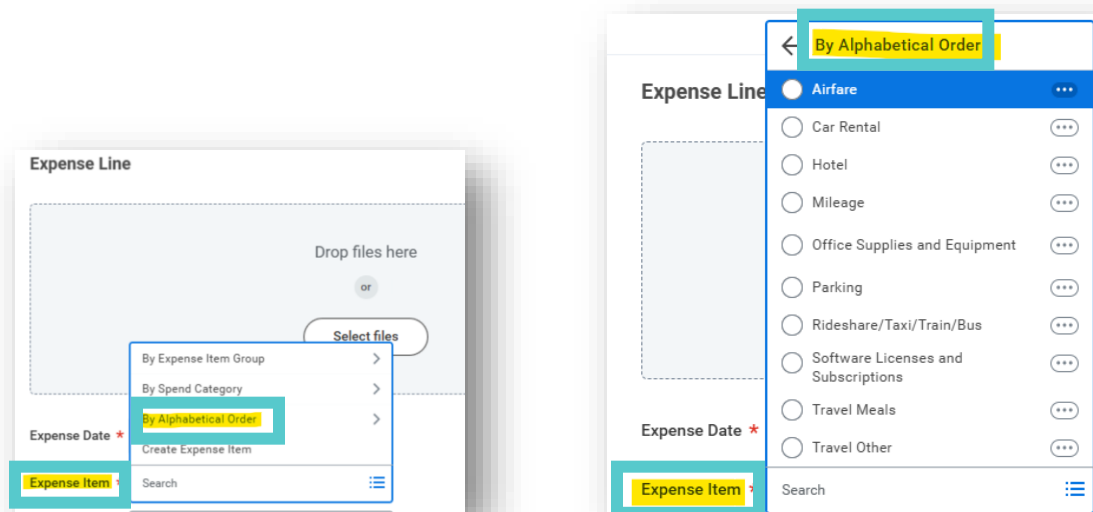


Workday: Candidate Expense Report FAQs

Expense Categories

Q: Where can I find the list of Expense Items that I can select from for my expense?

A: When you are in the Expense Lines tab of the expense report, locate the field for Expense Item and click on: Select the option for By Alphabetical Order. This will give you the list of expense categories you can choose from. Any other options you find with the different search options will result in an error.



Additionally, the guide Workday: Submitting a Candidate Expense includes an Expense Items Chart that provides more details on the selection options, required information and examples of which category to use.

Q: What category does my expense fall under?

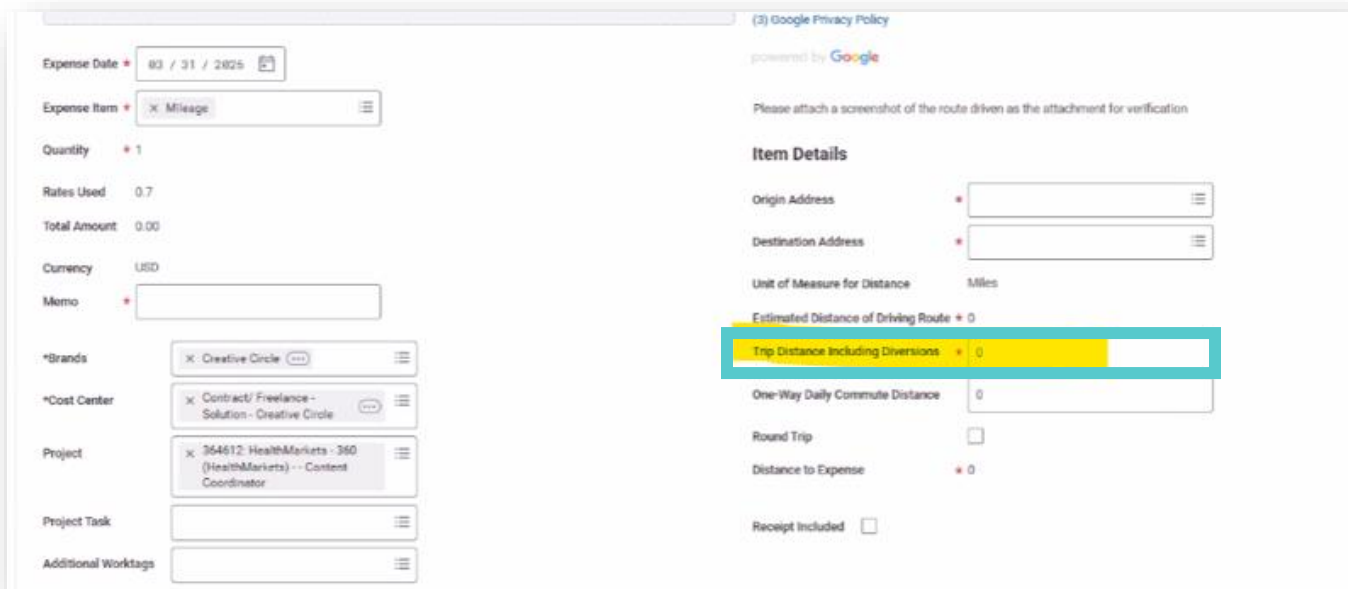
A: Refer to the Expense Items Chart in the Workday – Submitting Expenses Guide for guidance on which expense category to use for the item you are expensing. If you need additional assistance, please reach out to expensereports@apexsystems.com.

