Fraedom User Training

Updated December 2020

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Introduction to Fraedom

- Expense management system for University Purchasing Cards
- All transactions require coding & approval in Fraedom
- Functionality in place to help card users process their transactions:
  - OCR (Optical Character Recognition) to scan receipts and attempt to automatically match to transaction & code GST
  - 12 Spend Wizards to help choose the correct expense code
  - Smart phone app – useful for uploading receipts & coding on the go

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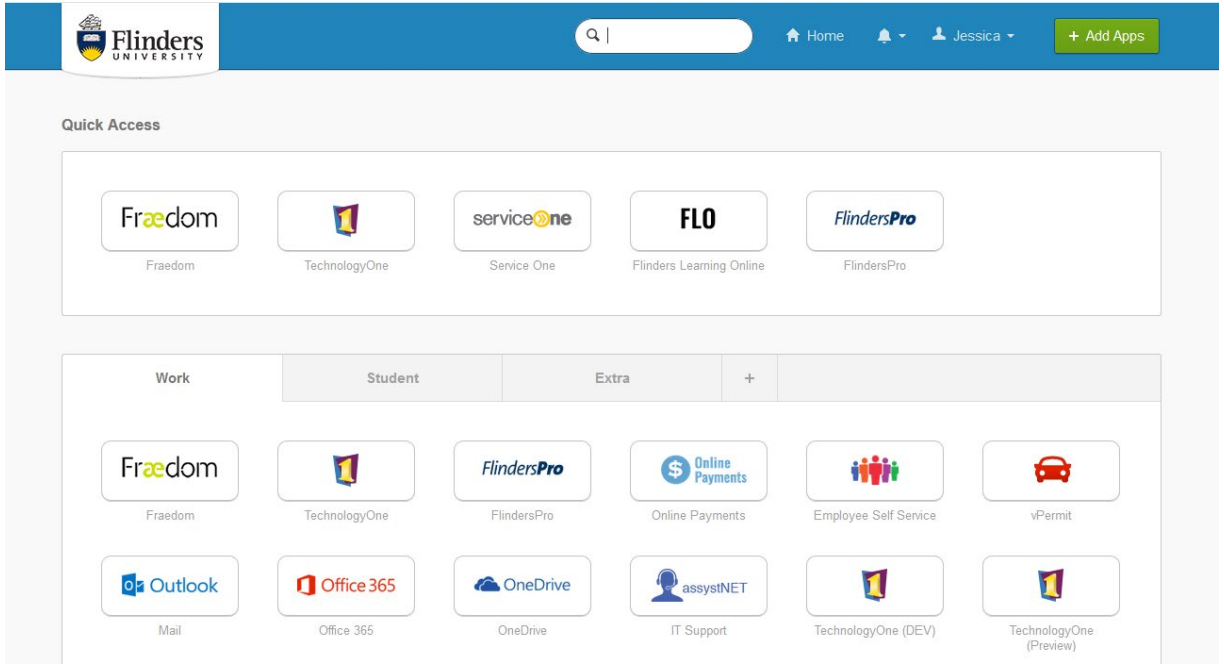
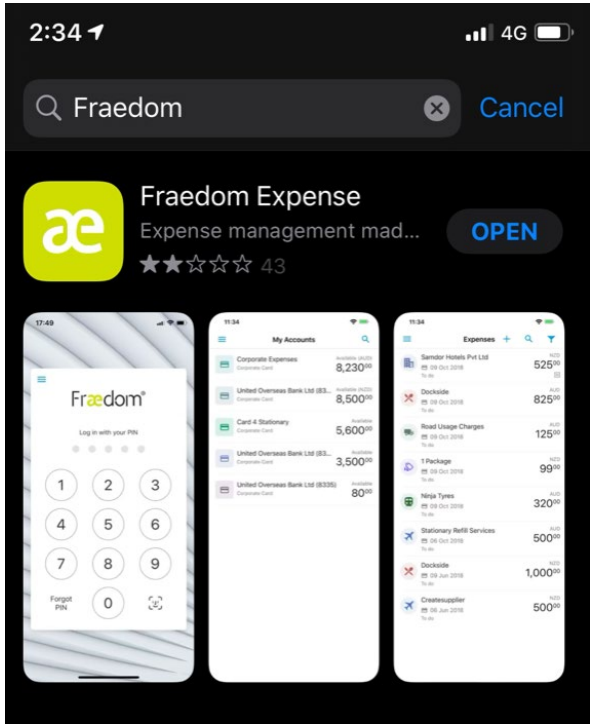
Accessing Fraedom

Fraedom is accessible via your Okta dashboard on a computer, or through the mobile app.





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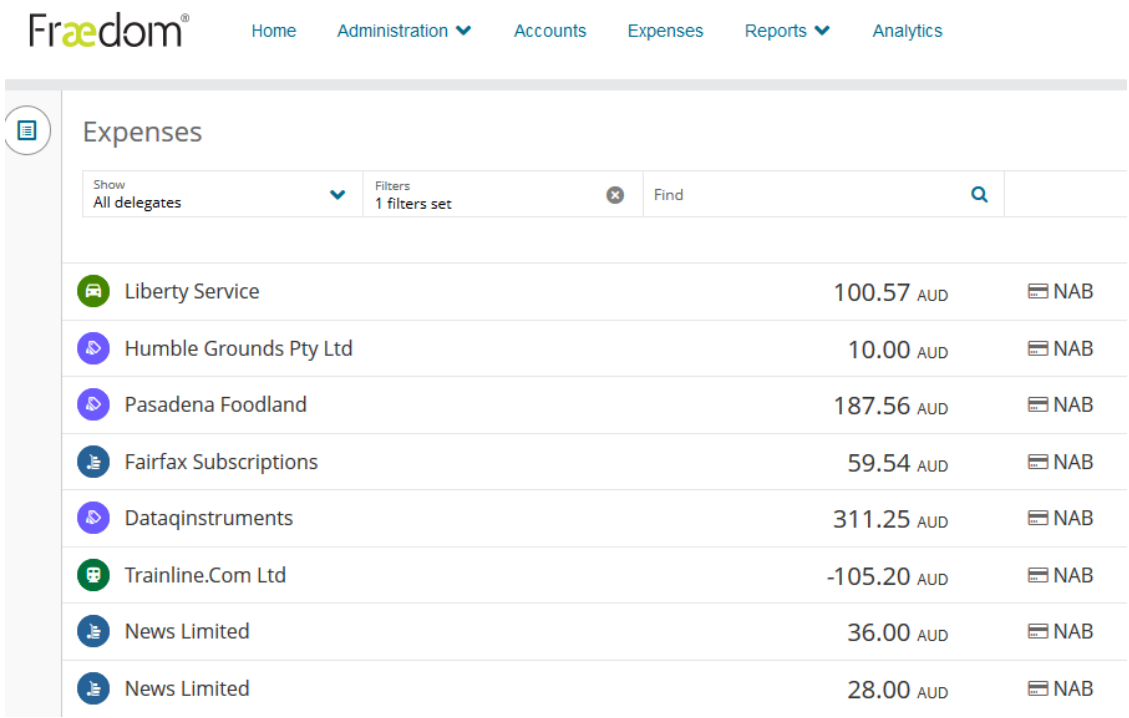
Coding in Fraedom (desktop)

In the Expenses tab, you will be able to see a list of all transactions that need to be actioned.



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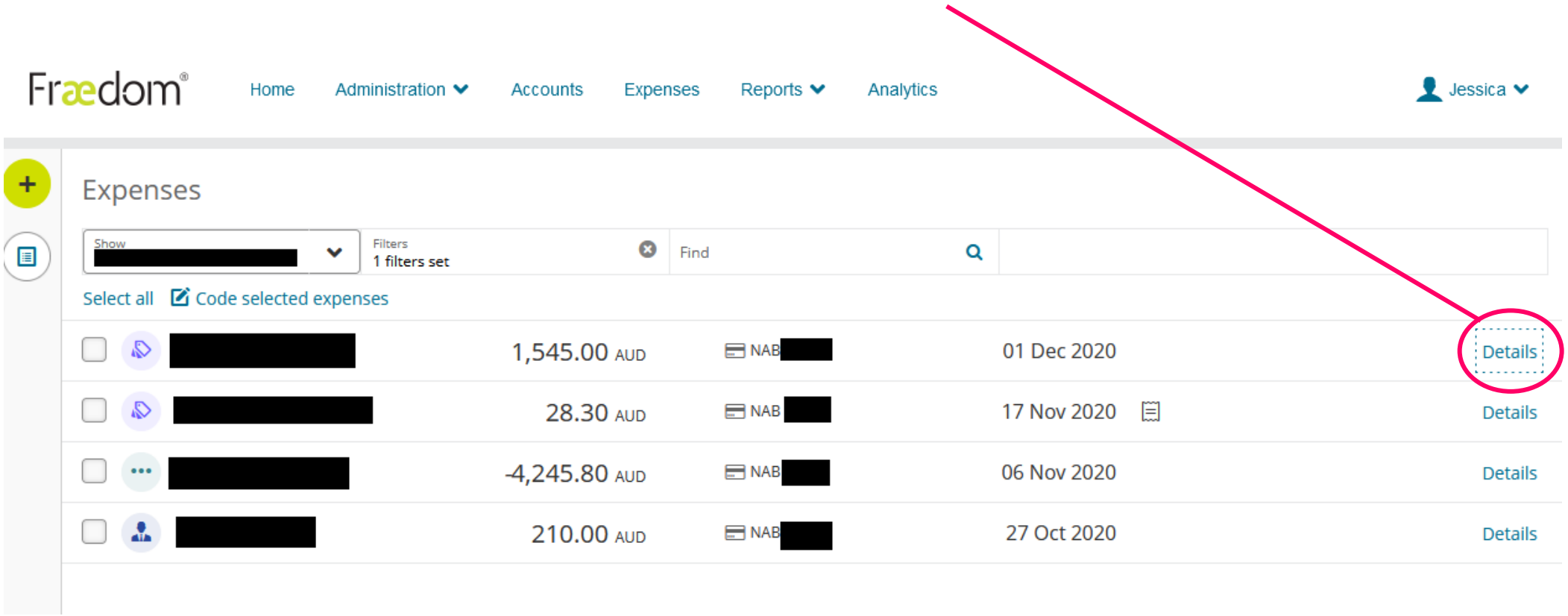
Click on the ‘Details’ link to open the coding box.



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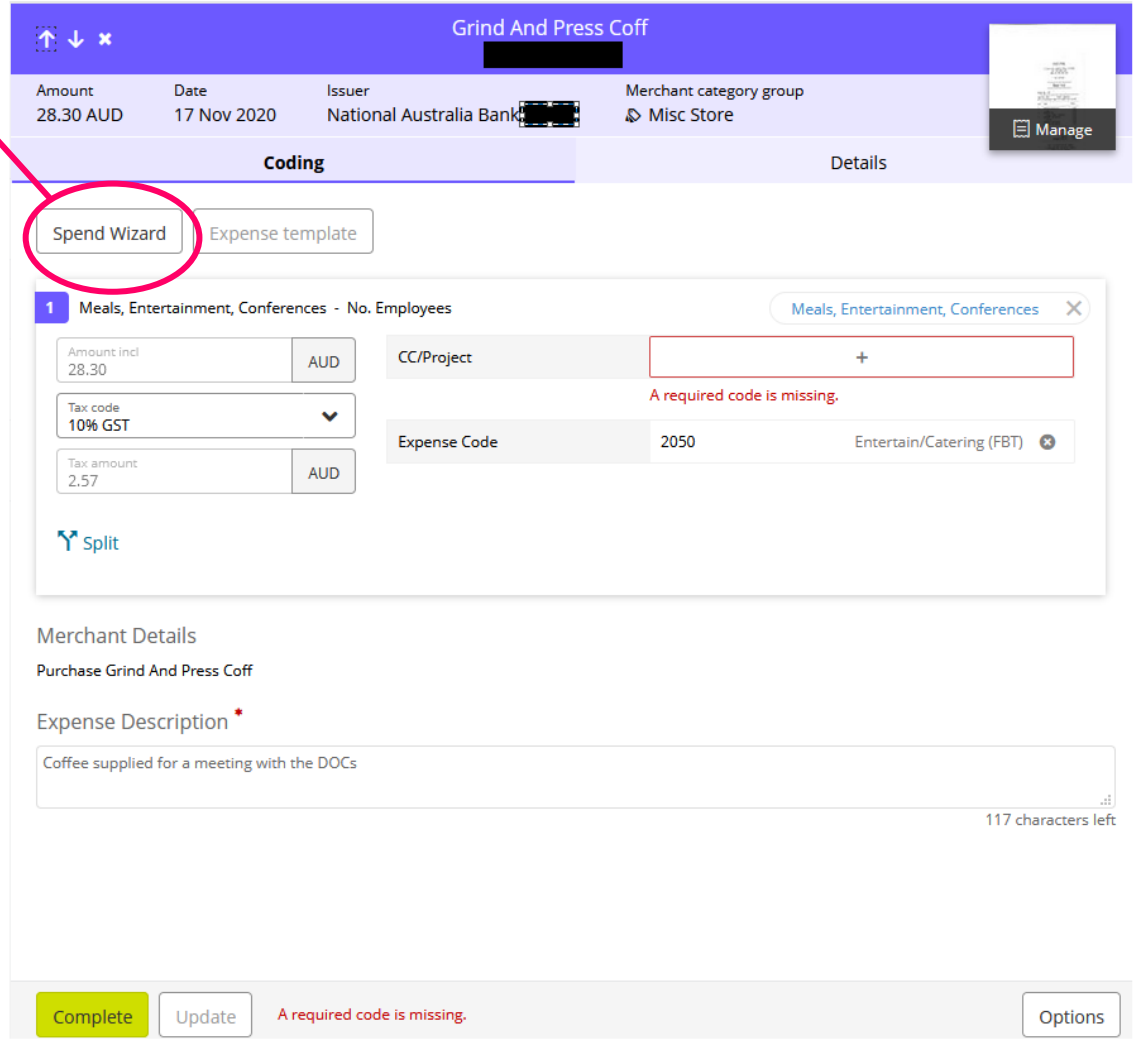
Click on ‘Spend Wizard’.



