Certify User Guide
APPROVING EXPENSE REPORTS

This version is current as of April 1, 2021
For continuously updated instructions, please visit our Help Center within the Certify Support tab.

Certify is T&E expense management made easy

With thousands of users and satisfied customers worldwide, Certify is the leading fully automated travel and entertainment expense management solution for companies of every size. The easy-to-use Certify cloud-based interface and mobile application with electronic receipt capture allow organizations to book travel and complete expense reports and reimbursement quickly, easily, and cost-effectively. All while reducing overhead processing costs, increasing compliance with corporate policy and simplifying the overall T&E management process for employees, accountants and administrators.

***Please Note**: As a SaaS-based software, Certify offers several additional services and configuration options that companies may choose, or choose not to, use. Please refer to our online Help Center for even more how-to articles about extra processes and features.*

TABLE OF CONTENTS

APPROVING EXPENSE REPORTS

A **Certify Approver** is defined as a user who has expense reports sent to them for review and approval. Approvers can:

- Approve and then the report forwards to Accounting
- Disapprove the report and send back to the Employee

The guide will review how to:

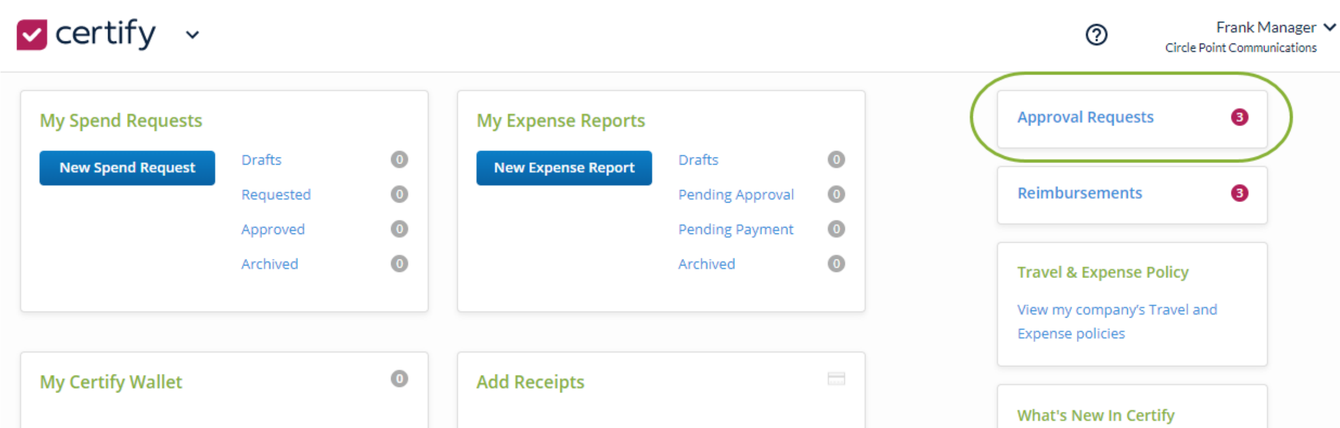
- Use all review tools
- Send an inquiry back to an employee
- Approve a report
- Disapprove a report
- Perform approval tasks using Certify Mobile

Approver's Review Tools

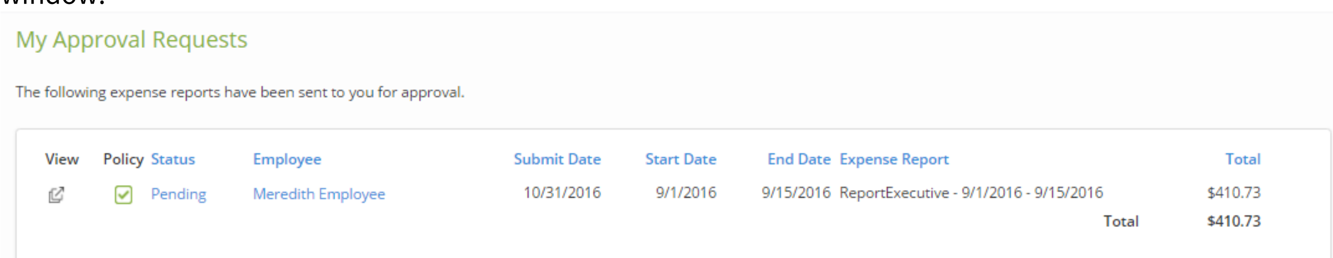
Other Actions Menu – Approvers

When you are reviewing an expense report, there are several actions you can take under the **Other Actions** menu. This article shows you how to use the actions available in the **Other Actions** menu.

Step 1: On your **Certify** homepage, click **Approval Requests**.



Step 2: On the next page, you will see all the expense reports awaiting your approval. To view a specific expense report, click the **Employee** name or the view (document) icon under the **View** column. This will open the expense report in a new browser window.



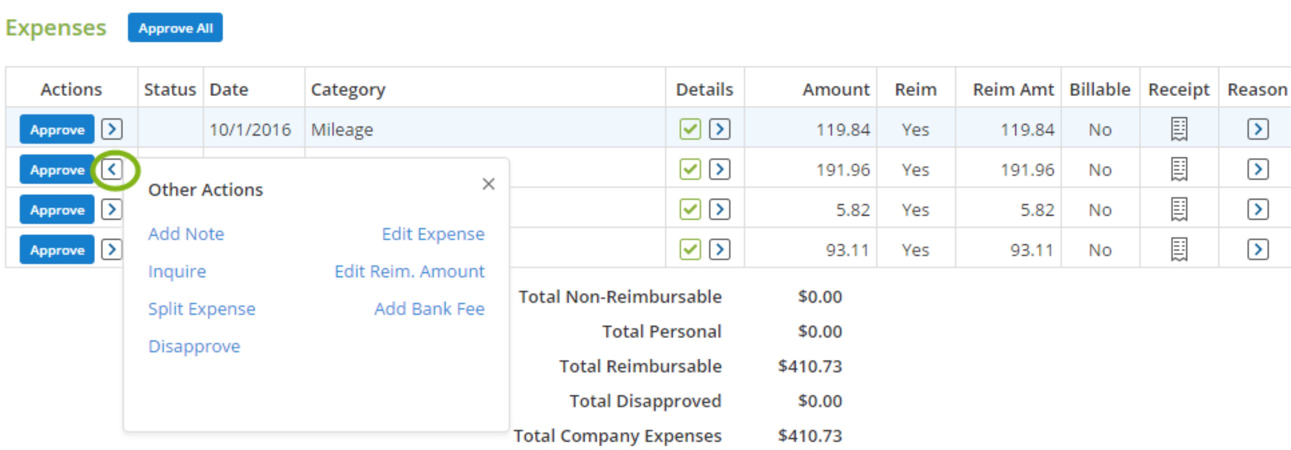
Step 3: There are several actions available in the **Other Actions** menu. To access this menu, click the arrow **(>)** under the **Approval** column. Actions in the **Other Actions** menu include:

- **Add Note -** Add a note to a specific expense line
- **Inquire–** Ask the submitter a question about an expense and/or allow the submitter to edit the expense
- **Add Bank Fee –** Add a bank fee for any currency conversion charges
- **Split Expense –** Split a portion of an expense into a different category or department
- **Disapprove** – Disapprove the expense line

To access an action in the **Other Actions** menu, select the action name. Complete the fields under that action as needed and save.

Companies can also configure their settings and allow approvers to edit an expense line. Depending on your company’s configuration, you may already see these actions available in the **Other Actions** menu:

- **Edit Expense** – Edit any of the expense details in an expense line
- **Edit Reim. Amount** - Edit the reimbursable amount of an expense line

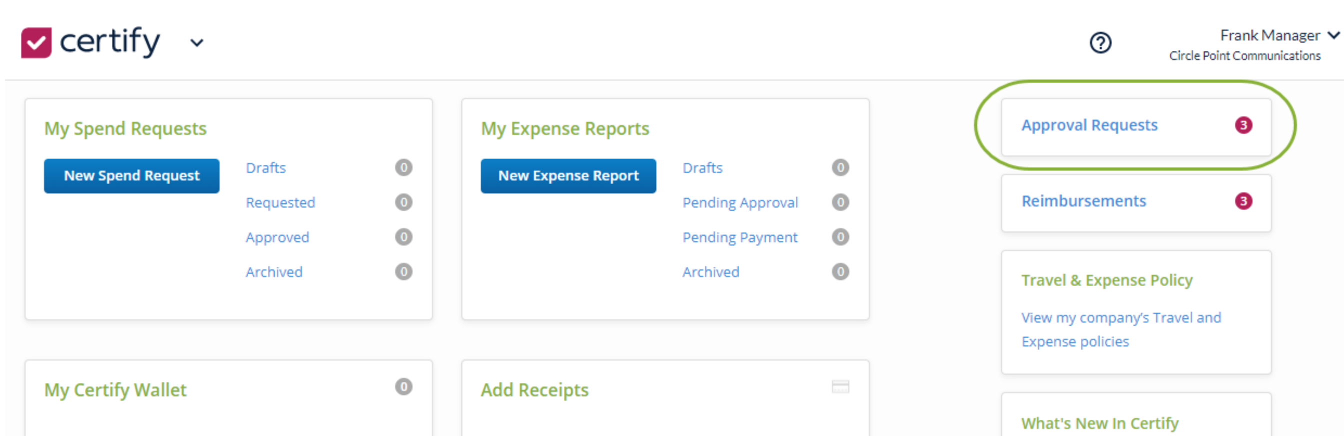


Sending and Receiving an Inquiry – Approvers

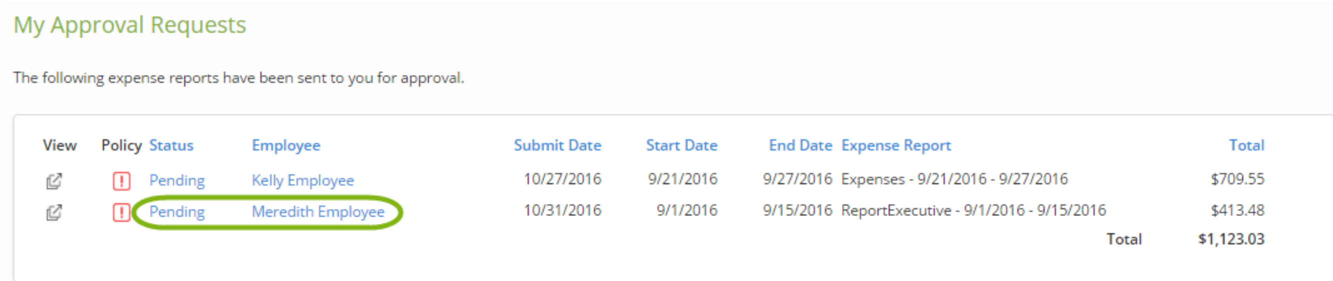
As a manager reviewing a submitted expense report, you can send an inquiry to the submitter to request specific information such as a new or different receipt, or request an edit to an expense line. This method allows the submitter to make corrections to expense lines without you having to disapprove the entire expense report. This article shows you how to send an **Inquiry** on a expense line, as well as how to view the submitter's reply.

Creating an Inquiry

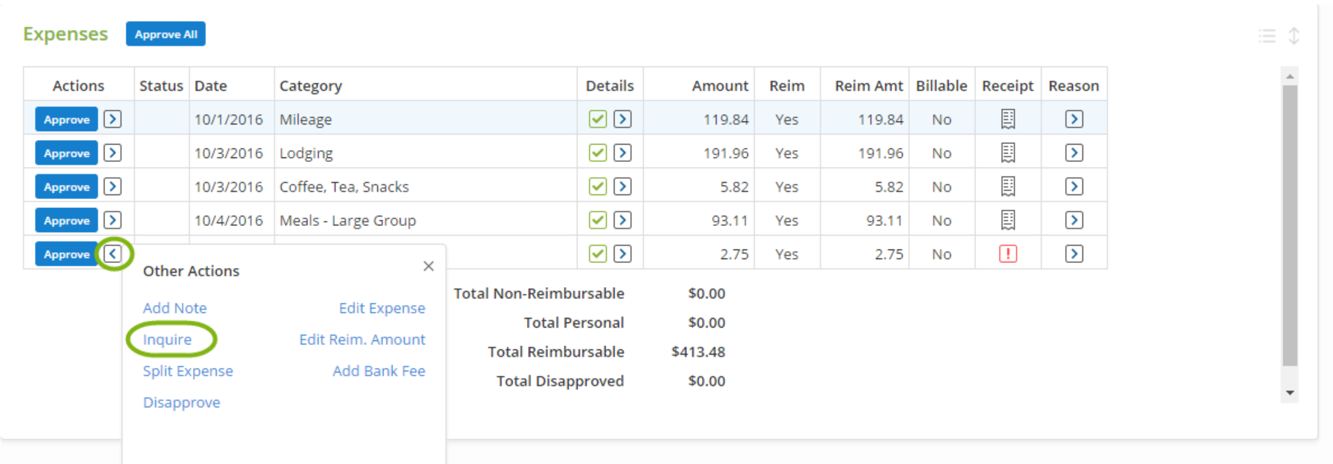
Step 1: On your account homepage, select **Approval Requests**.



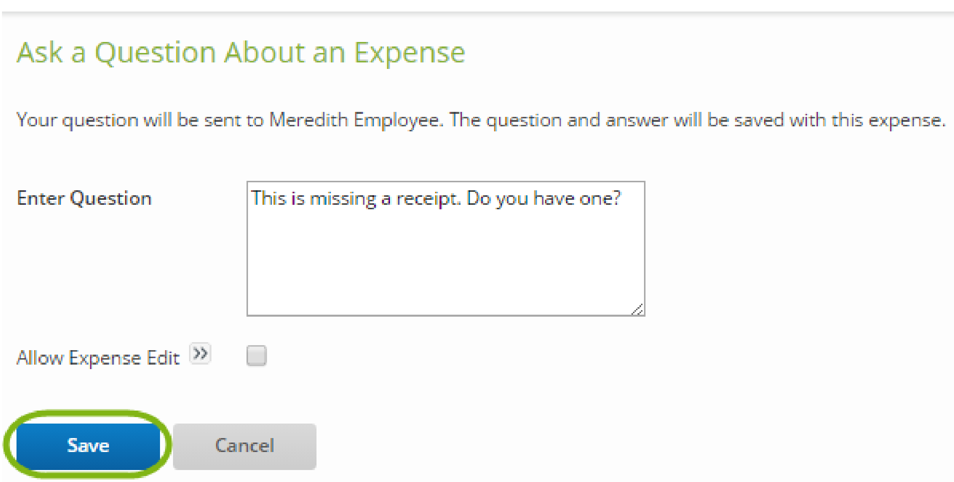
Step 2: On the next page, you will see all expense reports awaiting your approval. To view a specific expense report, click the **Employee** name or the view (document) icon under the **View** column. This will open the expense report in a new browser window.



