as Intacct, Netsuite, Xero, or QuickBooks, you can manage the accounting sync between the two systems. A direct integration with Abacus allows you to import data from your accounting system, such as dimensions, over to Abacus as team fields. This also allows Abacus to export fully approved expenses into your accounting system, such as vendor bills and payments, and you can also view the accounting sync history in the next tab.

If your accounting system is unique, administrators can help you set up an export builder to export CSV files that can be uploaded to your accounting system.

If you have a billing tab below the Export Builder tab, you can download monthly Abacus bills. The extra tab is only available for our Starter Plan customers.

Companywide Settings

Next is the Company Settings section at the top. Administrators will come into these tabs to manage companywide settings.

Basic Company Details

First, we'll look at the Company Information tab. Manage your company's basic information, such as Name, contact information, and address here.

Next, under the Company Settings section is the optional Features tab. Most of the settings here may have already been configured if you went through our implementation process. One thing to take note of is if your company reimburses mileage expenses, you'll come in here to configure and manage the reimbursement rate. If it's the IRS rate, we'll update the rate automatically every year. If your company uses a custom rate, set it here.



Meal Attendees

If your company has specific policies where certain expenses have daily limits or budgets, such as meals, enable the Attendees feature to check users' daily limits by the number of attendees. If a user spends \$50 on a meal out of their daily limit, but the \$50 was split between two attendees, then only \$25 of the user's daily limit was used with this feature.

Billable Expenses

If your company tracks and bills certain expenses back to your clients, this feature tags a specific expense as billable.

Approval Rules

Under Approval Rules, you have a couple of options:

- Check the first box to prevent administrators and managers from approving their own expenses. With this feature turned on, Abacus will make sure managers and administrators' expenses are sent to someone other than themselves in the approval workflow.
- Check the second box to prevent non-administrators from editing their expenses after they've been approved, which simply means that users cannot edit their expenses after they've been approved.

In the Admin Permissions tab, manage which administrators can approve expenses for final approval. Depending on your business needs, not all administrators have to be final approvers.

For example, accountants in your company who are also administrators in Abacus are typically the final approvers.

It's also important to note that if you have multiple administrators who are final approvers on this page, only one administrator needs to login and make the final approval decision for users' expenses.

App Integrations & Appearance

In the App Integrations tab, you can set up an integration between Abacus and one of your company's external applications, such as Slack or Salesforce, for our enterprise customers. To learn more about it or how to set it up, I recommend going to our Help Center to search for a specific article related to one of these apps.

In the Appearance tab, you customize how Abacus e-mails are sent to your users by adding your company logo, which must match these specific dimensions and changing the color scheme of the e-mail template.



Authentication

The last tab under the Company Settings section is the Authentication tab. This is only applicable to our enterprise customers whose users login to Abacus through the company's intranet, such as Okta or LastPass. For more information on Single Sign On, please contact our Support team.

Expense Categories

The last and most important section to configure and manage is your company's expense categories and custom fields. We'll look at the Categories tab first. This is where your expense categories live. If you went through implementation, all your expense categories should have been added onto the list and mapped to your accounting systems chart of accounts.

Adding & Disabling Categories

To add a new category at any time, simply scroll to the bottom of the page and click a plus symbol beside custom category. Give the new category a name and click Add. The new category is added on to the list in alphabetical order. It's also important to enter the GL Account Number beside the category name. When you're exporting the expenses into your accounting system, it'll be mapped into the right account.

To also make it easier for your users to code things into the right category, you can also create subcategories. Highlight your mouse on a category and click on the down arrow from the left. Click on the plus symbol below and give your subcategory a name. Remember to map it to a GL account number.

To disable a category, simply highlight your mouse over the category and click the X button on the left.

Category Visibility

At the top of the categories page, you can also limit the visibility of categories to certain groups. Your options are to make all categories visible to all users in Abacus or limit specific categories by a field, such as department or location.

When limiting Categories is enabled, use the drop-down menu to choose how you'll filter your categories. When a team field is selected from the drop-down, a new column appears below for your categories. Click on a category to edit and filter its visibility to all users or selected groups.