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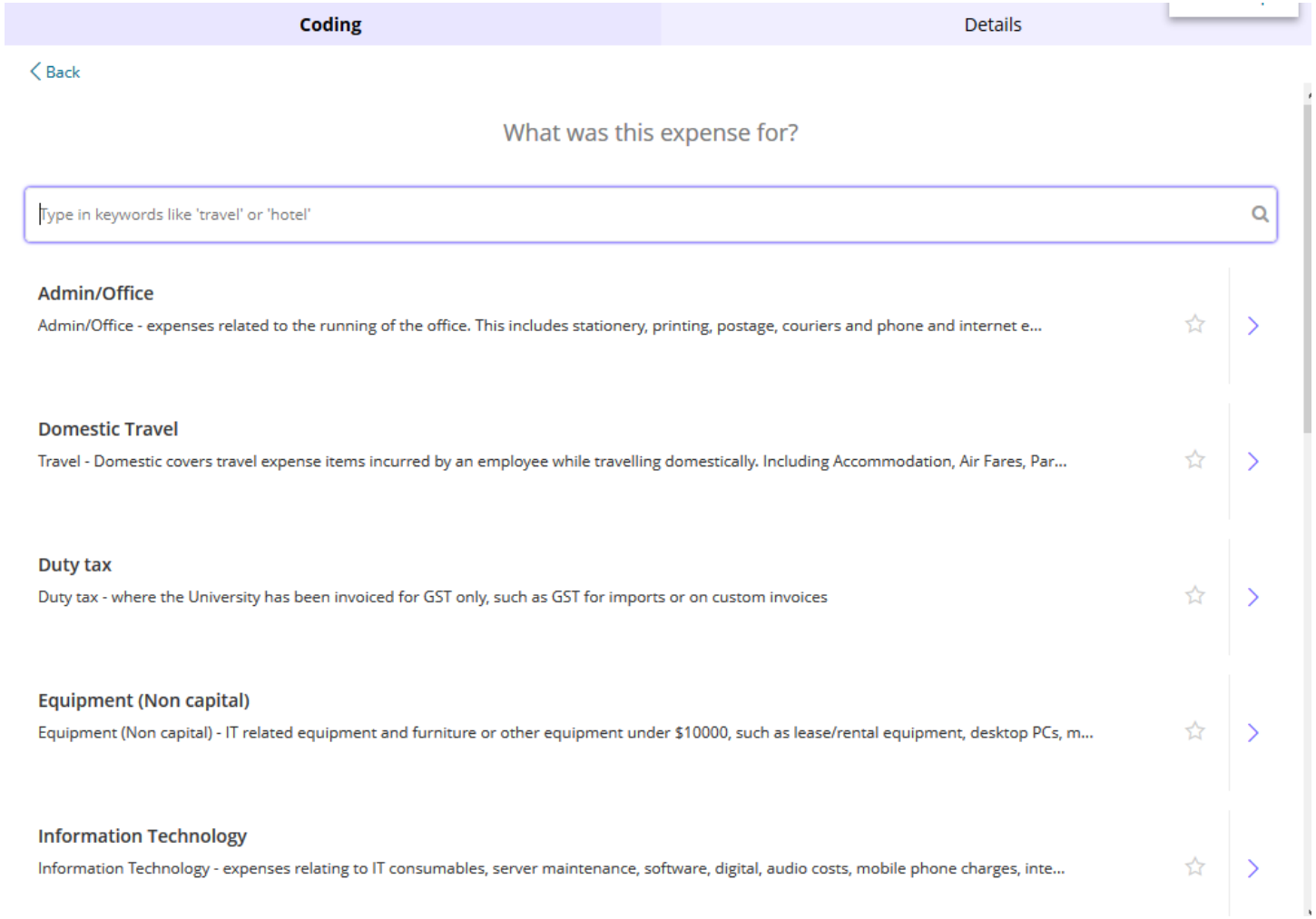
The Spend Wizards are set up to help you allocate the spend to an expense code.

You can either select the relevant Spend Wizard or you can use the search bar at the top.
If you know the expense code, you can also enter it manually without a Spend Wizard.

However, travel and meal expenses must be entered via a Spend Wizard.



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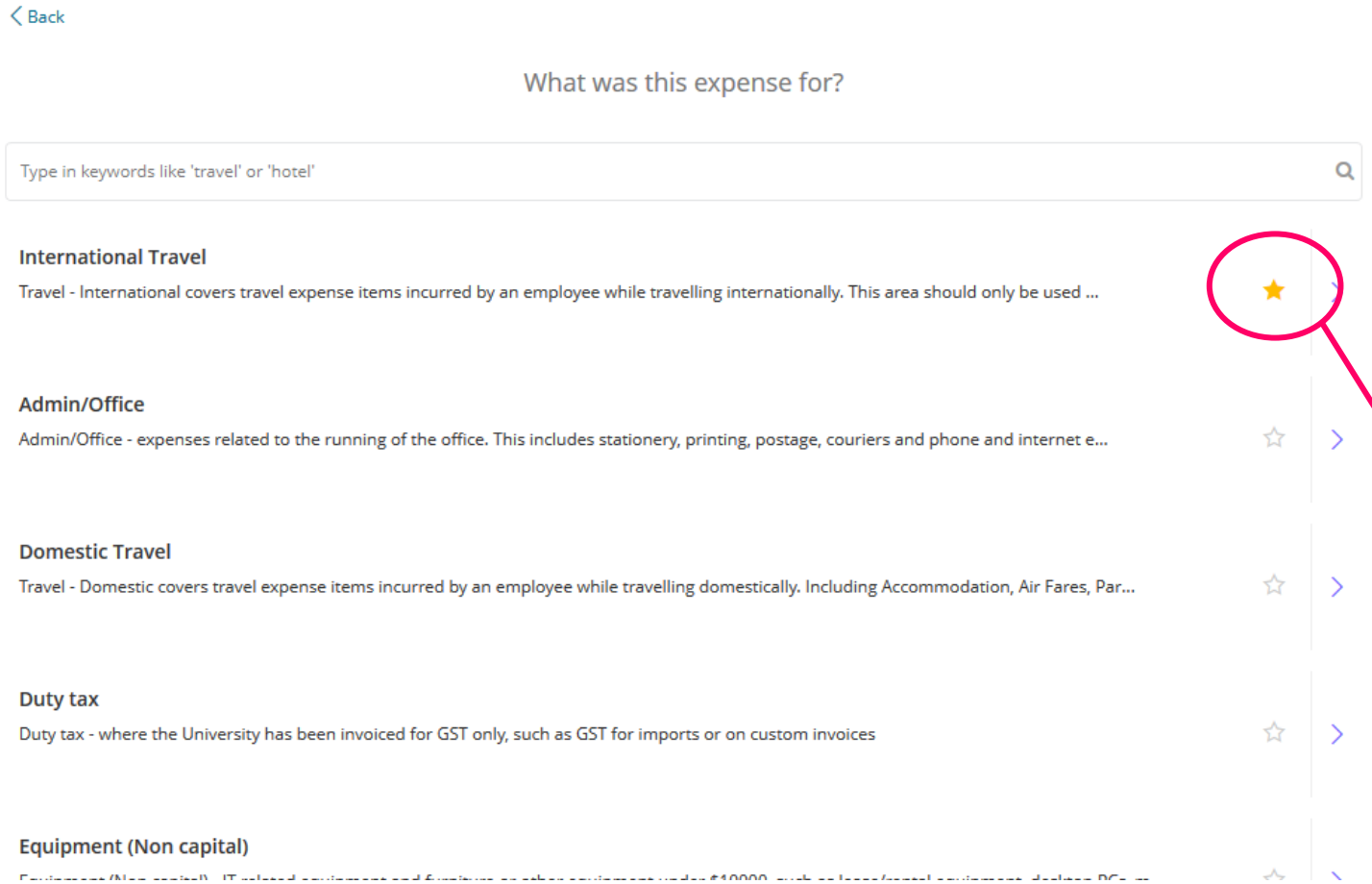
Favouriting a Spend Wizard



If you use one Spend Wizard more than any others, you can favourite it to make sure it comes to the top every time.

Click on the star on the right of the Spend Wizard to favourite it.

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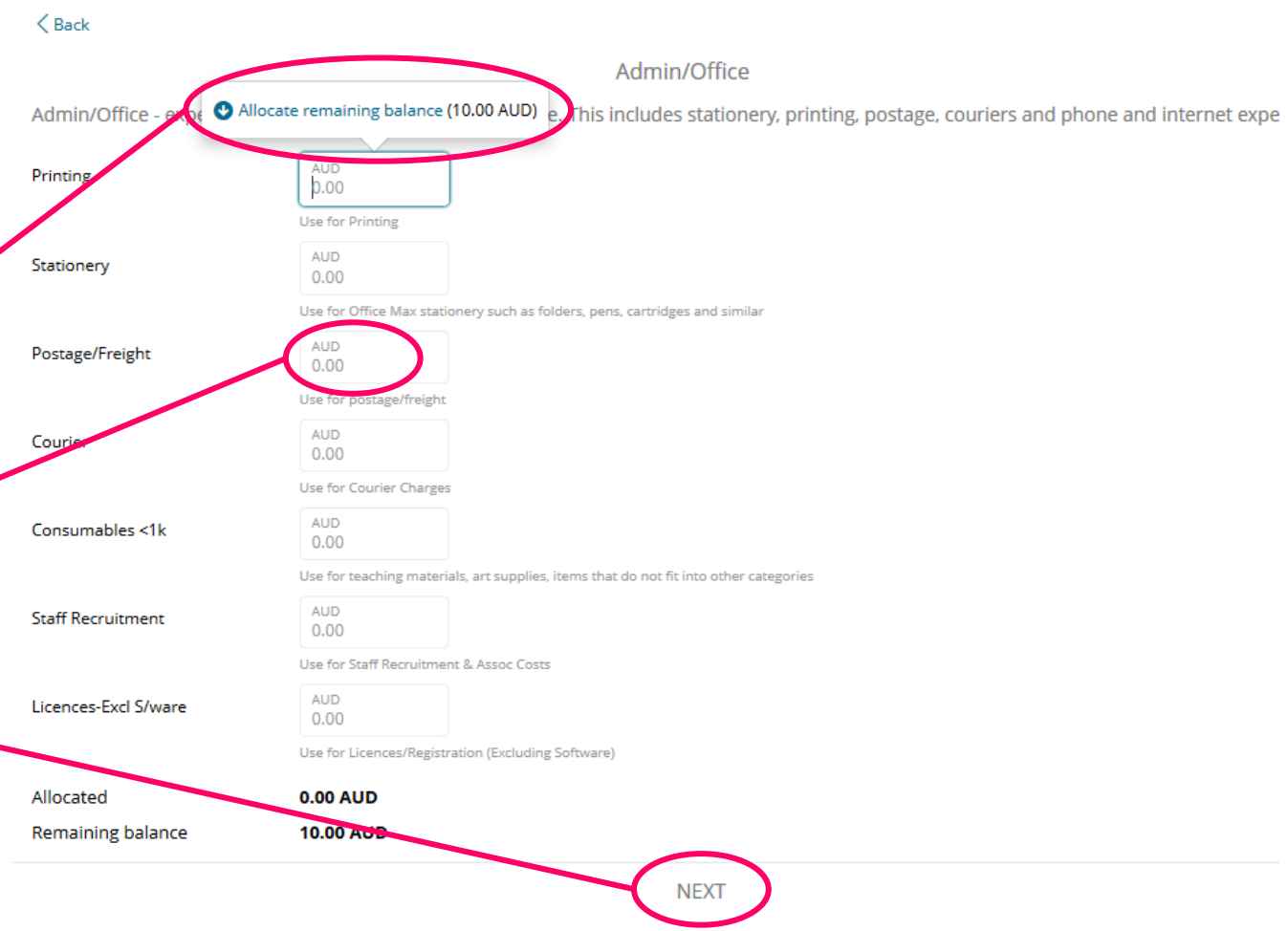
When you click on a Spend Wizard, you will see all expense categories within that Wizard.

If you click into the field next to the correct expense, you will be able to ‘Allocate remaining balance’ to enter the full transaction amount, or click into the field to manually type the amount.

Click the Next button to submit. The expense code will be automatically filled out for you.