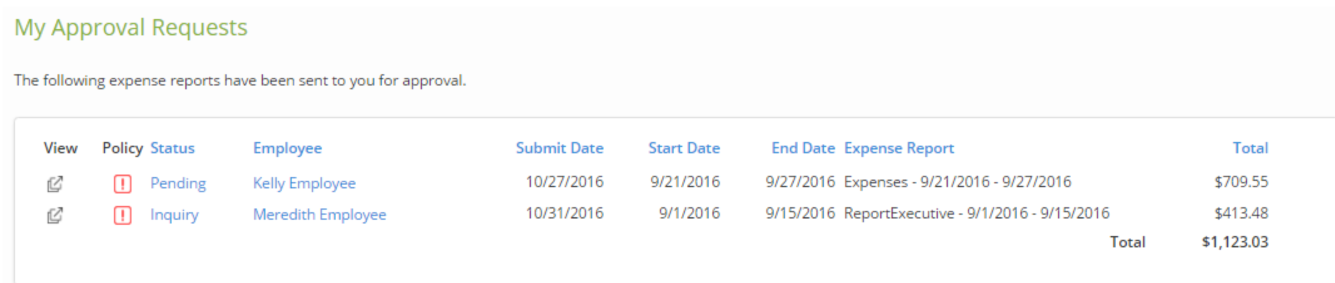
Step 3: If you have a question about an expense line, or about the expense report, you will need to open the **Other Actions** menu. To access this menu, click the arrows **(>)** under the **Approval** column. Select **Inquire**.



Step 4: On the next page, enter text in the **Enter Question** field. If you would like to allow the submitter to make edits to the expense line, click the checkbox next to **Allow Expense Edit**. Click **Save**.



Step 5: After saving your **Inquiry**, the expense report status will change from **Pending** to **Inquiry** to indicate that the expense report has been sent back to the submitter.

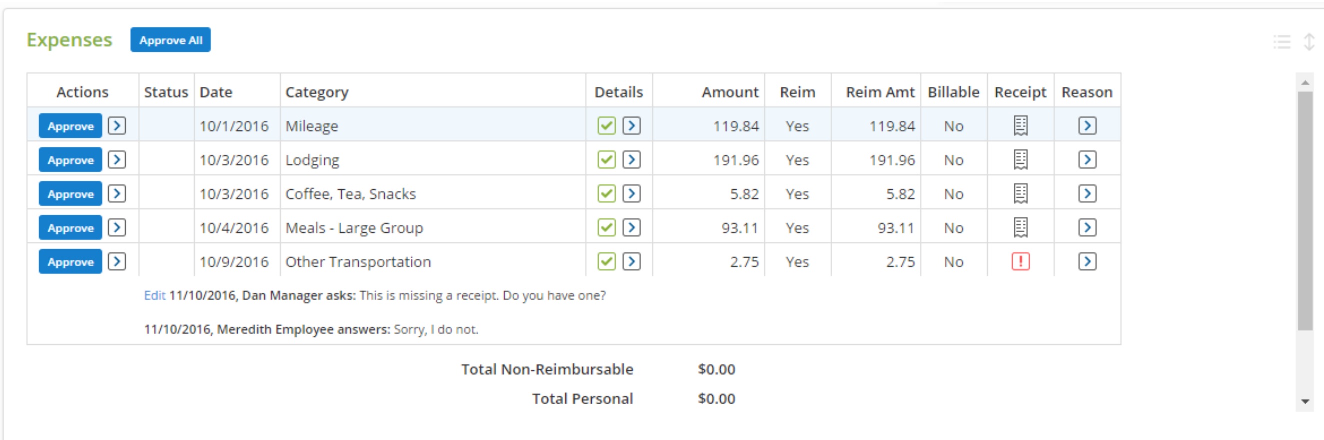

My Approval Requests

The following expense reports have been sent to you for approval.

View	Policy	Status	Employee	Submit Date	Start Date	End Date	Expense Report	Total
		Pending	Kelly Employee	10/27/2016	9/21/2016	9/27/2016	Expenses - 9/21/2016 - 9/27/2016	$709.55
		Inquiry	Meredith Employee	10/31/2016	9/1/2016	9/15/2016	ReportExecutive - 9/1/2016 - 9/15/2016	$413.48
							Total	$1,123.03

Viewing the Inquiry Reply

When the submitter responds to your inquiry, you can view their response in the expense line. Your original inquiry and the submitter's reply are both saved in the expense line within the expense report. When you have finished reviewing the submitter's response, you can continue moving forward with the expense report approval process.


Expenses Approve All

Actions	Status	Date	Category	Details	Amount	Reim	Reim Amt	Billable	Receipt	Reason
Approve		10/1/2016	Mileage		119.84	Yes	119.84	No		
Approve		10/3/2016	Lodging		191.96	Yes	191.96	No		
Approve		10/3/2016	Coffee, Tea, Snacks		5.82	Yes	5.82	No		
Approve		10/4/2016	Meals - Large Group		93.11	Yes	93.11	No		
Approve		10/9/2016	Other Transportation		2.75	Yes	2.75	No		

Edit 11/10/2016, Dan Manager asks: This is missing a receipt. Do you have one?

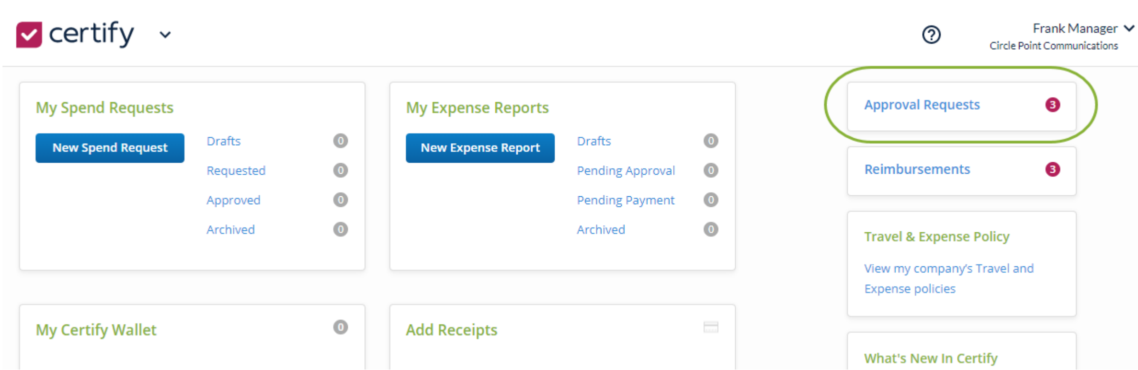
11/10/2016, Meredith Employee answers: Sorry, I do not.

Total Non-Reimbursable	$0.00
Total Personal	$0.00

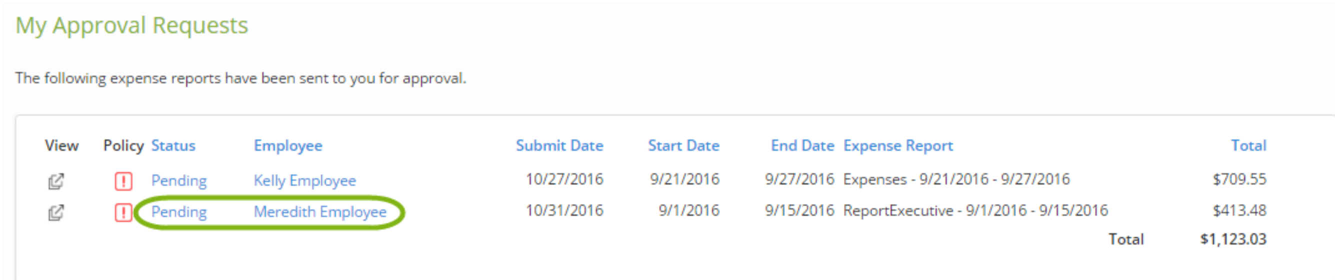
Approving/Disapproving Reports

When an expense report is submitted for approval, the approver receives an email alerting them that an expense report is awaiting their approval. This article shows you how, as a Manager, to approve expense reports.

Step 1: On your account homepage, select **My Approval Requests.**



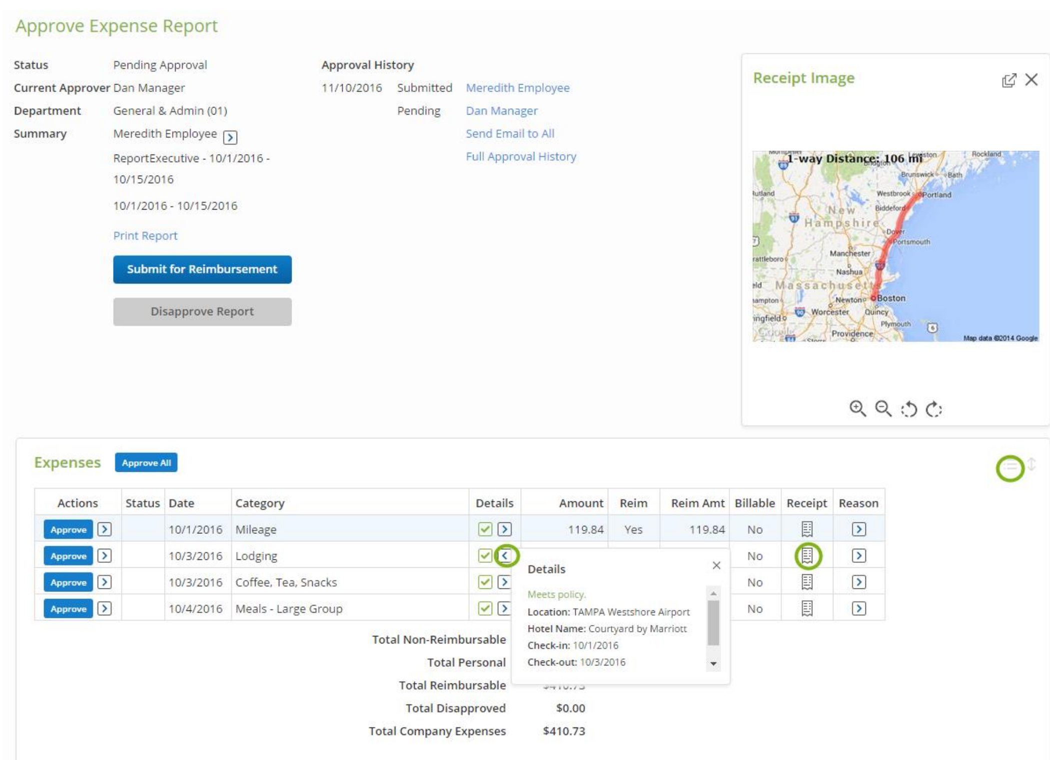
Step 2: On the next page, you will see all expense reports awaiting your approval. To view a specific expense report, select the **Employee** name or the view (document) icon under the **View** column to open the expense report in a new browser window.



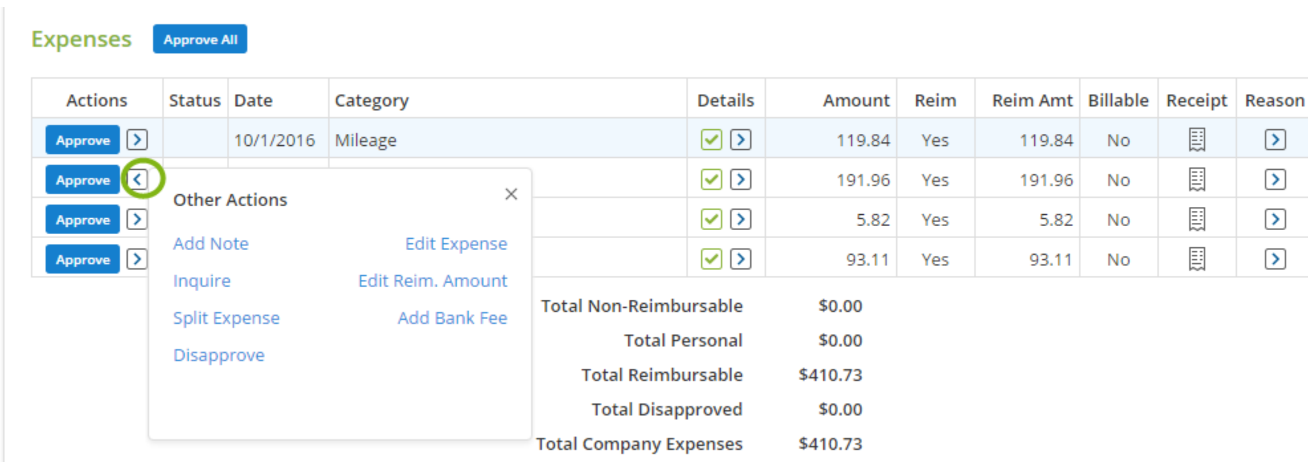
Step 3: On the next page, you will see options for different detail views. Click the view icon to expand or collapse the expense details.

To view a receipt in an expense line, click the view (document) icon under the **Receipt** column. A red exclamation mark under the **Receipt** column indicates that there is no receipt image attached to the expense line. A green checkmark in the **Receipt** column indicates that there is no receipt image attached to the expense line, however, no receipt is required for this expense according to your company's policies.

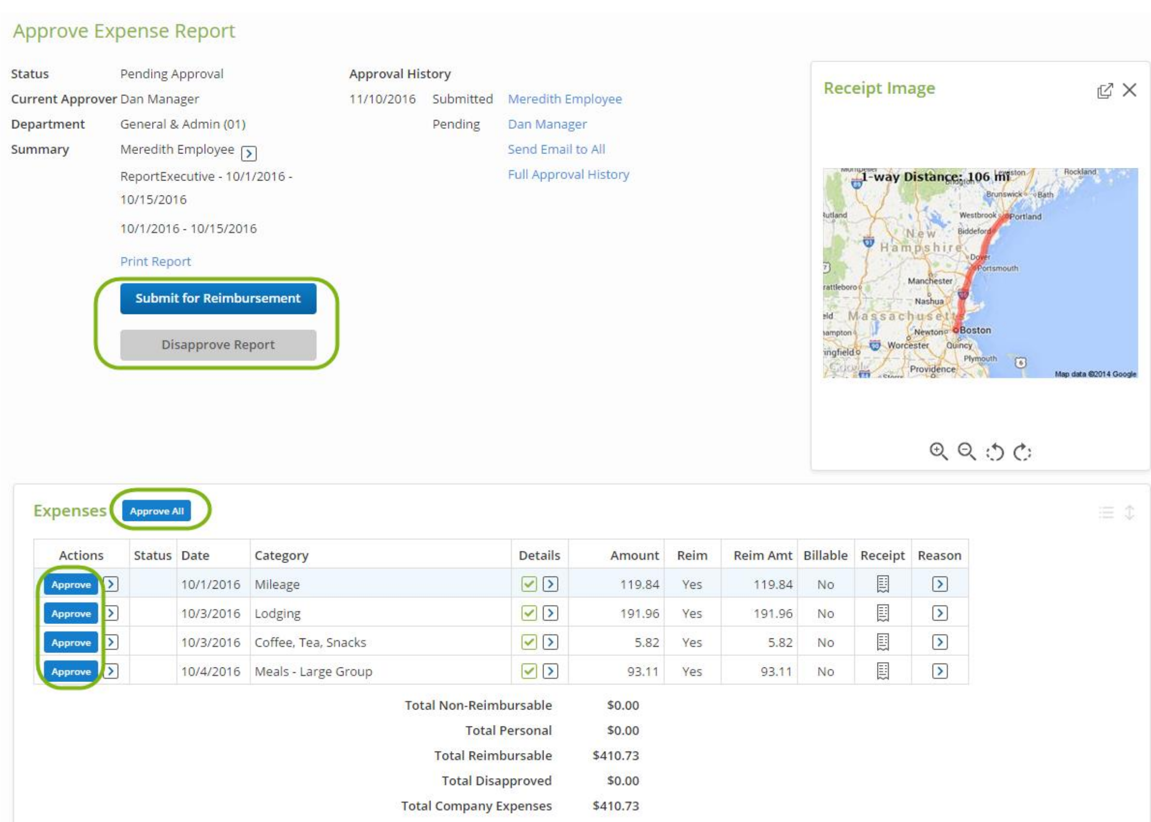
To view vendor and location details, click the arrow **(>)** under the **Details** column. A red exclamation mark under the **Details** column indicates that the expense may be out of company policy.



