Mobile - Receipt Scan FAQs

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Receipt Management

How do I add a receipt to my Receipt Wallet?

Tap the **Navigation Menu** 🟣 and then tap **Receipt Wallet**. Tap 📷 to take a picture of a receipt or add one from your gallery. For more information, view Mobile - Add a Receipt to Receipt Wallet

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 Assure Expenses?

Unfortunately not. However, this feature is planned for a future update of Assure Expenses.

Do I have to give each receipt a description?

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

General

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 Assure 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?

Tap the **Navigation Menu** 🟣 and then tap **Receipt Wallet**. Tap on the receipt that you would like to use to begin the process of adding an expense. For more information, view Mobile - Add a Receipt to Receipt Wallet.

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 Assure 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 ways to add an expense, visit Mobile - Add an Expense.

Receipt Scan

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

Receipt Scan is available to all Assure Expenses Mobile users.

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 ✅ status on it after it has been processed by Receipt Scan. Tap the receipt from your Receipt Wallet and then tap to start the process of adding an expense. For more information, view Mobile - Add a Receipt to Receipt Wallet

> **Warning:** 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. If there are any problems, when you add the receipt as an expense, tap into the specific field and re-enter the information. When selecting the expense category you can tap the calendar icon 📅 to change the date.

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, visit Mobile - Add an Expense.

What do the different states mean?

There are 3 different states that can be set on an image within your Receipt Wallet.

State	Description
🕐	The receipt image has been sent to Receipt Scan and OCR processing is in progress.
✅	OCR processing is complete and information is available to prepopulate on your expense. When adding an expense from this receipt, the following information may be prepopulated for you: • Expense Date • Currency • Total • VAT
❗	OCR processing has failed. No information will be available to prepopulate on your expense, but you can still add an expense from your receipt.

I have sent my receipt image for processing but no information has been populated on my expense.

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 RLDatix Account Manager (accountmanagers@selenity.com) for more information.