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Overview

Overview of the sections

Please see the table below for an overview of this section

SECTION	DESCRIPTION
News	See the most important news and features in new versions of Continia Expense Management 365.
Modules and Features	Learn about the modules and features available for Continia Expense Management 365.
Usage and Invoicing	Understand how your subscription usage is calculated and invoiced.
Data Protection	Protecting our customers and user's data has the highest priority at Continia. See how we keep your data safe.
GDPR Compliance	Continia is GDPR compliant and provides full visibility on how we work with data. Read more about it or request our Data Processor Agreement.

Also see

- [Continia Software Homepage](#)
- [Continia Expense Management 365 Homepage](#)
- [Help for Dynamics 365 Business Central](#)

News

December 2018 - Release of Continia Expense Management 365

We are very proud to announce the availability of Continia Expense Management for Microsoft Dynamics 365 Business Central. We have been working hard to ensure that Continia Expense Management 365 we have the same features as the On-Premise version does.

Please see the Modules and Features-section to learn more about which modules that are available within Continia Expense Management for Dynamics 365 Business Central.

Modules and Features

When using Continia Expense Management 365, you can select the modules that are useful for you. You always start with the essential and add other modules on top of this.

Continia Expense Management 365 has the following modules available:

MODULE	DESCRIPTION
Essential	Essential Module is mandatory and contains all basic functionality to handle expenses, and allows user to create expenses directly from their smartphone.
Credit Card Transactions	Credit Card Transactions Module contains the necessary features for importing Credit card transactions into Dynamics Business Central.
Mileage	Mileage Module includes all features necessary for travelers for handling mileage expenses on the go.
Per Diem	Enable users to report on Per Diem

Why did we split up Continia Expense Management 365 into modules?

Some of the main reasons to split Continia Expense Management 365 into modules are:

- You can start with the Essential module and add additional modules later
- You only pay for what you need
- You only see fields and actions for the modules you have enabled

Which modules are included in the free trial version?

When installing Continia Expense Management 365, you can start the subscription immediately, or you can start a 30-days trial period. All modules are enabled in the trial period so that you can test everything.

Essential Module

The Essential module contains the base functionality of Continia Expense Management 365 and allows you to start processing expenses.

Please find a description of some of the main features below.

Available in the Expense App, Expense Portal, Web Approval Portal and Business Central

Allows users to submit and approve expenses.

Expense App for iOS and Android

Through the Continia Expense App, you can submit your expenses on the go in just a few steps: You take a picture, fill out the required fields, and send for approval.

Continia Expense Portal

Just like the Expense app for mobile devices, users also have access to the Continia Expense Portal. Expense Users can decide to submit their expenses from the Expense app on their smartphone, or from the Continia Expense Portal from a PC or a tablet.

Continia Web Approval Portal

As an approver with no direct access to Continia Expense Management 365, you can get access to approve expenses through the Continia Web Approval Portal. The only requirement is internet access. Please note: Access to Continia Web Approval Portal requires a Team Member for Microsoft Business Central as a minimum.

Approval workflow

You can set up an approval flow directly in Continia Expense Management 365. As an approver, you can see all information on the expense; also the receipt attached. In the approval flow, you can accept, reject, put on hold, or forward to another approver. You can add comments and attachments too.

Configurable fields

All configuration of fields showed in the app is managed directly from Dynamics 365 Business Central.

Automatic archive

Retrieve the original documents using the standard Navigate-function in Dynamics 365 Business Central.

Attach photo of a receipt

Attach an unlimited number of images to an expense.

Attach PDF to an expense

You can add a PDF document to a new or existing expense

Create templates

Provides the possibility to create templates for recurring expenses.

See Also

[Credit Card Transactions module](#)

Credit Card Transactions Module

The Credit Card Transactions Module contains the necessary features for importing Credit card transactions into Dynamics Business Central.

Please find a description of some of the main features below.

Corporate Credit Card integration

You can import Corporate Credit Card transactions automatically into Business Central. Expense Management will link transactions with registered expenses. You will receive a notification directly in the App.

Reminders

Reminders will be sent to Expense users if receipts are missing.

Automatic Matching

You can set up matching criteria in Business Central to match imported credit card transactions with submitted expenses.