Q: I need to buy IT related items for my client. What process should I follow for doing this?

A: Please contact procurementrequests@apexsystems.com for guidance.

Q: For mileage, the distance I traveled is different than the distance the system calculates using the Origin and Destination Addresses. What can I do to make sure I'm being properly reimbursed?

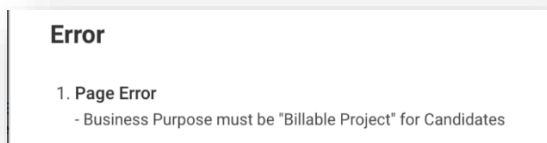
A: You can enter the actual trip distance in the highlighted field below.



The screenshot shows the 'Expense Item' section for 'Mileage'. On the left, there are fields for 'Expense Date' (03 / 31 / 2025), 'Expense Item' (Mileage), 'Quantity' (1), 'Rates Used' (0.7), 'Total Amount' (0.00), 'Currency' (USD), and 'Memo'. Below these are dropdown menus for 'Brands' (Creative Circle), 'Cost Center' (Contract/ Freelance - Solution - Creative Circle), 'Project' (364612: HealthMarkets - 360 (HealthMarkets) - Content Coordinator), 'Project Task', and 'Additional Worktags'. On the right, the 'Item Details' section includes 'Origin Address', 'Destination Address', 'Unit of Measure for Distance' (Miles), 'Estimated Distance of Driving Route' (0), 'Trip Distance Including Diversions' (0, highlighted), 'One-Way Daily Commute Distance' (0), 'Round Trip' (checkbox), 'Distance to Expense' (0), and 'Receipt Included' (checkbox).

Error Messages

Q: I am getting the following error message, what do I need to do to fix the issue?

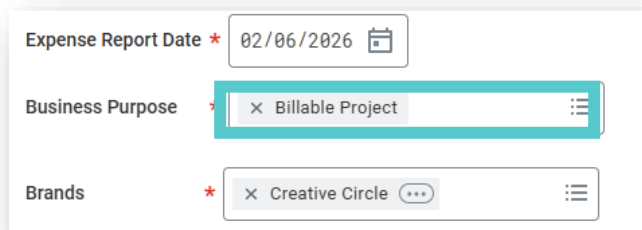


The error message box contains the following text:

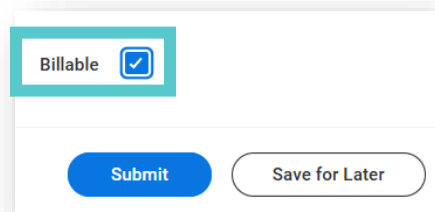
Error

1. Page Error
- Business Purpose must be "Billable Project" for Candidates

A: On the header tab of the expense report, make sure you are selecting, "Billable Project" under Business Purpose. You also need to make sure on the expense lines tab the Billable checkbox is checked for each expense item.



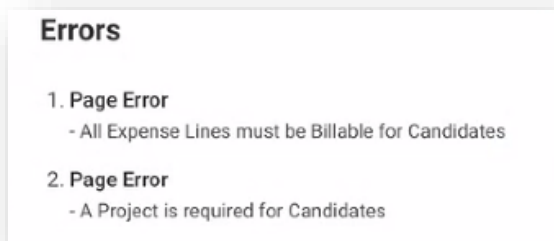
The screenshot shows the 'Expense Report Date' (02/06/2026), 'Business Purpose' (Billable Project, highlighted), and 'Brands' (Creative Circle) fields.



