PeopleSoft Expenses: New Tools and Frameworks to Support the Needs of Globally Diverse Organizations

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Program Agenda

1 ▸ PeopleSoft Overall Investment Strategy

2 ▸ Automate

3 ▸ Control

4 ▸ Optimize

5 ▸ Expenses Roadmap

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PeopleSoft Overall Investment Strategy

PeopleSoft Overall Investment Strategy

Provides the Capabilities to Turn Org
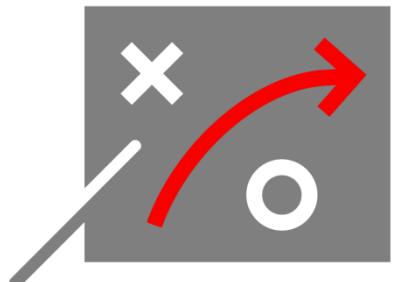
Effectively Execute
Face of Complexi

Minimize Disrupt
Your Organization

Needed Capabilities
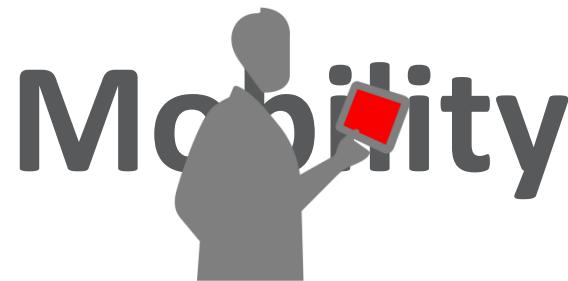
Mobility

Analytics

Robust Functionality

Self-Service

Pro   ols
$

Low Cost Adoption

Modern User Experience

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PeopleSoft Overall Investment Strategy
Transform the User Experience

Challenge: Expanded Connectivity: Any Time, Any Where

- Simplify Transactions

- Use Familiar Device Paradigms

- Empower Employees

What If I Told You

*We Could Take The Various Expenses Menu Items…..*

Travel and Expense Center

Travel and Expense Center

Centralized Travel and Expense Center

Expense Report
Create, modify, print, view or delete an Expense Report
- Create/Modify
- Create Express
- Print
  2 More…

Time Report
Create, modify, print, view or delete a Time Report
- Create/Modify
- Print
- View
- Delete

Travel Authorization
Create, modify, print, view or delete a Travel Authorization
- Create/Modify
- View
- Delete
- Cancel

Cash Advance
Create, modify, print, view or delete a Cash Advance
- Create/Modify
- View
- Delete

Forecast Time
Create, modify or view forecast data
- Create/Modify Forecast Time
- View Forecasted Time

Print Reports
Print any one of your expense transactions.
- Expense Report
- Bar Code Receipt Form
- Time Report
  2 More…

Review Payments
Review history of expense payments
- Review Expense History
- Review Payments
- Review Payroll Payments

Verify Receipts
Confirm that receipts have been received and verify receipts match expense report values.
- Receipts Received
- Validate Against Expenses

Other Expense Functions
You can view contents in My Wallet, create your own template, or modify an existing template.
- View My Wallet
- Create/Update User Template

What If I Told You
And Convert It Into a "One-Stop" Dashboard For Expense Users

My Wallet

8 Wallet Transactions

Travel Authorizations

0 Pending Requests

Add Quick Expense

Create Expense Report

Expense History

My Expense Reports

10 Active Expense Reports

Time Entry

Approvals

2

My Profile

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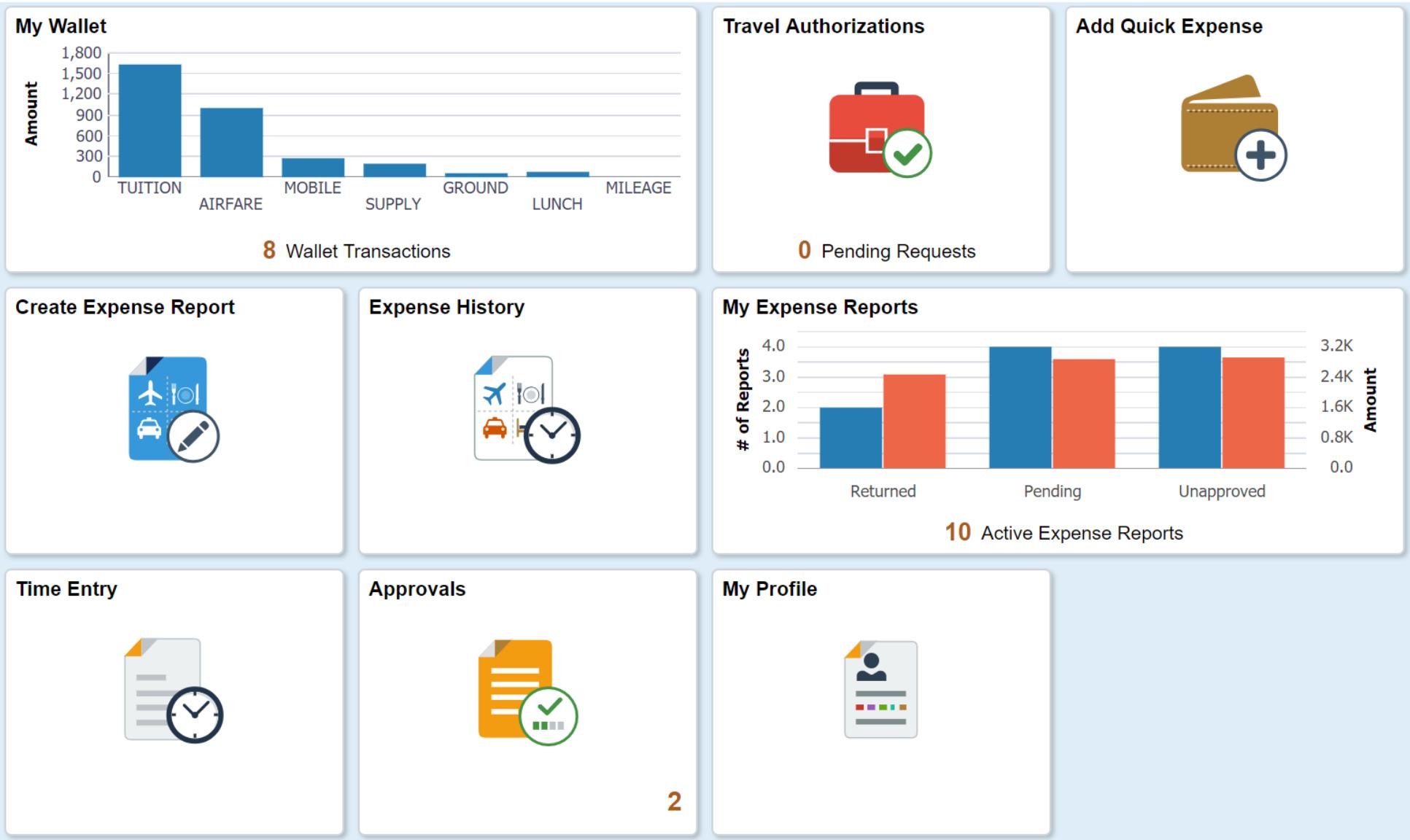
What If I Told You

Need More Capabilities? A "One-Stop" WorkCenter For Expense Department

We Can!