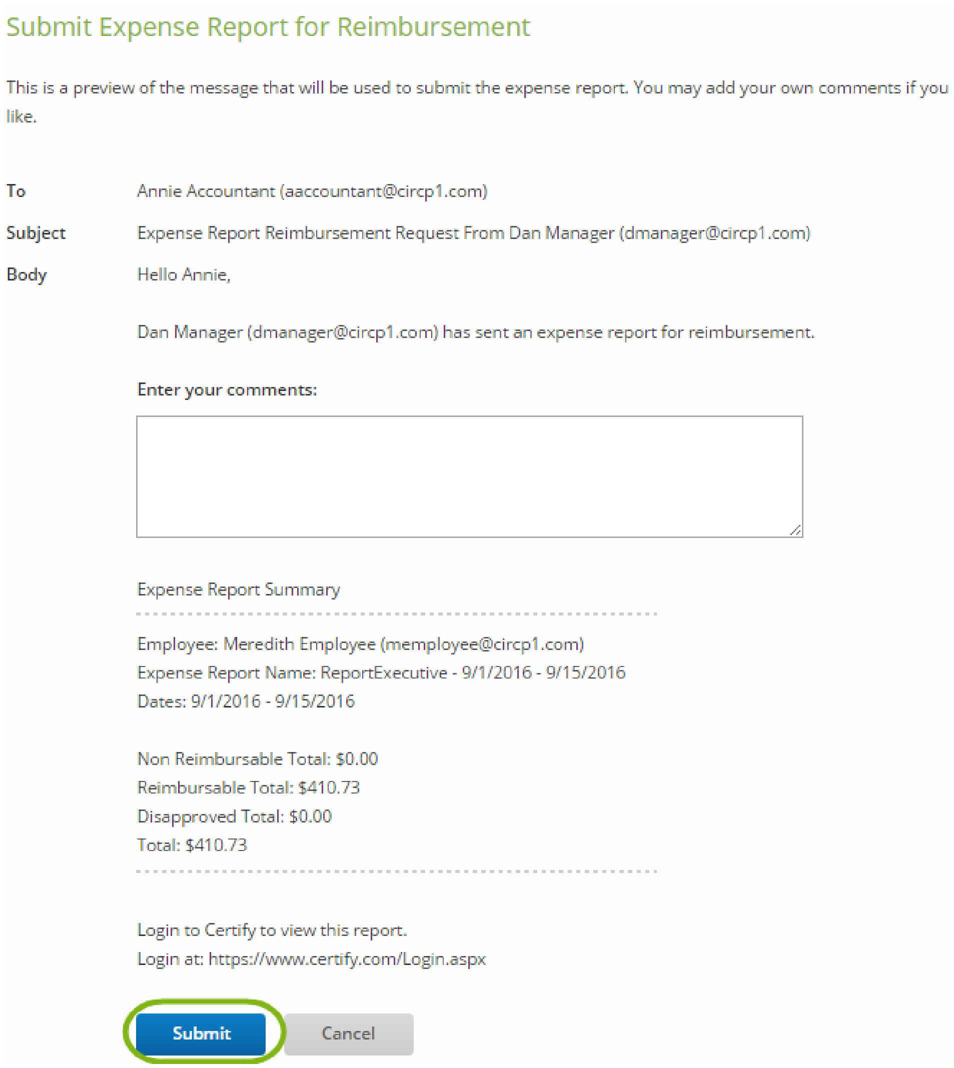
Step 4: If you have a question about an expense line, or about the expense report, there are several actions available under the **Other Actions** menu. To access this menu, click the arrow **(>)** under the **Approval** column and select the item name.



Step 5: To approve the entire expense report, select **Approve All** next to **Expenses**. To approve specific expense lines, click the green checkmark under the **Approval** column for that expense line. After approving, select **Submit for Reimbursement** to send the expense report to the next approver.



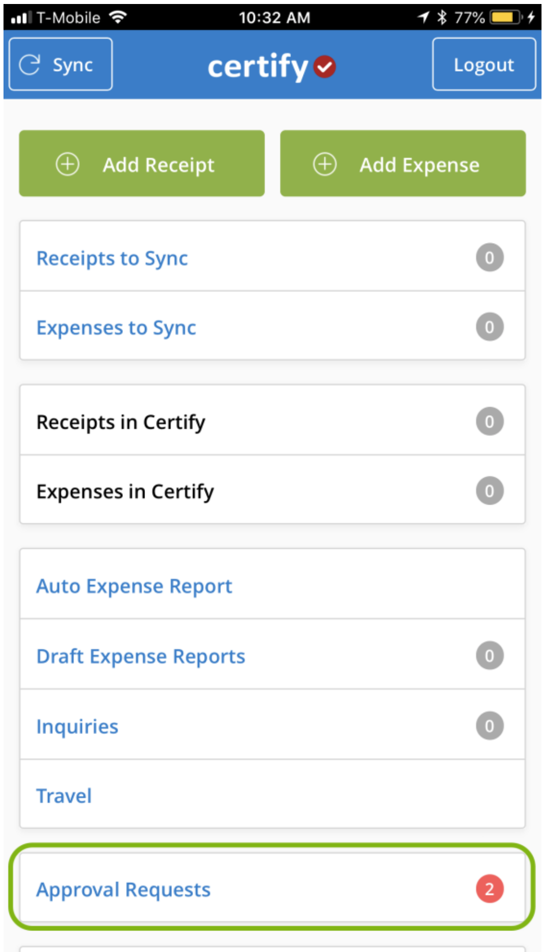
Step 6: By clicking **Submit for Reimbursement**, an email preview will be displayed. Enter text in **the Enter your comments** field as needed for the next approver. Click **Submit** to complete the approval process.



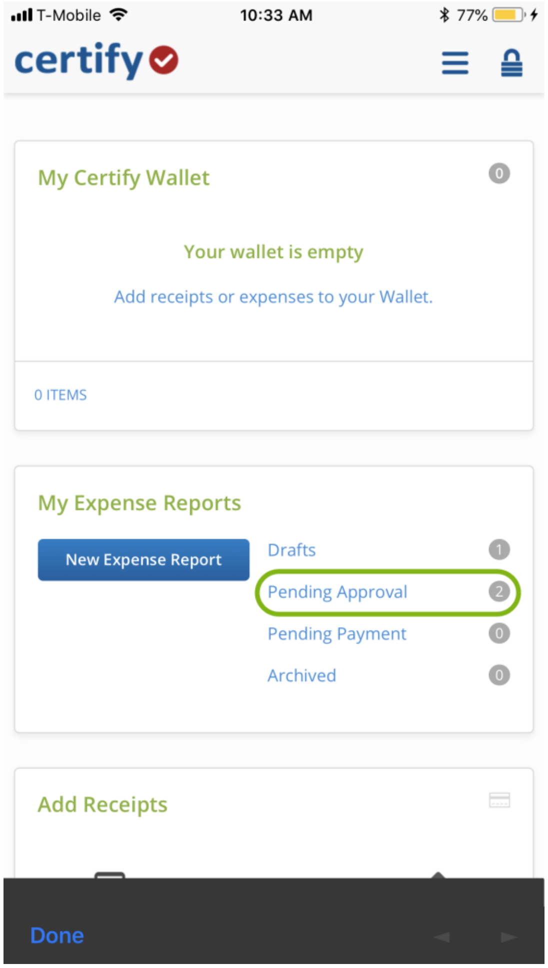
Approving on Certify Mobile

Certify allows you to approve and process reports using the Certify Mobile app. This article shows you how to approve or process expense reports using Certify Mobile.

Step 1: On your Certify Mobile app Home screen, tap **Approval Requests**. If the number of approval requests is incorrect, tap **Sync** to update the data.

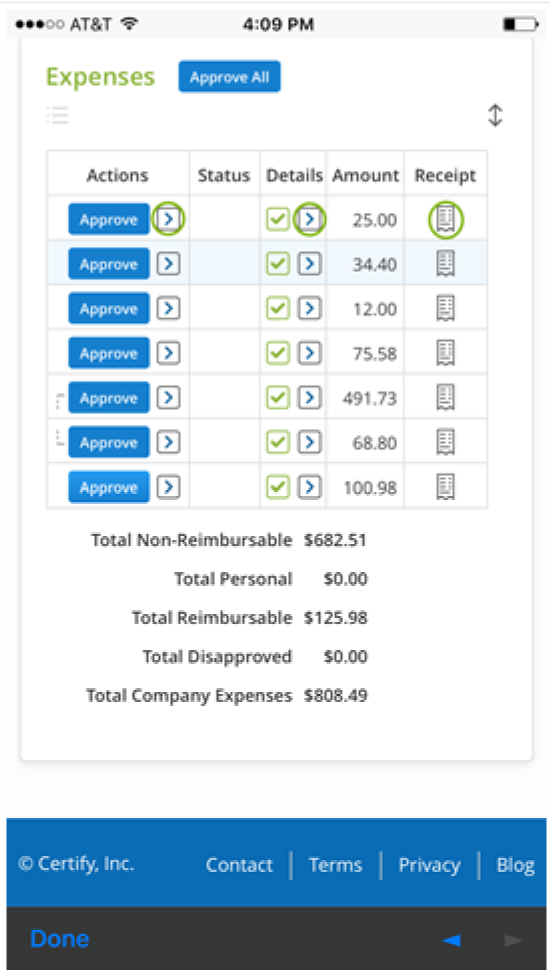


Step 2: To view an expense report, tap the view (document) icon under the **View** column next to the expense report you would like to o pen.

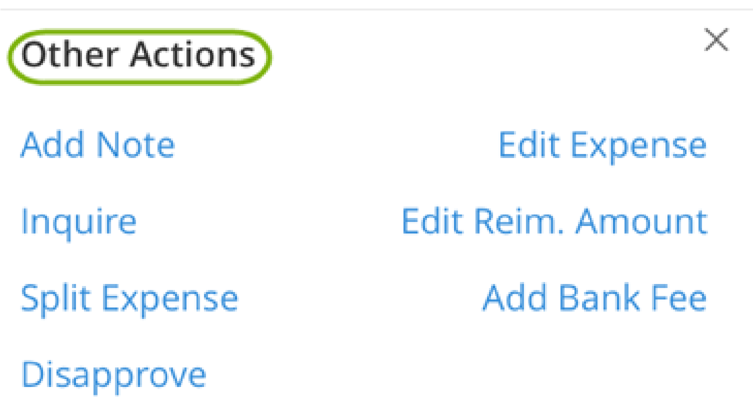


Step 3: To view a specific receipt in an expense line, click the view (document) icon under the **Receipt** column. A red exclamation mark under the **Receipt** column indicates that there is no receipt image attached to the expense line. A green check mark in the **Receipt** column indicates that there is no receipt image attached to the expense line, however, no receipt is required for this expense according to your company's policies.

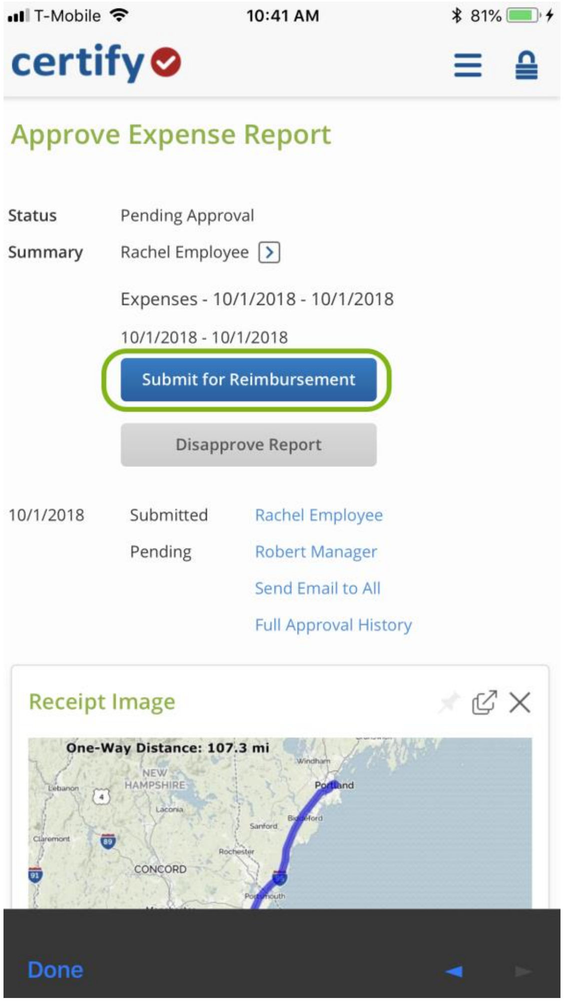
To view vendor and location details, tap the arrow **(>)** under the **Details** column. A red exclamation mark under the **Details** column indicates that the expense may be out of company policy.



If you have a question about an expense line, or about the expense report, there are several actions available in the Other Actions menu. To access this menu, tap the arrow **(>)** under the **Actions** column. In the **Other Actions** menu, select the action name.



Step 4: To approve the entire expense report, tap **Approve All** next to **Expenses**. To approve specific expense lines, tap the green check mark under the **Approval** column for that specific expense line. After approving, tap **Submit for Reimbursement** to send the expense report to the next approval in the approval workflow.



Approving and Disapproving Spend Requests

Certify's Pre-Approval feature enables end-users to budget for an expense before the spend occurs. Once the **Spend Request** is submitted, a **Manager** can see the expected costs for specific projects, trips, or people, providing opportunities for increased spend management.

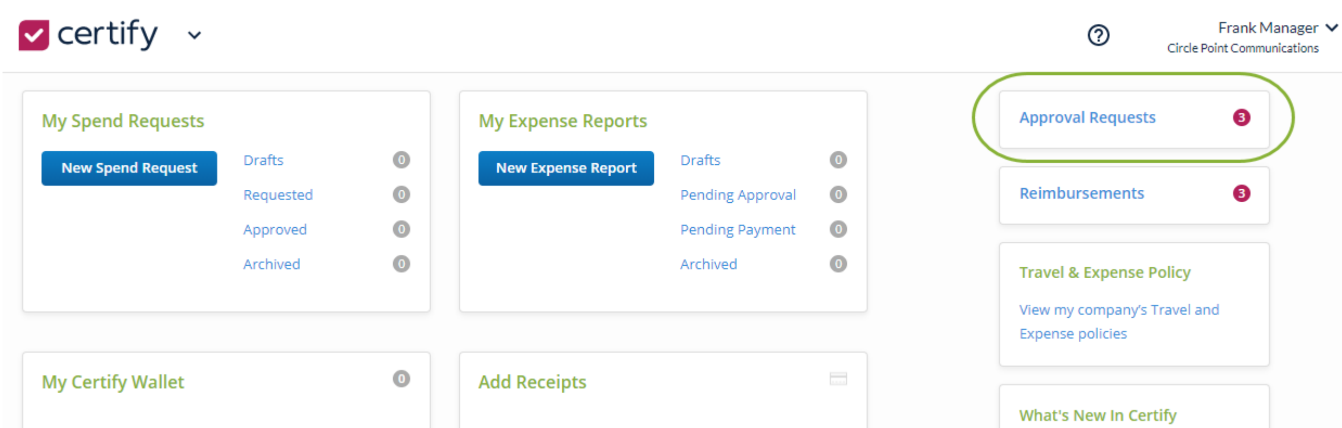
Once a **Spend Request** has been submitted, the **Manager** can review the expected costs and approve of deny the request.

This article shows you, a **Certify Manager**, how to **approve** and **disapprove** a **Spend Request**.