For example, only the executives and sales departments may use a category for Golf, so I'll limit the visibility of this category to these groups. When users from these two departments submit expenses, their drop-down menu of category options will show Golf, but not other departments.



Also remember to map a GL account for each filtered category since some companies use different GL accounts for different departments or locations.

Team Fields

Speaking of Team Fields, we'll hop into the Team Fields tab next under the Categories and Custom Fields section. Admins will come in here to create new team fields or edit existing ones. An important note to mention, if you are directly integrated with QuickBooks, NetSuite or Intacct, we can pull the Department, Class and Location dimensions into Abacus automatically as Team Fields.

To create a new custom field manually, click the New Team field button at the top. It can be Department, Location, Group, or you create a custom one. Give the custom field a name. Then, add options below to the custom field. At the bottom of the popup window, you can configure the custom fields so that only administrators can edit, or users can edit the custom field when submitting their expenses. Then click Create.

Assigning Users to Team Fields

To assign users a Team Field, go to the People button from the left sidebar, and edit a user's profile. From their profile, the custom fields should appear below. Use the drop-down menu to assign one of the options and click Save.

Expense Fields

Back in the Account and Settings button from the left sidebar, the last tab we'll look at under the Categories and Custom Fields section is the Expense Fields tab. This houses all the custom fields created at the expense level. This is what users will see and use to add more details on to their expenses.

For example, to track which project users' expenses correspond with, create a Project expense field, and add the drop-down menu of options to select from.

You can always come back to this page to edit or add more options to the expense field. You can also filter the expense field to specific team fields as well.

The company settings, categories, custom fields, and payment settings are available to administrators only. You can come into the Account and Settings button from the left sidebar and enter these tabs anytime to change something or add new configurations.

Expense Policy

We'll move on to the next section on the left sidebar, which is Expense Policy. This is where you'll configure and house expense policies for all users to see. Every user has their own Expense Policy button on the left sidebar, where they can go and refer to your company's policies. As an administrator, you'll also come in here to edit or add new policies.



First up at the top, add a Policy Overview. Simply click Edit and copy and paste a summary of your expense policy rules or write a generalized instruction for users to see and follow in this text box.

Below is where you can add all your company policy rules. If you need to come in here and add a new one at any time, click Add a Rule on the right. You can create different types of Policy Rules, such as a Requirement, Budget, or a time limit. A Requirement Policy Rule requires users to enter a specific detail on to their expenses, like attendees for meal expenses, or requiring users to code a project on all their expenses.

Simply select from the drop-down menu and determined more specifications to the rule, such as only applicable to reimbursable expenses, credit card expenses, or any expense. You can also limit the Policy Rule to specific groups or users and determine the amount of the expense that would trigger this policy rule.

Warnings & Blockers

Down below, Abacus has two types of policies: Warnings and Blockers. Users will encounter a yellow triangle icon on an expense to warn them if the expense violates this rule.

- Policy warnings allow users to review and make changes to their expense before submitting for approval.
- Policy blockers, on the other hand, will prevent users from submitting the expense until the rule correction has been made.

It's up to your company preferences whether to make a rule a warning or a blocker. If a user violates this rule, then click Preview rule to see how it would appear for users. If you want to make more adjustments, click revise, or if you're okay with the rule's configurations, click Create rule.

Budget Rules

Similar steps apply to the Budget rule, where you configure maximum amounts or specific expenses.

For example, if users have a daily limit to their meal expenses or a maximum amount per expense, configure an amount and use the drop-down menu to select a range.

Below, you can also limit this budget rule to specific categories and expense fields, and, again, configure it as a warning or a blocker. Click preview rule to see what the policy will look like and create rule.



Time Limit Rules

A time limit policy rule is beneficial for some of you trying to get your users to submit their expenses on time.

You can create a policy rule where users should not be submitting an expense that's older than 30 days, for example.

Once all your rules are added in, they appear in a list for your users to see.

