certify

travel & expense made easy

Self-Implementation Guide

About Certify

Certify is the leading online spend management solution for companies of all sizes. Organizations worldwide book travel, complete expense reports, and digitize the procure-to-pay process quickly and easily using Certify cloud and mobile applications. For more information about Certify, please call +1 207 773-6100 or visit www.certify.com.

Dear Customer…

We are excited that you have chosen Certify as your new cloud-based expense management software. With Certify, enjoy many additional features such as ReportExecutive, over 50 Analytics reports, and API access.

This Self-Implementation Guide will help guide you through implementing your company based on our past customers' experiences and best practices from the Certify Customer Success Team.

Please use this guide any way you need. We've included step-by-step instructions for implementing Certify, best practices for introducing Certify to your employees, and links to our Help Center for usage instructions.

Welcome aboard!

The Certify Customer Success Team

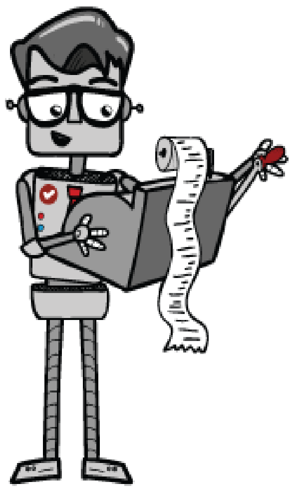
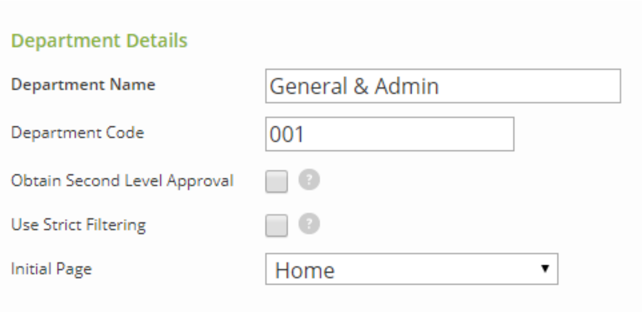


Table of Contents

Step 1. Add Your Departments

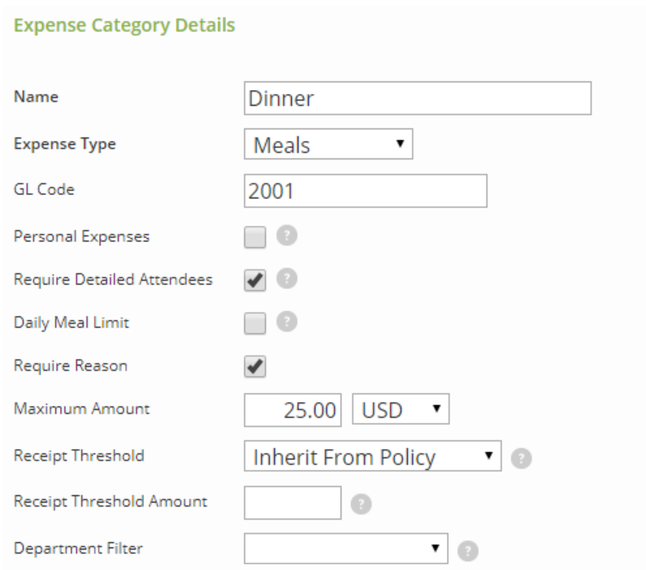
Step 1. Add your Departments. Think of **Departments** as your groups of employees, who may have different permissions. From the **Configuration** page, click View and Edit Departments to get started. Create them individually or use the bulk upload tool to upload a list from .csv format.

- **Department Name** – Display name associated with the department (ex. Sales, Admin, Marketing)
- **Department Code** – Alpha or numeric code associated with the Department in your AP system
- **Second Level Approval** – Using the checkbox for this department, every expense report submitted by a user within this department will be routed for second level approval; if you do NOT click the checkbox for **Second Level Approval** for this department, your expense policy rules will be used to determine if second level approval is necessary for each expense report
- **Strict Filtering** - If you click the checkbox for **Strict Filtering**, the department will display only those expense categories that are linked with it; if you do NOT click the checkbox for **Strict Filtering**, the department will show all expense categories without a department filter, as well as those that are linked with it



Step 2. Add Your Expense Categories

Step 2. Add your Expense Categories. Expense categories are the accounts that users will code their expenses to. Click View and Edit Expense Categories to get started. Create them individually or use the bulk upload tool to upload a list from a .csv format.