The PeopleSoft of Today –Expenses Responsive, Refreshed and Renewed!

Simpler and More Intuitive

&

Optimized Mobile Solutions

Solving Both Challenges with One Solution
PeopleSoft Fluid User Interface

What Is It

- PeopleSoft Mobility on Any Device

- New Online Desktop Experience

- Native Tablet/Phone Experience

- Optimized Across Multiple Form Factors

- HTML5/CSS3 PeopleSoft Pages

- End User Personalization

- Single, Merged Solution Across PeopleSoft
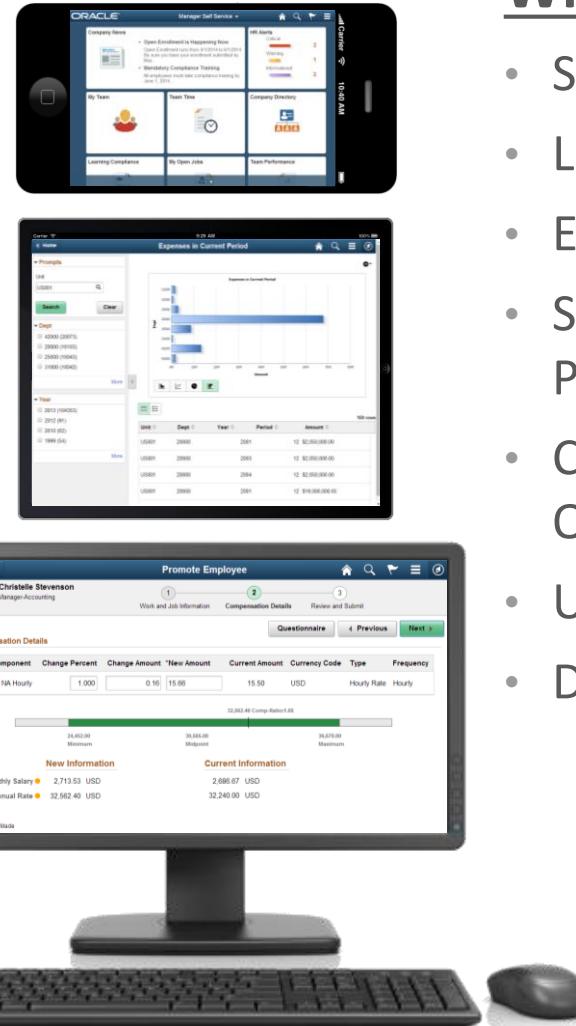
Why You Care

- Simple and Intuitive to Use

- Lower Training Costs

- Easy to Provision and Deploy

- Seamless User Experience Across Platforms

- Consistency Across PeopleSoft and Oracle

- Uses Existing PeopleSoft Tool Set

- Delight Your PeopleSoft Users

Solving Both Challenges with One Solution
PeopleSoft Fluid User Interface – Customer Successes!

✓ First "live" customer on Fluid Expenses was a US-based Insurance Co – approximately 250+ Expense Reports per month.

✓ Largest implementation so far is a world-wide non-for-profit organization with 110,000 Fluid Expenses Users in 140 countries
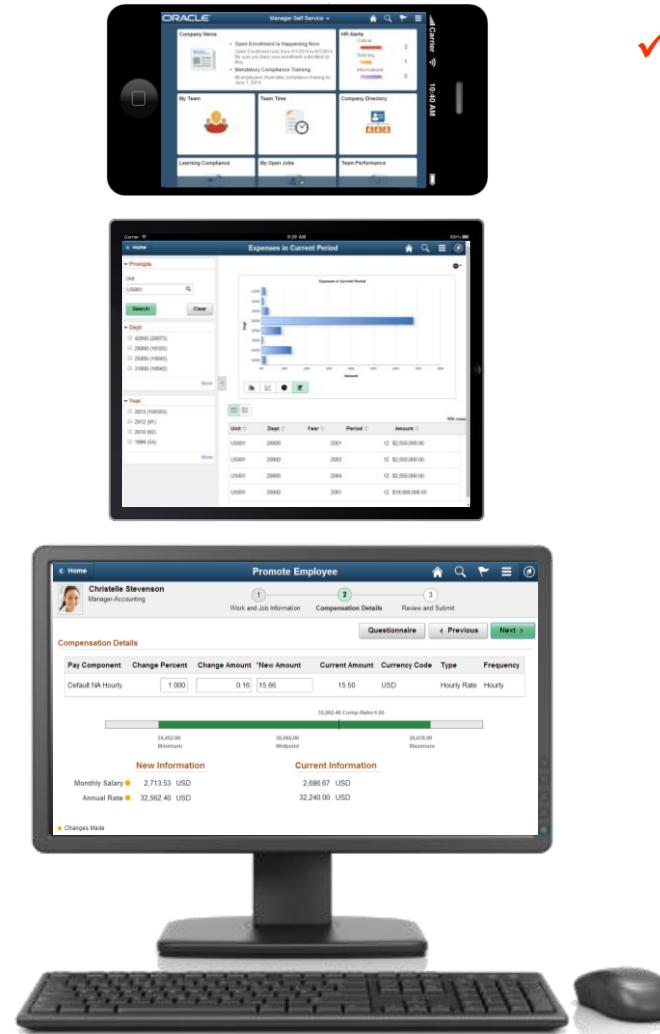
PeopleSoft Expenses Update

We've Been Busy!

- Enhanced Credit Card Load for Multiple CC's (PI-28)

- Enhanced Fluid Approvals (PI-29 & PI-30)

- Enhanced Risk Visibility During Approval Process (PI-29)

- Data Privacy Framework

- Pivot Grid Thresholds (PI-30, PeopleTools 8.57)

- Change Expense Type on Expense Report for "My Wallet" Transactions (PI-32)

- Audit Report of Expense Type Changes (PI-32)

- Drop Zones on Key Expenses Transactions (PI-32)

- GPS Mileage Calculation Integration (PI-32)