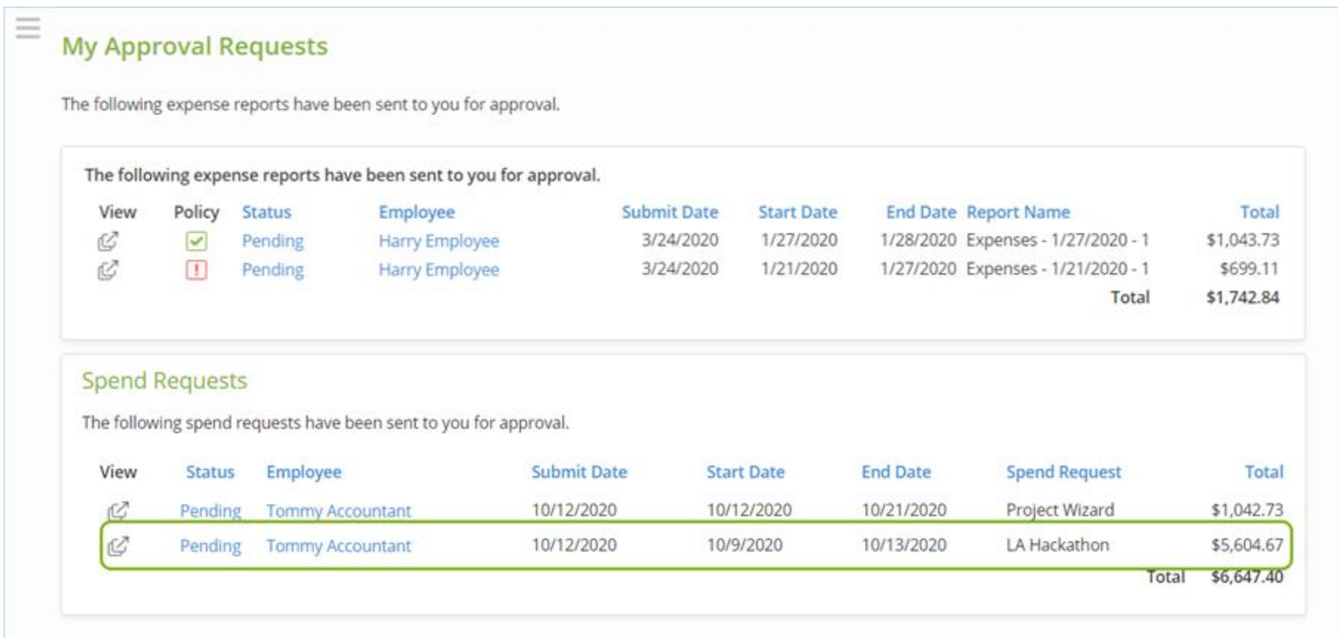
Spend Requests and **Expense Reports** follow the same initial **Approval Workflow**. Though once a request is approved by all **Approvers** in the workflow, it is returned to the submitter's **Approved Spend Requests** folder rather than being moved along to the **Accountant**.

Approving a Spend Request

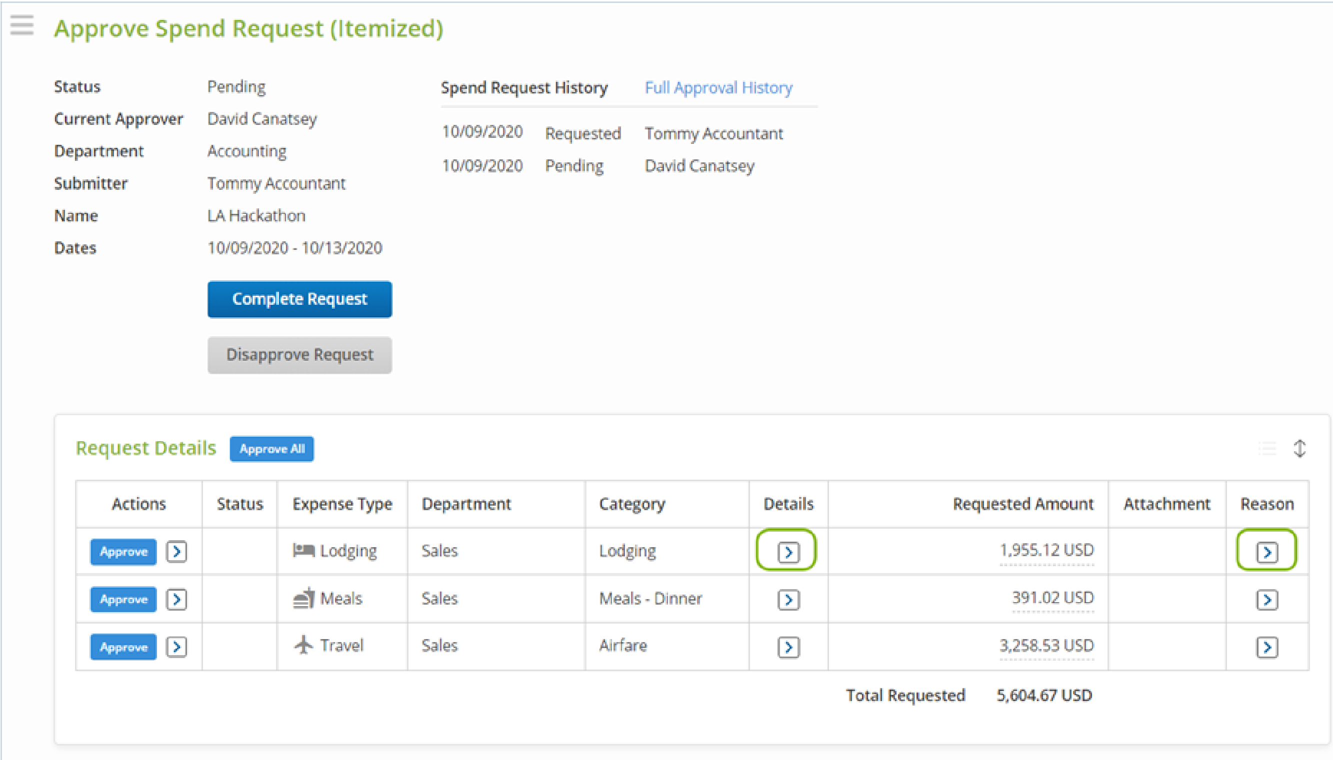
Step 1: Open **Approval Requests** on your **Certify** homepage.



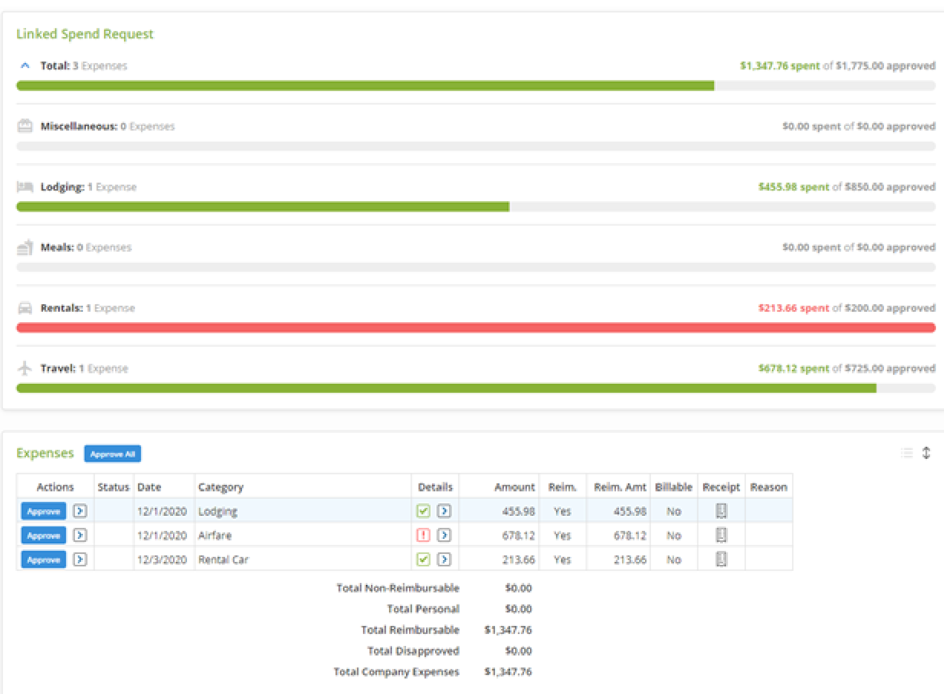
Step 2: Once the **Approval Requests** page opens, select a **Spend Request** to view.



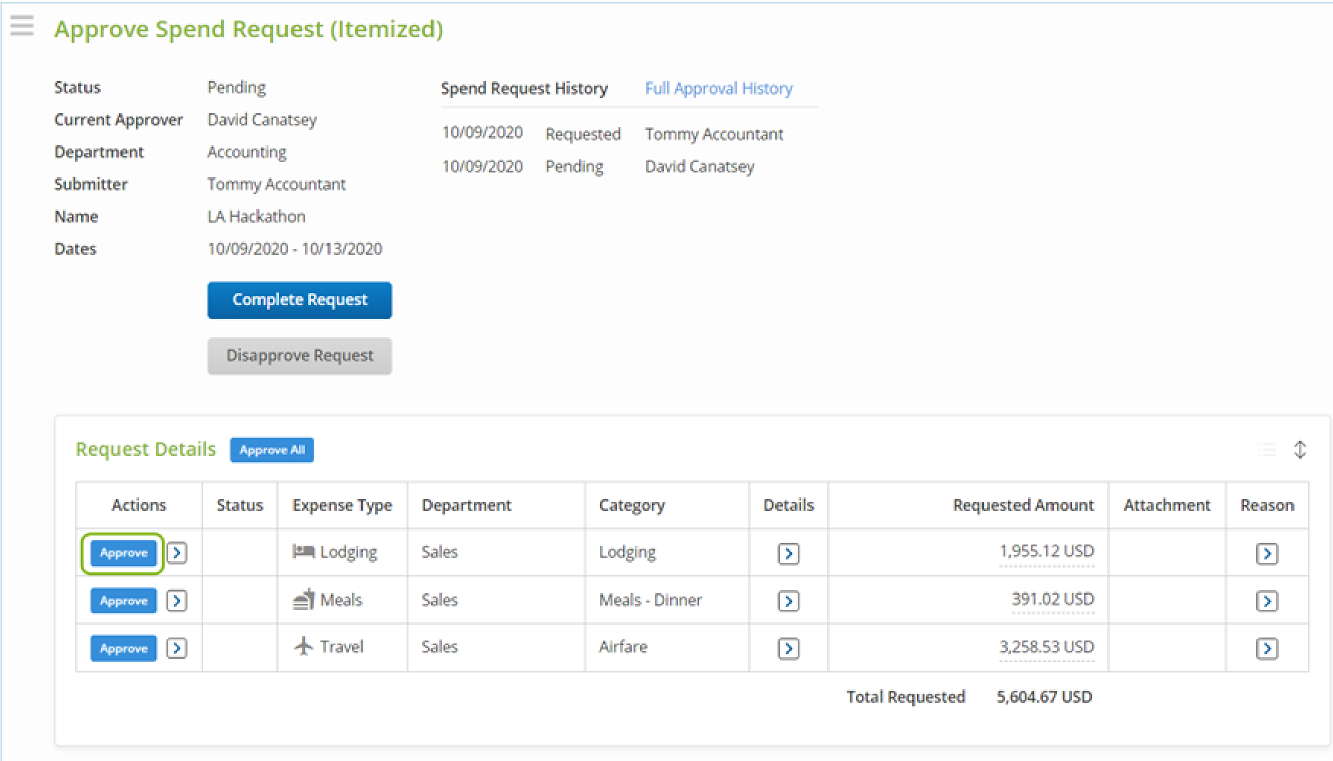
Step 3: After the request opens, click the arrow **(>)** under the **Details** or **Reason** columns to see more information about the **Spend Request Items**.



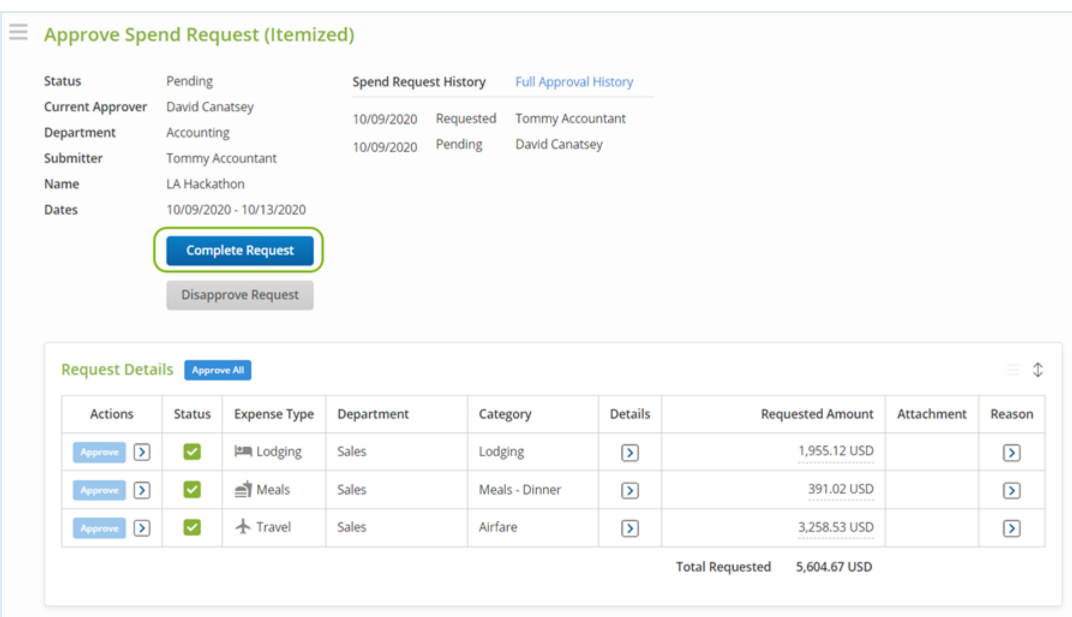
Step 4: View the **Spend Tracker** tool at the top of the expense report to compare the user's spend against the pre-approved amount from the spend request. This helps you know right away if the user spent more than what they were approved for, and by how much.