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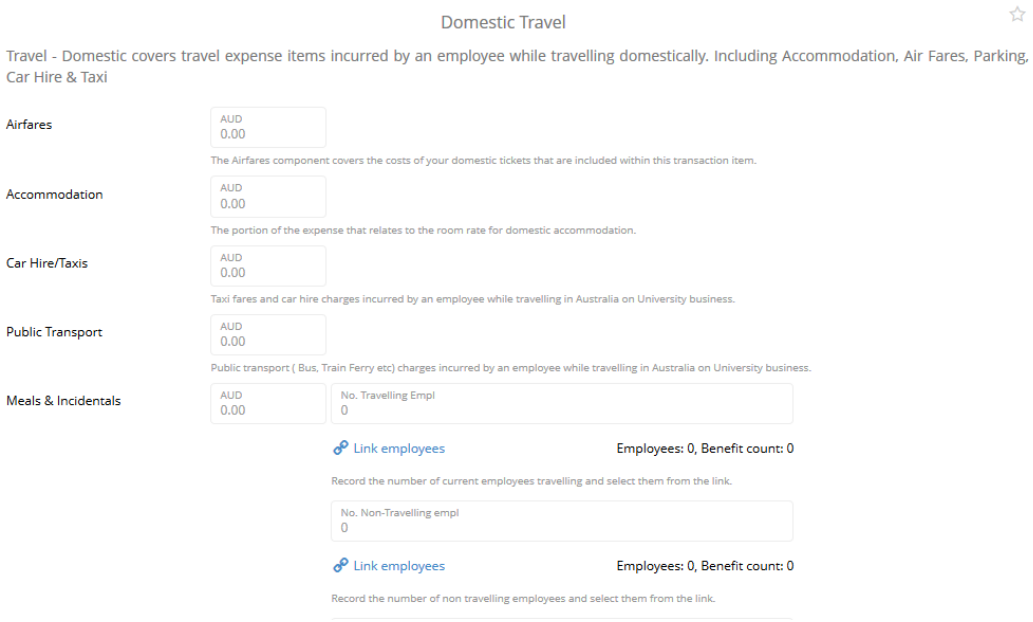
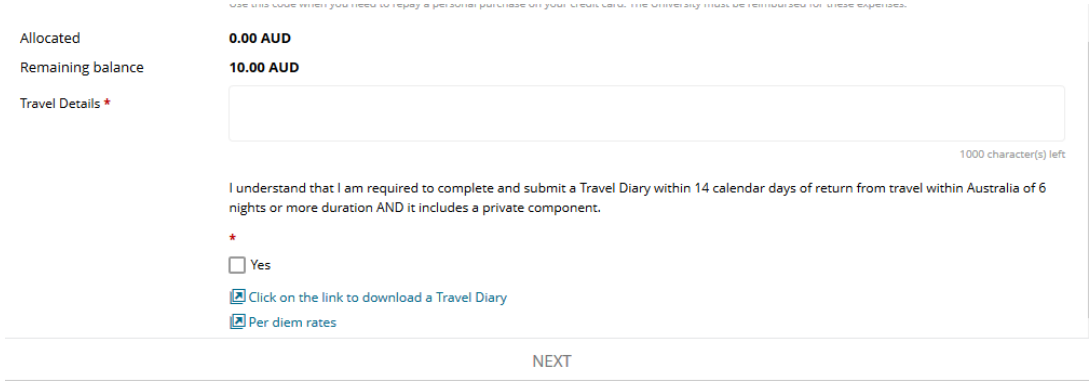
Travel

All travel should be processed through the Domestic or International Spend Wizard, and allocated to the correct sub category.



Travel codes are only accessible through this Spend Wizard, as additional information needs to be collected (such as travel details and travel diary requirements).



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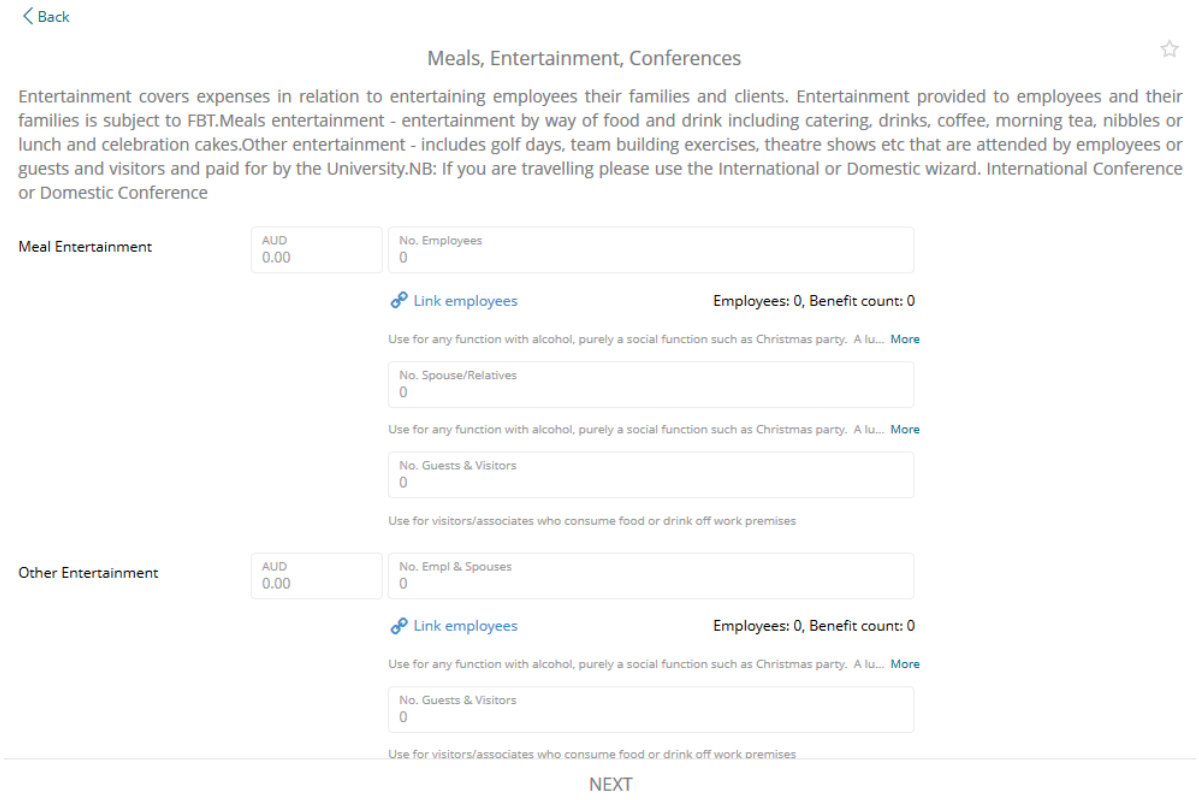
Meals, Entertainment & Conferences

All meal/entertainment expenses should be processed through the Meals, Entertainment & Conferences Spend Wizard.

The number of employees, relatives & guests/visitors need to be recorded through the Spend Wizard so that FBT can be calculated correctly.
Linking employees is not necessary, as only employees with access to Fraedom will be available.

These codes are also only available through the Spend Wizard.



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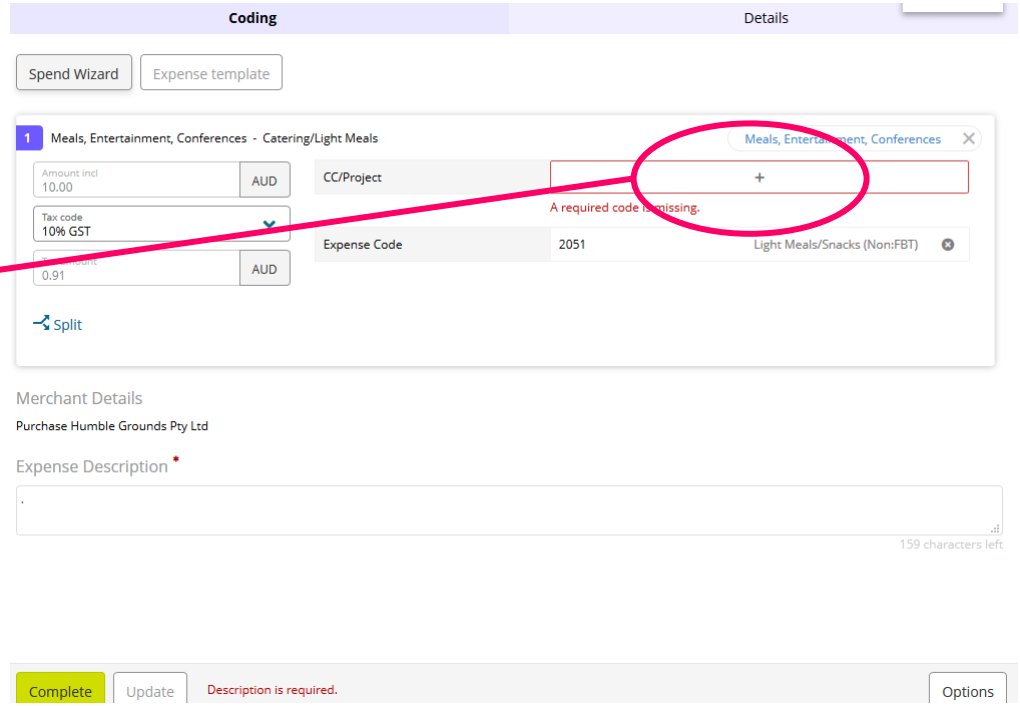
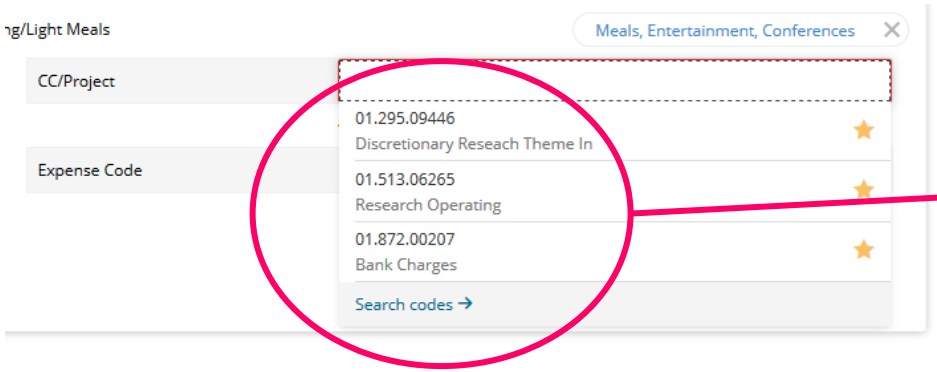
Click on the plus button next to CC/Project.





You can either pick from a list of your favourite codes, or search for a code down the bottom.

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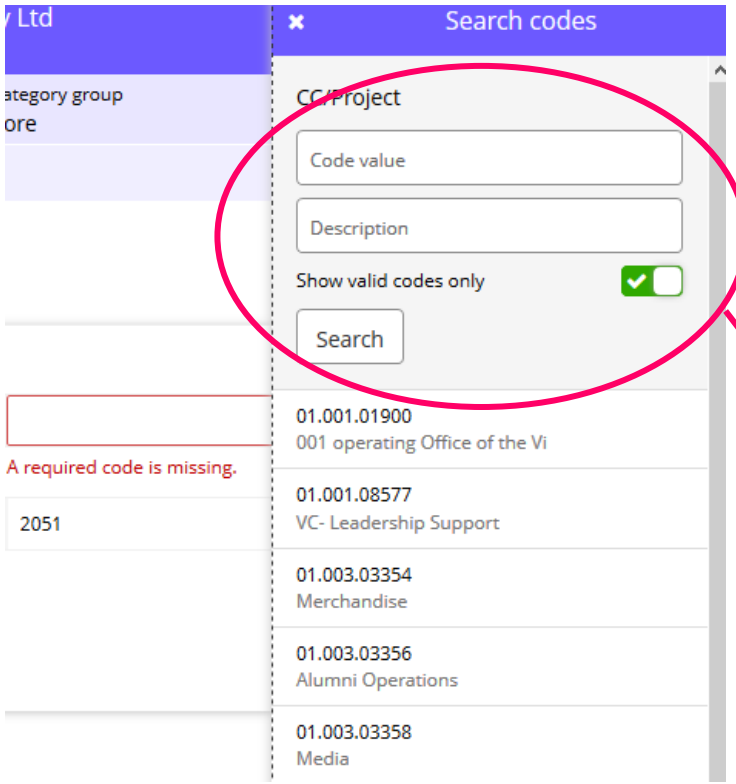
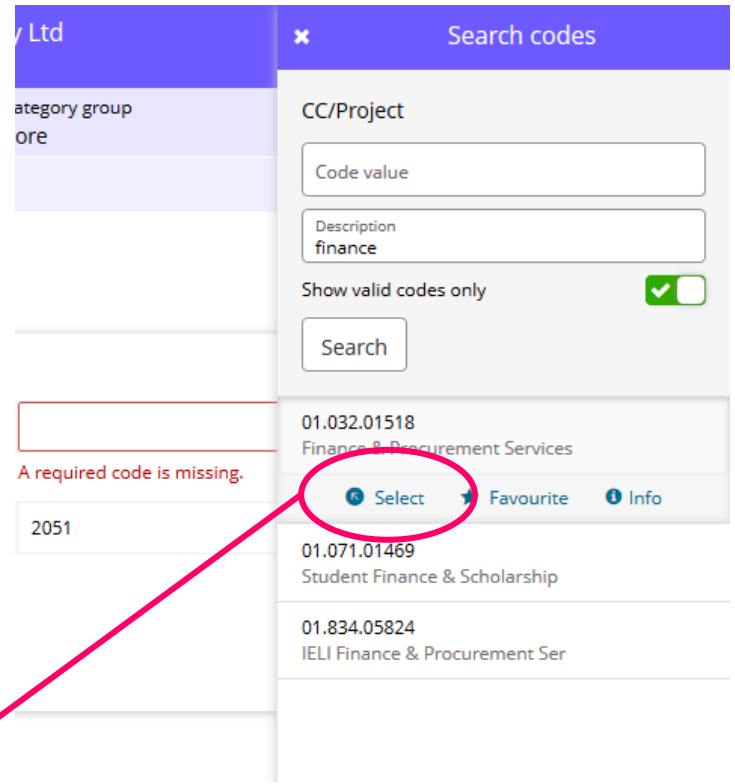
Searching for a cost centre/project



When you click on Search Codes, a pop up box will appear on the right hand side.