The screenshot shows the 'Billable' checkbox checked, with 'Submit' and 'Save for Later' buttons below it.

Q: I am getting the following Project related error messages, what do I need to do to fix the issue?

A: This message is an indicator that you did not enter a project number in the header page when you created your expense report. Since it is not possible to add a project number after you created the header page, you will need to recreate the expense report with the project number entered in the first/header screen.



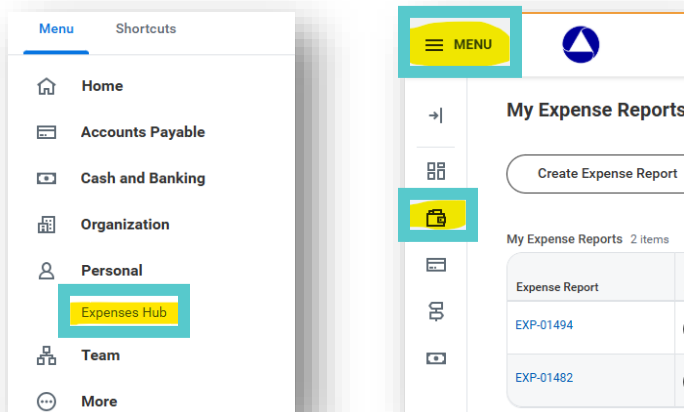
Modifying Expense Reports

Q: Can I modify my expense after submitting the form?

A: Once you submit your expense report, you cannot modify it unless the next-in-line approver sends it back to you to make changes. If your expense report has been paid, you will not be able to make changes to it. Therefore, if you need to add an expense for reimbursement or increase the amount, complete a new expense report for the difference that you need to be reimbursed. If you were over-paid for an expense, contact payroll@creativecircle.com for options on repayment to the company.

Q: Where can I find a list of my expense reports, including drafts I have started?

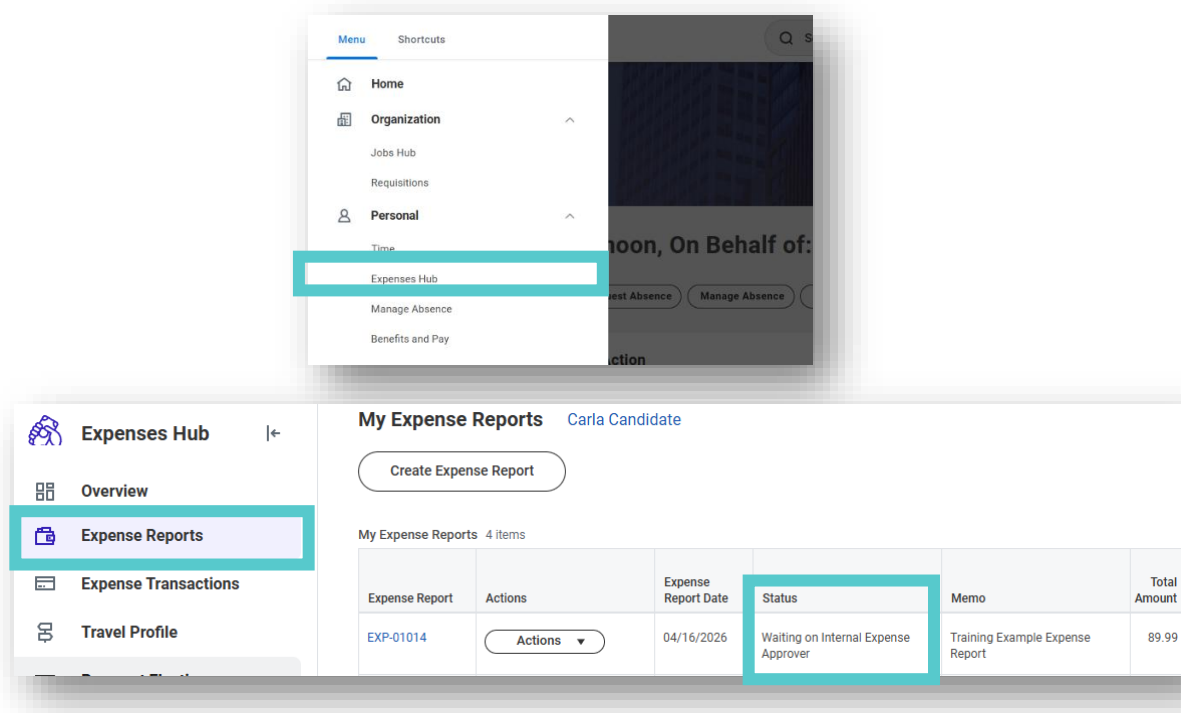
A: Go to the Workday Menu and click on Expenses Hub, under Personal. Next, click on the Expenses Reports icon highlighted below to see a list of your expense reports.