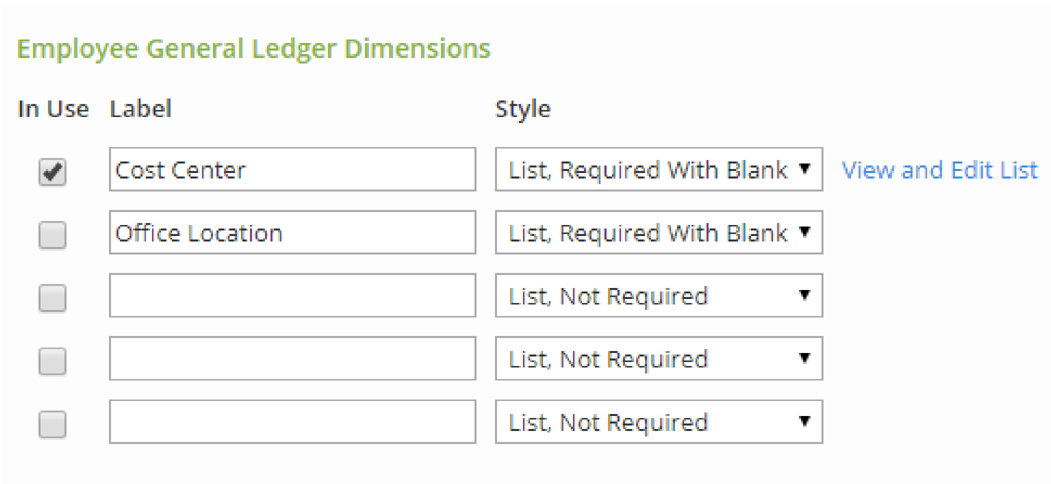


- **Name** – Display name associated with the Expense Category (ex. Office Supplies, Meals, Airfare)
- Expense Type – Determines the required fields for the expense category
- **GL Code** - Alpha or numeric code associated with the Department in your AP system
- Personal Expense - All expenses in this category will be treated as negative reimbursable amounts; this is useful for situations such as personal use of a corporate credit card and other scenarios in which the expense amount should be subtracted from the expense report's reimbursable total
- **Require Detailed Attendees (Meals Expense Type)** - Require employees to enter the first name, last name, relationship, title, and company for each meal attendee
- Daily Meal Limit **(Meals Expense Type) -** Include this category to calculate the total for all Meals expense categories used in one day. The Daily Meal Limit amount will equal the total of all Maximum Amounts for each Meals category with this option
- **Require Reason -** Require an entry in the Reason field for each expense
- **Maximum Amount -** Generate a policy warning when a user exceeds this amount on an expense line
- **Receipt Threshold -** Select **Inherit from Policy** to use the standard receipt requirement threshold on this category; select Use **Threshold Amount** from the dropdown menu to override the standard amount for this expense category
- **Receipt Threshold Amount** - Expenses less than this amount will not require a receipt; entering a zero value will mean receipts are not required for this category.
- **Department Filter –** Using this filter ensures that this expense category will only be available for users assigned to the selected department; if no department filter is selected, the category will be available for all users

Step 3. Add Your General Ledger Dimensions

Step 3: Add **General Ledger Dimensions** (optional). **General Ledger Dimensions (GLDs)** are custom fields, necessary for your company's business and reporting of expenses. Examples can be fields for **Project**, **Customer**, or **Cost Center**, if you require them.

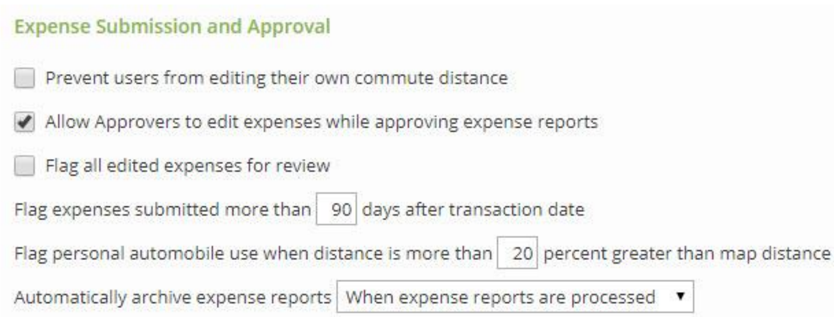
- Employee General Ledger Dimensions – Employee GLDs are assigned to users by an Administrator and cannot be edited by the user; these help to sort expenses by groups of users; employee GLDs are visible under **My Account** and the Certify Administrator's **Edit User** page
- Expense Report General Ledger Dimensions - Expense Report GLDs add a field for users to complete when they create an expense; users must select a value from a prefilled search or dropdown menu; expense Report GLDs are useful for tracking expenses billable to a particular project or client
- Expense Level Free-Text General Ledger Dimensions - Free-text GLDs add a field for users to complete when creating an expense; users must enter freeform text or numbers; free-text GLDs are useful for tracking additional information that is not necessarily needed for accounting purposes