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Automate

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Automate
Twilio Text Messages
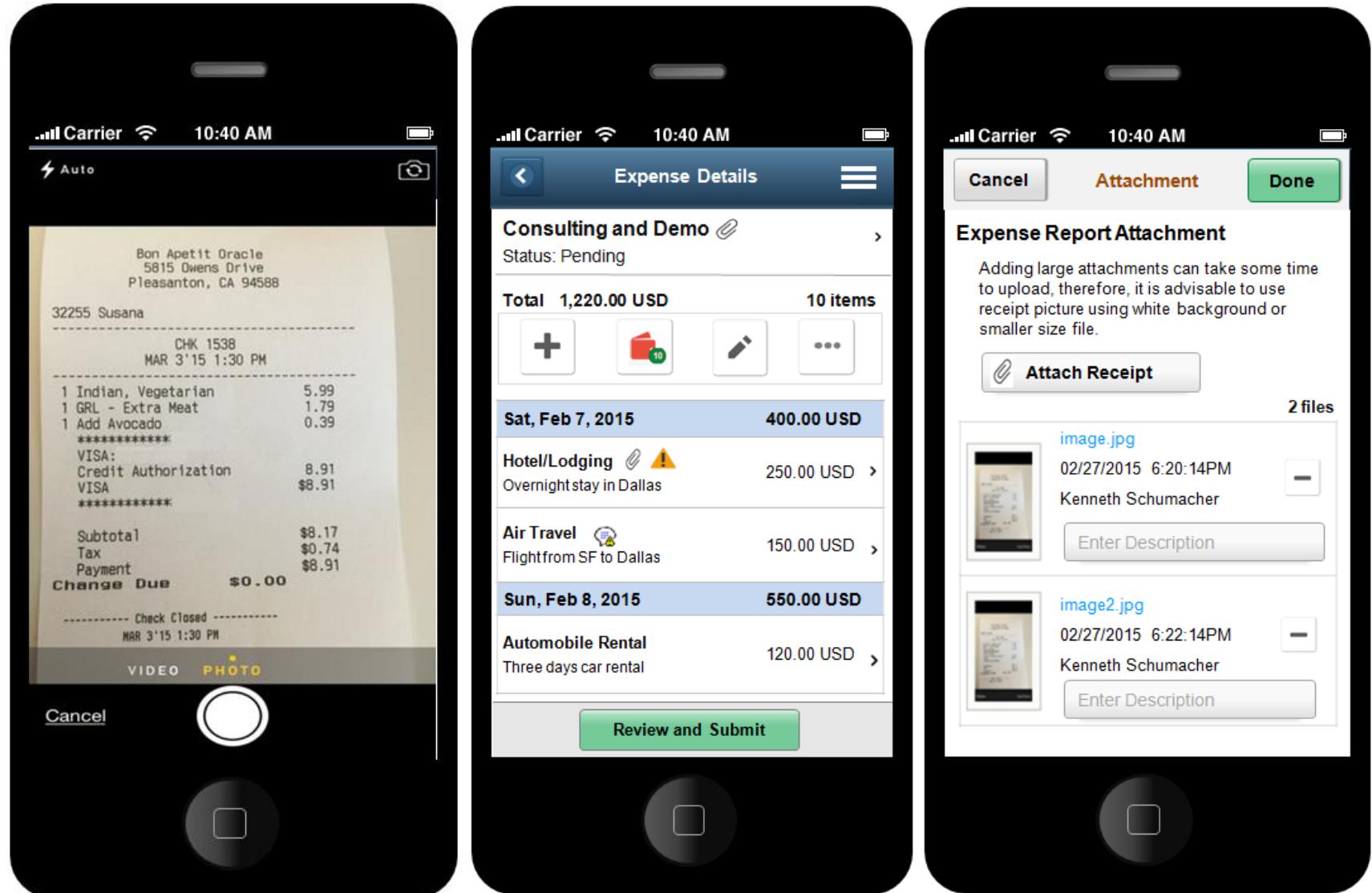
Automate

## *Twilio Text Message Integration with "My Wallet"*

- New source type represented by a new text message image

- Save time (and multiple steps) by eliminating need to log into VPN and/or PeopleSoft to upload expense receipts

- Take a picture of your expense receipts using your phone and send via text message to a central number for your organization

- System identifies user and date/time via incoming text message and phone number

- Attachments are integrated into PeopleSoft Expenses "My Wallet", allowing user to later add to an expense report

- View Attachments in Fluid Approvals (PI23)

Automate
Multiple Credit Card Integration - Overview

In the Past

Now Available!

My Travel Wallet

Expense Report Entry

My Travel Wallet

Expense Report Entry
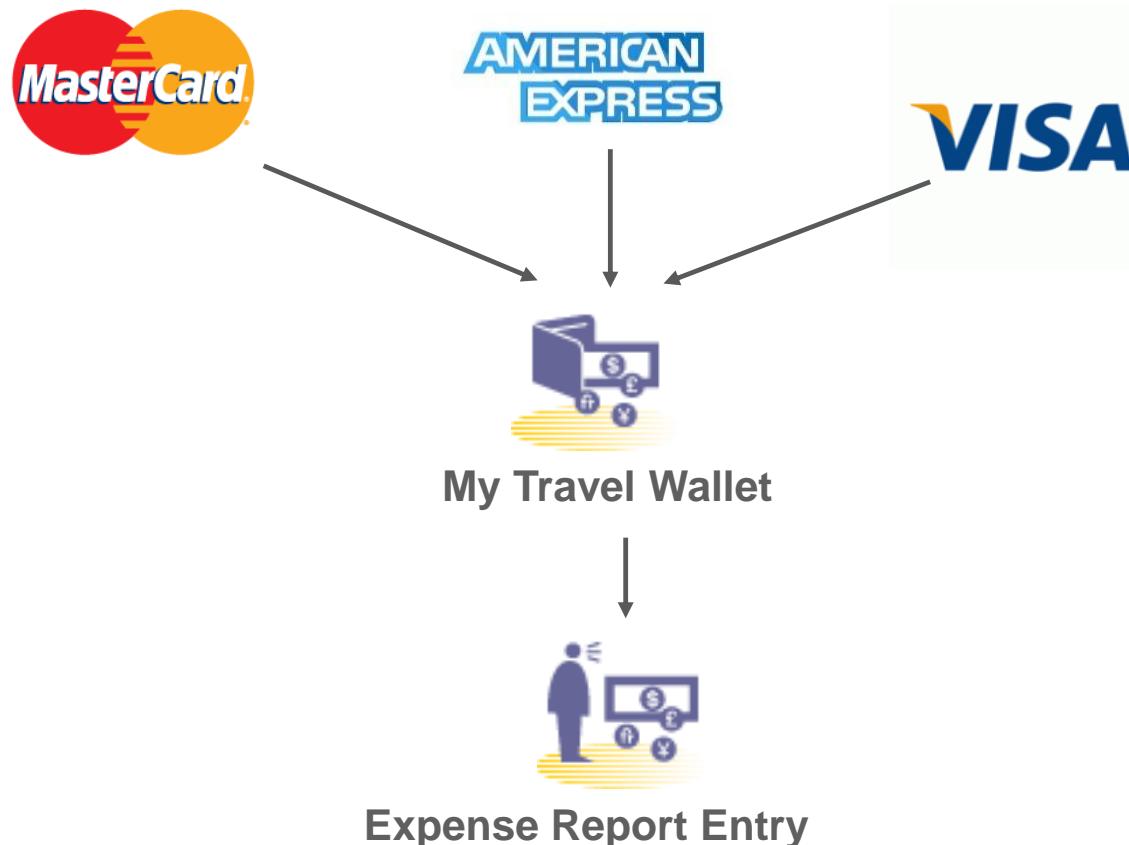
Automate

GPS Mileage Integration

- New functionality to assist in mileage policy enforcement

- Utilizes Oracle Maps/eLocation Services (No license required)

- New settings at the Expenses Business Unit indicate whether functionality is implemented *