Status Tracking

Q: How can I track the status of my expense report?

A: Candidates must track their expenses for timely reimbursements. To track expense reports, access the Workday Menu, then select Expenses Hub under the Personal drop-down. Next, select Expense Reports and review the Status under My Expense Reports



The screenshot shows the Workday interface. In the top left, the 'Menu' is open, and 'Expenses Hub' is highlighted under the 'Personal' section. Below this, the 'Expense Reports' option is highlighted. The main content area shows 'My Expense Reports' for 'Carla Candidate'. A table lists the reports, with the 'Status' column highlighted for the report 'EXP-01014'.

Expense Report	Actions	Expense Report Date	Status	Memo	Total Amount
EXP-01014	Actions	04/16/2026	Waiting on Internal Expense Approver	Training Example Expense Report	89.99

Payment Issues

Q: I haven't been paid for my expense report submitted two or more weeks ago. How can I determine when payment will be made?

A: Expense Reports need to be fully approved before payment can be made. First, check the status of your expense report by following the directions above under "Status Tracking". If the expense report hasn't been approved, please contact the person(s) listed as the next-in-line approvers. If it shows Paid, then it may be a timing issue of when the file was sent to Payroll for payment and when Payroll actually processes payments.

Candidate expenses are paid weekly on Fridays. If the status shows Paid for more than a week and you still haven't seen the payment in your bank account, contact payroll@creativecircle.com and the team will troubleshoot the issue.

Q: The status of my expense report says “Paid” but why haven’t I seen payment yet?

A: The system will mark the expense report as Paid when the team runs the process to send the payment information to Payroll to make the payment. If it’s been more than a week after this time and you still haven’t seen payment, please contact payroll@creativecircle.com.

Q: I submitted my expenses in a 3rd party time and expense tracking tool (i.e., VNDLY, Fieldglass, Beeline, etc.) and it’s been approved by my manager. When can I expect payment?

A: Although you submitted your expenses in 3rd party VMS tool and obtained manager approval, as of May 1, 2026, the information also needs to be entered into Workday in order for us to pay you. However, since your manager has already approved the expenses in 3rd party VMS tool, they will not need to approve a second time, but you will need to attach that approval on the first expense item line.

Additionally, you will need to enter each expense item separately. Lump sum submissions will be sent back to you for correction.

Q: Who needs to approve my expense report?

A: The Everforth/Creative Circle expense team reviews your expense report first to make sure you have attached proper receipts and entered your expenses correctly. Once they approve, it will be approved by the client or the same person who approves your timesheet. The exception to this second approval is that any expenses already approved in a 3rd party VMS tool, will not require this second approval, so that the client only needs to approve once. However, you will need to attach that 3rd party VMS approval to expense line 1 for validation of the approval.

Receipt Attachments

Q: I’ve been notified that the file format of the receipt I’ve attached is incorrect. How do I convert my iPhone photo into a PDF or JPEG format?

A: There are various ways that an iPhone photo can be saved to PDF or JPEG, including:

1. Using Print to PDF

- a. Open the photo in Photos.
- b. Tap Share > Print.
- c. On the print preview, tap Share again and save or email the PDF.



2. Save as JPEG or PDF via Files

- a. Open Photos and select the picture.
- b. Tap Share  > Save to Files.
- c. Save to the File folder of your choice.
- d. Open the folder and find the photo, tap Share again and tap the Options > button near the picture
- e. Select JPEG or PDF format and adjust size to mid-way so it is not too large to attach. Hit the green arrow.
- f. On the screen that is still open, select Save to Files again and Save to your folder of choice.

3. Change Future Photos to JPEG

- a. Open Settings.
- b. Go to Camera > Formats.
- c. Select Most Compatible.

4. Change Specific Photos to JPEG

- a. Open the picture and select Share
- b. Tap the Options > button near the top of the screen
- c. Select Most Compatible.
- d. Save or send to the location of your choice