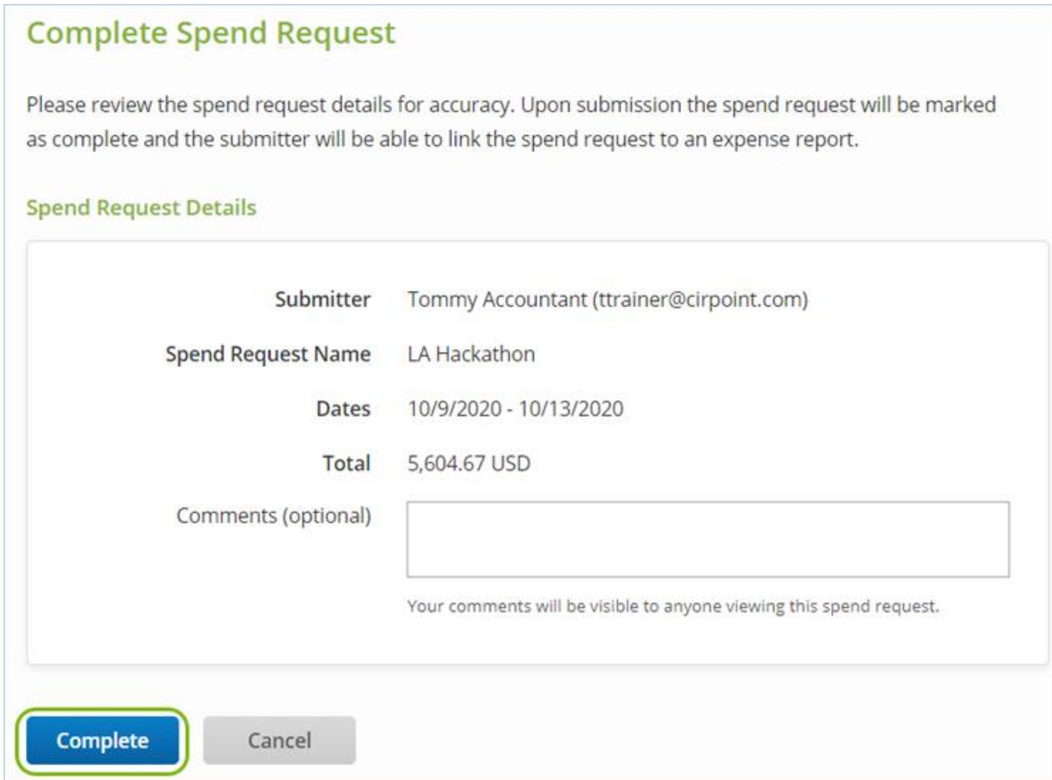
Step 5: Once the **Items** have been reviewed, select the **Approve** button for each line. To approve all **Items** at once, click the **Approval All** button.



Step 6: When an **Item** is approved, a green checkmark will appear in the **Status** column. Click **Complete Request** once all **Items** are approved.



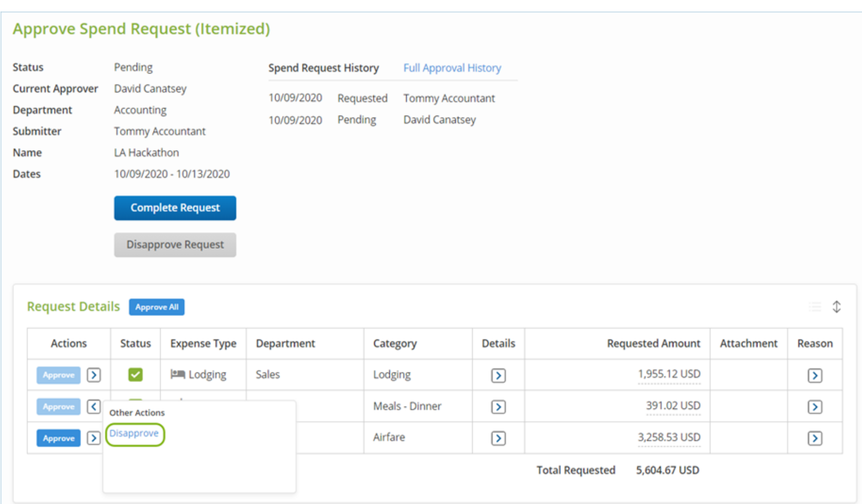
Step 6: On the next page, click **Complete** to finish approving the **Spend Request**.



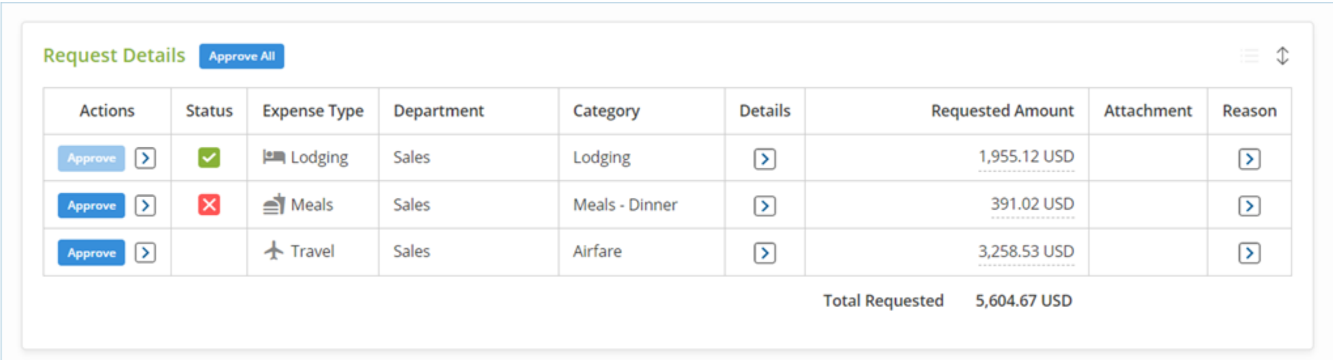
Disapproving a Spend Request

A **Manager** can disapprove single **Items**, or an entire **Spend Request**. If the entire **Spend Request** is disapproved, it will return to the submitter's **Spend Request Drafts**.

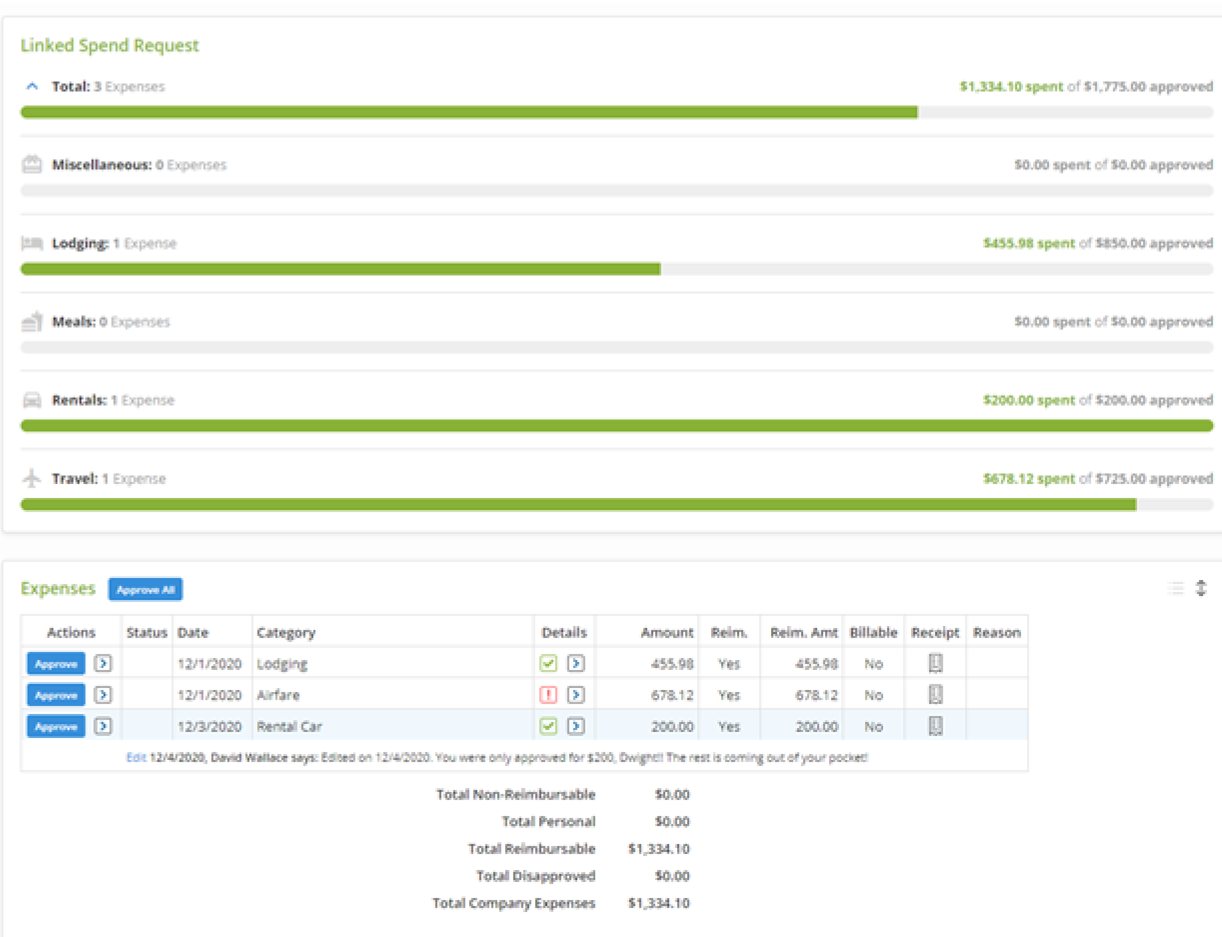
Step 1: To disapprove single **Items**, click the arrow **(>)** under **Actions**. Select **Disapprove** in the **Other Actions** pop-up window.



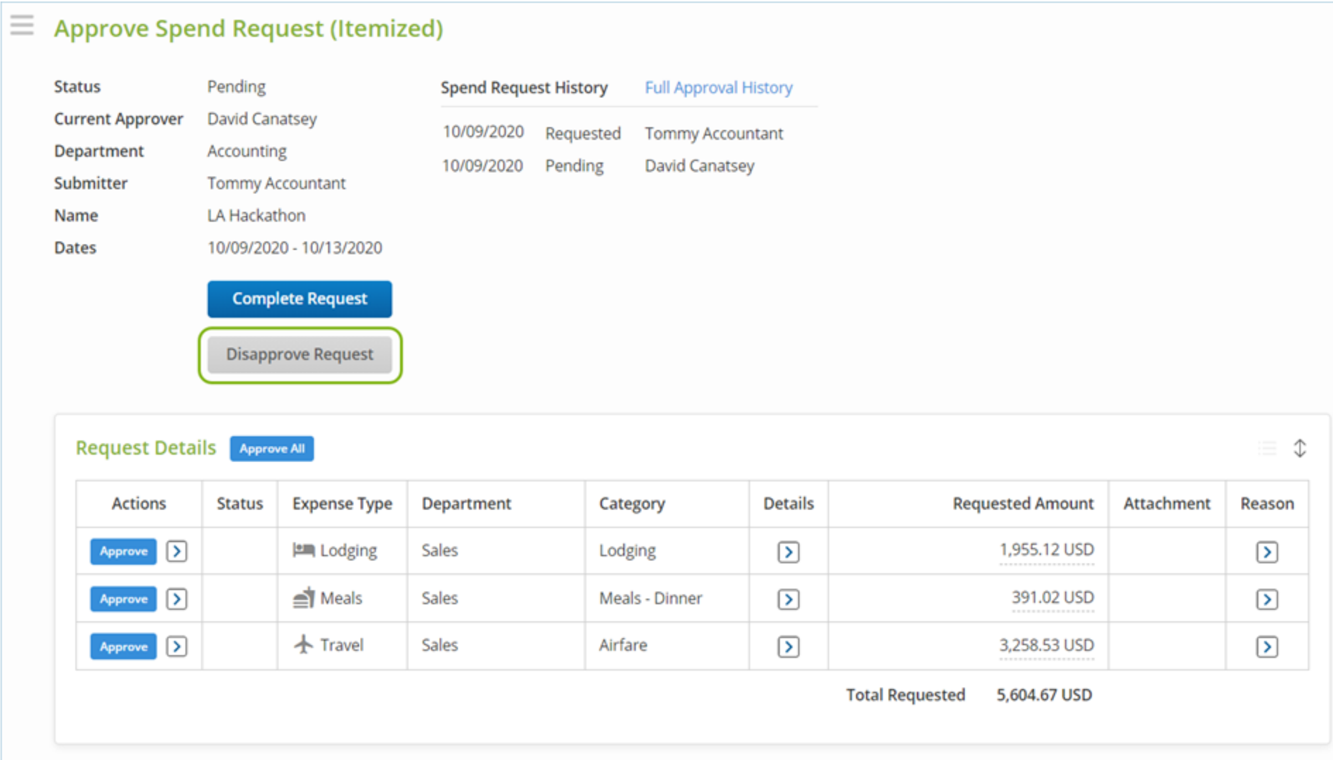
Once the **Item** has been disapproved, a red **X** will appear in the **Status** column.



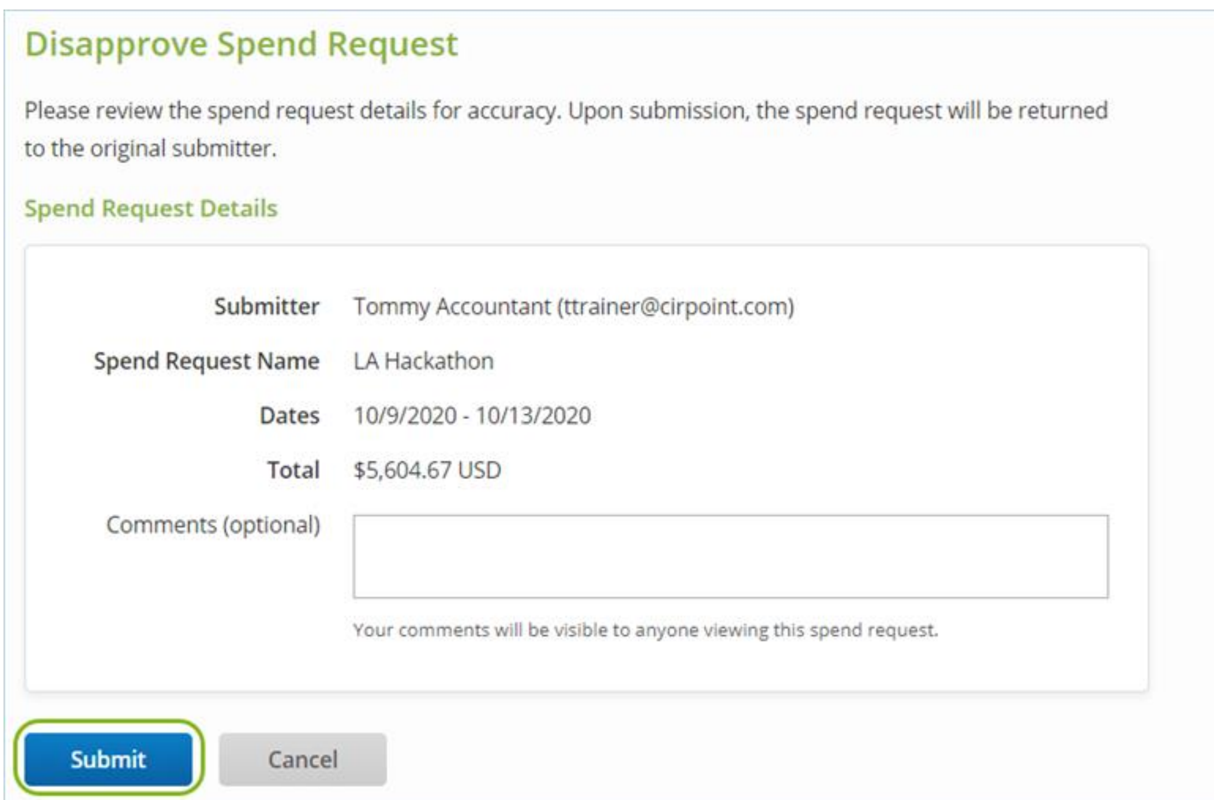
Step 2: As items are **disapproved**, the **spend tracker** tool will update accordingly bringing the user under their budget.



Step 3: To disapprove a **Spend Request** completely, click the **Disapprove Request** button.