- Utilizes other existing Expenses setup for Mileage tracking *

Automate

GPS Mileage Integration

- Only available on Fluid Expense Report

- New options for calculating mileage between 2 points

- Option to see Map and Directions to confirm mileage calculations *

- Available on all Form Factors – Phone/Tablet/Desk or Laptop

Automate
GPS Mileage Integration

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Control

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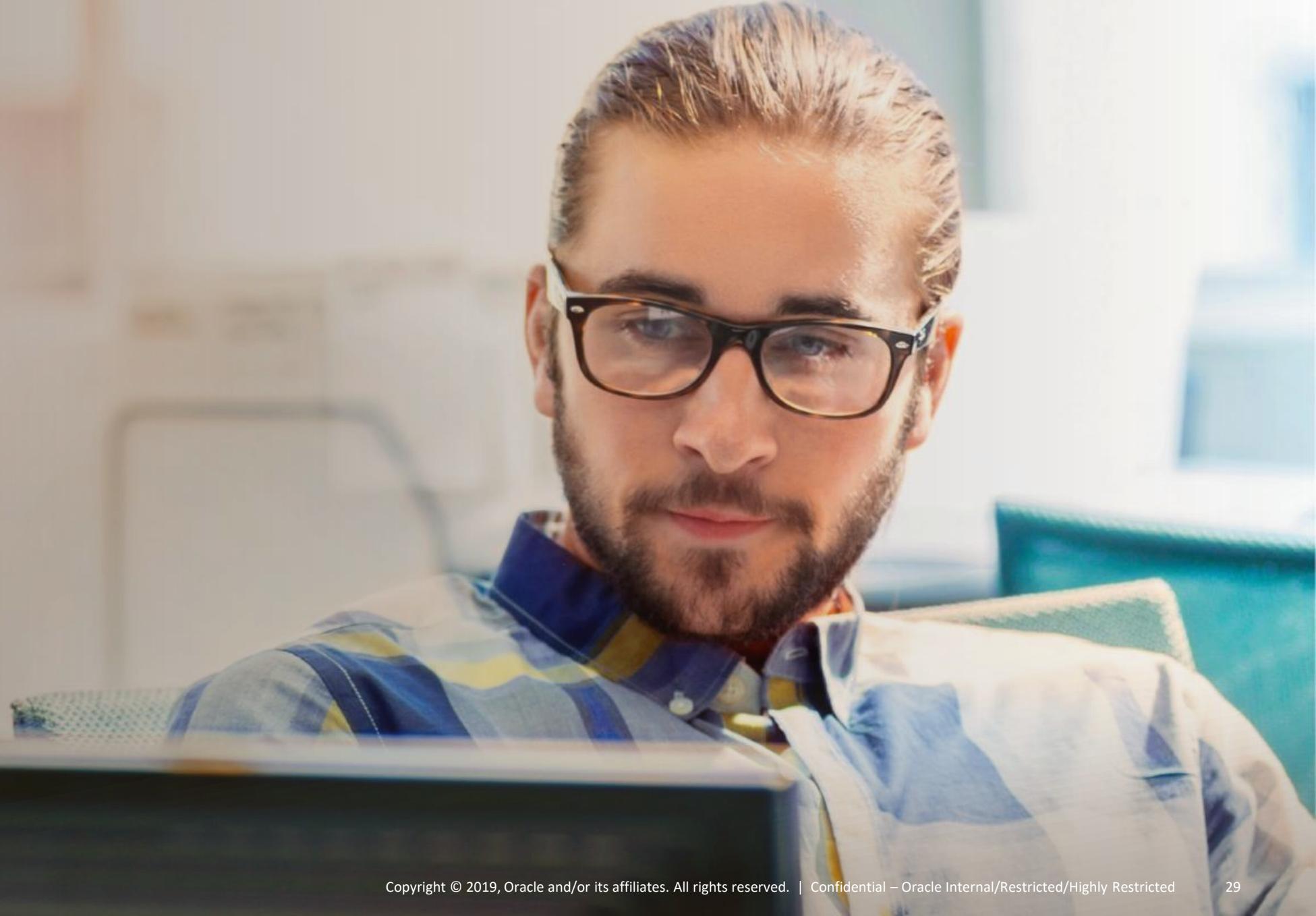
Control
Fluid Approvals – Giving Approvers More Visibility Into What They're Approving

- Existing capability to define Risk thresholds for monitoring Expense Overspend and non-compliance with policies

- Approvals now provide visibility into where Expense Reports have possible violations to Expense policies
  - Per Diem violations
  - Using Non-Preferred vs Preferred Airlines, Hotels, etc
  - Missing Receipts and more….

- Approvers are notified with a flag on the Risk Expense Report

- Drill-down can also show detail of violations

- Visibility of Attendees and Per Diem amounts from Drill-down to Expense Report

- Clarity around action for Approvers to "Send Back"

‹ Employee Self Service   **Risk Template**

Approval Risk Template

SetID SHARE	**Risk Template ID** EXPENSE MANAGER	**Transaction Type** Expense Report

Risk Criteria   🔍 | �ᵢ ‹ 1 of 1 › ›ᵢ | View All

Travel Authorization Estimates vs. Expense Report Actuals
- ☐ Travel Authorization Days < Expense Report Actual Days
  - ☐ Tolerance ____ Days
- ☐ Travel Authorization Totals < Expense Report Totals
  - ☐ Tolerance ____ %

Business Purpose Criteria
🔍 | � ‹ 1-1 of 1 › › | View All

Business Purpose	Description		
00007 🔍	General Travel and Expense	+	−

Expense Type Authorized Amounts
🔍 | � ‹ 1-3 of 3 › › | View All

Expense Type	Description	Authorized Amount	% Variance		
BRKFAST 🔍	Breakfast	☐	20	+	−
DINNER 🔍	Dinner	☐	20	+	−
LUNCH 🔍	Lunch	☐	20	+	−

Control
Fluid Approvals – Risks and Alerts Visibility
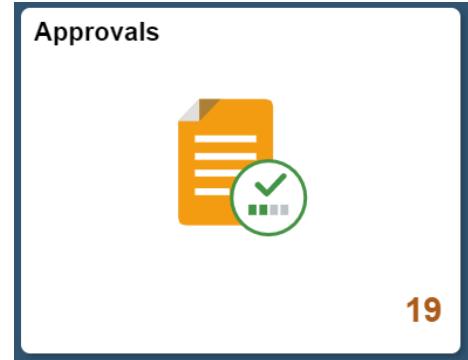
Fluid Approvals – Risks & Alerts

Control
Fluid Approvals – Risks and Alerts Visibility

- New indicators show the Approver there's a Risk associated with the Expense Report

- New drill-down allows the Approver to view Risk Level, the Risk Description, the criteria that triggered the Risk, and the details of the Risk.

- New "Sendback" button text replaces the "Pushback" button to make action consistent with what is done in Classic Expense Approvals
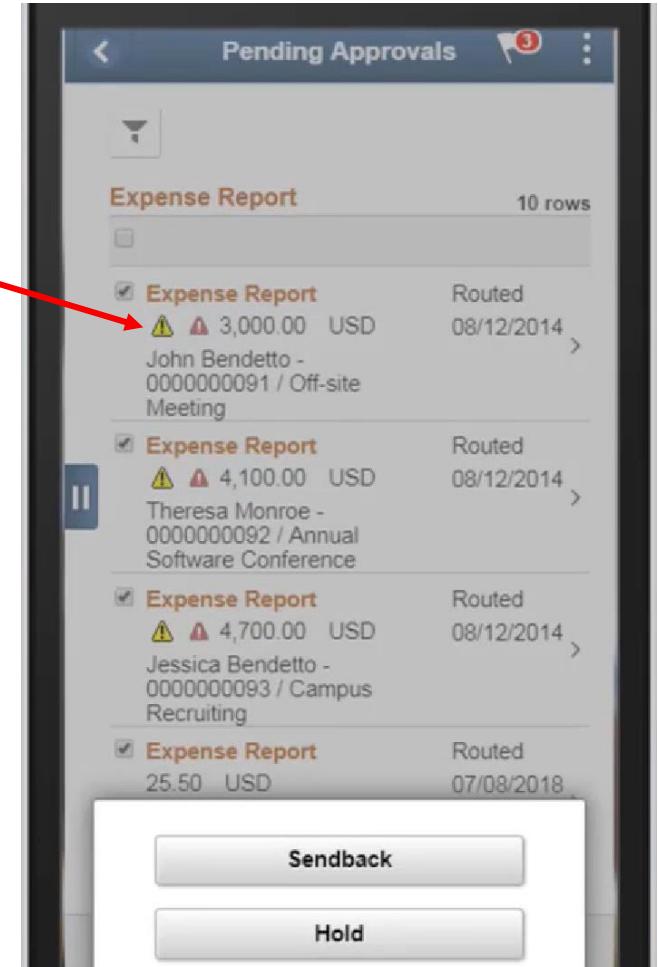
Control
Fluid Approvals – Risks and Alerts Visibility