You can search either by the code value (e.g. 01.XXX.XXXXX) or by description (e.g. ‘finance’).

When you find the code you would like to use, click on it and then click ‘Select’.



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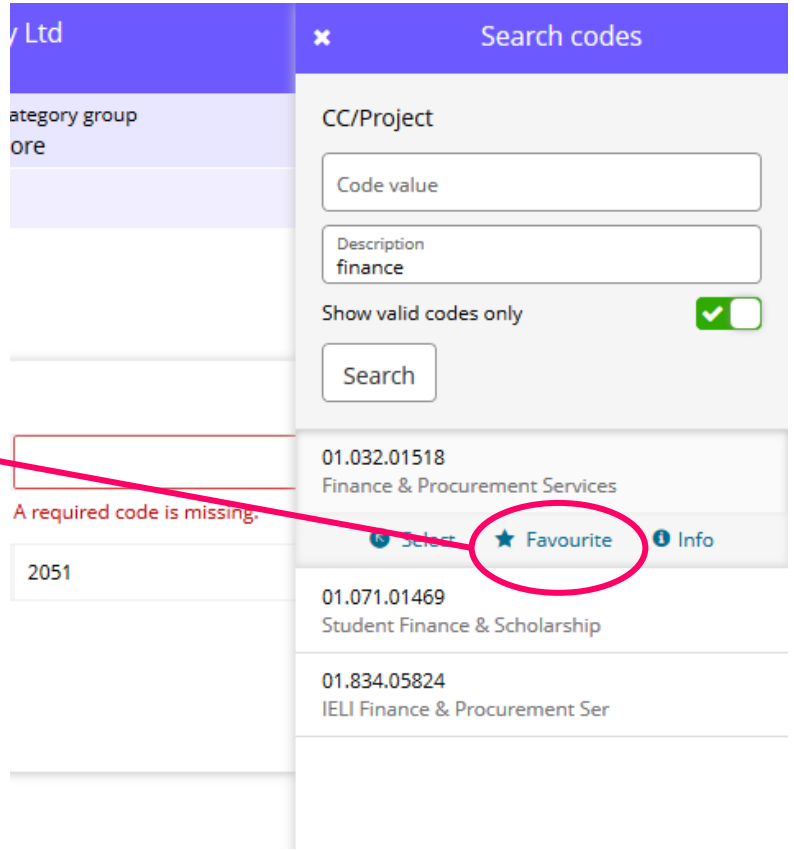
Favouriting a cost centre/project

If you use a code a lot, you can favourite it so you don't need to search for it every time.

Instead of clicking 'Select' when searching for a code, click 'Favourite' to add it to your list of favourites.

This code will now show up in your list when you click on the field next to cost centre/project.



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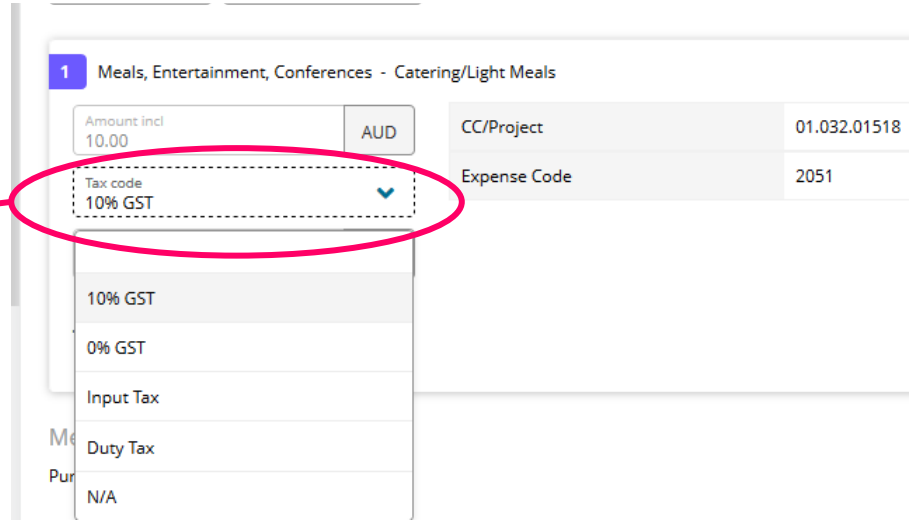
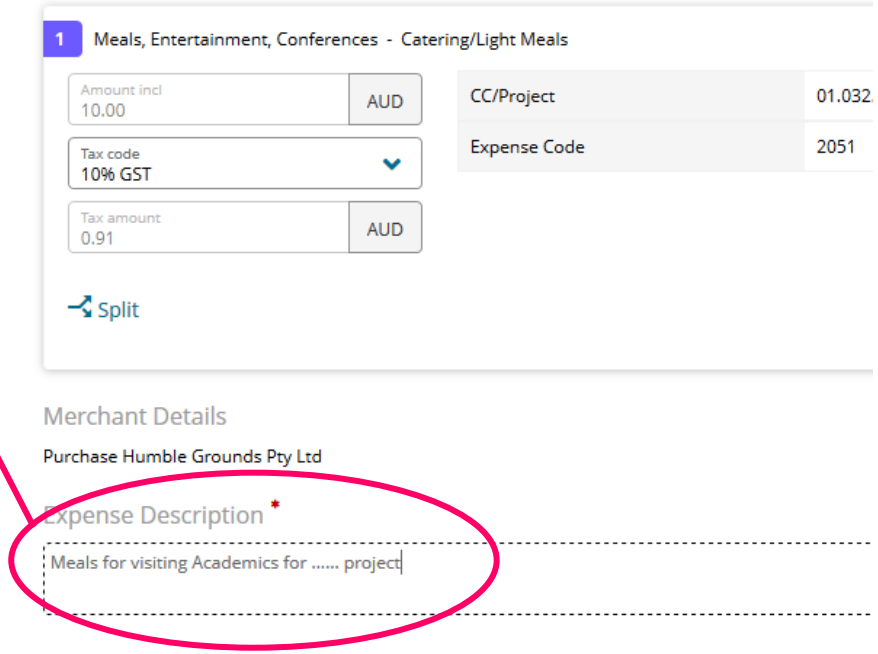
If necessary, change the GST to match the receipt for the transaction. More information on GST is available in the GST Code Reference Guide.



Enter a description at the bottom of the coding screen.

Ensure this description is meaningful – a description of “meals” or “books” is not enough.



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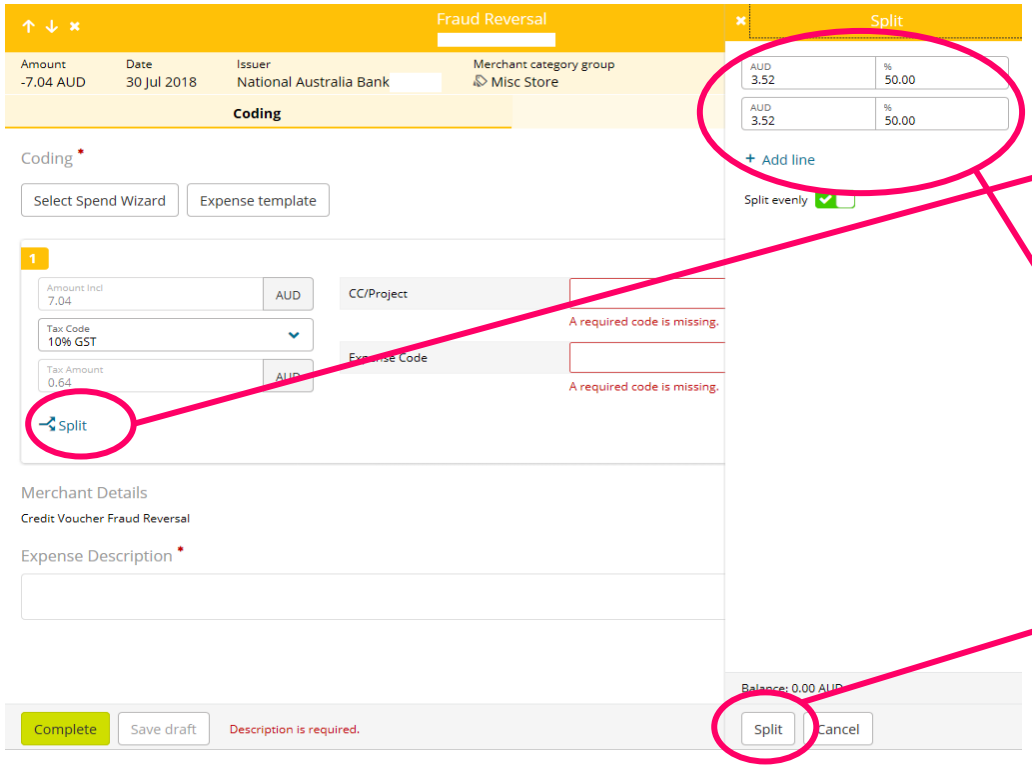
Splitting a transaction

If a transaction needs to be coded to multiple codes, or if only part of the expense contains GST, you will need to split the coding across multiple lines.



Click the ‘Split’ button underneath the GST information.

You can either split the transaction evenly, or manually enter the amounts (or percentages) at the top. You can also add more lines if required.

Click ‘Split’ down the bottom of the screen. You will then have multiple lines and can code them to different accounts, or with different GST.

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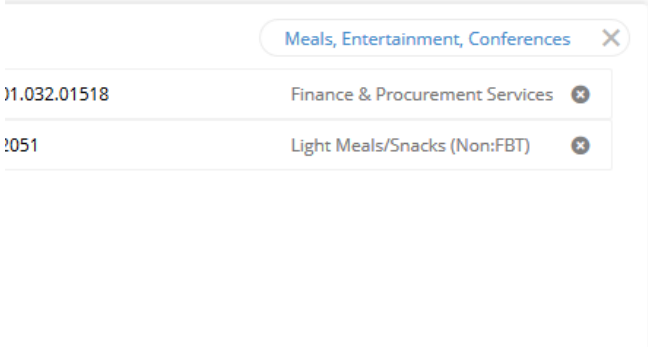
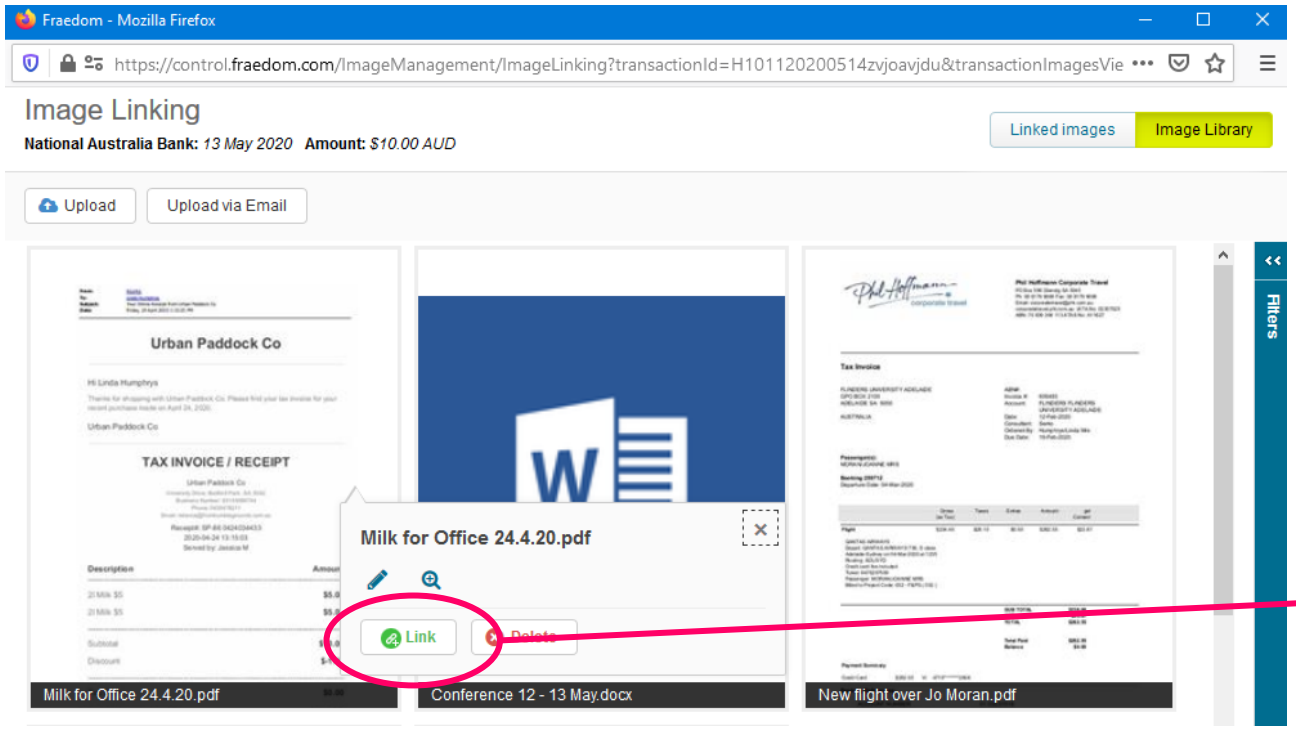
Uploading a receipt

Click on ‘Link Receipt’ in the top right to attach a receipt.





This will open your image library in a separate pop up. If you have previously loaded your receipt, click on the relevant receipt and then click ‘Link’. You can then close the pop up box.

