

## Necho Employee Online Expense System Frequently Asked Questions

<b>Can I access Necho through a thin client machine?</b>
To access Necho, a PC with an Internet Explorer connection (i.e. the training PC) is required. Once the browser on the thin client (black terminals located throughout store) is upgraded, Necho will become available through them.
<b>What do I use for a report name?</b>
Enter a report name that you can easily identify later. This report name will appear on management reports.
<b>I need to charge my expense to a different location (or department). How do I do that?</b>
On the <Create Expense Report> screen, click the <Change Default> button. An <Allocation> screen will display. Ensure the <Modify allocation> option is selected. In the <Location> (or <Department>) drop-down box, select the location or department the expense will be charged to. Changing the default location also changes the approval chain as the expense report will now route to the approvers for the selected location (or department).
<b>Not all my credit card charges are showing.</b>
It could be a timing issue – the charges will appear in Necho once the charge has been processed to the account. Continue checking the <View Transactions to Include> list until the charges are listed. Credit card transactions are added through a nightly routine.  If the expense occurred prior to the roll out, the charge will be on the final paper version of the P-Card/Travel Card report that you will receive. If it is on the paper report, submit through the traditional paper process.
<b>I don't see an expense type that I need.</b>
Send your request to the <a href="mailto:Nechoexpense@lowes.com">Nechoexpense@lowes.com</a> mailbox. Include what the expense is for and the general ledger account number (if known).
<b>How do I know what GL account number to use?</b>
The expense type selected determines the general ledger account number to which the transaction will be posted. This eliminates the need to memorize account numbers.
<b>I am filling out an expense report for mileage and my mileage rate is \$.00. Why isn't the mileage reimbursement rate right?</b>
The IRS mileage reimbursement rate is date driven. Verify you have the correct date on the expense report (this would be the date field above the expense type).
<b>Can I submit a mileage reimbursement expense on the same expense report that has credit card transactions?</b>
Yes! Reimbursable charges (i.e. mileage), p-card transactions, and travel card transactions can be reported on the same expense report.


**I’m submitting an expense report for mileage I traveled in the same city. How should I record that on my expense report?**

Document in the <Business Purpose> the different street addresses that you traveled to and the business reason for going there. The <Point of departure> and <Destination> must contain the city and state (even if they are the same).

**I sometimes travel outside the US. Is there an easy way to convert my expenses to another currency?**

Expenditures placed on a Lowe’s corporate card will be converted to USD by the bank. For cash transactions, change the <Region> to the country to which you traveled and enter the amount spent in the foreign currency. The system will convert to USD at the exchange rate for the travel date.

**When I submitted an expense report for a travel meal, I got a message that said, “This entry requires management approval because 27.26 USD exceeds the allowable limit of 22.00 USD.” What does that mean? Did my expense report get submitted? Do I need to do anything else?**

This is an example of an expense that exceeds the policy limits. The expense was flagged with a yellow  (yellow!) indicating the expense was out of policy. Expenses that exceed policy limits are routed through the approval chain to the SVP for approval. Review the section in the Meals training guide that covers how to enter a split allocation.

**I went over on a meal that I am including on an expense report that also has a mileage expense. Will the amount I owe for the overage be deducted from the amount Lowe’s owes me for mileage?**

Yes. Mark the overage as a personal expense (review the section in the Meals training guide that covers how to enter a split allocation). Personal expenses are deducted from reimbursable expenses and the net will be reimbursed to you. Note however, that you cannot submit an expense report for a negative total (i.e. personal expenses are \$15, reimbursable expenses are \$10, net “you owe Lowe’s” is \$5). In this example, you would submit a personal check to cover the amount owed to Lowe’s (see the question below for instructions on submitting personal checks).

**Where do I send my personal check to cover expenses not covered by T&E Policy (for example if I go over the meal allowance)?**

If you are reimbursing Lowe's, select the **Personal cheque included** box on the report header tab. In the <Business Purpose> field, include the check number, amount, and date of your personal check made payable to "Lowe's Companies." The expense report document number (located on the barcoded sheet you will print once this report is submitted) must be written on the face of the personal check. A copy of the check must be included with your receipts and the original check mailed to **Necho Admin EPS3**.