Expense Report Header

Control
Fluid Approvals – Risks and Alerts Visibility

Exceptions and Risks

Exception Comments and Risks ✕

Theresa Monroe   Report ID   0000000092

General Information

Report Description   Annual Software Conference

Business Purpose   User Conference

Reference

Exception Information

Line	Expense Type	Exception	Comment
1	Breakfast	None	No exceptions associated with this line.
2	Automobile Rental	No Receipt	Receipt was shredded by accident.
2	Automobile Rental	Non-Preferred Merchant	Budget offered the best rates.
3	Hotel/Lodging	No Receipt	Receipt was shredded by accident
3	Hotel/Lodging	Non-Preferred Merchant	Hotel 6 offered best rates available in area.
4	Lunch	Amount Exceeded	
4	Lunch	No Receipt	Receipts were shredded by accident.

Risk Details

Line	Risk Level	Risk Description	Risk Criteria	Description
	4	Project Manager Level 4	Expense Type Amount Limits	The amount for Breakfast was over the limits by 100 USD on US001.
	3	Project Manager Level 3	Authorized Amount Exceeded	
	2	Project Manager Level 2	Non-Preferred Merchant	
	1	Project Manager Level 1	No Receipt Included	

Control
Fluid Approvals – View Attendees and Per Diems w/Drill-Down

< Back to Header   **Approval Line Detail**   ⌂

Dinner

30.98   USD

Line Detail

Transaction Date	05/03/18	Payment Method	Cash
Expense Type	Dinner	Merchant	
Description	Conference - Future of Finance	Location	Minneapolis, Minnesota
Billing Action	Internal	Personal Expense	N
		Receipt Verified	N

Additional Information

View Attachments	>
View Accounting	>
Attendees	>

Attendees

Date	05/03/2018
Expense Type	Dinner
Amount	30.98 USD

Attendees

Name	Company
Patterson,John	US001 NEW YORK OPERATIONS

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Control
Receipts Required Configuration - Refinement Rules

- Establish rules for when receipts (or comments) are required
- Override capability down to expense type and payment type
- Default no receipt comments
- Printed expense report has a grid to indicate to the user which receipts are needed

Control
Pivot Grid Thresholds

Before

Control
Pivot Grid Thresholds

Setup

Pivot Grid Wizard

① ② ③ ④ ⑤   < Pre

Specify Data Model Options

Specify the values for the Display and View Options for the Pivot Grid and Chart.

Title   Top 20 Employees Spenders

▼ **View Options**

Default View
- ○ Pivot Grid Only   ◉ Chart Only

Specify Axis Information

	Data Source Columns	Field Format	Grid Axis	Chart /
1	Name	String	Row ▼	X-Axi
2	Department	String	Filter ▼	Filter
3	Business Purpose	String	Filter ▼	Filter
4	Expense Type	String	Filter ▼	Filter
5	Amount	Signed Number	Column ▼	Y-Axi
6	Currency	String	Filter ▼	Filter

Configure Thresholds   Help

Data Source Column   Amount

Threshold Type   Range ▼

Lower Limit 7800   **Higher Limit** 8000

Threshold Color   Red ▼

Threshold Description Need to take action

OK   Cancel

Return

Control
Pivot Grid Thresholds

After
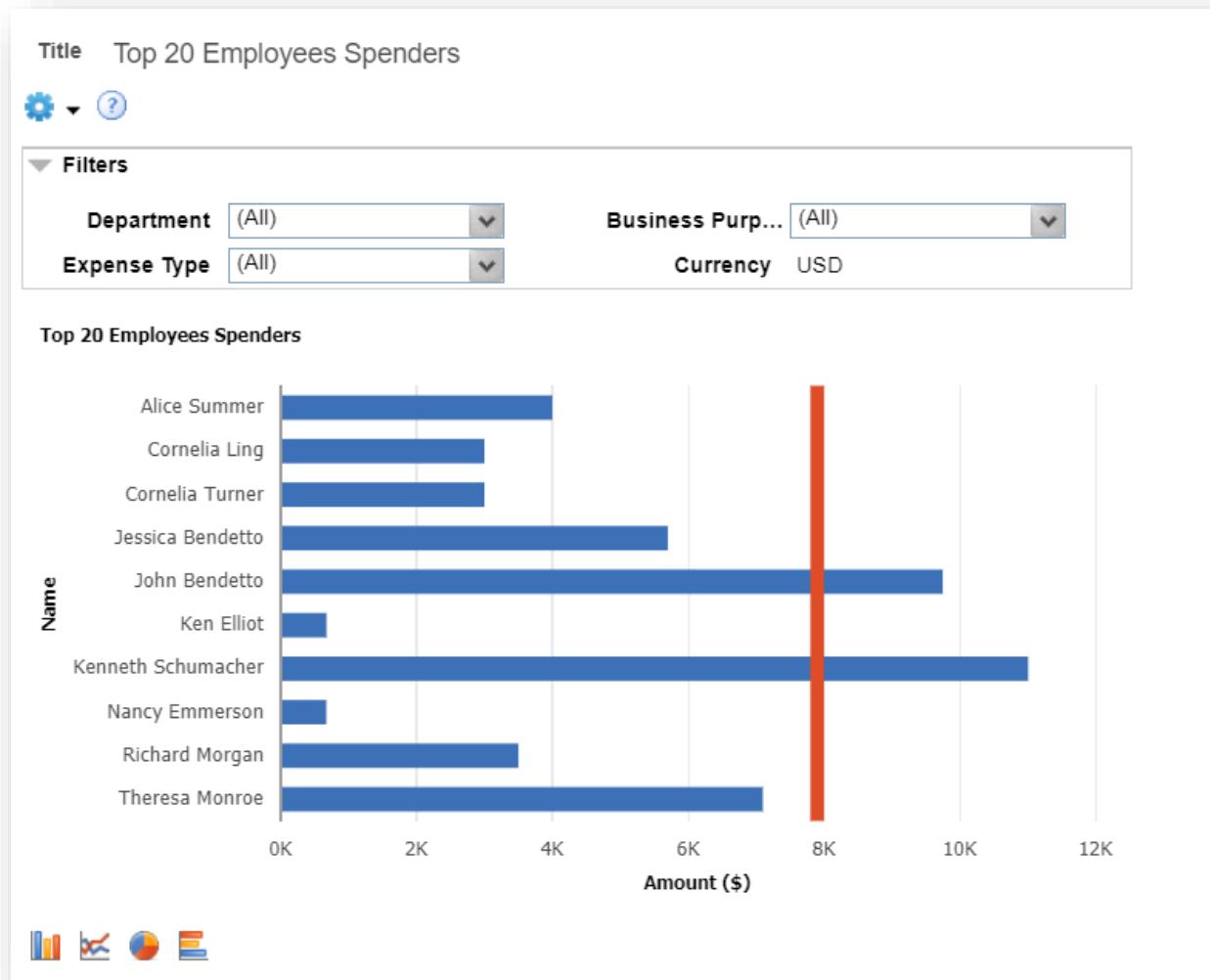
Control
Data Privacy Framework

Control
Change The Expense Type on The Expense Report

- New functionality to allow changing the Expense Type when credit card charges come from "My Wallet" transactions