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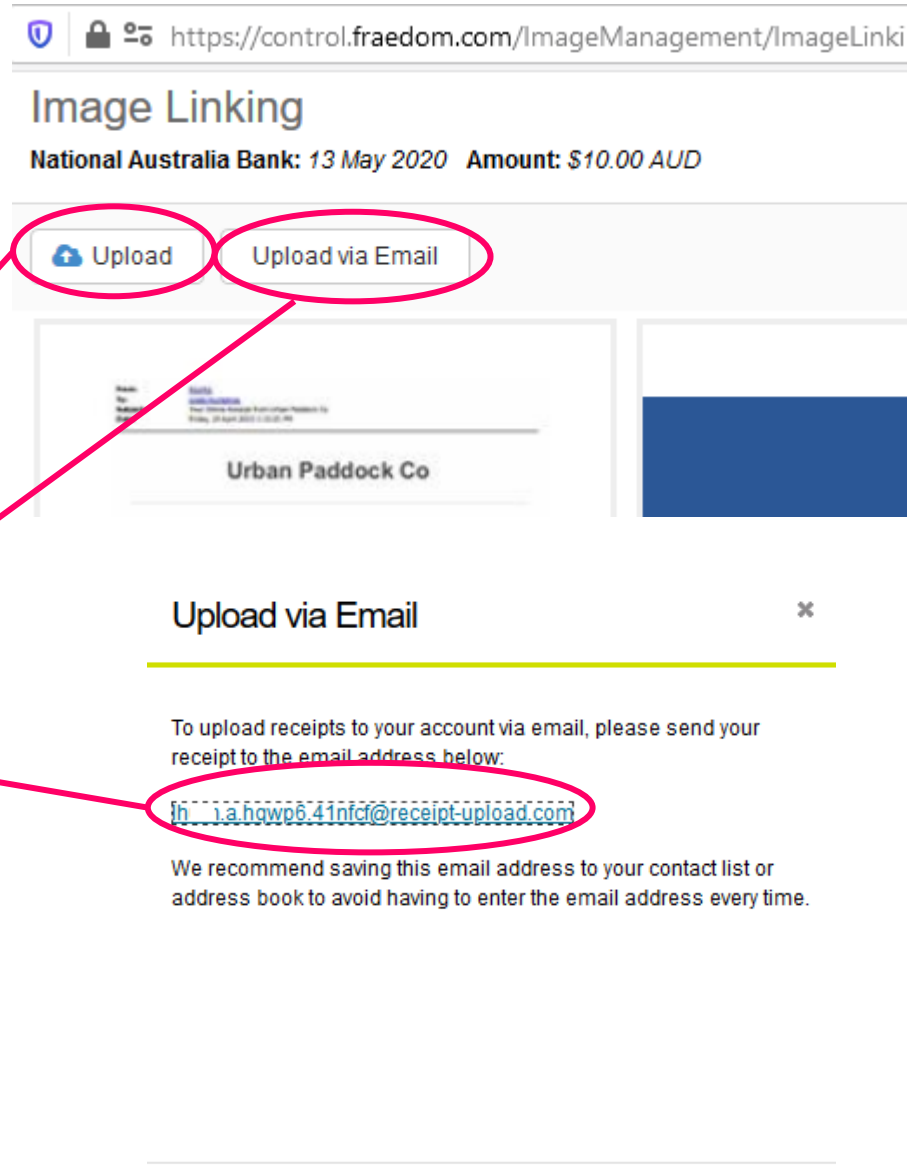
There are multiple ways to upload a receipt via the desktop.

When you open your image library, you can:

- Click ‘Upload’ to browse your computer, and find a receipt previously saved.

- Click ‘Upload via Email’ to see your unique Fraedom email. Any attachments that you email to this address will be loaded into your image library automatically. We suggest saving this email into your contacts for future use.



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Acceptable Tax Receipts

- Name of Supplier
- GST clearly shown (if domestic receipt)
- Amount
- Tax invoice/receipt is stated on the document

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Not a Tax Receipt

Merchant Transaction slips that only show a transaction has been paid by EFTPOS

- Not enough information
- Not a tax invoice/receipt

ANZ

ANZ CUSTOMER COPY

FUNK COFFEE & FOOD -

FUNK COFFEE AND FOOD
CLOVELLY PARK SA 5042

TERMINAL ID 08185239701
VISA <C> CR
7764

PUR AUD $7.80

NAB Visa Credit
AID A0000000031010
TVR 0000000000
APSN 00 P00007 ATC 0028

APPROVED AUTH 325405
STAN 049843
30/07/18 11:20

THANK YOU
FOR YOUR CUSTOM

PLEASE RETAIN FOR YOUR RECORD

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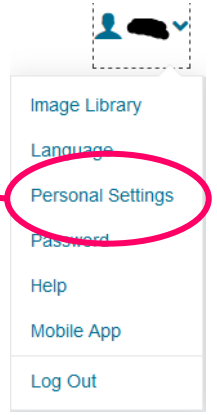
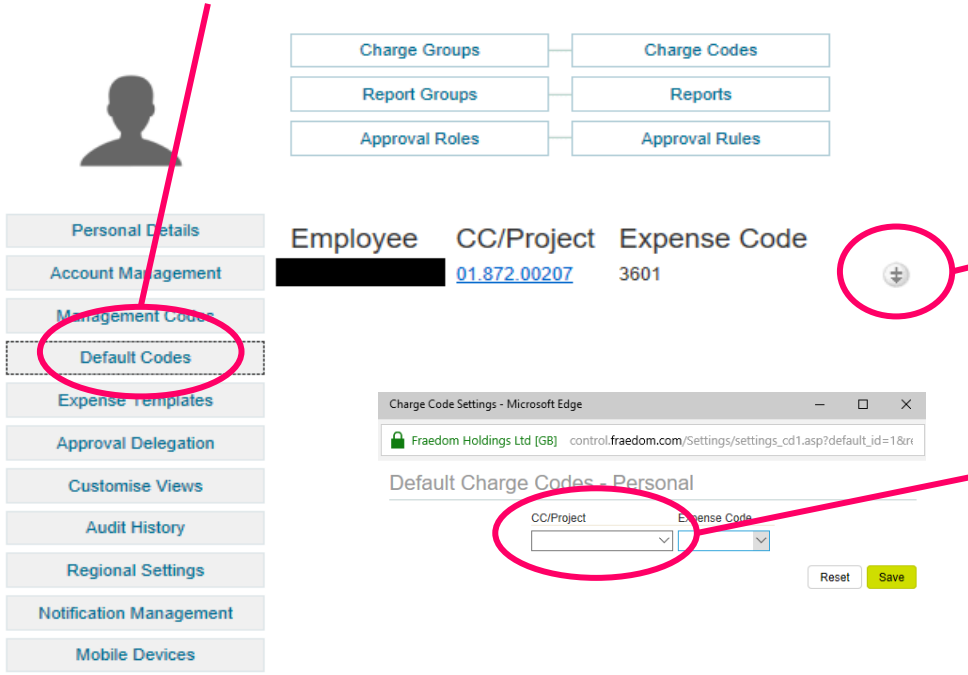
Adding a Default Code - Desktop

1. Click on your name in the top right corner for the screen, and click on ‘Personal Settings’.



2. Click ‘Default Codes’ in the menu on the left.



3. Click on the arrow next to the account number fields.

4. Search for your account in the drop down boxes, and then click save.

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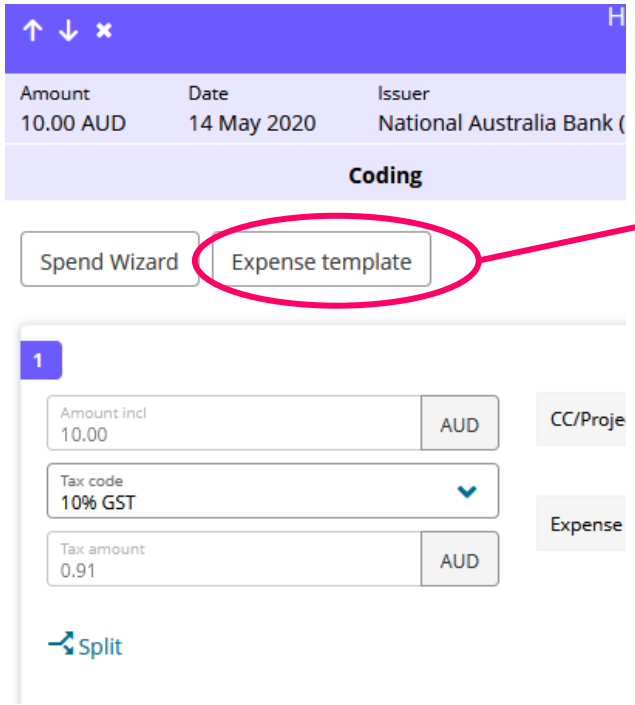
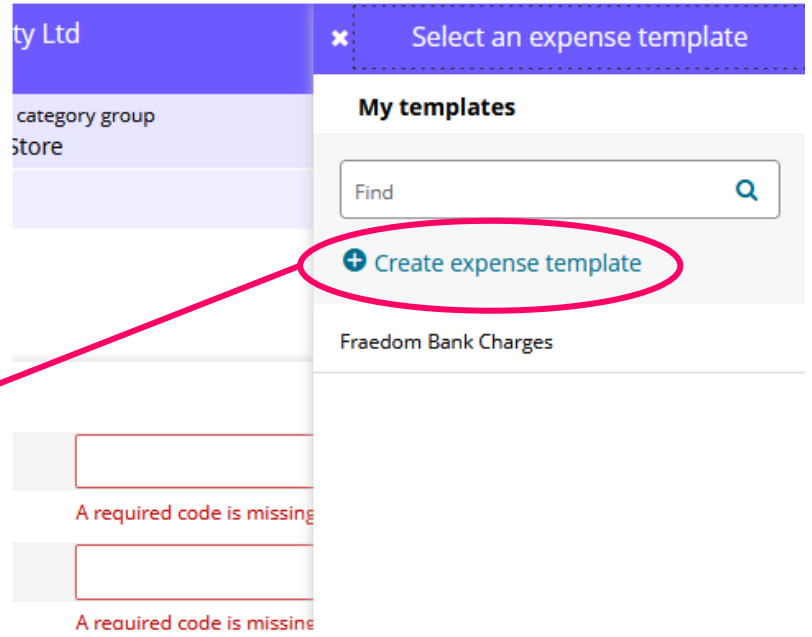
Adding an Expense Template - Desktop

Expense Templates are useful if you have a recurring spend that needs to be coded the same way each time.



To set up a new template, click on Expense Template in the coding screen.

Click ‘Create expense template’ in the top right of the screen.



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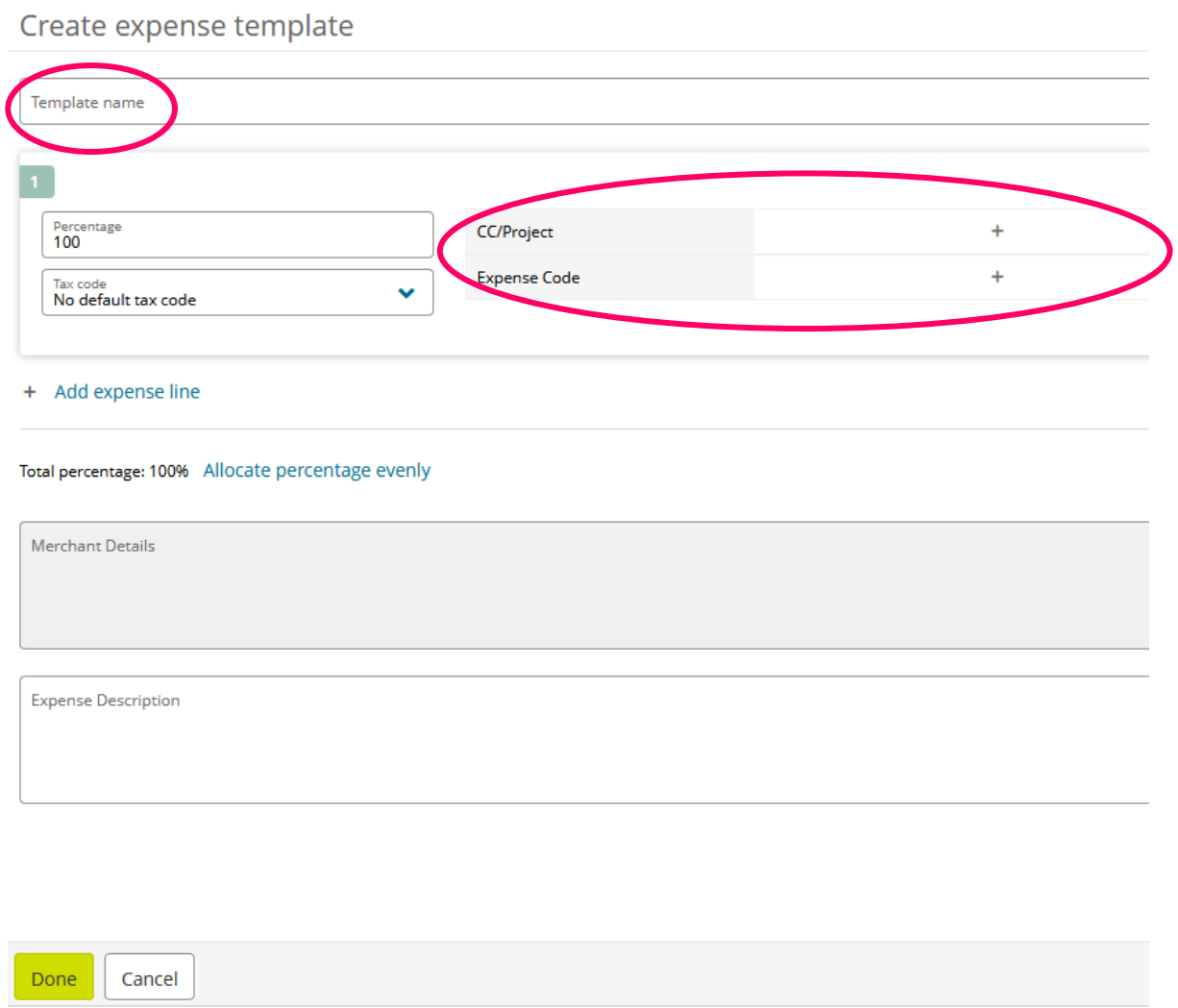

Give your template a name, and enter all the coding details like you normally would.