Mileage Rules

If you've configured a mileage reimbursement rate back in the optional Features tab, whether it's the IRS rate or accustom rate, the policy rule will also appear here at the bottom.

Auto Approval

Under Auto Approval, administrators can configure Auto Approval rules.

For example, any expense less than \$2 will automatically be approved and will not need to go through the approval workflow.

For our Professional Plan customers, you can also configure approval routing rules.

Approval Routes

All users' expenses must be sent to their manager for first level approval. However, if it's a special expense based on the amount, expense category, or custom field, you can create an approval route that adds an additional approver onto the workflow of the expense.

Click Add a Route to start.

For example, any expense categorized as Golf must be approved by the VP of Sales. Once the routing rule is created, any users' golf expenses will be sent to their manager for first level approval. After their manager approves it, the expense will be sent to the special approval route specifically to the VP of Sales for second level approval before reaching final approval by an administrator.



Adding Cards

Click into the Team Cards button from the left sidebar. This is where your corporate business or Emburse cards are held. Your credit card may already be connected to Abacus during implementation. If not, you can add a card program by clicking the button in the upper right corner. Select your financial institution from the list or click All Other Banks to search. If it's a commercial credit card, please contact our Support team to assist you, but if it's a Business Tier card, you can search for your card issuer here. Just follow the instructions after selecting your financial institution and we'll pull all the credit card data into Abacus.

Managing Cards

Click Manage Cards to the right of your Card Program to assign users to each card. All unassigned cards appear in the first tab. Use the drop-down menu for each card to assign a user and click Save. You can manage all your assigned cards in the next tab. If a user leaves the company, remove the user from the card or assign a new user to the card.

Back on the Team Cards page, your child cards will be listed below. It will tell you who the card is assigned to, how many transactions are not expensed, skipped, or view the transactions that the user has submitted on the right. The Remind button to the right of each card lets you send an e-mail notification to the user, letting them know they have credit card transactions to submit. You can also add a customized message at the top, but this is the default message Abacus will send them.

The Add Delegate button is useful to give another user permission to create and submit credit card expenses on behalf of the credit card user. This is popular among executives' where the credit card is assigned to them, but their assistants submit the expenses in Abacus for them.

Emburse Cards

A third type of credit card is Emburse cards, which are virtual credit cards that can be assigned to employees and used to charge expenses. It works the same as a corporate or business credit card. It can be used for online purchases, for office expenses and subscriptions, or on-the-go at restaurants and businesses that support Apple Pay or Google Pay from our phones.

Emburse cards can also be issued as physical cards. What makes Emburse cards unique and great for travel and expense is the ability to configure spending restrictions on each card.

For example, if employees are only allowed to purchase food and meals with their Emburse card, you can limit the Merchant category to food and drink merchants only. If your company subscribes to Amazon Prime or Costco membership, you can assign a card to a specific vendor.

To find out more about and Emburse cards and Abacus for your company, contact our Support team through the Help Center.



Emburse Card Setup

For those of you already using an Emburse card, it's very simple and easy to set up your cards and configure spending restrictions. On the Team Cards page, if you have your Emburse card account set up by our Emburse Cards team, click on Add card Program from the upper right corner. Then click Emburse from the list. This will bring you to an Authorization page to connect your Emburse cards account with Abacus.

Once your Emburse card program is added into Abacus, it should appear at the top. To add new child cards and assign them to each employee, click New Card to the right. Using the employee drop-down, select a user to assign the burst cart to give the card a name, for administrators to identify the card easily.

Emburse Card Spend Restrictions

Below, configure spending restrictions for this card, such as adding a budget or a daily spend limit. You can take your spending restrictions even further by configuring a date range of when the card can be used. We also support those who are still used to using a physical credit card, which can be mailed to your office or directly to the employee within the US.