- Delivered "turned off", must set a Business Unit option *
  - Enable Expense Type changes
  - Require a Reason Code for Change

- If Expense Type Changes are allowed, users may enter a different Expense Type than what is indicated from the entry imported from "My Wallet"

- If Reason Code is required, window opens to allow User to enter a reason for change. *

- Changes to the "My Wallet" dates are allowed

- Changes are written to an Audit table for "Before" and "After" comparisons and reporting.
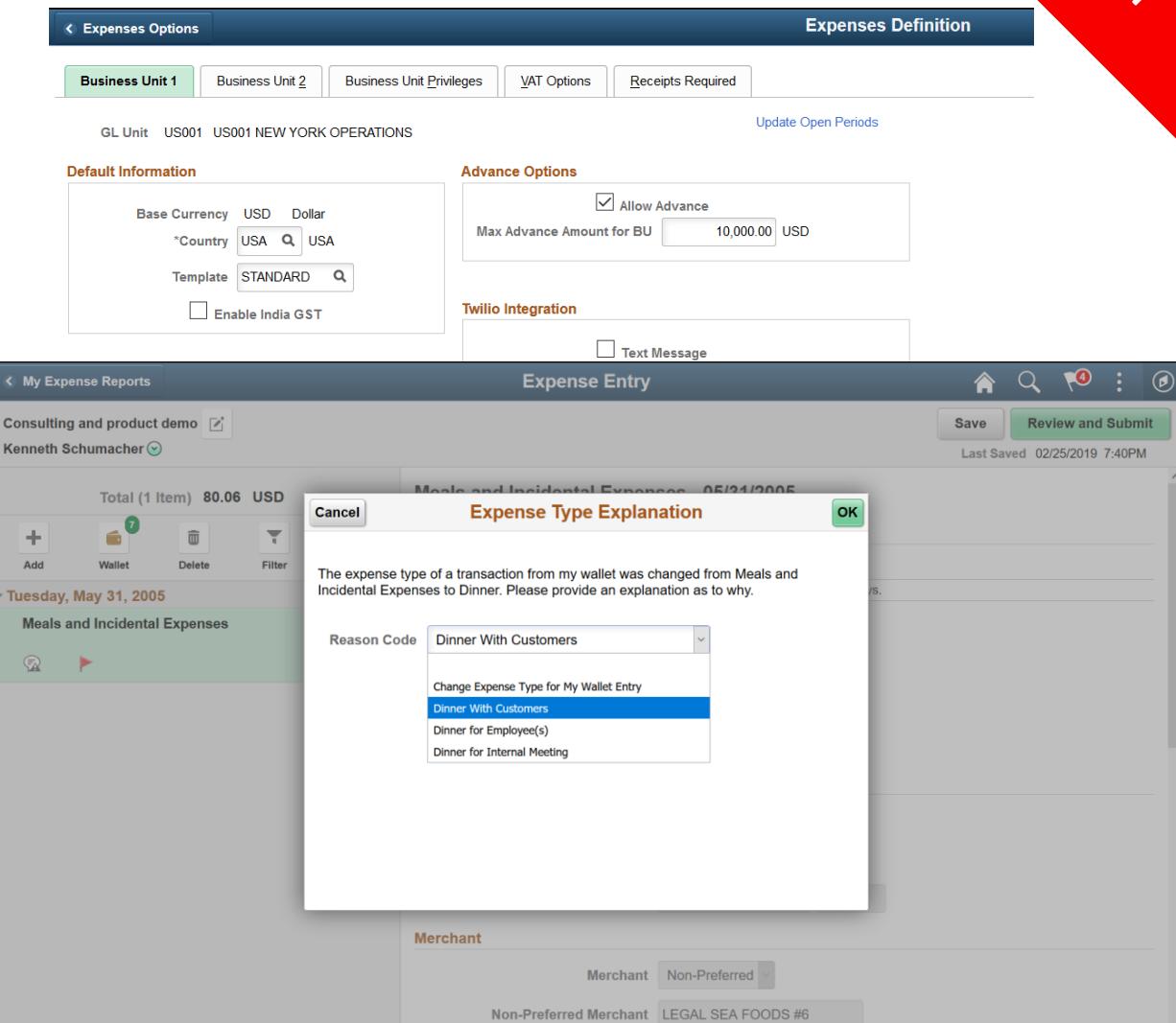
Control
Expense Type Changes – Audit Report

- If you are allowing Expense Type Changes, those changes are written to an audit table

- Written even if no Reason For Change is required

- Shows last current and "new" values

- Data is stored for customers to create their own Query and series of reports

Sample Report from Audit Table

Expense Report ID	Line Number	Field Name	Seq No	Operator ID	Name	Current Value	Current Value Descr	Original Value	Original Value Descr	Reason Code	Date/Time	More....
0000023	1	Expense Type	1	CROTH	Calvin Roth	DINCUST	Dinner w/Customer	MISC	Misc. Meal	UPDATE	Feb 20 – 2019 11:00AM	XXXX

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Optimize

Optimize
Drop Zones on Key Expenses Pages

How Are Customers Trying to Modify PeopleSoft?
Why Customers Have Historically Customized

Custom pages, requests, and processes that are currently outside of PeopleSoft.

Forms & Approval Builder

Change the appearance (i.e. label) or behavior (e.g. hide) of delivered fields on a page.

Page & Field Configurator

Extend and/or modify delivered business logic to provide custom processing.

Event Mapping

Add new fields to delivered pages to capture additional data for future processing.

