Expenses Mobile - Receipt Scan FAQs

Receipt Management

How do I add a receipt to my Receipt Wallet?

Login to **Expenses Mobile**, tap **Receipt Wallet** and then tap **Add (+)**. For more information, view Mobile - Add an Expense using Receipt Scan.

My receipt has information on the front and back, can I add images of both?

Yes. When adding a receipt, you have the option to add multiple images per receipt, perfect for those receipts with information on both sides.

Do the receipts save to my mobile gallery?

No. Photos that you take from your Receipt Wallet will not be stored on your mobile device. All Receipt Wallet receipts will be stored securely on our servers.

Can I access my Receipt Wallet on the web version of Selenity Expenses?

Unfortunately not, however this feature is planned for a future update of Selenity Expenses.

Do I have to give each receipt a name?

No, adding a receipt name is an optional feature, but we recommend using it in order to help you organise the receipts in your Receipt Wallet.

General

What if I don't want to use Receipt Scan to add expenses?

All existing Expenses Mobile functionality is still available, so if you prefer to use the app as you currently do, it isn't mandatory to use Receipt Scan. For

more information on how to add a receipt without using Receipt Scan, view [Mobile - Add an Expense without using Receipt Scan](#).

Will Receipt Scan use mobile data?

Yes, uploading photos to your Receipt Wallet and sending them to Receipt Scan for processing will use mobile data.

When I update Expenses Mobile to the newest version, will my receipts still be there?

Yes, the receipts stored within your Receipt Wallet will remain unaffected when updating the app.

Claiming Expenses

How do I add an expense using Receipt Scan?

Login to **Expenses Mobile** and tap **Receipt Wallet**. Tap on the receipt you would like to use and then tap **Add to Claim**. For more information, view [Mobile - Add an Expense using Receipt Scan](#).

What happens to my receipts after I have used them on an expense?

Once you have added a receipt to an expense, it will automatically be removed from your Receipt Wallet. If you decide to edit the expense and remove the receipt, or if you delete the expense, the receipt will be permanently deleted and will not return to your Receipt Wallet.

What happens to the receipt if I delete an expense?

If you delete an expense, all attached receipts will also be deleted and will not return to the Receipt Wallet. If you still require the receipt, it is recommended that you edit the expense instead of deleting.

Can I still add expenses without using Receipt Scan?

Yes. All existing Expenses Mobile functionality is still available if you prefer to attach receipts after adding your expenses manually. This is also applicable

for when you add expenses where there are no receipts, for example, Business Mileage. For more information on how to add an expense without using Receipt Scan, view Mobile - Add an Expense without using Receipt Scan.

Receipt Scan

How do I know if the Receipt Scan feature is available to me?

Receipt Scan is available to all Expenses Mobile users. You can get more information on how to use Receipt Scan by viewing Mobile - Add an Expense using Receipt Scan.

What happens to my receipt once it has been processed by Receipt Scan?

Once your receipt images have been processed, they are ready to be added to your claim as a new expense. Your receipt image will have a 'Complete' status on it after it has been processed by Receipt Scan. Tap the receipt from your Receipt Wallet and then tap **Add to Claim** to start the process of adding an expense. For more information, view Mobile - Add an Expense using Receipt Scan.

> **Note:** Once you have tapped **Save** on the Add Expense page, the receipt will not return to your Receipt Wallet and will be permanently lost if you delete the expense that the receipt is attached to.

Will I be able to edit any details that are incorrect on my receipt before it is processed?

Yes. After saving the receipt image to your Receipt Wallet and tapping **Add to Claim**, the information will be shown on the 'Receipt Scan Review' screen. If everything looks fine, tap **Add**. If there are any problems, tap into the specific field and re-enter the information.

Can I add an expense from the Receipt Wallet without using Receipt Scan?

You will not be able to save a receipt image in the Receipt Wallet without using Receipt Scan. Your receipt image will automatically be sent to Receipt Scan at the point of clicking **Save** on the image within the Receipt Wallet.

The original method of claiming expenses is still available if you prefer to attach receipts after adding the expense manually. This method should be used for expenses where you do not have a receipt, such as Business Mileage. For more information on how to add an expense without using Receipt Scan, view Mobile - Add an Expense without using Receipt Scan.

What do the different states mean?

There are two different states that can be set on an image within your Receipt Wallet.

State	Description
Processing...	Indicates that the receipt image has been sent to Receipt Scan and the OCR processing is in progress.
Complete	Indicates that the OCR processing has completed and the information is available to be added as a new expense to your claim.

I have sent my receipt image for processing, but no information has been displayed on the review screen.

The image quality may not be satisfactory. When taking the photo, make sure the receipt is in focus with the information clearly visible. If the problem persists contact your administrator who will be able to contact your Selenity Account Manager (accountmanagers@selenity.com) for more information.

> **Note:** The receipt image will still have a 'Complete' status even if no information was found during processing.