For example, we have a new sales executive at my company, and he needs his own Emburse card. The new sales executive will take several clients out. But as an administrator, I want to make sure he's not overspending and spoiling clients. I can configure a total budget of \$2000 and a daily limit of \$200 and limit it to food and drinks only. If the employee only needs to use this card during certain weeks or months, I can also configure a date range, and if he needs it in another month, or another time, I can always come back and configure a new date range restriction. Since he has an iPhone and knows how to use Apple Pay, I'll assign a virtual card to him for now. If he requests a physical card down the road, I will just create a new Emburse card and make sure to check the physical card instead. Then click Create at the bottom. The new card appears in the list below. The employee will receive an e-mail notification, activate their Emburse card, and add it to their Apple Pay or Google Pay on their iPhone or Android phone.

Reconfiguring & Reassigning Emburse Cards

As an administrator, you can always come back to the Team Cards page and click on the three dots to the right of the employee's Emburse card to edit and reconfigure spending restrictions. If the employee leaves the company or no longer needs the card, click on the three dots to cancel the card. If you're canceling multiple cards at once, scroll to the top of the Team cards page and click Manage Cards to the right of your Emburse card program. Click Assigned in the popup window and click on the cancel button to the right of each card. To give the card to another user, simply click Remove User below and assign a new user from the drop-down.



To the right of the Emburse card program, click on the three dots to view a menu of other actions you can do as an administrator, such as view card activity, balances, statements, and make transfers. Clicking any of these links will take you directly to your Emburse card website and into your Emburse cards account.

Trips

Next, click on the Trips button from the left sidebar. The Trips page is useful to group some expenses together and not to be confused with expense reports.

Creating Trips is like creating folders to store expenses by a common event, such as Christmas party supplies for the office or a conference in San Diego.

Creating trips lets you see how many expenses were incurred for a specific time, which ones have been unapproved, which ones had warnings, and the total spent for a topic per user all for the purposes of data tracking.

As an administrator, you can view other users' trips, create your own trips, or create trips on behalf of other users. To create a trip, click Create in the upper right corner. Select which users to apply this trip to, such as all sales users attending a conference together. Then, give the trip a name and a date range, and click Create Trip at the bottom. When users create expenses, they'll see a Trip box detail to associate the expense to a trip, another trip, or no trip at all. Again, creating trips is useful when you want to group expenses together because of some commonality. So, you can see the total spent by each user.

Live Reports

Lastly, we'll look at the Live Reports section and the Insights section on the left sidebar. These two sections help you to stay organized. As an administrator, you may also have to submit your own expenses or approve for others, especially if you're also the final approver in the workflow. Under Live Reports, you'll find folders to group expenses together.

By default, you have an Inbox folder, which houses all expenses awaiting your approval. The Pending folder houses all users' expenses awaiting first level approval. The Approved folder houses past expenses that have been completed. The Inbox with Warnings folder houses pending approval expenses that have a policy warning on them. This helps you keep your approval work prioritized and organized. You can always take an existing Live Report folder and add more filters to customize your approval needs.



Live Reports Filters

Click on the Filter button in the upper right to add filtering options from the right panel or create a new live report by clicking the Plus icon from the left sidebar. Use the right panel to add Filters. For example, if you want a Live Report folder to filter pending expenses from a specific team field or category, use the drop-down menus on the right to select values. Then, click Save Report at the top, give the report a name, and click Save. Back on the left sidebar, you will see your new folder.

Any expenses that are submitted with these filters will appear here in the Expense List view. Again, you can add more filters if you're looking for specific expenses, like credit card expenses only. To delete certain filters off the live report, select the X to the right of each filter option at the top.

Insights

Finally, you also have an Insights section on the left sidebar to help keep track of the expenses you've approved and collect specific data.

Like Live Reports, you can create your own insights with filters added on to track specific data. What's nice about Insights is that it'll use the chart view to graph the data, whereas the live reports use the expense list view.

Help & Support

As you're getting up to speed with your administrator duties and features, you'll find all our help resources by clicking the Support button at the bottom of the left sidebar to go to Abacus its Help Center or by typing support.abacus.com into the address bar. Search for our topic to find all our step-by-step instructions.

Finally, contact our Support team by submitting a request in the upper right corner of the Help Center. Our support team is available Monday to Friday, 9 AM to 6 PM Eastern Time.

That concludes the end of this training. Welcome to Abacus!