Transaction information used for expenses

The system will use information from the credit card transaction to generate an expense. As an expense user, you only need to provide additional information if required, and attach a receipt before you submit.

See Also

[Mileage module](#)

Mileage Module

The Mileage Module includes all features necessary for travelers for handling mileage expenses on the go.

Please find a description of some of the main features below.

Available in the Expense App, Expense Portal, Web Approval Portal and in BC

Allow users to register and approve mileages.

Submit mileage from smartphone or portal

You can submit mileage directly from the Expense App or from the Expense Portal.

Mileage registration with Google Maps integration

With Google Maps integration, it is easy to create mileage. The integration with Google Maps provides a correct registration every time, ensuring correct reimbursement.

Add via point to mileage

Provides the possibility to add via points to your route

Capture location

GPS location is captured to ease the creation of mileages

View of mileage route in Business Central

The registered mileage details are presented directly in Business Central, including a picture of the route.

Create template

Create templates for recurring routes.

See Also

[Per Diem module](#)

Per Diem Module

Enable users to report on Per Diem

Available in the Expense App, Expense Portal, Web Approval Portal and in BC

Easy to submit and approve Per Diem directly from the Expense App on iOS or Android mobile devices. You can also submit and approve Per Diem from the Expense Portal.

Calculation of days and meals

Calculate the spending's on days and meals, including special country requirements.

Rate setup and amount calculation

Handle everything about Per Diem, including rate setup and amount calculation, directly in Business Central/NAV.

Set up in Business Central

You can easily set up rates and specific fields required in Business Central

Create templates

Create templates for per diem

Usage and Invoicing

How is usage calculated?

Your prices for using Continia Expense Management 365 is based on the number of Light Users and Pro Users activated within Continia Expense Management 365. Activated users are automatically sent to Continia and used when calculating your monthly invoice.

This way of pricing means that:

- You can use Continia Expense Management 365 in an unlimited number of companies
- Your price will depend on the total number of Light and Pro user registered across all companies

Price Lists

Your final price will depend on the total usage in a period. Please see the following price lists to understand the different price levels:

· [Price List in EUR](#)

· [Price List in DKK](#)

We will publish price lists in additional currencies when Continia Expense Management 365 is released in related countries.

Road Map for future releases

In this article you can learn about what we are working on for the future releases of Continia Expense Management.

We would like to hear what you think we can improve in Continia Expense Management. You are always welcome to contact our [Solution Manager](#).

Future modules and functionality

The future modules and functionality shows our efforts to deliver product enhancements. Contact our [Solution Manager](#) to get more information about future releases.

MODULE	FUNCTIONALITY	EXPECTED RELEASE
All	Promoting new Expense App to user of the old Expense App. Expense User will be given the option to copy history from old Expense App to new Expense App, https://www.continia.com/global/continia-expense-app/ .	Q1 2020
All	Enable bookkeeper to define Credit Card Type: <ul style="list-style-type: none">• Company Credit Card, paid by the Company• Company Credit Card, paid by the Expense User Type Company Credit Card, paid by the Expense User is often used for American Express (AMEX) credit cards, but all other Company Credit Cards with private payment are also supported. With Company Credit Card paid by the Expense User, Expense user will be reimbursed for approved expenses.	Released in 4.00.01
All	Enable Expense user to see reimbursed documents in the Expense Management Status Report.	Coming in 4.00.02, Q1 2020
All	Enable the possibility to approve and post expenses, without importing transactions. Today Company Credit Card expenses are required to be matched with transactions. Transactions are imported automatically or manually: <ul style="list-style-type: none">• Automatically imported from example Visa, Mastercard, AMEX• Manually imported from supported banks and credit cards	Q3 2020
All	Enable the possibility to store documents in Continia Online. With documents stored in Continia Online, Expense User will be able to see history of submitted documents independent of which device or browser is used.	Q3 2020
All	Enable the possibility to import own transaction files (exported from the customers online bank). Today Continia has to build support for transactions file, if not already supported.	Q3 2020
All	Enable the possibility to have different approval flow from Continia Document Capture.	Q3 2020
All	Enable the possibility to export expense attachments for VAT refund.	Q3 2020

Note

The modules and functionality listed above can be changed before release. The overview shows an intent and is not in any way an expression of the final licensing of the individual functions. Continia Software takes no responsibility regarding the information of this article.

