

Submitting receipts and memos for your Ramp funds

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Help Center URL: [Submitting receipts and memos for your Ramp funds](https://support.ramp.com/hc/en-us/articles/360042588454-Submitting-receipts-and-memos-for-your-Ramp-funds)

Overview

Ramp offers multiple ways for you to submit receipts and memos for transactions on Ramp funds. The following article will cover submitting items for such transactions.

Please note that if you would like your company to reimburse you for spend incurred on a non-Ramp fund, you will want to refer to [this reimbursement article](#) instead. If you are an admin and would like to set up reimbursements for those transactions made on your employees' funds, please view this [guide](#).

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Ways to submit receipts

After you make a transaction on your physical card, funds, or virtual card, you can send your receipts to Ramp in a few ways:

Channel	Receipts	Memos	Accounting Fields
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| **SMS** | Text us at HIRAMP

(447-267) - We try to match it with a transaction, or you can create a reimbursement

For international users, please text 844-331-1023 (toll-free)

| Text us - we will add the memo to the last transaction | Click the submission link sent via SMS for a mobile-friendly submission flow |

| **Email** | Forward to receipts@ramp.com. See how to set-up [here](#).

(Reimbursements must be forwarded to reimbursements@ramp.com)

| Add "memo: *enter your memo*" in the body of the email | When receipts are captured automatically with the Gmail integration, we offer the option to code dynamic fields |

Ramp.com	Click into the transaction to upload the receipt or bulk upload manually via	Click into the transaction or missing items section and add a memo	Click into the transaction or missing items section and enter the field
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	the missing items section .		
Mobile App	Capture a receipt using our mobile app or use the share extension on your phone	Tap into the transaction to record your memo	Scroll further to add your accounting fields in-app

| **Slack** | Send your receipt to the [Ramp app on Slack](#)

(Simple type **/ramp**, press enter, then attach a picture of your receipt to the next message) | Add a memo when the Slack app prompts you to (after the receipt has been matched) | Click on the link within Slack to enter the fields within the Ramp website |

Leveraging automatic receipt matching

Ramp offers automatic receipt matching for multiple languages/countries and international currencies, which means that we'll automatically match your receipts to the correct transactions in seconds. You no longer have to spend time finding receipts and attaching them to your transactions— Ramp will do it for you.

- **For transactions made in person**, we'll notify you via SMS when a receipt is required. Simply reply with a photo of your receipt or text us at HIRAMP (447-267). Any text you add to this SMS will be added as a memo.
- **For online transactions**, we'll notify you via email when a receipt is required. Simply respond or email/forward your receipt(s) directly to receipts@ramp.com. Simply add "memo: *enter your memo*" in the body of the email after attaching to the email the receipt for that specific transaction, and we'll automatically add the memo.
- **Set up automatic receipt forwarding from your mailbox.** We've written more about this [here](#).
- **Supported image types:** jpg, jpeg, png, pdf

- **The maximum receipt upload size** is 60MB (10MB for web submissions)
- **The maximum page length for PDFs** is 50 pages

Pro tips

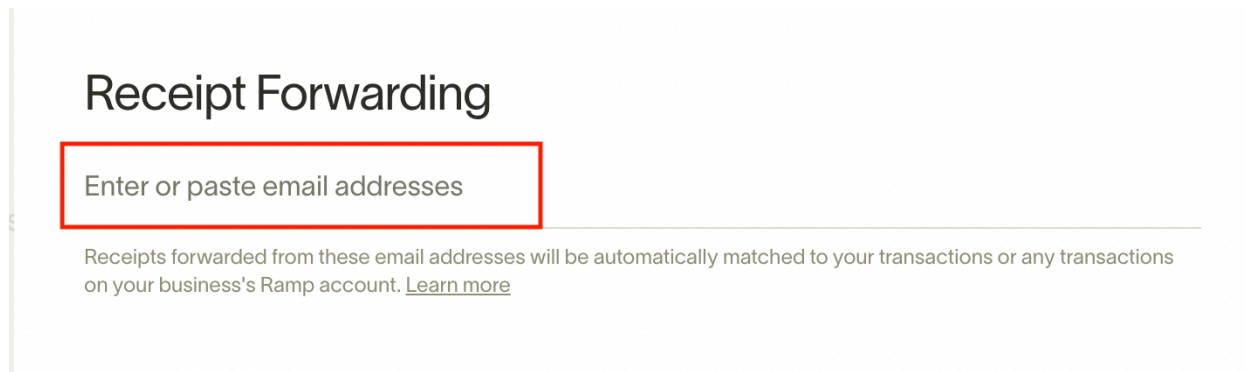
- To include a memo when forwarding your receipts for automatic matching, simply enter **Memo: insert memo here** into the *body* of the email that you send to us.
 - Please note that it *must* be submitted in this format; otherwise, it may not apply correctly to the transaction.
 - You must also have the [dynamic email setting](#) enabled for entering memos within Gmail.
- Ramp will send you weekly emails each Friday reminding you of any missing items.
- Save our email (receipts@ramp.com) in your contacts.
- You can forward multiple receipts to Ramp at once.
- You can also set up automatic forwarding of email receipts via your mailbox. Read more about that [here](#).

Forwarding receipts via additional email addresses

Any receipt forwarded from the email associated with your Ramp account will be automatically matched to a transaction. We can also accept receipts from other email addresses you set up, such as your email address. Please note that additional email addresses can only be linked to one Ramp account.

