

FAQ - MXP goes Digital:

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1. Questions concerning functionality as deputy approver (Admins)

Q: I hold a role as deputy approver, but I do not receive mail-notifications for pending approvals:

A: If you are waiting for a mail regarding one of your own expense notes – you do not receive a notification! Due to our dual control principle, one cannot approve her/his own expenses. These expenses can only be approved by your supervisor (=cost center manager)!

Q: I hold a role as deputy approver but cannot log on to the expense note by the link included in the email.

A: When a deputy receives an approval-mail, she/he cannot reach the expense note by the included link!

This task is exclusively reserved for the email address of the cost center manager.

Please log on with your regular MXP-credentials for your own account and choose the deputy role. Here you can check & approve the expenses as a deputy.

2. Reimbursement of expense notes

Q: I have entered my expenses but have not received a reimbursement yet. Why is that?

A: Please check, if you have created an expense note:
view:

→ my transactions → create expense reports → **CREATE A NEW REPORT**

Only if you create a new report (not a draft) your expenses will enter the approval workflow and can be checked and approved by the cost center manager and accounting and finally be reimbursed.

3. Questions regarding receipts

Q: Can I add a screenshot as receipt?

A: We need GoBD and tax compliant receipts.

Meaning, there are only 3 legally correct ways to add digital receipts:

- Digital receipt received as PDF
- PDF Scans of original paper-receipts
- Photographs made with the SpendCatcher App

This is the only way to comply with the legal requirements.