**I recently returned from a trip to Chicago. Chicago is considered a “premium rate location.” What do I do when submitting a meal expense to indicate I was in a “premium rate location?”**

Change the <Area> to the premium rate location to which you traveled. The system will now compare the <Spent Amt> to the approved policy limit.

**On a previous credit card statement I discovered I had been charged for a motel stay that I did not use. I called the motel and received credit. The credit is in Necho as a transaction to be included. How do I fill out an expense report for a credit?**

Locate the credit in the <Include Transactions> list. When the credit card transaction is selected, it will include as a credit. Select the <Expense Type> (in this example Lodging), check the receipt included option (although you are not required to send in a receipt for a credit, Necho will not allow you to submit an expense for lodging without indicating that the receipt copy is included) and note in the <Business Purpose> that the original charge was on a previous statement along with the city and state where the expense was incurred.

**There is a charge on my credit card that shouldn't be there (or the amount is wrong). What should I do?**

On the <Include Transactions> page, click in the check box to the left of the item and click the <Mark as Disputed> button  at the bottom of the page. Send an email to the related Expense Payables email box (*Purchase Card* or *Travel Card*) so the appropriate research can be conducted. The transaction will be removed from your Include Transactions list.

**How often should I submit an expense report?**

A best practice tip would be to submit expense reports every two weeks if you have expenses to submit. For credit card transactions, expense reports must be filed within 30 days of the date the expense was incurred. Expense reports for mileage reimbursement should be filed no less than once a quarter (and within 30 days of the fiscal quarter end).

Reimbursable charges (i.e. mileage), p-card transactions, and travel card transactions can be reported on the same expense report.

**I am receiving the review notifications, but I'm not getting the dialogue boxes in Necho letting me know my expense report has been submitted.**

Set your PC to allow pop up messages for the Necho site. Follow the instructions below:

1. Open Internet Explorer.
2. On the Tools menu, point to Pop-up Blocker, and then click Pop-up Blocker Settings.
3. In the Address of Web site to allow box, type the address **expense.cybershift.net** and then click **Add**.

**I am creating an expense report for our janitorial services. I have several charges for the same dollar amount but for different weeks that were charged on the card on the same day. I keep getting the warning message, "Warning: Another expense has been found on this report which has similar attributes to expense Cleaning and Maintenance for 1,525.00 USD." What do I do?**

The warning message is because the dates and amounts are the same. In the <Business Purpose>, (in addition to the standard business purpose information) state that the services are for different weeks and include the service date range. The Expense Payables Auditor auditing the report would read the business purpose and would know it isn't a duplicate.

**The fax machine jammed as I was faxing in my receipt copies. What should I do?**

Refax the receipt copies. Wait approximately 15 minutes and open the expense report in Necho (click the <Review History> link, click the report name, and click the <Open> button) and click the <View Receipts> button. If the transmission went through successfully, you will be able to see the receipt copies in Necho.

**I can't view my receipts in Necho. I get a message saying "receipt matching not found."**

Refer to the Submitting Receipts training guide. Make sure that the very first page of your receipt packet that you are faxing in is the transmittal cover sheet that has the barcode and that barcode matches the document number assigned to your expense report. Every expense report is assigned a unique document number, therefore the transmittal cover sheet cannot be used for other reports nor can you send in receipts for various expense reports in one fax transmission. Verify that you are using the correct fax number (866-399-5308).

If you are scanning and emailing your receipts to [lowes@Kwiktag.com](mailto:lowes@Kwiktag.com), make sure that you have selected the correct output format (refer to the Submitting Receipts training guide for instructions on how to change the output format).

**I faxed in my receipt copies but I have not received confirmation to forward the report in Necho Expense.**

The report was forwarded in Necho when you clicked the <Submit> button. You can track the expense report through the <Review History> link.

**I received a message that my expense report was rejected. Can you tell me why it rejected and what do I need to do to correct it?**

From the Necho home page, click the <Review History> link. To see all your expense reports, change the **Status** to **All** (upper right corner). Each report is listed in the **Review Expense Reports** section. Select the report name and click the <Event History> tab. Click the "☐" to expand the section and view additional details. The notes will show you who rejected the expense report and why. Click the <Open> button to open the expense report. Make the requested correction, save the changes, and re-submit the expense report.