Click ‘Done’ down the bottom to save your template.

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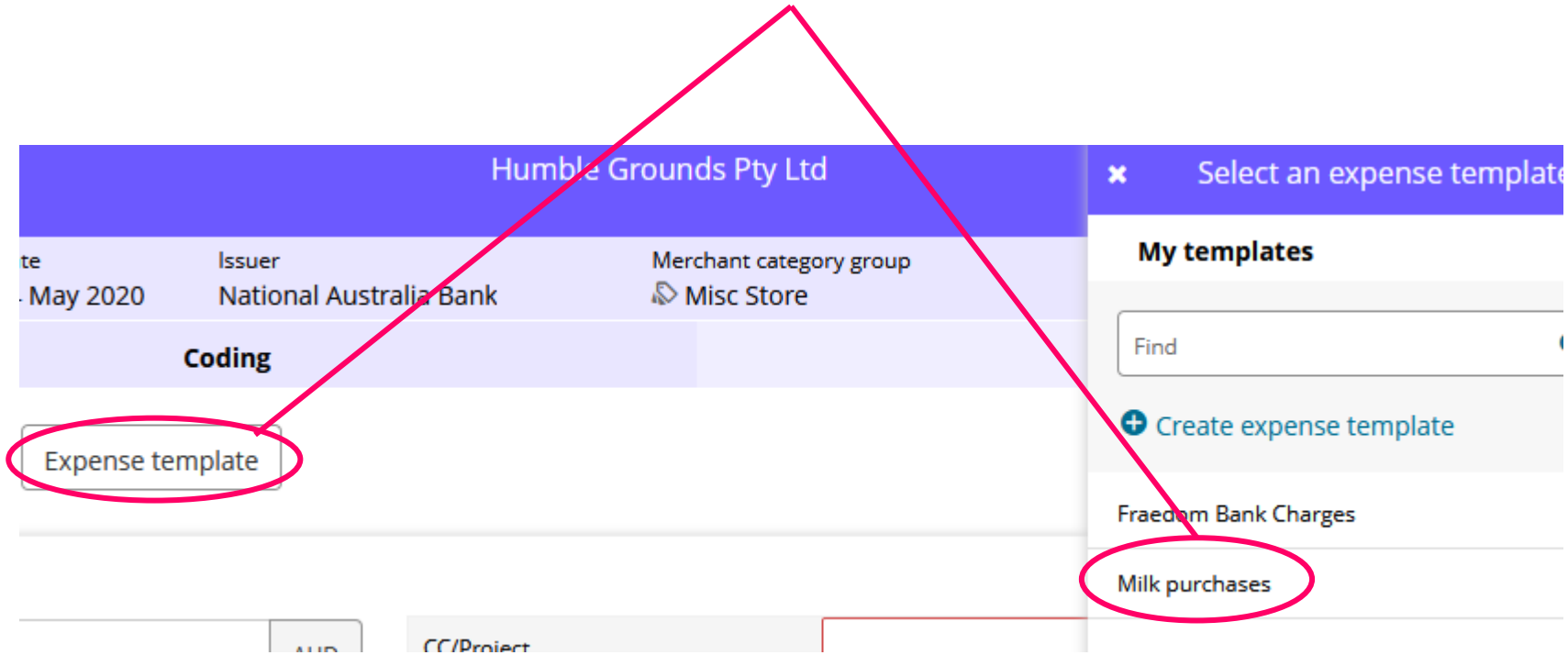
Now, when you click on ‘Expense Template’, you will see your new template on the right hand side. If you click on it, it will populate the coding information for you.



Disputing a transaction - Desktop

Sometimes, you may not recognise a transaction that has gone through on your card. If this happens, you will need to dispute it with the bank.

Some of the reasons you may dispute a transaction are:

- The amount is different to what is shown on the receipt
- A supplier has put through a duplicate charge
- You don't know what the transaction is and you need more information

If you notice a transaction on your account that you know you didn't make, please call the NAB Fraud Assist Team immediately on 1300 622 372 to report it and send an email to purchasingcards@flinders.edu.au to let us know.

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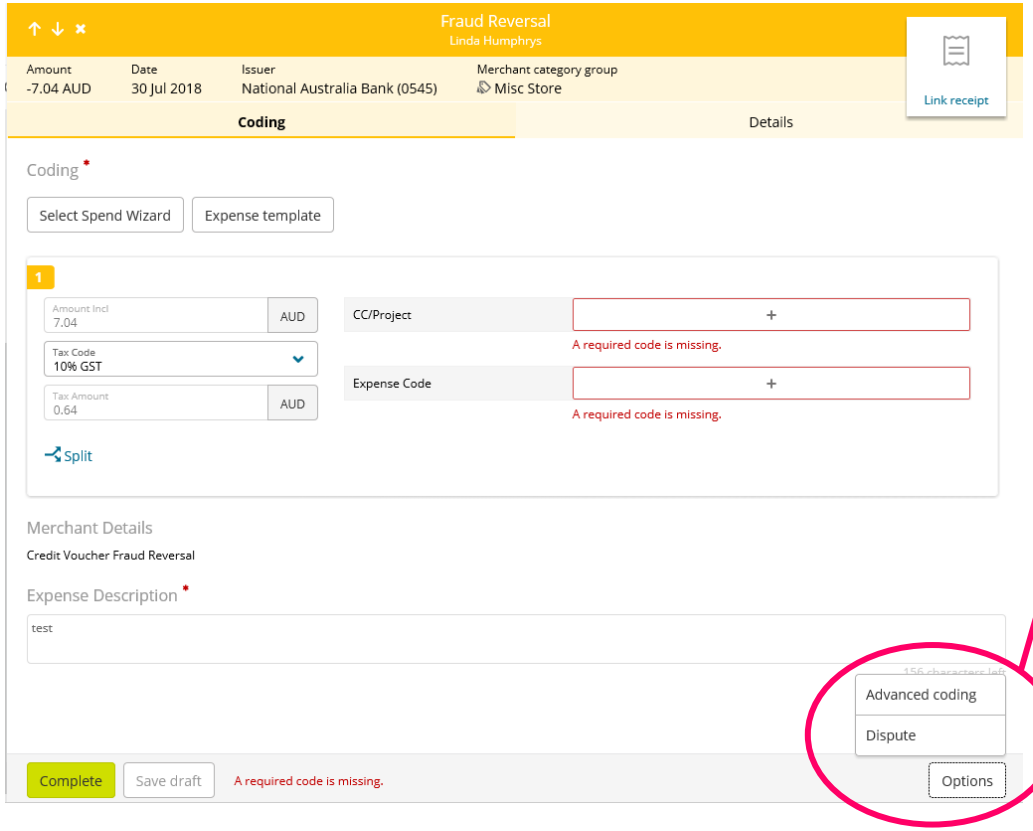

To dispute a transaction, click the 'Options' button in the coding screen, and click 'Dispute'.

A pop-up window will appear on the right, click the 'Dispute' button again to open the dispute form.

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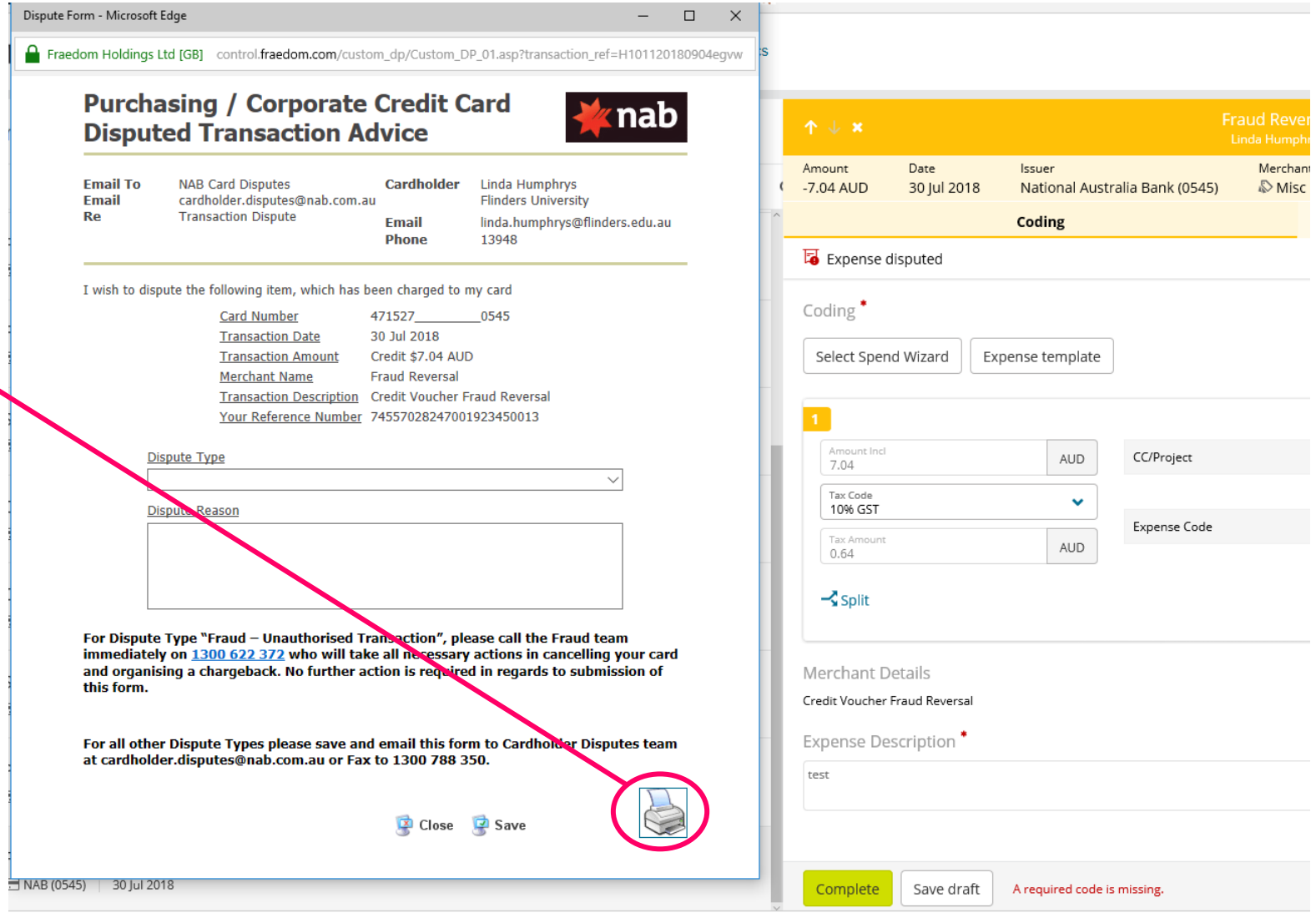
The dispute form will pop up in a separate window. Fill this form out, then click the print button to get a copy of this form (save as a PDF to your computer).

Email this form to cardholder.disputes@nab.com.au.

The transaction will then be flagged as ‘Expense disputed’ in Fraedom.



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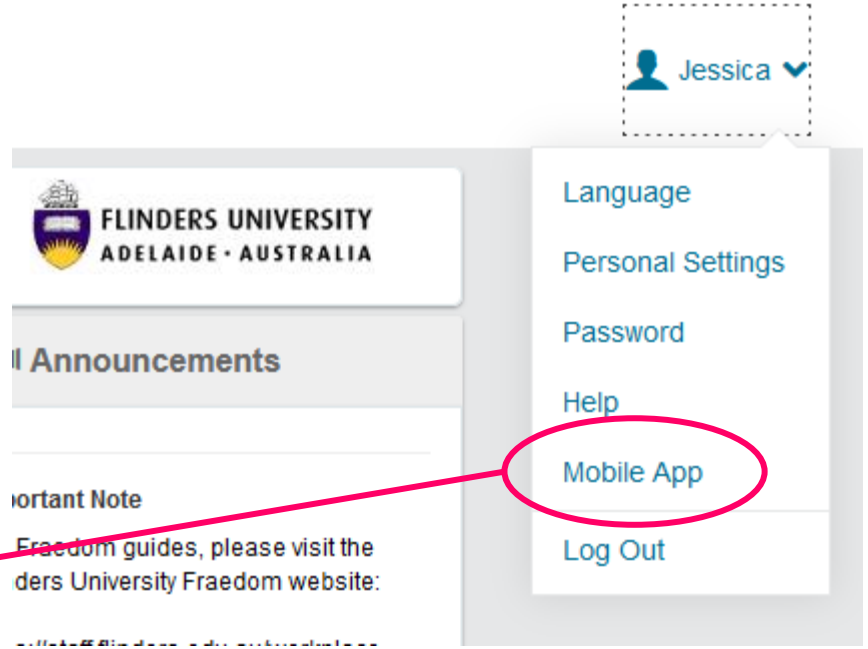
Fraedom App – Getting Started

- Download the App onto your mobile device/tablet.
- Log in to Fraedom via the desktop.
- Click on your name in the top right corner of the screen.
- In the drop down box, click on the ‘Mobile App’ option.



