Approving & Processing Expense Reports

Training Script Template

emburse certify

Approving and Processing Expense Reports covers how to review expense reports and spend requests for approval or disapproval, how accountant's process reports, how to access reports, and more. We recommend this training for approvers and accountants.

Table of Contents

1. Approval Requests

You will receive an email notification when an Expense Report or Spend Request is sent to you for review.

The Approval Requests button on the upper right corner of the Certify Home page shows the number of Expense Reports and Spend Requests that need your attention. To access reports pending your review, click into Approval Requests.

2. Review an Expense Report

Click on the Status to view the Expense Report. For each report, you will see the:

- Name of the employee
- Title of the report
- Date Range
- Approval History and Comments of where this report has been before it came to you.

**When an expense report is linked to a Spend Request, you will see the pre-approved budget and the total of expenses. Click on the Spend Tracker to see a breakdown of each expense type.*

Review each expense line on the report. The columns you will see are:

- Actions - Allows you to approve or disapprove each expense line and access your Other Actions Menu.
- Status - Shows a green checkmark or red X when an approval is made for an expense.
- Date - Shows the date of each expense.
- Expense Category - Shows the expense category mapped to an expense.
- Details - Allows you to review extra details of an expense. A red flag indicates a policy violation.
- Amount - Shows the amount of an expense.
- Reimbursable Status - Indicates whether an expense is reimbursable to the employee.
- Reimbursable Amount - Shows the amount that is reimbursable to the employee.
- Billable - Indicates whether an expense is billable to a third party outside the company.
- Receipt - Allows you to view the receipt linked to an expense. A red flag indicates a missing receipt.
- Reason - Allows you to view details entered by the employee in the Reason field.

Use the Other Actions menu for tools to review:

- Add Note - Allows you to add a comment or note to an expense. It does not trigger anything else to happen.
- Edit Expense - Allows you to edit details of the expense.

- Inquire - Allows you to ask questions to the employee or allow the employee to edit the expense's details. The Inquire function will send an email notification to the employee to answer your inquiries via the web or Certify Mobile app.
- Edit Reimbursable Amount - Allows you to change the reimbursable amount of a reimbursable expense.
- Split Expense - Allows you to split the expense.
- Disapprove - Allows you to disapprove the expense. Disapproved expenses are marked with a red X in the Status column to the left of the expense.
- Add Image - Allows you to upload a receipt or file from your computer to attach onto the expense line.

3. Approve an Expense Report

- To approve everything, use the Approve All button.
- To approve individually, use each Approve button on each line.

After making a decision for each expense line, click the Submit for Reimbursement button to send this forward onto the next person for review.

- You will see a preview of the email that the next person is going to receive.
- Add optional comments.
- Click Submit.

4. Disapproving an Expense Report

To disapprove the whole report and return it back to the employee, click Disapprove Report.

5. Review a Spend Request

Similar to expense reports, employees are submitting their Spend Requests to you for review.
In the Approval Requests page, under the Spend Requests section, click on the Status to open a spend request.
For each report, you will see the:

- Department
- Submitter - Name of the employee
- Name of the Spend Request
- Date Range
- Spend Request History

Review each line on the report. The columns you will see are:

- Actions - Allows you to approve or disapprove each line.

- Status - Shows a green checkmark or red X when an approval is made for each line.
- Expense Type - Indicates the expense type of the request line.
- Department - Indicates the department mapped to each request line.
- Category - Indicates the category mapped to each request line.
- Details - Allows you to review extra details of each request line.
- Requested Amount - Indicates the amount requested by the employee.
- Attachment - Allows you to view extra files attached to the request line.
- Reason - Allows you to view details entered by the employee in the Reason field.

As an approver, you can either approve or disapprove each line item. Once a Spend Request is approved, the employee is free to make those purchases they've estimated for and create an Expense Report linked to the Spend Request.

6. Approve or Disapprove a Spend Request

- To approve everything, use the Approve All button.
- To approve individually, use each Approve button on each line.

After making a decision for each request line, click the Complete Request button.

- Add optional comments to the employee.
- Click Complete.

To disapprove the entire Spend Request and return it back to the employee, click Disapprove Request.

7. Processing Requests

When an expense report makes its way through the workflow and the manager has approved it, the Accountant is the last step to process the expense report.
The Accountant's Home page has a few extra boxes on the right-hand side. To view reports pending processing, click the Processing Requests button:

- Use Filters at the top of the page to auto-select specific expense reports.
- Under the Policy column - a Green Checkmark indicates there are no policy violations on the report. A Red Flag indicates there are policy violations on the report.

8. Process an Expense Report

Click on the Status to open an Expense Report for processing. The view is the same as Approvers.

- Click Process Report to complete the processing of the expense report.
- Select a Processing Date to search for reports in Analytics later.
- Click Process.

9. Access the AP Report

The Accounts Payable Report includes summary data for all processed expense reports. To go to the Accounts Payable Report, click on the Analytics tab in the upper right corner of your account. The Accounts Payable Report is found under the Integration and Data Feeds reports.

- Use search parameters to limit results on the report. Click Run.
- Use the buttons at the top of the report to export the report.

10. QuickBooks Sync

To export expenses to QuickBooks, go to the Home page and click on the QuickBooks Sync button in the upper right corner. When a report is processed from the Processing Requests queue, it will move to the QuickBooks Sync queue.

11. Reimburse Expense Reports via Certify Payments

The Reimbursements button on the Home page allows Treasurers to select Expense Reports and reimburse employees via direct deposit.

- Use the Filter buttons to filter Expense Reports for reimbursement.

The columns you will see are:

- Employee - The Name of the employee.
- Expense Report - the title of the Expense Report.
- Approval Code - The approval code of the Expense Report.
- Process Date - The date the Accountant processed the Expense Report.
- Reimbursement Amount - The reimbursable amount to the employee.
- Pay to Account - The employee’s banking account details.
- Payment Method - Allows you to select the settlement account to reimburse the employee’s expense report. Select the Mark as Paid option to skip the expense report’s reimbursement in Certify.

Check off the box to the left of each expense report and select the Reimburse Reports button at the bottom of the page to initiate reimbursement.

12. Support

Use the Support page to access other resources.

- Go to Certify’s Help Center for articles, tutorials, and PDF guides.
- Submit a Support Ticket to Certify’s Support Team.
- Sign up for live training webinars from Training Camp.
- The System Administrator box is your internal contact for company policies, procedures, and questions.
- Contact Certify’s Support Team via phone.