**My expense report was rejected because of an "invalid business purpose." What is an example of a valid business purpose?**

For the business purpose to meet IRS guidelines, the explanation should clearly state the necessity of the expense. If the expense is travel related, the business purpose must include the city and state where the expense was incurred.

**How do I re-submit a rejected expense report?**

Make the corrections in the expense report, click <Save Changes>, click the <Complete Report> button, and click the <Submit> button. You will receive a popup comment box where you will state what you did to correct the report. Resubmit receipts only if receipts were the reason for the rejection (for example, if the reviewer could not read the receipts and have asked you to resubmit that receipt). You do not have to submit all the receipts for the second submittal – only the receipts in question. Using the same transmittal cover sheet will ensure the receipts are attached to the appropriate expense report.

**What is the approval chain?**

The approval chain is the route that the expense report follows to gain payment approval. You will see a message that says, “Submitted for MA” (MA=Manager approval).

For store associates, the first level of approval is the Ops Manager. If the expense report is within policy and within the Ops Manager’s spend authority, the report is then routed to Expense Payables audit for final approval. If the report exceeds the Ops Manager’s spend authority or does not comply with company policy, the expense report is routed to the Store Manager.

For DC employees, the expense report is routed to the Facility Manager and if the expense report is within policy and within the Facility Manager’s spend authority, the report is then routed to Expense Payables audit for final approval. If the report exceeds the Facility Manager’s spend authority or does not comply with company policy, the expense report is routed to the RGM.

For CSC employees, the expense report is routed to the manager and if the expense report is within policy and within the manager’s spend authority, the report is then routed to Expense Payables audit for final approval. If the report exceeds the manager’s spend authority or does not comply with company policy, the expense report is routed to the director.

**When I submitted my expense report, it routed to the wrong approver. How can I get that fixed?**

The approval chain in Necho follows the “Report To” structure in PeopleSoft HR. Send an email to the [NechoExpense@lowes.com](mailto:NechoExpense@lowes.com) mailbox and we will research.

**My store currently doesn’t have an Ops Manager. What should I do?****My approver is on (vacation, medical leave). What should I do?**

Send an email to the [NechoExpense@lowes.com](mailto:NechoExpense@lowes.com) mailbox and we will research.

**How will my manager know I have submitted an expense report for their approval?**

If after 5 days from the submission date the approver has not reviewed an expense report, the approver will receive an email alerting them of the outstanding report to review. The notifications will continue until the expense report has been approved or rejected by the approver.

**How will I know when my reimbursement is deposited into my account? Will I get an email?**

You will receive an email when the expense report receives final approval. You can expect a deposit within five business days if you are on direct deposit. If your payroll check is deposited into multiple accounts, please check all accounts for the deposit.

Employees receiving paper payroll checks or using payroll cards will receive reimbursement on a payroll check based on the normal payroll schedule.

**I received an email letting me know my expense report had received final approval. It's been a week and I still don't see the money in my account.**

Ensure it has been five business days since you received notice that your expense report received final approval. If your payroll check is deposited into multiple accounts, please check all accounts. Employees receiving paper payroll checks or using payroll cards will receive reimbursement on a payroll check based on the normal payroll schedule. If you still do not see the deposit, please send an email to the [NechoExpense@lowes.com](mailto:NechoExpense@lowes.com) mailbox and we will research it for you.

**Can I have my payroll check deposited into a checking account and my cash reimbursement for mileage deposited into my saving account?**

No; cash reimbursements are deposited into the payroll direct deposit balance account.

**I haven't received a P-card report in Excel in over two weeks. I have a code on my Dash-7 that is wrong and I don't have a P-card report that I can correct it on. What should I do?**

All P-Card charges will be shown in Necho. Make any necessary corrections to the expense type when you are reconciling (submitting) the expense on an expense report. The expense type selected determines the general ledger account number that the expense is charged to. The adjusting entry to the general ledger will not be made until the expense report receives final approval.

Requests for corrections needed after the expense report has received final approval are to be sent to the [FinancialHotline@lowes.com](mailto:FinancialHotline@lowes.com). File Express is no longer available for correcting entries of this kind.

Weekly P Card statements will be modified and available to the stores in March 2007 as informational only –follow the instructions above to make any necessary corrections.