1. Navigate to the **Settings** tab

2. Click on **Personal Settings**
3. Click **Edit Profile**
4. Click **Integrations**
5. Add each email address you want to accept receipts from



Receipt Forwarding

Enter or paste email addresses

Receipts forwarded from these email addresses will be automatically matched to your transactions or any transactions on your business's Ramp account. [Learn more](#)

Automated memos

Employees and administrators now have the ability to set a default memo that will automatically apply to all transactions within a specific fund. When employees are prompted to submit a memo during the expense submission process, we will confirm with them which transactions should have this memo applied. Users can add memos at the fund level in the fund settings, as well as add additional memos at both the merchant and fund levels for other transactions.

Receipts, memos, and reviews
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Submission policy*
General Expenses
v

Defines what will be collected from employees, like receipts, memos, or other fields

Expense approval*
Default Expense Approval Policy
v

Additional layer of reviews after a transaction takes place

Add a default memo (optional)

This will be automatically added to all future transactions on these funds

When submitting a memo, users will see a dropdown menu where they can select the transactions to which the memo can be applied. To delete these memos, simply navigate to a transaction that has the automated memo and open the dropdown menu again to make the necessary edits.

Add a memo*
Ride home from LGA

Use memo for this transaction only v

✓ Submit

All transactions for Uber using "Travel expenses"
All transactions for Uber
All transactions using "Travel expenses"
✓ This transaction only (don't repeat)

\$127.5
May 3

Spent from
Executive Operations Expenses
v

Ramp suggested memos via SMS

Beta

Ramp will automatically suggest a few memos via SMS that you can select from if the following requirements are met:

- You have a US number (+1),
- You have SMS notifications turned on for in-person transactions in your settings,
- You're using your physical card or physical card number, and
- Your transaction requires a memo and receipt.

Here's how it works:

- If you have multiple shared funds your physical card can map transactions to, we'll first ask you to confirm if we matched your transaction correctly
- If a receipt is required, we'll then prompt you to send in a receipt
- Please note there may be a few minutes between sending the receipt photo and getting the text back that a receipt has been processed.
- If the transaction we matched the receipt to was the last, then we'll send suggested memos. Otherwise, we'll send a link to complete the rest of the missing items.

- If we are unsuccessful in matching the receipt, we'll prompt you to match their receipt to a few suggested transactions
- International employees will be linked to a different mobile web flow where they can add missing items after swapping the limit via the message flow

We've successfully matched your receipt to your payment of \$1.21 at CVS Pharmacy on 02/23/2024.

What was the reason for this transaction?



Reply with...

1 for "Research software"

2 for "Personal care"

3 for "Office supplies"

Or send your own reason

Submitting memos via email

If you are using Gmail, you can directly enter memos and other fields within the email, thanks to the power of interactive emails. No more logging in!



Action required for your Amazon transaction

Hi TK,

A payment was made on your virtual card for \$130.65 at Unbounce. Ramp Business Corporation's expense policy requires a receipt for transactions above \$75.00.

\$130.65 at Unbounce

09/10/2020 - **Missing: Receipt & Memo**

Add a memo

Submit

Open

Please reply to this email with a receipt for your transaction, or forward the receipt to receipts@ramp.com

Resolve on Your Dashboard

Ramp Business Corporation
36 E 12th St, Floor 3, New York, NY 1003

[Unsubscribe](#) from emails like these.



Frequently Asked Questions (FAQs)

What file types can I submit my receipt in?

Currently, you can submit receipts to Ramp in the following image formats: jpg, jpeg, png, pdf

How long does it take for Ramp to match my receipt?

It takes Ramp a few seconds to match a receipt. Depending on the type of receipt, we'll inform you whether a receipt has been successfully matched via SMS or email. If we don't find a match with your transactions, we'll also search transactions from other employees across the company for a match.

What do I do if I'm missing a receipt?

You can click on the transaction on your Ramp dashboard. To ask to dismiss the receipt requirement, please navigate to the transaction or click on the 'Missing Items' banner from your 'My Ramp' tab. Once the transaction is open, please scroll and locate the vertical dots, then click on 'Request Policy Exemption'

Why hasn't my receipt matched?

Ramp will do its best to match your receipts, but there will be times when our system will have a harder time finding the right match. Some common reasons this happens are:

- The difference in date on the charge vs. the receipt
- Multiple charges on a single receipt
- Multiple transactions with similar information (eg. recurring SaaS spend)

If Ramp isn't able to match your receipt, don't worry! You can head over to your Ramp account, find the transaction that needs a receipt, and upload your receipt

directly. Some things to keep in mind when you're uploading receipts in your Ramp account:

- You can upload the same receipt to multiple transactions (eg. you purchase two items at Amazon, they ship separately, creating two separate charges, but you have only one receipt for both items)
- Our system won't always be able to auto-verify receipts; if you're sure that you have the right receipt for the transaction, you should be all set!

Why didn't I receive an SMS notification for missing items?

Please note: SMS notifications for missing items will only be generated when a physical card is used to complete the expense.

Am I only able to submit receipts via SMS for my latest transaction?

No, users can submit receipts for past transactions, not just the most recent ones.

What if there isn't a message from Ramp requesting a memo, or the memo isn't required?

We'll attach your message to the latest transaction that happened.

Can I add a receipt and/or memo to a transaction after it's been synced over?

Once synced over, a receipt and/or memo cannot be added to it.

What happens once I submit all of my expenses?

Once you submit all of your expenses on web, you'll get a reward from Ramp! You'll receive three play tokens and the ability to head to the Ramp Arcade. There, you can play games like Receipt Snake and Ramp Ramp Revolution. You will need to click on the coin to play the games. Continue to submit your expenses on time to get an even higher score with each receipt submitted!