Continia Data Protection

Continia products are used worldwide in over 7000 Microsoft Dynamics licenses to streamlining and automating a wide range of administrative tasks.

As part of our efforts to secure our user's data, protect their privacy and comply with global standards, we have established a Trust Center. Here you can read more about our security procedures, report potential threats or deficiencies, and request a copy of our ISAE3402 certification and data processing agreement. If you would like to request a copy of the certification, you can do this by requesting it. Read more about this here.

The purpose of this Trust Center is to build on the trust and trustworthiness of Continia products today and create some proactive processes to meet a generally growing need to comply with rules and standards for data protection.

Read more about this and what we do on <https://www.continia.com/global/legal/trust-center/>



GDPR Compliance

EU Personal Data Regulation

We are highly committed to protect our customers and users' personal data and comply with the rules contained in the EU Personal Data Regulation. Therefore, we follow ISEA 3402 standard which is also the foundation for our GDPR compliance.

As part of ensuring GDPR compliance and commitment throughout the organization we have a strong focus on:

- Training employees
- Privacy and data protection is a key part of development and production
- Appointment of Dedicated Data Protection Officer
- Continuous checks and measurements
- All data is processed and stored in the EU
- All data is processed according to our data processing agreement

From our [Trust Center](#), you can request to receive our data processing agreement.



Support

Please see the table below for an overview of this section

Overview

SECTION	DESCRIPTION
Customer and Partner Support	Learn about the different support options for products from Continia.

1. Customer and Partner Support

Access to professional and responsive support is essential when it comes to ERP systems – our solutions are supported by Microsoft Dynamics partners, and we support our partners when necessary.

Customer Support

Continia Software has more than 7000 active licenses worldwide. To handle that number of customers, we have a partner-only model, which means that our solutions are delivered and supported by Microsoft Dynamics partners.

□ Note

As an end-user, you must always contact your Microsoft Dynamics partner if you need support to one of our solutions. We have many training activities for our partners, and they can always contact us for help if needed for a specific support request.

Partner Support

Continia Software provides written support and phone support to all of our partners. Furthermore, our partners have access to a comprehensive set of online resources for training and education. From the Continia PartnerZone, you can as partner access all resources and find relevant contact information for our support options.

When supporting our partners, we most often use TeamViewer. In this way, it is possible to see the specific topics which the questions are related to and provide efficient support to our partners. Therefore, we recommend you to install [TeamViewer](#).

What to do before contacting support or creating a support ticket?

Before you contact our support or create a support request, you should do the following:

1. Make sure you have read and understood the purpose of the function by finding the related article in the User Guide where the function is described or by using the tooltip of the field when you hover over the field or the action.
2. Make sure you have the correct credentials if such is needed in a function related to the support ticket.

If you have still not found a solution to your problem, feel free to contact us. Please remember to install [TeamViewer](#) before you contact us.

Contact us by phone

Continia Software Partner Support +45 8230 5000

OPENING HOURS	
Monday - Friday	8:30 - 16:00
Closed all days between	11:30 - 12:10

How to create a support ticket

Support tickets must be created from the Continia PartnerZone where you can also search through our FAQ.

□ Note

Please be aware that only Microsoft Dynamics partners can create a support ticket with Continia. If you are an end-customer, then please contact your Microsoft Dynamics partner for help.

What happens when you create a support ticket?

1. Our support team processes requests on a *first-come, first-served* basis.
2. When we have gone through your request, we will contact you by email. Either we will suggest a solution, ask for more information, or tell you that we need more time to investigate the problem.

3. Usually, we respond to your support ticket within 24 - 48 hours.
4. When a solution is ready, we will send you a new mail with information about a solution.
5. If the problem can only be solved with the next update, we will notify you directly via email and ask you to wait for that update to be released.
6. You will be notified by email when the request is solved.
7. You will receive an e-mail to rate and provide feedback about your overall satisfaction on how your support ticket was handled.
8. The support ticket is closed.