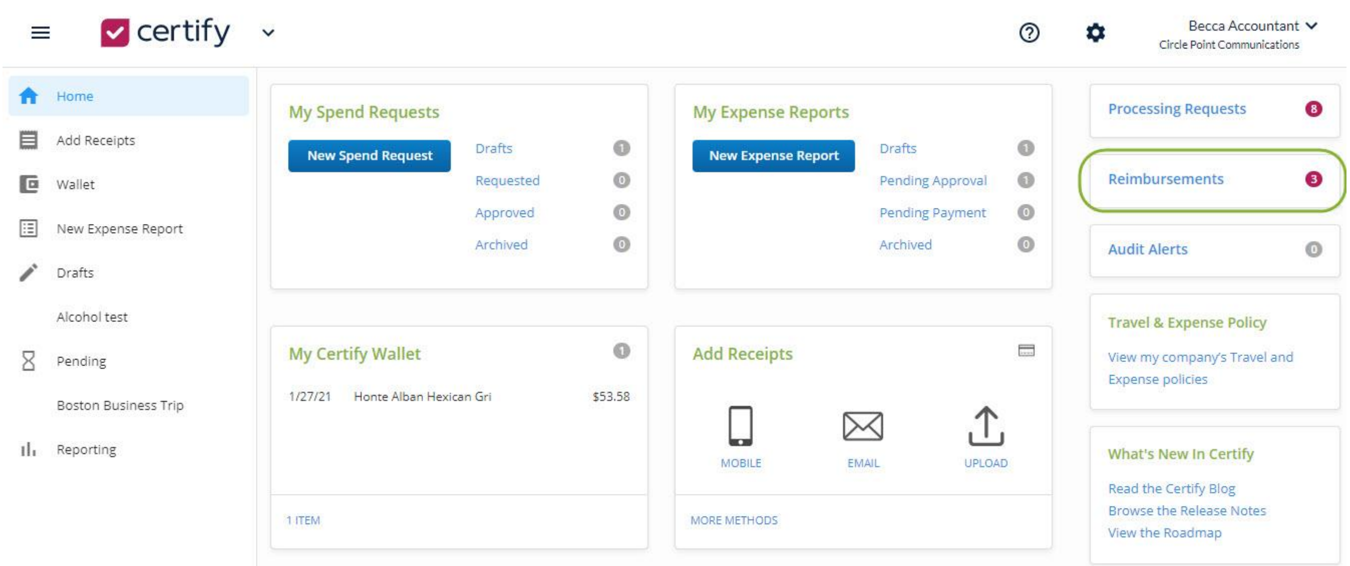
Step 3: On the **Disapprove Spend Request Page**, click **Submit.**



Reimbursing through Certify Payments

Certify Payments enables your organization to reimburse employees using direct deposit, both domestically and internationally. To initiate reimbursements, your Certify Administrator must first designate you as a Treasurer within Certify. This article show you, a **Certify Treasurer**, how to reimburse your employees using **Certify Payments**.

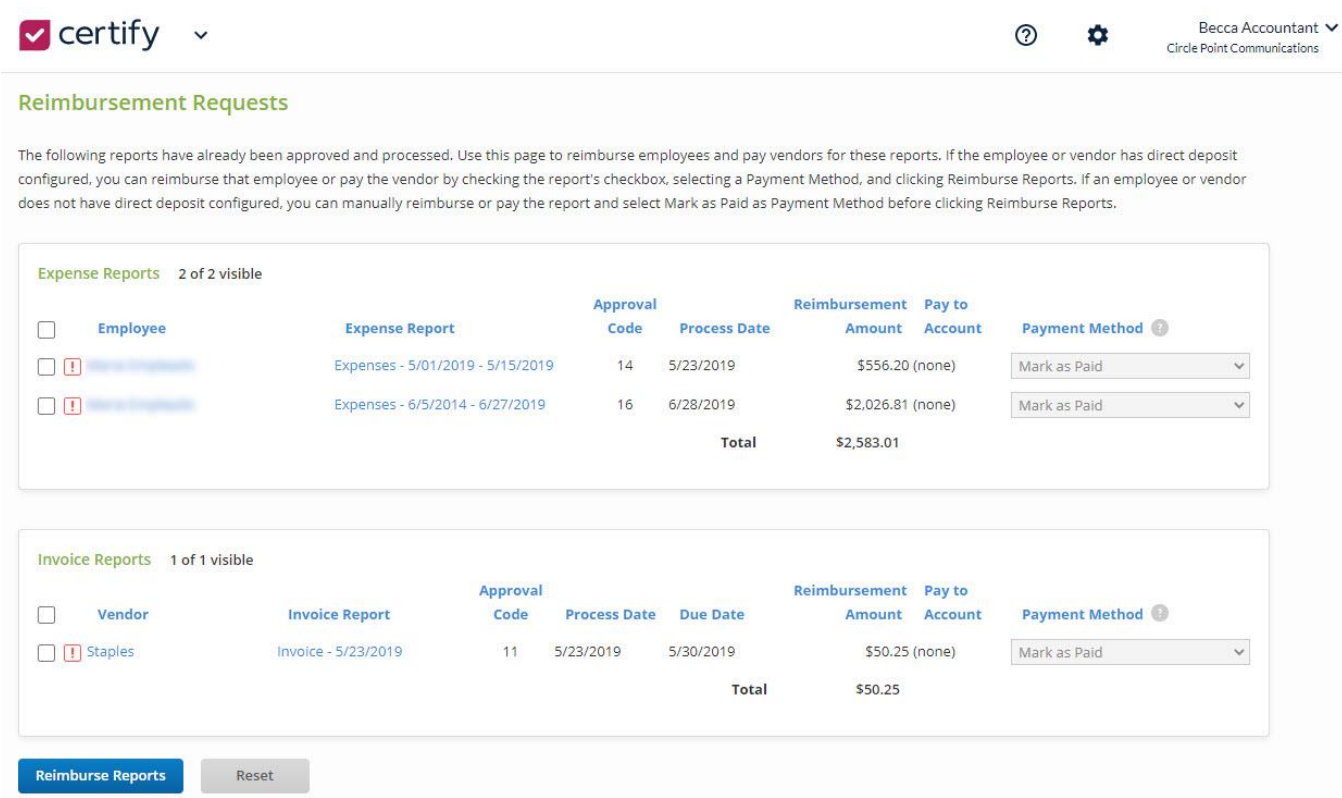
Step 1: Login to your Certify account homepage. Click **Reimbursements**.



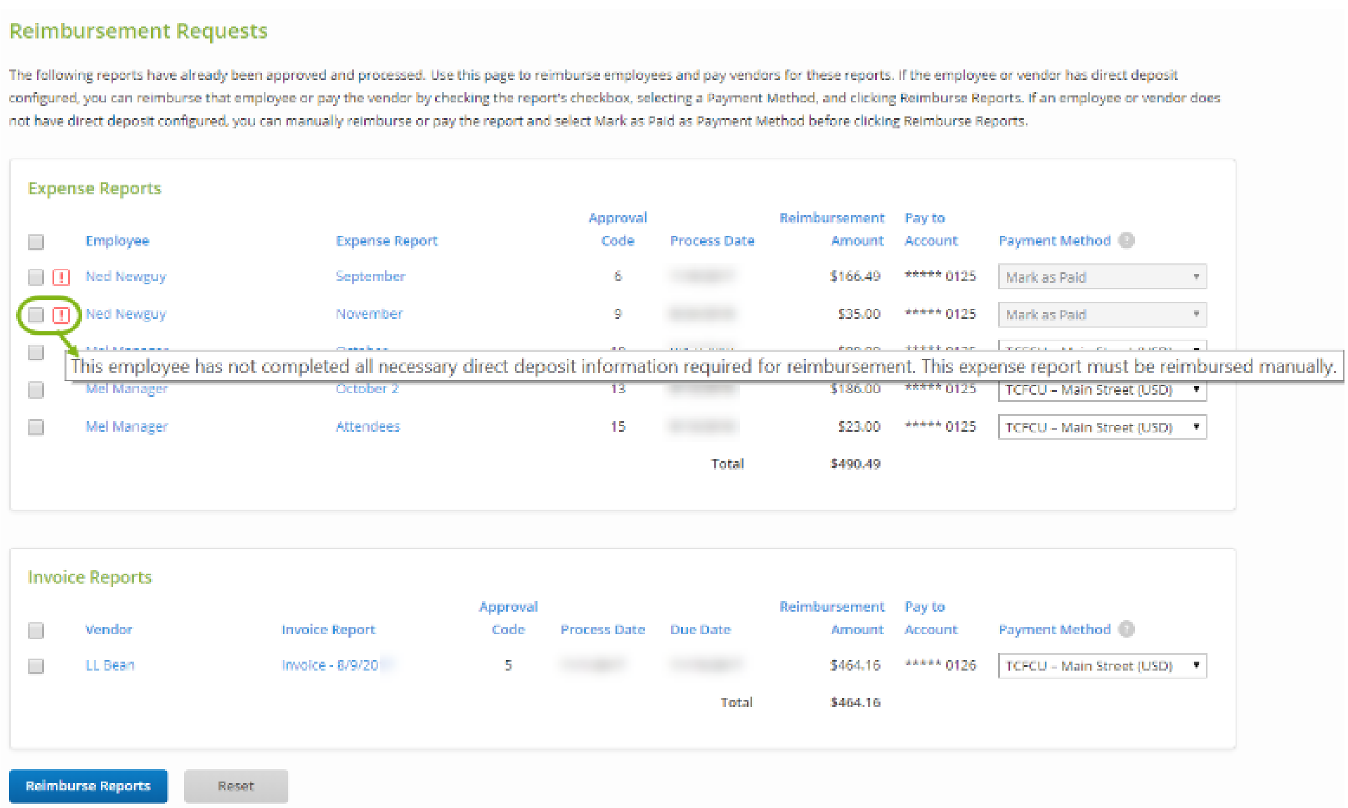
Step 2: In the **Reimbursements Requests** queue, select the reports you want to reimburse.

Please Note: *Only reports from employees who have entered and saved their **Direct Deposit Information** will allow selection.*

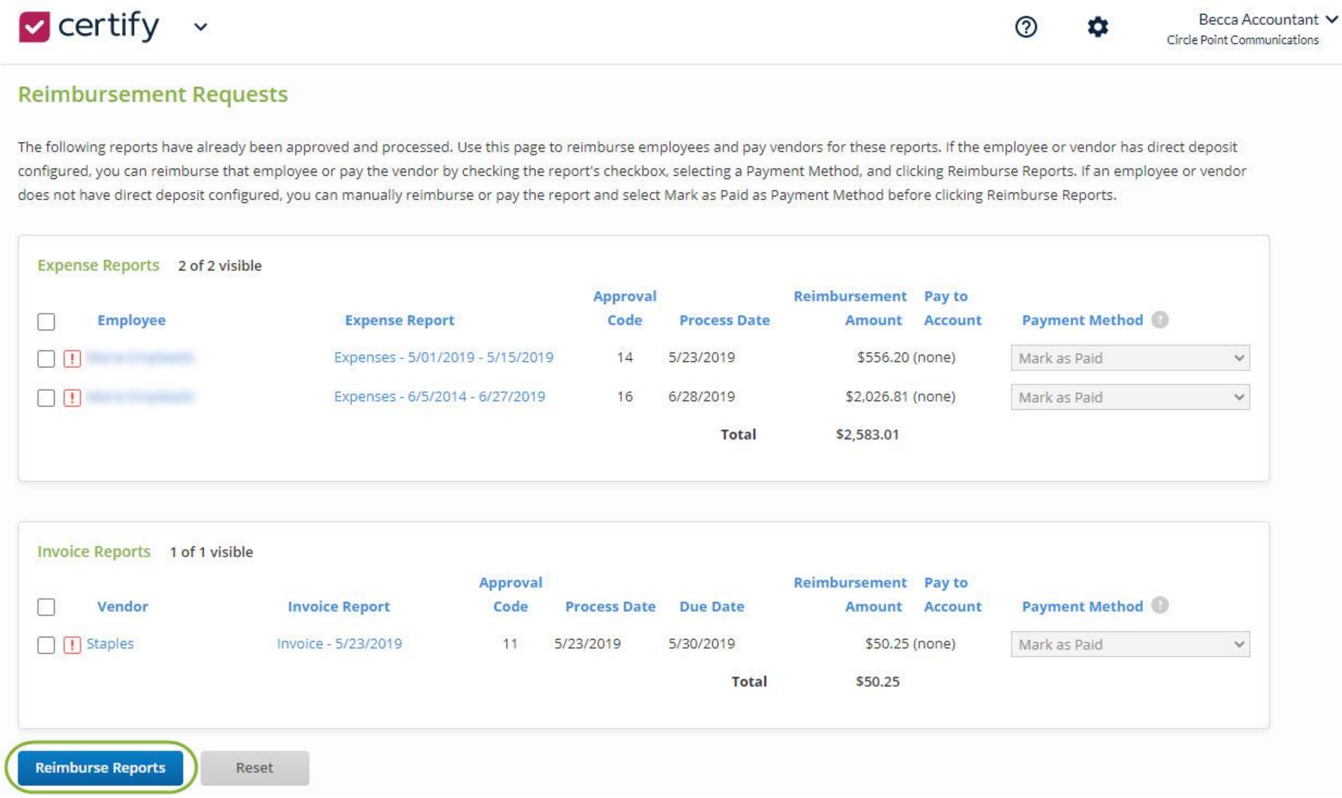
Please Note: *If an employee has not saved their **Direct Deposit Information**, you may select **Mark as Paid** to reimburse outside of Certify.*



If an employee has incorrectly entered or has not changed their direct deposit information, a red exclamation point alerts you prior to processing.



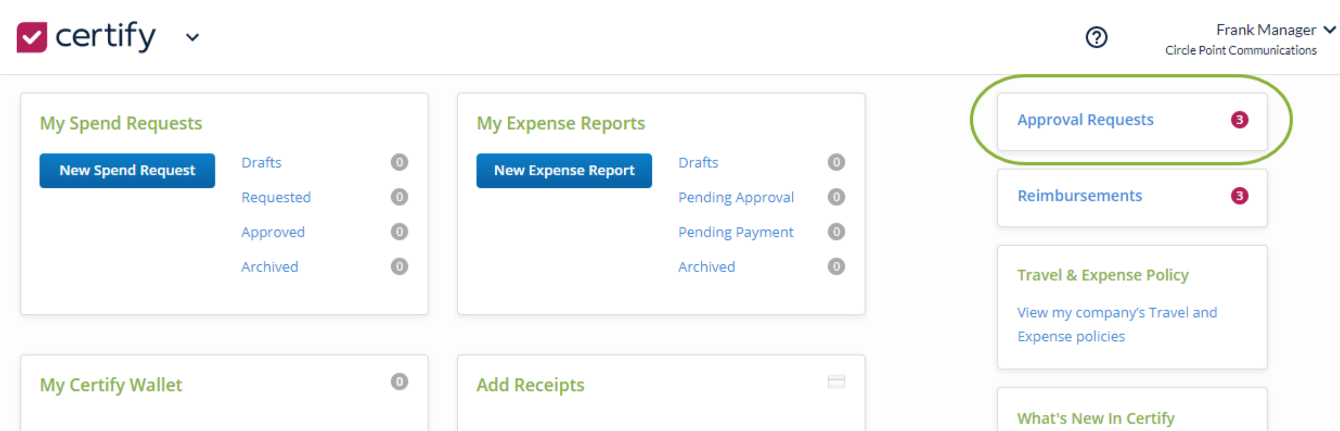
Step 3: Click **Reimburse Report**. Depending on your company's ACH contract, reimbursement is sent to the employee within 2-7 business days.