Step 4. Set Your Policies

Step 4. Define your **policies** on the **View and Edit Policies** page. Policies can continually be updated, but a recommended few to start are:

Receipt Requirements – Set the amount threshold for expense about a certain amount that require receipts. If your company requires receipts for all expenses, select **Require receipts for all expenses** from the dropdown menu.



- **Prevent users from editing their own commute distance -** Disable users from making changes to their stored commute miles
- **Allow approvers to edit expenses while approving reports -** Allow approvers to be able to edit expenses during the approval process
- **Flag all edited expenses -** Automatically flag expenses edited by an approver or accountant; this will cause them to appear in the **Expense Policy Review** report
- **Flag expenses submitted more than _ days after transaction date -** Creates a soft-policy flag for expenses older than specified days after the expense report submit date
- **Flag personal automobile use when distance is more than _ percent greater than map distance** - Creates a soft-policy flag for mileage expenses over the specified percentage of the calculated Map It! distance
- **Automatically archive expense reports** - Select to automatically archive expense reports **When expense reports are reimbursed, When expense reports are processed**, or **Do not automatically archive**.
- **Credit Card Expense Treatment –** Click the **Read-Only Credit Card Expenses** checkbox if you do not want users to delete their imported credit card expenses. Due to the nature of credit card expenses, users will not be able to edit the expense amount regardless of the read-only status.
- **Approval Workflow**
  - Locked Approval – Multiple levels of approval with optional approval limits and special approval rules. Each user must have an assigned first-level approver and accountant.
  - Flexible Approval – Each user selects an approver when submitting an expense report. Approvers can also select additional approvers to send the report to before the accountant.

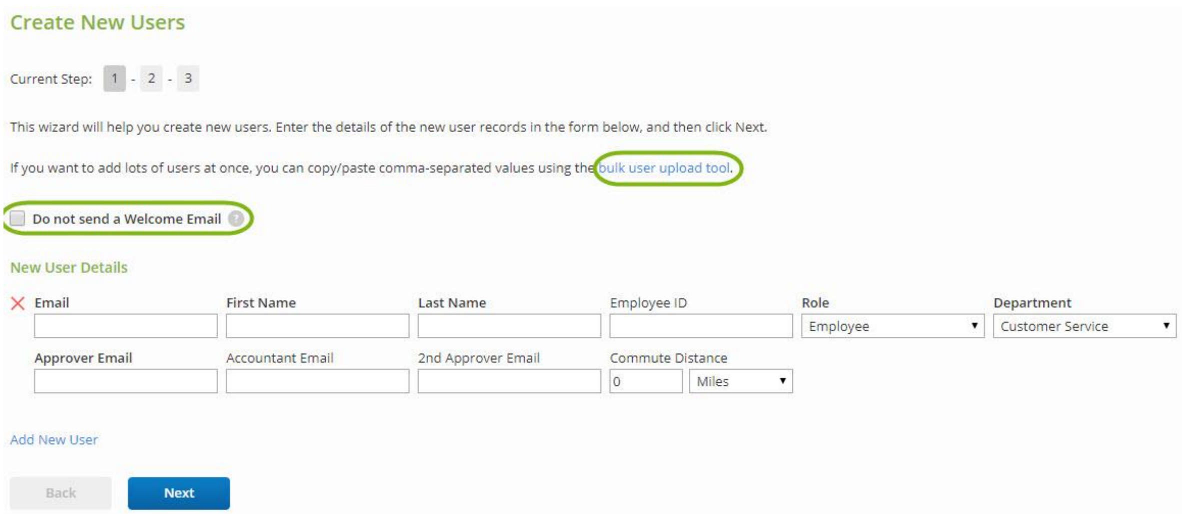
Step 5. Add Mileage Reimbursement Rates

Step 5. Set your Mileage Reimbursement rates. Under **Personal Automobile** use, every company is set up with the default IRS rate for mileage expenses which is automatically updated every year. However, custom rates can also be created in accordance to your travel and expense policy.