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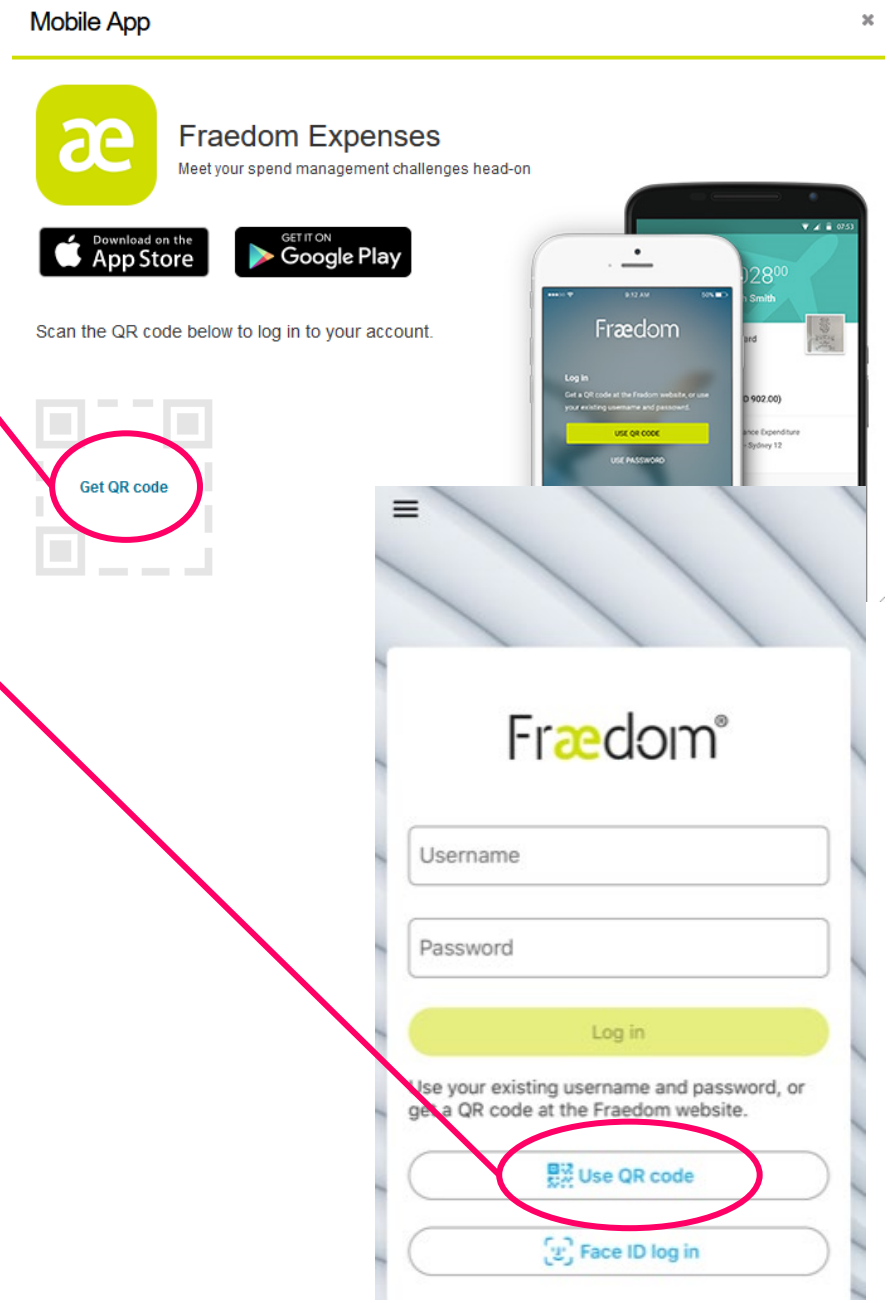
- Click the ‘Get QR Code’ link to generate a unique QR code for your account.
- Open the app on your phone, and click the ‘Use QR Code’ button.
- The camera will open in your app – use this to scan the QR code on your computer.
- Set up a PIN to be used when you log in.
- Your app is now linked to your Fraedom account.



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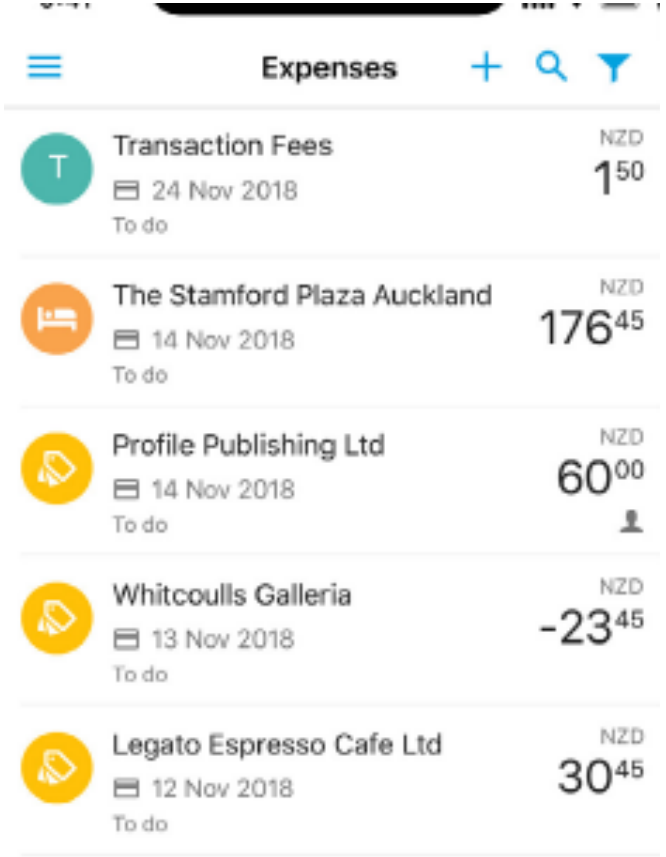
Coding in Fraedom (app)

When you open the Fraedom app, your expenses will show up in a list with the newest expense at the top.

Click on an expense to open up the coding screen.



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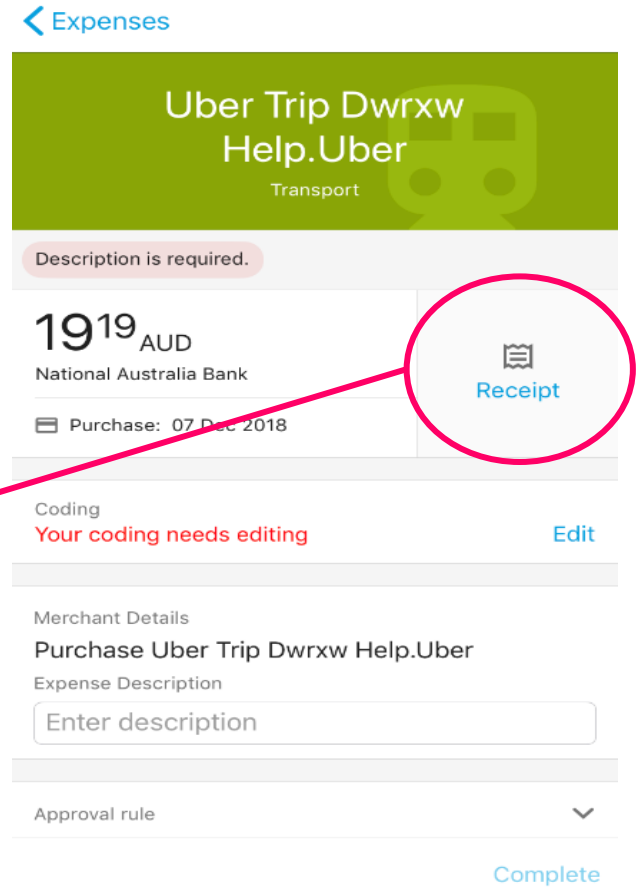
The coding screen will look very similar to the desktop.

Click on the ‘Receipt’ button in the top right to link a receipt.



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Your image gallery will appear, and you can link any of these receipts by clicking on the link button.

Fraedom OCR will try to match these receipts automatically, but if it can't, it will show you the best matches (as evidenced by the bar at the bottom of the image).

You can also add a receipt by clicking the plus button, and either use your phone's camera or choose a picture from your phone's gallery.

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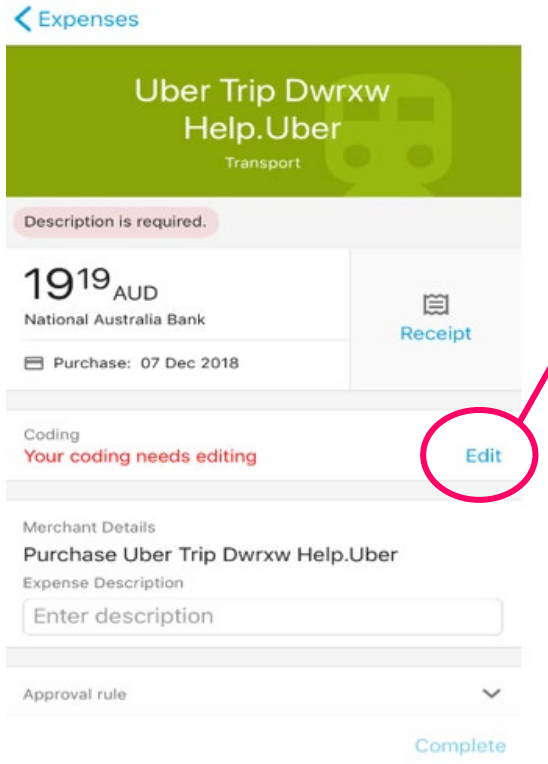
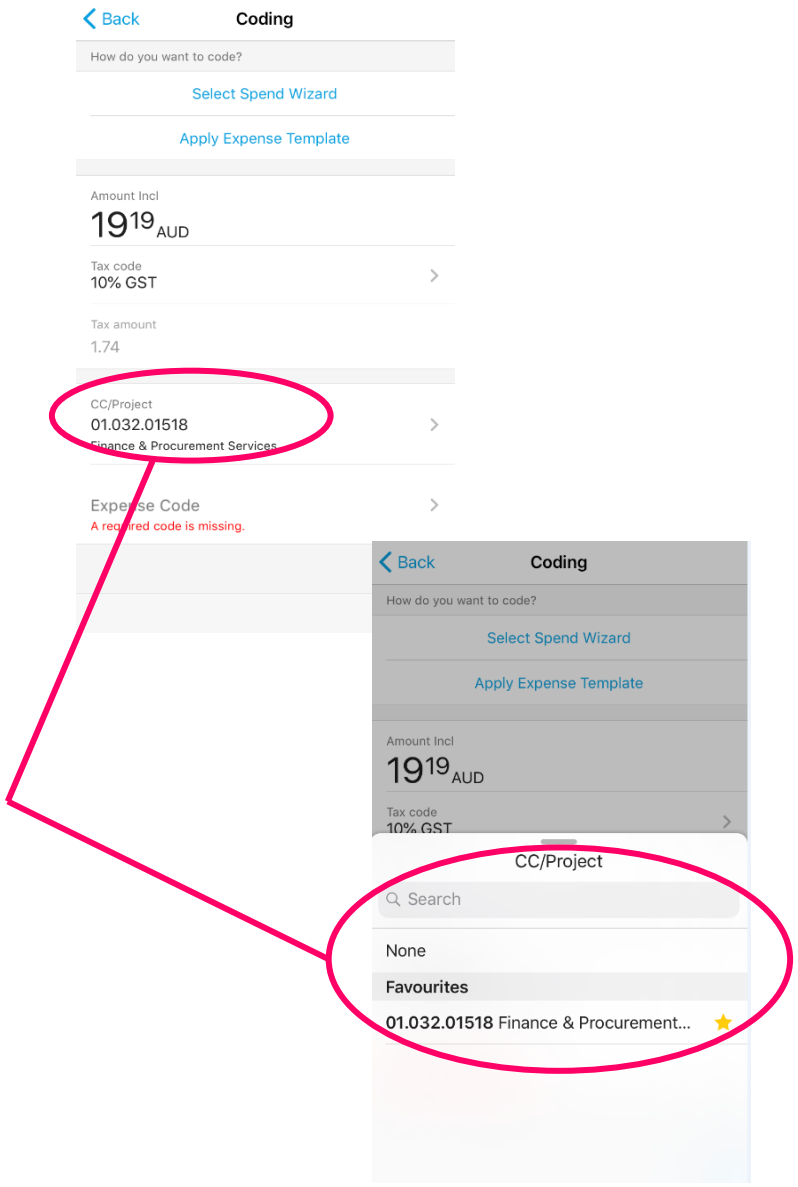


Click the Edit button to enter the coding screen.

To search for an account, click on the CC/Project or the Expense Code field. You can then pick from one of your favourites, or manually search for a code.