Drop Zones

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Optimize
Page and Field Configurator

- How can we address simple form changes via configuration as opposed to customization?
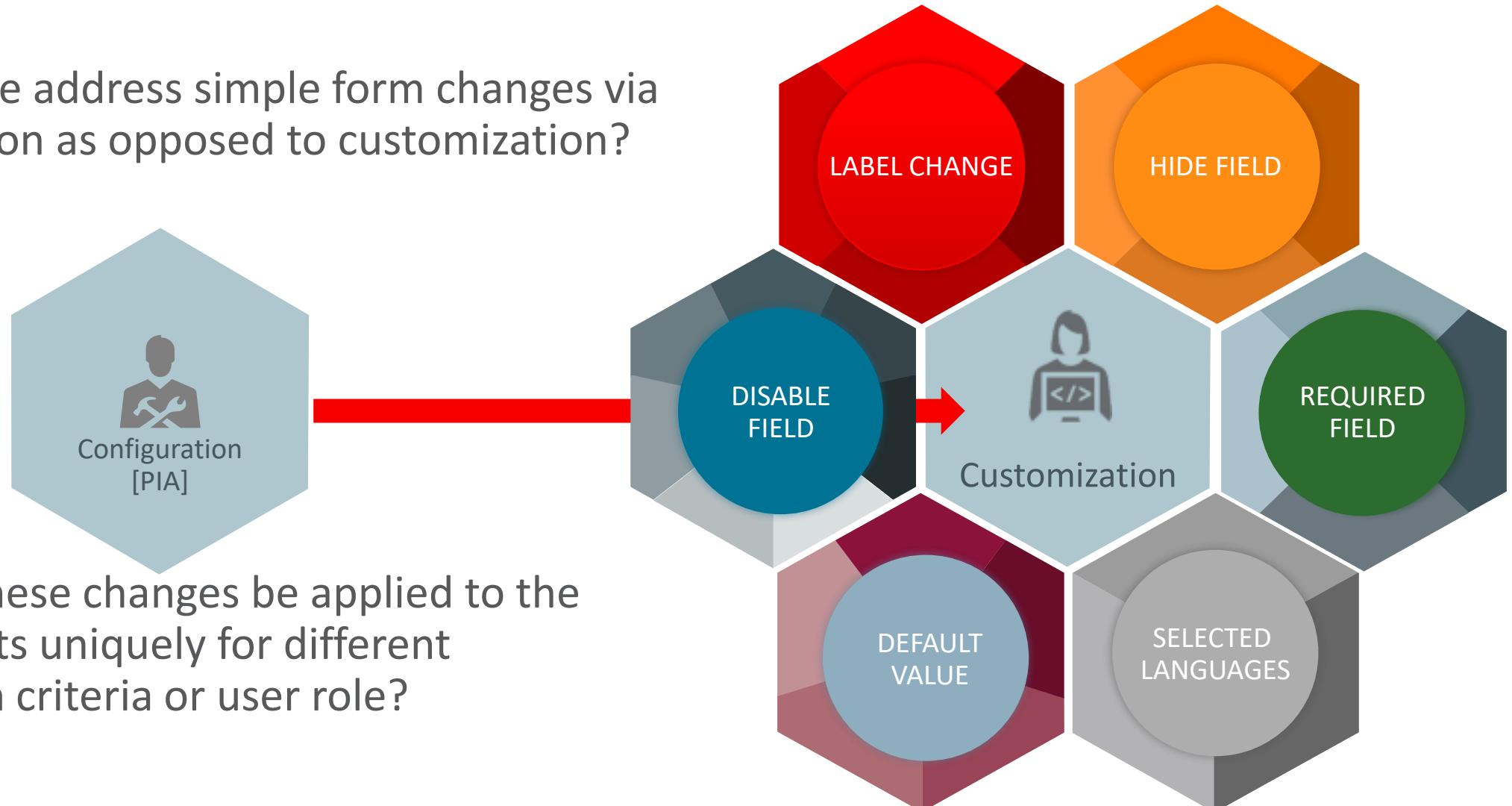
- How can these changes be applied to the components uniquely for different transaction criteria or user role?

Configuration [PIA]

LABEL CHANGE

HIDE FIELD

DISABLE FIELD

Customization

REQUIRED FIELD

DEFAULT VALUE

SELECTED LANGUAGES

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Optimize
Page and Field Configurator

Before Applying the Update
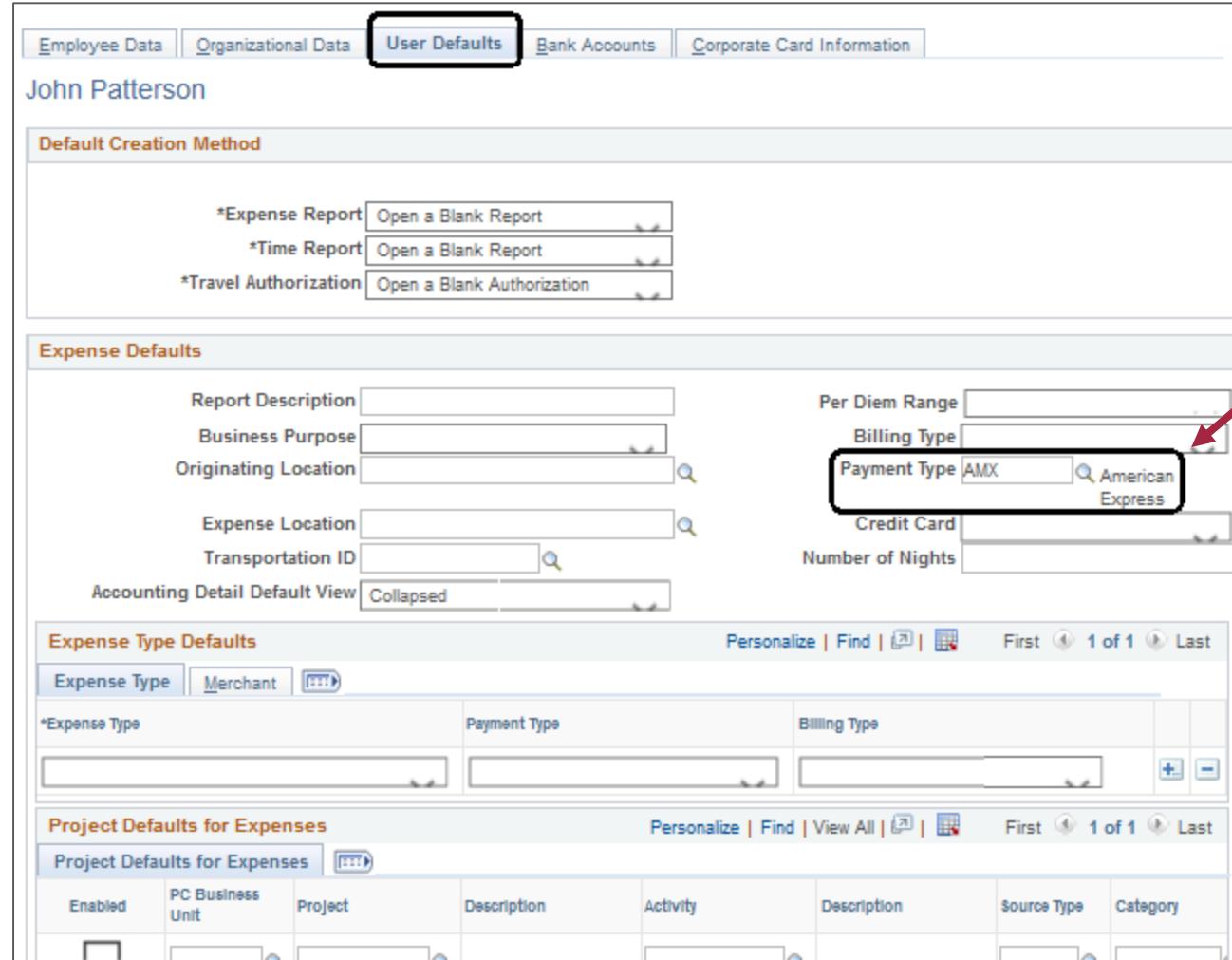
- Modify User Defaults

- Limit use of defaults for end users

- Disable the Payment Type selection

- Would like their end users to consciously select a payment type when they create an expense report

