

LIFEWISE ACADEMY



EXPENSE ADMIN FAQs

Q: I keep getting emails from BILL like the one below, but I thought I already approved all of my transactions. Why am I getting these?






Your BILL Spend & Expense tasks

Hi Rachel,

Here is a summary of your outstanding tasks in BILL Spend & Expense.

Transactions awaiting your approval (54)

 Storefront Printportal 10/22/2023	\$31.98
 Mailchimp 10/22/2023	\$21.55
 Walmart 10/22/2023	\$55.10

+51 more

[View Details](#)

A: These reminder emails are automated from BILL. You may choose to turn these reminders off altogether by going to Settings and then scrolling to Notifications. There, you will see the option to turn off these notification emails:

Notifications

Email settings

Manage who gets which emails

SUBSCRIBE ALL TO WEEKLY REMINDER EMAIL



- ◆ If you choose to turn off these notifications, we recommend setting your own reminders so you don't forget to make sure all prior month's transactions have been approved by the fifth of the month
- ◆ If you do get a reminder email, it should prompt you to log in to BILL to double check that all of your transactions are up to date
- ◆ Use the key below to remind you what needs done with each transaction status:

INCOMPLETE

The cardholder needs to complete the transaction by filling in all required fields.

NEEDS YOUR APPROVAL

The BILL Admin needs to review the transaction, checking that the correct receipt has been attached and that the required fields have been accurately filled in.

UPCOMING APPROVAL

The BILL Admin has already reviewed the transaction. There is nothing more the program needs to do. (*If a transaction was accidentally approved by the BILL Admin before the cardholder could fill in all the required fields, please submit a support ticket with the additional information needed to complete the transaction.)

Pending approval (2)

Both the BILL Admin and the Support Center need to review the transaction.

Pending approval (1)

The BILL Admin has approved the transaction. Now, the transaction is waiting for the Support Center to review. Note: The Support Center does not approve transactions until after the 5th of the month deadline.

DENIED

The BILL Admin has denied the transaction. Denying a transaction does not actually resolve the issue. See below for more details about denied transactions.

Complete

This means the cardholder has completed a refund that was issued. The BILL Admin should double check that the cardholder put the same budget line that was used for the original transaction. (*a receipt is encouraged but not required for refunds.)

Q: What happens when a transaction is denied?

A: When you deny a transaction on BILL, a message is sent to the cardholder letting them know it has been denied. Denying the transaction does not stop the transaction from being paid, nor does it resolve any issues with the transaction. If you deny a transaction, please also ensure that your cardholder fixes any errors on the transaction and resubmits it for your approval. You should not end the month without resolving denied transactions.

Q: Why was my program charged Expense Card Late Fees?

A: Each month, we ask that all BILL transactions are completed by the cardholder with required fields and approved by the Expense Admin **by the fifth of the month** (for all of the prior month's transactions). Leading up to the fifth of the month, we send several reminder emails to cardholders and Expense Admins to remind you of this expectation. Because of the extra time and resources it takes for us to go through incomplete and unapproved transactions, the Support Center does **charge a late fee of up to \$10 per incomplete transaction**. It is never our desire to charge your program these fees. Please reach out if you are unable to complete transactions for any reason.

Q: I got an email letting me know that transactions were not approved, but I don't see an option to approve them on BILL.

A: In an effort to get financial reports to your program as quickly as possible, we sync all prior month's BILL transactions as soon as possible after the fifth of the month. You might get an email after the 5th of the month letting you know that your program had transactions that were not approved by your Expense Admin. This is a courtesy reminder of these responsibilities. Your program will no longer be able to retroactively approve transactions that have already been synced to our accounting system, but we want you to be aware when approvals are missed so you can make adjustments to complete your program's BILL approval responsibilities moving forward.

Q: Why am I not able to approve a transaction when it is listed as *Pending*?

A: This happens when a transaction has not yet cleared with the business. This often appears with online orders when the business will not process the charge until the item has been shipped. Check back in a day or so to approve the transaction.

Q: How will I see any charges that have been refunded/returned and how should I designate them?

A: On your BILL transaction list, return/refund charges will appear with a “-” beside the charge to show that the charge is being returned/refunded to your program account (i.e. -\$18.00). Fill in the details like a normal charge and add a note in the description about the charge being a return/refund and list the reason. *Note: You must fill in the details for both the initial purchase and the refunded transaction. Failing to do so would cause one of the transactions to remain in the incomplete status and a late fee may be charged.*

For more information on how to set up your Divvy account or how to approve transactions, please refer to [Expense Admin Account Setup](#) and [Expense Admin Walkthrough](#).

If you have further questions or need assistance, submit a ticket to the Support Center.