Step 6. Add Users

Step 6. Add your **Users**. Within [View and Edit Users](), you'll have the option to add each user individually, or add several in bulk.-

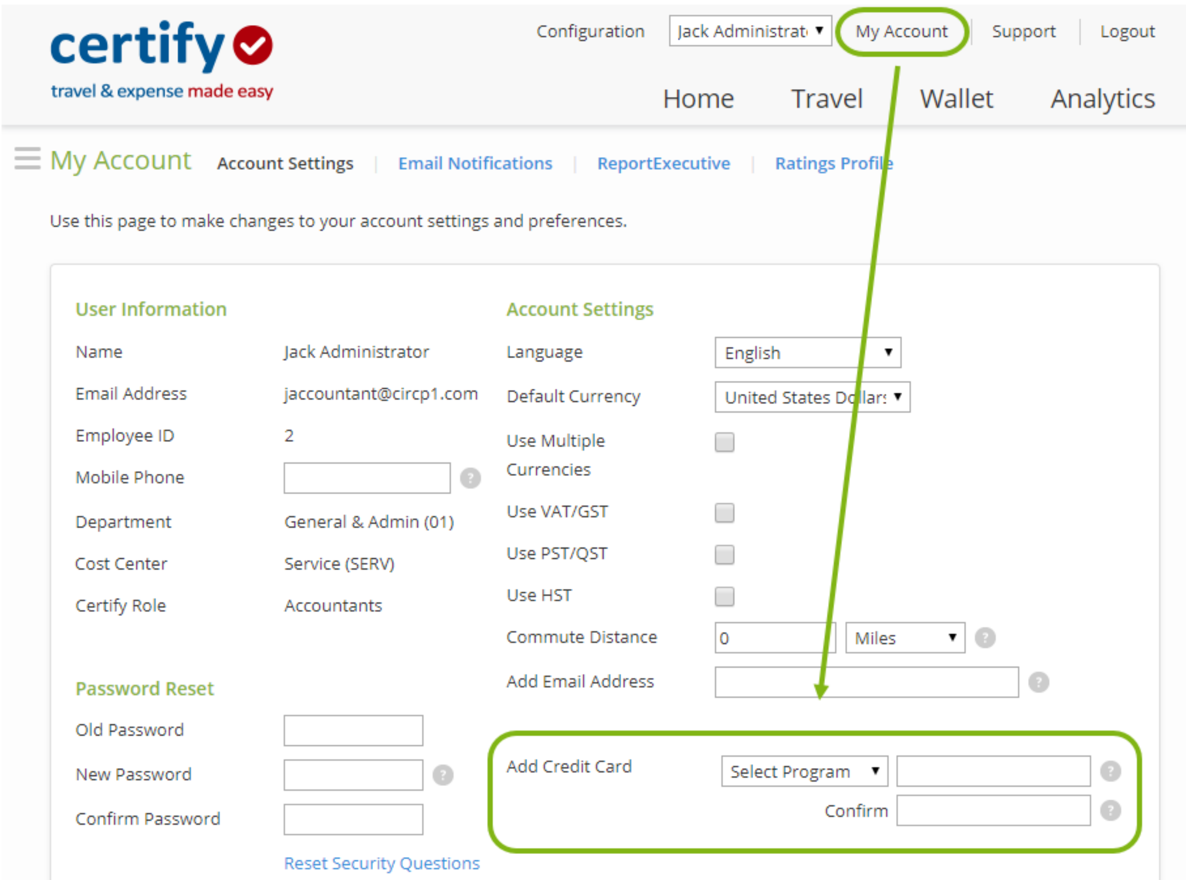
- **Email** – User's email address; this is used the user's unique identifier in Certify.
- **First Name, Last Name** – User's name
- **Employee ID (Optional)** - Alpha or numeric code associated with the user in your AP and/or HRIS systems
- **Role** -
  - **Employee** – Someone who creates and submits their expense reports.
  - **Manager** – Someone who creates and submits their own expense reports, and also approves others.
  - **Executive** – Someone who creates and submits their own expense reports, and also approves others. Executives also have enhanced reporting access.
  - **Accountant** – The accountant completes the final processing of expense reports. They have all reporting access.
- **Department** – User's assigned (default) department for all expenses
- **Approver Email (Locked Approval Only)**– Email address of the user's first-level approver
- **Accountant Email (Locked Approval Only)**– Email address of the user's accountant (final processor)
- **2nd Approver Email (Locked Approval Only, Optional)** – Email address of the user's second-level approver
- **Commute Distance (optional)** – User's commute distance, used if deduct commute distance is selected on a mileage expense category.