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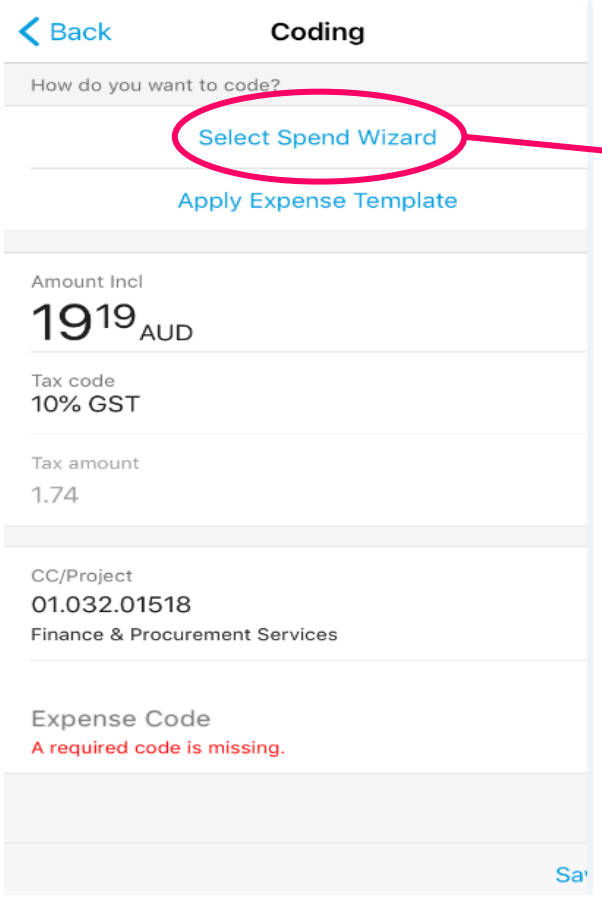
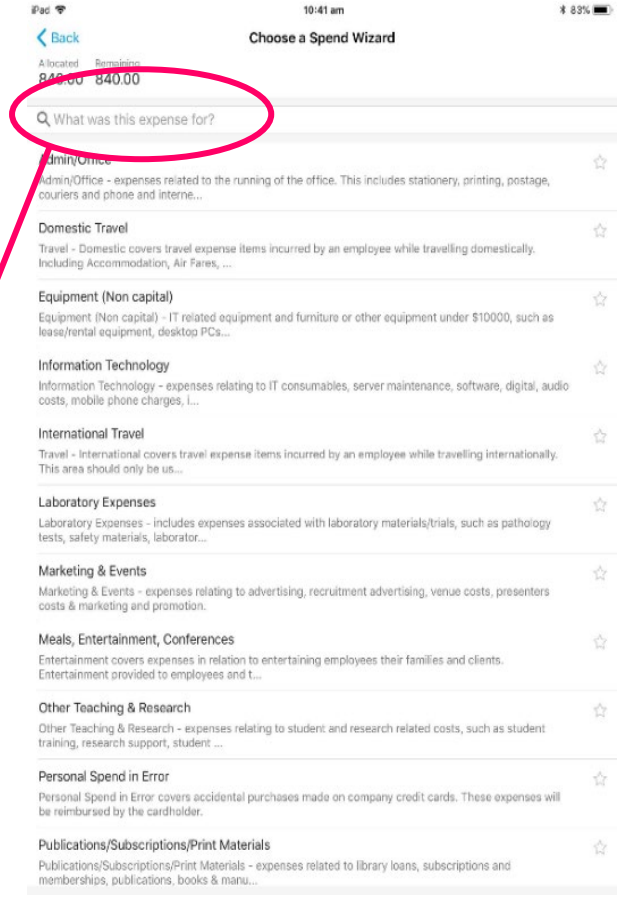


You can also use a Spend Wizard to search for an expense code. Click the 'Select Spend Wizard' button at the top of the screen.

Choose the relevant Spend Wizard from the list. You can also search for the type of expense in the search bar at the top.



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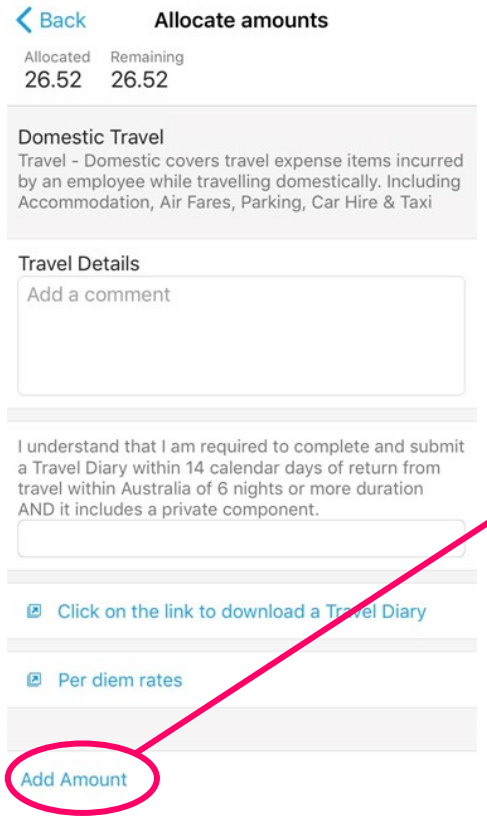
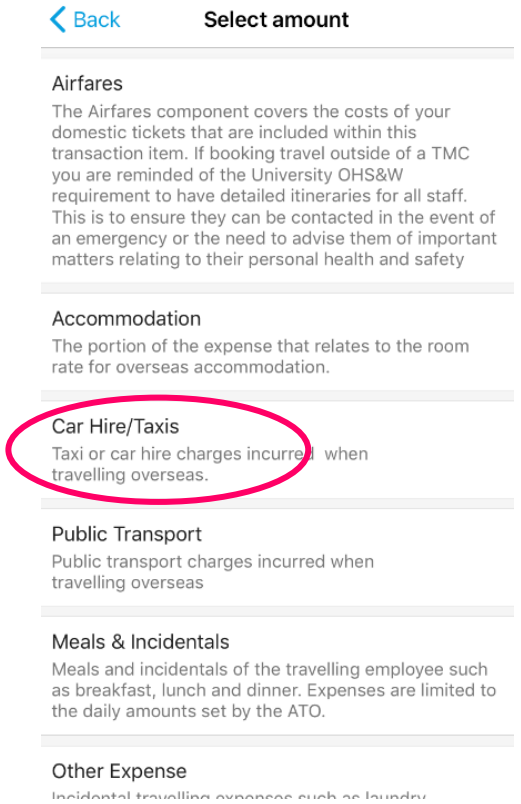


Enter any additional information required (e.g. travel information).

Click ‘Add Amount’ down the bottom to allocate the transaction to the sub-category within the Spend Wizard.



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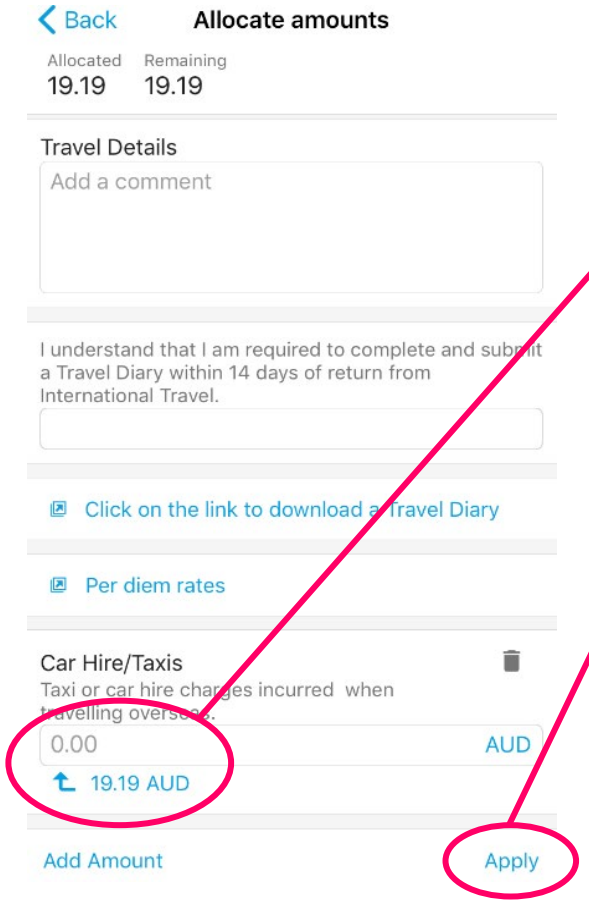
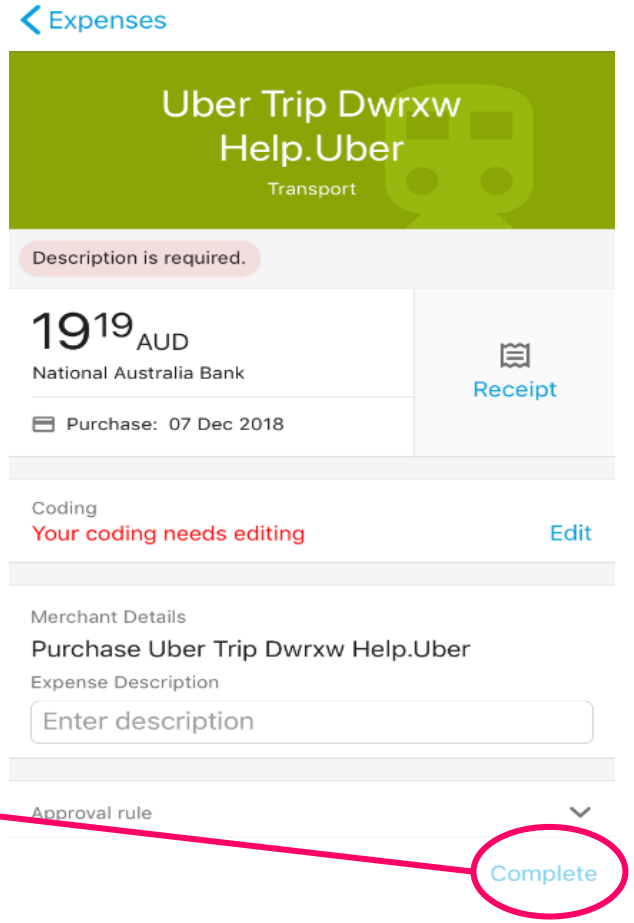


You can then click the arrow underneath the sub-category field to allocate the entire expense to this category. You can also manually type the amount into the field.

Click Apply to finish the expense coding.

Once all the information has been entered, click ‘Complete’ down the bottom to send the transaction to your approver.



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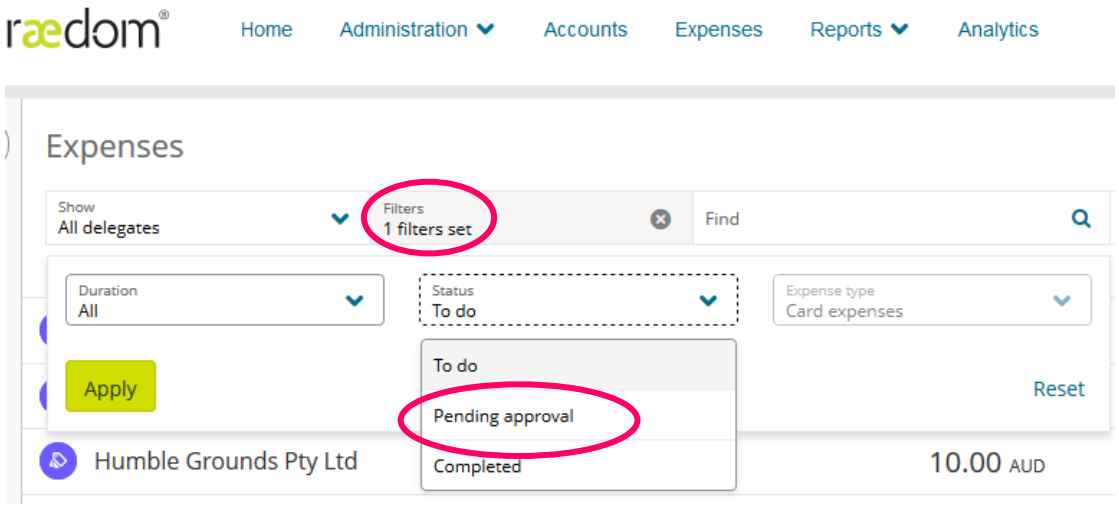
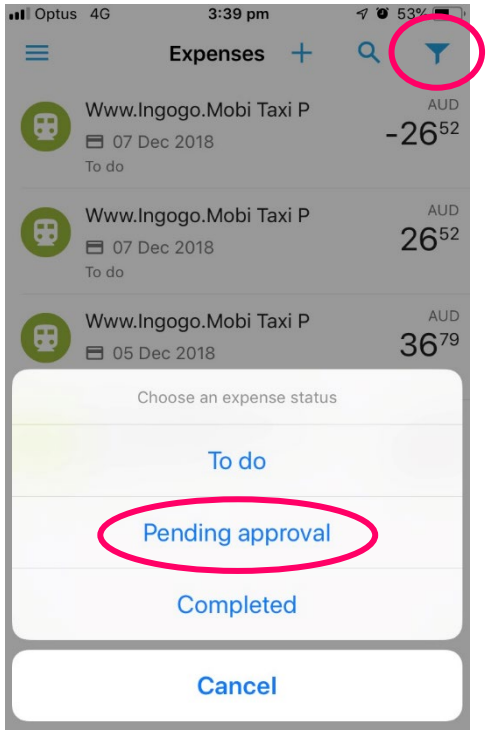
Changing coding

You can make changes to your coding as long as the transaction has not been approved. To access a transaction you've previously submitted, you will need to change the filter on status from 'To do' to 'Pending Approval'.



Desktop



Mobile

Purchasing Card information & Fraedom Guides

More information on Purchasing Cards is available on the Flinders University website, under Finance.

https://staff.flinders.edu.au/workplace-support/finance/purchasing-card

All Fraedom guides, including the training information and a Fraedom User Manual for more advanced coding techniques & system information are also available.

https://staff.flinders.edu.au/workplace-support/digital-services/fraedom

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