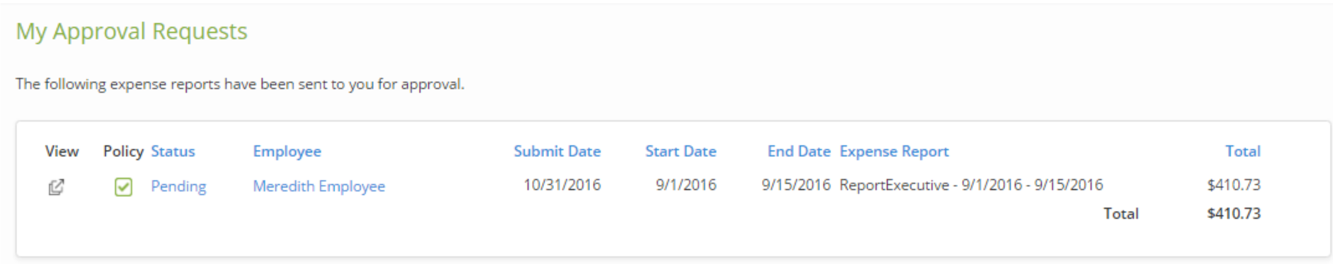
Disapproving an Expense Report – Approvers

Occasionally, you may need to disapprove an expense report due to policy violations or other issues. A disapproved expense report is sent back to the submitter's **Drafts** folder where they can make edits and resubmit their expense report.

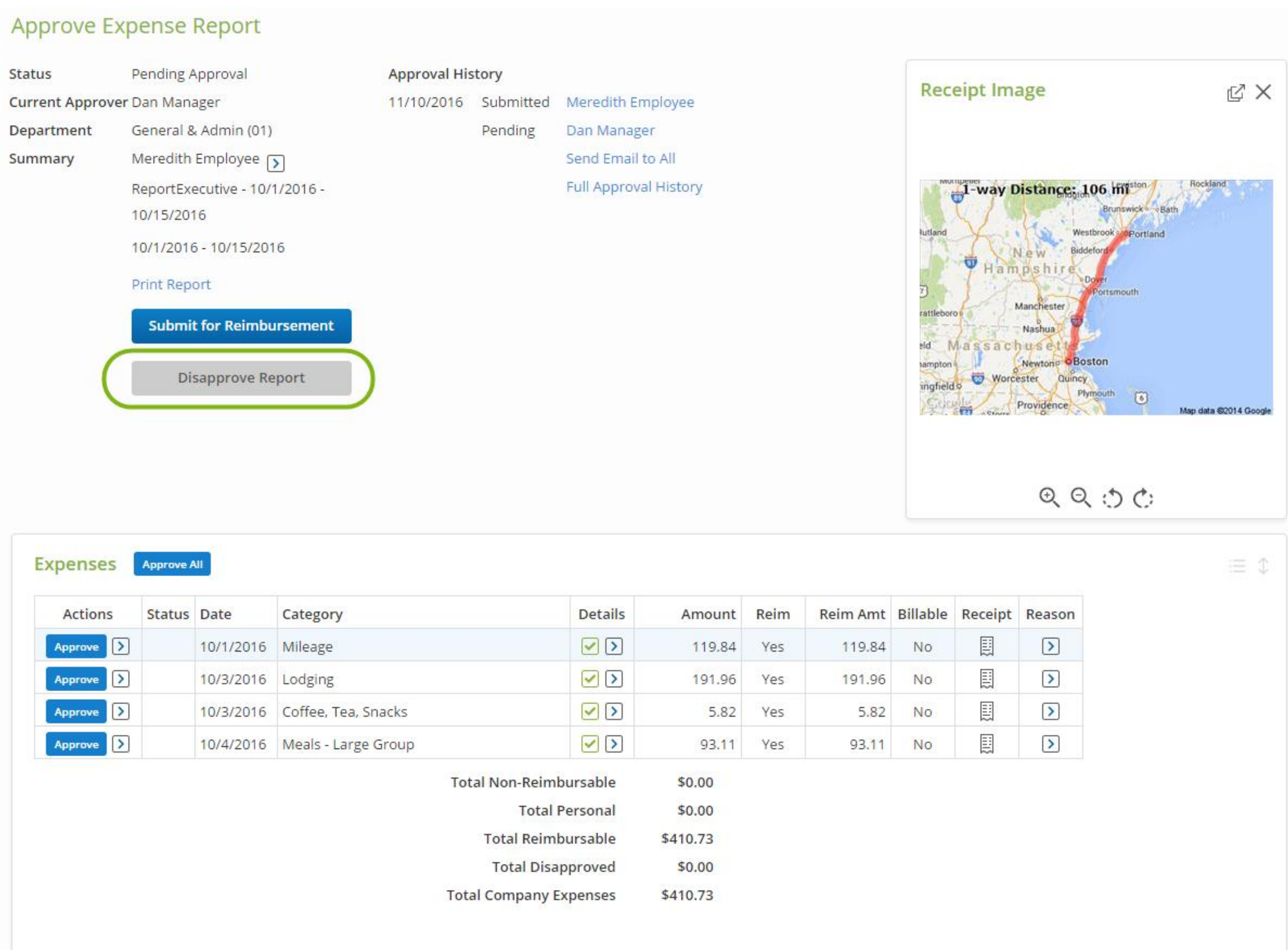
Step 1: On your account home page, select the number of items under **My Approval Requests.**

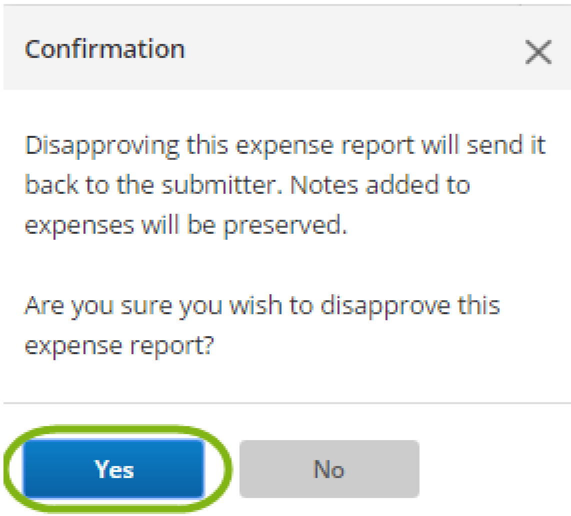


Step 2: On the next page, you will see all expense reports awaiting your approval. To view a specific expense report, click the **Employee** name or the view (document) icon under the **View** column. This will open the expense report in a new browser window.

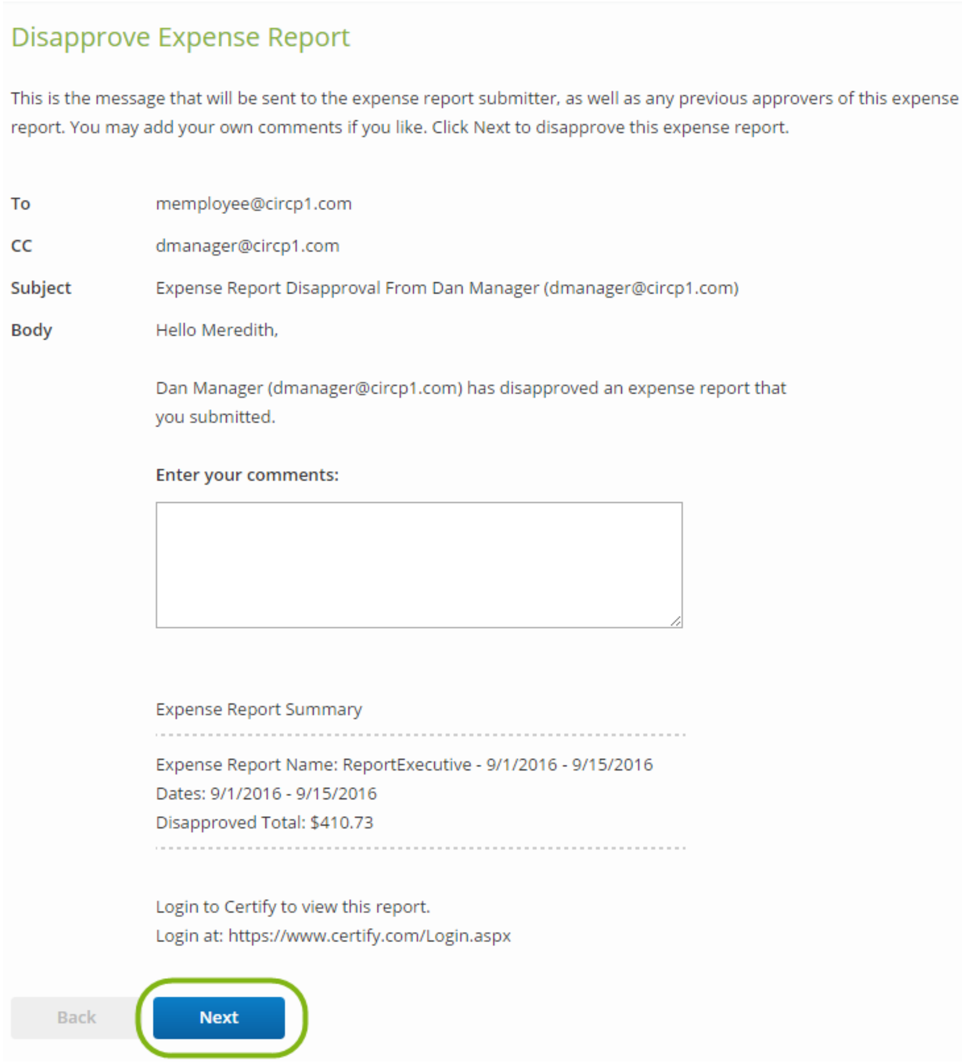


Step 3: To disapprove the entire expense report, select **Disapprove Expense Report** next to **Actions**. When you select **Disapprove Expense Report**, a popup will advise you that the expense report will be sent back to the submitter, and will ask you to confirm the disapproval. Click **Yes** to continue the disapproval process.





Step 4: By selecting **Disapprove Expense Report**, an email preview will be displayed where you can enter text for the submitter in the **Enter your comments** in the field provided. Click **Next** to complete the disapproval process.


Disapprove Expense Report

This is the message that will be sent to the expense report submitter, as well as any previous approvers of this expense report. You may add your own comments if you like. Click Next to disapprove this expense report.

To	memployee@circp1.com
CC	dmanager@circp1.com
Subject	Expense Report Disapproval From Dan Manager (dmanager@circp1.com)
Body	Hello Meredith,

Dan Manager (dmanager@circp1.com) has disapproved an expense report that you submitted.

Enter your comments:

Expense Report Summary

Expense Report Name: ReportExecutive - 9/1/2016 - 9/15/2016
Dates: 9/1/2016 - 9/15/2016
Disapproved Total: $410.73

Login to Certify to view this report.
Login at: https://www.certify.com/Login.aspx

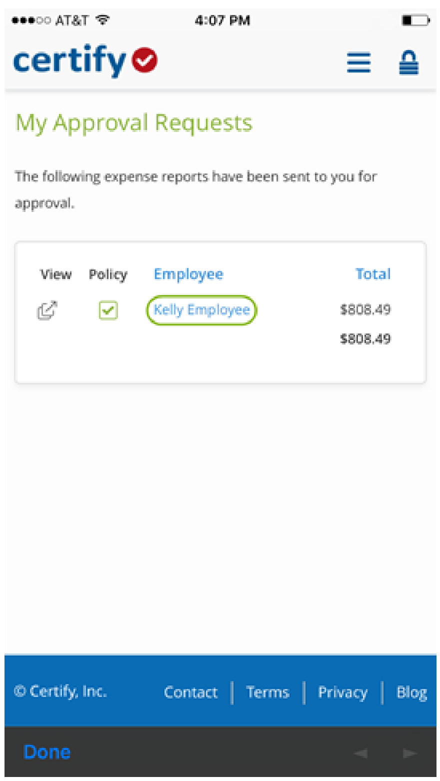
Back Next

Certify Mobile - Approving/Disapproving

Certify allows you to approve and process expense reports using the Certify Mobile app. This article shows you how to approve or process expense reports using Certify Mobile.

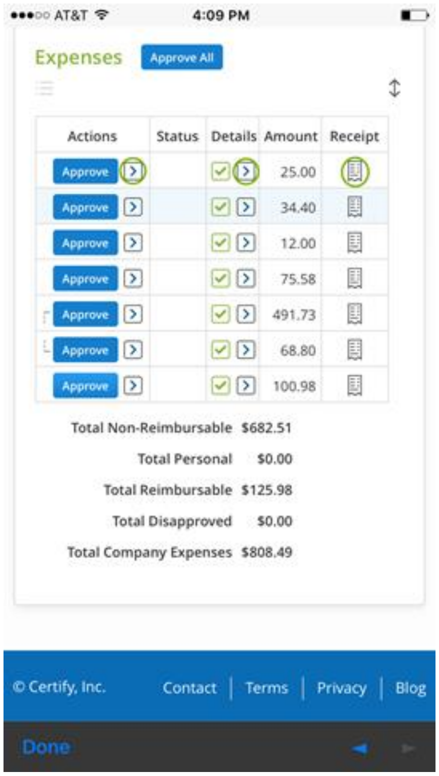
Step 1: On your Certify Mobile app Home screen, tap **Approval Requests**. If the number of approval requests is incorrect, tap **Sync** to update the data.

Step 2: To view an expense report, tap the view (document) icon under the **View** column next to the expense report you would like to open.

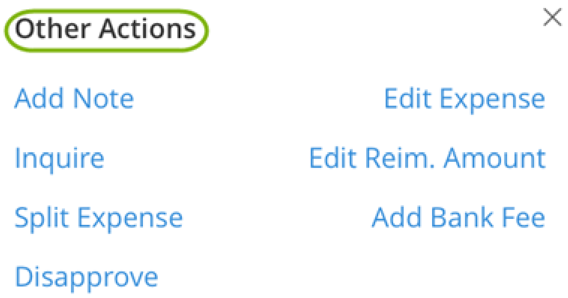


Step 3: To view a specific receipt in an expense line, click the view (document) icon under the **Receipt** column. A red exclamation mark under the **Receipt** column indicates that there is no receipt image attached to the expense line. A green check mark in the **Receipt** column indicates that there is no receipt image attached to the expense line, however, no receipt is required for this expense according to your company's policies.

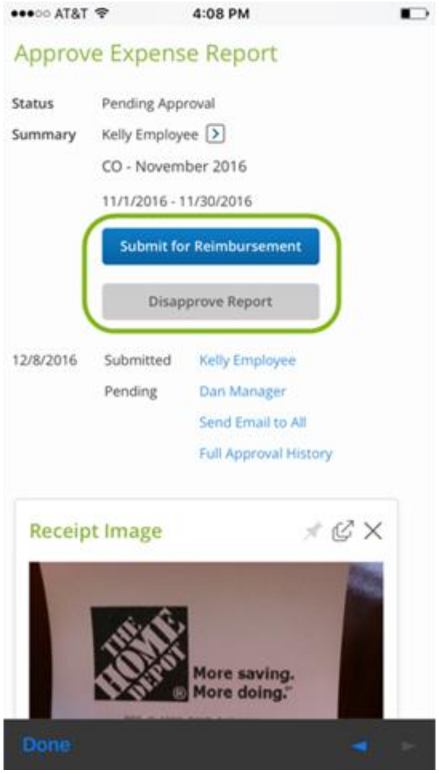
To view vendor and location details, tap the arrow **(>)** under the **Details** column. A red exclamation mark under the **Details** column indicates that the expense may be out of company policy.



If you have a question about an expense line, or about the expense report, there are several actions available in the **Other Actions** menu. To access this menu, tap the arrow **(>)** under the **Approval** column. In the **Other Actions** menu, select the action name.