Welcome emails will automatically send when a new user is created, unless the **Do not send a Welcome Email** checkbox is selected. To send welcome emails at a later time, see [Sending Welcome Emails]().

Step 7. Enter Credit Cards

Step 7. Add **Credit Cards** (optional). Certify Supports corporate credit cards, small business credit cards, and personal credit cards. Credit card numbers can be entered by both the user for any card, and also the administrator (for corporate credit card integrations only). For a user to add a credit card, or an administrator to add on a user's behalf: see Adding a Credit Card. To bulk-import corporate credit cards for your users: see Using the Bulk Credit Card Import Tool.

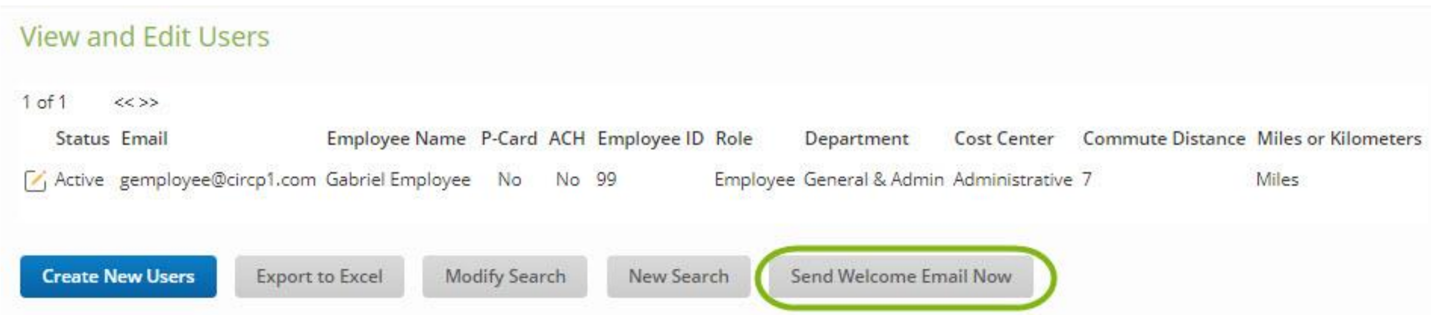


Step 8. Send Welcome Emails

Step 8. When you're finally ready for your users to start logging into Certify, send them their Welcome Emails.

Please Note: *when adding a new user, their welcome email will be automatically sent unless the* ***Do not send a welcome email checkbox*** *is selected.*

To easily release all of them at once, search within your users to find whom hasn't received a welcome email yet. Then, use the **Send Welcome Email Now** button.



AP Integrations & Analytics

Accounts Payable Integrations

One of the most important things for an Administrator or Accountant is transferring data from Certify to your AP system. Certify has integrations with common AP systems available that allow you to move data with only a few clicks.

QuickBooks Desktop	QuickBooks Online
NetSuite	Sage SEM

Using a different AP system? We can create a Custom Output File just for you. Contact your **Customer Success Manager** or **Support** for more information.

Analytics

As you continue to move forward with Certify, use **Analytics** to monitor expense patterns and policy compliance. This key information can help shape your policies in the future. A few recommended reports are:

Accounts Payable Report: Use this report for Accounting needs.

The Enterprise Dashboard: Use this report for a snapshot summary into the whole organization's accruals and spend in real-time.

Expense Policy Review: Use this report to review policy violations and find policy patterns.

Expense Reports Pending: Use this report to monitor employees and their usage; find unsubmitted expenses, draft reports, and reports pending in approval workflow.

Expense Detail Review: Use this report for specific details about a single, or group, of expenses.

PCard Reconciliation Report**:** Use this report to reconcile your credit card expenses to your bank statement.