Optimize
Page and Field Configurator

After Applying the Update

- Disable a field

- Other Possibilities:

  - Specify a default value

  - Hide fields

  - Hide entire pages within a component

  - Modify labels

  - Change labels for selected languages (multi-lingual environment)

Optimize
Page and Field Configurator

Behind the Scenes

- Identify criteria for applying the page changes

- Multiple configurations to the same component based on user /role

Optimize
Event Mapping

Optimize
Drop Zones on Key Expenses Pages – Current Page w/No Drop Zones

Optimize
Drop Zones on Key Expenses Pages – Drop Zone Top and Bottom of Page

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Get Connected and Stay Informed
Be Heard! PeopleSoft Community Ideas

- **Submit enhancement requests**
- **Vote on submissions**
- **Share information and best practices**
- **Ask the community questions**
- **On *My Oracle Support***

Get Connected and Stay Informed
Key PeopleSoft Information Sources

PeopleSoft Information Portal
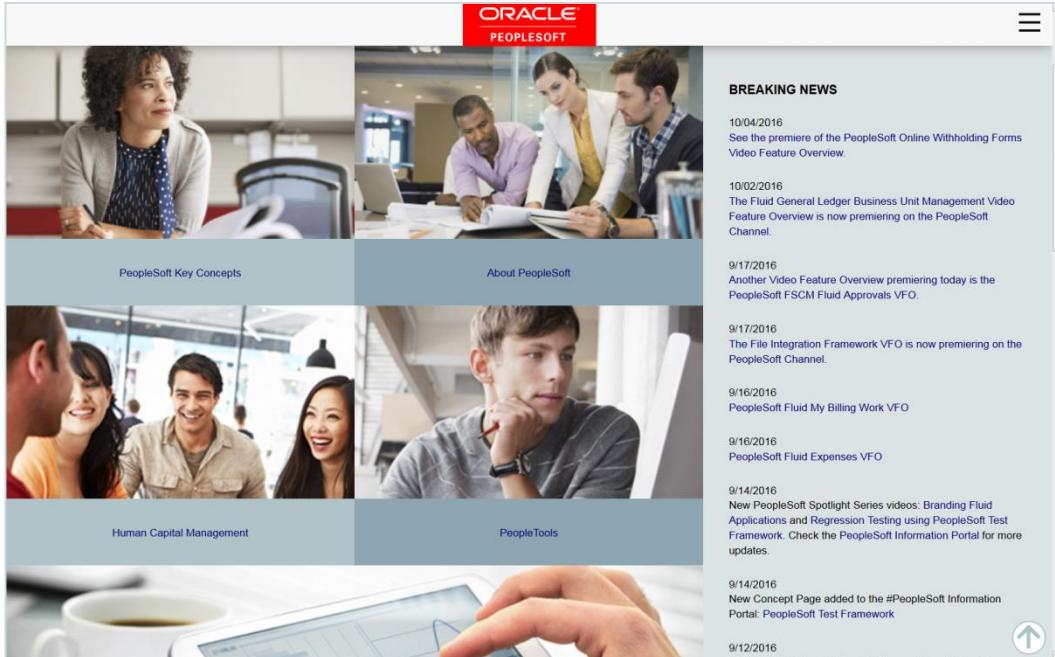
PeopleSoft YouTube Channel
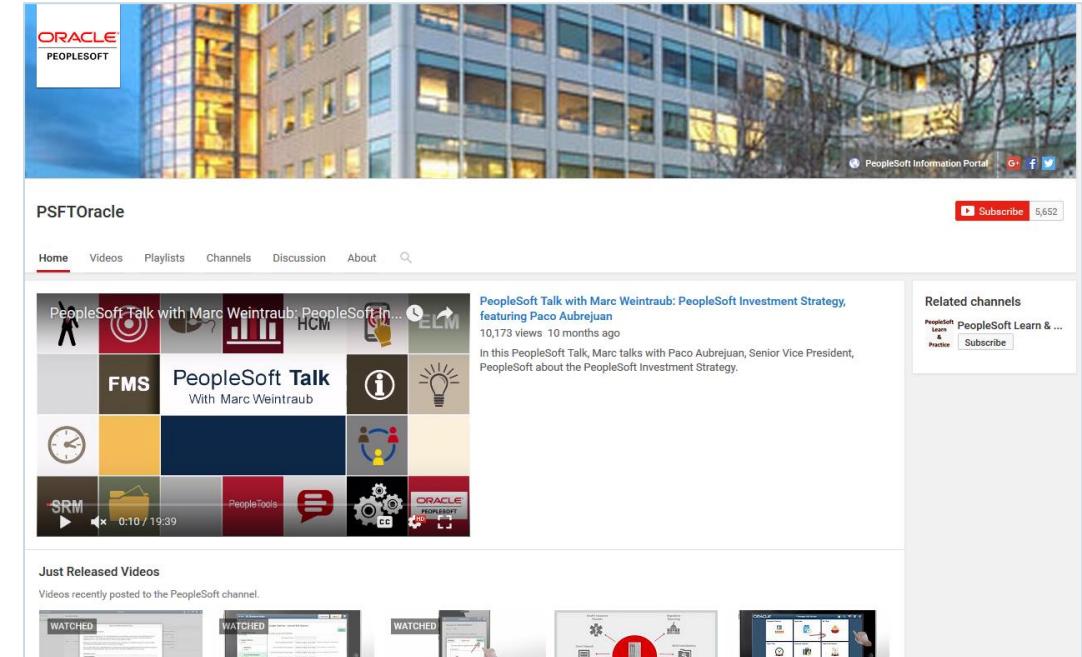
Social Media

@PeopleSoft_Info

Oracle PeopleSoft Page

Oracle PeopleSoft Development Group

Blogs

Experienced Partners

SpearMC

These partners submitted qualifying case studies in this subject area

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Fluid Expenses - Case Study

PEMCO Insurance - Travel and expense reporting at PEMCO Insurance was a highly manual effort. There were virtually no system integration points in place, and reconciliation of expenses had become a daunting task. A modern toolset was needed, with minimal impact to end users. PEMCO turned to SpearMC to propose the use of Oracle's PeopleSoft Expense Reporting module. SpearMC developed a ten-week program for the deployment program. In order to take advantage of the latest mobile functions available in Image Release 19, SpearMC also proposed an upgrade to the PeopleTools infrastructure to 8.55. In just four weeks SpearMC deployed the PeopleTools upgrade, and then ten weeks later the Expenses toolset was deployed. Visa bank files for expenses on corporate cards began to be integrated on a daily basis, allowing users to pull in expenses without manually coding them. Mobile functionality was deployed to allow users to download pictures of receipts. Expense approvals were automated through a workflow engine, further reducing the movement of paper transactions. - SpearMC

Hackensack Meridian Health - As the HMH system brought on additional hospitals, they needed an integrated, secure, mobile travel expense authorization and approval application. PeopleSoft Expenses with mobile functionality, coupled with Appsian/Duo multi-factor authentication. Travel authorization and mobile approval functionality saved over 60% on uncontrolled travel spend. HMH and SpearMC also won coveted Oracle Innovator Awards - SpearMC

On-Premise/PeopleSoft Application Sales Contacts

Peter Hogenson
Healthcare & Public Sector

Nicolas Chavez
Financial Services