Step 4: To approve the entire expense report, tap **Approve All** next to **Expenses**. To approve specific expense lines, tap the green check mark under the **Approval** column for that specific expense line. After approving, tap **Submit for Reimbursement** to send the expense report to the next approver in the approval workflow.

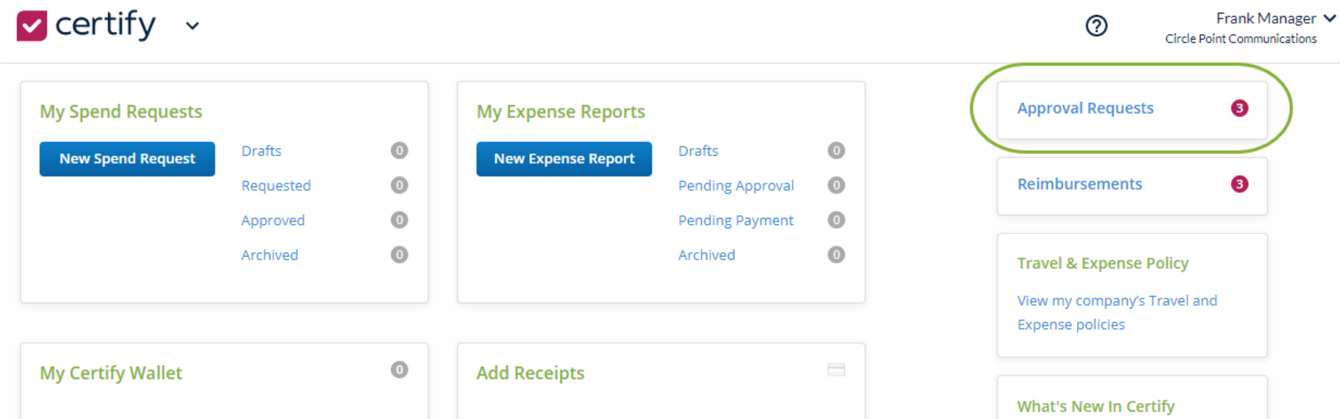


Approving with InstantAudit

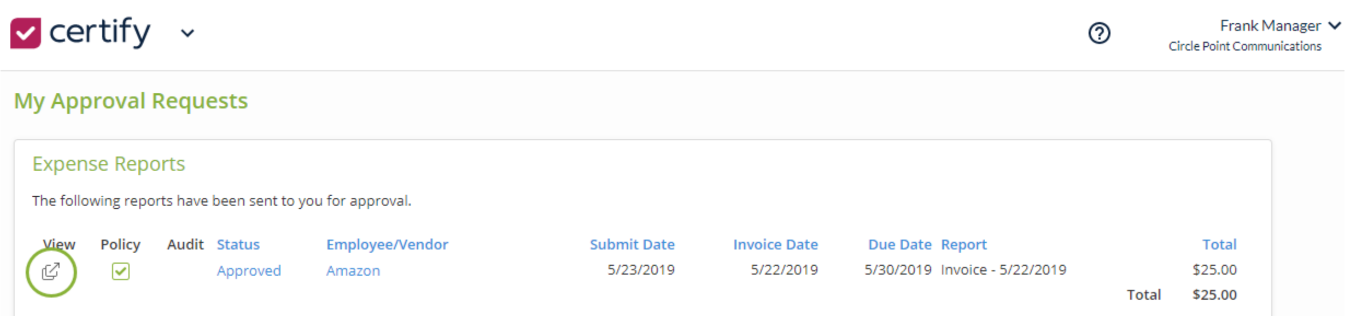
With **InstantAudit**, **Approvers** gain beneficial information to help make approval decisions. When a **Submitter** sends an expense report for reimbursement, **Certify InstantAudit** combs through the expenses, and flags those that fall into any of the **InstantAudit Rules** set by the **Certify Administrator**. Flagged expenses are then sent to the **Approval Requests** page with the **Audit** flag to indicate the expense needs extra attention.

This article shows you, a **Certify Approver**, how to view **InstantAudit** flags on your **Approval Requests** page.

Step 1: On your **Certify** homepage, click **Approval Requests**.



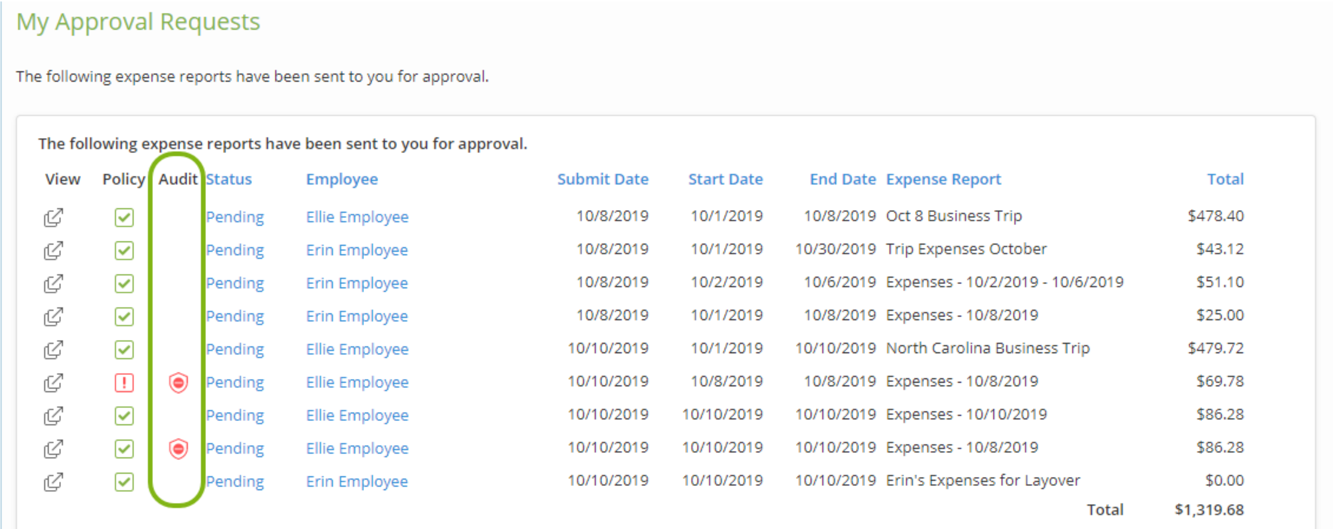
Step 2: The **Approval Requests** page opens. Click the **View** icon to view the **Submitter's** expense report.



Step 3: You now have three data points that can help inform a better approval decision:

- **InstantAudit Flag**: A flag in the **Audit** column indicates if the expense has triggered one of your company's **InstantAudit** rules.
- Submitter's return **Reply** note from the **Inquiry**
- Auditor's note

Status indicates that an **Inquiry** is pending with the submitter. It can be helpful in letting the **Approver** know to ignore this report until the submitter answers.


My Approval Requests

The following expense reports have been sent to you for approval.

The following expense reports have been sent to you for approval.

View	Policy	Audit	Status	Employee	Submit Date	Start Date	End Date	Expense Report	Total
			Pending	Ellie Employee	10/8/2019	10/1/2019	10/8/2019	Oct 8 Business Trip	$478.40
			Pending	Erin Employee	10/8/2019	10/1/2019	10/30/2019	Trip Expenses October	$43.12
			Pending	Erin Employee	10/8/2019	10/2/2019	10/6/2019	Expenses - 10/2/2019 - 10/6/2019	$51.10
			Pending	Erin Employee	10/8/2019	10/1/2019	10/8/2019	Expenses - 10/8/2019	$25.00
			Pending	Ellie Employee	10/10/2019	10/1/2019	10/10/2019	North Carolina Business Trip	$479.72
			Pending	Ellie Employee	10/10/2019	10/8/2019	10/8/2019	Expenses - 10/8/2019	$69.78
			Pending	Ellie Employee	10/10/2019	10/10/2019	10/10/2019	Expenses - 10/10/2019	$86.28
			Pending	Ellie Employee	10/10/2019	10/10/2019	10/10/2019	Expenses - 10/8/2019	$86.28
			Pending	Erin Employee	10/10/2019	10/10/2019	10/10/2019	Erin's Expenses for Layover	$0.00
								Total	$1,319.68

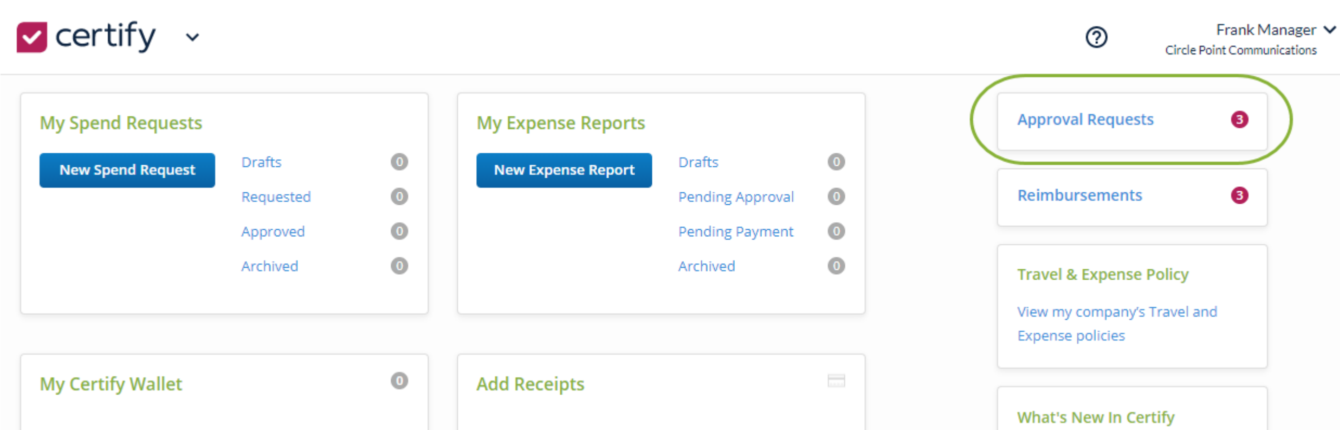
You can now approve your expenses as normal, using the **InstantAudit** flags to help make your approval decision.

Using Administrative Flags

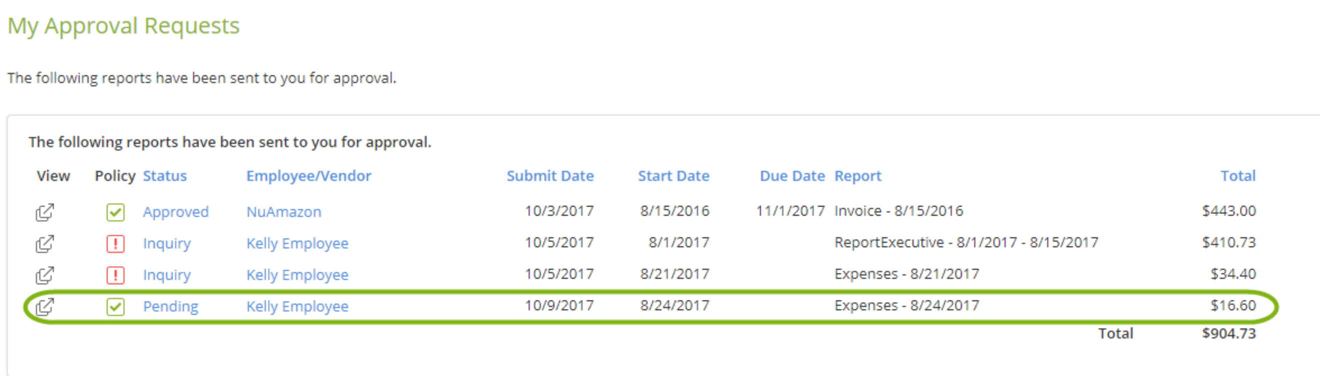
Administrative Flags can be manually added to submitted expense lines to note report submitter actions. After an Approver adds a note to an expense line, it will be flagged for review. These flags are known as **Administrative Flags**.

This article shows you, an **Approver**, how to review and enter administrative flags.

Step 1: On your **Certify** homepage, click **Approval Requests**.

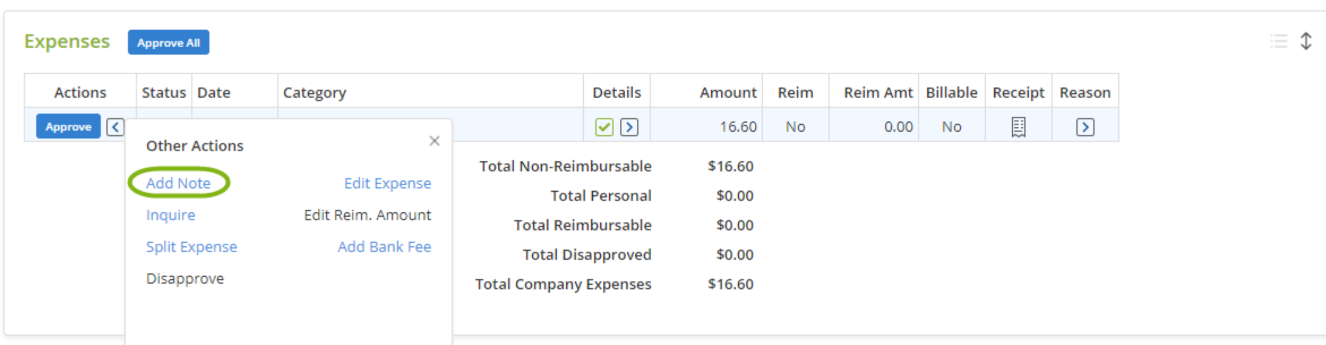


Step 2: Select the report you want to review.

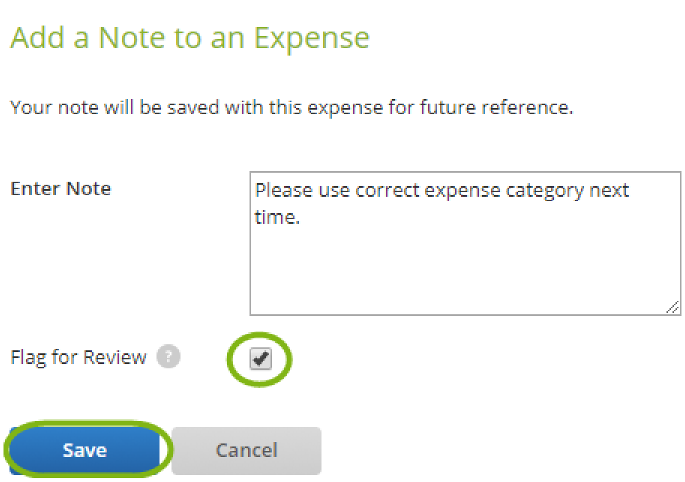


Please Note: *If an administrative flag has been added to a user's expense report within the last 90 days, details from those prior flags will be present in the* ***Approval Requests*** *queue to hover over.*

Step 3: Select the **Other Actions menu** of the specific expense line that needs a note.



Step 4: In the **Enter Note** box, enter your note. Click the **Flag for Review** checkbox, and then **Save**.



Step 5: The note is now permanently added to the expense line. This report will be added to the **Expense Policy Review** report, and also added to the user's count of administrative flags within the last 90 days.

Expenses Approve All

Actions	Status	Date	Category	Details	Amount	Reim	Reim Amt	Billable	Receipt	Reason
Approve		8/23/2017	Miscellaneous		16.60	No	0.00	No		

Edit 10/9/2017, Jon Manager says: Please use correct expense category next time. (flagged)

INDEX