Free Training & Support Services

Visit our online support portal, help.certify.com, for a vast array of training materials for expense Submitters, Approvers, Accountants, and Administrators.

Live Trainings

TUESDAYS	WEDNESDAYS	THURSDAYS
Creating & Submitting Reports	Approving & Processing Reports	Creating & Submitting Reports
Configuring Company Settings for Administrators	Reporting & Analytics Overview	

Help Center

Tutorial Videos		*Popular Articles*	
Certify Mobile	Creating Reports	Logging into Certify for the First Time	Getting Started with Certify Expense
Certify Wallet	Approving & Processing Reports	Adding Receipts using Certify Mobile	Creating a New Expense Report

Support

Certify Support is available 24 hours a day, 5 days a week!

Phone: 888-925-0510
Email: support@certify.com
Live Chat: Available at help.certify.com

Best Practices for Company Rollouts

Communicate.

No one likes change - we know. On top of change, no one wants to be surprised by it. Relay the message that a new (great!) system is coming – early and often. The more that you communicate, the less resistance you'll experience.

Be Positive.

Implementing a new system for a whole company can be frustrating and a LOT of work on you. Positivity and negativity run from the top down. Keep the message clear that the new process will make things easier and will be a positive change.

Be Clear.

Define your travel and expense policies and make them known and clear. While learning a new process, users will at least be familiar with the rules.

Require Training.

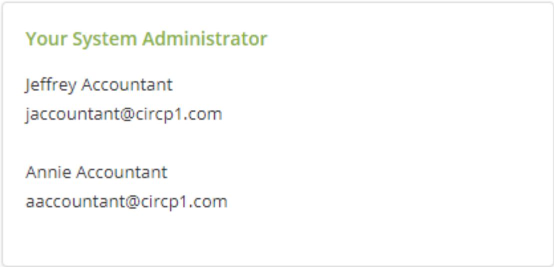
Set a date (or a few) in which all users should have attended Certify Training Camp and ask your Customer Success Manager or Support to provide an attendance list for you to reference.

Pilot.

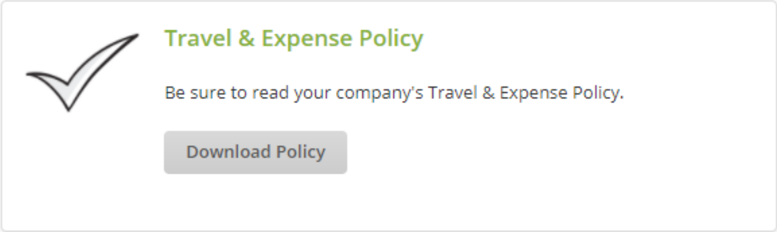
A pilot group is beneficial in all areas. Not only do they give you the first impression of the new system, but they also may identify things you may not have thought of. Let the pilot group work out the kinks.

Pre-Launch Reminders

Enter internal System Administrator contact information

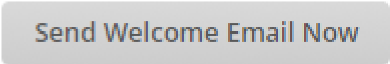


Upload full T&E policy to Certify



Send early communication prior to release date

Send Welcome Emails



Define and communicate internal T&E policies

!! Dinner Limit: $40.00!! Receipts required for all expenses!! Expense reports due every Monday!!

Best Practice Hints for Using Certify

Report Submitters

Use the **New Expense Report Button/ReportExecutive** to avoid expense line duplication

- Use the **Link Receipts Wizard**, and the **Cleanup Wizard** on red-flagged items for easy fixes
- Submit receipts often
- Enter mileage on-the-go using Certify Mobile
- Submit reports often instead of saving hundreds of receipts/expenses in the **Wallet**

Report Approvers

- Send **Inquiries** for employees to correct mistakes
- Approve via **Certify Mobile**
- Add **Notes** for issues that may not be flagged, but should be reported
- Use the **Expense Reports Pending** report to catch straggling employees
- Use the **Enterprise Dashboard** to stay in-the-know

Report Accountants

- Use **Fast-Track Processing** when you "get in the groove" so that you do not have to double-check every report.
- **Disapprove** expense reports that still have errors on them when they get to the processing queue – not only does it send it back and email the employee, it copies the approvers who let the error slide.
- Use **Analytics – Pcard Reconciliation Report, Reconciliation and Accrual Workbench, Client Billable Report** – all of it! Monitor the behavior to help enforce the change.